

**Office of the
Chief Electrical Inspector to Govt., Haryana
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ORDER


No. 255

Dated: 11/02/2025

In compliance of Chief Secretary to Government, Haryana (Administrative Reforms Department) notification No. 7/31/2014-3AR dated 25.11.2022 and consequent upon the modification issued under 'Department of Industrial Policy and Promotion' (DIPP), Government of India, as part of Business Reforms Action Plan, 2024 (BRAP) for reform No. 315 for 'Registration & renewal for installation of lift/escalator and related inspection' and reform No. 323 for 'Electrical safety NOC for increase in load', the timeline escalation matrix shall be as under: -

"Escalation for grievance:

Time line for grievance mechanism is 15 days. The grievance received will be with the designated officer for 04 days to resolve the grievance. If the grievance is not resolved within 04 days, then an intimation via email will be sent to first grievance redressal authority. In case the grievance is not resolved in the next 04 days at the level of first grievance redressal authority, an intimation will be sent via email on 9th day to the second grievance redressal authority."



Er. S S Sangwan
Chief Electrical Inspector
to Govt., Haryana, Chandigarh.

Endst. No. 2181

Dated:- 11-02-25

A copy of the above is forwarded to the following for kind information and necessary action please:-

1. Director, Industries and Commerce Department, Haryana, Chandigarh.
2. Nodal Officer/Executive Engineer O/o Chief Electrical Inspector to Govt., Haryana, Chandigarh.
3. All Executive Engineer, Electrical Inspectorate, Haryana, Panipat/ Rohtak/ Faridabad/ Gurugram-I/ Gurugram-II/ Hisar.


Er. S S Sangwan
Chief Electrical Inspector
to Govt., Haryana, Chandigarh.



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हरियाणा सरकार
प्रशासकीय सुधार विभाग
अधिसूचना
दिनांक 25 नवम्बर, 2022

संख्या 7/31/2014-3ए०आर०.- हरियाणा सेवा का अधिकार अधिनियम, 2014 (2014 का 4) की धारा 3 की उपधारा (1) तथा (2) के अधीन प्रदत्त शक्तियों का प्रयोग करते हुए, हरियाणा के राज्यपाल, आयोग की सिफारिशों पर, इसके द्वारा, हरियाणा सरकार, प्रशासकीय सुधार विभाग, अधिसूचना संख्या 7/31/2014-3ए०आर., दिनांक 14 नवम्बर, 2022, में निम्नलिखित संशोधन करते हैं, अर्थात् :-

संशोधन

हरियाणा सरकार, प्रशासकीय सुधार विभाग, अधिसूचना संख्या 7/31/2014-3ए०आर., दिनांक 14 नवम्बर, 2022 में अनुसूची में, खाना 1, 2, 3, 4, 5, 6 तथा 7 के नीचे क्रम संख्या 37 तथा उसके सामने प्रविष्टियों के बाद, निम्नलिखित क्रम संख्या तथा उसके सामने प्रविष्टियां जोड़ी जाएंगी, अर्थात् :-

1	2	3	4	5	6	7
"38	उद्योग तथा वाणिज्य विभाग (हरियाणा उद्यम प्रोत्साहन केन्द्र)	उद्योगों/कारोबारों के लिए प्रश्नों का परिदान तथा शिकायत निपटान की डिलीवरी (i) निवेशक से व्योरे प्राप्त करने की तिथि से 7 दिन के भीतर एक बार सभी प्रश्न पूछे जाने चाहिए। (ii) निवेशक से सम्पूर्ण व्योरे प्राप्त करने की तिथि से 15 दिन के भीतर प्रश्न पूछे और शिकायत के सभी समाधान। टिप्पण: इसमें इन्वेस्ट हरियाणा पोर्टल पर प्रस्तुत किए गए सभी प्रश्न और शिकायत (सेवा, भूमि और प्लॉट, प्रोत्साहन और विधि व्यवस्था से संबंधित) शामिल होंगे।	7 दिन 15 दिन	सम्बन्धित विभाग के जिला स्तर के कार्यालयाध्यक्ष	संबन्धित विभाग के विभागाध्यक्ष	प्रशासकीय संबंधित विभाग "।

संजीव कौशल,
मुख्य सचिव, हरियाणा सरकार।

HARYANA GOVERNMENT
ADMINISTRATIVE REFORMS DEPARTMENT

Notification

The 25th November, 2022

No. 7/31/2014-3AR.— In exercise of the powers conferred under Sub-sections (1) and (2) of Section 3 of the Haryana Right to Service Act, 2014 (4 of 2014), the Governor of Haryana, on the recommendation of the Commission, hereby makes the following amendment in Haryana Government, Administrative Reforms Department, notification No. 7/31/2014-3AR, dated the 14th November, 2022, namely:-

Amendment

In the Haryana Government, Administrative Reforms Department, notification No. 7/31/2014-3AR, dated the 14th November, 2022, in the Schedule, under columns 1, 2, 3, 4, 5, 6 and 7, after serial number 37 and entries thereagainst, the following serial number and entries thereagainst shall be added, namely:-

1	2	3	4	5	6	7
38	Industries and Commerce Department (Haryana Enterprises Promotion Centre)	Delivery of queries and grievances handling for Industries/ Businesses (i) All queries to be sought once within 7 days from the date of receiving details from the investor. (ii) All resolution of query and grievance within 15 days from the date of receiving complete details from the investor Note: This shall include all queries and grievances (related to Service, Land and Plot Incentives and Law and Order) submitted on Invest Haryana portal	07 Days 15 Days	Head of Office at District level of Department concerned	Head of Office of Department concerned	Administrative Secretary, Department concerned".

SANJEEV KAUSHAL,
Chief Secretary to Government Haryana.