O/o the IG of Regn.,
Chennai 600 028.

Circular (Translated Version)
No.33912/R3/2021 dated 09.10.2021

Sub: Registration Department – Commercial Taxes and Registration Department – 2021-2022 Demand No.11 Announcement No.19 by the Honourable Minister for Commercial Taxes and Registration - Registration Grievance Redressal Camp every Monday – Designing of Modalities – Implementation – reg.

Ref: 1. 2021-2022 Stamps and Registration Demand No.11 Announcement No.19 dated 06.09.2022 by the Honourable Minister for Commercial Taxes and Registration
2. IGR letter no.33912/R3/2021 dated 14.09.2021
3. GO Ms.No.118 CT&R Department dated 29.09.2021

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During 2021-2022 Demand No.11 (Stamps and Registration Demand) announcements, the Honourable Minister for Commercial Taxes and Registration Department has announced the following vide Announcement Sl.No.19:

"பதிவுத்துறையில் பொதுமக்களிடம் இருந்து பதிவு தொடர்பான புகார்கள் அதிக எண்ணிக்கையில் பெறப்பட்டு வருகின்றன. சொத்து பதிவு தொடர்பான புகார்களை பொது மக்கள் பெரும்பாலும் நேரடியாகவே அளிக்க விரும்புவதால், திங்கட்கிழமை தோறும் பதிவு குறைதீர்க்கும் முகாம் நடத்தப்படும். ஒவ்வொரு மண்டலத்திலும் துணைபதிவுத்துறைத் தலைவராலும் ஒவ்வொரு பதிவு மாவட்டத்திலும் மாவட்டப்பதிவாளராலும் அவர்களது அலுவலகங்களில் வாரந்தோறும் திங்கட்கிழமைகளில் இம்முகாம் நடத்தப்படும்."

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In continuation of this announcement the government has issued a Government Order vide refrence 3rd cited to conduct a Registration public Grievance Redressal camp on every Monday in all offices of Deputy Inspector General of Registration(DIGRs) of and District Registrar(DRs)

Now based on the Government Order ,inorder to conduct Registration Grievance Redressal Camp in a smooth and effective manner the followig detailed circular is being issued

"முறைசெய்து காப்பாற்றும் மன்னவன் மக்கட்கு

இறையென்று வைக்கப்படும்"

Registration Grievance Redressal camp

A) Administration setup

1. Infrastructure

In order to conduct Grievance redressal camp in a smooth and effective manner and for administrative purpose, the Infrastrcture has been classified into 4 parts as follows

1. Reception
2. camp office
3. camp activity room
4. coordination/ follow up

2. Timeline

Registration Grievance Redressal camp has to be conducted every week on Monday in the offices of all DIGRs and DRs

On the day of camps, camp officer, Subordinate officers and Data Entry Operators should be available in their respective camps on-time and ensure that the camp be started at 10.00am sharply.

The camp should be conducted from 10.00 am to 1.00 pm. Petitions will be received from all petitioners who have attended the camp till 1.00pm. Priority should be given to senior citizens, physically disabled persons and Women and it should be registered.

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Staff Set up

The staff strength required to conduct Grievance day Redressal Camp will be deployed on consultation with DRs without affecting the works in Sub Registrar Offices through separate Order of DIGs'. The copy of the Order should be communicated to the O/o of Inspector General of Registration.

a) Reception

i) Location: The Camp Office should be located in a spacious,well ventilated area and which is easily approachable to Senior citizens, physically disabled persons and Women. The Camp will have good seating facilities and be provided with drinking water and toilet facilities.

(Note: period Standard Operating Procedure should be followed. Sufficient sanitary facilities should be created in coordination with local body authorities. Preventive measures should be taken by keeping adequate stock of hand sanitizers and masks in hand.

ii) Duties of staff in Reception: Staff in reception should approach the Petitioners with kindness. They should clear petioner's basic doubts and direct them to camp officers. For this, a senior Assistant (preferably the Assistant who deals with Grievance Day Petition) an office Assistant and a Data Entry Operator should be deployed here.

Stationeries like White sheets, pen, pencil, pin, thread etc. should be available to the petitioners at the Reception and ensure that all these basic needs are available at the Reception itself.

iii) Registration of Petitions /Seal/Giving acknowledgement

Register with respect to the Grievance day petitions should be maintained with 15 columns as mentioned in Annexure I

Each petitioner's petition details should be filled at once without any omission till 9th column of the Register.

Acknowledgement: After entry of the details of petition in the Register, if the petitioner has the copy of the petition, then an acknowledgement should be given in that copy or else an acknowledgement should be given in a white sheet.

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A seal used in Grievance Day is made with required details and in the size of 4x25 inch in length and breadth respectively.

REGISTRATION	
Registration Grievance Redressal camp	
Application Registration No/year	
Date of camp	
Camp office	
Officer name/signature	
Office related to grievance petition	
Subject of the grievance petition	

After completing the preliminary works, it is the duty of the staff at Reception to send petitioner one by one to the Camp Officer, without any hindrance to his work and without taking too much time of the Officers.

b) Camp Office

i) Camp at the Office of DIGRs

Concerned DIG is the camp officer for his Office. He is the responsible Officer for actions taken on grievance day petitions received in this Office.

When DIGR is not available to conduct grievance day camp, concerned zonal Assistant Inspector General of Registration(AIGR) should conduct the camp. With respect to Zones where zonal AIGR post is not available, and when Zonal AIG is not available then the camp should be conducted by concerned District Registrar(Audit).

(Specifically during DIGRs absence during participation in Grievance day camp at the district collector office and other unavoidable duties).

ii) Camp at office of DRs

In the District Registrar Office concerned District Registrar is the Camp Officer of his office. He is the officer responsible for the petitions received in his camp. When DR is not available then the camp will be conducted by the concerned District Registrar(Audit).

It is also instructed that if necessity arises, DIGR can direct Zonal AIGR to conduct district level camp.

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(Specifically in the absence of District Registrar, during participation in the Public Grievance Day Camp at District Collector Office or unavoidable other duties)

c) Camp Activity Room

(i) Implementation/Functionary:

The camp conducting room is set up in such a way that during camp days, the staff can have easy access to the camp room and assist the Camp Officer in perusing the petitions quickly and deliver solutions quickly to the petitioners.

The staffs at the camp office should assist the RGDP Nodal officer and to-be appointed Special Assistant in this regard. They assist the officer to send the petition to the concerned offices and help to them enter details in the Register and after conclusion of the camp, he has to write the abstract at the end of the page.

ii) Action on Registration Grievance Redressal camp Petition

Petitions for which solution could not be given immediately at the camp, that items (column 10,11,12,13,14 in the Register) should be entered in the Personal Register of the concerned SROs.

Even if the petitions have already been received for the same subject for which the files are already on process, the grievance day petition should not be linked to those files. Action should be continued in the existing file, keep pending in the grievance day petition file, and once action completed in the existing connected file, the same will be intimated to the office of the concerned Deputy inspector general of Registration /District Registrar. Only then the Grievance day petition file could be closed. So that any details if asked in the future regarding GDP, the officials could give information immediately.

iii) Abstract of work and send report

After the camp is over, abstract of work 1 and 2 will be filled in the Annexure enclosed with this circular. District Registrar should send this abstract to DIGR and the DIGRs should send consolidated abstract report to O/o IGR every week before Tuesdays. Support request details also should be sent along with this report.

Further, the monthly report should be sent by DIGRs to the O/o of IGR in Form 1 and Form 2 which is enclosed with this circular before 5th of every month.

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a) Coordination/Follow up

As conducting Registration Grievance Redressal camp is new to Registration Department, all DIGRs should ensure that the camp is functioning efficiently and successfully. DIGRs should issue separate Orders for deployment of staff at DIGR camp office and DRs camp office in consultation with DRs by considering the staff structure, nature of work and workload of the SROs without any hindrance to the work at SROs

To ensure successful functioning of Registration Grievance Redressal camp, DIGRs should present in their respective Head quarter and conduct GDP camp on first Monday of every month for the first 6 months. On 2nd, 3rd& 4th Monday of every month, the DIGs should go to their jurisdictional District Registrar Offices in rotation and lead the Grievance Redressal camp in that office and ensure full fledged implementation of the camp.

Further, the Deputy Inspector Generals of Registrations coordinate with respective Additional Inspector General of Registration who is in charge of their zone and if necessity arises request him to attend the GDP in his jurisdiction.

A Nodal officer and an Assistant can be appointed specifically to cordinate the work related to GDP at Deputy Inspector General of Registration and District Registrar Offices.

Further, to find an immediate solution, camp officers shall act by using infomation technology, more specifically contacts through e-mail/phone.

b) Classification of Petitions:

Petitions received in the camps are classified as whether

1) Petitions related to land grabbing & whether it comes under 68(2) inquiry (or)
2) Other type of inquiry items except 68(2) inquiry (or)
3) Items related to Immediate solution /conclusive cases (or)
4) Items related to computerization(or)
5) Other items.

Petitions received at the District Registrar office camps should be separated DR office wise/SRO wise and send them immediately to the

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concernerd SROs and concerned DR office section and an acknowledgement should be obtained without fail.

At DIGR office Grievance Redressal Camp, the petitions received which are related to Sub Registrar/ District Registrar Offices, should be sent to the concerned office on the same day itself. If it is related to Deputy Inspector General of Registration office, it will be distributed to the concerned section at once. Acknowledgement should be obtained. This process should be completed in the same day.

Petitions received at the camp will be classified as follows and solution should be given accordingly.

1) Immediate solution / concluded items

Immediate solution should be given for the following subjects

1. Certified copy (Online)
2. certified copy (application received in office)
3. encumbrance certificate (Online)
4. encumbrance certificate (before online periods)
5. Registration all marriages /all marriage certificate.
6. Birth/ death certificate
7. Registration of Society/certificate
8. Registration of Partnership Firms /certificate
9. Registration of Chit /chit group/Non payment of chit amount
10. Refusal of document registration / doubt/clarifying the doubt
11. Delay in return of registered document due to delay in Building inspection /field inspection / fixation of guideline value
12. Doubt regarding Guideline value and clarification
13. Petition related to delay in all the above activities.
14. Index data corrections (documents registered prior to 11.02.2018)
15. Correspondence related to district copy and memo
16. Letter correspondence related to guideline value / power of attorney in live
17. Other items (the petitioner blames, if he/she was unnecessarily and expecting bribe from the petitioner, in such instances the camp officer should find the specific grievance of the petitioner and immediately contact the concerned offices and solution should be given to the petitioner immediately).

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Solution / Conclusion

Solution should be provided to this items within two days .

The nodal officer and the concerned section staff should contact the Sub Registrar Office or District Registrar offices immediately over phone or with the help of technology and provide solution to the petitions. The gist of the solution details should be entered in column 12 of the Register. Further, the Sl.No given to the petition should be closed in the register.

If necessity arises, these petitions will be entered in the PR maintained in the concerned offices of Sub Registrar/ District Registrar / Deputy Inspector General of Registration and action will be taken.

ii) Petitions related to land grabbing inquiry under section 68(2)

1.Enquiry under section 68(2) in district Registrar offices

2.Appeal related to u/s 68(2) in the office of DIGRs

3.Original enquiry

4.Will enquiry

5.Refund of stamp duty / registration fees

Solution / Conclusion

Within 2 months, solution for these items has to be given and the process has to be concluded.

These Petitions requires thorough inquiry of both the parties and deep analysis of the documents, priority should be given to grievance day petition. Notices should be sent in adequate interval and statements will be taken from both the parties. Inquiry should be completed and final order should be passed within two months.

The same process should be followed in appeal cases. These items should be entered in PR of concerned office of Sub Registrar / District Registrar / Deputy Inspector General of Registration. In the camp office, the sl.no. of the PR should be clearly mentioned in column 10 of the PR.

iii) Other items except inquiry under section 68(2)

Except Items mentioned in item 2.

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Solution / Conclusion

With respect to these petition, solution has to be provided within 2 weeks and the process has to be finished.

Even though these items require thorough analysis of document and inquiry, priority should be given to GDP, statements should be obtained from the parties and the process should be completed within 2 weeks and solution should be provided to the petitioner.

These petition should be entered in PR of the concerned office of the Sub Registrar / District Registrar / Deputy Inspector General of Registration and the concerned office should clearly mention in column eleven (11) of the PR at the camp office.

iv) Items related to Computerisation and M/s. TCS Co

Solution / Conclusion

Petitions related to the above subject, the process should be completed and solution should be provided within 2 weeks

Even though items require thorough analysis of documents, coordination of various level officers and M/s TCS Team, priority should be given to GDP and the process should be completed and solution should be provided within 2 weeks. Regarding this, support request should be raised at the concerned office of Sub Registrar / District Registrar / Deputy Inspector General of Registration. Support request number should be entered in column (13) of the register of camp office.

All the Deputy Inspector General of Registration should send consolidated support request report to the office of the Inspector General of Registration in the form mentioned below before every Tuesdays.

Support request pending with M/s TCS Zone					
S.No	Support request no/date	Sub registrar office	Gist of Request	Date on which approval of DR/DIG send to TCS	Remark

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Other Items

For other items that are related to above mentioned four categories , the same procedure should be followed to provide solution within the timeline mentioned for each category. The timeline should be fixed by the concerned Deputy Inspector General of Registration. When the reports are submitted in the regard, separate annexures should be enclosed with the reports.

General

Based on the Hon'ble Minister's announcement in the Budget session 2021-2022, the Public Grievance Redressal Camp is conducted on every Monday in all the DIGR's and DR's offices. Hence it is the responsibility of the Registration Official to understand the importance and conduct the camps successfully

Any lagging, defection or mistake in implementing the scheme will be viewed very seriously. Further the petitioners will be approached with kindness and patience by the Officer and staffs during the camp and drive the camp towards speedy solution.

Identity card should be wear by all Officers and staffs during the camp.

If the petitioners are wounded or wavered by the staff since they have given petition during grievance day, a stringent action will be taken on the staff by the Inspector General of Registration.

Further, to create awareness among public regarding Registration Grievance Redressal Camp a notice in the following format to be pasted in the notice board of offices of the Sub Registrar / District Registrar / Deputy Inspector General of Registration.

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NOTICE
REGISTRATION DEPARTMENT
REGISTRATION GRIVENCE REDRESSAL CAMP
(EVERY MONDAY)

Complaints related to Services rendered by Registration department like Registration of documents, return of document, registration of marriage, marriage certificate, encumbrance certificate, issue of certified copy , issue of birth/death certificate, registration of society, partnership firm, registration of chit, guideline value and all other services provided by Registration department will be given to ------- District Registrar office or ------office of deputy inspector general of registration and get remedies

Deputy Inspector General of Registration	District Registrar
Phone No.	Phone No.
Mail id	Mail id

Hon'ble Minister, Secretary Commercial Taxes and Registration Department and Head of the Department will review the function and success of GDP camp during review meetings.

Officers and staff who rendered meritorious service in GDP camp will be facilitated with Award every year.

Acknowledgement for the receipt of this circular should be given by the Sub Registrar to the District Registrar, DRs to DIGRs and Deputy Inspector General of Registration should send consolidated acknowledgement to the office the Inspector General of Registration office.

12/9/22

For Inspector General of Registration..

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Annexure - 1

Registration Grivance Redressal Camp Register

Date :
Camp Officer :
Signature :
Assistant Officer Signature :

S.No	Petitioner Details				Petition - Main Category / Sub Category		Petition Details		Action Details					Camp Officer Special Remarks and Intial
	Name	Mobile No	E-Mail	Address	Sub Registrar / District Registrar / Deputy Inspector General of Registration	Deputy Inspector General of Registration	Deficiency classification title found in the Petition	Subject Summary	68(2) Species of Hearing / Appeal	Follow up / other investigational species	Immediate Action Species	Species related to Computerization	Other Subjects	
1	2	3	4	5	6*	7#	8	9	10	11	12	13	14	15

* The General classification given in column 6 should be mentioned as to whether it belongs to the Sub-Registrar or to the Office of the District Registrar or to the Office of the Deputy Inspector General of Registrar Office. (District Registrar's office records should indicate whether it belongs to the Sub-Registrar or to the District Registrar's office.)

#The name of the Sub-Registrar's Office, District Registrar's office mentioned in column 7 should be mentioned in this section.

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Camp Date Job Summary 1																			
68(2) Species of hearing / appeal				Follow up / other investigational species				Immediate Action Species				Species related to Computerization				Other Subjects			
Past Pending	Received	Finisehd	Present Pending	Past Pending	Received	Finisehd	Present Pending	Past Pending	Received	Finisehd	Present Pending	Past Pending	Received	Finisehd	Present Pending	Past Pending	Received	Finisehd	Present Pending
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

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Camp Date Job Summary 2			
	There is a high number of Petitions received due to lack of service	There is a large number of non-recurring species that have concluded the action	Deputy Inspector General of Registration / District Registrar Special Remarks
Sub Registrar Office Name			
District Registrar Office (Deputy Inspector General of Registration office register use only)			

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