

Bill passed for prompt delivery of public services in Bengal

Tag: [West Bengal, West Bengal Right to Public Services Bill, Mamata Banerjee](#)



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Kolkata: The West Bengal Right to Public Services Bill, 2013, moved by the Mamata Banerjee government to reach prompt delivery of public services to people was on Monday passed in the state Assembly unopposed.

The bill provides for delivery of public service to the people of the state within a stipulated time.

Replying to the Bill, Consumer Affairs Minister Sadhan Pande said that the matter of delivery of public services to the people of the state within the stipulated time was under active consideration of the state government for some time.

Describing the bill as most essential in the interest of the state, Pande said that every eligible person shall have the right to obtain public services in accordance with the provisions of this Act.

The state government might from time to time specify the public authority, services, designated officers, appellate officer, reviewing officer and stipulated time limit for service by notification in the Official Gazette for the purposes of this Act, he said.

Every citizen having applied for any citizen related services shall be provided an application number by the department concerned, or local body or public authority as the case may be and shall be entitled to obtain and monitor status of his application through online means or otherwise in accordance with such procedure as may be prescribed.

To encourage and enhance the efficiency of the government servants, it shall be lawful for the competent officer to recommend cash incentive not exceeding Rs 1,000 in favour of a government servant against whom no default is reported in one year, the bill stated.

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