



Office of Deputy Chief Minister, Punjab

To

- 1) All the Financial Commissioners/Principal Secretaries/Secretaries to the Govt of Punjab.
- 2) All Head of the Departments.
- 3) All Deputy Commissioners of the State of Punjab.

No: PA/SPSDCM/

Dated, Chandigarh : 01.07.2014

Subject : Online complaint monitoring mechanism by Office of Hon'ble Deputy Chief Minister, Punjab.

With reference to the subject cited above it is requested that Hon'ble Deputy Chief Minister has directed that from now onwards, all the communications regarding complaints received during Sangat Darshan and on his email ID will be forwarded from Sangat Darshan Management Application in IWDMS System developed through Punjab Infotech.

2. The request will be assigned through the Sangat Darshan Management Application in IWDMS system and you need to update the action taken by you in Sangat Darshan Application only. No document will be sent or received manually.

3. The user Manual of the application is enclosed herewith. In case of any query or in case your team needs a first hand training about the application, kindly send a computer knowing member of your team on any working day between 9 A.M. to 5 P.M. at Room no. 8 floor 7, Main Secretariat Chandigarh where he can contact Sujit Sindhu, Ankush Arora or Yashpal Gautam for help/ training on the software.

4. When you send the reply (as an attachment by scanning it and attaching it) on IWDMS, after taking action, then a copy of scanned reply also be sent by email to the mail ID of by the applicant (in case he has given his email ID). Even if the request of the applicant can't be acceded to, then also reply to that effect be sent to him. Hon'ble Deputy Chief Minister has directed that the language used in the reply be kept extremely polite. It should be ensured that all replies are sent within 30 days of receipt. The concerned official to whom you mark the complaint for enquiry must also be directed that before sending his report to you he must at least hear the complainant once by giving him time and informing him about the given time and date at his E-mail ID through a mail or by calling him at his mobile. (for each complaint either the email ID or the mobile number of the complainant is being sent to you alongwith the complainant) .

5. Please create a complaint grievance redressal team for daily checking the Sangat Darshan node in IWDMS application. The complaints may be got downloaded daily & sent for action the same day to concerned official. Hon'ble Deputy Chief Minister has desired that you monitor it personally so that replies are e-mailed to the Office of Hon'ble Deputy Chief Minister as well as the complainant within a maximum time limit of 30 days from the receipt of complaint by you through IWDMS. Hon'ble Deputy Chief Minister has directed that every month he will personally review the pendency with you.

6. This issues with the approval of Hon'ble Deputy Chief Minister, Punjab.


Special Principal Secretary to
Hon'ble Deputy Chief Minister, Punjab.

No: PA/SPSDCM/

Dated, Chandigarh the 01.07.2014.

A copy is forwarded to the Ld.Chief Secretary to Govt. of Punjab for his kind information please.

Sd/-
Special Principal Secretary to
Hon'ble Deputy Chief Minister, Punjab.