



## The Karnataka Guarantee of Services to Citizens Act, 2011

Act 1 of 2012

### Keyword(s):

Appellate Authority, Citizen Related Service, Competent officer, Designated officer, Local Authority, Public Authority, Public Servant, Right to Service, Stipulated Time

Amendments appended: 36 of 2012, 31 of 2014

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**KARNATAKA ACT 1 OF 2012**  
**THE KARNATAKA GUARANTEE OF SERVICES TO CITIZENS ACT, 2011**  
**Arrangement of Sections**

**Sections:**

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2. Definitions
3. Right to obtain service within stipulated time limit
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5. Providing services within the stipulated time
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SCHEDULE

**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.]

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**KARNATAKA ACT 1 OF 2012**

(First Published in the Karnataka Gazette Extra ordinary of the Second day of January, 2012)

**THE KARNATAKA GUARANTEE OF SERVICES TO CITIZENS ACT, 2011**

(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 Guarantee of Services to Citizens Act, 2011.

(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 Officer 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 Appeal**

**URBAN DEVELOPMENT DEPARTMENT**

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>I. LOCAL AUTHORITY : BRUHAT BANGALORE MAHANAGARA PALIKE</b>							
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 7 working days for event data which is not available in electronic media	Joint Director Statistics	15 working days	Additional Commissioner (Administration)	30 working days

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
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	Additional Commissioner (Administration)	30 working days
3	Grant of trade licence specified category under rules	Medical Officer of Health or Deputy Health Officer	30 working days	Health Officer	15 working days	Zonal Additional/Joint Commissioner	30 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	Commissioner	30 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	Assistant Executive	30 working days	Additional or	15 working	Commissioner	30 working

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
	Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit.	Engineer		Joint Commissioner of Zone	days		days
<b>II. LOCAL AUTHORITY : BANGALORE WATER SUPPLY AND SEWERAGE BOARD</b>							
1	Permission for new connection/Additional Connection for water supply and Under Ground Drainage for residential buildings excluding Apartments	Assistant Executive Engineer	7 working days	Chief Engineer	15 working days	Engineer-in-Chief	30 working days
2	Permission for new connections/ Additional connections for water supply and Under Ground Drainage for multi-storied	Assistant Executive Engineer	7 working days	Chief Engineer	15 working days	Engineer-in-Chief	30 working days

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
	buildings.						
<b>III. LOCAL AUTHORITY/PUBLIC AUTHORITY : MUNICIPAL CORPORATIONS OTHER THAN BRUHAT BANGALORE MAHANAGARA PALIKE.</b>							
1	Issue of Birth, Still Birth and Death Certificates	Zonal Assistant Commissioner	3 working days	Health Officer	15 working days	Commissioner	30 working days
2	Grant of Trade licence as per the delegation of powers	Zonal Assistant Commissioner	15 working days	Health Officer	15 working days	Commissioner	30 working days
3	Khatha Extract	Zonal Assistant Commissioner	5 working days	Revenue Officer	7 working days	Commissioner	30 working days
4	New Building Licence upto 2400 sq ft residential for single dwelling unit	Zonal Assistant Commissioner	30 working days	Joint Director/Deputy Director of Town Planning	15 working days		30 working days
5	Permission for water supply and UGD connection for residential buildings	Executive Engineer	15 working days	Deputy Commissioner	15 working days	Commissioner	30 working days

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
	single dwelling unit						
<b>IV. LOCAL AUTHORITY/PUBLIC AUTHORITY : CITY MUNICIPAL COUNCIL</b>							
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	Deputy Commissioner of District	30 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	Deputy Commissioner of District	30 working days
3	Khatha Extract/Certificate	Revenue Officer	3 working days if data is available in electronic media	Municipal Commissioner	7 working days	Deputy Commissioner of District	30 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	Assistant Executive	30 working days	Municipal	7 working	Deputy	30 working

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
	Plan in sites upto 2400 sq.ft. dimension for residential single dwelling	Engineer		Commissioner	days	Commissioner of District	days
5	Permission for new connection for water supply and UGD in service area for residential buildings	Assistant Executive Engineer	15 working days	Municipal Commissioner	7 working days	Deputy Commissioner of the District	30 working days
<b>V. LOCAL AUTHORITY/PUBLIC AUTHORITY : TOWN MUNICIPAL COUNCIL</b>							
1	Issue of Birth, Death & Still Birth Certificates	Chief Officer	3 working days for event data available in electronic media	Project Director, District Urban Development Cell	15 working days	Deputy Commissioner of District	30 working days

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
			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	Deputy Commissioner of District	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	Deputy Commissioner of District	30 working days

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
			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	Deputy Commissioner of District	30 working days
5	Permission for new connection for water supply and Under Ground Drainage in service area	Assistant Engineer	15 working days	Project Director, District Urban Development Cell	7 working days	Deputy Commissioner of District	30 working days
<b>VI. LOCAL AUTHORITY : TOWN PANCHAYAT</b>							



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	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	Deputy Commissioner of District	30 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 Cell	30 working days	Deputy Commissioner of District	30 working days
3	Khatha Extract/Certificate	Chief Officer	3 working days if data is available in electronic media	Municipal Commissioner	7 working days	Deputy Commissioner of District	30 working days

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
			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	Deputy Commissioner of District	30 working days
5	Permission for new connection for water supply and Under Ground Drainage in service area	Junior Engineer	15 working days	Project Director, District Urban Development Cell	7 working days	Deputy Commissioner of District	30 working days

**2. TRANSPORT DEPARTMENT**

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
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 working days
2	Driving Licence	RTO / ARTO	30 working days	D.C.T.	15 working days	J.C.T.	30 working days
3	Registration of Vehicle	RTO / ARTO	07 working days	D.C.T.	15 working days	J.C.T.	30 working days
4	Duplicate Licence	RTO / ARTO	30 working days	D.C.T.	15 working days	J.C.T.	30 working days
5	Duplicate Registration Certificate	RTO / ARTO	30 working days	D.C.T.	15 working days	J.C.T.	30 working days
6	Bus pass for school children	Depot Manager	07* working days	Divisional Traffic Officer	15 working days	Divisional Controller of the Division	07 working days
7	Free Bus pass for	Divisional Traffic	15**	Divisional	15 working	Chief Traffic	07 working

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
	Freedom Fighters	Officer	working days	Controller of the Division	days	Manager (Commercial), Central Office	days
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	07 working days
9	Accident relief	Divisional Traffic Officer	30 working days	Divisional Controller of the Division	30 working days	Chief Traffic Manager (Operation/Secretary ARF), Central Office	30 working days

**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	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Issue of duplicate/renewal/surrender ration cards	Concerned Food Inspector	7 working days	Tahasildar in Rural/Urban and Deputy/Assistant Director in IRA	15 working days	Deputy Director in District and IRA.	15 working days.
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 Area	30 working days	Commissioner, Food and Civil Supplies.	45 working days	Government	45 working days
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	Commissioner, Food and Civil Supplies/Deputy Commissioners in District.	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	Government	6 (six) months
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#### 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	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Record of Rights Certificate	Tahsildar	30 Working Days	Assistant Commissioner	15 Working days	Deputy Commissioner	15 Working Days
2	Conversion of agriculture land to non agriculture purpose	Deputy Commissioner	120 Working Days	Regional Commissioner	30 working days	Government	30 working days
3	All types of Caste Certificate	Tahsildar	21 Working Days	Assistant Commissioner	15 Working days	Deputy Commissioner	15 Working days
4	All types of Income	Tahsildar	21 Working	Assistant	15 Working	Deputy	15 Working

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
	Certificate		Days	Commissioner	days	Commissioner	days
5	Verification/Validity of Caste Certificate	Committee headed Deputy Commissioner	15 Working Days	Regional Commissioner	15 Working days	Government (Social Welfare Department)	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	Regional Commissioner	30 working days
7	Birth Certificate	Village Accountant	7 Working Days	Tahsildar	15 working days	Assistant Commissioner	15 working days
8	Death Certificate	Village Accountant	7 Working Days	Tahsildar	15 working days	Assistant Commissioner	15 working days
9	Population Certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
10	Residence Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
11	No tenancy certificate	Tahsildar	7 Working Days	Assistant	15 working days	Deputy	15 working



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
				Commissioner		Commissioner	days
12	Living Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
13	Agricultural Family member Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
14	Not re-married Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
15	Landless Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
16	Surviving Family member Certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
17	Unemployment certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
18	No Govt. Job Certificate for Compassionate Appointments	Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
19	Agriculturist Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
20	Small & Marginal	Tahsildar/Deputy	7 Working Days	Assistant	15 working days	Deputy	15 working

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
	Farmer certificate	Tahsildar		Commissioner		Commissioner	days
21	Agricultural Labour Certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
22	Non-creamy layer certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
23	Domicile certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
24	Mutation Extract	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy 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	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Issue of copy of FIR to the	S.H.O.	Immediately	Circle	Two working	SDPO if FAO is	7 working

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
	complainant		After registration	Inspector	days	CPI/ADDI. SP if FAO is SDPO	days
2.	License for Amplified Sound System	CPIp	3 working days	SDPO	7 working days	Addl.SP/DCP	7 working days
3.	License for Amusement	Circle Inspector of Police	15 days	SDPO	30 working days	Addl.SP/Deputy Commissioner of Police	30 working days
4	Permission for peaceful assembly and procession	CPI/PI	7 working days	SDPO	10 working days	Addl.SP/DCP	7 working days
		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/Addl.SP/DCP	
6	Receipt of petitions	SHO	30 min.	CPI/SDPO	Two days	SDPO/Addl.SP/DCP	3 days
7	Disposal of Petition	SHO	15 days	CPI/SDPO	7 days	SDPO/Addl.SP/DCP	7 days
8	Passport Verification	SHO	20 days	CPI/SDPO	7 days	SDPO/Addl.SP/DCP	7 days

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
9	Service Verification Local jurisdiction Outside jurisdiction	SHO	20 days 45 days	CPI/SDPO	7 days	SDPO/Addl.SP/DCP	7 days
10	NOC for petrol pump, gas agency, hotel, bar etc.	SHO	7 days	CPI/SDPO	7 days	SDPO/Addl.SP/DCP	7 days
11	Arms License Verification District	SHO	30 days	CPI/SDPO	7 days	SDPO/Addl.SP/DCP	7 days
12	Missing Report of documents, Mobile phone etc.	SHO	One day	CPI/SDPO	3 days	SDPO/Addl.SPDCP	7 days
13.	NOC for Crackers License	Fire Station Officer	7 days	Dist. Fire Officer	7 days	Regional Fire Officer	7 days

## 6. EDUCATION 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
<b>I. DEPARTMENT OF PRE-UNIVERSITY EDUCATION</b>							
1.	Photocopying answer scripts of the 2 <sup>nd</sup> 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	Director	7 working days
2	Re-totaling answer scripts of the 2 <sup>nd</sup> 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	Director	7 working days
3.	Revaluation of answer scripts of the 2 <sup>nd</sup> 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	Director	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	Director	7 working days

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
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	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	Director	15 working days
<b>* Approval for new Pre-University colleges is given by the Government. The backend processing work is done by the Directorate.</b>							
<b>II. COMMISSIONER FOR PUBLIC INSTRUCTION</b>							
1	Re-totalling of marks secured in the examination	DDPI, SSLC Board	15 working days	Secretary to the SSLC Board, Bangalore	15 working days	Director of SSLC Board, Bangalore	15 working days
2	Revaluation of Examination papers	DDPI, SSLC Board	30 working days	Secretary to the SSLC Board	15 working days	Director of SSLC Board, Bangalore	15 working days
3	Issue of Duplicate Marks Card /	• DDPI in the office of JD in	30 working days	• Joint Directors in case of	15 working days	Director of SSLC Board, Bangalore	15 working days

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
	Provisional Marks Card	case of Belgaum, Mysore, Gulbarga. <ul style="list-style-type: none"> <li>• DDPI, SSLC Board in case of Bangalore Division.</li> </ul>		Belgaum, Mysore, Gulbarga. <ul style="list-style-type: none"> <li>• Secretary, SSLC Board in case of Bangalore Division.</li> </ul>			
4	Disposal of application for Registration of new educational institutions	<ul style="list-style-type: none"> <li>• 1 to 5 th Std, DDPI</li> <li>• 6 to 7 th Std. DDPI working under DPI (Primary) of CPIs Office and Addl. Commissioner</li> </ul>	30 working days	<ul style="list-style-type: none"> <li>• 1 to 5 th Std, JDPI (Division)</li> <li>• 6 to 7 th Std. DPI (Primary), Office of CPI / Addl. Commissioner</li> </ul>	30 working days	<ul style="list-style-type: none"> <li>• DPI (Primary)</li> <li>• CPI / Addl. Commissioners, Belgaum, Gulbarga</li> <li>• CPI / Addl. Commissioners, Belgaum,</li> </ul>	15 working days

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
		ate 8 to 10th Std. DDPI working under DPI (Secondary), Office of CPI / Addl. Commissionar ate		<ul style="list-style-type: none"> <li>8 to 10th Std. DPI (Secondary), Office of CPI / Addl. Commissionar ate</li> </ul>		Gulbarga	
5	Recognition	<ul style="list-style-type: none"> <li>1 to 7 th Std, BEO</li> <li>8 to 10th Std. DDPI (Admn.)</li> </ul>	15 working days	<ul style="list-style-type: none"> <li>DDPI (Admn.)</li> <li>Joint Directors of Belgaum, Mysore, Gulbarga &amp; Bangalore</li> </ul>	15 working days	<ul style="list-style-type: none"> <li>Joint Directors of Belgaum, Mysore, Gulbarga &amp; Bangalore</li> <li>DPI (Secondary)O ffice of CPI / Addl. Commissionar</li> </ul>	15 working days



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
						ate	
6	Renewal of recognition	<ul style="list-style-type: none"> <li>• 1 to 7 th Std, BEO</li> <li>• 8 to 10th Std. DDPI (Admn.)</li> </ul>	15 working days	<ul style="list-style-type: none"> <li>• DDPI (Admn.)</li> <li>• Joint Directors of Belgaum, Mysore, Gulbarga &amp; Bangalore</li> </ul>	15 working days	<ul style="list-style-type: none"> <li>• Joint Directors of Belgaum, Mysore, Gulbarga &amp; Bangalore</li> <li>• DPI (Secondary), Office of CPI / Addl. Commissionar ate</li> </ul>	15 working days

## 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	Appellate Authority	Time limit for disposal by the Appellate Authority
<b>I. Department of Health and Family Welfare Services</b>							
1	Issue of Disability Certificate	(a) Taluk Medical Board (b) District Medical Board	30 working days	DHO  Deputy Commissioner	15 working days	J.D. (Medical) Director, H.F.W.	15 working days
2	Issue of wound Certificate	Medical Officer	3 working days	DHO / District Surgeon	15 working days	CEO, ZP / Deputy Commissioner	15 working days
3	Issue of discharge certificate and sterilization certificate	Medical Officer	1 working day	DHO / District Surgeon	15 working days	CEO, ZP / Deputy Commissioner	15 working days
4	Issue of age certificate	Medical Officer	3 working days	DHO / District Surgeon	15 working days	CEO, ZP / Deputy Commissioner	15 working days
<p><b>Note:</b> 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 &amp; 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.</p>							
<b>II. DRUGS CONTROL DEPARTMENT</b>							

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
<b>Issue / Renewal of Licenses for establishment of Medical Stores / Chemist &amp; Druggists</b>							
1	Issue of License	Assistant Drugs Controller	30 working days	Regional Deputy Drugs Controller	15 working days	Additional Drugs Controller	15 working days
2	Renewal of License	Assistant Drugs Controller	30 working days	Regional Deputy Drugs Controller	15 working days	Additional 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	Additional 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	Additional Drugs Controller	15 working days
5	Name Change	Assistant Drugs Controller	7 working days	Regional Deputy Drugs Controller	15 working days	Additional Drugs Controller	15 working days
<b>III. AYUSH DEPARTMENT</b>							
1	Issue of Medical Certificate	Medical Officer / Resident Medical Officer	5 working days	District Ayush Officer	15 working days	CEO, ZP	15 working days

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
2	License for establishment of Drug Store	Drugs Licensing Authority	30 working days	Chief Administrative Officer	15 working days	Director, Ayush	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	Director, Ayush	15 working days

## 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	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
<b>GRAM PANCHAYATH:</b>							
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	30 days
2.	Building licence	Panchayath Development Officer	60 days	Executive Officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath	30 days
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	30 days
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	30 days

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
5	Maintenance of Street lights	Panchayath Development Officer	3 days	Executive Officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath	30 days
6	Maintenance of Village sanitation	Panchayath Development Officer	7 days	Executive Officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla 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	30 days
8.	Providing employment	Panchayath	15 days	Executive Officer,	30 days	Deputy Secretary	30 days

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
	to unskilled labours (MGNREGS)	Development Officer		Taluka Panchayath		(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	30 days
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 GP matters), Zilla Panchayath	30 days

**9. FINANCE DEPARTMENT****[Department of Commercial Taxes]**

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
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 Sub Officer(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	15 working days from the date of filing appeal
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 Sub Officer(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	15 working days from the date of filing appeal



<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
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 Sub Officer(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	15 working days from the date of filing appeal
4	Issue of C Forms under the Central Sales Tax Act	10 working days from the date of filing the application	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(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	15 working days from the date of filing appeal
5	Issue of H Forms under the Central Sales Tax Act	10 working days from the date of filing the application	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(VSO)	Deputy Commissioner of Commercial Taxes in the Jurisdictional VAT Division who is	15 working days from the date of application	Joint Commissioner of Commercial Taxes of the jurisdictional	15 working days from the date of filing appeal

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
				authorised by the Commissioner		Division	
6	Issue of F Forms under the Central Sales Tax Act	10 working days from the date of filing the application	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(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	15 working days from the date of filing appeal
7	Issue of E-I and E-II Forms under the Central Sales Tax Act	10 working days from the date of filing the application	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(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	15 working days from the date of filing appeal
8	Issue of Registration under the Karnataka Luxury Tax Act, 1979	15 working days from the date of filing the application	Jurisdictional Assistant Commissioner of Commercial	Deputy Commissioner of Commercial Taxes in the Jurisdictional	15 working days from the date of application	Joint Commissioner of Commercial Taxes, Minor	15 working days from the date of filing appeal

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
			Taxes (LTO)/Local VAT Officer(LVO)/VAT Sub Officer(VSO)	VAT Division who is authorised by the Commissioner		Acts Division, Bangalore/ Joint Commissioner of the jurisdictional VAT Division.	
9	Issue of Permit under the Karnataka Entertainments 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 VAT Office (LVO)/VAT Sub Office (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, Minor Acts Division, Bangalore/ Joint Commissioner of the jurisdictional VAT Division.	15 working days from the date of filing appeal
10	Issue of Registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act,	15 working days from the date of filing the application	Jurisdictional Professional Tax Officer (PTO)/ Commercial Tax Officer (CTO) in	Deputy Commissioner of Commercial Taxes in the Jurisdictional VAT Division who is	15 working days from the date of application	Joint Commissioner of Commercial Taxes, Minor Acts Division,	15 working days from the date of filing appeal

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
	1976		the jurisdictional Local VAT Office (LVO)/VAT Sub Office (VSO)	authorised by the Commissioner		Bangalore/ Joint Commissioner of the jurisdictional VAT Division.	

#### 10. LABOUR 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	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	Labour Inspector/ Senior Labour Inspector	Within 15 working days	Labour Officer	Within 30 working days	Assistant Labour Commissioner	Within 45 working days
2	Renewal of Registration under the Karnataka Shops and Commercial	Labour Inspector/ Senior Labour Inspector	Within 15 working days	Labour Officer	Within 30 working days	Assistant Labour Commissioner	Within 45 working days

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
	Establishments Act, 1961						
3	Registration of Principal employer under the Contract Labour (Regulation & Abolition) Act, 1970	Assistant Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	Within 30 working days	Additional Labour Commissioner (Admn)	Within 45 working days
4	License to the contractor under the Contract Labour (Regulation & Abolition) Act, 1970	Assistant Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	Within 30 working days	Additional Labour Commissioner (Admn)	Within 45 working days
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	Within 30 working days	Additional Labour Commissioner (Admn)	Within 45 working days
6	Registration of establishment under the Building and Other Construction Workers	Labour Officer	Within 15 working days	Assistant Labour Commissioner	Within 30 working days	Deputy Labour Commissioner	Within 45 working days

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
	(Regulation of Employment and Conditions) Act, 1996						
7	Registration of Building and other Construction Workers	Labour Inspector/ Senior Labour Inspector / Labour Officer	Within 15 working days	Assistant Labour Commissioner	Within 30 working days	Secretary, Building and Other Construction Workers Welfare Board	Within 45 working days
8	Registration of plantations under the Plantation Labour Act, 1951	Labour Officer	Within 15 working days	Assistant Labour Commissioner	Within 30 working days	Deputy Labour Commissioner	Within 45 working days
9	Registration under the Trade Union Act, 1926	Asst. Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	Within 30 working days	Commissioner of Labour	Within 45 working days
10	Registration under Motor Transport Workers Act, 1961	Asst. Labour Commissioner	Within 30 working days	Deputy Labour Commissioner	Within 30 working days	Additional Labour Commissioner (IR)	Within 45 working days
11	Registration under the Inter-State Migrant	Asst. Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	Within 30 working days	Joint Labour Commissioner	Within 45 working days

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
	Workmen (Regulation of Employment and Conditions of Service) Act, 1979					(MW)	
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	Within 30 working days	Joint Labour Commissioner (MW)	Within 45 working days
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	Within 30 working days	Joint Labour Commissioner (MW)	Within 45 working days
<b>I. DIRECTORATE OF ESIS (MEDICAL) SERVICES</b>							
<b>1. DISPENSARY LEVEL</b>							
1	Submission of Medical Reimbursement Bills of	Administrative Medical Officer	15 working days	a. Dispensary attached to ESIC	15 working days	Director, ESIS Medical	15 working days

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
	IP's			Model Hospital, Rajajinagar, Deputy Director (Admn.)		Services	
				b. For other Dispensaries in the State Medical Superintendent ESI Hospitals / Diagnostic Centre	15 working days	Director, ESIS Medical Services	15 working days
<b>2. HOSPITAL LEVEL</b>							
1	Sanction of Medical Reimbursements Bill of IP's	Medical Superintendent, ESI Hospitals / Diagnostic Centre	60 working days	Deputy Director (Administration)	15 working days	Director ESIS Medical Services	15 working days



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
2	Submission of Super Speciality Medical Reimbursement bills to Directorate / ESIC	Administrative Medical Officer/ Medical Superintendent, ESI Hospitals / Diagnostic Centre	30 working days	Deputy Director (Administration)	15 working days	Director ESIS Medical Services	15 working days
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 working days	Director ESIS Medical Services	15 working days
<b>3. DIRECTORATE LEVEL</b>							
1	Sanction of Medical Reimbursements Bill of IP's	Office Superintendents of Concerned Medical Reimbursement Section	60 working days	Deputy Director (Administration)	15 working days	Director ESIS Medical Services	15 working days
<b>II. DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY &amp; HEALTH</b>							

<b>Sl. No.</b>	<b>List of Services</b>	<b>Designated officer</b>	<b>Stipulated time for designated officer</b>	<b>Competent Officer</b>	<b>Time limit for disposal by the Competent Officer</b>	<b>Appellate Authority</b>	<b>Time limit for disposal by the Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
1	Approval of Factory plans	Assistant Director/ Senior Assistant Director/ Deputy Director.	90 days	Joint Director	60 days	Director	60 days
2	Registration of Factories and issue of licence	Assistant Director/ Senior Assistant Director/ Deputy Director	90 days	Joint Director	60 days	Director	60 days
3	Amendment/ Transfer of licence/ Issue of duplicate licence	Assistant Director/ Senior Assistant Director/ Deputy Director	60 days	Joint Director	30 days	Director	30 days
4	Disposal of complaints	Assistant Director/ Senior Assistant Director/ Deputy Director	60 days	Joint Director	30 days	Director	30 days
5	Approval of Boiler and Pressure part Manufacturing drawing/	Assistant Director	60 days	Joint Director	60 days	Director	30 days

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
	steam pipeline and pipeline layout drawings						
6	Registration of Boilers, Economisers and Steam pipelines	Assistant Director/ Senior Assistant Director/ Deputy Director	90 days	Joint Director	60 days	Director	30 days
7	Issue of Boiler Certificate on annual inspection	Assistant Director/ Senior Assistant Director/ Deputy Director	17 days	Joint Director	60 days	Director	30 days

#### 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	Child	3 days	Deputy Director	7 working	Director	10 days

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
	anganwadi centres (Supplementary Nutrition, health checkup, immunization & referral services)	Development Project Officer			days		
2	Enrollment of 3-6 children in anganwadi centres (Supplementary nutrition, Health checkup, Immunization, Pre school and referral services)	Child Development Project Officer	3 days	Deputy Director	7 working days	Director	10 days
3	Enrollment of pregnant and lactating mothers in anganwadi centres (Supplementary Nutrition, Health checkup, Immunization, Referral services and health education)	Child Development Project Officer	3 days	Deputy Director	7 working days	Director	10 days
4	Disability Certificate and Identity Card for Differently 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 ಕರ್ನಾಟಕ ನಾಗರಿಕರಿಗೆ ಸೇವೆಗಳ ಖಾತರಿ ಅಧಿನಿಯಮ, 2011 (2012ರ ಕರ್ನಾಟಕ ಅಧಿನಿಯಮ ಸಂಖ್ಯೆ: 1) be published in the Official Gazette under clause (3) of Article 348 of the Constitution of India.

**H.R.BHARDWAJ**  
GOVERNOR OF KARNATAKA

By order and in the name of the Governor of Karnataka

**G.K.BOREGOWDA**  
Secretary to Government  
Department of Parliamentary Affairs and Legislation

**KARNATAKA ACT NO. 36 OF 2012**  
**THE KARNATAKA GUARANTEE OF SERVICES TO CITIZENS (AMENDMENT) ACT, 2012**  
**Arrangement of Sections**

**Sections:**

1. Short title and commencement
2. Amendment of title
3. Amendment of section 1
4. Amendment of section 10

**STATEMENT OF OBJECTS AND REASONS**

**Amending Act 36 of 2012.-** It is considered necessary to amend the Karnataka Guarantee of Services to Citizens Act, 2011,-

- (i) to change the title of the Act as “The Karnataka Sakaala Services Act, 2011” as the suggestions received from the public and as decided by the committee under the Chairmanship of the Hon’ble Minister for Law and Parliamentary Affairs; and
- (ii) to make provision for appointment of an officer not below the rank of Group B or C as the competent officer to impose cost by amending section 10.

Hence, the Bill.

[L.A. Bill No. 27 of 2012, File No.Samvyashae 32 Shasana 2012]

[Entry 5 and 41 of List II of the Seventh Schedule to the Constitution of India.]

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**KARNATAKA ACT NO. 36 OF 2012**

(First published in the Karnataka Gazette Extra-ordinary on the third day of September, 2012)

**THE KARNATAKA GUARANTEE OF SERVICES TO CITIZENS (AMENDMENT) ACT, 2012**

(Received the assent of the Governor on the thirtieth day of August, 2012)

An Act to amend the Karnataka Guarantee of Services to Citizens Act, 2011.

Whereas, it is expedient to amend the Karnataka Guarantee of Services to Citizens Act, 2011 (Karnataka Act 1 of 2012) for the purposes hereinafter appearing;

Be it enacted by the Karnataka State Legislature in the sixty third year of the Republic of India as follows:-

**1. Short title and commencement.-** (1) This Act may be called the Karnataka Guarantee of Services to Citizens (Amendment) Act, 2012.

(2) It shall come into force with effect from the 2<sup>nd</sup> day of April, 2012.

**2. Amendment of title.-** In the Karnataka Guarantee of Services to Citizens Act, 2011 (Karnataka Act 1 of 2012) (hereinafter referred to as the principal Act), for the title "THE KARNATAKA GUARANTEE OF SERVICES TO CITIZENS ACT, 2011", the title "THE KARNATAKA SAKAALA SERVICES ACT, 2011" shall be substituted.

**3. Amendment of section 1.-** In section 1 of the principal Act, in sub-section (1), for the words, punctuation and figures "The Karnataka Guarantee of Services to Citizens Act, 2011", the words, punctuation and figures "The Karnataka Sakaala Services Act, 2011" shall be substituted.

**4. Amendment of section 10.-** In section 10 of the principal Act, in sub-section (1), for the words "Group B officer", the words "Group B or C Officer" shall be substituted.

The above translation of ಕರ್ನಾಟಕ ನಾಗರಿಕರಿಗೆ ಸೇವೆಗಳ ಖಾತರಿ (ತಿದ್ದುಪಡಿ) ಅಧಿನಿಯಮ, 2012 (2012ರ ಕರ್ನಾಟಕ ಅಧಿನಿಯಮ ಸಂಖ್ಯೆ: 36) be published in the Official Gazette under clause (3) of Article 348 of the Constitution of India.

**GOVERNOR OF KARNATAKA.**

By Order and in the name of the Governor of Karnataka

**G.K. BOREGOWDA**

Secretary to Government,

Department of Parliamentary Affairs and Legislation