



OFFICE OF THE
DEPUTY COMMISSIONER MARDAN

No. 2962 DC(M)RA Dated 27/11/2017



To:

The Commissioner,
Mardan Division, Mardan.

Subject: DIGITIZATION OF GENERAL RECORD ROOM (GRR)

It is submitted that worthy Chief Secretary appreciated the undersigned for taking initiative for digitization of GRR & instructed the undersigned to share the details of this initiative so that it may be circulated as "best practice" in other districts vide his office letter No.PSO/CS/KPK/I-1/2017 Dated Pesh: 10th Oct, 2017.

In compliance, the said details are hereby annexed for your kind perusal and further necessary processing, please.

M. A. Sheikh 26/11/17
(Imran Hamid Sheikh, PAS)
DEPUTY COMMISSIONER
MARDAN

Copy to:

1. PSO to Chief Secretary Government of Khyber Pakhtunkhwa.
2. Coordinator, PMRU O/O Chief Secretary KPK Peshawar.

M. A. Sheikh 26/11/17
Deputy Commissioner
Mardan



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Sr. No.	Case No.	Title of case		Name of court	Date of institution	Date of final order	Date of consignment to GRR	Total No. of pages	Remarks
		Plaintiff/ petitioner/ complainant	Defendant/ Respondent						

iii) Scanning of files

After computerization, the same team conducts scanning of the same files. Only the following parts of files are being scanned:

- Order sheet
- Pleadings
- Final orders of the courts of original as well as appellate jurisdictions

Concurrently, the scanning of registers of stamp vendors have also been started to stop "back-date" entries & avoid loss. For this purpose, a separate team comprising of two members have been deputed.

iv) Inspection

An inspection team comprising of the incharge GRR & two old clerks of GRR thoroughly examine the computerized entries & scanned copies of all files & do "initials" over files.

v) Systematic placement of files at designated places

Once any file in a specific mauza gets digitized, scanned & inspected, the said file is covered in a new file cover with case number and detail written on top of file and is moved, through trained staff, to its designated place marked for that specific mauza and placed in order, as per serial no. of the computerized data. So, whenever it will be required in future, one has to search it in database which will not only show crunch of file but also show where the file is exactly placed in hard form. Bales of ten (10) no. of files are being created with militia cloth to ensure maximum protection. Every bale is numbered as 1,2,3,4 & so on.

vi) Storage of soft data at secure data base

Storage of soft data is of critical importance, as six teams are involved in digitization as well as scanning. So, an official G-mail account has been opened to store all record that has been digitized & scanned. In addition, the database manager has been tasked to store all the data at the server of BOR provided for digitization of land record.

B) ADMINISTRATIVE ASPECTS

i) Human Resource (HR) Plan

As district administration is already short of human resource, engaging human resource for this activity at the start looked like a pipe dream. However, despite scarcity of human resource, two tiers have been formed for this activity i.e Supervisory tier and Operational tier. Supervisory tier is headed by the undersigned along with Database Manager SDC and Land Acquisition Assistant while the operational tier consists of GRR staff and ten interns of NIP. Engaging interns not only filled the human resource gap but also proved fruitful as they were eager to get an idea of government functioning. In addition, interns brought their own laptops as well.

The functional tier has been divided into six (06) teams to maintain good pace of work. Five (05) teams have been tasked to computerize & scan case files. Each team comprises of two (02) interns, one reads the detail & other enters it. After entry, both of them check the entry before saving. The sixth team comprising of two members is exclusively doing scanning of registers of stamp vendors.

In addition, two (02) literate Naib Qasids & one (01) literate sweeper has permanently been placed in GRR to assist these digitization teams for file movement.



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MARDAN MODEL OF DIGITIZATION OF GRR

INTRODUCTION

General Record Room (GRR) in a district consists of the following documents:

- a. All the decided court cases i.e Civil (upto 2001), Criminal (upto 2001) and Revenue cases (till date) which are consigned to it.
- b. Registers of stamp vendors

Deputy Commissioner is the custodian of this record, hence, it is the primary responsibility of D.C to keep its record in safe and tidy condition to avoid any legal complication at any stage.

PREVALENT SITUATION OF RECORD IN GRR AND ITS PROBLEMS

With the passage of time since 1937 and being ignored for ages, the arrangement and safety of files in GRR Mardan had gone from bad to worse. Owing to mismanagement of these files, general public did not have timely access to their decided court cases. They had to wait for weeks and months to have access to their files and GRR staff had to spend days and nights to locate the requisite files. Courts on the other hand on numerous instances had to issue arrest warrants against GRR officials for non-production of consigned record. Consequently, the civil suits were being delayed unnecessarily.

STRATEGY FOR STREAMLINING OF GRR

Keeping in view the deplorable condition of GRR, public demand and court issues, the undersigned decided to streamline record of GRR in a modern way. Streamlining of the affairs of GRR was not less than a Herculean task because thousands of files were lying on floor without any cover, clad with mud and dust. Many of them had partially been destroyed by termite, insects, rain water etc

Hence, a comprehensive strategy was developed for streamlining of GRR which includes technical, administrative, structural and financial aspects as well as long term planning.

The detail of the said strategy is as follows:

A) TECHNICAL ASPECTS:

- i) **Careful Cleaning of files and ear marking of designated places**

The files in GRR were in really bad shape and disorder. The GRR was first sprayed with pesticides and insecticides and the room was kept locked for three days to ensure all harmful insects get killed. After that, files were carefully cleaned. Different sections of GRR were specified for different mauzas and files were shifted to their earmarked places after proper sifting.

- ii) **Computerization of data of files**

The second & most important step was to digitize all the files (mauza-wise) for which a mega exercise was carried out. All mauzas of the district have been divided into five teams which computerize the data in excel sheet on the following format:

Name of Mauza: _____

Nature of case (Civil/Criminal/Revenue): _____ (Separate sheet for each category)



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The supervisory team headed by the undersigned visits the work place on every Wednesday to motivate the frontline workers. In addition, the whole team has been promised that they would get reward equal to their two monthly pays, one at the time of completion of civil/ criminal cases & other at the time of completion of revenue cases, if they complete the project satisfactorily in four months. The announcement of reward has enhanced productivity of teams manifold.

ii) Logistics arrangements

To cater the needs of the project, racks, one laptop (04 interns had their own laptops), two scanners, one Photostat machine, militia cloth, file covers, markers etc have been purchased.

To make the working environment comfortable & enhance the efficiency of teams, electric generator with four (04) liter petrol per day alongwith sufficient potable water with ice has been provided. In addition, lighting has been enhanced & all fans have been made fully functional.

This equipment will become part of modern GRR later on.

C) STRUCTURAL ASPECTS

i) Repair and renovation of old building

The GRR is as old as the establishment of Mardan as district is. For its face-lifting, PC -I of estimated cost has been prepared with the assistance of C&W Mardan. It does not only contain repair cost of GRR but also includes renovation of old building.

Repair and renovation of the building will be done in a modern & state of the art way which will turn this GRR into a modern facilitation center for general public. In addition, a photo/video gallery will be established which will contain important notifications regarding district, photos of important places, videos of different activities of district administration etc.

It will provide an opportunity to spend quality time to the visitors of district courts.

ii) Establishment of reception

Presentation of work and facilitation of general public in a dignified way is key to service delivery. The newly renovated building will contain a reception facility with a corporate touch that will contain proper benches for visitors and LCD monitors to keep the public engaged in case they wait for their files.

D) FINANCIAL ASPECTS

As the initiative is district driven, all resources are being met from district fund (A/C-IV). The undersigned made sure that despite funding constraints, all demands of GRR project are fulfilled.

The following financial liability is involved in it:

Sr. No.	Name of Item	Cost
1.	01 No. generator	Rs.75,000/-
2.	04 liter petrol per day (Total: 120 days)	Rs.37,000/-
3.	Erection of racks	Rs.150,000/-
4.	01 No. Laptop	Rs.35,000/-
5.	02 No. Scanners	Rs.25,000/-
6.	01 No. Photostat machine	Rs.30,000/-
7.	Militia cloth	Rs.10,000/-
8.	Petty items	Rs.20,000/-
TOTAL		Rs.382,000/-
9.	Honoraria for staff	Rs.500,000/-
10.	Repair & renovation	Rs.1,500,000/-
GRAND TOTAL		Rs.2,382,000/-



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E) LONG TERM PLAN

As a long term plan, the undersigned has contacted Archives department who have agreed to depute their team which will take appropriate steps to protect fragile & partially damaged pages/ files.

In addition, the District & Sessions Judge has been taken in loop who will depute a judicial magistrate after completion of this process. The said judicial magistrate will pass order of destruction of record of those criminal cases which is no more required.

CONCLUSION

From the above-mentioned account, it is concluded that blend of different resources coupled with their smart management can produce desired results.

The video of the above-mentioned model can be perused, on-line, by using the following link:

<http://www.facebook.com/DCMardan/videos/2332607006965224>

M. Imran Hamid Sheikh 26/11/17

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