



THE ADMINISTRATION OF UNION TERRITORY OF LADAKH  
GENERAL ADMINISTRATION DEPARTMENT

Civil Secretariat, Ladakh.

Phone No. 01982 - 257561 (O), Fax No. 257435, E.mail: comsecyutladakh@gmail.com

Subject: Designation of Nodal Public Grievances Officer and Constitution of a Grievance Cell for implementation of the CPGRAMS in UT Ladakh.

Order No. 29 - LA ( GAD) of 2020

Dated: 11 /05/2020

Grievance Redress Mechanism is a part and parcel of the machinery of any administration and to ensure accountability and responsive functioning of all government organizations a robust mechanism is inevitable. Central Public Grievances Redress and Monitoring System (CPGRAMS) is a web based application that facilitates government/organizations to receive, forward and monitor grievances.

2. In the Government of India, the Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances and pensions is the Nodal Agency for handling grievances.

3. In view of the above for effective implementation of CPGRAMS mechanism and to facilitate expeditious grievances redressal between all Government Ministries/ Departments/forums and in the interest of administration, it is hereby ordered as below:-

- (i) Mr. Suhail Ahmad, Deputy Secretary in the office of Commissioner/Secretary Ladakh, Civil Secretariat is designated as the **Nodal Public Grievances Officer** for UT, Ladakh.
- (ii) The **Grievance Cell** shall be comprised of Mr. Suhail Ahmad Deputy Secretary NPGO to be assisted by Mr. Jikchet Gyalpo, Head Assistant (Comm./Secy.GAD Office), Ms. Stanzein Sedol, IT department and Ms. Tsering Dolker, Junior Assistant, in the office of Secretary Ladakh.
- (iii) The aforesaid grievance cell headed by Nodal Public Grievances Officer shall promptly attend to all grievances received via, CPGRAMS and further forward it to sub-ordinate departments/ offices and track its status for expeditious disposal of the same.
- (iv) The Grievance Cell shall keep liaison with the DARPG, Govt. of India and report to the Commissioner/ Secretary, General Administration Department at frequent intervals for appraisal of the grievances.

4. Further Mr. Phunchok Paldan, District Informatics officer, NIC Ladakh shall extend all requisite technical support w.r.t CPGRAMS as and when requested by NPGO and the Grievance cell.

This issues with the approval of the Competent Authority.

Sd/-

(Rigzian Sampheal) IAS

Commissioner/ Secretary

General Administration Department

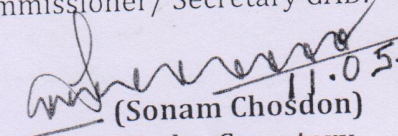
No: LA/GAD (Desig.) UTL/2019(3)

Date: 11 /05/2020



**Copy to the:-**

1. Joint Secretary Department of Administrative Reforms and Public Grievances, Gol.
2. OSD to Hon'ble Lt. Governor, UT Ladakh for information of Hon'ble Lt. Governor.
3. OSD to Advisor for information of Advisor to Hon'ble Lt. Governor.
4. Mr. Suhail Ahmad, Deputy Secretary, Nodal Public Grievances Officer for compliance.
5. OSD to Secretary for information of Secretary Ladakh.
6. Mr. Phunchok Paldan, DIO, NIC, for compliance.
7. AD information for wide circulation in all mediums of information.
8. District Informatics Officer, NIC Ladakh for uploading on UT website.
9. Concerned officials of grievance cell for compliance.
10. OSD to Commissioner/ Secretary for information of Commissioner/ Secretary GAD.
11. Order file / Office file.

  
(Sonam Chosdon)  
Under Secretary  
General Administration Department

11.05.2020