



রাজ্য নগর উন্নয়ন সংস্থা



STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ
“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নংSUDA - 39 / 2015 (pt-11) / 1643

তারিখ23-09-16

**From : Director, SUDA
&
Mission Director, WBSULM**

**To : The
Mayor Municipal Corporation
Chairman Municipality**

Subject : Efficient management of CLC- Some very urgent instructions

Sir / Madam,

City Livelihood Centre (CLC) has been inaugurated at your ULB on 15th of August 2016. For better management and efficient functioning of your CLC following steps should be taken urgently :-

- 1) Registration :- Ward wise registration of Service Provider to be continued so that service can be given to every citizen of your ULB. Registration fee will be as decided by the ULB. CLC will hold a Register containing ward wise list of Service Provider under different categories of service. Fund to be collected during registration will be deposited to CLC A/C opened as per guideline.
- 2) Manpower :- Manpower arranged by the ULB will respond to the Citizen who are attending CLC either through phone call or directly everyday at least from 11:00 AM to 5:00 PM. ULB will ensure the quality manpower as per its convenience, as discussed earlier.
- 3) List of SHG with their Product name and photograph will be stored in CLC database. Display board / arena displaying SHG products to be ensured at each CLC.
- 4) Provision for I-Card to registered Service Provider; fee book for collection of CLC Service Charge for response against each call; mechanism for deposit of such CLC Service Charge by Service Provider to CLC etc. to be made immediately.

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

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- 5) Rate for Service Charge to be receivable by Service Provider to citizen for each and every service to be fixed by the ULB. Discussion with Service Provider may be arranged for such fixation.
- 6) Ward wise collection of data for each service and SHG product to be done and data entry to be made. Fund for such job will be provided by SUDA against justified claim supported by proper documents.
- 7) Intensive Campaign, as started by each ULB before inauguration should be carried on continuously to attract more citizen. Puja Pandals may be used for such campaign during ensuring Puja Days.
- 8) Managing Committee as per following members is authorised to take control of CLC and hold regular meeting for taking above decision and other issues as it will cover up during the running of the programme.

Sl no	Designation	Membership
1	MMIC / CIC NULM	Chairperson
2	City Mission Manager (SMID / Social Infrastructure)	Member Convenor
3	Asst. Project Officer (if any)	Member
4	One Community Organizer nominated by the Committee	Member
5	CLC Manager	Member
6.	One service provider	Member
7	One service user	Member
8.	Any other member committee likes to co-opt	Member

9) Fee Book and other register for maintaining CLC record will be procured by the ULB. Fee book should be machine numbered. Stock of Fee book to be maintained at CLC. Issuance of fee book should be recorded.
Following register should be maintained (at least) :-

- 1) Register for Registration of Service Provider
- 2) Register for SHG with product list.
- 3) Daily Call record with time, subject, other detail regarding
- 4) Daily visitor List with detail of service delivery record.
- 5) Cash Book showing income / expenditure of CLC
- 6) Register for maintaining Fee Book issued to Registered Service Provider.
- 7) Register for money collected from Service Provider after service delivery.
- 8) Any other register ULB desires to maintain.

All these register may be maintained physically or electronically by Manager CLC and to be ensured and authenticated by Manager (SMID), in absence of previous any other manager, in absence APO/CO as decided by CPO.

10) Fund for procurement of such register (if needed); purchasing of equipment and installation of toll free no.; monthly expenditure for maintaining Toll Free No will be used from SMID Fund available.

Yours faithfully



23/9/2016

Director, SUDA

&

Mission Director, WBSULM