

## Installation and Maintenance of Computer Workstations with provision of online Registration of lands on Build Own and Operate Basis

### District Sub-Registrar's Offices of Jharkhand

#### Background

Government of Jharkhand was facing great difficulties in delivering registered documents from all individual registration offices to the registering public, due to non-availability of necessary infrastructure.

This resulted in dissatisfaction, harassment and exploitation of the public as their documents could not be registered within the stipulated time and what's more, neither were registered documents delivered to them in the required time frame. Searching out a land record for its status and name of holder, as well as for valuation of land was quite difficult and time-consuming.

To overcome this situation Government of Jharkhand, through its Department of Information Technology, floated a tender for Online Registration in PPP model on BOO (Built Own and Operation). CMC succeeded in bagging this order despite stiff competition.

#### Business Case

- To do interior refurbishing of Registration Office as per approved plan by the government-appointed architect
- Installation and commissioning of requisite H/W & and system software as mentioned in the RFP
- To provide trained manpower to all Registration / Sub Registration Offices for assisting data entry, scanning, uploading the scanned document after completion of all processing on a day-to-day basis
- Prepare and supply of volumes for registered deeds to respective Registration Offices.
- Maintain cleanliness and also maintain work environment in all Registration offices of Jharkhand
- Maintain performance standard as stipulated in the agreement
- Overall project management

#### CMC's Solution

CMC is providing their services to Department of Registration, Government of Jharkhand as a Private Partner in **BOO Model** to all Registration / Sub registration Offices of Jharkhand. Out of the 32 Offices as of date, 31 offices are operational. The database and application server is located at Ranchi where all data related to Registration of Lands like category of lands, its valuation, vendor and vendee details and scanned copy of deeds are kept.

Application software called e-Nibandhan has been developed by a department of IT Government of Jharkhand separately through a third party vendor located in Ranchi. All the Registration Offices are connected to this server through a wide area Network called "JHARNET". This is the network infrastructure developed and maintained by the Jharkhand Government separately.

- **Help Desk.** Acts as a facilitation centre and helps the end user to know the charges he/she is required to pay to the government in order to carry out a transaction such as sale/gift/lease/mortgage, etc.
- **Registration Activities.** Data Entry, Generation of Checkslip. Taking of Photograph and Fingerprint, Scanning of Deed and Delivery of Deed to party.
- **Post Registration Activities.** Searching, different reports as requested by the DSR and available in the software daily / monthly basis.

The typical **Setup** for a site includes the following:

- **Client OS** - Windows XP with SP2 along with requisite drivers.
- **H/W Peripherals.** ADF scanner, web camera, biometric scanner (to capture fingerprints), laser printer, DMP printers, modem and switch.

**Benefit to Customer**

- **Cost-Effective.** As it is a PPP model, all Investments have been made by private partner hence the government avoided a huge investment. SP fees are collected from the registering public to maintain the infrastructure and payment to CMC towards service charges.
- **Timely Delivery of Registered Deeds.** All deeds are delivered within specified time frame of 45 minutes, except in certain cases where the delivery of deed gets delayed due to network failure / software failure, etc., which is beyond control.
- **Single Point Management.** Customer need to contact only CMC for any requirement related to operation of registration .