



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

**Subject: Establishment of the 'Chief Minister's Public Services and Outreach Office' in the Chief Minister's Secretariat.**

**Government Order No.2030-JK(GAD) of 2024**  
**Dated:05.12.2024**

Sanction is hereby accorded to the establishment of '**Chief Minister's Public Services and Outreach Office**' under Chief Minister's Secretariat, for ensuring efficient grievance redressal and timely public service delivery through citizen engagement.

It is further ordered that the office shall initially comprise of two wings at the central level, each headed by an Officer of the rank of Special Secretary/Additional Secretary to the Government, as under:

- i) Grievance Redressal Wing (Raabita) to facilitate prompt grievance resolution and service delivery, besides oversee the performance of regional and district offices in grievance handling.
- ii) Public Outreach & Evaluation-cum-Feedback Wing to engage with citizens through outreach programmes across all administrative levels, PSGA monitoring, feedback collection on governance & service delivery, besides evaluation of government initiatives and recommend improvements.

The office shall:

- 1) Involve an integrated online grievance portal for registration, tracking & resolution of grievances, besides escalating unresolved matters to higher authorities for prompt resolution. The Information Technology Department shall incorporate a window for handling the online grievances of Raabita on the existing Samadhan Portal. The process in this regard shall be completed in 15 days.
- 2) Actively collect feedback/suggestions from the citizens through online/offline platforms, and improvement thereof.
- 3) Adopt a hybrid communication approach, utilizing both online platforms (portals, social media, helpline) and offline methods (public interaction, district level meetings) to ensure accessibility & responsive governance.

The staff/other modalities for the office shall be finalized by Chief Minister's Secretariat.

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

**Sd/-**

**(Sanjeev Verma) IAS**

Commissioner/Secretary to the Government


Dated:05.12.2024

No. GAD-ADM0III/356/2024-09-GAD

Copy to:

1. Financial Commissioner (Additional Chief Secretary), Jal Shakti Department.
2. Additional Chief Secretary to the Hon'ble Chief Minister, J&K.

3. Director General of Police, J&K.
4. All Principal Secretaries to the Government.
5. Principal Secretary to the Hon'ble Lieutenant Governor.
6. Additional Secretary (JKL), Ministry of Home Affairs, Government of India, New Delhi.
7. All Commissioners/Secretaries to the Government.
8. Chief Electoral Officer, J&K.
9. Divisional Commissioner, Kashmir/Jammu.
10. Principal Resident Commissioner, J&K Government, New Delhi.
11. Chairperson, J&K Special Tribunal.
12. All Heads of Departments/Managing Directors.
13. All Deputy Commissioners.
14. Director, Information, J&K.
15. Secretary, J&K Public Service Commission.
16. Director, Estates, Kashmir/Jammu.
17. Director, Archives, Archaeology and Museums, J&K.
18. OSD to the Hon'ble Minister for Agriculture Production, Rural Development & Panchayati Raj, Cooperative and Election Departments.
19. OSD to the Hon'ble Minister for Health & Medical Education, School Education, Higher Education and Social Welfare Departments.
20. Secretary, J&K Service Selection Board.
21. OSD to Hon'ble Minister for Jal Shakti, Forest, Ecology & Environment and Tribal Affairs Departments.
22. OSD/Private Secretary to the Hon'ble Chief Minister, J&K.
23. Special Assistant to the Hon'ble Deputy Chief Minister, J&K.
24. General Manager, Government Press, Jammu/Srinagar.
25. Private Secretaries to all Hon'ble Ministers.
26. Private Secretary to the Chief Secretary.
27. Private Secretary to Commissioner/Secretary to the Government, General Administration Department.
28. Private Secretary to Advisor to the Hon'ble Chief Minister, J&K.
29. Government Order/Stock file/Website, GAD. **"Hindi and Urdu Versions shall follow"**.

  
05.12.2024  
**(Rohit Sharma) JKAS**  
Additional Secretary to the Government  
05/12