



GOVERNMENT OF JAMMU & KASHMIR
GENERAL ADMINISTRATION DEPARTMENT
Civil Secretariat, Jammu/Srinagar

Subject: Establishment of the "Lieutenant Governor's *Sainik Sahayta Kendra*"- Soldiers' Assistance and Liaison Cell

Government Order No.:933-JK(GAD) of 2025

Dated:17.07.2025

Sanction is hereby accorded to the establishment of the Lieutenant Governor's *Sainik Sahayta Kendra* in the Union territory of Jammu & Kashmir. It shall be a dedicated institutional mechanism for facilitating the redressal of civilian grievances faced by soldiers of the Indian Armed Forces and Central Armed Police Forces who are posted in the Union territory of Jammu & Kashmir, or who belong to Jammu & Kashmir and are presently serving in other parts of the country.

It is further ordered that:

1. The Lieutenant Governor's *Sainik Sahayta Kendra* shall start operations with immediate effect from the premises of Civil Secretariat, Jammu and Srinagar.
2. The *Kendra* shall:
 - i. Serve as a single-window platform for receiving, assessing, and facilitating redressal of grievances submitted by serving soldiers.
 - ii. Facilitate appointments of soldiers (or their representatives) with the concerned civil/police officials in their concerned Districts, to whom the grievances pertain.
 - iii. Communicate with and follow up on unresolved matters and help resolve them expeditiously.
 - iv. Maintain a performance dashboard for ease of reference and follow-up.
 - v. Submit quarterly performance reports to the Hon'ble Lieutenant Governor in specified formats.
3. Secretary, Information Technology Department shall provide two officials who are proficient in Data entry, Case tracking, File maintenance and Communications to the *Kendra* on full time basis, at Civil Secretariat, Jammu and Srinagar each, along-with required computer systems and allied hardware for its immediate operationalization.


17.07

4. Financial Commissioner (Additional Chief Secretary) Estates Department, shall provide appropriate accommodation for establishment of the *Kendra* both at Civil Secretariat, Jammu and Srinagar.

The detailed framework of operations for the *Kendra* is enclosed as Annexure-A to this Government Order.

By Order of the Lieutenant Governor.

Sd/-

(M. Raju) IAS

Commissioner/Secretary to the Government

No.:GAD-ADM0II/194/2025-08-GAD

Dated:17.07.2025

Copy to the:

1. All Financial Commissioners (Additional Chief Secretaries)
2. Additional Chief Secretary to the Hon'ble Chief Minister
3. Director General of Police, J&K
4. All Principal Secretaries to the Government
5. Principal Secretary to the Hon'ble Lieutenant Governor, J&K
6. Joint Secretary (Jammu, Kashmir & Ladakh Affairs), Ministry of Home Affairs, Government of India
7. All Commissioner/Secretaries to the Government
8. Divisional Commissioner, Kashmir/Jammu
9. Chairperson, J&K Special Tribunal
10. Director, J&K Institute of Management, Public Administration & Rural Development
11. Principal Resident Commissioner, J&K Government, New Delhi
12. All Heads of Departments/Managing Directors of PSUs/Corporations
13. All Deputy Commissioners
14. Director, Estates, Kashmir/Jammu
15. Director, Archives, Archaeology and Museums, J&K
16. Director Information, J&K
17. OSD/Private Secretary to the Hon'ble Chief Minister
18. Private Secretaries to all Hon'ble Ministers
19. Private Secretary to the Chief Secretary, J&K
20. Private Secretary to Commissioner/Secretary to the Government, General Administration Department
21. Private Secretary to Advisor to the Hon'ble Chief Minister
22. Government Order/Stock file/Website, GAD. "*Hindi & Urdu versions shall follow.*"

(Shakeeb Arsallan) JKAS

Under Secretary to the Government

Annexure-A to Government Order No.:933-JK(GAD) of 2025

Dated:17.07.2025

Framework of Operations of the Lieutenant Governor's Sainik Sahayta Kendra


1. Organizational Structure:

| Composition | Role & Responsibilities |
|---|---|
| One IAS Officer (of the rank of Secretary to the Government and above) | Head of the Cell; High-level liaison with civil and police officers; oversight and review. |
| One IPS Officer (of the rank of Senior Superintendent of Police) | Primary liaison for police and paramilitary grievances; lead for outreach and feedback. |
| Two Officers of the Jammu & Kashmir Administrative Service | Support in case management, documentation & coordination. |
| Two Clerical Staff (to be provided by Information Technology Department, proficient in computer skills) | Data entry, Case tracking, File Maintenance, Communications. |

2. Operational Protocol:

For expeditious and seamless resolution of civil issues affecting soldiers, the operational protocol of the Lieutenant Governor's *Sainik Sahayta Kendra* shall be as under:

a. Grievance Submission:

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- i. A standardized proforma, as appended herewith, shall be circulated across all Jammu and Kashmir based Army and Paramilitary units. It shall also be available online.
 - ii. Grievances submitted by any serving personnel shall be routed through the unit's Commanding Officer to ensure authenticity and security clearance.
 - iii. The Commanding Officer shall forward the grievance to the Lieutenant Governor's *Sainik Sahayta Kendra*, in physical form or through e-mail: **lg-ssk-jk@jk.gov.in**.

b. Initial Verification

- i. Each grievance shall be reviewed by the JKAS Officers assisting the Cell, to confirm clarity and jurisdiction.
- ii. If required, an interaction (virtual or telephonic) will be arranged with the complainant for clarification.

- iii. The initial verification phase shall also involve firming up a brief case summary, establishing the details of Home District of the complainant and the contact details of the concerned Civil/Police authorities dealing with the issue in the soldier's Home District.

c. Liaison and Appointment Coordination

- i. The IAS/IPS Officer will personally contact the relevant civil/police Officer(s) in the soldier's home district to secure an appointment.
- ii. Wherever necessary, informal batch-level or service-based channels shall be utilized for speedy disposal.

d. Follow-up Mechanism

- i. A fixed follow-up schedule of seven (07) days and fifteen (15) days checkpoints shall be maintained for each case.
- ii. Escalation protocols shall be invoked for cases remaining unresolved beyond one (01) month. The Head of the Lieutenant Governor's *Sainik Sahayta Kendra* shall, through the Chief Secretary or Director General of Police, as the case may be, escalate unresolved issues with the concerned State/UT administration.

e. Feedback Collection and Reporting

- i. Feedback from the complainant or representative shall be collected post-appointment.
- ii. A dashboard shall be developed by the Information Technology Department for tracking Key Performance Indicators (KPIs) such as grievance volumes, resolution rates, average time to closure, and satisfaction scores.


(Shakeeb Arsallan) JKAS

Under Secretary to the Government

17.07.22

Grievance Submission Proforma

INFORMATION REQUIRED FOR GRIEVANCE RESOLUTION

| Name and Rank | Service | Unit | Contact Number | Brief of the Grievance | Government Office Involved | Preferred Date & Time for Appointment with Concerned Officer | Name & Contact Details of Representative (if applicable) |
|------------------------------|----------------|-------------|---------------------------|---------------------------------------|---|---|---|
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