

## CITIZEN CHARTER

The Citizen Charter of the Resident Commission has been notified vide No.KRC/Misc/789/2892-2903/2021 Dated: 17/06/2021 In terms of the notified Citizen Charter, the Resident Commission predominantly provides the following services to the citizens:-

### Description of Services with timeline

S.No.	Nature of Services	Timeline	Remarks
1	To attest documents of persons from J&K for varied purposes like business, education & travel abroad.	1-2 days	The verification is done within a day or two provided all the documents are in order
2.	To provide accommodation in Guest Houses at Delhi, Amritsar and Mumbai to entitled guests and Patients.	2-3 days	Upon receipt of message the request is included in the list of arrivals and accommodation is provided to entitled categories as per norms subject to availability.
3.	Protocol	2-3 days	Upon receipt of message the protocol is provided to entitled categories as per norms.
4.	Official Transport Facility	2-3 days	Upon receipt of message the request is included in the list of arrivals and vehicles is allotted to the entitled categories as per norms.

The officers of the Resident Commission are available for public hearing on every working day between 2.30 to 3.30 p.m. Any person can approach the officers for redressal of their genuine grievances/enquires and check the status of their pending case(s) (if any) in the Resident Commission.

Any citizen can seek any information in terms of the relevant provisions of Right to Information Act-2005. The details of Central Public Information Officer and the Ist Appellate Authority of the Resident Commission are given below:

S. No.	Name	Designation	Contact No.	Email Id
1.	Ms. Prerna Raina, JKAS	Additional Secretary First Appellate Authority	9845477315	jkhsdelhi@gmail.com
2.	Ms. Sumati Sharma	Asstt. Director (E&S) Central Public Information Officer	9899579120	jkhsdelhi@gmail.com

The Additional Secretary (P) is the Departmental Vigilance Officer of the Resident Commission, New Delhi and its sub-ordinate offices at Amritsar, Chandigarh and Mumbai. The contact details of the DVO are given below:

S. No.	Name	Designation	Contact No.	Email Id
1.	Ms. Prerna Raina, JKAS	Additional Secretary/Departmental Vigilance Officer	011-24611108 011-24654612	<a href="mailto:jkhsdelhi@gmail.com">jkhsdelhi@gmail.com</a> <a href="mailto:prernaraina2008@gmail.com">prernaraina2008@gmail.com</a>

Ms. Sumati Sharma, Asstt. Director (E&S) also functions as Nodal Officer for the grievances related to the Resident Commission received/uploaded on J&K Government HLG Grievance Portal.