

**Title of the Reform:****Registration of Property Document  
Karnataka State Government****State/City:** Karnataka State**BP Code:** URF-##-###-1400-1109

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**Situation before implementation of Reform**

Under the manually registering process, the documents Registered were copied manually in specified books. After they were verified with the original document, the hand written document was authentication by Registering officers. The registered book would become the permanent public document and certified copies of these records would provide evidentiary value.

Since the procedure involved in handwriting each documents that were registered the time taken to hand over the original registered document to the person registering the document would take anywhere between 2 to 3 months. More over it also meant 2-3 trips to the registration office to check if the document was ready. This cumbersome process encouraged undesirable practices. Some states like Tamilnadu tried filing system and Maharastra Microfilming. Although they were good substitutes for manual copying of documents delay was unavoidable. There is no scope for eliminating any of the procedural steps involved in the registration to cut short the delay. The solution lay in find an alternative procedure that would meet the statutory requirements and still speedup the process while preserving the accuracy of the manual procedure. Computerization was the way forward.

To evolve a process whereby the vendor should complete the registration process within 30 minutes, besides issuance of the encumbrance certificate the same day. To have a MIS system developed which would help in taking policy decisions.

**Implementation of the Reform**

Centre for Development of Advanced Computing, Pune (C-DAC) provided the technical support in developing suitable Software to cover the following aspects of registration:

1. Registration of properties.
2. Valuation of properties.
3. Scanning and Archival of Documents.
4. Reports.
5. Vendor management system.
6. Utilities.
7. Website.
8. Societies, Firms and Marriage Registration and
9. Data Transmission.

The software was aptly called KAVERI, after the river Cavery,

*Features of KAVERI:*

Automated KIOSK's with touch screen operation facility installed in every Sub-Registrar's Office, through which public can have access to the following information in Kannada and English –

- a. Market value of land in all Villages, Towns and Cities in the State.
- b. Model formats of commonly used deeds and forms required for Registration of Marriage.
- c. Model bylaws of Societies and Associations.
- d. Frequently asked question and exhaustive answers.
- e. Fee for Registration of documents / Registration of Societies / Firms / Marriages.
- f. Acts and Rules bearing on registration of documents.

Kaveri software rolled out throughout the state between August -2003 to December - 2003. After the introduction of KAVERI the department has registered over 15,00,000 documents and returned the documents to the parties concerned, within 30 minutes of its presentation.

#### *Stamp duty reduced yet revenue increased*

The Government of Karnataka reduced the rate of stamp duty on conveyance from 10% to 8% and Registration fee from 2% to 1%, which effects from 01-04-2003. In spite of reduction in stamp duty and registration fee there is significant growth in revenue as the Kaveri system calculates the valuation of property automatically eradicating the discretionary power of the Registering officer in accessing the valuation of property. E-Governance is not only benefited the public in getting the Documents registered in 30 minutes but also the state, in getting the good revenue.

#### **Goals of the Reform**

- Evolve a process whereby the vendor should complete the registration process within 30 minutes, besides issuance of the EC the same day.
- Have a MIS system developed which would help in taking policy decisions.

#### **Strategy used to achieve the desired goals**

A brochure was brought out highlighting the scheme. The published guidance value of land and building added to the transparency to the system.

#### **Activities implemented to achieve the above goals**

The following are the steps in the service delivery of KAVERI

Step 1. Parties desiring to register a document obtain a token electronically generated from the Citizen Care Center (CCC) established at the sub-registrar office. The token automatically assigns the time for the presentation of the document, which prevents crowding at the office. The CCC also assist the in the registration process through a process called Public Information System Part I which guide the general public in the documentation required for the registration like required market value, stamp duty, registration fee, list of support document proofs to be furnished etc.

Step 2. Involves the Sub-registrar scrutinizing the documents presented for their appropriateness and whether it confirms to the schedule of the Karnataka Stamp Act. If the documents presented is appropriate and complete then he subject the document to the software called the Public Information System Part II, which automatically generated a checklist based on the documents presented. At the time of presentation of the document the computer operator enters relevant

details for document like property schedules, names of parties including name and age. In an event the document presented is in order it will permit for registration if not it will mention that the document is to be kept pending for want of additional documents. At this stage, the system will generate, 'Presentation stamp' with current system date and time.

Step 3 This step automatically calculates the Property valuation based on the area, survey number and schedule and such other information required for calculating the market value, which forms the basis for calculating the stamp duty. If the stamp duty is short paid, then the difference in duty is shown in the system. After the relevant duty is paid, the next step is the generation of the receipt. At this stage the procedure of fees collection is over the operator generates operator 'Fees stamp' in consultation with Sub Registrar.

Step 4. The system will generate new receipt and all details about receipt will be displayed. The operator then enters the details of payment and rechecks the fees calculated with the Sub Registrar before finalizing the receipt. After confirmation he/she proceeds further to generate the receipt.

Step 5. This is the last step whereby the admission and Identification part is done using Web camera and finger print scanning device. This procedure involves the executants to sit in front of the web camera and operator will capture the photographs. Next the thumb impression is obtained using a fingerprint-scanning device. When all the executors' photographs and thumb are captured, the operator will seek permission for the 'Admission stamp' from the Sub Registrar. The thumb impression and photographs will be printed in the appropriate space on the document where the endorsement of presentation and admission of execution are recorded as prescribed in the Karnataka Registration Rules, 1965. After this process is completed, the registration is complete. The system will generate a serial number. Once the document is registered the software permits for the scanning of the document.

For any reason the documents is not registered, the operator keep record the reason under advise Sub Registrar and keep it pending until all requirements are fulfilled.

#### Outcome of the Reform

The following figure indicates that there is a significant growth in the revenue to the State exchequer after the introduction of Kaveri for the registration of document.

#### Revenue Collection before the Introduction of KAVARI (Rs. In Crores)

Year	Number of Documents registered (in Lakhs)	Total (Rs. in crores)	Tax Rate
2000-01	6.49	666.06	Conveyance 10 % Registration fee 2 %
2001-02	7.86	1029.25	Do
2002-03	8.08	1268.28	Do

Source: Department of Stamps & Registration Karnataka

#### Documents Registered and Revenue Collection after Introducing KAVARI (Rs. In Crores)

Year	Number of Documents registered	Total (Rs. in	Tax Rate
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	(in Lakhs)	crores	
2003-04	9.88	1509.17	Conveyance 8 % Registration fee 1 %
2004-05	11.99	1924.18	Do
2005-06	10.15	2385.29	Do
2006-07	14.13	3415.20	Do
2007-08	11.94	3630.74	Do
2008-09	10.58	3148.29	Do

Source: Department of Stamps & Registration Karnataka

### Factors of Success

So long as the system is transparent, it is more likely that the citizens will comply with the law. KAVERI is a mechanism intended to bring in transparency in administration, reducing official discretion and having fixed valuation norms. All these features help in the successful implementation of KAVERI. KAVERI Project has immensely helped in better storage and retrieval of data relating to registration of properties and encumbrance details.

This project has also helped to hasten the process of title updation because the document registration details are transmitted to the concerned Tahsildars within 24 hours.

### Impact of the Reform

A paper was presented at the '6th National Conference on e-governance' at Chandigarh in the year 2002 and received recognition as the best paper. The paper presented at Chandigarh documenting this reform is hosted on the website [www.karigr.org](http://www.karigr.org).

Contact:

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