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ममता बैनर्जी
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Mamata Banerjee



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وزیر اعلیٰ مغربی بنگال
CHIEF MINISTER, WEST BENGAL

30th November, 2013



Message

Our Government has enacted the West Bengal Right to Public Services Act, 2013. It is an effort to provide certain public services within a specific time-frame.

This Act will empower a citizen to legally enforce a public service for which he is eligible. The service is now available in such important areas like issue of SC, ST, OBC certificates, registration of vehicles, grant of driving license, issue of new/duplicate ration cards, plot information & issue of certified copy of Record of Right, issue of duplicate/corrected mark-sheet/admit card, issue of death & birth certificate etc. Later more services will be included.

I thank the Consumer Affairs Department for taking initiative in bringing out a handbook named after the Act to give wide publicity to its provisions. I am sure that this Hand Book will be of much help to both the citizens and the Government employees.

I convey my good wishes to all.

(Mamata Banerjee)

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