

OFFICE OF THE REGISTRAR CCS HAU HISAR

Endst.No.Admn.R.4/2016/ 1599-1628.

Dated: 18.11.2016

Copy of Govt. instructions No.6/6/2015-5CMC dated 13.10.2016 circulated by CM's Grievances Redressal Cell and received through the Principal Secretary to Govt. Haryana, Agriculture and Farmers' Welfare Department vide Memo No.4485-Agri.II(2)/2016/20939 dated 28.10.2016 is forwarded to all Deans/Directors/HODs/ Offices/Sections/Units (including outstations), CCS HAU for information and taking action. These instructions may be brought to the notice of all the employees for strict compliance.


18.11.16
REGISTRAR

- CC: 1. COE/Advisor(Rectt.)/SPIO/ARE/ARF/ARA/ARL/Officer Incharge (Hosp),
Faculty House/ CSO/P.S. to Registrar.
2. Incharge, Computer Section, COBS&H, CCS HAU, Hisar.

From The Principal Secretary to Government of Haryana,
Agriculture and Farmers Welfare Department.

To

1. The Director
Department of Agriculture and Farmers Welfare, Haryana, Panchkula.
2. The Director General Horticulture, Haryana, Panchkula.
3. The Chief Administrator,
Haryana State Agricultural Marketing Board, Panchkula.
4. The Managing Director,
Haryana Seeds Development Corporation, Panchkula.
5. The Managing Director,
Haryana State Warehousing Corporation, Panchkula.
6. The Managing Director,
Haryana Land Reclamation & Development Corporation,
Panchkula.
7. The Managing Director,
Haryana Agro-Industries Corporation, Panchkula.
8. The Director,
Haryana State Seeds Certification Agency, Panchkula.
9. The Registrar,
CCS Haryana Agricultural University, Hisar.

Memo No. 4485-Agri.II-2016/ 250239
Chandigarh, Dated the 13-10-16

Subject: Regarding Marking of complaints/grievance forwarded from CM
Grievances Portal (CM Window).

Enclosed please find herewith a copy of letter No. 6/6/2015-MC
dated 13-10-2016 received from Under Secretary to Govt. Haryana, Monitoring &
Coordination Cell on the subject cited above for necessary action.

Superintendent,
for Principal Secretary to Govt. of Haryana,
Agriculture and Farmers Welfare Department

ACS Agriculture

No.6/6/2015-MC
Government of Haryana
Monitoring & Coordination Cell

Haryana Civil Secretariat
Dated Chandigarh the 13th October, 2016

- 5966
18-10-2016
1. All the Administrative Secretaries to Government, Haryana.
 2. All Head of Departments in the State.
 3. All Deputy Commissioners in the State.

Subject:- Regarding marking of complaints/grievance forwarded from CM Grievances Portal (CM Window).

Sir/Madam,

I am directed to invite your attention to the Chief Minister Office, Haryana Grievances Redressal Cell's letter No. 2/4/2015-SCMGRC/12 dated 14th May, 2015 and 10th June, 2015 on the subject noted above (Copies enclosed for ready reference) vide which it was intimated that the complaint against an official whenever received should be examined at two levels above the said official.

In spite of these instructions, it has been observed by the Hon'ble Chief Minister that some of the complaints received on Chief Minister window are being marked to the same officers/officials against whom the complaints have been made. Same has been viewed seriously and I have been directed to request you to enforce instructions contained in above letters strictly and if any deviation is found, strict action will be taken against the officers who violate these instructions.

Yours faithfully,



(Liliu Ram)

Under Secretary to Govt. Haryana,
Monitoring & Coordination Department.
e.mail id: cs.coordination@hry.nic.in

No. 2/4/2015/SCMGRC/12
 CHIEF MINISTER OFFICE, HARYANA
 GRIEVANCES REDRESSAL CELL

Chandigarh: Dated: 14th May, 2015

All the Administrative Secretaries to Government Haryana,
 All Head of Departments in the State
 All Deputy Commissioners in the State.

Regarding marking of complaints/grievance forwarded from CM
 Grievances Portal (CM Window).

Sr. Madam,

A review meeting regarding the working of CM Window Portal was taken by the Honorable Chief Minister on 25.04.2015 and was attended the worthy Chief Secretary, Haryana (MSM). It was so decided that in case of any grievance being forwarded from the Chief Minister Grievances Cell to any department, the complaint against an official concerned should be examined at two levels above the said official. Therefore all the complaints which have been marked to the subordinate organizations should always be marked at two ranks over and above the delinquent official. All the departments should suggest the minimum level of marking to be followed when being forwarded from the CM Grievances cell. Letters in this regard have been sent to all the offices of undersigned within seven days. The departments have been directed to submit the same in respective hierarchy and the different types of grievances/complaints. Same may also be submitted before the Technical Director, NIC (Sh. Ganesh) and a copy of the same be also submitted to the office of undersigned.

Yours faithfully,

(Pawan Sharma)

Under Secretary to Chief Minister
 Chief Minister Grievances Redressal Cell