

# **AJSK-FAQ**

## **1. How to Raise Application?**

- Application can be raised by offline or online.

### **Offline**

- Visit nearest nadakacheri office along with all Necessary documents and raise application.

### **Online**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal and raise application through online.

## **2. How to check status of application?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Important Links (ಪ್ರಮುಖ ಕೊಂಡಿಗಳು) tab
- select application status(ಅರ್ಜಿ ಸ್ಥಿತಿ) option.
- enter your acknowledgment number to know the status.

## **3. How to check reason for rejection?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Important Links (ಪ್ರಮುಖ ಕೊಂಡಿಗಳು) tab
- select application status(ಅರ್ಜಿ ಸ್ಥಿತಿ) option.
- enter your acknowledgment number to know the Reason for rejection.

### **OR**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Important Links (ಪ್ರಮುಖ ಕೊಂಡಿಗಳು) tab
- Select Nadakacheri certificate verification option(ನಾಡ ಕಛೇರಿ ಪ್ರಮಾಣಪತ್ರ ಪರಿಶೀಲನೆ) option
- enter your acknowledgment number to know the rejection Reason.

#### 4. How to raise application online?

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option([ಆನ್ ಲೈನ್ ಅರ್ಜಿ](#))
- Application will redirect to application raising page.
- Please login by entering 10 digit mobile number
- Under new request tab select service name for which you want certificate
- For Caste, Income and Residence certificate.
  - Enter Ration card number, Name, aadhaar number and other details and search
  - Matched records will be displayed, one has to select the matched record and print the certificate (Certificate is already generated)
  - If no match found then all the records to be rejected(If any near matched record is displayed) and Raise new application.
- For other services enter the mandatory field values and raise the request

#### 5. How to view certificate copy online?

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Important Links (ಪ್ರಮುಖ ಕೊಂಡಿಗಳು) tab
- Select Nadakacheri certificate verification option([ನಾಡ ಕಛೇರಿ ಪ್ರಮಾಣಪತ್ರ ಪರಿಶೀಲನೆ](#)) option
- enter your acknowledgment number to view your certificate copy.

#### 6. How to take print of certificate in online (only If applied online)?

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option([ಆನ್ ಲೈನ್ ಅರ್ಜಿ](#))
- Application will redirect to application raising page.
- Please login by entering 10 digit mobile number
- Under Print tab select Print option to print your certificate by entering acknowledgment number.

**7. How to take Re-print of certificate in online?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
  - Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
  - Select Online application option([ಆನ್ ಲೈನ್ ಅರ್ಜಿ](#))
  - Application will redirect to application raising page.
  - Please login by entering 10 digit mobile number
- Under Print tab select Re-Print option to take re-Print of your certificate by paying applicable fee.

**8. List of Documents required to apply for certificates?**

- ID proof and Address Proof documents are mandatory for all certificates.
- Additional documents may be required depending on the inspection officer and type of certificates.

**9. How to apply for Name/Caste/Address corrections (Only for already existing caste/Income/residence certificates which are shown after search)?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option([ಆನ್ ಲೈನ್ ಅರ್ಜಿ](#))
- Application will redirect to application raising page.
- Please login by entering 10 digit mobile number
- Under new request tab select service name for which you want certificate
- For Caste, Income and Residence certificate.
  - Enter Ration card number, Name, aadhaar number and other details and search
  - Matched records will be displayed, one has to select the matched record and print the certificate (Certificate is already generated)
  - If certificate to be sent for correction select the matched record and click “Preview” button, Print and close the preview option, Then select the correction options display and Proceed.

**10. What If I don't have RC number while searching?**

- If you don't have Ration card number while applying enter **9999** as Ration card number and search

### **11. How to apply for pensions schemes in online?**

- Sorry, There is no option to apply online for pension schemes, please apply by visiting nearest nadakacheri office.

### **12. If certificates not approved after completion of stipulated time, What need to be done next?**

- Visit The nadakacheri (hobli nadakacheri of your residence) office with application details and enquire
- If not satisfied with the reply you can raise appeal to higher authority (Assistant Commissioner) from nadakacheri.
- If still issue is not resolved then you can send mail to [helpdeskajsk@gmail.com](mailto:helpdeskajsk@gmail.com) mail id with all details of your application and Appeal details.

### **13. How to apply for English certificate?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option(ಆನ್ ಲೈನ್ ಅರ್ಜಿ)
- Application will redirect to application raising page.
- Please login by entering 10 digit mobile number
- Under new request tab select service name for which you want certificate.
- Click on **English** radio button option for English certificates.

### **14. I lost my acknowledgment number?**

- Send mail to [helpdeskajsk@gmail.com](mailto:helpdeskajsk@gmail.com) with Applicant details like Name, District, taluk, Hobli, Mobile number, Name of the service (Ex: Caste/Incom/Residance etc..)

**15. My Ward is not listed in drop down list while raising application, Which ward i have to select?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Bangalore Wards Information(ಬೆಂಗಳೂರು ವಾರ್ಡ್ ಮಾಹಿತಿ) option
- It will redirect into PDF file, Please refer that file for your area ward information.

**16. I have entered wrong details while raising application online, Can it be edited or corrected?**

- Once application is submitted, You cannot edit the application, You can visit your residence area hobli nadakacheri and request for correction or else you can raise the new application with correct details.

## **Additional -AJSK FAQs**

**1. To whom should the citizen complain if the application is rejected?**

**Ans:** Citizen can send mails to below Authority with the required details and clarifications.

- a) District Deputy Commissioner
- b) Assistant Commissioner
- c) Commissioner, Survey Settlement and land records

**2. Once the raised application is rejected, does the applicant needs to pay the service charges at the time of resubmission of application or the already paid amount will refund?**

**Ans:** Applicants has to repay the service charges at the time of resubmission, Deputy Tahshildar may reject the applications for reasons such as incorrect or insufficient information or documents submitted at the time of request, hence no refund facility is provided.

**3. What actions shall be taken upon the rejected applications?**

**Ans:** The competent authority of issuing the certificate is Tahshildar, once the application is rejected at Tahshildar, there is provision to appeal to Assistant Commissioner as he is the appellant Authority.

**4. Caste or Income or residential and other certificates obtained from cyber centres or private bodies are to be authentic in nature...?**

**Ans:** The certificates issued by the private or cyber centres are valid because private or cyber centres use our official website <http://www.nadakacheri.karnataka.gov.in/> to raise the request which will again move to the respective competent authority logins for verifications and approvals once successful approvals the certificates can be downloaded online for the free of cost.

**5. Is the Certificate obtained from the Atal Janasnahi Kendras (AJSKs) are authentic? If so these generated certificates shall be used to avail any other government benefits..?**

**Ans:** YES Certificate obtained from the Atal Janasnahi Kendras (AJSKs) is valid and authentic.

**6. What are the other department certificates/documents that are being issued under AJSK?**

**Ans** Certificates/documents pertaining to the other departments are as below.

- a. Mojini(11E sketch)
- b. Aadhar
- c. Bhoomi (RTC, Mutation)
- d. e-Janma (birth and death certificate)
- e. Survey documents (e-library)

**7. How to use the DIGILOCKER to store the certificates issued under AJSK?**

**Ans:** Anyone who registered under DIGILOCKER can obtain the certificates automatically to their respective storage once the certificate is available in the database or approved by DT as it is integrated with the AJSK application through the web services.

**8. What is e-Swathu? For what purpose it's being developed?**

**Ans:** e-Swathu is the application provided by RDPR Department to the Panchayath Development officer of the Grama Panchayath to mark the property within the GramaThana or outside the GramaThana.

**Related to Aadhar/UIDIA**

**9. Is Aadhar services that are being issued under AJSK are of free of cost?**

**Ans:** YES Aadhar Enrolment at AJSK is free of Cost.

**10. Are there any charges for changes or modifications in Aadhar for existing Aadhar card holders under AJSK?.**

**Ans:** Yes we do charge for the changes or modifications in Aadhar card holder.

**11. What are the reasons for the rejections for applications applied through ONLINE?**

**Ans:** The reasons are as follows

- a) Incomplete information provided during the application request
- b) Insuffiecent supportive documents provided
- c) Incorrect information or supportive documents provided

**12. What do you mean by the “e-Kshana”? What are the certificates that are issued under e-Kshana? What is the information needs to be provided under e-Kshana?**

**Ans:** e-Kshana is the departmental initiative where the field verification was carried out for all the member of Ration Card holders of Food department by VA/ Revenue Inspector and

digitally signed by Deputy Tahsildar / Tahsildar and the digitized Caste, Caste and Income, Income and Residence Certificate are stored in Database. When a citizen approaches Nadakacheri/Online for the Certificate, through e-Kshana program Certificate is searched and issued. Citizen gets the certificate without waiting for stipulated time period.

**13. What is to be done by the applicant when the ration card is not available to avail the services under e-Kshana?**

**Ans:** If the applicant do not have ration card then providing default “9999” number and search by name and avail the service.. Information is also been mentioned in website.

**14. What do you mean by Creamy layer Income? Specify the relevant circular numbers?**

**Ans:** If the income of the citizen is above the **SIX Lacks per annum**, then the applicant citizen applying for income certificate will fall under creamy layer income category; other applicant shall fall under non creamy layer. The Government circular number/**Govt. Order. Himvaka 148 BCA 2015, dated 04.06.2015**)

**15. Do the certificates that are issued under e-kshana are specific to the respective location?**

**Ans:** If the certificate requested by the applicant is already is available in the e-kshana application, then applicant is free to obtain the same from any through our online service else applicant can rise the new request then it will be redirected to the nadakacheri of respective location.

**16. Does the general category applicants can apply for the caste certificates?**

**Ans:** Caste Certificates will not be issued for general category applicants, however they apply for income certificates in AJSK, SC/ST, Category A, Minority and OBC certificates are issued.

**About Online Services**

**17. How to raise application online?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option([ಆನ್ ಲೈನ್ ಅರ್ಜಿ](#))
- Application will redirect to application raising page.
- Please login by entering 10 digit mobile number



- Under new request tab select service name for which you want certificate
- For Caste, Income and Residence certificate.  
Enter Ration card number, Name, Aadhaar number and other details and search

Matched records will be displayed, one has to select the matched record and print the certificate (Certificate is already generated)

If no match found then all the records to be rejected (If any near matched record is displayed) and Raise new application.

For other services enter the mandatory field values and raise the request

### 18. How to view certificate copy online?

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Important Links (ಪ್ರಮುಖ ಕೊಂಡಿಗಳು) tab
- Select Nadakacheri certificate verification option([ನಾಡ ಕಛೇರಿ ಪ್ರಮಾಣಪತ್ರ ಪರಿಶೀಲನೆ](#)) option
- Enter your acknowledgment number to view your certificate copy.

### 19. How to take print of certificate in online (only If applied online)?

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option([ಆನ್ ಲೈನ್ ಅರ್ಜಿ](#))
- Application will redirect to application raising page.
- Please login by entering 10 digit mobile number
- Under Print tab select Print option to print your certificate by entering acknowledgment number.

### 20. How to take Re-print of certificate in online?

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option([ಆನ್ ಲೈನ್ ಅರ್ಜಿ](#))
- Application will redirect to application raising page
- Please login by entering 10 digit mobile number

Under Print tab select Re-Print option to take re-Print of your certificate by paying applicable fee.

**21. How to apply for Name/Caste/Address corrections (Only for already existing caste/Income/residence certificates which are shown after search)?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option(ಆನ್ ಲೈನ್ ಅರ್ಜಿ)
- Application will redirect to application raising page.
- Please login by entering 10 digit mobile number
- Under new request tab select service name for which you want certificate
- For Caste, Income and Residence certificate.
  - Enter Ration card number, Name, Aadhaar number and other details and search
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  - If certificate to be sent for correction select the matched record and click “Preview” button, Print and close the preview option, Then select the correction options display and Proceed.

**22. How to apply for pensions schemes in online?**

**Ans:** Sorry, there is no option to apply online for pension schemes, please apply by visiting nearest Nadakacheri office.

**23. How to apply for English certificate online?**

- Visit [www.nadakacheri.karnataka.gov.in](http://www.nadakacheri.karnataka.gov.in) portal
- Under Online Application (ಆನ್ ಲೈನ್ ಅರ್ಜಿ ಸ್ವೀಕೃತಿ) tab
- Select Online application option(ಆನ್ ಲೈನ್ ಅರ್ಜಿ)
- Application will redirect to application raising page.
- Please login by entering 10 digit mobile number
- Under new request tab select service name for which you want certificate.
- Click on English radio button option for English certificates.

**24. I have entered wrong details while raising application online, Can it be edited or corrected?**

**Ans:** Once application is submitted, Citizen cannot edit the application, You can visit your residence area hobli Nadakacheri and request for correction or else you can raise the new application with correct details.

**About Bhoomi Monitoring Cell:**

Bhoomi is a flagship project of Karnataka State Government, is a Land Records management system. The project was inaugurated in the year 2000. Under this project, all the manual RTCs which prevailed at the time of data entry were digitized and made available to the citizen through Kiosk Centres. All the ownership or any other changes in the RTCs are carried out through mutation as per KLR Act using the Land Records database. Bhoomi back offices have been set up at all the taluks, additional taluk & special taluks of the state. In each of this centre LR Kiosk & Application Kiosk has also been setup.

The services that issued under Bhoomi is

1. RTC (pahani).
2. Mutation Extracts
3. Khata Extracts
4. Akrama Sakrama (94c for rural) (94cc for urban)
5. Bhoomi Online application services

**25. What Services are issued under RTC in AJSK, are there any charges?**

**Ans:** Requests for RTC/PAHANI will be issued instantly to the citizen once the application rise the requests, the print out charges up to the 5pages greater than 5 pages it will cost Rs 50/-.

**26. What is Mutation service and what charges for applicable for the citizen?**

**Ans:** Citizen requests for mutation will be accepted in AJSK, Mutation service include issuing of number of owners(history of ownerships of the land) based on the survey numbers, it is fixed charges of Rs 15/- per each request.

**27. How to avail the Khata Extract service from AJSK and what are the charges applicable?**

**Ans:** Citizen can instantly avail the Khata Extracts from AJSK centres by providing the basic details such as Hobli, survey number etc it is fixed charges of Rs 15/- per each request.

**28. How to apply for Akrama sakrama service from AJSKs, what are documents required for the same at the time of request submission and charges applied.**

**Ans:** Citizen Can apply for Akrama sakrama service from AJSKs for both Rural and Urban areas

The basic details required for the same are as below

- a. Property documents
- b. Survey numbers in case of lands
- c. Photographs of the property or land

The amount is RS 65/- fixed per each application, as of now only application requests are received.

**29. What are the Bhoomi Online services provided in AJSK?**

**Ans:** The Bhoomi online services are as follows

- a. Change of Khathas
- b. Government Orders
- c. Stays from Courts
- d. Litigations
- e. Rights and liability
- f. Land Conversions

**30. What are the services that are provided under Survey and land Documents?**

**Ans:** Citizen can apply the for the below listed documents under survey documents

- a. **11 E sketches:** Sketch of the property for sale from one person to other person.
- b. **Tatkal Application:** Applications are received for bifurcating land of Joint ownerships.
- c. **Alienations:** conversions of land from agriculture to non agriculture
- d. **Hadbast:** Is used for land marking.
- e. **e-swathu:** marking of properties inside the Gramahana and outside the Gramathana

**31. Is it possible to renewal of 11E sketch in AJSK?**

**Ans:** Yes citizen can avail this service by applying with the 5 month of the validity expiry.

**32. What additional lands records/documents that the citizen can get from AJSK?**

**Ans:** Yes Citizen obtain instantly below listed documents through Karnataka Land Records Image Retrieval System (e- library), in AJSK are as below.

- a. Tippan
- b. Pakka Book
- c. Karab Details
- d. Atlas etc....

**Others Services under AJSKs**

**33. What are the other services provided under AJSK?**

**Ans:** Jeevan Pramana Patra(leaving certificates pension holders) every year in month of November.