

**Government of Rajasthan**  
**Administrative Reforms (Gr.-1) Department**

F.16 (1)/ AR/Gr-I/14/ Bik Div./ follow up

Jaipur, Dated: 12<sup>th</sup> August, 2014

1. All Divisional Commissioners
2. All District Collectors
3. All Heads of Departments

--Circular--

**Subject:- Prescription of time limits for disposal of the applications/grievances received during the visits of Hon'ble Chief Minister and Hon'ble Ministers or officers or campaign or otherwise and registered on 'Rajasthan Sampark' portal.**

The State Government is committed to redress the grievances of the people in a time bound manner and provide them opportunity of hearing. In this direction, the State Government has started a unique programme known as 'Sarkar Aapke Dwaar' (Government at people's door steps). Till now, Hon'ble Chief Minister and Hon'ble Ministers have visited the villages, Panchayat Samitis and Districts of Bharatpur and Bikaner Divisions in the months of February and June 2014 respectively. During these visits, a large number of applications/complaints/grievances have been received. To dispose/redress such complaints/grievances effectively, efficiently and in a time bound manner, the State Government has developed 'Rajasthan Sampark Portal'.

With a view to ensure disposal/redressal of applications/complaints/grievances received during the visits of Hon'ble Chief Minister/Hon'ble Ministers or officers or campaign or otherwise and registered on 'Rajasthan Sampark Portal', the following directions are issued to all the concerned officers and employees:

1. Applications/complaints/grievances received for seeking service(s) covered under the Rajasthan Guaranteed Delivery of Public Services Act, 2011, shall be disposed of within the stipulated time limit as prescribed under the Act. In case, the application is not made to the concerned designated officer, additional time of 7 working days shall be allowed. It shall be obligatory on the part of the officer receiving such application to transfer/forward it within 7 days to the

concerned designated officer or the officer in charge responsible for delivering the service or redressing the grievance.

2. Applications/complaints/grievances received for seeking service(s) not covered under the Rajasthan Guaranteed Delivery of Public Services Act, 2011, shall be disposed in the time limits as mentioned below:

S.No.	Category of application /grievance	Time limits for disposal of applications/grievances by the concerned officer
1.	Immediately implementable	7 days
2.	Implementable but require time	15 days
3.	Implementable but require approval of Government	i. If not received in the office of the concerned officer, then forwarding it to the concerned officer - 7 days ii. Submission of proposals to Govt.- 7 days iii. Decision by the Administrative Department in the Govt.- 15 days iv. After receipt of the decision of the Govt., delivery of service or communication of decision of the Govt. to the applicant - 7 days

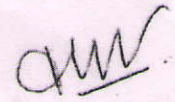
3. While computing the stipulated time limit, the public holiday shall not be counted.
4. In case application/complaint/grievance is made to other than the concerned officer, it shall invariably be forwarded to the concerned officer/authority within 7 working days.
5. The applicant/ complainant shall be informed of the decision by the concerned officer within the stipulated time limit.

All the concerned officers/authorities are directed to ensure compliance of the above directions. Non compliance of these directions shall be viewed seriously and disciplinary action shall be initiated against the defaulting officers/employees as per relevant service rules.

  
(Rajiv Mehrishi)  
Chief Secretary

Copy forwarded to the following for information and necessary action:-

1. Secretary/special Secretary to Hon'ble Chief Minister
2. All Addl. Chief Secretaries/ Pr. Secretaries/ Secretaries to Government
3. P.S. to Chief Secretary
4. All Chief Executive Officers of Zila Parishads/PSU/Boards/Corporations

  
(Rakesh Verma)  
Addl. Chief Secretary