

Best Practice 03: Auto Trigger for Mutation / Name Change in Madhya Pradesh

Overview

The Madhya Pradesh government implemented a reform to streamline the process of mutation and name change across multiple departments. This reform enables the auto-triggering of mutation/name change processes at the Revenue Department, Urban Local Bodies (ULBs), and DISCOMs (Electricity and Water utilities) as soon as a property is registered at the Sub-Registrar Office. The reform was implemented on 28th May 2021, with the online mutation procedure being made available through an integrated system.

Implementation

This reform integrates multiple systems, including the Department of Registration & Stamps (SAMPADA), Land Records (RCMS), Urban Development (SUGAM), and DISCOMs. The integration ensures:

- **Updating Land Records:** Upon completing the property registration process in the SAMPADA portal, the e-registration number is shared via APIs with RCMS and ULB systems. Mutation cases are automatically initiated, and case details are shared with users through SMS. Land records are electronically updated based on decisions in RCMS.
- **Name Change in Electricity Bill:** During property registration, users enter the IVRS number in the Registration Initiation Form, triggering the name change process for electricity connections.
- **Property Tax and Water Bills:** Mutation cases are created on respective ULB portals, and users are notified to fill out forms and pay applicable fees online. Property tax and water bill records are updated post-mutation.

Additionally, an integrated portal, <https://mpbhulekh.gov.in>, provides comprehensive land parcel information sourced from various systems.

Pre-Reform Scenario

Previously, applicants had to visit multiple department offices after registering their property to initiate mutation/name changes in land records, municipal corporation systems, and utility bills. This led to increased compliance burdens, delays, and higher costs for end users.

Objective

The primary objective of the reform is to trigger the mutation/name change process automatically in the records of the Revenue Department, ULBs, and DISCOMs for ownership, property tax, electricity, and water bills upon property registration.

Key Features

- Automated integration of departmental systems for seamless information flow.
- User-friendly online application process for mutation cases.
- Real-time updates and notifications for users and departmental officers.
- A unified portal for accessing land parcel information from various systems.

Impact

- **Reduction in Procedures:** The reform has eliminated the need for multiple visits to departmental offices, ensuring a simplified mutation/name change process.
- **Number of Beneficiaries:** Over 10,000 people have benefited from the initiative, and more than 5,000 mutation orders have been issued.
- **Reduction in Time and Cost:** The auto-trigger system has significantly reduced delays and costs, enabling users to complete processes online without visiting multiple offices.
- **Ground-Level Difference:** The reform has reduced compliance burdens, streamlined service delivery, and improved user satisfaction.

Replicability

The reform demonstrates a scalable and replicable model for other states and departments to integrate systems and streamline service delivery effectively.

Relevant Portal

The portal for accessing services and integrated information is <https://mpbhulekh.gov.in>.

This reform underscores Madhya Pradesh's commitment to leveraging technology for improving citizen-centric services and enhancing ease of doing business.