

The Kolkata Municipal Corporation
Central municipal Office Buildings
5, S.N. Banerjee Road, Kolkata-700 013

Municipal Commissioner's Department
Date: 10/8/2019

Municipal Commissioner's Office Circular No. ⁵⁸.....of 2019-20

Sub: Public Grievance / Suggestions in KMC area.

It is important to mention about the following systems and modes have been set up through which citizens inform KMC about the various grievances and suggestions.

- 1) WhatsApp (2) "Talk to Mayor" Programme (3) Public Outreach Programme- 100 calls per day to the citizens (4) Receiving Written complaints/suggestions. (5) Telephone calls through IVRS (10X7) (6) Visitors in the Hon'ble Mayor's office.

For the purpose of expedient follow up of the grievances of the citizens all Controlling Officers are requested to address the grievances.

Special Municipal Commissioner (G, D, & S) has been nominated as the Chairman for the Public Grievance Monitoring System (PGMS) in KMC. The Controlling Officers are requested to send the Action Taken Reports to the Chairman without fail. The ATR shall be recorded on-line for proper monitoring of the Public Grievance. An on-line system for the Hon'ble Mayor's "Jana Sonjog"/ Public Grievance shall be developed by the IT Department. All the reports by PGMS shall be submitted to Hon'ble Mayor instantly.

This has the approval of Hon'ble Mayor.


Municipal Commissioner

Distribution:

1. OSD to Hon'ble Mayor
2. P.A. to Hon'ble Deputy Mayor
3. P.A. to Hon'ble MMICs(ALL)
4. Spl. Mpl. Commissioners (Rev./Gen./Dev./Supply)
5. Municipal Secretary
6. DG(IT)
7. Controlling Officers (All)