



Samadhan Prakoshth | Haryana | 11 Jun 2024

Why in News?

The Haryana Government has set up "**Samadhan Prakoshth**" in the Chief Secretary's Office **to handle public grievances.**

- This initiative will include '**Samadhan Shivir**' sessions at **district and sub-divisional headquarters** every working day, with the goal of resolving public issues effectively.

Key Points

- Public grievances are divided into **policy issues and implementation bottlenecks.**
 - Policy-related issues will be handled at the state headquarters level by the '**Prakoshth**' in coordination with Administrative Secretaries.
 - **Implementation bottlenecks will be resolved through the 'Samadhan Shivir'** at the district level.
- Key district officials, including the **Deputy Commissioner, Superintendent of Police, Additional Deputy Commissioner, District Municipal Commissioner, Sub Divisional Officers**, and other relevant officers, will meet daily in the Deputy Commissioner's and SDO (Civil) offices to resolve public grievances.
- Haryana's scheme related to public grievances:
 - **CM Window - Public Grievances Redressal and Monitoring System.**
 - It is a grievances redressal and monitoring system **implemented since 25 December 2014** in all districts and all departments of Haryana as Flagship programme of the State.
 - These **grievances are registered at the CM Window counters online** and the **citizens get the SMS** on his/her mobile phone with the grievance registration number.
 - This number is used by the complainant for **tracking of grievance redressal online**. CM Window is implemented at all Districts at e-Disha Kendras & Sub-Division Offices to get the grievances from common citizens.