

S. post 307 444038 in

GOVERNMENT OF KARNATAKA

No. RD 60 MRR 2007

Karnataka Government Secretariat
M.S. Building, Bangalore
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CIRCULAR

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Sub: Movement of Nemmadi RDS requests from Telecentre to Backoffice.

It has been more than a year since Nemmadi project was rolled out in the Taluka offices as well as Hobli villages. As of now there are 769 Telecentres and 77 Taluka Back offices that have been operationalized. The Telecentres are designed to act as virtual Government offices at the Hobli level and act as a delivery points for all the Government to Citizen (G2C) services, including services to be delivered for Revenue department, like Caste, Income, Birth & Death Certificate, old age pension and in all 37 such services.

Citizens submit all the above RDS (Rural Digital Service) requests in the Village Telecentre and also receive their digitally signed certificates from the village Telecentre itself. The main intention of Nemmadi program was that, citizens should avail the above services in their Hobli village Telecentre instead of traveling all the way to Taluka office.

It has been noticed that in certain Talukas, citizens are being forced to take their requests from village Telecentres to Nemmadi Back offices by themselves for further processing. This is causing inconvenience to citizens. This issue was strongly debated in the recently held Division-wise review meeting chaired by Hon'ble Revenue Minister.

Under the above circumstances, it is hereby informed that Tahasildars should ensure that citizens are not handed over the request by Telecentre operator and asked to carry them to Taluka office. It is the responsibility of Telecentre operator to carry the request to the Back office. Non-compliance to this direction, should be brought up in the Nemmadi District Co-ordination Committee meeting chaired by Deputy commissioner of respective Districts.

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(THANGARAJ D)
Principal Secretary to Govt.
Revenue Department.

To,

1. All Regional Commissioners.
 2. All Deputy Commissioners.
 3. All Tahasildars
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