

Number of Complaints Received Through C.M. Window.

751. SH. JAGBIR SINGH MALIK, MLA: Will the Chief Minister be pleased to state:-

- a) the department wise number of complaints received by the Government through C.M. window since January, 2019 to January, 2022 alongwith their nature; and
- b) the action taken by the Government on the abovesaid complaints?

Shri Manohar Lal, Chief Minister, Haryana

Sir, a statement is laid on the table of the house.

सी.एम. विण्डो के माध्यम से प्राप्त शिकायतों की संख्या

751. श्री जगबीर सिंह मलिक, एम.एल.ए. : क्या मुख्यमंत्री कृपया बताएंगे कि :—

(क) जनवरी, 2019 से जनवरी, 2022 तक सी.एम. विण्डो के माध्यम से सरकार द्वारा प्राप्त शिकायतों की विभागवार संख्या कितनी है तथा उनका रूप क्या है; तथा

(ख) उपरोक्त शिकायतों पर सरकार द्वारा क्या कार्यवाही की गई ?

श्री मनोहर लाल, मुख्यमंत्री हरियाणा

श्रीमान जी, विवरण सदन के पटल पर रखा है।

Un-starred Assembly Question No. 751 : Number of Complaints Received Through C.M. Window.

Part-A

The details of the department wise number of complaints received by the Government through C.M. Window from 1st January, 2019 to 31st January, 2022 and action taken by the Government on these complaints are as under :-

Name of the Department	Department wise total complaints received through CM Window from 01.01.2019 to 31.01.2022. A list of nature of complaints is attached.	Department wise total number of complaints dispose of by the Government based on the report received from the concerned department and total number of complaints still are under process in the concerned department and reminder are issued by the government from time to time.	
	Number of complaints received.	Number of complaints Disposed of	Number of complaints Under Process
Agriculture	9734	8347	1387
Animal Husbandry	844	731	113
Archaeology and Museums	07	07	0
Archives	02	02	0
Citizens Resources Information (CRID)	762	531	231
Civil Aviation	09	01	08
Cooperation	2746	2132	614
Office of Chief Secretary	164	93	71
Education(Elementary and Secondary)	12264	10311	1953
Education(Higher)	4541	3546	995
Electronics and Information Technology	43	38	05
Employment	1089	1024	65
Environment	1258	1110	148
Excise And Taxation	1343	1060	283
Finance & Planning	384	356	28
Fisheries	80	77	03
Food and Supplies	6438	5837	601
Forests/wild life	1799	1358	441
Admn. Reforms	3	3	0
Haryana Public Service Commission	62	55	7
Haryana Raj Bhawan	44	27	17
Haryana Staff Selection Commission	1185	1049	136
Health	5923	5270	653
HOME	898	600	298

Housing	1114	876	238
Industries	1138	923	215
Irrigation	5280	4766	514
Labour	7191	6252	939
Medical Education and Research	898	624	274
Mines and Geology	655	404	251
New and Renewable Energy Department	361	299	62
Police	97218	89313	7905
Power	25179	23509	1670
Printing and Stationery	18	12	06
Public Health Engineering	8788	8075	713
Public Relations	92	47	45
PW(Buildings and Roads), Architecture	3550	3020	530
Revenue	10195	8413	1782
Rural, Developments and Panchayats	41257	34031	7226
Sainik and Ardh Sainik Welfare	90	66	24
Science and Technology	06	03	03
Skill Development & Industrial Training	840	755	85
Social Justice and Empowerment	7328	6403	925
Sports and Youth Welfare	382	345	37
State Election Commission haryana	37	27	10
Technical Education	996	936	60
Tourism	91	53	38
Town and Country Planning & Urban Estates	7932	5166	2766
Transport	3071	2685	386
Urban Local Bodies	21928	15893	6035
Vigilance	34	30	04
Welfare of S.Cs,S.Ts and Other B.Cs	1254	698	556
Women and Child Development	1288	1208	80
Total	299833	258397	41436

Part B

Those complaints, whose final Action Taken Report received from the department, have been disposed of and reminders are sent to the concerned department to resolve the complaints at the earliest which are under process. In addition to this, the serious nature complaints taken up in the meetings held from time to time to review the working of CM Window and the person(s) who found guilty action taken against him/them by the competent authority as per provision under the concerned Acts/Rules and laws.