

Best Practices

SI No	Department(s)	Details
1	All Departments and DPAR(e-Governance)	<p>Janaspandana- iPGRS</p> <p>The Government of Karnataka has introduced a comprehensive and cutting-edge IT platform known as the Integrated Public Grievance Redressal System (iPGRS). This portal is designed to provide a seamless and efficient grievance management system for citizens, aiming to enhance service delivery and public engagement.</p>
2.	All Authorities and DPAR(e-Governance)	<p>Unified Land Management System (ULMS)</p> <p>Introduced as part of the <i>Ease of Doing Business</i> initiative to simplify GTB & GTC interactions and promote transparency. A unique identification (ULPIN) has been assigned to every land parcel, consolidating all land-related documents.</p>
3.	All Departments, Government of Karnataka and DPAR(e-Governance)	<p>Adoption of LGD Code & Feedback Mechanisms</p> <ul style="list-style-type: none"> • Karnataka has integrated the Local Government Directory (LGD) codes across all departments, alongside PAN. • This integration supports data standardization and ensures consistency across systems. • It enables seamless data exchange and enhances system interoperability, streamlining operations across departments. <p>Future plans include combining LGD codes with GIS technology to map and analyze spatial data, which will play a crucial role in planning and development activities.</p> <ul style="list-style-type: none"> • A robust feedback mechanism has been linked to all business-centric service approvals. • It captures user experiences related to digital service delivery. <p>Stakeholder departments will use this data to monitor performance and implement continuous improvements, enhancing service quality.</p>
4.	Karnataka Udyog Mitra, Commerce and Industries Department	<p>Government Process Re-engineering (GPR)</p> <ul style="list-style-type: none"> • Database Integration: Through GPR, essential government databases are being integrated, streamlining citizen data access and verification.

		<ul style="list-style-type: none">• Simplified Forms: Application processes are simplified with minimal required fields, enhancing user experience.• Reduced Documentation: focus on minimising document submission and easing the application process for businesses and citizens.
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