



No. Admn/434/2015/15IT/2693  
From Principal Secretary to Government Haryana,  
Electronics & Information Technology Department.  
To  
1. All the Administrative Secretaries to Government of Haryana.  
2. All the Heads of Departments in Haryana.  
3. All the Divisional Commissioners in Haryana.  
4. Managing Directors/Chief Administrators/Chief Executive Officer of all the Boards,  
Corporations etc. in Haryana.  
5. All the Deputy Commissioners in Haryana.  
6. Registrars of all the Universities in Haryana.

Regi.  
18-9-15  
R.G.

Chandigarh dated, the 07.09.2015

Subject: Decision regarding continuance of HarSamadhan Grievance Redressal System.

Sir / Madam,

I am directed to address you on the subject cited above and to inform you that the Centralised Public Grievance Systems namely 'HarSamadhan' is in existing. It has been observed that Citizens are still uploading their complaints/grievance on this portal also. It has been seen that some of the Departments/Organisations are taking care of the grievances/complaints sent on this portal meaning thereby the grievance/ complaints sent on 'HarSamadhan' are not being redressed completely.

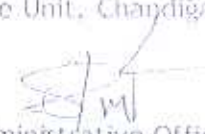
In view of the above, it has been decided that the Centralised Public Grievance Systems namely 'HarSamadhan' shall remain continued till further orders/directions. Accordingly, you are requested to direct the concerned Nodal Officer of your department to dispose off the complaints grievances received through 'HarSamadhan' as well as through CM Window.

  
Sr. Administrative Officer  
for Principal Secretary to Government Haryana,  
Electronics & Information Technology Department.

Endst No. Admn/434/2015/15IT/2694

Chandigarh dated, the 07.09.2015

A copy is forwarded to State Informatics Officer, Haryana State Unit, Chandigarh for information.

  
Sr. Administrative Officer  
for Principal Secretary to Government Haryana,  
Electronics & Information Technology Department.

OFFICE OF THE REGISTRAR CCS HAU

Endst.No.Admn.R.4/2015/m-704 | 401-431

Dated: 22-9-2015

In continuation to this office Endst.No.Admn.R.4/18703-902 dated 20.12.2011, copy of Govt. instructions No.Admn./434/2015/1SIT/2693 dated 7.9.2015 regarding continuance of Har Samadhan Grievance Redressal System is forwarded to all Deans/Directors/Officers of the University and other Controlling Officers, CCS HAU, Hisar for information and taking action. It is requested that these instructions may be brought to the notice of all the employees of offices/departments/sections/units functioning under their control for strict compliance thereon.

  
REGISTRAR

- CC:
1. COE/Advisor(Rectt.)/SPIO/ARE/ARF/ARA/ARL/Officer Incharge (Hosp), Faculty House/ CSO/P.S. to Registrar.
  2. The Advisor(RC)-cum-Nodal Officer, CM Grievance Redressal System will act as Nodal Officer on Har Samadhan Grievance Redressal System.
  3. Incharge, Computer Section, COBS&H, CCS HAU, Hisar.

