



*Jammu and Kashmir
General Administration Department
Civil Secretariat, Jammu.*

Subject: Disposal of grievances.

**Circular No.48 -GAD of 2018
D a t e d: 12-12- 2018**

The Government is committed to the speedy disposal of the grievances as may be received by it through the Governor's Grievance Cell, Governor's Secretariat, Planning & Development Department (Grievance Cell) or the District Grievance Cells. Fresh instructions on the functioning of the Governor's Grievance Cell have been issued by the Principal Secretary to the Government, Planning, Development and Monitoring Department (Grievances) vide Government Order No.297-PD of 2018 dated 26.11.2018 (copy enclosed).

At times, Governor's Secretariat or the Governor's Grievance Cell seeks immediate response from the Departments in the context of specific grievances/complaints received by it.

It has, however, been observed that notwithstanding the instructions issued for the disposal of grievances from time to time, certain departments/offices furnish the action taken report/response to the Governor's Grievance Cell or Governor's Secretariat belatedly thereby defeating the concept of prompt service delivery and grievance redressal which are a sine qua non of the "Mission Good Governance-Mission Delivering Development".

With a view to ensuring speedy disposal of the grievances received by the different departments, it is impressed upon all the Administrative Secretaries to comply with the instructions issued vide Government Order No.297-PD of 2018 dated 26.11.2018 and submit action taken reports accordingly.

Further, the departments shall ensure submission of reports/response in respect of the complaints/grievances to the Governor's Grievance Cell or Governor's Secretariat as the case may be as per the time lines conveyed by the Governor's Secretariat.

Similarly, the Deputy Commissioners shall follow the time lines contained in Government Order No. No.1361-GAD of 2018 dated 10.09.2018 for disposal of the grievances.

The above instructions are issued for strict compliance. Any deviation in this regard will be viewed seriously.

Sd/-

(Hilal Ahmad), IAS

Commissioner/Secretary to the Government

Dated: 12.12.2018.

No.GAD(Estt) Misc-14/2018

Copy to the :-

1. All Administrative Secretaries to the Government.
2. Principal Secretary to Hon'ble Governor.
3. Principal Secretary to Government, Planning, Development and Monitoring Department.
4. Divisional Commissioner, Jammu/Kashmir.
5. All Deputy Commissioners.
6. OSD to Advisors (V)/(K)/(G)/(S).
7. Director, Archives, Archaeology and Museums, J&K.
8. Private Secretary to the Chief Secretary, J&K.
9. Private Secretary to the Commissioner/Secretary to Government, GAD.
10. Circular file/Stock file/GAD website.



(Iftikhar Rasool Hamdani)

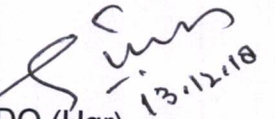
Under Secretary to the Government

GOVERNMENT OF JAMMU AND KASHMIR
DIRECTORATE OF RURAL DEVELOPMENT DEPARTMENT,

No:- DRDK/Governor's.Griv Cell/44920-45100 Dated: 13-12-2018

Copy of the above forwarded to the:-

1. Project Officer Wage Employment (ACD) _____ (All)
 2. District Panchayat Officer _____ (All)
 3. Block Development Officer _____ (All)
- for information and immediate compliance.


BDO (Hqr) 13.12.18
Nodal Officer Grievance Cell
Rural Development Department
Kashmir



Government of Jammu and Kashmir
Planning Dev. & Monitoring Department
Civil Secretariat, Jammu.

Sub: Supervision and functioning of the Governor's Grievance Cell.

Government Order No. 297-PD of 2018
D A T E D 26-11-2018

In the interest of administration and in supersession of previous orders, following restructuring and associated instructions are issued with regard to functioning of the Governor's Grievance Cell:

- a) Principal Secretary to Hon'ble Governor shall continue to monitor and supervise all such grievances as are referred to Raj Bhawan through different media. He shall also, wherever felt, continue to hold review to monitor the disposal of public grievances.
- b) Subject to the stipulation at (a) above, Principal Secretary, PD&MD shall be overall incharge for the functioning of the Grievance Cell.
- c) The Governor's Grievance Cell shall continue to be serviced by the PMU headed by Project Director.
- d) The Project Director PMU shall hold regular review meetings with all nodal officers to monitor the disposal of the public grievances by different departments. He shall also submit a fortnightly department wise report on the progress of the departments in disposing of public grievances on the pre decided format to the Principal Secretary to Hon'ble Governor as well as Principal Secretary, PD&MD.
- e) All administrative departments shall be advised to hold fortnightly reviews along with their concerned HoDs and subordinate offices to dispose of all pending public grievances.

- f) All Deputy Commissioners shall be advised to keep aside at least one day of the week for disposal of public grievances and submit a report on a pre decided format to the Project Director, PMU.

By order of the Government of Jammu and Kashmir

Sd/-
Principal Secretary (Grievances)

No: PD/EGC/CCC/2015

Dated: 26-11-2011

Copy to the:

1. Principal Secretary to Hon'ble Governor.
2. All Concerned Administrative Secretaries to the Government.
3. Commr./Secretary to Govt. General Administration Deptt.
4. Divisional Commissioner, Jammu / Kashmir.
5. All Deputy Commissioners.
6. All Heads of Departments.
7. Director Information, J&K Jammu.
8. OSD to Hon'ble Advisor (V) (G) (K) and (S) to Hon'ble Governor.
9. Project Director, Governor's Grievance Cell.
10. Private Secretary to Hon'ble Governor.
11. Private Secretary to Chief Secretary for information of Chief Secretary.

(Abdul Rashid Bhat) KAS
Deputy Secretary to Government,
Planning Dev. & Monitoring Deptt.