

35-A PROVISION FOR CERTIFIED COPIES

**Government of West Bengal
Office of the Director of Land Records & Surveys
And Joint Land Reforms Commissioner, West Bengal
35, Gopalnagar Road, Alipore, Calcutta-700027**

GENERAL INSTRUCTION

It has come to the notice that most of the DL&LROs are asking for a decision with regard to the charge for supplying information generated through Computer.

After careful consideration of the issue, it is decided that a sum of Rs.5/- will be charged for information about a single plot as application fee plus Rs.5/- will be charged for each page for Computer print-out. The applicant may be asked to apply with two Court Fee Stamp of Rs.5/- each presuming that Computer Print Out information regarding the single plot will be of single page. Further Court fee stamps will be realised from the applicants in case the no. of page is more than one at the time of delivering print out. For any information for another separate plot separate application will be submitted. The matter relating to three queries be dropped as it only applies to cases where Computerization has not been done.

S. Suresh Kumar
Director of Land Records & Surveys &
Jt. Land Reforms Commissioner, W.B.

Memo No.5/183-201/2000

Dated, Alipore, the 9th August, 2000.

Copy forwarded for information and necessary action to :

- 1) The Land & Land Reforms Department, West Bengal.
- 2-19) District Land & Land Reforms Officer, Bankura / Bardhaman / Birbhum / Darjeeling / Haora/ Hugli / Jalpaiguri / Kochbehar / Malda / Medinipur / Tamluk / Murshidabad / Nadia / Purulia / North 24-Parganas / South 24-Parganas / Dakshin Dinajpur / Uttar Dinajpur.

Anup K. Matilal
Dy. Director of Land Records
West Bengal

●
**Government of West Bengal
Office of the Director of Land Records & Surveys
and Joint Land Reforms Commissioner, West Bengal
35, Gopalnagar Road, Alipur, Kolkata-700027.**

Memo. No. 102/1156-73/C/2007

Dated, Alipore, the 10th April, 2007

From : The Director of Land Records & Surveys and
Joint land Reforms Commissioner,
West Bengal.

To
The District Land & Land Reforms Officer, (all)

It has been noticed over the period of time that various private Institutions/Govt. undertakings are directly approaching the BL&LROs for land related information for various purposes. At times, this has been leading to unnecessary problems and the data supplied by the BL&LROs are getting misquoted and even the purpose for which it is being taken is also not known either by the Directorate of Land Records & Surveys or by the Land & Land Reforms Department.

Hence, it is instructed that henceforth no BL&LRO shall provide any information to any private organization/ industry/ Government undertakings/ bodies. Such bodies may be requested to contact the DLR&S/DL&LRO for obtaining land related information.

From now onwards, the following produce shall be adopted for providing land related information to Government and non-government bodies-

A. For Government bodies/ institutions/ undertakings-

The DL&LROs may on receipt of requisite changes allow the BL&LROs to provide information to the Government bodies/ undertakings.

B. For Non-government/private institutions/company etc.-

The DL&LROs may provide necessary information to private parties only after obtaining approval from the DLR&S and Jt. LRC and on payment of requisite charges.

C. Information required by any raiyat or his family in respect of lands owned by him/them shall continue to be provided by the BL&LRO in the form of 'Certified Copy' etc. as per rules.

Further, it has been notice that the Government Organizations like HIDCO, KMDA etc. are not applying for mutation of land in their names and conversion. Notices should be issued by the DL&LROs concerned to these bodies requesting them to immediately apply for mutation and conversion so that the records can be updated immediately and there is no discrepancy in the records relating to actual ownership and classification of land.

B.P. Goipalika
Director of Land Records & Surveys
& Jt. Land Reforms Commissioner, West Bengal

Government of West Bengal
Office of the Director of Land Records & Surveys
and Joint Land Reforms Commissioner, West Bengal
35, Gopalnagar Road, Alipur, Kolkata-700027.

No. 11/2556/C/05

Dated, Alipore, the 26th November, 2009

To
The District Land Land Reforms Officer,
Nadia.

Sub : Certified copy of R.S. R-O-Rs
Ref : His office memo no. 3298 dated 05.10.09.

With reference to above, this is to inform him that certified photo copies of RS ROR may be issued after realization of fees as per rule.

S.K. Saha
for Director of Land Records and Surveys
& Jt. Land Reforms Commissioner, West Bengal.

Government of West Bengal
Office of the District Land & Land Reforms Officer, Nadia
Administrative Building, (1st floor),
Krishnagar, Nadia.

No. 3298/RS ROR/...../09

Dated the 5th October, 2009.

To
The Director of Land Records & Surveys
and Joint Land Reforms Commissioner, West Bengal,
35, Gopalnagar Road, Alipur, Kolkata-700027.

Sub : Issuance of Certified copy of R.S. R-O-Rs or information.

Sir,

In view of the above subject, this is to draw your kind attention to the fact that this office has been receiving numerous applications from people in general/Advocates as well as under RTI Act, 2005 for supplying of Certified copy of RS R-O-Rs or information due to filling Court cases/demarcation of land/Correction of map/actual recording in RS R-O-Rs etc. However, we are not in a position to supply

scanned copy of these records prepared under the WBEA Act, 1953 except photocopy or hand written copy of RS R-O-Rs or information, if the record is found available in proper condition. It is to be stated that we are bound to supply RS R-O-Rs or information under R.T.I. Act, 05 which is kept on record. With reference to your memo No. 11/552-569/C/05, dated 14.02.2008, I may submit that people in general are reportedly facing a lot of hardship due to restriction on supplying these documents.

Under the above circumstances and considering the acute problem, I would be grateful if you kindly look into the matter and instruct me whether photocopy / handwritten copy of RS R-O-R or information and reply on question of RS R-O-R or information duly authenticated, may be supplied from blocks under this district after realization of requisite court fees to overcome the crying need in this regard.

Encl. Copies of 11 (Eleven) prayers
covering 22 (Twenty two) sheets.

Yours faithfully,
Sd/-Illegible
Additional District Magistrate and
District Land & Land Reforms Officer, Nadia.

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**Government of West Bengal
Land and Land Reforms Department
Section-LR (AI), Branch-S&S
Writers' Buildings, Kolkata-700001.**

No. 4509-S&S/07/11.

Dated : 15.07.2011

From : Joint Secretary to the
Government of West Bengal,
Land & Land Reforms Deptt.

To : The Director of Land Records & Surveys
and Joint Land Reforms Commissioner, West Bengal,
Survey Building, 35, Gopal Nagar Road, Kolkata-700027.

Sub : Revision of charges for sale of Maps, holding Register etc.

The undersigned is directed to refer to his Memo No.150/627/D/1989 dt.07.07.2011 on the above mentioned subject and to inform him that the proposal for revision of charges for sale of Maps, holding Register etc. as proposed by him has been approved by the L.R.C. & Principal Secretary, L & L.R. Department, Government of West Bengal, in public interest.

The rates will be enhanced with immediate effect from the date of issue of this letter and the rates will be as follows :-

1. Rs.150/- per Finally published L.R. Sheet for single hard copy.
2. Rs.170/- per Sheet for single soft copy including the cost of Compact Disc. (C.D.) for Govt. Offices.
3. Rs.520/- per sheet for soft copy including the cost of compact Disc (CD) for State Government undertakings.
4. Rs.1,020/- per sheet for soft copy including the cost of compact Disc (C.D) for Central Govt. Undertaking and Private parties.

He is also requested to introduce the enhanced rates as detailed in Annexure-I sent as an enclosure to this letter and to communicate the same to all concerned offices for it immediate implementation with an intimation to this Department.

Sd/- Illegible
Joint Secretary to the
Government of West Bengal,
Land & Land Reforms Deptt.

Annexure-I

**EXISTING & PROPOSED PRICE OF SALEABLE MAPS FROM THE DIRECTORATE
RECORD ROOM AND FROM RECORD ROOMS IN DIFFERENT DISTRICTS**

Sl. No.	Description of Map	Scale	Present Price Per Sheet Rs.	Proposed Price Per Sheet Rs.
1.	50' Maps of Calcutta	1"=50'	Rs. 3=75	Rs. 80=00
2.	50' Maps of Added Area & Suburbs	1"=50'	3=75	80=00
3.	50' Maps of Tollygunge, Maniktala, Cossipore, South Suburban, Garden Reach & Other Municipality	1"=50'	3=75	80=00
4.	50' Map Haora Town	1"=50'	3=75	80=00
5.	Table of Conventional Signs for Calcutta & Howrah Town Maps	-	0=37	20=00
6.	Conventional Signs of 16", 4", 1" Maps	-	0=37	25=00
7.	State Map of West Bengal (Colour)	1"=16 mile	3=00	100=00
8.	State Map of West Bengal (Black)	1"=16 mile	3=00	75=00
9.	District Map	1"=1 mile	3=00	100=00
10.	District Map	1"=8 mile	0=50	75=00
11.	Police Station Maps of West Bengal	1"=1 mile	1=50	100=00
12.	Thana Map of West Bengal	4"=1 mile	0=37	75=00
13.	All Mauza Map of West Bengal To be sold by Collectors Record Room and B.L.&L.R.O. Offices	16"=1 mile 32"=1 mile 64"=1 mile	10=00	50=00
14.	Xerox copy of CS. RS & LR Maps	For 22" x 50" For 27" x 40"		100=00
15.	Print copy of L.R. Maps	For 22" x 30" For 27" x 40"	18.00 18.00	150=00 150=00
16.	Scan copy of CS. & RS Maps			150=00

PROPOSED RATES FOR CERTIFIED COPIES OF C.S. & R.S. MAPS OF WEST BENGAL

Sl. No.	Description of job	Present Rate	Proposed Rate	Payable in
1	Application fee	Rs.1.50	Rs.10.00	Court-fee stamp
2.	Copying charges for Mouza Maps including Tracing cloth	2.43 per 100 plots	Rs.80.00 for first 10 plots and Rs.10.00 per additional plots maximum within a 25 cm x 30 cm Tracing Cloth	Payable in Cash or D.D. through D.C.R.
3.	Authentication Fee	Rs.0.50	Rs.10.00	Court-fee stamp

**PROPOSED RATES FOR CERTIFIED COPIES OF 1"=50', C.S. & R.S. MAPS OF
GARDEN REACH & HOWRAH MUNICIPALITY.**

Sl. No.	Details of Job	Present Rate	Proposed Rate	Payable in
1.	Application Fee	Rs.1.50	Rs.10.00	Court-fee stamp
2.	Copying charges for CS Mouza Maps including Tracing Cloth	Rs. 5.12 per 4 sq.inches	Rs.80.00 for first 10 sq. inches and Rs.10.00 per additional Sq. inch maximum within a 25 cm x 30 cm Tracing Cloth	Payable in Cash or D.D. through D.C.R.
3.	Authentication Fee	Rs.0.50	Rs.10.00	Court-fee stamp

PROPOSED RATES FOR CERTIFIED COPIES OF HOLDING REGISTER AND AREA STATEMENT OF GARDEN REACH MUNICIPALITY AND HOWRAH MUNICIPALITY

Sl. No.	Details of job	Present Rate	Proposed Rate	Payable in
1.	Application Fee	Rs.1.50	Rs.10.00	Court – fee stamp
2.	Copying charges for Holding	Rs.0.50 Per holding	Rs.30.00 Per holding	Payable in Cash or D.D. through D.C.R.
3.	Authentication Fee	Rs.0.50	Rs.10.00	Court-fee stamp



	Government of West Bengal Office of the Director of Land Records and Surveys & Jt. Land Reforms Commissioner, West Bengal 35, Gopal Nagar Road, Alipore, Kolkata-700027	Control Copy Copy no. 1	
Document no./Title	Standard Operating Procedure for providing OTC Information Service		
Section Title	Procedure for providing over the counter (OTC) Information Service Through BHUCHITRA : Computer Section, Directorate of Land Records & Surveys, West Bengal		
Section No.	Revision Date	Page	Issue Date
		8	20.04.2012

1.0 Purpose :

Procedure for processing and delivering over the counter instantaneous information service requests such as plot information and certified copy of RoR with minimum time and single visit.

2.0 Scope :

The study of DIT, GoI and IIM, Ahmedabad on 'Impact Assessment of e-Governance Projects' in 2008 reveals that in West Bengal despite of substantial reduction of elapsed time, the frequency of visit and waiting time even for getting information service (i.e. copy of RoR) is highest among the States surveyed. Despite of perceptual improvement of quality of service in land records after computerization the proportion of citizens using services of Agents/intermediaries and proportion of paying higher fees than fixed by Govt. for getting the requested service have not reduced. Absence of OTC service due to un-updated data base (DB) of land records, high elapsed time for processing service request, repeated visits for perusing service requests, complex procedures etc. primarily constitute both tangible and intangible forms of services.

In 2011-12 about Rs.1.8 crores were spent for data updation. Out of 341 blocks in 207 blocks (i.e. 60.00 per cent) updated DB of land records was developed. Such updated DB shall be instrumental for implementing and popularizing OTC Information Services for citizens' benefit. The analysis of service requests in 2011-12 reveals that presently transaction based service requests constitute 30 per cent of total requests (i.e. mutation constitutes 27 per cent and conversion constitutes 3 per cent of total activity) but information based service requests constitute 70 per cent of total requests (i.e. issuance of certified copy of RoR constitutes 33 per cent of total activity and plot information constitutes 37 per cent of total activity). Presently elapsed time for processing the information service request and delivery thereof ranges from one week to six months. The frequency of visit by the citizens for information service ranges from 2 to 3 times. Such prolong elapsed time and frequency of visits are pushing the citizen to take service of agents and consequently leading to corrupt practices. Therefore this Directorate envisages for government process re-engineering for providing OTC Information services in all the blocks having developed updated DB. This SoP delineates the work process for OTC Information Services.

3.0 **Responsibilities :**

- (i) Overall responsibility lies with the BL&LRO. He shall be responsible for role assignment for OTC information services and identify the location of OTC information service counter in his office. The OTC information service shall bear a conspicuous signage subscribing the fees payable, elapse time for providing service, no. of service requests to be entertained per applicant in queue, timing of OTC information service availability etc. He shall arrange to make available all hardware, pre-printed stationeries, and other articles as may be necessary for work process.
- (ii) One staff in the ranks of UDC/LDC, one Group D and one Officer in the rank of R.O./SRO-II as may be notified by the BL&LRO shall be responsible for day to day functioning of OTC Information Service.
- (iii) The SDL&LRO and DL&LRO shall cause to monitor and supervise the implementation OTC Information Service at Blocks, where updated data base are developed and restored. If necessary, they shall depute staffs to process the pending information service request and provide all logistic support to sustain the OTC information service for the benefit of citizens. The SDL&LROs shall cause to notify such service availability by the BL&LROs under their jurisdiction with intimation to the DL&LRO.

4.0 **Abbreviations :**

BL & LRO : Block Land and Land Reforms Officer;	PI : Plot information;
DB : Data base;	UC : Updation Centre;
DL & LRO : District Land & Land Reforms Officer;	R.O : Revenue Officer;
DIT : Department of Information Technology;	RoR : Records of Right;
LDC : Lower Division Clerk;	R.I. : Revenue Inspector;
OTC : Over the Counter;	SD & LRO : Sub-Division Land & Land Reforms Officer;
	SRO : Special Revenue Officer;
	UDC : Upper Division Clerk;

5.0 **Reference :**

- a. Memo. No.19/comp/217/2000 dated, Alipore, the 7th July, 2010) of the DLR&S, WB, all the correction should be done in online method only.
- b. Section 50(2) of West Bengal Land Reforms Act, 1955
- c. Section 6 of Information Technology Act, 2000
- d. Section 76 of Indian Evidence Act, 1872

6.0 **Presumptions :**

- a. There shall be updated Data Base restored in server and one client along with a printer shall be allotted in counter from which such information services shall be given to citizens;
- b. The BL&LRO Office shall have uninterrupted power supply through D.G. Set so that work process shall not be interrupted due to shortage of power. Necessary permission for hiring diesel generator set has already been accorded.
- c. If the data base is centrally stored and block is linked up with WBSWAN, such central server shall remain up during service time.
- d. Availability of sufficient stationeries i.e. pre-printed stationeries for RoR, white paper for P.I, gum, perforator, one rubber stamp (certifying u/s 76 for certified copy of RoR), one rubber stamp for attestation (for PI) and inking pad.

7.0 **Procedure :**

- (i) The BL&LRO shall arrange the counter with one client and printer from where the OTC Information services shall be delivered. He shall also designate one UDC/LDC, one Gr.D and one RO/SRO-II for giving OTC Information Service in his office. In consultation with DL&LRO/SD&LRO he shall notify the date from which such OTC Information Service shall be made available along with charges as payable for PI/Certified copy of RoR. The OTC Information service shall be made available from 10.30 am to 1.30 pm and 2 pm to 4.00 pm in all working days. The applicant shall stand in queue with application(s) and requisite fees in non-judicial

stamps. One applicant at a time can submit maximum five (5) applications at a time for three times per day for OTC Information Service standing in queue in three different times.

(ii) Before initiation of OTC information services, BL&LRO shall assess the pending information service request (i.e. application for P.I. or certified copy of RoR) pending for processing and delivery. He shall arrange to take print out of all information services by forming a team. On preparation of requested information service deliverables, he shall arrange to deliver within 15 days by giving public notice to collect the deliverables.

(iii) On the notified date for initiating the OTC information services, the BL&LRO shall initialize the application number to 'T' from the 'administration' menu and migrate court fees accounting register into computer printed register.

(iv) The designated staff (i.e. UDC/LDC) on receiving the application(s) for P.I. shall collect the requisite court fees stamps (i.e. application fee Rs.10/- plus authentication fee Rs.10/- fixed) and select the mouza from 'como box' and type plot numbers. Thereafter, press 'yes' in radio button for confirming the receipt of court fees and select 'print' to print the P.I. Thereafter, the designated Gr.D shall affix the court fees and deface it by perforation and affix the rubber stamp of 'attestation'. On preparation of P.I., he shall place it before the RO/SRO-II for authentication. After authentication it shall be handed over to designated staff to deliver it to applicant over the counter. If the applicant requests plot information with map, it shall be processed in same process stated above on receipt of requisite fees in court stamps (i.e. Rs.10/- application fee and Rs.10/- per plot maps).

(v) Similarly the designated staff (i.e. UDC/LDC) on receiving the application(s) for certified copy of RoR shall collect the requisite court fees stamps (i.e. application fee Rs.10/- plus authentication fee Rs.10/- per page) and select the mouza from 'como box' and type Khatian number. The system will calculate the fees payable, which is Rs.10/- as authentication fee for each additional page. Thereafter, press 'yes' in radio button for confirming the receipt of court fees and select 'print' to print the RoR. Thereafter, the designated Gr.D shall affix the court fees and deface it by perforation and affix the rubber stamp of 'certifying u/s 76'. On preparation of copy of RoR he shall place it before the RO/SRO-II for authentication. After authentication of such certified copy of RoR, it shall be handed over to designated staff to deliver it to applicant over the counter.

(vi) It is expected that the whole work process of information service request including delivery shall be completed within 5 to 15 minutes. While preparing information service deliverables of one applicant by the Gr.D, the designated staff shall receive the service request of successive applicants and on completion of information service deliverables, such designated staff shall hand it over to the applicants. The aforesaid work process shall repeat till the completion of delivery of all information services requests in queue. The seating arrangement of the designated staff, RO/SRO-II and Gr.D shall be located in same or adjacent space so that the work process becomes seamless.

(vii) On completion of each day transaction of OTC services, the designated staff shall press the button 'Sanrakhan' (i.e. Preservation) and take print out of account of court fees defaced for providing OTC information services and shall preserve to prepare month wise account of court fees defacement. The computer printed register shall be periodically verified and authenticated and preserved by the BL & LRO.

(viii) If one service request is wrongly entered upto receipt of court fee menu and subsequently requires to be deleted then in report format such the serial number will remain omitted then the BL & LRO shall authenticate the same in printout and preserve.

(ix) In this process re-engineering, maintenance of hand written court fees register, verification i.e. 16 anna mil, affixing of multiple stamps i.e. break up of fees, compared etc., practice of defacement of court fees by subscribing application number on it are dispensed with.

(x) If an applicant on receiving the OTC information service complains or insists for providing P.I. and or certified copy of RoR with '16 Anna Mil', such request shall be entertained in the OTC information service counter if such service request submitted following the procedure as mentioned in paragraph (i). However on receipt of such service request the designated staff shall send the application along with court fees to the duly authorised RO/SRO-II for such rectification. On receiving such service request the authorised RO/SRO-II

shall cause the inquiry with reference P.I. Register, KB volume, hearing of concerned raiyats etc. shall try to rectify the error. However, in extreme cases the sealed L.R. volumes can be opened with explicit permission of the DL&LRO and shall be re-sealed immediately after consultation. Under no circumstances the DL&LRO shall accord permission for opening seals of L.R. volumes of more than two mouzas at a time per block. The DL& LRO shall exercise this power only after being satisfied with the reasons for opening the seal and as expeditiously as possible². The authorised RO/SRO-II on completion of his inquiry shall rectify the records online and direct the designated staff to proceed for processing service request as per paragraph (iv) and/or (v) accordingly. Here the elapsed time of 5 to 15 minutes for service request processing excludes the time taken by the authorised RO/SRO-II for causing inquiry and rectifying the record online.

8.0. Forms :

The service request for Plot Information and certified copy of RoR shall contain the information of name and address of applicant or raiyat, mouza in which such plot is located, plot no. (in case of plot information) and/or Khatian no. (in case of certified copy of RoR) in plain paper affixing court fee of Rs.10/- per application and requisite court fees for P.I. and certified copy of RoR. The forms as shown herein under are for sample. The applicant can use sample form(s) or may apply of their own but shall contain the information mentioned above.

FORM-I

Application for Plot Information

Court Fee Rs.10/-
Dated :

To
The BL & LRO
_____ Block
District : _____

Requisition for plot information is placed herewith for the below noted plot with map/without map, particulars of which are mentioned herein under.

Sl. No.	Mouza	J.L. No.	Plot No.	Amount of Court Fees deposited (in Rs.)

Kindly process the aforesaid service request and oblige thereby.

Signature of Applicant
Full Name :
Address :
Phone/Mobile No.

Received the requisitioned plot information
Signature : _____
Date :

FORM-II

Application for Certified Copy of Record of Rights (RoR)

Court Fee Rs.10/-

To
The BL & LRO
_____ Block
District : _____

Dated :

Requisition for certified copy of RoR is placed herewith for the below Khatiyan, particulars of which are mentioned herein under.

Sl. No.	Mouza	J.L. No.	Khatian No.	Amount of Court Fees deposited (in Rs.)

Kindly process the aforesaid service request and oblige thereby.

Signature of Applicant _____
Full Name :
Address :
Phone/Mobile No.

Received the requisitioned certified copy of RoR
Signature : _____
Date :

ENDNOTES :

1. Authentication means and includes authentication with reference to 'as is' electronic records available in updated database. It does not include exercising '16 Anna Mil' freshly if not already been done before. Under no circumstance the delivery of information service can be suspended due to absence of '16 Anna Mil'.
2. The DL&LRO shall not accord permission for opening the seals of LR volumes of mouza afresh unless the unsealed mouzas for which sanction was accorded earlier, are resealed.

Prepared by	Approved by
Dr. Dipankar Mandal Joint Director of Land Records & Surveys, West Bengal Sambhu Bhattacharjee O.C. Computer, Directorate of Land Records & Surveys, West Bengal	T.K. Shome Director of Land Records and Surveys and Jt. Land Reforms Commissioner, West Bengal.

●
Government of West Bengal
Land & Land Reforms Department
Land Policy Branch
Nabanna
325, Sarat Chatterjee Road, P.O.-Shibpur, Howrah-711102.

NOTIFICATION

No. 6045-LP/5M-27/13

Date : 28.10.2013

In exercise of the powers conferred by section 3 of the West Bengal Right to Public Services Act, 2013, the Governor is pleased to notify the services along with the stipulated time limit for rendering the services, and the Designated officers responsible for providing the services, the Appellate officer and the Reviewing Officer are as follows :-

Sl. No.	Services	Designated Officer	Stipulated time limit of providing the services	Appellate Officer	Reviewing Officer
1.	Plot Information	B.L. & L.R.O.	2 Days	S.D.L.&L.R.O.	D.L.&L.R.O.
2.	Certified copy of Record-of-Rights [RORs]	B.L. & L.R.O.	2 Days	S.D.L.&L.R.O.	D.L.&L.R.O.
3.	Certified copy of orders passed under WBLR & WBEA Act.	B.L. & L.R.O.	2 Days	S.D.L.&L.R.O.	D.L.&L.R.O.

By Order of the Governor

A.K. Singh
L.R.C. & A.C.S.

<http://wbllroa.in>