

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

RDM-LRGEC Misc-0006/2017-20771 /R&DM. Dated 28-6-17

From

Dr. Chandra Shekhar Kumar, IAS  
Principal Secretary to Government

To

Secretary, Board of Revenue  
All RDCs  
All Collectors

**Sub: Standard Operating Procedure for disposal of Mutation cases and delivery of other services.**

Sir,

In inviting a reference to the subject cited above, I am to say that up-to-date maintenance of Record of Rights and Maps, finally published under the Survey and Settlement Act, 1958 is one of the important functions of the Tahasildars including Additional Tahasildars. The changes in the field position are reflected in the RoRs and maps through mutation proceedings. Hence, mutation cases and subsequent correction of RoRs, & maps and demarcation of land are very important services to be rendered to the general public in a time bound manner.

2. From the grievance petitions received at Government level and feedback taken from the Senior Officers of this Department after conducting field visits to different tahasils and R.I. Offices through out the State during 5<sup>th</sup> to 11<sup>th</sup> June, 2017, it is learnt that delivery of revenue services including mutation cases, correction of RoRs and maps, distribution of pattas and demarcation of land is not up to the expected standards. Although these services have been notified under the ORTPS Act, 2012 with strict timelines for disposal, yet there are remarkable gaps in implementation within the timeline. Many instances have come to the notice of the undersigned that mutation cases are pending for years and correction of RoR, even distribution of corrected pattas are pending for months. Maps are not being corrected at all in many tahasils and R.I. Offices.

3. In order to overcome the inertia at field levels, a Standard Operating Procedure (SOP) for disposal of mutation cases has been prepared keeping in view

the provisions of the ORTPS Act and Mutation Manual. In the said SOP, emphasis has been given to strict adherence to the timeline at all levels and technological intervention for tracking and monitoring to expedite the delivery of services to general public. Proper supervision and monitoring shall also be done by Sub-collector, ADM and Collector of the District.

4. In enclosing herewith a copy of the SOP, you are requested to circulate the same to all field level officers and to ensure adherence to the timeline as per the SOP at Tahasil and R.I. levels for timely disposal of all pending and current mutation cases, thereby ensuring better service to the general public.

Yours faithfully,

  
Principal Secretary to Government

20772  
Memo No. / R&DM

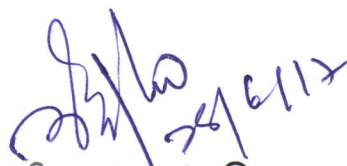
Date 28-6-17

Copy along with the enclosures forwarded to all Sub-Collectors/ all Tahsildars/ all Sub-Registrars/ all DSRs for information and necessary action. Tahasildars are requested to furnish a copy of this letter to all R.I.s under their respective administrative control for information and necessary action.

20773  
Memo No. / R&DM

  
Joint Secretary to Government  
Date 28-6-17

Copy forwarded to all Branch Officers of R&DM Department for information and necessary action. Dy Secretary, IMU Cell is requested to upload the letter in the Department website.

  
Joint Secretary to Government