

GOVERNMENT OF TRIPURA
URBAN DEVELOPMENT DEPARTMENT
TRIPURA JAL BOARD
SAKUNTALA ROAD: AGARTALA: TRIPURA (W)
Email ID: ceo.tjb2020@gmail.com

Notice No: 03No.5(1)/CEO/TJB/ 2021/ **6016-25**Dated, Agartala, **11/07**/2024**NOTIFICATION**

Subject: Notification Defining the working procedure and escalation matrix for Online Grievance Mechanism.

As part of an online Grievance Mechanism, it has been provisioned for smooth discharge of services to the public for lodging the grievances related to drinking water facilities by the Tripura Jal Board under Urban Development Department by hyperlinking to the CM Helpline portal <https://cmhelpline.tripura.gov> in and Amar Sarkar portal <https://amarsarkar.tripura.gov.in>

The working procedure for Online Grievance Mechanism can be defined as:

On registration of Grievances in the portal, tickets are registered in favour of the complainant citizen; departmental wise issues/ grievances are segregated and delivered or disposed to the Appellate Authority for Redressal within stipulated timelines. The status of Grievances Redressal is displayed in the Dashboard of the CM Helpline and Amar Sarkar portal.

The Escalation Matrix for Online Grievance Mechanism is depicted below:

| Escalation Matrix | |
|-----------------------------|---|
| 1st Level | Nodal Officer, DWS Division, Agartala-I, Agartala. |
| 2nd Level | Assistant Engineer of respective DWS Sub-Division. |
| 3rd Level | Executive Engineer, DWS Division, Agartala-I, Agartala. |
| 4th Level | Superintending Engineer, Tripura Jal Board. |
| 5th Level | Chief Engineer, Tripura Jal Board. |

Signed by Rajat Pant

Date: 10-07-2024 16:35:32

Reason: Approved

(Rajat Pant, IAS)

Chief Executive Officer,
Tripura Jal Board
Government of Tripura

To:

1. The Director, Industries and Commerce, Government of Tripura.
2. The Director, Information and Technology, Government of Tripura.
3. The Director, UDD, Government of Tripura.
4. The Municipal Commissioner, AMC, Tripura.
5. The Chief Engineer, Tripura Jal Board.
6. The Superintending Engineer, Tripura Jal Board.
7. The Executive Engineer, DWS Division, Agartala-1, Agartala.
8. The Assistant Engineer & Nodal Officer EoDB Tripura Jal board.
9. The Assistant Engineer, DWS Sub-Division No.-I/II/III/IV, Collegetilla/ Milansangha/ Kunjaban/ Jogendranagar, Agartala, West Tripura.

Copy to,

1. PS to the Secretary, PWD (DWS), Government of Tripura.