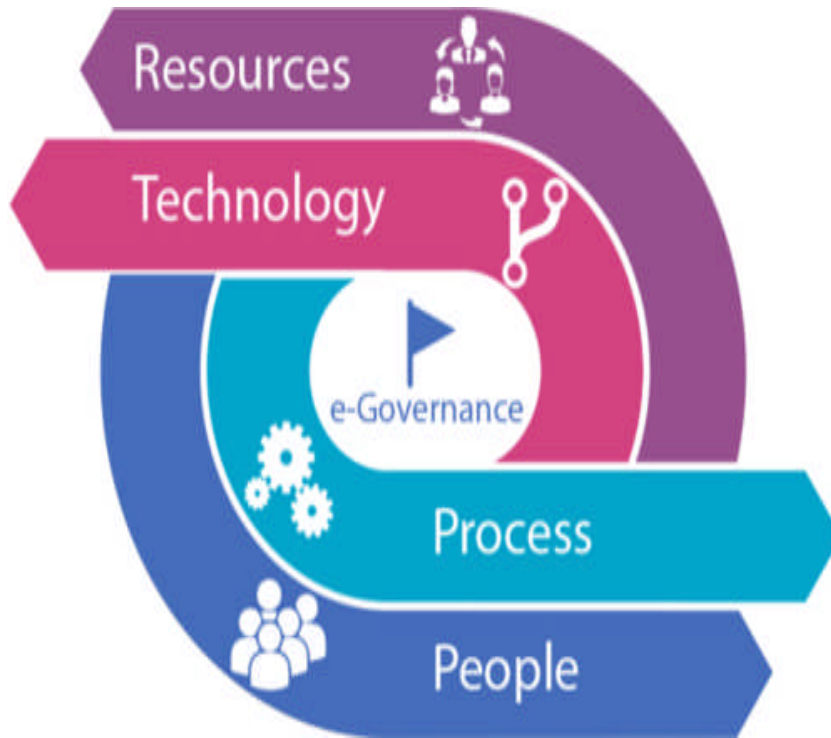


PROJECT TITLE:

E-GOVERNANCE INITIATIVES OF REVENUE AND DM DEPARTMENT



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TITLE: E-GOVERNANCE INITIATIVES OF REVENUE AND DISASTER MANAGEMENT DEPARTMENT

Transparency is the key to good Governance and e-governance is the only effective way of transparent governance.

Introduction to the Topic

Over the years, a large number of initiatives have been undertaken by Revenue and Disaster Management Department, Government of Odisha to user in an era of e-Government. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them. E-Governance in the Department has steadily evolved from computerization to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. Due cognizance has been taken of the notion that to speed up e-Governance implementation across the various Tahasils, R.I offices and Sub registry offices guided by common vision and strategy. This approach has the potential of enabling huge savings in costs through sharing of core and support infrastructure, enabling interoperability through standards, and of presenting a seamless view of Government to citizens. It refer to the use of the ICTs in public administration which, when combined organizational change and skills are intended to improve public services and democratic processes and to strengthen to the public.

Meaning

E-Governance in this context is the application of Information and Communications Technology (ICT) with regards to government functioning in order to create 'Simple, Moral, Accountable, Responsive and Transparent' (SMART) governance. According to the **World Bank**, "E-Government refers to *the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/ or cost reductions.*"

UNESCO defines e-Governance as: "*Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens' articulation of their interests and exercise of their legal rights and obligations. E-Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities.*"

As such, e-Governance is generally understood as the use of Information and Communications Technology (ICT) at all levels of the Government in order to provide services to the citizens, interaction with business enterprises and communication and exchange of information between different agencies of the Government in a speedy, convenient efficient and transparent manner⁴. To quote Dr. APJ Abdul Kalam, former President of India, who has visualized e-Governance in the Indian context to mean: "A transparent smart e-Governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen."

E-Governance Infrastructure

E-governance is mainly associated with carrying out the functions and achieving the results of governance through utilization of Information and Communication Technology (ICT) for delivering government services, exchange of information, communication transactions. It comes under four basic models, Government-to-Citizen (G2C), Government-to-Business (G2B), Government-to-Government (G2G) & Government-to-Employees (G2E). Not to be confused with the term E-government which denotes its existence in public administration combined with organizational change and new skills. This is a one way communication protocol, whereas E-governance is a two way communication protocol which testifies that the services intended to reach the desired individual have been met with .

The origins of e-governance in India can be traced to the computerization initiatives of government in India in 1970s. Although at that time the focus was primarily on inter-connecting some important government offices and functions. First step towards introducing e-governance in India was taken up in 1977 by setting up of National Informatics Centre in 1977. A more comprehensive initiative in this regard was undertaken by the Indian government in 2006 only. It is the first time when e-governance was introduced at wider scale all over the country. The Government approved the National e-Governance Plan (NeGP) in 2006 which included 27 Mission Mode Projects. In the year 2011, 4 new projects - Health, Education, PDS and Posts were added to this plan and now the number has increased to 31. The Government has set up the vision, strategy, key components, and implementation scheme for National e-Governance Plan (NeGP).

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.

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

- 1. Each PoP has Configurable Aggregation Equipment to enable vertical & horizontal connectivity Gateway to NICNET (National Backbone) for Inter-State connectivity.*

- 2. State/ NIC would receive discounted price for BSNL BW cost (MoU signed)*

Project Monitoring Unit (PMU) Cell:

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

SIM based wifi:

The Government in R & DM Department has sanctioned to spend per month towards mobile charges @ Rs 500 for Tahasildars and Additional Tahasildars and @ Rs 300 for R.Is. Thus it has the potential to get deeper data connectivity.

Chapter:2

Different Projects of E-Governance

E-Government paves way to Revenue and Disaster Management in ensuring good Governance. It is essential on the part of the Government to ensure Hassle free service to the people in terms of land rights and subsequent revenue collection. As the maintenance of land records and its regular and timely updation is essential for revenue ,use of technology and adopting technology driven models seems the need of the hours. This not only includes the grass root level unit of revenue administration with the top Oone but also enables the public to access their service with ease. To ensure functionalities following E-Governanace projects have been initiated.

i.Land Record Management System(LRMS).

ii.E-Registration.

iii.Dynamic Web Information System Of Tahasil(DWIST).

iv.Document Management System (DMS).

v.Bhulekh and BhuNaksha.

vi.Revenue Court Case Monitoring System(RCCMS)

vii.Mannual of Tahasil Accounts.

viii.Digital Counselling.

ix.25 Parameters.

x.Interactive Social Media.

xi.E-Abhiyoga

xii.ORTPS DAILY BULLETIN

1. Land Record Management System (LRMS)

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. Stakeholders can know status of their cases.

Objectives

1. To bring faster, accuracy, transparency and correctness in updating the RoRs.

2. The transaction of landed property taking place in the Sub-Registrar of automatically be reflected at the Tahasil end for necessary updation of the RoR. In other cases as described earlier manual entry but digital processing is done.

3. The public must know his/her entitlement of landed property and do fair transactions on those lands.

4. The citizen can know the status of his land and mutation case at anytime from anywhere in the world.

The basic features are:

1. Role based access of the system for Single Window Operator

(SWO), Tahasildar/Addl. Tahasildars, Record Keeper (RK), Revenue Inspector (RI), Officer In Charge (OIC) – Record Room etc.

2. The complete work flow is maintained and order sheet is written online.

However, the signatures of Officer/R.I. are put offline.

3. Secured data transmission and record updation using private network structure.

4. Biometric devices are used at the end of OIC-record room for record updation.

5. OTP based user activation.

6. SMS alert to tenants and other stakeholders.

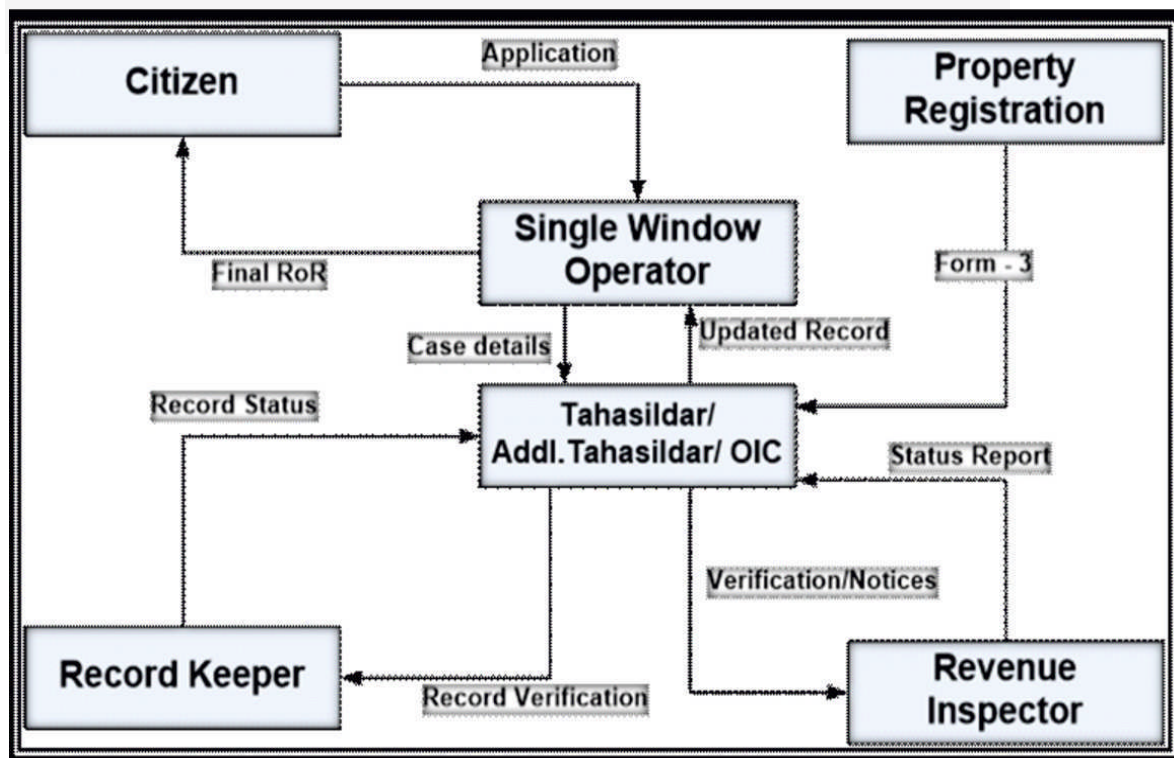
7. Knowing status of the case by public at any stage is available.

8. Available of land records data for usage.

9. Helps higher authority to know status of mutation cases.

10. Better monitoring of the whole system. process flow of e-mutation.

. Process flow of e-mutation.



II. 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.

Objectives:

1. To provide hassle free services to the citizens through the use of information and communication technology within a stipulated time notified under ORTPS Act.

2. Provide better turnaround times in the receipt, process and provision of all Services pertaining to registration.

The basic features are:

- 1. Market value configuration and Automated Property valuation.*
- 2. Maintain all records in Digital, compressed and encrypted fprm in a central repository.*
- 3. SMS intimation to stakeholders.*
- 4. Integration with Land records database (Bhulekh).*
- 5. Online issuance of Encumbrance Certificate (EC) and Certified copy (CC).*
- 6. Online registration of Partnership firm and Society Registration.*
- 7. Online authentication with (UIDAI) and PAN database.*
- 8. Automatic Transmission of form no – 3 to concerned Tahasil office for initiation of mutation proceeding.*
- 9. SSL Certificate for Secured Data Communication.*
- 10. Payment Gateway Integration with SBI e-Pay Aadhar through Odisha Treasury Portal.*
- 11. Capture of digital Photo and Biometric Fingerprints of the parties.*
- 12. Central Help Desk and Call Management System*

III. DYNAMIC WEB INFORMATION SYSTEM OF TAHASILS (DWIST)

Dynamic Web Information of Tahasil is a system to provide the Thasil relate information to public. The individual Tahasils will be displaying the Tahasil related information to the public.

Objective:

- 1. Providing the basic information of Tahasil to the public.*
- 2. The contact information of Tahasildar and other staffs of tahasil are available online for public*

The basic features are:

- 1. Bilingual web information both in Odia and English for the citizens.*
- 2. The Tahasildar may provide authenticated information using their credentials.*
- 3. Database information are automatically updated in the Tahasil websites.*
- 4. Inhouse Content Management System is used for uniform layout for all 317 Tahasils.*

Benefits

- 1. Tahasil will no longer dependent media houses to inform public about its achievements.*
- 2. Beneficiaries*
 - 1. Tahasil will no longer dependent media houses to inform public about its achievements.*
 - 2. Beneficiaries can get information about their service pending at Tahasil level.*
 - 3. It will encourage paperless mode to disseminate information.*
 - 4. RTI activists will be benefited from this service, so also Tahasil employees.*

IV. DOCUMENT MANAGEMENT SYSTEM (DMS)

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 Compactors.*
- 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.*

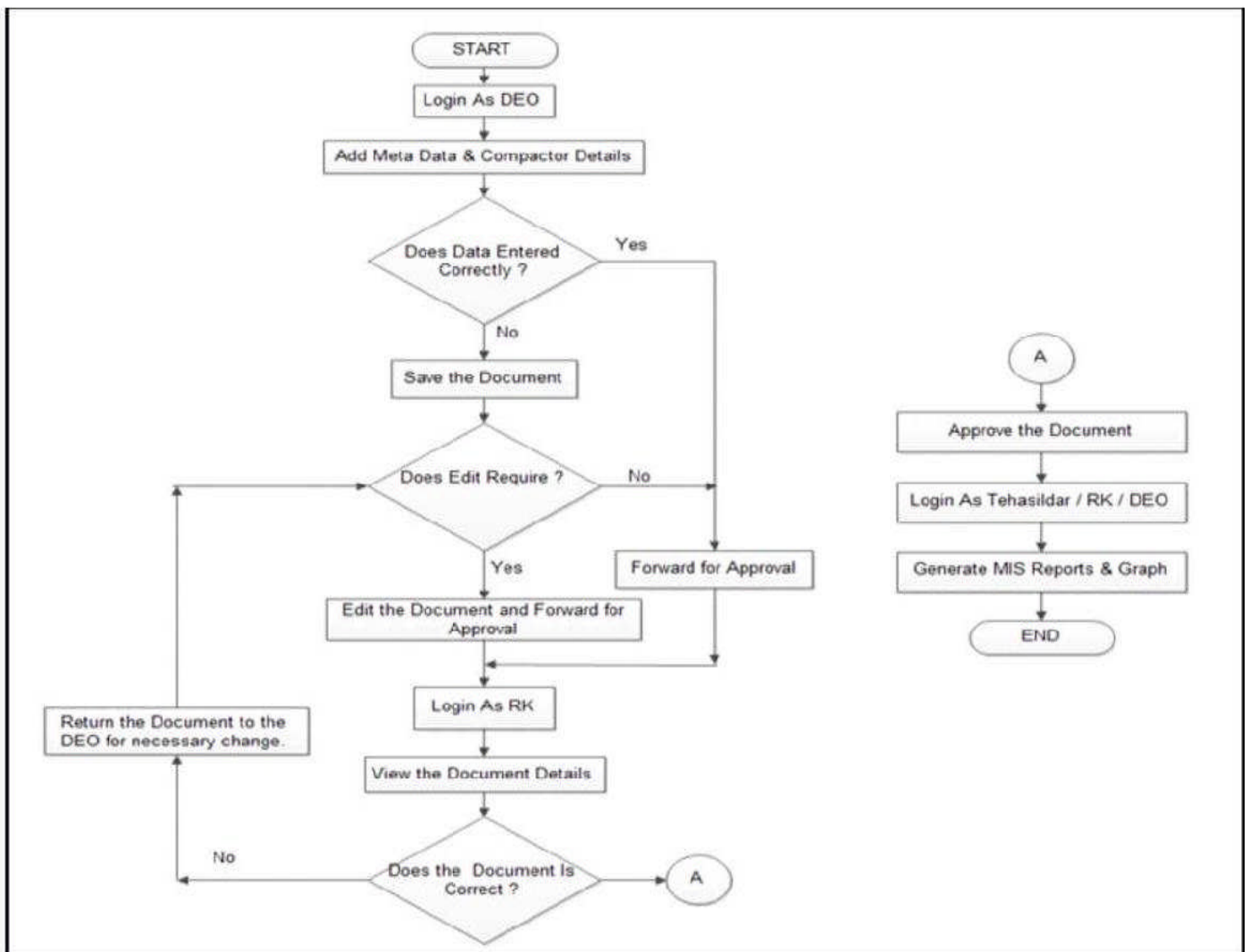
The basic features are:

- 1. Role based access for Data Entry Operator(DEO), Record keeper and Tahasildars.*
- 2. Physical storage of document in compactor→Racks →Bundles.*
- 3. Standard metadata for each document.*
- 4. Provision of unique identity number and barcode to each document for easy retrieval.*
- 5. The mapping between hardcopy and soft copy of the document is established.*
- 6. The flow of the document to courts and their movement is recorded in the soft ware.*
- 7. Easily certified copy would be given to citizens.*
- 8. Different MIS reports could be generated.*

Benefits:

1. The records of Tahasil can be stored for many years as data is stored digitally. Paper has a life but digital data lives for many years.
2. Ensures hassle free service as the Tahasil officials cannot claim case record is missing, so content of case record cannot be revealed.
3. Tahasildar can himself access the case record digitally, which ensures better service at his end.
4. Staffs in record room can be minimised.
5. Maintenance of flow of case records for court cases

Process flow of DMS



V. BHULEKH-BHUNAKSHA

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 and spatial content in Bhunaksha.

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 easy access of low literate people
4. Linking the Land Records data with other applications.

The basic features are:

1. Citizens can view their RoRs on the web from anywhere at any time.
2. Citizens can get certified copy of RoR from the Tahasil office. It also helps the public by making quick references by the Tahasil officials for issuing Caste certificates, residential/Nativity certificates etc. It also saves time.
3. The weaker sections and low literate people can easily access the website as it is in Odia language.
4. Builders, Scholars and Researchers get the benefit from Bhulekh database for doing different statistical analysis and hypothesis testing. The online Analytical Processing(OLAP) of Bhulekh is good tool for the above mentioned stake holders.
5. Helps financial institutions to ascertain the ownership, land type and area of land for sanctioning loan to the tenants for different purposes.
6. Helps govt. To locate/ identify land for industrialisation/social projects. The service makes Land Acquisition process simpler.

Different Departments/Projects using Land Records data is shown below.

Benefits:

1. The records of Tahasil can be stored for many years as data is stored digitally.
2. Ensures hassle free service as the Tahasil officials cannot claim case record is missing, so content of case record cannot be revealed.
3. Tahasildar can himself access the case record digitally, which ensures better service at his end.
4. Staffs in record room can be minimized.

VI. REVENUE COURT CASE MONITORING SYSTEM (RCCMS)

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 is available in RCCMS and DWIST.*
- 2. The applicant knows the status of case.*
- 3. Final order of the case will be available.*

The basic features are:

- 1. Captures all the case details.*
- 2. The cases of Land Records Management System are automatically flows to RCCMS.*
- 3. SMS is available for public regarding the case.*
- 4. One can see the status of case from the web site.*

Benefits:

- 1. The records of Tahasil can be stored for many years as data is stored digitally. Paper has a life but digital data lives for many years.*
- 2. Ensures hassle free service as the Tahasil officials cannot claim case record is missing, so content of case record cannot be revealed.*
- 3. Tahasildar can himself access the case record digitally, which ensures behis end.*
- 4. Staffs in record room can be minimized.*

VII. Manual of Tahasil Accounts (MTA)

To accomplish the revenue works correctly, many registers are being maintained in Tahasil and R.I office. One of the major activities of this Department is revenue collection. The R.I collects the revenue and deposit in the concerned Government Account. The Manual of Tahasil Accounts

(MTA) is for maintenance of error free registers and reconciliation if any error occurs in the system.

Objectives:

- 1. Online Revenue Collection.*
- 2. Generation of Registers.*
- 3. Reconciliation of Revenue.*

The basic features are:

- 1. Registers such as Jamabandi, Tenants Ledger, Sadar Siha, Village wari Siha etc.*
- 2. Deposit of Land Revenue by the Tenants from anywhere in the globe.*
- 3. Maintenance of Revenue Collection database.*
- 4. MIS reports. Online Revenue collection can be shown pictorially .*

Benefits:

- 1. The RI do not have to maintain 16 offline registers, which is cumbersome.*
- 2. The common public will not wait the RI to come and can deposit their annual Land dues online by sitting at their own house.*
- 3. It will enhance Revenue collection by state due to simpler mode of money deposit.*
- 4. It will encourage paperless transaction which is eco-friendly*

VIII. Digital Counseling of ORS officers for postings on their

recruitment :

For the first time counselling of ORS officers for posting on their recruitment held through a digital platform where the candidate had to lock his/her respective choice. The counselling session took place at ROTI in presence of officers at R & DM Department. This is hailed as a paradigm shift in the policy by the Department in postings of various officers through use of technology to maintain transparency.

Proposed Project

Help desk Software

It is an in-house software developed by PMU cell of R &DM Department which will be installed at every Tahasil to facilitate the grievance lodged by a citizen. This also has the feature to track whether his/her query has been addressed and how often the person has visited to Tahasil with respect to a particular case.

Challenges.

i) Interoperability: Interoperability is the ability of systems and organizations of different qualities to work together. The e-Governance applications must have this characteristic so that the newly developed and existing applications can be implemented together.

ii) Scale of applications: e- Governance projects have to be designed to scale from the day one. E-Governance is supposed to affect every citizen of the society, so e-Governance applications must have the scale to interface with every citizen.

iii) Multimodal Interaction: Multimodal interaction provides the user with multiple modes of interfacing with a system. An E-Government application can be really effective if its users can access it using different devices.

iv) Privacy and Security: A critical obstacle in implementing e-Governance is the privacy and security of an individual's personal data that he/she provides to obtain government services. With the implementation of e-government projects, some effective measures must be taken to protect the sensitive personal information of the people. Lack of security standards can limit the development of eGovernment projects that

contain personal information such as income

v) Scope of applications: The very first step in creating a good application is to define its scope very well and everything else comes later. The applications which are provided by e-Government, their scope must be known in advance for the accurate implementation of eGovernance projects.

vi) Tried and tested technologies: Technology tends to get out of date very fast. So, it is better and safer to use technologies and products which are tried and tested for longer periods of times than using the latest ones.

vii) Geographical problems: Government networks have to go into all areas which are even unfriendly to live. It is, however, costly to wire up all the villages in the state. So, e-Governance systems must have to use the wireless networks like existing cellular networks to reach the applications into remote areas irrespective of the geographical issues. up all the villages in the state. So, e-Governance systems must have to use the wireless networks like existing.

IX.25 parameters

1-MUTATION CASE CAUSE LIST (OFFICE & DISTRICT WEBSITE)

2-DISPOSAL OF MUTATION CASES

3CAUSE LIST of 8A CASES of OLR

4-DISPOSAL of 8-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 CASE
17-BEST PRACTICES INTRODUCED
18-INFRASTRUCTURE OF REVENUE INSPECTOR (RI) OFFICES
19-INFRASTRUCTURE OF OTHER REVENUE OFFICE BUILDING
20-STAFF POSITION
21-REVENUE COLLECTION
22-SAIRAT SOURCES
23-REVENUE MASTER PLAN
24-GRIEVANCE REDRESSAL
25-DISTRIBUTION OF PATTAS TO THE HOMESTEADLESS FAMILIES.

x-interactive social media:

A: Facebook Page

The Department has a Facebook ([www.facebook.com/Revenue Department Odisha](http://www.facebook.com/RevenueDepartmentOdisha)) which has 1626 no's of followers. Citizens lodge their grievances and give feedback on the basis which immediate action is taken and issues are resolved.

B. Twitter Page:

The Department has a twitter handle (<https://twitter.com/rdmodisha>) 1411 no's of followers. Important letters and decisions are posted on it. The issues are flagged off by the users which are resolved quickly in a time bound manner.

XI.E-Abhiyoga: Chief Minister's Online Grievance Redressal Portal to reach the unreachable.

Government of Odisha has taken up on priority basis the Governance initiative to bring transparency in public administration grievance redressal. Thus the state government and National Informatics Centre (NIC) have jointly committed to implement e-abhiyoga grievance redressal portal in the grievance cell of Hon'ble CM. E-Abhiyoga ensures that a citizen gets speedy and transparent redressal of the grievances. It primarily aims at submission of grievances by the aggrieved from anywhere, anytime. Following activities are carried out

1. Logging of the grievance by a citizen.
2. System generated unique registration number on online submission of grievances by citizens, through internet using any Browser Internet.

3. Acknowledgement of grievance by concerned organization for follow up action.

4. Reminder and clarification by a citizen if required.

5. Additional information sought from the citizen for timely redressal of grievance.

6. Time to Time status of the grievance to the common citizen.

7. Communication of final outcome to the citizen.

The entire history of the grievance is available cell, sub-ordinate offices concerned and the common citizen online. This has helped in bridging digital and content gap.

xii. ORTPS Daily Bulletin.

Government of Odisha in Revenue and DM Department have issued order vide No.26161 dated.16.07.2018 to publish a "Daily ORTPS Bulletin" in the website of the Department to monitor the cases by the Designated Officer and the pendency of cases beyond ORTPS time line. For publication of Daily Bulletin, information on issue of miscellaneous and caste certificate and certified copy of RORs shall be fetched from e-District application, information on registration services shall be fetched from e-Registration application, information on untouched mutation cases shall be fetched from LRMS application and information on 8-A And 19(1)(c) cases under OLR Act shall be fetched from RCCMS Application.

Objectives:

- i. Delivery of services to the citizens in a hassle free manner within a given time limit.
- ii. Bring about transparency and accountability in delivery of service.

Chapter:3

Conclusion:

Keeping in line with the increased thrust on e-Governance across the country, the state also took initiatives to computerize various departments, which started in mid 80s with a few associated initiatives. Revenue and Disaster Management Department of Odisha government has 31 initiatives alone which also come under ORTPS Act. Though all these applications are not integrated fully but it had certainly made the department active, alert and corruption free. Just like India cannot replicate the e-Governance models of Western/Advanced countries in a little span of time, the case of Odisha can also read with the same. It will take time to adapt new initiatives with so much of limitations prevailing at the field level. But with the above discussed initiatives undertaken by Revenue and Disaster Management Department is noteworthy where every stakeholders have given their best to make it a grand success. E-Governance is the next step - it gives birth to entire web-based governance.

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