



Grievance Redressal
on
Sampark Helpline 181



Quick Response Grievance Redressal
Striving for People's Satisfaction

Centre for Good Governance, Jaipur (Raj.)

CENTRE FOR GOOD GOVERNANCE
HCM RAJASTHAN STATE INSTITUTE OF PUBLIC ADMINISTRATION
Jawahar Lal Nehru Marg, Jaipur-302017 (Rajasthan)

Grievance Redressal through Sampark Helpline 181

With the objective of providing the people quick access to the grievance redressal mechanism and ensuring resolution of grievances in predetermined timeframe, Helpline 181 has been operationalized in the state. It has distinct inclination towards the applicants and holds the concerned officers responsible for disposal of grievances with highest level of efficiency.

A. Mapping of grievances

1. IT application for feeding departmental data relating to mapped grievances and mapped grievance redressal officers (L1/L2/L3/L4) has been prepared and uploaded on Rajasthan Sampark Portal.
2. All the departments and connected organizations have already detailed out the grievance subjects (grievance mapping) and grievance redressal officers (L1/L2/L3/L4) for each and every grievance subject. This extensive data collection and records creation has been done through IT application prepared specifically for this purpose that is accessible on Rajasthan Sampark Portal under the icon 'CM Helpline 181-Mapping'.
3. Departments assign accountability for each individual subject at four levels i.e. Level 1 to Level 4. This process generates a matrix that takes care of individual grievance subjects through a chain of officers who are identified by names, mobile numbers and current posting. Level 4 is the highest level in a department/organizations and is responsible for effective resolution of peoples problems within the prescribed timelines, by the officers at lower levels in the concerned department. Data entry for creating an individual record is started at Level 4.
4. Once top level accountability is assigned for each subject, complete geographical hierarchy is covered by creating records of accountable officers at Level 3, Level 2 and Level 1 respectively. Departments have flexibility to configure default level mapping with geographical hierarchy which may vary from department to department depending upon the administrative nature and structure in existence.
5. In case of departments where there are no Tehsil/District level officers available in the field, highest ranking officer of the organization is designated as L4 officer and the officer at lower level is designated as L3 officer. As an illustration, in case of Petroleum Department there are no field officers and therefore Principal Secretary, Petroleum is designated as L4 officer and Director, Petroleum as L3 officer respectively.
6. In case of closed offices, the highest level officer having the authority to finally dispose of a grievance, shall be Level 4 officer and the officer lower to Level 4 officer having the authority to dispose of the grievance, shall be designated as Level 3 officer. For example

in Rajasthan Public Service Commission Secretary shall be Level 4 officer and Deputy Secretary having authority to dispose of a particular grievance shall be Level 3 officer.

7. Officers responsible for creation of records (Data Feeding Offices)

Sl No:	Category of Organization	Officer responsible for feeding/uploading the data relating to CM Help Line Mapping of Grievances and Officers
1.	Administrative Departments	Head of the Department/Departmental Portal Admin (Sampark Portal)/ State Nodal Officer (Sampark Portal)
2.	Revenue Department	Divisional Commissioner for his Division and District Collector/ District Level Nodal Officer for the District for Level G, Level 1, Level 2 and Level 3 entries
3.	Panchayati Raj and Rural Development Department	Except for entries of Gram Panchayat Secretaries (Level G) all other data entry relating to Level 1, Level 2, Level 3 and Level 4 shall be made by Head of the Department/Departmental Portal Admin (Sampark Portal)/ State Nodal Officer (Sampark Portal) Data entry for Level G shall be made by CEO Zila Parishad
4.	Corporations, Companies, Commissions, Boards, Universities, Councils etc.	Chief Executive Officer/ MD/ Registrar (Chief Executive of the organization/State Nodal Officer)
5.	Urban Municipal Bodies	CEO Nagar Nigam, Commissioner Municipal Council, EO Nagar Palika/ Portal Admin (Sampark Portal)
6.	UITs	Secretary UIT/ Portal Admin (Sampark Portal)
7.	Development Authorities:- JDA Jaipur, JDA Jodhpur, ADA Ajmer etc.	Commissioner Development Authority/ Portal Admin (Sampark Portal)

Table 1: Data feeding offices

8. Updation of data on transfer/absence on leave of L1/L2/L3/L4 officers.

S. No.	Event	Officer responsible for Updating the data
1	Transfer of L1 officer	Concerned L2 Officer
2	Transfer of L2 officer	Concerned L3 Officer
3	Transfer of L3 officer	Concerned L4 Officer
4	Transfer of L4 officer	State Level Nodal Officer/ Departmental Portal Admin

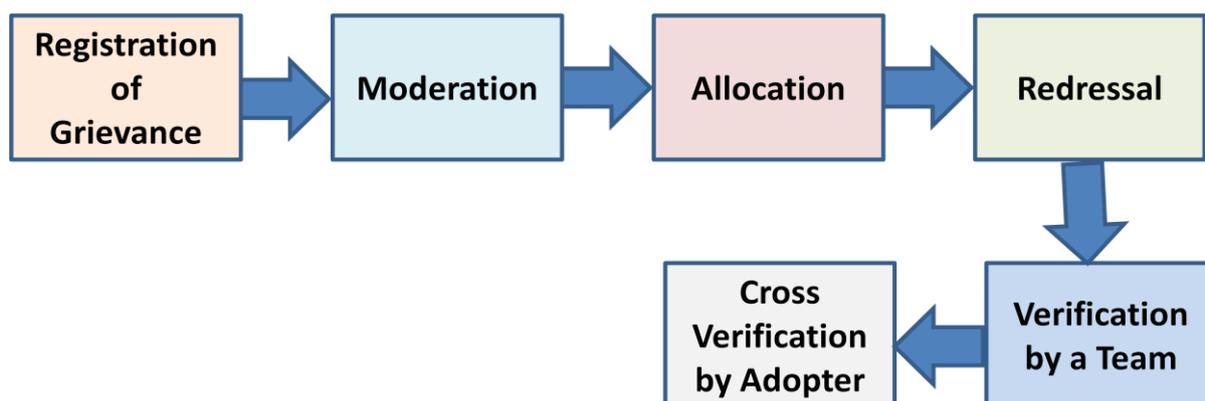
5	Officer going on Leave	Controlling officer will allocate work to some other officer, data entry for whom shall be made as under: For L1 Officer by L2 Officer For L2 Officer by L3 Officer For L3 Officer by L4 Officer For L4 officer by State Level Nodal Officer/ Departmental Portal Admin
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Table 2: Updation of data on transfer/leave

9. A power point presentation, detailing out various steps to be taken for mapping of grievances and grievance redressal officers (L1/L2/L3/L4) is available as circular on Rajasthan Sampark Portal.

B. Grievance Redressal before flagging off Helpline 181

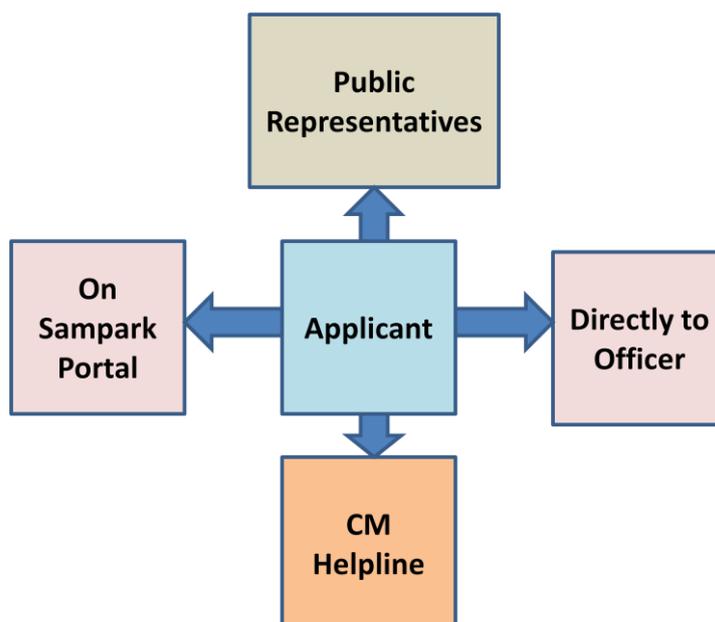
The grievance after registration on Rajasthan Sampark Portal before Sampark Helpline came into force used to go to a particular department after allocation where it was disposed either by the way of providing relief or rejection. Subsequently, verification in field was done by a team consisting of Patwari and Panchayat Secretary.



Diag-1: Existing Mechanism of grievance redressal

C. Mechanism of Grievance registration on Helpline

This diagram-2 clearly shows that the applicant can now submit his grievance at any place including the Sampark Helpline according to his convenience. It is however, expected that after the Helpline becomes fully operational and stabilized; most of the grievances will be registered on Sampark Helpline only. Irrespective of point of registration of grievance, every application stands registered on Rajasthan Sampark Portal. In other words, Helpline-181 stands organically connected with Rajasthan Sampark Portal.



Diag-2: Mechanism of Grievance registration on Helpline

D. Levels of processing grievances received on helpline

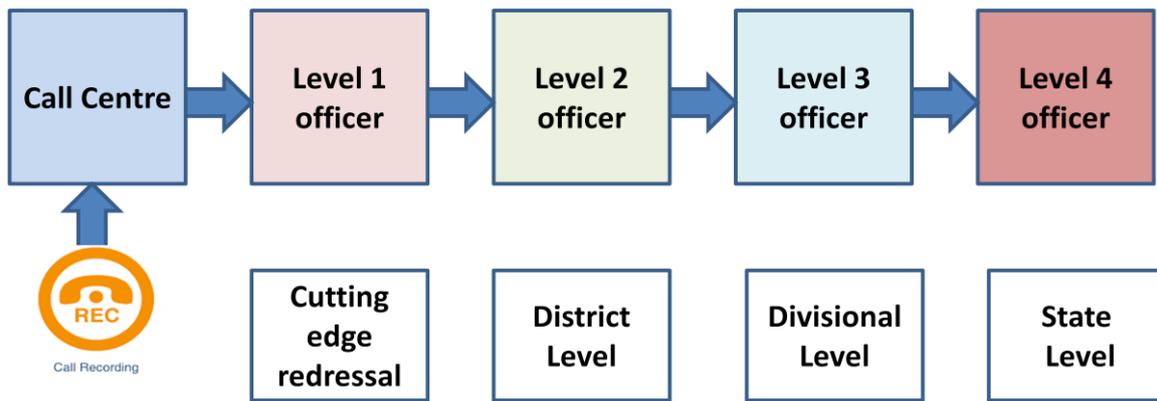
The mechanism of grievance handling on the helpline basically depends upon adherence to the set timelines for redressing individual grievances and satisfaction of the applicant expressed on helpline through the registered mobile number.

Level 1: Generally the officers posted at Panchayat Samiti/Tehsil level are designated as Level 1 officers. These officers are directly responsible for redressing the grievances. There are, however, certain departments which are not represented at Panchayat Samiti level. In such cases, the officers posted at the district head quarters or otherwise are not designated as Level 1 officers. In such cases, there is no Level 1 officer but the mapping starts from Level 2. For example in Excise Department there is no officer posted at Panchayat Samiti/Tehsil level and consequently, District Excise Officer posted at the district head quarters is designated as Level 2 officer, although there is no L1 officer.

Level 2: As a general rule, the officers posted at District headquarters are designated as Level 2 officers. Registered grievance is automatically escalated to Level 2 under the following circumstances:

1. When Level 1 officer does not disposed off the grievance within the prescribed timeline.
2. When the applicant is not satisfied with the redressal given by L1 officer.

Whenever, any particular application gets escalated to Level 2 officer, it is his responsibility to ensure redressal within the time line prescribed for Level 2. Once, some application gets escalated to higher level, reasons for delay in redressal of grievance have to be explained by the officers at lower level.

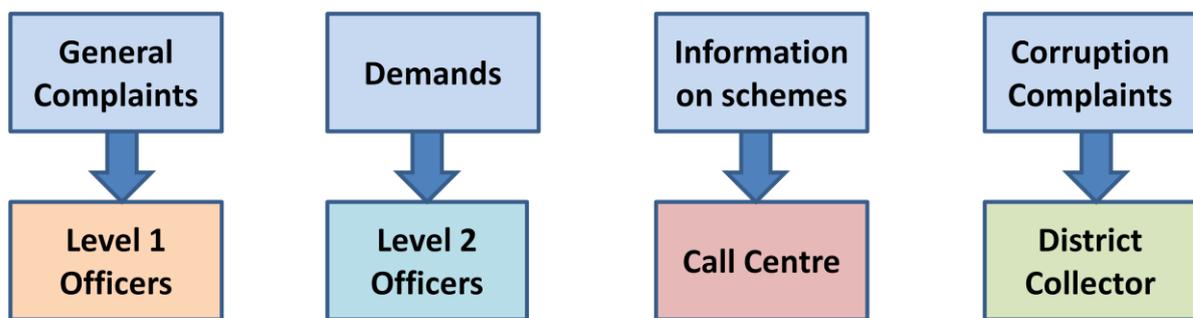


Diag-3: Levels of grievances processing

Level 3: Officer posted at the Divisional/Zonal headquarters is designated as Level 3 officer. Pending grievances from Level 2 get escalated to Level 3 under the conditions prescribed for escalation from Level 1 to Level 2.

Level 4: HODs/Administrative Secretaries are designated as Level 4 officers depending upon the administrative structure of the department/organization. For example in Panchayati Raj Department BDO is Level 1 officer, CEO is Level 2 officer, Commissioner, PR is Level 3 Officer and Secretary PR is Level 4 officer. In contrast, in Revenue Department Tehsildar is Level 1 officer, SDO is Level 2 officer, District Collector is Level 3 Officer and Divisional Commissioner is Level 4 officer. Again a particular grievance gets escalated to Level 4 officer when either it does not get resolved at Level 3 within the prescribed timeline or the applicant remains unsatisfied of the redressal.

E. Movement of Grievances:



Diag-4: Movement of Grievances

With the objective of keeping the focus on resolution of individual grievances/general complaints, all telephonic calls received in the cc are divided in four categories.

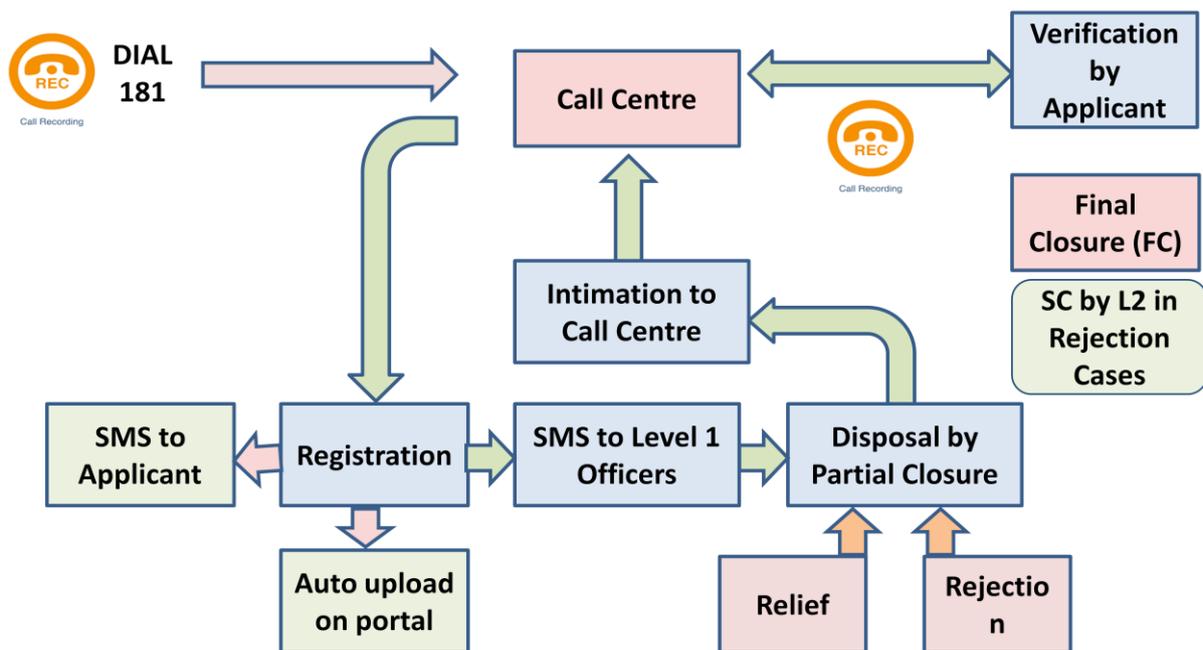
1. General complaints
2. Demands
3. Corruption complaints
4. Information on schemes

Individual/general complaints directly reach the Level 1 Officer whereas grievances involving demands are handled by Level 2 officer who examines their techno-economic feasibility before forwarding the identified proposals to the State Government through the Divisional Commissioner. Callers to helpline, seeking information on various schemes are assisted by the cc operators themselves. Lastly, the complaints indicating corruption in different offices are forwarded by the cc to the District Collector. Corruption complaints are handled on the basis of their being supported by substantial evidence. Complainant is required to answer following question before his grievance is registered:

1. Do you have some evidence?
2. Can you support your complaint?
3. Are you ready to lodge supportive documents on portal?

Sampark Helpline will not accept corruption grievances unless affirmative response on above check points is given by the complainant

F. Grievance Redressal through Helpline:



Diag-5: Grievance redressal

On receiving a phone call on Helpline-181 from an applicant, following are the steps/stages through which a grievance passes:

Registration of grievance

1. Every conversation with the applicant gets recorded. It can be heard or gone through either by the applicant or the supervisory officer as and when required.
2. Telephonic calls get randomly allocated to an individual Call Centre operator.

3. During the process of registration of grievance, as soon as the applicant indicates the department to which a particular grievance relates, a drop down menu appears on the computer screen of the cc operator that details out grievance subjects and L1 officers who are authorised to redress the referred grievance.
4. Call Centre operator identifies and selects the grievance subject and corresponding Level 1 officer (in some departments where there are no L1/L2 officer the grievance directly gets forwarded to L3 officers). Basically any grievance registered on Helpline goes to cutting edge level officer who is accountable for its disposal.
5. The Call Centre operator also records any additional information given by the applicant and thereby completes the grievance registration process.
6. Thereafter, one SMS specifying the grievance registration number gets forwarded to the mobile phone of the applicant.

Movement of grievance

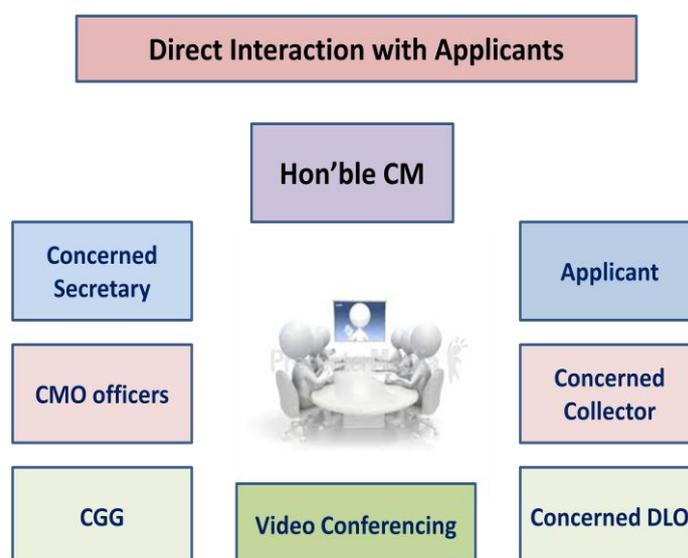
7. Details of such grievance starts getting reflected on Rajasthan Sampark Portal where actions taken and comments made by disposing officer get reflected as per the existing mechanism on the Portal. This portion relating to a particular grievance remains accessible to the applicant and he/she can see it anytime by logging in to the grievance through the registration on the portal.
8. Simultaneously the recorded/uploaded grievance is forwarded to the concerning Level 1 officer who immediately starts taking action to redress the grievance within the time limit prescribed for that particular grievance/complaint.
9. In case of Revenue Department, in addition to forwarding the registered grievance to Level 1 officer (Tehsildar), one SMS also goes to the concerned Patwari (Level G) who immediately initiates preparation of preliminary record and maps etc. that are required for disposal of grievance forwarded to Level 1 officer by Call Centre operator.
10. Likewise, the Call Centre, while forwarding the grievance to Level 1 officer (BDO) also sends SMS to the concerned Panchayat Secretary (Level G) who immediately gathers ground level information for assisting the Level 1 officer in resolving the grievance.

Disposal of Grievance

11. Level 1 officer, depending upon the merits of the case and provisions of rules/regulations can either provide relief to the applicant or reject the grievance. In both the cases, it is not considered as final disposal of the grievance and is termed as **Partial Closure (PC)** of the grievance.
12. In case of Partial Closure by providing relief, Level 1 officer communicates it to the Call Centre and makes necessary entries on Sampark Portal.
13. The Call Centre operator then makes a call to the applicant and informs him the relief action taken by the concerned department on his application.

14. If the applicant communicates his satisfaction to the Helpline, grievance gets **Finally Closed (FC)**.
15. On the other hand, if applicant expresses dissatisfaction over the disposal of grievance it gets escalated to Level 2 officer.
16. Level 2 officer then repeats the cycle and ensures disposal of grievance by Partial Closure within the time limit prescribed for his level. Application gets finally closed on satisfaction expressed by the applicant. to the Helpline.
17. This cycle repeats itself on dissatisfaction expressed by the applicant till the grievances reaches L4 level where Final Closure is made.
18. In case of PC by rejection, the application is forwarded to Level 2 officer who after considering the relevant documents and rules etc. takes a decision for finally closing such application by way of **Special Closure**.
19. On **Special Closure** by rejection, Level 2 officer informs the Call Centre accordingly from where a message showing the reasons for rejection is forwarded to the mobile number of the applicant.

G. Samadhan Video Conference by the Hon'ble CM



Diag-6: Video conference

Every month, Hon'ble CM takes a review meeting (Raj Vikas) through video conferencing to assess the ground reality in reference to grievance redressal mechanism as operating through Helpline-181. Following is the frame work of grievance redressal review in state level Raj Vikas Meeting chaired by the Hon'ble CM:

1. Identification of grievances

Depending upon several parameters including the duration of pendency and seriousness of the issues involved in the grievances.

2. Communication to the concern department and the applicant

Identified grievances are communicated to the concerning administrative Secretary, District Collector, HOD and DLO for their comments and seeking the reasons for delay in disposal/incorrect disposal.

3. Raj Vikas Meeting

Every month on a fixed day, Raj Vikas Meeting is held under the chairpersonship of the Hon'ble CM. In this meeting Hon'ble CM directly interacts with the complainants and the concerning departments in regard to disposal of grievances at various levels.

H. Salient features of CM Helpline:

Critical advantages of Sampark Helpline are being mentioned as under for clarity on various important issues involved in grievance redressal mechanism:

Issue	CM Helpline	Remarks
Helpline Number	3 digits (181)	Immediate Popularity
Interface	Only in Hindi	High Level Acceptability
Timeframe	Attribute Specific	Higher Levels (L2/L3/L4) Become Responsible on Non-Adherence at Lower Levels
Registration of Grievance	Limited and Pre-framed Questions on Helpline	Facilitates Applicant and Officials
Allocation	Auto Allocation to Level-1 Officer	Reduces work, Time and Efforts
Disposal	Disposal by Level-1 Officer on Receiving Satisfaction of Complainant on Helpline	Closure on Satisfaction of Applicant; Partial & Final Closure
Verification	On Helpline	Closure on Real Satisfaction of Applicant

Table 3

I. Important actions on CM Helpline

1. Reallocation of grievance

- i. In case, the grievance pertains to some other Level 1 officer of different department or of the same department, it is reverted back by that officer to the Call Centre along with suggestion of the correct department. The Call Centre then re-forwards it to the responsible department (correct department). In such cases, original timeline commences from the day, the grievance is re-forwarded.
- ii. In both the situations of reallocation (to other officer of the same department or to some other department), the Level 1 officer originally receiving the application is required to forward it to the Call Centre within 3 days.

2. Rejection of grievance

- i. Whenever Level 1 officer considers a particular application fit for rejection, he forwards it to L2 officer for taking decision on final rejection. It is termed as **Special Closure (SC)**.

- ii. If the grievances belong to the following categories, the Call Centre directly forwards the grievances to Level 2 officer for **Special Closure (SC)**:
 - a. Personnel matters / Service matters except State insurance, PF and Pension cases which are disposed of in the manner described in **Para-F** above.
 - b. Court cases
- iii. Decision of Special Closure is communicated to the applicant by SMS and is reflected on Rajasthan Sampark Portal.
- iv. While rejecting a grievance, particular case specific reasons for rejection are necessarily recorded as bullet points.

3. Re-opening of Grievance

- i. On receiving SMS informing the applicant about rejection of his case if he/she wants reconsideration, he/she can again make a phone call to Helpline 181. The Call Centre then forwards the application to Level 3 officer (because the previous rejection was done by Level 2 officer) who after considering various facts takes the final decision on **Special Closure (SC)**.
- ii. The call for reconsideration is accepted only when it is made by the applicant himself.
- iii. The request for reconsideration is required to be accompanied by additional facts to prove applicants case and show that the reasons mentioned by the rejecting officer are not correct (this is judged by Call Centre operator on the basis of probing questions).

4. Re-lodging of Grievances

- i. The grievance stands closed at Level 4. However, the citizen has the right to re-lodge the application.
- ii. When any grievance is re-lodged, previously submitted grievances on the same subject, by the same phone number get visible to the Call Centre operator. The applicant can at the most take this additional chance of lodging the grievance. If on re-lodging, again the grievance gets rejected with assigned reasons, no fresh lodging of the grievance is allowed.

J. Critical roles of different officers in the functioning of CM Helpline- 181

1. ACS/Pr. Secretary/Secretary

Administrative Secretaries of different departments are overall In-charge of the grievance redressal activities in their department. The dashboard through which they access the information relating to Helpline provides them following details which are very useful for closely monitoring the grievance redressal activities at the level of L1/L2/L3/L4 officers:

- i. Department and district wise status of Grievances
- ii. Disposal by relief and by rejection (department wise and district wise, date range wise)

- iii. Pendency at L1-L4 (Due to dissatisfaction and exceeding the time lines, in addition to original cases)
- iv. Escalated cases (level wise, department wise, district wise)
 - Due to dissatisfaction
 - Due to exceeding the time lines
- v. Satisfaction levels (district wise and department wise)
- vi. Time consumed (Partial Closure, Final Closure and Special Closure; Department wise, district wise and level wise)

2. Head of the Department

In most of the cases, HODs are Level 4 officers. Timelines for disposal of mapped grievances have been fixed by the departments themselves subject to the condition that **in no case the time period prescribed for resolving various grievance subjects (Grievances mapping) exceeds the time limits mentioned in Rajasthan Guaranteed Delivery of Public Services Act**, for corresponding subjects. It therefore, is the responsibility of HOD to ensure the following:

- i. Grievances are disposed off within the prescribed time lines to the satisfaction of applicants.
- ii. There is minimum number of grievances escalating to higher levels because of non-adherence to the prescribed time lines.
- iii. The number of cases in which escalation takes place due to dissatisfaction applicants is maintained at very low level
- iv. Data is continuously analyzed on the basis of information available on dashboard of their department, for carrying out re-engineering /improvements in the existing procedures. Attempts are made for eliminating the root causes giving rise to a particular set of grievances.
- v. Whenever, cases **relating to personnel matter and demands** raised by people in relation to activities of their department are received on Helpline-181, these are immediately **referred to a standing departmental committee comprising of senior officers**, to suggest future line of action within specific timeline prescribed by HODs in consultation with Administrative Secretary.

3. Departmental State Level Nodal Officer/Departmental Admin

The state level departmental Nodal officer/Admin plays one of the most critical roles in the operational mechanism of Helpline. **Table 2** shows that they will be requirement of making changes/amendments in mapped data on continuous basis, in various components of the helpline. Departmental Admin is responsible for the following:

- i. Maintaining the correct names of L1/L2/L3/L4 officers in the module that is used for mapping of grievance redressal officers. He/she maintains the latest transfer lists of officers and communicates those to concerned L1/L2/L3/L4 officers for updation of data as per **Table 2**.

- ii. Whenever there is requirement of changing grievance subjects and/or allocation of new IDs and passwords to departmental officers, it is the responsibility of Departmental Admin to take necessary action without delay to ensure changes.
- iii. He is the departmental link between the Helpline, Centre for Good Governance and concerned administrative department. Consequently, he maintains direct touch with concerned officers in CGG and Call Centre.
- iv. He checks the dashboard of Helpline on daily basis and notifies any abnormalities to the Administrative Secretaries for taking immediate remedial measures.

4. Divisional Commissioner

- i. Divisional Commissioners is overall in-charge of operations through Helpline, in his division.
- ii. He controls and monitors the followings through the dash board accessible through his SSO-ID
 - a. Pendency at Level 1 to Level 4 officers (Due to dissatisfaction and exceeding the time lines, in addition to original cases)
 - b. Disposal by relief and by rejection (department wise and district wise, date range wise)
 - c. Escalated cases (level wise, department wise, district wise) (Due to dissatisfaction , categories of dissatisfaction – rebirth of grievance and wrong reporting by disposal officer and exceeding the time lines)
 - d. Satisfaction levels (district wise and department wise)
 - e. Time consumed (Partial Closure, Final Closure and Special Closure; Department wise, district wise and level wise)
 - f. Department and district wise Grievances
- iii. He randomly selects 5 grievances everyday and personally verifies the disposal (by telephone or personal interaction) as against that has been shown on the Helpline.
- iv. He talks to few applicants in various districts under his jurisdiction, through VC where District Collector and concerned DLO are also present.
- v. In district Jaipur, corruption complaints directly reach to the Divisional Commissioner. He constitutes a team of 3 senior officers to go into the merits of the corruption complaints received through the Helpline-181 and on finding certain cases fit for further investigation and action, forwards those to the concerned controlling authorities.

5. District Collector

District Collector is the focal point for complete operations of Helpline-181 in the district. He is responsible for overall monitoring of grievance redressal activities happening through Helpline and Rajasthan Sampark Portal. His role consists of the following:

- i. He takes monthly meeting of Level 1 and Level 2 officers in the district and discusses issues relating to operations of the helpline with them. Issues requiring clarification are forwarded to Centre for Good Governance for resolution.
- ii. In the same monthly meeting, he identifies the following:
 - a. The departments in which maximum grievances are being received. (On the basis of department wise review of grievance redressal activity on Helpline and Rajasthan Sampark Portal).
 - b. Possible reasons for the same and re-engineering of the processes, if required in such departments.
 - c. Percentage relief and reject cases with special emphasis on analysis of reasons for rejection.
 - d. L1/L2 officers where larger number of grievances are getting escalated to higher levels and reasons thereof.
 - e. Review of actions taken by L2 officers against L1 officers who are not disposing of grievances either within the prescribed timelines or to the satisfaction of applicants.
 - f. He ensures that on transfer and/or proceeding on leave of any L1/L2 officer in the district, necessary changes are immediately made in the mapping of grievance redressal officers.
- iii. He ensures that the applications involving developmental demands are quickly processed at L2 level in different departments for onwards transmission to their HOD and administrative secretary.
- iv. He constitutes a team of three senior officers in the district to go into the merits of the corruption complaints received through the Helpline and on finding certain cases fit for further investigation and action, forwards them to concerned controlling authority. As mentioned earlier paragraphs, corruption complaints received in Jaipur district go to Divisional Commissioner instead of District Collector.
- v. The District Collector chairs 'Sampark Helpline-181 committee' constitution of which is as under:
 - a. District Collector : Chairperson
 - b. Additional Collector : OIC Helpline and Member Secretary
 - c. Assistant Director, Public Services : Member
 - d. Dy. Director (ACP) : Member

This committee looks after the following activities relating to Sampark Helpline:

- a. Ensuring compliance by all the departments in the district, of directions issued in regard to Sampark Helpline.
- b. Reviewing the disposal of grievances registered through Sampark Helpline-181 in different departments at district level.

- c. Resolving various issues and difficulties that may arise from time to time in carrying out grievance redressal activities, through Sampark Helpline.

6. Level 2/Level 3/Level 4 Officers

Any grievance registered on Sampark Helpline gets escalated to Level 2/Level3/Level4 when:

- i. Level 1 officer does not disposed off the grievance within the prescribed timeline.
- ii. The applicant is not satisfied with the redressal given by L1 officer.

This gets translated into action in the following manner:

- i. The escalation takes place automatically under the circumstances as mentioned above.
- ii. As soon as escalation of grievance takes place, Level 2 officer gets informed and responsibility of redressal of that grievance gets transferred/shifted to him.
- iii. The original grievance still remains in the office of Level 1 officer who even after escalation is responsible for taking actions required for disposal of the grievance. It means that on escalation, accountability and responsibility for disposal of grievance gets shifted to Level 2 officer whereas, the actual action is still to be taken by Level 1 officer. It further implies that now it becomes responsibility of Level 2 officer that the concerned grievance is disposed off by Level 1 officer within the time limit prescribed for him (Level 2 officer).
- iv. As soon as escalation takes place, it becomes responsibility of Level 2 officer to seek explanation of Level 1 officer on delay in disposal of grievance and take suitable departmental action against him.
- v. When the application escalated to Level 2 gets disposed off by providing relief, it is known as 'disposal by Partial Closure' and information on the same is communicated by Level 2 officer to the Call Centre from where the verification is done and the grievances is finally closed.
- vi. Similar cycle is repeated when the application gets escalated to Level 3 and Level 4 respectively.
- vii. Large number of pending escalated grievances reflect poor performance at various levels.
- viii. It is pertinent to note here that all actions and communications between different officers, in regard to disposal of grievances, are necessarily mentioned in 'Action History' of a particular grievance, on Rajasthan Sampark Portal as is presently done for the grievances registered therein. Such action history explains actions taken and time consumed at various levels during the process of grievance redressal.

7. Level G officials in Revenue and RD & PR Department

The grievance redressal hierarchy consists of L1 officer at cutting edge level to L4 officer at the state level/apex level. L1/L2/L3/L4 officers are fully competent and authorized to take final decision on disposal of grievances. However, another Level G has been designated in Revenue and RD&PR Departments for facilitating quick action at the level of L1 officer. As soon as SMS is sent by the Call Centre to L1 officer, another SMS is forwarded to Level G official. Level G official, depending upon the contents of the grievance, prepares factual report in regard to the subject matter of the complaint and gathers relevant record for immediate communication to L1 officer. This way a lot of time is saved that could have been consumed during the process of paper communication between Level 1 and Level G on seeking the record etc. Therefore, the level G official always remains very attentive and quickly responds to the issues involved in the grievances. The Level 1 officer, takes monthly meeting of Level G officials under him to review the position of SMSs, replies to which are not forwarded by Level G officials in time.

K. User Contact points in CM Helpline

Phone numbers

S.No	Name	Designation	Contact Numbers	
			Mobile	Landline
1.	Sh. Rakesh Verma	Member Secretary, CGG	9799887711	0141-2709061
2.	Sh. Arun Chouhan	Additional Director DOIT	9413387349	0141-5153222 Ext-21113
3.	Sh. Vikas Meena	Joint Director (s) CGG	9460987166	0141-2709061
4.	Sh. Harsh Sariyot	SEMT-Project Officer, DOIT	9799458555	0141-5153222 Ext-21388

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