

Suggestions/Recommendations for Improvements in Service Delivery

1. Record Correction Process:

The process of record correction in SDCs is very lengthy and tedious. For correction of revenue records, the applicant first submit application to Tehsildar and then he/she visit concerned Girdawar/Patwari for the report and in some cases they also visit OK office for indexing. The application then goes back on the same way and finally submitted to SDC for implementation. The applicant has to visit multiple offices for correction. The process is very tedious and cumbersome which needs to be simplified.

2. Digitization of All Revenue Records:

Currently only last Jamabandi and its mutations and Fard-i-Badrat have been digitized. Applicant has to visit Patwari or Record Room if old record is required for reference or correction purpose. At least field book and one previous Jamabandi may also be scanned. Therefore the previous records should be scanned and available in SDCs for quick service delivery.

3. Connectivity of Sub-Registrar Offices with SDCs

For improvement in service delivery and accuracy of records, the records of sub-registrar offices should be integrated with SDCs for quick service delivery and accuracy of transactions.

4. E-Commission

For all those applicants who cannot visit SDCs for transactions, an E-Commission facility should be provided in SDCs.