

CCLA's Circular No. CMRO/205/2015, Dt:02 -12-2015.

Sub:- CMRO – Certain guidelines to streamline or tone day to day functions of Revenue Administration- Instructions issued – Reg.

Ref:- 1. Video Conference held on ~~10~~11-2015 and minutes communicated thereof
2. Meeting with AOs dated 27-11-2015

Attention is invited to the subject and references cited. As you are aware of the role of Revenue Department in day-to-day administration of districts, in providing invariable service to people. It has been reported in press and at various meetings that the system of Revenue Administration needs to be streamlined or toned up, as day to day functions of Revenue Department are severely hampered by ongoing programs being attended by field level functionaries i.e., VRAs, VROs, MRIs, Surveyors, Tahsildars and RDOs at the cost of original work. In some districts, it is noticed that the District Collectors are drafting RDOs weekly duty Charts in District Head Quarters. In most districts there is no information whether inspections of offices are being done by the District Collectors, Joint Collectors, Revenue Divisional Officers and Tahsildars of the offices under their jurisdiction. Similarly it is noticed that VROs are spending most of the time in Mandal offices as opposed to spending time in respective Villages, net result accountability has been drastically weakened. Henceforth there is a need for stream lining of the department considering the above issues.

Keeping in view of the issues mentioned above, the instructions to be followed by all the departmental officials are as follows:

1. **Inspection of Offices:** All District Collectors, Joint Collectors, Revenue Divisional Officers and Tahsildars shall inspect the offices under their jurisdiction on a regular basis to ensure transparency.
2. **Availability of RDOs in Divisional Head Quarters:** District Collectors are requested not to call RDOs unless and required urgently in District Head quarters. RDOs must stay in the Revenue division concerned and must be available to the General Public.
3. **Review of work progress to be done regularly by Joint Collectors:** Joint Collectors who are vested with the task of Revenue Administration shall ensure that they conduct a detailed review of the status of records/ mutations /MeeSeva beyond SLA time lines etc. They should also ensure that VROs invariably stay in the respective villages “**atleast 4 days**” in a week to render services to General Public.
4. **Guidelines for use of Digital Signature Key (DSK):** All District Collectors/Joint Collectors shall review the Digital Signature Key use by the Tahsildars on a regular basis.
 - a. There have been several complaints that data entry operators are doing several entries without the knowledge of the Tahsildar. It is clarified that Digital Signature Key is given to the Tahsildar and it is the responsibility of the Tahsildar to see that all data entries are done in the presence of the Tahsildars and approved by him.
 - b. NIC is being requested to prepare a daily transaction report showing all the transactions done on the Webland. The Tahsildar must invariably check and **sign the daily report of the Webland** which shall be made available to him in due course and he shall diligently see all entries to check the menace of

