

**Government of Rajasthan**  
**Administrative Reforms Department**

F.16 (1)/ AR & C /14/Bikaner/ Follow up

Camp Udaipur, Dated: 4<sup>th</sup> February, 2015

**Secretary In-charge,**  
**Bikaner/Churu/Hanumangarh/Sriganganagar**

**Subject: -Re-verification of grievances.**

As you know, an exercise to verify the relief and rejection cases of the applications/grievances registered on Rajasthan Sampark Portal during following periods on the lines of similar exercise carried out in Bharatpur Division is being under taken with effect from 02.02.2015:

1. Sarkar Aapke Dwar Campaign (Old cases)
2. Period after Sarkar Aapke Dwar campaign (New cases).

Details of these cases can easily be obtained from the complete report of the District instead of the account of the logging officer.

As Secretary In-charge you are requested to take up activities as follows:

1. Meetings to be taken by Secretary in-charge:

- a. Day 1: In the morning :

Combined meeting of all the adopters of the district and DLOs to explain in detail the activities to be undertaken during the verification exercise. In this regard please explain in detail the directions contained in letters/circulars dated 19.7.2014, 09.10.2014, 13.10.2014 and 24.12.2014 (**Copies enclosed for ready reference**) Adopters need to be directed that they will be the nodal officers for cluster panchayats under their adoption. All the adopters and DLOs shall be explained the details of the formats in which information needs to be collected and analyzed. The brief discription of the annexures is as under:

S.No.	Annexure	Description of Annexure
1	Annexure: VC-DW	Verification of department wise works
2	Annexure: VC-REC	Verification of relief cases
3	Annexure: VC-RJC	Verification of rejection cases
4	Annexure: VC-DLI	Brief of action taken on announcements/ instructions of Hon'ble CM (District Level Issues)
5	Annexure: VC-SLI	Brief of action taken on announcements/ instructions of Hon'ble CM (State Level Issues)
6	Annexure: VC-CDR1	Consolidated daily reporting (Gram Panchayats)
7	Annexure: VC-CDR2	Consolidated daily reporting (Municipal Areas)

- b. Day 1: In the afternoon:  
Meeting of Commissioners/CEOs of municipal bodies and Secretary UIT along with DLOs responsible for developmental activities in urban areas. The procedure for carrying out the verification exercise shall be explained to them including the details of the proforma as indicated above.
  - c. Day 2: In the afternoon:  
Meeting of DLOs responsible for implementation of Announcements made by Hon'ble CM at the time of "Sarkar Aapke Dwar" campaign/ Suraj Sankalp/ subsequent visits/ Instructions (**copies enclosed**). There are two charts enlisting all announcement /direction/instruction. Each and every such announcement /direction /instruction shall be discussed in detail with the concerned DLOs and the current status of each one shall be updated for preparing the final soft copies of both the charts.
  - d. Last day of the verification exercise:  
The outcome of verification exercise shall be discussed with all the adopters and DLOs to decide future course of action.
2. Verification shall be in two parts:
- a. Sarkar Aapke Dwar campaign cases (old cases)
  - b. Cases registered after Sarkar Aapke Dwar campaign (new cases)
- It would mean there will be in all 4 formats to be used for reporting the overall progress (two for rural areas and two for urban areas).
3. Both benefitted and rejected cases will be verified with following template:
- a. Adopters will be the overall in-charge, first day their meeting by Collectors
  - b. Verification teams shall be constituted of Gram Sewak and Patwari
  - c. Gram Sewaks will be interchanged within the adopted panchayats
  - d. Phone numbers of all the beneficiaries and rejected cases shall be rechecked and verified during verification campaign.
  - e. While verifying the actions taken on the grievances mobile photographs/clips shall be taken and forwarded to [cmv@rajasthan.gov.in](mailto:cmv@rajasthan.gov.in)
4. It needs to be emphasized that the secretary in-charge immediately after his arrival at the district headquarters shall ensure that panchayat wise details of the applicants/grievances are duly filled in the verification proforma. This takes time and therefore District Collector will have to be instructed to prepare such list both for old and new cases at the top most priority well before the start of verification exercise. The verification exercise can be initiated only after transferring the data from Rajasthan Sampark Portal to the verification proformas.

5. Announcements made by Hon'ble CM at the time of Sarkar Aapke Dwar campaign and subsequent visits/ Instructions shall be seen in actual field conditions and Secretary In-charges shall give their views and proposals on items/issues relating to their districts.
6. Actions taken on grievances/cases forwarded to the State level shall be pursued by the Secretary In-charges in co-ordination with concerned Secretary, State Level Adopters, Collectors and DLOs.
7. Verification by Secretary In-charge, of the cases sanctioned by the State Government and being implemented in the Districts in reference to Sarkar Aapke Dwar Campaign.
8. *For having a broader perspective of the progress made, Secretary In-charge shall visit Gram Panchayats of all the Panchayat Samitis of the district to cross-verify grievances on random basis.*
9. If cases of false reporting are found, Secretary In-charge and District Collectors shall ensure stern action against the defaulting officials. Details of such cases shall be separately reported to me.

May please make it convenient to visit the district assigned to you for 4-5 days (starting from 5<sup>th</sup> February 2015) to complete the verification exercise as explained above. You are further requested to ensure compliance of the directions in this regard before returning to the headquarters.

The undersigned may be contacted for seeking clarification, if any. All communication needs to be made on the following e-mail id: [cmv@rajasthan.gov.in](mailto:cmv@rajasthan.gov.in)

**Attachments:**

1. Proformas as mentioned at point 1(a).
2. Circulars dated 09.10.2014, 13.10.2014 and 24.12.2014 .
3. Chart of announcements made during Sarkar Aapke Dwar/ subsequent visits of Hon'ble Chief Minister and instructions of Hon'ble Chief Minister.
4. Chart of announcements and instructions of Hon'ble Chief Minister.



**(Rakesh Verma)**

Addl. Chief Secretary

Copy forwarded to Divisional Commissioner, Bikaner and District Collectors, Bikaner/ Churu/ Hanumangarh/ Sriganganagar for necessary action.