



**Government of West Bengal**  
**Department of Planning & Statistics**  
**Joint Administrative Building**  
**HC – 7, Sector III, Salt Lake, Kolkata – 700106**  
**(Email Id: duaresarkar@gmail.com)**

**Memo No. 5 - DS2/PS-2021**

**Date: 4 August, 2021**

To,

1. Commissioner, Kolkata Municipal Corporation
2. District Magistrates (All)

**Subject: Forwarding of Standard Operating Procedures for "Duare Sarkar" and "Paray Samadhan".**

Madam/ Sir,

As you are aware, the State government has announced that Duare Sarkar and Paray Samadhan programmes will commence from 16<sup>th</sup> August 2021 onwards. In this connection, order regarding the formation of State Level Apex Committee and Task Forces at various levels has already been issued vide No. **Memo No. 01- DS2/PS-2021** dated 27<sup>th</sup> July 2021 (copy enclosed) under the signature of the Chief Secretary, Government of West Bengal. The schedule of the programmes and the identified citizen-centric schemes under which services will be delivered in the local-level camps organized under the campaign are also shared.

I am sharing with you the General Standard Operating Procedure (SOP) of Duare Sarkar for use and guidance of your team during the campaign. Meticulous adherence to these will help in achieving uniformity of the "Duare Sarkar" experience for members of the public across the State. The entire machinery of the Government in the district should work in a mission mode for ensuring the success of these campaigns. The SOPs for the schemes (or parts of the scheme) under which services will be available during the campaign will be shared by the respective nodal Departments separately.

You are requested to kindly take preparatory actions for organizing the Duare Sarkar and Paray Samadhan campaigns as per the discussions held in the VC chaired by the Chief Secretary, Government of West Bengal on 27<sup>th</sup> July, 2021. In this connection, the "District Task Force" (DTF) is to be immediately constituted for proper coordination and seamless implementation. It will be the overall responsibility of the DTF to ensure appropriate scheduling, coordinating with various stakeholders for smooth conduct of the camps, monitoring progress of the enquiries, and timely delivery of the service/benefit, etc. The DTF should also conduct periodic reviews to ensure that the targets/deadlines are met. Regular reporting through uploading of timely and correct reports into the Duare Sarkar portal is also an important duty. Task Forces on similar lines are to be set up in Kolkata Municipal Corporation area and at the Sub-Division/Block levels in the district. **NO BULK APPLICATIONS WILL BE RECEIVED.**

Senior and responsible officers of the district should be delegated specific roles for various aspects of the campaign. Control Rooms with dedicated phone lines should be formed/set up and made functional immediately.

I would like to request you further to kindly take special care regarding the following:

1. Camp locations should be selected so that citizens are able to access them in the close vicinity of their residences, as far as administratively possible. Suitable venues for holding the camps

should be chosen from schools/ colleges / community halls etc. which will allow covid protocols to be followed for even sizeable crowds.

2. Each Gram Panchayat should have at least two or three camps during the campaign period and the local administration may decide to hold more camps, if required, considering the population of the Gram Panchayats. For comparatively smaller sized municipal wards, you may adopt a cluster approach and organise camps for two or more municipal wards accordingly.
3. In view of the prevailing pandemic situation, it is important that COVID appropriate discipline and protocol is followed and ensured at all times in the camps. Regular sanitization of camps should be ensured. A medical team with first aid facilities and sufficient sanitizers must be deployed in all camps.
4. Publicity of Date, Time, Camp locations and scheme services is to be done effectively to ensure maximum coverage.
5. Registration and documentation of attendees are to be impeccably executed.
6. "Subechha Barta" formats will be shared by the concerned participating department. You are requested to kindly ensure that they are distributed to service recipients accordingly when they receive the services that they have applied for during the campaign.
7. I&CA Department will be sharing their media plan separately. Social media platforms should be used for pre-camp, during camp and post-camp publicity.
8. The participation of SHG members and their federations in the camps for assisting members of the public as well as selling their products at the camp venues should also be facilitated.
9. Kanyashree club members may also be involved in the campaign.
10. Detailed instructions regarding Paray Samadhan are also being shared. You are requested to go through them and take necessary action accordingly.
11. The details of the services being offered under the participating schemes as finalized as well as SOPs and FAQs prepared by the nodal departments are also being shared.

Should you have any further queries / require any clarifications regarding these SOPs, or have any ideas to share for improving the campaign, please feel free to reach out to Smt. Choten Dhendup Lama IAS, State Nodal Officer. For any queries related to the schemes, you may also reach out to the departments concerned.

Yours faithfully,

Enclosures: As stated.

  
4/8/2021  
**Dr Manoj Pant, IAS**  
**Principal Secretary**



**Government of West Bengal**  
Department of Planning and Statistics  
Joint Administrative Building  
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## Duare Sarkar

### General Guidelines and Standard Operating Procedure

#### Introduction

**Duare Sarkar** is an outreach programme of the Government of West Bengal through which services of specified government schemes and services will be delivered to targeted citizens at their doorsteps, through camps organised at the level of Gram Panchayat/ Municipality Ward. The entire machinery of the state government will work in mission-mode for ensuring the success of this programme.

#### 1. List of Targeted Schemes

Specified services under the following schemes shall be made available at the camps:

Sl No	Scheme/ Service Details	Nodal Department
1	Khadya Sathi- Digital Ration Card	Food and Supplies
2	Swasthya Sathi	Health and Family Welfare
3	Caste Certificates	Backward Classes Welfare
4	Sikshashree	
5	Taposhili Bandhu	
6	Jai Johar	Tribal Development
7	Kanyashree	WCD and SW
8	Rupashree	
9	Manabik	
10	Lakshmir Bhandar	
11	Krishak Bandhu (New)	Agriculture
12	100 Days' Work	Panchayats and Rural Development
13	Students' Credit Card	Higher Education
14	Aikyashree	Minority Affairs and Madrasah Education
15	Banking Related (opening of bank accounts etc.)	Finance
16	AADHAR Related	Home and Hill Affairs
17	Land record correction and mutation of records of agricultural land	Land and Land Reforms
18	Bina Mulya Samajik Suraksha Yojana	Labour

Additionally, applications related to any schemes (including Social Pensions like Old Age/Widow/Persons with Disabilities, not mentioned hereinabove) implemented by any



Government Department would also be received during the course of these outreach camps for appropriate action.

## 2. Calendar/Schedule

Dates	Activity
16 <sup>th</sup> Aug to 15 <sup>th</sup> Sep, 2021	CAMP: Period for organizing Camps at local level
08 <sup>th</sup> Sep to 23 <sup>rd</sup> Sep, 2021	ENQUIRY: Holding of necessary enquiries against applications received.
24 <sup>th</sup> Sep to 30 <sup>th</sup> Sep, 2021	DELIVERY: Handing over certificates / services to eligible applicants.

## 3. Camp Format

- The camps will be functional from 10 am to 4 pm on the specified dates. The local administration may make slight changes to this timing, taking into consideration prevalent local conditions.
- Adequate arrangements must be made for registration of attendees where their information will be captured including their names, mobile numbers, EPIC, Aadhaar (not mandatory) details etc.
- At the desks for the specified schemes, there will be designated personnel duly empowered and trained, who are specifically drawn from the departments concerned.
- There will also be a desk set up for receiving miscellaneous applications from the members of the public for which suitable personnel with appropriate training will be deployed.
- The local administration shall take whatever action it deems appropriate for efficiently and effectively managing these desks.
- Special steps are to be taken to avoid crowding and to ensure that social distancing and other norms recommended by the Health and Family Welfare Department are followed considering the Covid-19 situation.
- Arrangements must be made in the **Duare Sarkar** camps for receiving applications for addressing gaps in infrastructure, supply, services and manpower under **Paray Samadhan** from **16th - 31st August 2021 only**. The camps will continue upto 15th September 2021 to cater to the demands of the general public for services under other schemes on offer. **NO BULK APPLICATIONS WILL BE RECEIVED.**
- Necessary arrangements are to be made for handing over "Subechha barta" from Hon'ble Chief Minister. The nodal Departments would have the responsibility of sharing the formats for the same with the local administration. These have to be handed over to the service recipients during the "Service delivery" phase of the campaign.

## 3. General Guidelines

- For the campaign to run smoothly, two types of SOPs have to be followed –
  - General SoP for Commissioner KMC/DMs (Annexure I) and SDO/BDOs (Annexure II) and
  - SOPs for specific schemes which will be shared separately by the concerned Nodal Departments.
- As there is a good involvement of ICT in the campaign, the SOP and user guidelines for the Duare Sarkar Portal will be shared in due course along with the training schedule. The master trainers and IT personnel who will be dealing with the portal may be identified.**
- The camps shall be organised adhering to Covid-19 protocols to ensure that proper safety and hygiene standards are met.
- Adequate preparatory arrangements to be made for crowd management especially at those camps where a large number of people are expected to come.

- v. Special attention should be paid while making arrangements for those schemes which are being introduced to Duare Sarkar this time, especially training personnel. Also, for those schemes where it is anticipated that the members of the public will turn up in large numbers including **Lakshmir Bhandar, Swasthya Sathi, Krishak Bandhu etc.** adequate preparations and arrangements should be made for crowd management.
- vi. All efforts will be made to ensure that every application for services submitted in the camp are duly attended to by representatives of the government departments concerned. The members of the public should have a positive experience in the camps and officers and staff attending the camps should take care accordingly.
- vii. The IEC strategy for the programme is two-pronged and different activities are to be conducted both centrally from the State level and locally by the district administration. Detailed guidelines of the I&CA Department for the IEC campaign for **Duare Sarkar** will be issued and circulated accordingly.
- viii. Publicity related to contact number of Control Room, Date, Time, Camp locations, scheme services and eligibility criteria including necessary documents required to be submitted while applying is to be done effectively to ensure maximum attendance in the outreach camps with least harassment to citizens. Camps are to be organised on the scheduled date and time to prevent miscommunication and chaos. Services of Lok Sanskriti Shilpis can be used to disseminate information of various aspects of the campaign in a creative way.
- ix. Adequate supply of application forms of specified services and other schemes should be made available at each camp.
- x. Registration and documentation of attendees is to be ensured as per procedure.
- xi. Schematic SOPs prepared for the specified schemes by the nodal departments along with FAQs will be shared with the Commissioner, KMC/District Administration for circulation and providing requisite training.
- xii. Formats for Subeccha Barta to be distributed to Service recipients during the Service Delivery phase of the campaign will also be shared by the concerned Nodal Departments. Suitable arrangements have to be made for ensuring the distribution of the same to the concerned persons after their applications have been processed and service delivered.
- xiii. Though a large degree of uniformity in style and substance is expected regarding the campaign, wherever necessary, the district administration can make changes for best results and outcomes, keeping in mind local conditions and needs.



## General Standard Operating Procedure for Commissioner, KMC and District Magistrates

**Duare Sarkar** is citizen-centric **outreach programme** where services under identified government schemes will be delivered to eligible citizens at their doorsteps, through camps organised at Gram Panchayat/ Municipality Ward levels. The Commissioner KMC/District Magistrates shall bear the responsibility of ensuring these camps are held smoothly in both the urban and rural areas under their jurisdiction. SDOs will have the main responsibility of conducting the camps for the urban areas which are not within KMC jurisdiction and BDOs will be in charge of rural areas.

### 1. Setting up of Task Forces and Control Room

The **Duare Sarkar** Task forces at the KMC, district, blocks and urban areas have already been notified vide Memo No. 01-DS2/PS-2021 dated 27<sup>th</sup> July 2021. These Task Forces should be formed immediately and begin work to coordinate various aspects of management of the campaign so that outreach programs can be held smoothly. The Task force may form sub-committees on various aspects of the campaign as per need.

**Control rooms should be set up with at least three dedicated phone lines at the District level and one each in the Sub-Division and Blocks.** Due publicity of these control room phone numbers should be given and arrangement for manning of the control rooms and attending to telephone calls should also be made. Similar arrangements should also be made by Kolkata Municipal Corporation authorities.

The resources of all departments will be made available to the local administration for the purposes of **Duare Sarkar** including personnel, vehicles, buildings, IT infrastructure etc. **Efforts should be made to publicize all information regarding the campaign through different social media platforms.**

### 2. Pre-Camp Publicity

Ensure adequate publicity through print, electronic and any other means about the programme, control room etc.

Issue necessary instructions and coordinate with SDO/BDOs to ensure that:

- Notices are put up at local offices at the Gram Panchayat and Municipal Wards with details of the camps, locations, dates and services that are to be provided under the specified schemes.
- Pamphlets containing information regarding these camps are distributed at the grassroots level through the BDO/ Municipality machinery as well as making arrangements for local miking.
- Pamphlets regarding existing schemes of the government may also be made available to the general public, and flex boards/posters etc displaying SOPs in local language may also be put up at the camp sites.
- Emphasis shall be given to generating awareness regarding eligibility criteria/ necessary documents which shall be required for being able to avail of different services at the camp.

### 3. Scheduling and Location Identification:

As already notified, the Duare Sarkar campaign will be held as per the following schedule:

Dates	Activity
16 <sup>th</sup> Aug to 15 <sup>th</sup> Sep, 2021	<b>CAMP:</b> Period for organizing Camps at local level
08 <sup>th</sup> Sep to 23 <sup>rd</sup> Sep, 2021	<b>ENQUIRY:</b> Holding of necessary enquiries against applications received.
24 <sup>th</sup> Sep to 30 <sup>th</sup> Sep, 2021	<b>DELIVERY:</b> Handing over certificates / services to citizens.

The programme of the campaign will, this time, run in a linear manner and there will be NO rounds. Each Gram Panchayat will in general have THREE/FOUR camps during the campaign depending on population size and as per administrative convenience – to best serve the population. Arrangements are to be made to best suit local needs and you may choose different venues to ensure the convenience of the people living in different areas of the Gram Panchayat. This strategy may be used for municipalities as well but in case of small size of some municipality wards, a cluster approach may be adopted where two or more wards can be clubbed together and a camp organised for their citizens. However, it is to be ensured that there is no crowding due to clustering.

Camp venues will be selected from amongst schools/ colleges/ community halls etc. in the local area, to be identified by the officers / SDO / BDOs concerned in consultation with the Commissioner KMC / District Magistrate. It should be ensured that there is adequate space for accommodating a sizeable number of people, while maintaining Covid-19 protocols as well. The details of the dates and locations of the camps are to be uploaded in the Duare Sarkar portal.

#### **4. Training**

- (i) Prior to camps, ensure training of the identified personnel of the concerned departments and IT professionals who will man the scheme counters.
- (ii) Some guidance on soft-skills should also be given so that the members of the public should have a pleasant experience when they attend these camps.
- (iii) Track and review the training/orientations held for personnel, especially those in the desks handling schemes.

#### **5. Conduct of Outreach Camps**

- (i) Coordinate with officers/SDOs/BDOs and ensure the camps are held as per the schedule and as advertised.
- (ii) Separate space for displaying of IEC materials of different government schemes; use of Lok Prasar Shilpi at each camp for songs, cultural programs especially those related to social themes.
- (iii) Equip camp with operational and logistical support in consultation with the officers/SDOs/BDOs.
- (iv) Ensure that all required department representatives and officials/staff are deputed to the camps and remain present. **NO BULK APPLICATIONS WILL BE RECEIVED.**
- (v) Ensure the registration of all attendees at the camp as per laid down procedures.
- (vi) Adequate facilities of drinking water and sanitation facilities should be ensured at the camp locations.
- (vii) Ensure all Covid-19 protocols are maintained at the camps.
- (viii) Officers and personnel present in the camp/manning the desks should be cordial to those attending camps.
- (ix) Coordination with local police authorities to ensure sufficient police personnel are deployed for crowd management.

#### **6. Monitoring**

- (i) Deployment of senior officers of the district as Nodal officers for Sub-Divisions /Boroughs/blocks to support the efforts in the camps including taking feedback of the services being rendered in the camps for improvement in subsequent camps.
- (ii) Ensuring that online reports are sent by all units, for updating of the dedicated central Duare Sarkar portal. District task force shall monitor the district level reports on a daily basis to ensure correct and timely reports are transmitted from the districts.



## 7. Checklist

The Commissioner KMC/ District Magistrate may prepare suitable Checklists to ensure the outreach camps are held as per the SOPs shared.

Stage	#	Task	Camps
<b>Pre camp</b>	1	Finalising locations for camps. As far as possible, the camps should be held in public buildings including schools/ colleges/ community halls etc..	
	2	Ensure members of the public can reach the camps through wide publicity of timings and locations etc.	
	3	Ensure SDOs / BDOs including any other relevant official prepares/expands their checklists as per SOP to organise the camps.	
	4	Deputing departmental representatives at camps and if training has been imparted. <b><u>NO BULK APPLICATIONS.</u></b>	
	5	Availability of spare computer / laptops for replacement as and when required.	
	6	Mobilise adequate number of data entry operators at the camps for registration as well as the scheme portals.	
	7	Display of Exhibits of different government schemes at the camps. A separate space for "Pradarshini". Use of Lok Prasar shilpi at each camp for songs, cultural programs especially those related to social themes.	
	8	Deployment of IEC materials for camps.	
	9	Ensure formats for Subechha barta have been received by you and suitable instructions are given for printing and distribution of Subeccha Bartas to the Service Recipients during the distribution phase by the officials in the camps..	
<b>During Camp</b>	1	Camps going on smoothly with all requisite personnel present	
	2	Ensure Safety and Security is maintained at each Camp	
	3	Oversee Adherence of Covid-19 protocols	
	4	Availability of additional masks, sanitisers, etc for the use by members of the public.	
	5	Capturing snapshots of the event and testimonials of visitors attending. Sharing of the same on social media.	
<b>Post Camp</b>	1	Preparation of a detailed report of the camp	
	2	Publicity of the activities of the camp on social media	
	3	Preparation and submission of Central District Report	

\* This is an illustrative list and may be expanded accordingly.



## ANNEXURE II

### General SoP for Urban/Rural Areas for KMC Officials/SDOs/BDOS

#### 1. Task Forces

Notification regarding the task forces to be set up at the level by the Sub Divisional Officer for urban areas outside KMC and by the Block Development Officer for rural areas has already been issued vide Memo No. 01-DS2/PS-2021 dated 27<sup>th</sup> July 2021. These Task Forces should be formed immediately and begin work to coordinate various aspects of management of the campaign so that the camps can be held smoothly. The Task Force may form sub-committees on various aspects of the campaign as per need. Control Rooms should be set up with one dedicated phone line and personnel deployed for attending calls etc.

SDO/BDO shall deploy appropriate officers for supervising activities at the camps, preparation and updation of MIS. **Efforts should be made to publicize the program during the pre-camp period through different social media platforms.**

The resources of all departments will be made available to the local Administration for the purposes of **Duare Sarkar** including personnel, vehicles, buildings, IT infrastructure etc. as per need on requisition.

#### 2. Pre-Camp Publicity

- i. **Duare Sarkar** Banners should be put up in Municipal Wards/Gram Panchayats and scheme related pamphlets should also be made available.
- ii. Local miking should be done two to three days before every camp.
- iii. Pamphlets regarding existing schemes of the government may also be made available to the general public, and flex boards/posters etc may also be displayed at the camp sites.
- iv. Publicity of pre-camp programs through social media platforms.

#### 3. Location Identification:

The officials of KMC/SDO/BDO shall be responsible for the identification of the camp locations as per site and logistical requirements based on the following:

- i. **Site Requirements:** Camp should be organised at accessible and identifiable sites and as far as possible, they should be held in buildings and not open spaces.. Internet shadow area shall be avoided, as many of the specified services also require internet connectivity.
- ii. **General Requirements:** There should be arrangements made for manning entry-exit desks, power supply, drinking water facilities, sanitation facilities, first-aid facility and other miscellaneous logistics. Large numbers of people may attend camps for enrolment/availing of certain schemes including Swasthya Sathi, Krishak Bandhu etc. so adequate arrangements are to be made to ensure work can be conducted in an orderly fashion.
- iii. **Logistic Requirements for desk/table:** For the purpose of smooth delivery of the specified services to the members of the public, the requisite number of desks for these schemes must be set up. Adequate space of at least 2,000 sq. ft. for the desks and logistics for each desk shall be provided. Special arrangements for physically infirm visitors like elderly, pregnant, persons with disabilities may also be made.

Both locations and schedules for panchayat areas and urban areas excluding Kolkata Municipal Corporation, should be finalised in consultation with the District Magistrate.

Arrangements must be made for the printing and distribution of Subechha Barta to the service recipients during the Campaign's phase of service delivery

#### 4. Training

- i. IT Support Personnel: Training shall be provided to IT personnel manning the registration counters at the entrance of camp.
- ii. Scheme Desk Personnel: Training shall be provided to give them a detailed understanding of the technicalities of the schemes.
- iii. General orientation on soft-skills should also be given to officers and personnel who are engaged in the camp or manning the desks.

#### 5. Conduct of Camps

- i. The camp will normally start at 10am and end at 4 pm.
- ii. The SDOs/BDOs must ensure that adequate information regarding the schemes and timelines for resolution are displayed prominently at the camp entry.
- iii. IT support will be required for filling the registration forms online for all attendees at the entry desk.
- iv. The SDO/BDO must depute departmental representatives for providing services to the attendees at the camps. **NO BULK APPLICATIONS WILL BE RECEIVED.**
- v. For the other applications, a miscellaneous desk is to be set up with competent manpower.
- vi. Ensure all Covid-19 protocols are followed at the camps
- vii. Local police stations may be activated to provide sufficient police personnel for crowd management.

#### 6. Camp Closure Protocol

The following points are to be observed as the closure protocol of the Duare Sarkar camps, being conducted at the Gram Panchayat/Municipality ward levels:

- i. Duare Sarkar camps are open till 4pm.
- ii. However, no member of the public who has come should be turned away.
- iii. Crowds must be dispersed peacefully.
- iv. Cultural performances must start at 4pm.
- v. Every camp must have a PA system which should be used effectively for announcements regarding different aspects of the camp.
- vi. Litter must be collected, segregated and disposed

#### 7. Monitoring

- i. The SDOs/BDOs will themselves be present in the camps.
- ii. Nodal officer to be identified to ensure proper documentation (capturing photos and videos) of activities during camps.
- iii. On the completion of each camp, SDO/BDO shall submit a detailed Summary Report to the DM, highlighting the key numbers of the camp. These numbers shall serve the purpose of providing a clear assessment of each camp. The report should include information including name of the Gram Panchayat, total number of attendees at the camp, number of applications received, resolved and pending and rejected (categorising issues left resolved due to ineligibility/insufficient information etc.).
- iv. Detailed impact assessment of the camps will be done through an independent third party.

#### 8. Checklists

The officials of KMC/SDO/BDO may prepare a Checklists for these outreach camps as per the SOPs shared. An illustrative checklist has been prepared which may be expanded accordingly.



Stage	#	Task	Camps
Pre-camp	1	Sanitisation a day before the Camp	
	2	Seating facilities and special arrangements for persons with disabilities/ senior citizens and pregnant women.	
	3	Ensure the Camp is set up on the scheduled date and time	
	4	Ensure stable electricity connection availability with power backup facility	
	5	Internet Connection (ensure that the location of the camp is not in a black zone as far as internet connectivity is concerned).	
	6	Infrastructure availability including IT equipment for registration desk, departmental and desks/counters for miscellaneous schemes.	
	7	Site security and manning (including by police personnel) for conducting the camps in an orderly fashion	
	8	Shaded areas / Washrooms facility/ Drinking water	
	9	First Aid facility	
	10	Programme Banners on the Camp Location	
	11	Other miscellaneous logistics including photocopiers free of cost for the benefit of the visitors.	
	12	Supply of Scheme related Pamphlets and Application Forms.	
	13	Ensure the availability of Subeccha Bartas for distribution to service recipients along with the certificate/ document of enrolment etc. during the "Service Delivery" phase of the campaign.	
During Camp	1	Presence of adequate and trained personnel of departments as well as general officers / staff to ensure that there are no long queues at the desks/counters or crowding. Following Closure Protocols for camps.	
	2	Presence of adequate IT support (both Data Entry Operators and equipment) at the camps including availability of spare computers/ laptops/ printers for replacement if needed.	
	3	Adherence to Covid-19 protocols including availability of additional masks, sanitisers etc. for the public.	
	4	Ensure members of the public can reach the camps.	
	5	Registration of the attendees and issuing Attendee Form at the IT desk as per instructions. <b><u>NO BULK APPLICATIONS WILL BE RECEIVED.</u></b>	
	6	Photographic and Videography documentation of camp happenings including testimonials..	



Post Camp	1	Sharing the IT Support registration sheet (scanned or excel format) through the set channel	
	2	Sharing Photographs, Videos and Testimonials to higher authorities	
	3	Preparing and Sharing a detailed report of the development of the Camp with the Commissioner KMC/District Magistrate.	

\* This is an illustrative list and should be expanded as per need.



# Paray Samadhan

General - Standard Operating Procedure

## ***SOP of Paray Samadhan***

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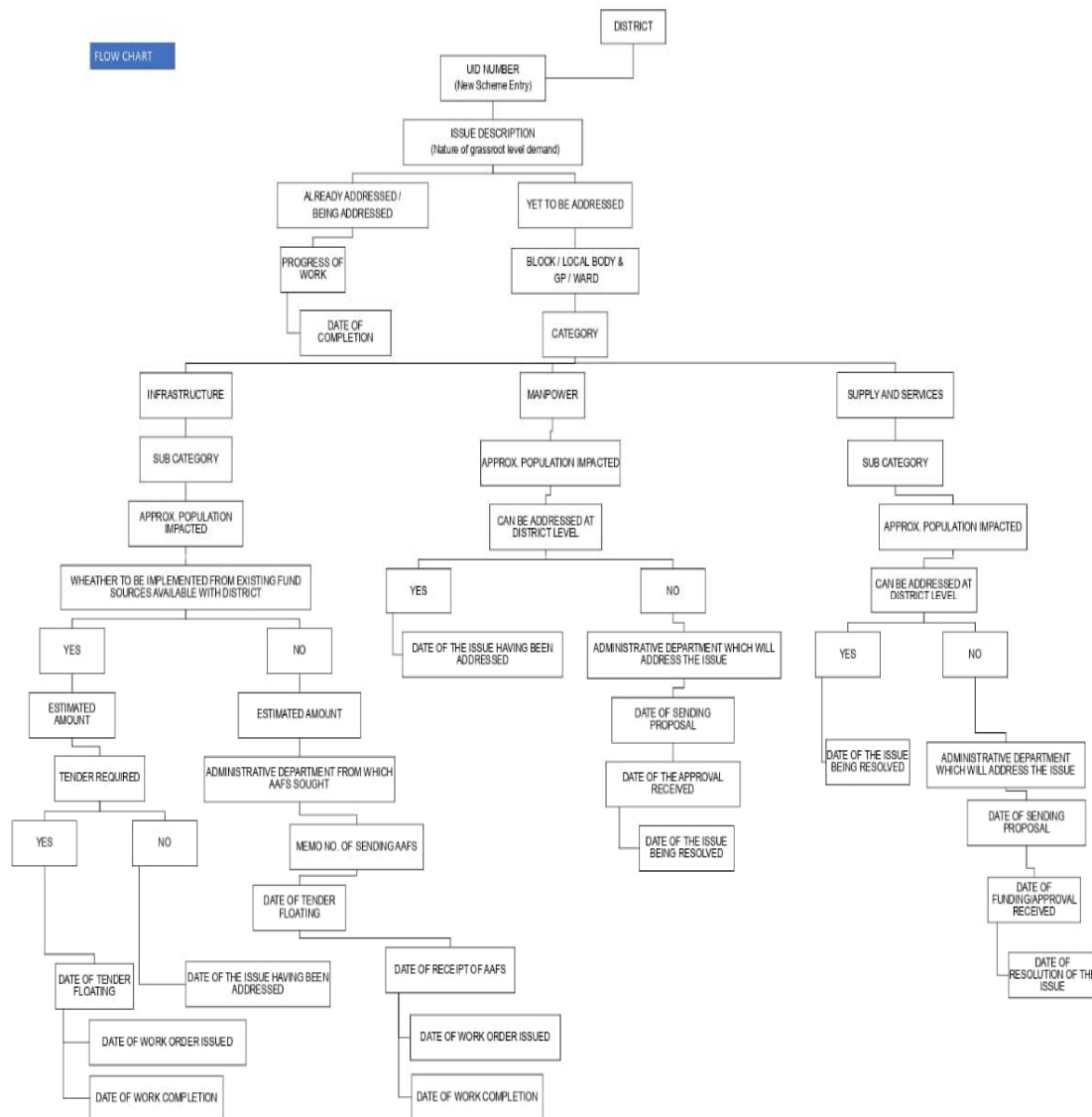
- In the camps organized for Duare Sarkar demands for small scale last mile gaps in infrastructure, manpower and supply & services related issues will be accepted. For those demands which are found to be feasible and implementable under Paray Samadhan will be converted into schemes/proposals by the district.
- Schemes involving financial estimate of up to Rs 5 lakh will only be implemented under the Paray Samadhan program. Schemes for which vetted estimates are above Rs 5 lakhs will be entered into the Paray Samadhan Portal but will not be considered under Paray Samadhan shelf of schemes. However, they will also be forwarded to concerned departments for treating them as normal development schemes and can be processed by concerned department as per priority and availability of fund.
- District Magistrates shall get the demands converted into implementable schemes by the concerned local level officials of the department to which the proposal will be sent for Administrative Approval and Financial Sanction.
- There is going to be no financial delegation of financial sanction and administrative approval as was done earlier vide No 77-F(Y) dated 8th January, 2021.
- District Magistrates shall try to get the schemes implemented through fund sources available to them such as Finance Commission fund. District Magistrates can accord Administrative Approval and Financial Sanction to the schemes for which fund can be arranged at the district.
- The schemes for which funding support will be required from department will be sent along with estimates for Administrative Approval and Financial Sanction, preferably through the district level officials of the concerned department.
- The scheme may be tendered before the receipt of AA&FS from the department (in case of schemes referred to the department) but the work order will only be issued after the receipt of AA&FS.



- The schemes will be uploaded in the dedicated Paray Samadhan portal and will be provided a unique scheme identification number. Format: APD-2021-0001
- The schemes will be monitored on a mile-stone basis and pictures of various phases of work have to be uploaded by the inspecting officials through a dedicated mobile app.
- Department Nodal Officers will have MIS access to the portal to help track the scheme wise AAFS process.
- The information shared by the district administration on the said portal will be available for public scrutiny to maintain highest order of transparency of information.
- Like last time, a robust mechanism has been put in place for transparency and public disclosure about the projects through photograph uploading, inspection by senior officials and social audit.
- Extensive IEC has to be done before launch of the program with the help of DICOs. IEC plans with content have already been initiated by I & CA department.
- During the camps, applications relating to infrastructure, manpower and supply & services related schemes may be received from the applicants in a dedicated counter. Applicants should be encouraged to provide exact location of the problem/grievance/issue being faced and they may be helped to properly describe the matter. Plain paper applications may be received but with adequate information so that they can be converted to implementable schemes/proposals. Applicants may also give their identification etc as per Duare Sarkar norms.
- Timelines for implementation:

16 <sup>th</sup> Aug to 31 <sup>st</sup> Aug, 2021	<b>CAMP:</b> Period for organizing Camps at local level and receiving of applications for addressing gaps in infrastructure, supply & services and manpower. Field enquiry to start as and when applications are received. This would be coterminous with Duare Sarkar Camps.
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01 <sup>st</sup> Sep to 30 <sup>th</sup> Sep, 2021	<b>PROJECT PREPARATION:</b> The grievances and issues are to be converted to executable schemes after field enquiry (7 days), estimate preparation, proposal for administrative approval and tender process completion (23 days). Parallel process of administrative approval (14 days)
01 <sup>st</sup> Oct to 08 <sup>th</sup> oct, 2021	<b>Implementation Stage:</b> Issuance of Work Order, Formal inauguration and schemes started at the ground (8 days).



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