

URGENT

No. 6/1/2023-3D.G.

From

Chief Secretary to Government Haryana
CPGRAMS (Grievance Cell).

To

1. All the Administrative Secretaries to Government of Haryana.
2. All Heads of the Departments.
3. All the Divisional Commissioners.
4. All the Managing Directors of Boards and Corporations in Haryana.
5. All the Deputy Commissioners.
6. All the Registrars of Haryana State Universities.

Dated 22nd March, 2023

Subject: Regarding updation the list of Grievance Resolution Officers (GROs) in the State.

Sir/Madam,

I am directed to inform that Department of Administrative Reforms & Public Grievances (DARPG), Government of India New Delhi is holding monthly review meetings regarding grievances registered on CPGRAMS portal with Nodal Officer of the State for effective and timely disposal of grievances.

2. Now vide D.O. No. DGHIPA/2321, dated 16.03.2023, Mrs. Chandralekha Mukherjee, IRTS (Retd.), Director General, Haryana Institute of Public Administration, Gurugram has informed that HIPA Gurugram has been selected by Government of India as one of the anchor ATIs for imparting training to the Grievance Resolution Officers (GROs) of the Haryana and some others for the purpose of coordination, supervision and to monitor capacity building in State/UTs in their region on behalf of DARPG. So, it is necessary to overhaul and update the list of Grievance Resolution Officers (GROs) (as many officers must have superannuated/been transferred to other districts) designated in the departments in Haryana Government subordinate offices on the CPGRAMS Portal, to achieve the objective of speedy redressal of public grievances.

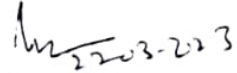
3. It is also intimated that instructions regarding to appoint the Grievance Resolution Officers (GROs) were issued from this office vide letter No. 26/6/2021-3D.G., dated 17.08.2022 (available on Govt website i.e. "csharyana.gov.in" under branches "Grievances").

4. You are, therefore, requested to kindly update the list on CPGRAMS Portal of Grievance Resolution Officers (GROs) designated in your department within 7 days positively under intimation to this office.

5. It is further requested to kindly direct the concerned Nodal Officer to clear the pending grievances pertaining to your Department(s) and to regularly send a weekly report to this Department.

6. A copy of this letter is also available on Govt website i.e. "csharyana.gov.in" under branches "Grievances".

Yours faithfully,

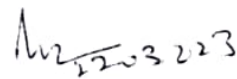
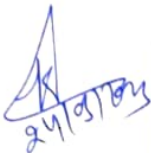


Deputy Secretary Grievances
for Chief Secretary to Government Haryana
CPGRAMS(Grievance Cell).

Endst. No. 6/1/2023-3D.G.

dated: 22nd March, 2023

A copy is forwarded to Director General, Haryana Institute of Public Administration, Gurugram w.r.t. their D.O. No. DGHIPA/2321, dated 16.03.2023 for information and further necessary action.



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for Chief Secretary to Government Haryana
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