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Government of West Bengal
Directorate of Forests

Office of the Principal Chief Conservator of Forests, Head of Forest Force
Aranya Bhawan, Block-LA-10A, Sector-III, Salt Lake City, Kolkata-700 106
Phone: (033) 2335 8581/7751, Fax: (033) 2335 8756, e-Mail: pccfhoff.office-wb@gov.in
Visit us at: www.westbengalforest.gov.in



O.O. No.: 68-MISC/CS/19

Dated: 25.10.2019

OFFICE ORDER

To ensure that the citizens of West Bengal get responsive, accountable and transparent administration, redress of citizens' grievances is one of the most important initiatives of the State Government. To expedite the process, a Public Grievance Portal is hosted online at www.wbfin.gov.in.

Citizens can lodge the grievances online at this portal. All grievances lodged in the Portal have to be responded between 7 (seven) days from the date of posting and a 'Action Taken Report' has to be posted on line. In case time is required for the concerned grievance to be resolved, 'Action Initiated Report' has to be filed online within 7 (seven) days, clearly mentioning the time-frame, within which it will be resolved. On final resolution of the issue, Action Taken Report has to be posted online.

Shri Tapas Das, CCF, PGLI, West Bengal, is appointed as Nodal Officer (NO) for the Directorate [Mob. No.: 9933366629, e-Mail ID: tapasdasifs@gmail.com]. The Nodal Officer should regularly check the site for any new posting of grievances. He will also get an SMS alert on any new grievance posted in the site. The Nodal Officer should intimate the grievance instantly to the concerned officer for redressal and within 4 (four) days of the date of posting, the concerned officer has to attend to the grievance and send the Action Taken Report (ATR) to the Nodal Officer (NO), who will post it online within 7 (seven) days of the date of posting with ATR.

All concerned may note that the site is being monitored by State Government on regular basis and on any dereliction will be viewed seriously.

This Order will take immediate effect.

S. Barari
25.10.19
(S. Barari, IFS)

Principal Chief Conservator of Forests &
Head of Forest Force, West Bengal

No.: 6572/CS/PGLI/2M-1482/2019

Dated: 25.10.2019

Copy forwarded for information & necessary actions to:

1. The Principal Chief Conservator of Forests, General, WB.
2. The Principal Chief Conservator of Forests (Wildlife) & Chief Wildlife Warden, WB.
3. The Principal Chief Conservator of Forests & Chief Executive Officer, WB CAMPA.
4. The Principal Chief Conservator of Forests, Research, Monitoring & Development, WB.
5. All the Addl. Principal Chief Conservator of Forests, WB.
6. The Chief Project Director, West Bengal Forest & Biodiversity Conservation Project.
7. All the Chief Conservator of Forests, WB.
8. All the Field Directors' of Tiger Reserves, WB.
9. All the Conservator of Forests, WB/The Joint Director, SBR, WB.
10. All the DFOs / DCFs / DFDs / Director' of Forest Training Institute/School, WB.

S. Barari
25.10.19
(S. Barari, IFS)

Principal Chief Conservator of Forests &
Head of Forest Force, West Bengal