

EMail
10.3.17

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

4033
15/3/17

Chandigarh, Dated, the 10th March, 2017.

14/3/17
ACSK
E.C.
14/3/17

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.

for enclosing
requisition

JLC
DSF

4033
14/3/17

**URGENT/IMMEDIATE
KIND ATTENTION**

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,

Shri Anil K. Malhotra
Under Secretary to Government, Haryana,
Chief Minister's Grievance Redressal Cell.

15/3

INTERNAL DISTRIBUTION:-

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

R/10.3.2017

सी एम विंडो (एटीआर) प्रारूप

1	सी एम विंडो शिकायत संख्या: CMOFF/N/20 /	दिनांक:
2	शिकायत विवरण और तथ्य:	
3	जांच विवरण : जांच की तारीख : वास्तविक तथ्य : यदि न्यायालय में विचाराधीन है : केस संख्या : न्यायालय का नाम : अगली सुनवाई की तारीख : कानूनी पावधान :	
4	तार्किक निर्णय (सुझाव) :-	
5	शिकायत की सुनवाई : शिकायतकर्ता का नाम : मोबाइल 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) :	

अधिकारी का हस्ताक्षर और कार्यालय की मुहर

CM Window (ATR) Format

1	CM Window Complaint No.: CMOFF/N/20 /	Dated :
2	Complaint details & Facts:	
3	Enquiry Details : Date of Enquiry : Facts on ground : If sub-judice: Case No. : Date of next hearing : Legal provisions (Law) :	
	Court Name :	
4	Logical Conclusion (Solution suggested) :-	
5	Hearing of Complainant : Name of Complainant : Mobile No. : Date of hearing : Complainant satisfied by logical solution : Yes / No Complainant view & suggestion :	
6	Final Reply :	

Signature of officer & seal of office