

Dr. Chandra Shekhar Kumar, IAS

Principal Secretary to Government
Revenue & Disaster Management Department



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No. 24311 / R&DM
RDM-IMU-STATUT-0001-2013
Date 22-07-2017

To
All Collectors

Sub: Delivery of public services to citizens within given time limit and in a hassle free manner.

Madam/Sir,

In inviting a reference to the subject cited above, I am directed to say that all Collectors have been requested to issue necessary instructions to Tahasildars and RIs working under their jurisdiction for delivery of public services within given time limit in strict adherence to the ORTPS Act and Rules and to regularly inspect Tahasil offices to review delivery of notified public services vide this Department letter No. 22754/PSR&DM., dated 14.07.2017.

2. In the above letter, the provisions of the ORTPS Act and Rules as well as instructions issued by Government from time to time has been reiterated for giving acknowledgement of receipt and display of information relating to public services, documents to be enclosed with application and the given time limit for delivery of each service in the notice board by every Designated Officer.

3. While ensuring compliance of the above provisions, the Designated Officers should also display on the notice board the required amount of user fee to be paid for each service separately so that the citizens are not to be forced to pay extra amount over and above the prescribed user fees.

4. A large number of e-Abhijogs are being received through e-Abhijoga portal as well as on the grievance day regularly regarding delay in disposal of mutation, conversion and other revenue cases. Grievance petitions are also received from O/o Hon'ble Chief Minister, Hon'ble Minister, Chief Secretary and other quarters which are forwarded to concerned Collectors for redressal and submission of compliance report.

5. However, as per the pending list of e-Abhijogs (*copy enclosed*), it appears that priority is not being given by the district administration for timely disposal of such grievances. The district administration need to be more responsive and proactive towards timely disposal of grievances on delivery of public services to ensure good governance.

6. It is learnt that the Vigilance Wing have established several help lines for lodging complaints against receipt of bribes /gratifications relating to the Rural Housing Scheme.

The Collectors are hereby advised to sensitize the officials dealing with the public services relating to Revenue & DM Deptt, to deliver such services in the most transparent and hassle free manner strictly following the provisions of the Acts & Rules and the Guidelines issued by Government. Zero tolerance should be adopted in the instances where illegal gratification in any manner is noticed.

Yours faithfully,


Principal Secretary to Government

Memo No. **24312** ., dated **22.07.2017**

Copy along with Revenue & DM Department letter No. 22754/PSR&DM., dated 14.07.2017 forwarded to the IGR, Odisha, Cuttack for information and necessary action.

He is requested to issue suitable instructions to all Registering Officers for strict adherence of the provisions of the ORTPS Act and Rules as well as instructions issued by Government from time to time in respect of delivery of registration related public services.


Deputy Secretary to Government

Memo No. **24313** ., dated **22.07.2017**

Copy along with Revenue & DM Department letter No. 22754/PSR&DM., dated 14.07.2017 forwarded to the Secretary, Board of Revenue, Odisha, Cuttack for information and necessary follow up action.


Deputy Secretary to Government

Memo No. **24314** ., dated **22.07.2017**

Copy along with Revenue & DM Department letter No. 22754/PSR&DM., dated 14.07.2017 forwarded to all RDCs for information and necessary follow up action.


Deputy Secretary to Government

Memo No. **24315** ., dated **22.07.2017**

Copy along with Revenue & DM Department letter No. 22754/PSR&DM., dated 14.07.2017 forwarded to Additional Secretary to Chief Minister for information.


Deputy Secretary to Government

Memo No. **24316** ., dated **22.07.2017**

Copy along with Revenue & DM Department letter No. 22754/PSR&DM., dated 14.07.2017 forwarded to OSD to Chief Secretary for kind information.


Deputy Secretary to Government



Revenue and Disaster mgnt.

Citizen District wise Report

Cases Received / Dealt by	New	Pending	Disposed	No Action	Overdue	Total Records	Disposal %age
Anugul	0	3	14	11		28	50
Balangir	0	14	0	9		23	0
Balasore	1	15	14	9		39	35.9
Bargarh	0	5	9	4		18	50
Bhadrak	0	11	0	2		13	0
Boudh	0	3	0	0		3	0
Cuttack	0	25	3	7		35	8.57
Debagarh	0	0	1	0		1	100
Dhenkanal	0	13	2	3		18	11.11
Gajapati	0	1	3	2		6	50
Ganjam	0	16	7	7		30	23.33
Jagatsinghapur	0	34	9	11		54	16.67
Jajapur	0	21	2	9		32	6.25
Jharsuguda	0	1	3	1		5	60
Kalahandi	0	4	3	1		8	37.5
Kandhamal	0	3	5	1		9	55.56
Kendrapara	0	14	10	9		33	30.3
Kendujhar	1	3	7	6		17	41.18
Khurda	0	38	15	29		82	18.29
Koraput	0	2	4	6		12	33.33
Malkangiri	0	2	0	0		2	0
Mayurbhanj	0	5	8	6		19	42.11
Nabarangapur	0	2	2	2		6	33.33
Nayagarh	0	5	0	0		5	0
Nuapada	0	4	0	1		5	0
Puri	1	13	0	3		17	0
Rayagada	0	3	1	2		6	16.67
Sambalpur	0	8	6	4		18	33.33
Subarnapur	0	2	3	1		6	50
Sundargarh	0	4	8	9		21	38.1
Total	3	274	139	155		571	24.34

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No. 22754 / PSR&DM
~~PT-1-RDM-IMU-STATUT-0001-2013~~
Date14.07.2017

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.

5. Since timely delivery of the public services to the citizens assumes paramount importance in the interest of the citizens, Collectors shall ensure that the above statutory provisions are strictly followed by the Designated Officers.

6. A meeting was held on 27.06.2017 under the Chairmanship of Hon'ble Minister, Revenue & Disaster Management, Odisha on delivery of public services, the copy of which has been circulated to all Collectors vide this Department letter No. 21938 dated 07.07.2017 for necessary follow up action on the decisions taken therein.

7. The Collectors/ADMs shall regularly inspect the tahasil offices under their jurisdiction to ensure the timely delivery of services by the Designated Officers. The Collectors shall review the disposal of cases notified under ORTPS Act in the Headquarter tahasil.

8. Collector, Khordha shall review the progress of disposal of cases notified under ORTPS Act in Bhubaneswar and Jatni tahasils and submit her report thereon to this Department within 31.07.2017 for kind appraisal of Hon'ble Minister.

9. As per the decision taken in the meeting dated 27.06.2017 the Collectors shall instruct the Tahasildars under their jurisdiction to give certificate by 31.08.2017 to the effect that no mutation and conversion case is pending in their Tahasils beyond the given time limit.

10. To ensure transparency in the functioning of tahasils offices, Collectors shall regularly reshuffle the bench clerks / dealing assistants in the tahasil offices under their jurisdiction.

11. The Collectors shall also regularly reshuffle the RIs, ARIs and Amins working in the tahasil offices under their jurisdiction.

12. The Collectors shall initiate action against Designated Officers and concerned staff for any deviation of the provisions of the ORTPS Act and Rules.

The above instructions should be followed in letter and spirit in strict adherence to the statutory provisions of the ORTPS Act and Rules. The action taken/compliance on the decisions of the meeting taken by Hon'ble Minister, Revenue & Disaster Management, Odisha on 27.06.2017 may be furnished to Government for further necessary action.

Yours faithfully,

By Fax

Memo No. 22755 R& DM., dated 14-7-17

Copy forwarded to the IGR, Odisha, Cuttack / all RDCs for information and necessary action.

Principal Secretary to Government

Principal Secretary to Government