

Dear Dr. Shalini Rajneesh,

Unfortunately for us, the meeting with you was not possible at the time of our last mission to Bangalore and not all of what we needed to bring to your attention and decision was noted at the submitted documents (APPEAL and URGED INFRASTRUCTURAL ACTIONS). Thenceforth they are articulated here for your appraisal.

1. Concerning the URGED INFRASTRUCTURAL ACTIONS of last November, that you have redirected to Mr. Manjunath Prasad, now retired, were they also endorsed to Mr. Anjum Parwez? Is it possible to know which of them you consider relevant, inappropriate, unworkable and challenging but workable?
2. Khushi Parisara would kindly request you to take forthwith the needful action to ensure full enforcement of S, L & PW Rules at the State (e. g., auditing LBs waste generation and waste management to evaluate and fill the gap between them)
3. Acknowledging the lack of adequate knowledge & training of Councillors on environmental laws, could it be secured that Ward Committees of LBs would be directed to hold special sessions guided by a technically specialized District Environment Cell to examine the environmental issues of development projects, schemes, etc., and guide/instruct appropriate endeavours to ensure that lawful Environmental Rules are followed under their jurisdiction (e.g., Solid & Liquid & Plastic Waste Management, CRZ)?
4. On your invitation for a memorandum on the last Karnataka Tourism Policy, we tried to bring to your notice the complexities surrounding its interpretation, and application, leaving too much to executive caution due to lack of unequivocal provisions, potentially undermining the envisioned protection of coastal environment and raising serious concerns about its potential miscatching. Khushi Parisara has tried to highlight that industrial development policies and undertakings (as the tourism one) should prioritise ecology over economy, environment over development, and long-term benefits over short-term profits. And, as so often remarked, there is nothing 'eco' about eco-tourism. It's about a kind of greenwashing, a misleading formula of marketing an activity as ecological that in ground is not such at all. Ecotourism industry, with its lack of accountability, has more negative traits than any claimed advantage for "environmental conservation", regrettably a misinterpretation and misuse by industrialists.

Then, we sought the kindness to grant us a meeting, on the 24th March to get your appraisal on our APPEAL related to the Karnataka Tourism Policy. And, along the difficult matters in question, to submit to your appraisal our concerns on the unavailability of environmental services (distinct of Forest ones) and on the dysfunction of connections carried out through electronic communication.

Not knowing if all our addresses have to reach you, we just attach them here.

21 March 2025



### **Concerning E-Governance, we, people, we understand that**

1. The Information Technology Act, 2000 was enacted to provide legal recognition for connections carried out through electronic data interchange and other means of electronic communication which involve the use of non-paper based methods of communication.
2. The Karnataka Government is committed to leveraging information technology to enhance government administration, ensure transparency, and provide accurate information to the public, and CEG [<https://ceg.karnataka.gov.in/>] is fitted to help citizens to reap the benefits of IT.
3. Also, the E-Office is a government initiative under India's e-Governance plan, developed by the National Informatics Centre (NIC) to digitize office work.  
In Karnataka, the Centre for e-Governance oversees its implementation, ensuring efficient and transparent state government operations.
4. Thus, the e-Office Citizen Portal [<https://eofficecitizen.karnataka.gov.in/>] strengthens citizen participation in governance by providing easy access to information and fostering transparency in the state's administration, led by the Department of Personnel and Administrative Reforms (DPAR), empowering Citizens with Transparency and Ease of Access.
5. DPAR is empowered to enhance and promote the use of Information Technology in the functioning of the Government in order to make the required information available to all citizens and to provide all Services in an efficient and hassle-free manner, empowering rural and urban citizens with improved service delivery through web, public interaction and traction.

### **We, people, we comprehend that under E-governance basic Rights**

1. citizens have the right to access government services and information conveniently, transparently, and efficiently,
2. citizens are provided with easy access to government services and information through online platforms, reducing the need for physical visits to government offices,
3. citizens are offered transparency in the delivery of government services, allowing them to track their applications and access information related to government operations,
4. citizens have competent custodians of E-Governance (**CeG & DPAR**), for the implementation and monitoring of its policies and strategies across the State.

### **We, people, we convey the undergone direct ground experience**

1. The E-governance ought to be attended by public servants, dismisses the looked-for interaction, not replying to citizens' E-mails or communications (such as requests, appeals, representations, petitions, etc.) regarding matters under their duties.
2. Even the Acknowledgment of the received E-postal correspondence is not provided when requested, well witnessed by the lack of service delivery by recipients. Instead, currently, insistence is put to send communication by posting hard copy.
3. The announced priority pro forefront IT proficiency to make official interactions easier and convenient to citizens, is blatantly disregarded, with no reply given by the recipients, frequently also to our RTIs.

**We, people, we Request directions to be given to all State Departments**

1. to aptly respond to the E-mail communications with government offices of citizens, and their organizations, with an Acknowledgement Receipt and the suitable action initiated being informed in due course.
2. to make available on the website of the liable Department, clear information on the Status of Applications, permitting Citizens to know the development/action of their Application/letter to the concerned government office.
3. to maintain records (4(1)(a)) and proactively disclose information (4(1)(b)), including organizational details, officer duties, and rules/regulations, on their websites, as stated under the Right to Information (RTI) Act for public authorities.

Kumta, 19<sup>th</sup> March 2025

Arun Shet

Secretary

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