

**Government of West Bengal
Integrated Law Cell
Higher Education Department
Bikash Bhavan, Salt Lake City
Kolkata-700091**

Date 16.08.2024

No 233L

ORDER

During interaction with Hon'ble Minister-in-Charge, Higher Education Department, he has desired a Grievances Redressal Cell at Department and Directorates Level to expeditiously address every Complaint and Grievances relating to Higher Education Department.

Accordingly, a Cell is formed comprising of the following officials:-

1. Shri. Abhijit Mukhopadhyay, OSD, Higher Education Department who shall act as Cell Head.
2. Shri. Krishna Kuntal Basu, Deputy Secretary, Higher Education Department.
3. Shri. Chandan Ghosh, Senior Law officer & Assistant Secretary (Law), Higher Education Department.
4. Dr. Samrat Laskar, Joint Director of Public Instruction, Education Directorate, Higher Education Department.
5. Shri. Subhra Dey, Deputy Director of Public Instruction, Education Directorate, Higher Education Department.
6. Shri. Sourav Bose, UDA, Higher Education Department.
7. Shri. Dibakar Roy, Sr. Software Developer, Higher Education Department.

The Cell shall maintain electronic records of grievances received and their disposal. Software will be developed in the meantime to enable easy filing of grievances electronically, their processing and communication of the action taken to the Applicant at the earliest.

The applicant should have facility to share his satisfaction level on a Scale of 1 to 5.

The Cell shall submit a weekly report before Principal Secretary in the manner as may be prescribed.

This issues with immediate effect

BE
16/8/24

Principal Secretary to the
Government of West Bengal

Copy forwarded for information & necessary action to:-

1. Shri. Abhijit Mukhopadhyay, OSD, Higher Education Department
2. Shri. Krishna Kuntal Basu, Deputy Secretary, Higher Education Department.
3. Shri. Chandan Ghosh, Senior Law officer & Assistant Secretary (Law), Higher Education Department.
4. Dr. Samrat Laskar, Joint Director of Public Instruction, Education Directorate, Higher Education Department.
5. Shri. Subhra Dey, Deputy Director of Public Instruction, Education Directorate, Higher Education Department.
6. Shri. Sourav Bose, UDA, Higher Education Department.
7. Shri. Dibakar Roy, Sr. Software Developer, Higher Education Department.
8. Private Secretary to Hon'ble MIC, Higher Education Department.
9. Sr. Special Secretary(CS), HED
10. Sr. Special Secretary (A) (T), HED
11. Sr. Special Secretary (U) (Estt.)
12. Joint Secretary, HED
13. Sr. PS to Pr. Secretary , HED
14. Deputy Secretary (All)
15. Director of Public Instruction, West Bengal - similar cell should be formed at their Directorate Level.
16. Director of Technical Education, West Bengal- similar cell should be formed at their Directorate Level.
17. Director, Archives- similar cell should be formed at their Directorate Level.
18. Joint Director of Public Instructions/ Deputy Director of Public Instructions/ Assistant Director of Public Instructions (All)
19. IT Cell for uploading in the Website.

Bcc
16/8/24

Principal Secretary to the
Government of West Bengal