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9137091370

STANDARD OPERATING PROCEDURE

SORASORI MUKHYOMONTRI

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1. BACKGROUND

'Sorasaori Mukhyomntri' 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.

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

