



File No. FS/Sectt./Food/4M-21/2024

No. : 2909

Dated: 18.07.2024

ORDER

Sub: HELPDESK for Technical and Administrative. Assistance over Phone, WhatsApp to the Stakeholders of the Department.

The Department has made operational a helpdesk for the Consumers of PDS and farmers selling paddy which has played a very significant role in dissemination of the information, answering the queries and resolution of the grievances and complaints.

However, it is felt that there are a good number of stakeholders, as detailed below, who also need a centralized forum for response to their queries or raising their issues related to administrative and technical aspects of subjects/orders/SOPs/portal/ePOS/ePoP devices in discharge of their duties.

Now, the Department is considering to establish helpdesk at the Head Quarter for the Stakeholders as stated below:-

Stake Holders-

- 1) FPS dealers and their authorized representatives
- 2) Distributors and their representatives
- 3) Rice Millers.
- 4) Flour Millers.
- 5) Purchase Officers of Paddy Purchase Centre's

Function of the Helpdesk-

- 1) Provide response based on standard frequently asked questions.
- 2) Responding to the queries related with orders/SOPs/portal/ePOS/ePoP devices.
- 3) raising tickets for complaints/issues related to administrative aspects of orders / SOPs/ portal/ePOS/ePoP Lodging of the complain and grievances
- 4) raising tickets for complaints/issues related to technical aspects of orders/SOPs/portal /ePOS/ePoP
- 5) Responding/Advising/Guiding the Caller.

For functioning of the Help Desk following activities are to be taken:

Accessibility -

The helpdesk may be accessible through

- 1) 4-5 lines of termination points of telephone number
- 2) Through Whatsapp Chat through Desktop.
- 3) Though a standard Email ID.
- 4) Through the Portal.

Composition of the help desk centre-

- 1) One officer as the head of the helpdesk belonging to Food & Supplies services.
- 2) One officer in the rank of AD/DD from Food & Supplies services
- 3) 2-3 Inspectors.
- 4) 2-3 LDA/UDA

Location-

The helpdesk may function in Khadya Shree Building.

Timelines:

- 1) Issuance of an order for setting up of helpdesk ----- 18th July, 2024 [Responsibility-Food Cell)
- 2) Posting of officers and staff ----- 22nd July, 2024 (Responsibility - Con Cell)
- 3) Training and orientation of the officer & staff ----- 31st July 2024 (Responsibility-ITR Cell)
- 4) Development of standard FAQ and their responses, monitoring formats/reports ----- 10th August, 2024 (Responsibility -Food Cell, Procurement Cell IT&R Cell, DDPS for subjects related with their cell).
- 5) Providing physical infrastructure (space, Table, Chair, Almirah, etc.) ----- 20th August, 2024 [Responsibility-GEEM cell).
- 6) Providing IT infrastructure (Computer, Internet, Telephone etc.) ----- 20th August, 2024 [Responsibility-ITR cell).
- 7) Second round of training ----- 22nd August, 2024 [Responsibility-Food Cell, Procurement Cell, IT&R Cell, DDPS for subjects related with their cell. Nodal Office- DDPS]
- 8) Pilot run ----- 25th August, 2024 (Responsibility-ITR cell)
- 9) Issuance of notification ----- 26th August, 2024 (Responsibility-Food Cell).
- 10) Launching of the services of help desk in full swing ----- 1st September, 2024.

The main responsibility of coordination and implementation of helpdesk will be of Food Cell.

The Nodal Officer for the helpdesk shall be the Joint Secretary (Food Cell). The Directorates and other Cells will assign a Nodal Officer, under whose leadership a group of officers will prepare Standard FAQ, their responses, monitoring formats, reports/returns etc. and updation, as and when needed. The details of the Nodal Officer so assigned shall be shared with the Food Cell and the prepared Standard FAQ, their responses, monitoring formats, reports/returns etc. and updation, will be shared with the Food Cell and also with the Director, DDP&S for compilation and providing training involving the officers and staff of DDPS/DR/DF and any other Directorates/Cells.

All are requested to adhere to the timelines.


Principal Secretary
to the Government of West Bengal

Copy forwarded for information and necessary action to:

1. The Senior Special Secretary(Food/D.P.), F&S Deptt.
2. The Senior Special Secretary(Budget/Audit/SEP), F&S Deptt
3. The Director,DDP&S/Rationing/Finance/CG/I&QC/Transportation/Storage/Textile/NCEC,
F&S Deptt.
4. The Special Secretary (GE&EM), F&S Deptt.
5. The Special Secretary (Proc./Con.), F&S Deptt.
6. The Special Secretary (IT&R), F&S Deptt.
7. The Senior Deputy Secretary, F&S Deptt.(All)
8. The Deputy Secretary(Proc.), F&S Deptt.
9. The Deputy Secretary(Food), F&S Deptt.
10. The Deputy Secretary(SEP), F&S Deptt.
11. PS to Hon'ble MIC, F&S Deptt.
12. PS to Hon'ble MOS, F&S Deptt.


Joint Secretary
to the Government of West Bengal