



# राजस्थान संपर्क पोर्टल

## About Rajasthan Sampark Portal

Government of Rajasthan is dedicated to bring in transformation in the way of citizen centric governance in the state. For this the government of Rajasthan has been continuously striving to bring in excellence in citizen service delivery by ensuring transparency and minimizing grievances. As an initiation to ensure proper service to the citizen, a project named “**Rajasthan Sampark**” has been implemented through Department of IT and Communications. The project paves the way for a common man to reach the departments of the State Government for their queries and concerns, with the help of Information Communication and Technology (ICT) Interventions.

**Rajasthan Sampark** aims towards providing citizens with a centralized platform where any citizen of the state can lodge his/ her grievances to the respective departments. It primarily consists of a State level Call Centre with integrated web portal which will act as a single point of contact for addressing and redressing various citizen centric queries and grievances related to government services. Citizens can lodge their grievances against any government department/ office through this portal and the grievance will further be sent to the respective office/ department for redressal.

Through **Rajasthan Sampark**, Government of Rajasthan intends to achieve all important aspects of good governance viz. Robust Delivery System, Transparency, Communication, Grievance Redressal and Sensitivity towards citizens.

## Report of Session 2021-2022

In this session we received 182 grievances on Rajasthan Sampark Portal. All the grievances have been resolved in due course of time and there is no pendency at college level.

## Report of Session 2022-2023

In this session we received 102 grievances on Rajasthan Sampark Portal. All the grievances have been resolved in due course of time and there is no pendency at college level.

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