



ASSOCIATION OF LAND AND LAND REFORMS OFFICERS', WEST BENGAL

এ্যাসোসিয়েশন অব্ ল্যান্ড এন্ড ল্যান্ড রিফর্মস অফিসার্স, ওয়েষ্ট বেঙ্গল

Regd. No. : S/59306/88-89

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CENTRAL COMMITTEE

Memo. No. 15/ALLO/2021

Dated: 23.09.2021

To,

**The Secretary & Land Reforms Commissioner, West Bengal.
Land & Land Reforms and Refugee Relief & Rehabilitation Department,
Government of West Bengal,
Nabanna, Howrah.**

Sub: Disposal of Mutation Cases & rationalization of work among RO/SRO-II(Users).

Respected Madam,

RO/SRO-IIs working in the integrated set-up of L&LR and RR&R Department is under tremendous work pressure due to disposal of mutation cases pending since long. Due to faulty and unscientific planning and deployment of RO/SRO-II(Users) and certain malfunctioning of the e Bhuchitra, aided with power cuts, internet link failure and lockdown period has made the situation more acute.

The users are not only overworked but also has to sacrifice their normal offs on Saturdays and Sundays for last couple of months.

Our association has made an in-depth analysis and arrived at certain interference which enables us to put up with certain suggestion for not only safeguarding the RO/SRO-II, but for ensuring speedy disposal of cases in a scientific and civilian manner without compromising the quality of disposal of cases and for better service to the citizens.

It is needless to state that ROs being the pivot of block offices have also to attend various other works like enquiries, preparation of Statement of facts for safe guarding the state interest in the courts of law, conversion enquiries, survey and settlement pending works, minor minerals, patta, barga, homestead, vesting etc.

In this submission we would like to deal with mutation cases only which has come up with utmost urgency due to huge pendency.

BASIC DATA

1. Submission of Mutation Cases throughout a year- around 60 lacs (trend of last 2/3 years)
2. No of Users (RO/SRO-II) engaged in disposal - around 1300
3. (i) Expected disposal per User per year - $60 \text{ lacs}/1300 = 4615\sim 4800$ (say)
(ii) Expected disposal per User per month - $4800/12 = 400$



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Source of submission-

1. Registration Department
2. Banglar Bhumi Website
3. eBhuchitra mode at BL&LRO Offices.

The asking rate of disposal per RO/SRO-II (User) is quite reasonable and does not call for any sweating or sham exercise by the hair splitting authorities.

But in reality it is becoming an insurmountable problem, calling for draconian measures. Through our work study we found the following maladies in the system and suggest the following administrative steps to mitigate the hardship.

[A] Mechanical Deployment of users

We have found that the deployment of users i.e. mainly ROs are not done according to the demand of pendency i.e. ROs are deployed inversely to the pendency of the mutation cases.

Suggestion:

(i) ROs (1300 users) must be posted as per the assessment of the average submission of cases district wise and then block wise and not mechanically, e.g. we found that at a certain time almost 100 ROs were posted in Coochbehar District where the pendency is negligible.

(ii) Supervision & Monitoring:

The prime work of supervision and monitoring to be taken up by SDL&LROs :

- (a) By means of frequent block visits
- (b) Video conference
- (c) Monthly monitoring of User wise disposal of average 400 cases per user per month including other entrusted works.

(iii) Motivation:- to prize the worker and penalize the shirker.

We have seen that there is a user wise skewness which results in very high rate of disposal by certain ROs while very low rate of disposal for others. The shirkers are never called for or warned. This hampers the collective endeavour.



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(iv) ADM & DL&LRO and DLR&S level monitoring-

The ADM & DL&LROs must monitor user wise disposal along with posting of adequate number of ROs as per the quantum of average submission of mutation cases per block with the rational of 400 disposals per user per month and ensure speedy maintenance of soft and hardwires as and when required.

[B] DLRS Level

Monitoring of the District/ Sub Division level disposal of cases and to ensure posting of ROs in the Districts based on average submission of cases in a District with a rational of 400 cases/month/user.

AND

Take up the matters relating to Server load, eBhuchitra and network failures with the agencies immediately as and when necessary, as per report from the Blocks/ Sub Divisions.

Finally, we would like to draw attention to the fact that several mouzas have been finally published without balancing the shares, particularly of the part or entire vested plots. Cautious steps must be devised in order to safe guard the state interest so that no part of the vested land gets mutated in such a scurry.

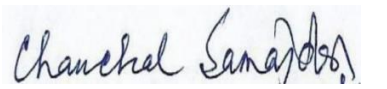
The objective and scientific approach instead of hammering the user will definitely restore the sobriety and civility of our department and serve the public with more dexterity and deftness.

We regret to inform that in spite of no guidelines from your end some district authorities are issuing orders to keep the BL&LRO offices open throughout the week including Saturdays and Sundays from 9 am. This, we consider, not only hamper the quality of disposal but will definitely break the Covid protocol and issued in contravention to the order of the Respected Chief Secretary to the Government of West Bengal. We have already illustrated herinabove as to how the mutation cases can be disposed of within the normal working days.

We are eager to meet you at your convenience to explain the entire proposal.

Our, objective and pragmatic proposal may kindly be considered for the sake of the benefit of the common people as well as the cadres and to safeguard the state interest.

Yours faithfully,


(CHANCHAL SAMAJDER)
General Secretary