

**MOST IMPORTANT**

No.3/3/2001-MC  
Government of Haryana  
Monitoring and Coordination Cell

Haryana Civil Secretariat  
Dated, Chandigarh, the 13<sup>th</sup> June, 2016



1. All the Administrative Secretaries, Government, Haryana.
2. All the Heads of Departments/Chief Administrators & Managing Directors of Boards/Corporations.
3. Commissioner, Ambala/Hisar/Gurgaon and Rohtak Divisions.
4. The registrar, Punjab and Haryana High Court, Chandigarh
5. All the Deputy Commissioners in Haryana.

**Subject:- Redressal of Public Grievances.**

Sir,

I am directed to invite your kind attention to circular letter No.3/3/2001-MC dated 11<sup>th</sup> November, 2008 regarding redressal of public grievances by the Administrative Secretaries, Heads of the Departments, Divisional Commissioners and Deputy Commissioners. It is observed that on certain occasions the Public find it difficult to get their grievances redressed because of non availability of the senior officers in the offices. People have to make numerous visits to the offices for redressal of their grievances.


2. To streamline the functioning of offices, improve efficiency, ensure speedy redressal of grievances of public and to curtail the menace of absenteeism, the Government has further decided as follows:-

I The Administrative Secretaries/HODs/Divisional Commissioners/ Deputy Commissioners will remain available between 11.00 AM to 12:00 Noon on all working days, for the purpose of meeting the Public and Prompt redressal of their grievances/Complaints. In case, they are out of station then next senior officer shall be designated to hear the public grievances.

II It is also reiterated that all Administrative Secretaries /Divisional Commissioners /HODs/ Deputy Commissioners should stress upon their subordinate staff to be punctual. All offices have installed bio-metric machines under AEBAS (Aadhaar enabled Biometric Attendance System) for attendance and it should be ensured that all employees mark their attendance through the biometric machines.

The above instructions may please be brought to the knowledge of all concerned for their strict compliance.

Yours faithfully,

  
Secretary, General Administration  
for Chief Secretary to Government, Haryana

**Internal Distribution:**

1. PS/CS
2. PS/ACS. Coordination
3. SSAR
4. JSGA
5. Secretary, Rajya Sainik Board, Haryana

PSL (O.L.)

PS/PSL  
14/6

L.C.  
15-6-16

MALECH  
15-6-16  
USL

Supdt.

15/6/16

PSL

Copy No. 12364

Dated 15/6/16

RV  
15/6

64