

Government of West Bengal
Department of Industry, Commerce & Enterprises
Grievance Cell
4, Abanindranath Tagore Sarani, Kolkata-700016

No:- 21(11)-ICE/O/GC/GEN-MIS/01/2023

Date: 19.06.2023

From: The Deputy Secretary to the Govt. Of West Bengal

To :

1. The Chairman-cum-Managing Director, West Bengal Industrial Development Corporation Limited, "P R O T I T I", 23, Abanindranath Tagore Sarani, Kolkata - 700 017.
 2. The Chief Executive Officer, West Bengal Industrial Infrastructure Development Corporation, Block-DJ, Plot No.10, Sector-II, Salt Lake City, Kolkata - 700 091.
 3. The Managing Director, West Bengal Pharmaceutical & Phytochemical Development Corporation Limited, "ILACO HOUSE", 2nd floor, 1&3, Bilabi Trailokyo Maharaj Sarani, Kolkata - 700 001.
 4. The Chairman-cum-Managing Director, West Bengal Mineral Development & Trading Corporation Limited, 13, Nellie Sengupta Sarani, 2nd floor, Kolkata - 700 087.
 5. The Managing Director, Greater Calcutta Gas Supply Corporation Limited, 14, Canal West Road, Kolkata - 700009.
 6. The Director, DIRECTORATE OF INDUSTRIES, WEST BENGAL, "SHILPA SADAN", 1st and 8th floors, 4, Abanindranath Tagore Sarani, Kolkata - 700 016,
 7. The Director, DIRECTORATE OF MINES AND MINERALS, WEST BENGAL, "SHILPA SADAN", 2nd floor, 'A' Wing, 4, Abanindranath Tagore Sarani, Kolkata - 700 016,
 8. The Registrar, Office of the Registrar of Firms, Societies & Non-Trading Corporation, DJ - 10, 2nd Floor, Sector II, Bidhannagar, Kolkata, West Bengal 700091
 9. The Controller of Printing & Stationary, West Bengal, Office of the Controller of Printing & Stationary, West Bengal, 38, Gopal Nagar Road, P.O.: Alipore, Kolkata - 700 027,
 10. The Superintendent, West Bengal Government Press, Kadapara, 46/1, Narikeldanga Main Road, P.O: Ramkrishna Samadhi Road, Kolkata - 700 054.
11. ^{Jt.} The Deputy Secretary, E-Governance Cell, IC&E Department.

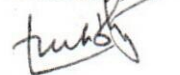
Sub: Operationalizing Sorasori Mukhyomntri: Call Centre & field validation units -reg.

Madam/Sir,

In inviting to the reference to the subject noted above, I am directed to enclose herewith the copies of the Circular received from the Chief Secretary, West Bengal vide No.83-CS/76/2023 dated 06.06.2023 along with SoP for your perusal and to request you to kindly upload the advertisement material available at the CMO Grievance Portal (www.cmo.wb.gov.in) in your organization's/office websites for wide publicity so that the people of the State can get desired relief with ease.

Encl.: As stated above

Yours faithfully,



Deputy Secretary
to the Government of West Bengal

Adm. Secy (S.D.R.) (8)

From: cmo/wbswan

To: agrmkt-wb@bangla.gov.in, acs.envwb@gmail.com, acs.msme@gmail.com, acs.wbprd@gmail.com, acsforestwb@gmail.com, prinsecy.for-wb@gov.in, acspuad@rediffmail.com, choten.lama@gov.in, firedepartment@rediffmail.com, food-deptt@bangla.gov.in, itcellfswb@gmail.com, fs-wb@nic.in, iwd.prsecy@gmail.com, jtsecpa@gmail.com, labour-wb@gov.in, mame.wb@gmail.com, peir15112019@gmail.com, powersecy/wbswan@wbswan, pr.secycy.deptt@gmail.com, sec.tourism-wb@nic.in, prin.secycy.wbhealth@gmail.com, principalsecydca@gmail.com, prsecy.cad-wb@bangla.gov.in, prsecy.cad@gmail.com, prsecy.cooperation@gmail.com, prsecy.fisheries@gmail.com, prsecy.housing-wb@nic.in, prsecy.stbt-wb@gov.in, psscicetchnology@gmail.com, prsecypwdwb@gmail.com, secpwd/wbswan@wbswan, prsecysad5@gmail.com, prsecytetsd@gmail.com, ps.agri-wb@nic.in, psecyshgse@gmail.com, psfpihwb@gmail.com, pswbtd@gmail.com, sec.transportwb@gmail.com, secci/wbswan@wbswan, secica/wbswan@wbswan, secit/wbswan@wbswan, seclaw/wbswan@wbswan, seclr/wbswan@wbswan, secretarylrwb@gmail.com, secrelief/wbswan@wbswan, secy.ard-wb@nic.in, secy.bcw-wb@nic.in, secy.bcw@gmail.com, secy.hestbt-wb@gov.in, highereducationwb@gmail.com, secy.judicial-wb@gov.in, secy.judicial@gmail.com, secy.ma-wb@gov.in, secy.meels@gmail.com, secy.nbdd@gmail.com, secy.par-wb@nic.in, secy.wcdsw@gmail.com, secy@wbphed.gov.in, secy.pspm@gmail.com, sportssecywboffice@gmail.com, wb.secycyhome@gmail.com, wbsed@gmail.com, wridd.wb@gmail.com, prsecytetsdwb@gmail.com, dmcoochbehar@gmail.com, dm-darj@nic.in, dmkalimpong2017@gmail.com, dmjalpaiguri2011@gmail.com, dmapd20@gmail.com, dm-rgj-wb@nic.in, dm-bgt-wb@nic.in, dm-mldh@nic.in, dm.murshidabad@gmail.com, dm-bir@nic.in, dmpaschimbardhaman@gmail.com, dm-burd@nic.in, dm-ndi@nic.in, dmpuruliawb@gmail.com, dm-bank@nic.in, dm-hoog@nic.in, dm-bar-wb@nic.in, dm-ali@nic.in, dm-how-wb@nic.in, dmpurb@gmail.com, dmpmid@gmail.com, jhargramdm@gmail.com, dmmaldah@gmail.com, dmbankura18@gmail.com

Cc: cs-westbengal@nic.in, kolkatamunicipalcorporation29@gmail.com, "pbsalim" <pbsalim@gmail.com>, dgppofficewb@policewb.gov.in, dgppofficewbconfidential@gmail.com, "dipankarmandal" <dipankar.mandal@gov.in>

734/PRSECY/JCA
08.06.23

Date: Thursday, June 08, 2023 02:16PM

Subject: Operationalizing Sorasori Mukhyomontri: Call Centre & field validation units - regarding

Sir/Madam,

Kindly find the attached letter vide memo no. 83-CS/2023 dated 06.06.2023 with subject line "Operationalizing Sorasori Mukhyomontri: Call Centre & field validation units - regarding".

Thank You

Regards
Monitoring of Programme Implementation and Grievance Cell,
Chief Minister's Office

Attachments:
83-CS.pdf

OSD (IP1)
In file pl.
14/06/23
H*E (IP1)
14.6.23

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GOVERNMENT OF WEST BENGAL,
OFFICE OF THE CHIEF SECRETARY, WEST BENGAL

No. 83 -CS/(76)/2023

Dated: 06.06.2023

To

1-54. The Additional Chief Secretary/ Principal Secretary/
Secretary to the Govt. of West Bengal, _____ Department (All)

55-76) The District Magistrate (All) _____

Sub: Operationalizing **Sorasori Mukhyomontri**: Call Centre & field
validation units-regarding


Sir/ Madam

This is to inform you that the State Government is launching **Sorasori Mukhyomontri** consisting of a **Call Centre** for receiving public grievance pertaining to government service delivery addressed to the Hon'ble Chief Minister and **field validation units** at districts for obtaining and field validation/feedback/suggestions on grievance redressal under the supervision of the Hon'ble Chief Minister's Office. **Sorasori Mukhyomontri** will become operational on and from 8.06.2023 (Thursday).

2. A standard operating procedure (SoP) for handling the grievances addressed to the Honourable Chief Minister is enclosed for appraisal of your office/ sub-offices. State Government Departments and districts shall designate a suitable senior officer for handling grievances as will be receiving through the CMO-Grievance portal. Further, the phone no. (9137091370) along with logo and creatives including AV materials etc. have been made available at the CMO Grievance portal (www.cmo.wb.gov.in) The advertisement materials are required to be widely publicized including uploading in the departmental/ district websites and other networks so that people of West Bengal are made aware about the facility and may lodge grievances over phone calls and get desired relief with ease.

Enclosure: SoP on Sorasori Mukhyomontri

Yours sincerely,

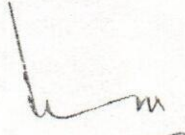

(H.K. Dwivedi)
Chief Secretary,
West Bengal

No. 83 /1(5)-CS/2023

Dated: 06.06.2023

Copy forwarded for kind information and necessary action to: -

1. The Principal Secretary to the Hon'ble Chief Minister, West Bengal.
2. The Director General & Inspector General of Police, West Bengal
3. The Commissioner, Kolkata Municipal Corporation;
4. The Secretary, Monitoring & Coordination, CMO, West Bengal.
5. The Sr. PS to the Chief Secretary, West Bengal.


Chief Secretary,
West Bengal



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9137091370

STANDARD OPERATING PROCEDURE
SORASORI MUKHYOMONTRI

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1. BACKGROUND

'Sorasaori Mukhyomontri' is a new initiative of the Hon'ble Chief Minister, Government of West Bengal, to reach out to the people of the State (both inside and outside West Bengal) through a Call Centre that works on all working days during office hours from 9:00AM to 6:00PM. The objective of the program is to re-iterate State Government's commitment to a hassle-free, citizen centric and accountable governance that responds to the needs and concern of citizen in a time bound manner.

The programme provides a platform where people's concern is heard, registered and taken up by the highest authority of the Government for its expeditious and effective redressal accompanied by an unbiased third-party feedback and input mechanism from the grassroots with regard to actual implementation of government policies and programmes and people's perception about them.

2. LODGING GRIEVANCE / SUGGESTION

People of West Bengal, whether residing within the State or outside can lodge his/her grievances or suggestions or can enquire about any scheme by dialling **+91 9137091370** on any day except holidays between Monday to Saturday from 9:00AM to 6:00PM.

At the tele-caller end, Interactive Voice Response System (IVRS) ensures that all in-bound calls are attended in a highly professional manner. Even if a citizen makes a call beyond working hours as mentioned above, his/her number gets automatically registered and an out-bound call will be made on the registered number in course of time.

3. GREVANCE REDRESSAL PRODUCER

- A. When a call is made at the given number, it is attended by tele-callers at the call centre assigned for the Sorasori Mukhyomontri platform.
- B. The tele-callers, after collecting necessary information from the complainant register the same in a pre-defined format of the Call Centre application. After validation by a team of data analysts, the grievances are auto-integrated into the existing CMO Grievance Portal (<https://cmo.wb.gov.in/>) under "SSM Call Centre Data" flag through API integration with the Call Centre Application.
- C. The grievances are forwarded to the Head of the Departments (HoDs) concerned through existing CMO Grievance Portal. The HoDs are required to redress the same within stipulated time period/service level. The process of dealing with the grievances received under "Sorasori Mukhyomontri" will be similar to the existing protocol of the CMO Grievance Portal.
- D. The grievances which are emergency in nature are mandated for redressal within 24 hours. These grievances will go through the CMO Grievance Portal with an emergency flag and shall also be shared with HoDs through phone calls/WhatsApp etc.

4. FIELD VALIDATION

- A. Dedicated Field Validation Teams, spread across the State, will check the quality of grievance redressal and give update to the CMO Grievance Cell. If the quality of ATR of a grievance deviates from the set standards, the same shall be recalled through the system and will be shared with the HoDs in due course.
- B. The details of Field Validation Executives will be shared with the district administration for smooth coordination.

5. DEPARTMENT'S (HoD's) ROLE

The HoDs will be responsible for timely and qualitative disposal of the grievances. They will assign one Nodal Officer, not below the rank of Joint Secretary, to deal with grievances including those which are emergency in nature, received through CMO grievance portal. The names of these officers will have to be shared with the CMO Grievance Cell.

6. DISTRICT ADMINISTRATION ROLE

The DMs/Commissioners of Police/SPs will be responsible for timely and qualitative disposal of the grievances. District Magistrate will assign a Nodal Officer, not below the rank of Additional District Magistrate to deal with grievances including those which are emergency in nature, received through the CMO grievance portal. The Commissioner of Police and SPs shall undertake similar exercise in their offices. The names of the Officers will have to be shared with the CMO Grievance Cell.

7. WORK FLOW

