

Jammu & Kashmir Entrepreneurship Development Institute (J&KEDI)

Sempore, Pampore Kashmir, Industrial Estate Bari Brahmana, Jammu
(An organisation of Government of Jammu & Kashmir)

Subject: Grievance Redressal Mechanism under Start-up

Order No.EDI/DIR-18 of 2025

Dated:31-01-2025

Any individual or entity with a grievance related to services under JK Start up Policy is encouraged to first submit their grievance on Startupjk portal <https://www.startupjk.com/welcome/GrievanceRedressal>. In charge CIIBM will make every effort to address and resolve the grievance within a period of seven (7) working days from the date of receipt.

If the grievance is not redressed to the satisfaction of the complainant within the stipulated seven-day period, the complainant may escalate the matter in writing to the Director, JKEDI or the Commissioner/Secretary to the Government, Industries and Commerce Department, J&K.

In addition to that, the complainant may lodge their grievance online through the Jammu and Kashmir Integrated Grievance Redress and Monitoring System (JK-IGRAMS) and CM's Public Service and Outreach Office RAABTA: Transforming Citizen-Government Interface.


Rajinder Kumar Sharma (JKAS)
Director

31/01/25

No.: EDI/DIR/256/2025/40-44

Dated:31-01-2025

Copy to:

1. Commissioner/Secretary, Industries and Commerce Department, Civil Secretariat, Jammu and Kashmir for kind information.
2. Incharge CIIBM, JKEDI.
3. Incharge IT, JKEDI.
4. Order File.