




**GOVERNMENT OF JAMMU AND KASHMIR  
GENERAL ADMINISTRATION DEPARTMENT  
CIVIL SECRETARIAT, J&K**

**Subject: Creation of "Department of Public Grievances."**

**Reference: Administrative Council Decision No. 69/6/2023 dated: 04.07.2023.**

**Government Order No.841-JK(GAD) of 2023  
Dated:12.07.2023**

In pursuance of Entry 15 of the Second Schedule of Transaction of Business of the Government of Union territory of Jammu and Kashmir Rules, notified vide Government Order No. 811-JK(GAD) of 2020, dated 01.09.2020, sanction is hereby accorded to the creation of "Department of Public Grievances" with the following subjects:

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- a) Redressal of Public Grievances.
  - b) Hon'ble Lieutenant Governor's Mulaqaat - Live Public Grievance Hearing.
  - c) Jammu and Kashmir Integrated Grievance Redress and Monitoring System - JK-IGRAMS.
  - d) Monitoring disposal of grievances by Administrative Departments and subordinate offices.
  - e) Grievance Redressal Quality Monitoring.
  - f) Monitoring of redressal of grievances received on social media.

It is further ordered that:-

- a) The Hon'ble Lieutenant Governor's Grievance Cell shall be subsumed in the Department of Public Grievances.
- b) Staff provided in the Hon'ble Lieutenant Governor's Grievance Cell by the General Administration Department shall work in the Department of Public Grievances till posting of permanent staff.
- c) Requirement of staff, if any, on account of creation of the Department of Public Grievances, shall be met through internal adjustment and there shall be no fresh creation of posts in this regard.

**By Order of the Government of Jammu and Kashmir.**

**Sd/-  
(Sanjeev Verma) IAS  
Commissioner/Secretary to the Government**

No.: GAD-ADM0II/158/2023-08-GAD-Part(1)

Dated:12.07.2023

**Copy to:**

1. Financial Commissioner (Additional Chief Secretary), Home Department.
2. Director General of Police, J&K.

3. All Principal Secretaries to the Government.
4. Director General, J&K Institute of Management, Public Administration and Rural Development.
5. Principal Secretary to the Hon'ble Lieutenant Governor.
6. Principal Resident Commissioner, J&K Government, New Delhi.
7. All Commissioners/Secretaries to the Government.
8. Chief Electoral Officer, J&K.
9. Chairman, Special Tribunal, J&K.
10. Joint Secretary (J&K), Ministry of Home Affairs, Government of India.
11. Divisional Commissioner, Kashmir/Jammu.
12. All Heads of Departments/Managing Directors.
13. All Deputy Commissioners.
14. Director, Information, J&K.
15. Director, Archives, Archaeology and Museums, J&K.
16. Director, Estates, Kashmir/Jammu.
17. Secretary, J&K PSC/SSB/BoPEE.
18. Secretary, J&K Legislative Assembly.
19. General Manager, Government Press, Jammu/Srinagar.
20. Private Secretary to the Chief Secretary.
21. Private Secretary to Commissioner/Secretary to the Government, GAD.
22. Private Secretary to Advisor (B) to Lieutenant Governor.
23. Government Order/Stock file/Website, GAD. **"Hindi and Urdu Versions shall follow."**

  
12.07.2023  
**(Rohit Sharma) JKAS**  
Additional Secretary to the Government