

# **Best Practices Report for the Islamic Republic of Pakistan**

## **Land Records Management and Information System**

### **Background**

Punjab has a total area of 205,345 square kilometers and is the most populated province of Pakistan with 80.5 million inhabitants (55.6% of Pakistan's total population). In the subcontinent the first attempt for measurement of land was made during the regime of Sher Shah Suri in 1540 AD which was further improved by Mughal Emperor Akbar. For the purpose of tax collection one of Akbar's ministers namely Raja Todar Mul started maintaining the record of land owners and their ownership. The tradition was continued by the British after their occupation of Punjab in 1848. The first legislation regarding land revenue was promulgated during the British era in 1876 AD. This is the system which Punjab has inherited for management of land records and carried out through establishment of Board of Revenue Punjab in 1957. The first Punjab Land Revenue Act was passed in 1967. Land records had been maintained on papers for decades. Although the system was very effective and had served for more than two hundred years, the complexity and insecurity of manual records coupled with the growing number of land owners resulting in ever increasing volume of data allowed this system to become opaque and open to manipulations.

The Government of Punjab felt the need of modernizing the existing system of land records management making it more efficient and responsive service delivery system through digitization.

### **SCOPE/MODEL OF THE PROJECT**

Computerization of existing paper-based land records TEI improvement in public access to land records by providing client-responsive services through the establishment of Arazi Record Centers in each tehsil.

**Institutional Development** — including policy and legal frameworks, change management, infrastructure, operations and maintenance, and human resource development

**Service Delivery** - covering business process reengineering, land records management information system, establishment of service centers, public awareness, and quality assurance.

### **OBJECTIVES**

Improvement in the land records service delivery, contributing to long-lasting tenure security and to put in place a corruption free environment. The outcomes, expected to flow from the Project, are:

- > Increased access to land records at lower transaction cost for the beneficiary
- > Increased level of tenure security of the rights of land holders

## **SOURCE/FUNDING**

The project was initiated in 2007. Total cost of the project is PKR. 12,260.480 million with a financial assistance of PKR 11,366.189 million from World Bank and PKR. 894,291 million are being spent by the Government of Punjab.

## **ACHIEVEMENTS**

Robust software has been developed to cater for huge volume of transactional/live data of land records which is processing variety of revenue rules and regulations in Urdu language and link multiple fields like shajra, field book & Register Haqdarar e Zameen.

Archiving of more than 10 million pages and record of more than 22,000 rural revenue estates pertaining to more than 55.5 million land owners has been digitized. State of the art purpose built Arazi Record Centers (ARCs) have been established in all 143 Tehsils across the province, which have been staffed with more than 3000 employees after professional and revenue trainings. Landowners have easy access to these ARCs and requisite staff for the efficient service delivery has been deputed. Services can be obtained from any counter at ARC and installation of queue management system, separate cash & reception counters has also improved service delivery.

Right holders are getting the 'fard' (deed) in just 30 minutes, which they used to get previously from Patwari after chasing him for days over and above greasing his palm. In order to secure the rights of land, the biometric data (picture and thumb impression) of land owners is being incorporated in the record.

The process of mutation which used to be completed previously over months, has also been made very efficient and is now completed in only 50 minutes spread over just two visits. Mutations are being attested by the Assistant Director Land Records through bio-metric devices capturing electronic thumb-impression and picture of right holders.

The applicable government dues are deposited in bank through a computer generated challan and no hidden costs are involved in these activities. The attested mutations are immediately incorporated and updated at [www.punjab-zameen.gov.pk](http://www.punjab-zameen.gov.pk).

To secure land record data, PMU-BOR has established its private network of 143 tehsils all over the Punjab. Queue-management system and IP based cameras have been installed in all 143 service centers.

## **FUTURE ROAD MAP:**

LRMIS will keep on paving its way towards new horizons of public facilitations through:

- > Updating of maps and its linkages with textual data
- > Linkages with Registration of deed project and auto updation of land records
- > Necessary linkages with tax agencies, courts and different departments
- > Automation of pass books and necessary linkage with financial institutions

### **Focal Person:**

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