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No.2/4/2015/5CMGRC  
CHIEF MINISTER OFFICE, HARYANA  
GRIEVANCES REDRESSAL CELL

Chandigarh, dated, the 15<sup>th</sup> June, 2016

Nodal officer  
H.N. Kundu to pl.  
Speak & ensure  
compliance as directed  
in the letter.

Up.  
L-C  
16.6.16

ALCCA  
JLC  
DLC-I

ADIT  
sympat

16/06/16.

DS/E

Plus

16/6

E, I, A, D, V

To

1. All the Administrative Secretaries to Government, Haryana.
2. All Head of Departments in the State of Haryana.

**Subject:-** Proceedings of meeting held on 18-05-2016 in respect of CM Window.

Sir/Madam,

A review meeting regarding CM Window, CM Announcements, CEGAMATICS & AEBAS was held on 18-05-2016 under the Chairmanship of Worthy Additional Principal Secretary to Chief Minister. Nodal officers or their representatives of all departments attended the meeting.

2. In respect of CM Window, it was observed that still some departments need to improve quality disposal of grievances. Title wise discussion is as under :-

**i) Overdue (slide no. 6):**

Only three namely Development & Panchayats, Agriculture and School Education have been able to achieve the percentage below 20%. Excise & Taxation Department has also made slight improvement. No other department did improvement in overdue cases.

Development and Panchayats Department has given a commitment that they will do at least half its number of overdue pendency and also the percentage of clarifications at the earliest.

**ii) Clarification (slide no. 8)**

All nodal officers has been directed to bring to the notice of their respective ACS regarding very high percentage of clarifications being sought. All the nodal officers were also directed to sensitized the officials in the department about the usual defects in the ATRs (i.e. slide No. 17). All the nodal officers were further directed to ensure better quality in the future ATRs.

**iii) Grievances registered in 2014 (slide no. 10):**

Departments, who have not sorted out the matters shown in the previous PPTs (slide no. 12 to 16), have been asked to send compliance within two weeks.

3. Observation/orders on some of the slides made during the meeting are as under:-

Slide No.	Department	Observation/Order of W/APSCM, OSD/CM
21	Dev. & Panchayats	i) Representative of the Deptt. has been asked to give copy to OSD of their correspondence.
22	T&CP	Upload the latest status so that it can be disposed of.
24	-do-	Department has been asked to issue show cause to concerned Assistant.
25	-do-	Responsibility be fixed and send status on file within 15 days.
29	School (Elementary) Edu.	Call for explanation and fix responsibility.
30	-do-	Show cause to DEEO Jhajjar. ACS may send report within a week.
32	School (Elementary) Edu.	ATR along with attachment is not being uploaded properly. ACS may send report within a week.
33	School Education	ACS may ensure to dispose of this issue within 3 weeks.
34	-do-	Ask the Director to take up the matter with PF Commissioner and sort out the same.
35	-do-	ACS will personally monitor that why the action is not being conducted on the issues mentioned in this slide.
36	Revenue	Department has been directed to dispose of the matter within two weeks.
39	Health	upload latest status.



41	-do-	Nodal officer of the department has committed to get the matter sorted out through the ACS within one week.
42	-do-	Follow-up the matter with ACS and sort out it within a week.
43	Higher Education	Nodal officer of the department has committed to get the matter sorted out through the ACS within two weeks..
44	-do-	This matter is in the kind notice of Hon'ble CM. ACS may sort out it within two weeks.
47	-do-	Nodal officer of the department has directed to get the matter disposed of through the ACS within two weeks.
48	-do-	-do-
<u>57</u>	Labour & Employment	Nodal officer of the department has committed to get the matter sorted out through the ACS within two weeks.

4. (i) Attendance revealed that no representative (nodal officer) from Mines and Geology Department attended the meeting again.  
(ii) Nobody from Elementary Education attended the meeting.  
(iii) Health Department has been asked not to send the officer in the meeting below the rank of Deputy Director.

Yours faithfully,

*Bhupinder Malhotra*  
Under Secretary,

for Addl. Principal Secretary to Chief Minister, Haryana,  
Grievances Redressal Cell.

Endst.No. 2/4/2015/5CMGRC

Dated: 15<sup>th</sup> -06-2016

A copy is forwarded to the following for information and necessary action :-

1. PS/APSCM
2. PS/OSD/CM(BD)

*Bhupinder Malhotra*  
Under Secretary,

for Addl. Principal Secretary to Chief Minister, Haryana,  
Grievances Redressal Cell.