



SILIGURI MUNICIPAL CORPORATION



HON'BLE MAYOR'S OUTREACH PROGRAMMES

REPORT CARD

FEBRUARY 22, 2022 - JANUARY, 31 2024

After receiving a huge public mandate and emerging victorious in the municipal elections in February 2022, the present Board of Councillors of SMC was formed under the leadership of the Hon'ble Mayor, Shri Goutam Deb with the blessings of the Hon'ble Chief Minister of West Bengal, **Smt. Mamata Banerjee.**



Immediately after holding office the present Board, for the benefit of the citizens of Siliguri, initiated various development works which had remained hitherto stalled. At the same time, the Hon'ble Mayor decided to reach out to the citizens of Siliguri directly to understand the need of the people and gauge the problems that citizens face

The different outreach programmes initiated by the Hon'ble Mayor Shri Goutam Deb

- 1. Talk to Mayor**
- 2. Write to Mayor**
- 3. WhatsApp to Mayor**
- 4. Manusher Kache Cholo**

The aim of these outreach programmes is to enable the citizens to avail hassle-free solutions to their grievances and to bridge the gap between the citizens and the administration to speed up the grievance redressal process.



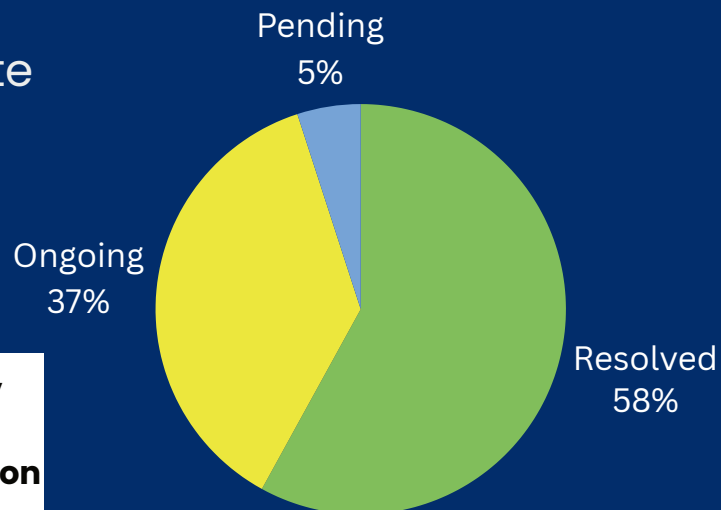
TALK TO MAYOR



The Talk to Mayor programme was launched with inspiration from Hon'ble Chief Minister of West Bengal, Smt. Mamata Banerjee's "Didi k Bolo". Siliguri's Talk to Mayor programme is only the second one in the State of West Bengal after Kolkata Municipal Corporation to be organised by an ULB.

The Hon'ble Mayor, on multiple occasions, has personally conducted on-ground site visits, to ensure redressal of issues raised on Talk To Mayor on multiple occasions.

SMC has resolved 58% of the 1505 grievances received while 37% of the grievances are under process and in various stages of resolution. 5% of the grievances are yet to be taken up for resolution



64 Sessions

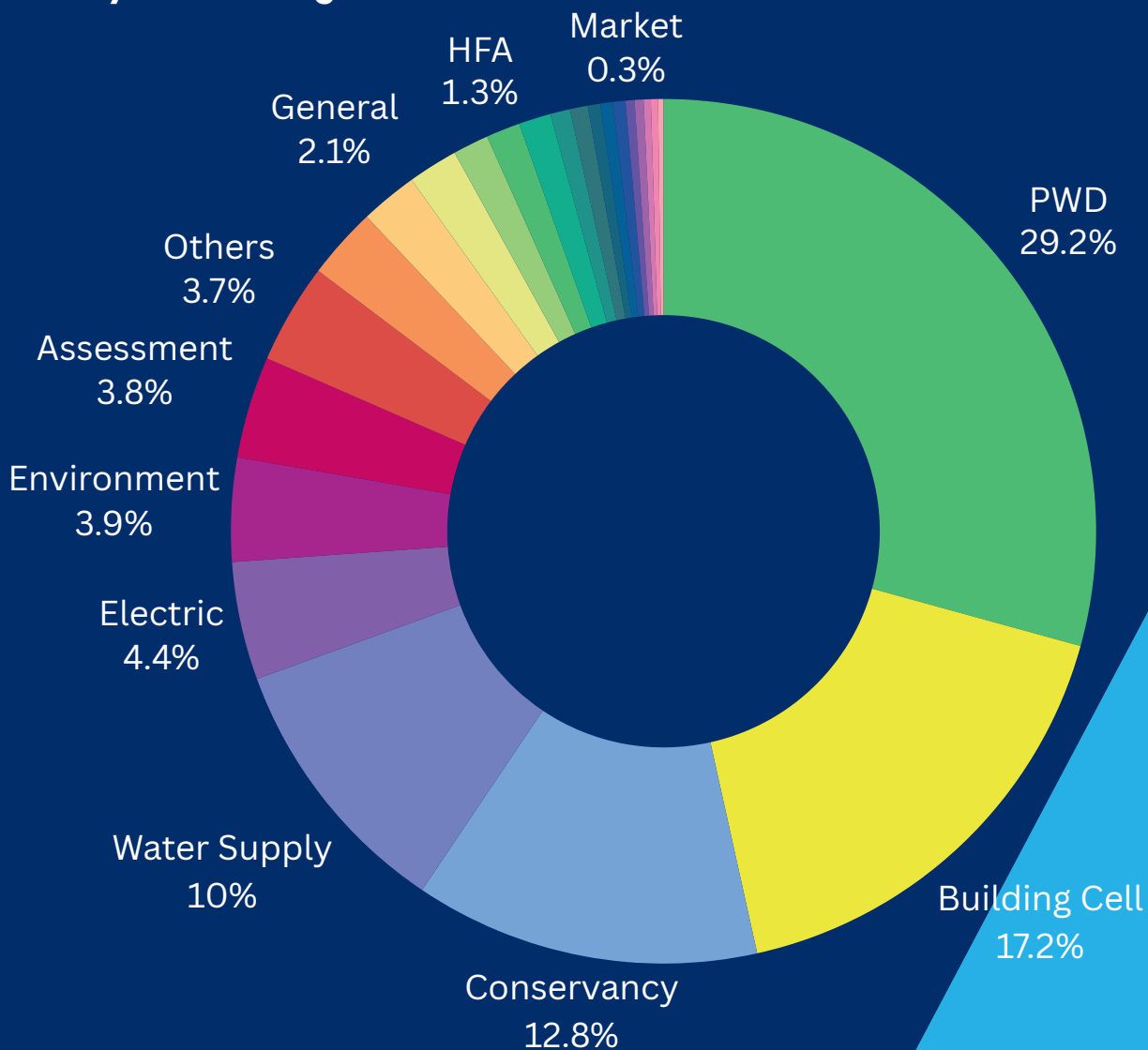
23 Callers per session

1415 Calls Attended

1505 Matters Addressed

From 22 February 2022 to 31 January 2024 a total of 64 Talk to Mayor sessions have been organized, through which 1415 calls were received and pertained to 1505 matters under various departments of SMC

Among the various grievances received, matters pertaining to the Public Works (PW) Section of SMC were the highest. The PW Section handles the various physical infrastructure construction like roads, bridges, health facilities, solid waste processing facilities, guest houses etc. This reflects that the need of the people for these facilities is great, followed by matters pertaining to buildings construction, either authorised or unauthorised, by the people which are looked after by the Building Cell of SMC.



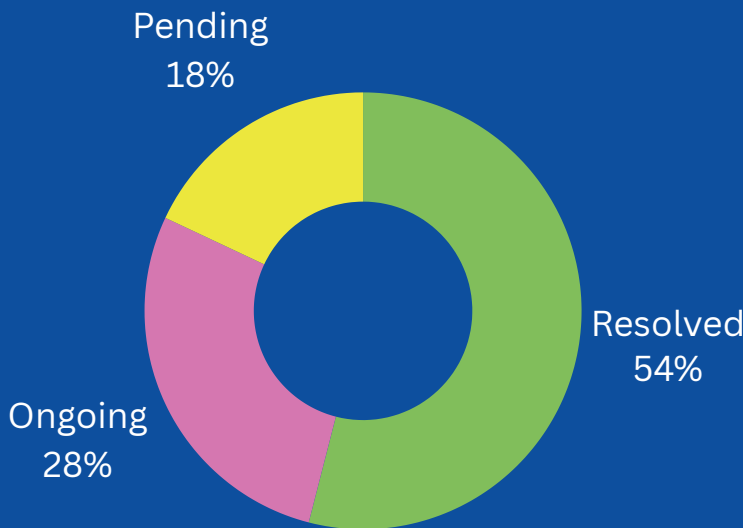
Matters pertaining to Conservancy and Water Supply are critical to a city's urban development is evident from the fact that grievances in these sectors is third and fourth highest, closely followed by electricity demand which has become a crucial part of people's lives, and which ranked fifth highest among all grievances received.

1105 GRIEVANCES PERTAINING TO THESE FIVE SECTORS CONSTITUTE 73% OF TOTAL GRIEVANCES RECEIVED. AMONG THESE 1105 GRIEVANCES, 95% HAVE EITHER BEEN RESOLVED OR ARE ONGOING AND WILL BE RESOLVED SOON

WRITE TO MAYOR

www.helpdesk.siligurismc.in

Citizens can reach out to the Hon'ble Mayor by visiting the website of SMC (www.siligurismc.in) or directly logging into the helpdesk of SMC through www.helpdesk.siligurismc.in



THROUGH THIS INITIATIVE SMC HAS RECEIVED 93 GRIEVANCES OF WHICH 54% HAVE BEEN RESOLVED. 28% OF THE GRIEVANCES ARE ONGOING AND WILL BE RESOLVED SOON WHILE 18% OF THE GRIEVANCES ARE PENDING AND WILL BE TAKEN UP FOR RESOLUTION IN THE NEAR FUTURE.

WHATSAPP TO MAYOR

[+91-9046004660](https://wa.me/919046004660)

Citizens can directly send a WhatsApp to the Hon'ble Mayor at the mobile number

[+91-9046004660](https://wa.me/919046004660)

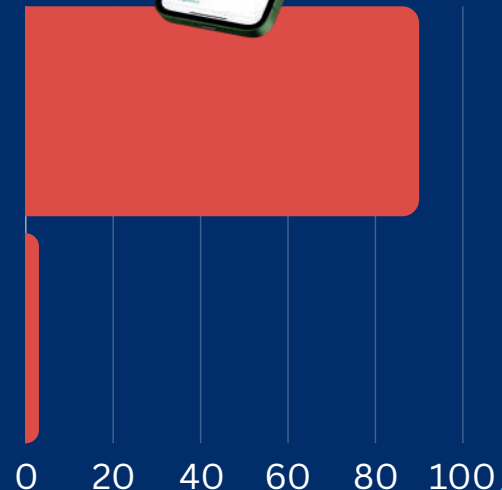
Through this initiative SMC has received 93 grievances of which 97% have been resolved.

Only 3% of the grievances are ongoing and will be resolved soon



Resolved

Ongoing



MANUSHER KACHE CHOLO

Through this programme, the Hon'ble Mayor himself visits the local people and stays overnight at the house of a common citizen to understand the need of the people and gauge the problems that citizens face

THE HON'BLE MAYOR INTENDS TO FIRSHTHAND EXPERIENCE THE PROBLEMS AND LIVES OF THE COMMON PEOPLE THROUGH THIS PROGRAMME. HE GOES AROUND THE AREA ON FOOT ALONG WITH THE LOCAL RESIDENTS AND RESPECTIVE WARD COUNCILLORS SO THAT ANYBODY CAN APPROACH AND MEET HIM WITH THEIR GRIEVANCES AND SUGGESTIONS.



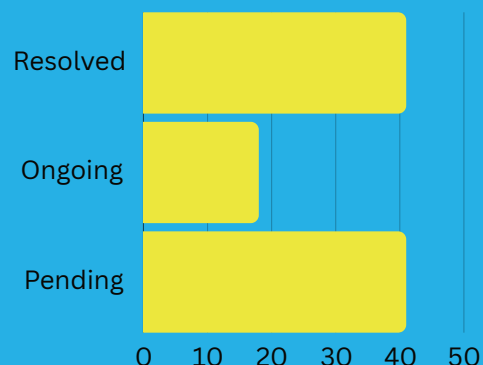
750
GRIEVANCES
RECEIVED

41%
RESOLVED

41%
UNDER PROCESS

18%
PENDING

He reaches the designated locality in the evening, stays the night in a common resident's house and leaves at around mid-morning, all the while interacting with the residents to understand their needs



SUMMARY

In summary, through the Hon'ble Mayor's various outreach programmes, a total of 2727 grievances have been received, of which 58% have been resolved, 27% of the grievances have been taken up for resolution, and 15% remain pending and will be taken up soon.



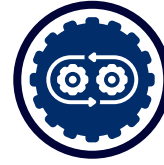
2727

Grievances
received



58%

Resolved



27%

Resolution
Ongoing

**BASED ON THE FEEDBACK RECEIVED,
85% OF THE RESPONDENTS ARE HAPPY
WITH THE VARIOUS OUTREACH
INITIATIVES OF THE HON'BLE MAYOR**



**CITIZENS
HAPPINESS
INDEX**

85%

