

**A REPORT
ON
DIGITALIZATION OF RECOVERY CERTIFICATE
(RC)
BY**

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<i>Harsh Nagpal</i>	<i>2017AAPS1734H</i>
<i>Vibhor Jain</i>	<i>2017B3A10654P</i>
<i>Roshan R Nair</i>	<i>2017B3A31005G</i>
<i>Arpit Shukla</i>	<i>2017B3A31009G</i>
<i>Jai Arora</i>	<i>2017B1A30876H</i>
<i>Kirti Vatshal Mishra</i>	<i>2017B4AA0995H</i>
<i>Sarthak Chowdhury</i>	<i>2017B5AA0909H</i>

AT



Board of Revenue, Govt. of UP- Lucknow

A Practice School-I station of



BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE, PILANI JUNE 2019

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<i>Vibhor Jain</i>	<i>2017B3A10654P</i>	<i>Economics and Chemical</i>
<i>Roshan R Nair</i>	<i>2017B3A31005G</i>	<i>Economics and Electrical</i>
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<i>Jai Arora</i>	<i>2017B1A30876H</i>	<i>Biological Science and Electrical</i>
<i>Kirti Vatsal Mishra</i>	<i>2017B4AA0995H</i>	<i>Mathematics and Electronics.</i>
<i>Sarthak Chowdhury</i>	<i>2017B5AA0909H</i>	<i>Physics and Electronics.</i>

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Practice School-I Course

AT



Board of Revenue, Govt. of UP- Lucknow

A Practice School-I station of

BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE
PILANI (RAJASTHAN)
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Title of the Project: **DIGITALIZATION OF RECOVERY CERTIFICATE (RC)**

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Key Words: SQL, HTML CSS, NETBEANS

Project Area(s): web development and database management.

Abstract:

BOARD OF REVENUE, UP GOVERNMENT is one of the biggest organizations in UP dealing with land records and delivering efficient services for the benefit of people. The organization has a vast record of data and documents stored in a digitised manner. The purpose of our project is digitisation of defaulted land records. It provides all information with regard to the status, condition and situation of the land. The database here is linked with other government records as well, hence providing a complete overview of the same.

Signature(s) of Student(s)

Signature of PS Faculty

Note:

- 1. Title of the project in this proforma should be the same as that on the cover page and title page.*
- 2. Abstract should briefly describe the information given in the report in about 200 words.*
- 3. It is essential for both the students and faculty to sign the abstract sheet.*



BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE, PILANI

JUNE 2019

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Our group would like to extend its sincere gratitude to all those who made it possible for us to become an intern at BOARD OF REVENUE. It being a renowned and well recognized organization gives us great pride and honour to work for them.

We will like to thank Mr.Pravir Kumar (IAS) who is the chairperson of the organization for granting us this opportunity to work with BOARD OF REVENUE.The fact that he gave us work from the current ongoing tasks of the organisation is really overwhelming.

We will also like to thank Mr.Rajesh Tripathi (technical team head) who is also the coordinator for us. Notwithstanding the fact that he has an overload of work he has been constant in his effort to make us understand technical terms as well as the basic workings of the organization.We will be forever indebted to you.

We also want to thank Mr.Ankit Tiwari, who has contributed a lot in helping us with installing and understanding of the basic concepts of various softwares like Netbeans, SQL etc. He took an extra effort in ensuring that we get used to these softwares as early as possible.

Lastly we also want to thank our instructors from BITS, Mr.Ashish Tiwari and Mrs.Taru. Both of them have been a constant support for us.The way they regularly keep on checking with the progress made with the respective projects, ensures that there is no slag from either us or the organization.

We also thank everyone else who has been associated with this project in any way. This project is a milestone in each of our careers and we are obliged and humbled to be a part of this.

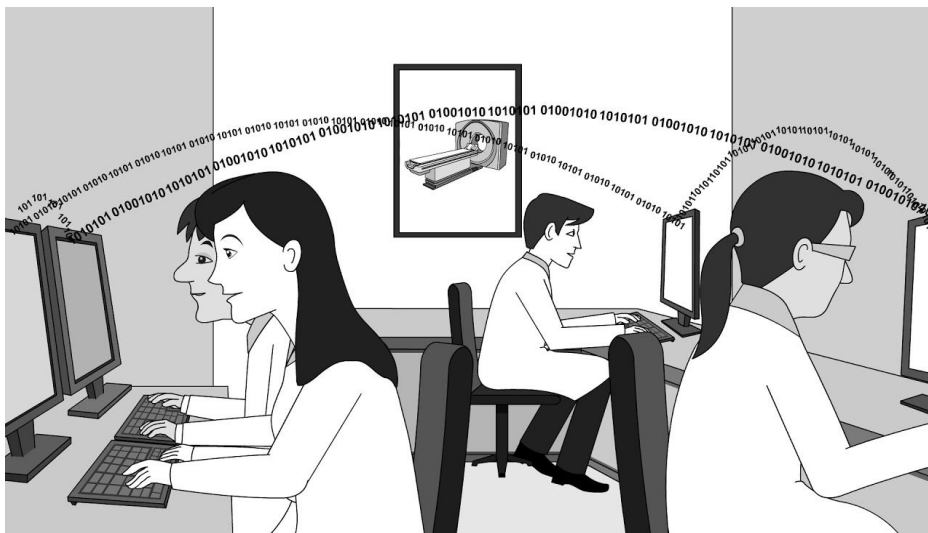
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INTRODUCTION

RECOVERY CERTIFICATE (RC):

It is a certificate issued by the Organisation for dealing with defaulters. The main spectra of the RC currently lies with the electricity companies. By the means of this RC, we will be able to standardize the general procedure for acquiring money through legal procedures. If a company doesn't get its dues in the form of bills by the customer, and the customer even after repeated reminders from the company does not pay the bills, the company is legally entitled to approach the Board Of Revenue for issuing of the Recovery Certificate. This certificate is then circulated between various departments like the 'amin', 'tehsildar' etc in a step by step manner, with each carrying out steps in its hands to enable the payment by the defaulter. At the end of the cycle the RC comes to the Chairman of Board Of Revenue and then it is up to his discretion as to what to do with the concerned person. The only thing that is common in this process is the circulation of RC from one department to another.



The image depicts the smooth and efficient transfer of data from one system to another.

OUR TASK DURING THIS PROJECT:

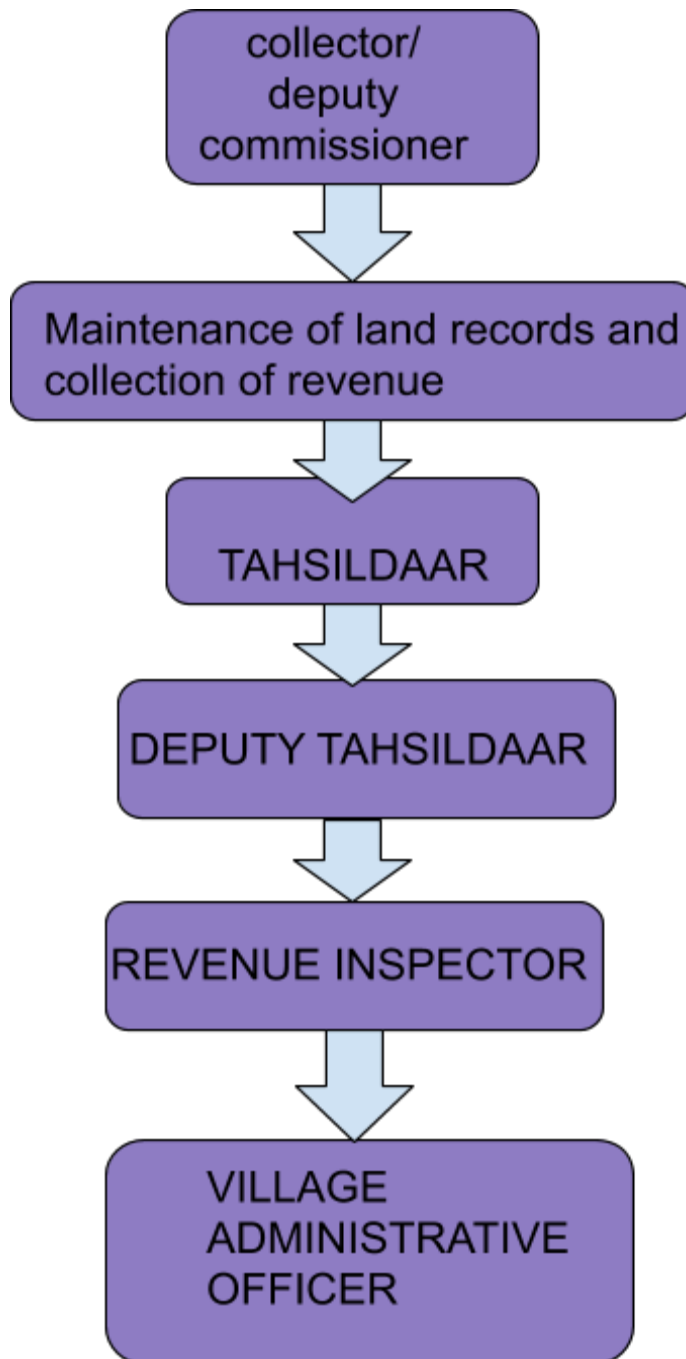
We were required to make web forms that will make this whole procedure quite uniform and online. A online form facilitates the petitioner as well as makes the transition of form, from different people very smooth, efficient and time saving. In the whole duration after the mid-sem we made a total of 3 forms, which varied with respect to layout, data and formatting. The final form was made by us which was entirely RC based and had with it the format given to us by the organization. This is a web form and it includes the Details of the organization(petitioner) as well as that of the defaulter along with the type and value of the money defaulted. This form will overall sped up the process of justice and create a digitised and efficient environment for the organization, BOARD OF REVENUE, UP GOVERNMENT.



LEVEL OF HIERARCHY IN UTTAR PRADESH

For understanding how largely this RC process will be dealt, let us get an insight about how the state functions. Uttar Pradesh is divided into 18 divisions, 75 districts and further into 351 tehsils. It consists of an astounding number of villages, which is 1,08,865. All of these villages are headed by a tehsildaar who is the administrative officer of the village. Their one of the main jobs is Revenue Management. He plays a crucial role in the whole recovery of payment procedure. After the tehsildaar the person in hierarchy is the head of revenue collection of the district, that is, the District Magistrate. He is responsible for collection and maintenance of all kinds of data and records in the state.

The figure below shows effectively the structure of hierarchy that exists in the state, clearly pointing out to the need of a computerized system or procedure that will make the work of everyone involved quite easier.



FORM-1ST DRAFT

This form contains all the different information required for generating the Recovery Certificate. The form first asks the user to choose whether the issuer is a person or an institute. Then according to the choice, the required fields asking for the details of the issuer are displayed.

The user is then asked to enter "Vibhag ka Vivaran" and other important details required.

```
<input id="cbs1" type="radio" name="Bakaedar" value="Sanstha">व्यक्ति<br> -:
```

This creates a radio button whose input value is "Sanstha" and can be accessed by the id="cbs1" and name="Bakaedar". The input value governs what the fields can be filled on the next page.

क्या बकायेदार व्यक्ति या संस्था है

☐ संस्था
☒ व्यक्ति

Submit

Then according to the choice the required fields asking for the details of the issuer are displayed and the other set of fields are disabled.

विभाग का कार्य

यदि व्यक्ति:

नाम	
पिता/संरक्षक का नाम	
आधार संख्या	
पैन कार्ड संख्या	
पता	
मोबाइल संख्या	
ईमेल	

यदि संस्था:

संस्था का नाम	
मोबाइल संख्या	
संस्था कि प्रकृति	Public
पंजीयन संख्या	
मुख्य कार्यकारी/ अधिकृत प्रतिनिधि/ प्रोपेरएटर का नाम	
मुख्य कार्यकारी/ अधिकृत प्रतिनिधि/ प्रोपेरएटर का पता	

Activate Windows
Go to Settings to activate Windows.

```
<select name="prakar">  
  <option>पहला</option>  
  <option>दूसरा</option>  
</select>
```

This creates a drop down list of options out of which the user can select anyone.

The user is then asked to enter "Vibhag ka Vivaran" and other important details required.

पंजीयन संख्या

मुख्य कार्यकारी/ अधिकृत प्रतिनिधि/ प्रोपेराटर का नाम

मुख्य कार्यकारी/ अधिकृत प्रतिनिधि/ प्रोपेराटर का पता

मुख्य कार्यकारी/ अधिकृत प्रतिनिधि/ प्रोपेराटर का मोबाइल संख्या

संस्था के निदेशको/ पार्टनर / अन्य पार्टनर का नाम

संस्था के निदेशको/ पार्टनर / अन्य पार्टनर का पता

संस्था के निदेशको/ पार्टनर / अन्य पार्टनर का मोबाइल संख्या

संस्था के निदेशको/ पार्टनर / अन्य पार्टनर का फैन कार्ड संख्या

DIN

विभाग का विवरण

विभाग का नाम बिजली

कार्यालय का नाम पहला

पता

जारी करने वाले

देय का प्रकार पहला

देय कि राशि

नियम के अंतर्गत 1

देय प्रकार का उपप्रकार आश्रयन

Activate Windows
Go to Settings to activate Windows.

विभाग के पास उपलब्ध सूचना

बकायेदार कि परिसम्पत्तियों का प्रकार 1

बकायेदार कि परिसम्पत्तियों का विवरण

बकायेदार कि बनायी संपत्ति का विवरण

उपलब्ध परिसम्पत्ति

यदि प्रंतर संभव है

क्या इसके सम्बन्ध में कोई वाद दर्ज है ? यदि है तो विवरण

वाद संख्या

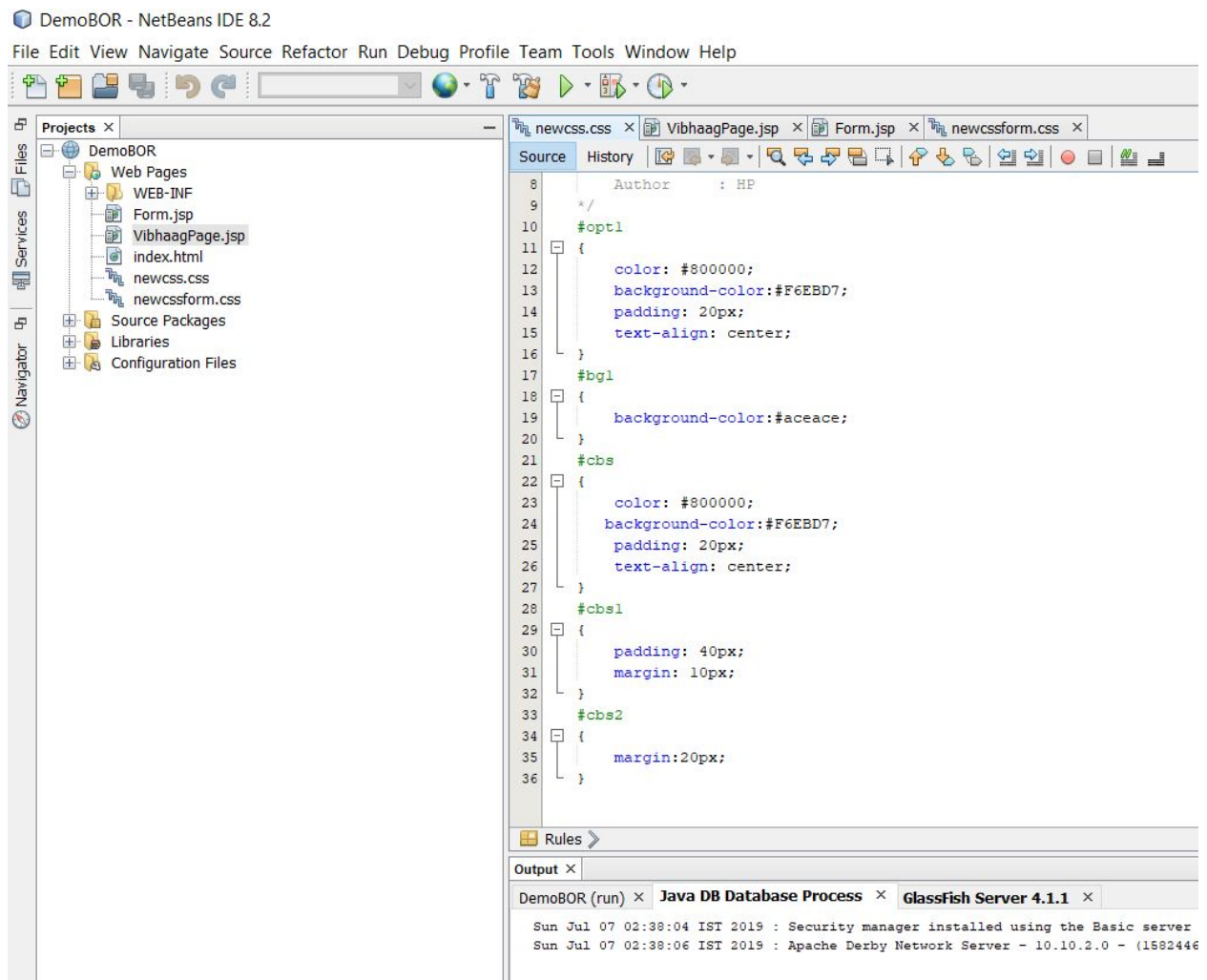
वाद दिनांक

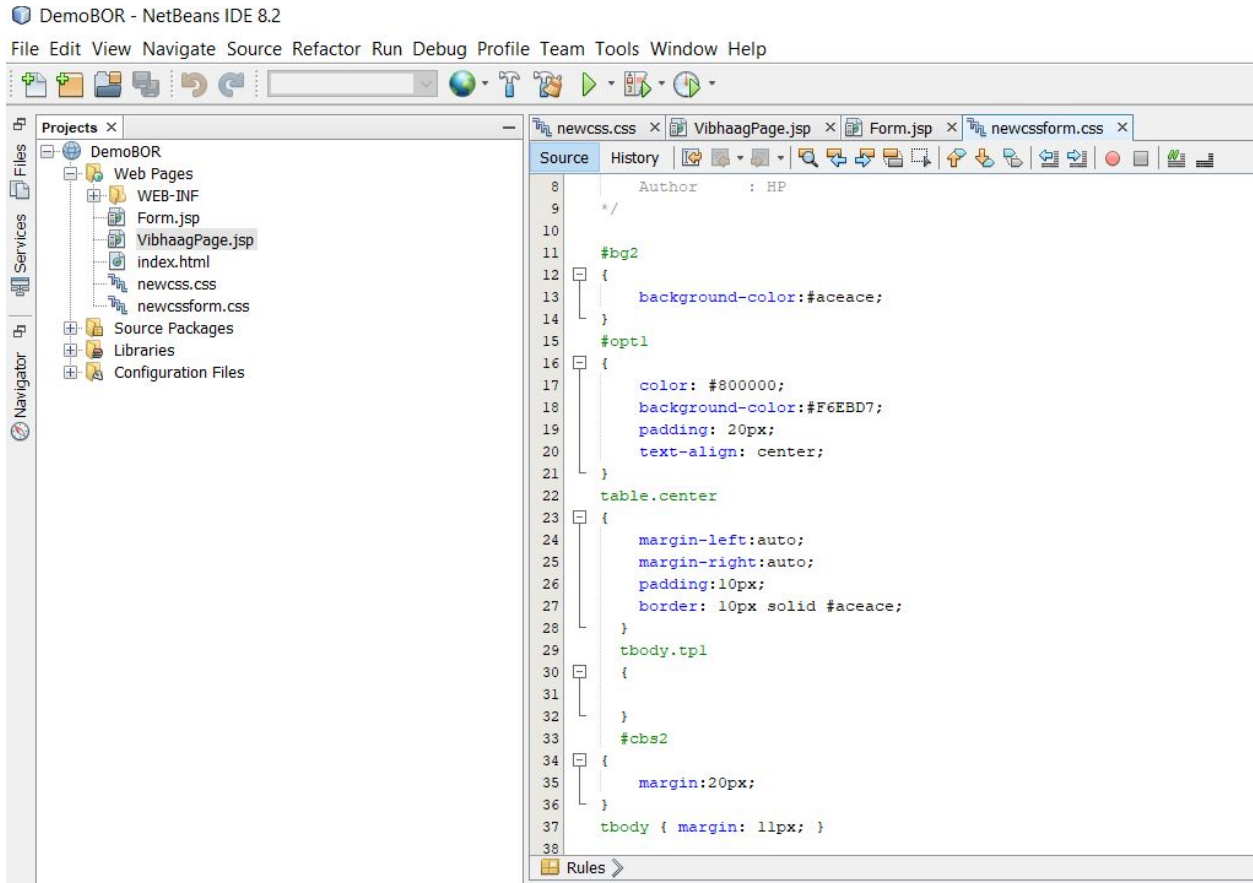
SUBMIT

Activate Windows
Go to Settings to activate Windows.

We create form using <form> tag and put all the input fields inside it so that it's easier to retrieve information all at once.

The styling is done using CSS and the colours are made same as the board of revenue website so that it looks compatible.





FORM-2ND DRAFT

To make the website more attractive we then added bootstrap to the website instead of CSS.

Bootstrap is a free and open-source CSS framework directed at responsive, mobile-first front-end web development. It contains CSS- and

(optionally) JavaScript-based design templates for typography, forms, buttons, navigation and other interface component.



```
<head>
  <meta http-equiv="Content-Type" content="text/html;
charset=UTF-8">
  <title>Recovery Certificate</title>
  <link rel="stylesheet"
href="https://maxcdn.bootstrapcdn.com/bootstrap/4.0.0/css/bootstrap.min.c
ss"

integrity="sha384-Gn5384xqQ1aoWXA+058RXPxPg6fy4IWvTNh0E263Xm
FcJlSAwiGgFAW/dAiS6JXm" crossorigin="anonymous">
  <script src="https://code.jquery.com/jquery-3.2.1.slim.min.js"

integrity="sha384-KJ3o2DKtlkvYIK3UENzmM7KCkRr/rE9/Qpg6aAZGJwF
DMVNA/GpGFF93hXpG5KkN" crossorigin="anonymous"></script>
  <script
src="https://cdnjs.cloudflare.com/ajax/libs/popper.js/1.12.9/umd/popper.min
.js"

integrity="sha384-ApNbgh9B+Y1QKtv3Rn7W3mgPxhU9K/ScQsAP7hUibX
39j7fakFPskvXusvfa0b4Q" crossorigin="anonymous"></script>
  <script
src="https://maxcdn.bootstrapcdn.com/bootstrap/4.0.0/js/bootstrap.min.js"
```

```

integrity="sha384-JZR6Spejh4U02d8jOt6vLEHfe/JQGiRRSQQxSfFWpi1M
quVdAjYjUar5+76PVCmYI" crossorigin="anonymous"></script>
<link rel="stylesheet" href="C:\Users\Paradox\Desktop\RC
Form\web\WEB-INF\form.css">
</head>

```

This links the jsp file to the bootstrap and any device connected to the internet will run the bootstrap and display the page with the style and design coded.

Recovery Certificate

व्यक्ति संस्था

नाम: नाम भरे

पिता/संरक्षक का नाम: नाम दे

आधार संख्या: आधार संख्या भरे

पैन संख्या: पैन संख्या

पता:

मोबाइल नंबर:

ई-मेल: ईमेल डाले

2) विभाग का विवरण:

विभाग का नाम(अन्य के साथ):

कार्यालय का नाम:

पता:

3) RC जारी करने वाले अधिकृत व्यक्ति का पदनाम / दूरभाष / मोबाइल नंबर / सी.यू.जी

Activate Windows
Go to Settings to activate Windows.

```

<nav class="navbar sticky-top navbar-dark bg-dark">
  <a class="navbar-brand" href="#">
    
    Recovery Certificate
  </a>
</nav>

```

This creates a navigation bar which gives a better look to the form.

```
<button type="button" class="btn btn-outline-primary"
onclick="document.getElementById('Vyakti').style.display='block';document
.getElementById('Sanstha').style.display='none'"><center>व्यक्ति</center><
/button>
```

We directly use buttons in this form instead of radio buttons and use the onclick function to hide and show the different fields through their ids.

Recovery Certificate

2) विभाग का विवरण:

विभाग का नाम(अन्य के साथ): कार्यालय का नाम: पता:

3) RC जारी करने वाले अधिकृत व्यक्ति का पदनाम / दूरभाष / मोबाइल नंबर / सी.यू.जी

RC जारी करने वाले अधिकृत व्यक्ति का पदनाम

RC जारी करने वाले अधिकृत व्यक्ति का दूरभाष

मोबाइल नंबर:

सी.यू.जी:

1. देय के प्रकार: Option1

Activate Windows
Go to Settings to activate Windows.

We use the `<section>` tag to divide the form into sections which helps us in better designing and formatting.

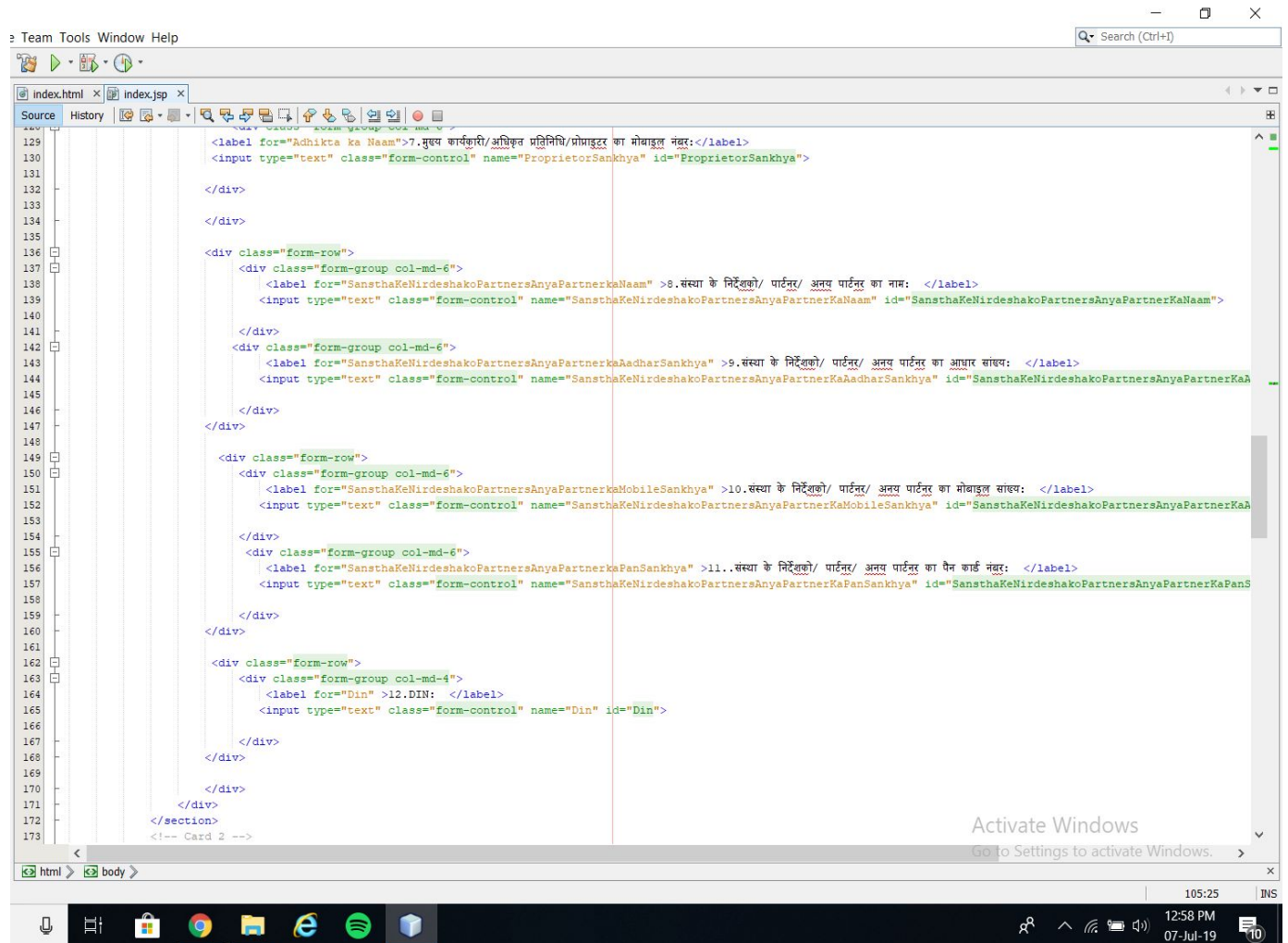
CODE SNIPPETS

We use the “card” class in the div to use cards for better design. We are able to use the card classes of bootstrap to style and format the form better. It provides us with pre-styled properties like “card-header”, “form-row”, “form group col”.

We use placeholders inside the input tag to make the form more user friendly.

```
index.html x index.jsp x
Source History
34 <form>
35 <section>
36 <div class="card" id="Vyakti">
37 <div class="card-header">
38
39 </div>
40
41 <div class="card-body">
42 <div class="form-row">
43 <div class="form-group col-md-4">
44 <label for="Naam">नाम: </label>
45 <input type="text" class="form-control" name="Naam" id="MoolVaad" placeholder="नाम भरे">
46 </div>
47 <div class="form-group col-md-4">
48 <label for="Sanrakshak">पिता/संरक्षक का नाम: </label>
49 <input type="text" class="form-control" name="Sanrakshak" id="Sanrakshak" placeholder="नाम दें">
50 </div>
51 <div class="form-group col-md-4">
52 <label for="Aadhar">आधार संख्या: </label>
53 <input type="text" class="form-control" name="Aadhar" id="Aadhar" placeholder="आधार संख्या भरे">
54 </div>
55 </div>
56 <div class="form-row">
57 <div class="form-group col-md-4">
58 <label for="PAN">पैन संख्या: </label>
59 <input type="text" class="form-control" name="PAN" id="PAN" placeholder="पैन संख्या">
60 </div>
61 <div class="form-group col-md-4">
62 <label for="Pata">पता: </label>
63 <input type="text" class="form-control" name="Pata" id="Pata" placeholder="">
64 </div>
65 <div class="form-group col-md-4">
66 <label for="Mobile">मोबाइल नंबर: </label>
67 <input type="mobile" class="form-control" name="Mobile" id="Mobile" placeholder="">
68 </div>
69 </div>
70 <div class="form-row">
71 <div class="form-group col-md-4">
72 <label for="Mail">ई-मेल: </label>
73 <input type="email" class="form-control" name="Mail" id="Mail" placeholder="ईमेल डालें">
74 </div>
75 </div>
76 </div>
77 </div>
78 <section>
```

```
index.html x index.jsp x
Source History
79 <div class="card" id="Sanstha">
80 <div class="card-header">
81
82 </div>
83 <div class="card-body">
84 <div class="form-row">
85 <div class="form-group col-md-4">
86 <label for="SansthaKaNaam">1.संस्था का नाम: </label>
87 <input type="text" class="form-control" name="SansthaKaNaam" id="SansthaKaNaam" placeholder="">
88
89 </div>
90 <div class="form-group col-md-4">
91 <label for="MobileNumber">2.संस्था का मोबाइल नंबर:</label>
92 <input type="text" class="form-control" name="MobileNumber" id="MobileNumber" placeholder="संख्या डालें">
93
94 </div>
95 <div class="form-group col-md-4">
96 <label for="SansthaKiPrakriti">3.संस्था की प्रकृति:
97 <select name="SansthaKiPrakriti" id="SansthaKiPrakriti">
98 <option>Option1</option>
99 <option>Option2</option>
100 <option>Option3</option>
101 </select>
102
103 </div>
104
105
106
107 </div>
108 <div class="form-row">
109 <div class="form-group col-md-6">
110 <label for="PanjaneeyaSankhya">4.पंजीयन संख्या:</label>
111 <input type="text" class="form-control" name="PanjaneeyaSankhya" id="PanjaneeyaSankhya">
112
113 </div>
114 <div class="form-group col-md-6">
115 <label for="propname">5.मुख्य कार्यकारी/अधिकृत प्रतिनिधि/प्रोप्राइटर का नाम:</label>
116 <input type="text" class="form-control" name="ProprietorName" id="ProprietorName">
117
118 </div>
119
120 </div>
121
122 <div class="form-row">
123 <div class="form-group col-md-6">
```




```

174 <section>
175 <div class="card">
176   <div class="card-header">
177     2) विभाग का विवरण:
178   </div>
179
180   <div class="card-body">
181     <div class="form-row">
182       <div class="form-group col-md-4">
183         <label for="Vibhag ka Naam">विभाग का नाम (अन्य के साथ): </label>
184         <input type="text" class="form-control" name="Vibhag ka Naam" id="Vibhag ka Naam" placeholder="">
185       </div>
186       <div class="form-group col-md-4">
187         <label for="Karyalay ka Naam">कार्यालय का नाम: </label>
188         <input type="text" class="form-control" name="Karyalay ka Naam" id="Karyalay ka Naam" placeholder="">
189       </div>
190       <div class="form-group col-md-4">
191         <label for="Pata">पता: </label>
192         <input type="text" class="form-control" name="Pata" id="Pata" placeholder="">
193       </div>
194     </div>
195   </div>
196 </div>
197 </section>
198 <br>
199 <!-- Card 3 -->
200 <section>
201   <div class="card">
202     <div class="card-header">
203       3) RC जारी करने वाले अधिकृत व्यक्ति का पदनाम / दूरभाष / मोबाइल नंबर / सी.यू.जी
204     </div>
205
206     <br>
207
208     <div class="form-group col-md-4">
209       <label for="Naam">RC जारी करने वाले अधिकृत व्यक्ति का पदनाम </label>
210       <input type="text" class="form-control" name="PadNaam" id="Padnam" placeholder="">
211     </div>
212     <div class="form-group col-md-4">
213       <label for="Doorbhash">RC जारी करने वाले अधिकृत व्यक्ति का दूरभाष </label>
214       <input type="text" class="form-control" name="Doorbhash" id="Doorbhash" placeholder="">
215     </div>
216     <div class="form-group col-md-4">
217       <label for="Mobile">मोबाइल नंबर: </label>
218     </div>
219   </div>
220 </section>

```


DATABASE MANAGEMENT

This project makes use of one database. We gave it the name **RCDatabase**. This database made use of one table which consisted of all the relevant fields required for the generation of Recovery Certificate.

We used **PostgreSQL** as an IDE for this task and learnt several **queries** for the same. PostgreSQL, often simply Postgres, is an object-relational database management system (ORDBMS) with an emphasis on extensibility and standards compliance. As a database server, its primary functions are to store data securely and return that data in response to requests from other software applications. It can handle workloads ranging from small single-machine applications to large Internet-facing applications. PostgreSQL is the default database and it is also available for Microsoft Windows and Linux (supplied in most distributions). It is free and open-source.

For managing data in our Database Management System we had to write **queries** in **SQL**.

SQL stands for Structured Query Language. SQL is a Database Language and we used it for four main purposes in our project-

1. *Database Creation.*
2. *Creating a Table in our Database with multiple Columns.*
3. *Inserting Data in our Tables.*
4. *For Data Retrieval.*



CODE SNIPPETS-2

Some queries we used are:

```
CREATE DATABASE testdb;
```

For creating database

```
CREATE TABLE COMPANY
```

For creating a table with columns

```
    ID INT PRIMARY KEY NOT NULL,
```

```
    NAME TEXT NOT NULL,
```

```
    AGE INT NOT NULL,
```

```
    ADDRESS CHAR(50),
```

```
    SALARY REAL
```

```
);
```

DROP table department, company;

For deleting a table

INSERT INTO TABLE_NAME VALUES

For inserting data into table

DELETE FROM table_name
WHERE [condition];

For deleting data from database

After we created our Database we linked all the data in our Database with Apache Tomcat EE Server. Tomcat implements several Java EE specifications including Java Servlet, JavaServer Pages (JSP), and provides an environment in which the JSP (Java Server Pages) and Java Servlet files can run.

To establish the connection between our created web page and the database we made use of the Connection object, PreparedStatement object and a Result Set Object.

The Connection object is used to establish connection to the Database via the JDBC driver.

The PreparedStatement Object is used to execute the SQL query statements from our JSP files.

To avoid unwanted Exceptions we made use of the Try-Catch block.

The Web.xml or the Dployment Descriptor file was used for connecting the JSP files and mapping them together..

A snippet to establish connection with the PostgreSQL database.

```
public static Connection getCon() throws ClassNotFoundException {  
    Class.forName("org.postgresql.Driver");  
    Connection conn = null;  
    try  
    {  
        conn = DriverManager.getConnection(url, user, password);  
        System.out.println("Connected to the PostgreSQL server successfully.");  
    }  
    catch (SQLException e)  
    {  
        System.out.println(e.getMessage());  
    }  
  
    return conn;  
}  
}
```

CHALLENGES AND PROBLEMS FACED

There were various technicalities and hurdles in the project which we had to overcome.

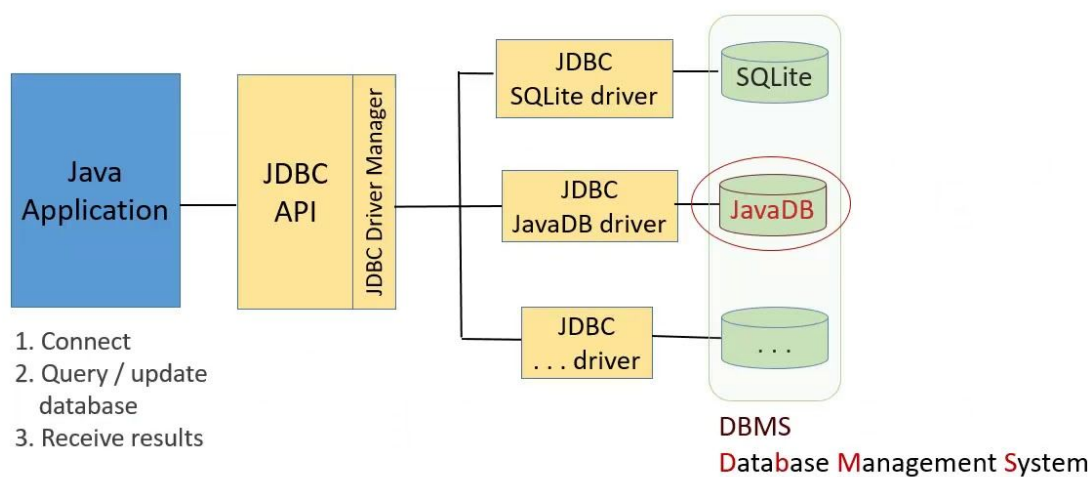
a)First being, the Non-CS background of the team. The Team consisted of 8 people, of which none had CS as their major degree, so the concept of DBMS and building of web applications was quite new to us. To overcome this, we had to work rigorously on individual elements of the project. One of us had some knowledge of web development and thus we followed the instructions.



b)Second big hurdle was learning Java Web Apps. Most of the modern websites are based on React.js and Node.js which are used for front-end and back-end development, while here we had to use JDBC(Java

Database Connectivity) and .jsp files. Java had to be learnt in order to make the websites as per the architecture of the institution. While it is a semester long course known as OOPs, we had a few days of time in hand to learn it.

JDBC - Java Database Connectivity



Project specifications were many and it was quite difficult to add all those features in the program in a short span of time. Many changes were made and multiple prototypes rejected/modified, before we had the final version of the website ready. One of these Specifications was the generation of the RC Number. Now, this was to be done using a special methodology in which a unique 24 digit number would be assigned to every user. Depending on the village, district etc. there would be several 3-4 digit codes, which when concatenated would add up to 24. At first this seemed like an achievable task, but only later were we informed that the code dataset would be provided by the organisation, instead of taking a few sample entries. The database consists of over 10 Lakh entries in an

excel/csv format, which had to be called over by the web app. Now, reading csv files, while easier in python, was quite a task in Java. We tried .

multiple ways and websites to incorporate the data from the dataset into the web page, but the lack of knowledge regarding DBMS set us back, hence this task was not achievable within the time frame. Therefore we added another login method, instead of the RC number, it asked for Name and Tehsil to generate the form data. And display it on the page.

c) Apart from this, there were no major hurdles. The task went on smoothly and everyone added their fair share of contribution in the project which made things to be completed on time possible.



REFERENCES USED

- **This gives an overview of the code to follow**
<https://stackoverflow.com/questions/51067322/login-registration-form-with-eclipse-ee-and-postgresql>
- Helps with the concepts of JSP
<https://www.javatpoint.com/jsp-tutorial>
- Understanding of how PostgreSQL works
<https://www.tutorialspoint.com/postgresql/>
- Understanding Java Web Applications
<https://medium.com/@kasunpdh/sample-java-web-application-using-servlets-and-jsp-5621cad2f582>

CONCLUSIONS

The main problem was the complexity of transferring and managing the Revenue Certificate. We tried to improve the situation by digitising or computerising the RC Form. Conscious effort was taken from our side to make the form as user friendly as possible, by keeping several drop down buttons. At the beginning of the form when the user selects the category of entry, the not concerned data boxes are automatically eliminated from the form and the user is supposed to fill only the necessary data. The UI of the form was made interactive by keeping in mind all possible type of users that might want to access the form. The font of the form is in Hindi as many people in UP still remain oblivious to the English language. CSS styling was used to design and overall format the code.

The whole journey so far at BOARD OF REVENUE is nothing short of fascinating. With our contribution we got to learn so many different softwares such as JSP, SQL and HTML/CSS. We also got the opportunity to get involved with the workings of BOARD OF REVENUE. We were very grateful, that we were able to contribute to the organisation in our little way. We hope that the organisation deploys our RC form in the RC department successfully with some minor customisation changes, as may be required.