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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 & ENTERPRISES DEPARTMENT
NOTIFICATION

No. 41--CI/O/ADN/GEN-MIS/01/15.—6th February, 2019.— In the context of implementing East of Doing Business reforms in the State of West Bengal, the West Bengal Single Window System (Management, Control and Miscellaneous Provisions) Act, 2017 has been enacted and West Bengal Single Window System (Management, Control and Miscellaneous Provisions) Rules, 2017 have been issued under Notification No. 374-ICE/O/GEN-MIS/30/2017 dated 24th October, 2017 to establish a Single Window Agency i.e Silpasathi at West Bengal Industrial Development Corporation Limited for providing all facilitations and handholding supports to the investors intending to start a business or operating a business in the State. The detailed working procedures of Silpasathi are also explained in the said Act and Rules. One of the major functions of Silpasathi is to keep close liaison with the competent authority concerned for timely disposal of every application made for one or more services by an investor. In this connection, the Single Window Agency will follow the query recording and handling mechanism as given below :

Query Recording —

- i. An investor will submit queries to Silpasathi through the Silpasathi website using query module with details of name, address, enterprise name & address, email id, mobile number, query description, unique id for application submission (if any).
- ii. The query will be recorded and an enquiry ticket will be generated and automatically be sent by the online system to the email id of the investor with date and time.

Query Handling —

- i. The submitted query will appear on the Dashboard of the Single Window Agency under the login id of the Agency.
- ii. The Single Window Agency will revert back to the investor within 1 day, if any clarification is required.
- iii. The Single Window Agency will respond to the query within 14 days of submission of the complete query through its dashboard, upon which an email will automatically be sent by the online system to the investor with the details of response.

By order of the Governor,

Sd/-

Addl. Chief Secy. to the Govt. of West Bengal.