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

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

Memo No.974-988 -PHE/CD-40 Dated:- 04-09-19

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

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.

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