

Government of West Bengal
Department of Urban Development and Municipal Affairs
Nagarayan, DF-8, Sector-I, Salt Lake, Kolkata -700064

No. 69-IT & eGov/UDMA/E 721215

Date: 10-03-2025

NOTIFICATION

WHEREAS, the need of providing various services in Municipal areas through the online mode, in view of the “Ease of Doing Business (EoDB) project” has been under active consideration of the State Government for some time past

AND

WHEREAS, it is found necessary to provide a streamlined, efficient, and prompt resolution of grievances of business / citizens.

NOW THEREFORE, for effective grievance redressal, the Department of Urban Development & Municipal Affairs, Govt. of West Bengal has introduced an Online Grievance Mechanism, with detailed SOPs including an escalation matrix with timelines, and, for reverting to businesses among others, for handling grievances of business, for the service **Obtaining Water Connection in respect of Haldia Development Authority**.

Business shall be able to submit their grievances through this online system and this platform will facilitate the efficient handling of grievances, ensuring timely and satisfactory resolution.

Detailed SOP of the Online Grievance Mechanism and escalation matrix

I. Procedure to be followed by the business for Grievance Redressal.

A. Submission of Grievances:

- Grievances can be submitted through online portal of <https://hda.gov.in>.
- On the Home page click on “GRIEVANCE REDRESSAL” link.
- After click on “GRIEVANCE REDRESSAL” link, applicant can register himself / herself by filling up the ‘**Applicant Registration Form**’ and click on the submit button.
- After registration process is completed, the applicant can login in the portal through ‘**Applicant Login**’ link.
- Choose ‘**Raise Grievance**’ Option.
- The applicant needs to fill up the **Subject, Name of the business and Description of the Grievance**.
- If any supporting document needs to be uploaded, applicant may upload the same in jpg / jpeg / png / pdf format by clicking the **Supporting Document** link.
- Once the necessary documents are uploaded, applicant must select the **I Accept** declaration and then click on **Preview** button.
- Applicant may review, edit the application, or applicant may finally submit the grievance post review.
- Now the applicant can click on **Submit** button to complete the application submission;

B. Acknowledgment of Grievances:

- Upon successful submission, an **acknowledgment number** will be generated. Applicant can track the status of the grievances raised at any stage with the acknowledgement number so generated upon submission of grievances.

C. Tracking of status of Grievance Redressal:

- The applicant shall be able to track Status of Grievance Redressal in the system through acknowledgment number. The status shall be automatically intimated to the applicant through SMS/Email.

D. Resolution of Grievances and reverting back to the Business / Citizen:

- The designated officer will resolve the grievance within 7 working days from the date of submission. Engineer shall be the designated officer (Level 1 – Officer)

II. Escalation Matrix, Timelines and procedure for reverting back to businesses with resolution of grievances.**A. Grievance Redressal by the designated officer:****i) Level 1 – Officer****(Designated Officer):** Engineer, Development Authority

Timeline: 7(Seven) working days

Action: Examine and resolve the grievance and send resolution report to the applicant through online system. If not resolved within 7 days, it will automatically get escalated to the Level 2 Officer for resolving the grievances.

B. Auto escalation by the system if grievance is not resolved within 7 working days by the Designated officer:**i) Level 2 – Officer:** Assistant Executive Officer, Development Authority

Timeline: 2(Two) working days

Action: Examine the issue, when escalated, and forward the updated resolution report to Level 1 Officer with observations/comments for resolving the grievances. If not forwarded within 2 days, it will get automatically escalated to the Level 3 Officer for resolving the grievances.

ii) Level 3 – officer: Chief Executive Officer / Executive Officer, Development Authority

Timeline: 2(Two) working days

Action: Examine the issue, when escalated, and forward the updated resolution report to Level 1 Officer with observations / comments for resolving the grievances.

iii) Level 1 – Officer

(Designated Officer): Engineer, Development Authority

Timeline: 3(Three) working days

Action: Act upon as per observations/comments of Level 2/ Level 3 Officer and send resolution report to the applicant through online system.

This Notification shall take **immediate effect**.

Sd/-

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

No. 69/1(6)-IT & eGov/UDMA/E 721215

Date: 10-03-2025

Copy forwarded for information and necessary action to:

1. Chairman / Chairperson Haldia Development Authority;
2. Chief Executive Officer / Executive Officer Haldia Development Authority;
3. State EoDB Cell, MSME & T Department;
4. P.S. to the Hon'ble MIC, UD & MA Department;
5. P.S. to the Principal Secretary, UD & MA Department;
6. SO (IT & e-Gov Cell), UD & MA Department with the request to upload this in the Departmental website.

Adhikari

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