

## OFFICE OF CHIEF MINISTER'S SECRETARIAT, HARYANA

### Functions and duties:-

Hon`ble Chief Minister, Haryana is assisted in his work by the PSCM / APSCM/ DPSCM /PRINCIPAL OSD / OSDs/ Special Senior Secretary/ Under Secretary/ Superintendent/ Sr. Accounts / Section officer and other supporting staff. The work pertaining to Chief minister`s Secretariat is the Distribution of all files received in C.M. Secretariat from all Ministers/ Administrative Secretaries/ Head of Departments to the concerned officers attached with C.M. according to the work distribution list; Marking of all type of representations/ references received in this office from the public & other dignitaries to concerned Ministers/ Administrative Secretaries/ Head of Departments/ Deputy Commissioners/ Superintendent of police etc; Preparation & Allocation of Budget in respect of Council of Ministers; Allocation of Petty Grant and Contingency of the Council of Ministers; All references relating to Financial Assistance out of Chief Minister`s Relief Fund; Work relating to Announcements of Chief Minister, Haryana; Allocation of Discretionary Grant announced by Chief Minister, Haryana. C.M. Grievances Cell:-

Dealing with C.M Redressal System.

### THE DESIGNATION AND OTHER PARTICULAR OF THE 1st APPELLATE AUTHORITY AND STATE PUBLIC INFORMATION OFFICER.

S r . No.	Name & Designation of the officer	Designation	Telephone Number
1.	Sh. Ashwani Sharma, Under Secretary, C.M. Sectt., Room No.-74, 4 <sup>th</sup> Floor, Haryana Civil Secretariat, Chandighrh	1 <sup>st</sup> Appellate Authority.	2740187 (off.)
2.	Smt. Poonam Rathi Superintendent, C.M . Sectt., Room No.-75, 4 <sup>th</sup> Floor, Haryana Civil Secretariat, Chandighrh	State Public Information Officer.	2740682 (off.)

## **CHIEF MINISTER GRIEVANCES REDRESSAL CELL**

Keeping in view the problems of General Public with Government Offices and to make administration more responsive, Chief Minister Grievances Redressal Cell was established on 25-11-2014 with Chief Secretary to Government, Haryana as its Administrative Secretary. CM Window was also opened at all District Headquarters and in Haryana Civil Secretariat which started its functioning from 25-12-2014. Keeping in view the success of CM Window and also to make it more easily accessible to general public, the facility of CM Window was extended to the Sub-Divisional level w.e.f. 25-12-2016. The motive behind opening CM Window at all the District Headquarters and SDM (C) offices is that the citizens can give their grievances nearer to their living places and their time and money could be saved by avoiding their visit to Chandigarh for submission of their grievances. A team of scientists/engineers in NIC is regularly working on this System and improving the software/system keeping in view the day-to-day necessities. This system has introduced time bound redressal of the grievance to the applicant and imposed a high level of responsibility over the officer who is supposed to deal with the grievance. The concept of CM Window is innovative and has been acclaimed by the Government of India and has also been awarded Skoch Award Good Governance, 2015 and has set an example in mechanizing and modernizing the pre existing grievance redressal system. The entire working of the portal is online leaving no scope for unexplained and inordinate delay in redressal of the grievances. Maintaining the transparency in the working of CM Window, the facility to track grievance by the applicant is also available on the portal.

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S r . No.	Name & Designation of the officer	Designation	Telephone Number
1.	Sh. Vijender Singh Malik, Under Secretary, Room No.-74, 4th Floor, Haryana Civil Secretariat, Chandigarh	1st Appellate Authority	2740187 (off.)
2.	Sh. Rajesh Kumar, Superintendent, Room No.-70, 4th Floor, Haryana Civil Secretariat, Chandigarh	State Public Information Officer	2740112 (off.)