



जनस्वास्थ्य अभियांत्रिकी विभाग, हरियाणा  
PUBLIC HEALTH ENGINEERING DEPARTMENT, HARYANA



Bays No. 13-18, Sector-4, Panchkula- 134112  
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From

The Engineer-in-Chief, Haryana,  
Public Health Engineering Department,  
Panchkula.

To

All Superintending Engineers,  
Public Health Engineering Department,  
in Haryana State.

Memo No. 9974-988 -PHE/CD-40

Dated:- 04-09-19

Subject:-

**Regarding Best Practice & Guidelines for Saral Portal & Saral E-Ticketing System.**

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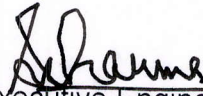
Kindly refer to this office Memo No. 27462-533-PHE/CD-3 dated 30.03.2018 vide which new provisions for entry / processing of citizen complaints under Shikayat Nivaran Kendra (SNK) module (Ver 2.0) were intimated. Further, refer to this office Memo No.128174-128245 dated 17.12.2018 vide which the list of SARAL Kendra was sent & it was directed that applications / complaints shall not be accepted manually / off-line. Further, vide this office memo No.86632-86703-PHE/CD-40 dated 19.08.2019, it has been informed that the critical complaints are to be redressed within 3 days. Copies of these instructions can be downloaded from the home page of departmental (PHED) website.

Now, as per Govt. (CM Complaints Redressal Cell) letter No.9/1/2019-CMGRC dated 13.08.2019, it has been informed that the following practices are required to be followed for providing seamless delivery of citizen services:-

1. **Through Phone calls:-** Regular calls be made telephonically for increasing performance and also getting urgent tickets (complaint) resolved.
2. **Message in Whatsapp Groups:-** SMS in Whatsapp groups may be sent for solving tickets involving concerned officers at all levels. Detail of pending complaints is being sent through relay e-mail / whatsapp message by Head office.
3. **Weekly review meeting:** - Weekly reviews meeting shall be held on every Monday for reviewing the performance.
4. **RTS score as official's performance indicator:** - The SARAL score of each office will be considered for monitoring the performance of an official and will be recorded in his / her ACR.

The above instructions be followed meticulously both letter & spirit.

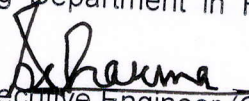
Please treat is as **MOST URGENT**.

  
Executive Engineer (Coord.),  
For Engineer-in-Chief, Haryana

Endst. No 91989-92045 PHE/CD-40 Dated 04-09-2019

A copy of the above is forwarded to the following for information and necessary action please:-

1. Chief Engineer, (Rural/ Prog./ Project/ Urban/ Mont./ Works/ Mech ) Dir(WSSO), Public Health Engineering Deptt.
2. All Superintending Engineer / Executive Engineer, PHED, Head- office, Panchkula.
3. All Executive Engineers, Public Health Engineering Department in Haryana State.

  
Executive Engineer (Coord.),  
For Engineer-in-Chief, Haryana,