

URGENT

No.2/1/2017-1D.G

From

The Chief Secretary to Government, Haryana.

To

- 1 All the Administrative Secretaries to Government of Haryana.
- 2 All the Heads of Department in the State of Haryana.
- 3 The Commissioners, Ambala, Hisar, Gurgaon, Rohtak, Faridabad and Karnal Divisions.
- 4 All the Deputy Commissioner and Sub Divisional Officers (Civil) in Haryana.
- 5 The Registrar, Punjab & Haryana High Court, Chandigarh .

Dated, Chandigarh , the 06.06.2017

Subject:- Redress of Public Grievances.

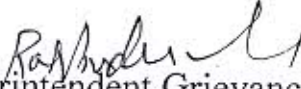
Sir/Madam,

I am directed to invite your attention towards Haryana Government letter No.2/1/88-1D.G, dated 7.10.1988, 2/1/90-1D.G, dated 29.3.1990 and No.2/1/2001-1DG, dated 4.10.2001 on the subject cited above vide which it was stressed that in future all the complaints received in the department should invariably be acknowledged within a week of their receipt and the complainant should be informed of the action taken thereon within the prescribed time period of four weeks.

2. However, it has been observed that these instructions are not being complied with.

3. The State Government has taken a serious view in the matter and has decided that henceforth the directions issued by the Government should be complied with in letter and spirit, within the stipulated time.

4. These instructions should be brought to the notice of all concerned for strict compliance.


Superintendent Grievances,
for Chief Secretary to Govt., Haryana.