

Government of West Bengal
Public Works Department
NABANNA 8th Floor
325, Sarat Chatterjee Road. Howrah - 711 102

No.550 -PW/O/E-1/2M-09/2024

Date.01-03-2024

ORDER

A dedicated IT Cell of the Department constituted vide Order No: 163-ENC/2024 dtd 09.2.2024 of Engineer in Chief, PWD and located at 2nd Floor of Khadya Bhavan, has become operational from 19.2.2024.

The principal objective of the Cell is to reach out to the citizens through different digital platforms and share the developmental works and initiatives of the Department on a regular basis.

The Cell will also act as the Nodal Centre for supervision and management of all the existing and functional IT related applications i.e Samikhsha , Road Cutting permission etc besides the Departmental website and different social media handles like Face book, Twitter .

Besides accessing the Departmental website (<https://pwd.wb.gov.in>) , the official Face book page <https://www.facebook.com/PublicWorksWB> and X handle https://twitter.com/pwdwb_gov , the citizens will have the option to connect over phone and Whatsapp for faster resolution of their queries and grievances , if any.

The following numbers will act as the PWD Help Line , which will be handled by the personnel manning the IT Cell.

1. **9073362000 (Call only)**
2. **9088822111(Call and Whatsapp)**
3. **itcellpwd@wb.gov.in (e-mail)**

As both the numbers given above are already available on the Departmental Website, the Cell has been receiving quite a good number of calls and whatsapp from general public , which need to be handled efficiently and effectively to ensure a better service delivery mechanism . Accordingly , a Standard Operating Procedure (SOP) of the Cell has been formulated for smooth and speedy disposal of the queries or grievances received by the Cell .

SOP for addressing Query/Grievance received from the citizens

1. All the phone calls should be received politely and courteously and the name and other particulars of the caller along with the query raised / grievance expressed should be minutely noted down in the e-register to be maintained in the computer as per the prescribed format. All the phone calls should be properly recorded for better record keeping and reference for future use.
2. The queries/complaints should be serially numbered as per the chronology of the call and handled on first come first serve basis .

3. The query/complaint should be transmitted to the Nodal Officer of the concerned district within which the query/grievance is related positively within 24 hours from the receipt of the call . In case of Saturday/Sunday/Holidays falling in between, it should be communicated on the next working day.
4. **The District wise Nodal Officer already identified for the “ Sorasari Mukhyomantri” portal will act as the District Nodal officer in respect of IT Cell. (List annexed)**
5. The form of communication from the IT Cell to the District Nodal Officer will be through email , sometimes followed by a phone call on need basis .
6. The District Nodal Officer on receipt of the communication from the IT Cell, will first identify the concerned EE/SE to which the query/grievance pertains . other than his/her own Circle and transmit the same to him/her forthwith through mail and also phone call , if found to be urgent and necessary.
7. The recipient EE/SE will handle the query/grievance in an expeditious manner , with due diligence and transmit the answer to the query/grievance to the District Nodal Officer , who in turn will send the same to the IT cell in the manner as prescribed .
8. IT Cell on receipt of the reply from the District Nodal Officer will note it down in the ATR column of the e-register .
9. It will be the duty of the personnel manning the IT Cell to contact the caller through phone or by whatsapp and inform him/her about the status of his/her query or grievance .However before finally reaching out to the caller, it will be the duty of the Cell personnel to place the replies received from the District Nodal officers before the Nodal Officer of the IT Cell in charge of query/grievance redressal for endorsement . **No reply shall be sent to the general citizen without the vetting of the competent authority .**
10. **The entire process from receiving a query/grievance from a common citizen to getting back with the reply should not exceed 7(seven) working days under normal circumstances.**
11. It will be the responsibility of the Nodal officer of the IT Cell to monitor and supervise the functioning of the Cell on a regular basis , assess the quality of services offered and bridge critical gaps in addressing citizen queries/grievances.
12. The personnel manning the Cell will submit a weekly report to the Nodal Officer as per the given proforma.
13. The Cell will be functional on all working days during office hours. Phone calls /Whatsapp received before and after office hours will have to be noted and recorded in the register in the earliest possible time.
14. **All e mail communications from the Cell will be sent through itcellpwd@wb.gov.in , which will act as the dedicated e-mail id of the Cell. All the District Nodal Officers or other officers should avail this mail id only for communicating with the Cell.**

Nodal Officer for query/grievance handling: Sri Suman Jana, ACE, NH, PWD (9903413001)

Updation of Departmental Website:

1. Besides handling queries/grievances as may be received from the citizens , the duty of the Cell will be to update the departmental website (<https://pwd.wb.gov.in>) on a regular basis . News of inauguration or foundation stone laying programmes of departmental schemes by HCM or HMIC , ongoing schemes of significance , training programme , transfer orders of the Department or any other notable developments worth sharing should be sent to the IT Cell through email (itcellpwd@wb.gov.in)for posting on the website. The content of the matter should be brief , to the point and supported by one or two good quality photographs for visual appeal.
2. The personnel manning the IT Cell on receipt of such news feed will place it before the Nodal Officer of Website Updation for approval for subsequent posting on the website.
3. The Nodal Officer will also be at the liberty to select any other news feed which may be of relevance for posting on the website.

Nodal Officer for Website updation : Sri Sudip Nath Chandra, Deputy Secretary, PWD (9830807536)

Handling of Social Media accounts of the Department

1. To build a better social media presence , it has been decided that the official facebook page of the Department ([https:// www.facebook.com/PublicWorksWB](https://www.facebook.com/PublicWorksWB)) will be made more vibrant and interactive. The idea is to create a positive image of the Department, expand the reach and obtain a feedback from the citizens about the functioning of the Department. Just like website, the Facebook account of the Department should also host new content, good quality photographs and provide a platform for user interaction. This is only possible through constant newsfeed from the execution level along with good quality photographs to showcase the good works of the Department in the social media. All concerned should send a short write up along with 2-3 high resolution photographs of any event worth mentioning through the dedicated e mail id for posting on the facebook.
15. The personnel manning the IT Cell on receipt of such news feed will place it before the Nodal officer of Social Media Accounts of the Department for final approval before posting on the facebook account.
16. The Nodal officer will also handle the Official X handle (former Twitter) of the Department https://twitter.com/pwdwb_gov . HMIC or Secretary of the Department may use this account to convey important information /messages to the general citizens.

Nodal Officer in Charge of Social Media accounts: Sri Debraha Nath Mukherjee, AE, NH Planning and Design Div-II, PWD (7044058452)

All the Nodal officers of the IT Cell will work under the direct supervision and monitoring of Sri Surajit Bose, Special Secretary, PWD & Head of the IT Cell.


Secretary

to the Government of West Bengal

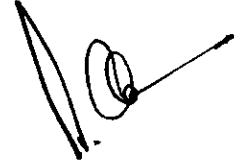
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Date.01-03-2024

Copy forwarded for information and necessary action to:-

1. Engineer in Chief, PWD
2. Sri Surajit Bose, Special Secretary, PWD
3. Financial Advisor ,PWD
4. The Chief Engineer (HQ) P.W.Dte/ Chief Engineer (HQ) P.W.(R)Dte.
5. The Chief Engineer (Elect)Works/Planning
6. The Chief Engineer (NZ/SZ/WZ/ Social Sector/ Planning) P.W.Dte
7. The Chief Engineer (NZ/SZ/WZ/ Planning) P.W.(R)Dte
8. The Chief Engineer, NH/PIU(ROB) P.W.(Roads)Dte.
9. The Chief Govt. Architect,PWD
10. Joint Secretary (P)/(P&C)/(Works)
11. Sri Suman Jana, Assistant Chief Engineer-II, NH, P.W.(Roads)Dte
12. Sri Susipro Mallik, Executive Engineer, Kolkata IT Division, P.W.Dte.
13. Sri Sudip Nath Chandra, Deputy Secretary (P), PWD
14. Sri Sudip Mukherjee, Executive Engineer (HQ), PIU(ROB), P.W.(Roads)Dte.
15. Sri Debraha Nath Mukherjee, Assistant Engineer, NH Planning & Design Division-II attached to PIU (ROB), P.W.(Roads)Dte.
16. PS to MIC

He is requested to .
circulate the order down
the line



Deputy Secretary
to the Government of West Bengal