

## *Having a roof over one's head is of immense importance*

Having a roof over one's head is one of the basic human needs. Sitting inside her pucca house, *Anita* was reminiscing the days when she and her family did not have a roof over their heads, that could resist storms and strong winds during the summer and monsoon season.

*Anita* lived with her husband and daughters, in the Patrasayer village of Bankura district. They were living in a kuccha house which suffered considerably after a violent storm assailed it the previous year.

With an uncanny look on her face, she was remembering the day when a tree fell on their roof, making the house inhabitable. They did not have adequate means to fix the house, as her husband was the only earning member in the family.

Helpless, she applied for the Bangla Awas Yojana. Repeated requests for sanction of fund to repair their house were made to the local Gram Panchayat and Block Development Office. Finally, resolving not to wait any further, *Anita* lodged a complaint with the CMO Grievance Cell. The Cell enquired into the matter and learned that the complainant did not get the benefit under the Bangla Awas Yojana despite her eligibility. The initial enquiry revealed that she was on the priority waiting list.

Subsequently, the BDO of the Patrasayer Development Block took initiative towards a speedy resolution of *Anita's* problem. Her appeal was finally addressed. She received fund under the Bangla Awas Yojana in two instalments.

Today, she has no words to express her gratitude to the West Bengal Government for timely intervention into her problem, *"I belong to a family which finds it difficult to make both ends meet. I never dreamt of staying in a pucca house. Home is a shelter from storms – all sorts of storms... my dream of having a roof over my head to protect me from storms is now a reality, I am grateful to the CMO Grievance Cell for its timely intervention"*.