

**STANDARD OPERATION PROCEDURE
(SOP)**

FOR

OPERATION AND MAINTENANCE

OF

**MODERN RECORD ROOMS IN
TAHASIL OFFICES OF THE STATE**

Introduction

For safe and secured keeping of the Land Records and their early retrieval in a scientific manner, a plan for construction of Modern Record Room has been underway under National Land Records Modernization Programme (NLRMP), a centrally sponsored scheme. A large number of Records are kept in Record Rooms at Tahasil Offices. Such Records are required to be preserved permanently so as to become available to who-so-ever may need it at a later point of time. A well-maintained Record Room, thus is an integral part of every Tahasil.

Objectives

The Modern Record Room has been conceived:-

- a) To safeguard valuable Case Records and Files of Tahasils from tampering, fire accident, insects, thefts and Natural Calamity.
- b) To preserve Case Records in a chronological manner in the Electronic Device as well as in Compactor for future reference and use.
- c) To get various information instantaneously.
- d) To meet legal requirements as and when necessary.
- e) To provide time-bound services to the citizens.
- f) To implement and streamline the process of Quick Management System (QMS) at the Base Level of Revenue Administration.

Salient features of Modern Record Room

An ideal Modern Record Room will require minimum 800 Sq. Feet built-up area with 3-Phase electricity connection. The Record Room will have following three clearly demarcated area:-

- (a) A Storage area where Compactors can be placed for Physical Storage of Records and Maps.
- (b) An Operational Area where Server, Computers and attached accessories can be located.
- (c) A Public Services Area where space will be provided for reception and waiting of members of the public. In this area, counters will be provided for delivery of services & other relevant information for the public would be displayed.

Besides, a Document Management System will be put in place which will have the following components:-

- Scanning and Indexing of Case Records/ documents.
- Software for capturing vital information of individual case record for MIS purpose.
- Storing of records in digital format corresponding to their physical location in compactors.

The minimum level of equipment / accessories / furniture required for the Modern Record Room

| Sl. No. | Name of the Items Computer and peripherals | Number of Units(Nos.) |
|-----------------------------|---|--------------------------|
| 1 | Server Computer | 1 |
| 2 | Client Computer | 2 |
| 3 | Document Scanner | 1 |
| 4 | Laser Printer | 1 |
| 5 | Finger print Scanner | 1 |
| 6 | Barcode Printer | 1 |
| 7 | Barcode Scanner | 1 |
| 8 | Digital Copier | 1 |
| Networking Equipment | | |

| | | |
|----------------------------|-----------------------------------|----|
| 1 | 24 Port Unmanaged Switch | 1 |
| 2 | 24 Port Patch Panel | 1 |
| 3 | IO Box | 8 |
| 4 | 6U Rack | 1 |
| Power Equipment | | |
| 1 | Online UPS | 1 |
| 2 | 700 VA LI UPS | 2 |
| 3 | Servo Stabilizer 5 KVA | 1 |
| Software | | |
| 1 | MS Windows Server Std 2008 R2 | 1 |
| 2 | MS Windows Server Std 2008 R2 CAL | 2 |
| 3 | Antivirus for Server | 1 |
| Miscellaneous Items | | |
| 1 | Generator 5KVA | 1 |
| 2 | Vacuum Cleaner | 1 |
| Compactors | | |
| 1 | Double Movable Compactor | 14 |
| 2 | Single Movable Compactor | 2 |
| 3 | Single Static Compactor | 2 |
| Furniture | | |
| 1 | Computer Chair | 3 |
| 2 | Computer Table | 3 |
| 3 | Printer / Scanner Table | 3 |
| 4 | Public Chair of 3 seats | 5 |

Installation

The Modern Record Room shall be equipped with all the above apparatus. The Agency responsible for equipping the Record Room should clearly explain the procedure of installation and functioning of the system to

the staff of Tahasil Record Room. Training should be imparted to them till they are conversant with the operations of the system.

A report to the effect that all the equipment have been properly installed and Modern Record Room has started functioning will be submitted by the Tahasildar to the Collector who will then forward the same to the Director, Land Records & Surveys, Board of Revenue, Odisha.

Maintenance of equipments of Modern Record Room:

To ensure timely repair and maintenance of the systems Modern Record Room needs Annual Maintenance Contract (AMC). AMC shall be executed with the Agency who has executed the work of Modern Record Room. Alternatively, AMC shall be invited by the Collector of the District and in this regard Users Fee available with the Tahasildars shall be spent with approval of competent authority. In the Agreement of AMC, there must be a clause for time-limit for expeditious repair and restoration of the system. Failure by the Agency to render timely service would lead to cancellation of AMC. At the same time the Agency will be liable to be black-listed by the Collector.

A Format shall be devised alongwith a Register for recording the details of equipment going out of order, date and time of lodging complain, date and time of attending complaints, dates and time of repair as well as restoration by the AMC holder. In addition following physical security measures need to be taken.

- (i) Protect the systems from mishandling and misusing.
- (ii) Take care of the system from fire, high temperature, dust, moisture, rats, white ants etc. which may damage the computer systems.
- (iii) There should be restricted entry into the modern record room and regular use of the vacuum cleaner provided must be ensured.

- (iv) Proper earthing should be done for controlling earth to neutral voltage.
- (v) Always shutdown the system & ACs before closing the office.

Data Security:

The Modern Record Room being the repository of valuable digital data, data security is of paramount importance. For the purpose of data Security following guidelines must be followed.

- (i) Take regular Backup of the Data. For this purpose one has to keep 3 sets of backups in three independent storage media such as LTO / External Hard disk / some other reliable storage devices. The backup should be taken in the following manner.
 - Day – 1 : Take backup in Device-1
 - Day -2 : Back in Device-2
 - Day -3 : Back in Device-3
 - Day -4 : Back in Device-1
 - Day -5 : Back in Device-2
 - Day -6 : Back in Device-3 and repeat this way
- (ii) At particular intervals, keep the copy of full data backup at respective Sub Divisional level Data Centre and at District level Data Centre.
- (iii) Protect your passwords.

Software Security:

For the purpose of software security, following guidelines must be scrupulously adhered to.

- (i) The media containing application software and system software must be stored in safe and non-hazardous environment.

- (ii) The system must always be virus free. Use Anti Virus software for keeping the system clean.
- (iii) Do not loan unnecessary or pirated software(s) in the Computer systems. These software(s) might be virus infected which would be harmful to the data.

Supervision of Modern Record Room:

In order to maintain discipline and transparency, the followings shall be adhered to:-

- Opening and Maintenance of an Activity Register.
- Opening and Maintenance of a Register of complaints.
- Opening and Maintenance of an Order Book.
- Opening and Maintenance of a Visitor's Book.

The Tahasildars shall inspect Modern Record Room in every 3rd Working Day and verify the Activity Register and record his observation in the Office Order Book for improvement. Besides, all above Registers and Records should be examined by him routinely so as to address problems and redress Public Grievances, if any. The Inspecting Officers will verify Modern Record Room and record their findings and suggestions for improvement in the visitor's Book for improvement. The observations the Visitor's Book shall be complied within two compliance put below the observations/ instructions .Further, compliance report be sent to the Inspecting Officer and other appropriate quarters together with the extract of the observation within the aforesaid time-limit.

Documents to be scanned and preserved in the Modern Record Room

- All Revenue Case Records: However case records related to OEA Act, Ceiling, Be - bandobasta, LA abatement, Mutation, Cases relating to section-8 (A) of OLR Act, Alienation cases should be prioritized while scanning.

- All case records pertaining to issuance of caste (SC/ST) certificate, OBC/SEBC certificate, legal heir certificate and Solvency / Valuation certificate.
- All case registers.
- Copy application registers
- All case records relating to issuance of other miscellaneous certificates.
- All other Documents kept in the Record Room of Tahasil.

Steps for operation of Modern Record Room

Step –I

It is to be ensured that all case records forming part of the Modern Record Room are properly consigned. The pages of a case record should be serially numbered. The Title page of each Case Record should be checked and the contents of each Case Record with reference to the Title sheet should be verified.

Step – II

The Case Records need to be sorted out category wise, year-wise. Then bundles of case records are required to be made maintaining serial of case numbers in a descending order. The size of each bundle should be such that it could properly fit into the shelf of the compactor. Each such bundle must be flag marked.

Step- III

Each category of Case Record need to be allotted a Code in conformity with that is used in the scanning section. These codes must be reflected on the flag marks of each bundle. It will facilitate proper supervision.

Step – IV

Each bundle before shifting to the scanning section must be allotted the Bundle No., Rack No. and the Compactor No. Those information must also be reflected on the flag marks of each bundle.

Step – V

All case records should then undergo a pre-scanning procedure including removal of pins, tags, threads, rubber bands, staplers pins. The pages of a case record must be kept serially numbered. After scanning of the Case Records, the Flag from the bundle shall be removed and a **Token**, duly authenticated by the Record Keeper be fixed on top of the scanned bundle mentioning nature of Case Record, serial no, Year, Compactor No, Rack No, Row No & Signature of the in charge Data Entry Operator (Scanning).

Step-VI (Scanning of Records)

Scanning of all records should be done with minimum reservation of 200 dpi (dots per inch) using black and white colour option and then the entire document must be store in encrypted PDF format in pre-defined file bearing name reflecting the type of case record in short and the case number. For example a mutation case record bearing case number 58/2013 may be stored in a file bearing name MUT-58/2013. The file naming convention/ codification should include attributes to identify the nature of case record.

If the condition of input record is black, higher resolution scanning (600 dpi or more) needs to be used. High end scanners with scanning capabilities of 600 dpi or better need to be used for scanned documents in bad condition. It should be ensured that all types of records and map documents are scanned completely without causing damage to the original documents. Records in very bad condition may be pre-laminated before scanning.

Step – VII

All images should be saved in operate orientation with sufficient post scanning treatment including unwanted black spots. The treated scanned images should be delivered in uncompressed format as well as in linearized PDF format.

Step – VIII

After scanning of the case records the flag from the bundle shall be removed and a 'token' duly authenticated by the Re top of the scanned bundle mentioning nature of case record, case number with year, compactor number, rack number, bundle number and signature of the data entry operator who has done the scanning.

Step- IX

The Document Management System (DMS) software should be used to capture the meta-data of individual case record and to upload the scanned data in the main server. The scanned data must be uploaded in the main server preferably on the same day to avoid the possibility of deletion of scanned data from the client in case of sudden failure of hard disk of the CPU.

It is essential to establish **Bar code tagging** of each of the hard copy documents after validation of the captured meta-data through DMS software.

Biometric device installed in the Modern Record Room must be used for the purpose of maintaining secrecy for the stored data. The Record Keeper should bear the responsibility of maintaining the secrecy of the stored data.

Step – X

The individual case record after scanning must be tagged properly. Then bundles of scanned case records must be shifted to their locations in respective compactors for preservation and future reference. All the compactors must be serially numbered. All the racks and the bundles in each rack of a compactor must also be numbered in format different from that used for numbering compactors and from each other.

Step – XI (Preparation of Index Sheet)

An Index Sheet shall be prepared containing total Data of a Compactor showing information of total no of bundles kept in the Rack of a Compactor. A copy of the Index Sheet shall be fixed on the outer face of each Compactor for immediate search. Accordingly, the Master Index Sheet shall be prepared to assess the Data stored in all the Compactors kept in the Modern Record Room.

Step – XII

The soft copies of the case records stored in the server need to be retrieved and downloaded using the DMS software to provide certified copies of the concerned case records on demand of the general public. The meta-data captured to DMS software should be used to prepare various types of reports and returns as desired by different authorities.
