

Government of West Bengal  
Consumer Affairs Department  
11A, Mirza Ghalib Street, Kolkata - 700 087

No. 98/(22)Secy/CAD

Dated: 16.08.2019

You are aware that under the West Bengal Right to Public Services Act, 2013 around 300 services involving 22 Government Departments have been notified so far. The intention of the notification of the services under the West Bengal Right to Public Services Act, 2013 by these Government departments was to ensure that the citizens of our State are able to get those services within the stipulated time.

You are also aware that consequent upon the enactment of the West Bengal Right Public Services Act, 2013 and its subsequent notification of the respective services by the concerned departments, it is now **legal right** of the citizens of the State to obtain the said services within the time frame as notified.

Recently, I have conducted a review of the position with respect to the implementation of the WBRTPS Act, 2013 in the State. It appears that in many places the concerned offices are not providing acknowledgement of the application for the specified services under the Form-I as mandatory under the WBRTPS Act and Rules therein. It has also come to my notice that in some cases concerned sections/offices in the field are not maintaining the Register of cases in Form - IV as required.

You would appreciate that it is the duty of the Designated Officers as notified by the concerned department to mandatorily provide this acknowledgement of application in Form-I since the very purposes of the Act gets defeated without following this first step of the citizens touch point of the Government office.

I would, therefore, request you to review the implementation of the West Bengal Right to Public Service Act especially with reference to the point as mentioned above for the notified services in your district. I would also request you to please involve the Assistant Director of Directorate of Consumer Affairs who is being asked to approach you with the detailed report of offices who are not complying with the aforesaid requirement of the WBRTPS Act, 2013.

To All District Magistrates

Yours sincerely,

Sd/-

(Rajesh Pandey)

No. 98(22)/1(26)Secy/CAD

16<sup>th</sup> August 2019

Copy forwarded to :

- i) The Chief Commissioner, West Bengal Right to Public Service Commission for information please.
- ii) The ACS Pr. Secy/Secy M.A. & M.E Department for information and necessary action please.
- iii) The Commissioner, Kolkata Municipal Corporation for information and necessary action please.
- iv) The Director, Directorate of Consumer Affairs - He is requested to instruct all the Assistant Directors to immediately meet respective District Magistrates to brief them on the position of the implementation of the WBRTPS Act, 2013 in their district.
- v) The Private Secretary to the Hon'ble M.C. Consumer Affairs Department for information please.

*Rajesh Pandey*  
Secretary to the Govt. of West Bengal

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