

Government of Jammu and Kashmir,
Directorate of Urban Local Bodies, Jammu.

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CIRCULAR

In present times it is of utmost importance that whatever important decisions are taken or activities conducted by Government offices, people should be made aware of them. This would increase transparency and enhance public participation because people would be able to express their opinions based on the information disseminated to them. Creation of official websites by all Municipal Councils/Committees would be a step towards making the system people friendly.

It is therefore, impressed upon all the Chief Executive Officers/Executive Officers to create websites for their respective Municipal Councils/Committees and keep these website updated about the latest developments, orders and decisions taken by their respective offices. Furthermore, all Chief Executive Officers/Executive Officers would share all important circulars/orders issued by them with this Directorate so that it can be uploaded on the official website of the Directorate.

Besides above, all Municipal Councils/Committees shall install public complaint boxes for general public at a prominent place in their offices. The complaints so received should be scrutinized and brought to their logical conclusion in a time bound manner. The Directorate, on weekly basis, should be informed about the number of complaints received and those disposed-off. In case, any grievance/complaint requires the intervention of this Directorate, the same should be brought to the immediate notice of this office. Photographs of the complaint boxes after their installation should be sent to the Directorate.

No: DULBJ/2021/ 9518-19

Dated: 18.6.2021


Director, 18/06
Urban Local Bodies,
Jammu/r

Copy to the:

1. Chief Executive Officer/Executive Officer MC _____
for information and strict compliance.
2. Sh. Rashpal, Jr. Asstt. Directorate of Urban Local Bodies Jammu with the instructions to have a complaint box installed in the Directorate and get weekly reports from CEOs/EOS with regard to No. of complaints received and disposed-off.