Government of West Bengal Urban Development & Municipal Affairs Department "Nagarayan" Block-DF-8, Sec - 1,Salt Lake, Kolkata-700064

Date: 04/10/2018. No. 3006-UD/O/M/SB/16E-12/2018 From: Joint Secretary. Urban Development & Municipal Affairs Department, Govt. of West Bengal. To Municipality (All) The Chairman, Municipal Corporation. (All) 2. The Commissioner, 3. The Chief Executive Officer /Executive Officer, Development Authority (All). 4. The Joint Managing Director (Admin), WB HIDCO Ltd. 5. The CEO, HIT

> Sub: Action Plan on Accidents/Fatalities due to Potholes as per directives of the Supreme Court Committee On Road Safety (SCCRS)

Sir.

With reference to above, I am directed to request you to arrange for a special Icon / arrangements on your website where the citizen can put their grievance on the conditions of the road located within the jurisdiction of your area.

This needs to be done by 31st October, 2018.

A report may please be sent by 1st November, 2018.

Yours faithfully,

Joint Secretary

No. 3006/1(2)-UD/O/M/SB/16E-12/2018

Date: 04/10/2018.

Copy forwarded for information to:

1. The Secretary, Transport Department, Govt. of West Bengal, Paribahan Bhawan, 12, R.N. Mukherjee Road, Kolkata - 700 001.

2. Sr. PS to the Principal Secretary, UD&MA Department.

$\frac{Note}{\mbox{\bf Action Plan on Accidents/Fatalities due to Potholes}}.$

Develop Grievance Redressal Mechanism for citizens to file and track complaint	The Urban Development and Municipal Affairs Department has requested PAR and e-Governance department to provide a facility by which public can upload pictures of damaged roads on their portal with Lat Long, and that automatically is sent to the owner of the road for their action. In addition, all the Development Authorities and ULBs have been directed to have a special Icon on their respective website where the citizen can put their grievance or the conditions of the road located within the jurisdiction of the concerned Development Authorities/ULBs.This would be done by 31st
Provision to fix responsibilities on Contractor, Concessionaires & Consultants	October, 2018. Provisions of PWD, Govt. Of West Benga would be adopted.
Status of fund allocated and utilized in last 3 years for road maintenance	Fund released by the UD&MA Department for construction/ reconstruction/ repairing of roads to different Urban Local Bodies and Development Authorities: Year Amount (Rs. In lakh)
	2015-16 32934.29 2016-17 40110.09 2017-18 41900.60
Protocol for inspecting roads to identify potholes and likely occurrence	Provisions of PWD, Govt. Of West Benga would be adopted.

Principal Secretary UD& MA Department