



TECHNO INTERNATIONAL BATANAGAR

NOTICE

Date: 3rd April 2023

Notice No. TIB/EXAM-CELL/2023/11

Sub: Opportunity of familiarization with Social Welfare Schemes undertaken by the Government

Students may be aware that the DUARE SARKAR Campaign has been started on 1st April and will be continued till 20th April, 2023. It has been advised that visiting the camps during such campaigns is a great opportunity for the students, especially College going students. It will give them an opportunity to familiarize themselves with many Social Welfare Schemes undertaken by the Government.

Students of this Institution may consider such exposure visits during the campaign. Needless to mention that such visits may be considered without hampering academic activities adversely.

Standard Operating Procedures for the ensuing DUARE SARKAR campaign are attached herewith for your ready reference.

A. Naskar
03/04/23

Dr. Ashok Kumar Naskar
Principal-In-Charge
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PRINCIPAL-IN-CHARGE
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Department of Planning and Statistics
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Memo No. 09/DS/PS/2023

Date: 23rd March, 2023

To,

1. Commissioner, Kolkata Municipal Corporation
2. District Magistrates - All

Subject: Forwarding of General SOPs for 6th Edition of Duare Sarkar scheduled from 1st April to 20th April 2023.

Reference: Memo No. 05/DS/PS/2023 dated 21st March, 2023.


Madam/Sir,

With reference to the above, and in continuation of the communication referred to above, please find enclosed the General SOPs that are to be followed for the ensuing Duare Sarkar Campaign. You are requested to kindly ensure that you and your team members familiarise yourselves with the various elements of the campaign and follow the SOPs rigorously.

Though the SOPs are quite elaborate, local arrangements that are to be made specifically for your district, considering the geography / demography may be taken up accordingly so as to ensure the comfort and convenience of the citizens and the success of the campaign.

Specific SOPs for Implementation will be shared shortly.

Yours faithfully,


Chief Secretary

GOVERNMENT OF WEST BENGAL
Department of Planning, Statistics and Programme Implementation
Joint Administrative Building
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DUARE SARKAR - 6th EDITION
GENERAL STANDARD OPERATING PROCEDURE

Introduction

From its introduction on 1st December 2020, and five editions since, Duare Sarkar is now the State Flagship citizen-outreach programme where government benefits/ services are delivered to citizens at their doorsteps, through the organisation of camps organised at habitation levels. The entire machinery of the state government works in mission-mode for ensuring the successful achievement of the goal of this initiative.

From the FY 2021-2022, it has become a part of the State Annual Administrative Calendar, and is held twice every year. Thus far, more than 3.1 Lakh outreach camps have been held where more than 7.9 Crore have citizens attended and more than 6.77 crore services have been delivered.

The State Government has announced the **6th "Duare Sarkar" and "Paray Samadhan"** campaign **from 1st to 20th April 2023** vide this Department's Memo No. 2/DS/PS/2023 dated 16th March 2023.

This document contains the general instructions (SOP) to the Commissioner, Kolkata Municipal Corporation and the District Magistrates for smooth implementation of the 6th Edition of Duare Sarkar at the field level.

SOPs for the specific schemes will be shared by the State Duare Sarkar Team through Google Drive with the districts as soon as the final versions are received from the nodal department.

The communication strategy/ plan including the Subechha Barta formats will be shared by the I&CA Department and will also be shared through Google Drive with the districts.

The SOP for Implementation will be prepared by the State Implementation Task Force and shared by the State Duare Sarkar team through Google Drive.

Any other information that is to be share with the districts will be done through various established channels by the State Duare Sarkar team.

1. Schedule and List of Schemes Covered under 6th Edition of Duare Sarkar:

- 1.1. The state government has decided to hold the 6th Edition of Duare Sarkar as per the following schedule:

Activity Detail	Dates
Holding of Outreach Camps and receipt of applications	1 st April to 10 th April 2023
Delivery of Services	11 th to 20 th April 2023
Completion of disposal of all applications	By 20 th April 2023

1.2. Applications under Paray Samadhan will be received on the days that outreach camps are held viz. 1st to 10th April 2023.

1.3. The consolidated list of 33 Schemes of 17 Nodal Departments which are being offered in this edition is given below:

SI No	Name of Scheme/Services	Nodal Department
1	Khadya Sathi	Food & Supplies
2	Swasthya Sathi	Health and Family Welfare
3	Disability Certificates	
4	Caste Certificates	Backward Classes Welfare
5	Taposhili Bandhu	
6	Medhashree	
7	Sikshashree	
8	Jai Johar	Tribal Development
9	Kanyashree	
10	Rupashree	Women & Child Development and Social Welfare
11	Manabik	
12	Lakshmir Bhandar	
13	Widow Pension	
14	Krishak Bandhu	
15	KCC (Agriculture)	Agriculture
16	Agriculture Infrastructure Fund - receipt, process & issue of sanctions against individual applications	
17	Registration and approval of financial assistance for Drip and Sprinkler irrigation systems under Bangla Krishi Sech Yojana (BKSY)	
18	Aikyashree	Minority Affairs & Madrasah Education
19	Student Credit Card	Higher Education
20	Banking related including opening of Bank accounts and linking of bank accounts	Finance
21	AADHAAR Related	Home & Hill Affairs
22	Mutation of agricultural land and minor correction of land records	Land & Land Reforms
23	Patta Applications	
24	Bina Mulya Samajik Suraksha Yojna	Labour
25	Matsyajeebi Credit Card	Fisheries
26	Registration of Fishermen	
27	KCC (Animal Resources Development)	Animal Resources Development

SI No	Name of Scheme/Services	Nodal Department
28	Artisan Credit Card	MSME
29	Weaver Credit Card	
30	Bhabishyat Credit Card	
31	SHG Credit Linkage	Panchayats & Rural Development
32	Electricity Waiver	Power (WBSEDCL)
33	Electricity New Connections	

(schemes given in **BOLD** are new)

- 1.4. **Detailed SOPs for the four new schemes** that have been added in this edition viz. Medhashree (Backward Classes Welfare Department), Bhabishyat Credit Card (MSME Department), receipt of applications for Drip & Sprinkler Irrigation systems (Agriculture Department) and Widow Pension (Women & Child Development and Social Welfare Department) will be prepared by the Department and after approval, shared with the Districts through the State Duare Sarkar Team vide Google Drive system in vogue.

2. Planning, Coordination and Implementation

- 2.1. The Duare Sarkar Task forces at the KMC, district, blocks and urban areas have already been notified vide Memo No. 02 -DS/P&S&PM/20 dated 26th November 2020. These Task Forces should be formed immediately and begin work to coordinate various aspects of management of the campaign so that outreach program can be held smoothly. The Task force may form sub-committees on various aspects of the campaign as per need. Meetings of the Task Forces at all levels constituted for Duare Sarkar are to be held immediately. Orders for manning of these control rooms are to be issued as well.
- 2.2. **Control rooms** are to be set up in each district / sub division and block level. The 2-3 phone numbers of the control rooms must be given adequate publicity so that the members of the public can access the same as soon as they need to. This will also help the administration to get first hand information of the ground situation in the camps.
- 2.3. There is a **Zero Tolerance Policy** for any undesirable activities such as distribution and filling of forms for money, charging money for photocopy, etc in the camps and immediate and strict action should be taking against any person/s creating the same. If any media coverage has been given regarding such objectionable activities, the media should also be informed of the action taken by the administration against such person/s.
- 2.4. After assessing requirements, all kinds of resources (HR, IT infrastructure/ vehicles etc.) should be sourced for ensuring their optimal utilisation for meeting the demands of the campaign.
- 2.5. As the **opening of bank accounts** is very important, the DCC and the BLBC meetings should be held immediately for ensuring proper outcome-oriented coordination with banks.
- 2.6. **AADHAAR enrolment** / other services etc. is also a very important aspect of service rendering so the Districts must make sure that the AADHAAR authorities in the district are ready in all respects for rendering service.

- 2.7. Adequate number of personnel must be given training on the registration process as well as the processes involved for schematic portals. The trainings should be organised immediately.
- 2.8. An order deploying a **team of District Observers** consisting of senior IAS officers of the state government has also been issued for visiting the districts and giving feedback to the State DS team for changes etc, as required and guiding the districts for ensuring that the desired outcomes of the state government for organising Duare Sarkar are achieved.

3. Communication Plan and Publicity

- 3.1. I&CA Department will share the Communications Plan for all levels which is to be strictly adhered to.
- 3.2. The districts should rely heavily on **local miking** and publicity of camp schedule and locations through **beating of drums** etc. to inform the members of the public regarding the camps.
- 3.3. Though a large degree of uniformity in style and substance is expected regarding the campaign, wherever necessary, the district administration can make changes for best results and outcomes keeping in mind the local conditions and needs.
- 3.4. **Case Studies** are to be documented and collated. Other arrangements for documentation including video blogs should also be made for capturing the highlights of the camps. A senior ADM should be designated for this work.
- 3.5. **Press briefing** should be held every day at 3PM by the District Magistrates and Block Development Officers to inform the press about the highlights of the previous day's camp etc where information not only on number of camps/ footfall will be given, but also stories of citizens who have come to the camps/ where the administration has reached citizens. A similar Press Briefing will be held at the State level by the Chief Secretary. The responsibility of preparing the material/information to be shared with the members of the press is to be given to a senior officer.

4. Organisation of CAMPS

- 4.1. Camps will be organised only in places where there is **reliable mobile connectivity**. If there is no network, no camps should be proposed in those sites.
- 4.2. Camps are to be organised **booth area wise** so that the members of the public do not have to travel too far to reach an outreach camp.
- 4.3. During the first phase when applications will be received, around 80,000 camps will have to be organised in static mode and over and above that around 20,000 mobile camps will have to be organised. Then in the second phase of service delivery, the same site/area will have to be revisited so that the eligible citizens can be handed over the service. **So, in total, around 2 lakh camps must be organised between 1st - 20th April 2023.** In the urban areas where it may be difficult to organise so many camps, they may go for clubbing of booth areas. However, adequate arrangements have to be made so that there is no crowding and long queues for registration / submitting forms etc.

- 4.4. Every camp will have a designated “**Supervisor**” and a set of camps will have an “**Officer in charge**”. They will together ensure that the camps are run glitch free. They will also be responsible for ensuring that the personnel deployed in the camps are oriented for dealing with the members of the public – as they will be the face of the government in the camps. Inputs on soft skills etc. are to be given to them. The persons who will be deployed for camp duty will also be informed about the lay of the camp etc. so that they can be helpful to the members of the public who may approach them. Team members who will be doing mobile camp duty must also be oriented in a similar fashion. The members of the public attending the camps must get a “positive” feeling from attending the camps and interacting with the government.
- 4.5. No outreach camps will be held on public holidays and on Sundays. However, **if there are specific requirements** for holding camps on such days, the **District Administration may organise** the same accordingly. This is especially for the cases of tea garden areas or industrial areas where the only day off may be Sunday.
- 4.6. The static camps will be in schools/ colleges/ community halls etc. in booth areas to be identified by the Commissioner KMC/District Magistrate, in consultation with the local officers/SDO/BDO concerned. Target number of mobile camps are also to be organised as per policy.
- 4.7. Camps will be held from 10am to 4pm under normal circumstances. In case of special need, the local administration may change the timings of the camps so that the target population in a particular area can be served/ reached.
- 4.8. **Delivery of Services**
- 4.8.1. All applications received will be immediately digitised and inquired into by teams formed for the purpose.
- 4.8.2. Both these processes will be done simultaneously.
- 4.8.3. Approval and sanctioning of all the eligible cases should be done swiftly.
- 4.8.4. **ALL SERVICES INCLUDING DBT OF FINANCIAL BENEFIT SHALL BE COMPLETED BY 20TH APRIL 2023.**
- 4.9. **NO BULK APPLICATIONS WILL BE RECEIVED.**
- 4.10. Though the effective number of days for holding both outreach camps (6 days) and for service delivery (7 days) are limited, the districts should plan their camps in such a manner that a camp is held in every booth area. These will constitute 80% of the total camps that are to be scheduled. 20% of the total number of camps are to be organised in mobile mode. Accordingly, around 1 Lakh outreach camps (a mix of static and mobile) will be held as per district targets already shared by the State during the 6 days in which applications will be received.
- 4.11. During the period of “service delivery” static or mobile camps will be held in the same premises/ area so that the members of the public can be handed over their certificates/ subechha bartas etc. There should be no deviation from this principle/ policy as departure from this would lead to the citizens being confused about where they would get their services delivery from.
- 4.12. The State Government has already issued notification of the **State Implementation Task Force (SITF)**. Instructions issued by the SITF related to reporting/ service delivery are to be followed meticulously.

- 4.13. Due to the daily demand of number of camps to be held being quite high, the local administration has to do the planning and execution meticulously.
- 4.14. It should be ensured that **geographical areas which have not been saturated are covered** through mobile camps. High density urban areas can also be serviced by mobile camps. Coverage of tribal endemic areas are to be given top priority.
- 4.15. Camps should also be held in the **premises of LAMPS** – Community Based Organisations of tribal people.
- 4.16. In the urban areas, **where there is high density and it may not be possible to hold camps in every booth area, clubbing of several booth areas may be done** so that the population gets covered. Again, a mix of static and mobile camps can be used to ensure optimisation of resources. However, care is to be taken so that there is no overcrowding and people are not forced to wait for a long time for getting service.
- 4.17. **Convenience and comfort of the citizens** are the major factors to be considered while choosing location/schedule of camps. These should not be compromised.
- 4.18. In case of any **information of rush/ crowd** in any camp location, additional mobile teams should be deployed to give additional support.
- 5. Layout of and logistic arrangements etc. to be made in the Camps.**
- 5.1. **Branding** of the camps will be done as per the communication plan/ strategy that will be shared by the I&CA Department.
- 5.2. An order has already been issued regarding the deployment of all resources (human resources, IT systems, vehicles etc.) of the state to be put at the disposal of the local administration for the purposes of ensuring smooth conduct of Duare Sarkar.
- 5.3. General Arrangements**
- 5.3.1. Coordination meetings with the **police administration** to discuss all issues related to law and order must be held prior to the beginning of the camps. The schedule of camps must be shared with the local police administration in time. Deployment of civic volunteers etc. must be done.
- 5.3.2. **Covered areas** and seating arrangements may be organised as required for the **comfort of the visitors**.
- 5.3.3. Arrangements for **drinking water** for visitors to the camps must be made. Temporary Toilets are also to be arranged if the facilities present in the camp site are inadequate.
- 5.3.4. **Public address systems** must be arranged in the static camps so that the public interest messages can be aired from time to time for the benefit of the visitors. This system can also be used to assist and inform the public regarding the camp itself.
- 5.3.5. Arrangements for **reliable power supply** must be made. Alternative arrangements are also to be made.

- 5.3.6. Appropriate number of **volunteers from the members of women SHGs and Kanyashree girls** are to be made as done earlier to assist the members of the public to fill forms and find their way in the camps.
- 5.3.7. A “**She Corner**” for women and children are to be set up in the camps. This area will be decorated with IEC materials of health / nutrition issues important for women and children. It will also be used as a **private space for breastfeeding mothers**. Guidelines of the WCD Department should be followed regarding further details of the arrangements to be made.
- 5.3.8. Special arrangements are to be made to **assist the infirm and vulnerable** including the old, pregnant women, persons with disabilities etc. The teams in the camps must be sensitised to their needs.
- 5.3.9. **Lok Prasar Shilipis** are to be deployed to share IEC messages in the camps
- 5.3.10. IEC materials of various government schemes (**Pradharshani**) must be put up in the camp vicinity including that which are being sent centrally from the I&CA Department.
- 5.3.11. Opportunities and arrangements for the **sale of products of SHGs and artisans** must be made in the static camps.
- 5.3.12. **Arrangements for photocopying (FREE OF COST)** must be made. Private profiteering on this account is to be nipped in the bud by the administration, if necessary with the help of the police.
- 5.3.13. **Fire safety arrangements** are to be made for the camps. Health teams are also to be present in the static camps locations.

6. Counter Arrangements are to be organised as follows:

- 6.1.1. **Registration** – separate counters can be made for registration in the Duare Sarkar portal (ds.wb.gov.in), or the counters for schemes may also be used for registration. The **mobile app** which can be easily downloaded from the Duare Sarkar portal can also be used for registration in case of crowd. Training on the registration feature can be given to the personnel deployed. These personnel may be asked to capture the fields correctly so that the database reflects the true demographic information of visitors to the camps. Mobile / AADHAAR / EPIC numbers should also be captured correctly.
- 6.1.2. **Paray Samadhan** – the counters should also be located in a prominent part of the camps and not be hidden from the view of the public.
- 6.1.3. **Help/ Assistance Counters** – citizens should be able to see this counter easily so that they can ask for support for filling up their forms, seek guidance to the location of counters etc.
- 6.1.4. Each scheme should have a **separate counter** if it is anticipated that there will be higher public demand. This has to be assessed locally since the saturation/demand of schemes in any area will be best known to the local administration. Other schemes with smaller target populations can be clubbed in one counter.
However, it is to be ensured that there are **application forms available with the camp teams for every scheme that is on offer**. Therefore, the members of the block teams need to get familiarised with the contours of all the schemes so that they can guide the members of the public.
- 6.1.5. The schemes which are expected to have significant traction include Swasthya Sathi, Lakshmir Bhandar, Krishak Bandhu, widow pension (new), Bhavishyat

Credit Card (new) etc. However, the local features of the area may also determine the demand eg there may be higher demand for SC/ST/OBC related schemes in areas endemic with the populations belonging to these communities / fisheries related schemes in those areas where fisherfolk live etc. So, the local administration should assess the demand well ahead of time and arrange for counters, teams, IT support etc accordingly.

- 6.1.6. **Clubbing of counters** for schemes should be done in a rational and reasonable manner.
- 6.1.7. There must be arrangements made for a **counter for receiving Miscellaneous applications** which are not in the list of 33 services/schemes. Arrangements for their disposal must also be made.
- 6.1.8. **Arrangements for Health Check Up and other screening programmes** being organised by the Health and Family Welfare Department (for which instructions will be sent by the department) are to be also made in the camps.
- 6.1.9. **Any other activity that may be proposed by line departments which are beneficial for the general public may also be arranged** including legal awareness camps, plays and dramas, talks on nutrition, demonstration of agricultural implements / practices etc. which the members of the public would find interesting and informative.

7. Handling of Public Grievances and ensuring Citizen Satisfaction:

- 7.1. **Facilitation Counters/Help Desk** should be set up in camps so that citizens can be extended assistance for submission of applications and getting information.
- 7.2. **Receipt of Suggestions/Grievances from citizens:** During the camps where applications are being received (i.e. from 1st to 10th April 2023), a **box (to be kept under lock and key)** will be kept in a prominent part of the camp location where citizens can drop their “Suggestions/ Grievances” to the government. All these suggestions will be kept safe and securely by the Block administration. **The District Magistrate should ensure collection of all these suggestions/grievances from the blocks after 10th April 2023 and arrange to have them sent to the State Head Quarters as per instructions shared.**
- 7.3. **Dealing with complaints regarding applications submitted in earlier Duare Sarkar camps:** These are to be given priority. Prominent signage should be made for the counters for receiving Public Grievances which are to be attended to immediately by the administration. (NOT TO BE CONFUSED WITH THE SUGGESTIONS/ GRIEVANCES BOX mentioned in the previous point).
- 7.4. The “**Issues module**” in the Duare Sarkar portal which captures the calls/queries coming through the tollfree number/ helpline number advertised, are to be responded to immediately. Callers are to be reached out to immediately after their issues are entered into the system.
- 7.5. **Control rooms** should be used effectively to deal with feedback and inputs of the callers. Immediate action should be taken to rectify problems as well as respond to their queries about their applications (especially cases of applications submitted during previous editions of Duare Sarkar which they have not been informed about the fate of).
- 7.6. Sharing of information related to **rejected cases** should be dealt with in the following manner:
 - 7.6.1. **When a call is made by the applicant:** The information should be swiftly collected from the concerned scheme’s departmental nodal officer and shared. In case the application is not yet approved for minor reasons like lack of

document/ incorrect bank details etc. the citizen should be reached out to and help rendered to him/her for completing formalities. The caller should be suitably guided in case they are not eligible e.g. a lady is not 25 years old – but she has applied for Lakshmir Bhandar. She should be informed that she should again reapply when she reaches that age.

7.6.2. **Other cases:** Personnel deployed in the Control Room should be given the list of the contact numbers of applicants (through the mobile number given in the application form) whose applications have been rejected and as far as possible, inform them of the reasons for the same. They should also guide them about the eligibility criteria for coverage under the scheme, how or when they may become eligible (in case of age criteria not being fulfilled) etc.

8. Suggestion for using Checklists

Checklists are a very good way to prepare for big campaigns. An illustrative (NOT EXHAUSTIVE) checklist has been made for further elaboration and adaptation by the District/Sub Division/Block / Corporation.

ILLUSTRATIVE CHECKLIST FOR DISTRICT/ KMC

Stage	#	Task	Camps for Receiving Applications	Camps for Service Delivery
Pre camp	1	Holding of all preparatory meetings including Task Force / DCC / AADHAAR Meetings		
	2	Finalising locations for camps and identification of those areas which will be covered through mobile camps.		
	3	Responsibilities are fixed for different aspects of the Campaign including the Daily Press Conference formats		
	4	Ensure SDOs/BDOs including any other relevant official prepare/expand checklists as per SOP to organise the camps including volunteers etc.		
	5	Deputing departmental representatives at the camps and whether training has been imparted		
	6	Assessing requirement and mobilising all IT equipment required as well as for replacements		
Pre camp	7	Mobilise adequate data entry operators at the camps (static and mobile)		
	8	Display of Exhibits of different government schemes at the camps. A separate space for “Pradarshini”. Use of Lok Prasar shilpi at each camp for songs, cultural programs especially those related to social themes.		
	9	Deployment of IEC materials for Gram Panchayats and Municipal Wards		
During Camp	1	Camps going on smoothly with all personnel present		

	2	Ensure Safety and Security is maintained at each Camp		
	3	Monitor digitisation of all applications received so that service delivery is not delayed.		
	4	Capturing special case studies of visitors		
	5	Capturing of snapshots of the event		
Post Camp	1	Daily Press Briefing		
	2	Publicity of the activities of the camp on social media		
	3	Preparation and submission of Central District Report		
	4	Arrangements for collection of Box for Suggestions/ Grievances has been made		

ILLUSTRATIVE CHECKLIST FOR SDOs/BDOs

Stage	#	Task	Camps for Receiving Applications	Camps for Service Delivery
Pre-camp	1	Checking of the venue a day before the Camp		
	2	Facilitation for persons with disabilities		
	3	Ensure the Camp is set up on the scheduled date and time		
	4	Stable electricity connection availability with power backup facility		
	5	Internet Connection		
	6	Infrastructure availability including IT equipment for registration desk, departmental and desks/counters for miscellaneous schemes.		
	7	Tying up site security and manning (including by police personnel) for conducting the camps in an orderly fashion		
Pre-camp	8	Facility of shade		
	9	Enclosed washrooms facility		
	10	Drinking water facility		
	11	First Aid facility		
	12	Programme Banners on the Camp Location		
	13	Other miscellaneous logistics.		
	14	Supply of Scheme related Pamphlets and Application Form		
	15	Arrangements for Box (under lock and key) to be placed in the Camp for citizens to drop their suggestions / grievances.		

During Camp	1	Ensuring presence of adequate and appropriately trained officials of the concerned departments as well as general officers/staff of the administration to ensure that there are no long queues at the desks/counters as well as other parts of the camp.		
	2	Ensuring presence of adequate IT support (both Data Entry Operators and equipment) at the camps including availability of spare computers/laptops/printers for replacement if needed.		
	3	Volunteers are there to assist the members of the general public		
	4	Keep vigil over the activities in the camps so that if there is any nuisance being created – action is taken swiftly.		
	5	Ensuring Registration of the attendees and issuing Attendee Form at the IT desk		
	6	Photographic documentation / videography of the developments of the camps		
	7	Monitoring of the various TV and social media channels to keep abreast of happenings in the camps.		
	8	Arrangements for digitisation of the applications so that there is no delay as services must be delivered to all eligible citizens by 20 th April 2023.c		
Post Camp	1	Sharing the IT Support registration sheet (scanned or excel format) through the set channel		
	2	Sharing Photographs, Videos and Testimonials to higher authorities		
	3	Preparing and Sharing a detailed report of the development of the Camp with the Commissioner KMC/District Magistrate.		

* This is an illustrative list and should be expanded as per need.