

I/221162/2022

Annexure-A

## Standard Operating Procedure for Panchayat Public Grievance Redressal System

Sl No	Activities/ Stakeholders	Description/Responsibilities
1	Name of Project	Panchayat Public Grievance Redressal System
2	Web-portal details	<a href="https://www.prdgrievance.in">https://www.prdgrievance.in</a> <a href="https://prd.wb.gov.in">https://prd.wb.gov.in</a>
3	Objective	To outline an efficient and effective grievance redressal mechanism for the rural Citizens of West Bengal.
4	Nature of Grievance	Grievance against Projects/Schemes/Programmes implemented by P&RD Department.
5	Modes of Grievance registration	<ol style="list-style-type: none"> <li>1. Citizen can lodge a complaint/suggestion 24x7 through this Portal.</li> <li>2. Grievance received by Authorities ( GP/Block/District/Directorate/State Hq.)</li> <li>3. Grievance of Print/Electronic/Social Media/Helpdesk.</li> <li>4. Grievance lodged with CMRO/CP-GRAMS portal</li> </ol>
6	Time limit for disposal of Grievance	<ol style="list-style-type: none"> <li>1. Disposed of/action taken on Grievances by the Authorities within 7 (seven) days from the date of assignment.</li> <li>2. Grievances shall be assigned to next higher level within two days when it is beyond capacity to resolve.</li> <li>3. Grievances for which action required from the end of District/Directorate/State shall be dealt with as expeditiously as possible.</li> </ol>
7	Quality disposal of Grievance	Casual approach of disposal of grievances is not acceptable. End solution of grievance shall be provided.
8	Nodal Officers, Grievance Redressal	Nodal Officers, Grievance Redressal under this project has already been notified vide Department's Letter No: I/218045/2022 dated 06/09/2022: <ol style="list-style-type: none"> <li>1. Gram Panchayat: Executive Assistant ( Secretary in absence of EA)</li> </ol>

I/221162/2022

		<ol style="list-style-type: none"> <li>2. Block: Joint Block Development Officer.</li> <li>3. District: Secretary/Dy. Secretary ( ZP) PD, DRD Cell (Anandadhara) Executive Engineer (PMGSY) DNO, MGNREGS ( MGNREGS) DNO, MNB ( MNB) DPRDO ( NSAP/SOMOBYATHI/General )</li> </ol>
9	Grievance Redressal Procedure	<ol style="list-style-type: none"> <li>1. Auto-assignment a grievance lodged by Citizen through this Portal to respective Nodal Authority by the system.</li> <li>2. Grievance received in hard copies shall be uploaded in the portal &amp; to be assigned to respective Nodal Authority.</li> <li>3. Grievance of Print/Electronic/Social Media/Helpdesk shall also be uploaded in the portal &amp; to be assigned to respective Nodal Authority.</li> <li>4. Nodal Officer shall get the grievance redressed at that level &amp; upload action taken/redressal report within seven days else re-assign it to higher/lower level for solution if it is beyond capacity to resolve at that level within two days.</li> <li>5. Grievances of Senior Citizen, Physically Challenged and Women shall be resolved with priority.</li> </ol>
10	Feedback	Once the Nodal Officer uploaded the action taken/redressal report, Citizen will receive SMS & can view solution in his/her login. If satisfied, can close the grievance but if unsatisfied, it may be re-opened by the Citizen & again grievance will be re-assigned to concerned Nodal Authority.
11	Monitoring	<ol style="list-style-type: none"> <li>1. Regular monitoring of the Grievance Portal shall be carried out by District Magistrate, ADM(P), AEO, SDO &amp; BDO.</li> <li>2. Random cases shall be chosen &amp; disposal quality should be checked.</li> <li>3. Unsatisfactory feedback shall be noted &amp; action shall be taken accordingly.</li> </ol>