

**Government of West Bengal**  
**Department of Land & Land Reforms and Refugee Relief & Rehabilitation**  
**"Nabanna"**  
**325, Sarat Chatterjee Road, Howrah-711102**

Memo No. 3575(25)/1A-05/23

Date : 17.10.2023.

To

- 1) The DLRS, West Bengal.
- 2) The Deputy Commissioner, Refugee Relief & Rehabilitation Directorate.
- 3) The Rent Controller, Kolkata.
- 4) The ADM & DL & LRO's (All Districts).

**Subject** : Guideline for disposal of Grievances in CMRO Portal.

Sir,

Apropos the subject mentioned above, this is to inform you that a meeting was held on 29<sup>th</sup> September, 2023 in the Conference Hall of the office of the DLRS, West Bengal for a discussion regarding disposal of the grievances on CMRO portal. Accordingly, the grievances have been categorised with a guideline on how those cases will be processed. This is being sent herewith for your information and necessary action.

Yours faithfully

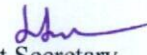
  
Joint Secretary

Memo No. 3575(25)/1(10)

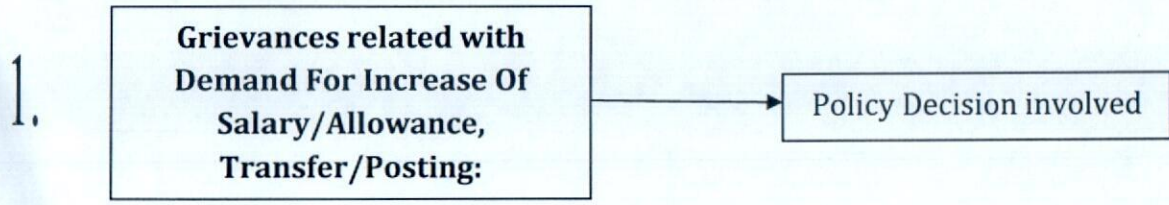
Date : 17.10.2023.

Copy forwarded for information to :

- 1) \_\_\_\_\_ SRO-I / SRO-II, member of the Task Force.

  
Joint Secretary

# Types of Grievances in CMRO Portal and how those will be processed



Applicant will be informed to file formal prayer and letter will be issued and annexed . matter taken up for further action will be exercised.

**If mutation application is already filed**, same will be disposed. in case of allowing petition, applicant will be informed about khatian number and correction. Service provided will be exercised with necessary comments.

**In case of rejection specific ground should be mentioned**, complain not sustained may be exercised. If complainant is advised to file Appeal, matter taken up for further action will be opted.

**In case of either advising complainant to file Appeal or if Appeal is filed** , matter taken up for further action will be exercised.

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3.

## In case of prayer of patta

It is to be ascertained whether complainant is eligible or not. If not, 'not eligible' option will be exercised with necessary comments

In case of eligibility of complainant, steps will be taken and till disposal, matter taken up for further action will be exercised. regarding patta, SOP will be followed

4.

## Case of complain of encroachment of Government land ,

If vested land is encroached, Collector(SDO) will be requested to pass order of eviction. report may be sent matter taken up for further action option.

if other department's land is encroached , department's name will be mentioned and option, beyond the jurisdiction of department will be

5.

## Case of complain related with medical bill & benefit

If solved/paid, service provided will be exercised attaching document / with comment

If forwarded to Deptt. , will send back attaching document selecting the option "*Beyond the administrative jurisdiction of this Office/Deptt.*"

The Deptt. will refer to Subhajit Chatterjee, Special Secretary looking after the Medical Cell of this Deptt.

# Types of Grievances in CMRO Portal and how those will be processed

6.

**In case of involvement of other department or authority**, such as municipal mutation, deed related problem, encroachment of private land, beyond the jurisdiction of department will be exercised.

7.

**In case of allegation of corruption**, enquiry will be conducted by officer who is higher to the accused officer.

8.

**In case of RR & R & LA related grievances**, report will be procured from those offices.

9.

**For Pension & other related benefit:** Once the case is sent to AG WB, letter will be annexed and matter taken up for further action will be exercised.

10.

**Rent related problems from 1-144 wards of KMC** will be dealt by Rent Controller, rest problems will be sent back to CMO stating SDO is the authority and may be sent to DM.

11.

**In case if complainant is not responding and address is not found**, contact will be made at least three times over phone on different date and logbook will be maintained to record such attempts.

## **N.B.:**

- *In each and every case complainant will be contacted prior to and after disposal of grievance and he/she will be apprised.*
- *The complain will be examined carefully, and ATR will be submitted clearly stating what action has been taken.*

## **N.B.:**

- *Answers like 'case is disposed', 'benefit is provided' is not required. Rather proper documents like copy of record, letter addressed to complainant, enquiry report should be annexed.*
- *In case the ATR is returned from CMO, ATR and comment should be studied prior to resending.*
- *All ATRs should come through district.*