ePanjeeyan
Computerization of Registration

By:
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Govt. of Assam
AGENDA

1. Introduction
2. Objectives of the ePanjiyan Project
3. Features available in ePanjiyan
4. Bottlenecks Eliminated
5. Initiatives
6. Impact
• The Revenue and Disaster Management Department (R&DM), Government of Assam, had initiated the state-wide rollout of computerization of Registration, which is being implemented under the Asian Development Bank-funded Assam Governance and Public Resource Management Project (AGPRMP)

• 4 Sub-Registrar Offices were undertaken as the Pilot Project

• After successful implementation of the pilot project, it has been replicated in all remaining SRO. Now all the 75 Office have been computerised.
e-Panjeeyan : Objective

- Deliver services to the citizen in least possible time
- Simplify and streamline the age old existing system
- Address the flaws and drawbacks through Government Process Re-Engineering using ICT
- Making available a computerized system to provide services to the citizen.
- Visible enhancement of citizen services through reduction in service delivery time.
- Enhance transparency and accountability in the system.
- Increased efficiency of operations.
- Integration with the Land Record, e-Stamping, Central Server for data storage.
Features of e-Panjeeyan

- Automatic Stamp Duty and Fees Assessment
- Auto Deed Serial No. Generation
- Integration with e-Stamping and Dharitree
- Enquiry Slip Generation
- Search & print on Demand, MIS Report Generation
- Scanning of documents and Biometric Inputs
- Marriage registration
- Automatic Accounting
e-Panjeeyan : Facts

• eRegistration is rolled out and operational in all 75 SROs in Assam (i.e. 100%).

• Staff intensively trained at State, District & SRO level.

• Replacement of manual process of document registration with computerized system in all SROs of Assam.

• Fast and efficient scanning of registered document for storing and retrieval which replaced the previous tedious process of manual copying the entire deed.

• Use of bio-metrics for
  • Capturing images finger prints of parties, witnesses and identifier involved in the registration process.

• Supports Web Services for interoperability with e-Stamping issued by SHCIL for verifying the certificate and locking the certificate.
Benefits to Citizens

- Transparency in the registration process by automating Stamp duty and registration Fees evaluation
- One-stop services related to registration and obtaining the original registered document on the same day (in the manual process it took 10 or more years).
- Simplified the registration procedures for obtaining certified copies of documents
- MIS reports for monitoring enhanced the speed, reliability and consistency of the system.
- On-line query on registered documents and its retrieval.
- Digitization of photographs and finger prints to ensure genuine witnesses, executants and claimants.
- Online verification of Land Records Database and e-stamping
- Easier tracking of all applications.
Benefits to Government/Department

e-Panjeeyan

• Ease of administration.
• Reduced manual work.
• Reduced Process Delays.
• Easier tracking of all applications.
• Online verification of Land Records Database and e-stamping.
• Automatic generation of all meaningful MIS reports.
• Modernization of Sub-Registrar Offices.
• Transparency in Government Revenue.
Bottlenecks that were eliminated

- Copying the registered document by hand
- Preservation of physical copies of original deeds awaiting copying
- Requirement of photographs beforehand by the citizens
- Out of turn registrations carried out in the manual system.
- Manual -
  - Calculation of Stamp Duties, Registration and other Fees etc.
  - Searching of registered deeds/documents.
  - Creation of Fee book, registers, indexes, and thumb register.
  - Creation of Revenue Collection report and other Reports.
- Opaqueness of the registration processes to the citizens has been eliminated through the clearly demarcated counters.
- Multiple visits by citizens to the SROs for Registration & collecting copies etc. eliminated.
Impact

- Project has been rolled out in all the 75 Sub Registrar Offices
- Reduction of Multiple Sale of the same plot of land or property.
- Digitization of photographs and finger prints to ensure genuine witnesses, executants & claimants
1. Enhancement of the e-Panjeeyan application software to facilitate additional functionality and sharing of information with the stakeholders of the system.

2. Interconnectivity between SROs and COs and DLR/IGR for integration

3. Creation of Digitally signed repository for registered documents
**Action Plan...**

- **Registration Online** including online slot booking for deed and marriage registration for personal appearance of parties.
- Online Assessment of Stamp Duty and Registration Fee
- Instant access to Land Record, access of e-Stamping service from SRO.
- Online payment of fees
- Digitally signed repository for registered documents
- Enhanced Government-to-Citizen (G2C), Government-to-Government (G2G) and Government-to-Business (G2B) Services.
Transformation of the physical ecosystem
SRO, Dhubri

Before

After
Transformation of the physical ecosystem

SRO, Barpeta

Before

After
Total Process re-engineering
Guwahati SRO
Total Process re-engineering
Guwahati SRO
## Key Performance Indicators

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<tr>
<th>Indicator</th>
<th>Manual Process</th>
<th>Computerized Process</th>
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<tbody>
<tr>
<td>Registration process cycle time including delivery of original documents</td>
<td>Upto 10+ years</td>
<td>Within 1 hour from presentation</td>
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<tr>
<td>Issue of Certified Copy and other Certificates.</td>
<td>1 – 4 Weeks</td>
<td>Immediately (10 minutes)</td>
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<tr>
<td>Searching of registered deeds</td>
<td>4-5 days</td>
<td>Instantaneously</td>
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<tr>
<td>Report Generation</td>
<td>Highly delayed and individual dependent</td>
<td>Instantaneously</td>
</tr>
<tr>
<td>Generation/ Maintenance of Registers/Indexes</td>
<td>Highly delayed and individual dependent</td>
<td>Instantaneously</td>
</tr>
<tr>
<td>Assessment of Stamp Duty/ Fees etc.</td>
<td>20-30 minutes</td>
<td>Instantaneously</td>
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Comparative Delay in Original Deed Delivery

[Bar chart showing delays in years for various offices, comparing manual and computerised systems.]
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<td><strong>CSCI-Nihilent e-Governance Awards 2011-11</strong></td>
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THANKS!!!