

MOST IMPORTANT

From No. 26/6/2021-3D.G.
Chief Secretary to Government Haryana
CPGRAMS (Grievance Cell)

To

1. All the Administrative Secretaries of Government of Haryana
2. All Head of the Departments.
3. All the Divisional Commissioners.
4. All the Managing Directors of Boards and Corporations in Haryana.
5. All the Deputy Commissioners.
6. All the Registrars of State University.

Dated 17th August, 2022

Subject: Strengthening of Machinery for redressal of Public Grievances (CPGRAMS).

Sir/Madam,


I am directed to invite your kind attention towards letter No. S-15/21/2021-O/o DS(PG-DARPG(7085), dated 27.07.2022 (copy enclosed and also available on Govt website i.e. "cs.haryana.gov.in" under branches "Grievances") received from Director (PG), Government of India, Ministry of Personnel, Public Grievances & Pensions, Department of Administration Reforms and Public Grievance (PG Division) New Delhi on the subject cited above.

2. It has been directed by the said letter that the grievances received on CPGRAMS shall be resolved promptly as soon as they are received but within a maximum period of 30 days. In case redressal is not possible within the prescribed time frame due to the circumstances such as sub-judice matters/police issues etc., an interim/appropriate reply shall be given to the citizen.

3. The department will appoint Nodal Grievance Resolution Officers (GRO) to resolve the public grievances. An officer senior to the Nodal Grievance Resolution Officer will be appointed as Nodal Appellate Authority for timely disposal of PG appeals i.e. within 30 days. The login ID and password of the GROs will be created by Nodal Officer of the Department. The Department may regularly analyze the trend of grievances and conduct a root cause analysis and take remedial measure related to policy procedures and people to reduce the grievances. Department may also monitor grievances which may be raised in print and electronic media.


4. It is also further requested to kindly direct the concerned Nodal Officer to clear the pending grievances pertaining to your Department(s) and to regularly send a weekly report to this Department.

Yours faithfully,


Superintendent Grievances
for Chief Secretary to Government Haryana
CPGRAMS(Grievance Cell)
dated: 17th August, 2022


Endst. No. 26/6/2021-3D.G.

A copy is forwarded to Director (PG), Ministry of Personnel, Public Grievances & Pensions, Department of Administration Reforms and Public Grievances w.r.t. their letter No. S-15/21/2021-O/o DS(PG-DARPG(7085), dated 27.07.2022 for information.


Superintendent Grievances
for Chief Secretary to Government Haryana
CPGRAMS(Grievance Cell)
dated: 17th August, 2022

Endst. No. 26/6/2021-3D.G.

A copy is forwarded to Worthy Nodal Officer, CPGRAMS for information and further necessary action.


Superintendent Grievances
for Chief Secretary to Government Haryana
CPGRAMS(Grievance Cell)

Ado
22/8/22