

MOST IMPORTANT

**No.3/3/2001-MC
Government of Haryana
Monitoring and Coordination Cell**

Haryana Civil Secretariat
Dated, Chandigarh, the 17th Nov, 2009

To

1. All the Financial Commissioners and Principal Secretaries, Commissioners & Secretaries to Government, Haryana.
2. All the Heads of Departments/Chief Administrators & Managing Directors of Boards/Corporations.
3. Commissioner, Ambala/Hisar/Gurgaon and Rohtak Divisions.
4. The Registrar, Punjab and Haryana High Court, Chandigarh
5. All the Deputy Commissioners in Haryana.

Subject:- Regarding Inspections by Administrative Secretaries/ Heads of Departments in the head offices/field offices to monitor their functioning, maintaining punctuality and redressal of grievance of the public at large.

Sir,

I am directed to invite your kind attention to circular letter No.3/3/2001-MC dated 11th November, 2008 on the subject regarding inspection of the head offices/field offices by the Administrative Secretaries, Head of the Department, Divisional Commissioners and Deputy Commissioners. To streamline the functioning of offices, bring efficiency, speedy redressal of grievances of the public and to curtail the menace of absenteeism, the Government has further decided as follows:-

1. It is observed that the public find it difficult to get their grievances redressed because of non availability of the senior officers in the offices. People have to visit time and again to the offices for redressal of their grievances. To avoid this, it has been decided that Administrative Secretaries/HODs will remain available between 11.00 AM to 12.00 Noon on working days for the purpose of meeting the public, for prompt redressal of their grievances and complaints. In case, they are out of station then next officer be designated to hear the public grievances.

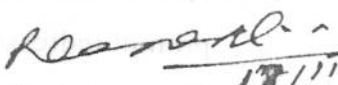
It is also impressed upon that because of frequent meetings throughout the day office work suffers resultantly. In view of it Administrative Secretaries/Head of the Departments are requested to hold meetings normally between 9.00 AM to 11.00 AM and after 4.00 PM

should inspect the development works of their department in the district at least once a month. Subsequently vide circular letter No.3/3/2001-MC dated 11th November, 2008 it was emphasised that Head of the Department should undertake field visit on a regular basis and it was further decided that Administrative Secretaries should visit the field offices at least two days in a month and cover all the districts once in a year. So, it is again reiterated that Administrative Secretaries twice in a month and Heads of the Departments thrice in a month should visit the field offices to check the attendance, to review the progress of development works/schemes and speedy disposal of work. Head of Department shall submit tour notes to the Administrative Secretary.

3. Better coordination and quick disposal of work is the need of the hour. Head of the Department should regularly convene **monthly review meetings** for better coordination and effective implementation of schemes. The Head of the Department should hold a monthly meeting with the other subordinate senior officers for determining the priorities, fixing time target, evaluating progress and for programme-cum-policy review. The Administrative Secretary shall also address these meetings.
4. It is also reiterated that to bring about greater efficiency in the Administration, the Administrative Secretaries and Heads of Departments should adhere to as well as stress upon their subordinate staff to be punctual.

The above instructions may please be brought to the knowledge of all concerned for their strict compliance.

Yours faithfully,


17/11/09
Joint Secretary to Govt. of Haryana.

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