



# Rajasthan Tops in the Country in Service Delivery and Redressal of Public Grievances

## Why In News?

On January 6, 2023, Dr. Subhash Garg, Minister of State for Public Grievances, Department of Public Grievances of Rajasthan said that under the campaign '**Good Governance Week - Administration Towards Villages - 2022**' run by the Government of India, Rajasthan has secured the first place in the entire country in two categories - service delivery and public grievance redressal.

## Key Points

- Minister of State for Public Grievances Dr. Subhash Garg said that during the '**Good Governance Week - Administration Towards Villages**' campaign run by the Government of India during the year 2022, 53 lakh 80 thousand cases of **public grievances** were resolved all over the country, out of which Rajasthan got the first place by disposing of 23 lakh 36 thousand cases.
- In the year 2022, 310 lakh cases of service delivery were resolved in the entire country, out of which Rajasthan got the first place by disposing of 149 lakh applications for service delivery.
- He said that in service delivery, Alwar district stood first with 16 lakh 45 thousand cases, Jaipur second with 14 lakh 53 thousand cases and Sikar district third with 12 lakh 92 thousand cases.
- Similarly, in public grievance redressal, District Jaipur was first with 2 lakh 62 thousand cases, Jodhpur second by solving one lakh 19 thousand cases and Alwar district was third with 1 lakh 17 thousand cases.
- It is noteworthy that the divisional level review conducted by The Minister of State for Public Grievances Redressal Department Dr. Subhash Garg through video conferencing every month played a major role in making the state a leader. This increased the sensitivity of field officers to the grievances of the common man.
- State Level Public Grievance Redressal Committee Chairman Pukhraj Parashar said that for the redressal of public grievances, the facility of registering 24x7 complaints has been provided on the Rajasthan Sampark Portal and in mission mode, three-tier public hearings are being held at village level, subdivision level and district level every month.
- Director Public Services and Joint Government Secretary Dr. Om Prakash Bairwa said that Rajasthan is among the leading states to enact the Guarantee of Delivery of Public Services in the year 2011 and the Right to Hearing Act in 2012 along with the Rajasthan Guarantee of Delivery of Public Services Act in the year 2011.
- He said that at present, 624 services are being provided online under a quick and transparent system along with time-bound delivery of 308 services notified under the Rajasthan Guarantee of Delivery of Public Services Act to the common man in the state, so that the common man does not have to visit remote offices repeatedly.

