

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES)

RAJYA SABHA
UNSTARRED QUESTION NO.2362
(ANSWERED ON 12.03.2026)

PUBLIC SERVICE DELIVERY IN J&K

2362. SHRI SAT PAUL SHARMA:

Will the **PRIME MINISTER** be pleased to state:

- (a) the measures taken by Government to improve efficiency and effectiveness of public service delivery in J&K;
- (b) the number of grievances received and disposed of under various Central Government grievance redressal schemes in the Union Territory during the last three years;
- (c) the steps taken to implement and strengthen digital grievance redressal mechanisms there including online platforms and time-bound disposal systems;
- (d) the details of training and capacity-building programmes conducted for Government personnel there to enhance administrative efficiency and citizen-centric governance; and
- (e) the new initiatives introduced to improve transparency, accountability and responsiveness in public administration there?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a): The Department collaborates with the State Governments for assessment of their public delivery portals for the depth and efficiency under the biennial study of National e-Service Delivery Assessment (NeSDA). The public service portals are assessed on parameters such as Accessibility, Content Availability, Ease of Use, Information Security & Privacy, End Service Delivery, Integrated Service Delivery and Status & Request Tracking, for facilitating States to improve e-services delivery. The States/Union Territories (UTs) including J&K, participate in the assessment for improving efficiency of their public service delivery.

(b): Details of grievances brought forward, received, disposed and pending with respect to Government of Jammu and Kashmir on CPGRAMS during the last three years is as follows:

Status of Grievances forwarded to Government of Jammu and Kashmir during last 3 years				
Year	B/F	Received	Pending	Closed
2023	12919	6991	2052	17858
2024	2052	8459	7340	3171
2025	7340	7936	5598	9678

(c): The Government introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens. Further, the Government issued the Comprehensive Guidelines for Effective Redressal of Public Grievances in August 2024 reducing the grievance redressal timelines from 30 days to 21 days. These guidelines mandate the integration of public grievance platforms, establishment of dedicated grievance cells within Ministries and Departments, appointment of experienced and competent nodal and appellate officers, emphasis on root cause analysis and action on citizen feedback, and the strengthening of grievance escalation mechanisms. A dedicated Review Meeting module has been operationalized in CPGRAMS to facilitate senior level reviews of public grievances to enhance the efficiency and quality of the redressal process.

(d): Administrative Training Institute, Jammu and Kashmir has been provided grant under Sevottam Scheme of Department of Administrative Reforms and Public Grievances (DARPG) in FY 2024-25 and 2025-26 for capacity building of state government officials in grievance redressal.

(e): The DARPG has taken several initiatives to improve transparency and accountability in administration which inter alia include CPGRAMS (Centralized Public Grievance Redress and Monitoring System) for time bound grievance redressal and monitoring through dashboards, adoption of E-Office across government for digital noting, file tracking and electronic movement of files to reduce processing time & improve transparency and accountability along with reducing levels of file movements for efficiency in decision making, National e-Service Delivery Assessment for assessment of depth and efficiency of public service delivery portals for improvement of public service delivery, extensive use of dashboards, service analysis & citizen feedback through call centre to ensure transparency & accountability.
