

- 1 -

No. 5/47/2024-3MC (SP)  
Government of Haryana  
General Administration Department  
(Monitoring & Coordination Cell)

Haryana Civil Secretariat  
Dated, Chandigarh, the 18<sup>th</sup> July, 2024

To

1. All the Divisional Commissioners in the State of Haryana.
2. All the Deputy Commissioners in the State of Haryana.

**Subject : Advisory regarding Samadhan Shivirs.**

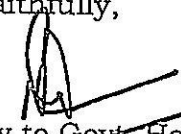
\*\*\*\*\*

Sir/Madam,

I am directed to refer on the subject cited above. It has come to the notice of the Government that the 'Samadhan Shivirs' and related activities are not being conducted with the required seriousness at man/District / Sub -Division level. Observations indicate lack of seriousness in officials posted at District level regarding improper implementation, undermining the objective of resolving citizens' grievances effectively. A major concern is the absence of officers during the Shivar. **Some Districts have also reported zero attendance on some days as per the data uploaded on the web application which is a cause of serious concern.**

2. It is thus reiterated that, all 'Samadhan Shivirs' must be conducted in every District and Sub-Division diligently without fail. It may also be ensured that all protocols are followed, and grievances are addressed promptly, and resolutions are provided effectively. The presence of all designated officers during the Shivar is mandatory.
3. A review meeting via video conference will be conducted soon by the State Government. During this meeting, the performance and conduct of the Shivar in each District will be reviewed.
4. All Deputy Commissioners are requested to personally ensure preparation and presentation of detailed reports pertaining to their respective District.
5. This issues with the approval of Chief Secretary to Govt. of Haryana.

Yours faithfully,

  
Joint Secretary to Govt. Haryana  
Monitoring & Coordination Cell, Samadhan Prakoshth  
General Administration Department

(h)

**Internal Distribution:-**

1. PS/CS for kind information of W/CS.
2. PS/SS M&C for kind information of SS M&C.