

No. Secretary /Revenue-HP/2024-
Government of Himachal Pradesh.
"Department of Revenue"

From The Secretary Revenue to the
Government of Himachal Pradesh.

To All the Deputy Commissioners,
Himachal Pradesh

Dated 9th August, 2024

Subject: - Scanning SOP regarding digitization of Record Rooms

Sir,

Kindly refer to this office letter No. Secretary/Revenue-HP/2024-29 dated 8th July 2024, wherein approval was granted to the Director of Land Records, Himachal Pradesh, to initiate the digitization of records kept in all Modern Record Rooms across the state. In this regard, a detailed SOP for the digitization of Record Rooms (Revenue as well as General) has been designed and is enclosed with this letter. This SOP will serve as a guide for the efficient implementation of this project, ensuring its completion within the stipulated time frame. The conditions outlined in the SOP are intended to facilitate the smooth execution of the project and to minimize any potential delays.

You are, therefore, requested to strictly adhere to the SOP. In case any amendments to the SOP are necessary over time, the same may be implemented with the approval of the government.

Additionally, you are requested to prepare the files kept in the Revenue as well as General Record Rooms under your jurisdiction for scanning. The transportation of these records to the scanning location will be handled by the vendor, "Neel Data Pro IT Solutions Pvt. Ltd."

Furthermore, all you are also requested to issue the necessary directions to the Record Rooms under your jurisdiction, once the scanning vendor arrives at your office, to ensure the smooth transfer of records to the scanning location.

Additionally, a training session regarding the data entry of Revenue files on the RMS portal will be held on 16th August, 2024 at 3 PM. The link for the training is meet.google.com/rzo-mtpy-wmv. You are requested to ensure the participation of all the record room officials under your District, in this training session.

Yours faithfully,



Secretary Revenue to the
Government of Himachal Pradesh

Endst. No. Secretary /Revenue-HP/2024-

Dated: 9th August, 2024

Copy forwarded to:

1. All the Divisional Commissioners, Himachal Pradesh for information please.
2. The Director, Land Records with the request to keep the updated SOP for implementation on record.
3. The Deputy Commissioner Shimla, Solan, Mandi, Kangra at Dharamshala, and Chamba, with the request to ensure that adequate staff as mentioned in the SOP are maintained at the scanning location for the verification of scanned files on a rotational basis.



Secretary Revenue to the
Government of Himachal Pradesh

Scanning SOP for Digitization of Record Rooms

Department of Revenue
Himachal Pradesh

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1. A Brief Overview

Embarking on a transformative initiative, the Government of Himachal Pradesh is dedicated to the meticulous digitization of its official records housed in the Revenue and Court record rooms. This monumental undertaking is aimed at preserving historical documents while enhancing accessibility and efficiency in record management. The vast landscape of record room locations, spanning all districts of the state, reflects the diversity and richness of the archival material.

Given the magnitude and intricacies of this endeavor, it becomes evident that a structured and comprehensive Standard Operating Procedure (SOP) is imperative for its successful execution. The SOP serves as the guiding framework, outlining predefined steps and protocols meticulously designed to streamline each phase of the digitization process. Through this SOP, we aim to establish a systematic approach that ensures accuracy, accountability, and the preservation of invaluable historical records in the digital age. The SOP will be the cornerstone, providing a roadmap for all stakeholders involved, setting the foundation for a successful and transformative digitization journey in Himachal Pradesh.

2. Details of record rooms

2.1. There are two types of record rooms in Himachal Pradesh - firstly, Revenue record rooms, secondly, Court record rooms. The tentative record room locations are as under:

Record Room Locations in Himachal Pradesh			
Sr. No.	District	Record Room Location	Record Room Type
1	Bilaspur	DC Office Bilaspur	Revenue and General Record Room
2		SDM Office Ghumarwin	Revenue Record Room
3	Chamba	DC Office Chamba	Revenue and General Record Room
4		SDM Office Bhattiyat	Revenue Record Room

5		SDM Office Churah	Revenue Record Room
6		SDM Office Dalhousie	Revenue Record Room
7		SDM Office Salooni	Revenue Record Room
8	Hamirpur	DC Office Hamirpur	Revenue and General Record Room
9	Kangra	DC Office Kangra at Dharamshala	Revenue and General Record Room
10		Divisional Commissioner-Kangra	General Record Room
11		SDM Office Baijnath	Revenue and General Record Room
12		SDM Office Dehra	Revenue and General Record Room
13		SDM Office Jaisinghpur	Revenue and General Record Room
14		SDM Office Kangra	Revenue and General Record Room
15		SDM Office Jawali	Revenue and General Record Room
16		SDM Office Nagrota	Revenue and General Record Room
17		SDM Office Nurpur	Revenue and General Record Room
18		SDM Office Palampur	Revenue and General Record Room
19	Kinnaur	DC Office Kinnaur at Reckong Peo	Revenue and General Record Room
20	Kullu	DC Office Kullu	Revenue and General Record Room
21		SDM Office Ani	Revenue and General Record Room
22		SDM Office Banjar	Revenue and General Record Room
23		SDM Office Manali	Revenue and General Record Room
24	Lahaul & Spiti	Kaza	Revenue and General Record Room
25		Keylong	Revenue and General

			Record Room
26		Udaipur	Revenue and General Record Room
27	Mandi	DC Office Mandi	Revenue and General Record Room
28		Divisional Commissioner-Mandi	General Record Room
29		SDM Office Gohar	Revenue and General Record Room
30		SDM Office Jogindernagar	Revenue and General Record Room
31		SDM Padhar	Revenue and General Record Room
32		SDM Office Karsog	Revenue and General Record Room
33		SDM Office Sarkaghat	Revenue and General Record Room
34		SDM Office Sundernagar	Revenue and General Record Room
35	Shimla	DC Office Shimla	Revenue and General Record Room
36		SDM Office Chopal	Revenue and General Record Room
37		SDM Office Dodra Kwar	Revenue and General Record Room
38		SDM Office Jubbal	Revenue and General Record Room
39		SDM Office Rampur	Revenue and General Record Room
40		SDM Office Rohru	Revenue and General Record Room
41		SDM Office Theog	Revenue and General Record Room
42	Sirmaur	DC Office Nahan	Revenue and General Record Room
43		SDM Office Pachhad	Revenue Record Room
44		SDM Office Paonta Sahib	Revenue Record Room
45		SDM Office Rajgarh	Revenue Record Room

46		SDM Office Sangrah	Revenue Record Room
47	Solan	DC Office Solan	Revenue and General Record Room
48		SDM Office Arki	Revenue and General Record Room
49		SDM Office Kandaghat	Revenue and General Record Room
50		SDM Office Nalagarh	Revenue and General Record Room
51	Una	SDM Office Amb	Revenue Record Room
52		SDM Office Bangana	Revenue Record Room
53		SDM Office Gagret	Revenue Record Room
54		SDM Office Haroli	Revenue Record Room
55		DC Office Una	Revenue and General Record Room

3. Scanning locations

- 3.1. As per preliminary examination, there are approximately 55 Record rooms locations (consisting of both types of record rooms) spread all across the state. Details of the same have been given in para 2.1.
- 3.2. These locations contain the records of around 288 courts.
- 3.3. However, it is logistically impossible to do scanning in all these 55 locations. The scanning vendor would have to hire expert manpower for all these 55 locations, and also manage various other logistical issues across these sites. Additionally, at the government level also close supervision would be required at 55 locations - there is simply no such resources available at the government level. This would drastically increase the logistical complexity and the cost of the project.
- 3.4. At the same time, a single location across the whole state would require a lot of logistics for transportation of documents to and from the scanning locations. Given the crores of documents involved, there is the added risk of misplacement of documents.

3.5. There is, thus, a requirement to balance the opposing needs. Detailed discussions have also been done with scanning vendors, and it is rational to have about 5-6 scanning locations.

3.6. Requirements at Scanning Locations

The following would be required at each scanning location:

- 3.6.1. Availability of rent free, appropriate space, free from all encumbrances, for about 2 years.
- 3.6.2. Availability of water, electricity, fast internet and toilet facility.
- 3.6.3. Easy accessibility from the main road which is pliable by pickup trucks.
- 3.6.4. CCTV in each scanning room
- 3.6.5. Parking space for the pickup trucks.
- 3.6.6. Sufficient space for scanning activities.
- 3.6.7. Sufficient space for verification activities.
- 3.6.8. Computers for verification.
- 3.6.9. Sufficient space for storage of documents before and after scanning.
- 3.6.10. Sufficient number of chairs and tables.
- 3.6.11. Stationary like staplers, tags, colour flags etc.

4. Scanning and project duration

As per initial calculations, the scanning project is likely to take about 18 to 24 months. Since the number of documents is estimated, the actual time required might increase. Additionally, this project requires multiple logistical support and is complex in nature. In case of difficulties arising during the project period, the timeline might increase.

5. Document Types

5.1. We are set to digitize data from both record rooms, namely the Revenue Record Room and the Court Record Room. The tentative details of documents present in each record room are provided below:

Document Types Present in Record Room					
Sr. No.	Record Room Type	Name of Document	Does it contain spatial data ?	Page Size	No. of pages per file (Average)
1	Court Record Room	Court Case File	Yes	A3 and A4	300
2	Revenue Record Room	Misal Haqiat	Yes	A3, Legal and A0	250
3		Field Book	No	A5	200
4		Khatauni	No	A5	200
5		Jamabandi	Yes	A3, Legal and A4	250
6		Mutation Register	Yes	A4	150
7		Muttha Mutfak	No	A4	20
8		Chittha Shajra Nasb	No	A5	20
9		Wajib ul arz	No	A6	20
10		Naksha Bartan	No	A7	20
11		Naksha Panchakki	No	A8	20
12		Naksha Rivajaat Avpaashi	No	A9	20
13		Mardam Shumari	No	A10	20
14		Mutfark Aamdani	No	A11	20
15		Mal Shumari	No	A12	20
16		Muafiyet Pension	No	A13	20
17	Rojnamcha	No	A4	100	

5.2. Basically, there will be two categories of documents. The first type will include documents without any spatial data (maps), and the second type

will involve documents containing spatial data. Details of the same have been given in para 5.1.

5.3. For documents without spatial data, there will be further classification:

5.3.1. General court files

5.3.2. Well-binded data, particularly Revenue records

5.3.3. These types of documents can be easily scanned with the overhead scanners (for bound books), and through sheet-fed scanners (for files and loose pages).

5.4. Documents with spatial data includes the following:

5.4.1.1. Tatimas (as independent documents made on tracing or other paper).

5.4.1.2. Tatimas drawn within existing pages

5.4.1.3. Other diagrams of spatial nature

5.4.2. For documents with spatial data, additional precautions have to be made to ensure the integrity of the dimensions within the data. Ideally this will be done through platen-based or other scanning technology where there is very little angular distortion.

6. Manpower structure

6.1. Sufficient manpower must be provided by the vendor at each location.

6.2. The project will have a dedicated nodal officer at the state level, who will oversee this project.

6.3. The state will handle the outsourcing of Data Entry Operators at the scanning locations to ensure the pace of data entry and document verification matches the scanning vendor's speed.

6.4. The Deputy Commissioner of the district where the scanning location is situated will be responsible for arranging the following staff at the scanning location:

6.4.1. A Location Manager, of the level of District Revenue Officer or above, will oversee operations at each scanning location, managing

data transfer between record rooms and the site. He will coordinate with the state-level nodal officer, providing daily updates.

- 6.4.2. Two Class III employees will be deployed at the scanning location to verify the files.
- 6.4.3. One Class IV employee will be assigned to each location to assist the verification personnel.
- 6.5. Each district must designate one Class III employee per record room location as the Record Room Nodal Official. This official will handle document transit at the record room level, ensuring the smooth dispatch and receipt of documents.

7. Preparation of files for scanning

- 7.1. Files designated for scanning will undergo preparation at the Record Room level, where the Record Room Nodal Officer will oversee their updation on the RMS portal before sending them for scanning.
- 7.2. The updating process will occur on a 'lot' basis, with each Basta treated as one lot and assigned a unique lot number. The Record Room Nodal Officer, assisted by Record Room officials, will update the details of each file on the RMS portal based on its lot.
- 7.3. Each Record Room (Revenue as well as General) will be provided with a login to the RMS portal to update the metadata of the files for scanning.
- 7.4. The lot number will be based on the login ID. For example, if the login ID of any Record Room "A" is 90001, then the first lot prepared by that record room will be assigned Lot Number "90001-1" (Login ID - Sr. No.), making it unique across the state.
- 7.5. The Record Room Nodal Officer, while submitting the physical files for scanning, will also submit the online prepared lots to the vendor through their login. The details of the submitted lot and the files entered under it will be available in the vendor's login for receiving.

- 7.6. If the vendor finds any error in the lot while receiving the physical files, they have the option to revert the same to the Record Room for correction.
- 7.7. If the Record Room lacks sufficient staff for data entry, the staff deployed at the scanning location will perform the data entry using the credentials of the concerned Record Room.

8. Document transit

- 8.1. The vendor will provide a covered vehicle equipped with a CCTV camera inside the vehicle for secure document transit from each location. The vehicle will have a driver and a helper provided by the vendor. After collecting the documents from the respective record room, the vehicle will be securely locked from the outside using a tamper-proof lock. Additionally, a seal will be applied, which will be opened only in the presence of government officials assigned to oversee this process at both the record room and the scanning location.
- 8.2. Till such time as vehicle given in para 8.1 above is on-boarded by the vendor, the Location Manager shall ensure safe custody of the documents during transit by deputing Government official alongwith the vehicle at his level.
- 8.3. Record Room staff, with the help of the Record Room Nodal Officer, will pack files into bags (Basta), which will be assigned a unique lot number. A sticker with the lot number will be pasted on each lot.
- 8.4. Court files will be sent by year, prioritizing the latest records. However, revenue files will be sent according to revenue villages, ensuring data of one village is not mixed with another.
- 8.5. Record Room assistants and Record Room Nodal Officers will transport packed Bastas to the vehicle with the help of the vendor's helper. After loading, the vehicle door will be sealed. The nodal officer will report the transit of files to the Location Manager of the scanning location, where the files will be scanned.

- 8.6. The location-wise mapping of Record Rooms is annexed as **Annexure I**.
- 8.7. At the scanning location, a special room will be designated for new files, which will be sent for scanning on the directions of the project manager appointed by the vendor. The vendor must send and receive the files in a manner that does not disturb the original sequence of the files as received from the record rooms.
- 8.8. The government-appointed Location Manager will supervise the entire process, facilitating effective communication between the vendor and the department. Their role includes resolving any issues that may arise during the project, ensuring smooth progress.
- 8.9. For documents with large-sized maps, a state-level location with a high-quality printer will be selected for scanning. The Location Manager from the government side will oversee this process, ensuring proper tagging and reattachment of documents at their original locations.

9. Scanning Methodology and Vendor's involvement

- 9.1. After receiving the lot, the pagination of each page within the court files will be carried out by the vendor's team using an automatic numbering machine.
- 9.2. For files with pages already hand-numbered after consignment, such files shall also be numbered using the machine so that the page number is computer-readable.
- 9.3. For the scanning of documents with spatial data, a specialized team equipped with high-quality scanners will be assigned at all locations. A scale will be scanned alongside the maps to ensure accuracy and facilitate cross-checking.
- 9.4. Documents without spatial data will be scanned using two types of scanners:
 - 9.4.1. A sheet-fed scanner for tagged files, especially court files.
 - 9.4.2. An overhead scanner for well-bound Revenue Records.

- 9.5. All required hardware pertaining to scanning and digitization will be provided by the vendor. Only space and electricity will be provided by the department.
- 9.6. Scanning of records will be done on A4/Legal/A3 size papers, and it will be the vendor's responsibility to maintain the quality of the documents.
- 9.7. Documents will be scanned at a resolution of 300 -400 DPI.
- 9.8. After scanning, the vendor must verify each file for missing pages and also verify any digital numbering breaks. The vendor will use AI-based software to identify page breaks in the scanned file.
- 9.9. After scanning and vendor-level verification, the files will be uploaded to the RMS portal by the vendor.
- 9.10. The vendor, through their login, will submit scanned lots for verification to the government personnel deployed at the scanning location. The lot will be submitted only if all the files under it have been scanned and uploaded to the RMS portal.
- 9.11. If any mistakes are found during the verification process, the vendor will correct them and resubmit the files for re-verification to the verification personnel.

10. Document verification

- 10.1. Document verification is a crucial task. Although the vendor's software will be used to verify the scanned documents, 100% verification of files will also be done at the government level. For this purpose, government employees and Data Entry Operators hired by the government will be directly involved to ensure proper accountability.
- 10.2. After scanning, all files will undergo verification using the vendor's software before being uploaded to the RMS portal.
- 10.3. Initially, all documents will be uploaded to the vendor's dedicated software, where OCR technology will be utilized to detect pagination breaks and scanning errors.

- 10.4. Once any identified issues are resolved, the documents will then be uploaded to the RMS portal by the vendor. The vendor will also note the page numbers of pages that do not contain any informative data or are blank and will update this on the RMS portal.
- 10.5. After the files are updated on the RMS portal, the vendor will submit the lot for verification through their login.
- 10.6. The submitted files will be received by the government employees or outsourced personnel deployed at the scanning location in their login. This login will be provided at each scanning location for government-level work.
- 10.7. The staff will verify each file based on the numbering done on the file and check if any pages are missing.
- 10.8. If any mistakes are found in the file, it will be reverted to the vendor for correction. After correction, the file will be re-verified and uploaded back to the RMS portal by the verifiers.
- 10.9. After verifying each file, a certificate stating the 100% verification of the file will be generated through the software and will be OTP-signed by the concerned verifier.
- 10.10. Each verified file will have a verification certificate (**Annexure II**) attached to it.
- 10.11. After verification of lots by the government-level verifiers, the same will be sent back to the scanning location by the vendor.
- 10.12. In case there is a high pendency of files for verification at the scanning location level, the concerned government-appointed Location Manager will inform the concerned Deputy Commissioner to issue orders regarding the verification of files at the Record Room level.
- 10.13. In this case, the vendor will provide the scanned data on a hard disk to the concerned Record Room.

11. Disclaimer

This SOP has been designed after multiple discussions with field agencies and technology providers. It is important to point out that no such digitization effort has ever been done in Himachal Pradesh having such complexity . It is anticipated that multiple problems will be faced during the project implementation. Necessary solutions will have to be devised as and when such problems arise. Small variations in the SOP may be required in the field level during implementation. However in case any major changes are required in the SOP, the same shall be brought to the notice of the Government for its approval.

Location Wise Mapping of Record Rooms

Sr. No	Name of Location	Record rooms (General/ Revenue) whose records will be transported to this location
1	D.C. Office Shimla	1. General and Revenue Record Room D.C. Office Shimla 2. Divisional Commissioner Shimla 3. Financial Commissioner Shimla
2	Theog under District Shimla	1. All the Record Rooms under District Shimla except whose scanning is done at D.C. Office Shimla 2. All the Record rooms under District Kinnaur 3. Record Rooms at Sub-Division Kaza
3	Solan	1. All the Record Rooms under District Solan 2. All the Record Rooms under District Sirmaur
4	Mandi	1. All the Record Rooms under District Mandi 2. All the Record Rooms under District Kullu 3. All the Record Rooms under District Hamirpur 4. All the Record Rooms under District Bilaspur 5. All the Record Rooms under District Lahaul and Spiti (Except Record Room Under Sub Division Kaza) 6. Divisional Commissioner Mandi
5	Dharamshala	1. All the Record Rooms under District Kangra 2. All the Record Rooms under District Una

		3. Divisional Commissioner Kangra at Dharamshala
6	Chamba	All the Record Rooms under District Chamba

Verification Certificate

I, _____ (Name) _____
(Designation), hereby make the following self-declaration regarding the completion of
the verification process for Court File Number _____ titled
_____:

- 1. I have checked the scanned copy of the file and reviewed the digital numbering on each page.
- 2. The page numbering is continuous, with no breaks.
- 3. No pages have been skipped, and the total number of pages in the PDF matches the last page number entered in the file.
- 4. I have only reviewed the PDF of the file, not the physical file.
- 5. I acknowledge that some older files may have pages in poor condition; therefore, the scanned copy reflects the actual state of the physical pages. However, if any pages were found to be folded or missing in the scanned PDF, I have got it corrected from the vendor.
- 6. I understand the importance of maintaining the accuracy and completeness of our records during this verification process and have diligently performed my duties to the best of my ability.

Notes/Comments:

Signature

Name of Official _____

Date of Verification _____