

## **GOVERNMENT ORDER**

### **DEPARTMENT OF REVENUE – GOVERNMENT DUES & RECOVERY**

The purpose of this Government Order is to ensure that the new process for Government Dues & Recovery is followed. This would facilitate the electronic delivery of services through the instructions and guidelines as described in the following sections of the Government order. The important components of service delivery process is being listed below –

#### **1. Process for Registering service request for Government Dues & Recovery :**

Request for registration of service request for Government dues & recovery from the applicant should be acceptable by the Receipt branch of Deputy Commissioner Office.

- Applicant prepares case of defaulters with exhaustive description and attaches supporting documents.
- Applicant than submits hand written application along with prepared case at receipt branch of deputy commissioner.
- Clerk receipt branch will stamp the application indicating the concerned branch, assign a receipt number to the application and give the receipt number to the applicant for future correspondence.
- Clerk receipt branch forwards the application file to Superintendent Deputy Commissioner.

#### **2. Processing of Government Dues & Recovery**

All Government officers, directly or indirectly accountable for processing of Government dues & recovery request will have log in ID and Password for discharging their responsibility. The procedure for processing the request of Government dues & recovery will be as follows.

- i. After the receipt of the case file, the clerk receipt branch forwards the application file to Superintendent Deputy Commissioner.
- ii. Superintendent Deputy Commissioner receives and forwards the application file to Deputy Commissioner.
- iii. Deputy Commissioner signs the file and sends it back to Superintendent DC.
- iv. Superintendent DC marks and sends the file to concerned Officer in Charge and concerned branch.
- v. DRO receives the file, signs it and sends back to the concerned branch DRA(R) branch.
- vi. DRA(R) clerk receives the application file and verifies the documents submitted along with the application and prepares a noting for conversion into land revenue. DRA(R) forwards the file to Superintendent D.C. along with note for declaration as arrears of land revenue

- vii. Superintendent D.C. reviews the case file and forwards to DRO
- viii. DRO reviews the remarks of DRA(R) and adds his remarks for conversion under land revenue and forwards the case file to Additional Deputy Commissioner (ADC).
- ix. ADC reviews the remarks of DRO and adds his remarks for conversion under land revenue. ADC approves proposal for declaration of arrears as land revenue and forwards to D.C.
  - In case of any deficiency, disqualifies the case and returns backs the file
- x. Deputy Commissioner finally reviews the remarks and gives final approval for conversion of default under land revenue. The approved case file is sent to DRD (R) branch.
  - If D.C. disapproves, the application is send to dispatch branch and applicant is informed about the status.
- xi. DRA(R) clerk updates the details and the number of running register 2 on to the e-District application and forwards the physical case file to concerned Tehsildar.
- xii. e-District application registers the online application request and generates an ID number against the application request
- xiii. Dealing clerk Tehsildar, will log into his account daily and receive the service requests. Dealing clerk updates the details and the number of running register 2 (RR2) on to the e-District application
- xiv. Dealing clerk undertakes the physical notice serving process and updates the status of the notice serving process on to the e-District application
  - If the defaulter pays then, dealing clerk updates the status on to the e-District application and sends intimation to Deputy Commissioner; else process of property attachment or arrest of the defaulter is initiated.
- xv. In case the defaulter is arrested and still does not pay, then the dealing clerk initiates the process of extension of arrest period through SDM.
- xvi. Tehsildar will log into his account daily and receives the service requests. Tehsildar sends property auction request to concerned SDM through e-District application.
- xvii. SDM will log into his account daily and receives the service requests. SDM retrieves the application details, reviews the remarks of Tehsildar, gives comments for approval for auction date and forwards online to Deputy Commissioner for approval.
- xviii. Deputy Commissioner will log into his account daily and receives the service requests. Deputy Commissioner reviews the remarks of SDM and assigns the date for auction along with digitally sign orders for the same.
- xix. Tehsildar receives the order for auction and initiates the physical process of property attachment and updates the status of the payment on to the e-District application

- xx. Tehsildar sends back the physical case file to DRA (R) branch after completing the payment collection, payment deposit and collecting acknowledgment receipt from applicant.
- xxi. DRA (R) clerk logs into account and receives intimation for application request. DRA (R) clerk updates the entry details of RR2 on to the e-District application.

### **3. Process for information delivery of Government Dues & Recovery**

The process for accepting the service request for information regarding ongoing Government dues & recovery case is defined herein for ensuring acceptance of application at the Suwidha centers or Gram Suwidha Kendra's (GSK) or any other arrangement made by Government for accepting the request, without discretion of any kind. The applicant has option to enquire the status from Authorized GSK/ Suwidha center or by accessing e-District application through internet following the below mentioned procedures:

- i. To receive the information regarding ongoing Government dues & recovery case the applicant should visit any of the GSK/ Suwidha center.
- ii. The Authorized Operator/GSK operator will login into the e-District Application using his User ID, Password and Biometric identification.
- iii. The Authorized GSK/ Suwidha Operator should then interact with the Applicant and fill up the form with the details provided by the Applicant
- iv. The Authorized GSK/ Suwidha Operator should then take a photograph of the Applicant using a Web Camera attached with his workstation and attach it to the form.
  - Should the applicant have sent his details through an authorized agent, then the agent must carry the original applicant's passport size photograph, which should be provided to the Authorized Operator / GSK Operator.
- v. The Authorized GSK/ Suwidha Operator than retrieves and prints the desired details of status of Government dues & recovery case from e-District application. The Authorized Operator should duly stamp and sign the printout.
- vi. Alternatively Applicant could register himself on the e-District application and get a User ID and Password.
- vii. The Applicant will login into the e-District Application using his User ID and Password and select & open the desired Government dues & recovery form available on the e-District Application and fill in the required details.
- viii. The Applicant than submit the complete form into the e-District Application.
- ix. e-District Application provides the details of status of Government dues & recovery as updated on the e-District application.

### **4. Service Level for Government Dues & Recovery**

Service levels for all the intermediate process activities have been clearly defined and it is preferable for all the concerned officials to observe the service levels as provided below. However these service levels are for internal reference of the department and cannot be pursued to the court of law.

**Processing of Government Dues & Recovery**

S. No.	Activities	Time required	Service Level ( from date of service request)
1.	Submission of complete case file to receipt branch by applicant	1day	Day 0
2.	Scrutinizing the case file, supporting documents and issue of acknowledgement by DRA ( R )	20 days	21st day
3.	Entry of details by dealing clerk Tehsildar	2 days	23rd day
4.	Auctioning of property by Tehsildar after permission from DC	10 days	33rd day
5.	Payment to applicant after auction and submitting case file to DRA ( R) branch	5 days	38th day
6.	Closing case and entry in RR 2 register by DRA ( R) clerk	3 days	41st day

**5. MIS format for monitoring of Government Dues & Recovery**

The e-District application is capable of generating MIS reports on various parameters. These computer generated reports should be referred by the concerned official for various purposes.

## 6. Escalation Matrix

Escalation matrix for the critical process activities has been clearly defined below and it is mandatory for all the concerned officials to take action on the computer generated escalations so as to meet the predefined service levels.

### Processing for Government Dues & Recovery

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1	Scrutinizing the case file, supporting documents and issue of acknowledgement by DRA ( R )	DRA ( R ) clerk	21st day	DRO	1 day	DC	1 day	-	-
2	Entry of details by dealing clerk Tehsildar	Dealing clerk Tehsildar	23rd day	Tehsildar	1 day	DRO	1 day	DC	1 day
3	Auctioning of property by Tehsildar after permission from DC	Tehsildar	33rd day	SDM	1 day	DRO	1 day	DC	1 day
4	Payment to applicant after auction and submitting case file to DRA ( R ) branch	Tehsildar	38th day	SDM	1 day	DRO	1 day	DC	1 day
5	Closing case and entry in RR 2 register by DRA ( R ) clerk	DRA ( R ) clerk	41st day	DRO	1 day	DC	1 day	-	-