



Government of West Bengal
Water Resources Investigation & Development Department
Block-A, 5th Floor, Khadya Bhawan,
11A, Mirza Ghalib Street
Kolkata-700 087

No. 5-EIC

Dated Kolkata, the 10/01/ 2024

**MODALITIES TO BE FOLLOWED FOR SCHEMES PROPOSED THROUGH
SORASORI MUKHYOMANTRI**

The schemes received from 'Soarasori Mukhyomantri' portal will get **top most priority** and supersede the other scheme proposals. Now, for speedy disposal of the schemes it is required to go for simpler procedures and **time bound actions**. The following Standard Operating Procedure (SOP) has been finalized.

Departmental Officers should visit the site with the intimation to the concerned person urged in 'Sorasori Mukhyomantri' for a Minor Irrigation scheme for irrigation to install (new) or revitalization (old type) in his area. The Departmental Officers should visit the site/area as a part of first action to be taken. The Departmental Officers should visit the site/ area for suitability of scheme proposal and study the Technical Feasibility and examine the proposal. If the scheme is suitable for a particular type of scheme, then the officer on visit should inform the person concerned for obtaining related papers for initiation of scheme proposal. Now the SOP will be as:

- i) **Scheme with Individual Owner** will **not** be entertained as per prevailing Departmental Policy of selection of scheme. As per the Departmental policy, a scheme is needed to be Handed Over to Water Users Association for O & M after construction.
- ii) **The Handed Over schemes** will **not** be entertained for renovation work as per existing policy of the Department.
- iii) **The WBSMICL schemes** for maintenance may be taken up. In such case, the proposal should be enrooted from MD, WBSMICL with a request letter to EIC-EOS, WRIDD.
- iv) **Mass Petition /Application, Type-I:** The minimum number of beneficiaries should be 5 (five) from the view point of number of members, office bearers of Governing Body of WUA. For MI installation minimum number of beneficiaries should be 5 or more. So, there should have mass petition of beneficiaries.
- v) **Mass Petition /Application, type-II:** For a WDS type of scheme for irrigation purpose (the primary objective would be agriculture, apart fishery, the secondary issue) there should have multiple owners and minimum number of owners should be 7 (seven). This has a decision of Technical Advisory Committee. So, there should have mass petition of beneficiaries.
- vi) **DLIC:** It is assumed that a feasible proposal pertaining to 'Soarasori Mukhomantri' is deemed to be passed by DLIC at districts. To speed up the process of scheme

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execution, the passing of proposal through DLIC is no longer needed for such schemes. However, the DM and others should be appraised for the scheme proposals in writing.

- vii) **DPR:** The DPRs need be framed and reached to the Department within 15 days of field visit. The DPR should contain provisions for the services of WUA formation and Capacity Building Work.
- viii) **WUA:** After approval of DPR, the beneficiary committee, (WUA) need to be formed and strengthened by Capacity Building work at scheme level simultaneously with tender formalities.
- ix) **HO:** After the scheme completion, the same need to be handed over to WUA for O & M immediately.
- x) **Time Limit:** The whole process right from Site Visit to Hand Over for new schemes should be completed by four calendar months where there is no electric connection is required by WBSEDCL. For schemes which need WBSEDCL connection, the time period for completion (new schemes) will be six months. For proposals of maintenance of temporarily defunct schemes should be carried out within two calendar months.
- xi) The schemes receivable through 'Soaratori Mukhomantri' are of the top priority. The schemes need to be executed under Core Sector or Jalatirtha programme. Schemes will be executed and monitored by the Chief Engineers as per their jurisdiction and programme wise assignment.

This has approval of the Administrative Department.

The above modalities are for strict adherence with immediate effect.


Pradipto De

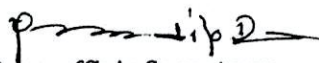
Engineer-in-Chief & *ex-officio* Secretary
WRI&D Department

No. 5/ 1 (4)-EIC

Dated Kolkata, the 10/01/ 2024

Copy forwarded for information & taking necessary action to:

1. The Chief Engineer-I, WRDD
2. The Chief Engineer-II, WRDD
3. The Director of Personnel & *ex-officio* Chief Engineer, WRDD
4. The Administrator, Teesta CADA

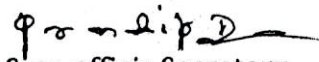

Engineer-in-Chief & *ex-officio* Secretary 10/1/24

No. 5/2 (5)-EIC

Dated Kolkata, the 10/01/ 2024

Copy forwarded for information to:

1. The PS to Hon'ble Minister-in-Charge, WRI&D Department
2. The Sr. PS to Principal Secretary, WRI&D Department
3. The OSD & Special Secretary, WRI&D Department
4. The Joint Secretary (MI), WRI&D Department
5. The Financial Advisor, WRI&D Department


Engineer-in-Chief & *ex-officio* Secretary 10/1/24

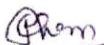
**Subject: Draft Guideline for submission of report regarding
complaints lodged through "Sorasori Mukhyomantri Helpline"**

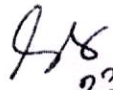
"Sorasori Mukhyomantri Helpline" serves as a vital channel through which citizens voice their concerns and expectations from the Government. It is imperative that we should respond promptly and effectively to these complaints.

In view of the above, you are requested to follow the steps to ensure a streamlined process for addressing such complaints as stated below.

- Upon receiving complaints through "Sorasori Mukhyomantri Helpline" that fall under our department's purview and when the nature of the complaint is undoubtedly your division's responsibility, your division should initiate a prompt assessment of the situation to determine the nature and severity of the issue.
- If the complaint/ grievance does not fall under the purview of WRI&D Department, the same may be reported to this end by **03 working days**.
- If the complaint pertains to your division's work and a new installation of a scheme is deemed necessary, kindly request the complainant to submit a formal petition to your end within the next 07 days and the matter should be reported to this end within **03 working days**.
- In case, the complainant does not submit the petition to your end **within 07 days**, the same may be reported to this end, which will be subsequently be treated as resolved.
- If a petition is submitted at your end, indicating a genuine need of our department's involvement for the installation of a new scheme **within 07 days**, the same may be reported to this end promptly. Further, take necessary steps from your end and expedite the required processes towards submission of D.P.R along with technical feasibility report **within 30 days** and intimate the same to this end accordingly.

Your proactive approach and efficient handling of these situations will significantly contribute to the successful implementation of the "Sorasori Mukhyomantri Helpline" programme.


Director of Personnel
Ex-Officio Chief Engineer
Water Resources Development Directorate
Government of West Bengal


23.08.23