

CITIZEN'S CHARTER

2013

FOR

DIRECTORATE OF SETTLEMENT & LAND RECORDS,

(GOVERNMENT OF GOA)

OFFICE :

**Directorate of Settlement & Land Record,
Swami Vivekanand Road,
(near Military Head Qts.)**

Panaji. Phone : 2422036 (Director)

403001 2422453 (General)

2234360 (DSL R Cabin FAX)

E-mail address : dir-land.goa@nic.in

Fax : 0832 – 2234360

Website – <http://dslr.goa.nic.in>, www.dharnaksh.com

Introduction

1. The Director of Settlement & Land Records is vested with the responsibility of preparation and maintenance of cadastral survey records as per provisions of Goa Land Revenue Code 1968. It is also revising and updating the land records. This work arises pursuant to the orders of various courts in cases related to partition, conversion, re-survey, re-fixation, demarcation, amalgamation of S.No./Subdivision and correction under the Land Revenue Code. It is also dealing with land acquisition matters by way of preparation of plans and reports. Confirmation of holdings and mutation of properties in city areas, issuing of certified copies of plans/maps to public, disposing of cases under record of rights carrying out settlement operations for fixation of standard land revenue and calculation of assessment under Land Revenue Code and defending Government interest in Government lands before various Courts of Law are the other important functions of this Directorate. Recently, after carrying out amendment to the Land Revenue Code and framing of rules, the Directorate has undertaken resurvey operations of the entire State of Goa for the limited purpose of updating the maps. This resurvey commenced in April, 2004 and ground survey work has been almost completed. The updated maps of Tiswadi and Bardez Talukas are being issued to general public. The updated maps in respect of remaining Talukas will be issued shortly in phased manner.
2. The Department has revised the Charter. The purpose of this Citizen's Charter is to inform the citizens of Goa regarding the services available to them in this Directorate. The procedure to be followed and other relevant information that will help to serve the citizens in a smooth, efficient and prompt manner are all contained in this charter. There are five parts to this

Charter. Part 'A' includes direct services provided by this Directorate; Part 'B' indirect services; Part 'C' the fees/charges involved for each service; Part 'D' names of Officer, Offices with addresses and telephone Nos. and Part 'E' provides application formats.

3. Suggestions to improve upon the Charter are invited.

SPECIAL REPORT ON COMPUTERISATION

1. In December, 1997 when computerised Record of Rights (Form I & XIV) of Tiswadi Taluka was inaugurated, it became the first Taluka in the State where the public could receive computerised certified copies of Form I & XIV within minutes of applying. This was the first evidence of Information Technology in the State having reached the common man.

2. Since then the computerisation programme of record of Rights has come a long way. We are proud to announce the completion of computerisation of Record of Rights of all 12 talukas of the state of Goa. The public can now receive computerised certified copies of Form I & XIV in any of the taluka level Mamlatdar offices in the State within no time. More importantly facility to update the records has also been provided in these taluka offices so that the public may get the latest records. All the taluka offices are connected through the GBBN and a copy of Record of Rights of any village or town can be issued from any taluka level office. Besides, the updation of the records is instantly done after the mutation process has been complete and updated computerised ROR's are available to the public for issue quickly.

3. It is also a matter of pride to announce that the Directorate has completed 100% Computerisation of Cadastral Maps of the State of Goa. Computerised certified copies of plans/maps are available to the public between one to three days after application depending upon the complexity of the plan and requirements. These certified copies can be obtained from the Head Office, Panaji or from any of the subordinate offices of the Directorate at Panaji, Mapusa, Margao, Vasco and Quepem. Apart from providing a transparent, responsive and effective administration, the computerisation will help to maintain a safe, well organized Land Records System in Goa.

4. In the year June,2010, the Department has launched the integrated Land Records (Form XV & Form J for villages & City respectively) which is the combination of ROR and survey plan. For these achievements, the Department of Settlement & land Records, had won e-Governance national Award 2009-10 of Computer Society of India, a prestigious organization encouraging e-Governance in the Country. In June 2012, the Department launched its own user friendly website www.dharnaksh.com which facilities any user in the world to view and print extracts of land records at the click

of a button. Ever since its inception, we have received enormous response from the users globally with website receiving more than 45000 hits till date and about 2200 registered users extracting copies of land records through payment gateway without having to visit office of land records. Everyday, about 100-150 hits are recorded. For this remarkable achievement, the Geospatial World Award of Excellence has been conferred to the Department for its GIS achievement "Dharnaksh - Land Records From Anywhere" in May, 2013 which was presented at Rotterdam, Netherlands.

5. The Directorate will be now commissioning issue of digitally signed land records documents through its website www.dharnaksh.com after which one can obtain a land record document online having legal sanctity for all purpose.

Sd/-
(R. Mihir Vardhan)
Director
Settlement & Land Records.

PART 'A'

1. Inspection of all Cadastral Plans/Records.

- a) Approach the Office of the Director at Panaji or any of subordinate Offices depending on the location of your property.
- b) Contact the official at the Reception Counter.
- c) Fill the prescribed application form.
- d) Pay the prescribed fees.
- e) Inspect the records after payment on the same day.

2. Inspection of Pre-liberation Land Records/Communidade Plans.

- a) Approach Office of Director at Panaji only.
- b) Contact the official at the Reception Counter.
- c) Fill the prescribed application form.
- d) Pay the prescribed fees
- e) Inspect the records after payment on the same day.

3. Issuing of Computerised certified copy of new Cadastral Plans./Form XV / Form 'J' '

- I a) This facility is available at Office of Director, Panaji and all subordinate offices.
- b) Contact the official at Reception Counter.
- c) Fill the prescribed application form.
- d) Pay prescribed fees i.e. Rs.60/- per plot, (S.No./sub-division).
- e) Note the date of issue of the certified plan.
- f) On appointed day come alongwith court fee stamp of Rs.5/- for each copy of plan.
- g) Pay balance amount and collect your plan in case fees collected in past payment.

(The time limit for this service is 1 to 3 days.)

Form XV, Form J, Internet plans.

4. Issuing of computerised certified copy of village maps.

- I. a) Approach office of the Director at Panaji or office of Inspector of Surveys & Land Records, Margao, Mapusa Vasco and Quepem.
- b) Contact the official at Reception Counter.
- c) Fill the prescribed application form.

- d) Pay the prescribed fees i.e. Rs. 200/ for map **without details** but with S.Nos. & Roads only, and Rs.250/- for first 10 sheets and Rs.50/-for additional P. T. Sheet village Map with **all details.**
- e) Note the date of issue of the certified plan.
- f) On appointed date come along with court fees stamp of Rs. 5/- per copy of village Map and collect the village map.
- (Time limit for this service is 3 days.)

5. Issuing of Certified copy of Alvara/Title/Old Cadastral Plan/communidade Plan

- a) This facility is available only at the office of the Director, Panaji.
- b) Contact the official at Reception Counter.
- c) Fill the prescribed application form and submit to Inward Counter.
- d) In case what you require is not available you will be intimated within 15 days.
- e) If you receive no intimation then come after 45 days from date of application alongwith court fee stamp of Rs. 5/- per copy of document.
- f) Pay prescribed fees and collect your documents.

(Time taken for this service is 30 days.)

Mutation in City Survey

- (1) File application under City Survey Rules of Land Revenue Code to Inspector of Surveys & Land Records, Mapusa, Vasco, Panaji or Margao depending on location of your property.
- (2) Notices will be issued by concerned Inspector of Survey & Land Record to all the parties concerned.
- (3) Thereafter, all parties will be heard and order will be passed by the Inspector of Surveys & Land Records concerned either ordering the mutation or rejecting the mutation.
- (4) If you are aggrieved by the order of the Inspector of Surveys & Land Records concerned, you may file an appeal before the Superintendent of Surveys & Land Records, Panaji or Margao depending on jurisdiction of the office where your property is located within 60 days.

Confirmation of Possession of property in City Survey

- (1) If you are in legitimate possession of property in any of the cities of Margao, Mapusa, Vasco, or Panaji, you may approach the Inspector of Surveys & Land Records concerned depending on location of the property and make application under Rule 6(1) of the city Survey Rules.
- (2) The Inspector of Surveys & Land Records concerned will issue notices to all the parties concerned and hear all the parties present and thereafter, pass an order confirming or rejecting the application.
- (3) If you are aggrieved by the order, you may file an appeal within 60 days to the Superintendent of Surveys & Land Records, Panaji / Margao.

PART ' B '

PARTITION

- (1) Obtain partition order under Section 61 of LRC 1968 from Deputy Collector concerned.
- (2) Approach Office of the Director, Panaji or Office of I.S.L.R., Margao Mapusa, Vasco & Quepem depending on location of your property.
- (3) Check whether order of Deputy Collector has been received. If received approach respective Revenue Section.
- (4) Furnish the names and addresses of all co-holders of holding, along with Stamped postal envelopes and registered A.D. cards.
- (5) Pay the prescribed survey fees.
- (6) Within 15 days notice of date of survey will be issued.
- (7) On the appointed day and time remain present at the place mentioned. The Field surveyor will carry out the survey work and take measurements as required in the presence of all parties.
- (8) Plan and survey report will be prepared and send to the Deputy Collector for confirmation alongwith copy of the application within 45 days after survey.
- (9) Obtain confirmation order from the Deputy Collector.
- (10) After confirmation of partition corrections will be effected after 30 days.
- (11) After corrections the plan and area adjustment statement will be sent to Mamlatdar concerned for making changes in Form I & XIV.
- (12) After 60 days of confirmation you may get certified copy of plan.

RE-SURVEY

- (1) Obtain order from Deputy Collector concerned under section 113 of LRC 1968.
- (2) The procedure involved here is the same as in the case of partition. The only difference in this case is that notice will be issued to all adjoining land holders concerned.

DEMARCATION/REFIXATION OF BOUNDARIES

- (1) Obtain order under section 114 of LRC 1968 from Deputy Collector concerned. The procedure involved here is the same as in the case of the partition.
- (2) Notices have to be served to all the adjoining land holders.
- (3) Bring along boundary stones for demarcation work at site.
- (4) For certified copies of the demarcation proceedings, you may file an application to Dy. Collector.
- (5) There is no confirmation involved here.

CONVERSION

- (1) Obtain order under section 32 of LRC 1968 from the Deputy Collector concerned.
- (2) Approach Office of the Director, Panaji or Inspector of Survey & Land Records, Margao, Mapusa, Panaji, Vasco & Quepem depending on where the property is located in North Goa or South Goa.
- (3) Pay prescribed survey fees.
- (4) Date of inspection will be intimated on day of payment.
- (5) After inspection plan, survey reports and schedule-II will be sent to the Dy. Collector within eight days.
- (6) Obtain Sanad from the Dy. Collector.

Resurvey and procedure for filing objection**Resurvey operation and updating of maps.**

- (1) Before starting resurvey operations, the Director shall issue a general public notice, fifteen days in advance, indicating the place for resurvey and date and time for conducting such resurvey. Such a notice shall be displayed on the notice board of Village panchayat/Municipality/Taluka Offices and shall also be published in the newspapers printed

in Marathi, English and Konkani languages. Such a notice shall also direct all interested landholders to be present at the time of resurvey operations and assist such operation.

(2) Upon completion of resurvey operation, required changes shall be effected in the maps in distinct colours or as specified by the Director and such draft maps shall be kept open for general inspection of the public for a period of thirty days at prominent places as may be decided by the Director.

(3) Any person aggrieved by the proposed changes shown on the draft map, may within a period of thirty days after expiry of the period allowed for inspection of draft-maps in sub rule (2) above, file objection before the Inspector of Surveys and Land Records in whose jurisdiction the land is located, on a plain paper giving full address. Applications received shall be entered in a register maintained for the purpose, village-wise/city-wise and acknowledgement thereof quoting serial number of the register shall be given to the applicant.

(4) If no objections are received in respect of changes effect in the maps within the stipulated time, they shall be confirmed.

(5) Objections relating to any change in record of measurements, area calculation or any error in depiction of the plan shall be disposed off by the Inspector of Surveys & Land Records within a period of 90 days from receipt and the maps shall be corrected accordingly.

(6) Any person aggrieved by the order of the Inspector of Survey & Land Records may prefer an appeal to the Superintendent of Survey & Land Records.

PART ' C '

The following are the fees/charges against services provided

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|----|--|--|
| 1) | Inspection of Records | ... Rs. 10/- per hour. |
| 2) | Search & inspection (when you do not know details of the property) | ... Rs. 20/- per hour. |
| 3) | Certified copy of old plan | ... *Rs. 30/- per sub div.
(Cost of paper extra) |
| 4) | Certified xerox copy of | ... Rs. 60/- per page
(Cost of paper extra) |
| | a) Registo de Agrimensor | |
| | b) Alvara/Tittle | ... Rs. 30/- per page
(Cost of paper extra) |
| 5) | The survey fees for
Partition / Re-survey /
Demarcation / Re-fixation
/Conversion | ... Rs. 820/- per day |
| 6) | (a) Every computerised certified copy of a serial number or entry in the record of rights, register of mutations and from the registers, accounts and records other than maps maintained by a Talathi under section 8 of the code. | ... Rs.15/- for the first page and @
Rs. 5/- for every ;additional page. |
| | (b) Every digitally signed copy of a serial number or entry in the record of rights register of mutations or records, other than maps, maintained by Mamlatdar. | ... Rs.25/- for each serial number or entry excluding cost of paper. |
| 7) | (a) Every certified copy of a computerised map of a survey number or of a sub-division of a survey number or of map or plan of any immovable property prepared under section 56 of the code. | ... Rs.60/- for every survey number or a sub-division of a survey inclusive of paper cost. |
| | (b) Every certified copy of Form XV | ... Rs.75/- |

- (c) Every digitally signed copy of a map of survey number or of a sub-division of a survey number or of a map or plan of any immovable property prepared under section 56 of the Code with the details of Form I appended to the Goa Daman and Diu Land Revenue (Record of Rights and Register of Cultivation) Rules 1969. ... **Rs.85/- for every survey number or a sub-division of a survey number excluding cost of paper.**
- (d) Every digitally signed copy of a map or plan of survey number or a sub-division of a survey number prepared in Form "J" appended to the Goa, Daman and Diu land Revenue (City Survey) Rules, 1969 (Integrated Record). ... **Rs.105/- for every survey number or a sub-division of a survey number excluding cost of paper.**
- 8) (a) Every certified copy of a computerised map or plan of a non-agricultural survey number or a sub-division of such a survey number. ... **Rs. 60/- for every survey number or a sub-division of a survey number inclusive of paper cost.**
- (b) Every digitally signed copy of a map of a survey number or of a sub-division of a survey number or of a map or plan of any immovable property prepared under section 56 of the code ... **Rs. 75/- for every survey number or a sub-division of a survey number excluding cost of paper.**
- 9) Every certified copy of a map or plan or computerised copy of map or plan of any portion of map or plan not falling under items (4), (5) and (6) ... **Such fees not exceeding Rs. 200/- and not less than Rs.20/- as the officer who certifies the copy shall determine provided that no fee exceeding Rs.50/- shall be charged by an Officer subordinate to a collector except with the permission of the Director of Settlement & Land Records.**

- 10 Every certified copy of a computerised map or plan or any portion of a map or plan (coloured copy with all details) not falling under (4), (5) and (6). **Rs. 250/- for a copy upto 10 P.T.Sheets and Rs.50/- for each additional P.T.Sheet in colour with all details inclusive of paper cost.**
11. Certified copy of every sheet of paper 30 X 21 Cms in dimension hand written or typed. **Rs.30/- for every sheet of paper or part thereof.**
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PART ' D '

In case you have a grievance or problem please contact any of the following Officers at the following addresses.

	OFFICERS	OFFICIAL ADDRESS
1.	Shri. R. Mihir Vardhan Director, Settlement & Land Records, Panaji.	Directorate of Settlement & Land Records, Swami Vivekanand Road, (Near Military Head Quarter), Panaji-Goa. Phone: No.2422036 (Director) No. 2422453 (Office) No.2234360 (Fax)
2.	Shri. Ajit S.Talaulikar Superintendent of Survey & Land Records, North- Goa, Panaji.	Directorate of Settlement & Land Records, Panaji – Goa. (EST, Accounts (DDO), & Re-Survey Cell) (Ph.No. 2422453)
3.	Miss. Domiana Nazareth, Superintendent of Survey & Land Records, South Goa, Margao.	Office of the Superintendent of Survey & Land Records, South Goa District, Margao, Block No.213, 2 nd floor, Mathany Saldhana Administrative Complex, Margao – Goa. (Ph.No.2794283).
4.	Shri. Anand Vaigankar Inspector of Surveys & Land Records.	Office of the Superintendent of Survey & Land Records, South Goa District, Margao, Block No.213, 2 nd floor, Mathany Saldhana Administrative Complex, Margao – Goa. (Ph.No.2794283).
5.	Smt. Maya Amonkar Assistant Survey & Settlement Officer.	Directorate of Settlement & Land Records, Panaji – Goa.(Judicial Section Land Acquisition & Record I Section). Ph. No. 2422453)
6.	Shri. Pankaj Bandekar Inspector of Surveys & Land Records, Quepem, Goa.	Office of the Inspector of Survey & Land Records, Quepem, Goa. Govt. Office Complex, Quepem 403705 (Ph. No.2664368)
7.	Shri. Rajesh R. Pai Kuchelkar Inspector of Surveys & Land Records, Panaji - Goa.	Directorate of Settlement & Land Records, Panaji – Goa. Office of the Inspector of Surveys & Land Records, City Survey Panaji (Record of Rights). (Ph. No. 2422453)
8.	Shri. Savio Silveira Inspector of Surveys & Land Records, Vasco-da-Gama.	Office of the Inspector of Surveys & Land Records, City Survey, Vasco-da-Gama, IInd floor, Guia Building, Vasco –da-Gama. (Ph. No. 2516101)
9.	Smt. Anisha Matondkar Inspector of Surveys & Land Records, Panaji - Goa.	Directorate of Settlement & Land Records, Panaji – Goa. Computer Section (including plans) and Store Section (Ph.No. 2422453)

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- 10 **Shri. Krishnakant S. Pangam** **Office of the Inspector of Surveys & Land**
Inspector of Surveys & **Records, City Survey Mapusa Goa.**
Land Records, Mapusa-Goa. **Ground Floor, Govt. Office Complex,**
Mapusa Goa. 403507 (Ph. No. 2254151)
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IN CASE ANYBODY IN THIS OFFICE ASKS YOU FOR BRIBE OR IF YOU HAVE INFORMATION ON CORRUPTION IN THIS OFFICE, PLEASE CONTACT:

1. **Vigilance Officer** : **Vacant**
(in the Department) **Tel. No.(Off.) 2422453**
(Res.)
2. **Director of** : **Shri Amarsen W. Rane**
Vigilance **Tel.No.(Off.) 2226189**
(Res.) 2235117
3. **Addl. Director/** : **Shri A. W. Rane**
Vigilance **Tel.No.(Off.) 2226189**
(Res.) 2235117
4. **Anti-Corruption** : **Tel. No.(Off.) 2232733**
Bureau **(Res.)**
Fax : 2425653

In view of Government of Goa Memo No. 1/4/78 – VIG (Vol. VII) dated 30-7-2003.

- Public Grievence Officer** : **Shri R. Mihir Vardhan**
H.O.D. **Director**
Ph. No. 2422036 (Director)
Ph. No. 2422453 (Office)
- Public Grievence Officer** : **Smt. Maya K. Amonkar**
North Goa. **(Assistant Survey & Settlement Officer)**
Ph. No2422453.
- Public Grievence Officer** : **Shri Anand Vaigankar.**
South Goa. **(Suptd. Of Survey & Land Records)**
Ph. No. 2794283.

ANNEXURES**Application Forms****DIRECTORATE OF SETTLEMENT & LAND RECORDS, PANAJI - GOA.**
APPLICATION FORM

1. Name of the applicant :

2. Address :

House No.

Village /City

Taluka _____ Goa.

I require the following services (please **tick** the required services)

- 1) Certified computerised copy of Plan.
- 2) Certified computerised copy of Village Map (Scale as available)
- 3) Certified Computerised copy of Village Map with detail. (Scale 1 :)
- 4) Certified Xerox Copy of Registo do Agrimensor.
- 5) Certified Xerox copy of Old Plan.
- 6) Certified Copy of Sketch with measurement (Old).
- 7) Certified copy of Auto de Demarcacao.
- 8) Inspection of Survey Records.
 - i) New Survey No.
 - ii) Old Survey and Registers.
 - iii) Comunidade Plan.
 - iv) Plans of Condade de Cuncolim

DETAILS

Date :-

(Signature of the Applicant)

P.T.O.

Charges item wise in Details.

- 1) Certified Computerised copy of plan.
Rs. 60/- per Sub Division.
- 2) Certified Computerised copy of Village Map.
Rs. 200/-
- 3) Certified Computerised copy of Village Map with detail
First 10 Sheets Rs.250/, Subsequent Sheet Rs.50/- each
- 4) Certified Xerox Copy of Rgisto do Agrimensor.
Rs.60/- + Cost of Paper.
- 5) Certified Xerox Copy of Old Plan.
Rs. 30/- + Cost of Paper.
- 6) Certified copy of Sketch with measurement (Old).
Rs. 10/- for each Measurement
- 7) Certified Copy of Auto de Demarcacao.
Rs. 30/- + Cost of Paper
- 8) Inspection of Survey Records.
Rs. 10/- & } per hour
Rs. 20/- (If applicant do not know the Survey No.) }

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Office use

To be collected on or after.....

**OFFICE OF THE INSPECTOR OF SURVEY &
LAND RECORDS**

**APPLICATION FORM
FOR**

Certified copy of Form III/ *Judgement & order in D.C.

Nos. _____

/Village _____

1) Name of the applicant :

2) Residential Address : I) House No. _____

ii) Ward _____

iii) Village _____

iv) Taluka _____

v) District South Goa.

Details of Property :

1) Village _____

2) Taluka _____

3) Survey No./Sub-Div.No. _____

Signature of the Applicant.

* Court fee stamp of Rs.2/- to be affixed on application form

For Office use.

**OFFICE OF THE INSPECTOR OF SURVEYS &
LAND RECORDS,**

APPLICATION FORM
FOR
CERTIFIED COPY OF SURVEY COMPUTERISED
PLAN

- 1) Name of the Applicant :
- 2) Residential Address : i) House No. _____
 ii) Ward _____
- iii) Village _____
- iv) Taluka _____
- v) District South Goa.

Details of Property :

- 1) Village _____
- 2) Taluka _____
- 3) Survey No./Sub-Div.No. _____

Signature of the Applicant

For Office use

**OFFICE OF THE INSPECTOR OF SURVEYS &
LAND RECORDS,**

CITY SURVEY _____

**APPLICATION - FORM
FOR
CERTIFIED COPY OF SURVEY PLAN/FORM 'D' & FORM 'B'**

1. Name of the Applicant :

2. Address : Ward

House No.

Village/City :

Taluka _____ Goa.

DETAILS OF PROPERTY

1. City :

2. Taluka :

3. P. T. Sheet No./Chalta No. :

Date :

Signature of the Applicant.

*******For Office use :*******