

Citizen's Charter in respect of Jammu and Kashmir Energy Development Agency (JAKEDA), Science and Technology Department.

Vision and Mission settlement:-

To exploit the New and Renewable Energy Sources of the UT of J&K in furtherance to Energy Security and Energy Independence and to develop Scientific Temper among the people of J&K. Promote transition from Non-Renewable and Depleting sources of energy to Renewable sources of Energy. Replace use of Fossil Fuels wherever possible and increase access to electricity/lighting in remote and rural areas through Renewable Sources.

Details of Business Transacted by the Organization:-

To promote development and deployment of Grid Interactive and Off-Grid / Distributed Renewable Power Generation projects for augmenting contribution of Renewables in Total Electricity Mix, the Department has set up Solar Power plants of various capacities ranging from 5-150 kWp aggregating about 3 MW in various Hospitals, Community Information Centres, Educational Institutions, Religious Places etc.

20 MW cumulative capacity of Grid Interactive Rooftop Solar Power Plants have been installed under Residential, Institutional, Social and Government sectors under various sanctions of the Ministry.

39 MHP Sites with a cumulative capacity of 111 MW have been allotted for development under IPP Mode.

To promote Renewable Energy initiatives for meeting Energy requirements in un-electrified areas, the Department has provided Solar Home Lighting Systems as a basic lighting facility under Rural Village Electrification Programme and covered 244 villages and 15 Hamlets under the scheme.

To promote Renewable Energy initiatives to supplement Energy needs in rural / urban areas , the Department has distributed 73000 Solar Home Lighting Systems and 44,000 Solar Lanterns under different schemes. 31500 Solar Street Lights have also been installed at public places under various schemes of MNRE.

6000 Box Type Solar Cookers have been distributed among the remote areas of Kishtwar District and 3000 Nos. of Biomass Cookstoves in Districts Doda & Kishtwar in J&K.

Details of Clients / Customers:-

Developers / Manufacturers / System Integrators of New and Renewable Energy Technologies/ Products such as ;

Tata power, Moserbaer, REIL, Kotak Urja, Sova Power, Rashmi Industries, Jain Irrigation, Social Engineers, Maharishi Solar Technologies, Premier Solar, Orkan Energy, 3S Infra, Shah Industries, Solarium Green Energy, Grun Umwelt, etc.

Developers/ Consultants in promotion of Hydro/Solar Energy Sector like Feedback Infra Pvt. Ltd., Wapcos Ltd., Lombardi Engineering Pvt. Ltd., GERMI, Mass-N-Ergy Pvt. Ltd., O2Z Trading Pvt. Ltd., Khari Hydro Power Project Pvt. Ltd. Gousia Road Construction Company etc.

UT Govt. Departments, Non-Govt. Organizations, Citizens, Consumers and Users of Renewable Energy Devices.

Statement of Services provided to each citizen/ client group separately and limits for the same:-

Timely submission of the proposals complete in all aspects received from different departments, / stakeholders for sanction of Central Financial Assistance/ from Ministry of New and Renewable Energy for projects in Hydro Power, Solar PV Off-Grid sector, Solar Thermal Sector, On-Grid Solar, Biomass Sector, Wind Energy including Hybrid Systems, Energy Access including RVE and other Schemes, I&PA Programmes in the area of New and Renewable Energy.

➤ Within 15 days of receipt of inputs from stakeholder

Response to Technical Queries from Citizen/ Clients. Free maintenance of the equipment distributed/ installed by the Department, for a period of 5 years, through service network setup in the Districts by the suppliers of RE Devices.

➤ Within 7 days of receipt of complaint

Timely Response to Grievances received from clients/ citizens through Lieutenant Governor's Grievance Cell, Departmental Grievance Cell, or by Post/Fax/Email.

➤ **Within 7 days of receipt of Grievance**

Prompt payment to vendors against invoices submitted. Average time taken to inform deficiencies in the documents submitted in writing and average time taken to make the payment from the date of receipt of complete documents.

➤ **Within 15 days after submission of invoice with complete documentation
(Subject to the availability of funds)**

Details of grievances Redressal mechanism and how to assess the same:-

The department has set up the service network in all the districts through the suppliers of RE Devices for free maintenance of the equipment for a period of five years after distribution/ installation/ commissioning.

Expectations from Citizens / Clients:-

Most of the documents such as programmes/ schemes/ being implemented by the department, incentives, subsidy offered, Policies, Beneficiary Lists are placed in the public Domain of the Department's website at www.jakeda.jk.gov.in. Citizens/Clients are requested to assess the requisite documents at the above websites. We expect every organization, public or private, and all citizens to furnish complete and correct information / documents required for taking decision by the Department and to access the service centres set up by the department through suppliers.

Contact:-

<u>S.No.</u>	<u>Name</u>	<u>Designation</u>	<u>Contact</u>
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