CITIZENS' CHARTER
OF
J&K REVENUE DEPARTMENT
-2020

FINANCIAL COMMISSIONER REVENUE,
GOVERNMENT OF JAMMU & KASHMIR

REVENUE COMPLEX

Amar Niwas, Tankipora, Srinagar-190008
Rail Head, PanamaChowk Jammu-180012

Phone: 0194-2479372 0191-2470212
Fax: 0194-2473828 0191-2471221

E-mail: jkfinancialcr@gmail.com
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, Nibats, 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
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.
WE ARE COMMITTED TO:

➢ Protect, Ameliorate, maintain and provide extracts of land records of State, Kahcharai 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, Cadastral maps etc. are scanned, and verified with the original records, for moving from
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.
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.jkfcr.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 PSGAct, Rules and notifications are:-

<table>
<thead>
<tr>
<th>S. No</th>
<th>Name of service</th>
<th>Time frame.</th>
<th>Ref. to SRO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Legal Heir Certificate</td>
<td>20-days</td>
<td>467 of 16.10.2018</td>
</tr>
<tr>
<td>2</td>
<td>Property certificate upto Rs.20.00 lacs.</td>
<td>21-days</td>
<td>493 of 06.12.2017</td>
</tr>
<tr>
<td>3</td>
<td>Property certificate beyond Rs.20.00 lacs</td>
<td>21-days</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Bank Loan cases</td>
<td>21-days</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Lien Mark/ Cancellation of lien.</td>
<td>07-days</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Copy of Voter list</td>
<td>05-days</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Marriage Certificate under Hindu Marriage Act</td>
<td>05-days</td>
<td>229 of 16.07.2012</td>
</tr>
<tr>
<td>8</td>
<td>Reserved Category Certificate</td>
<td>15-days</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Dependent Certificate</td>
<td>30-days</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Extract of Fard Intikhab</td>
<td>10-days</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Extract of Girdawari</td>
<td>10-days</td>
<td>224 of 21.07.2011</td>
</tr>
<tr>
<td>12</td>
<td>Extract of Aks Masavi/ Latha</td>
<td>10-days</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Extract of Jamabandi</td>
<td>10-days</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Attestation of mutations</td>
<td>30-days</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Inheritance Mutation</td>
<td>30-days</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Copy of Mutation</td>
<td>10-days</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Demarcation of Land</td>
<td>30-days</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>30-days</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Extract of Tatima Shajra</td>
<td>30-days</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Extract of Chullah /Chowkidara</td>
<td>10-days</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Income Certificate</td>
<td>30-days</td>
<td></td>
</tr>
</tbody>
</table>

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:**

<table>
<thead>
<tr>
<th>[Nodal Officer’s]</th>
<th>Address</th>
<th>Contact No.</th>
<th>Jurisdiction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Additional Commissioner, Central, with Financial Commissioner, Revenue, J&amp;K</td>
<td><strong>May to Oct.:</strong> Revenue Complex, Amar Niwas, Tankipora, Srinagar, J&amp;K-190008 <strong>Nov. to April:</strong> Revenue Complex, Rail Head Panama Chowk, Jammu, J&amp;K-180012</td>
<td>Tel &amp; Fax Nos. 0194-2471932 0191-2471199</td>
<td>State level. Fin. Commr. Office.</td>
</tr>
<tr>
<td>Email: <a href="mailto:jkfinancialcr@gmail.com">jkfinancialcr@gmail.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<p>| Email: <a href="mailto:commrslr2015@gmail.com">commrslr2015@gmail.com</a> |</p>
<table>
<thead>
<tr>
<th></th>
<th>Additional Commissioners with Divisional Commissioner, Jammu/Kashmir</th>
<th>Available on websites of respective Divisional Commissioners.</th>
<th>Divisional level, Kashmir / Jammu</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Additional Deputy Commissioners</td>
<td>Available on websites of respective Deputy Commissioners.</td>
<td>District level.</td>
</tr>
</tbody>
</table>

Date: 29.06.2020  
Place: Srinagar  

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