

**west bengal
land & land reforms
officers' association**



**পশ্চিমবং
ভূমি ও ভূমি মন্ত্রণালয়
আঞ্চলিক সমিতি**

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Ref : **29** / WBLROA / 2020-21

Date : Kolkata, **7th December** , 2020

To
The Land Reforms Commissioner
&
Principal Secretary
L. & L.R. & R.R. & R. Department
West Bengal

Sub: Acute crisis of guidelines to the field level officials for functioning within Rules, Acts as prevalent particularly in the backdrop of "Duare Sarkar" Programme - regards

Respected Sir,

With utmost respect we as an Association want to draw your kind attention to certain facts with regards to the present day flagship programme of the Government of West Bengal, "Duare Sarkar"

In the video conference held on 05.12.2020 convened by the respected Chief Secretary of our state it was mentioned that there is lackadaisical approach on the part of the officials of this set up. In this context, the Association humbly submits that since long our department has been under the leadership of efficient and Honorable ministers and we have tried to serve under their guidelines as most other Government servants do. Our role and actions have been guided and bounded by the Acts, Rules and Manuals which have been provided by the Government time to time.

In the current perspective we will like to elaborate our views:-

On 01.12.2020 vide memo number 5/ /comp/2012 our Director of Land Records and Surveys has issued one circular (copy enclosed). In that circular it is clearly mentioned that -

- 1) The officials present in the Duare Sarkar camps have been asked to facilitate the process of mutation application for individuals who are beneficiaries of Krishakbandhu Scheme from the camps only.
- 2) The officials have also been asked to entertain applications for corrections of typographical errors in name, address etc.
- 3) Later on the D.L&L.R.Os have asked the B.&L.R.Os to provide R.O.Rs to the applicants of the 1st camp in the 2ndcamp and so on. It has been communicated that this is the direction from your kind end.

- 4) We have been subsequently informed without formal order that normal mutation, conversion, Khajna and Patta related services has been included in the Duare Sarkar programme.

Now the Association is duty bound to highlight the working inconvenience as highlighted below --

- a. The e-Bhuchitra software is in-situ and location based (B.L.&L.R.O. / S.D.L.&L.R.O. / D.L.&L.R.O.). No modification or arrangement was made or announced to facilitate the service from other place, particularly in camps organized for “Duare Sarkar” programme but people in general were made to believe that the officials of this department are not willing to facilitate this service at the particular camp. Even in website banglarbhumi.gov.in the necessity of the people may be addressed but there is dearth of logistic support at the ground level and the website also does not support regarding connectivity and printing.
- b. After this problem was realized alternative arrangements in the form of taking a picture of the filled up mutation application and sending the same to the official counterpart was made.

Most of the districts are running at less than 50% staff strength and the blocks are running at 30 to 35% staff strength. The amount of contingency required for preserving and transportation of this public document is not kept in mind. Now the gap between two successive camps at a particular place is 7 to 10 days. The scope of hearing the case physically is not there. Our working experience tells us to presuppose that most of these applications will be warish mutations. As on date and as per rules physical hearing and enquiry is mandatory in such cases. We don't have the burden of universe upon us but let there be a clarification. Our experience says if any wrong is detected a couple of years henceforth the revenue officer concerned will be grilled in a hole.

- i. The circular being number 2555 of July 2017 issued by our Director serve as the principal guideline in respect of miscellaneous corrections. In such circular the R.O/B.L.&L.R.O has been directed to seek permission for every correction in finally published R.O.R. We are not arguing whether such circular was contrary to the act or citizen services but is definitely in contra to the present circular dated 01.12.2020. What will we do now?
- ii. There is a belief amongst people in General that land revenue have been waived. It is true that there is no scope of realizing and revenue from agricultural land. Then why such services have been included there is not clear to us. Same is true for conversion.
- iii. With regards to patta the initial message was to incorporate every patta in the R.O.R instantly. However later it was realized and alternative method to provide financial assistance have been devised.

But a new problem has come up in the name of entertaining new cases for Patta. For grant of Patta a joint enquiry is primarily done by the Revenue Inspector and Pradhan of the Gram Panchayat. Now a days on and average a Revenue inspector is given charge of 7 to 8 G.Ps. Moreover on every day he/she is sitting in the camp. When he/she will cause the enquiry? Proper clarification in respect of every service is lacking.

Again instant recording of Patta (which are mostly over 10 or more years older) calls for approval memo of S.D.O. and online permission from S.D.L.&L.R.O. which are not readily available at any camp.

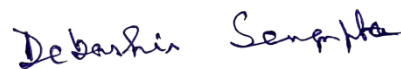
The Association urges that the departmental authority be transparent enough to highlight these procedural aspects as designed by them before propagating the corrections, etc. at camp locations at "Duare Sarkar", in fact, that the officers cannot work with the software without office location needs to be impressed foremost for it is appearing that the extra-departmental managers being totally oblivious of these practices are shifting the onus of delay in citizen- services to the officials who are functioning "hands-on".

It is learnt that in different districts instructions are being passed on to process and execute mutation, conversion, patta on camp mode, little introspection into Rule 21, Rule 5A /5AA, Rule 20 A(3) of WBLR Rules would highlight that such instant disposal of these functions are not possible in camp - mode for there is statutory period prescribed as also involvement of different statutory Authorities ranging from W.B.S.L.R.S., Gr-I to S.D.O. and even D.L.&L.R.O. The intention of the Government to render instant service at the doorstep is laudable but the stated laid out provisions as framed by the legislature(in fact Rule 21 was even recently amended allowing buffer period of 30 days) itself can only be bypassed by the field level functionaries if proper executive directions are circulated to act on the contrary of framed rules for otherwise the field level functionaries remain at risk of facing departmental proceedings which are always raised for even minor omissions and in fact, plenty of such proceedings are till date remaining pending at different levels.

We strongly urge that the higher authorities of the department intervene and provide true leadership within the framework of Act/Rule/Norms as set by the Government /Department. The field level executing officers are stuck in doldrums and are radar less.

The Association remains expecting.
Thanking you.
Enclosures: As stated.

Sincerely yours,



(**Debashis Sengupta**)
General Secretary

West Bengal Land & Land Reforms Officers' Association

Ref : 29 / 1(3) / WBLRROA / 2020-21

Date : Kolkata, *7th December* , 2020

Copy forwarded for information to:

1. The Director of Land Records & Surveys and Joint Land Reforms Commissioner, West Bengal.
2. The District Magistrate & Collector,
3. The Additional District Magistrate & District Land & Land Reforms Officer,



(**Debashis Sengupta**)
General Secretary

West Bengal Land & Land Reforms Officers' Association