

**Government of Rajasthan**  
**Information Technology & Communication Department**

F5 (1356)/DoIT/Tech/ 02785/2021

Dated: 10/08/2021

All ACS/Pr.. Secretaries/Secretaries/All Divisional Commissioners  
All Collectors/H.O.Ds/Head of Government PSUs  
Government of Rajasthan

**Sub:** Regarding Central Pendency Dashboard: Disposal of pendency in departmental applications received online.

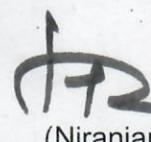
As you are aware, committed to the quick, convenient and transparent delivery of citizen services, the State Government has been providing services pertaining to various Government Departments and Organizations in an integrated manner through **e-Mitra platform** (IT enabled integrated point of service delivery). Citizen centric RGDPS services are also on-boarded on e-Mitra for effective, efficient, transparent and timely delivery of these services to common man.

As can be appreciated, timely disposals of the applications by the Officials is important for maintaining the faith & confidence of a common man in delivery system. Under Rajasthan Guaranteed Delivery of Public Services Act 2011, every department has already fixed the timelines for disposal of their respective services and there are penal provisions on the concerned Officials for delays / non-performance.

DoIT&C (Department of IT & Communication, GOR) has developed a **Central Pendency Dashboard** for effective monitoring of public service delivery. Presently, pendency details of 171 services are available on Central Pendency Dashboard, including 134 RGDPS services. Integration of more services is in progress. Users (Secretary/Divisional Commissioners/Collectors/H.O.Ds etc.) can check division/district/office level pendency against any service on real-time basis for their respective department. Pendency dashboard can be accessed using SSO login.

With this tool, progress on disposal of pendency at various levels for any service can be monitored / reviewed at any stage and necessary action may be taken for disposal of the applications within timelines.

In this regard, you are requested to periodically review / monitor your services through this dashboard and expedite the disposal of applications in time bound manner as per RGDPS Act 2011.

  
(Niranjan Kumar Arya)  
Chief Secretary

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Copy to the following for information and necessary action:

1. Principal Secretary to Hon'ble Chief Minister, Government of Rajasthan
2. Principal Secretary, Administrative Reforms & Coordination, Government of Rajasthan
3. Sr. DS to Chief Secretary, Government of Rajasthan.

  
(Alok Gupta)  
Principal Secretary, IT&C