

Municipal Commissioner's Circular No. ⁹¹..... of 2019-20

Sub: Nomination of Nodal Officer of KMC to address the various matters received from CMRO, Nabanna through the dedicated CMO Public Grievance Management System portal.

1. In supersession to Municipal Commissioner's Circular No. 63 of 2019-20 dated 22/08/2019, Shri Harihar Prasad Mandal, Municipal Secretary, KMC, is hereby nominated as the Nodal Officer to send the replies in connection with the petitions, grievances and/or suggestion received through the dedicated CMO Public Grievance Management System portal.
2. The action taken report/ action initiated report or the replies shall have to be furnished within seven days through the said portal. The replies shall indicate a timeline to close the case. The Public Grievance Management System is SMS based wherein the complainant is updated about the lodged complaint.
3. In this regard a dedicated cell for CMO Public Grievance Management System under the Municipal Secretary is hereby formed comprising of the following officials.
 - I. Shri Subhasish Roychowdhury, Manager and HoD (IT Dept.)
 - II. Ms. Kanika Biswas, Manager (IT Dept.)
 - III. Ms. Santa Biswas, Programme Officer. Mega Cities Association
 - IV. Mr. Mizanur Haque, Programme Officer. Mega Cities Association
 - V. Ms. Jayeeta Chakraborty, Social & Community Development Officer
 - VI. Ms. Sarbari Banerjee, Environment Officer
 - VII. Mr. Rajib Singha, D.E.O.
4. Municipal Secretary shall form a team of twenty officers immediately having representation from various departments involved in providing civic amenities.
5. Municipal Secretary shall send status report regarding the number of complaints/grievances/petitions/suggestions received and the number of such cases addressed on every Monday to the Municipal Commissioner.
6. All Controlling Officers/ Director Generals are requested to nominate suitable officers who shall coordinate with the dedicated cell mentioned in Point No. 3 for effective response to the complaints/grievances received through the Public Grievance Management Portal.
7. Manager & HoD (IT) shall conduct a training session for the dedicated cell as well as for the twenty officers for proper and adequate acquaintance of the system.

This Circular shall take effect immediately.
This has the approval of Hon'ble Mayor.


Municipal Commissioner
The Kolkata Municipal Corporation

Distribution:

1. OSD to Hon'ble Mayor
2. PA to Hon'ble Dy. Mayor/Hon'ble MMICs (All)
3. Spl. Mpl. Commissioners (Rev./Gen./Dev./Supply)
4. Municipal Secretary
5. All Controlling Officers and Director Generals
6. All HoDs
7. Shri Subhasish Roychowdhury, Manager and HoD (IT Dept.)
8. Ms. Kanika Biswas, Manager (IT Dept.)
9. Ms. Santa Biswas, Programme Officer. Mega Cities Association
10. Mr. Mizanur Haque, Programme Officer. Mega Cities Association
11. Ms. Jayeeta Chakraborty, Social & Community Development Officer
12. Ms. Sarbari Banerjee, Environment Officer
13. Mr. Rajib Singha, D.E.O.