



GOVERNMENT OF JAMMU & 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 - reg

Government Order No.374-JK(GAD) of 2025
Dated:19.03.2025

In continuation of Government Order No.2030-JK(GAD) of 2024 dated 05.12.2024, it is hereby ordered that:

- i. Additional Deputy Commissioner(s) are designated as Raabita Nodal Officer(s) at district level. The Raabita Nodal Officer shall serve as a single point of contact for coordinating with the Raabita Office for all matters relating to grievance redressal in their respective districts.
- ii. All Administrative Departments shall acknowledge the receipt of offline grievances promptly, and share timely updates on the progress of these grievances with the Raabita Office.
- iii. All Administrative Departments shall ensure that the grievances that are forwarded on JK Samadhan/Raabita Portal to other departments through the portal shall not be marked as resolved until they are fully addressed and disposed of by the concerned authority. Administrative Departments shall refer grievances internally to their subordinate offices and not direct the applicants to approach these offices independently.
- iv. All Administrative Departments shall provide clear and structured guidance to applicants regarding the grievance redressal processes, to ensure that citizens are well-informed and navigate the grievance redressal system effectively.
- v. All Deputy Commissioners shall organize public outreach initiatives, including awareness campaigns and District-Level Grievances Redressal Camps, involving the Raabita Office, as an integral part of these programmes, to improve accessibility and responsiveness.
- vi. The Information Department shall publicize the Raabita initiative through print, electronic and social media

platforms, to raise greater awareness among citizens, ensuring their active participation in the grievance redressal process.

By Order of the Government of Jammu & Kashmir.

Sd/-

(M. Raju) IAS

Commissioner/Secretary to the Government

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

Dated:19.03.2025

Copy to the:

1. All Financial Commissioners (Additional Chief Secretaries).
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, J&K.
6. Joint Secretary (JKL), Ministry of Home Affairs, Government of India.
7. All Commissioner/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, Special Tribunal, J&K.
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 Public Service Commission/Service Selection Board
18. OSD/Private Secretary to the Hon'ble Chief Minister, J&K.
19. Private Secretaries to all Hon'ble Ministers.
20. Private Secretary to the Chief Secretary, J&K.
21. Private Secretary to Commissioner/Secretary to the Government, General Administration Department.
22. Private Secretary to Advisor to the Hon'ble Chief Minister, J&K.
23. Government Order/Stock Files/Website, GAD "*Hindi and Urdu versions shall follow.*"

(Shakeeb Arsallan) JKAS

Under Secretary to the Government