

BCW-15011/1/2022-SECTION(BCW)-Dept. of BCW

I/334012/2022



Government of West Bengal  
Backward Classes Welfare Department  
Administrative Building, DJ-4, Sector-II, Salt Lake, Kolkata-91  
[www.anagrasarkalyan.gov.in](http://www.anagrasarkalyan.gov.in)

No. BCW-15011/1/2022-SECTION(BCW)-Dept. of BCW/503771

Date: 21/10/2022

**NOTIFICATION**

In exercise of the power conferred by sub-section (2) of section 3 of the West Bengal Right to Public Services Act, 2013, the Governor is pleased to notify the following service along with the stipulated time limit for rendering the service, the Designated Officer responsible for providing the service, the Appellate Officer and the Reviewing Officer as appended below, for the purpose of time bound resolution of grievances of the applicants raised through Online Single Window Portal for citizens.

| Service   | Designated Officer & Stipulated time limit   | Appellate Officer & Stipulated Time limit  | Reviewing Officer & Stipulated Time limit   |
|---|--|--|---|
| Resolution of grievances of the applicants related to Online Single Window Portal for citizens.<br><br>Service Name :<br>1. Caste Certificate | 1. Sub-Divisional Officer in cases of Sub-Divisions<br>2. District Welfare Officer, BCW, Kolkata in case of Kolkata District.<br><br>15 (fifteen) working days from the date of receiving of application with all requisite documents. | 1. District Magistrate for Districts except Kolkata District.<br>2. Divisional Commissioner, Presidency Division for Kolkata District.<br><br>28 (twenty eight) working days from the date of submission of appeal with all requisite documents. | 1. Commissioner, BCW&TD Directorate for Districts except Kolkata District.<br>2. Additional Chief Secretary / Principal Secretary / Secretary of BCW Department for Kolkata District.<br><br>28 (twenty eight) working days from the date of submission of appeal with all requisite documents. |

By Order of the Governor

(SANJAY BANSAI)  
21.10.22

Secretary to the Government of West Bengal