

Karnataka Sakaala Services Act, 2011

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India

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Act 1 of 2012

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Karnataka Sakaala Services Act, 2011(Karnataka Act 1 of 2012)Statement of objects and Reasons (Act 1 of 2012). - It is considered necessary to provide for the Guarantee of service to citizens in the State of Karnataka within the stipulated time limit and for matter connected therewith or incidental therewith.A two-tire appeal is also provided for aggrieved persons to competent officer and the appellate authority. A provision is also made for payment of compensatory cost to the citizens whose applications is delayed and to recover the same from the defaulting public servant and also for disciplinary action against such public servants.Hence, the Bill.[L.A. Bill No. 37 of 2011, File No.Samvyashae 39 Shasana 2011][Entry 5 and 41 of List II of the Seventh Schedule to the Constitution of India.](Received the assent of the Governor on the Twenty Ninth day of December, 2011)An Act to provide for guarantee of services to citizens in the State of Karnataka within the stipulated time limit and for matters connected therewith and incidental thereto.Whereas, it is expedient to provide for guarantee of services to citizens in the State of Karnataka within the stipulated time limit and for matters connected therewith and incidental thereto.Be it enacted by the Karnataka State Legislature in the sixty-second year of the Republic of India as follows:-

1. Short title and commencement.

(1)This Act may be called [The Karnataka Sakaala Services Act, 2011] [Substituted 'the Karnataka Guarantee of Services to Citizens Act, 2011' by Karnataka Act No. 36 of 2012, dated 3.9.2012.](2)It shall come into force on such date as the Government may, by notification in the official Gazette, appoint.

2. Definitions.

- In this Act, unless the context otherwise requires,-(a)"Appellate Authority" means an officer appointed by the Government invested with the power to hear appeal against the orders passed by any competent officer under this Act;(b)"Citizen related service" includes the service as specified in the Schedule;(c)"Competent officer" means an officer appointed by the Government who shall be

empowered to impose cost on the public servant defaulting or delaying the delivery of service in accordance with this Act;(d)"designated officer" means an officer specified in the Schedule who is required to provide citizen related service;(e)"Government" means the Government of Karnataka;(f)"Local Authority" includes any authority, municipality, municipal corporation, town panchayat, planning authority, Industrial township, Zilla Panchayat, Taluk Panchayats and Gram Panchayats and other local self Governments constituted by law and Development Authorities or other statutory or non-statutory bodies by whatever name called for the time being invested by law to render essential service of public utility in the State or to control, manage or regulate such services within a specified local area;(g)"prescribed" means prescribed by the rules made under this Act;(h)"Public Authority" means the Organisation or Authority or body or institution or a Local Authority established or constituted,-(i)by or under the Constitution in the State;(ii)by any other law made by the State Legislature;(iii)by notification issued or order made by the Government and includes,-(1)body owned, controlled or substantially financed; or(2)non-Governmental organization substantially financed;directly or indirectly by the Government.(i)"Public servant" means a person substantively appointed to any service or post of the public authority;(j)"Right to service" means right to obtain the citizen related services within the stipulated time specified in the Schedule;(k)"Schedule" means Schedule appended to this Act;(l)"stipulated time" means the maximum time to provide the service by the designated officer or to decide the appeal by the competent officer or Appellate Authority as specified in the Schedule.

3. Right to obtain service within stipulated time limit.

(1)Every citizen shall have right to obtain citizen related services in the State in accordance with this Act within the stipulated time specified in the Schedule.(2)Every designated officer and his subordinate public servant of the Public Authority shall provide the citizen related services specified in the Schedule to the citizens eligible to obtain the service, within the stipulated time and also display the same on the notice board of their offices.

4. Notification of services, designated officers, competent officers, appellate authority and stipulated time limits.

- The Government shall within a period of three months from the date of commencement of this Act, by notification, amend the Schedule to add new services, designated officers of every public authority or Local Authority under each Secretariat Department, competent officer and appellate authority along with stipulated time limits within which the services are rendered under this Act and may by like notification amend or vary the entries in the Schedule.

5. Providing services within the stipulated time.

(1)The stipulated time shall start from the date when required application for scheduled service is submitted to the designated officer or to a person subordinate to him authorized to receive the application in such manner as may be prescribed. Such application shall be duly acknowledged.(2)The designated officer on receipt of an application under sub-section (1) shall

within the stipulated time either directly provide the service or through an officer duly authorized by him or reject the application and in case of rejection of application, shall record the reasons in writing and intimate to the applicant, the information about the period of making appeal against the decision and all the details of the competent officer to whom the first appeal lies.

6. Monitoring the status of the application.

(1) Every citizen having applied for any citizen related services shall be provided an application number by the concerned Public Authority, or local Authority, as the case may be, and shall be entitled to obtain and monitor status of his application online in accordance with such procedure as may be prescribed. (2) Every public authority or local Authority, as the case may be, shall maintain status of all applications governing citizen related services online and shall be duty bound to update the status of the same as per the procedure as prescribed by rules in this regard.

7. E-governance of services through mutual understanding.

- The Government shall endeavor and encourage all the public Authorities, departments and local Authorities to enter by mutual understanding to deliver their respective citizen related services in a stipulated time or period as part of e-governance.

8. Payment of compensatory cost to the citizen.

- Citizen having applied for such services shall be entitled to seek compensatory cost in accordance with the provisions of this Act and rules made thereunder, in case of delay or default in the delivery of such services beyond the stipulated time.

9. Liability to pay compensatory cost.

- Every designated officer or his subordinate public servant who fails to deliver the citizen related services to a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.

10. Appointment of competent officer.

(1) The Government shall appoint by notification an officer not below the rank of [Group B or C officer] [Substituted 'Group B officer' by Karnataka Act No. 36 of 2012, dated 3.9.2012.] of the Government or its equivalent rank, in case of other public authority to act as competent officer to impose cost against designated officer or his subordinate public servant defaulting or delaying the delivery of services in accordance with this Act. (2) Every public authority shall for the purpose of payment of cost, confer on the competent officer, the power of drawing and disbursing officer in accordance with the law, procedure and rules applicable. (3) On such demand of compensatory cost by the citizen at the time of delivery of citizen related services, it shall be the duty of the competent

officer to pay such cost to the citizen against acknowledgement and receipt in such manner as may be prescribed.

11. Procedure governing fixing of liability.

(1) Within a period of fifteen days of the payment of compensatory cost, the competent officer after conducting preliminary enquiry, shall issue a notice against the public servant found responsible for the delay in delivery of such citizen related services in such manner as may be prescribed, calling upon him as to why the compensatory cost paid to the citizen may not be recovered from him. (2) The public servant against whom such notice is issued may represent within a period of seven days from the date of receipt of such notice. In case no such representation is received, by the competent officer, within the prescribed period or explanation received, if any, is not found satisfactory, the competent officer shall be entitled to issue debit note directing such defaulting public servant either deposit the cost as stipulated in the debit note or directing the Accounts officer concerned to debit the salary of such public servant for the amount as specified in the debit note: Provided that if the competent officer finds reasonable and justified grounds in favour of public servant and come to the conclusion that the delay in delivery of services to the citizen was not attributable to him, but was attributable to some other public servant, it shall be lawful for the competent officer to withdraw the notice against him and issue fresh show cause notice to such other public servant as found responsible for the delay and shall follow the procedure mutatis mutandis as stipulated in this sub-section and sub-section (1) of this section. (3) While fixing the liability under this Act, the competent officer shall follow the principles of natural justice before passing the order in that respect.

12. Right of appeal by the public servant.

(1) Any public servant aggrieved by the order passed by the competent officer in accordance with sections 10 and 11 shall be entitled to file an appeal to the appellate authority against such order within a period not exceeding thirty days of the receipt of the impugned order. The order of the appellate authority shall be final and binding. (2) For the purpose of this Act, the Government shall appoint an officer to be the appellate authority to hear and decide appeals against the order passed by the competent officer. The appellate authority shall be an officer not below the rank of the Deputy Secretary to Government or its equivalent rank.

13. Appeal by the aggrieved citizen.

(1) Any person, whose application is rejected under sub-section (2) of section 5 or who is not provided the service within the stipulated time, may file an appeal to the competent officer within thirty days from the date of rejection of application or the expiry of the stipulated time limit: Provided that the competent officer may admit the appeal even after the expiry of the period of thirty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time. (2) The competent officer may order to the designated officer to provide the service within the specified period or may reject the appeal or may impose compensatory cost according to the provisions of section 9. (3) An appeal against decision of competent officer shall lie to the

appellate authority within sixty days from the date on which the decision was made: Provided that the appellate authority may admit the appeal even after the expiry of the period of sixty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time. (4) The appellate authority may order to the designated officer to provide the service within such period as he may specify or he may reject the appeal. (5) If the designated officer does not comply with sub-section (1) of section 5, then the applicant aggrieved from such non-compliance may submit an application directly to the competent officer. This application shall be disposed of in the manner as if it is the first appeal. (6) If the designated officer does not comply the order of providing the service under sub-section (2) of this section, then the applicant aggrieved from such non-compliance may submit an application directly to the appellate authority. This application shall be disposed of in the manner of appeal. (7) The competent officer and the appellate authority shall while deciding an appeal under this section, have the same powers as are vested in civil court while trying a suit under the Code of Civil Procedure, 1908 (Central Act 5 of 1908) in respect of the following matters, namely:-(a) requiring the production and inspection of documents; (b) issuing summons for hearing to the designated officer and appellant; and (c) any other matter which may be prescribed.

14. Developing culture to deliver services within fixed period.

(1) The defaults on the part of designated officer in the time bound delivery of citizen related services as defined in this Act shall not be counted towards misconduct as the purpose and object is to sensitize the public servant towards the citizen and to enhance and imbibe a culture to deliver time bound services to the citizens. (2) In case of any designated officer who is a habitual and willful defaulter, without any reasonable cause and persistently failed to receive an application or has failed to provide service within the stipulated time or intentionally denied the request for the service or delayed inordinately, the head of the Public Authority concerned shall be competent to take appropriate disciplinary action after recording a finding to this effect but not before giving a show cause notice and opportunity of hearing to the defaulting officer. (3) To encourage and enhance the efficiency of the designated officer, a letter of appreciation for not a single default reported may be issued and entered in his Annual Performance Report by the head of the Public Authority.

15. Deemed service condition.

- The provisions of this Act shall be deemed to be part of service conditions of the designated officer including such officer of all Public Authorities.

16. Supplement.

- The provisions of this Act shall be supplemented to the disciplinary and financial rules and such other service rules and regulations as applicable to the employees of the Government or local Authority or public authority concerned, as the case may be, and not in derogation to such service rules and regulations governing the service condition and conduct of the government employees or the employees of the other public authority concerned.

17. Protection of action taken in good faith.

- No suit, prosecution or other legal proceeding shall lie against any person for anything which is in good faith done or intended to be done under this Act or any rule made thereunder.

18. Bar of jurisdiction.

- No Civil court shall have jurisdiction in respect of any matter which the competent officer or appellate authority is empowered by or under this Act to determine.

19. Power to make rules.

(1)The Government may, after previous publication, by notification, in the official Gazette, make rules to carry out the purposes of this Act.(2)Every rule made or notification issued under this Act, shall be laid as soon as may be after it is made before each House of the State Legislature, while it is in session for a total period of thirty days, which may be comprised in one session or in two or more successive sessions, and if before the expiry of the session in which it is so laid or the session immediately following both Houses agree in making any modification, in the rule or notification or decide that any rule or notification should not be made, the rule or notification shall thereafter have effect only in such modified form or be of no effect, as the case may be, so, however, that any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule or notification.

20. Power to remove difficulties.

- If any difficulty arises, in giving effect to the provisions of this Act, the Government may by order, not inconsistent with the provisions of this Act, remove the difficulty:Provided that no such order shall be made after the expiry of a period of two years from the commencement of this Act.

Schedule

[See section 2(h)]List of Services, Designated officer, Stipulated time, Competent officer, time limit for disposal by Competent officer Appellate Authority and time limit for disposal of AppealUrban Development Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer
1	2	3	4	5	6

I. Local Authority :
BruhatBangalore
Mahanagara Palike

1	Issue of Birth, Death & Still Birth Certificates at Registration centers within one calendar year from the date of registration	Medical officer of Health/Deputy Health officer and Superintendents of Major Hospitals	3 working days for event data available in electronic media	Joint Director Statistics	15 working days
	7 working days for event data which is not available in electronic media				
2	Issue of Birth, Death & Still Birth Certificates at Registration centers after one calendar year from the date of registration	Assistant Statistical officer	3 working days for event data available in electronic media 7 working days for event data which is not available in the electronic media	Joint Director (Statistics)	15 working days
3	Grant of trade licences specified category under rules	Medical officer of Health or Deputy Health officer	30 working days	Health officer	15 working days
4	Khatha Extract/Certificate	Assistant Revenue officer	3 working days for data available in electronic media	Additional or Joint Commissioner of zone	15 working days
	7 working days for data not available in electronic media.	Additional or Joint Commissioner of Zone	15 working days	Commissioner	30 working days
5	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit.	Assistant Executive Engineer	30 working days	Additional or Joint Commissioner of Zone	15 working days

II. Local Authority :
Bangalore Water
Supply and
Sewerage Board

1	Permission for new connection/Additional Connection for watersupply and Under Ground Drainage for residential buildingsexcluding Apartments	Assistant Executive Engineer	7 working days	Chief Engineer	15 working days
2	Permission for new connections/Additional connections forwater supply and Under Ground Drainage for multi-storied	Assistant Executive Engineer buildings.	7 working days	Chief Engineer	15 working days

III. Local
Authority/public
Authority
:Municipal
Corporations other
than Bruhat
Bangalore
MahanagaraPalike.

1	Issue of Birth, Still Birth and Death Certificates	Zonal Assistant Commissioner	3 working days	Health officer	15 working days
2	Grant of Trade licence as per the delegation of powers	Zonal Assistant Commissioner	15 working days	Health officer	15 working days
3	Khatha Extract	Zonal Assistant Commissioner	5 working days	Revenue officer	7 working days
4	New Building Licence upto 2400 sq ft residential for singledwelling unit	Zonal Assistant Commissioner	30 working days	Joint Director/Deputy Director of Town Planning	15 working days
5	Permission for water supply and UGD connection for residentialbuildings	Executive Engineer single dwelling unit	15 working days	Deputy Commissioner	15 working days

IV. Local
Authority/pubLic
Authority :
CityMunicipal
Council

1	Issue of Birth, Death & Still Birth Certificates	Registrar as notified	3 working days for event data available in electronic media	Municipal Commissioner	15 working days
	7 working days for event data not available in electronic media	Municipal Commissioner	15 working days	Deputy Commissioner of District	30 working days
2	Grant of Trade licence as prescribed.	Senior Health Inspector	7 working days	Municipal Commissioner	15 working days
3	Khatha Extract/Certificate	Revenue officer	3 working days if data is available in electronic media	Municipal Commissioner	7 working days
	7 working days if data is not available in electronic media	Municipal Commissioner	7 working days	Deputy Commissioner of District	30 working days
4	Sanction of Building Plan in sites upto 2400 sq.ft. dimensionfor residential single dwelling	Assistant Executive Engineer	30 working days	Municipal Commissioner	7 working days
5	Permission for new connection for water supply and UGD inservice area for residential buildings	Assistant Executive Engineer	15 working days	Municipal Commissioner	7 working days

V.
LocalAuthority/public
Authority : Town
Municipal Council

1	Issue of Birth, Death & Still Birth Certificates	Chief officer	3 working days for event data available in	Project Director, District Urban Development	15 working days
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			electronic media	Cell	
7 working days for event data not available in electronic media	Project Director, District Urban Development Cell	15 working days	Deputy Commissioner of District	30 working days	
2	Grant of Licence for carrying out trades as prescribed.	Chief officer	30 working days	Project Director, District Urban Development Cell	30 working days
3	Khatha Extract/Certificate	Chief officer	3 working days if data is available in electronic media	Project Director, District Urban Development Cell	7 working days
7 working days if data is not available in electronic	media Project Director, District Urban Development Cell	7 working days	Deputy Commissioner of District	30 working days	
4	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling	Assistant Engineer	30 working days	Project Director, District Urban Development Cell	7 working days
5	Permission for new connection for water supply and UnderGround Drainage in service area	Assistant Engineer	15 working days	Project Director, District Urban Development Cell	7 working days
VI. Local Authority : Town Panchayat					
1	Issue of Birth, Death & Still Birth Certificate	Chief officer	3 working days if event data is available in electronic media.	Project Director, District Urban Development Cell	15 working days
7 working days if event data is not available in electronic media	Project Director, District Urban Development Cell	15 working days	Deputy Commissioner of District	30 working days	
2	Grant of Licence for carrying out trades as prescribed.	Chief officer	30 working days	Project Director, District Urban Development	30 working days

					Cell	
3	Khatha Extract/Certificate	Chief officer	3 working days if data is available in electronic media	Municipal Commissioner	7 working days	
	7 working days if data is not available in electronic media	Municipal Commissioner	7 working days	Deputy Commissioner of District	30 working days	
4	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling	Junior Engineer	30 working days	Project Director, District Urban Development Cell	7 working days	
5	Permission for new connection for water supply and UnderGround Drainage in service area	Junior Engineer	15 working days	Project Director, District Urban Development Cell	7 working days	

2. Transport Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer	Appellate Authority	T d. A
1	2	3	4	5	6	7	8
1	Learning Licence	Regional Transport officer (RTO)/Assistant Regional Transport officer (ARTO)	07 working days	Deputy Commissioner for Transport (D.C.T.)	15 working days	Joint Commissioner for Transport (J.C.T.)	30
2	Driving Licence	RTO/ARTO	30 working days	D.C.T.	15 working days	J.C.T.	30
3	Registration of Vehicle	RTO/ARTO	07 working days	D.C.T.	15 working days	J.C.T.	30
4	Duplicate Licence	RTO/ARTO	30 working days	D.C.T.	15 working days	J.C.T.	30
5	Duplicate Registration Certificate	RTO/ARTO	30 working days	D.C.T.	15 working days	J.C.T.	30
6	Bus pass for school children	Depot Manager	07* working	Divisional Traffic officer	15 working days	Divisional Controller of	0

			days			the Division
7	Free Bus pass for Freedom Fighters	Divisional Traffic officer	15** working days	Divisional Controller of the Division	15 working days	Chief Traffic Manager (Commercial), Centraloffice
8	Concession Bus pass for physically challenged person	Divisional Traffic officer	15*** working days	Divisional Controller of the Division	15 working days	Chief Traffic Manager (Commercial), Central office
9	Accident relief	Divisional Traffic officer	30 working days	Divisional Controller of the Division	30 working days	Chief Traffic Manager (Operation/Secretary ARF), Centraloffice

Note:- * Student has to submit application for Concessional Bus Pass to the Head of the Institution who in turn has to send it to the jurisdictional Depot Manager. The Depot Manager will hand over the pass to the Head of the Institution within 07 days.** The Freedom Fighter has to submit records to his jurisdictional Deputy Commissioner for availing free Bus Pass. The Deputy Commissioner will issue an order recommending issue of Free Bus Pass. The Divisional Traffic officer will issue Free Bus Pass.*** Within 15 days from the date of receipt of application from Physically Challenged person, the concerned Divisional Traffic officer will issue concessional pass to the Physically Challenged person.

3. Food And Civil Supplies Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer	Appellate Authority
1	2	3	4	5	6	7
1	Issue of duplicate/renewal/surrender cards	Concerned Food Inspector	7 working days	Tahasildar in Rural/Urban and Deputy/Assistant Director in IRA	15 working days	Deputy in District IRA.
2	Issue of licence under Karnataka Essential Commodities Licensing Order 1986, licence to wholesale dealers in food grains, pulses, edible oils and kerosene.	Deputy Commissioners in District, Addl/Joint Director of Food and Civil Supplies in Bangalore Informal Rationing	30 working days	Commissioner, Food and Civil Supplies.	45 working days	Governor

Area					
3	Issue of licence under Karnataka Essential Commodities Act, 1986 to Retail dealers in foodgrains, pulses, edible oils and kerosene.	Assistant Director in Informal Rationing Area and Tahasildar in Urban/Rural areas	35 working days	Deputy Director, Food and Civil Supplies in Bangalore IRA and Urban/Rural areas.	45 working days
4	Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution system) Control Order 1992.	Deputy Commissioners of the District	30 working days	Additional Commissioner	3 (three) months

4. Revenue Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer
1	2	3	4	5	6
1	Record of Rights Certificate	Tahsildar	30 Working Days	Assistant Commissioner	15 Working days
2	Conversion of agriculture land to nonagriculture purpose	Deputy Commissioner	120 Working Days	Regional Commissioner	30 working days
3	All types of Caste Certificate	Tahsildar	21 Working Days	Assistant Commissioner	15 Working days
4	All types of Income Certificate	Tahsildar	21 Working Days	Assistant Commissioner	15 Working days
5	Verification/Validity of Caste Certificate	Committee headed Deputy Commissioner	15 Working Days	Regional Commissioner	15 Working days
6	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	Assistant Commissioner/Special Land Acquisition officer	30 Working Days	Deputy Commissioner	30 working days
7	Birth Certificate	Village Accountant	7 Working Days	Tahsildar	15 working days
8	Death Certificate	Village Accountant	7 Working Days	Tahsildar	15 working days

9	Population Certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days
10	Residence Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days
11	No tenancy certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days
12	Living Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days
13	Agricultural Family member Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days
14	Not re-married Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days
15	Landless Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days
16	Surviving Family member Certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days
17	Unemployment certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days
18	No Govt. Job Certificate for CompassionateAppointments	Tahsildar	7 Working Days	Assistant Commissioner	15 working days
19	Agriculturist Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days
20	Small & Marginal Farmer certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days
21	Agricultural Labour Certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days
22	Non-creamy layer certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days
23	Domicile certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days
24	Mutation Extract	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days

5. Home Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer	App
1	2	3	4	5	6	7
1	Issue of copy of FIR	S.H.O.	Immediately	Circle	Two working days	SDP

	to the complainant		After registration	Inspector		CPI/FAO
2.	License for Amplified Sound System	CPIP	3 working days	SDPO	7 working days	Addl.
3.	License for Amusement	Circle Inspector of Police	15 days	SDPO	30 working days	Addl. Commr. Pol.
4	Permission for peaceful assembly and procession	CPI/PI	7 working days	SDPO	10 working days	Addl.
SDPO	15 working days	Addl.SP/ DCP	10 working days	SP/Jt. Commr.		
Addl.SP/DCP	15 working days	SP/Jt. Commr./Addl.Commr	10 working days	IGP of the range/COP		
5.	NOC for Extension of Visa	SHO	7 days	CPI/SDPO	7 days	SDPO
6	Receipt of petitions	SHO	30 min.	CPI/SDPO	Two days	SDPO
7	Disposal of Petition	SHO	15 days	CPI/SDPO	7 days	SDPO
8	Passport Verification	SHO	20 days	CPI/SDPO	7 days	SDPO
9	Service Verification Local jurisdiction Outside jurisdiction	SHO	20 days 45 days	CPI/SDPO	7 days	SDPO
10	NOC for petrol pump, gas agency, hotel, bar etc.	SHO	7 days	CPI/SDPO	7 days	SDPO
11	Arms License Verification District	SHO	30 days	CPI/SDPO	7 days	SDPO
12	Missing Report of documents, Mobile phone etc.	SHO	One day	CPI/SDPO	3 days	SDPO
13.	NOC for Crackers License	Fire Station officer	7 days	Dist. Fire officer	7 days	Reg.

6. Education Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal/Competent
1	2	3	4	5	6

I. Department
Of
Pre-University
Education

1.	Photocopying answer scripts of the 2nd PUC final examination	Deputy Director (Exams), Dept. of Pre -University Education	10 working days	Joint Director (Exams) Dept. of Pre-University Education	7 working days
2	Re-totaling answer scripts of the 2nd PUC final examination	Deputy Director (Exams), Dept. of Pre-University Education	10 working days	Joint Director (Exams) Dept. of Pre-University Education	7 working days
3.	Revaluation of answer scripts of the 2nd PUC final examination	Deputy Director (Exams), Dept. of Pre -University Education	30 working days	Joint Director (Exams) Dept. of Pre-University Education	7 working days
4.	Issue of Duplicate Marks Card	Deputy Director (Exams), Dept. of Pre -University Education	15 working days	Joint Director (Exams) Dept. of Pre-University Education	7 working days
5.	Disposal of application for recognition of new educational institutions *	Director, Dept. of Pre - University Education	60 working days	Joint Secretary, Primary & Secondary Education, Govt. of Karnataka	15 working days
6.	Renewal of recognition	Deputy Director (Recognition), Dept. of Pre-University Education	30 working days	Joint Director (Administration) Dept. of Pre-University Education	15 working days

* Approval for
new
Pre-University
colleges
is given by the
Government.
The backend
processing
work is done
by the
Directorate.

II.
Commissioner
For Public
Instruction

1	Re-totalling of marks secured in the examination	DDPI, SSLC Board	15 working days	Secretary to the SSLC Board, Bangalore	15 work
2	Revaluation of Examination papers	DDPI, SSLC Board	30 working days	Secretary to the SSLC Board	15 work
3	Issue of Duplicate Marks Card/Provisional MarksCard	<ul style="list-style-type: none"> • DDPI in the office of JD in case of Belgaum, Mysore, Gulbarga. • DDPI, SSLC Board in case of Bangalore Division. 	30 working days	<ul style="list-style-type: none"> • Joint Directors in case of Belgaum, Mysore, Gulbarga. • Secretary, SSLC Board in case of Bangalore Division. 	15 work
4	Disposal of application for Registration of new educational institutions	<ul style="list-style-type: none"> • 1 to 5th Std, DDPI • 6 to 7th Std. DDPI working under DPI (Primary) of CPIs office and Addl. Commissioner 	30 working days	<ul style="list-style-type: none"> • 1 to 5th Std, JDPI (Division) • 6 to 7th Std. DPI (Primary), office of CPI/Addl. Commissioner • 8 to 10th Std. DDPI working under DPI (Secondary), office of CPI/Addl. Commissioner • 8 to 10th Std. DPI (Secondary), office of CPI/Addl. Commissioner 	30 work
5	Recognition	<ul style="list-style-type: none"> • 1 to 7 th Std, BEO • 8 to 10th Std. DDPI (Admn.) 	15 working days	<ul style="list-style-type: none"> • DDPI (Admn.) • Joint Directors of Belgaum, Mysore, Gulbarga & Bangalore 	15 work
6	Renewal of recognition	<ul style="list-style-type: none"> • 1 to 7 th Std, BEO • 8 to 10th Std. DDPI (Admn.) 	15 working days	<ul style="list-style-type: none"> • DDPI (Admn.) • Joint Directors of Belgaum, Mysore, Gulbarga & Bangalore 	15 work

7. Health and Family Welfare Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer
I. Department of Health and Family Welfare Services					
1	Issue of Disability Certificate	(a) Taluk Medical Board (b) District Medical Board	30 working days	DHO Deputy Commissioner	15 working days
2	Issue of wound Certificate	Medical officer	3 working days	DHO/District Surgeon	15 working days
3	Issue of discharge certificate and sterilization certificate	Medical officer	1 working day	DHO/District Surgeon	15 working days
4	Issue of age certificate	Medical officer	3 working days	DHO/District Surgeon	15 working days

Note: If the Designated officer is a Medical officer working in a PHC/CHC/Taluk Hospital, the Competent officer and Appellate Authority will be District Health & Family Welfare officer (DHO) and Chief Executive officer (CEO) ZP respectively. If the Designated officer is a

Medical officer
working in a
District Hospital,
the Competent
officer
and Appellate
Authority will be
District Surgeon
and
Deputy Commissioner
respectively.

II. Drugs Control Department

Issue/ Renewal of
Licenses for
establishment of
Medical Stores
/Chemist &
Druggists

1	Issue of License	Assistant Drugs Controller	30 working days	Regional Deputy Drugs Controller	15 working days
2	Renewal of License	Assistant Drugs Controller	30 working days	Regional Deputy Drugs Controller	15 working days
3	Change addition/deletion of Registered Pharmacist	Assistant Drugs Controller	7 working days	Regional Deputy Drugs Controller	15 working days
4	Change addition/deletion of Competent person	Assistant Drugs Controller	7 working days	Regional Deputy Drugs Controller	15 working days
5	Name Change	Assistant Drugs Controller	7 working days	Regional Deputy Drugs Controller	15 working days

III. Ayush Department

1	Issue of Medical Certificate	Medical officer/Resident Medical officer	5 working days	District Ayush officer	15 working days
2	License for establishment of Drug Store	Drugs Licensing Authority	30 working days	Chief Administrative officer	15 working days

3	Issue of performance and no conviction certificates as per Drugs and Cosmetics Act and Rules there under	Drugs Licensing Authority	30 working days	Chief Administrative officer	15 working days
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8. Rural Development And Panchayath Raj Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer	Appellate Authority
1	2	3	4	5	6	7
Gram Panchayath:						
1.	Alteration of Assessment list	Panchayath Development officer	45 days	Executive officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath
2.	Building licence	Panchayath Development officer	60 days	Executive officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath
3.	General licence (Trade Licence)	Panchayath Development officer	45 days	Executive officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath
4	Maintenance of Drinking Water	Panchayath Development officer	3 days	Executive officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla

						Panchayath Deputy Secretary (who is looking the GP matters), Zilla Panchayath Deputy Secretary (who is looking the GP matters), Zilla Panchayath
5	Maintenance of Street lights	Panchayath Development officer	3 days	Executive officer, Taluka Panchayath	30 days	
6	Maintenance of Village sanitation	Panchayath Development officer	7 days	Executive officer, Taluka Panchayath	30 days	
7.	Issuing of records related to population census, crop census, cattle census, persons below poverty line and other records compulsorily maintained by Gram Panchayath.	Panchayath Development officer	30 days	Executive officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath
8.	Providing employment to unskilled labours (MGNREGS)	Panchayath Development officer	15 days	Executive officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath
9.	NOC to Escoms	Panchayath Development officer	45 days	Executive officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath
10.	e-payment for the work executed under developmental schemes	Panchayath Development officer	15 days	Executive officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the

9. Finance Department

[Department of Commercial Taxes]

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer	Appellate Authority
1	Issue of Registration under the Karnataka Value Added Tax Act 2003	15 working days from the date of filing the application	Jurisdictional Local VAT officer (LVO)/VAT Subofficer (VSO)	Deputy Commissioner of Commercial Taxes in the Jurisdictional VAT Division who is authorised by the Commissioner	15 working days from the date of application	Joint Commissioner of Commercial Taxes of the jurisdictional Division
2	Issue of Clearance Certificate under the Karnataka Value Added Tax Act 2003	15 working days from the date of filing the application	Jurisdictional Local VAT officer (LVO)/VAT Subofficer (VSO)	Deputy Commissioner of Commercial Taxes in the Jurisdictional VAT Division who is authorised by the Commissioner	15 working days from the date of application	Joint Commissioner of Commercial Taxes of the jurisdictional Division
3	Issue of Registration under the Central Sales Tax Act	15 working days from the date of filing the application	Jurisdictional Local VAT officer (LVO)/VAT Subofficer (VSO)	Deputy Commissioner of Commercial Taxes in the Jurisdictional VAT Division who is authorised by the Commissioner	15 working days from the date of application	Joint Commissioner of Commercial Taxes of the jurisdictional Division
4	Issue of C Forms under the Central	10 working days from the date of filing	Jurisdictional Local VAT officer (LVO)/VAT	Deputy Commissioner of Commercial	15 working days from the date of application	Joint Commissioner of Commercial

			officer(LVO)/VAT Subofficer(VSO)	who is authorised by the Commissioner		Commissioner of thejurisdictional VAT Division.
9	Issue of Permit under the Karnataka Entertainment Tax Act, 1958	15 working days from the date of filing the application	Jurisdictional Entertainments Tax officer (ETO)/Commercial Tax officer (CTO) in the jurisdictional Local VAToffice (LVO)/VAT Sub office (VSO)	Deputy Commissioner of Commercial Taxes in theJurisdictional VAT Division who is authorised by the Commissioner	15 working days from the date of application	Joint Commissioner of Commercial Taxes, MinorActs Division, Bangalore/Joint Commissioner of the jurisdictionalVAT Division.
10	Issue of Registration under the Karnataka Tax onProfessions, Trades, Callings and Employments Act, 1976	15 working days from the date of filing the application	Jurisdictional Professional Tax officer(PTO)/CommTax officer (CTO) inthe jurisdictional Local VAToffice (LVO)/VAT Sub office (VSO)	Deputy Commissioner of Commercial Taxes in theJurisdictional VAT Division who is authorised by the Commissioner	15 working days from the date of application	Joint Commissioner of Commercial Taxes, MinorActs Division, Bangalore/Joint Commissioner of the jurisdictionalVAT Division.

10. Labour Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time for completion
1	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	Labour Inspector/Senior Labour Inspector	Within 15 working days	Labour officer	Within 15 working days
2	Renewal of Registration under the Karnataka Shops and Commercial Establishments Act,	Labour Inspector/Senior Labour Inspector	Within 15 working days	Labour officer	Within 15 working days

	1961				
3	Registration of Principal employer under the Contract Labour (Regulation & Abolition) Act, 1970	Assistant Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	W w
4	License to the contractor under the Contract Labour (Regulation & Abolition) Act, 1970	Assistant Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	W w
5	Renewal of Licence to the contractor under the Contract Labour (Regulation & Abolition) Act, 1971	Assistant Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	W w
6	Registration of establishment under the Building and Other Construction Workers (Regulation of Employment and Conditions) Act, 1996	Labour officer	Within 15 working days	Assistant Labour Commissioner	W w
7	Registration of Building and other Construction Workers	Labour Inspector/Senior Labour Inspector/Labour officer	Within 15 working days	Assistant Labour Commissioner	W w
8	Registration of plantations under the Plantation Labour Act, 1951	Labour officer	Within 15 working days	Assistant Labour Commissioner	W w
9	Registration under the Trade Union Act, 1926	Asst. Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	W w
10	Registration under Motor Transport Workers Act, 1961	Asst. Labour Commissioner	Within 30 working days	Deputy Labour Commissioner	W w
11	Registration under the Inter-State	Asst. Labour Commissioner	Within 15 working	Deputy Labour Commissioner	W w

	Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979		days		
12	Licence under the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1980	Assistant Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	W w
13	Licenses to industrial premises under the Beedi and Cigar (Conditions of Employment) Workers Act, 1966	Assistant Labour Commissioner	Within 7 working days	Deputy Labour Commissioner	W w
I. Directorate of Esis (Medical) Services					
1. Dispensary Level					
1	Submission of Medical Reimbursement Bills of IP's	Administrative Medical officer	15 working days	a. Dispensary attached to ESIC Model Hospital, Rajajinaga Deputy Director (Admn.)	15
b. For other Dispensaries in the State					
	Medical Superintendent ESI Hospitals/Diagnostic Centre	Director, ESIS Medical Services	15 working days		
2. Hospital Level					
1	Sanction of Medical Reimbursements Bill of IP's	Medical Superintendent, ESI Hospitals/Diagnostic Centre	60 working days	Deputy Director (Administration)	15
2	Submission of Super Speciality Medical Reimbursement bills to Directorate/ESIC	Administrative Medical officer/Medical Superintendent, ESI Hospitals/Diagnostic Centre	60 working days	Deputy Director (Administration)	15

3	Submission towards sanction of Deposits for Super Speciality Treatment to ESIC	Medical Superintendent, ESI Hospitals/Diagnostic Centre	3 working days	Deputy Director (Administration)	15
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3. Directorate Level

1	Sanction of Medical Reimbursements Bill of IP's	office Superintendents of Concerned Medical Reimbursement Section	60 working days	Deputy Director (Administration)	15
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II. Department Of Factories, Boilers, Industrial Safety & Health

1	Approval of Factory plans	Assistant Director/Senior Assistant Director/Deputy Director.	90 days	Joint Director	60
2	Registration of Factories and issue of licence	Assistant Director/Senior Assistant Director/Deputy Director	90 days	Joint Director	60
3	Amendment/Transfer of licence/Issue of duplicate licence	Assistant Director/Senior Assistant Director/Deputy Director	60 days	Joint Director	30
4	Disposal of complaints Assistant Director/Senior	Assistant Director/Deputy Director	60 days	Joint Director	30
5	Approval of Boiler and Pressure part Manufacturing drawing/	Assistant Director steam pipeline and pipelinelayout drawings	60 days	Joint Director	60
6	Registration of Boilers, Economisers and Steam pipelines	Assistant Director/Senior Assistant Director/Deputy Director	90 days	Joint Director	60
7	Issue of Boiler Certificate on annual inspection	Assistant Director/Senior Assistant Director/Deputy Director	17 days	Joint Director	60

11. Women and Child Development Department

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent officer	Time limit for disposal by the Competent officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8

1	Enrollment of 0-3 children in anganwadi centres(Supplementary)	Child Development Project	3 days	Deputy Director	7 working days	Director	10 days
	Nutrition, health checkup, immunization &referral services)						
2	Enrollment of 3-6 children in anganwadi centres(Supplementary)	Child Development Project officer	3 days	Deputy Director	7 working days	Director	10 days
	nutrition, Health checkup, Immunization, Preschool and referral services)						
3	Enrollment of pregnant and lactating mothers inanganwadi centres	Child Development Project officer	3 days	Deputy Director	7 working days	Director	10 days
	(Supplementary Nutrition, Health checkup,Immunization, Referral services and health education)						
4	Disability Certificate and Identity Card forDifferently Abled Persons	District Disabled Welfare officer	7 working days	Deputy Director, Women & Child Development	15 working days	Director	15 working days
5	Senior Citizen Identity Card	District Disabled Welfare officer	7 working days	Deputy Director, Women & Child Development	15 working days	Director	15 working days

The above translation of PÀÈÁðIPÀÈÁUÀjPÀjUÉ , ÉÃ^aÉUÀ¼ÀSÁvÀj Cçs×AiÄÄ^aÄÄ,, 2011 (2012 gÀPÀÈÁðIPÀ Cçs×AiÄÄ^aÄÄ, ÀASÉå: 1) be published in the official Gazette under clause (3) of

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