e-Nibandhan 'Computerization & Networking of Registration Offices'



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Jharkhand Agency for Promotion of Information Technology (JAP-IT)

Ranchi, February 2013

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Preface

This document has been developed to share Jharkhand's experiences of computerization of registration processes termed as e-Nibandhan. The computerization has not only helped the registration processes to be faster, but also transparent and amenable to audit and easy monitoring. There are many more reforms feasible in this space for which the Govt. of Jharkhand with support of Govt. of India is working.

A need was felt for documentation of this experience, so that other states, stakeholders, researchers and members of public could benefit from this experience. We are grateful to Govt. of India in the Department of Administrative Reforms and Public Grievances of Ministry of Personnel, Public Grievances and Pensions who supported this endeavour with a total sanctioned grant of Rs. 3,00,000.

We are thankful to Shri N. N. Sinha, Principal Secretary, DoIT – cum – CEO, JAP-IT for his valuable guidance which has helped us enormously during the preparation of this document.

We are also thankful to Smt. M.N. Kerketta, Secretary – cum – IGR, Registration Dept., GoJ and Shri D.M. Thakur, AIG, Registration Dept., GoJ, Shri Shahid Ahmed, State Informatics Officer and his team from NIC, Jharkhand, Shri A. K. Satyajeet, OSD, Shri Rajesh Ranjan Sinha, Project co-coordinator, both of JAP-IT and Shri. Manojit Bose, Principal Consultant, SeMT, Jharkhand for their kind co-operation and suggestions during the preparation of this document.

Vishal Jhanji, Senior Consultant, SeMT

Subroto Ghosh, Consultant, SeMT

Ranchi, February 2013

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Mission of the e-Nibandhan Project

The broad objectives of the computerization and automation of the registration process is to improve the customer service, to increase the transparency, to ensure better management of data, to reduce the litigation to check the evasion of the stamp duties and to reduce the corruption in Registration Offices.

Implementation History and Overview of the e-Nibandhan project

Registration Department, Government of Jharkhand is entrusted with the important work of registering various kinds of documents. The statutory basis of the Registration Office is the Registration Act of 1908. The purpose of the Registration Act, 1908 is to provide for a legal framework relating to registration of the documents. The Original Registration Act provides for the overall administrative framework for registration establishment like Inspector General of Registration, Inspector of Registration officers (IRO), District-Sub Registrars and Sub-Registrars. It also provides the list of documents, which are required to be registered compulsorily and also the list of documents where registration is optional. The Act also prescribes as to how the documents will be presented for registration, duties and powers of the registration officers, under what situation the registration office could refuse to register the documents.

Jharkhand Automated Registration System (JARS) came into existence from 20th July, 2005. JARS encompasses the process of performing the various functions associated with the act of registration, through electronic devices like computers and scanners, to ensure an efficient, accurate and transparent delivery of services to the registering public.

E-Nibandhan project has also initiated solemnisation and Registration of marriage Act 1954. The module prepared in this regard is running successfully. A module of registering societies under the society registration act 1860 and firms under the Indian partnership Act 1932 in its final phase to be implemented. Since the Department is custodian of all the registered deeds and indexes, the

department also endeavors to make search and inspection of records possible by online computerized system.

Process of conventional and e-Nibandhan System

MANUAL SYSTEM:

In the previous system, a person who comes to register the documents/instruments first, gets the deed prepared through the lawyers/deed-writers on the stamp papers and presents it to the sub-registrar office. If the sub-registrar office finds that the presented documents satisfies all the criteria of being accepted for registration i.e. adequate stamps and other supporting documents etc. for the registration, the executants of the documents appear before the registering officer and admit the execution of the document. Thereafter Registering officer writes an endorsement regarding the admission of execution. After this thumb impression of the executant and identification is taken on the document and a separate register meant for this purpose. After this the claimants of the documents were asked to come on an anticipated date to get back their document. There after the registration officer does necessary work such as copying of all the documents in relevant volumes. There after the registering officer endorse a certificate containing the word "Registered" together with the number and page of the book in which the document has been copied. After this Indexes I and II are prepared, now the document are ready for delivery. This whole process take much of time and manpower. Parties were given these document after a few months and in some cases more than a year.

COMPUTERIZED SYSTEM:

In the new computerized system, as soon as the documents are presented for the registration, the computer automatically checks the adequacy of the stamps, and the other validity criteria Under the act. When the document fulfill all the statutory requirement under the registration Act the process of registering the document is initiated immediately. The system generate token number. After depositing of Registration fee, the formalities of admitting the execution before the registering

officer is completed. The thumb impression are taken by the Biometric Machine. Photo is taken by the web camera. After the completion of entire process the documents are delivered to the parties within 45 minutes.

Benefits of e-Nibandhan System

- Ouick and Simplified Process: As the computerized process takes much less time than the manual process, it is much simpler and easy from the perspective of the parties to the deed. They do not have to stay at the sub-registrar's office for a longtime & sometime for the whole day.
- Availability of the Information: All the documents registered in a computerized office are available on the computer. The software facilitates to search for documents registered previously. One can also search for the documents by the name of the parties on the documents. Document can be searched date-wise Mauja (Village), Anchal/District wise. This information availability gives everyone a certain confidence about the transaction. This will also reduce time & manpower to register, search and get copies thereafter. In fact, we plan to keep the documents on the Internet which will enable any person to search and see any document and even can print the copy of any registered document after the payment of the requisite fees.
- 3) <u>Space Optimization</u>: As there are no manual records required to be kept and everything is in a digital form, it requires much less paper and space for storage of the physical files.

- 4) <u>Cost reduction</u>: As all the information is being captured on the computer through scanning etc, it requires much less labour and other materials. This will result in reduction of the cost to the Government.
- Immediate delivery of the Documents: This is one of the most important benefits of the computerization as the original documents are returned to the owner within a matter of few minutes of their presentation. This has increased the efficiency of the office. It saves time.
- Transparency: Increased transparency is one of the key benefits of the computerization. The sub-registrar office is no more nightmare to the parties for the registration. Now the details of the registration, rate calculation and their schedules are easily available to the people and hence people can be sure that they are paying the correct and legitimate amount to the Government.
- 7) Increased facilities to all the stake-holders: The Stake-holders in the process are deed-writers, Stamp Vendors, parties to the deed and the officials of the registration office. The availability of many resources like minimum value of the land, stamp fee rates and templates of various kinds of documents on the Internet makes everybody's life easy. Many deed-writers have started using these tools so as to further improve the service standards.
- 8) <u>Increased Revenue generation:</u> Computerization of the registration office has increased the revenue manifolds from a mere INR 74 crore to INR 418 crore.
- 9) <u>Digital records of the Deeds:</u> Any deed can be searched and verified at any given time because of the digital format of the deeds.

10) **Standardisation of the Process:** Overall process of registration and other services are same

in all the districts across the state. Before the introduction of e-Nibandhan application

software many of the districts have their own measurement scales, due to this there was lack

of uniformity in the process of Registration. In Ranchi district itself measurement units used

were Decimal, Kattha, Square feet (Sq. ft.) and Chatak (Ch). After introduction of e-

Nibandhan application software, uniform scale of measurement has been adopted. Thus,

across the state, only single measurement scale is used now i.e. decimal, through which all

land transactions processes have been completed except at Deoghar, where the land

transaction process is completed through 'square feet' measurement units that too can be

converted into decimal. The unit of measurement of structures is in square meters.

e-Nibandhan Architecture & online services provided

Automation of registration is the focused project of Government of Jharkhand. So to make

this successful, a web based application is being developed on ASP.NET 2.0 and Oracle

platforms. As the initial step of this project, a system study has been made to ensure the

efficient, stable and really successful web application.

e-Nibandhan system is developed on web based (3 tier) architecture having two interfaces:

> Application Software

MIS/ Portal

Technology Used:- .NET Frame Work & Oracle

| Sr. No. | Technical Details | | | | |
|------------|-------------------|----------------------------|--|---------------------------|--|
| 1 | Front | No. of Users (Intranet) | No. of Forms | No. of Reports | Technical Description |
| 1. End | | 500 (Approx.) | 260 (Approx.) | 45 (Approx.) | Build on Microsoft .Net Platform |
| 2. | Middle | No. of Code- Modules | Avg. no. of Lines of Code per Code-Module | | Web Server |
| Tier | | 250 (Approx.) | 800 (Approx.) | | Microsoft IIS server |
| 3. | Back | No. of Tables | Size of DB (Approx.) | DB Growth Rate per day | Database server |
| 3. | End | 40 (Approx.) | 4.5 TB (Approx.) | 2.5 GB (Approx.) | Oracle 10g Release 2 on Linux Platform. |

During the system study, all the areas of registration process have been taken into account, analyzed and recorded into the system study documentation. As the pilot places, five districts have been visited and information collected, during which interactions with concerned officers, staff and operators took place for the better know how of existing process.

Various issues affecting the existing and proposed registration process over various districts, like dissimilarities of columns, units and data types have been studied carefully for the state wide acceptable generalization of the proposed application.

Many technical issues like client side hardware interactions such as scanners, thumb impression devices etc, data security, data integrity, user friendliness have been kept into mind during the whole system design.

It has been implemented through the `Public Private Partnership` (PPP) and 'Build Own & Operate' (BOO) Model.

e-Nibandhan application has been tested and certified by STQC (Standardisation Testing and Quality Certification).

Budgetary Allocation for the e-Nibandhan Project

| SI. No. | Major Head | Amount |
|---------|--------------------|---------------|
| 1 | Hardware | 9,986,652.00 |
| 2 | Software | 16,647,190.00 |
| 3 | Civil & Interior | 6,757,006.00 |
| 4 | Misc. | 6,628,901.00 |
| 5 | Consultancy | 4,001,975.00 |
| 6 | Total | 44,021,724.00 |
| 7 | Total Project Cost | 44,040,000.00 |

This is a State funded project and the funds have been provided by the Dept. of Information Technology, GoJ to the implementing Agency Jharkhand Agency for Promotion of Information Technology (JAP – IT)

Major Challenges faced during the Implementation of e-Nibandhan

- ➤ It was felt during the implementation that very important aspect i.e. Substantial Process Reengineering and Capacity Building was required.
- ➤ There was lack of Infrastructure for implementing this project.
- Major issue of connectivity. Network was not available in the far flung and remote areas.
- > One of the basic requirements, i.e. Power Supply, was found inadequate in most of the areas.
- Acceptability & Ownership.

Citing the above challenges it was important to make some changes in the implementation strategy and therefore the following was the need of the hour for the successful implementation:

- ➤ Proper inter-agency co-ordination & team-work.
- > Time bound result oriented action plan.
- > Regular monitoring & review and speedy decision making.

Snapshot of the e-Nibandhan Hardware





The major hardware used at JAP-IT SDC under e-Nibandhan project is as follows :

- ✓ Application Servers
- ✓ Database Servers
- ✓ Backup Servers
- ✓ Storage Devices like SAN & NAS and
- ✓ Backup Device

Online services provided (currently)

The current e-Nibandhan application software provides the following registration related citizen centric services as on date along with the web-based application for the Registration of the documents:

- ➤ Online Search of the Index Registers
- ➤ Issue of Non-encumbrance certificates
- Issue of Certified copies of the Deed
- Registration of Property transactions
- Issuance of the Marriage certificates
- Provide for registration of marriages and solemnization of Marriages & issuance marriage certificates.
- Registration of the societies and firms.
- > To provide registration related information viz. valuation of land, houses, flats etc.
- > To provide information related to the stamp duty and fees.

The new online system replaces the manual system of copying and filing of the documents with a sophisticated document management system using imaging technology (with Biometric). The new system also replaces the manual system of indexing, accounting and reporting through the introduction of the electronic document writing.

JharNet(SWAN) as e-Nibandhan Service Provider on the Intranet

Jharkhand State Information & Communication Network (JharNet) is the state-of-the-art communication network built exclusively for the use of the Government of Jharkhand and its various departments.

e-Nibandhan application is hosted on the 'State Data Center' and its services are provided through the JharNet network.

JharNet has revolutionized the way Government functions by providing easier, faster and transparent governance. It has improved the Government-Citizen and Government-Business interaction by providing easier accessibility of various Departmental Services to Citizens and Business.

JharNet is a transport network and serves as an Intranet for the e-Nibandhan application. It is the information superhighway for Jharkhand e-Governance services and a communication network built to carry Multi Services - Data, Voice and Video.

JharNet has modernized the communication set up of the Government, improve the Administrative effectiveness & efficiency, improved the Quality of public service being provided to common man and quicken the overall development of the State through improvement of Intra-Government and Government-Citizen interfaces.

Stakeholders (Registration)

Government Stakeholders:

1. Registration Department (IG Registration) Government of Jharkhand

Role:

- ➤ Nominating a nodal officer for the project to co-ordinate with the service provider and the DOIT.
- ➤ Checking the Quality of Service (QOS) provided by the operator through the Sub-Registrars concerned.
- ➤ Collection of the additional charges and monitoring the progress of the project.
- Making payments to the service provider as per the terms of the contract.

2. Department of Information Technology, Government of Jharkhand [DoIT]/Jharkhand Agency for Promotion of Information Technology [JAP-IT]

JAP-IT is the implementing agency for the e-Nibandhan project. JAP-IT is also a State Designated Agency (SDA). Jharkhand Agency for Promotion of Information Technology (JAP-IT) was

conceptualized to accelerate the growth of Information Technology in Jharkhand and implement the policies of the State Govt. in the area of IT.

Role:

- ➤ Providing an update whenever required the application software, the required database RDBMS in consultation with the registration department for the purpose of running the software for registration of the documents.
- ➤ Maintenance of the software module in such a manner so that 95% uptime of the software maybe ensured.
- Providing all technical assistance to the operator in the deployment and implementation of the software.
- > Coordination between different stakeholders for smooth implementation of the Project

Private Stakeholders:

1. M/s CMC Limited (A company incorporated under the Companies Act, 1956) (As a Service provider)

Role:

> CMC works on Built Own Operate & Public Private Partnership (BOO & PPP) as per terms of the tri-partite agreement.

2. Wipro Limited

Roles:

Wipro has the responsibility of maintaining the current e-Nibandhan software application under the Annual Maintenance Contract (AMC). The agency shall maintain the application in respect of but not limited to the following, in a manner that ensures uptime of the application as per the service level requirements.

Wipro had been entrusted with the task of Designing, developing, Implementation and Maintenance support of the following two 'modules' as enhancements to the current e-Nibandhan application:

- Registration of Societies and related citizen services
- Registration of Marriages and related citizen services

It has been successfully commissioned.

3. Lotus Communications:

Role:

- Lotus Communications was responsible for the development, up-gradation and maintenance of the e-Nibandhan application. The agreement was signed with the Lotus Communications on 6th June, 2007 for a period of 2 years.
- A fully functional Web Based application i.e. e-Nibandhan was successfully implemented at Jamshedpur SRO on 25.02.2008. Accordingly the Web Based application i.e. e-Nibandhan was inaugurated by Shri Arjun Munda, the Honorable Chief Minister and thereafter the application was implemented in a phased manner across the state.

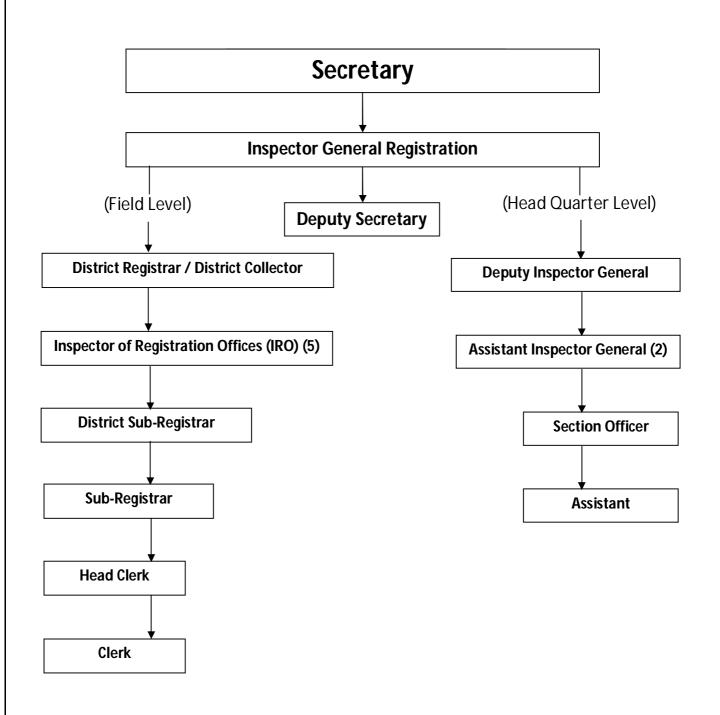
No. of documents registered since the inception of the application

Government of Jharkhand Department of Registration

Number of Registered Deeds for the Financial Year 2008-09 to 2011-12

| SI. No. | Financial Year | No. of Deeds Registered |
|---------|----------------|-------------------------|
| 1 | 2008-2009 | 192048 |
| 2 | 2009-2010 | 199800 |
| 3 | 2010-2011 | 218844 |
| 4 | 2011-2012 | 185804 |

Organizational structure of the Registration department



Registration Offices in various Divisions of the State

| List of Computerized Registration Offices | | | | |
|---|--|----------------|--|--|
| SI. No. | District | Went Live Date | | |
| 1 | Registry Office, Ranchi | 02-May-2008 | | |
| 2 | Registry Office, Khunti | 15-Apr-2008 | | |
| 3 | Registry Office, Simdega | 15-Apr-2008 | | |
| 4 | Registry Office, Lohardagga | 02-May-2008 | | |
| 5 | Registry Office, Gumla | 02-May-2008 | | |
| 6 | Registry Office, Koderma | 02-May-2008 | | |
| 7 | Registry Office, Giridih | 08-Sep-2008 | | |
| 8 | Registry Office, Rajdhanwar | 12-Sep-2008 | | |
| 9 | Registry Office, Jamua | 12-Sep-2008 | | |
| 10 | Registry Office, Chatra | 08-Sep-2008 | | |
| 11 | Registry Office, Jamshedpur | 25-Feb-2008 | | |
| 12 | Registry Office, Ghatshila | 07-Jul-2008 | | |
| 13 | Registry Office, Husainabad | 12-Sep-2008 | | |
| 14 | Registry Office, Chaibasa | 07-Jul-2008 | | |
| 15 | Registry Office, Saraikela | 02-May-2008 | | |
| 16 | Registry Office, Nagar-Untari | 12-Sep-2008 | | |
| 17 | Registry Office, Garhwa | 02-May-2008 | | |
| 18 | Registry Office, Latehar | 07-Jul-2008 | | |
| 19 | Registry Office, Hazaribagh | 08-Sep-2008 | | |
| 20 | Registry Office, Barhi | 12-Sep-2008 | | |
| 21 | Registry Office, Bokaro | 08-Sep-2008 | | |
| 22 | Registry Office, Tenughat | 21-Jul-2008 | | |
| 23 | Registry Office, Dhanbad | 07-Jul-2008 | | |
| 24 | Registry Office, Gola | 27-Oct-2008 | | |
| 25 | Registry Office, Dumka | 12-Sep-2008 | | |
| 26 | Registry Office, Jamtara | 03-Oct-2008 | | |
| 27 | Registry Office, Deoghar | 17-Nov-2010 | | |
| 28 | Registry Office, Godda | 12-Sep-2008 | | |
| 29 | Registry Office, Pakur | 08-Sep-2008 | | |
| 30 | Registry Office, Sahebgunj 01-Jul-2009 | | | |
| 31 | Registry Office, Chakradharpur | 01-Jun-2009 | | |
| 32 | Registry Office, Palamu | 15-Apr-2008 | | |
| 33 | Registry Office, Govindpur | 05-Aug-2008 | | |
| 34 | Registry Office, Dumri | 20-Apr-2011 | | |
| 35 | 5 3 | | | |

| 36 | Registry Office, Madhupur | 20-Apr-2011 |
|----|---|-------------|
| 37 | Registry Office, Ranchi (Urban Region 03) | 20-Apr-2011 |
| 38 | Registry Office, Bundu (Kanke Region) | 20-Apr-2011 |
| 39 | Registry Office, Ranchi (Urban Region 02) | 20-Apr-2011 |
| 40 | Registry Office, Ranchi (Urban Region 01) | 20-Apr-2011 |
| 41 | Registry Office, Ranchi (Rural Region) | 20-Apr-2011 |

Types of Deeds / Documents registered at each registration office

- Acknowledgment
- o Administration Bond
- o Adoption Deed
- o Affidavit
- o Agreement or memorandum of an agreement
- o Agreement relating to deposit of title deeds, pawns or pledge or hypothecation
- Appointment for the purpose of execution of any power
- o Appraisement or valuation
- o Apprenticeship deed
- o Award
- o Bond
- o Cancellation
- o Certificate of sale
- o Charter party
- o Composition deed
- o Conveyance
- o Copy or extract
- o Counterpart
- o Customs bond
- o Debenture

- Instrument of further charge i.e. any instrument imposing a further charge on mortgage property.
- o Indemnity bond
- o Lease
- o Letter of license
- o Memorandum of association of a company
- o Mortgage deed
- o Mortgage of a corporation.
- o Notarial Act.
- o Note or Memorandum
- o Partition
- o Partnership
- o Power of attorney
- o Protest of bill or Note
- o Protest by the master of a ship
- o Re-conveyance
- o Release
- o Respondentia Bond
- o Security bond
- o Settlement
- o Share warrants

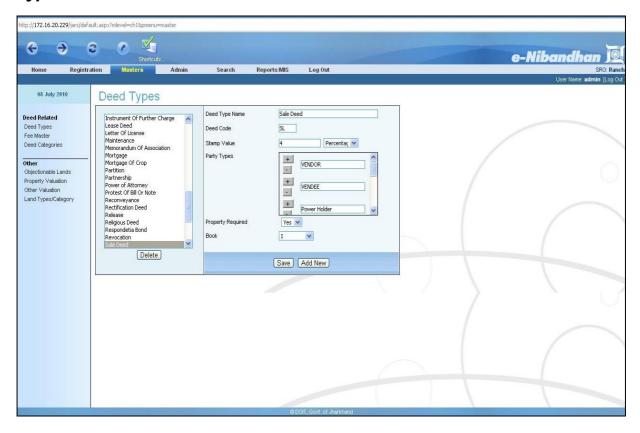
- o Divorce
- o Declaration of Trust
- o Dissolution of title deed
- o Dissolution of partnership
- o Entry as an advocate
- o Exchange of property
- Gift Instrument of, not being a settlement (No 58) or will or transfer (No 62)

- o Surrender of lease
- o Transfer
- o Transfer of lease
- o Trust
- o Warrants of goods

The deed / documents mentioned above are as per rule and are registered at a particular registration office on demand basis.

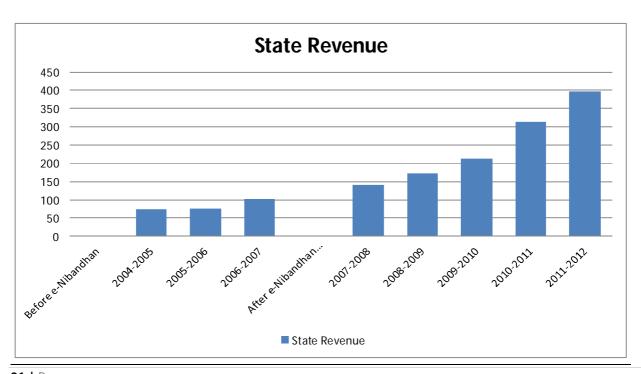
The process of registration covers a wide area starting from document collection from the party till the return of those documents. All the activities are recorded in different registers by the office clerks and are kept for future references and verifications.

Types of "Deeds"



Revenue Generation from the Registration Department in Jharkhand

| Government Of Jharkhand | | | | | |
|--|----------------------------|--------|--|--|--|
| | Department Of Registration | | | | |
| | Revenue Collection | | | | |
| Sr. Financial Year Revenue Collect No. (INR in Crores) | | | | | |
| 1 | 2004-05 | 74.61 | | | |
| 2 | 2005-06 | 77.51 | | | |
| 3 | 2006-07 | 102.02 | | | |
| 4 | 2007-08 | 140.47 | | | |
| 5 | 2008-09 | 171.69 | | | |
| 6 | 2009-10 | 213.06 | | | |
| 7 | 2010-11 | 314.56 | | | |
| 8 | 2011-12 | 397.86 | | | |



No. of deeds/documents registered per year

In Ranchi district 24,000 to 25,000 deed/documents are registered annually. In majority of cases 90% of sale deeds are being registered and remaining 10% covers the other types of the documents.

Typical Process Flow at the Registration office: A study of Ranchi Registry Office

The computerized process at Ranchi registration office begins with the tendering of deed / documents at the office. For this purpose there are various counter assigned, and at each of the counters some specific work is being done. There are basically four types of counters namely:

- 1. Token counter: Tokens are being generated and given to the client.
- 2. Entry counter: Data entry is being done at this counter and a "Janch-Prapatra" or Check Slip is generated, which after attestation by the party is attached to the document.
- 3. Fee Counter: Fee for registration is collected from the party.
- 4. Photo Counter: Photographs and thumb impression is taken by bio-metric devices.
- 5. Scanning Counter: Documents are being scanned.
- 6. Return Counter: Documents are returned to the concerned party at this counter.

The registration process begins with the collection of deed/documents at counter no.1. A token is printed and given to the party with the assigned counter no. mentioned on the token.

The documents are then sent to the registering officer for accepting the document for registration. If the documents are found prima facie correct then the registering officer puts his initials. The documents are then taken to the concerned counters.

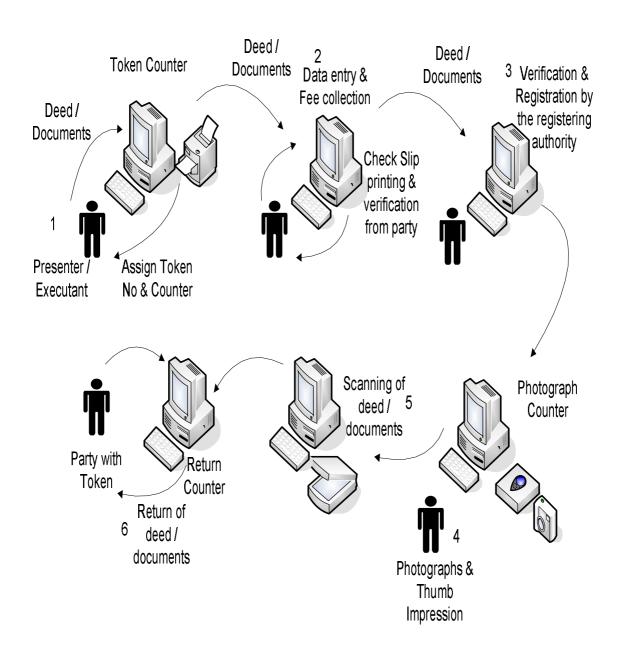
At the entry counter the operator enters the document details and a "Janch-Prapatra" or Check Slip is generated which is handed over to the party for the verification. After verification and putting of signature by party the "Janch-Prapatra" is then attached with the document, and is given to the fee collection counter. Fee is taken at the fee counter and receipt is printed and is given to the party. The documents are then forwarded to the registering officer. Where the executants admits for execution of document. The officer after examining the parties endorses the document and puts his signature. A "Deed/Document No." and a "Serial No." is auto-generated. Thereafter the document is scanned at the scanning counter, and then the original documents are sent to the 'return counter'. After verifying the token no. & fee receipts the original documents are returned to the concerned party.

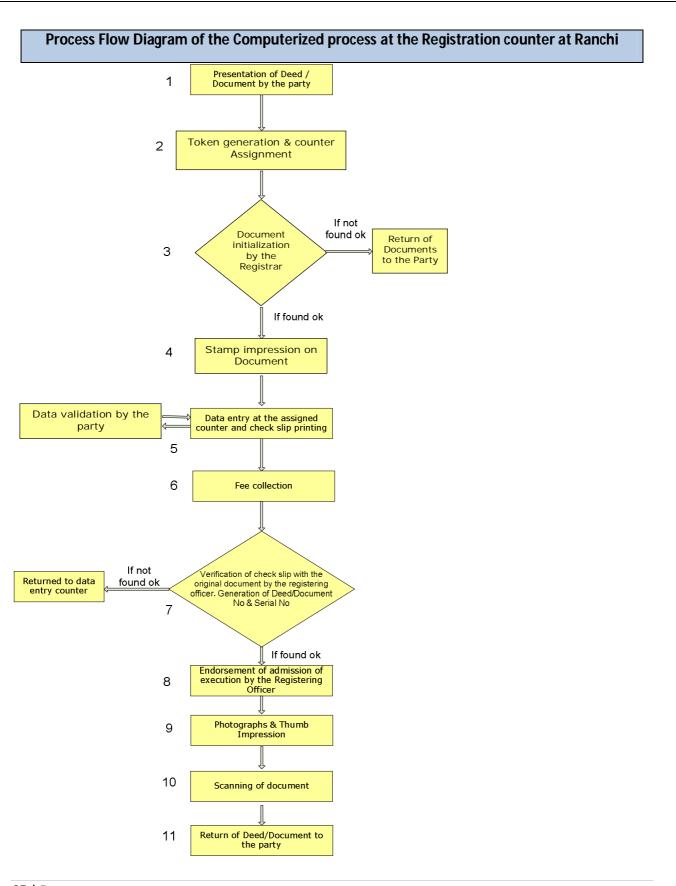
<u>Issuance of Certified copies/Non-encumbrance certificate:</u>

The issue of certified copy of deed / documents has also been computerized. Applications for certified copy are accepted and a token is issued. After searching the deed / documents required fee is collected from party. A copy of the deed / document is printed and is duly certified by the registrar, and is issued to the party.

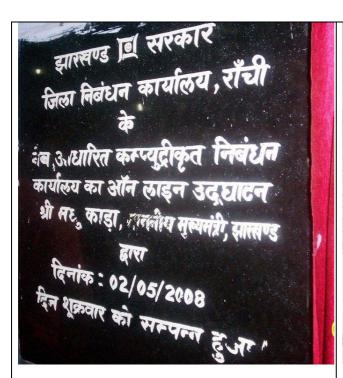
Non encumbrance certificate is also computerized. Tokens are issued to applicants and deed / documents are searched in the database. After searching required fee is taken and receipt is given to the party. A non-encumbrance certificate is printed out and is certified by the registrar and issued to the applicant.

Pictorial representation of the automated process at Ranchi registration office





Snapshots of the Ranchi District, e-Nibandhan office









Snap shots of the Marriage and District Sub-Registrar's office









Digitization of the Sales Deed & to be Registered documents

A sales deed normally contains the following fields:

| Khata No. |
|----------------------------|
| Plot No. |
| Rakba (Area). |
| Madherakwa (Area for sale) |
| Thana No. |
| Mauja |

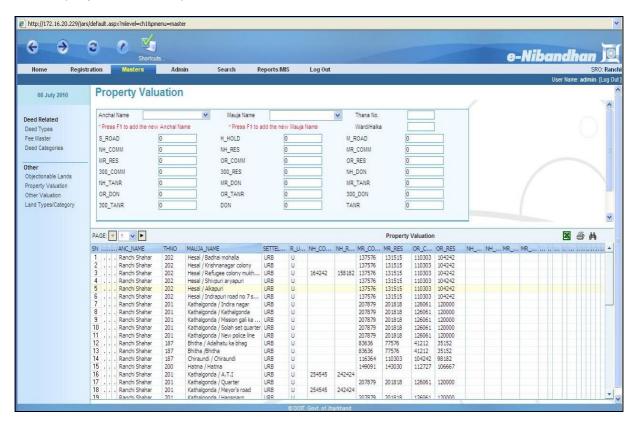
Documents submitted along with the sale deeds are:

- 1. True copy of the deed document.
- 2. Photographs.
- 60 days permission for urban area Permission from SDO/LRDC (in the case of person belonging to the Scheduled Tribes, Scheduled Caste & backward classes covered under the Chota Nagpur Tenancy Act), [Permission U/S 28 of C.N.T Act, 1908]
- 4. Form 60/61 of Income Tax.
- 5. True copy of PAN Card
- 6. Tenancy Act (TA) form (Notice n Declaration)
- 7. Khatiyan.
- 8. Old deed copy (if any)
- 9. Map (if available)
- 10. The document having Signature/Thumb impression of the parties (executants) and two witnesses.

Verification:

Verification of the properties is based on the "Valuation list" obtained from the government.

The "Property Valuation" snapshot is as follows:

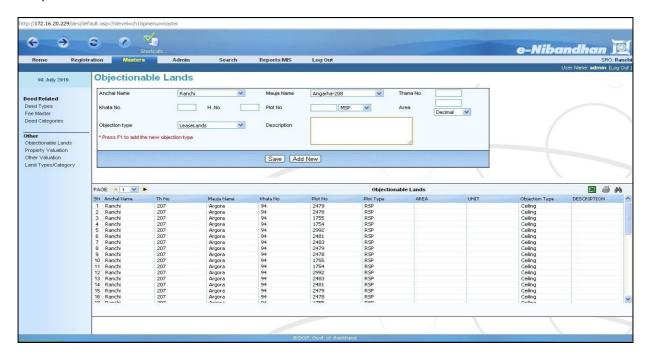


Different documents are stamped as per schedule 1A of the Indian Stamp (I.S.) Act.

Stamp duty is also of various types and depends on the type of deed / documents.

For example the stamp duty for sale deed is 4% of the total value of property.

Objections: Objections, if any are based on the "Objection List" which contains all kind of objectionable lands in a particular district.



Initialization/Fee collection:

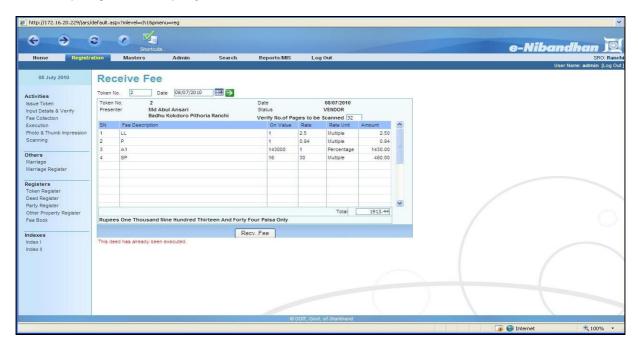
After verification the documents are initialized by the registrar. Fee for registration is then collected from the party. There are different fee structures required for registering different types of deed/documents.

Fee is charged in accordance with table of fees in registration act and L.L.R fee are charged in accordance with "Tenancy Act".

Fee of registration of sale deed is depicted bellow:

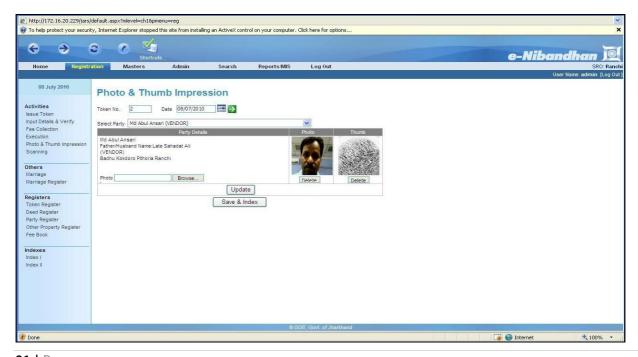
- 1. Registration fee- 3% of the total value of the property.
- 2. INR 9per page of the document.
- 3. Salami fee- 2.50 Per Khata No. (L.L.R. fee)
- 4. Talwana fee- 0.94 per Khata No. (Process Fee)

Fee Receipt is given to the party.



Registration:

The Registration Officer records the admission of execution (U/S 58 of Registration Act). The registrar then in the presence of both the executants and claimants approves the documents and signs it. Left thumb impression of the executants, claimants and one "Pahchan" (any person who knows both the party), is taken on the documents. The screen shot of Photo & Thumb Impressions as below:



Recording of the details:

The details of the documents are then recorded in different registers such as:

a). Index Register 1:

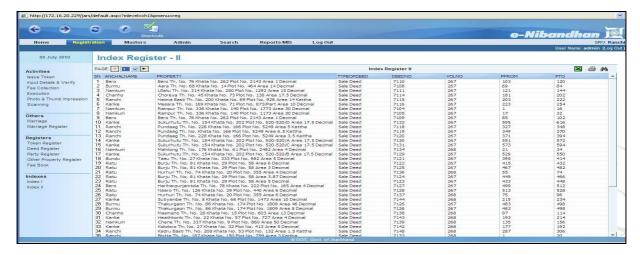
This register contains the details of the person and the documents being kept.

The fields of the register are as follows:



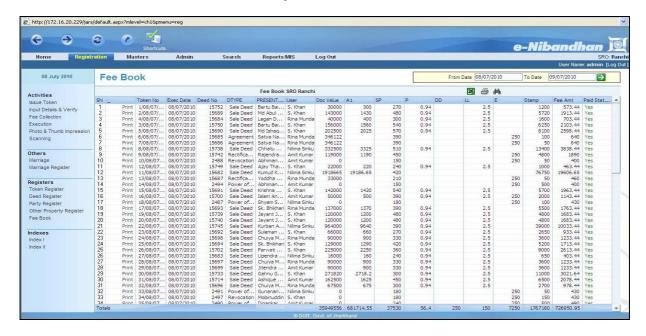
b). Index Register 2:

This register contains the details of the property. The fields are as follows:



c). Fee Book:

The details of the fee are recorded into this register. The details are as follows:



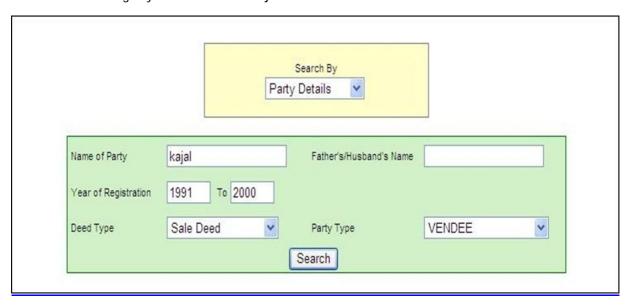
d). Khoj Book (Search Register):

Khoj Book or Search Register keeps all the details of the search required to be done by the applicant. To do this job a person is supposed to submit a "Search" form. The Search form keeps information related to the search.

Snap shot of the search register as below:



Below is one sample query to display all records relating to sale deed that has been registered between years 1991-2000 involving any Vendee named 'Kajal'.



The search result displays all relevant records with Vendee named 'Kajal'.



Snapshot of e-Nibandhan Application Software interface



Thumb matched with score 35
Click Here if Software does not open automatically.

Snapshot of e-Nibandhan Application MIS interface



Marriage Solemnization (U/s 5) & Registration of marriage (U/s 15)

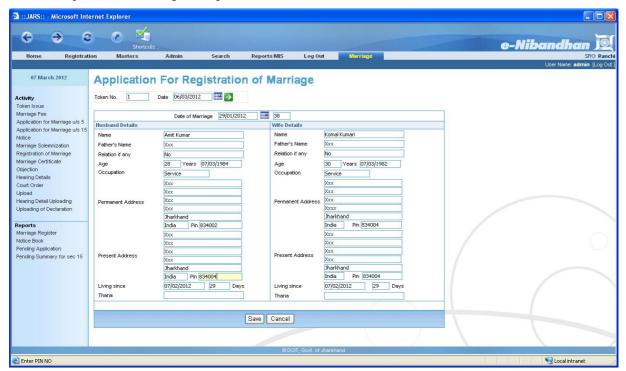
a) Solemnization of marriage U/s 5.

Marriage solemnization is currently done online.

The marriage registration falls under the following Acts such as:

• The Special Marriage Act, 1954 (Central Act 43 / 1954)

Persons by whom marriages may be solemnized



b). Registration of marriage U/s 15

Registration of the marriage is done under section 15 of the special marriage act 1954.

Different forms of marriage registration

a) Certification of Marriage celebrated in other forms:

The process of marriage under this category is almost same as described above but the age of bride and groom differs which is as follows:

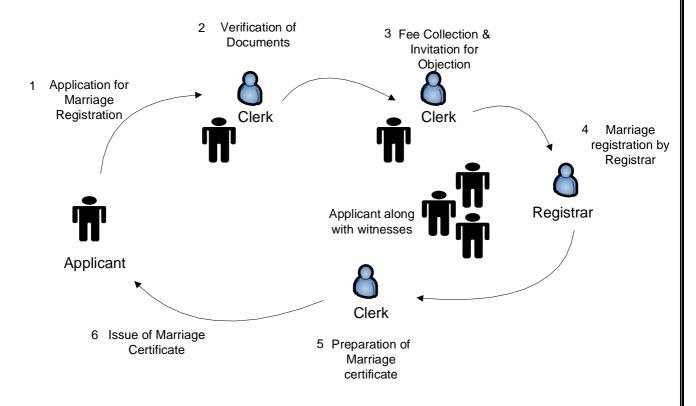
The age for bride and groom both is minimum 21 years.

b) On commission at applicant residence:

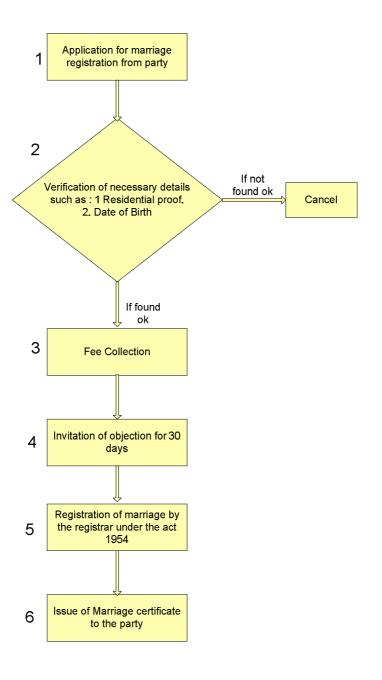
It is a marriage process in which registrar with other members goes at the applicant's residence where marriage is being solemnized and there only he/she registers the marriage.

The Hindu Marriages Act, 1955 is not applicable in the state of Jharkhand. In case of the Indian Christian Marriages Act, 1872, authorization is assigned to the father of the church to solemnize the marriage.

Pictorial representation of marriage registration process:



Flow diagram for marriage process



Registration of Societies

Societies Registration Act,1860 is a Central Act. However, Entry 32 of List II of Seventh Schedule to Constitution, i.e. State List vests power in states over 'unincorporated literary, scientific, religious and other societies and associations'. Thus, though it remains in force in Jharkhand, it has been repealed in many States and enacted their own legislation.

Societies to which the Act applies:

Following societies can be registered under the Act - Charitable societies, Military orphan funds or societies, Societies established for promotion of science, literature, or for fine arts, Societies established for instruction and diffusion of useful knowledge, diffusion of political education, Societies established for maintenance of libraries or reading rooms for general public, Societies established for Public museums and galleries for paintings or other works of art, collections of natural history, mechanical and philosophical inventions, instruments or designs.

This module has also been recently implemented and thus this registration like other forms of registration could be easily and conveniently completed.

Sustainability

- <u>Immediate delivery of the Documents</u>: This is one of the most important benefits of the computerization as the original documents are returned to the owner within a matter of few minutes of their presentation. This has resulted in the reduced harassment of the parties.
- <u>Transparency</u>: Increased transparency is one of the key benefits of the computerization. The sub-registrar office is no more black-box to the parties for the registration. Now the details of the registration, rate calculation and their schedules are easily available to the people and hence people can be sure that they are paying the correct and legitimate amount to the Government.
- Increased facilities to all the stake-holders: The Stake-holders in the process are deed-writers, Stamp Vendors, parties to the deed and the officials of the registration office. The availability of many resources like minimum value of the land, stamp fee rates and templates of various kinds of documents on the Internet makes everybody's life easy. We expect that a lot of deed-writers will start using these tools so as to further improve the service standards.

Overcoming the Challenges while implementation

After gaining the experience of working in this project for few years, the Government started a program to replicate the system throughout the state. A concept paper was prepared and discussed with all the stake holders. In this paper, various modes for state-wide replication of the project were discussed and evaluated. It was recommended in this concept paper that Public Private Partnership (PPP) model will be most suitable for this project.

Initially there were lots of doubts and hesitations in adopting the model. The employees of the Registration Department had an apprehension that if the entire operations of the registration of the documents were outsourced to the private agency, this will result in:

- Reduction in the powers of the registration department functionaries
- Non-compliance of the statutory provisions, and
- Evasion of stamp duties and other taxes

People working in the Registration department had also skepticism in the computerized process itself. There was apprehension that, since the deeds are not being copied manually now the recorded are being recorded in digital form some technical savvy miscreants may after on delete some important information from the records or may extract information. As the documents were not being copied and kept in the digital form, people did not have much faith either on the integrity of the document (as it could be manipulated easily without leaving any trace) and the document could also be deleted and destroyed. To provide comfort to them, it was decided that the hard copies of the documents will also be maintained after being printed besides maintaining the soft copies on the computer. This was also to assure them that computerization will, in no way, affect the legal aspect of the registration process.

Future Road Map

- ➤ Computerized Valuation of Land and property:
 - -Based on the change in value of the land and property, estimated cost can be reached upon.
- > By linking up with the UIDAI Data, the claimants can be checked for the 'fake document' check. This facility will help the citizen to check his land record for the authenticity purpose.
- > Previous Registered Document Record during the registration of the said Land:
 - -With the help of the 'search' facility for the last registry done for the same land can be searched for, for the verification purposes.
- > Financial inclusion:
 - -Presently the Registration Fee / Stamp Fee is collected in cash and sent to the Treasury.
 - -In the future system the registration fee/stamp fee will go to bank and will get credited in the Treasury.
- > Implementation of correction modules for the correction of wrong entry.
- ➤ Enhancement of Storage spaces and other hardware for the backup of ever increasing huge database on the daily basis.
- Establishing a Media Library. Media library will help the Government to resolve the land related issues if any. Media library would be like a complete library in itself containing humongous data about the land records and its legal heir.

Contact details of the relevant Authorities for further Assistance

| Sr. No | Designation | Name | STD Code | Office No. | Email ID |
|-----------|--------------------------------|-------------------------|-------------|---------------------------|--------------------------|
| 1 | Secretary, Registration | (Smt.) M.N. Kerketta | 0651 | 2400348 | Reg.secy@jharnet.gov.in |
| 2 | IG, Registration | | | | lg.reg@jharnet.gov.in |
| 3 | Dy. Secretary, Registration | D.K. Toppo | 0651 | 2400093 | Dysec.reg@jharnet.gov.in |
| 4 | AIG, Registration | D. M. Thakur | 0651 | 2400093 | Aig.reg@jharnet.gov.in |
| 5 | Ranchi Sub- Registrar | VaibhavTripat hi | | 9471589300 | Reg.rnc@jharnet.gov.in |
| 6 | DOIT | Principal Secretary | 0651 | 2400001 | |
| 7 | DOIT | Deputy Director | 0651 | 2400611 | |
| 8 | JAP-IT CEO | N. N. Sinha | 0651 | 2401044 | |
| 9 | JAP-IT OSD | A. K. Satyajeet | 0651 | 2401067 | |
| 10 | JAP-IT Project Co-ordinator | Rajesh R. Sinha | 0651 | 2401040 | |
| 11 | CMC Ltd. | Program Manager | | 9471171600 | |
| 12 | CMC Ltd. | Dy. Program Manager | | 9835165492 | |
| 13 | Wipro Ltd. | Team Leader | | 9534097175 | |
| 14 | Wipro Ltd. | Team Member | | 9263437533, 9334466032 | |

Conclusion

With this project having being completed, it is now possible for the Government to provide following services online to the citizens.

- > Getting a non-encumbrance certificate for any given piece of land in the state.
- ➤ To search the database of the land transactions since last 35 years as to whether any given party has purchased / sold land.
- > To execute a registration deed and get the original deed back in 30 minutes, from across the counters in any of the registration office(s).
- > To compute the stamp duty online for any property or a set of properties.