



Government of West Bengal

Office of the Chief Minister

Programme Implementation & Grievance Cell

Upanna, 325, Sarat Chatterjee Road, Shibpur, Howrah-711102

STATE LEVEL ADMINISTRATIVE REVIEW MEETING REPORT

As on : Dec 19 2020 11:03AM

1.1 : DM/SP/CP/MC wise Report

Sl.	Name of the Office	Total Grievances forwarded from CMO to the HOD	Total ATR Received from the HOD	Quantitative Indicators				Qualitative Indicators	
				Grievance Pending Up to 7 days with HOD	Grievance Pending Beyond 7 days with HOD	Total Grievance Pending with HOD	% of Pendency beyond 7 days with HOD	% of reviewed ATR accepted by CMO (Quality of ATR Received)	Average No. of days taken by the HODs to Submit ATR to CMO
1	DM, Alipurduar District	36	34	2	0	2	0.00 %	11.76	11
2	DM, Birbhum District	237	182	55	0	55	0.00 %	59.34	6
3	DM, Cooch Behar District	194	164	30	0	30	0.00 %	15.24	16
4	DM, Dakshin Dinajpur District	87	33	54	0	54	0.00 %	72.73	5
5	DM, Darjeeling District	16	15	1	0	1	0.00 %	66.67	8
6	DM, Hooghly District	370	366	4	0	4	0.00 %	40.71	4
7	DM, Howrah District	295	295	0	0	0	0.00 %	49.83	2
8	DM, Jalpaiguri District	43	43	0	0	0	0.00 %	25.58	7
9	DM, Kalimpong District	2	2	0	0	0	0.00 %	100.00	1
10	DM, Maldah District	154	153	1	0	1	0.00 %	42.48	4
11	DM, Murshidabad District	287	240	47	0	47	0.00 %	54.17	3
12	DM, North 24 Parganas District	756	720	36	0	36	0.00 %	110.00	2
13	DM, Paschim Bardhaman District	68	66	2	0	2	0.00 %	246.97	4
14	DM, Paschim Medinipur District	557	346	211	0	211	0.00 %	31.21	4

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15	DM, Purba Bardhaman District	292	287	5	0	5	0.00 %	48.43	4
16	DM, Purulia District	91	90	1	0	1	0.00 %	30.00	1
17	DM, South 24 Parganas District	903	892	4	7	11	0.78 %	50.90	5
18	DM, Uttar Dinajpur District	83	73	9	1	10	1.20 %	90.41	10
19	DM, Jhargram District	73	63	8	2	10	2.74 %	15.87	10
20	DM, Nadia District	302	166	126	10	136	3.31 %	218.67	14
21	DM, Bankura District	288	192	57	39	96	13.54 %	58.33	5
22	DM, Purba Medinipur District	556	149	359	48	407	8.63 %	178.52	18
Sub-Total		5690	4571	1012	107	1119	1.88 %	69.46	7
1	SP, Basirhat Police District	165	165	0	0	0	0.00 %	10.91	3
2	SP, Bongaon Police District	102	102	0	0	0	0.00 %	18.63	3
3	SP, Dakshin Dinajpur District	39	39	0	0	0	0.00 %	0.00	14
4	SP, Jalpaiguri District	13	0	12	1	13	7.69 %	0.00	5
5	SP, Jangipur Police District	2	2	0	0	0	0.00 %	0.00	24
6	SP, Jhargram District	16	16	0	0	0	0.00 %	6.25	7
7	SP, Kalimpong District	1	1	0	0	0	0.00 %	100.00	0
8	SP, Purba Bardhaman District	111	109	2	0	2	0.00 %	10.09	5
9	SP, Purulia District	30	30	0	0	0	0.00 %	26.67	2
10	SP, Ranaghat Police District	37	22	15	0	15	0.00 %	18.18	3
11	SP, Uttar Dinajpur District	19	19	0	0	0	0.00 %	0.00	4
12	SP, Barasat District	250	158	87	5	92	2.00 %	5.70	8

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13	SP, Baruipur Police District	198	84	111	3	114	1.52 %	30.95	5
14	SP, Malda District	114	81	30	3	33	2.63 %	25.93	5
15	SP, Krishnanagar Police District	27	26	0	1	1	3.70 %	111.54	15
16	SP, Cooch Behar District	18	16	1	1	2	5.56 %	12.50	7
17	SP, Alipurduar District	35	30	3	2	5	5.71 %	3.33	4
18	SP, Murshidabad District	112	103	1	8	9	7.14 %	34.95	7
19	SP, Birbhum District	41	38	0	3	3	7.32 %	18.42	12
20	SP, Hooghly District	215	135	64	16	80	7.44 %	4.44	9
21	SP, Diamond Harbour Police District	80	71	0	9	9	11.25 %	28.17	13
22	SP, Bankura District	102	87	0	15	15	14.71 %	1.15	7
23	SP, Paschim Medinipur District	100	84	0	16	16	16.00 %	28.57	7
24	SP, Sundarban Police District	26	21	0	5	5	19.23 %	4.76	11
25	SP, Howrah District	118	78	17	23	40	19.49 %	17.95	7
26	SP, Purba Medinipur District	64	39	12	13	25	20.31 %	15.38	6
27	SP, Darjeeling District	4	1	2	1	3	25.00 %	200.00	8
Sub-Total		2039	1557	357	125	482	6.13 %	17.21	7
1	CP, Bidhannagar Police Commissionerate	29	26	3	0	3	0.00 %	19.23	3
2	CP, Chandannagar Police Commissionerate	12	12	0	0	0	0.00 %	25.00	2
3	CP, Howrah Police Commissionerate	76	61	15	0	15	0.00 %	13.11	3
4	CP, Barrackpore Police Commissionerate	152	125	17	10	27	6.58 %	11.20	11
5	CP, Asansol Durgapur Police Commissionerate	136	101	24	11	35	8.09 %	4.95	11

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6	CP, Kolkata Police Force	324	104	202	18	220	5.56 %	38.46	8
Sub-Total		729	429	261	39	300	5.35 %	17.48	6
1	Bidhannagar Municipal Corporation	8	8	0	0	0	0.00 %	312.50	0
2	Chandannagore Corporation	1	0	1	0	1	0.00 %	0.00	0
3	Siliguri Municipal Corporation	2	0	0	2	2	100.00 %	0.00	0
4	Kolkata Municipal Corporation	79	72	0	7	7	8.86 %	398.61	7
5	Howrah Municipal Corporation	64	19	1	44	45	68.75 %	189.47	2
Sub-Total		154	99	2	53	55	34.42 %	352.53	2
Total (DM+SP+CP+MC)		8612	6656	1632	324	1956	3.76 %	58.10	6

1.2 : Department(s) wise Report

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				Total Grievances Pending				% of reviewed ATR accepted by CMO	Average No. of days taken to Submit ATR to CMO
				Up to 7 days	Beyond 7 days	Total	% of pendency beyond 7 days		
1	Agricultural Marketing Department	4	3	1	0	1	0.00 %	66.67	11
2	Animal Resources Development Department	8	7	1	0	1	0.00 %	242.86	4
3	Co-Operation Department	16	6	10	0	10	0.00 %	100.00	23
4	Correctional Administration Department	2	0	1	1	2	50.00 %	0.00	25
5	Disaster Management and Civil Defence Department	4	3	1	0	1	0.00 %	300.00	11
6	Environment Department	34	19	15	0	15	0.00 %	31.58	7
7	Fire & Emergency Services Department	11	4	7	0	7	0.00 %	275.00	10
8	Fisheries Department	20	20	0	0	0	0.00 %	15.00	9
9	Food Processing Ind. and Horticulture Department	1	1	0	0	0	0.00 %	200.00	0
10	Higher Education Department	513	510	3	0	3	0.00 %	33.14	10
11	Housing Department	83	82	1	0	1	0.00 %	39.02	1
12	Irrigation & Waterways Department	9	9	0	0	0	0.00 %	55.56	6
13	Law Department	1	0	0	1	1	100.00 %	0.00	0
14	Mass Education Extn. & Library Services Department	4	3	1	0	1	0.00 %	200.00	3

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				Up to 7 days	Beyond 7 days	Total	% of pendency beyond 7 days		
15	Micro, Small & Medium Enterprises and Textiles Department	9	9	0	0	0	0.00 %	166.67	3
16	Non-Conventional Energy Sources Department	2	0	0	2	2	100.00 %	0.00	0
17	Power Department	225	221	4	0	4	0.00 %	18.10	10
18	Public Health Engineering Department	103	87	16	0	16	0.00 %	8.05	11
19	Technical Education, Training & Skill Development Department	52	40	12	0	12	0.00 %	127.50	8
20	Transport Department	264	197	67	0	67	0.00 %	67.01	21
21	Tribal Development Department	2	0	0	2	2	100.00 %	0.00	0
22	Water Resources Investigation & Development Department	7	7	0	0	0	0.00 %	157.14	0
23	Youth Services and Sports Department	20	20	0	0	0	0.00 %	25.00	13
24	Labour Department	1183	1148	34	1	35	0.08 %	26.48	11
25	Urban Development and Municipal Affairs Department	255	178	76	1	77	0.39 %	164.61	8
26	Agriculture Department	152	135	16	1	17	0.66 %	126.67	10
27	Food & Supplies Department	1193	1152	28	13	41	1.09 %	42.53	6
28	Minority Affairs & Madrasah Education Department	387	38	348	1	349	0.26 %	60.53	19

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29	Panchayats & Rural Development Department	7138	4637	2324	177	2501	2.48 %	177.96	6
30	Self-Help Group & Self-Employment Department	56	51	3	2	5	3.57 %	205.88	6
31	Land & Land Reforms and Refugee Relief & Rehabilitation Department	1225	1102	77	46	123	3.76 %	11.71	9
32	Health & Family Welfare Department	994	935	19	40	59	4.02 %	111.55	4
33	School Education Department	446	413	10	23	33	5.16 %	47.94	6
34	Personnel & Administrative Reforms and e-Governance Department	7	5	1	1	2	14.29 %	120.00	2
35	Public Works Department	43	35	0	8	8	18.60 %	48.57	11
36	Backward Classes Welfare Department	63	41	7	15	22	23.81 %	46.34	6
37	Consumer Affairs Department	10	4	4	2	6	20.00 %	100.00	19
38	Finance Department	3	2	0	1	1	33.33 %	950.00	23
39	Forests Department	17	6	8	3	11	17.65 %	133.33	16
40	Home and Hill Affairs Department	132	84	3	45	48	34.09 %	80.95	6
41	Sunderban Affairs Department	5	3	0	2	2	40.00 %	200.00	0
42	Women & Child Development and Social Welfare Department	1266	305	620	341	961	26.94 %	304.92	14
43	Information & Cultural Affairs Department	71	25	3	43	46	60.56 %	28.00	11

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44	Judicial Department	94	3	0	91	91	96.81 %	33.33	6
Sub-Total		16134	11550	3721	863	4584	5.35 %	109.35	9
Grand Total (1.1+1.2)		24746	18206	5353	1187	6540	4.80 %	90.61	7