

Project Work On
E-Governance Initiatives of the Revenue and Disaster
Management Department

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E-Governance Initiatives of the Revenue and Disaster Management Department, Odisha.

Introduction:

e-Governance is the use of information and communication technologies to streamline and improve government process and enhance the internal and external communication of government. e-Governance provides a sound strategy to strengthen overall governance. It has ushered in transparency in the governing process; saving of time, reduction in corruption, convenience and empowerment. e-Governance also provides a mechanism of direct delivery of public services to the marginal segments of the society in the remotest corners, without having to deal with intermediaries.

Hon'ble chief Minister introduced 3- T- Principles (Team work, Technology and Transparency) which was adopted and implemented by the deptt, to ensure its different functionalities. E-governance is good governance as it ensures transparency and timely delivery of services.

Different steps have been taken up under the e governance initiatives to enable seamless flow of data across allrelevant offices which are also accessible to the public to ensure transparency in the process.

E-Governance Initiatives:

1. E-Mutation (LRMS)
2. E- Registration
3. DWIST
4. DMS
5. Bhulekh- BhuNaksha

6. RCCMS
7. Online MTA
8. E-District
9. E- Abhijog
10. Social Media (Face Book, Twitter)

1. E- MUTATION (LRMS):

Maintaining land records is the most important function of the department, To ensure the real time updation with latest information the R&DM department has initiated the use of technology. The whole work flow of mutation or correction of RoR is based online. e-Mutation is synced with e-Registration which facilitates automatic process for mutation as a result of transaction in Property Registration.

Objectives:

- Fast, accurate, transparent and correct updation in ROR.
- Enable the citizen or petitioner to know status of his or her mutation case at anytime from anywhere.
- Enable the citizens to know their entitlements of landed property and have fair transactions on those lands.
- Automatic reflection of transaction at sub-registrar offices at the Tahasil for necessary updating of ROR.

Process Flow:

- The mutation case is initiated in two ways: (A) on application by the citizen at the single window operator (SWO), (B) generation of form-3 on registration of transaction of property at the sub-registrar office.
- The case details are forwarded by the SWO to the tahasildar or addl. Tahasildar or the form 3 is downloaded and case initiated by the tahasildar or addl. Tahasildar.
- The Tahasildar or addl. Tahasildar forwards the case to the R.K for verification

- On verifying, the case is again sent back to the Tahasildar or addl. Tahasildar by the R.K with necessary remarks.
- The tahasildar or addl. Tahsildar forwards case to R.I for necessary action i.e issue of notice to parties and public, conducts hearing, makes field verifications and sends back the case to Tahasildar with recommendation for approval or rejection of the case.
- If the case is approved, Tahasildar sends the case record for final order entry to the record keeper after 30 days of appeal period.
- The record keeper sends the case records to OIC recordroom for updation of records.
- After ROR correction is done OIC record room sends the intimation slip to RI for updation in RI office, whosends it back to OIC record room when it is done.
- The OIC record room sends the case to Tahsildar for closure of the case.
- The hard copy of the ROR is printed, signed and handed over to the citizen.

Features:

- Complete work flow is maintained and order sheet is written online.
- Secured data transmission and record updation using private network structure.
- Biometric devices are used for record updation.
- SMS alert facility is available for the applicant once case is instituted.
- Knowing the status of the case by the public at any stage is available.
- Helps authority to monitor the status of mutation cases.

2. e- REGISTRATION

Registration includes registration of all types of instruments, registration of societies, partnership of firms and administration of the duties related to the stamp and stamp duty including court fee. It is facilitated by the e-dharani software.

Objectives:

- It provides hassle free services to the citizens, through the use of IT within stipulated time notified under ORTPS Act.

- Generation of Form-3 for processing of mutation case which doesnot require the citizen to apply separately.

Work Flow:

- After ascertaining the market value of the transacted property from the DSR or SR office and from the website of IGR, Odisha the citizen pays the stamp duty. The Stamp duty can be paid in three ways such as, (1) e- stamping (2) Electronic Franking Machine (3) Impressed Stamp paper.
- The executants and claimants have the deed scribed by the deed writers and the advocates.
- The document, along with its true copy is presented before the registering officer by the parties.
- The document is checked by the DA (dealing assistant) at the help desk
- A unique ID of the document is generated.
- The data entry operator enters the basic information of the document.
- Registration fees is collected
- Biometrics/ photograph, thump impression and signature of all the parties and the identifiers t the documents are captured through electronic device.
- The Registering officer registers the document.
- Endorsement and certificate of registration on the original document are printed and signed by the RO.
- The original document are scanned and uploaded in the e-registration application
- Delivery report is generated and Form.3 is transmitted to the tahasil office (In case of sale purchase of land)
- The document is delivered to the authorized person.

Features:

- Market value configuration and automated property valuation
- Records maintained in digital, compressed and encrypted form in a central repository.

- SMS intimation to stakeholders
- Integration with land records database (Bhulekh)
- Online issuance of encumbrance certificate (EC) and certified copy (CC)
- Online authentication with (UIDAI) and PAN database.
- Automatic transmission of Form-3 to concerned Tahasils office for initiation of mutation proceedings.
- Capture of digital photo and biometric finger prints of the parties
- Central help desk and call management system.
- Payment gateway integration with SBI e-Pay Aadhar through Odisha Treasury Portal

3. DWIST:

DWIST stands for Dynamic Web Information System of Tahasils. All the informations related to Tahasil office is displayed for public viewing. Information like location, OIC, staff, achievements, etc. is displayed by the concerned Tahasils in their respective DWIST pages.

Objectives:

- Provide basic information of the Tahasil to the public.
- Provides contact details of Tahasildars and other staffs
- Achievements of the Tahasils can be known to the citizens

Process Flow:

- The details are entered or updated at the Tahasil in the DWIST website
- The entered details are stored in the DWIST data base and is synced to the land records data base
- DWIST information is then made available for the Public viewing

Features:

- Bilingual web information both in Odia and English is available for the citizens
- The Tahasildar may provide authenticated information using their credentials
- Data base information are automatically updated in the Tahasil website

4. DMS (Document Management System)

DMS is a digital storage and retrieval system introduced for online storage and retrieval of the records, indexing of data, images, etc. the paper documents are prone to getting damaged with the passage of time. Hence the documents are digitized for frequent references.

Objective:

- Preservation of Tahasil case records in compactors.
- Storage of scanned soft copies of documents in computer system.
- Meta data storage of records for intelligent search facility
- Easy retrieval of soft and hard copies of the Tahasil records without damaging the original case record
- Maintenance of the flow case record for the court cases

Process flow:

- The data entry operator logs in and adds Meta data and compactor details.
- The data is saved and forwarded to RK for approval.
- If the data is entered correctly, the RK approves it.
- If the data is incorrect, the RK returns the document to the DEO for necessary changes.
- The DEO makes necessary changes and forwards it for approval.
- The corrected data is approved by RK.
- The Tahasildar/RK/DEO can log in and generate MIS reports and graphs.

Features:

- Role based access for DEO, RK and Tahsildars
- Physical storage of the documents in compactors, racks, bundles
- Standard meta data for each document
- Provision of Unique identity number and bar code to each document for easy retrieval.
- Establishing mapping between hard copy and soft copy
- Flow of documents to courts and their movement is recorded in the software.
- The citizens can avail the certified copies easily

- Different MIS reports can be generated.

5. BHULEKH –BHUNAKSHA

The land records web portal is known as bhulekh in Odisha. Through this portal the public can view their ROR and the map. Bhulekh is the textual content while the spatial content is in Bhunaksa.

Objectives:

- Textual and spatial information of land records are accessible to the public
- The record can be viewed at anytime and from anywhere.
- It linked with other applications for references.

Features:

- Records can be viewed at anytime from anywhere by the citizen.
- It can be referred by officials for other services like issuing certificates
- The website is in Oriya language which makes it accessible for the weaker sections and low literate people.
- Financial institutions use it to ascertain the ownership, land type and extent of area for sanctioning loan to the tenants.
- It helps govt. to locate and identify land for industrialization or social projects. This service makes the Land acquisition process simpler.

6. RCCMS:

RCCMS stands for Revenue Court Case Monitoring System in the R& DM Deptt. Different type of cases of R&DM deptt. is handled in the RCCMS. The data base contains all the case details of the entered cases. The authorities and public can view the processing stages and the final disposal status.

Objectives:

- Daily cause list is available in RCCMS for reference of the public.
- Final order can be accessed by the public

Features:

- All types of cases are presented in one platform
- Dash board shows the number of cases instituted, disposed, etc.
- SMS is available for the public regarding the cases.
- One can see the status of the case from the website without actually visiting the tahasil office.

7. MTA

Online MTA is Manual of Tahasil Accounts. Different registers are maintained in the Tahasils and in RI offices. These Registers are related to the collection of revenue which is most important work of the deptt. to facilitate error free maintenance of these registers and reconciliation of the errors MTA account was created online.

Objectives:

- Online revenue collection
- Generation of register
- Reconciliation of revenue

Features:

- All kinds of registers such as Jamabandi, Tenants Ledgers, Sadarsiha, etc. are availing online in form of data base.
- Tenants can deposit land revenue online from anywhere without visiting the RI office.
- Maintenance of revenue collection data base such as MIS reports

8. e- District:

The e-District initiative of the Department of Electronics & Information Technology (Deity), Ministry of Communication & Information Technology (MCIT), and Government of India has been identified as one of the Mission Mode Projects at the State level. The project aims at providing support to the basic administrative unit i.e. “District Administration” to enable content development of G2C services, which would optimally leverage and utilize the three infrastructure pillars, the State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and safe data storage, and Common Service Centers (CSCs) as the primary front- ends for service delivery to deliver services to the citizens at the door steps.

Objectives:

- Integrated and seamless delivery of citizen services
- Providing services in a most efficient manner to the citizens
- Automation of the work flow back-end digitization, integration and process redesigning. Across participating deptt.

Process Flow:

- The citizen applies for the required certificates at the common service centre(CSC) by filling up a form and submitting required documents. for minimal charge
- A Unique application ID is generated and the receipt is given to the applicant
- The application is forwarded to the Tahasil
- The dealing assistant (DA) verifies the documents and forwards the application to the respective RIs.
- The RI conducts inquiry and reports to the Tahsildar or the Addl. Tahsildar for approval or rejection.
- The Tahsildar or the Addl. Tahsildar refers the documents uploaded and the report of the RI and approves or rejects the application accordingly.
- The applicant receives the certificate at the CSC on producing the receipt.

Features:

- Government to citizen service
- Citizens can know the status of the application from anywhere at any time.

- SMS alert to the applicant at every stage.
- CSC centre enables the citizensto get the service without actually visiting the Tahasil.

9. e- Abhijog:

e-Abhijoga is a Centralized Public Grievances Redress and Monitoring System. This application is extended to all public dealing offices of the state to understand the nature of the problems arising at various level of administration for necessary policy correction and reforms.

Objectives:

- Instant action and transparency on status and action taken on grievances.
- Facilitate direct lodging of complaints by the citizen to the concerned department, from anywhere at anytime.
- Ensure fast and transparent redressal of grievances
- Uniform and systematic approach towards monitoring by the higher authorities

Process Flow:

- The aggrieved citizen can access the website and fill out the form
- On submission of the form it is directed to the concerned officer
- The concerned offices log in to the website and down load the grievance application.
- After redressal of the grievance the action taken are uploaded in the website for the citizen to view.

10. SOCIAL MEDIA (Face Book, Twitter)

Face Book:

The department has a facebook page (www.facebook.com/revenuedepartementodisha) where the deptt. regularly updates its activities and information for public access. The citizens lodge their

complaints on this platform which are complied and acted upon by the deptt. The feedbacks by the citizens have valuable roles in improving the performances of the deptt.

Twitter:

Similar to the facebook page the deptt.is acting on twitter (<https://twitter.com/rdmodisha>). Where the issues flagged by the users are resolved in a time bound manner.

CONCLUSION

E-governance is an evolutionaryphenomenon, and requires a change in the mindsetof one and all citizen, with the support of internet,the government process are done by citizenfriendly. The development of e-governanceapplication and discovering more innovativeavenues meant for delivering e-services effectively. But in developing countries like Indiawhere literacy level is very low and most of thepeople are living below poverty line, it is very muchdifficult for the government to provide its servicesto such citizens via means of internet.