

4) PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY.

ADMINISTRATION SECTION

1. The case worker will open a file as per the orders and will process the file according to the orders. The Office Superintendents will scrutinize the proposal and places it before the Manager/Assistant Registrar, who will review the proposal in the light of the existing rules. Thereafter, the file will be submitted to the Deputy Registrar (Administration), who in turn will put up his note and the same will be placed before the Registrar. The Registrar will decide the course of action to be taken on a proposal and if necessary, will submit the file to the Hon'ble Lokayukta for final orders.
2. Whenever a complaint involving any allegation or any grievance, as defined under the Act is received either by post or from any person in the Office of the Lokayukta at Bangalore, the same will be registered in the office in the computer with case number. The complaint coming within the jurisdiction of Lokayukta will be registered as Compt/LOK and the complaint coming within the jurisdiction of Upalokayukta will be registered as Compt/UPLOK. All complaints which are in accordance with the Karnataka Lokayukta Act and Rules will be distributed through the computer to Addl. Registrars of Enquiries, Dy. Registrars of Enquiries, Asst. Registrars of Legal Opinion, Public Prosecutor, to whom the complaints have been distributed according to the Districts allotted to them. If the complaint is given in person, the computer generated acknowledgement will be given to the complainant instantaneously.

3. If the complaint is defective or is not in conformity with the provisions of the Lokayukta Act and Rules, the complainant will be informed by a notice to comply with the requirements or to rectify the defects within the specified time.

4. In respect of complaints received by post which are in conformity with the Karnataka Lokayukta Act and Rules, the complainant will be informed of the registration of the case by post. According to the Karnataka Lokayukta Rules, the complaint must be in Form No. I and it should be supported by Complainant's Affidavit. The Complainant's Affidavit in Form No.II may be sworn before the Judicial Magistrate First Class, Notary Public, Any Gazetted officer, authorized to administer oath or oath Commissioner or the judicial officers deputed to Lokayukta i.e. Addl. Registrars of enquiries, Deputy Registrars of Enquiries, Asst. Registrars of Legal Opinion. Even in cases where the complaint is not in the prescribed Form No.1 the complaint and Form No.II the complainant's affidavit, if the Upalokayukta opines that the case is fit for taking suo-motu action, the case will be registered and the investigation will be taken up.

5. The Lokayukta/Upalokayukta will be assisted by the Addl. Registrars of Enquiries, Dy. Registrars of Enquiries, Asst. Registrars (Legal Opinion), Public Prosecutor, officers of the Technical Wing and Police Wing, in the investigation of the complaints.

6. The Lokayukta/Upalokayukta during the course of investigation also utilize the services of any officer or investigating agency of the State Government or any officer or Investigating agency of the Central Government with prior concurrence of that Government or any other agency under Section 15(3) of the Karnataka Lokayukta Act.

7. The Lokayukta/Upalokayukta will visit District/Taluk headquarters for public hearing/receiving complaints for deciding the matters at the spot itself and the public can utilize this opportunity for redressal of their grievances either at the spot itself or after due investigation.