



Rajasthan Sampark

Getting Started Guide & User Manual

For Citizen

1/9/2015

Government of Rajasthan

Department of Administrative and Reforms

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1 Introduction

The User Manual contains all essential information for the user to make full use of the Grievance Management system. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use. Pictures have been used to make the operation clear to the user wherever possible.

Rajasthan Sampark is an innovative e-Governance project implemented by the Department of Information Technology & Communication, Government of Rajasthan. The project paves the way for a common man to reach the departments of the State Government for their queries and concerns, with the help of telecommunication tools and web portal. It enables the departments to disseminate the information about various schemes and programs being run for the benefit of the citizens.

Rajasthan Sampark primarily consists of State level Call Centre with Integrated web portal which will work as single point contact centre to cater various citizen centric queries and grievances for any public services rendered by the State Government and its entities. Rajasthan Sampark Call Centre handles inbound as well as outbound telephone calls, for the citizen and related services backed by Rajasthan Sampark Portal.

This system does the registering and monitoring of the grievances till the final disposal and also creates a record of the disposed grievances so they can be referred in future. Registering is done through different means either directly by the citizens or by the departmental user. Both the workflows are handled separately and with complete detailing. After the Registration, the grievances are analysed and concerned actions are taken. The system records the details of the grievances and keeps a track of the actions taken on the grievance. The grievances can be shared among the different departments of government and allocated to the designation that is appropriate to redress it.

1.1 Features for Citizens

This application has been developed for the ease of local citizens to lodge their grievances to the government and keep a track of the processing of the grievances. A number of features are provided for the citizens:

- Register as a citizen on the portal and create a user profile.
- Lodge grievances regarding public, private or service matters.
- Send Reminders to the department regarding a grievance already registered.
- Send feedback/suggestions for the improvement of the grievance redressal system.
- Track the status of the grievances registered by the user.
- Download the format of the Application form both in Hindi and English language if he wishes to submit the grievance directly to the office.
- View the announcements made by the department.
- Get complete information regarding the project and get contact details for the office.

1.2 System Overview

This application is web based interface and supports integration with different means to register the grievances from common man. The means for the registration can be through the online registration, calls to the organization, integration with social networking sites, mobile application and so on. It maintains the disposal of the grievance according to defined hierarchy of the organization. The hierarchy can be defined for different levels as demographical, office, administrative. The monitoring of the application would be maintained according to the defined workflow.

The main aim of the application is to track the process of grievance redressal. This would include the registration of the grievance and then monitoring the grievance. Also, maintaining a record of the details of the grievance after its disposal.

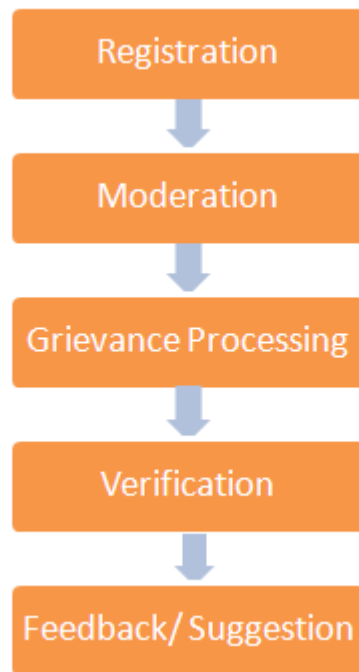


Fig 1.1: System Overview

1.2.1 How to Reach the Portal?

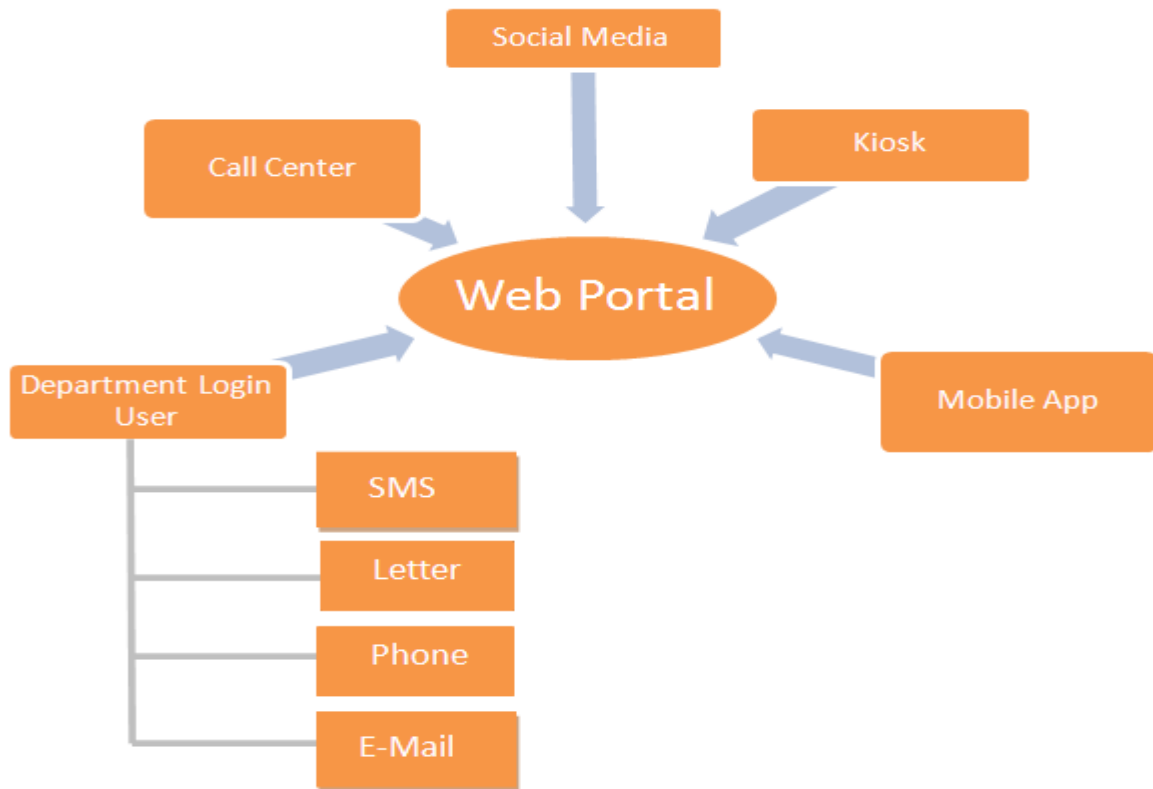


Fig 1.2: Scenarios of registration

1.2.2 Grievance Processing Workflow

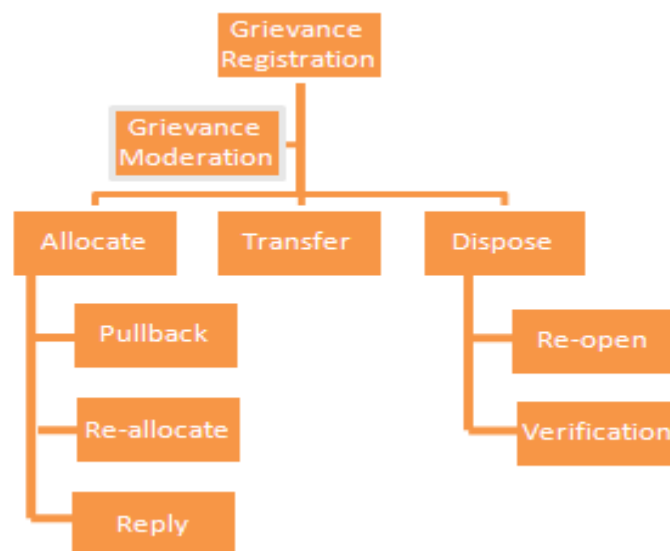


Fig 1.3: Workflow of different processes

- **Moderation of grievance:** Before any other action takes place, the moderation details should be compulsorily mentioned.
- **Allocate:** To assign the grievance to a particular user (designation) along with the details and rights of allocation. Allocation rights may also include rights whether the grievance can be completely disposed or will require approval from some other user.
- **Transfer:** In case the allocated department to the grievance is out of scope and some other department should be liable for the grievance.
- **Dispose:** If the grievance has been taken care of and in a condition to be disposed. If the grievance is already in a condition, it can be disposed at first step also.
- **Pullback:** If a grievance is already allocated and some other action is required to be taken, it should be pulled back to enable other actions.
- **Re- Allocate:** The grievance already allocated can be re-allocated to other user if not considered in scope. This allocation is considered as re-allocation. In fact, an allocation process done second time on a grievance would be considered re-allocation, no matter whatever the processes have been.
- **Re-open:** Once a grievance has been disposed, no further actions would be allowed on it. But re-open option would be available, if the grievance is not considered satisfactorily disposed and a request has been received to re-open it. After the re-open option is used, all other actions would be available.

2 Getting Started

You can access Rajasthan Sampark portal by visiting portal link: <http://sampark.rajasthan.gov.in/> . The landing page of the portal looks similar to this:-

Fig 2.1: Home screen: Rajasthan Sampark

The Landing page provides following options to the user:

- Register a Grievance by clicking on the link “Lodge your grievance” button.
- View the status of the Grievance already registered by the citizen
- Send Reminders about a grievance already registered
- View Announcements made by the Rajasthan Sampark team.
- Send feedback regarding grievance redressal.
- Download Application Form in both English and Hindi language for Grievance registration if the citizen wish to submit the grievance personally at the Rajasthan Sampark Office.
- A new citizen can register by clicking on the link “Register Here” provided under “Citizen Corner” section.
- If a citizen is already registered he can login to the portal by clicking on the link “Login Here”.

2.1 Home Screen

Home screen of the portal provides all the basic features through which a user can understand the functionality of grievance registration system. Also it helps the user to know more about Rajasthan Sampark. Following are the features available on home screen:

- **About Sampark:** On clicking the link “About Sampark” user is directed to the interface shown in the image below. It provides a small description regarding how Rajasthan government is striving for excellent citizen service by ensuring transparency and timeliness in grievance redressal. User gets an overview of what the portal is all about.

Government of Rajasthan is dedicated to bring in transformation in the way of citizen centric governance in the state. For this the government of Rajasthan has been continuously striving to bring in excellence in citizen service delivery by ensuring transparency and minimizing grievances. As an initiation to ensure proper service to the citizen, a project named “**Rajasthan Sampark**” has been implemented through Department of IT and Communications. The project paves the way for a common man to reach the departments of the State Government for their queries and concerns, with the help of Information Communication and Technology (ICT) Interventions.

Rajasthan Sampark aims towards providing citizens with a centralized platform where any citizen of the state can lodge his/ her grievances to the respective departments. It primarily consists of a State level Call Center with integrated web portal which will act as a single point of contact for addressing and redressing various citizen centric queries and grievances related to government services. Citizens can lodge their grievances against any government department/ office through this portal and the grievance will further be sent to the respective office/ department for redressal.

Through **Rajasthan Sampark**, Government of Rajasthan intends to achieve all important aspects of good governance viz. Robust Delivery System, Transparency, Communication, Grievance Redressal and Sensitivity towards citizens.

Department of Administrative Reforms, Government of Rajasthan, Jaipur

Quick Links

- Chief Minister Office
- Government of Rajasthan
- DoIT&C
- Web Directory
- ARD

Contact Us

Rajasthan Sampark
Toll Free : 1800-180-6127
E-mail : rajsampark@rajasthan.gov.in

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Fig 2.2: Home Screen-About Sampark

- **Help:** It consists of some frequently asked questions to help the user in case of any queries. It has been explained later in Chapter 6: [Help](#).
- **Feedback:** User is provided with a feature to send a feedback or suggestion to the government regarding the grievances. On clicking this link, user will be directed to feedback/suggestion form. Detailed explanation to send a feedback/suggestion is given in Chapter 6: [Feedback/Suggestion](#)
- **Contact Us:** This page contains the toll free number and Email Id of Rajasthan Sampark portal through which a citizen can lodge a grievance or contact the government in case of any discrepancies.



Fig 2.3: Home Screen-Contact Us

- **Toll Free Number:** 1800-180-6127 is a toll free number for the call center of Rajasthan Sampark. Citizens who do not wish to lodge a grievance online, can call on the given number and give details about the grievance to the department who would further send it to the concerned officials.
- **Lodge Your Grievance:** To register a grievance user may click on this link. User will be directed to grievance registration form. Detailed procedure to lodge a grievance has been explained in Chapter 3: [Lodging Grievance](#).
- **View Grievance Status:** User can keep a track on the actions taken on registered grievances and check its status. This section has been explained in detail in Chapter 4: [View Grievance status](#).
- **Send Reminder:** Once a grievance is lodged, user can not only check its status but also send reminder to the government to take necessary action to speed up the redressal process. Procedure to send a reminder has been explained in Chapter 5: [Send Reminder](#).
- **Announcement:** Latest updates and announcements made by the government are shown in this section of the portal. User can download relevant documents from here. It has been explained in Chapter 6: [Announcement](#)
- **Citizen Corner:** Features for citizens like downloading application form, registering and logging into the portal are available in this section of the homepage.

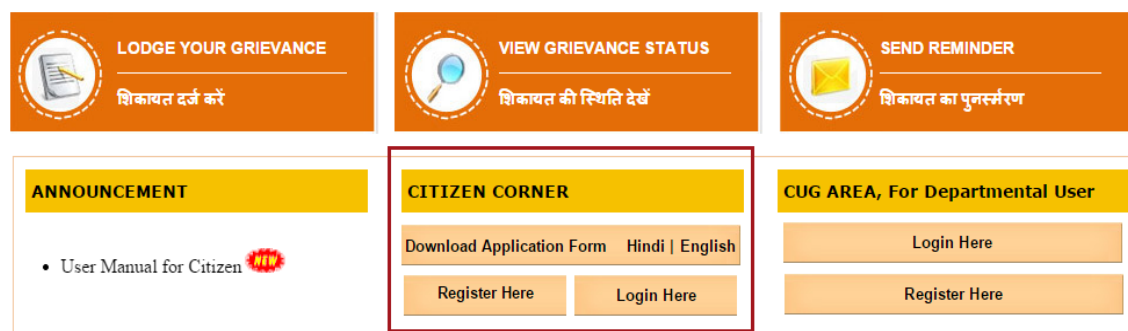


Fig 2.4: Home Screen-Citizen Corner

- **CUG Area, For Departmental Users:** This section is for the departmental users to register and login to the system.



Fig 2.5: Home Screen- CUG Area, For Departmental Users

- **Quick Links:** This section provides link to some related websites which may be of use to the citizen. It includes links to Chief Minister’s Office, Government of Rajasthan, DoIT&C, Web Directory and ARD (Department of Administrative Reforms). User may click on any of the link to get more information regarding it.



Fig 2.6: Home Screen- Quick Links

2.2 Registering new citizen

Click on the “Register Here” button under Citizen Corner section.

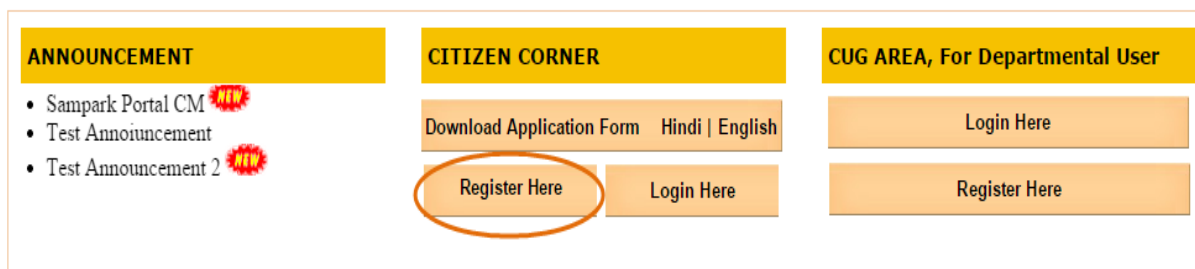


Fig 2.7: Register Here

On clicking the “Register here” button, user will be directed to the “Citizen Registration” form. The form contains 3 sections: Personal details, Contact details, Login details.

Personal Details

The preview of Personal Details section is shown in the image below:

The form is titled 'Personal Details' and contains the following fields:

- * Name: Isha Mehta
- * Father's Name: Hemant Mehta
- * Gender: Female (dropdown menu)
- ID Proof: --Select One-- (dropdown menu) | ID Number: []
- Upload Photograph (Allowed image size 20-50 kb): Choose File | No file chosen

Fig 2.8: Register-Personal Details

- **Name:** The user needs to enter full name as mentioned on the ID proof.
- **Father’s name:** User is expected to enter father’s name.
- **Gender:** Select gender category from the drop down list.
- **ID Proof:** The user has to provide with an Identity proof document at the time of registration of a grievance. Any one of the options listed in the drop-down list has to be selected depending on the document that would be used by the user for the registration.

This screenshot shows the 'Personal Details' form with the 'ID Proof' dropdown menu open. The dropdown list includes:

- Select One--
- Select One--
- Aadhar Card (highlighted in blue)
- Bank Account Number
- Driving Licence
- Nrega Job Card
- Pan Card
- Passport
- Ration Card
- Voter Id

 The other fields in the form are the same as in Fig 2.8.

Fig 2.9: Personal Details-Id Proof

- **ID Number:** The number on the ID proof selected in the previous field is to be provided
- **Upload Photograph:** User has to upload a photograph. Click on the **Choose File** button to select an image from your computer. The size of the image allowed is 20-50 KB.

Contact Details

The preview of Contact Details section is shown in the image below:

Fig 2.10: Register-Contact details

- **Phone no:** Enter the landline number (if any). STD code has to be mentioned.
- **Mobile number:** Enter the mobile number which would be used for further correspondence.
- **Area Type:** Select the area type i.e., rural or urban.
- **Address:** Provide complete permanent address which would be used for further correspondence with the user.
- **Country, State, District, City/Town, Ward, and Street:** Select the appropriate location details for the mentioned fields from the drop down menu. District and city/town fields would become active only after the user enters the state.

Fig 2.11: Contact Details-District

Contact Details

Phone No: 91 0294 2410297

* Mobile Number: 91 9460351585

Area Type: Rural Urban

* Address: 163, Ashok Nagar Road No. 11

* Country: India

* State: Udaipur

* District: Udaipur

* City/Town: --Select One--

* Ward: --Select One--

Street:

Pin Code:

Fig 2.12: Contact Details-City/Town

* Gender: --Select One--

ID Proof:

Upload Photograph (Allowed Image size 20-50 kb):

Contact Details

Phone No:

* Mobile Number:

Area Type:

* Address:

* Country:

* District:

* Ward: --Select One--

Pin Code: 313001

ID Number: 123456

* State: Rajasthan

* City/Town: Udaipur

Street: Ashok Nagar

Fig 2.13: Contact Details-Ward

- **Pin Code:** The user needs to provide the pin code for the district mentioned in the previous field.

Login Details

The preview of Login Details section is shown in the image below:

Login Details

* Email (will be used for login purpose): isha.mehta@e-connectsol

Confirm Email: isha.mehta@e-connectsol

* Password:

Confirm Password:

I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.

Apply Cancel

Fig 2.14: Register-Login Details

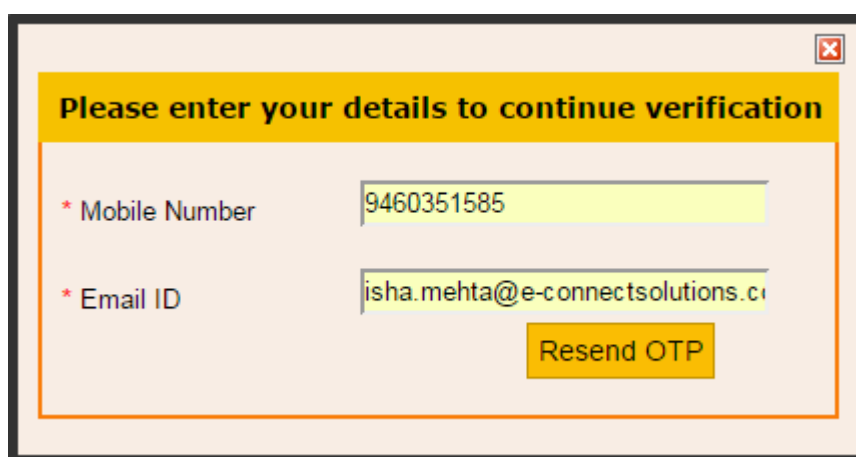
- **Email:** The user is required to provide an Email id which will be used for login purpose. Once the registration process is complete, user would receive a mail on the mentioned Email Id providing username and password for Rajasthan Sampark portal.
- **Confirm Email:** Re-enter the Email id mentioned in the previous field.
- **Password:** Enter a password which would be used for login purpose. The password must contain a number, an alphabet and a special symbol.
- **Confirm password:** Re-enter the password entered in the previous field.

Select the checkbox against the statement “I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.”

Click on the **Apply** button to complete the registration process. Thereafter user will be directed to mobile number and Email verification. If the user wants to suspend the registration due to any reason, click on the **Cancel** button.

If a user has filled the registration form earlier but the verification process is pending, he can directly click on the link [I have already applied but could not complete the verification process](#) on top of the application form. On clicking this link a dialogue box would appear on the screen.

Provide the Mobile number and Email ID same as that mentioned in the registration from. Click on **Resend OTP** button to begin the verification process. A onetime password (OTP) will be sent on user’s mobile number.



The screenshot shows a dialog box with a yellow header bar containing the text "Please enter your details to continue verification". Below the header, there are two input fields. The first is labeled "* Mobile Number" and contains the text "9460351585". The second is labeled "* Email ID" and contains the text "isha.mehta@e-connectsolutions.c". Below these fields is a yellow button labeled "Resend OTP". The dialog box has a standard window border with a close button in the top right corner.

Fig 2.15: Verification for already applied user

Credential Verification Process

- Mobile Number Verification:** A onetime password (OTP) will be sent to user’s mobile number. This is done so as to confirm that the mobile number provided is correct and owned by the user. It is necessary for security reasons because this mobile number will be used for further correspondence with the user. The user is required to enter the OTP received on the given mobile number. Click On **Verify OTP** button to confirm the verification. This OTP is active for only 10 minutes. If user is not able to confirm the verification within this time, click on the **Resend OTP** button. A new OTP will be sent to user’s mobile number. The preview of mobile number verification process is shown in the image below:



Fig 2.16: Mobile Number verification

- Email Verification:** Similar to mobile number verification, an Email would be sent to the user’s Email ID to verify whether the mentioned Email ID is correct or not. The preview of Email verification page is shown in the image below:



Fig 2.17: Email Verification

The user would receive an Email on the registered Email ID. Click on the link [click here](#) provided in the mail to complete the verification process. This verification mail sent to the user looks as follows:

SGMS : Citizen Registration

donotreply.rajsampark@raj.gov.in

This might be a phishing message and is potentially unsafe. Links and other functionality have been disabled. Click here to enable functionality (not recommended).

Sent: Tue 3/24/2015 1:00 PM

To: isha.mehta@e-connectsolutions.com; isha.mehta@e-connectsolutions.com

Dear Isha Mehta

Please click on the following link to complete your registration process on Rajasthan Sampark Portal.[click here](#).

If the click does not work, You can also copy below link in your browser to continue verification process.

164.100.222.107/CitizenRegistration.aspx?type=Y29uZmlybQ==&appID=MzEx

This is a system generated email. Please do not reply.

eMitra mobile application (android/ windows phone) is now available on Google Play Store and Windows Phone Store.

Fig 2.18: Mail for verification

- **Verification Complete:** After mobile number and Email verification has been done, the user would receive username and password through Email and SMS. These would be used by the user for login purpose in future. This marks the completion of registration and verification process. The preview is available in the image below:

The screenshot displays the Rajasthan Sampark portal interface. At the top, there is a header with the Government of Rajasthan logo on the left, the text 'राजस्थान सम्पर्क' and 'RAJASTHAN SAMPARK' in the center, and a stylized logo on the right. Below the header is a navigation menu with buttons for Home, About Sampark, Help, Feedback, and Contact Us. The main content area is titled 'Citizen Registration' and contains a congratulatory message: 'Congratulations ISHA MEHTA'. Below this, it states: 'You are now registered Citizen User on RAJASTHAN SAMPARK PORTAL. You will shortly receive login Id and Password in Email and SMS.' A yellow button labeled 'Proceed through login' is positioned below the message. The footer section includes the text 'Department of Administrative Reforms, Government of Rajasthan, Jaipur', 'Quick Links' (Chief Minister Office, Government of Rajasthan, DoIT&C, Web Directory, ARD), 'Contact Us' (Rajasthan Sampark, Toll Free : 1800-180-6127, E-mail : rajsampark@rajasthan.gov.in), and a copyright notice: 'Copyright © 2014 Government of Rajasthan. DoIT&C, All rights reserved.' A 'Disclaimer' link is also present in the footer.

Fig 2.19: Verification Complete

2.3 Logging in as a citizen

Click on the “login here” button under Citizen Corner section.

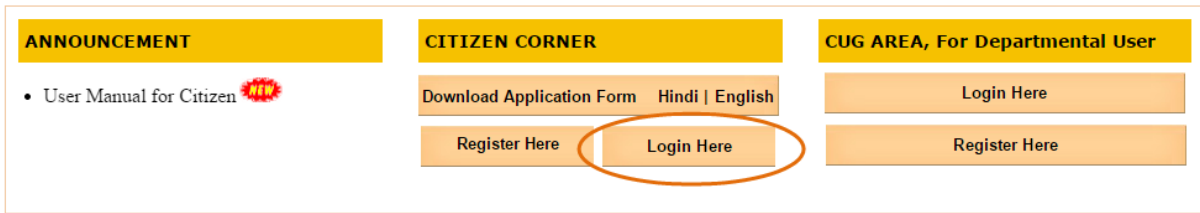


Fig 2.20: Login here

A dialogue box as shown in the image below appears on the screen. User has to enter the login id and password along with the captcha code shown. The Eye icon (👁️) provided at the end of the password field, enables user to see the password that is entered by the user. After entering all the necessary information, user can click on the **LOGIN** button provided. If user, due to any reason, does not know or remember the password, user can click on [Forgot Password](#) provided to recover the password.

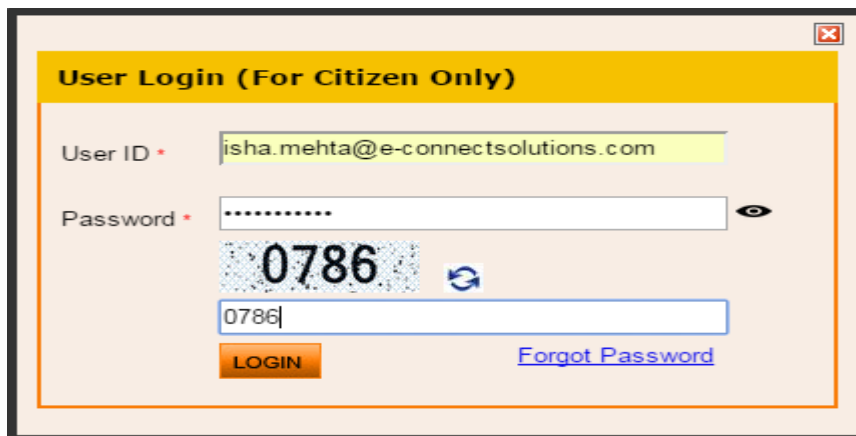


Fig 2.21: User Login

If user, due to any reason, does not know or remember the password, user can click on [Forgot Password](#) provided to recover the password. User is redirected to the following interface



Fig 2.22: Recover password through SMS



Fig 2.23: Recover password through Email

Click on **Send Password** button. User will receive password through SMS or Email as per the recovery mode selected. User can then login to the portal with the password received.

2.4 Dashboard

After successful login, the user will be directed to the dashboard. Preview of the dashboard is show in the image below:

The screenshot displays the Rajasthan Sampark dashboard for a user named Isha Mehta. The header includes the Government of Rajasthan logo, the text 'राजस्थान सम्पर्क' and 'RAJASTHAN SAMPARK', and a navigation bar with icons for Home, Lodge Grievance, View Status, Feedback, Reminder, and Help. The user's name 'Welcome Isha Mehta' and a 'LOGOUT' button are visible in the top right.

The main dashboard area is divided into several sections:

- My Profile:** A table containing personal details:

Name:	Isha Mehta
Father's Name:	Hemant Mehta
Mobile No:	9460351585
Phone No:	-
Type:	Urban
Pincode:	-
Country:	India
State:	Rajasthan
District:	Udaipur
City:	Udaipur
Street:	-
Email Id:	isha.mehta@e-connectsolutions.com
ID Proof:	-
ID Number:	-

 Links for 'Edit Profile' and 'Change Password' are provided at the bottom.
- Inbox:** A table showing grievance counts:

My Grievances	0
My Disposed Grievances	0
My Grievances in Processing	0
- Search Grievances:** A search bar with the placeholder text 'Enter Keyword to search' and a 'GO' button.
- Notice/Bulletin Board:** A section for displaying official notices or bulletins.

The footer contains the following information:

- Department of Administrative Reforms, Government of Rajasthan, Jaipur**
- Quick Links:** Chief Minister Office, Government of Rajasthan, DoIT&C, State Directory, ARD.
- Contact Us:** Rajasthan Sampark, Toll Free : 1800-180-6127, E-mail : rajsampark@rajasthan.gov.in
- Copyright © 2014 Government of Rajasthan. DoIT&C, All rights reserved.
- Disclaimer

Fig 2.24: Dashboard

Following are the widgets available on citizen's dashboard:

- My Profile
- Inbox
- Search Grievances
- Notice/Bulletin Board

2.4.1 My profile

“My Profile” helps user to view his basic information as provided during the registration process.

My Profile	
Name:	Isha Mehta
Father's Name:	Hemant Mehta
Mobile No:	9460351585
Phone No:	-
Type:	Urban
Pincode:	-
Country:	India
State:	Rajasthan
District:	Udaipur
City:	Udaipur
Street:	-
Email Id:	isha.mehta@e-connectsolutions.com
ID Proof:	-
ID Number:	-
Edit Profile Change Password	

Fig 2.25: My Profile

User can either edit his profile or change password by clicking on [Edit Profile](#) or [Change Password](#) respectively.

- **Edit Profile:** User is redirected to the page as shown in the image below. This page contains the information provided by the user during the registration process. In case of any discrepancies, user can edit information. User’s photograph can also be uploaded. Click on the button to select an image from your computer. The size of the image allowed is 20-50 KB. After editing the entire information click on button for saving changes. If no modification is required, click on the button.


Edit Profile			
* Name	<input type="text" value="Isha Mehta"/>		
* Father's Name	<input type="text" value="Hemant Mehta"/>		
* Gender	<input type="text" value="Female"/>		
ID Proof	<input type="text" value="--Select One--"/>		
ID Number	<input type="text"/>	Upload Photograph <small>(Allowed Image size is 20-50 kb)</small>	<input type="button" value="Choose File"/> No file chosen
Phone No	<input type="text"/> STD <input type="text"/> PHONE NUMBER	* Mobile Number	<input type="text" value="91"/> <input type="text" value="9460351585"/>
Area Type	<input type="radio"/> Rural <input checked="" type="radio"/> Urban		
* Address	<input type="text" value="163, Ashok Nagar Road No. 11"/>		
* Country	<input type="text" value="India"/>	* State	<input type="text" value="Rajasthan"/>
* District	<input type="text" value="Udaipur"/>	* City/Town	<input type="text" value="Udaipur"/>
* Ward	<input type="text" value="Ward No - 1"/>	Street	<input type="text"/>
Pin Code	<input type="text"/>		
* Email <small>(will be used for login purpose)</small>	<input type="text" value="isha.mehta@e-connectsol"/>	Confirm Email	<input type="text"/>
			<input type="button" value="Update"/> <input type="button" value="Cancel"/>

Fig 2.26: Edit Profile

- **Change Password:** For changing password, user is expected to enter the old password, followed by his new password. For avoiding any discrepancies, user has to retype the new password in “Confirm Password” text box. After filling all entries, click on button for changing the password.

Change Password	
Old Password	<input type="text" value="....."/>
New Password	<input type="text" value="....."/>
Confirm Password	<input type="text" value="....."/>
<input type="button" value="Change Password"/> <input type="button" value="Cancel"/>	

Fig 2.27: Change Password

2.4.2 Inbox

This widget shows the status of user’s grievances under three different heads. It includes My Grievances, My Disposed Grievances and My Grievances in Processing.

Inbox	
My Grievances	4
My Disposed Grievances	1
My Grievances in Processing	1

Fig 2.28: Inbox

- **My Grievance:** It shows the number of grievances lodged by the user. Clicking on the number lists all grievances under the user’s name. The grievance status detail page is shown in the image below.

SNo.	Grievance Id	Date	Subject Description	Relief Required	Pending With	Last Action	Pending Since(Days)	Status
1	0415099000802/1	02-Apr-2015	compliance to law	immediate action required	-	02-Apr-2015	1	Disposed
2	0415099000798/1	02-Apr-2015	Youth Affairs & Sports Department,Principal Secretary(Administration),Youth Affairs & Sports Department,HO	02-Apr-2015	1	Reopened
3	0315276000678/1	26-Mar-2015	abc	pqr	-	-	-	Under Progress
4	0315127000636/1	25-Mar-2015	non compliance to traffic rules	proper traffic management	-	-	-	Under Progress

Fig 2.29: Grievance Status

User can click on the Grievance Id for example, [0315127000636/1](#) to view grievance details. User is redirected to following interface:

Grievance Details of 0315127000636/1 / 25-Mar-2015			
Name	Isha Mehta S/D/O Hemant Mehta	Gender	Female
Mobile No	9460351585	Phone No	
Personal ID	NA	ID Number	NA
Address	163, Ashok Nagar Road No. 11, Udaipur, Rajasthan, India		
Grievance Registration Details			
Grievance Entry Source	Web		
Registered At Event	-	Jansunvai ID & Description	-
Detail Received Through	-	Respective Detail	-
Originating Office/Authority	-		
Received Under	-	Event By	-
Grievance Details			
Priority	Public		
Grievance Category	Public	Grievance Issue	Breach of law or Rules /Encroachment
Grievance Area (Rural/Urban)	Urban	District Udaipur	City/Town Udaipur
Complaint Area Address	163, Ashok Nagar Road No. 11		
Subject	Office Inspections		
Description	non compliance to traffic rules		
Relief Required	proper traffic management		
Received Through	Citizen	Concern Department	Administrative Reforms
Previous Grievance Reference Id	No	Owner Department	Administrative Reforms
Reminder Date	-	Moderated	No
Attached Document	-	Moderated By	NA
Moderation Category	-		

Fig 2.30: Grievance Details

On the right corner of grievance details page, user can click on any one of the following: to export the grievance status to Word, Excel and PDF respectively and download them. One can also send a reminder for a grievance by clicking on the link [Reminder](#). For a disposed grievance, [Feedback](#) can be sent.

- **My Disposed Grievances:** All grievances by the user which have been disposed off are shown under this head of the inbox. Clicking on the number, user is directed to the interface shown in the image below.

The screenshot shows the RAJASTHAN SAMPARK portal interface. At the top, there is a header with the Government of Rajasthan logo and the text 'राजस्थान सम्पर्क' and 'RAJASTHAN SAMPARK'. Below the header is a navigation bar with icons for Home, Lodge Grievance, View Status, Feedback, Reminder, and Help. The main content area is titled 'Grievance Status' and shows a table with one record. The record has a status of 'Disposed' and a 'Feedback' link.

SNo.	Grievance Id	Date	Subject Description	Relief Required	Pending With	Last Action	Pending Since(Days)	Status
1	0415099000802/1	02-Apr-2015	compliance to law	immediate action required	-	02-Apr-2015	0	Disposed

Fig 2.31: My Disposed Grievances

- **My Grievances in Processing:** User's grievances which are under processing i.e., if certain action is pending on it, they are shown under this head of the inbox. On clicking the number, user is directed to the following interface.

The screenshot shows the RAJASTHAN SAMPARK portal interface. At the top, there is a header with the Government of Rajasthan logo and the text 'राजस्थान सम्पर्क' and 'RAJASTHAN SAMPARK'. Below the header is a navigation bar with icons for Home, Lodge Grievance, View Status, Feedback, Reminder, and Help. The main content area is titled 'Grievance Status' and shows a table with one record. The record has a status of 'Reopened' and a 'Reminder' link.

SNo.	Grievance Id	Date	Subject Description	Relief Required	Pending With	Last Action	Pending Since(Days)	Status
1	0415099000798/1	02-Apr-2015	Youth Affairs & Sports Department,Principal Secretary(Administration),Youth Affairs & Sports Department,HO	02-Apr-2015	0	Reopened

Fig 2.32: Grievances in Processing

User can click on [Reminder](#) to notify the department to take necessary action on the grievance. Note that first reminder can be sent only after 30 days of grievance registration. All subsequent reminders can be sent in 15 days interval.

2.4.3 Search Grievance

User is provided with the option to search a grievance directly. User needs to enter an appropriate keyword and click on the **GO** button to search the grievance. Successful search would direct the user to “Grievance Status Details” page. Keywords may include:

- Name of the user.
- Mobile number of the user as provided at the time of registration.
- Appropriate keywords for the grievance.
- Grievance Id.

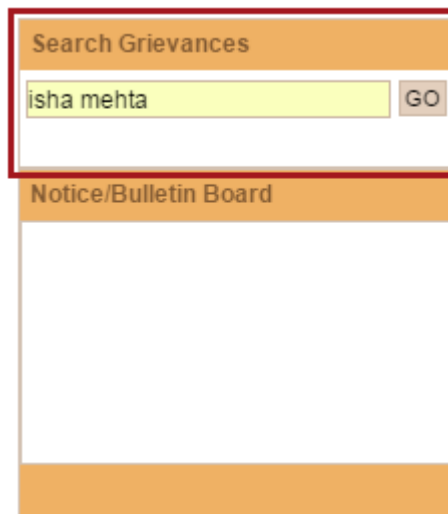


Fig 2.33: Search Grievance

2.4.4 Notice/Bulletin Board

All the latest updates and notices are displayed here.

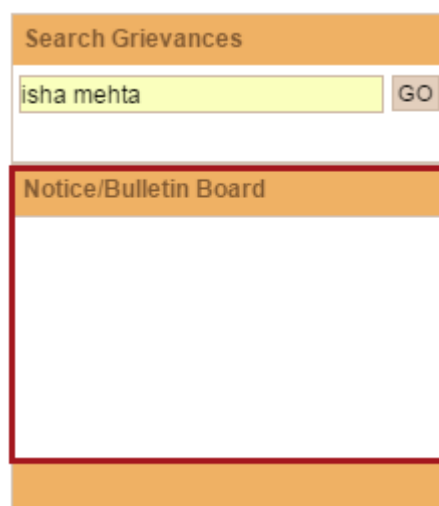


Fig 2.34: Notice/Bulletin Board

3 Lodging Grievance

Rajasthan Sampark is a portal that serves as an interface between local citizens and the government to help solving grievances in a more convenient and timely manner. The user is provided with the feature to lodge a grievance to the government. User needs to click on the “lodge grievance” link as shown in the image below:



Fig 3.1: Lodge Grievance- registered user

User also has an option to lodge a grievance without registering on the portal. This can be done directly from the home screen by clicking on the link shown in the image below:



Fig 3.2: Lodging grievance from home screen

User will be redirected to the following interface:

राजस्थान सम्पर्क
RAJASTHAN SAMPARK

Back To Home

प्रकरण के समुचित निस्तारण हेतु कृपया ध्यान दे -

1. सूचना यथासम्भव पूर्ण किन्तु विदुवार लिखें।
2. अपना मोबाइल न. / फ़ोन न. / पहचान न. अवश्य भरे, ताकि आपको एस. एम्.एस. से सूचित किया जा सके।
3. यदि पूर्व में कभी परिवाद दे रखा है तो उसका सन्दर्भ अवश्य दे।
4. न्यायिक रूप से विचाराधीन वादों को दर्ज करने से बचे।
5. अपने परिवाद की श्रेणी अवश्य दर्ज करें जैसे समस्या निजी है, या सार्वजनिक है या राजकीय कर्मचारी की है।
6. अपने परिवाद का शिकायत संख्या का आगे सन्दर्भ हेतु ध्यान रखें।
7. ग़लत शिकायत दर्ज करने पर परिवादी स्वयं उत्तरदायी होगा।
8. दस्तावेज़ Output Resolution(ppi) 150 पर स्कैन करें।

Register Grievance

Fig 3.3: Register Grievance

Click on **Register Grievance** button. Register grievance form will open up. User can see the form in a language convenient to understand. Click on the button **English** or **Hindi** to select the language. The form contains 3 sections: Complainant's Details, Grievance Area Details, and Grievance Details.

Complainant Details

If a registered user is lodging a grievance, this section of the form will already contain user's information as provided during the registration process. No further changes could be made thereafter. A non registered user is required to fill the complete information.

Complainant's Detail

Group Grievance Yes

Mobile No * 91 - 9460351585 Phone No 91 0294 2410297

ID proof Select One Id No

Name * Gender Select One

Father's/Husband's Name

Complete Address

Rural / Urban Rural Urban PIN Code

Country * India State * Rajasthan

District * Select One Block / Panchayat Samiti Select One

Gram Panchayat Select One Village

Email Address

Fig 3.4: Register Grievance-Complainant's Details

- **Group Grievance:** There's an option for the user to lodge a group grievance. This can be done by selecting the checkbox as yes () for the first field.
- **Mobile number:** Enter the mobile number which would be used for further correspondence.
- **Phone no:** Enter the landline number (if any). STD code has to be mentioned.

- **ID Proof:** The user has to provide with an Identity proof document at the time of lodging a grievance. Any one of the options listed in the drop-down list has to be selected depending on the document that would be used by the user for the registration.

Complainant's Detail			
Group Grievance	<input type="checkbox"/> Yes		
Mobile No *	91 - 9460351585	Phone No	91 0294 2410297
ID proof	Select One ▼	Id No	
Name *	Select One Aadhar Card	Gender	Select One ▼
Father's/Husband's Name	Bank Account Number Driving Licence Nrega Job Card Pan Card Passport Ration Card Voter Id		
Complete Address			
Rural / Urban	<input checked="" type="radio"/> Rural <input type="radio"/> Urban	PIN Code	
Country *	India ▼	State *	Rajasthan ▼
District *	Select One ▼	Block / Panchayat Samiti *	Select One ▼
Gram Panchayat *	Select One ▼	Village *	
Email Address			

Fig 3.5: Complainant's Details-Id Proof

- **ID Number:** The number on the ID proof selected in the previous field.
- **Name:** The user needs to enter his/her full name as mentioned on the ID proof.
- **Father's name:** User is expected to enter his/her father's name
- **Gender:** Select gender category from the drop down list.
- **Complete Address:** Provide complete permanent address which would be used for further correspondence with the user.
- **Rural/Urban:** Select the area type to where the complainant belongs i.e., rural or urban.
- **Country, State, District, Block/Panchayat Samiti, Gram Panchayat and Village:** Select the appropriate location details for the mentioned fields from the drop down menu. District, Block/Panchayat Samiti, Gram Panchayat fields would become active only after the user enters the state.

Complainant's Detail			
Group Grievance		Phone No	91 0294 2410297
Mobile No *		Id No	21323234
ID proof		Gender	Female
Name *			
Father's/Husband's Name			
Complete Address			
Rural / Urban		PIN Code	313001
Country *		State *	Rajasthan
District *		City / Town *	Select One
Ward *	Select One	Village *	
Email Address			

Fig 3.6: Complainant's Details-District

Complainant's Detail			
Group Grievance	<input type="checkbox"/> Yes	Phone No	91 0294 2410297
Mobile No *	91 9460351585	Id No	145663
ID proof	Aadhar Card	Gender	Select One
Name *	Isha Mehta		
Father's/Husband's Name	Hemant Mehta		
Complete Address	163, ashok Nagar Road No. 11		
Rural / Urban	<input checked="" type="radio"/> Rural <input type="radio"/> Urban	PIN Code	
Country *	India	State *	
District *	Udaipur	Block / Panchayat Samiti	Select One
Gram Panchayat	Select One	Village	
Email Address			

Fig 3.7: Complainant's Details-Block/Panchayat Samiti

Complainant's Detail			
Group Grievance	<input type="checkbox"/> Yes	Phone No	91 0294 2410297
Mobile No *		Id No	145663
ID proof		Gender	Female
Name *			
Father's/Husband's Name			
Complete Address			
Rural / Urban		PIN Code	313001
Country *		State *	Rajasthan
District *		Block / Panchayat Samiti	Gogunda
Gram Panchayat	Select One	Village	
Email Address			

Fig 3.8: Complainant's Details-Gram Panchayat

- **Pin Code:** The user needs to provide the pin code for the district mentioned in the previous field.
- **Email Address:** The user is expected to provide an Email Id which will be used for further correspondence with the user.

Grievance Area Detail

- **Rural/Urban:** Select the area type pertaining to the aggrieved area for which the user is lodging a grievance i.e., rural or urban.

Grievance Area Details		Same As Above	
Rural / Urban	<input type="radio"/> Rural <input checked="" type="radio"/> Urban	PIN Code	<input type="text"/>
District *	Select One	City / Town *	Select One
Ward *	Select One	Village	<input type="text"/>
Grievance Area *	<input type="text"/>		
Police Station	Select One	Constituency Area	Select One

Fig 3.9: Grievance Area Detail

- **Pin Code:** The user needs to provide the pin code for the district mentioned in the previous field.
- **District, City/Town, Ward, Village:** Select the appropriate location details for the mentioned fields from the drop down menu.

Grievance Area Details		Same As Above	
Rural / Urban	<input type="radio"/> Rural <input checked="" type="radio"/> Urban	PIN Code	313001
District *	Select One	City / Town *	Select One
Ward *	Dungarpur Ganganagar Hanumangarh Jaipur Jaisalmer Jalor Jhalawar Jhunjhunu Jodhpur Karauli Kota Nagaur Pali Pratapgarh Rajsamand Sawai Madhopur Sikar Sirohi Tonk Udaipur	Village *	<input type="text"/>
Grievance Area *	<input type="text"/>		
Police Station	Jhalawar	Constituency Area	Select One
Grievance Detail			
Department Type *	Kota	Department Related To Grievance *	Select One--
Service / Scheme Related To Grievance *	Nagaur		
Grievance Category *	Pali	Grievance Issue *	Select One
Description *	Pratapgarh		
	Rajsamand		
	Sawai Madhopur		
	Sikar		
	Sirohi		
	Tonk		
	Udaipur		

Fig 3.10: Grievance Area Detail-District

Grievance Area Details		Same As Above	
Rural / Urban	<input type="radio"/> Rural <input checked="" type="radio"/> Urban	PIN Code	313001
District *	Udaipur	City / Town *	Select One
Ward *	Select One	Village *	Select One Bhinder Fatehnagar Kanod Salumber Udaipur
Grievance Area *			
Police Station	Select One	Constituency Area	Select One

Fig 3.11: Grievance Area Detail-City/Town

Rural / Urban	Select One Ward No - 1 Ward No - 2 Ward No - 3 Ward No - 4 Ward No - 5 Ward No - 6 Ward No - 7 Ward No - 8 Ward No - 9 Ward No - 10 Ward No - 11 Ward No - 12 Ward No - 13 Ward No - 14 Ward No - 15 Ward No - 16 Ward No - 17 Ward No - 18 Ward No - 19	PIN Code	313001
Country *		State *	Rajasthan
District *		City / Town *	Udaipur
Ward *		Village *	
Email Address			
Grievance Area Details		Same As Above	
Rural / Urban		PIN Code	313001
District *		City / Town *	Udaipur
Ward *	Select One	Village *	
Grievance Area *			
Police Station	Select One	Constituency Area	Select One

Fig 3.12: Grievance Area Detail-Ward

- **Grievance Area:** Provide complete address of the locality for which user is lodging a grievance and seeks some relief.
- **Police Station:** User needs to provide the police station which monitors the mentioned area of grievance. One can select the police station from the drop down menu available.

Grievance Area Details		Same As Above	
Rural / Urban	<input type="radio"/> Rural <input checked="" type="radio"/> Urban	PIN Code	313001
District *	Udaipur	City / Town *	Udaipur
Ward *	Ward No - 3	Village	
Grievance Area *	bhupalpura		
Police Station	Select One	Constituency Area	Select One
Grievance Detail			
Department Type *	<ul style="list-style-type: none"> Select One Ambamata Bawalwara Bekaria Bhinder Bhopal Pura Dabok Dhan Mandi Fateh Nagar Ghanta Ghar Ghasa Gogunda Gordhan Vilas Hathipole Hiranmagri Jawar Mines Jhadole Jhalara Kanod Kheroda 	Department Related To Grievance *	Select One--
Service / Scheme Related To Grievance *		Grievance Issue *	Select One
Description *			
Relief Required *			

Fig 3.13: Grievance Area Detail-Police Station

- **Constituency Area:** Enter the constituency area applicable from the drop down menu available.

Grievance Area Details		Same As Above	
Rural / Urban	<input type="radio"/> Rural <input checked="" type="radio"/> Urban	PIN Code	313001
District *	Udaipur	City / Town *	
Ward *	Ward No - 5	Village *	
Grievance Area *	bhupalpura		
Police Station	Bhopal Pura	Constituency Area	Select One

Fig 3.14: Grievance Area Detail-Constituency Area

Grievance Detail

- **Department Type, Department Related to Grievance, and Service/Scheme Related to Grievance, Grievance Category, and Grievance Issue:** The user is expected to provide the above mentioned grievance related details from the drop down menus available.

Grievance Detail			
Department Type *	Select One	Department Related To Grievance *	Select One--
Service / Scheme Related To Grievance *	Select One Departments and Offices Bureaus, Boards, Commissions, Corporations and Federations Institutes, Academies and Universities		
Grievance Category *		Grievance Issue *	Select One
Description *	<input type="text"/> maximum 2000 characters		
Relief Required *	<input type="text"/> maximum 100 characters		
Have You Lodged Same Grievance Earlier	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Upload Document	Choose File No file chosen (PDF/JPG Format, size upto 2 MB Only)		
<input type="checkbox"/> I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.			

Save Cancel

Fig 3.15: Grievance Detail-Department Type

Grievance Detail			
Department Type *	Departments and Offices	Department Related To Grievance *	Select One
Service / Scheme Related To Grievance *	Select One		Select One Administrative Reforms Agriculture Department Agriculture Marketing Department Animal Husbandry Department Art,Literature,Culture and Archaeology Department Ayurved Department Civil Aviation Collectorate Ajmer Collectorate Alwar Collectorate Banswara Collectorate Baran Collectorate Barmer Collectorate Bharatpur Collectorate Bhilwara Collectorate Bikaner Collectorate Bundi Collectorate Chittorgarh Collectorate Churu Collectorate Dausa
Grievance Category *	Select One	Grievance Issue *	
Description *	<input type="text"/> maximum 2000 characters		
Relief Required *	<input type="text"/> maximum 100 characters		
Have You Lodged Same Grievance Earlier	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Upload Document	Choose File No file chosen (PDF/JPG Format, size upto 2 MB Only)		
<input type="checkbox"/> I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.			

Save Cancel

Fig 3.16: Grievance Detail- Department Related to Grievance

Grievance Detail			
Department Type *	Departments and Offices	Department Related To Grievance *	Administrative Reforms
Service / Scheme Related To Grievance *	Select One		
Grievance Category *	Office Inspections	Grievance Issue *	Select One
Description *	Redressal Of Public Grievance Reformation Of Administrations/Governance Others		
	maximum 2000 characters		
Relief Required *			
	maximum 100 characters		
Have You Lodged Same Grievance Earlier	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Upload Document	Choose File	No file chosen	(PDF/JPG Format, size upto 2 MB Only)
<input type="checkbox"/> I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.			

Save Cancel

Fig 3.17: Grievance Detail- Service/Scheme Related to Grievance

Grievance Detail			
Department Type *	Departments and Offices	Department Related To Grievance *	Administrative Reforms
Service / Scheme Related To Grievance *	Office Inspections		
Grievance Category *	Personal	Grievance Issue *	Select One
Description *	Select One Personal Public Service Matters		
	maximum 2000 characters		
Relief Required *			
	maximum 100 characters		
Have You Lodged Same Grievance Earlier	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Upload Document	Choose File	No file chosen	(PDF/JPG Format, size upto 2 MB Only)
<input type="checkbox"/> I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.			

Save Cancel

Fig 3.18: Grievance Detail- Grievance Category

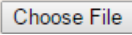
Grievance Detail			
Department Type *	Departments and Offices	Department Related To Grievance *	Administrative Reforms
Service / Scheme Related To Grievance *	Office Inspections		
Grievance Category *	Personal	Grievance Issue *	Select One
Description *	<input type="text"/> <small>maximum 2000 characters</small>		
Relief Required *	<input type="text"/> <small>maximum 100 characters</small>		
Have You Lodged Same Grievance Earlier	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Upload Document	<input type="button" value="Choose File"/> No file chosen	<small>(PDF/JPG Format, size upto 2 MB Only)</small>	
<input type="checkbox"/> I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.			



Fig 3.19: Grievance Detail- Grievance Issue

District *			
Gram Panchayat *			
Grievance Area *			
Police Station			
Grievance Detail			
Department Type *			
Service / Scheme Related To Grievance *			
Grievance Category			
Description *			
Relief Required *			
Have You Lodged Same Grievance Earlier	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Upload Document	<input type="button" value="Choose File"/> No file chosen	<small>(PDF/JPG Format, size upto 2 MB Only)</small>	
<input type="checkbox"/> I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.			

Fig 3.20: Grievance Detail- Upload document

- **Description:** Briefly describe the grievance for which the user is seeking relief. Try to provide some key highlights about the grievance which would be of help to the concerned official. The description should not exceed 2000 characters.
- **Relief Required:** Briefly explain what sort of relief the user is seeking. It would help the concerned official to get a more precise view of the lodged grievance. The word limit should not exceed 100 characters.

- If the same grievance has been lodged previously then the user can select “Yes” against the field “Have you lodged same grievance earlier”. If the grievance is being lodged for the first time, select “No”.
- **Upload Document:** Necessary documents related to the grievance can also be uploaded. User can upload a PDF/JPG format file whose maximum size can be 2 MB. Click on  button to do the same.

Select the checkbox against the statement **I hereby declare that all the facts submitted above are true and correct to the best of my knowledge and belief.** Click on the  button to submit the grievance. If for any reason the user decides to suspend the grievance submission, click the  button.

On clicking the “Save” button; a dialogue box will appear on the screen displaying the grievance Id. The preview is shown in the image below:

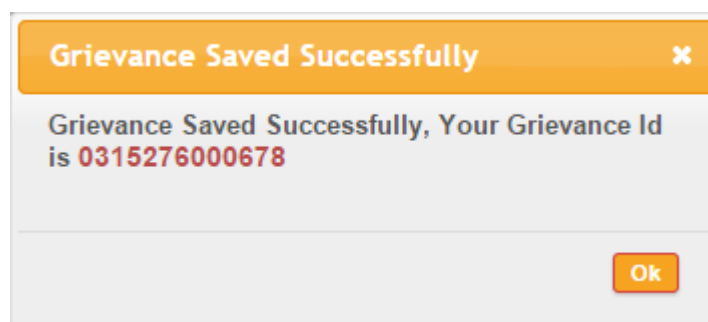


Fig 3.21: Grievance Saved

The number of grievances under a user’s name would be reflected in the “My Grievance” feature under the widget “Inbox” on the dashboard. User can click on the number to see the status of grievances.

4 View Grievance status

Rajasthan Sampark portal provides the user with a facility to view the status of grievances lodged. User can keep track of the grievances and see with whom the grievance is pending, what action has been taken or since how many days it is pending. Click on the link encircled in the image below to view grievance status.



Fig 4.1: View grievance status

The user will be redirected to the grievance status details page. The preview of the page is shown in the image below:

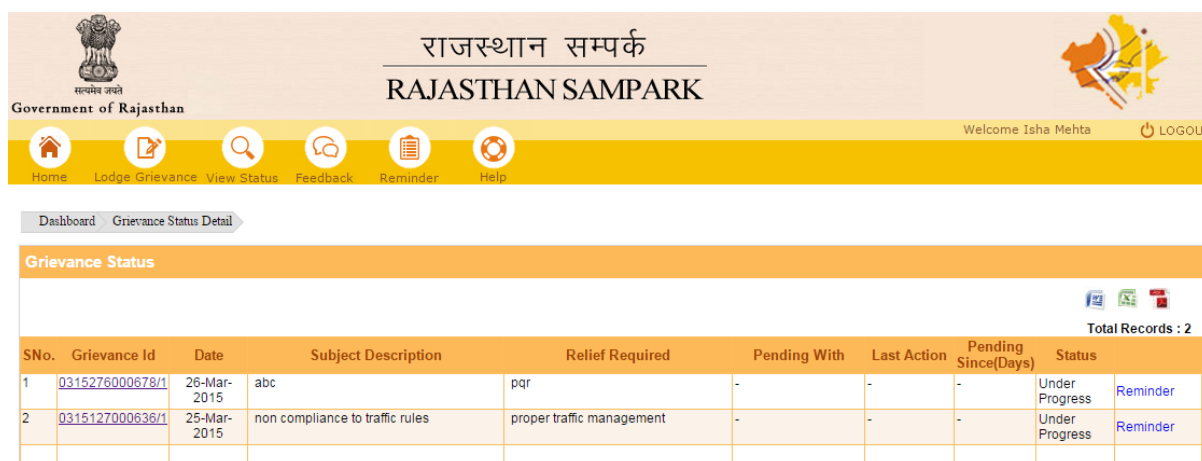



Fig 4.2: Grievance status details

User can click on the Grievance Id for example, [0315127000636/1](#) to view detailed information of the grievance as provided at the time of lodging the grievance. A reminder to take necessary action on the grievance can also be sent by clicking on the link [Reminder](#). It is explained later in Chapter 5: [Send Reminder](#)

On the right corner of grievance details page, user can click on any one of the following:  to export the grievance status to Word, Excel and PDF respectively and download them.

A non registered user can view grievance status from the home page itself by clicking on the link shown in the image below:



Fig 4.3: View status-homepage

On clicking on the link user will be asked to enter Grievance Id and Mobile no. / Phone no. / ID no. Click on **View** button to see the status of grievance. Click on **Reset** button if any changes need to be made in the above fields. The preview of the page is shown below:

Grievance status

Grievance Id

031512700636

Forgot grievance Id? please click here

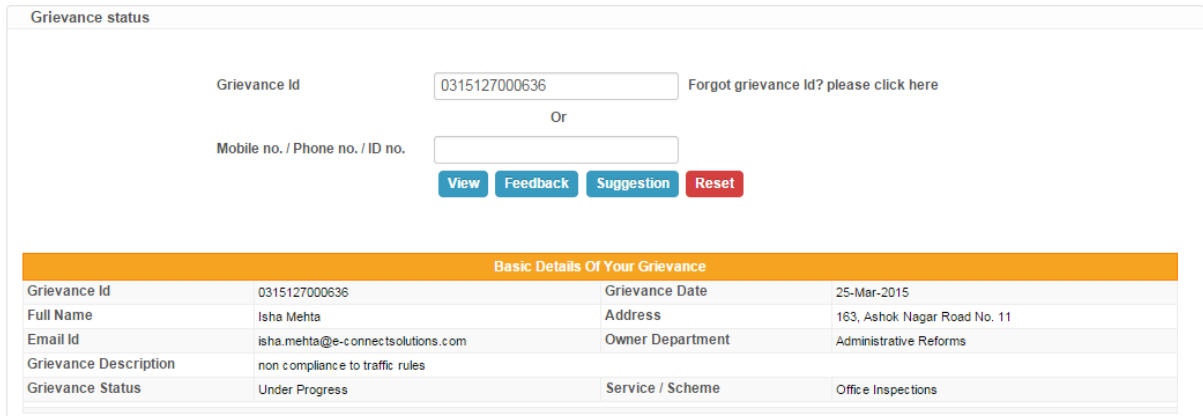
Or

Mobile no. / Phone no. / ID no.

View
Reset

Fig 4.4: View status-non registered user

On clicking the view button, user will be directed to the following interface



Basic Details Of Your Grievance			
Grievance Id	0315127000636	Grievance Date	25-Mar-2015
Full Name	Isha Mehta	Address	163, Ashok Nagar Road No. 11
Email Id	isha.mehta@e-connectsolutions.com	Owner Department	Administrative Reforms
Grievance Description	non compliance to traffic rules		
Grievance Status	Under Progress	Service / Scheme	Office Inspections

Fig 4.5: View status-non registered user

User can see the basic details of grievance and check its status and action taken. Accordingly user can send feedback/ suggestion to the government. This can be done by clicking on the button

Feedback or **Suggestion**. This is explained in detail in chapter 6: [Other Attributes for Citizens](#).

5 Send Reminder

A reminder to take necessary action on the grievance can also be sent by the user. By sending a reminder, user notifies the concerned official to speed up the process of grievance redressal. It can be done by clicking on the link “Reminder” encircled in the image below:



Fig 5.1: Reminder

The user is then redirected to the following page wherein Grievance Id or mobile no. /phone no. /ID no. needs to be entered with some remarks regarding the grievance. Click on **View** or **Reset** as per the requirement.



Fig 5.2: Grievance reminder

If mobile no. /phone no. /ID no. is provided by the user, all the grievances registered under the user’s name opens up. The user can upload relevant documents and select the checkbox against those grievances for which a reminder has to be sent. If user provides grievance Id on the grievance remainder Page then only that particular grievance will be displayed on the screen. Click on **Sent Reminder** button. A reminder would be sent to the concerned official. The preview of this page is as follows:

Send reminder

Grievance Id

Or

Mobile no. / Phone no. / ID no.

Remarks

Upload Document No file chosen (PDF/JPG Format, size upto 2 MB Only)

S. No.	Grievance Id	Service / Schemes	Status
1.	0315276000678/1	Allotment/Regularization of Land	Under Progress

Fig 5.3: Sent Reminder

A non registered user can send a reminder for a grievance directly from the home screen by clicking on the link shown in the image below:

Fig 5.4: Send Reminder-Home page

Thereafter the procedure is same as that of a registered user. In case, the registration of the grievance has not completed 30 days, a message will be displayed on the screen. The message will also specify the date after which the user can send reminder for the grievance.

First reminder can be sent only after 30 days of grievance registration. All subsequent reminders can be sent in 15 days interval.

6 Other Attributes for Citizens

Rajasthan Sampark portal provides some additional features to assist the grievance redressal process and develop a better integration between government and the citizens. Some of these features are:

- Feedback/Suggestion
- Help
- Announcement

6.1 Feedback/Suggestion

A user can provide feedback and rate the grievance redressal system as to what extent relief has been provided. One can also provide some suggestion to the government to improve the system. Therefore, feedback/suggestion aids the government to know citizen's satisfaction level and also the improvements required by them. Click on the link "Feedback" on top of the home screen. User will be redirected to the feedback/suggestion form. By default "Feedback" is selected in the first field. If user wants to provide a suggestion, select "Suggestions".

Home	About Sampark	Help	Feedback	Contact Us
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Feedback / Suggestions

Feedback for Grievance

Feedback / Suggestions Feedback Suggestions

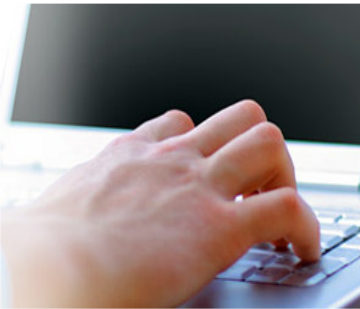
* Grievance Id

* Mobile no. / Phone no. / ID no.

Satisfaction Rating 1 2 3 4 5

Reopen Grievance Yes No

Feedback



Department of Administrative Reforms, Government of Rajasthan, Jaipur

Fig 6.1: Feedback form

The feedback form contains the following fields:

- **Grievance Id, Mobile No., Phone No., Id No.:** User is expected to provide these details in order to be specific about the grievance for which a feedback is being provided.
- **Satisfaction Rating:** Rate the grievance redressal on a scale of 5 according to the action taken and relief provided.

- **Reopen Grievance:** If a grievance has been disposed and the complainant is not satisfied by the action taken, a request to reopen the grievance can be made by selecting “yes” against this field.
- **Feedback:** Provide feedback for the redressal process reflecting the level of satisfaction attained and giving specific remarks which would benefit the government to improve the process in future.
- Click on **Submit** or **Reset** button as per the requirement.

To make some recommendations to the government regarding the grievance redressal system, a citizen can fill the suggestion form.

Home	About Sampark	Help	Feedback	Contact Us
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Feedback / Suggestions

Suggestion for Grievance


Feedback / Suggestions Feedback Suggestions

* Name

* Mobile no.

Email Id

Suggestions



Department of Administrative Reforms, Government of Rajasthan, Jaipur

Fig 6.2: Suggestion form

The suggestion form contains the following fields:

- **Name, Mobile No., Email Id:** User needs to provide this information so that identity of the person making the suggestion is known.
- **Suggestion:** Provide relevant suggestion or recommendation that may help the government to improve the grievance redressal system.
- Click on **Submit** or **Reset** button as per the requirement.

A registered user can submit feedback/suggestion from one’s account also.

6.2 Help

To assist the citizens, Rajasthan Sampark portal provides some frequently asked questions which they may refer to in case of any query.

राजस्थान सम्पर्क
RAJASTHAN SAMPARK

Home About Sampark Help Feedback Contact Us

General Query and Answers

राजस्थान सम्पर्क सामान्य जिज्ञासा एवं समाधान (जनसामान्य हेतु)

प्रश्न 1 :- राजस्थान सम्पर्क क्या है और इस पर क्या सुविधाएँ उपलब्ध हैं ?

उत्तर :- राजस्थान सम्पर्क जनसामान्य की शिकायतों को दर्ज करने और समस्याओं का निराकरण करने का अभिनव प्रयास है | इस पर आप पायेंगे :-

1. बिना कार्यालय में उपस्थित हुए समस्याओं को ऑनलाइन दर्ज करने की सुविधा |
2. पंचायत समिति एवं जिला स्तर पर राजस्थान सम्पर्क केन्द्रों निशुल्क रूप से शिकायतों को दर्ज करने की सुविधा |
3. सिटिजन कॉल सेन्टर (18001806127) पर फोन के माध्यम से शिकायतों को दर्ज कराने व उसकी सूचना प्राप्त करने की निशुल्क सुविधा |
4. स्मार्टफोन धारकों के लिए नेटिव एप्लीकेशन डाउनलोड करने की सुविधा |
5. दर्ज प्रकरणों में समुचित समाधान न होने पर प्रत्येक माह के निर्धारित गुरुवार को सम्बन्धित विभाग के अधिकारियों के साथ व्यक्तिगत सुनवाई की सुविधा |

प्रश्न 2 :- राजस्थान सम्पर्क पर दर्ज प्रकरणों में समुचित समाधान न होने पर सुनवाई की सुविधा कब प्राप्त होगी ?

प्रश्न 3 :- क्या शिकायतों को दर्ज करने के लिए राजस्थान सम्पर्क केंद्र पर आना आवश्यक है ?

प्रश्न 4 :- राजस्थान सम्पर्क पर एक बार प्रकरण दर्ज होने पर उसकी प्रगति की सूचना कैसे ली जा सकती है ?

प्रश्न 5 :- यदि परिवादो एक ही है और परिवाद अलग-अलग विभाग या विषय से सम्बन्धित है, तो क्या एक ही परिवाद देना चाहिए या अलग-अलग देना चाहिए ?

प्रश्न 6 :- राजस्थान सम्पर्क पर एक बार प्रकरण दर्ज कराने के बाद क्या अन्य प्रकरणों में पुनः पूरा विवरण भरने की आवश्यकता होती है ?

प्रश्न 7 :- परिवाद दर्ज करते समय अन्य किन बिन्दुओं पर ध्यान देना चाहिए ?

प्रश्न 8 :- परिवाद दर्ज करते समय यदि सम्बन्धित विभाग न पता हो, तो क्या करना चाहिए ?

Department of Administrative Reforms, Government of Rajasthan, Jaipur

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E-mail : rajsampark@rajasthan.gov.in

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Fig 6.3: Help

6.3 Announcement

Latest updates and announcements made by the government are shown in this section of the portal. It notifies the citizens about recent developments regarding grievance redressal.

Fig 6.4: Announcements

User can click on the any of the links shown in the announcement box. Following interface would appear.

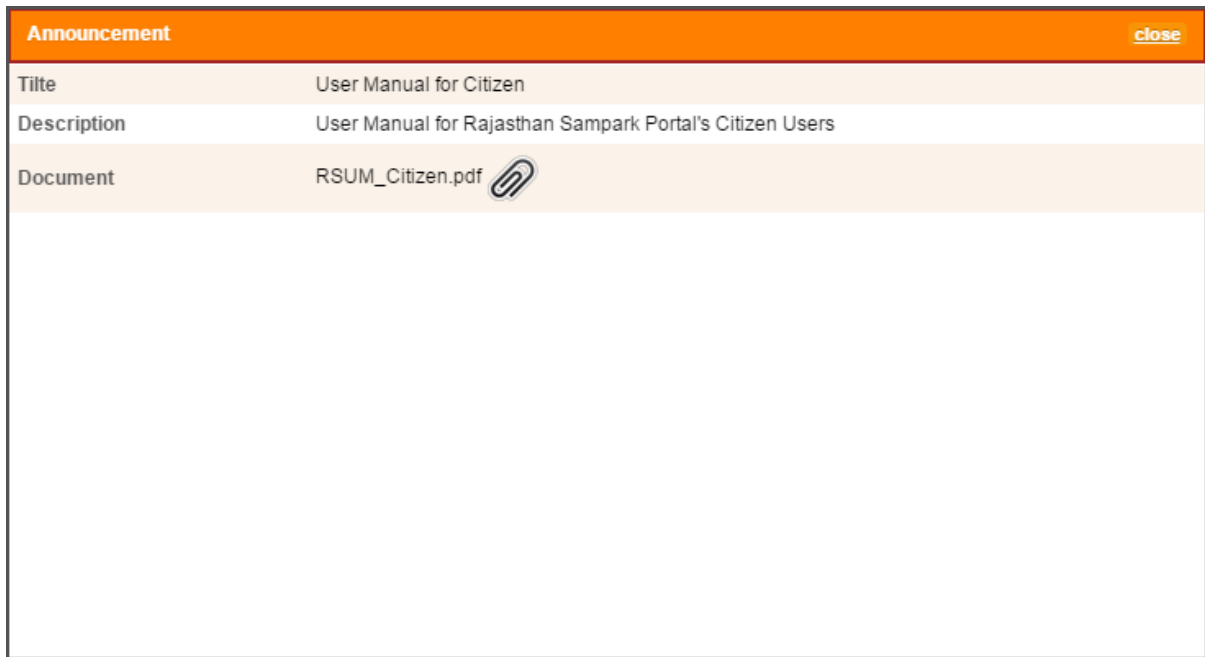


Fig 6.5: Announcements-Document Download

User can download the document by clicking on  . To exit the dialogue box click on  .