

No. 5/29/2024-3MC
Government of Haryana
General Administration Department
(Monitoring & Coordination Cell)

Haryana Civil Secretariat
Dated, Chandigarh, the 12th June, 2024

To

1. All the Administrative Secretaries of Haryana State
2. All Head of the Departments of Haryana State
3. DGP Haryana
4. All the Divisional Commissioners of Haryana State.
5. The Special Secretary to Government, Haryana, Monitoring & Coordination.
6. All the Deputy Commissioners of Haryana State.
7. All the Deputy Commissioners of Police of f Haryana State.
8. All the Superintendent of Police of districts.
9. All the Additional Deputy Commissioners of Haryana State.
10. All the SDO's(C) of Haryana State.

Subject : Samadhan Prakosth Daily Reporting Format.

Respected Sir/Madam,

Please refer to this office even No. dated 09th June, 2024 on the subject cited above.

2. I am directed to enclosed herewith a copy of Daily Reporting Format alongwith Standard Operating Procedure (SOP) (Annexure-A) on the subject cited above. It is requested to submitted the daily report as per format through email at cs.coordination@hry.nic.in.

Yours faithfully,


Superintendent

for Chief Secretary to Govt. Haryana
Monitoring & Coordination Cell (GAD)
E-mail Id: cs.coordination@hry.nic.in 

Internal Distribution:-

1. PS/CS for kind information of W/CS.
2. PS/PA JS M&C (Samadhan Prakosth) for kind information of M&C (Samadhan Prakosth).

Samadhan Prakoshth Daily Reporting Format

District:

Date:

A) Detailed Report Format for The Grievances Received in Today's Meeting

Sr. No	Application Details		Details of the Applicant					Complaint Description						
	Unique Application ID (CFMS)	Date	Name	District	Block	PPP ID	Contact No.	Grievance related to	Concerned Department	Summary of the grievance	Category of the grievance (Policy Implementation)	Attachments	Remarks by the designated officer (if any)	Current Status of application

B) Details of the Grievances Received Today

Sr. No	Grievance related to	Concerned Department/ Office	No. of grievances received in today's meeting	No. of grievances resolved in the meeting itself	No. of grievances pending

Standard Operating Procedure (SOP) for Daily Complaint Report under Samadhan Prakoshth

In compliance with the orders of the State Government bearing No. 05/29/2024-3MC dated 09.06.2024 with regard to “Samadhan Prakoshth”, the Deputy Commissioners in the state are required to follow the procedures outlined below for reporting citizen complaints to the office of the Chief Secretary, Haryana.

Instructions:

1. Every district shall submit a detailed report of citizen complaints to the office of the Chief Secretary, Haryana, via email at cs.coordination@hry.nic.in on or before 3:00 PM daily in the format attached to instructions.
2. In case of pendency in resolution on account of policy gaps, the reporting officer must clearly flag and identify the relevant policy in the report and ensure that the policy reference is accurate and detailed to avoid any ambiguity.
3. In case of pendency in resolution on account of implement, the administration must clearly state the specific reasons causing the implementation blockage after due application of mind to ensure action and timely remedy by state government. Provide detailed explanations and evidence if applicable, to support the stated reasons.
4. The complaint should be placed in proper categories according to their respective subject matter.
5. Citizens will take up their complaints during the daily morning meeting scheduled by the District Administration. Complaints must be documented using the prescribed format and entered into the complaint reporting system immediately following the meeting.
6. Maintain accurate records of all complaints received, actions taken, and resolutions achieved.
7. Appoint a responsible officer to compile and verify the daily report before submission. This officer must ensure that the report is submitted according to the specified instructions and schedule, while adhering to all the guidelines outlined in these instructions.