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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,
Kolkata-700 016

No. 555-ICE/O/IPI/GEN-MIS/15/2019

Date : 25.07.2025

NOTIFICATION

In supersession of the earlier Notification No. 1/214161/2022-ICE-14011(99)/22/2020-IPI SECTION dated 18th August, 2022 issued by this Department specifying services and timelines, the following table shall now substitute the table given in the above-referred notification, 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.

West Bengal Industrial Development Corporation Limited (WBIDC)

Sl. No.	Service(s)	Designated Officer & 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	H.O.D. of Silpasathi Division of WBIDC 7 (seven) working days	Executive Director, WBIDC 7 (seven) working days	Managing Director, WBIDC 7 (seven) working days

Sl. No.	Service(s)	Designated Officer & stipulated time limit	Appellate Officer & stipulated time limit	Reviewing Officer & stipulated time limit
ii.	All forwarding of query and grievance of investors/applicants related to issues faced by Industry/Business, by the Investors' Facilitation Center/Investment Promotion Agency of the State, through online query/grievance (recording and addressing) handling mechanism	H.O.D. of Silpasathi Division of WBIDC 15 (fifteen) working days from the date of receiving complete details from the investors/applicants	Executive Director, WBIDC 10 (ten) working days	Managing Director, WBIDC 10 (ten) working days

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

By order of the Governor,

Sd/-

VANDANA YADAV,

Principal Secretary to the Government of West Bengal