

By Fax / e-Mail

**GOVERNMENT OF ODISHA  
REVENUE AND DISASTER MANAGEMENT DEPARTMENT**

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RDM-IMU-STATUT-0001-2013 15766 dtd. 30.04.2013

From

Dr. Taradatt,  
Principal Secretary to Government

To

IGR, Odisha, Cuttack  
All Collectors

**Sub: Delivery of public services pertaining to Revenue and Disaster Management Department.**

*Ref: Letter No. 34495/CS (R&DM) dtd. 28.07.12  
D.O. No. 50693/R&DM dtd. 20.11.12 (all Collectors)  
Letter No. 1435/R&DM dtd. 11.01.13 (all Collectors)  
Letter No. 1438/R&DM dtd. 11.01.13 (IGR, Odisha, Cuttack)*

Madam/Sir,

In inviting a reference to the above subject, I am to say that twelve public services pertaining to Revenue and DM Department have been notified on 01.01.2013 under Right to Public Services Act, 2012 for delivery to citizens within stipulated time. Prior to implementation of this Act, Chief Secretary with the approval of Government at the highest level had issued instructions for timely delivery of services to the citizens vide his letter under reference. In the said letter, there was a mention that major disciplinary proceedings would be initiated against the officials who fail in efficient delivery of services within the specified time frame.

In spite of specific legal provisions for personal penalty and preceding instructions for stern departmental actions for failure in timely delivery of services, it is observed that the prescribed time frame is not being adhered to by some officers. For example, there is a huge gap between the number of

mutation cases disposed of, number of RoRs handed over to tenants and number of RoRs uploaded under Bhulekh. Similarly, reports received from Registering Authorities suggest that, registered sale deeds & other documents, certified copy of all documents, Encumbrance Certificates, etc. are not delivered within the stipulated time. It is apprehended that similar situations might be happening for other services coming under this Act. It is learnt that in some cases citizens are paying more than the prescribed user fees to get the desired public services.

You are therefore, requested to inspect the tahasil offices / registration offices regularly to ascertain the ground realities and take suitable measures to provide the notified services to the citizens within stipulated time in a hassle free manner. You are also requested to ensure that there is proper display of information relating to services to be delivered in a time bound manner on a prominently placed Notice Board in Odia language as prescribed under Rule-7 of Odisha Right to Public Services Rules, 2012 along with the user fee required to be paid so that the citizens are not be forced to pay extra amount over and above the user fees. If instances of alleged bribery / gratification or harassment comes to notice, then stern action should be taken against such erring officials.

The above instructions should be followed in letter and spirit. A sample draft for display on the Notice Board is enclosed. Action taken/compliance may be reported within a fortnight positively.

Yours faithfully

*Man-Att*  
30.4.13

Principal Secretary to Government

Memo No. 15767 /R&DM dtd. 30.04.2013

Copy forwarded to all RDCs for information and necessary action.

*Man-Att*  
30.4.13

Principal Secretary to Government

Memo No. 15768 /R&DM dtd. 30.04.2013

Copy forwarded to Special Secretary, GA (AR) Department for information and necessary action.

  
Principal Secretary to Government

Memo No. 15769 /R&DM dtd. 30.04.2013

Copy forwarded PS to Chief Secretary, Odisha for kind information of Chief Secretary.

  
Principal Secretary to Government