

GAD, in Collaboration with NIC Ladakh, Conducts Training on Public Services and Auto Appeal System

Leh, August 5, 2026: The General Administration Department (GAD), in collaboration with the National Informatics Centre (NIC), Ladakh, organised a training session on the Public Services and Auto Appeal System under the Jammu and Kashmir Public Services Guarantee Act, 2011 (JKPSGA).

The training aimed to strengthen the implementation of time-bound public service delivery by familiarising departmental officers with the online Auto Appeal System integrated with the Ease of Doing Business (EoDB) Single Window Portal.

The training was attended by Secretary, General Administration Department, Rudra P. T. Goud; Under Secretaries from the Revenue, GAD and Rural Development Departments; Officers on Special Duty (OSDs); dealing assistants; and officials from various line departments, including Legal Metrology, State Taxes, Fire and Rescue Services, Public Works Department, Cooperative Department, Municipal Committee, Agriculture, Horticulture, Architecture and other concerned departments.

The technical session was conducted by Ms. Stanzin Sedol, Scientist, NIC Ladakh, and Mr. Shaukat Ali, Scientist, NIC Ladakh, who provided a detailed demonstration of the Auto Appeal System and its integration with the EoDB Single Window Portal. The participants were briefed on the end-to-end workflow of the portal, including registration of applications, appeal filing, appellant and respondent management, online hearing through video conferencing, email notifications, order generation, appeal tracking, disposal of appeals and timeline-based escalation of cases.

The resource persons also explained the distinction between normal appeals and auto-generated appeals triggered upon the expiry of the prescribed timelines under the Public Services Guarantee Act. The officers were informed about the digital workflow designed to ensure timely delivery of notified services, improve transparency and strengthen accountability in service delivery.

During the interactive session, participants raised queries relating to workflow mapping, online processing of services, building permission approvals and integration of department-specific services with the portal. Discussions also focused on streamlining services currently processed offline and bringing them under the online workflow for greater efficiency.

Addressing the participants, Secretary, GAD, P.T Rudra Goud, emphasised the importance of integrating departmental workflows with the EoDB Single Window Portal to ensure seamless, transparent and citizen-centric service delivery. He directed all concerned departments to review their existing service delivery mechanisms and ensure that notified services are fully integrated with the prescribed online workflow.

He further stressed the need to map all notified services accurately, eliminate manual interventions wherever feasible and strengthen digital governance through effective implementation of the Auto Appeal System. He also advised the departments to work in close coordination with NIC Ladakh to address technical issues, standardise

workflows and facilitate timely disposal of applications and appeals in accordance with the provisions of the Jammu and Kashmir Public Services Guarantee Act, 2011.

The training concluded with an interactive discussion, during which NIC officials addressed the queries raised by participants and reiterated their technical support for the successful implementation of the Auto Appeal System and the Ease of Doing Business portal across departments in the Union Territory.

