

No. 1047-AR-76/16083

From

The Chief Secretary to Government, Haryana.

To

- (i) All Heads of Departments in Haryana,
Commissioners, Ambala & Hissar Divisions,
all Deputy Commissioners & Sub-Divisional
Officers (Civil)
- (ii) Registrar,
Punjab & Haryana High Court, Chandigarh, &
All District and Sessions Judges in Haryana.

Dated Chandigarh, the 16th June, 1976.

Subject :—The 'cutting edge' of administration.

Sir,

I am directed to address you on the subject noted above and to say that at the Chief Secretaries' Conference held recently, it was decided that the image and efficiency of the 'cutting edge' of administration need to be substantially improved. The public comes into direct and daily contact with such units as the police station, the office of the Food and Supplies Department, block office, tehsil office, hospitals, banks, treasuries, courts etc. and the treatment that it gets at these places makes or mars the image of the administration.

2. In order to improve the image of the Government at these levels, vital points of contact with the public should be identified by every department at the district and lower levels and each of these should be provided with a public counter. These counters should be manned by selected personnel who are disciplined and have an attitude of helpfulness towards the public. The places where these public counters are located should be kept neat and clean and given a business-like air. Ready information about the services offered by a particular unit should be available at its public counter. It should also be ensured that the public does not have to move from seat to seat in order to get something done but that every seat in a field office provides a "package service".

3. One particular day in a week should be earmarked by every departmental officer at the district and lower levels for listening to and redressing public grievances. Patwaris, gram sakhis and other field officers should remain at their headquarters every Tuesday for this purpose.

4. It may please be ensured that action on the points mentioned above is taken immediately and compliance reported to the Government as early as possible.

Yours faithfully,

Sd/-

Deputy Secretary General Administration,
for Chief Secretary to Government, Haryana.