

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

Date: 09 /07/2024

Municipal Commissioner's Circular No.22..... of 2024-25

Sub: Roll-out of Grievance Redressal system at eKMC2.0

The new system of Grievance Redressal i.e. the system at eKMC2.0 will be rolled out which will enable citizen to lodge grievance / complaints in online mode. The new system will be available on 24x7 basis and it will be accessible from SDC cloud-over internet. The major functionalities of the systems are given below:-

1. Citizen will be able to lodge grievance which will be accessed by the LME (Last Mile Employee) of KMC.
2. LME will be able to resolve the complaint himself / herself or request for reassigning the same to another employee of the concerned department through GRO (Grievance Redressal Officer).
3. Citizen, if not satisfied by the resolution can re-open the grievance twice. The re-opened grievance will be forwarded to Escalation Officers defined in the system.
4. The system triggers SMS notification upon registration of complaint and resolution actions undertaken so that the citizen will become well informed on the status of the complaint.
5. Citizens will also have the facility to share their feedback on the resolution provided by KMC through a rating mechanism.
6. Complaints received at "Talk to Mayor" program and manually received at the Mayor's office and KMC Call Centre through Telephonic Calls will also be recorded in the new system and will be forwarded to the concerned department and officials for their action.
7. Citizens now can raise Grievances through CHATBOT 8335999111 famously known as "Show to Mayor". This CHATBOT will function as an integrated system with eKMC2.0.

The complaints to be lodged after formal go-live of the new system be will be managed through the new system and those lodged before the go-live of the new system will be managed through the old system.

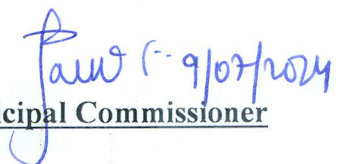
To implement this, the online portal application has been modified to enable citizen to search for the status of the complaints using two different categories viz. those lodged before the go-live of the new system through existing available link at eKMC1.0 and those lodged after go-live through new eKMC2.0 application.

Concerned Controlling Officers who have not yet provided the list of LME , GRO Officials and Grievance category and sub-category of their respective line departments are requested to forward the lists to CO(IT) by 10.07.2024 to facilitate the go-live of the new Grievance Redressal System under eKMC 2.0.

The new Grievance Redressal System shall go-live on 13/07/2024 as part of eKMC 2.0 project.

CMRO Grievance Redressal portal will also run as State Grievance Redressal System.

This has the approval of Hon'ble Mayor.


Municipal Commissioner

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1. Additional Municipal Commissioner
2. Joint Municipal Commissioner
3. Municipal Secretary
4. All Controlling Officers
5. All HoDs
6. OSD to Hon'ble Mayor
7. P.A.to Hon'ble Mayor
8. P.A. to HMMICs (All)