

**Hospitality and Protocol Department  
Government of Jammu and Kashmir (UT)**

**CITIZENS CHARTER**

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## **Constituents and Functioning of the Hospitality & Protocol Department**

➤ The Hospitality and Protocol Department is a very important Department for any Government. The primary responsibility of the this department is to organize the Reception, Transport and Boarding/Lodging of important dignitaries visiting the UT of J&K, such as the Hon'ble President, the Hon'ble Vice President, the Hon'ble Prime Minister and Union Ministers, the Chief Ministers and Ministers of other States/UTs, foreign dignitaries, senior officers and other important functionaries of the Government of India and other States/UTs, the Hon'ble Judges of the Supreme of India and other State High Courts, Chairpersons and members of the various statutory bodies and important persons from political a socio-economic fields.

➤ The Department also caters to the requirement of delivering hospitality and catering services on the occasion of Independence Day, Republic Day, other ceremonial and official events hosted by the Hon'ble Lt. Governor, Hon'ble Chief Minister, Hon'ble Ministers and other dignitaries in the Government. Besides, the department also makes arrangements for National/UT level conferences, seminars and events on the request of various ministries. The

expenditure incurred on providing hospitality services for other ministries is reimbursed by the concerned departments. Apart from the State Guests the officers/officials, students and private persons are provided accommodation in the Govt. Guest Houses at Jammu, Srinagar, New Delhi, Chandigarh, Amritsar and Mumbai against payment of tariff on approved rates.

➤ The office of the Resident Commission of the UT of J&K in New Delhi and its sub-offices in various other States/UTs provide logistic and coordination support for ensuring clearance of matters of the J&K Govt. taken up with various Ministries of Government of India and other State/UT Governments. The Commission also maintains liaison with Government of India and other State/UT Governments to follow up proposals/cases submitted to the Government of India by the J&K Government. Besides, the Commission manages the J&K Guest Houses in Delhi, Mumbai, Amritsar and Chandigarh and also provides subsidized accommodation to the officers/officials and private persons belonging to J&K whenever they visit these cities on official or personal tours.

The Hospitality and Protocol services of the Department are provided within the limits of UT of J&K by the Directorate of Hospitality and Protocol whose functioning is carried out in terms of the J&K, State Hospitality Rules, 2013. The Hospitality services outside the UT of J&K are extended through the office of Resident Commission, UT of J&K, New Delhi and its detachments in Amritsar, Mumbai and Chandigarh.

Besides, the aforementioned two field formations of the Hospitality and Protocol Department, *Toshkhana* is also under its Administrative control. The *Toshkhana* Organisation is custodian of the gifts and artifacts of the erstwhile Maharaja of the Risayat of Jammu and Kashmir. The valuables in its inventory are kept in the Toshkhana Store Mubarak Mandi Jammu and in the Lockers of Sadder Treasury, Srinagar. The Toshkhana Organisation was earlier with the Department of Culture, however, in terms of a Govt. Decision vide Order No. 1344-GAD of 2009, Dated 30.09.2009 it has been transferred to the Department of Hospitality and Protocol. Moreover, vide aforesaid Govt. Order, the Director, hospitality and Protocol, J&K has been made Ex-Officio *Toshkhana Officer* with an

entitlement of an incentive of Rs. 4000/ per month over and above his normal salary.