

OFFICE OF THE RELIEF & REHABILITATION COMMISSIONER (MIGRANTS)

J&K JAMMU

Citizen's Charter

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. Transfer of cash assistance to migrant families registered under Relief category through DBT(Direct Benefit Transfer) Mode.
2. Issuance of Ration Coupon for one year to Relief Category registered migrants.
3. Distribution of food grains to the registered migrants under Relief Category through the department of FCS&CA Jammu/Kashmir.
4. Issuance of Domicile Certificates to Registered Migrants.
5. Issuance of migration certificates for educational as well as job purposes under Hon'ble PM Package employment.
6. Issuance of RBA certificates in favour of migrants who are registered with Relief Organisation (M) J&K
7. Issuance of EWS (Economically Weaker Section) certificate in favour of Eligible migrant (aspirants) who are registered with Relief Organisation (M) J&K.
8. Issuance of Ration Cards in lieu of Torn out Ration Card.
9. Inclusion, Deletion, Bifurcation , corrections in the name of Kids etc.
10. Under PMRP-2008, 5248 unit of accommodations were constructed for those of the registered migrants who were living in erstwhile camps (ORTs). All the allotments have been made by the year 2014-15. However, some accommodation units which had been allotted to elderly single soul persons becomes available after his or her death. The allotments of these units is being made as per the criteria laid down by the Govt. vide No. Rev/MR/96/2004 dated: 06-06-2011. Applications are being received by this office and a proper list has been maintained and updated on the official website.

11. Maintenance and upkeep of building and facilities therein for the "migrants" at various migrant camps in Jammu and Kashmir Valley through line departments like PDD, Jal Shakti, PW(R&B) departments in terms of Govt. Order 381-JK(GAD) of 2021 dated: 28-04-2021.
12. Sanitation of Migrant Camps of Jammu and Kashmir is being managed by Relief Organisation (M) J&K through E-Tendering Process.
13. The maintenance and supply of water to Mini Township Jagti Jammu is being managed by Relief Organisation (M) J&K through E-Tendering Process.
14. The process of medical reimbursement cases under Corpus Fund on the approval of Committees I,II& III constituted by the Government. The cases are being processed under Rule 5 of Civil Service (Medical Attendance cum Allowance Rules 1990).
15. Maintenance of records pertaining to Migrants like basic registration files and the biodata of the registered migrant families.
16. Monitoring of working of 15 zonal offices, 06 migrant camps and one Special Zone at Srinagar where Kashmir migrants are registered.
17. 06 Transit Accommodations located at different places of Kashmir Valley are being looked after by Deputy Commissioner (Relief) Relief Organisation (M) Srinagar alongwith Tehsildar Relief Organisation (M) Srinagar.
18. The allotment of accommodations in Kashmir Valley in favour of PM Package Employees is being done strictly as per the criteria laid down by the Government vide Govt. Order No. 29-DMRRR of 2018 dated: 09.05.2018.
19. The project of construction work of additional 6000 units of Accommodation for PM Package Employees in Kashmir Valley under PMDP-2015 is being undertaken by PW(R&B) and JKPCCLtd. The progress is being monitored by Relief Organisation (M) J&K.
20. To Register Kashmiri Migrants and Displaced Persons in terms of Govt. Order No. 52 JK (DMRRR) of 2020, Dated:16-05-2020 for Domicile Certificate only.
21. Enrolment of missing migrant families in Ayushman Bharat Scheme (SEHAT).

SERVICE DELIVERY/QUALITY PARAMETERS.

S. No.	Nature of the Service	Service delivery Standards
1.	Issuance of Domicile Certificates to Registered Migrants.	05 Days.
2.	Issuance of migration certificates for educational as well as job purposes under Hon'ble PM Package employment.	04 Days
3.	Issuance of RBA certificates in favour of migrants who are registered with Relief Organization (M) J&K .	15 Days
4.	Issuance of EWS (Economically Weaker Section) certificate in favour of eligible migrant(aspirants) who are registered with Relief Organization (M) J&K .	15 Days
5.	Issuance of Ration Cards in lieu of Torn out Ration Card.	04 Days
6.	Inclusion, Deletion, Bifurcation, corrections in the name of Kids etc.	07 Days
7.	Medical reimbursement cases under Corpus Fund on the approval of Committees I, II& III constituted by the Government. The cases are being processed under Rule 5 of Civil Service (Medical Attendance cum Allowance Rules 1990).	45 Days (Subject to the approval of committee concerned & availability of Funds under relevant Head)
8.	Maintenance of records pertaining to Migrants like basic registration files and the bio-data of the registered migrant families.	Daily up-dation
9.	Distribution of food grains to the registered migrants under Relief Category through the department of FCS&CA Jammu/Kashmir.	Monthly

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 in terms of G.O 52-JK (DMRRR) of 2020.
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 Aadhar 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

Information of Camp Commandants:

S.No.	Name of the Camp Commandant	Designation	Contact No.
1.	Ravinder Kumar Anand	Camp Commandant Jagti-c	6005929200
2.	Kapil Kanth Khajuria	Camp Commandant Jagti-A	9469141057
3.	Rajesh Bagati	Camp Commandant Jagti-B	9419706786
4.	Virender Kumar Sharma	Camp Commandant TRT Nagrota	7006332331
5.	Satish Kumar Bhat	Camp Commandant Muthi / TRT Buta Nagar	7006494305
6.	Ravi Kumar Bhat	Camp Commandant Purkhoo	9796422301

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

E-mail id: jkreliieforganisation@gmail.com

Availability of prescribed forms:

All the forms pertaining to Registration and Domicile Certificate are available online on our official website <http://jkmigrantrelief.nic.in> in case of **(OFFLINE)** Submission

Name/Designation and other Particulars of PIO and Appellate Authority under RTI Act:

S.No.	Description	Designation of the officer designated as PIO	Postal address	Telephone
1.	Public Information Officer	Assistant Commissioner Relief (M)	Relief & Rehabilitation Office, Canal Road, Jammu	9419220439
2.	Ist Appellate Authority	Deputy Commissioner Relief (M)	Relief & Rehabilitation Office, Canal Road, Jammu	9419138036

Complaint Redress System at the level of Relief and Rehabilitation Commissioner (Migrants), J&K, In case of any complaints against the working of Organization you can register your complaints with the following officers.

Designation

1. Deputy Commissioner Relief (M)
2. Assistant Commissioner Relief (M)

Office

Relief & Rehabilitation Office
Canal Road, Jammu.
Relief & Rehabilitation Office
Canal Road, Jammu.

A grievance redress portal is also available. You can send your complaints on the e-mail id:- **dcreliieforganisation@gmail.com** & **acrmigrant@gmail.com**. All Complaints will be acknowledged by us within 3 days and final reply on the action taken will be communicated within 15 days.

Chief Account Officer, Relief Organisation (M), Jammu has been nominated and designated as Vigilance Officer. Any type of complaint regarding corruption, illegal or immoral demand can be communicated on e-mail: **dcreliief@gmail.com** or in complaint box installed in the office.

Grievances can also be registered on J&K government's grievance Portal – **<http://jkgrievance.in>**

Thank You