

# The Kolkata Gazette



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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

**GOVERNMENT OF WEST BENGAL**  
**DEPARTMENT OF INDUSTRY, COMMERCE & ENTERPRISES**  
4, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 016

**NOTIFICATION**

No. I/214161/2022-ICE-14011(99)/22/2020-IPI SECTION

Dated 18<sup>th</sup> August, 2022

In partial modification of the Notification No. I/103759/2020-ICE-14011(99)/22/2020-IPI SECTION dated 15<sup>th</sup> October, 2020 issued by this Department, and 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 services along with the stipulated time limit for rendering the services, the Designated Officer responsible for providing the services, the Appellate Officer and the Reviewing Officer as appended below, for the purpose of time bound disposal of all queries raised by the investors/ applicants related to issues faced by Industry/ Businesses, through online query/grievance (recording and addressing) handling mechanism by 'Silpasathi' — the Investors' Facilitation Center/ Investment Promotion Agency of the State, under the aegis of West Bengal Industrial Development Corporation Ltd. (WBIDC) under the Department of Industry, Commerce & Enterprises, Government of West Bengal and also for the purpose that the query/ clarification raised by the officials after submission of the applications be raised once and only once.

Sl. No.	Service(s)	Designated officer and Stipulated Time limit	Appellate Officer & Stipulated Time limit	Reviewing Officer & Stipulated Time limit
i	Raising of the query/ clarification by the officials only once, after submission of the application by investors/ applicants	HOD of Silpasathi Division of WBIDC 7 (seven) days	Executive Director WBIDC 7 (seven) days	Managing Director WBIDC 7 (seven) days
ii	All resolution of query and grievance of investors / applicants related to issues	HOD of Silpasathi Division of WBIDC 15 (fifteen) days from the	Executive Director WBIDC 10 (ten) days	Managing Director WBIDC 10 (seven) days

Sl. No.	Service(s)	Designated officer and Stipulated Time limit	Appellate Officer & Stipulated Time limit	Reviewing Officer & Stipulated Time limit
	faced by Industry/ Businesses, by the Investors' Facilitation Center/ Investment Promotion Agency of the State, through online query/ grievance (recording and addressing) handling mechanism	date of receiving complete details from the investors/ applicants		

This Notification shall come into force on and from the date of publication in *The Official Gazette*.

By order of the Governor,

VANDANA YADAV  
*Secretary to the Government of West Bengal*