

**Government of West Bengal**  
**Urban Development and Municipal Affairs Department**  
**NAGARAYAN, DF-8, Sector-I**  
**Salt Lake, Kolkata-700 064.**

**Memo No.3351- UDMA-11014(99)/17/2022**

**Date : 18.07.2022**

**From : Shri Khalil Ahmed IAS,**  
**Principal Secretary to the Govt. of West Bengal,**  
**Urban Development & Municipal Affairs Department.**

**To : (1) Chairperson, (All ULBs) Municipality/ NAA.**  
**(2) Commissioner, (All ULBs other than KMC) Municipal Corporations**

**Sub : Introduction of a dedicated whatsapp number for a interface**  
**with the citizens to address grievances.**

**Sir,**

Apropos the captioned subject, it has been felt that there should be a citizen interface at the ULB level for the citizens to reach out to the ULBs to address their grievances and enable the ULBs to redress them more effectively and efficiently. This issue has been under consideration for some time now and the Department has decided that all ULBs should have a dedicated whatsapp number widely publicised amongst citizens for all kind of grievances related to civil services to be sent to this dedicated number.

All ULBs are advised to operationalise the service latest within the 1<sup>st</sup> August, 2022. The dedicated ULB-wise whatsapp numbers to be shared with the Department at [wbsudadir@gmail.com](mailto:wbsudadir@gmail.com) within 25.07.2022. ULBs to give wide publicity to this dedicated number for information of the citizens.

Yours faithfully,

**Principal Secretary**  
**to the Govt. of West Bengal**

**Date : 18.07.2022**

**Memo No. 3351-1(7)- UDMA-11014(99)/17/2022**

Copy forwarded for kind information to :

- (1) All Special Commissioner/ Special Secretary/ Additional Secretary, UD & MA Department.
- (2) Shri Supriya Ghoshal WBCS(Exe.), Director, SUDA.
- (3) District Magistrate, All Districts.
- (4) Executive Officer, (All ULBs) Municipality/ NAA.
- (5) Finance Officer, (All ULBs) Municipal Corporation/ Municipality/ NAA
- (6) Private Secretary to Hon'ble MIC, UD & MA Department, Govt. of West Bengal.
- (7) PS to Principal Secretary, UD & MA Department, Govt. of West Bengal.

*Ranjan*  
18.07.2022.  
**Additional Secretary**  
**to the Govt. of West Bengal**