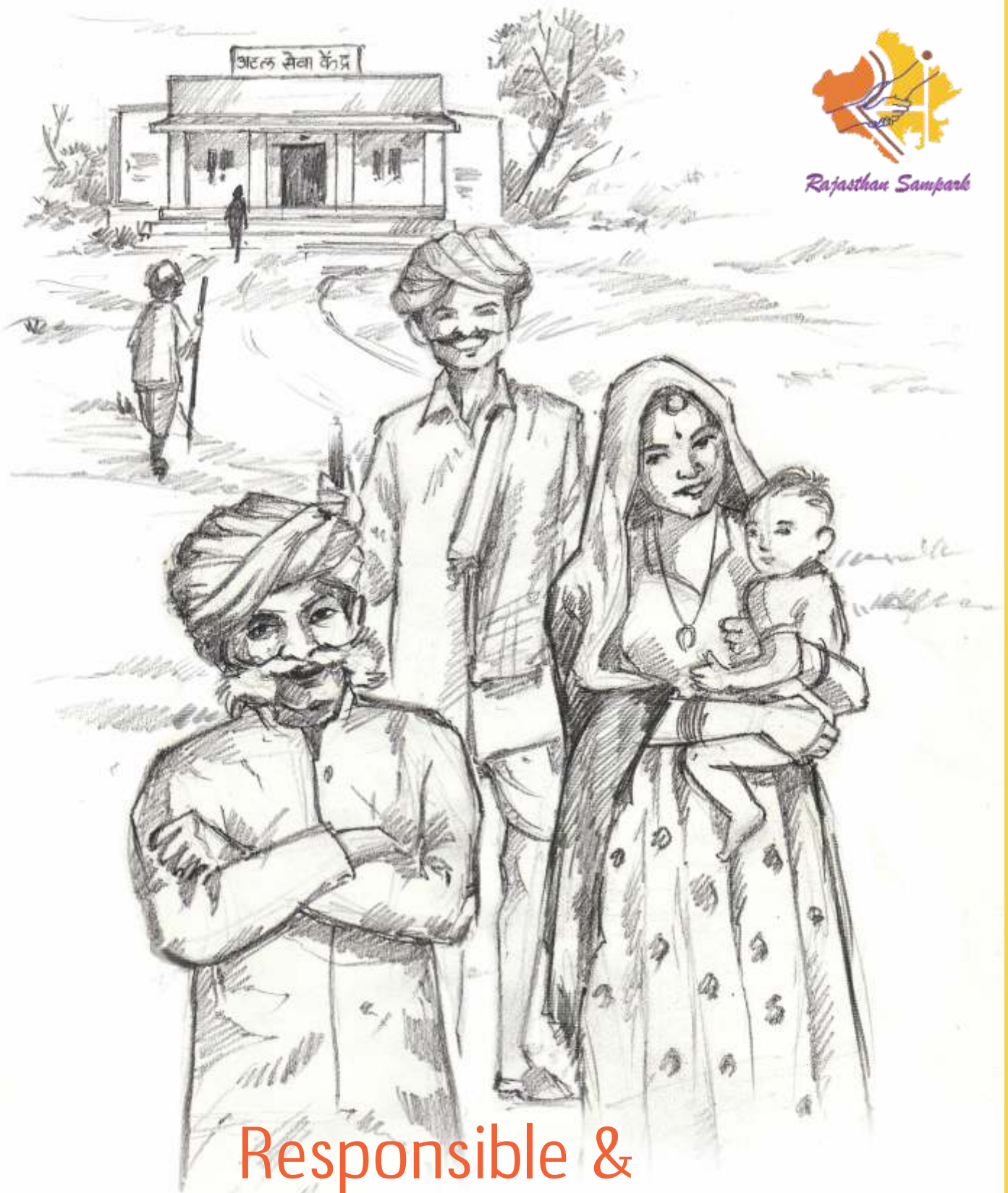अटल सेवा केंद्र

Rajasthan Sampark

Responsible &
Accountable Governance

Rajasthan Sampark

Rajasthan Sampark is an innovative e-Governance project developed by the Department of Information Technology & Communication, Government of Rajasthan, to empower the residents of the state by providing transparent and accountable means of grievance redressal.

It is a centralised platform comprising a call centre, a web portal, Jan Sampark centres with video conferencing facility, etc. to provide:
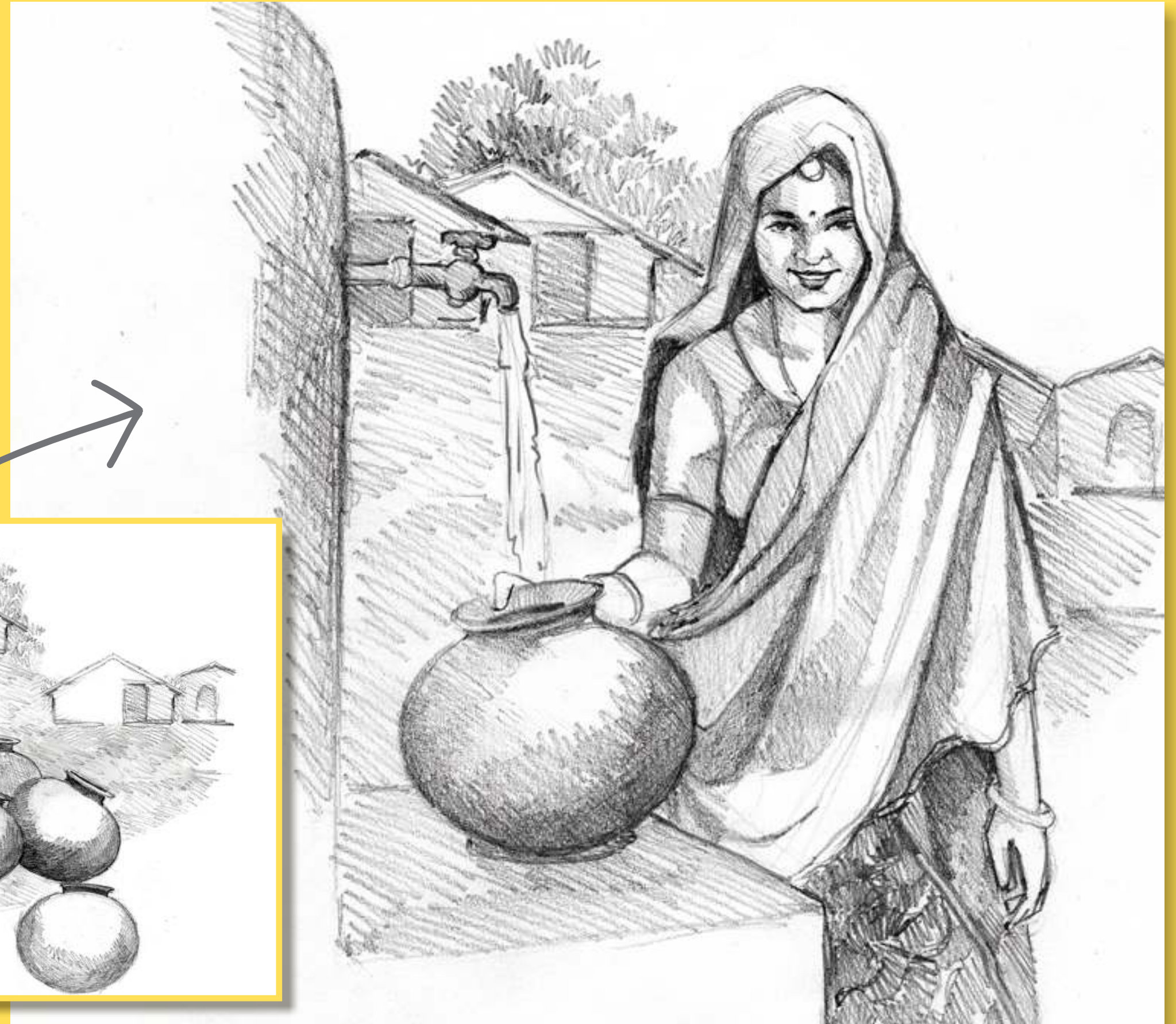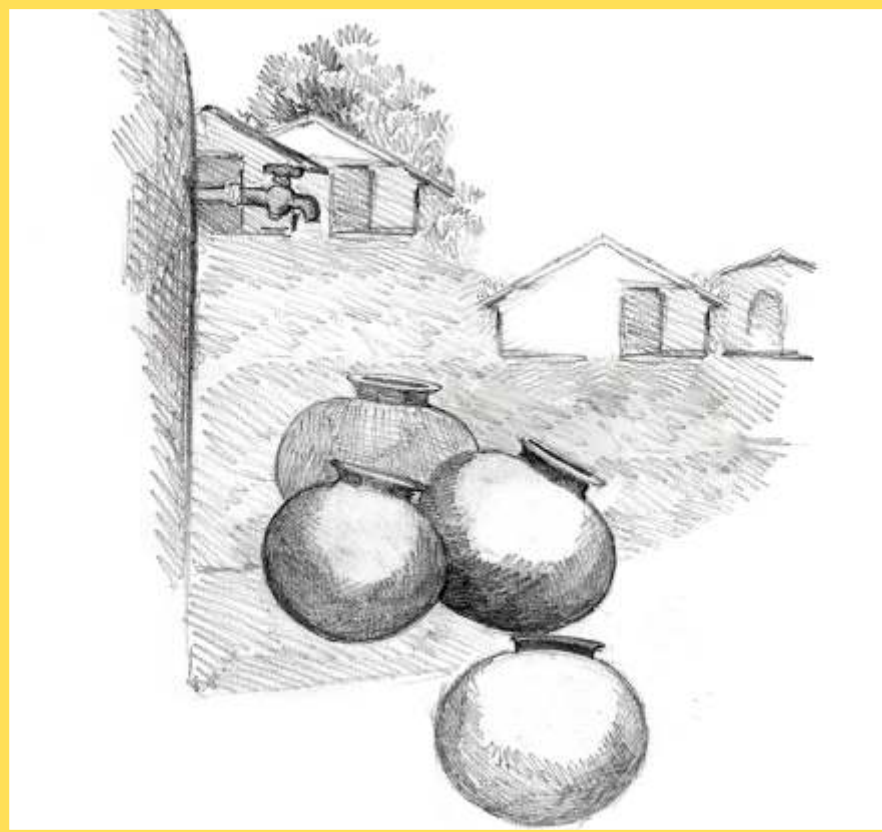
- multiple avenues to the residents for registering and tracking the status of their grievances
- an automated workflow to State functionaries for processing the grievance till redressed, and for efficient monitoring

Rajasthan Sampark has been made operational across the State from June 2014 covering all government departments, autonomous organisations, institutes & academic institutions.

Dabur village in the Sawai Madhopur district of Rajasthan was facing difficulty owing to water deprivation. The motor pump supplying water to the village was not functional for 8 days, affecting over 100 families in three hamlets.

A written grievance was sent by Ali Mohammed, a resident of the village, to the local officer at the Public Health Engineering Department (PHED) who lodged it into the Rajasthan Sampark web portal.

The Superintending Engineer, on receiving the grievance through the portal, allocated it to the Executive Engineer who took the required action. The water motor pump was repaired providing relief to Ali and his fellow villagers over 3 hamlets.

Objective

Rajasthan Sampark enables the common man for getting their grievances resolved. The prime objectives of this integrated portal are:

- Provide user friendly, transparent, accountable, effective, efficient and automated grievance lodging and redressal mechanism to residents and government functionaries.

- Provide government officers with real-time information thereby enabling monitoring of grievances and appropriate decision-making.

- Reduction in manual file processing at every level in the government.

- Faster and real-time inter-department data sharing thereby enhancing the overall efficiency of grievance redressal process.

- Empowering residents by providing up-to-date status of the grievance.

- Achieving important aspects of good governance viz. robust delivery, transparency, responsiveness, sensitivity and responsibility towards residents.

> Rajasthan Sampark provides real time information thereby enabling effective monitoring of grievances & appropriate decision-making
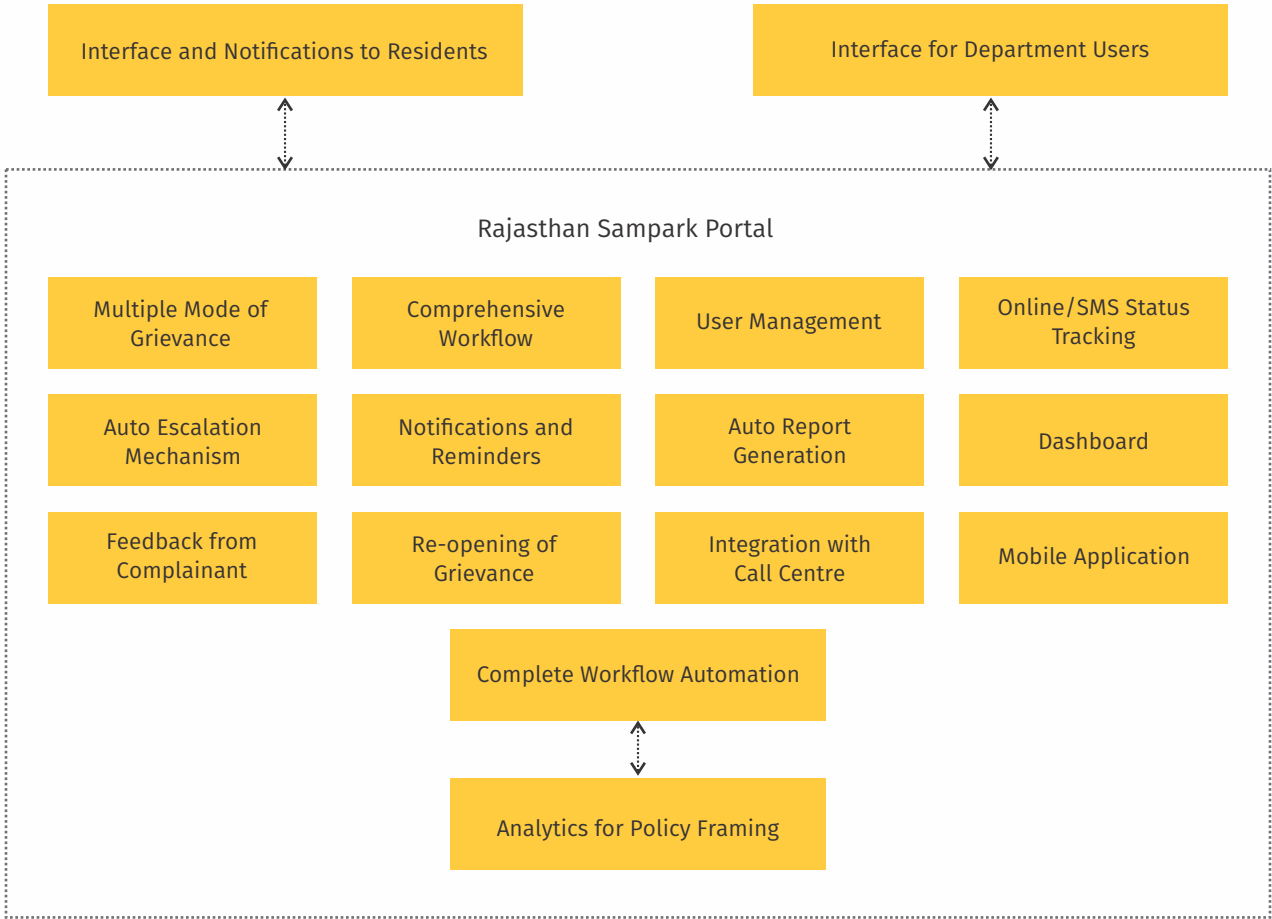
Need for Rajasthan Sampark

- The traditional system necessitates the individual to meet the concerned officer and submit the request on paper. This process not only takes longer period to resolve problems & issues but also involves substantial efforts in terms of time, physical presence and thus loss of wages/money. Rajasthan Sampark was initiated to reduce the time spent by the resident as well as the officer.

- No defined escalation matrix for disposal existed earlier and this resulted in undue pendency. The

> Rajasthan Sampark provides pre-defined time limits based on the nature of the grievance
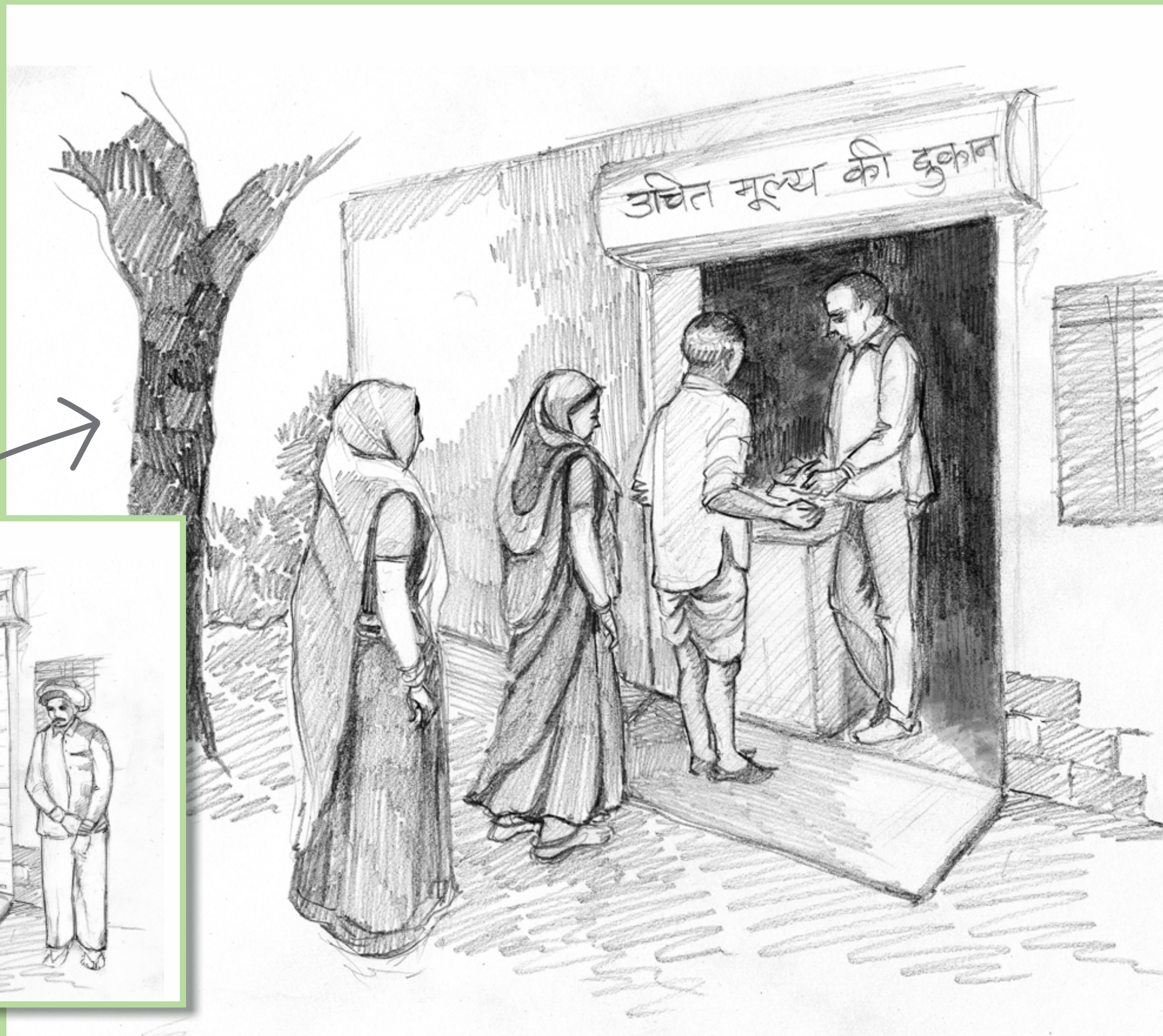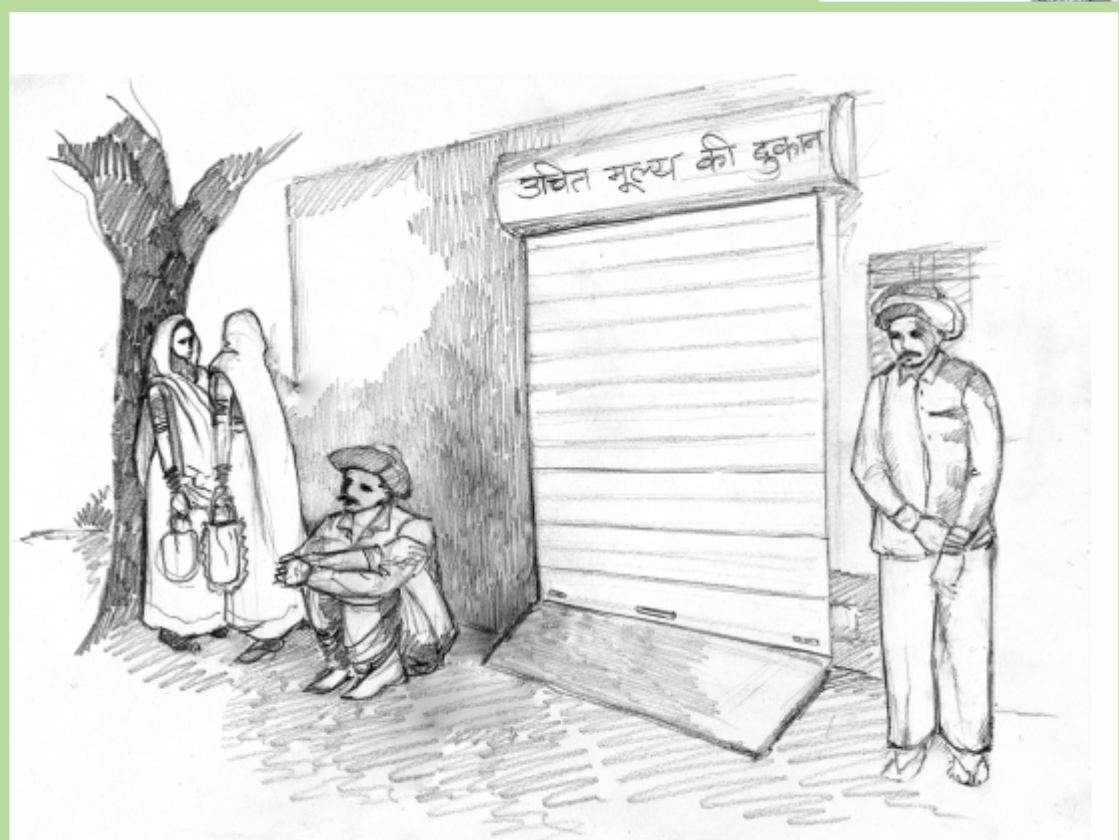
web-based system now includes comprehensive delegation mechanism containing the complete hierarchy of all State Government officials. It also has an in-built work-flow system for the departmental users so that the grievances could flow from one departmental user to the other.

- Documentation related to a grievance is taken care of by this web portal preventing the documents to get misplaced.

Interface and Notifications to Residents

Interface for Department Users

Rajasthan Sampark Portal

Multiple Mode of Grievance	Comprehensive Workflow	User Management	Online/SMS Status Tracking
Auto Escalation Mechanism	Notifications and Reminders	Auto Report Generation	Dashboard
Feedback from Complainant	Re-opening of Grievance	Integration with Call Centre	Mobile Application

Complete Workflow Automation

Analytics for Policy Framing

Dalip Kumar and his fellow villagers registered a complaint against the FPS dealer in their village, Motisar through Rajasthan Sampark kiosk at the District Collector's office in Churu. They were not getting ration as the fair price shop owner was not opening the shop on time.

On receiving the grievance through the web portal, the District Collector allocated it to the District Supply Officer. The grievance was resolved within 8 days. New FPS dealer was appointed hence bringing relief to people.

Stakeholders

Stakeholders of Rajasthan Sampark are:

- Residents of the State/Visitors
- Government Officials
- Administrative Reforms Department (owner department)
- Department of Information Technology & Communication/RISL

Key benefits of Rajasthan Sampark

For Residents

- Multiple channels for registering grievances
- Status tracking facility available throughout the cycle of grievance redressal process
- Up-to-date status delivered through SMS to residents
- Defined time-line/service levels ensure quick turnaround time for issue resolution
- Option of providing feedback and escalation & re-opening of cases in case of unsatisfactory resolution
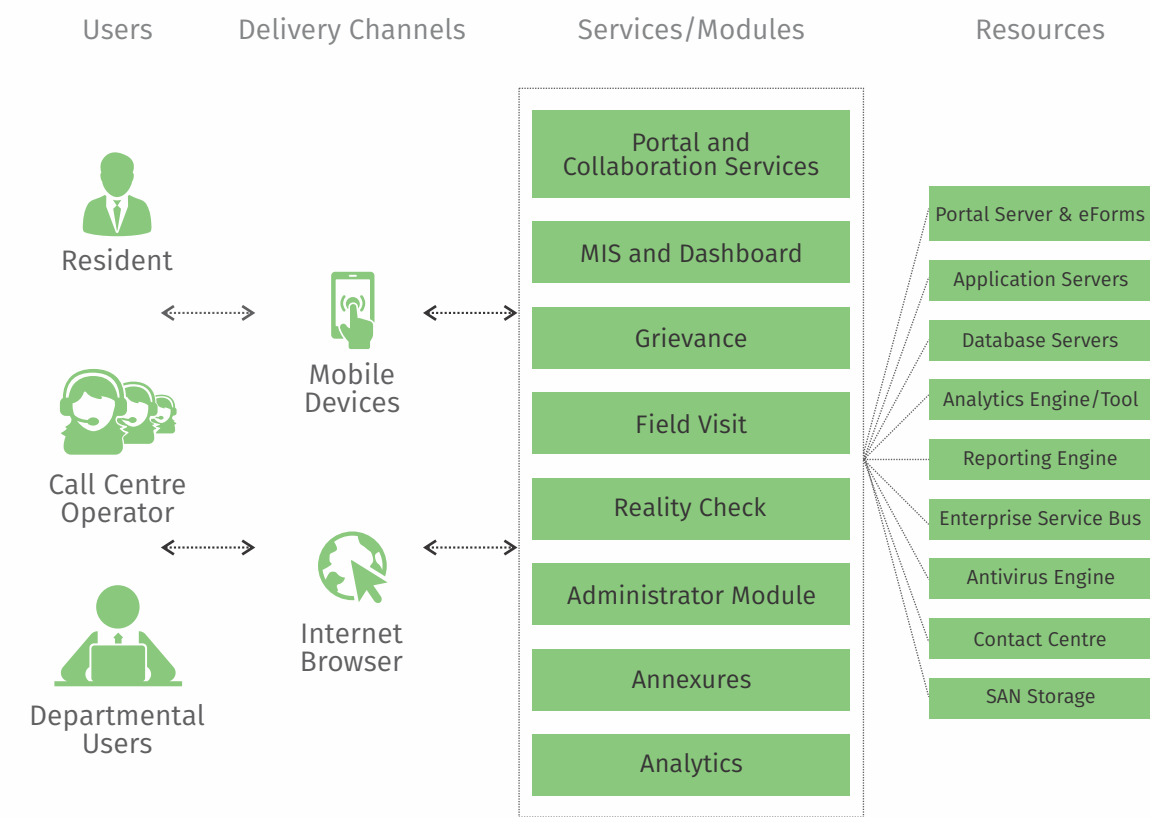
For Department Officials

- Reduced footfall in government offices
- Standardisation of grievance redressal process
- Easier and more effective mechanism for delegation and disposal of grievances
- Availability of dashboard to view the status of grievances received, monitoring, escalation, etc. and prioritisation of grievances
- Automatic update of status, based on the action taken by respective department officers
- Facility of verification on redressal of grievance

For Senior Government Officials

- Provision of dashboard for proper monitoring of grievance
- Easier means of communication for various notices, travel updates, etc.
- Provision for monitoring of visits during Jansunwai (public hearing)
- Generation of customised reports based on the requirement of stakeholders
- Real-time information through MIS

Functional Architecture

Users   Delivery Channels   Services/Modules   Resources

Resident

Call Centre Operator

Departmental Users

Mobile Devices

Internet Browser

Portal and Collaboration Services

MIS and Dashboard

Grievance

Field Visit

Reality Check

Administrator Module

Annexures

Analytics

Portal Server & eForms

Application Servers

Database Servers

Analytics Engine/Tool

Reporting Engine

Enterprise Service Bus

Antivirus Engine

Contact Centre

SAN Storage

The Process – how it works

The overall process of grievance redressal through Rajasthan Sampark is divided into five stages:

- Registration
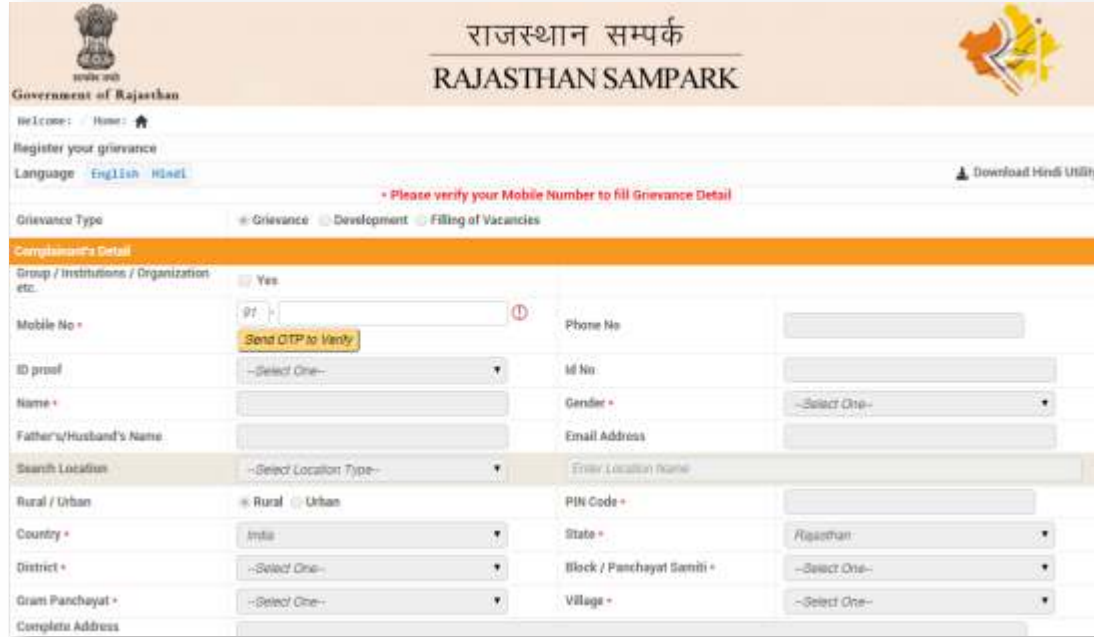- Moderation
- Allocation
- Disposal
- Verification

Web Portal

Grievance Entry Form

Departmental User Dashboard

Registration

The resident can use any of the following Points of Service to register the grievance with the State Government:

- Rajasthan Sampark Mobile App
- Web Portal
- eMitra Kiosks
- IT centres at various offices
- Call Centre (with SMS and toll-free number facility)

Upon registration, the resident receives a Grievance ID that can be used in future to track the grievance, re-open it, give feedback, etc.

Features of Registration module:

- Grievance registration and acknowledgment
- Previous record identification
- Automatic distribution, prioritisation and segregation

Moderation

After initiation, it is important to scrutinise details on the submitted form in order to process it further by the concerned department. As a result of scrutiny of the form, the HoDs and nodal officers as per their jurisdiction can amend certain areas related to office use if required.

Based on the relief sought by the resident, the moderator assigns a moderation category and sets a priority accordingly.

Features of Moderation module:

- Grievance qualification
- Re-qualification, e.g. grievance initially qualified for incorrect department re-directed to the correct department
- Previous record identification

- Prioritisation and segregation
- Initialising redressal process

Once a grievance is moderated, it cannot be altered at later stages.

Allocation

This function allows the Moderator to delegate a grievance to the concerned department for redressal. Only senior government officials, Administrative Reforms Department and District Collectors are allowed to allocate grievance to other department officers under their jurisdiction.

Features of Allocation module:

- Separate inbox section to demarcate pending grievance on which action needs to be taken
- Online delegation of grievance from one departmental user to another
- Notification of delegation by SMS/email
- Re-routing/re-qualification/escalation by delegated person and intimation to complainant

De-duplication is a process of merging similar grievances as parent and child. Action taken on parent grievance will also be reflected in the action history of child grievance. During allocation, grievances can also be de-duplicated if grievances are in the account of the concerned officer.

Disposal

Based on the nature of relief sought by the complainant, final disposal is categorised as 'Relief' or 'Reject'. In case final disposal is not provided, the grievance is put under 'Abeyance' or 'Partial Action Category' based on the merit of the case. These grievances are not considered under final disposal category and are marked as 'Pending for Final Disposal' in the inbox of the concerned officers.
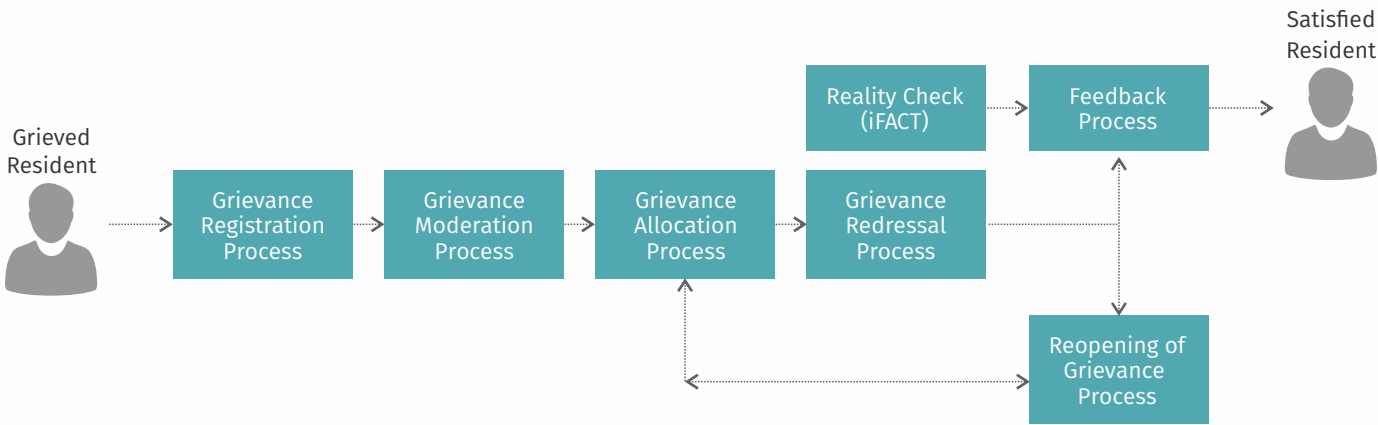
Features of Disposal module:

- Status update and intimation to complainant on disposal
- Status update to subscribed stakeholder on disposal through SMS/outbound call using TTS/telephone call
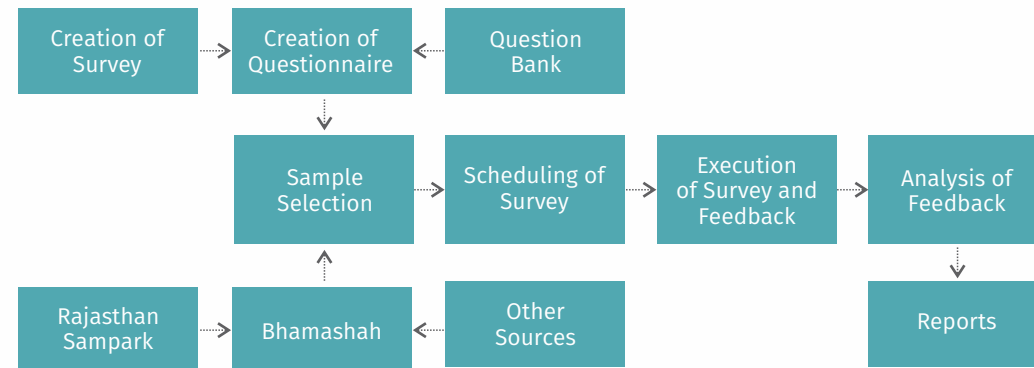
Verification

Verification is the process to ensure the quality of disposal and also check if proper relief has been

The portal is equipped with auto-escalation mechanism wherein the grievance is escalated to the next higher official of the assignee after stipulated time is lapsed

Rajasthan Sampark – Grievance Redressal Mechanism

Reality Check (iFACT)

```
Creation of       →   Creation of      ←   Question
Survey                Questionnaire        Bank
                          ↓
                      Sample          →   Scheduling of   →   Execution      →   Analysis of
                      Selection           Survey              of Survey and      Feedback
                          ↑                                   Feedback
                                                                                     ↓
Rajasthan         →   Bhamashah       ←   Other                                 Reports
Sampark                                   Sources
```

Feedback

Feedback mechanism is one of the most important functions of Rajasthan Sampark. Once a grievance is disposed, the portal provides a mechanism for taking feedback from the complainant against each grievance.

In case the resident is unsatisfied with the relief and opts to reopen the grievance, a request for re-opening of grievances is sent to the inbox of the disposing authority. The concerned officers have the option to accept or reject the re-opening request.

In case the resident is not satisfied with the relief received one can request for re-opening of their complaint through various interfaces
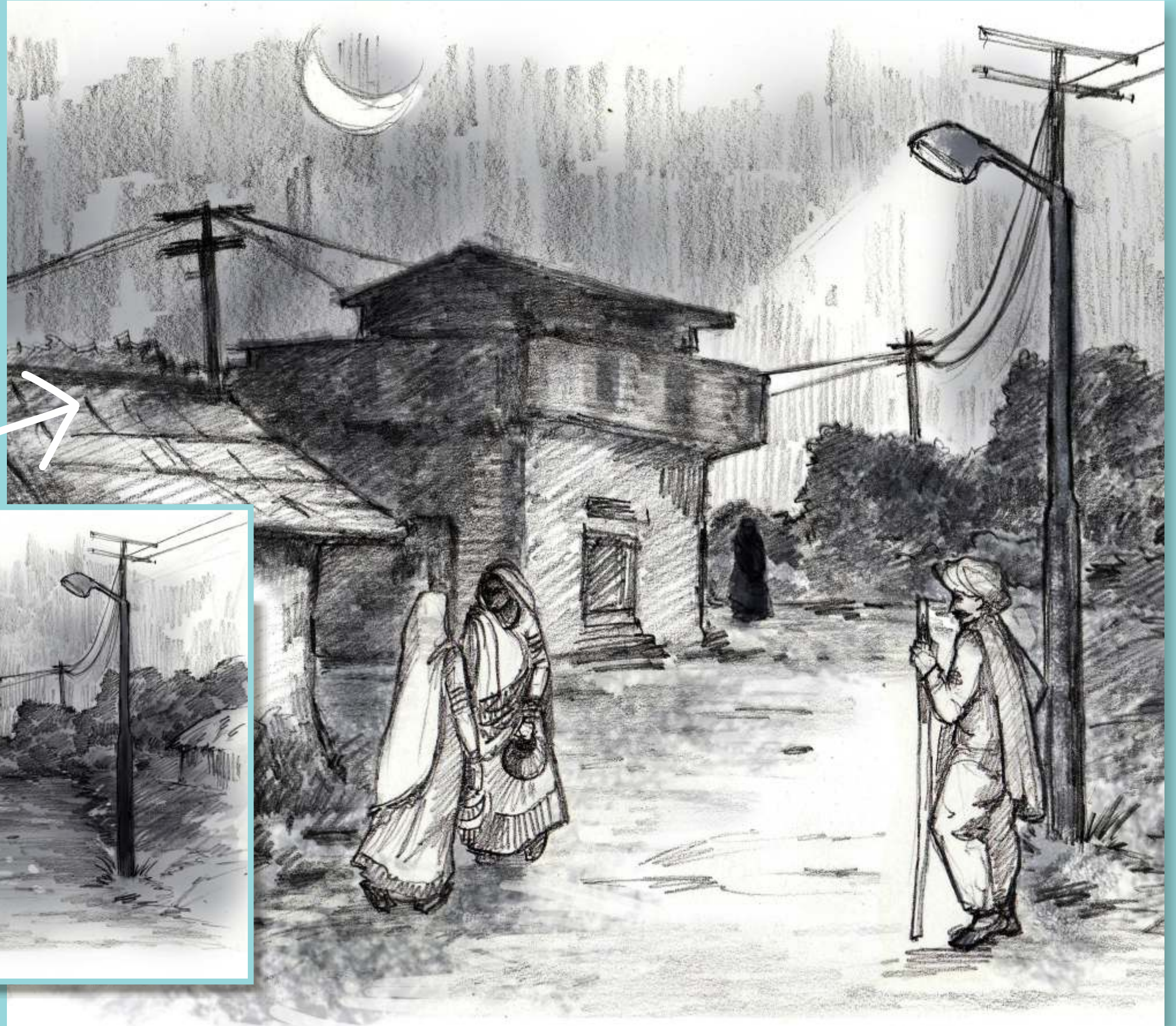

Hon'ble CM during Jansunwai (Public Hearing)

A street light opposite Ramniwas Rajpurohit's home in Pipar City in Jodhpur District was non functional for a month causing a lot of inconvenience. He filed a complaint on the Rajasthan Sampark web portal.

The light was repaired within a day bringing relief to Ramniwas and the entire neighbourhood.

Jansunwai: Monthly Calendar

First Thursday
of every month

Chairman: Sub Divisional Officer at Panchayat Samiti/block level

Participants and Members: Member of Legislative Assembly, Deputy Superintendent of Police, Block Development Officer, Panchayat Samiti and other Sub-Divisional Officers

All kind of complaints are registered and processed for redressal.
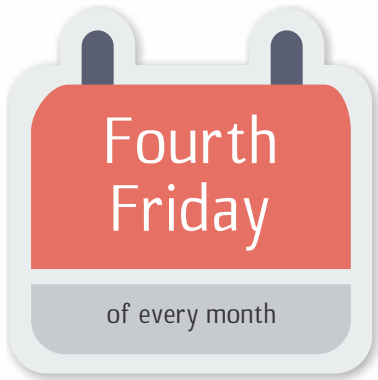
Second Thursday
of every month

Chairman: District Collector

Participants and Members: Superintendent of Police, District Level Officers, Member of Legislative Assembly of district, Zila Pramukh (sub-divisional officers can also attend through video conferencing)

All kind of complaints are registered and processed for redressal. Through the Jansunwai, a few special cases mentioned below are also addressed:

- Cases pending on portal for a long period of time or cases in which complainant is not satisfied
- Complaints against Government officials, where coordination of more than one department is required
- Cases pertaining to women and SC/ST atrocities

Fourth Friday
of every month

Member of Legislative Assembly and Sub Divisional Officer at gram panchayat/cluster level (set of 8 to 10 gram panchayats). This Jansunwai is held at Atal Seva Kendra at the gram panchayat.

Participants and Members: Block Development officer, Adopter of the concerned gram panchayat, other Sub Divisional Officers/employees, Sarpanch and Panchayat Samiti employees. Pradhan and Zila Pramukh can also participate.

All kind of complaints are registered and processed for redressal.
All officers and adopters reach at scheduled cluster
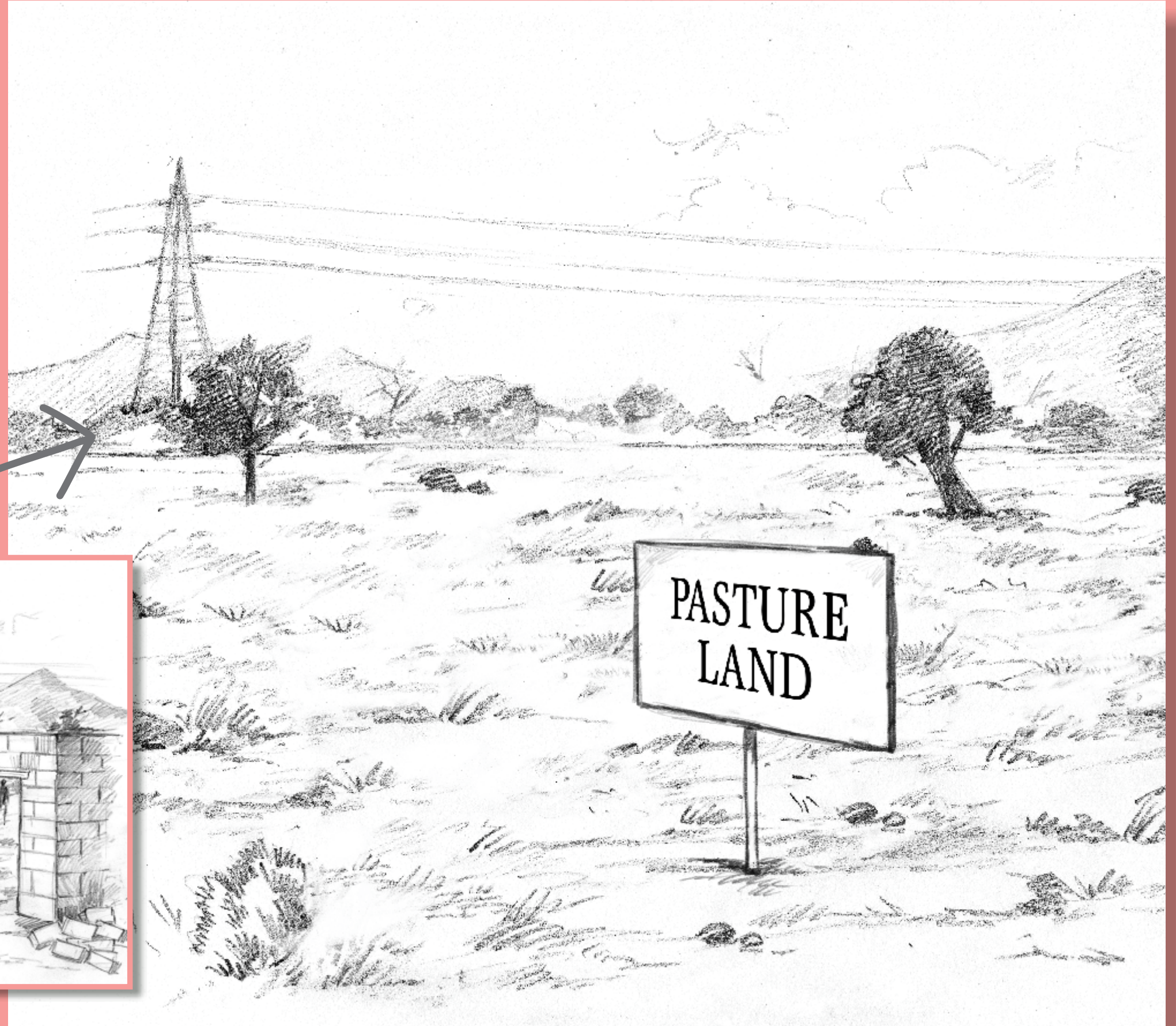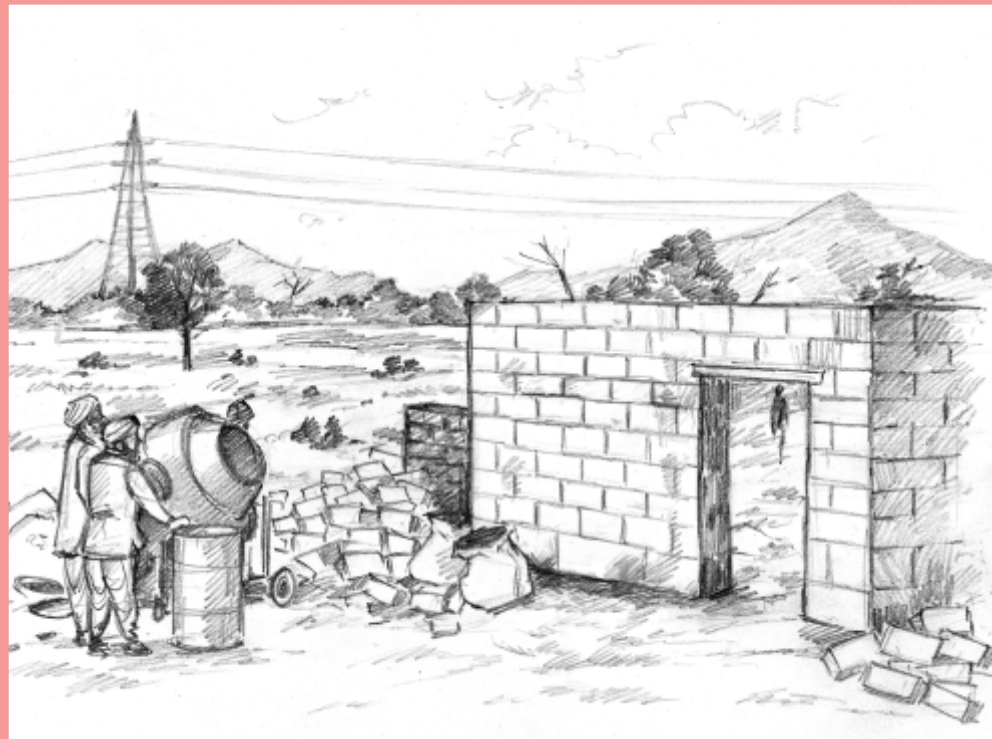An assembly area is divided into a total of four clusters. Their names are:
- Panchayat Cluster 1 to 4. These clusters are visited one by one every month.
- Complainant can register her/his complaint in any gram panchayat under the cluster

Monitoring & Tracking

Progress of all the complaints received on the platform are visible along with status to both complainants and officers alike. This enables any of the stakeholder to trigger further action.

Sushil Arora, a resident of Sri Ganganagar in Rajasthan filed a complaint against land encroachment on Government land through Jansunwai. The complaint stated that local contractors had started illegal construction on a piece of Government land with connivance from some officials that was allocated for constructing a dispensary.

The complaint was lodged on the platform during Jansunwai. The complaint was then allocated to the District Collector of Sri Ganganagar who resolved the issue by removing the illegal construction on the land within two weeks with the help of local police.

Rajasthan Accountability Assurance System (RAAS)

Accountability is one of the fundamental principles of Good Governance. It ensures the performance of public officials to their full potential, which instills confidence in the government and guarantees responsiveness towards the community they are meant to be benefitting.

The Government of Rajasthan has implemented a unique system – the Rajasthan Accountability Assurance System (RAAS) – to ensure implementation of true good governance in the State. To ensure that the Government officials get connected to the residents at all times, biometric,

GPS, geotagging and connectivity enabled monitoring systems are being implemented to ensure monitoring and delivery at every tier of the government architecture.

The RAAS platform acts as a single, unified, centralised and integrated platform for all GPS and biometric related activities in the State. This is applicable to all government departments, companies, corporations, autonomous bodies, local bodies and PSUs under the aegis of the Government.

RajCOMP Info Services Limited (RISL) is the designated agency for implementation of RAAS.

Key Features

- Integrated GPS Tracking Platform compliant to every type of GPS device and real time analytics and reporting features with detailed dashboard
- GPS monitoring – tracking of government owned and operated vehicles in real time through:
  - Geo-fencing – allows the vehicle to be controlled in a location
  - Geo-tagging – allows a vehicle to be mapped to a particular area
- Continual running movement of vehicles
- Geographic, departmental, sectional, zonal classifications
- Integrated SMS and email gateway
- Full compliance to command and control centre standards
- Integrated Biometric Attendance Platform: compliant to all types of biometric devices and real-time analytics and reporting features with a detailed dashboard

> RAAS platform acts as a single, unified, centralised & integrated platform for all GPS and biometric related activities in the State

Bhamashah Yojana

Bhamashah Scheme is an end-to-end service delivery platform to transfer cash and non-cash benefits to the targeted beneficiaries in a transparent manner. The scheme aims at including beneficiaries under various government programmes like ration cards, pension, NREGS and scholarships for higher and technical education and differently-abled.

The scheme is a family based programme of financial inclusion, where each family is being issued a 'Bhamashah Card'. The Card is linked to a bank account that is in the name of lady of the house as the head of the family.

The card leverages bio-metric identification and core banking. Multiple benefits are accessed through the Bhamashah Card and are directly transferred to bank accounts of the beneficiaries.

Under the scheme, the family is being mapped correctly and single unique data-set for the residents of the State is being made. Thus, duplication will be checked. All demographics and social parameters have been included to work out entitlement by various State departments.

Benefits of the Scheme

The scheme implementation will be in a phased manner and eventually cover beneficiaries at all levels across the State.

- Ensuring empowerment and independence of women
- Financial inclusion for all sections of the society
- End-to-end service delivery platform for cash and non-cash benefits with complete transparency and real-time delivery
- Closer-to-home banking services for citizens
- A unified platform for a large number of schemes
- Includes both family and individual beneficiary schemes

Points of Service

Bhamashah card holders will be able to get services at many different service-points. Besides bank branches & ATMs, services will be available at various eMitra kiosks across the State. eMitra is a multi-service, single-window network for providing government information and services to the citizens.

Additionally, integrated service delivery would be ensured at Rajasthan Sampark IT Centres being set up at all district, block and panchayat levels and eventually in all municipal areas across Rajasthan. There will be approximately 10,000 points of service at all panchayats in rural areas and wards in urban areas for cash and non-cash service delivery.
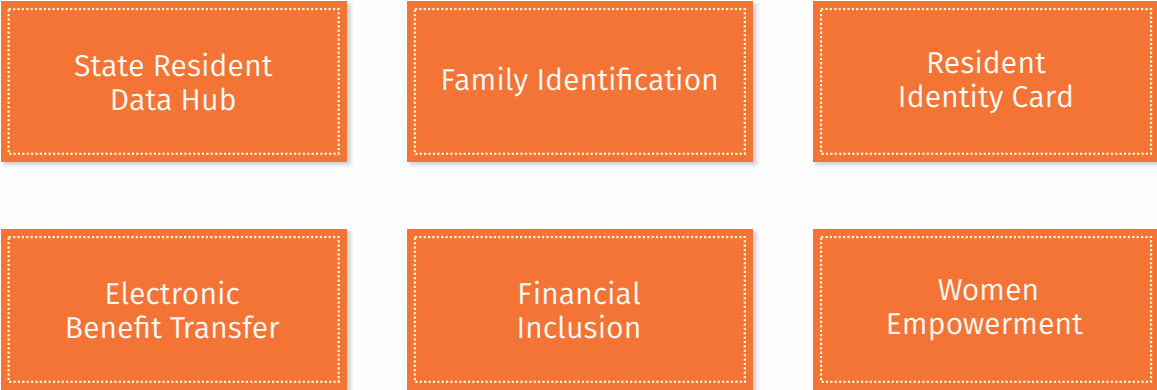
Direct Benefit Transfer

Direct Benefit Transfer (DBT) envisages transfer of benefits directly to core bank enabled bank account of the beneficiaries for the identified schemes. Beneficiaries are also provided with a facility of mobile payments.

Advantages of DBT

- Consolidate cash transfers to households which are getting benefits from multiple sources and multiple forms
- Adoption of cutting edge technical system
- Ensuring real-time availability of data at all levels of governance for strategic decision making
- Maximise benefits from expenditure of welfare schemes which leads to overall human development
- Safer and more secure than carrying cash or cheque
- Faster payment

Components of the Scheme

State Resident Data Hub	Family Identification	Resident Identity Card
Electronic Benefit Transfer	Financial Inclusion	Women Empowerment

eMitra

eMitra, Government of Rajasthan's e-Governance platform, provides over 250 G2C and B2C services to its citizens across all 33 districts of the State.

eMitra's service delivery architecture connects the service providers with the citizens/residents. The service providers can be central & state government departments, PSU's, academic institutions or private service providers. They also include banks and aggregators for online fund transfer between stakeholders for real-time commission payout.

Interface to these service providers is provided through the eMitra and Bhamashah platforms. eMitra provides interface for services like certificates, demand/bill payments, application services and grievance redressal. The Bhamashah interface, provides connect to the direct benefit transfer and banking services.

For ease of use, the eMitra service has multiple point points of service & communication – centres & kiosks, web, mobile and SMS. Bhamashah interface enables banking facility at kiosks and banking outlets.

Objectives

• Provide a wide range of services of various government & private organisations in a citizen-friendly manner under one roof, so that citizens can overcome the inconvenience faced in moving around various offices

• Empower women by providing them business opportunities

• Generate employment opportunities for people till the grassroot level

Outcomes

• Reduced footfall in government offices, with service delivery closer to home

• Service delivery on FIFO (first-in-first-out) basis

• Easy record keeping/online document management system

• Time-bound delivery of services

• Reduced time for availing services, hence more time for other activities

• Real-time, transparent online systems for better visibility to all

• Anytime-Anywhere-Service (different platforms available like web, mobile, kiosk) that reduces cost of travel and saves time

Rajasthan State Portal

The State Portal acts as the electronic face of the government of Rajasthan. It is a single source of information for all Government matters and provides a single window interface for all informational/ transactional Government services for citizens, businesses and overseas people.

The State Portal is an integrated information service delivery infrastructure that shall expand, integrate and enhance the functional needs of the Government.

Imperatives of State Portal

• Consolidation of all information currently available at existing State department websites and portals

• Consolidation and prioritisation of the services provided by the State

• Digitisation of forms related to various Government services

• Standardisation of the content framework

• Standardisation of citizen interface

• Integration of the State Portal with the National Portal

• Integration of State government services brought online through State MMPs & other State government initiatives

• Accessibility of services to all sections of the society

• Affordability of State services by its citizens and business community

• Uniform, reliable & secure information accessed through various delivery channels

• Collaborated and shared information between departments to provide improved services

Rajasthan e-Governance Architecture

Third Party Applications/
Databases/Gateways

1. Rajasthan State Data Centre & Network Operating Centre:
- 100 mbps Dedicated Connectivity
- Hosting more than 500 Websites, Portals and Applications

2. Raj Megh: The Rajasthan Cloud
- End-to-end Cloud enablement on SaaS, PaaS basis for Rajasthan

3. Raj Net: The Rajasthan Network
- Seamless connectivity till Gram Panchayat Level through LAN/SWAN/Broadband/Over-The-Air/Satellite

4. Rajdharaa: The Rajasthan GIS-DSS
- A seamless Geographic Information System for Rajasthan, shared by all Government Departments, Organizations and utilized for systematic decision support

5. Raj Sewa Dwaar: The Rajasthan Service Delivery Gateway
- Providing unique door of connectivity, unification and integration for all State, National and Private Applications/Gateways – The true Intelligent Middleware

6. Public Interface:
1   Fully automated & mobile ready solutions for
   - Public Interface (Bhamashah/eMitra/RajSampark)
   - Government officials (HRMS/eOffice/IFMS/eProcurement/ifacts)
   - Communication (eSanchaar)
2   Raj eVault - fully automated electronic verification,
   no need of hard copy documents/affedavits/notary attestation for service delivery
3   RAAS (Rajasthan Accountability Assurance System): End-to-End monitoring and accountability of government officials
4   Mobile Apps for all Government portals & application on all platforms

7. Rajasthan Single Sign On and State Portal:
- One Person, One Identity – with all mapped datasets and documents for every state resident

सत्यमेव जयते

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