

Date : 21.06.2022

To,
The Director of ICDS,
West Bengal

Madam,

We the members of WBJSWSA & AOWBJSWS like to thank you for giving us your valuable time to discuss about various topics, which our fellow members are facing regularly in delivering their services to the society. We have categorised our deliberations in two broad areas :

- (A) Issues related to service delivery &
- (B) Issues related to personal benefits & claims of our Service Cadre Officers.

A. Issues related to Service delivery

1. Acute shortage of staff : It is well known and much discussed topic but the problem increases with every passing day as more and more staff are being retired on superannuation. The staff includes both in ministerial category staff and Supervisors. We want initiation of recruitment process immediately, so that the delivery of services & monitoring & supervision of AWCs does not get hampered.

2. Large no. of vacancy in the post of CDPOs : As there is a large number vacancy in the post of CDPOs, most of our members are in charge of more than one Projects. The situation become so grim in some of the districts, even District level officers have to take charge of CDPOs.

3. Regarding Reports & Returns : Coupled with the problems as stated in point 1 & 2, the CDPOs are constantly being hard pressed for submission of various reports & returns in different permutations and combinations nearly every day. Sometimes they are also asked much after the scheduled office hours to submit a report immediately. It takes a tremendous toil both in the physical and mental wellbeing of our members. A clear written order in connection with programme implementation and matter related to financial implication must be issued.

And furthermore, reasonable time to be given for both in the Project Level and District Level for preparation and compilation of report.

4. Sanction of posts of DEOs in the ICDS Projects : In the density of already mentioned grim and gloomy working atmosphere, atleast sanction of DEOs in every ICDS Project may be of little relief, to the herculean tasks every day being expected by the authorities to be performed by the CDPOs without being equipped with bare minimum infrastructure. The modalities of appointment and disbursement of wages to them will be as decided by the Directorate / Department.

5. Poshan Tracker : Poshan Tracker and problems arising out of it need to be discussed separately. DPOs & CDPOs are constantly pressurised for uploading various data in this App through AWWs, when the AWWs are neither provided with Smart Phones required for the said purpose or of any charges for the internet. We expect immediate remedial measures for the problems as cited above of Poshan Tracker.

6. Technical Help Desk at the Directorate Level : In delivering the services as directed and initiation of different App based report and returns, the CDPOs need to be trained properly. There must be some dedicated cell in the Directorate to deal with this type of technical issues and can cater the need of the CDPOs whenever required.

7. PFMS : The support cell at the State Level need to be constituted to address the technical issues with this new financial management system. The maintenance of Cash Book and the way to maintain it need to be addressed. There must be an SOP for the said purpose, so to minimise the confusion.

8. Allotment Issues : The allotment under various heads for running the Project smoothly must be issued at regular intervals. Subsequently the rates of SNP (Egg & Veg) and Fuel & condiments to be revised and need to be increased. The rate of Fuel & Condiments had not been revised since 2012.

9. Hiring of Vehicle : Most of the vehicles running in the Projects are more than 15 years old and are not in road worthy condition. However provision of vehicle is necessary for undertaking field level activities.

We therefor demand a uniform order regarding hiring of vehivles.

10. Register of Appointments : The register of appointments is very crucial and sensitive part demanding considerable time to prepare the details meticulously. So the CDPOs must be given considerable time to prepare the same flawlessly.

B. Personal Benefits and claims.

1. Reimbursement under West Bengal Health Scheme : There are some long pending cases, where the CDPOs are deprived of their legitimate claims. All the claims related to W.B. Health Scheme to be treated with utmost priority and our service members must not be unnecessarily deprived for a long period of time to get their legitimate claims.

2. Withdrawal from GPF : Several applications for withdrawal from GPF account (both Refundable and Non Refundable) from different members are lying with the Directorate. It also took a considerable time for approval of the application made by our members for their bare necessities to meet up their financial need as specified in the guideline. There must be a reasonable timeframe for giving approval of the same.

3. Updation of Service Book :

a. Sanction of Leave & subsequent entry in the Service Book : It is a long pending issue and must be dealt with immediately. The members are unnecessarily harassed for not having entry of leave in their Service Book. Even the claims of some of the members who had passed away are not getting the benefit till date. Online leave details to be regularised.

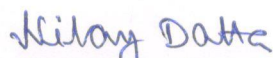
b. Service Book related Issues : Service Books of most of the members are not being updated regularly. It creates a lot of problem at the time of retirement and also at the time of awarding the benefit of MCAS. We do state that we can also assist by forming a team along with the staff and officers at the Directorate, so that the pending issues are sorted out in a war footing manner.

We also request you to initiate the system of maintaining online service books immediately for all our service members, and we assure you all the help if so desired.

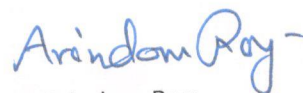
4. Confirmation of our Members : You are requested to initiate the process Confirmation of all our Cadre members who have completed 3 years of satisfactory service. The confirmation is pending for the officers who had completed even 25 years of service and also get functional promotion. All the officers who had been given the benefit of 8 years MCAS must be declared confirmed if not been confirmed.

Lastly Madam, we the members of both the Associations like to thank you once again for giving a patient hearing of our issues and we expect a movement in the positive direction in solving the issues raised at the earliest.

Thank you Madam.


Nilay Datta

General Secretary
Association of Officers of West Bengal
Junior Social Welfare Service



Arindam Roy
General Secretary
West Bengal Junior Social Welfare
Service Association