

संघ राज्य प्रशासन, लद्दाख

THE ADMINISTRATION OF
UNION TERRITORY OF LADAKH

सामान्य प्रशासन विभाग

GENERAL ADMINISTRATION
DEPARTMENT

F.No: A/276/2022-GAD SEC

ई-मेल/email:

gad.utladakh@ladakh.gov.in

यूटी सचिवालय/UT Secretariat

लेह/Leh, Dated: -14/08/2023

Subject:- Creation of Central Grievance Cell and implementation of Integrated Grievance Redressal and Monitoring System.

Order No: -261-LA(GAD) of 2023

Dated: - 14-08-2023

1. UT Administration of Ladakh has launched and started an integrated system of grievance redressal and monitoring for resolving and monitoring the grievances through a centralized portal *namely* "***grievance.ladakh.gov.in***" where grievances can be lodged by the following four means:

1. **Sending message on WhatsApp -----9541786450**
2. **By log in to the website ----- grievance.ladakh.gov.in**
3. **By mailing on the mail ID-----grievance-cell@ladakh.gov.in**
4. **By calling to the central grievance cell on ----- 8588816003**

2. To streamline this system a central grievance cell is created in General Administration Department with following composition: -

1. Ms. Sonam Chhosdon (Deputy Secretary GAD)
2. Mr. Swami Raj (Section officer GAD)
3. Mr. Baqir Ali (Statical Assistant)

The aforesaid team/cell shall be supported by technical team of GAD & IT Department. Grievances Cell shall be serviced by General Administration Department and all the expenditure related to payment of various services shall be made by GAD.

3. All the Administrative Secretaries, Head of Departments, District Officers, Sub-divisional Magistrates, Block Development Officers, Panchayat Officers, Executive Engineers and others who have been assigned the responsibilities to address the grievances shall be responsible for resolving the grievances in a time bound manner and not later than 15 days for final resolution of any grievance.

4. User manual for this portal has been uploaded which can be viewed by the officer after logging in to the website. User ID and password for login has already been conveyed separately.

Sonam

Chhosdon

Digitally signed

by Sonam

Chhosdon

Date: 2023.08.14

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In case of any handholding support required the officers may contact following persons on the below mobile numbers: -

1. Ms. Laxmi Verma , HR consultant, Pwc. (Mobile No. 9136944003)
2. Mr. Gurmet, Consultant (Mobile No.9797190236).

5. Disaster Management, Relief Rehabilitation & Reconstruction (DMRR&R) department shall make suitable seating arrangement for accommodating grievance handling officials at Emergency Operation Center (EOC) at Leh. Deputy Commissioner Kargil shall provide a noise free cabin with internet connectivity and other facilities to the team at Kargil.

Both the Deputy Commissioners shall provide required number of officials at the disposal of the Central Grievances Cell for making the call center functional 24X7.

6. **Information Technology Department** shall depute a technical team for maintaining, hosting and other IT support for smooth operation and running of the grievance portal.

By Order of UT Administration of Ladakh.

Sd/-
(Ajeet Kumar Sahu) IAS
Commissioner/Secretary
General Administration Department

Copy to: -

1. All Administrative Secretaries, Civil Secretariat, Ladakh.
2. Additional Director General of Police, Ladakh.
3. Secretary to Hon'ble Lt. Governor UT of Ladakh for information of Hon'ble Lt. Governor.
4. Deputy Commissioner/CEO, LAHDC, Leh/Kargil.
5. All Directors/ Chief Engineers/ Registrar, UOL, Ladakh.
6. Joint Director, Information Department, Ladakh for wide dissemination in all mediums of information.
7. District Informatics Officer, NIC, UT Ladakh for uploading on UT website.
8. OSD/ Private Secretary to Hon'ble Chairman/Chief Executive Councilor, LAHDC's, Leh/Kargil for information of Hon'ble CEC's.
9. Private Secretary to Advisor to Hon'ble Lt. Governor for information of the Advisor to Hon'ble Lt. Governor Ladakh.
10. Concerned officials.
11. E-office file.

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Chhosdon
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(Sonam Chhosdon/सोनम छोसडोन)

Deputy Secretary/ उप सचिव

General Administration Department/ सामान्य प्रशासन विभाग