

No. 09/05/2024-3AR
GOVERNMENT OF HARYANA
CHIEF SECRETARY'S ORGANISATION
GENERAL ADMINISTRATION DEPARTMENT
(ADMINISTRATIVE REFORMS)

Dated Chandigarh the, 16th June, 2025

To

1. All the Administrative Secretaries to Government of Haryana.
2. All the Heads of Departments in the State of Haryana.
3. All the Chief Administrators/Managing Directors of Boards/Corporations in the State of Haryana.
4. All the Divisional Commissioners in the State of Haryana.
5. All the Deputy Commissioners in the State of Haryana.

Subject:- Regarding providing of public services in notified time limit/redressal of appeals thereof under provisions of Haryana Right to Service Act, 2014.

Madam/Sir,

I am directed to refer you on the subject cited above and to request you to direct the First Grievance Redressal Authorities & Second Grievance Redressal Authorities of the Departments under your administrative control to resolve the grievances of the appellant in the prescribed time limit regarding providing the services in notified time limit under Haryana Right to Service Act, 2014. Further, to avoid delays, all the FGRAs & SGRAs may print a list of grievances pending with them as of every Monday, keep it on their table and then make efforts to clear these grievances during the course of the week.

Yours faithfully

Rajesh Kumar
Superintendent, AR

for Chief Secretary to Government, Haryana
supdt-ar.cse@hry.gov.in

Endst. No. 07/08/2011-3AR

Dated Chandigarh the, 16th June, 2025

A copy is forwarded to the followings for information & necessary action:

1. The Superintendent, Services-I, Personnel Department, Haryana Civil Secretariat in reference to his U.O. No. 20/03/2025-2S(1), dated 04.06.2025.
2. The Secretary, Haryana Right to Service Commission, SCO No. 38-39 (2nd & 3rd Floor), Sector 17-A, Chandigarh.

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Superintendent, AR
for Chief Secretary to Government, Haryana