

Centralized Public Grievances Redress and Monitoring System for Haryana

<http://harsamadhan.gov.in/>

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About Harsamadhan:

Meaning:

Harsamadhan, an appropriate name for the system suggested by Sh. Shiv Raman Gaur, Special Secretary Grievances, is a word with multiple meanings:

1. A combination of two words Har (Everyone) and Samadhan (Solution), meaning a solution for every one's grievances.
2. Har also stands for Haryana and Harsamadhan also means solution for grievances in Haryana.

It is an endeavor of the Haryana Government for fast Samadhan (Redress) of every kind of citizen's grievances with a vision of pursuing excellence in e-Governance.

Description:

Harsamadhan is a Centralized Public Grievances Redress and Monitoring System of Haryana. It is framework to introduce a standard and uniform approach of grievance redress in all state Government departments to enable Public Grievance officer for easy access to grievances. It is a paperless and timesaving processing of grievances as per internal workflow of the organization.

Features of Harsamadhan:

- ❖ An easy to operate and easy to use application system.
- ❖ An integrated workflow application system, based on web technology which primarily aims at submission of grievances by the aggrieved citizens from anywhere; anytime (24x7) basis.
- ❖ Facilitates the system generated unique registration number upon online submission of grievances by aggrieved citizens.
- ❖ Automatic Online Data transmission between Departments and the subordinate organizations.
- ❖ Designed and developed with a view to achieve a uniform and systematic approach towards monitoring, by adopting classification and standardization of grievances and redress actions across Departments.
- ❖ Online lodging of grievances by citizens to the concerned Departments, which can be linked to their official website.
- ❖ Departments can implement just by accessing the centralized server hosted at NIC Data Centre, without any requirement of dedicated hardware and software at their end. Only a desktop connectivity is required.

- ❖ Facilitates the Departments to enter grievances received locally in their offices and to forward the same to their subordinate organizations online for redress.
- ❖ Networking of all the public grievance officers on a single platform which facilitates better monitoring at highest level.
- ❖ Facilitates generating MIS reports and queries for effective monitoring of pending grievances.
- ❖ Generation of automated letters like Acknowledgement and final reply letters etc for official correspondence with aggrieved.

Proposed mechanism for management and handling of grievances received through Harsamadhan:

The public grievances redress portal of Haryana i.e <http://harsamadhan.gov.in> was launched by the Hon'ble Chief Minister of Haryana on 18/06/2010. This portal has been launched with an aim to introduce a standard and uniform approach of grievance redress in all state government departments and to provide a single window to the citizens for fast redress of their grievances.

In order to effectively manage the grievances submitted by the citizens and for smooth operations of the portal, following mechanism is proposed:

1) Designation of Nodal officers at Public grievances department and NIC Haryana.

- a. Under secretary, Grievances is designated as state nodal officer. He will be assisted by one superintendent and data entry operators.
- b. Set up an IT cell for Public Grievances at Haryana Civil Secretariat. The Cell would be headed by the designated nodal officer, Public Grievances and two data entry operators to assist him in day to day operations of the system.
- c. Designate one nodal officer in each department/ District administration for Harsamadhan portal. The designated officer should be a gazetted officer.
- d. NIC-HSU has already designated one officer as Harsamadhan Portal Administrator and one officer as Technical Coordinator to look after all technical issues related to Harsamadhan portal.
- e. One contractual programmer with good knowledge of PHP and Postgres SQL may be deputed at NIC Haryana State Centre to assist in customization, maintenance and capacity building activities.
- f. SIO, NIC Haryana will be the overall technical in charge for the Harsamadhan portal.

1) Fix roles & responsibilities of State nodal officer, NIC & line departments

a) Responsibilities of State nodal officer/Central grievances cell.

- The state nodal officer will be responsible for liaison with all government offices regarding Harsamadhan.
- The nodal officer would intimate various departments, District administration and field offices about any new developments, addition/deletion of features in the portal. He would check his e-mail account regularly and would send replies of all emails received at grievances@hry.nic.in. In case the email is related to any technical problem or user accounts on Harsamadhan, he can forward the email to support.grievances@nic.in which shall be looked after by NIC coordinators.
- The State nodal officer would also ensure to upload all grievances received manually/by post in the central grievances cell.
- The state nodal officer shall create a department wise schedule of training on Harsamadhan.

b) Responsibilities of line departments

- ❖ The concerned departments shall take direct responsibility for management of the grievances related it on the portal.
- ❖ The designated departmental nodal officer would create the hierarchy of his/her department in the Harsamadhan portal and would create user IDs for all officers in the hierarchy.
- ❖ The nodal officer would also ensure to upload all grievances received manually/by post by the department.
- ❖ He/She would view all the Grievances related to his/her department and forward them to Sub ordinate organizations/officers.
- ❖ The final reply of Grievance would require final approval from the HoD of the concerned organization before uploading the contents on the Harsamadhan portal.
- ❖ The departmental nodal officer would provide a list of officials involved in the operations of Harsamadhan portal at department/district level to the state nodal officer. This team of officials shall be provided training on Harsamadhan by NIC-HSU.
- ❖ The concerned department will take administrative responsibility of all grievances addressed to it on Harsamadhan.

c) Responsibilities of NIC

- ❖ NIC will take technical ownership of Harsamadhan Portal.
- ❖ Design, re-design, hosting and technical maintenance of the Portal
- ❖ Provisioning of requisite resources at NIC Haryana state data centre to host the portal.
- ❖ Create user IDs for various departments.
- ❖ Provide training to all government departments on operations of Harsamadhan.
- ❖ NIC will maintain the web and database servers on which the Harsamadhan is operations. This will include taking regular backups of the data.
- ❖ NIC will ensure 24X7 uptime for the portal.

Guidelines for the Nodal officers regarding usage of HARSAMADHAN:

- ❖ Every Nodal Officer has been provided a user ID/password for Harsamadhan. To get a user Id for new users or for forgotten User Id/password, users should send a mail at grievances@hry.nic.in.
- ❖ Every user should attend the training and practice session to be organized by NIC and Grievances Department as per the schedule prepared by central grievances cell.
- ❖ Before starting to use Harsamadhan, every user should go through the User Manual carefully.
- ❖ Nodal Officer has to create the hierarchy of his/her department in Harsamadhan portal.
- ❖ Nodal officer should inform user Id/Passwords of all subordinate offices/officers to the concerned.
- ❖ All users must change their initial password after first use.
- ❖ The nodal officers shall ensure that every subordinate office/officer has a Computer with Internet Connection to handle the grievances.
- ❖ All users should regularly check their account on Harsamadhan portal and take appropriate action on the grievances received in their account.

Benefits for Nodal Officers:

Easy to use:

- ❖ Information from citizens is collected in a standard format.
- ❖ Easy search and filtering mechanism allows one to access the relevant information quickly.

Easy Monitoring:

- ❖ Nodal officer can monitor the progress of grievance redressed by subordinate officers.
- ❖ Nodal officer can send reminder to subordinate office.
- ❖ Nodal officer can review action taken report of subordinate office before final disposal.

Save time and effort:

- ❖ As the workflow processes are laid down in the beginning, there is a huge saving of effort, ensuring that grievance handling takes much less time than with manual systems.

Detailed MIS reporting:

- ❖ Reports are available for each department as well as aggregates for higher levels.

Data security:

- ❖ All the data in Harsamadhan is saved in the central server and backups are taken as per policy.

Benefits for Citizens:

Single Channel:

Harsamadhan is designed in such a way that the grievance is channelised into one cohesive system with a Unique Grievance Tracking Number.

Easy to use:

- ❖ Allow registration of grievance through internet 24x7.
- ❖ Provision to submit grievance in English & Hindi.

Quick feedback:

- ❖ Unique Registration number to the citizen upon submission of the grievance to the system.
- ❖ Any Question or documents required for redress of the grievance will be asked in one go on a time bound basis on receipt of the grievance.

Monitoring by Senior Officers:

- ❖ Status of Action taken at subordinate level is automatically accessible to senior officers.

Transparency:

- ❖ Grievances cannot be deleted by anyone and most of the information is available openly to all concerned stakeholders.
- ❖ Facility to submit reminder or clarification related to the grievance.