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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