

RSLSA परिवादः

The screenshot displays the RSLSA Grievance portal interface. The browser address bar shows the URL: sampark.rajasthan.gov.in/CMHelpline/RSDSO_Grievance.aspx. The user is logged in as DINESH KUMAR SHARMA/PRG/DoITC. The navigation menu includes: सामान्य शिकायत (0), परिवाद - मांग (0), CMO परिवाद (0), and RSLSA परिवाद (0). The main content area is titled 'निस्तारण कार्यवाही' and shows a table with columns for 'क्रम', 'दिनांक', 'परिवाद / माध्यम एवं स्रोत', 'विषय व विभाग', 'जिला', 'विवरण', 'पूर्व कार्यवाही', and 'कार्यवाही करे'. The table is currently empty, displaying the message 'रिकॉर्ड्स का मेल नहीं मिला'. A green arrow points to the 'RSLSA परिवाद (0)' menu item.

- Any Citizen can contact to his District officers of Rajasthan State Legal Service Authority regarding his complain.
- All the grievances lodged by District officers of Rajasthan State Legal Service Authority would be displayed on 'RSLSA परिवाद' menu under Disposal 2.0. The grievance would be allocated to the department user as per the officer selection.

Disposal Process:

Departmental Officer(L1-L3, SP, Collectors)

- After successful grievance registration By District officers of Rajasthan State Legal Service Authority, the grievance would be assigned to the selected officer.
- The concern officers shall find these grievances in on 'RSLSA परिवाद' menu under Disposal 2.0.

राजस्थान सरकार
चिकित्सा एवं स्वास्थ्य विभाग

क्रमांक : प.1(1)चि.स्वा./ग्रुप-2/2020

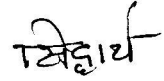
जयपुर, दिनांक : 01.05.2021

आदेश

माननीय उच्च न्यायालय, राजस्थान, जयपुर द्वारा डी. बी. सिविल रिट (पीआईएल) पिटीशन नम्बर 5127/2021 में पारित आदेश दिनांक 28.04.2021 द्वारा कोविड-19 वैश्विक महामारी के परिपेक्ष्य में आमजन के समक्ष उत्पन्न समस्याओं के समाधान के संबंध में माननीय उच्च न्यायालय, राजस्थान द्वारा गठित राज्य स्तरीय व जिला स्तरीय समितियों से प्राप्त प्रकरणों/परिवेदनाओं के समयबद्ध एवं त्वरित निस्तारण हेतु समस्त जिला कलेक्टरों को निर्देशित किया जाता है कि उक्त समितियों से सीधे व राज्य स्तरीय वॉर रूम 181 के माध्यम से प्राप्त होने वाले प्रकरणों/परिवेदनाओं का त्वरित एवं समयबद्ध निस्तारण सुनिश्चित किया जावे।

राज्य स्तरीय वॉर रूम द्वारा/जिला स्तरीय वॉर रूम द्वारा उक्त समितियों से रैफर किये गये प्रकरणों का विधिवत रिकार्ड संधारित करते हुए समस्याओं का त्वरित निस्तारण कर संबंधित समितियों को अवगत कराया जायेगा।

इस हेतु श्री प्रीतम बी. यशवन्त, आयुक्त, विभागीय जांच, राजस्थान, जयपुर को नोडल अधिकारी एवं श्री जी. के. शर्मा, अतिरिक्त निदेशक एवं महाप्रबन्धक, आर. आई. एस. एल. को सहायक नोडल अधिकारी नियुक्त किया जाता है।



(सिद्धार्थ महाजन)
शासन सचिव

प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित है:-

1. प्रमुख सचिव, मा. मुख्यमंत्री महोदय।
2. विशिष्ट सहायक, मा. चिकित्सा मंत्री महोदय
3. विशिष्ट सहायक, मा. चिकित्सा राज्य मंत्री महोदय
4. वरिष्ठ उप सचिव, मुख्य सचिव महोदय।
5. रजिस्टार जनरल, माननीय राजस्थान उच्च न्यायालय, जोधपुर
6. अध्यक्ष, बार काउन्सिल, राजस्थान
7. महाधिवक्ता, राजस्थान
8. अतिरिक्त सोलिसीटर जनरल
9. अध्यक्ष, राजस्थान हाईकोर्ट बार एसोसियेशन जयपुर/जोधपुर
10. सचिव, बार काउन्सिल राजस्थान
11. निजी सचिव, प्रमुख शासन सचिव, चिकित्सा एवं स्वास्थ्य विभाग।
12. निजी सचिव, शासन सचिव, चिकित्सा शिक्षा विभाग।
13. निजी सचिव, शासन सचिव, चिकित्सा एवं स्वास्थ्य विभाग।
14. निजी सचिव, आयुक्त विभागीय जांच, राज. जयपुर।
15. मिशन निदेशक, एनएचएम, राजस्थान, जयपुर।
16. समस्त जिला कलेक्टर, राज.
17. समस्त निदेशक चिकित्सा एवं स्वास्थ्य सेवाये राज. जयपुर
18. समस्त प्रधानाचार्य एवं नियंत्रक, मेडिकल कॉलेज, राज.
19. समस्त संयुक्त निदेशक, चिकित्सा एवं स्वास्थ्य सेवाएँ, जोन राज.
20. समस्त प्रमुख चिकित्सा अधिकारी, राज.
21. समस्त मुख्य चिकित्सा एवं स्वास्थ्य अधिकारी, राज.



(संजय कुमार)
शासन उप सचिव



**HIGH COURT OF JUDICATURE FOR RAJASTHAN
BENCH AT JAIPUR**

D.B. Civil Writ (PIL) Petition No. 5127/2021

Rajasthan High Court Bar Association

----Petitioner

Versus

State Of Rajasthan

----Respondent



For Petitioner(s) : Mr. Bhuvnesh Sharma, Advocate
Mr. Girraj Prasad Sharma, Advocate
Mr. Anil Chaudhary, Advocate
Mr. Satish Sharma, Advocate
Mr. Sanjay Mehla, Advocate
All through V.C.

For Respondent(s) : Mr. M.S. Singhvi, Advocate General,
assisted by Mr. Sheetanshu Sharma,
Advocate,
Mr. Anand Sharma, Advocate, for UOI
All through V.C.

**HON'BLE THE CHIEF JUSTICE
HON'BLE MR. JUSTICE INDERJEET SINGH**

Order

28/04/2021

We have taken up the PIL petition today and heard the submissions made on behalf of the parties.

Counsel for the petitioner submitted that in the various hospitals situated in the Jaipur City beds for treating the COVID patients are not available. Counsel further submitted that essential drugs and injections like Remdesivir are not adequately available in the hospitals. Counsel further submitted that information with regard to availability of beds is also not available to the attendants of the patients. Counsel further submitted that SMS Hospital be also declared as COVID treating hospital. Counsel further submitted that more dedicated COVID hospitals be declared and



lastly submitted that for proper monitoring of the problems a committee be constituted. Counsel further submitted that the Bar Council of Rajasthan has agreed to hand over its building situated at Jaipur and Jodhpur for opening of dedicated COVID hospitals for treatment of COVID patients and Advocates and their families be given priority, and prayed that the State Government be directed to provide the infrastructure like oxygen, beds, injections, doctors, medical & nursing staff etc.

Learned Advocate General appearing on behalf of the State submitted that the State Government is making serious efforts to come out with the solutions and a committee of three Cabinet Ministers of the State met with the High Power Committee of the Ministers of the Central Government on 27.04.2021 to discuss the problem about availability of oxygen, drugs & injections like Remdesivir etc.

Learned Advocate General further submitted that the Central Government has assured for supply of these items to the State Government as early as possible. Learned Advocate General further submitted that for COVID treatment rates have already fixed by the State Government for various private and government hospitals and in the government hospitals treatment is given to COVID patient free of cost. Learned Advocate General further submitted that online portal is available on the internet indicating availability of beds in the private as well as government hospitals in the State of Rajasthan.

It was brought to the notice of the Court by the learned Advocate General that not only is there great pressure on the medical infrastructure in the State for treatment of patients, the entry of attendants into the medical facilities has led to great



difficulties being faced by the COVID warriors and doctors in treating the patients.

Learned Advocate General assured that if the building at Jaipur and Jodhpur is handed over to the State Government by the Bar Council of Rajasthan, appropriate medical facilities will be provided by the State Government at the earliest.

Mr. Anand Sharma, learned counsel appearing on behalf of Union of India submitted that the Hon'ble Supreme Court is seized with the matter regarding supply of oxygen throughout the country. He further submitted that the Central Government is making every possible effort for supply of oxygen in different States throughout the country as well as supply of drugs, injections as per the demand raised by the State Governments.

Heard counsel for the parties and perused the record.

So far as supply of oxygen is concerned, learned Advocate General has submitted that in government hospitals no death has yet occurred due to shortage of oxygen and presently adequate medicines are available in the State.

Considering the circumstances, as recorded hereinabove, we are of the considered view that a State Level Committee and District Level Committee be formed in the following manner:-

State Level Committee:

1. Chairman, Bar Council of Rajasthan
2. Advocate General, State of Rajasthan
3. Additional Solicitor General
4. Presidents of the Rajasthan High Court Bar Association, Jodhpur/Jaipur.

Convenor of the committee shall be the Secretary of the State Bar Council, Rajasthan.



The aforesaid committee shall set up Emergency Assistance Cells at Jodhpur/Jaipur State Bar Council offices. The Help-Desk shall be manned 24 hours and adequate number of telephone/cell numbers be provided for operation of the helpline number. Adequate publicity be given to such Help-Desk and helpline numbers.

State Bar Council shall take steps to depute such number of personnel, as required to attend the calls. Such emergency helpline numbers would be widely publicised, both in the Print and Electronic Media in order to make the public aware of the assistance available at hand as well as to instil confidence in them during the present pandemic situation.

The offices of the committee shall regularly inform and contact the various officials appointed by the State and/or Municipal Bodies and/or Health Authorities to make available necessary medical assistance, such as ambulance, hospitalization and medical care etc., as may be needed by the people referred to by the committee.

The aforesaid authorities of the State shall maintain record of steps taken for alleviating the problems faced by the public at large and referred to by the committee formed hereinabove.

District Level Committee:

Similarly District Level Committees are directed to be formed at all District Headquarters except Jodhpur and Jaipur and the said committees shall consist of the following:-

1. Secretary, District Legal Services Authority.
2. President, District Bar Association.
3. Nominated member of Rajasthan State Bar Council.



Help-Desk at district level at DLSA office having necessary manpower are vested with the necessary authority to issue necessary directions to all officials of the State and Municipal and Health Authorities, who have been vested with the duty to take care of COVID patients during the present pandemic, shall respond immediately to the request sent by such committees and keep record of all steps taken in regard to the treatment of referred patients. The Help-Desk shall be manned 24 hours and adequate number of telephone/cell numbers be provided for operation of the helpline number and adequate publicity be given to such Help-Desks and helpline numbers.

We hope and trust that the committees formed by us will take all necessary steps to alleviate the difficulties being faced by the general public at large in the State of Rajasthan and act as a bridge with the authorities created by the State for the purpose of dealing with the present COVID pandemic.

We further direct that the State Level Committee shall obtain reports from all the District Level Committees and submit such reports before this Court on a fortnightly basis.

In addition to it, it is hereby directed that the State is to provide necessary police assistance at all hospitals in order to control the entry and exit into the hospitals and limit access of attendants of patients to one attendant per patient at any one time. This direction is being issued for the welfare of the patients who require treatment.

This Court expresses its expectation as well as confidence that the committees set up by it shall supplement the efforts being made both by the Union of India as well as the State of



Rajasthan in the matter of providing medical aid to the people of our State.

We further direct the Health Secretary of the State to monitor all the district hospitals/COVID dedicated centres on daily basis so that the requirement of these hospitals with regard to drugs, oxygen and injections be meted out and utilized properly.

List this matter again on 30.04.2021.

(INDERJEET SINGH),J

(INDRAJIT MAHANTY),CJ

VIJAY SINGH SHEKHAWAT / KAMLESH KUMAR/1



राजस्थान राज्य विधिक सेवा प्राधिकरण

राजस्थान उच्च न्यायालय परिसर, जयपुर पीठ, जयपुर

राज्य हेल्पलाइन नम्बर: 15 100, 9928900900

website: www.rlsa.gov.in, e-mail: rj-slsa@nic.in, rslsajp@gmail.com



सार्वजनिक अपील

आमजन को सूचित किया जाता है कि यदि किसी व्यक्ति को कोविड-19 से सम्बंधित किसी भी प्रकार की चिकित्सकीय या अन्य सहायता व सहयोग की आवश्यकता हो तो वह अपने जिले के जिला विधिक सेवा प्राधिकरण के हेल्पलाइन नम्बर पर कॉल कर सम्पर्क करें।

क्रम संख्या	जिला विधिक सेवा प्राधिकरण	हेल्पलाइन		क्रम संख्या	जिला विधिक सेवा प्राधिकरण	हेल्पलाइन	
		लैंडलाइन नंबर	मोबाईल नंबर			लैंडलाइन नंबर	मोबाईल नंबर
1	अजमेर	0145-2943811	8306002101	19	जयपुर महानगर- II	0141-2947155	8306006150
2	अलवर	0144-2940098	8306002102	20	जैसलमेर	02992-294676	8306002123
3	बाहोतरा (बाड़मेर)	02988-294119	8306002103	21	जालोर	02973-294337	8306002126
4	बांसवाड़ा	02962-294488	8306002104	22	झालावाड़	07432-294065	8306002127
5	बारां	07453-294186	8306002105	23	झुंझुनूं	01592-294040	8306002128
6	भरतपुर	05644-228870	8306002106	24	जोधपुर जिला	0291-2943451	8306002129
7	भीलवाड़ा	01482-294710	8306002107	25	जोधपुर महानगर	0291-2943480	8306002021
8	बीकानेर	0151-2970623	8306002108	26	करौली	07464-294026	8306002130
9	बूंदी	0747-2940061	8306002109	27	कोटा	0744-2940015	8306002131
10	चित्तौड़गढ़	01472-294210	8306002112	28	मेड़ता (नागौर)	01590-294039	8306002132
11	चूरू	01562-294594	8306002110	29	पाली	02932-294035	8306002166
12	दौसा	01427-294224	8306002114	30	प्रतापगढ़	01478-294161	8306002134
13	धौलपुर	05642-294300	8306002115	31	राजसमंद	02952-294498	8306002135
14	डूंगरपुर	02964-294822	8306002116	32	सवाई माधोपुर	07462-294301	8306002136
15	गंगानगर	0154-2944888	8306002117	33	सीकर	01572-294048	8306002137
16	हनुमानगढ़	01552-294199	8306002118	34	सिरोही	02972-294034	8306002138
17	जयपुर जिला	0141-2203090	8306002120	35	टोंक	01432-294603	8306002139
18	जयपुर महानगर-I	0141-2947150	8306002119	36	उदयपुर	0294-2940382	8306002022

राजस्थान राज्य विधिक सेवा प्राधिकरण द्वारा जनहित में जारी।



मस्क लकी तरीके से पहनकर ही घर से निकलें



हाथों को निरक्षित रूप से सफुव व धोनी से धोएं



अपस में 2 मज की दूरी बनाए रखें



सक्षम दिशने पर खुद को दूसरों से अलग रखें



सक्षम दिशने पर तुरंत धिकारक से परीक्षण करवाएं

डीआईपीआर/सी/...../2021