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**GOVERNMENT OF JAMMU AND KASHMIR**  
**Directorate of State Motor Garages J&K**  
**Bemina Bye-Pass Road, Srinagar/New Plot, Jammu.**

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**Citizen's Charter of State Motor Garages Department**

**1. Introduction:-**

The S.M.G. Department came into existence in the year 1948-49. The Garages vehicles of erstwhile Maharaja were transferred to State Motor Garages Department. The SMG Fleet strengthened from time to time by transfer of vehicles from all Government Departments including erstwhile Tawaza Department. It was placed under the Administrative control of Transport Controller and the Superintendent, State Motor Garages later on designated as Deputy Transport Commissioner (Garages) as head of the office. It was declared as an independent Department in the year 1954 Vide Govt. Order No.1722-C of 1954 dated 29.11.1954. In the Year 1971 the Administrative control was shifted from the Transport Commissioner and placed under Director State Motor Garages assisted by two Deputy Directors one each at Srinagar and Jammu

**2. Functions/Duties of State Motor Garages Department.**

- a. State Motor Garages Department (SMG) is a technical services and one of the essential services Department of Jammu and Kashmir Government, having its headquarters at State Capitals and its main functions and duties include:-
  - i. Providing of light motor transport to the Council of Ministers, State Government functionaries of the rank of Secretary to Government and above etc; and to the State Guests and other VVIPs visiting the State /Conferences being held in the State.
  - ii. Purchase of vehicles for the SMG Department and other Government Departments in the State of Jammu and Kashmir.
  - iii. Purchase of spares for the Automobile workshops of the SMG Department.
  - iv. Undertaking of repairs of light motor vehicles of SMG Department and other State Government Departments including the B.P Vehicles of all the Council of Hon'ble Minister and other Government Serving Officers in its workshops.
  - v. Conducting auction of condemned vehicles of SMG and other Government Departments including JKSRTC.

- vi. Surveying of vehicles of SMG and other Government Departments, for condemnation purposes.
- vii. Any other duty assigned to it by an order of Government of Jammu and Kashmir on different occasions.

3. Powers/Duties of Officers & Procedure followed in decision making.  
The State Motor Garages Department has the following offices at State, Division and District Level:-

- i) Direction Office, headed by Director, is a Move Office which moves with the annual Darbar Move.
- ii) Deputy Directors, Provincial Head of Departments at two Regional Offices, Jammu and Srinagar.
- iii) District Garage Depots, headed by Foreman in the District of Anantnag, Baramulla, Pulwama, Rajouri, Doda & Kahtua.

**Power/Duties**

- i. Overall administrative and financial control of the SMG Department.
- ii. Allotment of vehicles.
- iii. Purchase of vehicles for SMG and other Departments.
- iv. Chairman of Auction Committee for condemned vehicles/stores for SMG and other Departments.
- v. Chairman of State Level and Divisional Level Purchase Committee.
- vi. Drawing and Disbursing Officer for moving office.
- vii. Chairman Departmental Promotion Committee.

**Procedure Followed**

- ii. J&K Civil Services Regulations, Government instructions issued from time to time.
- iii. Financial Code and Book of Financial Powers
- iv. Instructions of Accountant General of J&K State.

b. Deputy Directors, SMG Department (Provincial Heads of SMG)

**Power/Duties**

- i. Administrative control of Provincial offices and District Garages Depots of the SMG, Department of their respective divisions.
- ii. Drawing and Disbursing Officer for Provincial offices of their respective provinces.
- iii. Temporary allotment of vehicles to touring officers against tour programmes on requisition basis.
- iv. Purchase of spares of urgent nature.
- v. Purchase of uniform items at Divisional Level basis.
- vi. Convener of Divisional Level survey committees for survey of vehicles/stores of SMG and other departments intended to be condemned.

- vii. Member of State Level and Divisional Level Purchase Committee.
- viii. Member of Divisional Level Auction Committee for auction of condemned vehicles/stores.

**Procedure Followed**

- i. J&K Civil Services Regulations, Government instructions issued from time to time.
  - ii. Financial code and Book of Financial Powers.
  - iii. Instructions of Accountant General of J&K State.
3. **Norms Set by Public Authority regarding Discharge of function. Laws/By-laws, Rules, Regulations, Instructions etc used by employees for discharge of duties**
- a. J&K Civil Services Regulations, Government instructions issued from time to time.
  - b. Financial Code and Book of Financial Powers.
  - c. Instructions of Accountant General of J&K State
  - d. In-house departmental instructions issued from time to time.
4. Names Designations of Incharge of the office and controlling officer.
- a. Controlling Officer,  
**Shri Hemant Kumar Sharma, IAS**  
Secretary to Government,  
Transport Department, J&K Government.
  - b. Head of the Department,  
**Shri Z.H.Choudhary,**  
Director, SMG, Department,  
J&K Government  
Bemina National Highway By-Pass Road, Srinagar-190017.  
(May to October)  
**New Plots, Jammu-180005**  
(November to April)
  - c. Provincial Head of Kashmir Division.  
**Shri Malik Tahir Gani,**  
Deputy Director,  
SMG Department, Kashmir Province  
Bemina National Highway Bye-Pass Road, Srinagar-190017.
  - d. Provincial Head Jammu Division.  
**Shri Syed Muarif Andrabi,**  
Deputy Director,  
SMG Department, Jammu Province,  
New Plots, Jammu-180005.

**Sd/=**  
**Director,**  
State Motor Garages Department.  
J&K, Government