



Vijai Vardhan, IAS

8211  
D. O. No. PS/FCR & ACS Revenue. 45  
Financial Commissioner Revenue and  
Additional Chief Secretary to Govt. Har  
Revenue, Disaster Management and  
Consolidation Departments, Chandigarh

Dated : 16-07-2020

Subject: Regarding quick disposal of grievances received on CPGRAMS (PG Portal) and CM Window Portal.

Dear

Ram Sarup,

Kindly refer to earlier D.O. letter No. PS/FCR & ACS Revenue/5210-5239, dated 20.04.2020 from my predecessor, Mr. Dhanpat Singh and Memo No. Nodal Officer/Rev/Spl-41, dated 28.05.2020 on the above subject vide which you were intimated that complaints received at CPGRAMS (PG Portal) & CM Window Portal are not being disposed of seriously/logically. You were asked to take concrete steps to dispose of all the pending grievances of CPGRAMS (PG Portal) & CM Window Portal pertaining to the previous years and upload final action taken reports in respect of such grievances on respective Portals.

2. CPGRAMS (PG Portal) & CM Window Portal are flagship programmes of Central Government and Haryana Government for redressal of public grievances in an expeditious manner. The complaints received on these Portals have to be disposed of within a given time format. However, several complaints pertaining to the previous years are still pending in your office, which shows that due attention is not being paid to this issue. These complaints are being monitored by Sh. Rakesh Gupta, IAS, Project Director, CMGGAs and the Hon'ble Chief Minister also personally monitors the progress of disposal of these complaints. It shows the importance State Government attaches to these programmes. However, despite this, some officers are not taking them seriously, resulting in delay in disposal of these complaints.

3. I would therefore, again request you to dispose of all the pending grievances of CPGRAMS (PG Portal) & CM Window Portal pertaining to the previous years within a week positively and send a fortnightly report, failing which I will be constrained to recommend disciplinary action against the officer(s)/official(s) with whom the complaints are found pending beyond prescribed time limit.

4. I would also appreciate if you would look into this matter personally and dispose of all pending complaints of previous years within a week positively and upload the final ATRs as per guidelines issued by the Chief Minister's office.

With Best Wishes

Yours sincerely

(Vijai Vardhan)

Sh. Ram Sarup Verma, IAS  
Deputy Commissioner, Rohtak



**MAHARSHI DAYANAND UNIVERSITY, ROHTAK**  
(A State University established under Haryana Act No. XXV of 1975)

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ESTABLISHMENT NON-TEACHING BRANCH

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F.P.P.

Endst. No. EN-13/2020/CMG/ 5686-5796 Dated 28-7-2020  
A copy of the letter dated 16.07.2020 on per-page received from the Sh. Vijai Vardhan,  
IAS, Financial Commissioner revenue and Additional Chief Secretary to Govt. Haryana  
Revenue, Disaster Management and Consolidation Department, Chandigarh is forwarded to  
all Deans/Directors/Heads of Deptts/Branch Officers for taking further necessary action.

  
Dy. Superintendant (Estt. NT)  
For Nodal Officer (CMG/PMG)