

No. 6/3/2017-6GC
Government of Haryana,
Chief Minister's Grievances Redressal Cell.

Chandigarh, Dated, the 30th December, 2019

To

1. All Administrative Secretaries to Government, Haryana.
2. All Head of Departments in the State of Haryana.
3. The Director General of Police, Haryana.
4. All Divisional Commissioners in the State of Haryana.
5. All Deputy Commissioners in the State of Haryana.

Subject:- Guidelines for taking action on the grievances received through CM Grievances Redressal System.

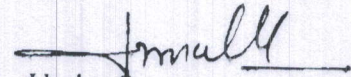
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Sir/Madam,

In continuation of letter of even number, dated 05.05.2017, I have been directed to refer to the subject mentioned above and to say that Hon'ble Chief Minister has again directed that in case of every grievance it shall be compulsory to contact the applicant. It was further directed that the officer whosoever undertakes to redress the grievances shall be personally liable to contact the applicant and alongwith the applicant one eminent citizen of that area (list uploaded on CM Window Portal) shall be called so that neither the applicant nor the official is able to make false complaints or redressal respectively.

Therefore, it has been decided that signature of complainant is mandatory on Action Taken Report irrespective of his satisfaction/dissatisfaction. It has further been decided that all the grievances which are pending on CM Window, in which Action Taken Reports are not signed by the complainant, are being sent back as clarification by this office for signatures of complainant.

Yours faithfully,



Under Secretary,
CM's Grievances Redressal Cell,
Haryana, Chandigarh.
A 30.12.19

INTERNAL DISTRIBUTION

1. Worthy Project Director, CM Good Governance Associate Programme, Haryana.
2. Worthy Officer on Special Duty (BD) to Chief Minister, Haryana.
3. Senior Technical Director (GD), NIC, Haryana.
4. All Supervisors, Special Assistants, Assistants and Clerks working in CM's Grievances Redressal Cell, Haryana for compliance.