Kaveri Project

Introduction

The KAVERI Project is a comprehensive computerization project initiated by the department of Stamps & Registration, aimed at automating the entire registration process and speedy delivery of registered documents to the citizens of Karnataka.

The project has been operational since June 2003 on the Build Operate Transfer (BOT) Model, with no upfront investment by the government. The thought was to bring in a private partner who would install, operate and maintain the hardware and required peripherals across all offices through the state and recover the investments from service fees charged to the client in return of services being provided.

The Kaveri Project was initiated to computerize all the Sub Registrar and District Registrar offices in Karnataka. The main objective of the project was to see that the services such as registration of documents, firms, marriages, issue of Encumbrance certificate/Certified copy of the documents and Marriage certificates, are carried out through a computerized process

The services delivered to the citizens are carried out through the computerized processes as follows:

- Issue of copies of Marriage Certificates
- Issue of Encumbrance certificate
- Issue of Certified copies of Documents
- Issue of copies of records of Firms registered and filed with the department

The Solution

Through a bidding process, CMS was selected to perform a number of tasks. The core tasks were

- Supply, install, operate and maintain the hardware and peripherals in all assigned offices.
- Set up at all locations as functional and operational
- Installation of all requisite software at locations and provide software upgrades.
- Provide consumables to all the offices
- Preparation of site and provide furniture as per standard design & layout.
- Provide adequate technical staff and operators who can handle data entry, scanning the original registered document, archiving on CDs at regular predetermined intervals, capturing thumb prints with thumbprint scanner, digital signature, photographs of parties with digital computer attached cameras etc.

In order to implement the end-to-end solution, CMS utilized Visual Basic 6.0 to build the front end, MS SQL 2000 server as the backend database, MS windows 2000Server/Professional for desktops, Crystal Reports 8.5 for reporting, and ISM Soft 2000 as the Kannada Interface Tool.

The other innovative feature of the project was introduction of automated Kiosks for calculating market value of a property. The other details of the department could also be fetched through Kiosk as such, list of Sub Registrar offices, District Registrar offices and the contact name of the officer's contact details, departmental details etc could also be availed by the public through Kiosks.

CMS now maintains and operates in 67 Sub Registrar's Offices and 9 District Registrar's offices. CMS has installed all the required Hardware, software and perform upgrades as and when required and provide the manpower to operate and maintain these systems.

The Challenges

Some of the key challenges that led to bottlenecks on the project are as follows

- Lack of support from the department.
- Integration with Bhoomi
- Tedious & erroneous data entry process
- Incomplete property database
- Decentralized data and data storage issues
- Delayed and cumbersome reporting
- Inadequate market value and stamp duty estimation module
- Lack of authorization and check in the system
- Lack of accountability & transparency in the system
- Lack of effective queuing mechanism
- Lack of network connectivity & centralization of data

Key Features

- Document registered and returned to the public within 30 minutes
- Build in Market Value Intelligence through Kiosks
- Security of data: Data generated in the department is of vital importance, hence it is essential to store the data in a safe and secure manner by moving data to State Data Center
- Automatic calculation of Market Value/SD/RF
- Automatic Indexing of EC data
- Scanning of Registered Documents
- Storage of scanned images of documents in CD's
- Search of EC entries
- Centralization of application and database
- Establishment of network: KSWAN is connected in all District and sub registrar offices across Karnataka.
- Generation of Encumbrance Certificate
- Generation of Reports
- Automatic generation of XML J-form files
- Automatic transmission of XML files to SDC
- Generation of VMS bills for scanned pages
- Avoid delay in delivery of services
- Reduced cost in services

Benefits

The system once implemented, had a number of benefits both for the citizens and the administrators.

For Citizens
- Simplifying the process of Registration of documents wherein the documents are registered, scanned and returned to public within 30 Minutes.
- Issue of Encumbrance Certificates and Certified copy of the documents on the same day.
- Accountability and Transparency in the functions of the department.
- Built-in market value intelligence.
- Improvement of efficiency in the department.
- Issue of Encumbrance Certificates from any Sub-Registrar Office.
- Generation of various MIS (Management Information System)
- Reports for the use of the Department/Policy makers in Government/General Public

For Governance
- Documents registered and delivered within 30 minutes
- EC/CC issued on same day
- Elimination of errors in copying the documents
- Reduction in the time of registration process
- Decrease in the number of visits by the public to government office
- Reduction in the cost of services
- Reduction in storage space
- Easy to access & Speedy retrieval of records
- Electronic transmission of J-Forms to Bhoomi