

*Citizen's Charter – Town Planning Organisation, Jammu*

**1. Mission**

Ensure economic growth through planned development of the urban settlements i.e. preparation of Master Plans, Town Planning Schemes and Infrastructure projects.

**2. Vision**

Creation of liveable urban habitat and plan for sustainable development of cities and towns.

**3. Online NOC for Building Permissions of JMC and ULB**

- Housing & Urban Development Department, Jammu & Kashmir has introduced an online portal for building permission cases by various Departments in the Year 2010.
- The NOCs from concern Departments is obtained through the online system.

**3.1 Procedure for issuance of NOC by Town Planning Organization, Jammu:-**

1. The Building permissions drawings uploaded by JMC/MC & ULBJ for Jammu province is downloaded subsequently by TPO Jammu office & sub-offices headed by Town Planners.
2. The concerned officer marks the plan to downline officers for inspection. The uploaded drawing if found defective, the case is rejected there and then. Further JMC/concerned MCs are informed accordingly with comments of its rejection. The concerned person can also know the status of his building permission case online in citizen login through Housing & Urban Development Department building permission portal on their website.
3. The subordinate officers & field runners makes the site inspection for ensuring road width location & status of site whether built or vacant, adjacent utilities, services & thereupon the area calculation, scrutiny as per By-laws & parking standards are examined & reported to further process the building permission case within stipulated time of 30 days from the date of valid drawing submissions.
4. With the recommendation of hierarchical order/line, the recommendations are approved & NOCs is communicated through the online system.

**4. Nodal officer for Monitoring of implementation of Public Service Guarantee Act – 2011:**

S. No.	Name of the officer	Designation/Address	Contact No:
1	Sh. Rajeev Abrol	Town Planner O/o Chief Town Planner, Town Planning Organisation, Last Morh, Gandhi Nagar, Jammu	9419181841

**5. Norms set up by Town Planning Organization, Jammu for discharge of its functions:**

Town Planning Organization consults approved Master Plan and related building bye-laws in processing NOCs, according technical opinions. Strictly observes, land use plans, other stipulations and laws applicable in the union territory.

**6. Procedure followed in decision making process including channels of supervision and accountability.**

The main function of the Town Planning Organization is urban planning of settlements and to extend advisory services, technical opinion to various development agencies, urban local bodies and departments within the jurisdiction area. Prepare Town Planning Schemes, Development Plans, Master Plans of towns and tourist destination areas, rehabilitation schemes, conduct surveys, studies, prepare reports and documentation of projects.

Master Plans are either prepared in house or outsourced to the consultants. The Master Plans are prepared under J&K Development Act 1970 after following due procedure as laid down in the Act. The Draft Master Plans before submitting to Government for publication are placed in Public domain for inviting objections/suggestions from general public. The Sustainable objections/suggestions are addressed in a holistic manner and Draft Master Plan is revisited and revised and finally submitted to Government for its approval.

For all decision making, proper hierarchal procedure is adopted through rank and file for comments/observations on building permission cases. Site inspection and validation report is obtained from the inspectors who visit the site. Proper hierarchal checks and monitoring is done before final observations/disposal on the building permission cases are given in light of approved Master Plans, land use plans, enactments, and all rules/regulations.

**7. Details of services provided:**

- Formulation of Master Plans/Town Planning Schemes, Facilitating G.I.S mapping under National Urban Information System, Policy for Habitat, Parking, Urban renewal & guidance to Tourism Development Plans to Tourism Development Authorities.
- Observations, comments, technical opinions and remarks given on Building Permission Cases of all the Municipal Corporations and Municipal Committees in Jammu Division under Public Services Guarantee Act 2011.

**8. Consultation with the members of the Public:**

I. Interaction with members of civil society, their representatives and stakeholders is held at every stage of formulation of Mater Plans through Power Point Presentations, deliberations and discussions duly recorded in minutes of meetings.

II. Drafts Master Plans before submitting to Government for publication are placed in Public Domain for inviting objections/suggestions from general public.

III. Sustainable objections/suggestions are addressed in a holistic manner and Draft Master Plan is revisited and revised and finally submitted to Government for its approval and publication.

**9. Boards/Councils/Committees or other bodies constituted for advising Town Planning activities:**

District Development Board/Council/Committees are set up by the Government/Administration to advise the Town Planning Organization, Jammu Division for priority assignments. Town Planning Organization holds meetings and consultations with different Stakeholders/Line departments and district administration during preparation of Mater Plans, Development Plans and Town Planning Schemes.

**10. List of Rules/regulations/instructions/manuals/records held in Town Planning Organization, Jammu for discharge of duties.**

- (i) J&K Town Planning Act – 1963
- (ii) J&K Development Act – 1970
- (iii) J&K Town Planning Rules – 1973
- (iv) J&K Development Rules - 1976
- (v) Control of Building Operations Act - 1988
- (vi) J&K Municipal Act - 2000
- (vii) Municipal Corporation (Building Bye Laws – 2011)
- (viii) Jammu Mater Plan – 2032
- (ix) Udhampur Master Plan - 2031
- (x) Katra Mater Plan – 2031