

# India's 'Grievance Redressal' model globally emulated, Dr Jitendra tells Rajya Sabha

■ STATE TIMES NEWS  
NEW DELHI: The Modi Government's citizen-centric "Grievance Redressal" model has gained international recognition, with several countries actively studying and adopting India's innovative mechanisms for efficient public service delivery.

Union Minister Dr. Jitendra Singh, while responding to a question in the Rajya Sabha, highlighted the growing global interest in India's Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) and other reforms.

Dr. Jitendra stated that CPENGRAMS has significantly improved grievance resolution for pensioners, ensuring timely redressal. Between March 1, 2023, and February 28, 2025, the system successfully addressed 1,94,611 grievances. The government has streamlined resolution mechanisms through Inter-Ministerial Review Meetings and initiatives like the Special Campaign for family pension grievances, achieving a 94% resolution rate. Notably, specific grievance categories



have been introduced for family pensioners and super-senior pensioners, leading to faster resolution of complaints.

The government has also reduced the response time for grievance redressal from 30 days to 21 days, ensuring better efficiency through a feedback system and appeal mechanism.

Dr. Singh further emphasized that India's leadership in administrative reforms has drawn attention from countries like the Maldives,

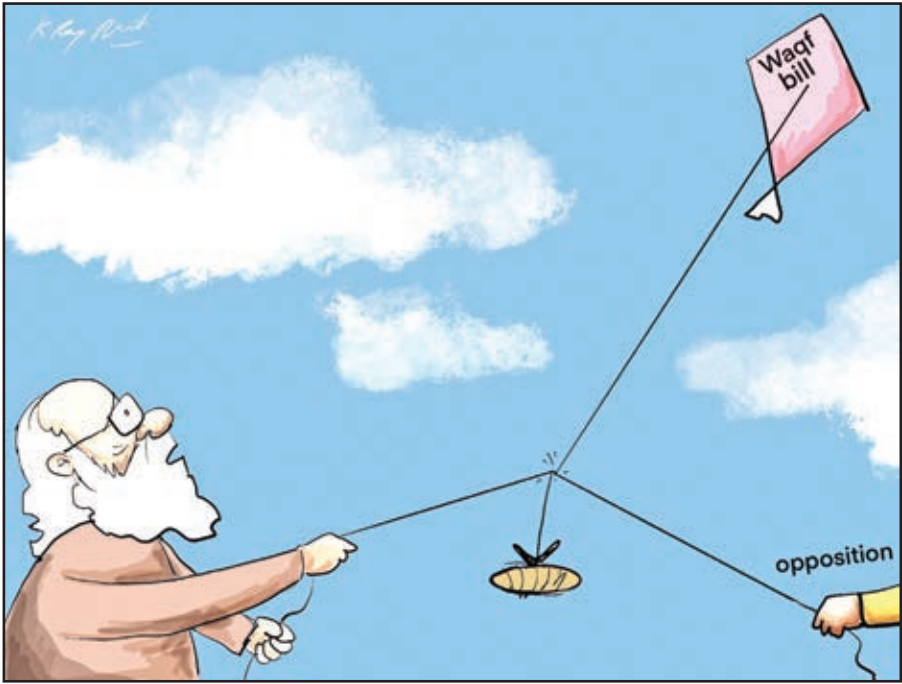
Bangladesh, and South Africa. International delegations have visited India to study CPENGRAMS, while Indian officials have been invited to conduct workshops abroad, demonstrating the success of the Modi Government's citizen-centric governance model. The Department of Administrative Reforms & Public Grievances (DARPG) has also introduced key initiatives like the Digital Life Certificate (DLC) for pensioners and comprehensive pension reforms, reinforcing India's leadership in public service innovation.

Additionally, the government has been conducting National Workshops on Sevottam and Grievance Redressal to enhance public service delivery. The Sevottam initiative focuses on Citizen's Charter, Grievance Redressal Mechanism, and Capability Building for Service Delivery. Under this initiative, 756 training courses have been conducted, training 24,942 officers over the past three years. Two National Workshops on "Effective Redressal of Public Grievances" were organized in New Delhi and Bhopal in the current

financial year.

To further enhance grievance management, DARPG signed an MoU with IIT Kanpur in December 2021 to develop the Intelligent Grievance Management System (IGMS), an AI/ML-driven platform introducing semantic search, exploratory data analysis, and predictive analytics. Additionally, the Grievance Redressal Index (GRAI) ranks Ministries and Departments based on efficiency, feedback, domain expertise, and commitment, allowing comparative performance assessment and policy improvements.

Furthermore, 22 States and Union Territories have enacted the Right to Service (RTS) Act, with RTS Commissions established in eight states. DARPG conducts regular meetings and webinars with State and UT governments to exchange best practices and promote e-services, bringing citizens and the government closer through technology. By leveraging modern governance tools, India's grievance redressal model stands as a global example of efficiency, transparency, and citizen welfare.



## Dy CM inaugurates 11th edition of the J&K Wedding Jewellery exhibition in Jammu

■ STATE TIMES NEWS  
JAMMU: The 11th edition of the much-awaited J&K Wedding Jewellery Exhibition officially kicked off on Thursday with a grand inauguration ceremony at Radisson Blu Jammu, marked by the presence of Deputy Chief Minister, Surinder Kumar Choudhary. The exhibition, running from 3rd to 6th April 2025, promises to be a captivating experience for jewellery enthusiasts, brides-to-be, and all those looking for exquisite jewellery pieces.

The event, showcasing over 30,000 unique designs, brings together four prestigious jewellery brands- Silverlines, Fortofino, Semparia, and De Beers Forevermark- offering a stunning collection of Diamond, Gold, Polki, Jadao, Kundan, and other intricate jewellery designs.

In his inaugural speech, Deputy CM expressed his excitement about the exhibition and highlighted the importance of such events in promoting the local economy and showcasing the rich tradition of jewellery craftsmanship. He commended the organisers for their efforts in bringing together renowned jewellery brands and creating a platform that supports local artisans while offering top-tier jewellery to the public.



Dy CM Surinder Kumar Choudhary inaugurating exhibition.

"I am thrilled to inaugurate the J&K Wedding Jewellery Exhibition, which not only offers a fantastic opportunity for jewellery lovers to explore exclusive collections but also helps in promoting Jammu as a hub for fine jewellery craftsmanship. I encourage everyone to visit and experience the beautiful pieces that are on display," said Choudhary.

The exhibition is open from 11 AM to 8 PM, providing ample time for visitors to browse the wide range of collections, including special designs that have taken months of meticulous planning and crafting to create. Some of the standout offers this year include zero making charges on all natural diamond jewellery, 0% deduction on old gold exchange, and up to 30% off on diamond jewellery pieces.

Visitors will also have the chance to enjoy exclusive designs at the Fortofino Jewellery Lounge and participate in a lucky draw worth Rs 1 lakh. "This exhibition is an unmissable event for anyone seeking exceptional wedding jewellery, looking to invest in precious pieces or everyday wear. We are excited to present a unique opportunity for the people of Jammu and Kashmir to access world-class jewellery collections starting from just 20,000 rupees, under one roof," said Kunal Said, Director of Silverlines Gems & Jewellery Pvt Ltd and Fortofino.

In addition to the jewellery displays, the exhibition offers interactive games, exclusive discounts, and surprise rewards for visitors, ensuring an engaging and memorable experience for all.

# Vijay Magotra conferred with Doctorate in Mass Communication & Journalism

■ STATE TIMES NEWS  
JAMMU: Vijay Kumar Magotra has been honoured with a Doctorate in Mass Communication & Journalism by Maryland State University, USA. The prestigious recognition was conferred during the "India Iconic Achievers Award - 2025" ceremony, organized by National Urban Rural Computer Literacy Mission (NURCLM) at Juhu Beach, Mumbai.

The grand event was graced by eminent personalities from various fields, including commerce, trade, film industry, corporate world, education, and media.

Among the distinguished guests were Sanjay Nirupam (Former Rajya Sabha Member), Ajay Kesar (Income Tax Commissioner), Dr. Kumar Rakesh (Chairman, Global Governance of News



Vijay Kumar Magotra being honoured with Doctorate in Mass Communication & Journalism by Maryland State University, USA.

Group), and a host of film personalities.

The awards ceremony commenced with the traditional lighting of the lamp, led by Sunil Kumar (MD, NURCLM) and Vinod Kumar (Chairman, NURCLM), who provided an overview of the event.

Vijay Kumar Magotra, a proud son of the soil, was recognized for his nearly 40

years of service in the Directorate of Field Publicity, Ministry of Information & Broadcasting (I&B), Government of India. Throughout his career, he played a pivotal role in popularizing and promoting various welfare schemes by organizing Mega Multi-Media outreach programs, including Vartalaps involving VVIPs and former Chief

Ministers across Jammu & Kashmir.

His remarkable contributions to Mass Communication and Publicity have been widely acknowledged. In 2009, he was honored with the "Best Performance in Publicity" Lifetime Achievement Award by the Directorate of Field Publicity (DFP), GOI, in New Delhi.

He is also a recipient of the "Abdul Kalam Seva Samman - 2023" for his outstanding service in the field.

Beyond his contributions to public outreach, Magotra has made a significant impact in print media, writing extensively on subjects such as land and people, tourism, historical fairs, and festivals in leading English newspapers and journals. His passion for promoting dying cultural traditions and sports has left an indelible mark on various fields.

Since his retirement in 2012, he has been actively engaged in cultural and sports activities, serving as the Managing Director of Bhartiya Lok Sangeet Kala Sansthan (BLSKS) and as the General Secretary of the Volleyball Association of J&K.

Expressing gratitude for the honor, Magotra credited his parents, mentors, and well-wishers for his success. Dr. Mohan Lal Dogra, Chairman of BLSKS, congratulated him on this recognition, praising his selfless service in promoting India's cultural heritage and inspiring youth through sports and nation-building activities.

"This honor is a testament to Magotra's 50 years of relentless service to society," said Dr. Dogra, highlighting his unwavering commitment to public service, journalism, and cultural preservation.

## LG for expediting works to improve facilities for Amarnathji pilgrims



LG Manoj Sinha chairing meeting with senior officials of SASB at Srinagar.

■ STATE TIMES NEWS  
SRINAGAR: Lieutenant Governor Manoj Sinha on Wednesday chaired a meeting with the senior officials of Shri Amarnath ji Shrine Board (SASB) and executing agencies and reviewed the progress for development of Disaster Management and Yatri Niwas Complexes.

The Lieutenant Governor took appraisal of the works under execution at Baltal, Nunwan, Sidhra and Bijbehara.

He directed the officials and executing agencies to expedite the ongoing works being carried out at different locations to further improve the facilities for the devo-

tees. He also directed for completing the vital infrastructure projects at Baltal and Nunwan base camps before the commencement of Yatra.

The meeting was attended by the Chief Executive Officer, SASB, senior officials of SASB and executive agencies.

## CS asks for accelerated execution of NH Projects in J&K

■ STATE TIMES NEWS  
JAMMU: Chief Secretary, Atal Dulloo, chaired a high level meeting to assess progress on National Highway projects being executed across the Union Territory.

Emphasising the critical importance of these projects, he issued firm directives to ensure their timely completion while minimising public inconvenience.

The meeting was attended by senior officers including Principal Secretary Agriculture Production Department, Shailendra Kumar; Commissioner Secretary, Forest, Ecology & Environment, Sheetal Nanda; Secretary, Public Works (R&B), Bhupinder Kumar and Divisional Commissioner Jammu, Ramesh Kumar while other officers participated online.

Representatives from key agencies like the National Highways Authority of India (NHAI), National Highways and Infrastructure Development Corporation Limited (NHIDCL) and the Border Roads Organisation (BRO) were also present.

The Chief Secretary reviewed various National Highway projects, examining the individual packages, scheduled completion dates and current progress. He specifically instructed the NHAI to expedite project completion while ensuring that public inconvenience is minimised. "Delays are unacceptable. We must prioritise efficiency and public convenience in equal measure," he asserted.

The review encompassed critical infrastructure projects like Delhi-Amritsar-Katra (DAK)

Expressway, four-laning of Banihal Bypass, Srinagar Ring Road, Jammu-Akhnor National Highway, Chenani-Sudmahadev Road, Khellani Bypass Tunnel and various projects under Project SAMPARK.

Dulloo scrutinised the physical and financial status of these projects, emphasising added accountability and swift resolution of any impediments.

Addressing the challenges posed by the region's unique topography, the Chief Secretary emphasised the need for proactive planning. "Weather conditions and natural challenges must be anticipated and integrated into our project timelines to prevent unnecessary delays," he directed the officers.

In a move to prevent resource-related delays, the Chief Secretary directed Director Geology and Mining, Suraj Parkash Rukwal, to conduct field visits and ensure that mining activities do not hinder the project progress.

Furthermore, he discussed the forest clearance issues with Commissioner Secretary, Sheetal Nanda.

Officers from the Roads and Buildings (R&B) Department Kashmir and R&B Pir Panjal also presented updates on their respective projects.

The Chief Secretary also reviewed the progress on Detailed Project Reports (DPRs) and engaged with Deputy Commissioners to identify and address district-specific challenges, particularly those related to land acquisition. He asked them to expedite the processes and resolve issues promptly to facilitate smooth project execution.

## Union Secy F&PD visits J&K, reviews FCS&CA Dept, FCI

■ STATE TIMES NEWS  
JAMMU: Union Secretary, Department of Food & Public Distribution, Sanjeev Chopra on Thursday visited Jammu and reviewed the functioning of Department of Food, Civil Supplies & Consumer Affairs and FCI here.

He also assessed the status of implementation of schemes and other reforms across Jammu and Kashmir.

Interacting with the officers of the FCS&CA Department, J&K and FCI, J&K, here, the Union Secretary hailed the efforts made by the department in making the Public Distribution System clean and efficient. He asked the officers to continue these efforts and take follow up actions on suspect beneficiaries, whose details are being shared by the Department of Food and Public Distribution, Government of India, with States/UTs.

The Union Secretary while advising the Department to share details of savings



Union Secy, Sanjeev Chopra chairing a meeting in Jammu.

made, subsequent to implementation of Optimized Route Plan, also instructed the FCI to make available food grains in different districts as per Route Optimization Plan.

The Union Secretary also reviewed the operations of FCI, J&K region. While reviewing the wheat procurement in the J&K region, he emphasised that FCI and FCS&CA J&K should make all out efforts to ensure procurement of wheat and try achieve the target fixed by GOI in RMS 2025-26.

Earlier, in his presentation, Commissioner Secretary

FCS&CA, Zubair Ahmad presented an overview of the functioning of the department with stress on new initiatives and issues flagged by Central Government.

He informed the Union Secretary that the Department is presently providing free and subsidised food grains to 24.76 lac households, comprising 98.81 lac beneficiaries in J&K. While 67 lac beneficiaries are provided free foodgrains every month under PMGKAY, another 31.75 lac beneficiaries are provided food grains at highly subsidised rate in NPHH group.

He also said that the distri-

bution network across J&K is built around 6622 sale outlets and 6390 such outlets are presently working in an online mode. He added that Aadhaar authentication rate of 95% has been achieved in distribution process by now.

He also informed that after achieving 100% Aadhaar seeding, the Department has completed e-KYC of 87% beneficiaries under NFSA and 75% of beneficiaries in Non Priority Households group. He also apprised the Union Secretary that the department has started implementation of Route Optimization Plan in eight districts of J&K on trial basis and complete

implementation across all the districts would commence in the month of June, 2025.

The Union Secretary was also apprised about the status of implementation of SMART PDS in J&K.

Regarding One Nation-One Ration Card (ONORC), the Union Secretary was informed that till now 1.66 lakh interstate and 29.33 lakh intrastate transactions were made under NFSA alone, taking J&K to 9th position in the country.

Later, Sanjeev Chopra also visited Fair Price Shop at Jhajar Kotli and interacted with the dealer and the beneficiaries. He advised the officers to undertake updation of mobile numbers of beneficiaries and also emphasized on enhancing the viability of FPSs.

The Union Secretary was accompanied by Commissioner Secretary FCS&CA, Director, FCS & CA Jammu, Rifat Kohli; General Manager, FCI, L.Chattru Naik and other officials of the Department.

## Massive Demolition, anti- encroachment drive conducted by JDA, District Administration, Police at Gole area

■ STATE TIMES NEWS  
JAMMU: Continuing its drive against land mafia as well as against building violations, Jammu Development Authority (JDA), in close coordination with District Administration and Police, on Thursday carried out a massive anti-encroachment and demolition drive in Gole area.

The drive aimed at reclaiming encroached land and taking action against violators. The operation was well coordinated in which District Administration provided magisterial support and presence of police ensuring the smooth conduct of the anti-encroachment drive. The operation targeted vil-

lage Gole opposite Govt Degree college, Bhagwati Nagar to evict recent encroachments.

During the drive, 03 illegal houses and 9 plinths were demolished, successfully retrieving 15 kanals of JDA land, while giving a strong message to all illegal encroachers and other builders in the area that no one will get away with impunity.

The drive was a success, not only in removing illegal encroachments but also in raising awareness among residents about the legal consequences of raising illegal construction on the land with clear title under ownership as government or JDA land.

The drive was conducted under the directions of Vice Chairman, JDA Pankaj Sharma by DLM, Tehsildar JDA Garbi Rashid and Khilafwarzi officers/officials from JDA side.

SP Rural Brijesh Kumar, SDPO Domana, SHO Domana from Police Administrative steered the operation.

Magistrate from District Administration was deputed by the Deputy Commissioner, Jammu to provide necessary magistral support.

The move sent a clear message among the public to ensure construction of houses only after verifying the title of land, said Vice Chairman JDA.