

GOVERNMENT OF JAMMU AND KASHMIR  
**DIRECTORATE of FAMILY WELFARE**  
**MATERNAL CHILD HEALTH & IMMUNIZATION**

Barzulla Srinagar Behind Bone & Joint Hospital (Srinagar) Phone No. 01942956561  
Camp office Near Bank School, Nagaria, Jammu PIN CODE: 181221. Tele / Fax No. 01912955301. Email- id - dfw@nic.jk.gov.in

Dy. Director Health Services (HQ)/  
In-charge SHTO Jammu / Kashmir

Principal RFPTC  
Kangan Ganderbal

Dy. Chief Medical Officer **(All)**  
Jammu & Kashmir.

No: DFW/JK/EST/C/2024/9633-83

Dated: 25-06-2024

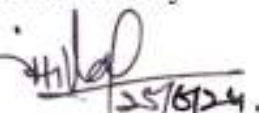
Subject: Handling of complaints against public servants instructions  
regarding.

Sir /Madam,

Enclosed find herewith the Circular instructions, issued by the  
General Administrative Department (vigilance) Civil Secretariat J&K Vide  
No; 14-JK(GAD) of 2024 Dated:- 20-06-2024 regarding the subject cited  
above.

In this connection, I am directed to convey to please adhered the  
instructions in letter and spirit. In case any violation by any employee  
borne on the establishment of 2211 - Family Welfare side found shall be  
viewed seriously under rules.

Yours Faithfully

  
(Hilal Ahmad Wani)

Administrative Officer

Family Welfare, MCH & Immz. J&K

Copy for information to:-

01. Administrative Secretary to Government H&ME J&K.
02. Director Health Services Jammu/Kashmir Division.
03. Chief Accounts Officer Directorate of Family Welfare Jammu /  
Kashmir.
04. Assistant Director Family Welfare MCH & Immunization  
Jammu / Kashmir.
05. Chief Medical Officer Jammu / Kashmir Division.
06. Private Secretary to Government General Administrative  
Department (vigilance) Civil Secretariat J&K.
07. I/C Website Directorate of Family Welfare MCH &  
Immunization.

Government of Jammu and Kashmir  
General Administration Department  
(Vigilance)  
Civil Secretariat, J&K

Subject: Handling of complaints against public servants instructions regarding.

Adm. Officer -  
20/6/24

Circular No. 14-JK(GAD) of 2024

Dated: 20.06.2024

A robust and effective mechanism for redressal of complaints against public servants with detailed instructions, have been issued from time to time, with a view to balance the objectives of good governance for establishing a corruption-free, transparent and responsive administrative system, along-with ensuring adequate safeguards for public servants to protect them from unnecessary harassment of false/frivolous/anonymous/pseudonymous complaints. These instructions, inter-alia, contain detailed provisions for Lodging, Handling and Verification of Complaints as also Action against such false/frivolous Complainants.

S.O/HHA  
Forward to all  
Subordinate  
Offices.  
25/6/24

Notwithstanding these elaborate instructions, cases of undue harassment through lodging of false/frivolous/anonymous/pseudonymous complaints are being increasingly reported. Many a times, these complaints, after verification, have been found devoid of any merit, and disposed of accordingly. In the process, however, public servants discharging their bonafide duties, have to face unwarranted harassment and mental agony, affecting their decision-making, thereby causing administrative inertia, which inter-alia adversely affects disposal of Government business and public service delivery.

It has accordingly been felt that the procedure for dealing with such false/frivolous/anonymous/pseudonymous complaints, needs to be further strengthened, in order to ensure that honest public servants are not unfairly harassed, and Government business is not affected.

Accordingly, the following instructions are brought to the notice of all Administrative Departments/HoDs/Cadre Controlling Authorities/public servants, for dealing with such complainants:

- i. Pursuing prosecution under section 182 of the Indian Penal Code for making a false complaint
- ii. Initiating prosecution under section 195(1)(a) of the Code of Criminal Procedure, 1973, based on a complaint filed with the court by the

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concerned public servant or another superior public servant.

- iii. Considering departmental action against public servants making false complaints, as an alternative to prosecution.
- iv. Providing institutional support to government servants affected by false complaints by:
  - a. Assisting the affected employee to approach Crime Branch, J&K, for initiation of criminal proceedings upon receiving a report or request from a public servant.
  - b. Facilitating Public Servants, who have suffered harm as a result of false complaints, to file civil lawsuits seeking damages against responsible individuals. This may include compensation for financial losses, emotional distress, or harm to reputation, with the provision for the public servant to engage a lawyer as per requirement on contingency fee arrangements, subject to available resources, for which each case shall be decided on merits.
  - c. Facilitating assistance of Law Officers from the Department of Law, Justice & Parliamentary Affairs for appropriate legal remedies in respect of acts done in official capacity.
  - d. Arranging formal inquiries by the relevant registering authority, where such complaints have been filed by any such registered organizations.
  - e. Issuance of formal press notes regarding complaints and inquiries to promote transparency, preferably on a monthly basis.
  - f. Conducting of Inquiries in cases involving publications and if found complicit, taking action, including reporting the matter to the Press Council of India (PCI) and other measures like cancellation of accreditation and stoppage of Government advertisements.

Sd/-

**(Sanjeev Verma)IAS,**

Commissioner/Secretary to the Government

No.GAD-VIG0COMP/154/2021-09-GAD

Dated:20.06.2024

Copy to:


1. All Financial Commissioners (Additional Chief Secretaries).
2. Director General of Police, J&K.
3. Director General, J&K, Institute of Management, Public Administration and Rural Development.



4. All Principal Secretaries to the Government.
5. Special Director General of Police, Crime Branch, J&K.
6. Principal Secretary to the Lieutenant Governor.
7. Principal Resident Commissioner, J&K, Government, New Delhi.
8. All Commissioners/Secretaries to the Government.
9. Chief Electoral Officer, J&K.
10. Director, Anti Corruption Bureau, J&K.
11. Chairperson, J&K Special Tribunal.
12. Joint Secretary (J&K), Ministry of Home Affairs, Government of India.
13. Divisional Commissioner, Kashmir/Jammu.
14. All Heads of Departments/ Managing Directors.
15. All Deputy Commissioners.
16. Director Information, J&K.
17. Director, Archives, Archaeology and Museums, J&K.
18. Director, Estates, Kashmir/Jammu.
19. Secretary, J&K PSC/J&K BoPEE/JKSSB.
20. Secretary, J&K, Legislative Assembly.
21. General Manager, Government Press, Jammu/Srinagar.
22. Private Secretary to the Chief Secretary.
23. Private Secretary to Advisor(B) to the Lieutenant Governor.
24. Private Secretary to Commissioner/Secretary to the Government, GAD.
25. Circular/Stock file.

**Copy also to the:**

Secretary, Press Council of India (PCI), Sochna Bhawan, CGO Complex, Lodhi Road, New Delhi -110003.

  
20/06/2024  
(Rahul Sharma)JKAS,  
**Under Secretary to the Government.**