PUNJAB LAND RECORDS SOCIETY

FARD KENDRA OPERATIONAL MANUAL – 2016

VER 1.0

System to be followed in Fard Kendras set up under Computerization of Land Records Project.

1. Introduction:

Punjab Government has established Punjab Land Records Society for computerization of land records and to update the computerized revenue record. The system has been put in place for computerization, updation of revenue record and dispensation of computerized Fards at a place earmarked at Tehsil/Sub-Tehsil level, which is named as a **Fard Kendra**.

Fard Kendras have been made operational across the State. Services relating to revenue records are rendered to the citizens from these Fard Kendras. Online updations in the digitized records etc. are carried out by the revenue staff. Instructions regarding procedure to be followed in the computerized environments were earlier issued in the document known as 'Fard Kendra Operational Manual – 2009 [Ver. 1.3]'. However, with the passage of time, revision of these instructions became necessary, as some provisions having no applicability now in the changed circumstances were required to be deleted/amended for the smooth functioning of the system, as also some new provisions are warranted so as to cater to changed scenario. Thus, the earlier version 1.3 of the Fard Kendra Manual has been revised and brought up-to-date in this document known as **'Fard Kendra Operational Manual – 2016 [ver. 1.0]'**. The roles and responsibilities of various stake holders i.e. PLRS staff, District Administration and BOOT Operator alongwith the procedures to be followed, are defined in this document. This document also takes care of various requirements of Acts like RTS etc.

2. General Instructions

a)   Fard Kendra will remain operational daily from Monday to Friday (Except public holidays) from 9:00 AM to 5:00 PM but the requests for Nakals will be entertained upto 4:00 PM so as to complete the process of delivery by 5:00 P.M. the same day.

b)   The updations in the digitized revenue records by revenue staff will be carried out as per the roaster.

3. Definitions

1.   "Punjab Land Records Society" means a Society set up by Punjab Govt. for computerization of land records.

2.   "Fard Kendras" means a Centre located at Tehsil/Sub-Tehsil level for issuance of computerized Nakals and updation of revenue record.

3.   "Member Secretary" means Member Secretary of the Punjab Land Records Society, holding the post of Director Land Records.

4.   "President" means the President of District Implementation Committee (Deputy Commissioner)

5.   "DIC" means District Implementation Committee responsible for the implementation of all decisions taken by the GC/BoM/EC of the Society.

6.   "Chief Administrator" means Sub-Divisional-Magistrate concerned responsible for maintaining register of Password.

7.   "Executive Officer, PLRS" means the District Revenue Officer or any District level officer who may be nominated by the Deputy Commissioner.

8.   "Nodal Officer" means the Tehsildar or Naib-Tehsildar responsible for smooth running of the Fard Kendra.

9.   "District System Manager" means District System Manager of Punjab Land Records Society posted in each District for supervising the Assistant System Managers.

10.   "Assistant System Manager" means Assistant System Manager of the Punjab Land Records Society posted at Fard Kendra and responsible for its smooth running.

11.   "District Accountant" means an official of the PLRS posted at District HQ, so as to ensure that record fee is duly collected and deposited in Govt. Treasury.

12.   "BOOT Operator" means vendor/company engaged for the computerization of land records and related task on BOOT (Build, Own, Operate and Transfer) basis.

13.   "Single Window System" means a counter from where public will get all type of services that are rendered through Fard Kendra from one counter/window.

14.   "Digital signature" means digital documents duly signed using digital certificates.

15.   "Operator" means a person engaged by BOOT operator for operating and assisting revenue officials in carrying out updation of revenue record and also to help administration in rendering service to the public.

4. Process Flow

4.1   *Procedure to be followed for issuance of Nakals from the Computerised System:*

Whenever a fard is required by any person, he will provide the particulars regarding the revenue record to the operator sitting at the Nakal counter of the Fard Kendra. The operator will fill the required particulars in the system, so as to electronically maintain the same in the computer system for keeping record of the particulars furnished by the applicant.

The operator will obtain the required revenue record from the data base and confirm the number of pages and fees to be paid by the applicant. After obtaining fees from the applicant, operator will provide the Nakal on pre-printed stationary and handover the same to the applicant after signing it and putting the stamp of the Fard Kendra as in **Annexure – I.** The computerized copy of fard will be a valid copy of revenue record. Each computerized copy will mention transaction No, date and time of issue, No of pages of the Fard issued from the Fard Kendra and fees collected.

As required vide Para 3.48 of the Punjab Land Records Manual, copies required for public purposes by Public Officers of the Central or State Govt. as defined in Section 2(17) of the Code of Civil Procedure shall be supplied free of charge.

Transaction No. shall commence from 1st April and terminate on 31st March next year.

Note: 1. In case of Single window system, operator will collect the fee and put stamp and signatures on the Fard to be issued by him to the applicant.

Note: 2. In case of Digitial signatures, digitally signed Fards with stamp of the Fard Kendra will be issued to public by the operator after receiving the Govt. fee.

4.1.1. *Fee and Cash handling.*

At the end of the day, the Operator shall account for the Govt. fee received from the applicants and tally the same with the Fards issued and will prepare summary report as per **Annexures II & III.** The summary report at **Annexure-II & III** alongwith the Government fee will be handed over by the Operator to the ASM daily against proper receipt. The concerned Assistant System Manager will tally the fee with computerized report and subsequently handover the same to Registration Clerk on next working day for deposit in Govt. treasury.

The Registration Clerk shall deposit Government fee as mentioned in **Annexure-III** in the Govt. treasury on the next working day under proper head of account and shall send one copy of the Bank Challan to the Wasal Waqi Nawis of the Tehsil concerned and give one copy of the Bank Challan to the Assistant System Manager. The Assistant System Manager shall maintain Cash Book for the Government fee.

Fees Verification

The Govt. fee deposited by the Registration Clerk shall also be got verified by him from the Treasury at the close of the month and one copy of the verification report will be sent to the ASM.

4.1.2. *Monthly summary report of Govt. fee*

The monthly summary report of Govt. fee shall be sent by the DSM to the President DIC/ Member Secretary by the 5th of the following month. Accordingly, the Assistant System Manager should send the report before that date to the District System Manager. The specimen of the summary report is attached as **Annexure-IV and Annexure - IV (a)**.

4.1.3. *Nakal Issuance of Archival data*

After implementation of archival solution the database is split into two parts (old and current). Old Database contains the information of the previous year's data of the village whereas the Current Database contains the data of the latest Daur period of the Jamabandi. To provide the nakal of previous years of the village Revenue Record, the steps are as follows:-

1. Change the name of database in "web.config" file of virtual directory (Microsoft.PLRS.EPatwari.Services) from existing data base name say "abc" to OLD.

2. Deploy build-reports to the OLD database.

3. Now nakals can be generated from the OLD database.

To get the nakal of the Revenue Record of the current Daur of the village, the process needs to be repeated, using actual data base name say "abc". .

4.2 Preparation of Computerised Jamabandis

The process for Preparation of new Computerised Jamabandi will be as follows:-

1. All the rapats, sanctioned mutations and fardbadrs till 15th May must be entered. All the rapats relating to change in Kashtkar must also be entered.

2. Change of "Land type and Source of Irrigation" from the Khasra Girdawari Module for the khasras where there is some change, will also be effected.

3. Before preparation of Jamabandi, following reports shall be provided to the concerned Patwari.

   - Khewats with share not equal to 1/1.
   - Mutations entered as Text. (Report available at E-patwari module->> Reports- >> ਇੰਤਕਾਲ ਰਜਿਸਟਰ->>ਟੈਕਸਟ ਇੰਤਕਾਲ)
   - Details of Multiple relations (ਇੱਕ ਬੰਦਾ ਅੱਡ ਰਿਸ਼ਤਾ report).
   - List of inconsistent khasras. (refer ਇੰਡੇਕਸ ਨੰਬਰਾਨ ਖਸਰਾ report).

4. Run the db installer to change the cut off date for Jamabandis under preparation.

5. Create a new copy (dot village) of the village using 'Create Dot Village' utility.

6. Now two copies of the village i.e ABC (original village) and .ABC. (dot village) will exist in the database. Use dot village (.ABC.) for issuing nakals and original village(ABC) for preparing the new Jamabandi.

7. Unlive and Unfreeze the original village using CRO login.

8. Delete the mutations and fard badras sanctioned after 15th May or mutations pending for order from original village i.e. ABC. The rapats whose dates are later than 15th May shall also be required to be deleted.

9. Initiate the new Jamabandi on original village with Patwari Login (using Edit Module).

10. Verify the new Jamabandi with Kanungo login.

11. Attest the new Jamabandi with CRO login.

12. Update the Jamabandi with Patwari login.

13. Provide the backup of Jamabandi to the BOOT operator for printing the Intermediate copy of new Jamabandi. (After proper handing over/taking over of backup on the register maintained for the same as per **Annexure -V**)

14. The print-out given by BOOT operator shall be handed over to Patwari for checking along with the reports mentioned at point no.3 above

15. The rectifications marked on the copy of printed Jamabandi shall be done in the Computerised Jamabandi.

16. The Printout of edited / rectified khewats along with Jamabandi on which rectifications were marked by patwari shall be handed over to Patwari for validation of new Jamabandi

17. The same Printout shall further be handed over to Kanungo by Patwari and to CRO by Kanungo for verification.

18. Once the final verification is done by the CRO, the BOOT operator shall be asked to provide one copy of finalized Jamabandi. The same shall be handed over to patwari, who will verify and confirm that all the corrections marked by him, Kanungo and CRO have been implemented in the print and then the final second print will be given to the Patwari.

Note:

    a) All the Jamabandis shall be printed in dual metric system.

    b) The nakals from Dot Village shall only be provided during the transition period i.e from 16th May to 31st March of the subsequent year. The duration of 1st January to 31st March shall be used for entering mutations, rapats and fardbadrs to be entered on original village, that are entered in dot village during transition period.

    c) In case of delay in synchronizing the original village with dot village, DC-cum-President, DIC can provide an extension of one month after 31st March. In case of further extension, permission shall be asked from DLR-cum-MS, PLRS.

    d) Schedule for the preparation and consignment of computerised jamabandis from year 2014-15 and onwards is at **Annexure - VI**

    e) After the expiry of the transition period, all the new prepared Jamabandis will be freezed and made live using CRO login, after receiving a certificate in **Annexure VII** from the Patwari.

    f) '*Handing and Taking Over Register*' for the Jamabandi print has to be maintained by the ASM as per **Annexure – VIII (a), (b), (c)**.

4.3   Procedure for updation and upkeep of Revenue Records in computer system

4.3.1 Mutations

The mutations are initiated through the following process:

(a)   On receipt of Parcha Yadasht from the Sub-Registrar/Joint Sub-Registrar.

(b)   On receipt of application/ death certificate or information from the Chowkidar pertaining to the death of any khewatdar.

(c)   Any order or decree of the Court.

(d)   An application alongwith deed of Private Partition or Exchange or **Mortgage** or Redemption etc.

In the computerized system, there shall not be any change in the ordinary method of entry of mutation except for the method of up keep of the record. The procedure is elaborated as under:-

4.3.1 (a) Mutations initiated through Parcha Yadasht

After the registration of a document is done by the Sub-Registrar/Joint Sub-Registrar, a dual mechanism will be adopted as under:-

(i) MIS utility procedure

MIS utility has been designed to import Data from PRISM (registration of documents software) to CLR Application for the purpose of monitoring the status of the Mutation w.r.t registered deed.

a. ASM will import and map the PRISM backup with CLR application through MIS utility.

b. ASM will ensure the transfer of data from PRISM to CLR on daily basis.

(ii) Through Parcha Yadasht

After the registration of document by the Sub-Registrar/Joint Sub-Registrar, Parcha Yadasht alongwith a copy of the deed, is sent to the Tehsildar's office, who further, through the Office Kanungo, distributes these to the Field Kanungos. On receipt of the Parcha Yadasht, along with copy of the registered deed, the Field Kanungo will give the same to the Halqa Patwari, who will enter the mutation in the computerized system on his visit to Fard Kendra as per roaster. The halqa Patwari will have to login into the system by entering his user name, password and bio metric authentication. In case, he forgets his password, he can get the new password regenerated from CRO. During the entry of mutation, the user shall enter the concerned vaseeka number and date of vaseeka. This will connect the mutation details with its corresponding vaseeka details fetched from PRISM in MIS application. Blank or wrong vaseeka number/date will show vaseeka as pending in all MIS reports. He will then generate two copies of the mutation through the system after the validation by the Field Kanungo in the computer system. First copy shall be called **Parat Patwar** and Second will be called as **Parat Sarkar**. Halqa Patwari will take these two copies and after due process and as per the instructions of the Punjab Government, CRO will sanction or reject the Mutation. The CRO, after sanctioning or rejecting the mutation, will have to log in the process and pass his orders in the system also. He will be assisted by the operator of the Vendor in doing so.

After the approval or rejection by the CRO in the computer system, Patwari will have to log in to update the mutation register. It is on completion of all the formalities that the mutation is incorporated in the computerized system by the Patwari. The Parat Patwar will be maintained by the Halqa Patwari, and the Parat Sarkar will be consigned with the Office Kanungo.

4.3.1 (b) Mutations of Varasat, Partition, Exchange, redemption and Sehat Indraz.

The procedure for these mutations will also be the same except that an applicant can initiate the process by handing over an application containing mobile number, wherever available supported by the relevant documents at the Fard Kendra or to the CRO. CRO will handover the documents to the ASM for making the entry in the MIS utility.

MIS utility shall generate transaction number and date for these type of entries. This transaction number and date shall be entered in CLR application while initiating the concerned mutation.

The Fard Kendra operator will also have to maintain a receipt register (**Annexure-IX**) and will issue a receipt of the application (**Annexure – X**). The Operator will then hand over the document to the ASM for entering the details in the MIS utility. After entry, ASM will hand over/return back the document to CRO who will subsequently hand over to Office Kanungo and the procedure as explained above will be followed. The Halqa Patwari will follow the procedure of entering Rapat in Roznamcha Waqiati as envisaged in Para 4.3.1 (c) infra (Equitable mortgage etc.).

4.3.1 (c) Mutation through administrative order or court order.

The procedure for the mutation will also be the same except that the Halqa Patwari will have to enter the rapat in Roznamcha Waqiati and then initiate the mutation process. It is, therefore, imperative that the Halqa Patwari should enter the rapat in the computer before entering the number

as mentioned in roznamcha waquiti. In other words, the Halqa Patwari will have to maintain the manual Roznamcha waquiti alongwith computerized Roznamcha. The entry into the computerized Roznamcha should be made before the entry into the manual Roznamcha. The Serial No. and date of the Rapat entered in computer and manual Roznamcha shall be same.

4.4 Entry in Roznamcha Waquiti

Only those entries, which have bearing on the land records, are to be entered into the Computerized Roznamcha. The procedure for making entry in the manual and computerized Roznamcha has been explained above in Para-4.3.1(c), which should be followed meticulously.

4.5 Procedure of entry of Khasra Girdawari

The ASM will provide computerized Khasra Girdawri Register as per the **Schedule** defined in **Annexure-VI**. This register will contain the information of first four columns from the database.

The Patwari will make entry of harvest inspection in computer generated register as per the usual process and then he will have to feed the Khasra Girdawari and date of inspection, immediately after recording the entry into the manual register. Both these entries should be same and should not have any deviation.

4.6 Inconsistent Khewats (IK) and Inconsistent Mutations (IM)

Though every effort is being made in getting revenue record corrected before making the system live so that software can take care of all the possible entries, yet there will be cases which will be inconsistent with law or software. There should be a monthly review of the number of Inconsistent Khewats (IK) and Inconsistent Mutations (IM). Target should be fixed by Collector-cum-President DIC to phase them out in a time bound and phased manner. This should be an agenda Item in monthly meeting of Collector/President DIC.

4.6.1 Procedure for entering Inconsistent Khewats.

IK can be categorized into following four heads:

4.6.1 (a)   Entries which are legally tenable, but are inconsistent with the Punjab Land Records Manual. These entries cannot be corrected through usual process of civil court or error correction order of competent authority. e.g. Area in Sq. Feet etc. Enhancement in software is required to enter these entries in Computer Database.

Software needs to be enhanced for accepting such entries. Detailed System Requirement Study shall have to be carried out, Effort involved in terms of man days may be calculated and the software shall be required to enhance subsequently. For the time being such entries shall be maintained manually.

4.6.1 (b)   Entries which have been incorrectly read and entered by the Data Entry Operators such as wrong reading of a particular name, area, share etc. These errors can be corrected by the Boot Operator in consultation with Halqa Patwari through common interaction.

4.6.1 (c)   Errors which can be removed through Fard Badr, Sehat Indraj or under Section 42 of the East Punjab Consolidation of Holdings Act, 1948.

4.6.1 (d)   Entries which do not fall under any of the above three categories. These type of errors can be removed through the order of the civil court, competent authority or through notification or through partition of the Khewat or through Settlement process.

It has been observed that entries at 4.6.1 (b) above can be corrected easily but it takes lot of time for correction of inconsistent entries at 4.6.1 (c) and 4.6.1 (d). Even the software amendment/updation will also take time to accommodate cases at point No. 4.6.1 (a).

A provision has been made in the software whereby inconsistent Khewats (IK) are entered in the computer in text format and are locked so that further process like mutations are not possible.

4.6.2 (i)   There would be cases where part of locked Khewats is correct and mutation is possible qua that correct part of the entry within that Khewat. The part of the correct portion of the locked Khewat may be mutated (on receipt of Registration Deed or Court Order or Virasat or Tabadla etc. etc.) manually by the Halqa Patwari as per the present mutation process. The mutation numbers of such mutations shall conform in serial number with the computerized mutation. In the computerized system an entry will be made directly in column no. 8 of the Jamabandi.

The manual mutation entered and if approved by the CRO will be scanned and stored in the Computer Server. As and when a Nakal of such mutations is requested by any person, same could be supplied on the spot from the Fard Kendra. Nakal of Jamabandi of such Khewats can be generated from the Computer System as the entry of such mutations has been made in the column No. 8 of the Jamabandi.

4.6.2 (ii)   Since the manual mutation is inconsistent with the locked Khewat, its indraj is not possible in the Jamabandis. Furthermore, when automatic preparation of new Jamabandi is done by the application software, such processing of manual mutation is not possible for the locked Khewats and its off shoot manual mutation.

As regards the manual mutation, entry would be made in col. No. 8 of Jamabandi in text format giving reference of that manual mutation. Such system will continue during the daur period or during the rotation of Jamabandi. Therefore considering all pros and cons, the locked Khewat will be

carried forward in next daur as it is with remarks of entry in col. No. 8 of Jamabandi giving reference to manual mutation.

4.6.2 (iii)   During the preparation of new Jamabandi after the daur period, if the original Khewat is still not corrected then the **locked Khewat** alongwith the **locked mutation** will be carried over till such time it is corrected. As and when the Khewat is corrected, it has to be incorporated in the Computerized Jamabandi for which the following procedure will be followed:-

1.   The Khewat corrected through Fard Badr/Sehat Indraj/Court Order or as the case may be, will be unlocked in the computer database.
2.   The manual mutations which are lying as scanned copies would be entered in the computer database by data entry operator.
3.   As and when Competent Authority passes an order to prepare Jamabandi, this mutation will find its entry in column No. 3 of Jamabandi as being done in manual cases.
4.   Eventually in due course of time if the records get cleaned, it will find its way in the Computerized System over period of time.

4.6.2 (iv)   **Issue of Nakals of Manual Khewats at the Fard Kendra**

1.   The Khewats which can't be entered in the system will be scanned and stored into the Computer System.

2.   Nakals will be issued from the scanned copy of the Khewats.

3.   Whenever any new mutation is entered on these Khewats, the Khewat will be rescanned after entering the remarks in the 8th Column.

4.6.3 Procedure for entering Inconsistent Mutations (IM)

There are mutations which are inconsistent with the Land records manual or with software. The entry of these mutations through the mutation module will be possible only after these are made consistent with the Land Records manual or the software is upgraded to accommodate these mutations. Till such time, these mutations will be entered manually by the patwari in his mutation register and text entry of reference alongwith vaseeka number and date will be done directly in the Remarks column (8th column) of the Jamabandi. The Nakal of these Khewats can be generated from the Computer System.

These mutations will also be scanned and kept in the Computer System. The Nakal of these mutations will be issued from the Scanned Data.

Any future mutations on these Khewats will also be done manually, and text entry of reference will be done directly in the Remarks column (8th column) of the Jamabandi.

The above process will continue till the time either software is upgraded to accommodate these mutations or mutation is reviewed to make it consistent with the Land records manual.

It may be noted that if any mutations become inconsistent at any stage, any further mutations on the same khewat will always fall in IM Category.

5. Important software related administrative tasks

5.1   Security, Back up for maintenance of Fard Kendra.

5.1.1   Log in details and pass words

The concerned Sub Divisional Magistrate of the Fard Kendra shall be the Chief Administrator (CA) of the System.   The Chief Administrator will maintain Password Maintain Register in format **Annexure-XII** wherein the user name, date of creation of password etc. will be maintained.   The register shall be confidential in nature, which shall be kept in personal custody of the Chief Administrator.   The Chief Administrator on relinquishing charge to another person shall hand over backup DVDs and password register to his successor, in person.   The server at Fard Kendra shall be password protected.   The ASM shall hand over the password of server to DC and SDM in a sealed envelope, every time the password is created or changed.   Annexure-XII shall store information of activation and deactivation of user accounts.

5.2   SERVER HANDLING INSTRUCTIONS

The following instructions with regard to handling of server will be scrupulously followed:-

i. ASM is the only caretaker of his Tehsil server and is fully responsible for all the activities carried on server. Server should not be used by any other unauthorized person at all.

ii. Server Log Register in **Annexure-XI** must be maintained by ASM for following activities:-

a. Any patch executed on server

b. Installation of build

c. Backup of database

d Restore of database

e. Re-installation of server

f. Any software installed on server

g. Installation of Antivirus

h. updation of Antivirus

i. installation of any DBinstallers

j. Or any other activity done on server must be recorded in Server Log Register manually.

iii. ASM should read automatic generated "dbhealth.txt" file every day. In case the file contains error message, ASM should inform and send the mail to DSM immediately and

DSM should inform PLRS Technical team (DBA) immediately to have immediate solution so that database can be saved from further corruption. In case, file not generated, ASM will report the same to DSM and DSM should inform PLRS Technical team (DBA) immediately to have immediate solution. During that period, ASM will generate the output file using "check database" option in the software.

iv. ASM will take care of automatic generated full backups. In case auto backup is not working (In case file may not be generated), ASM will report the same to DSM and DSM should inform PLRS Technical team immediately to have immediate solution. During that period, ASM will take backup using "database full backup" option in the software or using Sql server management studio with "asm" login. Backup name should be "Tehsilname_date_time_jamabandiversionEpatwariversion.bak". For example if the Tehsil name is Patiala and backup is taken on 12th August 2013 at 3:30 PM and jamabandi version is 3.6.3 and epatwari version is 3.6.3 then the backup name should be "Patiala_12-08-2013_15-30_J363E363.bak".

v. ASM should send the full database backup twice a month with a gap of fifteen days to DSM in the form of DVD/CD.ASM should write "Tehsil name, date on which backup taken, build version" on DVD/CD with permanent marker.DSM should send the database backup of all the Tehsils/Sub Tehsils of his/her District to PLRS head office Jalandhar, twice a month in the form of DVD/CD. Database Backup up to 15th of the month should reach PLRS head office Jalandhar before 20th of the same month and database backup up to 30th of the month should reach PLRS head office Jalandhar, before 5th of next month.

vi. ASM should forward all the software related issues to concerned DSM. At first instance, DSM will provide the solution, in case of any help, DSM will log the issue on share point.

vii. Tehsil server must be protected by secret password. ASM will handover the password of the Server in a sealed envelope to DC and SDM (The Chief Administrator) every time the password is created or changed and he in turn on relinquishing charge to another person shall handover Server password envelops to his successor, in person.

viii. Tehsil server should not be used for surfing the Internet at all. All social networking sites should be blocked. In case immediate solution is required by ASM in certain circumstances related to CLR application or database and programmer required the remote access of database, then ASM will provide the access on some test PC having replica of latest database backup. ASM will log the issue on share point. If programmer provides DBinstaller as solution then the same will be sent to concerned DSM along with follow up of instruction number 5.

ix. Anti-virus should be installed on server. Proper log of updating of antivirus should be recorded in server log register.

x. Battery backup (UPS backup) of server should be robust. At the time of power failure server should not shutdown automatically. Whenever needed, the server must be shutdown properly.

xi. Pen drive, external hard should not be used on server. Ports for pen drives etc. should be disabled physically as well as through software.

xii. Master user name – password of CLR application should be secret and only with ASM and DSM.

xiii. Usernames-Passwords of CLR application should be secret and known to authorized person only.

xiv. DSM will ensure that all the activities from (i) to (xiii) are followed properly.

5.3   BUG REPORTING ON SHAREPOINT

When a bug or issue in software is encountered by the ASM, he /she shall prepare a detailed report with screenshots of the issue and send it to the concerned DSM through email. The DSM shall analyze the issue and provide adequate solution for the same. If DSM is unable to provide the suitable solution or solution is beyond his domain, he shall log the issue on SharePoint along with his findings which will subsequently be taken up by the concerned member of technical team. The member of the technical team will provide the suitable solution on the SharePoint with detailed guidelines.

5.4   USER MANAGEMENT

i. Users will be created through Bio Metric authentication and the register to be maintained as per **Annexure - XII**.

ii. ASM is responsible for creating all the user accounts except account of person designated as ASM.

iii. Nodal Officer is authorized to activate/deactivate all accounts except for the account of CRO.

iv. DSM is authorized for creating the account of ASM and is also authorized to activate/deactivate the account of CRO.

v. The User maintenance register will be maintained by the ASM and will be kept in the custody of the SDM.

5.5   Backup Policy

i. ASM is responsible for taking daily Backup on external media which will be in his safe custody.

ii. ASM will submit the copy of fortnightly backup to the DSM in duplicate.

iii. DSM will keep one copy in his custody and will send other copy of backup to the Head office.

iv. Printing of Jamabandi and Khasra Girdawri is carried out central level in the district.

v. Where the backup is given to BOOT operator for printing , the person responsible for printing will handover the backup DVD\CD to ASM after the printing of the said registers.

vi. Transactional Database Log on website must be uploaded on FTP or sent to Web Data Center at Chandigarh as per the schedule.

6. Duties and responsibilities of stake holders

6.1   Duties and responsibilities of the Operator

(i).   He will fill the required particulars in the system, as orally provided to him by the applicant for supply of computerized Nakal.

(ii).   He will obtain the required revenue record from the data base and confirm the number of pages and fees to be paid by the applicant.

(iii).   After obtaining fees from the applicant, he will provide the Nakal on pre-printed stationary and hand over the same to the applicant after signing it and putting the stamp of the Fard Kendra in **Annexure-I**.

(iv).   At the end of the day, he will print the details of Nakals issued by him and hand over the same to the ASM alongwith Govt. record fee.

(v).   He will also receive applications or some other documents from the applicants for initiation of Mutations of inheritance etc. and issue receipt to the applicant in **Annexure-X** and after making an entry of the application in the Receipt Register (**Annexure-IX),** he will send the same to the Halqa Patwari through the CRO.

6.2   Person authorized for issuing computerized Nakals

The computerized copies of the revenue record duly attested by a person authorized in this regard by the District Collector shall be furnished from the Fard Kendra at Tehsil or Sub-Tehsil level on demand by any person after charging the prescribed fee, as required under Rule 71-B notified by Govt. Vide No. G.S.R/P.A/1887/Ss.155 and 156/Amd.2009 dated 28-05-2009.

6.3   Duty of District Accountant of PLRS

Since the Fard Kendras are being run by the Punjab Land Records Society through BOOT Operator, it is imperative that the fee collected at the time of issuing Fards at the Fard Kendra be checked by officials of PLRS so as to ensure that the fee collected is properly reconciled with the actual number of Fards issued.   In order to ensure that due record fee is duly collected and deposited, District Accountant of PLRS shall carry out regular checking of record fee at the Fard Kendras of his District.   Reconciliation report will be sent to the concerned President DIC with a copy to Director Land Records-cum-Member Secretary, PLRS in the first week of the following month.

6.4   Duties of ASM regarding Backup of data

1.   The ASM shall take daily backup on CD, DAT drive or Server Hard disk (if the space permits).
2.   Two copies of fortnightly full backup shall be prepared by ASM. One copy shall be sent to the DSM concerned and the other to Head Quarter, Jalandhar, in **Annexure XIII**.
3.   The transaction log backup shall be sent to Data Centre, Chandigarh, as per the schedule.

The DSM shall also maintain the media of back up taken for every month in his custody for which he shall maintain a register of receipt from ASMs. The specimen of the register is attached at **Annexure-XIV.**

ASM will be the care taker of the Server room and he shall be responsible for the proper maintenance and upkeep of the Fard Kendra. He will also be responsible for the opening and closing of the Fard Kendra according to office timings.

Apart from the above general duties, the ASM shall be responsible for the following:-

(a)   He shall be responsible for the opening and closing process of the Fard Kendra.

(b)   The Tehsil Server and the router are the property of the PLRS and ASM is responsible for the physical security & maintenance of the hardware and furniture and fixtures installed at the Fard Kendra.

(c)   He shall be responsible for implementing the Service Level Agreements between the PLRS and the Vendor.

(d)   He is overall Incharge of the Fard Kendra in all respects including the proper running, security and maintenance and overall management.

(e)   For any technical difficulty, he shall report the same to the District System Manager of the district and for any administrative issues, he should report to the Nodal Officer.

(f)   He will check the fee register maintained by the operator in **Annexure-II** on regular basis.

(g)   He will also be responsible for maintenance of the following registers:-

   (a)   Attendance Register (to be put up daily to the Nodal Officer)
   (b)   Visitor Book
   (c)   Any other register prescribed from time to time.

6.5   Duties and responsibilities of the Vendor :

The duties of the Vendor have been stipulated in the agreement executed between the PLRS and the Vendor. The ASM/DSM and the Nodal Officer of Fard Kendra concerned should ensure compliance of the terms of the agreement.

6.6   Duties and functions of Field Kanungo.

The concerned Kanungo shall validate the records in the computer and shall also be responsible to get the entries done in time from the Patwaris.

6.7   Duties and responsibilities of Nodal Officer/CRO

Tehsildar in the case of Fard Kendra at Tehsil level and Naib-Tehsildar in the case of Fard Kendra at Sub-Tehsil level will be the Nodal Officer, for the smooth functioning of the Fard Kendras. After the approval of mutations, they will ensure that the data entry of orders of mutations are entered in the system regularly. He will randomly inspect the Fard Kendra and interact with the applicants present at the Fard Kendra and listen to their grievances and remove the same and if possible; on the spot.

He will ensure the timely updation of record and will circulate the Roster of the Patwaris and make sure that Patwaris follow the Roster. He will ensure availability of Patwaris to the Fard Kendra for updation of record as per Roster and for generation of Jamabandi. He will also ensure i) sitting arrangement ii) availability of potable drinking water iii) stench free toilet facility etc. for people coming to Fard Kendra for obtaining Fards. He will also ensure that Govt. fee is timely deposited in the treasury and the same is getting verified on routine basis.

7. Miscellaneous

7.1   Inspection of Fard Kenders by Tehsildars/Naib Tehsildars, District System Managers and officers/officials of Head Office of PLRS

In order to give hassle-free service to the people visiting Fard Kendra, there should be adequate i) sitting arrangement ii) availability of portable drinking water iii) stench free toilet facility etc. for people coming to Fard Kendra for obtaining Fards.

Besides this, as a supervisory measure, the inspecting officers must also ensure that every paisa collected in lieu of issuing Fards is timely deposited in bank in requisite head of account. The Tehsildar/Naib Tehsildar, District System Manager must inspect the Fard Kendra to ensure that aforementioned services are given and also that Govt. fee is properly accounted for. If any deviation is found with respect to foregoing measures, the same must be timely reported to the concerned Deputy Commissioners and Director Land Records Punjab-cum-Member Secretary, PLRS. Inspection of Fard Kendras will also be done by officers/officials from Head Office of PLRS.

The inspecting officers as per schedule below will carry out inspections to ensure the smooth working of Fard Kendra:-

Inspecting Officer	Frequency
District System Manager	Once a month
Nodal Officer (CRO)	Shall randomly check Fard Kendra
Chief Administrator (SDM)	CA shall also carry out random checking
Headquarters officers/officials	As and when directed by the Member Secretary

The format for carrying out inspection of the Fard Kendra is at **Annexure - XV**

7.2 *Procedure of payment to the Vendor*

The procedure of making payment to the Vendor has been stipulated in the agreement, executed between the PLRS and the Vendor.

It shall be the duty of the ASM/DSM, CRO and SDM that timely verification of bills is carried out so as to avoid any interest payment and consequently any legal implications later on. These officials/officers shall perform their checks with regard to payment of bills, diligently and in a time sensitive manner and ensure transmission of bills to Headquarters.

7.3 *Procedure for destruction of old manual / computerized record*

The old manual/computerized record, lying at the Fard Kendra, which is no longer required may be destroyed as mentioned below:-

Sr. No.	Type of record	Preservation period / destruction of record
1.	Receipt Books of Govt. record fee	May be kept till such time as the audit is conducted.
2.	Intermediate copies of computerized Jamabandi	May be destroyed after the consignment of computerized Jamabandi in the Sadar Record Room.
3.	Application forms for obtaining copies of computerized record	May be destroyed which are more than one year old.
4.	Intkal Parat computer	Mutation-Parat-computer, which are lying at the Fard Kendra may be destroyed.
5.	Other miscellaneous record	May be destroyed after one year, if no longer required

6.　　Before undertaking destruction of the record, permission from Deputy Commissioner-cum-President District Implementation Committee should be obtained.

7.　　The work of destruction shall be carried out under the direct supervision of the Tehsildar/Naib Tehsildar (Nodal Officer). However, the record of destruction may be kept for reference, if any.

Stamp Specimen

ਹਸਤਾਖਰ...............

ਮਿਤੀ..................

ਪੰਜਾਬ ਲੈਂਡ ਰਿਕਾਰਡਜ਼ ਸੁਸਾਇਟੀ
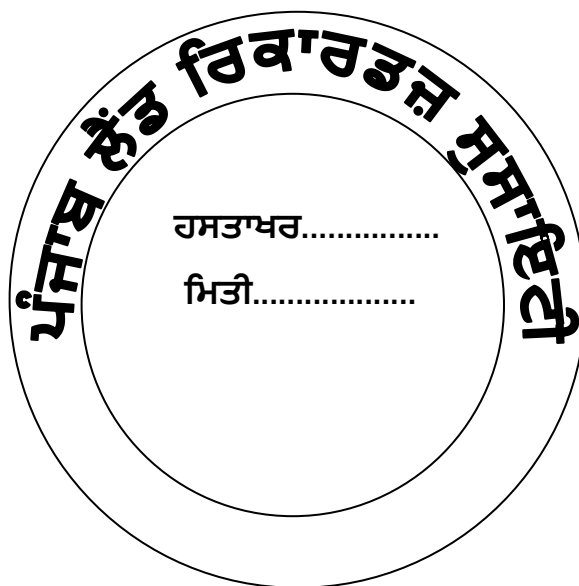
ਫਰਦ ਕੇਂਦਰ, _____

Annexure – II [Para 4.1.1]

(To be maintained by Operator after delivery of Nakal)

Name of Tehsil/Sub-Tehsil_____ **Name of District** _____

Register for receipt of Govt. fee of Computerized Nakals

Sr. No	Date	Transaction No.	No. of Pages / No. of Fields/No. of Ghuries	Govt. fee	No. of pages of Nakals issued for Govt. purpose	Name and Sign. of the Operator	Name and Sign. of the Applicant.
1	2	3	4	5	6.	7	8

Signature of the Operator handing over fee to ASM   Signature of the ASM receiving fee from Operator

DAILY STATEMENT OF NAKAL FEES COLLECTION
[GOVT. FEE]

District :_____   Dated   :_____

Tehsil/Sub-Tehsil : _____

S.No.	Type of Nakal Issued	No. of Nakals	No. of Pages		Govt. Fee Received
			Total	For Govt. purpose	
1.	Jamabandi				
2.	Mutations				
3.	Khasra Girdawari				
4.	Roznamcha				
5.	Fard Badr				
6.	Field Book				
7.	Musavis [No. of Fields]				
8.	Shajra Nasb [No. of Ghuris]				
	TOTAL				

Signature of Registration Clerk   **Signature of ASM**
receiving fees from ASM   **handing over fees to Registration Clerk**

Annexure – IV   [Para 4.1.2]

(To be prepared by A.S.M)

Name of District_____   **Name of Tehsil/Sub-Tehsil**_____

MONTHLY SUMMARY REPORT OF GOVT. FEE FOR THE NAKALS ISSUED FOR THE MONTH OF _____

Sr. No.	Date	Total no. of Nakals issued to Public	Total No. of Nakals issued for Govt. purpose	No. of pages of the Nakals issued to Public	Total No. of pages of Nakals issued for Govt. purpose	Total Govt. Fee collected	Bank Challan No. and date	Amount

Signature of the ASM with date   **Countersigned by Tehsildar/Naib-Tehsildar**

21

Annexure – IV (a)   [Para 4.1.2]

(To be prepared by D.S.M)

Name of District _____

MONTHLY SUMMARY REPORT OF GOVT. FEE FOR THE NAKALS ISSUED FOR THE MONTH OF _____

Sr. No.	Tehsil/ Sub-Tehsil	Total no. of Nakals issued to Public	Total No. of Nakals issued for Govt. purpose	No. of pages of the Nakals issued to Public	Total No. of pages of Nakals issued for Govt. purpose	Total Govt. Fee collected

Signature of the DSM with date   **Countersigned by DRO**

Annexure-V   [Para 4.2 (13)]

Providing Backup to BOOT Operator for printing intermediate copy of Jamabandi

Date on which Backup given to BOOT Operator	Date on which print received from BOOT Operator	Total Pages	Signature of Supervisor (BOOT Operator)	Signature of ASM	Name of Patwari	Date of receiving print by Patwaris	Signature of Patwaris

Annexure-VI

To

All the Deputy Commissioners,
(in the State).

Memo No. 25/9/2013-L.R.2/ S499-21
Chandigarh;dated the: 15-4-15

Subject: Schedule for preparation and consignment of computerized Jamabandis from the,year 2014-15 onwards.

Reference: Memo No. 25/9/2013-L.R.2/3132-53 dated 11.3.2014.

It has been decided to replace the schedule issued vide letter under referenc for the preparation and consignment of computerized Jamabandis from the year 2014-15 onwards as under :-

Sr.No.	Particulars	Date
1.	Preparation and printing of computerized Jamabandi	16th May to 31st May
2.	Validation and Editing by Patwari	1str June to 31st July
3.	Cheking and Editing by Field Kanungo	1st August to 31st August
4.	Priting of edited Khewats	1st September to 20th September
5.	Consignment of Compterized Jamabandis in Tehsil office	Upto 20th September
6.	Printing of Khasra Girdawri Registers by Boot Operator	21st September to 30 September
7.	Handing over of Khasra Girdawri Registers to Patwaris by office Kanungo	Upto 30th September
8.	Checking of Computerized Jamabandi by Field Kanungo and CRO	21st September to 15th December
9.	i) Editing/final printing of Jamabandis (two copies) ii) Final attestation of Jamabandi by CRO	16th December to 31st December
10.	Consignment of Jamabandi in Sadar Office.	Upto 31st December

The above schedule has been prepared to be followed, so that the computerized Khasra Girdawari Registers are generated from the system and supplied to the Patwaris before the commencement of Khasra Girdawari for Kharif crop.

Necessary Corrections Slips in Paras 7.56, 7.61, 7.68 and 3.104 (2) of the Punjab Land Records Manual are being issued, separately.

It is, therefore, requested that the above schedule for preparation and consignment of computerized Jamabandis may be made applicable from the year 2014-15 onwards and brought to the notice of all concerned for compliance.

Under Secretary Revenue.

Endst.No. 25/9/2013-L.R-2SS22-28 Chandigarh,dated the: 15-4-15
A copy the above is forwarded to the following for information and necessary action to:-

3.   Director, Land Records, Punjab, Kapurthala Road, Jalnadhar. w.r.t his Memo No. L 1/99 dated 9.4.2015.

4.   All the Divisional Commissioners in the State.

Under Secretary Revenue

ਕੰਪਿਊਟਰ ਦੁਆਰਾ ਨਵੀਂ ਤਿਆਰ ਕੀਤੀ ਜਮਾਂਬੰਦੀ ਦੀਆਂ ਫਰਦਾਂ ਦੇਣ ਬਾਰੇ ਸਰਟੀਫੀਕੇਟ ।

ਕਾਨੂੰਗੋ ਸਰਕਲ _____,ਪਟਵਾਰ ਸਰਕਲ _____ਪਿੰਡ_____ .
ਰਦਬਸਤ ਨੰ._____ ਦੀ ਜਮਾਂਬੰਦੀ ਸਾਲ _____ ਸਦਰ ਰਿਕਾਰਡ ਰੂਮ ਵਿਚ ਮਿਤੀ _____ ਨੂੰ ਜਮਾਂ
ਕਰਵਾ ਦਿੱਤੀ ਗਈ ਹੈ । ਇਸ ਜਮਾਂਬੰਦੀ ਦੇ ਇੰਤਕਾਲ _____ਤੋਂ _____
ਅਤੇ ਰਪਟ ਨੰ. _____ ਤੋਂ _____ ਜੋ ਕਿ 16th ਮਈ ਤੋਂ ਬਾਅਦ ਮੰਜੂਰ ਕੀਤੇ ਗਏ ਸੀ, ਕੰਪਿਊਟਰ ਵਿਚ ਸਹੀ
ਦਰਜ ਕਰਵਾ ਦਿਤੇ ਗਏ ਹਨ ਅਤੇ ਚੈਕ ਵੀ ਕਰ ਲਈ ਗਏ ਹਨ । ਇਸ ਕਰਕੇ ਨਵੀਂ ਜਮਾਂਬੰਦੀ ਦੀਆਂ ਫਰਦਾਂ ਫਰਦ ਕੇਂਦਰ ਵਿਖੇ ਚਾਲੂ
ਕਰ ਦਿਤੀਆਂ ਜਾਣ ਜੀ ।

_____   _____
  ਹਸਤਾਖਰ ਪਟਵਾਰੀ   ਮਿਤੀ

ਫਰਦ ਕੇਂਦਰ ਵਿਖੇ ਨਵੀਂ ਤਿਆਰ ਜਮਾਂਬੰਦੀ ਦੀਆਂ ਫਰਦਾਂ ਚਾਲੂ ਕਰਨ ਹਿਤ ਪ੍ਰਵਾਨਗੀ ।

_____   _____
  ਹਸਤਾਖਰ ਸੀ.ਆਰ.ਓ   ਮਿਤੀ

Jamabandi Generation year _____

Sr. No.	Name of Kanungo Circle	Name of Patwar Circle	Name of village and H.B. No.	Name of Patwari	Jamabandi Generation date	Signature of ASM	Date on which backup given to BOOT Operator for printing	Print receiving date from BOOT Operator	No. of Khewats	No. of sheets	Signature of Supervisor BOOT Operator	Date and sign of Patwari while receiving prints	Remarks

Annexure-VIII (b)   [Para 4.2]

Jamabandi Editing year_____

Sr. No.	Name of Kanungo Circle	Name of Patwar Circle	Name of village and H.B. No.	Name of Patwari	Print return date	Sign. of Patwari	Date on which backup given to BOOT operator for printing	Print receiving date from BOOT Operator	No. of Khewats	No. of sheets	Sign of Supervisor BOOT Operator	Date and sign of Patwari receiving print	Remarks

Annexure-VIII (c) [Para 4.2]

Jamabandi Final Editing and Printing _____

Sr. No.	Name of Kanungo Circle	Name of Patwar Circle	Name of village and H.B. No.	Name of Patwari	Date on which backup given to BOOT Operator for printing	Print Receiving date from BOOT Operator	No. of Khewats	No. of sheets	Sign of Supervisor BOOT Operator	Date and sign of Patwari receiving final print	Remarks

Annexure – IX [Para 4.3.1 (b)]

Name of Tehsil/Sub-Tehsil_____   Name of District_____

RECEIPT REGISTER FOR MUTATION OF VIRASAT, PARTITION, EXCHANGE, REDEMPTION AND SEHAT INDRAZ

S.No.	Date of receipt of application etc.	Village	H.B. No.	Name of the Applicant	Subject	Mutation No. & Date	Signature of Halqa Patwari with date

Annexure – X [Para 4.3.1 (b)]

Name of Tehsil/Sub-Tehsil_____   **Name of District**_____

RECEIPT OF APPLICATION

Received application for the initiation of Mutations from Sh./Smt._____

Son/Daughter/Wife of Sh. _____ Village _____ Tehsil

_____   District _____ and entered in Receipt Register at   Sr. No.

_____ Dated _____.

(Signature of Operator)

Dated_____

Annexure – XI [Para 5.2]

Format of Server Log Register

Sr. No.	Date	Activity done	Signature

Annexure-XII [Para 5.1 & 5.4]

User Maintenance Register

Sr. No	Employe e Name	Designation	User ID	User Signature	Creation Date	Created By	Signature of Authority Creating User Account	Activation Date	Signature of CRO (on Activation)	Deactivation Date	Signature of CRO (on Deactivation)
					32						

Annexure – XIII [Para 6.4]

Name of District_____ **Name of Tehsil/Sub-Tehsil**_____

FORTNIGHTLY BACKUP REGISTER OF TEHSIL/SUB-TEHSILS

S.No.	Media Number and date	Back up of the Period	Date of receipt	Signature

Media Backup Register at District Level

Date	Tehsil Name and Signature of ASM Concerned	Dispatch date and signature
	34	

Annexure – XV [Para 7.1]

Check list for Fard Kendra _____**District**_____**Date:**_____

                                                    Yes/NO

1. Is Latest build installed? ☐
   Build Version _____
   Installation Date _____

2. Is Bio-metric security intact? ☐

3. Version of MIS installed? _____

4. Is Auto Health Check activated? ☐

5. Is software back-end locked? ☐

6. Is any unwanted software installed? ☐
   If yes, names of the softwares_____

7. Is server activity log register maintained? ☐
   Starting date of register_____

8. Last time when SQL Server was installed? _____

9. Last time when database was restored? _____

10. Is antivirus installed on the server? ☐

11. Is antivirus periodically updated? ☐

12. Last time when you updated the antivirus? _____

13. What is the UPS backup time? _____

14. Does DSM visit Tehsil fard kendra periodically? ☐

15. Last two dates when DSM visited Tehsil fard kendra? _____

16. Are you sending the database backup periodically to the Head office? ☐
    If yes, last two dates_____

17. Fard Kendra ambience

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    Tehsil ASM Signature   Inspection Team member-1   Inspection Team member-2