

Government of West Bengal  
Department Of Forests  
Aranya Bhaban, Block-LA-10A, Sector-III  
Salt Lake, Kolkata-700106

No. 244-FR/O/6M-04/25

Dated: 20.02.2025

**NOTIFICATION**

Whereas, for delivery of the service related to issuance of "Transit Pass" for movement of timber as per provision of the West Bengal Forest Produce Transit Rules, 2019 vide Forest Department, West Bengal Notification No: 875/FR/O/FP/6M-11/2014 dated 31.05.2019 and its amendment vide Forest Department, West Bengal Notification No: 1870-For/FR/O/FP/6M-11/2014 dated 28.12.2022, the State Government has already joined on board in the Pan-India portal "National Transit Pass System" (<https://ntps.nic.in>) in view of the "Ease of Doing Business (EoDB)";

And whereas, as per the mandate of Business Reforms Action Plan (BRAP) Plus, an online Grievance Mechanism is to be established to allow applicants to submit their grievances electronically for facilitating the efficient handling of complaints, ensuring timely and satisfactory resolution;

Therefore, an online Grievance Mechanism is hereby introduced regarding the online service for issuance of "Transit Pass" for movement of timber stipulating the timeline for resolution of each grievance as 30(thirty) working days from the date of online registration of such grievances.

**Service Timelines**

The following service timelines will be adhered to for grievance handling:

Sl. No.	Service Name	Escalation Timeline (working days)			
		Level 3	Level 2	Level 1	Total
1	Grievance Redressal timeline in connection with issuance of Transit Pass for movement of timber	10	10	10	30

Details of the working Procedure & Escalation Matrix has been elaborated in the Annexure-A attached herewith.

By Order of the Governor,  
Sd/-

Additional Chief Secretary to the  
Government of West Bengal,  
Department of Forests

## Annexure-A

### A. Working Procedures

#### a. Submission of Grievances:

- Grievances can be submitted through online portal of <https://transitpass.wbforest.org/> on Top menu bar.
- After click on "GRIEVANCE REDRESSAL" link, applicant can register himself/ herself by filling up the '**Applicant Registration Form**' and click on the submit button.
- After registration process is completed, the applicant can login in the portal through '**Applicant Login**' link.
- Choose "**Raise Grievance**" Option.
- Select Grievance type as **Transit Pass**
- Select category '**Name of Forest Division**' from the dropdown menu.
- Details of grievance with specific location, if any to be provided in the text box.
- If any supporting document needs to be uploaded, applicant may upload the same in pdf/JPEG format by clicking the '**Upload Document**' tab.
- Now, applicant may review, edit, save and submit the above grievance; after submission, the grievance will be treated as final and no further addition / alteration will be allowed.

#### b. Acknowledgment:

- Upon successful submission. An **AIN/ acknowledgment number** will be generated. Complainant can further track the status of the complaint with the AIN/acknowledgement number so generated.

#### c. Resolution:

- The designated officer (Level 3 of escalation matrix) will address the grievance within given working days from the date of submission.
- A resolution report will be generated and shared with the complaint/applicant through SMS/ Email.

### B. Escalation Matrix

If the grievance is not resolved within stipulated timeline or if the complainant is not satisfied with the resolution and reopens the complaint, the grievance shall get auto escalated in the following manner:

#### Level 3

- Officer: Concerned Forest Range Officer/ Range Manager.
- Timeline for Response: 10 (ten) working days
- Action: Review and address the grievance, and provide an updated resolution report.

#### Level 2

- Officer: Concerned Divisional Forest Officer/ Deputy Field Director/ Deputy Conservator of Forests/ Divisional Manager.
- Timeline for Response: 10 (ten) working days
- Action: re-examination of the issue from Level 3 and take action

#### Level 1

- Officer: Chief Conservator of Forests, MIS & e-Governance Nodal Officer, EoDB & NTPS.
- Timeline for Response: 10 (ten) working days
- Action: Review and direct to take immediate action

#### **C. Reverting to the applicant**

Once the grievance is resolved, the complainant will receive a final report. The resolution will be considered binding and will finally conclude the grievance process.

**No. 244/1(3)-FR/O/6M-04/25**

**Dated: 20.02.2025**

Copy forwarded for information to:

- (1) Additional Chief Secretary/Principal Secretary/Secretary of \_\_\_\_\_  
Department
- (2) The Principal Chief Conservator of Forests & Head of Forest Forces, West Bengal
- (3) The District Magistrate, \_\_\_\_\_


  
Joint Secretary to the Government of West Bengal

**No. 244/2(2)-FR/O/6M-04/25**

**Dated: 20.02.2025**

Copy forwarded for information to:

- (1) Private Secretary to MOS(IC), Department of Forests
- (2) Senior Personal Secretary to ACS, Department of Forests

  
Joint Secretary to the Government of West Bengal