

GOVERNMENT ORDER

DEPARTMENT OF REVENUE – REVENUE COURT CASE

The purpose of this Government Order is to ensure that the defined process for Revenue Court case is followed. This would facilitate the electronic delivery of services through the instructions and guidelines as described in the following sections of the Government order. The important components of service delivery process is being listed below –

1. Process for Registering Revenue Court Case

Request for registration of Revenue court case from the petitioner should be acceptable by Reader of the concerned revenue court. Petitioner would be required to submit the complete case along with all the necessary documents.

Supporting Documents

The applicant needs to attach copy of the following documents along-with his service request.

- i. Application for petition with correct court fees stamp and complete description of the case.
- ii. Power of Attorney of the legal practitioner.
- iii. Complete set of supporting documents (Dependent on the type of case filed).
- iv. Talabana Fees on the prescribed format (It is the fees charged by government for summoning the respondents)
- v. Arguments/Judgments
- vi. Evidence and Biyan of both parties

2. Processing of Revenue Court Case

All Government officers, directly or indirectly accountable for processing of Revenue Court Cases will have log in ID and Password for discharging their responsibility. The procedure for processing of revenue court case will be as follows.

- i. After receiving the case file from petitioner, the presiding revenue officer marks the case file to the concerned reader for further processing.
- ii. Reader receives the case file and checks the necessary details.
 - a. If the case falls outside the purview of court jurisdiction, then reader intimates the petitioner with stated reasons of rejection and applicant follows the same procedure on court of concerned revenue officer
 - b. If the case falls within the purview of court jurisdiction, then concerned reader forwards the application file to peskar for further processing.
- iii. Peskar scrutinizes the documents attached; court fees stamps; details of application and history of the case.
 - a. If the case details and supporting documents provided are not correct then the case is rejected with remarks

- b. If the case details and supporting documents provided are correct then reader updates the case details in the e-District application, registers the case and forwards the physical case file to presiding revenue officer. He provides the case reference number, as generated by the e-District application, and provides to the petitioner.
- iv. Presiding Revenue Officer will log into his/her account daily, and receives the service requests. He examines the complete application details and marks the physical case file for report to reader on specified date and also update the e-District application.
- v. Reader will log into his/her account daily, and receives the service requests. He retrieves the application details, prepares a report on the revenue case registered and forward to Presiding Revenue Officer.
- vi. Presiding Revenue Officer receives the file, reviews the report and assigns the date for summons to the respondent which is the first date of hearing of the court case, also updates the status onto the e-District application
- vii. Reader receives the application request and undertakes the physical summoning process, notice serving process and updates the case register on to the e-District application.
- viii. After the summoning process, Reader receives the notice report and updates the Peshi register and remarks on to notice report on to the e-District application
- ix. On the date of hearing , reader, logs into account and retrieves the case list through e-District application
 - a. If the case is adjourned then reader assigns next date of hearing and updates the Peshi register on to the e-District application with complete details of the case
- x. If the case is not adjourned then presiding revenue officer undertakes the hearing of revenue court case
 - a. If the case is not finalized then revenue officer assigns new date of hearing and passes interim order
 - b. If the case is finalized then revenue officer passes final order for the court case.
- xi. Reader updates the next date of hearing in the peshi register and uploads the interim order on to the e-District application
- xii. If the case is finalized, Reader uploads the scanned copy of final order on to the e-District application

3. Process for Information delivery of Revenue Court Case

The process for accepting the service request for information regarding ongoing Revenue Court Case is defined herein for ensuring acceptance of application at the Suwidha centers or Gram Suwidha Kendra's (GSK) or any other arrangement made by Government for accepting the request, without discretion of any kind. The applicant has option to

enquire about status of revenue court case from GSK/ Suwidha center or by accessing e-District application through internet following the below mentioned procedures:

- i. To receive the information regarding ongoing revenue court case the applicant should visit any of the GSK/ Suwidha center.
- ii. The Authorized Operator/ GSK operator will login into the e-District Application using his User ID, Password and Biometric identification.
- iii. The Authorized GSK / Suwidha Operator should then interact with the Applicant and fill up the form with the details provided by the Applicant
- iv. The Authorized GSK / Suwidha Operator should then take a photograph of the Applicant using a Web Camera attached with his workstation and attach it to the form.
 - a. Should the applicant have sent his details through an authorized agent, then the agent must carry the original applicant's passport size photograph, which should be provided to the Authorized Operator / GSK Operator.
- v. The Authorized GSK / Suwidha Operator than retrieves and prints the desired details of next hearing as updated in the Peshi Register by the reader of the presiding revenue officer, from e-District application. The Authorized Operator should duly stamp and sign the printout.
- vi. Alternatively Applicant could register himself on the e-District application and get a User ID and Password.
- vii. The Applicant will login into the e-District Application using his User ID and Password and select & open the desired revenue court service form available on the e-District Application and fill in the required details.
- viii. The Applicant than submit the complete form into the e-District Application.
- ix. e-District Application provides the details of next hearing as updated in the Peshi Register by the reader of the presiding revenue officer.

4. Service Level for Revenue Court Case

Service levels for all the intermediate process activities have been clearly defined and it is preferable for all the concerned officials to observe the service levels as provided below. However these service levels are for internal reference of the department and cannot be pursued to the court of law.

Processing Revenue Court Case

S. No.	Activities	Time required	Service Level (from date of service request)
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1	Submission of complete case file to reader of presiding revenue officer	1day	Day 0
2	Scrutinizing the case file, supporting documents and issue of acknowledgement by reader	4 days	5th day
3	Marking of case file for report by Presiding revenue officer.	2 days	7th day
4	Submission of case report by reader	4 days	11th day
5	Review of case report and assigning date of hearing by Presiding revenue officer	2 days	13th day
6	Start of summoning process and updation of Peshi Register	2 days	15th day

5. MIS format for monitoring of Revenue Court case processing

The e-District application is capable of generating MIS reports on various parameters. These computer generated reports should be referred by the concerned official for various purposes.

6. Escalation Matrix

Escalation matrix for the critical process activities has been clearly defined below and it is mandatory for all the concerned officials to take action on the computer generated escalations so as to meet the predefined service levels.

Processing Revenue Court Case

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1	Scrutinizing the case file, supporting documents and issue of acknowledgement	Reader	5th day	Revenue officer	1 day	ADC	1 day	DC	1 day
2	Marking of case file for report	Revenue officer	7th day	ADC	1 day	DC	1 day	-	-
3	Submission of case report	Reader	11th day	Revenue officer	1 day	ADC	1 day	DC	1 day
4	Review of case report and assigning date of hearing	Revenue officer	13th day	ADC	1 day	DC	1 day	-	-
5	Start of summoning process and updation of Peshi Register	Reader	15th day	Revenue officer	1 day	ADC	1 day	DC	1 day
6	Start of summoning process and updation of Peshi Register	Reader	15th day	Revenue officer	1 day	ADC	1 day	DC	1 day
7	Updation of order	Reader	Hearing day	Revenue officer	1 day	ADC	1 day	DC	1 day