



**Government of Jammu and Kashmir,
Civil Secretariat, Revenue Department**

Subject:-Streamlining the functioning of the Revenue Department, efficient monitoring, supervision and time bound delivery of the services to the public under the J&K Public Services Guarantee Act, 2011.

Circular No: 01 – Rev (NG) of 2016

Dated: 26 - 05 - 2016

It has been observed that the prescribed timelines for delivery of various services under PSGA by the subordinate Revenue agencies are not being adhered to on one or the other pretext. In the absence of any monitoring mechanism, the delinquent officers/officials are also made to go scot free. The applicants are not issued proper receipts to evade accountability for delivering the services within the prescribed time frame.

It is, therefore, enjoined upon all the Revenue officers, responsible for providing/delivery of various services, notified vide notification SRO-224 of 2011 dated 21st July, 2011, under the Jammu and Kashmir Public services Guarantee Rules, 2011, to strictly follow the time lines as already notified for providing each service.

With a view to further streamlining the functioning of the Revenue Department at the gross root level, following instructions are issued for strict compliance:-

- I. The application for delivery of service shall be received under proper receipt, and the deficiency, if any, shall be conveyed to the applicant immediately upon receipt of such application. A consolidated list of applications shall be submitted to the competent authority where the applications are received by a subordinate officer, in the evening, till online tracking facility is provided.
- II. The Divisional Commissioners shall fix quarterly targets for each Deputy Commissioner regarding removal of encroachments from State, Kahcharai and other common lands. The Deputy Commissioners, shall, in turn, fix monthly targets for the subordinate revenue officers. The Deputy Commissioners after obtaining fortnightly progress reports from his subordinate revenue officers, shall submit monthly reports in this regard to the Divisional Commissioner. A copy of each report shall also

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