

Specific Cases Handled by the Uttarakhand RTS Commission



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Caste Certificate



It is an essential document that needs to be attached with applications for various other Services/ Applications

Timely Disposal is necessary

1985 (Cut Off) *Khatauni* - How can a landless household provide this? Voter List, RD or Samaj Kalyan Schemes etc.

How can a 'Child' be of different caste to that of his 'Father'? How can 'Siblings' be of different Caste?

What is the difficulty in issuing certificate to a 'General Category' applicant?

Natural Calamity Relief



Matter is of Sep 2015

Heavy Rains -
Residential Building -
Roof and Walls got
damaged - Photographs
attached

JE of BDO Office
assessed 80% destruction

SDM wrote for
verification - AE, RWD

AE submitted his report
to ExEn

- 40 -50% Destruction as material
can be used in reconstruction
- nearing non-residential

ExEn forwarded the
report to the SDM in
June 2016

Natural Calamity Relief (Contd.)



Tehsildar has interpreted/
categorized as Non-Residential

Commission objected
and sent 7-points to
be clarified

Reminder sent by the
Commission

INR 1,05,700/-
released

Character Certificate



Transfer of Application to Police Deptt. – Online/ Hardcopy

Who is DO? Who is supposed to monitor the disposal?

CCTNS – Other Network is not available

SWAN Connectivity is available. But, it is not extended up to Thana. – Demand-Supply (Work it out; Police/Home & IT Deptt.)

Dongle has been provided and per application charges are fixed

Old Age Pension



Credited in
Beneficiary
Account for few
months

Credited in
another Account
- Data Entry
Mistake

Data Entry - It's
a process,
Whether two
saperate entries
were done? Who
cross-checked?

**Income
Certificate -
Validity Matter,
so timely
disposal is very
essential (4
Months for
processing)**

Residency Certificate



'Residency' vis-à-vis having 'Own House'

15 Years (How come 1985 is a cut-off?)

Registry - (1) Permanent and Present Correspondence Addresses are mentioned (2) Child's Birth and Education is of Uttarakhand

Spouses are *Uttarakhandi* - How could their divorce or separation hampers it? And, what is the fault of their Child?

Map Approvals



*Khula
Bhukhand*

NOC from
other
Departments

Driving License



Online Application – Payment of Fee,
Receiving the License

Postal Delay for unnecessary reasons

Document is not visible – Passport, Whereas
AADHAR copy is OK

Videshi – Who filed complaint in the
Commission?

Janani Suraksha Yojana (JSY)



News published in the News Paper – Suo Moto Cognizance

Got Data and Referred to DG, Health for Inquiry

Strange points appeared
- Timeliness, Collective Responsibilities, Supervision and Administration

High-Level Committee Set-up – No major change in recommendations

Matter referred for Departmental Enquiry

Action taken on Doctors and Staff

Learning from Other State



URTS Commission visited and studied SAKALA Mission of Karnataka Government in 2016

Commission observed following as main features of SAKALA:

- Unique Identification Number
- Tracking by Applicant & Officials
- SMS Alerts - Designated Officers & Higher Authorities
- Various Reports - Monitoring and Supervision
- Real-time Data - *Vidhana Saudha*
- Timeliness, Accountability and Transparency is inbuilt

Case of e-District Portal (Contd.)



Finding of Enquiry

- Charging INR 100/- to INR 3000/- instead of Prescribed Fee (INR 30/-)
- Delay Caused by Officials

Action Taken

- Login-Password for e-District seized (135 CSCs)
- e-District/CSC Managers Removed (5)
- Officials Panelised (177)



Thank You!