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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL

DEPARTMENT OF POWER

Bidyut Unnayan Bhaban, 5th Floor

3/C, LA-Block, Sector-III

Bidhannagar, Kolkata-700 106

NOTIFICATION

No: 43 - POW-13099/4/2020-SECTION(POWER)

Dated, Kolkata, 10th January, 2025

WHEREAS the need of providing various services in the Directorate of Electricity under Department of Power through the online mode for "Ease of Doing Business (EoDB)" 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 businesses / citizens.

NOW, THEREFORE, for effective grievance redressal, the Department of Power, Government of West Bengal, through Directorate of Electricity, has developed an Online Grievance Mechanism, with detailed SOPs, including an escalation matrix with timelines and, for reverting to businesses among others, for handling grievances of businesses / citizens, for the following services :

1. Permission for installation of lift/ Permission to erect a lift
2. Lift Owner's License/ License to work a lift
3. Renewal of Lift Owner's License/ Renewal of the license to work a lift
4. Permission for installation of escalator/ Permission to erect an escalator
5. Escalator Owner's License/ License to work an escalator

6. Renewal of Escalator Owner's License/ Renewal of the license to work an escalator
7. Electrical safety NOC for increase in load/ Augmentation

Businesses / citizens 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 resolutions.

Detailed SOP of the Online Grievance Mechanism and escalation matrix

I. Procedure to be followed by the Businesses/ citizens for Grievance Redressal.

A. Submission of Grievances:

- Grievances can be submitted through online portal, URL: <https://tathyasathi.bangla.gov.in>
- The applicants, who applied for the above specified services on the said portal, are required to log in into the portal with their log in ID & Password and from the Home page, click on "GRIEVANCE REDRESSAL" link available on Top menu bar.
- After clicking on "GRIEVANCE REDRESSAL" link, choose 'Raise Grievance' Option.
- Select the service from the drop-down option and then write details of grievance in the comment box on the Dashboard.
- Select category, either 'Business' or 'Citizen'.
- If any supporting document needs to be uploaded that may provide further clarity on the issue, applicant may upload the same in PDF/ JPEG format by clicking the 'Upload' Document tab.
- Now, applicant may review, edit, save the above grievance as draft or then finally submit the grievance post review;

B. Acknowledgment of Grievances:

Upon successful submission, an acknowledgment number will be generated. Complainant can track the status of the grievances raised at any stage with the AIN/ 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. Chief Electrical Inspector, Directorate of Electricity shall be the designated Officer (Level 1- Officer).
- System generated resolution report will be intimated to the applicant through SMS/Email. The applicant will also be able to see the resolution report in the Dashboard.

II. Escalation Matrix, Timelines and procedure for reverting back to businesses/ citizens with resolution of grievances.

A. Grievance Redressal by the designated officer:

i) Level 1- Officer

(Designated officer): Chief Electrical Inspector, Directorate of Electricity

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:** Additional Secretary to the Department of Power
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 resolving the grievances.
- ii) **Level 3- Officer:** Special Secretary to the Department of Power
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): Chief Electrical Inspector, Directorate of Electricity
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.

Principal Secretary,
to the Govt. of West Bengal