

# **BOARD OF PRACTICAL TRAINING, EASTERN REGION**

## **Grievance Cell, BOPT(ER), KOLKATA**

Issues/Grievances which are not taken up for redress are;

- Subjudice cases or any matter concerning judgment given/under consideration by/in any court.
- Personal and family disputes.
- RTI matters.
- Anything that impacts upon integrity of the organisation/third party agencies
- Suggestions.

As per the Clause “7.4 Citizen’s Charter” of the Grievance Redress Mechanism in Govt. Offices/Organizations as laid down by Department of Administrative Reforms and Public Grievances, Govt. of India, the “Citizen’s Charter” of BOPT(ER) is available on its website. The timeline for discharging/completing different activities/responsibilities pertaining to its own employees as well as the public in general has been clearly mentioned in the “Citizen’s Charter”. The timeline for redressal of grievances received is as per the information available in “Citizen’s Charter”.

The grievance may be submitted in the form of application/representation in a sealed envelope superscribed with “**Grievance**” addressed to the Grievance Officer, BOPT(ER), Kolkata.

### **Grievance Officer, BOPT(ER), Kolkata**

Name of the Grievance Officer: **Shri Kailash Nath Mishra**

Contact Address: **Board of Practical Training (Eastern Region) Block-EA, Sector-I, Salt Lake City, Kolkata-700064.**

Contact Details: Phone – **(033) 2337 0750/51; Fax – (033) 2321 6814**