

Punjab Land Records Society

Introduction

Punjab Land Records Society was established with the objective of providing prompt and efficient services of Land and Revenue to the public through effective use of Information Technology & Communication.

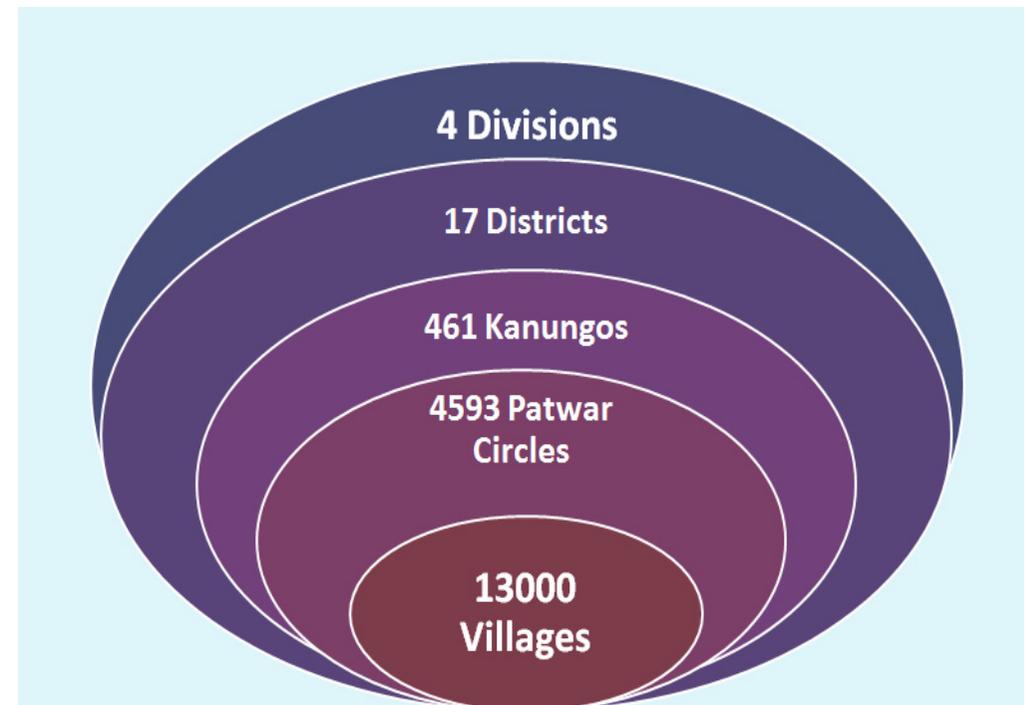
Land records are maintained in different prescribed forms and registers at village/ tehsil/district levels and consist of information such as cropped area, type of irrigation, crop type, land ownership, record of land transfer, land revenue etc. The data available is huge and the updation of the same is not possible thus making the aggregation of records a fairly cumbersome procedure. Speedy updation of records through the use of IT&C tools helped increase the efficiency and reduce hardship for the public to get certified copies of their own land records with updated details in a shorter and transparent manner. The switch over to IT enabled record keeping system resulted in smaller storing facility, quicker updating and retrieval of record, better security, and anywhere availability of data. The data stored could also come in handy for vital planning and policy making.

The Solution

The PLRS project was implemented in the form of 1141 PLRS Fard Kendras, employing 935 youths from the village. The project saw the computerization of the land records of 13001 villages computerized in all 20 districts of Punjab, leading to improved governance by the Punjab Government. In addition to this, CMS helped digitize 30000 Musavis (Old Maps of land of British period) in Autocad and made the same accessible by backing up on CDs

The Fard Kendras are responsible for issuing land records to the villagers. This ensures that they face little to no harassment at the hands of the Patwari's. The PLRS project covers 100% of the rural and urban population and provides them with the required computerized land records.

The solution aims to improve delivery of land record services to citizens. IN addition to this, PLRS also aims to provide an effective and efficient way to improve revenue collection of state and increase transparency from the land record department. Resource planning can be improved by using the system to update crop records as well. In addition to this the solution is accessible from any corner of the state and creates qualifying manpower through IT education at all levels.



Key Challenges

As with any E-Governance project questions of scale always bring forth interesting questions and bottlenecks. The PLRS project too had a few core challenges that came in the way of successful implementation time and again. These can be listed below

- 1) Huge land record database was not uniformly maintained and several forms had to be maintained. All the data has now been digitized and unified by CMS.
- 2) Data was not updated regularly and checked in past. Presently all Fard Kendras are capable of updating data on regular basis.
- 3) Delay and inhibition from the concern department in sharing information and data.
- 4) Infrastructure, connectivity, power etc issues at rural locations and availability of eligible resources.
- 5) Availability of basic records for data entry, being in the possession of village Patwari, which was required for daily work

Benefits

The PLRS project has shown tremendous benefits for its user base. Built primarily keeping the land and revenue departments, farmers, landowners, citizens, businesses and industries and other administrative government departments in mind, the project has multiple benefits.

- The registration process has been transformed from a complicated time consuming ordeal to a simple, transparent and friendly process.
- Data deduplication at the offline level has been managed and has reduced the work load of managing government officials. Time required to resolve long pending disputes was also shortened resulting in speedy and accurate data
- All data is digitized and centralized at Tehsil level to provide faster

access to all concerned offices, MIS and reports generation now takes place with the click of a button, which is significant and useful for better planning and development

- Significant reduction in the physical storage space and better security of the data. Duplicate data is now stored for disaster data recovery.
- Land records are now available at the click of a button, with ease, without needing Patwaris, a process that usually took 2-3 days
- The cost of operating the Farad Kendra has been low because of the PPP based model where as the CMS has brought in their expertise in DMS, digitization of the records and improvement in the process which resulted in low operational cost for the department.
- With the engagement of CMS as PPP partner the Government officials have been freed from the time consuming activities like issuing of certificates, collection of taxes, thus increasing focus on core activities in turn enhancing productivity
- Employment opportunity for village youth resulted in stoppage of brain drain to cities.

