

J&K Bank undertakes massive country-wide customer outreach programme

■ STATE TIMES NEWS

SRINAGAR: Banks are essentially the repositories of trust vested by the stakeholders especially investors and customers in their ability and organisation to maximize the stakeholders' value through efficient delivery of its products and services. And in this context a continuous, healthy and vibrant banker-customer relationship assumes critical importance of which customer feedback is the vital part.

J&K Bank MD & CEO Baldev Prakash made these remarks on Saturday while presiding over a customer-meet in Zonal Office Mumbai - held as part of the Bank's massive customer-outreach under Azadi Ka Amrit Mahotsav program - in presence of Divisional Head (RoI) besides Zonal Head and other officers.

He further said, "Therefore, as part of Azadi Ka Amrit Mahotsav celebrations, we have undertaken a large country-wide customer outreach program, wherein the management will apprise you about the Bank's performance and major milestones set by the Bank for enhancing the stakeholder value besides informing you about the initiatives that have been taken in recent past to improve the functioning of the Bank. Thereafter, we are all-ears to take your queries and listen to your valuable feedback not only to understand and resolve the issues involved but to capitalise on that feedback for the betterment of our services and facilities in future."

"And your feedback helps us in sharpening our focus on ease-of-

Residents unhappy over poor pace of works under Srinagar Smart City project

■ SHAKEELA ANDRABI

SRINAGAR: A Meeting of Srinagar Smart City Advisory Forum (SSCAF) was held in Meeting Hall of TRC, Srinagar, which was attended by the Member of Parliament (LS), Mayor of Srinagar city, Commissioner SMC/CEO SSCL, Chief Engineer PW(R&B) Department, VC SDA, besides traders' fraternity, technical experts, and members of civil society. At the outset, CEO Srinagar Smart City, Athar Aamir Khan made a detailed presentation on various projects under Smart City Mission including River Front Development, Water Transport, Road redevelopment, ICCCC, ITMS, Urban mobility, city beautification, and central business district up-gradation, etc.

While residents of Srinagar are worried about slow pace of work on Smart city project, they told STATE TIMES

Correspondent that mere meetings are being held by officials and while ground-level work is not satisfactory. Residents of Srinagar further claimed that almost all essential routes like Eidgah SKIMS road as well as link roads are in miserable condition, causing problems for pedestrians, transporters and especially Ambulances. "Street lights are non-functional, traffic signals are not followed, intelligent traffic light system is not operative, major footpaths of city are occupied by shopkeepers and roadside vendors," said commuters. Majid Shafi, a resident of Srinagar said SMC is unable to resolve even basic issues as foul smell is spreading all over city due to wastes, which are not being treated scientifically. "What can we expect from SMC commissioner who is also CEO of Srinagar smart city project," he questioned.



J&K Bank MD & CEO Baldev Prakash presiding over a customer-meet at Zonal Office Mumbai.

banking", MD & CEO added.

Notably, the Bank organised a first-of-its-kind Bank-wide customer-meets across the country to apprise, listen, understand and resolve the issues faced by its clientele. Over 3000 valuable customers attended 30 such meetings conducted simultaneously across the country at Cluster, and Zonal levels of the Bank.

Welcoming the participants at their respective places, the Bank's General Managers, Divisional Heads and Zonal Heads highlighted the need for continuity in Bank-customer communication and underscored the importance of feedback for achieving excellence in service delivery systems of the Bank. The speakers emphasized upon the symbiotic nature of relationship between the Bank and its customers and sought cooperation of the participants for realizing their own growth aspirations by expanding their businesses through the financial support

of the Bank.

Reiterating their loyalty towards the Bank, the participants appreciated the grand effort and expressed hope that the Bank would meet their genuine expectations. They urged the Bank to continue the two-way communication in future as well to keep refreshing and deepening the strong relationship.

"We are a third-generation clients of this great institution that has served the people for more than eighty-four years. Our success is part of the larger tale of Bank's achievements during all these years and we are very thankful to the Bank for its support in very difficult times like floods, Covid19 and other disruptions", said Mir Waseem, MD Mir & Co in Srinagar on the occasion, adding, "We appreciate this great effort of the Bank to know and empathize with the customers' concerns."

"J&K Bank has played a motherly

role by coming to our rescue during Covid19 disruption and we will never forget that. We have expressed our concerns and have full faith that the Bank will meet our expectations", said Vishal Gupta, MD Upkar Rural Flour Mills Jammu.

The meetings started with a power-point presentation providing an overview of the major distinctions of the Bank, its business share in UTs of J&K, Ladakh and RoI, grievance redressal structure and remedial measures taken by the Bank for addressing customer grievances. While highlighting the features of Bank's main deposit, retail loan products and major business loan schemes, the presentation also detailed the recent customer friendly initiatives like migration to Finacle-10, facilitation of settlement of Bad Loans, improving IT platforms for customer convenience and most importantly establishing full-fledged Contact Centre for Customer Support for addressing customers' queries regarding loans, deposits besides registering their grievances with zero waiting time.

The participants were also sensitized about the transformation in the organizational structure through placement of General Managers for Jammu, ROI and Kashmir Division, opening of three new Clusters at Mohali, Lucknow, and Bengaluru, creation of dedicated marketing teams at Zonal/ Cluster Offices and establishment of 19 Large Credit Units (LCUs) for proper monitoring, swift follow-up and highly personalized services to large borrowers.

DIPR organises mega event to mark Azadi Ka Amrit Mahotsav celebration



Students of Tansen Sangeet Vidyalaya participating in cultural programme.

■ STATE TIMES NEWS

JAMMU: Directorate of Information and Public Relation (DIPR) on Saturday organized a mesmerizing event to mark celebration of Azadi Ka Amrit Mahotsav being observed across the nation as part of 75 years of independence.

The talented students of Tansen Sangeet Vidyalaya presented a bunch of cultural programs depicting their love, passion and respect for patriotism during the event held at DIPR auditorium.

Joint Director DIPR

Jammu, Sapna Kotwal was Chief Guest while Superintendent of Police Pawan Kumar Sharma was special guest on the occasion. They enlightened the participants regarding the significance and objective of celebrating Azadi ka Amrit Mahotsav as envisioned by Prime Minister, Narendra Modi.

The cultural bonanza was combination of melodious songs and dance presentations by students of the institute and other kids as well. The artists of Cultural wing also

presented cultural items on the occasion

Sapna Kotwal lauded the patriotic spirit and unique talent of participating students and encouraged them to further take part in such patriotic events to exhibit their love for the nation. She also emphasized upon them to learn from supreme sacrifices of India's great freedom fighters and serve the nation. "It is our prime duty to support our security forces and pay tributes to those who have sacrificed their lives for the cause of our nation.

Pertinently, DIPR is organizing several events across every part of Jammu and Kashmir as part of Azadi ka Amrit Mahotsav. Later prizes were distributed among the top performers of the day.

Also, the Tansen Sangeet Vidyalaya had organised several activities like flag march in collaboration with defence forces and song and dance competitions on patriotic themes during the month of August 2022.

■ STATE TIMES NEWS

JAMMU: Secretary, Cooperatives Department, Yasha Mudgal on Saturday chaired a meeting at Civil Secretariat here to discuss the plan of action to be adopted in registering Village Organizations (VOs) and Cluster Level Federations (CLFs) of Rural Livelihoods Mission (RLM) as Cooperative Societies so that rural women could avail benefit of different schemes of Cooperative Department, NCDC Schemes/ Projects.

Registrar, Cooperative Societies J&K, Shafqat Iqbal; Mission Director, RLM J&K, Indu Kanwal Chib; Additional Secretary Cooperatives; Joint

Dairy, Jammu also participated in the meeting in the capacity of Stakeholders from sector.

Addressing the meeting, Secretary Cooperatives said that milk production in J&K has increased in the recent past and in per capita farmers income J&K is at third position in the country, after Punjab and Haryana. She added that as many number of Cooperative Societies could be registered and assured that field staff of RLM will support Cooperative Department and ensure registration of maximum number of VOs as Cooperative Societies.

Mission Director RLM during the meeting stated that there are 3401 VOs and 492 CLFs under RLM. She endorsed that as many number of Cooperative Societies could be registered and assured that field staff of RLM will support Cooperative Department and ensure registration of maximum number of VOs as Cooperative Societies.

Registrar Cooperative Societies informed the meeting that the registration process is very simple and can be done by members of VOs online from home. He further stated that not more than a month is required to complete the registration process once initiated.

On the suggestion of Mission Director RLM, Registrar Cooperative Societies agreed to hold two workshops one each at Jammu and Srinagar for orientation of District Registrar Cooperatives and District Program Managers of RLM ensuring seamless coordination.

It was informed in meeting that Cooperative Department is also in consultation with Director Animal Husbandry Jammu/ Kashmir for setting up small milk processing plants in eight districts of J&K - four each from Kashmir (Pulwama, Budgam, Baramulla & Ganderbal) and Jammu (Poonch, Rajouri, Doda and Ramban) Divisions.

The Secretary also opined that some of the VOs could also be registered as Primary Agriculture Credit Societies (PACS) for their linkage with the District Central Cooperative Banks (Secondary Level) and the State Cooperative Bank (Apex Level).

The Secretary also directed that the process for identification of land

is not been tapped fully.

CJ inaugurates Vidhik Sewa Kendra at Distt Court Complex Doda, e-Sewa Kendra at Bhadarwah

■ STATE TIMES NEWS

DODA: Chief Justice, High Court of J&K and Ladakh, Justice Pankaj Mithal on Saturday visited District Court Complex Doda and inaugurated Vidhik Sewa Kendra at Court Complex Doda.

Justice Rajnesh Oswal, Administrative Judge for District Doda also accompanied the Chief Justice during the visit.

During the visit, the Chief Justice also met the members of the Bar Association Doda and listened to their demands

Public grievances redressal camp held at Chowadi



Naib Tehsildar, Mohd Salim and others at public grievances redressal camp.

■ STATE TIMES NEWS

JAMMU: A public grievances redressal camp was organised at Panchayat Ghar Chowadi by Naib Tehsildar, Mohd Salim, Girdawar and Patwari of Tehsil Bahu. Corporator Ward-74 Sobat Ali, Sarpanch Arshad Bibi Panchayat Chowadi and other prominent citizens were also present on the occasion.

As per a press statement issued here, mutations were attested on spot and other miscellaneous services were provided to the applicants. Such camps are being organised on directions of UT administration. Next camp shall be organised again at same place on coming Saturday.

and also interacted with the Judicial officers of Doda.

Later the Chief Justice went to District Court

Complex Bhadarwah and e-Sewa Kendra and e-filling at District Court Complex Bhadarwah.

At Bhadarwah, the Chief Justice held an interaction with the members of Bar Association Bhadarwah and listened to their demands and also interacted with the Judicial officers of Bhaderwah.

Register General, Sanjeev Gupta; Member Secretary J&K Legal Services Authority, M. K.

Sharma; Principal Secretary to Chief Justice, Rajeev Gupta; Pr. District and Sessions Judge Bhadarwah, Virinder Singh Bhau; Central Project Coordinator, Anoop Kumar Sharma; Deputy Commissioner Doda Vishesh Paul Mahajan, Judicial Officers of District Doda and other senior officers of district administration were also present on the occasion.

Pertinently, the Vidhik Sewa Kendra, e-sewa Kendra and e-filling will enable a litigant to file a law suit in any court of J&K through virtual mode and obtain the status of litigation and cases with one click. This service will also enable online purchase of stamp papers, apply and obtain Aadhar Card based digital signature, booking of mulakat appointment, among other services.

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दाखला सूचना २०२२-२३

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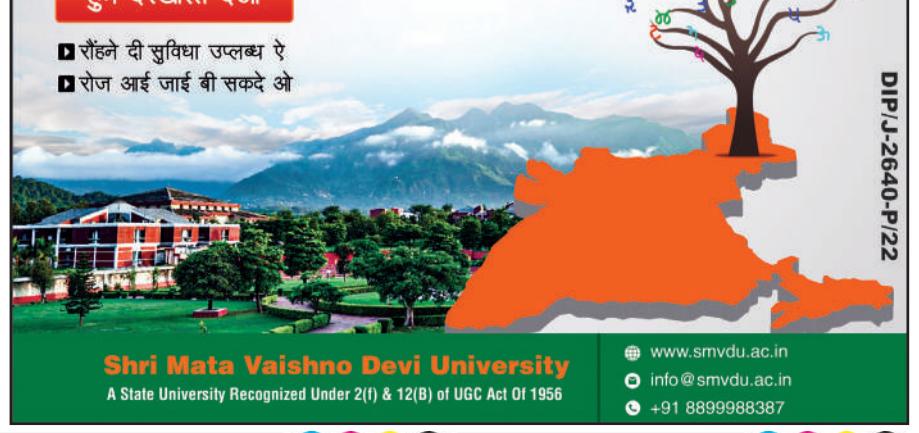
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Mudgal discusses plan of action for registering VOs, CLFs of NRLM as Coop Societies



Secretary Cooperatives Department, Yasha Mudgal chairing a meeting.

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