

Abstract

This thesis mainly focuses on the lessons of e-governance application in land administration based on two case studies-one from Bangladesh and another from India. At the beginning, the concept of governance and e-governance has been defined. Then present state of district land administration in Bangladesh has been described with the view of its effectiveness in delivering citizen-centric service to the people. The nature of current services provided by district land administration is also pictured. Later the justification of application of e-governance in land administration is shown in this paper. Mainly, my thesis has tried to answer two major questions- "How e-governance can be applied in district land administration for citizen-centric service?" and "what qualitative changes will e-governance bring in district land administration?" Case study method has been applied for research. The "Bhoomi" project of Karnataka of India and "Land Record Archiving and Automation of Record Room at Manikganj DC's Office" project of Bangladesh have been studied as cases in this dissertation.

In Karnataka in India application of e-governance in land department has revolutionized the quality of land services. Initially, they have computerized the records of land ownerships. They have also created online based computerized land record kiosks at each *taluk* (the lowest tier of district land administration in India) and uploaded the automated land records in the webs. Now from those kiosks people can easily collect the notices of mutations and RTC (Record of Tenancy and Crops). Previously, people used to go to the village accountant who was in charge of *taluk* to get a copy of RTC. But the system was characterized by procrastination, non-transparent, unaccountable and corrupted. But after the system been automated the studies strongly demonstrate its

effectiveness. People have rated the procedure of collecting RTC as easily accessible and simple. How the project faced the challenges and eventually made it a successful one is the main part of analysis in this paper.

In Bangladesh, the “Support to ICT (SICT) Task Force” is a project initiated by the government to implement e-governance throughout the nation. Under this program, a pilot project of “Land Record Archiving and Automation of Record Room at Manikganj DC’s Office” started in 1998 in Manikganj. The main objective of this project is to develop a computerized system for imaging, archiving, retrieving and printing of khatian (an owner’s records of rights for lands) and mouza (particular defined land area demarcated for mapping) maps in Manikganj district. Under this project, 2.72 lakh pages of records have been automated so far. An analysis has been made on this incomplete project and I tried to identify the flaws. At the end, I present some lessons from those studies and on the basis of that recommendations have been made.