

Government of Jammu and Kashmir
Information Technology Department
Civil Secretariat J&K

Subject: Launch of Service Desk portal for registration of complaints related to e-Office-Instructions thereof.

Circular No.: 5 JK(ITD) of 2022
Dated: 15.02.2022

The Government of UT of Jammu and Kashmir has migrated to e-office with all Government Departments and 300 subordinate offices implementing e-office as on date.

To bring greater efficiency in the working of e-office, Department of Information Technology through its executing agency i.e Jammu and Kashmir e- Governance Agency (JaKeGA), in collaboration with NIC has developed an online portal with URL <https://servicedesk.nic.in>, wherein e-Office users can register their complaints, raise tickets, can check the status of complaints and would be informed once the complaint stands resolved. A local helpdesk has also been constituted with the mandate to manage tickets and provide solutions to end users of the e- office application.

The complete user manual for registration of complaints is enclosed as **Annexure "A"** to this circular. The demonstration video for service desk may be accessed on the websites of Information Technology Department (<https://jkit.nic.in>) as well as JaKeGA (<https://jakega.jk.gov.in/eofficedeskuser.aspx>).

Monika Sambyal
14.02.22

(Monika Sambyal)
Under Secretary to the Government
Information Technology Department

Dated: 15.02.2022

No: ITD-Gen/39/2022

Copy to the:-

1. Financial Commissioner (Additional Chief Secretary), Finance Department.
2. Financial Commissioner (Additional Chief Secretary), Health & Medical Education Department.
3. All Principal Secretaries to the Government.
4. Principal Secretary to the Lieutenant Governor.
5. Joint Secretary (J&K), Ministry of Home Affairs, Government of India.
6. All Commissioner/Secretaries to the Government.
7. Chief Electoral Officer, J&K.