

SUGAM

"SUGAM" the single point public Grievance Redressal portal of Government of Rajasthan has been developed in order to provide an effective grievance redressal mechanism for the citizens of Rajasthan. The system has been so designed that it would cater to the redressal of grievances related to all government departments in the state. The Department of Administrative Reforms and Removal of Public Grievances, Government of Rajasthan is the nodal department for execution of this project. The software has been developed by NIC, Rajasthan.

It is a web based system which can be accessed from any where through internet. The system would be rolled out in phases. During phase- 1, 15 departments have been selected. Linkages have been built in the software in such a manner that grievance received at any level can be forwarded anywhere within the department for redressal. In order to ensure grievance redressal, the Head of the department has also been given the privileges in the software to forward the complaint to HOD of another department. As a step further, the system has been linked to the Chief Minister's Video conference based grievance redressal system. The e-Samadhan system has language interfaces both for Hindi and English.

The system has been developed to provide multiple channels for receiving grievance from citizens. The citizen can directly lodge the complaint through SUGAM web portal <http://sugamrpg.raj.nic.in>. A call centre has been established at Secretarial to facilitate grievance lodging by the citizen. The call center on the other hand provides for receiving the grievance through any of the following modes:

1. Complaints through e-mail
2. Complaints through telephone
3. Complaints through letter

The software has provision for receiving complaints through various sources. These include:

1. Governor House
2. Chief Minister's Office
3. Direct from Public
4. Parliament
5. Legislative Assembly
6. Various commissions such Minority Commission
7. DARPG. Govt. of India
8. Others

An important feature of the software is that if a complaint is lodged with any of the department, it can also be viewed by the District Collector of the concerned district to which the complaint relates. Similarly any complaint lodged at any of the collectorate can be viewed by the concerned Head of the department. This would help in effective monitoring of grievances.

Various reports generated through the system are useful in grievance redressal immediately on login, the system prompts every user regarding pendency of grievances at his/her level.