

GOVERNMENT OF ASSAM  
OFFICE OF THE COMMISSIONER OF INDUSTRIES & COMMERCE, ASSAM  
UDYOG BHAWAN, BAMUNIMAIDAN, GUWAHATI-21

ORDERS BY THE GOVERNOR

NOTIFICATION

No: CEO/SWA/EODB/39/2019/ 232/

Dated Guwahati, the 8<sup>th</sup> July, 2022

In exercise of power conferred by Section 4 of the Assam Right to Public Services Act 2012 and subsequent amendment of Assam Right to Public Services Act 2012 (Amendment) 2019 (Assam Act No VII of 2019), and in exercise of power conferred under Assam Ease of Doing Business Act 2016, CEO, Single Window Agency and Commissioner, Industries and Commerce Department, Government of Assam is pleased to notify the following services under the said Act, along with stipulated time limits for rendering services under the act and this order shall remain in force until further orders.

SN	Service Name	Timelines
1	Queries Handling to Industries/Business	15 Days (from the time of raising or lodging a query)
2	Grievance Handling to Industries/Business	15 Days (from the time of raising or lodging a grievance)

Henceforth, all queries and grievances for all business centric services including investment facilitation for the State of Assam would be recorded and addressed with the timelines as indicated above.

Further queries from the Department end/clarification related to any of the services mentioned above will be sought once and within 7 days of receiving application from the investor

This notification will supersede any previous timelines set for the services and will come into immediate effect.

(Oinam Saran Kumar Singh, IAS)  
Commissioner of Industries and Commerce, Assam  
& CEO Single Window Agency  
Udyog Bhawan, Bamunimaidam, Guwahati-21

Copy to:

1. P.S. to the Hon'ble Minister, Industries & Commerce Department, Assam for kind appraisal of the Hon'ble Minister
2. P.S. to the Principal Secretary to the Government of Assam, Administrative Reforms & Training Department for Kind Appraisal of Principal Secretary
3. The Secretary Industries & Commerce, Government of Assam
4. State Informatics Officer, NIC Assam State Unit, Dispur, Guwahati-06