

**GOVERNMENT OF WEST BENGAL**  
**Department of Industry, Commerce & Enterprises**  
**4, Abanindranath Tagore Sarani, Kolkata-700016.**

**NOTIFICATION**

No. 574/ICE/O/IPI/GEN-MIS/33/2024

Date: 30.09.2024

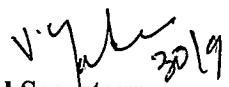
WHEREAS, the Industry, Commerce & Enterprises (IC&E) Department, Government of West Bengal, had introduced dashboard related reforms under 'Ease of Doing Business' for resolution of queries/grievances submitted online to Investors' Facilitation Center established under the aegis of the West Bengal Industrial Development Corporation Ltd (WBIDC), to bring transparency in information dissemination and to help applicants know the minimum time taken to resolve the queries/grievances through the online system.

AND WHEREAS, Department for Promotion of Industry and Internal Trade, Government of India, has recommended to modify and develop a smart Dashboard having also the provision to further drill down for displaying query/grievance details.

NOW THEREFORE, the Industry, Commerce & Enterprises Department, Government of West Bengal has decided to modify the existing online dashboard for queries/grievances handled by Investors' Facilitation Center by displaying the particulars such as Time Limit as prescribed under WBRTPS Act, no. of queries/grievances received, no. of queries/grievances resolved; average, median, minimum and maximum time taken for resolution of queries/grievances. The dashboard will also have the utility to further drill down and display date-wise details of queries/grievances, date of resolution. The online dashboard will have to be updated daily/ weekly/ fortnightly/ monthly, preferably on real time and will reflect date and time of information updation.

This Notification will take immediate effect.

**By order of the Governor**

  
**Principal Secretary**  
**to the Govt of West Bengal**