

**Government of Rajasthan
Centre for Good Governance**

F.4(2)CGG/Directions/2017

Jaipur, Dated: 24.01.2017

All District Collectors

Subject:- Issues observed in the field regarding grievance redressal mechanism.

Based on field visits under taken by the undersigned in various districts following directions are being issued for facilitating effective handling of grievances.

1. All District Collectors and Adopters are aware that WhatsApp groups of Divisional Commissioners, District Collectors and Adopters have been formed in all the districts. The basic purpose of these groups is to ensure the following: -
 - a. Inter-district communication on grievance redressal activity
 - b. Dissemination of essential official information to all officers without any delay
 - c. Uploading of photographs and video clips of various activities being under taken by the verifying teams, Adopters and District Collectors

In this regard, District Collectors are requested to continuously keep the group active in terms of uploading critical information and inter-adopter communication.

2. It is pertinent to draw attention of District Collectors to the fact that the scroll/notification window in Rajasthan Sampark Portal contains all important circulars/notifications. This District Level officers and the Adopters should be encourage to access the circulars/notifications stored in the form of scroll available on front page of portal.
3. It has been observed that many District Collectors do not review the consolidated report available on Rajasthan Sampark Portal. This results in unnecessary pendency of grievances. For instance, it has emerged that the grievances which are getting reflected pending for more than one year are of such nature that can be disposed of immediately.
4. It has also emerged that while individual cases were examined in the meetings of adopters and DLOsit was visible that most of the cases that

were shown pending at state level could have easily resolved in the districts itself.

5. It also get revealed that many adopters and verifying teams were not uploading the required information online, in the prescribed formats. This results in distorted picture of verification and it becomes extremely officers/officials at higher levels for cross verified the grievances. In view of the situation various steps involved in verification of grievances have been summarized in Hindi and communicated all the adopters.
6. It has been found that verifying team are not being constituted, in many districts, as per the guidelines issue by Administrative Reforms Department in this regard. It is pertinent to mention that each verifying teams is constituted of Patwari of that particular Halka and Panchayat Secretary of any other nearby Gram Panchayat. In this regard it would be appropriate if Panchayat wise constitution of verifying teams is done and communicated by the District Collector to all the adopters and DLOs.
7. It has been noticed that the adopters don't recognize the verifying teams and in some cases Panchayat Secretaries depute LDCs for this work which is completely against the directions issued by ARD. Adopters may be asked to take monthly meetings of the verifying teams in which they should review the whole mechanism grievance verification in the field.
8. It has been observed in some districts files of individual grievances are not being maintained by the verifying teams and therefore it becomes almost impossible for the adopters to effectively cross check the grievance disposal in the field. Instructions may be issued all field officers as soon as grievance put in grievance verification and an individual files maintained till final verification/cross verification by authorized officials.
9. In some cases it also emerged that adopters along with sub-division officers are not going to the gram panchayats to organize gram sabhas as per the directions of ARD. This is resulting in non-communication, in such cases, with the applicants and other villagers.
10. Wherever, some post of Patwaris/Panchayat Secretaries are lying vacant, District Collectors should authorized other officials to constitute the verifying teams and carry on the verification work as per the earlier directions issued in this regard.
11. While analysing the pending work of verification in the district it has emerged that on an average every verifying team is required to carry out verification of **23** grievances only (Out of total grievances pending for