

PREFACE

West Bengal Right to Public Services Act, 2013 is an important legislation in the field of delivery of services to the citizen. The right of the citizen has been put first through mechanism charted in the Act, and Rules made thereunder for clear identification of the services, authorities responsible for delivering such services within the bureaucratic hierarchy, and accountability of its different layers.

The Consumer Affairs Department decided to publish a Handbook on the West Bengal Right to Public Services Act, 2013 for benefit of all concerned. Apart from the Act, Rules and enabling notifications issued by the respective service providing departments, it contains a short write up on the salient features of the legislation and frequently asked questions (FAQ). We are in the process of bringing out a Bengali version of this Handbook also. We will publish this version within this year. The Department has also created a website dedicated to this Act (www.publicservicesright.in). We hope all these measures will help the common citizens in ascertaining their rights provided under this Act.

Now, I gratefully acknowledge the support and encouragement received from our Hon'ble Minister-in-Charge in bringing out this edition. I also thank all my colleagues in different departments who have responded promptly and brought out the enabling notifications identifying the services brought under this Act. Lastly, I thank my colleagues in the Department who worked tirelessly to make this edition possible. As the number of services brought under the purview of the Act is bound to increase with passage of time, we hope to bring out a new edition soon.



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Secretary

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