

Office of the Housing Industry Regulatory Authority, West Bengal
Calcutta Greens Commercial Complex(1st Floor),
1050/2, Survey Park, Kolkata-700 075.

Phone : 033-24160606

Office Order

West Bengal Housing Industry Regulatory Authority started functioning from June,2018 and notified helpline contact no (**033-24160606**) and office email (**secy.hira-wb@gov.in**) and help desk address duly published on official website of WBHIRA Authority to extend required assistance to the applicants and citizens about services under West Bengal Housing Industry Regulation Act, 2017 and Rules therein.

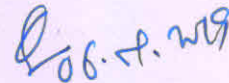
On review of the existing arrangements of functioning of the helpline and assistance to the Applicants/Citizens, it is strongly felt by the Authority that Senior Officer of the Authority should personally attend these public interfaces and meet the public during visiting hours, for better services to the satisfaction of the persons contacting the office of the Authority.

Accordingly, this is hereby notified that **SECRETARY OF THE WBHIRA** Authority shall be the over all in charge of all these public interfaces for assistance/responses to the people and shall extend the required assistance as per the set procedures and provisions of the law, sincerely ensuring the replies to the emails, telephone calls and meeting the visitors coming to WBHIRA Authority during office hours.

Secretary, WBHIRA Authority may seek direction/guidance of the Authority in the deserving cases requiring the decision of the Authority on any of the issue raised through the interfaces, which is not already settled or covered under the Rules and Regulations of the Authority and requirement of seeking direction of the Authority is felt necessary before responding on any issues/matters.

All written communications should be suitably responded and be re-addressed expeditiously within three working days positively.

This order takes immediate effect.



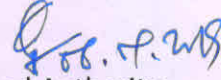
Designated Authority,
West Bengal Housing Industry Regulatory Authority,

No 610-HIRA/2A-07/2018

Dated 06/09/2019

Copy forwarded for information to :

- 1) Secretary, WBHIRA
- 2) F.O, WBHIRA
- 3) S.O, WBHIRA
- 4) P.A to Chairperson, West Bengal Housing Industry Appellate Tribunal.
- 5) P.A to Designated Authority with the request to upload this on the official website under notice section.
- 6) H.A, WBHIRA
- 7) All UDA, WBHIRA.
- 8) All sections of WBHIRA
- 9) Guard File.



Designated Authority,
West Bengal Housing Industry Regulatory Authority,