



GOVERNMENT OF KERALA

Abstract

Revenue Department - Establishment - Proposal for Award to the offices in the Department of Revenue - Approved - Orders Issued.

REVENUE (C) DEPARTMENT

G.O.(Rt)No.4550/2021/RD Dated,Thiruvananthapuram, 16/12/2021

Read:- 1 GO(Ms)No.246/2021/RD dated 30.11.2021.

2 Letter No.LRM4-2422/2021 dated 20.11.2021 from the Commissioner of Land Revenue.

ORDER

Government as per order read above fixed the criteria for Revenue Awards for the outstanding officers in the Department of Revenue.

2. The Commissioner of Land Revenue as per letter read above has now submitted a draft proposal including guidelines constituting the Awards for the offices in the Department of Revenue.

3. Government have examined the guidelines in detail. Based on the same, the following conditions and stipulations are ordered to constitute the Awards to the outstanding offices in the Department:

The implementations of Revenue Award shall be on the basis of objective and subjective criteria on a 50-50 ratio. Objective criteria shall be based on measurable criteria which would indicate the performance of the offices in rendering services to the citizens and implementing the projects of the Government. Evaluation based on the subjective criteria shall be conducted by the independent external agencies such as Institute of Management in Government/ Centre of Management Development/ Institute of Land and Disaster Management, based on the feedback of Public. Villages will be evaluated at the District Level by a Committee chaired by the District Collector. All the remaining offices will be evaluated at the state level by a committee chaired by the Commissioner of Land Revenue.

Categories of Award for Offices

#	Category	Award
1	Village Office	Best in each District
2	Taluk Office	Best in the State
3	Revenue Divisional Office	Best in the State
4	District Collectorate	Best in the State

1. Village Office

#	Objective Criteria	Grade
1	% of online PV applications processed within timelines against applications received online. Total number of applications processed (provide numbers)	A > 95%, B > 90%, C > 85% A – Highest, B, C – next in order
2	% of KBT collected against the demand raised (except stay) Total amount collected (provide numbers)	A > 95%, B > 90%, C > 85% A – Highest, B, C – next in order
3	% of KBT cases sent for assessment against the number of new buildings/modifications reported. Total number of cases reported to Taluk (provide numbers)	A > 95%, B > 90%, C > 85% A – Highest, B, C – next in order
4	Number of KLC cases reported	A – Highest, B, C – next in order
5	% Collection for RR against open demands (except stay) Total amount collected in RR (provide numbers)	A > 95%, B > 90%, C > 85% A – Highest, B, C – next in order
6	% of tax/receipts collected online against total collection (Total is not considered as this is not a proactive step)	A > 99%, B > 97%, C > 95%
7	% of certificates issued as per RTS timelines Total number of Certificates issued (provide numbers)	A > 95%, B > 90%, C > 85% A – Highest, B, C – next in order
8	Record Maintenance (provide numbers)	A – As per the DOM and Village Manual – No deviations. No B and C grades are applicable in this category.
9	Other notable accomplishment – to be quantified and recommended by the Tahsildar	A, B and C (To be decided)

#	Subjective Criteria	Weightage
1	Public Rating of Services – Against the services rendered.	A - 5*, B - 4*, C - 3*

2	Transparency	A - 5*, B - 4*, C - 3*
3	People friendliness of the staff	A - 5*, B - 4*, C - 3*
4	Issue of receipt for applications	A - 5*, B - 4*, C - 3*
5	General Discipline of the office – timeliness	A - 5*, B - 4*, C - 3*
6	Infrastructure – Cleanliness and upkeep of office, yard, toilets, record room, boards and notices, drinking water, furniture for public.	A - 5*, B - 4*, C - 3*
7	Proactive involvement in the issues of the common man –Assessed by external agency	A - 5*, B - 4*, C - 3*

2.Taluk Office

#	Objective Criteria	Grade	Applicable to
1	% of online PV applications processed within timelines against applications received online	A > 95%, B > 90%, C > 85%	LR
2	% of KBT cases for which AOs are given against the number of new buildings/modifications reported by VO. Total amount for which AO/DNs were given (including cases remanded back) (provide numbers)	A > 95%, B > 90%, C > 85% A – Highest, B, C – next in order	Principal
3	Number of KLC orders issued (provide numbers) Number of cases evicted against total orders given (provide numbers)	A > 95%, B > 90%, C > 85% A – Highest, B, C – next in order	Principal
4	% Performance in LR-OBT (except stay)	A > 95%, B > 90%, C > 85%	LR
5	% Collection of lease against collectable demand Total amount collected (provide numbers)	A > 95%, B > 90%, C > 85% A – Highest, B, C – next in order	Principal
6	% of certificates issued as per RTS timelines	A > 95%, B > 90%, C > 85%	Principal
7	Number of relief disbursements done during the reporting year (provide numbers – total number of cases)	A – Highest, B, C – next in order	Principal
8	% of cases resolved in CMO Portal and Mitram as against the numbers received	A > 95%, B > 90%, C > 85%	Principal
9	Total Number of LRM cases resolved (provide numbers)	A – Highest, B, C – next in order	LR

10	Total Number of Pattayams Issued (provide numbers)	A – Highest, B, C – next in order	Principal
11	% collection of RR against demands raised (Except stay)	A > 80%, B > 70%, C > 60%	RR
	Total amount collected (provide numbers)	A – Highest, B, C – next in order	
	Total number of cases in stay which were vacated (provide numbers)	A – Highest, B, C – next in order	
12	Total number of projects where the next stage gate/notification has been completed on time . Each notification in each project will yield 1 point. Stage gates are to be uniformly defined at the state level and communicated.	A – Highest, B, C – next in order	LA
	Total number of projects handled (provide numbers)	A – Highest, B, C – next in order	
13	Certificate Appeals disposed of against the total received (provide numbers also)	A > 80%, B > 70%, C > 60%	Principal
	Total appeals disposed of	A – Highest, B, C – next in order	
14	PV appeals disposed of (provide numbers also)	A > 80%, B > 70%, C > 60%	LR
	Total appeals disposed of	A – Highest, B, C – next in order	
15	Record Maintenance	A – Well maintained record room and record keeping. There are no Bs and Cs	Principal, RR, LA.

#	Subjective Criteria	Weightage
1	Public Rating of Services – Against the services rendered and transparency	A - 5*, B - 4*, C - 3*
2	Transparency	A - 5*, B - 4*, C - 3*
3	People friendliness of the staff	A - 5*, B - 4*, C - 3*
4	Issue of receipt for applications	A - 5*, B - 4*, C - 3*
5	General Discipline of the office - timeliness	A - 5*, B - 4*, C - 3*

6	Infrastructure – Cleanliness and upkeep of office, yard, toilets, record room, boards and notices, drinking water, furniture for public.	A - 5*, B - 4*, C - 3*
7	Functional and effective front office for public interface	Yes/No
8	Proactive involvement in the issues of the common man –Assessed by external agency	A - 5*, B - 4*, C - 3*

3.Revenue Divisional Office

#	Objective Criteria	Grade
1	% of online PV appeals disposed of as against the appeals received. Number of cases disposed of (provide numbers)	A >80%, B >70%, C >60% A – Highest, B, C – next in order
2	% of KBT appeals disposed of as against the appeals received. Number of cases disposed of (provide numbers)	A > 80%, B > 70%, C > 60% A – Highest, B, C – next in order
3	% of KLC appeals disposed of as against the numbers received. Number of KLC cases disposed of	A > 80%, B > 70%, C > 60% A – Highest, B, C – next in order
4	% of CrPC 107, 108... cases disposed of against admitted (except the ones which lapsed automatically after 6 months) (provide numbers) Pendancy of Cases in 107, 108..., including the auto-lapsed cases. (provide numbers)	A > 80%, B > 70%, C > 60% A – Lowest, B, C – next
5	% of Parents and Sr Citizens cases disposed of against admitted (provide numbers) Number of cases disposed of (provide numbers)	A > 80%, B > 70%, C > 60% A – Highest, B, C - next in order
6	% of FSA cases disposed of against admitted (provide numbers) Number of cases disposed of (provide numbers)	A > 80%, B > 70%, C > 60% A – Highest, B, C – next in order

7	% of CrpC 133 cases disposed of against admitted (provide numbers) Number of cases disposed of (provide numbers)	A > 80%, B > 70%, C > 60% A – Highest, B, C – next in order
8	% of cases resolved in CMO Portal and Mitram against received during the period	A > 95%, B > 90%, C > 85%
9	Number of Forest Rights Recommended (provide numbers)	A – Highest, B, C – next in order
10	% of certificate appeals disposed of as against the appeals opened. Number of cases disposed of (provide numbers)	A > 80%, B > 70%, C > 60% A – Highest, B, C – next in order
11	% of 27A cases and 4D appeals disposed of as against the applications received. Number of cases disposed of (provide numbers)	A > 80%, B > 70%, C > 60% A – Highest, B, C – next in order
12	# of TLB cases disposed of	A – Highest, B, C – next in order
13	Record Maintenance	A – Well maintained record room and record keeping. There are no Bs and Cs
#	Subjective Criteria	Weightage
1	Public Rating of Services – Against the services rendered.	A - 5*, B - 4*, C - 3*
2	Transparency	A - 5*, B - 4*, C - 3*
3	People friendliness of the staff	A - 5*, B - 4*, C - 3*
4	Issue of receipt for applications	A - 5*, B - 4*, C - 3*
5	General Discipline of the office - timeliness	A - 5*, B - 4*, C - 3*
6	Infrastructure – Cleanliness and upkeep of office, yard, toilets, boards and notices, drinking water, furniture for public.	A - 5*, B - 4*, C - 3*
7	Proactive involvement in the issues of the common man – Assessed by external agency	A - 5*, B - 4*, C - 3*

4. District Collectorate

#	Objective Criteria	Grade
All Deputy Collectors		
1	% of files disposed of as against the files originated	A >80%, B >70%, C >60% A – Highest, B,C – next in order
2	Number of files disposed of (provide numbers)	A – Highest, B, C – next in order
3	Number of TLB cases disposed of	A – Highest, B, C – next in order
4	Progress of plan projects for the district (expenditure)	A >95%, B >90%, C >85%
	Progress of plan projects for local bodies (expenditure)	A >95%, B >90%, C >85%
	Number of plan works completed	A – Highest, B, C – next in order
5	Progress of Land Acquisition Projects – compliance as per the stage gates, on time, as defined from CLR.	A > 80%, B > 70%, C > 60%
	Number of projects completed	A – Highest, B, C – next in order
6	Implementation of priority projects of the Government and CM (Number)	A – Highest, B, C – next in order
7	Implementation of projects under MLA fund (Expenditure)	A >95%, B >90%, C >85%
	Implementation of projects under MP fund (Expenditure)	A >95%, B >90%, C >85%
8	Innovative initiatives launched with direct impact to public	A – Highest, B, C – next in order
9	Number of Pattayams issued against the number of applications received	A > 80%, B > 70%, C > 60%
10	Redressal of public grievance – Adalats conducted	A – Lowest, B, C – next in order
11	Completion of priority projects of the Government (provide the list)	A – Highest, B, C -Next in order
12	Inspections of sub offices	A – Highest, B, C- Next in order
13	% Disposal of online applications for PV,	A >95%, B >90%, C >85%
	% disposal of Onetime data certifications	A > 90%, B > 85%, C > 75%
14	e-Office implementation – Number of offices migrated during the reporting period.	A – Highest, B, C- Next in order

15	RR Collection	A – Highest, B, C- Next in order
16	Lease Collection	A – Highest, B, C- Next in order

#	Subjective Criteria	Weightage
1	Public Rating of Services – Against the services rendered	A - 5*, B - 4*, C - 3*
2	Transparency	A - 5*, B - 4*, C - 3*
3	People friendliness of the staff	A - 5*, B - 4*, C - 3*
4	Issue of receipt for applications	A - 5*, B - 4*, C - 3*
5	General Discipline of the office – timeliness	A - 5*, B - 4*, C - 3*
6	Infrastructure – Cleanliness and upkeep of office, yard, toilets, record room, boards and notices, drinking water, furniture for public.	A - 5*, B - 4*, C - 3*
7	Functional and effective front office for public interface	Yes/No
8	Proactive involvement in the issues of the common man – Assessed by external agency	A - 5*, B - 4*, C - 3*

4. Any clarification regarding the process or criteria defined for the award shall be provided by the Commissioner of Land Revenue.

(By order of the Governor)
Dr A Jayathilak I A S
Additional Chief Secretary

The Commissioner of Land Revenue, Thiruvananthapuram.
All District Collectors.
The Director, ILDM, Thiruvananthapuram.
The Accountant General (A&E/Audit), Thiruvananthapuram.
Information and Public Relation (Web & New Media) Department.
Stock File / Office Copy.

Forwarded /By order

Section Officer

Copy to : PS to Hon'ble Minister for Revenue.
PA to The Additional Chief Secretary, Revenue Department.
CA to The Deputy Secretary, Revenue Department.
Revenue (G and PS) Departments.