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উপভোক্তা বিষয়ক বিভাগ

পশ্চিমবঙ্গ সরকার

খাদ্য ভবন চত্বর

১১এ, মির্জা গালিব স্ট্রীট

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FOREWORD

I am glad that the Consumer Affairs Department is publishing a Hand Book on the West Bengal Right to Public Services Act, 2013.

Under the dynamic leadership of our Hon'ble Chief Minister Smt. Mamata Banerjee, the Government of West Bengal has enacted a landmark legislation, the West Bengal Right to Public Services Act, 2013. Our Government is very keen to provide time bound service to the citizen and with this objective has handed over an effective instrument to the citizen. Now the eligible citizen has a legal right to obtain public services.

Consumer Affairs Department is the Nodal Department for implementation of the West Bengal Right to Public Services Act, 2013. In the last two and half years my department has made every effort to make the citizen aware so that they can establish their rights as a consumer. We will now make the citizen aware regarding their rights to obtain public services as well. Public awareness and the use of Information Technology shall be critical in making the provisions of this Act successful.

The Act will address the growing demand of citizens for improved and transparent delivery of public service and will ensure a time frame for delivery of such service. If the citizen is not provided the specific service within the prescribed time period, the concerned Government employee may be penalised. There is also a provision for providing cash incentive and certificate of appreciation to Government employees against whom no default is reported in a financial year.

I hope, this Hand book on the West Bengal Right to Public Services Act, 2013 will be helpful to the citizens as well as to the Government employees.

(Sadhan Pande)