

# BEST PRACTICES IN RAJASTHAN: TO PROVIDE GOOD GOVERNANCE

SS Bissa

IAS ( Retd.)

Project Consultant, HCM RIPA, Jaipur

# Efforts : Central Govt. Level to Dist. Level

- Administrative Reforms commission established 34 com.
- Citizens' Charter.. “ **Sevottam**”
- Some Acts and Statutes..
  - ..... RTI, RTE, Guaranteed Service Delivery, [RGDSA] RHA ,TPPA, etc
- E- Governance... service delivery booths, E-Sugam [Now SAMPARK],
- Mechanism at Distt Adm level and at the level of line departments for **Grievance Redressal**



# RAJASTHAN GUARANTEED DELIVERY OF PUBLIC SERVICE ACT, 2011

# Introduction

- Enacted to ensure the delivery of Public Services to the citizens in a *transparent, timely, efficient and responsible manner.*
- Currently 167 important services of 20 departments are incorporated in the Act.
- Came into force from 14 November 2011

# Preamble

Delivery of Certain Services to the people of the state:

1. *by public authority*
2. Within stipulated time limits
3. For the matters connected therewith and incidental thereto

# Public authority means:

- State Government
- Any body / authority established by law
- Controlled or *substantially financed* by Government

# Stipulated time

(As per notification 5. 10. 2012)

- Starts from the date, the application submitted to the designated officer.
- It should be duly acknowledged.

# Application

- Designated officer within stipulated time - either provides the service or rejects the application
- Record the reason of rejection
- Inform the applicant



# Appeal

If service is rejected or service not provided within time –

- First appeal within 30 days from the date of rejection or expiry of time
- If appellate authority is satisfied, he may admit appeal after 30 days also.
- May order to provide service or reject the appeal (within 21 days)

# Appeal....

- Second appeal within 60 days
- May provide the service or reject [ *flaw* ]
- Second appellate authority may impose a penalty along with the order to provide service

# Appeal.....

First and second appellate authority –

- Same powers as vested in civil courts while trying the suits under CPC
- For summoning the persons
- For production of documents and inspection

# Penalty

If Designated officer has failed to provide service:

- Lump sum penalty of minimum Rs. 500/- and maximum Rs. 5000/-

If designated officer has caused delay:

- Rs. 250/- per day but not to exceed Rs 5000/-.

# Penalty....

- Penalty recoverable from **salary** of the designated officer
- Recovered amount may be given to the applicant as **compensation** by second appellate authority
- Designated officer will be given a reasonable opportunity to be heard

(Same procedure applied by second appellate authority for first appeal officer )

## Penalty.....

If designated officer or first appeal officer has failed to discharge the duties assigned under the act

Second appellate authority if so satisfied, may recommend disciplinary action also against them.

# Revision

Designated officer or first appellate authority aggrieved by the order of second appellate officer's order; may make an application to the nominated officer (i.e. Secretary of the department) within 60 days

No action if any thing done in good faith

# Department wise status

A	B	C	D	E	F	G	H	I	J
Dept Name	Received (Online)	Rejected (Online)	Disposed (Online)	Pending (Online)	Received (Manual)	Rejected (Manual)	Disposed (Manual)	Pending (Manual)	Total Pending
Colonization	0	0	0	0	43940	2	43862	76	76
Energy Department - AVVNL	1355	5	1349	1	246379	2153	244217	9	10
Energy Department - JDVVNL	632	93	513	26	227909	950	225952	1007	1033
Energy Department - JVVNL	33950	397	33339	214	165652	3195	161909	548	762
Food Civil Supply & Consumer Affairs Department	6199	56	6115	28	207550	3647	203762	141	169
Home (Police) Department	330831	1367	327129	2335	929826	16020	900427	13379	15714
Indira Gandhi Nahar Department	37	10	26	1	64	5	59	0	1
Local Self Government Department	166938	1013	165239	686	649814	38540	607946	3328	4014
Medical & Health Services Department	166009	2325	162768	916	1299157	35951	1261716	1490	2406
Medical Education Department	13743	23	13719	1	7181	6	7169	6	7



# Department wise status (contd..)

Dept Name	Received (Online)	Rejected (Online)	Disposed (Online)	Pending (Online)	Received (Manual)	Rejected (Manual)	Disposed (Manual)	Pending (Manual)	Total Pending
Panchayati Raj Department	32	1	30	1	2547	15	1896	636	637
Pension & Pensioners Welfare Department	16790	133	16271	386	51200	243	49859	1098	1484
Public Health Engineering Department	47281	556	46542	183	236563	12830	223600	133	316
Public Works Department	7585	81	7451	53	31843	1376	30427	40	93
Rajasthan Housing Board	6084	204	5709	171	31970	239	31670	61	232
Rajasthan State Road Transport Corporation	2	1	1	0	411432	1921	409445	66	66
Revenue	111264	936	109569	759	3015009	44582	2963401	7026	7785
Settlement	8955	27	8901	27	30479	50	30398	31	58
Social Justice & Empowerment Department	62192	457	61008	727	604824	51247	553408	169	896
Transport Department	1470	3	1467	0	3113972	14680	3098397	895	895
Treasuries & Accounts Department	21939	181	21516	242	38232	4413	29225	4594	4836
Urban Development & Housing Department	13527	136	11844	1547	30275	140	28085	2050	3597
Water Resources	246	14	229	3	3704	176	3522	6	9

# Department wise status (contd..)

Dept Name	Received (Online)	Rejected (Online)	Disposed (Online)	Pending (Online)	Received (Manual)	Rejected (Manual)	Disposed (Manual)	Pending (Manual)	Total Pending
<b>Grand Total</b>	1017061	8019	1000735	8307	11379522	232381	11110352	36789	45096

# Awards for Rajasthan



# Awards for Rajasthan



# Some Further Steps (Policy or otherwise)

- Role of Govt- whether a policy maker / regulator or a service provider
- More emphasis on online application system
- More emphasis on Motivational approach than penalty based provisions
- Reasonable Time for deciding second appeal



# Impact Study by DARPG & RIPA



# Impact Study by DARPG & RIPA



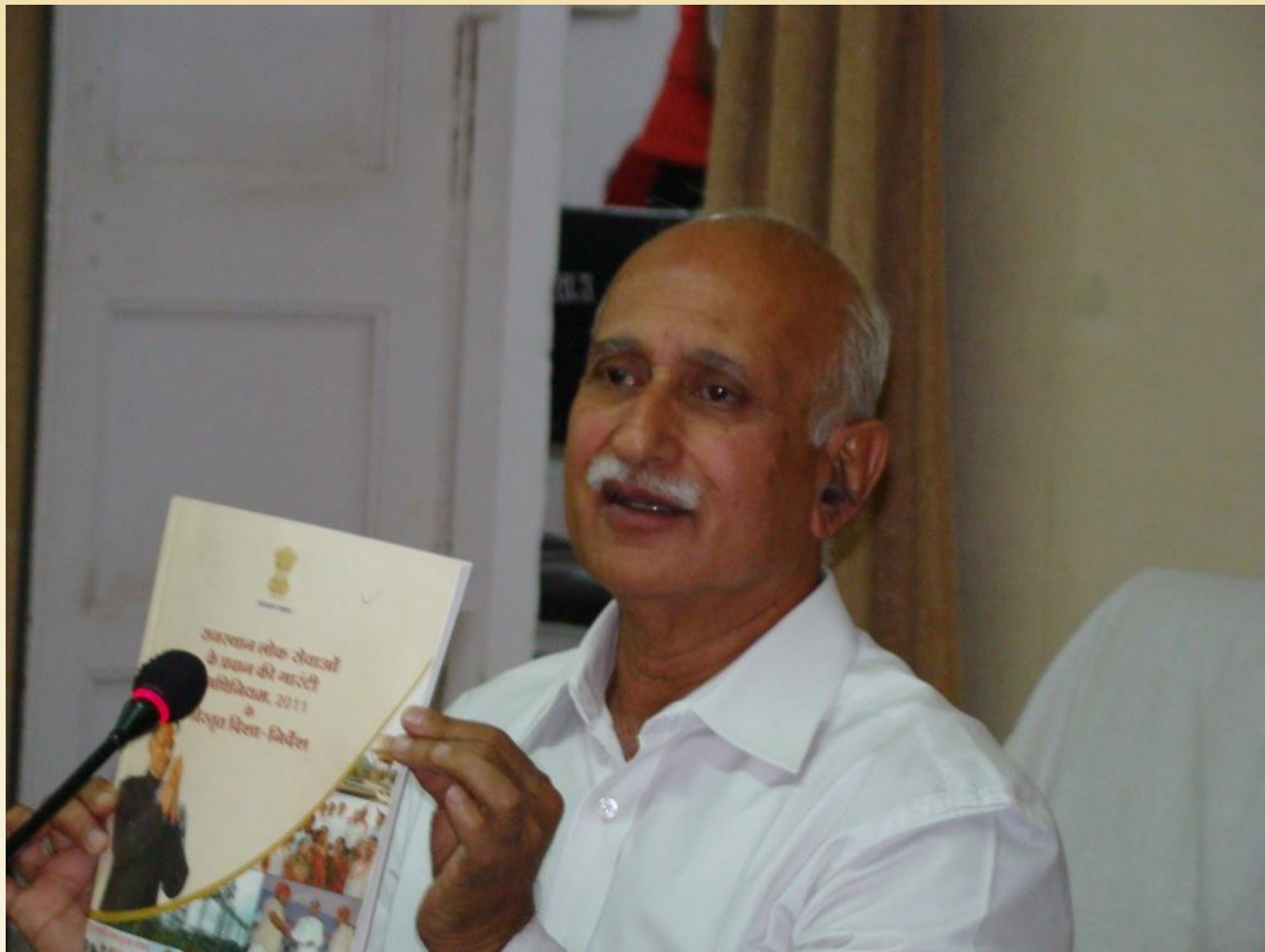


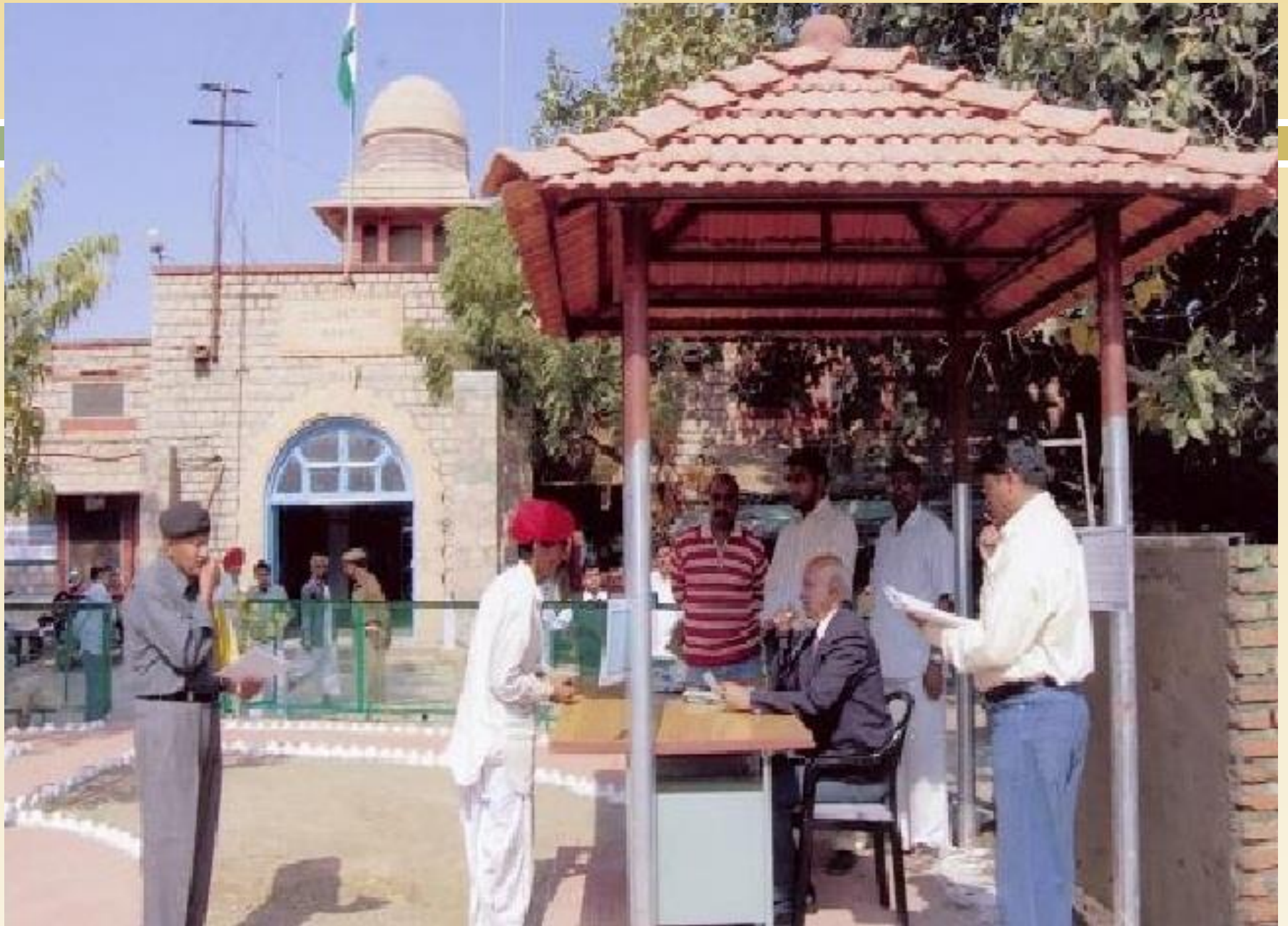
# Impact Study by DARPG & RIPA





# Impact Study by DARPG & RIPA



















RAJASTHAN RIGHT TO HEARING ACT,  
2012

Includes

State Government and  
its departments

Any Authority/body/ institution established or constituted by or under any law made by the State Legislature and owned, controlled or **substantially funded**, directly or indirectly, by the funds provided by the State Government.

**PUBLIC  
AUTHORITY**

Section 2 (e)

# Public Hearing Officer

An Officer notified by the State Government under **section 3---**

(1) Panchayat PHO – Patwari for Revenue Matters / [ gram sewak for other matters] FirstAA– Tehsildar / – SecondAA– SubCommittee of SubDivision Public Grievance Cum Vigilence Committee constituted by the State Govt.

(2) Tehsil – Tehsildar for revenue matters / BDO for other matters [ appeal to SDO for both]



# Complaint

Any application made by a Citizen or group of citizens to Public Hearing Officer for seeking any benefit or relief relating to any policy, programme or scheme run in the State by the State Government or Central Government.

# Right to Hearing

An opportunity of hearing provided to the citizens on a complaint within the stipulated time limit and right to get information about the decision made in the hearing on the complaint.

# Information and Facilitation Centre

Sec 5

Information and Facilitation Centre, including customer care centre, call centre, help desk and people's support centre to be established under

# Stipulated Time Limit

Maximum time allowed to....

the Public Hearing Officer for providing an opportunity of hearing on a complaint 15 days,

to the appellate authority or the second appellate authority for deciding any appeal, 21 days

for communication of the decision on such complaint or appeal **7days**

Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service
Service	Service

vf/klwfp  
**Notified**

**PUBLIC  
AUTHORITY**

**Section 3(f)**

**FIRST APPEAL OFFICER**

• izFke vihy

vf/kdkjh

**Section 3(g)**

**SECOND APPELLATE  
AUTHORITY**

• f}rh; vihy

**Section 8**

**NOMINATED OFFICER**

• Ukketn

vf/kdkjh

- नियत समय सीमा (stipulated time limit) के भीतर किसी परिवाद (Complaint) पर नागरिकों को प्रदत्त सुनवाई का कोई अवसर और परिवाद पर सुनवाई में किये गये विनिश्चय के बारे में सूचना प्राप्त करने का अधिकार है।

## vf/kfu;e dh eq[; fo'ks"krk,a

- सरकारी कार्यालय या निकटस्थ केन्द्र पर शिकायत व समस्या संबंधी परिवाद प्ररूप संख्या-1 में दर्ज कराने की व्यवस्था की गयी है। किसी भी स्तर यानि परिवाद की सुनवाई, प्रथम अपील, द्वितीय अपील और पुनरीक्षण पर किसी भी परिवादी को कोई फीस नहीं देनी है।

## vf/kfu;e dh eq[; fo'ks"krk,a

- नियत समय–सीमा उस तारीख से प्रारम्भ होगी जिसको कोई परिवाद लोक सुनवाई अधिकारी (Public Hearing Officer) को या परिवाद प्राप्त करने के लिये उसके द्वारा प्राधिकृत व्यक्ति को फाइल किया जाता है। परिवाद की प्राप्ति की सम्यक रूप से प्ररूप संख्या–2 में अभिस्वीकृति दी जायेगी। प्रत्येक परिवाद पर लोक सुनवाई अधिकारी एक विषिष्ट रजिस्ट्रीकरण संख्यांक (यूनिक नम्बर) दिया जायेगा। यह संख्यांक सभी स्तरों पर यानि परिवाद की सुनवाई, प्रथम अपील, द्वितीय अपील और पुनरीक्षण में प्रयुक्त किया जायेगा।



# Public Authority



Complaint in Form No. 1 or Plain Paper



Public Hearing Officer

**Complainant**

• Ykksd lquokbZ  
f/kdkjh

ifjokn  
h

Acknowledgement  
in Form No. 2

Unique Registration  
Number



vf/kfu;e dh eq[; fo'ks"krk,a

- नियम 5 के द्वारा परिवाद संबंधित नहीं होने पर लोक सुनवाई अधिकारी को परिवाद अन्तरण की व्यवस्था की गयी है।

## vf/kfu;e dh eq[; fo'ks"krk,a

- प्रत्येक लोक सुनवाई अधिकारी परिवादों की सुनवाई के लिये सप्ताह में कम से कम 2 दिन नियत करेगा और अपने कार्यालय के सूचना पट्ट पर प्ररूप संख्या-4 में उसे अधिसूचित करेगा ।

vf/kfu;e dh eq[; fo'ks"krk,a

- परिवाद की प्राप्ति की तारीख से 15 दिन में परिवाद की सुनवाई और निपटारा करना होगा ।

vf/kfu;e dh eq[; fo'ks"krk,a

- षिकायतकर्ता के निवास स्थान के निकटतम स्थान पर सुनवाई की व्यवस्था की गयी है।

vf/kfu;e dh eq[; fo'ks"krk,a

- परिवाद खारिज करने पर कारण लिखित रूप में स्पष्ट करने होंगे।

vf/kfu;e dh eq[; fo'ks"krk,a

- षिकायत / परिवाद पर लिये गये निर्णय की संसूचना 7 दिनों में देना अनिवार्य है ।

## vf/kfu;e dh eq[; fo'ks"krk,a

- कानून स्थानीय निकाय, स्वायत्तषासी संस्थाएं, निगम, बोर्ड, कॉरपोरेशन एवं विष्वविद्यालय पर भी लागू किया गया है ।



## vf/kfu;e dh eq[; fo'ks"krk,a

- विभाग का लोक सुनवाई अधिकारी तय समय में परिवादी को सुनवाई का अवसर देगा। इसकी सूचना लोक सुनवाई अधिकारी को अपने कार्यालय के बाहर बोर्ड पर बड़े बड़े अक्षरों में लगानी होगी।

## वफ/कफु;े धह एक्[; फो'कस"क्रक,ा

- अगर किसी लोक सुनवाई अधिकारी ने **सुनवाई से इन्कार किया** तो परिवादी असन्तुष्ट होने पर प्रथम अपील अधिकारी (**First Appellate Authority**) को अपील कर सकेगा।
- प्रथम अपील प्राधिकारी लोक सुनवाई अधिकारी को उसके द्वारा विनिर्दिष्ट समयावधि में परिवादी को सुनवाई का अवसर प्रदान करने का आदेश दे सकेगा या अपील खारिज कर सकेगा।

# vf/kfu;e dh eq[; fo'ks"krk,a

- प्रथम अपील प्राधिकारी को अपील फाइल किये जाने की तारीख से 21 दिन की सीमा में अपील का निपटारा करना होगा।

## vf/kfu;e dh eq[; fo'ks"krk,a

- प्रथम अपील अधिकारी के विनिश्चय के विरुद्ध द्वितीय अपील प्राधिकारी (Second Appellate Authority) को 30 दिन के भीतर अपील की जा सकेगी।

## vf/kfu;e dh eq[; fo'ks"krk,a

- प्रथम अपील अधिकारी व द्वितीय अपील प्राधिकारी को किसी अपील का विनिश्चय करते समय सिविल प्रक्रिया संहिता, 1908 के अधीन सिविल न्यायालय की शक्तियाँ होंगी ।

# vf/kfu;e dh eq[; fo'ks"krk,a

- शास्ति अधिरोपित करने के सम्बन्ध में द्वितीय अपील प्राधिकारी के किसी आदेश द्वारा **व्यथित लोक सुनवाई अधिकारी** या **प्रथम अपील प्राधिकारी** उस आदेश की तारीख से 60 दिन की कालावधि के भीतर राज्य सरकार द्वारा नामनिर्दिष्ट अधिकारी या प्राधिकारी को **पुनरीक्षण (Revision)** के लिये आवेदन कर सकता है। नामनिर्दिष्ट अधिकारी या प्राधिकारी विहित प्रक्रिया के अनुसार आवेदन का निपटारा कर सकेगा।



## vf/kfu;e dh eq[; fo'ks"krk,a

- राज्य सरकार ने अपने अपने विभागों के प्रभारी सचिवों को पुनरीक्षण प्राधिकारी के रूप में नामनिर्दिष्ट किया है ।

## vf/kfu;e dh eq[; fo'ks"krk,a

- नामनिर्दिष्ट लोक सूचना अधिकारी, प्रथम अपील अधिकारी, द्वितीय अपील अधिकारी एवं पुनरीक्षण अधिकारी के कार्यालयों में समस्त रिकॉर्ड नियम 19 में वर्णित पंजिकाओं में संधारित किये जायेंगे।

## vf/kfu;e dh eq[; fo'ks"krk,a

- Jurisdiction of this act does not extend to the grievences related to service matter of public servant, or relating to any matter in which any **court or tribunal has jurisdiction.**

*(Now RTI act and RGDPS act are not excluded from the purview of this act) (original provision of this effect deleted)*

## vf/kfu;e dh eq[; fo'ks"krk,a

- अधिनियम में सूचना और सुगम केन्द्र (Information and Facilitation Centre) ग्राहक सेवा केन्द्र (Customer Care Centre), कॉल सेण्टर (Call Centre), हैल्प डेस्क (Help Desk) और जन सहायता केन्द्रों (People's Support Centre) की स्थापना किये जाने के प्रावधान है।
- ये केन्द्र षहरों से लेकर पंचायत स्तर तक खोले जायेंगे।

vf/kfu;e dh eq[; fo'ks"krk,a

# **PUBLIC AUTHORITY**

- vf/klwfp  
**Notifies**

## **Section 3(C)**

**PUBLIC HEARING OFFICER**

**Ykksd lquokbZ**

**vf/kdkjh**

# IEHkkx Lrj ij yksd lquokbZ vf/kdkjh

Ø-I-	yksd lquokbZ vf/kdkjh	ÁFke vihy Ákf/kdkjh	f}rh; vihy Ákf/kdkjh
1	vfrfjä IEHkkxh; jktLo ekeyksa vkSj [k.M vk;qä ds dk;kZy; ls lacaf/kr vU; ekeyksa ds ifjoknksa ds fy;s	IEHkkxh; vk;qä	jktLo e.My@lacaf/kr izeq[k lfpo
2	lacaf/kr foHkkxksa ds {ks=h;@[k.M Lrj d vf/kdkjh muds foHkkxksa ls lacaf/kr ifjoknksas ds fy;s	IEHkkxh; vk;qä	foHkkx dk izHkkjh lfpo



# ftyk Lrj ij yksd lquokbZ vf/kdkjh

Ø- l-	yksd lquokbZ vf/kdkjh	ÁFke vihy Ákf/kdkjh	f}rh; vihy Ákf/kdkjh
1	vfrfjä dyDVj ,oa vfrfjä ftyk ftyk eftLV <sup>a</sup> sV jktLo laca/kh ifjoknksa ds fy;s	ftyk dyDVj ,oa ftyk eftLV <sup>a</sup> sV	IEHkkxh; vk;qä
2	eq[; dk;Ziky d vf/kdkjh ftyk ifj"kn~ iapk;rh jkt ,oa xzkeh.k fodkl foHkkx lacaf/kr ifjoknksas ds fy;s	ftyk dyDVj ,oa ftyk eftLV <sup>a</sup> sV	IEHkkxh; vk;qä
3	vU; foHkkxksa ds ftyk Lrj ds vf/kdkjh muds vius vius foHkkxksa ls lacaf/kr ifjoknksa ds fy;s]	{ks=h;@[k.M Lrj ds vf/kdkjh	IEHkkxh; vk;qä

# ftyk Lrj ij yksd lquokbZ vf/kdkjh

4	eq[; dk;Zikyd vf/kdkjh ,oa vk;qä uxj fuxe] uxj fuxe ls lacf/kr ifjoknksa ds fy;s	egkikSj] uxj fuxe	izHkkjh lfpo] LFkkuh; Lok;Ük foHkkx
5	vk;qä] uxj ifj"kn~ ls lacaf/kr ifjoknksas ds fy;s	lHkkifr] uxj ifj"kn~	jkT; ljdkj }kjk xfbR ftyk yksd f'kdk;r ,oa lrdZrk lfefr dh mi lfefr
6	dk;Zikyd vf/kdkjh o uxj ikfydk cksMZ] uxj ikfydk cksMZ lacaf/kr ifjoknksa ds fy;s	v/;{k} uxj ikfydk cksMZ]	jkT; ljdkj }kjk xfbR ftyk yksd f'kdk;r ,oa lrdZrk lfefr dh mi lfefr

# MECHANISMS FOR HEARING

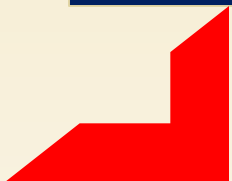
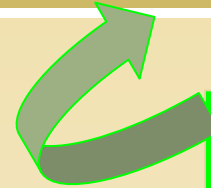
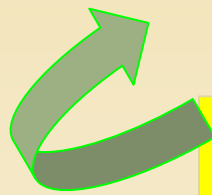
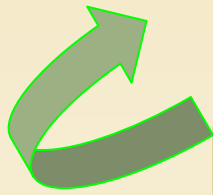
Nominated Officer

Second Appellate Authority

First Appellate Authority

Public Hearing Officer

**Public Authority**



2<sup>nd</sup> Administrative Reforms Commission also addressed this issue very emphatically.

In its 12<sup>th</sup> report entitled **‘Citizen Centric Administration –the Heart of Governance’** it was specially mentioned that *the basic principle of Grievance Redressal is that the citizen should be able to take recourse to a mechanism to have the grievance redressed. The mechanism should be well publicized, easy to use, prompt and above all, citizen must have faith that they will get justice from it.*

RAJASTHAN TRANSPARENCY  
IN PUBLIC PROCUREMENT  
ACT, 2012 & RULES, 2013

# Need for this Act

- Earlier procurement in Rajasthan was governed by administrative rules and procedures which only attracted departmental action in case of violation
- resulted in a situation where mechanism for dispute resolution became difficult and this denied any recourse in wake of complaints of unfair & arbitrary decisions

# OBJECTIVE

- maximizing economy and efficiency,
- promoting competition among suppliers and contractors
- providing a fair and equitable treatment,
- ensuring transparency and fairness in the procurement process and
- promoting the integrity of, and public confidence in, the procurement process



# Coverage & Extension

- Covers all procurement carried out by all public procuring entities such as State departments, public sector enterprises, Constitutional bodies
- 5 types of procurement methods are prescribed –
  - (1) open competitive bidding,
  - (2) limited bidding,
  - (3) single source procurement
  - (4) two stage bidding and
  - (5) electronic reverse auction

# State Portal/website

- Website portal <http://sppp.rajasthan.gov.in/> has been created to enable people to know about the activities of public procurement of goods, works and services
- It is single point to various State Government Deptts. / Organizations for posting matters relating to public procurement



RIGHT OF CITIZENS FOR TIME BOUND DELIVERY  
OF GOODS AND SERVICES AND REDRESSAL OF  
THEIR GRIEVANCES BILL, 2011

# Highlights

- Public authority is required to publish citizen's charter within 6 months
- Grievances are to be redressed within 30 working days
- Grievance may be related to (a) citizen charter (b) functioning of public authority (c) violation of law, policy or scheme
- Penalty upto Rs. 50,000/- may be levied upon the responsible officer

# Highlights (contd...)

- To establish central and state grievance redressal commissions
- Each commission would consist chief commissioner and upto 10 commissioners
- Suo moto mechanism of commissions



# FURTHER MARCH TOWARDS GOOD GOVERNANCE

# Governance

- Governance means
  - the process of decision making
  - and the process by which decisions are implemented (or not implemented),
  - by exercising political authority
  - and the use of institutional authorities to manage societies' problems and affairs.



# Governance - Good

- Good Governance is a nation-state in which its people lead peaceful, orderly, reasonable, prosperous and participatory lives.
- UN Economic & Social Council, World Bank and IMF envisaged some basic principles to be adopted by any democratic country for good governance --

# Characteristics of good governance

1. Accountability
2. Rule of Law
3. Transparency
4. Responsiveness
5. Participatory
6. Equitable and inclusive
7. Effective and efficient
8. Consensus oriented

# Administrative Reforms Commission

- Citizen centric administration
- Accountability
- Professionalism with stability of tenure
- Insulating civil servants from undue political interference
  
- **Promoting ethics in administration**

# Challenges in Good Governance

1. Corruption
2. Politicization of administration
3. Criminalization of politics
4. Weak democratic institutions
5. Absence of meritocracy
6. Want of independent and vibrant media
7. Attempts to ignore the rule of law
8. **Lack of commitment towards national values and administrative ethics**

# Concept of good governance in ancient India

- *Rajdharm* as code of conduct i.e. rule of law superior to the will of the ruler
- Kautilya's categorical pronouncement of the principles of good governance
- *NeetiSaar-Shukracharya, Anushashan Parva, Mahabharat, Tirukural* of Tiruvalluver etc

# *Daslakshan and DandVidhan of a Ruler*

*Dhrati Kshama Damah Astey,  
Shaucham Indriyanigraha,  
Dhihi vidya satyamkrodah,  
Rajasya daslakshanam !*

*Dandohi su mahattejo,  
Trikonaabhi vardhate,  
Kamatma vishamah kshubdho,  
Dand nev nihanyate !*

# Efforts : Central Govt. Level to Dist. Level

- Administrative Reforms commission..34 com.
- Citizens' Charter.. “**Sevottam**”
- Some Acts and Statutes..
  - ..... RTI, RTE, Guaranteed Service Delivery, TPPA, etc
- E- Governance... service delivery booths,E-Sugam,
- Mechanism at Distt Adm level and at the level of line departments for **Grievance Redressal**

# Public grievance redressal

**Grievance** is a wrong or hardship suffered, whether real or supposed, which forms legitimate grounds of complaint.



# Need for Public Grievance Redressal

- India is a welfare state.
- The spirit of our Preamble is – “We, the people of India, ..... give to ourselves this Constitution.”
- There are Constitutional Obligations in this regard.

# Need (Contd..)

- Article 21 of the Constitution of India provides that *no person shall be deprived of his life or personal liberty except according to procedure established by law.*

# Guiding Light from our history

- Our scriptures are based on the concept of “*Praja Sukhe, Sukham Ragyam*”
- Vikramaditya, Ashok, and Krishna Deva Rai continued this legacy in word & spirit
- Gandhian Charisma – Mahatma Gandhi advocated very strongly for such right to be vested in common man

# Efforts at Central Level



# Efforts at Central Level

- Administrative Reforms Commission was set up by the Government of India in 1966. Apart from other matters, it also opined on Public Grievance Redressal System –
- *“An institution for redress of grievances must be provided within the democratic system of government. It has to be an institution in which the average citizen will have faith and confidence and through which he will be able to secure quick and inexpensive justice”.*

# Efforts at Central Level (Contd..)

- 2<sup>nd</sup> Administrative Reforms Commission also addressed this issue very emphatically.
- In its 12<sup>th</sup> report entitled '**Citizen Centric Administration –the Heart of Governance**' it was specially mentioned that *the basic principle of Grievance Redressal is that the citizen should be able to take recourse to a mechanism to have the grievance redressed. The mechanism should be well publicized, easy to use, prompt and above all, citizen must have faith that they will get justice from it.*

# Efforts at Central Level (Contd..)

## □ SEVOTTAM –

- Latest mechanism evolved as a framework for bringing excellence in public service through –
  1. Citizen's Charters
  2. Public Grievance Redressal-Holistic view
  3. Capacity Building and Service Delivery Capability

# Efforts at Central Level (Contd..)

- Lokpal & Lokayukta
  
- Central Vigilance Commission
  
- New Acts about to come in force:
  1. Grievance Redress / Citizen's Charter Bill, 2011
  2. Public Procurement Bill, 2012
  3. Whistleblower Protection Bill, 2011
  4. Judicial Accountability Bill, 2010
  5. Prevention of Foreign Bribery Bill, 2010



# State of Rajasthan: Step Ahead



# State of Rajasthan: Step Ahead

- Rajasthan Guaranteed Delivery of Public Services Act, 2011
- Rajasthan Right to Hearing Act, 2012
- Rajasthan Transparency in Public Procurement Act, 2012

# State of Rajasthan (Contd..)

- *Jan Sunvayi* system
- Directorate for Public Services to monitor the actions taken under the Acts
- Monitoring of news published in newspapers
- Sugam Portal [ now sampark portal]

# SAMPARK..

- Rajasthan Sampark  
(An Integrated Grievance Management System)

# lqxe

## ,dhd`r f'kdk;r fuokj.k iz.kkyh

- **cgqLrjh; iz.kkyh**  
& jkT; Lrj ij IHkh foHkkxk/;{k  
& ftyk dysDVj ,oa vU; ftyk vf/kdkjh  
& rglhynkj] SDM ,oa vU; vf/kdkjh
- **f'kdk;rksa dk vkWuykbu izs"k.k**
- **izR;sd Lrj ij lly o izHkkoh ekWfuVfjax**

# lqxe

## ,dhd`r f`kdk;r fuokj.k iz.kkyh

- bUVjusV ij vk/kkfjr vkWuykbZu f`kdk;r fuokj.k iz.kkyh
- izR;sd foHkkx ds fy;s ykWx bu lqfo/kk jkT;] ftyk vkSj rglhy Lrj rd
- iksVZy ij iathd`r izR;sd f`kdk;r gsrq jftLVs<sup>a</sup>'ku dzekad
- lfpoky; esa lqxe dkWy lsUVj dh Lfkkiuk
- tu vfHk;ksx fujkd.k foHkkx] jktLFkku ljdkj bl iz.kkyh ds gsrq

UkksMy

foHkkx

- DARPG Hkkjr ljdkj dh f`kdk;r fuokj.k iz.kkyh CPGRAMS ds

lkFk

dhdi k

# lqxe

## ,dhd`r f`kdk;r fuokj.k iz.kkyh

Ukkxfjdksa ds fy;s fofHkUu ek;/eksa ls f`kdk;r ntZ djus dh lqfo/kk :

- oSc iksVZy : <http://sugamrpg.raj.nic.in>
- Qksu : 0141-2227549 (**lqxe dkWy lsaVj**)
- bZ&esy : [sugamrpg@nic.in](mailto:sugamrpg@nic.in)
- i= : lqxe dsUnz] lfpoky;] t;iqj
- O;fDrxr : lqxe dkWy lsaVj ls vFkok jkT; ljdkj ds fdlh Hkh dk;kZy; ls

# lqxe

ukxfjd

lqxe dkWy



f'kdk;r

tokc

f'kdk;r

lqxe f'kdk;r  
fuokj.k iksVZy



f'kdk;r

lacf/kr foHkkxk/;{k /  
ftyk dysDVj

स्थिति अद्यतन

tokc

f'kdk;r

v/khuLFk dk;kZy;

,dhd`r f'kdk;r fuokj.k izfdz;k



# lqxe

Ukkxfjdxs, dhd`r f'kdk;r fuokj.k iz.kkyh

ykhk

- izR;sd f'kdk;r ds fy, vyx iathdj.k dzekad
- f'kdk;r izLrqr djus ij dEl;wVj }kjk izkflr jlhn
- ,d ls vf/kd fo"k;ksa ls lacaf/kr f'kdk;r ntZ djus dk izko/kku
- fgUnh o vaxzsth nksuksa Hkk"kkvksa esa f'kdk;r dh lqfo/kk
- f'kdk;rdrkZ }kjk vkWuykbZu ekWfuVfjax
- 24×7 vk/kkj ij fdz;k'khy ikssVZy
- vkWuykbZu iguZLoi k

**Single Point Grievance Redressal Portal**  
**SUGAM**  
**Government of Rajasthan**  
**Department of Administrative Reforms**

**Acknowledgement Receipt**

दिनांक : 01/10/2010

प्रेषित,

श्री राम मीणा

श्री राम मीणा संयोजक श्री ग्रामोदेय जन जागृति मिशन राज । जय किशन कॅोलोनी टोंक फाटक जयपुर

विषय : पीने का पानी

महोदय / महोदया

निर्देशानुसार लेख है कि आपकी शिकायत पत्र नं 2174 द्वारा दिनांक 28/09/2010 को इस कार्यालय को प्राप्त हो गयी है ।

आपके अभ्यावेदन पर विचार व परिक्षण कर उचित स्तर से कार्यवाही प्रक्रियाधीन है । सम्बन्धित विभाग से सूचना प्राप्त की जा रही है । परिवेदना की कार्यवाही में कम से कम 15 दिन का समय लगेगा ।

आपके अभ्यावेदन पंजीयन क्रमांक 2010SARPG434 पर पंजीबद्ध है । भविष्य में पत्र व्यवहार में पंजीयन क्रमांक का उल्लेख अवश्य करे ।

**Dy. Secretary**  
**Administrative Reforms**

# lqxe

## ,dhd`r f'kdk;r fuokj.k iz.kkyh

### lidkj dks ykHk

- IHkh foHkkxksa ds fy;s ekWfuVfjax MsLd
- fdlh Hkh foHkkx ds fy;s ntZ djkbZ xbZ f'kdk;r lacaf/kr ftyk/kh'k dk;kZy; }kjk ekWfuVfjax dh lqfo/kk
- dysDV<sup>a</sup>V esa ntZ dh xbZ f'kdk;r dks lacaf/kr foHkkx }kjk Hkh ekWfuVfjax dh lqfo/kk
- izR;sd foHkkx ds fy, f'kdk;rksa dk oxhZdj.k
- f'kdk;r fuokj.k gsrq vusd vf/kdkfj;ksa dks vxzs" k.k dh lqfo/kk
- lek/kku esa foyEc ds fy, fo'ys" k.k dh lqfo/kk
- izklr f'kdk;r i=ksa dks Ldsu dj bysDV<sup>a</sup>kWfud :i ls layXu djus dk izko/kku
- nksgjh f'kdk;rksa ds fy;s pSd
- futrki k luyh



# सुगम<sup>RPG</sup>

एकीकृत शिकायत निवारण पोर्टल  
राजस्थान सरकार

# SUGAM<sup>RPG</sup>

Single point grievance redressal portal  
Government of Rajasthan



Developed by:



ver 4.1

SA (Admin)

Monitoring Desk

Active Users : 48

Time Remaining - 20 Minutes

Master

Grievance

Report

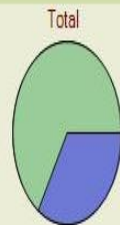
State

Search

Logout

### Grievances at a Glance

#### State at a Glance



Total Receipt : 88337

Pending : 29867 (34%)

Disposal : 58470 (66%)



Total Receipt in Year 2012 : 48453

Pending in Year 2012 : 20962 (43%)

Disposal in Year 2012 : 27491 (57%)



Total Receipt in Jun 2012 : 3695

Pending in Jun 2012 : 3182 (86%)

Disposal in Jun 2012 : 513 (14%)

Grievances for MONITORING ONLY by this office

Best Performing Districts

Best Performing Departments

Age wise Analysis

Notice Board

No of visitors : 3 8 7 5 2 3

# lqxe & ,dhd`r f'kdk;r fuokj.k iz.kkyh

f'kdk;r dk fuLrkj.k

Public Grievance - Windows Internet Explorer

http://sugamrpg.raj.nic.in/Admin/complaint/ComplaintDetails.aspx?RegNo=8388-8586-8788-8990-9227-9430-9

File Edit View Favorites Tools Help

pdfMachine

Favorites Suggested Sites Free Hotmail

Public Grievance

Page Safety Tools

शिकायत किस क्षेत्र से सम्बन्धित है	राजसमन्द, राजसमन्द
शिकायत का पता	निवासी केरोट तहसील राजसमन्द
पत्र संख्या & तारीख	
पत्र का स्रोत	सामान्य
शिकायत का पूर्ण विवरण	प्रार्थिया विधवा होकर अपने छोटे छोटे बच्चों के साथ ससुराल में अकेली निवास कर रही है जहां इनके जेठ जेठानी द्वारा शराब पीकर नशे में गाली गलौच एवं मारपीट कर आये दिन परेशान किया जाता है अत विपक्षियों के खिलाफ उचित कार्यवाही कर सुरक्षा प्रदान करने के संबंध में
क्या निदान चाहिए	जेठ जेठानी को पाबन्द करा सुरक्षा प्रदान करने के संबंध में
शिकायत की तारीख व अधिकारी जिनसे पहले सम्पर्क किया	--
पुर्नस्मरण दिनांक	--
घटना जिससे शिकायत सम्बन्धित है	--

Back

Sr. No.	From	To	Action	Action Date	Remarks
1	Collectorate, Collector, Rajsamand	SP Office, Supdt of Police, Rajsamand	Forwarded	25/04/2011	रिपोर्ट आर्नेलाईन पेश करे
2	SP Office, Supdt of Police, Rajsamand	Collectorate, Collector, Rajsamand	Replied (Can be Disposed)	05/05/2011	परिवादिया की रिपोर्ट पर विपक्षियों को धारा 151 जा0फौ 0 मे गिरफ्तार कर उप खण्ड मजिस्टेट राजसमंद के समक्ष पेश कर पाबन्द कराया गया है । वर्तमान मे पूर्ण शान्ति है ।
3	Collectorate, Collector, Rajsamand	-	Disposed	05/05/2011	Redressed (ज़िला पुलिस अधिक्षक राजसमन्द से प्राप्त रिपोर्ट अनुसार परिवादिया की रिपोर्ट पर विपक्षियों को धारा 151 जा0फौ 0 मे गिरफ्तार कर उप खण्ड मजिस्टेट राजसमंद के समक्ष पेश कर पाबन्द कराया गया है । वर्तमान मे पूर्ण...

# lqxe

,dhd`r f'kdk;r fuokj.k iz.kkyh

laLFkk,a & ftuls lacaf/kr f'kdk;r iksVZy ij dh tk ldrh gSA

- leLr jktdh; foHkkx
- leLr cksMZ
- Lok;Rr'kklh laLFkku
- fo |qr dEifu;ka
- uxjh; fodkl izkf/kdj.k
- vkoklu e.My
- uxj fuxe
- leLr ftyk/kh'k dk;kZy;
- leLr rglhy dk;kZy;
- leLr iqfyl v/kh{k

# lqxe

,dhd`r f'kdk;r fuokj.k iz.kkyh

f'kdk;rksa dk oxhZdj.k

- **laln**
- **jkT;iky lfpoky;**
- **eq[;ea=h dk;kZy;**
- **ukxfjdksa ls lh/ks**
- **eq[;ea=h & tu lquokbZ**
- **fo/kkulHkk**
- **fofHkUu vk;ksx tSls ekuo vf/kdkj vk;ksx**
- **Hkkjr ljdkj ds fofHkUu foHkkxksa ls izklr**
- **vU;**



# lqxe & ,dhd`r f'kdk;r fuokj.k iz.kkyh

'kklu lfpoky; fLFkr lqxe dkWy lsUVj





lqxe & ,dhd`r f'kdk;r fuokj.k iz.kkyh

'kklu lfpoky; fLFkr lqxe dkWy lsUVj



प्रजा सुखेः सुखम् राज्यम्, प्रजानाम् च हिते हितम्।  
न आत्म प्रियं सुखम् राज्यम्, प्रजानाम् च हिते  
सुखम् ॥

*(Praja sukhe sukham rajyam, Prajanaam cha hite hitam; Na atm priyam sukham ragyam, Prajanaam cha hote sukham)*

....Has always been the crux of citizen centric administration.

THANKS