

# Sampark Mobile App: User Manual for Citizens

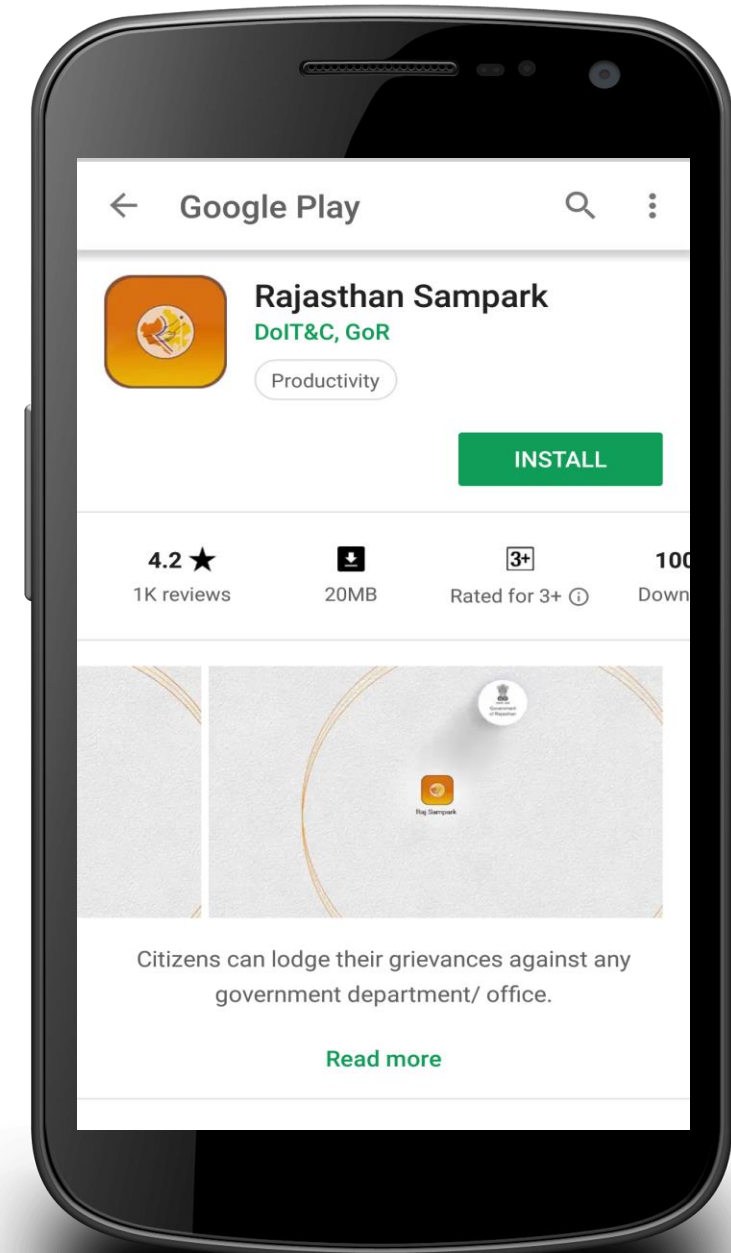
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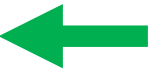
# 1) Access Mobile Application First Time

The Rajasthan Sampark mobile application enables citizens to register their grievances, track their registered grievances in real time, and provide feedback and suggestions regarding Rajasthan Sampark in an easy interactive and user friendly manner.

A User can install the app via the following link ([Rajasthan Sampark](#)) or by installing it manually from the Google Play Store.

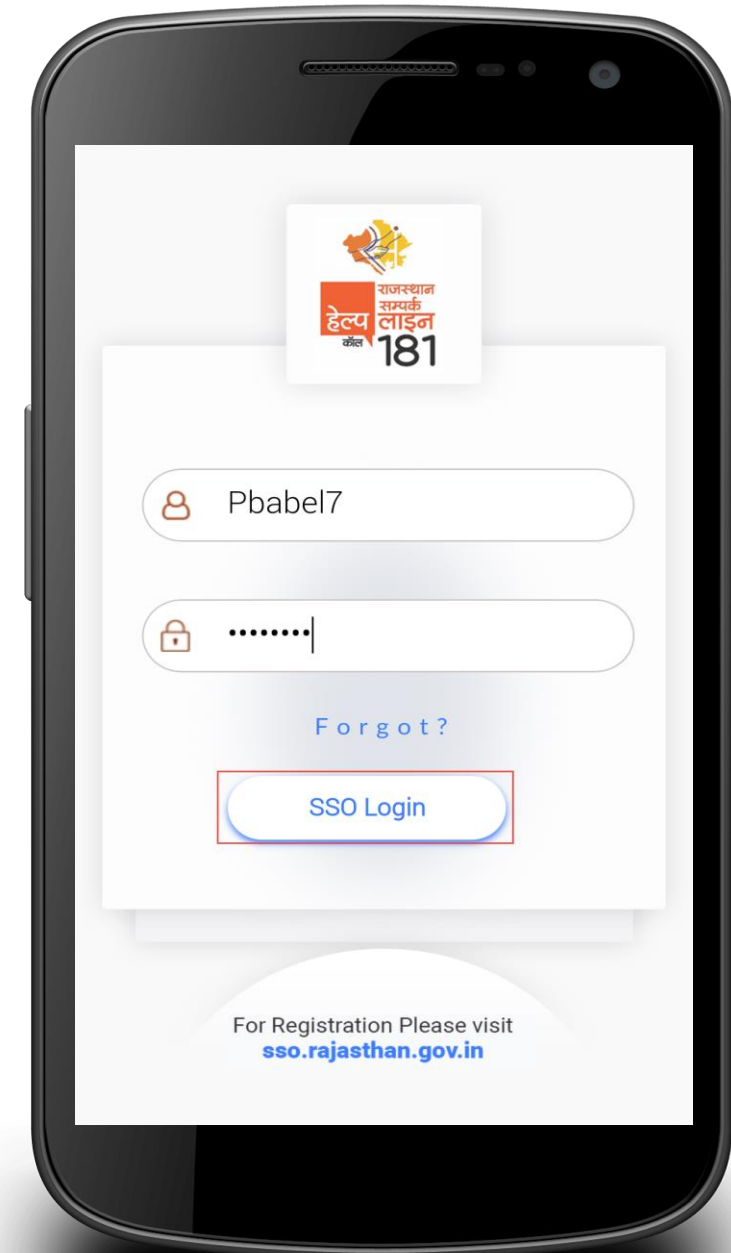


## 2) Citizen Dashboard



### i) Login Screen

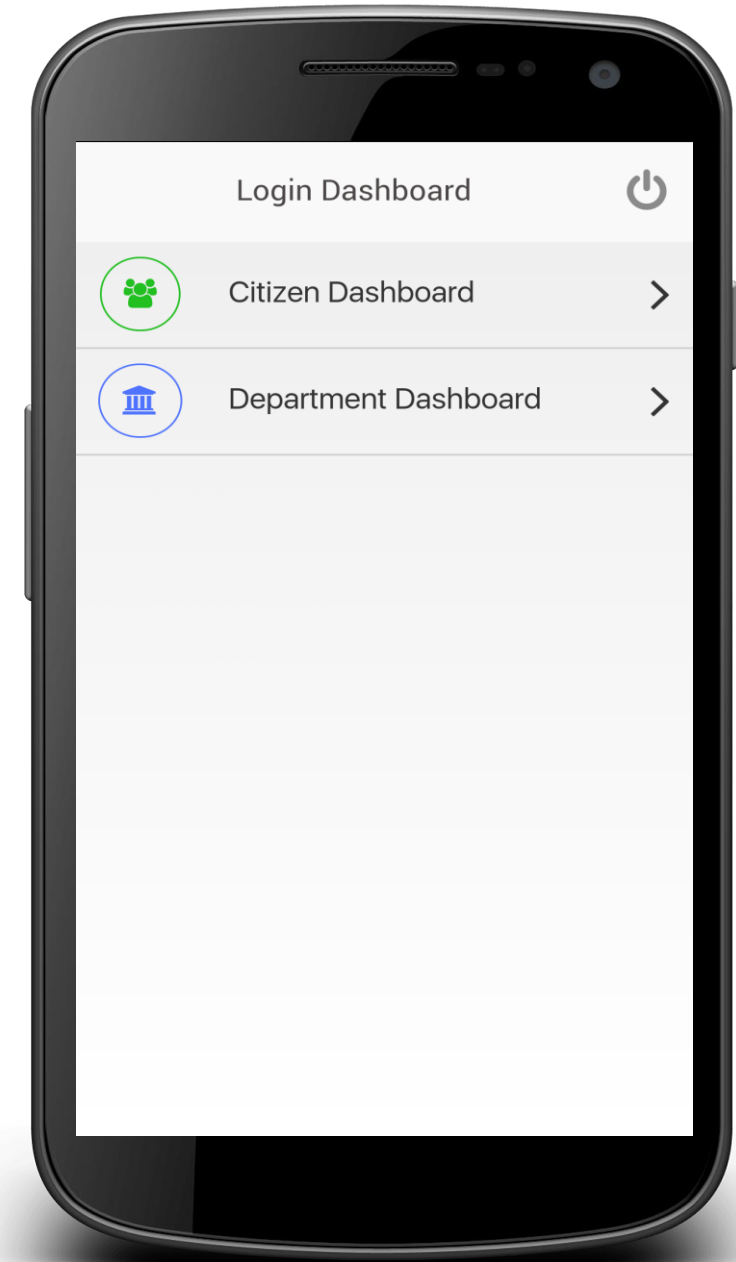
1. Click on the Rajasthan Sampark App icon from your mobile UI.
2. A login screen will be displayed.
3. Login with your SSO credentials.
4. Click on ( [Forgot?](#) ) link , if you need to retrieve/reset password.



# Citizen Dashboard



## i) Login Screen

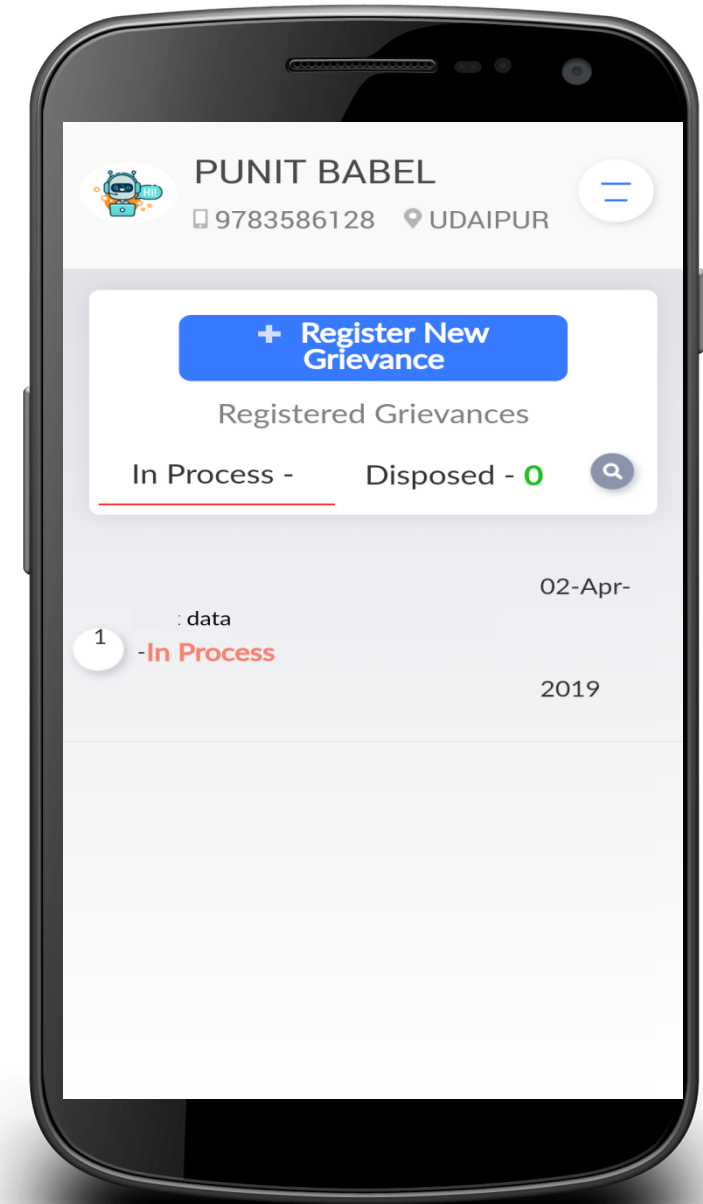
4. Post SSO authentication a Login Dashboard will be displayed.
5. You may login either as a departmental user or a citizen.
6. Click on the **Citizen Dashboard** link as shown in the image.



# Citizen Dashboard

## ii) Dashboard View

1. The default view of the citizen dashboard, is a list of pending grievances of registered by you.
2. **Status-Wise Tab** : You may click on a particular status tab i.e. In process/Disposed to view grievances according to the selected status. As per the selected status tab, grievances shall be populated in the list view.
3. Citizen shall have the feature to register a new grievance from the option (  ). [Click here for detailed theory.](#)
4. Various other features are provided from the menu icon(  ).

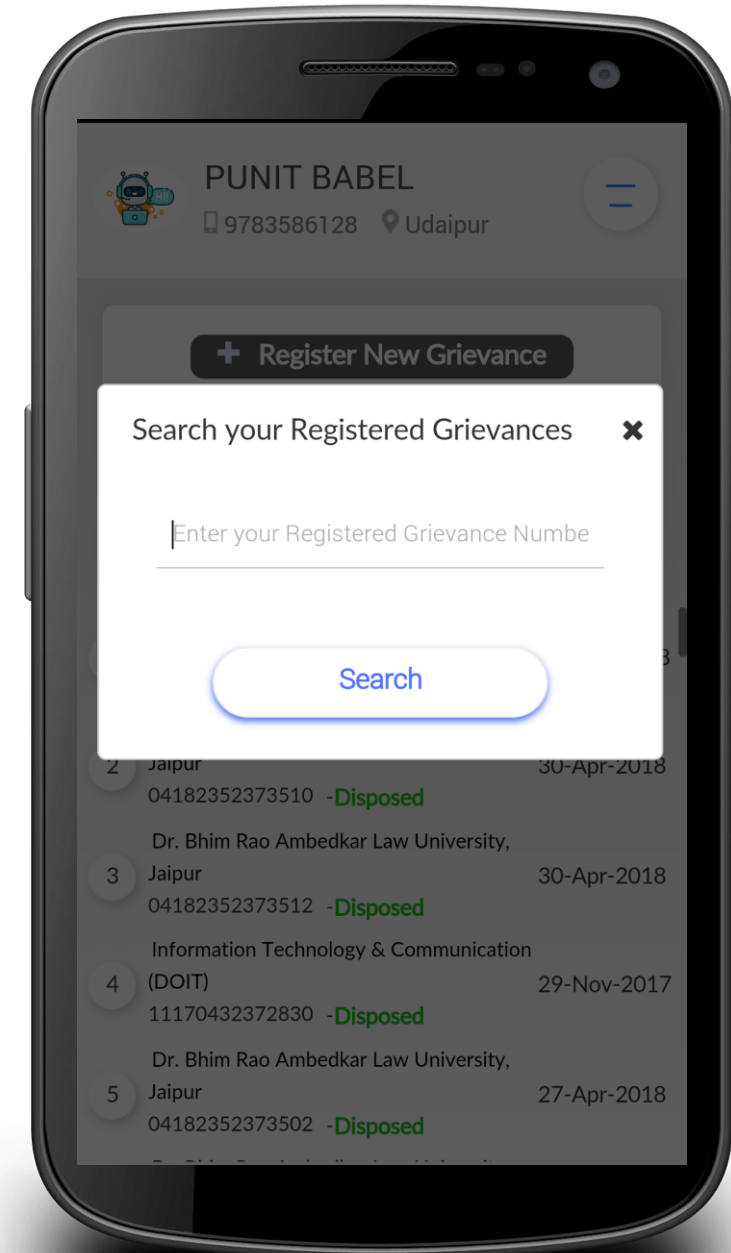


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# Citizen Dashboard

## ii) Dashboard View

5. Grievance Search( 🔍 ): You may search a grievance that is related to the citizen.



# Citizen Dashboard

## iii) Menu



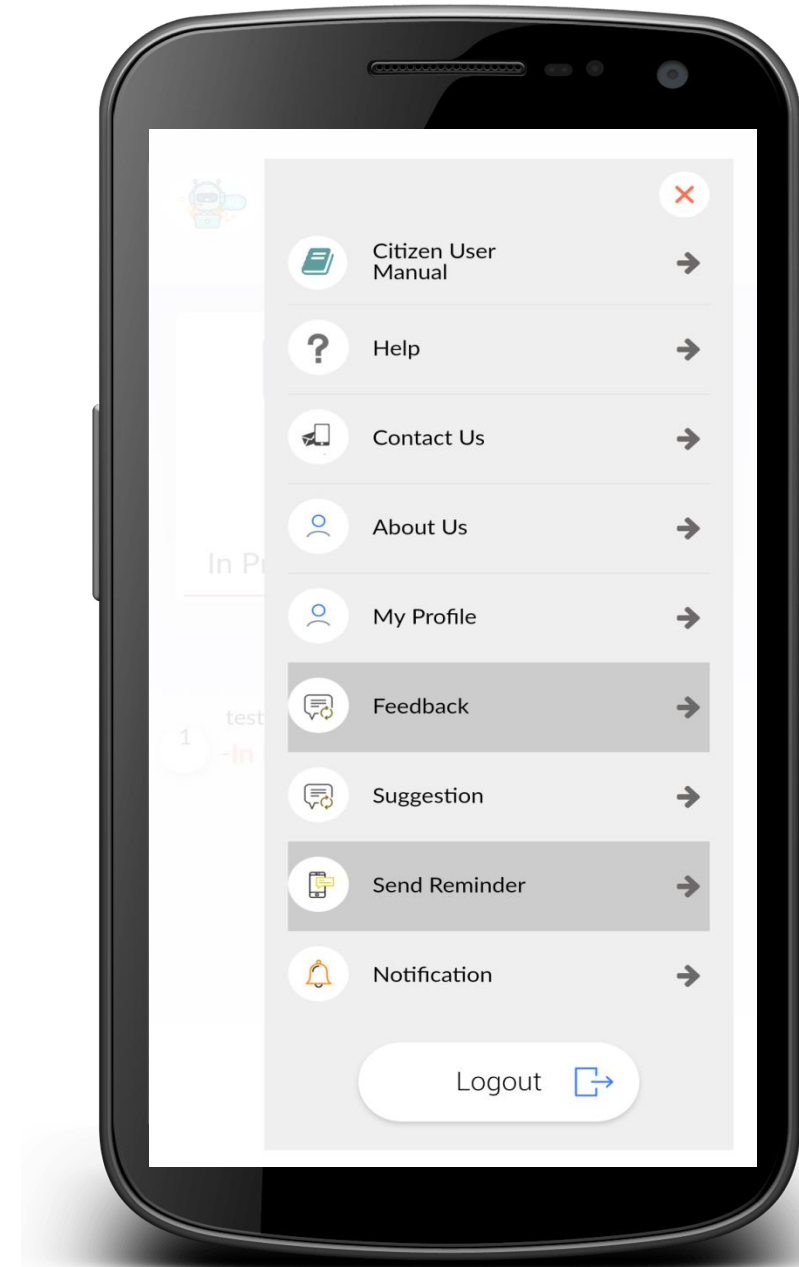
1. The menu offers the various features of the app that you can access.

The menu side bar may be selected from clicking the menu icon on the top right corner.

2. The options listed in the Menu option are:

- Help
- Contact Us
- About Us
- My Profile
- Feedback
- Suggestion
- Send Reminder
- Notification
- Logout

3. The detail of each feature is explained in the further sections:

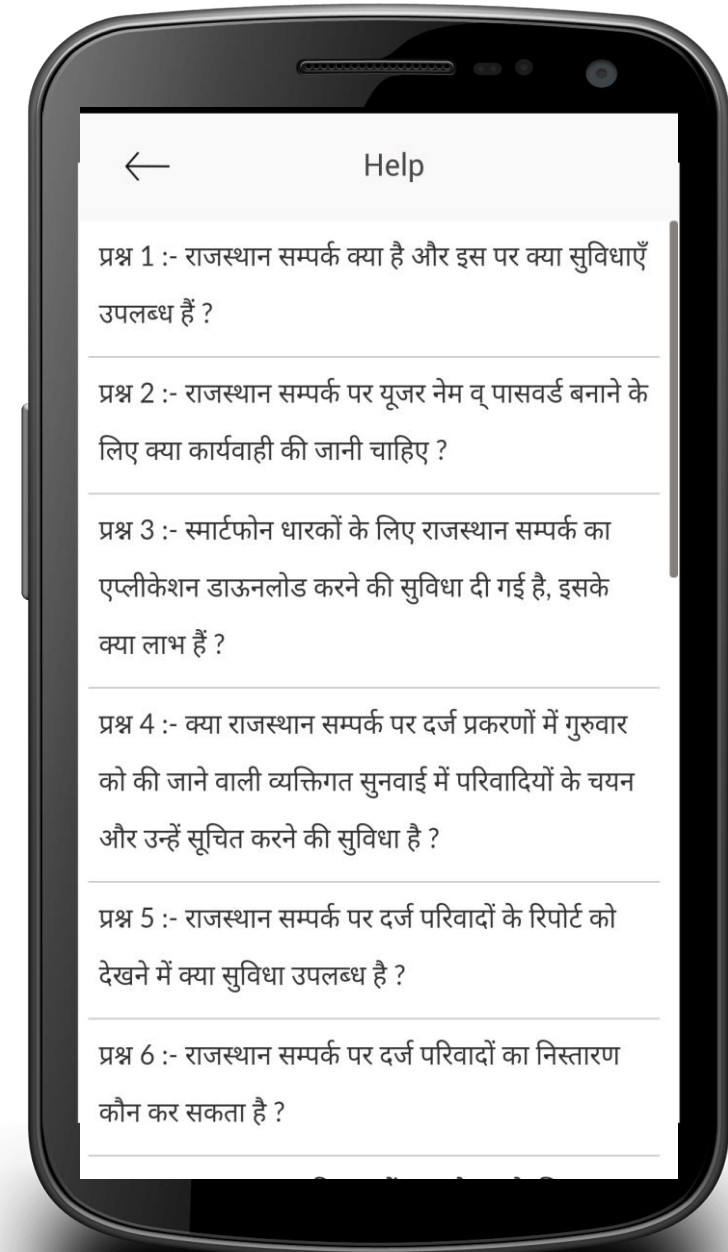




# Citizen Dashboard

## iii) Menu->Help ?

1. Citizens can access the FAQ section to get answers to common queries pertinent to Rajasthan Sampark.
2. A list of questions and their respective answers is available for your reference in the list.



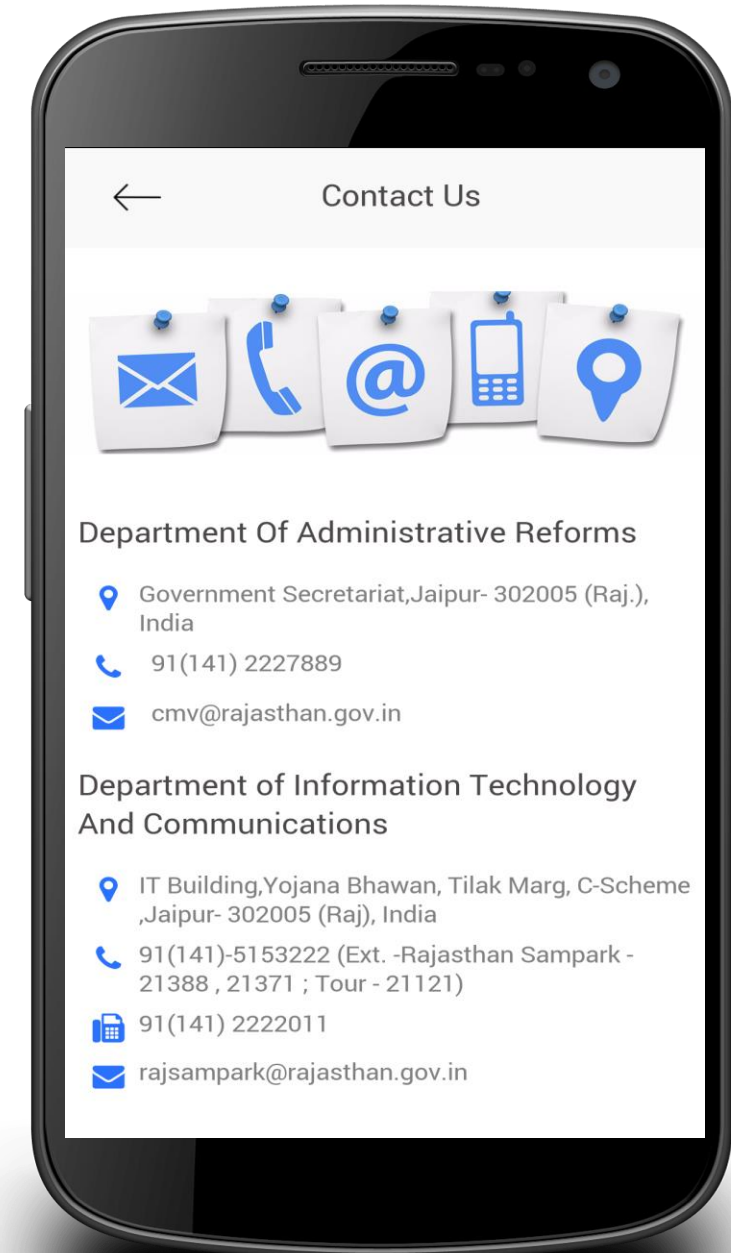
# Citizen Dashboard

## iii) Menu->Contact Us



1. You may submit a query by to any of the two following departments:

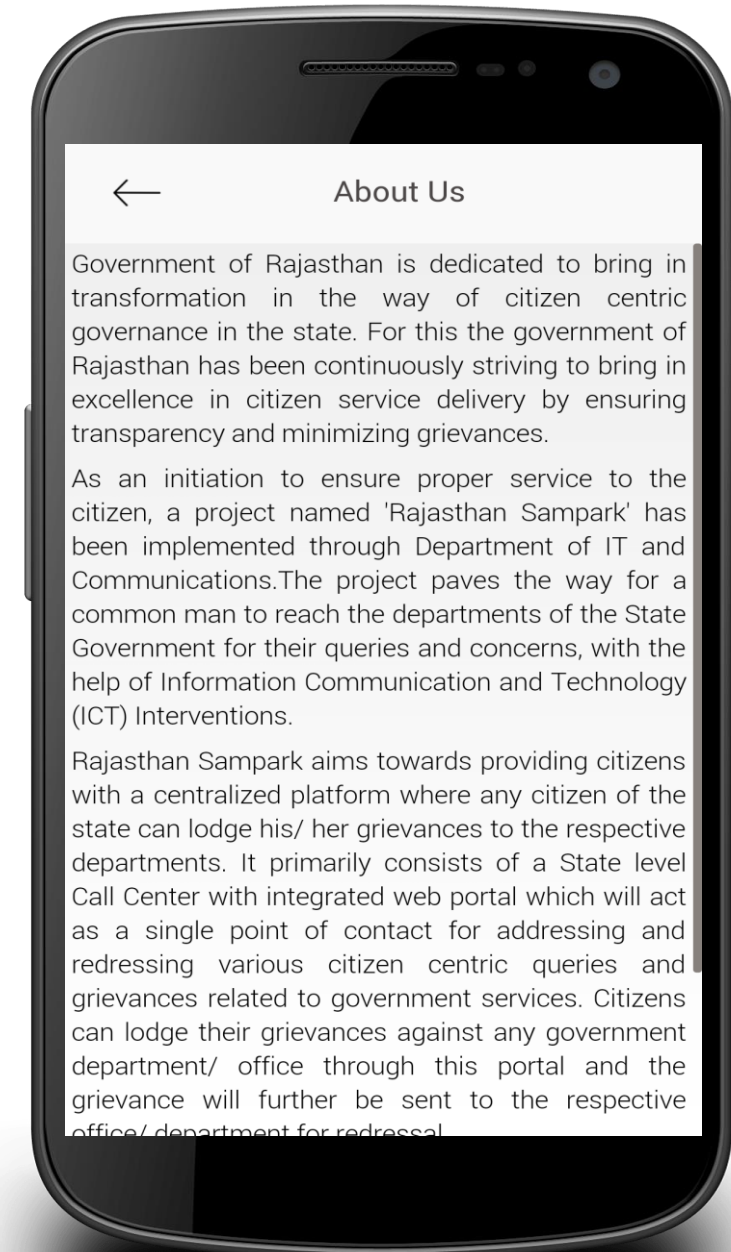
- Department of Administrative Reforms
- Department of Information Technology And Communications



# Citizen Dashboard


## iii) Menu->About Us

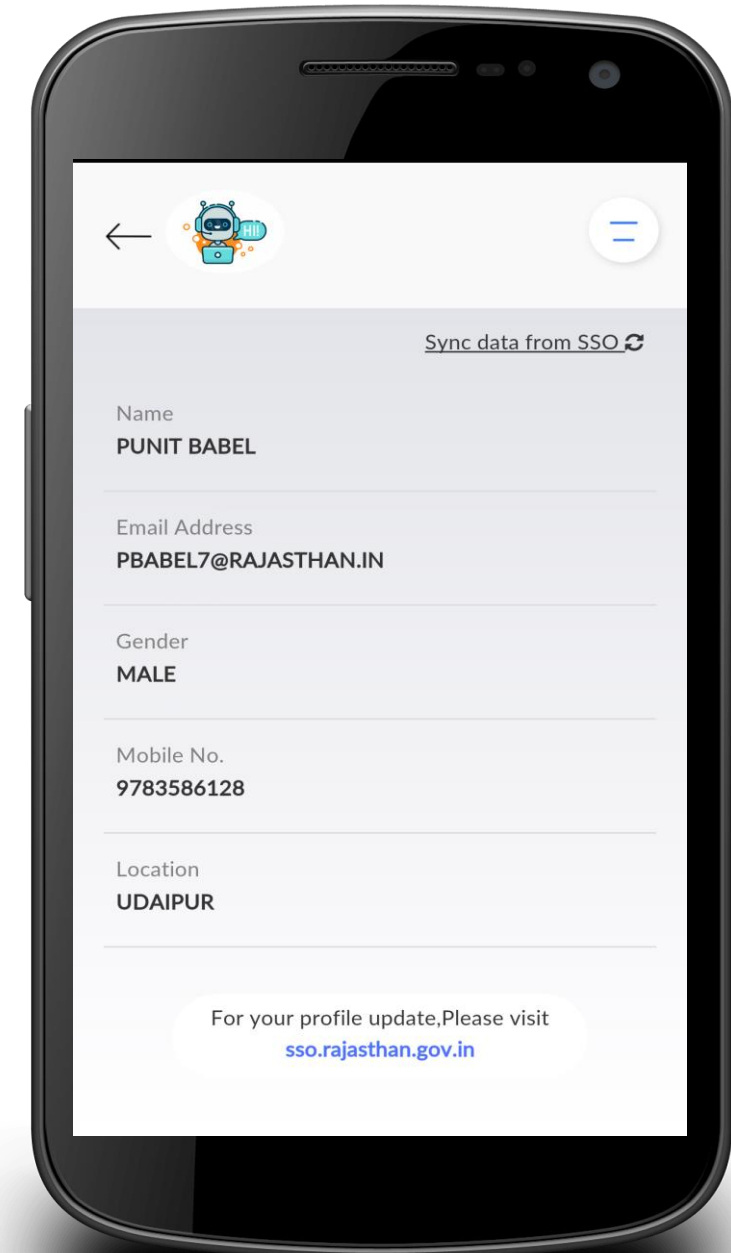
1. This section gives a brief idea and basic background of Rajasthan Sampark.



# Citizen Dashboard

## iii) Menu->My Profile

1. My Profile section displays the your basic information like: Your name, email-id, phone number, location.
2. You may visit the site [sso.rajasthan.gov.in](https://sso.rajasthan.gov.in) to update the SSO details.
3. You may sync the details from sso, if you have updated your SSO details previously. Click on  for the same.



# Citizen Dashboard

## iii) Menu->Logout


1. You can click on the logout option to log out from the mobile application from your citizen account.
2. After clicking logout, you will be land at the **Login Screen**.

### 3) Features available to Citizen

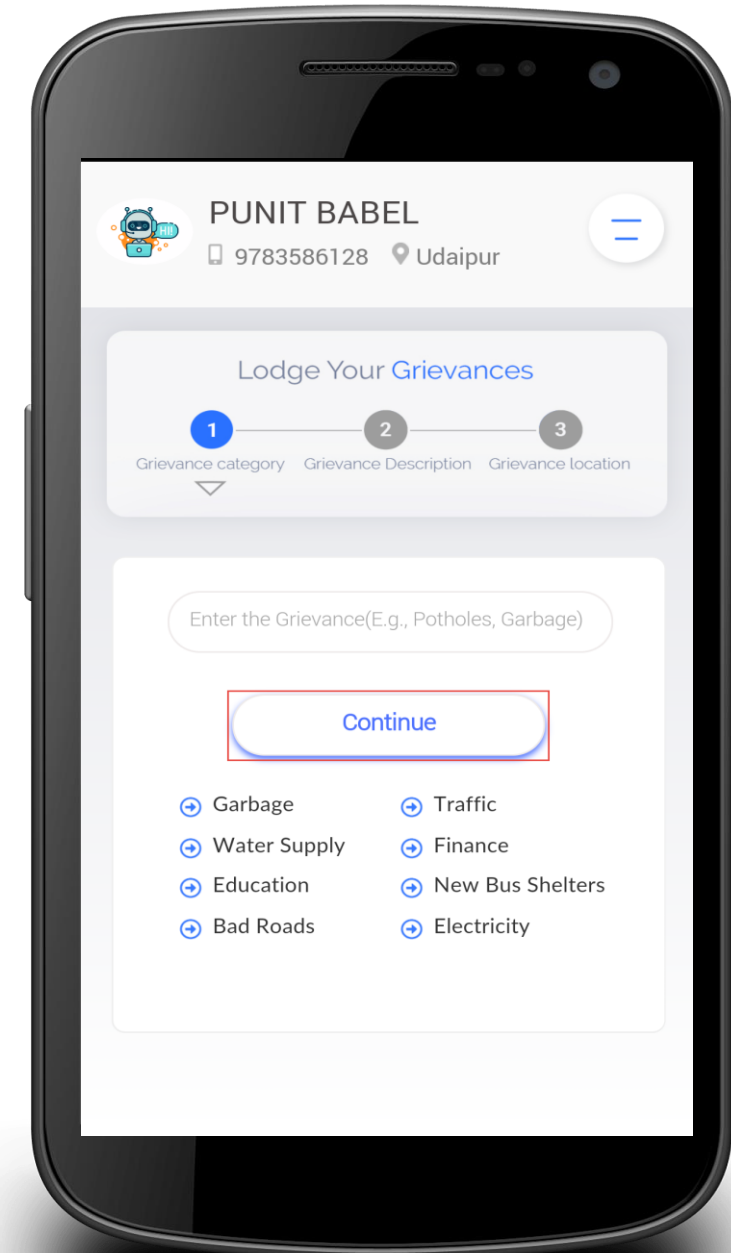


#### i) Register Grievance( )

You can register a short grievance via this feature.

1. **Grievance Category:** Mention the grievance category. You may also select categories from the suggested list like Garbage, Water Supply, etc.
2. Click on **Continue** button(  ) to continue registering your grievance.

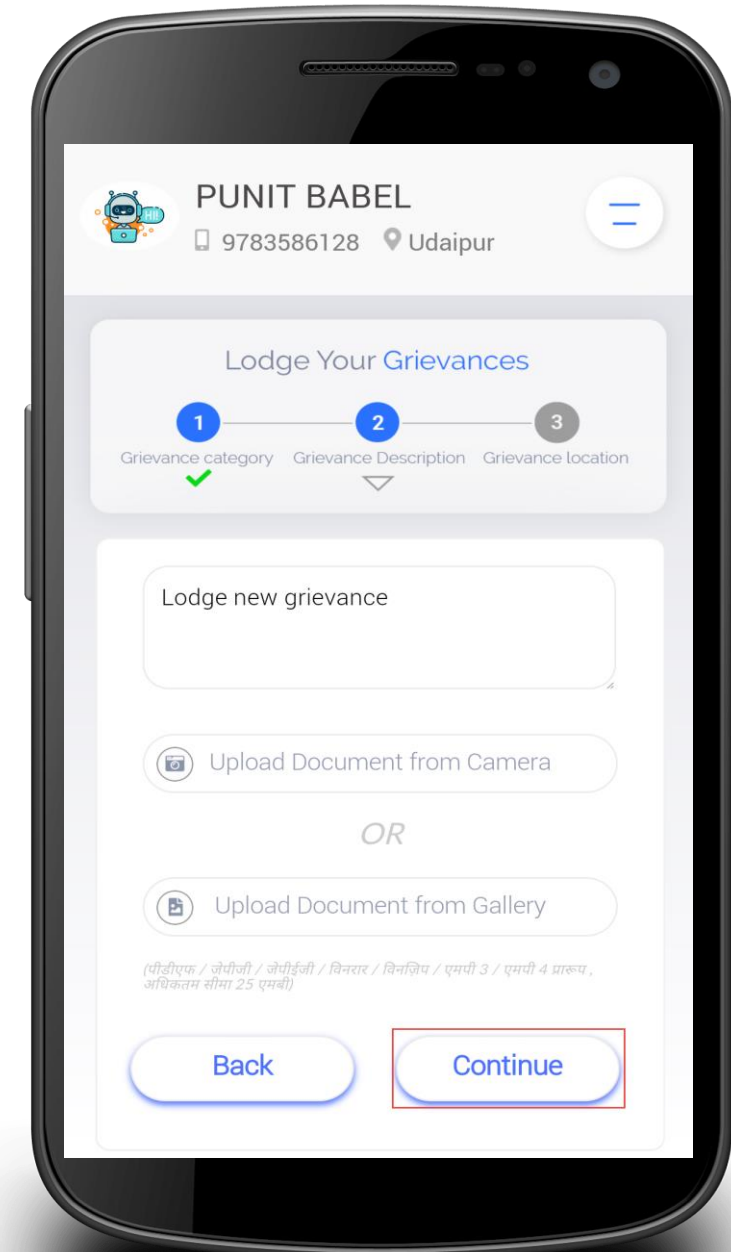
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## 3) Features available to Citizen

### i) Register Grievance

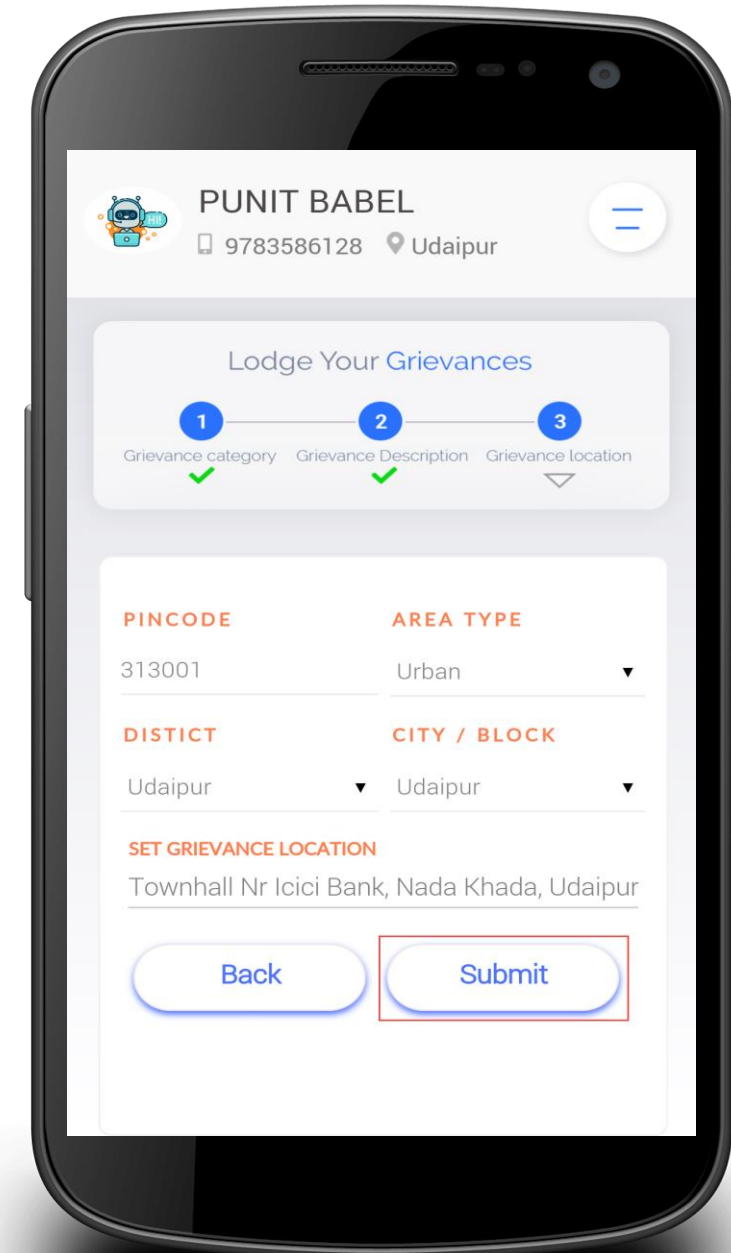
3. **Grievance Description:** Describe your grievance within this text box.
4. You may choose to **upload relevant documents** from your phone gallery/camera. Take care to ensure that the uploaded documents adhere to the specified conditions (maximum size limit and type of document).
5. You may click on “Back” to return to the previous menu, else click “Continue” to carry on registering your grievance.



## 3) Features available to Citizen

### i) Register Grievance

10. The grievance location details namely- Pincode, Area Type(Urban/Rural), District, City/Block, etc. can be entered within the given text boxes to set the grievance location.
11. Click on the **Submit** button to confirm and lodge grievance.
12. You can also click on the **Back** button to switch back to the previous screens.

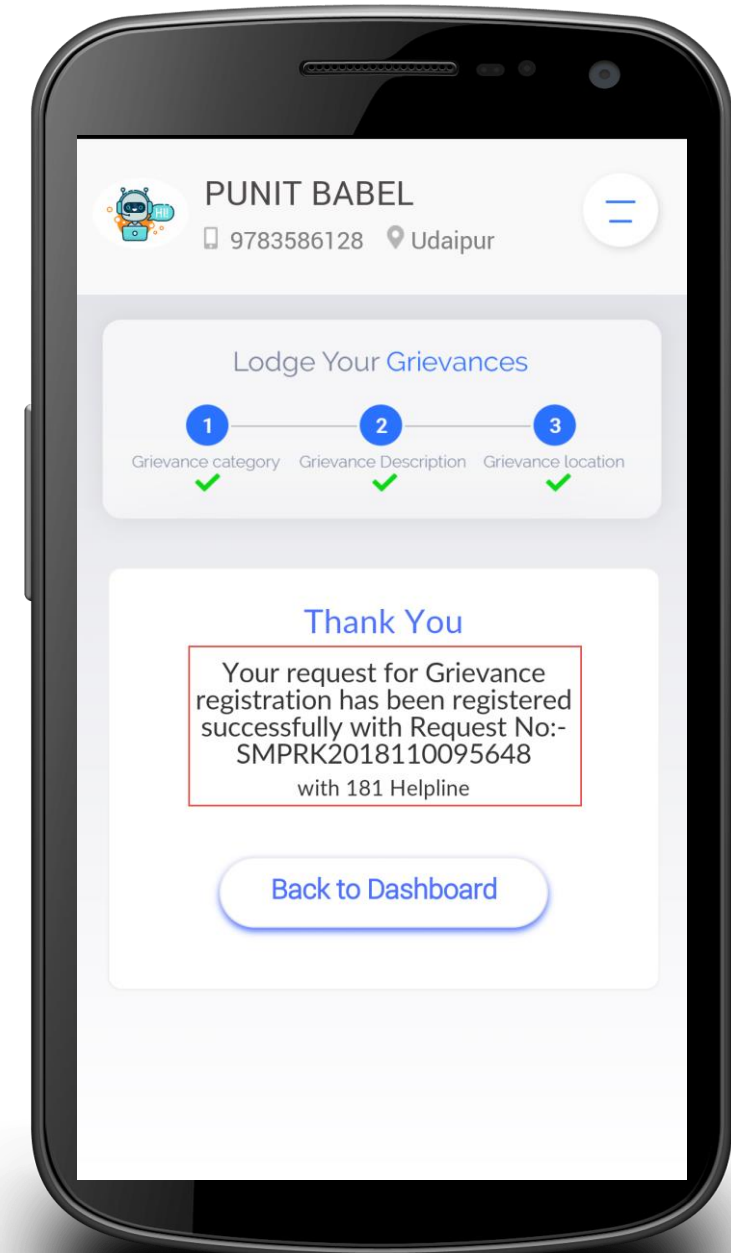




## 3) Features available to Citizen

### i) Register Grievance

14. A Confirmation message will be displayed alongwith a **Temporary Grievance Id**.
15. You should save the temporary grievance id for future reference.
16. You may go back to your dashboard by clicking on ( [Back to Dashboard](#) ).



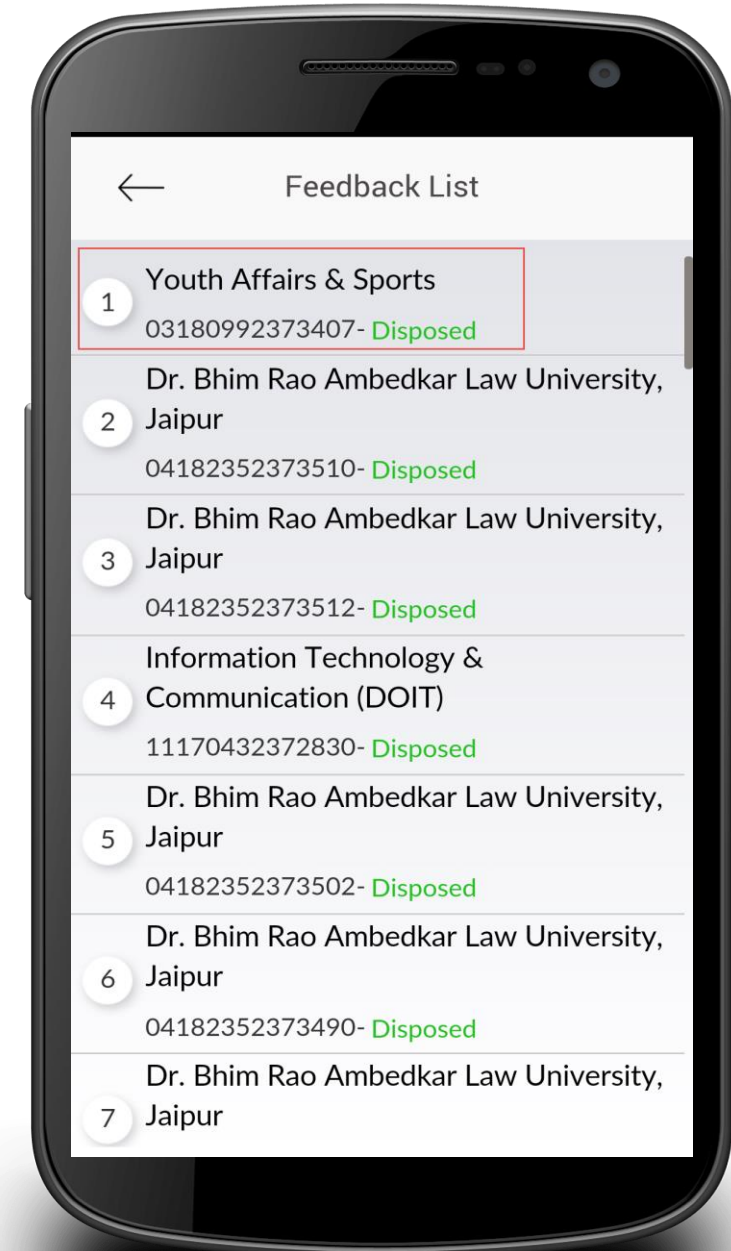
# Features available to Citizen

## ii) Feedback

You may provide your feedback about the Disposal process of your grievance via this app. To provide your feedback -

1. Click on the Feedback option from the menu. A list of disposed grievances shall be displayed.
2. You can select any disposed grievance regarding wish you may want to provide your feedback.

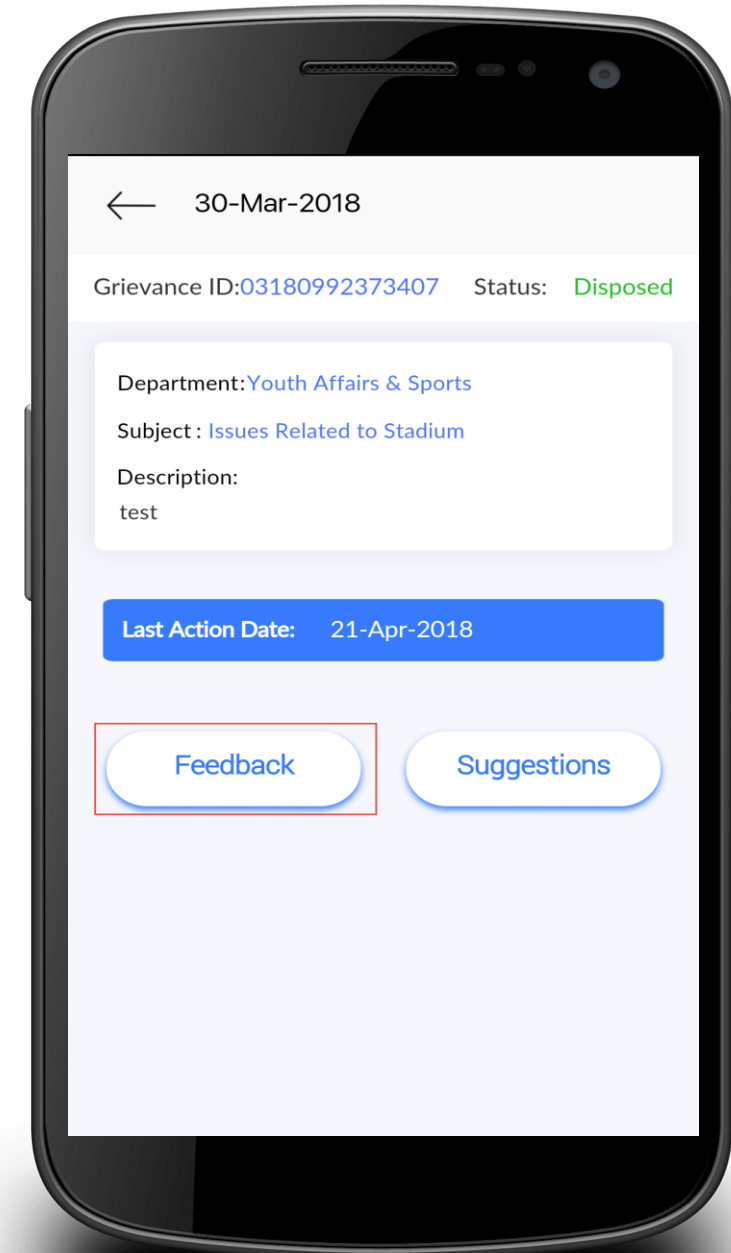
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# Features available to Citizen

## ii) Feedback

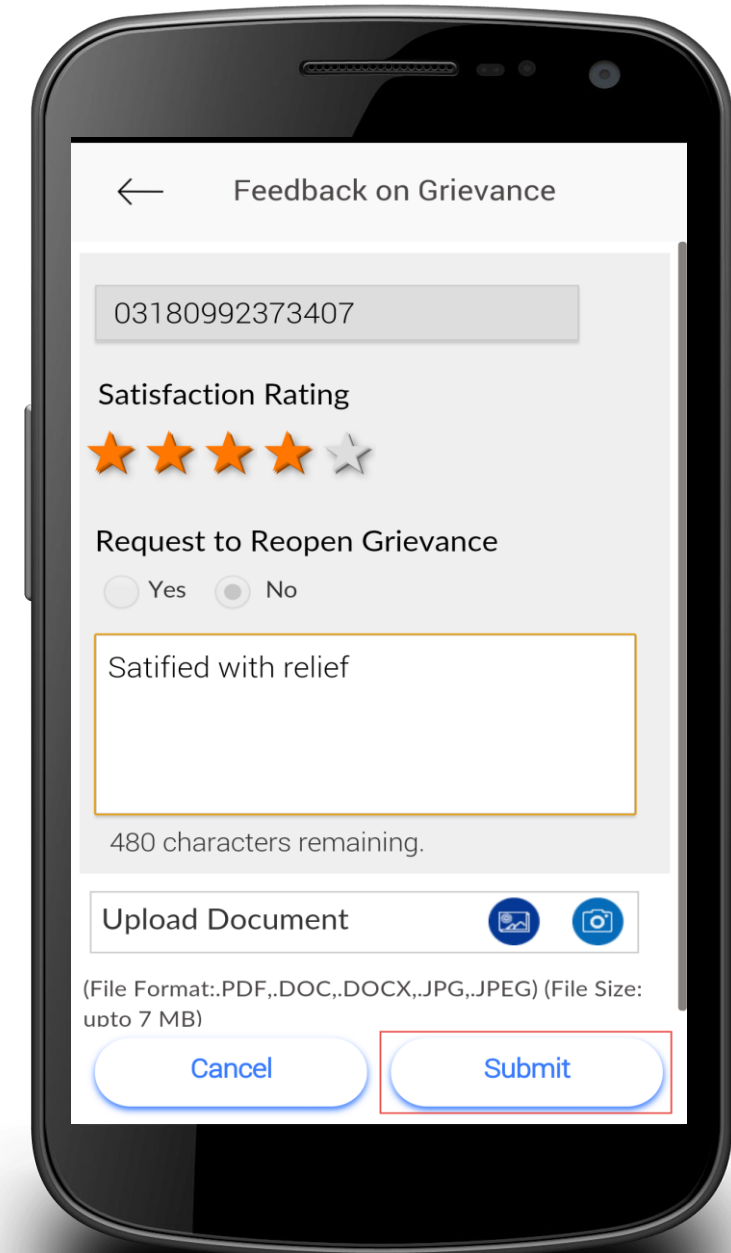
3. After clicking any particular grievance, the basic details of the grievance shall be displayed.
4. Information of **Last Action Date** will also be displayed. This is the date when last action was performed on the grievance or in other words this is the last item on the action history of your grievance.
5. Click on the Feedback button( [Feedback](#) ) to continue providing your feedback.



# Features available to Citizen

## ii) Feedback

6. On clicking Feedback button, the following form will be displayed.
7. You may provide remarks/ratings regarding the disposed grievance. If you rate the disposal of the grievance less than 3 stars you are provided with a option to request a further reopening of the grievance.
8. Click on the Submit button to proceed.



The image shows a smartphone screen displaying a 'Feedback on Grievance' form. The form includes a back arrow, a title 'Feedback on Grievance', a text input field with the value '03180992373407', a 'Satisfaction Rating' section with five stars (four orange, one grey), a 'Request to Reopen Grievance' section with radio buttons for 'Yes' and 'No' (the 'No' option is selected), a text area containing 'Satisfied with relief', a character count '480 characters remaining.', an 'Upload Document' section with file format and size instructions, and 'Cancel' and 'Submit' buttons at the bottom.

← Feedback on Grievance

03180992373407

Satisfaction Rating



★ ★ ★ ★ ☆

Request to Reopen Grievance

Yes  No

Satisfied with relief

480 characters remaining.

Upload Document  

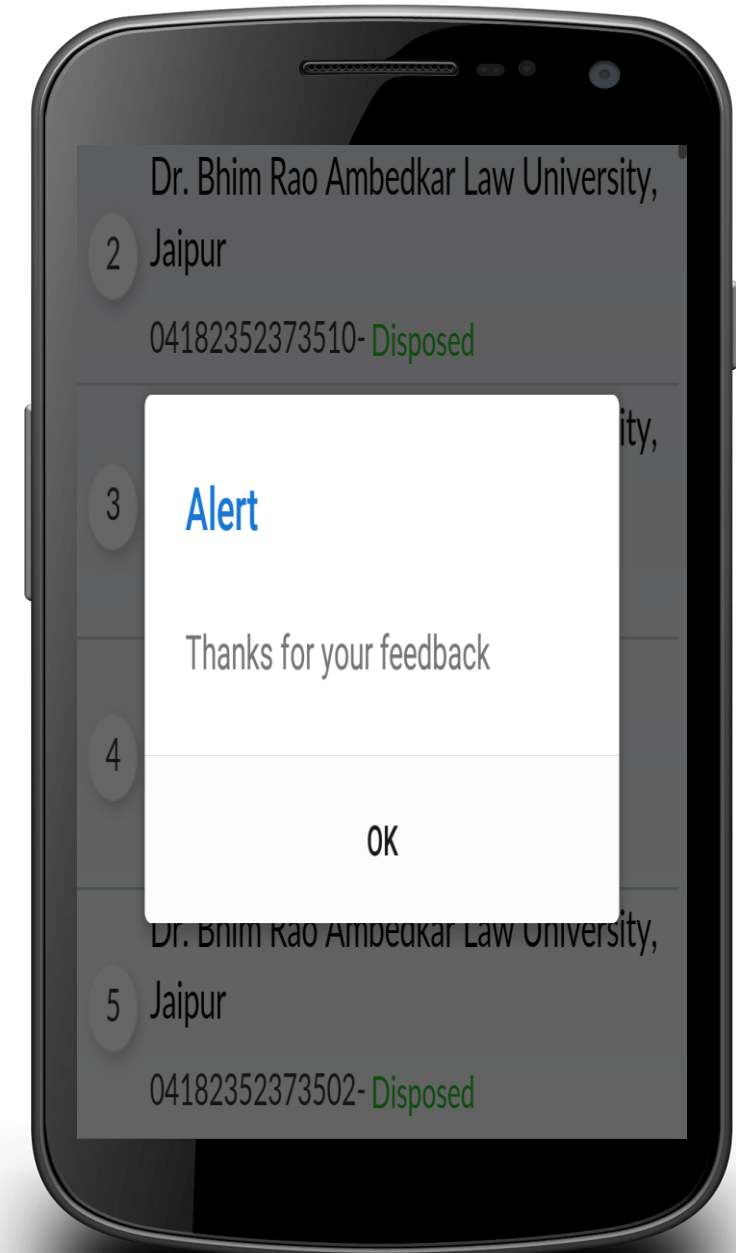
(File Format: .PDF, .DOC, .DOCX, .JPG, .JPEG) (File Size: upto 7 MB)

Cancel Submit

# Features available to Citizen

## ii) Feedback

9. Feedback would be successfully submitted and,
10. Confirmation message would be prompted after clicking submit.



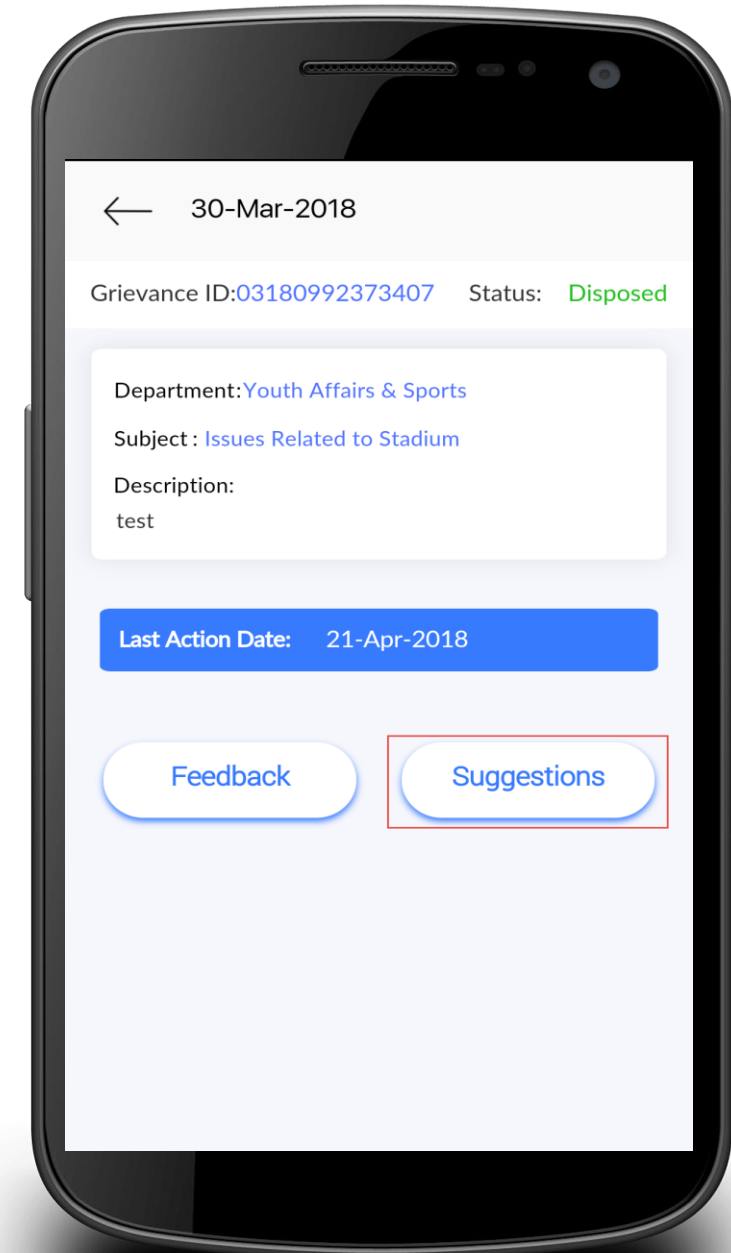
# Features available to Citizen

## Suggestion

Instead of providing feedback you may alternatively choose to offer a suggestion. In case of the latter-

1. Click on the Feedback option from the menu. A List of disposed grievances shall be displayed. Select the relevant grievance regarding which you want to provide a suggestion to the department.
2. Click “Suggestion” to proceed.

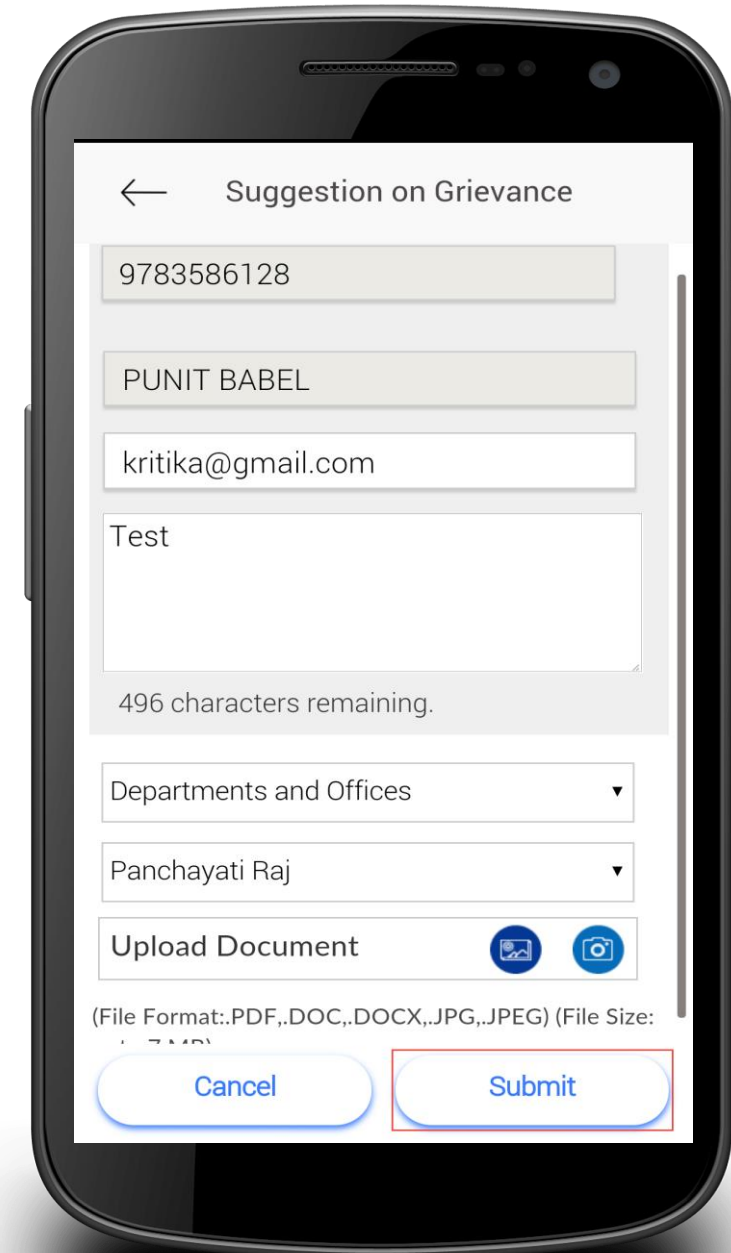
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# Features available to Citizen

## Suggestion

3. Fill the necessary details and click the submit button.
4. After clicking submit, a suggestion will be submitted and forwarded to the HOD of the concerned department.



A smartphone screen displaying a web form titled "Suggestion on Grievance". The form includes a back arrow, a text input field with "9783586128", a text input field with "PUNIT BABEL", a text input field with "kritika@gmail.com", a text area with "Test", a character count "496 characters remaining.", a dropdown menu for "Departments and Offices", a dropdown menu for "Panchayati Raj", an "Upload Document" section with file format and size instructions, and "Cancel" and "Submit" buttons at the bottom.

← Suggestion on Grievance

9783586128

PUNIT BABEL



kritika@gmail.com

Test

496 characters remaining.

Departments and Offices ▼

Panchayati Raj ▼

Upload Document  

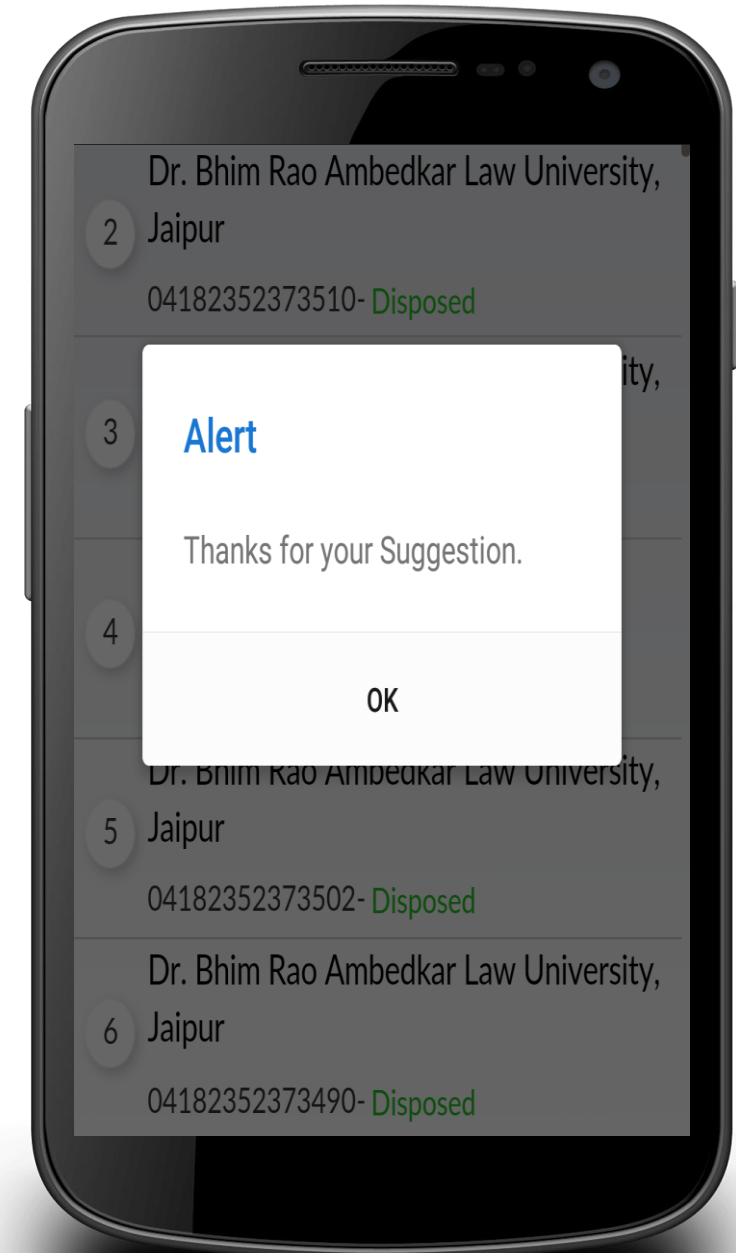
(File Format: .PDF, .DOC, .DOCX, .JPG, .JPEG) (File Size: 1 MB)

Cancel Submit

# Features available to Citizen

## Suggestion

5. A Confirmation message will be displayed after clicking you click submit.





# Features available to Citizen

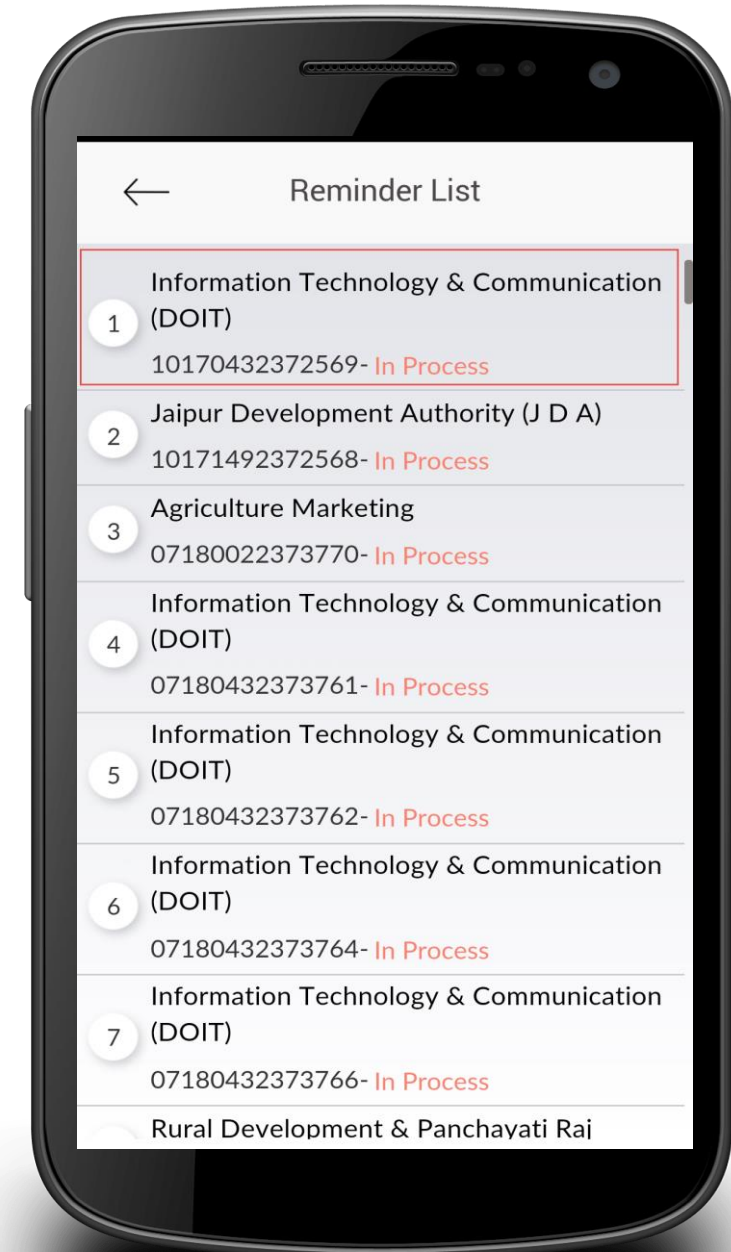
## iv) Send Reminder



You may choose to send a reminder and prompt the departmental users if a grievance you have registered is pending for more than 45 days.

1. Click on the Reminder option from the menu. A list of pending grievances shall be displayed.
2. Select the specific grievance regarding which you want to remind the departmental officials to continue.

**continues...**

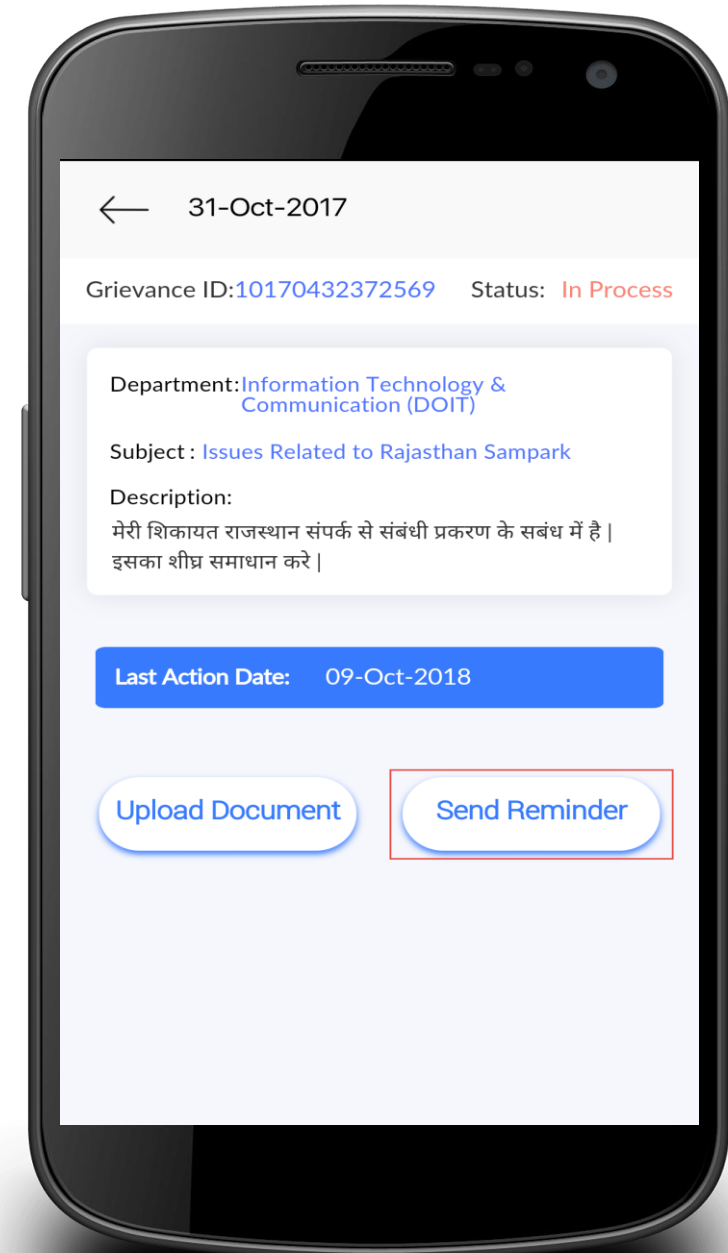


# Features available to Citizen

## iii) Send Reminder



3. After clicking the grievance, you can select either of two options.
  - **Upload Document:** You may upload a document relevant to your grievance.
  - **Send Reminder:** You can send a reminder to the concerned official.
  - Click on the **Send Reminder** option.

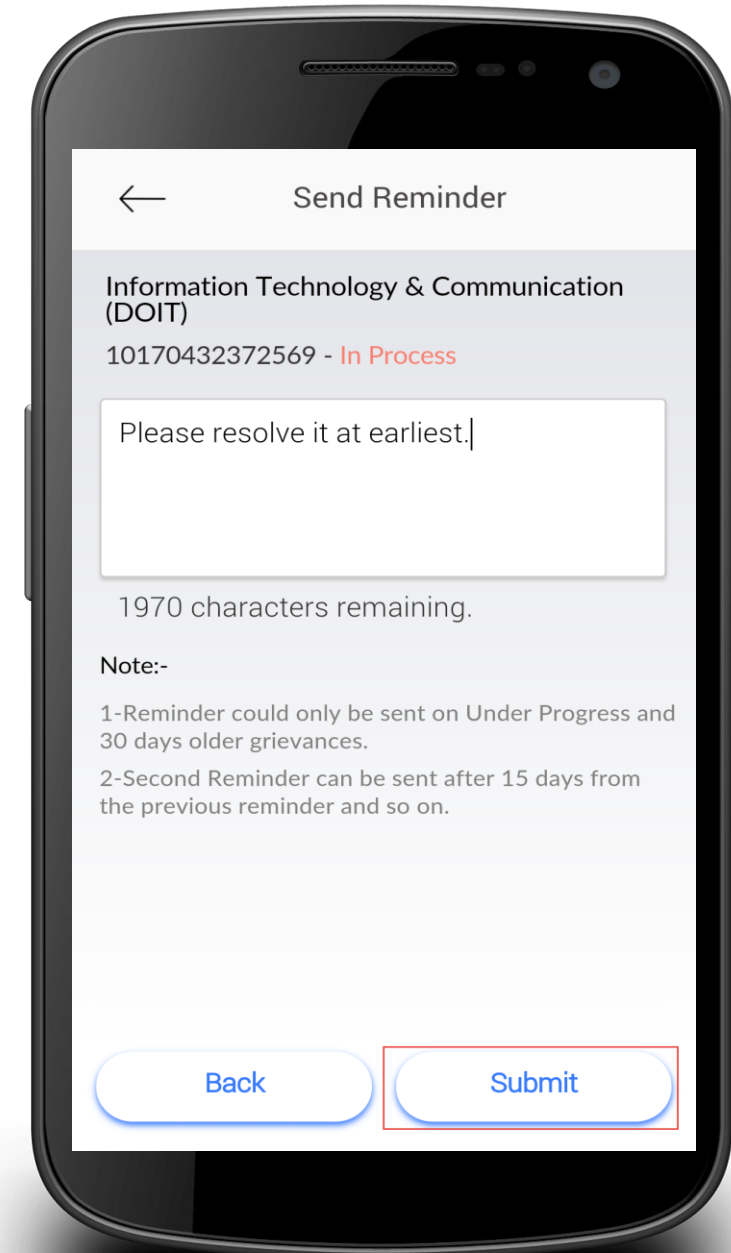


# Features available to Citizen

## iii) Send Reminder



5. Add comments in the text box if required and click on the **Submit** button.

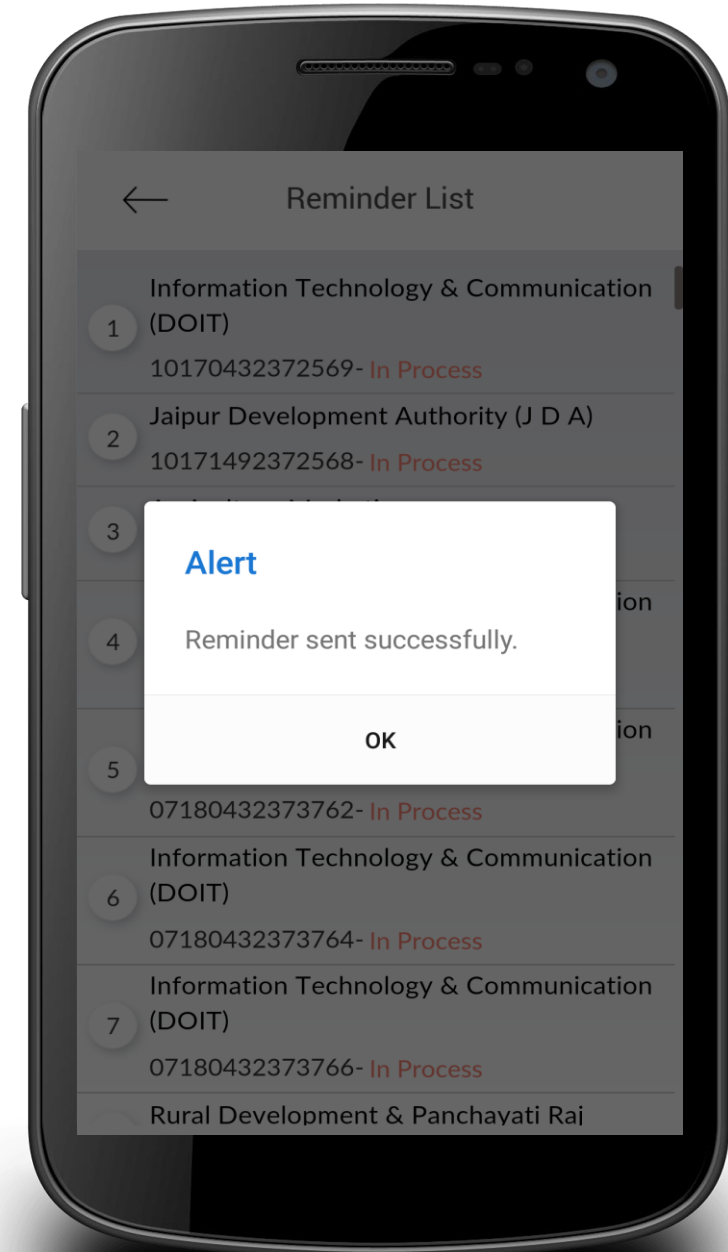


# Features available to Citizen

## iii) Send Reminder



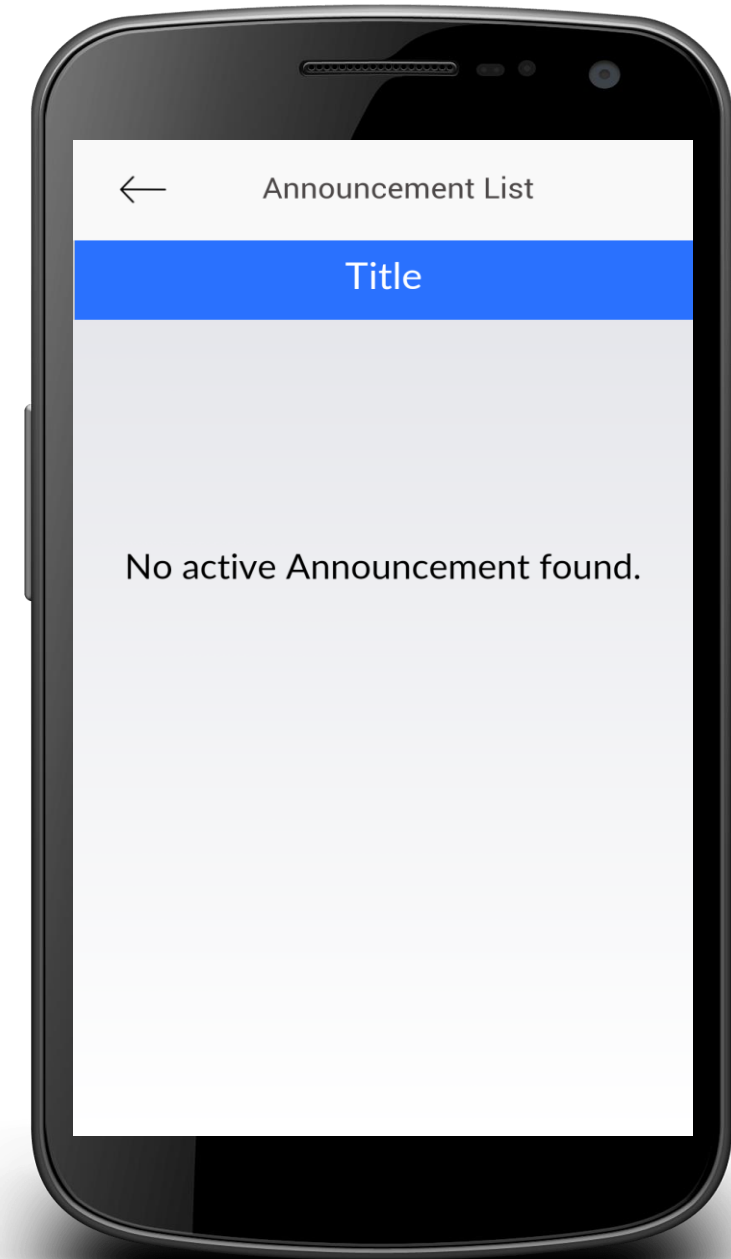
6. A Confirmation message will be displayed after you click submit and a notification will reach the concerned officer.



# Features available to Citizen

## iv) Get Notification

1. You will get important notifications regarding Government Schemes programs and other general announcement via the Announcement List tab. This can be accessed from the [main menu](#).



Thank You!