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STANDARD OPERATING PROCEDURE
SORASORI MUKHYOMONTRI

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1. BACKGROUND

'Sorasaori Mukhyomontri' is a new initiative of the Hon'ble Chief Minister, Government of West Bengal, to reach out to the people of the State (both inside and outside West Bengal) through a Call Centre that works on all working days during office hours from 9:00AM to 6:00PM. The objective of the program is to re-iterate State Government's commitment to a hassle-free, citizen centric and accountable governance that responds to the needs and concern of citizen in a time bound manner.

The programme provides a platform where people's concern is heard, registered and taken up by the highest authority of the Government for its expeditious and effective redressal accompanied by an unbiased third-party feedback and input mechanism from the grassroots with regard to actual implementation of government policies and programmes and people's perception about them.

2. LODGING GRIEVANCE / SUGGESTION

People of West Bengal, whether residing within the State or outside can lodge his/her grievances or suggestions or can enquire about any scheme by dialling **+91 9137091370** on any day except holidays between Monday to Saturday from 9:00AM to 6:00PM.

At the tele-caller end, Interactive Voice Response System (IVRS) ensures that all in-bound calls are attended in a highly professional manner. Even if a citizen makes a call beyond working hours as mentioned above, his/her number gets automatically registered and an out-bound call will be made on the registered number in course of time.

3. GREVANCE REDRESSAL PRODUCER

- A. When a call is made at the given number, it is attended by tele-callers at the call centre assigned for the Sorasori Mukhyomntri platform.
- B. The tele-callers, after collecting necessary information from the complainant register the same in a pre-defined format of the Call Centre application. After validation by a team of data analysts, the grievances are auto-integrated into the existing CMO Grievance Portal (<https://cmo.wb.gov.in/>) under "SSM Call Centre Data" flag through API integration with the Call Centre Application.
- C. The grievances are forwarded to the Head of the Departments (HoDs) concerned through existing CMO Grievance Portal. The HoDs are required to redress the same within stipulated time period/service level. The process of dealing with the grievances received under "Sorasori Mukhyomntri" will be similar to the existing protocol of the CMO Grievance Portal.
- D. The grievances which are emergency in nature are mandated for redressal within 24 hours. These grievances will go through the CMO Grievance Portal with an emergency flag and shall also be shared with HoDs through phone calls/WhatsApp etc.

4. FIELD VALIDATION

- A. Dedicated Field Validation Teams, spread across the State, will check the quality of grievance redressal and give update to the CMO Grievance Cell. If the quality of ATR of a grievance deviates from the set standards, the same shall be recalled through the system and will be shared with the HoDs in due course.
- B. The details of Field Validation Executives will be shared with the district administration for smooth coordination.

5. DEPARTMENT'S (HoD's) ROLE

The HoDs will be responsible for timely and qualitative disposal of the grievances. They will assign one Nodal Officer, not below the rank of Joint Secretary, to deal with grievances including those which are emergency in nature, received through CMO grievance portal. The names of these officers will have to be shared with the CMO Grievance Cell.

6. DISTRICT ADMINISTRATION ROLE

The DMs/Commissioners of Police/SPs will be responsible for timely and qualitative disposal of the grievances. District Magistrate will assign a Nodal Officer, not below the rank of Additional District Magistrate to deal with grievances including those which are emergency in nature, received through the CMO grievance portal. The Commissioner of Police and SPs shall undertake similar exercise in their offices. The names of the Officers will have to be shared with the CMO Grievance Cell.

7. WORK FLOW

