Rural Development and
Panchayat Raj Department

BAPUJI SEVA KENDRA

Local Governance &
Decentralised Service Delivery

Bapuji Seva Kendra (BSK) – Introduction

Background: Bapuji Seva Kendra Initiative was launched on 1st July 2016 by Government of Karnataka under the RDPR department. Bapuji Seva Kendras were set up across all the Grama Panchayats in Karnataka offering different services largely from RDPR, Revenue and other departments. In July 2020, the services were made available online through Bapuji Seva Kendra web portal.

Objectives:

- Decentralization of the Citizen Service Delivery at Grama Panchayats making it more accessible leading to reduced travel time, waiting time and hence cost-effective.
- To enhance the accountability, transparency and responsiveness to citizen's needs.
- To manage the service provision through partnership with concerned departments and become a single interface for all Government to citizen transactions at the Grassroots.
- To ensure speed and certainty of providing the services through enforcement of a Service Level Agreement aligned with Sakala norms.
- Enforce accounting, issuing of certificates etc. and thereby improving the overall productivity of the administrative machinery.

Services at the BSK:
G2C, B2C, Other Services
Services on the BSK Portal:
G2C

Key Stats:

- 5955 GPs
- 61 Services
- 17 RDPR Services
- ~ 39 Revenue Services
- 5 Other Department Services including Utility and B2C Services

AADHAAR
Mera Aadhaar, Meri Pehchaan
ಸುಸ್ವಾಗತ
CSC
AADHAAR
ಬಾಪೂಜಿ
ಸೇವಾಕೇಂದ್ರ
ನಿಮ್ಮ ಅನುಕೂಲವೇ
ನಮ್ಮ ಆದ್ಯತೆ
ಆಧಾರ್ ಸೇವೆಗಳ ಶುಲ್ಕ
50
100
50
30
2020.08.29 14:40

BSK – A Nodal Agency for Grassroots Citizen Service Delivery

Stakeholders

Gram Panchayat

Implementing Agencies

Departments / Nodal Agencies

Beneficiaries

Citizens

Sakala Complaint

All RDPR provisioned services are Sakala (Citizen's Charter) compliant.

OPERATIONAL EXCELLENCE

Enterprise application – Panchatantra 2.0 integrated with multiple platforms. No duplication.

ONE STOP SOLUTION CENTRE

Simpler and quicker application submission request and grievance redressal

EASE OF ACCESS

Grassroot access for service delivery and portal facilitates online access further easing the services access

CONVERGENCE

Well versed with Citizen demands through facilitation of other departments services

Single sign-on web → Simple interface on mobile → SLA Management → Appeal Management → Standard Templates → Integrations (Sakala/Seva Sindhu) → Standard Fees → Digital Payment & Receipts

Services – Integrations & Payments

The new BSK 2.0 portal aims to further smoothen the citizen interface and experience while availing the services.

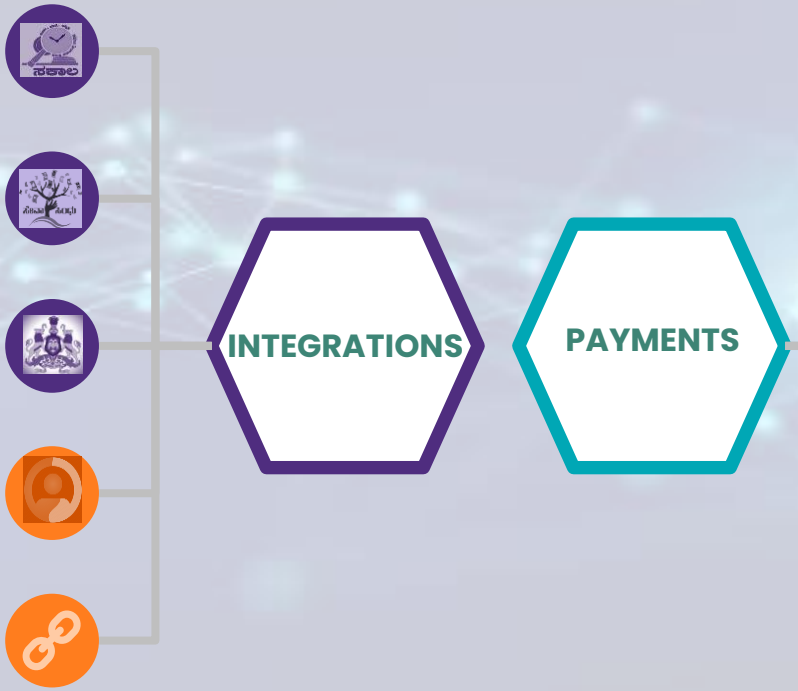
Sakala - All RDPR provisioned services are Sakala (Citizen's Charter) compliant.

SevaSindhu - Currently few services are integrated and on BSK 2.0 all the BSK services shall be available on SevaSindhu, State's Integrated single point Citizen Service Portal

E-Swathu - To be integrated with RDPR internal Portal for Issuance of Property Records.

Family ID: Integration with Family id, to ease the process of Application Submission under BSK2.0

Others: Key Integrations like C&I(Single Window), Kaveri, Arogya Karnataka, UDID, eJanma, Bhoomi among various others planned under BSK 2.0



Payment Gateway – HDFC

Credit/Debit Card & Net Banking for Online Payments

UPI for both OTC & Online Payments.

Inhouse **Wallet** for Realtime reconciliation of Cash Transactions and BBPS for B2C services

mPOS for bill collection at doorstep.

Current Integrations | Current Payments | Envisioned on BSK 2.0

Services – Provisioned by RDPR (As Owner)

BSK offers the following services where the department of RDPR is the sole authority in provisioning these services from start to end. The MGNREGA related are currently facilitated through Kayaka Mitra Application, which will be transitioned into BSK 2.0 in next phase.

Property	Utilities	Business	MGNREGA
1. Property Tax	6. New Water Supply Connection	11. Trade License	1. Providing Employment to Unskilled Labours
2. Building License	7. Disconnection of Water Supply	12. Advertisement License	2. Issue of Job Card to Unskilled Labourers (*Proposed*)
3. Occupancy Certificate	8. Maintenance of Drinking Water Supply	13. Permission for Factories	3. Kayaka Sangha Registration
4. Property Record (Form 9/11A)	9. Maintenance of Street Lights	14. Entertainment License	4. Request for Work - Proposal
5. Property Record (Form 11B).	10. Maintenance of Village Sanitation	15. Road Cutting Permission	
		16. NOC to Electrical Supply Companies	

Other Departmental Services – Provisioned by RDPR (As Owner)

Services

1. Birth Certificate
2. Death Certificate
3. Marriage Certificate

ನಂ.
No.

ನಮೂನೆ – 5
Form – 5

ಕರ್ನಾಟಕ ಸರ್ಕಾರ
GOVERNMENT OF KARNATAKA
ಜನನ ಮತ್ತು ಮರಣಗಳ ಮುಖ್ಯ ರಿಜಿಸ್ಟ್ರಾರರು
Chief Registrar of Births and Deaths

ಜನನ ಪ್ರಮಾಣ ಪತ್ರ

(ಜ.ಮ.ನೋ ಅಧಿನಿಯಮ,1969ರ 12/17 ನೆಯ ಪ್ರಕರಣ ಹಾಗೂ ಕ.ಜ.ಮ.ನೋ.ನಿಯಮಗಳು, 1999 ರ ನಿಯಮ 8/13 ರ ಮೇರೆಗೆ ಕೊಡಲಾದ)

BIRTH CERTIFICATE

(Issued Under Section 12/17 of the RBDAct, 1969 and Rule 8/13 of the KRBD Rules, 1999)

ಈ ಕೆಳಕಂಡ ವಿವರಣೆಯನ್ನು ಕರ್ನಾಟಕ ರಾಜ್ಯದ _____ ಜಿಲ್ಲೆಯ _____ ತಾಲ್ಲೂಕಿನ _____(ಗ್ರಾಮ/ಪಟ್ಟಣ)ದ ರಿಜಿಸ್ಟರಿನಲ್ಲಿರುವ ಜನನ ಸಂಬಂಧವಾದ ಮೂಲ ದಾಖಲೆಯಿಂದ ತೆಗೆದುಕೊಳ್ಳಲಾಗಿದೆಯೆಂದು ಪ್ರಮಾಣೀಕರಿಸಲಾಗಿದೆ.

This is to certify that the following information has been taken from the original record of birth which is the register for …….. (village/town) of ……taluk of ……district of Karnataka State.

1) ಹೆಸರು
Name ……..

2) ಅಂಗ
Sex ……

3) ಜನನವಾದ ತಾರೀಖು
Date of Birth ……..

4) ಜನಿಸಿದ ಸ್ಥಳ
Place of Birth ……

5) ತಾಯಿಯ ಹೆಸರು
Name of Mother ……

6) ತಂದೆಯ ಹೆಸರು
Name of Father ……

7) ಮಗುವಿನ ಜನನದ ಸಮಯದಲ್ಲಿ ತಂದೆತಾಯಿಯರ ವಿಳಾಸ:
Address of parents at the time of birth of the child:
……
……
……

8) ತಂದೆತಾಯಿಯರ ಖಾಯಂ ವಿಳಾಸ
Permanent address of parents:
……
……
……

9) ನೋಂದಣಿ ಸಂಖ್ಯೆ :
Registration No. : ……..

10) ನೋಂದಣಿಯಾದ ದಿನಾಂಕ:
Date of Registration :……

11) ಷರಾ (ಯಾವುದಾದರೂ ಇದ್ದಲ್ಲಿ)
Remarks (if any) ……..

12) ಪ್ರಮಾಣಪತ್ರ ನೀಡಿದ ದಿನಾಂಕ:
Date of Issue ……..

13) ಪ್ರಮಾಣ ಪತ್ರ ಕೊಡುವ ಪ್ರಾಧಿಕಾರಿಯ ಸಹಿ
Signature of Issuing Authority
……

14) ಪ್ರಮಾಣ ಪತ್ರ ಕೊಡುವ ಪ್ರಾಧಿಕಾರಿಯ ವಿಳಾಸ
Address of the issuing authority
……

ಮೊಹರು/ Seal

"ಪ್ರತಿಯೊಂದು ಜನನ ಮತ್ತು ಮರಣದ ನೋಂದಣಿಯನ್ನು ಖಚಿತಪಡಿಸಿಕೊಳ್ಳಿ"
"Ensure registration of every birth and death"

Services – Facilitated by RDPR (As Stakeholders)

BSK offers the following services where the department of RDPR merely facilitates these services and is not the issuing authority.

Revenue Department – Nadakacheri Services

1. Population Certificate
2. Caste and Income Certificate
3. Caste Certificate (Cat-A)
4. Caste Certificate (SC/ST)
5. OBC Certificate (Central)
6. Residence Certificate
7. Income Certificate
8. Non-Tenancy Certificate
9. Agriculturist Certificate
10. Widow Certificate
11. Living Certificate
12. Agricultural Family member certificate
13. No Re-Marriage Certificate
14. Land less Certificate
15. Surviving Family Members Certificate
16. Unemployment Certificate
17. No Govt. Job Certificate
18. Small / Marginal farmer Certificate
19. Agricultural Labour Certificate
20. Non creamy layer Certificate
21. Land holding Certificate
22. Bonafide Certificate
23. Solvency Certificate
24. Domicile Certificate
25. Income Certificate for Employment
26. Income Certificate for compass for Employment
27. Attestation of Family Tree
28. HK Region Residence and Eligibility
29. Crop Certificate
30. Widow Pension
31. Disability Pension
32. Sandhya Suraksha Yojane
33. National Family Benefit Scheme
34. Indira Gandhi National Old Age Pension
35. Mythiri
36. Manaswini
37. Anthya Samskara Yojane
38. Acid Victim Pension
39. Farmer Widow Pension

Other Department Services

1. RTC-60,00,598
2. Arogya Karnataka Card- 10,62,183
3. UDID Card
4. Birth & Death Certificate Copy – 1,06,579
5. Aadhaar Enrolment- 1,11,232
6. Aadhaar Updations- 6,44,402

Bapuji Seva Kendra – Outreach Framework

A framework for outreach strategy for BSK centre and portal is illustrated below

GAP ASSESSMENT

- Gather inputs from different stakeholders of the ecosystem through Surveys/ Discussions.
- Develop Assessment Report with Recommendations.

INSTITUTIONALISE & PARTNERSHIPS

- To Sustain and maintain the outreach and its impact, the practice of outreach needs to be institutionalized through inhouse capacity and partnerships with social media and other online platforms

OUTREACH MECHANISMS

- Develop Different Outreach Mechanisms.
- Adopt a multi-pronged strategy to cater to the gaps and needs for the Outreach.
- Execute the outreach strategy

BRANDING

- Develop the BSK Brand through means of onboarding an ambassador, creation of collaterals etc.

Bapuji Seva Kendra - Outreach Strategy

The Below table attempts to highlight key distinct outreach factors with respect BSK centres and BSK Portal.

BSK Centre

- OUTDOOR
- COMMUNITY
- INFLUENCERS
- ELECTED REPRESENTATIVES
- BSK KIOSKS
- BRANDING
- INCENTIVISE GPs
- EFFICEINT DELIVERY & ROBUST REDRESSAL

BSK Portal

Additional Activities Required to Amplify BSK Portal

- MASS MEDIA
- SOCIAL MEDIA
- INDUSTRY OUTREACH
- PARTNERSHIP WITH SOCIAL MEDIA COMP.
- ONBOARDING TO GPAY, PHOENPE PAYTM etc.

BSK 2.0
Wireframes

Help A- A A+ English ಕನ್ನಡ

Rural Development and Panchayat Raj Department
Government of Karnataka
Dept. of RDPR, Govt. of Karnataka

BAPUJI SEVA KENDRA

Home | Services | About Us

Search | What are you looking for?

Register / Log In

Track Application Status

Enter details to find out your Application Status

Enter GSC/ACK Number

Submit

RDPR Karnataka providing all services and information you need at one place

Bapuji Seva Kendra is the unique initiative undertaken by Rural Development and Panchayat Raj department of Karnataka to help rural citizens avail different utility services at their doorstep.

Skip to Main Content

Pay your property tax

Property Tax is a tax paid on property owned by an individual or other legal entity. The property includes all tangible real estate property-his/her house, office building and the property he/she has rented to others.

Make Payment

Download Our Mobile Application

Avail all of these services from your mobile phone at all times. Save time and make this process much easier.

Enter Mobile Number

Get Download Link

Online Services

Everything you need, all at one place

New Water Supply Connection | Maintenance of Street Lights | Property Tax | Maintenance of Drinking Water Supply | Building License | Issuance for Job Card under MGNREGS

Property Related Services
Find all property related services here.
Go to Service >>

Household Utilities
All light, water and sanitation services here.
Go to Service >>

Business Related Services
For all licenses and NOCs for businesses.
Go to Service >>

MGNREGS
Services under this scheme.
Go to Service >>

Other Department Services
Go to Service >>

Download Centre
View and Download offical census data.
Go to Service >>

How does it all this work?

All it takes is a four-step process. Apply for anything you need right away!

Select Service | Fill the Form | Application Verification | Make Payment Where Applicable | Service Provided to User

Go to Services | Visit FAQs Page

Take a look at how our impact has been

Decentralization of the Citizen Service Delivery at Grama Panchayats through BSK aims to make it more accessible leading to reduced travel time, waiting time, cost effective and also enhances the accountability, transparency and responsiveness to citizen's needs.

166000 +
Applications Recieved

179000 +
Services Delivered

430000 +
Applications In Progress With The Department

45555
Applications In Progress With The Applicant

Other Department Services

- Arogya Karnataka Card →
- UDID Card →
- Birth and Death Certificate Copy →
- Rights, Tenancy & Crops →

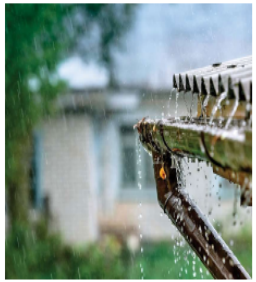
News and Updates

Development starts in Bagalkote

The central focus of #MoRDs scheme MGNREGA, across the nation, is now planned and systematic development of land & #RainwaterHarvesting. It follows ridge to valley principles which effectively enhances the farm productivity.

August 20, 2021

Know More >



Twitter Updates

Basavaraj S Bommai
@BSBommai · Oct 22

Our PM Shri @narendramodi ji embodies the saying "Let Your Work Do The Talking". As our PM addressed the nation today congratulating the country on the 100Crore vaccine achievement, he has once again filled us all with the determination to achieve even the seemingly impossible.

8K 5K 30K

Online Services

Property Related Services | Household Utilities | Business Related Services
MGNREGS | Other Department Services | Download Centre

Household Utilities

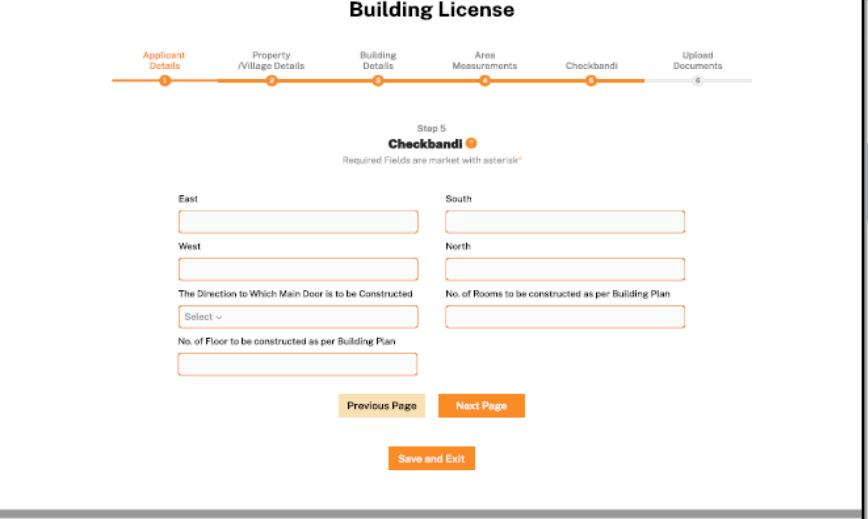
Property Tax | **Building License** | Occuoancy Certificate | Form 9/11 A | Form 9/11 B

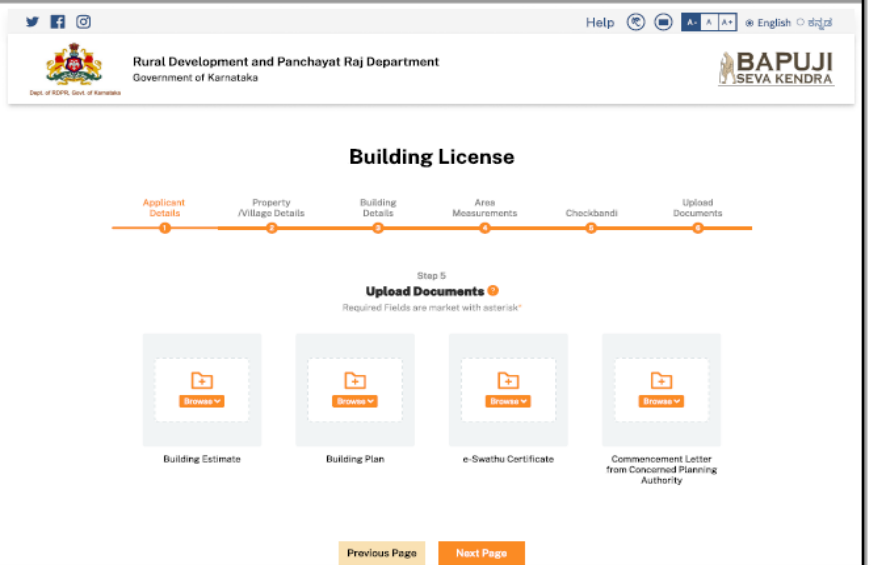
Building License

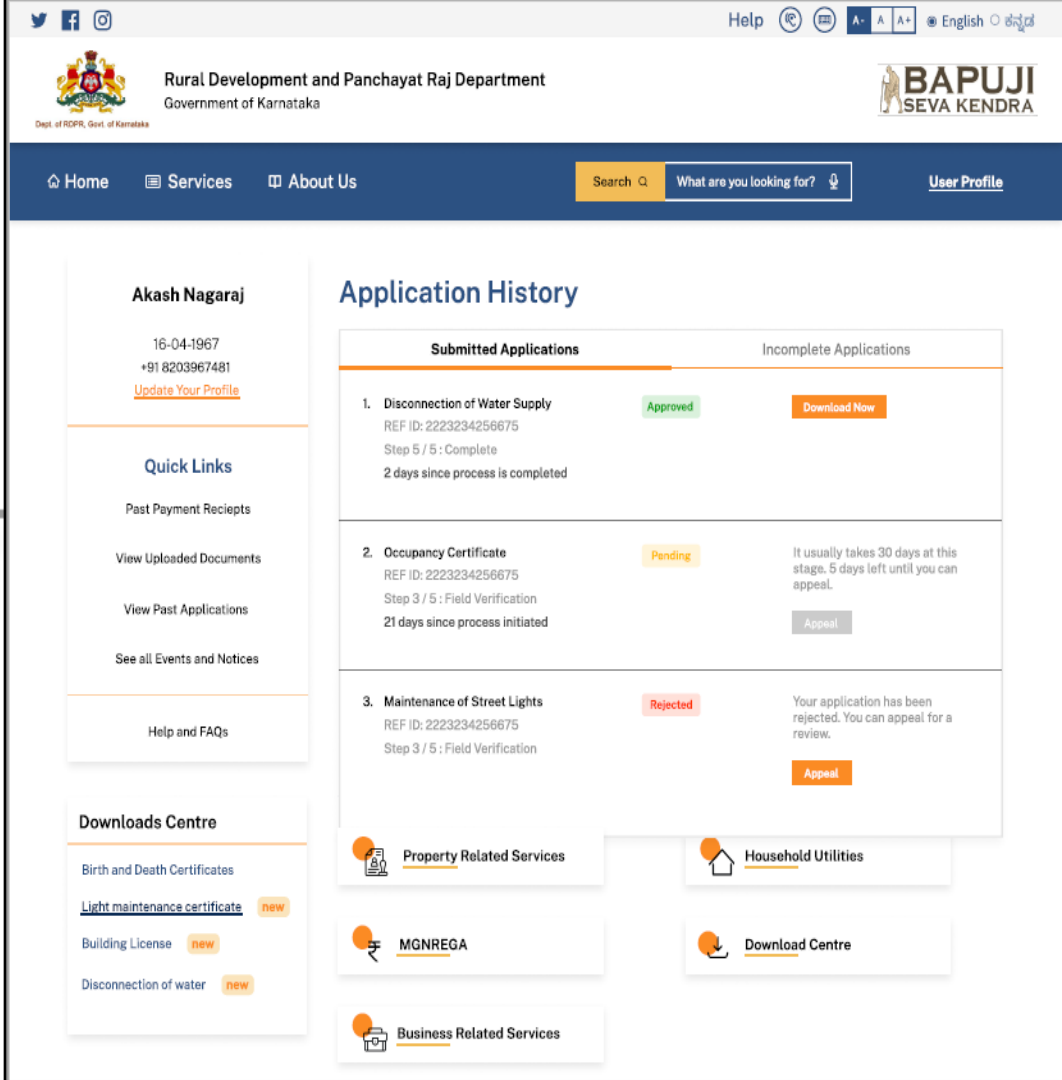
Building License is a type of authorization that is issued by the Gram Panchayat before the construction of a new building or to make changes to an exisiting building.

Description	No. Of Days	Work Owner
Login to Panchatantra web portal to access the services online. Steps to Follow 1. Select the Service 2. Want to Use DigiLocker?If yes, go to Step 3 else Step 4. 3. Create Account/Login to Digilocker 4. Provide the Mobile number and login using the OTP into P2. If Step 3 is Yes, map digilocker to P2 account 5. Fill the application details for Issuance of Building License(BL) 6.Pay the Application Fee & Submit the application	Not Applicable	1. Citizen (Online) 2. GP (for Offline transactions) on behalf of Citizen
Application is to be received & document verification	3	Gram Panchayath Secretary
Generate the Notice	0	Gram Panchayath Secretary
Invite objections from public and Upload the Objections	7	Gram Panchayath Secretary
Clarify the Objections with Applicant	15	Panchayat Development Officer
Approval/Rejection in GP Meeting	15	Panchayat Development Officer
Generation and issuance of Certificate Digitally (PDO to sign the License digitally) (Citizen may download) (License to have a barcode) or Rejection Letter	20	Panchayat Development Officer
Citizen to pay Service Fees and download the License		Citizen
Digilocker facility to be provided to citizen (if opted for by citizen)		Auto
1st Appeal	30	EXECUTIVE OFFICER, TALUK PANCHAYAT
2nd Appeal	30	DEPUTY SECRETARY, ZILLA PANCHAYAT OFFICE

Back to Homepage | Proceed to Application


Building License
Applicant Details
Property /Village Details
Building Details
Area Measurements
Checkbandi
Upload Documents
Step 5
Checkbandi
Required Fields are market with asterisk*
East
South
West
North
The Direction to Which Main Door is to be Constructed
No. of Rooms to be constructed as per Building Plan
Select
No. of Floor to be constructed as per Building Plan
Previous Page
Next Page
Save and Exit


Help
English
Rural Development and Panchayat Raj Department
Government of Karnataka
BAPUJI SEVA KENDRA
Building License
Applicant Details
Property /Village Details
Building Details
Area Measurements
Checkbandi
Upload Documents
Step 5
Upload Documents
Required Fields are market with asterisk*
Building Estimate
Building Plan
e-Swathu Certificate
Commencement Letter from Concerned Planning Authority
Previous Page
Next Page


Help
English
Rural Development and Panchayat Raj Department
Government of Karnataka
BAPUJI SEVA KENDRA
Home
Services
About Us
Search
What are you looking for?
User Profile
Akash Nagaraj
16-04-1967
+91 8203967481
Update Your Profile
Quick Links
Past Payment Reciepts
View Uploaded Documents
View Past Applications
See all Events and Notices
Help and FAQs
Downloads Centre
Birth and Death Certificates
Light maintenance certificate
new
Building License
new
Disconnection of water
new
Application History
Submitted Applications
Incomplete Applications
1. Disconnection of Water Supply
REF ID: 2223234256675
Step 5 / 5 : Complete
2 days since process is completed
Approved
Download Now
2. Occupancy Certificate
REF ID: 2223234256675
Step 3 / 5 : Field Verification
21 days since process initiated
Pending
It usually takes 30 days at this stage. 5 days left until you can appeal.
Appeal
3. Maintenance of Street Lights
REF ID: 2223234256675
Step 3 / 5 : Field Verification
Rejected
Your application has been rejected. You can appeal for a review.
Appeal
Property Related Services
Household Utilities
MGNREGA
Download Centre
Business Related Services

Service Delivery - Journey So Far….

2005

Bengaluru One

Services: 125 G2C & 33 B2C

Model: Government (146) & Franchise(72)

Initiatives: B1 on Wheels, Citizen Doorstep & at Commercial Complexes

2008

Karnataka One

Services: 88 G2C & 6 B2C

Model: Government (61) & Franchise(29) across 24 cities

Initiatives: Expansion to ULBs

2016

BSK 1.0

Services: 60 G2C

Model: 5955 GPs function as BSK centres

2018

Seva Sindhu

Services: 798 services from 74 departments

Model: Online portal

Initiatives: One of its kind initiative in the country to offer all services to citizens on a single portal, a true single window

2020

GramaOne

Services: 450+ services from 70 departments

Model: Franchise(300) across 4 districts

Initiatives: PPP model of Citizen Service Delivery at Grassroots

2021

JanaSevaka

Services:58 Services from 8 departments

Model: Government at Doorstep

Initiatives: Actual delivery of services on demand at doorstep

2022

BSK 2.0

Services:> 60 G2C + B2C Services

Model: Online & BSK Centers (5965 GPs)

Initiatives: Lean Application & Standardized Services charges and process

GALLERY

Gram Panchayat Libraries

DIGITAL LIBRARIES

- Accessible to all
- Self Learning Facility is designed for comfortable and effective learning
- Access to eBook, Journals, Videos, Simulations.
- Content is available in Kannada, English, Hindi Urdu

Libraries

Services

- GP libraries helps Rural Karnataka citizens to spend their free time in reading and help children stay connected to reading.
- GP library is renamed as **'Gram Panchayat Library and Information Centre'.**
- GP library working hours have been enhanced from 4 hours to 6 hours.
- Already **1000 libraries** are upgraded as Digital Library in Rural Karnataka

GALLERY

ಮಹಿಳಾ ವಿಭಾಗ
ಮಕ್ಕಳ ವಿಭಾಗ

ಪುಸ್ತಕ ವಿಭಾಗ

READ

75

THANK YOU