

GOVERNMENT OF ODISHA
REVENUE AND DISASTER MANAGEMENT DEPARTMENT

PT1-RDM-Reg-MISC-0004-2016-45264 /R&DM Dated 29-12-17

From

Dr. Chandra Shekhar Kumar, IAS
Principal Secretary to Government

To

All Collectors

Sub: Observations of Principal Secretary, Revenue & Disaster Management Department to all the Registering Officers during the Training programme of Master Trainers held on 05.12.2017 at Revenue Officers' Training Institute (ROTI).

Madam/ Sir,

In inviting a reference to the subject cited above, I am to say that during the Training programme of Master Trainers, all the Registering Officers were advised to achieve excellence in delivery of public services following the three Mantras of Hon'ble Chief Minister i.e. *Team work, Transparency and Technology*.

In order to bring out transformation in the field of property registration, you are requested to ensure that all Registering Officers adhere to the following practices.

- ❖ To receive the document from the registrant public as per the check list circulated by IGR, Odisha.
- ❖ To ensure that the registrant public submit Form-3 completely filled in all respects having mobile number and e-mail address of the claimant (if available) and correspondence address of both transferor and transferee.
- ❖ To register the document within the one day and deliver within three days.
- ❖ To promote cashless transactions in Registration Offices.
- ❖ To strictly adhere to the provisions of Income Tax Act & Rules, Prevention of Money Laundering Act & Rules, Prohibition of Benami Property Transactions Act & Rules, and other prevailing Acts and Rules of Government of India and State Government.
- ❖ To follow the circulars / instructions / guidelines issued by the Government or Office of IGR in letter and spirit..

- ❖ To timely furnish information on 16 parameters as devised by Revenue and DM Department.
- ❖ To create public awareness on various innovative practices undertaken by Government in the area of property registration to prevent exploitation of public by the middlemen.
- ❖ To prevent undesirable crowding in the Registration Offices by facilitating quick delivery of service to the registrant public.
- ❖ To establish helpdesk in strategic important registration offices.
- ❖ To regularly visit the social media like Facebook & Twitter of the Department and redress the public grievances.
- ❖ To extend courtesy and help to the senior citizens and women by giving them priority while delivering the service.
- ❖ To use technology for bringing transparency and accountability in the service delivery system.
- ❖ To maintain the cleanliness in the office premises.

Yours faithfully,

Memo No. 45265 /R&DM dated 29-12-17 Principal Secretary to Government

Copy forwarded to PS to Hon'ble Minister, R&DM for kind information of Hon'ble Minister.

Memo No. 45266 /R&DM dated 29-12-17 Deputy Secretary to Government

Copy forwarded to OSD to Chief Secretary for kind information of Chief Secretary.

Memo No. 45267 /R&DM dated 29-12-17 Deputy Secretary to Government

Copy forwarded to the Inspector General of Registration, Odisha, Cuttack for information and necessary action.

Memo No. 45268 /R&DM dated 29-12-17 Deputy Secretary to Government

Copy forwarded to All ADM-cum-DRs for information and necessary action.

Deputy Secretary to Government