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DUDHPATI, BHAKTAPUR

E-GOVERNANCE

CASE STUDY REPORT

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COMPUTER AIDED ADMINISTRATION OF REGISTRATION DEPARTMENT

EXECUTIVE SUMMARY

This document solely aims for the thorough study of the very E-governance related project namely Computer-aided Administration of Registration Department (CARD). The paper, in essence, depicts that CARD is the approach to make computerization essential in each and every registration department to diminish the work load and regulate transparency in valuation, automating all back-office functions, efficiently handling all the tasks and controlling the corruption rate. Thereby, the paper also aims to justify how the CARD can be implemented, replicated and managed throughout the government, and last but not the least, suggesting and recommending this project to each developing countries to be formulated and implemented authentically.

INTRODUCTION

CARD is the abbreviation of Computer aided Administration of Registration Department. In essence, this project has the main aim to establish computerized land registration offices. The project also has the objective of altering the outdated procedures that has been governed throughout the registration system of the country which includes the laborious copying, and indexing of documents as well as their unscientific space-consuming preservation in unmanaged backrooms/storage. Hence, the CARD project has focused on the endeavor to reform this system through the use of ICT (Information and Computer Technology). (IGRS-CARD)

The CARD project aims at providing improved quality of services at the registration department by providing a computer interface between citizens and government. The tedious procedures that took weeks have been replaced by a system that can be accomplished in just a few minutes. Thereby, the CARD project provides a transparent method of valuation of properties and calculation of stamp duties, simplified the registration procedures, enhanced speed, reliability and consistency of the system.

- To be precise, the goals of the reform urged by the CARD project are listed below:

- To simplify the registration procedure.

- To enhance the speed, reliability and consistency of the system.

- To provide transparency in valuation.

- To replace copying/filing systems with imaging.

- To preserve documents on CDs.

- To automate all back-office functions.

- To enable a system that enables setting time and quality standards.

- To smoothen the government-citizen interface.

- To control the corruption rate.

(Computer-aided Administration of Registration Department (CARD), p. 2)

History

The CARD project was initially conjured up in August 1996 and inaugurated at two test sites/pilots in August/September, 1997. Meanwhile, the Registration Department of the Government of Andhra Pradesh with 387 sub registrar offices in 23 districts, conducted a pilot instances at two sub registrar offices in August/September, 1997. The project was started off on 4th November, 1998. (Computer-aided Administration of Registration Department (CARD), p. 1)

Legislation

The Stamps and Registration Department enforces two pieces of legislation retained by the Government of India after the Independence—the Stamp Act (1899) and the Registration Act (1908). The Stamp Act mandates that various documents including deeds and titles and titles be written on government-approved stamp paper in order to be legal and admissible in a court of law. And the Registration Act mandates that all transactions involving immovable property—land, houses, or apartments—be registered and recorded by the government. (R. K. Bagga, Kenneth Keniston, Rohit Raj Mathur, 2005, p. 161) In order to give legality to the documents registered through CARD, Act No. 16 of 1999 was enacted. (Sinha, 2006, p. 62) Moreover, some legislation such as the Registration and Stamps Act, Urban Land ceiling Act, Surplus Agriculture Land Act,

Endowment Property Act, and the Property Act needed a change to accommodate the new procedure.

Present Context

Presently, the project covers the whole state of Andhra Pradesh. And thereby, following the launch of CARD in August/September 1997, about 80% of all land registration transactions in Andhra Pradesh have been carried out electronically. (Meghna Sabharwal, Evan M. Berman, 2016, p. 189)

LITERATURE REVIEW

The case study report has been documented after the thorough investigation on the previous research essays and reports mainly: CARD case study report posted by National Institute of Urban Affairs (NIUA), New Delhi. It depicts the regulation of the CARD project in the Andhra Pradesh State of India inclusively: the complexities, the history of CARD; initiation history and present context, and analyzes the impact of the reform of the registrar offices with the help of CARD.

METHODOLOGY

The prime research design is to collect the data from over the internet and analyze the case files by reviewing and studying them. However, this approach is intended to justify the current situation of immobility and health precautions due to the pandemic COVID-19. Though, the data are collected through the internet and the respective website of the intended subject matter i.e. Registration Department of Andhra Pradesh state of India. Thereby, the below mentioned study and analysis can depict the purpose of the case study.

STUDY

Planning

The implementation of the CARD project is to be premeditated throughout the country, but initially it needs to be directed and designated to specific SRO (Sub-Registrar Office) and termed as a pilot booth, with computerized activities and procedures of the Registration Department. Sub-registrar offices are field offices of the Stamps and Registration Department; the department where transactions (sale, purchase, lease, etc.) of tangible resolute properties (houses, apartments, or open land plots) are registered. To be precise, all 387 SROs, in the Andhra Pradesh State after the succession of 181 SROs in 2000 followed by 249 SROs in 2001, were covered under the CARD project. (Computer-aided Administration of Registration Department (CARD), p. 2)

Intended Beneficiaries

The intended beneficiaries are all the citizens who want to register their deeds, get a valuation of their immovable property, certified copies of documents, encumbrance certificates and to register societies, firms, marriages, etc. Moreover, the ease of access can be well maneuvered towards both of the receiving and the giving counterparts of the services provided by the CARD project.

Technologies

The CARD project is typically based on computers, so the basic requirement is the computer related accessories. Furthermore, the project was handled over Local Area Network (LAN). Initially, each SROs were provided with one server and four computers. The server used Linux Operating System with Oracle 8i for databases. And the client end used Developer 2000 and front end used Window 98/95 OS. (Computer-aided Administration of Registration Department (CARD), p. 3)

Replicability

The project has been replicated in the states of Maharashtra and Punjab with few modifications. In Maharashtra, the whole project is implemented in an innovative way. This highly visible project has tremendous replication potential all over India. (Computer-aided Administration of Registration Department (CARD), p. 6)

ANALYSIS

The purpose of the study has been thoroughly dealt with the discussions on planning of the project, the intended beneficiaries or the targeted group, the technologies used and the replicability of the project. The project has been successfully implemented state-wide at a minimum cost. It shows that e-government solutions can be implemented in a span of three to four years, even with innumerable complications and procedures. The project also proves the hypothesis that e-government could be implemented by just training the existing staff, without adding new technical staff. Another lesson is that in the absence of Purchasing Power Parity (PPP), public finances can be mobilized to get projects implemented. Moreover, the objective of the project has been well justified as the quantitative benefits of CARD project suggests the decrement of the time taken for the completion of specific task by time intervals worth of days.

Quantitative Benefits of CARD

Description of registration services	Time taken in manual system	Time taken in CARD system
Encumbrance Certificate	1 to 5 days	10 minutes
Valuation of properties	1 hour	10 minutes
Sale of stamp paper	30 minutes	10 minutes
Document writing	1 day	30 minutes
Registration	1 to 7 days	1 hour
Certified copies of documents (registration under CARD)	1 to 3 days	10 minutes

Source: Based on CARD (J. Satyanarana 2002)

CONCLUSION

To suggest the conclusive notion, the project is applicable, replicable, beneficial and efficient if the government can devise and formulate a tangible and feasible scheme to regulate and implement such benefactor then the country is assured to get economic benefits, and the government can be applauded. Moreover, the burning issue of each and every developing country i.e. corruption can be well inhibited, which greatly improves the feasibility of e-governance concept in such developing countries.

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