

Div Com directs speedy redress of public grievances

Divisional Commissioner Kashmir, Baseer Ahmad Khan convened a meeting and directed for time bound redressal of public grievances received from Chief Minister's Grievance Cell.

Additional Deputy Commissioner Srinagar, Joint Director Education, Deputy Director Planning, Chief Engineers of PDD, PHE, and R&B, Officers from I&FC, UEED, Health Services, FCS&CA, SMC, RDD, ULB, and other concerned attended the meeting, whereas Deputy Commissioners of Valley districts including Leh and Kargil participated in the meeting through video conferencing.

The Deputy Commissioners informed the meeting about status and mechanism to address the grievances received through CM's Grievance Cell. The redressed, as well as pending public grievances, were discussed and their quality of disposal was analyzed.

The Divisional Commissioner directed the concerned to nominate a nodal officer at every DC office as well as in all government institutions who will monitor and analyze the quality disposal of the public grievances.

These Nodal officers will maintain the record of all complaints received from CM's Grievance Cell in which they will write the nature of complaints, department pertaining, date, disposed off, pending complaints with justification, timeline, track record and feedback. They will also scrutinize the correctness of every complaint and adhere to the timeline for disposal.

The Divisional Commissioner said that all the DCs and heads of Departments will review these complaints on a weekly and fortnightly basis and submit a report in this regard on the first week of every month.

He asked officers to maintain transparency and adopt effective mechanism while redressing public grievances and ensure that the grievances when registered are redressed promptly.

