Computerization of IGR

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eGovernance News:

Courtesy By
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Registration of Documents

દસ્તાવેજ નોંધણી

Designed & Developed by : National Informatics Centre

After a gap of almost one year we are back with newsletter on e-Governance, covering more areas/implementation of e-Governance in Gujarat. Now we will try to send you the updates every month. We are starting with the brief of Inspector General of Registration & Stamp Duties (Revenue Department) IT initiative in this issue.

Dr. Neeta Shah

Computerization of IGR

INTRODUCTION

Superintendent of Stamp & Inspector General of Registration a part of Revenue Department is one of the most revenue earning departments of the state of Gujarat. It provides valuable service to the public: Registering documents by levying and collecting stamp duty at the market value and charging Registration fee for the services rendered in the registration of the documents.

Following services are rendered by the department:

- Registration of Deeds
- Revenue Collections
- Valuation of Properties
- Preservation of Documents
- Search for Transactions

The Department is headed by Inspector General of Registrar & Stamp with its Head office at Gandhinagar. There are total 25 District Registration offices and 150 Sub Registrar offices in the state.

Old (Manual) Process Of Registration

The registration process includes fee receipt, endorsement, valuation, taking photograph & thumb impression of the parties, scanning of the documents, etc.The entire process was carried out manually which was time consuming. The administrative process after registration includes preparing index no.1, 2, 3, 4; C.T.S. /A/F Patrak, Photo list, etc. and maintaining various registers and periodicals which was also carried out manually. The overall process was overwhelming compared to the available staff and workload.

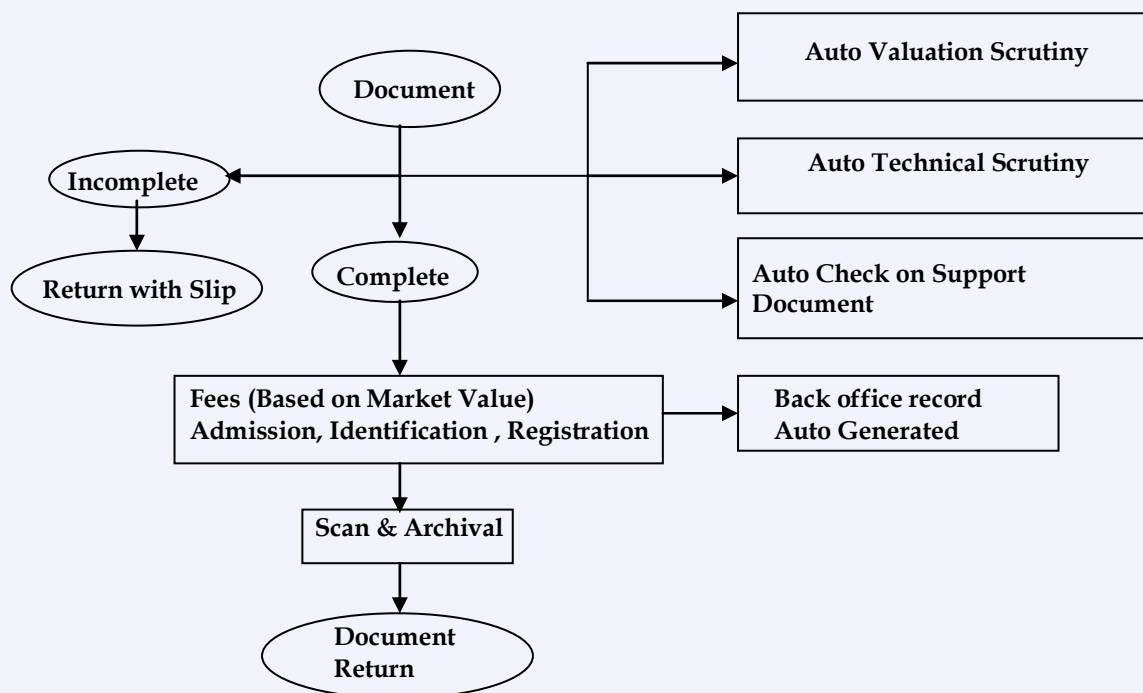**Following problems were identified in Old (Manual) Process**

- Procedure & Standards were not uniform

- Information was not easily available

- Lack of transparency in valuation

- Original documents were not returned within a reasonable time

- Copying/endorsing was time consuming & energy intensive

- Document preservation – space, deterioration & retrieval costs

- Back office work was substantial, laborious and error prone

Strategy Adopted

Consequent to this assessment, it was decided by the Gujarat Government with the technical help of GIL to automate the whole registration process at all sub registrar offices on the principal of **Public Private Participation** wherein the register documents would be delivered to the parties within 30 minutes. The concept was to bring in a private partner who would install, operate and maintain the hardware across all offices and recover his investment from service fees charged to the client in return of top class services being provided.

- Application Software named ReD(Registration of Documents) developed with the help of National Informatics Centre, Gandhinagar.

- Software implemented on pilot basis in 2 Sub Registrar Offices for one Year before launching the project.

- After the successful result in pilot project, the system was implemented in whole State.

- The operational hardware and manpower (computer operator) are provided by the outsourcing agencies scrutinized under the rules and regulations of the State Government.

- Revenue sharing system was adopted with outsourcing agencies.

Computerized Registration Process

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                              ┌─────────────────────────┐
                              │  Auto Valuation Scrutiny │
                              └─────────────────────────┘

        ┌──────────┐          ┌─────────────────────────┐
        │ Document │          │  Auto Technical Scrutiny │
        └──────────┘          └─────────────────────────┘

  ┌────────────┐              ┌─────────────────────────┐
  │ Incomplete │              │  Auto Check on Support  │
  └────────────┘              │  Document               │
        │                     └─────────────────────────┘
  ┌────────────────┐  ┌────────────┐
  │ Return with Slip│  │  Complete  │
  └────────────────┘  └────────────┘

  ┌───────────────────────────────────────┐   ┌──────────────────────┐
  │ Fees (Based on Market Value)          │   │  Back office record  │
  │ Admission, Identification, Registration│  │  Auto Generated      │
  └───────────────────────────────────────┘   └──────────────────────┘

            ┌─────────────────┐
            │  Scan & Archival │
            └─────────────────┘

            ┌─────────────────┐
            │  Document       │
            │  Return         │
            └─────────────────┘
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Steps	Time Required (Minutes)
1. Submission and Presentation (Including Input Sheet)	2
2. General detail entry & receipts generation	1
3. Party details entry (up to 6 Parties)	4
4. Property details entry & generation of Ganatri Patrak	2
5. Photo & thumb capturing	3
6. Print endorsement and get signature	3
7. Ordering the document	2
8. Sealing, Paging and Scanning (20 pages)	13

Total	30

Application Software- Registration of Documents(ReD)

1. **Objective**

   Registration of Documents digitally, which includes Stamp Duty and Market Value Calculation of an immovable property from any where in the state of Gujarat. Generate various Indexes for administration as well as for public demands.

2. **Description:**

   ReD Software integrates the computerized Registration process and Market Value calculation, as also it can be an efficient administration tool for the Stamps and Registration Department. The Software will increase the transparency and revenue earnings for the Stamps and Registration Department.

Features of Registration of Documents(ReD)

- Complete computerization of Registration Process.
- Automated Generation of Document Number as well as Receipt for Fees.
- Calculation Market Value & Stamp Duty.
- Immediate generation of Notice 3(2) at site for Deficit Stamp Duty.
- Capturing Photo and Thumb impression of the Registrants.
- Scanning of Documents immediately and storing the same digitally with encryption.
- Electronically generating various Indexes and other Administrative Reports.
- Archival and Retrieval of Scanned documents as per requirements.
- Bilingual User Interface supported for local regional language.
- Ready reckoner for the land value (Jantri) and market value guidelines are available on internet.

Project Beneficiaries

1. **For Public:**

   - The Registered Document will be returned to the public with in 30-minitues.
   - Tampering with revenue records is very much minimized.
   - Registrants can get the copy of Notice 3(2) at the time of presentation itself and can pay the deficit amount if any, .
   - Transparency increased.
   - Quick services to citizens requirements like Index-2, search report, Certified copy of the Registered documents
   - Provided transparency in the valuation of the properties.
   - Use of electronic token system helps to avoid complaints of partiality and favors.
   - Improved public image of the department.

2. **Other Administrative & Long Term Benefits:**

   - Speedy generation of Receipt for all types of Fee.
   - Exhaustive Calculation for the Market Value and Stamp duty which includes Jantry Rates, Construction Rates and Depreciation of the Cost are very much reduced.
   - Data retrieval and preparation of reports will be easier for the Sub-Registrar office.
   - Transferring the pending Documents to the Dy. Collector (Stamps) office digitally.
   - Scanning of Documents done in the office itself, which helps to return the Document at an earlier period.
   - Automates all the back office functions
   - Correct revenue information in time with easy access.
   - Quick generation of all type of notices, daily fees, cash book, registers and all type of MIS reports.
   - Minimum Storage space required for digitally registered document.
   - Remarkable increase in Government revenue.

- Providing Data in digital format to various other Government departments.

- Reduced revenue leakage.

- Helpful for the revenue planning.

- Reduced litigation

- No capital cost to Government.

- No maintenance hassle.

- 100% of time ensured.

- Enhance the productivity of the department.

- Remarkable increase in revenue due to computerized valuation

Operational Requirements

1. ## Hardware
   - Pentium IV (Server and Clients)
   - Web Camera
   - Biometric device
   - Laser Printer and Dot Matrix Printer
   - Scanner
   - CD Writer

2. ## System Software
   - Windows 2000 or 2003 Server / XP
   - MS-SQL Server 2000/2005

3. ## Application Software
   - Customized Application software designed and developed by National Informatics Centre (NIC), Gujarat, Ministry of Communication & Information Technology, Govt. of India

Project Plan

Project has been completed in two phase

Phase I

Seven Mahanagarpalikas: Ahmedabad, Baroda, Surat, Rajkot, Jamnagar, Bhavnagar and Junaghad were computerized in May 2005

Phase II

After Successful implementation and operation of seven Mahanagarpalikas It was decided to implement Electronic registration process at all 124 taluka and the task was completed in April 2007.

Future Enhancements

1. **Any where registration (with in city)**
2. **e-Registration**
   - For the conveyance of the parties registration fees will be collected along with the stamp duty
   - Certificate of e-RF will be provided with stamp duty certificate
   - Document Registration process will be fast and easy
   - Savings in expanse of admin and storage space
   - Ease in implementing one pay document system
   - Document will be available online

3. **e-Stamping**
   - E-stamping is a web based application and a secured way of paying stamp duty to the Government.
   - Gujarat is the first state to launch the e-stamping System in India.
   - Service available anytime and anywhere with Internet facilities, even after office hours or on Saturday, Sunday or public holiday.

- Stamping of urgent cases that cannot be processed by counter submission.
- Submitting stamping application despite the original instrument is in use and cannot be presented for stamping physically to avoid late penalty.
- Saving of time and cost
- Removing the risk of losing or damaging original instruments in the course of delivery or processing.
- Flexible payment methods available.
- Easy-to-use Input Form, Retrieval and Save functions etc. to facilitate electronic submission.
- Uploading stamp requests without the need to input data.
- Need not worry about shortage of stamp paper

4. **Two Page Document Registration Process**

Today Documents presented by party contains approximately   10 to 15 pages which makes registration process very lengthy and expensive and also problems raises to preserve the documents, so now two page document registration process will be implemented.

- Registration process will become fast & easy
- Deduction in expense of scanned documents
- Problem of preserving documents will be solved
- Deduction in expense of preserving documents
- Document will be returned to the party immediately

Screenshot

Home Page

Application Receipt

eGovernance News

CSI-Nihilent e-Governance Awards 2006-07

The CSI-Nihilent e-Governance Awards are an annual process of identifying and recognizing the best e-Governance initiatives in India, particularly in the government services. The aim of these Awards is to recognize and replicate the successful initiatives of states and organizations in achieving good governance using ICT.

The Award distribution Ceremony of CSI-Nihilent e-Governance Awards for 2006-07 **was held** during the 42nd CSI Annual Convention at Grand Ashok, Bangalore **on 1st December, 2007. Shri Kailash Vijayvergiya, Minister of IT, Science & Technology and Public Works, Govt. of Madhya Pradesh** was the guest of honor on the occasion.

Gujarat State had won following awards:

- **Gujarat** has been awarded the prestigious CSI-Nihilent **"Best e-Governed State"**

- **Department of Health & Family Welfare**, **Gujarat** and **Department of Electricity, Lakshadweep** were declared as joint winners of the **"Best e-Governed Department".**

- **"e-Procurement"** & **"VAT Information Systems"** projects were declared joint winners of the **"Best e-Governance Project-G2B".**

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Mr. Raj Kumar, Secretary - Dept of Science & Technology, Govt of Gujarat receiving the CSI-Nihilent Best e-Governed State Award from Shri Kailash Vijayvergiya, Minister of IT, Science & Technology and Public Works, Govt. of Madhya Pradesh

eGovernance News

Ms. Rita Teaotia, Principal Secretary, Dept. of Health & Family Welfare, Govt of Gujarat receiving the CSI-Nihilent Best e-Governed Department Award from Shri Kailash Vijayvergiya,Minister of IT,Science & Technology and Public Works,Govt.of Madhya Pradesh.

eGovernance News

Mr.J.P.Gupta, Jt. Commissioner- Commercial Tax.Govt of Gujarat receiving the CSI-Nihilent Best e-Governance Project-G2B Award from Shri Kailash Vijayvergiya,Minister of IT,Science & Technology and Public Works,Govt.of Madhya Pradesh.

eGovernance News

11th National Conference on e-Governance

The 11th National Conference on e-Governance organized by Department of Administrative Reforms & Public Grievance ,Government of India in collaboration with State Government of Haryana on 7-8th February,2008 at Panchakula.

- "VAT Information System" project of Gujarat had won the Silver Icon Award for Excellence in Government Process Re-Engineering.
- "City Civic Centre" project of Surat Municipal Corporation; Gujarat had won the Bronze Icon Award for Outstanding Performance in Citizen-Centric Service Delivery.

eGovernance News

11th National Conference on e-Governance

eGov@Gujarat — An *e-Governance* Bulletin from GUJARAT INFORMATICS LTD.

eGovernance News

4th Dataquest e-Gov Summit

The 4th Dataquest e-Gov summit 2008 was organized for the western region in Mumbai on 11th March, 2008. The Theme of the summit was "Strategic for inclusive Growth". This summit focused on e-Governance initiatives in the state for inclusive growth strategic for the common citizens.

"Jan Seva Kendra" project of District Collectorate, Gandhinagar had won the Dataquest e-Gov Champion Award 2008.

Ms.Sonal Mishra, Director Municipalities receiving the Dataquest e-Gov Champion Award 2008 for the "Jan Seva Kendra" project of District Collectorate, Gandhinagar from Shri Wajahat Habibullah, Chief Information Commissioner, Govt. of India.

eGovernance News

SKOCH Challenger Award-2008

Skotch is a commercial strategy & management consultancy company with work in eleven countries. In India skoch activity works toward ICT led improvement of citizen services delivery. These include governance, banking, financial services, health, education and infrastructure amongst others. Skotch organizes industry leading conference to drive thought leadership in these areas. Team Skoch traverses the country to create knowledge repositories of what works and actively engages with all stakeholders from policy makers to ordinary citizens to share this knowledge for advancement of India through learning from best practices. Best such efforts are saluted through the Annual Skoch Challenger Awards.

SKOCH Challenger Awards 2008 ceremony was held on 18th -19th March, 2008 at New Delhi. **Dr. C. Rangarajan, Honorable Chairman, Economic Advisory Council to the Prime Minister was the guest of honor on the occasion.**

Gujarat State had won following awards:

1. **"SKOCH Challenger Award-2008"** for the project **"e-Gram"** in the category of **Digital Inclusion.**
2. **"SKOCH Challenger Award-2008"** for the project **"Hospital Management Information System (HMIS)** "in the category of **"e-Health".**

WEB CORNER

Website for Revenue Department

http://revenuedepartment.gujarat.gov.in

Website for Home Department

http://home.gujarat.gov.in

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