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उपायुक्त / जिलाधीश कार्यालय, पलवल
Deputy Commissioner/ District Magistrate Office, Palwal.

ORDER

In view of the COVID-19, following helpline numbers have been activated to facilitate the general public for any information /assistance/complaint. It has been observed that many complaints are being received on these helpline numbers, hence there is need to monitor the complaint redressal mechanism during COVID-19.

D.C. Office	-	01275- 298052	(9AM to 5PM)
D.C. Residence	-	01275- 248901	(24 X7)
General helpline	-	01275-240022	(24X7)
Civil Hospital Helpline	-	108	(24X7)

Therefore, Ms. Ashima Sangwan, HCS, CEO, Zila Parishad, Palwal is hereby appointed as Nodal Officer/Complaint Redressal mechanism. She is directed to ensure that all complaints which have been received at different levels are being redressed by different Nodal Officers or at other levels. It should also be ensured that all messages are being entered in a register and being forwarded to concerned officers for disposal. Action taken report on following proforma be supplied to this office as well as to send the same to the Government through email and upload on the website.

FORMAT

Sr. No.	Date	Total No. of complaints received	No. of complaints redressed	Remarks, if any
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Deputy Commissioner
Palwal.

Endst. No. 7009-7020 / MB Dated: 27.03.2020

A copy is forwarded to following for information and further action:-

1. P.S. Development & Panchayat Deptt. and Planning, Coordination and Monitoring Officer for COVID-19 at District Palwal.
2. Commissioner, Faridabad Division, Faridabad.
3. Superintendent of Police, Palwal.
4. ADC, Palwal.
5. Ms. Ashima Sangwan, HCS, CEO, ZP, Palwal.
6. SDM, Palwal, Hodal, Hathin.
7. All Executive Magistrates.
8. P.S. to Chief Secretary, Govt. of Haryana for kind information to Worthy Chief Secretary, please.
9. P.S. to FCR and ACS, Govt. of Haryana, Revenue & Disaster Management for kind information of Worthy FCR & ACS, please.
10. P.S. to ACS, Govt. of Haryana, Health Deptt. for kind information of Worthy ACS, Health, please.

District Magistrate,
Palwal.

द्वितीय तल, जिला सचिवालय, पलवल। दूरभाष- 01275-298051, 298052, ईमेल- dcpwl@hry.nic.in
2nd Floor, District Secretariat, Palwal, Tel. (O) 01275-298051, 298052, E-mail id: dcpwl@hry.nic.in