



# NEWSLETTER

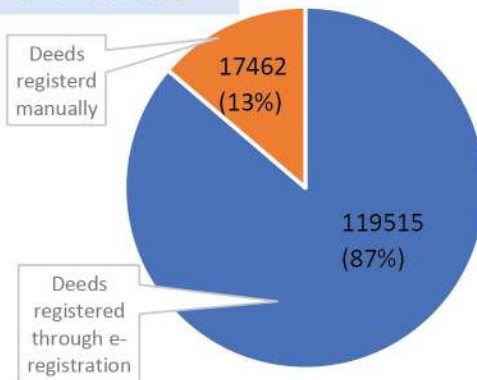
June to October 2023

## PUBLIC FACILITATION AND IMPROVED SERVICE DELIVERY

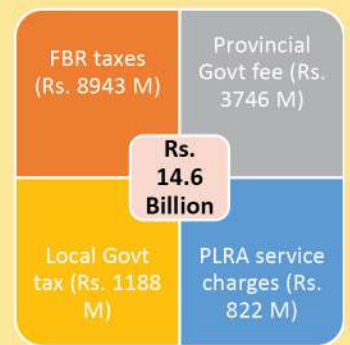
### E-REGISTRATION OF DEEDS, INTRODUCED IN MAY THIS YEAR

The initiative has successfully caught pace throughout Punjab. The percentage of deeds registered through e-registration has crossed 87% of the total deeds registered since May. The option of appointment of **Local Commission** has also been added to cater to the public need.

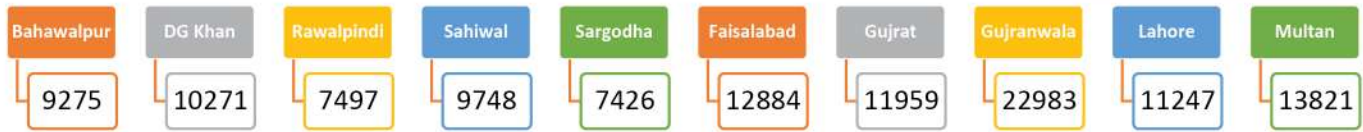
#### Current Status



### PLRA HAS COLLECTED RS 14.6 BILLION IN THE FIRST QUARTER OF FY 2023-24



### DIVISION-WISE STATUS



### ISO Certification

To ensure that the citizens get consistent, fine-quality services, ISO certification for quality management system of **Arazi Record Center at Pajian, Raiwand, Lahore** has been done as pilot project covering 28 indicators.

Now ISO certification of the other field centers will also be done in phased manner throughout Punjab.



### PRE-APPOINTMENT SYSTEM ABOLISHED

The pre-appointment system has been done away with to allow easy access of land records services to the general public without the hassle of prior appointment.



### TRAINEEs OF 46TH STP, PAS VISTED PLRA HQ

The UTs from Civil Services Academy were briefed about PLRA's working & initiatives. They also visited different ARCs for practical learning.



EFFECTIVE MONITORING MECHANISMS



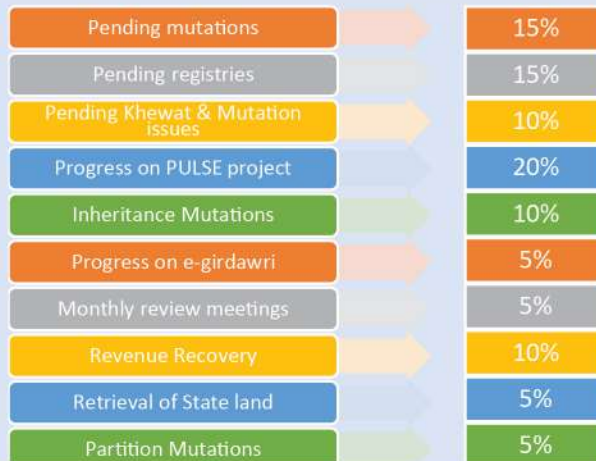
**RANKING OF DISTRICTS ON KPIS**

As per direction of SMBR, ranking of districts on 10 KPIS is done on monthly basis and overall categorization is done among the following three categories:

Score	Categorization
80-100%	Very Good
60-80%	Good
Less than 60%	Average

In October, **Jhelum** led the rest of the districts on these indicators by securing 'very good' category while Chakwal, Bahawalnagar, RY Khan, Gujrat, and Sahiwal scored the highest score in the 'good' category.

**Key Performance Indicators of Districts and their respective weightage**



**COMPLAINTS REDRESSAL CELL**

Over 99% disposal rate

9489 complaints out of 9504 complaints received through different channels (i.e. Whatsapp, UAN helpline, Zameen App, PMDU portal, social media platforms) in the past 9 months have been resolved through the in-house Complaints Redressal Cell at PLRA.

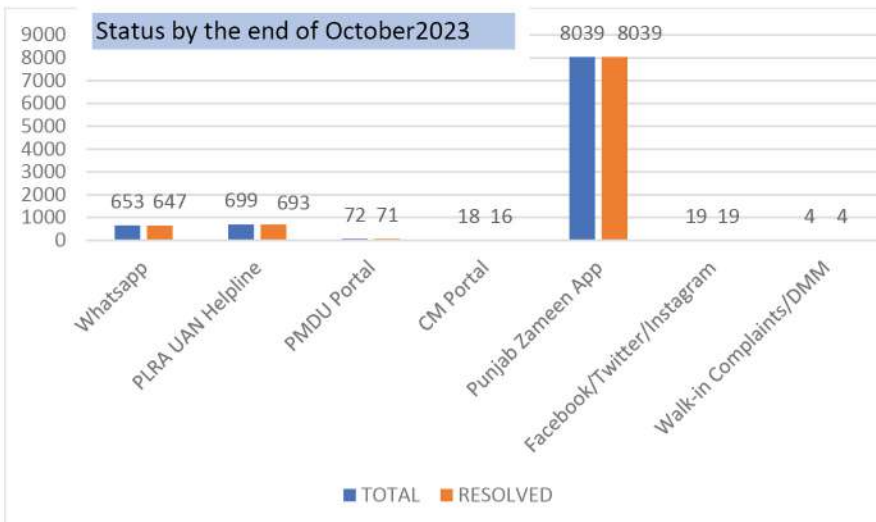
**AUDIT OF 21 ARCS**

Financial audit of 21 ARCs has been conducted by Internal Audit teams of PLRA. Missed fees in lieu of Section 236C and 236K (of ITO), Local Govt. (3%), and Tehsil Administration (1%) were identified. After assessment of rebuttals by the concerned staff, Rs. 78 Million amounts of deficiency in fees was finalized by the audit teams, out of which Rs. 31 Million has already been deposited in the Government exchequer.

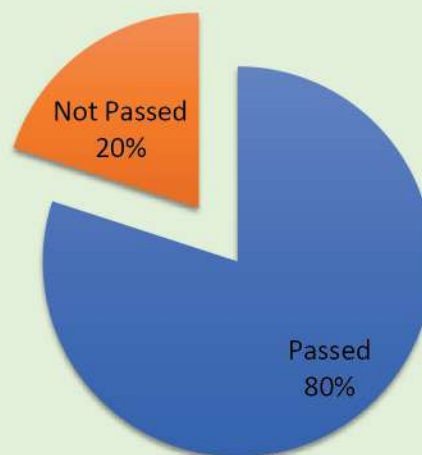
**GIRDAWRI STATUS**

E-Girdawri App records onsite data and helps record the latest/updated status of possession and facilitates accurate measuring of season's produce.

E-Girdawri of Kharif has started from 1st October, 2023.



**Girdawri of Rabi Crop 2023**



**Reasons of Pendency of Girdawri 'Not Passed'**

Pending with Patwari	10.81%
Pending with Gardawar	5.43%
Not started	3.92%

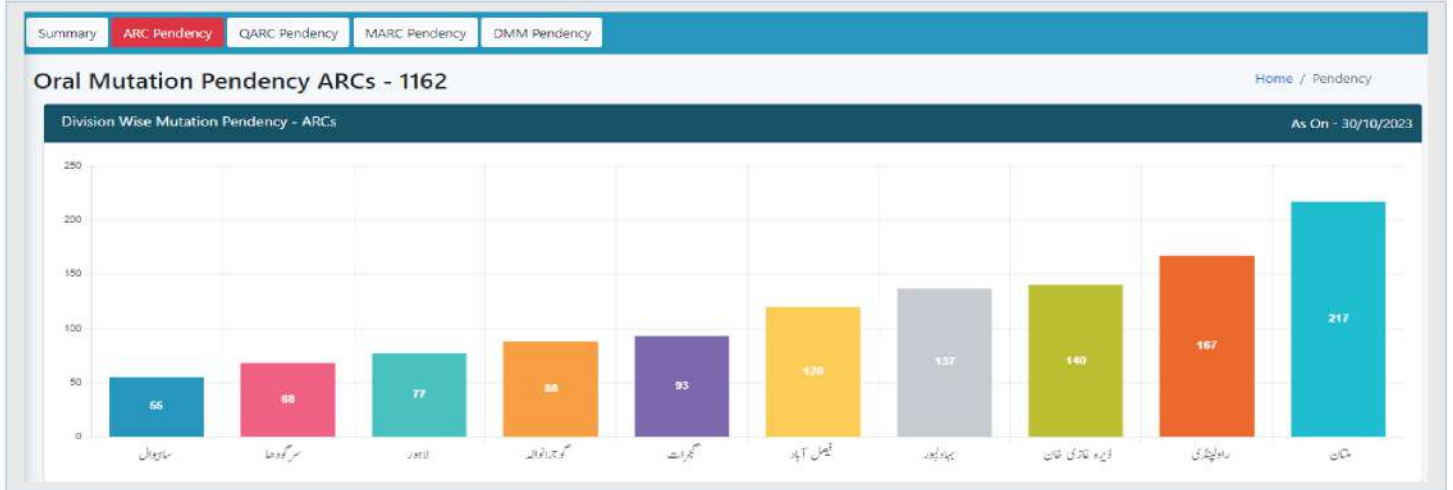
Total Mouzas: 23806

EFFECTIVE MONITORING MECHANISMS

In order to improve the monitoring mechanisms, the following initiatives have been taken: Mutation Pendency Dashboard, Monthly Review Meetings, Internal Audit and field visits.

Mutation Pendency Dashboard : <https://dashboard.punjab-zameen.gov.pk/>

Mutation Pendency Dashboard has been set up by the IT team that provides up-to-date figures of mutation pendency at ARCs, MARCs, QARCs, and DMMs levels. It also provides pendency of mutations for registered deeds too (registered through e-registration as well as through ROD system).



Field Visits

In order to monitor the working of field offices, Director General PLRA, Ms. Saira Omer, herself as well as other officers have started field visits. In order to make field visits more effective, a detailed proforma has been prepared and duty roster of officers has been prepared to inspect all the field offices in the next three months and report upon the various aspects of working.

Marked reduction in pendency

Pendency of Khewat and Mutation Issues (KMLs) at Arazi Record Centers has substantially reduced due to dedicated monitoring efforts.

Issue Type	Reduction in Pendency at ARCs (Feb to Oct)	Percentage completion (Feb to Oct)
Mutation issues	97600 to 65643	32.7%
Khewat issues	120807 to 24995	79%

**31 mouzas out of 35 mouzas** which were notified by BOR but did not go live previously due to land record issues **have now been made live.**



CAMPAIGN TO REDUCE PENDENCY OF INHERITANCE MUTATIONS AND PARTITION CASES

As per direction of SMBR, a dedicated campaign has been started to reduce the pendency of inheritance mutations due to pending field reports. Moreover, District Collectors have received clear directions to eliminate backlog by end of this year.



Directions for acceptance of **Succession Certificate** issued by NADRA have been conveyed to the Field Staff on 25<sup>th</sup> September 2023.

دعوتِ نیک اور نیکو کارانہ اور نیکو کارانہ کی جانتی ہے

**حسن اہتمام**

**اب ہوتی وراشت کروانی اور بھی آسان!**

نہایت آسانی میں متوفی کے ورثان کی تحصیل تک کرنا اور جاننے کی ضرورت (Succession Certificate) حاصل کریں

کوئی ایکسپنس اور اسٹامپ فیس نہیں ہے اور جاننے کی ضرورت کی بنیاد پر وراشت درج کروانے اور ایک ہی دن میں انتقال کی منظور شدہ وکالی حاصل کر سکتے ہیں۔

عوامی سہولت کے پیش نظر ایڈوانس بنگل / اپائنٹمنٹ کو ختم کروایا گیا

“اب پہلے آئیں اور پہلے پائیں”

کی بنیاد پر عوام کو خدمات فراہم کی جائیں گی۔ نوٹن جاری کروانے کے لیے ڈائریکٹ پہلے کا نوٹن پر تشریف لائیں۔

**IMPROVEMENTS IN HUMAN RESOURCE**

**REFRESHER TRAINING OF AROUND 3000 FIELD STAFF** (ADLRs, LROs, SCIs, ASCIs, and SCOs) has been conducted throughout Punjab at Division level.



**120 SCOS HAVE BEEN ELEVATED TO ASCI (40) AND LRO (80) POSITIONS** after competitive selection process and training at MPDD.



**HEALTH INSURANCE CARDS** have been issued to employees of PLRA covering 10,300 employees and their families with a total coverage of Rs. 3.5 Billion through Pak Qatar Family Takaful Limited (PQFTL).

**MODERNIZATION OF LAND RECORD THROUGH PULSE PROJECT**

**OBJECTIVE** of (Punjab Urban Land Systems Enhancement) Project: to improve Punjab's land records management and information systems covering 4 components:



Digital Land Records and Cadastral Maps for LRMIS

Land for Urban Development

Integrated Land Information System and Services

Project Management and Policy Development



**UPDATES**

- 102 million pages of old registered deed have been scanned.
- Record of 1,500 mauzas out of 3,042 manual rural urban mauzas has been scanned for Digitization of remaining manual mauzas.
- Mussavis of 18,510 out of 25,446 mauzas have been scanned.
- 55 geodetic monuments in two pilot districts of Hafizabad and Lodhran have been constructed
- Land plots/parcels in 436 housing societies have been converted into digital maps

**PULSE has started pilot activities in three districts Hafizabad, Lodhran and Sahiwal involving digitization of mussavies maps, fieldwork verification and integration with digital records from LRMIS**

In Hafizabad, maps of 170 have been developed, while in Lodhran 77 mauzas have been digitized and mapped.

The pilot activities of acquisition of drone and satellite imagery have achieved about 45% target in the pilot districts so far.

**WAY FORWARD**

**A SERVICE LEVEL AGREEMENT WITH MINISTRY OF FOREIGN AFFAIRS (MOFA) IS UNDER-DISCUSSION AND SOON WILL BE FINALIZED.**

The following services will be offered at selected foreign missions in countries having large Pakistani diaspora:

- (i) Copy of record (Fard, mutation, e-registered deed, e-girdawri)
- (ii) Entry and attestation of mutation
- (iii) Registration of deed through e-registration

**RS. 757 MILLION APPROVED FOR REVAMPING OF ARCS**

PDWP, P&D Board has approved Rs. 757 million for revamping of 151 Arazi Record Centers across Punjab. It covers both revenue and capital components to improve the infrastructure and working conditions of ARCs for better service delivery.

**INTEGRATION OF FBR**

Consultation with the concerned team of FBR is underway to integrate the FBR fee collection with the PLRA collection mechanism to facilitate the citizens in creation of all the fee challans through PLRA system, thus providing one window facility, fool proofing revenue leakage, and saving time and hassle.

In case of any comments or queries, please contact at:

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