



OFFICE OF THE  
DEPUTY COMMISSIONER MARDAN

No. 94 / DC (M)/PS

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To,

The Commissioner,  
Mardan Division, Mardan.

Subject: **MARDAN MODEL OF HOME DELIVERY SERVICE OF  
FARDAAT/e-Fardaat**

Please find enclosed herewith the Mardan Model of Home Delivery Service of fardaat/e-fardaat for your kind information and further processing, please.

*M. A. Sheikh* 11/1/18

(Imran Hamid Sheikh, PAS)  
DEPUTY COMMISSIONER  
MARDAN

Copy to:

1. PSO to Chief Secretary, Khyber Pakhtunkhwa.
2. Coordinator, PMRU o/o Chief Secretary Khyber Pakhtunkhwa.
3. Nazim, District Govt: Mardan.
4. Addl: Deputy Commissioner, Mardan.
5. Manger, Service Delivery Center Mardan.

*M. A. Sheikh* 11/1/18

DEPUTY COMMISSIONER  
MARDAN

# MARDAN MODEL OF HOME DELIVERY SERVICE OF FARDAAT/e-Fardaat

## A. INTRODUCTION

To get attested copy of land ownership certificate (fard) is a fundamental right of every citizen. The fard can be acquired from the Patwari Halqa (where land record computerization has not been done) and from Service Delivery Center (where computerization of land record has been done). However, Service Delivery Center only provides copy of current status of land ownership from "zer-e-kaar jamabandi" and if any citizen wants to get previous status of ownership of his land holding, he/she will have to get that either from Patwari Halqa or from Revenue Record Room headed by District Kanoongo (DK). Hence, the main objective of launching this model was to provide the land ownership certificate to citizens in such a pleasant way that they feel pride in their govt. The idea was to provide fardaat to the citizens at their doorsteps without any kind of annoyance and find out a perfect solution which may fit in our society in which about 90% population does not know the survey No. (khasra No.)/Khaata No. of their lands. In this model, neither any citizen is required to stand in long queues outside any Govt. office nor they are left at the mercy of clerical staff. Rather, a citizen-oriented, easy to understand, aligned with the spirit of decentralization solution has been created.

## B. CURRENT SCENARIO

Painfully speaking, currently, the acquisition of fardaat is such an unpleasant experience for citizens that their trust over Govt. departments fades away when they have to beseech Patwaris or District Kanoongo (DK) or have to wait in queue for a long time in SDC for getting their basic land document

### DRAWBACKS

The drawbacks of this system are multifarious and are listed below:

- i) **NO CHECK & BALANCE**  
In the prevalent system, there is no mechanism of check & balance over the Patwaris/District Kanoongo (DK). If they are efficient, they would work well otherwise miseries of applicants would enhance manifold.
- ii) **NO RECORD OF PENDING APPLICATIONS**  
Similarly, no record is kept about pending applications. Even the Provincial Govt. gets reports about the number of issued Fadaat only, therefore, efficiency of the system by getting input to output ratio cannot be gauged.
- iii) **CORRUPTION**  
Element of petty corruption is deep-rooted in it. From search of record to issuance of Fard, the applicant has to grease the palms of different government officials without which, he/she can't get his/her legitimate work done.
- iv) **LENGTHY & EXPENSIVE SYSTEM OF SDC**  
The prevalent system at SDC is extremely tiresome, lengthy and expensive. The applicant first travels from his/her far flung village to SDC which is, generally, located at one end of the district, waits in queue & gets his request registered, takes Bank Challan Form, goes to bank & deposits amount after waiting in queue, then comes back to SDC & again waits in queue & finally, on his turn, gets his Fard. This process consumes a lot of time, energy & money of the citizen. At times, the candidate has to travel about 50 KMs to get the Fard.
- v) **TOUT MAFIA/BASTAA BARDAAR**  
To add further agony, in SDC, tout mafia flourishes because the cumbersome process of getting the Fard disheartens majority of citizens who avoid to enter in this process. So, people find no other way but to bribe the tout for getting their Fard. Though they get it easily via tout, yet a permanent seed of hatred against government gets sown in

their minds. On the other hand, in manual system, the concept of "Naib Patwari/Bastabardaar" has taken deep routes. These bastabardars are, basically, private people who assist Patwaris in their daily routine. These bastabardars do all the illicit financial deals with applicants & run the show of corruption inside or outside the Patwar khaanas.

vi) **PERSONAL ATTENDANCE/NECESSITY OF REPRESENTATIVE**

In manual as well as computerized system, anyone desirous of getting Fard will either have to come in person or depute his/her representative for this purpose. Even in this modern era of 21<sup>st</sup> century, there is no mechanism available for the land owners residing outside Mardan

**C. WORK FLOW OF HOME DELIVERY SERVICE OF FARDAAT/e-FARDAAT**

The course of action of this innovative system is as follows:

a. **FROM CITIZENS' PERSPECTIVE**

The applicant will go to his/her nearest post office, get the application form (Annex-A) for Rs. 10/- and deposit Rs. 400/- there, fill the form as per instructions & submit there. Within ten (10) days, he/she will get his/her "fard" at home. If his/her form is misplaced, he/she will be awarded with Rs. 1000/- as insurance amount.

In addition, the facility of e-fard has been extended, which would particularly benefit those land owners who reside outside Mardan. Any land owner who is desirous of getting e-fard will go to official web page of district Mardan ([www.mardan.kp.gov.pk](http://www.mardan.kp.gov.pk)), fill in the form as per instructions, upload scanned copy of deposit slip of Rs. 310, duly downloaded from the said form, and send his/her request electronically. Within five (05) working days, he/she will receive scanned copy of his/her computerized fard on the given e-mail address, if his/her given particulars are found correct. In case of any discrepancy, the applicant will be informed to clarify his/her position. In addition, with every reply on e-mail, an SMS will also be sent to the applicant for his/her information that his/her e-mail has been responded back.

b. **FROM GOVERNMENT'S PERSPECTIVE**

i. **Home Delivery Via Post Office**

The forms are printed by post office on the format given by DC office (duly annexed). The fee of this form is Rs. 10/- (Rs. 5 as printing charges of post office & Rs. 5 as SMS service charges). The post office deposits fee for home delivery of fard (Rs. 400/-) (Rs. 300 is Govt. fee for fardaat & Rs. 100 for "special insured two-way registry fee of post office"), once these forms are given to Post Office by applicants, the post office sends them to the office of District Kanoongo (DK) located inside the "Revenue Record Room". The diary clerk at reception properly receives the forms and, after scrutiny, bifurcate them into two parts: a) related to manual record and b) related to computerized record. After this necessary sifting, he hands over the requests for manual fardaat to DK and that of computerized record to District Database Manager (DBM) of SDCs. The DK as well as District DBM task their subordinates to prepare requisite fardaat and, after their preparation, wrap them in envelop, write address and hand them over to the diary clerk at reception of "Revenue Record Room" for further handing them over to postman who comes to the said reception daily for handing/taking of "daak". The post office then delivers the attested fardaat to the given addresses. In case, there is any deficiency in the request, the applicant is told about the deficiency and requested to either clear the deficiency and re-send his/her request or personally attend the office of DK or District DBM (as the case may be) for clarification. On monthly basis, reconciliation is done between DC office & GPO regarding received and issued fardaat.

ii. e-Fardaat

When the applicant submits his/her request after filling in the forms, it actually lands in two e-mails, especially made for this purpose. The whole processing is done on one e-mail while the other one serves as "reserve/stepney". The active e-mail is solely operated by district DBM who daily checks the inbox, gets the fardaat prepared from his staff & sends the scanned copies of attested/issued fardaat by using the tab "reply" to the applicant. The dashboard of DC shows data of received as well as replied e-mails, to gauge the efficiency of the system. In addition, with every reply on e-mail, an SMS will also be sent to the applicant for his/her information that his/her e-mail has been responded back.

iii. Financial Management

- Provincial Govt. has notified the following fee schedule for computerized fardaat:
  - For One page: Rs. 200/-
  - For 2-5 pages: Rs. 300 – 600/- (Rs.100/page)
  - For more than 5 pages: (Rs. 600 plus Rs. 75/page)
- Data analysis reveals that majority of personal fardaat issued at SDC contain 1-2 pages, hence; Rs. 300/- has been fixed as Govt. fee for fardaat.
- The post office sends the receipt of Rs. 300/- alongwith the fard form as a proof that fee has been collected there. Similarly, in case of e-fard, the applicant uploads the deposition slip of Rs. 300/- while submitting the request. This amount is directly credited to Govt. treasury under head BO 1418 from National Bank. Rs. 10/- is credited to the designated account of District Collector which are used as SMS charges.
- In case of computerized fard, this fee is deposited in Govt. treasury under head BO 1418 directly by post office.
- In case of manual fard, this fee is deposited in designated account of District Collector which is used for bearing cost of stamp duty of copying official documents and photocopy charges. The copying clerk affixes stamps as per notified schedule on the back side of fard form. After every month, the stamp vendor submits his bill, duly attested by DK, to DC who makes payment to stamp vendor via cross cheque. The similar procedure is adopted for clearance of photocopy charges.
- Rs. 100/- is the fee for special/insured two-way registry fee of post office. its break-up is as follows:

Rs. 80/- as fee of two-way registered mail;

Rs. 10/- as insurance fee of document;

Rs. 10/- as printing charges of envelop.

iv. Location of Khasra/Khaata Nos.

The hallmark of this system is that the applicant is not required to write his/her Khasra/Khaata No. while applying for fard. This collectorate locates this information in the following manner:

- In case of computerized fardaat: by typing name of land owner, system itself searches his/her complete information.
- In case of manual fardaat: it is done from "index radeefwaar" (executive summary of names of owners alongwith their khaata Nos. written in alphabetical order) affixed on the top of every Register Haqdaaraan-e-zameen (jamabandi).

**D. BENEFITS**

The biggest benefit of "Mardan model of home delivery service of fardaat/e-fardaat" is that it has smoothened the process of acquisition of information of land holdings and has raised the level of satisfaction and pleasure of citizens.

It has not only vanished long queues outside the SDC but has also provided relief to the citizens in the shape of provision of service at their doorstep in a cost-effective, corruption free and time-bound manner.

In addition, extra-ordinary facilitation has been provided to females, special persons (with disabilities), orphans and other marginal groups who do not feel comfortable to visit Govt. offices due to many reasons e.g.; male dominated society, non-inclusive buildings, poor public transport system etc. Now, they just send their applications from their village without any hassle.

It is a big news especially for those land owners who reside outside Mardan, as they are no more required to visit their hometown just to get fard. They can now apply electronically.

In this way, goodwill is being created in the minds of citizens towards Government and its systems that Govt. tries to facilitate its citizens while remaining in resource constraint environment.

#### **E. RESOURCES**

This revolutionary system has been developed with utilization of minimum resources. The custom-made software was prepared with minimal cost by a private software house. Similarly, the already recruited record keepers who were under-utilized in DK office have been deployed after necessary training. The renovation of reception of "Revenue Record Room" into a state of the art work station was done by utilizing Govt. funds. Furthermore, post offices were already functional in every nook and corner of the district. They were just taken in loop by striking an MoU with their Divisional Superintendent. Rest, the cost of home delivery of domicile (PKR 100/-) is borne by the applicant himself/herself.

#### **F. PARTNERSHIPS**

This model was evolved in collaboration of a software house, Pakistan post as well as Telenor cellular company. The software house developed the custom-made software by which e-fard became possible. Besides, the collaboration of Pakistan Post was a real game changer which evolved a comprehensive mechanism for home delivery service of fardaat by decentralization of authority of SDC/DK office/Patwari. Lastly, Telenor cellular service network became our partner by giving us package of "bundle SMS" at cheap rates under which two SMS alerts are sent to every applicant of e-fard, one at the time of reception of his/her form in SDC and other at the time of its reply. These SMS alerts give confidence to the applicant that his/her application is being treated with due care and caution.

#### **G. PUBLICITY STRATEGY**

Since, the beneficiary of this model is the whole community, hence; we involved all segments of society for dissemination of its information at wider level. A comprehensive community engagement exercise was done in which briefings to heads of different political parties were given, presentations in different local councils were made, members of the parliament belonging to Mardan were taken on board, different organizations of civil society were engaged to conduct awareness sessions in far flung areas, seminars were held with media persons, chamber of commerce, bar associations, private schools association, doctors' association, labour union, representative bodies of government officials etc. In addition, special programmes were held in TV/radio talk shows. This massive community engagement campaign yielded positive response.

#### **H. END RESULT**

When I go to field visits and ask people about this system, the shine in their eyes and prayers on their tongues make me fly very high. The satisfaction which one feels after doing something for benefit of public which was beyond and above the call of one's duty becomes a joy forever.



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