

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

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
I. LOCAL AUTHORITY : BRUHAT BANGALORE 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 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
2	Issue of Birth, Death & Still Birth Certificates at	Assistant Statistical Officer	3 working days for event data available in electronic media	Joint Director (Statistics)	15 working days	Additional Commissioner (Administration)	30 working days

	Registration centers after one calendar year from the date of registration		7 working days for event data which is not available in the electronic media				
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 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	Commissioner	30 working days

6 *1	Registration	Assistant Revenue Officer	30 Working Days	Revenue Officer	30 Working Days	Additional/ Joint Commissioner of the Division	30 Working days *1
7 *2	Transfer of Khatas	Assistant Revenue Officer	30 Working Days	Revenue Officer	30 Working Days	Zonal Additional/Joint Commissioner	30 Working days *2

* 1 – Inserted vide Notification No. DPAR 119 NaSeKa 2012, Dated: 26/10/2012

* 2 – Amended vide Notification No. DPAR 197 NaSeKa 2012, Dated: 03/12/2012

II. LOCAL AUTHORITY : BANGALORE WATER SUPPLY AND SEWERAGE BOARD

1	Permission for new connection/Additio nal 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 *1	Permission for new connections/ Additional connections for water supply and Under Ground Drainage for multi- storied buildings.	Assistant Executive Engineer	21 working days*1	Chief Engineer	15 working days	Engineer-in- Chief	30 working days

3 *2	Clearing of blockage of Under Ground Drainage (UGD) pipelines and replacement of Damaged/missing Manhole Cover	Assistant Executive Engineer	03 working days	Executive Engineer	03 working days	Additional Chief Engineer	04 working days
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* 1 – Amended vide Notification No. DPAR 13 EeKaAa 2012, Dated: 21/04/2012

* 2 – Inserted vide Notification No. DPAR 119 NaSeKa 2012, Dated: 26/10/2012

III. LOCAL AUTHORITY/PUBLIC AUTHORITY : MUNICIPAL CORPORATIONS OTHER THAN BRUHAT BANGALORE MAHANAGARA PALIKE.*1							
1	Issue of Birth, Still Birth and Death Certificates	Zonal Assistant Commissioner/ Medical Officer/ Environmental Engineer/Health Inspector/ Assistant Health Officer	3 working days for event data available in electronic media	Health Officer/ Assistant Commissioner	15 working days	Commissioner	30 working days
			7 working days for event data not available in electronic media	Health Officer/ Assistant Commissioner	15 working days	Commissioner	30 working days
2	Grant of Trade licence as per the delegation of powers	Zonal Assistant Commissioner/ Medical Officer/ Environmental	30 working days	Health Officer/ Assistant Commissioner	15 working days	Commissioner	30 working days

		Engineer/Health Inspector/ Assistant Health Officer					
3	Khatha Extract	Zonal Assistant Commissioner/ Assistant Revenue Officer/Revenue Inspector	3 working days for event data available in electronic media	Revenue Officer/ Assistant Commissioner	7 working days	Commissioner	30 working days
			7 working days for event data not available in electronic media	Revenue Officer/	7 working days	Commissioner	30 working days
4	New Building Licence upto 2400 sq ft residential for single dwelling unit	Town Planning Director/Assistant Executive Engineer/ Assistant Engineer	30 working days	Joint Director/ Deputy Director /Executive Engineer/ Town Engineer/Assistant Commissioner of Town Planning	15 working days	Commissioner	30 working days

5	Permission for Residential Building for water supply and underground drainage in service area.	Executive Engineer/ Junior Engineer	15 working days	Assistant Executive Engineer/ Town Engineer	15 working days	Executive Engineer	30 working days
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*** 1 – Amended vide Notification No. DPAR 13 EeKaAa 2012, Dated: 05/05/2012.**

IV. LOCAL AUTHORITY/PUBLIC AUTHORITY : CITY MUNICIPAL COUNCIL							
1	Issue of Birth, Death & Still Birth Certificates	Health Inspector	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.	Health Inspector	30 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	15 working days	Deputy Commissioner of District	30 working days
			7 working days if data is not available in electronic media	Municipal commissioner	15 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 Executive Engineer	30 working days	Municipal commissioner	15 working days	Deputy Commissioner of District	30 working 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	15 working days	Deputy Commissioner of District	30 working days
V. LOCAL AUTHORITY/PUBLIC AUTHORITY : TOWN MUNICIPAL COUNCIL							
1	Issue of Birth, Death & Still Birth Certificates	Health Inspector	3 working days for event data available in electronic media	Chief Officer	15 working days	Project Director,DUDC	30 working days

			7 working days for event data not available in electronic media	Chief Officer	15 working days	Project Director,DUDC	30 working days
2	Grant of Trade Licence as prescribed.	Health Inspector	30 working days	Chief Officer	15 working days	Project Director,DUDC	30 working days
3	Khatha Extract/Certificate	Revenue Officer	3 working days if data is available in electronic media	Chief Officer	15 working days	Project Director,DUDC	30 working days
			7 working days if data is not available in electronic media	Chief Officer	15 working days	Project Director,DUDC	30 working days
4	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling	Junior Engineer	30 working days	Chief Officer	15 working days	Project Director,DUDC	30 working days
5	Permission for new connection for water supply and Under Ground Drainage in service	Junior Engineer	15 working days	Chief Officer	15 working days	Project Director,DUDC	30 working days

	area						
VI. LOCAL AUTHORITY : TOWN PANCHAYAT							
1	Issue of Birth, Death & Still Birth Certificate	Health Officer	3 working days if event data is available in electronic media.	Chief Officer	15 working days	Project Director,DUDC	30 working days
			7 working days if event data is not available in electronic media	Chief Officer	15 working days	Project Director,DUDC	30 working days
2	Grant of Trade Licence as prescribed.	Health Inspector	30 working days	Chief Officer	15 working days	Project Director,DUDC	30 working days
3	Khatha Extract/Certificate	Revenue Inspector	3 working days if data is available in electronic media	Chief Officer	15 working days	Project Director,DUDC	30 working days
			7 working days if data is not available in electronic media	Chief Officer	15 working days	Project Director,DUDC	30 working days

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4	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling	Junior Engineer	30 working days	Chief Officer	15 working days	Project Director,DUDC	30 working days
5	Permission for new connection for water supply and Under Ground Drainage in service area	Junior Engineer	15 working days	Chief Officer	15 working days	Project Director,DUDC	30 working days

“VII - Local authority: Bangalore Development Authority *1

Sl. No.	List of Services	Designated Officer	Time limit for disposal by the Designated Officer (Working days) (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1	2	3	4	5	6	7	8
1.	Building plan approval for sites and Civic Amenities Sites in BDA Layouts and BDA approved private layouts not handed over to BBMP, yet.	30x40 and below: Assistant Executive Engineer	15 working days	Executive Engineer	15 working days	Engineer Member	15 working days
Above 30x40 and below 40x60: Executive Engineer		Engineer Officer		Engineer member			
Above 60x40: Engineer Officer		Engineer member		Commissi- -oner			
2.	Building Plan approval for sites in BDA layouts and BDA approved private	Engineer Officer	30 working days	Engineer member	15 working days	Commissi- -oner	15 working days

	layouts, not handed over to BBMP yet, where the height of the proposed building is upto 15 meters.						
3.	Building Plan approval for sites in BDA layouts and BDA approved private layouts, not handed over to BBMP, yet, where height of the proposed building is above 15 meters	Engineer Officer	30 working days	Engineer member	15 working days	Commissioner	15 working days
4.	Obtaining Possession Certificate in respect of cases where site has been allotted on Lease cum Sale basis and Lease – cum-sale deed agreement (LCSA) is executed.	Deputy Secretary	07 working days	Secretary	15 working days	Commissioner	15 working days
5.	Obtaining khatha for properties in BDA Layouts and BDA approved private layouts, not handed over to BBMP yet.	Revenue Officer –East Revenue Officer-West Revenue Officer-North Revenue Office -South	15 working days	Deputy Secretary-1 Deputy Secretary-3 Deputy Secretary-4 Deputy Secretary-2	15 working days	Secretary	15 working days
6.	Obtaining transfer of	Revenue	30	Deputy	15	Secretary	15

	Khatha following death of a property owner or based on the WILL of the deceased .	Officer –East Revenue Officer - West Revenue Officer- North Revenue Officer- South	working days	Secretary- 1 Deputy Secretary- 3 Deputy Secretary- 4 Deputy Secretary- 2	working days		working days
7.	Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts.	Revenue Officer –East Revenue Officer - West Revenue Officer- North Revenue Office -South	30 working days	Deputy Secretary- 1 Deputy Secretary- 3 Deputy Secretary- 4 Deputy Secretary- 2	15 working days	Secretary	15 working days
8.	To obtain ‘ <u>Commencement Certificate</u> ’ for beginning the construction work in respect of cases where Building plan approval is already obtained.	Engineer officer	12 working days	Engineer Member	15 working days	Commissi oner	15 working days
9.	To obtain ‘ <u>Occupancy</u> ’	Engineer	12	Engineer	15	Commissi	15

	Certificate' for the buildings completed.	Officer	working days	Member	working days	oner	working days
10.	To obtain approval for <u>Subdivision of a site or Amalgamation of sites</u> in BDA layouts and BDA approved private layouts.	Joint Director	30 Working days	Town Planner member	15 working days	Commissi oner	15 working days
11.	Sending required information to Revenue Department in respect of those cases where citizens have applied for alienation of land with the revenue authorities.	Assistant Director	7 working days	Joint Director	15 working days	Town planner Member	15 Working days
12	As per Section 14a(3) of KTCP Act 1961, obtaining commencement certificate for the land where change of land use is already approved.	Joint Director	30 Working days	Town Planner member	15 Working days	Commissi oner	15 working days”

*** 1 – Inserted vide Notification No. DPAR 119 NaSeKa 2012, Dated: 26/10/2012**

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	Time limit for disposal by the Appellate Authority
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 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	30 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 Freedom Fighters	Divisional Traffic Officer	15** working days	Divisional Controller of the Division	15 working days	Chief Traffic Manager (Commercial), Central Office	07 working 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 Fund	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
10 ****	Free Bus pass for the blind	Divisional Traffic Officer	07 working days	Divisional Controller	15 working days	Chief Traffic Officer	30 working days
11 ****	Free Travel coupon worth Rs.2000/- to the Wives /widows of freedom fighters	Divisional Traffic Officer	07 working days	Divisional Controller	15 working days	Chief Traffic Officer	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.**

****** Inserted vide Notification No. DPAR 119 NaSeKa 2012, Dated: 26/10/2012**

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	<p>Ration Card :</p> <p>Issue of Transfer of Ration Card to Other State, District, Taluk.</p> <p>Removal of name of the member.</p> <p>induplicate Ration Card.</p> <p>Change of address in Local Areas/Taluks.</p> <p>Inclusion of names of members, Surrender, New Ration Card as per letter.</p>	Concerned Food Inspector	7 working days	Tahasildars in Rural/Urban Areas / Assistant Director in Informal Rationing Areas/Deputy Director in Informal Rationing Areas, Bangalore.	15 working days	Deputy Director in Districts and Informal Rationing Area/ IRA, Bangalore, Addl Director.	15 working days.

2	<p>food grains, pulses, edible oils and kerosene, Issue of Licence to Wholesale Dealers under Karnataka Essential Commodities Licensing Order 1986,</p> <ol style="list-style-type: none"> 1. Issuing Licence 2. Issuing Licence induplicate 3. Surrender 4. Renewal 	<p>Deputy Commissioners in Districts/ Addl/Joint Director of Food and Civil Supplies Informal Rationing Areas in Bangalore</p>	30 working days	Commissioner, Food and Civil Supplies.	45 working days	Government	45 working days
3	<p>food grains, pulses, edible oils and kerosene, Issue of Licence to Retail Dealers under Karnataka Essential Commodities Licensing Order</p>	<p>Deputy Director in Informal Rationing Areas in Bangalore/ Assistant Director in Informal Rationing Zones</p>	35 working days	<p>Additional Director, Informal Rationing Zones, Bangalore/ Deputy Director of Food and Civil Supplies in Urban /Rural areas .</p>	45 working days	<p>Commissioner, Food and Civil Supplies Department /Deputy Commissioners of Districts.</p>	45 working days

	1986, 1. Issuing Licence 2. Issuing Licence induplicate 3. Surrender 4. Renewal	/ Tahasildar in Urban/Rural areas					
4	Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution system) Control Order 1992. Running of Fair Price Shops. 1) Issue of Authorisation 2) Issue of induplicate authorisation 3) Surrender 4) Renewal	Deputy Commissioners of Districts/ Additional Director in Informal Rationing Areas in Bangalore.	30 working days	Commissioner of Food and Civil Supplies.	3 (three) months	Government	6 (six) months

*. – Entries relating to 1 to 4 services above is amended vide Notification No. DPAR 13 EeKaAa 2012, dated: 05/05/2012.

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*3	15 Working days	Deputy Commissioner *4	15 Working Days
2	Conversion of agriculture land to non agriculture purpose	Deputy Commissioner*4	120 Working Days	Regional Commissioner	30 working days	Government	30 working days
3	All types of Caste Certificate	Tahsildar	21 Working Days	Assistant Commissioner*3	15 Working days	Deputy Commissioner *4	15 Working days
4	All types of Income Certificate	Tahsildar	21 Working Days	Assistant Commissioner*3	15 Working days	Deputy Commissioner *4	15 Working days
5	Verification/Validity of Caste Certificate	Committee headed Deputy	15 Working Days	Regional Commissioner	15 Working days	Government (Social	15 Working days

		Commissioner*4				Welfare Department)	
6	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	Assistant Commissioner*3 /Special Land Acquisition Officer	30 Working Days	Deputy Commissioner*4	30 working days	Regional Commissioner	30 working days
7	Issue of Birth Certificate*1	Village Accountant		Tahsildar	15 working days	Assistant Commissioner *3	15 working days
	less than 1 year cases		7 Working Days				
	more than 1 year cases		14 working days				
8	Issue of Death Certificate*2	Village Accountant		Tahsildar	15 working days	Assistant Commissioner *3	15 working days
	less than 1 year cases		7 Working Days				
	more than 1 year cases		14 working days				
9	Population Certificate	Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner *4	15 working days
10	Domicile Certificate *3	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner *4	15 working days

11	No tenancy certificate	Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner*4	15 working days
12	Living Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner*4	15 working days
13	Agricultural Family member Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner*4	15 working days
14	Not re-married Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner*4	15 working days
15	Landless Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner*4	15 working days
16	Surviving Family member Certificate	Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner*4	15 working days
17	Unemployment certificate	Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner*4	15 working days
18	No Govt. Job Certificate for Compassionate	Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner*4	15 working days

	Appointments						
19	Agriculturist Certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner *4	15 working days
20	Small & Marginal Farmer certificate	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner *4	15 working days
21	Agricultural Labour Certificate	Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner *4	15 working days
22	Non-creamy layer certificate	Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner *4	15 working days
23	Residence certificate*3	Tahsildar	7 Working Days	Assistant Commissioner*3	15 working days	Deputy Commissioner *4	15 working days
24	Mutation Extract	Tahsildar/Deputy Tahsildar	7 Working Days	Assistant Commissioner*3	15 Working Days	Deputy Commissioner *4	15 Working Days
25 *5	Registration of Immovable Properties	Sub-Registrar	01 day	District Registrar	07 working days	Inspector General of Registrations	07 working days
26.	Change of Khata (Undisputed cases)	Tahsildar	60 working days	Assistant Commissioner	30 working days	Deputy Commissioner	30 working days

27	Project Displacement Certificate	Tahsildar	21 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
28.	Natural Calamity Relief (Crop Loss) Sanction	Tahsildar	21 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
29.	Natural Calamity Relief (Loss of Human Life)	Tahsildar	15 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
30.	Natural Calamity Relief (House damage) Sanction	Tahsildar	21 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
31.	Natural Calamity Relief (Animal Loss) Sanction	Tahsildar	15 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
32.	Solvency Certificate	Tahsildar	21 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
33.	RTC Typological errors corrections	Assistant Commissioner	40 working days	Deputy Commissioner	15 working days	Regional Commissioner	15 working days
34..	Issue of Duplicate copies in Survey Section (Aakar-Band)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
35.	Issue of Duplicate copies in Survey Section (Index of Land Records)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
36.	Issue of Duplicate copies in Survey	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days

	Section (Tippan)						
37.	Issue of Duplicate copies in Survey Section (Pakka Tippan)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
38.	Issue of Duplicate copies in Survey Section (Atlas)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
39.	Issue of Duplicate copies in Survey Section (Village Map)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
40.	Issue of Duplicate copies in Survey Section (Kharab land extract)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
41.	No Objection Certificate under PTCL Act	Tahsildar	21 working days	Assistant Commissioner	07 working days	Deputy Commissioner	07 working days
42.	NOC for land reform transaction	Tahsildar	21 working days	Assistant Commissioner	07 working days	Deputy Commissioner	07 working days
43.	NOC for General Grant Land transaction	Tahsildar	21 working days	Assistant Commissioner	07 working days	Deputy Commissioner	07 working days
44.	Permission to set up Petrol Pump	Deputy Commissioner	60 working days*6	Regional Commissioner	15 working days	Government	30 working days

45.	Issuance of Arms License	Deputy Commissioner	55 working days (Time limit starts only after receiving License from the Police Department)	Regional Commissioner	15 working days	Government	30 working days
46.	Indira Gandhi Old Age Pension Sanction	Deputy Tahsildar /Tahsildar	70 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
47.	Destitute Widow pension Sanction	Deputy Tahsildar /Tahsildar	70 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
48..	Pension for disabled persons Sanction	Deputy Tahsildar /Tahsildar	70 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
49.	Sandhya Suraksha Sanction	Deputy Tahsildar /Tahsildar	70 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days”

*1 - Amended vide Notification No. DPAR 13 EeKaAa 2012, dated: 21/04/2012.

*2 - Amended vide Notification No. DPAR 13 EeKaAa 2012, dated: 21/04/2012.

*3- Amended vide Notification No. DPAR 13 EeKaAa 2012, dated: 21/04/2012.

*4 - Amended vide Notification No. DPAR 13 EeKaAa 2012, dated: 21/04/2012.

*5 – Services From SI No.25 to 49 – Inserted vide Notification No. DPAR 119 NaSeKa 2012, dated: 26/10/2012

*6 - Amended vide Notification No. DPAR 197 NaSeKa 2012, dated: 03/12/2012.

*7 - Amended vide Notification No. DPAR 197 NaSeKa 2012, dated: 03/12/2012.

5. HOME DEPARTMENT*1

1.

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 complainant	S.H.O.	Immediately After registration	CPI if SHO is PSI	2 working days	SDPO/ ACP	7 working days
SDPO if SHO is PI				SP/ DCP			
2.	License for Amplified Sound System	SHO	3 working days	CPI/ SDPO	10 working days	SDPO/DCP	7 working days
		CPI		SDPO		Addl SP	
		SDPO		Addl. SP/ Jurisdictional DCPs in B'lore City/ DCP L&O in other commissionerates		SP in Districts/ Addl.CP Admn in CoP B'lore City/ CP in other Commissionerates	
		Addl.SP/SP/ Jurisdictional DCPs/ DCP Admin in B'lore		SP in Districts/ Addl.CP Admn in CoP B'lore City/ CP in other		IGP Range/ CP in Bangalore City/ ADGP L&O for other	

		City/ DCP L&O in other commissionerates		Commissionerate s		Commissionerates	
3.	NoC for License for Amusement	SHO	15 working days	CPI/ SDPO	30 working days	SDPO/ Jurisdictional DCPs in B'lore City/ DCP L&O in other commissionerates	30 working days
		CPI		SDPO		Addl SP/ SP	
		SDPO		Addl. SP/ SP/ Jurisdictional DCPs/ DCP Admin in B'lore City/ DCP L&O in other commissionerates		SP/ Addl.CP Admn in CoP B'lore City/ CP in other Commissionerates	
		AAOs in DPOs		SP in Districts		IGP Range	
		AO/AAO in CoPs		DCP Admin in Bangalore City/ DCP L&O in other Commissionerate		Addl.CP Admin in B'lore City/ Commissioner of Police in other commissionerates	

				s			
4	Permission for peaceful assembly and procession	SHO	15 working days	CPI/ SDPO	10 working days	SDPO/ Jurisdictional DCPs in B'lore City/ DCP L&O in other commissionerates	7 working days
		CPI		SDPO		Addl SP/ SP	
		SDPO		Addl. SP/ SP/ Jurisdictional DCPs/ DCP Admin in B'lore City/ DCP L&O in other commissionerates		SP/ Addl.CP Admn in CoP B'lore City/ CP in other Commissionerates	
		AAOs in Districts		Addl SP/SP		SP	
		AO/AAO in CoPs		DCP Admin in B'lore City and DCP L&O in other Commissionerates		Addl CP Admin in B'lore City/ CP in other Commissionerates	

5.	NoC/ Issue of Extension of Residential Permit of foreigners	PI, DSB in DPOs	7 working days	Additional SP/ SP	7 working days	SP	7 working days
		ACP/ PI CSB in CoPs		DCP Int in B'lore City and DCP L&O in other Commissionerates		Addl CP Admin in B'lore City/ Commissioner of Police in other Commissionerates	
6	Disposal of petitions	SHO	45 working days *4	CPI/SDPO	14 working days	SDPO/ Addl.SP/SP Jurisdictional DCPs in B'lore Ciy/ DCP L&O in other Commissionerates	7 working days
		CPI		SDPO		Addl SP/ SP	
		SDPO/ ACP		Addl SP/ SP/ Jurisdictional DCPs in B'lore City/ DCP L&O in other Commissionerates		SP/ Addl CP Admin in B'lore City/ Commissioner of Police in other Commissionerates	
		SP/ Jurisdictional		Range IGP/		CP in B'lore City/	

		DCPs/ DCP Admin in B'lore City/ DCP L&O in other commissionerates		Additional CP Admin in B'lore City/ CP in other Commissionerates		Addl DGP G&HR for all other units	
		AAO in Range Office		IGP Range		Addl DGP G&HR	
		AAO G&HR (Chief Office)		Addl. DGP G&HR		DG & IGP	
7 *2	No obligation to return to India (NORI) Certificate	PI DSB in Districts	20 working days	Additional SP or Dy. SP HQRs. in Districts	07 Working days	SP	07 working days
		ACP/PI CSB in Commissionerates		Additional SP or Dy. SP HQRs. in Districts DCP Int. in Bangalore City & DCP (L&O) in other Commissionerates		SP Addl CP Admn in Bangalore City/ Commissioner of Police in other Commissionerates	
8	NOC for Passport Verification	PI DSB in Districts	20 working days	Addl SP/ SP	7 working days	SP	7 working days

		ACP/ PI CSB in CoPs		DCP Int in B'lore City and DCP L&O in other Commissionerates		Addl CP Admin in B'lore City/ Commissioner of Police in other Commissionerates	
9	Service Verification	PI DSB in Districts	20 working days For Local Jurisdiction	Additional SP/ SP	7 working days	SP	7 working days
		ACP/ PI CSB in CoPs	45 working days for outside Jurisdiction	DCP Int in B'lore City and DCP L&O in other Commissionerates		Addl CP Admin in B'lore City/ Commissioner of Police in other Commissionerates	
10	NOC for petrol pump, gas agency, hotel, bar etc.	AAOs in Districts	7 working days	Addl SP/SP	7 working days	SP	7 working days
		AO/AAO in CoPs		DCP Admin in B'lore City and DCP L&O in other Commissionerates		Addl CP Admin in B'lore City/ CP in other Commissionerates	
11	NOC Arms License Verification	SHO in Districts	30 working days	SDPO	7 working days	SP	7 working days
		AO/AAO in CoPs		DCP Admin in		Addl CP Admin in	

				B'lore City and DCP L&O in other Commissionerates		B'lore City/ Commissioner of Police in other Commissionerates	
12	Missing Report of documents, Mobile phone etc.	SHO	One working day	CPI/SDPO	3 working days	SDPO/ Addl.SP/ SP/ Jurisdictional DCPs	7 working days
13 *3	Police Verification Certificate for domestic servants/house keeping	PI DSB in Districts ACP/PI CSB in Commissionerates	20 Working days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in Bangalore City and DCP L&O in other Commissionerates	07 working days	SP Addl.CP Admn in Bnagalore City / Commissioner of Police in other Commisionerates.	07 Working days.
14	Police Verification Certificate for	PI DSB in Districts	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP	07 Working days

	Institutions/ Companies	ACP/PI CSB in Commissionerates		DCP .Int. in Bangalore City and DCP L&O in other Commissionerates		Addl.CP Admn in BangaloreCity / Commissioner of Police in other Commissionerates	
15	Police verification Certificate for Marriage Alliances	PI DSB in Districts	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP Addl.CP Admn. in B'lore City / Commissioner of Police in other Commissionerates	07 Working days
		ACP/PI CSB in Commissionerates		DCP .Int. in B'lore City and DCP L&O in other Commissionerates			
16	Police verification Certificate for Training Apprenticeship at Public Undertakings /for trainees/ Workers working on	PI DSB in Districts	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP	07 Working days
		ACP/PI CSB in Commissionerates		DCP .Int. in Bangalore City and DCP L&O in other Commissionerates		Addl.CP Admn. in Bangalore City / Commissioner of Police in other Commissionerates	

	daily wages at Govt. Institutions			s			
17	Police verification Certificate (PVC) for Coolies/Loader / Class IV Security Staff/ Supervisor at Airport (Individual applicants only)	PI DSB in Districts ACP/PI CSB in Commissionerates	20 Working days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in Bangalore City and DCP L&O in other Commissionerates	07 working days	SP Addl.CP Admn. in Bangalore City / Commissioner of Police in other Commissionerates	07 Working days
18	Police verification Certificate	PI DSB in Districts	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP	07 Working days

	(PVC) for Central /State Govt. employees if request is received directly by the employee	ACP/PI CSB in Commissionerates		DCP .Int. in Bangalore City and DCP L&O in other Commissionerates		Addl.CP Admn. in Bangalore City / Commissioner of Police in other Commissionerates	
19	Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	PI DSB in Districts ACP/PI CSB in Commissionerates	20 Working days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in B'lore City and DCP L&O in other Commissionerates	07 working days	SP Addl.CP Admn. in Bangalore City / Commissioner of Police in other Commissionerates	07 Working days
20	Certification of Finger Print	Dy.Sp / PIs FPB in Districts ACP /PI FPB in Commissionerate	20 Working days	Additional SP /SP DCP Int. in Bangalore City	07 Working days	SP Addl CP Admin in Bangalore City /	07 Working days

		s		and DCP (L&O) in other Commissionerates		Commissioner of Police in Other Commissionerates	
21	No objection to return to India permission in respect of Tibetans	PI DSB in Districts	20 Working days	Additional SP/SP	07 Working days	SP	07 Working days
		ACP/PI CSB in Commissionerates		DCP Int. in Bangalore City and DCP (L&O) in other Commissionerates		Addl CP Admin in Bangalore City/ Commissioner of Police in other Commissionerates.	
22	Response to Fire & Emergency Calls	Fire Station Officer	01 Hour excluding travel time	District Fire Officer	1 Hour excluding travel time	Regional Fire Officer	48 Hours excluding travel time
23	Accident, Natural Disaster, Rescue Work and Disaster Emergency Call Response	Fire Station Officer	1 hour excluding travel time	District Fire Officer	24 hours excluding travel time	Regional Fire Officer	48 Hours excluding travel time”

- * 1 - Amended Vide Notification No. DPAR 13 EeKaAa 2012, dated: 21/06/2012.
- *2 - Inserted vide Notification No. DPAR 119 NaSeKa 2012, dated: 26/10/2012
- *3 - Services from SI No.13 to 23 – Inserted vide Notification No. DPAR 119 NaSeKa 2012, dated: 26/10/2012
- *4 - Amended vide Notification No. DPAR 197 NaSeKa 2012, dated: 03/12/2012

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
I DEPARTMENT OF PRE-UNIVERSITY EDUCATION							
1.	Photocopying answer scripts of the 2 nd PUC final examination	Deputy Director (Exams), Dept. of Pre-University Education	15 working days*1	Joint Director (Exams) Dept. of Pre-University Education	7 working days	Director	7 working days
2	Re-totaling answer scripts of the 2 nd 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 nd 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	15 working days	Joint Director (Exams) Dept. of	7 working days	Director	7 working days

		Pre-University Education		Pre-University Education			
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	90 working days*2	Joint Director (Administration) Dept. of Pre-University Education	15 working days	Director	15 working days

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

* 1 & 2 Amended vide Notification No.DPAR 13 EeKaAa 2012, Dated: 21/4/2012.

II. COMMISSIONER FOR PUBLIC INSTRUCTION :

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	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 / Provisional Marks Card	<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 working days	Director of SSLC Board, Bangalore	15 working days
4	Disposal of application for	<ul style="list-style-type: none"> • 1 to 5 th Std, DDPI • 6 to 7 th Std. 	90 working days	<ul style="list-style-type: none"> • 1 to 5 th Std, JDPI (Division) 	15 working days	<ul style="list-style-type: none"> • DPI (Primary) 	15 working days

	Registration of new educational institutions	<p>(Except English Medium), DDPI (Admn)</p> <ul style="list-style-type: none"> 6 to 7 th Std. (English Medium), DPI (Primary), Office of CPI/DPI working under Additional Commissioner 		<ul style="list-style-type: none"> 6 to 7 th Std. DPI (Primary), Office of CPI / Addl. Commissionarate 8 to 10th Std. DPI (Secondary), Office of CPI / Addl. Commissionarate 		<ul style="list-style-type: none"> CPI / Addl. Commissioners , Belgaum, Gulbarga CPI / Addl. Commissioners , Belgaum, Gulbarga 	
5	Recognition	<ul style="list-style-type: none"> 1 to 7 th Std, BEO 8 to 10th Std. DDPI (Admn.) 	60 working days	<ul style="list-style-type: none"> DDPI (Admn.) Joint Directors of Belgaum, Mysore, Gulbarga & Bangalore 	15 working days	<ul style="list-style-type: none"> Joint Directors of Belgaum, Mysore, Gulbarga & Bangalore DPI (Secondary) Office of CPI / Addl. Commissionarate 	15 working days
6	Renewal of recognition	<ul style="list-style-type: none"> 1 to 7 th Std, BEO 8 to 10th Std. 	60 working days	<ul style="list-style-type: none"> DDPI (Admn.) 	15 working days	<ul style="list-style-type: none"> Joint Directors of 	15 working days

		DDPI (Admn.)		<ul style="list-style-type: none"> Joint Directors of Belgaum, Mysore, Gulbarga & Bangalore 		Belgaum, Mysore, Gulbarga & Bangalore <ul style="list-style-type: none"> DPI (Secondary), Office of CPI / Addl. Commission arate 	
7	Retotalling of marks A) D.Ed. Exam B) K.O.S. Exam	Senior Assistant Director, (D.Ed Exams), Other Exams, KSEEB, Bangalore.	15 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
	C) Commerce Exam D) Hindi Shikshak E) Arabic Exam F) Film Acting Exam G) Rangashikshana H) Sanskrit Exam	Senior Asst. Director, (Commerce Exams), Other Exams, KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore.	15 working days.
	I) D.P.Ed Exam	Asst. Director (W	15 working	Secretary, KSEEB,	15 working	Director, (Other	15 working

	J) Music Exam K) Drawing Exam	Section), Other Exams, KSEEB, Bangalore	days	Bangalore	days	Exams), KSEEB, Bangalore	days
8	Revaluation of Answer Scripts A) D.Ed. Exam B) K.O.S. Exam	Senior Assistant Director, (D.Ed. Exams), Other Exams, KSEEB, Bangalore.	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore.	15 working days
	C) Commerce Exam D) Hindi Shikshak E) Arabic Exam F) Film Acting Exam G) Rangashikshana H) Sanskrit Exam	Senior Asst. Director, (Commerce Exams), Other Exams, KSEEB, Bangalore	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore.	15 working days
	I) D.P.Ed Exam J) Music Exam K) Drawing Exam	Asst. Director (W Section), Other Exams, KSEEB, Bangalore	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days
9	Issue of duplicate Marks card A) D.Ed. Exam B) K.O.S. Exam	Senior Assistant Director, (D.Ed. Exams), Other Exams, KSEEB, Bangalore.	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days
	C) Commerce Exam D) Hindi	Senior Asst. Director, (Commerce Exams), Other Exams, KSEEB,	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB,	15 working days

	Shikshak E) Arabic Exam F) Film Acting Exam G) Rangashikshana H) Sanskrit Exam	Bangalore				Bangalore	
	I) D.P.Ed Exam J) Music Exam K) Drawing Exam	Asst. Director (W. Section), Other Exams, KSEEB, Bangalore.	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days
10.	Issue of Migration Certificates K.O.S. Exam	Senior Assistant Director, (D.Ed. Exams), Other Exams, KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	10 working days	Director, (Other Exams), KSEEB, Bangalore	10 working days
11.	Issue of migration Certificates pertaining to SSLC Exam	DDPI (Administration), KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	10 working days	Director, (Exams), KSEEB, Bangalore	10 working days
12.	Issue of Date of Birth Certificates pertaining to SSLC Exam	DDPI (Administration), KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	10 working days	Director, (Exams), KSEEB, Bangalore	10 working days

Services from Sl No. 7 to 12 – Inserted vide Notification No.DPAR 119 NaSeKa 2012, Dated: 26/10/2012

III. –Printing, Stationery and Publications, Government Central Press, Bangalore.*

Sl. No	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appe-llate Authority	Time limit for disposal by the Appellate Authority
1.	<p>“Publication in Karnataka Gazette”</p> <p>a) Change of Name</p> <p>b) Publication concerning Insurance</p> <p>c) Publications issued from Courts, other publication, Publications relating to transaction of Government business</p>	Assistant Director, Government Central Press, Unit-2, Bangalore-560059	15 working days.	Joint Director, Government Central Press, Unit-2, Bangalore-560059	15 working days	Director, Government Central Press, Unit-2, Bangalore-560059	30 working days *

* - Inserted vide Notification No. DPAR 197 NaSeKa 2012, Dated: 03.12.2012

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
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	J.D. (Medical) Director, H.F.W.	15 working days
2	Issue of wound Certificate -“ minor wound”*1	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 “where specialist opinion is not required”*2	Medical Officer	3 working days	DHO / District Surgeon	15 working days	CEO, ZP / Deputy Commissioner	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.

* 1 & 2 Amended vide Notification No. DPAR 13 EeKaAa 2012, Dated: 21/04/2012.

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	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

III. AYUSH DEPARTMENT

Sl. No.	Name of the Service	Designated Officer	Time limit for Designated Officer	Competent Officer	Time limit for Competent Officer	Appellate Authority	Time limit for Appellate Authority
1*	a) At Dispensary /Hospital level	Medical Officer	05 Working days	Diistrict Ayush Officer	15 Working days	Chief Executive Officer, Zilla Panchayath	15 Working days
	b) at Teaching College/ Hospital level	Resident medical Officer	05 Working days	Principal	15 Working days	Joint Director, AYUSH (ME)	15 Working days
2	Issue of Medical Certificate	Medical Officer / Resident Medical Officer	5 working days	District Ayush Officer	15 working days	CEO, ZP	15 working days
3	License for establishment of Drug Store	Drugs Licensing Authority	30 working days	Chief Administrative Officer	15 working days	Director, Ayush	15 working days

	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
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* Amended vide Notification No.DPAR 13 EeKaAa 2012, dated: 14/08/2012.

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
RURAL DEVELOPMENT AND PANCHAYATH RAJ DEPARTMENT							
GRAM PANCHAYATH:							
1.	Alteration of Assessment list	Panchayath Development Officer/ Secretary, Gram Panchayath *3	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/Secretary, Gram Panchayath	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/Secretary, Gram Panchayath	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 – Minor repairs *1	Panchayath Development Officer/Secretary, Gram Panchayath	3 days	Executive Officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath	30 days
5	Maintenance of Street lights- Minor repairs *2	Panchayath Development Officer/Secretary, Gram Panchayath	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/Secretary, Gram Panchayath	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 compulsory maintained by Gram Panchayath.	Panchayath Development Officer/Secretary, Gram Panchayath	30 days	Executive Officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath	30 days

8.	Providing employment to unskilled labours (MGNREGS)	Panchayath Development Officer/Secretary, Gram Panchayath	15 days	Executive Officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath	30 days
9.	NOC to Escoms	Panchayath Development Officer/Secretary, Gram Panchayath	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/Secretary, Gram Panchayath	15 days	Executive Officer, Taluka Panchayath	30 days	Deputy Secretary (who is looking the GP matters), Zilla Panchayath	30 days
“11 *4	Registration and Issue of Job Card to the family of unskilled labour under MGNREGS	Panchayat Development Officer, GP.	30 working days	Executive Officer, Taluk Panchayat	30 working days	Chief Executive Officer, Zilla Pancha-yat.	15 working days”

*1. Amended vide Notification No.DPAR 13 EeKaAa 2012, dated: 21/04/2012

- *2. Amended vide Notification No.DPAR 13 EeKaAa 2012, dated: 05/05/2012
- *3. Amended vide Notification No.DPAR 13 EeKaAa 2012, dated: 05/05/2012
- *4. Inserted vide Notification No. DPAR 119 NaSeKa 2012, dated: 26/10/2012

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	Time limit for disposal by the Appellate Authority
1 *1	Issue of Registration under the Karnataka Value Added Tax Act 2003	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(VSO)	15 working days from the date of filing the application *1	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	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(VSO)	15 working days from the date of filing the application	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

3 *2	Issue of Registration under the Central Sales Tax Act	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(VSO)	15 working days from the date of filing the application *2	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	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(VSO)	10 working days from the date of filing the application	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	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(VSO)	10 working days from the date of filing the application	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

6	Issue of F Forms under the Central Sales Tax Act	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(VSO)	10 working days from the date of filing the application	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	Jurisdictional Local VAT Officer (LVO)/VAT Sub Officer(VSO)	10 working days from the date of filing the application	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 *3	Issue of Registration under the Karnataka Luxury Tax Act, 1979	Jurisdictional Assistant Commissioner of Commercial Taxes (LTO)/Local VAT Officer(LVO)/VAT Sub Officer(VSO)	15 working days from the date of filing the application *3	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

9 *4	Issue of Permit under the Karnataka Entertainments Tax Act, 1958	Jurisdictional Entertainments Tax Officer (ETO)/ Commercial Tax Officer (CTO) in the jurisdictional Local VAT Office (LVO)/VAT Sub Office (VSO)	15 working days from the date of filing the application *4	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 *5	Issue of Registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976	Jurisdictional Profession Tax Officer (PTO)/ Commercial Tax Officer (CTO) in the jurisdictional Local VAT Office (LVO)/VAT Sub Office (VSO)	15 working days from the date of filing the application *5	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

*1, *2, *3, *4 & *5 – Amended vide Notification No.DPAR 197 NaSeKa 2012, Dated: 03.12.2012.

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 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
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 (Regulation of Employment and Conditions) Act, 1996	Labour Officer	Within 15 working days	Assistant Labour Commissioner	Within 30 working days	Deputy Labour Commissioner	Within 45 working days
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 Workmen (Regulation of Employment and Conditions of Service) Act, 1979	Asst. Labour Commissioner	Within 15 working days	Deputy Labour Commissioner	Within 30 working days	Joint Labour Commissioner (MW)	Within 45 working 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	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

I. DIRECTORATE OF ESIS (MEDICAL) SERVICES

1. DISPENSARY LEVEL							
Sl. No.	List of Services	Designated officer	Stipulated time	Competent Officer	Time limit for disposal of Competent Officer	Appellate Authority	Time limit for disposal of appellate Authority
1	Submission of Medical Reimbursement Bills of IP's	Administrative Medical Officer	15 working days	a. Dispensary attached to ESIC Model Hospital, Rajajinagar, Deputy Director (Admn.)	15 working days	Director, ESIS Medical Services	15 working days
b. For other Dispensaries in the State Medical Superintendent ESI Hospitals / Diagnostic Centre				15 working days	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 working days	Director ESIS Medical Services	15 working days
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
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 working days	Director ESIS Medical Services	15 working days

II. DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY & HEALTH

1	Approval of Factory plans	Assistant Director/ Senior Assistant Director/ Deputy Director.	90 working days	Joint Director	60 working days	Director	60 working days
2	Registration of Factories and issue of licence	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days
3 *1	Amendment of Licence	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days *1
4	Disposal of complaints	Assistant Director/ Senior Assistant Director/ Deputy Director	60 working days	Joint Director	30 working days	Director	30 working days
5	Approval of Boiler and Pressure part Manufacturing drawing/ steam pipeline and pipeline layout drawings	Assistant Director	60 working days	Joint Director	60 working days	Director	30 working days

6 *2	(a) Registration of Boilers, Economisers	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days *2
	(b) Registration of Steam pipelines						
7	Issue of Boiler Certificate on annual inspection	Assistant Director/ Senior Assistant Director/ Deputy Director	17 working days	Joint Director	60 working days	Director	30 working days
8 *3	Transfer of Licence	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days *3
9 *4	Issue of duplicate Licence	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days *4

* 1 to *4 - Amendment/Addition Vide Notification No.DPAR 197 NaSeKa 2012, dated: 03/12/2012.

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 Nutrition, health checkup, immunization & referral services)	Child Development Project Officer	3 days	Deputy Director	7 working days	Director	10 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*1	7 working days	Deputy Director, Women & Child Development	15 working days	Director	15 working days
5	Senior Citizen Identity Card	District Disabled Welfare Officer *2	7 working days	Deputy Director, Women & Child Development	15 working days	Director	15 working days

*1 & 2 - Amended vide Notification No.DPAR 13 EeKaAa 2012, dated: 05/05/2012.

12. Housing Department *

(a) Karnataka Housing Board

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1	2	3	4	5	6	7	8
1	Approval of Building Plan for construction of housing sites of 250 Sq.M area.	Assistant Executive Engineer, Chief of Town Planning Office	30 working days	Executive Engineer	15 working days	Chief Engineer	30 working days
2	Issue of Draft sale Deed for allotment in respect of House /Site /Flat, etc.	Assistant Executive Engineer, Chief of Town Planning Office	30 working days	Executive Engineer	15 working days	Chief Engineer	15 working days
3	Refund of initial deposit for site allotment	Accounts Officer	30 working days	Controller of Accounts	15 working days	Housing Commissioner	

(b) Karnataka Slum Development Board

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1	2	3	4	5	6	7	8
1	NOC to repair the house as per Section 5(b) of the Karnataka Slum Areas (Improvement and Clearance) Act, 1973.	Executive Engineer	30 working days	Joint Commissioner	10 Working Days	Commissioner	07 working days
2	Absolute Sale Deed to those who have paid full amount fixed by Government and issued Hakku Pathras by the Board for the Houses constructed by the Slum dwellers in the declared slum areas.	Executive Engineer	30 working days	Technical Director	15 Working Days	Commissioner	10 working days
3	Transfer of Title to the	Assistant	30	Joint	15	Commissioner	10

	houses for those who are presently living/purchased the houses from the original allottees of the Board.	Commissioner	working days	Commissioner	Working days	oner	working days *
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* - Inserted vide Notification No.DPAR 119 NaSeKa 2012, dated: 26/10/2012

13. Animal Husbandry & Fisheries Department *
Fisheries Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1	2	3	4	5	6	7	8
1	Issue of Registration/ Licenses to Boats *2 a) Fresh registration of fishing boats b) Registry of mortgage c) Alteration d) Transfer of registry from one port to another e) Transfer of ownership f) Change of name of fishing boat g) Duplicate copy of certificate of registry	Assistant Director of Fisheries Grade-II	15 Working Days	Deputy Director of Fisheries	15 Working days	Director of Fisheries	30 Working days
2	Issue of Licenses for fishing in Reservoirs	Assistant Director of	10 Working	Senior Assistant	15 Working	Deputy Director of	30 Working

		Fisheries Grade-I & II	days	Director of Fisheries	days	Fisheries	days
3	Issue of order for the disposal of fishing rights under the jurisdiction of District level Officer	Assistant Director of Fisheries Grade-II	45 working days	Assistant Director of Fisheries Grade-II and Senior Assistant Director of Fisheries	15 Working Days	Deputy Director of Fisheries	30 Working days.

* Inserted vide Notification No.DPAR 119 Nasekha 2012, dated: 26.10.2012

* 2- Inserted vide Notification No.DPAR 197 Nasekha 2012, dated: 03.12.2012.

14. Public Works, Ports & Inland Water Transport Department *

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
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1	2	3	4	5	6	7	8
1	Permission for Road cutting on National Highways, State Highways and Major District Roads	Assistant Executive Engineer	15 working days	Executive Engineer	07 working days	Superintending Engineer	07 working days
2	Permission for erection of hoardings and construction of structures along National Highways, State Highways and Major District Roads.	Executive Engineer of Highways	30 working days	Superintending Engineer	07 Working days	Chief Engineer	10 working days *

* - Inserted vide Notification No.DPAR 119 NaSeKa 2012, dated: 26/10/2012

15. Forest, Ecology & Environment Department *

Karnataka State Pollution Control Board

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1	Consent for Establishment/ Consent for Expansion Applications-Green Category	Regional Officer	30 working days	Divisional Senior Environment Officer	15 working days	Member-Secretary	15 working days
2	Consent for Establishment/ Consent for Expansion Applications-Orange Category excluding Garments Washing units	Divisional Senior Environment Officer	40 working days	Chief Environment Officer	15 working days	member Secretary	15 working days
3	Consent for Establishment/ Consent for Expansion Applications- for Red Category EIA Projects	Concerned Section Head	70 working days	Member Secretary	15 working days	Chairman	20 working days

4	Consent for Establishment/ Consent for Expansion Applications for Red Category Non-EIA (with TAC Projects	Concerned Section Head	100 working days	Member Secretary	15 working days	Chairman	20 working days
5	Consent for Establishment/ Consent for Expansion Applications for Red Category Non-EIA (Without TAC) Projects	Concerned Section Head	120 working days	Member Secretary	15 working days	Chairman	20 working days *

* - Inserted vide Notification No.DPAR 119 NaSeKa 2012, dated: 26/10/2012

16. Commerce & Industries Department							
Sl No	List of Services	Designated Officer	Time limit for Disposal by the Designated Officer (in Days)	Compete Officer (First Appellate Authority)	Time limit for disposal by the Compete Officer (in Days)	Appellate Authority	Time limit for disposal by the Appellate Authority (in Days)
1	Sanction of Investment Promotion subsidy for Micro, Small and Medium Enterprises	Joint Director, District Industries Centre	30 working days	Additional Director (MSME) Department of Industries and Commerce, Head Office, Bangalore	20 working days	Commissioner of industries & Commerce, Head Office, Bangalore	15 working days
2	Stamp duty exemption and Registration fees Concession Certificate						
	1. FOR REGISTRAYION OF LOAN AGREEMENTS,CREDIT DEEDS, MORTGAGE AND HYPOTHICATION DEED (DLSWCC/SLSWCC Approved Projects)	Joint Director, District Industries Centre	10 working days	Additional Director (MSME) Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days

	2. FOR REGISTRATION OF LAND, PURCHASED UNDER SECTION 109 OF KLR ACT. (DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days
	3.FOR REGISTRATION OF LEASE CUM SALE DEED IN CASE OF SHED, LAND AND PLOT ALLOTTED BY KIABD/KSSIDC/KEONICS/KSSI IDC/INDUSTRIAL COOPERATIVE/ APPROVED PRIVATE INDUSTRIAL ESTATE. (DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days

<p>4. FOR REGISTRATION OF ABSOLUTE SALE DEED IN CASE OF SHED, LAND AND PLOT ALLOTTED BY KIABD/KSSIDC/KEONICS/KSSI IDC/INDUSTRIAL CO OPERATIVE/ APPROVED PRIVATE INDUSTRIAL ESTATE. (DLSWCC/SLSWCC Approved Projects)</p>	<p>Joint Director , District Industries Centre</p>	<p>10 working days</p>	<p>Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore</p>	<p>07 working days</p>	<p>Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore</p>	<p>07 working days</p>
<p>5.FOR REGISTRATION OF LOAN AGREEMENT, CREDIT DEEDS, MORTGAGE AND HYPOTHICATION DEED (SHLCC Approved Projects)</p>	<p>Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore</p>	<p>10 working days</p>	<p>Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore</p>	<p>07 working days</p>	<p>Principal Secretary to Government, Commerce and Industries Department.</p>	<p>07 working days</p>
<p>6. FOR REGISTRATION OF LAND, PURCHASED UNDER SECTION 109 OF KLR ACT. (SHLCC Approved Projects)</p>	<p>Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore</p>	<p>10 working days</p>	<p>Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore</p>	<p>07 working days</p>	<p>Principal Secretary to Government, Commerce and Industries Department.</p>	<p>07 working days</p>

	7. FOR REGISTRATION OF LEASE CUM SALE DEED IN CASE OF SHED, LAND AND PLOT ALLOTTED BY KIABD/KSSIDC/KEONICS/KSSI IDC/INDUSTRIAL COOPERATIVE/ APPROVED PRIVATE INDUSTRIAL ESTATE. (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce and Industries Department.	07 working days
	8. FOR REGISTRATION OF ABSOLUTE SALE DEED IN CASE OF SHED, LAND AND PLOT ALLOTTED BY KIABD/KSSIDC/KEONICS/KSSI IDC/INDUSTRIAL CO-OPERATIVE/APPROVED PRIVATE INDUSTRIAL ESTATE. (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce and Industries Department.	07 working days
3	Entry Tax Exemption Certificate						

1. Entry Tax Exemption Certificate for new units under implementation phase (DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days
2.Entry Tax Exemption Certificate for expansion/ modernization / diversification units under implementation phase (DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days
3.Entry Tax Exemption Certificate for new units under Operational phase (DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days

	4.Entry Tax Exemption Certificate for expansion/ modernization / diversification units under Operational phase (DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days
	5.Entry Tax Exemption Certificate for new units under implementation phase (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce and Industries Department.	07 working days
	6.Entry Tax Exemption Certificate for expansion/ modernization / diversification units under implementation phase (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce and Industries Department.	07 working days

	7.Entry Tax Exemption Certificate for new units under Operational phase (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce and Industries Department.	07 working days
	8.Entry Tax Exemption Certificate for expansion/ modernization / diversification units under Operational phase (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce and Industries Department.	07 working days
4	APMC Cess Exemption Certificate						
	1.For new units (DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days

2. For expansion/ modernization / diversification units(DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	07 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days
3.For new units (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce and Industries Department.	07 working days
4. For expansion/ modernization / diversification units (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce and Industries Department.	07 working days

5	Electricity Exemption Certificate	Joint Director , District Industries Centre	05working days	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore	05 working days	Commissioner of industries & Commerce, Head Office, Bangalore	07 working days
6	Issue of IEM Part-I Acknowledgement for Micro, Small and Medium Enterprises	Joint Director , District Industries Centre	01 working day	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore	05 working days	Commissioner of industries & Commerce, Head Office, Bangalore	07 working days
7	Issue of IEM Part-II Acknowledgement for Micro, Small and Medium Enterprises	Joint Director , District Industries Centre	01 working day	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore	05 working days	Commissioner of industries & Commerce, Head Office, Bangalore	07 working days

* Inserted vide Notification No.DPAR 119 Nasekha 2012, dated: 26.10.2012

* 2- Inserted vide Notification No.DPAR 197 Nasekha 2012, dated: 03.12.2012.

17. Kannada, Culture and Information Department *1

a) Kannada and Culture Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1	Issue of Railway concession letter to Artists	Assistant Director (Training)	03 working days	Joint Director (Programmes)	04 working days	Commissioner, Kannada & Culture Department	03 working days
2	Issue of Identity Cards to Artists	Assistant Director (Training)	02 working days	Joint Director (Programmes)	03 working days	Commissioner, Kannada & Culture Department	03 working days
3	Sanction medical expenditure reimbursement to Writers/ Artists	Assistant Director (Training)	03 working days	Joint Director (Programmes)	05 working days	Commissioner, Kannada & Culture Department	03 working days

						ment	
4	Nayana Auditorium reservation	Manager, Ravindra Kalakshetra	2 working days	Joint Director (Admn)	03 working days	Joint Director (Admn)	03 working days
5	Sponsoring Artist Groups	Manager, Ravindra Kalakshetra	03 working days	Joint Director (Admn)	03 working days	Commissioner, Kannada & Culture Department	02 working days

b) Karnataka State Archives Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1	To provide copies of historical document, digitized copies, microfilms preserved documents of historical importance to public	Assistant Archivist	15 working days	Archivist	15 working days	Director, Department of State Archives	15 working days

c. Information Department *2

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1	Issue of permission letter to film shooting a) within the State	Deputy Director. (Films Section)	within 15 working days from the receipt of application	Joint Director (Films Section)	03 working days	Director of Information Department	02 working days (Single window System)
2	Issue of Certified copies for getting 100% Entertainment Tax Exemption for films	Deputy Director. (Films Section)	within 15 working days from the receipt of application	Joint Director (Films Section)	03 working days	Director of Information Department	02 working days (Single window System) *2

*1 – Inserted vide Notification No.DPAR 119 NaSeKa 2012, Dated: 26/10/2012

*2 – Vide Notification No.DPAR 197 NaSeKa 2012, Dated: 03.12.2012, Services at SL No. 123 pertaining to C-Information Department are withdrawn.

18. Department of Personnel & Administrative Reforms *

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer (Working days)	Competent Officer	Time limit for disposal by the Competent Officer (Working days)	Appellate Authority	Time limit for disposal by the Appellate Authority (Working days)
1 *1	Disbursement of Salary 1. Class-I/ AIS/HoDs	Under Secretary to Govt.	03 working days from due date	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	10 Working Days	Principal Secretary/ Secretary to Govt.	10 Working days
	2. Group-B, C and D	Section Officer	10 Working days from due date	Under Secretary to Govt.	03 working days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	10 Working days
2 *2	Sanction of Time bound Advancement 1. Class-I/ AIS/ HoDs	Under	15 working	Deputy Secretary/ Joint	15 Working Days	Principal Secretary/	30

		Secretary to Govt.	days from due date	Secretary/ Additional Secretary to Govt.		Secretary to Govt.	working days
	2. Group-B, C and D	Under Secretary to Govt.	30 Working days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	15 Working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	30 working days
3	Sanction of Senior Scale Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	15 working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	30 working days
4	Sanction of Annual Increment Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	15 Working Days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	30 working days

5 *3	Sanction of Earned Leave/ Commuted Leave for a period of 6 months excluding deputed Officials) 1. Class-I/ AIS/ HoDs	Under Secretary to Govt.	10 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 Working Days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	07 working Days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	10 working days
6.	Medical Reimbursement (in cases where the treatment taken in Govt. Hospitals/ Govt. Autono-mous Medical Institutions and in the Hospitals recognized by the Govt. as per CGHS norms) 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	15 working Days	Principal Secretary/ Secretary to Govt.	10 working days

	2. Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days
7	TA Claims (HTC, LTC, Training, Tours) 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working Days	Special Secretary/ Secretary/ Principal Secretary to Govt	10 working days
8 *4	Forwarding Pension Papers to AG (excluding death cases) 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	DS/JS/AS	10 working days

	2. Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	10 working days
9	Sanction of GPF Advance/Partial and final withdrawals. 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	10 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	15 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	10 working days
10	Sanction of Festival Advance 1.Class-I/HoDs	Under Secretary to Govt.	07 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.		Principal Secretary/ Secretary to Govt.	

	2. Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	15 working Days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
11	Issue of Last Pay Certificate on transfer/ deputation 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	15 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 Working Days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Section Officer	10 working days	Under Secretary to Govt.	07 Working Days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
12	Forwarding of Service Register 1. Class-I/ HoDs	Under Secretary to Govt.	15 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 Working Days	Principal Secretary/ Secretary to Govt.	10 working days

	2. Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	07 Working Days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
13 *5	Declaration of Probationary period 1. Class-I/ AIS / HoDs	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days	Principal Secretary/Secretary to Govt.	15 working days	Chief Secretary	15 working days
	2. Group-B and C	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days
	3. Group- D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working days	Special Secretary/ Secretary /Principal Secretary to Govt.	15 working days

14 *6	Declaration of Officiating period 1. Class-I/ AIS / HoDs.	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days	Principal Secretary/Secretary to Govt.	15 working days	Chief Secretary to Govt.	15 working days
	2. Group-B and C	Under Secretary to Govt	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days
	3. Group-D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days
15 *7	Issue of Salary Certificate 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	03 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Principal Secretary/ Secretary to Govt.	10 working days

	2. Group-B, C and D	Section Officer	03 working days	Under Secretary to Govt.	07 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
16	Sanction of Leave Salary on Surrendered leave 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	15 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	10 working days

17 *8	Forwarding of Application through Proper Channel (KGID proposals/GPF proposals, etc.) 1. Class-I/ AIS / HoDs.	Under Secretary to Govt.	07 working days from the date of submission	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Section Officer	07 working days	Under Secretary to Govt.	10 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
18	Sanction of HTC /LTC without relaxation of rules 1. Class-I/ AIS / HoDs.	Under Secretary to Govt.	10 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Principal Secretary/ Secretary to Govt.	10 working days

	2. Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	07 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
19	Sanction of Charge Allowance (upto 6 months) 1. Class-I/ AIS / HODs	Under Secretary to Govt.	10 working days from the date of submission of completed application	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Principal Secretary/Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	10 working days from the date of submission of completed application	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Special Secretary/Secretary/Principal Secretary to Govt.	10 working days
20	Sanction of arrears of pay (For Secretariat Staff)	Section Officer	90 working days from the date of submission in detail.	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days

21	Compassionate Appointment (barring without nomination/disputed/ Court cases) (a) Group-C	Under Secretary to Govt.	90 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days	Special Secretary/S ecretary/Pri ncipal Secretary to Govt.	15 working days
	(b) Group-D	Under Secretary to Govt.	90 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days	Special Secretary/S ecretary/Pri ncipal Secretary to Govt.	15 working days*

* – Inserted vide Notification No. DPAR 119 NaSeKa 2012, dated: 26/10/2012 been added.

* 1 to *8 – In Column No. 2 of Services at Sl.No. (1), (2), (5), (8), (13), (14), (15) & (17) the entries “Group –A/IAS/HODs” have been substituted as “Group-A Officers/HODs” vide Notification No. DPAR 197 NaSeKa 2012, dated :03/12/2012.

By order and in the name of
the Governor of Karnataka

(K.G. Shashikala)
Under Secretary to Government
Department of Personnel & Administrative
Reforms (AR-Citizen Services)

