

**GOVERNMENT OF WEST BENGAL**  
**HOME AND HILL AFFAIRS DEPARTMENT**  
**PUBLIC GRIEVANCE CELL**  
**NABANNA, 325, SARAT CHATTERJEE ROAD**  
**HOWRAH - 711102.**

No. 31-P(PG)/2P(RTPSA)-01/2020

Dated: 03.03.2020

**NOTIFICATION**

In exercise of 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 services pertaining to the Home and Hill Affairs Department including W.B. Police Directorate & Kolkata Police Commissionerate under control of the Home and Hill Affairs Department along with the stipulated time limit for rendering the services, the Designated Officer(s) responsible for providing the services, the Appellate Officer(s) and the Reviewing Officer(s) as mentioned below:

Sl. No.	Services	Designated Officer	Stipulated time limit	Appellate Officer		Reviewing Officer	
				Designation	Stipulated time limit	Designation	Stipulated time limit
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<b>A</b> <b><u>Foreigners Branch</u></b>							
A1.	Issuance of 'No Obligation to Return to India' certificate to the Indians who now reside in the USA and Canada for study purpose or employment purpose.	Assistant Secretary	(i) 7 working days for forwarding of application to concerned Police Authority / Government of India. (ii) 7 working days from receipt of favourable report from concerned Police Authority. (iii) Kolkata Police will take 7 working days and West Bengal Police will take 20 working days to submit their report.	Deputy Secretary	2 working days	Joint Secretary/ Addl. Secretary	2 working days
A2.	Police Verification Reports in respect of Indians staying abroad (on the request of the Consulate Generals of India located in various countries).	Assistant Secretary	(i) 7 working days for forwarding of application to concerned Police Authority/ Government of India. (ii) 7 working days from receipt of favorable report from concerned Police Authority. (iii) Kolkata Police will take 7 working days and West Bengal Police will take 20 working days to submit their report.	Deputy Secretary	2 working days	Joint Secretary/ Addl. Secretary	2 working days
A3.	Authentication of various documents.	Assistant Secretary	(i) 7 working days for forwarding of application to the Certificate Issuing Authority. (ii) 1 working day from receipt of favourable report therefrom.	Deputy Secretary	1 working day	Joint Secretary/ Addl. Secretary	1 working day
A4.	Issuance of 'No Objection' for release of dead body of foreigners who die in West Bengal for repatriation of dead body to his/her country.	Assistant Secretary	2 working days from receipt of favourable Police report and clearance from the Embassy.	Deputy Secretary	Same day	Joint Secretary/ Addl. Secretary	Same day

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<b>B</b>	<b>Police Establishment Branch</b>						
B1.	Issue of license under Private Security Agencies Act, 2005.	Controlling Authority	90 working days after receiving the application with proper documents, subject to receipt of "No Objection" from Police authority.	Principal Secretary	20 working days	Home Secretary	10 working days
B2.	Renewal of license under Private Security Agencies Act, 2005.	Controlling Authority	60 working days after receiving the application with proper documents, subject to receipt of "No Objection" from Police authority.	Principal Secretary	15 working days	Home Secretary	7 working days
<b>C</b>	<b>Defence Branch</b>						
C1.	Sanction of grant-in-aid to veterans or widows of veterans of World War - II.	Assistant Secretary	20 working days from receipt of proposal from Rajya / Zilla Sainik Board.	Deputy Secretary	5 working days	Joint Secretary / Special Secretary / Commissioner	3 working days
C2.	Grant of West Bengal State Scholarship to Cadets of the National Defence Academy, Pune.	Assistant Secretary	20 working days.	Deputy Secretary	5 working days	Joint Secretary / Special Secretary / Commissioner	3 working days
C3.	Grant of West Bengal State Scholarship to Cadets of the Rashtriya Indian Military College, Dehradun.	Assistant Secretary	20 working days	Deputy Secretary	5 working days	Joint Secretary / Special Secretary / Commissioner	3 working days
C4.	Grant of incentive to Gallantry awardees of serving personnel of the armed forces.	Assistant Secretary	20 working days	Deputy Secretary	5 working days	Joint Secretary / Special Secretary / Commissioner	3 working days
C5.	Grant to paraplegic patients.	Assistant Secretary	20 working days	Deputy Secretary	5 working days	Joint Secretary / Special Secretary / Commissioner	3 working days
<b>D</b>	<b>West Bengal Secretariat Library</b>						
D1.	Supply of records, documents, Manuals etc. to Readers and Research Scholars.	Senior Technical Assistant	3 working days.	Librarian	1 working day	Joint Secretary, Home Deptt.	1 working day
<b>E</b>	<b>Press Branch (Office of the Registrar of Publications)</b>						
E1.	Supply of records, documents, Manuals etc. to Research Scholars.	Registrar of Publications, West Bengal	1 working day.	Deputy Secretary	1 working day	Joint Secretary	1 working day
<b>F</b>	<b>Kolkata Police Directorate</b>						
F-1.	Copy of FIR to the informant.	Officer-in-Charge / Inspector-in-Charge of Police Station	24 hours from the time of recording FIR at the Police Station.	Assistant Commissioner of Police.	Same day	Deputy Commissioner of Police.	Same day

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F-2.	Copy of G.D. Entry Nos. Regarding loss of documents, mobile phones etc.	Officer-in-Charge / Inspector-in-Charge of Police Station	Immediately after the time of recording information.	Assistant Commissioner of Police	Same day	Deputy Commissioner of Police.	Same day
F-3.	Issuance of New Police License for shops, eating houses, Restaurants, Hotels, Boarding & Lodging Houses etc. (As per Calcutta Police Act, 1866).	Administrative Officer, Kolkata Police.	30 days - after the receipt of the application with required documents..	Joint Commissioner of Police	7 working days	Additional Commissioner of Police	3 working days
F-4.	Renewal of Police License for shops, eating houses, Hotels Boarding & Lodging Houses etc. (As per Calcutta Police Act, 1866).	Administrative Officer, Kolkata Police	10 days- after the receipt of the application with required documents.	Joint Commissioner of Police	3 working days	Additional Commissioner of Police	2 working days
F-5.	Transfer of ownership of shops, eating houses, Hotels, Boarding & Lodging Houses etc. (As per Calcutta Police Act, 1866).	Administrative Officer, Kolkata Police.	30 days - after the receipt of the application with required documents..	Joint Commissioner of Police	7 working days	Additional Commissioner of Police	3 working days
F-6.	Issuance of Police Certificate for F.L. ON/OFF shops, Hotels Restaurant cum Bar, Country Spirit shops, Tari shops etc. (As per Calcutta Police Act, 1866).	Administrative Officer, Kolkata Police	30 days - after the receipt of the clearance from the Collector of Excise, Kolkata, Govt. of West Bengal.	Joint Commissioner of Police	4 working days	Additional Commissioner of Police	2 working days
F-7.	Renewal of Police Certificate for F.L. ON/OFF shops, Hotels with Restaurant cum Bar, Country Spirit shops, Tari Shops etc. (As per Calcutta Police Act, 1866).	Administrative Officer, Kolkata Police	15 days - after the receipt of the clearance from the Collector of Excise, Kolkata, Govt. of West Bengal.	Joint Commissioner of Police	4 working days	Additional Commissioner of Police	2 working days
F-8.	Transfer of ownership of F.L. ON/OFF shops, Hotels with Restaurant cum Bar, Country Spirit shops, Tari Shops etc. (As per Calcutta Police Act, 1866).	Administrative Officer, Kolkata Police	30 days - after the receipt of the clearance from the Collector of Excise, Kolkata, Govt. of West Bengal.	Joint Commissioner of Police	4 working days	Additional Commissioner of Police	2 working days

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F-9.	Issuance of the copy of the Post Mortem Report & copy of Inquest Report etc. (As per rule 72, Chapter - IV of the PRC).	Administrative Officer, Kolkata police	30 days - from receipt of the application with required documents subject to availability.	Joint Commissioner of Police	4 working days	Additional Commissioner of Police	2 working days
F-10.	Copy of Final Police Report in case of street accident, theft, fire etc. (As per rule 72, chapter-IV of PRC).	Administrative Officer, Kolkata Police	10 days - after completion of the investigation.	Joint Commissioner of Police	3 working days	Additional Commissioner of Police	2 working days
F-11.	Police clearance for entering Security Zone i.e. Airport, Port etc.	Joint Commissioner of Police (Establishment)	30 days - from the receipt of application with required documents.	Additional Commissioner of Police	7 working days	special Commissioner of Police	3 working days
F-12.	Renewal of Cinema Operators License (W.B. Cinemas Regulation Act, 1954 & Relevant Rules, 1956).	Administrative Officer, Kolkata Police	10 days from receipt of application with required documents.	Joint Commissioner of Police	3 working days	Additional Commissioner of Police	2 working days
F-13.	Renewal of Cinema License (W.B. Cinemas Regulation Act, 1954 & Relevant Rules, 1956).	Administrative Officer, Kolkata Police	30 days - after the receipt of the application with clearance from Fire Services, Electricity, KMC, Agricultural Income Tax (Amusement), Undertaking about approved films.	Joint Commissioner of Police	7 working days	Additional Commissioner of Police	3 working days
<b>G</b>	<b>West Bengal Police Directorate</b>						
G-1.	Copy of FIR to the informant.	Officer-in-Charge / Inspector-in-Charge of Police Station	24 hours from the time of recording FIR at the Police Station / Investigation Centre / Beat House.	Sub-Divisional Police Officer / Deputy Superintendent of Police, Assistant Commissioner of Police.	Same day	Superintendent of Police / Deputy Commissioner of Police.	Same day
G-2.	Copy of G.D. Entry Nos. Regarding loss of documents, mobile phones etc.	Officer-in-Charge / Inspector-in-Charge of Police Station / Incharge of OPs / TOPs / Investigation Centre	Immediately after the time of recording information	Sub-Divisional Police Officer / Deputy Superintendent of Police, Assistant Commissioner of Police.	Same day	Superintendent of Police / Deputy Commissioner of Police.	Same day
G-3.	Issue of license regarding public assemblies and processions.	Sub-Divisional Police Officer / Deputy Superintendent of Police / Assistant Commissioner of Police.	15 working days from date of receipt of application or 3 days prior to the intended date of such assembly / procession, whichever is later.	Superintendent of Police / Divisional Deputy Commissioner of Police	4 working days	Range Deputy Inspector General / Commissioner of Police.	2 working days

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G-4.	Permission for use of Loudspeakers [Only in case of Commissionerates other than Kolkata].	Divisional Deputy Commissioner of Police / Additional Deputy Commissioner of Police	10 working days from the date of receipt of application or 3 days prior to intended date of use, whichever is later.	Joint Commissioner of Police	3 working days	Commissioner of Police	2 working days
G-5.	Permission for Jatra / Fairs / Mela / Exhibition [Only in case of Commissionerates other than Kolkata].	Deputy Commissioner of Police	10 working days from the receipt of application subject to deposit of prescribed fees / costs.	Joint Commissioner of Police	3 working days	Commissioner of Police	2 working days
G-6.	Registration of foreigners.	Officer in charge of Foreigners' Registration Office	1 working day.	Deputy Superintendent of Police, DIB / Assistant Commissioner of Police, Special Branch	Same day	Superintendent of Police, DIB / Deputy Commissioner of Police, Special Branch	Same day

*This Notification shall come into force on and from the date of publication in the Official Gazette and shall supersede this Department Notification No. 1098/1E-02/14 dated 11.12.2015.*

By order of the Governor

**Sd/- Priyatu Mandal**  
**Additional Secretary**  
**Home and Hill Affairs Department**  
**Government of West Bengal**