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Chief Secretary, Odisha



Government of Odisha

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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 tahasilis.

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.

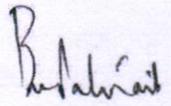
These instructions are being issued with the approval of Government and may be treated as **Most Urgent**.

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**