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To  
The Land Reforms Commissioner  
&  
Secretary  
L. & L.R. & R.R. & R. Department  
West Bengal

**Sub: Issues at Field Level concerning the “e-Bhuchitra” module and as are offering to be deterring factors for effective and speedy disposal of Mutation / Conversion / Misc. cases. - regards**

Madam,

During the occasion when we , Associationally, got the scope to deliberate before you on issues concerning the functioning of the field level officers, the chair had been gracious enough to offer us the scope to submit and suggest ways of streamlining the software/system so that effective time for disposal of cases may be minimised and the huge pendency as is evident may be reduced.

We offer our submission under the following heads as enumerated and elaborated below:

**1. Mutation:**

- a) For online cases entered from banglarbhumi.gov.in website to e-Bhuchitra, there is no provision to enter mutation cases with Bengali script and with right share / area. So, Revenue Officer (prescribed authority u/s 50 of WBLR Act), has to translate all the fields/characters like name of raiyat / address, etc. from English to Bengali and has to rectify the entered share in each plot to dispose the same. This is extremely time consuming. So, provision for entry of mutation cases in “Banglarbhumi” with Bengali script & proper share needs to be incorporated.
- b) For the purpose of transparency and effective preservation of case records of mutation, there be arrangements for uploading of all necessary documents with the entered case in the system; “documents like “*warish*” certificate / Court affidavit / enquiry report, etc. should be designed to be uploaded and preserved in the system so that certified copies may be provided at any instant. Also the present system of editing any fields like name, deed number, etc. which can only be accessed through “*Sangsadhan*” menu, may be revised and there be scope to effect such changes through “*sunani*” menu like correction in share/area for that would reduce time

for disposal. Also the system may be upgraded so that the statements in “*mantabya*” column may not have to be selected plot-wise for reflecting in new khatian or target khatian and may move on in one click from source khatian to target khatian; this is time consuming and unnecessary because as such no corrections in possessors’ field can be effected during mutation.

- c) The system generated order sheet of the change in ROR as is presently available does not provide the scope to minutely note down the reason for acceptance of the prayer or rejection. The order sheet is still the primary document on which Judicial Review in the form of filing appeal u/s 54(a)/(b) or even further movement to W.B.L.R.T.T. / Hon’ble High Court depends and such order sheet may be designed in accordance with provisions laid down in act/rules commensuration to other factors. So the system needs to be updated so that actual date/time of hearing/ disposal may be incorporated as also reasonable space for reasons for practical noting by disposing officer may provided.
- d) Mutation cases are fed from three sources, viz; registration, Banglarbhumi and directly e-Bhuchitra (office entry). But the cases are mixed up into one “*Head*” and numbered as MN/.....; for effective monitoring as also for efficient tracking, it is suggested that these separate entity be recognizable at any moment. In “Banglarbhumi” cases the concept of “share”of land purchased while entering mutation cases may be evolved to such extent that corrections to be made while disposing be minimised.
- e) Vide Notification No. 363-LP dated 4/2/19(copy enclosed), mutation cases from Registration Authority are fed into the system under “live”/“buffer” module. The essential criteria for such transmission remains that the seller is the recorded raiyat and payment of requisite fees has been made. But in practice, cases are being transmitted without fees payment or even where recorded raiyat is not the seller and this practice need to be discontinued. Also the system generated order sheet for “live” and “buffer” cases need to be preserved with entered deed numbers and the deeds must be preserved and traced in the system. Also in the online Registration cases, the scope of incorporating buyer’s khatian number (if exists) must be evolved for otherwise loads of Miscellaneous Applications pile up for amalgamation of khatians. In fact, in respect of online-registration cases, the system may be upgraded such that the deed itself carries information for name/address/phone number of the purchaser so that while DEO enters the Deed Number, the remaining fields are automatically and authentically uploaded.
- f) In Registration cases broadly few more advancements are suggested:
  - i) that since mutation fees for gifted land within blood relations have been waived, the e-Bhuchitra module needs to be updated so that such deeds are not marked for payment of fees and may be disposed of instantly.

- ii) even in cases for non-agricultural land(s), the fees structure is not updated for registration cases and just for lack of proper fees, these cases are transported to “buffer”.
  - iii) data entry for area is allowed to 4 decimal places but such entry for mouzas which are in 2 digit/3 digit is counter-productive and requires further correction.
  - iv) in some cases though a particular deed may cause transfer from multiple khatians but entry is made for only 1 plot or 1 khatian and the case cannot be disposed instantaneously. A “*sangsadhan*” menu like mutation may be conceptualised so that the left over entries may be made and the case disposed of.
  - v) each modification in live/buffer case module is followed by a message and which has to be clicked as “OK” for furtherance; this is repetitive and may be addressed to speeden up the system.
- g) In “banglarbhumi” module, the following basic changes may be considered:
- i) The concerned deed must be populated in reference box alongwith modification option for otherwise the user has to go to “*sangsadhan*” option to verify and rectify the entered deed number.
  - ii) Also plot information must be populated on clicking a single comment from same page as shown in registration cases for otherwise user has to switch over to alternate tab to consult PI, losing time.
- h) A typical reason for huge pendency is the existence of duplicate cases entered through “Banglarbhumi”. At present entry of cases with identical buyers name and deed numbers have been restricted but unscrupulous attempts are still continuing with adding special characters to the deed number only to plead for rectification during hearing. The chance of duplicate entry needs to be addressed and besides deed number and buyers’ name, other fields like mouza, buyer’s guardian’s name, mouza, seller’s khatian number, plot no. etc. may be added to items to filter duplicate entry.

## 2. “Warish” cases:

- a) The menu of field enquiry must be included in “*warish*” module and there must be provision of uploading the field enquiry report besides the instrument declaring the legal heirs of the deceased which may be any instrument as in departmental memorandum 1511-LP/5M-33/15 dated 25/5/19.(copy enclosed).

- b) There must be option to increase or decrease the number of heirs through “sangsadhan” menu if the mistake is traced during hearing/ enquiry.
- c) Also the issue of transferred plots need to be conceptualised in designing of “warish” module. Plots/Parts of plots which have been transferred by the deceased or even by the heir of the deceased need to be left back in the source khatian and the software be thus evolved.

### **3. Certified Copy from e-Bhuchitra:**

For disposal of Online applications for certified copies of PI/ROR, etc., there has to be at least five consecutive steps for each application. This is repetitive work and bad use of manpower. Copies of Records may be auto-generated, saving time for both applicants and officers.

### **4. Regarding Miscellaneous Cases:**

Following Circular No. 2555 dated 26/06/2017(copy enclosed) of D.L.R.&S. & Jt. L.R.C., all miscellaneous proceedings tend to move to DLLRO for online permission. As a result, miscellaneous proceedings tend to pile up.

It is fact that monitoring of field level officers to maintain sanctity is important but simultaneously centralising all work(s) is also very harmful.

Since at field level, B.L.&L.R.O. / S.D.L.&L.R.O. / D.L.&L.R.O. have different levels of hierarchical supervisory roles so miscellaneous proceedings generated may be graded to be disposed of at/with approval from successive grades.

Correction of names of raiyats/father’s name/address/special character may be disposed of by R.O. / B.L.&L.R.O.

Correction of share/area of any plot, missing plot entry after consulting RS/KB/LR scanned volumes may be done with permission of SDLLRO.

Correction of classification/possessor and its details may be done with permission from D.L.&L.R.O. being routed through S.D.L.&L.R.O.

For cases for which permission is required, the matter may be forwarded through e-Bhuchitra and permission may also be accorded in same path.

Template order sheet of Misc. Case with proper inputs must be generated in e-Bhuchitra system for future reference.

Finally and very importantly, since department is moving to online mode progressively, probably it is time to seriously ponder on the issue of tagging khatian number with mobile number so that any alteration to the entries is relayed to the target raiyat whose khatian is changed, presently for mutation, etc. online SMS is received by the applicant only whose number is provided in application/deed, etc.

Ending with hope for better citizen service and orientation of module towards user friendliness.

Thanking you.

Sincerely yours,



( **Debashis Sengupta** )

**General Secretary**

**West Bengal Land & Land Reforms Officers' Association**