



**Government of West Bengal
Directorate of ICDS**

**Shaishali Complex, 1st& 2nd Floor, Salt Lake City, Kolkata – 700 064
Phone No – 033 2359 0160, Email – icdswestbengal@gmail.com**

No. 2120(22)/ICDM-Dte

Dated, 12/09/22

To

The District Magistrate(s),

Darjeeling / Jalpaiguri / Kalimpong / Alipurduar / Coochbehar / Uttar Dinajpur / Dakshin Dinajpur / Malda / Murshidabad / Birbhum / Bankura / Purulia / Paschim Medinipur / Purba Medinipur / Jhargram / Purba Bardhaman / Paschim Bardhaman / Howrah / Hooghly / Nadia / North 24 Parganas / South 24 Parganas
West Bengal

Sub: Grievance redressal system for ICDS

Madam / Sir,

With reference to above, you are requested to initiate a system of grievances redressal for addressing issues faced by the beneficiaries with respect to various schemes run by the Directorate of ICDS.

For this, a drop box will be set at the Office of the BDOs where the grievances of the public will be dropped and those grievances, on daily basis, will be docketed and be sent to the Office of the CDPOs. The Office of the CDPOs will receive the letters and the action taken against the specific grievances should be communicated to the concerned person with a copy to the BDOs. The response to any specific grievance should be made within 10 days from the date of receipt of grievance. If the action is to be taken from the end of the DPOs, the same will be sent to the respective end. The grievances which are to be dealt with by the Directorate have to be sent through the DPOs in compiled manner to this end.

A register for the receipt and action taken thereof should be maintained at the BDO/CDPO/DPO level in the format enclosed. The Project-wise monthly statement of the number of grievances received and action taken thereof or resolved should be communicated to this end from the end of the DPOs (Format Enclosed)

In this context, this is to further inform you that from 01/09/2022, all the prayers for transfer of Anganwadi Worker and Anganwadi Helper from one Project to another, within or outside the district, should be routed through this grievance redressal system with necessary documents.

You are requested to make necessary arrangements accordingly.

Yours faithfully,

Encl: Four Formats

RB

**Director of ICDS
West Bengal**

No. 2120(22)/ICDM-Dte

Dated, 12/09/22

Copy forwarded for information to:-

- 1) The Pr. Secretary, WCD&SW Department, Bikash Bhavan, Kolkata – 700 091
- 2.-24) The DPO (ICDS), Darjeeling / Jalpaiguri / Kalimpong / Alipurduar / Coochbehar / Uttar Dinajpur / Dakshin Dinajpur / Malda / Murshidabad / Birbhum / Bankura / Purulia / Paschim Medinipur / Purba Medinipur / Jhargram / Purba Bardhaman / Paschim Bardhaman / Howrah / Hooghly / Nadia / North 24 Parganas / South 24 Parganas / Kolkata

RB

**Director of ICDS
West Bengal**

Format of Receipt to be kept at the Office of the BDO

Sl. No	Docket No.	Name of the Person with Address and phone no. (if any)	Date of Receiving at BDO's Office	Date of Receipt of grievance letter from BDO's end by CDPO

Format of Receipt to be kept at the Office of the CDPO

Sl. No	Docket No. of the BDO's Office	Date of Receiving from BDO's Office	Name of the Person with Address	Nature of Issue	If the issue is resolved, the Action Taken and Date	If the matter is sent to Higher Authorities, to whom was sent with Date	Remarks

Format of Receipt to be kept at the Office of the DPO

Sl. No	Docket No. of the BDO's Office	Date of Receiving from CDDO's Office	Name of the Person with Address	Nature of Issue	If the issue is resolved, the Action Taken and Date	If the matter is sent to Higher Authorities, to whom was sent with Date	Remarks

Format for monthly reporting from the DPO to the Director of ICDS**A. Name of the District****Month:**

Name of the Project	No. of Grievances received	Resolved at CDPO's End	Pending at CDPO's End	Sent to DPO by the CDPO	Resolved at DPO's End	Pending at DPO's End	Sent to the Director of ICDS	Remarks