Office of the Chief Secretary
Government of West Bengal

No.- ৩৫৪-CS/2026 Date: 11.11.2026

ORDER

1. Various Acts, Rules and Government orders, including those issued under the deregulation, compliance reduction and Ease of Doing Business reforms, provide that a certificate, approval, permission or licence shall be deemed to have been granted if the application is not disposed of within a prescribed period. While such provisions protect the applicant, every case of deemed grant reflects a failure on the part of the officer concerned to act within time, and calls for accountability.

2. It is accordingly ordered as follows:

   (a) In every case where a certificate, approval, permission or licence is deemed to have been granted on account of non-disposal of the application within the prescribed period, the Head of Department concerned shall issue a show cause notice to the officer responsible, calling upon the officer to explain the reasons for failure to dispose of the application within time.

   (b) The officer shall submit a reply within 15 days of receipt of the notice, on consideration of which appropriate action shall be taken under the applicable service rules.

3. All Departments shall furnish a report on the cases of deemed grant during the preceding month, together with the show cause notices issued and the action taken thereon, by the 10th of every month

4. Over and above this, all Departments shall ensure strict adherence to the time limits notified under the West Bengal Right to Public Services Act, 2013 for the various services. Heads of Departments shall review compliance with these time limits regularly.

5. This order shall come into force with immediate effect.

11/11/26

(Manoj Kumar Agarwal)
Chief Secretary
Government of West Bengal