



Health & Medical Education Department

GOVERNMENT MEDICAL COLLEGE, ANANTNAG

College Campus, Dialgam Anantnag J&K-192210

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Subject: Redressal of Online Grievances received from Hon'ble Lieutenant Governor's Grievance cell.

Circular No: 111 GMCA of 2024

Dated: 19 -03-2024

The Government is committed to the speedy disposal of the grievances as received by it through Governor's Grievance Cell. Every now and then, the Governor's Grievance Cell seeks immediate response from the departments in the context of grievances/complaints received by it.

It has been observed that notwithstanding the instructions issued for the disposal of grievances from time to time, certain departments/sections/offices furnish the action taken report/response to this office belatedly thereby defeating the concept of prompt service delivery and grievance redressal which is also viewed seriously by the higher authorities.

With a view to ensuring speedy disposal of the grievances received online from **Integrated Grievance Redressal and Monitoring System (IGRAMS)**, it is enjoined upon all the concerned to respond to the grievances forwarded to them within three days positively to this office so that the same are uploaded on online Grievance portal in timely manner. Failure to provide the information in the stipulated time may invite action against the concerned Heads/defaulters as per law and rules.

[Signature]
Administrative Officer,

[Signature]
Govt. Medical College Anantnag

Dated: 19 -03-2024

No: GMCA/Estt/2024/ 1949-B1

Copy for information to:

1. Hon'ble Lieutenant Governor, UT of J&K for kind information.
2. Administrative Secretary to H&ME for kind information.
3. Principal GMC, Anantnag.
4. Chief Accounts Officer, Government Medical College Anantnag.
5. All Head of the departments, GMC Anantnag.
6. I/C UHTC/RHTC, GMC Anantnag.
7. Medical Superintendent, MMABM AH GMC Anantnag.
8. Dy. Medical Superintendent, MCCH AH, GMC Anantnag.
9. Assistant Director Planning, GMC Anantnag
10. All Concerned section/offices Incharges.
11. I/C Website to upload on college website.
12. Notice board.
13. Office record file.