

No. 2/2/62-1G-94

From The Chief Secretary to Government, Haryana.

To All Heads of Departments, Commissioners Ambala, Hissar, Rohtak, and Gurgaon Divisions, All the Deputy Commissioners and Sub-Divisional Officers (Civil) in Haryana.

The Registrar,
Punjab & Haryana, (Chandigarh.) High Court.

Dated Chandigarh, the 15.11.94

Subject:- Redress of Public Grievances- Review of Complaints.

Sir,

I am directed to refer to Haryana Government's Circular letter No. 1/1/1DG-85, dated 20.5.1985 (Copy enclosed for ready reference), on the subject noted above and to state that the Government has decided to modify para 2(i) of the letter as under:-

- 2(i) All anonymous and pseudonymous complaints should be rejected and destroyed. However, if such complaints contain facts which can be verified from the record, such verification should be invariably undertaken and the position reported to the competent authority.

Yours faithfully,

sd/
Joint Secretary Grievances,
for Chief Secretary to Government, Haryana.

1. A copy is forwarded :-
1. All the Financial Commissioners, Haryana.
2. All the Administrative Secretaries to Government, Haryana for information and necessary action.

sd/-
Joint Secretary Grievances,
for Chief Secretary to Government, Haryana.

To

All the Financial Commissioners, Haryana.
All the Administrative Secretaries to Government, Haryana.

U.O.No. 2/2/62-1DG-94

Dated. 15.11.94.

Copy of letter No.1/1/DG-25, dated 20th May, 1985 from The Chief Secretary to Govt. , Haryana to all the Heads of Departments and others.

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Subject:- Redress of Public Grievances- Review of Complaints.

I am directed to say that the question of redress of public Grievances and review of pending grievances and complaints with departments had been under construction of the State Govt. It is felt that inspite of detailed instructions issued from time to time, adequate and prompt attention has not been given to the removal of public grievances. Instructions were issued to ensure that the complaints should be informed of the action taken by the department concerned. These instructions have also not been followed. This results in dissatisfaction with the public grievances machinery. Government view this situation with concern. It has therefore, been decided that officers at all levels should pay personal attention to public grievances and it may particularly be ensured that public grievances are attended to promptly and courteously. It has further been decided that the following instructions and procedure should be observed at the State and other levels:-

2. i) All anonymous and pseudonymous complaint should be rejected and destroyed.
- ii) All complaints should be acknowledged within a week of their receipts.
- iii) The Complaint, where considered necessary should be ~~xxx~~ informed of the action taken in the matter.
- iv) Complaints of corruption will continue to be handle by the Vigilance Department.
- v) Complaints relating to allegations of corruption should be supported by a proper affidavit.
- vi) The period prescribed for the disposal of a complaint should not normally exceed 4 weeks. Effort should be made to dispose these off earlier.
- vii) Where complaints prove to be false or malicious, action to prosecute the complainant should be taken at the appropriate legal.

3. In order to exercise better supervision over disposal of public grievances and review of complaints pending with Heads of Officers/Departments, I am directed to convey the following decisions of the Government for strict compliance:-

- i) Complaints received by various departments at the Sub the sub-divisional and district level-directly from the public should be reviewed every month in the meetings of the Sub-divisional Public Relations and Grievances committees and Distt. Public Relations and Grievance Committees respectively. A statement showing the number of pending complaints should be placed before the above two committees every month.

ii) The four proformas for sending periodicals statements enclosed at annexure 'A' 'B' and 'D'. These are to be used by the below mentioned Officers respectively:-

(a) below the district level, (Annexure 'A').

(b) at the district level, (Annexure 'B').

(c) at the divisional level, (Annexure 'C').

(d) by Heads of Departments (Annexure 'D').

All other forms for such periodical returns, if any should be discontinued forthwith.

iv) The dates on which the periodical returns, are to reach various quarters should be strictly complied with. The

notes appended to each annexure should be carefully studied

and followed.

4. Commissioners of Divisions should review the progress complaints periodically. They are expected to give suitable advice to the Offices or take such action as they consider necessary in order to expedite the removal of public grievance.

5. At present periodical meetings are held by the Ministers with their Secretaries and the Heads of Departments to review working of their departments. It has been decided that quarterly progress report of complaints received in department should also be reviewed in these meetings. Decision could be taken in these meetings which would enable the departments to remove the causes which give rise to specific categories of complaints or which may enable the departments to deal with the complaints more expeditiously. Annexure at 'D' should be sent by the each Head of the Department before the 16th of the month succeeding each quarter to the Administrative Secretaries and the Minister-in-charge of the department. A copy of this quarterly statement should also be sent to the Joint Secretary Grievance, Haryana and Chief Secretary to Govt. Haryana.

5. The departments should also include a special paragraph in their Annual Administrative Reports regarding the progress in the disposal of complaints and steps taken for removal of grievances during the year under report.

7. Joint Secretary Grievances, Haryana will prepare an annual review for the consideration of the council of Ministers at the end of the each calendar year. The review will cover the Revenue, police, Irrigation and Power, consolidation, Health, Education, Industries, Food & Supplies, Labour and Employment, panchayats, Local Government, Co-operation, Agriculture, PWD (B&R), Public Health and Transport Departments.

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8. These instructions should be followed strictly, If any department fails to comply with these instructions, serious view on the lapse will be taken by the Govt.

The receipt of this communication may please be acknowledged.

Yours faithfully,

sd/-
Secretary Grievances,
for Chief Secretary to Govt. Haryana.

Dated Chandigarh the 20-5-85.

No. 4/1/10G

1. The Financial Commissioner, Revenue, Haryana.
2. All the Administrative Secretary to Govt. Haryana for information.
3. All Heads of Deptt. Haryana.

8. These instructions should be followed strictly, If any department fails to comply with these instructions, serious view on the lapse will be taken by the Govt.

The receipt of this communication may please be acknowledged.

No. 4/1/10G

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