Simplifying Property Registration for the State of Andhra Pradesh



The Customer

The customer is the Registration and Stamps Department, Government of Andhra Pradesh. The department registers property documents and collects stamp duty and registration fees for the state, serving citizens through sub-registrar offices. It wanted a digital platform that would let citizens register property online and give department professionals a consistent way to process every case.

The Challenge

- Registration depended on office visits and paper-based document handling
- Processes could vary from one office to another
- Citizens needed a platform they could use on their own
- The same rules had to apply in every office
- The platform had to handle statewide volume
- Payments and records had to connect, so information was entered once and stayed accurate

The Solution

CriticalRiver worked with the department to deliver a digital registration platform with two connected sides.

Citizen side

- Prepare the registration online and submit documents
- Pay fees and duties digitally
- Book a visit to the sub-registrar's office
- Track progress until registered documents are received

Department side

- Work from a single queue
- Verify each submission against the same checklist
- Complete registration in the same flow
- See activity across offices through reports and audit trails

Connecting both sides

- Payment and records integrations keep information consistent between the two sides

The Results

The platform gives citizens a clearer, largely online way to register property. It gives the department one consistent process across offices, with payments and records connected and every action logged.

Impact Delivered

- Online property registration journey for citizens
- One consistent process across sub-registrar offices
- Digital payments, records and audit trails

Solution Components

Citizen portal, Department workspace, Online payment integration, Appointment booking, Document and records management, Reports and audit trails

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