

GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

Revenue (Registration and Stamps) Department – Governance for results -
Implementation of revised Citizens Charter as per the recommendation of the 2nd
Administrative Reforms Commission – Orders – Issued.

REVENUE (REGISTRATION.I) DEPARTMENT

G.O.Rt.No.1094

Dated 12.07.2013

Read the following:

- 1) From Joint Secretary to Government, G.A.(GPM&AR) Department,
D.O.Lr.No.36447/GA(GPM&AR)/2003-9, dt.07/05/2011.
- 2) Govt.Memo.No.19497/Regn.I/A2/2011-1, dt.24/05/2011 and 17/1/2012.
- 3) From the C&I.G.(R&S) Lr.No.G1/8056/2011, dt.13/4/2012 and 3/4/2013.

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ORDER:

In the reference 1st read above, the G.A. (GPM&AR) Department have sent the recommendations of the Second Administrative Reforms Commission for implementation of Citizens Charters and requested to review the status with the Heads of Departments and initiate action to update and revise the Citizen Charters on the basis of recommendation of the Administrative Reforms Commission.

2. In the reference 3rd read above, the Commissioner and Inspector General (R&S) has furnished the revised Citizen Charter as per the Guidelines of Centre for Good Governance for quick disposal of public services.

3. Government after thorough examination of the existing Citizen Charter and keeping in view the guidelines of Centre for Good Governance, hereby revise the Citizen Charter in different layers of the department and fix the time limits for providing speedy and quality service to the registering public.

4. The revised Citizen Charter is annexed with this G.O.

5. The Commissioner and Inspector General(R&S), Hyderabad shall take necessary further action in the matter, accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

VINOD K.AGRAWAL
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Commissioner and Inspector General (R&S), Hyderabad.
Copy to the G.A.(GPM&AR) Department.
Copy to the P.S. to M(R&S),
Copy to the P.S. to Prl.Secy.
Copy to the SF/SC

//FORWARDED::BY ORDER//

SECTION OFFICER

Citizen's Charter

About Department:

i. Vision:

Registration Department has a vision to provide transparent, speedy and reliable registration services to the citizen as per the predefined citizen charter through computerization of the services and to serve as a royal record keeper, taking up the digitisation of the legacy data and to keep it available to the citizen on web.

ii. Mission:

- The department is taking up the “registration anywhere in the district” as its mission.
- Networking of all the registration offices in the state with APSWAN.
- Scanning and digitisation of manual records for electronic preservation and e-Services

iii. Objectives:

- One of the main objectives is to protect the public and prevent fraud by conservation of evidence and publicity of the document.
- Introducing transparent, speedy, reliable, efficient and consistent services of registration to the citizen.
- To deliver the services across the counter.
- To bring in maximum user friendliness
- Business process re-engineering the whole registration procedures

iv. Service Standards :

S.No	Main Services	Standard	Time frame	Name and contact details of Officer Responsible	Penalty (INR) (in Rupees)
A. Services offered at Sub Registrar Office					
1.	Registration of Document	After registration the document will be scanned, certified and returned to the parties	24 hours	Sub-Registrar	50/- per day
2	Issue of Encumbrance Certificate and Certified Copies (through computer)	After conducting search of the computer record a certificate in a fixed format is issued to parties	1 hour	Jr. / Sr. Assistant	10/- per hour
3	Issue of Encumbrance Certificate and Certified Copies (manual)	After conducting search of the manual record a certificate in a fixed format is issued to parties	24 hours	Jr. / Sr. Assistant	50/- per day

4	Registration of Marriages	When bride and bride-groom sign in the register the Registration is completed and certificate issued	1 hour	Sub-Registrar	10/- per hour
5	Reference of pending document to District Registrar	It shall be done by the Sub-Registrar in one day	1 day	Sub-Registrar	100/- per day
6	Reference of pending document under scheme of 47-A	The Sub-Registrar has to visit the property under reference and on satisfying that proper value is not adopted makes a reference to the DR	7 days	Sub-Registrar	100/- per day
7	Issue of Market Value	On application by the party, a computer generated value slip is issued	1 hour	Jr. / Sr. Assistant concerned	10/- per hour
B. Services offered at Chit Registrar office					
8	Registration of agreement of chit	On presentation of the duly signed agreement it will be registered	3Days	Asst. Registrar of Chits	50/- per day
9	Registration Commencement of Chit Group	After the agreement is registered and proper security is offered, chit gets commenced	3 Days	Asst. Registrar of Chits	50/- per day
10	Filing of Amendments	As and when changes are brought to the Chit Office	24 Hours	Asst. Registrar of Chits	10/- per hour
11	Filing of Minutes	Every month on completion of auction they are to be filed	24 Hours	Asst. Registrar of Chits	10/- per hour
12	Release of Security Deposit	After completion of the chit, ensuring that the payments are made to all the parties, security is released	3 days	Asst. Registrar of Chits	50/- per day
C. Services offered at District Registrar office					
13	Deposit and Opening of sealed cover containing wills	On obtaining proof of the sealed cover and of the testator, deposit is accepted	1 hour	District Registrar	10/- per hour
14	Disposal of pending documents	The DR has to go through the document and after coming to a conclusion gives clarification.	3 days	District Registrar	50/- per day
15	Registration of Societies and Firms	The applications lodged shall comply with all regulations and are in proper formats.	3 days	District Registrar	50/- per day

16	Issue of C.Cs and filing of amendments in r/o. Societies and Firms	Verifying that they are in proper shape, signed properly and relates to the existing record, they are taken on to the record	3 days	District Registrar	50/- per day
17	Disposal of documents referred u/s.47-A	The DR has to make a field visit to the property referred, examine and determine the value	45 days	District Registrar	50/- per day
18	Issue of Stamp Vendor license	When the application meets with the set guidelines license will be issued.	07 days	District Registrar	50/- per day
19	Renewal of Stamp Vendor license	If there are no adverse remarks and the application is in proper shape it will be renewed	3 days	District Registrar	50/- per day
20	Inspection of Notary record	Every year the notarial record will be verified to see whether the set in guidelines are followed	30 days	District Registrar	50/- per day
Services offered at O/o Commissioner and Inspector General					
21	Issue of Franking license	When the application meets with the set guidelines license will be issued.	20 days	Commissioner and Inspector General	50/- per day
22	Renewal of Franking license	If there are no adverse remarks and the application is in proper shape it will be renewed	10 days	Commissioner and Inspector General	50/- per day

- 24 hours mean – 24 hours from end of the working day i.e., 5 P.M.
- Expiry of 24 hours mean – 5 P.M. of next working day

v. Grievance Redress Mechanism:

S.No	Grievance type	Helpline number/Website url to lodge grievance	Name and contact details of Grievance Officer	Time frame for response	Timeframe for redress
1	Relating to the activities at Sub-registrar Office	1800-425-9909 www.registration.ap.gov.in	District Registrar of that district	1 hour	24 hours
2	Relating to the activities at District registrar Office	1800-425-9909 www.registration.ap.gov.in	Deputy Inspector General concerned	1 hour	Depending up on the service standards
3	Relating to the activities of Deputy Inspector	1800-425-9909 www.registration.ap.gov.in	Commissioner and Inspector General	1 hour	7 days

	General				
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vi. Stakeholders

S.No	Stakeholder	Relation with the stakeholder
1.	APREDA	They bring to the notice of the department about the market value trends in the State
2.	CREDAI	They bring to the notice of the department about the market value trends in the State
3.	FAPCCI	They bring to the notice of the department about the market value trends in the State

vii. Responsibility Centres and Subordinate Organizations

Sl. No	Responsibility Centre/Subordinate Organisations	Name of Officer	Landline number	Mobile Number	e-mail	Address
1	Sub-Registrar	List of all the officers enclosed	List enclosed	List enclosed	List enclosed	List enclosed
2	District Registrar	List of all the officers enclosed	List enclosed	List enclosed	List enclosed	
3	Deputy Inspector General	List of all the officers enclosed	List enclosed	List enclosed	List enclosed	

viii. Indicative expectations from service recipients

Registration of a document:

- The document shall have to be clearly typed or handwritten so as to be legible and suitable for scanning.
- The requisite fee and the duty shall be paid prior to the presentation of the document.
- Required annexures to accompany a document shall be enclosed like Annexure-IA in the case of registration of a house, Section 32-A form (Photo and Thumb impression form), ID Proof of the parties and witnesses, link documents etc.,
- Municipal tax receipts (for houses) and ROR pattadar pass books and title deeds (for agricultural lands)

Encumbrance certificate:

- Registration document showing the schedule property helps in the input of proper details. Similarly the ROR Title deed and Pattadar Pass Book shows the correct survey number and sub-division number.

Certified Copy:

- The correct details of document number and if possible the names of the parties to the documents are expected for identifying the document properly.

Stamp Vendor License:

- Certificates showing educational qualifications, age proof, residence proof, solvency and conduct certificates.

ix. Month and Year for the next review of the Charter:

This Citizens Charter is prepared by the Department on 15th day of July, 2013 and this will be revised on or before 14th day of July, 2015.

VINOD K.AGRAWAL
PRINCIPAL SECRETARY TO GOVERNMENT