

No.14/6/2018-1DG

From

The Chief Secretary to Govt. Haryana

To

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

Dated Chandigarh, the 19-3-2018

Sub:- Reg. updation of information on P.G. Web Portal pertaining to Nodal Officers for redressal of Public Grievances.

Sir,

I am directed to invite your kind attention towards Chief Secretary to Govt. Haryana letter No. 30/CS/2010-1D.G, dated 18.2.2010, on the subject noted above (copy enclosed).

It has come to the notice of the government that the above said instructions issued by the Chief Secretary, Haryana are not being followed meticulously.

You are, therefore, again requested to update the detail of Nodal Officers in P.G.Portal under intimation to this office and follow the above instructions strictly.

Jainail & M
Under Secretary, Grievances,
for Chief Secretary to Government, Haryana

19-3-18

→ PTO

No.30/CS/2010-IDG

From

The Chief Secretary to Govt., Haryana.

To

1. All Head of Department,
2. Commissioners Ambala, Hissar, Rohtak, Gurgaon
3. Deputy Commissioners in Haryana State.

Dated Chandigarh, the 18th February, 2010.

Subject :-

Appointment of Nodal Officer to Redress Public Grievances.

Your attention is invited to the subject cited above. Government of Haryana has decided to appoint Nodal Officers in each department, both at HQ and the district level, to make the Public Grievances Redressal system more effective. These nodal officers will be responsible in getting the grievances disposed off expeditiously by attending to and responding to the incoming grievances from the public through e-mails, by post, in person or through the public representatives and government of India. The designated nodal officers will also act as co-coordinating officer within the department.

Further, it is again stressed upon that all officers should check their e-mails daily and respond to the same as a habit. If due to certain exigencies the officer concerned is unable to respond to the grievance, the Nodal Officer can be asked to respond to the e-mails and grievances from Public on behalf of the officer. The attitude of the officers dealing with the public Grievances should always be helpful and considerate. It must be ensured that acknowledgement and a suitable reply is sent to the person concerned.

Government is in the process of implementing Centralize Public Grievances Redressal and Monitoring System (CPGRAMS) through DAR&PG Government of India and NIC, for which designated nodal officers will be provided appropriate training very soon.

The contact details of the designated nodal officer and any additional clarification in this respect should be addressed directly to Under Secretary (Grievances), Haryana Civil Secretariat, Chandigarh.

Satish Kumar
Under Secretary Grievances
for Chief Secretary to Govt. Haryana,
Grievances Department.

A copy is forwarded to the following:-

1. All Financial Commissioners in Haryana.
2. All Administrative Secretaries to Govt., Haryana.

Satish Kumar
Under Secretary Grievances
for Chief Secretary to Govt. Haryana,
Grievances Department.

To

1. All Financial Commissioners in Haryana.
2. All Administrative Secretaries to Govt., Haryana.

U.O.No.30/CS/2010-IDG

Dated Chandigarh, 18-2-2010