



Government of Jammu & Kashmir
Divisional Commissioner Kashmir

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Subject: Minutes of the meeting regarding Speedy Redressal of Grievances.

In view of the communication received from Hon'ble Chief Minister's Grievance Cell wherein it has been emphasized for timely and qualitative disposal of grievances registered on Chief Minister's Grievance Portal, a meeting was held under the Chairmanship of Mr. Baseer Ahmad Khan, IAS, Divisional Commissioner, Kashmir on 13.09.2017.

The following Officers/Members of the Committee attended the meeting:-

1. Chief Engineer, PW (R&B) Department, Kashmir, Srinagar
2. Chief Engineer, PDD, Kashmir, Srinagar
3. Chief Engineer, PHE Department, Kashmir, Srinagar
4. Chief Engineer, I&FC Department, Kashmir, Srinagar
5. Chief Engineer, UEED, Kashmir, Srinagar
6. Director, Health Services, Kashmir, Srinagar
7. Director, Urban Local Bodies, Kashmir, Srinagar
8. Director, Food, Civil Supplies & CA Department, Kashmir, Srinagar
9. Director, Rural Development Department, Kashmir, Srinagar
10. Commissioner, Srinagar Municipal Corporation, Srinagar
11. Addl. Deputy Commissioner, Srinagar

The following Deputy Commissioners participated in the meeting through Video Conferencing.

Budgam/ Ganderbal/ Baramulla/ Bandipora/ Kupwara/ Anantnag/ Pulwama/ Shopian/ Kulgam/ Leh/ Kargil

At the outset, the Chair informed the participants that Hon'ble Chief Minister's Grievance Cell has expressed dismay and deep concern over the inordinate delay and casual way of disposing of the grievances. The Chair stressed upon the participants to strengthen the internal Grievance Redressal Mechanism for timely disposal of the public grievances so that the government institutions hold high esteem and faith in the eyes of general public.

After threadbare discussions, the following decisions were taken:-

1. Deputy Commissioners/HoDs of Kashmir Division shall nominate Nodal Officers who will monitor and analyze the quality of disposal of the public grievances.

(Action by: All DCs/HoDs)

2. Deputy Commissioners/HoDs will take monthly meetings to review the progress of disposal of the HCM's grievances and submit progress report on the enclosed **format-I and format-II** for its onward submission to the Hon'ble Chief Minister's Grievance Cell.

(Action by: All DCs/HoDs)

3. Anyequiry Officer, who is entrusted with the job of enquiring into the grievance/complaint, shall be held accountable in case it is found that he/she is causing delay in disposal of the grievances or providing wrong information or dealing with the complaint in a casual manner as this shakes the confidence of the public in the system/working of Govt. institutions.

(Action by: All DCs/HoDs)

The meeting ended with a vote of thanks to and from the Chair.

(Noor Mohammad)

Deputy Director

With Divisional Commissioner,
Kashmir

Dated:- 14 /09/2017

No: DivCom/Dev/ 96 /2017/3742 - 3760

Copy to the:-

1. Deputy Commissioner (all) _____
2. HoDs of Kashmir Division _____
3. Deputy Secretary, Hon'ble Chief Minister's Grievance Cell for information.
4. District Informatics Officer, NIC, Srinagar C/o D.C. Office, Srinagar

End: 02 performed.

Format (A) (Redressed/disposed complaints from 01.01.2016 till date)

Complaint No.	Date of complaint received	Name of the complainant	Address of Complaint	Contact Number	Gist of the complaint	Gist of the response	Status of the complaint
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Format (B) (Pending complaints)

Complaint No.	Date of complaint received	Name of the complainant	Address of Complaint	Contact Number	Gist of the complaint	Gist of the response	Status of the complaint
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Format (C) (Copies sent through Hard copy)

S.No.	Date of complaint received	Name of the complainant	Address of Complaint	Contact Number	Gist of the complaint	Gist of the response	Status of the complaint
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PROFORMA-II

PROTOKOL-11

Abstract of grievances for furnishing the information for the month of _____ with regard to disposal of grievances received from HCM's Grievance Cell.

District/	Total No. of	Grievances
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