

HOSPITALITY & PROTOCOL DEPARTMENT



HAND BOOK OF INFORMATION

**UNDER SECTION 4(i)(b) OF THE JAMMU & KASHMIR
RIGHT TO INFORMATION ACT, 2009**

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HOSPITALITY & PROTOCOL DEPARTMENT

[\(<http://jkhospitalityprotocol.nic.in>\)](http://jkhospitalityprotocol.nic.in)

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THE INFORMATION HAND BOOK UNDER SECTION 4(1)(b) OF THE JAMMU & KASHMIR RIGHT TO INFORMATION ACT, 2009

Background of the Hand Book:-

This Hand book has been prepared in accordance with Section 4(1) (b) of the Jammu & Kashmir Right to information Act, 2009 in order to enable the citizens to have easy access to the information as mandated in the Act.

Objective/purpose of the Hand Book :

The focus of the Hand Book is to familiarize citizens with various activities of the Hospitality & Protocol department and facilitate easy access to all the information required to be published under Section 4(1) (b) of the said Act. This hand book is expected to enhance and strengthen interaction between the Hospitality & Protocol Department and information seeking citizens to fulfill the goals of transparency and accountability enshrined in the Right to Information Act, 2009.

Intended users of the Hand Book:

Citizens in general and personnel involved in state administration in particular.

Information of the Organization in the Hand Book:

1. This Hand Book provides an overall view of the Hospitality & Protocol Department its functions, the composition, duties and responsibilities, organizational structure etc.
2. In this hand book the details of each section of the Hospitality & Protocol department are provided under various heads as required under Section 4(1) (b) of the Jammu and Kashmir Right to Information Act, 2009.

Objectives/purpose of the Public Authority:-

The Hospitality and Protocol Department formulates policies with regard to providing of Hospitality and Protocol services including Reception, Transport, Boarding and Lodging to all visiting VVIPs/VIPs, Dignitaries visiting the state and proper arrangements in all State Functions, State Dinners/Luncheons hosted by the Hon'ble Governor/Hon'ble Chief Minister in honour of Dignitaries like Hon'ble President/Hon'ble Vice-President and Hon'ble Prime Minister of India and delegations visiting the state.

Mission/Vision statement of the Public Authority:-

Vision

To provide Hospitality and Protocol Services in the State of Jammu and Kashmir befitting the status of visiting dignitaries and events connected with such visits/functions.

Mission

- To provide Hospitality and Protocol services including Reception ,Transport, Boarding and Lodging to all visiting VVIPs/VIPs dignitaries.
- To provide Hospitality and Protocol Service during State Level functions, State Dinners/Luncheons in a befitting and efficient manner.
- To preserve the stored costly articles of Maharaja's time and maintain proper inventory of all the items stored in the Toshkhana

Brief History of the Public Authority:-

The history of Hospitality & Protocol Department formerly known as Reception Department dates back to the rule of Maharaja Pratap Singh. The infrastructure of the department was, however, created by Maharaja Hari Singh in the thirties.

Ever since the advent of popular rule in the State, the Department has been working under the patronage of Hon'ble Chief Minister. Commonly known as Tawaza Department in the post independence period, it came to be rechristened as Hospitality & Protocol Department in 1978-1979. The Department provides hospitality to VVIPs/VIPs and other state as well as paying guests who visit J&K from time to time.

The professionalism imbibed by the rank and file of the Department over the decades has made it a time tested and highly effective organization in meeting the challenging and sensitive obligations of hospitality and protocol.

Functions of the Public Authority:-

1. To make proper arrangements for all official functions/parties befitting the occasion.
2. To make arrangement of flower bouquets during the visit of VVIPs/VIPs/State Guests for presentation by the Hon'ble Governor, Hon'ble Chief Minister.
3. To provide logistical support and make efficient arrangements for official functions/parties hosted by Hon'ble Governor, Hon'ble Chief Minister and Hon'ble Deputy Chief Minister besides catering to similar requirement in connection with the Independence Day and Republic Day celebrations.
4. To extend organizational and logistical support for holding National level conferences and seminars in the State.
5. To repair, renovate and maintain Guest Houses, Circuit Houses and other Properties used for Lodging VIPs, State Guests and paying guests.
6. To organize reception, transport, security and stay of the State Guests, Paying Guests and Government officers/official.
7. To keep and maintain inventory of stocks in Departmental Stores at Srinagar/Jammu like shamiyanas, carpets, furniture & fixtures, linen, crockery & Cutlery etc.
8. Establishment matters of the department.
9. Fixation of rent charges for rooms in the Guest Houses inside and outside the State.

10. To pursue with other Departments viz ARI & Trainings, Finance, Law and Public Service Commission the process of amendment in the existing recruitment rules both at Gazetted and Subordinate level.
11. Notifying the Seniority lists of all the members of Hospitality, Protocol and Agencies Gazetted & Non-Gazetted Service. Pursuing the process of conducting Departmental Promotion Committee (DPC) and referring all the direct recruitment quota posts to recruiting agencies for filling up as per schedule notified by General Administration Department and pursuing the pending court cases. Induction of the eligible officers of Hospitality & Protocol & Agencies Gazetted Services into KAS.
12. To deal with matters and issues pertaining to office of Resident Commissioner, J&K House, New Delhi and its sub-offices at Mumbai, Chandigarh and Amritsar.

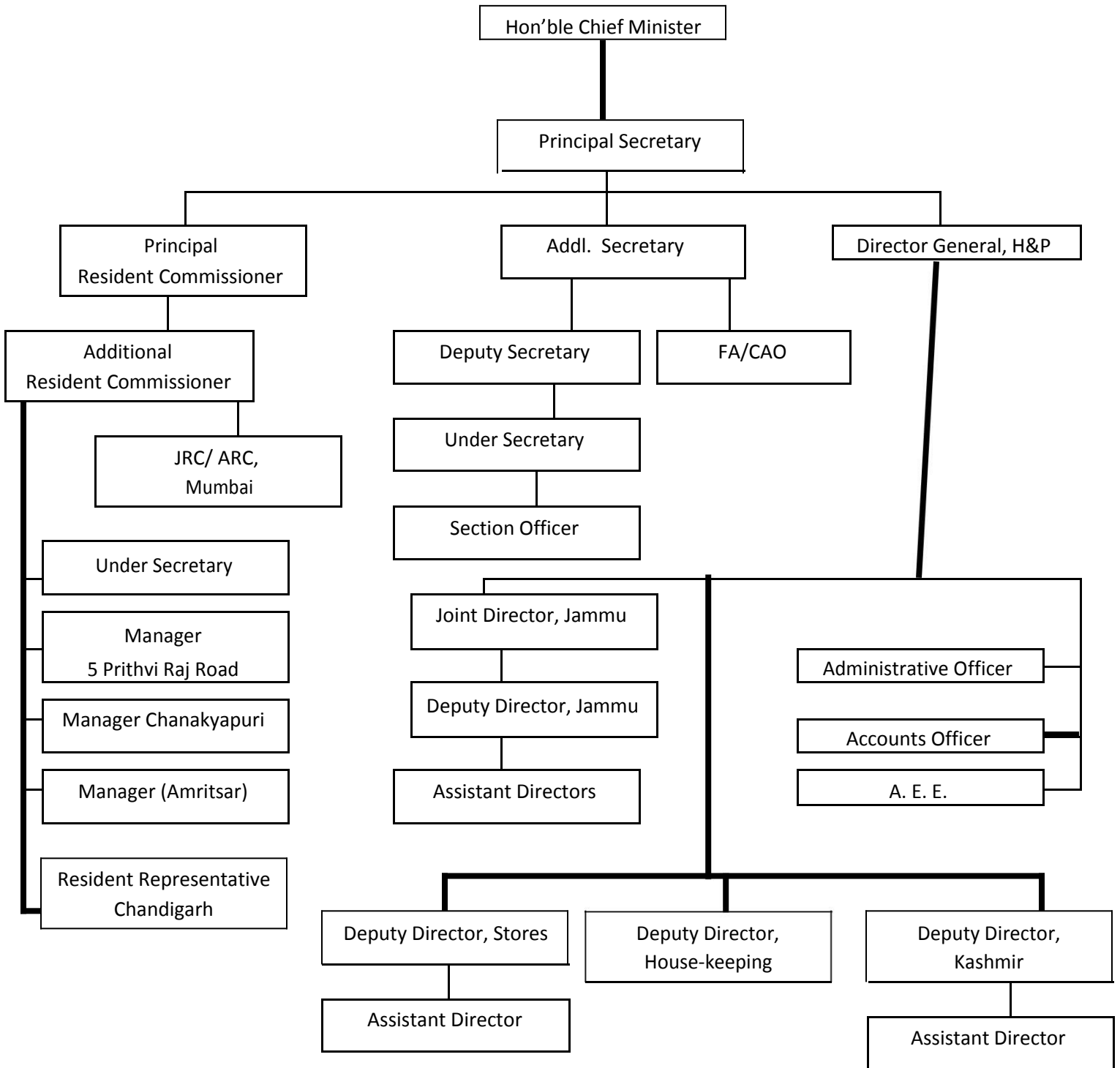
Transaction of the business of the H&P Deptt. :

In order to discharge its functions, the Hospitality and Protocol Department follows “The Jammu and Kashmir Business Rules”. These rules have been framed under section 43 and sub-section 2 of section 45 of the constitution of the State of J&K. Hon’ble Chief Minister is the Minister In charge of the Hospitality and Protocol Department . At the Secretariat level the department is headed by an Administrative Secretary.

Arrangements made for seeking public Participation/contribution:-

1. The objections /complaints/petitions can be addressed to the Principal Secretary, Hospitality and Protocol Department and redressal of grievances is carried out expeditiously.
2. The Department has puts up relevant information on its website <http://jkhospitalityprotocol.nic.in> for the information of the citizens.

Organizational structure at different levels:-



ADDRESSES OF THE MAIN OFFICE(s):-

1. Jammu Office:- (November to April)

Hospitality & Protocol Department,
CIVIL SECRETARIAT, JAMMU 180001

Winter Capital

2. Srinagar Office:- (May to October)

Hospitality & Protocol Department,
CIVIL SECRETARIAT, SRINAGAR 190001

Summer Capital

Contact No(s):

S.No.	Name & Designation	Office Telephone Nos.	Fax
1.	Ms. Mehbooba Mufti Hon'ble Chief Minister (Minister Incharge) H&P	0191- 2506100 0194- 2506900	01912506200
2.	Sh. Rohit Kansal, IAS Principal Secretary to HCM (Hospitality & Protocol Department)	0191- 2506099 0194- 2506199 0194-2506299	01912506299
3.	Sh. Susheel Kumar Sharma ,KAS Additional Secretary	9622131447 0191-2506431	01912575236-J
4.	Sh. Ashok Kumar, KAS Deputy Secretary	0191-2578089(J) 01942506245(S)	01912578089(J) 01942506245(S)
5.	Ms. Muneera Akhtar, Under Secretary	0191-2578089(J) 0194-2506245(S)	01912578089(J) 01942506245(S)
6.	Sh. Abdul Rashid Shah Section Officer, Clerical Hall	0191-2578089(J) 0194-2506245(S)	01912578089(J) 01942506245(S)
7.	Smt. Anjum Afroz Andrabi Section Officer, Clerical Hall	0191-2578089(J) 0194-2506245(S)	01912578089(J) 01942506245(S)

Working hours of the office:-

Working Hours: From 09.30 AM to 5.00 PM
(Except Holidays i.e. Saturday & Sunday)

CADRE STRENGTH

S. NO:	Designation	Scale of Pay	Grade Pay	NO. of Posts Sanctioned	Filled up	Vacant
1.	Special Secretary	37500-67000	8700	1	-	1
2.	Joint Director	15600-39100	6600	1	-	1
3.	Deputy Secretary	15600-39100	5600	1	1	-
4.	Under Secretary	9300-34800	4800	2	1	1
5.	Section Officer	9300-34800	4600	1	1	-
6.	Asstt. Accounts Officer	9300-34800	4600	1	1	-
7.	Junior Scale Steno	9300-34800	4200	1	-	1
8.	Head Assistant	9300-34800	4200	3	3	-
9.	Senior Assistant	5200-20200	2400	4	-	4
10.	Junior Assistant	5200-20200	1900	2	1	1
11.	Daftri	5200-20200	1900	2	-	2
12.	Jamadar-I	5200-20200	1800	1	1	-
13.	Orderly	4440-7440	1300	2	1	1
Total				22	10	12

Note 1: The officer of the rank of Additional Secretary, Deputy Secretary, Under Secretary and Non-gazetted staff is provided by General Administration Department and the strength varies from time to time.

Note 2: Accounts personnel are provided by Finance Department.

Note 3: The above statement indicates the pay band and grade pay for the post. However the actual grade pay shall vary in respect of non-gazetted employees due to in-situ promotions.

THE RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY IT OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING FUNCTIONS

Various Rules, Regulations, Acts etc are being used by the employees working in various sections. An indicative list of such Rules etc is as under:-

1. The Jammu & Kashmir Civil Services Regulations (CSR).
2. The Jammu & Kashmir Medical (Attendance) Rules 1990.
3. The Jammu & Kashmir Government Employees (Conduct) Rules, 1971.
4. The Jammu & Kashmir Civil Services (Classification, Control and Appeal) Rules, 1956.
5. The Jammu & Kashmir Civil Services (Leave) Rules, 1979.
6. Rules Regulating General Provident Fund.
7. The Jammu & Kashmir Reservation Act of 2004.
8. The Jammu & Kashmir Reservation Rules notified vide SRO 294 of 2005 dt. 21.10.2005 read with SRO 144 of 2008 dt.
9. Government of Jammu & Kashmir Manual of Secretariat procedure of 2005.
10. Government of Jammu & Kashmir Financial Code Vol. I & Vol. II.
11. Government of Jammu & Kashmir Book of Financial Powers.
12. The Jammu & Kashmir Treasury Code.
13. The Jammu & Kashmir Budget Manual.
14. The Manual of contingent expenditure.
15. The Jammu and Kashmir Hospitality and Protocol and Agencies (Gazetted) Services Recruitment Rules notified vide SRO 159 of 2002
16. The Jammu and Kashmir Hospitality and Protocol (subordinate) Service Recruitment Rules notified vide SRO 362 of 2008.
17. J&K Hospitality and Protocol State Guest Rules.
18. The Jammu and Kashmir State warrant of Precedence notified vide Govt. Order No. 13-HP of 2001 dated 16-07-2001 and Govt. Order No. 08-HP of 2002 dated 05-04-2002.

A statement of the categories of the documents that are held by the Department are under its control.

Relevant Government Orders, Notifications, Standing Orders and similar instruments issued relating to service matters and conditions of Service regulation, Delegation of powers.

The manner of execution of Subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes:

Not Applicable.

Particulars of recipients of concessesion, permits or authorizations granted by it:

Not Applicable.

Details in respect of the information, available to or held by it, reduced in an electronic form:

All relevant information is hosted on the website of the Hospitality and Protocol Department.

The particulars of facilties available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use:

No library facility is available for the general public. However, the Secretariat has a library which is being used by its own employees. Besides, important books, it contains all relevant books on Rules, Regulations etc. required by the employees in discharge of their functions. General

information is hosted on the website <http://jkhospitalityprotocol.nic.in> for the benefit of the citizens.

The particulars of any arrangements that exists of consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof:

There is no consultation with the members of the public. However, in discharge of its duties, consultations with the General Administration Department, Finance Department, Law Department, and other departments of the government are being held.

The names, designations and other particulars of the Assistant Public Information Officer/Public Information Officers/ First Appellate Authority:

S. No	Name	Phone No.	Designation	E-mail ID
1.	Muneera Akhter Under Secretary	9419627217	Assistant Public Information Officer.	-----
2.	Sh.Ashok Kumar, KAS Deputy Secretary	9906224810	Public Information Officer.	ashokdogra432@gmail.com
3.	Sh. Sushil Kumar, KAS Additional Secretary	9622131447	First Appellate Authority.	-----

DIFFERENT SECTIONS OF THE H&P DEPARTMENT

In order to conduct the business of the Department, the work is distributed amongst various Sections. The Department comprises of Hospitality and Protocol Section and Trade Agencies and Toshkhana Section. Each Section is supported by an Accounts Section and Legal Section.

BRIEF ABOUT THESE SECTIONS

1. Hospitality and Protocol Section

The Primary task of this section includes providing legal and statutory framework, manpower management, organizing reception, transport accommodation of VVIPs/VIPs of Government of India and other states visiting the state of J&K in various Guest Houses/ Circuit Houses.

2. Trade Agencies and Toshakhana Section

The Primary task of this Section includes providing legal and statutory framework and manpower management in following institutions:-

- i. Resident Commission , New Delhi and Sub –offices at Mumbai, Chandigarh and Amritsar
- ii. Toshakhana office

i) The powers and duties of its Officers and Employees are as follows:

Principal Secretary	Head of the secretariat and acts and exercises the powers delegated to him in accordance with J&K Business Procedure Rules and other powers assigned to him under Jammu & Kashmir CSR, Financial Code, Leave/GPF rules etc.
Addl. Secretary	Submits important matters to the Principal Secretary for advice/orders. Authorized to issue letters etc on behalf of the Department.
Deputy Secretary	Functions as In-Charge of the Section and submits important matters to the Special Secretary for advice/orders. Authorized to issue letters etc on behalf of the Department.
Under Secretary	The Under Secretary assists the Deputy Secretary in discharge of the duties assigned to them. He monitors the work of the officials subordinate to him at the level of Section Officer and below. Authorized to issue letters etc. on behalf of the Department.
Section Officer	In-charge of the (non-gazetted) section. Scrutinizes files submitted by the Head Assistant as per the procedure prescribed in the Jammu and Kashmir Business rules/ Secretariat manual.
Head Assistant	To assist the Section Officer in discharge of the duties.
Senior/Junior Assistant	In charge of the work of diarizing and organizing movements, distribution of receipts/files in section and other duties like typing as may be assigned to them by the section officer etc.

ii). The Procedure followed in the decision making process, including channels of supervision and accountability:

Junior Assistant	Opening of a new file on receipt of a proposal or processing the receipt in the existing file.
Senior Assistant	Scrutinizes the proposal with all relevant facts and mark the file to Head Assistant with course of action to be adopted.
Head Assistant	Scrutinizes the proposal with all relevant facts and mark the file to Section Officer with course of action to be adopted.
Section Officer	Scrutinizes the proposal with all relevant facts and mark the file to Under Secretary with course of action to be adopted.
Under Secretary	Suggests the suitability or otherwise of the course of action suggested and define the same in the light of the existing provisions of rules or acts or take appropriate decision under the delegated powers.
Deputy Secretary	Reviews the case further, suggests course of action and submits to the file to the Special Secretary for approval of the ultimate course to be adopted on the proposal that is under consideration.
Addl. Secretary	Reviews the case with an overall view and submits the file to the

	Principal Secretary for approval of the ultimate course to be adopted on the proposal that is under consideration, or take appropriate decision under delegated powers.
Principal Secretary	Decides on the course of action to be taken on a proposal under the delegated powers. Submits some cases to the Hon'ble Minister of State/ Hon'ble Minister In-charge for approval as per J&K Business Procedure Rules

Note 1: Consultation with the FA/CAO on matters relating to finances as may be required by the section.

Note 2: Assistance from other sections like legal section obtained on need basis.

3. Accounts Section

Accounts Section attends to matters connected with the non-plan, budget formulation, advice on financial matters, matter relating to salary TA, Income Tax and Management of all bills relating to purchases.

i.) Powers and duties of the officers/officials of Accounts Section:

Financial Advisor/ Chief Accounts Officer	Officer in-charge of the whole Section, Scrutiny of financial matters Submitted by the Assistant Accounts Officer. Also provides advice on financial matters as may be referred to him by the Secretary or any other Officer.
Assistant Accounts Officer (AAO)	Provides Assistance to the FA &CAO in discharge of the matters assigned to the FA &CAO/Accounts Section.
Office Nazir	An official of the rank not below Sr. Assistant performs the job of Nazarat (dealing with the cash from the treasury and submission of bills etc before the treasury)

ii.) The Procedure followed in the decision making process, including channels of supervision and accountability

Office Nazir	An official of the rank not below Sr. Assistant performs the job of Nazarat (dealing with the cash from the treasury and submission of bills etc before the treasury)
Assistant Accounts Officer	To scrutinize the receipt with all relevant facts submitted by the accounts assistant/accountant and mark the file to the Financial Advisor/CAO for course of action to be adopted.
FA & CAO	To suggest the suitability or other-wise of the course of action suggested and define the same in the light of the existing provisions of Rules or Acts or take appropriate decision under the delegated powers.

iii.) Statement of Categories of documents that are held by Account

Section Traveling Allowance: Acquaintance Roll

Pay Acquaintance Roll

Contingent Register

Cash Book

Uniform Register

Stock Register.

4. Legal Section

It provides legal advice to the department on various issues, coordinates and follows up departmental court cases to safeguard the interests of the government as also to ensure that the departmental viewpoint is correctly presented and cases are properly attended in various courts

i) Functions & Duties of Legal Cell Officer/Officials:

Senior Law Officer heads the legal cell and its functions and duties include giving legal opinion on matters referred to him, to Interpret laws, Statutes, Rules and Regulations and furnish opinion to prepare pleadings incases filed by and against the department before legal forums and to render advice and instructions to the standing council of the department.

ii) The procedure followed in the decision making process including channels of supervision and accountability.

Pleadings prepared before filing in Courts and opinion furnished before acted upon are to be approved by the Principal Secretary/Hon’ble MoS/ Minister In-charge.

5. INFORMATION CELL/RTI SECTION.

Receiving of RTI applications and forwarding them to the concerned authorities and to monitor the compliance. Preparation of Annual Reports pertaining to RTI.

Under Secretary/APIO	To receive the applications for information or appeals under the Act for forwarding the same forthwith to the PIO .
Deputy Secretary/PIO	As far as possible, the cases received from the APIs (as and when designated) shall be examined within a period of one week and take further necessary action as may be required at his own level. The PIO of the department shall disposes off all the applications received within the time prescribed in the Jammu & Kashmir RTI Act of 2009. He shall place the appeals before the First Appellate Authority (FAA) immediately on the relevant file for orders of the FAA. Preparations of the returns and their submission to the State Information Commission/to the Government in the manner and in-accordance with the time frame as laid down in the Act.
Principal Secretary/First Appellate Authority	Dispose of the matter within 2-3 days for appropriate necessary action as may be required with the rules.

Note: PIO shall be assisted by the concerned sections in discharge of duties by way of providing available information sought by the applicants.

Personal Sections:

a. Hon’ble Minister In-charge / HMoS

The powers and duties of its officers and employees:

Additional Secretary / Private Secretary to Hon’ble Minister/ MoS	In charge of the work of diarizing, engagements movements in the Section. To attend the job as per the instructions of the Hon’ble Ministers Incharge / HMoS
PA	Assist the Private Secretary in maintenance of records in

	the personal section and performs such duties as may be assigned to him by the Private Secretary.
Jamadar/orderlies	To keep the office neat and tidy. To deliver the files to the Administrative Secretary other Sections and to carry out the works that are assigned to them.

b. Principal Secretary

The powers and duties of its officers and employees:

Private Secretary to Principal Secretary	In charge of the work of diarizing, engagements movements distribution of receipt/ files in the Section. To attend the job as per the instructions of the Principal Secretary.
PA	Assist the Private Secretary in maintenance of records in the personal section and performs such duties as may be assigned to him by the Private Secretary. Taking dictation from the Principal Secretary and transcription work on the computer.
Jamadar/orderlies	To keep the office neat and tidy. To deliver the files to the Administrative Secretary other Sections and to carry out the works that are assigned to them.

The norms set by it, for the discharge of its functions :

The functions of the officers/officials of various sections are to be carried in a time bound manner. The employees have been given strict instruction to avoid pendency and delays in the disposal of business.