

Department of Personnel, Administrative Reforms and Rajbhasha

Government of Jharkhand

FAQ:dopjharkhand.gov.in

Q.1 What is objective of dopjharkhand.gov.in?

Ans. It is centralized portal offering a content management system for various sections of Department of Personnel, Administrative Reforms and Rajbhasha, Government of Jharkhand for information sharing and making it available the e-version of circulars, notifications, citizen's charter, press releases, resolutions, important judgments, rules, acts, policies, e-Gazettes and links to various online e-Services offered by the department.

Q.2 Where and how we can see the result of Rajbhasha departmental examinations?

Ans. Examination menu present on main menu provides facilities to view the results of departmental examination.

Q.3 What is purpose of Kruti 010 <=> Mangal?

Ans. This has been provided to interchange accordingly the Hindi TTF text from any font to Mangal Unicode font and vice versa in order to publish the documents in Hindi.

Q.4 How to download the android applications available from the website?

Ans. The Main menu of the dopjharkhand.gov.in contains a menu namely Android Apps. It has list of Android apps as submenu.

Q.6 Which online services are being offered to the citizens through the website?

Ans. Other than providing downloads of the e-versions of the circulars, notifications, citizen's charter and e-Gazettes it is offering online information system such as Personnel Information System(PIS), Issuing System(IS), Report Management System(RMS).

Q.7 What is PIS and how to use it?

Ans. PIS is centralized repository of all employees working in the Department of Personnel, Administrative Reforms and Rajbhasha. In order to use it one needs to get it Registered with the system.

Q.8 How to get it registered with the PIS?

Ans. To get it registered with the PIS. Make selection the Employee Registration from Employee Corner Menu. Then enter your gpf/cps/nps/pran as user id and click on GO. After that your will

receive one OTP on your registered mobile number. After entering the OTP, you will be required to enter your information such as Name, Gender, Designation, Date of Birth, Cadre, Grade, Contact and password. Then you become registered with the PIS.

Q.9 What is objective of Issuing System?

Ans. The main objective of Issuing System is creating a decentralized online process of File Index Creation and Issue Number Generation.

Q.10 What is process of using Issuing System?

Ans. Issuing System consists of four steps

1. Registration at dopjharkhand.gov.in
2. Login using valid user id and password
3. Creation of File Index
4. Generation of Issue Number

Q.11 What is Report Management System?

Ans. RMS(Report Management System) is application software to collect reports from the DC Offices.

Q.12 How to know about other online services offered by the department?

Ans. The right side of the web site lists the online services provided by the department and provides quick navigation to different services viz. HRMS, AEBAS, RTGS, SPARROW, JAN SAMVAD, IPR(IAS).

Q.13 What is HRMS Application?

Ans. HRMS (Human Resource Management System or Manav Sampada) is web-based application software that can be accessed through the web browser. It aims to create a digital repository of all employees working across different departments, dc offices, corporations etc. It also provides online services such as Online Leave Application, Performance Appraisal System and Annual Confidential Report etc.

Q.14 What is AEBAS?

Ans. Aadhar Enabled Biometric Attendance System - The system would enable an employee to register attendance by simply presenting his/her biometric (finger print/Iris). This event will be authenticated online after one to one match with the bio metric attributes stored in the UIDAI data base against the employee's Aadhaar number for implementing this project.

Q.15 What is Mukhyamantri Jansamvad?

Ans. A centralized computerization system is felt necessary for effective grievance management, redressal and monitoring. In this connection, the state version of CPGRAMS (“Jharkhand Samvad evam Samadhan”) is implemented and functioning in the state. It is carried out with the customized version of the state of Jharkhand.

Q.16 What is SPARROW?

Ans. SPARROW stands for Smart Performance Appraisal Report Recording Online Window. It is performance appraisal system for IAS Officers.

Q.17 What is RTGS?

Ans. RTGS stands for Right to Guarantee of Services. It ensures Services to the citizen within a stipulated timeframe. It fixes accountability and responsibilities of the officers.

Q.18 What is Citizen Charter?

Ans. Citizen's Charter is a document which represents a systematic effort to focus on the commitment of the Organization towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money.

Q.19 What is e-Gazette?

Ans. E-Gazette is public journal and legal document published electronically by Government of Jharkhand.

Q.20 How to get contact information of Grievance Redressal Team?

Ans. **About us** menu option present on main menu has Vision, Mission and Organizational structure of the department. It also contains the contacts linking information of Grievance Redressal Team.
