ANNEXURE-IV

Action taken report on the implementation of the recommendations of the Second Administrative Reforms Commission contained in the following reports:

Sl. No.	Reports	Subject in brief
1.	1st Report	Right to Information- Master Key to Good Governance
2.	2nd Report	Unlocking human Capital-Entitlements and Governance-a Case study
3.	3rd Report	Crisis Management-From Despair to Hope
4.	4th Report	Ethics in Governance-simplifying transactions
5.	6th Report	Local Governance
6.	7th Report	Capacity Building for Conflict Resolution- Friction to Fusion
7.	9th Report	Social Capital- A shared Destiny
8.	11 Report	Promoting e-Governance-the Smart way Forward.
9.	12th Report	Citizen Centric Administration- the Heart of Governance
10.	14th Report	Strengthening Financial Management System
11.	15th Report	State and District Administration

The Action taken report is enclosed

Administrative Reforms Commission's 1st Report titled
'Right to Information – Master Key to Good Governance'
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Action taken by the State Government
1.	**6. The Manual of Office Procedure (Para 3.2.3)** (a) Para 116 of the Manual of Office Procedure, needs to be reworded as follows: "Communication of Official Information: Every Government Servant shall, in performance of his duties in good faith, communicate to a member of public or any organization full and accurate information, which can be disclosed under the Right to Information Act. (Nothing stated above shall be construed as permitting communication of classified information in an unauthorized manner or for improper gains to a Government Servant or others)."**(10)** (c)The State Governments may be advised to carry out similar amendments in their Manuals, if such provisions exist therein **(12)**.	The State Government has brought an amendment to the Karnataka Government Secretariat Manual of Office Procedure. Para 146 of Manual of Office Procedure has been amended to read as follows: "Communication of Official Information: Every Government Servant shall, in performance of his duties in good faith, communicate to a member of public or any organization full and accurate information, which can be disclosed under the Right to Information Act. (Nothing stated above shall be construed as permitting communication of classified information in an unauthorized manner or for improper gains to a Government Servant or others)."
2.	**10. Organizing Information and Record keeping (Para 5.4.11)** (f) All organizations, which have jurisdiction over an area equal to or exceeding a district, should be funded and required to complete the process of digitization by the end of 2009. All sub-district level organizations should complete this task by the end of 2011. The controlling Ministries/ Departments at Union and State level should lay down a detailed road map for this purpose with well-defined	(f) The recommendation has been accepted in principle. However, this is an ongoing process. Digitization will be done by Ministries/Departments in identified priority areas. In the state about 8 departments have completed the task of digitization of records. Besides, a **Record Room Management** software developed by the then Tahsildar,

milestones within 6 months, so that this could be implemented as a priority item in the Eleventh Five Year Plan.(27)	Channarayapatna Taluk of Hassan District is being replicated in the General Records Section of the Karnataka Government Secretariat. This will enable to know the details as to the file number, Computer No. Date of Opening/ closure /class of record/subject in brief of all recorded files of the Secretariat and can be located within fraction of a minute even with the minimal manpower.
11. Capacity Building and Awareness Generation (Para 5.5.5.) (a) Training programs should not be confined to merely PIOs and APIOs. All government functionaries should be imparted at least one day training on Right to Information within a year. These training programs have to be organized in a decentralized manner in every block. A cascading model could be adopted with a batch of master trainers in each district.(28)	The Administrative Training Institute, Mysore is a Nodal Agency in Karnataka State for conducting training programs on Right to Information Act. ATI has conducted training programs on RTI under the banner of "Access to information" and Strengthening capacity building and awareness generation for effective implementation of RTI, Act 2005".
(b) In all general or specialized training programs, of more than 3 days duration, a half-day module on Right to Information should be compulsory.(29)	Before undertaking massive training programs, the Training of trainers were conducted involving, RTI Experts and NGOs from all districts of the State. The ATI, Mysore conducted 2 days training programs for Group A & B Officers, Elected representatives, NGOs, Media and Community Based Organizations and District and Taluka level resource persons. Department specific programs were also organized and covered corporations like KPTCL, KRDCL, Boards etc. A Total of 25,485 participants covered.
(c) Awareness campaigns should be entrusted to credible non-profit organizations at the State level. They should design a multi media campaign best suited to the needs, in the local language. The funds earmarked (as mentioned in para 5.4.11.d) could be utilized for this purpose.(30)	ATI, Mysore roped in District Training Institutes of 22 Districts for conducting Decentralized Training programs at Block level covering Group-C employees and Community Based Organizations. **General Awareness Programme:** • Street plays are being conducted entrusting the task to Rangayana of State Reporatory Troupe, Mysore.
(d) Appropriate governments should bring out guides and comprehensible information material within the prescribed time.(31)	• A Awareness Campaign stall was established which attracted thousands of people. • Pamplets on RTI are distributed to the

general public.

- A Radio talk on RTI was organisedf in local stations of ALL India Radio, for dessimination of awareness on RTI for general public.

Publication of Books:

- A series of books (11 No.s) in local language was published fo5r APIOs, PIOs, AAs, NGOs and Media FAQs for all.
- RTI decisions of High Court of Karnataka, Case Studies, RTI Calendar, Trainer guide, Module on RTI, a total of 1·1 books were published on RTI.

Workshops on Best Practices

- A Workshop was conducted for facilitating few department to prepare Section 4(1)(b) templates on RTI and also published the same.
- A Regional Workshop on "Best Practices" was conducted to bring about Southern States best initiatives and brought out a booklet of the same.
- For the benefit of the Government Secretariat Officers 4 RTI Workshops were conducted and covered 256Officers.

e-Learning Module: e-Learning module on RTI (both in English and Kannada) is available at Web-site: www.atimysore@gov.in

Information & Publicity Department has published advertisements on State/National Highways/main roads for publicity on RTI Act, 2005. Apart from this action has been taken to transmit the same through All India Radio and Doordarshan. Manuals on RTI Act has been published and distributed to public free of cost.

(e) The CIC and the SICs may issue guidelines for the benefit of public authorities and public officials in particular and public in general about key concepts in the Act and approach to be taken in response to information requests on the lines of the Awareness Guidance Series referred to above (para 5.5.1).**(32).**

The Karnataka Information Commission has also printed and distributed manuals and has undertaken programmes trough Akashavani. At present awareness is being created at the janaspanadana meetings conducted at the hobli level in the State. High Level Committee and State level Committees have been constituted. Many circulars have been issued for the implementation of the Act.

19. Mechanism for Redressal of Public Grievances (Para 6.8.3)	
States may be advised to set up independent public grievances redressal authorities to deal with complaints of delay, harassment or corruption. These authorities should work in close coordination with the SICs/District Single Window Agencies, and help citizens use information as a tool to fight against corruption and misgovernance, or for better services.**(55)**	The Government of Karnataka has formulated a mechanism where a single portal has been developed called "e-Spandana". This portal will have multiple links in which citizens can log on their grievances relating to any government department, RTI and Sakala (Guarantee of services to Citizens in Karnataka). This portal will serve as a Single Window Agency as recommended in the First Report of ARC. This will make monitoring of all public grievances effective and efficient.
	DPAR (Janaspandana) has been made the Nodal Agency for monitoring this portal. In this connection training has been imparted to Deputy Commissioners, all Nodal Officers in the State Directorates and district IT consultants.
	It is proposed to make a presentation of 10-15 minutes about the e-Spanadana portal in the next Secretaries meeting so that the Principal Secretaries/Secretaries can monitor progress of respective departments.
	The present set up in DPAR (AR) has been able to successfully monitor all grievances relating to citizen services Act. In the Last one year from 2nd April 2012 to 31st March 2013, out of 2,09,26,391 applications received, 2,03,98,740 applications disposed off well within time. Disposal rate stands at 96.55%.
	Besides, DPAR (Janaspandana) has been set up as a Single Window Agency to coordinate public grievances redressal with all agencies within and outside the State. This will be linked to CPGRAM type portal within Sakala.
	DPAR (AR) with Sakala Mission and DPAR (Janaspandana) Cell would be fully capable and competent to address the issue.
	(A reply in this regard has already been conveyed to GOI, Ministry of P,PG and P, DARPG, New Delhi vide D.O.Letter of CS dated 04-09-2012 vide No. DPAR 92 YOMASA 2012 and again on 13-03-2013 vide No.DPAR 22 AaSaPa 2012).

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Administrative Reforms Commission's '2nd Report-Unlocking human capital- Entitlements and Governance-a Case study
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Action taken by the State Government
	1. Guaranteeing Reach (Para 5.2.1.6)	
	(a). Awareness generation programmes should be taken up by all States Govts. The publicity and guidance material should be available in local languages. The effectiveness of these programmes should be measured through independent sample surveys. **(1)**	Primary schools are being opened as per RTE norms, in every neighborhood. LPS within 1 Kms, HPS within 3 KMs and High School within 5 KMs.
		Improve the school enrollment and attendance: Each academic year begins with Shala Prarambhotsava and Minchina Sanchara. These are accompanied by newspaper and Radio publicity and extensive school visit by departmental Officers. Samudayadatta Shale is conducted across the State thrice a year after wide publicity to ensure interaction between parents and community on one hand and school on the other hand.
		Multimedia publicity campaign is used to drive home the importance of education & to minimize school dropouts and to minimize school drop outs and out of school children. Incentive schemes are introduced for the benefit mainly of Schedule Caste & Schedule Tribes. School bags and note books are specially given to these children. Special norms are introduced for the hilley areas for the opening of schools and teacher deployment.
		Planning Department: Government of Karnataka has taken up intensive IEC activities through following various media about MGNREGS in Karnataka. 1. All India Radio. 2. Television 3. Satcom 4. Street plays & Folk dances. 5. Printing Pamphlets.

	6. Wall writing. 7. Kalajatha 8. Hand bills and posters 9. Public announcements
(b). Intensive use of All India Radio and Doordarshan should be made to local languages as is done in the case of Sarva Siksha Abhiyan and National Rural Health Mission. **(2)**	Action has been taken for intensive use of All India Radio in the Regional Vernacular (Local Languages) & it has got a over whelming response from public. We have received nearly 10,000 letters in response to the programme by name "DEEVIGE".
(c) In order to ensure proper coverage, voters' lists may be used for ascertaining the number of eligible households. This however, should not be the sole basis for registering households under NREGA. The number of households registered should be monitored and compared against other data like census, BPL survey etc, so that affirmative action could be taken wherever the participation is not satisfactory. **(3)**	Action has been taken for preparation of district perspective plans for five years on pilot basis as per the operational guidelines. DPCs have been instructed to take up and initiate base line survey to assess the eligibility of household and also labour demand and nature of work sought. Karnataka is monitoring census data and BPL survey data including seeding of AADHAR numbers
(d) Independent monitors, wherever necessary, should be deployed in areas where participation of vulnerable sections is not adequate, to ensure that the weaker sections are participating and getting their entitlements. It also needs to be ensured that all habitations/hamlets get fully covered. **(4).**	Karnataka has appointed quality monitoring cum Third Party Monitors who are regarded as Third Party Inspection Parties. The State has called for expression of interest & has empanelled such Third Parties so that DPCs can use their services as and when required. Instructions have been issued to ensure that the Grama Sabhas are widely attended with atleast a minimum quorum representation for vulnerable sections like SC/ST small and marginal farmers, IAY beneficiaries.
(e) Special norms should be worked out for various parameters of the Scheme for difficult areas. **(5)**	State is examining the same.
(f) 'Household' should be defined to mean a nuclear family i.e. husband, wife and minor children, and may include any person wholly or substantially dependent on the head of the family. **(6)**	The definition of household as per the Operational Guidelines 3.2.1, 3.1.2 /iii is considered for the issue of Job card to a household. Household means the members of the family related to each

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	other by blood, marriage or adoption and normally residing together and sharing meals or holding a common ration card.
2. Guaranteeing Outcomes (Para 5.2.2.6) (a) An evaluation should be carried out to assess the socio-economic impact of NREGA. This evaluation should encompass the following activities; **(8)** a1. Identifying the parameters to be evaluated: These parameters should capture the livelihood security. The following parameters are suggested (i) Average annual income of households. (ii) Prevalent market wages for agricultural labour. (iii) Average number of days a family migrates in search of labour. (iv) Productivity of small and marginal and holdings. (v) Quality and contribution of assets Before finalizing the list of parameters, each of them should be validated after a field study.	As mentioned above Karnataka has taken up impact studies of MGNREGA implementation with respect to purchase power, standard of living, improvement of education, child care etc.,. There is a study being conducted on the role of MGNREGS in improving the rural infrastructure emphasizing on water and soil conservation there by studying the impact on MGNREGS on strengthening of rural livelihood. A study has also been conducted on financial inclusion due to the impact of MGNREGS in Karnataka. Financial inclusion includes access to banks and post office, live stock improvement financial literacy, purchase power, loan account etc. Financial inclusion was studied with a focus on rural areas as per the RBI priorities. A study was also conducted on the land development of SCs/STs and impact of MGNREGA on their social and economic Status.
	Action has been taken to conduct the baseline survey and it will be completed at the earliest:
a2. Conducting a baseline survey: This should be concluded within three months. a3. Fixing threshold levels for parameters to signal successful implementation of NREGA.	In Karnataka MGNREGA is implemented entirely by the Gram Panchayat. Selection of work and the Labour Budget is prepared by the Grama Sabhas. An independent study conducted by IISc, Bangalore in collaboration with MoRD and GIZ (Germany) is done which is basically for environmental benefit and vulnerability reduction through MGNREGS in Chitradurga district. This study has quantified the reduction in vulnerability due to implementation of MGNREGA. The study was presented to Government of India on 30th April 2013 and was well received.

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	a4. Impact evaluation: The first evaluation should be carried out on completion of three years of implementation of the NREGA.	ISEC has conducted a study on impact on MGNREGA.
	(b). This outcome evaluation could be done as part of the expanded task of the National Sample Survey Organization (NSSO) to develop district and sub-district level data. **(9)**	Evaluation was based on the methodology of sample survey supported by secondary study available on public domain in MGNREGA Website.
13.	**13. Strengthening Local Governments – Building Institutions (Para 5.4.1.1.3)**	
	(a) Panchayats should be empowered by transferring all development schemes which are better managed locally, to them. This transfer should also include the commensurate transfer of administrative and financial power and the implementation machinery. **(39)**	As per the 73rd Amendment of the Constitution and the 11th Schedule, Government of Karnataka has transferred all 29 subjects to the respective Panchayat Raj Institutions, as early as in the year 1995 and 2003. Karnataka Panchayat Raj Act, 1993, Section 58, 145 and 184 envisages the functions which are to be carried out by the respective Panchayat Raj Institutions.
		Alongwith the functions, functionaries as well as funds have also been transferred to these PRIs in the form of District Sector budget which is also known as Panchayat Window for the PRI budget.
	(c) Officers of adequate seniority should be posted as CEOs of District Panchayat and the intermediate level Panchayat. **(41)**	Officers belonging to the Indian Administrative Service, Indian Forest Service, Karnataka Administrative Service and Senior officers of Rural Development and Panchayat Raj Departments are being posted as CEOs of Zilla Panchayat.
		Taluk Officers of Intermediate Panchayat is headed by a Class-1 Junior Scale of the rank of Assistant Commissioner of the Revenue Sub-Division and Class-1 Junior Scale Officers of the Rural Development and Panchayat Department are posted as Executive Officer of Taluka Panchayat.
	3. Ensuring Convergence (Para 5.2.3.6)	
	(a) Baseline performance indicators should beworked out for important services such as	In the implementation of MGNREGA Karnataka, based on the national

health and education and efforts should be made to improve them continuously. **(10)**	guidelines has issued detailed guidelines on convergence with various Line Departments like Forest, Horticulture, Fisheries , Watershed Development, Minor Irrigation, Animal Husbandry, Sericulture Engineering Division & Women and Child Welfare. A number of High Power Committees meetings under the Chairmanship of Additional Chief Secretary of GOK were held to work out the modalities roles and responsibilities of the Line Departments. A detailed circular has been issued vide number RDP 08 EGS 2008 dated 21-07-2012. Separate instructions have been issued to take up convergence for construction of Anganavadis.
10. Schedule of Rates (Para5.3.4.2.11)	
(a) State Governments should evolve a more realistic rural Schedule of Rates for NREGA in each district. These rates should be evolved that, workers both men and women, get the prescribed minimum wage. The prescribed minimum wage should be taken as the base and the Schedule of Rates should then be worked out. Adequate allowance should be provided as there would be a substantial proportion of women workers. This could be achieved by conducting a gender specific Time & Motion study at the district level. **(30)**	A separate common schedule of rates for MGNREGA works has been issued by the State Government applicable to all districts which includes the works under Forest, Horticulture, Fisheries ,Water shed Development, Minor Irrigation, Animal Husbandry, Engineering Division, etc.,. A unit cost of the out turn is worked out as and when wage rates are revised. Time and motion studies will be conducted for further new works.
(b) The district Schedule of Rates for NREGA should be prepared under the supervision of the District Technical Resources Support Group. **(31)**	The schedule of rates were prepared under the guidance of technical personnel. It is being followed compulsorily
(c) State Government should ensure that inter district variations are within a permissible band. **(32)**	State is examining the same.
(e) As regards elderly and physically challenged people, it is suggested that while prescribing norms for a realistic Schedule of Rates the productivity of such person should be kept in mind. They should be assigned works such as provision, assistance in taking	For elderly and physically challenged people 25% discount in work out turn has been given in the implementation of MGNREGS in Karnataka

measurements and overseeing the amenities at the worksite.**(34)**	
(f) The Schedule of Rates needs to be made transparent. It should clearly spell out the amounts required for the material as well as labour components in each item of work. **(35)**	Schedule of Rates prepared for 2012-13 has been posted in public domain. All the activities of each sector involved in MGNREGS have been clearly enunciated.
14. Strengthening Local Governments – Capacity Building (Para 5.4.1.2.8) (a) NREGA should be implemented by a judicious mix of permanent and contractual staff. Staff required for implementation of NREGA at sub district levels should be engaged locally. This appointment may not be to a service but to a particular post. This could be achieved through contractual engagement. The process should be totally objective and transparent.**(42)**	Karnataka has taken action to appoint a required Technical and other Man power Supporting Staff on Out Source basis through Man Power Agencies by following through tender process under Karnataka Transparency in Public Procurement Act 1999, and Rules, 2000. Supporting staff have been provided for smaller Grama Panchayats also.
(e) In case of smaller Gram Panchayats where each Panchayat cannot financially support a full complement of staff, the State Government may group them into compact administrative units for staffing purposes. **(46)**	Action has been taken to appoint Engineers and other Technical persons like Forest Graduates and Horticultural Graduates at the rate of one person for two Gram Panchayats.
(g) In case of acute shortage of Engineers in the field, a panel of non-government engineers may be engaged at the block level. Educated youth could be identified and trained to prepare estimates for works. These draft estimates would then be scrutinized and approved by the panel of engineers at the block level. **(48)**	These subjects are a part of the training modules developed by the Abdul Nazir Saab State Institute for Rural Development. Training is given to all PRI functionaries, elected representatives and Line Department functionaries face to face by SATCOM.
(j) The following subjects should inter alia be covered in the training programmes : i. The concept of poverty, its dimensions, causes and possible solutions. ii. The problems of gender inequality. iii. An overview of Panchayati Raj. iv. NREGA and the processes involved in it. v. Associated laws such as Right to Information, Minimum Wages Act etc **(51)**	

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(k) A cascading approach should be adopted for training. Pools of resource persons should be created at the State, district and block levels.(52)	
(l) Distance learning technology should be used for imparting training in remote and inaccessible areas.(53)	
(m) There should be evaluation of training activities through independent agencies. (54)	
(n) The services of NGOs and SHGs should be used to impart trainings. (55)	Yes. The services of NGOs have been used for training for preparation of District Perspective Plan. Their services have been used for conducting Social Audit also.
(o) In violence affected areas, a District Task Force headed by the District Collector having the Superintendent of Police, Chief Executive of District Panchayat and other concerned officers, as members should be constituted to ensure that the provisions of NREGA are implemented properly, and to help the Panchayats. 56)	The DPCs are ensuring optimal implementation of MGNREGA Scheme even in the Naxal affected area bordering Western Ghats.
(p) In areas where the Panchayats are nonfunctional, the District Collector should be made responsible for implementation of REGS. In areas which are not covered by Part IX of the Constitution, local bodies under the State law which may or may not be traditional institutions, can be used. State specific solutions will have to be evolved since the situation varies from State to State. (57)	There are no non functional Panchayats
16. Block Resource Centre(Para 5.4.3.2)	
(a) To augment the technical resources of Panchayats at the village and intermediate levels, a Block Resource Centre may be set up which would include a panel of experts and Professionals available at the block level. This Centre would perform functions at the block level, similar to those of the District Technical Group at the district level. (61)	Each Gram Panchayat has a Panchayat Development Officer, a Gram Panchayat Secretary and for every 4 Gram Panchayats one Engineer to look after technical issues. At Block level, a sub division of Engineering Department is functioning as a technical head for the implementation of all developmental

	works. In addition to this Taluka Resource Centre called Samarthya Soudhas have established in all the Blocks which work as a Technical Resource Centre as well as Capacity Building Centers at Block Levels. At district level a technical wing headed by Executive Engineer oversees technical aspects of developmental works.
21. Use of IT – Blocks as Nodal, Fully-Electronic Points (Para 5.4.8.1.6) (a) Blocks must be the nodal levels of government at which all information is electronic. This should be achieved within a year. **(74)** (b) Any information collected in non-electronicform at this or a lower level of government must be digitized at block level.**(75)**	Karnataka has broad band connectivity in all Gram Panchayats. All GPs use the Panchatantra software through which the daily accounts are maintained in double entry accounting system. Besides GP meeting proceedings, Gram Sabha proceedings are in public domain. The Panchatantra web portal is accessible to the public. In MGNREGA IT Intervention in the form of Electronic Fund Management System is being implemented Wages presently are transferred directly to around 6.00 lakhs job card holders bank account about Rs. 150.00 Crores up to the end of March 2013.
23. Use of IT – Architecture for Development- (Para 5.4.8.3.3 (a) Data from the blocks should be aggregated in central repositories in each of the States. A single data centre may be adequate for each State, and transmission to this Centre from each of the blocks should be enabled. District-wise aggregation of the data reported from the blocks should be taken up to facilitate monitoring at this level too, although no data centres are necessary at this intermediate level. **(78)** (b) A pre-determined format for bulk transmission of data should also be established, as should the frequency for such transfers. **(79)**	Through Panchatantra software data is obtained GP wise and is e-aggregated at TP, ZP & State Level. State e-Panchayat PPMU is being established. This is currently followed for Panchatantra which is maintained by NIC.

(c) Dedicated transmission networks for government data are not necessary. Wide area networks established by private entities will suffice. Nonetheless data encryption and network security levels should be set high enough to ensure the integrity of the data from creation to analysis and archival. **(80)**	For Panchatantra, Karnataka is relying on NIC Network
(d) The Union Government should maintain its own data centre, aggregating data from each of the State repositories. **(81)**	Not applicable.
27. Use of IT – IT System for monitoring and Evaluation (Para 5.4.8.7.5)	
(a) A comprehensive list of quantitative measures for the detection of inconsistencies between operations and rules should be established within the IT system. These should be directly derived from the rules themselves – each of the rules/guidelines should be considered alongside the question "can this be monitored in real-time?" and the appropriate measure of detection should be developed. **(95)**	MGNREGA & NRDWP both centrally sponsored programmes are monitored through Government of India Software. All the data are available in public domain. In Karnataka IT application intervention has been taken up for almost real time transfer of funds from State to Districts, Blocks, Gram Panchayats and even to beneficiaries' accounts. For the State Government schemes integration of works is done to satellite imagery, photographs and e-initiatives. Appropriate system to trigger alerts for abnormalities are being incorporated in existing software.
(b) Violations of the rules using any of the quantified measures should trigger alerts in the IT system, which should be routed to the appropriate supervisory official.**(96)**	Performance is being reviewed on the basis of objective criteria. The Panchatantra software has ranks ZPs, TP & GPs real time and the rankings are in public domain.
(c) Performance variables for the REGS as a whole should be identified, and these should be applied to data at all implementing levels. In addition to the implementing levels, the data should also be aggregated by jurisdiction and ranks established for all blocks, districts and States according to the measures of performance. Such output should be public as part of the Governments disclosures under the	An End to End solution is under the consideration to incorporate GIS system (Geographic Information System) and other modules for better management of

RTI law.(97) (d) A Geographic Information System for the REGS should be developed and information that is developed through aggregation should be presented through this system as well. A zoom able and pan-able interface should allow performance to be understood at different levels of administration from the same base data. Wherever possible, suo moto disclosures should be in GIS format also, in addition to their other means of dissemination. **(98)**	implementation of rural development works.

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Administrative Reforms Commission's '3rd Report-Crisis management- From despair to hope'
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Action taken by the State Government
1.	**7. Empowering the Relief Commissioners/ Disaster Management Departments to Effectively Discharge Disaster Related Responsibilities: (Para 4.3.9.2)** (a) The State Disaster Management organizations need to be strengthened for dealing with crises. This could be achieved in the following manner: (i) A framework should be in readiness to be put in place immediately during crisis or on fulfillment of some pre-arranged scenarios – the 'trigger mechanism' needs to be well defined to ensure that the 'framework' is put in active operation instantaneously. (ii) The 'framework' may consist of officers (designated by name) drawn from Revenue, Police, Agriculture, Animal Husbandry, Public Health Engineering, Water Resources, Women & Child Development, Welfare, Public Works, Highways, Irrigation, Health, and Treasury & Accounts Departments. The designated officers must undergo a week's orientation every year, though they may continue to discharge their normal departmental responsibilities except when seconded to the nodal point in the manner suggested above. (iii) The designated officers will work as a cohesive integrated team under one roof on whole-time basis during crisis situations, under the leadership of the nodal officer and be responsible entirely for the functioning of their department insofar as it relates to drought/disaster management. (iv) The role and responsibility of each department needs to be specifically identified and defined on the lines the Ministry of Agriculture has specified	**Revenue Department (DM):** SEC reconstituted with Heads of various Departments to ensure speedy decisions and for effective implementation of the decisions of the SEC. (SEC is a body chaired by the Chief Secretary and Additional Chief Secretary and Development Commissioner, Principal Secretaries of Energy, Finance, Home, Agriculture departments as the members. Director General, ATI, Mysore and DGP, F &ES are the permanent invitees). DDMAs reconstituted in 8 districts which has corporations to involve corporation Commissioners as members. Reconstituted in 22 districts by making HQA/ADC as CEO of DDMA. All Deputy Commissioners Office has been provided funds to equip EOC with VHF and Console Technology. The Technology is provided to ensure speedy rescue and relief, including availability of safe drinking water, sanitization, procurement and distribution of relief materials, trauma care and counseling.

the responsibilities of various Union Government agencies during severe droughts.

(v) The designated departmental officer should be delegated powers and responsibilities defined in advance and will deal with other departmental functionaries directly.(18)

NGOs and other groups are trained under 13th Finance Commission CB program and UNDP program through Red Cross Society and NIMHANS, for rescue and relief operations done by the Government.

DDMPS are prepared which focus for identification of vulnerable areas and groups such as children, physically and mentally disadvantaged, for providing minimum standards of relief requirements of basic amenities.

Department of Home and Revenue (DM) are jointly working towards establishment of State Disaster Response Force (SDRF) on the lines of National Disaster Response Force (NDRF). It is planned to set up 4 companies of SDRF over a period of 3 years (2013-16).

Revenue Department .(DM) has already made financial provision for setting up SDRF with a grant of Rs.7.50 Crores for Search and Rescue equipments and Rs.3.00 Crores for capacity Building of the SDRF Personnel every year till 2016.

It has also identified 2.00 acres of land at Bangalore Rural for stationing NDRF in Bangalore.

Traditional Fishermen tracking System is planned with Home Department and the pilot programme will be taken up in the current year.

Technology Automation for Management of Emergencies and Disasters, a software developed and implemented as pilot project in Raichur District.

Education Department (Primary

	and Secondary):
	Crisis management awareness has been main streamed in school education. Concept of disaster management teamwork and preparedness etc., will be dealt in 10th standard text books
29. Relief and Rehabilitation: (Para 7.1.12) (b) The efforts of NGOs and other groups have to be coordinated with government activities at the district and state levels.**(105)** (d) Minimum standards of relief should be developed to address the requirements of food, health, water and sanitation shelter requirements. Focus should be placed on the special needs of the vulnerable population that is, children, women, the elderly and the physically challenged.**(107)**	(a) & (d) The recommendations are accepted.
24. Coordinating Relief: (Para 6.2.6) (a) Effective coordination is essential at the district and sub-district levels for rescue/relief operations and to ensure proper receipt and provision of relief. During rescue and relief operations, unity of command should be ensured with the Collector in total command.**(79)**	is in practice.
(c) Ensuring safe drinking water and sanitized living conditions should receive as much apriority as other basic means of livelihood.**(81)**	Is being followed.
(d) All procurement and distribution of relief materials should be done in a transparent manner.**(82)**	Utmost care has been taken.
26. Police, Home Guards and Fire Services: (Para 6.3.2.11) (a) Policemen, Firemen and the Home Guards at the field level who are among the first responders should be adequately trained in handling crises/disasters. Such training should be specific to the types of crises envisaged in an area. More importantly, they should be fully involved in the preparation of the local Crisis/Disaster Management Plan and also be fully conversant with them.**(92)**	Is being followed.

20. Building Community Resilience: (Para 5.9.2)	
(a) Location specific training programmes for the community should be executed through the panchayats: **(61)**	Training programmes are being organized by the Abdul Nazir Sab State Institute of Rural Development regularly.
	To reach maximum number of stake holders, Satellite based training activities are conducted.
	Face to Face training programme for a limited number of stake holders are also conducted in the Taluka Resource Centres called Samarthya Soudhas. Location specific training modules are designed in consultation with all stake holders.
	Trainings have been conducted in Community Based Disaster Preparedness plan in 3 Districts-Bijapur, Bagalkot and Raichur. On Pilot basis 60 villages in 3 districts were taken up CBDPP Data collected, panchayaths and CBOs trained. The process of preparing CBDPP is under way.
	Through Red Cross Society, District Response Group is created in 18 locations covering Udupi, Bijapur, Raichur, Gulbarga, Bagalkot, Belgaum, Davangere and Dakshina Kannada districts.
	IEC material developed for Floods and circulated to vulnerable villages.
	25 episodes related to DM/DRR were aired through AIR. Inorder to increase participation for the DM/DRR program, cash prizes were provided to the listeners.
	Onsite and offsite mock drills conducted at Kaiga Plant and Petro-chemical Centres located in

	Bangalore Rural and Dakshina Kannada by Industries Department, District Administration and Revenue (DM).

Mock Drills for Urban Flood, Bangalore and for Cyclone in Karwar conducted with the support of NDMA.

IRS Training given to 30 officers at Mangalore with the support of NIDM. |
| (b) Crisis management awareness needs to be mainstreamed in education. For the purpose, an appropriate component of disaster awareness should be introduced in school, college, university, professional and vocational education.**(62)** | Under 13th Finance Commission, CB National School Safety Program is being implemented in 30 districts through DSERT. Perspective Plan for 5 years developed and submitted (2010-2015). Amount spent so far is 22.00 lakhs.

Meetings have been held to bring DM/DRR in Upper Primary School Text books.

Retro-fitting seminars, Conferences conducted in Engineering colleges in Mangalore, Mysore and Bangalore. The grant was provided by NDMA. Funds allotted for 5 years. |
| **33. Livelihood Management in Extremely Drought Prone Areas: (Para 9.3.2)**

(a) A strategy for making people pursue livelihoods compatible with their ecosystems needs to be evolved. Some concrete steps in this direction could be:

(i) A multi-disciplinary team needs to be immediately constituted by the Ministry of Environment and Forests to specifically identify villages where soil and climatic conditions make 'conventional agriculture' unsustainable.

(ii) Alternate means of livelihood have to be evolved in consultation with the communities, in such areas. **(128)** | |

4. Role of Local Self-Governments: (Para 4.3.4.2) (a) State Governments may examine the need to incorporate provisions in the state disaster management law and also the state laws governing local bodies to provide for a well defined role to the municipal bodies and panchayat raj institutions.**(15)**	Capacity building programs on DM/DRR conducted through VSAT and Workshops to 6963 PRI members by ATI, Mysore and GOI-UNDP Program. Gants provided and monitored by Revenue Department (Disaster Management). Urban Flood Management Center opened in KSNDMC. Urban Flood disaster management study undertaken by Municipal Adsministration. Funds provided from Reveneue Department (DM). Gram Panchayats have a major role in Disaster Management Plans of all districts. Regarding the situation management during the disasters all officials at Gram Panchayat level Block level and District level necessary trainings have been given by the respective District Collector through the Administrative Training Institute of the State.
5. Crisis Management Set Up for Metropolitan Cities: (Para 4.3.5.2) (a) In larger cities (say, with population exceeding 2.5 million), the Mayor, assisted by the Commissioner of the Municipal Corporation and the Police Commissioner should be directly responsible for Crisis management.**(16)**	Deputy Commissioners of the Districts shall be incident Commanders.
14. Preparation of Disaster Management Plans: (Para 5.5.9) (a) Crisis/disaster management plans as stipulated under the Disaster Management Act, 2005 should be prepared, based on hazard and vulnerability analysis. The offsite emergency plans, in case of industrial hazards, should be integrated into the District Crisis/Disaster Management Plan. The State Disaster Management Authorities should set up a mechanism in place to evaluate these plans	30 DDMPs and SDMP prepared for 2012-13.

periodically, and ensure the effectiveness of the plans.(32)	
(b) The District Disaster Management Plan needs to have two components:	Before preparing DDMPs, DDMAs and DDMPs were reviewed and on the basis of HRVA it was guided to prepare DDMPs.
i. Long Term Mitigation Plan. ii. Emergency Response Plan. The Long Term Mitigation Plan, in turn, should have the following components:	Based on DDMPs, the SDMP was developed.
i. Long Term Development Plan. ii. Long Term Enforcement Plan.	Guidelines and policy for Disaster Management developed and SEC approved.
Annual plans should be culled out of the Long Term Development/ Enforcement Plans. State Governments must evolve a mechanism for speedily scrutinizing district level long term plans to harmonize these with similar plans for other districts, particularly those located contiguously. (33)	The process of preparing 2013-14 DDMPs is initiated.
(c) The quality of on-site and off-site emergency plans in hazardous industrial units need to be enhanced in terms of completeness and practicability of implementation considering the ground level situation. The State Disaster Management Authorities should set up a mechanism in place to evaluate these plans periodically.(34).	
(d) The plan should be prepared in consultation with all role players. Each role player should understand and accept his/her roles. This would require awareness campaigns, especially for the community.(35)	
(e) For ensuring quality of on-site and off-site emergency plans (for hazardous units), the professional expertise available, both in industry, and in enforcement agencies such as the Factory Inspectorates should be improved.(36).	
(f) All crisis/disaster management plans should be tested periodically through mock drills.(37)	

(g) It should be the responsibility of the state level 'nodal department' to ensure that adequate assistance is available at the district level for drawing up and periodically updating the plans. The nodal department must engage agencies and experts on a continuing basis to examine the plans and bring methodological and substantive deficiencies to the notice of agencies formulating the plans.**(38)** (h) The same principles would apply to plan at other levels.**(39)**	
15. Making Crisis/Disaster Management Plans a Part of Development Plans: (Para 5.6.3) (a) The activities in the disaster management plans should be included in the development plans of the line agencies and the authorities like panchayats and municipal bodies.**(40)**	CMP for the State is prepared. Preparation of CMP for Oil spills is under preparation. Health & Revenue Departments jointly conducted programs on Hospital emergency preparedness Plan and Triage. Work is under way to prepare HEPP for all District Hospitals. SDMF Plan is under preparation. The State has submitted National Cyclone Risk Mitigation Plan for holding series of meetings in the coastal districts with varied stakeholders. It is planned to mainstream DRR in JNNURM and NRHM in the RFD of 2013-14. Work is underway. Whenever there is a disaster, Gram Panchayats include Disaster Management Plans in their developmental action plans.
(b) The supervisory level of each agency should ensure that the annual plan of that agency incorporates the activities listed out in the disaster management plan on a priority basis **(41)**	Supervisory bodies like Intermediate Panchayat and District Panchayats oversee the implementation of Disaster Management Plans alongwith the District Collector.

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29. Relief and Rehabilitation: (Para 7.1.12

33. Livelihood Management in Extremely
    Drought Prone Areas: (Para 9.3.2)

Reply not furnished

Administrative Reforms Commission's '4th Report-Ethics in Governance
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Action taken by the State Government
	9. (4.5.6) Ombudsman at the Local Levels (a) A local bodies Ombudsman should be constituted for a group of districts to investigate cases against the functionaries of the local bodies. The State Panchayat Raj Acts and the Urban Local Bodies Act should be amended to include this provision. (75) (b) The local bodies Ombudsman should be empowered to investigate cases of corruption or maladministration by the functionaries of the local self governments, and submit reports to the competent authorities for taking action. The competent authorities should normally take action as recommended. In case they do not agree with the recommendations, they should give their reasons in writing and the reasons should be made public. (76)	**Rural Development & Panchayath Raj Department:** Ombudsman have been appointed in Karnataka for monitoring MGNREGS. At present in 19 Districts Ombudsmans are working, for the rest selection is underway. Under Section 296 of the Karnataka Panchayati Raj Act 1993 the office of District Ombudsman has been created. This year it is proposed the functionalise the office of District Ombudsman under RGPSA scheme. Views of Urban Development Department: Karnataka Municipal Corporations Act, 1976 and Karnataka Municipalities Act 1964 provide for mechanism for audit functions and audit reports and placing the audit reports of the Urban Local Bodies before the Legislature etc. Technical and Supervision audit by the C & AG is also provided for. This institutional suggestion is considered as inappropriate for the present.
	30. (4.6.6) Strengthening Investigation and Prosecution (a) The State Vigilance Commissions/ Lokayuktas may be empowered to supervise the prosecution of corruption related cases. (77) (b) The investigative agencies should	There should be a state vigilance commission to successfully look into issues of Urban and Rural local bodies. Even though Lokayukta has got jurisdiction over Panchayaths, due to vast responsibilities, Lokayukta cannot give much focus on Local self Governments.

	acquire multi-disciplinary skills and should be thoroughly conversant with the working of various offices/ departments. They should draw officials from different wings of government. (78) (c) Modern techniques of investigation should also be deployed like electronic surveillance, video and audio recording of surprise inspections, traps, searches and seizures. (79) (d) A reasonable time limit for investigation of different types of cases should be fixed for the investigative agencies. (80) (e) There should be sustained step-up in the number of cases detected and investigated. The priorities need to be reoriented by focusing on 'big' cases of corruption. (81) (f) The prosecution of corruption cases should be conducted by a panel of lawyers prepared by the Attorney General or the Advocate General in consultation with Rashtriya Lokayukta or Lokayukta as the case may be. (82). (g) The anti-corruption agencies should conduct systematic surveys of departments with particular reference to highly corruption prone ones in order to gather intelligence and to target officers of questionable integrity. (83) h) The economic offences unit of states needs to be strengthened to effectively investigate cases and there should be better coordination amongst existing agencies. (84)	Besides, with regard to investigations and disciplinary enquires, no procedures have been laid down. In this connection, in the meeting held under the Chairmanship of the Additional Chief Secretary to Government held on 30-04-2013, it was decided to constitute a Committee consisting of Principal Secretaries/Secretaries of DPAR, RDPR, Home, Co-operation & Urban Development Departments at the State under the Chairmanship of Additional Chief Secretary to Government.
	31. (5.1.12) Citizens' Initiatives (a) Citizens' Charters should be made effective by stipulating the service levels and also the remedy if	18 departments have prepared and sent copy of their Citizens Charter and 21 departments are yet to send a copy of the same to DPAR

those service levels are not met.(85)

(b) Citizens may be involved in the assessment and maintenance of ethics in important government institutions and offices. (86)

(c) Reward schemes should be introduced to incentivize citizen's initiatives.(87)

(AR). After implementation of the Karnataka Sakala Services Act, 265 services are being delivered to the citizens in a time bound manner. Besides, after a thorough Survey by the DPAR (E-Governance), 1800 services of all the departments have been identified which could be brought under Sakala. All the departments were requested to publish their Citizens Charter in their departmental website and give a copy to DPAR (AR).

RDPR Dept: State has established a Citizen Charter. As a part of Citizen charter initiated by the State Govt, State has established a Toll Free Call Center. Four following services are offered under Toll Free Setup:

1. New Job card issuance.
2. Modification in the existing Job cards.
3. Demand for work.
4. Complaints, Grievances redressal and enquiry about the scheme.

Citizens are involved in the assessment and the maintenance of ethics at Gram Panchayat level by conducting Social Audit which is scheduled every year in the month of August-September.

Education Department (Primary & Secondary): Citizen charter is already in force in the education department.

However, a Committee has been constituted under the chairmanship of Joint Secretary (Administration), Primary & Secondary Education Department to review the citizen charter in view of the RTE norms and to prepare citizen charter for other Departments which are coming under the administration of Primary & Secondary Education Secretariat. This work will be completed within a month.

Transport Department: BMTC: Citizen Charter provides information to the travelling public. Public can even access the charter through BMTC Website.

| | | Simple arrangements such as suggestion Box or Suggestion Register placed at the Reception Counters/Information Facilitation Centres of every office. A separate section for handling public complaints has been established at BMTC. BMTC has also introduced Call Centre system and online response desk for suggestions/complaints.

Transport Department: Transport Adalats are being conducted every three months in all the offices in the presence of their respective DCTs/JCTs at a fixed time. Advertisement about this is being given through News Papers, Radios and other Media for active participation of public. A large number of public representatives of various associations of public service, vehicles, journalists etc. attend these adalats. Most of the grievances are solved on the spot. Public Relations Officer system introduced in all RTOs and ARTOs Offices. |
| | (d) School awareness programmes should be introduced, highlighting the importance of ethics and how corruption can be combated.(88) | Education department has mainstreamed the aspects of citizen initiatives. Students are introduced to the idea of corruption as a negative force in the society & measures to combat the same are discussed. Regarding eradication of corruption suitable lessons will be introduced in 7th and 10th standards in Social sciences text books effective from 2014-15. |
| | **34. (5.4.2) Social Audit** | |
| | (a) Operational guidelines of all developmental Schemes and citizen centric programmes should provide for a social audit mechanism. (93) | **RDPR Department:** Independent Social Audit Directorate has been established in Karnataka. It is headed by a retired IAS officer. In several districts and Taluk Level social audit co-coordinators are working for timely and smooth conduct of Social Audit.

Directorate of Empowerment & Sports: Effectiveness of Departmental |

	Programmes are being assessed through third party evaluation. The functioning of the Swimming Pools and Indoor Stadia has been evaluated on these lines by the Centre for Population Dynamics-a third party agency specializing in scientific evaluation techniques.
42. (6.10.2) Monitoring Complaints (a) All offices having large public interface should have an online complaint tracking system. If possible, this task of complaint tracking should be outsourced. (116)	Principal Secretary, DPAR (E-gov) informed that E-Governance has created an integrated platform for monitoring of complaints through launch of Mobile Governance-citizens can access through mobile.
(b) There should be an external, periodic mechanism of 'audit' of complaints in offices having large public interface. (117)	The same platform will be open to all departments to offer their services.
	30-40 services are already being offered in Bangalore One, Karnataka One Centres etc. Mobile Governance Services will be launched after the elections are over.
(c) Apart from enquiring into each complaint and fixing responsibility for the lapses, if any, the complaint should also be used to analyze the systemic deficiencies so that remedial measures are taken. (118).	The Call Centres of different departments could be integrated into one Single Platform.
48. (7.9). Protecting the Honest Civil Servant a) Every allegation of corruption received through complaints or from sources cultivate the investigating agency against a public servant must be examined in depth at the initial stage itself before initiating any enquiry. Every such allegation must be analyzed to assess whether the allegation is specific, whether it is credible and whether it is verifiable. Only when an allegation meets the requirements of these criteria, should it be recommended for verification, and the verification must be taken up after obtaining approval of the competent authority. The levels of competent authorities for authorizing verifications /enquiries must be fixed in the anti-corruption agencies for	In the meeting held on 30-04-2013 under the Chairmanship of the Additional Chief Secretary to Government, it was decided to constitute a Committee which should go into the issue. It was also informed that corruption by the anti-corruption agencies is a very complicated issue. Hence it was suggested to bring in some amendments to the existing Acts and rules

different levels of suspect officers. (127)

(b) In matters relating to allegations of corruption, open enquiries should not be taken up straightaway on the basis of complaints/ source information. When verification /secret enquiries are approved, it should be ensured that secrecy of such verifications is maintained and the verifications are done in such a manner that neither the suspect officer nor anybody else comes to know about it. Such secrecy is essential not only to protect the reputation of innocent and honest officials, but also to ensure the effectiveness of an open criminal investigation. Such secrecy of verification/ enquiry will ensure that in case the allegations are found to be incorrect, the matter can be closed without anyone having come to know of it. The Inquiry / Verification Officers should be in a position to appreciate the sensitivities involved in handling allegations of corruption.(128)

(c) The evaluation of the results of verification/enquiries should be done in a Competent and just manner. Much injustice can occur due to faulty evaluation of the facts and the evidence collected in support of such facts. Personnel handling this task should not only be competent and honest but also impartial and imbued with a sense of justice.(129)

(d) Whenever an Inquiry Officer requires to consult an expert to understand technical / complex issues, he can do so, but the essential requirement of proper application of mind has to take place at every stage to ensure that no injustice is caused to the honest and the innocent.(130)

(e) Capacity building in the anti-corruption agencies should be assured through training and by associating the required experts during enquiries /investigations. Capacity building among public servants who are expected to take commercial / financial decisions should be built through suitable training programmes. (131)

(f) The supervisory officers in the investigating agencies should ensure that only those public servants are prosecuted against whom the evidence is strong.(132)

(g) There should be profiling of officers. The capabilities, professional competence, integrity and reputation of every government servant must be charted out and brought on record. Before proceeding against any government servant, reference should be made to the profile of the government servant concerned.(133)

(h) A special investigation unit should be attached to the proposed Lokpal (Rashtriya Lokayukta) /State Lokayuktas / Vigilance Commission, to investigate allegations of corruption against investigative agencies. This unit should be multi-disciplinary and should also investigate cases of allegations of harassment against the investigating agency. Similar units should also be set up in States.(134)

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Administrative Reforms Commission's '6th Report-Local Governance
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Action taken by the State Government
	10. (Para 3.6.16) Capacity Building for Self Governance	
	a. Capacity building efforts in rural and urban local self governing institutions must attend to both the organization building requirements as also the professional and skills up gradation of individuals associated with these bodies, whether elected or appointed. Relevant Panchayat and Municipal legislations and manuals framed there under must contain clear enabling provisions in this respect. There should be special capacity building programmes for women members.**(35)**	Detailed Capacity building programmes are conducted in a phased manner to all PRI elected members immediately after their elections and at frequent intervals thereafter. Satellite based training and Face to Face training is conducted in the Taluka Samarthya Soudhas. Special focused training programmes are conducted for Elected Women Representatives. The Capacity Building Programmes are computerised and conducted by the ANSSIRD.
	b. State Governments should encourage local bodies to outsource specific functions to public or private agencies, as may be appropriate, through enabling guidelines and support. Outsourcing of activities should be backed by development of in-house capacity for monitoring and oversight of outsourced activities. Likewise, transparent and fair procurement procedures need to be put in place by the State Government to improve fiscal discipline and probity in the local bodies.**(36)**	PRIs have been authorized to obtain services on out source basis for a specific purpose like creation of awareness, implementation of specific works, formulation of projects etc.,
	c. Comprehensive and holistic training requires expertise and resources from various subject matter specific training institutes. This can be best achieved by 'networking' of institutions concerned with various subjects such as financial management, rural development, disaster management and general management. This should be ensured by the nodal agencies in State Governments.**(37)**	Comprehensive and holistic training schedule programmes are designed and various resource persons are identified by the Abdul Nazir Sab State Institute of Rural Development in various disciplines. In every Gram Panchayat level there are one or two resource persons trained by ANSSIRD on Gram Panchayat activities.

d. As an aid to capacity building, suitable schemes need to be drawn up under State Plans for Rural and Urban Development for documentations of case studies, best practices and evaluation with reference to the performance of the prescribed duties and responsibilities of such bodies.**(38)**	Schemes are proposed under the Rajiv Gandhi Panchayat Sabalikarana Scheme(RGPSA) for improving the capacity building of PRI members as well as officials regarding their duties and responsibilities.
e. Training of elected representatives and personnel should be regarded as a continuing activity. Expenditure requirement on training may be taken into account by the State Finance Commissions while making recommendations. **(39)**	The State accords prominent importance to capacity building of elected representatives. Training of elected representatives is a continuous process of the State for all the three tier elected representatives. The President The President and Vice President of PRIs every year attend special special training programmes that are conducted regarding their duties and functions as per the Karnataka Panchayat Raj Act, 1993. The other elected representatives are also trained through Satcom. The details of the same are accessible to the State Finance Commission.
f. Academic research has a definite role to play in building long-term strategic institutional capacity for greater public good. Organizations like the Indian Council of Social Science Research must be encouraged to fund theoretical, applied and action research on various aspects of the functioning of local bodies.**(40)** g. A pool of experts and specialists (e.g. engineers, planners etc.) could be maintained by a Federation /consortium of local bodies. This common pool could be then accessed by the local bodies whenever required for specific tasks.**(41)**	A pool of experts and specialists empanelment is maintained at the Abdul Nazir Sab State Institute of Rural Development for immediate deployment in various training programmes.
11. (Para 3.7.5.6) Decentralized Planning b. In the interim and in accordance with the present constitutional scheme, DPCs should be constituted in all States within three months of	

completion of elections to local bodies and should become the sole planning body for the district. The DPC should be assisted by a planning office with a full time District Planning Officer.**(43)** c. For urban districts where town planning functions are being done by Development Authorities, these authorities should become the technical/planning arms of the DPCs and ultimately of the District Council.**(44)** d. A dedicated centre in every district should be set up to provide inputs to the local bodies for preparations of plans. A two-way flow of information between different levels of government may also be ensured.**(45)** e. The guidelines issued by the Planning Commission pertaining to the preparation of the plan for the district and the recommendations of the Expert Group regarding the planning process at the district level should be strictly implemented.**(46)** f. Each State Government should develop the methodology of participatory local level planning and provide such support as is necessary to institutionalize a regime of decentralized Planning.**(47)** g. States may design a planning calendar prescribing the time limits within which each local body has to finalize its plan and send it to the next higher level, to facilitate the preparation of a comprehensive plan for the district.**(48)** h. State Planning Boards should ensure that the district plans are integrated with the State plans that are prepared by them. It should be made mandatory for the States to prepare their development plans only after consolidating the plans of the local bodies. The National Planning Commission has to take the initiative in institutionalizing this process.**(49)**	
(Para 3.7.6.2.4) a. The function of planning for urban areas has to be clearly demarcated among the local	

bodies and planning committees. The local bodies should be responsible for plans at the layout level. The DPCs/District Councils – when constituted – and MPCs should be responsible for preparation of regional and zonal plans. The level of public consultation should be enhanced at each level.**(50)**

b. For metropolitan areas, the total area likely to be urbanized (the extended metropolitan region) should be assessed by the State Government and an MPC constituted for the same which may be deemed to be a DPC for such areas. As such an area will usually cover more than one district, DPCs for those districts should not be constituted (or their jurisdictions may be limited to the rural portion of the revenue district concerned).The MPCs should be asked to draw up a Master Plan/CDP for the entire metropolitan area including the peri-urban areas.**(51)**

c. The planning departments of the Development Authorities (DAs) should be merged with the DPCs and MPCs who will prepare the master plans and zonal plans.**(52)**

d. The task of enforcement and regulation of the master plans/CDPs drawn up by the MPCs should be the specific statutory responsibility of all the local bodies falling within the extended metropolitan region concerned.**(53)**

e. The monopoly role of Development Authorities (DAs) in development of land for urban uses, wherever it exists, should be done way-with. However, public agencies should continue to play a major role in development of critical city level infrastructure as well as low cost housing for the poor. For this purpose, the engineering and land management departments of the DAs should be merged with the concerned Municipality/ Corporation.**(54)**

12. (Para 3.8.6) Accountability and Transparency a. Audit committees may be constituted by the State Governments at the district level to exercise oversight regarding the integrity of financial information, adequacy of internal controls, compliance with the applicable laws and ethical conduct of all persons involved in local bodies. These committees must have independence, access to all information, ability to communicate with technical experts, and accountability to the public. For Metropolitan Corporations, separate audit committees should be constituted. Once the District Councils come into existence, a special committee of the District Council may examine the audit reports and other financial statements of the local bodies within the district. Such committee may also be authorized to fix responsibility for financial lapses. In respect of the audit reports of the District Council itself, a special committee of the Legislative Council may discharge a similar function.**(55)**	Finance Audit and Planning Standing Committees have been constituted in Zilla Panchayats and Taluk Panchayats vide section 148 and 186 of Karnataka Panchayat Raj Act 1993 respectively. They are to perform the functions relating to Finance of ZPs/ZPs, frame the budgets, scrutinise the proposals affecting the finances. ZPs and TPs have also been directed to place the audit reports and send the replies with the approval of the Standing Committee. **Views of Urban Development Department:** Karnataka Municipal Corporations Act, 1976 and Karnataka Municipalities Act 1964 provide for mechanism for audit functions and audit reports and placing the audit reports of the Urban Local Bodies before the Legislature etc. Technical and Supervision audit by the C & AG is also provided for. This institutional suggestion is considered as inappropriate for the present. As far as making provision for constitution of municipal Ombudsman is concerned, State Government is of the view in view of the Lokayukta in Karnataka, this will either curtail the powers of the Lokayukta or result in clash of interests. Therefore Municipal Ombudsman is not contemplated. **Revenue Department:** Website developed for sharing information to the public. Details of work is placed in the Office Notice Board. Government Orders, financial details realted to disaster management is placecon website.

	Information is provided to the concerned stakeholder through e-mails.
b. There should be a separate Standing Committee of the State Legislature for the local Bodies. This Committee may function in the manner of a Public Accounts Committee.**(56)**	A Separate Legislature Committee on Local Bodies and Panchayat Raj Institutions has been constituted on 19-10-2010 to function in the manner of Public Accounts Committee. The Committee sits every week and reviews the action on CAG Report.
c. A local body Ombudsman should be constituted on the lines suggested below. The respective State Panchayat Acts and the Urban local Bodies Acts should be amended to include provisions pertaining to the local body Ombudsman. i. Local body Ombudsman should be constituted for a group of districts to look into complaints of corruption and maladministration against functionaries of local bodies, both elected members and officials. For this, the term 'Public Servant' should be defined appropriately in the respective State legislations. ii. Local body Ombudsman should be a single member body appointed by a Committee consisting of the Chief Minister of the State, the Speaker of the State Legislative Assembly and the Leader of the Opposition in the Legislative Assembly. The Ombudsman should be selected from a panel of eminent persons of impeccable integrity and should not be a serving government official. iii. The Ombudsman should have the authority to investigate cases and submit reports to competent authorities for taking action. In case of complaints and grievances regarding corruption and maladministration against local bodies in general and its elected functionaries, the local body Ombudsman should send its report to the Lokayukta who shall forward it to	To examine grievances against the Panchayati Raj elected members and officials the office of District Ombudsman has been created under Section 296 of the Karnataka Panchayati Raj Act, 1993. It deals with the appointment of Ombudsman, Functions & Jurisdiction. Under RGPSA it is proposed to functionalise the office of the District Ombudsman.

the Governor of the State with its recommendations. In case of disagreement with the recommendations of the Ombudsman, the reasons must be placed in the public domain. iv. In case of a Metropolitan Corporations, a separate Ombudsman should be constituted. v. Time limits may be prescribed for the Ombudsman to complete its investigations into complaints.(57)	
d. In case of complaints and grievances related to infringement of the law governing elections to these local bodies, leading to suspension/ disqualification of membership, the authority to investigate should lie with the State Election Commission who shall send its recommendations to the Governor of the State.(58)	
e. In the hierarchy of functionaries under the control of local bodies, functions should be delegated to the lowest appropriate functionary in order to facilitate access to citizens.(59)	Both financial and administrative powers appropriately have been delegated to officials and elected body of the respective PRIs
f. Each local body should have an in-house mechanism for redressal of grievances with set norms for attending and responding to citizens' grievances.(60)	A grievance redressal cell is established in all the PRIs. PDO, EO and CEO are nominated as Public Grievances Redressal Officers in their respective jurisdiction.
g. For establishing robust social audit norms, every State Government must take immediate steps to implement the action points suggested in para 5.9.5 of the Report of the Expert Group on 'Planning at the Grass roots Level'.(61)	Social Audit Rules have been framed in the year 2004. These Rules emphasize the various steps involved in the Social Audit of all the works which are being implemented by the Gram Panchayat. Social Audit is conducted every year in the month of August and September for all the Gram Panchayats (Jamabandhi). Social Audit in the State is conducted in the presence of all the stakeholders including citizens who can see all the transactions carried out in the preceeding year and make observations.

h. It should be ensured that suo-motu disclosures under the Right to Information Act, 2005 should not be confined to the seventeen items provided in Section 4(1) of that Act but other subjects where public interest exists should also be covered.**(62)**	All Information pertaining to Gram Panchayat, Taluka Panchayat and Zilla Panchayat activities is being furnished by respective information officers to individuals as per the Right to Information Act, 2005.
i. A suitable mechanism to evolve a system of benchmarking on the basis of identified performance indicators may be adopted by each State. Assistance of independent professional evaluators may be availed in this regard.**(63)** j. Evaluation tools for assessing the performance of local bodies should be devised wherein citizens should have a say in the evaluation. Tools such as 'Citizens' Report Cards' may be introduced to incorporate a feedback mechanism regarding performance of local bodies.**(64)**	Benchmarking parameters are evolved in the State based on these parameters Gram Panchayat, Taluka Panchayat and Zilla Panchayats are assessed every year under Panchayat Empowerment and Accountability Incentive Scheme. The parameters of the benchmarking includes statutory functions to be performed by each PRIs as stipulated in the Karnataka Panchayat Raj Act, 1993. The ranking GP wise, TP wise, ZP wise on a daily basis is available in the public domain on Panchatantra – GP, TP & ZP portal.
18. (Para 4.1.5.4) Personnel Management in PRIs a. Panchayats should have power to recruit personnel and to regulate their service conditions subject to such laws and standards as laid down by the State Government. Evolution of this system should not be prolonged beyond three years. Until then, the Panchayats may draw upon, for defined periods, staff from departments/agencies of the State Government, on deputation.**(81)**	Karnataka Panchayat Raj Act, 1993 Section. 111 provides permanent Government employees for each Gram Panchayat and Section 112 empowers Gram Panchayats to employ their own staff and to pay the salary from their own revenue resources. Personnel for Taluka Panchayat and Zilla Panchayat are posted either by the Rural Development & Panchayat Raj Dept. or on deputation from various departments.
b. In all States, a detailed review of the staffing pattern and systems, with a zero-based approach to PRI staffing, may be undertaken over the next one year in order to implement the policy of PRI ownership of staff. The Zila Parishads, particularly, should be associated with this exercise.**(82)**.	Review of staffing pattern for all the 3 levels is being done periodically at the State level based on that personnel's for the PRIs or recruited / outsourced / contractual appointments are made appropriately.

21. (Para 4.2.3.10) Activity Mapping a. States must undertake comprehensive activity mapping with regard to all the matters mentioned in the Eleventh Schedule. This process should cover all aspects of the subject viz; planning, budgeting and provisioning of finances. The State Government should set-up a task force to complete this work within one year.(93)	
22. (Para 4.2.4.2) Devolving Regulatory Functions to the Panchayats a. Rural policing, enforcement of building byelaws, issue of birth, death, caste and residence certificates, issue of voter identity cards, enforcement of regulations pertaining to weights and measures are some of the regulatory functions which should been entrusted to Panchayats. Panchayats may also be empowered to manage small endowments and charities. This could be done by suitably modifying the laws relating to charitable endowments.(95) b. Regulatory functions which can be performed by the Panchayats should be identified and devolved on a continuous basis.(96)	In Karnataka issue of birth, death and residential certificates is implemented by the Revenue Department. The Town and Country Planning Department approves building of layout plans. The Gram Panchayats frames byelaws on property tax collection and on other sources of revenue like licenses on hoardings etc.
23. (Para 4.3.5.3) Resource Generation by the Panchayats a. A comprehensive exercise needs to be taken up regarding broadening and deepening of the revenue base of local governments. This exercise will have to simultaneously look into four major aspects of resource mobilization viz (i) potential for taxation (ii) fixation of realistic tax rates (iii) widening of tax base and (iv) improved collection. Government may incorporate this as one of the terms of	As per Karnataka Panchayat Raj Act, 1993 Section 199 only Gram Panchayats have been empowered to levy the taxes, rates on the properties and non property tax. Property tax covers tax on the residential property, commercial property and vacant lands. Non property tax covers tax on entertainment other than cinematograph, tax on vehicles, other than motor vehicles, tax on advertisement and

reference of the Thirteenth Finance Commission.(97)

b. All common property resources vested in the Village Panchayats should be identified, listed and made productive for revenue generation.(98)

c. State Governments should by law expand the tax domain of Panchayats. Simultaneously it should be made obligatory for the Panchayats to levy taxes in this tax domain.(99)

d. At the higher level, the local bodies could be encouraged to run/ manage utilities such as transport, water supply and power distribution on a sound financial basis and viability.(100)

e. The expanded tax domain could interalia include levies on registration of cattle, restaurants, large shops, hotels, cybercafés and tourist buses etc.(101)

f. The role of State Governments should be limited to prescribing a band of rates for these taxes and levies.(102)

g. PRIs should be given a substantial share in the royalty from minerals collected by the State Government. This aspect should be considered by the SFCs while recommending grants to the PRIs.(103)

h. State Governments should consider empowering the PRIs to collect cess on the royalty from mining activities. In addition they should also be given power to impose and collect additional/special surcharge from such activities (mines/minerals/ plants).(104)

i. Innovative steps taken by the States and the PRIs to augment their resources must be rewarded by linking Central Finance Commission and State Finance Commission

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hoardings, pilgrim fee for Jatras, festivals etc., Market fees, fees on registration of cattle fees on buses and taxies, fee on grazing cattle's etc.,

Licence fees on building construction, trade is also collected by Gram Panchayats.

In addition to above Gram Panchayat can levy water rate for supply of drinking water to the people.

Royalties collected at the Government level is being transferred to respective Gram Panchayats appropriately based on the transactions.

It is mandatory as per the Act that every 4 years Gram Panchayats should revise the property tax. During the year 2012-13 annual tax demand was Rs.256.68 crores out of which Rs.194.81 crores was collected.

As the taxation structure prescribed in the Act is 18 years old, there is a proposal at Government level to levy the tax on properties based on the capital value and necessary amendments are being proposed.

Attempts are being made to optimally use common property resources for revenue generation.

Constant endeavors are being made to expand the tax domain of Gram Panchayats.

Gram Panchayats are maintaining the water supply system in the villages. Zilla Panchayat are the agencies for the construction of water supply systems.

grants to such measures. States may reward better performing PRIs through special incentives.**(105)**	
j. In the tax domain assigned to PRIs, Village Panchayats must have primary authority over taxation. However, where such taxation has inter-Panchayat remifications, the local government institutions at higher levels - Intermediate Panchayat and Zila parishad could be given concurrent powers subject to a ceiling. Whenever a tax/fee is imposed by the higher tier, such taxes should be collected by the concerned Village Panchayats.**(106)**	Karnataka Panchayat Raj Act, 1993 Section 199 empowers levy of tax and collection of taxes on registration of cattle's, opening of restaurants, large shops, hotels, cybercafés and tourist buses in their jurisdiction. .... In 2003 Government had issued a circular narrating taxation structure, method for fixation of taxes and fees on various non property items. Royalties collected at the Government level is being transferred to respective Gram Panchayats appropriately based on the transactions. Details have been provided to the SFC. The matter will be examined and discussed with the respective departments. The recommendation will be considered while working out indices for ranking PRIs for devolving XIV FC Grants. This shall be considered. However currently only Gram Panchayats are empowered to levy the tax within their jurisdiction by the Karnataka Panchayat Raj Act, 1993.
45. (Para 5.4.2.10) Regulatory Services a. A time-bound programme for updating and simplification of all regulatory provisions relating to the ULBs should be made mandatory. Each State Government should create a task force to examine and suggest simplification of procedures in local governments. This task force could also suggest steps to be taken to reduce discretion and bring objectivity in the field offices of	(a) to (d) Accepted.

	local governments. The city municipal corporations could undertake such an exercise on their own.**(178)** b. All service providers in cities should be brought under one umbrella by establishing 'one stop service centres. This could be completed within two years in all cities. Call Centres, electronic kiosks, web based services and other tools of modern technology should be used by all ULBs to bring speed, transparency and accountability into delivery of services to the citizens.**(179)** c. Citizens' charters in all Urban Local Bodies should specify time limits for approvals relating to regulatory services such as licenses and permits and these should be scrupulously adhered to. The charter should also specify the relief available to the citizens in case of non adherence.**(180)** d. A system of self certification by registered architects for issue of building permits should be introduced in all ULBs with immediate effect, to start with, for individual residential units.**(181)**	
	30. (Para 4.5.5.6) Resource Centre at the Village Level a. Steps should be taken to set up Information and Communication Technology (ICT) and space Technology enabled Resource Centres at the village and Intermediate Panchayat levels for local resource mapping and generation of local information base.**(124)**	The web Portal Panchatantra for Gram Panchayats has been working since 2009. Panchatantra is the GP portal and it includes general information about the villages which comes under Gram Panchayat. Anybody can access this informations from anywhere in the world. Information and communication technology at village level is available throughout the State.
	b. These Resource Centres should also be used for documenting local traditional knowledge and heritage.**(125)**	At intermediate level Taluka Resource Centre called Samarthya Soudha are created wherein it provides informations regarding capacity building, training and other issues pertains to the particular Taluk. These centres are managed by a committee headed by Executive Officer of the TP.

c. Capacity building should be attempted at the local level by shifting the currently available post school generalistic education to a skill and technology Based system having focus on farm & animal husbandry practices, computer applications, commercial Cropping and soil and water Management.**(126)**	Face to Face training programme under capacity building for various issues pertaining to Karnataka Panchayat Raj Act, 1993 and all other departmental activities are being conducted in the Taluka Resource Centers which are situated at the block level.

32. **(Para** **4.6.1.4.4)** **Effective implementation of PESA**
 	
a. Regular Annual Reports from the Governor of every State as stipulated under the Fifth Schedule, Part A (3) of the Constitution must be given due importance. Such reports should be published immediately and placed in the public domain.**(129)**
 	
b. In order to ensure that women are not marginalized in meetings of the Gram Sabha, there should be a provision in the PESA Rules and Guidelines that the quorum of a Gram Sabha meeting will be acceptable only when out of the members present, at least thirty three per cent are women.**(130)**
 	
c. Each State should constitute a group to look into Strengthening of the administrative machinery in Fifth Schedule areas. This group will need to go into the issues of
    (i)   special   administrative arrangements,
    (ii)   provision of hardship pay,
    (iii)   other incentives, and
    (iv)   preferential treatment in accommodation and education. All expenditure in this regard should be treated as charged expenditure under Article 275 of the Constitution.**(131)**
	Not applicable to Karnataka

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(Para 3.7.6.2.4)

21. (Para 4.2.3.10) Activity Mapping   **Information not furnished**

10.(Para 3.7.5.6) Decentralized Planning
11.45. (Para 5.4.2.10) Regulatory Services

Administrative Reforms Commission's 7th Report titled
"Capacity Building for Conflict Resolution-Friction to Fusion"
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Government's Decision (GOI)
	4. (Para 6.11) Issues Related to Scheduled Castes	
	(e) There is need to spread awareness about the laws and the measures to punish discrimination and atrocities. It is necessary to launch well-targeted awareness campaigns in areas where the awareness levels are low. The District Administration should organize independent surveys to identify 'vulnerable areas'.**(27)**	(e) Government of Karnataka is conducting awareness programme regularly every year at village/Block and District level for SC/ST & general public on POA Act 1989 and PCR Act 1955.

In addition, awareness programme is also conducted in atrocity prone areas. Further, to create more awareness among public, hoardings are displayed at District & Block Head Quarters. |
| | (i) As far as possible the deployment of police personnel in police stations with significant proportion of SCs and STs should be in proportion to the population of such communities. The same principle should be followed in cases of localities having substantial proportion of linguistic and religious minorities.**(31)** | (i) The Department will coordinate with Home Department in deploying adequate Police Personnel to protect Sc/ST population.

Posting Police personnel proportion to9 the SC/ST population and linguistic and religious minorities is being taken care of by the Home Department. Special legal actions in respect of weaker sections with reference to SC/STs are part of training curriculum at all levels in the Police Department. |
| | (j) A statutory duty may be cast on all public authorities to promote equality and actively check social discrimination.**(32)** | (j) A statutory duty is being done regularly by Home Department. |
| | (k) It would be desirable to introduce a system of | (k) Necessary action will be taken in |

incentives wherein efforts made by these officials in detecting and successfully prosecuting cases of discrimination/atrocities against the Scheduled Castes are suitably acknowledged.(33)	consultation with Home Department.
(l) There should be training programmes for the law enforcement agencies to suitably sensitize them to the problems of the Scheduled Castes and the need for strict enforcement of laws.(34)	(l) The Special legal actions in respect of weaker sections with reference to SC/STs are already part of the training curriculum at all levels. In addition, action will be taken to give special training programmes for enforcement agencies in consultation with Home Department. The Social Welfare Department has given training to State/ District/ Taluka Level Officers & Officials to sensitize them to the problems of SC/STs.
(m) The local governments – municipalities and panchayats should be actively involved in various programmes concerned with effective enforcement of various social legislations.(35)	(m) The Urban Local Bodies & Rural Local Bodies are involved in various development programmes in the SC/ST areas. Action may be taken to involve them in effective enforcement of various social legislations.
(n) The corporate sector and NGOs need to be involved in complementing the efforts of government for the development of the Scheduled Castes. Such voluntary action should not only be directed towards economic and social empowerment of the SCs, but also towards enabling them to raise their voice against atrocities, discrimination and exploitation. (36)	(n) The State Government has made a provision to give State/Divisional level Award for the individuals/organizations who have done an outstanding work on eradication of untouchability and combating offences of atrocities against Scheduled Castes vide Government Order No. SWD 25 SPA 2009, dated 31-03-2010.
5. (Para 7.10) Issues Related to Scheduled Tribes	
(e) Mining laws applicable to Scheduled Tribal Areas should be in conformity with the principles of the Fifth and Sixth Schedules of the	(b) to (i) The recommendations have been accepted.

Constitution.**(41)**	
(g) A national plan of action for comprehensive development which would serve as a road map for the welfare of the Tribals should be prepared and implemented.**(43).**	
(h) There should be convergence of regulatory and development programmes in the tribal areas. For the purpose, a decadal development plan should be prepared and implemented in a mission mode with appropriate mechanism for resolution of conflicts and adjustments.**(44)**	....
27. (Para 14.4.2) Institutional Arrangements for Conflict Management–Other Institutional Innovations	
(a) State Integration Councils may be constituted to take stock of State level conflict situations having suitable linkages with the NIC. In important matters, the report of State level bodies may also be brought for consideration, advice and recommendations of the NIC. Guidelines for deciding the membership to the National Integration Council may also give suitable weight age to adequately representing the State Integration Councils in the national body.**(125)**	There is no State Level Integration Committee as such. In the meeting held on 30-04-2013 under the Chairmanship of Additional Chief Secretary, it was suggested to constitute a State Level Integration Committee comprising of both Home and Social Welfare Departments.
(b)District level integration Councils (District Peace Committees) having suitable linkages with the State Councils may also be considered particularly for Districts with a history of violent, divisive conflicts. These should comprise eminent individuals enjoying confidence of all sections of society. These bodies may play mediatory and advisory roles in conflict situations.**(126)**	There are District Integration Committees in the State

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5. (Para 7.10) Issues Related to Scheduled Tribes (information not furnished)

Administrative Reforms Commission's 9th Report titled
"Social Capital- A Shared Destiny"
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Government's Decision (GOI)
	17. (Para 6.5.6) Legislative Framework All States (other than Andhra Pradesh, Bihar, Jharkhand, Madhya Pradesh, Chhatisgarh, Orissa, Uttarakhand) should immediately take steps to enact their own Mutually Aided /Self-Reliant Cooperative Societies Act on the pattern of the Model Law suggested by the Task Force on Revival of Cooperative Credit Institutions. The States where such Acts are already in existence should also examine the Model Law suggested by the Task Force and amendments in the existing legislations may be made, if so required.**(59)** b) For the next few years, there is need to have parallel laws to deal separately with (i) the Mutually Aided / Self-Reliant cooperative societies formed under the recent enactments (post 1995), and (ii) societies formed under the old laws in which the government still has financial stakes. The societies referred at (ii) above should gradually be encouraged to clear off their liabilities and convert into Mutually Aided Societies.**(60)**	Karnataka Government has enacted the Karnataka Souharda Sahakari Act 1997 (Karnataka Act No.17 OF 2000) on the pattern of the Model Law suggested by the Task Force. The Act has come into force from 01.01.2001. Karnataka at present have parallel laws to deal separately with (i) the Mutually Aided / Self-Reliant Cooperative Societies formed under the recent enactments (post 1995), has Karnataka Souharda Sahakari Act 1997 (Karnataka Act No.17 OF 2000) and (ii) societies formed under the old laws in which the Government still has financial stakes as Karnataka Cooperative Societies Act, 1959. Based on the Constitution (97th Amendment) Act 2011, Karnataka Government has also amended Karnataka Cooperative Societies Act, 1959 and Karnataka Souharda Sahakari Act 1997 and these amendments have come into force w.e.f. 11.02.2013.

20. (Para 7.7) Integrated Social Policy	
a) Government should craft an integrated social policy which will ensure priority State action on the key issues relating to social justice and empowerment.**(65)**	-
b) Government should provide a significant portion of its plan allocation for implementation of this integrated social policy.**(66)**	

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20. (Para 7.7) Integrated Social Policy (information not furnished)

Administrative Reforms Commission's 11th Report titled
"Promoting e-Governance –the Smart way forward"
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Action taken by the State Government

	1. (Para 6.2.2) Building a Congenial Environment
	
	a. Building a congenial environment is a sine qua non for successful implementation of e-Governance initiatives. This should be achieved by:
	
	i. Creating and displaying a will to change within the government;
	
	ii. Providing political support at the highest level;;
	
	iii. Incentivizing e-Governance and overcoming the resistance to change within government;
	
	iv. Creating awareness in the public with a view to generating a demand for change. **(1)**
		1. Creation of awareness and capacity within the Government for adoption of ICT for delivering better outcomes,
		  • through training programmes aimed at developing CIOs in each department
		  • Workshops on thematic and contemporary areas
		  o Eg. Cyber Security Workshops
		  o Legal framework workshop
		
		2. Political support at higest level
		  a) Department headed by the Chief Minister
		3. Incentivising e Governance and overcoming the resistance to change within the Government - Following steps have been taken.
		  a. Creation of IT cells within each department- proposal mooted
		  b. Provision of connectivity and data centre services to Departments
		  c. Provision of connectivity and computers on gap filling basis to facilitate departments to take up e governance initiatives (e procurement)
		  d. Legal framework
		    i. Mandating use of e procurement, for all procurements above 5 lakhs by the Government
		  e. Creation of citizen service touch points, to facilitate easy and smooth – anytime delivery of services to citizens
		    i. Through 90 Bangalore one and 39 Karnataka One Centres
		
		  f. Series of training programmes and

		awareness workshops for different levels of Government officers. 4. Creation of awareness in Public 5. An incentive of Rs. 5000/- is given to all Govt. employees (<50 years) who pass basic computer literacy test.
	2. (Para 6.3.9) Identification of e-Governance Projects and Prioritization a. Government organizations/ departments at Union and State Government levels need to identify e-Governance initiatives which could be undertaken within their functional domain, keeping the needs of the citizens in mind. Such initiatives may be categorized as follows: i. Initiatives which would provide timely and useful information to the citizens. ii. Initiatives which would not require the creation of a database for providing useful services to the citizens. This may include initiatives where database may be created prospectively without waiting for the updation of historical data. iii. Initiatives which allow for making elementary online transactions including payment for services. iv. Initiatives which require verification of information/data submitted online.	Several initiatives have been taken by the E - Governance Department to facilitate identification of e Governance projects and implementation by all the Departments of the Government. These include: 1. Setting of state portal to provide information to citizens, business and other entities by all the Government Departments. 2. Bangalore one and Karnataka one – enable service delivery by Govenment departments, without the need for upfront creation of database. Departments can start offering services and prospectively build up their data bases. 3. Online Transactions: Portals – Bangalore one and e Procurment have been established to enable both G2C and G2 B services on large scale. 4. Karnataka Resident Data Hub has been set up for verification and authentication of beneficiaries with UID information to enable effective service delivery and prevent pilferages. 5. KRDH has been set up a metadata hub for Government. Now ELECTRONIC Data exchange Platform is proposed to

v. Initiatives which require creation and integration of complex databases.**(2)**

b. Instead of implementing all such initiatives at one go, these should be implemented after prioritizing them on the basis of ease of implementation, which would generally follow the categories mentioned above in that order. However, suitable modifications in their prioritization may be made by organizations/ departments on the basis of the needs of and likely impact on citizens.**(3)**.

c. Respective Departments of information Technology at the Union and State Government levels should coordinate between organizations and provide technical support if needed, in the task of identification and prioritization. **(4)**

be created to facilitate integration of databases and facilitate convergence in service delivery.

6. E Governance Department has set up and providing the services of following core e infrastructure for use of the departments

    a. KSWAN
    b. State Data Centre
    c. Core enterprise applications
       i. HRMS
      ii. E procurement
     iii. Decision Support System for Plan monitoring
     iv. Online Digital Government Communication for publishing Government orders

7. Department is also taking action to set up 'e District and 'State Portal and SSDG' for enabling complete automation and monitoring of service delivery by Government Departments.

Transport Department: E-Governance- Smart Cards- PPP mode: Departmental computerization was implemented for the issue of smart card, DL & RC. The Project was implemented on a PPP Model. All the 55 RTOs have been computerized.

Modernisation and Computerisation Programmes: Issue of smart card Driving Licence (SARATHi) and Smart Card Registration Certificate (VAHAN).

(a) to (c) Recommendations have been accepted. All Ministries/ Departments to prioritize 3 to 4 high volume citizen-centric e-governance initiatives. An independent budget head of account should be created to utilize 2% to 3% of Plan funds for e-Governance projects. A Core Group consisting of officers from DIT and DAR&PG should guide Ministries/ Departments in prioritizing the projects for e-Governance.

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4. (Para 6.5.22) Capacity Building and Creating Awareness

a. Capacity building efforts must attend to both the organizational capacity building as also the professional and skills up gradation of individuals associated with the implementation of e-Governance projects.(9)

Department of e-governance is taking major activities to facilitate capacity building within the Government for brining in reforms through automation and process reengineering. Major steps include

- Awareness workshops on e governance and related issues
- Specialized Training in e Governance (STEP) to develop CIO level capacity within each department. About 210 officers are under training.
- Imparting basic computer literacy training programmes
- Imparting project or application specific skills to the people
- E Govenance Consultancy Support to Departments through consultant support for
  - Process analysis
  - Preparation of DPR
  - Preparation of RFPs
- About 21 departments have been assisted
- Institutional framework for review and approval of e governance initiatives
  - Empwoered Committee
  - Annual Plan approval committee
  - Technical Advisory Panels
- Operationalising the capacity building roadmap for Karnataka.

e-Governance being an effective Tool to achieve Good Governance is one programme in demand by various departments. ATI is also mandated to provide required capacity building on e-Governance to keep the Government functionaries updated on IT initiatives and applications ensuring Accountability, Efficiency & Effectiveness, practice Transparency and bring in Quality in public

service. ATI has organized the following CB programmes for various level of Officers.

Basic and fundamentals Programmes:

e-Governance is a regular input in the first week of the Common Foundation Courses with 2-3 sessions earmarked for the purpose supplemented by field visits to expose the trainee officers Best e-Governance Projects.

Based on the needs expressed by the trainees regular 5 days program on "e-Governance lading to Good Governance" Training programs were organized for selected departments having minimum or no e-initiatives so as to motivate them to go for e-initiatives. Many programs were conducted off-campus to enable the northern districts to take part in the programs..

Since many departments making progress on a few e-initiatives, there was felt need to link e-Governance with the projects. As such another program "e-Governance & Project Management" was designed and implemented during 2010-13. Departments with good e-initiatives & Implementing Projects were identified for these programmes. The response to this program was very encouraging. About 22 programs were conducted during this period covering 481 trainees.

Transparency is another area of e-Governance is making headway in the form of e-Procurement & KTPP Act in the State. ATI conducted 02 programmes for the general departments during 2012-13 covering 29 officers.

Apart from the specific e-Governance Programs ATI also conducted 15 programs on Effective Governance for Non It Professional covering 218 officers giving them the basics of e-Governance & IT Safety, Security, Cyber Laws and e-Governance management, This Proigram was also well received by the departments.

In-service training fo All India Service Officers (Sr.IAS Officers) sponsored by DOPT, GOI on "e-Governance initiatives & Practices" were

held during 2011-12 and 2012-13. About 15-17 Officers attended the 5 day Course respefctively. The response was over whelmimg based on the feedback.

Orientation Training for Karnataka Cadre IAS Officers: The IAS Probationers attached to Karnataka State undergo 6 week Orientation Training at ATI are given fairly good inputs on various e-initiatives of Government of Karnataka and amny key programmes/Projects.

Inspired by the enthusiasm and response shown by the line departments, ATI organized a 2 day State level Workshop "Best Practices on e-Governance" was held inviting 8 departments having Innovations G Best Practices. 44 Senior level Officers attended the Program with 8 Heads of Departments making the e-Governance Best Practices presentations in the Workshop. The presentations were documented and a book was published for the benefit of all departments. The publication was well appreciated and was re-published adding additional five e-initiatives of GOK.

e-learning Modules and Lecture Method: Keeping various developments going on e-initiatives ATI has taken up improving Training Methodologies using e-Techniques.. Many e-Lectures of eminent speakers/ Resource persons have been developed & being used in the relevant sessions of regular training programs both at ATI as well as District Training Institutes. Similarly, ATI has developed many e-Learning Module on various topics like RTI, CCA, Kannada Learning, Disaster Management, Computer Learning and such other Topics.

Satellite Based Distant Training Programs: ATI has the advantage of developing a Satellite Mode of Distant Training Programs supported by ISRO. The System has main Studio at ANSSIRD, Mysore & the Program is received by 176 receiving Stations. All three Institutes uses this infrastructure facility for distant mode of training effectively.

In all ATI has conducted 73 training

	Programmes on e-Governance covering 1421 Officers.
b. Each government organization must conduct a capacity assessment which should form the basis for training their personnel. Such capacity assessment may be carried out by the State Department of Information Technology in case of State governments, and the Union Department of Information Technology in the Centre. Organizations should prepare a roadmap for enhancing the capabilities of both their employees and the organization. (10)	**IT, BT and S & T Department:** Action is being taken to impart training to professionals in skill up gradation by deputing officials in the Directorate and KBITs to relevant training programmes conducted by Government and Non-Governmental Agencies. Action will be taken to prepare a roadmap for enhancing the capabilities of both the employees and Organizations which would form basis for training the personnel. ATI, Mysore as well as District Training Institutes are giving training on e-Governance initiates.
A network of training institutions needs to be created in the States with the Administrative Training Institutes at the apex. The Administrative Training Institutes in various States should take up capacity building programmes in e-Governance, by establishing strong e-Governance wings. ATIs need to be strengthened under the NeGP. (11)	
d. State Governments should operationalise the Capacity Building roadmap (CBRMs), under the overall guidance and support of the DIT, Government of India. (12)	
e. Lessons learnt from previous successful e-Governance initiatives should be incorporated in training programmes. (13)	Steps will be taken accordingly.

f. The recommendations made by the commission in its Second Report entitled 'Unlocking Human Capital' in paragraph (5.2.1.6) should be adopted for creating awareness among people with regard to e-Governance initiatives.**(14).**	Steps will be taken accordingly
11. (Para 7.3.2.3.16) The Common Support Infrastructure a. As recommended by the Standing Committee on Information Technology in its 58th Report, the State Data Centres (SDCs) should be maintained by Government agencies such as NIC as it involves handling of sovereign data. Further, all data centres at the State level should be subsumed in the SDCs. **(28)** b. The implementation of SDCs, SWANs and CSCs should be coordinated to prevent significant time-lag between their operationalisation. Last mile connectivity issues involved in operationalisation of CSCs should also be addressed in a time-bound manner.**(29)**	Following have been set up and are being offered to Government Departments. • KSWAN • SDC • KSDC • State Portal • Citizen Service Touch Points

c. Gram Panchayats should be involved in monitoring the operation of the Common Services Centres in the first four years of their operation when they are receiving revenue support from government for providing 'Government to Citizen' services. They should proactively engage in making citizens aware of the services provided through the CSCs and encourage them to make use of them.**(30)**	
d. State Governments should make available a large bouquet of G2C services through the CSCs. In doing so, they should adopt the approach outlined in this Report while discussing identification and prioritization of e-Governance projects.**(31)**	
e. The Mission Mode Project on Gram Panchayats should be finalized and implemented in a time-bound manner. The MMP should incorporate the recommendations made by the Commission in its Sixth Report entitled 'Local Governance', in paragraphs 3.10.2.8 and 4.5.5.6.**(32)**	
17. (Para 9.5) Knowledge Management a. Union and State Governments should take proactive measures for establishing Knowledge Management systems as a pivotal step for administrative reforms in general and e-Governance in particular.**(47)**	Action is being taken to set up Knowledge Portal

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Administrative Reforms Commission's 12th Report titled
"Citizen Centric Administration- The Heart of Governance"
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Government's Decision (GOI)
	2. (Para 4.6.2) Making Citizens' Charters Effective – An Agenda for Reform Citizens' Charters should be made effective by adopting the following principles: i. One size does not fit all. ii. Citizens' Charter should be prepared for each independent unit under the overall umbrella of the organisations' charter. iii. Wide consultation which include Civil Society in the process. iv. Firm commitments to be made. v. Internal processes and structure should be reformed to meet the commitments given in the Charter. vi. Redressal mechanism in case of default. vii. Periodic evaluation of Citizens' Charters. viii. Benchmark using end-user feedback. ix. Hold officers accountable for results.**(7)**	16 departments have sent copies of their Citizens Charter and 21 departments are yet to send a copy of the same to DPAR (AR). After implementation of the Karnataka Sakala Services Act, 265 services are being delivered to the citizens in a time bound manner. Besides, after a thorough Survey by the DPAR (E-Governance) 1800 services of all the departments have been identified which could be brought under Sakala. All the departments have been requested to publish their Citizens Charter in their departmental website and give a copy to DPAR (AR). Transport Department-BMTC: Suggestion Box for collecting suggestions, complaints from the commuters at major bus stations. It has also introduced Call Centre System and on-line response helpdesk for suggestions /complaints. A separate Section for handling public complaints has been established at BMTC.
	3. (Para 4.9.9) The ARC Seven-Step Model for Citizen (a). The Union and State Governments should make the seven-step model outlined in paragraph 4.9, mandatory for all organizations having public interface.**(8)**	The ARC Seven Step model is being followed by all the Departments.

Administrative Reforms Commission's 14th Report titled
"Strengthening Financial Management System"
Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Decision of the Group of Ministers (GoM)
	1. (Para 4.5.8) Unrealistic Budget Estimates a. The assumptions made while formulating estimates must be realistic. At the end of each year the reasons for the gap between the estimates' and 'actuals' must be ascertained and efforts made to minimize them. These assumptions should also be subject to audit. **(1)**.	The estimates are generally given by the departments depending on the programmes to be implemented, jurisdictional area to be covered, number of beneficiaries etc. If it is a Plan programme the plan ceiling indicated by the Planning Department influences the fixing of estimates. This is in turn dependent on the overall resource allocation available for any sector, Subsequently, during the course of the year there could be additional requirement of funds which is provided through supplementary estimates or there could be savings due to slow implementation of the project. Hence an estimate cannot be always close to the actual at the end of the year. While the assumptions made during estimation could be documented along with finalization of estimates, subjecting them to audit would place an onerous responsibility on the estimating officer as estimates are subject to wide variance as detailed above. 1. In respect of non-plan requirements like salary, pension, subsidy, the budget estimates are prepared to largely cover the requirements during the course of the year. 2. In respect of Plan Schemes, fitting the requirement of different organizations/units/ agencies within an aggregate amount is followed as per the of plan ceiling fixed by the Planning

	Department for different sectors.
b. The method of formulation of the annual budget by getting details from different organizations /units/agencies and fitting them into a pre-determined aggregate amount leads to unrealistic budget estimates. This method should be given up along with the method of budgeting on the basis of 'analysis of trends'. This should be replaced by a 'top-down' method by indicating aggregate limits to expenditure to each organization/agency. (2)	3. Without analyzing the trends of expenditure and the requirement of each organization in respect of salaries and other expenditure, a top down method by indicating aggregate limits to expenditure to each Organization/agencies may not be feasible.
c. Internal capacity for making realistic estimates needs to be developed.(3)	Noted. Estimates taken into departments requirement, resource availability and trends of earlier year expenditure.
2. (Para 4.6.5) Delay in Implementation of Projects a. Projects and schemes should be included in the budget only after detailed consideration. The norms for formulating the budget should be strictly adhered to in order to avoid making token provisions and spreading resources thinly over a large number of projects/schemes.(4)	Instructions are issued in budget circulars in this regard every year to all departments to send proposals for pre-budget scrutiny to Finance Department well in advance. Pre-budget meetings with individual departments are held at Hon'ble Chief Minister's level. FD agrees with the suggestion of mandatory review of schemes on an annual basis by Planning Department before inclusion in the next year's budget. Plan Schemes need to be adequately provided for the full year's requirement at the budget estimate stage itself to avoid seeking supplementary grants.
6. (Para 4.12.6) Emphasis on Meeting Budgetary Financial Targets rather than on Outputs and Outcomes a. Outcome budgeting is a complex process and a number of steps are involved before it can be attempted with any degree of usefulness. A beginning may be made with proper preparation and training in case of the Flagship Schemes and certain national priorities. (9)	Noted.

9. (Para 5.3.6) Development of Financial Information System. a. A robust financial information system, on the lines of SIAFI of Brazil, needs to be created in the government in a time bound manner. This system should also make accessible to the public, real time data on government expenditure at all levels.**(12)**	The System adopted by Brazil requires thorough study of the subject. State is in the process of adopting Khajane - II which is an integrated real time FMIS.
10. (Para 5.4.3) Capacity Building a. The capacity of individuals and institutions in government needs to be improved in order to implement reforms in financial management. To facilitate this, a proper programme of training needs to be devised and implemented in a time bound manner.**(13)**	Action will be taken to give training to implement reforms in financial management through Fiscal Policy Institute set up by the Finance Department. Also, Finance Department officials would be sent on regular training programmes.
13. (Para 7.6.5) Integrated Financial Adviser b. Officers with sufficient training and experience in modern financial management systems should be posted as Financial Advisers in the Ministries/ Departments.**(28)**	We are already having Internal Financial Advisors for Secretariat Departments. They are also being trained by Fiscal Policy Institute.
17. (Para 8.11.5) Inadequate Response to Audit a. The pending audit paras should be monitored by having a database on them in each Ministry /Department. In case of persistent default in submitting replies to the audit paras a procedure should be laid down for action against the concerned officer.**(36)**	In each department of Secretariat, a departmental Audit Committee has been constituted under the Chairmanship of Principal Secretary to review pending audit paras, examine the replies to be furnished to PAC/COPU etc.

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Administrative Reforms Commission's 15th Report titled "State and District Administration"
Details of the Government's decisions on the recommendations of the Administrative Reforms Commission

Sl. No.	Recommendations made by Administrative Reforms Commission (ARC)	Decision of the Group of Ministers (GoM)
	2. (Para 2.3.3.11) Rationalizing the Number of Secretarial Departments	
	a) The number of Secretariat Departments in the States should be further rationalized on the following basis:	According to the recommendations of the ARC, the number of ministers in the State is 34. Accordingly the number of Secretaries should be correspondingly the same.
	i) The existing departments covering inter-related subjects, activities and functions should be merged;	Action will be taken by DPAR to rationalize the Secretariat departments as recommended by the ARC.
	ii) Need for synergy between the activities of various departments;	
	iii) Devolution of a large number of functions to the PRIs/ULBs;	
	iv) The role of Secretaries to be redefined; to be divested of non-essential responsibilities and executive work and larger delegation of power to the executive departments/agencies; and	
	v) Need for streamlining the decision making process.(3)	

3. (Para 2.3.5.5) Executive Agencies	Divisional Level posts of some of the Departments have already been been abolished. It was suggested to constitute a Committee for scrutiny of each department and to conduct workshop on rationalization. In this connection, it is informed that during the Video Conference held on 15th February 2013 with the officers of DPARPG, the Additional Chief Secretary, Maharashtra Government informed that they are rationalizing the Secretariat Departments and have reduced the number of departments to 30.
a) The State Governments should scrutinize the functions/activities of each department to confirm whether these activities/ functions are critical to the mission of the department and can only be carried out by government agencies.**(4)**	
b) Only those functions/ activities that have to be carried out by the government based on the principle enunciated in paragraph 2.3.4.6 should be carried out directly by the departments. Other functions/ activities should be carried out by Executive Agencies of the department.**(5)**	In the meeting held on 30th April 2013, the Additional Chief Secretary directed to hold a Workshop of Secretaries for rationalization of Secretariat departments of the State Government and suggested to invite the AdditionalChief Secretary, Maharashtra Government to share the principles and guidelines followed by them.
	RDPR Department: In Karnataka, in 2003, 29 subjects pertaining to 23 departments were brought under the purview of the Panchayath Raj Institutions. Detailed activity mapping on the role and responsibility has also been done.
c) Each Executive Agency, whether a new body or an existing departmental undertaking/ agency/ board/ special purpose body, etc. that is converted into an Executive Agency, must be semi-autonomous and professionally managed under a mandate. Such executive agencies could be structured as a department, board, commission, company, society, etc.**(6)**	**Education Department**: The Secretary, Primary & Secondary education is also in charge of Pre University Department, Dept. of Mass education, Public Libraries, Printing & Stationery. In order to ensure greater autonomy & speedy decision making, the following executive agencies have been created under different departments.
	1. **SSA**: Society registered under the Society Registration Act 1960 for the purpose of universalization of primary education.
	2.**RMSA**: Society registered under the Society Registration Act 1960 for the purpose of strengthening of the secondary education.
	3. **Karnataka State Literacy Mission Authority:** Society registered under the Society Registration Act 1960 for the purpose of implementation of Adult Literacy.

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d) There is need for a right balance between autonomy and accountability while designing the institutional framework of executive agencies. This could be achieved through well designed performance agreements, Memorandum of Understanding (MoU), contracts, etc. However, preparing and enforcing such performance contracts requires considerable upgradation of capacity in the concerned governmental departments.**(7)**

e) Agencies dealing with subjects where major functions and activities have devolved on local governments would need to concentrate on monitoring and supervision, ensuring of standards and quality, providing guidance to local governments on technical matters, training of personnel, giving feedback to the government on implementation and performance and advising on changes that are needed in plans and programmes – as stated in paragraph 2.3.5.4.**(8)**

4. PU Board: Govt. has approved for constitution of PU Board. Registration will be done in due course. This Board is conducting PUC examination for class-12

6. The State Institute for school Leadership, Educational planning and Management (SISLEEP), Karnataka: Society registered under the Society Registration Act 1960 for the purpose of organize and conduct a variety of capacity – building program for schools/ institutional heads and educational administrators at various levels in the areas of school educational planning, management and finance.

Karnataka School Quality Assessment and Accreditation Council (KSQAAC) established under DRB-NSOR: 318:2011-12. This council is assessing the schools & learning outcomes and accreditation of schools will be taken up.

7. Karnataka Secondary Education Examination Board established under the act No.16/1966 with regulations. This Board is conducting SSLC examination for class-10 and other examinations like DED, DPED, KOS, Commerce Examinations.

8. Mahila Samakhya Karnataka: Society registered under the Society Registration Act 1960 for the purpose of women's equality & reinforcing their need for participating in educational programmes.

7. (Para 2.4.5.2) Vigilance Commission/ Vigilance Commissioner in the State

a) The recommendations made by the Commission in its Fourth Report (on Ethics in Governance) and its Sixth Report (on Local Governance) for action by State Governments should be implemented expeditiously.**(16)**

b) The organization of the Vigilance

In the meeting held on 30-04-2013 under the chairmanship of the Additional Chief Secretary to Government, it was decided to constitute a Committee under the Chairmanship of Additional Chief Secretary to Government for the purpose.

Commission/ Commissioner in the State should be structured on the patterns of the Central Vigilance Commission. In larger States, the State Vigilance Commission should be a three Member Body with Members who have been experts in their respective fields. In smaller States, it may continue to be a single Member Body.**(17)**

c) The laws regarding the Lokayukta would need to be amended to incorporate the changes suggested in the Report on 'Ethics in Governance'. **(18)**

8. (Para 2.4.6.16) Human Resource Development, Capacity Building and Training

a) The Commission reiterates its recommendations pertaining to capacity building and training made in the Report on "Refurbishing of Personnel Administration" (Tenth Report). **(19)**

The State Training Policy on the lines of the National Training Policy prepared by the Administrative Training Institute, Mysore has been implemented in the State. The salient feature of the Training Policy is that every government servant has to undergo at least three training courses in his/her service.

b) Every State should formulate a comprehensive Human Resource Development Policy with training as an important component on the lines of the National Training Policy, 1996. Simultaneously, a suitable monitoring mechanism to supervise the implementation of such policy may also be setup.**(20)**

A well defined network of training institutions in all the 30 districts is established in the State. The District Training Institutes coming under the administrative control of ATI, Mysore cater to the training needs of the Group C and Group D officials in the State under various departments.

c) In addition to the apex level training body called the Administrative Training Institute (ATI), adequate numbers of Regional Training Institutes should also be established at different places across the State. The Apex Institute should take care of the training needs of the Class I/Class II officers of the State

ATI, Mysore has been recognized as the Apex Training Institute in the State. It is also the Nodal Agency for conducting training programmes like Access to Information, Training for All and Training Initiatives to be organized by the Government of India. ATI, Mysore caters to the training needs of Group-A and Group B Officers of the State. Apart from conducting Common Foundation Course to the Gazetted Probationers

services, whereas the Regional Training Institutes should deal with the mid-career training needs of Class II officers and induction training of Class III employees. Steps should also be taken to set-up district level training organizations which could take care of the mid-career training needs of Class III employees. The district centre should also have proper facilities for skill/behavioral training of Class IV recruits.**(21)**

d) In this arrangement, the apex body, the ATI should have an overall integrative and coordinating role for the entire training /orientation programme running in the State. It should act as the primary resource centre for Regional and District Training Institutes. It should also provide training to those who will work on their faculty. In course of time, the ATI can undertake projects of distance learning and become a virtual academy of training for the entire State.**(22)**

selected by the State Public Service Commission, the Institute also organizes short term training courses, Workshops and Seminars depending on the needs of the departments.

The Center for Disaster Management, Sevotham Cell, Center for Women Studies are also situated in the ATI. Thus the ATI as the Apex Body is integrating and coordinating the training activities in the State. Apart from training activities, the ATI undertakes Action Research relevant to various disciplines of training. The Institute also publishes a quarterly News Letter "Training for Transformation".

The Abdul Nazir Sab State Institute of Rural Development trains the functionaries both Officers and elected representatives involved in Rural Development activities.

The State Institute of Urban Development takes care of the training needs of the Urban Local Bodies. Both these Institutes are situated in the campus of the ATI sharing some of the common infrastructure.

The ATI in the last four years has achieved tremendous progress. The Institute conducts training programmes both in house and off-campus modes. The Satcom Programme both way audio and one way video is used to organize training programmes meant to reach a large number of functionaries. There are 175 receiving stations across the State to receive the training activities. Following is the breakup of training activities for the last five years:

ATI, Mysore:-

Year	No. of training programmes	Officers trained
2008-09	150	43848
2009-10	181	12672
2010-11	311	11449
2011-12	263	10950
2012-13	398	10821

SATCOM programmes: No. of Participants is 19480.

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DTIs:-

Year	No. of training programmes	Officers trained
2008-09		
2009-10	889	20605
2010-11	1073	27443
2011-12	1296	40024
2012-13	1250	38032
	1112	57118

The ATI deputes the faculty of all the three Institutes to training programmes organized by different training Institutions across the country. The Faculty have also been deputed to Asian Institute of Technology, Thailand, and Civil Service College, Singapore to upgrade their skill and knowledge.

The Centre for Disaster management working in the ATi helps the State in the preparation of the State disaster Management Plan and the Districts in the preparation of the District Disaster management Plans.

Thus ATI apart from involvement in the field of training also takes up the responsibility of mentoring and offering suggestions and guidelines in the State administration.

Karnataka Government Secretariat Training Institute has been functioning since 32 years. This Institute trains Officers/Officials of Karnataka. Government Secretariat, Karnataka Legislature Secretariat, Karnataka Public Service Commission and Supervisory level Officers of Field Departments in Bangalore, in 15 different areas like office procedure, service matters, court matters, legislature matters, behavioral science, planning disciplinary matters, besides Transparency in Public Procurements and Right to Information.

2009-10 was observed as the Year of implementation of Kannada'. With a view to implement Kannada effectively in administration, in association with the Kannada Development Authority, workshops were initiated during 2009-10 and continued during

	2010-11 also. 43 Workshops were conducted. Two training programmes were organized in association with the Institute of Secretariat Training and Management, New Delhi, for Secretariat Officers. One training programme covered 'Right to Information Act' and other was on 'Personal Management'.

During the year 2012-13, training programmes were conducted for Group-D employees of the Secretariat which received over-whelming response from the trainees.

Training on Translation (Kannada to English & Vice-varsa) is also being undertaken during the year.

Forest, Environment & Ecology Department

Environmental Management and Policy Research Institute (EMPRI) is regularly conducting training in capacity buildings of all stakeholders in implementation of various notifications issued by the Government of India under Environment Protection Act, 1986, mainly focusing on implementation of Bio Medical Waste (Management and Handling) Rules and Municipal Solid Waste Management and Handling Rules.

Commerce & Industries Department (Department of Sericulture):

It has been considered to establish new Regional Training Institutions to impart training to Officers/staff of the State Government. Six Sericulture Institutes established in the State have been imparting training to the farmers, Sericulturists and other Officers & staff of the Department. |
| e) The State Administrative Training Institutes (ATIs) should have embedded in them, Centers of Good Governance.**(23)** | Government has passed orders constituting the Centre for Good Governance & Innovations in Banaglore. |
| **11. (Para 3.2.4.15) Redefining the Collector's Role**

a) There is need to realign the functions of the Deputy Commissioners/ District Collector so that he concentrates on the core functions such as land and revenue | DDMAs reconstituted .

Incident Response System and Recovery Plan training is planned for Deputy Commissioners, Tahsildars. NIDM will be conducting 5 trainings |

Administration, maintenance of law and order, disaster management, public distribution and civil supplies, excise, elections, transport, census, protocol, general administration, treasury Management and Coordination with various agencies/ departments. **(28).**

b) The Commission reiterates its recommendations regarding the Land Title management System made in its eleventh Report on e-Governance. It should be one of the primary duties of the District Collector to perform the task envisaged in the aforesaid recommendations. **(29)**.

c) There is need to strengthen the compliance machinery at the district level o enforce provisions of the RTI Act and to reduce the element of delay and objectivity in the functioning of the lower level formations of the government. This should be done by creating a special RTI Cell in he office of the Collector, whose functions should be reviewed by the Collector a regular periodicity.**(30)**

d) Officers may be posted as District Magistrates early in their career, but in complex and problem-prone districts an IAS officer should be posted a DM only on completion of 10-12 years of service.**(31).**

e) Steps should be taken to ensure that the Collector plays an effective coordination role in activities and programmes of other departments a the district level.**(32).**

in the year 2013-14.

There are about 100 district level Committees of various Departments chaired by the Deputy Commissioners of the districts, which is over burdening them. In this connection, an attempt has been made to reduce the burden on the part of the Deputy Commissioners in chairing these District Level Committees by earmarking some of the committees to Additional Deputy Commissioners /Chief Executive Officers of Zilla Panchayaths / ADGs / Assistant Commissioners as the case may be. The same will be considered after the elections are over.

Emphasis has been laid not only on the reorganization of Secretariat Departments but also on strengthening the Office of the District Collectors by examining the major responsibilities. In this connection District administration, monitoring and grievance redressal have to be tackled through e-governance system. The IT Consultants appointed by the Deputy Commissioners under Sakala, are rendering great help and assistance to the Deputy Commissioners. By making them permanent and by a comprehensive software system, the district administration could be made more proactive. e-janaspandana portal has been designed through which it LMS/ FMS/ HRMS/ RTI/ Records Management etc. are being considered for inclusion.

e- spandana portal has been created by the State Government. This is an integrated Government to citizen interaction platform for
  - A) Public Grievance Management
  - B) Right to Information Act
  - C) Sakala Analytics

The software has been installed in State data centre and training has already been imparted to the Deputy Commissioners, Nodal Officers of State Directorates and the District IT Consultants for online management of grievances, RTI applications and performance monitoring under Sakala. It is also being considered to compile LMS, FMS, HRMS, Records Management through this software.

	The District IT Consultants appointed by the Deputy Commissioners under the Sakala Mission are assisting the Deputy Commissioners in all respects. Not only making them permanent but also consolidation of other softwares would bring in better District administration.
12. (Para 3.2.4.16.5) Modernizing the Office of the District Collector a) The Commission reiterates its recommendations on the issues of Personnel management, performance and outcome evaluation, effective citizen centric administration, use of information technology, process re-engineering etc. made in its earlier Reports on "Refurbishing of Personnel Administration", "Ethics in Governance", "Citizen Centric Administration", "Public Order", "Disaster Management", "Conflict Resolution" and "e-Governance". These recommendations should be expeditiously implemented where applicable to the district administration.**(33)** (b) The following steps should be taken to modernize the office of the District Collector:- • Management Information System (MIS) should be set-up in the office of the Collector for effective monitoring and evaluation of programmes/ projects under his direct control. • A computerized District Grievance Cell should also be set up in the Collectorate. • An exclusive Vigilance Cell should be set up at the district level under overall supervision of the District Collector. This Cell should also maintain appropriate liaison with the office of the State Vigilance Commission/ Commissioner.	From the DMA 2005 perspective, all DC Offices have been provided funds to equip EOC with VHF. About 25 EOCs are equipped with VHF. Toll free Number 1070 activated at the State level. Toll free number 1077 for districts is being activated. Video Conferencing Facility will be provided to SEOC and connect to DEOC. Console Technology is being installed during the current year (ROIP). Proposal is placed before Finance Department to provide Human Resources for DDMAs /EOCs. **Simplifications of procedures & Innovations in Public administration** (i) Bhoomi, Nemmadi and various Social Security Schemes have been implemented in the State by the Revenue Department. Simplification of procedures initiated in respect of issue of income, Caste, Survival member Certificates and other Social Security Schemes in particular. (ii) e-Sugam: introduced in commercial Taxes Department for payment of taxes by e-payments mode and the registration electronically. (iii) e-Auction initiative of the Karnataka State Finance Corporation for selling the properties taken over under Section 29 SFC Act and SARFAESI Act., which does away with the conventional auctioning process involving detailed tender process.

• A forum should be established at the district level to interact with civil society groups and media on important public issues.

• Immediate steps should be taken to introduce process re-engineering and increased use of information technology. The steps suggested at paragraph 3.2.4.16.3.4 in this regard may be initiated on priority.(34)

(c) Innovations and best practices initiated by officers should be documented adequately and institutionalized through changes in rules / laws wherever required.(35)

(iv) Kattha Mithra Yojana and the Bhoo Chethana programmes of Agriculture Department.

(v) Electronic Tender System of Sale in Agricultural Produce Market Committees, Weighment of Agricultural Commodities in APMCs through electronic Weighing Scales and Floor Price Scheme for Agricultural Commodities in Cooperation Department.

(vi) Sujala Watershed project of Watershed Development Department.

(vii) Maintenance of Gram Panchayath Accounts in double entry System, Panchtantra, development & maintenance of software for regular monitoring of works undertaken and programmes implemented and Capacity building initiatives of RD & PR Department.

(viii) A State level Single window Agency under the Chairmanship of Chief Secretary has been constituted for clearing PPP projects upto 5.00 crores and a Committee under the Chairmaship of Hon'ble Chief Minister to clear the projects above Rs.50.00 Crores.

(ix) e-procurement Project providing platform for procurement through electronic mode.

(x) Aadhar (UID) Project

(xi) KSWAN (The Karnataka State Wide Area Network Project connecting all district HQrs with the State Head Quarters covering all Offices.

(xii) State Data Center: enabling centralization of Departmental Data.

(xiii) Karnataka One: 33 Centres have been established on the model of Bangalore One in major cities of the State.

(xiv) A District Level GIS Data Base to support the process of Local Level Planning at all levels of District, Taluk and Village developed by the Department of IT, BT and ST. Besides a

Technology Portal has been launched www.karnatkageoportal.in

(xv) Khajane-I and Khajane-II implemented in State and District Treasuries made transaction easier and transparent.

(xvi) **e-Spandana** is an integrated Government to citizen interaction platform for
- a) Public Grievance Management
- b) Right to Information Act, 2005, and
- c) Sakala Analytics.

TRAMS (Taluk Revenue Administration Management System) is a customised software and a management tool for any Tahsildar to easily track any file at any point of time. It was developed by Shri Varaprasad Reddy, the then Tahsildar of Channarayapatna Taluk, Hassan District. Due to TRAMS, Accountability, Responsiveness, Transparency, rate of disposal of files, public confidence in taluk revenue administration and revenue generation for taluk office has increased manifolds. DPAR (AR) has provided this software to all taluk offices of the state for operationalisation. This has been replicated to all Taluka Offices throughout the state.

<u>The Karnataka Sakala Services Act 2011</u> has been implemented in the State from 2nd April 2012 covering 151 services of 11 different Departments . Further 114 additional services were included in the Act covering 14 departments w.e.f 2nd December 2012. In all 265 services of 30 different departments/institutions are being delivered to the citizens in a time bound manner. The Scheme has become a most popular one gaining applauses not only throughout the country but also from countries abroad. The number of services delivered to the citizens in a time bound manner under the Scheme is the highest in the Country.

Land Conversion: Simplification of procedures in land conversion is the initiative of the Deputy Commissioner, Dharwad. There is a provision of 120 days time limit under the Land Revenue Act

for conversion of land from agricultural to non-agricultural purposes. This procedure has been simplified for reducing the time taken from 120 days to 45 days.

Elimination of redundant procedures

1. The Caste Certificate used to be issued once a year.

Now the procedure has been amended to make
- Permanent for SC/ST
- For other Castes, certificate valid for 5 years.

This has reduced the workload of the Revenue/Social Welfare department as well as benefited the citizens in terms of less number of visits to Government offices.

Over 36 best practices and innovations have been compiled and published in the form of a booklet. 05 best practices have been given to MBA students of Sambrama Institute of Higher Studies for evaluation.

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Action taken report on Implementation of the recommendations contained in the 3rd Report of 2nd Administrative Reforms Commission titled `Crisis Management`.

Sl. No.	Recommendations made by Administrative Reforms Commission (2nd ARC)	Action Taken by the GOI / States / UT Admns.
a)	The Civil Defence Act should be amended as proposed so as to cover all types of disasters.	The Civil Defence Act, 1968 has been amended by the Civil Defence (Amendment) Act, 2009 by Notification No. 3 of 2010, to include the Disaster Management as an additional role for the Civil Defence Corps, while retaining its primary role. **Action Completed by GoI**
b)	Civil Defence should be constituted in all districts which are vulnerable not only to hostile attacks but also to natural calamities. The goal of community participation should be pursued primality through the instrumentality of Civil Defence especially in urban areas.	The Central Government has identified Uttara Kannada, Dakshina Kannada and Udupi Districts as most vulnerable Districts in Karnataka State. Action is being taken to establish Civil Defence set-up in these Districts. Also action is being taken to establish Civil Defence in Hubli-Dharwad (Dharwad District), Ballari and Belagavi Districts which are highly vulnerable to floods occurring almost every year.
c)	The objective should be to include 1% of the population within the fold of Civil Defence within five years. Efforts should be made to enlist paramedics as Civil Defence volunteers.	Enrolment of Civil Defence volunteers is being undertaken in all the units of Civil Defence with the objective of enrolling a minimum of 2000 Civil Defence Volunteers per lakh of population in the Civil Defence Towns / Districts.
d)	Civil Defence set-ups at all levels should be permitted to accept donations.	The Department expenses are covered through State Government funds reimbursed by the Central Government in the ratio of 75:25 (25% expenses reimbursed by the Central Government).
e)	The Civil Defence set-up at the State level may be brought under the control of the Crisis/Disaster Management set-up.	— —

Indicative Recommendations of Second ARC relevant to States-

Sl. No	Report	Accepted Recommendation	Deliverables	Action taken by the Ministry /Department
1.	4th Report (Ethics in Governance)	42. (6.10.2) Monitoring Complaints Recommendations No.116, 117.	a) Whether online complaint tracking system/Centralized Public Grievances Redress and Monitoring system (CPGRAMS) has been opertionalized? if not, the mechanism for monitoring the complaints:	Yes. Government of Karnataka has formulated a mechanism where a single portal has been developed called "E-Spandana". This portal will have multiple links in which citizens can log on their grievances relating to any Government department, RTI and Sakala. It is an integrated Government to Citizen interaction platform for a) Public Grievances Management; b) RTI Act, 2005; and c) Sakala Analytics. Besides there is a Call centre for lodging complaints. DPAR (Janaspanadana) has been made the Nodal Agency for monitoring the redressal of public grievances and the e-Spandana portal.
			b) The no of complaints received so far and were disposed off as on 4/4/2013	For the period from April 2012 to January 2013, out of 61401 janaspanadana applications received, 41194 applications were disposed of leaving a balance of 20207 applications fo disposal.
			c) Frequency and level of monitoring of complaints may kindly be intimated	Daily - online
2.	11th Report (Promoting e-Governance- the Smart way forward)	2. (Para 6.3.9) Identification of e-governance projects and prioritization recommendations No.2,3	a) What is the updated position of the implementation of Mission Mode project (MMP) as on 01/4/ 2013.	Pending for Cabinet approval.
			b) Whether continuous interaction is done with stakeholders/ members.	yes
			c) Whether third party review of MMP has been done? If yes details thereof.	Yes.

			d) Status of e-District project in the State.	RFP is ready.
			e) Status of computerization of land records.	Done. "Bhoomi" Software which have details of land records in the State.
			f) Status of computerization of various departments	21 departments are computerized.
			g) details of other e-Governance projects/initiatives if any, identified and being implemented	Several initiatives have been taken by the E - Governance Department to facilitate identification of e-Governance projects and implementation by all the Departments of the Government. These include: 1. Setting of **State portal** to provide information to citizens, business and other entities by all the Government Departments. 2. **Bangalore one and Karnataka one** – enable service delivery by Government departments, without the need for upfront creation of database. Departments can start offering services and prospectively build up their data bases. 3. **Online Transactions:** Portals – Bangalore one and e-Procurement have been established to enable both G2C and G2 B services on large scale. 4. **Karnataka Resident Data Hub** has been set up for verification and authentication of beneficiaries with UID information to enable effective service delivery and prevent pilferages. 5. **KRDH** has been set up a metadata hub for Government. Now ELECTRONIC Data exchange Platform is proposed to be created to facilitate integration of databases and facilitate convergence in service delivery. 6. E Governance Department has set up and providing the services of following core e- infrastructure for use of the departments: - KSWAN - State Data Centre - Core enterprise applications

			i. HRMS ii. E procurement iii. Decision Support System for Plan monitoring iv. Online Digital Government Communication for publishing Government orders Department is also taking action to set up 'e District and 'State Portal and SSDG' for enabling complete automation and monitoring of service delivery by Government Departments. File Monitoring System & letter Monitoring System. Biometric system of attendance in the Secretariat and other departments to monitor the attendance of the Officers and Officials. Flexi-Time System of attendance for the Group-A and Group-B Officers of the Karnataka Government Secretariat.
3.	- Do -	(Para 6.7.2.7) Implementation – Recommendation No.16	a) When was the official state website last updated	State Official Website is Designed, Developed and Maintained by Centre for E-Governance, Department of E-Governance, Government of Karnataka The information posted on this website could include hypertext links or pointers to information created and maintained by non-Government/private organisations. National Informatics Centre is providing these links and pointers solely for information and convenience of the departments/institutions. State Official website: http://iwww.karnataka.gov.in/ http://www.karunadu.gov.in
			b) How frequently the contents on the website are reviewed and by whom	The departments will review and update the information pertaining to them as and when need arises.
			c) Can all the forms for stakeholders/citizens be downloaded or not?	70%
4	1st Report (Right to information: Master key to Governance)	1. Capacity building and awareness generation (para. 5.5.5.) recommendation	The National Training Policy (see website http://persmin.gov.in/otraning /national policy. pdf) provides 2.5% of salary budget of each department for training	Yes. Based on the National Training Policy of Government of India, the State has enacted the State Training Policy during 2012. **Vision:** Upgradation of knowledge, improvement of Skills,

| | | No.28 | a) Has the state Government adopted this policy

(i) if Yes the status of implementation of the policy;

(ii) if no, what is the salient features and coverage of the policy | enhancement of efficiency and effectiveness in delivery of services.
Mission: Empowerment through training and capacity building enabling the governance mechanism to become agent of change.
The salient features of the Policy are:

• Training for all
• Every Government servant shall undergo a minimum of three training programmes in his/her career.
• High quality training for all at regular intervals;
• Compulsory training at induction level.;
• Adoption of need based training and learning.
• To lead and manage change;
• ATI, Mysore is the Nodal Agency for Training and act as a training consultant for Government.
Areas covered for intensive training are:
○ Information Technology;
○ Decentralized Planning and development;
○ Project Formulation and Monitoring;
○ Public Policy;
○ Promotion and Transparency and Accountability in Govt. and PPP;

It is also embedded in the policy that non-attendance of Government employees for training will attract a fine of Rs.1000/-.

It has been decided to include the subjects of Horticulture, Floriculture, Sericulture, Fisheries and Animal Husbandry under the Training programmes of Agriculture Department. |
| 5 | 4th Report (ethics in Governance) | 31. (5.1.12)Citizens initiatives Recommendation No. 85,87) | a) How many departments have prepared the citizens charter

b) When was citizens charter last updated | 45 departments have prepared their citizens charter and are updating regularly. |

				department/organisation wise
6.	-do-	34.(5.4.2) Social Audit	a) Is the State carrying out social audit for the schemes implemented b) Process of social audits in schemes of the State and Status thereof c) What is the mechanism for follow up action on reports of social audit	Independent **Social Audit Directorate** headed by a retired IAS Officer has been established in Karnataka by the RDPR Department. Social audit coordinators are working for timely and smooth conduct of social audit in several districts and Talukas. **Karnataka Evaluation Authority** has been established in the State by the Planning Department for undertaking third party evaluation of Projects/Schemes of Government Departments.
7	-do-	36. (6.3.5) Simplifying transactions	a) When was the last review done of stakeholders/citizens forum and institutional mechanism for periodic review	Monthly. Monthly Multilevel Review (MMR) meetings are held in all departments to review the (MPIC -Monthly programme implementation Calendar) progress of implementation of Plan Schemes. In Districts MMR meetings are chaired by the District in-charge Ministers. At the State level KDP (Karnataka Development Programme) meetings chaired by the Hon'ble Chief Secretary will be held quarterly to review the progress of implementation of Plan Schemes. Besides, Results Framework Documents (RFD) are prepared for all developmental departments and are reviewed bi-annually by State ATF Teams. Yet to be adopted.
			b) process of self certification of documents	
8.	-do-	29 (4./5.6) Ombudsman at the Local levels	a. Has the state Government set up the local bodies ombudsman under (i) Panchayat Raj Act and (ii) Urban Local Bodies Act? Pl. indicate the number of urban local bodies and districts for which	Yes. Ombudsman have been appointed in Karnataka for monitoring MGNREGS by the Rural Development & Panchayath Raj Department. At present in 19 Districts Ombudsmen are working, for the rest, selection is underway. Under Section 296 of the Karnataka Panchayati Raj Act 1993 the office of District Ombudsman has been created. This year, it is proposed to

			ombudsman constituted.	functionalise the office of District Ombudsman under RGPSA scheme.
				Karnataka Municipal Corporations Act, 1976 and Karnataka Municipalities Act 1964 provide for mechanism for audit functions and audit reports and placing the audit reports of the Urban Local Bodies before the Legislature etc. Technical and Supervision audit by the C & AG is also provided for. The suggestion for State Ombudsman is considered as inappropriate by the Department.
9.	1st report (right to information Master key to good Governance	10. Organizing information and record keeping (para 5.4.11)- Recommendation no. 27	a) Has the state Government laid down road map for digitization of records and the status thereof?	Yes. 8 departments have completed the task of digitisation of records. Besides, **Secretariat Records Room Management System** a Software developed has been replicated in the General Records Section of the Karnataka Government Secretariat having recorded files of all 39 Departments of the Secretariat. Computerization of records is being undertaken through the software in a phased manner which will facilitate identification and location of recorded files within fraction of a minute that too with minimal staff.
10	General		a) Is there an institutional mechanism of holding collector's/DMs/DCs Conference and are these reforms discussed in it ?	Conference of Regional Commissioners/ Deputy Commissioners/ Chief Executive Officers of Zilla Pachayaths /SPs of Districts under the Chairmanship ,of Hon'ble Chief Minister will be held twice or thrice a year. Recently, Conference of Regional Commissioners/Deputy Commissioners of Districts and Chief Executive Officers of Zilla Panchayaths was held on 27th and 28th May 2013 under the Chiarmanship of Hon'ble Chief Minister of Karnataka.

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