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No. 22754 / PSR&DM
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To
All Collectors

Sub: Delivery of public services pertaining to Revenue & 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)
Letter No. 15766/R&DM dtd. 30.04.2013 (all Collectors / IGR)
Letter No. 29420/R&DM dtd. 15.10.2015 (all Collectors /RDCs / IGR)

Madam/Sir,

In inviting a reference to the subject cited above, I am directed to say that fifteen revenue related services and twenty-six registration related services have been notified as public services under the Odisha Right to Public Services Act (ORTPS), 2012 for hassle free delivery to the citizens within the given time limit. In the said Act, there is provision for imposition of penalty on the authorities for non-delivery of services without sufficient and reasonable cause and delay in delivery of such services beyond the given time limit.

2. As per the provision under rule 4 of the Odisha Right to Public Services Rules, 2012, the person authorized by the Designated Officer shall give acknowledgement of receipt of the application to the applicant indicating therein the given time limit for delivery of the public service. In case any necessary document(s) has not been enclosed with the application, then the same shall be clearly mentioned in the acknowledgment and in that case the given time limit shall not be mentioned in the acknowledgment.

3. Similarly rule 7 of the ORTPS Rules, 2012 prescribes for display of information by the Designated Officer relating to public services, necessary documents to be enclosed with the application for receiving the notified service and the given time limit on a prominently placed notice board in Odia language for the convenience of citizens.

4. Despite legal provisions of penalty and disciplinary action for delay / failure in delivery of services as well as instructions issued by Government from time to time for hassle free delivery of public services within the given time limit, few instances have come to the notice of Government regarding delay in delivery of public services beyond the given time limit.