

GOVERNMENT OF KARNATAKA

No.BMC/CR/110/2005-06

Karnataka Government Secretariat,  
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196

CIRCULAR

Sub:- Bhoomi- collecting application /requests for mutation transactions-  
reg.

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The applications/requests for mutations through a single window system is being implemented through the Mutation Kiosks setup in all the Taluk Offices. This process has been introduced to enhance the service level in the Revenue Department to the farmers. This scheme has reduced the role of the middlemen, as the computer automatically generates the requests for mutations-cum-acknowledgements which would have an accountability to track the request.

The system adopted in the Mutation Kiosks is very simple. When ever a type of transaction is selected, the list of documents required for processing that request is also shown. If such of the documents, shown in the list are not submitted in full, it would not be possible for further processing the request in the Mutation Kiosk. The Mutation Kiosk software is user friendly and more transparent. A provision has also been made in the system to calculate the mutation fee to be paid to the Government for such transactions.

It has been observed that 15 more number of requests are required to be entered in the Mutation Kiosks and the Mutation Kiosk Operator has not been able to verify each document upon which the request for mutation is submitted and enter the survey number details involved in the transaction correctly as per the document.

Thus, there may be possibilities that, the Mutation Kiosk Operator may enter incomplete data leaving some survey number(s) involved in the transaction and collects fee only for such survey number(s) entered in the kiosk. The left out survey numbers, which are there in the base document can then be processed as the mutation fee is not collected for such survey number(s). The farmers may be put to hardship and embarrassment, and may have to submit separate requests for such left out survey number(s).

In order to overcome this difficulty, the applicant may be asked to submit a report in the prescribed form(Form 19 or 20) to the Mutation Kiosk Operator together with documents for such transactions.

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