

J&K grievance system integrated with Central Portal: MoS

By TIOL News Service:

NEW DELHI, OCT 24, 2020: THE Union Minister of State (Independent Charge) Development of North Eastern Region (DoNER), MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, Dr Jitendra Singh informed here today that the Jammu & Kashmir grievance system has been integrated with the Central Grievance Portal, thus making it the first Union Territory of India to have its district level grievance offices integrated with Central Government Portal of CPGRAMS (Centralised Public Grievance Redress and Monitoring System).

In a significant effort to strengthen the governance mechanisms in Jammu & Kashmir, the Department of Administrative Reforms and Public Grievances (DARPG) in the Union Ministry of Personnel collaborated with the Union Territory Government of J&K to extend and establish Grievance Portal for online grievance redressal. Following a series of discussions, over three months, the Jammu & Kashmir - Integrated Grievance Redress and Monitoring System (JK-IGRAMS) has been integrated with the offices of District level in Union Territory of Jammu & Kashmir and also with the Central Portal.

Dr Jitendra Singh informed that the Department of Public Grievances in Government of India had collaborated with the Union Territory government of Jammu & Kashmir to implement the pilot phase in the districts and integrate them with the Central Government Portal of CPGRAMS.

Describing it as a successful story of the first-ever experiment to integrate District Portal with State and thereof with the National Portal, Dr Jitendra Singh hoped that this mechanism will also be emulated in other States and Union Territories of India.