

FOR IMMEDIATE ATTENTION

No. 62/20/2005-6GSI

From

The Chief Secretary to Government Haryana

To

1. All the Divisional Commissioners in the State.
2. All the Deputy Commissioners in the State.
3. All Superintendents of Police in the State.

Dated Chandigarh, the May 12, 2005

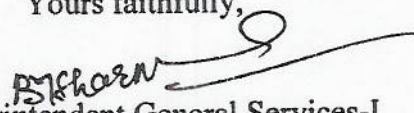
Subject:- **Regarding Protocol for the personal staff of District Administration.**

Sir/Madam,

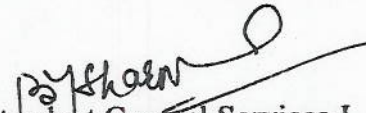
I am directed to refer to the subject noted above and to say that it has been brought in the notice of Government that personal staff of DCs are some time not following the proper protocol while connecting telephone call that they keep the person at the other end of the telephone waiting needlessly. Perhaps, they are unaware of the protocol and therefore it devolves upon the DCs and the SPs to instruct their staff accordingly

2. It is understandable that DCs/ SPs may not always be able to immediately take a telephone under which circumstances it would be proper to take the telephone number of the callers and assure them politely that a return call would be made. It is, requested, that these instructions may be strictly followed for compliance.

Yours faithfully,


Superintendent General Services-I,
for Chief Secretary to Government Haryana

A copy is forwarded to all the Financial Commissioner and Principal Secretaries/ Commissioners and Secretaries to Government Haryana for information and necessary action.


Superintendent General Services-I,
for Chief Secretary to Government Haryana