

The Kolkata Municipal Corporation
CMO Buildings,
5, S.N. Banerjee Road,
Kolkata-700 013.

Municipal Commissioner's Department

Date: 18/12/2019

Municipal Commissioner's Circular no ¹²⁸ of 2019-20

Sub: Sending of ATR for complaints/grievances received through 'Talk to Mayor' programme and Whatsapp.

All Controlling Officers are well aware that a system of triggering SMS to the citizens who communicate their complaints/grievances to Hon'ble Mayor through 'Talk to Mayor' programme and **Whatsapp** has been developed. While implementing the same, the Mayor's Office has been facing some problems. With a view to mitigating the problems, all the Controlling Officers who have been authorized to send ATR through online KMC MASS system, are requested to send ATR precisely without any elaboration. The ATR must be within 100 characters and this report will be sent to the complainant directly.

ATR should mention the following:

1. Whether action completed or not.
2. Whether action has been initiated or not. If action has been initiated, then mention the tentative time of completion.

The mobile number of the Controlling Officers would be sent to the citizens through this SMS in case the problem persists or recurs.

Considering the exigency and importance of the matter, all Controlling Officers are requested to take necessary action in this regard.

The ATRs that have already been sent through KMC MASS system, may please be reviewed again in line with the above guideline and necessary modification may please be done within 21.12.2019 positively.


Municipal Commissioner

Distribution:

1. OSD to Hon'ble Mayor
2. P.A. to Hon'ble Dy. Mayor
3. Spl. Mpl. Commissioner (Rev.)
4. Spl. Mpl. Commissioner (G,D&S)
5. Municipal Secretary
6. All Director Generals/Controlling Officers
7. All HoDs