AP-HRDI & CIPS Workshop

Stamp And Management of Property and Documents Application (SAMPADA)

Department of Registration and Stamps
Commercial Taxes- Government of Madhya Pradesh
Team SAMPADA

- Dr. Srikant Pandey – DIG Registration and Nodal Officer PAS
- Mr. Swapnesh Sharma – District Registrar, Bhopal and Project Officer SAMPADA
- Mr. Adarsh Nayak – Project Management Consultant (3i Infotech ltd)
- Mr. Vivek Rastogi – Business Analyst (Wipro ltd)

Short film
Introduction to the Department

- Department of Registration and Stamps comes under Commercial Taxes and is headed by Inspector General of Registration and Superintendent of Stamps
- Approximately 7,00,000 documents are registered every year
- Approximately 4,000 Crores revenue is generated from Stamp Duty and Registration Fees
- The Public is serviced through 234 Sub Registrar offices and 51 District Registrar Offices
Work flow prior to implementation of SAMPADA

- Physical Stamps were used in the state and the deed were executed on these stamps.
- The documents were presented to the Sub Registrar and the seals and thumb impression were taken manually.
- All the payments were made manually and manual receipts were provided to the users.
- Thumb impression and Photographs were taken manually and pasted over document, having possibility of impersonation.
Work flow prior to implementation of SAMPADA

- The payments were made manually and the reconciliation of accounts was done manually
- The request for search was to be submitted manually in the office, which took time.
- Certified copy of a document took days to deliver
- The delivery of documents generally used to take 4-5 days
- The user had to take fixed denomination stamps, which made the final document bulky
Work flow prior to implementation of SAMPADA

- The indexes were created manually and pagination of these indexes was a time-taking job.
- **Record rooms** were to be maintained for storing of documents as the data is permanent in nature.
- The documents were made by document writers and advocates only.
- **Guideline creation** was a tedious task and required huge effort from departmental teams.
Work flow prior to implementation of SAMPADA

- Categorization of document was not available and it was dependent on the entries made by the user.
- The fees structure was difficult to understand for a common user.
- Common public was dependent on external agencies for knowing the valuation of their own property.
- Information related to caveats and charges on a document was very difficult to trace.
Indexes before SAMPADA.....
Record Keeping before SAMPADA.....
Thumb Register before Sampada.....
The earlier Documents.....

- Document
The Change.....

- Document
The Change.....

Thumb Register

Index

Data available online

Receipts

Online Search&Payment
The Change.....

Photo
pasted
Passport
Size photo

Signing
Manual
About SAMPADA

- SAMPADA stands for - Stamp And Management of Property and Documents Application
- The entire System is build as per provisions of The Indian Stamp Act 1899 and The Registration Act 1908 as applicable in the State.
- The entire system is web based right from initiation to completion.
About SAMPADA

- The project was started in 5 Pilot Offices on 15.12.2014.
- The state wide rollout was carried out on 1.07.2015 in parallel mode.
- SAMPADA was made mandatory and had replaced Manual registration on 01.08.2015.
- Till date approximately 2,00,000 documents have been registered through system and revenue of 920 Crores has been clocked from the system.
Salient features of SAMPADA

- The user can **valuate his property** and required fees and duties at a click of button.
- Any user can **initiate the registration** of his/her property any time by logging on to www.mpigr.gov.in.
- The user has facility to draft his deed on the system and can upload required documents as per the deed.
- Model deeds and templates are given in the system which can be used.
Salient features of SAMPADA

- The system gives the facility of online payments which helps the users to proceed instantaneously. Online payment from 13 banks
- The document is very lean and gives the freedom from bundles of documents
- The user gets a single e stamp of the exact value which cannot be used again
- The user has the facility to book slots and approach the office as per his convenience
Salient features of SAMPADA

- **Queue Management** system is implemented at major offices for the ease of public.
- Search and certified copies of the documents registered from SAMPADA can be retrieved by anyone at a click of button, the payments can be made online.
- Satellite Maps are being integrated with the application for 5 major cities, this initiative will put a check on revenue evasion.
SAMPADA- Satellite Map
Transformation in the Roles of users

- SAMPADA has created a wave of change, the officials have been trained continuously for a period of 1 year.
- Cross functional teams were formed for the requirement gathering and UAT of the application.
- Master trainers have been created from the pool of department users which also act as on-field trouble shooters and support.
- The Sub registrars acts as the checkers in the new system and the department clerks/Outsourced staff acts as Maker.
Transformation in the Roles of users

- The erstwhile Stamp Vendors have been transformed into Service Providers or SP, they facilitate in document registration and E stamping.
- Today more than 6000 Individual service providers have been associated with SAMPADA.
- For the first time banks like SBI, ICICI, BOB, PNB have been roped in as SP, Post offices are also being engaged for delivery of services.
- Other department users and banks officials are being given the privileges of Public Officers these users can validate and consume the e Stamps, e filing of documents etc.
- This in turn will reduce the load on our offices and public officers can perform the transactions as per their convenience.
Transformation of Offices

- GoMP has created state of the art offices in the State with advent of SAMPADA
- These offices are equipped with latest IT equipment's like PC, Printer, Scanners, Biometric devices, ePen, UPS, Generators, access control at entries and exit.
- Few offices have been ISO certified by independent agencies also.
Infra for SAMPADA Readiness
Transformation of Offices
Transformation of Offices
New Initiative in SAMPADA

Sample User Manual

Video tutorial links from www.mpigr.gov.in
Orders, Notification circulars implemented

- We have simplified the procedure of making Guidelines.
- We have made State Amendments to the Registration Act 1908 to ensure presence of all the parties at the time of Registration.
- We have inserted a new section 63A to the Registration Act 1908 which says that all presentations, endorsement, filing, certifications, signatures, records and can be done/Stored in electronic form.
Orders, Notification circulars implemented

- SAMPADA has been notified as Protected system under the provisions of IT Act 2000.

- The department has simplified the structure and calculation formulas before implementing SAMPADA.

- The issue was discussed in the empowered committee and subsequently approved by the State legislature.
Process Adopted for the implementation of the project

- All the bids floated by the department were L1 based with a minimum technical score of 70%.
- The department had roped in Project Management Consultant for creation of RFP and Project Support – 3i Infotech ltd in our case.
- Wipro ltd was selected as application developer
- NIIT Technology ltd as system Integrator
- Manpower has been out sourced to UST global, at selected offices who are responsible for supply Computer Operators along with toner cartridges.
Process Adopted for the implementation of the project

- Cross functional teams were formed from within the department for requirement gathering and UAT of the application.
- Regional training centers of the state government were used for training purposes.
- E Governance managers deployed at District collectorate were trained as master trainers along Asst e governance managers at Tehsil/Taluka levels.
- Help desk has been created at the State HQ for support of common public.
Critical Components of the Project

- MP Cyber treasury for seamless online transactions
- SWAN forms the backbone of the project and provides the connectivity to all offices.
- Redundant connectivity at major offices is being provided by BSNL through MPLS.
- EMS is being implemented which will handle all the problems tickets raised in the entire state
- IVRS system is also being implemented so that the users can have an additional channel for gathering information
- SAMPADA infrastructure is hosted at the State data center in Bhopal, the DR is being commissioned at NIC premises Shastri Park
Critical Components of the Project

- **Training** - Rigorous Hands on training to all the users 15000 Hours for internal users and 35000 Hours for external users.

- Motivation to the teams – Fortnightly VC for 3 months, we are flashing the names of top Performing Officials and SP on our website www.mpigr.gov.in

- Timely Payments

- Will to Implement
Apparent Benefits of SAMPADA

- Valuation and duty calculation at a click of button
- Plugging of tax evasion
- Property Locking and PIN for immovable properties
- Ease of doing business for all stakeholders
- Apparent cost saving on transportation, logistics, security, distribution of stamp paper.
- Inter and Intra department coordination has improved
- Reports available at a click of button for monitoring and data analysis
- Spot inspection can be done as per the customized criteria
- Revenue flow and reconciliation in electronic form
Thankyou