

Executive summary

The Provincial Land Commissioner Department of Northern Province had been handling the service oriented works and employee oriented works manually until this project was executed. The manual work of the land management causes human errors and it provides chance to forgery and tampering and causes undue delay in service delivery system. In the absence of proper human resource management information system, the Department faces difficulty in providing exact, sensible and quality information to the management as well as other stakeholders. The manual inward outward mail registering system causes many difficulties to the Staff in completing their works in scheduled time.

The manual Departmental works caused higher expenditure, long time in processing and lot of paper works. The problem in the department were categorized by using SWOT analysis, PESTEL analysis and cause and effect diagram by the project authors. These analyses emphasis the real needs of the electronic system and show clearly the major problems of the department regarding the efficiency in performance. Under these circumstances, three Database systems were introduced by the authors. Such as, e-SLIMS, HRMIS, Mail tracking System. e-SLIMS Database already introduced by the Ministry of Land. In the purpose of the project authors entered data of more than 10,000 lands into that system and all the manual works are changed into electronic system. The manual inward outward register system also changed into electronic system.

To implement the project, authors initially created five components such as, situation analysis, planning and designing, training, project implementation, monitoring and evaluation. In the situation analysis SWOT, PESTEL tool were used by the authors to identify the performance gap of the manual works of the department. The component of planning and designing include the workshop session, data collection survey, designing the MIS, and procurement. The component of the training includes lot of works, such as providing the proper training to handle the introduced MIS. The component of project implementation was done by entering survey data and uploading the scanned documents into the database and processing them to generate the required reports. Under the component of the monitoring and evaluation, authors designed the monitoring standards and formed a

committee to monitor the overall project. Especially authors gathered the technical skills and experience related to software development and running.

The three MIS systems are finally well structured by the authors and subjected to the pilot running since January 2016 at the Land Commissioner Department of Northern Province. After the trouble shooting in the pilot running, this system will be submitted to the Head of the Department for his approval sustains running in future.

The land issue of the Northern Province is a burning subject in the aftermath of thirty years of war. The manual system takes long time in delivering the solution. The e-SLIMS facilitate to speed up the decision making process. Finding a system which can solve the land issues of the Northern Province is a great contribution to the country.

The introduction of the electronic system in the land management may leads to a new era in the e-Government of the Sri Lanka Government and favorable social and economic impact.