



حکومت جموں و کشمیر
GOVT OF JAMMU & KASHMIR
OFFICE OF THE DEPUTY COMMISSIONER GANDERBAL
(Mini Secretariat Complex Duderhama)

Subject: Public Outreach and Grievance Redressal Mechanism.

CIRCULAR

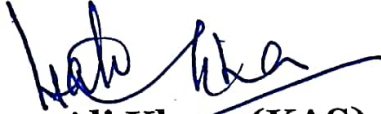
In order to provide governance at the door steps and to ensure the grievance redressal mechanism at every level, the following schedule is hereby notified for strict implementation:-

Weekly Outreach Programme:

1. Every Wednesday the DDC accompanied by ADDC, ADC, ACD, Ex-Engineers of R&B, PDD, PHE, I&FC, Chief Medical Officer, District Social Welfare Officer, Chief Education Officer and Asstt. Director FCS&CA shall visit the notified Block/ Tehsil/area(s) to listen to the grievances of the people. As far as possible, on spot directions on such grievances shall be given for their redressal. A District Level Cell shall be established in the office of the ADDC to follow up the action on the grievances registered during the outreach programmes.
2. Similarly, the SDM Kangan shall schedule his public outreach Programme on every Thursday. Apart from listening the grievances of General Public, he shall also attend the revenue related activities in these programmes/ camps. Details of grievances brought into notice, grievances redressed on spot and those open shall be sent to the District Level Cell for necessary action.
3. All the Tehsildars and BDOs shall earmark Saturdays for their Public outreach and jointly visit various areas and make all out efforts to resolve issues on spot. They shall also utilize their visits to attend to their respective revenue/ block developmental activities by establishing camps at such notified places.

4. On all other days except Wednesday and Saturday the DDC, ADDC, ADC and ACR shall earmark 12.00 Noon to 1330 hours for public hearing and grievance redressal. Weekly details of grievances so registered and action taken report thereof shall be passed on to District Level Cell for further necessary action.
5. One day in a week viz Thursday shall exclusively be kept by the ADDC Ganderbal for inspection of developmental works of various departments in the district and updation of reports thereof in the District Level Outreach Programme Cell.
6. All the other District Level Officers shall notify at least one day each in a week to visit the different areas of the district as a part of their respective Departmental Public Outreach Programme and furnish the details of the activities of the outreach Programme to District Level Grievance Cell on regular basis.

This will be in suppression of any order/Circular issued earlier on the subject.


Hashmat Ali Khan (KAS)
Deputy Commissioner
Ganderbal

Dated 27/04/2019

No: - DCG/1027-38

Copy to the:-

1. Principal Secretary to Govt. Planning and Dev. Department Civil Secretariat Jammu.
2. Divisional Commissioner Kashmir.
3. Secretary to Govt. General Administration Department Civil Secretariat Jammu.
4. Special Secretary to the Chief Secretary J&K for information of Chief Secretary.
5. Sr. Superintendent of Police, Ganderbal.
6. Addl. District Development Commissioner, Ganderbal.
7. Addl. Deputy Commissioner Ganderbal.
8. All District/ Sectoral Officers Ganderbal for information and n/a.
9. Office records.
10. DIO Ganderbal for wide publicity.
11. DIO NIC Ganderbal for uploading on the official website.