



GOVERNMENT OF JAMMU AND KASHMIR
GENERAL ADMINISTRATION DEPARTMENT
Civil Secretariat, Jammu

Subject: Time bound redressal of public grievances.

Circular No: 02-GAD of 2015
D A T E D: 21-01.2015.

Attention of all the Administrative Secretaries is invited towards the Delegation of Powers notified vide SRO-7 dated 12th January, 2015, which casts additional responsibilities for the speedy disposal of the matters assigned to them.

It is, therefore, enjoined upon all the Administrative Secretaries to ensure that adequate time is spared by them to hear the public grievances and notify the specified dates/time, when they shall hear complaints and grievances of the public at large and thereafter ensure expeditious redressal of such grievances. A mechanism shall be established for monitoring the disposal of all the complaints received by them in a time bound manner. The calendar for hearing grievances should be widely disseminated and publicised. Similar action shall be taken by the Heads of the Departments, the District Officers and other subordinate officers for redressal of the public grievances.

The issues, as may emerge during the public hearing and the action taken thereof should be summarized by the Administrative Secretaries and incorporated in the reports, required to be submitted to the Hon'ble Governor on weekly basis.

(M.A. Bukhari) IAS
Secretary to the Government
General Administration Department

No:GAD(Adm)07/2015-V

Dated:21.01.2015

Government of Jammu & Kashmir
Directorate of Rural Development Kashmir

No:-DRDK/Pub/02/2015/23382-500

Dated: -23-01-2015

Copy of the above forwarded to:-

1. Project Officer Wage Employment (ACD) _____ (All)
2. Project Officer Self Employment (DRDA) _____ (All)
3. Project Officer IWMP _____ (All)
4. District Panchayat Officer _____ (All)
5. Executive Engineer, REW _____ (All)
6. Block Development Officer _____ (All)
7. I/C Complaint Section (DRDK)
8. PA to DRDK

for information and necessary action.

District Panchayat Officer (Pub)
Directorate of Rural Development
Kashmir