

**Top Priority**  
**By Fax / e-Mail**

**Government of Odisha**  
**Revenue & Disaster Management Department**

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L. No. 44560 / R & DM dated, 11.12. 2018  
RDM-CHS-PLAN-0003/2018

From

Dr. C. S. Kumar, IAS  
Principal Secretary to Government

To

The Secretary, Board of Revenue, Odisha, Cuttack  
All Collectors

Sub: Regarding e-Mutation Manual

Sir,

I am to say that after careful consideration, the Govt. have been pleased to introduce e-Mutation Manual for effective disposal of mutation cases. This may please be appreciated that over 1 and ½ years, substantial changes have taken place in e-governance applications. The process engineering has also seen a lot of changes to ensure early and effective disposal of mutation cases.

To make the system further robust and to cut delay at various levels, such as RI and RK, several rounds discussion have taken place and the present e-Mutation Manual has been developed. The Manual may please be brought to the notice of the Tahasildar / Addl. Tahasildar and Sub-Collectors This should be followed meticulously.

Encl: e-Mutation Manual

Yours faithfully,

  
Principal Secretary to Govt.

Memo No. 44561 / Dt 11.12.2018

Copy with enclosure forwarded to the Sr. Technical Director, NIC, Odisha, Bhubaneswar for information and necessary action. The Changes suggested may please be incorporated in the application soft-ware.

  
Addl. Secretary to Govt.

Memo No. 44562 / Dt 11.12.2018

Copy with enclosure forwarded to all Sub Collectors / All Tahasildars for information and necessary action..

  
Addl. Secretary to Govt.

Memo No. 44563 / Dt 11.12.2018

Copy forwarded to the Private Secretary to Minister for kind information of Hon'ble Minister, R & DM

  
Addl. Secretary to Govt

Memo No. 44564 / Dt 11.12.2018

Copy forwarded to the Private Secretary to the Principal Secretary for kind information of Principal Secretary, R & DM Deptt.

  
Addl. Secretary to Govt

## Process Re-Engineering

SI NO	Provision in Software	Present Arrangement	Process Reengineering	Maximum Timeline with Concerned Office	To be incorporate in the Software
1	Registration / Filling of Form-3	DEO of SR office entering the data and forwarding it to Tahasildar	<ul style="list-style-type: none"> <li>➤ Data will be made available to DEO of SR Office in drop down Selection box.</li> <li>➤ The Buyer and Seller will sign Declaration regarding accuracy of data (Name, Mobile No, Caste, Property Details and Boundary).</li> <li>➤ The Form-3 will be forwarded to Tahasildar from SR Office.</li> </ul>	3 Days	ILF&S and NIC
2.	Institution of case by Tahasildar	Tahasildar is instituting the case and forwarding it to RI	<ul style="list-style-type: none"> <li>➤ Tahasildar will institute the case maximum within 10days.</li> <li>➤ System Generated Alerts after 4 days to Tahasildar. Next Alert after 3 Days.</li> <li>➤ In case the Tahasildar is not instituting the Cases within 10 days. The case will be auto instituted after 10 working days and forwarded to RI with the System generated Order Sheet.</li> <li>➤ Report of such cases will also be available in the join of Sub-Collector and ADM and State PMU for monitoring</li> </ul>	10 working Days	NIC

3.	Notice to Public and Hearing by RI	RI is doing the Notice and conducts hearing ( No time Limit )	<ul style="list-style-type: none"> <li>➤ RI to Dispose the case within 30workingdays (preferably in one hearing).</li> <li>➤ First System generated alert will go to RI after 7 working days and subsequent alert after 3 working day for issue the General and Individual Notice.</li> <li>➤ If any delay made at the level of RI for generating the Notice, Immediate alert will go to Tahasildar for appropriate action.</li> <li>➤ In such scenario, Tahasildar will get the work done through some other RI of Revenue Supervisor and at the same time will initiate disciplinary action against the erring official.</li> <li>➤ In case the RI is not conducting the hearing timely and the case is pending beyond 30 days, it will be auto escalated to Tahasildar.</li> </ul> <p>For such cases delayed at the level of RI, one system generated report will go to Tahasildar, if the delay persist for more than 3 days, System Generated report will go to Sub-Collector, Subsequently to ADM and finally to State PMU.</p>	30 working Days	NIC
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4.	Final Order by Tahasildar	Tahasildar is passing the final order ( No Time Limit )	<ul style="list-style-type: none"> <li>➤ System generated Alert to Tahasildars. First Alert in 4 working days and subsequent Alerts in next 3 working days.</li> <li>➤ Once the mutation is confirmed and forwarded to Record Keeper, Khata No and Plot No will be Auto generated.</li> <li>➤ For such cases delayed at the level of Tahasildar, one system generated report will go to Sub-Collector. The Sub Collector will get the work done by Addl. Tahasildar and will initiate appropriate disciplinary action against the concerned official.</li> </ul> <p>If the delay persist for than 3 days, System Generated report will go to ADM and finally to State PMU for appropriate action. The State PMU will submit report in the matter to the concerned Branch Officer for taking appropriate orders from Govt. regarding disciplinary action against erring officials.</p>	7 working days with	NIC
<b>Appeal Period (30 Days ) – Auto Escalation to RK</b>			30 Working Days		
5.	Record Correction by RK	Record Keeper is manually creating the plot no and khata no and	<ul style="list-style-type: none"> <li>➤ Record Keeper will view the Case, add Rent and Cess, <i>Bisesa Anusanga</i>. Template based <i>Bisesa Anusanga</i> will be facilitate in the software. If required the RK can edit it as well.</li> <li>➤ RK will forward to OIC RR for approval.</li> <li>➤ System generated alert to will go to RK, First</li> </ul>	10 working days with RK	NIC

		with due process of record correction forwarding it to OIC RR	Alert in 4 working days and subsequent Alerts in next 3 working days. For such cases delayed at the level of RK, one system generated report will go to Tahasildar, if the delay persist for than 3 days, System Generated report will go to Sub-Collector, Subsequently to ADM and finally to State PMU.		
6.	Map Correction	By RI/Amin	<ul style="list-style-type: none"> <li>➤ Map Correction will be made both by Amin as well as RI.</li> <li>➤ Amin will do the Correction in Tahasil and RI will do the Correction in RI office.</li> <li>➤ RI/Amin will do the measurement visiting the site.</li> </ul>	3working Days	NIC
7.	Patta (RoR Generation)	With OIC Record Room	<ul style="list-style-type: none"> <li>➤ Patta will be generated and despatch to concerned Tenant address,provided at the time of Registration.</li> <li>➤ Provision will be made to generate system generated report on delivery of Patta through Postal Deliver System.</li> </ul>		