



THE KARNATAKA SAKALA SERVICES ACT, 2011 AND (AMENDMENT) ACT, 2014

Sakala Service Compendium

CITIZEN & PERSONNEL SERVICES

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Departments/
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1181
Services

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THE KARNATAKA SAKALA SERVICES ACT, 2011 and (Amendment) Act, 2014

(THE KARNATAKA GUARANTEE OF SERVICES TO CITIZENS BILL, 2011)

(Amended Vide Notification No. SAMVYASHAVI 32 Shasana 2012, Dated: 3.9.2012)

A Bill to provide for guarantee of services to citizens in the State of Karnataka within the stipulated time limit and for matters connected therewith and incidental thereto.

Whereas, it is expedient to provide for guarantee of services to citizens in the State of Karnataka within the stipulated time limit and for matters connected therewith and incidental thereto.

Be it enacted by the Karnataka State Legislature in the Sixty-Second Year of the Republic of India as follows: -

1. Short title and commencement. - (1) This Act may be called the Karnataka Guarantee of Services to Citizens Act, 2011.

(2) It shall come into force on such date as the Government may, by notification in the official Gazette, appoint.

2. Definitions. - In this Act, unless the context otherwise requires, -

- (a) "Appellate Authority" means an officer appointed by the Government invested with the power to hear appeal against the orders passed by any competent officer under this Act;
- (b) "Citizen related service" includes the service as specified in the Schedule;
- (c) "Competent officer" means an officer appointed by the Government who shall be empowered to impose cost on the public servant defaulting or delaying the delivery of service in accordance with this Act;
- (d) "Designated officer" means an officer specified in the Schedule who is required to provide citizen related service;
- (e) "Government" means the Government of Karnataka;
- (f) "Local Authority" includes any authority, municipality, municipal corporation, town panchayat, planning authority, Industrial township, Zilla Panchayat, Taluk Panchayats and Grama Panchayats and other local self-Governments constituted by law and Development Authorities or other statutory or non-statutory bodies by whatever name called for the time being invested by law to render essential service of public utility in the State or to control, manage or regulate such services within a specified local area;
- (g) "prescribed" means prescribed by the rules made under this Act;
- (h) "Public Authority" means the Organization or Authority or body or institution or a Local Authority established or constituted-
 - (i) by or under the Constitution in the State;
 - (ii) by any other law made by the State Legislature;
 - (iii) by notification issued or order made by the Government and includes,-

- (1) body owned, controlled or substantially financed; or
- (2) non-Governmental organization substantially financed;
directly or indirectly by the Government.

- (i) “Public servant” means a person substantively appointed to any service or post of the public authority;
- (j) “Right to service” means right to obtain the citizen related services within the stipulated time specified in the Schedule;
- (k) “Schedule” means Schedule appended to this Act;
- (l) “stipulated time” means the maximum time to provide the service by the designated officer or to decide the appeal by the competent officer or Appellate Authority as specified in the Schedule.

3. Right to obtain service within stipulated time limit-

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

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

5. Providing services within the stipulated time-

- 1) The stipulated time shall start from the date when required application for scheduled service is submitted to the designated officer or to a person subordinate to him authorized to receive the application in such manner as may be prescribed. Such application shall be duly acknowledged.
- 2) The designated officer on receipt of an application under sub-section (1) shall within the stipulated time either directly provide the service or through an officer duly authorized by him or reject the application and in case of rejection of application, shall record the reasons in writing and intimate to the applicant, the information about the period of making appeal against the decision and all the details of the competent officer to whom the first appeal lies.

6. Monitoring the status of the application-

- 1) Every citizen having applied for any citizen related services shall be provided an application number by the concerned Public Authority, or local Authority, as the case

may be, and shall be entitled to obtain and monitor status of his application online in accordance with such procedure as may be prescribed.

- 2) Every public authority or local Authority, as the case may be, shall maintain status of all applications governing citizen related services online and shall be duty bound to update the status of the same as per the procedure as prescribed by rules in this regard.

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

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

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

10. Appointment of competent officer-

- 1) The Government shall appoint by notification an officer not below the rank of Group B/C * Officer of the Government or its equivalent rank, in case of other public authority to act as Competent officer to impose cost against designated officer or his subordinate public servant defaulting or delaying the delivery of services in accordance with this Act.
- 2) Every public authority shall for the purpose of payment of cost, confer on the competent officer, the power of drawing and disbursing officer in accordance with the law, procedure and rules applicable.
- 3) On such demand of compensatory cost by the citizen at the time of delivery of citizen related services, it shall be the duty of the competent officer to pay such cost to the citizen against acknowledgement and receipt in such manner as may be prescribed.

11. Procedure governing fixing of liability-

- 1) Within a period of fifteen days of the payment of compensatory cost, the competent officer after conducting preliminary enquiry, shall issue a notice against the public servant found responsible for the delay in delivery of such citizen related services in such manner as may be prescribed, calling upon him as to why the compensatory cost paid to the citizen may not be recovered from him.
- 2) The public servant against whom such notice is issued may represent within a period of seven days from the date of receipt of such notice. In case no such representation is received, by the competent officer, within the prescribed period or explanation received, if any, is not found satisfactory, the competent officer shall be entitled to

issue debit note directing such defaulting public servant either deposit the cost as stipulated in the debit note or directing the Accounts officer concerned to debit the salary of such public servant for the amount as specified in the debit note:

Provided that if the competent officer finds reasonable and justified grounds in favour of public servant and come to the conclusion that the delay in delivery of services to the citizen was not attributable to him, but was attributable to some other public servant, it shall be lawful for the competent officer to withdraw the notice against him and issue fresh show cause notice to such other public servant as found responsible for the delay and shall follow the procedure mutatis mutandis as stipulated in this sub-section and sub-section (1) of this section.

- 3) While fixing the liability under this Act, the competent officer shall follow the principles of natural justice before passing the order in that respect.

12. Right of appeal by the public servant- (1) Any public servant aggrieved by the order passed by the competent officer in accordance with sections 10 and 11 shall be entitled to file an appeal to the appellate authority against such order within a period not exceeding thirty days of the receipt of the impugned order. The order of the appellate authority shall be final and binding.

(2) For the purpose of this Act, the Government shall appoint an officer to be the appellate authority to hear and decide appeals against the order passed by the competent officer. The appellate authority shall be an officer not below the rank of the Deputy Secretary to Government or its equivalent rank.

13. Appeal by the aggrieved citizen-

- 1) Any person, whose application is rejected under sub-section (2) of section 5 or who is not provided the service within the stipulated time, may file an appeal to the competent officer within thirty days from the date of rejection of application or the expiry of the stipulated time limit:

Provided that the competent officer may admit the appeal even after the expiry of the period of thirty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

- 2) The competent officer may order to the designated officer to provide the service within the specified period or may reject the appeal or may impose compensatory cost according to the provisions of section 9.
- 3) An appeal against decision of competent officer shall lie to the appellate authority within sixty days from the date on which the decision was made:

Provided that the appellate authority may admit the appeal even after the expiry of the period of sixty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

- 4) The appellate authority may order to the designated officer to provide the service within such period as he may specify or he may reject the appeal.

- 5) If the designated officer does not comply with sub-section (1) of section 5, then the applicant aggrieved from such non-compliance may submit an application directly to the competent officer. This application shall be disposed of in the manner as if it is the first appeal.
- 6) If the designated officer does not comply the order of providing the service under sub-section (2) of this section, then the applicant aggrieved from such non-compliance may submit an application directly to the appellate authority. This application shall be disposed of in the manner of appeal.
- 7) The competent officer and the appellate authority shall while deciding an appeal under this section, have the same powers as are vested in civil court while trying a suit under the Code of Civil Procedure, 1908 (Central Act 5 of 1908) in respect of the following matters, namely: -
 - (a) requiring the production and inspection of documents;
 - (b) issuing summons for hearing to the designated officer and appellant; and
 - (c) any other matter which may be prescribed.

14. Developing culture to deliver services within fixed period-

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

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

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

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

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

19. Power to make rules-

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

20. Power to remove difficulties- If any difficulty arises, in giving effect to the provisions of this Act, the Government may by order, not inconsistent with the provisions of this Act, remove the difficulty:

Provided that no such order shall be made after the expiry of a period of two years from the commencement of this Act.

“KARNATAKA SAKALA SERVICES (AMENDMENT) ACT, 2014”

(NO. SAMVYASHAE 09 SHASANA 2014, Bangalore, dated: 19.11.2014.)

Ordered that the translation of ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ (ತಿದ್ದುಪಡಿ) ಅಧಿನಿಯಮ, ೨೦೧೪ (೨೦೧೪ರ ಕರ್ನಾಟಕ ಅಧಿನಿಯಮ ಸಂಖ್ಯೆ:31) in the English language, be published as authorized by the Governor of Karnataka under clause (3) of Article of 348 of the Constitution of India in the Karnataka Gazette for general information.

The following translation of ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ (ತಿದ್ದುಪಡಿ) ಅಧಿನಿಯಮ, ೨೦೧೪ (೨೦೧೪ರ ಕರ್ನಾಟಕ ಅಧಿನಿಯಮ ಸಂಖ್ಯೆ:31) in the English language is published in the official Gazette under the authority of the Governor of Karnataka under clause (3) of the Article 348 of the Constitution of India.

KARNATAKA ACT NO: 31 OF 2014

(First Published in the Karnataka Gazette Extra- Ordinary on the sixth day of September, 2014)

THE KARNATAK SAKALA SERVICES (AMENDMENT) ACT, 2014

(Received the assent of the Governor on the second day of September, 2014)

An Act further to amend the Karnataka Sakala Services Act, 2011.

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

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

1. Short HEADING and commencement:

(1) This Act may be called the Karnataka Sakala Services (Amendment) Act, 2014.

(2) It shall come in to force at once.

2. Substitution of section 7: - In the Karnataka Sakala Services Act, 2011 (Karnataka Act 1 of 2012) (herein after referred to as principal Act), for section 7 the following shall be substituted, namely: -

“7. E-governance of services: - As a part of E-governance, the Government shall endeavor and encourage the public Authorities, to deliver their citizen related services electronically or through post in a phased manner and in such other manner as may be prescribed subject to payment of such fees as may be prescribed.”

3. Substitution of section 9: - For section 9 of the principal Act, the following shall be substituted, namely: -

“9. Liability to pay compensatory cost :- Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the

citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.”

4. Amendment of section 11: - In section 11 of principal Act, after sub-section (3), the following shall be inserted, namely: -

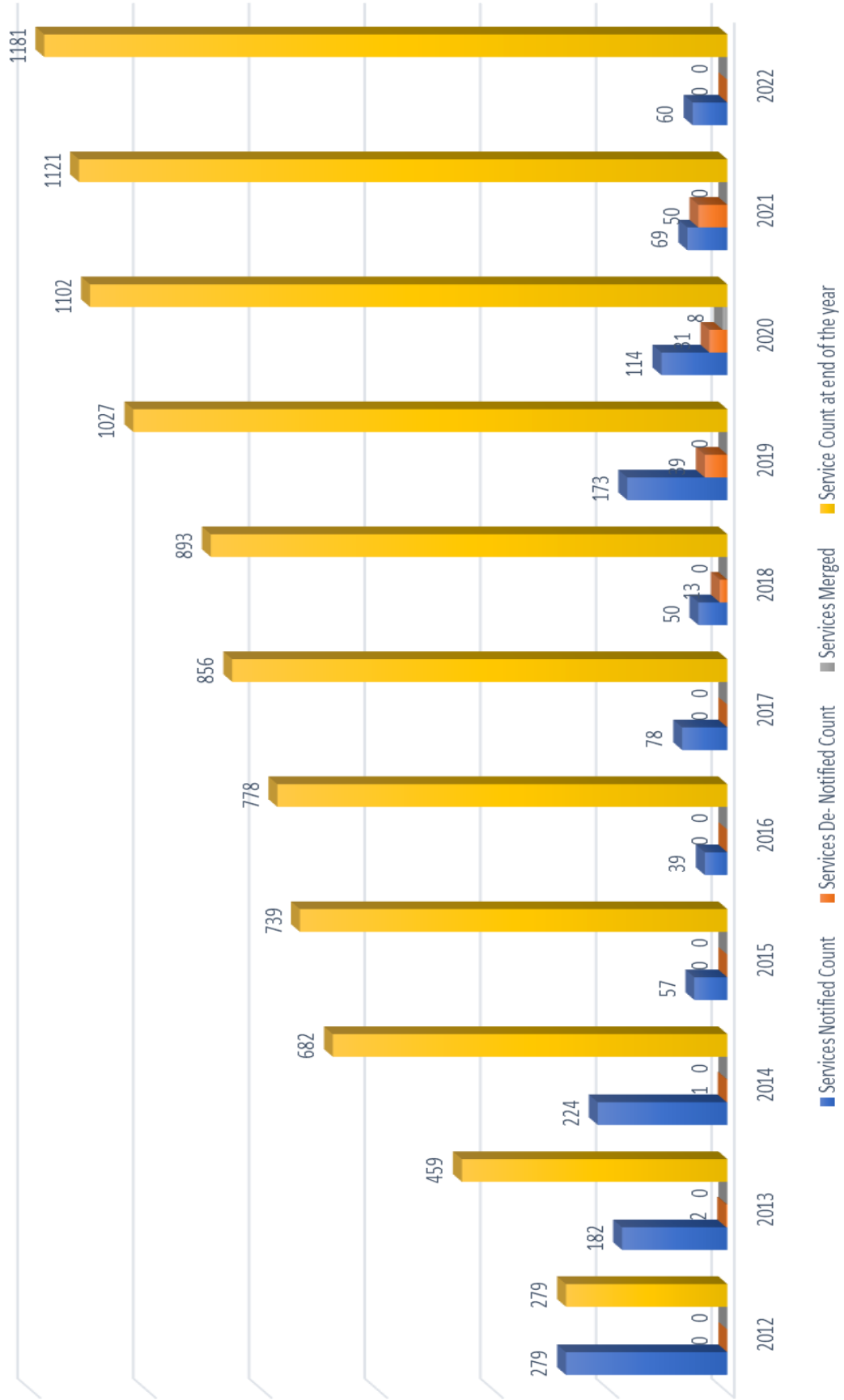
“(4) After giving compensatory cost to the aggrieved Citizen and within thirty days thereafter, the competent officer shall update debit note in the HRMS software against the officer found guilty by following the principles of natural justice”.

5. Amendment of section 14: - In the section 14 of the principal Act, after sub-section (3); the following shall be inserted, namely: -

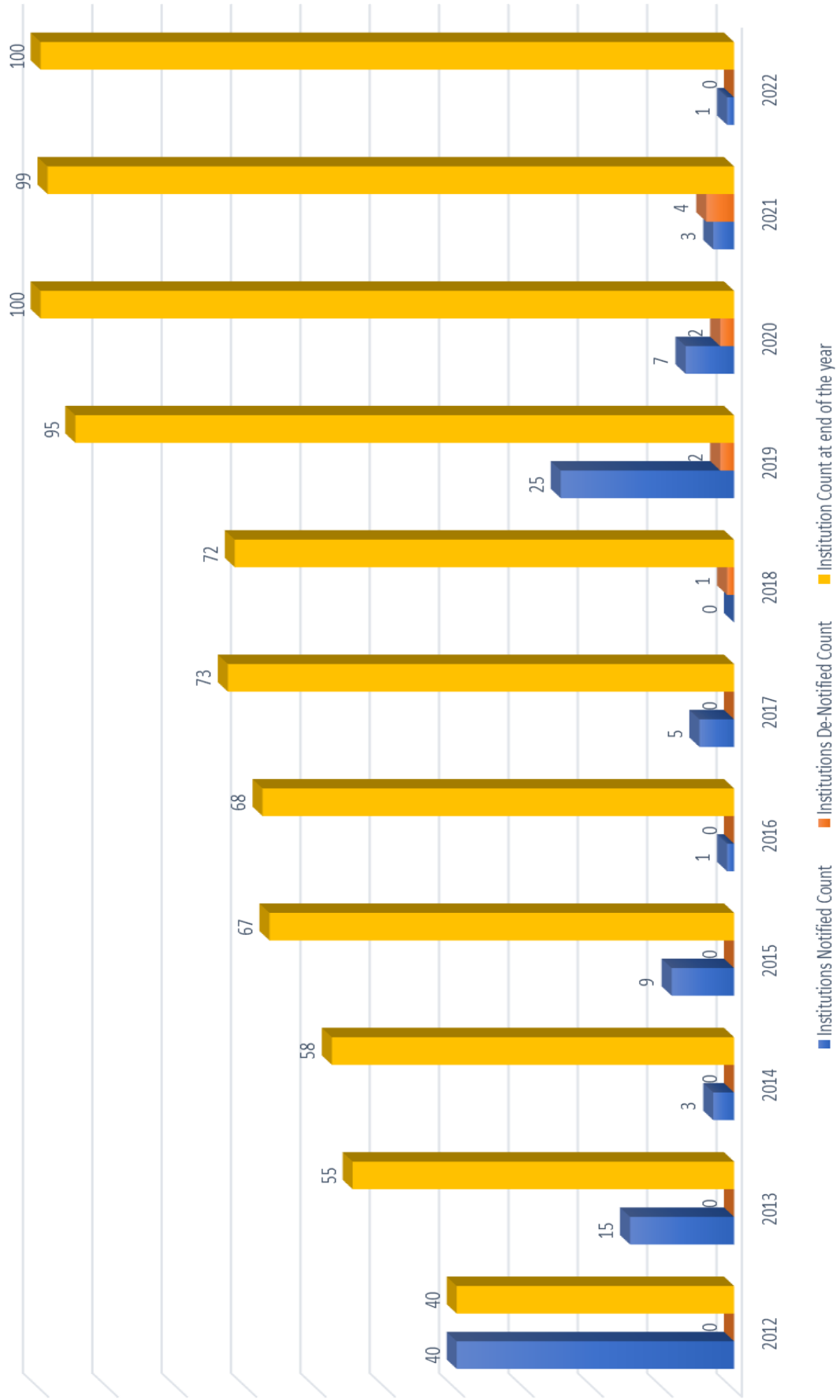
“(4) If, any Designated officer or Competent officer or Appellate Authority fails to deliver the Citizen related service or dispose appeals within the stipulated time for more than seven times, he shall subject to enquiry by the concerned disciplinary Authority and If found guilty, prepare a report against the concerned officer and submit it to the Government. The State Government after considering the report shall take action within one month from the date of receipt of the report.”

The above translation of ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ (ತಿದ್ದುಪಡಿ) ಅಧಿನಿಯಮ, ೨೦೧೪ (೨೦೧೪ರ ಕರ್ನಾಟಕ ಅಧಿನಿಯಮ ಸಂಖ್ಯೆ:31) be published in the official Gazette under clause (3) of the Article 348 of the Constitution of India.

Services Notified/De-Notified Count



Institution Wise Notification/De-Notification Details



Sakala Service Index

S.N	Secretariat Department	S. N	Department / Institution	Page No.	Citizen Service Count	Personnel Service Count	Total Service Count
1	Urban Development Department	1	Bruhat Bangalore Mahanagara Palike (BBMP)	1-3	15	0	15
		2	Bangalore Water Supply and Sewerage Board (BWSSB)	3-4	9	0	9
		3	Municipal Corporations (other than BBMP)	4-7	19	0	19
		4	City Municipal Council (CMC)	7-8	19	0	19
		5	Town Municipal Council (TMC)	9-10	19	0	19
		6	Town Panchayat (TP)	11-12	19	0	19
		7	Bangalore Development Authority (BDA)	12-15	15	0	15
		8	Bangalore Metropolitan Region Development Authority (BMRDA)	15-17	3	0	3
		9	Urban Development Authorities	17	1	0	1
		10	Karnataka Urban Water Supply and Drainage Board	18	3	0	3
			Total Services		122	0	122
2	Transport Department	1	Transport Department	19-22	25	0	25
		2	North East Karnataka Road Transport Corporation (Kalyan Karnataka Road Transport Corporation)	23	6	0	6
		3	North West Karnataka Road Transport Corporation (NWKRTC)	23-24	6	0	6
		4	Karnataka State Road Transport Corporation (KSRTC)	24-25	6	0	6
		5	Bangalore Metropolitan Transport Corporation (BMTC)	25	2	0	2
			Total Services		45	0	45

S.N	Secretariat Department	S. N	Department / Institution	Page No.	Citizen Service Count	Personnel Service Count	Total Service Count
3	Food, Civil Supplies, Consumer Affairs and Legal Metrology Department	1	Food, Civil Supplies and Consumer Affairs Department	26	3	0	3
		2	Department of Legal Metrology	27-31	22	0	22
			Total Services		25	0	25
4	Revenue Department	1	Revenue Department	32-35	51	0	51
		2	Atalji Janasnehi Directorate	36-37	9	0	9
		3	Bhoomi and U.P.O.R.	37-38	5	0	5
		4	Survey Settlement and Land records Department	38-40	4	0	4
		5	Inspector General of Registration & Stamps	40-42	11	0	11
		6	Directorate of Social Security & Pensions	42	1	0	1
			Total Services		81	0	81
5	Home Department	1	Police Department	43-46	22	0	22
		2	Karnataka Fire and Emergency Services	47	4	0	4
		3	Sainik Welfare and Resettling	47	6	0	6
			Total Services		32	0	32
6	Education Department	1	Department of Pre-University Education	48	6	0	6
		2	Department of Public Instruction	49-66	15	20	35
		3	Department of Printing, Stationery and Publications	66-69	0	20	20
		4	Public Libraries Department	69	4	0	4
		5	Higher Education – “Collegiate Education”	69-71	8	10	18
		6	Technical Education Department	71-72	10	0	10
		7	Universities	73-75	30	0	30

S.N	Secretariat Department	S. N	Department / Institution	Page No.	Citizen Service Count	Personnel Service Count	Total Service Count
		8	University Finance Section	75	0	4	4
			Total Services		73	54	127
7	Health & Family Welfare Department	1	Health & Family Welfare Department	76-77	8	0	8
		2	Drugs Control Department	77-79	26	0	26
		3	Ayush Department	79-80	6	0	6
			Total Services		40	0	40
8	RDPR	1	RDPR	81-82	21	0	21
			Total Services		21	0	21
9	Finance	1	Excise Department	83-87	39	6	45
		2	Karnataka Government Insurance Department (Directorate)/ District Insurance offices	87-97	0	47	47
			Total Services		39	53	92
10	Labour Department	1	Labour Department	98-99	12	0	12
		2	Directorate of ESIS (Medical) Services	99-100	3	0	3
		3	Department of Factories, Boilers, Industrial Safety and Health	100-101	10	0	10
		4	Karnataka Building Construction Workers Welfare Board	101-103	16	0	16
			Total Services		41	0	41
11	Department of Women & Child Development	1	Department for Empowerment of Differently Abled and Senior Citizen	104-121	5	20	25
		2	Women and Child Development Department	122	1	0	1
			Total Services		6	20	26
12	Housing Department	1	Karnataka Housing Board	123	4	0	4

S.N	Secretariat Department	S. N	Department / Institution	Page No.	Citizen Service Count	Personnel Service Count	Total Service Count
		2	Karnataka Slum Development Board	123-124	3	0	3
		3	Rajiv Gandhi Housing Corporation Limited	124	2	0	2
			Total Services		9	0	9
13	Department of Animal Husbandry and Veterinary Services	1	Fisheries Department	125-126	10	0	10
		2	Department of Animal Husbandry and Veterinary Services	126-131	10	12	22
			Total Services		20	12	32
14	Public works Department	1	Public works Department	132-143	8	27	35
		2	KSHIP Division/Sub-Division	144-149	0	44	44
			Total Services		8	71	79
15	Forest, Ecology and Environment Department	1	Karnataka State Pollution Control Board	150-152	17	0	17
		2	Forest Department	152-156	12	21	33
			Total Services		29	21	50
16	Commerce & Industries Department	1	Commerce & Industries Department	157-160	6	0	6
		2	Mines and Geology Department	160-161	14	0	14
		3	Karnataka Industrial Area Development Board	161-163	15	0	15
		4	Handlooms and Textile	163-164	4	0	4
		5	Karnataka Udyog Mitra	164	1	0	1
		6	Karnataka State Small Industries Development Corporation Limited	164-166	14	0	14
			Total Services		54	0	54
17	Kannada, Culture & Information Department	1	Kannada and Culture Department	167	4	0	4
		2	Department of Archives	167	1	0	1
		3	Department of Information and Public Relations	167	1	0	1

S.N	Secretariat Department	S. N	Department / Institution	Page No.	Citizen Service Count	Personnel Service Count	Total Service Count
			Total Services		6	0	6
18	Department of Personnel & Administrative Reforms	1	Department of Personnel & Administrative Reforms	168-172	0	21	21
			Total Services		0	21	21
19	Department of Co-operation	1	Karnataka State Warehouse Corporation	173	2	0	2
		2	Agriculture Marketing Department	173-176	30	0	30
		3	Registrar of Co-operative Societies	177-180	12	0	12
			Total Services		44	0	44
20	Horticulture Department	1	Department of Sericulture	181	6	0	6
		2	Horticulture Department	182	6	0	6
			Total Services		12	0	12
21	Water Resources Department	1	Water Resources Department	183-186	0	27	27
		2	Minor Irrigation Department (Ground Water Directorate)	186-187	6	0	6
		3	Vishweshvaraiah Jala Nigam	187-188	4	0	4
		4	Krishna Bhagya Jala Nigam	188-189	4	0	4
		5	CADA Directorate	189	1	0	1
		6	Kaveri Niravari Nigam	189-190	4	0	4
		7	Karnataka Niravari Nigam	190	4	0	4
			Total Services		23	27	50
22	Department of Youth Empowerment and Sports	1	Department of Youth Empowerment and Sports	191	4	0	4
			Total Services		4	0	4
23	Backward Classes Welfare Department	1	Backward Classes Welfare Department	192	10	0	10
			Total Services		10	0	10

S.N	Secretariat Department	S. N	Department / Institution	Page No.	Citizen Service Count	Personnel Service Count	Total Service Count
24	Information Technology, Bio Technology and Science and Technology Department	1	Information Technology, Bio Technology and Science and Technology Department	193	2	0	2
			Total Services		2	0	2
25	Energy Department	1	Department of Electrical Inspectorate	194-197	18	0	18
		2	Bengaluru Electricity Supply Company Limited	197-198	9	0	9
		3	Mangalore Electricity Supply Company Limited	199-202	9	0	9
		4	Gulbarga Electricity Supply Company Limited	202-204	9	0	9
		5	Hubballi Electricity Supply Company Limited	204-207	9	0	9
		6	Chamundeshwari Electricity Supply Company Limited	207-209	9	0	9
			Total Services		63	0	63
26	Agriculture Department	1	Agriculture Department	210	8	0	8
			Total Services		8	0	8
27	Skill Development, Entrepreneurship and Livelihood Department	1	Department of Industrial Training and Employment	211	6	0	6
		2	Government Tool Room and Training Centre	211	3	0	3
			Total Services		9	0	9
28	Medical Education Department	1	Karnataka State Nursing Council	212	4	0	4
		2	Karnataka State Para Medical Board	212-213	8	0	8
		3	Karnataka State Diploma in Nursing Examination Board	213-214	7	0	7

S.N	Secretariat Department	S. N	Department / Institution	Page No.	Citizen Service Count	Personnel Service Count	Total Service Count
		4	Rajiv Gandhi University of Health Sciences	214	5	0	5
			Total Services		24	0	24
29	Minority Welfare Haj & Wakf Department	1	Directorate of Minorities	215	7	0	7
		2	Karnataka State Board of Wakf	215	3	0	3
			Total Services		10	0	10
30	Social Welfare Department	1	Social Welfare Department	216	10	0	10
		2	Scheduled Tribe Welfare Department	217-218	9	0	9
			Total Services		19	0	19
31	Law Department	1	Karnataka State Law University	219	13	0	13
			Total Services		13	0	13
32	Infrastructure Development Department	1	Ports and Inland Water Transport Department	220	9	0	9
			Total Services		9	0	9
33	Planning Programme Monitoring and Statistics Department	1	Karnataka Evaluation Authority	221	1	0	1
	Institution Count	100	Total Services		902	279	1181

1. URBAN DEVELOPMENT DEPARTMENT

1.1 BRUHAT BANGALORE MAHANAGARA PALIKE (BBMP) (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of Birth, Death & Still Birth Certificates at Registration centres within one calendar year from the date of registration	Medical Officer of Health/ Deputy Health Officer and Superintendents of Major Hospitals	3 Working Days for event data available in electronic media	Joint Director Statistics	15 Working Days	Additional Commissioner (Administration)	30 Working Days
			7 Working Days for event data which is not available in electronic media				
2	Issue of Birth, Death & Still Birth Certificates at Registration centres after one calendar year from the date of registration	Assistant Statistical Officer	3 Working Days for event data available in electronic media 7 Working Days for event data which is not available in the electronic media	Joint Director (Statistics)	15 Working Days	Additional Commissioner (Administration)	30 Working Days
3	Grant of trade licence specified category under rules	Medical Officer of Health or Deputy Health Officer	30 Working Days	Health Officer	15 Working Days	Zonal Additional/Joint Commissioner	30 Working Days
4	Khatha Extract/ Certificate	Assistant Revenue Officer	3 Working Days for data available in electronic media	Additional or Joint Commissioner of zone	15 Working Days	Commissioner	30 Working Days
			7 Working Days for data not available in electronic media.	Additional or Joint Commissioner of Zone	15 Working Days	Commissioner	30 Working Days
5	Sanction of Building Plan in sites up to 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	Registration of Khatas	Assistant Revenue Officer	30 Working Days	Revenue Officer	30 Working Days	Additional/ Joint Commissioner of the Division	30 Working days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
7	Transfer of Khatas	Assistant Revenue Officer	30 Working Days	Revenue Officer	30 Working Days	Zonal Additional/Joint Commissioner	30 Working days
8	Building License Issuance for units other than multi stored buildings	Assistant Director of Town Planning of concerned zone (Zonal Office)	30 Working Days	Joint Commissioner / Additional commissioner of concerned zone	30 Working Days	Commissioner	30 Working Days
		Joint Director of Town Planning (Head Office)		Commissioner		Standing Committee - Town Planning and Development	
9	Occupancy certificate	Division Commissioner	30 Working Days	Town Planning Officer	07 Working Days	Commissioner (CCs)	15 Working Days
10	Commencement Certificate						
	Sanction of Commencement Certificate for Residential Dwelling houses /Apartment's /Non-Residential Buildings	Assistant Director of Town Planning (East, West,South, Mahadevapura, Rajarajeshwarinagar, Bommanahalli, Yelahanka and Dasarahalli)	30 Working days	Chief Engineer (East, West,South Mahadevapura, Rajarajeshwarinagar, Bommanahalli, Yelahanka and Dasarahalli)	30 Working Days	Additional/Joint Commissioner (East, West,South,Mahadevapura, Rajarajeshwarinagar, Bommanahalli, Yelahanka and Dasarahalli)	30 Working Days
11	Registration / Renewal of contractor's License						
	Registration / Renewal of contractor's License	Executive Engineer (Project- Central - 1)	30 Working Days	Chief Engineer ((Project-Central)	30 Working Days	Special Commissioner (Project)	30 Working Days
12	Tree Canopy Management	Deputy Conservator of Forests	125 Working Days	Special Commissioner (Forest)	60 Working Days	Commissioner	60 Working Days
13	Road Cutting Permission (Public)						
	Domestic Road Cutting	Assistant Executive Engineer (Sub-Division wise)	15 Working Days	Executive Engineer	07 Working Days	Chief Engineer	07 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
14	Permission for Movie Shooting	Zonal Horticulture Superintendent	07 Working Days	Zonal Joint Commissioners	07 Working Days	Special Commissioner (Admin)	07 Working Days
15	Kutumba ID enrollment	Assistant Revenue Officer	3 Working Days (with supporting document) 7 working days (without supporting document)	Revenue Officer	15 Working Days	Deputy Commissioner (Revenue) of Zone	15 Working Days

1. S.N 6 & 7 inserted vide notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012
2. S.N 7 amended vide Notification No. DPAR 197 NaSeKha 2012, Dated: 03/12/2012
3. S.N 8 inserted vide Notification No. DPAR 191 NaSeKha 2017, Dated 19.10.2017
4. S.N 10 to 12 inserted vide Notification No. DPAR 59 SSM 2020, Dated: 16/10/2020
5. S.N 13 inserted vide Notification No. DPAR 51 SSM 2020, Dated: 15/10/2020
6. S.N 14 inserted vide Notification No. DPAR 5 SSM 2021, Dated: 01/03/2021
7. S.N 9 inserted vide Notification No. DPAR 147 NaSeKha 2016, Dated 28.10.2016
8. S.N 15 inserted vide Notification No. DPAR 2 SSM 2022, Dated 26-07-2022

1.2 BANGALORE WATER SUPPLY AND SEWERAGE BOARD (BWSSB) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Permission for new connection/Additional Connection for water supply and Under Ground Drainage for residential buildings excluding Apartments	Assistant Executive Engineer	14 Working Days	Additional Chief Engineer	15 Working Days	Chief Engineer	30 Working Days
2	Permission for new connections/ Additional connections for water supply and Under Ground Drainage for multi-storied buildings.	Assistant Executive Engineer	42 Working Days	Additional Chief Engineer	15 Working Days	Chief Engineer / Engineer-in-Chief	30 Working Days
3	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

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
4	Permission for Drilling New Borewell Within BBMP Limit	Member Secretary, Deputy Chief Engineer, BWSSB/Executive Engineer, BWSSB/Senior Geologist, District Ground Water Authority Office, Bangalore	60 Working Days	Chief Engineer(M), BWSSB/ Deputy Director, Ground Water Directorate, Government of Karnataka	15 Working Days	Engineer-in – chief, BWSSB/ Additional Director, Ground Water Directorate, Government of Karnataka	30 Working Days
5	Testing of Faulty Meters	Assistant Executive Engineer	15 Working Days	Executive Engineer	07 Working Days	Additional Chief Engineer,	15 Working Days
6	Replacement of Faulty Meters	Assistant Executive Engineer	08 Working Days	Executive Engineer	07 Working Days	Additional Chief Engineer	15 Working Days
7	Certificate of non-availability of water from water supply agency required for NOC for water abstraction from CGWA	AEE of concerned sub division	10 Working Days	Additional Chief Engineer	15 Working Days	Chief Engineer	15 Working Days
8	Transfer of Connection/Ownership (Industrial/Commercial Connections)	AEE of concerned sub division.	10 Working Days	Executive Engineer	15 Working Days	Additional Chief Engineer	15 Working Days
9	Water Supply Complaints	Assistant Executive Engineer	03 Working Days	Executive Engineer	03 Working Days	Additional Chief Engineer	04 Working Days

1. S.N 2 amended vide Notification No. DPAR 13 EeKaAa 2012, Dated: 21/04/2012
2. S.N 1 to 2 amended vide notification no. DPAR 27 NaSeKha 2019 Dated: 04/05/2019
3. S.N 3 inserted vide notification No. DPAR 119 NaSekha 2012, Dated: 26/10/2012
- 4.S.N 7 inserted vide Notification No.DPAR 38 SSM 2020 Dated: 09/10/2020
5. S.N 8 inserted vide Notification No. DPAR 38 SSM 2020: Dated: 20/10/2020
6. S.N 4,5,6 and 9 inserted vide notification No. DPAR 16 SSM 2019: Dated: 04-12-2019

1.3 MUNICIPAL CORPORATIONS OTHER THAN BBMP (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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	Health Officer/ Assistant Commissioner	15 Working Days	Commissioner	30 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			data not available in electronic media				
2	Grant of Trade licence as prescribed	Zonal Assistant Commissioner/ Medical Officer/ Environmental Engineer/Health Inspector/ Assistant Health Officer	15 Working Days	Health Officer/ Assistant Commissioner	15 Working Days	Commissioner	30 Working Days
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	Issue of Building License	Zonal Commissioner	15 Working Days	Town Planning Officer	15 Working Days	Commissioner	30 Working Days
5	Providing tap and underground drainage connection	Executive Engineer/ Junior Engineer	15 Working Days	Assistant Executive Engineer/ Town Engineer	15 Working Days	Executive Engineer	30 Working Days
6	Occupancy certificate	Zonal Commissioner	25 Working Days	Deputy Commissioner- (Development)	07 Working Days	Commissioner	15 Working Days
7	Change of Property Ownership	Zonal Commissioner	45 Working Days	Deputy Commissioner- Revenue	15 Working Days	Commissioner	30 Working Days
8	Road Cutting (Right of way) Permission for obtaining electricity connection	Zonal Commissioner	15 Working Days	Deputy Commissioner- (Development)	7 Working Days	Commissioner	15 Working Days
9	NOC for Ground Water Usage	Junior Engineer/Assistant Executive	15 Working Days	Zonal Commissioner/Deput	15 Working Days	Commissioner	30 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
		Engineer/Executive Engineer		Deputy Commissioner (Development)			
10	Auto Trade License Renewal	Health Inspectors/Environmental Engineer	01 Working Days	Health Officer/Zonal Commissioner/Deputy Commissioner	07 Working Days	Commissioner	15 Working Days
11	Road Cutting (Right of Way) Permission for OFC Laying	Assistant Executive Engineer/Executive Engineer	30 Working Days	Zonal Commissioner/Deputy Commissioner (Development)	15 Working Days	Commissioner	30 Working Days
12	Road Cutting (Right of Way) Permission for laying Gas Pipeline	Assistant Executive Engineer/Executive Engineer	30 Working Days	Zonal Commissioner/Deputy Commissioner (Development)	15 Working Days	Commissioner	30 Working Days
13	Signage License for Advertisement	Zonal Commissioner / Revenue Officer	07 Working Days	Deputy Commissioner (Revenue)	15 Working Days	Commissioner (CC's)	30 Working Days
14	Renewal of Signage License for Advertisement	Zonal Commissioner / Revenue Officer	03 Working Days	Deputy Commissioner (Revenue)	07 Working Days	Commissioner (CC's)	15 Working Days
15	Permission / NOC for Movie shooting	Zonal Commissioner / Revenue Officer	03 Working Days	Deputy Commissioner (Revenue)	07 Working Days	Commissioner (CC's)	15 Working Days
16	Permission / Approval for Mobile Tower Erection	Assistant Executive Engineer / Executive Engineer	30 Working Days	Zonal Commissioner / Deputy Commissioner (Development)	15 Working Days	Commissioner	30 Working Days
17	Renewal of Permission / Approval for Mobile Tower Erection	Assistant Executive Engineer / Executive Engineer	07 Working Days	Zonal Commissioner / Deputy Commissioner (Development)	15 Working Days	Commissioner	30 Working Days
18	Plinth Inspection	Zonal Commissioner	05 Working Days	Deputy Commissioner (Development)	7 Working Days	Commissioner	15 Working Days
19	Kutumba ID enrollment	Urban Local Bodies head	3 Working Days (with supporting document) 7 working days (without supporting document)	Project Director, DUDC	15 Working Days	DC concerned District	15 Working Days

1.S.N 4 6, inserted Vide Notification No. DPAR 191 NaSeKha 2017, Dated 19.10.2017

2.S.N 7 to8 inserted Vide Notification No. DPAR 203 NaSeKha 2017, Dated 30.10.2017

3.S.N 4 amended (three services were combined as one) vide Notification No. DPAR 38 SAMS 2020: Dated: 30-09-2020

4. S.N 9,11,12 inserted vide Notification No.DPAR38 SAMS 2020; Dated: 30-09-2020

5. S.N 2 amended vide notification No. DPAR: 38 SAMS 2020; Dated: 30-09-2020

6.S.N 10,13 to 17 inserted vide Notification No. DPAR 2 SSM 2020, Dated: 02-02-2021

7.S.N 10 amended vide Notification No. DPAR 2 SSM 2021, Dated: 02-02-2021

8. S.N 18 inserted vide Notification No. DPAR 02SSM 2021, Dated: 18-02-2021

9. S.N 6 & 4 amended vide Notification No. DPAR 02 SSM 2021; Dated: 18-02-2021

10. S.N 5 amended vide notification DPAR 38 SAMS 2020; Dated: 30-09-2020
 11. S.N 1,2,3,5 inserted vide notification DPAR 13 EaKaAa 2012; Dated: 05-05-2012
 12. S.N 19 inserted vide notification DPAR 2.SSM 2022; Dated: 26-07-2022

1.4 CITY MUNICIPAL COUNCIL (CMC) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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	15 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	Municipal commissioner	15 Working Days	Deputy Commissioner of District	30 Working Days
			7 Working Days if data is not available in	Municipal commissioner	15 Working Days	Deputy Commissioner of District	30 Working Days
4	Issue of Building License	Assistant Executive Engineer	15 Working Days	Municipal Commissioner	15 Working Days	Deputy Commissioner District	30 Working Days
5	Providing tap and underground drainage connection	Assistant Executive Engineer	15 Working Days	Municipal Commissioner	15 Working Days	Deputy Commissioner of District	30 Working Days
6	Occupancy Certificate	Assistant Executive Engineer	25 Working Days	Municipal Commissioner	07 Working Days	Deputy Commissioner District	15 Working Days
7	Change of Property Ownership	Revenue Officer	45 Working Days	Municipal Commissioner	15 Working Days	District Deputy Commissioner	30 Working Days
8	Road Cutting (Right of way) Permission for obtaining electricity	Assistant Executive Engineer	15 Working Days	Municipal Commissioner	7 Working Days	District Deputy Commissioner	15 Working Days
9	NOC for Ground Water Usage	Assistant Executive Engineer	15 Working days	Municipal Commissioner	15 Working Days	Deputy Commissioner of District	30 Working Days
10	Auto trade license renewal	Health Inspector	01 Working Days	Municipal Commissioner	07 Working Days	Deputy Commissioner of the District	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
11	Road Cutting (Right of way) Permission for OFC laying	Assistant Executive Engineer	30 Working Days	Municipal Commissioner	15 Working Days	Deputy Commissioner of District	30 Working Days
12	Road Cutting (Right of way) Permission for laying Gas Pipeline	Assistant Executive Engineer	30 Working Days	Municipal Commissioner	15 Working Days	Deputy Commissioner of District	30 Working Days
13	Plinth Inspection	Assistant Executive Engineer	05 Working Days	Municipal Commissioner	07 Working Days	Deputy Commissioner District	15 Working Days
14	Signage License for Advertisement	Revenue Officer	07 Working Days	Municipal Commissioner	15 Working Days	Deputy Commissioner of the District	30 Working Days
15	Renewal of Signage License for Advertisement	Revenue Officer	03 Working Days	Municipal Commissioner	07 Working Days	Deputy Commissioner of the District	15 Working Days
16	Permission/NOC for Movie Shooting	Revenue Officer	03 Working Days	Municipal Commissioner	07 Working Days	Deputy Commissioner of the District	15 Working Days
17	Permission/Approval for Mobile tower erection	Assistant Executive Engineer	30 Working Days	Municipal Commissioner	15 Working Days	Deputy Commissioner of the District	30 Working Days
18	Renewal of Permission / Approval for Mobile Tower Erection	Assistant Executive Engineer	7 Working Days	Municipal Commissioner	15 Working Days	Deputy Commissioner of the District	30 Working Days
19	Kutumba ID enrollment	Urban Local Bodies head	3 Working Days (with supporting document) 7 working days (without)	Project Director, DUDC	15 Working Days	DC concerned District	15 Working Days

- 1.- S.N 4 - Inserted Vide Notification No. DPAR 191 NaSeKha 2017, Dated 19.10.2017
- 2.- S.N 7&8 - Inserted Vide Notification No. DPAR 203 NaSeKha 2017, Dated 30.10.2017
- 3.S.N 2 amended vide Notification No.DPAR38 SAMS 2020; Dated: 30-09-2020
- 4.S.N 4 amended (three services were combined as one) vide Notification No. DPAR 38 SAMS 2020; Dated: 30-09-2020
5. S.N 9-12 & 6 inserted vide Notification No. DPAR 38 SAMS 2020; Dated: 30-09-2020
6. S.N 13 -inserted Vide Notification No. DPAR 03 SSM 2021; Dated: 18-02-2021
- 7.S.N 14-18 inserted vide Notification No. DPAR 02 SSM 2020; Dated: 02-02-2021
- 8.S.N 10 amended vide Notification No. DPAR 03 SSM 2021, Dated: 02-02-2021
9. S.N 4 & 6 amended vide Notification No. DPAR 03 SSM 2021, Dated: 18-02-2021
10. S.N 5 amended vide notification DPAR 38 SAMS 2020; Dated: 30-09-2020
- 11.S.N 1,2,3, 5 inserted vide DPAR 13EaKaAa 2012; Dated: 01-03-2012
12. S.N 19 inserted vide notification DPAR 2 SSM 2022; Dated: 26-07-2022
13. S.N 10,14 to 17 amended vide notification DPAR 13 SSM 2022; Dated: 20-10-2022

1.5 TOWN MUNICIPAL COUNCIL (TMC) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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	15 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	Issue of Building License	Junior Engineer	15 Working Days	Chief Officer	15 Working Days	Project Director DUDC	30 Working Days
5	Providing tap and underground drainage connection	Junior Engineer	15 Working Days	Chief Officer	15 Working Days	Project Director, DUDC	30 Working Days
6	Occupancy Certificate	Junior Engineer	25 Working Days	Chief Officer	07 Working Days	Project Director DUDC	15 Working Days
7	Change of Property Ownership	Revenue Officer	45 Working Days	Chief Officer	15 Working Days	Project Director	30 Working Days
8	Road Cutting (Right of way) Permission for obtaining electricity connection	Junior Engineer	15 Working Days	Chief Officer	7 Working Days	Project Director	15 Working Days
9	NOC for Ground Water Usage	Junior Engineer	15 Working days	Chief Officer	15 Working Days	Project Director DUDC	30 Working Days
10	Auto Trade License Renewal	Health Inspectors	1 Working Days	Chief Officer	7 Working Days	Project Director, DUDC	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
11	Road Cutting (Right of way) Permission for OFC laying	Junior Engineer	30 Working Days	Chief Officer	15 Working Days	Project Director DUDC	30 Working Days
12	Road Cutting (Right of way) Permission for laying Gas Pipeline	Junior Engineer	30 Working Days	Chief Officer	15 Working Days	Project Director DUDC	30 Working Days
13	Plinth Inspection	Junior Engineer	05 Working Days	Chief Officer	07 Working Days	Project Director DUDC	15 Working Days
14	Signage License for Advertisement	Revenue officer	7 working Days	Chief Officer	15 Working Days	Project Director, DUDC	30 Working Days
15	Renewal of Signage License for Advertisement	Revenue officer	3 Working Days	Chief Officer	7 Working Days	Project Director, DUDC	15 Working Days
16	Permission / NOC for Movie shooting	Revenue officer	3 Working Days	Chief Officer	7 Working Days	Project Director, DUDC	15 Working Days
17	Permission / Approval for Mobile Tower Erection	Junior Engineer	30 Working Days	Chief Officer	15 Working Days	Project Director, DUDC	30 Working Days
18	Renewal of Permission / Approval for Mobile Tower Erection	Junior Engineer	7 Working Days	Chief Officer	15 Working Days	Project Director, DUDC	30 Working Days
19	Kutumba ID enrollment	Urban Local Bodies head	3 Working Days (with supporting document) 7 working days (without supporting document)	Project Director, DUDC	15 Working Days	DC concerned District	15 Working Days

1.- S.N 4 - Inserted Vide Notification No. DPAR 191 NaSeKha 2017, Dated 19.10.2017

2. S.N 7 & 8 inserted Vide Notification No. DPAR 203 NaSeKha 2017, Dated 30/10/2017

3.S.N 2 amended vide Notification No.DPAR38 SAMS 2020; Dated: 30-09-2020

4.S.N 4 amended (three services were combined as one) vide Notification No. DPAR 38 SAMS 2020; Dated: 30-09-2020

5. S.N 9-12 & 6 inserted vide Notification No. DPAR 38 SAMS 2020; Dated: 30-09-2020

6. S.N 13 -inserted Vide Notification No. DPAR 03 SSM 2021; Dated: 18-02-2021

7.S.N 14-18 inserted vide Notification No. DPAR 3 SSM 2021; Dated: 02-02-2021

8.S.N 10 amended vide Notification No. DPAR 3 SSM 2021, Dated: 02-02-2021

9. S.N 4 & 6 amended vide Notification No. DPAR 03 SSM 2021, Dated: 18-02-2021

10. S.N 5 amended vide notification DPAR 38 SAMS 2020; Dated: 30-09-2020

11.S.N 1,2,3, 5 inserted vide DPAR 13EaKaAa 2012; Dated: 01-03-2012

12. S.N 19 inserted vide notification DPAR 2 SSM 2022; Dated: 26-07-2022

1.6 TOWN PANCHAYAT (TP) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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	15 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
4	Issue of Building License	Junior Engineer	15 Working Days	Chief Officer	15 Working Days	Project Director DUDC	30 Working Days
5	Providing tap and underground drainage connection	Junior Engineer	15 Working Days	Chief Officer	15 Working Days	Project Director, DUDC	30 Working Days
6	Occupancy Certificate	Junior Engineer	25 Working Days	Chief Officer	07 Working Days	Project Director DUDC	15 Working Days
7	Change of Property Ownership	Revenue Inspector	45 Working Days	Chief Officer	15 Working Days	Project Director	30 Working Days
8	Road Cutting (Right of way) Permission for obtaining electricity connection	Junior Engineer	15 Working Days	Chief Officer	7 Working Days	Project Director	15 Working Days
9	NOC for Ground Water Usage	Junior Engineer	15 Working days	Chief Officer	15 Working Days	Project Director DUDC	30 Working Days
10	Auto Trade License Renewal	Health Inspectors	1 Working Days	Chief Officer	7 Working Days	Project Director, DUDC	15 Working Days
11	Road Cutting (Right of way) Permission for OFC laying	Junior Engineer	30 Working Days	Chief Officer	15 Working Days	Project Director DUDC	30 Working Days
12	Road Cutting (Right of way) Permission for laying Gas Pipeline	Junior Engineer	30 Working Days	Chief Officer	15 Working Days	Project Director DUDC	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
13	Plinth Inspection	Junior Engineer	05 Working Days	Chief Officer	07 Working Days	Project Director DUDC	15 Working Days
14	Signage License for Advertisement	Revenue Inspector	7 Working Days	Chief Officer	15 Working Days	Project Director, DUDC	30 Working Days
15	Renewal of Signage License for Advertisement	Revenue Inspector	3 Working Days	Chief Officer	07 Working Days	Project Director, DUDC	15 Working Days
16	Permission / NOC for Movie shooting	Revenue Inspector	3 Working Days	Chief Officer	7 Working Days	Project Director, DUDC	15 Working Days
17	Permission / Approval for Mobile Tower Erection	Junior Engineer	30 Working Days	Chief Officer	15 Working Days	Project Director, DUDC	30 Working Days
18	Renewal of Permission / Approval for Mobile Tower Erection	Junior Engineer	7 Working Days	Chief Officer	15 Working Days	Project Director, DUDC	30 Working Days
19	Kutumba ID enrollment	Urban Local Bodies head	3 Working Days (with supporting document) 7 working days (without supporting document)	Project Director, DUDC	15 Working Days	DC concerned District	15 Working Days

1.- S.N 4 - Inserted Vide Notification No. DPAR 191 NaSeKha 2017, Dated 19.10.2017

2. S.N 7 & 8 inserted Vide Notification No. DPAR 203 NaSeKha 2017, Dated 30/10/2017

3.S.N 2 amended vide Notification No.DPAR38 SAMS 2020; Dated: 30-09-2020

4.S.N 4 amended (three services were combined as one) vide Notification No. DPAR 38 SAMS 2020; Dated: 30-09-2020

5. S.N 9-12 & 6 inserted vide Notification No. DPAR 38 SAMS 2020; Dated: 30-09-2020

6. S.N 13 -inserted Vide Notification No. DPAR 03 SSM 2021; Dated: 18-02-2021

7.S.N 14-18 inserted vide Notification No. DPAR 3 SSM 2021; Dated: 02-02-2021

8.S.N 10 amended vide Notification No. DPAR3 SSM 2021, Dated: 02-02-2021

9. S.N 4 & 6 amended vide Notification No. DPAR 03 SSM 2021, Dated: 18-02-2021

10. S.N 5 amended vide notification DPAR 38 SAMS 2020; Dated: 30-09-2020

11.S.N 1,2,3 5 inserted vide DPAR 13EaKaAa 2012; Dated: 01-03-2012

12. S.N 19 inserted vide notification DPAR 2 SSM 2022; Dated: 26-07-2022

13. S.N 15 amended vide notification DPAR 13 SSM 2022; Dated: 20-10-2022

1.7 BANGALORE DEVELOPMENT AUTHORITY (BDA) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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	

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
		Above 60x40: Engineer Officer		Engineer member		Commissioner	
2.	Building Plan approval for sites in BDA layouts and BDA approved private layouts, not handed over to BBMP yet, where the height of the proposed building is upto 15 meters.	Engineer Officer	30 Working Days	Engineer member	15 Working Days	Commissioner	15 working days
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 Khatha following death of a property owner or based on the WILL of the deceased.	Revenue Officer –East Revenue Officer -West Revenue Officer-North Revenue Officer-South	30 Working Days	Deputy Secretary-1 Deputy Secretary-3 Deputy Secretary-4 Deputy Secretary-2	15 Working Days	Secretary	15 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

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
8.	To obtain 'Commencement Certificate' 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	Commissioner	15 Working Days
9.	To obtain 'Occupancy Certificate' for the buildings completed.	Engineer Officer	12 Working Days	Engineer Member	15 Working Days	Commissioner	15 Working Days
10.	To obtain approval for Subdivision of a site or Amalgamation of sites in BDA layouts and BDA approved private layouts.	Joint Director	30 Working days	Town Planner member	15 Working Days	Commissioner	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	Commissioner	15 Working Days"
13	Approval for change of land use in BDA limits	Town Planning Member	120 Working Days	Commissioner, Bangalore Development Authority.	15 Working Days	Additional Chief Secretary, Urban Development Department	15 Working Days
14	Single /Multiple Plot layout approval	Town planner Member	90 Working Days	Commissioner, BDA	15 Working Days	Metropolitan Commissioner, Bangalore Metropolitan Region Development Authority (BMRDA)	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
15	Execution of sale Deed after expiry of Lease-cum-sale-Agreement to the same allottee	Deputy Secretary	30 Working Days	Secretary, Bangalore Development Authority (BDA)	07 Working Days	Commissioner, Bangalore Development Authority (BDA)	07 Working Days

1. S.N 1 to 12 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012

2. S.N 13 inserted Vide Notification No. DPAR 191 NaSeKha 2017, Dated 19.10.2017

3. S.N 14 inserted Vide Notification No. DPAR 4 SSM 2022, Dated 06.09.2022

4. S.N 15 inserted Vide Notification No. DPAR 9 SSM 2022, Dated 06.09.2022

1.8 BANGALORE METROPOLITAN REGION DEVELOPMENT AUTHORITY (BMRDA) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Approval for change of land use in BMRDA limit	Member secretary, Planning Authorities.	120 Working Days	Metropolitan Commissioner, BMRDA	15 Days	Additional Chief Secretary, Urban Development Department	15 Days
2	Approval for Change of land use in Urban Development Authorities/Planning Authorities/Municipal Planning Authorities	Member secretary, Planning Authorities.	120 Working Days	Secretary, Urban Development Department	15 Days	Additional Chief Secretary, Urban Development Department	15 Days
3	Plan approval for different purpose						
a	Draft Multi Plot Plan/Single Plot Plan/Development Plan Approval (Under Section 17(1) (2) & 2(a) of Karnataka Town and Country Planning Act 1961)	Joint Director of Town and Country Planning/Member Secretary of respective Planning Authority	120 Working Days	Metropolitan Commissioner, Bengaluru Metropolitan Region Development Authority. (B.M.R.D.A)	15 Working Days	Additional Chief Secretary to Government, Urban Development Department.	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
		Deputy Director of Town and Country Planning/Member Secretary					
		Commissioner, Urban Development Authority, Ramanagara.					
b	Site Release/Final Layout Plan Approval (Under Section (2b) of Karnataka Town and Country Planning Act 1961)	Joint Director of Town and Country Planning/Member Secretary of respective Planning Authority	120 Working Days	Metropolitan Commissioner, Bengaluru Metropolitan Region Development Authority. (B.M.R.D.A))	15 Working Days	Additional Chief Secretary to Government, Urban Development Department.	15 Working Days
		Deputy Director of Town and Country Planning/Member Secretary					
		Commissioner, Urban Development Authority, Ramanagara.					
c		Joint Director of Town and	120 Working Days	Metropolitan Commissioner,		Additional Chief Secretary to Government,	

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Sub Division /Amalgamation of Sites	Country Planning/Member Secretary of respective Planning Authority Deputy Director of Town and Country Planning/Member Secretary Commissioner, Urban Development Authority, Ramanagara.		Bengaluru Metropolitan Region Development Authority. (B.M.R.D.A)	15 Working Days	Urban Development Department.	15 Working Days

1. S.N 1 to 2 inserted Vide Notification No. DPAR 191 NaSeKha 2017, Dated 19.10.2017
2. S.N 3 inserted Vide Notification No. DPAR 66 SSM 2020, Dated 21-12-2022

1.9 URBAN DEVELOPMENT AUTHORITIES (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Approval for Change of land use in Urban Development Authorities/Planning Authorities/Municipal Planning Authorities	Commissioner, Urban Development Authorities.	120 Working Days	Secretary, Urban Development Department	15 Days	Additional Chief Secretary, Urban Development Department	15 Days

1. S.N 1 inserted Vide Notification No. DPAR 191 NaSeKha 2017, Dated 19.10.2017

1.10 Karnataka Urban Water Supply and Drainage Board (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Permission for new connection/additional connection for water supply	Assistant Executive Engineer	07 Working Days	Executive Engineer	07 Working Days	Chief Engineer	10 Working Days
2	Permission for new connection/additional connection for ground water drainage	Assistant Executive Engineer	04 Working Days	Executive Engineer	07 Working Days	Chief Engineer	07 Working Days
3	Certificate of non-availability of water from water supply agency required for NOC for water abstraction from CGWA	Assistant Executive Engineer	04 Working Days	Executive Engineer	07 Working Days	Chief Engineer	07 Working Days

1. S.N 1-3 inserted Vide Notification No. DPAR 42 SSM 2020, Dated 06.10.2020

2. TRANSPORT DEPARTMENT

2.1 TRANSPORT DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Learning License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
2	Driving License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	15 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
3	Registration of Vehicle	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
4	Duplicate License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
5	Duplicate Registration Certificate	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	07 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
6	Duplicate copy of Learning License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
7	Change of Address note in Learning License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) /	03 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
8	License of opening for New Driving Schools	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	15 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
9	Renewal for Driving School Learning License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	21 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
10	Conductor License and Badge Distribution	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	05 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
11	Renewal for conductor License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
12	Change of Address in Conductor License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 Working Days
13	Duplicate copy of Conductor License and Badge	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
14	International Driving License Permit	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	05 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 Working Days
15	Temporary Registration	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 Working Days
16	Transfer for Ownership	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	07 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 Working Days
17	Transfer note for ownership after the death of Vehicle Owner	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	60 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 working days
18	Change Ownership of the Vehicle purchasing in public auction	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	15 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 working days
19	B-Register (Extract)	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	02 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 working days
20	Hypothecation Entry/Lease Agreement	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional	03 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 working days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
		Transport Officer (A.R.T.O)					
21	Distributing Clearance/ Releasing Certificate	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	10 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 working days
22	Renewal of Driving License	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	05 Working Days	Joint Commissioner for Transport (J.C.T.)	15 Working Days	Commissioner for Transport (C.T.)	30 working days
23	Renewal Registration Certificate (NT)	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	07 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 working days
24	Renewal Fitness Certificate (TR)	Deputy Commissioner for Transport / Senior Regional Transport Officer (Sr. R.T.O) / Regional Transport Officer (R.T.O) / Assistant Regional Transport Officer (A.R.T.O)	15 Working Days	Joint Commissioner for Transport (J.C.T.)	30 Working Days	Commissioner for Transport (C.T.)	30 working days
25	Goods Carriage Permit	Deputy Commissioner for Transport/Senior Regional Transport Officer (Sr. R.T.O)/Regional Transport Officer (R.T.O) Assistant Regional Transport Officer (A.R.T.O)	03 Working Days	Joint Commissioner for Transport	15 Working Days	Commissioner for Transport and Road Safety	30 Working Days

1. S.N 1-5 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012.
2. S.N.6 to 21 inserted vide Notification No.DPAR 169 NaSeKha 2013, Dated: 06/02/2014.
3. S.N 1 to 21 Amended vide Notification No. DPAR 296 NaSeKha 2018, Dated: 13/08/2019
4. S.N 22 to 24inserted vide Notification No. DPAR 296 NaSeKha 2018, Dated: 13/08/2019
5. S.N 24 amended vide Notification No. DPAR 31 SAMS 2020, Dated: 02/09/2020
- 6.S.N 25 inserted vide notification. No. DPAR 31 SAMS 2020, Dated: 23-09-2020
7. S.N 1 to 16, 19 to 21, Amended vide Notification No. DPAR 296 NaSeKha 2018, Dated: 24-07-2019
8. S.N 1 amended vide Notification DPAR 28 SAMS 2020; Dated:31-07-2020
9. S.N 22 amended vide Notification DPAR 31 SAMS 2020; Dated:02-09-2020
- 10.S.N 3 amended vide notification DPAR 13 EAKaAa 2012; Dated: 1-03-2012
11. S.N 1-8,11-13,15,16,18-23,25 amended vide Notification DPAR 10 SSM 2022; Dated:01-09-2022

2.2 NORTH EAST KARNATAKA ROAD TRANSPORT CORPORATION (Kalyan Karnataka Road Transport Corporation) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Bus pass for school children	Depot Manager	15 Working Days	Divisional Traffic Officer	15 Working Days	Divisional Controller of the Division	07 Working Days
2	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
3	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
4	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
5	Free Bus pass for the blind	Divisional Traffic Officer	07 Working Days	Divisional Controller	15 Working Days	Chief Traffic Officer	30 Working Days
6	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"

1.S.N 1 to 6 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012

2.S.N 1 amended vide notification DPAR 78 SSM 2020; Dated: 19-08-2022

2.3 NORTH WEST KARNATAKA ROAD TRANSPORT CORPORATION (NWKRTC) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Bus pass for school children	Depot Manager	15 Working Days	Divisional Traffic Officer	15 Working Days	Divisional Controller of the Division	07 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
2	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
3	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
4	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
5	Free Bus pass for the blind	Divisional Traffic Officer	07 Working Days	Divisional Controller	15 Working Days	Chief Traffic Officer	30 Working Days
6	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”

1.S.N 1 to 6 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated : 26/10/2012

2.S.N 1 amended vide notification DPAR 78 SSM 2020; Dated: 19-08-2022

2.4 KARNATAKA STATE ROAD TRANSPORT CORPORATION (KSRTC) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Bus Pass for school children	Depot Manager	15 Working Days	Divisional Traffic Officer	15 Working Days	Divisional Controller of the Division	07 Working Days
2	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

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
3	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
4	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
5	Free Bus pass for the blind	Divisional Traffic Officer	15 Working Days	Divisional Controller	15 Working Days	Chief Traffic Officer	30 Working Days
6	Free Travel coupon worth Rs.2000/- to the Wives /widows of freedom fighters	Divisional Traffic Officer	15 Working Days	Divisional Controller	15 Working Days	Chief Traffic Officer	30 Working Days”

1.S.N 1 to 6 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated : 26/10/2012

2. S.N 1,2,5,6 amended vide Notification No. DPAR 78 SSM 2021, Dated: 25/02/2021

2.5 BANGALORE METROPOLITAIN TRANSPORT CORPORATION (BMTCL) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Bus pass for school children	Depot Manager	07 Working Days	Divisional Traffic Officer	15 Working Days	Divisional Controller of the Division	07 Working Days
2	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

1.S.N 01 –02 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012

3. FOOD, CIVIL SUPPLIES, CONSUMER AFFAIRS AND LEGAL METROLOGY

DEPARTMENT

3.1 FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	<p>Ration Card:</p> <p>Issue of Transfer of Ration Card to Other State, District, Taluk. Removal of name of the member. induplicate Ration Card.</p> <p>Change of address in Local Areas/Taluku.</p> <p>Inclusion of names of members, Surrender, New Ration Card as per letter.</p>	Concerned Food Inspector	7 Working Days	Tahsildars 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>Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution System) Control Order 1992.</p> <p>Running of Fair Price Shops.</p> <p>1)Issue of Authorization</p> <p>2)Issue of induplicate authorization</p> <p>3)Surrender</p> <p>4)Renewal</p>	Deputy Commissioner of Districts/Additional Director in Informal Rationing Areas in Bangalore	30 Working Days	Commissioner of Food & Civil Supplies	90 Working Days	Government	180 Working Days
3	Issue of New Ration Card	Concerned Food Inspector	40 Working Days	Tahsildar in Rural / Urban and Assistant Director in IRA and Range Deputy Director in Bengaluru IRA	15 Working Days	Deputy Director in Districts and Additional Director Bengaluru IRA	15 Working Days

1. S.N 1 amended vide Notification No. DPAR 13 EeKaAa 2012, dated: 21/04/2012.

2. S.N 1 to 3 entries relating to Heading of the Department is amended vide Notification No. DPAR 23 NaSeKha 2014, dated: 22/05/2014.

3.S.N 3 inserted vide Notification No. DPAR 347 NaSeKha 2018, Dated: 28/03/2019

4. S.N 1 & 2 amended vide notification 13 EeKaAa 2012; Dated: 05-05-2012

3.2 DEPARTMENT OF LEGAL METROLOGY (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issuing of Verification Certificate	Assistant Controller of Legal Metrology/Inspector of Legal Metrology	30 Working Days	Deputy Controller of Legal Metrology	07 Working Days	Controller of Legal Metrology	07 Working Days
2	Issue of Manufacture license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
3	Issue of Dealer license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
4	Issue of Repairer license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
5	Renewal of Manufacturer license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	07 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	03 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	03 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
6	Renewal of Dealer license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	07 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	03 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	03 Working Days
7	Renewal of Repairer license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	07 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	03 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	03 Working Days
8	Amendment of Manufacturer license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
9	Amendment of Dealer license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
10	Amendment of Repairer license of Weights and Measures – State Jurisdiction	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
				Metrology Department		Metrology Department	
11	Issue of Packing Registration Certificate – Manufacturer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
12	Issue of Packing Registration Certificate – Packer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
13	Issue of Packing Registration Certificate – Importer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
14	Amendment of Packing Registration Certificate – Manufacturer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
15	Amendment of Packing Registration Certificate – Packer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies,	15 working Days	Secretary, Food and Civil Supplies, Consumer	07 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
				Consumer Affairs and Legal Metrology Department		Affairs and Legal Metrology Department	
16	Amendment of Packing Registration Certificate – Importer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
17	Issue of Packing Registration Certificate – Manufacturer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
18	Issue of Packing Registration Certificate – Packer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
19	Issue of Packing Registration Certificate – Importer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
20	Amendment of Packing Registration Certificate – Manufacturer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
21	Amendment of Packing Registration Certificate – Packer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days
22	Amendment of Packing Registration Certificate – Importer (Inter State)	Controller of Legal Metrology – Issuing Authority	30 Working Days	Deputy Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	15 working Days	Secretary, Food and Civil Supplies, Consumer Affairs and Legal Metrology Department	07 Working Days

1. S.N 2 to 4 inserted vide Notification No.DPAR 189 NaSeKha 2017, dated: 19/10/2017

2. S.N 5 to 6 inserted vide Notification No.DPAR 189 NaSeKha 2017, dated: 27/10/2017

3. S.N 1 inserted vide Notification No. DPAR 42 SSM 2020, dated: 03/10/2020

4.S.N 2 to 6 revised and inserted along with services 7 to 22 vide Notification No. DPAR 12 SSM 2022, dated: 28/11/2022

4. REVENUE DEPARTMENT

4.1 REVENUE DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1.	Record of Rights Certificate	Tahsildar	30 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
2.	Conversion of agriculture land to non-agriculture purpose	Deputy Commissioner	120 Working Days	Regional Commissioner	30 Working Days	Principal Secretary to Govt	30 Working Days
3.	All types of Caste Certificate	Tahsildar	21 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
4.	All types of Income Certificate	Tahsildar	21 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
5.	Verification/Validity of Caste Certificate	Committee headed Deputy Commissioner	15 Working Days	Regional Commissioner	15 Working Days	Government (Social Welfare Department)	15 Working Days
6.	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	Assistant Commissioner/ Special Land Acquisition Officer	30 Working Days	Deputy Commissioner	30 Working Days	Regional Commissioner	30 Working Days
7.	Issue of Birth Certificate	Village Accountant		Tahsildar		Assistant Commissioner	
	less than 1-year cases		7 Working Days		15 Working Days		15 Working Days
	more than 1-year cases		14 Working Days				
8.	Issue of Death Certificate	Village Accountant		Tahsildar		Assistant Commissioner	
	less than 1-year cases		7 Working Days		15 Working Days		15 Working Days
	more than 1-year cases		14 Working Days				
9.	Population Certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
10.	Domicile Certificate	Tahsildar/ Deputy Tahsildar	14 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
11.	No tenancy certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
12.	Living Certificate	Tahsildar/ Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
13.	Agricultural Family member Certificate	Tahsildar/ Deputy Tahsildar	14 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
14.	Not re-married Certificate	Tahsildar/ Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
15.	Landless Certificate	Tahsildar/ Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
16.	Surviving Family member Certificate	Tahsildar	14 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
17.	Unemployment certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
18.	No Govt. Job Certificate for Compassionate Appointments	Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
19.	Agriculturist Certificate	Tahsildar/ Deputy Tahsildar	14 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
20.	Small /Marginal Farmer certificate	Tahsildar/ Deputy Tahsildar	14 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
21.	Agricultural Labor Certificate	Tahsildar	14 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
22.	Non-creamy layer certificate	Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
23.	Residence certificate	Tahsildar	14 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
24.	Mutation Extract	Tahsildar/ Deputy Tahsildar	7 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
25.	Change of Khatha (Undisputed Cases)	Thasildhar	55 Working Days	Assistant Commissioner	30 Working Days	Deputy Commissioner	30 Working Days
26.	Project Displacement Certificate	Tahsildar	21 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
27.	Natural Calamity Relief (Crop Loss) Sanction	Tahsildar	21 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
28.	Natural Calamity Relief (Loss of Human Life)	Tahsildar	15 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
29.	Natural Calamity Relief (House damage) Sanction	Tahsildar	21 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
30.	Natural Calamity Relief (Animal Loss) Sanction	Tahsildar	15 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
31.	Solvency Certificate	Tahsildar	21 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
32.	RTC Typological errors corrections	Assistant Commissioner	40 Working Days	Deputy Commissioner	15 Working Days	Regional Commissioner	15 Working Days
33.	Issue of Duplicate copies in Survey Section (Aakar-Band)	Survey Supervisor	07 Working Days	Assistant Director of Land Records	07 Working Days	Technical Assistants to Deputy Commissioners and Ex-Officio Deputy Director of Land Records	07 Working Days
34.	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
35.	Issue of Duplicate copies in Survey Section (Tippan)	Survey Supervisor	07 Working Days	Assistant Director of Land Records	07 Working Days	Technical Assistants to Deputy Commissioners and Ex-Officio Deputy Director of Land Records	07 Working Days
36	Issue of Duplicate copies in Survey Section (Atlas)	Survey Supervisor	07 Working Days	Assistant Director of Land Records	07 Working Days	Technical Assistants to Deputy Commissioners and Ex-Officio Deputy Director of Land Records	07 Working Days
37.	Issue of Duplicate copies in Survey Section (Village Map)	Survey Supervisor	07 Working Days	Assistant Director of Land Records	07 Working Days	Technical Assistants to Deputy Commissioners and Ex-Officio Deputy Director of Land Records	07 Working Days
38.	Issue of Duplicate copies in Survey Section (Kharab land extract/Utar)	Survey Supervisor	07 Working Days	Assistant Director of Land Records	07 Working Days	Technical Assistants to Deputy Commissioners and Ex-Officio Deputy Director of Land Records	07 Working Days
39.	No Objection Certificate under PTCL Act	Tahsildar	21 Working Days	Assistant Commissioner	07 Working Days	Deputy Commissioner	07 Working Days
40.	NOC for land reform transaction	Tahsildar	21 Working Days	Assistant Commissioner	07 Working Days	Deputy Commissioner	07 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
41.	NOC for General Grant Land transaction	Tahsildar	21 Working Days	Assistant Commissioner	07 Working Days	Deputy Commissioner	07 Working Days
42.	Permission to set up Petrol Pump	Deputy Commissioner	60 Working Days	Regional Commissioner	15 Working Days	Government	30 Working Days
43.	Indira Gandhi Old Age Pension Sanction	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
44.	Destitute Widow pension Sanction	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
45.	Pension for disabled persons Sanction	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
46.	Sandhya Suraksha Sanction	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
47	Mythri Scheme	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
48	Manaswini	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
49	Attestation of Family tree	Deputy Tahsildar	14 Working Days	Tahsildhar	10 Working Days	Assistant Commissioner	10 Working Days
50	Farmer Widow Pension	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days
51	Pensions to Acid Victim	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days

1. S.N 1 to 24 inserted vide Notification No. DPAR 13 EeKaAa 2012, dated: 21/04/2012.
2. S.N 1 to 24 amended vide Notification No. DPAR 13 EeKaAa 2012, dated: 21/04/2012.
3. S.N 25 to 46 inserted vide Notification No. DPAR 119 NaSeKha 2012, dated: 26/10/2012
4. S.N 34, 36-40 amended vide Notification No. DPAR 23 NaSeKha 2014, dated: 03/6/2014.
5. S.N 50 & 51 inserted vide Notification No.DPAR 214 NaSeKha 2017, Dated 16/02/2018
6. S.N 10,13,16,19,20,21,23 and 49 amended vide notification no. DPAR 6 SSM 2020, Dated 27/05/2020.
- 7.S.N 2 & 25 amended vide Notification No.DPAR 65 SSM 2020, Dated: 09/10/2020
- 8.S.N 25 amended vide Notification No.DPAR 65 SSM 2020, Dated: 10/03/2021
- 9.S.N 10,23,7,8 amended vide notification DPAR 13 EaKaAa 2012; Dated: 21-04-2012
10. S.N , 47-49 inserted vide notification DPAR 147 NaSeKha 2016; dated: 28-10-2016
10. S.N 43-46 amended vide notification DPAR 147 NaSeKha 2016; dated: 28-10-2016

4.2 ATALJI JANASNEHI DIRECTORATE (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	The Karnataka Public Employment (Reservation in appointment for Hyderabad Karnataka Region) Order 2013 and The Karnataka Public Employment (Reservation in appointment for Hyderabad-Karnataka Region) Rules 2013 and other related rules, Citizen's Born and residing in Hyderabad Karnataka Region, to be obtained Domicile Certificate and Residential Certificate for the purpose of Reservation in Education and Employment under Article 371 (j) 1) Domicile Certificate	Assistant Commissioner	30 working days	Deputy Commissioner	10 working days	Regional Commissioner	10 working days
2	The Karnataka Public Employment (Reservation in appointment for Hyderabad Karnataka Region) Order 2013 and The Karnataka Public Employment (Reservation in appointment for Hyderabad-Karnataka Region) Rules 2013 and other related rules, Citizen's Born and residing in Hyderabad Karnataka Region, to be obtained Domicile Certificate and Residential Certificate for the purpose of Reservation in Education and Employment under Article 371 (j) 2) Residential Certificate	Tahsildar	30 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days
3	Widow Certificate	Deputy Tahsildar	14 working Days	Tahsildar	15 working days	Assistant Commissioner	15 working days
4	Land Holding Certificate	Tahsildar	7 working Days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
5	Bonafide Certificate	Deputy Tahsildar	7 working Days	Tahsildar	15 working days	Assistant Commissioner	15 working days
6	Issue of Crop Certificate	Deputy Tahsildar	12 Working Days	Tahsildar	10 Working Days	Assistant Commissioner	10 Working days
7	Minority Certificate	Tahsildar	07 Working Days	Assistant Commissioner	10 Working Days	Deputy Commissioner	10 Working Days
8	Aryavysya Certificate (For Aryavysya students only)	Tahsildar	21 Working Days	Assistant Commissioner	10 Working Days	Deputy Commissioner	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
9	Economically Weaker Sections (EWSs)	Tahsildar	21 Working Days	Assistant Commissioner	10 Working Days	Deputy Commissioner	10 Working Days

1.S.N 1 to 5 inserted vide Notification No. DPAR 111 NaSeKha 2015, Dated: 15/10/2015

2.S.N 6 inserted vide Notification No. DPAR 29 NaSeKha 2016, Dated: 15/04/2016

3. S.N 1 to 2 amended vide notification No.DPAR 78 NaSeKha 2016, dated 07/12/2016

4. S.N 7 inserted vide Notification No. DPAR 214 NaSeKha 2018, Dated : 02/07/2019

5. S.N 8 to 9 inserted vide Notification No. DPAR 2 SSM 2019, Dated : 29/11/2019

6.S.N 3 amendment vide Notification No. DPAR 06 SSM 2020, Date : 27-05-2020

4.3 BHOOMI AND U.P.O.R (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Updation of Pledge and release details in RTC 1.Pledge 2.Release 3.Government Restriction	Tahsildar	5 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days
2	Updation of land conversion details in RTC 1. Site 2.Factory 3.Others	Tahsildar	5 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days
3	Updation of land Acquisition details in RTC	Tahsildar	5 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days
4	Updation of Phodi details in RTC						
	1.Division	Thasildhar	09 Working Days	Assistant Commissioner	10 Working Days	Deputy Commissioner	10 Working Days
	2. Amalgamation	Thasildhar	07 Working Days	Assistant Commissioner	10 Working Days	Deputy Commissioner	10 Working Days
	3. Extent Correction	Thasildhar	10 Working Days	Assistant Commissioner	10 Working Days	Deputy Commissioner	10 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer			Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
5	Issue of Urban property Ownership Record (PR Card)	Enquiry officer/ Assistant Director of land Records. Mysuru, Shimoga, Mangalore.	S. N	Scenario for issuing PR card	Time taken for service	Deputy Director of Land Records. Mysore, Shimoga, Mangalore	10 Working Days	Joint director (UPOR) Bengaluru	7 Working Days
			1	If final PR card ready	1 working day				
			2	If documents are not submitted by the property owner	Endorsement for documentation collection to be issued on the same day				
			3	After submission of the required documents, draft PR card to be issued	5 Working Days				
			4	If document submitted is insufficient	Endorsement to be issued on the same day				

1.S.N 1 to 4 inserted vide Notification No. DPAR 111 NaSeKha 2015, Dated: 15/10/2015

2. S.N 5 inserted vide Notification No. DPAR 49 NaSeKha 2015, Dated: 11/07/2016

3. S.N 4 amended vide Notification No. DPAR 74 NaSeKha 2016 Dated 22/02/2017

S.N 1 to 4 amended vide Notification No. DPAR 65 SSM 2020, Dated: 10/03/2022

4.4 SURVEY SETTLEMENT AND LAND RECORDS DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	11 (E) (in case of Single hand multiple owners)	Assistant Director of Land Records, of Respective Taluks	45 Working Days (if no issues and from the date of System Auto Allotment	Technical Assistant to the Deputy Commissioner, Ex-Officio Deputy Director of Land Records, of respective 30 Districts	30 Working Days	Additional Deputy Commissioner of the Concerned District	30 Working Days
			120 Working Days (If Correction of RTC is required - 75 Working Days for RTC correction and 45 Working Days from the date of System Auto Allotment				

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			120 Working Days (if there is dispute and non-availability of survey documents-75 Working Days ADLR/DDLR, and 45 Working Days from the date of System Auto Allotment				
2	Alienation	Assistant Director of Land Records, of Respective Taluks	45 Working Days (if no issues and from the date of System Auto Allotment	Technical Assistant to the Deputy Commissioner, Ex-officio Deputy Director of Land Records, of respective 30 Districts	30 Working Days	Additional Deputy Commissioner of the Concerned District	30 Working Days
		120 Working Days (If Correction of RTC is required - 75 Working Days for RTC correction and 45 Working Days from the date of System Auto Allotment					
		120 Working Days (if there is dispute and non-availability of survey documents-75 Working Days ADLR/DDLR, and 45 Working Days from the date of System Auto Allotment					
3	Tatkal	Assistant Director of Land Records, of Respective Taluks	45 Working Days (if no issues and from the date of System Auto Allotment	Technical Assistant to the Deputy Commissioner, Ex-officio Deputy Director of Land Records, of respective 30 Districts	30 Working Days	Additional Deputy Commissioner of the Concerned District	30 Working Days
		120 Working Days (If Correction of RTC is required - 75 Working Days for RTC correction and 45 Working Days from the date of System Auto Allotment					

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			120 Working Days (if there is dispute and non-availability of survey documents-75 Working Days ADLR/DDLR, and 45 Working Days from the date of System Auto Allotment				
4	HUBBUST (Issue of Hudbust Sketches)	Supervisor	45 Working Days (if no issues and from the date of System Auto Allotment	ADLR	30 Working Days	Technical Assistant to the Deputy Commissioner, Ex-officio Deputy Director of Land Records, of respective 30 districts	30 Working Days
		Supervisor and RR Shirestheadar	95 Working Days (If Correction of RTC is required - 50 Working Days for RTC correction and 45 Working Days from the date of System Auto Allotment	Tahsildar and ADLR		Assistant Commissioner	
		Supervisor	120 Working Days (if there is dispute and non-availability of survey documents-75 Working Days ADLR/DDLR, and 45 Working Days from the date of System Auto Allotment	ADLR		Technical Assistant to the Deputy Commissioner, Ex-officio Deputy Director of Land Records, of respective 30 districts	

1.S.N 1 to 3 inserted vide Notification No. DPAR 322 NaSeKha 2018 Dated: 14/08/2019

2. S.N 4 inserted vide Notification No. DPAR 22 SSM 2020 Dated: 15/10/2020

3. S.N 1 to 4 amended vide notification No. DPAR 2 SSM 2020 Dated: 23/11/2020

4.5 Inspector General of Registration & Stamps (Stamps & Registration Department)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Registration of Immovable Properties	Sub-Registrar	1 working day	District Registrar	7 Working Days	Inspector General of Registrations	7 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
2	Issue of certified copy of the certificate of Registration of firms under the Indian Partnership Act 1932	District Registrar	3 Working Days	Inspector General of Registration and Commissioner of Stamps	30 Working Days	Secretary to Government, Revenue Department (Registration and Stamps)	30 working days
3	Issue of certified copy of the certificate of Registration of Marriage under Special Marriages (Other forms) Act 1954	Sub Registrar	3 Working Days	District Registrar	30 Working Days	Inspector General of Registration and Commissioner of Stamps	30 Working Days
4	Issue of certified copy of the certificate of Registration of Marriage under Special Marriage (Regular forms) Act 1954	Sub Registrar	3 Working Days	District Registrar	30 Working Days	Inspector General of Registration and Commissioner of Stamps	30 Working Days
5	Issue of Encumbrance Certificate	Sub Registrar	a) From 01-4-2004 to till date – 3 Working Days b) Before 01-4-2004 i) For first 13 years – 10 Working Days ii) More than 13 years (for every increase in ten years) – 10+1 days	District Registrar	30 Working Days	Inspector General of Registration and Commissioner of Stamps	30 Working Days
6	Issue of certified copy of Registered documents	Sub Registrar	3 Working Days	District Registrar	30 Working Days	Inspector General of Registration and Commissioner of Stamps	30 Working Days
7	Issue of certified copy of the certificate of Registration of Marriage under Hindu Marriage Act 1952	Sub Registrar	3 Working Days	District Registrar	30 Working Days	Inspector General of Registration and Commissioner of Stamps	30 Working Days
8	Registration of firms under the Indian partnership Act, 1932.	District Registrar and Registrar of firms	3 Working Days	Inspector General of Registration & Commissioner of Stamps	30 Working Days	Secretary to Government, Revenue Department (Registration & Stamps)	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
9	Registration of marriage under Special Marriage Act, 1954	Sub Registrar	1 day – after submission of document as per Special Marriage Act and Rules	District Registrar	30 Working Days	Inspector General of Registration and Commissioner of Stamps	30 days from the order of Inspector General of Registration
10	Registration of marriage under Hindu Marriage Act, 1955	Sub Registrar	1 day – after submission of document as per Hindu Marriage Act and Rules	District Registrar	30 Working Days	Inspector General of Registration and Commissioner of Stamps	30 days from the order of Inspector General of Registration
11	Registration of marriage under Parsi Marriage Act, 1936	Sub Registrar	1 day – after submission of document as per Parsi Marriage Act and Rules	District Registrar	30 Working Days	Inspector General of Registration and Commissioner of Stamps	30 days from the order of Inspector General of Registration

1.S.N 1 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012

2.S.N 2 to 7 inserted vide Notification No. DPAR 111 NaSeKha 2015, Dated: 27/11/2015

3. S.N 8 inserted vide Notification No. DPAR 113 NaSeKha 2017, Dated: 19/10/2017

4.S.N 9 to 11 inserted vide Notification No. DPAR 02 SSM 2019, Dated:29/11/2019

4.6 Directorate of Social Security & Pensions

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Monthly Financial Assistance to Endosalphan Victims	Deputy Tahsildar / Tahsildar	45 Working Days	Assistant Commissioner	15 Working Days	Deputy Commissioner	15 Working Days

1.S.N 1 inserted vide Notification No. DPAR 17 SSM 2021 Dated: 07/09/2021

5. HOME DEPARTMENT

5.1 POLICE DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of copy of FIR to the complainant	S.H.O.	Immediately After registration	CPI if SHO is PSI SDPO if SHO is PI	2 Working Days	SDPO/ ACP SP/ DCP	7 Working Days
2.	License for Amplified Sound System	SHO CPI SDPO Addl.SP/SP/ Jurisdictional DCPs/ DCP Admin in B'lore City/ DCP L&O in other Commissionerate	3 Working Days	CPI/ SDPO SDPO Addl. SP/ Jurisdictional DCPs in B'lore City/ DCP L&O in other Commissionerate SP in Districts/ Addl.CP Admn in CoP B'lore City/ CP in other Commissionerate	10 Working Days	SDPO/DCP Addl. SP SP in Districts/ Addl.CP Admn in CoP B'lore City/ CP in other Commissionerate IGP Range/ CP in Bangalore City/ ADGP L&O for other Commissionerate	7 Working Days
3.	NoC for License for Amusement	SHO CPI SDPO AAOs in DPOs AO/AAO in CoPs	15 Working Days	CPI/ SDPO SDPO Addl. SP/ SP/ Jurisdictional DCPs/ DCP Admin in B'lore City/ DCP L&O in other Commissionerate SP in Districts DCP Admin in Bangalore City/ DCP L&O in other Commissionerate	30 Working Days	SDPO/ Jurisdictional DCPs in B'lore City/ DCP L&O in other Commissionerate Addl SP/ SP SP/ Addl.CP Admn in CoP B'lore City/ CP in other Commissionerate IGP Range Addl.CP Admin in B'lore City/ Commissioner of Police in other Commissionerate	30 Working Days
4	Permission for peaceful assembly and procession	SHO CPI SDPO AAOs in Districts AO/AAO in CoPs	15 Working Days	CPI/ SDPO SDPO Addl. SP/ SP/ Jurisdictional DCPs/ DCP Admin in B'lore City/ DCP L&O in other Commissionerate Addl SP/SP DCP Admin in B'lore City and DCP L&O in other Commissionerate	10 Working Days	SDPO/ Jurisdictional DCPs in B'lore City/ DCP L&O in other Commissionerate Addl SP/ SP SP/ Addl.CP Admn in CoP B'lore City/ CP in other Commissionerate SP Addl. CP Admin in B'lore City/ CP in other Commissionerate	7 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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 Commissionerate		Addl. CP Admin in B'lore City/ Commissioner of Police in other Commissionerate	
6	Disposal of petitions	SHO	45 Working Days	CPI/SDPO	14 Working Days	SDPO/ Addl..SP/SP Jurisdictional DCPs in B'lore Ciy/ DCP L&O in other Commissionerate	7 Working Days
		CPI		SDPO		Addl SP/ SP/ Jurisdictional DCPs in B'lore City/ DCP L&O in other Commissionerate	
		SDPO/ ACP		SP/ Addl CP Admin in B'lore City/ Commissioner of Police in other Commissionerate			
		SP/ Jurisdictional DCPs/ DCP Admin in B'lore City/ DCP L&O in other Commissionerate		Range IGP/ Additional CP Admin in B'lore City/ CP in other Commissionerate		CP in B'lore City/ 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	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 Commissionerate		Additional SP or Dy. SP HQRs. in Districts DCP Int. in Bangalore City & DCP (L&O) in other Commissionerate		SP Addl CP Admn in Bangalore City/ Commissioner of Police in other Commissionerate	
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 Commissionerate		Addl CP Admin in B'lore City/ Commissioner of Police in other Commissionerate	
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 Commissionerate		Addl CP Admin in B'lore City/ Commissioner of Police in other Commissionerate	
10		AAOs in Districts		Addl SP/SP		SP	

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	NOC for petrol pump, gas agency, hotel, bar etc.	AO/AAO in CoPs	7 Working Days	DCP Admin in B'lore City and DCP L&O in other Commissionerate	7 Working Days	Addl CP Admin in B'lore City/ CP in other Commissionerate	7 Working Days
11	NOC Arms License Verification	SHO in Districts AO/AAO in CoPs	30 Working Days	SDPO DCP Admin in B'lore City and DCP L&O in other Commissionerate	7 Working Days	SP Addl CP Admin in B'lore City/ Commissioner of Police in other Commissionerate	7 Working Days
12	Missing Report of documents, Mobile phone etc.	SHO	1 working day	CPI/SDPO	3 Working Days	SDPO/ Addl.SP/ SP/ Jurisdictional DCPs	7 Working Days
13	Police Verification Certificate for domestic servants/ house keeping	PI DSB in Districts ACP/PI CSB in Commissionerate	20 Working Days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in Bangalore City and DCP L&O in other Commissionerate	07 Working Days	SP Addl.CP Admn in Bnagalore City / Commissioner of Police in other Commissionerate's.	07 Working Days.
14	Police Verification Certificate for Institutions/ Companies	PI DSB in Districts ACP/PI CSB in Commissionerate	20 Working Days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in Bangalore City and DCP L&O in other Commissionerate	07 Working Days	SP Addl.CP Admn in Bangalore City / Commissioner of Police in other Commissionerate	07 Working Days
15	Police verification Certificate for Marriage Alliances	PI DSB in Districts ACP/PI CSB in Commissionerate	20 Working Days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in B'lore City and DCP L&O in other Commissionerate	07 Working Days	SP Addl.CP Admn. in B'lore City / Commissioner of Police in other Commissionerate	07 Working Days
16	Police verification Certificate for Training Apprenticeship at Public Under takings /for trainees/ Workers working on daily wages at Govt. Institutions	PI DSB in Districts ACP/PI CSB in Commissionerate	20 Working Days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in Bangalore City and DCP L&O in other Commissionerate	07 Working Days	SP Addl.CP Admn. in Bangalore City / Commissioner of Police in other Commissionerate	07 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
17	Police verification Certificate (PVC) for Coolies/ Loader/ Class IV Security Staff/ Supervisor at Airport (Individual applicants only)	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 Commissionerate		DCP .Int. in Bangalore City and DCP L&O in other Commissionerate		Addl.CP Admn. in Bangalore City / Commissioner of Police in other Commissionerate.	
18	Police verification Certificate (PVC) for Central /State Govt. employees if request is received directly by the employee	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 Commissionerate		DCP .Int. in Bangalore City and DCP L&O in other Commissionerate		Addl.CP Admn. in Bangalore City / Commissioner of Police in other Commissionerate	
19	Certification of Finger Print	Dy.Sp / Pls FPB in Districts	20 Working Days	Additional SP /SP	07 Working Days	SP	07 Working Days
		ACP /PI FPB in Commissionerate		DCP Int. in Bangalore City and DCP (L&O) in other Commissionerate		Addl CP Admin in Bangalore City / Commissioner of Police in Other Commissionerate	
20	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 Commissionerate		DCP Int. in Bangalore City and DCP (L&O) in other Commissionerate		Addl CP Admin in Bangalore City/ Commissioner of Police in other Commissionerate	
21	NOC required for setting up of petroleum, diesel and Naphtha, sale, transport						
	Petroleum, Diesel and Naphtha, sale, transport	AOO in DPOs/AO/AAO in COPs	21 Working Days	Addl SP/SP/DCP (Admin) in Bangalore COP/DCP (LO)in other COPs	07 Working Days	SP/Addl CP Admin in Bangalore City/CP in other COPs	07 Working Days
22	Temporary License for Sale of Crackers	AOO in DPOs/AO/AAO in COPs	07 Working Days	Addl SP/SP/DCP (Admin) in Bangalore COP/DCP (LO)in other COPs	02 Working Days	SP/Addl CP Admin in Bangalore City/CP in other COPs	02 Working Days

1. S.N 1 to 12 inserted vide Notification No. DPAR 13 EaKaAa 2012, Dated: 21/06/2012.

2. S.N 7 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012

3. S.N 13 to 20 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012

4. S.N 6 amended vide Notification No. DPAR 197 NaSeKha 2012, Dated: 03/12/2012

5. S.N 21 & 22 inserted vide Notification No. DPAR 61 SSM 2020, Dated: 03/11/2020

5.2 KARNATAKA FIRE AND EMERGENCY SERVICES (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Response to Fire & Emergency	Fire Station Officer	01 working day	District Fire Officer	1 working day	Regional Fire Officer	1 working day
2	Accident, Natural Disaster, Rescue Work and Disaster	Fire Station Officer	01 working day	District Fire Officer	01 working day	Regional Fire Officer	01 working day
3	Application for No Objection Certificate (High rise Building)	Director	60 Working Days	Deputy Inspector General of Police	60 Working Days	Inspector General of Police and Additional Director General	30 Working Days
4	Application for Clearance Certificate (High rise Building)	Director	45 Working Days	Deputy Inspector General of Police	45 Working Days	Inspector General of Police and Additional Director General	15 Working Days

1.S.N 1 to 2 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012

2.S.N 3 to 4 inserted vide Notification No. DPAR 151 NaSeKha 2017, Dated: 19/10/2017

5.3 SAINIK WELFARE AND RESETTLING (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of Identity Card	Joint / Deputy Director, District Office	07 Working Days	Director	07 Working Days	Principal Secretary to Govt., (PCAS)	10 Working Days
2	Employment Registration	Joint / Deputy Director, District Office	07 Working Days	Director	07 Working Days	Principal Secretary to Govt., (PCAS)	10 Working Days
3	C.E.T Certificate	Joint / Deputy Director, District Office	07 Working Days	Director	07 Working Days	Principal Secretary to Govt., (PCAS)	10 Working Days
4	Spectacle Allowance	Joint / Deputy Director, District Office	07 Working Days	Director	07 Working Days	Principal Secretary to Govt., (PCAS)	10 Working Days
5	Marriage Grant	Joint / Deputy Director, District Office	07 Working Days	Director	07 Working Days	Principal Secretary to Govt., (PCAS)	10 Working Days
6	House Repair Grant (for war Widows /Dependents)	Joint / Deputy Director, District Office	07 Working Days	Director	07 Working Days	Principal Secretary to Govt., (PCAS)	10 Working Days

1.S.N 1 to 6 inserted vide Notification No. DPAR 238 NaSeKha 2018, Dated: 14/06/2019

6. EDUCATION DEPARTMENT

6.1 DEPARTMENT OF PRE-UNIVERSITY EDUCATION (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1.	Photo copying answer scripts of the 2 nd PUC final examination	Deputy Director (Exams), Dept. of Pre-University Education	15 Working Days	Joint Director (Exams) Dept. of Pre-University Education	7 Working Days	Director	7 Working Days
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 Pre-University Education	15 Working Days	Joint Director (Exams) Dept. of Pre-University Education	7 Working Days	Director	7 Working Days
5.	Disposal of application for recognition of new educational institutions	Director, Dept. of Pre-University Education	60 Working Days	Joint Secretary, Primary & Secondary Education, Govt. of Karnataka	15 Working Days	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	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

- S.N 1 & 6 amended vide Notification No.DPAR 13 NaSeKha 2012, Dated: 21/04/2012.

6.2A Department of Public Instruction (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Photocopy of Answers Script (for revaluation purpose)	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	<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 Registration of new educational institutions	<ul style="list-style-type: none"> 1 to 5th Std, DDPI 6 to 7th Std. (Except English Medium), DDPI (Admn) 6 to 7th Std. (English Medium), DDPI (Primary), Office of CPI/DPI working under Additional Commissionerate 8th to 10th Std. Director (Secondary), Office of CPI 	90 Working Days	<ul style="list-style-type: none"> 1 to 5th Std, JDPI (Division) 6 to 7th Std. DPI (Primary), Office of CPI / Addl. Commissionerate 8 to 10thStd. DPI (Secondary), Office of CPI / Addl. Commissionerate 	15 Working Days	<ul style="list-style-type: none"> DPI (Primary) CPI / Addl. Commissioners, Belgaum, Gulbarga CPI / Addl. Commissioners, Belgaum, Gulbarga 	15 Working Days
5	Recognition	<ul style="list-style-type: none"> 1 to 7th 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. Commissionerate 	15 Working Days
6	Renewal of recognition	<ul style="list-style-type: none"> 1 to 7th 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 	15 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
						DPI (Secondary), Office of CPI / Addl. Commissionerate	
7	Photocopy of Answer Scripts (For Revaluation Purpose) 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 j) Music Exam k) Drawing Exam	Asst. Director (W Section), Other Exams, KSEEB, Bangalore	15 Working Days	Secretary, KSEEB, Bangalore	15 Working Days	Director, (Other Exams), KSEEB, Bangalore	15 Working Days
8	Revaluation of Answer Scripts of the following exams conducted by the director (other exams) 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	Asst. Director (W Section), Other	30 Working Days	Secretary, KSEEB, Bangalore	15 Working Days	Director, (Other Exams), KSEEB, Bangalore	15 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	k) Drawing Exam	Exams, KSEEB, Bangalore					
9	Issue of duplicate Marks card of the following exams conducted by the director (other exams) 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) Ranga shikshana 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
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 conducted by the director (exams) S.S.L.C Examination	DDPI (Administration), KSEEB, Bangalore	15 Working Days	Secretary, KSEEB, Bangalore	10 Working Days	Director, (Exams), KSEEB, Bangalore	10 Working Days
12	S.S.L.C Fail Marks card with Date of Birth	DDPI (Administration) KSEEB, Bangalore	15 Working Days	Secretary, KSEEB, Bangalore	10 Working Days	Director (Exams) KSEEB, Bangalore	10 Working Days
13	Disposal of application for Registration of new Educational Institutes (Pre-Primary)	Block Education Officer	60 Working Days	Deputy Director of Public instruction (of the respective district)	15 Working Days	Director of Public Instruction (Primary Education) for Bangalore - Mysore Division/ Director of concerned ACPI office Kalaburgi	15 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
						and Dharawad Division	
14	Reimbursement of R.T.E fees						
(a)	Reimbursement of R.T.E fees to R.T.E students who are allotted seats through department	Block Education Officer	60 Working Days	Deputy Director of Public instruction	20 Working Days	Commissioner of Public Instruction	20 Working Days
15	Issue of NOC to start CBSE / ICSE schools	Under Secretary (Primary and Secondary Education)	120 Working Days	Joint / Deputy Secretary / Primary and Secondary Education	15 Working Days	Principal Secretary (Primary and Secondary Education)	30 Working Days

6.2B Department of Public Instruction (Personnel Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
16	Disbursement of Salary						
	a) Government Schools, Primary	Block Education Officer	10 Working Days	Deputy Director (Administration)	10 Days	CEO, Zilla Panchayat	10 Days
	High Schools	Head Master	10 Working Days	Block Education Officer			
	B.R.C., C.R.P & S.S.A Staffs	Block Education Officer	10 Working Days	Deputy Director (Administration)			
	b) Aided Schools Primary & High Schools	Block Education Officer	10 Working Days	Deputy Director	10 Days	CEO, Zilla Panchayat	10 Days
	c) Block Education Office staffs	Block Education officer	10 Working Days	Deputy Director (Administration)	10 Days	CEO, Zilla Panchayat	10 Days
	d) Deputy Director office Staffs	Gazetted Assistant/ Deputy Director office	10 Working Days	Deputy Director (Administration)	10 Days	CEO, Zilla Panchayat	10 Days
	e) Divisional Joint Director Office Staffs	Gazetted Assistant/ Joint Director office	10 Working Days	Joint Director	10 Days	Commissioner / Addl., Commissioner	10 Days
	f) DIET Office Staff and equivalent other Institutions	Principal	10 Working Days	Director D.S.E.R.T	10 Days	Commissioner / Addl., Commissioner	10 Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	g) C.T.E Office staffs	Principal C.T. E	10 Working Days	Director D.S.E.R.T	10 Days	Commissioner / Addl., Commissioner	10 Days
	h) Commissioner/Additional Commissioner office/ DSERT/TBF/KSEEB /Text Books/CMI/Joint Director /Midday Meals Scheme/SISYLP Dharwad	HQA/ Gazetted Assistant/Asst., Director	10 Working Days	Commissioner / Addl., Commissioner / Head of the institutions	10 days	Secretary to Govt.,	10 days
17	Sanction of 10/15/20Years time bound promotion						
	a) Head Master Govt. High school	Commissioner/Addl. Commissioner	30 Working Days	Commissioner	30 Working Days	Secretary to Government	20 Working Days
	b) Govt. Primary school Teachers	Block Education Officer	30 Days	DDPI (Admin)	30 Days	JDPI Division	20 Days
	c) Govt. High school Teachers	DDPI (Admin)	30 Days	JDPI Division	30 Days	DPI (Secondary) / Divisional JDPI	20 Days
	d) SDA, CCT, Drivers, Group D employees working in all subordinate offices	DDPI (Admin)	30 Days	JDPI Division	30 Days	Commissioner / Additional Commissioner	20 Days
	e) Subordinate offices	JDPI Division	30 Days	Commissioner / Additional Commissioner	30 Days	Secretary to Government	20 Days
	f) Superintendent, Manager, Gazetted Assistant, SADPI, Deputy Director, working in all subordinate offices in respective Commissionerate offices	Joint Director (Admin) / Additional Commissioner Commissioner office	30 Days	Commissioner / Additional Commissioner	30 Days	Secretary to Government	20 Days
18	Sanction of 25/30Years time bound promotion						
	a) Head Master Govt. High school	Commissioner/Addl. Commissioner	30 Working Days	Commissioner	30Days	Secretary to Government	20 Working Days
	b) Govt. Primary school Teachers/ BRP /CRP/IERT/ SSA Teachers	Block Education Officer	30 Days	DDPI (Admin)	30Days	JDPI Division	20 Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	c) Govt. High school Teachers	DDPI (Admin)	30 Days	JDPI Division	30Days	DPI (Secondary)	20 Days
	d) SDA, CCT, Drivers, Group D employees working in all subordinate offices	DDPI (Admin)	30 Days	JDPI Division	30Days	Commissioner / Additional Commissioner	20 Days
	e) FDA employees working in all subordinate offices	JDPI Division	30 Days	Commissioner / Additional Commissioner	30Days	Secretary to Government	20 Days
	f) Superintendent, Manager, Gazetted Assistant, SADPI, Deputy Director, working in all subordinate offices	Joint Director (Admin) / Additional Commissioner /Commissioner office	30 Days	Commissioner / Additional Commissioner	30Days	Secretary to Government	20 Days
19	Sanction of Annual increment						
	a) Govt., Schools Primary/High School teachers	Block Education Officer / HM	30 Days	Deputy Director (Administration)	20 days	Divisional Joint Director	20 days
	b) Aided Schools Primary & High School teachers	Head Master/ Administration Board	30 Days	Block Education Officer	20 Days	Deputy Director (Administration)	20 Days
	c) Block Education Officer Staffs	Block Education Officer	30 Days	Deputy Director (Administration)	20 Days	Divisional Joint Director	20 Days
	d) Deputy Director officer Staffs	Gazetted Assistant Deputy Director Office	30 Days	Deputy Director (Administration)	20 Days	Divisional Joint Director	20 Days
	e) Divisional Joint Director Office Staffs	Gazetted Assistant, Senior Joint Director, Joint Director Office	30 Days	Joint Director	20 Days	Commissioner / Addl., Commissioner	20 Days
	h) DIET Office Staffs and equivalent other institution staffs	Principal, DIET	30 Days	Director, DSERT	20 days	Commissioner / Addl., Commissioner	20 days
	i)CTE Office staff	Principal, CTE	10 Working Days after due date	Director, DSERT	20 days	Commissioner / Addl., Commissioner	20 days
	j) Commissioner/ Addl., Commissioner Office/	HQA/ Gazetted Assistant/Joint Director	10 Working Days after	Commissioner / Addl., Commissioner / Head of Institution	20 days	Commissioner / Addl., Commissioner	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	DSERT/TBF/KSEEB /Text Books/CMI, Joint Director/ JD Midday Meals Scheme Staff		due date				
20	Sanction of Earned /Commuted Leave						
	a) Head Master Govt. High school and Group B officer/ Group A officers	Deputy Director and DDO of respective Office	20 days after receiving sanction letter from AG	Commissioner/Addl. Commissioner	15 Working Days	Secretary to Government	15 Working Days
	Head Master Aided school	Administrative Board	20 days after receiving sanction letter from AG	Commissioner/Addl. Commissioner	15 Working Days	Secretary to Government	15 Working Days
	b) Govt. Primary School and High School Teacher	Block Education Officer / HM	20 days after receiving Leave Application	DDPI (Admin)	20 days	JDPI Division	20 days
	c) Govt Aided Primary and High school Teacher	Head of School / Management Board	20 days after receiving Leave Application	Block Education Officer	20 Working days	DDPI (Admin)	20 Working days
	d) BEO office staff	Block Education Officer	20 days after receiving Leave Application	DDPI (Admin)	20 days	JDPI Division	20 days
	e) DDPI Office staffs	Gazetted Assistant/ DDPI	20 days after receiving	DDPI (Admin)	20 days	JDPI Division	20 days
	f) JDPI Office staffs	Gazetted Assistant in JDPI Office	20 days after receiving Leave Application	JDPI Division	20 days	Commissioner / Additional Commissioner	20 days
	g) DIET Office Staffs and equivalent other institution staffs	Principal, DIET	20 days after receiving Leave	Director, DSERT	20 days	Commissioner / Addl., Commissioner	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			Application				
	h) CTE Office staff	Principal, CTE	20 days after receiving Leave Application	Director, DSERT	20 days	Commissioner / Addl., Commissioner	20 days
	i) Commissioner/ Addl., Commissioner/ DSERT/TBF/KSEEB /Text Books Directorate/CMI/ JD Midday Meals Scheme staff and officers	HQA/ Gazetted Assistant/ Head of the office	20 days after receiving Leave Application	Commissioner / Addl., Commissioner / Head of office	20 days	Commissioner / Addl., Commissioner	20 days
21	Medical Re-imbursement						
	a) Govt. Schools, Primary & High Schools	Block Education Officer /High Schools Head Masters	30 Days for sanction order	Deputy Director (Admin)	20Days	CEO, Zilla Panchayat	20 Days
	b) Group -A & Group -B officers working in Subordinate offices	District Deputy Director	30 Days for sanction order	CEO ZP	20 Days	Commissioner / Addl., Commissioner	20 Days
	c) Block Education Officer Staffs	Block Education Officer	30 Days for sanction order	Deputy Director (Admin)/ CEO ZP	20 Days	CEO ZP	20 Days
	d) Deputy Director Office Staffs	Gazetted Assistant, Deputy Director Office	30 Days for sanction order	Deputy Director (Admin)	20 Days	Divisional Joint Director	20 Days
	e) Divisional Joint Director Office Staffs	Gazetted Assistant, Assistant Director Office/Senior Assistant Director	30 Days for sanction order	Joint Director	20 Days	Commissioner / Addl., Commissioner	20 Days
	f) DIET Office Staff and equivalent other Institutions	Principal, DIET	30 Days for sanction order	Director, DSERT	20 days	Commissioner	20 days
	g) CTE Office staff	Principal, CTE	30 Days for sanction order	Director, DSERT	20 days	Commissioner	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	h) Commissioner/ Addl., Commissioner office/ DSERT/TBF/KSEEB /Text Books Directorate/CMI Joint Director/ Midday Meals Scheme	HQA/ Gazetted Assistant/ Joint Director	30 Days for sanction order	Commissioner / Addl., Commissioner / Head of Institutions	20 days	Secretary to Govt.,	20 days
22	Travelling allowance						
	a) Govt. Schools, Primary & High Schools	Block Education Officer	30 Days for sanction order	Deputy Director (Admin)	20Days	CEO, Zilla Panchayat	20 Days
	b) Group -A & Group -B officers working in Subordinate officers/BEO	District Deputy Director	30 Days for sanction order	CEO ZP	20 Days	Commissioner / Addl., Commissioner	20 Days
	c) Block Education Officer Staffs	Block Education Officers	30 Days for sanction order	Deputy Director (Admin)/ CEO ZP	20 Days	CEO ZP	20 Days
	d) Deputy Director Office Staffs	Gazetted Assistant, Deputy Director Office	30 Days for sanction order	Deputy Director (Admin)	20 Days	Divisional Joint Director	20 Days
	e) Divisional Joint Director Office Staffs	Gazetted Assistant, Assistant Director Office/Senior Assistant Director	30 Days for sanction order	Joint Director	20 Days	Commissioner / Addl., Commissioner	20 Days
	f) DIET Office Staff and equivalent other Institutions	Principal, DIET	30 Days for sanction order	Director, DSERT	20 days	Commissioner	20 days
	g) CTE Office staff	Principal, CTE	30 Days for sanction order	Director, DSERT	20 days	Commissioner	20 days
	h) Commissioner/Addl., Commissioner office/ DSERT/TBF/KSEEB /Text Books Directorate/CMI Joint Director/ Midday Meals Scheme/ SYSLIP	HQA/ Gazetted Assistant/ Asst., Director	30 Days for sanction order	Commissioner / Addl., Commissioner / Head of Institutions	20 days	Secretary to Govt.,	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
23	Pension Proposal & Services						
	a) Govt. Primary and High, school Teacher	Block Education Officer	30 Days	DDPI (Admin)	20 days	CEO ZP	20 days
	b) Group A/B officers working in Subordinate offices	DDPI (Admin)	30 Days	CEO ZP	20 days	Commissioner / Addl., Commissioner	20 days
	c)BEO office staff	Block Education Officer	30 Days	DDPI (Admin) /CEO ZP	20 days	CEO ZP	20 days
	d)DDPI Office staff	Gazetted Assistant, DDPI Office	30 Days	DDPI (Admin)	20 days	JDPI Division	20 days
	e) JDPI Office staff	Gazetted Assistant, JDPI Office/Senior Asst., Director	30 Days	JDPI Division	20 days	Commissioner / Addl., Commissioner	20 days
	f) DIET Office Staff and equivalent other institutions	Principal, DIET	30 Days	DSERT DIRECTOR	20 days	Commissioner	20 days
	g) CTE Office staff	Principal, CTE	30 Days	DSERT DIRECTOR	20 days	Commissioner	20 days
	h) Commissioner/Additional Commissioner office/ DSERT/TBF/KSEEB/ Text Books Directorate/CML, Joint Director, /Midday Meals Scheme SYSLIP	HQA/ Gazetted Assistant/Assistant Director	30 Days	Commissioner / Additional Commissioner/Head of Institution	20 days	Secretary to Govt.,	20 days
24	Purchase of Vehicle, Computer/GPF/KGID/other advances						
	a) Govt. Primary & High school Teacher	BEO/HM	30 Days	DDPI (Admin)	20 Days	CEO ZP	20 Days
	b) Group A officer/ Group B officers working in Subordinate offices	District DPI (A)	30 Days	CEO ZP	20 Days	Commissioner / Additional Commissioner	20 Days
	c)BEO office staff	BEO	30 Days	DDPI (Admin) /CEO ZP	20 Days	CEO ZP	20 Days
	d)DDPI Office staff	Gazetted Assistant/DDPI office	30 Days	DDPI (Admin)	20 Days	JDPI Division	20 Days
	e) Divisional JDPI Office staff	Gazetted Assistant/JDPI office/Senior Asst., Director	30 Days	Joint Director	20 Days	Commissioner / Addl., Commissioner	20 Days
	f) DIET Office Staff and equivalent other institutions	Principal (DIET)	30 Days	DSERT DIRECTOR	20 Days	Commissioner	20 Days
	g) CTE Office staff	Principal (CTE)	30 Days	DSERT DIRECTOR	20 Days	Commissioner	20 Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	h) Commissioner/Ad dl., Commissioner office/ DSERT/TBF/KSEEB /Text Books Directorate/CMI/ Joint Director/ Midday Meals Scheme	HQA/ Gazetted Assistant/ Asst., Director	30 Days	Commissioner / Addl., Commissioner / Head of the institutions	20 Days	Secretary to Govt	20 Days
25	Festival Advance						
	a) Govt. Primary & High school Teacher	BEO/HM	10 Days	DDPI (Admin)	20 Days	CEO ZP	20 Days
	b) Group A officer/ Group B officers working in Subordinate offices/BEO	District DPI (A)	10 Days	CEO ZP	20 Days	Commissioner / Addl., Commissioner	20 Days
	c)BEO office staff	BEO	10 Days	DDPI (Admin) /CEO ZP	20 Days	CEO ZP	20 Days
	d)DDPI Office staff	Gazetted Assistant/DDPI office	10 Days	DDPI (Admin)	20 Days	JDPI Division	20 Days
	e) Divisional JDPI Office staff s	Gazetted Assistant /DDPI office/Senior Asst., Director	10 Days	JDPI	20 Days	Commissioner / Addl., Commissioner	20 Days
	f) DIET Office Staff and equivalent other institutions	Principal (DIET)	10 Days	DSERT DIRECTOR	20 Days	Commissioner	20 Days
	g) CTE Office staff	Principal (CTE)	10 Days	DSERT DIRECTOR	20 Days	Commissioner	20 Days
	h) Commissioner/ Addl., Commissioner office/ DSERT/TBF/KSEEB/Text Books Directorate/CMI/JDP I/ Midday Meals/ scheme	HQA/ Gazetted Assistant/Asst., Director	10 Days	Commissioner / Addl., Commissioner / Head of the institutions	20 Days	Secretary to Govt	20 Days
26	Last Pay Certificate (LPC)						
	a) Govt. Schools, Primary and Secondary Teachers	BEO/HM	30 days after reporting for duty	DDPI (Admin)	20 days	CEO ZP	20 days
	b) Group A and Group B Officers in Sub ordinate offices/BEO	District DPI (A)	30 days after reporting for duty	CEO ZP	20 days	Commissioner / Addl., Commissioner	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	c)Block Education Officer and Staff	BEO	30 days after reporting for duty	DDPI (Admin) /CEO ZP	20 days	CEO ZP	20 days
	d)DDPI Office Staff	Gazetted Assistant/DDPI office	30 days after reporting for duty	DDPI (Admin)	20 days	JDPI Division	20 days
	e) Divisional JDPI Office Staff	Gazetted Assistant/JDPI office/ senior Asst., Director	30 days after reporting for duty	JDPI Division	20 days	Commissioner / Addl., Commissioner	20 days
	f) DIET Office Staff and equivalent other institutions	Principal (DIET)	30 days after reporting for duty	DSERT DIRECTOR	20 days	Commissioner / Addl., Commissioner	20 days
	g) CTE Office Staff	Principal (CTE)	30 days after reporting for duty	DSERT DIRECTOR	20 days	Commissioner / Addl., Commissioner	20 days
	h) CPI/ACPI Office, DSERT, TBF, KSEEB, Text Books Directorate, CMI, JDPI, MMS	HQA/ Gazetted Assistant/ Asst., Director	30 days after reporting for duty	Commissioner / Addl., Commissioner / Head of the institutions	20 days	Secretary to Govt	20 days
27	Photo Copy of Service Register						
	a) Govt. Schools, Primary & High School Teachers	BEO/HM	30 days after reporting for duty	DDPI (Admin)	20 days	JDPI Divisional	20 days
	c) BEO Office Staff	BEO	30 days after reporting for duty	DDPI (Admin)	20 days	JDPI Divisional	20 days
	d) DDPI Office Staffs	Gazetted Assistant/DDPI office/DDPI	30 days after reporting for duty	DDPI (Admin)	20 days	JDPI Divisional	20 days
	e) Divisional JDPI Office Staff	Gazetted Assistant/JDPI office/Senior Asst., Director	30 days after reporting for duty	JDPI	20 days	CPI/ACPI	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	f) DIET Office staff & equivalent other institutions	Principal (DIET)	30 days after reporting for duty	DSERT DIRECTOR	20 days	CPI/ACPI	20 days
	g) CTE Office Staff	Principal (CTE)	30 days after reporting for duty	DSERT DIRECTOR	20 days	CPI/ACPI	20 days
	i)CPI/ACPI Office, DSERT, TBF, KSEEB, Text Books Directorate, CMI, JDPI, MMS Scheme	HQA/ Gazetted Assistant/ Asst.,	30 days after reporting for duty	Commissioner / Adl., Commissioner / Head of the institutions	20 days	SECRETARY TO GOVT	20 days
28	Declaration of Probationary Period						
	a) Govt. Schools, Primary & High School Teachers	BEO/District DPI (A)	30 days	DDPI (Admin) / JDPI	20 days	JDPI Divisional/Director Higher Education	20 days
	b) Group A & Group B Officers in Sub Ordinate Offices	District DDPI/ Appointing authority/Adl., CPI	30 days	Divisional JDPI /CPI	20 days	Secretary to Govt	20 days
	c) BEO Office Staff	BEO /DDPI (A)	30 days	DDPI (Admin) /ACPI	20 days	Divisional JDPI /CPI	20 days
	d) DDPI Office Staff	Gazetted Assistant/DDPI office/DDPI	30 days	DDPI (Admin) /ACPI	20 days	Divisional DPI /CPI	20 days
	e) Divisional JDPI Office Staff	Gazetted Assistant/JDPI	30 days	JDPI /ACPI	20 days	CPI/ACPI	20 days
	f) DIET Office staff & equivalent other institutions	Principal (DIET) / Manager	30 days	Principal (DIET) / ACPI	20 days	DIR DSERT/Commissioner	20 days
	g) CTE Office Staff	(CTE) Manager/DDPI/ JDPI	30 days	principal (CTE)/JDPI/ACPI	20 days	DIR DSERT	20 days
	h) CPI/ACPI Office, DSERT, TBF, KSEEB, Text Books Directorate, CMI, JDPI, MMS Scheme	HQA/ Gazetted Assistant/ Adl., Commissioner and Head of the office	30 days	Commissioner / Adl., Commissioner / Head of the institutions	20 days	CPI /ACPI /Govt.,	20 days
29	Issue of Salary Certificate						

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	a) Govt. Schools, Primary & High School Teachers	BEO/HM	10 days	DDPI(Admn)	10 days	Divisional JDPI	10 days
	b) Group A & Group B Officers in Sub ordinate Offices/BEO	District DDPI (A)/Gazetted Manager	10 days	Divisional JDPI/BEO	10 days	CPI/ACPI/DDPI	10 days
	c) BEO Office Staffs	BEO	10 days	DDPI(Admn)	10 days	Divisional JDPI	10 days
	d) DDPI Office Staffs	Gazetted Assistant, DDPI Office	10 days	DDPI(Admn)	10 days	Divisional JDPI	10 days
	e) Divisional JDPI Office Staffs	Gazetted Assistant, JDPI, Senior Assistant Director	10 days	JDPI	10 days	CPI	10 days
	f) DIET Office staff & equivalent other Institutions	Principal	10 days	DSERT DIRECTOR	10 days	CPI	10 days
	g) CTE Office Staff	Principal (CTE)	10 days	DSERT DIRECTOR	10 days	CPI	10 days
	h) CPI/ACPI Office, DSERT, TBF, KSEEB, Text Books Directorate, CMI, JDPI, MMS Scheme	HQA/ Gazetted Assistant/Asst., Director	10 days	CPI/ACPI/ Head of the Institutions	10 days	CPI/ACPI	10 days
30	Earned Leave Encashment						
	a) Govt. Schools, Primary & High School Teachers	BEO/HM	30 days	Deputy Director (Admn)	15 days	Divisional Joint Director	15 days
	b) Group A & Group B Officers in Sub ordinate Offices	District Deputy Director	30 days	Divisional Joint Director	15 days	Commissioner /Addl., Commissioner	15 days
	c) BEO Office Staffs	BEO	30 days	Deputy Director (Admn)	15 days	Divisional Joint Director	15 days
	d) Deputy Director office Staffs	Gazetted Assistant	30 days	Deputy Director (Admn)	15 days	Divisional Joint Director	15 days
	e) Divisional Joint Director Office Staffs	Gazetted Assistant, Joint Director office	30 days	Joint Director	15 days	Commissioner / Addl., Commissioner / Govt.,	15 days
	f) DIET Office staff & equivalent other institutions	Principal (DIET)	30 days	DSERT DIRECTOR	15 days	Commissioner	15 days
	g) CTE Office Staff	Principal (CTE)	30 days	DSERT DIRECTOR	15 days	Director DSERT/Commissioner	15 days
	h) Commissioner/Addl., Commissioner Office, DSERT, TBF, KSEEB, Text Books Directorate, CMI,	HQA/ Gazetted Assistant/ Addl., Commissioner and Head of the office	30 days	Commissioner/Addl., Commissioner/Head of the Institutions	15 days	Commissioner /Addl., Commissioner /Govt./	15 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Joint Director, Midday meals scheme						
31	Disposal of Received applications						
	a) Group-A and Group -B officers working in Sub-ordinate offices	District DPI (A)	30 days	Divisional joint director	20 days	CPI / ACPI	20 days
	b) Staff working in BEO offices	BEO	30 days	DDPI (A)	20 days	Divisional joint director	20 days
	c) Staff working in DDPI offices	DDPI	30 days	Divisional JDPI (A)	20 days	ACPI /CPI	20 days
	d) Staff working in JDPI offices	GA/JDPI	30 days	Joint Director	20 days	CPI / ACPI	20 days
	e) Staff of DIET and officers in Equivalent posts in DIET / other institutions	Principal (DIET)	30 days	DIR DSERT	20 days	CPI	20 days
	f) Staff working in CTE	Principal (CTE)	30 days	DIR DSERT	20 days	CPI	20 days
	g) Staff working in CPI/ACPI, Offices, DSERT, TBF, KSEEB, Directorate of Text books, CMS, JOINT Director mid-day Meals scheme	HQA/ Gazetted Assistant/ Asst., Director	30 days	CPI /ACPI / HOD	20 days	CPI /ACPI	20 days
32	HTC / LTC						
	a) Applications received from Govt Primary and High school Teachers	BEO/DDPI (A)	30 days	DDPI (A)/JDPI	20 days	Divisional joint director	20 days
	b) Group-A and Group -B officers working in Sub-ordinate offices	District DDPI (A)	30 days	Divisional joint director	20 days	CPI / ACPI	20 days
	c) Staff working in BEO offices	BEO	30 days	DDPI (A)	20 days	Divisional joint director	20 days
	d) Staff working in DDPI offices	GA/DDPI	30 days	DDPI (A)/JDPI	20 days	Divisional joint director /CPI	20 days
	e) Staffs working in JDPI offices	GA/JDPI	30 days	Joint Director /ACPI	20 days	CPI/ACPI	20 days
	f) Staff of DIET and officers in Equivalent posts in	Principal (DIET)	30 days	DIR DSERT	20 days	CPI	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	DIET / other institutions						
	g) Staff working in CTE	Principal (CTE)	30 days	DIR DSERT	20 days	CPI	20 days
	h) working in CPI/ACPI, Offices, DSERT, TBF, KSEEB, Directorate of Text books, CMS, JOINT Director mid-day Meals scheme	HQA/ Gazetted Assistant/ Asst., Director/Head of office	30 days	CPI /ACPI / HOD	20 days	CPI /ACPI /Secretary to Govt	20 days
33	Sanction of In-Charge Allowance						
	a) Applications received from Govt Primary and High school Teachers	BEO/DDPI (A)	30 days	DDPI (A)/JDPI	20 days	Divisional joint director /Dir Sec	20 days
	b) Group-A and Group -B officers working in Sub-ordinate offices	DDPI (A)	30 days	Divisional joint director	20 days	CPI / ACPI	20 days
	c) Staff working in BEO offices	BEO	30 days	DDPI (A)	20 days	Divisional joint director	20 days
	d) Staff working in DDPI offices	GA/DDPI	30 days	DDPI (A)/JDPI	20 days	Divisional joint director /CPI	20 days
	e) Staff working in JDPI offices	GA/JDPI	30 days	Joint Director /ACPI	20 days	CPI/ACPI/Govt of Karnataka	20 days
	f) Staff of DIET and officers in Equivalent posts in DIET / other institutions	Principal (DIET)	30 days	DIR DSERT	20 days	DIR DSERT	20 days
	g) Staff working in CTE	Principal (CTE)	30 days	DIR DSERT	20 days	DIR DSERT	20 days
	h) Staff working in CPI/ACPI, Offices, DSERT, TBF, KSEEB, Directorate of Text books, CMS, JOINT Director mid-day Meals scheme	HQA/ Gazetted Assistant/ Addl., Commissioner & Head of the office	30 days	CPI /ACPI / HOD	20 days	CPI /ACPI /Secretary to Govt	20 days
34	Arrears / Reimbursement						
	a) Applications received from Govt Primary and High school Teachers	BEO/HM	30 days	DDPI (A)	20 days	Divisional joint director	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	b) Group-A and Group -B officers working in Sub-ordinate offices	District DDPI (A)	30 days	Divisional joint director	20 days	CPI / ACPI	20 days
	c) Staff working in BEO offices	BEO	30 days	DDPI (A)	20 days	Divisional joint director	20 days
	d) Staff working in DDPI offices	GA/DDPI	30 days	DDPI (A)/JDPI	20 days	Divisional joint director /CPI	20 days
	e) Staff working in JDPI offices	GA/JDPI	30 days	Joint Director	20 days	CPI/ACPI/Govt	20 days
	f) Staffs of DIET and officers in Equivalent posts in DIET / other Institutions	Principal (DIET)	30 days	DIR DSERT	20 days	DIR DSERT /CPI	20 days
	g) Staff working in CTE	Principal (CTE)	30 days	DIR DSERT	20 days	CPI	20 days
	h) Staff working in CPI/ACPI, Offices, DSERT, TBF, KSEEB, Directorate of Text books, CMS, JOINT Director mid-day Meals Scheme	HQA/ Gazetted Assistant/ Addl., Commissioner/ Head of the office	30 days	CPI /ACPI / HOD	20 days	CPI /ACPI / Govt.,	20 days
35	Purchase of House/Construction of House and Purchase of other assets						
	a) Applications received from Govt Primary and High school Teachers	BEO/HM	30 days	DDPI (A)	20 days	Divisional joint director	20 days
	b) Group-A and Group -B officers working in Sub-ordinate offices	District DDPI/ACPI (A)	30 days	Divisional joint director/CPI	20 days	CPI / ACPI/Govt.,	20 days
	c) Staff working in BEO offices	BEO	30 days	DDPI (A)	20 days	Divisional joint director	20 days
	d) Staff working in DDPI offices	GA/DDPI office	30 days	DDPI (A)/JDPI	20 days	Divisional joint director /CPI	20 days
	e) Staff working in JDPI offices	GA/JDPI	30 days	JDPI (A)/ CPI	20 days	CPI/ACPI/Govt.	20 days
	f) Staff of DIET and officers in Equivalent posts in DIET / other Institutions	Principal (DIET)	30 days	JDPI DSERT	20 days	DIR DSERT/CPI	20 days
	g) Staff working in CTE	Principal (CTE)	30 days	DIR DSERT	20 days	CPI	20 days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	h) Staff working in CPI/ACPI, Offices, DSERT, TBF, KSEEB, Directorate of Text books, CMS, JOINT Director mid-day Meals Scheme	HQA/ Gazetted Assistant/Addl., Commissioner & Head of the office	30 days	CPI /ACPI / HOD	20 days	CPI /ACPI /Govt .,	20 days

1. S.N 7 to 12 inserted vide Notification No.DPAR 119 NaSeKha 2012, Dated: 26/10/2012 .
2. S.N 16 to 35 inserted vide Notification No.DPAR 197 NaSeKha 2012 / P1, Dated: 18.06.2013.
3. S.N 1,3,4,7, 16(b), 17(a), 18(a), 20 (a&c) ,27 and 35were amended vide Notification No. DPAR 13 SSM 2020, Dated:01-06-2020
4. S.N 13 &15 inserted vide Notification No. DPAR 45 SSM 2020, Dated: 09/10/2020
5. S.N 14 inserted vide Notification No. DPAR 52 SSM 2020, Dated: 07/12/2020
6. S.N 4,5,6 amended vide Notification DPAR 13 EAKaAa 2012; Dated: 01-03-2012
7. S.N 12 amended vide Notification DPAR 72 SSM 2020; Dated: 09-09-2022

6.3 DEPARTMENT OF PRINTING, STATIONARY AND PUBLICATIONS (Personnel Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1.	"Publication in Karnataka Gazette" a) Change of Name b) Publication concerning Insurance c) Publications issued from Courts, other publication, Publications relating to transaction of Government business	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
2.	Salary Disbursement						
a)	Government Central Press, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working days	Deputy Director (Admn. & Accounts)	10 Working Days	Director	30 Working Days
b)	Government Press, Vikasa Soudha Unit, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Joint Director	10 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
c)	Government Security Press, Peenya, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Incl.)	10 Working Days
d)	Government Stationery Depot, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Admn. & Accounts)	10 Working Days
e)	Government Central Book Depot, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Admn. & Accounts)	10 Working Days
f)	Government Divisional Press, Dharwad/ Gulburga/Mysore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Incl.)	10 Working Days
g)	Government District Press, Madikeri/ Shimoga	Pay bill Assistant, Leave Assistant & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Admn. & Accounts)	10 Working Days
3.	Salary Increment						
	Government Central/Divisional/ District Presses	Leave Assistant & Superintendent	10 Working Days	Deputy/Assistant Director (Admn. & Accounts)	10 Working Days	Director	30 Working Days
4.	Stagnation Increment						
	Government Central/Divisional/ District Presses	Pay bill Leave Assistant & Superintendent	10 Working Days	Deputy/Assistant Director	10 Working Days	Director	10 Working Days
5.	Medical Reimbursement						
	Government Central/Divisional/ District Presses	Medical Bill Assistant & Superintendent	10 Working Days	Deputy/Assistant Director	30 Working Days	Director	30 Working Days
6.	Travelling Allowances						
	Government Central/Divisional/ District Presses	Deputy Director Assistant Director Superintendent Assistant Cashier	10 Working Days	Deputy/Assistant Director	30 Working Days	Director	30 Working Days
7.	Sanction of Salary Pension						
	Government Central/Divisional/ District Presses	Pay bill Assistant, Superintendent	10 Working Days	Joint/Deputy/Assistant Director	30 Working Days	Director	30 Working Days
8.	Regarding GPF Advance/Partially Withdrawn						
	Government Central/Divisional/ District Presses	Pay bill Assistant, Superintendent Assistant Director & Deputy/Joint/ Director	10 Working Days	1. Assistant Director for 25,000/ 2. Deputy/Joint Director for 50,000/-	30 Working Days	Director	30 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
				3. Joint Director for Partial/Final Withdraw			
9.	Festival Advance						
	Government Central/Divisional/District Presses	Pay bill Assistant, Superintendent	10 Working Days	Joint/Deputy Director (Head of the Office)	10 Working Days	Director	30 Working Days
10.	Declaration of Probationary Period and other Services						
	Government Central/Divisional/District Presses	Establishment Assistant Superintendent	10 Working Days	Joint/Deputy/Assistant Director (Head of the Office)	30 Working Days	Director	30 Working Days
11.	Last Pay Certificate						
	Government Central/Divisional/District Presses	Salary/Pension Assistant/ Superintendent	10 Working Days	Concerned Deputy/Assistant Director	10 Working Days	Director	30 Working Days
12.	Surrender of Earned Leave/Other Leave						
	Government Central/Divisional/District Presses	Leave/Personal Assistant/ Superintendent	10 Working Days	Concerned Joint/Deputy/Assistant Director	10 Working Days	Director	30 Working Days
13.	Files of Increment/10,15,20,25,30 years' Time Bound increments						
	Government Central/Divisional/District Presses	Concerned Assistant, Superintendent, Assistant/Deputy/ Joint Director	10 Working Days	Joint/Deputy Director	45 Working Days	Director	30 Working Days
14.	Any Subject of Requisition regarding Employees/Union/Companies/other						
	Government Central/Divisional/District Presses	Concerned Assistant, Superintendent/ Assistant Director	10 Working Days	Deputy Director	45 Working Days	Director	30 Working Days
15.	Service Registers						
	Government Central/Divisional/District Presses	Concerned Assistant, Superintendent	10 Working Days	Joint/Deputy/Assistant Director	15 Working Days	Director	30 Working Days
16.	Issue of Salary Certificate						
	Government Central/Divisional/District Presses	Concerned Assistant, Superintendent	10 Working Days	Joint/Deputy/Assistant Director	15 Working Days	Director	30 Working Days
17.	LTC/Travelling Allowances to any Place in India with concession rate						
	Government Central/Divisional/District Presses	Concerned Assistant, Superintendent Joint/Deputy/Assistant	10 Working Days	Joint/Deputy/Assistant Director	15 Working Days	Director	30 Working Days
18.	Pay Arrears						
	Government Central/Divisional/District Presses	Salary Pension Assistant, Superintendent	10 Working Days after application	Joint/Deputy/Assistant Director	15 Working Days	Director	30 Working Days
19.	Permission to Purchase Land/Site/Vehicle						
	Government Central/Divisional/District Presses	Concerned Assistant, Superintendent	10 Working Days after application	Joint/Deputy/Assistant Director	30 Working Days	Director	30 Working Days
20.	Any Sections Government Works						

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Government Central/Divisional/District Presses	Concerned Assistant, Superintendent	10 Working Days	Joint/Deputy/Assistant Director	15 Working Days	Director	30 Working Days

1.S.N 1 inserted vide Notification No. DPAR 197 NaSeKha 2012, Dated: 03.12.2012

2. S.N 2-20 inserted vide Notification No.DPAR 8 NaSeKha 2014, Dated: 28.06.2014

6.4 PUBLIC LIBRARIES DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Library Membership (To be filled by proper application along with other documents)	Concerned library staff/library caretakers	20 Working Days	Deputy Directors/ Chief Librarian of all City Central Libraries & District Central Libraries	20 Working Days	Director department of public library-560 001.	20 Working Days
2	Refund of Membership amount (to be filled by proper application along with library membership card and other documents)	Concerned library staff/library caretakers	30 Working Days	Deputy Directors/Chief Librarian of all City Central Libraries & District Central Libraries	30 Working Days	Director - department of public library-560 001.	30 Working Days
3	Supply order for Books selected by State Level Book Selection Committee (Depends upon availability of funds)	Deputy Director/Chief Librarian	60 Working Days	Director	15 Working Days	Principal Secretary to Government, Primary and Secondary Education	15 Working Days
4	Bill payment to Author, Author/Publisher & Publication Houses for supplied books (Depends upon availability of funds)	Deputy Director/Chief Librarian	90 Working Days	Director	15 Working Days	Principal Secretary to Government, Primary and Secondary Education	15 Working Days

1. S.N 1 to 2 inserted vide Notification No. DPAR 197 NaSeKha 2012/p1, Dated: 18.06.2013.

2. S.N 3 to 4 inserted vide Notification No. DPAR 14 SSM, Dated: 29.11.2019

6.5A HIGHER EDUCATION – “COLLEGIATE EDUCATION” (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Admission Extract	Principal	5 Days	Joint Director	5 Days	Director	10 Days
2	Study certificate	Principal	5 Days	Joint Director	5 Days	Director	7 Days
3	Provisional Degree Certificate	Principal	7 Days	Joint Director	7 Days	Director	7 Days

4	Library No Due Certificate	Principal	5 Days	Joint Director	7 Days	Director	5 Days
5	No Due Certificate	Principal	5 Days	Joint Director	5 Days	Director	5 Days
6	Forwardal of Transfer Certificate	Principal	6 Days	Joint Director	6 Days	Director	6 Days
7	Registration of Coaching Centres for Degree Courses,	Joint Director	30 Working	Director	15 Working	Commissioner	15 Working
8	Registration of Coaching Institutions for Competitive Examinations for selection to IAS, IPS, IFS, KAS and Language coaching or any other course	Joint Director	40 Working Days	Director	15 Working Days	Commissioner	15 Working Days

6.5B HIGHER EDUCATION – “COLLEGIATE EDUCATION” (Personnel Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
9	Leave Sanction						
a	Casual Leave/Restricted Holiday	C.A.O.	3 Days	Director	6 Days	Commissioner	6 Days
		Joint Director					
		Principal					
b	Earned Leave/Commuted Leave	C.A.O.	15 Days	Director	15 Days	Commissioner	15 Days
		Joint Director					
		Principal					
c	Special Casual Leave	C.A.O.	15 Days	Director	15 Days	Commissioner	15 Days
		Joint Director					
		Principal					
d	Extra-Ordinary Leave	C.A.O.	30 Days	Director	30 Days	Commissioner	30 Days
		Joint Director					
		Principal					
e	Maternity Leave	C.A.O.	6 Days	Director	6 Days	Commissioner	6 Days
		Joint Director					
		Principal					
f	Paternity Leave	C.A.O.	6 Days	Director	6 Days	Commissioner	6 Days
		Joint Director					
		Principal					
10	Earned Leave Encashment	C.A.O.	30 Days	Director	15 Days	Commissioner	15 Days
		Joint Director					
		Principal					
11	Sanction of Special Pay for undergoing	Director	30 Days	Commissioner	15 Days	Principal Secretary	30 Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	adoption of Family Planning						
12	Sanction of Leave Travel/Home Travel concession	Director	15 Days	Commissioner	15 Days	Principal Secretary	15 Days
		Director					
		Joint Director					
13	Sanction of Physically Handicap Allowance	Director	90 Days	Commissioner	30 Days	Principal Secretary	30 Days
14	Declaration of Probationary Period	Director	90 Days	Commissioner	30 Days	Principal Secretary	30 Days
15	Permission for buying and selling of House/Site/Vehicle	Director	30 Days	Commissioner	30 Days	Principal Secretary	30 Days
		Director		Commissioner			
		Drawing officer		Director			
16	Acceptance of Resignation of Teaching and Non-Teaching Staffs	Commissioner	30 Days	Principal Secretary	30 Days	Principal Secretary	30 Days
17	Sanction of Group Insurance/ Family Welfare Fund to Government College Principals, Regional Directors and Staff of Head Office	Director	15 Days	Director	15 Days	Commissioner	15 Days
		Joint Director					
		Principal					
18	Medical Reimbursement	Director	60 days	Commissioner	30 Days	Principal Secretary	30 days

*For Group 'D' employees working at Regional Office & Colleges, Designated Officer for Probationary Declaration are Joint Director & Principals respectively

** For Regional Joint Direction & Principals Designated Officer for Sanction of Group Insurance/ Family Welfare Fund is Director.

1. S.N 1 to 6 & 9 to 18 inserted vide Notification No. DPAR 197 NaSeKha 2012/P1, Dated: 18/06/2013.
2. S.N. 7 & 8 inserted vide Notification No. DPAR 401 NaSeKha 2018, Dated: 01/07/2019

6.6 TECHNICAL EDUCATION DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of Diploma Certificate	Deputy Director (Examinations) Technical education Department	30 Working Days from registering the application of	Joint Director (Examinations) Technical Education Department	15 Working Days from date of Application	Director, Technical Education	15 Working Days from registration of appeal

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
2	Issue of Diploma Marks Card	Deputy Director (Examinations) Technical education Department	30 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	15 Working Days from registration of Application	Director, Technical Education	15 Working Days from registration of appeal
3	Issue of Corrected Marks Card/Consolidated Marks Card	Deputy Director (Examinations) Technical education Department	15 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	7 Working Days from date of Application	Director, Technical Education	7 Working Days from registration of appeal
4	Issue of Eligibility Certificate	Deputy Director (Examinations) Technical education Department	30 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	7 Working Days from date of Application	Director, Technical Education	7 Working Days from registration of appeal
5	Issue of Migration Certificate	Deputy Director (Examinations) Technical Education Department	07 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	03 Working Days from date of Application	Director, Technical Education	03 Working Days from registration of appeal
6	Issue of Certified Syllabus	Deputy Director (Examinations) Technical Education Department	07 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	03 Working Days from date of Application	Director, Technical Education	03 Working Days from registration of appeal
7	Issue of verification certificate of Marks Cards and Diploma Certificates	Deputy Director (Examinations) Technical Education Department	15 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	07 Working Days from date of Application	Director, Technical Education	07 Working Days from registration of appeal
8	Issue of Photocopy of Answer Scripts	Deputy Director (Examinations) Technical Education Department	15 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	07 Working Days from date of Application	Director, Technical Education	07 Working Days from registration of appeal
9	Revaluation of Answer Scripts	Deputy Director (Examinations) Technical Education Department	30 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	07 Working Days from date of Application	Director, Technical Education	07 Working Days from registration of appeal
10	Issue of Duplicate Marks Cards	Deputy Director (Examinations) Technical Education Department	15 Working Days from registering the application of student	Joint Director (Examinations) Technical Education Department	07 Working Days from date of Application	Director, Technical Education	07 Working Days from registration of appeal

1. SI No.1 to 10 - Inserted vide Notification No. DPAR 197 NaSeKha 2012/p1, Dated: 18/06/2013.

6.7 UNIVERSITIES (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of Admission Extract	Principal	2 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
2	Distribution of Bus Pass	Principal	3 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
3	Change of College	Principal	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
4	Application for Change of Course/Branch	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
5	Change of Course	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
6	Character Certificate	Principal	2 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
7	Issue of Degree Certificate	Deputy Registrar	90 Working Days from the date of convocation	Registrar	10 Working Days	Vice Chancellor	10 Working Days
8	Distribution of Degree Certificate	College Principal	3 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
9	Distribution of Marks cards	College Principal	3 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
10	Distribution of Scholarship	Deputy Registrar	4 Working Days from the date of clearance of cheques received from the concerned depts..	Registrar	10 Working Days	Vice Chancellor	10 Working Days
11	Duplicate copies of documents	Principal	10 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
12	Duplicate Degree Certificate	Deputy Registrar	15 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
13	Duplicate Marks Cards	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
14	Duplication Migration Certificate	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
15	Eligibility Certificate	Principal	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
16	Forwarding of application of students/staff to the higher authorities	Principal	2 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
17	Genuineness of Marks card/Degree Certificate	Deputy Registrar	7 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
18	Identity cards	Principal	3 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
19	Migration Certificate	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
20	Name correction in the Marks card as per the SSLC/PUC	Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
21	No Due Certificate	Principal	2 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
22	No objection Certificate	Principal	2 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
23	Official Transcript	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
24	Provisional Degree Certificate (P.D.C)	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
25	Readmission	Principal/University Caseworker	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
26	Removal of Non-Completion of lower exam	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
27	Removal of Withheld	Deputy Registrar	6 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
28	Returning of Original Documents	Principal	4 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
29	Study Certificate	Principal	2 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
30	Transfer Certificate	College Principal	4 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days

1. S.N 1to 30 inserted vide Notification No. DPAR 14 SSM 2021 Dated: 22/09/2021.

6.8 UNIVERSITY FINANCE SECTION (Personnel Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of Salary Certificate	Finance Officer	03 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
2	Issue of VAT certificate	Finance Officer	07 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
3	Issue of Form 16	Finance Officer	05 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days
4	Issue of Form 16A	Finance Officer	05 Working Days	Registrar	10 Working Days	Vice Chancellor	10 Working Days

1. S.N 1 to 4 inserted vide Notification No. DPAR 197 NaSeKha 2012/P1, Dated: 18/06/2013.

7. HEALTH AND FAMILY WELFARE DEPARTMENT

7.1 HEALTH AND FAMILY WELFARE DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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"	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"	Medical Officer	3 Working Days	DHO / District Surgeon	15 Working Days	CEO, ZP / Deputy Commissioner	15 Working Days
5	Birth Certificate issued in Hospital	Medical officers of Community Health centre, Taluk hospital, Public hospital and Administrative Medical officers of District hospitals and other main hospitals	15 Working Days	District health and family welfare officers/district surgeons/hospital superintendents	30 Working Days	Deputy Commissioner	30 Working Days
6	Birth Certificate issued thereafter	Medical officers of Community Health centre, Taluk hospital, Public hospital and Administrative Medical officers of District hospitals and other main hospitals	15 Working Days	District health and family welfare officers/district surgeons/hospital superintendents	30 Working Days	Deputy Commissioner	30 Working Days
7	P.C & P.N.D.T						
a	Registration of Ultrasonography centres	District Health & Family welfare officer	70 Working Days	District Appropriate Authority (District Commissioner)	08 Working Days	State Appropriate Authority, Project Director (RCH), Directorate of Health and Family Welfare Services, Bangalore	30 Working Days
b	Renewal of Ultrasonography centres	District Health & Family welfare Officer	70 Working Days	District Appropriate Authority (District Commissioner)	08 Working Days	State Appropriate Authority, Project Director (RCH), Directorate of Health and Family Welfare	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
						Services, Bangalore	
8	Registration & Renewal of Private Medical Establishment under KPMEA	DHO of Concerned District	90 Working Days	Deputy Commissioner of Concerned District	90 Working Days	Commissioner, Health & Family Welfare Services	60 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. S.N 2 & 4 amended vide Notification No. DPAR 13 EeKaAa 2012, Dated: 21/04/2012.
2. S.N 5 & 6 inserted vide Notification No. DPAR 100 NaSeKha 2016, Dated: 17/12/2016
3. S.N 7 inserted vide Notification No. DPAR 68 NASE 2019; Dated: 30-09-2020
4. S.N 8 inserted vide Notification No. DPAR 43 SSM 2020 (P-1); Dated: 30-08-2022

7.2 DRUGS CONTROL DEPARTMENT (Citizen Services)

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

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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
6	Grant of fresh drug manufacturing license	Drugs Controller	60 Working Days	Deputy Secretary, Health and Family Welfare	15 Working Days	Principal Secretary, Health and Family Welfare	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
7	Renewal of Drug Manufacturing License	Drugs Controller	210 Working Days	Deputy Secretary, Health and Family Welfare	15 Working Days	Principal Secretary, Health and Family Welfare	15 Working Days
8	Issue of WHO- GMP Certificate.	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
9	Issue of Free Sates Certificate	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
10	Issue of Market Standing Certificate	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
11	Issue of GMP Certificate as per sch "M"	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
12	Issue of No Conviction Certificate	Deputy Drugs Controller	7 Working Days	Drugs Controller	15 Working Days	Principal Secretary, HFW	15 Working Days
13	Issue of Production Capacity Certificate	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
14	Issue of License Validity Certificate	Deputy Drugs Controller	7 Working Days	Drugs Controller	15 Working Days	Principal Secretary, HFW	15 Working Days
15	Issue of Essentiality Certificate	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
16	Issue of Neutral Code Number	Deputy Drugs Controller	7 Working Days	Drugs Controller	15 Working Days	Principal Secretary, HFW	15 Working Days
17	Issue of Manufacturing and Marketing Certificate	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
18	Issue of Quality and Capacity Certificate	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
19	Issue of Performance Certificate	Drugs Controller	10 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
20	Issue of Installation / Registration / Products Certificate	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
21	Issue of Certificate of Pharmaceutical Products (COPP) for the Recommended Products	Drugs Controller	20 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
22	Issue of Good Laboratory Practice 22Certificate	Drugs Controller	7 Working Days	Deputy Secretary, HFW	15 Working Days	Principal Secretary, HFW	15 Working Days
23	Change in Premises	Assistant Drugs Controller	30 Working Days	Deputy Drugs Controller	15 Working Days	Additional Drugs Controller	15 Working Days
24	Change in Constitution	Assistant Drugs Controller	30 Working Days	Deputy Drugs Controller	15 Working Days	Additional Drugs Controller	15 Working Days
25	Change in Premises and Constitution	Assistant Drugs Controller	30 Working Days	Deputy Drugs Controller	15 Working Days	Additional Drugs Controller	15 Working Days
26	Issue of No Conviction Certificate	Deputy Drugs Controller	07 Working Days	Drugs Controller	15 Working Days	Principal Secretary, Health and Family Welfare Department.	15 Working Days

1. S.N 6 to 7 inserted vide Notification No.DPAR 178 NaSeKha 2017, Dated: 10/10/2017
2. S.N 8 to 22 inserted vide Notification No.DPAR 228 NaSeKha 2017, Dated: 11/01/2018
3. S.N 23 to 26 inserted vide Notification No DPAR 12 SSM 2020, Dated 18/03/2020

7.3 AYUSH DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	License for establishment of Drug Store	Drugs Licensing Authority	30 Working Days	Chief Administrative Officer	15 Working Days	Director, Ayush	15 Working Days
2	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
3	Grant of Manufacturing License & GMP Certificate	Asst Drug Controller	90 Working Days	Deputy Drug Controller	15 Working Days	Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
4	Renewal of Manufacturing License & GMP Certificate	Asst Drug Controller	60 Working Days	Deputy Drug Controller	15 Working Days	Director	15 Working Days
5	Issue of Medical Certificate	Medical Officer//Resident Medical Officer	05 Working Days	District Ayush Officer	15 Working Days	CEO, ZP	15 Working Days
6	Issue of Medical Certificate a) At Dispensary/Hospital level	Medical Officer	05 Working Days	District 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

1. S.N 3 & 4 inserted vide Notification No.DPAR 100 NaSeKha 2016, Dated: 17/12/2016

2. S.N 6 amended vide notification No DPAR 13 EeKaAa n2012, dated: 14-08-2012.

8. RURAL DEVELOPMENT AND PANCHAYATH RAJ DEPARTMENT

8.1 RURAL DEVELOPMENT AND PANCHAYATH RAJ DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designation	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate
1.	Liability to pay taxes	Panchayat Development officer/ Secretary, Gram Panchayat	45 Working Days	Executive Officer, Taluk Panchayat	30 Working Days	Deputy Secretary (Who is looking the GP Matters), Zilla Panchayat	30 Working Days
2.	Building License	Panchayat Development officer/ Secretary, Gram Panchayat	60 Working Days	Executive Officer, Taluk Panchayat	30 Working Days	Deputy Secretary (Who is looking the GP Matters), Zilla Panchayat	30 Working Days
3.	Trade License	Panchayat Development officer/ Secretary, Gram Panchayat	45 Working Days	Executive Officer, Taluk Panchayat	30 Working Days	Deputy Secretary (Who is looking the GP Matters), Zilla Panchayat	30 Working Days
4	Maintenance of Drinking Water – Minor repairs	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	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, 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	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 Panchayat.	15 Working Days”

S.N	List of Services	Designated officer	Stipulated time for designat	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate
11	Form 9/11A	Panchayat Development officer	45 Working Days	Executive Officer, Taluk Panchayat	30 Working Days	Deputy Secretary, Zilla Panchayat Office	30 Working Days
12	Issuing of Form 11B	Panchayat Development officer	45 Working Days	Executive Officer, Taluk Panchayat	30 Working Days	Deputy Secretary, Zilla Panchayat Office	30 Working Days
13	New Water Connection	Panchayat Development officer	03 Working Days	Executive Officer, Taluk Panchayat	07 Working Days	Deputy Secretary, Zilla Panchayat Office	15 Working Days
14	Disconnecting water Connection	Panchayat Development officer	03 Working Days	Executive Officer, Taluk Panchayat	07 Working Days	Deputy Secretary, Zilla Panchayat Office	15 Working Days
15	Permission Letter to Factories	Panchayat Development officer	45 Working Days	Executive Officer, Taluk Panchayat	60 Working Days	Deputy Secretary, Zilla Panchayat Office	60 Working Days
16	Advertisement License	Panchayat Development officer	45 Working Days	Executive Officer, Taluk Panchayat	60 Working Days	Deputy Secretary, Zilla Panchayat Office	60 Working Days
17	Entertainment License	Panchayat Development officer	45 Working Days	Executive Officer, Taluk Panchayat	60 Working Days	Deputy Secretary, Zilla Panchayat Office	60 Working Days
18	Occupancy Certificate	Panchayat Development officer	30 Working Days	Executive Officer, Taluk Panchayat	45 Working Days	Deputy Secretary, Zilla Panchayat Office	60 Working Days
19	Intimation of Digging of Borewell	Panchayat Development officer	15 Working Days	Executive Officer, Taluk Panchayat	30 Working Days	Deputy Secretary, Zilla Panchayat Office	45 Working Days
20	Road Cutting Permission	Panchayat Development officer	40 Working Days	Executive Officer, Taluk Panchayat	15 Working Days	Deputy Secretary, Zilla Panchayat Office	15 Working Days
21	Kutumba ID enrollment	Panchayath development Officer (Grama panchayath)	3 Working Days (with supporting document) 7 working days (without supporting document)	Executive Office, Taluk Panchayath	15 Working Days	Chief Executive Officer, Zilla Panchayath	15 Working Days

1. S.N 4 amended vide Notification No.DPAR 13 EeKaAa 2012, Dated: 21/04/2012
2. S.N 1,5 amended vide Notification No.DPAR 13 EeKaAa 2012, Dated: 05/05/2012
3. S.N 1 amended vide Notification No.DPAR 152 NaSeKha 2013, Dated:19/10/2013
- 4.S.N 11 &12 inserted vide Notification No.DPAR 11 SSM 2019, Dated:29/11/2019
5. S.N 13-20 inserted vide Notification No.DPAR 35 SAMS 2020, Dated:23/09/2020
- 6.S.N 1-3 amended vide Notification No.DPAR 11 SSM 2019, Dated: 29/11/2019
- 7.S.N 10 inserted vide notification No. DPAR 119 NaSekha 2012; Dated: 26-10-2012
- 8.S.N 21 inserted vide notification No. DPAR 2 SSM 2022; Dated: 26-07-2022

9. FINANCE DEPARTMENT

9.1A EXCISE DEPARTMENT (Personnel Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Approval for grant of Time bound advancement to Group-A Officers	Under Secretary	15 Working Days	DS/JS/AS	15 Working Days	Principal Secretary/Secretary	30 Working Days
2	Approval for grant of Senior scale & selection grade scale to Group -A officers	Under Secretary	15 Working Days	DS/JS/AS	15 Working Days	Principal Secretary/Secretary	30 Working Days
3	Sanction of medical reimbursement to Group-A officers	Under Secretary	30 days from submission of	DS/JS/AS	15 Working Days	Principal Secretary/Secretary	10 Working Days
4	Sanction of charge allowance to Group-A officers	Under Secretary	10 days from submission of	DS/JS/AS	7 Working Days	Principal Secretary/Secretary	10 Working Days
5	Declaration of officiation period to Group-A officers	Under Secretary	15 Working Days	DS/JS/AS	15 Working Days	Principal Secretary/Secretary	10 Working Days
6	Permission for availing Home town/leave travel concession allowance	Under Secretary	7 Working Days after submission	DS/JS/AS	10 Working Days	Principal Secretary/Secretary	10 Working Days

9.1B EXCISE DEPARTMENT (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
7	Renewal of a Unit: Distillery/Brewery/Fortified Winery	Excise Commissioner	45 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/Additional Chief Secretary to	30 Working Days
8	Transfer of Distillery, Brewery, Microbrewery, Fortified Winery licenses (in case of death of licensee)	Excise Commissioner	30 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/Additional Chief Secretary to Government	30 Working Days
9	Transfer of Distillery, Brewery, Microbrewery, Fortified Winery licenses (in other cases)	Excise Commissioner	30 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/Additional Chief Secretary to Government	30 Working Days
10	NOC for import of spirits for distillery	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/Additional Chief Secretary to Government	30 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
11	NOC for Export of spirits for distillery	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/ Additional Chief Secretary to Government	30 Working Days
12	Concurrence for Distillery for export of liquor (outside the country)	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/ Additional Chief Secretary to Government	30 Working Days
13	Concurrence for Winery for export of wine (outside the Country)	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/ Additional Chief Secretary to Government	30 Working Days
14	Concurrence for Brewery for export of Beer (outside the Country)	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/ Additional Chief Secretary to Government	30 Working Days
15	Label Brands Approval for Distillery/Brewery/Winery	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/ Addl. Chief Secretary to Government	30 Working Days
16	DP/MRP & DRP/RMRP approval of IML/BEER/Wine/ LAB	Excise Commissioner	05 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/ Additional Chief Secretary to Government	30 Working Days
17	Label approval of out of state proposal received from KSBCL	Excise Commissioner	05 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/ Additional Chief Secretary to Government	30 Working Days
18	Label approval of outside country proposal received from KSBCL	Excise Commissioner	05 Working Days	Secretary (B & R)	15 Working Days	Principal Secretary/ Additional Chief Secretary to Government	30 Working Days
19	Allotment of Spirits to Primary Distillery/ IML Distillery/Winery	Distillery/ Winery officer/Range Excise Inspector	03 Working Days	Deputy Commissioner of Excise	05 Working Days	Excise Commissioner	10 Working Days
20	Concurrence for Distillery for export of liquor (outside the State)	Deputy Commissioner of Excise	07 Working Days	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days
21	Concurrence for Winery for export of wine (outside the State)	Deputy Commissioner of Excise	07 Working Days	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
22	Concurrence for Brewery for export of Beer (outside the State)	Deputy Commissioner of Excise	07 Working Days	Excise Commissioner	10 Working Days	Secretary (B & R)	15 Working Days
23	Grant of Molasses Licences	Excise Commissioner	30 Working Days	Secretary (B & R)	15 Working Days	Additional Chief Secretary to Government	30 Working Days
24	Renewal of Molasses Licences	Excise Commissioner	25 Working Days	Secretary (B & R)	15 Working Days	Additional Chief Secretary to Government	30 Working Days
25	No Objection Certificate to lift Molasses (within the state within the quota limits)	Deputy Commissioner of Excise	08 Working Days	Joint Commissioner of Excise (D & B)	07 Working Days	Excise Commissioner	15 Working Days
26	No Objection Certificate to lift Molasses (inter-state)	Excise Commissioner	15 Working Days	Secretary (B & R)	07 Working Days	Additional Chief Secretary to Government	15 Working Days
27	No Objection Certificate to lift Molasses (Export)	Excise Commissioner	15 Working Days	Secretary (B & R)	07 Working Days	Additional Chief Secretary to Government	15 Working Days
28	Installation of molasses Tank	Excise Commissioner	15 Working Days	Secretary (B & R)	07 Working Days	Additional Chief Secretary to Government	15 Working Days
29	To Authorize by a General or Special order to possess, import or transport of opium derivatives and medicinal hemp for eligible persons as per rule 29 of NDPS (Karnataka) Rules, 1985 (with all the relevant documents)	Excise Commissioner	37 Working Days	Secretary (B & R)	30 Working Days	Additional Chief Secretary to Government	30 Working Days
30	Grant of License (form IV & Form V) to a dealer and chemist as per rule 31(1) of NDPS (Karnataka) rules, 1985 (with all relevant documents)	Excise Commissioner	37 Working Days	Secretary (B & R)	30 Working Days	Additional Chief Secretary to Government	30 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
31	Renewal of Licenses as per rule 31 of NDPS (Karnataka) rules, 1985 (with all relevant documents)	Deputy Commissioner	15 Working Days	Excise Commissioner	15 Working Days	Secretary (B & R)	30 Working Days
32	Renewal of discontinued licenses	Excise Commissioner	45 Working Days	Secretary (B & R)	30 Working Days	Additional Chief Secretary to Government	30 Working Days
33	Grant of licenses	Excise Commissioner	35 Working Days	Secretary (B & R)	30 Working Days	Additional Chief Secretary to Government	30 Working Days
34	Transfer of licenses as per Rule 17(A) & 17(B) of Karnataka Excise (General Conditions of Licenses) rules, 1967	Excise Commissioner	40 Working Days	Secretary (B & R)	15 Working Days	Additional Chief Secretary to Government	30 Working Days
35	Relaxation as per rule 5	Excise Commissioner	25 Working Days	Secretary (B & R)	15 Working Days	Additional Chief Secretary to Government	30 Working Days
36	Grant of occasional license	Deputy Commissioner of Excise	05 Working Days	Deputy Commissioner (Revenue)	07 Working Days	Excise Commissioner	10 Working Days
37	Renewal of Licenses in accordance with the rules 3 & 5a of Karnataka Excise (Sale of Indian and Foreign Liquors) Rules, 1968	Deputy Commissioner of Excise and Deputy Commissioner	28 Working Days	Excise Commissioner	30 Working Days	Secretary (B & R)	30 Working Days
38	Shifting of licenses as per Karnataka Excise (General Condition of licenses) rules, 1967 in accordance with the rule 23.	Deputy Commissioner of Excise	18 Working Days	Deputy Commissioner (Revenue)	15 Working Days	Excise Commissioner	30 Working Days
39	Approval of blue print	Deputy Commissioner of Excise	20 Working Days	Deputy Commissioner (Revenue)	10 Working Days	Excise Commissioner	15 Working Days
40	Grant of Distillery (Bottling), Brewery / Fortified Winery License	Excise Commissioner	45 Working Days	Secretary to Government (B&R)	45 Working Days	Principal Secretary / Additional Chief Secretary to Govt.,	30 Working Days
41	Issue of import permit for import of Spirit for Distillery / Winery	Distillery / Winery officer	05 Working Days	Deputy Commissioner of Excise	05 Working Days	Joint Commissioner of Excise (D & B)	05 Working Days
42	Issue of import permit for import of Liquor / Beer / Wine	Superintendent of Excise, KSBCL head office, Bengaluru	05 Working Days	Joint Commissioner of Excise (D & B)	05 Working Days	Excise Commissioner	05 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
43	Issue of Export permit for export of Spirit	Deputy Commissioner of Excise	08 Working Days	Joint Commissioner of Excise (D & B)	10 Working Days	Excise Commissioner	10 Working Days
44	Issue of Export permit for export of Liquor / Beer / Wine	Deputy Commissioner of Excise	08 Working Days	Joint Commissioner of Excise (D & B)	10 Working Days	Excise Commissioner	10 Working Days
45	Issue of Excise Verification Certificate (EVC) for export of Liquor/Beer/Wine	Distillery/Brewery/Winery Officer	02 Working Days	Deputy Commissioner of Excise	07 Working Days	Joint Commissioner of Excise(D&B)	07 Working Days

1. S.N 1 to 6 inserted vide Notification No. DPAR 197 NaSeKha 2012, Dated: 18/06/2013
2. S.N 7 to 39 inserted vide Notification No. DPAR 180 NaSeKha 2018, Dated: 25/09/2018
3. S.N 40 to 44 inserted vide Notification No. DPAR 53 SSM 2020, Dated: 16/10/2020
4. S.N 45 inserted vide Notification No. DPAR 14 SSM 2022, Dated: 28/11/2022

9.2 KARNATAKA GOVERNMENT INSURANCE DEPARTMENT (Personnel Services)

9.2A) Directorate

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Disbursement of salary						
	a. Group A Officers	Assistant Director (Admn.)	10 Working Days	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	10 Working Days	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	10 Working Days	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
2	Time bound promotion of posts						
	a. Group A Officers	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days
	b. Group B Officers	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days
3	Sanction of 20/25/30 Years' Time bound promotion						
	a. Group A Officers	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days
	b. Group B Officers	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	c. Group C & D Officials	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days
4	Release of Annual Increment						
	a. Group A Officers	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days
	b. Group B Officers	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	15 Working Days	Head Quarters Assistant to Director	15 Working Days	Director	30 Working Days
5	Sanction of Earned Leave & Commuted Leave						
	a. Group A Officers	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
6	Medical Reimbursement						
	a. Group A Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
	b. Group B Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
7	Travel allowance						
	a. Group A Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	c. Group C & D Officials	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
8	Retirement Benefits						
	a. Group A Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
9	A) Motor Vehicle Advance, General Provident Fund, KGID						
	a. Group A Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	B) House building advance						
	a. Group A Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
10	Festival Advance						
	a. Group A Officers	Assistant Director (Admn.)	07 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	07 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	07 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
11	Sending of Last Pay Certificate						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	a. Group A Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
12	Sending of Service Book						
	a. Group A Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
13	Declaration of Probationary period						
	a. Group A Officers	No direct recruitment					
	b. Group B Officers	Assistant Director (Admn.)	30 Working Days of completion of probationary period	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	30 Working Days of completion of probationary period	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
14	Announcement of Officiating period						
	a. Group A Officers	Assistant Director (Admn.)	30 Working Days of completion of probationary period	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
	b. Group B Officers	Assistant Director (Admn.)	30 Working Days of completion of probationary period	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	30 Working Days of completion of probationary period	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
15	Issue of Salary Certificate						
	a. Group A Officers	Assistant Director (Admn.)	03 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	03 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	c. Group C & D Officials	Assistant Director (Admn.)	03 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
16	Encashment of Earned Leave						
	a. Group A Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	b. Group B Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	c. Group C & D Officials	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
17	Forwarding of application through proper channel						
	1. Group A Officers	Assistant Director (Admn.)	07 Working Days of receipt of complete application form	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
	2. Group B Officers	Assistant Director (Admn.)	07 Working Days of receipt of complete application form	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
	3. Group C & D Officials	Assistant Director (Admn.)	07 Working Days of receipt of complete application form	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
18	Home Travel Concession / Leave Travel Concession						
	1. Group A Officers	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
	2. Group B Officers	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
	3. Group C & D Officials	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	10 Working Days	Director	10 Working Days
19	Charge Allowance						
	1. Group A Officers	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	2. Group B Officers	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
	3. Group C & D Officials	Assistant Director (Admn.)	10 Working Days of receipt of complete application form	Head Quarters Assistant to Director	07 Working Days	Director	10 Working Days
20	Release of salary arrears						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	1. Group A Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	2. Group B Officers	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
	3. Group C & D Officials	Assistant Director (Admn.)	15 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	10 Working Days
21	Appointment on Compassionate ground						
	1. Group B Officers	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
	2. Group C & D Officials	Assistant Director (Admn.)	30 Working Days of receipt of complete application form	Head Quarters Assistant to Director	15 Working Days	Director	15 Working Days
22	Acceptance of Proposal						
	a) Sum assured below Rs.5 lakhs	District Insurance Officer	15 Working Days of receipt of complete application form	Deputy Director	20 Working Days	Director	15 Working Days
	b) Sum assured above 5 lakhs but below 8 lakhs	District Insurance Officer	20 Working Days of receipt of complete application form	Deputy Director	20 Working Days	Director	15 Working Days
	c) Sum assured above Rs.8 lakhs	District Insurance Officer	30 Working Days of receipt of complete application form	Deputy Director	20 Working Days	Director	15 Working Days
Note: Since lakhs of proposals are received during pay revisions, exemption from the above time limit is sought.							
23	Sanction of Loans						
	A) Upto Rs. 5 lakhs						
	a) Directorate	Assistant Director / District Insurance Officer	20 Working Days of receipt of complete application form	Deputy Director	20 Working Days	Director	15 Working Days
	b) District Insurance Office	District Insurance Officer	20 Working Days of receipt of complete application form	Deputy Director	20 Working Days	Director	15 Working Days
	B) Above Rs.5 lakhs						
	a) Directorate	Assistant Director / District Insurance Officer	25 Working Days of receipt of complete application form	Deputy Director	20 Working Days	Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	b) District Insurance Office	District Insurance Officer	25 Working Days of receipt of complete application form	Deputy Director	20 Working Days	Director	15 Working Days
24	Maturity claims						
	A) Up to Rs. 5 lakhs						
	a) Directorate	Assistant Director / District Insurance Officer	30 Working Days of receipt of details of service particulars/salary Head of Account	Deputy Director	20 Working Days	Director	15 Working Days
	b) District Insurance Office	District Insurance Officer	30 Working Days of receipt of details of service particulars/salary Head of Account	Deputy Director	20 Working Days	Director	15 Working Days
	B) Above Rs. 5 lakhs						
	a) Directorate	Assistant Director / District Insurance Officer	30 Working Days of receipt of details of service particulars/salary Head of Account	Deputy Director	20 Working Days	Director	15 Working Days
	b) District Insurance Office	District Insurance Officer	30 Working Days of receipt of details of service particulars/salary Head of Account	Deputy Director	20 Working Days	Director	15 Working Days
25	Surrender Value Claims						
	A) Upto Rs. 5 lakhs						
	a) Directorate	Assistant Director / District Insurance Officer	30 Working Days of receipt of Voluntary Retirement Order, Relieving Orders, Service particulars, salary Head of Account details	Deputy Director	20 Working Days	Director	15 Working Days
	b) District Insurance Office	District Insurance Officer	30 Working Days of receipt of Voluntary Retirement Order, Relieving Orders, Service particulars, salary Head of Account details	Deputy Director	20 Working Days	Director	15 Working Days
	B) Above Rs.5 lakhs						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	a) Directorate	Assistant Director / District Insurance Officer	30 Working Days of receipt of Voluntary Retirement Order, Relieving Orders, Service particulars, salary Head of Account details	Deputy Director	20 Working Days	Director	15 Working Days
	b) District Insurance Office	District Insurance Officer	30 Working Days of receipt of Voluntary Retirement Order, Relieving Orders, Service particulars, salary Head of Account details	Deputy Director	20 Working Days	Director	15 Working Days
26	Death Claims						
	A) Up to Rs. 5 lakhs						
	a) Directorate	Assistant Director / District Insurance Officer	30 Working Days of receipt of Claim form, Death Certificate, Survival Certificate, Service particulars, details of salary Head of Account Salary recovery details and any other related documents	Deputy Director	20 Working Days	Director	15 Working Days
	b) District Insurance Office	District Insurance Officer	30 Working Days of receipt of Claim form, Death Certificate, Survival Certificate, Service particulars, details of salary Head of Account Salary recovery details and any other related documents	Deputy Director	20 Working Days	Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
B) Above Rs.5 lakhs							
	a) Directorate	Assistant Director / District Insurance Officer	30 Working Days of receipt of Claim form, Death Certificate, Survival Certificate, Service particulars, details of salary Head of Account Salary recovery details and any other related documents	Deputy Director	20 Working Days	Director	15 Working Days
	b) District Insurance Office	District Insurance Officer	30 Working Days of receipt of Claim form, Death Certificate, Survival Certificate, Service particulars, details of salary Head of Account Salary recovery details and any other related documents	Deputy Director	20 Working Days	Director	15 Working Days*

1. S.N 1 to 26 inserted Vide Notification No. DPAR 8 NaSeKha 2014, 28/06/2014

9.2B) District Insurance Offices

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Disbursement of salary						
	Group C & D Officials	District Insurance Officer	10 Working Days	Deputy Director, Directorate	10 Working Days	Director	10 Working Days
2	Time bound promotion of posts						
	Group C & D Officials	District Insurance Officer	15 Working Days	Deputy Director, Directorate	15 Working Days	Director	30 Working Days
3	Sanction of 20/25/30 Years' Time bound promotion						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Group C & D Officials	District Insurance Officer	15 Working Days	Deputy Director, Directorate	15 Working Days	Director	30 Working Days
4	Release of Annual Increment						
	Group C & D Officials	District Insurance Officer	15 Working Days	Deputy Director, Directorate	15 Working Days	Director	30 Working Days
5	Sanction of Earned Leave & Commuted Leave						
	Group C & D Officials	District Insurance Officer	10 Working Days of receipt of complete application form	Deputy Director, Directorate	07 Working Days	Director	10 Working Days
6	Medical Reimbursement						
	Group C & D Officials	District Insurance Officer	15 Working Days	Deputy Director, Directorate	15 Working Days	Director	30 Working Days
7	Travel allowance						
	Group C & D Officials	District Insurance Officer	30 Working Days of receipt of complete application form	Deputy Director, Directorate	15 Working Days	Director	10 Working Days
8	Retirement Benefits						
	Group C & D Officials	District Insurance Officer	30 Working Days of receipt of complete application form	Deputy Director, Directorate	15 Working Days	Director	10 Working Days
9	a) Motor Vehicle Advance, General Provident Fund, KGID						
	Group C & D Officials	District Insurance Officer	15 Working Days of receipt of complete application form	Deputy Director, Directorate	15 Working Days	Director	10 Working Days
	b) House building advance						
	Group C & D Officials	District Insurance Officer	15 Working Days of receipt of complete application form	Deputy Director, Directorate	15 Working Days	Director	10 Working Days
10	Festival Advance						
	Group C & D Officials	District Insurance Officer	07 Working Days of receipt of complete application form	Deputy Director, Directorate	15 Working Days	Director	10 Working Days
11	Sending of Last Pay Certificate						
	Group C & D Officials	District Insurance Officer	15 Working Days of receipt of complete application form	Deputy Director, Directorate	07 Working Days	Director	10 Working Days
12	Sending of Service Book						
	Group C & D Officials	District Insurance Officer	15 Working Days of receipt of complete	Deputy Director, Directorate	07 Working Days	Director	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			application form				
13	Declaration of Probationary period						
	Group C & D Officials	District Insurance Officer	30 Working Days of completion of probationary period	Deputy Director, Directorate	15 Working Days	Director	15 Working Days
14	Announcement of Officiating period						
	Group C & D Officials	District Insurance Officer	30 Working Days of completion of probationary period	Deputy Director, Directorate	15 Working Days	Director	15 Working Days
15	Issue of Salary Certificate						
	Group C & D Officials	District Insurance Officer	03 Working Days of receipt of complete application form	Deputy Director, Directorate	07 Working Days	Director	10 Working Days
16	Encashment of Earned Leave						
	Group C & D Officials	District Insurance Officer	30 Working Days of receipt of complete application form	Deputy Director, Directorate	07 Working Days	Director	10 Working Days
17	Forwarding of application through proper channel						
	Group C & D Officials	District Insurance Officer	07 Working Days from Receipt	Deputy Director, Directorate	10 Working Days	Director	10 Working Days
18	Home Travel Concession / Leave Travel Concession						
	Group C & D Officials	District Insurance Officer	10 Working Days of receipt of complete application form	Deputy Director, Directorate	10 Working Days	Director	10 Working Days
19	Charge Allowance						
	Group C & D Officials	District Insurance Officer	10 Working Days of receipt of complete application form	Deputy Director, Directorate	07 Working Days	Director	10 Working Days
20	Release of salary arrears						
	Group C & D Officials	District Insurance Officer	15 Working Days of receipt of complete application form	Deputy Director, Directorate	15 Working Days	Director	10 Working Days
21	Appointment on Compassionate ground						
	Group C & D Officials	District Insurance Officer	10 Working Days of receipt of complete application form	Deputy Director, Directorate	15 Working Days	Director	15 Working Days

1. S.N 1 to 21 inserted Vide Notification No. DPAR 8 NaSeKha 2014, Dated: 28/06/2014

10. LABOUR DEPARTMENT

10.1 LABOUR DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Registration under the Karnataka Shops and Commercial Establishments Act 1961	Labour /Senior Labour Inspector	1 Working Days	Labour Officer	30 Working Days	Assistant Labour Commissioner	45 Working Days
2	Renewal of Registration under the Karnataka Shops and Commercial Establishments Act, 1961	Labour Inspector/ Senior Labour Inspector	10 Working Days	Labour Officer	30 Working Days	Assistant Labour Commissioner	45 Working Days
3	Registration of Principal employer under the Contract Labour (Regulation & Abolition) Act, 1970	Assistant Labour Commissioner	10 Working Days	Deputy Labour Commissioner	30 Working Days	Additional Labour Commissioner (Admn)	45 Working Days
4	License to the contractor under the Contract Labour (Regulation & Abolition) Act, 1970	Assistant Labour Commissioner	10 Working Days	Deputy Labour Commissioner	30 Working Days	Additional Labour Commissioner (Admn)	45 Working Days
5	Renewal of Licence 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
6	Registration of establishment under the Building and Other Construction Workers (Regulation of Employment and Conditions) Act, 1996	Labour Officer	10 Working Days	Assistant Labour Commissioner	30 Working Days	Deputy Labour Commissioner	45 Working Days
7	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
8	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

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
9	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
10	Registration under the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979	Asst. Labour Commissioner	10 Working Days	Deputy Labour Commissioner	30 Working Days	Joint Labour Commissioner (MW)	45 Working Days
11	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
12	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

1. S.N 1 to 4, 6 & 10 amended vide Notification No. DPAR 35 NaSeKha 2019, Dated: 09/07/2019
2. S.N 1 amended vide Notification No. DPAR 17 SSM 2019, Dated: 29/11/2019

10.2 DIRECTORATE OF ESIS (MEDICAL) SERVICES (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1.	Dispensary Level						
	Submission of Medical Reimbursement Bills of IP's (Rs. 5,000/- below sanction of Insurance Person's Medical bills subject for "Budget availability")	Administrative Medical Officer	45 Working Days	a. Dispensary attached to ESIC Model Hospital, Rajajinagar, Deputy Director (Admin)	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						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Sanction of Medical Reimbursements Bill of IP's (Rs. 5,000/- below sanctioning of Insurance Person's Medical bills subject for "Budget availability")	Medical Superintendent, ESI Hospitals / Diagnostic Centre	60 Working Days	Deputy Director (Administration)	15 Working Days	Director ESIS Medical Services	15 Working Days
3.	DIRECTORATE LEVEL						
	Sanction of Medical Reimbursements Bill of IP's (Rs. 5,000/- below sanction of Insurance Person's Medical bills subject for "Budget Availability")	Office Superintendents of Concerned Medical Reimbursement Section	60 Working Days	Deputy Director (Administration)	15 Working Days	Director ESIS Medical Services	15 Working Days

1. 1, 2 & 3 amended vide Notification No. DPAR 294 NaSeKha 2018 Dated: 26/08/2019

10.3 DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY & HEALTH (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Approval of Factory plans	Assistant Director/ Senior Assistant Director/ Deputy Director.	60 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	60 Working Days	Joint Director	60 Working Days	Director	60 Working Days
3	Amendment of Licence / Transfer	Assistant Director/ Senior Assistant Director/ Deputy Director	60 Working Days	Joint Director	60 Working Days	Director	60 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
4	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
5	(a) Registration of Boilers, Economisers (b) Registration of Steam pipelines	Assistant Director/ Senior Assistant Director/ Deputy Director	60 Working Days	Joint Director	60 Working Days	Director	60 Working Days
6	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
7	Transfer of Licence	Assistant Director/ Senior Assistant Director/ Deputy Director	60 Working Days	Joint Director	60 Working Days	Director	60 Working Days
8	Renewal of Factory License	Assistant Director / Senior Assistant Director/ Deputy Director	60 Working days	Joint Director	30 working days	Director	30 working days
9	Certificate for recognition as Boiler erector/repairer and renewal thereof	Assistant Director of Boilers, BTTEC, Bengaluru	30 Working Days	Joint Director of Boilers, Bengaluru	30 Working Days	Director	30 Working Days
10	Certificate for recognition as Boiler manufacturer and renewal thereof	Assistant Director of Boilers, BTTEC, Bengaluru	30 Working Days	Joint Director of Boilers, Bengaluru	30 Working Days	Director	30 Working Days

1. S.N 3,4,7 amended/addition vide Notification No.DPAR 197 NaSeKha 2012, dated: 03/12/2012.
2. S.N 8 inserted Vide Notification No. DPAR29 NaSeKha 2016, 15.04.2016
3. S.N 9, 10 inserted vide Notification DPAR 170 NaSeKha 2017 Dated 19.10.2017.
4. S.N 1 to 4,7, amended vide Notification No. DPAR 35 NaSeKha 2019 Dated 09/07/2019

10.4 KARNATAKA BUILDING CONSTRUCTION WORKERS WELFARE BOARD (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Treatment of Major Ailments Benefit	Labour Officer	45 Working Days	Assistant Labour Commissioner	60 Working Days	Deputy Labour Commissioner	75 workings days
2	Education Assistance	Labour Officer	45 Working Days	Assistant Labour Commissioner	60 Working Days	Deputy Labour Commissioner	75 workings days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
3	Marriage Assistance	Labour Officer	60 Working Days	Assistant Labour Commissioner	75 Working Days	Deputy Labour Commissioner	90 workings days
4	Funeral Assistance	Labour Officer	45 Working Days	Assistant Labour Commissioner	60 Working Days	Deputy Labour Commissioner	75 workings days
5	Maternity Benefit	Labour Officer	30 Working Days	Assistant Labour Commissioner	45 Working Days	Deputy Labour Commissioner	60 workings days
6	Medical Benefit	Labour Officer	30 Working Days	Assistant Labour Commissioner	45 Working Days	Deputy Labour Commissioner	60 workings days
7	Accidental Death/ Disability Benefit	Assistant Labour Commissioner	45 Working Days	Deputy Labour Commissioner	60 workings days	Joint Secretary, Minimum Scale	75 workings days
8	Application for Continuation for Pension	Assistant Labour Commissioner	30 Working days	Deputy Labour Commissioner	45 Working Days	Joint Labour Commissioner , Karnataka Building and Other Construction Workers Welfare Board	60 Working Days
9	Application for Shrama Samarthya	Labour Officer	30 Working days	Assistant Labour Commissioner	45 Working Days	Joint Labour Commissioner , Karnataka Building and Other Construction Workers Welfare Board	60 Working Days
10	Application for Pension	Assistant Labour Officer	30 Working days	Deputy Labour Commissioner	45 Working Days	Joint Labour Commissioner , Karnataka Building and Other Construction Workers Welfare Board	60 Working Days
11	Application for Duplicate Identity Card	Labour Inspector/ Senior Labour Inspector	15 Working days	Labour Officer	45 Working Days	Joint Labour Commissioner , Karnataka Building and Other Construction	60 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
						Workers Welfare Board	
12	Application for Assistance for free school Education and Nutrition of support of the Registered women construction workers – Thayi magu sahaya hastha	Labour Officer	30 Working days	Assistant Labour Commissioner	45 Working Days	Joint Labour Commissioner , Karnataka Building and Other Construction Workers Welfare Board	60 Working Days
13	Application for continuation of Existing Registration for next one or three years	Labour Inspector/ Senior Labour Inspector	15 Working days	Labour Officer	45 Working Days	Joint Labour Commissioner , Karnataka Building and Other Construction Workers Welfare Board	60 Working Days
14	Application for disability pension and ex-gratia	Assistant Labour Commissioner	30 Working days	Deputy Labour Commissioner	45 Working Days	Joint Labour Commissioner , Karnataka Building and Other Construction Workers Welfare Board	60 Working Days
15	Application for continuation for disability pension	Assistant Labour Commissioner	30 Working days	Deputy Labour Commissioner	45 Working Days	Joint Labour Commissioner , Karnataka Building and Other Construction Workers Welfare Board	60 Working Days
16	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

1. S.N 1 to 4 inserted vide Notification No. DPAR 166 NaSeKha 2018, Dated: 11/01/2017(listed under labour department)
2. S.N 5,6,7 inserted vide Notification DPAR 111 NASEKHA 2015, Dated: 07-12-2015
3. 1 to 7 again listed vide Notification DPAR 179 NaSekha 2018, Dated 25/05/2019 (shifted to Karnataka Building construction workers welfare Board)
4. S.N 16 inserted vide Notification No. DPAR 13 SSM 2021, Dated: 29-09-2021 (The service shifted from labour department)

11. DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT

11.1A DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN

(Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Disability Certificate and Identity Card for Differently Abled Persons	District Disabled Welfare Officer	21 Working Days	Deputy Director, Women & Child Development	15 Working Days	Director	15 Working Days
2	Senior Citizen Identity Card	District Disabled Welfare Officer	21 Working Days	Deputy Director, Women & Child Development	15 Working Days	Director	15 Working Days
3	Non-Government Organization (NGO's) Registration Certificate under Rights of Persons with Disability Act 2016.	District Disabled Welfare Officer	30 Working Days	Deputy Director, Women and Child Welfare Department (All 30 District)	07 Working Days	Joint Director/ Director, Directorate for the Empowerment of Differently abled and Senior citizens, Bangalore	07 Working Days
4	Non-Government Organization (NGO's) Registration Renewal Certificate under Rights of Persons with Disability Act 2016.	District Disabled Welfare Officer	30 Working Days	Deputy Director, Women and Child Welfare Department (All 30 District)	07 Working Days	Joint Director/ Director, Directorate for the Empowerment of Differently abled and Senior citizens, Bangalore	07 Working Days
5	Non-Government Organization (NGO's) the Maintenance and Welfare of Parents and Senior Citizens act- 2007.	District Disabled Welfare Officer	30 Working Days	Deputy Director, Women and Child Welfare Department (All 30 District)	07 Working Days	Joint Director/ Director, Directorate for the Empowerment of Differently abled and Senior citizens, Bangalore	07 Working Days

11.1B DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN

(Personnel Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
6	Disbursement of monthly Salary						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	For Head office HOD/Group-A & B officer and Group –C & D Staff	Assistant Director	15 Working Days subject to clearance from HRMS	Deputy Director	15 Working Days	Director	15 Working Days
	For DDWO office B officer and Group –C & D Staff	District Disabled Officer	15 Working Days subject to clearance from HRMS	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group-A & B and Group –C & D Staff	Deputy Director (T)	15 Working Days subject to clearance from HRMS	Joint Director H.O	15 Working Days	Director	15 Working Days
	For Institutions B Group officer and C & D Staff	Superintendents	15 Working Days subject to clearance from HRMS	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B officer Group C & D Staff	Manager	15 Working Days subject to clearance from HRMS	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Hostels for Men & Women	Superintendent	15 Working Days subject to clearance from HRMS	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
7	Sanction of time Bond Advancement						
	Group B & C Staffs of the Department	Director	30 Working Days from the date of receiving the completed application	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group D Staffs of the Detp.	Assistant Director	30 Working Days from the date of receiving the completed application	Deputy Director	15 Working Days	Director	15 Working Days
8	Sanction of senior Scale/Selection Scale /Time Bond Advancement						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Group -B & C Staff	Director	30 Working Days from the date of receiving the completed application	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group- D Staff	Assistant Director	30 Working Days from the date of receiving the completed application	Deputy Director	15 Working Days	Joint Director	15 Working Days
9	Sanction of Annual Increment Group C & D Staff						
	Group –C & D Staff for H.O.	Assistant Director	30 Working Days	Deputy Director	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group- C & D Staff	Disabled Welfare Officer	30 Working Days	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group –C & D Staff	Deputy Director	30 Working Days	Joint Director	15 Working Days	Director	15 Working Days
	For Institutions Group C & D Staff	Superintendent	30 Working Days	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group C & D Staff	Manager	30 Working Days	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Hostels for Men & Women for Superintendents	District Disabled Welfare Officer	30 Working Days	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	For C & D Staff	Superintendent	30 Working Days	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
10	Sanction of Earned Leave / Commuted leave G.O No.FD2TFP 2010 dtd 30/4/2010						
	Group-A & B	Director	20 Working Days subject to the sheet of leave HEADING from A.G.	Joint Secretary	15 Working Days	Secretary	15 Working Days
	C & D Staff for H.O.	Assistant Director	20 Working Days	Deputy Director	15 Working Days	Joint Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	For DDWO office B Officer	Deputy director	20 Working Days subject to the sheet of leave HEADING from A.G.	Joint Director	15 Working Days	Director	15 Working Days
	Group –C & D Staff	District Disabled welfare officer	20 Working Days	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group-A	Director	20 Working Days subject to the sheet of leave HEADING from A.G.	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group B	Deputy Director (T)	20 Working Days subject to the sheet of leave HEADING from A.G	Joint Secretary	15 Working Days	Director	15 Working Days
	Group C & D Staff	Deputy Director (T)	20 Working Days	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	For Institution B Group officer	District Disabled Welfare Officer	20 Working Days subject to the sheet of leave HEADING from A.G	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	and Group C & D Staff	Superintendent	20 Working Days	District disabled welfare officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Manager Group-B	District Disabled Welfare of Welfare Officer	20 Working Days subject to the sheet of leave HEADING from A.G	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	Hostels for Men & Women Group-C & D	District Disabled Welfare of Welfare Officer	20 Working Days	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
11	Medical Reimbursement Group B						
	For Head office HOD/Group –A & B officer	Director	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Secretary	15 Working Days	Secretary	15 Working Days
	and Group C & D Staff	Assistant Director		Deputy Director		Joint Director	
	Fro DDWO office B Officer	Deputy Director (D)	30 Working Days from the date of receiving the completed application	Joint Director H.O	15 Working Days	Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			with conclusive documents				
	Group C & D Staff	District Disabled welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director	15 Working Days	Joint Director H.O	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group –A	Director	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group B, C & D Staff	Deputy Director (T)	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 Working Days	Director	15 Working Days
	For institutions B Group officer	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	and Group C & D Staff	Superintendent	30 Working Days from the date of receiving the completed application with conclusive documents	District disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B Officer	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Group C & D Staff	Manager	30 Working Days from the date of receiving the completed application with conclusive documents	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Hostels for Men & Women	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
12	T.A. Claims						
	For Head office HOD/Group –A & B officer and Group C & D Staff	Assistant Director	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director	15 Working Days	Joint Director	15 Working Days
	Fro DDWO office B Officer	Deputy Director (D)	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 Working Days	Director	15 Working Days
	Group C & D Staff	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group –A	Deputy Director WCD	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 Working Days	Director	15 Working Days
	Group B, C & D Staff	Deputy Director (T)	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Director	15 Working Days	Director	15 Working Days
	For institutions B Group officer	District Disabled Welfare	30 Working Days from the date of receiving the completed application	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			with conclusive documents				
	and Group C & D Staff	Superintendent	30 Working Days from the date of receiving the completed application with conclusive documents	District Director welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B Officer	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Director	15 Working Days
	Group C & D Staff	Manager	30 Working Days from the date of receiving the completed application with conclusive documents	District Disabled Welfare Officer	15 Working Days	Director (D)	15 Working Days
	Hostels for Men & Women	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
13	Forwarding of Pension Papers						
	For Head office Group –A & B	Director	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group C & D Staff	Assistant Director	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director	15 Working Days	Director	15 Working Days
	For DDWO office B Officer	Deputy Director (D)	30 Working Days from the date of receiving the completed application	Joint Director H.O	15 Working Days	Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			with conclusive documents				
	Group C & D Staff	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group –A officer	Director	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group B, C & D Staff	Deputy Director (T)	30 Working Days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 Working Days	Director	15 Working Days
	For institutions B Group officer	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Director	15 Working Days
	and Group C & D Staff	Superintendent	30 Working Days from the date of receiving the completed application with conclusive documents	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B Officer	District Disabled Welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Group C & D Staff	Manager	30 Working Days from the date of receiving the completed application with conclusive documents	District Disabled welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Hostels for Men & Women Superintendent	District Disabled welfare Officer	30 Working Days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Group C & D	Superintendent	30 Working Days from the date of receiving the completed application with conclusive documents	District Disabled welfare Officer	15 Working Days	Joint Director H.O	15 Working Days
14	Sanction of Festival Advance Group C & D Staff						
	For Head office Group –C & D Staff	Assistant Director	07 Working Days	Deputy Director	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group C & D Staff	District Disabled welfare Officer	07 Working Days	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group – C & D Staff	Deputy Director (T)	07 Working Days	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	For institutions Group C & D Staff	Superintendent	07 Working Days	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group C & D Staff	Manager	07 Working Days	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Hostels for Men & Women Superintendent	District Disabled Welfare Officer	07 Working Days	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Group C & D	Superintendent	07 Working Days	District Disabled welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
15	Last Pay Certificate HOD/Group A Officer						
	For Head office Group –A, B, C & D	Assistant Director	20 Working Days from the date of receipt of the proposal	Deputy Director	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group B officer & Group C & D Staff	District disabled welfare officer	20 Working Days from the date of receipt of the proposal	Deputy Director	15 Working Days	Joint Director	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group – A & B, & Group C & D Staff	Deputy Director (T)	20 Working Days from the date of receipt of the proposal	Joint Director	15 Working Days	Director	15 Working Days
	For institutions B Group officer & Group C & D Staff	Superintendent	20 Working Days from the date of receipt of the proposal	District Disabled Welfare Officer	15 Working Days	Deputy Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Braille Press Group B officer, Group C & D Staff	Manager	20 Working Days from the date of receipt of the proposal	District Disabled Welfare Officer	15 Working Days	Deputy Director	15 Working Days
	Hostels for Men & Women	Superintendent	20 Working Days from the date of receipt of the proposal	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
16	Declaration of Probationary period						
	For Group B & Group C	Director	30 Working Days from the date of receipt of the proposal with conclusive documents	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group D Staff	Assistant Director		Deputy Director		Joint Director	
17	Issue of Salary Certificate						
	For Head office Group –A, B, C & D Staff	Assistant Director	05 Working Days from the date of submission of request	Deputy Director	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group B officer & Group C & D Staff	District Disabled Welfare Officer	05 Working Days from the date of submission of request	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group – A & B, & Group C & D Staff	Deputy Director (T)	05 Working Days from the date of submission of request	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	For institutions B Group officer & Group C & D Staff	Superintendents	05 Working Days from the date of submission of request	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B officer, Group C & D Staff	Manager	05 Working Days from the date of submission of request	District Disabled welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Hostels for Men & Women	Superintendents	05 Working Days from the date of submission of request	District Disabled welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
18	Sanction of Leave Salary (Surrender Leave) G.O No. FD 2 TFP 2010 dtd 30/4/2010						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	For Head office Group –A & B	Director	30 Working Days from the date of application in full with the concurrence of A.G.	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group C & D Staff	Assistant Director	30 Working Days from the date of receipt of application in full	Deputy Director	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group B officer	Deputy Director (D)	30 Working Days from the date of application in full with the concurrence of A.G	Joint Director H.O	15 Working Days	Director	15 Working Days
	Group C & D Staff	District welfare officer	30 Working Days from the date of receipt of application in full	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group – A	Director	30 Working Days from the date of application in full with the concurrence of A.G	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group B	Deputy Director (T)	30 Working Days from the date of application in full with the concurrence of A.G	Joint Director	15 Working Days	Director	15 Working Days
	C & D Staff	Deputy Director (T)	30 Working Days from the date of receipt of application in full	Joint Director	15 Working Days	Director	15 Working Days
	For institutions B Group officer	District Disabled welfare officer	30 Working Days from the date of application in full with the concurrence of A.G	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	& Group C & D Staff	Superintendent	30 Working Days from the date of application in full	Direct Disabled welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B officer,	District Disabled welfare Officer	30 Working Days from the date of application in full	Deputy Director	15 Working Days	Joint Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Group C & D Staff	Manager	30 Working Days from the date of application in full	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Hostels for Men & Women	District Disabled Welfare Officer	30 Working Days from the date of application in full	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
19	Sanction of HTC/LTC						
	For Head office Group –A	Director	20 Working Days from the date of completed application with conclusive documents subject to approval of the Govt.	Joint secretary	15 Working Days	Secretary	15 Working Days
	Group –B	Director	20 Working Days from the date of completed application with conclusive documents	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group C & D Staff	Assistant Director	20 Working Days from the date of completed application with conclusive documents	Deputy Director H.O	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group B officer	Deputy Director (D)	20 Working Days from the date of completed application with conclusive documents	Joint Director	15 Working Days	Director	15 Working Days
	Group C & D Staff	District Disabled Welfare Officer	20 Working Days from the date of completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group – A and	Director	20 Working Days from the date of completed application with conclusive documents subject to approval of the Govt.	Joint Secretary	15 Working Days	Secretary	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	B, and Group C & D Staff	Deputy Director (T)	20 Working Days from the date of completed application with conclusive documents	Joint Director H.O	15 Working Days	Director	15 Working Days
	For institutions B Group officer	District Disabled Welfare Officer	20 Working Days from the date of completed application with conclusive documents	Deputy Director(D)	15 Working Days	Joint Director H.O	15 Working Days
	and Group C & D Staff	Superintendent		District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B officer	District Disabled Welfare Officer	20 Working Days from the date of completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Group C & D Staff	Manager	20 Working Days from the date of completed application with conclusive documents	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Hostels for Men & Women	District Disabled welfare officer	20 Working Days from the date of completed application with conclusive documents	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
20	Arrears of Salary						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	For Head office Group –A & B and Group C & D Staff	Assistant Director	30 Working Days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	Deputy Director	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group B officer & Group C & D Staff	District Disabled Welfare Officer	30 Working Days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group – A & B and Group C & D Staff	Deputy Director (T)	30 Working Days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	Joint Director	15 Working Days	Director	15 Working Days
	For institutions B Group officer & Group C & D Staff	Superintendents	30 Working Days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B officer, Group C & D Staff	Manager	30 Working Days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Hostels for Men & Women	Superintendents	30 Working Days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
21	Compassionate Appointment						
	For Group C & D	Director	30 Working Days from the date of submission in detail with conclusive documents and Subject to the availability of Post	Joint Secretary	15 Working Days	Secretary	15 Working Days
22	Service Register Group – B officers						
	For Head office Group C & D Staff	Assistant Director	30 Working Days	Deputy Director	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group C & D Staff	District Disabled Welfare Officer	30 Working Days from the date of submission	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group C & D Staff	Deputy Director (T)	30 Working Days from the date of submission	Joint Director H.O.H.O	15 Working Days	Director	15 Working Days
	For institutions Group C & D Staff	Superintendents	30 Working Days from the date of submission	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group C & D Staff	Manager	30 Working Days from the date of submission	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Hostels for Men & Women	District Disabled Welfare Officer	30 Working Days from the date of submission	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Group –C & D	Superintendents	30 Working Days from the date of submission	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
23	Forwarding of application through proper channel						
	For Head office Group A Group	Director	15 Working Days	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group B and C & D Staff	Assistant Director	15 Working Days	Deputy Director	15 Working Days	Joint Director	15 Working Days
	For DDWO office Group B Officer	Deputy Director (D)	15 Working Days	Joint Director	15 Working Days	Director	15 Working Days
	And C & D Staff	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Govt., Teacher Training Centre for VI & HI Group A	Director	15 Working Days	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group B, C & D Staff	Deputy Director (T)	15 Working Days	Deputy Director H.O	15 Working Days	Joint Director	15 Working Days
	For institutions Group B	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Group –C & D Staff	Superintendents	15 Working Days	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
	Braille Press Group B	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Group –C & D Staff	Manager	15 Working Days	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Hostels for Men & Women Superintendents	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days	Joint Director H.O	15 Working Days
	Group C & D Staff	Superintendents	15 Working Days	District Disabled Welfare Officer	15 Working Days	Deputy Director (D)	15 Working Days
24	MCA/Computer Advances						
	Group A & B Officer	Director	30 Working Days from the date of submission of application with conclusive document and availability of budget and subject to approval of the Govt	Joint Secretary	15 Working Days	Secretary	15 Working Days
	Group C & D Staff	Assistant Director	30 Working Days from the date of submission of application with conclusive document and availability of budget	Deputy Director	15 Working Days	Director	15 Working Days
25	Charge Allowances G.O No.FD 2 TFP 2010 dtd 30/4/2010						
	Director	Govt. will take the decision					
	Group A Officer in H.O.	Upto 4 months Director	30 Working Days from the date of submission of the application	Joint Secretary	30 Working Days	Secretary	20 Working Days
	Group B Officers & Group C Staff in H.O.	Assistant Director	30 Working Days from the date of submission of application	Deputy Director	30 Working Days	Director	20 Working Days
	For DDWO office DDWO	Deputy Director (D)	30 Working Days from the date of submission of application	Joint Director	30 Working Days	Director	20 Working Days
	Group -C	District Disabled Welfare Officer	30 Working Days from the date of submission of application	Deputy Director (D)	30 Working Days	Joint Director	20 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Govt., Teacher Training Centre for VI & HI Group -A	Director	30 Working Days from the date of submission of application	Joint Secretary	30 Working Days	Secretary	20 Working Days
	Group B, C & D Staff	Deputy Director (T)	30 Working Days from the date of submission of application	Deputy Director H.O	30 Working Days	Joint Director	20 Working Days
	For institutions Group B	District Disabled Welfare Officer	30 Working Days from the date of submission of application	Deputy Director (D)	30 Working Days	Joint Director H.O	20 Working Days
	Group –C & D Staff	Superintendent	30 Working Days from the date of submission of application	Deputy Director (D)	30 Working Days	Joint Director H.O	20 Working Days
	Braille Press Group B	District Disabled Welfare Officer	30 Working Days from the date of submission of application	Deputy Director (D)	30 Working Days	Joint Director H.O	20 Working Days
	Group –C & D Staff	Manager	30 Working Days from the date of submission of application	District Disabled Welfare Officer	30 Working Days	Deputy Director (D)	20 Working Days
	Hostels for Men & Women Superintendents	District Disabled Welfare Officer	30 Working Days from the date of submission of application	Deputy Director (D)	30 Working Days	Joint Director H.O	20 Working Days
	Group C & D Staff	Superintendents	30 Working Days from the date of submission of application	District Disabled Welfare Officer	30 Working Days	Deputy Director (D)	20 Working Days*5

1. S.N 1 & 2 amended vide Notification No.DPAR 13 EaKaAa 2012, Dated: 05/05/2012.
2. S.N 1 & 2 amended vide Notification No.DPAR 152 NaSeKha 2013, Dated:19/10/2013.
- 3.S.N 6 to 25 Inserted Vide Notification No.DPAR 8 NaSeKha 2014, Dated:28/06/2014.
4. S.N 3 to 5 inserted vide Notification No.DPAR 62 NaSe 2019, Dated:29/11/2019

11.2 Women and Child Development Department (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Pradhan Mantri Matru Vandana Yojan (P.M.M.V.Y)	C.D.P.O at Taluk Level or A.W.W at Field Level	30 Working Days	Director, Women and Child Development Department, Bangalore.	10 Working Days	Additional Chief Secretary to Govt, Department of Women and Child Development and Empowerment of Differently Abled and Senior Citizens. Bangalore.	10 Working Days

.1. S.N 1 inserted vide Notification No.DPAR 25 SSM 2020, Dated:13/07/2020

12. HOUSING DEPARTMENT

12.1 KARNATAKA HOUSING BOARD (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Approval of Building Plan for construction of housing sites of 250 Sq. 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	15 Working Days
4	Issue of auction confirmation letters to successful bidders of auction	Assistant Revenue Officer/Assistant Executive Engineer	40 Working Days	Deputy General Manager, Allotment Section	15 Working Days	Secretary	15 Working Days

1. S.N 1 to 3 Inserted vide Notification No.DPAR 119 NaSeKha 2012, Dated: 26/10/2012
2. S.N. 4 inserted vide Notification No DPAR 12 SSM 2019, Dated: 18/03/2020

12.2 KARNATAKA SLUM DEVELOPMENT BOARD (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	NOC to repair the house as per Section 5(b) of the Karnataka Slum Areas (Improvement and Clearance) Act, 1973.	Executive Engineer	15 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	Issue of Allotment Letter	Executive Engineer, Assistant Executive Engineer, Division/Sub Division Office,	30 Working days	Technical Director, Karnataka Slum Development Board	10 Working Days	Commissioner, Karnataka Slum Development Board	07 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
		Karnataka Slum Development Board					

1. S.N 1 & 2 Amended vide Notification No.DPAR 12 SSM 2019, Dated: 18/03/2020
2. S.N 3 inserted vide Notification No. DPAR 77 SAMS 2020, Dated: 10/11/2020
3. S.N 1,2 inserted vide notification No. DPAR 119 NaSekha 2012, Dated: 26/10/2012

12.3 RAJIV GANDHI HOUSING CORPORATION LIMITED (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	New Application for Housing Schemes	Panchayat Development Officer	15 Working Days	Executive Officer, Taluk Panchayat	30 Working Days	Chief Executive Officer	30 Working Days
2	New Application for Housing /Site Schemes	All Urban Local Bodies, Chief Officer, Municipal Commissioner/ Commissioner	15 Working Days	Project Director, District, Urban Development Cell	30 Working Days	Deputy Commissioner	30 Working Days

1. S.N 1 to 2 Inserted vide Notification No.DPAR 12 SSM 2019, Dated: 18/03/2020

13. ANIMAL HUSBANDRY & VETERINARY SERVICES

13.1 FISHERIES DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of Registration/ Licenses to Boats 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 Fisheries Grade-I & II	10 Working Days	Senior Assistant Director of Fisheries	15 Working Days	Deputy Director of Fisheries	30 Working 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.
4	Subsidy for purchase of fish seed	Assistant Director of Fisheries, Grade-II	70 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days
5	Approval of Beneficiary for Distribution of fishery requisite kits (SS)	Assistant Director of Fisheries, Grade-II	60 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days
6	Registration of fish seed production and rearing farms	Assistant Director of Fisheries, Grade-II	60 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days
7	Registration of ornamental fish farm/hatchery/shop	Assistant Director of Fisheries, Grade-II	60 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
8	Providing relief to distress fishermen	Assistant Director of Fisheries, Grade-II	90 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Director of Fisheries	30 Working Days
9	Approval of Beneficiary for Assistance to purchase of life saving equipment's	Assistant Director of Fisheries, Grade-II	60 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days
10	Issue of Diesel Passbook to boats	Assistant Director of Fisheries Grade I/ Grade II	15 Working Days	Deputy Director of Fisheries, Mangalore / Karwar	10 Working days	Joint Director of Fisheries (Marine) Directorate of Fisheries	15 working days

1. S. N 1 inserted/amended vide Notification No. DPAR 197 Nasekha 2012, Dated: 03.12.2012.
2. S.N 4 to 9 inserted vide Notification No.DPAR 169 NaSeKha 2013, Dated: 06/02/2014.
3. S.N 10 inserted vide Notification No.DPAR 29 NaSeKha 2016, Dated: 15/04/2016.
4. S.N 1-3 inserted vide Notification No. DPAR 119 NaSeKha 2012, dated: 26-10-2012

13.2 A DEPARTMENT OF ANIMAL HUSBANDRY AND VETERINARY SERVICES (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Health Certificate	Veterinary Officer/Assistant Director	3 days	Deputy Director	3 days	Joint Director (Development)	15 days
2	Post Mortem Certificate	Veterinary Officer/Assistant Director	7 days	Deputy Director	7 days	Joint Director (Development)	15 days
3	License for Poultry and Cattle Feeds manufacturing units	Assistant Director KCPF	30 days	Joint Director (Farm)	30 days	Director	30 days
4	Ex-gratia payment in stipulated time	Assistant Director S&WDC	15 days	Deputy Director KSWDC	15 days	Managing Director KSWDC	15 days
5	Issue of vaccination certificate for transport of animals	Veterinary Officer	1 day	Assistant Director	1 day	Deputy Director	1 day

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
6	Redressal of Public Grievances	Assistant Director	10 days	Deputy Director	10 days	Commissioner	10 days
7	Inspection of cattle/poultry/sheep/goat/piggery and other farms	Jurisdictional Veterinary officer, Senior Veterinary officers, Chief Veterinary Officers,	05 Working Days	Deputy Director (Admin)	05 Working Days	Joint Director (State Sector)	05 Working Days
8	Inspection of pinjrapole and other goshalas	Jurisdictional Veterinary officer, Senior Veterinary officers, Chief Veterinary Officers,	15 Working Days	Deputy Director (Admin)	05 Working Days	Joint Director (State Sector)	05 Working Days
9	Inspection report for pet shop registration	Jurisdictional Veterinary officer, Senior Veterinary officers, Chief Veterinary Officers,	10 Working Days	Deputy Director (Admin)	10 Working Days	Member Secretary KAWB	15 Working Days
10	Inspection of dog breeding and marketing centres for registration	Jurisdictional Veterinary officer, Senior Veterinary officers, Chief Veterinary Officers,	10 Working Days	Deputy Director (Admin)	10 Working Days	Member Secretary KAWB	15 Working Days

13.2 B DEPARTMENT OF ANIMAL HUSBANDRY AND VETERINARY SERVICES (Personnel Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
<i>11. Certificate issued on the basis of K.C.S.R 53 (f) to officers</i>							
a	Certificate issued on the basis of K.C.S.R 53(f) to officers for Group-A	Veterinary officers, senior veterinary officers, chief veterinary officers, deputy	15 Working Days	Deputy Secretary	15 Working Days	Principal secretary / secretary	10 Working Days

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
		director's, joint director (state sector), joint director (admin) and Commissioner					
12. Terms and conditions for the officers on deputation for foreign service.							
a	Terms and conditions for the officers on deputation for foreign service for Group-A officers	Veterinary officers, senior veterinary officers, chief veterinary officers, deputy director's, joint director (state sector), joint director (admin) and Commissioner	15 Working Days	Deputy Secretary	15 Working Days	Principal secretary / secretary	10 Working Days
b	Terms conditions for the officers on deputation for foreign service for Group B,C & D	Veterinary officers, senior veterinary officers, chief veterinary officers, deputy director's, joint director (state sector), joint director (admin)	15 Working Days	Joint Director (Admin)	15 Working Days	Commissioner	10 Working Days
13. Different types of leave sanction other than C.L.							
a	Different types of leave sanction other than C.L for Group-A officers	Joint director (admin)	10 Working Days	Commissioner	15 Working Days	Principal secretary /secretary	10 Working Days
b	Different types of leave sanction other than C.L for Group B,C & D (Working in head office)	Deputy Director	10 Working Days	Joint Director (Admin)	15 Working Days	Commissioner	10 Working Days
c	Different types of leave sanction other than C.L. for Group-B,C & D (Working in sub-ordinate office's)	Veterinary officer's, Senior Veterinary officers, Chief Veterinary officers, deputy director's	10 Working Days	Deputy Directors and Joint Directors (State Sector)	15 Working Days	Joint Directors (State Sector), Director and Commissioner	10 Working Days
14. Probationary period declaration							
a	Probationary period declaration for group an officer	Commissioner	15 Working Days	Deputy Secretary	15 Working Days	Principal Secretary/Secretary	10 Working Days
b	Probationary period declaration for Group-B,C & D	Veterinary officers, Chief Veterinary officers, Deputy Directors, Joint Director (State Zone)	15 Working Days	Joint Director (Admin)	15 Working Days	Commissioner	10 Working Days

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
15. Proposal to be submitted to A.G. office before retirement of the employees							
a	Proposal to be submitted to A.G. office before retirement of the employees for Group-A	Veterinary officers, Senior Veterinary officers, Chief Veterinary officers, Deputy Director's and Joint Director (State Sector)	90 Working Days	Deputy Secretary	15 Working Days	Principal Secretary/Secretary	10 Working Days
b	Proposal to be submitted to A.G. office before retirement of the employees for Group B,C & D	Veterinary officers, Senior Veterinary officers, Chief Veterinary officers, Deputy Director's and Joint Director (State Sector)	90 Working Days	Joint Director (State Sector), Deputy Director (Admin), (Polyclinic),(Field), (Admin).	15 Working Days	Commissioner/C.E.O . (Zilla Panchayat)	10 Working Days
16. Permission to get approval for passport							
a	Permission to get approval for passport for Group-A	Veterinary officers, Senior Veterinary officers, Chief Veterinary officers, Deputy Director's and Joint Director (State Sector)	15 Working Days	Deputy Secretary	15 Working Days	Principal Secretary/Secretary	10 Working Days
b	Permission to get approval for passport for Group-B, C & D	Veterinary officers, Senior Veterinary officers, Chief Veterinary officers, Deputy Director's and Joint Director (State Sector)	15 Working Days	Joint Director (Admin)	15 Working Days	Commissioner	10 Working Days
17. Sanction of Charge Allowance							
a	Sanction of charge allowance for Group-A (working under concerned Deputy Director Office)	Deputy Director	10 Working Days	C.E.O	10 Working Days	Commissioner	10 Working Days
b	Sanction of charge allowance for Group-A (working under concerned Deputy Director Office Training center)	Deputy Director (Training Center)	10 Working Days	Joint Director (State Sector)	15 Working Days	Commissioner	10 Working Days
c	Sanction of charge allowance for Group-C (working under concerned Deputy Director Office, Training center)	Deputy Director (Training Center)	10 Working Days	C.E.O. Zilla Panchayat	15 Working Days	Commissioner	10 Working Days

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
d	Sanction of charge allowance for Group-C (working under concerned Deputy Director Office)	Deputy Director (Admin)	10 Working Days	Joint Director (State Sector)	15 Working Days	Commissioner	10 Working Days
e	Sanction of charge allowance for Group-B (working under concerned Deputy Director Office)	Deputy Director (Admin)	10 Working Days	C.E.O. Zilla Panchayat	15 Working Days	Commissioner	10 Working Days
f	Sanction of charge allowance for Group-B (working under concerned Deputy Director Office training center)	Deputy Director (Training Center)	10 Working Days	Joint Director (State Sector)	15 Working Days	Commissioner	10 Working Days
18. Annual Increment							
a	Annual Increment for Group-B, C & D	Joint Director (Admin)	30 Working Days	Director	15 Working Days	Commissioner	10 Working Days
19. Permission to get approval for foreign tour							
a	Permission to get approval for foreign tour for Group-A	Deputy Director's and Joint Director (State Sector)	15 Working Days	Commissioner	15 Working Days	Principal Secretary/Secretary	10 Working Days
b	Permission to get approval for foreign tour for Group-B, C & D	Veterinary officers, Senior Veterinary officers, Chief Veterinary officers, Deputy Director's and Joint Director (State Sector)	15 Working Days	Joint Director (Admin)	15 Working Days	Commissioner	10 Working Days
20. Sanction of Medical reimbursement							
a	Sanction of medical reimbursement to A, B, C & D Group of Veterinary Dispensary/Veterinary of Hospital	Veterinary officer of Veterinary Dispensary/Chief Veterinary officer of Veterinary Hospital	15 Working Days	Deputy Director (Admin)	10 Working Days	C.E.O. Zilla Panchayat	10 Working Days
b	Sanction of medical reimbursement to A, B, C & D Group of Taluk Veterinary Hospital	Assistant Director of Veterinary Hospital	15 Working Days	Deputy Director (Admin)	10 Working Days	C.E.O. Zilla Panchayat	10 working Days
c	Sanction of Medical reimbursement to A, B, C & D Group of Commissionerate	Deputy Controller (Finance) Commissionerate	15 Working Days	Director	10 Working Days	Commissioner	10 Working Days
d	Sanction of Medical reimbursement to A, B, C & D Group of Deputy Director (Admin) and Deputy Director (Polyclinic)	Deputy Director, Department of Animal Husbandry and Veterinary Services	15 Working Days	Deputy Secretary (Zilla Panchayat)	10 Working Days	CEO Zilla Panchayat	10 Working Days

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
		(Administration) and (Polyclinic)					
e	Sanction of Medical reimbursement to A,B,C & D Group of Training Centre and Farms	Deputy Director (Training Centres and Farms)	15 Working Days	Joint Director (State Sector)	10 Working Days	Director	10 Working Days
f	Sanction of Medical reimbursement to A,B,C & D Group of Joint Director (State Sector)	Joint Director (State Sector)/ Deputy Controller (Finance)	15 Working Days	Director	10 Working Days	Commissioner	10 Working Days
21. Time Bound Increment							
a	Time Bound Increment for Group B,C and D the Group	Joint Director (Admin)	30 Working Days	Director	15 Working Days	Commissioner	10 Working Days
22. Sanction of GPF Advance							
a	Sanction of GPF Advance	Joint Director(State Sector)/Deputy Director, (Polyclinic)/ Deputy Controller (Finance)	15 Working Days	Director/Deputy Secretary (Zilla Panchayat)	10 Working Days	Commissioner/CEO (Zilla Panchayat)	10 Working Days

1. S.N 1 to 6 inserted vide Notification No.DPAR 111 NaSeKha 2015, Dated: 07-09-2015.
2. S.N 7 to 10 inserted vide Notification No. DPAR 6 SSM 2022, Dated: 09-11-2022.
3. S.N 8 to 22 inserted vide Notification No. DPAR 6 SSM 2022, Dated: 09-11-2022

14. PUBLIC WORKS, PORTS & INLAND WATER TRANSPORT DEPARTMENT

14.1A PUBLIC WORKS DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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
3	Issue of Building condition / fitness certificate after receipt of application in complete manner	Office Superintendent	20 Working Days	EE	20 Working Days	SE	20 Working Days
4	Renewal / Fresh license of contractor after submission of relevant documents in complete manner by the Contractor						
	Class IV	Office Superintendent	10 Working Days	EE	10 Working Days	SE	10 Working Days
	Class III	Registrar	20 Working Days	SE	20 Working Days	CE	20 Working Days
	Class II and above	Registrar	30 Working Days	CE	30 Working Days	Sec	30 Working Days
5	Renewal / Fresh license of contractor for processing CRs of Contractor after receipt of documents in complete manner						
	a)	F.D.A.	10 Working Days	AEE	10 Working Days	EE	10 Working Days
	b)	Office Superintendent	10 Working Days	EE	10 Working Days	SE	10 Working Days
	c)	Registrar	10 Working Days	SE	10 Working Days	CE	10 Working Days
	d)	Registrar	15 Working Days	CE	15 Working Days	Sec	20 Working Days
6	Private Building rent fixation after receipt of application in complete manner	Office Superintendent	15 Working Days	EE	15 Working Days	SE	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
7	Government / Private building valuation after receipt of application in complete manner	Office Superintendent	15 Working Days	EE	15 Working Days	SE	15 Working Days
8	Inspection carried out for verification to ensure proper restoration	Assistant Executive Engineer of respective Sub Division	60 Working Days	Superintending Engineer of respective PWD circle	10 Working Days	Chief Engineer of respective PWD Zone	10 Working Days

14.1B PUBLIC WORKS DEPARTMENT (Personnel Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
9	Disbursement of Salary in Time (To All Category of Officers & Officials). (Excluding the offices where the pay is drawing through HRMS)						
	a)	F.D.A.	3 Working Days	AEE	3 Working Days	EE	10 Working Days
	b)	Office Superintendent	3 Working Days	EE	3 Working Days	SE	10 Working Days
	c)	Registrar	3 Working Days	SE	3 Working Days	CE	10 Working Days
	d)	Registrar	3 Working Days	CE	3 Working Days	Sec	10 Working Days
10	Annual Increment						
	a)	F.D.A.	10 Working Days	AEE	10 Working Days	EE	10 Working Days
	b)	Office Superintendent	10 Working Days	EE	10 Working Days	SE	10 Working Days
	c)	Registrar	10 Working Days	SE	10 Working Days	CE	10 Working Days
	d)	Registrar	10 Working Days	CE	10 Working Days	Sec	10 Working Days
11	Stagnation Increment (Depending on delegation of power)						
	a)	F.D.A.	10 Working Days (to submit the file)	AEE	10 Working Days	EE	10 Working Days
	b)	Office Superintendent	10 Working Days (to submit the file)	EE	10 Working Days	SE	10 Working Days
	c)	Registrar	10 Working Days (to submit the file)	SE	10 Working Days	CE	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	d)	Registrar	10 Working Days approve the proposal	CE	10 Working Days approve the proposal	Sec	10 Working Days
12	Time Bound Increment / Automatic Grant of Promotion / 20 Yrs, 25 Yrs & 30 Yrs - 1st, 2nd & 3rd Additional Increments (In accordance with the General Delegation of Financial Powers)						
	a)	F.D.A.	10 Working Days (to submit the file in all respects)	AEE	10 Working Days (to submit the file in all respects)	EE	10 Working Days
	b)	Office Superintendent	10 Working Days (to submit the file in all respects)	EE	10 Working Days (to submit the file in all respects)	SE	10 Working Days
	c)	Registrar	10 Working Days (to submit the file in all respects)	SE	10 Working Days (to submit the file in all respects)	CE	10 Working Days
	d)	Registrar	To approve the proposal 10 Working Days	CE	To approve the proposal 10 Working Days	Sec	10 Working Days
13	EL / Com.Leave / HPL / EOL						
	Approval Group - A, B,C&D						
	a)	F.D.A.	10 Working Days upon receipt of Application in complete manner	AEE	10 Working Days upon receipt of Application in complete manner	EE	10 Working Days
	b)	Office Superintendent	10 Working Days upon receipt of Application in complete manner	EE	10 Working Days upon receipt of Application in complete manner	SE	10 Working Days
	c)	Registrar	10 Working Days upon receipt of Application in complete manner	SE	10 Working Days upon receipt of Application in complete manner	CE	10 Working Days
	d)	Registrar	10 Working Days upon receipt of Application in complete manner	CE	10 Working Days upon receipt of Application in complete manner	Sec	10 Working Days
14	Medical Reimbursement						
	a)	F.D.A.	7 Working Days upon receipt of Application in complete manner (To submit to higher authority)	AEE	7 Working Days upon receipt of Application in complete manner	EE	7 Working Days
	b)	Office Superintendent	7 Working Days upon receipt of Application in complete manner (To submit to higher authority)	EE	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days
	c)	Registrar	7 Working Days upon receipt of Application in	SE	7 Working Days upon receipt of	CE	7 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			complete manner (To submit to higher authority)		Application in complete manner		
	d)	Registrar	7 Working Days to approve the proposal	CE	7 Working Days to approve the proposal	Sec	7 Working Days
15	TA (in accordance with Delegation of Powers)						
	a)	F.D.A.	7 Working Days upon receipt of Application in complete manner (To submit to higher authority)	AEE	7 Working Days upon receipt of Application in complete manner	EE	7 Working Days
	b)	Office Superintendent	7 Working Days upon receipt of Application in complete manner (To submit to higher authority)	EE	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days
	c)	Registrar	7 Working Days upon receipt of Application in complete manner (To submit to higher authority)	SE	7 Working Days upon receipt of Application in complete manner	CE	7 Working Days
	d)	Registrar	7 Working Days to approve the proposal	CE	7 Working Days to approve the proposal	Sec	7 Working Days
16	Finalization of Retirement Benefits						
	A) Submission of Employee retirement papers to AG in all respect						
	a)	F.D.A.	As per KCSR 90 Working Days prior to the date of retirement to submit the file to higher officer in complete manner	AEE	As per KCSR 90 Working Days prior to the date of retirement	EE	10 Working Days
	b)	Office Superintendent	As per KCSR 90 Working Days prior to the date of retirement to submit the file to higher officer in complete manner	EE	As per KCSR 90 Working Days prior to the date of retirement	SE	10 Working Days
	c)	Registrar	As per KCSR 90 Working Days prior to the date of retirement to submit the file to higher officer in complete manner	SE	As per KCSR 90 Working Days prior to the date of retirement	CE	10 Working Days
	d)	Registrar	As per KCSR 90 Working Days prior to the date of retirement to submit the file to concerned authority in complete manner	CE	As per KCSR 90 Working Days prior to the date of retirement	Sec	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
B) To submit family pension / Voluntary Retirement papers to AG							
	a)	F.D.A.	15 Working Days upon receipt of proposal in complete manner	AEE	15 Working Days upon receipt of proposal in complete manner	EE	15 Working Days
	b)	Office Superintendent	15 Working Days upon receipt of proposal in complete manner	EE	15 Working Days upon receipt of proposal in complete manner	SE	15 Working Days
	c)	Registrar	15 Working Days upon receipt of proposal in complete manner	SE	15 Working Days upon receipt of proposal in complete manner	CE	15 Working Days
	d)	Registrar	15 Working Days upon receipt of proposal in complete manner	CE	15 Working Days upon receipt of proposal in complete manner	Sec	15 Working Days
C) Finalization of EGIS							
	a)	F.D.A.	10 Working Days upon receipt of proposal in complete manner	AEE	10 Working Days upon receipt of proposal in complete manner	EE	10 Working Days
	b)	Office Superintendent	10 Working Days upon receipt of proposal in complete manner	EE	10 Working Days upon receipt of proposal in complete manner	SE	10 Working Days
	c)	Registrar	10 Working Days upon receipt of proposal in complete manner	SE	10 Working Days upon receipt of proposal in complete manner	CE	10 Working Days
	d)	Registrar	10 Working Days upon receipt of proposal in complete manner	CE	10 Working Days upon receipt of proposal in complete manner	Sec	10 Working Days
D) Leave Encashment in accordance with Rule 118 A of KCSRs							
	a)	F.D.A.	7 Working Days	AEE	7 Working Days	EE	7 Working Days
	b)	Office Superintendent	7 Working Days	EE	7 Working Days	SE	7 Working Days
	c)	Registrar	7 Working Days	SE	7 Working Days	CE	7 Working Days
	d)	Registrar	7 Working Days	CE	7 Working Days	Sec	7 Working Days
E) To submit the NDC / NEC in respect of Gazetted Govt. servants and also for other groups							
	a)	F.D.A.	7 Working Days to submit the file to higher officer	AEE	7 Working Days to submit the file to higher officer	EE	7 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	b)	Office Superintendent	7 Working Days to submit the file to higher officer	EE	7 Working Days to submit the file to higher officer	SE	7 Working Days
	c)	Registrar	7 Working Days to submit the file to higher officer	SE	7 Working Days to submit the file to higher officer	CE	7 Working Days
	d)	Registrar	7 Working Days to submit the file to higher officer	CE	7 Working Days to submit the file to higher officer	Sec	7 Working Days
17	GPF Advance / Partial, Final Withdrawal (in accordance with the power delegated in the Rules)						
	a)	F.D.A.	7 Working Days upon receipt of Application in complete manner	AEE	7 Working Days upon receipt of Application in complete manner	EE	7 Working Days
	b)	Office Superintendent	7 Working Days upon receipt of Application in complete manner	EE	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days
	c)	Registrar	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days upon receipt of Application in complete manner	CE	7 Working Days
	d)	Registrar	7 Working Days upon receipt of Application in complete manner	CE	7 Working Days upon receipt of Application in complete manner	Sec	7 Working Days
18	Advances						
	a) HBA b) MCA c) Solar / Computer Advance (in accordance with the power delegated and budget provision)						
	a)	F.D.A.	7 Working Days upon receipt of Application in complete manner	AEE	7 Working Days upon receipt of Application in complete	EE	7 Working Days
	b)	Office Superintendent	7 Working Days upon receipt of Application in complete manner	EE	7 Working Days upon receipt of Application in complete	SE	7 Working Days
	c)	Registrar	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days upon receipt of Application in complete	CE	7 Working Days
	d)	Registrar	7 Working Days upon receipt of Application in complete manner	CE	7 Working Days upon receipt of Application in complete manner	Sec	7 Working Days
19	Festival Advance						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	a)	F.D.A.	7 Working Days upon receipt of Application in complete manner	AEE	7 Working Days upon receipt of Application in complete manner	EE	7 Working Days
	b)	Office Superintendent	7 Working Days upon receipt of Application in complete manner	EE	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days
	c)	Registrar	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days upon receipt of Application in complete manner	CE	7 Working Days
	d)	Registrar	7 Working Days upon receipt of Application in complete manner	CE	7 Working Days upon receipt of Application in complete manner	Sec	7 Working Days
20	To- Transit the LPC upon Transfer / Retirement						
	a)	F.D.A.	7 Working Days	AEE	7 Working Days	EE	7 Working Days
	b)	Office Superintendent	7 Working Days	EE	7 Working Days	SE	7 Working Days
	c)	Registrar	7 Working Days	SE	7 Working Days	CE	7 Working Days
	d)	Registrar	7 Working Days	CE	7 Working Days	Sec	7 Working Days
21	To- Transit the SR upon Transfer / Retirement (only cases of free from departmental enquiries and any other charges)						
	a)	F.D.A.	7 Working Days	AEE	7 Working Days	EE	7 Working Days
	b)	Office Superintendent	7 Working Days	EE	7 Working Days	SE	7 Working Days
	c)	Registrar	7 Working Days	SE	7 Working Days	CE	7 Working Days
	d)	Registrar	7 Working Days	CE	7 Working Days	Sec	7 Working Days
22	Declaration of probatory period / extension of probatory period (in accordance with the powers delegated for different cadres)						
	a)	F.D.A.	7 Working Days from completion of 2 years to submit proposal in complete manner	AEE	7 Working Days upon receipt of proposal in complete manner	EE	7 Working Days
	b)	Office Superintendent	7 Working Days from completion of 2 years to submit proposal in complete manner	EE	7 Working Days upon receipt of proposal in complete manner	SE	7 Working Days
	c)	Registrar	7 Working Days from completion of 2 years to submit proposal in complete manner	SE	7 Working Days upon receipt of proposal in complete manner	CE	7 Working Days
	d)	Registrar	7 Working Days from completion of 2 years to approve the proposal	CE	7 Working Days from completion of 2 years to approve the proposal	Sec	7 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
23	Sanction of surrender leave encashment in accordance with Rule 118 of KCSRs						
	a)	F.D.A.	7 Working Days	AEE	7 Working Days	EE	7 Working Days
	b)	Office Superintendent	7 Working Days	EE	7 Working Days	SE	7 Working Days
	c)	Registrar	7 Working Days	SE	7 Working Days	CE	7 Working Days
	d)	Registrar	7 Working Days	CE	7 Working Days	Sec	7 Working Days
24	HTC / LTC (in accordance with the powers delegated)						
	a)	F.D.A.	7 Working Days from the date of submission of Application in complete manner	AEE	7 Working Days from the date of submission of Application in complete manner	EE	7 Working Days
	b)	Office Superintendent	7 Working Days from the date of submission of Application in complete manner	EE	7 Working Days from the date of submission of Application in complete manner	SE	7 Working Days
	c)	Registrar	7 Working Days from the date of submission of Application in complete manner	SE	7 Working Days from the date of submission of Application in complete manner	CE	7 Working Days
	d)	Registrar	7 Working Days from the date of submission of Application in complete manner	CE	7 Working Days from the date of submission of Application in complete manner	Sec	7 Working Days
25	Charge All / Incharge Arrangements (in accordance with the powers delegated)						
	a)	F.D.A.	7 Working Days	AEE	7 Working Days	EE	7 Working Days
	b)	Office Superintendent	7 Working Days	EE	7 Working Days	SE	7 Working Days
	c)	Registrar	7 Working Days	SE	7 Working Days	CE	7 Working Days
	d)	Registrar	7 Working Days	CE	7 Working Days	Sec	7 Working Days
26	Compassionate Grounds Appointment						
	a)	F.D.A.	7 Working Days from the date of submission of Application in complete manner (to submit to higher authority)	AEE	7 Working Days from the date of submission of Application in complete manner (to submit to higher authority)	EE	7 Working Days
	b)	Office Superintendent	7 Working Days from the date of submission of Application in complete manner (to submit to higher authority)	EE	7 Working Days from the date of submission of Application in complete manner (to submit to higher authority)	SE	7 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	c)	Registrar	10 Working Days from the date of submission of Application in complete manner (to submit to higher authority)	SE	10 Working Days from the date of submission of Application in complete manner (to submit to higher authority)	CE	7 Working Days
	d)	Registrar	To approve the proposal 15 Working Days from the date of receipt of Application in complete manner	CE	To approve the proposal 15 Working Days from the date of receipt of Application in complete manner	Sec	7 Working Days
27	Permission to draw First Salary (To issue Age certificate) (in accordance with the power delegated)						
	a)	F.D.A.	7 Working Days	AEE	7 Working Days	EE	7 Working Days
	b)	Office Superintendent	7 Working Days	EE	7 Working Days	SE	7 Working Days
	c)	Registrar	7 Working Days	SE	7 Working Days	CE	7 Working Days
	d)	Registrar	7 Working Days	CE	7 Working Days	Sec	7 Working Days
28	Travelling Approval (in accordance with the power delegated)						
	a)	F.D.A.	3 Working Days to submit the proposal	AEE	3 Working Days to submit the proposal	EE	3 Working Days
	b)	Office Superintendent	3 Working Days to submit the proposal	EE	3 Working Days to submit the proposal	SE	3 Working Days
	c)	Registrar	3 Working Days to submit the proposal	SE	3 Working Days to submit the proposal	CE	3 Working Days
	d)	Registrar	3 Working Days to approve	CE	3 Working Days to approve	Sec	3 Working Days
29	Permission for higher studies (in accordance with the power delegated)						
	a)	F.D.A.	7 Working Days to submit the proposal in complete manner to higher authority	AEE	7 Working Days to submit the proposal in complete manner to higher authority	EE	7 Working Days
	b)	Office Superintendent	7 Working Days to submit the proposal in complete manner to higher authority	EE	7 Working Days to submit the proposal in complete manner to higher authority	SE	7 Working Days
	c)	Registrar	7 Working Days to submit the proposal in complete manner to higher authority	SE	7 Working Days to submit the proposal in complete manner to higher authority	CE	7 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	d)	Registrar	7 Working Days to submit the proposal in complete manner to higher authority	CE	7 Working Days to submit the proposal in complete manner to higher authority	Sec	7 Working Days
30	Issue of NoC to acquire passport						
	a)	F.D.A.	3 Working Days upon receipt of application in complete manner	AEE	3 Working Days upon receipt of application in complete manner	EE	3 Working Days
	b)	Office Superintendent	5 Working Days upon receipt of application in complete manner	EE	5 Working Days upon receipt of application in complete manner	SE	3 Working Days
	c)	Registrar	8 Working Days upon receipt of application in complete manner	SE	8 Working Days upon receipt of application in complete manner	CE	3 Working Days
	d)	Registrar	To approve / submit the proposal to higher authority 10 Working Days upon receipt of application in complete manner	CE	To approve / submit the proposal to higher authority 10 Working Days upon receipt of application in complete manner	Sec	3 Working Days
31	Approval to purchase / sale of Govt. Employees movable and immovable property after receipt of Application in complete manner (as per delegation of power)						
	a)	F.D.A.	10 Working Days to submit the file in complete manner to higher authority	AEE	10 Working Days to submit the file in complete manner to higher authority	EE	10 Working Days
	b)	Office Superintendent	15 Working Days to submit the file in complete manner to higher authority	EE	15 Working Days to submit the file in complete manner to higher authority	SE	10 Working Days
	c)	Registrar	20 Working Days to submit the file in complete manner to higher authority	SE	20 Working Days to submit the file in complete manner to higher authority	CE	20 Working Days
	d)	Registrar	To approve / submit to higher authority in	CE	To approve / to submit to higher	Sec	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			complete manner 30 Working Days		authority 30 Working Days to submit the file in complete manner		
32	Grant of permission for Government employees to proceed abroad after receipt of Application with all relevant details in complete manner						
	a)	F.D.A.	5 Working Days to submit the file in complete manner to higher authority	AEE	5 Working Days to submit the file in complete manner	EE	5 Working Days
	b)	Office Superintendent	15 Working Days to submit the file in complete manner to higher authority	EE	15 Working Days to submit the file in complete manner	SE	5 Working Days
	c)	Registrar	20 Working Days to submit the file in complete manner to higher authority	SE	20 Working Days to submit the file in complete manner	CE	10 Working Days
	d)	Registrar	To approve / submit the proposal with all relevant details to higher authority 30 Working Days as per delegation of power	CE	To approve / submit the proposal with all relevant details to higher authority 30 Working Days as per delegation of power	Sec	20 Working Days
33	Forwarding of Government Employees loan application in respect of KGID / GPF						
	a)	F.D.A.	5 Working Days to submit the file in complete manner to concern authority	AEE	5 Working Days to submit the file in complete manner to concern authority	EE	10 Working Days
	b)	Office Superintendent	10 Working Days to submit the file in complete manner to concern authority	EE	10 Working Days to submit the file in complete manner to concern authority	SE	10 Working Days
	c)	Registrar	10 Working Days to submit the file in complete manner to concern authority	SE	10 Working Days to submit the file in complete manner to concern authority	CE	10 Working Days
	d)	Registrar	15 Working Days to submit the file in complete manner to concern authority	CE	15 Working Days to submit the file in complete manner to concern authority	Sec	10 Working Days
34	Employee waiting period approval						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	a)	F.D.A.	10 Working Days to submit the file in complete manner to concern authority	AEE	10 Working Days to submit the file in complete manner to concern authority	EE	10 Working Days
	b)	Office Superintendent	10 Working Days to submit the file in complete manner to concern authority	EE	10 Working Days to submit the file in complete manner to concern authority	SE	10 Working Days
	c)	Registrar	10 Working Days to submit the file in complete manner to concern authority	SE	10 Working Days to submit the file in complete manner to concern authority	CE	10 Working Days
	d)	Registrar	30 Working Days to submit the file in complete manner to concern authority	CE	15 Working Days to submit the file in complete manner to concern authority	Sec	30 Working Days
35	Correction of name and seniority number of government employee in seniority list						
	a)	F.D.A.	10 Working Days to submit the file in complete manner to higher authority	AEE	10 Working Days to submit the file in complete manner to higher authority	EE	10 Working Days
	b)	Office Superintendent	10 Working Days to submit the file in complete manner to higher authority	EE	10 Working Days to submit the file in complete manner to higher authority	SE	10 Working Days
	c)	Registrar	15 Working Days to submit the file in complete manner to higher authority	SE	15 Working Days to submit the file in complete manner to higher authority	CE	10 Working Days
	d)	Registrar	30 Working Days to submit the file in complete manner to higher authority	CE	30 Working Days to submit the file in complete manner to higher authority	Sec	30 Working Days

1.S.N 1 & 2 - Inserted vide Notification No.DPAR 119 NaSeKha 2012, Dated: 26/10/2012

2 S.N 3,4,5,6,7, 9 to 35 - Inserted vide Notification No.DPAR 8 NaSeKha 2014, Dated: 28/06/2014

3.S.N 8 – inserted vide Notification No. DPAR 47 SSM 2020: Dated: 09/10/2020

14.2 KSHIP (Personnel Services)

14.2 A) KSHIP DIVISION

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Disbursement of Salary in Time (To All Category of Officers & Officials). (Excluding the offices where the pay is drawn through HRMS)	AD (Admin)	3 Working Days	C.A.O	10 Working Days	Project Director	10 Working Days
2	Annual Increment	AD (Admin)	10 Working Days	C.A.O	10 Working Days	Project Director	10 Working Days
3	Stagnation Increment	AD (Admin)	10 Working Days (to submit the file)	C.A.O	10 Working Days upon receipt of Application in complete manner	Project Director	10 Working Days upon receipt of Application in complete manner
4	TBA/AGP/20 Yrs, 25 Yrs & 30 Yrs - 1st, 2nd & 3rd Additional Increments (In accordance with the General Delegation of Financial Powers)	AD (Admin)	10 Working Days (to submit the file)	C.A.O	10 Working Days upon receipt of proposal in complete manner	Project Director	10 Working Days upon receipt of proposal in complete manner
5	EL / Com.Leave / HPL / EOL						
	a) Approval Group - C&D	AD (Admin)	10 Working Days upon receipt of Application in complete manner	C.A.O	10 Working Days upon receipt of Application in complete manner	Project Director	10 Working Days upon receipt of Application in complete manner
	b) Approval Group - C&D	AD (Admin)	7 Working Days (to submit the file to higher authorities)	C.A.O	7 Working Days upon receipt of proposal in complete manner	Project Director	7 Working Days upon receipt of proposal in complete manner
6	Medical Reimbursement	AD (Admin)	7 Working Days (to submit the file to higher authorities)	C.A.O	7 Working Days upon receipt of Application in complete manner	Project Director	7 Working Days upon receipt of Application in complete manner
7	TA (in accordance with Delegation of Powers)	AD (Admin)	7 Working Days (to submit the file to higher authorities)	C.A.O	7 Working Days	Project Director	7 Working Days
8	Finalization of Retirement Benefits						
	a) Finalization of Pensionary Benefits	AD (Admin)	As per KCSR 90 Working Days prior to the date of retirement	C.A.O	As per KCSR 90 Working Days prior to the date of retirement	Project Director	As per KCSR 90 Working Days prior to the date

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
							of retirement
	b) To submit the Pension papers to AG in connection with Family Pension / Voluntary Retirement	AD (Admin)	15 Working Days upon receipt of proposal in complete manner	C.A.O	15 Working Days upon receipt of proposal in complete manner	Project Director	15 Working Days upon receipt of proposal in complete manner
	c) Finalization of EGIS	AD (Admin)	10 Working Days upon receipt of proposal in complete manner	C.A.O	10 Working Days upon receipt of proposal in complete manner	Project Director	10 Working Days upon receipt of proposal in complete manner
	d) Leave Encashment in accordance with Rule 118 A of KCSRs	AD (Admin)	7 Working Days	C.A.O	7 Working Days	Project Director	7 Working Days
	e) To submit the NDC / NEC in respect of Gazetted Govt. servants	AD (Admin)	7 Working Days to submit the file to higher officer	C.A.O	7 Working Days to submit the file to higher officer	Project Director	7 Working Days upon receipt of Application in complete manner
9	GPF Advance/Partial Final Withdrawal (in accordance with the power delegated in the Rules)	AD (Admin)	7 Working Days upon receipt of Application in complete manner	C.A.O	7 Working Days upon receipt of Application in complete manner	Project Director	7 Working Days upon receipt of Application in complete
10	Advances						
	a) HBA b) MCA c) Solar / Computer Advance (in accordance with the power delegated and budget provision)	AD (Admin)	7 Working Days to submit the Application in complete manner	C.A.O	7 Working Days upon receipt of Application in complete manner	Project Director	10 Working Days upon receipt of Application in complete manner
11	Festival Advance	AD (Admin)	7 Working Days	C.A.O	7 Working Days	Project Director	7 Working Days
12	To- Transit the LPC upon Transfer / Retirement	AD (Admin)	7 Working Days	C.A.O	7 Working Days	Project Director	7 Working Days
13	To- Transit the SR upon Transfer / Retirement (only cases of free from departmental enquiries and charges for misconduct)	AD (Admin)	7 Working Days	C.A.O	7 Working Days	Project Director	7 Working Days
14	Declaration of probationary period / extension of probationary period (in accordance with the powers delegated for different cadres)	AD (Admin)	7 Working Days from completion of 2 years to submit proposal in complete manner	C.A.O	7 Working Days upon receipt of proposal in complete manner	Project Director	7 Working Days upon receipt of proposal in complete manner

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
15	Sanction of surrender leave encashment in accordance with Rule 118 of KCSRs	AD (Admin)	7 Working Days	C.A.O	7 Working Days	Project Director	7 Working Days
16	HTC / LTC (in accordance with the powers delegated)	AD (Admin)	7 Working Days from the date of submission of application	C.A.O	7 Working Days from the date of submission of application	Project Director	7 Working Days from the date of submission of application
17	Charge Allowance / Incharge Arrangements (in accordance with the powers delegated)	AD (Admin)	7 Working Days	C.A.O	7 Working Days	Project Director	7 Working Days
18	Compassionate Grounds Appointment	AD (Admin)	7 Working Days to submit the Application in complete manner	C.A.O	7 Working Days to submit the Application in complete manner	Project Director	Dispose 15 Working Days from the date of receipt of application in complete manner
19	Permission to draw First Salary (To issue Age certificate) (in accordance with the power delegated)	AD (Admin)	7 Working Days	C.A.O	7 Working Days	Project Director	7 Working Days
20	Travelling Approval (in accordance with the power delegated)	AD (Admin)	3 Working Days to submit the proposal	C.A.O	3 Working Days to submit the proposal	Project Director	3 Working Days to submit the proposal
21	Permission for higher studies	AD (Admin)	7 Working Days to submit the proposal	C.A.O	7 Working Days to submit the proposal	Project Director	7 Working Days to submit the proposal
22	Issue of NOC to acquire passport	AD (Admin)	3 Working Days upon receipt of application in complete manner	C.A.O	3 Working Days upon receipt of application in complete manner	Project Director	7 Working Days upon receipt of application in complete manner

1. S.N.1 to 22 Inserted Vide Notification No.DPAR 8 NaSeKha 2014, Dated:28/06/2014.

14.2 B) KSHIP SUB-DIVISION (Personnel Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Disbursement of Salary in Time (To All Category of Officers & Officials). (Excluding the offices where the pay is drawing through HRMS)	AEE	3 Working Days	Ex. Eng	10 Working Days	SE	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
2	Annual Increment	AEE	10 Working Days	Ex. Eng	10 Working Days	SE	10 Working Days
3	Stagnation Increment	AEE	10 Working Days (to submit the file)	Ex. Eng	10 Working Days upon receipt of Application in complete manner	SE	10 Working Days upon receipt of Application in complete manner
4	TBA/AGP/20 Yrs, 25 Yrs & 30 Yrs - 1st, 2nd & 3rd Additional Increments (In accordance with the General Delegation of Financial Powers)	AEE	10 Working Days (to submit the file)	Ex. Eng	10 Working Days upon receipt of proposal in complete manner	SE	10 Working Days upon receipt of proposal in complete manner
5	EL / Com.Leave / HPL / EOL						
	a) Approval Group - C&D	AEE	10 Working Days upon receipt of Application in complete manner	Ex. Eng	10 Working Days upon receipt of Application in complete manner	SE	10 Working Days upon receipt of Application in complete manner
	b) Approval Group - C&D	AEE	7 Working Days (to submit the file to higher authorities)	Ex. Eng	7 Working Days upon receipt of proposal in complete manner	SE	7 Working Days upon receipt of proposal in complete manner
6	Medical Reimbursement	AEE	7 Working Days (to submit the file to higher authorities)	Ex. Eng	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days upon receipt of Application in complete manner
7	TA (in accordance with Delegation of Powers)	AEE	7 Working Days (to submit the file to higher authorities)	Ex. Eng	7 Working Days	SE	7 Working Days
8	Finalization of Retirement Benefits						
	a) Finalization of Pensionary Benefits	AEE	As per KCSR 90 Working Days prior to the date of retirement	Ex. Eng	As per KCSR 90 Working Days prior to the date of retirement	SE	As per KCSR 90 Working Days prior to the date of retirement
	b) To submit the Pension papers to AG in connection with Family Pension / Voluntary Retirement	AEE	15 Working Days upon receipt of proposal in	Ex. Eng	15 Working Days upon receipt of proposal in	SE	15 Working Days upon receipt of

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			complete manner		complete manner		proposal in complete manner
	c) Finalization of EGIS	AEE	10 Working Days upon receipt o proposal in complete manner	Ex. Eng	10 Working Days upon receipt o proposal in complete manner	SE	10 Working Days upon receipt o proposal in complete manner
	d) Leave Encashment in accordance with Rule 118 A of KCSRs	AEE	7 Working Days	Ex.Eng	7 Working Days	SE	7 Working Days
	e) To submit the NDC / NEC in respect of Gazetted Govt. servants	AEE	7 Working Days to submit the file to higher officer	Ex. Eng	7 Working Days to submit the file to higher officer	SE	7 Working Days upon receipt of Application in complete manner
9	GPF Advance/Partial Final Withdrawal (in accordance with the power delegated in the Rules)	AEE	7 Working Days upon receipt of Application in complete manner	Ex. Eng	7 Working Days upon receipt of Application in complete manner	SE	7 Working Days upon receipt of Application in complete manner
10	Advances						
	a) HBA b) MCA c) Solar / Computer Advance (in accordance with the power delegated and budget provision)	AEE	7 Working Days to submit the Application in complete manner	Ex. Eng	7 Working Days upon receipt of Application in complete manner	SE	10 Working Days upon receipt of Application in complete manner
11	Festival Advance	AEE	7 Working Days	Ex. Eng	7 Working Days	SE	7 Working Days
12	To- Transit the LPC upon Transfer / Retirement	AEE	7 Working Days	Ex. Eng	7 Working Days	SE	7 Working Days
13	To- Transit the SR upon Transfer / Retirement (only cases of free from departmental enquiries and charges for misconduct)	AEE	7 Working Days	Ex. Eng	7 Working Days	SE	7 Working Days
14	Declaration of probationary period / extension of probationary period (in accordance with the powers delegated for different cadres)	AEE	7 Working Days from completion of 2 years to submit proposal in complete manner	Ex. Eng	7 Working Days upon receipt of proposal in complete manner	SE	7 Working Days upon receipt of proposal in complete manner

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
15	Sanction of surrender leave encashment in accordance with Rule 118 of KCSRs	AEE	7 Working Days	Ex. Eng	7 Working Days	SE	7 Working Days
16	HTC / LTC (in accordance with the powers delegated)	AEE	7 Working Days from the date of submission of application	Ex. Eng	7 Working Days from the date of submission of application	SE	7 Working Days from the date of submission of application
17	Charge All / Incharge Arrangements (in accordance with the powers delegated)	AEE	7 Working Days	Ex. Eng	7 Working Days	SE	7 Working Days
18	Compassionate Grounds Appointment	AEE	7 Working Days to submit the Application in complete manner	Ex. Eng	7 Working Days to submit the Application in complete manner	SE	Dispose 15 Working Days from the date of receipt of application in complete manner
19	Permission to draw First Salary (To issue Age certificate) (in accordance with the power delegated)	AEE	7 Working Days	Ex. Eng	7 Working Days	SE	7 Working Days
20	Travelling Approval (in accordance with the power delegated)	AEE	3 Working Days to submit the proposal	Ex. Eng	3 Working Days to submit the proposal	SE	3 Working Days to submit the proposal
21	Permission for higher studies	AEE	7 Working Days to submit the proposal	Ex. Eng	7 Working Days to submit the proposal	SE	7 Working Days to submit the proposal
22	Issue of NOC to acquire passport	AEE	3 Working Days upon receipt of application in complete manner	Ex. Eng	3 Working Days upon receipt of application in complete manner	SE	7 Working Days upon receipt of application in complete manner

1. S.N 1 to 22 inserted Vide Notification No.DPAR 8 NaSeKha 2014, dated:28/06/2014.

15. FOREST, ECOLOGY & ENVIRONMENT DEPARTMENT

15.1 KARNATAKA STATE POLLUTION CONTROL BOARD (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate
1	Disposal of Consent for establishment/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	Disposal of Consent for Establishment/ Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Orange Category	Divisional Senior Environment Officer	30 Working Days	Chief Environment Officer	15 Working Days	Member Secretary	15 Working Days
3	Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Red Category EIA Projects	Concerned Section Head	90 Working Days	Member Secretary	15 Working Days	Chairman	20 Working Days
4	Consent for Establishment / Consent for Expansion Applications under Water Act 1974 and Air Act 1981 - Red Category Non EIA Projects	Concerned section head	60 Working Days	Member Secretary	15 Working Days	Chairman	30 Working Days
5	Disposal of Consent for Operation applications under Water Act 1974 & Air Act 1981 in respect of Green Category	Regional Officer	30 Working Days	Regional Senior Environmental Officer	30 Working Days	Member Secretary, Karnataka State Pollution Control Board.	30 Working Days
6	Disposal of consent for Operation applications under Water Act 1974 and Air Act 1981 – Orange Category	Regional Senior Environmental Officer	60 Working Days	Chief Environment Officer -1	30 Working Days	Member Secretary, KSPCB	30 Working Days
7	Disposal of consent for Operation Applications under Water Act 1974 and Air Act 1981 – Red Category	Concerned Section head at Head Office	90 Working Days	Member Secretary, KSPCB	30 Working Days	Chairman, KSPCB	30 Working Days
8	Disposal of Authorization Application under Hazardous & Transboundary Movement) Rules, 2016 (Green Category)	Regional Officer	30 Working Days	Jurisdictional Regional Senior Environmental Officer	30 Working Days	Member Secretary, Karnataka State Pollution Control Board.	30 Working Days
9	Disposal of Authorization Application under Hazardous & Other Waste (Management & Transboundary Movement) Rules, 2016 (Orange Category)	Regional Senior Environmental Officer	60 Working Days	Chief Environment Officer-1	30 Working Days	Member Secretary, Karnataka State Pollution Control Board.	30 Working Days
10	Disposal of Authorization Application under Hazardous & Other Waste (Management & Transboundary Movement) Rules, 2016 (Red Category)	Concerned Section Head at Head Office	90 Working Days	Member Secretary, Karnataka State Pollution	30 Working Days	Chairman, Karnataka State Pollution Control Board.	30 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate
				Control Board.			
11	Disposal of Registration/Renewal Application under Plastic waste Management Rules, 2016	Section Head at Board office	90 Working Days	Member Secretary	30 Working Days	Chairman, Karnataka State Pollution Control Board, Parisara Bhavan No.49, Church Street, Bangalore- 560001.	30 Working Days
12	Disposal of Registration/Renewal Application under E-Waste Management Rules, 2016	Section Head at Board office	120 Working Days	Member Secretary	30 Working Days	Chairman, Karnataka State Pollution Control Board, Parisara Bhavan No.49, Church Street, Bangalore- 560001.	30 Working Days
13	Disposal of authorization application under Biomedical waste Management Rules, 2016 (White Category)	Regional Officer	90 Working Days	Regional Senior Environment Officer	30 Working Days	Member Secretary, Karnataka State Pollution Board, Parisara Bhavan, No. 49, Church street, Bangalore - 560001	30 Working Days
14	Disposal of authorization application under Biomedical waste Management Rules, 2016 (Orange Category)	Regional Senior Environment Officer (RSEO)	90 Working Days	Chief Environment Officer - 1	30 Working Days	Member Secretary, Karnataka State Pollution Board, Parisara Bhavan, No. 49, Church street, Bangalore - 560001	30 Working Days
15	Disposal of authorization application under Biomedical waste Management Rules, 2016 (Red Category)	Section Head at Board Office	90 Working Days	Member Secretary	30 Working Days	Chairman, Karnataka State Pollution Board, Parisara Bhavan, No. 49, Church street, Bangalore - 560001	30 Working Days
16	Disposal of authorization application under Solid waste Management Rules, 2016 (for City Corporation)	Section Head at Board Office	60 Working Days	Member Secretary	30 Working Days	Chairman, Karnataka State Pollution Board, Parisara Bhavan, No. 49, Church street, Bangalore - 560001	30 Working Days
17	Disposal of authorization application under Solid waste Management Rules, 2016 (for CMC/ TMC/TP)	Regional Officer	60 Working Days	Jursiditional Regional Senior Environmental Officer (RSEO)	30 Working Days	Member secretary, Karnataka State Pollution Board, Parisara Bhavan, No. 49, Church street, Bangalore - 560001	30 Working Days

1. S.N. 1 - Inserted vide Notification No. DPAR 119 NaSeKha 2012, dated: 26/10/2012
2. S.N. 6 to 10 - Inserted vide Notification No. DPAR 199 NaSeKha 2017, dated: 25/10/2017

3. S.N 11,12 inserted vide Notification No. DPAR 44 SSM 2020, dated:08/10/2020
4. S.N 2,3,5,8,9,10 amended vide Notification No. DPAR 79 SSM 2020, dated:17/11/2020
5. S.N 13 to 17 inserted vide Notification No. DPAR 79 SSM 2020, dated: 17/11/2020
6. S.N 4,6,7 amended vide Notification No. DPAR 79 SSM 2020, dated: 17/11/2020
7. S.N 11,12 amended vide Notification No. DPAR 79 SSM 2020, dated: 04-09-2021

15.2A FOREST DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Distribution of seedlings to public-issue of orders	R.F.O	7 Working Days	A.C.F	7 Working Days	D.C.F	7 Working Days
2	Sanction of ex-gratia to the affected person in case of crop damage caused by wild animals	RFO	30 Working Days	ACF/DCF/CF	30 Working Days	APCCF(Wildlife)/PCCF(Wildlife)	30 Working Days
3	Sanction of ex-gratia to the effected person in case of Cattle killed by wild animal	Jurisdictional Range Forest Officer	15 Working Days	ACF/DCF/CF/CCF	25 Working Days	APCCF(Wildlife)/PCCF(Wildlife)	30 Working Days
4	Sanction of ex-gratia to the affected in case of Human death/permanent disability caused due to wild animal.	RFO	15 Working Days	ACF/DCF/CF/CCF	20 Working Days	APCCF (Wildlife) /PCCF (Wildlife)	30 Working Days
5	Permission for cutting trees	R.F.O/ D.C.F (Tree Officer)	90 Working Days	C.C.F (Tree Authority)	90 Working Days	PCCF (HOFF)	30 Working Days
6	Transit permit	R.F.O/ D.C.F	42 Working Days	C.C.F	60 Working Days	PCCF (HOFF)	30 Working Days*1
7	License for storage of Sandalwood	Jurisdictional Deputy Conservator of Forests	30 Working Days	Jurisdictional Deputy Conservator of Forests	30 Working Days	Jurisdictional Chief Conservator of Forests	30 Working Days
8	Permission for cutting of Rosewood trees	Jurisdictional Deputy Conservator of Forests	30 Working Days	Jurisdictional Deputy Conservator of Forests	30 Working Days	Jurisdictional Tree Authority	30 Working Days
9	Permission for cutting of Sandalwood trees grown in Private Lands	Jurisdictional Range Forests Officer	30 Working Days	Jurisdictional Deputy Conservator of Forests	30 Working Days	Jurisdictional Tree Authority	30 Working Days
10	Renewal of Sawmill License	Jurisdictional Range Forests Officer	30 Working Days	Jurisdictional Deputy Conservator of Forests	30 Working Days	Jurisdictional Chief Conservator of Forests	30 Working Days
11	Issue of Certificate of Non-Forest Land (For Business purpose)	Jurisdictional Deputy Conservator of Forests	90 Working Days	Jurisdictional Circle Conservator of Forest/ Chief Conservator of Forests	30 Working Days	Additional Principal Chief Conservator of Forests (Land Record)	30 Working Days
12	Letter for Distance from Land	Jurisdictional Deputy	90 Working Days	Jurisdictional Circle Conservator of Forest/	30 Working Days	Additional Principal Chief Conservator	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
		Conservator of Forests		Chief Conservator of Forests		of Forests (Land Record)	

15.2B FOREST DEPARTMENT (Personnel Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
13	Timely disbursal of salary a) Group- A / IFS Officers	D.D.O	10 Working Days	PCCF(HOFF) concerned Controlling Officer	10 Working Days	Principal Secretary / DCF /CF/CCF/APCCF	10 Working Days
	b) Group -B,C, and D	D.D.O	10 Working Days	RFO/ DCF /CF/CCF/APCCF	10 Working Days	Concerned DCF /CF/CCF/APCCF/PCCF (HOFF)	10 Working Days
14	Time bound up-gradation approval Group -B,C, and D	concerned Appointment Authority	Complete proposals received before 15 Working Days	concerned DCF / CF/CCF/APCCF	15 Working Days	Concerned CF/CCF/APCCF/ PCCF (HOFF)	30 Working Days
15	Senior scale of pay and selection grade Group - B,C, and D	concerned Appointment Authority	Complete proposals received before 15 Working Days	concerned DCF / CF/CCF/APCCF	15 Working Days	Concerned CF/CCF/APCCF/ PCCF (HOFF)	30 Working Days
16	Approval of Annual increments Group -B,C, and D	D.DO/ Appointing Authority	15 Working Days	concerned RFO/DCF / CF/CCF/APCCF	15 Working Days	Concerned CF/CCF/APCCF/ PCCF (HOFF)	30 Working Days
17	Sanction of Earned Leave/ commuted Leave not exceeding 4 months (excluding the staff on deputation) a) Group-A/IFS Officer	concerned RFO/DCF / CF/CCF/APCCF	10 Working Days after receipt of application	concerned CCF/APCCF/PCCF (HOFF)	7 Working Days	APCCF/ PCCF (HOFF)/ Principal Secretary (FEE)	10 Working Days
	b) Group-B,C, and D	concerned RFO/DCF / CF/CCF/APCCF	15 Working Days	concerned RFO/DCF / CF/CCF/APCCF/PCCF (HOFF)	7 Working Days	Concerned DCF/CF/CCF/APCCF/ PCCF (HOFF)/ Principal Secretary (FEE)	10 Working Days
18	Reimbursement of medical expenses (if treated in Govt. Hospitals/ Govt. Autonomous medical institutions and other hospitals recognized by government.. a) Group-A/IFS Officer	concerned D.D.O	30 Working Days	concerned CF/CCF/APCCF/PCCF(HOFF)	15 Working Days	Concerned DCF/CF/CCF/APCCF/ PCCF (HOFF)/ Principal Secretary (FEE)	30 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	b) Group-B,C, and D	D.D.O	30 Working Days	concerned RFO/DCF / CF/CCF/APCCF	15 Working Days	Concerned DCF/CF/CCF/APCC F/ PCCF (HOFF)	15 Working Days
19	Claims of Travelling allowance (Home Travel concession, Training/Tour) a) Group-A/IFS Officer	PCCF(HOFF)	Complete filled application 15 Working Days	PCCF(HOFF)	15 Working Days	Principal Secretary/ Chief Secretary	10 Working Days
	b) Group-B, C, and D	D.D.O	30 Working Days	DCF / CF/CCF/APCCF	15 Working Days	Concerned DCF/CF/CCF/APCC F/ PCCF (HOFF)	10 Working Days
20	Sending proposals to the Accountant General for Settlement of pension and Gratuity a) Group-A/IFS Officer	PCCF(HOFF)	30 Working Days	PCCF(HOFF)	15 Working Days	Principal Secretary/ Chief Secretary	10 Working Days
	b) Group-B,C, and D	D.D.O	30 Working Days	concerned RFO/DCF / CF/CCF/APCCF	15 Working Days	Concerned DCF/CF/CCF/APCC F/ PCCF (HOFF)	10 Working Days
21	Sanction of advances and partial/final withdrawal from GPF a) Group-A/IFS Officer	PCCF(HOFF)/APCCF	15 Working Days	APCCF/PCCF (HOFF)	15 Working Days	PCCF(HOFF) Principal Secretary (FEE)	10 Working Days
	b) Group-B,C, and D	concerned DCF /CCF / APCCF	15 Working Days	concerned DCF /CF/CCF/ APCCF	15 Working Days	Concerned CF/CCF/APCCF/ PCCF (HOFF)	10 Working Days
22	Festival Advance a) Group-A/IFS Officer	D.D.O	7 Working Days	concerned DCF /CF/CCF/APCCF/PCCF(HOFF)	7 Working Days	Concerned CF/CCF/ APCCF/ PCCF (HOFF) Principal Secretary(FEE)	10 Working Days
	b) Group-B,C, and D	D.D.O	15 Working Days	DCF/CF/CCF/ APCCF	15 Working Days	Concerned CF/CCF/ APCCF/ PCCF (HOFF)	10 Working Days
23	Issue of LPC on Transfer or Deputation a) Group-A/IFS Officer	D.D.O	15 Working Days	Concerned DCF/CF/CCF/ APCCF/ PCCF (HOFF)	7 Working Days	Principal Secretary/ PCCF (HOFF)/ APCCF/CCF/CF	10 Working Days
	b) Group-B,C, and D	D.D.O	10 Working Days	Concerned RFO/DCF/CF/CCF/ APCCF	7 Working Days	Concerned DCF/CF/CCF/ APCCF/ PCCF (HOFF)	10 Working Days
24	Transmitting the Service Register Group-B,C, and D	D.D.O	15 Working Days	Concerned RFO/DCF/CF/CCF/ APCCF/ PCCF(HOFF)	7 Working Days	Concerned DCF/CF/CCF/ APCCF/ PCCF (HOFF) Principal Secretary (FEE)	10 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
25	Declaring probationary period Group-B,C, and D	Concerned Appointing Authority	30 Working Days after successful completion of probationary period	Concerned Appointing Authority	15 Working Days	Principal Secretary (FEE)	15 Working Days
26	Declaring officiating period a) Group-A/IFS Officer	Not Applicable					
	b) Group-B,C, and D	Concerned Appointing Authority	30 Working Days	Concerned CCF/ APCCF/ PCCF(HOFF)	15 Working Days	Concerned APCCF/ PCCF(HOFF)/ Principal Secretary (FEE)	15 Working Days
27	Issue of salary certificate a) Group-A/IFS Officer	D.D.O	3 Working Days	Concerned D.D.O	7 Working Days	Concerned D.D.O Above Controlling Officer	10 Working Days
	b) Group-B,C, and D	D.D.O	3 Working Days	Concerned D.D.O	7 Working Days	Concerned D.D.O Above Controlling Officer	10 Working Days
28	Sanction of encashment of surrender leave. a) Group-A/IFS Officer	Concerned Controlling officer	Complete filled application 15 Working Days	PCCF(HOFF)/ Concerned CCF/ APCCF	7 Working Days	Concerned APCCF/ PCCF(HOFF)/ Principal Secretary (FEE)	10 Working Days
	b) Group-B,C, and D	Concerned Controlling officer	Complete filled application 30 Working Days	Concerned DCF/ CF/CCF/ APCCF	7 Working Days	Concerned CF/CCF/ APCCF/ PCCF(HOFF)/	10 Working Days
29	Transmission of application under KGID and GPF through proper channel a) Group-A/IFS Officer	Concerned Controlling officer	Apply for 7 Working Days	Concerned Controlling officer	10 Working Days	Concerned Controlling officer/Chief Controlling	10 Working Days
	b) Group-B,C, and D	Concerned Controlling officer	Apply for 7 Working Days	DCF/ CF/CCF/ APCCF	10 Working Days	Concerned CF/CCF/ APCCF/ PCCF(HOFF)/	10 Working Days
30	Travelling allowance for Home Travel Concession and Leave Travel Concession a) Group-A/IFS Officer	Concerned Controlling officer	Apply for 7 Working Days	Concerned CCF/ APCCF / PCCF(HOFF)	10 Working Days	Concerned APCCF/ PCCF(HOFF)/ Principal Secretary (FEE)/ Chief Secretary	10 Working Days
	b) Group-B,C, and D	Concerned Controlling officer	Apply for 15 Working Days	DCF/ CF/CCF/ APCCF	7 Working Days	Concerned CF/CCF/ APCCF/ PCCF(HOFF)	10 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
31	Sanction of charge allowance (till 4 months) a) Group-A/IFS Officer	Concerned CCF/ APCCF / PCCF(HOFF)	10 Working Days from the date of receipt of application	Concerned APCCF/PCCF (HOFF)	7 Working Days	PCCF(HOFF)/ Principal Secretary (FEE)/ Chief Secretary	10 Working Days
	b) Group-B,C, and D	Concerned Controlling officer	10 Working Days	Concerned DCF/CF/CCF/ APCCF/ PCCF(HOFF)/	7 Working Days	Concerned CF/CCF/ APCCF/ PCCF(HOFF)/ Principal Secretary (FEE)	10 Working Days
32	Settlement of Arrears Salary	D.D.O	15 Working Days from the date of receipt of detailed application	DCF/CF/CCF/ APCCF/ PCCF /(HOFF)	15 Working Days	CF/CCF/ APCCF/ PCCF/ (HOFF)/ Principal Secretary (FEE)	10 Working Days
33	Appointment on Compassionate grounds (except the cases of dispute and court cases)	PCCF(HOFF)	Complete proposals received after 90 Working Days	PCCF(HOFF)	30 Working Days	Principal Secretary	10 Working Days*2

1. S.N 1 to 6 inserted Vide Notification No.DPAR 169 NaSeKha 2013, Dated: 06/02/2014.
2. S.N 13 to 33 inserted vide Notification No. DPAR 8 NaSeKha 2014, Dated: 28/06/2014
3. S.N 7 to 10 inserted vide Notification No. DPAR 184 NaSeKha 2018, Dated: 01/07/2019
4. S.N 11 to 12 inserted vide Notification No. DPAR 44 SSM 2020, Dated: 08/10/2020

16. Commerce & Industries Department

16.1- Commerce & Industries Department (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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						
	a) For registration of loan agreements, Credit deeds, Mortgage & Hypothecation deeds (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
	b) 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
	c) For registration of lease cum sale deed in case of shed, land and plot allotted by KIADB/KSSIDC/KEONICS/KSSIIDC/Industrial Co-operative/ 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
	d) For registration of absolute sale deed in case of Shed land & plot allotted by KIADB/KSSIDC/KEONICS/KSSIIDC/Industrial Co-operative/ 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

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	e) For registration of loan agreement, credit deeds, mortgage & Hypothecation deed (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
	f) For registration of land, purchased under section 109 of KLR ACT (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
	g) For registration of lease cum sale deed in case of shed, land & plot allotted by KIADB/KSSIDC/KEONICS/KSSIIDC/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
	h) For registration of absolute sale deed in case of Shed, Land & Plot allotted by KIADB/KSSIDC/KEONICS/KSSIDC/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 *2
3	APMC Cess Exemption Certificate						
	a) 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
	b) 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,	07 Working Days	Commissioner for industrial Development and Director of Industries and	07 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
				Head Office, Bangalore		Commerce, Head Office, Bangalore	
	c)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
	d)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 *2
4	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
5	Issue of Sanction order for interest Subsidy to New Micro manufacturing enterprises	Joint Director, District Industries Centre	30 Working Days	Additional Director (MSME) Department of Industries and Commerce, Head Office,	20 Working Days	Commissioner of Industries and Commerce, Head Office, Bangalore	20 Working Days
6	Issue of Sanction order for Land Conversion fee Reimbursement (up to 50 Crores)	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 and Commerce, Head Office, Bangalore	20 Working Days

I.S.N 1-4 Inserted vide Notification No.DPAR 119 Nasekha 2012, dated: 26.10.2012.

2. S.N 2, 3, &4 substituted vide Notification No.DPAR 197 Nasekha 2012, dated: 03.12.2012.
 3. S.N 3 Inserted vide Notification No.DPAR 169 NaSeKha 2013, dated:29/11/2013.
 4.S.N 5 & 6 inserted vide notification DPAR 169 NaSeKha 2013; Dated: 29-11-2013

16.2 MINES AND GEOLOGY DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Refund of Security Deposit for						
	a) Specified minerals	Superintendent	60 Working Days	Deputy Director (Mineral Administration)	30 Working Days	Joint Director	30 Working Days
	b) Non-Specified minerals	Superintendent/ Concerned Case-worker	60 Working Days	Concerned Senior Geologist/ Deputy Director	30 Working Days	Additional Director (North zone)/ Joint Director (South Zone)	30 Working Days
2	Chemical analysis of Ores & Minerals	Chemist (Head Office)	30 Working Days	Chief Chemist	30 Working Days	Joint Director (Minerals)	30 Working Days
3	Quarry plans for						
	Buildings Stone / Ornamental Stone	Geologist	90 Working Days	Deputy Director/ Senior Geologist	30 Working Days	Additional Director (North zone)/ Joint Director (South Zone)	30 Working Days
4	Bulk permit or Rack permit for						
	Major Mineral (District Office)	Geologist	7 working days	Deputy Director / Senior Geologist	30 Working Days	Additional Director (North zone)/ Joint Director (South Zone)	30 Working Days
5	Issue of End – User Certificate	Superintendent	15 Working Days	Director	15 Working Days	Secretary to Government	30 Working Days
6	Issue of Crusher License	Concerned Deputy Director/ Senior Geologist	30 Working Days	District Stone Crusher Licensing and Regulation Authority (Deputy Commissioner)	60 Working Days	Regional Commissioner	30 Working Days
7	Issue of Bulk Permit (MDRO)/ Trip Sheet	Superintendent/ First Division Assistant	02 Working Days	Deputy Director/ Senior Geologist	05 Working Days	Joint Director	07 Working Days
8	Issue of letter of intent (For grant	Joint Director	10 Working days	Director	05 Working Days	Secretary to Government	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	of mining leases)						
9	Issue of letter of intent (For grant of Composite License)	Joint Director	10 Working days	Director	05 Working Days	Secretary to Government	10 Working Days
10	Grant of Non-Exclusive Reconnaissance Permit	Director	15 Working days	Deputy Secretary	15 Working Days	Secretary to Government	10 Working Days
11	Issue of letter of intent for grant of Quarry Lease in respect of Specified Minerals	Deputy Director / Senior Geologist	20 Working days	Director	30 Working days	Secretary to Government	20 Working days
12	Issue of letter of intent for grant of Quarry Lease in respect of Non-Specified Minerals	Deputy Director / Senior Geologist	20 Working days	Director	30 Working days	Secretary to Government	20 Working days
13	Issue of NOC for murrum excavation	Concerned Deputy Director / Senior Geologist	15 Working days	Agriculture Officer of Agriculture Department	20 Working days	Deputy Commissioner	15 Working days
14.	Renewal of end user Registration	Geologist	30 Working Days	Director	15 Working Days	Secretary to Government	30 Working Days

1. S.N. 1 to 4 – Inserted vide Notification No. DPAR 111 NaSeKha 2015, dated: 27/11/2015
2. S.N. 5 to 7 -Inserted vide Notification No. DPAR 305 NaSeKha 2018, dated: 06/09/2019
3. S.N 1,2,3, & 4 Amended vide Notification No. DPAR 305 NaSeKha 2018, Dated: 01/07/2019
4. S.N 8 to 13 Inserted vide Notification No. DPAR 39 SSM 2020, Dated: 09/10/2020
5. S.N 14 inserted vide Notification No. DPAR 70 SSM 2020, Dated: 07/12/2020

16.3 KARNATAKA INDUSTRIAL AREA DEVELOPMENT BOARD (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Intimation for payment of initial deposit & EMD	Asst. Secretary in Head Office, Asst Secretary/ D.D.O in Zonal Offices	3 Working Days after receipt of SHLCC/SLSWCC/DLSWCC proceedings	Secretary in Head Office, D.O & EE in Zonal Offices	7 Working Days	CEO & EM Head office	7 Working Days
2	Issue of Allotment Letter	Asst. Secretary in Head Office,	5 Working Days after payment of initial deposit	Secretary in Head Office,	7 Working Days	CEO & EM Head office	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
		Asst Secretary/ D.D.O in Zonal Offices		D.O & EE in Zonal Offices			
3	Issue of confirmatory letter	Asst. Secretary in Head Office, Asst Secretary/ D.D.O in Zonal Offices	5 Working Days after receipt of 100% tentative cost of land	Secretary in Head Office, D.O & EE in Zonal Offices	10 Working Days	CEO & EM Head office	10 Working Days
4	Issue of possession certificate	Junior Engineer/Assistant Engineer	5 Working Days after issuance of confirmatory letter	D.O & EE in Zonal Offices	7 Working Days	CEO & EM Head office	7 Working Days
5	Execution of lease-cum-sale agreement	Asst. Secretary in Head Office, Asst Secretary/ D.D.O in Zonal Offices	30 Working Days after issue of possession certificate	Secretary in Head Office, D.O & EE in Zonal Offices	10 Working Days	CEO & EM Head office	15 Working Days
6	Issue of NOC in favour of Financial Institutions Banks	Asst. Secretary in Head Office, Asst Secretary/ D.D.O in Zonal Offices	7 Working Days	Secretary in Head Office, D.O & EE in Zonal Offices	7 Working Days	CEO & EM Head office	10 Working Days
7	Sanction of Building plan up to 2 acres	D.O & EE in Zonal Offices	15 Working Days	C.E & C.D. O	7 Working Days	CEO & EM Head office	15 Working Days
8	Sanction of Building plan (more than 2 acres)	Executive Engineer in Zonal Offices and JDTP in HO	15 Working Days	Chief Engineer	7 Working Days	Chief Executive Officer and Executive Member	15 Working Days
9	Sanction of Building plan for SUCs	Executive Engineer in Zonal Offices and JDTP in HO	15 Working Days	Chief Engineer	7 Working Days	Chief Executive Officer and Executive Member	15 Working Days
10	Issue of NOC in favour of KPTCL/ESCOMS	D.O & EE in Zonal Offices	15 Working Days	C.E & C.D. O	7 Working Days	CEO & EM Head office	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
11	Permission for water supply connection	D.O & EE in Zonal Offices	15 Working Days	C.E & C.D. O	7 Working Days	CEO & EM Head office	15 Working Days
12	Obtaining Sewer Connection	Executive Engineer in Zonal Offices	07 Working Days	Chief Engineer	07 Working Days	CEO & EM Head Office	10 Working Days
13	Certificate of non- availability of water	Executive Engineer in Zonal Offices	07 Working Days	Chief Engineer	07 Working Days	CEO & EM Head Office	10 Working Days
14	Occupancy Certificate	Executive Engineer in Zonal Offices	07 Working Days	Chief Engineer	07 Working Days	CEO & EM Head Office	10 Working Days
15	Commencement Certificate/Plinth Level Inspection	Executive Engineer	05 Working Days	Chief Engineer	05 Working Days	Chief Executive Officer and Executive Member	07 Working Days

1. S.N.1 to 11 – Inserted vide Notification No. DPAR190 NaSeKha 2017, dated: 19.10.2017
2. S.N 12-14 inserted vide notification No. DPAR 36 SSM 2020, Dated: 23-09-2020
3. S.N 15 inserted vide notification No. DPAR 1 SSM 2021 ; Dated: 30-01-2021
4. S.N 8 & 9 amended vide Notification No.DPAR 1 SSM 2021; Dated: 30-01-2021

16.4 HANDLOOM AND TEXTILES DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Power Subsidy Sanction of Power Subsidy recommendation Letter to Escoms upto 20 HP	Assistant Director/Deputy Director	30 Working Days	Zonal JD's	25 Working Days	Textile Commissioner and Director	30 Working Days
2	20% Rebate Scheme Sanction Letter 2.00 Lakhs	Assistant Director / Deputy Director of the District	30 Working Days	Joint Director	25 Working Days	Textile Commissioner	30 Working Days
3	Issue of Sanction Letter to Partial Withdraw and final settlement of Trift Fund Scheme	Assistant Director / Deputy Director of the District	30 Working Days	Joint Director	25 Working Days	Textile Commissioner	30 Working Days
4	Sanction of Incentives and Concessions on Investment Proposals under Textile Policy upto 25.00 Lakhs only	Assistant Director / Deputy Director of the District	30 Working Days	Joint Director	25 Working Days	Textile Commissioner	30 Working Days

- 1.S.N 1 to 4 inserted vide Notification No. DPAR 428 NaSeKha 2018, Dated: 19/02/2019
 2.S.N 1 to 4 amended vide Notification No. DPAR 305 NaSeKha2018, Dated:23/07/2019
 3. S.N 1 to 3 amended vide Notification No. DPAR 12 SSM 2020, Dated:18/03/2020

16.5 KARNATAKA UDYOG MITRA (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Resolution of Investor / Business' Query	Ease of Doing Business (EoDB) Nodal Officer of concerned Line Department	15 Working Days	Immediate reporting officer of the concerned EoDB Nodal Officer of Line Department	15 Working Days	Concerned Line Department H.O.D	30 Working Days

I.S.N 1 inserted vide Notification No. DPAR 04 SSM 2021, Dated: 06/02/2021

16.6 KARNATAKA STATE SMALL INDUSTRIES DEVELOPMENT CORPORATION LIMITED

(Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Issue of allotment letters of Sheds/Plots	Divisional Assistant General Managers, Bangalore/Tumkur u/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	20 Working Days	The Concerned Deputy General Manager-Zone-1, Bangalore/Z one-2 Hubballi, General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days
2	Refund of EMD	Divisional Assistant General Managers, Bangalore/Tumkur u/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	50 Working Days	The Concerned Deputy General Manager-Zone-1, Bangalore/ Zone-2 Hubballi, General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days
3	Execution of Lease Cum Sale Agreement	Divisional Assistant General Managers, Bangalore/Tumkur u/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	15 Working Days	Concerned Deputy General Manager-Zone-1, Bangalore/ Zone-2 Hubballi, General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	10 Working Days
4	After Execution of Lease Cum Sale Agreement fixing of boundaries and delivering possession of shed/plot.	Divisional Assistant General Managers / Assistant Executive Engineers/Executive Engineers, Bangalore/Tumkuru/ Mysuru/Shivamogga	30 Working Days	Concerned Assistant General Managers (IES) / Division Offices, KSSIDC Limited, Bangalore.	10 Working Days	Chief Engineer / Managing Director, KSSIDC Limited, Bangalore.	15 Working Days

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
		/Hubballi/Belgavi /Kalaburgi					
5	Plan approval for construction of Industrial Building	Divisional Assistant General Managers / Assistant Executive Engineers/Executive Engineers, Bangalore/Tumkuru/Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	55 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. Chief Engineer, KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days
6	Issue of No Objection Certificate to Electricity Department for obtaining power connection.	Divisional Assistant General Managers, Bangalore/Tumkuru/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	15 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days
7	Issue of 1 st Charge Letter in favour of Banks/Financial Institutions.	Divisional Assistant General Managers, Bangalore/Tumkuru/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	15 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	10 Working Days
8	Change of Product.	Divisional Assistant General Managers, Bangalore/Tumkuru/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	15 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	10 Working Days
9	Change of Name.	Divisional Assistant General Managers, Bangalore/Tumkuru/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	25 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days
10	Change of Constitution/within the family Members/Change of Constitution with external members	Divisional Assistant General Managers, Bangalore/Tumkuru/ Mysuru/Shivamogga	15 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	10 Working Days

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
	of the family/partnership (change after 2 years from the date of possession of shed/plot).	/Hubballi/Belgavi /Kalaburgi		General Manager (IES), KSSIDC Limited, Bangalore.			
11	Change of Constitution/within the family Members/Change of Constitution with the family members /partnership in the allotted sheds/plots within 2 years from the date of taking possession.	Concerned Divisional Assistant General Managers of the Corporation, Bangalore/ Tumkuru/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	45 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days
12	Change of Constitution/Change of shareholders of the limited company of the allottees of sheds/plots.	Divisional Assistant General Managers of the Corporation, Bangalore/ Tumkuru/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	45 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days
13	Issue of Sale Deeds of Sheds/Plots.	Concerned Divisional Assistant General Managers of the Corporation, Bangalore/ Tumkuru/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	80 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days
14	Redressal of Grievances.	Divisional Assistant General Managers of the Corporation, Bangalore/ Tumkuru/ Mysuru/Shivamogga /Hubballi/Belgavi /Kalaburgi	20 Working Days	Concerned Deputy General Managers Zone-1, Bangalore Zone-2, Hubballi. General Manager (IES), KSSIDC Limited, Bangalore.	10 Working Days	Managing Director, KSSIDC Limited, Bangalore.	15 Working Days

1. S.N 01-14 inserted vide notification No. DPAR 8 SSM 2022, Dated: 22-08-2022

17. KANNADA, CULTURE AND INFORMATION DEPARTMENT

17.1 KANNADA AND CULTURE DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Railway Concession for Artist	District Assistant Director	07 Working Days	Divisional Joint Director	05 Working Days	Director	05 Working Days
2	Sanction medical expenditure reimbursement to Writers/ Artists	Assistant Director	20 Working Days	Joint Director	10 Working Days	Director	05 Working Days
3	Nayana Auditorium reservation	Manager, Ravindra Kalakshethra	30 Working Days	Joint Director	10 Working days	Director	05 Working Days
4	Sponsor for Artist	District Assistant Director	07 Working Days	Divisional Joint Director	05 Working Days	Director	05 Working Days

1. S.N 1-4 inserted vide Notification No.DPAR 119 NaSeKha 2012, Dated: 26/10/2012
2. S.N. 1 & 4 amended vide Notification No. DPAR 378 NaSeKha 2018, Dated: 25/05/2019
3. S.N. 2 & 3 amended vide Notification No. DPAR 12 SSM 2020, Dated: 18/03/2020

17.2 DEPARTMENT OF ARCHIVES (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
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

1 – S.N 1 Inserted vide Notification No.DPAR 119 NaSeKha 2012, Dated: 26/10/2012

17.3 DEPARTMENT OF INFORMATION AND PUBLIC RELATIONS (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issuing permission letter to film shooting 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)

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

18. DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS

18.1 DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS (Personnel Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Disbursement of Salary a. 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
	b. 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	Sanction of Time bound Advancement a. Class-I/ AIS/ HoDs	Under Secretary to Govt.	15 Working Days from due date	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	15 Working Days	Principal Secretary/ Secretary to Govt.	30 working days
	b. 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	Sanction of Earned Leave/ Commuted Leave for a period of 6 months excluding deputed Officials) a. 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
	b. Group-B, C and D	Section Officer	15 Working Days	Under Secretary to Govt.	07 Working Days	Deputy Secretary/ Joint Secretary/ Additional	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
						Secretary to Govt.	
6.	Medical Reimbursement (in cases where the treatment taken in Govt. Hospitals/ Govt. Autonomous Medical Institutions and in the Hospitals recognized by the Govt. as per CGHS norms) a. 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
	b. 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) a. 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
	b. 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	Forwarding Pension Papers to AG (excluding death cases) a. 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
	b. 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. a. 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
	b. 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	10 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
						Secretary to Govt.	
10	Sanction of Festival Advance a. Class-I/HoDs	Under Secretary to Govt.	07 Working Days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Principal Secretary/ Secretary to Govt.	10 Working Days
	b. 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 a. 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
	b. 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 a. 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
	b. 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	Declaration of Probationary period a. 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
	b. 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
	c. 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

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
14	Declaration of Officiating period a. 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
	b. 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
	c. 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	Issue of Salary Certificate a. 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
	b. 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 a. 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
	b. 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	Forwarding of Application through Proper Channel (KGID proposals/GPF proposals, etc.) a. 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
	b. 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

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
18	Sanction of HTC /LTC without relaxation of rules a. 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
	b. 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) a. 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
	b. 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/ Secretary/ Principal 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/ Secretary/ Principal Secretary to Govt.	15 Working Days

1.S.N 1 to S.N 21 inserted vide Notification No. DPAR 119 NaSeKha 2012, Dated: 26/10/2012.

2.S.N 1,2,5,8, 13, 14, 15 & 17 amended vide Notification No. DPAR 197 NaSeKha 2012, dated :03/12/2012.

19 – DEPARTMENT OF CO-OPERATION

19.1 KARNATAKA STATE WAREHOUSING CORPORATION (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Reservation of Storage space as per the request of Bulk Depositors.	Warehouse Manager	15 Working Days	Concerned Regional Manager	30 Working Days	Managing Director	30 Working Days
2	Issue of Duplicate Warehouse Receipts as per prescribed rules in case the Warehouse receipts is lost or damaged.	Warehouse Manager	30 Working Days	Concerned Regional Manager	30 Working Days	Managing Director	30 Working Days

1.SI No. 1 & 2 is inserted Vide Notification No. DPAR 169 NaSeKha 2013, Dated: 16.09.2013.

19.2. AGRICULTURAL MARKETING DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Raitha Sanjeevini	Secretary Agricultural Produce Market Committee (Includes 10 Days for General Manager)	50 Working Days	Chief General Manager Karnataka State Agricultural Marketing Board	15 Working Days	Managing Director Karnataka State Agricultural Marketing Board (Appeal Proposal)	15 Working Days
2	Trader License	Assistant / Deputy Director	07 Working Days	Additional Director (Planning), Agricultural Marketing Department	15 Working Days	Director Agricultural Marketing Department	15 Working Days
3	Commission Agent License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
4	Importer License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
5	Exporter License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
6	Processor License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
7	Broker License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
8	Presser License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
9	Stock list License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
10	Ginner License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
11	Crusher License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
12	Retail Trader License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
13	Warehouse License for Private warehouse / Co-operative societies	District Deputy Director/Assistant Director Agricultural Marketing Department	45 Working Days	Additional Director (Admin) Agricultural Marketing Department	15 Working Days	Director Agricultural Marketing Department	30 Working Days
14	Hamali License	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
15	Permission for Establishment of Private Market	Marketing Officer, Agricultural Marketing Department	60 Working Days	Additional Director (Planning)	30 Working Days	Director Agricultural Marketing Department	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
				Agricultural Marketing Department			
16	License for Establishment of Private Market	Marketing Officer, Agricultural Marketing Department	30 Working Days	Additional Director (Planning) Agricultural Marketing Department	15 Working Days	Director Agricultural Marketing Department	15 Working Days
17	Establishment of Direct Purchasing Centre	Marketing Officer, Agricultural Marketing Department	30 Working Days	Additional Director (Planning) Agricultural Marketing Department	15 Working Days	Director Agricultural Marketing Department	15 Working Days
18	Establishment of Farmer - Consumer Market	Marketing Officer, Agricultural Marketing Department	30 Working Days	Additional Director (Planning) Agricultural Marketing Department	15 Working Days	Director Agricultural Marketing Department	15 Working Days
19	License for Establishment of Spot Exchange	Marketing Officer, Agricultural Marketing Department	30 Working Days	Additional Director (Planning) Agricultural Marketing Department	15 Working Days	Director Agricultural Marketing Department	15 Working Days
20	Grievances relating to payment of sale proceeds to Farmers	Secretary Agricultural Produce Market Committee	15 Working Days	Chairman Agricultural Produce Market Committee	15 Working Days	Agricultural Produce Market Committee	15 Working Days
21	Grievances relating to weighing of commodities in market yard	Secretary Agricultural Produce Market Committee	15 Working Days	Chairman Agricultural Produce Market Committee	15 Working Days	Agricultural Produce Market Committee	15 Working Days
22	Grievances relating to issue of Account settlement slip	Secretary Agricultural Produce Market Committee	15 Working Days	Chairman Agricultural Produce Market Committee	15 Working Days	Agricultural Produce Market Committee	15 Working Days
23	Grievances relating to market charges in market yard	Secretary Agricultural Produce Market Committee	15 Working Days	Chairman Agricultural Produce Market Committee	15 Working Days	Agricultural Produce Market Committee	15 Working Days
24	Allotment of Shops, Godowns warehouse, Canteen and Sundry Shops on Leave and License Basis to the Service Institutions notified under rule 2	Secretary Agricultural Produce Market Committee	60 Working Days	Additional Director (Planning) Agricultural Marketing Department	15 Working Days	Director Agricultural Marketing Department	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	(9) of K.A.P.M (Regulation & Allotment of Property in Market Yards) Rules 2004.						
25	Allotment of Sites, Shops and Godowns on Lease cum Sale Basis to the Service Institutions notified under rule 2 (9) of K.A.P.M (Regulation & Allotment of Property in Market Yards) Rules 2004.	Secretary Agricultural Produce Market Committee	60 Working Days	Additional Director (Planning) Agricultural Marketing Department	15 Working Days	Director Agricultural Marketing Department	15 Working Days
26	Approval of Layout for Shops and Godowns	Secretary Agricultural Produce Market Committee	60 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
27	Change of Partnership	Secretary Agricultural Produce Market Committee	45 Working Days	Agricultural Produce Market Committee	15 Working Days	Director Agricultural Marketing Department	15 Working Days
28	Trader Registration	Secretary, Agricultural Produce Market	2 Working Days	Chairman/Deputy Director/Assistant Director	2 Working Days	Director, Department of Agricultural Marketing	7 Working Days
29	Farmer Registration	Secretary, Agricultural Produce Market Committee	2 Working Days	Chairman/Deputy Director/Assistant Director	2 Working Days	Director, Department of Agricultural Marketing	7 Working Days
30	Warehouse License for State/Central Warehouse	District Deputy/ Assistant Director, Agricultural Marketing Department	45 Working Days	Additional Director (Admin), Agricultural Marketing Department	15 Working Days	Director, Agricultural marketing Department	30 Working Days

1. S.N 1 to 27 is inserted Vide Notification No. DPAR 169 NaSeKha 2013, Dated: 16.09.2013

2. S.N 30,24,& 25 is amended Vide Notification No. DPAR 23 NaSeKha 2014, Dated: 28-06-2014

3. S.N 28-29 is inserted Vide Notification No. DPAR 8 NaSeKha 2014, Dated: 28.06.2014

4. S.N 30 is inserted Vide Notification No.DPAR 140 NaSeKha 2014, Dated:08/07/2014.

5. S.N 1 -12 , 14 -19 & 24 -27 Amended vide Notification No. DPAR 21 NaSeKha 2019, Dated : 14/08/2019

6. S.N 13,24 ,25 amended vide notification No. DPAR 23 NaSeKha 2014/P1; Dated: 26/05/2014

19.3 REGISTRAR OF CO-OPERATIVE SOCIETIES (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Registration of Co-operative societies, under section 7 of the Co-operative societies Act 1959 (Based on the Area of Operation)	Sub-Divisional Assistant Registrars	45 Working Days	District Deputy Registrars	30 Working Days	Regional Joint Registrars	30 Working Days
		District Deputy Registrars	45 Working Days	Regional Joint Registrars	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Regional Joint Registrars	45 Working Days	Additional Registrar of Co-operative Societies (Consumer & Marketing)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru.	30 Working Days
		Assistant Registrars of RCS Office (Credit-1/Credit-2/LDB/Urban Banks/Cell Housing and Others/Consumer & Marketing/Industries/Diary	45 Working Days	Joint Registrar of Cooperative Societies, (ICDP.)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
2	Amendment of Bye-Laws of a Co-operative Society, under section 12 of the co-operative societies Act 1959. (Based on the Area of Operation)	Sub-Divisional Assistant Registrars	89 Working Days	District Deputy Registrars	30 Working Days	Regional Joint Registrars	30 Working Days
		District Deputy Registrars	89 Working Days	Regional Joint Registrars	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Regional Joint Registrars	89 Working Days	Additional Registrar of Co-operative Societies (Consumer & Marketing)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Assistant Registrars of RCS Office (Credit-1/Credit-2/LDB/Urban Banks/Cell Housing and Others/Consumer & Marketing/Industries/Diary	89 Working Days	Joint Registrar of Cooperative Societies, (ICDP.)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
3	Co-operative society rules 1960 under Rule 17	Regional Joint Registrars	30 Working Days	Additional Registrar of Co-operative Societies (Consumer & Marketing)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Assistant Registrars of RCS Office (Credit-1/Credit-2/LDB/Urban Banks/Cell Housing and Others/Consumer & Marketing/Industries/Diary	30 Working Days	Joint Registrar of Cooperative Societies, (ICDP.)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
4	Granting Permission to Co-operative	Sub-Divisional Assistant Registrars	15 Working Days	District Deputy Registrars	30 Working Days	Regional Joint Registrars	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Society for investment of Reserve Fund under Rule-23 of Karnataka Co-operative Societies Rules 1960	District Deputy Registrars	15 Working Days	Regional Joint Registrars	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Regional Joint Registrars	15 Working Days	Additional Registrar of Co-operative Societies (Consumer & Marketing)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Assistant Registrars of RCS Office (Credit-1/Credit-2/LDB/Urban Banks/Cell Housing and Others/Consumer & Marketing/Industries/Diary	15 Working Days	Joint Registrar of Cooperative Societies, (ICDP.)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
5	Approving the seniority list of Housing Society as per 30(B) Directions of Karnataka Co-operative Societies Act 1959	Assistant Registrars of RCS office (Housing & Others)	60 Working Days	Joint Registrar of Cooperative Societies, (ICDP.)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
6	A)As per section 4(1) of Karnataka (Chit fund Act 1982 issuing the previous sanction order (PSO))	Sub-Divisional Assistant Registrars	15 Working Days	District Deputy Registrars_	30 Working Days	Regional Joint Registrars	30 Working Days
		District Deputy Registrars	15 Working Days	Regional Joint Registrars	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
	B) As per section 9(2) of Karnataka Chit fund Act 1982 (Issuing the commencement of Chit (CC))	Sub-Divisional Assistant Registrars	15 Working Days	District Deputy Registrars	30 Working Days	Regional Joint Registrars	30 Working Days
		District Deputy Registrars	15 Working Days	Regional Joint Registrars	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
7	Granting of licences to Money lender & Pawn brokers as per section 7 of Karnataka Money Lenders Act 1961 & Section 4 of Karnataka Pawn Brokers Act 1961 Grant of Licences	Sub-Divisional Assistant Registrars	15 Working Days	District Deputy Registrars	30 Working Days	Regional Joint Registrars	30 Working Days
		District Deputy Registrars	15 Working Days	Regional Joint Registrars	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
8	Registration of Souharda Co-operatives, Under Section 5 of Karnataka Souharda Co-operatives Act 1997	Sub-Divisional Assistant Registrars	45 Working Days	District Deputy Registrars	30 Working Days	Regional Joint Registrars	30 Working Days
		District Deputy Registrars	45 Working Days	Regional Joint Registrars	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Regional Joint Registrars	45 Working Days	Additional Registrar of Co-operative Societies (Consumer & Marketing)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Assistant Registrars of RCS office RSR Section	45 Working Days	Joint Registrar of Cooperative Societies, (ICDP.)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
9	Amendments of BYE Law Souharda Co-operatives, Under Section 11(4) of Karnataka Souharda Co-operatives Act 1997	Sub-Divisional Assistant Registrars	90 Working Days	<u>DISTRICT DEPUTY REGISTRAR'S</u>	30 Working Days	Regional Joint Registrars	30 Working Days
		District Deputy Registrars	90 Working Days	Regional Joint Registrars	30 WORKING DAYS	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Regional Joint Registrars	90 Working Days	Additional Registrar of Co-operative Societies (Consumer & Marketing)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
		Assistant Registrars of RCS Office RSR Section.	90 Working Days	Joint Registrar of Cooperative Societies, (ICDP.)	30 Working Days	Registrar of Cooperative Societies in Karnataka, Bengaluru	30 Working Days
10	The Registration of Societies under section 8 of the Karnataka Societies Registration Act. 1960	Deputy Register of Co-operative Societies and District Registrar of Concerned district.	30 Working Days	Regional Joint Registrar of Co-operative Societies.	20 Working Days	Additional Registrar of Cooperative Societies (Consumer and Marketing).	15 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
11	Amendment of Memorandum of association under section 9 of the Karnataka Societies Registration Act	Deputy Register of Co-operative Societies and District Registrar of Concerned district.	30 Working Days	Regional Joint Registrar of Co-operative Societies.	20 Working Days	Additional Registrar of Cooperative Societies (Consumer and Marketing).	15 Working Days
12	Amendment of name, rules and regulations under Section 10 of Karnataka Societies Registration Act	Deputy Register of Co-operative Societies and District Registrar of Concerned district	30 Working Days	Regional Joint Registrar of Co-operative Societies	20 Working Days	Additional Registrar of Cooperative Societies (Consumer and Marketing).	15 Working Days

1. S.N 1 to 9 is inserted Vide Notification No. DPAR 169 NaSeKha 2013, Dated: 16.09.2013

2. S.N 10 to 12 is inserted Vide Notification No. DPAR 117 NaSeKha 2017, Dated: 19.10.2017

20 – HORTICULTURE DEPARTMENT

20.1 SERICULTURE DEPARTMENT (Citizen Services)

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of pass books to the Seri-culturists	Sericulture Extension Officer	15 Working Days	Assistant Director of Sericulture	7 Working Days	Concerned Deputy Director of Sericulture	7 Working Days
2	Subsidy to Seri-culturists / Reelers	Assistant Director of Sericulture, Sericulture Extension Officer (Only for Davanagere District)	Based on Fund availability 45 Working Days	Deputy Director of Sericulture, Zilla panchayath	15 Working Days	Divisional Joint Director	15 Working Days
3	Technical Information related to Sericulture Department	Sericulture Extension Officer	7 Working Days	Assistant Director of Sericulture	7 Working Days	Concerned Deputy Director of Sericulture	7 Working Days
4	Providing Technical information related to Mulberry Cultivation and Silkworm rearing	Sericulture Extension officer, Technical Service Centre	02 Working Days	Assistant Director of Sericulture	05 Working Days	Concerned Deputy Director of Sericulture	10 Working Days
5	Providing Technical information related to Post Cocoon Technologies	Sericulture Extension officer, Technical Service Centre (Reeling)	02 Working Days	Assistant Director of Sericulture (Post Cocoon Technology)	05 Working Days	Concerned Deputy Director of Sericulture,	10 Working Days
6	Issue of License to Reelers	Sericulture Extension officer, Technical Service Centre (Reeling)/Assistant Director of Sericulture (PCT)	20 Working Days	Divisional Joint Director of Sericulture	10 Working Days	Commissioner for Sericulture Development and Director of Sericulture	10 Working Days

1. S.N 1,2,3 were inserted Vide Notification No. DPAR 197 NaSeKha 2012/P1, Dated: 18.06.2013.
2. S.N 4,5, is inserted Vide Notification No. DPAR 169 NaSeKha 2013, Dated: 16.09.2013.
3. S.N 6 is inserted vide notification No. DPAR 46 NASEKHA 2018; Dated: 04-06-2019
3. S.N 1to 5 amended Vide Notification No. DPAR 23 NaSeKha 2014, Dated: 22/05/2014.

20.2 HORTICULTURE DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Certificate of Registration as seed/plant grower of Horticulture crops	Senior Assistant Director of Horticulture (Seed Technology Laboratory), Lalbagh, Bengaluru	20 Working Days	Joint Director of Horticulture (Vegetable, Lalbagh, Bengaluru)	15 Working Days	Director of Horticulture Lalbagh, Bengaluru	15 Working Days
2	Seed Licensing Certificate	Senior Assistant Director of Horticulture (Zilla Panchayath) Concerned Taluk	20 Working Days	Deputy Director of Horticulture (Zilla Panchayath) Concerned District	20 Working Days	Director of Horticulture, Lalbagh, Bengaluru	20 Working Days
3	Soil Analysis	Assistant Horticulture officer, Plant Nutrition	07 Working Days	Senior Assistant Director of Horticulture, Plant Nutrition	05 Working Days	Joint Director of Horticulture, Bio-Technology Hulimavu	03 Working Days
4	Water Analysis	Assistant Horticulture officer, Plant Nutrition	07 Working Days	Senior Assistant Director of Horticulture, Plant Nutrition	05 Working Days	Joint Director of Horticulture, Bio-Technology Hulimavu	03 Working Days
5	Leaf Analysis	Assistant Horticulture officer, Plant Nutrition	07 Working Days	Senior Assistant Director of Horticulture, Plant Nutrition	05 Working Days	Joint Director of Horticulture, Bio-Technology Hulimavu	03 Working Days
6	Organic Manure Analysis	Assistant Horticulture officer, Plant Nutrition	11 Working Days	Senior Assistant Director of Horticulture, Plant Nutrition	02 Working Days	Joint Director of Horticulture, Bio-Technology Hulimavu	02 Working Days

1. S.N 1 to 6 inserted Vide Notification No. DPAR 143 NaSeKha 2018, Dated: 02.03.2019.

21. WATER RESOURCES DEPARTMENT

21.1 WATER RESOURCES DEPARTMENT (Personnel Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Disbursement of Salary in Time (To All Category of Officers & Officials) (Excluding the offices where the pay is drawing through HRMS)	Assistant Executive Engineer	3 Working Days	Executive Engineer	Within 10 Working Days	Chief Engineer	Within 10 Working Days
2	Annual Increment	Assistant Executive Engineer	10 Working Days	Executive Engineer.	Within 10 Working Days	Chief Engineer	Within 10 Working Days
3	Stagnation Increment	Assistant Executive Engineer	10 Working Days (to submit the File)	Executive Engineer	Within 10 Working Days- upon receipt of Application in complete manner	Chief Engineer	Within 10 Working Days- upon receipt of Application in complete manner
4	TBA/AGP/20 Yrs, 25 Yrs & 30 Yrs- 1 st , 2 nd & 3 rd Additional Increments (In accordance with the General Delegation of Financial Powers)	Assistant Executive Engineer	10 Working Days (to submit the File)	Executive Engineer	Within 10 Working Days- upon receipt of Proposal in complete manner	Chief Engineer	Within 10 Working Days- upon receipt of Proposal in complete manner
5	FL/Com.Leave/HPL/EOL						
	a) Approval Group-C&D	Assistant Executive Engineer	Within 10 Working Days- upon receipt of Application in complete manner	Executive Engineer	Within 10 Working Days- upon receipt of Application in complete manner	Chief Engineer	Within 10 Working Days- upon receipt of Application in complete manner
	b) Approval Group-C&D	Assistant Executive Engineer	Within 7 Working Days (to submit the File to Higher Authorities)	Executive Engineer	Within 7 Working Days- upon receipt of Proposal in complete manner	Chief Engineer	Within 7 Working Days- upon receipt of Proposal in complete
6	Medical Reimbursement	Assistant Executive Engineer	Within 7 Working Days (to submit the File to Higher Authorities)	Executive Engineer	Within 7 Working Days- upon receipt of Application in complete manner	Chief Engineer	Within 7 Working Days- upon receipt of Application in complete manner
7	TA (in accordance with Delegation of Powers)	Assistant Executive Engineer	7 Working Days (to submit the File to Higher Authorities)	Executive Engineer	7 Working Days	Chief Engineer	7 Working Days
8	Finalization of Retirement Benefits						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	a) Finalisation of Pensionary Benefits	Assistant Executive Engineer	As per KCSRs- Within 3 Months prior to the date of Retirement	Executive Engineer	As per KCSRs- Within 3 Months prior to the date of Retirement	Chief Engineer	As per KCSRs- Within 3 Months prior to the date of Retirement
	b) To submit the Pension papers to AG in connection with Family Pension/ Voluntary Retirement	Assistant Executive Engineer	Within 15 Working Days- upon receipt of Proposal in complete manner	Executive Engineer	Within 15 Working Days- upon receipt of Proposal in complete manner	Chief Engineer	Within 15 Working Days- upon receipt of Proposal in complete manner
	c) Finalization of EGIS	Assistant Executive Engineer	Within 10 Working Days- upon receipt of Proposal in complete manner	Executive Engineer	Within 10 Working Days- upon receipt of Proposal in complete manner	Chief Engineer	Within 10 Working Days- upon receipt of Proposal in complete manner
	d) Leave Encashment in accordance with Rule 118 A of KCSRs	Assistant Executive Engineer	Within 7 Working Days	Executive Engineer	Within 7 Working Days	Chief Engineer	Within 7 Working Days
	e) To submit the NDC/NEC in respect of Gazetted Govt. Servants	Assistant Executive Engineer	Within 7 Working Days (to submit the File to Higher Officer)	Executive Engineer	Within 7 Working Days (to submit the File to Higher Officer)	Chief Engineer	Within 7 Working Days- upon receipt of Application in complete manner
9	GPF Advance/Partial Final Withdrawal (in accordance with the power Delegated in the Rules)	Assistant Executive Engineer	Within 7 Working Days- upon receipt of Application in complete manner	Executive Engineer	Within 7 Working Days- upon receipt of Application in complete manner	Chief Engineer	Within 7 Working Days- upon receipt of Application in complete manner
10	Advances						
	a) HBA b) MCA c) Solar/ Computer Advance (in accordance with the Power Delegated & Budget Provision)	Assistant Executive Engineer	Within 7 Working Days - to submit of Application in complete manner	Executive Engineer	Within 7 Working Days- to submit of Application in complete manner	Chief Engineer	Within 10 Working Days- upon receipt of Application in complete manner
11	Festival Advance	Assistant Executive Engineer	Within 7 Working Days	Executive Engineer	Within 7 Working Days.	Chief Engineer	Within 7 Working Days
12	To Transit the LPC upon Transfer/Retirement	Assistant Executive Engineer	Within 7 Working Days	Executive Engineer	Within 7 Working Days	Chief Engineer	Within 7 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
13	To Transit the SR upon Transfer/Retirement (only Cases of Free from Departmental Enquiries & Charges for Misconduct)	Assistant Executive Engineer	Within 7 Working Days	Executive Engineer	Within 7 Working Days	Chief Engineer	Within 7 Working Days
14	Declaration of Probationary Period/Extension of Probationary Period (in accordance with the powers Delegated for different Cadres)	Assistant Executive Engineer	Within 7 Working Days from completion of 2 Years-to submit Proposal in complete manner	Executive Engineer	Within 7 Working Days-upon receipt of Proposal in complete manner	Chief Engineer	Within 7 Working Days-upon receipt of Proposal in complete manner
15	Sanction of Surrender Leave Encashment in accordance with Rule 118 of KCSRs	Assistant Executive Engineer	Within 7 Working Days	Executive Engineer	Within 7 Working Days	Chief Engineer	Within 7 Working Days
16	HTC/LTC (in accordance with the Powers Delegated)	Assistant Executive Engineer	Within 7 Working Days from the date of submission of Application	Executive Engineer	Within 7 Working Days from the date of submission of Application	Chief Engineer	Within 7 Working Days from the date of submission
17	Charge All/In charge Arrangements (in accordance with the Powers Delegated)	Assistant Executive Engineer	Within 7 Working Days	Executive Engineer	Within 7 Working Days	Chief Engineer	Within 7 Working Days
18	Compassionate Grounds Appointment	Assistant Executive Engineer	Within 7 Working Days-to submit of Application receipt in complete manner	Executive Engineer	Within 7 Working Days-to submit of Application receipt in complete manner	Chief Engineer	Dispose within 15 Working Days from the date of receipt of Application in complete manner
19	Permission to draw First Salary (To issue Age Certificate) (in accordance with the Power Delegated)	Assistant Executive Engineer	Within 7 Working Days	Executive Engineer	Within 7 Working Days	Chief Engineer	Within 7 Working Days
20	Travelling Approval (in accordance with the Power Delegated)	Assistant Executive Engineer	Within 3 Working Days-to submit proposal	Executive Engineer	Within 3 Working Days-to submit proposal	Chief Engineer	Within 3 Working Days
21	Permission for Higher Studies	Assistant Executive Engineer	Within 7 Working Days-to submit proposal	Executive Engineer	Within 7 Working Days-to submit proposal	Chief Engineer	Within 7 Working Days
22	Issue of NOC to acquire Passport	Assistant Executive Engineer	Within 3 Working Days-to submit of Application receipt in	Executive Engineer	Within 3 Working Days-upon receipt of Application in	Chief Engineer	Within 7 Working Days from the date of receipt of

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
			complete manner		complete manner		Application in complete manner.
23	AEE, EE, SE and Registrars (Asst.Admn.Officer)- Sanction of Waiting period	Under Secretary to Government	30 Working Days	DS/JS/AS to Government	15 Working Days	Secretary to Government	10 Working Days
24	Sanction of Charge Allowance	Under Secretary to Government	10 Working Days from submission of filled application	DS/JS/AS to Government	07 Working Days	Secretary to Government	10 Working Days
25	Medical Reimbursement	Under Secretary to Government	30 Working Days	DS/JS/AS to Government	15 Working Days	Secretary to Government	10 Working Days
26	Sanction of Encashment leave and Committed leave	Under Secretary to Government	30 Working Days from submission of filled application	DS/JS/AS to Government	07 Working Days	Secretary to Government	10 Working Days
27	Permission for foreign tour	Under Secretary to Government	10 Working Days from submission of filled application	DS/JS/AS to Government	07 Working Days	Principal Secretary / Secretary to Government	10 Working Days

1. S.N 1 to 22 Inserted Vide Notification No. DPAR 169 NaSeKha 2013, Dated: 29.11.2013.

2. S.N 23 to 27 Inserted Vide Notification No. DPAR 8 NaSeKha 2014, Dated: 28.06.2014.

21.2 MINOR IRRIGATION DEPARTMENT (GROUNDWATER DIRECTORATE) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Technical advice for the selection of well/ bore well sites by Geohydrological method	Geologist/ Geophysicist of the concerned districts	45 Working Days	Deputy Director/Senior Geologist of the concerned districts	30 Working Days	Additional Director	30 Working Days
2	Technical advice for the selection of well/bore well sites by Geophysical method	Geologist/ Geophysicist Senior Geophysicist of the concerned districts	45 Working Days	Deputy Director/Senior Geologist of the concerned districts	30 Working Days	Additional Director	30 Working Days
3	Rig registration under Karnataka Groundwater Authority	Geologist/ Geophysicist/Drilling Engineer of the concerned districts	30 Working Days	Deputy Director/Senior Geologist of the concerned districts	15 Working Days	Director	30 Working Days

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
4	Groundwater chemical analysis	a) Chemist. O/o. Deputy Director, Belgaum/ Gulbarga/ Chitradurga, b) Chemist, O/o. Senior Geologist, Bellary/Dharwar/ Mysore	15 Working Days	a) Deputy Director of the concerned districts. b) Senior Geologist of the concerned districts	15 Working Days	Chief Chemist	15 Working Days
5	Permission /NOC for Ground Water withdrawal and its use						
a	Water Usage less than or equal to 25m ³ /day	Senior Geologist & Member Secretary, District Ground water Office	45 Working Days	Chairman District Ground Water Committee, and Deputy Commissioner	30 Working Days	Member Secretary, Karnataka Ground Water Authority	30 Working Days
b	Water Usage more than 25m ³ /day	Senior Geologist and Member Secretary, District Ground water office	60 Working Days	Chairman Karnataka Ground Water Authority, Bengaluru	30 Working Days	Secretary, Minor irrigation and Ground Water Development Department, Bengaluru	30 Working Days
6	Registration of Existing user in Notified area						
a	Registration of Existing user in the Notified areas except in BBMP Jurisdiction (Bengaluru Urban District)	Senior Geologist & Member Secretary, District Ground water office	30 Working Days	Chairman and Deputy Commissioner, District Groundwater Committees	30 Working Days	Member Secretary, Karnataka Ground Water Authority	30 Working Days

1. S.N 1 to 4 Inserted Vide Notification No. DPAR 111 NaSeKha 2015, Dated: 7.09.2015.
2. S.N 5,6 inserted vide notification No. DPAR 43 NASE 2020; Dated: 23-09-2020

21.3 VISHWESHVARAIAH JALA NIGAM (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Water supply for Industrial purpose	Chief Engineer, Water Resource Development Organization and Managing Director, Nigam	60 Working Days (To submit the file)	Secretary to Government,	Within 30 Working Days-upon receipt of application in complete manner	Principle Secretary to Government	Within 30 Working Days-upon receipt of application in complete manner

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
2	Issue of Work done Certificate by Department / Nigam	Executive Engineer	25 Working Days - upon receipt of application in complete manner	Superintending Engineer	25 Working Days - upon receipt of application in complete manner	Chief Engineer	Within 15 Working Days-upon receipt of application in complete manner
3	Enrolling of Contractors in Nigamas and Issuing of Licence	Chief Engineer/ Superintending Engineer/ Executive Engineer	30 Working Days if application is received with all relevant documents	Managing Director/ Chief Engineer/ Superintending Engineer/	30 Working Days if application is received with all relevant documents	Secretary to Govt. / Managing Director	30 Working Days if application is received with all relevant documents
4	Renewal of Enrolling Contractors in Nigamas and Issuing of Licence	Chief Engineer/ Superintending Engineer/ Executive Engineer	30 Working Days if application is received with all relevant documents	Managing Director/ Chief Engineer/ Superintending Engineer/	30 Working Days if application is received with all relevant documents	Secretary to Govt., / Managing Director	30 Working Days if application is received with all relevant documents

1. S.N 1,2 &3 inserted vide Notification No. DPAR 424 NaSeKha 2018, Dated: 13/08/2019
2. S.N 4 inserted vide Notification No. DPAR 21 SSM 2019, Dated: 27/01/2020

21.4 KRISHNA BHAGYA JALA NIGAM (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Water supply for Industrial purpose	Chief Engineer, Water Resource Development Organization and Managing Director, Nigam	60 Working Days (To submit the file)	Secretary to Government,	Within 30 Working Days-upon receipt of application in complete manner	Principle Secretary to Government	Within 30 Working Days-upon receipt of application in complete manner
2	Issue of Work done Certificate by Department / Nigam	Executive Engineer	25 Working Days - upon receipt of application in complete manner	Superintending Engineer	25 Working Days - upon receipt of application in complete manner	Chief Engineer	Within 15 Working Days-upon receipt of application in complete manner
3	Enrolling of Contractors in Nigamas and Issuing of License	Chief Engineer/ Superintending Engineer/ Executive Engineer	30 Working Days if application is received with all relevant documents	Managing Director/ Chief Engineer/ Superintending Engineer/	30 Working Days if application is received with all relevant documents	Secretary to Govt./ Managing Director	30 Working Days if application is received with all relevant documents

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
4	Renewal of Enrolling Contractors in Nigamas and Issuing of License	Chief Engineer/ Superintending Engineer/ Executive Engineer	30 Working Days if application is received with all relevant documents	Managing Director/ Chief Engineer/ Superintending Engineer /	30 Working Days if application is received with all relevant documents	Secretary to Govt./ Managing Director	30 Working Days if application is received with all relevant documents

1. S.N 1 to 3 inserted vide Notification No. DPAR 424 NaSeKha 2018, Dated: 13/08/2019

2. S.N 4 inserted vide Notification 21 SSM 2019, Dated: 27/01/2020

21.5 CADA DIRECTORATE (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of Work done Certificate by Department / Nigam	Executive Engineer	25 Working Days - upon receipt of application in complete manner	Superintending Engineer	25 Working Days - upon receipt of application in complete manner	Chief Engineer	Within 15 Working Days-upon receipt of application in complete manner

1. S.N 1 inserted vide Notification No. DPAR 424 NaSeKha 2018, Dated: 13/08/2019

21.6 KAVERI NIRAVARI NIGAM (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Water supply for Industrial purpose	Chief Engineer, Water Resource Development Organization and Managing Director, Nigam	60 Working Days (To submit the file)	Secretary to Government,	Within 30 Working Days-upon receipt of application in complete manner	Principle Secretary to Government	Within 30 Working Days-upon receipt of application in complete manner
2	Issue of Work done Certificate by Department / Nigam	Executive Engineer	25 Working Days - upon receipt of application in complete manner	Superintending Engineer	25 Working Days - upon receipt of application in complete manner	Chief Engineer	Within 15 Working Days-upon receipt of application in complete manner
3	Enrolling of Contractors in Nigamas and Issuing of License	Chief Engineer/ Superintending Engineer/ Executive Engineer	30 Working Days if application is received with all relevant documents	Managing Director/ Chief Engineer/ Superintending Engineer/	30 Working Days if application is received with all relevant documents	Secretary to Govt./ Managing Director	30 Working Days if application is received with all relevant documents

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
4	Renewal of Enrolling Contractors in Nigamas and Issuing of License	Chief Engineer/ Superintending Engineer/ Executive Engineer	30 Working Days if application is received with all relevant documents	Managing Director/ Chief Engineer/ Superintending Engineer /	30 Working Days if application is received with all relevant documents	Secretary to Govt., / Managing Director	30 Working Days if application is received with all relevant documents

1. S.N 1 to 3 inserted vide Notification No. DPAR 424 NaSeKha 2018, Dated: 13/08/2019
2. S.N 4 inserted vide Notification No. DPAR 21 SSM 2019, Dated: 27/01/2020

21.7 KARNATAKA NIRAVARI NIGAM (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Water supply for Industrial purpose	Chief Engineer, Water Resource Development Organization and Managing Director, Nigam	60 Working Days (To submit the file)	Secretary to Government,	Within 30 Working Days-upon receipt of application in complete manner	Principle Secretary to Government	Within 30 Working Days-upon receipt of application in complete manner
2	Issue of Work done Certificate by Department / Nigam	Executive Engineer	25 Working Days - upon receipt of application in complete manner	Superintending Engineer	25 Working Days - upon receipt of application in complete manner	Chief Engineer	Within 15 Working Days-upon receipt of application in complete manner
3	Enrolling of Contractors in Nigamas and Issuing of License	Chief Engineer/ Superintending Engineer/ Executive Engineer	30 Working Days if application is received with all relevant documents	Managing Director/ Chief Engineer/ Superintending Engineer/	30 Working Days if application is received with all relevant documents	Secretary to Govt./ Managing Director	30 Working Days if application is received with all relevant documents
4	Renewal of Enrolling Contractors in Nigamas and Issuing of License	Chief Engineer/ Superintending Engineer/ Executive Engineer	30 Working Days if application is received with all relevant documents	Managing Director/ Chief Engineer/ Superintending Engineer /	30 Working Days if application is received with all relevant documents	Secretary to Govt., / Managing Director	30 Working Days if application is received with all relevant documents

1. S.N 1 to 3 inserted vide Notification No. DPAR 424 NaSeKha 2018, Dated: 13/08/2019
2. S.N 4 inserted vide Notification No. DPAR 21 SSM 2019, Dated: 27/01/2020

22. DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS

(Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Yavanica auditorium reservation application to be attended within 10 days of the receipt of application	Assistant Director (State Youth Centre)	10 Working Days	Deputy Director (Administration)	05 Working Days	Director	03 Working Days
2	Sri Kanteerava indoor Stadium, Koramangala indoor stadium and Akkithimmana Halli Hockey Stadium reservation applications to be attended within 10 days of the receipt of application	Second Division Assistant, Stadium Management Committee	10 Working Days	Deputy Director (Stadium Management Committee)	05 Working Days	Director	02 Working Days
3	Applications received from youth Clubs for affiliation to be attended within 14 days of the receipt of application	All District Office Superintendent	14 Working Days	All District Deputy Director/Assist Director	10 Working Days	Director	04 Working Days
4	Sports Scholarship	Deputy Director, Department of Youth Empowerment & Sports, State Youth Centre, Bengaluru-01	30 Working Days	Commissioner, Department of Youth Empowerment & Sports	15 Working Days	Secretary/Principal Secretary/Additional Chief Secretary to Govt., Department of Youth Empowerment and Sports	15 Working Days

1. S.N 1 to 3 inserted Vide Notification No. DPAR 169 NaSeKha 2013, Dated: 29/11/2013.
2. S.N 4 inserted Vide Notification No. DPAR 20 SSM 2020, Dated: 02/09/2020.

23. BACKWARD CLASSES WELFARE DEPARTMENT

(Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Admission for Pre and Post-matric Hostels	Taluk Backward Classes Officer	60 days	District Backward Classes Officer	45 days	Joint Director (Hostel) Office of the Commissioner, Backward Classes Welfare Department	30 days
2	Pre-matric Scholarship		Within the Financial Year		90 days		30 days
3	Post-matric Scholarship		90 days		30 days		
4	Vidyasiri-Food and Assistance Scheme		75 days		30 days		
5	Incentives for NT/SNTs Students		90 days		30 days		
6	D. Devaraj Uras Foreign Scholarship	Assistant Director (Training) Backward Classes Welfare Department	120 Working Days	Deputy Director (NT / SNT), Backward Classes Welfare Department	60 Working Days	Joint Director, (NT / SNT), Backward Classes Welfare Department	30 Working Days
7	Nursing Training Programmes	District Backward Classes Officer	120 Working Days	Deputy Director (NT / SNT), Backward Classes Welfare Department	60 Working Days	Joint Director, (NT / SNT), Backward Classes Welfare Department	30 Working Days
8	Defense Force Training	Assistant Director (Training) Backward Classes Welfare Department	120 Working Days	Deputy Director (NT / SNT), Backward Classes Welfare Department	60 Working Days	Joint Director, (NT / SNT), Backward Classes Welfare Department	30 Working Days
9	Pre – Exam Training Programmes	Assistant Director (Training) Backward Classes Welfare Department	120 Working Days	Deputy Director (NT / SNT), Backward Classes Welfare Department	60 Working Days	Joint Director, (NT / SNT), Backward Classes Welfare Department	30 Working Days
10	D. Devaraj Uras Prathiba Puraskara	Taluk Backward Classes Officer	120 Working Days	Backward Classes Welfare Department	60 Working Days	Joint Director, (Hostel), Backward Classes Welfare Department	30 Working Days

1. S.N 1 to 5 inserted Vide Notification No. DPAR 111 NaSeKha 2015, Dated: 23.06.2015.

2. S.N 6 to 10 inserted Vide Notification No. DPAR 61 NaSeKha 2019, Dated: 31/08/2019

24. INFORMATION TECHNOLOGY, BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY**DEPARTMENT****(Citizen Services)**

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	IT,BT,ESDM Companies Registration	General Manager-1 General Manager-2 Systems Manager	30 Working Days 30 Working Days 30 Working Days	Director/ Managing Director	15 Working Days	Principal Secretary/Chairman	15 Working Days
2	Power Tariff Concession Certificate IT	General Manager	30 Working Days	Director/ Managing Director	15 Working Days	Principal Secretary/Chairman	15 Working Days

1. S.N 1 to 2 – Inserted vide Notification No. DPAR 111 NaSeKha 2015, dated: 27/11/2015

25. ENERGY DEPARTMENT

25.1 DEPARTMENT OF ELECTRICAL INSPECTORATE (Citizen Services)

S. N	List of Services	Designated officer		Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Approval of drawings of the electrical installation (Industrial Installations only)	At Head Office	CEIG	25 Working Days	Deputy Secretary, Energy Department, G.o.K	15 Working Days	Additional Chief Secretary, Energy Department, G.o.K	15 Working Days
		At Field Office	ACEI /DCEI /EI /DEI	20 Working Days	ACEI/HO /ACEI /DCEI /EI	15 Working Days	CEIG ACEI, HO ACEI DCEI	15 Working Days
2	Grant of Commissioning Approval (Industrial Installations only)	At Head Office	CEIG	30 Working Days	Deputy Secretary, Energy Department, G.o.K	15 Working Days	Additional Chief Secretary, Energy Department, G.o.K	15 Working Days
		At Field Office	ACEI /DCEI /EI /DEI	20 Working Days	ACEI/ HO /ACEI /DCEI /EI	15 Working Days	CEIG ACEI, HO ACEI DCEI	15 Working Days
3	Permission to Erect New Lift/Escalator/Passenger conveyor or making addition/alteration to the existing Lift, escalator & passenger conveyor	ACEI /DCEI		20 Working Days	ACEI/HO /ACEI	15 Working Days	CEIG /ACEI/HO	15 Working Days
4	Lift/Escalator/Passenger conveyor Inspection recommendation/Approval of running license	Additional chief Electrical Inspector/ Deputy Chief Electrical Inspector		40 Working Days	Additional Chief Electrical Inspector Head Office	30 Working Days	Chief Electrical Inspector Head Office	30 Working Days
5	Registration for cinema operator's examination	Electrical Inspector-2, Head Office		15 Working Days	ACEI, Head Office	07 Working Days	CEIG	07 Working Days
6	Issue of cinema operator's license	Electrical Inspector-2, Head Office		15 Working Days	ACEI, Head Office	07 Working Days	CEIG	07 Working Days
7	Renewal of cinema operator's license	Electrical Inspector, Respective Divisional Office		10 Working Days	DCEI, Circle Office	07 Working Days	CEIG	07 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
8	Issue of Duplicate cinema operator's license	Electrical Inspector-2, Head Office	10 Working Days	ACEI, Head Office	07 Working Days	CEIG	07 Working Days
9	Issue and Renewal of Electrical Contractor Licenses	Deputy Electrical Inspector of Each District	All the applications received during the month shall be scrutinized and forward to Head Office within 7th of succeeding month	Jurisdictional Area Electrical Inspector	15 Working Days	Jurisdictional Area Deputy Chief Electrical Inspector	15 Working Days
		Electrical Inspector, Licensing Section at Head office	60 Days from the date of application	ACEI, HO Member Secretary LA and EB	30 Working Days	CEIG President LA and EB	15 Working Days
10	Issue and Renewal of Electrical Supervisor General Permits	Deputy Electrical Inspector of Each District	All the applications received during the month shall be scrutinized and forward to Head Office within 7th of succeeding month	Jurisdictional Area Electrical Inspector	15 Working Days	Jurisdictional Area Deputy Chief Electrical Inspector	15 Working Days
		Electrical Inspector, Licensing Section at Head office	60 Days from the date of application	ACEI, HO Member Secretary LA and EB	30 Working Days	CEIG President LA and EB	15 Working Days
11	Issue and Renewal of Electrical Supervisor Mines Permits	Deputy Electrical Inspector of Each District	All the applications received during the month shall be scrutinized and forward to Head Office within 7th of succeeding month	Jurisdictional Area Electrical Inspector	15 Working Days	Jurisdictional Area Deputy Chief Electrical Inspector	15 Working Days
		Electrical Inspector, Licensing Section at Head office	60 Days from the date of application	ACEI, HO Member Secretary LA and EB	30 Working Days	CEIG President LA and EB	15 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
12	Issue and Renewal Wiremen Permits	Deputy Electrical Inspector of Each District	All the applications received during the month shall be scrutinized and forward to Head Office within 7th of succeeding month	Jurisdictional Area Electrical Inspector	15 Working Days	Jurisdictional Area Deputy Chief Electrical Inspector	15 Working Days
		Electrical Inspector, Licensing Section @ Head office	60 Days from the date of application	ACEI, HO Member Secretary LA and EB	30 Working Days	CEIG President LA and EB	15 Working Days
13	Issue and Renewal Special Wiring Permits	Deputy Electrical Inspector of Each District	All the applications received during the month shall be scrutinized and forward to Head Office within 7th of succeeding month	Jurisdictional Area Electrical Inspector	15 Working Days	Jurisdictional Area Deputy Chief Electrical Inspector	15 Working Days
		Electrical Inspector, Licensing Section @ Head office	60 Days from the date of application	ACEI, HO Member Secretary LA and EB	30 Working Days	CEIG President LA and EB	15 Working Days
14	Electrical Supervisor General Permits Endorsement	Deputy Electrical Inspector of Each District	14 Working Days	Jurisdictional Additional Chief Electrical Inspector	07 Working Days	Chief Electrical Inspector to Govt	07 Working Days
15	Electrical Supervisor Mines Permits Endorsement	Deputy Electrical Inspector of Each District	14 Working Days	Jurisdictional Additional Chief Electrical Inspector	07 Working Days	Chief Electrical Inspector to Govt	07 Working Days
16	Wiremen Permits Endorsement	Deputy Electrical Inspector of Each District	14 Working Days	Jurisdictional Additional Chief Electrical Inspector	07 Working Days	Chief Electrical Inspector to Govt	07 Working Days
17	Change of Address of Electrical Contractor Licenses/ Electrical	Electrical Inspector, Licensing	07 Working Days	ACEI, HO Member Secretary LA and EB	07 Working Days	CEIG President LA and EB	07 Working Days

S. N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	Supervisor Permits and Wiremen Permits	Section @ Head office					
18	Change of authorized signatory, Partners /Directors in case of Partnership firms / Company and change of Instruments	Electrical Inspector, Licensing Section @ Head office	15 Working Days	ACEI, HO Member Secretary LA and EB	15 Working Days	CEIG President LA and EB	15 Working Days

1. S.N 1 to 18 inserted vide Notification DPAR 208 NaSeKha 2017, Dated: 31/10/2017
2. S.N 14,15 & 16 amended vide Notification DPAR 391 NASEKHA 2018, Dated: 02/07/2019
3. S.N 4 amended vide Notification DPAR 3 SSM 2022; Dated: 19-03-2022

25.2 BENGALURU ELECTRICITY SUPPLY COMPANY LIMITED(BESCOM) (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Line breakdown						
	a) City/Town areas	Section Officer	Within 6 Hours (10Hrs if Poles are broken-down)	Asst. Executive Engineer, Electrical	1 working day	Executive Engineer, Electrical	2 Working Days
	b) Rural areas		Within 24 hours		2 Working Days		2 Working Days
2	Distribution Transformer failure						
	a) city/Town areas	Section Officer	Within 24 hours	Asst. Executive Engineer, Electrical	2 Working Days	Executive Engineer, Electrical	3 Working Days
	b) Rural areas		Within 72 hours		3 Working Days		3 Working Days
3	Meter Complaints						
	a) Inspect and Check corrections	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days	Executive Engineer, Electrical, of the sub-division	Within 5 Working Days	Superintending Engineer, Electrical Of the Circle	Within 3 Working Days
	b) Replace slow, creeping or stuck meters		Within 10 Working Days		Within 5 Working Days		Within 3 Working Days
	c) Replace burnt meters if cause not attributable to consumer		Within 7 working days on receipt of Complaint		Within 5 Working Days		Within 3 Working Days
	d) Replace burnt meters in all other cases		Within 24hours of payment of charges by consumer		Within 5 Working Days		Within 3 Working Days
4	Application for additional load / New connection						

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	a) Release of supply where service is feasible from existing network	Asst. Executive Engineer, Electrical, of the sub-division	Within 30 Working Days of receipt of application	Executive Engineer, Electrical, of the sub-division	7 Working Days	Superintending Engineer, Electrical, of the Circle / Chief Engineer, Electrical, of the zone	7 Working Days
	b) Release of supply where network expansion /enhancement Required for providing connection As Specified by the commission in KERC [Duty of the Licensee To supply electricity on request] Regulation 2004 and its amendments						
	1) Low Tension (L&T) Supply		1) 45 working Days		1) 7 Working Days		1) 7 Working Days
	2) 11KV(HT) Supply		2) 60 Working Days		2) 7 Working Days		2) 7 Working Days
	3) 33KV(HT) Supply		3) 90 Working Days		3) 7 Working Days		3) 7 Working Days
	4) Extra High Tension Supply (EHT)		4) 180 Working Days		4) 7 Working Days		4) 7 Working Days
	c) Irrigation Pump Sets		Where there is no infrastructure development required within 30 Working Days after attaining seniority (the number of new connections shall be limited to the target fixed by the Government for the year		7 Working Days		7 Working Days
5	Transfer of Ownership and Conversion						
	a) Transfer of ownership	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days of receipt of application	Executive Engineer, Electrical, of the sub-division	Within 3 Working Days	Superintending Engineer, Electrical, of the Circle	Within 3 working Days
	b) Change of category		Within 7 Working Days of receipt of application		Within 3 Working Days		Within 3 working Days
6	Resolution of complaints on consumer's bills						

S.N	List of Services		Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
	a)	Where field report is not required	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours of receipt of application	Asst. Executive Engineer, Electrical, of the sub-division	3 working days	Executive Engineer, Electrical, of the division	3 working Days
	b)	Where field report is required		Within 7 Working Days of receipt		3 working days		3 working Days
7	Reconnection of supply following disconnection							
	a)	City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	On the same day within 24 hours of receipt of payment from the consumer	Asst. Executive Engineer, Electrical, of the sub-division	1 working day	Executive Engineer, Electrical, of the division	1 working Day
	b)	Rural areas		On the same day within 1 working day of receipt of payment from the consumer		1 working day		1 working Day
8	Refund of deposit							
	a)	Cities & Towns	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 60 Working Days After receipt of the request	Asst. Executive Engineer, Electrical, of the sub-division	7 Working Days	Executive Engineer, Electrical, of the division	7 Working Days
	b)	Rural areas		Within 60 Working Days After receipt of the request		7 Working Days		7 Working Days
9	Issue of certificates							
	a)	City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours (1 Day) After receipt of request/ application	Asst. Executive Engineer, Electrical, of the sub-division	2 Working Days	Executive Engineer, Electrical, of the division	2 Working Days
	b)	Rural areas		Within 1 working day After receipt of request/ application		2 Working Days		2 Working Days

I.S.N 1 to 9 inserted vide Notification DPAR 328 NaSeKha 2018, Dated: 21/01/2019

25.3 Mangalore Electricity Supply Company Limited (MESCOM) (Citizen Services)

S.N	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	Line breakdown							
	a)	City/Town areas	Section Officer	Within 6 Hours (10Hrs if Poles are broken-down)	Asst. Executive Engineer, Electrical	1 working day	Executive Engineer, Electrical	2 Working Days
	b)	Rural areas		Within 24 hours		2 Working Day		2 Working Days
2	Distribution Transformer failure							
	a)	city/Town areas		Within 24		2 Working Day		3 Working Days

S.N	List of services	Designated Officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the competent officer	Appellate Authority	Time limit for disposal by the appellate authority
	b) Rural areas	Section Officer	hours Within 72 hours	Asst. Executive Engineer, Electrical	3 Working Day	Executive Engineer, Electrical	3 Working Days
3	Meter Complaints						
	a) Inspect and Check corrections	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days	Executive Engineer, Electrical, of the sub-division	Within 5 Working Days	Superintending Engineer, Electrical Of the Circle	Within 3 Working Days
	b) Replace slow, creeping or stuck meters		Within 10 Working Days		Within 5 Working Days		Within 3 Working Days
	c) Replace burnt meters if cause not attributable to consumer		Within 7 working days of receipt of Complaint		Within 5 Working Days		Within 3 Working Days
	d) Replace burnt meters in all other cases		Within 24hours of payment of charges by consumer		Within 5 Working Days		Within 3 Working Days
4	Application for additional load / New connection						
	a) Release of supply where service is feasible from existing network	Asst. Executive Engineer, Electrical, of the sub-division	Within 30 Working Days of receipt of application	Executive Engineer, Electrical, of the sub-division	7 Working Day	Superintending Engineer, Electrical of the Circle / Chief Engineer, Electrical of the zone	7 Working Days
	b) Release of supply where network expansion /enhancement Required for providing connection As Specified by the commission in KERC [Duty of the Licensee To supply electricity on request] Regulation 2004and its amendments						
	1)Low Tension (L&T) Supply		1)45 working days		1)7 Working Days		1)7 Working Days
	2)11KV(HT) Supply		2)60 Working Days		2)7 Working Days		2)7 Working Days
	3)33KV(HT) Supply		3)90 Working Days		3)7 Working Days		3)7 Working Days
S.N	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

S.N	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
	4) Extra High Tension Supply (EHT)		4) 180 Working Days		4) 7 Working Days		4) 7 Working Days
	c) Irrigation Pump Sets		Where there is no infrastructure development required within 30 Working Days after attaining seniority (the number of new connections shall be limited to the target fixed by the Government for the year)		7 Working Days		7 Working Days
5	Transfer of Ownership and Conversion						
	a) Transfer of ownership	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days of receipt of application	Executive Engineer, Electrical, of the sub-division	Within 3 Working Days	Superintending Engineer, Electrical, of the Circle	Within 3 working Days
	b) Change of category		Within 7 Working Days of receipt of application		Within 3 Working Days		Within 3 working Days
6	Resolution of complaints on consumer's bills						
	a) Where field report is not required	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours of receipt of application	Asst. Executive Engineer, Electrical, of the sub-division	3 working days	Executive Engineer, Electrical, of the division	3 working Days
	b) Where field report is required		Within 7 Working Days of receipt of application		3 working days		3 working Days
7	Reconnection of supply following disconnection						
	a) City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	On the same day within 24 hours of receipt of payment from the consumer	Asst. Executive Engineer, Electrical, of the sub-division	1 working day	Executive Engineer, Electrical, of the division	1 working Day
	b) Rural areas		On the same day within 1 working day of receipt of payment from the consumer		1 working day		1 working Day
8	Refund of deposit						
	a) Cities & Towns	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 60 Working Days After receipt of the request	Asst. Executive Engineer, Electrical, of the sub-division	7 Working Days	Executive Engineer, Electrical, of the division	7 Working Days
	b) Rural areas		Within 60 Working Days After receipt of the request		7 Working Days		7 Working Days
9	Issue of certificates						

S.N	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
	a) City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours (1 Day) After receipt of request/ application	Asst. Executive Engineer, Electrical, of the sub-division	2 Working Day	Executive Engineer, Electrical, of the division	2 Working Days
	b) Rural areas		Within 1 working day After receipt of request/ application		2 Working Day		2 Working Days

S.N 1 to 9 inserted vide Notification DPAR 328 NaSeKha 2018, Dated: 21/01/2019

25.4 Gulbarga Electricity Supply Company Limited (Citizen Services)

S.N	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	Line breakdown						
	a) City/Town areas	Section Officer	Within 6 Hours (10Hrs if Poles are broken-down)	Asst. Executive Engineer, Electrical	1 working day	Executive Engineer, Electrical	2 Working Days
	b) Rural areas		Within 24 hours		2 Working Day		2 Working Days
2	Distribution Transformer failure						
	a) city/Town areas	Section Officer	Within 24 hours	Asst. Executive Engineer, Electrical	2 Working Day	Executive Engineer, Electrical	3 Working Days
	b) Rural areas		Within 72 hours		3 Working Day		3 Working Days
3	Meter Complaints						
	a) Inspect and Check corrections	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days	Executive Engineer, Electrical, of the sub-division	Within 5 Working Days	Superintending Engineer, Electrical Of the Circle	Within 3 Working Days
	b) Replace slow, creeping or stuck meters		Within 10 Working Days		Within 5 Working Days		Within 3 Working Days
	c) Replace burnt meters if cause not attributable to consumer		Within 7 working days of receipt of Complaint		Within 5 Working Days		Within 3 Working Days
	d) Replace burnt meters in all other cases		Within 24hours of payment of charges by consumer		Within 5 Working Days		Within 3 Working Days
4	Application for additional load / New connection						
	a) Release of supply where service is feasible from existing network		Within 30 Working Days of receipt of application		7 Working Day		7 Working Days

S.N	List of services	Designated Officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the competent officer	Appellate Authority	Time limit for disposal by the appellate authority
	b) Release of supply where network expansion /enhancement Required for providing connection As Specified by the commission in KERC [Duty of the Licensee To supply electricity on request] Regulation 2004 and its amendments	Asst. Executive Engineer, Electrical, of the sub-division		Executive Engineer, Electrical, of the sub-division		Superintending Engineer, Electrical of the Circle / Chief Engineer, Electrical of the zone	
	1) Low Tension (L&T) Supply		1) 45 working days		1) 7 Working Days		1) 7 Working Days
	2) 11KV (HT) Supply		2) 60 Working Days		2) 7 Working Days		2) 7 Working Days
	3) 33KV (HT) Supply		3) 90 Working Days		3) 7 Working Days		3) 7 Working Days
	4) Extra High Tension Supply (EHT)		4) 180 Working Days		4) 7 Working Days		4) 7 Working Days
	c) Irrigation Pump Sets		Where there is no infrastructure development required within 30 Working Day after attaining seniority (the number of new connections shall be limited to the target fixed by the Government for the year		7 Working Day		7 Working Days
5	Transfer of Ownership and Conversion						
	a) Transfer of ownership	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days of receipt of application	Executive Engineer, Electrical of the sub-division	Within 3 Working Days	Superintending Engineer, Electrical, of the Circle	Within 3 working Days
	b) Change of category		Within 7 Working Days of receipt of application		Within 3 Working Days		Within 3 working Days
6	Resolution of complaints on consumer's bills						
	a) Where field report is not required	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours of receipt of application	Asst. Executive Engineer,	3 working days	Executive Engineer, Electrical, of the division	3 working Days
	b) Where field report is required		Within 7 Working Days of receipt		3 working days		3 working Days

S.N	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
			of application	Electrical, of the sub-division			
7	Reconnection of supply following disconnection						
	a) City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	On the same day within 24 hours of receipt of payment from the consumer	Asst. Executive Engineer, Electrical, of the sub-division	1 working day	Executive Engineer, Electrical of the division	1 working Day
	b) Rural areas		On the same day within 1 working day of receipt of payment from the consumer		1 working day		1 working Day
8	Refund of deposit						
	a) Cities & Towns	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 60 Working Days After receipt of the request	Asst. Executive Engineer, Electrical, of the sub-division	7 Working Day	Executive Engineer, Electrical, of the division	7 Working Days
	b) Rural areas		Within 60 Working Days After receipt of the request		7 Working Day		7 Working Days
9	Issue of certificates						
	a) City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours (1 Day) After receipt of request/ application	Asst. Executive Engineer, Electrical, of the sub-division	2 Working Day	Executive Engineer, Electrical, of the division	2 Working Days
	b) Rural areas		Within 1 working day After receipt of request/ application		2 Working Day		2 Working Days

1. S.N 1 to 9 inserted vide Notification DPAR 328 NaSeKha 2018, Dated: 21/01/2019

25.5 Hubballi Electricity Supply Company Limited (HESCOM) (Citizen Services)

S.N	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	Line breakdown						
	a) City/Town areas	Section Officer	Within 6 Hours (10Hrs if Poles are broken-down)	Asst. Executive Engineer, Electrical	1 working day	Executive Engineer, Electrical	2 Working Days
	b) Rural areas		Within 24 hours		2 Working Day		2 Working Days
2	Distribution Transformer failure						
	a) city/Town areas		Within 24 hours		2 Working Day		3 Working Days

S.N	List of services	Designated Officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the competent officer	Appellate Authority	Time limit for disposal by the appellate authority
	b) Rural areas	Section Officer	Within 72 hours	Asst. Executive Engineer, Electrical	3 Working Day	Executive Engineer, Electrical	3 Working Days
3	Meter Complaints						
	a) Inspect and Check corrections	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days	Executive Engineer, Electrical, of the sub-division	Within 5 Working Days	Superintending Engineer, Electrical Of the Circle	Within 3 Working Days
	b) Replace slow, creeping or stuck meters		Within 10 Working Days		Within 5 Working Days		Within 3 Working Days
	c) Replace burnt meters if cause not attributable to consumer		Within 7 working days of receipt of Complaint		Within 5 Working Days		Within 3 Working Days
	d) Replace burnt meters in all other cases		Within 24hours of payment of charges by consumer		Within 5 Working Days		Within 3 Working Days
4	Application for additional load / New connection						
	a) Release of supply where service is feasible from existing network	Asst. Executive Engineer, Electrical, of the sub-division	Within 30 Working Days of receipt of application	Executive Engineer, Electrical, of the sub-division	7 Working Day	Superintending Engineer, Electrical of the Circle / Chief Engineer, Electrical of the zone	7 Working Days
	b) Release of supply where network expansion /enhancement Required for providing connection As Specified by the commission in KERC [Duty of the Licensee To supply electricity on request] Regulation 2004and its amendments						
	1)Low Tension (L&T) Supply		1)45 working days		1)7 Working Days		1)7 Working Days
	2)11KV(HT) Supply		2)60 Working Days		2)7 Working Days		2)7 Working Days
	3)33KV(HT) Supply		3)90 Working Days		3)7 Working Days		3)7 Working Days
S.N	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
	4)Extra High		4) 180 Working Days		4)7 Working Days		

S.N	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
	Tension Supply (EHT)						4)7 Working Days
	c) Irrigation Pump Sets		Where there is no infrastructure development required within 30 Working Day after attaining seniority (the number of new connections shall be limited to the target fixed by the Government for the year		7 Working Day		7 Working Days
5	Transfer of Ownership and Conversion						
	a) Transfer of ownership	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days of receipt of application	Executive Engineer, Electrical of the sub-division	Within 3 Working Days	Superintending Engineer, Electrical, of the Circle	Within 3 working Days
	b) Change of category		Within 7 Working Days of receipt of application		Within 3 Working Days		Within 3 working Days
6	Resolution of complaints on consumer's bills						
	a) Where field report is not required	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours of receipt of application	Asst. Executive Engineer, Electrical, of the sub-division	3 working days	Executive Engineer, Electrical, of the division	3 working Days
	b) Where field report is required		Within 7 Working Days of receipt of application		3 working days		3 working Days
7	Reconnection of supply following disconnection						
	a) City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	On the same day within 24 hours of receipt of payment from the consumer	Asst. Executive Engineer, Electrical, of the sub-division	1 working day	Executive Engineer, Electrical of the division	1 working Day
	b) Rural areas		On the same day within 1 working day of receipt of payment from the consumer		1 working day		1 working Day
8	Refund of deposit						
	a) Cities & Towns	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 60 Working Days After receipt of the request	Asst. Executive Engineer, Electrical, of the sub-division	7 Working Day	Executive Engineer, Electrical, of the division	7 Working Days
	b) Rural areas		Within 60 Working Days After receipt of the request		7 Working Day		7 Working Days
9	Issue of certificates						
	a) City & Town areas	Assistant	Within 24 hours (1 Day)	Asst.	2 Working Day		2 Working Days

S.N	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
		Accounts Officer/ Senior Assistant of the sub-division	After receipt of request/ application	Executive Engineer, Electrical, of the sub-division		Executive Engineer, Electrical, of the division	
	b) Rural areas		Within 1 working day After receipt of request/ application		2 Working Day		2 Working Days

1. S.N 1 to 9 inserted vide Notification DPAR 328 NaSeKha 2018, Dated: 21/01/201

25.6 CHAMUNDESHWARI ELECTRICITY SUPPLY COMPANY LIMITED(CESCOM) (Citizen Services)

S.N	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	Line breakdown						
	a) City/Town areas	Section Officer	Within 6 Hours (10Hrs if Poles are broken-down)	Asst. Executive Engineer, Electrical	1 working day	Executive Engineer, Electrical	2 Working Days
	b) Rural areas		Within 24 hours		2 Working Day		2 Working Days
2	Distribution Transformer failure						
	a) city/Town areas	Section Officer	Within 24 hours	Asst. Executive Engineer, Electrical	2 Working Day	Executive Engineer, Electrical	3 Working Days
	b) Rural areas		Within 72 hours		3 Working Day		3 Working Days
3	Meter Complaints						
	a) Inspect and Check corrections	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days	Executive Engineer, Electrical, of the sub-division	Within 5 Working Days	Superintending Engineer, Electrical Of the Circle	Within 3 Working Days
	b) Replace slow, creeping or stuck meters		Within 10 Working Days		Within 5 Working Days		Within 3 Working Days
	c) Replace burnt meters if cause not attributable to consumer		Within 7 working days of receipt of Complaint		Within 5 Working Days		Within 3 Working Days
	d) Replace burnt meters in all other cases		Within 24hours of payment of charges by consumer		Within 5 Working Days		Within 3 Working Days
4	Application for additional load / New connection						
	a) Release of supply where service is feasible from existing network		Within 30 Working Days of receipt of application		7 Working Day		7 Working Days

S.N	List of services	Designated Officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the competent officer	Appellate Authority	Time limit for disposal by the appellate authority
	b) Release of supply where network expansion /enhancement Required for providing connection As Specified by the commission in KERC [Duty of the Licensee To supply electricity on request] Regulation 2004 and its amendments	Asst. Executive Engineer, Electrical, of the sub-division		Executive Engineer, Electrical, of the sub-division		Superintending Engineer, Electrical of the Circle / Chief Engineer, Electrical of the zone	
	1) Low Tension (L&T) Supply		1) 45 working days		1) 7 Working Days		1) 7 Working Days
	2) 11KV (HT) Supply		2) 60 Working Days		2) 7 Working Days		2) 7 Working Days
	3) 33KV (HT) Supply		3) 90 Working Days		3) 7 Working Days		3) 7 Working Days
	4) Extra High Tension Supply (EHT)		4) 180 Working Days		4) 7 Working Days		4) 7 Working Days
	c) Irrigation Pump Sets		Where there is no infrastructure development required within 30 Working Day after attaining seniority (the number of new connections shall be limited to the target fixed by the Government for the year		7 Working Day		7 Working Days
5	Transfer of Ownership and Conversion						
	a) Transfer of ownership	Asst. Executive Engineer, Electrical, of the sub-division	Within 7 Working Days of receipt of application	Executive Engineer, Electrical of the sub-division	Within 3 Working Days	Superintending Engineer, Electrical, of the Circle	Within 3 working Days
	b) Change of category		Within 7 Working Days of receipt of application		Within 3 Working Days		Within 3 working Days
6	Resolution of complaints on consumer's bills						
	a) Where field report is not required	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours of receipt of application	Asst. Executive Engineer,	3 working days	Executive Engineer, Electrical, of the division	3 working Days
	b) Where field report is required		Within 7 Working Days of receipt		3 working days		3 working Days

S.N	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
			of application	Electrical, of the sub-division			
7	Reconnection of supply following disconnection						
	a) City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	On the same day within 24 hours of receipt of payment from the consumer	Asst. Executive Engineer, Electrical, of the sub-division	1 working day	Executive Engineer, Electrical, of the division	1 working Day
	b) Rural areas		On the same day within 1 working day of receipt of payment from the consumer		1 working day		1 working Day
8	Refund of deposit						
	a) Cities & Towns	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 60 Working Days After receipt of the request	Asst. Executive Engineer, Electrical, of the sub-division	7 Working Day	Executive Engineer, Electrical, of the division	7 Working Days
	b) Rural areas		Within 60 Working Days After receipt of the request		7 Working Day		7 Working Days
9	Issue of certificates						
	a) City & Town areas	Assistant Accounts Officer/ Senior Assistant of the sub-division	Within 24 hours (1 Day) After receipt of request/ application	Asst. Executive Engineer, Electrical, of the sub-division	2 Working Day	Executive Engineer, Electrical, of the division	2 Working Days
	b) Rural areas		Within 1 working day After receipt of request/ application		2 Working Day		2 Working Days

1. S.N 1 to 9 inserted vide Notification No. DPAR 328 NaSeKha 2018 Dated: 21-01-2019

26. AGRICULTURE DEPARTMENT

26.1 AGRICULTURE DEPARTMENT (Citizen Services)

S. N	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Issue of Manufacture License for Mixture fertilizers	Technical officer/Verifying officer	38 Working Days	Joint Director of Agriculture (Fertilizer & Plant protection), Head office	7 Working Days	Additional Director of Agriculture (Organic forming), Head Office	15 Working Days
2	Issue of state level Wholesale Fertilizer License	Technical officer/Verifying officer	38 Working Days	Joint Director of Agriculture (Fertilizer & Plant protection), Head office	7 Working Days	Additional Director of Agriculture (Organic forming), Head Office	15 Working Days
3	Issue of District Level Wholesale Fertilizer License	Technical officer/Verifying officer	28 Working Days	District Joint Director of Agriculture	7 Working Days	Additional Director of Agriculture (Organic forming), Head Office	15 Working Days
4	Retail Fertilizer Market License	Technical officer/Verifying officer	28 Working Days	Concerned Taluk Assistant Director of Agriculture	7 Working Days	Concerned District Joint Director of Agriculture	15 Working Days
5	Seed Dealer's License	Technical officer/Verifying officer	28 Working Days	Concerned District Joint Director of Agriculture	7 Working Days	Additional Director of Agriculture (Organic forming), Head Office	15 Working Days
6	State level seed sales license	Technical officer /Verifying Officer	38 Working Days	Additional Director of Agriculture (Organic forming), Head Office	7 Working Days	Director of Agriculture, Head Office	15 Working Days
7	Issue of License to Manufacture Insecticides	Technical officer /Verifying Officer	38 Working Days	Director of Agriculture, Head Office	7 Working Days	Commissioner of Agriculture	15 Working Days
8	License to sell, Stock or Exhibit for sale or Distribute Insecticides	Technical officer /Verifying Officer	28 Working Days	Concerned District Joint Director of Agriculture	7 Working Days	Additional Director of Agriculture (Organic forming)	15 Working Days

1. S.N 1 to 8 inserted vide Notification No. DPAR 408 NaSeKha 2018, Dated: 25/05/2019
2. S.N 1 to 8, amended vide Notification No. DPAR 18 SSM 2019, Dated: 29-11-2019

27. SKILL DEVELOPMENT, ENTREPRENEURSHIP AND LIVELIHOOD DEPARTMENT

27.1 INDUSTRIAL TRAINING AND EMPLOYMENT DEPARTMENT (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Issue of Corrected Marks Cards and Certificates (Except marks obtained by the Candidate)	Deputy Director (Exam)	3 Working Days	Joint Director (Exam)	2 Working Days	Director (Trg)	10 Working Days
2	Genuineness Verification of Marks Cards and Certificates	Joint Director (Exam)	3 Working Days	Director (Trg)	5 Working Days	Commissioner	10 Working Days
3	Declaration of 'No Objection Certificate'	Assistant Director (Admn)	8 Working Days	Joint Director (Admn)	6 Working Days	Director	5 Working Days
4	Transferring of Registered Card of Job Aspirants	Employment Officer/ Assistant Director	5 Working Days	Deputy Director	20 Working Days	Joint Director (Employment)	30 Working Days
5	Registration of Job Aspirants	Employment Officer/ Assistant Director	Same day	Deputy Director	20 Working Days	Joint Director (Employment)	30 Working Days
6	Re-registration of Job Aspirants	Employment Officer/ Assistant Director	Same day	Deputy Director	20 Working Days	Joint Director (Employment)	30 Working Days

1. S.N 1 to 6 inserted vide Notification No. DPAR 50 NaSeKha 2019, Dated: 23/08/2019

27.2 Government Tool Room and Training Centre – Exam Cell (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Issue of Marks Card	Chief Examiner, Exam cell, GTTC, Bangalore	90 Working Days	Manager, Training, GTTC, Bangalore	07 Working Days	Deputy General Manager, Training, GTTC, Bangalore	07 Working Days
2	Issue of Duplicate Marks Card	Chief Examiner, Exam cell, GTTC, Bangalore	15 Working Days	Manager, Training, GTTC, Bangalore	07 Working Days	Deputy General Manager, Training, GTTC, Bangalore	07 Working Days
3	Issue of Transfer Certificate	Chief Examiner, Exam cell, GTTC, Bangalore	10 Working Days	Manager, Training, GTTC, Bangalore	07 Working Days	Deputy General Manager, Training, GTTC, Bangalore	07 Working Days

1. S.N 1 to 3 inserted vide Notification No. DPAR 48 SSM 2020, Dated: 09/10/2020

28. MEDICAL EDUCATION DEPARTMENT

28.1 KARNATAKA STATE NURSING COUNCIL (Citizen Services)

S.N	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Registration Verification	Registrar, Karnataka State Nursing Council	15 Working Days	President, Karnataka State Nursing Council	10 Working Days	Director, Directorate of Medical Education	05 Working Days
2	Good Standing Certificate	Registrar, Karnataka State Nursing Council	20 Working Days	President, Karnataka State Nursing Council	10 Working Days	Director, Directorate of Medical Education	05 Working Days
3	Foreign Verification	Registrar, Karnataka State Nursing Council	20 Working Days	President, Karnataka State Nursing Council	10 Working Days	Director, Directorate of Medical Education	05 Working Days
4	No Objection Certificate (For Other State Registration)	Registrar, Karnataka State Nursing Council	10 Working Days	President, Karnataka State Nursing Council	05 Working Days	Director, Directorate of Medical Education	02 Working Days

1. S.N 1 to 4 inserted vide Notification No. DPAR 409 NaSeKha 2018, Dated: 02/07/2019

28.2 KARNATAKA STATE PARA MEDICAL BOARD (Citizen Services)

S. N	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Photo Copies of 1 st year, 2 nd year and 3 rd year Student's Answer Scripts	Member Secretary,	15 Working Days from the date of issue of the circular	Special Officer,	10 Working Days	Director of Medical Education	05 Working Days
2	Diploma Certificate	Member Secretary	15 Working Days	Special Officer	10 Working Days	Director of Medical Education	10 Working Days
3	Course Discontinue	Member Secretary,	07 Working Days	Special Officer	07 Working Days	Director of Medical Education	03 Working Days
4	Migration Certificate	Member Secretary	10 Working Days	Special Officer,	10 Working Days	Director of Medical Education	03 Working Days
5	No Objection Certificate	Member Secretary,	10 Working Days	Special Officer	10 Working Days	Director of Medical Education	03 Working Days
6	Verification Certificate	Member Secretary	10 Working Days	Special Officer	10 Working Days	Director of Medical Education	03 Working Days

S. N	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
7	Good Standing Certificate	Member Secretary	10 Working Days	Special Officer	10 Working Days	Director of Medical Education	03 Working Days
8	Provisional Certificate	Member Secretary	07 Working Days	Special Officer	02 Working Days	Director of Medical Education	02 Working Days

I.S.N 1 to 8 inserted vide Notification No. DPAR 409 NaSeKha 2018, Dated: 02/07/2019

28.3 KARNATAKA STATE DIPLOMA IN NURSING EXAMINATION BOARD (Citizen Services)

S. N	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Photo Copies of 1 st Year, 2 nd Year and 3 rd year General Nursing and Midwifery Exam Answer Scripts	Secretary, Karnataka State Diploma in Nursing Examination Board, Bangalore	15 Working Days	Special Officer, Karnataka State Diploma in Nursing Examination Board, Bangalore	10 Working Days	Director of Medical Education and Chairman Karnataka State Diploma in Nursing Examination Board, Bangalore	07 Working Days
2	Course Completion Certificate, Internship Training Exam Marks Cards and Diploma Certificates	Secretary, Karnataka State Diploma in Nursing Examination Board, Bangalore	30 Working Days	Special Officer, Karnataka State Diploma in Nursing Examination Board, Bangalore	10 Working Days	Director of Medical Education and Chairman Karnataka State Diploma in Nursing Examination Board, Bangalore	10 Working Days
3	Consolidated Marks Cards of 1 st year, 2 nd year and 3year General Nursing and Midwifery Course	Secretary, Karnataka State Diploma in Nursing Examination Board, Bangalore	10 Working Days	Special Officer, Karnataka State Diploma in Nursing Examination Board, Bangalore	02 Working Days	Director of Medical Education and Chairman Karnataka State Diploma in Nursing Examination Board, Bangalore	02 Working Days
4	Verification of Genuineness of Documents for Appointments within the Country and Aboard	Secretary, Karnataka State Diploma in Nursing Examination Board, Bangalore.	30 Working Days	Special Officer, Karnataka State Diploma in Nursing Examination Board, Bangalore.	10 Working Days	Director of Medical Education and Chairman Karnataka State Diploma in Nursing Examination Board, Bangalore.	07 Working Days
5	Migration Certificates	Secretary, Karnataka State Diploma in Nursing Examination Board, Bangalore	07 Working Days	Special Officer, Karnataka State Diploma in Nursing Examination Board, Bangalore	02 Working Days	Director of Medical Education and Chairman Karnataka State Diploma in Nursing Examination Board, Bangalore	02 Working Days

S. N	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
6	Spelling Correction in Marks Cards and Certificates	The Secretary, Karnataka State Diploma in Nursing Examination Board, Bangalore.	30 Working Days	The Special Officer	10 Working Days	Chief Executive Officer, Director of Medical Education.	07 Working Days
7	Second Copy of Marks Cards and Certificates	The Secretary, Karnataka State Diploma in Nursing Examination Board, Bangalore.	30 Working Days	The Special Officer	10 Working Days	Chief Executive Officer, Director of Medical Education.	07 Working Days

1. S.N 1 to 5 inserted vide Notification No. DPAR 409 NaSeKha 2018, Dated: 02/07/2019
2. S.N 6 to 7 inserted vide Notification No. DPAR 15 SSM 2022, Dated: 21/12/2022
3. S.N 4 amended vide Notification No. DPAR 15 SSM 2022, Dated: 21/12/2022

28.4 RAJIV GANDHI UNIVERSITY OF HEALTH SCIENCES (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Migration Certificate	Assistant Registrar	06 Working Days	Director	03 Working Days	Registrar	05 Working Days
2	Initial Expansion Certificate	Assistant Registrar	10 Working Days	Director	10 Working Days	Registrar	10 Working Days
3	NOC for Internship Transfer Certificate	Assistant Registrar	07 Working Days	Director	07 Working Days	Registrar	07 Working Days
4	NOC for Migration Transfer Certificate	Assistant Registrar	15 Working Days	Director	15 Working Days	Registrar	15 Working Days
5	Provisional Degree Certificate	Assistant Registrar	04 Working Days	Deputy Registrar	01 Working Day	Registrar (Evaluation)	01 Working Day

1. S.N 1 to 5 inserted vide Notification No. DPAR 46 NaSeKha 2019, Dated: 24/07/2019

29. MINORITY WELFARE HAJ AND WAKF DEPARTMENT

29.1 Directorate of Minorities (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Incentives for Students from Minority Communities X & XII	Deputy Director	120 Working Days	Joint Director	90 Working Days	Director	30 Working Days
2	Application for Assistance w.r.t Pre-Examination Training/ Coaching for Competitive Exams	Joint Director	120 Working Days	Director	90 Working Days	Secretary	30 Working Days
3	Admission in Kausalya Skill Development Programme	District Officer	120 Working Days	Joint Director	90 Working Days	Director	30 Working Days
4	B-Ed and D-Ed Fellowship to Minority Students	Assistant Director	90 Working Days	Joint Director	30 Working Days	Director	30 Working Days
5	Vidyasiri -Food and Accommodation Assistance Scheme	Taluk Minority Extension Officer	Within the financial year	District Officer, Minority welfare department	60 Working days	Assistant Director (Hostels-Section) Directorate of Minorities	30 Working days
6	Admission for Pre and Post Matric Hostels	Taluk Minority Extension officer	60 Working Days	District Officer, Minority welfare department	45 Working Days	Assistant Director (Hostels-Section) Directorate of Minorities	30 Working days
7	Admission for Morarji Desai Residential School	Principal	90 Working Days	District Officer, Minority welfare department	45 Working Days	Assistant Director (Hostels-Section) Directorate of Minorities	30 Working days

1. S.N 1 to 3 inserted vide Notification No. DPAR 04 SSM 2019, Dated: 31/08/2019
2. S.N 4 inserted vide Notification No. DPAR 11 SSM 2022, Dated: 13/09/2022
3. S.N 5-7 inserted vide Notification No. DPAR 338 NASEKHA 2018, Dated: 02/07/2019

29.2 KARNATAKA STATE BOARD OF WAKF (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Registration of Waqf Properties	Waqf Officer	45 Working Days	Assistant Secretary (Admin)	15 Working Days	Chief Executive Officer	15 Working Days
2	Constitution of Managing Committees	Waqf Officer	45 Working Days	Assistant Secretary (Admin)	15 Working Days	Chief Executive Officer	15 Working Days
3	Approval of Model Scheme of Administration-Bye law	Waqf Officer	21 Working Days	Assistant Secretary (Admin)	5 Working Days	Chief Executive Officer	15 Working Days

- 1.S.N 1 to 3 inserted vide Notification No. DPAR 24 SSM 2020, Dated: 01/06/2020

30. SOCIAL WELFARE DEPARTMENT

30.1 SOCIAL WELFARE DEPARTMENT (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Incentive for inter caste married couple	Taluk Assistant Director, SWD	30 Working Days	District level Joint Director / Deputy Director, SWD	20 Working Days	Additional Director (Admin), Commissionerate, SWD	30 Working Days
2	Compensation to Atrocity Victims	District Joint Director / Deputy Director, SWD	07 Working Days	Additional Director (Admin), Commissionerate, SWD	20 Working Days	Commissioner, Commissionerate, SWD	30 Working Days
3	Pre-Examination Coaching for U.P.S.C/K.A.S/ Other Group A & B/ R.R.B/ Banking/ Group C / S.S.C & Other Competitive Examination	Chief Administrative Officer, Pre-Examination Training Centre	60 Working Days	Additional Director (Admin),	30 Working Days	Commissioner, Commissionerate, SWD	30 Working Days
4	"Prabhuddha" Overseas Scholarship	Chief Administrative officer, Pre-Examination training center, SWD	45 Working Days	Additional Director (Administration),	30 Working Days	Commissioner, SWD	30 Working Days
5	Prize money to Meritorious Students	District Level Joint Director/ Deputy Director, SWD	60 Working Days	Additional Director (Development), SWD	30 Working Days	Commissioner, SWD	30 Working Days
6	Pre-Metric Scholarship	Taluk Assistant Director, SWD	60 Working Days	District Level Joint Director/ Deputy Director, SWD	30 Working Days	Additional Director (Development), Commissionerate, SWD	30 Working Days
7	Post Metric Scholarship	Taluk Assistant Director, SWD	60 Working Days	District Level Joint Director/ Deputy Director, SWD	30 Working Days	Additional Director (Development), Commissionerate, SWD	30 Working Days
8	Pre-Metric Hostel Admission for Social Welfare Department	Taluk Assistant Director, SWD	30 Working Days	District Level Joint Director/ Deputy Director, SWD	20 Working Days	Additional Director (Development), Commissionerate, SWD	30 Working Days
9	Post Metric Hostel Admission for Social Welfare Department	Taluk Assistant Director, SWD	30 Working Days	District Level Joint Director/ Deputy Director, SWD	20 Working Days	Additional Director (Development), Commissionerate, SWD	30 Working Days
10	Approval for Setting Up Hostels	District level JD /DD, Social Welfare Department	30 Working Days	CEO, Zilla Panchayath	45 Working Days	Commissioner, Social Welfare Department	30 Working Days

1. S.N 1-to 9 services inserted vide Notification No. DPAR 60 NaSekha 2019, Dated: 14/08/2019
2. S.N 10 inserted vide Notification No. DPAR 69 SSM 2020, Dated: 03/11/2020

30.2 SCHEDULED TRIBE WELFARE DEPARTMENT (Citizen Services)

S. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Incentive for inter-caste married couple for ST	Taluk Assistant Director, SWD, TTWO, STWD	30 Working Days	District level Joint Director / Deputy Director, SWD /PCO / DTWO, STWD	20 Working Days	Deputy Director (TSP), DIRECTORATE STWD	30 Working Days
2	Compensation to Atrocity Victims	District Joint Director / Deputy Director, SWD	07 Working Days	Deputy Director (Coordination), Commissionerate, SWD	20 Working Days	Joint Director (SCSP) Commissionerate, SWD	30 Working Days
3	Pre-Examination Coaching for U.P.S.C./K.A.S / Other Group A & B/ R.R.B/ Banking/ Group C / S.S.C & Other Competitive Examination	Chief Administrative Officer Pre-Examination Training Centre	60 Working Days	Deputy Director, (Admin/Edn), Scheduled Tribe Welfare Department, Bangalore	30 Working Days	Director, Scheduled Tribe Welfare Department.	30 Working Days
4	"Prabhuddha" Overseas Scholarship	Chief Administrative officer, Pre Examination training centre, SWD	45 Working Days	Deputy Director (Admin/Edn), Scheduled Tribe Welfare Department, Bangalore	30 Working Days	Director, Scheduled Tribe Welfare Department	30 Working Days
5	Prize money to Meritorious Students	District Level Joint Director/ Deputy Director, SWD/PCO/DTW, STWD	60 Working Days	Deputy Director (Admin/Edn), Scheduled Tribe Welfare Department, Bangalore	30 Working Days	Director, Scheduled Tribe Welfare Department	30 Working Days
6	Pre-Metric Scholarship	Taluk Assistant Director, SWD/TTWO, STWD	60 Working Days	District Level Joint Director/ Deputy Director, SWD/PCO/DTW, STWD	30 Working Days	Deputy Director (Admin/Edn), Scheduled Tribe Welfare Department, Bangalore	30 Working Days
7	Post Metric Scholarship	Taluk Assistant Director, SWD/TTWO/STWD	60 Working Days	District Level Joint Director/ Deputy Director, SWD/PCO/DTW, STWD	30 Working Days	Deputy Director (Admin/Edn), Scheduled Tribe Welfare Department, Bangalore	30 Working Days

S l. N o	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
8	Pre-Metric Hostels Admission for Tribal Welfare Department	Taluk Assistant Director, SWD, TTWO, STWD	30 Working Days	District Level Joint Director/ Deputy Director, SWD/PCO/DTW, STWD	20 Working Days	Deputy Director (Admin/Edn), Scheduled Tribe Welfare Department, Bangalore	30 Working Days
9	Post Metric Hostels Admission for Tribal Welfare Department	Taluk Assistant Director, SWD, TTWO, STWD	30 Working Days	District Level Joint Director/ Deputy Director, SWD/PCO/DTW, STWD	20 Working Days	Deputy Director (Admin/Edn), Scheduled Tribe Welfare Department, Bangalore	30 Working Days

1. S.N 1-to 9 services inserted vide Notification No. DPAR 26 SSM 2020, Dated: 31/07/2020

31. LAW DEPARTMENT

31.1 KARNATAKA STATE LAW UNIVERSITY (Citizen Services)

Sl. No	List of Services	Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for competent officer	Appellate authority	Stipulated time for Appellate authority
1	Change of College	Deputy Registrar	10 Working Days	Registrar	5 Working Days	Vice - Chancellor	05 Working Days
2	Eligibility Certificate	Deputy Registrar	10 Working Days	Registrar	5 Working Days	Vice - Chancellor	05 Working Days
3	Migration Certificate	Deputy Registrar	10 Working Days	Registrar	5 Working Days	Vice - Chancellor	05 Working Days
4	Duplicate Migration Certificate	Deputy Registrar	10 Working Days	Registrar	5 Working Days	Vice - Chancellor	05 Working Days
5	Name correction in the marks card as per SSLC/PUC certificate	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days
6	Provisional Degree Certificate	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days
7	Passing Certificate	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days
8	Official Transcript	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days
9	Genuineness of marks card/Degree certificate	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days
10	Duplicate Marks Card	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days
11	Duplicate Degree Certificate	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days
12	Duplicate PDC	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days
13	Duplicate passing certificate	Deputy Registrar/Assistant Registrar	10 Working Days	Registrar (Evaluation)	05 Working Days	Vice Chancellor	05 Working Days

1. S.N 1-to 4 inserted vide Notification No. DPAR 12 SSM 2020, Dated: 18/03/2020

2. S.N 5-to 13 inserted vide Notification No. DPAR 18 SSM 2021, Dated: 15/09/2021

32. INFRASTRUCTURE DEVELOPMENT DEPARTMENT

32.1 PORTS AND INLAND WATER TRANSPORT DEPARTMENT (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Issue of Registration Certificate of sailing vessels	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
2	Issue of Inspection Certificate of sailing vessels	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
3	Issue of Harbour craft license	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
4	Renewal of Harbour craft license	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
5	Issue of Serang Certificate	Administrative Assistant	30 working days	Port Officer	15 working days	Director of Ports and I.W.T., Karwar	15 working days
6	Issue of Certificate of Steamer Agent, Stevedores C&F Ship chandler, Port User licenses	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
7	Renewal of Certificate of Steamer Agent, stevedores C&F ship chandler, Port users license	Administrative Assistant	15 working days	Port Officer	15 working days	Director of Ports and I.W.T., Karwar	15 working days
8	Issue of Survey Certificate for sailing Vessels under the Inland Vessels Act	Administrative Assistant	15 working days	Port Officer	15 working days	Director of Ports and I.W.T., Karwar	30 working days
9	Issue of Entry and Clearance Certificate for ships	Administrative Assistant	3 working days	Port Officer	3 working days	Director of Ports and I.W.T., Karwar	2 working days
	a) Issue of entry and clearance to the mechanized sailing vessels	Administrative Assistant	15 working days	Port Officer	3 working days	Director of Ports and I.W.T., Karwar	2 working days

1. S.N 1 to 9 inserted vide Notification No.DPAR 111 NaSeKha 2015, Dated: 15/10/2015

2. S.N 9(a) inserted sub service vide Notification No. DPAR 392 NaSeKha 2018, Dated 02/07/2019

33. Planning, Programme Monitoring and Statistics Department

33.1 KARNATAKA EVALUATION AUTHORITY (Citizen Services)

S.N	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	Internship Programme	Web Manager, Karnataka Evaluation Authority	30 working days	Chief Evaluation Officer, Karnataka Evaluation Authority	15 working days	Principal Secretary, Planning, Programme Monitoring and Statistics Department	3 Weeks

1. S.N 1 inserted vide Notification No.DPAR 30 SSM 2020, Dated: 02/09/2020

Sakala Service Addition/Deletion Details

S. N	Secretariat Department	S. N	Department / Institution	201 2	201 3	201 4	201 5	201 6	201 7	201 8	201 9	2020	202 1	202 2	Total Service Count
1	Urban Development Department	1	Bruhat Bangalore Mahanagara Palike (BBMP)	7	0	0	0	1	1	0	0	4	1	1	15
		2	Bangalore Water Supply and Sewerage Board (BWSSB)	3	0	0	0	0	0	0	4	2	0	0	9
		3	Municipal Corporations (other than BBMP)	5	0	0	0	1	4	0	0	3(3 services combined as 1)	7	1	19
		4	City Municipal Council (CMC)	5	0	0	0	1	3	0	0	5(3 services combined as 1)	6	1	19
		5	Town Municipal Council (TMC)	5	0	0	0	1	4	0	(-1)	5 (3 services combined as 1)	6	1	19
		6	Town Panchayat (TP)	5	0	0	0	1	4	0	(-1)	5 (3 services combined as 1)	6	1	19
		7	Bangalore Development Authority (BDA)	12	0	0	0	0	1	0	0	0	0	2	15
		8	Bangalore Metropolitan Region Development Authority (BMRDA)	0	0	0	0	0	2	0	0	0	0	1	3
		9	Urban Development Authorities	0	0	0	0	0	1	0	0	0	0	0	1
		10	Karnataka Urban Water Supply and Drainage Board	0	0	0	0	0	0	0	0	3	0	0	3
2	Transport Department	11	Transport Department	5	0	20	0	1	0	0	3	1	-5	0	25
		12	North East Karnataka Road Transport Corporation (NEKRTC)	6	0	0	0	0	0	0	0	0	0	0	6
		13	North West Karnataka Road Transport Corporation (NWKRTC)	6	0	0	0	0	0	0	0	0	0	0	6
		14	Karnataka State Road Transport Corporation (KSRTC)	6	0	0	0	0	0	0	0	0	0	0	6
		15	Bangalore Metropolitan Transport Corporation (BMTc)	4	0	0	0	0	0	0	0	(-2)	0	0	2
3	Food, Civil Supplies, Consumer Affairs and	16	Food, Civil Supplies and Consumer Affairs Department	4	0	0	0	10	0	(-10)	1	(-2)	0	0	3

S. N	Secretariat Department	S. N	Department / Institution	201 2	201 3	201 4	201 5	201 6	201 7	201 8	201 9	2020	202 1	202 2	Total Service Count
	Legal Metrology Department	17	Department of Legal Metrology	0	0	0	0	0	5	0	0	1	0	16	22
4	Revenue Department	18	Revenue Department	47	0	(-1)	0	3	0	2	0	0	0	0	51
		19	Atalji Janasnehi Directorate	0	0	0	5	1	0	0	3	0	0	0	9
		20	Bhoomi and U.P.O.R.	0	0	0	4	1	0	0	0	0	0	0	5
		21	Survey Settlement and Land records Department	0	0	0	0	0	0	0	3	1	0	0	4
		22	Inspector General of Registration & Stamps	1	0	0	8	0	1	0	3(-2)	0	0	0	11
		23	Directorate of Social Security & Pensions	0	0	0	0	0	0	0	0	0	1	0	1
		24	Hindu Religious Institutions and Charitable Endowments Department	0	0	0	3	0	0	0	-3	0	0	0	0
5	Home Department	25	Police Department	21	0	0	0	0	0	0	0	2(-1)	0	0	22
		26	Karnataka Fire and Emergency Services	2	0	0	0	0	2	0	0	0	0	0	4
		27	Sainik Welfare and Resettling	0	0	0	0	0	0	0	6	0	0	0	6
6	Education Department	28	Department of Pre-University Education	6	0	0	0	0	0	0	0	0	0	0	6
		29	Department of Public Instruction	12	20	0	0	0	0	0	0	3	0	0	35
		30	Department of Printing, Stationary and Publications	1	0	19	0	0	0	0	0	0	0	0	20
		31	Public Libraries Department	0	2	0	0	0	0	0	2	0	0	0	4
		32	Higher Education – "Collegiate Education"	0	18	0	0	0	0	0	(-2) +2	0	0	0	18
		33	Technical Education Department	0	10	0	0	0	0	0	0	0	0	0	10
		34	Universities	0	0	0	0	0	0	0	0	0	30	0	30
		35	University Finance Section	0	5	0	0	0	0	0	0	0	-1	0	4
		36	University Constituent Colleges	0	14	0	0	0	0	0	0	0	-14	0	0
		37	University Post Graduate Section	0	12	0	0	0	0	0	0	0	-12	0	0
		38	University Examination Section	0	11	0	0	0	0	0	0	0	-11	0	0
		39	University Academic Section	0	6	0	0	0	0	0	0	0	-6	0	0
7	Health & Family Welfare Department	40	Health & Family Welfare Department	4	0	0	2	2	0	0	0	1(-2)	0	1	8

S. N	Secretariat Department	S. N	Department / Institution	201 2	201 3	201 4	201 5	201 6	201 7	201 8	201 9	2020	202 1	202 2	Total Service Count
		41	Drugs Control Department	5	0	0	0	0	2	15	0	4	0	0	26
		42	Ayush Department	4	0	0	0	2	0	0	0	0	0	0	6
8	RDPR	43	RDPR	11	1	0	0	0	0	0	(-2) +2	8	0	1	21
9	Finance	44	Excise Department	0	6	0	0	0	0	33	0	5	0	1	45
		45	Karnataka Government Insurance Department (Directorate)/ District Insurance offices	0	0	47	0	0	0	0	0	0	0	0	47
		46	Commercial Tax Department	10	0	0	0	1	0	0	-11	0	0	0	0
10	Labour Department	47	Labour Department	13	0	0	4	0	5	0	(-2) (-7)	0	(-1)	0	12
		48	Directorate of ESIS (Medical) Services	3	0	0	0	0	0	0	0	0	0	0	3
		49	Department Of Factories, Boilers, Industrial Safety and Health	9	0	0	0	1	2	0	0	-2	0	0	10
		50	KARNATAKA BUILDING CONSTRUCTION WORKERS WELFARE BOARD	0	0	0	0	0	0	0	7	8	1	0	16
11	Department of Women & Child Development	51	Department for Empowerment of Differently Abled and Senior Citizen	2	0	20	0	0	0	0	3	0	0	0	25
		52	Women and Child Development Department	3	0	0	0	0	0	-3	0	1	0	0	1
12	Housing Department	53	Karnataka Housing Board	3	0	0	0	0	0	0	0	1	0	0	4
		54	Karnataka Slum Development Board	3	0	0	0	0	0	0	0	(-1) 1	0	0	3
		55	Rajiv Gandhi Housing Corporation Limited	0	0	0	0	0	0	0	0	2	0	0	2
13	Department of Animal Husbandry and Veterinary Services	56	Fisheries Department	3	0	6	0	1	0	0	0	0	0	0	10
		57	Department of Animal Husbandry and Veterinary Services	0	0	0	6	0	0	0	0	0	0	16	22
14	Public works Department	58	Public works Department	2	0	32	0	0	0	0	0	1	0	0	35
		59	KSHIP Division/Sub0Division	0	0	44	0	0	0	0	0	0	0	0	44
15	Forest, Ecology and Environment Department	60	Karnataka State Pollution Control Board	5	0	0	0	0	8	0	0	7(-3)	0	0	17
		61	Forest Department	0	0	27	0	0	0	0	4	2	0	0	33
		62	Ecology and Environment Department	0	0	0	0	11	0	0	0	-11	0	0	0

S. N	Secretariat Department	S. N	Department / Institution	201 2	201 3	201 4	201 5	201 6	201 7	201 8	201 9	2020	202 1	202 2	Total Service Count	
16	Commerce & Industries Department	63	Commerce & Industries Department	7	3	0	0	0	0	0	(-4)	0	0	0	6	
		64	Mines and Geology Department	0	0	0	5	0	0	0	3	(-1)	7	0	0	14
		65	Karnataka Industrial Area Development Board	0	0	0	0	0	11	0	0	3	1	0	0	15
		66	Handlooms and Textile	0	0	0	0	0	0	0	4	0	0	0	0	4
		67	Karnataka Udyog Mitra	0	0	0	0	0	0	0	0	0	1	0	0	1
		68	Karnataka State Small Industries Development Corporation Limited	0	0	0	0	0	0	0	0	0	0	0	14	0
17	Kannada, Culture & Information Department	69	Kannada and Culture Department	5	0	0	0	0	0	0	-1	0	0	0	0	4
		70	Department of Archives	1	0	0	0	0	0	0	0	0	0	0	0	1
		71	Department of Information and Public Relations	2	0	0	0	0	0	0	-1	0	0	0	0	1
18	Department of Personnel & Administrative Reforms	72	Department of Personnel & Administrative Reforms	21	0	0	0	0	0	0	0	0	0	0	21	
19	Department of CoO operation	73	Karnataka State Warehouse Corporation	0	3(-1)	1(-1)	0	0	0	0	0	0	0	0	0	2
		74	Agriculture Marketing Department	0	27	3	0	0	0	0	0	0	0	0	0	30
		75	Registrar of Co-operative Societies	0	9	0	0	0	3	0	0	0	0	0	0	12
20	Horticulture Department	76	Department of Sericulture	0	10	0	0	0	0	0	1(-1)	(-4)	0	0	0	6
		77	Horticulture Department	0	0	0	0	0	0	0	6	0	0	0	0	6
21	Water Resources Department	78	Water Resources Department	0	22	5	0	0	0	0	0	0	0	0	0	27
		79	Minor Irrigation Department (Ground Water Directorate)	0	0	0	4	0	0	0	0	2	0	0	0	6
		80	Vishweshwaraiah Jala Nigam	0	0	0	0	0	0	0	3	1	0	0	0	4
		81	Krishna Bhagya Jala Nigam	0	0	0	0	0	0	0	3	1	0	0	0	4
		82	CADA Directorate	0	0	0	0	0	0	0	1	0	0	0	0	1
		83	Kaveri Niravari Nigam	0	0	0	0	0	0	0	3	1	0	0	0	4
		84	Karnataka Niravari Nigam	0	0	0	0	0	0	0	3	1	0	0	0	4

S. N	Secretariat Department	S. N	Department / Institution	201 2	201 3	201 4	201 5	201 6	201 7	201 8	201 9	2020	202 1	202 2	Total Service Count
		85	Water Resources Development Department	0	0	0	0	0	0	0	1	(-1)	0	0	0
22	Department of Youth Empowerment and Sports	86	Department of Youth Empowerment and Sports	0	3	0	0	0	0	0	1	1(-1)	0	0	4
23	Backward Classes Welfare Department	87	Backward Classes Welfare Department	0	0	0	5	0	0	0	5	0	0	0	10
24	Information Technology, Bio Technology and Science and Technology Department	88	Information Technology, Bio Technology and Science and Technology Department	0	0	0	2	0	0	0	0	0	0	0	2
25	Energy Department	89	Department of Electrical Inspectorate	0	0	0	0	0	19	0	(-1)	0	0	0	18
		90	Bengaluru Electricity Supply Company Limited	0	0	0	0	0	0	0	9	0	0	0	9
		91	Mangalore Electricity Supply Company Limited	0	0	0	0	0	0	0	9	0	0	0	9
		92	Gulbarga Electricity Supply Company Limited	0	0	0	0	0	0	0	9	0	0	0	9
		93	Hubballi Electricity Supply Company Limited	0	0	0	0	0	0	0	9	0	0	0	9
		94	Chamundeshwari Electricity Supply Company Limited	0	0	0	0	0	0	0	9	0	0	0	9
26	Agriculture Department	95	Agriculture Department	0	0	0	0	0	0	0	8	0	0	0	8
27	Skill Development, Entrepreneurship and Livelihood Department	96	Department of Industrial Training and Employment	0	0	0	0	0	0	0	6	0	0	0	6
		97	Government Tool Room and Training Centre	0	0	0	0	0	0	0	0	0	3	0	0
28	Medical Education Department	98	Karnataka State Nursing Council	0	0	0	0	0	0	0	4	0	0	0	4
		99	Karnataka State Para Medical Board	0	0	0	0	0	0	0	8	0	0	0	8
		100	Karnataka State Diploma in Nursing Examination Board	0	0	0	0	0	0	0	5	0	0	2	7
		101	Rajiv Gandhi University of Health Sciences	0	0	0	0	0	0	0	5	0	0	0	5
29	Minority Welfare Haj & Wakf Department	102	Directorate of Minorities	0	0	0	0	0	0	0	6	0	0	1	7
		103	Karnataka State Board of Wakf	0	0	0	0	0	0	0	0	0	3	0	0
30	Social Welfare Department	104	Social Welfare Department	0	0	0	0	0	0	0	9	1	0	0	10

S. N	Secretariat Department	S. N	Department / Institution	201 2	201 3	201 4	201 5	201 6	201 7	201 8	201 9	2020	202 1	202 2	Total Service Count
		10 5	Scheduled Tribe Welfare Department	0	0	0	0	0	0	0	0	9	0	0	9
31	Law Department	10 6	Karnataka State Law University	0	0	0	0	0	0	0	0	4	9	0	13
32	Infrastructure Development Department	10 7	Ports and Inland Water Transport Department	0	0	0	9	0	0	0	0	0	0	0	9
33	Planning Programme Monitoring and Statistics Department	10 8	Karnataka Evaluation Authority	0	0	0	0	0	0	0	0	1	0	0	1
			Total	279	182 (-2)	224 (-1)	57	39	78	50(-13)	173(-39)	114 (-31)	69(-50)	60	1181

THE KARNATAKA SAKALA SERVICES RULES, 2012

1. HEADING and commencement: - (1) These rules may be called the Karnataka Sakala Services Rules, 2012.

(2) They shall come into force from the date of their publication in the official Gazette.

2. Definitions: - (1) In these rules, unless the context otherwise requires, -

(a) 'Act' means the Karnataka Sakala Services Act, 2011 (Karnataka Act 1 of 2012);

(b) 'Form' means form appended to these rules;

(c) 'Section' means section of the Act.

(2) The words and expressions used in these rules but not defined shall have the same meaning assigned to them in the Act.

3. Display of information on Notice Board. - (1) Designated Officer and his subordinate public servant of the Public Authority shall, for the convenience of common public, cause to display all relevant information regarding the services available in his office as specified in the Schedule to the Act and Form of application on the notice board. All the necessary documents that are required to be enclosed with the application for receiving the notified services, Check list for documents to be enclosed, prescribed fees, acknowledgement letter to be given compulsorily, reasons for rejection of services, the manner of receiving compensatory cost from the Competent Officer, details as how to contact the Appellate Authority, the procedure for monitoring the status of applications shall be displayed on the Notice Board as per sub-section (2) of section 3 of the Act (Form-A). Such Notice boards shall be exhibited in front of the Office. Sufficient number of copies of the prescribed applications forms be made available in the counters for receiving the applications.

(2) In the event of non-display of such information in the public domain, the competent officer shall take remedial measures through the Designated Officer.

4. The manner of receiving application and issuing acknowledgement to Applicants: -

(1) The citizen shall apply to the designated Officer for one or more services appended in the Schedule as per prescribed application format along with the documents prescribed in the check-list in the counters for receiving the applications/registered post acknowledgement due/ post/e-mail

(2) The designated officer or authorized person shall upon receipt of the written application or in such Form wherever prescribed, give due acknowledgement to applicant in Form-B. Computerised acknowledgement number shall be given for each application.

(3) In case necessary documents have not been enclosed with the application, then the same shall be clearly mentioned in the acknowledgement and date of delivery shall not be mentioned in such acknowledgements.

(4) Where all the necessary documents have been enclosed with the application and the application is complete in all respects, then the date of delivery shall be mentioned.

5. Public holidays shall not be included: - The public holidays shall not be included while calculating the stipulated time limit for delivery of service.

6. Manner of seeking payment of Compensatory Cost: - (1) Citizen having applied for citizen related services shall be entitled to seek compensatory cost by submitting a copy of Form-B to the Competent Officer or filing a complaint with the acknowledgement Number through Call Centre.

(2) The Competent Officer shall acknowledge or cause to acknowledge the application for compensatory cost with date and seal.

(3) After receipt of application for compensatory cost, the Competent Officer shall assess the Compensatory Cost entitled to the applicant on the basis of online information and take necessary action to make immediate payment out of the imprest amount of the Office and get the acknowledgement with signature. Thereafter, he shall initiate action to recover the same from the defaulting Public Servant **within 30 days as prescribed under Section 11 of the Act and within the time limit prescribed in the Schedule.**

7. Manner of giving notice. - The Competent Officer shall issue notice to the designated officer or the sub-ordinate official responsible for delay or default in furnishing him the copy of the application on which compensation was paid and call for reasons as to why cost of compensatory cost paid shall not be recovered from him as per Form C. He shall also indicate the time limit within which defaulting or delaying officer or official shall furnish reasons.

8. Relaxation of Fee:- No fee shall be levied for appeal to Competent Officer or Appellate Authority.

9. Procedure of application to Competent Officer: - Apply to the Competent Officer along with a copy of Form-B /or through Call centre.

10. Documents to be enclosed with Appeal to the Appellate Authority: - Shall apply along with form-B.

The Designated Officer or any public servant aggrieved by the orders of the Competent Officer shall provide proof of deposit of compensatory cost in case of their application for appeal under Section 12. No application shall be accepted without such proof.

11. Procedure for decision on First or Second Appeal:- The decision on orders of Designated Officer or Competent Officer shall involve the following steps, namely:-

- (1) Review of concerned documents, public records or their copies;
- (2) In exceptional circumstances, any other officer may be authorized for required investigation;
- (3) The Designated Officer or Competent Officer may be summoned at the time of

hearing.

12. Process of communicating the information on hearing: - Information on hearing of the application by Competent Officer or Appellate Authority shall be communicated by the Competent officer or Appellate Authority in one of the following manners, namely:-

- (1) By hand delivery;
- (2) By registered post with acknowledgement receipt; or
- (3) By Telephone/Fax/e-mail/SMS (whatever speedy communication opted by the applicant)
- (4) Information shall be displayed through KGSC software

13. Individual presence of applicant or Designated officer or Competent officer: - (1) In all situations, the hearing date shall be communicated to applicant or Designated Officer or Competent Officer as the case may be, at least 7 days in advance.

(2) The applicant or Designated Officer or Competent Officer as the case may be shall make himself or person authorized by him to be present during the hearing.

(3) If any party remains absent on the date of hearing even after the information of hearing being duly informed to him, then, the application may be decided exparte.

14. Order in Appeal:- (1) The Competent Officer or Appellate Authority, as the case may be, shall pronounce order in open hearing and it shall be in writing (Form-D).

(2) Copy of appeal order by the Competent Officer shall be given to applicant and Designated Officer within Seven days from date of order.

(3) Copy of appeal order by the Appellate Authority shall be given to applicant, designated officer and competent officer.

(4) In case of imposition of compensatory cost, Competent Officer or Appellate Authority as the case may be, shall mark copy of such order to the concerned Public Authority with instructions to deduct the amount from the salary or honorarium or remuneration, of the Designated Officer or his subordinate public servant or Competent Authority, as the case may be.

(5) In the event of recommendation for departmental enquiry against Designated Officer or his subordinate public servant or the Competent Officer, as the case may be, the Appellate Authority shall send orders issued against him to the concerned Public Authority or Appointing Authority.

15. Recovery of Compensatory Cost:- The Competent Officer shall cause to recover the compensatory cost from the salary or honorarium or remuneration as the case may be, of the Designated Officer or Officers and staff as decided by the Competent Officer or Appellate Authority, upon receipt of copy of order of imposing compensatory cost and shall deposit it under the respective departmental Head of Account and send a copy of challan to the

concerned Designated Officer.

16. Maintenance of records of all disposed cases under the Act:- The Designated Officer, Competent Officer and Appellate Authority shall maintain records of all the cases in Form E-1, Form E-2 and Form E-3 respectively and specially Form E-I with regard to the action taken in respect of delay/default cases and shall send a periodical report to the Head of the Public Authority. Show cause notice through e-mail in Form E-4 shall be issued to the public servants who have defaulted/delayed in more than 7 cases. Disciplinary action shall be initiated in cases where reasons are not justifiable.

Show Cause notice through e-mail in Form E-5 shall be issued to the Competent Officer/Appellate Authority who have exceeded the time limit. Report of such cases shall be intimated to DPAR in Form E-6 at the end of the month. The Head of the Public Authority shall include the same in its Annual Report. At the end of the year list of officers who have not defaulted shall published and issued with letter of appreciation. (Form E-7)

17. Dissemination and Training: - The State Government and the Public Authorities:

- (1) Shall develop and organize campaigns and programs to advance the understanding of the public, in particular of the disadvantaged communities, as to how to exercise the rights contemplated under this Act;
- (2) Shall provide staff and infrastructure for the effective implementation of the Act;
- (3) To give timely and effective dissemination of accurate information by public authorities about the notified services and timeliness to the citizens and the processes for applications, and
- (4) To train Designated officer, Competent Officer and Appellate Authority, as the case may be, of their duties under the Act;
- (5) Concerned Departments of the State Government shall frame guidelines containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right specified under this Act;
- (6) Concerned Departments of the State Government shall, if necessary, update and publish guidelines referred to in sub-rule (5) above at regular intervals which shall, in particular and without prejudice to the generality of sub-rule (5) above, include,
 - (i) The objects of this Act;
 - (ii) The manner and the form in which request for services shall be made to the designated officer or competent officer;
 - (iii) All remedies in law available regarding a delay or denial of service, including the manner of filing appeals;
 - (iv) Any additional regulations or circulars made or issued in relation to obtaining services in accordance with this Act;

18. Monitoring of Implementation: - The State Government shall introduce a system for centralized monitoring of the timely delivery of notified services, through use of Information

and Communication Technologies/E-Governance, and for monitoring various provisions of the Act.

FORM - A

(State Emblem)

SAMPLE DISPLAY BOARD

(The Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014)

Name of the Office:

Nme of the Village/ Taluk / District

Scheduled Services

Sl. No .	List of service	Service fee	List of documents (Check list)	Designated Officer	Stipulated time for designated officer	Competent Officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
1	2	3	4	5	6	7	8	9	10

Name of the authorized person to give and receive the application.

Instructions to Citizens

- ❖ To get the acknowledgement compulsorily
If services are delayed / not delivered contact Competent Officer/Appellate Authority along with the acknowledgement receipt.
- ❖ To know the status and monitoring of the application
contact 080 44554455, e-mail: sakala@nic.in
(See: www.sakala.kar.nic.in)

The Government Servant who fails to give the services are liable to pay Rs.20 per day per service from his Salary.

FORM - B
(See rule 4(1))

Acknowledgement by the Designated Officer/ Authorised Officer

1.	Name of the Applicant with address	
2.	Date of application	
3.	Acknowledgement Number	
4.	Name of the Designated Officer with designation and address	
5.	Details of services sought	
6.	Details of relevant documents enclosed with application	
7.	Accept (Yes/No)	
8.	Proposed date of Delivery	
9.	Reject (with reasons)	

Place:
Officer/

Signature of the Designated

Date:

Authorised Officer.

Form - C

Notice for recovery of compensatory cost

(Competent Officer)

You have failed to deliver / delayed the services within the stipulated time under the Karnataka Sakala Services Act, 2011 to the applicant Sri having acknowledgement Receipt No..... Therefore, Rs.20/- per day is paid to the applicant for number of days delayed / No. of services defaulted as compensatory cost as specified under Section 11(1) of the Act. The compensatory cost of Rs..... , will be recovered from your Salary. You are instructed to give your explanation with justification with in 7 days.

It is further instructed to provide the services within the stipulated time.

Date:

Place:

Competent Officer

Form - D

Format for Order of the Appellate Authority
(Competent Officer/Appellate Authority)

As per application dated:the services sought under acknowledgement No....., the delay/default in deliveringNo. of services has been proved. Accordingly, an amount of Rs.....has been paid as compensatory cost to the applicant with acknowledgement Receipt No..... In this connection within seven days an explanation was called from the Designated Officer. The appeals of the Applicant/Designated Officer/Competent Officer have been enquired into. Based on the appeals, the documents and other information furnished during the course of enquiry, it has been proved that Sri. has delayed/defaulted in providingNo. of services under Section 9 of the Karnataka Sakala Services Act, 2011. Therefore, the Drawing Officer is instructed to deduct an amount of Rs..... from his salary and credit the same to the concerned Head of Account of the Department.

Date:

Place:

Sd/-

(Competent Officer/ Appellate Authority)

FORM E-1**Register to be maintained by the Designated Officer****(Name, designation and address)**

Sl. No	Name of the applicant with address and acknowledgement No.	Details of services sought	Details of relevant documents enclosed to the application	No. of Services		
				Delivered	Rejected (with reasons for rejection)	Delayed (No. of days delayed)
1	2	3	4	5	6	7

Form E-2**Register to be maintained by Competent Officer (Name, Designation and Address)**

Sl. No	Name & Address of the appellant	Date of application with Ack. No	Details of services sought	Name and designation of the designated Officer appealed against	Details of relevant documents enclosed with appeal	Basis for appeal	Relief asked	Date of disposal of appeal	No. of Services	
									Date of payment of C.C.	Date of recovery of C.C.
1	2	3	4	5	6	7	8	9	10	11

Form E-3**3. Register to be maintained by Appellate Authority**

Sl. No	Name & Address of the Appellant	Date of first application with Ack. No	Details of services sought	Details of documents accompanying the application for second appeal	Grounds on which appeal is filed	Name and designation of the Designated Officer	Name and designation of the Competent Officer to whom first appeal lies	Date of disposal
1	2	3	4	5	6	7	8	9

Form E - 4

It has been observed that, out of applications received under the Karnataka Sakala Services Act, 2011, you have failed to deliver the services incases in the scheduled time as detailed in form E-1. You are hereby directed to give your explanation about the reasons for this delay/default and the precautionary measure taken to solve the same within seven days, failing which disciplinary action will be initiated against you.

Competent Officer/Appellate Authority

Form E - 5

It has been observed that, out of applications for appeals received under the Karnataka Sakala Services Act, 2011, you have failed to dispose of No. of appeals within the scheduled time. You are hereby directed to give your explanation within seven days, failing which disciplinary action will be initiated against you.

Disciplinary Authority

Form E - 6

Name of the Department	Total No. of applications received	No. of Officers who have defaulted in more than 7 cases.	No. of cases where disciplinary action initiated	Common reasons assessed for default	Measures taken for reforms
1	2	3	4	5	6

**Form E - 7
(Draft Appreciation letter)**

It is matter of pride that you have delivered the services under the Karnataka Sakala Services Act, 2011 in time to the citizens throughout the year. Because of the best services rendered by you, the Department and the Government have earned good name and has resulted in promoting good faith in the citizens towards the Act and the administrative reforms measures taken by the Government. It is assumed that the employees will get encouragement and enthusiasm from your model service. I would like to place on record the Government appreciation for the outstanding (default free) service rendered by you in the year.....

Wishing you many more success in future.

Secretary of the Department



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KARNATAKA SAKALA SERVICES ACT, 2011 AND (AMENDMENT) ACT, 2014

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