A copy of the instructions dated 16.05.2016 (on pre-page) issued by the Secretary Administrative Reforms O/o Chief Secretary, Government of Haryana regarding Extension of Proper Courtesy to Citizens is forwarded to the following for information and strict compliance:

1. All Heads of Departments/ Branch Officers/Controlling Officers, MDU, Rohtak.
2. Director, Computer Centre, MDU, Rohtak. He is requested to upload the same on the University website.
3. P.A. to Vice-Chancellor/ Registrar/ Controller of Examinations (for kind information of the Vice-Chancellor/ Registrar/ Controller of Examinations), MDU, Rohtak
4. All Set Incharges, Establishment (Non-Teaching) Branch, M.D.University, Rohtak

Superintendent (Estt NT) for Registrar
No. 5/29/2012-1AR
GOVERNMENT OF HARYANA
CHIEF SECRETARY’S OFFICE
ADMINISTRATIVE REFORMS DEPARTMENT

Dated the 16th May, 2016

To

1. All Administrative Secretaries, Haryana
2. All Heads of the Departments, Haryana
3. All Commissioners of the Divisions, Haryana
4. All MD/CA of the Boards and Corporations, Haryana
5. All Deputy Commissioners, Haryana
6. Registrar, Punjab & Haryana High Court.

Subject: Extension of proper courtesy to citizens.

Sir/Madam,

I am directed to address you on the subject cited above and to say that citizens approach various organs of the Government for their individual/public matters. All such communications should receive careful consideration and should be responded to at an appropriate level and expeditiously. While replying to communications of the citizens all Government officers/officials should show due courtesy and consideration. Extension of minimum basic courtesy to the citizens is an integral part of the “Good Governance”.

With a view to ensure minimum basic courtesy to the citizens, it has been decided that all replies to the citizens shall invariably begin with the use of word “Sir/Madam” as the case may be. The name, designation, telephone number, fax number and e-mail (wherever applicable) of the officer signing the communication shall be indicated in the communication.

I am, therefore, directed to request you to bring these instructions to the notice of all concerned for strict compliance henceforth.

Yours faithfully

(Vijayendra Kumar)
Secretary Admin. Reforms