

## **ADMINISTRATIVE INNOVATIONS IN JAMMU & KASHMIR**

NCGG GOOD GOVERNANCE WEBINAR

Dated March 26, 2021

### **Comments of DG NCGG V. Srinivas, IAS**

I extend a warm and hearty welcome to Shri Rohit Kansal, Principal Secretary to the Government of Jammu & Kashmir and Shri Simrandeep Singh, Secretary to Government of Jammu & Kashmir to NCGG's Good Governance webinar titled "Administrative Innovations in Jammu & Kashmir". This webinar is NCGG's first webinar as part of Bharat Ka Amrut Mahotsav – India @75 celebrations to commemorate India's 75 years of independence over the next 12 months. It is NCGG's privilege that Shri Rohit Kansal and Shri Simrandeep Singh have accepted our invitation to address this event. Both Shri Rohit Kansal and Shri Simrandeep Singh have stood in the frontline of duty in the service of the nation conceptualizing & implementing innovative policies which have left wide footprints at village, district and union territory levels in recent years. The NCGG and DARPG have had significant collaborations with the Government of Jammu & Kashmir in conducting a series of national conferences and capacity building workshops in 2019-21 years, for which we received wholehearted support from the Government of Jammu & Kashmir. I wish to acknowledge the support and encouragement for this webinar and collaboration

received from Shri B.V.R.subrahmanyam, chief Secretary Government of Jammu & Kashmir. I also wish to thank Dr. Jitendra Singh ji, the Minister of State for Personnel, Public Grievances and Pensions who had guided the DARPG and NCGG for collaboration with the Government of Jammu & Kashmir.

Today's the webinar will discuss two schemes - (a) "The Back to Village Shcme" and the "JK-IGRMAS" grievance portal. The Back to Village Scheme is a people's program implemented in 4483 Panchayats Halkas of Jammu & Kashmir conceived with the notion that developmental initiatives are built on feedback and cooperation of the people and have greater probability to succeed than those which are top down. The Back to Village scheme as cited by the Prime Minister represented "A festival of development in public participation and public awareness". Today Shri Rohit Kansal will be presenting the conceptualization and implementation of the Back to Village Scheme as was implemented in phases 1 to 3, the welcome response it received from the people of Jammu & Kashmir and the efforts made to mobilize the entire State administration to cope with the challenge. In many ways, the Back to Village Scheme reinforces the strength of India's Good Governance Model and reinforces the faith that Government programs are reaching the poor in distant parts of Jammu & Kashmir. Further successful scheme implementation enhanced the credibility and respect for the Senior Government Officials of Government of Jammu and Kashmir who conducted several night halts in villages and developed a close rapport for successful implementation of Government programs covering ration cards, health insurance schemes, bonafide certificates, loan melas etc. The systematic development of monitoring formats and compilation in digital formats have enabled comprehensive policy analysis for faster decision making.

Our second speaker today is Shri Simrandeep Singh, a senior official who has implemented the JK IGRAMS Grievance Portal with commitment and dedication. The unique feature of JK IGRAMS implementation is the mapping of all district portals and thousands of district level grievance officers. Further the Government of J&K operationalize dedicated call center control rooms for forwarding online grievances and onboarding offline grievances on JK IGRAMS. The successful implementation of JK IGRAMS has been witnessed in the quality and timelines of grievances disposal in Jammu & Kashmir. On August 16, 2020 following discussions with the Chief Secretary Jammu & Kashmir, the DARPG was closely associated with the implementation of JK-IGRAMS from the conceptualization stage in the 3 pilot districts of Reasi, Jammu and Srinagar covering 5 departments of Revenue, Police, PHED, Electricity and Social Justice. Following successful implementation of the pilot scheme, the Government of Jammu & Kashmir scaled up implementation to all 20 districts mapping last mile grievance officers. In my recent visit to Jammu, I visited a feedback call center which was used for taking filing online complaints effectively in addition to visiting the Jammu District Collectors office and the Grievances Department of Government of Jammu & Kashmir. The JK-IGRAMS was also presented at the National Workshop on Technology Platforms for Redressal of Public Grievances as a best practice from the Government of Jammu & Kashmir.

With these opening remarks let me welcome our two distinguished speakers to this Good Governance Webinar.

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