



Delhi to Adopt UP's Digital Grievance Redressal Model

Why in News?

Delhi is set to adopt Uttar Pradesh (UP)'s [Integrated Grievance Redressal System \(IGRS\)](#) and the **CM Dashboard** to **improve governance** and ensure **efficient grievance management**.

Key Points

- **About:** IGRS is a **comprehensive grievance redressal system** in Uttar Pradesh aimed at promoting [good governance](#) through the use of advanced technology and involving all stakeholders.
- **Key Features:**
 - Citizens can easily and conveniently **file grievances, track them** across various platforms, and receive timely and satisfactory responses in terms of both quality and resolution.
 - The system allows citizens to **interact transparently with Government Departments/Offices**, facilitating a smooth communication process.
 - All complaints, regardless of the source, are **centralized on a single platform**, enhancing accessibility, monitoring, and effective resolution by relevant departments.

UP-DARPAN Dashboard (CM Dashboard)

- **UP-DARPAN** Dashboard for the Chief Minister helps in **analytical review of projects/schemes** through department ranking, district ranking, Timeline Series, and Statistical Graphical reports.
 - D A R P A N (Dashboard for Analytical Review of Projects Across Nation) is a configurable multilingual product of the [National Informatics Centre \(NIC\)](#).
 - It facilitates the presentation of **real-time data on Key Performance Indicators (KPIs)** of selected government schemes/projects to all the levels (State, Division, District) of officers for planning, evaluation, and monitoring.
 - DARPAN provides seamless authentication and integration with the user repository through **secure APIs** for automatic update of data on a predefined frequency.