



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

**Dated, Chandigarh, the 1<sup>st</sup> April, 2022**

To

1. All the Administrative Secretaries to Government Haryana.
2. All the Heads of Departments.
3. All the Managing Directors/Chief Administrators of all Boards/Corporations in Haryana.
4. All the Divisional Commissioners in Haryana.
5. All the Deputy Commissioners in Haryana.
6. The Registrars of all the Universities in Haryana.

**Subject: - Instructions regarding presence of all the Officers at their respective Headquarters from 11:00 AM to 12:00 Noon daily for hearing of public grievances.**

\*\*\*\*\*

Sir/Madam,

I am directed to address you on the subject cited above and to inform you that it has been observed that general public find it difficult to get their grievances redressed because of non availability of the senior officers in the Govt. offices. People have to visit time and again to the offices for redressal of their grievances. To avoid this, it has been decided that all the Officers will **remain available between 11:00 AM to 12:00 Noon daily on working days** for purpose of meeting the public, for prompt redressal of their grievances and complaints. In case, they are out of station then next officer be designated to hear the public grievances.

2. These instructions may please be brought out to the notice of all concerned for strict compliance in letter and spirit.

Yours faithfully,

(Under Secretary)

Monitoring & Coordination Cell  
for Principal Secretary to Govt. Haryana  
E-mail Id: [cs.coordination@hry.nic.in](mailto:cs.coordination@hry.nic.in)