CASE STUDY OF EGOVERNANCE



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**INTRODUCTION**

CARD (Computer-aided Administration of Registration Department) project was originally conceived in August 1996 and implemented at two test sites at Registrar Office, Hyderabad, and Benefits and Costs Sub Registrar Office, Banjara Hills in August/September 1997. Judging the project by its initial success and the immense potential it has in transforming the concept of public service, the Six months following the Government decided to replicate it all over the State.

**HISTORY**

On November 4, 1998, 214 Sub Registrar Offices of A, B, and C categories were inaugurated. The legal recognition of the CARD Project was granted through Act 16 of 1999 starting from February 5, 1999. Following the success at these sites, additional 25 “D” category offices were integrated into the project, with legal status from November 1, 2001. Subsequently, the remaining 148 offices of E and F categories (74 each) were computerized, receiving legal recognition from March 10, 2002.

**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)

**OBJECTIVE OF STUDY**

The overall objective of this project was to learn about the various operations and working process of CARD. CARD was initiated to meet the following key objectives:

▪ Demystify the registration process.

▪Accuracy, efficiency, consistency, and reliability.

▪Substantially improve the citizen interface.

**BENEFITS AND COST**

Following the CARD project's launch, 80% of land registration transactions in AP now occur electronically, significantly reducing service times. Valuation and document provision take 10 minutes instead of days, and EC issuance takes only 5 minutes. Land registration, which previously took 7-15 days, now completes within a few hours. Despite nominal revenue trends, the CARD system has increased net revenue by nearly 20%. Moreover, rural communities are increasingly aware of ICT benefits, prompting demands for similar projects.

The current document registration process is cumbersome, leading to exploitation by brokers and middlemen due to its lack of transparency. The 13-step procedure involves tasks such as market valuation, stamp duty calculation, document preparation, and submission to the Sub-Registrar Office. It includes securing necessary certificates, payment of fees, execution admission, copying of documents, and indexing.

Various service agencies like stamp vendors, document writers, registration agents, and registration offices are involved in this process. Stamp vendors operate at department counters, STOs, and as licensed vendors. Document writers, numbering 3900, can now be anyone without additional fees. Registration agents are self-employed or work for firms. Registration offices include Sub-Registrar, Registrar, Deputy Inspectors General, and Inspector General Offices.

**ACHIEVEMENTS AND RESULT**

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 PPP, public finances can be mobilized to get projects implemented.

The project has improved the government-citizen interface. Around Rs 300 million has been spent on the project, but no impact assessment had been carried out by the time of the study. The increase in revenue collection through CARD has still not been proven, but the project has generated more than it has invested since 1999. Rs 380 million have been generated from the registration of documents, Rs 37 million from the issuance of registration check slips, Rs 43 million from encumbrance certificates and Rs 1 million from certified copies. Up to the time of the study, the project had earned Rs 475 million against a one-time investment of Rs 300 million. The project will become further sustainable if all the services could be successfully made available on-line.

**LIMITATION**

The CARD system primarily focuses on registering immovable properties. It's crucial to establish clear standards for property description to ensure efficient valuation, encumbrance searches, and detection of prohibited properties like government lands. Implementing standards should consider:

a. Changes in property classification over time (e.g., Agriculture to Non- Agriculture).

b. Property partitions/mergers.

c. Various property rights (e.g. undivided share, Joint/Common rights).

d. Lack of unique property identification rules, especially for open plots.

e. Inconsistencies in local body office numbers compared to other departments like Census/Revenue.

**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.