## No. 6/ 9/2016-6GC Haryana Government Chief Minister Grievance Redressal Cell

Chandigarh, Dated, the 10<sup>th</sup> March, 2017.

To,

- 1. All Administrative Secretaries to Government, Haryana.
- 2. All Head of Departments in the State.
- 3. Director General of Police, Haryana.
- 4. All Deputy Commissioners in the State.

Subject: - Regarding operationalisation of CM Window.

Sir/Madam,

I am directed to invite your attention on the subject noted above and to inform you that during CMGGA workshop on CM Window, held on 25-02-2017 under the chairmanship of Hon'ble Chief Minister, It has been decided that ATRs be uploaded in the standardised format (specimen both in English and Hindi enclosed). It has also been ordered that Disposal of critical grievances identified on CM Window be disposed on priority as per norms. No ATR will be accepted after 20-03-2017 if not in approved format.

You are, therefore, requested to direct all the Officers/officials of Department/ Directorate and field officer under your kind control to ensure the strict compliance of the same.

This may be taken at top-priority.

Yours faithfully,

Under Secretary to Government, Haryana, Chief Minister's Grievance Redressal Cell.

INTERNAL DISTRIUBUTION:-

Technical Director, NIC (GD), All Supervisors, Special Assistants, Assistants and Clerks working in CM Grievances Redressal Cell for compliance.

सी एम विंडो (एटीआर) प्रारुप			
1.	सी एम विंडों शिकायत संख्या: CMOFF/N/20 /	दिनांक:	
2	शिकायत विवरण और तथ्यः		
3	जांच विवरण :		
	जांच की तारीख : वास्तविक तथ्य :		
	यदि न्यायालय में विचाराधीन है, : केस संख्या : न्यायाल अगली सुनवाई की तारीख : कानूनी प्रावधान :	य का नाम :	
4	तार्किक निर्णय (सुझाव):-		
5	शिकायत की सुनवाई : शिकायतकर्ता का नाम : मोबाईल नंबर: सुनवाई की तारीख : क्या शिकायतकर्ता शिकायत के तार्किक समाधान से संतुष्ट है : हाँ / नहीं शिकायतकर्ता का दृष्टिकोण और सुझाव :		
6	अंतिम रिपोर्ट (फाइनल रिपोर्ट) :		11
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CM Window (ATR) Format			
1	CM Window Complaint No.: CMOFF/N/20 /	Dated :	
2	Complaint details & Facts:	and the second of the second o	
	faces:	a Groundingst	
	Elmi white	Trievenuse Restricted Cell	
		State Agent, Material Paris - March, 2007.	
3	Enquiry Details :	The state of the s	
	Date of Enquiry:		
	Facts on ground :		
	7410 Fead of Department	a milhe Stein	
	The entire all Alexanders		
	4 4 Affilia puly Chaupis and		
	If sub-judice: Case No. :	Court Name :	
	Date of next hearing : Legal provisions (Law) :		
	Legal provisions (caw)		
4	Logical Conclusion ( Solution suggested) :-		
5	Hearing of Complainant :		
2	Name of Complainant:		
	Mobile No. :		
	Date of hearing :	in such mission. The CIT will but offer the At	
	Complainant satisfied by logical solution:	/es / No	
***	Complainant view & suggestion :		
6	Final Reply:		
	Market and Same of the same		
	a principle of the comment of		
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