



Government of West Bengal
Directorate of ICDS Scheme

Shaishali Complex, Salt Lake City, Kolkata- 700 064

Ph : (033) 2359-3786/ 3787, Fax- (033) 2337-5782, Email ID - director.icds.wb@gmail.com / icdswestbengal@gmail.com

No. 2263/ICDM-Dte.

Dated: 12.10, 2022

From : The Joint Director of ICDS, West Bengal
To : The District Programme Officer (all)

Sub: - Monthly Report regarding grievance.
Ref.: 2120(22)/ICDM-Dte dated 12.09.2022.

In reference to the above you are hereby requested to kindly send the consolidated Project wise monthly statement of the number of grievance received at their end and action taken thereof or resolved along with the grievances which are to be dealt with by the Directorate in compiled manner as per given format by 14.10.2022 positively .


Joint Director of ICDS
West Bengal

No. 2263/1/ICDM-Dte.

Dated: 12.10, 2022

Copy forwarded for information to

1. The director of ICDS, West Bengal, Shaishali Complex. Salt Lake , Kolkata
700064


Joint Director of ICDS
West Bengal

2669661/2022/O/o DIR(DICDS)



Government of West Bengal
Directorate of ICDS

Shaishali Complex, 1st & 2nd Floor, Salt Lake City, Kolkata – 700 064
Phone No – 033 2359 0160, Email – icdswestbengal@gmail.com

No. 2120(22)/ICDM-Dtc

Dated, 12/09/22

To

The District Magistrate(s),

Darjeeling / Jalpaiguri / Kalimpong / Alipurduar / Coochbehar / Uttar Dinajpur / Dakshin Dinajpur / Malda / Murshidabad / Birbhum / Bankura / Purulia / Paschim Medinipur / Purba Medinipur / Jhargram / Purba Bardhaman / Paschim Bardhaman / Howrah / Hooghly / Nadia / North 24 Parganas / South 24 Parganas
West Bengal

Sub: Grievance redressal system for ICDS

Madam / Sir,

With reference to above, you are requested to initiate a system of grievances redressal for addressing issues faced by the beneficiaries with respect to various schemes run by the Directorate of ICDS.

For this, a drop box will be set at the Office of the BDOs where the grievances of the public will be dropped and those grievances, on daily basis, will be docketed and be sent to the Office of the CDPOs. The Office of the CDPOs will receive the letters and the action taken against the specific grievances should be communicated to the concerned person with a copy to the BDOs. The response to any specific grievance should be made within 10 days from the date of receipt of grievance. If the action is to be taken from the end of the DPOs, the same will be sent to the respective end. The grievances which are to be dealt with by the Directorate have to be sent through the DPOs in compiled manner to this end.


A register for the receipt and action taken thereof should be maintained at the BDO/CDPO/DPO level in the format enclosed. The Project-wise monthly statement of the number of grievances received and action taken thereof or resolved should be communicated to this end from the end of the DPOs (Format Enclosed)

In this context, this is to further inform you that from 01/09/2022, all the prayers for transfer of Anganwadi Worker and Anganwadi Helper from one Project to another, within or outside the district, should be routed through this grievance redressal system with necessary documents.

You are requested to make necessary arrangements accordingly.

Yours faithfully,

Encl: Four Formats

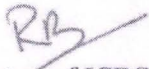

Director of ICDS
West Bengal

No. 2120(22)/ICDM-Dtc

Dated, 12/09/22

Copy forwarded for information to:-

- 1) The Pr. Secretary, WCD&SW Department, Bikash Bhavan, Kolkata – 700 091
- 2.-24) The DPO (ICDS), Darjeeling / Jalpaiguri / Kalimpong / Alipurduar / Coochbehar / Uttar Dinajpur / Dakshin Dinajpur / Malda / Murshidabad / Birbhum / Bankura / Purulia / Paschim Medinipur / Purba Medinipur / Jhargram / Purba Bardhaman / Paschim Bardhaman / Howrah / Hooghly / Nadia / North 24 Parganas / South 24 Parganas / Kolkata


Director of ICDS
West Bengal

