

Citizen's Charter of Divisional Commissioner Office Jammu

Introduction: Divisional Commissioner Office has a pivotal role in the administrative set up of the Division. Activities of all the departments are monitored by the Divisional Commissioner. He is the head of the Revenue Department at Divisional Level. The Deputy Commissioners of the 10 districts of Jammu Division report to him and he is the controlling and supervisory officer guiding and facilitating their work. Divisional Commissioner coordinates working of all the Departments at the Divisional level to effect synergy and sort out their departmental problems. The Divisional Commissioner keeps UT Government informed of all the developments and problems to seek assistance and guidance from the UT Administration. He keeps an eye on the law and order situation through the District Magistrate in turn coordinate with Police and Security Forces for sorting out the problems faced by the public. Various public grievances and individual complaints are heard and redressed by the Divisional Administration. The Jammu Division comprises of 10 Districts, 30 Sub- Divisions; 110 Tehsils; 273 Niabats; 189 Girdawar Circles; 824 Patwar Halqas; 3773 villages.

Functioning of the Divisional Commissioner Office:

The Divisional Commissioner office is headed by Divisional Commissioner who is assisted by a team of officers comprising of 02 Additional Commissioners, Assistant Commissioner (Central) with Divisional Commissioner; Revenue Attorney with Divisional Commissioner and Deputy Director Planning.

With a view to dealing with the different issues pertaining to the Revenue Department, different sections have been set up the brief description is as under:

Accounts Section: It deals with financial matters/ salary/ sanction of GPF/ cash in lieu/ pension case/ INSITU-TBP/ TA Bills/ Income Tax/ Budget/ Disbursing of funds/ Purchasing of Stationery/ Cash Book/ Leave Salary/ Administrative Inspections in subordinate officers/ NDCs etc.

SM Section: It deals with Digitization of National Land Record Management Project/ Jamabandies/ RDA/ DCB Statement.

Land Record Section: It deals with Land Acquisition/ Requisition cases/ Transfer of Land cases/ Lease/ Misc. Land cases.

Establishment Section: It deals with Office Administration/ Establishment cases of the employees/ Conduct of DPC/ fixation of senioritis of Division Cadre post/ SRO-43.

General / Relief Section: Election/ UPSC-PSC exam/ Relief/ DPs 45/65/71/ Law & Order/ Visit of VVIPs/ Evacuation of Slandered Person/ Red Cross/ Haj.

Revenue Attorney Section: Court Cases before all Courts/ Litigation (High Court/ CAT/Human Rights Commission/ Labour Cases/ Detention Cases under PSA/ Cases under Narcotics and Psychotropic substances anti-Tobacco Act.

Planning Section: Mega Projects/ District Plan/ Shiv Khori Shrine Board/ Amarnath Yatra/ Public Service Guarantee Act/ RTI Act including

compilation of data/ Maintenance of office building/ Disaster Management and its Control Room NCRF/ General Census.

Compliant Section: Public Grievances/ Complaints/ I-Grams.

Services provided by the Revenue Department:

The Revenue Department reaches out the public at large by way of providing various services through field functionaries. The services are to the provided to the desirous applicant(s) within the stipulated period.

Revenue Field Administration:

Divisional Commissioner at Division level; Deputy Commissioner at District Level; SDM at Sub-Divisional level; Tehsildar at Tehsil level; Naib-Tehsildar at Niabat level and Patwari at the Patwar/ village level.

Vision, Mission, Objectives and Functions

Vision

To have an effective, efficient and robust system of land records and Land Revenue Administration that minimizes dispute and litigation and creates a socially just and economically viable system of land management.

Mission

Updation of Land Records and Strengthening of Land Revenue Administration in the Division using modern technology to make access of the people easy to the Land Revenue related activities. To ensure speedy disposal of cases and providing citizen centric services and information under one roof. Evolving Disaster Management plans through participatory approach to cope with multiple hazards.

Objective

1. Modernization of Revenue Department by laying emphasis on Computerization of Land Records, Digitization of Cadastral Maps using survey technology and Computerization of Registration Work.
2. Speedy Disposal of Revenue Cases.
3. Ensuring availability of relevant data for better land and agriculture management.
4. Citizen focus in provision of services using IT for making available Record of Rights (RoR), certificates/ copies, undertaking registration attestations/ mutations, etc.
5. Disposal of cases of acquisition of land.
6. Issuance of various certificates viz. Domicile Certificate, Category Certificate, Property Certificate, Area Certificate, Income Certificate, Valuation of land certificate etc.
7. Internal efficiency / responsiveness /service delivery of Department.
8. Preparedness of Disaster Management.
9. Preparation of Citizen Charters for Revenue Department.
10. Efficient functioning of the RFD system.

Functions

1. Disposal of Revenue Cases-regarding Mutation, Partitions and Demarcation.

2. Disposal of land alienation cases.
3. Disposal of land dispute cases of Revenue Department.
4. Updation, maintenance and modernization of land records.
5. Disposal of cases of Acquisition of Land.
6. Issuing of various certificates like Permanent Resident Certificate (State Subject), Category Certificate, Area Certificate, Property Certificate, Income Certificate etc.
7. Transfer of land to various Departments.
8. Survey and Settlement Operations.
9. Implementation of the Pilot project for electronic survey of land.
10. Expanding of Project to digitize musavisi in the State
11. Relief and Rehabilitation measures.
12. Providing of Land Records Statistics for decision making.
13. Rationalization of Land valuation criteria/ land valuation system for progress of stamp duty and registration.
14. Citizen focus in provisions of services using IT for making available land records, certificates/ copies, undertaking registration, attestation of mutations, etc at Departmental Website.
15. Preparation of Disaster Management Plan for Hazard Vulnerable Risk Areas in the Division.
16. Holding of monthly Video Conferences with the DCs.
17. Land Document Registrations.