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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**  
**INDUSTRY, COMMERCE AND ENTERPRISES DEPARTMENT**

NOTIFICATION

No. I/103759/2020-ICE-14011(99)/22/2020-IPISECTION.—15th October, 2020.—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 Silpa Sathi, 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 Time limit	Appellate Officer & Stipulated Time limit	Reviewing Officer & Stipulated Time 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.