

From

The Chief Secretary to Government Haryana,

To

1. All the Financial Commissioners & Administrative Secretaries to Govt. Haryana.
2. All the Heads of Departments in the State of Haryana
3. The Commissioners, Ambala, Rohtak, Gurgaon & Hisar Divisions.
4. All the CAs/MDs of Boards/Corporations/PSUs etc.
5. All the Deputy Commissioners in the State.
6. The Registrar, Punjab & Haryana High Court, Chandigarh.

Dated Chandigarh, 27th July, 2010

Subject:-Redressal of Public Grievances- Harsamadhan- Centralized Public Grievances Redress and Monitoring System.

Sir/Madam,

I am directed to refer to Haryana Government letter No. 30/CS/10-1DG dated 18.2.2010, where in it was decided to appoint Nodal officer in each department both at Head Quarter and District Level to make the Public Grievance Redress System more effective. Haryana Government accords high priority to redress Public Grievances and is committed to meet the needs and aspirations of the public. Haryana Govt. has launched a public grievances portal Harsamadhan, Centralized Public Grievance Redress and Monitoring System, Haryana. Harsamadhan is a convenient and user friendly mechanism to meet public aspirations. Grievances lodged by citizens can be linked to official Web Site of concerned departments. User id and password has already been forwarded to you through e-mail and by post. Complaints/Grievances received from public are being transferred on line to the concerned departments for immediate necessary action. In this regard, guidelines and user manual have been framed and hosted on State website, which can be downloaded by the departments. These are also being forwarded through e-mail. You are requested to ensure that e-mails be checked by Nodal Officer of your department daily and appropriate action be initiated accordingly. If any department has not received their id user password, they can obtain from the NIC/Grievances Department. To make the Harsamadhan System successfully, Nodal Officers will be provided training. You are requested to forward the names of Nodal Officers.

Yours faithfully,


Under Secretary Grievances,

Chief Secretary to Govt. of Haryana