

# Case Study

## Digitization of DC office, Sonipat, Haryana Record Room.

With the time passing physical documents tend to get fade away, spoiled, and mutilated over a period of time. With Digital India picking up the momentum, the digitization of documents in the Government departments like land records, court records became critical for quick and easy access of the information. M/d. SoftAge Information Technology Limited, a pioneer in the field of Digitization was engaged to set the General record room (GR) into modernization of the same. While the documents were managed well in a rudimentary way but with lots of challenges;

### Problem statement/ Key challenges

Document wear and tear was obvious as property documents dated 1857. It was necessary to retrieve legal agricultural documents (Khasra) and fetch records from Jamabandi Registers for court hearings. The challenge in the Sonipat Digitization project was to convert the antiqued Parat-Patwar documents into a readable format to be presented in the court hearings. Land disputes in court kept on delayed for months, hearing in court one after the other and authorities could not identify a robust way to resolve the conflict and access files timely.

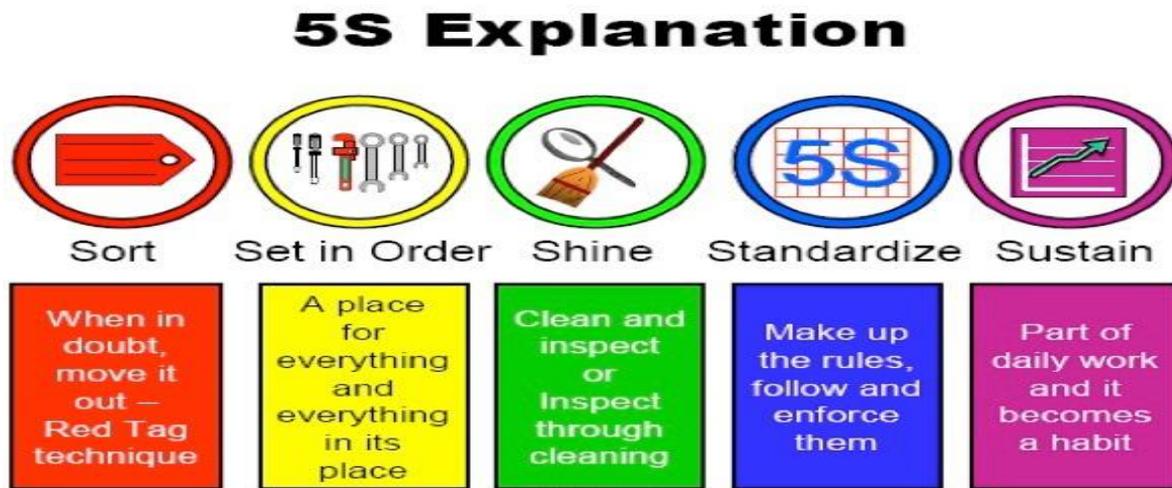
- Layers of dust got deposited on piles of documents so there were more spider webs and termites leading to a frown experience for anybody searching for a file.
- Torn pieces of papers, sides of documents almost ruined partly and needed to be patched together
- Old Jamabandi Registers often left entertained for decades, bundled and stored in really bad storage space
- Seepage and ink distorted, unable to read records properly, so there was no feasible way to validate owner's identity.
- Hearings of court delayed , land disputes kept complicated in the absence of relevant documents, either misplaced or not found at the right time
- Patwaris, Revenue officials were unable to retrieve Parat-Patwar, as expected

### Documents condition before SoftAge undertook the Task of Digitation @ Sonipat



## Approach Adopted by SoftAge:

SoftAge adopted Japanese 5S technique to address this problem which is depicted below;



## Analysis of the situation

Paper documentation presented its tricky challenges to DISTRICT ADMINISTRATION. So **Deputy Commissioner, Sonipat** decided to **handover the document management task** to a service provider who thoroughly understand the criticality of situation and provide a viable solution. **SoftAge** put forward its best work to store and retrieve all sort of legal files like Shajra, Shamlat or Record of Rights (ROR). Since, land related records have a fiscal value, need to be preserved anyhow. Revenue registers were torn badly by termites, spoiled by continuous seepage in store rooms, damaged by dust.

**The proactive approach was instituted and prime task was to shift the bundles of important papers tied thoroughly in cartons to a much safer place or create an electronic copy of documents.**

Necessary damage recovery from environmental catastrophes so that the land records remain saved for years however, more feasible solution is desired. **Document digitization is an ideal way to store data and retrieve them as desired during land ownership matters in court and for administrative purposes.**

## Setting up Digitization Lab @ Sonipat

Records were in bad condition, quality was deteriorated so Softage adopted Digitization technique to combat the damage done to the revenue records. Initiated under the supervision of Deputy Commissioner, Mini Secretariat, Sonipat, this project was of utmost priority. After careful analysis of the entire scenario, a special laboratory was setup to investigate the present condition of records and accordingly implement methodology to treat the damage.



### Stages of Work Performed by Softage During the entire project

#### a) PEST CONTROL

Pest control is a prime requisite to kill all germs and parasites that might pollute the warehouse where all important papers are stored. This causes severe harm to documents as well. So, at initial stage, a specialized eco-friendly, paper- safe pest control was performed in Government warehouse so as to get rid of insects, rodents and harmful termites causing damage to records.

#### b) DUSTING AND CLEANING

Dusting is usually performed to clean the mess since warehouse was left ignored. there was no sunlight or ventilation so that clean air passes through the atmosphere. A layer of dust was deposited on the legal papers. Once a safe pest control was done, it was followed by a thorough clean-up to abolish layers of dust deposited on antiquated files.

#### c) IRONING AND STEAMING

Ironing is a specialized technique to remove all the wrinkles and distortions on the old papers that might cause inaccuracies during the scanning procedure. A special steamer was also implemented to further assist the paper smoothing work. Each pile of paper records was then handled with extreme precision, underwent ironing and steaming for a smooth wrinkle-free finish ready for a perfect copy.

#### d) REPAIR AND STRAIGHTENING

Repair is done to correct any flaws in the old files so that final output in the form of digital files look absolutely similar as if somebody is viewing the original document. This stage of work includes sticking torn pieces of paper together using a tape so that resultant paper is ready to undergo scan process.

### e) PRE-SCAN ACTIVITY

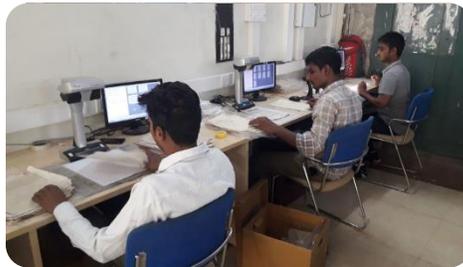
Pre-scan activity is mandate to unbind the paper files attached in large bundles, remove any staples from bundles so that scanning could be done properly without missing any details on the top, bottom or sides of the paper. This was followed by sequencing the documents so that they are well sorted and easily identifiable.

### f) SCANNING

Scanning is a mechanism to transform paper file into digital format, easily accessible and retrieval online within a click of a button. A specialized scanner was deployed to perform scanning of different paper sizes (A4-A0). Softage Information technology Ltd designed a customized **Document management Software - ScanE** to perform scanning efficient scanning of legal records.

### g) INDEXING

Indexing is a process that calls for specialized experts who could sort the papers careful, align in a systematic manner for later retrieval. Once our highly experienced team of scanners worked on obsolete data files, each of them were indexed and uploaded on e-Application Sonipat (a software developed by NIC) so that they became identifiable for faster retrieval at any point of time.



## Post Scanning

Once all files are scanned, there remain few things that require huge attention. Each file was tagged separately with a thread for specific categorization. Precision and perfection was the topmost priority when it comes to output delivery by SoftAge. Use of Plastic bags to preserve recovered files was the noteworthy step taken by SoftAge to prevent further damage in near future. Instead of arranging all data files in folders or box files, we made use of plastic bags which was the smart choice highly appreciated by Government Authorities.

## Warehousing of Documents



Warehouse facility is a must to preserve original documents in a place that is seepage-proof, free from environment catastrophes rodents, termites, fire, floods etc. After all the necessary procedures were performed during the Digitization Process in Sonipat, the next important step was to save the physical files packed in cartons. We were assigned two Record rooms, GRR (General Record room) and SK (Sadar Kanoono room) to keep assembled land records on racks in warehouses.

## Outcome

Implementation of Document Management system assisted the court disputes. Legal documents are safe and accessible within a click of a button. Court hearings (“Adaalat ke sunavaee”) are going smooth as land disputes are sorted, data is digitized and paper found its ideal place in well-protected Government Record Rooms. Data is retrieved timely without documentation delay.

## About District Administration

District is a prime unit of field administration, which is in existence from ages. District administration Sonipat is categorized into various departments who undertake the proceedings as role assigned. First the Collector for revenue administration), the District Magistrate for criminal justice administration work and finally the Deputy Commissioner who supervises General Administration and specific functions and possess powers to control operations under local tenancy laws.

**Prevailing Administrative Structure comprises:**

- 1) Administration of all regulatory functions under guidance of District Magistrate and Collector. Includes Law and order, excise, land revenue or reforms, registration, social welfare, treasury and civil supplies.
- 2) District and Sub-district Government offices include PWD, irrigation, industries, health, etc.
- 3) Local government bodies like Panchayati Raj Institutions, Municipal bodies are categorized as third tier in Government administration.

Land revenue records or legal papers related to property falls under the general administration. Initiated and supervised by Deputy Commissioner, Mini secretariat, Sonipat, the project to analyze the failures in document retrieval and evaluate an optimum solution to get things done on time was started. The Digitization of all legal documents was assigned to SoftAge Information Technology, who thoroughly understood the criticality of situation and took the necessary preventive measures.

### **About SoftAge**

SoftAge Information Technology Limited, 204 Udyog Vihar, Phase-IV, Gurgaon, Haryana-122002, contact number +911244081046 [www.softage.net](http://www.softage.net) is an ISO 27001:2013 certified Digitization services expert primarily dedicated in the field of Document Management and Custodian Services. With decades of industry expertise and driven by a mission to transform the world digitally, we have digitized documents for variety of industry leaders since 1994. With 64 hub offices in India and presence across the globe, we have a document warehouse facility to store your physical documents and provide access to digitized data. As businesses grow, volume of data multiplies and we expand our horizons to serve you 'The Best'.