



# MAHARSHI DAYANAND UNIVERSITY, ROHTAK

(A State University established under Haryana Act No. 25 of 1975)

NAAC Accredited 'A' Grade

Endst. No. EN-10/2016/M-218/ 6103-6223

Dated: 1-6-16

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 16<sup>th</sup> 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 Admn. Reforms.

LD 3400  
26.5.16

5-3317  
26/5/16

Regd. (16/5/16)  
Drf (SMT)

Haralana  
27/5/16  
En-10