

Best Practice 06: Change of Land Use (Diversion)

Overview

The **Change of Land Use (Diversion)** is a best practice implemented by the **Revenue Department** of Madhya Pradesh. Officially launched on **June 14, 2019**, this reform simplifies and digitizes the process for changing land use through an online system. The initiative aims to reduce physical interactions and improve efficiency in land use applications.

Pre-Reform Scenario

Before the implementation of this reform, the process for changing land use was cumbersome. Applicants had to visit multiple offices, such as the **Sub-Divisional Officer (SDO)** and **Tehsildar**, to request a diversion of land. The relevant Khasra copies were not available online, necessitating multiple visits to the department to obtain updated land records.

Objective

The primary objective of this best practice is to streamline the process for changing land use through an online system, introducing a provision for deemed approval that ensures “zero physical touch points.” This reform enhances convenience and efficiency for applicants.

Implementation

The reform was implemented through administrative changes, specifically via amendments to the **Madhya Pradesh Land Revenue Code (Amendment) Act, 2019**. Key features of the implementation include:

1. A **zero physical touch point** process where users can complete their applications online by selecting the land parcel and paying the required fees for the intended purpose (e.g., education, industrial, residential).
2. A **deemed approval provision** that automatically updates the land use in the Khasra after 15 days if the SDO does not take action.
3. Online diversion fee payments, with receipts serving as valid proof of the change in land use.
4. Updated Khasra documents now include critical information about previous ownership, usage, crop information, and any encumbrances.

Key Features

- **Digitization:** The entire process has been digitized, allowing applicants to download the updated Khasra copy online after paying a nominal fee.
- **Simplification:** The process has been simplified, reducing the regulatory burden on citizens and streamlining the procedure for changing land use.

Impact

The implementation of the online system has resulted in:

- A reduction in the number of procedures and documents required for changing land use.
- Over **347,000 applications** processed through the system to date.
- A decrease in the timeline for service delivery from **30 days to 15 days**, with the provision for deemed approval enhancing efficiency.
- Reduced costs associated with delays and the need for multiple office visits.

Replicability

This reform is replicable across other ministries and states/UTs, and officers are encouraged to assess its viability for implementation in different contexts.

Relevant Portal

For more information and access to the system, please visit the portal: <https://mpbhulekh.gov.in/mpbhulekh.do>.