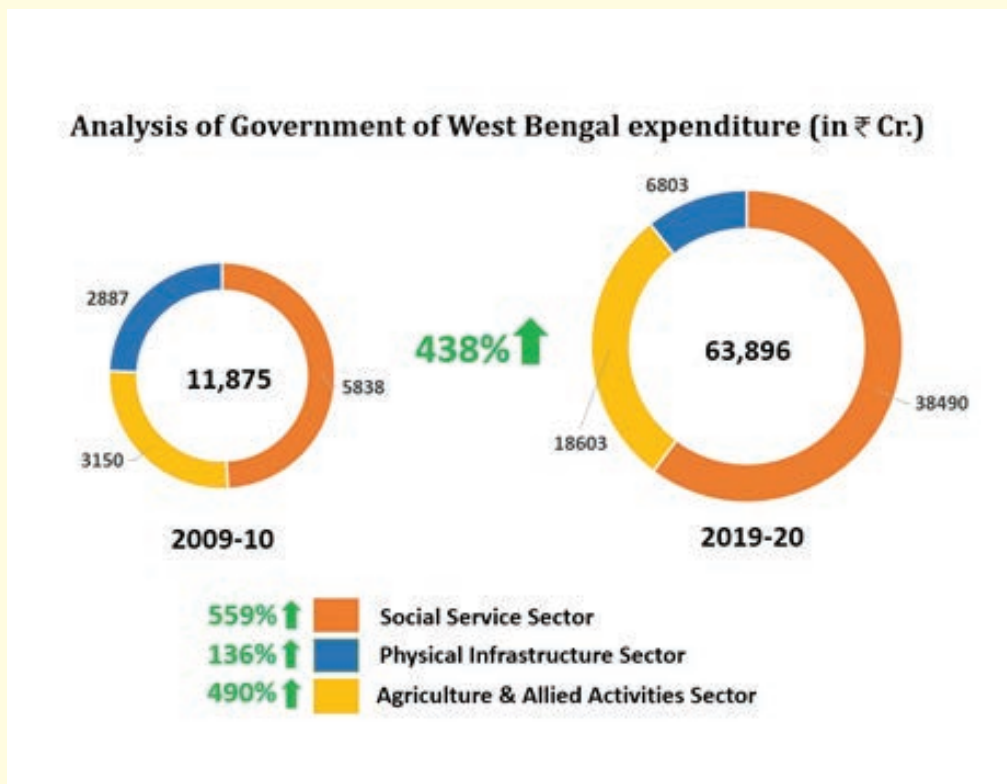


What is Paray Samadhan?

Paray Samadhan is an endeavor to meet neighborhood needs through small interventions and community participation. It aims to solve significant community level issues in every block and town of the state. The government of West Bengal has made huge investment in the Social Service, Agriculture & Allied Activities and Physical Infrastructure Sectors during the last decade.



It appears that last mile delivery issues which result in critical gaps need to be addressed through a mission mode approach. This has led to the launch of Paray Samadhan.

Focus Areas Under Paray Samadhan



Infrastructure related issues such as road repairs, installation of street lights etc.



Manpower related issues such as deployment of doctors, appointment of conservancy staff etc.









Supply & services related issues such as installation of garbage bins, availability of drinking water etc.

Coverage



Work Taken-Up

10,180 different community level issues have been identified which can be broadly sub-divided into the following categories:

	Completed	Ongoing	Launched
			
Infrastructure 	1153	1141	5571
Manpower 	368	159	-
Supply 	424	255	729

In addition, 380 technically more complex schemes have been identified which are now part of the shelf of schemes being taken up by the line departments.

Work Taken-Up – Main Categories



Process

Paray Samadhan follows a structured five-step approach:

1. Issue identification through a Participatory Approach

There are some issues which inadvertently get missed in bigger schemes or projects. These issues are small but critical in making the lives of the people at the grassroots, easier. Community level needs were collected at grassroots levels including the Duare Sarkar Camps

2. Verification and Feasibility Analysis

Once these needs were identified, a feasibility and financial viability study was conducted to assess the real picture at the ground

3. Monitoring and Execution

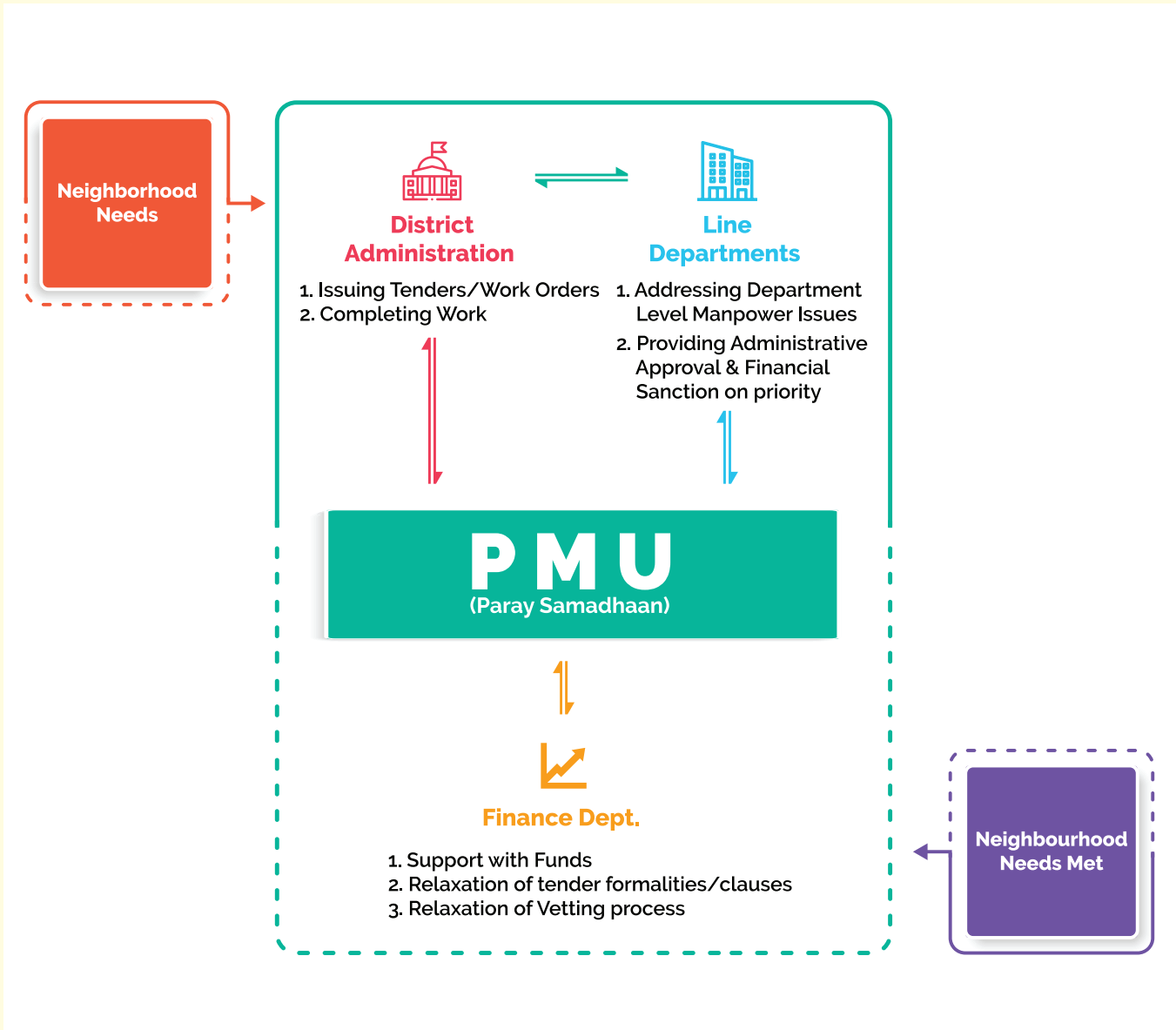
A High-Level Task Force (Annexure 1) is set up to implement the government programme by coordinating and monitoring the activities of District Magistrates (DM), Sub-Divisional Officers (SDO), Block Development Officers (BDO) and other Department officials for effective execution

The Finance Department enhanced vetting powers of field engineers, relaxed tender timelines and enhanced financial sanction limits of departments. (Annexure 2)

4. Transparent Approach

A thread of seamless transparency runs through each of these stages. All the completed and ongoing schemes are published on www.wb.gov.in. In addition, there is a provision for onsite wall writings for all demands along with geotagged pictures and videos

Project Management Unit



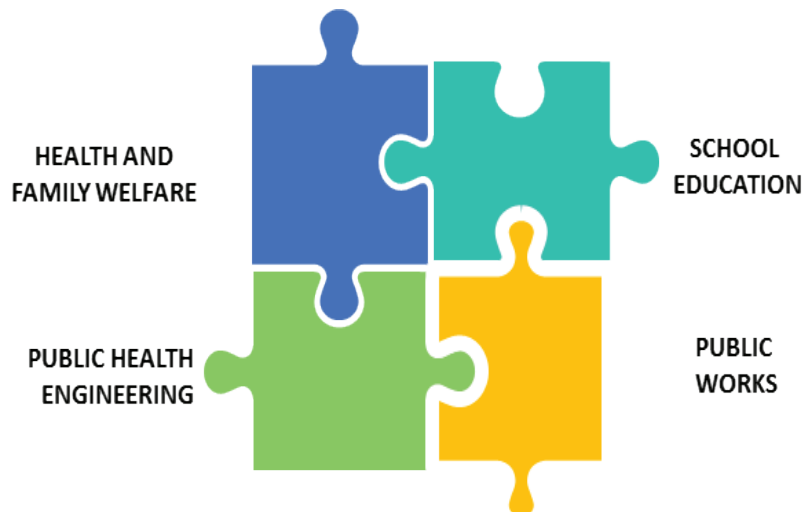
Special Features

1. Participatory Approach

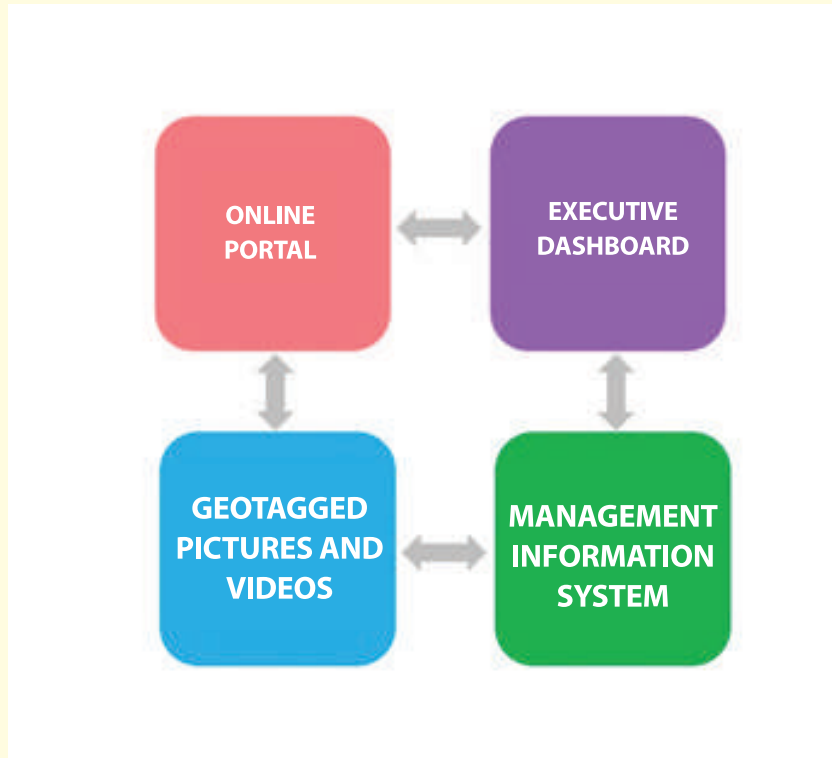
Identification of the felt needs of community/neighborhood in a participatory manner from the grassroots

2. Inter Departmental Synergies

This unique initiative by the Government of West Bengal brought all the departments together and a synergy was witnessed which enabled fast-track execution and helped in improving the last mile delivery of services. For Instance, School Education Department coalesced with PHE Department to ensure immediate and regular supply of water in the school



3. An IT-enabled Efficient Project Management System



- **Online Portal-** Robust back-end and front-end digital infrastructure for data entry and for coordination with district administrations
- **Executive Dashboard-** Dashboard for impact assessment is available for quick decision making and mid-term corrections
- **Geotagged Pictures and Videos-** Collection of geotagged photos and videos to maintain process transparency
- **Management Information System-** Real-time data entry and progress across districts is captured through an MIS

Achievements

Paray Samadhan is an experiment which has proven that a small budget may create a big impact if community needs are properly identified and addressed:



Expected to benefit over 20 million people in Rural & Urban Areas



1945 Schemes have been completed



Services in 250 health facilities have been improved

Community Needs Being Addressed are In-Line with 7 Sustainable Development Goals of the United Nations



- Additional classrooms
- Separate toilets for girls/boys
- Supply of additional desks and chairs



- Deployment of doctors in hospitals
- Maintenance of drains
- Fumigation



- Regular and clean water supply
- Installation of garbage bins
- Improved water quality



- Repair of roads
- Construction of culverts
- Renovation of hospital and school buildings



- Road connectivity in tribal areas
- Additional measures to improve sanitation in SC/ST dominated areas



- Waste management system
- Installation of solar lights
- Access to affordable transport systems



- Felt needs were captured at grassroots with community participation
- Inter-departmental synergies across various departments to fulfil the needs

Learning Outcomes and Way Forward

1. **Area Approach in Planning**

Under the initiative of Paray Samadhan, one of the major learnings which is witnessed is that how small schemes can be clustered together to solve major problems in a big area

2. **Replicability**

The process of Paray Samadhan is one-of-a-kind that sets a benchmark for resolving similar community level needs from grassroots

3. **Voice to People**

Paray Samadhan is one-of-a-kind initiative where community is empowered to participate actively in neighbourhood planning and development

4. **Holistic Planning**

The entire process reiterates that in the planning process the facilitation should be top-down while micro-planning should be bottom-up

5. **Decentralisation in Decision Making**

Enhancing the technical vetting power of local engineering set-up and providing untied funds to districts help in resolving local needs quickly

Little Sananda's Story



Success Stories – Photographs



Success Stories – Photographs



Bhagwanpur-I



Beldanga-1



Hura



Daspur-II



Pandabeswar



Kumargram

Annexure 1 – Order of State Level Apex Committee

GOVERNMENT OF WEST BENGAL

Memo No. 403-es/2020

Dated, Howrah, 31st December 2020

ORDER

Whereas, the Government of West Bengal, with the objective of providing immediate resolution of community/neighborhood needs, had started the Comprehensive Public Grievances Monitoring Platform under the Program Implementation and Grievance Cell;

Whereas, it is felt that there is a need to address these issues in every block and town of the State in a time-bound manner by focusing on enhancing and strengthening services, facilities, and creation of social infrastructure at the grassroots to improve the quality of life of people;

Therefore, it has been decided to launch "Parey Samadhan" campaign from 2nd January 2021, wherein approximately 10,000 public demands and grievances received by the State Government will be addressed in 341 blocks, 118 Municipalities and 7 Municipal Corporations of West Bengal;

Besides, it has further been decided that grievances/demands/issues of similar nature, received during the "Duare Sarkar" campaign will be addressed in a time-bound manner;

Now, with the objective of smooth implementation of the "Parey Samadhan" campaign, the following Committee Task Forces constituted at different levels:

A. State Level **Apex Committee under the chairmanship of the Additional Chief Secretary, Home & Hill Affairs Department, Government of West Bengal** with the **members:**

1. Additional Chief Secretary, Panchayati Rural Development Department
2. Additional Chief Secretary, Power Department
3. Director General & Inspector General of Police
4. Principal Secretary, Finance Department
5. Principal Secretary, Water Resources Investigation & Development Department and Fisheries Department
6. Principal Secretary, School Education Department and Higher Education Department
7. Principal Secretary, Micro Small & Medium Enterprise & Textiles Department
8. Principal Secretary, Urban Development & Municipal Affairs Department
9. Secretary, Women & Child Development and Social Welfare Department
10. Secretary, Health & Family Welfare Department
11. Secretary, Industries & Commerce Enterprises Department Secretary,
12. Information and Cultural Affairs Department Secretary, Minority
13. Affairs and Madrasah Education Department Any Other Department
14. may be co-opted

B.State Level Tash Force consisting of the following members:

- | | | |
|-----|--|-----------------|
| 1. | Shri Prabhat Kumar Mishra, Principal Secretary,
Water Resources Investigation & Development Department and Fisheries Department | Chairman |
| 2. | Shri Manish Jain, Principal Secretary, School Education Department and Higher Education Department | Co-Chairman |
| 3. | Shri Rajesh Pandey, Principal Secretary, Micro Small & Medium Enterprise & Textiles Department | Member |
| 4. | Smt, VandanaYadav, Secretary, Industries & Commerce Enterprises Department | Member |
| 5. | Md. Ghulam Ali Ansari, Secretary, Minority Affairs and Madarsah Education Department | Member |
| 6. | Shri Tanmay Chakrabarty, Director, ESI (MB) Scheme | Member |
| 7. | Smt. Anataara Acharya, CEO KMDA | Member |
| 8. | Shri Priyatu Mandal, Additional Secretary, Home & Hill Affairs Deptt. and MD WBSWC | Member |
| 9. | Shri Kaushik Bhattachaiya, MD WBDCL | Member-Convener |
| 10. | Shri Dhaval Jain, MD Paschimbanga Agri Marketing Corporation Ltd. | Member |

C. At the District Level, a District Level Tash Force with the following members:

1. District Magistrate — Chairperson
2. Commissioner of Police / SP
3. Additional District Magistrate(s) looking after respective Department(s)/Scheme(s)
4. All SDOs
5. District Head/ Nodal Officer of the concerned line department(s)
6. Any other officer(s) that the District Magistrate requires to involve to ensure the success of the “**ParaySamadhan**” initiative

This order will immediately come into effect.

Chief Secretary

Annexure 2 – Orders of Finance Department

Government of West Bengal
Finance Department
Audit Branch

No. 30 -F(Y)

Date: 5th January 2021

MEMORANDUM

In supersession of this Department Memorandum No. 5458-F(Y) dated 27.06.2012, the delegated powers of the Engineer Officers of various Works Executing Departments of the State Government towards 'Tender Acceptance' and 'Technical Sanction' is enhanced in the following manner.

The Works Executing Departments shall incorporate the following amendments in their respective Departmental Code/Manual/Order.

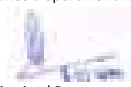
Designation	Revised power towards Tender Acceptance	Revised power towards Technical Sanction	Remarks
Chief Engineer- With approval of Govt. appointed tender committee ". Under his own power	Full Power** ". 1 5 crore""	Full Power	*"The tender committee will recommend to the Chief Engineer to accord sanction for acceptance of the tender or invite re-tender. ***Provided the project has received the administrative approval or the revised administrative approval of the competent authority as and when required under the prescribed rules.
Superintending Engineer	"t2.5 crore + 5fE excess of tender value**"	R2.5 crore	**"Provided sanctioned estimate and budgetary provision is not exceeded because of the excess and the lowest tender is accepted.
Executive Engineer	X1 crore + 5% excess of tender value**	11 crore	**Provided sanctioned estimate and budgetary provision is not exceeded because of the excess and the lowest tender is accepted.
Assistant Engineer	t5 lakh + 5% excess of tender value**	US lakh*	**Provided sanctioned estimate and budgetary provision is not exceeded because of the excess and the lowest tender is accepted. *With concurrence of Executive F-engineer.

Note:

Acceptance of tender at justified rates [Estimated cost prepared by the Works Executing Departments] with allowable variances:

1) Variation upto 1D9» may be allowed by the Administrative Departments for peculiar situations and in special circumstances with the recommendation of the Government appointed Tender Committee, provided budgetary provision is not exceeded because of the excess and the lowest tender is accepted. Reasons for doing so shall be placed on record.

2) Tenders above this limit shall not normally be accepted. However, under exceptional circumstances, if the Administrative Department considers the discovered rate as reasonable, they may refer the file to Finance Department with necessary justifications for according to concurrence for acceptance.



Principal Secretary the
Government of West Bengal

Government of West Bengal
Finance Department
Audit Branch, Group - I
File No. 69604

No. 77-F(Y)

Date: 8th January, 2021

MEMORANDUM

Subject : Procedure for execution of "Paray Samadhan Program".

Finance Department has previously issued Memo No. 1-F(Y) dated 02.01.2021 assigning **DPR upto Rs.1 Crore** to all non works Deptt (except UDMA Deptt which is having DPR of Rs.3 Crore) for Paray Samadhan Program.

2. Now to facilitate faster execution of projects under "**Paray Samadhan Program**", following arrangements under delegation of financial powers are hereby made:

- i) The Assistant engineers and Sub-Assistant Engineers are hereby delegated financial power towards Tender Acceptance and Technical Sanction to the tune of Rs 15 lakh and Rs 5 lakh respectively.
- ii) Necessary permission is given to the following authorities to accord Administrative Approval and Financial Sanction, float tender and start execution process for sub-projects **upto Rs.5 lakh** within the project of "**Paray Samadhan Program**" created by PSPM Department :
 - Block Development Officer in rural area,
 - KMDA/KMC in KMA/Kolkata Area,
 - Respective District Magistrate in other municipal area

iii) Planning and Statistics and Program Monitoring (PSPM) Department will accord Administrative Approval and Financial Sanction of "**Paray Samadhan Program**" of Rs 50 lakh for each district in anticipation of detail project report from the district authority and release the same to the each district. After receiving the fund, the concerned District Magistrate shall sub-allot the fund to the respective executing agencies within the released fund available to them under "**Paray Samadhan Program**". For subsequent requisition of fund, the concerned district authority will periodically submit requirement of funds to the PSPM Department based on vetted estimates and actual expenditure incurred. **The PSPM Department will accord necessary revised administrative approval and financial sanction for the approved program.** After completion of the program the district authority shall

submit detail project wise statement [as per Annexure -A] to the PSPM Department for necessary record.

- iv) District Magistrates are also authorized to float tender on vetted estimates of projects beyond Rs. 5 lakh and upto Rs.50 lakhs only through the line departments or Municipal Engineering Directorate (MED) and shall send the project proposals with all necessary documents to the competent authority of the line department for necessary **Administrative Approval and Release of fund.** Work order will be issued by District Officers of the line departments only after getting administrative approval from the department.
- v) Before starting the tender process the concerned authority will ensure that vetted estimate of the project is complete in all respect. All relevant Rules, Regulations, Provisions and formalities regarding estimate preparation, vetting, tender etc must be strictly observed.
- vi) This order is applicable for "**Paray Samadhan Program**" only.

Encls: Annexure- A


Principal Secretary
to the Govt of West Bengal

Table 1 – Road Related Issues Taken-Up

Number of Road Related Issues Taken-Up for Resolution Under the Paray Samadhan Programme

Districts	Number of Issues Taken-Up
ALIPURDUAR	27
BANKURA	168
BIRBHUM	55
COOCH BEHAR	107
DAKSHIN 24 PARGANAS	177
DAKSHIN DINAJPUR	14
DARJEELING	113
HOOGHLY	86
HOWRAH	45
JALPAIGURI	70
JHARGRAM	59
KALIMPONG	25
KOLKATA	28
MALDA	163
MURSHIDABAD	160
NADIA	102
PASCHIM BARDHAMAN	129
PASCHIM MEDINIPUR	84
PURBA BARDHAMAN	140
PURBA MEDINIPUR	272
PURULIA	221
UTTAR 24 PARGANAS	379
UTTAR DINAJPUR	114
GRAND TOTAL	2738

Table 2 – Drainage Related Issues Taken-Up

Number of Drainage Related Issues Taken-Up for Resolution Under the Paray Samadhan Programme

Districts	Number of Issues Taken-Up
ALIPURDUAR	37
BANKURA	52
BIRBHUM	97
COOCH BEHAR	46
DAKSHIN 24 PARGANAS	79
DAKSHIN DINAJPUR	6
DARJEELING	38
HOOGHLY	93
HOWRAH	38
JALPAIGURI	19
JHARGRAM	16
KALIMPONG	10
KOLKATA	42
MALDA	45
MURSHIDABAD	88
NADIA	76
PASCHIM BARDHAMAN	199
PASCHIM MEDINIPUR	12
PURBA BARDHAMAN	75
PURBA MEDINIPUR	44
PURULIA	81
UTTAR 24 PARGANAS	143
UTTAR DINAJPUR	17
GRAND TOTAL	1353

Table 3 – Drinking Water Related Issues Taken-Up

Number of Drinking Water Related Issues Taken-Up for Resolution Under the Paray Samadhan Programme

Districts	Number of Issues Taken-Up
ALIPURDUAR	28
BANKURA	95
BIRBHUM	230
COOCH BEHAR	70
DAKSHIN 24 PARGANAS	198
DAKSHIN DINAJPUR	37
DARJEELING	53
HOOGHLY	66
HOWRAH	35
JALPAIGURI	22
JHARGRAM	40
KALIMPONG	28
KOLKATA	42
MALDA	36
MURSHIDABAD	105
NADIA	56
PASCHIM BARDHAMAN	52
PASCHIM MEDINIPUR	67
PURBA BARDHAMAN	94
PURBA MEDINIPUR	70
PURULIA	307
UTTAR 24 PARGANAS	143
UTTAR DINAJPUR	27
GRAND TOTAL	1901

Table 4 – Doctor/Nurse Related Issues Taken-Up

Number of Doctor/Nurse Related Issues Taken-Up for Resolution Under the Paray Samadhan Programme

Districts	Number of Issues Taken-Up
ALIPURDUAR	18
BANKURA	21
BIRBHUM	45
COOCH BEHAR	7
DAKSHIN 24 PARGANAS	18
DAKSHIN DINAJPUR	13
DARJEELING	1
HOOGHLY	13
HOWRAH	4
JALPAIGURI	14
JHARGRAM	6
KALIMPONG	7
KOLKATA	1
MALDA	16
MURSHIDABAD	47
NADIA	21
PASCHIM BARDHAMAN	9
PASCHIM MEDINIPUR	16
PURBA BARDHAMAN	61
PURBA MEDINIPUR	28
PURULIA	37
UTTAR 24 PARGANAS	10
UTTAR DINAJPUR	9
GRAND TOTAL	422

Table 5 – Street-lights Related Issues Taken-Up

Number of Street Lights Related Issues Taken-Up for Resolution Under the Paray Samadhan Programme

Districts	Number of Issues Taken-Up
ALIPURDUAR	9
BANKURA	20
BIRBHUM	130
COOCH BEHAR	34
DAKSHIN 24 PARGANAS	98
DAKSHIN DINAJPUR	40
DARJEELING	23
HOOGHLY	46
HOWRAH	46
JALPAIGURI	14
JHARGRAM	12
KALIMPONG	4
KOLKATA	8
MALDA	63
MURSHIDABAD	77
NADIA	112
PASCHIM BARDHAMAN	77
PASCHIM MEDINIPUR	34
PURBA BARDHAMAN	31
PURBA MEDINIPUR	42
PURULIA	122
UTTAR 24 PARGANAS	86
UTTAR DINAJPUR	44
GRAND TOTAL	1172

Table 6 – Sanitation Related Issues Taken-Up

Number of Sanitation Related Issues Taken-Up for Resolution Under the Paray Samadhan Programme

Districts	Number of Issues Taken-Up
ALIPURDUAR	5
BANKURA	16
BIRBHUM	29
COOCH BEHAR	13
DAKSHIN 24 PARGANAS	43
DAKSHIN DINAJPUR	9
DARJEELING	17
HOOGHLY	15
HOWRAH	18
JALPAIGURI	12
JHARGRAM	5
KALIMPONG	2
KOLKATA	77
MALDA	26
MURSHIDABAD	31
NADIA	29
PASCHIM BARDHAMAN	12
PASCHIM MEDINIPUR	49
PURBA BARDHAMAN	22
PURBA MEDINIPUR	11
PURULIA	22
UTTAR 24 PARGANAS	37
UTTAR DINAJPUR	3
GRAND TOTAL	503

