

ORDER

Dated, Chandigarh, the 09th June, 2024

**“समाधान प्रकोष्ठ”
मुख्य सचिव कार्यालय
Governance for Solutions**

Haryana Government has established a “SAMADHAN PRAKOSHTH” in the Chief Secretary’s Office to resolve the public grievances. This “Prakoshth” will organize ‘Samadhan Shivar’ in each District & Sub-Divisional headquarter every working day from 09:00 AM to 11:00 AM to resolve public grievances.

2. It has been observed that generally the public grievances involve two stages a) issues in policy b) bottle-necks in the implementation process. The issues relating to policy part will be resolved at the State Headquarter level by this ‘Prakoshth’ in coordination with Administrative Secretaries while the implementation bottle-necks will be resolved in ‘Samadhan Shivar’ through the District Administration.
3. The Chief Secretary will hold meeting of the ‘Prakoshth’ with the Administrative Secretaries to resolve the policy issues being faced by the general public in the implementation of various public welfare schemes of the Government and issue necessary directions through the District Administration to remove the bottle-neck in the implementation of the scheme.
4. As part of the programme Deputy Commissioner, Superintendent of Police/ Deputy Commissioner of Police (HQ), Additional Deputy Commissioner, District Municipal Commissioner, Sub Divisional Officers (Civil)(HQ) and SDO (C) and Deputy Superintendent of Police & other Officers in independent Sub-Divisions in the district will sit together daily in Deputy Commissioner’s & SDO (Civil) office and resolve Grievances of Public. Further, the Deputy Commissioner concerned may co-opt any other officer, as required.
5. It shall be the endeavour of the administration to resolve each and every public grievance presented in the ‘Samadhan Shivar’ as far as possible. An illustrative list of such grievances is given below, but the grievances are not limited to the list.

Issues related to:

- Property ID
- PPP
- Registration of Land
- No Dues Certificates from Local Bodies.
- Map approval from Municipal Committees.
- Social Welfare Pensions.
- Ration Card & Public Distribution System.
- Crime related Complaints.
- Power/Irrigation/Public Health related complaints.

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6. All the Deputy Commissioners will submit a daily report pertaining in the district (including the request pertaining to all sub-divisions) to the Divisional Commissioner concerned with a copy to the 'Samadhan Prakoshth' in the office of Chief Secretary to Government, Haryana on "Samadhan Shivar" with respect to number of complaints received, disposed off, number of pending complaints and reasons for such pendency.

7. Any clarifications regarding this can be had from the Special Secretary Monitoring & Coordination Ms. Priyanka Soni, IAS or Special Secretary Personnel Sh. Prabhjot Singh, IAS in 'Samadhan Prakoshth', Chief Secretary's Office.

(T.V.S.N. Prasad, IAS)

Chief Secretary to Government, Haryana

Endst No. 5/29/2024-3MC

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

1. All the Administrative Secretaries of Haryana State
2. All Head of the Departments of Haryana State
3. DGP Haryana
4. All the Divisional Commissioners of Haryana State.
5. The Special Secretary to Government, Haryana, Monitoring & Coordination
6. All the Deputy Commissioners of Haryana State.
7. All the Deputy Commissioners of Police of Haryana State.
8. All the Superintendent of Police of districts.
9. All the Additional Deputy Commissioners of Haryana State.
10. All the SDO's(C) of Haryana State.


Superintendent

for Chief Secretary to Govt. Haryana
Monitoring & Coordination Cell (GAD)

E-mail Id: cs.coordination@hry.nic.in

