

Aditya Prasad Padhi, IAS
Chief Secretary, Odisha



GOVERNMENT OF ODISHA

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D.O.No.R&DM-RDM-IMU-STATUT-01-2013 28369/CS
Bhubaneswar, dated the 29th August, 2017

Dear Collector,

Sub: Delivery of public services to citizens pertaining to Revenue and DM Department.

Madam/Sir,

As you are aware, 41 (forty one) public services pertaining to Revenue and DM Department have been notified under the Odisha Right to Public Services (ORTPS) Act to ensure hassle free delivery of such services to citizens within given time limits. There is also provision for imposition of penalty on the authorities for non-delivery of services without reasonable cause and delay in delivery of such services beyond the given time limit. The intention behind the above legislation is to ensure that such public services are delivered to the citizens in a time bound manner and the authorities failing to deliver the services are made accountable for their lapses.

Before enactment of the ORTPS Act, instructions were issued from the level of Chief Secretary with approval of Hon'ble Chief Minister to all Collectors vide letter No. 34495/CS dated 28.07.2012 (copy enclosed) for disposal of pending applications i.e. disposal of uncontested mutation cases, conversion cases filed under section 8-A of OLR Act, issue of certified copies of RoRs and various certificates in a time bound manner failing which major penalty proceedings under OCS (CC&A) Rules would be initiated against the officials with whom the applications are found pending. The spirit of the letter was to create awareness among the field functionaries for disposal of services under ensuing ORTPS Act strictly within the given time limit.

After enactment of the Act, a series of instructions have been issued from Revenue and DM Department, the latest being the instructions issued vide letter No. 22754 dated 14.07.2017 after the review meeting held by Hon'ble Minister, R&DM. The above instructions specifically emphasized on proper monitoring of implementation of the Act by the Collectors.

However, it appears that there is a wide mismatch of figures between the figures reflected in the MPRs submitted by Collectors manually and the figures received online through the Bhulekh web application (*the list is enclosed at annexure 1 & 2*) which implies that there is lack of proper

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coordination. After field visit by senior officers of the Department, it has come to the notice of the Government that there is huge pendency of year old mutation and conversion cases for disposal. It is apparent that due diligence is not shown by the cutting edge level officers of the Department in delivery of such services.

Failure to deliver public services by the designated officers not only reflects Government functioning in poor light, but also defeats the very objective of the legislation for ensuring good governance by timely delivery of such services to the citizens. Hence, it is felt expedient that all applications for delivery of services pending with the designated officers are disposed of on priority basis within 31st October, 2017 positively for which the prescribed time limits are already over.

Disobedience to the above instructions would amount to misconduct liable for disciplinary action against the defaulting officials under the OCS (CC&A) Rules. Please monitor the delivery of such services fortnightly at your level without fail.

Best wishes

Yours sincerely,

A. P. Padhi

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(A. P. Padhi)

All Collectors (By Name)

Memo No. 28370 R & DM., dated 29.08.2017

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

A. P. Padhi

28.8
(A. P. Padhi)

B. K. Patnaik
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No.CMC-15/2012 34495 /CS(R&DM)
Bhubaneswar, dated the 28th July, 2012

To

All Collectors.

Sub: Delivery of services to the citizens in Revenue Offices.

Madam/Sir,

I am to inform you that Govt. of Odisha have decided to ensure timely delivery of services to the citizens. In order to make the system proactive the following instructions should be strictly adhered to:

1. Applications for Residence and Income certificates should be disposed of within a maximum period of 15 (fifteen) days from the date of receipt of the same.
2. Applications for Scheduled Caste (SC), Scheduled Tribe (ST), Other Backward Class (OBC), Socially and Educationally Backward Class (SEBC), Solvency and Legal heir (for limited purposes) certificates should be disposed of within a maximum period of one month of receipt of the same.

N.B: Citizens should submit these applications in their native tahasis.

3. All uncontested mutation cases (whether instituted on receipt of Form No.3 from Registration Office, on application or an report furnished to Tahasildar by his subordinates in Apppendix-5 of Mutation Manual) should be disposed of within a maximum period of 90 (ninety) days and RoRs corrected within a maximum period of 45 days from the date of approval of the case.
4. The applications (in From No.25) for use of agriculture land for purposes other than agriculture, submitted before authorized officer, should be disposed of within a maximum period of 2 (two) months provided the applicant shall pay the assessed premium and land revenue immediately after passing of such order for payment.
5. The applications for issuance of certified copies of RoRs should be disposed of within a maximum period of 3 (three) working days after the date of receipt of the application. Where extra fee is paid for expedition, the certified copy of the RoR shall be granted on the same day.

The datelines fixed for the delivery of services cited supra are required to be adhered by all concerned. If it is found that the applications are pending at the level of Revenue Inspectors, Revenue Supervisors, Dealing Assistants/Bench Clerks in tahasil office or with Tahasildars/Addl.Tahasildars, major disciplinary proceedings would be initiated against the concerned officer under OCS (CC&A) Rules.

You are therefore, requested to impress upon the public officers working under your jurisdiction to rise to the occasion and deliver the services to the citizens within stipulated time following the procedures prescribed under various statutes/executive instructions.

These instructions are being issued with the approval of Government and may be treated as **Most Urgent**.

Yours faithfully,

Sd/-
**Chief Secretary,
Odisha**

Memo No. 34496 /R&DM Dated, 28.7.12

Copy forwarded to Secretary, Board of Revenue, Odisha, Cuttack/all Revenue Divisional Commissioners for information and necessary action.


**Chief Secretary,
Odisha**

MPR on disposal of cases u/s 8 (A) of OLR Act under ORTPS Act for the month of June, 2017

Name of the District	No. of cases pending at the beginning of the month	No. of cases filed during the month	Total no. of cases for disposal	No. of cases disposed of during the month	Cumulative disposal of cases during the calender year	No. of cases pending (Col. 4 - 5)	No. of cases not disposed of within the stipulated	Reasons for pendency (in respect
1	2	3	4	5	6	7	8	9
Angul	1,134	283	1,417	251	1,263	1,166		
Balangir	1,656	179	1,835	106	517	1,729	0	
Balasore	1,096	441	1,537	425	2,911	1,112	0	
Bargarh	1,312	196	1,508	143	965	1,365	0	
Bhadrak	1,378	243	1,621	159	1,693	1,462	0	
Boudh	439	26	465	16	232	449		
Cuttack	1,580	758	2,338	573	2,496	1,765		
Deogarh	46	26	72	25	169	47		
Dhenkanal	665	191	856	75	1,120	781	0	
Gajpati	363	191	554	90	673	464	0	
Ganjam	7,414	787	8,201	229	2,008	7,972	0	
Jagatsinghpur	574	99	673	115	590	558	0	
Jajpur	1,747	107	1,854	60	1,262	1,794	49	
Jharsuguda	4	4	8	8	120	0	0	
Kalahandi	703	129	832	101	974	731		
Kandhamal	232	166	398	77	252	321	0	

Kendrapara	314	244	558	147	908	411	0	
Keonjhar	1,246	137	1,383	105	1,058	1,278	0	
Khurdha	4,635	862	5,497	487	3,039	4,996	425	
Koraput	359	155	514	112	730	402	0	
Malkangiri	69	9	78	11	38	67	0	
Mayurbhanj	1,006	357	1,363	406	1,719	957		
Nabarangapur	266	52	318	217	522	101	0	
Nayagarh	722	236	958	227	1,099	731		
Nuapada	186	91	277	52	689	225	0	
Puri	3,100	215	3,315	192	1,724	3,123	0	
Rayagada	929	142	1,071	122	614	949	0	
Sambalpur	2,188	178	2,366	219	1,067	2,147		
Sonepur	300	112	412	153	258	259	0	
Sundargarh	708	139	884	152	977	732		

Districtwise disposal of OLR 8(A) Case for the month of June, 2017 as per data entered online through Bhulekh application

Sl. No.	Districts	Cases Pending Up to May 2017		Cases Instituted in June 2017		Total Cases for Disposal		Cases Disposed		Total Cases Pending		Disposal % age
		No.	Area	No.	Area	No.	Area	No.	Area	No.	Area	
1	Angul	1,476	475	286	30	1,762	504	258	23	1,504	482	14
2	Balangir	127	30	48	9	175	39	35	8	140	32	20
3	Balasore	1,151	115	411	42	1,562	156	387	30	1,175	127	24
4	Bhadrak	1,239	162	151	25	1,390	187	131	13	1,259	174	9
5	Cuttack	1,320	163	282	36	1,602	200	327	34	1,275	165	20
6	Deogarh	39	31	23	2	62	33	17	3	45	31	27
7	Dhenkanal	523	188	134	52	657	240	60	10	597	229	9
8	Gajapati	121	15	92	3	213	18	24	2	189	17	11
9	Ganjam	2,942	559	701	63	3,643	622	339	49	3,304	573	9
10	Jagatsinghpur	238	68	37	11	275	79	56	26	219	53	20
11	Jajpur	1,138	139	32	3	1,170	142	16	3	1,154	140	1
12	Jharsuguda	728	179	173	24	901	203	67	15	834	188	7
13	Kalahandi	560	93	54	7	614	100	23	6	591	93	3
14	Kandhamal	215	42	103	5	318	47	47	3	271	45	14
15	Kendrapara	218	33	246	31	464	64	111	13	353	51	23

16	Keonjhar	879	109	117	16	996	125	64	6	932	119	6
17	Koraput	108	16	50	5	158	21	54	3	104	18	34
18	Malkangiri	78	6	12	0	90	6	14	0	76	6	15
19	Mayurbhanja	813	112	302	32	1,115	144	309	37	806	107	27
20	Nabarangpur	0	0	0	0	0	0	2	0	2	0	0
21	Nayagarh	561	48	91	5	652	53	95	5	557	48	14
22	Puri	1,097	10,764	371	239	1,468	11,003	123	22	1,345	10,981	8
23	Sambalpur	2,136	845	179	32	2,315	877	223	71	2,092	806	9
24	Sundergarh	342	75	97	60	439	135	51	7	388	128	11