



**KARNATAKA ADMINISTRATIVE REFORMS COMMISSION-2**

**FIRST REPORT OF THE  
KARNATAKA  
ADMINISTRATIVE REFORMS  
COMMISSION-2**

**JUNE - 2021**

**GOVERNMENT OF KARNATAKA**

**KARNATAKA ADMINISTRATIVE REFORMS COMMISSION-2**

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**JUNE - 2021**

*English Translation of Kannada Government Order*  
**Proceedings of Government of Karnataka**

Sub: Constitution of Karnataka Administrative Reforms Commission-2 reg.

Ref: Government Order number DPAR 19 AMC, dated:17.04.2000

**Preamble:-**

An Administrative Reforms Commission was previously formed under the Chairmanship of Sri. Haranahalli Ramaswamy vide the above Government order dated:17.04.2000. The said Commission had submitted its final report on December 2001 to the Government. The said Commission had submitted a total of 256 recommendations. Of these recommendations, the State Government has implemented 234 recommendations. An evaluation of the implementation of the recommendations of the Sri. H. Ramaswamy Administrative Reforms Commission is required. In addition, governance is ever evolving and in the two decades, since the establishment of the Sri. H. Ramaswamy Administrative Reforms Commission, there has been a complete transformation of technology and various institutions of Government in all sectors. In the last five years and especially in the last one year there have been tremendous changes in the way humans interact and the way large institutions operate. The use of information and communication technology has revolutionized the workplace and the communication among people. Therefore, there is a need to comprehensively evaluate the existing governance and governance systems. New changes and transformations need to be recommended in order to provide a good governance and governance systems for the coming decades of the 21st century.

**Hence the following Government order.**

**Government Order No. DPAR AR 05 ASAPA 2020, Bengaluru dated: 07.01.2021.**

1. Government approve the formation of the Karnataka Administrative Reforms Commission-2 with immediate effect. Sri. T.M.Vijay Bhaskar. I.A.S.,(Retd) has been appointed as a Chairperson of this Commission with immediate effect and until further orders.

The following subjects have been allotted to the Karnataka Administrative Reforms Commission-2:

- I. Review of implementation of recommendations of Sri H. Ramaswamy Administrative Reforms Commission.
  - II. Recommendations for restructuring of departments and rationalization of staff strength at all levels of Government.
  - III. Identification of unnecessary cadre/staff in departments due to with the use of technology and the possibility of merging departments, boards and corporations.
2. To comprehensively study and evaluate governance and governance systems currently in Government and State owned departments/boards and corporations and to recommend appropriate governance and structural reforms to meet the needs of the coming decades of the 21st century.
  3. Government of Karnataka will grant funds to cover all administrative costs of the Commission.
  4. A separate Government order will be issued for salaries, allowances and terms of service of the Commission.

5. The Commission shall complete its work study and submit a final report within two years and an interim report within a period of one year.
6. The Secretary to the Government DPAR(AR) will serve as Secretary to the Commission.

This Government order is issued with Finance Department concurrence in note Number FD 10 Exp-12/2021, dated:06.01.2021.

By order and in the name  
of Governor of Karnataka  
Sd/-  
**(Swarnalata M Bhandari)**  
Deputy Secretary to Government  
DPAR(AR)

*English Translation of Kannada Government Order*

**Proceedings of Government of Karnataka**

**Sub** : Functions of the Karnataka Administrative Reforms Commission-2.

**Read** : 1) Government Order number DPAR(AR) 05 ASAPA,2020Bengaluru dated: 07.01.2021.

**Preamble:-**

The Government of Karnataka in the order read at (1) above has intended to enhance the efficiency and transparency at all levels of governance. The Government of Karnataka felt that there is a need to comprehensively evaluate the existing governance system and constituted the Administrative Reforms commission-2 to recommend changes in the administration for creating good governance and a governance system for the coming decades of the 21st century. Objectives and jurisdiction of the Commission have been defined. In addition to these few points are to be included.

Government has examined the proposal and ordered as follows.

**Government Order No. DPAR AR 05 ASAPA 2020, Bengaluru dated04.02.2021.**

In addition to the subjects to be reviewed by the Karnataka Administrative Reforms Commission-2, the following points are included and accordingly ordered.

1. The Commission may obtain the services of advisors, institutional consultants and professionals for any particular purpose as it deems necessary.
2. The Karnataka Administrative Reforms Commission-2 shall formulate procedure and obtain necessary information from the various departments as may be necessary for its purpose.
3. All Government Departments, Boards and Corporations, Local bodies, Grant-in-aid institutions and Service organisations shall provide all necessary information and documents to the Karnataka Administrative Reforms Commission-2.

The Commission may consult public and experts and review any department at any level of administration to submit its recommendations to the Government. During review, the Secretary/Heads of Departments and other officers of the concerned Departments shall provide necessary information to the Commission about Departmental procedures.

The Commission may initiate action to analyse specific issues pertaining to the administration of the Government or any Department/level subjects through specialist or expert institutions and through seminars on such matters.

By the order and in the name  
of Governor of Karnataka  
Sd/-

**(B.S.Ravikumar)**

Deputy Secretary to Government(I/c)  
Department of Personal Administration

## STAFF OF THE KARNATAKA ADMINISTRATIVE REFORMS COMMISSION-2

Name	Designation
Shri. TM Vijay Bhaskar, IAS (Retd.) and Former Chief Secretary Govt. of Karnataka	Chairperson
Shri. NS Prasanna Kumar, IAS (Retd.)	Advisor
Shri. Nagaraj Singrer, K.A.S	Special Secretary
Shri. R S Shivakumar	Deputy Secretary
Shri. B S Prashant Kumar	Under Secretary
Smt. Jaheeda N. Gachhinamhal	Section Officer
Shri. Shreenivasa	Section Officer
Shri. Rakhesh Sattyannavar	Stenographer
Smt. K Geetha	Stenographer
Shri. L S Prashanth	Data Entry Operator
Smt. Renuka Bai	Data Entry Operator
Smt. M G Pushpalatha	Office helper
Shri. Murthy	Office helper
Shri. G Vijay	Office helper

## ABBREVIATIONS

AJSK	Atalji Janasnehi Kendra
ADLR	Additional Director of Land Record
ATI	Administrative Training Institute
BDA	Bengaluru Development Authority
BMC	Bhoomi Monitoring Cell
CODR	Centre for Open Data Research
CSC	Common Services Centre
CQW	Certified Quality Website
DCCB	District Central Co-operative Bank
DEO	Data Entry Operator
DG	Director General
DIET	District Institute of Education and Training
DSERT	Director of State Educational Research and Training
DTI	District Training Institute
EDCS	Electronic Delivery of Citizen Services
EWS	Economically Weaker Sections
FGD	Focus Group Discussion
FTA	Fixed Travelling Allowance
GIGW	Guidelines for Indian Government Websites
GP	Grama Panchayat
HOD	Heads of Departments
HRMS	Human Resource Management System
IGSR	Inspector General of Stamps and Registration
KIADB	Karnataka Industrial Area Development Board
KPSC	Karnataka Public Service Commission
KSR SAC	Karnataka State Remote Sensing Applications Centre
KSWAN	Karnataka State Wide Area Network
MBPS	Megabits Per Second
NCRB	National Crime Records Bureau
NeSDA	National e-Governance Services Delivery Assessment
NHAI	National Highway Authority of India
OTC	Over The Counter
PACS	Primary Agriculture Cooperative Credit Societies
PDO	Panchayath Development Officer
PLE	Private Local Entrepreneur
RCCMS	Revenue Court Case Management System
RGHCL	Rajiv Gandhi Housing Corporation Ltd.,
RI	Revenue Inspector

RTC	Rights, Tenancy and Crops
SATCOM	Satellite Communication
SCRB	State Crime Records Bureau
SSL	Secure Socket Layer
SSLR	Survey Settlement and Land Records
SSP	Social Security Pension
STQC	Standardisation Testing and Quality Certification
TMC	Town Municipal Corporation
UDID	Unique Disability Identification
ULB	Urban Local Body
VA	Village Accountant
VPN	Virtual Private Network
VSSSN	Vyavasaya Seva Sahakara Sangha Nyamita



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## INTRODUCTION

The first Administrative Reforms Commission in Karnataka was constituted in 2000 under the Chairmanship of Sri. Haranahalli Ramaswamy. The Commission submitted its report in December 2001. The Commission made 256 recommendations of which 234 recommendation were implemented.

Governance is ever evolving and in the two decades, since the establishment of the Sri. H. Ramaswamy Administrative Reforms Commission, there has been a complete transformation of technology and various institutions of Government in all sectors. In the last five years and especially in the last one year due to Covid-19, there have been tremendous changes in the way humans interact and the way large institutions operate. The use of information and communication technology has revolutionized the workplace and communication among people. The two decades have also seen many social and economic changes in the State and beyond. The outlay and reach of welfare programmes and schemes administered both by State and the Central Government have increased tremendously along with the increasing role of Government in both development and regulatory domains.

The Government of Karnataka felt that there is a need to comprehensively evaluate the existing governance system and to recommend changes in the administration for creating good governance and a governance system for the coming decades of the 21st century.

In view of the above, the Government of Karnataka constituted the Karnataka Administrative Reforms Commission-2 and appointed Sri. T.M. Vijay Bhaskar IAS (Retd.) and former Chief Secretary to the Government as the Chairman vide Government order DPAR-AR/05/ASP/2020 dated 07-01-2021. There are no Members in the Commission.

### **The following subjects have been allotted to the Karnataka Administrative Reforms Commission-2:**

1. Review of implementation of recommendations of the Sri H. Ramaswamy Administrative Reforms Commission.
2. Recommendations for restructuring of departments and rationalization of staff strength at all levels of Government.
3. Identification of unnecessary cadre/staff in departments due to with the use of technology and the possibility of merging departments, boards and corporations.
4. To comprehensively study and evaluate governance and governance systems currently in Government and State owned departments/boards and corporations and to recommend appropriate governance and structural reforms to meet the needs of the coming decades of the 21st century.

The Commission is required to complete its work study and submit a final report within two years and an interim report within a period of one year. The Second Administrative Reforms Commission started working with effect from 11-01-2021. A new office was established initially in the Vikasa Soudha and later shifted to the Khanija Bhavan with minimum staff and infrastructure.

The Commission Chairman called on the Hon'ble Chief Minister of Karnataka, Shri B.S. Yediyurappa to seek his guidance on the work of the Commission and to get his broad views on the administrative reforms required in the State.

The Commission Chairman also called on the following dignitaries to seek their guidance.

1. Shri Govinda M. Karjol, Hon Deputy Chief Minister and Minister for Public Works Department
2. Dr C N Ashwathanarayana, Hon Deputy Chief Minister and Minister for Higher Education, IT & BT, Science and Technology, Skill Development, Entrepreneurship and Livelihood.
3. Shri Laxman S. Savadi, Hon Deputy Chief Minister and Minister for Transport Department
4. Shri Jagadish Shettar, Hon Minister for Large and Medium Scale Industries
5. Shri R Ashok, Hon Revenue Minister
6. Shri Basavaraj Bommai, Hon Home Minister
7. Shri S. Suresh Kumar, Hon Minister for Primary and Secondary Education

The Commission Chairman also met the following dignitaries

8. Shri Vishwanath Shetty, Hon Lokayukta, Karnataka
9. Shri M R Srinivasa Murthy, Chairman, 6th Pay Commission
10. Video conference with Smt Sheela Thomas, Member Secretary of Administrative Reforms Commission, Government of Kerala.
11. Shri. S.K Das IAS (Retired) and former Advisor Second ARC, GOI.

The Commission held several consultative meetings with senior officers of Government

- Shri ISN Prasad, Additional Chief Secretary Finance, Smt Ekroop Kaur, Secretary (B) Finance, Dr PC Jaffer, Secretary (Exp) and other senior officials of the Finance Department.
- Shri Rajeev Chawla, ACS, E Governance
- Smt Shalini Rajneesh, ACS, Planning
- Smt P Hemalatha, Secretary DPAR and other department officials.
- Shri Munish Moudgil, Secretary DPAR (AR)
- Smt Gunjan Krishna, Commissioner, Industries and Commerce

The Commission has also consulted the following reputed organisations.

- Indian Institute of Science, Bengaluru
- National Institute of Advanced Studies, Bengaluru
- Institute of Social and Economic Change, Bengaluru
- Indian Institute of Management, Bengaluru
- International Institute of Information Technology, Bengaluru
- Indian Institute of Public Administration



- National Law School of India University, Bengaluru
- Karnataka Evaluation Authority
- Sakala Mission
- Public Affairs Centre, Bengaluru
- Electronic Delivery of Citizen Services (Seva Sindhu) office
- Center for Open Data Research
- KPMG
- Transect Global BPO and Call Centre
- Janagraha -NGO

Based on the guidance received and discussions held, the Commission decided to first focus on identifying the reforms and improvements needed in the delivery of citizen centric services in order to make it easier and faster for citizens to obtain these services. It was also felt that simplifying the backend processes in the delivery of these services would ease the workload and improve the productivity of the Government staff involved. The following three major areas were taken up for initial study:

- Delivery of Citizen centric services
- Performance Management
- Redressal of Public grievances

The Commission examined the number of applications received by all departments of the State Government for all the citizen services that were notified under The Karnataka Sakala Services Act. A total of 5.45 crore applications were received for all citizen services put together in all departments in the period from January 2019 to February 2021. Of these it was seen that 4.32 crore applications (79% of the total) were received by just departments viz. Revenue, Transport and Food, Civil Supplies & Consumers Affairs departments.

It was therefore decided to take up the following number of citizen centric services in these three departments for detailed study.

- 79 online services of the Revenue department including Stamps & Registration, Survey Settlement & land records, Bhoomi and Ataljee Jana Snehi Kendras (AJSK).
- 49 services of the Transport department including KSRTC, BMTC, NEKRTC and NWKRTC.
- 7 services of Food, Civil Supplies and Consumers Affairs department including Legal Metrology

A 360 degree appraisal of the service delivery system was done on the following lines for each of the above services.

**User feedback:** Staff in the M/S Global Transact BPO and Call Centre, an agency that is engaged by Sakala Mission for providing helpline services, called the service users of each of these services over telephone and obtained feedback from them about the services. A feedback questionnaire was devised. The feedback sought from the users was on the time taken by them to obtain the desired service, the fees paid, the number of visits made to the concerned office, the difficulties faced, their suggestions for change and overall satisfaction regarding the process. The suggestions given by the users were broadly on the same lines in case of most of the services and are considered while making the recommendations.

**Field study by KAS/IAS probationers and serving officers:** A team of 57 IAS/KAS probationary officers were selected and trained to study some specific services. These officers visited the concerned office delivering the service to observe the processes involved and collected information in pre-formatted data forms from the officers, front-line workers and users. These officers studied the workflow of the services; the processes involved till the issue of service certificates and gave suggestions for improvements.

**Focus Group Discussions:** Selected officers from different levels of the hierarchy, from the field level functionaries to the senior officers of Revenue, Transport, Food & Civil Supplies departments were called from all four Revenue Divisions across the state. They were formed in to groups consisting of representatives from all four Divisions and from different levels of hierarchy. A structured questionnaire with 35 questions was given to these groups for discussion. The groups after detailed interaction filled in the questionnaire and gave suggestions for improvement of each service. These suggestions were shared with all other groups in a plenary meeting and the opinion and suggestions taken from the members of the combined groups.

**National e-Service Delivery Assessment (NeSDA):** The National e-Governance Service Delivery Assessment (NeSDA) framework was conceptualized and launched in the year 2018. The framework primarily assesses all the government service portals on 7 key parameters namely Accessibility, Content Availability, Ease of Use, Information Security & Privacy, End-service Delivery, Integrated Service Delivery and Status & Request Tracking. These 7 key parameters are further split into 77 guidelines. The Centre for Open Data Research (CODR) and M/s KPMG were asked to test each online service by doing dummy login for the service and assess whether the service portal complied with all the 77 guidelines of the NeSDA framework. The guidelines that are not complied with and require changes to be made for complying with them are given as recommendations.

**Field visits by the Commission:** The Commission has visited the following places and held discussions with users, department officials and stakeholders:

- i. Bengaluru Urban DC office and collected information from the citizens standing at the counters and officers of the Revenue department.
- ii. Taluk office Yelahanka and held detailed discussion with the Tahsildar and officers of the Revenue Department, Food Inspector service counter and interacted with applicants and officers.
- iii. Bengaluru Urban district - RTO offices in Yelahanka and Koramangala and discussed with applicants and officials of the Department.
- iv. Magadi Taluk, Ramanagara district - AJSK, Common Service Centre (CSC), Gram Panchayat offices in Solur Hobli, Magadi Taluk. The Commission also visited Taluk office, Sub-registrar office and ADLR office at Magadi Taluk and held discussions with the relevant officers.
- v. Udupi District - Visited 80-Badagabettu GP office, discussed with GP Chairman, Vice Chairman and Zilla Panchayat member. Visited Karkala Taluk office, ADLR and Sub-Registrar office followed by an interactive meeting. Visited Yarlapadi GP office and Fair Price Depot.
- vi. Visited DC office and RTO office at Udupi and held interactive meeting with DC, CEO, RTO, DD Food, DDLR and District Registrar.
- vii. Dakshina Kannada district - Visited Puttur Taluk office, ADLR, Sub Registrar office, Food Inspector and RTO office.

Based on the above inputs and suggestions a draft report was prepared and shared with the concerned heads of the Revenue, Transport and Food & Civil Supplies Departments with a request to offer their comments or suggestions.

In continuation of this, the Commission held meetings to discuss the draft department reports and obtain comments on the draft report and suggestions with the concerned senior officers of the respective departments. Meetings were held with Principal Secretary Revenue Department, IGSR, Commissioner Survey Settlement & Land Records, Director AJSK, Additional Chief Secretary Food and Civil Supplies, Commissioner Food & Civil Supplies, Principal Secretary, Transport and Transport Commissioner. The comments, suggestions and improvements received from the Departments have been suitably incorporated in the final report.

# REVENUE DEPARTMENT

## REVENUE DEPARTMENT COMMON RECOMMENDATIONS

### 2.1 Ease of use of services by citizens

1. AJSK centres are popular and are available at hobli level. They offer about 56 services. If a citizen wants to obtain services from different Government departments, there is no single window agency like in the case of single window agency available for investors in Industries and Commerce department. There is a need for a single window agency for citizen services also, to ease the burden on citizens of going to various Government offices in different towns and areas to obtain their services. Whether its applying for a Caste Certificate or a Learners License or a modification in the ration card or obtaining an Encumbrance Certificate a citizen need not have to go to AJSK centre, a RTO office, Food Inspectors office and Sub Registrars office. They should be made available in one single centre. It is therefore recommended that the AJSKs should become the Single Window Agency for Citizens for all online Government services. Nearly 700 services of different Government departments are now said to be available for online users. Citizens should be able to avail any of these services that are online from one centre. Of course, if his personal presence is essential for instance for taking the Learners License test, he will have to go to RTO office. But otherwise he or she should not be made to go around different offices. For this purpose AJSK data entry operators may be given necessary SATCOM and online training. A service fee of Rs 25 may be taken by AJSK for each service. As the number of applicants increases, the income generated as service from the service fee should be permitted to be used by the AJSK Director or the district Deputy Commissioners to deploy additional DEOs in the AJSKs with suitably high number of applications.
2. It is suggested that short 3 minute videos on each service may be prepared by Seva Sindhu, AJSK, Bhoomi, IGSR, SSLR and SSP and uploaded on Youtube and shared on Revenue Whatsapp groups. It will guide prospective users and popularize the online services. They should be in Kannada with English sub-titles. This need not cost much, if experienced Village Accountants or Revenue Inspectors or other staff themselves feature in the videos. The videos can be recorded on good smartphones at no cost. They can also be recorded in the studios available in district level at District Institutes for Education and Training or any other Govt facility. This will minimize the cost of the videos. It may be noted that School Education department has uploaded many such videos of departmental master teachers teaching lessons on Youtube by recording them in DSERT/DIETs.
3. Since many applicants may want physical certificates/orders, in addition to being sent through email and Digilocker, it is suggested that self addressed, stamped envelope may be obtained

from the applicant in all cases or provision for payment of postage charges be collected online. This is being done in Transport department.

4. Alternatively, if a citizen wants door delivery, he can select this option and accordingly charges may be collected and the service delivered through the local post office. The address may be drawn from the Aadhar card or the application.
5. The provision of Jana Sevaka may be extended to all taluks. The existing CSC operators can be used for this purpose.
6. In larger urban areas, there are few Village Accountants and RIs. They do not and cannot have information about the residents. Such information would be available with the urban local body staff.

Applicants will find it easier to apply to ULB ward offices and service delivery would be faster because more staff are available with ULBs. It may be noted that all residence details, urban property details, Electoral and Census work in urban areas is done by the concerned ULBs.

There may not be any grounds for apprehension in handing over some such services to ULBs. Therefore in the urban areas the concerned City Corporation, City Municipal Council, Town Municipal, Town Panchayats can be authorized to issue certain services like Family Tree, Residence Certificate that do not relate to land, income or caste. This will resolve many issues faced by citizens in urban areas and reduce the workload on urban Revenue staff.

7. Sakala reporting systems do not have provision for reporting that a paper is pending for want of information from the applicant. If there are any missing information or documents, officers straightaway reject the application so that they do not breach Sakala timelines. The applicant is forced to apply and pay fees once again. Instead, a SMS and letter can be sent to the applicant asking for the missing information or documents. In the meantime the application should be parked by making suitable provision under Sakala for parking of the application till the information or documents are supplied. This will avoid unnecessary burden on the applicant to apply once again, pay fees and upload all documents once again. Sakala reporting system may be modified for this purpose.
8. Citizen should get an access to check their application status with contact officer details
9. Notice board in the AJSK/Tahsildar offices should be updated with the list of online services and the documents required for each if any.
10. AJSK Helpdesk/Call center was set up some time back for just one year and then discontinued. This Helpdesk/Call Center should be revived and set up at State level initially with at least 12 operators working in two shifts trained in all Nada kacheri and Revenue department services. Later they may cover services of other departments also when AJSKs become Single Window Agency for Citizens. Operators should be capable of receiving calls and providing information, status of applications, grievances, escalate technical issues, follow up and close the complaint. This is important as many users are applying through CSCs/online and they require guidance.

11. Whatsapp based chat support bot + application bot can be introduced to reduce the load on call centres.
12. Suitable sites should be earmarked or building space should be provided by the Revenue department, Gram Panchayats, Municipalities in rural and urban areas to set up AJSK One Stop Centres wherever they do not have their own space.
13. A system of Tatkal services on the lines of similar service for Passport issue and SSLR services can be introduced for selected services of Revenue department and IGSR. Some part of the higher fees that are charged for Tatkal services can be given to the office staff as a team, and not individually, as an incentive for working faster and harder.

## 2.2 To improve e-service delivery of services

14. Seva Sindhu platform should become a single platform for all E Services of all departments including Revenue department. Many e-services that are developed by the departments with other vendors, private vendors etc are not available on the Seva Sindhu portal. It is therefore recommended that E Governance department may bring all the 800 odd e services, both Sakala and non-Sakala that are available online in different departmental portals, onto the Seva Sindhu portal for ease of availability and use by citizens.
15. E Governance department has taken steps for a Family ID system that will link various citizen databases and considerably ease the delivery of services on online platforms. Once a citizen has given a certain piece of information to any agency of Government, it should not be necessary for the same agency or any other agency of Government to again ask for that information. Once only or once is enough is a principle to be followed. For instance, by linking up with various databases many documents need not be asked for while applying for Revenue dept services. Ration Card number alone would fetch family details, School data would give School Admission extract, eJanMa would give death report, Fruits database would give landholding etc. Repeated reaching out to households for various dept. data collection should be discouraged. Due to multiple activities thrust upon VA's, they are generally fatigued and prone to errors. Also, public are generally indifferent due to repeated home visits by multiple departments for data collection. Hence a Central Committee may be formed under chairpersonship of ACS & Development Commissioner for creating a central database & data collection activity, co ordination and integration of collected data. The Committee will be able to prioritize the issues for which field surveys are required and also weed out surveys that may not be necessary.
16. eKshana system– by integration with the Ration Card Database – is the precursor of the Family ID based service delivery in Karnataka. The eKshana – repository of all the existing caste, income and residence certificates allows more than 60% Caste, Income and Residence Certificates to be issued
  - i. Over The Counter at Govt Counters or
  - ii. citizen can print them ONLINE ANYWHERE ANYTIME (including at home) by making ONLINE payment or



- iii. From a Private Local Entrepreneur (PLE) who is registered free of cost ONLINE with AJSK/Bhoomi.

In order to achieve this, eKshana software has extensive in-built intelligence which uses Name Matching Algorithm, Ration Card Number and Aadhaar number to cull out existing caste/income/residence certificates. It prevents duplicate and unnecessary new creation of existing caste/income/residence certificates.

Even if eKshana starts with a repository of caste/income/residence certificates of, say, 60% population of an area; the repository expands to include more and more citizens and more and, thus, more of them get certificates Over The Counter the next time they apply.

Therefore, Government order may be issued that eKshana should be compulsorily used and no bypass of eKshana software (which uses AI to cull out existing caste/income/residence certificates rather than raise new requests) should be permitted..

17. eKshana system of certificate issuance has to be extended to all the certificates of Revenue Department
18. Six certificates of Ration card, Aadhar, Caste certificate, Income certificate, Identity proof like voter ID card and Address proof are being asked commonly for providing most of the services. Once an applicant furnishes any document through AJSK or online for any particular service, those documents should be stored in the AJSK database. AJSK software should ensure that these documents are auto populated wherever necessary for any new application made by the same applicant. Such documents should not be asked for once again.
19. Based on these most common six available documents that have already been furnished by the applicant for other purposes, about 15 popular certificates can be auto generated by AJSK and/or stored sent to the Digilocker of the applicant. Fees can be collected for downloading from the Digilocker. These can also be made available by over the counter delivery if application is given in AJSK centers.
20. Mojini, Bhoomi and Fruits databases should be integrated. This will enable faster processing and delivery of various services. Some services can also be made available over the counter at any CSC. Details are given in service wise reports.
21. A mobile app called as Karnataka Mobile One was launched a few years ago by E Governance department. But it is now not very popular and gets poor ratings on the appstores. Smartphone reach is tremendous and growing fast even in rural areas. One app can provide all Government services. The best way to connect the departmental service provider to the user is a mobile app. If mobile app is developed, many applicants can apply through it conveniently without making the journey to Government offices or cyber centres. A project to redevelop it based on the latest technology should be taken up by E Governance department and implemented quickly. This will enable citizen services of all departments to be easily available on smartphones,
22. By this means, all the Revenue department services can be made available through mobile app for users and also relieve the work pressure on AJSKs and Tahsildar offices.



23. All Revenue department services should be brought under Samyojane app launched by AJSK.
24. For many services, the software systems do not allow scanning and uploading of supporting documents. Even when there is such a provision, the AJSK operators do not scan and upload, but collect the hard copies of the documents for transmission to the verifying authority. This leads to a situation where there is parallel movement of the physical file along with the electronic file. Work has been doubled for both the applicant as well as for the staff. Therefore, all supporting documents should be uploaded by the AJSK centre while taking the application. Papers should only move on the Samyojane App or on Eoffice. There should be a checklist and if any document is not uploaded, the system should not accept the submitted application.
25. Revenue department may, in cases where the services are available online, stop the submission of paper documents and movement of parallel paper files by issuing Circular instructions.
26. All pension schemes (including non-revenue) of various departments like pension for Devadasi women, senior artistes pension etc., may be brought under Navodaya App.
27. It is reported that when AJSK centres scan the documents accompanying an application and upload it on Samyojane app, the concerned VA/RI are not able to view the scanned documents. It is also reported that if a certain document could not be uploaded the first time while applying for a particular service, there is no provision in the app to subsequently upload it. These require modifications in the software of the Samyojane app.
28. AJSK, Bhoomi, SSP, IGSR and SSLR service portals should have provision for payment through UPI mode of payment using QR code, debit card, credit card, net banking for collecting application fees. Revenue department may initiate steps to set up POS machines and QR code payment systems in AJSKs /GPs and Bapuji Seva Kendras through RDPR /CSCs, Bangalore One and Karnataka One centres through E Governance department. This will reduce the work of collecting, counting, accounting, depositing cash and reconciliation of accounts.
29. An online wallet system for use by online users and CSCs and cyber centres can be created like Bhoomi i-RTC system for SSLR and IGSR.
30. In the present workflow of AJSK services for issue of various certificates and services, the online applications are first sent to the RI/Deputy Tahsildar login who then forwards it for verification and report to the VA. To cut short the time required, the software system can be modified so that the online application can be directly sent to VA login for verification and report to the RI/Dy. Tahsildar. Similarly at the reporting stage, the RIs report can be directly sent to the Deputy Tahsildar, instead of routing it through the Case Worker, thereby cutting one step of sending the RIs report to the Case Worker before it goes to the DT. This will reduce the time taken by atleast 3-5 days for each service.
31. SMS and if feasible call facilities should be used to inform the users about the status of their applications, approvals, rejections, additional documents etc.

32. Provisions in the software shall be made to download certificate through mobile App or Digi-locker. Soft copy of Certificates should also be sent by email as PDF document, to the applicants mobile as SMS link
33. The power to correct spelling mistakes in name, address (but not caste or income details) in Over the Counter Caste and/or Income Certificate may be given to Tahsildar Grade 2 to cut short delays.
34. Pyki RTCs are being generated by adding special characters like “dot”, “comma”, “semi-comma” etc. This should be prevented by making suitable changes in Bhoomi software.
35. Orders may be passed that for correction of RTCs based on court orders, the RCCMS may be directly linked and update the Bhoomi Software using RTC management tool.
36. In IMP or phodi cases it is found that, even after assignment of hissa number, multiple owners are continued to be shown in a single RTC. Separate single owner RTCs are not generated in such cases. Separate RTCs must be generated after assignment of hissa number by making suitable changes in Bhoomi software linked to Mojini.
37. An option may be provided in RTC management tool to enter the extent of land as per JMC that is taken in possession in land acquisition proceedings in the RTC through login of land acquisition officer. This will prevent future problems of land being clandestinely transferred, even after possession has been taken over by the acquiring body.
38. Land Acquisition management software system should be developed by Revenue department. It is learnt that Bhoomi cell has initiated steps in this regard. This is a dire need that will help to reduce delays and systematize land acquisition process. By suitably linking it to Bhoomi and Mojini software, many litigations, disputes can be prevented. The land acquisition management system once it is developed should be mandated by a suitable Government order for use by different acquiring bodies including KIADB, BDA, NHAI etc. by making suitable modifications.
39. Deputy Commissioners should be given login in Bhoomi and asked to enter all old cases of non-agricultural land conversion as per the list in their registers, to flag them as Non Agricultural in the respective RTCs. This is necessary to prevent two transactions taking place on the same plot of land, once by showing them as non-agricultural on the basis of NA conversion order and the second time by showing them as agricultural on the basis of RTC.
40. It was mentioned that different software systems in the State use different codes for identifying places. Some use Census code, some use something else. This makes integration of the software systems difficult. Therefore all software systems like Bhoomi, Kaveri, E Swathu, E Asthi, Family ID, Fruits etc should compulsorily use only the Local Government Code that is specified by Govt of India.
41. Launch of many software systems gets delayed because of delay in obtaining Security Audit, Performance Audit, SSL Certificate etc. It is recommended that a Certification Wing be set up in the Centre for E Governance to assist the Government departments and organizations that develop or upgrade software to obtain these certificates, get the audits done faster and enable quicker launch of the new applications.

42. KSWAN speed is reported to be 2 MPBS at taluk level. Since many services are now being given online, E Governance department may take action to suitably increase the speed to say 10 to 25 MPBS. This will also enable GPs to use and provide Wifi services.
43. Revenue Department of Government of Karnataka does not have a separate departmental site. There are sites for Bhoomi and SSLR (with a well designed and attractive homepage), Kaveri Online services, Nada kacheri (AJSK). But there is no departmental site with all the Commissionerates/ Directorates/Organisations under it in one site. This should be developed. It should also have links to the District Revenue websites and Seva Sindhu.

### 2.3 Improving working conditions and staff productivity

44. District DCs are mostly using E Office. Revenue department should now make use of Eoffice mandatory for any reports/proposals to be sent to the higher offices like AC or DC office. This will enable faster processing and reduce workload of the Taluk offices in printing and delivering the reports/proposals.
45. The pendency of cases and also non -availability of officers in office is a major issue at district level for citizens. Therefore it is recommended that Revenue department may consider designating one day in a week, say Thursday, as Kandaya Dina (and no meetings to be called on this day without prior permission of Principal Secretary Revenue). That day, in the forenoon all revenue officers from VA to DC should be in their offices for receiving/clearing grievances. In the afternoon, Revenue courts should be compulsorily held.
46. Village accountants and Revenue Inspectors nowadays do most of their work through online apps or websites like Samyojane, Crop Survey (Bele Sameekshe), Navodaya, E Janma, Fruits, Bele Katavu, Bele Samrakshane, Voter enrolment etc. They were provided smartphones many years ago. These are now outdated for using the new apps. Therefore it is justifiable that through AJSK and Bhoomi, they be provided with new smartphones with 6-8 GB Ram and monthly data charges.
47. The income as assessed for the purpose of various applications in Revenue Department should be incorporated in the database of the beneficiaries income certificate data. This can be used for other purposes by the beneficiary. It will also prevent individuals from taking multiple Income Certificates depending on the purpose. For instance Income Certificate with higher income is sought for certain banking purposes, whereas Income Certificate with lower income is sought for scheme benefits depending on the scheme guidelines. If a BPL card is sought, then Income Certificate is sought for a higher income, whereas if a scholarship is sought then Income Certificate is sought for lower income. Therefore multiple income certificates are issued with different incomes to the same family/ individual.
48. Standard criteria may be fixed for assessment of income of the beneficiaries as recommended in the report on the service of Issue of Income Certificates.
49. A general recommendation is that all Village Accountants should be given two or three work desks with desktop computers in the RI/AJSK office. Now that a lot of work involves scanning,

uploading, online reporting this will enable them to dispose of their work faster. On fixed days of the week, they can sit in the RI/AJSK office for the benefit of the public to meet them. Instructions may be issued to Deputy Commissioners to provide such facilities with available funds like District Mineral Fund at the district level.

50. The need for additional data entry operators is very urgent in some AJSKs and needs to be provided based on application case load in each AJSK. The variation in transactions per day in an AJSK is very wide, ranging from 444 transactions per day in City Circle, Bengaluru North taluk down to just 7 transactions per day in Jagra circle, Chikkamagaluru taluk in the year 2019-20. More DEOs should be available in selected AJSKs during peak hours for accepting the applications, so that the citizens wait time is reduced. The AJSKs of the State can be classified based on applications received and those with higher number of applications can be given an extra data entry operator. In case of AJSKs, each applicant is asked to pay Rs 25, a fee fixed in 2017-18. This may be increased to Rs 35-40 and with the additional funds, an additional DEO may be provided in those AJSKs that have higher volume of transactions. This will reduce applicants waiting time and also give more time to DEOs for scanning documents and uploading online.

A proposal may be made by Revenue department in this regard.

51. A suggestion has been made by Revenue officials that Sakala Mission should send SMS messages of pending papers that have to be disposed within the next 3 days to concerned officials daily. This will alert them to take up those cases and dispose them within the time limit. This suggestion would reduce overdue cases and may be implemented by Sakala mission.
52. One suggestion was made that Village Accountant circle jurisdiction may be made coterminous with the Gram Panchayat jurisdiction. This will reduce the number of VA circles. The Deputy Commissioners could be asked to examine this and make suitable changes wherever the two jurisdictions differ only by a small extent.
53. Many villages now have vacant government constructed but unused buildings or rooms. One of these rooms can be repaired at minimal cost and used as offices of Village Accountants. Revenue Department may issue instructions to all Deputy Commissioners to take up this exercise.
54. Filling up of FDA/SDA posts under DR quota. These posts have been vacant for a long time and the recruitment by KPSC is very slow. Hence one time permission for recruitment at District level (similar to the process of VA's) can be thought of to clear the vacancy issue.
55. There is no proper legal assistance available at district level to handle matters pending before civil courts /tribunals & High courts. DCs are authorized to hire a retired District Judge. However, they should also be provided with supporting staff based on the number of litigations handled by them.
56. Government lands in Bengaluru Urban and Rural districts are very valuable. There are a number of litigations concerning them. If they are not saved by proper legal defense, great loss would be caused to Government. Therefore, apart from a retired District Judge at the District level, it is suggested that services of one Legal Advisor be provided to each Tahsildar of these two districts.

57. It is informed that there are thousands of cases, where the land parcel that is sold and registered is different from the land parcel in actual possession. If there is no dispute from the other land owners, the authority to correct this discrepancy based on a notarised affidavit submitted by all the land owners of the hissas may be given to the Assistant Commissioner. This will reduce scope for future litigation.
58. In the Bele Sameekshe (Crop Survey) app, once the Village Accountant/RI approves the crop details, it should automatically be uploaded on the RTC crop column. At present, it takes a few months for this to be done. If it is done immediately, farmers can get their upto date RTC and need not go to Revenue officials for Crop Certificate.
59. Perennial and plantation crops are required to be surveyed every season in the Bele Sameekshe app. This may not be necessary and doing the survey every season imposes unnecessary workload on the VAs. Suitable changes may be made by Bhoomi and Agriculture Department in the software, so that plantation and perennial crops need to be surveyed only once in a few years, say once in 3 or 4 years.
60. Need for capacity building for staff is very urgent since they have not been trained on the Acts etc leading to poor quality of paperwork. Village Accountants/Revenue Inspectors should be given training on the Acts, procedures, technical knowledge to use Apps and Services provided by the Government. Since face to face training may take a long time to cover all staff, it is suggested that the short 3 minute videos on each service that are prepared by AJSK, Bhoomi, IGSR, SSLR and SSP be uploaded on Youtube and shared on Revenue Whatsapp groups. This will benefit Revenue staff as well as applicants. They should be in Kannada with English sub-titles. This need not cost much, if experienced Village Accountants or Revenue Inspectors or other staff themselves feature in the videos. The videos can be recorded on good smartphones at no cost. They can also be recorded in the studios available in district level at District Institutes for Education and Training or any other Govt facility. This will minimize the cost of the videos
61. SATCOM facility can be used by Principal Secretary and HODs of Revenue department for training all staff at one go across the State.
62. Training may be organized by Dept of E Governance, through SATCOM, for operators of Common Service Centres, Bangalore One and Karnataka One centres to inform them about the various services that are available online and to get their feedback on the technical and operational issues that they face.
63. Village Accountants are recruited at district level. They should be given Induction training of two months at the district level. Suitable syllabus may be prepared by the DG, ATI or the DTI and used for this purpose.
64. In Udupi district, it was reported that many Revenue Court cases are taken up to correct minor data entry mistakes. This increases waiting period for the landowner, creates doubts in the minds of prospective buyers and increases the pendency of Revenue courts. The suggestion made was that Tahsildars can be given the provision in Bhoomi software to correct data entry mistakes



made at the time of registration. This will reduce pendency of revenue court cases and help landowners to get mutations done without undue delay.

65. Some certificates being issued by the Revenue department have outlived their usefulness. These are 1. Population certificate 2. Residence Certificate 3. Crop Certificate 4. Agriculturist Certificate. The detailed reasons are provided in the service wise report. It is recommended that a Government order be issued doing away with these certificates and specifying alternatives. In the case of Population certificate, a reference to the Census data website link should be sufficient. In the case of Residence Certificate any address proof document like Aadhar card, Ration card, Voter ID card with 6 months electricity or water bill should be an alternative.
66. A User Manual in Kannada should be prepared for all Revenue department services. This should have details of the eligibility conditions, application form, documents required, fees payable, workflow, time limits for each stage etc. It should be available as an online PDF document and shared widely with all Revenue, AJSK, SSLR, IGSR staff, CSC operators and be available in the public domain.
67. District Office complexes have a system of collecting monthly maintenance fees for different department offices in the complex. Such a system by setting up a Committee under the chairmanship of AC/Tahsildar can be done for Taluk level Mini Vidhana Soudhas. A formal Government order may be issued in this regard, to take care of possible audit objections.
68. Village Accountants will be required to annually verify whether Social Security pensioners are living. They are to go house to house. Rather than doing this, the biometric devices in the Fair Price Shops can be used for verifying that the pensioners are living. This will reduce the work burden on the Revenue officials to do house to house verification every year. Alternatively, Jeevan Pramaan software of Govt of India can be used. Income can be verified by linking up with Parivahan database of Transport department for new vehicle purchase details, Fruits database for land holding details, HRMS for government staff, EPF for private staff details.
69. Bhoomi application should have provision for name search. This will help Village accountants and RIs to get information.
70. The Certificates that are given for some services should contain the conditions under which they are issued. AJSK should call a group of Revenue officials, obtain suggestions from them on modifying the Certificate formats and propose for changes.
71. FTA to Village Accountants was fixed at Rs.500 pm some years ago. This may be suitably raised.
72. District DCs can be instructed that they should arrange for the AJSK district Consultants to give a one-time training on using online Seva Sindhu services to the Gram Panchayat DEOs who work in the Bapuji Seva Kendras. If Gram Panchayats start accepting applications for Seva Sindhu services, it would be more convenient for the applicants and also reduce the workload on AJSKs and other taluk level offices.
73. It was pointed out in the FGDs, that the SC/ST caste certificates given to persons in urban areas during the drive for Over the Counter issue, were given without much enquiry as to the

correctness of the caste particulars due to sparse staff in urban areas and short time period given for the task. It was felt that the SC/ST caste certificates issued during the OTC drive may need to be verified as to their validity in urban areas.

74. It was informed that citizens ask for Chakkubandi certificate (Boundaries certificate), Neeru Balake Pramana patra , Vidyut chakti pramana patra for providing electricity connection to borewells and farm buildings constructed on agricultural land. There are no Government orders or circulars regarding their issue. A suitable Government circular/order in this regard may be issued.
75. The Village Accountant's job chart includes tasks pertaining to many departments. In some respects he is the lowest Government functionary at the field level. His job chart consists of much more than revenue accounting as in the old days. In view of the multifarious job chart assigned to it, the post may be redesignated as Village Officer or Village Revenue Officer.

## 2.4 Commissionerate -Survey Settlement and Land Records

76. Many documents of Revenue and Survey and Settlement Commissionerate like Akarbandh have been scanned and digitized to a large extent. A project for scanning and digitizing records has been given to Bhoomi cell. This can be utilized for purchasing portable scanning machines and supplied to each district DC to be supplied to Taluk offices. A DEO can be given training by the supplier in the use of the machine. With the help of the Revenue staff in the taluk, the major Revenue records like old RTCs, Mutation Registers can be scanned and digitized and indexed survey number wise in a short period.
77. The already digitized records should be verified and certified by the concerned officer as has been done for RTCs. They should be placed in public domain for the public to view them, without any fees. Those who want certified duplicate copies should be able to pay the fees online, download on Digilocker, view it on their mobile phones and print out the certified, e-signed duplicate copy immediately without waiting. This will reduce the workload on ADLR offices.
78. Provision should be made in Mojini software for online payment of required fees for different applications.
79. There was a general complaint that Mojini software was slow. This may be attended to and rectified. A suggestion has been made that separate servers/virtual machines may be allocated to Mojini system and database by the State Data Centre under E Governance department. This will alleviate the problem to a large extent.
80. One of the suggestions given at district level is to make the cadre of Surveyors a district level cadre. This will be a disincentive to applicants from other districts from applying to district level vacancies and after selection, applying to get posted back to their home districts. Village Accountants are a district level cadre. Making Surveyors a district cadre seems to have justification, to reduce inter-district transfers.
81. The survey fees were last revised in 2013-14 when the cost inflation index was 220. They may be revised from Rs 1200 to around Rs 1600 to keep pace with the inflation index that has risen to 301

in 2020-21. The remuneration per survey to be paid to Licensed Surveyors was also fixed then. This may be revised on the same lines from Rs 800 to say Rs 1100.

82. The existing fees for copies may be revised based on increase in cost inflation index since the rates were last fixed/revised.
83. At present, applications for 11E sketch, Tatkhal Phodi, Haddubasthu, e-swattu are being received only at AJSK. Provision may be made to receive these applications by machine checking on online real time basis with Akarbandh and Bhoomi. Only if there is no discrepancy, the AJSK should receive the application. In case there is discrepancy, the applicant should be guided to apply for correction of RTC. Now, the cases where there is discrepancy are referred by the ADLR to the concerned Tahsildar/AC. But the applicant is under the impression that ADLR office is delaying his case. Prior online checking system will reduce pendency of cases at ADLR level
84. If there is some mistake in the information about name of buyer, boundaries etc entered by the ADLR office in a 11E sketch report, there is no provision at present for modification of the sketch at the desk level. This provision may be made by adding a new online service under Sakala and fixing a time limit.
85. In cases of land conversion of one part of a survey number, before final land conversion order is issued, phodi should be compulsory and conversion should be for hissa number. This will prevent litigation.
86. Survey Manual was last revised in 1980. A number of changes in rules, procedures, technology have taken place since then. It is therefore the right time to take up the task of revision of the Survey Manual. A team of retired and serving officers can be set up by the Revenue Department for this purpose and given a time limit for preparing a draft Manual.
87. All ADLRs should be incharge of City Survey also in their respective taluks, except in the case of Corporation areas where separate City Survey offices are set up.
88. Under Darkhast Phodi, if any applicant gives an application that is verified as correct on the basis of the revenue files, Darkhast phodi may be done for the extent of area in lawful possession or the extent of grant whichever is less. This will resolve the grievances of a large number of land grantees who are unable to get their land Darkhast phodi done. SSLR may consider and move a proposal to Revenue department in this regard for issue of suitable orders.

## 2.5 Inspector General - Stamps and Registration

89. Nearly 40% of the workload in Sub Registrar offices consists of work of registering mortgage and discharges of land or sites for the purpose of obtaining crop loans, housing loans etc from banks, cooperative institutions and other financial institutions. These registrations are either free of charge or charged at nominal rates. But they require all landowners, old and young, to go to the Sub Registrars office, wait for hours together even after fixing a prior appointment and signing the required papers. If this service and the service of giving of Encumbrance Certificate is simplified and made fully online, the Sub Registrars can provide better service to their main revenue generating users. The IGSR is introducing a pilot in a few taluks to provide a completely



online solution for mortgage and discharge registration, in the process doing away with the need for land owners to come personally to the Sub Registrars office. This would be a great relief to the land owners and the Sub Registrar office staff.

At present mortgage documents of PLD Bank are filed under Rule 17 of The Karnataka Registration Rules, 1965. Farmers are not required to be personally present in the Sub Registrars office for registering the mortgage. It was informed that Rule 17 of can be amended to include DCC Bank, PACS, VSSN, Commercial banks, NBFCs. It was also informed that a simpler method is to notify banks, cooperative institutions and other financial institutions under Sec 2 (e) (viii) of the Karnataka Agricultural Credit Operations and Miscellaneous Provisions Act, 1974. This could also do away with the need for farmers and their co owners to come personally to Sub Registrars offices. It is recommended that suitable decision be taken in this regard on top priority and thus give relief to lakhs of farmers and their co-owners.

90. For giving ECs, a completely online system is in place, but because of certain issues, it is not popular. For instance, a single search is treated as a separate application if application is made online. Whereas, if applied in the Sub Registrars office, any number of single searches in the same village are treated as a single application. This means that the applicant saves money by coming to the Sub Registrars office, instead of applying online. This increases waiting period and crowding outside the Sub Registrars offices. This can be resolved by ensuring that even in Sub Registrars office, fee is paid for each single search within the same village.
91. DCC Bank, PLD Banks should be directed by the Registrar of Cooperative Societies to take login and obtain ECs only through the online system by charging the farmers concerned and not require the farmers to fetch the ECs themselves.
92. Kaveri 2 and online service should be developed on priority. This will enable launch of glitch-free Pre Registration Data Entry before coming to the Sub Registrars office and save a lot of time of the parties concerned. An integrated search option pertaining to particular property, may be provided in KOS-2 for searching the relevant registered documents available in Kaveri and Bhoomi. This may be enabled by making provision for online payment of search fee. Alternatively amendment may be made to Rule 137, 138, 146 of Karnataka Registration Rules 1965 for exemption of search fee. GIS database of plots and properties on the lines of KIADB system for identifying plots for commercial or residential use needs to be completed. Initially phase wise development of GIS database for Bengaluru Urbana and Rural districts, then all Corporation areas in the State and then the remaining 30 districts may be done. It should be integrated with KOS-2 following National Geo Spatial data policy in coordination with KSRSAC.
93. E-Step in feature for booking time-slot for visit to SRO is covered under KOS-2. However it needs to be operationalized at the earliest. Public data entry (PDE) has been enabled in KOS-2. Suitable new provision may be inserted in Karnataka Registration Rules 1965 for enabling electronic notices to the parties and also for Public Data Entry (PDE).
94. Suitable amendments may be made in the Karnataka Registration Act and Rule 37, 71, 72, 78, 81, 202 of the of Karnataka Registration Rules 1965 to eliminate the need for physical appearance

in cases of mortgage of lands or plots for crop loan, agricultural loan, housing loan where the documents can be presented via electronic means.

95. One of the reasons for payment by DDs continuing to be popular in Bengaluru city, is the apprehension that in case payment is done online, but the registration does not take place for some reason, there is no simple and fast system to obtain refund of the amount paid online. Therefore Finance Department and Khajane with the SSLR may work out and put in place a system for easy refund of stamp duty and registration fees paid by parties in cases of registration not taking place.
96. Suitable amendments may be made to provide legal backing for E Registration, E Filing and E Payment of stamp duty in the relevant rules of Karnataka Registration Rules 1965. Suitable amendments may be made in Chapter 26, Rule 193,194 and 195 of Karnataka Registration Rules 1965 or separate set of rules may be notified for E Payment of Stamp duty and Refund rules.
97. It was also mentioned in Karkala Sub Registrar office that there was an issue of payment gateway head of account not matching and that the Sub Registrar had not been mapped for digital signature even 3 months after reporting there. Such technical issues with the online EC system should be set right, so that ECs are mandatorily taken online, without coming to the Sub Registrars office.
98. The preparation of Registration deed should be automated based on template and 11E sketch. The automated Registration deed should only take information of the buyer, survey number, boundaries, extent etc for the schedule of the property. This will eliminate mistakes in data entry and make the process more accurate.
99. Now that much work in the Sub Registrars offices are done on online systems, they need to be given more and new computers to replace old systems.
100. IGSR Servers are said to be slow and causing much delay in giving services. It was reported that this occurs once or twice every week. They have to be upgraded to improve the speed of service delivery.
101. IGSR office may prepare large size plastic boards showing the list of documents required for each service/transaction and send them to be displayed outside every Sub Registrars office.
102. Sub Registrar office is an important taluk level office. In fact most of the visitors seen in Mini Vidhana Soudha Taluk offices are found near the Sub Registrars office. This is a taluk level office with large revenue transactions. The Sub Registrar should have the necessary standing to manage the visitors and revenue generation well. But the Sub Registrars post is still a Group C one. It is recommended to upgrade it as a Group B post. The financial implication may not be large.
103. Sub Registrar offices are some of the offices that will continue to get visitors for the purpose of registration even if most other services are provided online. At present the visitors who provide large amount of revenue to the State have to wait in corridors or in compounds without chairs or shelter. Inside the office, it is cramped and crowded with hardly space left to stand, if parties for registration are present. Therefore the IGSR should request the Chief Architect to revise the norms for space required for a Sub Registrars office and give a prototype design for it.

104. Kaveri Cell may be set up in IGSR on the lines of Bhoomi Cell and AJSK, for day to day maintenance of the application and providing necessary batteries, replacing old computers etc for running the systems. Some user charges can be collected by it for this purpose.

## 2.6 Recommendations based on analysis of user feedback.

The following recommendations are made considering the common findings that emerge from the analysis of the feedback and suggestions received from users telecalled by the call center.

105. About 20% to 25% of numbers entered in the database are wrong numbers. Many of the users called did not respond. The feedback is that many mobile numbers are entered by middlemen either as dummy numbers or of the middlemen themselves. If status messages and certificates have to be delivered to the mobile of the applicant directly, it is necessary that correct mobile number is obtained. In the case of Covid test, an OTP is sent to the mobile number entered to verify that the number entered is correct and of the person being tested. It is recommended that in all services, while entering mobile number an OTP should be insisted upon to ensure that the correct mobile number is entered. While this may lead to some delay in providing services for people in the queue, the workload on AJSKs and consequent delay for those in the queue may be reduced if these services are made available through CSCs and Bapuji Seva Kendras.
106. The second major finding is that more than 70% to 80% of services are still being obtained by going to Government offices. A multi media campaign may be launched to inform the public that the same services can be availed in multiple locations like CSCs, Bapuji Seva Kendras, Karnataka One centres and on mobile apps.
107. The third major finding is that on average nearly half the applicants received the service within the Sakala timelimit. Sakala system monitors the delays in provision of services. This should be strengthened. Provision for collecting penalties in case of delayed provision of service, may be made through HRMS software from the salaries of staff who delay in providing the service. A Corpus fund may be created out of the penalties so collected for paying compensation to the applicants.
108. The fourth finding is that many applicants visit the concerned government office 3 or more times for obtaining the service. The common reasons given by them for these numerous visits are as under:
- Officer asked to re-submit the documents
  - Income certificate was an urgent requirement for the citizen, hence visited multiple times
  - Application got rejected due to improper documents, hence citizen visited multiple times to submit documents
  - Application misplaced by the officer
  - Delay in providing the service

As recommended above, documents once submitted for any other purpose may be stored in the concerned database and they should be auto fetched in case of applying for any other service.

Similarly applications with any deficiencies should not be rejected summarily. Instead they should be kept pending or parked after informing the applicant about the deficiency. This period between the date of communicating the deficiency by the concerned official and the date of correcting the deficiency by the applicant should not be counted towards the Sakala time period. These steps would reduce the need for citizens to visit Government offices again and again.

109. The next finding is the heartening feature that most of the applicants received written acknowledgements of their applications. Acknowledgments should be sent by SMS and by email where available, so that there would be no cases of not obtaining acknowledgements.
110. Another finding is that nearly half of the applicants did not receive receipts. This again can be remedied if the SMS of acknowledgement also indicates the amount paid for by the applicant. This would serve as a receipt also.
111. The general suggestions made by the users are broadly
  - The officers should not ask to submit the documents again
  - Citizen suggested to reduce the timelimits for services
  - More officers should be available at office for accepting the applications, so that the citizen wait time will reduce
  - Dept should provide service in Grama Panchayat
  - Officer should reach office in time
  - Officers should not ask for bribe
  - Citizen suggested to send an SMS to applicant on each stage of the application process
112. Central Vigilance Commission vide its Circular No. 14/06/09 dated 05/06/2009 has instructed all Central Govt departments and offices as follows:

“Accordingly, all Departments/Organizations should display the board in the following format, in English, Hindi and as well as in the vernacular language of the area, as below:

*“DO NOT PAY BRIBES. IF ANYBODY OF THIS OFFICE ASKS FOR BRIBE OR IF YOU HAVE ANY INFORMATION ON CORRUPTION IN THIS OFFICE OR IF YOU ARE A VICTIM OF CORRUPTION IN THIS OFFICE, YOU CAN COMPLAIN TO THE HEAD OF THIS DEPARTMENT, OR THE CHIEF VIGILANCE OFFICER/THE SUPERINTENDENT OF POLICE, CENTRAL BUREAU OF INVESTIGATION AND THE SECRETARY, CENTRAL VIGILANCE COMMISSION”.*

All complaints to the Central Vigilance Commission may be made in terms of its ‘Complaint Handling Policy’ which is available in public domain on the Commission’s website i.e. [www.cvc.gov.in](http://www.cvc.gov.in) . Complaints can also be lodged online on Commission’s website.

In addition to above message to be displayed, the designation, complete address, telephone/fax nos. and E-mail address of the Head of the Department, Chief Vigilance Officer and SP, CBI may be displayed. In so far as the Commission is concerned, only the designation and address of the Secretary, CVC need to be displayed on the notice board.”

Accordingly, Government in DPAR may issue a Government order that all Departments/ Organizations should display the board in the following format, in Kannada and in English, as below:

*“DO NOT PAY BRIBES. IF ANYBODY OF THIS OFFICE ASKS FOR BRIBE OR IF YOU HAVE ANY INFORMATION ON CORRUPTION IN THIS OFFICE OR IF YOU ARE A VICTIM OF CORRUPTION IN THIS OFFICE, YOU CAN COMPLAIN TO THE HEAD OF THIS DEPARTMENT, OR THE CHIEF VIGILANCE OFFICER/THE SUPERINTENDENT OF POLICE, ANTI CORRUPTION BUREAU”.*

Provision to lodge complaints to the Heads of departments and to ACB should be made available on the concerned departments/organizations website.

In addition to the above message to be displayed, the designation, complete address, telephone/ fax nos. and E-mail address of the Head of the Department, Chief Vigilance Officer and SP, ACB may be displayed.

113. Many users also suggested that officials should respond to the citizen politely. All frontline officials are under pressure in field level government offices because they have to carry out multiple tasks. Suggestions have been made before that receptionists, frontline staff should be given training in courtesy, behavioural aspects and handling citizens’ queries politely. However, there is not much improvement going by the feedback from users. Therefore a new approach is needed. Some offices like BWSSB have taken outsourced staff for manning reception offices and answering users queries. Outsourced staff may be more courteous if they are trained in these matters. It is therefore recommended that Government may sanction setting up of reception offices in offices with large public contact like AJSK, Tahsildar office, Sub Registrar office, RTO office, Municipality to sit at the reception desks and answer queries. Regular staff may avoid being made to sit in reception desks. This may be one reason why in most Govt offices, the receptionist desk is not manned. Seating on outsourced staff there may be a solution. Alternatively counter allowance may be given to the existing counter staff. This would have financial implication. But considering the need to improve the image of government offices this would be a worthwhile step.

In short, Reception desks in Tahsildar offices, Sub Registrar offices and RTOs may be initially sanctioned with outsourced trained staff sitting at the desks. Considering that there would be about 800 such offices in the State, the total cost may be around Rs. 15 crore per annum considering a per annum cost of Rs 1.80 lakhs for an outsourced staff.

## 2.7 Recommendations regarding Web Portals

114. The Atalji Jana Snehi Kendra’s main homepage works properly. The website that has been analyzed is the redirected website that acts as the online portal to submit the application for some services. This portal’s alignment is not optimized to the screen size (screenshot in Annex 2 for reference). It can be made more visually appealing and accessible.
115. The portal is a hub for various services (No Tenancy Certificate, Agricultural Family Certificate, Land Less Certificate, Small/ Marginal Farmer Certificate, Agriculture Labour Certificate, Land



Holding Certificate, Bonafide Certificate, Solvency Certificate and Agriculturalist Certificate). While the homepage lays out clear instructions on how to fill the forms, once the individual application form is selected, there is no button that can be used to go back to the homepage. This may be provided.

116. Anyone can login to the portal using a mobile number and a captcha code. This makes it unsafe as the authentication can be bypassed by anyone. Mobile alerts are also not provided by the website. This lack of security may lead to misuse of the service. Security features have to be improved.
117. A previously registered user who has applied for a particular certificate has to manually enter details to view the status of the report. Instead, if the user's dashboard automatically shows the status of the application, it would make it more user friendly.
118. The upload documents option requires the user to manually click "save" button after each upload. This becomes cumbersome when the user has to upload multiple files. Instead, an option to upload all documents and then click on "save" makes it more user friendly and saves time. Additionally, while viewing in some screens, the save button is not visible (refer to Annex.3) and it does not have a scroll option. This would make it difficult for users to understand why their uploads are not getting saved. This may be provided.
119. The common pattern in this website is that the important fields are highlighted in red colour but it would be better if mandatory fields are indicated using an asterisk. This would make the website more user friendly and appealing.
120. The multiple forms present on the website captures similar information. Based on the previous transactions of the user, the common data fields can be automatically filled in to make it easier for the user.



## 2.8 Recommendations for the Services Provided by Revenue Department Offices

These recommendations are based on the focus group discussions, the user feedback, National E-Service Delivery Assessment (NeSDA) assessment and visits by the Karnataka Administrative Reforms Commission 2 Chairman and Advisor to the Revenue offices in four different districts of the State, Bengaluru Urban, Ramanagara, Udupi and Dakshina Kannada and discussions with senior officers of the Department.

### Focus Group Discussions

Focus group discussions were held on 25/02/2021, 26/02/2021, 03/03/2021 and 04/03/2021 by groups consisting of selected Assistant Commissioners, Tahsildars, Deputy Tahsildars, Revenue Inspectors and village accountants, District Registrar, Taluk Registrar and officers of the IGS and Registration Dept, Addl. Director, DDLR, ADLR, Surveyors from all four revenue sub-divisions of the state. Feedback and suggestions for improvement of service delivery was obtained from them. During the FGDs, Director/Consultants of AJSK, Bhoomi, Social Security Pensions, Seva Sindhu officers were also present. The following recommendations are based on the field visits, FGDs, the user feedback analysis and the NeSDA analysis.



# 1. Record of Rights, Tenancy and Crops (RTC) Certificate

## Introduction

The Revenue Department is authorized to issue Record of Rights (RTC) certificate also known as Pahani, an important land record document. It is an essential document for farmers to avail several benefits which are provided by the State and Central governments. It is mainly used in borrowing, selling, purchasing, partitioning of the property and in court documents.

Farmer may submit application along with address, village and survey numbers details in Tahsildar office, Nada Kacheri (AJSK), CSCs. Sakala time limit for this service is 30 days.

A new provision for farmers to get recent year RTCs from any Cyber center online has become popular because of its convenience.

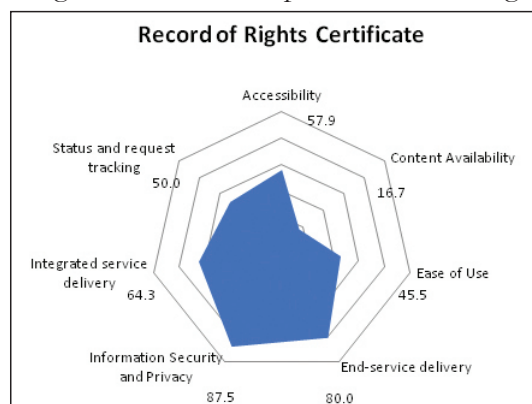
## User Feedback:

Calls were made to 503 users of this service to seek feedback. 219 gave their feedback. The main suggestions given by them are:

- Employee has to upload the application in Sakala on the same day that the application is received and the senior officers have to monitor whether the service is delivered on time.
- Timely service should be given
- A call or SMS should go to the farmer once the service is approved or completed
- Officers should reach office on time
- Officers should be polite & guide the citizens properly
- More employees should be available at office for accepting the application so that the farmers wait time will reduce.

## Assessment as per NeSDA guidelines:

This service portal, developed by National Informatics Centre (NIC), was assessed as per the NeSDA guidelines. The report shows that 42 guidelines are complied with and 35 guidelines are not yet complied with.



The specific 35 areas that require compliance are given below as recommendations

## Recommendations:

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
2. RTCs may be digitally signed or authorized for issue in bulk mode so that any RTC can be made available in CSC, Gram Panchayat Bapuji Seva Kendras and at Village Accountant level.
3. The details of crops as Rabi crop, Kharif crop are captured by Bele Sameekshe app. But the data is presently entered after many months in the RTC. Therefore farmers approach Revenue authorities to give manual RTC that is updated with the latest crop details. This imposes additional work load on the Revenue staff. Therefore suitable changes in software may be made so that the data from Bele Sameekshe may be automatically uploaded on Bhoomi RTC form once the crop details are approved by the concerned authority on the Bele Sameekshe app.
4. Similarly once Mutation is approved by the competent authority, software system should ensure that the Mutation is immediately updated in the RTC and provided to the parties concerned.
5. The Record of Rights certificate should be sent directly to the applicant's mobile as SMS link to PDF and through Digilocker.
6. In case of RTCs for the year 2000 onwards can be given over the counter by printing it from the database. Therefore Sakala time limit can be reduced from 30 days to the same day for such RTCs.
7. For RTCs of pre-2000 years, the Sakala time limit may be reduced from 30 days to 7 days.
8. Action may be initiated to scan and digitize the pre-2000 RTCs starting with villages in and around major urban areas. This will prevent future tampering and they can also be made available over the counter.
9. Employees should upload the application in Sakala on the same day that the application is received.
10. Online portal should be made compliant with NeSDA requirements.

Sl. No	Recommendations for NeSDA Compliance
1	Service should be made available both in English and Kannada language
2	Downloadable forms for provisioning of services which cannot be submitted online should be made available
3	Web page should provide any service delivery charters which are published
4	Promotional campaigns to avail e-Services should be launched
5	Information about compatible browsers and best screen resolutions should be displayed
6	Features to enable access for people with physical disabilities should be made available
7	The portal should support audio and video playing
8	Number of transactions should be made available
9	Facility for user to provide feedback / comments regarding eServices should be introduced

10	Information about results of user feedback about online services should be made available
11	A separate section for Help shall be given
12	A separate section shall available for Frequently Asked Questions (FAQ)
13	Sitemap shall be made available
14	Information of last updated timestamp on each page of the website should be displayed
15	Timestamp should be updated as of current year
16	Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.) should be displayed
17	Statistics about transaction count of services availed by users should be displayed
18	Information about how to avail electronic/ digital signature facility for availing the services should be introduced
19	“What’s new” section which details the changes in the website shall be introduced
20	Procedures describing how to fill and submit downloadable forms for provisioning of services (How-to Guides, Audio/ Video Presentations etc.) should be made available
21	Search feature shall be introduced
22	Website should provide for complaints, resolutions etc. on various aspects of the e-service provided
23	Website should have a built-in facility to populate content relevant to user’s recent activity / interest
24	User manual to guide the users shall be introduced
25	Service delivery timelines should be published on the website
26	Mobile alerts should be made available for unauthorized access to user profile, password changes etc
27	Digital signature facility should be made available
28	Single Sign on /Unique ID (Aadhaar) sign in should be introduced
29	The available citizen services should be linked to Digital Locker
30	Apps should be made available for each of the services
31	The webpage been integrated with Social Media Apps like Twitter, Facebook etc
32	Facility to log Grievances / Complaints should be introduced
33	Ticket / Complaint No. for status tracking and future follow-ups should be introduced
34	The user should be able to get feedback on their complaints like email, call back etc.
35	Information about helpline for issues regarding online payments through web page should be made available

## 2. Conversion of Agriculture Land to Non-Agriculture Purpose

### Introduction

As per the provisions of Karnataka Land Revenue Act 1964, Sec.95, permission is required for conversion of agriculture land for non-agriculture purposes like housing, industries, etc. However, there is a provision in the Act for construction of wells/tanks, farm buildings and land improvement for agriculture purpose even without such permission.

One of the important documents required is 11E sketch. Other documents like copies of RTCs, conversion fee as intimated, affidavit, Aadhar etc. The Deputy Commissioner is the competent authority to accord permission for conversion of agriculture land to non-agriculture purpose. The Sakala time limit for this service is 120 working days.

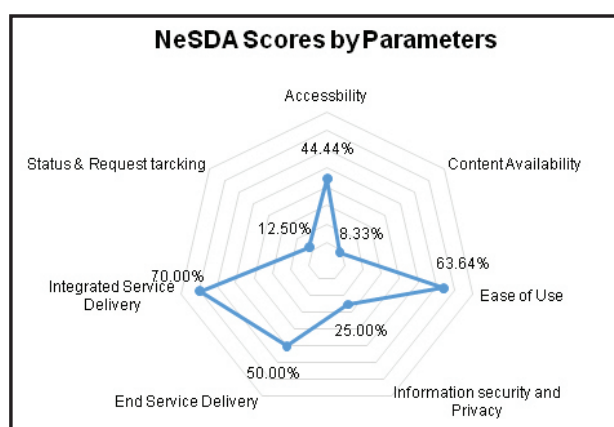
Government has recently ordered that all conversion cases should be affidavit-based only. Therefore this older procedure for conversion may be used only in specific cases.

### Assessment as per NeSDA guidelines

The service portal developed by Bhoomi Monitoring Cell (BMC) was assessed as per the NeSDA framework. The report shows that 37 guidelines are complied with and 40 guidelines are not yet complied with.

### Key highlights

The service scores high on “Integrated Service Delivery and Ease of use” parameters, given the portal’s features such as availability of user manuals to guide the applicants, availability of services within two clicks from home page and existence of a well-defined internal workflow..



The specific 40 areas that require compliance are given as recommendations.

### Recommendations:

The recommendations are made based on the responses from the insights of focus group discussions (FGD) and NeSDA assessment.

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. The power of approving land conversion in case of original patta lands lies with the Tahsildar in Dakshina Kannada and Udupi districts. Only conversion of Land Tribunal granted and PTCL lands cases go to the DC. This is a good system and appears to be working well. In the interest of reducing the burden on DCs and faster disposal, it is recommended that in all districts, the power to convert all original patta agricultural lands (other than PTCL, Government granted, Land Tribunal granted lands) may be given to Assistant Commissioners. DCs may deal with conversion of only cases of PTCL, Government granted and Land Tribunal granted lands.
3. The system of giving a separate demand notice could be done away with. The system of calculating the conversion fees involves some amount of subjectivity. This should be made objective and simple. The online portal should have an automatic calculator of the fees to be paid as per the details entered by the applicant. The applicant should be asked to pay this amount at the time of application itself, without being asked to wait for a demand notice. Any difference in amount to be paid, if any, can be collected later.
4. The present workflow is to be modified so that as soon as the applicant submits his application, it is sent to Mojini app online in parallel with sending it to the other concerned agencies.
5. In Mojini a separate queue for affidavit based pre conversion sketch may be created. In Mojini a pre alienation sketch should be prepared with details of approach road, electric line, water line, water courses, already built-up area etc. This pre alienation sketch after approval by ADLR should be sent to Bhoomi for further action.
6. Inspection of Tahsildar and AC can be reduced by considering the ADLR approved pre alienation sketch. Time taken for conversion can be reduced.
7. Order of Affidavit based conversion shall be sent for phodi and updated in Mojini online.
8. It is informed that farmers who apply for electricity connection, bank loan, khata for farm buildings that are constructed in farm lands are asked for conversion order. There is a provision in Sec 95(1) of Karnataka Land Revenue Act permitting the landowner to construct farm buildings. But there is no corresponding provision for deemed conversion of such plots of land. This is a problem especially in agricultural lands included in Industrial or Agricultural zones in the Master Plans of UDAs. It is therefore recommended that in rural areas including those covered in Master Plans, an amendment on the lines of the provisions of Section 95 (6a) may be proposed. As per this section deemed conversion is provided for lands converted for any purpose upto a certain extent in Dakshina Kannada, Kodagu and Kollegal taluk upto 1981. The proposal may be for extending it to other districts, retrospectively and prospectively, for deemed conversion of agricultural lands used for residential purpose only upto a certain extent.
9. After conversion of agriculture land to non-agriculture purpose, the process of KJP (Kammi Jasti patrike) doesn't follow immediately. The Land conversion order must go to Mojini and Bhoomi software through online system for further processing. After completion of conversion process the revenue assessment from the Revenue department must be reduced and tax assessment in GP/ ULBs must be raised following procedures in both the department.

10. The process of KJP must be completed within 3 months from the date of issue of land conversion order.
11. Whenever land is converted for residential layout, road/parks and other land reserved for public purpose should be marked as B-kharab on the lines of the procedure followed in Belagavi Division, and it should not be marked as A-kharab as in other Revenue Divisions. Only the sites delineated in the residential layout should be marked as A-kharab.
12. After conversion of Agriculture land to non-agriculture purpose, the extent of land converted does not require mutation process in Revenue department. The Survey settlement department must delineate and handover the record keeping responsibility of the said converted land to GP/ULB authorities for maintenance of future records. The land remaining in the same survey number must continue to be agriculture land with reduced assessment and area.
13. After conversion of agriculture land to non-agriculture purpose, the process of making any entries in RTC to the extent of converted land must be banned to avoid dual transactions on same land by some landowners, once in Revenue land records, say for taking bank loan, and the second time to sell sites in GPs/ULBs property records. The Bhoomi software must disable to make any new entries on such RTCs after conversion process is completed. The RTC of the converted area should contain a written warning that “Transfer/sale of this land based on RTC record is prohibited”.
14. There should be an automatic fee calculator for the conversion fee payable on the service portal.
15. Users are unable to submit the application form due to an error associated with the ‘owner details’ field. Although the right owner details are entered by the user, an error pops up (with the following message “please select owner name”) indicating that the owner name entered is incorrect. This may be rectified.
16. There should be a separate provision in the service portal for further change of land use after conversion to a particular use. At present, applications for further change of use of converted land are being processed manually. This may also be brought on the online portal.
17. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Assessment Area	Recommendations	
Accessibility	1	Ensure that the portal’s content is available in both English and Kannada languages to reach more users
	2	Publish a service delivery charter outlining various services offered by the department, key nodal officers for these services, Sakala timelines and mode of delivery (online/offline)
	3	Display promotional campaigns in the form of a banner or pop-up window on the department page to create more awareness on the e-services which that can be availed online
	4	Provide details of all channels (portal, mobile, Kiosk, others ) that are available for users to apply for the service
	5	Include an option for registered users to check details of previously availed services, transaction history, etc.



	6	Include, on the home page, information about browser compatibility to ensure that users are utilizing the right browser required for optimal user experience
	7	Provide a “screen reader” option in the portal for aiding visually impaired users
	8	Ensure that the portal supports audio and video content for richer user experience
	9	Ensure GIGW compliance. In order to be compliant, the portal should be certified by Standardization Testing and Quality Certification Directorate (STQC), a Government of India body under the Ministry of Electronics and Information Technology. Upon certification, a CQW mark indicating this certification is to be provided on the home page
	10	Display useful statistics such as number of transactions on the home page to give confidence to the users on utilizing the portal
Content Availability	11	Provide a feedback form on the portal to gather user feedback and comments on the department, its portal and e-services delivered
	12	Ensure that the data is on Open Government Data ( <a href="https://data.gov.in">https://data.gov.in</a> ) platform to enhance transparency, accountability, citizen engagement and collaboration. The home page should include Open Government Data logo to convey this information to the users
	13	Provide a page with a snapshot of user feedback on the service and details of any action taken based on this feedback
	14	Provide a separate help section on the portal to address certain basic user queries pertaining to the portal and navigating the portal
	15	Provide a separate section for addressing FAQs pertaining to the service or department
	16	Include a sitemap feature on the portal to provide users with a bird’s eye view of all the web pages and help them navigate to the right page
	17	Display useful statistics such as number of users accessing the portal, services availed by them and average time spent to give confidence to the users on utilizing the portal
	18	Provide information on how users could leverage electronic/ digital signature facility for availing the services
	19	Ensure that the content on the portal is updated every week and information such as a last updated/modified date of timestamp is provided to assure users of the content’s recency and relevance
Ease of Use	20	Provide an option for users to print or download service application forms so that they can save completed applications or complete it offline before submitting online
	21	Provide a What’s New section on the portal with details about recent Government Orders, changes in service application process, new online services and any other recent information that could be of use to users
	22	Provide a separate section on the portal for applicants to record their grievances with regard to service application process or timelines
	23	Ensure that the proposed department webpage auto populates relevant content based on the user’s recent activity / interest
Information security & Privacy	24	Provide mobile alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	25	Ensure that the portal is W3C compliant so that users get consistent web experience across different browsers



	26	Include a privacy policy on the portal so that users are able to understand the safeguards put in place to secure their personal information
	27	Engage a third-party to audit the website from information security standpoint and highlight this information on the home page to assure users of the portal's information security safeguards
	28	Provide email alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	29	Ensure two-factor authentication is implemented to protect user information
End Service Delivery	30	Publish service delivery timelines within the service/citizen charter or on any relevant page on the portal to inform users
	31	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible
Integrated Service Delivery	32	Integrate service-specific content with data from dependent departments/data sources to ensure that relevant user information is auto-populated while submitting service applications
	33	Integrate service-specific content with data from dependent departments/data sources so that any relevant auto-calculations are done while submitting details online
	34	Integrate the portal with social media apps like Twitter, Facebook, etc.
Status and Request Tracking	35	Introduce a feature to enable users to track the status of their service applications and other requests via the portal
	36	Provide a separate section on the portal for applicants to record their grievances with regard to service application process or timelines
	37	Provide Ticket / Complaint No. for status tracking and future follow-ups
	38	Provide SMS and email alerts to alert applicants at each stage of their application process. For instance, after application submission, payment, etc.
	39	Provide users with feedback on their on the status of their complaints via SMS, email or phone calls
	40	Provide a helpline number/email id on the payments page for users to register and get resolved any issues they are facing while making payments

### 3. Caste Certificates – All types

#### Introduction

Issue of Caste Certificates to SCs/STs/ BCs is the most popular Government service among all services in the State. The Tahsildar/Tahsildar Grade-2 of the Revenue department is the competent authority to issue caste certificate. The caste certificates are widely demanded by the Education Department for admission, fee concession, for claiming reserve quota seat, hostels admissions. The caste certificates are also used to claim reservations in various government/PSUs recruitments. In the two years 2019 and 2020, about 61.72 lakh Caste Certificates were issued to applicants in the State.

The Sakala time limit is 21 working days.

These are issued in the Revenue Department through Nada Kacheris (Atalji Jana Snehi Kendras) and Tahsildar offices. The documents required are Voter ID, Aadhar, Ration Card, Salary slip, school leaving certificate, etc.,

There are about 16 steps from the first step of the applicant coming to the Nada Kacheri to the last step of obtaining the Caste Certificate in the Nada Kacheri. The average time taken by 6 levels of staff/officers from Operator to Tahsildar is 21 days.

#### User Feedback

Around 1131 citizens were called to seek feedback from those who had applied for “Caste Certificate” & the observations are as follows.

- 529 of the citizens gave concludable information.
- 286 cases information could not be established as the citizen disconnected the calls/unavailability of the concern person.
- 237 of the numbers are wrong numbers.
- 79 of the citizens asked to call back.

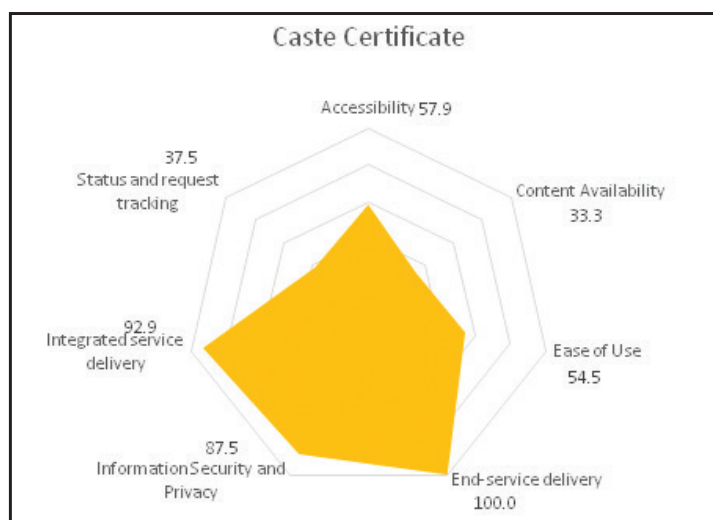
#### Recommendations:

- Citizens suggested providing services at Gram Panchayat also.
- Office should be maintained clean & hygienic.
- Details in certificates must be accurate.
- Officer must give preference to senior citizens when they visit office.
- Help desk - For updating the status of applications.

#### Assessment as per NeSDA guidelines

The Caste Certificate portal developed by NIC, was assessed as per the NeSDA framework. The report shows that 49 guidelines are complied with and 28 guidelines are not yet complied with.

The specific 28 areas that require compliance are given as recommendations.



## Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Caste Certificate can be given based on Self declaration in certain cases e.g. for scholarships, application for houses, Govt benefits. Only in case of application for Professional Educational Seats and Jobs notarised Affidavit may be insisted upon to give the Caste Certificate.
2. Over the Counter Caste Certificate is being given already in case of Caste Certificate issued earlier. Even if Caste Certificate has not been issued to the applicant earlier, Over the Counter Caste Certificate can be given by linking to Caste particulars from i) Family ID database and/or ii) School Student database of applicant or Head of Family to obtain Caste information instead of asking for School Admission extract and by linking to Ration Card database
3. Caste of the student is recorded by Government schools and State board private schools at the time of admission of students to their schools. The School Admission extract of the student, his siblings, parents, relatives are generally the documentary proof that is most relied upon by Revenue officials for giving or verifying Caste certificates.
4. The Caste Certificates that have already been issued to a family are being/will be linked to the Family ID database. As a further step in this direction, a database of Caste Certificates issued to separated siblings and their children, other close relatives may be created on the Family ID database for the purpose of verification of caste.
5. The Focus group reported that Education/Social Welfare/BC/Minorities departments or schools insisted upon the latest Caste Certificates in case of OBC Certificates, though they are valid for 5 years from the date of issue. This places unnecessary burden on the Revenue staff in issuing Caste Certificates during the admission or scholarship application time. To prevent this redundant work, Primary and Secondary Education and Higher Education Dept should issue GO and further Commissioner of Public Instruction, Commissioner, Collegiate Education

and Director, Pre University Directorate may further issue circular that renewal of OBC Caste Certificate should not be insisted on for the purpose of admission, fee concession, scholarship or hostel admission by the school/college/university authorities before the end of the validity period.

6. KPSC asks for uploading Caste Certificate at the time of application. If the numbers involved are in thousands, it may not pose a problem. However in case of SDA and FDA selection exams, lakhs of candidates apply. All of them have to go to obtain their Caste certificates placing a financial burden on them and a work burden on the Revenue staff. This can be done away with for SDA and FDA exams alone. Only caste certificates of those called for document verification need be asked for. This will be less than 10 to 15 thousand. Government direction or order may be passed by DPAR on these lines.
7. Provision may be made for auto populating some fields in the application form by drawing from details by entering Ration Card number or Aadhar number.
8. At present AJSK centres do not scan the supporting documents. Therefore parallel physical file movement happens. AJSK centres should scan the supporting documents while obtaining the application and send the entire file online to the Village Accountant for enquiry and report. This will put a stop to parallel movement of physical file and online file.
9. The Revenue Inspector submits the online report on Samyojane App to the Case Worker in the Tahsildar office. This can be directly submitted to the Tahsildar Gr 2, to cut down on the intermediate steps and reduce time taken.
10. Reports are submitted in both hard copy and online through Samyojane. The hard copy is reported to be required for record purposes to reply to any future RTI queries or complaints. The same purpose can be achieved at the time of applying by scanning relevant documents at the AJSK centre or submitting online and sent in soft form through Samyojane. Sending of hard copy may be dispensed with.
11. The time limit under Sakala may be reduced from 21 days to 15 days
12. Provision may be made to collect pre-stamped envelope, Courier/Regd Post charges from willing persons with the application form and send the Caste Certificate by Courier/Regd Post.
13. Provision may be made to provide service through Jana Sevaka home collection and delivery service, wherever it is not available.
14. In BBMP area sometimes applications are forwarded to the wrong Revenue Inspectors who do not have jurisdiction. Therefore, applications should be forwarded to the concerned area Revenue Inspector by using GIS mapping of BBMP Wards and RI jurisdictions in the software. This will avoid delay due to applications forwarded to wrong RIs.
15. Provision may be made to ask for and enter photograph of applicant in the OBC Certificate as in the SC, ST Certificate.
16. Officers and staff may be given training on polite behaviour with users.
17. Over the counter Caste Certificate should be provided in any GP Bapuji Seva Kendra as suggested by users.

18. In Seva Sindhu under Revenue department, there are three different types of service mentioned for Caste certificate (Caste and Income Certificate (and Over The Counter), Caste Certificate (Cat-A) (and Over The Counter), Caste Certificate (SC/ST) (and Over The Counter)) out of them, only Caste Certificate (Cat-A) (and Over The Counter) has the direct link to the application. The other two of them redirect to the Service plus online portal. The applicant has to manually search for Caste Certificate portal. This effectively reduces the Ease of Use of the website. This may be corrected.

19. Online portal should be made compliant with NeSDA requirements.

Evaluation Area	Areas that require compliance	
Accessibility	1.	Contact Information of Government officials/ agency responsible for the provision of specific online services/queries should be made available
	2.	Create a separate section for 'Contact Us'
	3.	Downloadable forms for provisioning of services which cannot be submitted online should be made available
	4.	Promotional campaigns to avail eServices should be made available
	5.	Information about compatible browsers and best screen resolutions should be provided
	6.	Features to enable access for people with physical disabilities should be made available
	7.	The portal should support audio and video playing
	8.	Number of transactions should be made available
Content Availability	9.	Information about results of user feedback about online services should be made available
	10.	Create a separate section for Help
	11.	Create a separate section on Frequently Asked Questions (FAQ)
	12.	Sitemap should be made available
	13.	Information of last updated timestamp on each page of the website should be made available
	14.	Timestamp should be updated as of current year
	15.	Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.) should be made available
	16.	Statistics about transaction count of services availed by users should be made available
Ease of Use	17.	Online downloads for service application forms should be made available
	18.	Introduce a "What's new" section which details the changes in the website
	19.	Website should provide for complaints, resolutions etc. on various aspects of the e-service provided
	20.	Website should have a built-in facility to populate content relevant to user's recent activity / interest
	21.	Introduce a user manual to guide the users
Information Security and Privacy	22.	Mobile alerts should be made available for unauthorized access to user profile, password changes etc.
Integrated service delivery	23.	The webpage should be integrated with Social Media Apps like Twitter, Facebook etc.
Status and request tracking	24.	Facility to log Grievances / Complaints should be introduced
	25.	Ticket / Complaint No. for status tracking and future follow-ups should be introduced
	26.	The user should be able to get feedback on their complaints like email, call back etc.
	27.	Information about helpline for issues regarding online payments through web page should be made available
	28.	The web page should provide for help desk, online support, and call centre for users

## 4. Income Certificate

### Introduction

Citizens seek employment in State Government/Central Government, Public Sector Undertakings etc., Both Government of India/State Government /Public Sector Authorities have reservation based on Income and Caste. To claim reservation quota, citizens apply for caste and income certificate. Income certificate is also required to claim reservation quota in education Institutions. Income certificate is also required to apply for various Government benefits like Ration Card, Social security pensions, scholarships, EWS houses, admission to Government Hostels, fee exemption and all subsidy based individual benefits, compassionate appointment etc.,

Tahsildar/Tahsildar Grade-2 is the competent authority to issue Income certificate.

Income certificate is being issued to the family and not to an individual.

Citizens apply for income certificate in the AJSK center with the following documents/details.

- ☐ Salary of the applicant and their family members.
- ☐ Income from all other sources, like agriculture income, rent from property, etc., PAN Card, IT payment details etc.
- ☐ A ration card / Aadhar / Electoral Identity Card

If the applicant belongs to a backward category, he / she is presently certified under 2A, 2B, 3A and 3B by entering his caste and income and the validity of the certificate is for a period of 5 years.

In case of Scheduled Caste / Scheduled Tribe/ Category-1, permanent caste certificates are issued. Fee prescribed is Rs.25/-. The time limit in Sakala is 21 working days.

### User Feedback

Calls were made to 757 citizens who had applied for “Income certificate” seeking feedback.

- 311 of the citizens gave concludable information.
- 248 cases information could not be established as the citizen disconnected the calls/unavailability of the concerned person.
- 144 of the numbers are wrong numbers.
- 54 of the citizens asked to call back.

### Suggestions received from the users are: -

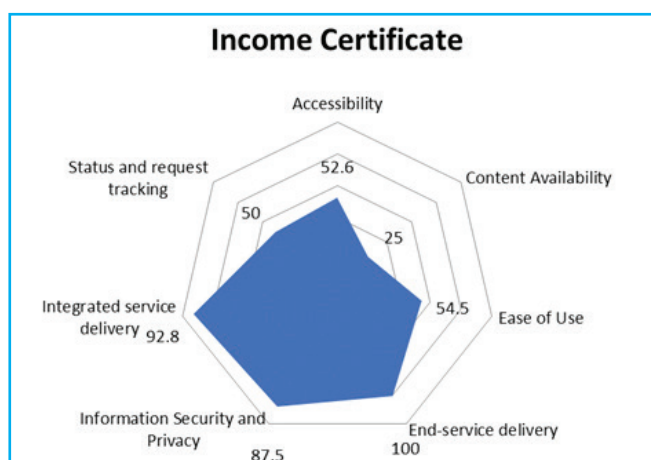
- The officers should not ask to submit the documents again.
- To reduce the time taken to issue the certificate as this is important for education and other purpose.
- More officers should be available at office for accepting the applications, so that the citizen wait time will reduce.

- Should provide service in Gram Panchayat.
- To send an SMS to applicant at each stage of the application process.

### Assessment as per NeSDA guidelines

Income Certificate portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Key Highlights



The specific 29 areas that require compliance are given as recommendations.

### Recommendations

These recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
2. The procedure for giving Income Certificate requires more specific guidelines to prevent ineligible persons from obtaining Government benefits. It is recommended that the applicant for an Income Certificate be asked to submit a self-declaration providing all necessary details in the format enclosed along with this report.
3. The income as assessed for the purpose of various applications in Revenue Department should be incorporated in the Family ID database of the beneficiaries. This can be used for other purposes by the family members. It will also prevent individuals from taking multiple Income Certificates depending on the purpose. For instance once he could ask for an Income Certificate showing income below Rs 30000 per annum for the purpose of scholarship or social security pension. But later he could ask for a certificate of Rs 100000 for availing a house or subsidy based scheme.
4. The present system of assessing and certifying Income for giving Income, Caste cum Income, Non Creamy Layer, Economically Weaker Section etc. Certificates and for beneficiary oriented schemes is ad hoc. Mostly it depends upon the income limit sought for by the applicant. As an added precaution, the Revenue officials obtain sworn/notarised affidavits, self declarations of total income from the applicants. But there is no format for obtaining such an affidavit. If only



total income is reported, many items of income may be missed out and not counted. While it may not be feasible for the Revenue Dept with its limited staff, time constraint and resources to assess all types of incomes and give a comprehensive report, it is certainly feasible for the Revenue dept to obtain the comprehensive details as a self declaration. The subject of income assessment of a family should be based on all likely income sources and not be a general assessment made by the RI/VA following spot inspections. A self declaration by the applicant, showing all possible sources of income and income received from them would shift the burden on the applicant to provide full and accurate information. The applicant would be asked to declare that he would be liable for legal action and also liable to lose any benefits derived if the information he gave was materially wrong. The Format for the Self declaration was discussed by the Focus groups. Based on their inputs, the attached format is suggested. This may be considered and suitable Government orders may be issued prescribing this format for certifying income for any purpose. This would serve the dual purpose of ensuring that ineligible beneficiaries do not get benefit of reservation, benefits etc and also benefit eligible beneficiaries who may not get the reservation/benefits because they have been relegated lower down the eligibility list by ineligible beneficiaries who wrongly declare their income and claim eligibility.

5. The software shall be integrated with different databases to get the available information like Aadhar details of age, address etc., details of landholding from Bhoomi/Fruits database, details of vehicles owned from RTO, Income tax return from Income Tax Dept if it agrees to provide this, GST paid from Commercial Tax department, Bank details if banks provide it etc., Salary information can be accessed from the HRMS in case of State Government Employees and pension details from the Finance Department etc., Even if these databases are not immediately linked, the information should be obtained as self declaration.
6. In case an applicant is an income taxpayer, issue of income certificate can be dispensed with. The previous year's Income tax return approved by the IT Department shall be considered as income for the purpose of State Government schemes.
7. In bigger Urban Areas like BBMP/City Corporation etc, the staff available in Revenue department for assessment of income to issue income certificate is far below the requirements. Hence income declared through self-affidavit in the urban area shall be verified by the urban authorities. An officer not below the rank of Grade-1 Tahsildar working under the purview of Urban Authority can be authorized to issue income certificate.
8. The Government shall constitute separate teams at various level to examine income of those families that exceeds rupees one crore.
9. There is a provision in the software for Economically Weaker Sections Certificate, that if PAN card is not provided there is an option to reject the application. This may lead to rejection of the application for this reason alone, even if it satisfies the other requirements. Therefore this option may be removed. Instead an SMS may be sent to the applicant to provide PAN number and the application can be parked or kept pending. This parking or pendency should be separately shown in Sakala reporting. EWS Income Certificate should be given based on self declaration in the format enclosed to this report.

10. Time limit for all types of Income certificate can be reduced to 15 days from 21 days at present.
11. There can be provision for issuing as Tatkal within 7 days in case of emergency by paying higher fees.
12. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Evaluation Area	Recommendations for NeSDA compliance	
Accessibility	1.	Contact Information of Government officials/ agency responsible for the provision of this online service/queries should be made available
	2.	Create a separate section for 'Contact Us'
	3.	Downloadable forms for provisioning of the service if it cannot be submitted online should be made available
	4.	Web page should provide any service delivery charters which are published
	5.	Promotional campaigns to avail the eService should be taken up
	6.	Information about compatible browsers and best screen resolutions should be displayed
	7.	Features to enable access for people with physical disabilities should be made available
	8.	The portal should support audio and video playing
	9.	Number of transactions should be displayed
Content Availability	10.	Information about results of user feedback about online services should be made provided on the website.
	11.	Create a separate section for Help
	12.	Create a separate section on Frequently Asked Questions (FAQ)
	13.	Sitemap should be made available
	14.	Information of last updated timestamp on each page of the website should be made available
	15.	Timestamp should be updated as of current year
	16.	Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.) should be made available
	17.	Statistics about transaction count of services availed by users should be made available
	18.	Information about how to avail electronic/ digital signature facility for availing the services should be provided on the website
Ease of Use	19.	Online downloads for service application forms should be made available
	20.	Introduce a "What's new" section which details the changes in the website
	21.	Website should provide for complaints, resolutions etc. on various aspects of the e-service provided
	22.	Website should have a built-in facility to populate content relevant to user's recent activity / interest
	23.	Introduce a user manual to guide the users
Information Security and Privacy	24.	Mobile alerts should be given in case of unauthorized access to user profile, password changes etc.
Integrated service delivery	25.	The webpage should be integrated with Social Media Apps like Twitter, Facebook etc.
Status and request tracking	26.	Facility to log Grievances / Complaints should be introduced
	27.	Ticket / Complaint number for status tracking and future follow-ups should be introduced
	28.	The user should be able to get feedback on their complaints like email, call back etc.
	29.	The web page should provide for help desk, online chat support in Kannada, and call centre for users

**Format of Self declaration to be taken from applicants  
for Income, Caste cum Income, Non creamy layer, EWS,  
beneficiary oriented schemes, social security pensions etc.**

**ಆದಾಯ ಪ್ರಮಾಣ ಪತ್ರದ ಸ್ವಯಂ ಘೋಷಣಾ ಪತ್ರದ ನಮೂನೆ**

a)	ಅರ್ಜಿದಾರರ ಹೆಸರು	
b)	ವಿಳಾಸ	
c)	ಅರ್ಜಿದಾರರ ಪಡಿತರ ಚೀಟಿ ಸಂಖ್ಯೆ	
d)	ಅರ್ಜಿದಾರರ ಆಧಾರ್ ಕಾರ್ಡ್ ಸಂಖ್ಯೆ	
e)	ಅರ್ಜಿದಾರರ ಪಾನ್ ಕಾರ್ಡ್ ಸಂಖ್ಯೆ	
f)	ಅರ್ಜಿದಾರರ ಕುಟುಂಬದ ಸದಸ್ಯರ ಹೆಸರುಗಳು	1. 2. 3. 4.
g)	ಅರ್ಜಿದಾರರ ಉದ್ಯೋಗ	

**II ಕುಟುಂಬದ ಒಟ್ಟು ಸ್ಥಿರ ಆಸ್ತಿಯ ವಿವರ:**

a) ಕೃಷಿ ಭೂಮಿಯ ವಿವರ	ಸರ್ವೆ ನಂ.	ವಿಸ್ತೀರ್ಣ A-G	ಬೆಳೆ	ವಾರ್ಷಿಕ ಆದಾಯ	ವಿಧಿಸಿರುವ ವಾರ್ಷಿಕ ಆಸ್ತಿ ತೆರಿಗೆ
i) ಮುಷ್ಕಿ					
ii) ತರಿ					
iii) ಭಾಗಾಯ್ತು					
iv) ಪ್ಲಾಂಟೇಷನ್					
b) ವಾಸದ ಕಟ್ಟಡಗಳು	ಖಾತೆ ನಂ.	ವಿಸ್ತೀರ್ಣ	ಆದಾಯ		
c) ವಾಣಿಜ್ಯ ಕಟ್ಟಡಗಳ ವಿವರ	ಖಾತೆ ನಂ.	ವಿಸ್ತೀರ್ಣ	ಆದಾಯ		
ಒಟ್ಟು ಆದಾಯ					

**III ಅರ್ಜಿದಾರರ ಕುಟುಂಬದ ಸರ್ಕಾರಿ/ಅರೆಸರ್ಕಾರಿ/ಖಾಸಗಿ/ಸಹಕಾರ ಉದ್ಯೋಗಸ್ಥ ಸದಸ್ಯರ ವಿವರ:**

ಉದ್ಯೋಗದ ವಿವರ		ಸಂಖ್ಯೆ	ವಾರ್ಷಿಕ ಆದಾಯ
a)	ಸರ್ಕಾರಿ / ಅರೆ ಸರ್ಕಾರಿ ಉದ್ಯೋಗಸ್ಥರ ಸಂಖ್ಯೆ ಮತ್ತು ವಾರ್ಷಿಕ ವರಮಾನ		
b)	ಖಾಸಗಿ ವಲಯದ ಉದ್ಯೋಗಸ್ಥರು		
c)	ಸ್ವಯಂ ಉದ್ಯೋಗಸ್ಥರು/ ವ್ಯಾಪಾರಸ್ಥರು/ವಾಣಿಜ್ಯ ಚಟುವಟಿಕೆ/ಗುತ್ತಿಗೆ ಮಾಡುವವರು		
d)	ಕೃಷಿ ವೃತ್ತಿಯಲ್ಲಿರುವವರು		
e)	ಇತರೆ ವೃತ್ತಿಯಲ್ಲಿರುವವರು		
f)	ಕೃಷಿ ಕಾರ್ಮಿಕ ದಿನಗೂಲಿಯಿಂದ		
g)	ನರೇಗಾ ಯೋಜನೆಯಡಿ ಕೂಲಿ ಆದಾಯ		
h)	ಯಾವುದಾದರೂ ಪಿಂಚಣಿಯಿಂದ ಬಂದ ಆದಾಯ		
i)	ಮೇಲಿನ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ಒಟ್ಟು ವರಮಾನ /ಆದಾಯ		

#### IV ಕುಟುಂಬದ ಚರ ಆಸ್ತಿಯ ವಿವರ :

	ಸ್ವಂತ	ವಾಣಿಜ್ಯ	ವಾರ್ಷಿಕ ಆದಾಯ
ನಾಲ್ಕು/ಆರು/ಎಂಟು ಚಕ್ರದ ವಾಹನಗಳ ಸಂಖ್ಯೆ			
i. ಪ್ರಯಾಣಿಕರ ಸಾಗಾಣಿಕ ವಾಹನ			
ii. ಸರಕು ಸಾಗಾಣಿಕ ವಾಹನ			

#### V ಬ್ಯಾಂಕ್ / ಸಹಕಾರ ಸಂಘ ಹೂಡಿಕೆಗಳು/ ಖಾತೆಗಳ ಮೇಲಿನ ಬಡ್ಡಿ ಆದಾಯ

a) ಸ್ಥಿರ ಆಸ್ತಿ (ಕೃಷಿ, ಬಾಡಿಗೆ ಇತ್ಯಾದಿ) ಮೂಲದಿಂದ ಒಟ್ಟು ವಾರ್ಷಿಕ ಆದಾಯ	:
b) ಉದ್ಯೋಗ/ಸ್ವಯಂ ಉದ್ಯೋಗದಿಂದ	:
c) ಚರ ಆಸ್ತಿಗಳಿಂದ	:
ಮೇಲಿನ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ಒಟ್ಟು ವಾರ್ಷಿಕ ಆದಾಯ (a+b+c)	:

#### VI ಒಟ್ಟು ಕುಟುಂಬದ ವಾರ್ಷಿಕ ಆದಾಯ: (a+b+c)

#### VII ಕಳೆದ ಮೂರು ವರ್ಷಗಳಲ್ಲಿ ಆದಾಯ ತೆರಿಗೆ ರಿಟರ್ನ್ ನೀಡಿದ್ದರೆ. ಪ್ರತಿ ಲಗತ್ತಿಸುವುದು.

ಕಳೆದ 3 ಸಾಲುಗಳಲ್ಲಿ ಆದಾಯ ತೆರಿಗೆ ರಿಟರ್ನ್ ನೀಡಿದ್ದರೆ:  
ನೀಡಿದ್ದೇನೆ:

#### VIII ಕಳೆದ 6 ತಿಂಗಳ ಮಾಸಿಕ ವಿದ್ಯುಚ್ಛಕ್ತಿ ಬಿಲ್ಲುಗಳ ಸರಾಸರಿ ಮೊತ್ತ :

#### IX ವಿದ್ಯುಚ್ಛಕ್ತಿ ಸಂಪರ್ಕ ಖಾತೆ ಸಂಖ್ಯೆ:

#### X Form16 ಇದ್ದರೆ, ಪ್ರತಿ ಒದಗಿಸುವುದು.

#### XI EPF ಸಂಖ್ಯೆ: (ಇದ್ದರೆ ಒದಗಿಸುವುದು).

ಮೇಲ್ಕಂಡ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ನನ್ನ ಕುಟುಂಬದ ಒಟ್ಟು ವಾರ್ಷಿಕ ವರಮಾನ ರೂ.....  
(ರೂಪಾಯಿ ಪದಗಳಲ್ಲಿ) ಎಂದು ಘೋಷಿಸುತ್ತೇನೆ.

## ಪ್ರಮಾಣ ಮಾಡಿ ನೀಡಿದ ಘೋಷಣೆ

ಅರ್ಜಿಯಲ್ಲಿ ನಮೂದಿಸಿರುವ ವಿಳಾಸದಲ್ಲಿ ವಾಸವಾಗಿರುವ (ತಂದೆ ಹೆಸರು..... ಎಂಬುವರ ಮಗ ನಾ/ಳಾ ದ (ಅರ್ಜಿದಾರರ ಹೆಸರು).....ಎಂಬ ನಾನು ಈ ಮೂಲಕ ಶ್ರದ್ಧಾಪೂರ್ವಕವಾಗಿ ದೃಢೀಕರಿಸುತ್ತೇನೆ ಮತ್ತು ಪ್ರಮಾಣ ಪೂರ್ವಕವಾಗಿ ಈ ಮುಂದಿನಂತೆ ಹೇಳಿಕೆ ನೀಡುವುದೇನೆಂದರೆ,

ಅರ್ಜಿದಾರರಾದ ..... ಆಗಿರುವ ನಾನು ಆರ್ಥಿಕವಾಗಿ ದುರ್ಬಲ ವರ್ಗಗಳಿಗೆ ಸೇರಿರುತ್ತೇನೆ ಹಾಗೂ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ನನ್ನ ಕುಟುಂಬದ ವಾರ್ಷಿಕ ವರಮಾನ ರೂ..... (ಅಕ್ಷರಗಳಲ್ಲಿ.....) ಮಾತ್ರ ಎಂದು ಘೋಷಿಸುತ್ತೇನೆ.

ಮೇಲ್ಕಂಡ ಸ್ವಯಂ ಘೋಷಣಾ ಪತ್ರದಲ್ಲಿನ ಆದಾಯದ ಮಾಹಿತಿಯು ನಾನು ತಿಳಿದಿರುವುದಷ್ಟರಮಟ್ಟಿಗೆ ಸತ್ಯವಾಗಿದೆ. ಆದಾಗ್ಯೂ ನಾನು ನೀಡಿರುವ ಆದಾಯದ ಮಾಹಿತಿ ಸತ್ಯವಲ್ಲವೆಂದು ರುಜುವಾತಾದರೆ, ಭಾರತೀಯ ದಂಡ ಸಂಹಿತೆಯ ಅನ್ವಯವಾಗುವ ಪ್ರಕರಣಗಳಡಿಯಲ್ಲಿ ಹಾಗೂ ಚಾಲ್ತಿಯಲ್ಲಿರುವ ಕಾನೂನು ಆಡಿಯಲ್ಲಿ ನಾನು ಸ್ವತಃ ಕ್ರಿಮಿನಲ್ ಕಾನೂನು ವ್ಯವರಣೆಗಳಿಗೆ ಗುರಿಯಾಗಲು ಮತ್ತು ಪ್ರಮಾಣಕ್ಕನುಸಾರವಾಗಿ ನನ್ನ ಮಗ/ಮಗಳು/ಆವಲಂಬಿತ/ಸಂರಕ್ಷಿತ ಇವರಿಗೆ ನೀಡಿದ ಪ್ರಯೋಜನ ಅಥವಾ ರಿಯಾಯಿತಿಗಳನ್ನು ಮುಟ್ಟುಗೋಲು ಹಾಕಿಕೊಳ್ಳುವುದಕ್ಕೆ ಬದ್ಧನಾಗಿರುತ್ತೇನೆ.

ಅಭ್ಯರ್ಥಿಯ ಸಹಿ ಮತ್ತು ಹೆಸರು

ದಿನಾಂಕ:

ಸ್ಥಳ :

ತಂದೆ/ತಾಯಿ/ಆವಲಂಬಿತ/ಪೋಷಕರ ಸಹಿ

ದಿನಾಂಕ:

ಸ್ಥಳ:

### ಷರಾ:

1. ಅಭ್ಯರ್ಥಿಯು ಅಪ್ರಾಪ್ತ ವಯಸ್ಕನಾಗಿದ್ದಲ್ಲಿ ಅವರ ತಂದೆ/ತಾಯಿ/ಆವಲಂಬಿತ/ಪೋಷಕರ ಸಹಿ ಮತ್ತು ಹೆಸರು ನಮೂದಿಸುವುದು.
2. ಅರ್ಜಿದಾರರ ತಂದೆ/ತಾಯಿ ಜೀವಂತವಿಲ್ಲದಿದ್ದರೆ ಅರ್ಜಿದಾರರ ಪೋಷಕರು ಅಥವಾ ಆವಲಂಬಿತರು ಸಹಿ ಮಾಡಿ ಅವರ ಹೆಸರನ್ನು ನಮೂದಿಸುವುದು.

### ಅರ್ಜಿಯೊಂದಿಗೆ ಲಗತ್ತಿಸಬೇಕಾದ ದಾಖಲೆಗಳ ವಿವರ

1. ಅರ್ಜಿ ಹಾಗೂ ಸ್ವಯಂ ಘೋಷಣಾ ಪತ್ರ
2. ಅರ್ಜಿದಾರರ ಭಾವ ಚಿತ್ರವಿರುವ ಸರ್ಕಾರದ ಗುರುತಿನ ಚೀಟಿ
3. ಅರ್ಜಿದಾರರ ವಿಳಾಸದ ದಾಖಲೆ
4. ಅರ್ಜಿದಾರರ ವೇತನದ ಮಾಹಿತಿಗೆ ಸಂಬಂಧಿಸಿದ ದಾಖಲೆ.

## 5. Verification of Validity of Caste Certificate

### Introduction

A Committee under the Chairmanship of Deputy Commissioner is authorized to verify the validity of caste certificates which was issued by the Tahsildar.

At present there is an online system. The Recruitment authority will send details of the applicant to the District Committee whose caste certificates validity is to be verified. In turn District committee will send login link to applicants. Then applicant will be logged in using link and upload the required documents such as Caste certificate, caste certificate of his/her parents, family tree, land holding or landless certificates, in case of an employee his/ her Salary certificate. The District Committee will verify all the documents and issue Validity of Caste Certificate within 15 Days.

### User Feedback:

Calls were made to 412 users of this service to seek feedback. 232 users gave their feedback. The main suggestions given by them are:

- Timely service should be given
- Technical issues should be taken care

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. To improve the existing online system, the Recruitment Authority may be asked to scan the details of RD number of caste-income certificate and other information and send it through the online portal to the Deputy Commissioner.
3. The Member Secretary shall intimate the Applicant about what documents he needs to upload through the online system.
4. The verified caste certificate should be sent directly to the Recruitment Authority and Applicant through email and Digilocker.

## 6. Payment of compensation as per Land Acquisition Act after issue of 12(2) notice in undisputed cases

### Introduction

Assistant Commissioner or Special Land Acquisition Officer is the competent authority to pay compensation amount as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases by verifying details submitted by the applicant and AC or SLAO office records. The Sakala time limit for providing this service is 30 days.

Applicant may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate, voter ID etc), RTC, MR, Family tree certificate, 13 Years EC, Grant order/Sale deed/gift deed, No due certificate from bank or cooperative bodies, Indemnity bond, Award certificate, bank details to the AC/SLAO office.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Bhoomi cell is in the process of procuring an agency for development of software for land acquisition proceedings. It should be integrated with Bhoomi and Mojini software. All acquiring bodies apart from those in Revenue department, like SLAOs of different departments/organizations, KIADB should compulsorily use the software in land acquisition proceedings. This software should enable scanning and uploading of required documents from the land owner and online payment of compensation to his bank account.
3. Even in the present system, the payment of compensation should be made to the bank account of the land owner through RTGS, NEFT by issuing suitable Government order.
4. In cases where the land owners do not come forward to receive the compensation because they are in other countries or States, a provision may be made to deposit such unclaimed compensation in competent courts. It is also reported that because the interest rate to be paid on the compensation amount is higher than the bank interest, some land owners are intentionally delaying taking the compensation hoping to get the advantage of higher interest. This is a loss for the State or acquiring body. The competent courts are said to be refusing to accept deposit of the compensation amount as there is no litigation regarding land acquisition in such cases. Suitable legal provision may be made in the rules/Act to deposit such compensation in competent courts after giving sufficient opportunity to the owners.
5. In case of court orders for enhancement of compensation, the SLAO or AC has to obtain legal opinion on whether to go for appeal or not. If there is delay in giving such legal opinion and the landowner files an execution petition, the SLAO or AC is in a difficult situation. The land acquisition software should have provision to send the relevant court orders by Eoffice to the concerned legal officer for obtaining opinion within the specified time. If no opinion is given by the legal officer within the specified time, the SLAO or AC may be empowered to file an appeal within the appeal period. A suitable Government order may be issued in this behalf.



## 7. Issue of Birth Certificate

### Introduction

As per the Registration of Births and Deaths Act, 1969 registration of a birth is mandatory. The Revenue Department village accountant is the competent authority to register births in rural areas and birth certificates are being issued at Nada kacheri office. In Urban areas, birth certificates are being issued by the competent authorities of ULBs.

The family of the applicant is required to furnish an application intimating the details of birth within 21 days to the village accountant in rural areas. The village accountant records the birth information in birth and death register maintained at village level. In the urban area births are registered by the Commissioner/Chief Officer of the Municipal Corporation/Municipal Council, as the case may be. There is dedicated online software for registration of births called as eJanMa

The Sakala time limit for issue of birth certificate is 7 working days if birth is reported immediately. If birth is reported after one-year, the Sakala time limit is 14 days.

### User Feedback

Called around 628 citizens to seek feedback from those who had applied for “Birth Certificate” & the observations are as follows.

- Feedback captured from 206 citizens.
- 105 numbers found to be wrong numbers.
- About 288 calls did not respond properly/calls disconnected or not concerned person.
- 29 citizens asked to call back.

### Suggestions from the users:

- Technical issues should be taken care.
- Details in certificates must be accurate.

### Recommendations

These recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and field survey.

1. At present Village Accountant registers a birth after receiving information /application from the parents/family members. There are chances of missing information/reports to the village accountant due to ignorance of the parents/family members or other reasons. As a result, families are put to trouble to obtain the birth certificate. It is desirable that other village level workers and staff also assist in passing on information of births. It is recommended that a Government circular be issued by the Chief Secretary requiring that information of births and deaths be informed by field level workers to the birth and death registering authority in the village or ward. This can

be done by formation of a Whatsapp group or use a Mobile app for the purpose of passing on information of births and deaths. The group can consist of the local Anganawadi worker, Asha worker, public and private hospitals, ANM, Gram Panchayat PDO/Ward revenue and health officials and police station to share details of births and death with Aadhar number.

2. Login can also be created for the field level workers to give information on births on eJanMa
3. Provision may be made to issue birth certificates through Digilocker also.
4. Yearly birth and death statements shall be updated and published in the village chavadi to find out missing entries. The copies of birth and death certificates shall also be made available at GP level (Bapuji Seva Kendra).
5. The Sakala time limit may be reduced to 3 days in case of institutional delivery.
6. Birth and death information recorded in paper form in registers and not yet digitized is required to be digitized at the earliest. An agency may be appointed to scan and digitize the registers following KTTP procedure. This will enable speedy delivery of birth certificates to applicants.
7. The power to register birth and deaths beyond 21 days and up to one year can be delegated to the Deputy Tahsildar for ease of citizens. For one to two years, the power can be delegated to the Tahsildar Grade 1 and thereafter to the Assistant Commissioner.
8. After issue of a birth certificate on eJanma, by suitable integration on the Family ID database, Aadhar number should be enabled, Health and ICDS database should be updated and online applications initiated for government benefits to the mother/child under schemes like PM Matru Vandana scheme, Janani Suraksha yojana.
9. In Karnataka, Gram Panchayats have developed into capable local bodies. They implement various Central and State schemes. They have office and staff at village level. Both Health and Family Welfare and women and Child Development departments are under Zilla Panchayat. The field level staff are monitored by GPs. GPs have internet connectivity and computers. It would be more convenient for citizens to report births and deaths to the Gram Panchayat than to the VA who may not have a regular office or computer for data entry. The PDO of the Gram Panchayat may be notified as the village level registration authority for deaths and births instead of the Village Accountant.

## 8. Issue of Death Certificate

### Introduction

The death certificate is required to transfer movable/immovable /bank accounts, insurance, pension, etc and for various judicial proceedings. The Revenue Department is the competent authority to issue death certificate.

As per the Registration of Births and Deaths Act, 1969 registration of a death is mandatory. The family of the applicant is required to furnish an application intimating the death within 21 days to the village accountant in rural areas and Municipality in urban areas. The village accountant records the death information in birth and death register maintained at village level. In case death is unnatural the copies of post-mortem /FIR may also be required.

In urban areas, deaths are registered by the Commissioner/Chief Officer of the Municipal Corporation / Municipal Council, as the case may be. There is a dedicated online software for registration of deaths and births called eJanMa.

### User Feedback

Called around 1019 citizens to seek feedback from those who had applied for “Death certificate” & the observations are as follows.

- Feedback captured from 220 citizens.
- 506 numbers found to be wrong numbers.
- About 279 calls did not respond properly/calls disconnected or not concerned person.
- 14 citizens asked to call back.

### Suggestions from the users:

- Officers should not make the citizen to wait for a long time
- All services must be provided in one office that will be helpful for the citizens

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD) and user feedback.

1. At present Village Accountant registers a death after receiving information /application from the dependents/legal heirs of the deceased. There are chances of missing information/reports to the village accountant due to ignorance of the family members of the deceased or other reasons. As a result, families are put to trouble to obtain the death certificate. It is desirable that other village level workers and staff also assist in passing on information of births and deaths. It is recommended that a Government circular be issued by the Chief Secretary requiring

that information of births and deaths be informed by field level workers to the birth and death registering authority in the village or ward. This can be done by formation of a Whatsapp group for the purpose of passing on information of births and deaths. The group can consist of the local Anganawadi worker, Asha worker, public and private hospitals, ANM, Gram Panchayat PDO/Ward revenue and health officials and police station to share details of births and death with Aadhar number.

2. Login can also be created for the field level workers to give information on deaths on eJanMa
3. The power to register deaths beyond 21 days and up to one year can be delegated to the Deputy Tahsildar for ease of citizens. For one to two years, the power can be delegated to the Tahsildar Grade 1.
4. After issue of a death certificate on e-JanMa, by suitable integration on the Family ID database, Aadhar should be blocked, Electoral roll updated and government benefits to the deceased person should be stopped/ transferred to legal heirs as the case may be.
5. In Karnataka, Gram Panchayats have developed into capable local bodies. They implement various Central and State schemes. They have office and staff at village level. They maintain cremation and burial grounds. They have internet connectivity and computers. It would be more convenient for citizens to report births and deaths to the Gram Panchayat than to the VA who may not have a regular office or computer for data entry. The PDO of the Gram Panchayat may be notified as the village level registration authority for deaths and births instead of the Village Accountant.

## 9. Population Certificate

### Introduction

The certificate is needed by applicants to certify that applicant is a domicile of the geographical region to obtain the benefit under Prime Ministers employment generation program and many government programs.

Applicant now has to file application in Nada Kacheri, AJSK with voter Id or Aadhar Card. The workflow has four stages from submitting application to getting certificate. Tahsildar Grade-2 is the Competent Authority to issue the Population Certificate by verifying with Statistical inspector of the Statistical department. The Sakala time limit for providing the service is 7 Days.

### User Feedback:

Calls were made to 400 users of this service to seek feedback. As per the report 223 gave their feedback. The main suggestions given by the users are the same as for other Revenue Services.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 51 guidelines are complied with and 26 guidelines are not yet complied with.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are given separately. They may be implemented as applicable to this service.**
2. **There appears to be no need for providing a service of a Population certificate because published Census information on population of different geographical areas village-wise, hobli-wise, taluk-wise, district wise, town wise is available online for the latest as well as previous decades. Therefore general instructions may be issued by the Revenue Dept that applicants for this service may be referred to the Census database and web link.**
3. **In case any applicant insists on such a certificate for any purpose it can be given the same day by the AJSK center or RI or Dy. Tahsildar by referring to the online information of population. There is no need for referring to the Statistics department. Power to issue this certificate may be delegated to RI and Dy. Tahsildar and time limit reduced to same day.**
4. **Online portal should be made compliant with NeSDA requirements. The NeSDA guideline recommendations made for Caste Certificates are applicable to this service also.**

## 10. Domicile Certificate

### Introduction

The Karnataka Domicile Certificate is an official document provided by the Karnataka Government to recognize the residential status of a citizen in the State. The citizens can avail the benefit of State domicile quotas in educational institutions etc. The Deputy Tahsildar is the competent authority to issue the certificate. The Sakala time limit is 14 working days.

To apply for a Karnataka domicile certificate, the applicant should have been a permanent resident in the place for more than 5 years from a given year. The applicant has to submit the following documents to obtain the domicile certificate. Documents: Residential proof, Birth Certificate, Ration Card No, Voter ID, House Tax receipt, Details of property owned by the applicant/ parents or guardian. The applicant can apply through Nada kacheri/Cyber Center/CSC, etc.,

Presently the validity of the certificate issued is one year.

### Assessment as per NeSDA guidelines

The Domicile Certificate portal was assessed as per the NeSDA guidelines. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
2. In larger urban areas like City Corporation, CMC, TMC the staff available in Revenue Department is far below the requirement. Domicile certificate requires verification of residence and number of years lived there. The Electoral roll, house property details, birth registration are all functions of the urban local bodies. Therefore they have the competence and information required to give the Domicile Certificate. It is therefore recommended that the power to issue Domicile Certificate in urban areas may be authorized/delegated to the concerned ULBs.
3. The validity of Domicile certificate can be increased to 5 years from the existing one year validity.
4. Online portal should be made compliant with NeSDA requirements. The same recommendations applicable to non compliances in Income Certificate service portal developed by NIC are made for this service also.

## 11. No Tenancy Certificate

### Introduction

Tahsildar Gr-1 is the competent authority to issue the No Tenancy Certificate by verifying details submitted by case worker and applicant. The Sakala time limit for providing this service is 7 days. Applicant may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate, voter ID etc), land details like RTC in the Tahsildar office.

### User Feedback:

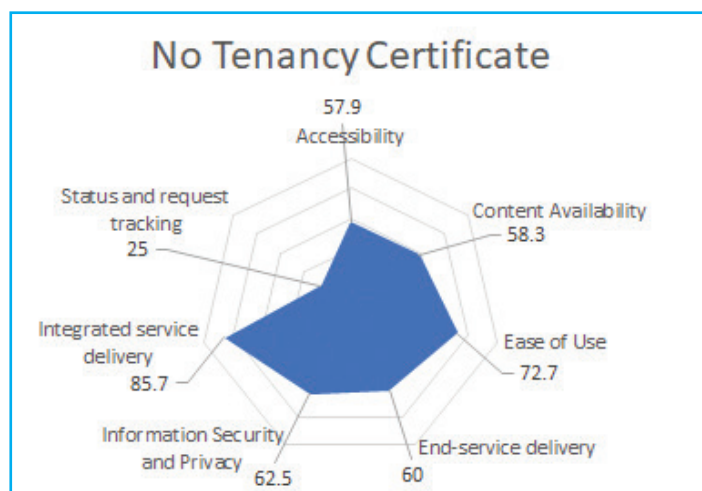
Calls were made to 724 users of this service to seek feedback. 204 users gave their feedback. The main suggestions given by them are:

- All services must be provided in one office so that it will be helpful to the applicant to avail in time service
- Officers should not reject the application even though providing all documents

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

The specific 29 areas that require compliance are given below as recommendations.



### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. The Authority to issue the No Tenancy certificate can be delegated to the Tahsildar Grade-2 by a suitable order.
3. Register of Tenancy maintained with 1972 information should be digitized. If this is done, the No Tenancy Certificate can be given by verifying with this register on the same day.



4. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Sl. No	Recommendations for NeSDA Compliance
1	Downloadable forms for provisioning of services which cannot be submitted online should be made available
2	Web page should provide any service delivery charters which are published
3	Promotional campaigns to avail e-Services should be made available
4	The website design should auto format to adjust to various mobile devices like tab, iPad, mobile phones etc.
5	Information about compatible browsers and best screen resolutions should be provided
6	Features to enable access for people with physical disabilities should be made available
7	The portal shall support for audio and video playing
8	Number of transactions should be made available
9	Information about results of user feedback about online services should be made available
10	A separate section for Help shall be given
11	A separate section shall available for Frequently Asked Questions (FAQ)
12	Sitemap shall be made available
13	Statistics about transaction count of services availed by users should be made available
14	“What’s new” section which details the changes in the website shall be introduced
15	Website for complaints, resolutions etc. on various aspects of the e-service shall be provided
16	Website should have a built-in facility to populate content relevant to user’s recent activity / interest
17	OTP facility should be made available for user authentication during final service delivery
18	Service delivery timelines should be published on the website
19	Mobile alerts should be made available for unauthorized access to user profile, password changes etc.
20	The 3 factor authentication for username & password on the website shall be introduced
21	The user should be intimated by email on password expiry, reset, change in password, change in user profile etc.
22	The available citizen services should be linked to Digital Locker
23	The webpage should be integrated with Social Media Apps like Twitter, Facebook etc.
24	Facility to log Grievances / Complaints should be introduced
25	Ticket / Complaint No. for status tracking and future follow-ups should be introduced
26	Service update alerts should be sent through SMS
27	Information on availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls should be introduced
28	The user should be able to get feedback on their complaints like email, call back etc.
29	The web page should provide for help desk, online support, and call centre for users

## 12. Living Certificate

### Introduction

Living certificate is obtained to produce for continuation of various pension claims and for renewal of pensions. This certificate is also used to claim government subsidy. Tahsildar/Deputy Tahsildar of Revenue Department is the competent authority to issue this certificate. Sakala time limit for this service is 7 days. The applicant applies for the service at AJSK enclosing documents like Aadhar, Ration card, details of family members, address proof etc., The applicant can receive the Living Certificate in AJSK/ Nada kacheri/ Taluk office. Service fee is Rs.25.

### User Feedback

A sample of 413 applicants seeking “Living certificate” were telecalled for their feedback on the existing condition of service delivery. The calling status is as under

- 201 citizens gave concludable information.
- In 143 cases information could not be established as the citizen disconnected the calls/unavailability of the concern person.
- 52 of the numbers are wrong numbers.
- 17 citizens asked us to call back .

### Suggestions

- A call or SMS should go the citizen once the service is approved /completed.
- More officers should be available at office for accepting the applications, so that the citizens wait time will reduce.

### Assessment as per NeSDA guidelines

The Living Certificate portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines similar to No Tenancy Certificate are not yet complied with.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Govt of India has launched the Jeevan Pramaan service for providing hassle free Living Certificate to pensioners. This facility can be utilised by the State Govt departments also. All departments that are providing pensions, whether to retired staff or to other beneficiaries can be helped to utilise the Jeevan Pramaan facility. This will reduce the burden on the pensioners of going to Govt offices to obtain Living Certificate. This will also reduce the burden on the Govt offices to issue these certificates.
2. Photo of the living members shall be affixed to the certificate to avoid mis utilisation.
3. In urban areas, this power can be delegated to concerned officers of ULBs not below the rank of Tahsildars.
4. Online portal should be made compliant with NeSDA requirements. The NeSDA guidelines identified for compliance in the Income Certificate portal or No Tenancy Certificate portal should be complied with in this portal also.

## 13. Agricultural Family Member Certificate

### Introduction

Applicant may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate etc) RTC, Khata extract, Revenue tax paid receipt. (Applicants total annual income by all sources and the purpose of agricultural family member certificate shall be entered) in Nada Kacheri, Tahsildar office.

It has four stages of workflow from the submission of application to getting agricultural family member certificate. Revenue Department Deputy Tahsildar is the Competent Authority to issue the Agricultural family member Certificate by verifying details submitted by the Applicant and Revenue Inspectors inspection reports. The Sakala time limit for providing this service is 14 Days.

### User Feedback:

Calls were made to 203 users of this service to seek feedback. 194 users gave their feedback. The main suggestions given by them are:

- To add more counters in Nada Kacheri office
- Officers should be polite & guide the citizens properly
- Time taken to deliver this service may be reduced

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 49 guidelines are complied with and 28 guidelines are not yet complied with.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **In case the applicant gives his ration card number and his land holding details are available in Fruits or Family ID database, the Certificate can be given across the counter on the same day.**
3. **Even if the applicants land holding details are not available on Fruits or Family ID database, the Certificate can be given directly if the applicant submits his RTC or survey number details by verifying it on the Bhoomi database at the AJSK office itself. It need not be sent to the RI or VA for verification. Therefore the Sakala time limit may be reduced to same day i.e. over the counter from 14 days by simplifying the workflow.**
4. **Online portal should be made compliant with NeSDA requirements. The NeSDA guidelines identified for compliance in the Caste Certificate portal should be complied with in this portal also.**

## 14. No Re-Marriage Certificate

### Introduction

No Re-marriage Certificate is usually sought by applicants for compassionate appointment in Government job. Applicant may submit application along with Address proof document (Ration card, Aadhar, driving license, residence certificate, voter ID etc) Death Certificate of her husband, notarised affidavit in Nada Kacheri, CSCs.

It has three stages of workflow from the Nada Kacheri operator to Deputy Tahsildar. The Deputy Tahsildar is the Competent Authority to issue the No Re-Marriage Certificate by verifying details submitted by the Applicant and Revenue Inspectors inspection reports. The Sakala time limit for providing this service is 7 Days.

### User Feedback:

Calls were made to 365 users of this service to seek feedback. 204 users gave their feedback. The main suggestions given by them are:

- All services must be provided in one office so that it will be helpful to the Farmers to avail timely service
- Validity of the certificate may be increased to more than two years

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA guidelines. The report shows that 48 guidelines are complied with and 29 guidelines similar to the No Tenancy service portal are not yet complied with.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **The authority to issue the No Re-Marriage certificate can be delegated to the Revenue Inspector by suitable order.**
3. **The validity of the certificate can be increased to two years or remarriage whichever is earlier.**
4. Online portal should be made compliant with NeSDA requirements. The NeSDA guidelines identified for compliance in the No Tenancy Certificate portal should be complied with in this portal also.

## 15. Landless Certificate

### Introduction

Landless Certificate is issued to the persons who do not have any agricultural land holding. Applicant may submit application along with Ration card/Aadhar along with an affidavit that he is not holding land anywhere to the Nada Kacheri, CSC and Tahsildar office.

Tahsildar Grade-1 is the Competent Authority to issue the Landless Certificate by verifying details submitted by the applicant and the Revenue Inspectors inspection report. The Sakala time limit for providing this service is 7 Days.

### User Feedback:

Calls were made to 547 users of this service to seek feedback. 213 users gave their feedback. The main suggestions given by them are:

- To add more counters in Nada Kacheri office
- Brokers should not be entertained in the Government office
- All services must be provided in one office

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA guidelines. The report shows that 48 guidelines are complied with and 29 guidelines similar to the No Tenancy service portal are not yet complied with.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are given. They may be implemented as appropriate to this service.**
2. **Fruits and Family ID database includes details of agricultural land holding of all ration card holders and land holders. With the full updation of details of all plots on the Fruits database, it would be possible to give Landless Certificate over the counter if the ration card number of the applicant is given.**
3. **Since the information sought for is available on the software system itself, the authority to issue the Landless Certificate may be given to Revenue Inspectors/Deputy Tahsildars so that citizens may avail the certificate within a day.**
4. **Sakala time limit may be reduced to 1 day from 7 days with the above changes.**
5. **Online portal should be made compliant with NeSDA requirements. The NeSDA guidelines identified for compliance in the No Tenancy Certificate portal should be complied with in this portal also.**

## 16. Surviving Family Members Certificate

### Introduction

Generally, this certificate is required for a person who is surviving in the family. Members of deceased family approach the Revenue Department to obtain this certificate for the purpose of various claims like pension, provident fund, compassionate appointments, etc., These certificates are also obtained to produce before the civil courts for litigations, and for the purpose of real estate rights and for partition etc., The Tahsildar is the competent authority to issue this certificate, and Sakala time limit is 14 working days. The State government provides this service online and through the Nada kacheri portal.

**Required documents:** Application form, Death certificate, Family Tree from Village Accountant, recent passport size photos, Identity proof document like PAN, Aadhar card, ration card, voter card, Address proof document like Voter's card, telephone bill, electricity bill, Self declaration affidavit on bond paper attested by Gazetted officer

### User Feedback

The call center called around 758 citizens to seek feedback from those who had applied for “Surviving of family member certificate”. 40% of the citizens called gave concludable information.

17.5% of the numbers are wrong numbers. 57% of the applicants got it after the time limit. 35% of the applicants visited the government office three or more times because officers were not available at office to collect the application or for follow up because the service was not received within the time limit. About 92% of the people have received acknowledgment number. 34% of the people have not received the receipt for money paid.

### The suggestions given by the users are:

- Avoid brokers in government office
- Application should be in multiple languages
- Should not make the senior citizens to wait for a long time
- Officer should not reject the application without proper reason

### Assessment as per NeSDA guidelines

This portal was assessed as per the NeSDA guidelines. The report shows that 47 guidelines are complied with and 30 guidelines are not yet complied with. The non-compliant areas are similar to those of Income Certificate portal.

### Recommendations:

The following recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.

2. At present this Certificate is being given to survivors of deceased Government servants. Orders may be issued to give this certificate, if applied for, to employees of private companies or to others.
3. Application form should include provision for giving Digilocker, email id of applicant so that the certificate can be directly sent to his Digilocker/email. There should be provision of e-signing while submitting the application online.
4. The affidavit filed by the applicant shall be scanned along with other documents and saved in the database for the purpose of online transmission for verification.
5. Immediately after the receipt of the application, the application can be directly routed on the Samyojane mobile app to the Village Accountant for spot verification along with the scanned and uploaded documents. This will reduce the time required for the service from 14 days at present to 10 days.
6. The Family Tree from Village Accountant need not be asked for with the application because the VA verifies the family tree position during spot inspection.
7. Photograph of all surviving family members may be obtained and digital certificate may be issued along with photos of all surviving members of the family.
8. The digital certificate should clearly mention that it is given on the basis of the Affidavit submitted by the concerned person.
9. At present, in the existing software, the applicant is receiving an information SMS after the certificate is ready. However, the SMS can also have a link to download the certificate.
10. Online portal should be made compliant with NeSDA requirements. The NeSDA guidelines identified for compliance in the Income Certificate portal should be complied with in this portal also.



## 17. Unemployment Certificate

### Introduction

A person who is unemployed in Karnataka state is eligible to apply for this certificate. It is sought for obtaining financial assistance for self-employment, to apply for Government sponsored Skill Development Trainings, for self-employment loans in banks and also to seek employment in private establishments. The Tahsildar is the competent authority to issue the certificate.

The Sakala time limit is 7 working days.

AJSK is the office in which the candidates furnish details to get unemployment certificate. <https://www.nadakacheri-karnataka.gov.in/> is the government official website and provides online services.

Documents required: Application form, Self declaration on stamp paper about unemployment status, Address proof, Govt issued Photo-Identity proof, family tree (Vamsha vruksha) and ration card.

### User Feedback:

Called around 378 citizens to seek feedback those who had applied for “Unemployment certificate” under “Revenue Department” & the observation are as follows.

### Recommendations:

- Reducing the service delivery time.
- More officers should be available at office for accepting the applications, so that the citizen wait time will reduce.
- That there is a need to add more online services.

### Assessment as per NeSDA guidelines

The Unemployment Certificate portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These are similar to the non-compliant areas in No Tenancy Certificate.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
2. Issue of Unemployment certificate requires local enquiry. In larger urban areas there are not enough Revenue staff to do local enquiry and give reports. In urban areas of City Corporation/CMC/TMC (excluding TPs) the concerned ULB officers of the Grade not below the rank of Tahsildar can be authorized to issue Unemployment Certificate.

3. **There is no need to ask for Ration card. Only ration card number can be asked for and details can be auto-fetched from the ration card database. Family Tree Certificate is also not necessary. The information can be asked for on the application form.**
4. **The details of educational qualification, business of family members, annual income details may be asked for in the application form.**
5. **A revised simplified form of application for Unemployment Certificate may be developed and procedure for issuing it prescribed as a Govt order considering the above recommendations.**
6. **Registration for employment in the Employment Exchange can be brought under the purview of Sakala in Labour and Employment department. Provision for registering for employment through existing service providers like CSC, Bengaluru-One etc. and online may be made.**
7. **Online portal should be made compliant with NeSDA requirements. The NeSDA guidelines identified for compliance in the No Tenancy Certificate portal should be complied with in this portal also.**

## 18. No Government Job Certificate

### Introduction

No Government job certificate is sought for by applicants to apply for compassionate appointment due to death of a Government employee while in service.

Revenue Department Deputy Tahsildar is the Competent Authority to issue the No government job certificate by verifying details submitted by the applicant and inspection report of the RI. The Sakala time limit for providing this service is 7 days.

Applicant may submit application along with Address proof documents (Ration card, Aadhar, driving license, residence certificate, voter ID etc), Death certificate of the employee, Family member certificate, Certified copy of service register of the employee, Transfer Certificate from school, certificate from Employment exchange, self-declaration certificate of applicant (The purpose of the application and all details of the deceased employee shall be entered) in the Nada kacheri and Tahsildar office. It has four stages of work flow from applying the application to getting No Government Job certificate.

### User Feedback:

Calls were made to 697 users of this service to seek feedback. 201 users gave their feedback. The main suggestions given by them are:

- To add more counters in Nada kacheri center

### Assessment as per NeSDA guidelines:

This service portal developed by NIC, was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These are similar to the No Tenancy Certificate non-compliances.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **Provision can be made in the online application for linking to HRMS and Family ID. The required details of the deceased employee and applicant could be auto populated. Provision to upload other documents can be made. There is no need to ask for TC, because the required details would be in the Family ID database. The application could then be sent to the concerned AJSK online for verification and issue of certificate.**
3. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 19. Issue of Agriculturist Certificate

### Introduction

The Revenue Department is authorized to issue Agriculturist certificate. It is sought by farmers to avail certain benefits provided by the State and Central governments.

Farmer may submit prescribed application along with address proof documents ( Ration card, passport, driving license, residence certificate etc) and land holding details ( The information of the Farmers total annual income by all sources and the purpose of agriculturist certificate shall be entered) in Nada Kacheri, Cyber centers.

It has four stages of workflow from the Nada Kacheri operator to Deputy Tahsildar.

Deputy Tahsildar is the Competent Authority to issue the Agriculturist Certificate by verifying details submitted by the Farmer and Revenue Inspectors inspected reports. The Sakala time limit for providing the service is 14 Days.

### User Feedback:

Calls were made to 463 users of this service to seek feedback. As per the report 203 gave their feedback. The main suggestions given by them are:

- Timely service should be given
- Technical issues should be taken care of
- Officers should reach office on time
- Officers should be polite & guide the citizens properly
- All services must be provided in one office so that it will be helpful to the Farmers to avail in time service

### Assessment as per NeSDA guidelines:

This service portal developed by NIC, was assessed as per this framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These are similar to the non compliances of the No Tenancy Certificate website.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are given. They may be implemented as appropriate to this service.**
2. **All landholding details are available in Bhoomi and in Fruits database. Therefore an applicant should be able to apply online. The system would fetch the data from the Bhoomi or Fruits database and directly print out a e signed certificate. If an applicant comes to the AJSK etc he can be given the Certificate the same day after a few hours.**

3. Certificates may be e-signed by the RI or Dy Tahsildar by delegating the power to sign so that there is no delay in giving the certificate on account of non-availability of Dy Tahsildar.
4. Sakala time limit may be reduced to 1 day from 14days by simplifying the process as recommended above.
5. The Agriculturist certificate should be sent directly to the applicants mobile as PDF and through Digilocker.
6. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 20. Small and Marginal Farmers Certificate

### Introduction

The Small and Marginal Certificate Farmer Certificates are being issued by the Revenue Department based on their land holdings. Further, in the GO IM: 197:PIF:84 Dated 08-11-1984 small farmers are defined as farmers holding 5 acres of dry land or 2½ acres of wet land. Marginal farmers are defined as farmers holding 2½ acres of dry land or 1¼ acres wet land. Generally, farmers use this certificate to get government subsidy or loan from Banks and Cooperative Institutions. SF and MF Certificate is also required to get the benefit of loan waiver. The Tahsildar/Deputy Tahsildar is the competent authority to issue this certificate.

The applicants are required to apply at AJSK/online on payment of service fee Rs.25/- along with documents like, details of land holding, RTCs, Aadhar, self-declared affidavit.

The Deputy Tahsildar is the competent authority to issue this certificate. The Sakala time limit fixed for this service is 7 working days.

The validity of this certificate is only six months.

### User Feedback

Around 615 users were called to seek feedback from among those who had applied for “Small & marginal farmer certificate”.

#### Users gave the following suggestions:

1. Reducing the time taken to deliver the service.
2. Sending an SMS to applicant on each stage of the application process.

### Assessment as per NeSDA guidelines

The Small and Marginal Farmer Certificate portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Fruits database and Family ID database has been developed and is being regularly updated by incorporating among other details the land holding of the farmers. The process of obtaining Aadhar number from owners of all land holdings has made good progress. Once it is nearly complete and integrated with Fruits database the complete land holding of any farmer anywhere in the State can be obtained. Once the applicant enters the ration card number at the AJSK, the software can auto fetch the land holding details. This will help in over the counter delivery of the SMF Certificate to the eligible applicants.

2. Provision may be given to Gram Panchayats to login to Fruits database and print out the landholding details of small and marginal farmers themselves. This will enable them to sanction MGNREGS individual works that are available to small and marginal farmers.
3. In the meantime search facility based on name of farmer can be given on Bhoomi database.
4. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
5. In case of joint khata, the software should provide for entering names of all joint holders in the certificate.
6. It is reported by one Focus group that an applicant residing in a border taluk of one revenue division and owning land in the adjoining taluk of another revenue division is unable to apply for the land holding certificate. This should be examined and corrected. The applicant should be made eligible to apply for the certificate across the Revenue divisions of the State.
7. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.



## 21. Agricultural Labour Certificate

### Introduction

The Revenue Department is authorized to issue agricultural labour certificate. Applicant may submit application along with Ration card and Aadhar with affidavit stating that he is an agricultural labourer to Nada Kacheri, CSC or Tahsildar office.

It has five stages of workflow from the submission of application to getting agricultural labour certificate.

Tahsildar Grade-1 is the Competent Authority to issue the Agricultural labour Certificate by verifying details submitted by the applicant and Revenue Inspectors inspection reports. The Sakala time limit for providing this service is 14 days.

### User Feedback:

Calls were made to 517 users of this service to seek feedback. 203 users gave their feedback. The main suggestions given by them are:

- To add more counters in Nada Kacheri office

### Assessment as per NeSDA guidelines:

This service portal developed by NIC, was assessed as per the NeSDA guidelines. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These are similar to the non-compliant areas in case of No Tenancy Certificate.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Fruits and Family ID database is being built up. When the information of a large percentage of agricultural plots of land in the State is updated in the Fruits database, the Agricultural Labour certificate can be given over the counter by verifying from the applicants ration card number that the family does not own any agricultural land.
3. There is no need to ask for Aadhar card or ration card copy. Ration card number alone will auto-fetch all required details.
4. The authority to issue the AL Certificate can be delegated to the Deputy Tahsildar by suitable order/amendment of rule.
5. It is reported by the Focus group that at present VA does not have login to enter his report on the portal. Since VA report is the basic report, the system should provide for login and entry of his report on the app/portal.
6. Sakala time limit may be reduced to 10 days from 14 days by simplifying the workflow i.e. by directly sending the application to the VAs login, and by delegating the power to Tahsildar Gr. 2.
7. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 22. Non-Creamy Layer Certificate

### Introduction

The Revenue Department is authorized to issue Non-creamy layer certificate. Applicant may submit application along with Address proof documents (Ration card, Aadhar, driving license, residence certificate, voter ID etc), Self-declaration of his/her income, Pay slip, income tax returns in Nada Kacheri, CSCs, Tahsildar office. An applicant has to have less than average annual income of Rs.8 lakhs for the preceding three years.

It has five stages of workflow from submitting application to getting the certificate. Tahsildar is the Competent Authority to issue the Non-creamy layer Certificate by verifying details submitted by the Applicant and Revenue Inspectors inspection reports. The Sakala time limit for providing this service is 21 Days.

### User Feedback:

Calls were made to 624 users of this service to seek feedback. 374 users gave their feedback. The main suggestions given by them are:

- All services must be provided in one office so that it will be helpful to the applicant to avail in time service
- Downloading of approved certificate facility to be provided to applicant through online

### Assessment as per NeSDA guidelines:

This service portal developed by NIC was assessed as per the NeSDA framework. The report shows that 48 guidelines out of 77 guidelines are complied with and 29 guidelines are not yet complied with. These are similar to the non-compliance areas identified in case of Income Certificate service.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **The present system of assessing and certifying Income for giving Income, Caste cum Income, Non Creamy Layer, Economically Weaker Section etc. Certificates and for beneficiary oriented schemes is ad hoc. Mostly it depends upon the income limit sought for by the applicant. As an added precaution, the Revenue officials obtain sworn/notarised affidavits of total income from the applicants. But there is no format for obtaining such an affidavit. If only total income is reported, many items of income may be missed out and not counted. While it may not be feasible for the Revenue Dept with its limited staff, time constraint and resources to assess all types of incomes and give a comprehensive report, it is certainly feasible for the Revenue dept to obtain the comprehensive details as a self declaration. A self declaration showing all possible sources of income and income received from them would shift the burden on the applicant to provide full and accurate information. The applicant would be asked to declare that he would be liable for legal action and for losing any benefits derived if the information he gave was materially wrong.**

The Format for the Self declaration was discussed by the Focus groups. Based on their inputs, the format suggested is in the Income Certificate service report. This may be considered and suitable Government orders may be issued prescribing this format for certifying income for any purpose. This would serve the dual purpose of ensuring that ineligible beneficiaries do not get benefit of reservation, benefits etc and also benefit eligible beneficiaries who may not get the reservation/benefits because they have been relegated lower down the eligibility list by ineligible beneficiaries who wrongly declare their income and claim eligibility.

3. The Authority to issue the Non-creamy layer certificate can be delegated to the Tahsildar Grade-2 by the suitable order.
4. Sakala time limit may be reduced to 14 days from 21days by delegating the power to Tahsildar Grade-2.
5. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of Income Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 23. Residence Certificate

### Introduction

Generally, many Government Departments or Authorities ask the citizens to furnish residence certificate obtained from the Government for different purpose. At present the Government has authorised the Revenue Department to issue Residence Certificate, hence the applicant furnishes request for Residence Certificate at the Taluk office or Nada kacheri/AJSK. A specific application form has been prescribed by the Department. The applicant needs to furnish Ration Card, Aadhar Card and Self Declaration along with application.

Applications can also be submitted online or at Gram Panchayat office, Karnataka One, Bangalore One centres or Common Service Centres(CSC). The residence certificates are issued by the Tahsildar at Taluk level and also at AJSK. There are 5 steps from the first step of the applicant coming to the GP office/CSC for submission of online application to the final step of issue of certificate.

The time limit prescribed under Sakala for the service is 14 days.

### User Feedback

A sample of 742 applicants seeking “Residence certificate” were called for their feedback on existing condition of service delivery. 313 users gave their feedback.

The common observations applicable to the Revenue Dept services are that wrong number is entered in many cases, there is delay in providing services, some applicants do not get acknowledgment numbers, around a quarter of applicants visit the office more than two times to follow up the case. The suggestions given by users are given below:

- Officer should be helpful to the citizen while filling the application
- A call or SMS should go the citizen once the service is approved/completed
- Brokers should not be entertained in the Government office
- To reduce the time limit of the service
- More officers should be available at office for accepting the applications, so that the citizen wait time will reduce.

### Assessment as per NeSDA guidelines

This portal developed by NIC, was assessed as per the NeSDA guidelines. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These are similar to the non-compliance areas in case of Income Certificate also developed by NIC.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Certain recommendations common to many services of Revenue Department are given separately. They may be appropriately considered as applicable to this service.

2. **There is a need to reconsider the need for a separate Residence Certificate. For many official purposes in Govt of India, for example for issue of PAN card, the following documents are accepted as proof of address.**

- Electricity Bills
- Landline connection Bills
- Bills for Broadband connection
- Voter ID card containing photograph
- Aadhaar card
- Passport
- Passport of spouse
- Statements of Bank Account
- Statements of Credit Card
- Passbook of Post office account containing applicant's address
- Latest order for property tax assessment
- Domicile certificate allotted by government
- Driving license
- Allotment letter of accommodation issued by Central or State Government of not more than three years old
- Property Registration Documents

In the case of Utility Bills and Bank/Credit card statements, they should be recent, preferably not more than three months old.

Under these circumstances, the need for asking for Residence certificate has to be reconsidered. Wherever Residence Certificate is asked for in State Government schemes, a general Government order may be issued by Revenue Department that any two of the above documents that are not more than three months old can be produced as proof of residence. Forms or rules that require Residence Certificates to be produced for different purposes in various departments may be modified on these lines.

3. **If however, any Govt of India organization or other agencies require a Residence Certificate issued by the State Govt to be produced, the procedure may be simplified. Residence Certificate may be issued on the same day on production of any two of the above documents.**
4. **The time required may thus be reduced from 14 days to one or two days after these changes are made.**
5. **As a further step towards ease of providing the service, Revenue Department may authorize the Gram Panchayats or ULBs to issue the Residence Certificate. These local bodies have records of houses and owners in their khatahs. They can verify any two of the above documents and give the Residence Certificate. It would be more convenient for citizens if the GPs and ULBs are authorized to issue Residence certificates in their respective jurisdictions.**

6. If any dispute arises, instead of appeal being heard by the Sub-Division Assistant Commissioners, the power to resolve disputes, can be delegated to Grade-2 Tahsildars.
7. The validity of the Residence certificate is presently 3 years. Its validity may be extended till there is any change of residential address.
8. In the present workflow, online applications are sent to Deputy Tahsildar login who forwards it for verification to VA. To cut short the time required, the online application can be directly sent to VA login for verification and report to the RI/Dy. Tahsildar.
9. At present, parallel movement of digital application and physical application is being done. The movement of physical papers may be done away with by providing for scanning and uploading all relevant documents on the digital file.
10. At present, the applicant has to come to Nada Kacheri office to collect the Certificate. Provision should be made to send the certificate through Digilocker, email, SMS as a scanned attachment.
11. Kannada version of the software has to be made functional.
12. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of Income Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 24. Mutation Extract

### Introduction

Tahsildar is the competent authority to issue mutation extract. The Sakala time limit for providing this service is 7 days. Applicant may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate, voter ID etc) RTC in the Nada kacheri and Tahsildar office.

### User Feedback:

Calls were made to 658 users of this service to seek feedback. 203 users gave their feedback. The main suggestions given by them are the same as for other Revenue Services.

- Timely service should be given
- Officers should reach office on time
- Officers should be polite & guide the citizens properly

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Post 2002 mutation extracts have been computerized so these mutation extracts are being issued on the same day. Pre-2002 mutation extracts have not been indexed, cataloged and digitized, therefore it takes more time to issue mutation extract. A time bound program to index, catalogue and digitalize all the pre 2002 mutation extracts may be taken up to enable issue of mutation extracts on the same day.
3. The Sakala time limit can be reduced to 1 day from 7 days for post 2002 records.



## 25. Change of Khata (Undisputed)

### Introduction

The Revenue department maintain revenue records, including khatas or land titles, for all lands except those within village and urban limits.

When agricultural land is sold from one person to another person or transferred to his legal heirs there will be change in the khata, meaning thereby the title of land transfers from one person to another person. This is a statutory process and requires 30 days mandatory notice calling for objections if any.

The applicants can submit their application through AJSK/Nada kacheri with all required documents. NOCs about non-violation of certain conditions specified under the provisions of PTCL Act, land grant conditions under Land Reforms Act, etc., are to be obtained. The spot inspection /field verification will also be under taken by the VA/RI. The Sakala time limit for this service is 60 working days. There is no online portal for citizens to use this service. Therefore NeSDA assessment is not available.

### User Feedback

Called around 891 citizens to seek feedback from those who had applied for “Change of Khata (undisputed)” & the suggestions are the same as for other Revenue services.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussions (FGD), the user feedback and field survey.

1. An online portal for farmers to apply online for change of khata should be developed and popularised.
2. The registered document and J slip scanned copies should be sent online to both Bhoomi and Mojini software simultaneously by integration of these software. At present it is being sent only to Bhoomi.
3. In IMP cases the Survey department should start the phodi process as soon as they receive the scanned copies by Mojini. The Village accountant shall generate the required 30 days statutory notice in form-12 and form-21 and send to RI within two days. In the meantime, the Survey superintendent will submit phodi form-10 within 2 days.
4. In multiple transactions/multiple owner cases there is a delay due to phodi in phodi cases, where each person has to wait for clearance of earlier cases. It is recommended to create joint login in Bhoomi portal for Survey supervisor, Bhoomi Operator and Hobli RI for all multiple transactions on the same survey number to reduce the time taken.

5. Since information like PTCL, land acquisition, land alienation etc., are available in the Hobli RI office. RI rather than asking for NOC, can verify the documents himself and issue clearance for improvement of service delivery.
6. The notice period for change of khata with the above integration, can be reduced from 30 days at present to 15 days by suitable amendments to the rules.
7. Hence the total time taken for change of Khata can be reduced from 60 days to 45 days.
8. The process flow can be changed to two stages, 30 days for executive approval and separately for Mojini works.

## 26. Project Displacement Certificate

### Introduction

Tahsildar is the competent authority to issue the project displacement certificate to a member of a family displaced by land acquisition for a government project, by verifying details submitted by the applicant and inspection reports of the RIs and Tahsildars office records. The Sakala time limit for providing this service is 21 days.

Applicant may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate, voter ID etc) Family tree certificate, RTC, Land acquisition award certificate, 5 years previous land records from the year of land acquisition, affidavit (that mentioned family members have no objection to issue project displacement certificate) in the Tahsildar office.

### User Feedback:

Calls were made to 327 users of this service to seek feedback. 127 users gave their feedback. The main suggestions given by them are the same as for other Revenue services.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Online application software shall be developed so that application and documents may be scanned and submitted online.
3. In case there is no entry regarding the land having been acquired in column 11 in RTC, then the issuing authority may be instructed to first enter the land acquisition details in column 11 of the RTC and only then issue the project displacement certificate.
4. To prevent more than one member of a project displaced family obtaining the project displacement certificate benefit under this provision, it should be made compulsory to mention the fact of issue of project displacement certificate in column 11.
5. The requirement of 5 years previous land records from the year of land acquisition may not be necessary, so these documents shall be deleted from the list of documents to be submitted while applying for this certificate.
6. Sakala time limit may be reduced to 14 days from 21days by delegating the power to Tahsildar Grade-2 by issuing suitable order and providing the service online.

## 27. Relief for Natural Calamity Human Life and Animal Loss, Crop Loss and House Damage

### Introduction

Tahsildar is the competent authority to issue compensation for house damage, crop loss, loss of human life and animal loss by verifying the inspection reports of RI, ADA and THO for house and crop loss and THOs medical report for loss of human life, and Veterinary officers report for animal loss. At present there is no online system for these services.

The Sakala time limit for providing relief for Crop Loss and House Damage is 21 days and 15 days for loss of Human Life and Animal Loss.

Applicant may submit application along with address proof document (Voter ID, Ration card, Aadhar), death certificate, bank details, House khata details and survey number details in Nada kacheri or taluk office. It has workflow of five stages from submitting the application to issuing the compensation

### Recommendations:

1. At present there is no online system for applying for these services. Though Revenue and other department officials take up this task suo motu during natural calamities, it is possible that some eligible persons may be missed out by the departmental staff. Therefore an online Natural Calamity application portal may be developed for applicants to submit applications.
2. The Natural Calamity portal should provide login access to the concerned VA, RI, ADA, THO, PDO, Veterinary officer and Tahsildar. For crop damages VA, RI, ADA and Horticulture officer can report and update inspection report through online portal in their respective logins. For loss of Human life and Animal Loss, VA, RI, THO and Veterinary officers can report and file the medical and inspection report through this portal.
3. In cases of house damage, the focus groups noted that the details of house khata, house property, building sanction, sanction under different housing schemes is available with the Municipalities in urban areas and GPs in rural areas. They also have technical staff to assess and estimate the extent of house damage caused. They proposed that the process of reporting, assessing, estimating house damage and disbursing and verifying utilization of reconstruction funds may be done by the GPs and Municipalities. There is justification in this proposal and it is recommended that appropriate orders may be issued.
4. There is lack of clear guidelines on how to assess the percentage of house damage. RGHCL, Housing and Revenue department (Disaster Management) may jointly give guidelines to the district authorities and local bodies on how to assess the percentage of house damage. This will bring in transparency and avoid heart burning among those who are sanctioned lesser amounts.
5. The RGHCL portal may continue to be used for cases of house damage. The PDO of GP/ Municipal staff can be given login for inspection and report on the quantum of damage.

6. **RGHCL portal may be used for providing relief for house damage under SDRF also.**
7. **Parihara app for crop loss has provision for login by Village Accountant only. But crop loss estimation is jointly done by Revenue, Agriculture and Horticulture department staff. Therefore this app should have provision for login and joint approval by officials of all three departments.**
8. **At present, crop input subsidy, house damage reconstruction amount is credited to beneficiaries' bank accounts. But for human and animal loss, relief is being given by cheque in some cases. Govt may order for mandatorily releasing this amount only to bank accounts of the applicant or beneficiary.**
9. **Sakala time limit for relief in case of human loss may be reduced to 3 days.**

## 28. Solvency Certificate

### Introduction

Solvency certificate certifies an individual's credit worthiness and the total amount of assets held by an individual. Solvency certificate depicts financial stability of an individual. This certificate helps to obtain financial support by way of loans from banks or other financial institutions. Solvency certificate is also needed for applying for tenders. A solvency certificate authenticates that a person is not a declared insolvent.

The Revenue Department is the competent authority to issue solvency certificate. The applicant requesting for the solvency certificate should apply to the Tahsildar of the concerned district. The certificate will be approved by Tahsildar/Deputy Commissioner depending up on delegated power vide GO dated 23/09/1994. The Sakala time limit is 21 working days.

The applicant has to submit the following documents to obtain the solvency certificate. The applicant can apply through Tahsildar office/Nada kacheri/Cyber Center/CSC, etc.

Documents: Application Form of Solvency Certificate, Affidavit on stamp paper, 12 years Encumbrance Certificate, Family Tree Certificate, Passport size photograph, Ration card, Aadhar Card, Voter ID Card, Passport or PAN Card. Details of Immovable property along with documents, Valuation report of government value, details of Bank Accounts, of financial assets like bonds, share certificate, fixed deposits, provident funds, income tax returns etc.,

Fee payable: Fee payable will be calculated based on the value of solvency certificate required by the applicant. AJSK service fee is Rs.25.

### User Feedback

We have 547 citizens who had applied for "Solvency certificate" in the last one year & we called them to seek feedback from them and the observation is as follows.

Recommendations:

- To increase the certificate validity up to 2 years.

The validity of the certificate is six months at present. The neighbouring States of Tamilnadu and Maharashtra also have the same validity period of six months. Therefore there may be no need to consider this suggestion.

### Assessment as per NeSDA guidelines

The Solvency Certificate portal was assessed as per this framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. The non-compliant areas in this service are similar to the non-compliant areas in the case of No Tenancy Certificate.

## Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
2. By integrating with Family ID database, Ration card, Aadhar number and Caste certificate (if already issued) need not be asked and details can be auto-fetched. Family Tree Certificate is not required for purpose of Solvency Certificate, so it is not required. Voter ID is not required because Ration card and Aadhar card details are available. Land holding details can be auto fetched from Fruits/Bhoomi database.
3. GO regarding procedure for issuing Solvency Certificate was issued vide GO RD 14 ELR 85 dt 23/07/1994. This may be modified and issued to reduce the requirement of documents needed, service fee, delegation of power etc for improving the service delivery of issue of Solvency Certificate.
4. Fees for the service was fixed 27 years ago vide Government order dated 23-09-1994 starting from Rs.5 to Rs.1000 depending upon the value of solvency. This requires immediate revision based on inflation indexing from 1994 to the current year. Cost inflation index rose from 259 to 1125 in 2016-17. It further rose by 14% from 2016-17 to 2020-21 as per the new base year cost inflation index. Therefore the service fee can be increased by a minimum of 5 times over the existing rates. The following rates are recommended based on the inputs of the FGD.

Sl. No	Amount for which Solvency Certificate is sought (Rs)	Existing fee	Recommended fee
1	Upto Rs 50,000	From Rs 5 to Rs100	Rs 250
2	Rs 50000 to Rs 2 lakhs		Rs 500
3	Rs 2 lakhs to Rs 5 lakhs		Rs 1000
4	Rs 5 lakhs to Rs 10 lakhs		Rs 2000
5	Above Rs 10 lakhs		Rs 2000 for every increase of Rs 5 lakhs or part.

5. Concerned Tahsildar is the competent authority to issue Solvency certificate up to Rs.1 lakh and Deputy Commissioner up to Rs.2 lakhs. This limit requires immediate amendment. The following is recommended based on inputs of the FGD. This will reduce workload on each level in processing the case and ensure faster delivery of the Certificate to the applicants.



Sl No	Officer	Existing Limit	Recommended Limit
1	Deputy Tahsildar	Rs 50,000	Rs 2 lakhs
2	Tahsildar	Rs 1 lakh	Rs 2 to 5 lakhs
3	Assistant Commissioner	Rs 2 lakhs	Rs 5 to 20 lakhs
4	Deputy Commissioner	Above Rs 2 lakhs	Above Rs 20 lakhs

6. **Online app Samyojane should directly send the application to the concerned Village Accountant for enquiry and report instead of sending it to the RI first who then sends it to the VA. This will cut down one step and reduce time taken. This may be done and subsequently the Sakala time limit can be reduced to 16 days.**
7. **The application portal should have provision to scan and upload the required documents. Applicant should be able to digitally sign or esign and submit the application.**
8. **There should be provision for sending SMS to the applicant regarding the status of his application. If any deficiency is there, SMS should be sent. The applicant should be able to reply online or on the app.**
9. **Online application portal should auto calculate the fee payable as per the Govt order.**
10. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 29. RTC Typographical Error Corrections

### Introduction

Generally, RTC errors are errors due to difference between Akarbandh and Column No-3 of RTC, mismatch between Column No-3 and Column No 9, spelling mistakes in the owner's name and other typographical errors.

For correction of errors in the RTC, applicants can submit their applications to Taluk office with supporting documents like RTCs both manual and digital, mutation copy, Akarbandh, form No-7 and form no-10 etc. After verification of records and other supporting documents, the Assistant Commissioner is the competent authority to approve corrections.

If there are no disputes for RTC corrections, in case of joint owner RTCs, the corrections will be of routine type. But if there are disputes /objections among the joint owner parties, the matter will be converted to a dispute case.

Sakala time limit for the service is 40 working days.

### Recommendations:

The recommendations are made based on the responses from the insights of focus group discussion (FGD).

1. There is no online application for this service; an online application may be developed for this service immediately.
2. RTCs error corrections are being attended through campaign mode in Kandaya-Adaalaths organised at Hoblis. For corrections done during Kandaya Adaalaths in all districts except Bengaluru Urban, Bengaluru Rural, Dakshina Kannada and Udupi, the power to correct RTC errors in respect of private lands in rural areas has been delegated to Tahsildar. This power may be delegated to Tahsildars in the case of all private lands in rural areas in the selected districts in the normal course also.
3. Orders passed for correction of RTCs through court orders and entered in RCCMS may be directly linked and updated in the Bhoomi Software using RTC management tool.
4. An option may be provided in RTC management tool to enter the extent of land as per JMC that is taken in possession in land acquisition proceedings in the RTC through login of land acquisition officer. This will prevent future problems of land being clandestinely transferred, even after possession has been taken over by the acquiring body.
5. In IMP or phodi cases it is found that, even after assignment of hissa number, multiple owners are continued to be shown in a single RTC. Separate single owner RTCs are not generated in such cases. Separate RTCs must be generated after assignment of hissa number by making suitable changes in Bhoomi software linked to Mojini.

6. 11E sketch (pre-mutation sketch) shall be made compulsory for all land transactions like sale, gift, partition, within the same survey number, so that separate RTCs will be generated immediately after transactions. For instance, if landowner A has three lands S.No. 50/5, 50/6 and 50/7. He sells S. No. 50/5 to B. But actual possession given to the buyer is S.No. 50/7. If 11E sketch had been done prior to sale, the correct survey number would have been registered. Future disputes, court cases can be prevented by insisting on 11E sketch for all land transactions within the same survey number.
7. Pyki RTCs are being generated by adding characters like “dot”, “comma”, “star” etc. This should be prevented by making suitable changes in Bhoomi software.
8. The Sakala service of RTC error corrections may be separately classified as disputed and undisputed. 40-days Sakala time limit may be fixed for undisputed cases and 6 months for disputed cases

## 30. Issue of Duplicate copy of Akarbandh

### Introduction

Survey Supervisor is the Competent Authority to issue duplicate copy of Akarbandh. The Sakala time limit for providing this service is 7 days. Applicant may submit application along with address proof documents (Voter ID, Ration card, Aadhar), survey number details in taluk office. Online service has not yet been developed for this service.

### User Feedback:

Calls were made to 607 users of this service to seek feedback. 231 users gave their feedback. The main suggestions given by them are the same as for other Revenue services.

### Recommendations:

1. Online application portal should be developed so that applicants may submit application online.
2. The already digitized records should be sorted out survey number wise by placing all hissas of every survey number in one place. They should be verified and certified by the concerned officer. They should be placed in public domain for the public to view them, without any fees. Those who want certified duplicate copies should be able to pay the fees online and print out the certified, e-signed duplicate copy immediately without waiting. This will reduce the workload on ADLR offices.
3. Scanning and digitization of the Akarbandh records after 2013 should be completed early in a time bound manner.
4. For the digitized documents, the Sakala time limit for this service may be reduced to 2 days from the existing 7 days.

## 31. Issue of Duplicate copy of Index of Land Records

### Introduction

Survey Supervisor is the Competent Authority to issue duplicate copy of Index of land records. The Sakala time limit for providing this service is 7 days. Applicant may submit application along with address proof document (Voter ID, Ration card, Aadhar), survey number details in taluk office.

### User Feedback:

Calls were made to 821 users of this service to seek feedback. 202 users gave their feedback. The main suggestions given by them are the same as for other Revenue services.

### Recommendations:

1. This service is provided by the Tahsildar office. Therefore it should be shifted from Survey Settlement to Revenue department list of Sakala services.
2. Online application portal should be developed for this service to enable applicants to submit application Online.
3. The Already digitized records should be verified and certified by the concerned officer. They should be placed in public domain for the public to view them, without any fees. Those who want certified duplicate copies should be able to pay the fees online and print out the certified, e-signed duplicate copy immediately without waiting. This will reduce the workload on ADLR offices.
4. Scanning, digitization and indexing of the Index of Land records prior to 2000-01 should be completed in a time bound manner early.
5. Provision to apply online, pay fees online and to send the duplicate copy of the Index of Land records directly to the applicants mobile as PDF and through Digilocker should be made quickly for 2000-01 and later documents.
6. In case of digitized documents, the Sakala time limit for this service may be reduced to 2 days from 7 days.

## 32. Issue of Duplicate copy of Tippan

### Introduction

Survey Supervisor is the Competent Authority to issue duplicate copy of Tippan. The Sakala time limit for providing this service is 7 days.

Applicant may submit application along with address proof document (Voter ID, Ration card, Aadhar), survey number details in taluk office.

### User Feedback:

Calls were made to 470 users of this service to seek feedback. 200 users gave their feedback. The main suggestions given by them are the same as for other Revenue services.

### Recommendations:

1. Online application portal should be developed so that applicant may submit application online.
2. The already digitized records should be verified and certified by the concerned officer. They should be placed in public domain for the public to view them, without any fees. Those who want certified duplicate copies should be able to pay the fees online and print out the certified, e-signed duplicate copy immediately without waiting. This will reduce the workload on ADLR offices.
3. Scanning, digitization and indexing of the survey records of Tippan should be done / completed so that duplicate e-certified copies can be sent online directly to the applicant's mobile as PDF and through Digi locker.
4. In case of digitized records, the Sakala limit for this service can be reduced to 2 days from 7 days.

## 33. Issue of Duplicate copy of Atlas

### Introduction

Survey Supervisor is the competent authority to issue duplicate copy of Atlas. The Sakala time limit for providing this service is 7 days. Applicant may submit application along with address proof document (Voter ID, Ration card, Aadhar), survey number details in taluk office.

### User Feedback:

Calls were made to 581 users of this service to seek feedback. 200 users gave their feedback. The main suggestions given by them are the same as for other Revenue Services.

### Recommendations:

1. Online application portal shall be developed so that applicants can submit application Online.
2. Digitization of the survey records of Atlas upto 2011 have been scanned and digitized. Survey records after 2011-12 should also be scanned, digitized and indexed survey number wise, so that their copies can be issued online.
3. The already digitized records should be verified and certified by the concerned officer. They should be placed in public domain for the public to view them, without any fees. Those who want certified duplicate copies should be able to pay the fees online and print out the certified, e-signed duplicate copy immediately without waiting. This will reduce the workload on ADLR offices.
4. Scanned copies of Phodi uploaded in Mojini are not being utilised for department and citizen's purpose. Therefore these scanned copies need to be indexed properly so that certified copies can be sent to applicants online.
5. The documents of Phodi Mukta Abhiyana, integrated mutation phodi, alienation phodi, acquisition phodi, darkhast phodi are being stored manually. These documents need to be scanned, indexed properly and provided to applicants online.
6. In case of digitized documents, the Sakala time limit for this service may be reduced to 2 days from 7 days.



## 34. Issue of Duplicate copy of Village map

### Introduction

Survey Supervisor is the competent authority to issue the duplicate copy of village map. The Sakala time limit for providing this service is 7 days. Applicant may submit application along with address proof document (Voter ID, Ration card, Aadhar), survey number details in taluk office.

### User Feedback:

Calls were made to 594 users of this service to seek feedback. 224 users gave their feedback. The main suggestions given by them are the same as for other Revenue Services.

### Recommendations:

1. Online application portal shall be developed so that applicants can submit application and obtain the duplicate copies through Digilocker, email, SMS.
2. Digitized village maps from the KSRSAC shall be pre-certified and e-signed by the Survey Department as in the case of RTCs. The certified e-signed village maps can be automatically downloaded or printed by applicants online after paying the prescribed fees online.
3. The fees for obtaining copies of Village maps are presently being charged on square centimeter basis. This may be simplified by fixing slab rates based on the number of survey numbers in the village map e.g. for 1 to 50 survey numbers – Rs 50; for 51-100 Survey numbers – Rs 100 etc.
4. Scanning of the remaining village maps should be completed.
5. Sakala time limit for this service shall be reduced to 1 day from 7 days.

## 35. Issue of Duplicate copy of Kharab Land Extract

### Introduction

Survey Supervisor is the competent authority to issue duplicate copy of Kharab land extract. The Sakala time limit for providing this service is 7 days. Applicant may submit application along with address proof document (Voter ID, Ration card, Aadhar), survey number details in taluk office.

### User Feedback:

Calls were made to 529 users of this service to seek feedback. 206 users gave their feedback. The main suggestions given by them are the same as for other Revenue Services.

### Recommendations:

1. **Online application portal shall be developed so that applicants can submit application and obtain the duplicate copy online.**
2. **Survey records of Kharab land extract shall be digitized and indexed survey number wise.**
3. **The already digitized records should be verified and certified by the concerned officer. They should be placed in public domain for the public to view them, without any fees. Those who want certified duplicate copies should be able to pay the fees online, download on Digilocker, view it on their mobile phones and print out the certified, e-signed duplicate copy immediately without waiting. This will reduce the workload on ADLR offices.**
4. **Duplicate e-signed copy of Kharab land extract should be sent directly to the applicant's mobile as PDF and through Digilocker.**
5. **In case of digitized copies, the Sakala time limit for this service can be reduced to 2 days from 7 days.**

## 36. No Objection Certificate under PTCL Act

### Introduction

The Karnataka Scheduled Castes and Scheduled Tribes (Prohibition of Transfer of Certain Lands) Act, 1978, known as PTCL Act, prescribes certain conditions for transfer of granted land to SC and ST. However, as per 4(2) of the said Act, for making such transfer of land previous permission of the State Government is necessary.

Anyone proposing to buy a plot of land would like to ascertain whether the land is barred for sale transactions under the provisions of PTCL Act, and for this purpose requests for a NOC from the concerned Tahsildar who is the competent authority to issue NOC for this purpose. There is no online application portal for this service. The applicants are required to apply to the Tahsildar concerned with copies of RTCs, mutations, caste certificate of the applicant, Aadhar etc.,

The time limit fixed under Sakala for this service is 21 days.

### User Feedback

Call centre was not able to obtain contact numbers to get the users feedback.

### Recommendation

**The recommendation is made based on the responses from the focus group discussion (FGD).**

- 1. This service is not yet provided as an online service till date. This service shall be made online at the earliest.**

## 37. No Objection Certificate for Land Reforms Transactions

### Introduction

Karnataka Land Reforms Act 1964 prohibits/restricts certain land transactions like, lease, sub-letting, land holding ceiling limits, acquisition of land by certain persons (restrictions on holding of agriculture land), sale of agriculture land etc.

Tahsildar is the competent authority to issue a NOC that the proposed land transaction does not violate the provisions of the Land Reforms Act. Sakala time limit prescribed for this service is 21 working days.

The applicants are required to submit physical application at Taluk Office along with required documents, like land grant order, Tribunal order, EC, bank clearance, details of paid premium, RTC, Mutation extract, ID proof of the applicant etc.,

### User Feedback

Call were made to around 712 citizens to seek feedback from those who had applied for “No Objection certificate” & the observations are the same as for other Revenue Services.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD) and feedback received from the users.

1. This service is not yet available as an online service till date. This service should be made online at the earliest.
2. There is no specific application format at present. An application format may be prescribed for this service for both online as well as offline applications.
3. Required land information like RTC, mutation register to generate NOC may be directly fetched from the Bhoomi software and encumbrance details directly from Kaveri software by suitable integration of software. Thereby applicants need not be asked for these documents.
4. NOC may be generated with digital e signature. This will enable it to be sent by Digilocker and email, Whatsapp to the applicants.
5. Land grant orders issued under the provisions of Land Reforms Act, orders of land Tribunals, updated premium paid information etc., should be scanned and uploaded to the software in a phased and time bound manner so that the service can be delivered without delay.

## 38. Permission to Set Up Petrol Pump

### Introduction

The Deputy Commissioner at the district level is the competent authority to issue No Objection Certificate to open a petrol pump. The Chief Controller of Explosives issues license under the provisions of Petroleum Act and Rules. The Deputy Commissioner will process the application and reports received from the concerned authorities along with the documents. There is no application format or online application for this service.

The Documents required are land conversion order (converted for commercial purpose), RTC, mutation, encumbrance, permission from oil marketing company, site map, age proof, agreement letter, GST account etc.

Immediately after receipt of the application the Deputy Commissioner writes to the concerned line departments to obtain clearances.

- PWD/National Highway.
- Fire & Emergency Services.
- Police Department.
- Pollution Control Board.
- Tahsildar concerned.
- GP/ULBs.

After receiving the clearances, if there are no objections from the line departments, the Deputy Commissioner issues the required NOC with a copy to the concerned oil marketing company. Sakala time limit for this service is 60 working days.

### User Feedback

551 citizens who had applied for “Permission to setup petrol pump” in the last one year were called to seek feedback from them and the observations are the same as for other Revenue Services.

### Recommendations:

The recommendations are made based on the responses from the insights of focus group discussion (FGD) and user feedback.

1. There is no online application system for this service. An online system with an application format may be introduced at earliest. Paper application and documents should not be asked for and there should not be a parallel movement of paper and online processing.
2. A provision may be made in the software for the DCs office to send the application with documents on the online system to the concerned line departments to obtain their opinion on clearance within a stipulated time.
3. Application fee of Rs.5000 may be fixed for this service.
4. The Sakala time limit can be reduced to 45 days.

## 39. Attestation of Family Tree

### Introduction

The Tahsildar of the Revenue Department is the authorized officer to issue Attested Family Tree. These certificates are used during partition of family/immovable/movable properties. Civil Courts during settlement of dispute between members of the family, insist on production of a Family Tree. Applicants are required to apply through AJSK along with Aadhar, Ration Card, School Admission Extracts, Death Certificate with an Affidavit. Few Applicants obtain Family Tree with Declaration Suits in Civil Courts also.

There are about four steps to issue Attested Family Tree starting from receiving the application to issue of letter. Attested Family Tree are being issued at AJSK or Tahsildar offices.

### User Feedback

Calls were made to 670 users of this service to seek feedback. As per the report, 316 gave concludable information. The users gave the following suggestions:

- Notice board in the government office should be updated with the list of online services
- To reduce the time limit of the service
- Citizen should get an access to check the their application status with officer details

### Assessment as per NeSDA guidelines

This service portal was assessed as per the NeSDA guidelines. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Recommendations

1. Common recommendations applicable to all Revenue Dept services are given separately. They may be implemented as appropriate to this service.
2. By linking up with various databases many documents need not be asked for. Ration Card number, School data would give School Admission extract, EJanMa would give death report etc.
3. In larger urban areas, there are few Village Accountants and RIs. They do not and cannot have information about the residents. Such information would be available with the urban local body staff. Therefore, in the urban areas the concerned City Corporation, City Municipal Council, Town Municipal, Town Panchayats can be authorized to issue Attested Family Tree. Applicants will find it easier to apply to ULB ward offices and service delivery would be faster because of more staff with ULBs.
4. Circular instructions may be issued to collect the application with photos family members. These photos may be scanned, and Family Tree should be issued with digitally printed passport port size photos of all living members. This will make it tamper proof and more reliable.

5. This service should be brought under Samyojane app launched by AJSK.
6. On the App, the RIs report can be directly sent to the Deputy Tahsildar thereby cutting one step of sending the RIs report to the Case Worker before it goes to the DT. This will reduce the time taken by atleast 3 days.
7. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of Income Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 40. Farmer Widow Pension

### Introduction

Revenue Department Deputy Tahsildar is the Competent Authority to sanction the Farmer Widow Pension to widows of farmers who commit suicide due to debt burden, by verifying details submitted by the Applicant and Revenue Inspectors inspection reports. The Sakala time limit for providing this service is 45 days.

Applicant may file application along with her address proof documents (Ration card, Voter ID, Aadhar) death certificate of husband, RTC, Income certificate along with Age certificate in Atalji Janasnehi Kendras in Nada kacheris or Tahsildar office or Common Service Centers. It has three stages of workflow from the Nada Kacheri operator to Deputy Tahsildar.

### User Feedback:

Calls were made to 164 users of this service to seek feedback. 54 users gave their feedback. The main suggestions given by them are the same as for other Revenue Services.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These non-compliant areas are similar to the non-compliant areas in the case of Income Certificate.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. There should be no separate application required from the farmers widow for getting this pension.

Assistant Director of Agriculture is the Secretary of the Committee chaired by Assistant Commissioner to approve relief payment to the widow of the farmer who commits suicide due to debt burden. Separate software may be prepared in Agriculture Department for ensuring that different types of assistance are provided as per Govt order to the farmer widows without asking them to apply separately to each department by submitting the same documents to each department. The software should also be integrated with Nada Kacheri portal for Farmer widow pension, Scholarship portal of Education department for scholarship benefit, Arogya Karnataka portal for medical benefit etc. The Committee should upload scanned copies of relevant documents like address proof, death certificate, RTC, Income certificate, etc on the portal. If eligible, they should approve the relief amount on the same portal. Once the AC's Committee approves the relief, the software should send the details and documents to other departments for providing benefits under their purview. For this purpose, the scanned documents should be sent through software to the concerned portal, like Farmer Widow Pension portal, directly without the widow applying for it. In case of Farmer Widow Pension, the Deputy Tahsildar should approve based on the scanned copies of documents.



3. **The Farmer Widow Pension order should contain the farmer widows photo. It should be sent directly to the applicant's mobile as PDF and through Digilocker.**
4. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of Income Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 41. Acid Victim Pension

### Introduction

A monthly pension of Rs.3000 is sanctioned to the acid attack victims for life. The Revenue Department Tahsildar/Deputy Tahsildar is the competent authority to sanction the acid victim pension. The Sakala time limit for this service is 45 days.

The applicant is required to submit application through AJSK /Nada kacheri with documents like police/ health report on nature of attack including disfigurement if any, bank account details, ration card, Aadhar, particulars of employment/income, amount of compensation received under victim compensation order etc.,

### Assessment as per NeSDA guidelines

The Acid Victim Pension portal was assessed as per the NeSDA framework. This report shows that 48 guidelines were complied with and 29 guidelines are not yet complied with.

### Recommendations

**The recommendations are made based on the responses from the insights of focus group discussion (FGD) and NeSDA assessment.**

- 1. The applicant will become ineligible to receive acid victim pension, if she is already receiving any other social security pension. The pension amount in case of acid victims is higher than other social security pensions. Hence provision must be made in the AJSK software to cancel her earlier sanctioned social security pension, if any, if she is eligible for acid victim pension.**
- 2. It is mandatory for the applicant to fill the form in both Kannada and English. This seems to be unnecessary. Only Kannada form may be mandatory. For bank purposes, the name alone could be entered in English also.**
3. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of Income Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 42. Kalyana Karnataka Region Residence and Eligibility Certificate

### Introduction

Applicants may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate etc) RTC, study certificate of applicant and applicant's parents, birth certificate and marriage certificate in Nada Kacheri, Tahsildar office.

It has five stages of workflow from the submission of application to getting KK Region Residence and Eligibility Certificate (KKRREC). Revenue Department Assistant Commissioner is the competent authority to issue the KK RRE Certificate by verifying details submitted by the Applicant, Tahsildars Annexure-B report and other inspection reports. The Sakala time limit for providing this service is 30 days.

### User Feedback:

Calls were made to 726 users of this service to seek feedback. 334 users gave their feedback. The main suggestions given by them are:

- Technical issues may be taken care
- Rejection of application should be carried out with proper notice to the applicant and proper reason

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These non-compliant areas are similar to the non-compliant areas in case of No Tenancy Certificate.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **Tahsildar is issuing the Annexure-B that applicant belongs to KK Region. In the interest of saving time, the power to issue Annexure-A KK Certificate may be delegated from the Assistant Commissioner to the Tahsildar Gr A.**
3. **Sakala time limit may be reduced to 20 days from 30 days by simplifying the workflow that is by directly sending the application to the VAs, RIs login instead of sending it from the Assistant Commissioner's office case worker and also by delegating the power to Tahsildar Gr A by appropriate order.**
4. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 43. Widow Certificate

### Introduction

Widow certificate issued by the Revenue Department is used to apply to various Government benefits/concessions or pensions for widows. The Deputy Tahsildar is the competent authority to issue the certificate. The Sakala time limit is 14 working days.

Documents required for widow certificate are: husband's death certificate, Aadhar/ Ration card/voter ID, etc. The applicant can apply for the service through Nada kacheri/CSC, etc. The certificate issued will be valid for one year or till re-marriage.

### User Feedback

Around 556 citizens were called to seek feedback from those who had applied for “Widow Certificate” & the suggestions are as follows.

- To increase the pension amount
- A call or SMS should go the citizen once the service is approved/disposed.
- To credit pension amount to their bank account.
- Brokers should not be entertained in the Government office.
- Help desk should be set up - for updating the citizen on their application status, helping to fill the form so that citizens wait time reduces.

### Assessment as per NeSDA guidelines

The Widow Certificate portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These non-compliant areas are similar to the non-compliant areas in case of No Tenancy Certificate.

### Recommendations

**The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.**

1. **At present, the validity of the service is for a period of one year or up to the date of re-marriage. The cap of one year limit can be removed and widow certificate can be made valid till the date of re-marriage.**
2. **Based on issuance of death certificate and integration of eJanMa and Family ID database, the surviving widow in BPL category should automatically be provided the pension without her application. This is being tried out with Navodaya app. The bank account details if linked with Aadhar could further reduce requirement of documents.**

3. **At present for most beneficiaries, the pension amount is being credited to the beneficiary's bank account or post office bank account. In some cases EMoney order is being sent.**
4. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 44. Land Holding Certificate

### Introduction

The Revenue Departments Tahsildar Gr-1 is the Competent Authority to issue the Land Holding Certificate by verifying details submitted by the Applicant and Revenue Inspectors report. Applicant may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate etc) RTC, Affidavit, Revenue tax paid receipt. (Applicants total annual income by all sources and the purpose of land holding certificate shall be entered) in Nada Kacheri, Cyber centers, Tahsildar office.

It has five stages of workflow from the submission of application to getting land holding certificate. The Sakala time limit for providing this service is 21 days.

### User Feedback:

Calls were made to 495 users of this service to seek feedback. 219 users gave their feedback. The main suggestions given by them are:

- To add more counters in Nada Kacheri office
- All services and charges details should be displayed on the notice board
- All services must be provided in one office so that it will be helpful to the applicants to avail in time service

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These non-compliant areas are similar to the non-compliant areas in case of No Tenancy Certificate.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Details of land holding of the applicant in other villages, taluks or districts or even States would not be available at the present till Family ID / Fruits database is completely updated. Till such time, a self declaration can be taken from the applicant about the total extent of land held by him within the State and that he has given complete information.
3. Family ID and Fruits database can enable the department to provide this certificate across the counter or the same day.
4. If the applicants land holding details are not entered in the Fruits or Family ID database, then it has to be sent to VA for report.
5. Village Accountant by login in Samyojane app should be able to fetch Bhoomi data pertaining to all land plots owned by the applicant. This will enable him to give the report without any loss of time.

6. **Sakala time limit can be reduced to 5 days.**
7. **VAs and RIs are to be provided logins to enter their inspection report through online.**
8. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 45. Bonafide Certificate

### Introduction

The Bonafide Certificate is issued to the farmers to buy vehicles like tractors / tillers etc., exclusively to use for agriculture purpose only. It certifies that the applicant holds agricultural lands giving details, that he is an agriculturist and that his income is predominantly agricultural income. This certificate is produced by the farmer to buy/register the vehicle with tax exemption and subsidy available from the Government. The Deputy Tahsildar is the competent authority to issue the certificate. Sakala time limit is 7 working days.

The applicants are required to apply for the certificate at the AJSK/Taluk office in the prescribed format. Service fee fixed is Rs.25/- Documents required are: Aadhar/ Ration Card/ EPIC, Income from all the sources, land holding details including dry land and wet land, self-declared affidavit in stamped paper, extracts of khata. The validity of the certificate is one year.

### User Feedback

Calls were made to around 469 citizens to seek feedback from those who had applied for “Bonafide certificate”.

The suggestions given by the users were the same as for other Revenue services.

### Assessment as per NeSDA guidelines

Bonafide Certificate portal was assessed as per this framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. . These non-compliant areas are similar to the non-compliant areas in case of No Tenancy Certificate.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
2. There is no need to ask for Aadhar or EPIC if the ration card number is given. Other details can be fetched from the Family ID database.
3. However, the movement of a parallel physical file should be dispensed with.
4. The Certificate can be made available through digital locker/downloadable link/ or through mobile MMS.
5. The intention of the department is that a farmer with sufficient land holding and personally cultivating the land should be identified for giving tractors etc. The Focus group members wanted clarity on whether a farmer with just 1 acre of land also could be considered for this benefit. At present all land holders, whatever the size of their land holding are given this certificate. The Agriculture and Revenue Departments should issue clear guidelines about whether the certificate can be issued irrespective of the size of landholding.
6. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.



## 46. Issue of Crop Certificate

### Introduction

Deputy Tahsildar is the Competent Authority to issue the crop certificate by verifying the details submitted by the applicant and inspection report of RI. The Sakala time limit for providing this service is 12 days. Applicant may file application along with address proof document (Ration card, Voter ID, Aadhar, Driving license, Residential or domicile certificate) and old RTC in Atalji Janasnehi Kendras in Nada kacheris or Tahsildar office.

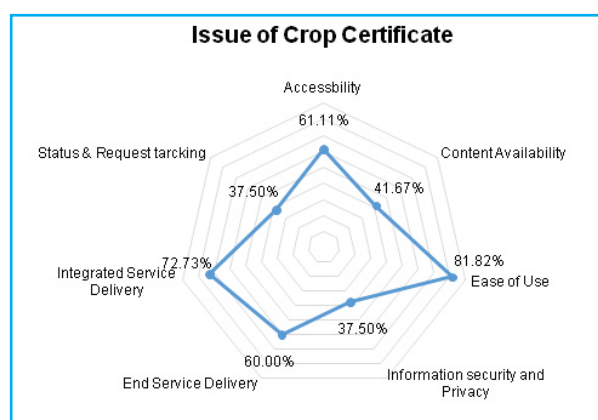
### User Feedback:

Calls were made to 702 users of this service to seek feedback. 309 users gave their feedback. The main suggestions given by them are:

- Time taken for delivery of the service should be reduced
- More employees should be available at office for accepting the applications so that the citizen wait time will be reduced.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.



The specific 29 areas that require compliance are given below as recommendations.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Bele Sameekshe (Crop Survey) is being done every season for all survey numbers. These details are approved by the VA and others. Once approved it should be automatically uploaded in the RTC crop column. There is now a delay of about 4-6 months for this uploading to take place. As a result farmers are forced to approach the AJSK/Tahsildars for the latest crop certificate. Action

is being taken for automatic uploading on the RTC by integrating the Bele Sameekshe app with the Bhoomi database. Once this is done, then the RTC or crop certificate can be issued over the counter the same day. This needs to be urgently done to reduce the cost and effort of farmers and Revenue staff.

3. Sakala time limit shall be reduced to 1 day from the 12 days.
4. Applicant may be given opportunity to raise objection on the Bele Sameekshe app, even after the objection period, about the crop recorded and provision for re survey of crop may be made in the Bele Sameekshe app.
5. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Sl. No	Recommendations for NeSDA Compliance
1	A service delivery charter outlining various services offered by the department, key nodal officers for these services, Sakala timelines and mode of delivery (online/offline) shall be published
2	Options for users to register and log-in with their registered credentials. This will help the department customize content to the user and help him/her to keep track of all service application shall be provided
3	Promotional campaigns in the form of a banner or pop-up window on the department page to create more awareness on the e-services shall be made available
4	Details of all channels (portal, mobile, Kiosk, others) that are available for users to apply for the service shall be provided
5	A screen reader option in the portal for aiding visually impaired users shall be provided.
6	The portal supports audio and video content for richer user experience shall be ensured
7	GIGW compliance. In order to be compliant, the portal should be certified by Standardization Testing and Quality Certification Directorate (STQC), a Government of India body under the Ministry of Electronics and Information Technology. Upon certification, a CQW mark indicating this certification is to be provided on the home page shall be ensured
8	The data is on Open Government Data ( <a href="https://data.gov.in">https://data.gov.in</a> ) platform to enhance transparency, accountability, citizen engagement and collaboration. The home page should include Open Government Data logo to convey this information to the users shall be ensured
9	A page with a snapshot of user feedback on the service and details of any action taken based on this feedback shall be provided
10	A separate help section on the portal to address certain basic user queries pertaining to the portal and navigating the portal shall be provided
11	A sitemap feature on the portal to provide users with a bird's eye view of all the web pages and help them navigate to the right page shall be included
12	Information on how users could leverage electronic/ digital signature facility for availing the services shall be provided
13	The content on the portal is updated every week and information such as a last updated/modified date of timestamp is provided to assure users of the content's recency and relevance shall be ensured

14	A separate section on the portal for applicants to record their grievances with regard to service application process or timelines shall be provided
15	The proposed department webpage auto populates relevant content based on the user's recent activity / interest shall be ensured
16	Mobile alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc. shall be provided
17	The portal is W3C compliant so that users get consistent web experience across different browsers shall be ensured
18	A third-party to audit the website from information security standpoint and highlight this information on the home page to assure users of the portal's information security safeguards shall be engaged
19	Two-factor authentication is implemented to protect user information shall be provided
20	email alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc. shall be provided
21	Service delivery timelines within the service/citizen charter or on any relevant page on the portal to inform users shall be published
22	Try and eliminate manual touch points in the service delivery process, as much as practically possible
23	Service-specific content with data from dependent departments/data sources to ensure that relevant user information is auto-populated while submitting service applications shall be integrated
24	Service-specific content with data from dependent departments/data sources so that any relevant auto-calculations are done while submitting details online shall be integrated
25	The portal with social media apps like Twitter, Facebook, etc. shall be integrated
26	Ticket / Complaint No. for status tracking and future follow-ups shall be provided
27	SMS and email alerts to alert applicants at each stage of their application process. For instance, after application submission, payment, etc. shall be provided
28	Users with feedback on their on the status of their complaints via SMS, email or phone calls shall be provided
29	A helpline number/email id on the payments page for users to register and get resolved any issues they are facing while making payments shall be provided

## 47. Minority Certificate

### Introduction

The Minority Certificate is an official document issued to citizens who belong to the minority communities in Karnataka. Christians, Muslims, Sikh, Buddhist, Parsi and Jain are grouped as minority by National Commission for Minorities. The minority certificate is widely used for reservation in Government Service, relaxation of upper age limit for applying to certain Government jobs, fee concession/quota seats in education institutions, Government Subsidies, etc. The Tahsildar is the competent authority to issue this certificate.

The documents required are Aadhar/Ration Card/school TC/admission extract, old caste certificate if any issued, relative's caste certificates and Affidavit. The Sakala time limit for this service is 7 working days. The Minority certificate can be obtained online using the Karnataka Nada kacheri website and also through AJSK. The validity of the certificate is lifetime.

### User Feedback

Around 451 citizens were called to seek feedback from those who had applied for “Minority Certificate” and the observations are the same as for other Revenue services.

### Assessment as per NeSDA guidelines

The Minority Certificate portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These non-compliant areas are similar to the non-compliant areas in case of No Tenancy Certificate.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. By linking school admission register online religion of the applicant can be verified and given in shorter time.
2. Minority certificates that are already issued to other family members may be stored in the Family ID database of this family and verified. There would then be no need for asking for old certificates.
3. Provision shall be made in the online application for submitting applications e-hasthakshar/e-signature of the applicant.
4. A circular may be issued to all education institutions for verification of RD numbers for the purpose of verifying Minority status for admission/scholarship/fee concession /for quota seats etc., rather than insisting on physical copies from the students /applicants.
5. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of No Tenancy Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 48. Arya Vysya Certificate

### Introduction

Tahsildar is the competent authority to issue Arya vysya certificate by verifying the details submitted by the Applicant and inspection report of RI. The Sakala time limit for providing this service is 21 days.

Applicant may file application along with address proof document (Ration card, Voter ID, Aadhar, Driving license, PAN card, Residential or domicile certificate) School admission certificate or Transfer certificate, Affidavit/self- declaration, Income tax returns, land and property documents in Atalji Janasnehi Kendras in Nada kacheris and Tahsildar office.

User Feedback:

Calls were made to 545 users of this service to seek feedback. 215 users gave their feedback. The main suggestions given by them are:

- Provision for downloading of the approved certificate be made.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per NeSDA guidelines. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with. These non-compliant areas are similar to the non-compliant areas in case of Income Certificate.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **Sakala time limit may be reduced to 15 days from 21 days.**
3. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of Income Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## 49. Economically Weaker Sections Certificate

### INTRODUCTION

Tahsildar is the competent authority to issue the certificate of belonging to Economically weaker sections by verifying the details submitted by the applicant and inspection report of RI. The Sakala time limit for providing this service is 21 days.

The candidate's annual family income should be less than Rs. 8 lakhs; his family must not own more than 5 acres of agricultural land and the residential flat area should be below 1000 sq. ft for the candidate to be eligible for EWS certificate.

Applicant may file application along with address proof document (Ration card, Voter ID, Aadhar, Driving license, Residential or domicile certificate) School certificate, Affidavit/self- declaration, land and property documents in Atalji Janasnehi Kendras in Nada kacheris or Tahsildar office.

#### User Feedback:

Calls were made to 408 users of this service to seek feedback. 242 users gave their feedback. The main suggestions given by them are:

- Time limit of the service should be reduced
- The certificate validity should be increased up to 5 years

#### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 47 guidelines are complied with and 30 guidelines are not yet complied with. The non-compliant areas are similar to the non-compliant areas of Crop Certificate service portal.

#### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **A notarised affidavit should be obtained from the applicant regarding his caste and details of income sources of his family in the Format given below. This will enable the Revenue authorities to better assess the applicants income and provide faster service.**
3. **Sakala time limit shall be reduced to 15 days from the 21 days.**
4. **The validity period of EWS certificates may be increased suitably.**
5. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of Crop Certificate for NeSDA compliance are made for this service also. NIC has developed this portal and should comply with them with inputs from the Revenue department.

## Format for Self declaration for EWS Certificate

ಅರ್ಥಿಕವಾಗಿ ದುರ್ಬಲ ವರ್ಗಗಳಿಗೆ ಸೇರಿದ ವ್ಯಕ್ತಿಗಳು ಪ್ರಮಾಣ ಪತ್ರಕ್ಕಾಗಿ ಸಲ್ಲಿಸುವ ಅರ್ಜಿಯಲ್ಲಿ ಅರ್ಜಿದಾರರು ಒದಗಿಸಬೇಕಾದ ಮಾಹಿತಿಯ ವಿವರಗಳು.

ಅರ್ಜಿದಾರರ ವೈಯಕ್ತಿಕ ಮಾಹಿತಿಗಳು (ಅರ್ಜಿದಾರರು ಅಪ್ರಪ್ತ ವಯಸ್ಕರಾಗಿದ್ದಲ್ಲಿ ಅರ್ಜಿದಾರರ ತಂದೆ, ತಾಯಿ ಅಥವಾ ಪೋಷಕರು ಅರ್ಜಿಯನ್ನು ಭರ್ತಿ ಮಾಡಿ ಸಹಿ ಮಾಡುವುದು).

1.	ಅರ್ಜಿದಾರರ ಹೆಸರು		ಅರ್ಜಿದಾರರ ಮೊಬೈಲ್ ಸಂಖ್ಯೆ	
2.	ಅರ್ಜಿದಾರರ ಪ್ರಕಾರ ಅವರ ಜಾತಿ ಮತ್ತು ಉಪಜಾತಿಯ ಹೆಸರು		ಅರ್ಜಿದಾರರ ವಾಸ ಸ್ಥಳದ ಸ್ಥಿರ ದೂರವಾಣಿ ಸಂಖ್ಯೆ (ಇದ್ದರೆ)	
3.	ಜನ್ಮ ದಿನಾಂಕ:		ಜನ್ಮ ಸ್ಥಳ (ಗ್ರಾಮ, ಪಂಚಾಯತ್, ಪಟ್ಟಣ ತಾಲ್ಲೂಕು ಜಿಲ್ಲೆ)	
4.	ಅರ್ಜಿದಾರರ ವೃತ್ತಿ (ಕೃಷಿ, ವ್ಯವಹಾರ, ವೇತನ )		ಅರ್ಜಿದಾರರ ಮೂಲ ಸ್ಥಳ (ಗ್ರಾಮ, ಪಂಚಾಯತ್, ಪಟ್ಟಣ ತಾಲ್ಲೂಕು ಜಿಲ್ಲೆ)	
5.	ಅರ್ಜಿದಾರರ ಪ್ರಸ್ತುತ ವಿಳಾಸ:			
	ಪ್ರಸ್ತುತ ವಿಳಾಸದಲ್ಲಿ ಎಷ್ಟು ವರ್ಷದಿಂದ ವಾಸ ಇರುವುದಾಗಿದೆ.			
	ಅರ್ಜಿದಾರರ ಕುಟುಂಬವು ಎಷ್ಟು ವರ್ಷಗಳಿಂದ ಕರ್ನಾಟಕ ರಾಜ್ಯದಲ್ಲಿ ವಾಸಿಸುತ್ತಿರುವರು?			
6.	ಅರ್ಜಿದಾರರ ಖಾಯಂ ವಿಳಾಸ (ಪ್ರಸ್ತುತ ವಿಳಾಸವೇ ಖಾಯಂ ವಿಳಾಸವಾಗಿದ್ದಲ್ಲಿ “ಮೇಲ್ಕಂಡ ಪ್ರಸ್ತುತ ವಿಳಾಸ” ಎಂದು ನಮೂದಿಸುವುದು)			
7.	ಅರ್ಜಿದಾರರ ವಿದ್ಯಾರ್ಹತೆಯ ವಿವರಗಳು ಅರ್ಜಿದಾರರು ವಿದ್ಯಾವಂತರೇ? ಹೌದು ಎಂದು ನಮೂದಿಸಿದ್ದಲ್ಲಿ ಕೆಳಗಿನ ವಿದ್ಯಾರ್ಹತೆಯ ಮಾಹಿತಿಗಳನ್ನು ನೀಡುವುದು.			
	ವಿದ್ಯಾರ್ಹತೆಯ ವಿವರ	ಶಾಲೆಯ ಅಥವಾ ಕಾಲೇಜು ಹೆಸರು	ಶಾಲೆಯ ಅಥವಾ ಕಾಲೇಜು ವಿಳಾಸ	ಓದಿದ ವರ್ಷ
	ಎ. ಗರಿಷ್ಠ ವಿದ್ಯಾರ್ಹತೆ			
	ಬಿ. ಹತ್ತನೇ ತರಗತಿ			
	ಸಿ. ಮೊದಲನೇ ತರಗತಿ			
8.	ಅರ್ಜಿದಾರರ ಸರ್ಕಾರ ವಿತರಿಸಿರುವ ಭಾವ ಚಿತ್ರದ ಗುರುತಿನ ಚೀಟಿಯ ವಿವರ (ಆಧಾರ್ ಕಾರ್ಡ್/ಡ್ರೈವಿಂಗ್ ಲೈಸೆನ್ಸ್ ಇತ್ಯಾದಿ)			
9.	ಅರ್ಜಿದಾರರು ಮತ್ತು ಅವರ ಕುಟುಂಬದವರು (ತಂದೆ, ತಾಯಿ, ಪೋಷಕರು) ಹೊರ ರಾಜ್ಯದಿಂದ ಕರ್ನಾಟಕ ರಾಜ್ಯಕ್ಕೆ ವಲಸೆ ಬಂದಿರುವರೇ? ಹೌದು ಎಂದಾದಲ್ಲಿ ಯಾವ ರಾಜ್ಯದಿಂದ ವಲಸೆ ಬಂದಿರುವರು ಆ ರಾಜ್ಯದ ಹೆಸರು ಮತ್ತು ಆ ರಾಜ್ಯದಲ್ಲಿನ ವಲಸೆ ಬಂದಿರುವ ಸ್ಥಳದ ಸಂಪೂರ್ಣ ವಿವರ			

10.	ಅರ್ಜಿದಾರರ ತಂದೆ ತಾಯಿ/(ಪೋಷಕರು) ಮಾಹಿತಿ	ವಿವರ	ತಂದೆಯ ವಿವರ	ತಾಯಿಯ ವಿವರ
		ಹೆಸರು		
		ಜನ್ಮದಿನಾಂಕ		
		ಜನ್ಮ ಸ್ಥಳ		
		ಮೂಲ ಸ್ಥಳ (ಗ್ರಾಮ, ಪಂಚಾಯತ್, ಪಟ್ಟಣ ತಾಲ್ಲೂಕು ಜಿಲ್ಲೆ, ರಾಜ್ಯ)		
		ವಿದ್ಯಾರ್ಹತೆ		
		ವೃತ್ತಿ		
11.	ಅರ್ಜಿದಾರರ ಚಾಲ್ತಿಯಲ್ಲಿರುವ ಕುಟುಂಬದ ಪಡಿತರ ಚೀಟಿ ಸಂಖ್ಯೆ ವಿವರ:			
12.	ಅರ್ಜಿದಾರರ ಪಾನ್ ಕಾರ್ಡ್ ಸಂಖ್ಯೆ ವಿವರ:			

13. ಅರ್ಜಿದಾರರ/ಕುಟುಂಬದ ಒಟ್ಟು ಸ್ಥಿರ ಆಸ್ತಿ ವಿವರ:

a)	ಕೃಷಿ ಭೂಮಿಯ ವಿವರ	ಸರ್ವೆ ನಂ.	ವಿಸ್ತೀರ್ಣ A-G	ಬೆಲೆ	ವಾರ್ಷಿಕ ಆದಾಯ	ವಿದಿಸಿರುವ ವಾರ್ಷಿಕ ಆಸ್ತಿ ತೆರಿಗೆ
i)	ಮಿಷ್ಣಿ					
ii)	ತರಿ					
iii)	ಭಾಗಾಯ್ತು					
iv)	ಪ್ಲಾಂಟೇಷನ್					
b)	ವಾಸದ ಕಟ್ಟಡಗಳು					
c)	ವಾಣಿಜ್ಯ ಕಟ್ಟಡಗಳ ವಿವರ					
	ಒಟ್ಟು ಆದಾಯ					

14 ಅರ್ಜಿದಾರರ ಕುಟುಂಬದ ಸರ್ಕಾರಿ/ಅರೆಸರ್ಕಾರಿ/ಖಾಸಗಿ/ಸಹಕಾರ ಉದ್ಯೋಗಸ್ಥ ಸದಸ್ಯರ ವಿವರ:

	ಉದ್ಯೋಗದ ವಿವರ	ಸಂಖ್ಯೆ	ವಾರ್ಷಿಕ ಆದಾಯ
a)	ಸರ್ಕಾರಿ / ಅರೆ ಸರ್ಕಾರಿ ಉದ್ಯೋಗಸ್ಥರ ಸಂಖ್ಯೆ ಮತ್ತು ವಾರ್ಷಿಕ ವರಮಾನ		
b)	ಖಾಸಗಿ ವಲಯದ ಉದ್ಯೋಗಸ್ಥರು		
c)	ಸ್ವಯಂ ಉದ್ಯೋಗಸ್ಥರು/ ವ್ಯಾಪಾರಸ್ಥರು/ವಾಣಿಜ್ಯ ಚಟುವಟಿಕೆ/ಗುತ್ತಿಗೆ ಮಾಡುವವರು		
d)	ಕೃಷಿ ವೃತ್ತಿಯಲ್ಲಿರುವವರು		
e)	ಇತರೆ ವೃತ್ತಿಯಲ್ಲಿರುವವರು		
f)	ಕೃಷಿ ಕಾರ್ಮಿಕ ದಿನಗೂಲಿಯಿಂದ		
g)	ನರೇಗಾ ಯೋಜನೆಯಡಿ ಕೂಲಿ ಆದಾಯ		
h)	ಯಾವುದಾದರೂ ಪಿಂಚಣಿಯಿಂದ ಬಂದ ಆದಾಯ		
i)	ಮೇಲಿನ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ಒಟ್ಟು ವರಮಾನ /ಆದಾಯ		



**15 ಕುಟುಂಬದ ಚರ ಆಸ್ತಿಯ ವಿವರ :**

	ಸ್ವಂತ	ವಾಣಿಜ್ಯ	ವಾರ್ಷಿಕ ಆದಾಯ
ನಾಲ್ಕು/ಆರು/ಎಂಟು ಚಕ್ರದ ವಾಹನಗಳ ಸಂಖ್ಯೆ			
i. ಪ್ರಯಾಣಿಕರ ಸಾಗಾಣಿಕ ವಾಹನ			
ii. ಸರಕು ಸಾಗಾಣಿಕ ವಾಹನ			
iii. ಬ್ಯಾಂಕ್/ ಸಹಕಾರ ಸಂಘ ಹೊಡೆಕೆಗಳು/ ಖಾತೆಗಳ ಮೇಲಿನ ಬಡ್ಡಿ ಆದಾಯ			
iv. ಬ್ಯಾಂಕ್ ಪಾಸ್ ಪುಸ್ತಕದ ಕಳೆದ ಒಂದು ವರ್ಷದ ಮಾಹಿತಿ ಪ್ರತಿ.			

**16**

a) ಸ್ಥಿರ ಆಸ್ತಿ (ಕೃಷಿ, ಬಾಡಿಗೆ ಇತ್ಯಾದಿ) ಮೂಲದಿಂದ ಒಟ್ಟು ವಾರ್ಷಿಕ ಆದಾಯ	
b) ಉದ್ಯೋಗ/ಸ್ವಯಂ ಉದ್ಯೋಗದಿಂದ	
c) ಚರ ಆಸ್ತಿಗಳಿಂದ	
ಮೇಲಿನ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ಒಟ್ಟು ವಾರ್ಷಿಕ ಆದಾಯ (a+b+c)	

17 ಒಟ್ಟು ಕುಟುಂಬದ ವಾರ್ಷಿಕ ಆದಾಯ:

(a+b+c)

18 ಕಳೆದ ಮೂರು ವರ್ಷಗಳಲ್ಲಿ ಆದಾಯ ತೆರಿಗೆ Return ನೀಡಿದ್ದರೆ. ಪ್ರತಿ ಲಗತ್ತಿಸುವುದು.ಕಳೆದ 3 ಸಾಲಗಳಲ್ಲಿ ಆದಾಯ ತೆರಿಗೆ Return ನೀಡಿದ್ದರೆ:

ನೀಡಿದ್ದೇನೆ:

19 ಕಳೆದ 6 ತಿಂಗಳ ಮಾಸಿಕ ವಿದ್ಯುಚ್ಛಕ್ತಿ ಬಿಲ್ಲುಗಳ ಸರಾಸರಿ ಮೊತ್ತ :

20 ವಿದ್ಯುಚ್ಛಕ್ತಿ ಸಂಪರ್ಕ ಖಾತೆ ಸಂಖ್ಯೆ:

21 Form16 ಇದ್ದರೆ, ಪ್ರತಿ ಒದಗಿಸುವುದು.

22 EPF ಸಂಖ್ಯೆ: (ಇದ್ದರೆ ಒದಗಿಸುವುದು).

ಮೇಲ್ಕಂಡ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ಕುಟುಂಬದ ಒಟ್ಟು ವಾರ್ಷಿಕ ವರಮಾನ ರೂ.....(ರೂಪಾಯಿ ಪದಗಳಲ್ಲಿ)

**ಪ್ರಮಾಣ ಮಾಡಿ ನೀಡಿದ ಘೋಷಣೆ**

ಅರ್ಜಿಯಲ್ಲಿ ನಮೂದಿಸಿರುವ ವಿಳಾಸದಲ್ಲಿ ವಾಸವಾಗಿರುವ (ತಂದೆ ಹೆಸರು) ಎಂಬುವರ ಮಗನಾ/ಳಾದ .....(ಅರ್ಜಿದಾರರ ಹೆಸರು) ಎಂಬ ನಾನು ಈ ಮೂಲಕ ಶ್ರದ್ಧಾಪೂರ್ವಕವಾಗಿ ದೃಢೀಕರಿಸುತ್ತೇನೆ ಮತ್ತು ಪ್ರಮಾಣ ಪೂರ್ವಕವಾಗಿ ಈ ಮುಂದಿನಂತೆ ಹೇಳಿಕೆ ನೀಡುವುದೇನೆಂದರೆ

ಅರ್ಜಿದಾರರಾದ ..... ಆಗಿರುವ ನಾನು ಅರ್ಥಿಕವಾಗಿ ದುರ್ಬಲ ವರ್ಗಗಳಿಗೆ ಸೇರಿರುತ್ತೇನೆ ಹಾಗೂ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ನನ್ನ ಕುಟುಂಬದ ವಾರ್ಷಿಕ ವರಮಾನ ರೂ..... (ಅಕ್ಷರಗಳಲ್ಲಿ.....) ಮಾತ್ರ ಎಂದು ಘೋಷಿಸುತ್ತೇನೆ.

ಮೇಲ್ಕಂಡ ಘೋಷಣೆಯು ನಾನು ತಿಳಿದಿರುವುದಷ್ಟರ ಮಟ್ಟಿಗೆ ಸತ್ಯವಾಗಿದೆ ಅದಾಗ್ಯೂ ನಾನು ನೀಡಿರುವ ಮಾಹಿತಿ ಸತ್ಯವಲ್ಲವೆಂದು ರುಜುವಾತಾದರೆ, ಭಾರತೀಯ ದಂಡ ಸಂಹಿತೆಯ ಅನ್ವಯವಾಗುವ ಪ್ರಕರಣಗಳಡಿಯಲ್ಲಿ ಹಾಗೂ ಚಾಲ್ತಿಯಲ್ಲಿರುವ ಕಾನೂನು ಅಡಿಯಲ್ಲಿ ನಾನು ಸ್ವತಃ ಕ್ರಿಮಿನಲ್ ಕಾನೂನು ವ್ಯವಹಾರಗಳಿಗೆ ಗುರಿಯಾಗಲು ಮತ್ತು ಪ್ರಮಾಣಕ್ಕನುಸಾರವಾಗಿ ನನ್ನಮಗ/ಮಗಳು/ಅವಲಂಬಿತ/ಸಂರಕ್ಷಿತ ಇವರಿಗೆ ನೀಡಿದ ಪ್ರಯೋಜನ ಅಥವಾ ರಿಯಾಯಿತಿಗಳನ್ನು ಮುಟ್ಟುಗೋಲು ಹಾಕಿಕೊಳ್ಳುವುದಕ್ಕೆ ಬದ್ಧನಾಗಿರುತ್ತೇನೆ.

ಅಭ್ಯರ್ಥಿಯ ಸಹಿ ಮತ್ತು ಹೆಸರು

ತಂದೆ/ತಾಯಿ/ಅವಲಂಬಿತ/ಪೋಷಕರ ಸಹಿ

ದಿನಾಂಕ:

ದಿನಾಂಕ:

ಸ್ಥಳ :

ಸ್ಥಳ :

ಷರಾ :

1. ಅಭ್ಯರ್ಥಿಯು ಅಪ್ರಾಪ್ತ ವಯಸ್ಕನಾಗಿದ್ದಲ್ಲಿ ಅವರ ತಂದೆ /ತಾಯಿ/ಅವಲಂಬಿತ/ಪೋಷಕರ ಸಹಿ ಮತ್ತು ಹೆಸರು ನಮೂದಿಸುವುದು
2. ಅರ್ಜಿದಾರರ ತಂದೆ/ತಾಯಿ ಜೀವಂತವಿಲ್ಲದಿದ್ದರೆ ಅರ್ಜಿದಾರರ ಪೋಷಕರು ಅಥವಾ ಅವಲಂಬಿತರು ಸಹಿ ಮಾಡಿ ಅವರ ಹೆಸರನ್ನು ನಮೂದಿಸುವುದು

ಅರ್ಜಿಯೊಂದಿಗೆ ಲಗತ್ತಿಸಿರುವ ದಾಖಲೆಗಳ (ಸ್ವಯಂ ದೃಢೀಕೃತ) ವಿವರ

1. ಅರ್ಜಿದಾರರ ಭಾವಚಿತ್ರವಿರುವ ಸರ್ಕಾರದ ಗುರುತಿನ ಚೀಟಿ
2. ಅರ್ಜಿದಾರರ ವಿಳಾಸದ ದಾಖಲೆ
3. ಅರ್ಜಿದಾರರ ಪಡಿತರ ಚೀಟಿ
4. ಅರ್ಜಿದಾರರು ವೇತನದ ಮಾಹಿತಿಗೆ ಸಂಬಂಧಿಸಿದ ದಾಖಲೆ
5. ಅರ್ಜಿದಾರರು ಅನ್ಯ ರಾಜ್ಯದಿಂದ ವಲಸೆ ಬಂದಲ್ಲಿ ಸಂಬಂಧಪಟ್ಟ ಕರ್ನಾಟಕೇತರ ರಾಜ್ಯದಿಂದ ಪಡೆದಿರುವ ವಲಸೆ ಪ್ರಮಾಣ ಪತ್ರ
6. ಅರ್ಜಿದಾರರ ವಿದ್ಯಾರ್ಹತೆ/ಶಾಲಾ ಪ್ರಮಾಣ ಪತ್ರದ (ಅರ್ಜಿದಾರರ ಅಥವಾ ಅವರ ತಂದೆ ತಾಯಿ ನಮೂದಿಸಿರುವ ದಾಖಲೆಗಳು).

## 50. Updating Pledge and Release Details in RTC

### Introduction

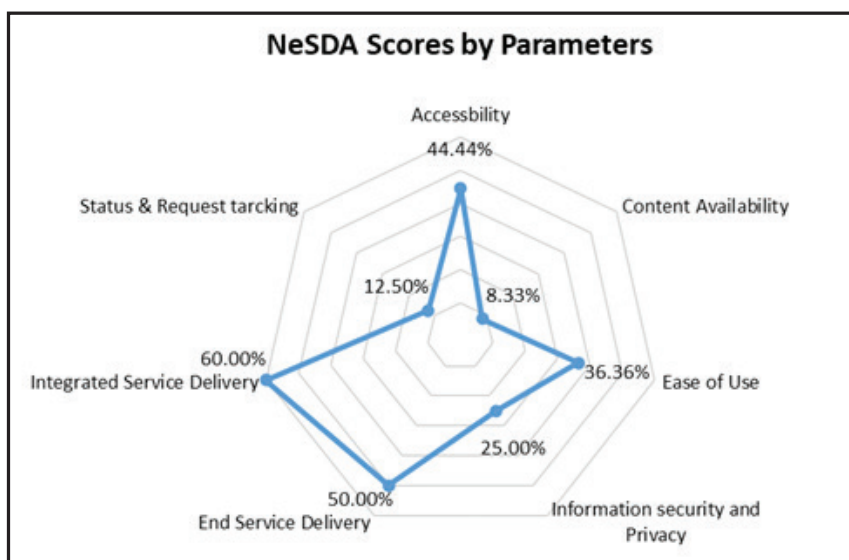
The RTC, i.e., Form No-16 is one of the most important land records maintained by the Revenue Department. From the year 2001, manual maintenance of RTC is dispensed with and digitised RTCs are maintained.

Details of bank loans, pledge, liabilities etc., arising against a specific survey number are recorded in Column No.11 of the RTC. Such records will be updated by recording release of the pledge as and when the loans are re-paid. This process is known as updating pledge and release details in RTC

For this service applications are being received at 1) Sub Registrar office 2) Bhoomi Kiosk at Tahsildar office 3) Bhoomi Online Portal - <https://landrecords.karnataka.gov.in/service93/citizen> 4) AJSK Kiosk at Hobli 5) Online Request from Banks. After receiving the application in any one of the portals, there are only three stages in the updating process. The Sakala time limit for this service is 7 working days.

### Assessment as per NeSDA guidelines

This service portal developed by Bhoomi Monitoring Cell (BMC) was assessed as per the NeSDA guidelines. The report shows that 33 guidelines are complied with and 44 guidelines are not yet complied with.



The specific 44 areas that require compliance are given as recommendations.

### Recommendations:

The recommendations are made based on the responses from the insights of focus group discussions (FGD), field survey reports and NeSDA assessment.

1. Only Banks are using online mode for pledge and release. PACS (Primary Agricultural Credit Society) also need to be brought under online mode (Bhoomi- DCC Bank integration).
2. At present the concerned land owners are responsible for entry of pledge and release. It is better if the concerned Banks/Cooperative Institutions/financial institution are given a login and they are made responsible for updating details of pledge and release entries compulsorily through their own login. This will save the landowners the trouble of visiting Revenue offices.
3. Manual printing of checklist by Bhoomi operator and physical signing by RI can be eliminated from the existing process flow. Checklist can be made visible in RI login for him to e-sign or digitally sign.
4. Entry of pledge in RTC should be made compulsory for all crop loans, so that decisions regarding scheme like Crop Loan waiver can be taken with more details.
5. Currently all loans are clubbed together like auto, house, crop etc under pledge. Bhoomi software should give an option to select type of loan so that clear picture about each type of loans is obtained.
6. Users are unable to submit the application form due to an error associated with the 'owner details' field. Although the right owner details are entered by the user, an error pops up (with the following message "please Select owner name") indicating that the owner name entered is incorrect. This may be rectified.
7. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Assessment Area	Recommendations	
Accessibility	1	Ensure that the portal's content is available in both English and Kannada languages to reach more users
	2	Publish a service delivery charter outlining various services offered by the department, key nodal officers for these services, Sakala timelines and mode of delivery (online/offline)
		Display promotional campaigns in the form of a banner or pop-up window on the department page to create more awareness on the e-services which that can be availed online
	4	Provide details of all channels (portal, mobile, Kiosk, others ) that are available for users to apply for the service
	5	Include an option for registered users to check details of previously availed services, transaction history, etc.
	6	Include, on the home page, information about browser compatibility to ensure that users are utilizing the right browser required for optimal user experience
	7	Provide a "screen reader" option in the portal for aiding visually impaired users
	8	Ensure that the portal supports audio and video content for richer user experience

	9	Ensure GIGW compliance. In order to be compliant, the portal should be certified by Standardization Testing and Quality Certification Directorate(STQC), a Government of India body under the Ministry of Electronics and Information Technology. Upon certification, a CQW mark indicating this certification is to be provided on the home page
	10	Display useful statistics such as number of transactions on the home page to give confidence to the users on utilizing the portal
Content Availability	11	Provide a feedback form on the portal to gather user feedback and comments on the department, its portal and e-services delivered
	12	Ensure that the data is on Open Government Data ( <a href="https://data.gov.in">https://data.gov.in</a> ) platform to enhance transparency, accountability, citizen engagement and collaboration. The home page should include Open Government Data logo to convey this information to the users
	13	Provide a page with a snapshot of user feedback on the service and details of any action taken based on this feedback
	14	Provide a separate help section on the portal to address certain basic user queries pertaining to the portal and navigating the portal
	15	Provide a separate section for addressing FAQs pertaining to the service or department
	16	Include a sitemap feature on the portal to provide users with a bird's eye view of all the webpages and help them navigate to the right page
	17	Ensure that the content on the portal is updated every week and information such as last updated/modified date of timestamp is provided to assure users of the content's recency and relevance
	18	Display useful statistics such as number of users accessing the portal, services availed by them and average time spent to give confidence to the users on utilizing the portal
	19	Provide information on how users could leverage electronic/ digital signature facility for availing the services
Ease of Use	20	Provide an option for users to print or download service application forms so that they can save completed applications or complete it offline before submitting online
	21	Provide a What's New section on the portal with details about recent Government Orders, changes in service application process, new online services and any other recent information that could be of use to users
	22	Provide step-by-step how-to guides to help users in understanding the information to be provided to complete the online application form
	23	Provide a separate section on the portal for applicants to record their grievances with regard to service application process or timelines
	24	Ensure that the proposed department webpage auto populates relevant content based on the user's recent activity / interest
	25	Publish an internal workflow describing the way in which the department processes all applications along with responsible individuals and timelines
	26	Provide a user manual with step-by-step instructions to guide users while applying for the service

Information security & Privacy	27	Provide mobile alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	28	Ensure that the portal is W3C compliant so that users get consistent web experience across different browsers
	29	Include a privacy policy on the portal so that users are able to understand the safeguards put in place to secure their personal information
	30	Engage a third-party to audit the website from information security standpoint and highlight this information on the home page to assure users of the portal's information security safeguards
	31	Ensure two-factor authentication is implemented to protect user information
	32	Provide email alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
End Service Delivery	33	Publish service delivery timelines within the service/citizen charter or on any relevant page on the portal to inform users
	34	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible
Integrated Service Delivery	35	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible
	36	Integrate service-specific content with data from dependent departments/data sources to ensure that relevant user information is auto-populated while submitting service applications
	37	Integrate service-specific content with data from dependent departments/data sources so that any relevant auto-calculations are done while submitting details online
	38	Integrate the portal with social media apps like Twitter, Facebook, etc.
Status and Request Tracking	39	Introduce a feature to enable users to track the status of their service applications and other requests via the portal
	40	Provide a separate section on the portal for applicants to record their grievances with regard to service application process or timelines
	41	Provide Ticket / Complaint No. for status tracking and future follow-ups
	42	Provide SMS and email alerts to alert applicants at each stage of their application process. For instance, after application submission, payment, etc.
	43	Provide users with feedback on their on the status of their complaints via SMS, email or phone calls
	44	Provide a helpline number/email id on the payments page for users to register and get resolved any issues they are facing while making payments

# 51. Updating Land Conversion Details in RTC

## Introduction

The Revenue department officers are responsible for recording details of land conversion of a survey number in Column No.11 of the RTC of that survey number.

For this service applications are being received at Bhoomi kiosk at Tahsildar office or Bhoomi Online Portal [https://landrecords.karnataka.gov.in/ service93/ citizen](https://landrecords.karnataka.gov.in/service93/citizen) 4) or AJSK /Nada kacheri. After receiving the land conversion order from the Deputy Commissioner, the Tahsildar will forward the copy of the conversion order to Bhoomi Operator and finally it is approved at RI login. The Sakala time limit for this service is 7 working days.

## User Feedback

Called around 184 citizens to seek feedback from those who had applied for “Updation of land conversion details in RTC” & the observations are as follows.

### Suggestions from the users:

- A call or SMS should go to the citizen once the service is approved /completed.
- Officer must provide proper information about the service.

### Recommendations:

The recommendations are made based on the responses from the insights of focus group discussions (FGD), field survey reports and user feedback.

1. Land conversion order may be directly forwarded by the online system to Bhoomi Operator through the software and from Bhoomi operator to RI for approval.
2. Further, the conversion order should be forwarded simultaneously to ADLR login, so that KJP (Kammi Jasti patrike) process can be started simultaneously. This will reduce the time needed to one or two days at most.
3. Copies of the land conversion orders can also be simultaneously forwarded to concerned GPs/ ULBs, Town Planning authorities and other authorities concerned for initiating necessary action at their end.
4. A campaign to update land conversion details in RTCs should be taken up. In the new cases, the RTC gets updated. But in older cases it has to be separately initiated. Deputy Commissioners should be given login in Bhoomi and asked to enter all old cases of non-agricultural land conversion as per the list in their registers, to flag them as Non Agricultural in the respective RTCs. This is necessary to prevent two transactions taking place on the same plot of land, once by showing them as non-agricultural on the basis of NA conversion order and the second time by showing them as agricultural on the basis of RTC.

5. In cases of land conversion of one part of a survey number, before final land conversion order is issued, phodi should be compulsory and conversion should be for hissa number. This will prevent litigation.
6. The intimation about the approval to the applicant can be given through registered email or mobile number so that the delay at the payment level can be reduced.
7. Provision to be made for recovery of username on the lines of recovery of password by the applicants themselves, so that the burden on the Revenue officials to assist the applicant in recovering their username can be reduced.
8. The same recommendations made in the case of Updating Pledge and Release details in RTC for NeSDA compliance are made for this service also. BMC has developed this portal and should comply with them with inputs from the Revenue department.



## 52. Updating of Phodi Details in RTC

### Introduction

Due to sale, partition, land acquisition either in part or full of a survey number, the extent of land in that survey number gets divided. These changes are effected in RTCs following the procedure called phodi. Updation of RTC after phodi is an internal process. However, applicants will apply at Nada kacheri along with documents like, 11E sketch, copy of alienation order, application submitted for Tatkal phodi, Akarbandh etc. related to old cases. These types of cases are usually undertaken in Kandaya-Adaalaths. After verification of land records and phodi details RTCs will be updated.

The Sakala time limit prescribed for updation of phodi details in RTC is 10 days.

### User Feedback

Called around 363 citizens to seek feedback those who had applied for “Updation of phodi details in RTC” & the observations are the same as for other Revenue services.

### Assessment as per NeSDA guidelines

The portal was assessed as per the NeSDA guidelines. The report shows that 33 guidelines are complied with and 44 guidelines are not yet complied with. The non-compliant areas are similar to the non-compliant areas of Updating Pledge and Release details of RTC service portal also developed by BMC.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussions (FGD), user feedback and NeSDA assessment.

1. The validity period of 11E sketch may be extended from 6 months to One Year.
2. The land conversion orders passed by the Deputy Commissioners must be sent to ADLR logins through Mojini online. This will help the ADLRs to update Akarbandh. Following this step will eliminate the need for taking a separate application for conversion/alienation phodi.
3. Phodi applications are being received at AJSK. If e-hasthakshar is introduced middlemen/commission agents can be avoided and number of disputes will also reduce.
4. At present, applications for 11E sketch, Tatkal Phodi, Haddubasthu, e-swattu are being received only at AJSK. Provision may be made to receive these applications in ADLR office also. This will cut the process of transferring and receiving from AJSK and avoid delay. Moreover, the question of verification of payment would not arise.
5. It should be made mandatory for the land acquisition bodies like, BDA, KIADB, KSHIP, SLAO of NHAI etc., to record initiation of land acquisition process in column No-11 of the RTCs. Now it is optional.
6. The final land acquisition notification passed under Sec 19(1) of the said Act should be uploaded by the concerned LAOs directly on Mojini and Bhoomi software to avoid delay in phodi.
7. Though there are instructions to write Pakka Tippan while doing JMC, it is not followed. Order should be issued to follow instructions. A mandatory field may be introduced in the software to record Pakka Tippan.



8. At present survey documents are scanned and uploaded to Mojini software on case to case basis. This scanned data can be indexed and used for issuing of copies and other purpose also.
9. Akarbandh digitization is nearing completion. This should be completed at the earliest. Readily available digitized copies can be used for Mojini Software for better utilization of resources. These copies can also be made available to the public for verification purpose.
10. Office RI stage, Bhoomi Shirastedar stage and Bhoomi operator stage can be dispensed with. After ADLR approval the file can be sent directly to RI for approval of mutation.
11. Phodi sketch sent by the Mojini can be printed behind the RTC copy in all new and old cases.
12. NHAH should be asked to link its land acquisition software to Bhoomi and Mojini software for faster processing and updation of records.
13. Separate software may be developed for Sec 99 CC and Sec 99 CCC cases.
14. House sites distributed under various housing scheme including house sites granted under the provisions of KLR Act Sec.94CC and 94CCC shall be integrated with Mojini software, so that RTCs will be updated automatically in the process.
15. Whenever, there is partition of single owner RTC to an RTC with multiple owners, the process of hissa and phodi updation takes a very long time. These types of phodi in phodi cases can be identified and attended in one go. Accordingly logins require to be modified. It is suggested to authorize RI, VA and survey supervisors to clear cases through their logins. The process should be automated to move all these type of cases to IMP cases.
16. It is suggested to clear all Phodi-Abhiyana cases and court cases only through Mojini software, so that form no-10 generated by the ADLR will go to Bhoomi for hissa updation.
17. It is reported that even if hissas are modified, separate RTCs are not generated. Therefore, it is suggested that all khata holders of same survey number and their hissas should be updated at a time.
18. Wherever, government land is granted under Land Reforms Act and Inam land is re-granted, procedure of preparation of information in a format comprising column-1 to 5 and column-6 to 10 has been introduced for implementation of phodi. This process became more complex due to missing grant records and other supporting land records, hence pending cases are not cleared. In view of the above, power may be delegated to the Deputy Commissioners for one time settlement of these types of cases in selected districts.
19. Users are unable to submit the application form due to an error associated with uploading the required documents. Although multiple attempts were made, the user was not able to save the uploaded document and proceed to the next step. While trying to save the uploaded document, an error pops up (with the following message “error occurred on final save \_ Click Event”). This may be rectified.
20. Online portal should be made compliant with NeSDA requirements. The same recommendations made in the case of Updating Pledge and Release details in RTC for NeSDA compliance are made for this service also. BMC has developed this portal and should comply with them with inputs from the Revenue department.

## Inspector General of Stamps and Registrations

These recommendations are based on the focus group discussions, the user feedback, NeSDA assessment, visits by the Commission Chairman and Advisor to Revenue offices in four different districts of the State, Bengaluru Urban, Ramanagara, Udupi and Dakshina Kannada and discussions with senior officers of the Department.

### Focus Group Discussions

Focus group discussions were held on 25/02/2021, 26/02/2021, 03/03/2021 and 04/03/2021 by groups consisting of selected Assistant Commissioners, Tahsildars, Deputy Tahsildars, Revenue Inspectors and village accountants, District Registrar, Taluk Registrar and officers of the IGS and Registration Dept, Addl. Director, DDLR, ADLR, Surveyors from all four revenue sub-divisions of the state. Feedback and suggestions for improvement of service delivery was obtained from them. During the FGDs, Director/ Consultants of AJSK, Bhoomi, Social Security Pensions, Seva Sindhu officers were also present. The following recommendations are based on the field visits, FGDs, the user feedback analysis and the NeSDA analysis.

# 1. Registration of Immovable Properties

## Introduction

Sub Registrar is the Competent Authority to register immovable properties after verifying details submitted by both seller and buyer, estimating the property value, stamp duty, registration charges of the immovable property and verifying the original title of immovable property. The Sakala time limit for providing this service is 1 day.

Applicant may approach the Sub Registrars Office along with sale deed, conveyance deed, agreement of sale, lease, identity proof documents of the both seller and buyer(Aadhar, driving license, pan card, residence certificate etc), original property documents, Encumbrance certificate, the original document bearing signatures of all parties, Challan or DD of the stamp duty and registration charges.

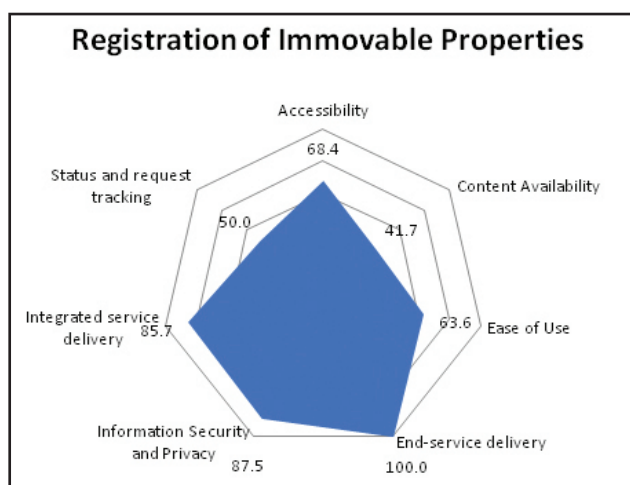
## User Feedback:

Calls were made to 828 users of this service to seek feedback. 294 users gave their feedback. The main suggestions given by them are:

- Timely service should be given
- Officers should reach office on time
- Officers should be polite & guide the citizens properly
- Officer should guide citizen properly
- On priority senior citizens may be given service
- Third parties may not be allowed in government office

## Assessment as per NeSDA guidelines:

This service portal was assessed as per NeSDA framework. The report shows that 53 guidelines are complied with and 24 guidelines are not yet complied with.



The specific 24 areas that require compliance are given below as recommendations.

## Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. As per the present workflow, one of the stages before registration, is for the Data entry operator of the Sub Registrar office to enter details of the parties, witnesses, property and payment on the portal and then get it verified and confirmed by the parties. Data entry takes time and effort. To save this time and effort, it may be made mandatory for the parties to enter these details on the portal before coming to the Sub Registrar office. The Sub Registrar staff would take a print out and get it verified and confirmed before proceeding with the registration. This will be convenient for both the parties as well as for the officials.
3. Personal appearance for registration is exempted in cases of registration of properties under Govt sponsored Ashraya housing scheme, Bank crop loans etc under Sec 88(1) and 39 of the Registration Act. In such cases, pre registration data entry by the sponsoring authority or parties concerned should be made mandatory. This will save time of the Sub Registrar office and enable other parties to register their properties faster.
4. Application format for registration should be available in the online portal.
5. To guide those who want to register online, a WhatsApp chatbox for Online Customer support service may be provided
6. The mode of payment may be made mandatorily online or through Challan only. This will save officials the time required for collecting, recording and remitting DDs in bank.
7. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Sl. No	Recommendations for NeSDA Compliance
1	Service should be made available both in English and Kannada language
2	A separate section for 'Contact Us' shall be given
3	Downloadable forms for provisioning of services which cannot be submitted online should be made available
4	Promotional campaigns to avail e-Services should be made available
5	Features to enable access for people with physical disabilities should be made available
6	The portal should be supported for audio and video playing
7	Facility for user to provide feedback / comments regarding e-Services should be introduced
8	Information about results of user feedback about online services should be made available
9	A separate section for Help shall be given
10	A separate section on Frequently Asked Questions (FAQ) shall be given
11	Sitemap should be made available
12	Information of last updated timestamp on each page of the website should be made available

13	Timestamp should be updated as of current year
14	e-Services should be made available within 2-clicks from home page
15	A “What’s new” section which details the changes in the website shall be introduced
16	A search feature shall be introduced
17	Website should have a built-in facility to populate content relevant to user’s recent activity / interest
18	Mobile alerts should be made available for unauthorized access to user profile, password changes etc.
19	Apps should be made available for each of the services
20	The webpage should be integrated with Social Media Apps like Twitter, Facebook etc.
21	Facility to log Grievances / Complaints should be introduced
22	Ticket / Complaint No. for status tracking and future follow-ups should be introduced
23	The user should be able to get feedback on their complaints like email, call back etc.
24	Information about helpline for issues regarding online payments through web page should be provided

## 2. Encumbrance Certificate

### Introduction

Sub Registrar under Revenue Department is the competent authority to issue the Encumbrance Certificate by verifying details submitted by the applicant and documents in the Sub Registrars office. Applicant may submit application along with Address proof documents (Aadhar, driving license, residence certificate, voter ID etc), RTC, Khata extract and Gram Panchayat Form 9 & 11 through online service of Kaveri. The Sakala time limit for providing this service is 3 days.

### User Feedback:

Calls were made to 246 users of this service to seek feedback. 122 users gave their feedback. The main suggestions given by them are the same as for other ICSR services.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 53 guidelines are complied with and the same 24 guidelines not yet complied with in case of Registration of Immovable Properties are not complied with in this case also.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Provision should be made for applying for EC in AJSK, CSC, Bangalore One, GP Bapuji Seva Kendra by taking applications, concerned documents and payment, uploading on their behalf on the online system and then giving them the printed EC. This will benefit those who are not comfortable with the online application system and reduce the role of middlemen.
3. In CSCs, if an applicant wants EC for more than one hissa of one village, he has to submit separate applications, one for each hissa with fee for each hissa. Whereas if he goes to the Sub Registrars office, they provide one EC for all hissass in one village by taking only a single fee. Therefore more number of applicants go to Sub Registrars office, waiting for longer hours, instead of going to cyber cafes or CSCs. Suitable changes may therefore be made in the software so that a uniform pricing policy is adopted in both Sub Registrar office and CSC. It is recommended that in Sub Registrar office also the rate be collected on per hissa basis, instead of on a per village basis. In case of online applications from CSCs or cyber cafes, a single application should have provision for applying for more than one hissa, with fees charged per hissa. This will avoid multiple applications being filed, increasing the workload for all concerned.

4. It was reported that software in Sub Registrars office is updated, whereas software open to CSCs etc are updated after a time lag. Updation should be done for both departmental users and online users, so as to encourage online usage.
5. Many farmers seek EC for applying for crop loan. The facility of printing out EC should be provided to the concerned Banks and Cooperative institutions and Banks/Coops should be requested to print it out themselves by applying online. Lakhs of farmers can be saved from the expense and effort of visiting the Sub Registrars office for this purpose every year.
6. Online portal should be made compliant with NeSDA requirements. The 24 NeSDA compliance recommendations made in case of Registration of Immovable Properties are made for this service also.

### 3. Issue of Certified Copies of Various Registered Documents

#### Introduction

The Sub Registrars office issues certified copies of the following documents;

1. Registered documents.
2. Certificate of registration of firms registered under Indian Partnership Act 1932.
3. Certificate of registration of marriage under Hindu Marriage Act 1952.
4. Certificate of registration of marriages (other forms) Special Marriages Act 1954.
5. Certificate of registration of marriage under Special Marriages Act (regular forms) Act 1954.

The procedure established for issue of all the above certified copies and Sakala time limit prescribed is the same. Hence recommendations are common for all the above services.

For issue of the above certified copies the applicant has to submit paper application along with address proof documents (Aadhar, driving license, pan card, residence certificate etc.). The details of particular certified copy of registered document applied will be processed through Seva sindhu portal from the concerned Sub Registrar office.

It has two stages of workflow from the submission of application to getting certified copy of the certificate of Registrations. The Sakala time limit prescribed for the above services is 3 working days

#### User feedback

Called 943 citizens who had applied for “Issue of certified copy of registered documents” in the last one year & to seek feedback from them and the observations are the same as for other ICSR services.

#### National E Governance Services Delivery Assessment (NeSDA):

Issue of Certified Copy of Registered Documents portal was assessed as per the NeSDA guidelines.

The report shows that 53 guidelines are complied with and the same 24 guidelines not yet complied with in case of Registration of Immovable Properties are not complied with in this case also.

#### Recommendations

The recommendations are made based on the responses from the insights of focus group discussions (FGD), user feedback and NeSDA assessment for one of the service. The recommendations are same for all the above five services.



1. There should be a fully online service for documents that are available in digital format. The applicant should be able to apply and pay fees online and download the digitally signed copy into Digilocker and email/WhatsApp.
2. In case of older documents that are not in digital format, applicant should be able to apply online, pay fees for postal delivery of certificate and fees online and the office should send the certified copy by registered post.
3. All new issue of certificates with digital signature should compulsorily be sent to the Digilocker of the respective parties. This will obviate the need to apply for certified copies later.
4. The service should be available in all AJSKs/Bapuji Seva Kendras, CSCs and online on payment of prescribed fee.
5. Campaigns can be launched to popularize use of online applications through social media like Revenue department Whatsapp groups, Facebook etc.
6. Online portal should be made compliant with NeSDA requirements. The 24 NeSDA compliance recommendations made in case of Registration of Immovable Properties are made for this service also.

## 4. Registration of Marriage under Hindu Marriage Act 1955

### Introduction

Sub Registrar is the competent authority to register marriage under the Hindu Marriage Act by verifying the details submitted by the both husband and wife along with witnesses. The Sakala time limit for providing this service is 1 day. Applicants may submit prescribed application duly signed by both husband and wife along with address and age proof documents of both husband and wife (Aadhar, driving license, residence certificate, Birth certificate, School certificate etc) Wedding card, photos of marriage and two witnesses present at the time of marriage in Sub Registrar Office.

### User Feedback:

Calls were made to 457 users of this service to seek feedback. 171 users gave their feedback. The main suggestions given by them are the same as for other ICSR Service.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Online application software shall be developed so that pre-registration application and required documents may be uploaded and submitted online. This will save time of both the parties and the Sub Registrar office staff.
3. At present the registered marriage certificate is issued by pasting photos of the couple on it. There may be a chance of misuse in such cases. Certificate may be issued by getting the photos through webcam in the Sub Registrars office and printing the photos on the marriage certificate.
4. The Schedule of Fees prescribed under the Registration of Hindu Marriage (Karnataka) Rules, 1966 may be revised as per increase in inflation index since the year it was fixed in.
5. In cases where order of divorce issued by a competent court is produced by the parties, there is no provision in the present software to enter the divorce order below the original marriage registration to update the status. Therefore suitable provision may be provided in the software.
6. Each marriage certificate may be given a unique number like an Aadhar number. This will help in searching for them on the department website.

## 5. Registration of Marriage under Special Marriage Act 1954

### Introduction

Sub Registrar is the competent authority to register marriages under the Special Marriage Act by verifying the details submitted by the both husband and wife along with witnesses. The Sakala time limit for providing this service is 1 day. Applicants may submit prescribed application duly signed by both husband and wife along with address and age proof documents of both husband and wife (Aadhar, driving license, residence certificate, Birth certificate, School certificate etc) Wedding card, photograph's of marriage and two witnesses present at the time of marriage in Sub Registrar Office.

### User Feedback:

Calls were made to 344 users of this service to seek feedback. 245 users gave their feedback. The main suggestions given by them are the same as for other IGSR services.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Online application software shall be developed so that pre-registration application and documents may be scanned and submitted online. This will save time and effort of staff in the Sub Registrars office and enable faster service.
3. At present the registered marriage certificate is issued by pasting photos of the couple on it. There may be a chance of misuse in such cases. Certificate may be issued by getting the photos through webcam in the Sub Registrars office and printing the photos on the marriage certificate.
4. Each marriage certificate may be given a unique number like an Aadhar number. This will help in searching for them on the department website.
5. The copy of registered marriage certificate should be sent directly to the applicant's mobile as PDF and through Digilocker.
6. In cases where order of divorce issued by a competent court is produced by the parties, there is no provision in the present software to enter the divorce order below the original marriage registration to update the status. Therefore suitable provision may be provided in the software.
7. The Schedule of Fees prescribed under the Registration of Special Marriage (Karnataka) Rules, 1961 may be revised as per increase in inflation index since the year it was fixed.

8. Means of communication like email, SMS are now available and can be used for sending notices. Therefore the Revenue department may consider proposing a suitable amendment to reduce the notice period for marriages under the Act from 30 days at present to 15 days to the Govt of India.
9. It may also consider proposing that in cases where marriage has already taken place the notice period may be waived and the marriage certificate may be issued in one day as in the case of Hindu Marriage Act.

## 6. Registration of Marriage under Parsi Marriage Act 1936

### Introduction

Sub Registrar is the competent authority to register marriages under the Parsi Marriage Act by verifying the details submitted by the both husband and wife along with witnesses and marriage certificate issued by the Parsi priest. The Sakala time limit for providing this service is 1 day.

Applicants may submit prescribed application duly signed by both husband and wife along with their address and age proof documents (Aadhar, driving license, residence certificate, School certificate etc) certificate of marriage issued by Parsi priest, photos of marriage and two witnesses present at the time of marriage in Sub Registrar Office.

### User Feedback:

Calls were made to 2 users of this service to seek feedback. 1 user gave his/her feedback. The main suggestions given by him/her are the same as for other IGSR service.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **Online application software shall be developed so that application may be submitted online**

## 7. Registration of Firms under Indian Partnership Act 1932

### Introduction

District Registrar or Registrar of Firms is the competent authority to register firms under Indian Partnership Act by verifying the details submitted by the applicants. The Sakala time limit for providing this service is 3 days.

Applicants may submit Registration application, Address and Identity proofs of all the partners, Document of the Office (Khata extract, Tax receipt or agreement copy) Partnership firm PAN card, A Certified Original copy of Partnership deed, Appropriate Fee and any registration documents issued by State or Central government in District Registrar or Registrar of Firms Office.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. An online system for modification like Division, amendment and restructuring of the registered firms should also be made through Kaveri software.
3. The concerned District Registrar or Registrar of firms should have provision on Kaveri software to correct typing errors that have occurred during the registration process.
4. Sakala time limit shall be reduced to one day from the 3 days.

## Recommendations relating to service provided by Survey Settlement and Land Records

These recommendations are based on the focus group discussions, the user feedback, NeSDA assessment, visits by the Commission Chairman and Advisor to Revenue offices in four different districts of the State, Bengaluru Urban, Ramanagara, Udupi and Dakshina Kannada and discussions with senior officers of the Department.

### Focus Group Discussions

Focus group discussions were held on 25/02/2021, 26/02/2021, 03/03/2021 and 04/03/2021 by groups consisting of selected Assistant Commissioners, Tahsildars, Deputy Tahsildars, Revenue Inspectors and village accountants, District Registrar, Taluk Registrar and officers of the IGS and Registration Dept, Addl. Director, DDLR, ADLR, Surveyors from all four revenue sub-divisions of the state. Feedback and suggestions for improvement of service delivery was obtained from them. During the FGDs, Director/ Consultants of AJSK, Bhoomi, Social Security Pensions, Seva Sindhu officers were also present.

# 1. Issue of 11E Sketch

## Introduction

Assistant Director of Land Records is the competent authority to issue 11E Sketch. The Sakala time limit for providing this service is 30 days, if there are no issues. If correction of RTC is required, then the Sakala time limit is 60 days. If, there is dispute and non-availability of survey documents then the Sakala time limit is 120 days.

Applicant may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate, voter ID etc) RTC and court order (in cases of court order) in the ADLR office.

## Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. Rules may be framed under Sec 109 of the KL Revenue Act to fix a lower limit of say 5 guntas, below which there should be no sub division of RTC for sale transaction as agricultural land. If sub division is not allowed, then 11E sketch should also not be allowed for parcels of land below 5 guntas. This will prevent illegal sale of agricultural land as small plots of 1 gunta each for housing purposes
3. At present, applications for 11E sketch, Tatkal Phodi, Haddubasthu, e-swattu are being received only at AJSK. Provision may be made to receive these applications by machine checking on online real time basis with Akarbandh and Bhoomi. Only if there is no discrepancy, should the AJSK receive the application. In case there is discrepancy, provision for the issue of endorsement to the applicant that he should apply for correction of RTC shall be provided in the software, while receiving the application. Now, all applications are received without checking. After receipt in the ADLR office, it is checked and in the cases where there is discrepancy, they are referred by the ADLR to the concerned Tahsildar/AC. But the applicant is under the impression that ADLR office is delaying his case. Prior online checking system will reduce pendency of cases at ADLR level.
4. At present, if there is some mistake in the information about name of buyer, boundaries etc entered by the ADLR office in a 11E sketch report, there is no provision for modification of the sketch at the desk level. This provision may be made by adding a new online service under Sakala and fixing a time limit.
5. 11E Sketch shall be sent to applicant directly through Digilocker.
6. There are many complaints about server problem. This should be resolved and software shall be updated.



## 2. Tatkal

### Introduction

Assistant Director of Land Records is the competent authority to receive application under Tatkal. The Sakala time limit for providing this service is 30 days if there are no issues. If correction of RTC is required, then the Sakala time limit is 60 days. If, there is dispute and non-availability of survey documents then the Sakala time limit is 120 days.

Applicant may submit application along with address proof documents (Ration card, Aadhar, driving license, residence certificate, voter ID etc) MR and RTC online.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.**
2. **Notices to the parties regarding the survey can also be sent to the applicants and parties mobile as PDF and SMS.**
3. **Provision for the issue of endorsement that applicant should get RTC correction done before applying for Tatkal shall be provided in the software if, Akarband and RTC entries do not match and if there is pendency for 11E sketch for same survey number.**

## Recommendations relating to Social Security Pensions

These recommendations are based on the focus group discussions, the user feedback, NeSDA assessment, visits by the Commission Chairman and Advisor to Revenue offices in four different districts of the State, Bengaluru Urban, Ramanagara, Udupi and Dakshina Kannada and discussions with senior officers of the Department.

### Focus Group Discussion

A Focus Group Discussion was held with Director Social Security Pension, Assistant Commissioners, Grade-1 and Grade -2 Tahsildars, Deputy Tahsildars, Revenue Inspectors, Village Accountants and Senior officers of Social Security Pension Directorate on 5th March, 2021 in ARI, Bengaluru. They were given a questionnaire with 35 questions on various aspects of the service. They were formed into Groups with a mix of members of different Revenue Subdivisions and levels. The Groups gave their recommendations on the changes/improvements to be made. This was presented and discussed among all participants and further suggestions came from the rest of the participants.

# 1. Sandhya Suraksha Yojana

## Introduction

Sandhya Suraksha Yojana is a scheme to provide financial assistance in the form of monthly pension to senior citizens by Government of Karnataka. The beneficiaries under this scheme receive a fixed monthly pension of Rs. 1000 from the State government; KSRTC bus passes at concessional rates; medical facilities through the NGOs. About 64 lakh beneficiaries in the State are receiving pension by end of December, 2020.

The main eligibility criteria required are - the applicant must be a permanent resident of Karnataka; the age of the applicant should be 65 years and above; the combined annual income of the proposed pensioner and his or her spouse shall not exceed Rs.32,000/- as certified by the local revenue authority and applicants are not availing any other old age pension, Destitute widow pension or physically handicapped pension or any other form of pension from public or private sources are not eligible for this scheme.

The applicants can avail the service by submitting applications and required documents online or at Gram Panchayat office or Block and Municipality offices, AJSK, Karnataka One, Bengaluru One centres or Common Service Centres (CSC).

There are 5 steps from the first step of the applicant coming to the GP office/CSC for biometric/photo with 2 passport size photos and required documents such as age certificate, occupational certificate, domicile certificate, Aadhar, bank passbook first page copy to the final step of sanction by the concerned Tahsildars. The time limit prescribed under Sakala for providing this service is 45 days.

## User Feedback

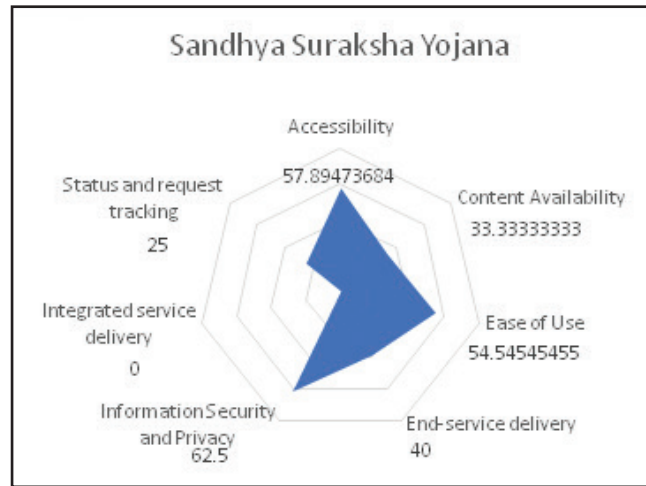
A sample of 877 applicants seeking to avail “Sandhya Suraksha Yojane” was tele-called to get their feedback on the existing conditions of service delivery.

Nearly 86% of the users applied for the service at Government offices, while 4.9% applied through brokers. The median number of days for receiving the service is after 45 days. More than 92% of the applicants visited the office more than once to 3 times and the reasons for the frequent visits cited included resubmission of documents. Though a large percent (85%) of the applicants received the acknowledgement number, the percentage of applicants receiving the receipt for fee paid was not encouraging. Only 23% of the applicants received the receipt and about 5% were not sure whether they have received.

Overall, 61 % of the users rated the service good and about 2% rated the service excellent. Around 33% rated the service average while only 4 % rated it as poor.

## Assessment as per NeSDA guidelines

This portal was assessed as per the NeSDA guidelines. The report shows that 30 guidelines are complied with and 47 guidelines are not yet complied with.



The specific 47 areas that require compliance are given below as recommendations.

## Recommendations

The recommendations are developed on the basis of the responses from the insights of focus group discussions (FGD), user feedback and NeSDA assessment.

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
2. The service information should be made available in Kannada on the website.
3. Time taken for processing is lengthy and discouraging. There should be timely disposal of applications and number of days taken for processing should be reduced to 14 days using “Navodaya App” (which provides for suo motu identification of eligible beneficiaries and sanctioning them pension without their having to apply), from the present Sakala time limit of 45 days.
4. Provision for uploading the details such as Aadhar card/bank passbook to be made for online submission of application.
5. Village Accountant and Revenue Inspectors can verify the applicants age by referring to the Voter Id and Other online data to reduce the number of days taken.
6. Identify single member BPL cards and integrate with Navodaya to deliver the service to eligible beneficiaries.
7. A provision may be made in the software for automatically sanctioning SSY pension to beneficiaries of widow pension scheme who cross the age of 65 years.
8. There was a suggestion that BPL card with income limit of Rs.1,20,000 p.a. be taken as the eligibility criteria rather than the income certificate. But this would mean increasing the eligibility criterion from the present income limit of Rs 32,000 p.a. to Rs. 1,20,000 pa and consequent increase in number of beneficiaries. The SSP Directorate is linking Aadhar, Road Transport, HRMS etc

databases to weed out ineligible beneficiaries. Once a fool proof system is evolved for removing ineligible beneficiaries, the proposal for raising income limit may be considered.

9. The income as assessed for the purpose of this application should be incorporated in the database of the beneficiaries' income certificate data. This can be used for other purposes by the beneficiary. It will also prevent individuals from taking multiple Income Certificates depending on the purpose. For instance Income Certificate with higher income is sought for certain banking purposes, whereas Income Certificate with lower income is sought for scheme benefits depending on the scheme guidelines. If a BPL card is sought, then Income Certificate is sought for a higher income, whereas if a scholarship is sought then Income Certificate is sought for lower income. Therefore multiple income certificates are issued with different incomes to the same family/ individual.
10. Standard criteria may be fixed for assessment of income of the beneficiaries as recommended in the report on the service of Issue of Income Certificates.
11. Provisions should be made for enabling e-signature of the applicants in the online application.
12. Circular instructions may be issued that the pension payment order should be issued with digitally printed passport port size photo of the applicant. . This will make it tamper proof and more reliable.
13. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Sl. No.	Recommendations for NeSDA compliance
1	The services shall be made available in Kannada Language.
2	An option shall be made available for users to create personal login profiles OR to sign in through an integrated authentication initiative such as Aadhaar.
3	The facility for users to register /login online should be enabled.
4	Provision shall be made for the registered users to check details of their previously availed services, transactions history etc.
5	The information about compatible browsers and best screen resolutions shall be made available
6	Feature may be enabled to access the portal by the Physically Disabled citizens.
7	Audio and video playing support shall be made available.
8	Transaction details shall be made available.
9	An option may be provided to the users to give feedback/ comments regarding the e-services.
10	Information about the results of user feedback about the on online services shall be made available.
11	Separate section for user help shall be provided.
12	Separate section is required for Frequently Asked Questions (FAQs).
13	Sitemap shall be made available to users.
14	The last updated timestamp is not as of the current year. The time stamp details shall be updated as and when website is updated.
15	The website shall contain relevant and updated contents.

16	The information about how to avail the electronic /digital signature facility for the services should be made available.
17	What's is new, section shall depict the latest changes made on the website
18	There shall be a defined procedure to fill and submit downloadable forms with help of audio /video Presentations, user guide etc.,
19	A provision shall be made available on the website for complaints and their resolutions etc., on various aspects of the e-services.
20	A built-in facility to populate contents relevant to the user's recent activity/interests etc., shall be enabled.
21	The Department/service portal shall have a defined internal workflow process for the service requested.
22	The end services must be made available through email, online (downloadable).
23	The end service shall be made available upon the visit to respective Department /centre also.
24	It is important to create OTP facility for the user authentication during final service delivery.
25	Mobile alerts should be automated for unauthorized access to user profile, password changes etc.
26	The web pages shall mandate 3 factor authentications for username & password
27	The users shall be intimated by email on password expiry, reset, change in password, change in user profile etc.
28	An option may be made available to submit service forms online (PDF or web based)
29	Facility to make Online payments shall be enabled
30	Digital signature facility shall be made available in webpage
31	The website must allow any multiple channel access for services at different levels (registration and application on website, payments on mobile etc.)
32	There shall be a single payment gateway for all channels.
33	The services are not available presently without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
34	There shall be a single Sign in option /Unique ID (Aadhaar)
35	The available citizen services shall be linked to Digital Locker
36	There shall be a facility available to make online payment towards services availed on web page using mobile device.
37	The web page shall provide various payment options like credit, debit, cash card, internet banking, mobile wallet, specific payment methods such as Rupay, BHIM etc. for availing a service
38	The services shall have specific content integrated with data from dependent Departments/data sources and auto-populated while submitting service application details online.
39	The services shall have specific content integrated with data from dependent Departments/data sources and relevant auto-calculations are done while submitting details online.
40	Apps shall be made available for each of the services
41	The webpage shall be integrated with Social Media Apps like Twitter, Facebook etc.
42	There shall be a feature to track Service Applications/ Requests online.
43	Facility shall be made available to lodge Grievances / Complaints.
44	Ticket / Complaint No. for status tracking and future follow-ups shall be made available on the webpage
45	The service updates alerts shall be sent through SMS
46	The user shall be intimated about the action taken on feedback through email, call back etc.
47	Information shall be made available about helpline for issues regarding online payments through web page.

## 2. Indira Gandhi National Old Age Pension

### Introduction

Under IGNOA pension scheme, Rs.1000 monthly pension is provided to eligible persons who are above the age of 60 belonging to BPL family. Applicant may file application along with address proof documents (Ration card, Voter ID, Aadhar) Death certificate, Income certificate and in Atalji Janasnehi Kendras in Nada kacheris, Tahsildar office, Cyber centers and CSCs.

Deputy Tahsildar is the Competent Authority to issue the pension certificate of Indira Gandhi National old age pension by verifying the details submitted by the applicant and inspection report of RI.

### User Feedback:

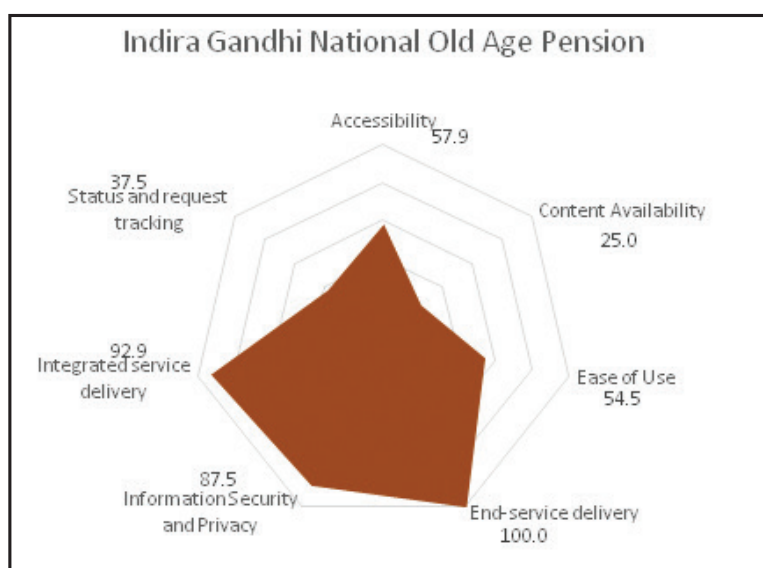
Calls were made to 886 users of this service to seek feedback. 321 users gave their feedback. The main suggestions given by them are:

- Officers should be polite & guide the citizens properly
- Officers should not reject the application without proper reason
- To increase the pension amount

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

The specific 29 areas that require compliance are given below as recommendations.



## Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. It is made mandatory for the applicant to fill the form in both Kannada and English languages. It is difficult for applicants to apply in both due to unfamiliarity with English. Therefore provision shall be made to fill form in Kannada alone. Only name of the applicant may need to be entered in English for bank purposes.
3. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Sl. No	Recommendations for NeSDA Compliance
1	Contact information of Government officials/agencies responsible for the provision of specific online services/queries shall be provided
2	A separate section for 'Contact Us' shall be provided
3	Downloadable forms for provisioning of services which cannot be submitted online shall be provided
4	Promotional campaigns to avail e-Services shall be made available
5	The information about compatible browsers and best screen resolutions are to be made available
6	The feature of the access for people with physical disabilities shall be made available
7	The portal should support for audio and video playing
8	The transaction details shall be made available
9	Information about results of user feedback about online services shall be made available
10	The separate section for Help shall be given
11	A separate section for Frequently Asked Questions(FAQ) shall be provided
12	The sitemap shall be made available
13	Information of last updated timestamp on each page of the website shall be made available
14	The last updated timestamp matched with the current year
15	Statistics on website usage by users (no. of visitors/ average time spent per visitor etc.) should be made available
16	Statistics on transaction count of services availed by users should be made available
17	Information on how to avail electronic/ digital signature facility for availing the services should be introduced
18	Online downloads for service application forms shall be enabled
19	"What's new" section which details the changes in the website shall be introduced
20	Website for complaints, resolutions etc. on various aspects of the e-service shall be provided
21	Website for a built-in facility to populate content relevant to user's recent activity / interest shall be made available
22	A user manual to guide the users shall be introduced
23	Mobile alerts for unauthorized access to user profile, password changes etc shall be enabled
24	The website with Social Media Apps like Twitter, Facebook etc. shall be integrated
25	Facility to log Grievances / Complaints shall be introduced
26	Ticket / Complaint No. for status tracking and future follow-ups shall be introduced
27	Feedback on user's complaints like email, call back etc. shall be enabled
28	Information about helpline for issues regarding online payments through web page shall be provided
29	Help desk, online support, and call centre for users shall be Provided



## 3. Destitute Widow Pension

### Introduction

Applicant widows, whose annual income are less than Rs. 32,000 and are aged between 18 and 64 years, are eligible to get a monthly pension of Rs. 600 and those above 65 years are eligible to get pension of Rs. 1000.

Applicant may file application along with her Residence certificate, Death certificate of husband, Income certificate, Age proof, Aadhar card and bank account details in Atalji Janasnehi Kendras, Nada kacheris, Tahsildar office or Common Service Centers.

Tahsildar is the Competent Authority to sanction the destitute widow pension. The Sakala time limit for providing the service is 45 days.

### User Feedback

Calls were made to 684 users of this service to seek feedback. As per the report 309 gave their feedback. Detailed report is in Annexure. The main suggestions given by them are:

- Pension amount should be increased
- Officer should not make the citizens visit office again & again
- To reduce the time limit
- Officer should reach office on time

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA guidelines. The report shows that 31 guidelines are complied with and 46 guidelines are not yet complied with.

### Recommendations:

1. **Common recommendations applicable to all Revenue Dept services are given separately. They may be implemented as appropriate to this service.**
2. **Suo motu identification of eligible beneficiaries can be made by integrating the Navodaya app with the portals of the e-Janma and Ration card. As soon as a death of an adult male occurs in a household with a BPL card, the eligibility of the surviving widow may be taken up for verification of Income and other details.**
3. **The power of granting Widow Pension in Urban local bodies of Municipal corporations, CMCs, TMCs may be delegated to the administrative head of the concerned ULB.**
4. **If the above steps are taken, the stipulated time can be reduced from 45 days to 15 days.**

5. The Widow Pension order should be sent directly to beneficiaries' mobile as PDF and through Digilocker.
6. The Applicants should be intimated through SMSs when their application is received and when it is approved.
7. All beneficiaries should be verified annually by the VAs in rural areas and Municipal staff in urban areas.
8. Automated system to be developed to increase the pension amount to Rs. 1000/- from Rs .600/- when a beneficiary attains the age of 65 years.
9. Online portal should be made compliant with NeSDA requirements. The same NeSDA compliance recommendations made for the service portal of Sandhya Suraksha are made for this portal also.

## 4. Pension for Disabled Persons

### Introduction

Pension for physically disabled scheme is one of the most popular Social Security Schemes.. A person disabled by birth or during growth or disabled for other reasons are eligible for pension under the scheme. There are two types of pension under the scheme, 1) Rs.600 pension where percentage of disability is more than 40% and below 75% 2) Rs.1400 pension where the percentage of disability is more 75%. The income limit prescribed for the scheme is Rs.32,000/-. The Tahsildar/Deputy Tahsildar is competent authority to sanction the pension. Sakala prescribed time limit is 45 days.

The applicant is required to submit an application to the AJSK/Taluk Office in the prescribed format, along with Aadhar card, full residential address, medical certificate of disability, Age Certificate, Income Certificate and Bank /post office account details.

### User Feedback

Around 481 users were called to seek feedback from those who had applied for “Pension for disabled person”. 15% of the numbers are wrong numbers.

- ☐ Most of the applications were closed within the Sakala time limit.
- ☐ 43% of the applicants had to visit more than 3 times to follow up and to submit documents.
- ☐ As per Sakala Act there are no service charges for this service. But 42% of the users have paid money up to Rs 8000.
- ☐ Around 81% of the people rated the experience of service delivery as Good, 14% of the people rated as Average, and 5% of the people rated it as Excellent.

### Assessment as per NeSDA guidelines

This portal was assessed as per the NeSDA guidelines. The report shows that 30 guidelines are complied with and 47 guidelines are not yet complied with.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Common recommendations applicable to many services of Revenue Dept have been given separately. Those recommendations among them, that are applicable to this service may be considered for implementation.
2. UDID has been introduced by Govt of India and launched in Karnataka about two years ago. This card provides all necessary information about the person with disabilities. There would be no need for taking additional documents in such case. It is necessary to popularise the UDID so that only genuine beneficiaries are selected. Therefore for all new sanctions UDID card or UDID temporary number should be made compulsory.

3. For all the existing pension records, order may be issued that UDID number shall be updated within a specified time period.
4. Since UDID card or number and Aadhar card will have the necessary information, the need for asking for documents like residential address document, medical certificate of disability, Age Certificate may be dispensed with.
5. A provision shall be made in the AJSK software to verify genuineness of the UDID card/disability certificate. Linking of Health and Family Welfare Department to the Revenue Department is required to expedite pension sanction.
6. In the Urban areas like BBMP/ Municipal Corporations/CMC/TMC (excluding Town Panchayat), for the convenience of persons with disabilities who can apply to the nearest ULB ward office, the pension sanction authority for disabled pension alone ( not for other pensions), may be delegated to the concerned ULB officers of the Cadre not below the rank of Grade-1 Tahsildar.
7. The time limit prescribed for Sakala should be reduced to 25 days.
8. Periodically percentage of disability shall be verified, and records shall be updated, in case of increase in disability from 40% to more than 75% the pension shall be revised, for which regular Camps at PHC Level need to be organised for Physical Verification of the Applicants instead of asking them to travel to Taluka or District Hospitals.
9. Data entry fee may be provided at the District Hospitals for issuing the UDID Disability Certificates without delay.
10. Online portal should be made compliant with NeSDA requirements. The same NeSDA compliance recommendations made for the service portal of Sandhya Suraksha are made for this portal also.

## 5. National Family Benefit Scheme

### Introduction

Under the NBF scheme, Rs.20,000/- one-time financial assistance is given to a bereaved household belonging to BPL category, in case of death of the primary breadwinner in the age group of 18-60 years, irrespective of cause of death.

Applicant may file application along with address proof documents (ration card, Voter ID, Aadhar) death certificate, legal-heirs certificate, income certificate in Atalji Janasnehi Kendras in Nada kacheris or Tahsildar office or CSCs.

Deputy Tahsildar is the Competent Authority to sanction National Family Benefit by verifying the details submitted by the applicant and inspection report of RI.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. The service may be notified as a Sakala service. Sakala limit may be fixed at 21 days.
3. The beneficiaries can be suo motu identified by integrating the software with the Family ID, Public distribution and e-JanMa systems for details of family and death details.
4. The widow of the deceased primary breadwinner may be sanctioned Destitute Widow pension with the same documents if she is not drawing any other social security pension.
5. The Authority to sanction National Family benefit in urban areas can be delegated to the Administrative head of the concerned ULBs by issuing appropriate order. This will help in better coverage of eligible families in urban areas because very few Revenue department staff is available in urban areas compared to the number of staff of the urban local bodies.
6. It is made mandatory for the applicant to fill the form in both Kannada and English languages. Most applicants would not be familiar with English. Therefore only Kannada form may be made mandatory.
7. Online portal should be made compliant with NeSDA requirements. The same 29 recommendations for NeSDA compliance made in the case of IGNOAP are made for this portal also.

## 6. Antya Samskara Scheme

### Introduction

Under Antya Samskara scheme, Rs. 5000/-- lumpsum financial assistance is given to the bereaved households who are BPL card holders for conducting last rites of primary breadwinner.

Applicant may file application along with address proof documents (Ration card, Voter ID, Aadhar) death certificate, legal-heirs certificate, Income certificate and self-declaration certificate in Atalji Janasnehi Kendras in Nada kacheris or Tahsildar office.

Tahsildar is the Competent Authority to sanction the benefit under Antya Samskara scheme by verifying the details submitted by the Applicant and inspection report of RI.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. The service may be notified as a Sakala service. Sakala limit may be fixed at 7 days.
3. The beneficiaries can also be identified suo motu by integrating the scheme software with the Family ID, existing Income certificate, Public distribution and eJanma systems for details of family and death details.
4. The eligibility for Antya Samskara and Family Benefit Scheme is the same. The only difference is that Antya Samskara is a State scheme, while NFBS is a Central scheme. If an applicant or individual is eligible for Antya Samskara, she also becomes eligible for NFBS if she is within 18-60 years of age. Therefore it is recommended that the software for both the schemes may be integrated. Sanction for both the benefits can be given at the same time by the same authority. This will ease the burden on the bereaved family in applying for two schemes and consequent double expense.
5. The power to sanction Antya Samskara assistance in urban local bodies' limits may be delegated to the Commissioner/Chief Officer of the concerned urban local body.
6. The widow of the deceased primary breadwinner may be sanctioned Destitute Widow pension with the same documents if she is not drawing any other social security pension.
7. The financial assistance of Antya Samskara scheme should be sent directly to the applicant's account through online.
8. It is made mandatory for the applicant to fill the form in both Kannada and English languages. It is difficult for applicants to apply in both due to unfamiliarity in English. Therefore provision may be made to apply in Kannada alone.
9. Online portal should be made compliant with NeSDA requirements. The same 29 NeSDA compliance recommendations made in case of IGNOAP are made for this service portal also.

## 7. Manaswini Pension

### Introduction

Under the Manaswini scheme, Rs 500/-- monthly pension is given to needy unmarried, divorced or separated women aged above 40 years.

Applicants may file application along with self-declaration, address proof documents (ration card, Voter ID, Aadhar) age proof certificates, residence certificate, income certificate and bank details in Atalji Janasnehi Kendras of Nada kacheris or Tahsildar office or Common Service Centers. It has three stages of workflow from the Nada Kacheri operator to Deputy Tahsildar.

Deputy Tahsildar is the Competent Authority to issue the Manaswini pension Certificate by verifying details submitted by the Applicant and Revenue Inspectors inspection reports. The Sakala time limit for providing this service is 45 days.

### User Feedback:

Calls were made to 529 users of this service to seek feedback. 203 users gave their feedback. The main suggestions given by them are the same as for other Revenue services.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. House to house survey of eligible persons for Social security pensions is being done with Navodaya app. If this is completed, then the process of sanction would become easy.
3. Every three or five years, the pensioner may be asked to give a self declaration about income eligibility and non-marriage. It may not be advisable to insist that they produce a certificate, because they would be put to expense and effort to obtain a certificate. Therefore a self-declaration may be sufficient. This would not prevent the Revenue authorities from regularly verifying the eligibility of the pensioners.
4. Age proof certificate of age need not be asked for because Aadhar or Voted ID or ration card is submitted.
5. Residence certificate is not necessary because the address proof is submitted. If necessary latest electricity or water bill with address may be obtained.
6. Sakala limit may be reduced to 21 days from the existing 45 days.
7. On the portal, it is observed that the application is sought in both Kannada and English. This should be modified so that only application filled in Kannada is mandatory. This will ease the burden on applicants.
8. Online portal should be made compliant with NeSDA requirements. The same 29 NeSDA compliance recommendations made in the case of IGNOAP are made for this service portal also.

## 8. Mythri Pension

### Introduction

Under Mythri scheme 500/- per month pension is given to eligible transgender persons.

Revenue Department's Deputy Tahsildar is the Competent Authority to sanction the Mythri pension by verifying details submitted by the Applicant and Revenue Inspectors inspection reports. The Sakala time limit for providing this service is 45 days.

Applicant may file application along with address proof documents (Ration card, Voter ID, Aadhar) age proof certificates and bank details in Atalji Janasnehi Kendras in Nada kacheris, Tahsildar office and Common Service Centers. It has three stages of workflow from the Nada Kacheri operator to Deputy Tahsildar.

### User Feedback:

Calls were made to 53 users of this service to seek feedback. 13 users gave their feedback. The main suggestions given by them are the same as for other Revenue services.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Recommendations:

1. Common recommendations applicable to all Revenue Dept services are separately given. They may be considered and implemented as appropriate to this service.
2. All Transgenders who are identified and issued a Certificate of Identity as per the Transgender Persons (Protection of Rights) Rules 2020 should be covered under this scheme. A survey of transgender persons may be conducted with the help of NGOs working for their welfare or Associations of transgender persons. Those identified and certified based on the survey may be given the Certificate of Identity. This will help to obtain applications from the eligible transgender persons who have not yet been sanctioned the Mythri pension.
3. Sakala limit may be reduced to 21 days from 45 days.
4. It is made mandatory for the applicant to fill the form in both Kannada and English languages. It may be difficult for applicants to apply in both languages. Therefore instructions may be issued and application portal modified so that, if application is filled in Kannada, there should be no need for filling in the English application form.
5. Online portal should be made compliant with NeSDA requirements. The same 29 NeSDA compliance recommendations made in the case of IGNOAP are made for this service portal also.



## 2.9 Regional Commissioners in the Revenue Divisions

### Introduction

One of the terms of reference of the KARC2 is to examine and make recommendations for rationalization of staff. As the first step in this regard, the continuation of the offices of Regional Commissioners is taken up for analysis.. The offices of Regional Commissioners, were re-established after the equivalent posts of Divisional Commissioners were abolished. The reasons for abolition of the posts of Divisional Commissioner and the reasons for creating the posts of Regional Commissioner afterwards are given below. They are examined in the light of the present circumstances and the factual situation and recommendation made.

### Background:

The Divisional Commissioners office is one of the oldest offices, well established in the Revenue Department. Each Revenue Division comprises of 5 to 8 districts based on geographical contiguity. There are four Revenue Divisions in the State viz., Bengaluru, Mysuru, Belagavi and Kalaburagi Divisions.

The Divisional Commissioner was the chief coordinating and inspection authority for all Departments at the Divisional level. The Divisional Commissioner was in-charge of overall supervision and monitoring of development works at the division level. The Divisional Commissioner was given the direct responsibility of supervising the revenue administration of the Division with delegated powers.

The Divisional Commissioner was also appellate authority under the provisions of various Acts and Rules. During the election time, roles like Returning officer for council elections having jurisdiction of more than one district was assigned to the Divisional Commissioner.

After formation of Zilla Parishads and Mandal Panchayats, with effect from 01.04.1987 the authority of supervision on development works and general control over rural development that vested with the Divisional Commissioner was transferred to Zilla Parishads/Panchayats.

### Abolition of Divisional Commissioners Office

After the formation of Zilla Parishads and Mandal Panchayats in 1987, powers related to development works and their sanction was decentralized and delegated to Zilla Parishads. Hence there was a major shift of workload away from the establishment of the Divisional Commissioner office.

Over a period of time many of the appellate powers exercised by the Divisional Commissioner over Urban Local Bodies have been gradually withdrawn by the Departments and delegated to the concerned Heads of the Departments.

The First Administrative Reforms Commission constituted under the Chairmanship of Shri. Harnahalli Ramaswamy in 2000, after a detailed study of the workload and vacancies in Revenue Department recommended

for the abolition of the posts of Divisional Commissioner. Government accepted the recommendations of the Karnataka Administrative Reforms Commission and abolished the four posts of the Divisional Commissioners in the four divisions in the state. Section 21 of the Karnataka Land Revenue Act was amended to delete 'Division' and 'office of the Divisional Commissioner' vide notification No. Sha Ee 53 Shashan 2002 dated 6th May which came into force w.e.f. 26th May 2003 vide Notification No. RD 54 Samithi 2002(P).

Further, the Karnataka Administrative Reform Commission recommended that as all development activities had been brought under the purview of the Zilla Panchayat, Taluk Panchayath and Grama Panchayath the regulatory functions at the district level must be brought under control of Deputy Commissioner. Thus the Departments of Stamps and Registration, Survey Settlement and land Records, Excise and Commercial Taxes were brought under the purview of the Deputy Commissioner.

### **Establishment of Regional Commissioner's office**

After abolition of the Divisional Commissioners office, no proper and necessary alternative institutional arrangements was made to supervise and control the Revenue Administration at the District, Sub-division and Taluk levels.

The Government of Karnataka felt that there no alternative arrangement to supervise and control the revenue administration at Division, district, sub-division and Taluk levels. Therefore the Government ordered to establish four Regional Commissioners Offices in the state vide GO NO RD:09: BMM:2003 dated 08-09-2005.

The Government of Karnataka promulgated an Ordinance No 5/2006 dated 27-12-2006 and delegated certain powers to the Regional Commissioner as briefly mentioned below:

- I. The provisions of Karnataka Land Revenue Act 1964 were amended, and the office of the Regional Commissioner was introduced. The Regional Commissioner was declared as chief revenue officer of the Division. The Deputy Commissioners was made subordinate to the Regional Commissioner.
- II. Some of the powers delegated to the Deputy Commissioners under the provisions of Karnataka Land Revenue Act 1964 were withdrawn and transferred to the Regional Commissioners.
- III. Some of the provisions of Mysore(Personal & Miscellaneous) Inam Abolition Act 1955, Mysore (Religious & Charitable) Inams Abolition Act 1955, Karnataka Stamp Act 1957, Karnataka Land Reforms Act 1961, Karnataka Municipalities Act 1964, Karnataka Irrigation Act 1965, The Karnataka Agriculture Credit & Miscellaneous Act 1974, The Karnataka (Sandur Area) Inam Abolition Act 1976 and The Karnataka Municipal Corporation Act 1976 were amended and certain powers were transferred to the Regional Commissioners.
- IV. Routine administrative works like, regular inspections of subordinate offices, review of APRs, maintenance of gradation list, promotions, compassionate appointments, transfers, compilation and consolidation of reports/statements and any other works were also entrusted by the Government.

V. Further, appeals under the provisions of 20 statutes listed below were transferred to the Regional Commissioners:

1. Indian Explosive Act, 1940
2. Indian Arms Act, 1955
3. Karnataka Cinema (Regulation) Act, 1964
4. Karnataka Exhibition of Films on TV Screen through VCR (Regulation) 1984
5. Karnataka Irrigation Act, 1965
6. Karnataka Rent Control Act, 1961
7. Karnataka Land Revenue Act, 1964
8. Karnataka Land Reforms Act, 1961
9. Karnataka Land Grant Rules, 1969
10. Karnataka Municipalities Act, 1964
11. Natural Disaster Management Authority Act
12. Karnataka Inams and Certain Inams Abolition Act, (1954,1955,1977)
13. Karnataka SC/ST & OBC (Appointment, Reservation etc.) Amendment Act, 1993
14. Karnataka Land Acquisition Act XVII OF 1961
15. Karnataka Civil Service (CC&A) Rules, 1957
16. Karnataka Hindu Religious Institutions and Endowment Act 1957
17. Karnataka Treasure Trove Act 1962
18. Karnataka Stamp Act 1957
19. Karnataka ZP, TP and GP Act 1993
20. Karnataka Agriculture Credit Operations and Misc. Provisions Act 1974

Besides, the above Acts and Rules, some provisions under the following Acts/Rules are also enforced by the Regional Commissioners;

21. Karnataka /regulation of Stone Crushers Act, 2011 and Rules, 2012
22. Karnataka Municipal Corporations Act,1976
23. Petroleum Rules, 2002
24. Karnataka Planning Authorities (Amendment) Rules, 2019
25. Karnataka Gram Swaraj and panchayat Raj Act, 1993
26. Karnataka Municipalities Act, 1964 (through Govt. Notification)

It is observed that the following powers which were exercised by the Divisional Commissioners are not yet delegated to Regional Commissioners and are retained with the State Government.

1. Power of revision under Karnataka Land Revenue Act 1964 and powers of relaxation of rules and seal for Revenue Offices under Karnataka Land Revenue Rules.
2. Grant of land for non-agriculture purpose exceeding 4 hectares but not exceeding 8 hectares under Karnataka Land Grant Rules.
3. Grant of land near Coast, Grant of Land to Housing Board/cooperative society/Statutory bodies of more than 2 acres of land; Grant of land in exchange for land relinquished under Karnataka Land Grant Rules 1969.
4. Holding of land by Charitable Institutions and Revision by the Divisional Commissioner under Karnataka Land Reforms Act 1961 (1974) & Rules 1974.

5. In respect of Service Matters: Disposal of representation against adverse remarks if any in Performance Reports of Shirastedars, Stenographer, F.D.A, S.D.A, Typist, V.A, driver under Karnataka Civil Services (Performance Reports) Rules 2000.

## Discussion

a) Unlike the office of the District Deputy Commissioner/District Magistrate/District Collector that exists in all States and to which a number of statutory powers are delegated, the office of Divisional or Regional Commissioner does not exist in all States. Among the prominent States where the post exists are Maharashtra, Uttar Pradesh, Bihar, Punjab, Rajasthan. Among the prominent States where it does not exist are Tamilnadu, Kerala, Andhra Pradesh, Telangana, Gujarat.

The **first Administrative Reforms Commission** set up by the Government of India made the following recommendation:

### “Recommendation 34

- We recommend :
- (1) The system whereby a Commissioner in charge of a specified number of districts acts as a supervisory and directing officer, occupying an intermediate position in the hierarchy between the District Collector and the Government, may be abolished.
- (2) Commissioners may, however, be appointed in large States with jurisdiction over fairly large-sized regions which are homogeneous in terms of economic conditions for discharging the following specific functions:- (a) regional planning for urban and rural areas with special reference to environmental purity; (b) statutory functions having an inter-district coverage which cannot be assigned to any regional departmental officer (c) Inspection of district offices including that of the District Development Officer.”

### **The Second Administrative Reforms Commission of the GOI made the following recommendation:**

“2.4.3.9 Recommendations: a) In view of the emergence of District as the key unit of field administration - as the third tier of government - and with rapid advancement in physical and electronic connectivity between the State Headquarters and the Districts, there is no need to have an intermediate level of administration between the two units of government. b) In order to take care of cadre management issues arising out of this step, suitable posts should be identified by respective departments, in the major districts and at the Headquarters to be manned by senior officers who are presently eligible to head the regional offices.”

**It may be noted that while the first ARC recommended abolition of the post of Divisional Commissioner in small States, the second ARC while considering the rapid advancement of physical and electronic connectivity recommended abolition of these posts in all States.**

- b) The need for close supervision and control of the Revenue offices in the division was one reason for establishment of Divisional Commissioners and thereafter RC offices. When RC offices were established in 2006, technological tools like apps, Whatsapp, E Office, Email were either not present or were not widely used. This has changed over the years. At present the use of Eoffice has been mandated at district levels by means of a Government order. EOffice is being gradually used by Nad Kacheris and Tahsildar

offices. By giving them the required computers and staff training it can be taken to its logical end. In case, the RC offices are abolished, the question arises as to how supervision and control of district Revenue DCs may be continued. For many years, the need for a Head of Department office or Revenue Commissioner office for the Revenue Department has been felt. In fact, a proposal was made to also set up a Revenue Commissioners office at State level when the Regional Commissioner offices were proposed. The setting up the Revenue Commissioners office was not approved, presumably because the Government decided to set up four RC offices. In recent years, Government has approved setting up of the office of Commissioner of Panchayat Raj and Commissioner of Rural Development. If the posts of RCs are abolished, an Office of Revenue Commissioner may be created to take on the functions of the RCs like supervision, control, appeals, inspection etc.

- c) Another reason for RC offices was to consolidate information from the DCs and send it to the Government. By using technological tools like Google docs, spreadsheets, online MIS systems, E Office etc. the need for a separate office for collection, consolidation and submission of reports may be done by one office, the Revenue Commissioners office, instead of the four RC offices.
- d) A third reason for the DVC and RC offices was to monitor the implementation of Government directions, schemes, programmes, campaigns etc. in the districts in the division. This task is now increasingly being done by using Video conferencing tools from the State level by the concerned ACS/Pr Secy/Secy/HODs. The role of RCs is minimal when VCs can be held as frequently as needed from the State level with the DCs and CEOs of ZPs. The District Incharge Secretaries are also entrusted with the task of visiting the districts regularly and reviewing the implementation of Government schemes, programmes etc. They are also to help in coordination between departments at the district level.
- e) The fourth reason for the RC offices was physical distance and lack of physical connectivity in the large States during the pre-Independence period and even till about 15 years ago. Now all the regional headquarters of Mysuru, Belagavi and Kalburagi apart from Hubli, Bidar, Mangaluru, Bellary(Vidyanagar) have regular air services to Bengaluru. More new airports are being constructed in Shivamogga, Vijayapura, Hassan, Karwar etc and would be soon operational. Good road and rail network has further reduced the time taken for travel between the State headquarters and the districts.
- f) The Revenue and other statutory powers delegated to the Regional Commissioners do not merit the continuation of these offices. These delegated powers may be exercised by a newly created Revenue Commissioner.
- g) A prominent reason adduced for re-establishment of the posts of Regional Commissioner was the large number of statutes (20 in number) under which the RC was appellate/revisional authority. Information was collected from the four RCs about the number of appeal/revision cases filed before them in all the above mentioned 20 statutes. It was found that an average of 43 new cases are filed per division per year. The pendency of appeals/revision before all four Regional Commissioners is 117, working out to 29 average cases per RC. These could well be taken up by a newly created Revenue Commissioner office.
- h) Some of the laws mentioned giving powers to RCs like Inam Abolition Act, Cinema Regulation Act, Treasure Trove Act etc., have become almost redundant. The number of appeals/revisions under them shows a reducing trend.

- i) The role of supervision and coordination of development works is now being done by online monitoring, video conferencing by the respective HODs and Secretaries of the departments as well as by the Development Commissioner, the ACS and by the Chief Secretary. They are supplemented by the creation of State level /National level Quality Monitors, third party inspectors /Ombudsmen.
- j) The posts of Regional Commissioners were also justified as a promotional opportunity for officers. As far as IAS officers are concerned, it is observed that there are many supertime posts equivalent to the RC post that have been created/upgraded over the years. Promotional opportunities may not be affected if the four RC posts are abolished. Promotional opportunities for KAS and other Revenue staff may reduce in the RC office but would be offset by the regular creation of new posts that has happened and is happening all these years in the Revenue department due to creation of new districts, taluks, Nad kacheris etc.
- k) The RC chairs the meeting of the Zilla Parishad to elect its Adhyaksha. This duty can be handled by the District Incharge Secretaries who are equivalent or higher in rank than the RC.
- l) The duty of Returning Officer for elections to the Legislative Council with voters in more than one district is now done by the RC. It may be given to the Secretary, KKRDB in Kalaburagi division, to the Commissioner for Rehabilitation, UKP, Bagalkot for Belagavi division, to the DG, ATI, Mysuru for Mysuru division and to any supertime scale officer in Bengaluru for Bengaluru division.
- m) The role of control of Panchayat Raj institutions can be done by the HOD at the State level. Because the number of cases relating to Gram Panchayats is large, these powers can be given to other senior officers located in different parts of the State like Secretary, KKRDB, Commissioner, Rehabilitation, UKP, DG, ATI, Mysuru etc.

In the light of the above discussion, there is a strong case for abolition of the posts and offices of the Regional Commissioners.

### Abolition of posts of Regional Commissioners and Establishment of Revenue Commissionerate.

The First Administrative Reforms Commission has recommended the constitution of a Revenue Commissionerate at the State Level.

The States of Andhra Pradesh and Tamil Nadu both have the Commissionerate for Revenue administration headed by a Commissioner who is an IAS-ACS level officer and assisted by Special Commissioner (IAS-Supertime scale) and Joint Commissioners (IAS) and Assistant Commissioners from the state civil service.

In Karnataka there are HOD Commissioners at the State level for Social Welfare, Health, Education, Agriculture, Excise, Religious and Charitable Endowments, Collegiate Education, Treasury, Rural Development, Panchayat Raj, Food and Civil supplies etc. Municipal Administration, Women and Child Welfare, Minorities Department, Tribal Welfare Departments have a Directorate to lead and handle day-to-day administration and to coordinate with the State Government.

Hence the constitution of a Revenue Commissionerate is appropriate.

The post of Secretary, Kalyana Karnataka Development Board that is equivalent to the RC post would continue in Kalaburagi. In the interest of regional balance, it may be considered whether the post of Revenue



Commissioner be established at Belagavi in the Suvarna Soudha. Air and rail connectivity with Bengaluru are excellent and the distance from Bengaluru would not hamper the working of this State level office in Belagavi.

**This Commission therefore recommends abolition of all four Regional Commissioners Offices and recommends for establishment of a Revenue Commissionerate at the State Level.**

- A. The existing staff / officers working in the Regional Commissioner office may be shifted along with the posts to the Deputy Commissioner/Assistant Commissioner/Taluk offices /Nadakacheris. This arrangement will reduce the vacancies in the front-line offices, who handle citizen services directly.
- B. The appeals pending before the Regional Commissioners can be transferred to the Revenue Commissioner or to the Karnataka Appellate Tribunal.
- C. The service matters and routine administrative matters may be delegated to the Deputy Commissioners or to the Revenue Commissioner as may be appropriate.
- D. The building /infrastructure utilized by the Regional Commissioners may be allotted to the major Government Departments having their establishments in rented buildings.

**Jurisdiction and Functions of the Revenue Commissionerate**

**Jurisdiction:**

The Revenue Commissionerate in Karnataka may be established with its headquarters either at Belagavi in the Suvarna Soudha or at Bengaluru. It shall be headed by a Supertime scale IAS Officer..

The Revenue Commissioner shall have jurisdiction over the entire state excluding the specific powers which are vested by Government. The Commissioner, SSLR, Director AJSK, , the Deputy Commissioners, Special Deputy Commissioners, Additional Deputy Commissioners, Assistant Commissioners, Tahsildars may work under the control and general supervision of the Revenue Commissioner.

1. Commissioner, Survey, Settlement and Land Records (to be redesignated as Special/Additional Commissioner, SSLR)
2. Director Lands and Special Projects including Land acquisition Matters,
3. Director Disaster Management
4. Director Social Security Pensions
5. Director AJSK
6. Director Legal Services for handling all litigations including appeals before the Revenue Commissioner not below the rank of District Judge Deputation from the Hon'ble High Court

The Revenue Commissionerate shall have required number of Assistant Commissioners, Tahsildars and other Group C and D officials based on the workload.

**Functions of the Revenue Commissionerate may be as follows:**

1. All the powers of supervision, control, coordination, monitoring and matters that are dealt with by the erstwhile Divisional Commissioners and Regional Commissioners shall be transferred to the Revenue Commissioner for further disposal along with files /records that are pending for disposal or disposed.

2. Statutory powers (Appeal and Revision) previously exercised by the Divisional Commissioner/Regional Commissioners under the various Acts and Rules. (In case of those statutory powers that are not transferred to the Karnataka Appellate Tribunal).
3. Human resource management and training of staff working under the purview of Revenue Commissionerate.
4. Monitoring of compliance of CAG audit paras and High Court orders including land acquisition compensation payments.
5. General Inspection of subordinate offices as detailed in Karnataka Land Revenue Manual as detailed in G.O. No. RD 2 ELA 75, dated 20.8.1975
6. Writing of Performance appraisal reports, transfers, seniority and cadre management.
7. All other residuary powers as may be entrusted by the Government.

### **Funding, Salary and Allowances of Staff**

There will be financial savings to the Government by abolishing the offices of the Regional Commissioners and creating the Office of the Revenue Commissionerate.

In each Regional Commissioners office the sanctioned posts are as follows:

Sl No.	Details of post in RC office	Sanctioned posts
1	Regional Commissioner	01
2	ARCs	02
3	Thasildars	04
4	Revenue Officer	01
5	Account Superintendents	01
6	Shirastedars	15
7	Revenue auditors	16
8	FDC	30
9	SDC	29
10	Stenographers	08
11	Typists	13
12	Drivers	03
13	Group D	18
	<b>Total</b>	<b>141</b>



In all four RC Offices the total sanctioned posts are 564. For the Revenue Commissionerate it may be reasonable and adequate to have the staff as in one Regional Commissioner office with a few additional posts as follows:

Sl No.	Details of post in Revenue Commissionerate	Posts that may be provided
1	Additional Commissioners	04
2	Tahsildars	06
3	Revenue Officer	02
4	Account Superintendents	02
5	Shirastedars	20
6	Revenue auditors	20
7	FDC	40
8	SDC	35
9	Stenographers	10
10	Typists	15
11	Drivers	07
12	Group D	25
	<b>Total</b>	<b>186</b>

Excluding the posts that may be retained or created for the office of the Revenue Commissioner, a total of 378 posts in the Regional Commissioners offices may be abolished of which 08 are Group A Posts, 12 are Group B posts, 311 are Group C posts and 47 are Group D posts.

The incumbent officers/staffs in the abolished posts may be shifted to the frontline Taluk/districts offices.



## **FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS DEPARTMENT**

## FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS DEPARTMENT - COMMON RECOMMENDATIONS

These general recommendations are based on the focus group discussions, the user feedback, NeSDA assessment, visits by the Commission Chairman and Advisor to Food offices in four different districts of the State, Udupi, Dakshina Kannada, Ramanagara and Bengaluru Urban and discussions with senior officers of the Department.

### Focus Group Discussion

A Focus Group Discussion was held with selected Food Inspectors, Food Shirastedars, Asst Directors, Deputy Directors and Additional Director Food on 16th February 2021 in ARI, Bengaluru. They were given a questionnaire with 35 questions on various aspects of the service. They were formed into Groups with a mix of members of different regions and levels. The Groups gave their recommendations on the changes/improvements to be made. This was presented and discussed among all participants and further suggestions came from the rest of the participants.

### Commissionerate - Food, Civil Supplies and Consumer Affairs

#### 3.1 Improving working conditions and staff productivity

1. There are many vacancies among the frontline operational staff of the FCS and Legal Metrology departments. These may need to be partially filled keeping in view the operational requirements as also the financial situation.
2. CCTVs may be installed in KSFSC, TAPCMS etc PDS godowns/warehouses and link given to the FCS department officials to monitor lifting of PDS supplies on a real time basis by a district level control room with monitoring system. A project for this purpose may be prepared and considered. This will help to reduce pilferage, adulteration etc at the godown level.
3. GPS systems should be installed in all lorries transporting PDS foodgrains and ration shop supplies and tracked by a district level control room and monitoring system. This would also help to reduce pilferage, diversion and adulteration.
4. Existing Food offices that have old wiring and earthing have to be given new electrical wiring, earthing and new computers to cater to needs of Eoffice and e service delivery systems.
5. Provision may be made to give Fixed Travelling Allowance for two-wheeler use by taluk level Asst Directors.
6. FTA of Food Inspectors was fixed at Rs 500 long back. This needs to be revised to take into account increased POL charges.
7. Qualified Data Entry Operators should be taken.
8. Some posts of SDA/FDA can be converted to Asst Programmers and DEOs in the C&R Rules so as to provide reliable services and continuity.

9. C&R Rules should be finalized.
10. Regular Satcom training for officers/data entry operators /users should be conducted on E office, e service delivery and feedback obtained from them to improve the system.
11. Office bearers of Vigilance Committees, FPS owners and FIs should be trained jointly once in 3 months through SATCOM. They can assemble in the Samarthya Soudhas located in each Taluk headquarters. Vigilance Committees members can be given travel cost.

### 3.2 Improving e-service delivery of services

12. It is seen that parallel movement of physical papers and online processes takes place. All supporting documents should be uploaded by the AJSK centre while taking the application. This is a double burden for both the applicant and the office staff. Applications should only move on the online system or on Eoffice. Movement of hard copy applications and documents should be stopped by issuing circular instructions.
13. Provision for the digital/e- signature of applicant in the application forms needs to be provided.
14. The competent authority should be provided with digital signature keys to enable them to approve with digital signature and not on biometric thumb impression. This will enable them to work from outside their office also and dispose of applications faster.
15. Software and hardware must be upgraded as and when required.
16. Frequent server problems should be addressed.
17. It was informed that the FCS website does not presently have a provision for scanning and uploading of documents along with the application for modification of ration card. As a result, it was seen that applications are being sent in physical mode and being processed on paper only. If provision is made for scanning and uploading documents, the need for physical copies can be done away with and the entire process can be completed in a paperless, contactless mode. This may be introduced in the software.

### 3.3 Measures for ease of use of service by citizens

18. Home delivery of goods by e-commerce companies and even by kirana stores is now common especially after the Covid pandemic in 2020. A similar option of door/home delivery of rations may be allowed to FPS dealers to be given to willing households on payment of a mutually agreed fee by the ration card holder. This will benefit the ration card holder. The ration card holder or family member does not have to spend half a day or more to go and collect ration, with consequent opportunity cost of wages foregone, if he is willing to pay a small sum for home delivery to the FPS dealer. Moreover, if the quantity of foodgrains to be taken home is high, each family need not send a vehicle or hire a vehicle to transport the ration from the FPS to their house. Government may therefore allow the option of door/home delivery to be given by FPS dealers to willing households as per terms that they mutually agree upon. A cap may be fixed by the FCS department on the amount to be charged by the FPS dealer per household, if found appropriate.
19. All the required information, FAQs, for availing new cards, modifications in the cards, availing required services, Do's and Don'ts should be printed on some pages of the ration cards.

20. Information pamphlets should be made available free of cost by the FCS dept through the Fair Price shop dealers to consumers.
21. The digital platforms like YouTube, Whatsapp, Facebook etc can be used for launching campaign on use of ICTs and e-governance applications among users and service delivery staffs by preparing short 3 minute videos and uploading them on Youtube. They can also be sent via Whatsapp groups and emails. Booklets (User manuals) can also be made available at local kiosks.
22. The receipt of acknowledgement, payment of fee, status of the application and related information should be disseminated through mobile SMS/Whatsapp.
23. Portability of the Ration Card may be added as a Sakala service.

### 3.4 Department of Legal Metrology

24. The Cadre & Recruitment rules of Legal Metrology dept have not been revised since 1978. They should be revised early. The Commissioner Legal Metrology should send the proposal and follow up to get it approved.
25. Legal Metrology Inspectors have to inspect shops, factories etc in their jurisdiction regularly. They may be given FTA.
26. High value transaction establishments like jewellery shops, petrol bunks need more frequent checking. This can be done manually. But it is easier if a CCTV feed of the weighing machine in these shops/bunks are taken by the District Assistant Controller over a web enabled system. This will enable the department officials to check online and narrow down on shops requiring physical checking.
27. Department may supply posters for consumer awareness with simple language and pictorial information and insist they may be compulsorily displayed in jewellery shops and other high value transaction establishments.
28. It is not possible for the Legal Metrology department alone, irrespective of the number of staff it is allowed to recruit, to inspect or check weights and measures in lakhs of establishments in the State. In the case of pollution checking of vehicles, private agencies are recognized to test and certify Pollution Under Control in vehicles. On the same lines, Govt of India has made provision in 2013 for recognizing Government approved Test Centres (GATC). So far no such GATCs have been recognized in the State. A recent notification in February, 2021 by the Department of Consumer Affairs, GOI has enabled NABL accredited labs to be notified as GATCs. Recognising GATCs by the State will give a boost to testing of weights and measures. The State Government has to frame Rules/regulations for setting up of GATCs. State Government/Controller of Legal Metrology may like to take further steps to call for applications from NABL labs and others for recognizing them as GATCs and recommend the eligible ones to the competent authority.
29. There are many vacancies among the frontline operational staff of the FCS and Legal Metrology departments. These may need to be partially filled keeping in view the operational requirements and financial situation.

### **3.5 Recommendations regarding Sakala system to be implemented by E Governance department**

30. GSC number can be renamed as Sakala number for ease of understanding by common people.
31. GSC acknowledgement should contain the applicant's phone number compulsorily to enable faster disposal.
32. GSC acknowledgement receipt should also contain amount of fees received in the interest of transparency.

### **3.6. Recommendations for services provided by Food, Civil Supplies & Consumer Affairs**



# 1. Issue of New Ration Card

## Introduction

A ration card is required to claim food grains under the Food and Civil Supplies department's Public Distribution System (PDS) at fair price shops by recipients belonging to economically weaker sections of the society. Ration cards are issued to BPL (Below poverty line) and APL (Above poverty line) families. At present only new APL cards, for which food subsidy is lower, are being issued. Issue of BPL ration cards for which food subsidy is higher, is temporarily kept on hold by the Department.

Applications can be submitted online or through AJSK/CSC/GPs with Aadhar card of every member of the family, Caste and Income certificate. There are about 5 steps from the first step of the applicant coming to the GP office/common service centre for biometric/photo to the last step of issue of BPL ration card. However, there are only three steps to issue new APL ration cards. The Sakala time limit for issue of ration card is 40 days.

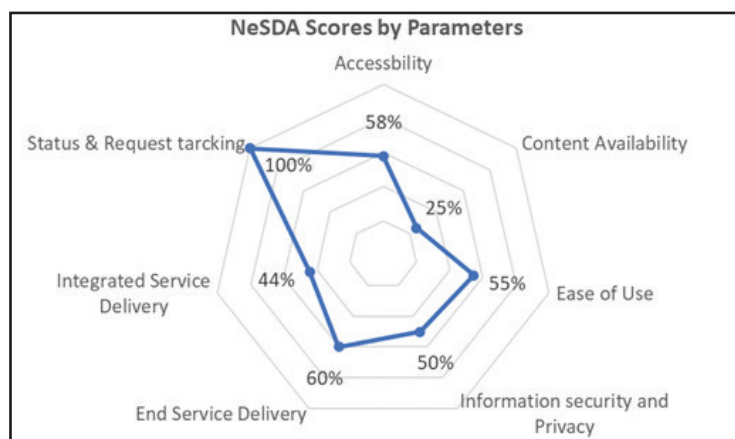
## User Feedback

At present user information with phone numbers of new ration cards holders is not available. The Department has temporarily stopped the service.

## Assessment as per NeSDA guidelines

This portal was assessed as per the NeSDA framework. The report shows that 50 guidelines are complied with and 27 guidelines are not yet complied with.

An e-card could be obtained by accessing the department's portal and selecting the 'new ration card service' under the section e-services.



## Recommendations

1. BPL cards are given based on Income Certificate. Since the validity of the Income Certificate is only 5 years, either all such families should be asked to submit fresh Income application or give a self-declaration of income about 6 months before the expiry of validity of the card. Of these two options, the first option of asking lakhs of families to get fresh Income Certificates would result in harassment and additional expense for them. A self-declaration would be sufficient and could be verified in sample cases. It is therefore recommended that about 6 months before the expiry of

validity of the Income Certificate, a self declaration of their income and eligibility may be taken from the BPL family in the format attached to this report. By this system, some families whose members have got good jobs or higher income can be removed from the BPL list and it would enable new eligible families to be given BPL card.

2. Address for the new ration card must be auto populated from the Aadhar card or Family ID. Further, based on the Aadhar number or Family ID, the details of RTC/income/caste/ vehicles/ e-Swattu/HRMS/E-Janma shall be verified through Family ID database in the software.
3. Online payment gateway must be made functional for K2-Treasury operations, which is not operative now.
4. The Deputy director, Food and civil supplies be authorised to issue new ration cards in case of medical emergency (now FIFO is being followed).
5. For issue of new APL ration card, applicants should be able to apply online and obtain a soft copy of the ration card online.
6. If an application submitted for new BPL card is found to be ineligible for BPL card and found to be eligible for APL card, the software may be modified so that Food inspector may be authorised to issue APL card while rejecting the application for BPL card.
7. The validity of the Income certificate is only for a period of five years. Because of delay in approving BPL cards, during pendency of an application for new ration card, if the validity of income certificate has expired, there is no provision to subsequently upload a new valid income certificate. Such provision is required in the software to save the applicants effort, time and expense of submitting a new application.
8. If the address in the Aadhar card is incomplete, ration card will not be printed. A provision may be created in the software enabling the Food Inspector to fill up the blank/incomplete details in the address column.
9. Mobile number of the applicant is masked; hence it becomes difficult for the Food inspector to enquire about the applicant's whereabouts during the spot inspection. Hence FI may be authorised to view mobile numbers of the applicant.
10. General information for awareness shall be printed in the ration card.
11. Software and hardware must be upgraded as and when required, with necessary training to officers/data entry operators /users. Frequent server problems shall be addressed.
12. The online application form for completing the service is not user-friendly. Some of the options and buttons are not visible within the user's eyeshot and requires scrolling. Also, while most of the web pages auto format to adjust to screens of mobile devices, the service form does not. This has to be set right.
13. The portal does not offer a facility for users to create personal login profiles or sign in through an integrated authentication initiative such as Aadhar. Such an option would help users to track their past applications and the department to customize the content on the portal to users' preferences and past activities.

14. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Assessment Area	Recommendations	
Accessibility	1.	Provide multiple navigation routes for users to access the service such as A to Z services index, category-wise service groups, etc. Such multiple navigation options help the user to land on the service page regardless of which page he/she is currently accessing.
	2.	Provide options for users to register and log-in with their registered credentials. This will help the department customize content to the user and help him/her to keep track of all service applications.
	3.	Include, on the home page, information about browser compatibility to ensure that users are utilizing the right browser required for optimal user experience.
	4.	Ensure that the portal supports audio and video content for richer user experience.
	5.	Ensure GIGW compliance. In order to be compliant, the portal should be certified by Standardization Testing and Quality Certification Directorate (STQC), a Government of India body under the Ministry of Electronics and Information Technology. Upon certification, a CQW mark indicating this certification is to be provided on the home page.
	6.	Display useful statistics such as number of transactions on the home page to give confidence to the users on utilizing the portal
Content Availability	7.	Ensure that the data is on Open Government Data ( <a href="https://data.gov.in">https://data.gov.in</a> ) platform to enhance transparency, accountability, citizen engagement and collaboration. The home page should include Open Government Data logo to convey this information to the users.
	8.	Provide a page with a snapshot of user feedback on the service and details of any action taken based on this feedback.
	9.	Provide a separate help section on the portal to address certain basic user queries pertaining to the portal and navigating the portal.
	10.	Include a sitemap feature on the portal to provide users with a bird's eye view of all the webpages and help them navigate to the right page.
	11.	Ensure that the content on the portal is updated every week and information such as a timestamp (last updated/modified date) is provided to assure users of the content's recency and relevance.
	12.	Display useful statistics such as number of users accessing the portal and service availed by them to give confidence to the users on utilizing the portal.
	13.	Provide information on how users could leverage electronic/ digital signature facility for availing the services
Ease of Use	14.	Provide option to download and print completed service forms.
	15.	Provide a search box on the portal to help navigate users to the right page and right content.
	16.	Ensure that the proposed department webpage auto populates relevant content based on the user's recent activity / interest.
	17.	Publish an internal workflow describing the way in which the department processes all applications along with responsible individuals and timelines
Information security	18.	Provide mobile and email alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	19.	Ensure that the portal is W3C compliant so that users get consistent web experience across different browsers.
	20.	Engage a third-party to audit the website from information security standpoint and highlight this information on the home page to assure users of the portal's information security safeguards.

End Service Delivery	21.	Enable users to download the service application form and apply for the service via an email. This provides users with another option to avail the service electronically and could come handy for users with low/limited bandwidth.
	22.	Publish service delivery timelines within the service/citizen charter or on any relevant page on the portal to inform users
Integrated Service Delivery	23.	Link the service application to Digital Locker/digital document wallet to help users submit their documents quickly and efficiently, and help the department in speedy verification of these documents.
	24.	Integrate service-specific content with data from dependent departments/data sources to ensure information that relevant user information auto-populated while submitting service applications.
	25.	Integrate service-specific content with data from dependent departments/data sources so that any relevant auto-calculations are done while submitting details online
	26.	Provide an option to avail the service via a mobile app and advertise the availability of an app on the home page
	27.	Integrate the portal with social media apps like Twitter, Facebook, etc.

### Format of self-declaration

#### I ಆದಾಯ ಪ್ರಮಾಣ ಪತ್ರದ ಸ್ವಯಂ ಘೋಷಣಾ ಪತ್ರದ ನಮೂನೆ

a)	ಅರ್ಜಿದಾರರ ಹೆಸರು	
b)	ವಿಳಾಸ	
c)	ಅರ್ಜಿದಾರರ ಪಡಿತರ ಚೀಟಿ ಸಂಖ್ಯೆ	
d)	ಅರ್ಜಿದಾರರ ಆಧಾರ್‌ಕಾರ್ಡ್ ಸಂಖ್ಯೆ	
e)	ಅರ್ಜಿದಾರರ ಪಾನ್ ಕಾರ್ಡ್ ಸಂಖ್ಯೆ	
f)	ಅರ್ಜಿದಾರರ ಕುಟುಂಬದ ಸದಸ್ಯರ ಹೆಸರುಗಳು	1. 2. 3. 4.
g)	ಅರ್ಜಿದಾರರ ಉದ್ಯೋಗ	

#### II ಕುಟುಂಬದ ಒಟ್ಟು ಸ್ಥಿರ ಆಸ್ತಿಯ ವಿವರ:

a) ಕೃಷಿ ಭೂಮಿಯ ವಿವರ	ಸರ್ವೆ ನಂ.	ವಿಸ್ತೀರ್ಣ A-G	ಬೆಲೆ	ವಾರ್ಷಿಕ ಆದಾಯ	ವಿಧಿಸಿರುವ ವಾರ್ಷಿಕ ಆಸ್ತಿ ತೆರಿಗೆ
i) ಮುಖ್ಯ					
ii) ತರಿ					
iii) ಭಾಗಾಯ್ತು					
iv) ಪ್ರಾಂಟೇಷನ್					
b) ವಾಸದ ಕಟ್ಟಡಗಳು	ಖಾತೆ ನಂ.	ವಿಸ್ತೀರ್ಣ	ಆದಾಯ		
c) ವಾಣಿಜ್ಯ ಕಟ್ಟಡಗಳ ವಿವರ	ಖಾತೆ ನಂ.	ವಿಸ್ತೀರ್ಣ	ಆದಾಯ		
ಒಟ್ಟು ಆದಾಯ					

#### III ಅರ್ಜಿದಾರರ ಕುಟುಂಬದ ಸರ್ಕಾರಿ/ಅರೆಸರ್ಕಾರಿ/ಖಾಸಗಿ/ಸಹಕಾರ ಉದ್ಯೋಗಸ್ಥ ಸದಸ್ಯರ ವಿವರ:

	ಉದ್ಯೋಗದ ವಿವರ	ಸಂಖ್ಯೆ	ವಾರ್ಷಿಕ ಆದಾಯ
a)	ಸರ್ಕಾರಿ / ಅರೆ ಸರ್ಕಾರಿ ಉದ್ಯೋಗಸ್ಥರ ಸಂಖ್ಯೆ ಮತ್ತು ವಾರ್ಷಿಕ ವರಮಾನ		
b)	ಖಾಸಗಿ ವಲಯದ ಉದ್ಯೋಗಸ್ಥರು		
c)	ಸ್ವಯಂ ಉದ್ಯೋಗಸ್ಥರು/ ವ್ಯಾಪಾರಸ್ಥರು/ವಾಣಿಜ್ಯ ಚಟುವಟಿಕೆ/ಗುತ್ತಿಗೆ ಮಾಡುವವರು		

d)	ಕೃಷಿ ವೃತ್ತಿಯಲ್ಲಿರುವವರು		
e)	ಇತರೆ ವೃತ್ತಿಯಲ್ಲಿರುವವರು		
f)	ಕೃಷಿ ಕಾರ್ಮಿಕ ದಿನಗೂಲಿಯಿಂದ		
g)	ನರೇಗಾ ಯೋಜನೆಯಡಿ ಕೂಲಿ ಆದಾಯ		
h)	ಯಾವುದಾದರೂ ಪಿಂಚಣಿಯಿಂದ ಬಂದ ಆದಾಯ		
i)	ಮೇಲಿನ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ಒಟ್ಟು ವರಮಾನ/ಆದಾಯ		

#### IV ಕುಟುಂಬದ ಚರ ಆಸ್ತಿಯ ವಿವರ :

ಸ್ವಂತ	ವಾಣಿಜ್ಯ	ವಾರ್ಷಿಕ ಆದಾಯ
ನಾಲ್ಕು/ಆರು/ಎಂಟು ಚಕ್ರದ ವಾಹನಗಳ ಸಂಖ್ಯೆ		
i. ಪ್ರಯಾಣಿಕರ ಸಾಗಾಣಿಕ ವಾಹನ		
ii. ಸರಕು ಸಾಗಾಣಿಕ ವಾಹನ		
iii. ಬ್ಯಾಂಕ್ / ಸಹಕಾರ ಸಂಘ ಹೂಡಿಕೆಗಳು/ ಖಾತೆಗಳ ಮೇಲಿನ ಬಡ್ಡಿ ಆದಾಯ		

#### V

a) ಸ್ಥಿರ ಆಸ್ತಿ (ಕೃಷಿ, ಬಾಡಿಗೆ ಇತ್ಯಾದಿ) ಮೂಲದಿಂದ ಒಟ್ಟು ವಾರ್ಷಿಕ ಆದಾಯ	:
b) ಉದ್ಯೋಗ/ಸ್ವಯಂ ಉದ್ಯೋಗದಿಂದ	:
c) ಚರ ಆಸ್ತಿಗಳಿಂದ	:
ಮೇಲಿನ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ	
ಒಟ್ಟು ವಾರ್ಷಿಕ ಆದಾಯ (a+b+c)	:

#### VI ಒಟ್ಟು ಕುಟುಂಬದ ವಾರ್ಷಿಕ ಆದಾಯ:

(a+b+c)

ಗಿಬಿಬ ಕಳೆದ ಮೂರು ವರ್ಷಗಳಲ್ಲಿ ಆದಾಯ ತೆರಿಗೆ Return ನೀಡಿದ್ದರೆ. ಪ್ರತಿ ಲಗತ್ತಿಸುವುದು.

ಕಳೆದ 3 ಸಾಲುಗಳಲ್ಲಿ ಆದಾಯ ತೆರಿಗೆ Return ನೀಡಿಲ್ಲ:

ನೀಡಿದ್ದೇನೆ:

#### VIII ಕಳೆದ 6 ತಿಂಗಳ ಮಾಸಿಕ ವಿದ್ಯುಚ್ಛಕ್ತಿ ಬಿಲ್ಲುಗಳ ಸರಾಸರಿ ಮೊತ್ತ :

IX ವಿದ್ಯುಚ್ಛಕ್ತಿ ಸಂಪರ್ಕ ಖಾತೆ ಸಂಖ್ಯೆ:

X Form16 ಇದ್ದರೆ, ಪ್ರತಿ ಒದಗಿಸುವುದು.

XI EPF ಸಂಖ್ಯೆ: (ಇದ್ದರೆ ಒದಗಿಸುವುದು).

ಮೇಲ್ಕಂಡ ಎಲ್ಲಾ ಮೂಲಗಳಿಂದ ನನ್ನ ಕುಟುಂಬದ ಒಟ್ಟು ವಾರ್ಷಿಕ ವರಮಾನ ರೂ.....(ರೂಪಾಯಿ ಪದಗಳಲ್ಲಿ) ಎಂದು ಘೋಷಿಸುತ್ತೇನೆ.

## ಪ್ರಮಾಣ ಮಾಡಿ ನೀಡಿದ ಘೋಷಣೆ

ಅರ್ಜಿಯಲ್ಲಿ ನಮೂದಿಸಿರುವ ವಿಳಾಸದಲ್ಲಿ ವಾಸವಾಗಿರುವ (ತಂದೆ ಹೆಸರು).....ಎಂಬವರ ಮಗ ನಾ/ಳಾ ದ (ಅರ್ಜಿದಾರರ ಹೆಸರು) .....ಎಂಬ ನಾನು ಈ ಮೂಲಕ ಶ್ರದ್ಧಾಪೂರ್ವಕವಾಗಿ ದೃಢೀಕರಿಸುತ್ತೇನೆ ಮತ್ತು ಪ್ರಮಾಣ ಪೂರ್ವಕವಾಗಿ ಈ ಮುಂದಿನಂತೆ ಹೇಳಿಕೆ ನೀಡುವುದೇನೆಂದರೆ

ಮೇಲ್ಕಂಡ ಸ್ವಯಂ ಘೋಷಣಾ ಪತ್ರದಲ್ಲಿನ ಆದಾಯದ ಮಾಹಿತಿಯು ನಾನು ತಿಳಿದಿರುವುದಷ್ಟರಮಟ್ಟಿಗೆ ಸತ್ಯವಾಗಿದೆ. ಆದಾಗ್ಯೂ ನಾನು ನೀಡಿರುವ ಆದಾಯದ ಮಾಹಿತಿ ಸತ್ಯವಲ್ಲವೆಂದು ರುಜುವಾತಾದರೆ, ಭಾರತೀಯ ದಂಡ ಸಂಹಿತೆಯ ಅನ್ವಯವಾಗುವ ಪ್ರಕರಣಗಳಡಿಯಲ್ಲಿ ಹಾಗೂ ಚಾಲ್ತಿಯಲ್ಲಿರುವ ಕಾನೂನು ಆಡಿಯಲ್ಲಿ ನಾನು ಸ್ವತಃ ಕ್ರಿಮಿನಲ್ ಕಾನೂನು ವ್ಯವರಣೆಗಳಿಗೆ ಗುರಿಯಾಗಲು ಮತ್ತು ಪ್ರಮಾಣಕ್ಕೆನುಸಾರವಾಗಿ ನನ್ನ ಮಗ/ಮಗಳು/ಆವಲಂಬಿತ/ಸಂರಕ್ಷಿತ ಇವರಿಗೆ ನೀಡಿದ ಪ್ರಯೋಜನ ಅಥವಾ ರಿಯಾಯಿತಿಗಳನ್ನು ಮುಟ್ಟುಗೋಲು ಹಾಕಿಕೊಳ್ಳುವುದಕ್ಕೆ ಬದ್ಧನಾಗಿರುತ್ತೇನೆ.

ಅಭ್ಯರ್ಥಿಯ ಸಹಿ ಮತ್ತು ಹೆಸರು

ತಂದೆ/ತಾಯಿ/ಆವಲಂಬಿತ/ಪೋಷಕರ ಸಹಿ

ದಿನಾಂಕ:

ಸ್ಥಳ

ದಿನಾಂಕ:

ಸ್ಥಳ:

ಷರಾ:

1. ಅಭ್ಯರ್ಥಿಯು ಅಪ್ರಾಪ್ತ ವಯಸ್ಸಿನಾಗಿದ್ದಲ್ಲಿ ಅವರ ತಂದೆ/ತಾಯಿ/ಆವಲಂಬಿತ/ಪೋಷಕರ ಸಹಿ ಮತ್ತು ಹೆಸರು ನಮೂದಿಸುವುದು.
2. ಅರ್ಜಿದಾರರ ತಂದೆ/ತಾಯಿ ಜೀವಂತವಿಲ್ಲದಿದ್ದರೆ ಅರ್ಜಿದಾರರ ಪೋಷಕರು ಅಥವಾ ಆವಲಂಬಿತರು ಸಹಿ ಮಾಡಿ ಅವರ ಹೆಸರನ್ನು ನಮೂದಿಸುವುದು.

ಅರ್ಜಿಯೊಂದಿಗೆ ಲಗತ್ತಿಸಬೇಕಾದ ದಾಖಲೆಗಳ ವಿವರ

1. ಅರ್ಜಿ ಹಾಗೂ ಸ್ವಯಂ ಘೋಷಣಾ ಪತ್ರ
2. ಅರ್ಜಿದಾರರ ಭಾವ ಚಿತ್ರವಿರುವ ಸರ್ಕಾರದ ಗುರುತಿನ ಚೀಟಿ
3. ಅರ್ಜಿದಾರರ ವಿಳಾಸದ ದಾಖಲೆ
4. ಅರ್ಜಿದಾರರ ವೇತನದ ಮಾಹಿತಿಗೆ ಸಂಬಂಧಿಸಿದ ದಾಖಲೆ.

## 2. Modification of Ration Cards

### Introduction

Ration cards are issued by the Food, Civil Supplies and Consumer Affairs Department in the State. The Department under targeted public distribution system identifies poor households eligible to get certain quantity of food grains under Antyodaya Anna Yojana (AAY) and Households Below Poverty Line (BPL) or Priority Households (PHH) under National Food Security Act (NFSA). While AAY households are entitled to 35 kg of food grains per month, Priority households are entitled to 5 kg food grains per person per month at concessional rates and also 2 KG wheat per card.

As on 22nd February 2021, Karnataka State has 1.48 crore active ration cards households. These included 10.91 lakhs AAY ration cards holders, 1.17 crore priority households (PHH) ration card holders and 21.24 lakh non-priority household (NPHH) ration cards holders.

Modification of ration card is the third most popular service provided by Govt of Karnataka. In the two years 2019 and 2020, more than 36 lakh applications for this service were processed. Modifications applied for include transfer of ration card to other State, district, taluk; addition or removal of name of a member; change of address; surrender of ration card etc.

Applications can be submitted online or at any Food Inspectors office, Gram Panchayat office, AJSK, Karnataka One, Bengaluru One centres or Common Service Centres. Modifications of existing ration cards are done by Food Inspector located in Tahsildar offices at taluk level. There are 2 steps from the first step of the applicant coming to the GP office/common service centre for biometric/photo to the final step of approval by Food Inspector and issue of modified card. The time limit prescribed under Sakala for modification of ration card is 7 days.

### User Feedback

A sample of 854 ration card users seeking “Modification of Existing RC” were telecalled for seeking their feedbacks on the existing conditions of service delivery. Based on the report obtained, only 37% of the respondents provided concludable information. In around 37% of the cases information could not be obtained either because the user disconnected the call or unavailability of the user or the user did not provide proper information. 7% of the users requested to call back and nearly 15% of the users had provided wrong contact numbers and they could not be contacted.

Nearly 44% of the users applied for the services at Government office, while 33% applied through common service centers. Around 13% applied online and rest of 10% of the users applied through Bangalore one, AJSKs or through brokers.

The time take for delivery of service of ration card indicated that almost 38.2% of the applicants received the service within the stipulated time of seven days. Around 19.5% applicants had to wait for 15 days, whereas



15.5% and 1.2% applicants received the services within 16-30 days and 31-45 days. Overall, 62% of the applications were closed within the TAT of 21 days, while 12.9% of cases were delayed. 8.9% did not collect the ration card and 10.2% of the users did not receive the services while 6.1% of the users were not sure.

Only 3% of the applicants visited the office more than 5 times and the reasons were either officers were not available in the office or applicants had to come again, as there was limit on the number of applications received each day.

Though large percent (76%) of the applicants received the acknowledgement number, the percentage of applicants receiving the receipt for fee paid was not encouraging. Only 28% of the applicants received the receipt and 68% did not receive and about 4% were not sure whether they receive it.

Level of Satisfaction: Overall, 70% of the users rated the service good and about 5% rated the service excellent. Around 20% rated the service average while only 2% rated as poor. Nearly quarter of the respondents who rated the services as average or poor are from Bengaluru North and Bangalore South.

### **Suggestions: -**

- Citizens suggested to give services in Grama Panchayat
- Help desk should be set up - for updating the citizen on their application status, helping to fill the form
- Citizens wait time should be reduced.

### **Assessment as per NeSDA guidelines**

This portal was assessed as per the NeSDA framework. The report shows that 50 guidelines are complied with and 27 guidelines are not yet complied with. The non-compliant areas in the case of New Ration Cards are also non-compliant in this service portal.

### **Key Highlights:**

The application form for completing the service is not user-friendly. Some of the options and buttons are not visible within the user's eyeshot and requires scrolling. Also, while most of the web pages auto format to adjust to screens of mobile devices, the service form does not.

While the service scores high on "status and request tracking" parameter, it should be noted here that the portal does not offer a facility for users to create personal login profiles or sign in through an integrated authentication initiative such as Aadhaar. Such an option would help users to track their past applications and the department to customize the content on the portal to users' preferences and past activities.

### **Recommendations**

The recommendations are developed on the basis of the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. For effective and real time delivery system, Family Identification Number based on ration cards now being developed by Dept of E Governance, GOK should be used. The system should be supported by developing and linking e-governance eco-system at Gram Sabha/ Wards in ULBs or service delivery points/ concerned offices at taluk, district or State department for the identification of beneficiaries and their digital verification and validation process using most



relevant documents such as Aadhar/Voter ID/PAN/Income Certificate for poor households/ RTC/Caste Certificate/vehicle registration number/Birth Certificate/Death Certificate/e-swattu /HRMS/RR Number.

2. Using these backend software and combinational search applications can be rejected at the time of application itself or later in case of applications by government servants, ineligible big landholders or four wheeler owners.
3. Birth and death certificate issue process should be linked with the ration card database. In the case of births or deaths that are registered on the EJanma portal there should be no need for any separate application for addition or deletion. The Food Inspector should suo motu add new births or delete members who died from the household members list. This would save much effort and time of both citizens and the departmental staff.
4. In case of deaths, the Aadhar card should become inactive. Govt can take it up with UIDAI for suitable action.
5. Deletion of name – Should be done real time on application or on information, without need for any approval.
6. In case of deletion due to death, provision should be given to enter number of Death Certificate.
7. An OTP based system may be introduced for address change, spelling change, transfer to another Fair price shop based on self- attestation and linked to Aadhar and OTP based approval by the applicant himself, without need for approval by Food Inspector.
8. Right now after the application is filed, only acknowledgement number is given but, GSC number is not generated until the Food Inspector clicks to receive the application. Only after he clicks to receive the application, does the Sakala clock start ticking. Many applications are pending for receipt by the FIs. Therefore, even if many applications are pending with the FI, it is not shown as pending. The change required is that as soon as application is filed, instead of only giving the acknowledgement number, the GSC number should be generated. Otherwise, till the FI clicks to receive the application, it is not shown as pending.
9. Online application form should mandatorily include Pin Code of applicant. This will help in routing it to the correct jurisdictional Food Inspector. Delays occur, especially in urban areas like Bengaluru, (where there are three systems, IRA, Town and Rural), because applications are sent to the wrong FI.
10. If address is changed in Aadhar, then the ration card should automatically be transferred, without need for an application, to the jurisdictional Food office covering the new address.
11. Power to transfer ration card from one area to another is presently with the FI in charge of the old address area. This requires the application to be sent to the FI office of the old address area. Instead, this power should be given to Food Inspector covering the new address. As an example, if an applicant from Yadgir migrates to Bengaluru, as per the present procedure, his application has to be approved by Yadgir FI. Instead, it should be changed so that, it goes to the login of Bengaluru FI who should be given power to verify and approve.

12. For within-State portability – provision should be made in case of migration, at the option of the head of household, to take the ration in two instalments. First instalment can be taken at the original place of stay by the members who stay back. Second instalment can be taken at the migrated place of stay by the members who have migrated.
13. Inter State portability should be allowed throughout the month. Presently because of differing dates of supply in different States, migrant families are inconvenienced.
14. The production of income certificate can be done away in case of addition of new members who are aged below 18 years of age. The Aadhar card should be sufficient in such cases.
15. In case of marriage of a female member, as per the present procedure, she has to apply at both her original address area and new address area. This is not necessary. She should be required to apply for inclusion only from the husbands/new address area.
16. Printed applications may be provided in AJSK centres for applicants to fill in. This will save time of DEOs asking for the information while entering it online.
17. Presently modified ration cards are printed and delivered after years of delay, in some cases after 5 years. Instead provision should be given to Tahsil office Food Inspectors to print the modified ration card and send it to the applicant.
18. The modified ration cards should also be delivered through Digilocker, Registered post, email/mobile (scanned copies)
19. Inclusion of “know the status” provision in the service portal for the citizens to know the current state of the application.
20. Information and FAQs on the service should be given in Kannada in the online portal.
21. With the above use of technology the Sakala time limit can be reduced from 7 days to 3 or 5 days.
22. Online portal should be made compliant with NeSDA requirements. The same 27 recommendations made in case of service portal of New Ration Cards are applicable for this service also and are reiterated.

### 3. Issue of New Authorisation/ Renewal of Fair Price Depots

#### Introduction

Fair Price Depots (FPDs) are authorised to issue ration to the ration card holders. There are about 1,99,900 FPDs in the state covering 144.38 lakh ration card holders as in March,2020. The validity period of authorisation for these FPDs is 5 years.

Renewal application should be submitted by the FPD dealer in the prescribed format along with fee of Rs.250 within December of every calendar year. One month time will be allowed with late fee. After expiry of authorisation, the Deputy Director/Joint Director Food, Civil Supplies and Consumers Affairs renew authorisation. There is an online application for the said service with two options one for individual and other for institutions.

New authorisations are being issued only to cooperative like institutions. In case of death of an individual FPD owner, his legal heirs will be authorised to run the fair price depot.

There are 5 steps starting from receiving application for renewal from FPD dealer to renew authorisation include field inspection if required. The documents required for institutions are, application in the prescribed format, registration certificate as a cooperative society, 3 years financial statement, deposit of Rs.2 lakhs, etc., The Sakala time limit for issue of FPD renewal authorisation is 30 days.

#### User Feedback

A sample of 6 applicants seeking to avail “Renewal of FPD authorisation” was called to get their feedback on the existing conditions of service delivery. Only 5 of the respondents provided concludable information. Three users applied for the services at Government office, while one user through Common Service Centres.

One user received authorisation within 7 days, three users received authorisation after 15 days. One user had not collected authorisation at time of call. Two applicants visited the office once, two of the applicants visited more than two times.

**Level of Satisfaction:** Overall, 80 % of the users rated the service good and about 20% rated the service as average.

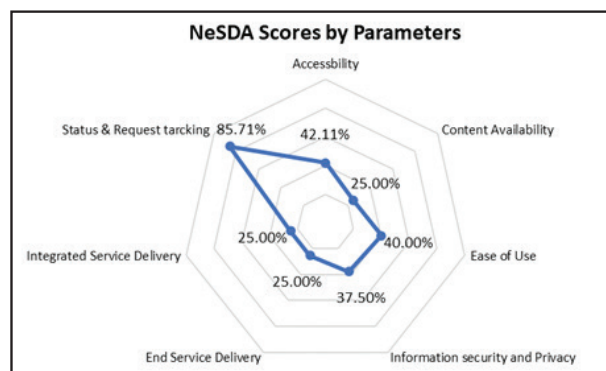
#### Recommendations:

- Need assistance in filling application form at Government office.

#### Assessment as per NeSDA guidelines

The portal was assessed as per the NeSDA framework. The report shows that 38 guidelines are complied with and 39 guidelines are not yet complied with.

An organization/ society could obtain their Fair Price Shop license or renew it by accessing the department's portal and selecting the 'renewal of license' option within 'e - Fair price Shop' tab under the section of 'e-services'.



The specific 39 areas that require compliance are given as recommendations.

## Recommendations

The recommendations are made on the basis of the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. For FPD renewal/new authorisation the existing online service may be provided with provision of digital signature for competent authority and e-hasthakshar for the applicant. Online payment option shall be enabled.
2. Manual application should be dispensed with.
3. The service is not enabled in Sakala, it is requires to be enabled.
4. At present the FPD owners are required to pay Rs.250 renewal fee within December of every financial year along with prescribed form, late fee allowed for one month. It is recommended to revise the renewal fee as per increase in the inflation index.
5. The FPD renewal process shall be initiated at the end of five years term by the Department itself. The process of spot inspection, verification of track records, etc., shall be made prior to expiry of five years term, so that the renewal shall be effective immediately at the end of five year term.
6. The renewal fees may be increased from the existing rate in line with increase in the cost inflation index.
7. For renewal/new FPDs, standard norms like dimension of the outlet, separate storage space for food and kerosene, shelter for queue, location of FPS, accessibility etc., shall be standardised depending upon the number of rations card allotted to the FPD and food and kerosene allotment.
8. While the service scores high on "status and request tracking" parameter, it should be noted here that the portal does not offer a facility for users to create personal login profiles or sign in through an integrated authentication initiative such as Aadhar. Such an option would help users to track their past applications and the department to customize the content on the portal to users' preferences and past activities. This option should be provided in the portal.

9. Users are unable to complete the application form because of the error that pops up once they upload any relevant proof. Also, the application form for completing the service is not user-friendly. Some of the options and buttons are not visible within the user's eyeshot and requires scrolling. Lastly, while most of the web pages auto format to adjust to screens of mobile devices, the service form does not. This may be corrected.
10. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Assessment Area	Recommendations	
Accessibility	1.	Provide multiple navigation routes for users to access the service such as A to Z services index, category-wise service groups, etc. Such multiple navigation options help the user to land on the service page regardless of which page he/she is currently accessing.
	2.	Provide options for users to register and log-in with their registered credentials. This will help the department customize content to the user and help him/her to keep track of all service applications.
	3.	Provide details of all channels (portal, mobile, Kiosk, others) that are available for users to apply for the service
	4.	Include an option for registered users to check details of previously availed services, transaction history, etc.
	5.	Include, on the home page, information about browser compatibility to ensure that users are utilizing the right browser required for optimal user experience.
	6.	Ensure that the portal supports audio and video content for richer user experience.
	7.	Ensure GIGW compliance. In order to be compliant, the portal should be certified by Standardization Testing and Quality Certification Directorate (STQC), a Government of India body under the Ministry of Electronics and Information Technology. Upon certification, a CQW mark indicating this certification is to be provided on the home page
Content Availability	8.	Ensure that the data is on Open Government Data ( <a href="https://data.gov.in">https://data.gov.in</a> ) platform to enhance transparency, accountability, citizen engagement and collaboration. The home page should include Open Government Data logo to convey this information to the users.
	9.	Provide a page with a snapshot of user feedback on the service and details of any action taken based on this feedback.
	10.	Provide a separate help section on the portal to address certain basic user queries pertaining to the portal and navigating the portal.
	11.	Provide a separate section for addressing FAQs pertaining to the service or department.
	12.	Include a sitemap feature on the portal to provide users with a bird's eye view of all the webpages and help them navigate to the right page.
	13.	Ensure that the content on the portal is updated every week and information such as a timestamp (last updated/modified date) is provided to assure users that the content is recent and relevant.
	14.	Display useful statistics such as number of users accessing the portal, number of services availed by the users and average time spent to give confidence to the users on utilizing the portal.
	15.	Provide information on how users could leverage electronic/ digital signature facility for availing the services

Ease of Use	16.	Provide an option for users to print or download service application forms so that they can save completed applications or complete it offline before submitting online.
	17.	Provide a What's New section on the portal with details about recent Government Orders, changes in service application process, new online services and any other recent information that could be of use to users.
	18.	Provide step-by-step how-to guides to help users in understanding the information to be provided to complete the online application form.
	19.	Provide a search box on the portal to help navigate users to the right page and right content.
	20.	Ensure that the proposed department webpage auto populates relevant content based on the user's recent activity / interest.
	21.	Publish an internal workflow describing the way in which the department processes all applications along with responsible individuals and timelines.
	22.	Provide a user manual with step-by-step instructions to guide users while applying for the service
Information security	23.	Provide mobile alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	24.	Ensure that the portal is W3C compliant so that users get consistent web experience across different browsers.
	25.	Engage a third-party to audit the website from information security standpoint and highlight this information on the home page to assure users of the portal's information security safeguards.
	26.	Ensure two-factor authentication is implemented to protect user information (such as log-in credentials and OTP)
	27.	Provide email alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
End Service Delivery	28.	Publish service delivery timelines within the service/citizen charter or on any relevant page on the portal to inform users.
	29.	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible.
	30.	Ensure that the end service is available upon a visit to respective centre/department to provide another channel for users
Integrated Service Delivery	31.	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible.
	32.	Make it easy for users to register on the portal via an Aadhar-based Single Sign On. This feature also helps the department to authenticate users in more reliable manner (it is only available for applicants that are individuals)
	33.	Link the service application to Digital Locker/digital document wallet to help users submit their documents quickly and efficiently, and help the department in speedy verification of these documents.
	34.	Integrate service-specific content with data from dependent departments/data sources to ensure that relevant user information is auto-populated while submitting service applications.
	35.	Integrate service-specific content with data from dependent departments/data sources so that any relevant auto-calculations are done while submitting details online.
	36.	Provide an option to avail the service via a mobile app and advertise the availability of an app on the home page.
	37.	Integrate the portal with social media apps like Twitter, Facebook, etc.
Status and Request Tracking	38.	Introduce a feature to enable users to track the status of their service applications and other requests via the portal (this page is under development on the portal)
	39.	Provide a helpline number/email id on the payments page for users to register and get resolved any issues they are facing while making payments.

## Services provided by the Department of Legal Metrology



# 1. Packing Registrations (Inside and Outside the State)

## Introduction

A new importer/packer/manufacturer who needs package and commodities license (for both inside and outside the State) will apply for this service in the prescribed format before the competent authority of Legal Metrology Department. The Department has dedicated software called emapan, with a well-defined user guide and step-by-step information guide through the process. Sakala time limit for this service is 30 working days.

## User Feedback

158 citizens had applied for “Packing Registration outside Karnataka” under “Department of Legal Metrology”. They were telecalled to seek feedback on their experience with the service. The observations are as follows.

## Suggestions

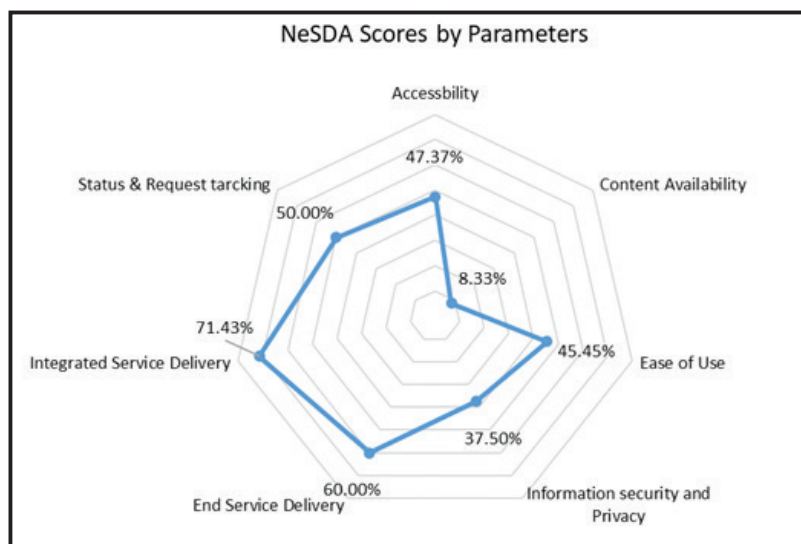
- Request to provide on time services.
- Users suggested reducing the turnover time of the service.
- Officer should not make the citizen to visit office again & again.
- Users suggested that when the service is approved there should be an option to download the service through online.

## Assessment as per NeSDA guidelines

This portal was assessed as per the NeSDA framework. The report shows that 42 guidelines are complied with and 35 guidelines are not yet complied with.

## Key Highlights

The service scores high on “integrated service delivery” parameter, given the portal’s features such as Aadhar-based single sign on, integrated payment gateway and availability of digitally signed certificate.



The specific 35 areas that require compliance are given as recommendations.



## Focus Group Discussion

Focus Group Discussions were held on 18/3/2021 with Senior State Level Officers and Deputy Controllers, Assistant Controllers, Inspectors selected from all four revenue sub-divisions of the State. They were formed into Groups with a mix of members of different Revenue Sub-Divisions. The Groups gave their recommendations on the changes/improvements to be made. This was presented and discussed among all participants and further suggestions came from the rest of the participants.

## Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. There is no provision in the software to submit application in Kannada. This should be provided.
2. At present application is deployed in NIC server, repeated problems reported from the users. Hence this issue of server needs to be sorted out, if necessary, by shifting the data to State Data Centre.
3. Only GST certificate and Trade license may be asked for. Aadhar and Rent agreement need not be asked.
4. Provision shall be made in the software for online verification of documents. The data furnished to the GST must be auto fetched while filling the application. There is no necessity to mention interstate /intra-state in the application as this detail is available in GST registration details. The details like rent agreement are not required as this information is readily available with GST database.
5. Whenever, the applicant requested time for submission of documents there shall be provision in the software to park the file or in other words keep the file pending.
6. The registration fee is fixed in the year 2001, a proposal may be sent to Government of India for revision of the registration fee to i) Rs.5000 for manufacturers, ii) Rs.5000 for Importer iii) Rs.2000 for Packers.
7. In the Head office movement of e-file through Assistant Controller Legal Metrology – Inspection Squad for scrutiny and spot inspection may be dropped. By cutting out two steps, the service can be given faster. E-file may be submitted directly to the Commissioner for Legal Metrology.
8. Sakala time limit can be reduced to 12 days from existing 30 days.
9. For login id creation, OTP need not be asked for twice, once for Aadhar and another time for validating login id. Asking OTP once should be sufficient.
10. For logging in, users should be asked only for GST number. No other information is needed for logging in. This logging in form should be simplified.
11. After logging-in, users are unable to click on change password link and change their password. This means often users are forced to use default three-numbered password that is issued at the time of user registration. Also, the service application form on the website does not seem to be intuitive or user-friendly. There appears to be a considerable lag between the user clicking on the service link and the application form loading on the page. These have to be corrected.

12. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Assessment Area	Recommendations	
Accessibility	1.	Provide contact information of key department officials so that users may reach out to them to resolve any issues or challenges
	2.	Provide multiple navigation routes for users to access the service such as A to Z services index, category-wise service groups, etc. Such multiple navigation options help the user to land on the service page regardless of which page he/she is currently accessing.
	3.	Publish a service delivery charter outlining various services offered by the department, key nodal officers for these services, Sakala timelines and mode of delivery (online/offline)
	4.	Display promotional campaigns in the form of a banner or pop-up window on the department page to create more awareness on the e-services which that can be availed online
	5.	Provide details of all channels (portal, mobile, Kiosk, others ) that are available for users to apply for the service
	6.	Provide a “screen reader” option in the portal for aiding visually impaired users
	7.	Ensure that the portal supports audio and video content for richer user experience
	8.	Ensure GIGW compliant. In order to be compliant, the portal should be certified by Standardization Testing and Quality Certification Directorate (STQC), a Government of India body under the Ministry of Electronics and Information Technology. Upon certification, a CQW mark indicating this certification is to be provided on the home page
	9.	Display useful statistics such as number of transactions on the home page to give confidence to the users on utilizing the portal
Content Availability	10.	Ensure that the data is on Open Government Data ( <a href="https://data.gov.in">https://data.gov.in</a> ) platform to enhance transparency, accountability, citizen engagement and collaboration. The home page should include Open Government Data logo to convey this information to the users
	11.	Provide a page with a snapshot of user feedback on the service and details of any action taken based on this feedback
	12.	Provide a separate help section on the portal to address certain basic user queries pertaining to the portal and navigating the portal
	13.	Provide a separate section for addressing FAQs pertaining to the service or department
	14.	Include a sitemap feature on the portal to provide users with a bird’s eye view of all the webpages and help them navigate to the right page
	15.	Ensure that the content on the portal is updated every week and information such as a timestamp (last updated/modified date) is provided to assure users of the content’s recency and relevance
	16.	16. Display useful statistics such as number of users accessing the portal, services availed by them and average time spent to give confidence to the users on utilizing the portal
	17.	Provide information on how users could leverage electronic/ digital signature facility for availing the services

Ease of Use	18.	Provide option to download and print completed service forms
	19.	Provide a search box on the portal to help navigate users to the right page and right content
	20.	Ensure that the proposed department webpage auto populates relevant content based on the user's recent activity / interest
	21.	Publish an internal workflow describing the way in which the department processes all applications along with responsible individuals and timelines
Information security	22.	Provide mobile and email alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	23.	Ensure that the portal is W3C compliant so that users get consistent web experience across different browsers
	24.	Include a privacy policy on the portal so that users are able to understand the safeguards put in place to secure their personal information
	25.	Engage a third-party to audit the website from information security standpoint and highlight this information on the home page to assure users of the portal's information security safeguards
	26.	Mandate
End Service Delivery	27.	Provide the service through kiosks at the department's offices to provide another channel for applying to the service and address complex user queries
	28.	Publish service delivery timelines within the service/citizen charter or on any relevant page on the portal to inform users
Integrated Service Delivery	29.	Link the service application to Digital Locker/digital document wallet to help users submit their documents quickly and efficiently, and help the department in speedy verification of these documents
	30.	Integrate service-specific content with data from dependent departments/data sources so that any relevant auto-calculations are done while submitting details online
	31.	Provide an option to avail the service via a mobile app and advertise the availability of an app on the home page
	32.	Integrate the portal with social media apps like Twitter, Facebook, etc.
Status and Request Tracking	33.	Provide SMS and email alerts to alert applicants at each stage of their application process. For instance, after application submission, payment, etc.
	34.	Provide users with feedback on their on the status of their complaints via SMS and email
	35.	Provide a hotline/email option to specifically address any issues pertaining to online payments

## 2. Issue of New Licenses to Manufacturer/ Dealer/Repairer of Weights and Measures

### Introduction

Section 23 of the Legal Metrology Act 2009 imposes prohibition on manufacture, repair or sale of weights or measures without license. The Department of Legal Metrology has a dedicated e-mapana portal. Online applications are being received for issue of new licenses to the manufacturers/dealers/repairers on this portal. The portal has uploaded details of step by step online process involved in the application.

The Sakala time limit for the service is 60 working days.

### User Feedback

The call center contacted 52 citizens who had applied for “Issue of New License to Manufacturer/ Dealer/ Repairer of Weights and Measures State Jurisdiction” to seek feedback from them and the observations are the same as for other Legal Metrology services.

### Assessment as per NeSDA guidelines

This portal was assessed as per the NeSDA framework. The report shows that 65 guidelines are complied with and 12 guidelines are not yet complied with.

### Key Highlights

The service scores high on “Ease of Use” parameters, given the portal’s features such as well-defined internal workflow describing the way in which the department processes all applications along with responsible individuals and timelines, step-by-step how-to guides to help users in understanding the information to be provided to complete the online application form

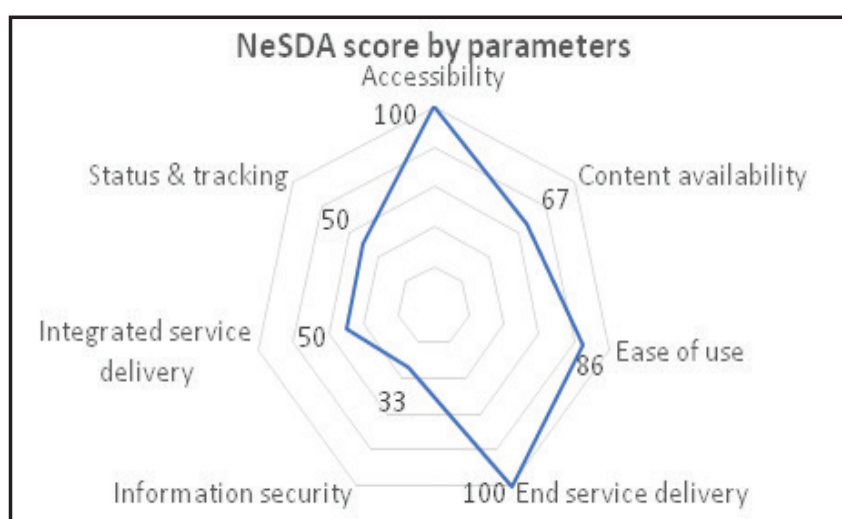
The specific 12 areas that require compliance are given as recommendations.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Repeated e-mapana Server problems /failure need to be corrected on top priority. It is reported that NIC is preparing the updated version of the software. The same should be implemented within a specified time limit.
2. Whenever an application is rejected, problems are faced for repayment of fee collected. It is recommended to make the repayment process simple.
3. A provision may be created in the software for online verification of GST number and documents.
4. If the applicant has communicated the GST registration number, the other documents like MOA/ AOA/tax receipt are not required. The focus group suggested to simplify the online application format.

5. Based on the GST number and self-declaration, the license may be issued automatically.
6. The power to issue new licenses is delegated to the Assistant Controllers in neighbouring States. It may be delegated to the Assistant Controllers in Karnataka for more ease of doing business.
7. The existing license fee of Rs.1000 for repairer license, Rs.2000 for dealers license, Rs.3000 for manufacturer license may be enhanced to Rs.2000, Rs.4000 and Rs.10000 respectively.
8. The Sakala time limit may be reduced to 30 working days.
9. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.



Assessment Area	Recommendations	
Accessibility	None	
Content Availability	1.	Display useful statistics such as number of users accessing the portal, services availed by them and average time spent to give confidence to the users on utilizing the portal
	2.	Provide a feedback form on the portal to gather user feedback and comments on the department, its portal and e-services delivered
Ease of Use	3.	Integrate the portal with social media apps like Twitter, Facebook, etc.
Information security & Privacy		None
End Service Delivery	4.	Secure and encrypt the information exchange between the user and the department by obtaining a SSL certificate for the portal
	5.	Secure and encrypt the information exchange between the user and the department by obtaining a SSL certificate for the portal
	6.	Ensure that the portal is W3C compliant so that users get consistent web experience across different browsers
	7.	Provide mobile alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.

Integrated Service Delivery	8.	Ensure that the portal is linked to a secured payment gateway, supporting multiple payment options such as debit card, credit card, mobile wallets, internet banking, etc.
	9.	Ensure that the portal is linked to a single payment gateway, supporting multiple payment options such as debit card, credit card, mobile wallets, internet banking, etc.
Status and Request Tracking	10.	Provide SMS and email alerts to alert applicants at each stage of their application process. For instance, after application submission, payment, etc.
	11.	Provide users with feedback on their on the status of their complaints via SMS, email or phone calls
	12.	Provide a helpline number/email id on the payments page for users to register and get resolved any issues they are facing while making payments

## 3. Renewal of Licenses (Manufacturers, Dealers, Repairers)

### Introduction

Section 23 of the Legal Metrology Act 2009 imposes prohibition on manufacture, repair or sale of weight or measure without license. The Department of Legal Metrology is authorized to issue license to the manufacturer, dealer and repairer of weights & measures and for dealing in weights & measuring instruments. After expiry of the license, renewal becomes mandatory.

As per Section 24 of the Legal Metrology Act 2009, weights & measures used by the dealer is stamped by the Legal Metrology Department after due verification, with a special seal indicating the identification of Legal Metrology Officer and quarter in which it is verified. The validity of such stamped weights varies from one to two years depending upon the type of the weights/equipment.

For renewal of license, the applicant is required to apply one month before expiry of license. The Department has dedicated software called emapan with a step-by-step information guide through the process. The list of requirements, documents, date of spot inspections etc., are notified vide OM date 08/11/2019 in the Department website. Sakala time limit for this service is 30 working days.

#### User Feedback

670 citizens had applied for “Renewal of Existing Manufacturer/Dealer/Repairer License”. They were telecalled to seek feedback from them and the observations are as follows.

### Suggestions

1. Citizens suggested increasing the certificate validity up to 3 years.
2. A call or SMS should go to the citizen once the service is approved/completed.

### Assessment as per NeSDA guidelines

This portal was assessed as per the NeSDA framework. The report shows that 38 guidelines are complied with and 39 guidelines are not yet complied with. The non-compliant areas are similar to the non-compliant areas in the Packing Registration service.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Renewal fee was fixed in the year 2016 at the rate of Rs.1000 for repairers, Rs.2000 for dealers and Rs.3000 for manufactures. In view of inflation, this renewal fee can be revised to Rs.1500, Rs.3000 and Rs.4500 respectively.

2. Provision can be made to increase the renewal period up to 5 years at a time on payment of renewal fee of 5 times of basic renewal fee fixed for one year.
3. Automatic renewal system, providing for automatic online generation of printable renewed license on payment of fees online, should be fully implemented as required under Ease of doing business guidelines.
4. The Sakala time limit should be reduced to same day from the existing 30 days.
5. After logging-in, users are unable to click on change password link and change their password. This means often users are forced to use default three-numbered password that is issued at the time of user registration. Also, the service application form on the website does not seem to be intuitive or user-friendly. There appears to be a considerable lag between the user clicking on the service link and the application form loading on the page. This may be corrected.



## 4. Amendment of Existing Manufacturer/Dealer/Repairer License or Manufacturer/Packer/Importer Registration Certificate

### INTRODUCTION

The Department of Legal Metrology approves new license/amendment of licences issued to Manufacturers/dealers/repairers and amendments to registration certificates, amendments relating to change of firm name, change of address, new branches, AOA, MOU and proprietary related amendments of packers and manufacturers of packaged goods.

The Department has a system called emapan, with a step-by-step information guide through the amendment process. Sakala time limit for this service is 60 working days.

Documents required for amendment are ; Existing Original License, Registration Certificate Issued / Renewed, Ownership Deed, Rental Agreement with No Objection Certificate, Details Of Articles, etc.,

### User Feedback

Called 670 citizens who had applied for “Amendment of existing Manufacturer/Dealer/Repairer Licenses or Manufacturer/Packer/Importer Registration Certificate” to seek feedback from them and the observations are as follows.

#### Suggestions

- Citizens suggested increasing the certificate validity up to 3 years.
- A call or SMS should go to the citizen once the service is approved/completed.
- Option should be given to download the certificate/license online.

### Assessment as per NeSDA guidelines

This portal was assessed as per the NeSDA framework. The report shows that 38 guidelines are complied with and 39 guidelines are not yet complied with. The non-compliant areas are similar to the non-compliant areas in the Packing Registration Service.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. The existing amendment fee of Rs.100 may be enhanced to half the fee prescribed for new license.
2. Amendment power may be delegated to the Assistant Controller at the district level.
3. Renewal is now said to be made automatic on payment of the renewal fee. But even automatic renewal may be done once in 5 years to reduce the compliance burden on businesses. Fees for 5 years can be taken at once and renewed. A provision like this has been made for Trade licences in BBMP area. It is recommended that the relevant rules be amended to provide for automatic renewal for 3 or 5 years at a time on payment of 3 or 5 year fees.

4. Sakala time limit for amendment of license may be reduced to 30 days from existing 60 days.
5. Provision to apply with scanned documents online and download the approved certificate or license should be made.
6. After logging-in, users are unable to click on change password link and change their password. This means often users are forced to use default three-numbered password that is issued at the time of user registration. Also, the service application form on the website does not seem to be intuitive or user-friendly. There appears to be a considerable lag between the user clicking on the service link and the application form loading on the page. This needs to be corrected.
7. Online portal should be made compliant with NeSDA requirements. The 39 guidelines to be complied with are the same as for the previous report on Renewal of Licenses. The same recommendations are reiterated in this regard.

## TRANSPORT DEPARTMENT

## TRANSPORT DEPARTMENT- COMMON RECOMMENDATIONS

These general recommendations are based on the focus group discussions, the user feedback, NeSDA assessment, visits by the Commission Chairman and Advisor to offices in four different districts of the State, Bengaluru Urban, Ramanagara, Udupi and Dakshina Kannada and discussions with senior officers of the Department.

### Focus Group Discussions

Focus Group Discussions were held on 18-02-2021, 02-03-2021 and 05-03-2021. Officers from Transport Department selected from all the revenue subdivisions participated. Officers from the RTCs and BMTC were also involved in the discussions on the services provided by them. They were formed into Groups with a mix of members of different Revenue Sub-Divisions. The Groups gave their recommendations on the changes/improvements to be made. This was presented and discussed among all participants and further suggestions came from the rest of the participants.

### 4.1 Improving working conditions and staff productivity

1. Many RTO offices face staff shortages. Some staff are taken on outsourcing basis. There is a possibility of redeployment of existing staff posts based on the workload of RTO offices. There is wide variation in the workload among them. An assessment made by officers of the Commissioner, Transport has classified them into five categories and check posts.
2. There are two Director posts of IT, one in KSRTC and another in BMTC. Since the services rendered by both organisations are mostly common, it is desirable to abolish one post and make the same Director incharge of both IT systems to reduce duplication of software development, maintenance etc charges.
3. RTCs bear the expenditure part of the student bus pass concession with Government of Karnataka. The concession grant received from the Government is less compared to the actual expenditure incurred by the RTC. This needs to be compensated. The rate of concession grant is not revised from the year 2012-13. The student contribution that was fixed at 25% initially has not been increased over the years and is now only about 8%. Instead of revising the student contribution after a long gap of time, it is desirable to revise them regularly, by a fixed percentage, say 3%, every year. This will be more feasible and help to reduce losses.
4. Requisitioning Government vehicles for VVIP visits, election, pandemics etc is an irksome duty for MVIs. The procedure that is usually followed is to just go to main roads and stop and seize any Government vehicles that may be passing by. Technology can be used to simplify and make this a more systematic exercise. A software system can be developed by Transport department with a database of all Government

vehicles. These vehicles can be taken on rotation basis. Exemptions for vehicles carrying dignitaries and senior authorities may be made. The requisitioning department can issue requisition orders on the portal, so that messages are automatically sent via email, Whatsapp, SMS with reporting times and places. This can be monitored and enforced by the MVIs. Transport Dept may take the lead in developing this software. DPAR may issue a suitable order laying down the procedure to be followed by the requisitioning authorities.

5. Government vehicles have to be inspected and certified once before taking up repairs and the second time after repairs are completed. This is taken to extreme lengths. For instance, RTOs/Motor Vehicle inspectors go to Delhi to certify vehicles for repairs in the Karnataka Resident Commissioners office, Delhi. It is clear that the expense of their travel would be an unnecessary burden for the exchequer. Company authorised service stations are now found in most districts for most of the popular brands. They are also available in sub district level. They have trained technicians, use original spare parts and follow company pricing and standards for repair. They are also monitored by the parent company for adhering to proper billing norms. Though they may cost higher relative to a non-authorised service station, there it would save time and effort of both the user department and the RTO, if Government decides that all Government vehicles be repaired only in the company authorised service centers. In case of repairs done in company authorised service centers, Government can exempt the inspection and certification by MVIs/RTOs before and after repairs.
6. Many RTO offices have old files and registers stacked up to the ceiling in many rooms, and not just the record room. They are unhealthy for employees and leave an unfavourable impression on visitors. Therefore a project for scanning and digitising old records, starting with old and high transaction load RTO offices may be implemented for covering all offices in a few years.
7. A Government order issued in 2010 prescribes the periods for which each type of records should be preserved. This may be relooked into in the light of online systems in use and revised to suit present circumstances. Many old records can be disposed and space freed up if these guidelines are revised.
8. A drive to categorise and keep old records in record rooms may be launched in all RTO offices. Udupi RTO office is one office where we found well maintained records.
9. MVIs visit taluk headquarters every month to inspect vehicles. They use open playgrounds or stadia, APMC yards etc for this purpose. Government may issue standing instructions to the Deputy Commissioners to make available these facilities to the RTOs on the days of inspection.
10. Test driving tracks, Inspection and certification centers, vehicle seizure yards are required in all districts. In one of the FGDs, a suggestion was made that about 10 acres of land be identified and reserved near the district headquarters for this purpose, wherever there is no such land available with the Transport department. Revenue Department may issue instructions on these lines to Deputy Commissioners.
11. At present manual auction is conducted for disposal of government vehicles. This is outdated and prone to manipulation and cartel formation. Most public resources like mines, forest produce, corner sites etc are now mandatorily disposed by e auction. Therefore Government may take a policy decision to dispose of vehicles by e auction only. A general order applicable to all departments may be issued by Finance Dept in this regard. E-auctioning may be made through MSTC Limited, a Govt of India agency. The fixing of

the upset or reserve price may be done by MSTC limited based on online car sales platform rates, instead of Motor vehicle Inspector. This will increase revenue to Government.

12. When vehicles are seized for violations of MV Act, and the owner does not pay the penalty/fine within the stipulated time, such vehicles are parked till disposal of the court case or permission of court is obtained. This may take years. During this period, since vehicles are depreciable assets, the vehicle value depreciates and theft of parts may happen. This is a loss both to the owner and the Transport department. Therefore an appropriate amendment may be proposed by Transport Commissioner to the Karnataka Motor Vehicle Act to permit the Transport department to put the seized vehicle up for e-auction, if the fine is not paid within the stipulated time, without the need for waiting for a court order to get permission to auction.
13. A Working Manual that lays down the procedure to be followed in dealing with various services and tasks may be prepared. This would be a useful learning resource for new officers and a reference guide to departmental officers and to users. A Committee may be set up by Transport Department consisting of retired and serving officers and some experts in the field to prepare a draft Working Manual.
14. Technical staff in RTO are not well versed with this Parivahan application, so there is need to train them.
15. All RTOs, ARTOs, Superintendent, FDA/SDA should be given digital signature keys. This will enable them to dispense with paper signatures that are scanned and pasted. These will help to make the services paperless.
16. It was brought to our notice that Appellate authorities and applicants are insisting upon hard copies even for information that is compulsorily disclosed suo motu and placed in the public domain online under Sec 4 (1) b. This imposes additional work burden on the RTO staff. Government may examine and issue suitable clarification that hard copies need not be given in such cases.
17. Sec 200 of Motor Vehicles Act deals with compounding of offences. The compounding rates under this section and other non-tax revenue rates fixed many years ago may be revised.
18. Separate software may be developed for Sec 200 compounding. Check reports to be filed by MVIs may be made on handheld blackberry type machines like those given to Police personnel in Bengaluru. These will enable computerized accounting and printing of the receipt. This will make accounting, reconciliation simpler, enable issue of notices through the software, reduce the element of discretion and improve citizen experience.
19. Enforcement is affected because a number of vacant posts. It is not likely that the full complement of staff required will be provided by Government in the short or medium term. Therefore technology should be used for better enforcement. It is suggested that the Transport department alone or jointly with the Police department call for tenders for PPP model of installation of CCTV cameras on major highways for identifying MV Act violations and automatically generating notices. The PPP agencies can be paid on the basis of percentage of compounding fines realized by the Department.
20. Unused driving simulators were found in one RTO office. These can be repaired and put to use utilizing the Road Safety Authority fund.

## 4.2 Measures for ease of use of service by citizens

21. Even after full introduction of online services, it is observed that citizens have to still give paper applications, documents and come for payment in RTO counters in addition to applying online. The RTO staff also have double work, in that they parallel move both the physical papers and online file. There does not seem to be any reason for continuing to receive paper applications and documents, when a full fledged online system is available. Therefore it is recommended that the Transport department issue instructions not to receive any paper applications, documents where online system is available. All RTO services may be made paperless for the purpose of citizen services.
22. For vehicles registered and driving licences issued after the online portal became operational, all relevant particulars would be available online. For such vehicles and DLs giving extracts of B register, duplicate copies of DL, RC etc can be provided in a contactless, cashless and paperless mode by online payment sent through SMS and to Digilocker enabling and immediate online print facility of the relevant particulars with esign of the officer concerned. This will reduce the work burden on RTO office and be a user friendly step.
23. It is suggested that short 3 minute videos on each citizen service may be prepared by Transport Dept and BMTC/KSRTC and uploaded on Youtube and shared on departmental Whatsapp groups. It will guide prospective users and popularize the online services. They should be in Kannada with English sub-titles. This need not cost much, if experienced RTOs, MVIs or other staff themselves feature in the videos. The videos can be recorded on good smartphones at no cost. They can also be recorded in the studios available at the State level in DSERT of School Education department or any other Govt facility. This will minimize the cost of the videos. It may be noted that School Education department has uploaded many such videos of departmental master teachers teaching lessons on Youtube by recording them in DSERT/DIETs.
24. Pamphlets with visually appealing workflow in Kannada and English to explain the documents required and the eligibility conditions may be provided in RTO offices and on the portal for guidance.
25. In Bengaluru city, citizens can go to any Sub Registrar office, irrespective of where their property is located, for registration. Now that all RTO services have been brought online, it is feasible that similarly citizens are given the liberty to go to the RTO office of his choice to get his registration or license or other service. This reform will mark out well performing RTO offices. It may also incentivise RTOs to improve their citizen friendliness to attract more users. This could be introduced state wide or region wise initially.
26. RTO offices are frequented by many citizens. They have to be user friendly and comfortable for employees. Transport Department may request the Chief Architects office to prepare a prototype design for new RTO office buildings in consultation with a team of officers of the Transport department to give their requirements.
27. QR code based payment systems, credit and debit card payment machines may be installed in RTO offices to reduce the time taken for payments and to reduce the cash component of payment.

## 4.3 Improving e-service delivery of services

28. The services of RTCs and BMTC have common features. Hence it is suggested that both corporations use the better of the two systems together.



29. Use of Eoffice for new receipts and files may be made mandatory by way of a Government order all RTO offices and higher offices for correspondence with higher offices.
30. Online system should be developed for RTA permits given for public transport. It could be entrusted to Centre for Smart Governance under E Governance department. All RTA permits may be given through this system.
31. The problem of servers needs to be addressed. A solution to this should be found by Transport department in consultation with E Governance department.

#### 4.4 Assessment of the Vaahan and Saarathi portals as per NeSDA guidelines:

The National E Governance Services Delivery Assessment (NeSDA) framework of the Government of India prescribes 77 guidelines for a Government service delivery portal. Online Parivahan Vaahan and Saarathi portals should be made compliant with all these NeSDA guidelines. The two service portals were assessed as per the NeSDA framework.

32. The Parivahan portal and Vaahan and Sarathi portals are developed by Govt of India. It is seen that the application forms, the notices, the intimations, instructions, etc are all in English. Most applicants may not be familiar with English. Therefore for ease of citizens, it is necessary that all the pages, the application forms, the instructions, the notices etc are in bilingual form in both Kannada and English. The State Transport department may provide the Kannada versions of the pages for uploading on these websites.
33. There are many technical glitches like server error that are hampering the progress of the application due to which timely services cant be given. This has to be corrected.
34. Another major issue is payment gateway problem. As a result, double payments are made. If payment is done offline, then amount will be refunded, but there are no refund guidelines for online payment. This is one of the reasons users still come to make payments in RTO office. If the payment gateway issue is resolved and refund guidelines are laid down, it will encourage users to make online payments and reduce the workload on the RTO office cashiers.
35. A suitable payment gateway partner may be engaged by calling for tenders by the Department. This will serve as an alternative to payment through Khajane 2 and can be a faster and easier mode of payment.
36. The above technical and citizen issues with the portal may be taken up by the State Transport dept with the Ministry of Road and Transport for making suitable changes.
37. The report on Vaahan portal shows that 70 guidelines are complied with and 7 guidelines are not yet complied with. The list of recommendations for compliance with the 7 NeSDA non-compliant guidelines of Vaahan portal is given below.

Sl. No	Recommendations for NeSDA Compliance
1	Information about compatible browsers and best screen resolutions shall be provided
2	Information about results of user feedback about online services shall be made available
3	e-Services within 2-clicks from home page shall be made available
4	“What’s new” section which details the changes in the website shall be introduced
5	Website should have a built-in facility to populate content relevant to user’s recent activity / interest
6	Mobile alerts for unauthorized access to user profile, password changes etc. shall be enabled



7	User by email on password expiry, reset, change in password, change in user profile etc. shall be intimated
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38. Saarathi Portal was assessed as per this framework. This report shows that 71 guidelines were complied with and 6 guidelines are not yet complied with. The list of recommendations for compliance with the 6 NeSDA non-compliant guidelines of Sarathi portal is given below

Evaluation Area	Areas that Require Compliance	
Accessibility	1.	Provide information about compatible browsers and best screen resolutions
Content Availability	2.	Make available information about results of user feedback about online services
Ease of Use	3.	Make available eServices within 2-clicks from home page
	4.	Introduce a “What’s new” section which details the changes in the website
	5.	Website should have a built-in facility to populate content relevant to user’s recent activity / interest
Information Security and Privacy	6.	Enable mobile alerts for unauthorized access to user profile, password changes etc.

39. Most of KSRTC/BMTC citizen service portals were developed by Seva Sindhu (EDCS) of Dept of E Governance. EDCS working with the BMTC/RTCs should ensure that all the citizen service portals become NeSDA compliant for all 77 guidelines.

## **4.5 Recommendations for Services provided by the Transport Department, KSRTC and BMTC**

# 1. Learning License

## Introduction

The learning license is issued by the Regional Transport Office (RTO). Learner's License is issued to a candidate after passing an online test about road rules. It is also issued on the basis of the type of a vehicle he wants to drive.

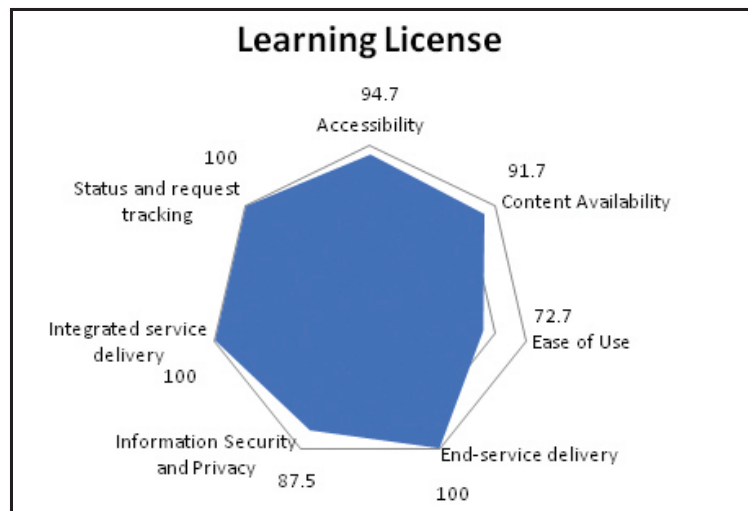
Learning license can be obtained by an individual through offline by visiting the nearest RTO or online by visiting Parivahan website. The documents like age proof, address proof, application form and photos have to be submitted with requisite fees. The Sakala time limit is 7 working days. The Learning License is valid for 6 months.

## Feedback

The call center could not contact the users as the mobile numbers of the users could not be tracked.

## Assessment as per NeSDA guidelines

Learning License Portal was assessed as per this framework. This report shows that 71 guidelines were complied with and 6 guidelines are not yet complied with.



## Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. It is reported that there is a frequent failure of online e-payment options, this requires immediate correction.
2. For illiterate candidates an option of taking voice/ sound based test may be provided.
3. The time prescribed for issue of the learner license is 7 working days. It can be reduced to 3 working days.
4. Online portal should be made compliant with NeSDA requirements. The list of recommendations for complying with the non-compliant 6 guidelines of Sarathi portal are given in the common recommendations relating to Transport department made in this regard.

## 2. Change of Address note in Learning License

### Introduction

Once the Learning License is issued by the RTO, it is valid throughout India and valid up to six months from the date of issue and it is non-renewable. Therefore during the period of validity of Learning License if the candidate's address is changed to the jurisdiction of another Licensing Authority, he shall make an application to the Licensing Authority on plain paper along with prescribed fee, the original Learning License and address proof with a request to note change of address in the Learning License.

Learning License format is in electronic format. Hence the change of address can also be made in electronic formats only. The delivery of the said Learning License on noting the change of address will be done through speed post Sakala time limit for this service is 5 working days.

### Recommendations

**The recommendations are based on Focus Group Discussions.**

- 1. Learning License is now fully online. Therefore change of address may not require personal submission of the application. Submission of paper application and paper address proof documents may be dispensed with. It may be made contactless, cashless and paperless by making provision for online application, uploading documents and making online payment. The LL can be delivered by post and to Digilocker.**
- 2. Online application form for issue of change of address in Learning License be made in Kannada along with user help files in Kannada.**
- 3. The details of specimen signature of the candidates, photo capture if any can be taken online in order to confirm the identity of the person who applies for change of address.**
- 4. The time prescribed for delivery of the change of address in the Learning License may be reduced to one day instead of three days.**
- 5. The change of address on the Learning License to be digitally signed by the licensing Authority and be delivered online only by using OTP.**

## 3. Including New Part in Learning License

### Introduction

If a Learning License (LL) holder wants to add another class of vehicle to the scope of the LL, it is termed as new part in Learning License. For example, if A is a holder of LL for motorbike and wants to include car also to the scope of the LL, within the validity time, then he has to apply for this service.

For addition of new part, an application shall be made to the licensing authority with the description of the class of motor vehicle along with prescribed fee. The Sakala time limit is 30 working days.

### NeSDA Analysis Report

The Learning License portal was assessed as per the NeSDA guidelines. This report shows that 71 guidelines were complied with and 6 guidelines are not yet complied with. The same guidelines not complied with in case of Sarathi portal are also not complied with here.

### Recommendations

The recommendations are made based on the responses from the focus group discussions (FGD) and NeSDA Analysis.

1. Valid LL and valid RC of testing vehicle are among the documents required to be submitted along with the application for this service. Instead of asking for copy of these documents, the online format need only ask for the number of LL and vehicle RC. The other details can be auto-fetched from the database. This provision may be made in the service portal.
2. It is reported that online E-payment errors/failures appear frequently; this may be attended to immediately.
3. Automated driving testing tracks may be set up in phases in RTOs with high level of applications for LL.
4. The details of prescribed fee, specimen signature of the candidate/photo capture if any be made online in order to confirm that the identity of person.
5. The payments of prescribed fee be made cashless with options through QR code/net banking/credit /debit card.
6. The Sakala time limit may be reduced to 15 days.
7. Online portal should be made compliant with NeSDA requirements. The same recommendations applicable to Sarathi portal are made for this portal also.

## 4. Duplicate Copy of Learning License

### Introduction

A Duplicate Learning License (LL) is a copy of existing LL that is issued to a person in case his LL is stolen, lost, destroyed. A duplicate LL can be issued from the same RTO that issued the original license.

The following documents are required to get a Duplicate Learning License. Proof of Address ( Aadhar Card, Passport, Ration Card or House agreement) Proof of Age ( Pan card, Birth Certificate, Transfer certificate or 10th Class mark sheet) Application Fees for Learning License, Learner license details, Application form, FIR copy if the license is stolen and Passport size photographs. Application for the Duplicate Learning License can be made online or directly at the RTO. While applying online, the applicant can fill out the form, upload documents and pay the application fee online. Once the application is processed online, the applicant will have to visit the RTO for the verification process. Once the documents are verified, the duplicate Learners License will be issued to the applicant. The average time taken for issue of Duplicate Learning License is about 5 Days as per Sakala Service.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD).

1. Immediately after issue of Learning License a copy of it may be made available in the Digi-locker of the applicant. The applicant may be permitted to take print out on payment of fee as may be prescribed from the Department.
2. There may be no need to ask for Proof of address, proof of age, birth certificate and passport photos to obtain duplicate LL. All these details are available in the Sarathi database.
3. Now with integration of Police computer systems and Transport systems, cases of impounded DL can be verified on the system. Therefore production of FIR/Police complaint acknowledgement for having submitted Police complaint regarding loss of Driving License may not be insisted upon. Instead a self declaration/self attestation by the applicant regarding loss etc of the original DL may be obtained.
4. Online application form for issue of duplicate Driving License should also be available in Kannada.
5. Presently the applicant has to go to RTO office to give a self-addressed envelope. This can be avoided if payment of prescribed fee and also postal expenses is taken online transfer/net banking/credit /debit card. Blank envelopes can be pasted with address printed stickers based on the address available in the DL.
6. The time prescribed for delivery of duplicate Driving License be reduced to 3 working days instead of 5 days.

## 5. Driving License

### Introduction

Applicant may submit application along with address proof documents (Voter ID, Ration card Aadhar, PAN Card), School certificate, Valid learners license, Valid vehicle document for test and Training certificate for hazardous vehicle driving (if applicable) and photographs online on SARATHI portal. It has workflow of six stages from submitting the application to getting the driving license.

Regional Transport Officer or Assistant Regional Transport officer is the Competent Authority to issue Driving license. The Sakala time limit for providing this service is 21 days.

### Assessment as per NeSDA guidelines:

The service portal was assessed as per the NeSDA framework. The report shows that 71 guidelines are complied with and 6 guidelines are not yet complied with. The non-compliant areas are the same as in the case of Learners Licence service in Sarathi portal.

### Recommendations:

1. **Automated testing tracks should be provided in all RTO offices with large number of applications in order to make the process of testing more objective and reduce waiting time.**
2. **There are many e Payment failures. These have to be reduced by rectifying the system.**
3. **The Driving License should be sent directly to the applicant's mobile as PDF and through Digilocker.**
4. **The applicants should be intimated through SMSs about the status of their application**
5. **Sakala time limit for this service is reduced to 15 days from the 21 days.**
6. Online portal should be made compliant with NeSDA requirements. The same 6 recommendations relating to Sarathi portal are made in this regard.

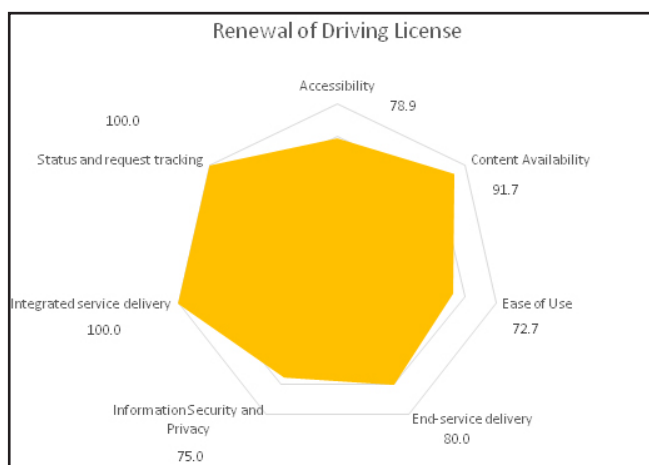
## 6. Renewal of Driving License

### Introduction

Applicant may submit application along with address proof documents (Voter ID, Ration card Aadhar, PAN Card), Original driving license, photos, Medical certificate if driver age is more than 40 years and age proof document through online SARATHI portal.

It has workflow of seven stages from submitting the application to getting the renewal driving license. Regional Transport Officer or Assistant Regional Transport officer is the Competent Authority to renew Driving license. The Sakala time limit for providing this service is 7 days.

### Assessment as per NeSDA guidelines:



This service portal was assessed as per the NeSDA framework. The report shows that 66 guidelines are complied with and 11 guidelines are not yet complied with.

The specific 11 areas that require compliance are given below as recommendations.

### Recommendations:

1. In cases where retest of the applicant is not required, the applicant for renewal need not be asked to come to RTO office. Her biometric and photo can be taken from remote locations on the software. Facility to upload all required documents by scanning may be made. This will make the process contactless.
2. Automated driving testing tracks may be set up in phases in RTOs with highest number of DLs.
3. Online e-payment feature shall be updated to address the e-payment failure.
4. Prescribed slots for document verification and further process shall be intimated in advance through SMSs to each applicant.



5. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Sl. No	Recommendations for NeSDA Compliance
1	Downloadable forms for provisioning of services which cannot be submitted online shall be provided
2	Promotional campaigns to avail e-Services shall be made available
3	Information about compatible browsers and best screen resolutions shall be provided
4	Number of transactions shall be made available
5	Information about results of user feedback about online services shall be made available
6	e-Services within 2-clicks from home page shall be made available
7	“What’s new” section which details the changes in the website shall be introduced
8	Website should have a built-in facility to populate content relevant to user’s recent activity / interest
9	Service delivery timelines on the website shall be published
10	Mobile alerts for unauthorized access to user profile, password changes etc. shall be enabled
11	User by email on password expiry, reset, change in password, change in user profile etc shall be intimated

## 7. Duplicate Driving License

### Introduction

The request for Duplicate Driving License will be made by the concerned Driving License (DL) holder in case if he lost the previous Driving License held by him or the said driving License is destroyed /torn/invisible etc. In order to avoid issuing of duplicate driving license in cases where the original is impounded/ seized by the police or RTO as the case may be, Duplicate DL will be issued to the applicant who produces the police complaint with action taken by the police regarding the receipt of complaint along with the application for issue of duplicate DL.

The submission of application for issue of duplicate DL is being done online. Application submitted by the DL holder will be scrutinized by the Office Superintendent/ ARTO/RTO, file will be printed and approved through K.M.S by the licensing Authority concerned. The delivery of the duplicate DL will be done through speed post. Self –addressed stamped postal cover for dispatch of the duplicate driving license has to be submitted by the applicant. The Sakala time limit for the service is 5 days.

### Feedback

The call center could not contact the users as the Mobile Numbers of the users could not be tracked.

### Assessment as per NeSDA guidelines

The Duplicate DL portal was assessed as per the NeSDA framework. This report shows that 71 guidelines were complied with and 6 guidelines are not yet complied with. This is one of the better designed websites.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Now with integration of Police computer systems and Transport systems, cases of impounded DL can be verified on the system. Therefore production of FIR/Police complaint acknowledgement for having submitted Police complaint regarding loss of Driving License may not be insisted upon. Instead a self declaration/self attestation by the applicant regarding loss etc of the original DL may be obtained.
2. Online application form for issue of duplicate Driving License should also be available in Kannada.
3. The details of prescribed fee, specimen signature of the candidate/photo capture if any be made online in order to confirm that the identity of the person who applied for Duplicate DL is the concerned Driving License holder himself.

4. Presently the applicant has to go to RTO office to give a self-addressed envelope. This can be avoided if payment of prescribed fee and also postal expenses is taken online transfer/net banking/credit /debit card. Blank envelopes can be pasted with address printed stickers based on the address available in the DL.
5. The time prescribed for delivery of duplicate Driving License be reduced to 3 working days instead of 5 days.
6. Online portal should be made compliant with NeSDA requirements. The same 6 recommendations for compliance made in respect of Sarathi portal are reiterated for this service.

## 8. International Driving License Permit

### Introduction

International Driving License Permit is issued by a licensing authority under Chapter II of the Motor Vehicle Act. It is issued to an Indian National authorizing the person to drive any category of motor vehicle as specified in Form 6-A in a foreign country. International Driving License Permit can be issued to a person who holds a valid Indian License and valid Indian

An application for an International Driving License Permit shall be made in Form 4-A to the RTO along with valid driving license issued by the licensing authority, appropriate fee as specified, age proof, address proof and photographs, a medical certificate in Form 1-A, valid proof of Indian Nationality/ valid proof of passport, air ticket for verification and valid proof of visa wherever applicable.

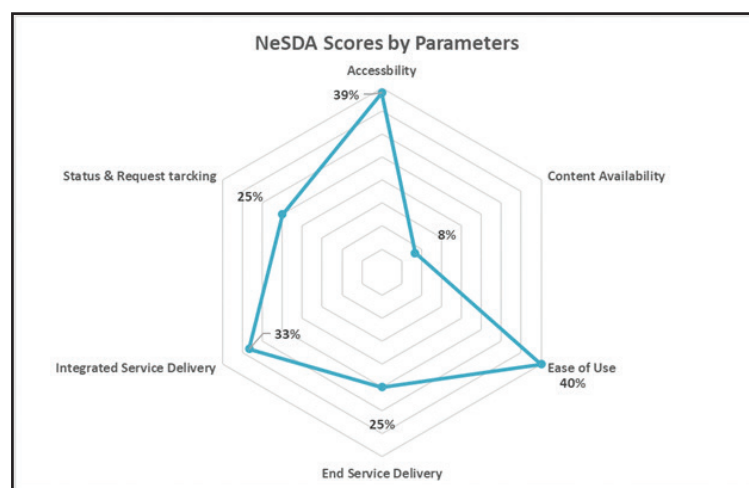
International Driving License Permit is valid for a period of not more than one year from the date of issue, as the case may be, or till the validity of the driving license, whichever is earlier. The Sakala time limit is 5 working days.

### Assessment as per NeSDA guidelines

The service portal was assessed as per the NeSDA guidelines. The report shows that 32 guidelines are complied with and 45 guidelines are not yet complied with.

### Key Highlights

Users are unable to complete the application form due to a server error that pops up while uploading the supporting documents. Specifically, the error message reads: “DNS server is not responding, please try later.”



The specific 45 areas that require compliance are given as recommendations.

## Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. The applicant has to give hard copies of application and documents and also apply online. Thus both applicant and RTO staff have a double workload of dealing with the physical file and online file. The need for physical application and documents may be done away with by issuing a suitable order and only online application with scanned and uploaded documents may be obtained. The RTO should process this online and if approved send the IDLP by email/courier/Digilocker.
2. As of now cash/DD is being received in RTO office, online payment system is not made functional. This should be made functional.
3. The validity of the permit may be increased to two years.
4. A provision for applying for renewal of the permit and approval of renewal on online mode may be made for the benefit of applicants who may outside the country and may not be able to come personally for renewal.
5. The applicants should be intimated through SMS about the status of their application.
6. The competent authority shall use digital signature for issue of International Driving Permit. Frequent server errors need to be corrected on priority.
7. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Assessment Area	Recommendations	
Accessibility	1	Ensure that the portal's content is available in both English and Kannada languages to reach more users
	2	Provide multiple navigation routes for users to access the service such as A to Z services index, category-wise service groups, etc. Such multiple navigation options help the user to land on the service page regardless of which page he/she is currently accessing
	3	Publish a service delivery charter outlining various services offered by the department, key nodal officers for these services, Sakala timelines and mode of delivery (online/offline) Provide details of all channels (portal, mobile, Kiosk, others ) that are available for users to apply for the service
	4	Provide options for users to register and log-in with their registered credentials. This will help the department customize content to the user and help him/her to keep track of all service applications
	5	Display promotional campaigns in the form of a banner or pop-up window on the department page to create more awareness on the e-services which that can be availed online
	6	Provide details of all channels (portal, mobile, Kiosk, others ) that are available for users to apply for the service

	7	Include, on the home page, information about browser compatibility to ensure that users are utilizing the right browser required for optimal user experience
	8	Provide a “screen reader” option in the portal for aiding visually impaired users
	9	Ensure that the portal supports audio and video content for richer user experience
	10	Ensure GIGW compliance. In order to be compliant, the portal should be certified by Standardization Testing and Quality Certification Directorate(STQC), a Government of India body under the Ministry of Electronics and Information Technology. Upon certification, a CQW mark indicating this certification is to be provided on the home page
	11	Display useful statistics such as number of transactions on the home page to give confidence to the users on utilizing the portal
Content Availability	12	Provide a feedback form on the portal to gather user feedback and comments on the department, its portal and e-services delivered
	13	Provide a page with a snapshot of user feedback on the service and details of any action taken based on this feedback
	14	Include a sitemap feature on the portal to provide users with a bird’s eye view of all the web pages and help them navigate to the right page
	15	Provide a separate help section on the portal to address certain basic user queries pertaining to the portal and navigating the portal
	16	Ensure that the content on the portal is updated every week and information such as a timestamp (last updated/modified date) is provided to assure users of the content’s recency and relevance
	17	Ensure that the data is on Open Government Data ( <a href="https://data.gov.in">https://data.gov.in</a> ) platform to enhance transparency, accountability, citizen engagement and collaboration. The home page should include Open Government Data logo to convey this information to the users
	18	Provide information on how users could leverage electronic/ digital signature facility for availing the services
Ease of Use	19	Display useful statistics such as number of users accessing the portal, services availed by them and average time spent to give confidence to the users on utilizing the portal
	20	Optimize the portal for search engines so that users are able to find relevant pages of the portal within the top five search results
	21	Provide an option for users to print or download service application forms so that they can save completed applications or complete it offline before submitting online
	22	Ensure that the proposed department webpage auto populates relevant content based on the user’s recent activity / interest
	23	Provide a What’s New section on the portal with details about recent Government Orders, changes in service application process, new online services and any other recent information that could be of use to users
	24	Provide a search box on the portal to help navigate users to the right page and right content
	25	Publish an internal workflow describing the way in which the department processes all applications along with responsible individuals and timelines

Information security	26	Provide mobile alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	27	Ensure that the portal is W3C compliant so that users get consistent web experience across different browsers
	28	“Include a privacy policy on the portal so that users are able to understand the safeguards put in place to secure their personal information”
	29	“Engage a third-party to audit the website from information security standpoint and highlight this information on the home page to assure users of the portal’s information security safeguards”
	30	Provide email alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	31	Ensure two-factor authentication is implemented to protect user information
End Service Delivery	32	Publish service delivery timelines within the service/citizen charter or on any relevant page on the portal to inform users
	33	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible
	34	Leverage OTP to authenticate users, especially while submitting the application or making the payment
Integrated Service Delivery	35	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible
	36	Make it easy for users to register on the portal via an Aadhar-based Single Sign On. This feature also helps the department to authenticate users in more reliable manner
	37	Link the service application to Digital Locker/digital document wallet to help users submit their documents quickly and efficiently, and help the department in speedy verification of these documents
	38	Integrate service-specific content with data from dependent departments/data sources so that any relevant auto-calculations are done while submitting details online
	39	Integrate service-specific content with data from dependent departments/data sources to ensure that relevant user information is auto-populated while submitting service applications
	40	Integrate the portal with social media apps like Twitter, Facebook, etc.
Status and Request Tracking	41	Provide a separate section on the portal for applicants to record their grievances with regard to service application process or timelines
	42	Provide Ticket / Complaint No. for status tracking and future follow-ups
	43	Provide SMS and email alerts to alert applicants at each stage of their application process. For instance, after application submission, payment, etc.
	44	Provide users with feedback on their on the status of their complaints via SMS, email or phone calls
	45	Provide a helpline number/email id on the payments page for users to register and get resolved any issues they are facing while making payments

## 9. Registration of Vehicle

### Introduction

The Motor Vehicles Act, 1988 requires a vehicle owner to register his new vehicle at the Karnataka RTO to drive in the state.

The vehicle registration number is allotted by the Karnataka RTO on submission of the following documents.

PUC certificate, Sales certificate in Form 21, Roadworthiness certificate Form 22, Age and address proof documents, Copy of design approval by State Transport Commissioner for semi-trailer or trailer vehicles, Vehicle insurance certificate, Applicable application fees, Passport size photographs, Road tax, Customs clearance certificate in case of registration of an imported vehicle, In the case of loan hypothecation, Form 34 is to be filled and submitted, Invoice of the vehicle, Temporary registration number.

There are 9 steps starting from receiving application to issue of Registration certificate. The certificate issued is valid for 15 years for Non –Transport vehicles and 2 years for Transport Vehicles. The Sakala time limit is 30 working days.

### Feedback

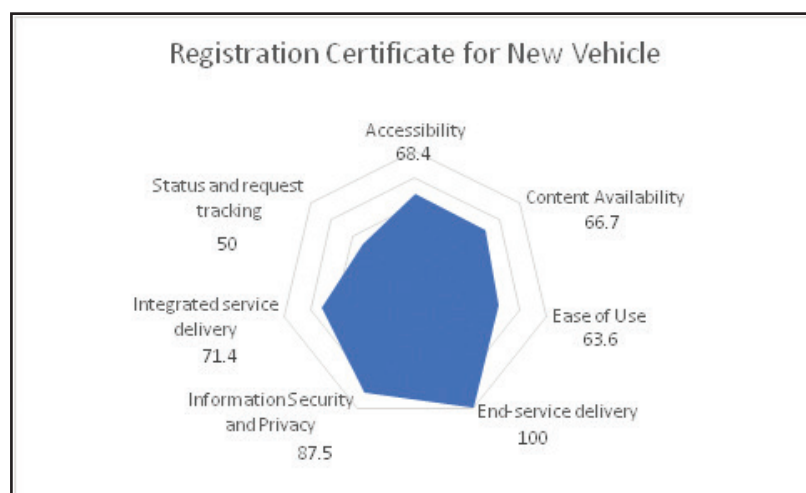
Called around 337 citizens to seek feedback from those who had applied for “Registration of new vehicle” & the observations are as follows.

### Suggestions:

1. Brokers should not be entertained in the RTO office.

### Assessment as per NeSDA guidelines

The Registration of Vehicle portal was assessed as per the NeSDA framework. The report shows that 54 guidelines are complied with and 23 guidelines are not yet complied with.



The specific 23 areas that require compliance are given as recommendations.



## Recommendations

The recommendations are made based on the responses from the insights of focus group discussions (FGD), user feedback and NeSDA assessment.

1. Trade certificate is issued by the dealer for movement of the new vehicle for registration etc. Its duration is one day. The focus group recommended that vehicles that are taken to RTO offices that are located far away from the vehicle seller take more than one day. Therefore it recommended that instructions/order may be issued to extend the time given for expiry of the Trade certificate from same day at present to three days.
2. Payment is taken three times for RC, Smart card etc. Instead of this, a consolidated amount including for courier charges can be taken as a one time payment.
3. Provision shall be made to upload all documents online and single payment gateway for all methods of online payment should be enabled.
4. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Evaluation Area	Areas that require compliance	
Accessibility	1.	Downloadable forms for provisioning of services which cannot be submitted online should be made available
	2.	For registered users, provision for the user to check details of previously availed services, transaction history etc. should be introduced
	3.	Information about compatible browsers and best screen resolutions should be provided
	4.	Features to enable access for people with physical disabilities should be made available
	5.	The portal should support audio and video playing
	6.	Number of transactions should be made available
Content Availability	7.	Facility for user to provide feedback / comments regarding eServices should be introduced
	8.	Information about results of user feedback about online services should be made available
	9.	Create a separate section for Help
	10.	Create a separate section on Frequently Asked Questions (FAQ)
Ease of Use	11.	Online downloads for service application forms should be made available
	12.	Introduce a “What’s new” section which details the changes in the website
	13.	Website should provide for complaints, resolutions etc. on various aspects of the e-service provided
	14.	Website should have a built-in facility to populate content relevant to user’s recent activity / interest
Information Security and Privacy	15.	Introduce 3 factor authentication for username & password on the website

Integrated service delivery	16.	Single payment gateway for all channels should be introduced
	17.	Single Sign on /Unique ID (Aadhaar) sign in should be introduced
	18.	The available citizen services should be linked to Digital Locker
	19.	Facility to make online payment towards services availed on web page using mobile device should be made available
Status and request tracking	20.	Facility to log Grievances / Complaints should be introduced
	21.	Ticket / Complaint No. for status tracking and future follow-ups should be introduced
	22.	The user should be able to get feedback on their complaints like email, call back etc.
	23.	Information about helpline for issues regarding online payments through web page should be made available

## 10. Temporary Registration

### Introduction

The Central Motor Vehicle Rules, 1989 mandates that every new motor vehicle shall not be delivered by the dealer to the owner of the vehicles without either permanent registration or Temporary Registration. A temporary registration is required when the vehicle is yet to be assigned with a permanent registration number by the Regional Transport Office (RTO). This number is valid for a period of one month and serves the purpose of identifying the vehicle until it is registered with a permanent number. A temporary vehicle registration number is usually assigned to the vehicle dealership or the showroom on behalf of the owner of the vehicle. The owner must complete the permanent registration process of the vehicle before the temporary registration expires.

Vehicle owner can submit application in form 20 to the jurisdiction RTO along with the required documents like Sale Certificate, Road Worthiness Certificate, Insurance Certificate, Address Proof, Pollution Under Control Certificate, Copy of the PAN Card or Form 60 and 61 in the absence of PAN Card, tax paid details and prescribed fees. The online application form and the hard copies to be submitted by the owner will be scrutinized by the case worker / superintendent and apparently registering authority ARTO / RTO and delivered to the owner in person. The Sakala time limit is 5 working days.

### Recommendations

The recommendations are based on Focus Group Discussions.

1. As per the recent Central rules dealers should get permanent registration for all vehicles before they are sent out. Only vehicles that are going out of the State can be given temporary registration.
2. The prescribed fee with motor vehicle tax on charges on temporary registration also be specified online, so that the applicant can pay the fee and tax online.
3. Aadhar Card of the owner of the motor vehicle may be linked to Vahan software to ensure correct address of the owner.
4. Parallel file movement in hard copy can be eliminated as it leaves element of discretion.
5. Role of Superintendent can be removed and the application can move from case worker to RTO directly
6. The end product of service delivery - Form 19 - temporary registration should be digitally signed instead of requirement of a physical signature, so that once approved, a printout can be immediately taken.
7. Citizen can be intimated status of application through SMS, etc.,
8. Formats should be made available in Kannada.
9. Time to issue temporary registration can be reduced to 3 days from 5 days.

## 11. New Registration Assignment for Inter-State Vehicle

### Introduction

Applicant may submit application along with address proof document (Voter ID, Ration card Aadhar, PAN Card, driving license), Original Registration certificate of the vehicle, Police certificate (Vehicle is not a stolen), NOC from the home state, NOC from the financier if the vehicle held with hire purchase, valid fitness certificate in case of transport vehicle, Certificate of pollution under control and appropriate fee through online or in the Regional Transport office. RTO or Assistant RTO is the Competent Authority for new registration assignment for inter-state vehicle. The Sakala time limit for providing this service is 45 days.

### Assessment as per NeSDA guidelines:

The service portal was assessed as per the NeSDA framework. The report shows that 70 guidelines are complied with and 7 guidelines are not yet complied with.

### Recommendations:

1. **Online facility to apply and upload the required documents may be made user friendly so that more persons apply online.**
2. **To verify if vehicle is stolen, the portal may be integrated with SCRB or NCRB database to fetch and verify online. Then police certificate will not be required.**
3. **The software shall be updated so that frequent e-payment failures are avoided.**
4. **Sakala time limit for this service may be reduced to 20 days from 45 days.**
5. **The applicants should be intimated through SMSs about the status of their application**
6. Online portal should be made compliant with NeSDA requirements. The same 7 recommendations made in respect of Vahan portal are reiterated for this service portal.

## 12. Duplicate Registration Certificate

### Introduction

Duplicate Registration Certificate is issued when the original certificate of registration of vehicle is lost/ destroyed/ torn/ defaced.

Application in form 26 of KMV for issue of Duplicate Registration Certificate shall be made to the competent authority along with the prescribed fee and documents like Police complaint acknowledgement in case of lost or destroyed, Registration Certificate has to be attached if defaced or torn, Insurance Certificate, Emission testing certificate, self addressed stamped speed post envelope. The competent authority for issue of Duplicate Registration Certificate is RTO.

The Sakala time limit is 21 working days.

### Feedback

Called around 566 citizens to seek feedback from those who had applied for “Duplicate copy of Registration Certificate” & the observations are as follows.

- ☐ A call or SMS should go to the citizen once the service is approved/completed

### NeSDA assessment

The service portal was assessed as per the NeSDA framework. This report shows that 70 guidelines were complied with and 7 guidelines are not yet complied with. This is one of the better performing websites.

### Recommendations

The recommendations are made based on the responses from the insights of Focus Group Discussions (FGD), user feedback and NeSDA assessment.

1. The State Transport department may provide the Kannada versions of the application forms, the instructions, the notices etc to PARIVAHAN Portal for uploading on this website.
2. Immediately after approval of a Registration Certificate, its duplicate copy shall be sent to Digilocker of the owner. It should be open for AJSK/ Bapuji Seva Kendra / CSS to issue copy on demand by the applicant on payment of such fee as may be fixed by the Department like Over The Counter service. The user should be able to download its duplicate using Digilocker on payment of prescribed fee whenever it is lost.
3. Need to ask for Police complaint may be reconsidered.
4. The payment gateway related issues may be resolved to facilitate cashless transactions.
5. A link to track the application status must be communicated to the applicant through SMS.
6. Sakala time limit can be reduced to 15 days.
7. Online portal should be made compliant with NeSDA requirements. The same 7 recommendations made in respect of Vahan portal are reiterated for this service portal.

## 13. Transfer of Ownership

### Introduction

After sale of a vehicle, the name of the buyer is recorded as the registered owner instead of the earlier registered owner, this process is known as ‘transfer of ownership’.

For transfer of ownership applicant should produce the following documents before the RTO who is the competent authority;

1)Form 29 and 30 2) Certificate of registration 3) Certificate of insurance 4) Certificate of pollution under control 5) PAN card (seller and purchaser) or Form 60 6) Chassis and Engine Pencil Print 7) Proof of date of birth of purchaser 8) Proof of address 9) R.C. Book 10) Purchasers undertaking 11) Photograph 12) Tax clearance certificate 13) No Objection Certificate (in form no.28) is required if the ownership transfer has to be done in the jurisdiction of the another state 14) In case of interstate transfer NCRB report is required.

The Sakala time limit is 21 working days.

### Feedback

Called around 620 citizens to seek feedback those who had applied for “Transfer of Ownership” & the observations are as follows.

### Suggestions from the users:

1. Brokers should not be entertained in the Government office
2. Officers should be polite and guide the citizen properly

### Recommendations

The recommendations are made based on the responses from the insights of Focus Group Discussions (FGD) and users’ feedback:

1. Provision should be made in the software to scan and upload documents like RC, Insurance, ETC, Address proof, Pan Card, death certificate, legal heir certificate, Form 31 etc and digital payment for making the process contactless.
2. There shall be encouragement for digital payment which increases convenience, transparency, accuracy and reduces reconciliation time.
3. Old files should be made available through software whenever required.
4. At present there no option to use Kannada. The software need to be modified for use of Kannada.
5. Integration with SCRB and NCRB website may enable the online verification of interstate vehicle transfer cases.

## 14. Transfer Note for Ownership Change After Death of Vehicle Owner

### Introduction

A separate provision is made for transfer of ownership of motor vehicle on death of owner of the vehicle under the Central Motor vehicle Rule-1989. If owner of a motor vehicle of any class dies the person succeeding to the possession of such vehicle may continue its ownership for a period of 3 months, if he informs the Registering Authority about the death of its owner within 30 days from the date of death and thereafter he shall submit the prescribed application form in form -31, within the period of 3 months, to the said registration authority for transfer of ownership of the vehicle in his name, enclosing the death certificate of the said registration owner, Registration Certificate by paying prescribed fee to that effect.

Here question arises to whom the registration be transferred if the deceased owner has left more than one legal heir to succeed his property in the absence of production of any succession certificate or any testaments (will if any).

Therefore the registration authorities are insisting for production of legal heir or family tree certificate of the deceased issued by the Revenue Authorities for the purpose of effecting transfer of ownership of the owner, even though the said process does not specify that these legal heir certificate or family tree certificate of the deceased to be produced so as to avoid civil litigation against the authority.

The delivery of records on recording transfer of ownership of the vehicle on death of the owner will be done through speed post. The Sakala time limit prescribed for this service is 60 working days.

### Feedback

Called around 620 citizens to seek feedback from those who had applied for “Transfer of Ownership” & the observations are the same as for other Transport Department Services.

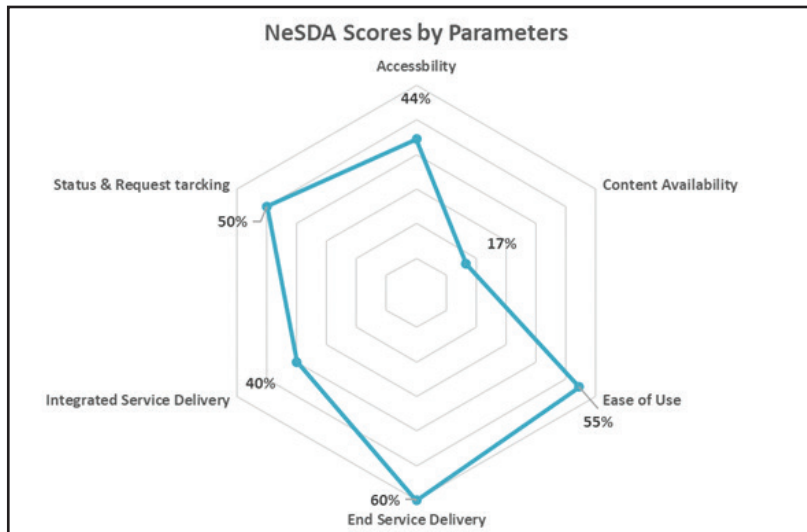
### Assessment as per NeSDA guidelines

The service portal was assessed as per the NeSDA guidelines. The report shows that 40 guidelines are complied with and 37 guidelines are not yet complied with.

### Key Highlights

While the portal provides an option for users to create their personal log-in profiles, this information is not adequately leveraged as there is a technical glitch that prevents: (a) users from staying logged on while applying for the services and (b) users from adding their vehicle details (“verify” button does not appear to work)

- ❖ While there is a mobile application available, its availability is not advertised on the home page of the portal.



The specific 37 areas that require compliance are given as recommendations.

### Recommendations:

1. After death of a vehicle owner, the vehicle ownership needs to be transferred to his successor, the procedure to consider successor is not yet clarified from the Department. This requires immediate clarification to all the authorities in the form of a circular or User Manual.
2. A separate nomination form may be obtained during the registration of vehicles to cut short the procedures for transfer.
3. Further, an online application format may be provided on the system to all vehicle owners to apply to file or update nominations online with OTP sent to their registered mobile number.
4. The prescribed form-31, be provided online in Kannada also.
5. Provision should be made in the software for scanning and uploading the records and documents required like RC, Insurance, address proof, Pan card, death certificate, legal heir certificate to be enclosed to the application.
6. The verification of the identity of the successor and his signature can be made by E-signature as specified under Information Technology Act-2000.
7. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.



Assessment Area	Recommendations	
Accessibility	1	Ensure that the portal's content is available in both English and Kannada languages to reach more users
	2	Provide multiple navigation routes for users to access the service such as A to Z services index, category-wise service groups, etc. Such multiple navigation options help the user to land on the service page regardless of which page he/she is currently accessing
	3	Publish a service delivery charter outlining various services offered by the department, key nodal officers for these services, Sakala timelines and mode of delivery (online/offline) Provide details of all channels (portal, mobile, Kiosk, others) that are available for users to apply for the service
	4	Display promotional campaigns in the form of a banner or pop-up window on the department page to create more awareness on the e-services which that can be availed online
	5	Provide details of all channels (portal, mobile, Kiosk, others) that are available for users to apply for the service
	6	Include, on the home page, information about browser compatibility to ensure that users are utilizing the right browser required for optimal user experience
	7	Provide a "screen reader" option in the portal for aiding visually impaired users
	8	Ensure that the portal supports audio and video content for richer user experience
	9	Ensure GIGW compliance. In order to be compliant, the portal should be certified by Standardization Testing and Quality Certification Directorate(STQC), a Government of India body under the Ministry of Electronics and Information Technology. Upon certification, a CQW mark indicating this certification is to be provided on the home page
	10	Display useful statistics such as number of transactions on the home page to give confidence to the users on utilizing the portal
Content Availability	11	Provide a feedback form on the portal to gather user feedback and comments on the department, its portal and e-services delivered
	12	Provide a page with a snapshot of user feedback on the service and details of any action taken based on this feedback
	13	Include a sitemap feature on the portal to provide users with a bird's eye view of all the webpages and help them navigate to the right page
	14	Ensure that the content on the portal is updated every week and information such as a timestamp (last updated/modified date) is provided to assure users of the content's recency and relevance
	15	Ensure that the data is on Open Government Data ( <a href="https://data.gov.in">https://data.gov.in</a> ) platform to enhance transparency, accountability, citizen engagement and collaboration. The home page should include Open Government Data logo to convey this information to the users
	16	Provide information on how users could leverage electronic/ digital signature facility for availing the services
	17	Display useful statistics such as number of users accessing the portal, services availed by them and average time spent to give confidence to the users on utilizing the portal
Ease of Use	18	Provide an option for users to print or download service application forms so that they can save completed applications or complete it offline before submitting online
	19	Ensure that the proposed department webpage auto populates relevant content based on the user's recent activity / interest

Information security	20	Provide a What's New section on the portal with details about recent Government Orders, changes in service application process, new online services and any other recent information that could be of use to users
	21	Provide a search box on the portal to help navigate users to the right page and right content
	22	Ensure that the portal is W3C compliant so that users get consistent web experience across different browsers
	23	"Include a privacy policy on the portal so that users are able to understand the safeguards put in place to secure their personal information"
	24	"Engage a third-party to audit the website from information security standpoint and highlight this information on the home page to assure users of the portal's information security safeguards"
	25	Ensure two-factor authentication is implemented to protect user information
End Service Delivery	26	Provide email alerts to registered users to warn them of any seemingly unauthorized access to the portal, change in password, etc.
	27	Publish service delivery timelines within the service/citizen charter or on any relevant page on the portal to inform users
Integrated Service Delivery	28	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible
	29	Try and eliminate manual touchpoints in the service delivery process, as much as practically possible
	30	Make it easy for users to register on the portal via an Aadhar-based Single Sign On. This feature also helps the department to authenticate users in more reliable manner
	31	Link the service application to Digital Locker/digital document wallet to help users submit their documents quickly and efficiently, and help the department in speedy verification of these documents
	32	Integrate service-specific content with data from dependent departments/data sources so that any relevant auto-calculations are done while submitting details online
	33	Integrate service-specific content with data from dependent departments/data sources to ensure that relevant user information is auto-populated while submitting service applications
Status and Request Tracking	34	Integrate the portal with social media apps like Twitter, Facebook, etc.
	35	Provide SMS and email alerts to alert applicants at each stage of their application process. For instance, after application submission, payment, etc.
	36	Provide users with feedback on their on the status of their complaints via SMS, email or phone calls
	37	Provide a helpline number/email id on the payments page for users to register and get resolved any issues they are facing while making payments

## 15. Hypothecation Entry or Lease Agreement

### Introduction

Applicant may submit application along with address proof documents of his/her and financier (Voter ID, Ration card Aadhar, PAN Card, driving license), original Registration certificate of the vehicle, Fitness Certificate, Certificate of pollution under control and appropriate fee through online portal or in the Regional Transport office.

Senior RTO or RTO is the Competent Authority to approve Hypothecation Entry or Lease agreement. The Sakala time limit for providing this service is 10 days.

### User Feedback:

Calls were made to 753 users of this service to seek feedback. 204 users gave their feedback. The main suggestions given by them are the same as for other Transport Services.

- Timely service should be given
- Officers should reach office on time
- Officers should be polite & guide the citizens properly
- Technical issues should be taken care

### Assessment as per NeSDA guidelines:

The service portal was assessed as per the NeSDA framework. The report shows that 70 guidelines are complied with and 7 guidelines are not yet complied with.

### Recommendations:

1. **Registration, Fitness and Pollution certificates may be available on the online Vaahan system. If so, these certificates may not be asked for, except in cases where it was given as paper certificate.**
2. **Sakala time limit for this service may be reduced to 7 days from the 10 days.**
3. **Online facility to upload the required documents shall be provided to the Applicant.**
4. Online portal should be made compliant with NeSDA requirements. The list of 7 NeSDA non-compliant guidelines of Vahan portal are given in the common recommendations for Transport department and are reiterated for this service portal.

## 16. Change of Ownership of the Vehicle Purchased in Public Auction

### Introduction

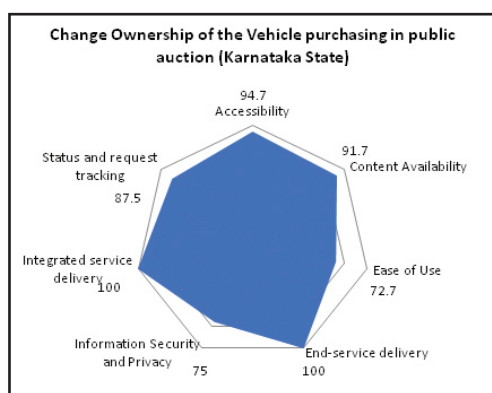
Applicant may submit application along with address proof documents of his/her and previous owners(Voter ID, Ration card Aadhar, PAN Card, Driving license),Original RC of the vehicle and Proceedings of the public auction to the Regional Transport office.

It has workflow of five stages from submitting the application to getting the change of ownership of the vehicle purchased in public auction.

Regional Transport Officer or Assistant Regional Transport officer is the Competent Authority to change the ownership of the vehicle purchased in public auction. The Sakala time limit for providing this service is 30 days.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 69 guidelines are complied with and 8 guidelines are not yet complied with.



The specific 8 areas that require compliance are given below as recommendations.

### Recommendations:

1. Online facility to apply and upload the required documents may be provided to the Applicant.
2. Sakala time limit for this service may be reduced to 15 days from the existing 30 days.
3. The Certificate of change of ownership of the vehicle purchased in public auction should be sent directly to the applicant's mobile as PDF and through Digi-locker.
4. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Sl. No	Recommendations for NeSDA Compliance
1	Information about compatible browsers and best screen resolutions shall be provided
2	Information about results of user feedback about online services shall be made available
3	e-Services within 2-clicks from home page shall be made available
4	“What’s new” section which details the changes in the website shall be introduced
5	Website should have a built-in facility to populate content relevant to user’s recent activity / interest
6	Mobile alerts for unauthorized access to user profile, password changes etc. shall be enabled
7	User by email on password expiry, reset, change in password, change in user profile etc shall be intimated
8	Information about helpline for issues regarding online payments through web page shall be provided

## 17. Renewal of Fitness Certificate

### Introduction

As per the Motor Vehicles Act, 1989, the registration of a vehicle is considered valid only if the vehicle has a valid Vehicle Fitness Certificate to its name. A certificate of fitness for vehicles is a government issued document that officiates that the vehicle is fit to be driven on the roads in terms of the vehicle's overall health. Private vehicles have validity up to 15 years, post which it is valid for every five years after renewal. The validity and renewal of fitness depends upon the age of the vehicle.

RTO is the competent authority to issue renewal of fitness certificate. Applicant needs to fill the application form either by visiting the RTO or by downloading it from the official website and visit the nearest RTO with the following documents and make the necessary payment on the VAHAN portal:-

1. Registration Certificate, Insurance, Emission testing certificate.
2. For address proof one of the documents like, Aadhar, Ration Card, Passport, EPIC, etc.,
3. Passport size photo, date of birth proof,
4. Permit (if any).
5. Tax token

The Sakala time limit is 15 working days.

### Feedback

Called around 736 citizens to seek feedback those who had applied for 'Renewal of fitness certificate and the observations are the same as for other Transport Services.

### Recommendations

**The recommendations are made based on the responses from the insights of Focus Group Discussion and user feedback received from the call center.**

1. **The applicants are not able to view instructions / procedure in Kannada. Hence online application form must be modified for the Kannada users.**
2. **The software should be modified to scan and read the chassis number rather than physical data entry and to compare it with original chassis number recorded during registration of the vehicle through the software. This will eliminate workload and enable faster service delivery.**
3. **Provision should be made in the software to upload a photo of the motor vehicle during issue of renewal of fitness certificate.**

## 18. B-Register Extract

### Introduction

Vehicle registration details (B-register extract) are required to sell the owned vehicle, to know the actual owner, address in which the vehicle is registered, tax paid details etc.

B-Register Extract is generally taken by general public to verify the genuineness/validity of Registration Certificate of a particular motor vehicle registration number and also to verify whether it is under hire purchase agreement with any financial institution/Bank. In each and every motor accident case, the insurance company will apply for B-Extract to confirm the registration particulars entered in the registration records maintained in the Registering Authority visa-vis R.T.O Officer for the purpose of settling Insurance claims

There is no prescribed application form. The applicant can apply through RTO/Karnataka-1 centers/ CSC etc., with payment of prescribed fees. No documents of the vehicle need to be enclosed along with application.

Online application will be scrutinized by the office Superintendent / Asst R.T.O. If it is in the order, the B-extract will be issued on approval of Superintendent / Asst R.T.O concerned. The delivery of the said B-Extract will be done on the choice of the applicants either by registered post or in person or online. The Sakala time limit is 3 working days. Certificate lapses on sale of the vehicle.

### User Feedback

Called around 647 citizens to seek feedback from those who had applied for “B Register Extract” & the observations are the same as for other Transport Services.

### Assessment as per NeSDA guidelines

The B-Register (Extract) Portal was assessed as per the NeSDA guidelines. This report shows that 70 guidelines were complied with and 7 guidelines are not yet complied with. This is one of the better performing websites.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussions (FGD), user feedback and NeSDA analysis.

1. Online application for issue of B-Extract should be made available in Kannada also with relevant help pages translated to Kannada.
2. For vehicles registered after the online portal became operational, all relevant particulars would be available online. For such vehicles, this service can be provided in a contactless, cashless and paperless mode by online payment and online print facility of the relevant particulars with esign of the officer concerned. This will reduce the work burden on RTO office and be a user friendly step.
3. Now payment is being remitted by many users at the cash counters in RTO office. Online fee payment has to be encouraged. One of the problems reported is problem with the payment

gateway. Double payments happen because of this. But there is no guideline for refund. Therefore users prefer to pay over the counter. Therefore guidelines should be framed and provision made for quick refund of double payment made on payment gateway, in order to encourage online payment.

4. It is reported that there are frequent server problems making citizens to wait, this may be attended to on priority.
5. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard. The same 7 recommendations made in respect of Vaahan portal in the general recommendations are reiterated for this service portal.

## 19. Distributing Clearance/Releasing Certificate

### Introduction

In order to ensure payment of tax, penalty, insurance etc., before transferring ownership/sale of vehicle from one to other, obtaining clearance certificate is made compulsory for any motor vehicle other than two-wheeler.

The submission of application for issue of clearance certificate is being done online. There is no fee prescribed for issue of clearance certificate. However, the applicant has to include the valid documents of the vehicle i.e., Registration certificate, Insurance certificate, Fitness certificate, Tax paid receipt form 29 and 39 signed by the owner and buyer, ID proof etc., while submitting application for clearance certificate.

The online application submitted by the owner of the vehicle will be scrutinized by the case worker / Superintendent/Assistant RTO/RTO. If there is no objection to issue clearance certificate, endorsement in writing will be issued through online after approval by the Assistant RTO/RTO as the case may be the delivery of the said endorsement will be done through Registered post for which self addressed cover with sufficient postal stamps to be affixed there on.

Sakala time limit for the service is 21 days.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD).

1. All information on the vehicle and ownership are available on a common State wide database. It is accessible to all RTOs. Therefore, the need for obtaining a separate Clearance Certificate for transfer from one RTO to another within the State may be examined and suitable order passed if it is not needed.
2. The existing online application format may be streamlined and made available in Kannada also.
3. The delivery of the clearance certificate be made through Registered post or through Digilocker or in person at the choice of the applicant.
4. If the owner chooses to opt for delivery through registered post, a provision may be made for online payment of the cost of postage.
5. The service time limit may be reduced to 15 days from 21 days.



## 20. Renewal of Vehicle Registration Certificate

### Introduction

As per the Central Motor vehicle Rules, the Vehicle Registration is valid for 15 years. On the expiry of validity of registration, renewal of vehicle registration for the next 5 years is mandatory. The registration should be renewed 60 days prior to expiry. The competent authority for renewal of registration is RTO.

For renewal of vehicle registration, the following documents are required;

- 1) Form 25: duly filled up
- 2) Registration Certificate in original
- 3) Emission testing certificate
- 4) Insurance Certificate
- 5) Vehicle should be produced before the registering authority for inspection
- 6) Proof for payment of road tax paid
- 7) Re-registration fee is to be paid at the cash counter and receipt for the same will be given
- 8) Copy of the Pan card or Form 60 and Form 61 (as applicable)
- 9) Fitness Certificate.

The Sakala time limit is 15 working days.

### Feedback

Called around 531 citizens to seek feedback those who had applied for 'Renewal of registration certificate and the observations are the same as for other Transport Services.

### Recommendations

The recommendations are made based on the responses from the insights of Focus Group Discussions (FGD), User feedback and field survey report.

1. The Ministry of Road Transport & Highways (MoRTH) has developed and maintains PARIVAHAN portal. It is reported that on this portal, the application forms, the notices, the intimations, instructions, etc are all in English. Most applicants may not be familiar with English. Therefore for ease of citizens, it is necessary that all the pages, the application forms, the instructions, the notices etc are in bilingual form in both Kannada and English. This may be taken up by the State Transport dept with the Ministry of Road and Transport for making suitable changes. The State Transport department may provide the Kannada versions of the pages for uploading on these websites.
2. It is reported that due to frequent failure of servers, the applicants in queue need to wait for long time. This may be rectified.
3. Payment gateway is not integrated with Khajane treasury system; sometimes double payments happen. This discourages applicants from using the online payment system. They prefer to come and pay by DD or cash at the RTO office. Therefore payment gateway related issues may be resolved early to facilitate cashless transactions.

4. There should be guidelines and a quick system of online refund in case of double payment as is being done by e commerce websites. This will give comfort to people and encourage them to use online payment mode.
5. The software should be upgraded to make a provision for scanning and reading the chassis number of the vehicle rather than manually entering it and machine verify the scanned chassis number with the original chassis number recorded during registration of vehicle. This will save time and effort and make for faster service delivery.
6. There should be provision in the software to upload a photo of the motor vehicle taken during the renewal of registration.
7. The Sakala time limit can be reduced to seven days.
8. There is need to train the permanent staff and the DEOs in the RTO office to handle technical problems.
9. Awareness campaign should be launched to popularise online services.

## 21. Issue of PSV Badge and its Duplicate to Drivers

### Introduction

Under Motor Vehicle Act 1988, no person shall drive or cause or allow any other person to drive a stage carriage or contract carriage, unless the person so driving or allowed to drive, holds a PSV (Public Service Vehicle) badge issued to drivers of all public vehicles.

An application for issue of PSV Badge shall be made online in Form-6 to the concerned RTO along with the valid driving license issued by the licensing authority, a medical certificate, self declaration, address proof, attested copy of an affective driving license, antecedents verification by the Police, self-attested copy of proof of 8th class pass certificate (Auto-Rickshaw & LMV -TPT) 10th class pass certificate (in case of HMV category) and prescribed fees,

The Regional Transport Officer or the Assistant Regional Transport Officer will issue PSV Badge and it is valid for a period of five years from the date of issue.

### Issue of Duplicate Badge

If any time a badge is lost or is destroyed, the holder shall forthwith intimate the facts in writing in the prescribed form in case of badges to the Licensing authority. Upon the receipt of intimation the licensing authority shall after making such enquiries as he thinks fit, a duplicate PSV may be issued

The Sakala time limit is 30 working days for both the services.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussions (FGD).

1. For issue of PSV badge a computer based examination can be made compulsory.
2. To confirm identity of the applicant, specimen signature of the candidate and photo capture shall be made compulsory. Provision shall be made to pay the fee through online.
3. A web-link to track the status of the applicant may be sent to the applicant through SMSs.
4. Immediately after approval of PSV badge the digital copy of it can be saved to Digi-locker of the applicant and its copy shall be made available to the applicant whenever, the competent authority authorises to print on payment of prescribed fee. The process of issue of duplicate copies can be dispensed with.
5. The prescribed application form should be made available online in Kannada also with the details of documents to be enclosed.

## 22. Issue, Renewal, Change of Address and Duplicate Copy of Conductor License and Badge

### Introduction

It is mandatory under Motor vehicle Act 1988, that every stage carriage shall have a conductor who holds valid conductor license issued to him to act as a conductor. Minimum qualification is pass in S.S.L.C/X Std, physically fitness to work as conductor, adequate knowledge of the provisions of the Motor vehicle Act and rules relating to duties and functions of a conductor, working knowledge in Kannada and first aid certificate are other qualifications.

**Issue of Conductor License and Badge:** An Application in form 12 of KMVR for issue of Conductor License shall be made along with the prescribed fee and documents like medical certificate, photographs, and certificate for having passed SSLC or equivalent examination, character certificate. The applicant has to present himself along with application and documents before the Asst. R.T.O. and appear for oral test before the testing authority. Validity of Conductor License is 3 years. Sakala time limit for this service is 5 days.

**Renewal of Conductor's license:** An application in Form KMV 15 shall be made along with conductor's license, prescribed fees, valid medical certificate and 3 recent pass port size photographs. Sakala time limit for this service is 21 days.

**Change of address in Conductor License:** During the period of validity of Conductor License, if the candidate's address is changed he shall make an application on a plain paper enclosing the said conductor license along with the prescribed fees and address proof as under Central motor vehicle rules to the Licensing Authority with a request to note his change of address in the Conductor License. The delivery of conductor license after noting the change of address will be done through speed post for which a self addressed cover with sufficient postal stamp be affixed there on. The Sakala time limit is 10 working days.

**Duplicate copy of conductor License and Badge:** The duplicate conductor License is issued in case conductor license is lost or destroyed or defaced or torn. The duplicate conductor License shall be clearly stamped as "Duplicate" in red with seal of the Licensing authority and it is valid for 5 years. The delivery of Duplicate conductor License will be done through speed post. Application in form 17 of KMVR for issue of Duplicate Conductor License shall be made along with the prescribed fee and documents like Police complaint acknowledgement in case of lost or destroyed, letter from the applicant for the lost or destruction of Conductor License, Conductor License has to be attached if defaced or torn and self addressed stamped speed post envelope. The Sakala time limit is 10 working days.

### Recommendations

#### The recommendations are based on Focus Group Discussions.

1. **Issue, renewal, change of address and duplicate copy of Conductor License and Badge should be made only through online service. The application may be filled online, provision of uploading scanned documents and online payment may be made in the system.**

2. Provision to be made available to sign the application through e-Hastakshar.
3. The licensing Authority and its staff shall adopt digital signature and the approval be made online only.
4. Copy of Compliant given to the police for having lost the conductor License may be replaced with a self declaration from the candidate.
5. The prescribed documents for address proof should be specified in the online format application itself.
6. Online payment of registered postage charges may be taken along with the application form and fees and the hard copy of license and badge can be posted to the applicant.
7. On issue of conductor license and badge, the digital copies of originals should be made available in Digi-locker, the applicant should be at liberty to take print outs of digital copies on his request rather than department issuing duplicate copies of it, as original is made available in Digi-locker. However, fee may be fixed by the Department to take printouts.
8. The prescribed formats shall be made available in Kannada on the service portal, with details of various documents to be enclosed.
9. Time limit for new Conductor license is 5 days, whereas for renewal it is 21 days, for change of address and duplicate it is 10 days. For renewal, change of address and duplicate copy the Sakala time limit may be reduced to 3 days.
10. Once online service is provided, the scanned copies of the application /documents shall be stored in the database, then there is no need for keeping physical files.

## 23. License for Opening of New Driving School

### Introduction

Applicant may submit application online with details such as Registration certificate, profile of the driving school, proof of ownership of property or lease agreement, Fire compliance certificate, bank security, Pan Card and vehicle details of driving school.

The workflow of this service has five stages from submitting the application to getting the license for the new driving school. Regional Transport Officer or Assistant Regional Transport officer is the Competent Authority to issue License of opening for new driving school. The Sakala time limit for providing this service is 30 days.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 71 guidelines are complied with and 6 guidelines are not yet complied with. The non-compliant areas are similar to the non-compliant areas in the Learners License portal.

### Recommendations:

1. **Sakala time limit for this service may be reduced to 15 days from the existing 30 days because there will be very few applications and it would not take much time for processing the application.**
2. **Provision to upload all required documents through online should be made.**
3. **Provision to esign and submit the application online may be made The license for new driving school should be sent directly to the applicant's mobile as PDF and through Digi-locker.**
4. **The applicants should be intimated through SMSs about the status of their application.**
5. **Online portal should be made compliant with NeSDA requirements. The same 6 recommendations made in respect of Sarathi portal given in the common recommendations are reiterated for this portal.**

## 24. Renewal of Driving School License

### Introduction

A Driving School License granted in Form 11 will be in force for a period of five years and may be renewed on an application in Form 13 made to the licensing authority which granted the license not less than sixty days before the date of its expiry.

In case of renewal of the License, an applicant may submit application along with original Driving School License, copies of Insurance, emission certificate, RC card of registered vehicles and prescribed fees. The workflow of this service has five stages from submitting the application to getting the renewal of Driving School License.

Regional Transport Officer or Assistant Regional Transport Officer issues the Renewal of Driving School License. It will be valid for 5 years. The Sakala time limit is 21 working days.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussions (FGD).

1. There may be no need to ask for various documents for renewal, because the previous file with details is available with the RTO. For ease of doing business, a provision may be made to furnish an affidavit of self-declaration by the owner that he fulfils all requirements and to make online payment of the prescribed renewal fees. This could be considered to renew the driving school license.
2. The prescribed formats should be made available online in Kannada, containing details of various documents to be enclosed if necessary.
3. Provision should also be made to deliver the renewal of driving school license through Digi-locker in addition to the hard copy if the applicant opts for a hard copy.
4. A web-link may be sent to the applicant for tracking the status through SMS.

**Services Provided by the Road Transport  
Corporations  
KSRTC, NEKRTC, NWKRTC and BMTC**



# 1. Bus Passes to School Children

## Introduction

Students studying in regular courses of schools and colleges can avail this service at concessional rates for the academic year. Student Bus passes are issued for maximum distance of 60 kms one-way from students' residence to school/college. The scheme is the third most popular service provided by Transport Department.

The students can apply for school bus passes online by login in Seva sindhu or CSC Centre. The details of applicants and supporting documents- Aadhar, student bus pass application, student bus pass certificate from the school, caste certificate, fee receipt of the current year are uploaded. The applicants are then required to approach nearby depot along with the hardcopy of the applications, supporting documents and submit stipulated fees of entire academic year and photos. The verification of applications and supporting documents, physical as well as digital copies uploaded on Seva sindhu are done by Junior Assistant, Ticket Collector and Counter Officer from Divisional Controller office and passes are approved and issued by Depot manager. The applicant students are intimated about final approval or rejection through SMS.

## User Feedback

A sample of 689 school children applicants seeking "Bus passes" were approached for their feedback. The main observations are:

- Only 410 of the respondents provided concludable information.
- In around 226 cases information could not be obtained either because the user disconnected the call or unavailability of the user or the user did not provide proper information.
- 42 users requested to call back.
- 11 users had provided wrong contact numbers and they could not be contacted.

**Level of Satisfaction:** Overall, 73% of the users rated the service good and about 9% rated the service excellent. Around 18% rated the service average.

## Suggestions:

- Students said that offline service was better than online, they would get the service in one day.
- Students suggested to provide the bus pass at their school/College.
- Students requested to have FAQs in the department website regarding the procedures.
- Reduce the number of working days to avail service.

## Assessment as per NeSDA guidelines

Issue of Bus Passes to School Children was assessed as per the NeSDA framework. This report shows that 49 guidelines were complied with and 28 guidelines are not yet complied with.

## Key Highlights

Frequently asked questions can be made available as student can get to know about services properly.

Facility to register complaints should be made available.

Customer Help section can be made available on the website.

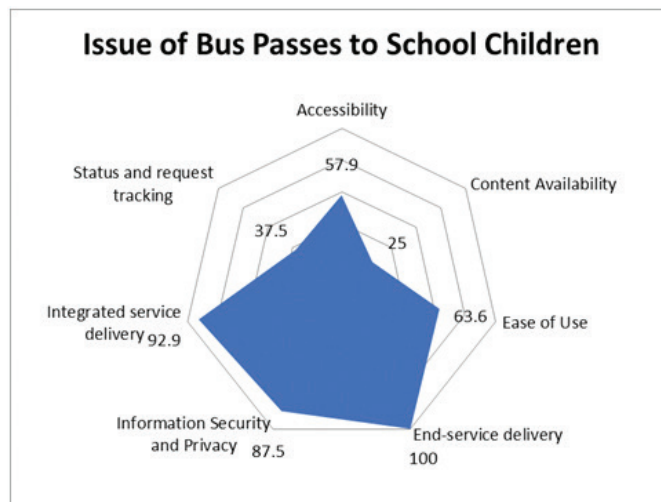
The website does not have enough Content for reference.

The website scores high on End-service Delivery, Integrated service delivery, Information security & privacy and Ease of Use; moderately well on Accessibility. However, scores poorly on Content Availability and Status & Request Tracking.

The specific 28 areas that require compliance are given as recommendations.

## Focus Group Discussion

Focus Group Discussions were held on 02-03-2021 with senior State Level Officers, Divisional Level



officers and Depot Level officers chosen from KSRTC, BMTC and NWKRTC. The Groups gave their recommendations on the changes/improvements to be made. This was presented and discussed among all participants and further suggestions came from the rest of the participants.

## Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. All Bus passes should be provided through online verification with SAT (Education), Revenue and Family ID databases rather than physical verification of hardcopies. For SC/ST student's, the caste certificate can be verified using RD number issued by the Revenue department.
2. Students applying for the bus passes first time can be given a unique ID with certain validity period and key information and documents required for the issue of bus passes could be linked to the student database. The processing time for the verification of certain documents and information can be reduced for those students who have already availed bus pass service in the previous academic year(s).

3. The processing time of applications could be reduced by online payment of fee and digital photographs.
4. Online pass signed using digital key could be provided. This pass could be sent to email or Digi-locker. Physical pass collection could be optional and Digi-locker pass could be made acceptable like physical pass.
5. There is no need to collect multiple documents like student admission fee receipt, student ID of school, student pass certificate and student pass application. Student admission fee receipt or student id from school would be sufficient.
6. In case the applicants have Aadhar address other than home state or have to travel distance greater than 60 km, there could be provision to apply using different residence documents with affidavits.
7. The number of days to avail service can be reduced by making the process of verification online and computerised.
8. The kilobytes limits to upload documents could be made flexible.
9. SMSs should be sent in Kannada language.
10. Bus route change point could be dropped to help the student to pick any bus going through that route.
11. The department may also organise camps at the school and colleges during initial weeks of new academic year and provide bus passes at school and colleges.
12. The data on Sakala website is not in sync with EDCS server. For example, even if an application is closed, it shows in pendency list. NIC server is slow and needs to be strengthened.
13. There are two Director posts of IT, one in KSRTC and another in BMTC. Since the services rendered by both organisations are mostly common, it is desirable to abolish one post and make the same Director incharge of both IT systems to reduce duplication of software development, maintenance etc charges.
14. The services of RTCs and BMTC have common features, hence it is suggested that the better of the two systems may be used by both the corporations.
15. RTCs share the expenditure part of this concession with Government of Karnataka. The concession grant received from the Government is less compared to the actual expenditure incurred by the RTCs. This needs to be compensated. The rate of concession grant is not revised from the year 2012-13. Instead of revising these charges after long gaps of time, it is desirable to revise them by a fixed percentage, say 3% every year. This will be more feasible and help to reduce losses.
16. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Evaluation Area	Areas that Require Compliance	
Accessibility	1.	Provide contact information of Government officials/agencies responsible for the provision of specific online services/queries
	2.	Create a separate section for 'Contact Us'
	3.	Provide downloadable forms for provisioning of services which cannot be submitted online
	4.	Make available promotional campaigns to avail eServices
	5.	Provide information about compatible browsers and best screen resolutions
	6.	Make available features to enable access for people with physical disabilities
	7.	Enable audio and video playing
	8.	Make available number of transactions
Content Availability	9.	Make available information about results of user feedback about online services
	10.	Create a separate section for Help
	11.	Create a separate section on Frequently Asked Questions (FAQ)
	12.	Sitemap should be made available
	13.	Make available Information of last updated timestamp on each page of the website
	14.	Update Timestamp as of current year
	15.	Statistics on website usage by users (no. of visitors/ average time spent per visitor etc.) should be made available
	16.	Statistics on transaction count of services availed by users should be made available
Ease of Use	17.	Information on how to avail electronic/ digital signature facility for availing the services should be introduced
	18.	Introduce a "What's new" section which details the changes in the website
	19.	Website should provide for complaints, resolutions etc. on various aspects of the e-service provided
	20.	Website should have a built-in facility to populate content relevant to user's recent activity / interest
Information Security and Privacy	21.	Introduce a user manual to guide the users
	22.	Enable mobile alerts for unauthorized access to user profile, password changes etc.
Integrated service delivery	23.	Integrate the website with Social Media Apps like Twitter, Facebook etc.
Status and request tracking	24.	Introduce facility to log Grievances / Complaints
	25.	Introduce Ticket / Complaint No. for status tracking and future follow-ups
	26.	Enable feedback on user's complaints like email, call back etc.
	27.	Provide information about helpline for issues regarding online payments through web page
	28.	Provide for help desk, online support, and call centre for users

## 2. Issuing Bus Passes for Physically Challenged

### Introduction

KSRTC, BMTC, NEKRTC and NWKRT Corporations issue concessional passes to physically challenged persons. These passes will be issued to persons with disabilities of 40% and above covering visual, hearing, mental disorder etc. These pass holders are allowed to travel in city, suburban, ordinary and express routes of RTC buses with in the limit of 100 kms from the place of residence within the State.

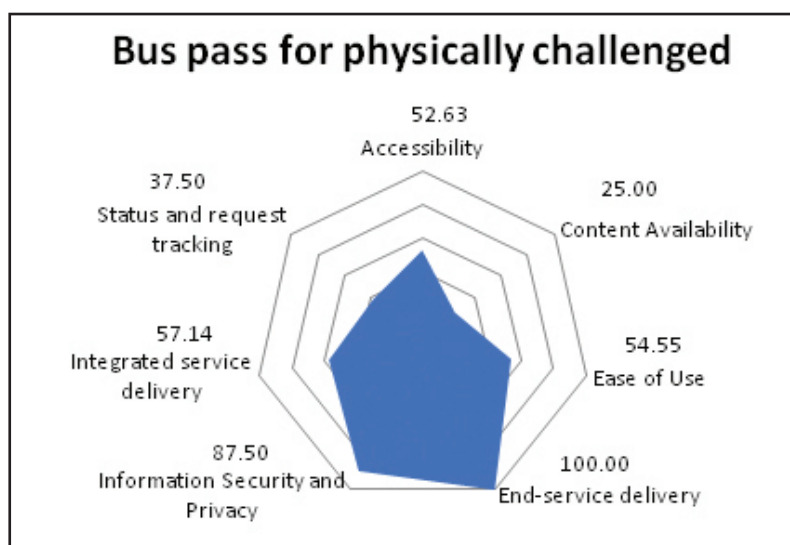
Pass will be issued by Divisional Controller with validity from January to December every year. To avail new pass beneficiary should be personally present and should fill the application form available at the concerned Divisional Offices. Application should be attached with necessary documents like Disability certificate and I.D card issued by Directorate for the Empowerment of Differently abled and Senior Citizens, UDID, address proof and photos along with the prescribed fees by cash. The Sakala time limit is 15 working days.

### User Feedback

Called around 492 citizens to seek feedback from those who had applied for “Issue of bus pass for physically challenged” & the observations are the same as for other RTC Services.

### Assessment as per NeSDA guidelines

The Bus pass for physically challenged portal was assessed as per the NeSDA framework. The specific 35 areas that require compliance are given as recommendations.



## Recommendations

These recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Seva Sindhu Portal has to be improved for user convenience of physically challenged persons by complying with the accessibility requirements of NeSDA framework.
2. All new passes should be issued only to those with UDID (Unique Disabilities Identification) card. If UDID card is available there is no need for Medical certificate, address proof etc. Sakala time limit can be reduced to 7 days if UDID card is presented.
3. Existing passes for physically challenged should be verified with UDID database to weed out ineligible beneficiaries. They should be renewed only with UDID card.
4. Online portal should be made compliant with NeSDA requirements. Following recommendations are made in this regard.

Evaluation Area	Areas that require compliance
Accessibility	1. Contact Information of Government officials/ agency responsible for the provision of specific online services/queries should be made available
	2. Create a separate section for 'Contact Us'
	3. Downloadable forms for provisioning of services which cannot be submitted online should be made available
	4. Web page should provide any service delivery charters which are published
	5. Promotional campaigns to avail eServices should be made available
	6. Information about compatible browsers and best screen resolutions should be provided
	7. Features to enable access for people with physical disabilities should be made available
	8. The portal should support audio and video playing
	9. Number of transactions should be made available
Content Availability	10. Information about results of user feedback about online services should be made available
	11. Create a separate section for Help
	12. Create a separate section on Frequently Asked Questions (FAQ)
	13. Sitemap should be made available
	14. Information of last updated timestamp on each page of the website should be made available
	15. Timestamp should be updated as of current year
	16. Statistics about website usage by users (0. of visitors/ average time spent per visitor etc.) should be made available
	17. Statistics about transaction count of services availed by users should be made available
	18. Information about how to avail electronic/ digital signature facility for availing the services should be introduced

Ease of Use	19. Online downloads for service application forms should be made available
	20. Introduce a “What’s new” section which details the changes in the website
	21. Website should provide for complaints, resolutions etc. on various aspects of the e-service provided
	22. Website should have a built-in facility to populate content relevant to user’s recent activity / interest
	23. Introduce a user manual to guide the users
Information Security and Privacy	24. Mobile alerts should be made available for unauthorized access to user profile, password changes etc.
Integrated service delivery	25. Facility to make online payments should be introduced
	26. Digital signature facility should be made available
	27. Single payment gateway for all channels should be introduced
	28. Facility to make online payment towards services availed on web page using mobile device should be made available
	29. The web page should provide for various payment options like credit, debit, cash card, internet banking, mobile wallet, specific payment methods such as Rupay, BHIM etc. for availing a service
	30. The webpage should be integrated with Social Media Apps like Twitter, Facebook etc.
Status and request tracking	31. Facility to log Grievances / Complaints should be introduced
	32. Ticket / Complaint No for status tracking and future follow-ups should be introduced
	33. Information on availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls should be introduced
	34. The user should be able to get feedback on their complaints like email, call back etc.
	35. The web page should provide for help desk, online support, and call centre for users

### 3. Renewing Bus Passes for Physically Challenged

#### Introduction

The bus passes issued to the physically challenged persons are renewed every year from 1st January to 28th February. The validity of the bus pass is for one year.

To renew the bus pass, the applicant should fill the online application or submit a filled application form with necessary documents like Disability certificate issued by the competent authority and I.D card issued by Directorate for the Empowerment of Differently abled and Senior Citizens, UDID, Address proof, old bus pass copy and photos along with the prescribed fees. The Sakala time limit is 7 working days.

#### User Feedback

The call centre could not contact the users as their mobile numbers were not tracked.

#### Assessment as per NeSDA guidelines

Renewal of Bus Passes to Physically Challenged portal was assessed as per the NeSDA framework. The report shows that 47 guidelines are complied with and 30 guidelines are not yet complied with.

#### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD) and NeSDA assessment. These recommendations are applicable for KSRTC, NEKRTC and NWKRTC.

1. The renewal of bus pass should be automated based on payment of yearly renewal of fee. Original documents received/verified during issue of pass for the first time shall be considered for renewal also. There is no need to ask for fresh set of documents.
2. UDID (Unique Disabilities Identification Card) should be made mandatory for all the renewals. This will simplify the process and ensure that genuine applicants can get their passes quickly.
3. The existing passes may also be mapped to UDID for verification to detect misuse. Provision to verify the UDID online with the UDID database may be made in the software.
4. Online portal should be made compliant with NeSDA requirements. The same recommendations made in respect of Bus Pass for PH are applicable to this service portal also.



## 4. Issue of Bus Passes for Blind

### Introduction

NEKRTC, KSRTC, BMTC and NWKRTC are issuing free travel bus passes to fully blind persons, residents of Karnataka State. These pass holders are allowed to travel in city, suburban, ordinary and express buses of the RTCs within the state of Karnataka and interstate buses also. Pass holder should compulsorily carry the pass while travelling in the bus. Divisional controller issues the bus passes for blind. The Sakala time limit is 15 working days.

The person who is having full blindness should fill the application form available at concerned Divisional Offices/online/Kiosk. Application should be attached with necessary documents like Certificate from District Surgeon certifying 100% blindness, address proof, photos. The passes are valid for 5 years from the date of issue.

### User Feedback

Around 40 users were telecalled to seek feedback from among those who had applied for “Free Bus Pass for Blind Person” & the observations are as follows;

- 24 citizens gave concludable information
- 15 calls not connected/Cut

### Suggestion:

Request to provide timely services

### Assessment as per NeSDA guidelines

The service of bus pass for blind portal was assessed as per the NeSDA framework. The report shows that 42 guidelines are complied with and 35 guidelines are not yet complied with.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. There is a necessity to make the Seva Sindhu platform user friendly by making it compliant with NeSDA guidelines for accessibility to blind applicants.
2. UDID (Unique Disabilities Identification Card) should be made mandatory for all the new applications and for renewals. This will simplify the process and ensure that genuine applicants can get their passes quickly.
3. The existing passes may also be mapped to UDID for verification to detect misuse.
4. Online portal should be made compliant with NeSDA requirements. The same 35 NeSDA compliance recommendations made in respect of Bus Pass for PH are applicable to this service portal also.

## 5. Bus Passes for Freedom Fighters

### Introduction

KSRTC is issuing free bus passes to all the freedom fighters of Karnataka who are receiving pension from the Government since 1995.

Freedom fighter in possession of proper Identity Card by Competent Authority can avail the facility of free bus pass and no fare shall be charged in Ordinary/Express bus services. Application should be attached with necessary documents like attested copy of Freedom fighter Identity Card issued by Competent Authority and photograph. Divisional Traffic Officer will issue the pass. This pass is valid for one year. The Sakala time limit is 15 working days.

### User Feedback

Called around 21 citizens to seek feedback from those who had applied for “Issue of Free Bus Pass for Freedom fighter” & the observations are as follows;

#### Suggestions:

- Citizens said that they have not faced any problem in filling the application.
- All the citizens have rated as Good.

### Assessment as per NeSDA guidelines

NEKRTC Bus pass for freedom fighters portal was assessed as per this framework. This report shows that 49 guidelines were complied with and 28 guidelines are not yet complied with. The portal shows that areas requiring better compliance are Content Availability (75% non-compliant), Status and Request Tracking (62.5% non-compliant) and Accessibility (42.1% non-compliant).

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. The drivers, conductors and other staff should be trained to verify the pass issued to the freedom fighters with dignity and honor.
2. System may be developed to check the misuse of freedom fighter pass.
3. The validity of the pass can be linked with pension records.
4. Online portal should be made compliant with NeSDA requirements. The same 35 recommendations applicable to Students Bus Pass and Bus Pass for PH are applicable here.

## 6. Issue of Rs 2000 Free Travel Vouchers to Widows of Freedom Fighters-RTCs

### Introduction

Divisional Traffic officer is the competent authority to issue free travel vouchers of Rs.2000 to wives/ widows of freedom fighters. The Sakala time limit for providing this service is 7 days. Applicant may submit application along with address proof document (Voter ID, ration card, Aadhar), death certificate of her husband through online or Seva sindhu.

### User Feedback:

Calls were made to 14 users of this service to seek feedback. 4 users gave their feedback. The main suggestions given by them are the same as for other RTC Services.

### Assessment as per NeSDA guidelines:

This service portal was assessed as per the NeSDA framework. The report shows that 48 guidelines are complied with and 29 guidelines are not yet complied with.

### Recommendations:

1. The applicants should be intimated through SMSs about the status of their application.
2. Digitized pass card can be issued instead of vouchers.
3. In the present system, the beneficiary needs to apply every year for the vouchers. If digitized pass is issued, the process of renewal can be made easier every year.
4. Sakala time limit for this service may be reduced to 3 days from 7 days.
5. Online portal should be made compliant with NeSDA requirements. The recommendations in respect of Student Bus Pass and Bus Pass for PH are applicable to this service also.

## 7. Relief from Accident Relief Fund

### Introduction

KSRTC Passengers Accident Relief Fund Trust has been formed w.e.f.01-06-2002 in order to provide immediate financial relief to the legal heirs of the deceased passengers who die in road accidents while travelling in KSRTC buses. The relief paid by the ARF Trust is in addition to the MACT claims settled by the KSRTC. Rs 3 lakhs compensation is being paid to the legal heir of the deceased passenger. NEKRTC and NWKRTC also pay similar relief following the same procedure.

To apply for accident relief fund, the relative of the victim has to submit photocopy, affidavit, death certificate of the victim, post-mortem report, F.I.R., Bank Pass Book, Identity Card and copy of the family tree. The RTC Head Office sanctions accident relief to the kin of the deceased. The Sakala time limit is 30 working days.

### User Feedback

Telecalled 4 citizens to seek feedback from those who had applied for “Accident relief fund” in the last one year but the citizens said that they have not applied for this service. This may be looked into by the KSRTC.

### Assessment as per NeSDA guideline

NEKRTC Accident Relief Fund Portal (other RTCs have similar portals) was assessed as per the NeSDA framework. This report shows that 49 guidelines were complied with and 28 guidelines are not yet complied with.

### Key Highlights

Facility to register complaints should be made available.

Customer Help section can be made available on the website.

The website does not have enough content for reference.

The website scores high on End-service Delivery, Integrated service Delivery, Information Security & Privacy and Ease of Use; it scores moderately well on Accessibility. However, it scores poorly on Content Availability and Status & Request Tracking.

### Recommendations

The recommendations are made based on the responses from the insights of focus group discussion (FGD), user feedback and NeSDA assessment.

1. Most of the victims approach courts for settlement of the claims. Though the RTC may not be at fault, it is made to pay heavy compensation. In order to settle the disputes, special legal support is required at RTC level.

2. **Driver negligence and intoxication while driving should be checked. Passenger protection should be prioritised.**
3. Online portal should be made compliant with NeSDA requirements. The recommendations in respect of Student Bus Pass and Bus Pass for PH are applicable to this service also.

**KARNATAKA ADMINISTRATIVE REFORMS COMMISSION-2**

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