

Citizens Charter of the Relief Commissioner Office

Relief and Rehabilitation Organisation was created vide Govt. Order No. 52/CR/REV/ER of 1990 dated: 23-03-1990 with a mandate to provide cash assistance, ration and shelter to migrated families from Kashmir valley for sustenance of life.

The aim / purpose of this charter is to provide good governance by incorporating transparency, accountability and responsiveness in the administration. It is declaration of commitment to superiority in service to public.

Department of Relief & Rehabilitation delivers following services to Registered Migrants.

1. Issuance of Domicile Certificates to Registered Migrants. (To be issued in 15 days).
2. To Register Kashmiri Migrants or Displaced Persons in terms of Govt. Order No. 52 JK (DMRRR) of 2020, Dated:16-05-2020 for Domicile Certificate only
3. Issuance of migration certificates for educational purposes. (To be issued in 4 days).
4. Issuance of Ration Cards in lieu of Torn out Ration Card. (To be issued in one week).
5. Issuance of Ration Coupen for one year to Relief Category Migrants.
6. Inclusion, Deletion, Bifurcation , corrections in the name of Kids etc. (Seven Days)
7. Maintance and upkeep of building and facilities therein for the "migrants" at various places in Jammu and Kashmir Valley.
8. The process of the medical cases for reimbursement to the migrants.
9. Maintance of records pertaining to Migrants.
10. Working of Zonal Offices of the department at various levels.

Availability of Information:-

Information on the following subjects can be obtained from personal section of the Office of RRCM on following telephone numbers-0191-2580283, 0191-2586218 & Deputy Commissioner Relief Jammu- 0191-2580283

1. How to apply for Domicile Certificates.
2. How to apply for registration.
3. Documents required for various services being delivered by the Relief and Rehabilitation Organisation .
4. Contact number of officers of the Organisation.
5. Information with respect to Monthly Cash Assistance, or Adhar Linking Problem if any:
Chief Accounts Officer No. – 0191-2975862

6. Information with respect to Camps to:-
 - a. Water Supply
 - b. Sanitation
 - c. Electricity Supply
(Can be obtained from)

Deputy Commissioner Relief - 0191 – 2580283
Technical Officer (T.O) Engineering Wing – 9419125931

S.No.	Name of the Camp Commandant	Designation	Contact No.
1.	Kapil Kanth Khajuria	Camp Commandant Jagiti-A	9469141057
2.	Neha Kashyap	Camp Commandant TRT Nagrota	962229954
3.	Bharat Bhushan	Camp Commandant Jagti-c	9419992830
4.	Punica	Camp Commandant Jagti-B	8082020419
5.	Ravi Peshin	Camp Commandant Muthi / TRT Buta Nagar	94191139547`
6.	Dr. Raj Kumar	Camp Commandant Purkhoo	9858134289

For online queries you can also send an e-mail to the address mentioned below:

e-mail Id: jkrelieforganisation@gmail.com

Availability of prescribed forms:

All the forms pertaining to Registration and Domicile Certificate are available online on our official website jk.migrantrelief.nic.in

Complaint Redressal System:

Courteous and helpful services will be extended by all the sections of this office and Organisation. If you have any complaints against the working of Organisation you can register your complaints with the following officers.

Designation	Office
1. Deputy Commissioner Relief (M)	Relief & Rehabilitation Office Canal Road, Jammu.
2. Assistant Commissioner Relief	Relief & Rehabilitation Office Canal Road, Jammu.

A grievance redressal portal is also available. You can send you complaints on the e-mail Id. Acrmigrant@gmail.com.

We will acknowledge all complaints within 2 days and final action taken will be communicated within 7 days.

Suggestion Box.:-

Suggestion box is installed in all the offices of Relief Organisation and Head Office. Your valuable suggestions are always welcome for better efficient functioning of the Organisation.

Department Vigilance Officer:-

Chief Account Officer of the department has been nominated and designated as Departmental Vigilance Officer. Any type of complaint regarding corruption or illegal or immoral demand can be communicated to the said officer on e-mail Id.dvorelieforg@gamil.com or in complaint box installed in the office.