



Seth RL Saharia Government PG College, Kaladera JAIPUR, RAJASTHAN

Affiliated to University of Rajasthan, Jaipur
[www.https://hte.rajasthan.gov.in/college/gckaladera](https://hte.rajasthan.gov.in/college/gckaladera)

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 Center 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.

Seth RL Saharia Government PG College is the Sampark Nodal Centre for Kishangadh Renwal zone. Some of the issues which have been allotted to this college as a nodal Grievance redressal portal are:

- Scholarship
- Kalibai Bheel Medhavi Chhatra Scooty Yojna
- Devnarayan Chhatra Scooty Yojna
- Accountant
- Audit
- Purchase
- B.Ed College
- Private institutions

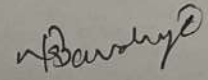
प्राचार्य

Complainants can call 181 to register complaints regarding the above mentioned issues as well
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कालादेरा जयपुर

anything regarding Admissions, Examinations, TC/CC, Tution Fee return, Degree, Scholarship, Admission Card, Identity Card, College administration. These complaints can be registered free of cost at Panchayat Samiti or Zonal Council too.

The complaints are segregated according to the concerned departments by the system. The issues relevant to the Education department are transferred to Commissionerate, College Education. The concerned college is to deal with the complaints and is given two months to resolve the issues. There is a designated committee in the college to deal with the issues raised at the Sampark Portal. This college as a nodal centre mediates and directs the private institutions and the B Ed colleges in its zone to resolve the issues pertaining to them in seven days.

This online system provides a transparent mechanism for a speedy resolution to the grievances registered therein.



प्राचार्य

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