

LG Kavinder Gupta reviews Integrated Grievance Redressal Portal *Directs time-bound resolutions and enhanced feedback mechanism*

Leh, December 11: The Hon'ble Lieutenant Governor of Ladakh, Shri Kavinder Gupta, chaired a high-level meeting to review the Integrated Grievance Redressal and Monitoring System (IGRMS) portal, launched by him on UT Foundation Day 2025. The portal serves as a dedicated platform for citizens to register and track grievances related to government services and departments, promoting transparent and responsive governance.

Administrative Secretary, IT Department, Shashanka Ala, briefed the Lt Governor that 93 complaints have been received to date—66 from Leh and 27 from Kargil. She detailed action taken by concerned authorities on complaints across various departments and noted that three human resources and staff from the IT Department manage the portal operations.

The Lt Governor stated that the portal will gauge public satisfaction levels and guide necessary steps for better governance, administrative reforms, and citizen services in Ladakh. He directed refinements, including adding a section for direct feedback from complainants on actions taken by authorities.

Shri Kavinder instructed that grievances be forwarded promptly to the relevant authority empowered under applicable acts for resolution. Emphasising utmost sincerity, the Lt Governor mandated time-bound addressing of issues to deliver superior governance to Ladakh's citizens. He clarified that matters requiring extended resolution should be marked as "pending" rather than "cleared" to maintain accuracy.

Following interactions with beneficiaries, the Lt Governor observed discrepancies where some complaints marked as resolved remained unaddressed, warning that such practices undermine the Administration's credibility and the portal's effectiveness.

The meeting decided to onboard the Administrative Secretary, Higher Education, for grievance related to the University of Ladakh. Chief Secretary Dr. Pawan Kotwal, Principal Secretary Sanjeev Khirwar, DGP Ladakh Dr. SD Singh Jamwal, Commissioner/Secretary Dr. L Franklin, Administrative Secretaries- Rahul Sharma, Bhupesh Chaudhary, Shashanka Ala, Sanjit Rodrigues, Michael D'Souza, Bhanu Prabha, Moses Kunzang, and Heads of Departments attended the meeting.

