

From

The Chief Secretary to Government Haryana

To

1. All Heads of Departments, Commissioners, Ambala, Hisar, Rohtak and Gurgaon Divisions.
2. The Registrar, Punjab and Haryana High Court, Chandigarh
3. All Deputy Commissioners and Sub Divisional Officers (Civil) in Haryana.
4. Special Representative Haryana Bhawan, Copernicus Road, New Delhi.
5. All the Managing Directors of Boards/Corporations/Public Undertakings.
6. The Registrar, Maharishi Dayanand University, Rohtak, Kurukshetra University, Kurukshetra, Haryana Agriculture University, Hisar and Guru Jambheshwar University, Hisar and Ch. Devi Lal University, Sirsa.

Dated Chandigarh, the 31.10.2006

Subject: Promotion of effectiveness in public grievance redressal mechanism.

Sir/Madam,

I am directed to refer to the subject noted above and to say that the matter regarding promoting effectiveness in public grievance redressal mechanism had been engaging the attention of the Govt. for some time past. In this regard I am to state that NIC Haryana State Centre in association with the Department of Information Technology had developed web-based Online Grievance Information System (OGIS). This allows the complainant to register his/her grievance from a remote location. The Govt. feels that an institutionalized method should be made available for complaints to register the grievance online of the district & sub-divisional level given the present level of computer literacy and internet accessibility available to common citizens especially in rural areas. The Govt. has therefore, decided as follows: -

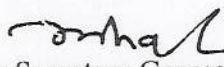
- (i) Kiosks with internet access may be opened at the district and sub-division headquarters which could be manned by persons engaged by the District Red Cross Society who would perform the task of reducing the complaint of the applicant into an electronic form on the Online Grievance Information System as well as provide information on the status of the complaint to the applicant.
- (ii) Every Department shall nominate a Grievance Officer who shall study the complaint so received online and transmit the same to the officer concerned with the redressal of the Grievance.

- (iii) The Grievance Officer of each department shall also monitor the status of redressal of grievances and inform the Head of the Department or Head of Office accordingly for taking suitable action.
- (iv) A formal launch of the OGIS shall be done after the institutional process relating to receipt, transmission, redressal & monitoring mechanisms are put in place.
- (v) For any kind of technical assistance State Informatics Officer, NIC Haryana State Centre, Chandigarh at State Head Quarter & District Level Monitoring District Informatics Officers at respective district may be contacted.

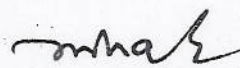
For state level implementation the www.haryana.gov.in is the URL for accessing the software. The detailed guidelines and workflow for the implementation is attached herewith.

These instructions should be brought to the notice of all concerned for strict compliance.

Yours faithfully,


Deputy Secretary General Administration
for Chief Secretary to Government Haryana
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A copy is forwarded to all the Financial Commissioners & Principal Secretaries/Commissioners & Secretaries to Government, Haryana, for information and necessary action.


Deputy Secretary General Administration
for Chief Secretary to Government Haryana
P3

To

All the Financial Commissioners & Principal Secretaries/
Commissioners & Secretaries to Government, Haryana

U.O. No. 62/39/2006-6GSI

Dated Chandigarh the 31.10.2006

Guidelines on Public Grievances Redressal Mechanism

In order to reduce the time of Public Grievances Redressal it is necessary to operate the websites at following the two levels.

1. District Level Public Grievances Redressal Mechanism
2. State Level Public Grievance Redressal Mechanism

1. District Level Public Grievances Redressal Mechanism

The first mechanism will be in place at each DC offices & SDM Offices where the redressal for the public grievances will be done at the District level. NIC has redesigned the application for implementation at the district level. This application will run on mini secretariat LAN, SWAN and sub division offices. This application will be loaded on the e-DISHA server of the district. This website at the districts will shorten the time taken for public grievances redressal as will save the time to transfer of grievances from state Hqrs to district Hqrs. To run this application following mechanism will be required in place at the district level.

A) Identification of District Level Grievances Officer.

The District level Grievances officer will be overall In-Charge of the Grievances Redressal cell in the District. b. His prime responsibilities will be:-

- a. To mark grievances received at the district to the District level department nodal officers and fix the timeline.
- b. Take the printout and send the grievances marked to the department who are not on the web.
- c. Monitor the redressal of grievances by issuing the reminders.

- d. Mark "final" the grievances addressed.

B) Identification District Level Department Nodal officers.

The Department level Nodal officer will be responsible for timely redressal of Grievances mark to him by the District Level Grievances officer. His prime responsibilities will be :-

- a. Regularly view the grievances marked to him.
- b. Take the appropriate action in consultation with HOD to address the grievances.
- c. Continuously review the status of redressal of Public Grievances at the Department level.
- d. Update the status on web or send the status to the District Level Grievances officer.

2. State Level Public Grievances Redressal Mechanism

The second mechanism will be in place at State level where the redressal for the public grievances will be done at the State level. This application will run on Internet. This application will be loaded on the web server of state and will be accessible to all citizen on any where any time basis. To run this application following mechanism will be required in place at the district level.

A) Appointment of State Level Grievances Officer.

The State level Grievances officer will be overall In-Charge of the Grievances Redressal cell at Haryana Civil Secretariat.. The prime responsibilities of **State Level Grievances Officer** will be :-

- e. To mark grievances received on the website to the Department level nodal officers posted at the various Department head offices and at various DC offices.
- f. Fix the timeline for redressal of Grievances .
- g. Monitor the redressal of grievances by issuing the reminders.
- h. Mark final the grievances addressed.

B) State Level Department Nodal officers.

The Department level Nodal officer will be responsible for timely redressal of Grievances mark to him by the State Level Grievances officer.

His prime responsibilities will be :-

- i. Regularly view the grievances marked to him.
- j. Take the appropriate action in consultation with HOD to address the grievances.
- k. Continuously review the status of redressal of Public Grievances at the Department level.
- l. Update the status on web portal.

Work Flow Process for OGIS

OGIS is a Web based application so it will be put on Internet so that everyone can use it directly from there. It will also be put on Intranet at Mini Secretariats if there is a proper LAN and a Web Server.

A) Receipt Mechanism

Grievance can be submitted online as well as manually.

❖ Submit the grievance online

Any person who wants to submit the grievance online then he/she has to connect the Internet and open Internet Explorer. In address bar, write www.haryana.gov.in Through this website the grievance can be submitted. It will automatically generate a **Unique Grievance Number (YYNNNNNNN where YY is last two digit of current year and last six digits are the number given to Grievance with in that year)**. This number will be used for all future references. Details of grievance submitted will be e-mailed back to applicant if he/she has given e-mail in his/her details.

❖ Submit the grievance DLeDCs

Applicant will submit his/her application to the DLeDC in the respective Mini Secretariat.

Concerned operator from the Grievances Cell will enter application in the computer using OGIS software.

After submitting grievance in computer, a receipt will be generated specifying a Unique Grievance Number (YYNNNNNNN where YY is last two digit of current year and last six digits are the number given to Grievance with in that year). This number will be used for all future references. The operator will forward the grievance to the District level Grievance officer for further action.

Concerned operator will give the hard copy of this receipt to the applicant and also if he/she has specified the e-mail address then details of grievance submitted will be e-mailed back to applicant.

The details of grievance will also be sent to Department through e-mail for further action.

❖ Know the status of Grievance

To know the status of grievance, applicant has to just enter the Unique Grievance Number or his/her name by which he/she has submitted the Grievance. He/She will get the latest status of grievance. He/she can get the print of status also.

B) Transmission Mechanism

One Senior Officer will be responsible for handling all kinds of grievances. He will

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be named as Grievances Officer. For every location there will be a different Grievances officer.

Grievances officer has to login using username and password. He/she will get the list of all grievances submitted from his/her location.

Grievances officer will mark the grievance to the concerned officer of his/her location specifying the target date and comments. He/she can mark the same grievance to more than one officer. and

C) Redressal Mechanism

The department Nodal officer also has to login using his username and password. He/she will get the list of grievances marked by Central Grievances officer.

Nodal officer can update the status of grievance specifying status (No action taken, In process, Mutually Agreed, Not Feasible, Sub-Judice, False complaints, Disposal of Grievance), expected date of completion and action taken.

Again Grievances officer has to login to check the status of Grievance, if Concerned officer has updated the status of grievance then Grievance officer will see the updated status otherwise he will get the message that this grievance is pending. From there, Grievance officer can send the reminder to the Nodal officer.

Again Nodal officer can update the status.

Status and Remarks updation can be done any number of times.

❖ Disposal of Grievance

If Nodal Officer wants to dispose off the grievance then he/she has to select the Status as Disposal of Grievance and update the status.

Then Grievances Officer may dispose off the grievance or he/she may ask the nodal officer to take the action again.

There will not be any status or remarks updation, once it is disposed of.

D) Monitoring Mechanism

Grievances Officer can monitor different reports like list of grievances, summary of grievances, details of pending grievances & list of disposed grievances.

Work Flow Diagram of OGIS