

PROJECT REPORT ON

E-GOVERNANCE INITIATIVES
OF REVENUE AND DM
DEPARTMENT

SUBMITTED BY –
LIPSA RAY (ORS)
ADDL. TAHASILDAR,
SORO, BALASORE
20TH BATCH
TRAINING PERIOD – 23/08/18 – 15/09/18

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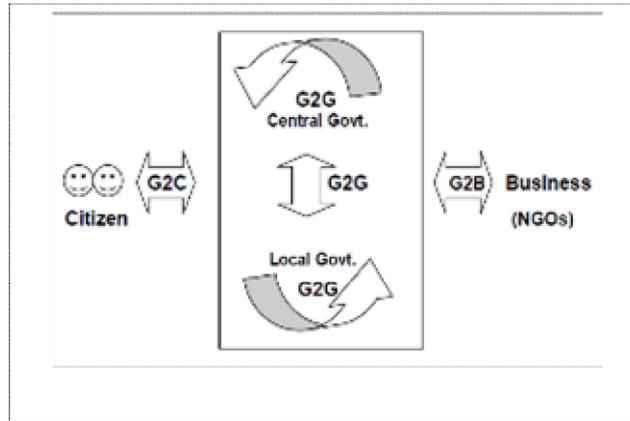
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INTRODUCTION:

E-governance is more than just a government website on the Internet. The strategic objective of e-governance is to support and simplify governance for all parties; government, citizens and businesses. The use of ICTs can connect all three parties and support processes and activities. In other words, in e-governance electronic means support and stimulate good governance. Therefore, the objectives of e-governance are similar to the objectives of good governance. Good governance can be seen as an exercise of economic, political, and administrative authority to better manage affairs of a country at all levels. It is not difficult for people in developed countries to imagine a situation in which all interaction with government can be done through one counter 24 hours a day, 7 days a week, without waiting in lines. However to achieve this same level of efficiency and flexibility for developing countries is going to be difficult. The experience in developed countries shows that this is possible if governments are willing to decentralize responsibilities and processes, and if they start to use electronic means.

E-Governance is the application of information and communication technologies to transform the efficiency, effectiveness, transparency and accountability of informational and transactional exchanges within government, between govt. and govt. agencies of National, State, Municipal and Local levels, citizen and businesses, and to empower citizens through access and use of information. E-Governance is an instrument of the Information Society in the form of governance principles, strategies, systems and tools that enable the use of ICTs (Information and Communication Technologies) in mutual interactions between and among the key members of the society; state, citizens, and businesses. For governments, the more overt motivation to shift from manual processes to IT-enabled processes may be increased efficiency in administration and service delivery, but this shift can be conceived as a worthwhile investment with potential for returns.

The three main benefited user groups that can be distinguished in e-governance concepts are government, citizens and businesses. E-Governance is the use of information and communication technologies to support good governance. The most common interactions in e-governance are Government to Citizens (G2C), Citizens to Government (C2G), Government to Businesses (G2B) and Government to Government (G2G). The various interactions in e-governance are presented schematically in the figure.



NEED OF E-GOVERNANCE:

Odisha state is attempting to revitalize their public administration and make it more proactive, efficient, transparent and especially more service oriented. In this context, the appropriate use of ICT plays a crucial role in advancing the goals of the public sector and in contributing towards an environment of social and economic growth. E-Governance can support significantly the process of trans-formation of the government towards a leaner, more cost effective government. It can facilitate communication and improve the coordination of authorities at different tiers of government, within organizations and even at the departmental level. Further, e-Government can enhance the speed and efficiency of operations by streamlining processes, lowering costs, improving research capabilities and improving documentation and record-keeping.

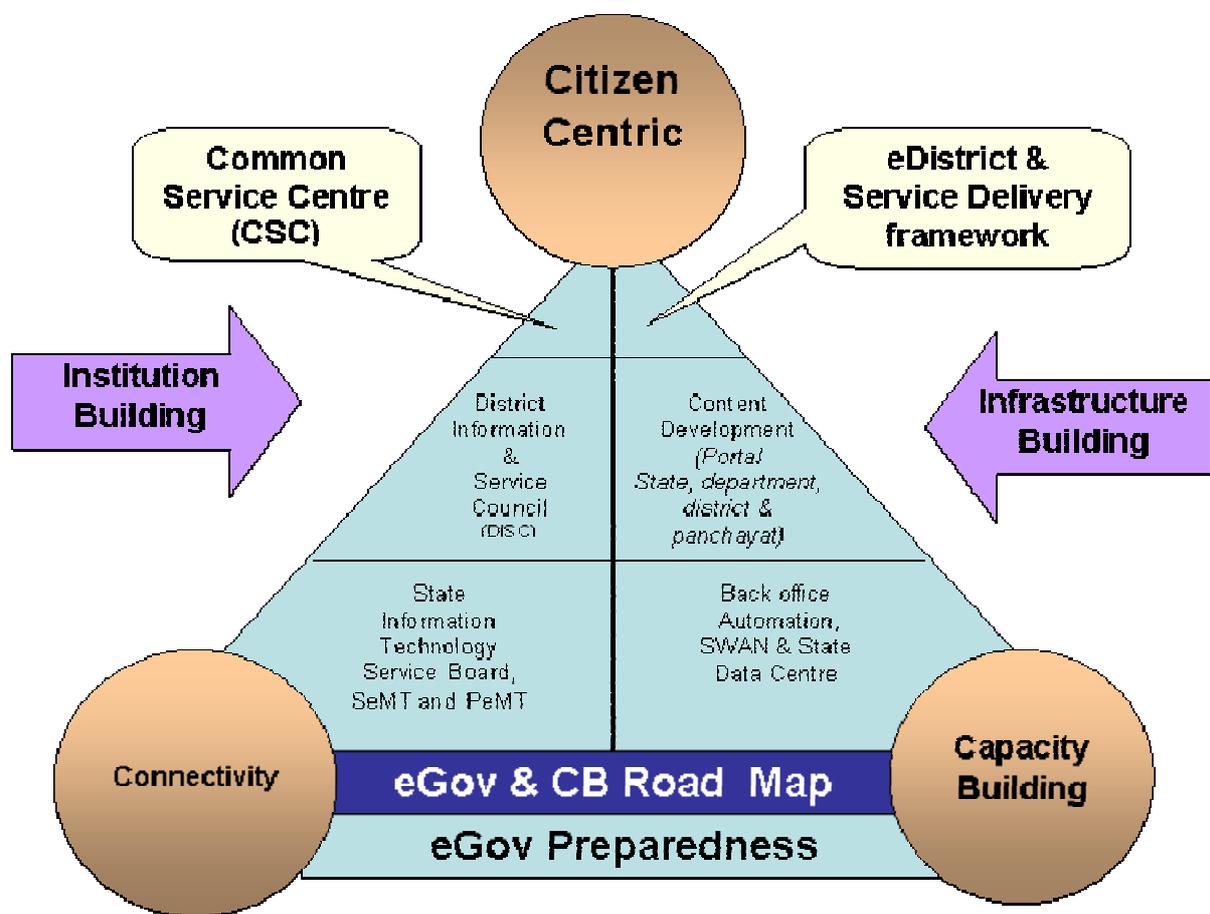
Odisha has recognized Information Technology (IT) as an effective tool in catalyzing the economic activity, in efficient governance and in developing human resource. They have, therefore, made significant investments in it and successfully integrated it with the development process, thereby reaping the benefits to their society. In Odisha also these developments have impacted the industrial, education, service and Government sectors and their departments (IT, RD, Works & Water Resources) in the first phase with the support of NIC, New Delhi. Influence on various applications is increasingly being felt of late. As the era of digital economy is evolving, the concept of governance has assumed significant importance.

ODISHA E-GOVERNANCE PLAN:

Keeping in line with the increased thrust on e-governance across the country, the state also took initiatives to computerise various departments, which started in mid 80's with a few

isolated initiatives. But since year 2000 the state has taken up state wide planned initiatives, which includes policies, infra- structure and software application development specifically to create an ICT enabling environment to enable citizen centric service delivery. In the year 2004 the government came out with the Information Technology and ITeS Policy. The e-governance roadmap of Odisha was released on 14th June 2006 by the Hon'ble Chief Minister, which compromised of governance vision, governance strategy and blue print and capacity building road map.

E-GOVERNANCE INFRASTRUCTURE



Project Monitoring Unit (PMU) Cell:

A PMU cell has been constituted in R and DM Department to monitor different revenue cases at Tahasil. Also it has developed in house help desk software for redressal of grievances.

State Wide Area Network (SWAN):

The Government had approved the Scheme for establishing State Wide Area Networks (SWANs). Under this Scheme, technical and financial assistance are being provided up to the Block level via District/ sub-Divisional Headquarters, in a vertical hierarchical structure with a minimum bandwidth capacity of 2 Mbps per link.

SWAN is envisaged as the converged backbone network for data, voice and video communications throughout a State/UT with the following salient features:

- One PoP at each State / District / Block Headquarter
- Each PoP has Configurable Aggregation Equipment to enable vertical & horizontal connectivity Gateway to NICNET (National Backbone) for Inter-State connectivity.
- State/ NIC would receive discounted price for BSNL BW cost (MoU signed).

Common Services Centres:

The CSC is a strategic cornerstone to introduce e-governance on a massive scale. A highlight of the CSCs is that it will offer web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments. Government aims to cover villages in the ratio one CSC per six villages under national e-governance plans.

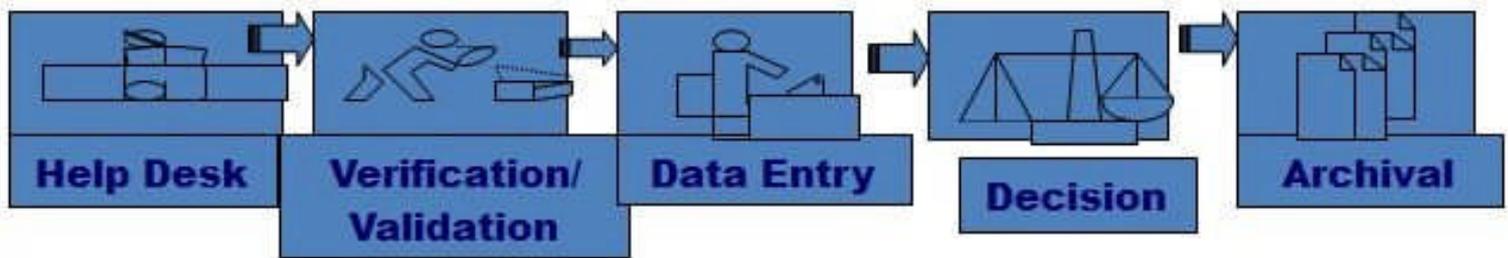
PROJECTS AND INITIATIVES TAKEN IN THE FIELD OF E-GOVERNANCE BY THE REVENUE AND DM DEPARTMENT:

- E-Registration
- E-District
- Bhulekh
- Bhunaksha
- Online Mutation
- E-Despatch
- RCCMS (revenue court case monitoring system)
- CCMS (court case monitoring sytem)
- Online MTA (online saltamami)
- DWIST (tahasil wise information)
- DMS (document management system)
- 25 point parameter

- 16 point parameter
- Social media (facebook and twitter)
- Digital Counselling of ORS officers for postings on their recruitment.
- ORTPS daily bulletin
- DigiLocker

E-Registration:

Registration is a major public Service delivered by R & DM Department, Government of Odisha. It includes registration of all types of instrument, registration of societies, Partnership firms and administration of duties related to stamp and stamp duty including court fees. The e-Registration project is a comprehensive project of automation and transformation of all 187 Registration offices across the state have been undertaken by the Department.



Key Features o E-Dharani:

- Benchmark Valuation configuration of more than 5 crore plots & automated property valuation. Capturing of Digital Photo and Biometric Fingerprints of parties (executants & claimants) and identifier.
- Maintenance of all records in integrated digital form in a central repository – First time in the Country.
- SMS Intimation.
- Capacity Building of Govt. Employees.
- Digitization of Legacy Records (Registered Deeds) of last 14 Years.
- STQC Certification for Security.

- Issuance of online Certified Copy of registered documents & Encumbrance Certificates. Automated Transmission of Form No- 3 from DSR/SR to concerned Tahasil office for initiation of Mutation cases.

ORTPS Daily Bulletin:

Odisha Right to Public Services Act, 2012 in Odisha is an exemplary initiative by the State Government to check corruption in public service delivery. The law enables the citizens to demand public services as a right and also includes a provision for penal action against officials failing to provide the services within the stipulated time. The idea is to generate a demand for services, and to provide citizens with a platform for getting their grievances redressed in a time bound manner.

ORTPS Daily Bulletin
Revenue & Disaster Management Department
Govt. of Odisha

ଶ୍ରୀ ନବୀନ ପଟ୍ଟନାୟକ
ମାନ୍ୟବର ମୁଖ୍ୟମନ୍ତ୍ରୀ
Shri Naveen Patnaik
Hon'ble Chief Minister

ଶ୍ରୀ ମହେଶ୍ୱର ମହାନ୍ତି
ମାନ୍ୟବର ମନ୍ତ୍ରୀ
Shri Maheswar Mohanty
Hon'ble Cabinet Minister

ଡ. ଚନ୍ଦ୍ର ଶେଖର କୁମାର, ଭା. ପ୍ର. ସେ.
ପ୍ରମୁଖ ସାହଚର ସଚିବ
Dr. Chandra Shekhar Kumar,
IAS
Principal Secretary

Welcome to Odisha Right to Public Services

Delivery of services to the citizens in a time bound manner is the hallmark of Good Governance. Keeping with the ethos of a Welfare State, Government of Odisha has passed a landmark legislation "the Odisha Right to Public Services Act, 2012" that guarantees the delivery of public services to the citizens in a time bound manner. With the passing of Right to Public Services Act, Government of Odisha has taken strong step to bring accountability and transparency in delivery of the public services.

31 (Thirty one) services relating to Revenue & Disaster Management Department have been notified as public services under u/s 3 (1) of the ORTPS Act, 2012 vide Gazette Notification No. 1668 dated 17.10.2017. Government in Revenue & Disaster Management Department is taking all measures to make its public services available to the citizens within a given time-limit in a hassle-free manner.

Government in Revenue and DM Department have issued order vide No. 26161 dated 16.07.2018 to publish a "Daily ORTPS Bulletin" to monitor the disposal of cases by the Designated Officers and the pendency of cases beyond ORTPS time line.

Mutation Services

Registration Services

e-District Services

Other Services

Designed & Developed by National Informatics Centre, Bhubaneswar

E-District:

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 fail safe data storage, and Common Service Centres (CSCs) as the primary front-ends for service delivery to deliver services to the citizens at their doorstep. The e-district portal involves integrated and seamless delivery of citizen services by district administration through automation of workflow, back end digitization, integration and process redesigning across participating sections/departments for providing services in a most efficient manner to the citizens.

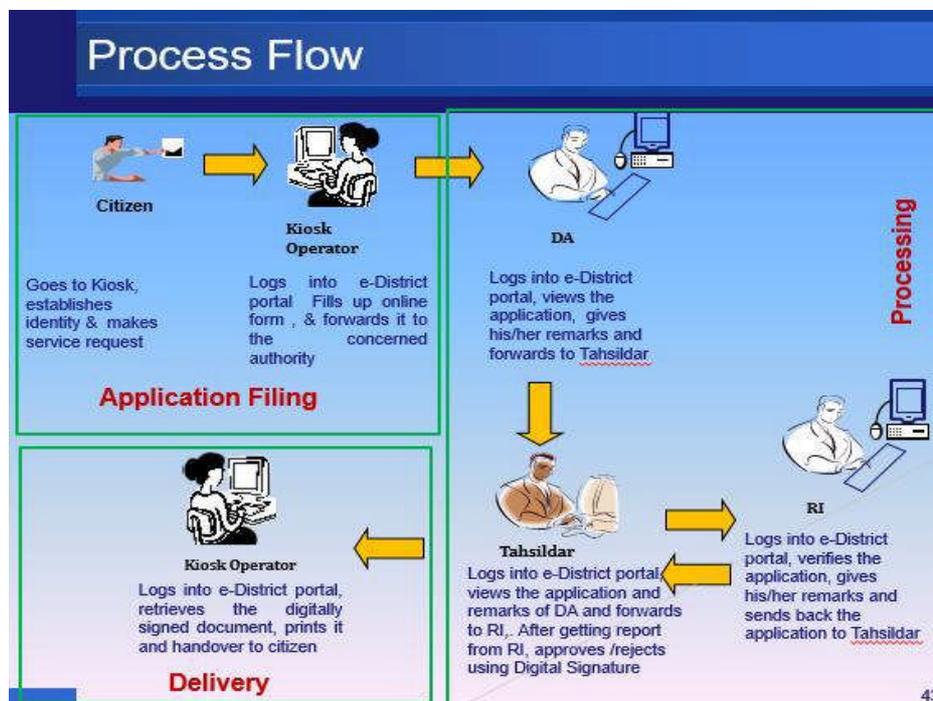
One major service that has been disposed under Odisha government through E-District is issuance of:

1. Miscellaneous certificates(income, residence, guardianship, solvency, legal heir)
2. Caste certificates(such as SC,ST,OBC,SEBC)
3. Certified copy of RoR.



Bhulekh:

The land record web portal is known as “Bhulekh” in Odisha. This is primarily for public for viewing their record of rights and the map. The textual content of the Land records are available in Bhulekh. It is a representation of Digitization of Land Record data in comprehensive and precise manner. Anybody from anywhere can get access to Land Data for the state by selecting DWIST, Tahasil and Mouza from the drop down menu available. It is available in both Odia and English language. It is developed and maintained by NIC as well as OCAC Odisha division



Objectives:

1. Provisioning of textual and map information of land records to the public.
2. Anyone may view the record from anywhere in the world.
3. Odia language is used for accessibility by wider population.
4. Linking of land records data with other application.

Features:

1. Citizens can view their RoR on the web at anytime and anywhere.
2. Easy availability of certified copy of RoR.

3. Real-estate developer, research scholars, financial institutions get accessibility from the database and use the information for their specific purpose.
4. Helps government locate industrialisation of projects.

State Statistics

No. of Districts	: 30	No. of Khatiyans	: 14777930
No. of Tahasil	: 317	No. of Plots	: 54664632
No. of RI Circles	: 2413	No. of Tenants	: 32292238
No. of Villages	: 51696		

Select Location for RoR

District: Khatiyans Plots Tenants

Tahasil:

Village:

RI Circle:

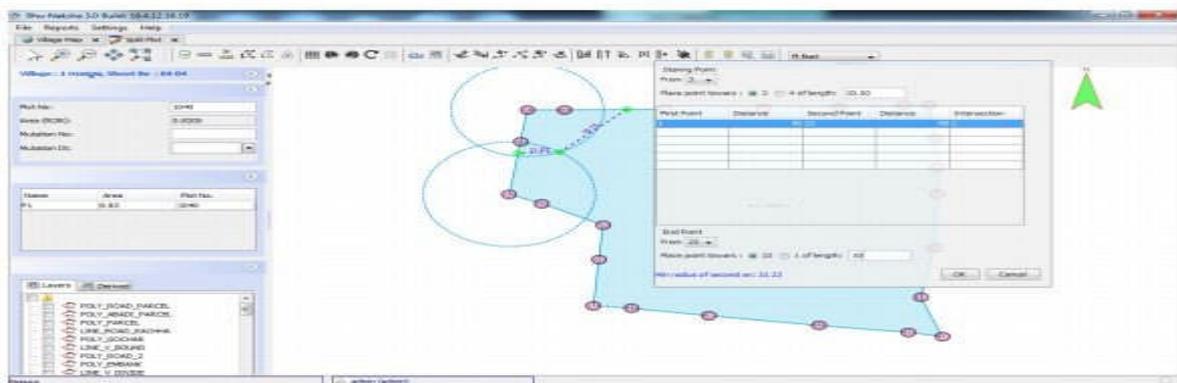
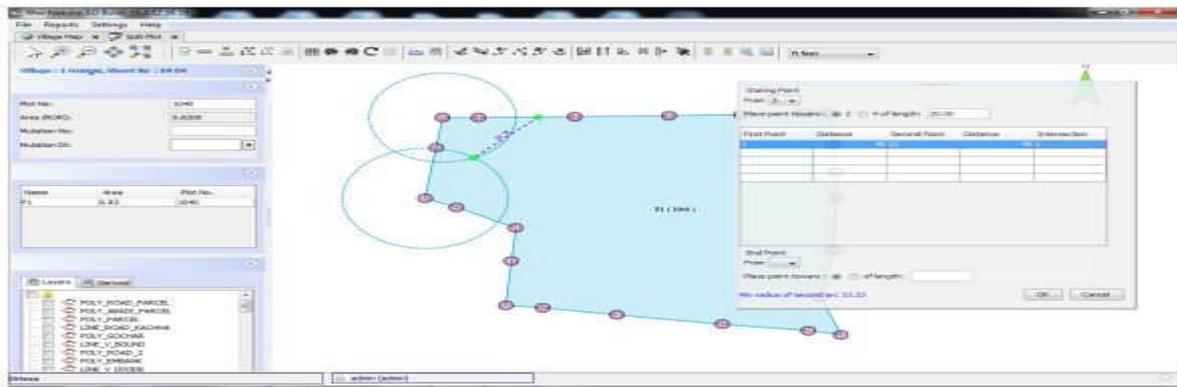
Departmental User Login

ଏହି ସେବାଗତର ଉଦ୍ଦେଶ୍ୟଟି ହେଉଛି ଉପଯୋଗୀ / ସ୍ୱାଧୀନ ଉତ୍ପାଦନ / ଖୋଜିବା / ଅଧ୍ୟୟନ ଏବଂ ଅନ୍ୟ ସମସ୍ତ ପ୍ରକାରର ସେବାଗତଗତ ପାଇଁ ।

ଏହି ସେବାଗତରୁ କୌଣସି ସେବାଗତ ପାଇଁ ସିଦ୍ଧାନ୍ତ ହେବା ପାଇଁ କୌଣସି ଦାୟିତ୍ୱ ଗ୍ରହଣ କରାଯାଇ ନାହିଁ ।

This site may be viewed in any browser i.e. Internet Explorer / Google Chrome / Mozilla / Opera and others.

To view this site in Odia , Windows7 or higher version OS may be used.



Bhunaksha:

Bhunaksha is the online version of the Cadastral map which are corrected corresponding to the trace map attached to the case record for various revenue cases such as mutation, OLR, Lease cases, Encroachment etc. Which are field updated by amins. Now with the help of bhunaksha one can be able to digitize the whole map online and no offline correction needs to be done.

Online Mutation:

Land Record Management System (LRMS) is popularly known as e- Mutation. Online Mutation of property has been rolled out in all 317 Tahasils in the state. As soon as the document gets registered, the same would be scanned by the sub registrar concerned and sent to the Tahasil concerned and it would be processed without any further application. Also, SMS facility has been introduced to intimate the title holder about the status of the document. The online methodology will eliminate the delay in the process besides making it transparent. Separate provision has been made in the software for documents that have already been registered, but the mutation is yet to be completed. For such cases the applicant can submit the application at Tahasil with Single Window Operator (SWO).

Acts/Rules/Executive Instructions:

The Orissa Survey and Settlement Act 1958:

This is the primary act dealing with correction of RoR and map.

The Orissa Mutation manual: The Orissa Mutation manual is a set of exhaustive procedures/instructions for any mutation proceeding and such procedures are to be scrupulously observed. The rolling out of online mutation does not change the procedural aspect except that work flow will be automated and Case record is digitised. Further, Government in Revenue and Disaster Management Department has planned to amend certain provision of the manual to suit the need of the hour.

Objectives:

- To bring faster, accuracy, transparency and correctness in updating Records of Rights.

LAND RECORDS MANAGEMENT SYSTEM
ODISHA

Home Who's Who Notifications Orders & Circulars Contact Us

Bhulekh Login

District : --Solepur--

User Id :

Password :

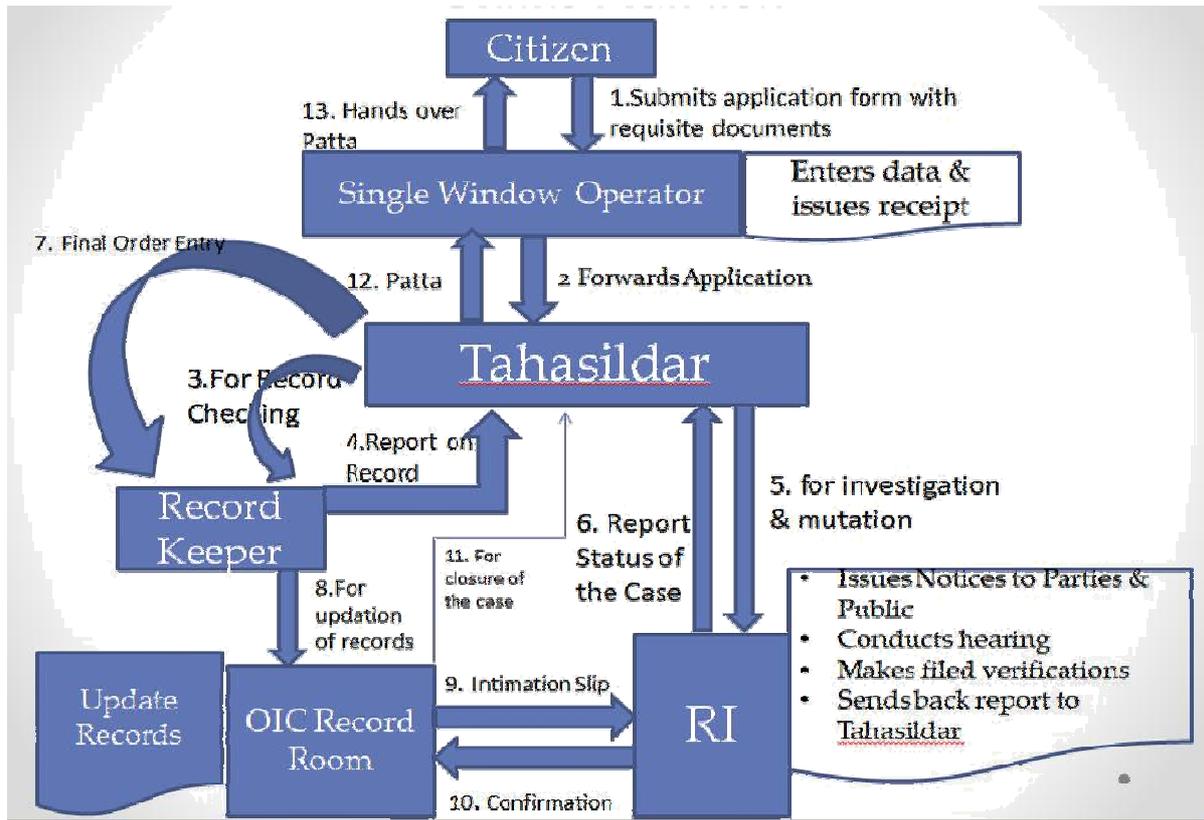
Log In Cancel

BHULEKH

BHUMAKSHA

Prepared and Copyright by IFCO, Odisha State Govt

The process flow of online mutation is as follows:



E-Despatch: The Objective of e-Despatch is to ensure instant communication of the Government letters without making any changes to the Government rules as laid down in the Records Manual. All departments of Government of Odisha is using this application and transaction in tune of more than 1 lakh every year. 400+ training and re-training programs for

more than 20,000 Govt. employees have been carried out from the date of project implementation.

e-Despatch Odisha

Register here for Office e-Space | Search Letter No./Subject

Home | eSpace Login | QuikSpace | eFiles | Office e-Space | eD Portal

Till Date	Despatch	Receipt	Citizen
	51,59,277	152,43,703	91,63,820
Today	1,490	3,070	6,186

Nabakalebara '15
29th March to 27th July, 2015
www.nabakalebara.gov.in

Offices	Department	Despatch	Receipt	Offices	Department	Despatch	Receipt
631	Agriculture	1,66,715	2,57,902	75	MS & ME	29,162	43,946
80	Commerce & Transport	40,947	43,872	1	Panchayati Raj	2,16,826	21,594
262	Co-operation	26,794	32,230	37	Planning & Co-Ordination	34,322	50,959
3	ETE&T	1,30,661	13,462	1	Public Enterprises	11,496	11,549
1	Energy	45,992	23,692	5	R & DM	1,36,583	70,097
1	Excise	31,624	9,800	127	Rural Development	8,53,494	9,69,913
32	FS & CW	3,39,581	2,15,330	388	School & Mass Education	5,25,008	6,84,830
281	Finance	6,05,317	8,09,195	1	Sports & Youth Services	1,901	4,006
1	Fisheries & ARD	22,733	17,345	1	Steel & Mines	27,531	11,970
1	Forest & Environment	45,025	26,683	27	ST & SC Development	92,180	60,489
3	General Administration	98,407	88,442	3	Textile & Handloom	39,666	22,324
405	Health & Family Welfare	2,61,499	1,70,857	2	Tourism Culture	21	6,301

Revenue Court Case Monitoring System:

The mutation cases along with appeal cases are handled in RCCMS. The database contains all the revenue case details. The processing stages and final disposal status are made available to the public.

Objectives:

1. Daily cause list available in RCCMS and DWIST.
2. The applicants know the status of the case.
3. Final order of the case will be available.

Features:

1. Captures all the case details.
2. The cases of LRMS automatically flow to RCCMS.
3. Public get intimation about the status of the case



REVENUE COURT CASE MONITORING SYSTEM (RCCMS)

Government Of Odisha

Login

District:

Userid :

Password:

Please enter Captcha

Click [Refresh](#) to change the image.

CAUSE LIST

CASE STATUS

Court Case Monitoring System:

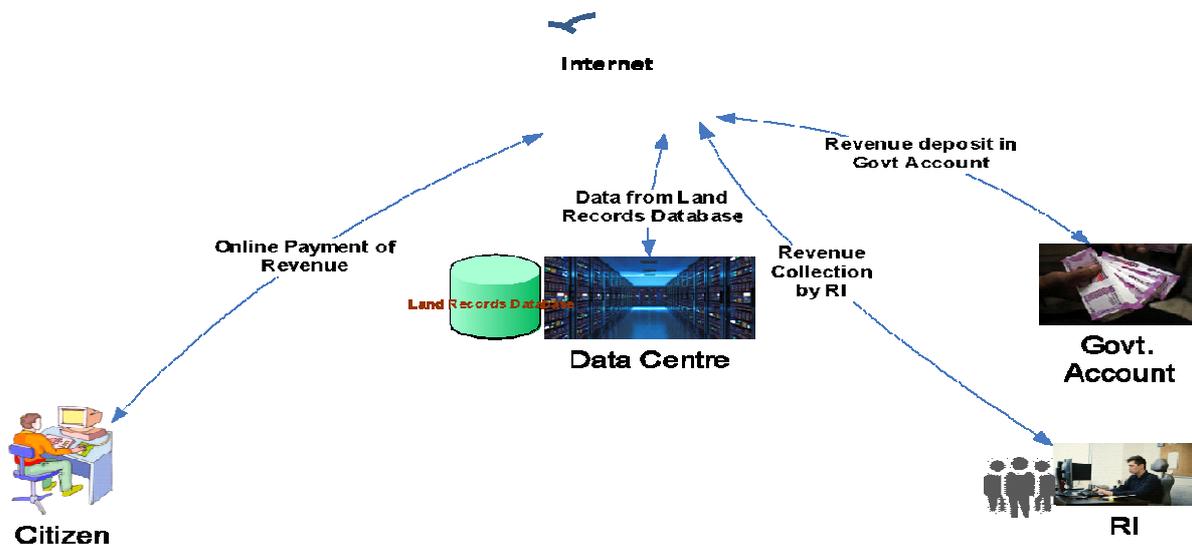
Dashboard Statistics Overview

Dashboard LEGAL CELL RDM search by case

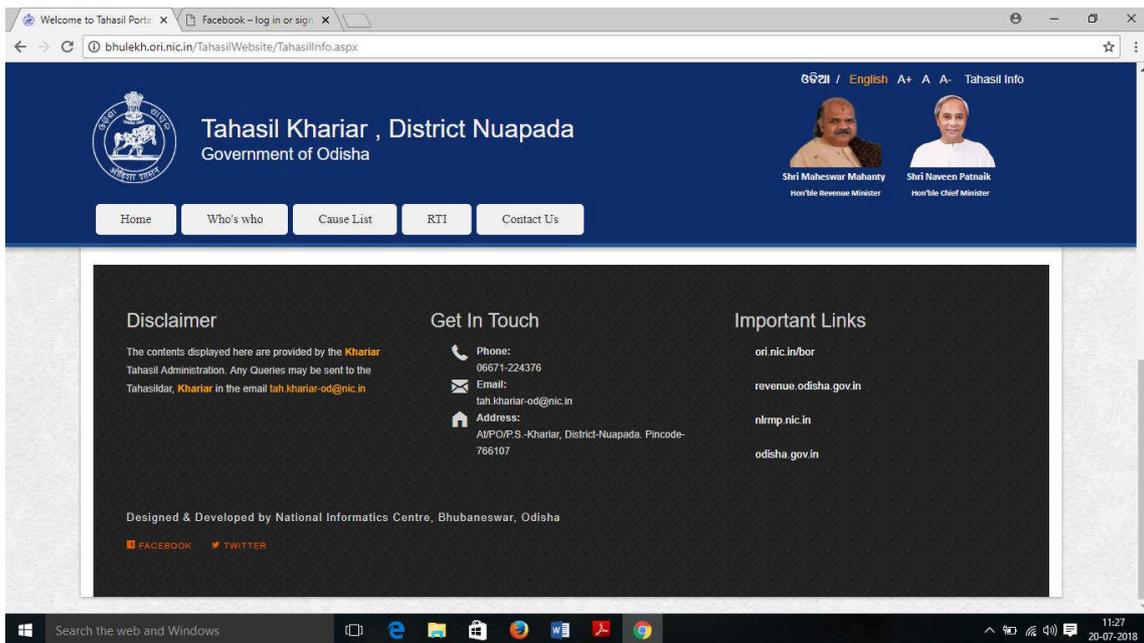
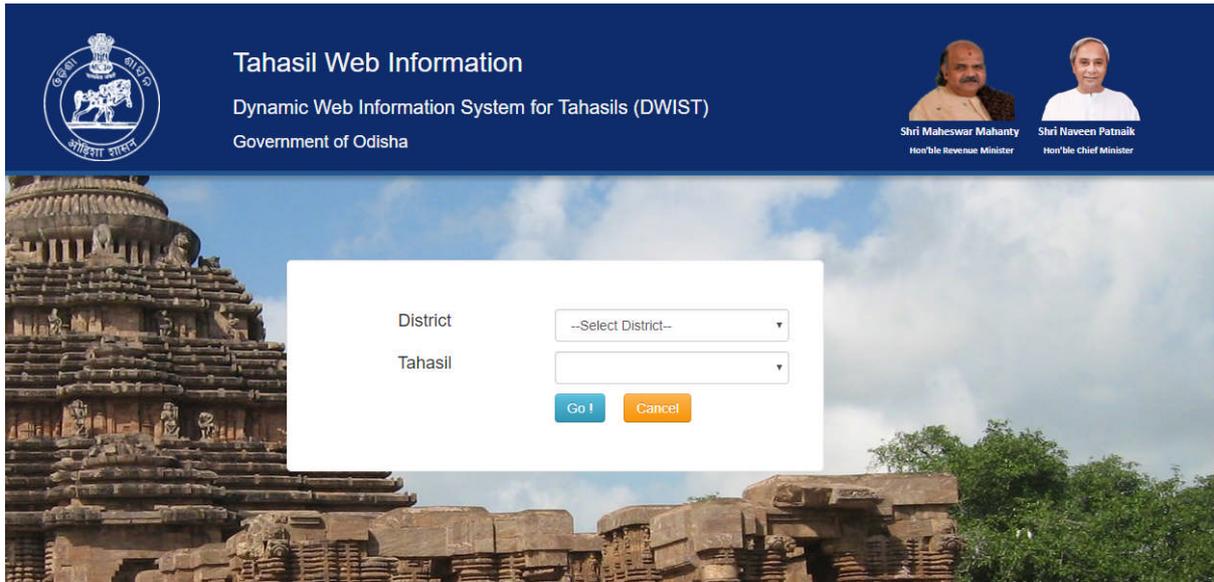
Going to be contempt 0 View Details	Total Cases 1697 View Details R(20Y)UR(1677)	New Cases 1590 View Details	PWC Not Submitted 1691 View Details
PWC Submitted 6 View Details	CA Not Filed 1694 View Details	Final Order Recieved 1 View Details	Order Implemented 0 View Details
Order Not Implemented 1697 View Details	Appeal Filed 0 View Details	Contempt Cases 0 View Details	Pending Cases 1690 View Details

Automation of Manual of Tahasil Accounts:To accomplish the Revenue works correctly, many registers are being maintained in Tahasil and Revenue Inspector’s office. One of the major activities of this department is revenue collection. The Revenue Inspector collects the revenue and deposit to the concerned government account. The Manual of Tahasil Accounts is for maintenance of error free registers and reconciliation if any error occurs in the system.

Online Saltamami:It is the process where the accounting of the DCB or demand collection and balance of different LEDGERS of RI and Tahasil offices has to be done at the end of the year.This is to be done online by the Automation of MTA or Onlinesaltamami.



Dynamic Web Information System for Tahasils:DWIST is for entering data into the individual Tehsils and updating day to day activities as well as the 25 parameters into the dashboard for proper review at various quarters of the government. With the help of DWIST a person will be able to track his own case using the case no and Date. On opening the DWIST site for public it shows all information ranging from PIO, APIO, Tahasil info etc.



Document Management System: A Document management System (DMS) is a digitally storage and retrieval system introduced for online storage and retrieval of the records, indexing of data and images etc.

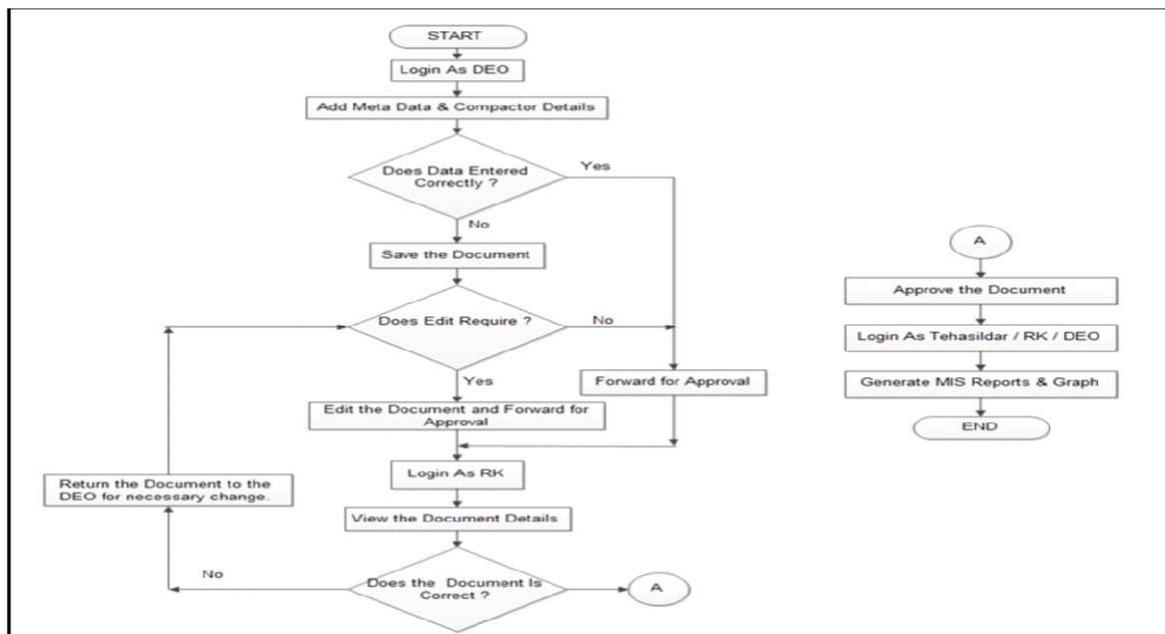
Objectives:

1. Preservation of Tahasil Case records in computer.
2. Scanned soft copy of the document is stored in computer system.
3. Meta data storage of records for intelligent search facilities.
4. Easy retrieval of soft and hard copies of the Tahasil records.
5. Maintenance of flow of case records for court cases.

Features:

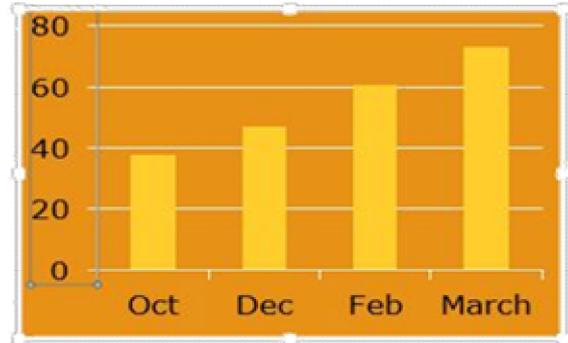
1. Role based access for Data Entry Operator
2. The flow of document to courts and their movement is recorded in the software.
3. Easily certified copy would be given to the citizens.
4. Different MIS report could be generated.

Process flow of DMS.



25 Point Parameter for Tahasils:

Sl. No	Parameter
1	MUTATION CASE CAUSE LIST(OFFICE & DISTRICT WEBSITE)
2	DISPOSAL OF MUTATION CASES
3	CAUSE LIST of BA CASES of OLR
4	DISPOSAL of B-A CASES of OLR
5	DMS UPLOADING
6	CADASTRAL MAP CORRECTION
7	REGULARIZATION OF ADVANCE POSSESSION
8	PROTECTION OF GOVERNMENT LAND
9	INTERNET CONNECTIVITY OF RI OFFICES
10	INTERNET CONNECTIVITY OF TAHASIL OFFICES
11	BEBANDOBASTA CASES
12	ORTPSA
13	REVENUE CAMP COURTS
14	AUDIT COMPLIANCE
15	PENSION CASES
16	PROCEEDING CASES
17	BEST PRACTICES INTRODUCED
18	INFRASTRUCTURE OFREVENUE INSPECTOR (RI) OFFICES
19	INFRASTRUCTURE OFOTHER REVENUE OFFICE BUILDING
20	STAFF POSITION
21	REVENUE COLLECTION
22	SAIRAT SOURCES
23	REVENUE MASTER PLAN
24	GRIEVANCE REDRESSAL
25	DISTRIBUTION OF PATTA TO THE HOMESTEADLESS FAMILIES



Improvement after systematic monitoring

16 Point Parameter for SR/DSR office:



Inspector General of Registration
Revenue & Disaster Management Department
Govt. of Odisha

JOINT SECRETARY
JOINT SECRETARY
[PROFILE](#) [LOGOUT](#)

16 Parameter Reports

Report Type : P-1 REGISTRATION OF DOCUMENT District Name : ANGUL Registration Office : _____

Year : 2018 Month : APRIL [Location Entry Status](#)

[View](#) [Cancel](#)

[Export To Excel](#)

PARAMETERS FOR MONITORING THE FUNCTIONING OF REGISTRATION OFFICES
FOR THE MONTH OF APRIL , 2018

Name of District: ANGUL		1. P-1 REGISTRATION OF DOCUMENT									
Sl. No	Name of Registration office	Regular/Ex-Office/SR	No. of documents registered	Time taken for registration of document							
				1 day		2 day		3 day		More than 3 days	
				No.	% age	No.	% age	No.	% age	No.	% age
1	ANGUL	DSR	390	375	96.15%	15	3.85%	0	0%	0	0%
2	ATHAMALLIK	EX-OFF	21	7	33.33%	12	57.14%	0	0%	2	9.52%
3	CHHENDIPADA	EX-OFF	137	131	95.62%	4	2.92%	0	0%	2	1.46%
4	PALLAHARA	EX-OFF	36	36	100%	0	0%	0	0%	0	0%
5	TALCHER	EX-OFF	172	138	80.23%	28	16.28%	0	0%	6	3.49%
6	KISHORENAGIR	EX-OFF	28	28	100%	0	0%	0	0%	0	0%
Total			784	715	91.20%	59	7.53%	0	0.00%	10	1.28%

Social Media (Facebook and Twitter):

The screenshot shows the Facebook profile page for the Revenue & Disaster Management Department, Government of Odisha. The page header includes the name of the department and the user 'Smruti Ranjan'. The profile picture is a portrait of a man. The cover photo features the department's logo and the text 'Revenue & Disaster Management Department'. The page is categorized as a 'Government Organization in Bhubaneswar, India' with a 4.2-star rating and 'Always Open' status. The left sidebar contains navigation options: Home, About, Photos, Reviews, Posts, and Community, along with a 'Create a Page' button. The main content area shows a status update prompt: 'Write something on this Page...'. Below this is a 'Photos' section with a video thumbnail. On the right, the 'Community' section shows '1,777 people like this' and '1,837 people follow this', along with a notification that 'Aurobinda Acharya and 28 other friends like this or have checked in'.

The screenshot shows the Twitter profile page for 'R&DM Odisha' (@rdmodisha). At the top, there is a banner image of two men, one presenting a framed certificate to the other. A login/sign-up overlay is visible on the right side of the banner. The profile header includes the department's logo, the name 'R&DM Odisha', the handle '@rdmodisha', and the text 'Joined June 2017'. Below the header, statistics are listed: 86 Tweets, 10 Following, 2,066 Followers, and 53 Likes. A 'Follow' button is present. The main content area shows a tweet from 'R&DM Odisha' dated March 16, with the text 'Online mutation in Dampada Tahasil of Cuttack district.' A 'New to Twitter?' prompt is also visible on the right side of the page.

CONCLUSION:

E-Governance has been responsible for the progression in technology of developing countries and in this context Odisha has implemented some good projects in the state. The goal of E-governance is the ability to access and interact with the world on an even plain. No state should be left behind when it comes to being able to communicate with one another. Without e-governance, developing countries will be left behind when it comes to technology because almost every day, ICT technologies are advancing and changing. Developing countries now have the opportunity to better themselves through electronics and make their society be more advanced and more efficient than ever before. Some of these core principles of e-Governance include a clear understanding and appreciation of the objectives to be achieved, making governance reforms rather than ICT the key focus for these projects, a step-by-step approach to maximum outcomes and benefits, complete re-engineering of government systems and procedures, constant monitoring and evaluation, and use of local languages for ensuring citizen-friendly interface.

REFERENCES:

- E-Governance initiatives by R and DM Department.
- ROTI training material on e-governance.