



Economic and Social Value in Land and Property Management

Presentation on National Generic Document Registration System(NGDRS)

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- One Nation One Software for Registration :
 - To address prevalent diversity on account of language, formulae, formats, terminology etc
- Developed using open source, cloud enabled and latest technology
- Minimum human interface with SRO Officials to reduce cost, processes and time for registration
- Uniform system for interoperability and sharing of data on property transactions among sectors
- Time Bound services for the citizens
- To prevent fraudulent, impersonation and land disputes in property transactions
- To enhance accountability of registry officials and transparency for citizens in registration process

- Security audited system
- Integration with **PAN, Aadhar services, Revenue ULB/RLB, Courts, Banks, Income tax etc**
- Integration with state specific databases with multilingual conversion
- SMS/Email at important events
- eSigned documents created
- Dashboard services available
- State specific ecosystem is created under full control of respective state Registration Department
- 11 basic modules to facilitate the services to citizen

Modules

Sr. No.	Description
1.	Configuration management
2.	User Management
3.	Administration
4.	Appointment for Registration
5.	Property Valuation
6.	Public data entry
7.	Registration
8.	Dashboard
9.	Document Search
10.	Case Monitoring
11.	Stamp Duty & fee calculator

External Integration

eKYC to authenticate the parties

Payment Gateways i.e. verification & defacement



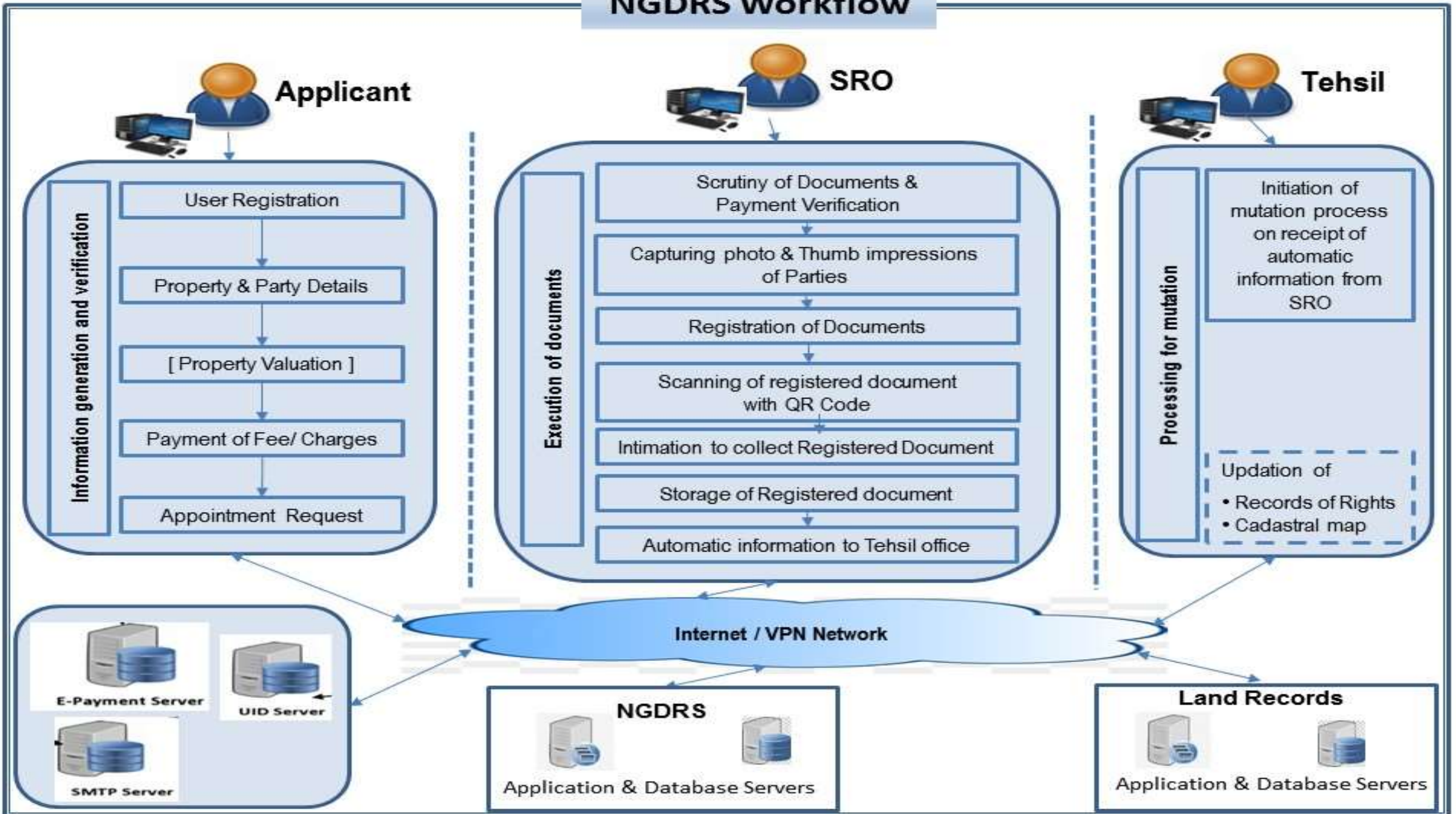
PAN Verification

ROR to fetch buyer party names, also for mutation

State IGR will provide service & request parameters to consume the service as well as share details of response.

eSign to sign digitally an electronic document without having to obtain a physical digital signature certificate

NGDRS Workflow



Challenges

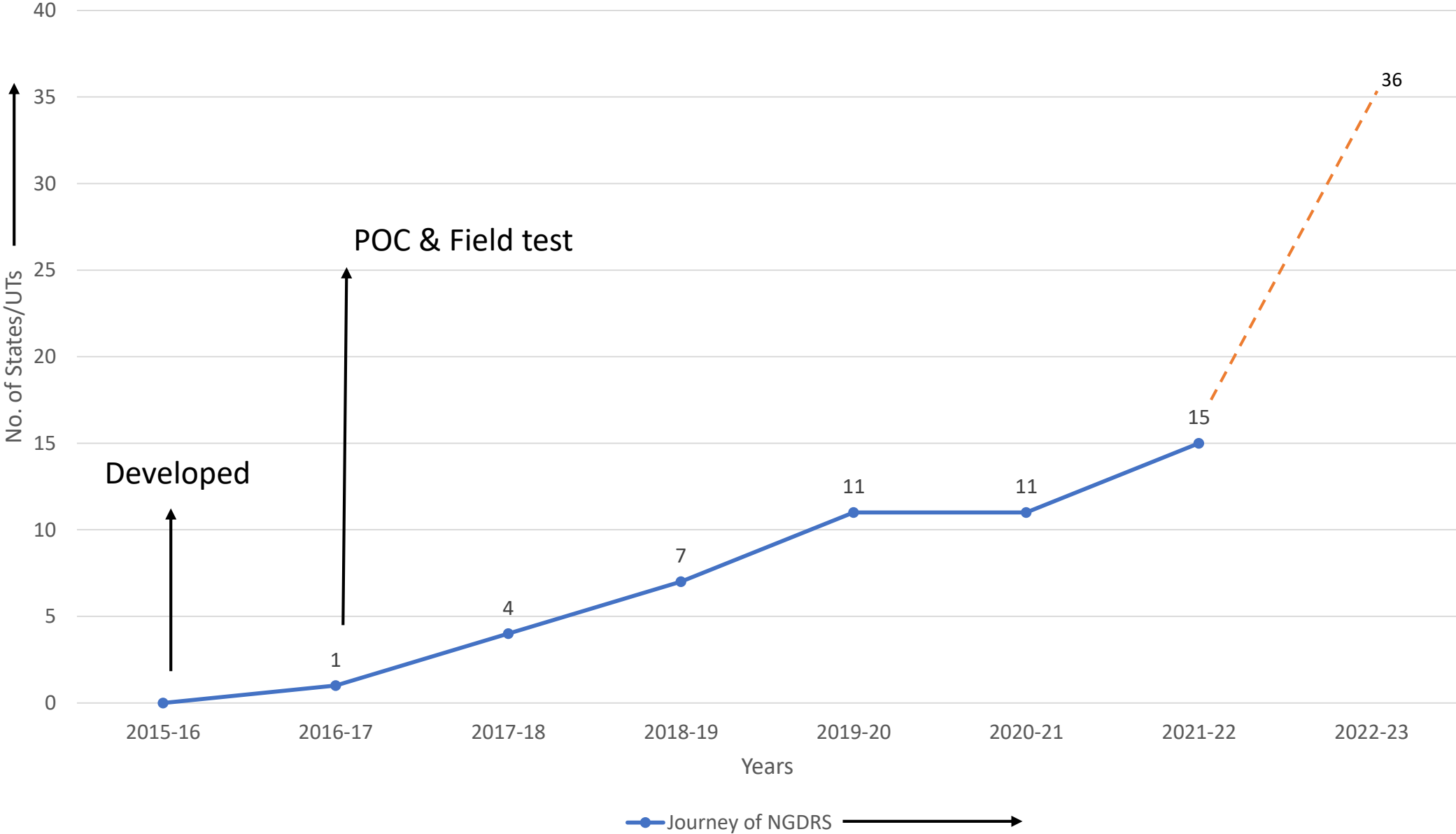
- Complex formats, form, diverse legal requirements for registration of properties/documents across States/UTs.
- 22 Regional languages for registration of properties.
- Replicability and sustainability
 - Technology driven system
 - Developed by Centre, implemented by States/UTs
 - Large Scale Operation
- Portability and compatibility
- Large Skilled Man Power Requirements
- Connectivity with reasonable Speed
- High inertia of States/UTs to adopt innovations.

Solution proposed and way forward

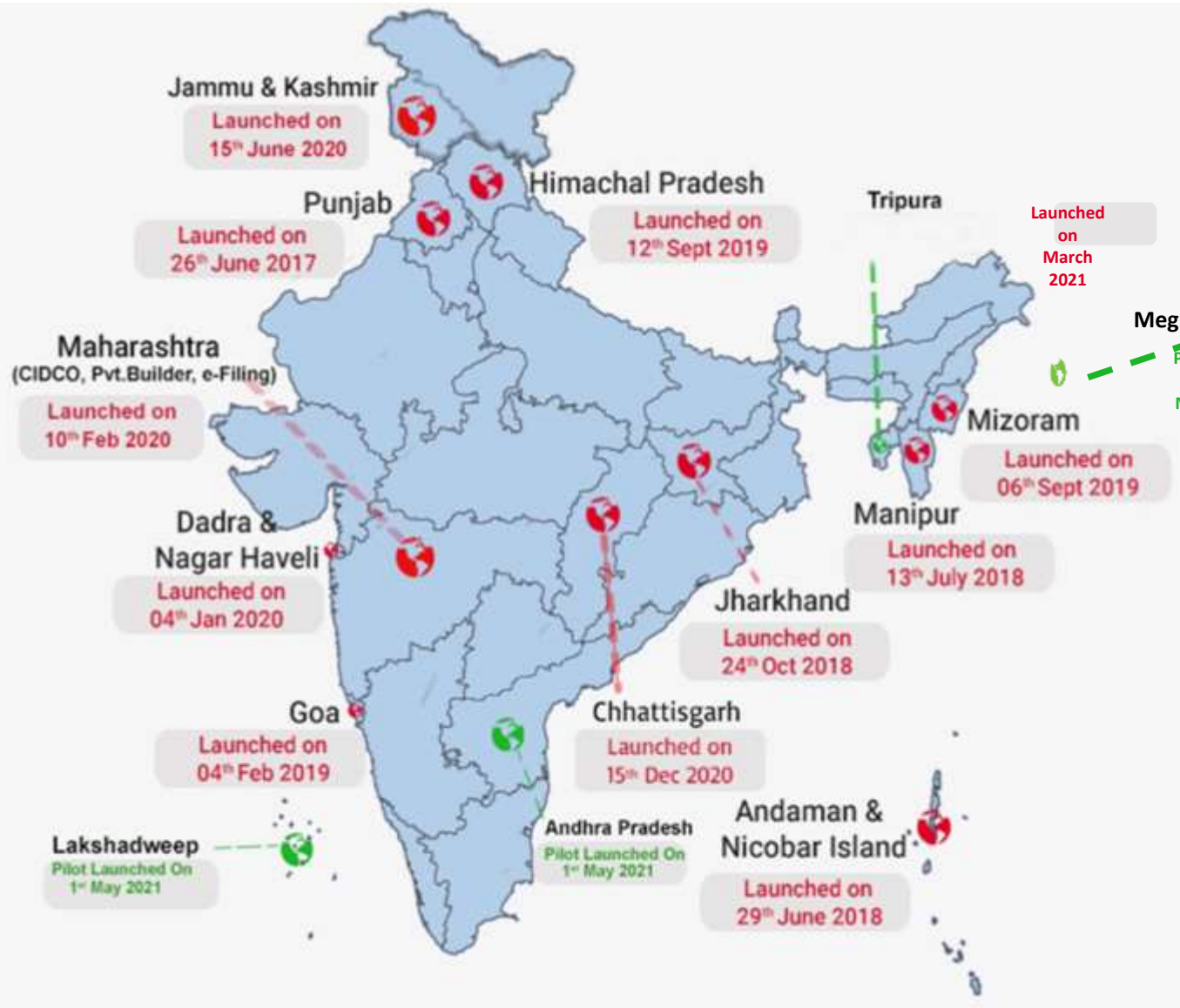
- One National One Software - Flexible/Scalable/Compatible software
- Consultations with States/UTs
 - 23 regional meetings
 - 2 National workshops (Chandigarh and Bengaluru)
 - Questionnaire accommodating State Requirement Specifications (SRS)
- Field testing and POC
 - Two SROs in three states – Maharashtra, Bihar and Rajasthan
 - POC
 - Modification and correction in software
- Unicode System
- Capacity building of SROs
- Citizens Centric focus and demand driven orientation of public service deliveries

- Integration with six Agencies/Authorities, ULBs, Banks, Court, Revenue Department, PAN, UIDAI
- Pre-registration appointments and uploading of documents
- Transparency and Accountability
 - SMS alerts for decisions at each stage of registration process
 - Post registration feedback
 - Online public Grievance Redressal Systems
- Auto flow and updation of information from/to related agencies/authorities
- Valuation chart as ready reckoner
- Auto calculation of stamp duty and registration fees
- E-payment gateway and e-KYC
- Multilingual flexibility and Unicode
- National level Dashboard for informed policy decisions
(URL- <https://ngdrs.gov.in>)

Journey of NGDRS



NGDRS IMPLEMENTATION STATUS - 15 STATES



Sl. No	Name of the State	Date of Implementation
1	Maharashtra	10/02/2020
2	Punjab	26/06/2017
3	Andaman & Nicobar	29/06/2018
4	Mizoram	08/09/2019
5	Manipur	13/07/2018
6	Goa	04/02/2019
7	Jharkhand	24/10/2018
8	Himachal Pradesh	12/09/2019
9	Dadar Nagar Haveli	04/01/2020
10	Jammu and Kashmir	15/06/2020
11	Chhattisgarh	15/12/2020
12	Tripura	03/2 022
13	Assam	29/03/2022
14	Ladakh	11/03/2022
15	Bihar	29/03/2022
16	Meghalaya	03/2021
17	Uttarakhand	
Pilot Testing done		
1	Lakshadweep	01/05/2021
2	Andhra Pradesh	01/05/2021
3	Puducherry	

- Reduction in time, cost and number of processes of Registration
- Empowering citizen through online processes and feed back on decisions at each steps.
- Ensuring accountability of SRO officials and transparency for citizen.
- Reduction in Land Disputes (about 25-30%)
- Ease in Data Analytics for informed policy decision.
- Check on Fraudulent / Benami Transactions in registration of properties

(Sources – Assessment cum impact study by : (1) Centre for Development Communication and Studies, Jaipur (2) Master School of Management, Meerut)

1. Outputs

- a) Average time for making a complete transaction (service-wise) (in Hours)
- (i) Before GPR : 45 minutes or 0.75 Hours
 - (ii) After GPR : 15 minutes or 0.25
- (GPR – Government Process Re-Engineering)
- b) Average cost for making a complete transaction (service-wise) (in Indian Rupees)
- (i) Before GPR : 1 to 1.5 % of value of properties.
 - (ii) After GPR : Approx. Max Rs. 150
- (varies from State to State based on services like scanning, pasting, SMS, etc.)
- c) Number of processes to complete registrations .
- (i) Before GPR : 9
 - (ii) After GPR : 6

2. Outcomes

d) Number of visits to SRO Offices

I. Before GPR : 8 to 9

II. After GPR : 1 to 2 #

e) Positive feedback out of total feedback received : 90%

f) Transparency and accountability

I. Before GPR : Nil

II. After GPR : 100%

g) Increase in revenue – 20 – 25%.

(Sources - Impact cum evaluation report of independent agencies (1) *Centre for Development Communication and Studies, Jaipur* (2) *Master School of Management, Meerut*)

(#Legal requirements of Registration Act, 1908)

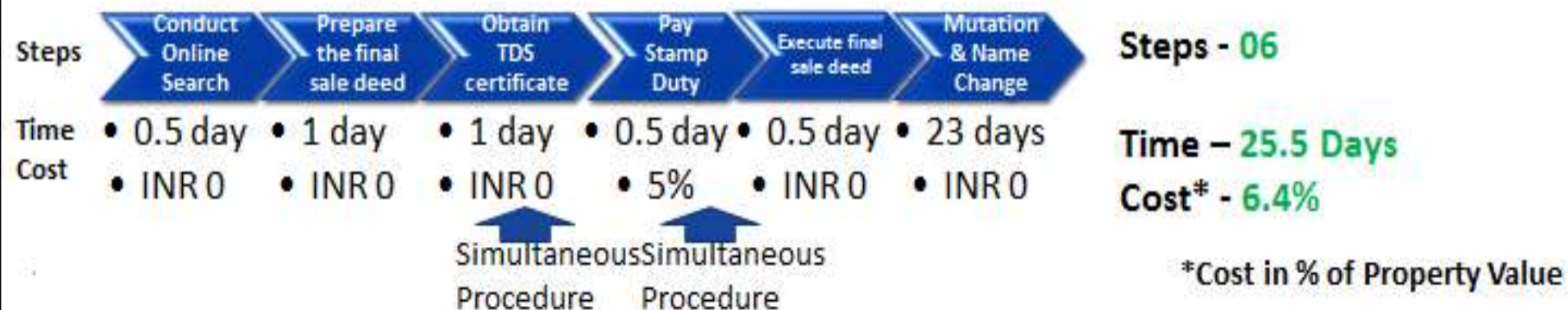
Status (Mumbai)-Registering Property Procedures reduces from 9 to 6

Doing Business (DB) Report 2020



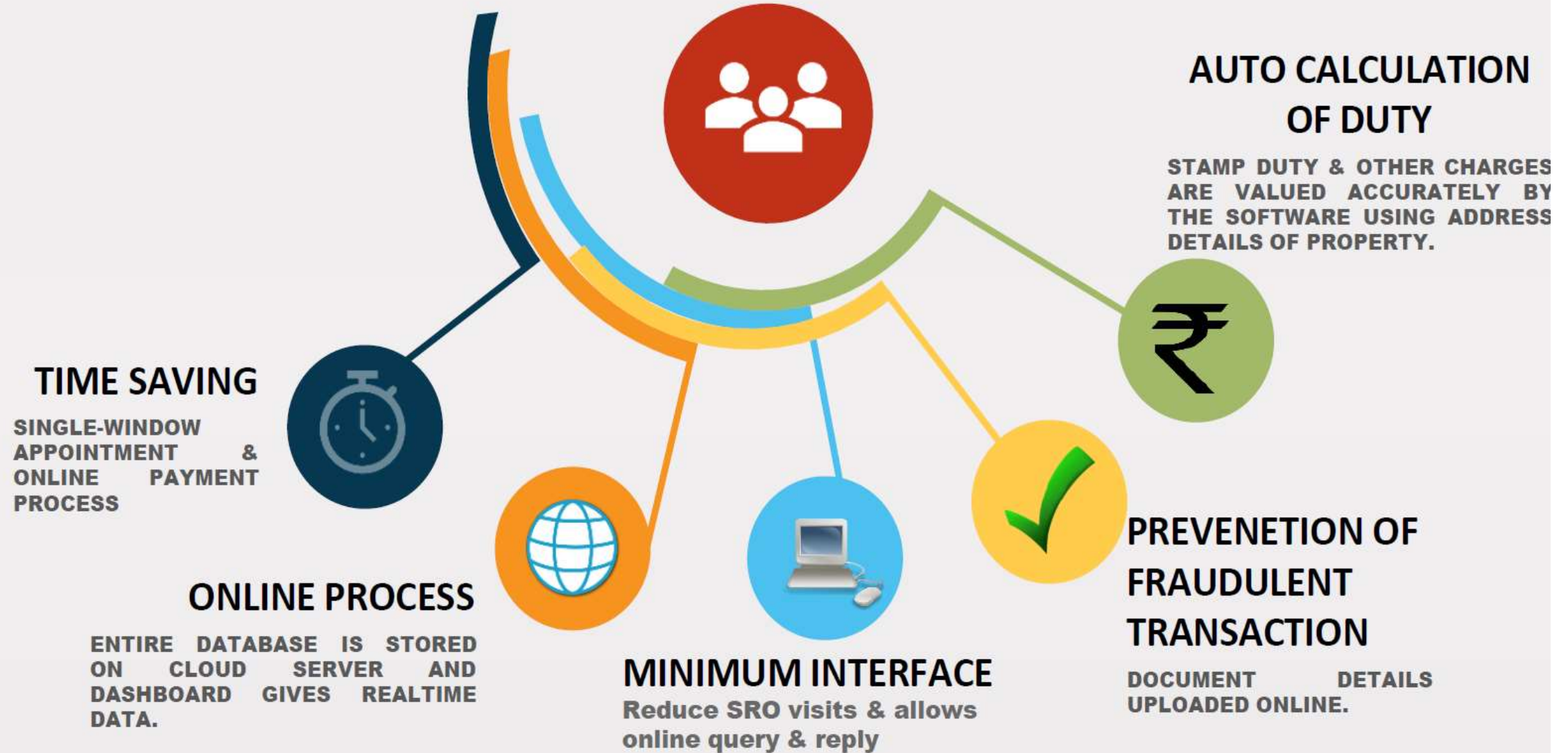
Procedures (Red Colour Filled) Removed

DB 2021 (Estimated)



(Source – WB Report on Ease of Doing Business)

BENEFITS OF PROCESS RE-ENGINEERING



Best Practices – Tracking, Monitoring and Feedback

- (1) Tracking of document processing at every stage
- (2) Online grievance redressal system (OTP based login) in place with following functionalities:
 - Supporting documents uploaded
 - Submit grievances
 - Work flow and tracking for grievance redressal
- (3) Feedback mechanism implemented through online forms available on the Home page/SMS/Email for the users
- (4) Independent Authorities to address the Grievances with feedback at all levels
- (5) Monitoring of SROs by IGR – timeline, transparency and accountability
- (6) State and National level dashboard (www.ngdrs.gov.in) to reflect real time information

NATIONAL DASHBOARD
 (By default dashboard shows current date data)
 14 November 2022, 19:35:24

01-01-2017

14-11-2022

State	Sub Modules	SRO Office	Submitted Document (Document submitted for registration)	Appointment	Registered Document	Revenue Collection (₹. Lakh)
Andaman and Nicobar Islands Launched on: 29-06-2018		5	822	2518	1839	5038.77
Chhattisgarh Launched on: 22-12-2020		3	885	30949	30300	13957.14
Goa Launched on: 04-02-2019		12	1295	73744	72976	189646.38
Himachal Pradesh Launched on: 12-09-2019		175	2797	223107	221462	54920.49
Jammu and Kashmir Launched on: 15-06-2020		108	12852	181856	157701	98555.97
Jharkhand Launched on: 24-10-2018		42	8147	461958	458513	268906.86
UT Ladakh Launched on: 16-11-2021		12	115	745	648	196.44
Maharashtra Launched on: 10-02-2020		496	1557	0	237446	56785.20
Manipur Launched on: 13-07-2018		11	147	521	377	76.57
Mizoram Launched on: 06-09-2019		5	2575	17349	15058	1342.92
Punjab Launched on: 26-06-2017		179	340038	2996932	2685675	1445952.60
Tripura Launched on: 11-06-2021		23	2625	27330	26239	7406.50
UT - Dadra & Nagar Haveli and Daman Diu Launched on: 04-01-2020		1	774	19355	18664	7565.32
Uttarakhand Launched on: 01-09-2022		1	52	286	237	1292.70
Total		1073	374681	4038092	3927135	₹ 2151643.95 Lakh

Thank You