

Government of Himachal Pradesh  
Department of Industries

No Ind-II(A)9-1/2014

Dated: Shimla-2, the 16/6/2016.

Notification

In continuation of this department notification of even No dated 13.12.2011 and dated 26.5.2016, the Governor, Himachal Pradesh in exercise of the powers vested under Section 3 of the HP Public Services Guarantee Act, 2011 is pleased to notify the following service, Designated Officers, 1<sup>st</sup> Appellate Authority and stipulated time limit relating to the Industries Department, Himachal Pradesh for the purpose of the Act  
ibid:-

Sr No	Name of Service/Public Service	Designated Officer to provide Service	Stipulated Time	First Appellate Authority
1	Procedure for addressing investor grievances.	Additional Director /Joint Director/Deputy Director of Industries/GM, DIC.	The grievances shall be redressed within 15 days from the receipt as per Annexure-A	Director of Industries.

Second Appellate Authority

State Information Commissioner has been notified Second Appellate Authority under Section 2 (h).

By Order

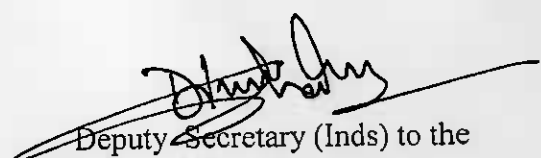
R.D. DHIMAN  
Pr. Secretary (Inds) to the  
Government of Himachal Pradesh

Endst No Ind-II(A)9-1/2014

Dated: Shimla-2, the 16/6/2016

Copy to:-

1. The Secretary to Governor, Himachal Pradesh, Raj Bhawan, Shimla-2
2. The Sr. Private Secretary to the Chief Secretary, HP, Shimla-2.
3. All the Administrative Secretaries to the Govt. of HP, Shimla-2.
4. The Secretary (ARO) to the Government of Himachal Pradesh, Shimla-2.
5. The Controller (Printing), HP Govt. Press, Ghora Chowki, Shimla-5.
6. The Director of Industries, HP, Shimla-171001 with the request to upload this in the departmental website and display on the notice board also.
7. The Additional Secretary (Inds) to the Government of Himachal Pradesh, Shimla-2.
8. Guard File

  
Deputy Secretary (Inds) to the  
Government of Himachal Pradesh

Procedure for "Grievance Application and Redressal" Service

- 1 Applicant will send his/her grievances to concerned to concerned GM, DIC/Joint Director, SWCA/Member Secy. SWCA. If the complaint/grievance pertains to field offices, it is to be submitted to Director of Industries, HP Shimla clearly mentioning the subject matter of grievance/date of application (if possible enclose the copy of previous correspondence done).
2. At field level/Directorate level marked grievance application will be sent to concerned section/ Programme Officer within 3 days of receipt.
3. After examining the matter, the applicant shall be informed of the factual position and action will be initiated for redressal of grievances of the applicant within 10 days time.
4. If the applicant is not satisfied with the reply, an appeal can be made by the complainant to the next higher authority, who will hear the complaint and decide the issue within 7 days of receipt of the same. This procedure will address all the grievance pertaining to Industries Department including Single Window System.

हिमाचल प्रदेश सरकार  
उद्योग विभाग

संख्या : इण्ड- II(ए)9-1/2014

दिनांक: शिमला-2, 16/6/2016

अधिसूचना

इस विभाग की अधिसूचना संख्या इण्ड-II(क)18-1/2006-II, दिनांक 26.05.2016 की निरन्तरता में, हिमाचल प्रदेश लोक सेवा गारण्टी अधिनियम, 2011 की धारा 3 के द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए, राज्यपाल हिमाचल प्रदेश सहर्ष इस अधिनियम के प्रयोजनों के लिए उद्योग विभाग से सम्बन्धित निम्नलिखित सेवा, पदाविहित अधिकारियों, प्रथम अपीलीय प्राधिकारी और नियत समय सीमा अधिसूचित करते हैं:-

क्र० सं०	जन सेवा	जन सेवा प्रदान करने वाला अभिहित अधिकारी	निर्धारित अवधि	प्रथम अपील प्राधिकारी
1	उद्यमी की शिकायत निवारण सम्बन्धी कार्यप्रणाली	अति निदेशक / संयुक्त निदेशक / उप निदेशक (उद्योग) / महाप्रबन्धक जिला उद्योग केन्द्र	15 कार्यदिवस शिकायत प्राप्ति के दिन से (कार्यप्रणाली अनुबन्ध 'क' के अनुसार)	निदेशक उद्योग

द्वितीय अपील अधिकारी

धारा 2(एच) के अर्न्तगत राज्य सूचना आयुक्त को द्वितीय अपील अधिकारी अधिसूचित किया गया है।

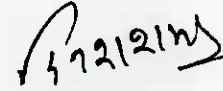
आदेश द्वारा

आर० डी० धीमान  
प्रधान सचिव (उद्योग)  
हिमाचल प्रदेश सरकार

पृष्ठांकन संख्या: II(ए)9-1/2014

तारीख, शिमला-2; 16/6/2016

1. सचिव, राज्यपाल, हि०प्र०, राजभवन, शिमला-2 ।
2. वरिष्ठ निजी सचिव, मुख्य सचिव, हि०प्र० शिमला-2 ।
3. समस्त प्रशासनिक सचिव, हिमाचल प्रदेश सरकार, शिमला-2 ।
4. सचिव (प्रशासन सुधार संगठन) हि०प्र० सरकार ।
5. नियंत्रक, मुद्रण एवं लेखन सामग्री, घोड़ा चौकी, शिमला- ।
6. निदेशक, उद्योग, हि०प्र०, शिमला-171001 ।
7. अतिरिक्त सचिव, उद्योग हि०प्र० सरकार ।
8. गार्ड नस्ति ।

  
उप- सचिव (उद्योग)  
हिमाचल प्रदेश सरकार

शिकायत निपटान सम्बन्धी सेवा हेतु कार्यप्रणाली


1. उद्यमी अपनी शिकायत सम्बन्धित महाप्रबन्धक जिला उद्योग केन्द्र/संयुक्त निदेशक एकल खिडकी सेवा एजेन्सी/सदस्य सचिव, एकल खिडकी सेवा एजेन्सी को भेजगा/भेजेगी यदि शिकायत फील्ड कार्यालयों से सम्बन्धित है तो उसे निदेशक उद्योग को भेजा जायेगा जिसमें शिकायत सम्बन्धी विषय का स्पष्ट उल्लेख हो, तथा आवेदन की तारीख हो (यदि इस बारे पहले कोई पत्राचार किया है तो उसकी छायाप्रतियाँ साथ लगायें)।
2. फील्ड स्तर पर/निदेशालय स्तर पर शिकायत/आवेदन प्राप्ति के तीन दिन के अन्दर सम्बन्धित सैवशन/कार्यक्रम अधिकारी को भेज दिया जायेगा।
3. मामले की छानबीन के पश्चात, वस्तु स्थिति व शिकायत निपटान पर की गई कार्यवाही बारे सूचना, प्रार्थी को 10 दिन के भीतर दे दी जायेगी।
4. यदि दिए गये उत्तर से प्रार्थी संतुष्ट नहीं है तो प्रथम अपील अधिकारीको आवेदन किया जायेगा, जो प्रार्थी को सुनकर 7 दिन कि भीतर निर्णय देगा. यह कार्यप्रणाली उद्योग विभाग की एकल प्रणाली व अन्य सभी जुड़े मुद्दों के लिए मान्य रहेगी।

Ind.Dev.F(18)MII/EDB/2016-Vol-V  
Government of Himachal Pradesh  
Directorate of Industries, H.P.  
Dated: Shimla:171001, the

26/7/16

### OFFICE ORDER

In order to examine the Comments/ Feedback received "online" on all draft Policy matters concerning Industries Department of Himachal Pradesh, Ms Deepika Khatri, Deputy Director Industries (Incentives) is hereby appointed as Nodal officer. She will examine the feedback received on the draft regulation and all the worthwhile points shall be communicated to concerned programme officers for further incorporating them in the final regulation.

  
Director of Industries,  
Himachal Pradesh.


Endst. No. As above.

Dated:

26/7/16

Copy to:-

1. Pr. Secretary (Inds) to the Government of Himachal Pradesh, Shimla-171002 H.P. for information.
2. To Ms Deepika Khatri DDI (Incentives) for necessary action and information.
3. To all Programme Officers, Directorate of Industries, H.P. for information.


  
Director of Industries,  
Himachal Pradesh.

Ind.Dev.F(18)MII/EDB/2016-Vol-V  
Government of Himachal Pradesh  
Directorate of Industries, H.P.  
Dated: Shimla:171001, the

26/7/16

### OFFICE ORDER

In order to address the Investor grievances received "online" on all matters concerning Industries Department of Himachal Pradesh, Ms Deepika Khatri, Deputy Director Industries (Incentives) is hereby appointed as Nodal officer. She will examine the content of the grievance received and will further communicate to concerned programme officer for speedy disposal.

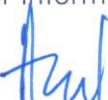
  
Director of Industries,  
Himachal Pradesh.

Endst. No. As above.

Dated: 26/7/16.

Copy to:-

1. Pr. Secretary (Inds) to the Government of Himachal Pradesh, Shimla-171002 H.P. for information.
2. To Ms Deepika Khatri DDI (Incentives) for necessary action and information.
3. To all Programme Officers, Directorate of Industries, H.P. for information.

  
Director of Industries,  
Himachal Pradesh.