



सत्यमेव जयते

Government of Jammu and Kashmir
Directorate of Colleges
Higher Education Department

**The Principal,
Govt. Degree Colleges/GCET's
UT of Jammu and Kashmir**

Sub: Temporary Suspension of CPGRAMS Grievance Processing.

Ref: Letter No. HED-GRVS/36/2026-04 (7757177) dated 11.06.2026 from
HED

Sir/Madam,

The Higher Education Department has forwarded a copy of O.M. No. DOPG/Estt/55/2026-1 dated 28.04.2026 received from the Department of Public Grievances Civil Secretariat, J&K regarding the above subject matter.

In this regard, you are requested to refrain from taking any action on CPGRAMS grievance portal until further notice.

Yours Sincerely,

Dr. Sheikh Ajaz Bashir

Director Colleges, UT of JK
Higher Education Department

No.: DC-HE/K/2026/JK Samadhan/1781

Dated: 16 -06-2026

Copy to:

1. Dr. Vikas Sharma (JKAS) Deputy Secretary to Government, Higher Education Department for information
2. Master File for Office Record



Union Territory of Jammu and Kashmir
Department of Public Grievances
Civil Secretariat, Jammu/ Srinagar
website: samadhan.jk.gov.in Email :jk-grievance@jk.gov.in

No:DOPG/Estt/55/2026-1(7741360)

Dated 28/4/2026

Subject: Temporary Suspension of CPGRAMS Grievance Processing.

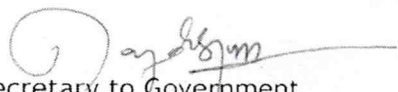
In reference to the subject cited above the BISAG-N has communicated via email dated: 23-03-2026 that as per the requirements communicated by NIC, an upgrade of the existing JK Samadhan system is currently underway. The upgrade is being carried out to meet security and validation (VA) clearance requirements and includes updates to the Java and Spring Boot frameworks.

Due to this ongoing upgrade, there is a temporary issue related to IP whitelisting of the CPGRAM API at the NIC end. The whitelisting process can only be completed after the successful finalization of the system upgrade.

Accordingly, all concerned users are advised to refrain from taking any action on CPGRAMS grievances until further notice. During this period, CPGRAM API services may remain disrupted.

The matter is being actively addressed, and normal services will be restored upon completion of the upgrade and successful IP whitelisting. Further communication will be issued in due course.

In the above backdrop, undersigned is directed to request you to kindly direct the all concerned users to refrain from taking any action on CPGRAMS grievances until further notice.


Under Secretary to Government
Department of Public Grievances.

All Administrative Secretaries