Report on QUPRAC State Workshop held at Bengaluru on August 2, 2014

Workshop Organizers

Sakala Mission, Government of Karnataka
Federation of Indian Chambers of Commerce and Industry

Supporting Organization

India Backbone Implementation Network

Workshop Venue

Vidhan Soudha, Bengaluru

Report Compiled by

Federation of Indian Chambers of Commerce & Industry

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Background

Considering the country's low global ranking in some reports on 'Ease of doing Business', there have been several attempts to address this issue. Many agencies including Planning Commission, Department of Industrial Policy and Planning, Government of India, industry associations including FICCI and CII, and consulting organizations have released reports analyzing the reasons for the low ranking and making recommendations on how the issues might be addressed. In February 2014, FICCI launched the QUPRAC Initiative to encourage application of Systems Thinking and Quality in government, social and infrastructure sectors. Under QUPRAC, real life implementation of highly successful initiatives in these three sectors were collected from across the country and showcased at the FICCI Conference on Quality Practices – QUPRAC 2014. As part of the QUPRAC initiative, the learnings from QUPRAC 2014 are being disseminated in the States.

In Karnataka, the government has taken up the implementation of time-bound delivery of public services very seriously. The SAKALA Services Act of 2011 gives citizens a guarantee of time-bound delivery of certain listed services. The number of listed services has grown steadily over the last two years and as of now 669 services are included under SAKALA. Under 'Destination Karnataka-Initiatives', services related to Shops and Establishment Registration, VAT Registration, PT Registration, Export of Agricultural Products are being analyzed more intensively for bringing them online through a Single Electronic Platform. This analysis has revealed challenges such as Migration from manual to electronic process for Shops and Establishment registration, updation on current procedures, delays, untrained personnel operating computers and a huge gap in statistics pertaining to actual number of shops and commercial establishments. In VAT registration, the challenges were non availability of user manual/instructions on the website, clear work flow chart, time limit for physical inspection, alternatives for security deposit and a comprehensive checklist of documents to reduce discretion. The challenges in Export of Agriculture products were some of the documents like Bank Realization Certification (BRC), Phyto-sanitary Certificate, Goods Received (GR) form.

The objective of this workshop was to take up an initiative which is on the State government's priority and provide inputs for enhancing the quality of work going in and thereby improve the outcomes significantly.

Workshop Sessions

Schedule	Session Details	Speaker/s
10:00 – 11:15	Launch of CSR website	Sh Arvind Jadhav Additional Chief Secretary, Tourism Department
	Inaugural Address	Mrs Rathna Prabha Additional Chief Secretary, Department of Industries and Commerce Sh V.P. Baligar Chairman and Managing Director Karnataka State Industrial and Infrastructure Development Corpn
	Release of Book on Best Practices and Tools for improving quality practices	
	Sakal-Pemandu (Malaysia) Model	Mr Bobby Nimbalkar Sakal Media Group (Maharashtra)
	Capacity Works Management Model for Sustainable Development	Ms Pragya Kothari GIZ (German Society for International Cooperation)
	Q & A	Sh Arun Maira
11:15 – 11:30	Tea Break	
11:30 – 12:00	Tutorial on evaluating GoK Initiatives to be presented	Sh Arun Maira
12:00 – 12:45	Presentation 1 – e-Karmika Presentation 2 – e-Sugam Presentation 3 – -e-Udyami	Sri J.T .Jinkalappa, Additional Labour Commissioner (Admin), Department of Labour Sri Ajay Seth, Commissioner, Commercial Taxes Department Sh Maheshwar Rao Commissioner for Industrial Development and Director of Industries and Commerce
12:45 – 13:30	Group Discussion on Evaluation of Presentations	
13:30 – 14:15	Lunch	
14:15 – 14:30	Evaluation results	Dr Sanjeevan Bajaj
14.30 – 15.00	Explanation of Next Steps	Sh Arun Maira
15:00-15:45	Group Discussion on Next Steps	Facilitators: Sh Arun Maira, Dr Sanjeevan Bajaj, Mr Bobby Nimbalkar
15:45 – 16:00	Tea Break	
16:00-17:00	Presentations by Groups	Infrastructure-Mr Bobby Nimbalkar, Sakal Media Group Human Resources-Ms Sita Vasudevan, InDev Consulting Business Regulations-Mr Vijay Shankar, Intel Technology India Pvt Ltd
Reminder to fill in Feedback Forms		
17:00-17:30	Closing Remarks	Dr Shalini Rajneesh, Principal Secretary Department of Personnel & Administrative Reforms

Participating Organizations/Departments

Aero Design Inc	ITC Gardenia
Blue Sky Angels	Janasvi
Bihar Prashashnik Sudhar Mission, GAD Government of Bihar	Karnataka Industrial Areas Development Board
Britannia Industries Limited	Karnataka State Financial Corporation
Commissioner Taxes, Government of Karnataka	Karnataka State Pollution Control Board
Corporate Sectors under Ministry Company Affairs	Karnataka Udyog Mitra
Department of Commercial Taxes, Government of Karnataka	Labour
Department of Labour, Government of Karnataka	Madhuloka
Department of Mines & Geology	Media Syndicate
Department of Tourism	Navika
Drugs Control	Prajavani
Energy Department	Rural Development and Panchayat Raj Department
Department of Factories of Boilers, Industrial Safely & Health	Reforms Department
General Administration, Government of Bihar	Revenue Department
GES 2014	Rajiv Gandhi Rural Housing Corporation Limited
GIZ India	State Crime Records Bureau
HUAWEI	Sakal Media Group
Department of Industries & Commerce, Government of Karnataka	Samaya News
Indian Institute of Management, Bangalore	Somavineyards, Bangalore
Indev Advisors	SS International Ltd
Intel Technology India Pvt Ltd	The World Bank

Outputs from Group Discussions

Participant feedback on deliberations so far

In this exercise, participants were divided into nine groups. The following leading questions were given to the participants to provide a direction to their thought process.

Leading questions

Area	Question
Define the objective	1. Is the purpose for existence of the Government ministry / department/ agency clear? 2. What goals do we want for the new initiative to achieve and what will be the measures of our success?
Environment Scan	3. Was an external scan done to identify the forces that could impede and those that could support this initiative? • Those who would benefit? • Those who would be adversely affected? • Those likely to support and those likely to oppose?
Stakeholder Mapping	4. Were the needs of these stakeholders understood and mapped? 5. How will this initiative affect these stakeholders and what is the strategy to obtain their support?
Capacity Building Plan	6. What knowledge or skills do we lack and should obtain, to enable this initiative to succeed? 7. Is there a plan in place to obtain these? 8. Were options/ alternative designs for achieving the goals considered?
Implementation Plan	9. Has an implementation plan been made, with time lines established and interdependencies clear?
Effective management	10. Has an effective management structure been set-up to manage this initiative? 11. Are accountabilities clear?
Feedback & learning	12. Has a periodic feedback system been installed for feedback from stakeholders, for measuring the progress of the initiative?

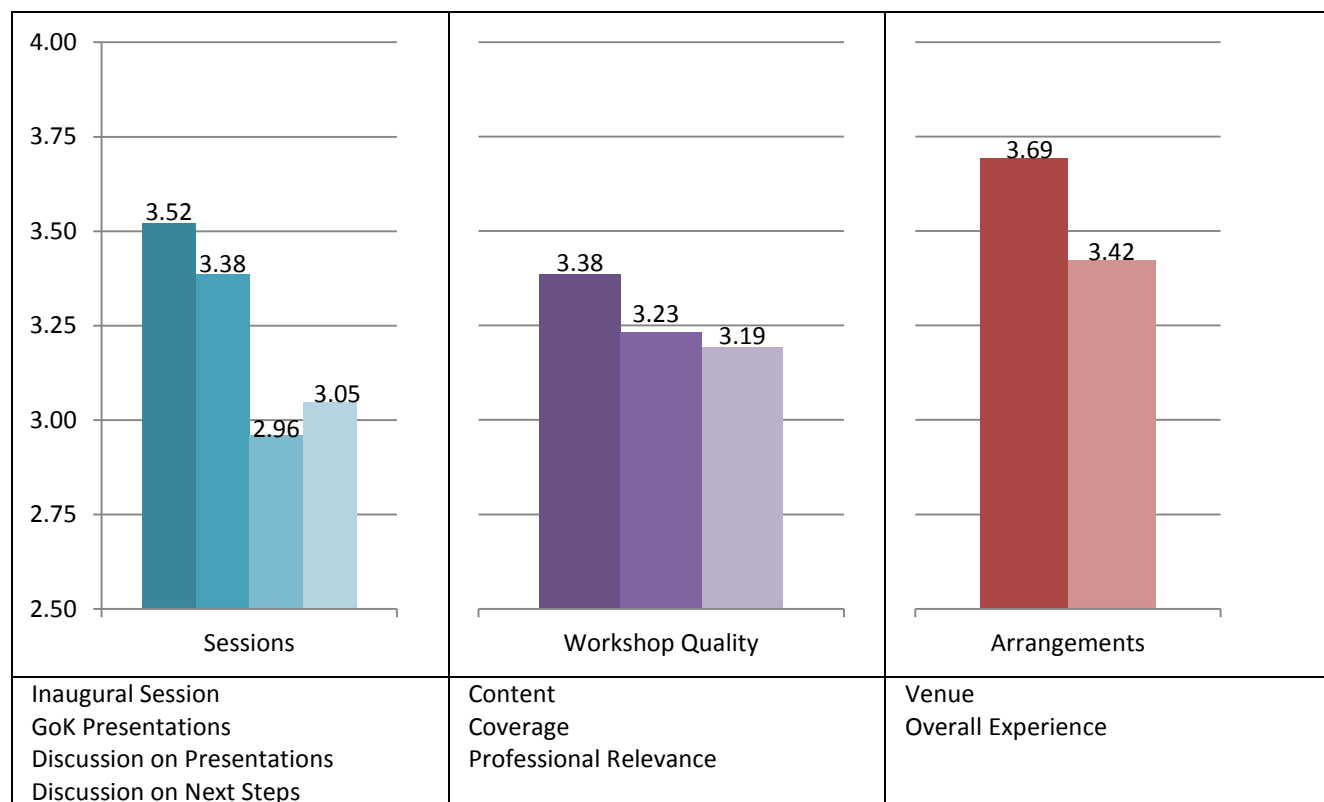| Participant Feedback |
|---|
| **Questions** |
| It is clear from the deliberations that the time has come for government agencies to move to time bound delivery of services. How do these agencies implement systems that enable time bound delivery of systems? |
| What are the steps taken by the government to ensure that policies and procedures in place are conducive for the growth of MSMEs? (Will the hassles of dealing with rules and regulations and getting multiple permissions from govt. reduce) |
| Is feedback taken from relevant stakeholders and how is it actioned upon/analysed? |
| Have the critical factors such as Technology, Process, TAT of Services etc. that go into making a 'smart city' codified? |
| How to ensure that there is accountability at each level of government? |
| The platform presented by Commercial Taxes Department was the best out of the GoK presentations. How does this best practice get replicated at other government departments? |
| **Suggestions** |
| Government agencies need to realize that entrepreneurs wanting to setup enterprises would prefer to deal with one nodal point rather than multiple agencies. Govt agencies need to collaborate and coordinate internally for this to become possible. |
| In order to make deliberations on collaborative systems sustainable, the principles/practices of such systems should be added into curriculum of educational institutions. Disseminate information on such initiatives. |
| To make each level of govt accountable in providing services, time norms need to be mandated for services and each step within a service. |
| Deploy/Design such feedback mechanisms that are responsive and supplement transparent and accountable functioning |
| Government needs to build systems that integrate different departments for better coordination. |

Participant recommendations on next steps

In this exercise the participants used the collaborative lens for providing suggestions that may feed into developing a framework/model for implementing Destination Karnataka Initiatives. Three groups were formed to make recommendations focused on three themes, viz. Infrastructure, Human Resources, and Business Regulations.

Participant Recommendations	
Theme	**Recommendations**
Infrastructure	• Define the scope of basic infrastructure that is needed and what categories will be covered under it • Identify and approach all stakeholders that will influence the outcome of building/developing the necessary infrastructure • Develop an implementable plan with defined timelines during stakeholder consultations. For a plan to be implementable there needs to be a constant dialogue with the stakeholders where views are sought on specific points and the plan needs to be a reflection of that • Identify and develop strategies for challenges that may occur during plan execution
Human Resources	• Need to realize that Human Resources are the most critical and unique resource that can affect the outcome of any initiative. Due focus needs to be apportioned for developing mechanisms dealing with softer aspects • Build communication channels which enable a back and forth dialogue rather than just information passing. Ultimately tone and method of communications reflect whether it is a dialogue or instructions for adherence • Build capacities of people from the beginning on learning how to manage people, people within an environment cause a chain reaction and if we can trigger a positive reaction from the beginning the chances of the environment remaining positive will be high
Business Regulations	• Develop/Design systems collaboratively to integrate govt depts for better coordination. Ensure that stakeholder (Industry) feedback is taken while developing such systems and implementation of such policies and procedures should reflect the design • Process needs to be in place which enables proper implementation of advisories released by various govt departments from time to time • Govt depts. need to provide time norms for responding to queries and these time norms need to be institutionalized to ensure adherence • Simplification of rules and regulations for starting a business

Participant Evaluation of Workshop

Sessions	**Workshop Quality**	**Arrangements**
Inaugural Session	Content	Venue
GoK Presentations	Coverage	Overall Experience
Discussion on Presentations	Professional Relevance	
Discussion on Next Steps		

Figures show Weighted Score on a scale of 4			
Excellent	Good	Fair	Poor
4	3	2	1

Compliments

1. A good think tank forum created including all stakeholders. A very creative initiative
2. Even though, the content and coverage is not relevant to my day to day official work, I have been really enlightened to understand the importance of e-initiative.
3. Excellent initiative by involving corporates!!
4. Excellent!
5. Fairly well managed workshop that can bring in a lot of positive changes and help system evolution.
6. Good arrangements
7. Good hospitality arrangements
8. Good initiative by GoK. Sakala will certainly create a difference to the society. Such workshops with critical subject domain should be conducted regularly.
9. Good planning, well presented.
10. Good times to understand commercial taxes and Govt online services
11. Good workshop to create awareness on working together to make Karnataka a preferred destination.

12   Govt of Karnataka presentations especially by the commissioner Tax was excellent and it is worth enlightening by the other states in introducing the e-initiatives on a service rather than a regulation.
13   Good workshop
14   Interaction in the group discussion was lively and main problems were discussed.
15   It is a good initiative by the DPRA. This initiation & thrust should continue till we reach the goal. We should create a system which will take care of the development of state and good service to the citizen.
16   It is unique initiative by the government to improve the service delivery, regulating environment and efficiency of the government. It is my reassuring to know that government departments are driving these with a sense of urgency!
17   Presentation of commercial taxes department was comprehensive, educative and lively. Covered all things regarding Udyog Mitra, A single window agency should have a legal backing with a statute.
18   Tea/coffee snacks and lunch has been arranged good way and the quality also is very good. The service team has well trained to serve all.
19   The FICCI & of other associations rigorously followed up to implement such suggestions at the GOI & Karnataka to bring simplifications & ease of doing business.
20   This is different experience to motivate us with bureaucrats on one side & professionals at another side. It is really good to implement the suggestions.
21   Very good arrangements. Thanks to the organization
22   Very good environment, time management
23   Well presented & M C has good event management skills
24   Workshop quality is good and it should be open time for discussion

Opportunities for Improvement in Workshop Arrangements

1   All sessions are good. But need to capture many things which were pending in system
2   Clarity and purpose is not clear
3   Content shall be more precise in future
4   Inaugural session little bit confusing and events not in order
5   Industry should also have an opportunity to make a presentation / case study
6   Major manufacturing industry representation & few trade bodies could have been involved
7   Make presentations in bigger fonts. Some of the slides were not readable.
8   More information & exchange of ideas would have added value. Implementation issues should have more role. A presentation from industry also would have been added
9   More interaction welcome
10   Some staff must be deployed in North Gate of Vidhana South to receive delegate and display board must be made available in front
11   Stakeholders could have been given little advance notice so that the discussion groups could have more meaningful & structured initiative. On the whole this is a great effort.
12   The contents could have structured with more sessions covering at least two days
13   The presentations were good; workshops did not have form/agenda
14   They should invite corporate sectors
15   Topics are very broad one & detailed discussion could not be done & everybody could not participate
16   We can improve still further
17   We need more industry participation

18 Whatever supplied, the snacks & food is more calories. So change the menu to fewer calories

Next Steps for Implementation

1   A perspective from industry as to what they see/face would have been good
2   Lot of e-governance initiatives but I did not see much on digital literacy of citizens & businesses
3   More appropriate if all stakeholders are involved
4   More services to be covered under "SAKALA"
5   Need these to be converted into 'ACTION'
6   Need to cover still more important success and lacunas in the system
7   Need to look into UK Model of governance through division agencies
8   Only doubt is how good this will be implemented with political interference
9   Practical experience in terms of attending and involving in the group discussion will certainly impact on important aspects of state developments
10 Require merger of agencies particularly infrastructure creating agencies like KIADB/KSSIDC/KRDCL/KSIIDC /Inf. dept. etc. with inputs from each other infrastructure Dept./ Stakeholder like water, power
11 SAKALA projects benefits needs to bring to village of all Karnataka districts local people to utilize the service and avoiding all pain, problems, and many issues. Suggestion to do some awareness physical programs in the villages and need to give awareness to all private corporates also to participate in SAKALA project and CSR category related work.
12 Still more work to be done
13 The organization learnings, stakeholders' engagements etc. are the key parameters to determine the success of ease of doing business.
14 The labour department must use the dealer's database of Commercial Taxes department.
15 This type of program should be held very often so that the administration can take clues and implement while introducing more initiatives.
16 We could have focused more on 'Ease of doing business'

Others

1   I like to be associated, let me know the modus of operation? The Govt. officials should have stayed back in the afternoon to clear the queries from participants. Note: "Karnataka becomes a destination for investors, once it wipes off corruption stigma".

Workshop Outcomes and Recommendations

1. A clear outcome from the workshop was repeated acceptance by government and industry both that much more collaboration and co-ordination is required among departments to realize the full benefits of Destination Karnataka Initiatives. Questions and suggestions provided by the participants clearly bring out their appreciation that in order for Destination Karnataka Initiatives to succeed, interdepartmental co-ordination is needed. Even as the lack of collaboration and co-ordination was admitted to a large extent, much of the time was still used in talking about the positive aspects of what is being done.

2. At the next level, there is lack of clarity on how the process of collaboration and co-ordination will actually start taking shape. The workshop helped participants to cover common ground with a high level of explicit, 'buy-in' for interdepartmental coordination and collaboration. However, the next level of buy-in on a common method to integrate/collaborate is yet to be achieved before meaningful action can be taken. This indicates that more detailed explanation of tools and techniques that will enhance interdepartmental co-ordination and collaboration is needed.

3. Participants agreed that there are enough examples of best practices available. The thrust should now be on broad basing the best practices and move forward with their reuse/ replication/ implementation as the case may be.

4. Prescribing/ declaring time norms accompanied by a monitoring mechanism to assess the level of compliance is a highly appreciated way to bring about accountability. However, participants do not yet see how the time norm declarations will be supported with back-end processes to enable effective implementation of the time norms

5. Most recommendations are actually providing inputs for implementation plans to address the areas of concern. This shows that under suitable conditions, stakeholders are quite keen to participate and provide insightful recommendations. Government needs to take advantage of this and institutionalize platforms that will replace perfunctory stakeholder discussions with genuine stakeholder engagement.

Concluding Remarks

Further discussion is required on solutions to strengthen collaboration/co-ordination and substantially improve outcomes from the Destination Karnataka Initiatives. The solutions could include the tools demonstrated by the resource persons on which more intensive discussions are needed.

Workshop Organizers

Sakala Mission

Mission mode approach gave birth to "Sakala mission" with a vision of having "citizen friendly governance with time bound service guarantee". Sakala Mission is a lean structure headed by a Principal Secretary as the Mission director and having 2 other AIS officers as Additional Mission directors, an administrative officer from the State Civil services and a technical team of 2 IT Consultants and 2 Management consultants. Mission formulated Acts and rules, standardised schedules of service delivery, issue of Government orders and coordination with multiple departments to deliver government services in a time bound manner. The Citizens have themselves given the name, logo and slogan for the Karnataka Sakala Services Act. The name Sakala in Kannada means "in time or good time". Our slogan is "no more delays we deliver in time" else the hammer of justice strikes on the defaulters.

A call centre with number 080-44554455 has been set up on a Public Private Partnership mode, which acts as an interface between Citizens & the Mission for providing information, lodging complaints and ensuring compliance in a prompt manner. The portal has been acting as single window for processing application seeking redressal of grievances from citizens.

- SAKALA IS ISO 9001:2008 CERTIFIED (2014)
- GOOGLE CUB INNOVATOR AWARD (2012)
- NATIONAL e- GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)
- NATIONAL AWARD FOR THE GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA – D.L. SHAH QUALITY AWARDS 2014
- eCloudGov 2014 AWARDS IN THE CATEGORY "BEST CLOUD DEPLOYMENT IN GOVERNMENT SECTOR" ORGANISED BY ELETS TECHNOMEDIA PVT.LTD.

For more information, please contact SAKALA MISSION at:

DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS (AR)
Phone: 080-22032825, 080-22032672
Fax: 22253739
E mail: prsar-dpar@karnataka.gov.in
Website: www.sakala.kar.nic.in
Mobile Web: mobile.karnataka.gov.in
Sakala Analytics: www.espandana.in
For Assistance/Complaints contact : 080-44554455

Federation of Indian Chambers of Commerce and Industry (FICCI)

FICCI, a not- for profit body is the country's apex chambers of commerce and industry and works very closely with the Indian Government, public and private sector on policy and capacity building initiatives. It plays a leading role in policy debates that are at the forefront of social, economic and political change. FICCI was established in 1927 and incorporated in its present form in 1956. FICCI regularly takes up research work to identify and analyze national/international best practice trends, draw implications relevant to our national context, and disseminate them widely.

FICCI Quality Forum (FQF) is a specialized training and consultancy division of FICCI and facilitates organizations in adopting best practices through training, consultancy and research. FQF has developed unique capabilities to provide training and consultancy services for effective implementation of citizen service guarantees. On its own initiative, FQF regularly approaches Government Departments to develop initiatives for streamlining their work, with special focus on capacity building for time-bound service delivery through workflow standardization, process improvement, regular monitoring, root-cause analysis, and waste elimination.

FQF regularly conducts open house, certified courses in Quality Management Systems including Environment, Food Safety, Occupational Health/Safety, and Six Sigma. It also develops and delivers special courses and modules to meet requirements for which no readymade courses are available in the market.

Annexures

Presentation 1
e-Karmika

Dept. of Labour: G.O.K
E-KARMIKA ON-LINE SERVICE

The Department, as part of its functions, enforces various laws in the State which require citizens to interact with the department as part of adherence to various State and Central Enactments and one of them is - The Karnataka Shops and Commercial Establishments Act, 1961.

Under this Act, the department provides for the following:

- Issuance of Registration Certificate
- Renewal of Registration Certificate
- Amendment in Registration Certificate
- Issuance of Duplicate Registration Certificate
- Filing of Annual Returns
- Exemption on weekly holiday for Shops and Establishments
- Exemption for women working in night shift
- Submission of Appeals

Dept.of Labour: G.O.K
E-KARMIKA ON-LINE SERVICE

With growing population and consequently the business / trade, both citizen/entrepreneur and the department have been facing several constraints; few of them are as follows:

1. The entrepreneur ends up in number of visits to the department for submission of registration application, fees remittance, renewal, amendments etc., and also due to non-availability of the concerned inspector for attending the required assistance

2. The department keeps the information submitted by citizen/entrepreneur in hard copy formats and errors happen in repeating the information either in the certificate or in the records.

3. The department has limited number of Inspectors whose time is spent mostly in compiling statistics and issuing Certificates/Licenses, the time available for physical inspection is greatly reduced, which is one of the key functions of the Inspector.

4. More than everything, statistics pertaining to actual number of shops and commercial establishments is a big gap.

Dept. of Labour: G.O.K
ON-LINE SERVICES

Department of Labour, Government of Karnataka desires to automate the services of department under the Karnataka Shops and Commercial Establishments Act, 1961.

- In this Regard, Department of Labour, Government of Karnataka has deployed *e-karmika a user* friendly application for online registration of shops and establishments directly by the applicants.

- This application will make the entire process of registration a hassle free process for both the applicants and the Department of Labour.

Dept. of Labour: G.O.K
ON-LINE SERVICES

- It is designed to register with proper geographical location on the GIS map and thereby facilitating the department to get the location of units and statistics of Circles /Jurisdiction with spatial data.

- e-karmika also facilitate the recording of units at the spot using GPS enabled Hand Held Devices and is designed to consolidate the field survey data captured using GIS.

- Apart from this, it is designed to generate various reports, automatic intimations and alerts based on the user role.

Dept.of Labour: G.O.K
ON-LINE SERVICES

I) Steps to be taken before registration by the applicant:

- User will be able to view general instructions for registering establishment through online with Department of Labour.

   To view these instructions user has to click on link "Instructions to Shop and Establishment owners".

Dept.of Labour: G.O.K
ON-LINE SERVICES

a) Download Declaration of Signature/Authorized Signatory Format

- Uploading of filled Declaration of Signature / Authorized Signatory is mandate in a specified format for registering the establishment online. To download this specified format, user has to click on link "Download Declaration of Signature / Authorized Signatory Format".

- By clicking this link, system will open declaration content in PDF format. User will be able to save and print this format for further user. The content of the same has to be printed on establishment letter head and after duly filling, user has to scan and upload the same as provided in online application

Dept.of Labour: G.O.K
ON-LINE SERVICES

b) Download Challan

➢ For registering establishment online, user has to remit necessary fees to Department of Labour.

➢ Fees can be remitted to bank by filling bank Challan. To down load Challan user has to click on link "Download Challan".

➢ After duly filling the Challan and remitting necessary fees at bank, user has to scan the Challan and has to upload the same as provided in online application.

Dept.of Labour: G.O.K

ON-LINE SERVICES

c) Submission of Contact details for Entrepreneurs already registered

➢ B-Register details of already registered Entrepreneur do not contain contact details of that particular entrepreneur or may be changed over the period. To send mail and alert messages, system should contain present contact details registered online for particular establishment.

➢ To open this form, user has to click on link "Entrepreneurs already registered, please note" .

➢ Upon clicking this link, system will open form containing text boxes to enter details such as Name of the establishment, establishment nature, address of establishment, registration certificate number, Contact mobile number and e-mail address.

Dept.of Labour: G.O.K
ON-LINE SERVICES

While entering the details, system will guide the user by displaying alert messages. After entering the required details, user has to click on "Submit" button.

Upon clicking this button, system will check for completeness of data entry. In case, data entry is incomplete, then submission will not happen else message indicating successful submission will be displayed. By clicking on "Clear" button system will clear the entered details or refresh the form.

Dept.of Labour: G.O.K
ON-LINE SERVICES

d) Know your Labour Circle

To know the Circles of Labour department based on locality, user has to click on Karnataka map (Know your Labour Circle) provided on the Home page of web portal.

Dept.of Labour: G.O.K
ON-LINE SERVICES

e) Registration of any New shop and Commercial Establishment

➤ To register any new shop and establishment under the Karnataka Shops and Commercial Establishments Acts, 1961, first user has to register by creating unique User name for Multiple or single shops / commercial establishments, email ID, Mobile number of authorized person, PAN number of authorized person and act under which new registration is sought.

➤ To do this, user has to open web portal www.ekarmika.com .

➤ After opening the home page of the portal, user has to click on link "New User Sign UP" .

Dept.of Labour: G.O.K
ON-LINE SERVICES

By selecting "Multiple", system will facilitate user to enter multiple number of shops or establishment under his/her control to generate single user name and password.

For example, user has chain of restaurant called " XYZ DARSHINI" located in four localities of BBMP such as Jayanagar, Vijayanagar, Shantinagar and Rajajinagar. To register all the four restaurants under one username and password, user has to select "Multiple" button.

In case user has only one shop or establishment to be registered, then has to click on "Single" button in Establishment type . After selecting the establishment type, user has to enter Establishment Name in the text box.

GOVERNMENT OF KARNATAKA
DEPARTMENT OF LABOUR
ON-LINE SERVICES

f) Sign up for Third Party:

➢ System also facilitates entrepreneurs to register as Third Party user. Registered Third party user will be able to assist in registration of shop/commercial establishment owners who are not having internet facility.

➢ To register as Third Party, user has to click on link "Sign up for Third party" provided in the Home page of the web site www.ekarmika.com

Dept.of Labour: G.O.K
ON-LINE SERVICES

g) Login

➢ After successful registration, user will receive his/her credential (User name and Password) through SMS or email.

➢ Then user has to open web browser Internet Explorer version 7.0 and above.

➢ After opening the web browser user has to enter web site name www.ekarmika.com .

Dept.of Labour: G.O.K
ON-LINE SERVICES

II) Accounts Section of Dept.of Labour verifies the fee paid details and then only authorizes registering authorities to verify the application submitted by the applicant.

III) After verifying and satisfying the details submitted in the application and uploaded documents , the Registering authorities register the shop / commercial establishment.

IV) Then the applicants can DOWN LOAD the Registration Certificate from the web portal.

Dept.of Labour: G.O.K
ON-LINE SERVICES

In the similar way Dept of labour planning to provide on-line services for Registartion , Licence , Renewal , Amendment and submission of Returns in the fiolliwng Labour acts.

1. Contract Labour Act

2. Interstate Migrant Workman Act

3. Motor Transport workers Act

4. Planatation Labour Act

5. Trade Unions Act

6. Building and other construction workers Act

SAKALA SERVICES

Name of the Department	LABOUR DEPARTMENT
Name of the Service	1.Registration 2. Renewal under the Karnataka Shops and Commercial Establishments Act, 1961
Whom to approach for this service (Designated Officer)?	Labour Inspector/Senior Labour Inspector
Procedure involved to get this service	1. Application alongwith prescribed documents shall be received in the Reception Counter by the Reception-Incharge and to be handed over to the concerned case worker 2. Scrutinisation by the concerned case worker / SLI / LI. 3. Preparation of note in the file. 4. Inspection, if necessary, to verify the facts. 5. Hearing the parties, if needed and passing of an Order. 6. Granting / rejecting the Certificate
Who are eligible to get this service	Proprietor / Partners / Directors of Shop or Commercial Establishments or Firm
Documents to be enclosed with the request 1.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
Fee/Charges to be paid to get the service	Rs.250/- to Rs.50,000/- (as per slab-number of workers)

Work Flow

-	Description	No. of Days	Designation
1	APPLICATION ALONG WITH PRESCRIBED DOCUMENTS SHALL BE RECEIVED IN THE RECEPTION COUNTER BY THE RECEPTION IN-CHARGE AND TO BE HANDED OVER TO THE CONCERNED CASE WORKER	3.00	Inspector
2	SCRUTINISATION BY THE CONCERNED CASE WORKER/SLI/LI	3.00	Inspector
3	PREPARATION OF NOTE IN THE FILE	3.00	Inspector
4	INSPECTION , IF NECESSARY, TO VERIFY THE FACTS	3.00	Inspector
5	GRANTING/REJECTING THE REGISTRATION	3.00	Inspector

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Name of the Department	LABOUR DEPARTMENT
Name of the Service	3)License 4)Renewal to the contractor under the Contract Labour Act,1970 5) Registration to the Principal Employer under the Contract Labour Act,1970
Whom to approach for this service (Designated Officer)?	Assistant Labour Commissioner
Procedure involved to get this service	1.Application alongwith prescribed documents shall be received in the Reception Counter by the Reception-Incharge and to be handed over to the concerned case worker 2. Scrutinisation by the concerned case worker 3. Submission of note by the concerned case worker in the file to the Licencing Authority 4. Sending to the sub-ordinate officer / Inspector, if needed for verification OR inspection by ALC OR calling of Statutory records 5. Inspection by the sub-ordinate officer / Inspector and report submission 6. Hearing the parties, if needed and passing of an Order 7. Granting / rejecting the Licence
Form to be submitted to get this service	
Who are eligible to get this service	Contractors
Documents to be enclosed with the request	
1.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
Fee/Charges to be paid to get the service	Ranging from Rs.500/- to Rs.5000/-
Maximum number of days to wait to get this service delivered	15 Working Days

Work Flow

Step	Description	No. of Days	Designation
1	APPLICATION ALONGWITH PRESCRIBED DOCUMENTS SHALL BE RECEIVED IN THE RECEPTION COUNTER BY THE RECEPTION-INCHARGE AND TO BE HANDED OVER TO THE CONCERNED CASE WORKER	2.00	Case Worker
2	SCRUTINISATION BY THE CONCERNED CASE WORKER	2.00	Case Worker
3	SUBMISSION OF NOTE BY THE CONCERNED CASE WORKER IN THE FILE TO THE REGISTRATION AUTHORITY	2.00	Case Worker
4	SENDING TO THE SUB-ORDINATE OFFICER / INSPECTOR, IF NEEDED FOR VERIFICATION OR INSPECTION BY ALC OR CALLING OF STATUTORY RECORDS	2.00	Assistant Labour Commissioner
5	INSPECTION BY THE SUB-ORDINATE OFFICER / INSPECTOR AND REPORT SUBMISSION	3.00	Inspector
6	HEARING THE PARTIES, IF NEEDED AND PASSING OF AN ORDER	2.00	Assistant Labour Commissioner
7	GRANTING / REJECTING THE REGISTRATION	2.00	Assistant Labour Commissioner

Name of the Department	LABOUR DEPARTMENT
Name of the Service	6) Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act,1996
Whom to approach for this service (Designated Officer)?	Labour Officer
Procedure involved to get this service	1.Application alongwith prescribed documents shall be received in the Reception Counter by the Reception-incharge and to be handed over to the concerned case worker. 2. Scrutinisation by the concerned case worker 3. Submission of note in the file to the Registration Authority 4. Sending to the sub-ordinate officer / inspector, if needed for verification OR inspection by Officer OR calling of Statutory records. 5. Inspection by the sub-ordinate officer / inspector and report submission. 6. Granting / rejecting the Certificate / Licence
Form to be submitted to get this service	
Who are eligible to get this service	Proprietor / Partners / Directors of Building and Other Construction works
Documents to be enclosed with the request	
1.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
Fee/Charges to be paid to get the service	Ranging from Rs.1000/- to Rs.5000/-
Maximum number of days to wait to get this service delivered	15 Working Days

Work Flow

Step	Description	No. of Days	Designation
1	APPLICATION ALONGWITH PRESCRIBED DOCUMENTS SHALL BE RECEIVED IN THE RECEPTION COUNTER BY THE RECEPTION-INCHARGE AND TO BE HANDED OVER TO THE CONCERNED CASE WORKER.	1.00	Case Worker
2	SCRUTINISATION BY THE CONCERNED CASE WORKER	2.00	Case Worker
3	SUBMISSION OF NOTE IN THE FILE TO THE REGISTRATION AUTHORITY	1.00	Labour Officer
4	SENDING TO THE SUB-ORDINATE OFFICER / INSPECTOR, IF NEEDED FOR VERIFICATION OR INSPECTION BY OFFICER OR CALLING OF STATUTORY RECORDS	5.00	Inspector
5	INSPECTION BY THE SUB-ORDINATE OFFICER / INSPECTOR AND REPORT SUBMISSION	5.00	Inspector
6	GRANTING / REJECTING THE CERTIFICATE / LICENCE	1.00	Labour Officer

Name of the Department	LABOUR DEPARTMENT
Name of the Service	9)Registration under the Trade Union Act,1926
Whom to approach for this service (Designated Officer)?	Asst.Labour Commissioner
Procedure involved to get this service	1.Application alongwith prescribed documents shall be received in the Reception Counter by the Reception-incharge and to be handed over to the concerned case worker 2. Scrutinisation by the concerned case worker 3. Submission of note in the file to the Registration Authority 4. Sending to the sub-ordinate officer / inspector for verification OR inspection by ALC OR calling of Statutory records 5. Inspection by the sub-ordinate officer / inspector and report submission 6. Hearing the parties, if needed and passing of an Order 7. Granting / rejecting the Certificate / Licence
Form to be submitted to get this service	
Who are eligible to get this service	Trade Unions
Documents to be enclosed with the request	
1.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
Fee/Charges to be paid to get the service	Rs.10/-
Maximum number of days to wait to get this service delivered	15 Working Days

Work Flow

Step	Description	No. of Days	Designation
1	APPLICATION ALONGWITH PRESCRIBED DOCUMENTS SHALL BE RECEIVED IN THE RECEPTION COUNTER BY THE RECEPTION-INCHARGE AND TO BE HANDED OVER TO THE CONCERNED CASE WORKER	1.00	Inspector
2	SCRUTINISATION BY THE CONCERNED CASE WORKER/ SLI / LI	2.00	Case Worker
3	PROCESSING AND DOCUMENTATION OF EACH APPLICATION IN A SEPARATE FILE.	1.00	Inspector
4	INSPECTION, IF NECESSARY, TO VERIFY THE FACTS	5.00	Inspector
5	HEARING THE PARTIES, IF NEEDED	5.00	Inspector
6	GRANTING / REJECTING THE REGISTRATION	1.00	Inspector

Name of the Department	LABOUR DEPARTMENT
Name of the Service	8) Registration of plantation under the Plantation Labour Act,1951
Whom to approach for this service (Designated Officer)?	Labour Officer
Procedure involved to get this service	1.Application alongwith prescribed documents shall be received in the Reception Counter by the Reception-incharge and to be handed over to the concerned case worker 2. Scrutinisation by the concerned case worker 3. Submission of note by the case-worker in the file to the Licencing Authority 4. Sending to the sub-ordinate officer / inspector, if needed for verification OR inspection by ALC OR calling of Statutory records 5. Inspection by the sub-ordinate officer / inspector and report submission 6. Hearing the parties, if needed, and passing of an Order 7. Granting / rejecting the Registration
Form to be submitted to get this service	
Who are eligible to get this service	Proprietor / Partners / Directors
Documents to be enclosed with the request	
1.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
Fee/Charges to be paid to get the service	Ranging from Rs.150/- to Rs.3000/-
Maximum number of days to wait to get this service delivered	15 Working Days

Work Flow

Step	Description	No. of Days	Designation
1	APPLICATION ALONGWITH PRESCRIBED DOCUMENTS SHALL BE RECEIVED IN THE RECEPTION COUNTER BY THE RECEPTION-INCHARGE AND TO BE HANDED OVER TO THE CONCERNED CASE WORKER	2.00	Case Worker
2	SCRUTINISATION BY THE CONCERNED CASE WORKER	2.00	Case Worker
3	SUBMISSION OF NOTE BY THE CASE-WORKER IN THE FILE TO THE LICENCING AUTHORITY	2.00	Assistant Labour Commissioner
4	SENDING TO THE SUB-ORDINATE OFFICER / INSPECTOR, IF NEEDED FOR VERIFICATION OR INSPECTION BY ALC OR CALLING OF STATUTORY RECORDS	2.00	Inspector
5	INSPECTION BY THE SUB-ORDINATE OFFICER / INSPECTOR AND REPORT SUBMISSION	3.00	Inspector
6	HEARING THE PARTIES, IF NEEDED, AND PASSING OF AN ORDER	2.00	Labour Officer
7	GRANTING / REJECTING THE REGISTRATION	2.00	Labour Officer

Name of the Department	LABOUR DEPARTMENT
Name of the Service	9)Registration under the Trade Union Act,1926
Whom to approach for this service (Designated Officer)?	Asst.Labour Commissioner
Procedure involved to get this service	1.Application alongwith prescribed documents shall be received in the Reception Counter by the Reception-incharge and to be handed over to the concerned case worker 2. Scrutinisation by the concerned case worker 3. Submission of note in the file to the Registration Authority 4. Sending to the sub-ordinate officer / inspector for verification OR inspection by ALC OR calling of Statutory records 5. Inspection by the sub-ordinate officer / inspector and report submission 6. Hearing the parties, if needed and passing of an Order 7. Granting / rejecting the Certificate / Licence
Form to be submitted to get this service	
Who are eligible to get this service	Trade Unions
Documents to be enclosed with the request	
1.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
Fee/Charges to be paid to get the service	Rs.10/-
Maximum number of days to wait to get this service delivered	15 Working Days

Work Flow

Step	Description	No. of Days	Designation
1	APPLICATION ALONGWITH PRESCRIBED DOCUMENTS SHALL BE RECEIVED IN THE RECEPTION COUNTER BY THE RECEPTION-INCHARGE AND TO BE HANDED OVER TO THE CONCERNED CASE WORKER	2.00	Case Worker
2	SCRUTINISATION BY THE CONCERNED CASE WORKER	2.00	Case Worker
3	SUBMISSION OF NOTE IN THE FILE TO THE REGISTRATION AUTHORITY	2.00	Case Worker
4	SENDING TO THE SUB-ORDINATE OFFICER / INSPECTOR FOR VERIFICATION OR INSPECTION BY ALC OR CALLING OF STATUTORY RECORDS	2.00	Inspector
5	INSPECTION BY THE SUB-ORDINATE OFFICER / INSPECTOR AND REPORT SUBMISSION	3.00	Inspector
6	HEARING THE PARTIES, IF NEEDED AND PASSING OF AN ORDER	2.00	Assistant Labour Commissioner
7	GRANTING / REJECTING THE CERTIFICATE / LICENCE	2.00	Assistant Labour Commissioner

Name of the Department	LABOUR DEPARTMENT
Name of the Service	10)Registration under Motor Transport Workers Act,1961
Whom to approach for this service (Designated Officer)?	Asst.Labour Commissioner
Procedure involved to get this service	1.Application alongwith prescribed documents shall be received in the Reception Counter by the Reception-incharge and to be handed over to the concerned case worker 2. Scrutinisation by the concerned case worker 3. Submission of note by the concerned case worker in the file to the Registration Authority 4. Sending to the sub-ordinate officer / inspector, if needed for verification OR inspection by ALC OR calling of Statutory records 5. Inspection by the sub-ordinate officer / inspector and report submission 6. Hearing the parties, if needed and passing of an Order 7. Granting / rejecting the Registration
Form to be submitted to get this service	
Who are eligible to get this service	Proprietor / Partners / Directors
Documents to be enclosed with the request	
1.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
Fee/Charges to be paid to get the service	Ranging from Rs.100/- to Rs.5000/-
Maximum number of days to wait to get this service delivered	30 Working Days

Work Flow

Step	Description	No. of Days	Designation
1	APPLICATION ALONGWITH PRESCRIBED DOCUMENTS SHALL BE RECEIVED IN THE RECEPTION COUNTER BY THE RECEPTION-INCHARGE AND TO BE HANDED OVER TO THE CONCERNED CASE WORKER	2.00	Case Worker
2	SCRUTINISATION BY THE CONCERNED CASE WORKER	2.00	Case Worker
3	SUBMISSION OF NOTE BY THE CONCERNED CASE WORKER IN THE FILE TO THE REGISTRATION AUTHORITY	2.00	Assistant Labour Commissioner
4	SENDING TO THE SUB-ORDINATE OFFICER / INSPECTOR, IF NEEDED FOR VERIFICATION OR INSPECTION BY ALC OR CALLING OF STATUTORY RECORDS	2.00	Assistant Labour Commissioner
5	INSPECTION BY THE SUB-ORDINATE OFFICER / INSPECTOR AND REPORT SUBMISSION	3.00	Inspector
6	HEARING THE PARTIES, IF NEEDED AND PASSING OF AN ORDER	2.00	Assistant Labour Commissioner
7	GRANTING / REJECTING THE REGISTRATION	2.00	Assistant Labour Commissioner

Name of the Department	LABOUR DEPARTMENT
Name of the Service	11)Registration ISMW Act, 1979
	12) Licence under ISMW Act, 1979
Whom to approach for this service (Designated Officer)?	Asst.Labour Commissioner
Procedure involved to get this service	1. Application alongwith prescribed documents shall be received in the Reception Counter by the Reception-incharge and to be handed over to the concerned case worker 2. Scrutinisation by the concerned case worker 3. Submission of note by the concerned case-worker in the file to the Registration Authority 4. Sending to the sub-ordinate officer / inspector, if needed for verification OR inspection by ALC OR calling of Statutory records 5. Inspection by the sub-ordinate officer / inspector and report submission 6. Hearing the parties, if needed, and passing of an Order 7. Granting / rejecting the Registration
Form to be submitted to get this service	
Who are eligible to get this service	Proprietor / Partners / Directors
Documents to be enclosed with the request	
1.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
2.	COVERING LETTER ALONGWITH DULY FILLED-IN PRESCRIBED PROFORMA AND SUPPORTIVE DOCUMENTS
Fee/Charges to be paid to get the service	Ranging from Rs.300/- to Rs.1200/-

Work Flow

Step	Description	No. of Days	Designation
1	APPLICATION ALONGWITH PRESCRIBED DOCUMENTS SHALL BE RECEIVED IN THE RECEPTION COUNTER BY THE RECEPTION-INCHARGE AND TO BE HANDED OVER TO THE CONCERNED CASE WORKER	2.00	Case Worker
2	SCRUTINISATION BY THE CONCERNED CASE WORKER	2.00	Case Worker
3	SUBMISSION OF NOTE BY THE CONCERNED CASE-WORKER IN THE FILE TO THE REGISTRATION AUTHORITY	2.00	Assistant Labour Commissioner
4	SENDING TO THE SUB-ORDINATE OFFICER / INSPECTOR, IF NEEDED FOR VERIFICATION OR INSPECTION BY ALC OR CALLING OF STATUTORY RECORDS	2.00	Inspector
5	INSPECTION BY THE SUB-ORDINATE OFFICER / INSPECTOR AND REPORT SUBMISSION	3.00	Inspector
6	HEARING THE PARTIES, IF NEEDED, AND PASSING OF AN ORDER	2.00	Assistant Labour Commissioner
7	GRANTING / REJECTING THE REGISTRATION	2.00	Assistant Labour Commissioner

Year: 2012
Act wise Disposal

LABOUR DEPARTMENT

S No	Service Name	Stipulated Time	No. of receipts during the month	No. of disposals during the Month
1	License to the contractor under the Contract Labour Act, 1970	15	1663	1610
2	License under ISMW Act, 1979	15	13	13
3	Licenses to Industrial premies under the Beedi and Cigar(Conditions of Employment) Workers Act, 1966	7	108	108
4	Registration ISMW Act, 1979	15	54	54
5	Registration of Building and other Construction Workers	15	46430	45809
6	Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act, 1996	15	473	462
7	Registration of plantation under the Plantation Labour Act, 1951	15	4	4
8	Registration of Principal employer under Contract Labour Act	15	644	630
9	Registration under Motor Transport Workers Act, 1961	30	36	36
10	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	15	21797	21304
11	Registration under the Trade Union Act, 1926	15	106	101
12	Renewal of Licence to the contractor under the Contract Labour Act, 1971	15	3399	3343
13	Renewal of Registration under Karnataka Shops and Commercial Establishments Act, 1961	15	11058	10277
25	**Total**	**0**	**85785**	**83751**

Year: 2013
Act wise Disposal

S No	Service Name	Stipulated Time	No. of receipts during the month	No. of disposals during the Month
1	License to the contractor under the Contract Labour Act, 1970	15	2544	2518
2	License under ISMW Act, 1979	15	8	8
3	Licenses to Industrial premies under the Beedi and Cigar(Conditions of Employment) Workers Act, 1966	7	200	200
4	Registration ISMW Act, 1979	15	23	21
5	Registration of Building and other Construction Workers	15	111059	107294
6	Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act, 1996	15	966	931
7	Registration of plantation under the Plantation Labour Act, 1951	15	1	1
8	Registration of Principal employer under Contract Labour Act	15	991	988
9	Registration under Motor Transport Workers Act, 1961	30	31	29
10	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	15	18815	19109
11	Registration under the Trade Union Act, 1926	15	164	160
12	Renewal of Licence to the contractor under the Contract Labour Act, 1971	15	5024	4975
13	Renewal of Registration under Karnataka Shops and Commercial Establishments Act, 1961	15	21870	21532
14	**Total**	**0**	**161696**	**157766**

Year: 2014
Act wise Disposal

S No	Service Name	Stipulated Time	No. of receipts during the month	No. of disposals during the Month
1	License to the contractor under the Contract Labour Act, 1970	15	1491	1496
2	License under ISMW Act, 1979	15	3	3
3	Licenses to Industrial premies under the Beedi and Cigar(Conditions of Employment) Workers Act, 1966	7	167	167
4	Registration ISMW Act, 1979	15	11	13
5	Registration of Building and other Construction Workers	15	88498	91696
6	Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act, 1996	15	656	686
7	Registration of plantation under the Plantation Labour Act, 1951	15	12	12
8	Registration of Principal employer under Contract Labour Act	15	557	537
9	Registration under Motor Transport Workers Act, 1961	30	16	17
10	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	15	6483	6628
11	Registration under the Trade Union Act, 1926	15	107	110
12	Renewal of Licence to the contractor under the Contract Labour Act, 1971	15	3247	3203
13	Renewal of Registration under Karnataka Shops and Commercial Establishments Act, 1961	15	14749	15774
14	Total	0	115997	120342

Government of Karnataka
Department of Commercial Taxes

"Ease of Doing Business"

Best Practices of
Commercial Taxes Department, Karnataka

THE COMMERCIAL TAXES DEPARTMENT

1. • Contributes more than 60% to the State's Own Taxes Revenues.

2. • Collects about Rs.42,000 crores per annum.

3. • Has a total strength of about 7000 employees including 800 officers

4. • Administers 9 different Tax laws – VAT, KST, CST, Luxury Tax, Professional Tax, Entry Tax, Betting Tax., Entertainment Tax, Agricultural Income Tax .

5. • The Department is structured in a combination of Territorial and Functional jurisdictions.

6. • Has 13 administrative divisions, 135 VAT offices, 18 checkposts, 9 enforcement divisions, 10 appeals divisions and 100 mobile checkposts.

Objectives of our efforts
Enhance "Ease Of Doing Business"

1. Reduce Delays in obtaining VAT Refund
2. Efficient, effective and time-bound taxation related dispute resolution.
3. Moving away from Department centric approach to Business centric Approach.
4. Reduce compliance cost and time.
5. Encouraging honest and prompt tax payers and prevent evasion of tax.
6. To bring in more accountability and transparency in the tax administration.

How we do it?

All Services Through Electronic Medium At The Doorstep Of The Taxpayers.

Web Self Services To the Dealers

Services	Key Feature
1. e-Return	4.42 lakh dealers are filing electronic returns every month.
2. e-Payment	2.00 lakh transactions every month.
3. e-SUGAM (Delivery Note)	1.20 lakh delivery notes are downloaded every day.
4. e- C Forms	1.02 lakh C forms are downloaded per month.
5. m-SUGAM (Delivery Notes thro' Mobile phone)	24000 m-SUGAM are downloaded through mobile phones per month.

Services Provided under SAKALA
(Karnataka Guarantee of Services to the Citizens Act)

Service	Time	Key Features
Issue of Registration under VAT, CST, PT, LT and ET Acts.	Within 25 working days.	Application is submitted online and registration is issued online after visiting the place of business.
Issue of Statutory Forms Such as C, F, H, E1 and E2.	10 working days.	Application submitted online, verification online and issue is also online. The print of such statutory forms are obtained by the dealers at their place of business. Authenticity of Forms can be verified through CTD and TINXSYS portals.
Issue of Clearance Certificates.	15 working days	Application is submitted online, verification online and issue is also online.

Awards and Recognitions

- e-SUGAM won the 'National e-Governance "Gold Award'' for 2011-12.

- CTD Karnataka won "Prime Minister's Award for Excellence in Public Administration' for 2012-13".

- Many states have replicated certain initiatives like 'e-sugam', 'e-suvega', e-payment, e-reconciliation etc.

- e-SUGAM Promotion as "Best Practice" by GOI   http://darpg.gov.in/

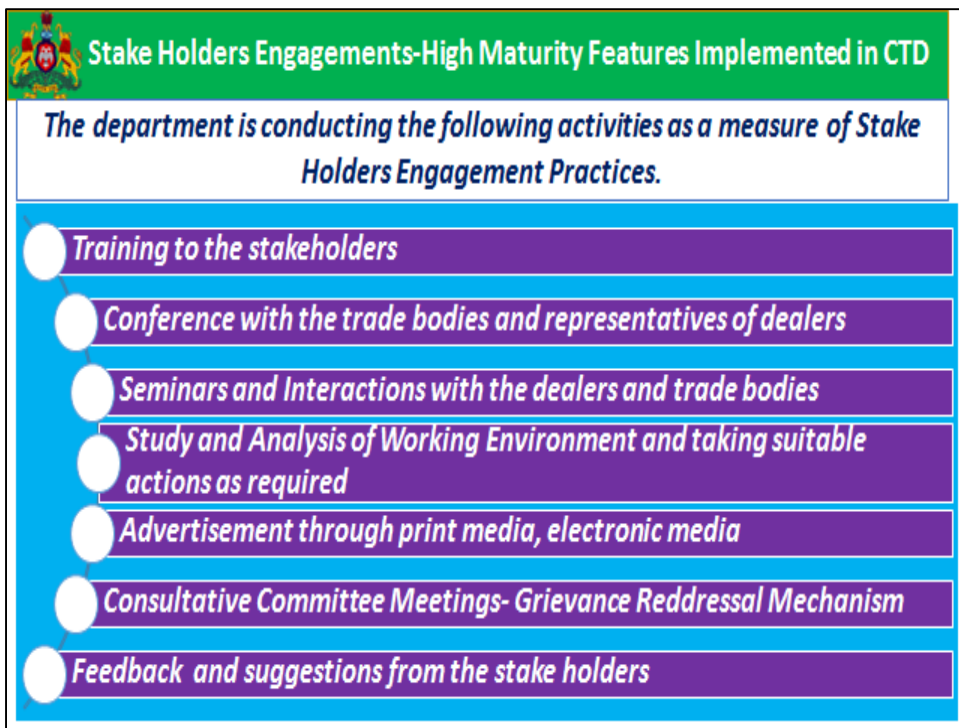Thursday, 04 September 2014   7
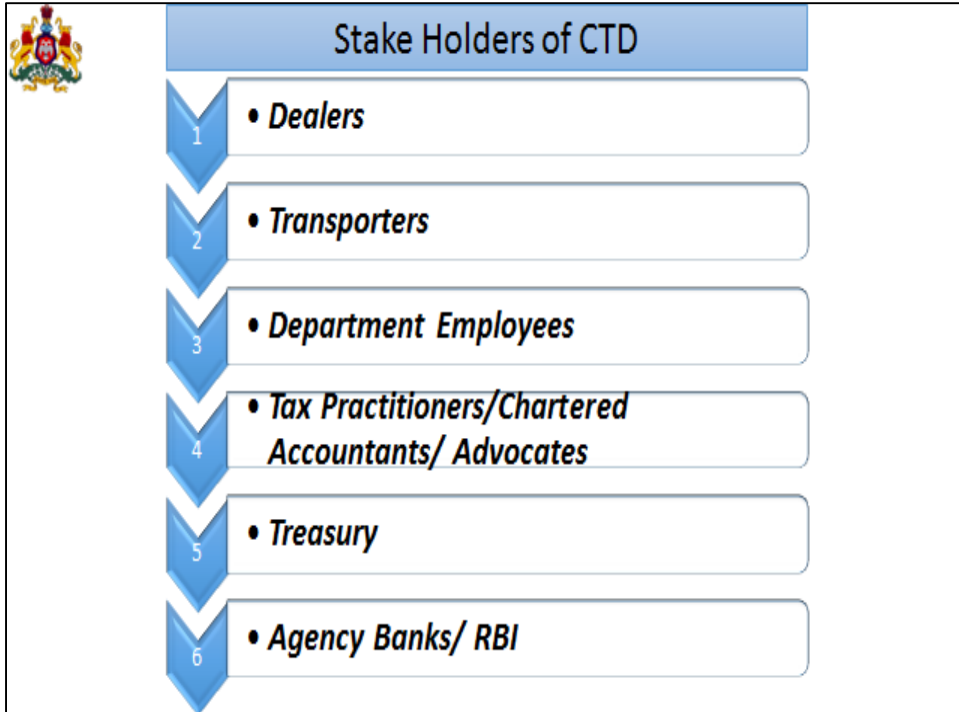

Proposed Reforms in
Business Practices And Processes So As To Enhance "Ease Of Doing Business"

Issues	Proposed Action
Delays in obtaining VAT Refund.	1. For faster processing of refunds the department is capturing the details of purchase and sales statements electronically and the claim of input tax would be verified by the system. Thereby the refund would be issued faster 2. The Government of Karnataka is implementing khajane-II project which would be operationalised shortly and it provides the facility of crediting the refund amount to the dealers through ECS.
Efficient, effective and time-bound taxation related dispute resolution.	Online capturing of purchase and sales details and matching the same with a pairing dealers details, would reduce the disputes at later stage arising out of wrong claims of input tax credits.

Proposed Reforms in Business Practices And Processes So As To Enhance "Ease Of Doing Business"	
Issues	**Proposed Action**
Implement independent Grievance Redressal Cell.	An automated online grievance reddressal cell is being established
Moving away from Department centric approach to Business centric approach.	1. The dealer is required to obtain the delivery note/permit for transportation of goods from various Government Departments. Integrating the process of all such departments would reduce the hardship and approval turnaround time. 2. The Department of Mines and Geology, Forest Department and the Commercial Taxes Department are working together to issue a combined delivery note/ permit to the dealers who transport all kinds of ores, minerals and granite.

Proposed Reforms in Business Practices And Processes So As To Enhance "Ease Of Doing Business"	
Issues	**Proposed Action**
Enable e-payment of all taxes with uninterrupted access to online services especially in rural areas.	1. CTD has Developed a strong IT Backbone. 2. Implemented e-Payment of taxes under all Acts administered by the CTD. 3. RBI is involved in the e-Payment and comprehensive reconciliation process. 4. The proposed khajane-2 will provide a single platform to make payment of all taxes and fees of the Government departments.

Stake Holders of CTD

1. Dealers
2. Transporters
3. Department Employees
4. Tax Practitioners/Chartered Accountants/ Advocates
5. Treasury
6. Agency Banks/ RBI

Stake Holders Engagements-High Maturity Features Implemented in CTD

The department is conducting the following activities as a measure of Stake Holders Engagement Practices.

- Training to the stakeholders
- Conference with the trade bodies and representatives of dealers
- Seminars and Interactions with the dealers and trade bodies
- Study and Analysis of Working Environment and taking suitable actions as required
- Advertisement through print media, electronic media
- Consultative Committee Meetings- Grievance Reddressal Mechanism
- Feedback and suggestions from the stake holders

Organization Learnings-High Maturity Features Implemented in CTD

Feature	Description of implementation
Conversion of individual excellence and learning into an organizational asset	Individual Excellences are identified, converted into in to an asset and the system is totally institutionalised.
Creation of Knowledge and Knowledge Management.	A system is put in place to access all the orders of officers through e-CAS/ e-enforcement modules which has repository of re-assessment / appeals/ revision/review orders.

Organization Learnings-High Maturity Features Implemented in CTD

Feature	Description of implementation
Clarity on how reflection over available information is used to improve performance.	Peer review of orders and enquires of Accountant General , Circulars and clarifications issued by the CCT and the Advance Ruling and Clarification Authorities are made available.
Incentives to employees.	Incentives and awards are instituted to the best performers.

Organization Learnings-High Maturity Features Implemented in CTD

Feature	Description of implementation
Technology platforms to capture, sort, store, retrieve and disseminate organizational knowledge	Robust IT system is put in place. All the offices are fully computerised and connected to central server and information is being shared on live environment. Performance of the employees is monitored by the middle and high level management on the basis of live MIS reports.

Organisation Learnings-High Maturity Features Implemented in CTD

Feature	Description of implementation
Clarity on how reflection over available information is used to improve performance.	Peer review of orders and enquires of Accountant General , Circulars and clarifications issued by the CCT and the Advance Ruling and Clarification Authorities are made available. All these culminated in enhancing the clarity and thereby improvement in performance.

5

Organizational (or Project) Structure -High Maturity Features Implemented in CTD

Feature	Description of implementation
Ensuring ownership and accountability.	Computerisation and the use of IT tools has infused efficiency, accountability and also created sense of ownership.
Building in flexibility to accommodate changes needed for adapting to emerging situations.	The employees have been trained to adapt to the change management and the capacity building is being is provided continuously in this direction and hence they are capable to accommodate any emerging situation.

Organizational (or Project) Structure -High Maturity Features Implemented in CTD

Feature	Description of implementation
Encouraging collaboration and healthy interpersonal relationships.	The functions of the CTD are fundamentally based on individual and team performance. The IT system put in place and the training imparted at ATI and other places has encouraged the collaboration and interpersonal relationship.

Government of Karnataka
Dept of Industries & Commerce

A brief presentation on e - initiatives

VISION
To facilitate
for
Balanced
And
Sustainable Industrial Growth.

MISSION

- To introduce the New Industrial Policy 2014-19.
- To create enabling environment for robust industrial growth rate of 12 % p.a.
- To ensure inclusive industrial development to provide additional 15 lakh employment opportunities.
- To enhance the contribution of manufacturing sector to the state's G D P from 16.87% to 20 %.

3

OBJECTIVES

1. Investment promotion.
2. Infrastructure Development.
3. Export Promotion.
4. Industrial facilitation.
5. Entrepreneurship Development.
6. Skill Development.
7. Enhancing Competitiveness.
8. Promotion of Village & Khadi industries.

4

Services under SAKALA

1. Sanction of Investment subsidy for MSME units.
2. Stamp Duty Exemption & Concessional registration charges.
3. Exemption Certificate on A P M C Cess.
4. Entry Tax Exemption Certificate.
5. Electricity Tax Exemption Certificate.
6. I E M Part 1 for MSME's.
7. I E M Part 2 for MSME's.
8. Prime Minister's Employment Generation Program.
9. Sanction of Interest Subsidy for New MICRO Units.

e-PMS, an initiative of CCI, GoI

Inaugural Session

Sri. Kaushik Mukherjee, IAS, Chief Secretary to GoK

➤ On 17.06.14, Chief Secretary to GoK launched e-PMS for Karnataka state, which monitors projects with investment between Rs.100 to Rs.1000 Cr to remove implementation bottlenecks

➤ Nodal officers for various departments / organisations are nominated

➤ State Level Monitoring Committee will meet once in a month to review projects listed in portal

➤ It provides transparency and efficiency in the working environment, minimizes the processing delay, helps in timely disposal of important issues, enables one to work from anywhere, anytime, leads to a paperless working and provides ease and flexibility in the retrieval of various reports.

Computerization of Department of I & C.

1. To facilitate new investments, an Online Portal called **e- udyami** is put in place for approval of investment proposals.

2. 2nd phase of e- udyami being introduced to track the status of applications with other Departments.

3. Entire Directorate of I & C is on LAN.

4. All the New Policies, Circulars and G O's are regularly uploaded on www.karnatakaindustry.gov.in. & www.advantagekarnataka.com

5. Online registration of MSME's is in place in all the DIC's.

7

Objectives of e-Udyami

❑ To create an easy platform between Government & Promoter (G2B).

❑ Promoter can file a Combined Application Form (CAF) for various Permissions, Clearances, Approvals and Registrations on the portal

❑ An inbuilt payment gateway allowing all payments to be collected at one point and then apportioned, split and routed to the respective heads of account of Central /State / agencies along with generation of challans and MIS reports

Functionalities

➤ Investor Registration.

➤ Filing Online Application.

➤ Mandatory use of Digital Signature for authenticity.

➤ Online Payment.

➤ Internal Process by Customizable Workflow System

    ➤ Provision to obtain opinion online through portal.

    ➤ Secured File Notings with use of Digital signature.

    ➤ Creation of Executive Summary.

    ➤ Provision for Notification to all by e-mail and SMS.

    ➤ Creation and Circulation of Meeting Agenda.

    ➤ Preparation, Approval and Circulation of Meeting Proceedings.

➤ Provision for Amendments requests

List of line Departments

KIADB	BMRDA	GESCOM	BDA
REVENUE DEPARTMENT	FOREST - ENVIRONMENT AND ECOLOGY	FACTORIES AND BOILERS	ELECTRICAL INSPECTORATE
MESCOM	BESCOM	FIRE	KREDL
LPAS	CHESCOM	MINES	URBAN DEVELOPMENT DEPARTMENT
BIAAPA	HESCOM	TEXTILES	TOURISM
TOWN PLANNING	WATER RESOURCE DEPARTMENT	KARNATAKA STATE POLLUTION CONTROL BOARD	COMMISSIONERATE OF CANE DEVELOPMENT

e-Udyami: Single Window Mechanism

➢ Provided Application forms used in line Departments.

➢ Provides list of applications to be submitted to various Departments for Clearances/NOCs/Approvals based on land requirements and sector.

➢ Payment of fees to respective Departments will be made through NEFT/RTGS directly to the Departments.

➢ Workflows of all line Departments are mapped and Nodal officer of every line Department is given access to update the status of projects.

➢ Investors will receive SMS/email notification based on milestones.

➢ Provision to escalate issues when timelines are exceeded by the nodal officers via SMS, email and dashboard.

➢ Investors can track the status of projects.

Advantages of e-Udyami

➢ Provides a secured "One Stop Shop" for all investment related informations and services 24x7 on a single portal.

➢ Eliminates direct interface with various regulatory authorities

➢ Creates conducive environment for investors and improves the ease of doing business in the state

➢ Provides a single platform for Government multiple agencies to cross validate their information.

Expected Outcomes:

1. An user friendly G2B portal that enhances business competitiveness through a single platform, service oriented, event-driven interface

2. Integrated G2B Services across state and local government

1-Stop Shop
- Consolidated Information
- Content updated periodically
- Apply & Pay for licenses online

Anytime, Anywhere, Anyhow
- 24 X 7 access to information and services
- Online, IVR and Mobile

Reduced Total Time
- End-to-end online transactions (Forms, Attachments, Payments)
- Reduction in inter-department wait time

Visibility and Transparency
- Intermediate status updates
- SMS and email alerts & notifications

Reduced Total Cost
- Elimination of in-person visits
- Reduced dependency on middlemen and touts

Secure Transactions
- Digital Signature Certificates
- Strategic Control & Security (ISO17799-1:2005 compliant)

Comparison between Karnataka & Gujarat States

Particulars of System	Karnataka	Gujarat
Industry Facilitation Act	Karnataka Industry (Facilitation) Act, 2002	Investment Facilitation Mechanism vide Resolution No.IND/102009/379948/I; Dated: 17.07.2009
System of In-Principle Approval	As per Karnataka Industry (Facilitation) Act, 2002 and subsequent amendments; there are three committees to accord in-principle approvals. The DLSWCC, SLSWCC & SHLCC.	There is no system of in-principle approval.
Single Window System of Approvals	There are committees to get the approval. In practice, it does not exist. After the approval of DLSWCC / SLSWCC / SHLCC, the investors apply to concerned departments / organisations for the respective approvals.	There is no system of Single Window System of Approvals. The investors apply to concerned departments / organisations for the respective approvals.
Land Acquisition and Development	KIADB acquires and develops land as per KIAD Act, 1960	GIDC acquires and develops land as per GID Act.

Comparison between Karnataka & Gujarat States

Land Allotment	Industrial Areas: KIADB SUC: KIADB Private Lands: Revenue Dept.	Industrial Areas: GIDC SUC: Not exists Private Lands: Revenue Dept.
Land Ownership / Lease	Industrial Areas & SUC of KIADB: 99 years Private Lands: Absolute Ownership	Industrial Areas of GIDC: 99 Years lease Private Lands: Absolute Ownership
Online application for investment proposals	E-Udyami is launched. The application is processed and placed before the committee for approval online.	There is no online application for approval of investment proposals. GIDC developed online software for application. However, the promoters have to submit the hardcopy of the application.
Nodal Officers	Line department officers are nominated as nodal officers for follow-up of the projects approval.	Government of Gujarat has appointed senior IAS officers in the line ministry as sectoral nodal officers and Deputy Secretary / Joint Secretary Cadre officers have been nominated as guardian officers. Mega projects are monitored at highest levels in all the line Departments. Every month Follow up meetings are organized under the Chairmanship of Chief Secretary to Government.

Cost of doing business in India

Time & Cost to Start a business in India

Sl. No.	State	Time (Days)	Cost (% of GNI per capita)
1.	Maharashtra	30	70.90
2.	Rajasthan	31	45.50
3.	Delhi	32	41.10
4.	Andhra Pradesh	33	41.60
5.	Haryana	33	50.70
6.	Tamil Nadu	34	40.30
7.	Gujarath	35	46.30
8.	Karnataka	40	64.70

Time & Cost to Register Property in India

Sl. No.	State	Time (Days)	Cost (% of Property Value)
1.	Rajasthan	24	9.90
2.	Haryana	26	7.70
3.	Karnataka	28	9.20
4.	Andhra Pradesh	37	10.50
5.	Gujarath	42	7.00
6.	Maharashtra	44	7.40
7.	Tamil Nadu	48	10.10
8.	Delhi	55	7.50

Cost of doing business in India

Tax Rates across India

Sl. No.	State	Total Tax Rate (% of profit)
1.	Haryana	67.00
2.	Rajasthan	67.70
3.	Maharashtra	68.50
4.	Delhi	68.50
5.	Andhra Pradesh	69.40
6.	Gujarath	69.90
7.	Tamil Nadu	70.00
8.	**Karnataka**	**70.30**

Time to Import & Export in India

Sl. No.	State	Import (Days)	Export (Days)
1.	Gujarath	18	17
2.	Tamil Nadu	19	25
3.	Maharashtra	21	17
4.	Rajasthan	22	22
5.	Andhra Pradesh	23	26
6.	**Karnataka**	**25**	**25**
7.	Delhi	28	25
8.	Haryana	28	25

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