



**OFFICE OF DIRECTOR SECONDARY EDUCATION HARYANA
PANCHKULA**

Order No. 12/147-2024 Admn(4)

Dated, Panchkula the 22/11/2024

A copy of letter No.05/29/2024-7MC(SP) Dated 07.11.2024 received from Chief Secretary to Govt. Haryana regarding Samadhan Prakosth Daily Reporting Format is forwarded to the following for information & Strict Compliance:-

1. Director SCERT Haryana, Gurgram.
2. All District Education Officer's in the State.
3. All the Officers/Superintendents (Sec.).
4. Superintendent Coordination Branch (Sec.).
5. Superintendent Grievance Cell (HQ).
6. Superintendent Admn. (Elementary).
7. PA/DSE.
8. PA/Additional Director MSS.
9. PA/ Additional Director Admn.
10. PA/Joint Director Admn.
11. All the Assistants Admn. Branch (Sec.).
12. IT Cell (HQ) for website.

21/11/24

**SUPERINTENDENT ADMN.
for DIRECTOR SECONDARY EDUCATION
HARYANA PANCHKULA**

URGENT

No. 05/29/2024-7MC(SP)
Government of Haryana
General Administration Department
(Monitoring & Coordination Cell)
Samadhan Parkosth

3715 Ad(4)
18/11/2024

Haryana Civil Secretariat
Dated, Chandigarh, the 07th November, 2024

To

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 Commissioner of Haryana State.
7. All the Deputy Commissioner 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.

ACSE
8.11.2024

Subject: - Samadhan Prakosth Daily Reporting Format.

ACSSE
No. 57383
Date 11/11/2024

Respected Sir/Madam,

I am directed to refer to this office even No. dated 12th June, 2024 on the subject cited above and enclose herewith a copy of Daily Reporting Format alongwith Standard Operating Procedure (SOP). It is requested to submitted the daily report as per format through email at samadhan.hry@gmail.com and upload the daily basis report on Samadhan Portal.

This issues with the approval of Competent Authority.

Yours faithfully,

Sanjiv
Superintendent

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

Internal Distribution:-

1. Secretary/CS for kind information of W/CS.
2. PS/SSM&C for kind information of SSM&C.

ADMS (Busy)

PS/DSE

18-11-2024

AD (Admin) (cl)
18/11/24

S. Adh

[Signature]

Al-4

[Signature]
21/11/2024

Samadhan Prakoshth Daily Reporting Format

District: _____

Date: _____

Date: _____

A) Detailed Report Format for The Grievances Received in Today's Meeting

Sr. No	Application Details			Details of the Applicant				Complaint Description						
	Unique Application ID (CFMS)	Date	Name	District	Block	PPP ID	Contact No.	Grievance related to	Concerned Department	Summary of the grievance	Category of the grievance (Policy / Implementation)	Attachments	Remarks by the designated officer (if any)	Current Status of the application

B) Details of the Grievances Received Today

Sr. No	Grievance related to	Concerned Department/ Office	No. of grievances received in today's meeting	No. of grievances resolved in the meeting itself	No. of grievances pending

Standard Operating Procedure (SOP) for Daily Complaint Report under Samadhan Prakoshth

In compliance with the orders of the State Government bearing No. 05/29/2024-3MC dated 09.06.2024 with regard to "Samadhan Prakoshth", the Deputy Commissioners in the State are required to follow the procedures outlined below for reporting citizen complaints to the office of the Chief Secretary, Haryana.

Instructions:

1. Every district shall submit a detailed report of citizen complaints to the office of the Chief Secretary, Haryana, via email at cs.coordination@hry.nic.in on or before 3:00 PM daily in the format attached to instructions.
2. In case of pendency in resolution on account of policy gaps, the reporting officer must clearly flag and identify the relevant policy in the report and ensure that the policy reference is accurate and detailed to avoid any ambiguity.
3. In case of pendency in resolution on account of implement, the administration must clearly state the specific reasons causing the implementation blockage after due application of mind to ensure action and timely remedy by State Government. Provide detailed explanations and evidence if applicable, to support the stated reasons.
4. The complaint should be placed in proper categories according to their respective subject matter.
5. Citizens will take up their complaints during the daily morning meeting scheduled by the District Administration. Complaints must be documented using the prescribed format and entered into the complaint reporting system immediately following the meeting.
6. Maintain accurate records of all complaints received, actions taken, and resolutions achieved.
7. Appoint a responsible officer to compile and verify the daily report before submission. This officer must ensure that the report is submitted according to the specified instructions and schedule, while adhering to all the guidelines outlined in these instructions.