



**THE OFFICE OF THE DISTRICT
MAGISTRATE
BIRBHUM**

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Copy No:-

DOCUMENT NO.	SOP PG 01/1/Rev:		
SECTION TITLE:	PROCEDURE FOR DISPOSAL OF PUBLIC GRIEVANCE		
SECTION NO.	REVISION DATE	PAGE	ISSUE DATE
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- Purpose:** To receive public grievance applications related to district Govt. offices including suggestions and to dispose thereof. Also to act on grievances of similar nature reflects on media.
- Scope:** This procedure is applicable for all public grievances & suggestions received within the jurisdiction of the office of the District Magistrate & Collector, Birbhum and relevant to State Govt. offices in this district.
- Responsibility:** Officer-in-charge has the overall responsibility to implement the procedure.
Individual responsibility as mentioned in the procedure.
District Magistrate is similar responsible.
A.D.M. (General) is the intermediate
Supervising Officer. Overall responsibility lies with Unit head.
- Abbreviation** : O/C : Officer-in-charge.
D.A. : Dealing Assistant.
- Reference** : Office Order No. 1838(150)-AR dated 23.12.1998 of the Chief Secretary, Government of West Bengal.
Quality Manual Section 7.5

6. Procedure :

- The PG Cell shall receive (i) Public Petitions, (ii) Complaint forwarded by MPs/ MLAs & Sabhadhipati, and (iii) Suggestions including anonymous ones whether they fall in its purview or not and to enter in the receipt register (in QSF PG 01/1 and WB Form No. 16 respectively).
- The concerned D.A. shall enter the necessary data in NICNET developed software and programme.
- D.A. shall put up petitions/suggestions to the O/c who shall place it before the concerned ADM if needed or otherwise give instructions himself. Depending on the

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importance of the grievance, concerned ADM or DM himself shall appoint the enquiring officer if needed, or otherwise O.C. shall send to relevant officer for n/a and report. Based on that order, O/c shall issue necessary order.

- 6.4 The D.A. shall make three copies of the forwarding letter and send it to after updating the issue register (in WB Form no. 19) –
- a) The Enquiring Officer.
 - b) The Petitioner as an acknowledgement.
 - c) Office copy to keep in file.
- 6.5 After receiving the enquiry report, D.A shall put it up before O/C thereafter routed through concerned A.D.M. or D.M. Depending on case, either O.C. or ADM or DM shall issue necessary order regarding the disposal of grievance/ suggestions.
- 6.6 As per the order, O/C and the D.A. shall send necessary reply to the petitioner and issue register (WB Form no.19) shall be updated.
- 6.7 If the enquiry report is not received within the statutory period i.e. within 8 weeks, O/c shall send reminder (QSF No. PG 02) to the concerned enquiring officer at regular interval.
- 6.8 PG Cell shall prepare Weekly, Monthly and Quarterly report as per the Govt. order and sent it to the Divisional Commissioner, Burdwan Division, Hooghly and keep copies to the respective file.

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7. Records:

Sl. No.	Record	Format	Retention period	Responsibility	Distribution
1.	Receipt Register (for Public Petition)	QSF PG 01/1	As per records manual	PG Cell	Nil
2..	Receipt Register (for MPs, MLAs and Sabhadhipati)	WBF No. 16	-do-	P.G. Cell	Nil
3.	Suggestion Register	WBF no. 16	-do-	P.G. Cell	Nil
4.	Despatch Register (Issue)	WBF No. 19	-do-	P.G. Cell	Nil
5.	Reminder Register	QSF PG 02/1	-do-	P.G. Cell	i) Enquiring Officer ii) Office copy

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(I) Receipt Register for Public Petitions (QSF PG 01/1):

No	Date	Name of the petitioner with address	Subject in brief	Forwarded to – with Issue number & date.	Reply no. with date	Disposal status. Favour/ Rejected	Reminder no. & date	Remarks
1	2	3	4	6	7	8	9	10

(II) Reminder Register (QSF PG 02/1)

Memo. No.	Date	Reminder to whom addressed	Ref: no. & Subject in brief	Reply no. & date	Remarks
1.	2.	3.	4.	5.	6.

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FORMAT – I

Weekly report on
Public Grievance & Assistance of Birbhum Collectorate
_____ Day _____ Month _____ Year

A)	No. of petitions pending at the end of the previous month.	
B)	No. of petitions received during the month.	
C)	Total (A) & (B)	
D)	No. of petitions disposed during the month.	
E)	No. of pending petitions.	
F)	No. of petitions pending for more than 8 weeks and reasons thereof.	

FORMAT – II

Monthly report on
Public Grievance & Assistance of Birbhum Collectorate
_____ Month _____ Year

A)	No. of petitions pending at the end of the previous month.	
B)	No. of petitions received during the month.	
C)	Total (A) & (B)	
D)	No. of petitions disposed during the month.	
E)	No. of pending petitions.	
F)	No. of petitions pending for more than 8 weeks and reasons thereof.	

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FORMAT - III

QUARTERLY REPORT ON
PUBLIC GRIEVANCE & ASSISTANCE OF BIRBHUM COLLECTORATE

Name of the - Office of the
Department District Magistrate,
Birbhum.

Period: ____ quarter 2010
(____ 2010 to ____ 2010)

1.	No. of petitions pending at the beginning of the quarter	
2.	No. of petitions received during the quarter pertaining to -	
i)	Procedural Delay	
ii)	Unresponsive behaviour of staff	
iii)	Others (specify in brief)	
	a) Land matters	
	b) Law & order	
	c) Pollution, public nuisance	
	d) General etc.	
iv)	Total	
3.	No. of petitions disposed of	
i)	In favour of complainant	
ii)	Rejected (specify the reasons for rejection)	
	a) Allegation could not establish	
	b) Baseless petitions	
	c) Civil matters	
iii)	Total	
4.	No. of petitions outstanding at the end of the quarter (with reasons)	
i)	No. of pending for less than 3 months	
ii)	No. of pending for 3-6 months.	
iii)	No. of pending for 6-12 months	
iv)	No. of ending for more than a year	
v)	Total	
5.	No. of suggestions received and action taken thereon.	

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