

No. 5/29/2012-1AR
GOVERNMENT OF HARYANA
CHIEF SECRETARY'S OFFICE
ADMINISTRATIVE REFORMS DEPARTMENT

Dated the 16th May, 2016

To

1. All Administrative Secretaries, Haryana
2. All Heads of the Departments, Haryana
3. All Commissioners of the Divisions, Haryana
4. All MD/CA of the Boards and Corporations, Haryana
5. All Deputy Commissioners, Haryana
6. Registrar, Punjab & Haryana High Court.

Subject: Extension of proper courtesy to citizens.

Sir/Madam,

I am directed to address you on the subject cited above and to say that citizens approach various organs of the Government for their individual/public matters. All such communications should receive careful consideration and should be responded to at an appropriate level and expeditiously. While replying to communications of the citizens all Government officers/officials should show due courtesy and consideration. Extension of minimum basic courtesy to the citizens is an integral part of the "Good Governance".

With a view to ensure minimum basic courtesy to the citizens, it has been decided that all replies to the citizens shall invariably begin with the use of word "Sir/Madam" as the case may be. The name, designation, telephone number, fax number and e-mail (wherever applicable) of the officer signing the communication shall be indicated in the communication.

I am, therefore, directed to request you to bring these instructions to the notice of all concerned for strict compliance henceforth.

Yours faithfully


(Vijayendra Kumar)
Secretary Admn. Reforms

