

Government of Jammu & Kashmir,
OFFICE OF THE FINANCIAL COMMISSIONER (Revenue), J&K
[Rail Head Complex Jammu, 180012][Nov-April] /Amar Niwas, Tankipora Srinagar, 190008 [May-Oct]

Subject: Citizen's Charter of J&K Revenue Department - publication thereof.

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CIRCULAR No. **05** - of FC Revenue
Dated: **29** -06- 2020

Whereas the ARI & Trainings Department issued directions for publication of Citizens Charter vide No.ARI-3/Citizen/2001 dated 17.08.2005 followed by various circular instructions thereafter from time to time.

Whereas, in 2019 it was observed that the framing and publication of Citizens Charter of Revenue Department has remained pending in past, and its drafting was initiated accordingly.

Whereas, the draft Citizens Charter framed was referred to a Committee of Officers constituted vide Order No.65-FC Revenue of 2020 dated 17.08.2005, for examining the Draft Citizen's Charter of J&K Revenue Department and finalizing it for its publication for general public.

Whereas, the Committee of Officers headed by Commissioner, Survey & Land Records, J&K finalized the Citizens Charter and submitted its report vide No.FC(Coord-Misc)410/2020 dated 20.03.2020, with recommendation to the authority for its publication at his level by placing it on official website while endorsing to all the subordinate officers with directions to place the said Charter on their respective websites to give it wide publicity.

Therefore, in view of the above, the **Citizens Charter of J&K Revenue Department is hereby published** through official website for reference to the general public while providing the brief activities of the Department, contact persons at UT/Divisional/ District levels and to make the entire process citizen friendly, transparent and professional. The Citizen's Charter shall be placed on official websites of Financial Commissioner, Revenue [www.jkfcrr.nic.in], Divisional Commissioner, Jammu/ Kashmir [<http://divcomjammu.gov.in/> ; <http://kashmirdivision.nic.in/>] and all Deputy Commissioners for wide publicity.

Sd/-

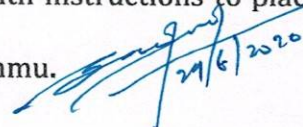
(Dr. Pawan Kotwal) IAS,
Financial Commissioner, Revenue, J&K

No.FC(Coord-Misc)410/2020

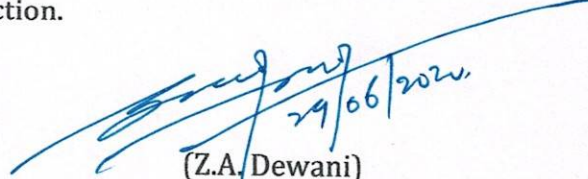
Dated: **29** -06-2020

Copy for necessary action to the:-

1. Pr. Secretary to Government, Revenue Department, J&K, Jammu, for inf.
2. Divisional Commissioner, Jammu / Kashmir, with instructions to place it in their respective official websites.
3. Commissioner, Survey & Land Records, J&K, Jammu.


29/6/2020

4. All Deputy Commissioners, with instructions to place it in their respective official websites.
5. Additional Commissioner [Central] with FC Revenue.
6. Pvt. Secretary to Financial Commissioner, Revenue, for inf. of FCR.
7. I/c Website, for necessary action.
8. Circular file.
9. Concerned file.



29/06/2020

(Z.A. Dewani)
Administrative Officer (R)
with Financial Commissioner, Revenue, J&K

CITIZENS' CHARTER OF J&K REVENUE DEPARTMENT -2020

**FINANCIAL COMMISSIONER REVENUE,
GOVERNMENT OF JAMMU & KASHMIR**

REVENUE COMPLEX

Amar Niwas, Tankipora, Srinagar- 190008	Rail Head, Panama Chowk Jammu- 180012
Phone: 0194 - 2479372	0191- 2470212
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Citizens' Charter of Jammu & Kashmir Revenue Department

VISION:

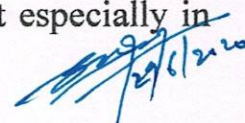
Excellence in governance for the benefit of all citizens in land management and disaster management.

MISSION:

The Department is created with the mission to maintain and modernize the land management, minimize land/property disputes of the state by way of adopting suitable techniques and to create educational awareness among the stake holders for posterity. The Department also envisages the vision of enhancing transparency in accessibility of land records, strengthening and accountability of Revenue Administration for sustainable management of land resources/services for optimal use on public purposes.

CITIZEN'S CHARTER:

The Jammu & Kashmir because of its mountainous relief is undulated terrain and being the youngest mountain ranges of the world. The Jammu & Kashmir is divided into Divisions in view of the topographical, administrative systems. These Divisions are further sub-divided into Districts, Tehsils, Niabats, Circles and Patwar Halqas for maintenance, preservation and updations of the land records in accordance with the Revenue Acts, Rules and Sections as applicable to the Jammu & Kashmir State. These Acts are the guiding factor for making new records at the time of new settlements. In the present structure, Revenue Department maintains the various types of records, mainly Record of Rights (RoR), Jamabandi, Girdawari, Mutation Register (Intikal), Agriculture Census. The main activities of the Revenue Department is Revenue Administration, Custodian of Land Records, Custodian of State, Kahcharai and Shamilat Lands, Disposal of the quasi-judicial cases under Land Revenue Act, Agrarian Reforms Act and other Acts, Settlement operations, Maintenance of various documents and their regular updation, Implementation of various laws, policies and acts, Periodic Settlement and Survey Operations, Land Acquisition for developmental projects etc., Disaster Management, Relief, Rehabilitation and Reconstruction, Conduct of Gurdawara Prabandak Committee elections. Since it is a continues process and telling upon the land management services and agricultural productivity viz-a-viz income of the farmers by way of agricultural and other census, the process is absolutely important especially in


27/6/2020

customer services, and assistance to the different sectors in future planning of developmental and assistance programmes of the Government. Hence the Revenue Department was created in the year 1956 to take care of this aspect and to devise ways and means to provide the public services as entrusted from time to time.


Presently, Revenue Department is working in all the 20 Districts and implements programme under State Plan (State Sector as well as District Sector) besides externally aided projects.

MANDATE OF THE DEPARTMENT:

Soil and water are two important natural resources which sustain life on this planet of universe. In terms of mandate, the Department plays a lead role in land resources management and technical guidance in the field of Revenue related issues with multifaceted activities and infrastructure. It monitors and coordinates working of field level officers. For better appreciation of the issues involved for land management and disaster management throughout the State, the matters are taken up after thorough examination at different levels with the Administrative Secretary of Planning / Finance / Revenue/ DMRRR, as per requirement for providing financial and technical assistance.

In terms of mandate, the following objectives are assigned to the Financial Commissioner (Revenue) in view of the importance of Land Management and Disaster Management/Relief etc. in Jammu & Kashmir, their intrinsic link with human survival and criticality for livelihood security on sustainable basis:-

- Formulation and implementation of schemes to conserve & manage land and water resources in the state by adopting approach as stipulated in the Revenue, Disaster Management, Relief, Rehabilitation & Resettlement related Acts/Rules and Policy for the Jammu and Kashmir.
- To provide technical guidance for preparation of schemes on scientific basis on land management, disaster management etc. and implement projects/ programmes, wherever required.
- To coordinate with the institutions and departments working on Land and Disaster Management within or outside J&K for capacity building as nodal agency for J&K on Land Management, Disaster Management, Relief, Rehabilitation & Reconstruction.
- To create awareness about land and disaster management by adopting suitable communication strategy and extension measures.


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WE ARE COMMITTED TO:

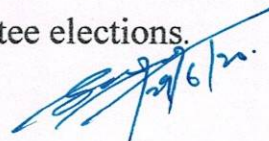
- Protect, Ameliorate, maintain and provide extracts of land records of State, Kahcharari and Proprietary nature and to provide relief, rehabilitation in the case of natural calamity besides preparedness measures in such eventuality for improving the land management and disaster management for better tomorrow.

WE STRIVE FOR:

- Maintenance of Land records, its management and protection to ensure and improve good quality services to public for progress and prosperity.
- Provide quasi-judicial services for removal of land related disputes.
- Digitization of Land Records to provide on-line access to the customer.
- Preparedness measures for timely response and to reduce loss due to the natural calamity.
- Decrease gap in identification of sufferers due to natural calamity and providing of relief and rehabilitation.
- Provide better services and make hassle-free issuance of timely income and other certificates under various Laws, Acts, in accordance with the guidelines of J&K Public Services Guarantee Act.

WHAT WE DO:

- Revenue Administration.
- Custodian of Land Records
- Custodian of State, Kahcharai and Shamilat Lands
- Disposal of the quasi-judicial cases as Revisional/ Appellate Authority under Land Revenue Act and Agrarian Reforms Act, etc.
- Maintenance of various documents and their regular updations
- Implementation of various Laws, Policies and Acts
- Periodic Settlement and Survey operations
- Land Acquisition for development projects, etc.
- Disaster Management.
- Relief, Rehabilitation & Reconstruction.
- Conduct of Gurdwara Prabandak Committee elections.



➤ The Department also venture out for the following activities in public interest as per the commitment of the Government:-

1. Conduct of electoral revisions as per guidelines of Govt. of India.
2. Monitor and coordinate maintaining Law and Order of respective jurisdictions by the Naib Tehsildar, Tehsildar, SDMs, Addl. Dy. Commissioners, Deputy Commissioners functioning as Executive Magistrates as well.
3. Deputy Commissioners are also functioning as Returning Officers for conduct of Parliamentary and Assembly Elections.
4. Deputy Commissioners are serving as District Development Commissioners with Major Head of the Department status, for implementation of development programmes of the District.
5. The Divisional Commissioner, Deputy Commissioner, SDMs, Tehsildar's and Naib Tehsildar's are redressing the complaints/grievances of the public on revenue matters.
6. Divisional Commissioners, Deputy Commissioner are also attending redressal of public grievances/demands pertaining to other departments of their respective jurisdictions.
7. The Divisional Commissioners and Deputy Commissioners at Divisional and District levels are serving as Chairman of the respective Disaster Management Authorities for preparedness, rescue and relief measures.
8. Create educational awareness among the masses regarding the need and importance of maintaining / updation of revenue records by way of organising camps, meetings, symposiums, seminars as well as provide technical know-how.

HOW WE DO:

- Identify the problematic areas for the improvement of maintenance, protection and updation of land records by way of interaction and meeting with the stake holders.
- Agriculture Census by way of conducting surveys and submission of reports to the stake-holders.
- Prepares the schemes/micro-plans and take up the works under State Plan, Centrally Sponsored Schemes etc.
- Under digitisation of land records [DILRMP], the revenue records like; RoRs, Jamabandies, Girdawaries, Mutation Registers, Cadestral maps etc. are scanned, and verified with the original records, for moving from

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27/6/2020

physical to digital mode of preserving, operating and updating the revenue records.

In future, this will improve revenue functioning hassle free/easy access to the commoners of their own property records, under their fingertips. This will also pave way for easy access at the time of registration of new sale deeds etc. with on-spot updation of revenue records for future reference to the client/ citizen.

WHAT WE EXPECT FROM PEOPLE:

- Mainly people of all walks of life especially dealing with agriculture, households, Government and Non-Government organisations, Public Entrepreneurs etc. should understand that land / property records is the main document, which provide them satisfaction from ill-motivators, encroachers, so they should facilitate appropriate measures for its proper and periodical updation of land records etc. maintained by the Revenue Department.
- Secondly, the people should come forward for providing timely information of such areas, which are under threat of encroachment and assist the Department in its removal for judicious use.
- Thirdly, the people should understand the non-updation of land records, electoral records etc. and the problems to be faced by everybody in nearfuture, so that the life of next generation becomes easier.
- In nutshell, the Department expects from the citizens their full cooperation to provide correct and authentic inputs to maintain correct record and issue various certificates/documents to the eligible person by the Department. Besides the Department expects their cooperation to eradicate corruption at every level.

HOW CAN PEOPLE APPROACH US:

People can approach the Department and its functionaries through;

- Contacting the Field Functionaries of the Department i.e. Additional Deputy Commissioners, Sub-Divisional Magistrates, Tehsildar, Naib Tehsildars, Girdawars and Patwaries which are functioning all over the state.
- Meeting Deputy Commissioners, who are based at District Head-quarters.

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- Meeting Divisional Commissioners and Financial Commissioner, Revenue or communicating through telephone or email. The official address, telephone, email details are given at Departmental websites www.jkfcrr.nic.in; <http://kashmirdivision.nic.in/> ; <http://divcomjammu.gov.in/>.

TIMEFRAME FOR PROCESSING VARIOUS PROPOSALS:

- The appropriate time is the beginning of the financial year when plans and proposals are finalized. However, the demands can be sent at any time which would be scrutinized and taken up whenever the funds are available.
- The follow up of action would be intimated to the applicant regarding selection/rejection of applications on following specified time frame;
- Investigation and survey within 1½ month after receipt of application.
- Finalization of report by higher authorities within 1 month and intimate the applicant accordingly.
- The time frame for completion of revenue matters:-

The proposed time frame for providing services would start after applying by the applicant under relevant rules before the competent authority in each case as has been notified by the Government under J&K Public Services Guarantee Act, 2011. For reference, the services provided, subject to the provisions made under the J&K PSG Act, Rules and notifications are:-

S. No	Name of service	Time frame.	Ref. to SRO
1	Legal Heir Certificate	20-days	467 of 16.10.2018
2	Property certificate upto Rs.20.00 lacs.	21-days	493 of 06.12.2017
3	Property certificate beyond Rs.20.00 lacs	21-days	
4	Bank Loan cases	21-days	
5	Lien Mark/ Cancellation of lien.	07-days	
6	Copy of Voter list	05-days	229 of 16.07.2012
7	Marriage Certificate under Hindu Marriage Act	05-days	
8	Reserved Category Certificate	15-days	224 of 21.07.2011
9	Dependent Certificate	30-days	
10	Extract of Fard Intikhab	10-days	
11	Extract of Girdawari	10-days	
12	Extract of Aks Masavi/ Latha	10-days	
13	Extract of Jamabandi	10-days	
14	Attestation of mutations	30-days	
15	Inheritance Mutation	30-days	
16	Copy of Mutation	10-days	
17	Demarcation of Land	30-days	

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18	Extract of Tatima Shajra	30-days	
19	Extract of Chullah /Chowkidara	10-days	
20	Income Certificate	30-days	

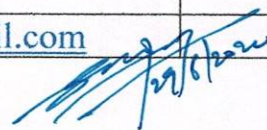
In case these services are not provided to the applicant within the time limit, applicant can file an Appeal against it before the designated Appellate Authority as notified by the Government in each case.

TIMEFRAME FOR DISPOSAL OF COMPLAINTS:

- Complaints will be acknowledged within 7 working days of receipt of the complaint & forwarded to concerned quarter.
- Investigation of the complaints will ordinarily be made within 1-2 months from the date of acknowledgement of the complaints, depending upon the quantum of issues involved.
- Visitors will be treated with courtesy and heard patiently. Efforts would be made to find an early solution to their problems.

WHOM TO CONTACT:

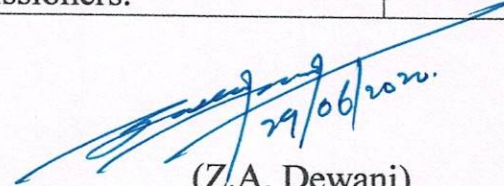
	[Nodal Officer's]	Address	Contact No.	Jurisdiction
1	Additional Commissioner, Central, with Financial Commissioner, Revenue, J&K	<u>May to Oct.:</u> Revenue Complex, Amar Niwas, Tankipora, Srinagar, J&K-190008 <u>Nov. to April :</u> Revenue Complex, Rail Head Panama Chowk, Jammu, J&K-180012	Tel & Fax Nos. 0194-2471932 0191-2471199	State level. Fin. Commr. Office.
			Email: jkfinancialcr@gmail.com	
2	Asstt. Settlement Commissioner, o/o Commissioner, Survey & Land Records, J&K	<u>May to Oct.:</u> Revenue Complex, Amar Niwas, Tankipora, Srinagar, J&K-190008 <u>Nov. to April :</u> Revenue Complex, Wazarat Road, Jammu, J&K-180001	0194-2472924 0191- 25659430191- 2520835	State level for Commissioner Survey & Land Records.
			Email: commrslr2015@gmail.com	



3	Additional Commissioners with Divisional Commissioner, Jammu/ Kashmir	Available on websites of respective Divisional Commissioners.	Divisional level, Kashmir / Jammu
4	Additional Deputy Commissioners	Available on websites of respective Deputy Commissioners.	District level.

Date: 29.06.2020

Place: Srinagar


(Z.A. Dewani)
Administrative Officer (R),
with Financial Commr. Revenue, J&K