

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

F.12(1)/CGG/CMHL/2017

Jaipur, Dated: 12.07.2017

All Additional Chief Secretaries/ All Principal Secretaries/ All Secretaries  
All Head of Departments  
All PSUs, Boards, Local Bodies, Commissions etc  
(As per the list enclosed)

**Subject: Data uploading/feeding in reference to CM Help Line**

It is to inform you that an IT application for feeding departmental data relating to mapped grievances and mapped grievance redressal officers (L1/L2/L3/L4) has now been prepared and being uploaded on Rajasthan Sampark Portal.

As an immediate action, it is requested that in case some **grievance subjects (grievance mapping)** are required to be **added or deleted** in the list of grievances relating to your department/ organization that is already existing on the Rajasthan Sampark Portal, communication may immediately be made to the following:

1. Sh. Arun Chouhan,  
Additional Director, DOIT  
Mo. 9413387349  
arun@rajasthan.gov.in  
arunjpr@rediffmail.com  
achauhan@yahoo.com
2. Shri Harsh Sariyot  
Project Officer, DOIT  
Mo: 9799458555  
rajsampark@rajasthan.gov.in
3. Shri Vikas Meena  
Joint Director, CGG  
Mo: 9460987166  
cmv@rajasthan.gov.in

While sending communication in this regard, following may be mentioned as subject:

**‘Sub: Addition/Subtraction of grievance subjects’**

*It is pertinent to mention here that the list of grievance subjects has already been prepared in your department/organization in Annexure-CMHL BR and Annexure CMHL BU. The State nodal officer may be directed to compare the list prepared in your department/organization with the list available on Rajasthan Sampark Portal and communicate to either of the above two officers, any changes that are proposed to be made in the list of grievances already existing on the portal.*

There may be some organizations in regard to which no subjects have yet been entered on the Rajasthan Sampark Portal. In such cases the list now prepared in your department/organization in **Annexure-CMHL BR and Annexure CMHL BU** may be communicated to either of the above mentioned two officers.

**As the time to launch the CM Helpline is fast approaching please make it convenient to take the actions in this regard immediately.**

Data entry in regard to mapping of L1/L2/L3/L4 officers and Time Lines for redressing various grievances will be possible in your department/organization only after the list of grievances is duly entered on the portal by the DOIT. **It is therefore requested to expedite action in this regard.**



12/7/17

**(Rakesh Verma)**  
Member Secretary

Copy forwarded to for information:

1. Secretary to CM and
2. Secretary to CM (RPG)
3. Sh. Arun Chouhan, Additional Director, DOIT
4. Shri Harsh Saryot, Project Officer, DOIT



12/7/17

Member Secretary