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No.EDN-HE(14)1/2019-CM HELPLINE
Directorate of Higher Education, Shimla
Himachal Pradesh - 171001

Dated: Shimla-171001 the October, 2021

To

All the Deputy Directors Higher Education
Himachal Pradesh.

Subject: Pending complaints on Mukhya Mantri Seva Sankalp Helpline @1100.

Memo,

With reference to the letter No.EDN-C-B(15)3/2018-L-I dated 12-10-2021 received from Secretary (Education) to the Govt. of Himachal Pradesh on the subject cited above (copy is enclosed herewith for ready reference).

In this context, you are therefore directed to take necessary action to dispose-of/resolve the pending complaints received through Mukhya Mantri Seva Sankalp Helpline @1100 pertaining/under the jurisdiction of your district, under intimation to the undersigned.

शिक्षा निदेशालय Shimla-171001

08 NOV 2021

Encls: As above

Director of Higher Education
Himachal Pradesh, Shimla-1.

No. Endst. No. even, dated, the Shimla-171001

Copy forwarded for information and further necessary action to:-

1. The Secretary (Education) to the GoHP with reference to his letter referred above.
2. All the Branch Officer(s) (internal) Directorate of Higher Education.
3. The In-charge, IT Cell, Directorate of Higher Education HP, Shimla-1 to upload the letter in the departmental website.

Director of Higher Education
Himachal Pradesh, Shimla-1.

Most Urgent

No. EDN-C-B(15)3/2018-L-1
Government of Himachal Pradesh
Department of Elementary Education

From:

Secretary (Education) to the
Government of Himachal Pradesh

To

✓ The Director Higher Education
Himachal Pradesh Shimla-1

The Director Elementary Education
Himachal Pradesh Shimla-1

Dated: Shimla-171002, the

12th October, 2021

Subject:- Pending complaints on Mukhya Mantri Seva Sankalp Helpline @
1100.

Sir,

I am directed to enclose herewith photocopy of letter No. DIT-
F(10)7/2015-E-13493-54 dated 8th October, 2021 received from the Principal
Secretary, Information Technology, to the Govt. of Himachal Pradesh on the
subject cited above and to request you to take necessary action in this behalf
accordingly under intimation to this department immediately.

Yours faithfully,

Law

Under Secretary (Ele. Education) to the
Government of Himachal Pradesh

DHE

Sh. Kamal
for no
18/10

146268
Urgent

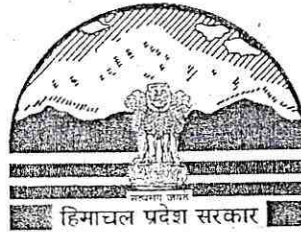
DHE	
19 OCT 2021	
Branch	C-Communication

OIT-F(10)7/2015-E-13493-54

55456013
12/10/21 Cell
Dated 8.10.21

274

Dr. Rajneesh, IAS
Principal Secretary
Information Technology



Eller
Shimla-171

Dear Rajeev

As part of strengthening government to citizen (G2C) service del
mechanism, Mukhya Mantri Seva Sankalp (MMSS) Helpline has been implemented a
departments in the State. MMSS Helpline is an ambitious initiative to improve e
service delivery and grievance redressal, As of now, about 2,65,115 complaints have
received through Mukhya Mantri Seva Sankalp Helpline @1100. out of which more
1,75,873 (67%) have been successfully resolved after the confirmation of satisfaction
the complainants

Citizens of the state are getting benefited from this institutional
grievance redressal system as most of the complaints are getting resolved in a timel
efficient manner. However, there are some complains which are still pending at dif
levels of redressal authorities. The department-wise pendency is enclosed herewi
your kind reference.

I would like to draw your attention on the status of departmen
pendency of complaints. You are requested to review the same and get these comp
resolved at appropriate level. I am sure that collectively we will make a positive imp
G2C service delivery and grievance redressal.

Best wishes

Yours sincerely


(Rajneesh)

Sh. Rajeev Sharma, IAS
Secretary (Education) to the
Government of Himachal Pradesh.

① Ps / Kauli

② Dy / Rang CEDU-B

③ Dy / Rang CELE-EDU ✓
11/12/21

④ Dy / Rang

Ps to please
keep a copy
to be shared to
DGE/DHE
from

12/10

so far

Neeraj

12/10

Smt. P.C

Department-wise Pendency Report

Sr. No	Department	Total Complaints	Satisfactory Closed	Special Closed	Other Closed (SC+Closed AsD/S)	Total Pending Complaints
1	Jal Shakti Vibhag	72960	54000	10998	13843	3522
2	PWD Department	29146	16615	7742	9341	2391
3	Police Department	25640	18855	5450	5724	430
4	Himachal Pradesh State Electricity Board (HPSEBL)	23317	18847	1252	3090	881
5	Revenue Department	22694	12108	7317	7587	2347
6	Panchayati Raj Department	18744	10047	2522	6691	1633
7	Rural Development Department	16227	9547	3685	4635	1476
8	Himachal Road Transport Corporation	6314	4572	300	1419	182
9	Health and Family Welfare Department	5859	4018	865	1199	499
10	Forest Department	5828	3252	2104	2187	231
11	Urban Development Department	4045	2528	832	877	406
12	Food Civil Supplies and Consumer Affairs	4005	3600	205	313	48
13	Labour and Employment Department	3872	2549	989	1018	227
14	SC,ST,OBC & Minority Affairs Department	3252	2330	816	847	47
15	Transport Department	2972	2139	148	191	549
16	Municipal Corporation Shimla	2123	1428	235	422	223
17	Animal Husbandry Department	2030	1580	248	387	34
18	Elementary Education	1946	1221	307	599	105
19	Industries Department	1812	906	799	826	54
20	Higher Education School	1770	1043	397	580	113
21	Land Record Department	1488	1376	66	76	17
22	Medical Education Research & Training Department	1475	960	393	444	39
23	Agriculture Department	1329	1061	173	189	65
24	Women and child development department	1141	894	202	210	21
25	Department Of Information Technology	1127	892	103	127	81
26	Excise and Taxation	1121	836	199	222	28
27	Co-Operative Department	1121	665	362	373	53
28	Himachal Pradesh University	821	605	31	44	148
29	Pollution control board	648	408	151	157	51
30	Health Safety & Regulation Department	578	340	181	209	16
31	HIM Urja Department	558	462	52	57	35
32	Ayurveda Department	539	408	68	102	20
33	Settlement Department	510	191	225	243	53

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34	Horticulture Department	469	351	75	81	29
35	Civil Supply Corporation	393	368	12	14	9
36	Higher Education College	381	244	70	91	34
37	Himachal Pradesh Housing and Urban Development Authority (Himuda)	372	203	87	100	62
38	Municipal Corporation Dharamshala	371	162	22	38	129
39	Baddi Barotiwala Nalagarh Development Authority	333	160	43	109	50
40	Himachal Pradesh Building And Other	328	214	14	14	95
41	Technical Education	293	202	41	50	18
42	Town and Country Planning Department	290	101	138	158	12
43	Himachal Pradesh Board of School Education	259	181	0	3	69
44	Himachal Pradesh Private Educational Institutions Regulatory Commission	236	73	137	144	16
45	Tourism & Civil Aviation Department	225	127	78	80	4
46	Municipal Corporation, Solan	217	95	7	9	88
47	Vigilance Department	179	84	81	89	1
48	Municipal Corporation, Mandi	161	77	13	19	52
49	Himachal Pradesh Technical University	159	121	28	33	0
50	Agriculture Marketing Board	130	80	24	35	11
51	Fisheries Department	97	79	8	10	6
52	Himachal Pradesh Agriculture University	89	31	46	51	5
53	HPMC- Horticultural Produce Marketing & Processing Corporation Limited	84	49	28	28	6
54	Himachal Pradesh State Forest Development Corporation Limited	83	28	41	43	9
55	HIMFED	77	67	9	10	0
56	Himachal Pradesh Technical Education Board Dharamshala	74	47	0	2	16
57	Youth Services and Sports	71	34	24	26	7
58	Himachal Pradesh Milk Federation	65	37	1	1	27
59	Municipal Corporation, Palampur	62	13	2	4	45
60	Sainik Welfare Department	58	41	8	12	4
61	Himachal Pradesh Tourism Development Corporation	55	39	11	14	0
62	Fire Services Department	54	39	13	14	0
63	Dental Health Services	53	25	9	15	10
64	Planning Department	51	22	15	26	2
65	Finance Department	48	6	2	6	34
66	Himachal Pradesh Power Transmission Corporation Limited	38	19	8	8	7
67	Dr. Y.S Parmar University of Horticulture and Forestry	36	25	0	0	11

68	Khadi and Village Industries Board	15	17	17	3
69	Himachal Pradesh Kaushal Vikas Nigam	20	8	9	6
70	Home Guard Department	18	10	10	1
71	Information & Public Relation Department	25	18	1	4
72	Administrative reforms Department	24	8	6	14
73	Language, Art and Cultural Department	22	12	3	6
74	Himachal Pradesh Wool Federation	19	13	0	3
75	Himachal Pradesh State Industrial Development Corporation Limited	18	15	1	1
76	Printing And Stationery	15	11	1	4
77	Himachal Pradesh Power Corporation Limited (HPPCL)	16	12	1	1
78	Environmental Science & Technology	15	6	2	4
79	Electrical Inspectorate	14	10	2	4
80	State Council of Educational Research and Training (SCERT)	11	9	0	1
81	Himachal Pradesh State Pharmacy Council	7	0	0	0
82	H.P. Minorities Finance & Development Corporation	6	6	0	0
83	Economics and Statistics Department	5	1	0	0
84	Tribal Development Department	5	4	0	1
85	Himachal Institute of Public Administration (HIPA)	3	4	0	0
86	Himachal Pradesh General Industries Corporation Ltd	3	3	0	0
87	Himachal Pradesh Ex-Servicemen Corporation	2	1	0	0