

Government of Jammu & Kashmir
Directorate of Rural Development Kashmir

(Email: rddkashmir@gmail.com, Website: www.drpk.nic.in, Fax: 0194-2310471)

The Project Officer, Wage Employment,
(ACD) _____ (All)

No: - DRDK/Plg/210/20796-008

Dated: 24-10-2013

Subject: - Setting up of a Grievance Re-dressal system under IAY.

Reference: Administrative Department's letter No. RD/PC/22/2013 dated: 21.10.2013.

Sir,

Administration Department vide its above referred reference has furnished a copy of letter No. S-11060/38/2013-RH dated: 26.08.2013 from Ministry of Rural Development, Government of India regarding the subject cited above.

In this connection, you are instructed to constitute the Grievance Re-dressal system at Block and District level as envisaged in the Govt. of India's aforesaid letter (copy enclosed for ready reference). A copy of action taken report be furnished to this office, so that Administration Department is informed accordingly.

Yours faithfully


Director

Rural Development Kashmir

Copy to the:-

1. Commissioner/Secretary to Government, Rural Development & PR, J&K Civil Secretariat, Srinagar for information.

2. J/c web site DRDK -



Government of Jammu & Kashmir
Department of Rural Development & Panchayati Raj
Civil Secretariat

The Director,
Rural Development,
Jammu/Kashmir

No:RD/PC/22/2013

Dated: 21-10-2013

Subject: Setting up of a Grievance Re-dressal System under IAY.
Sir,

Kindly find enclosed herewith copy of communication No.J-11060/38/2013-RH dated:26-08-2013 received from Ministry of Rural Development, Government of India regarding the subject cited above.

In this connection, I am directed to request you kindly to constitute the Grievance Re-dressal System at Block and District level as envisaged in the aforementioned communication and furnish the action taken report to this Department immediately.

Yours faithfully,

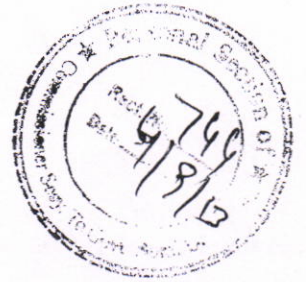
Joint Director (P)
Department of RD & PR

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No.J-11060/38/2013-RH
Government of India
Ministry of Rural Development
Department of Rural Development

KrishBhawan, New Delhi,
Dated 26th August, 2013.

Secretary (RD),
All State Governments/UTs except Haryana and Delhi.

Subject: Setting up of a Grievance Re-dressal System under IAY.

Sir,

I am directed to invite attention to Para 8.4.1 of the revised Guidelines of IAY, which provides for setting up of a grievance redressal system at block and district level to look into the following:

- 1) Selection of beneficiaries —
- 2) Release of instalments —
- 3) Non provision of support service —
- 4) Non provision of convergence with other schemes —
- 5) Choice of design/construction technology made by the beneficiary. —

Para 8.4.2 of the said Guidelines further provide that multiple modes must be provided to the complainants for registering a complaint with the authorised officer including written complaints and complaints made through the provision available on the website. All such complaints must be duly acknowledged with a dated receipt. Time limits must be set for disposal of complaints.

It is, therefore, requested that necessary action to set up a grievance redressal system in terms of IAY Guidelines may be taken and the compliance report sent to this Ministry at the earliest.

Yours faithfully,

(Satish Kalothra)

Deputy Secretary to the Government of India
Tele No.23382313

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