

Government of Jammu & Kashmir
Directorate of J&K Funds Organisation, Muthi, Jammu.

Subject: Creation of Grievance Redressal Cell.

Order No: 434-DF of 2017.

Dated: 13-12-2017.

In order to redress complaints/grievances regarding non-settlement of GPF Final Refund cases/Transfer Entry Cases; SLI maturity claims, a Grievance Cell is hereby constituted in the Directorate of J&K Funds Organisation, Muthi, Jammu. The Cell after receipt of the complaints/representations shall:

- i) make liaison with the complainant and identify delinquent official in District Fund Office/SLI Office.
- ii) call and take feedback from the concerned office/ officials from the Funds Organisation in regard to the grievance in respect of GPF Final Refund/Transfer Advice cases /SLI maturity claim cases and establish reason for the inordinate delay.
- iii) analyze records of the delayed case of the subscriber/insurant and put up action required to be taken against the delinquent official(s).
- iv) keep a proper record of the case (s) so reported and inform the subscriber/ex-subscriber/insurant properly about the reason of delay and also time period for its settlement.
- v) Any other work assigned to the Cell by the authorities.

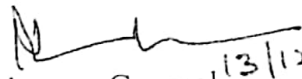
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Accordingly the below mentioned officials are transferred and posted in the constituting Grievance Cell.

S. No.	Name of the Official	Present place of posting.
1.	Rashpal Kernia, Examiner	DFO Jammu.
2.	Autar Krishan Bhat, Compilor.	Prov. Police Cell, ZPHQ, Jammu.

The officials shall be deemed to have been relieved from the Units they are working at present.


Director General 13/12/17
J&K Funds Organisation
Jammu

No: DF/PS-135/1053-57

Dated: 13-12-2017.

Copy to the:

- 1- Joint Director, Divisional Fund Office, Kashmir/Jammu for information and necessary action.
- 2- Chief Accounts Officer, _____ for information and necessary action.
- 4- IT Cell, Direction Office for taking up of development of online software with NIC in respect of enquiry & grievance redressal mechanism and uploading of the order on website.