

GOVERNMENT OF WEST BENGAL
DEPARTMENT OF INDUSTRY, COMMERCE AND ENTERPRISES

No.: I/103759/2020-ICE-14011(99)/22/2020-IPI SECTION

Date: 15th October, 2020

NOTIFICATION

In exercise of the power conferred by sub-section 2 of Section 3 of the West Bengal Right to Public Services Act, 2013, the Governor is pleased to notify the following service along with the stipulated time limit for rendering the service, the Designated Officer responsible for providing the service, the Appellate Officer and the Reviewing Officer as appended below for the purpose of time bound disposal of **all queries regarding the applications from the investors through online query/grievance handling(recording and addressing) mechanism** by Silpasathi, the investors' facilitation centre, set up under the aegis of West Bengal Industrial Development Corporation Ltd. (WBIDC), under the Department of Industry, Commerce & Enterprises:

West Bengal Industrial Development Corporation Limited (WBIDC)				
Sl. No	Service(s)	Designated Officer & Stipulated lime limit	Appellate Officer & Stipulated lime limit	Reviewing Officer & Stipulated lime limit
1.	Disposal of all queries regarding the applications from the investors through online query/grievance(recording and addressing) handling mechanism	H.O.D. in charge of Ease of Doing Business (EoDB) Division of WBIDC. 15 (fifteen) days post submission of query by an investor along with the relevant details related to the specific query.	Executive Director, WBIDC. 10 (ten) days	Managing Director, WBIDC. 10 (ten) days

This Notification will take immediate effect.

By order of the Governor,


(P.K.Barai)

Jt. Secy. to the Govt. of West Bengal.