



*The Karnataka Sakala Services Act 2011*

## **January - 2013 Report**



*State Level Sarvottam Seva Awards - 2012 - 13*

**No more delays... We deliver on time.**

**Department of Personnel and Administrative Reforms (Administrative Reforms)**

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# The Karnataka Sakala Services Act 2011



*Report Card for the month of January 2013*



## Contents

	Message from the Hon'ble Chief Minister	
	Message from the Hon'ble Law Minister	
1)	Chapter - 1 - From the Desk of the Mission Director	1
2)	Chapter - 2 – Statistics & Analysis	4
3)	Chapter – 3 Part-A - District Analysis Part-B – By Pass	13
4)	Chapter - 4 – Part-A – Feed back Part-B –Field Report	26
5)	Chapter - 5 – Report from the Call Center	31
6)	Chapter - 6 – Other Sakala updates	35
7)	Chapter - 7 – Events and Updates	39





## *Message*

For the first time in the history of Karnataka, an Award is instituted for officials who have responded beyond the call of duty and have introduced any innovative method of delivering services that help citizens. *The Sarvottam Seva award* introduced this year was handed over by His Excellency the Governor of Karnataka and myself, in the Raj Bhavan premises on the Republic Day. The awardees represented various categories of government employees namely A, B, C & D grades of workers who represented the State, right from the Village level to the State level.

The awardees are an example of self motivated individuals who not only serve people passionately, but also improve the image of the government offices in the eyes of the general public. His Excellency has expressed his happiness at the citizen services initiatives taken up by the government.

We often hear that the government job is a “Thankless Job” - here is an instance defying that rule. The Award is a mode of thanking sincere government servants from the bottom of our heart. We hope that each one of you will be torch bearers for many more who will be inspired to do better and be award winners in the coming years!

Originally, we had planned to award only for 3 nominees at the State level, later we increased this to 10 as each achievement was worth awarding. At the district level too, I am sure concerned district In-charge Ministers would have distributed the awards for six meritorious personnel at the districts level. May more and more of you bring laurels to yourselves, the State & the Nation in the coming days!

We want every Citizen even in the remotest village to be aware about the Sakala Services Act 2011 and enjoy the privileges of getting Govt services without any difficulty.

**Jagdish Shettar**  
Chief Minister of Karnataka

31 Jan 2013





## *Message*

I am very happy to note that our performance in delivery of services is improving by the day. We see a speedier Disposal of Applications, reduction in Pendency; Rejections have come down further, which was already on a decreasing trend over the past few months. Non Sakala Complaints has also seen a fall due to inclusion of new services, where we received maximum complaints. These are positive vibes that one receives as the program is maturing.

Appreciations for Sakala are coming from all quarters .Other states are looking upto us to mentor and get tips to implement similar schemes in their States using our model. We have had many visitors to the State during the month to take lessons from us .**We have remained number 1** by continuously improving upon our present performance and evaluating them periodically.

From this year, Karnataka Free Legal Aid Services Authority has agreed to take up the task of generating awareness about the Sakala Act among the members of the public. Unless people know about their rights, the Act would remain a promise on paper only.

The State cabinet has resolved that by the end of March, applying for services will be made online. I urge all departments to work towards this end and take the help of NIC – who have always stood with us for any help that we may need, in making this a reality. Ultimately we, as Government need to be close to people, both physical & emotionally.

I wish to congratulate all the winners of the Sevottam Awards at the state, District & Department level for the year 2013. May your tribe Increase!

**S Suresh Kumar**  
Minister for Law, Parliamentary Affairs & Nodal Minister for Sakala

Date: 31 Jan 2013





## Chapter 1:

*From the Desk of the Mission Director:*

**Ranking and performance measurement:** Last month saw a change in the way we ranked the districts, nothing much changed for those who perform, while there was a little shake for those who did not receive much applications. We continue to give more weightage for those districts which receive more applications based on the per lakh population criteria and a proportionate percentage for delays in disposals.

**Variations in Ranking:** During the Month, we have the following performance ranking:

Rank	District	District	Rank
1	Udupi	Bijapur	30
2	Kodagu	Raichur	29
3	Uttara Kannada	Bidar	28

You will observe that some districts such as Bangalore Urban have shown significant improvement to be at the 5<sup>th</sup> Spot (from 14<sup>th</sup> rank in December), while Kodagu has inched to the second spot. Visible improvement from Bagalkot (from 15<sup>th</sup> Rank in December to 6<sup>th</sup> Rank this month), Yadgir (from 24<sup>th</sup> rank in Dec to 15<sup>th</sup> this month), Mysore (from 23<sup>rd</sup> Rank in Dec to 13<sup>th</sup> this month) have had positive moves in the ranking this month. **Efforts eventually show!** While Bidar has had a dismal performance (from 26<sup>th</sup> Rank in Dec to 28<sup>th</sup> Rank this month) Koppal (from 19<sup>th</sup> rank in Dec to 25<sup>th</sup> this month) and the first rank Ramanagara of December down to 9<sup>th</sup> Rank this month). While this leads to a lot of motivation to do better, efforts to ensure Sakala reaches every household need to be reiterated and emphasised by the heads of Districts.

**Department Analysis:** This month, we have tried to analyse the departments in terms of no of citizens served and defaults committed. For districts wise performance of departments, you can refer them online in the portal.

**By Pass:** A separate chapter on Bypass has been introduced this month. The chapter basically gives you a comparison of the Pre Sakala and Post Sakala application receipts trends based by Department.

**Disposal Rates:** With a total of 34362 applications delayed during the month, the disposal rate stands at 97.39% disposals in time. Most of the delays accounted to the Revenue Departments with 16650 applications delayed, IGR department with 7943 delays, Home Department showing 2910 applications delayed and 1745 delays from the Food Department. These delays were mostly due to technical glitches, that is, either Upgradation of the Legacy software, or changes to the existing softwares and problems in integrating disposals with the Sakala portal. These issues have since been resolved by the service providers and corrected. You may recollect IGR was one of the new members to the Sakala Family, hence the teething troubles!

**Rejections:** This has further fallen from 5.64% in December to 4.59% this month. Process improvements, updating of checklists has seen a good progress in this area. In Video conference meeting with the Helpdesk, we have reiterated that rejections other than for genuine causes should be near zero. Citizens must get the service the very first time they approach the offices.

**Field Visits:** Several Team visits by me and my team were carried out during the month with a dual purpose. One was to open up our staff to come out with issues they face on the ground. Second was to get the pulse of the program myself. One of the major findings in these visits were shortage of staff, System configurations to be upgraded, Necessary infrastructure needs to be added like printers, scanners etc. Helpdesk were reasonably working and even citizens felt that there was a change in the way they get service after Sakala, while some felt more could be done with help from local administration. In the Chapter 5, I have given some important points of my visit.

**Complaints:** During the month, I took a decision to improve the quality of the feedback received. I guided my team to make specific calls and collect specific feedbacks. A sample of these is shared in Chapter 4. One clear observation that we could make is that people are very participative. People feel a program like Sakala needs to be in place for

all spheres of public interactions. Sakala Complaints have gone up during the month with the introduction of new departments. Correspondingly, Non Sakala complaints have seen a fall. However, some have shared that their complaints are yet to be resolved; some said that attitude of employees needs to change. Further, action points are noted and suitable instructions have been issued to correct these as soon as possible.

**Meetings & Conferences:** Several meetings and conferences were attended by me as well as my team during the month. It is always a learning experience. There were some good practices followed by Punjab, Orissa, and Kerala etc, which we can emulate here in Karnataka. We will work on those and make Sakala serve you better day by day.

**Awards:** The Cream is here! 2 out of the 10 persons who were awarded the '**Savottam Seva Awards**' belonged to the Sakala Team. Varaprasad Reddy – an KAS officer for his exceptional contribution in Records Room management while he was serving as a Tahsildhar in Hassan (Currently Administrative Officer for Sakala Mission) and Mr Rangaswamy – a PDO from Mandya who delivered applications at a lightning speed responding to the needs of villagers .Details of every winner are given in the Events chapter.

While we look forward to a more eventful year with more services to serve you, we are hopeful that Sakala would eventually touch every citizen of the state in the way you wanted it!

**Dr. Shalini Rajneesh**  
**Mission Director –Sakala**

## Chapter 2: Statistics &amp; Analysis

*Overall District Performance*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Udupi	29626	29027	0.1	1	2693	3	1
Kodagu	16104	16545	0.3	5	3220	2	2
Uttara Kannada	36145	35562	0.2	4	2581	5	3
Dakshina Kannada	51695	49676	0.4	8	2584	4	4
Bangalore Urban	321228	308176	2.9	20	3381	1	5
Bagalkot	44618	42096	1.6	13	2478	7	6
Kolar	33799	31995	0.8	9	2253	10	7
Mandya	43946	46119	2.1	17	2441	8	8
Ramanagara	25262	27146	4	24	2526	6	9
Shimoga	38715	39066	3.2	21	2277	9	10
Davanagere	37930	35012	0.8	9	1996	15	11
Mysore	63076	64387	1.6	13	2175	14	12
Dharwad	39558	40305	1.9	16	2197	13	13
Haveri	25565	26902	0.1	1	1704	21	14
Yadgir	24531	24228	4.2	25	2230	12	15
Bangalore Rural	20084	22041	12.8	30	2231	11	16
Tumkur	48998	50370	2.7	19	1884	16	17
Gulbarga	46675	49115	2.6	18	1867	18	18
Chikkaballapura	17376	19010	0.1	1	1448	26	19
Chitradurga	23841	26078	0.3	5	1490	25	20
Belgaum	88071	89561	4.4	26	1873	17	21
Hassan	30699	34309	3.4	23	1805	19	22
Gadag	15060	16803	1.4	12	1506	24	23
Chamarajanagar	14092	16671	0.3	5	1409	27	23
Koppal	19985	22227	1.7	15	1537	23	25
Chikmagalur	17654	20627	3.3	22	1604	22	26
Bellary	42894	40816	5	28	1715	20	27
Bidar	18116	20848	1	11	1065	30	28
Raichur	24800	29887	8.9	29	1305	28	29
Bijapur	24521	26273	4.9	27	1167	29	30
<b>Total</b>	<b>1284664</b>	<b>1300878</b>	<b>2.61</b>		<b>2138</b>		

**Notes:** Bangalore Rural's Delayed disposals rates are exceptionally high. Analysis suggested.

## *Overall Department Performance*

Main Department	Receipts for the month	Disposals during the Month	Delays	%age of Delayed Disposals	Pendency	Rejections	%age of Rejection
REVENUE DEPARTMENT	432936	513961	27145	5.28	4222	29242	6.75
FOOD AND CIVIL SUPPLIES	271091	275662	1745	0.63	339	2592	0.96
TRANSPORT DEPARTMENT	269148	237621	1646	0.69	21	8977	3.34
COMMERCIAL TAXES DEPARTMENT	160011	143975	315	0.22	72	15521	9.70
HOME DEPARTMENT	79199	74021	3064	4.14	1107	1569	1.98
URBAN DEVELOPMENT	76925	75735	1884	2.49	156	2897	3.77
RURAL DEVELOPMENT AND PANCHAYAT RAJ	33136	29639	380	1.28	122	1409	4.25
HEALTH AND FAMILY WELFARE	21610	22411	355	1.58	47	161	0.75
LABOUR DEPARTMENT	14204	14050	30	0.21	21	364	2.56
WOMEN AND CHILD WELFARE	9652	9644	41	0.43	1	2	0.02
COMMERCE AND INDUSTRIES DEPARTMENT	3544	3532	71	2.01	1	8	0.23
EDUCATION DEPARTMENT	2362	2339	81	3.46	49	362	15.33
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	229	4	1	25.00	47	0	0.00
HOUSING DEPARTMENT	144	100		0.00	0	0	0.00
KANNADA, CULTURE AND INFORMATION DEPARTMENT	131	109	8	7.34	15	13	9.92
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	73	55	0	0.00	0	0	0.00
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	62	40	0	0.00	3	3	4.84
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	42	40	0	0.00	0	0	0.00
<b>Total</b>	<b>1374499</b>	<b>1402938</b>	<b>36766</b>	<b>2.61</b>	<b>6223</b>	<b>63120</b>	<b>4.59</b>

**Notes:** The Month saw highest receipts for the Revenue department followed by Food & Civil Supplies.

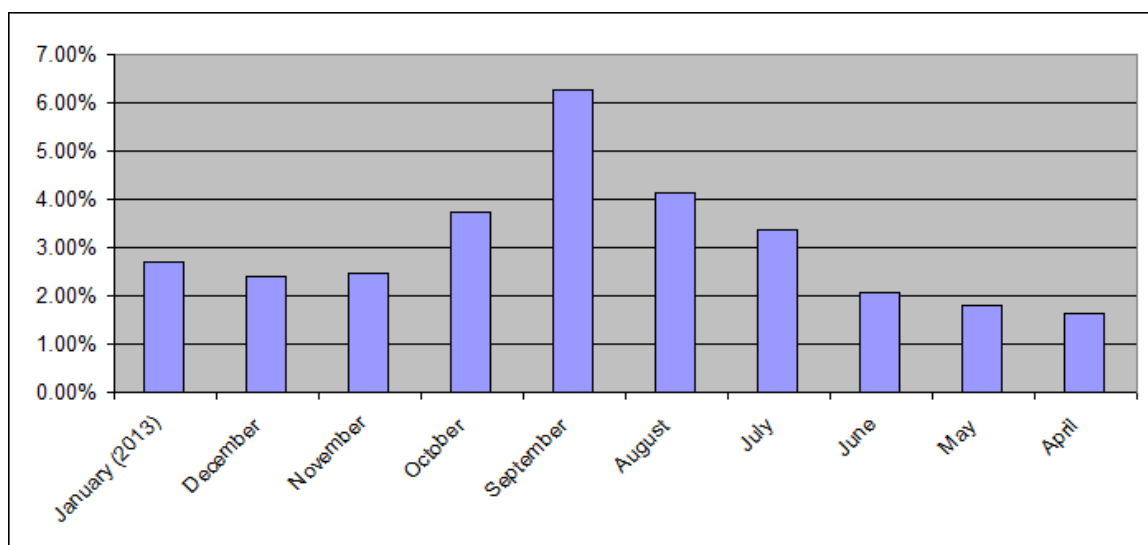
In Terms of Delayed disposals – DPAR with 25%, Kannada & Culture with 7.34% & then Revenue with 5.28% is seen. Police and Education too are above the state average.

In terms of Overdue it is Revenue, Home & then Food with high numbers.

In terms of Rejections, Education, Kannada & Culture & Commercial Taxes are showing high rejection rates.

## *Disposal Statistics – Department Wise:*

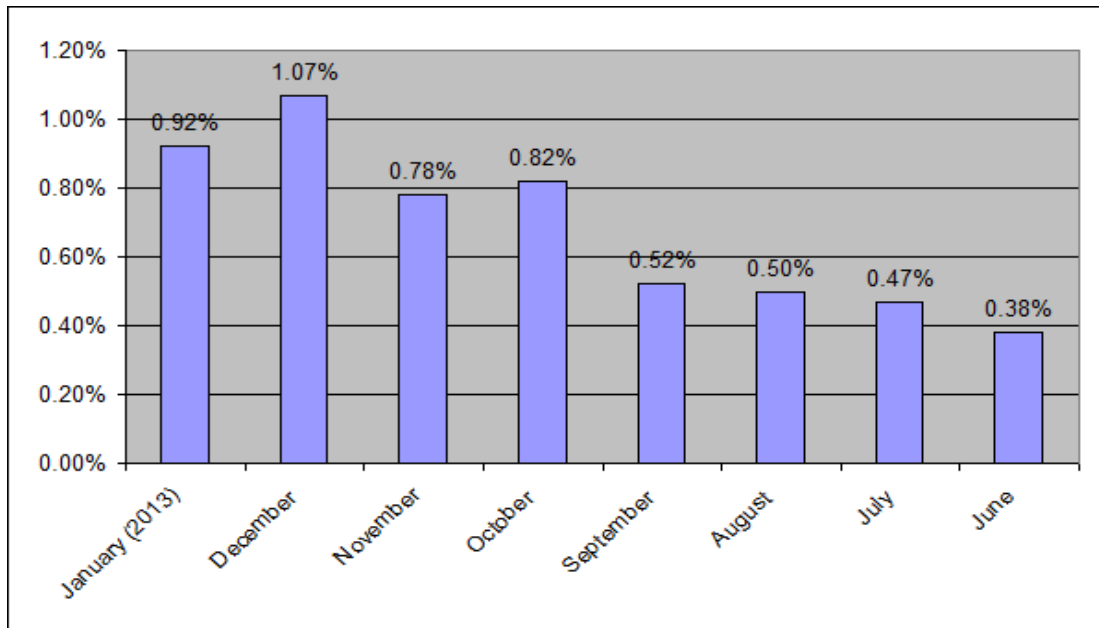
### Overall Departmental Disposal Trend:



Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
January (2013)	1374499	1402938	36766	2.61%
December	1177562	1266471	31106	2.38%
November	1226153	1244945	30694	2.46%
October	1141057	1290276	48387	3.75%
September	1153712	1302776	81633	6.27%
August	2337689	2251669	93125	4.14%
July	2437511	2285836	76699	3.36%
June	2528615	2443478	50873	2.08%
May	1536741	1229183	22098	1.80%
April	807787	620337	10202	1.64%

**Notes:** A Marginal rise in the delayed disposal is seen. This is due to addition of new department which faced some technical integration issues. These have been corrected now.

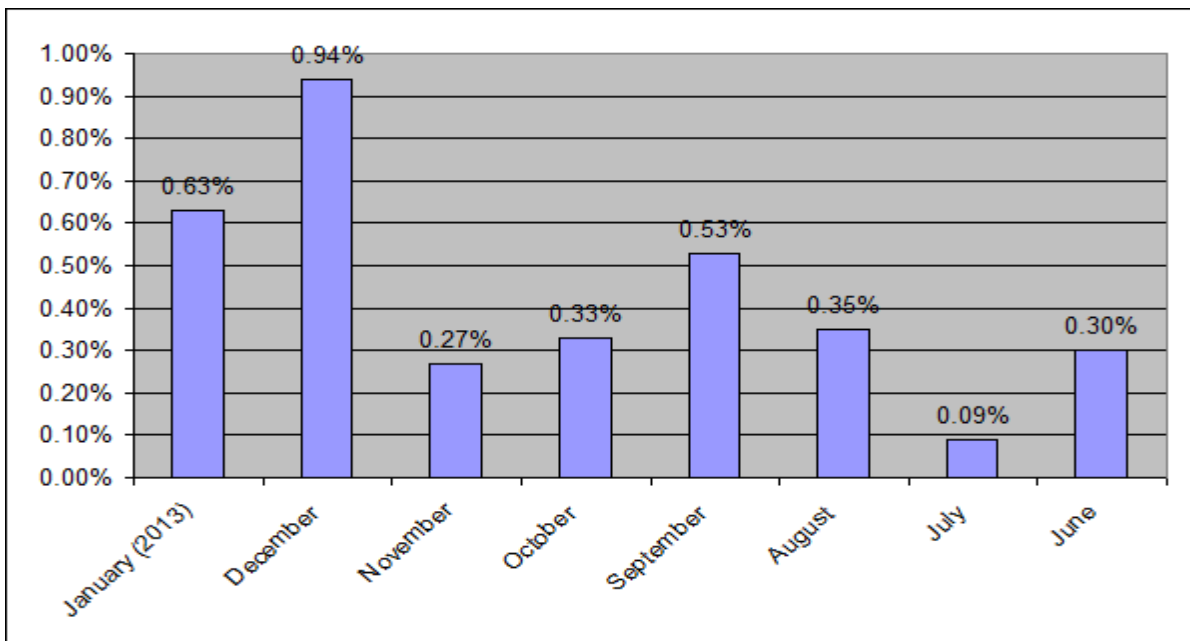
### Labour Department:



**Notes:** Increase in % delayed disposal - 0.06% with respect to December

Drop in total share of disposals of 0.15% from December 2012

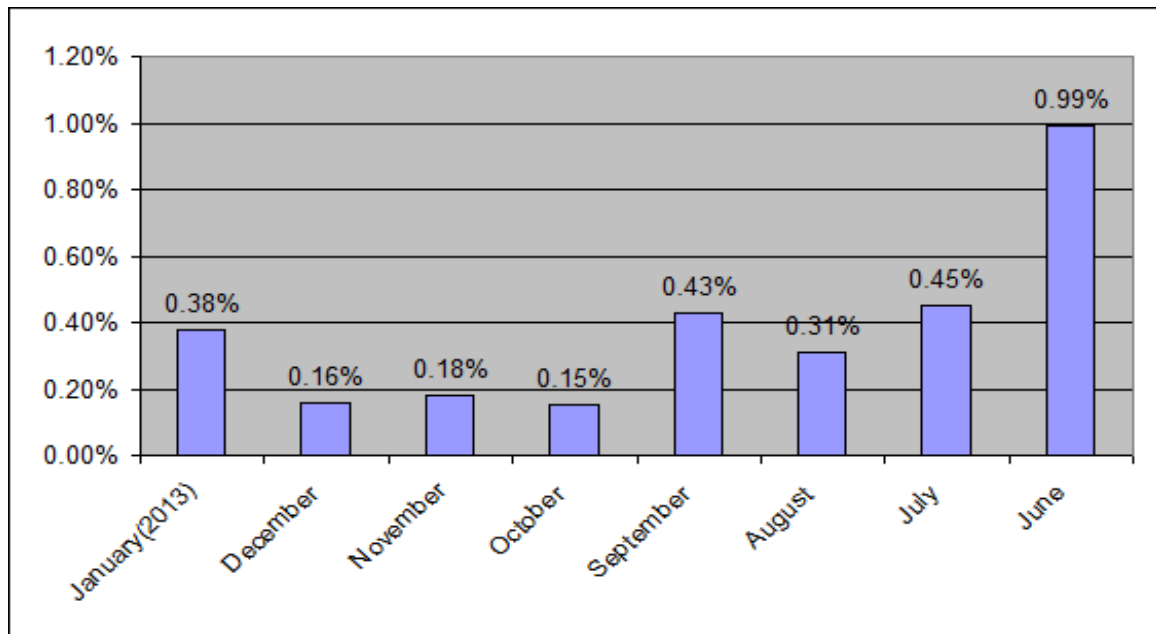
### Food & Civil Supplies:



**Notes:** Decrease in Delayed Disposal Rate 1.57% with respect to December 2012. F & CS share of receipts & Disposals have increased during the month.

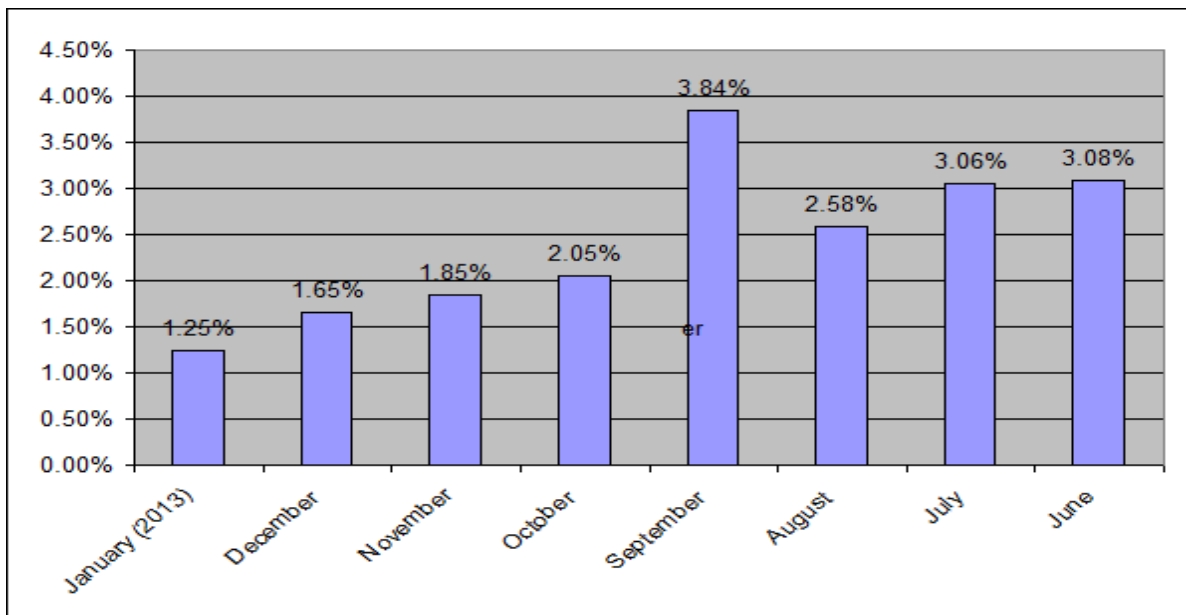


### Women & Child:



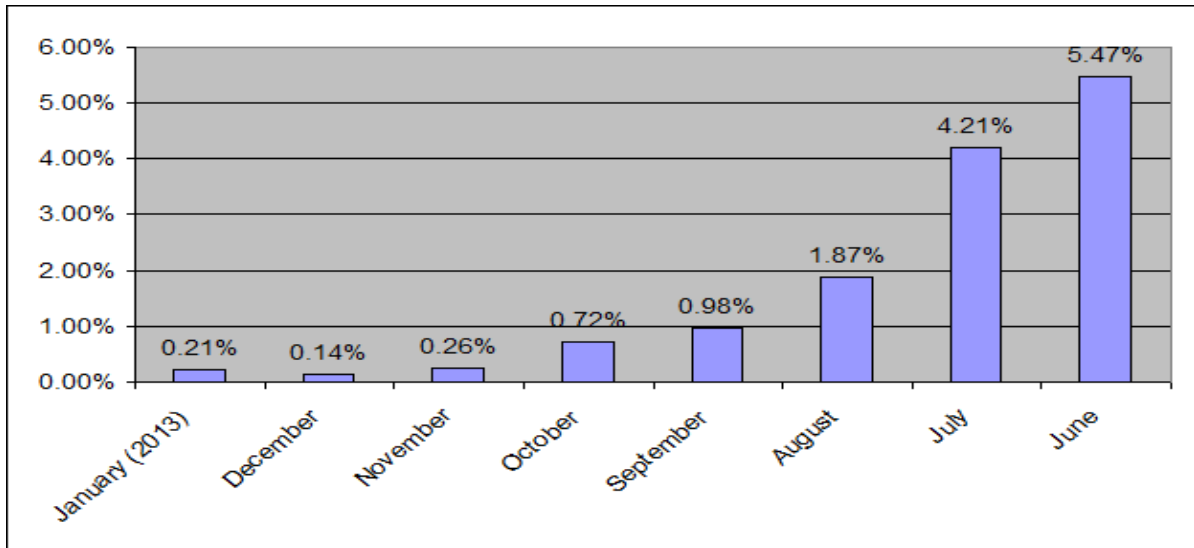
Notes: Increase in applications has seen increase in %age of delayed disposals.  
Suitable corrective action may be taken to balance.

### Rural Development:



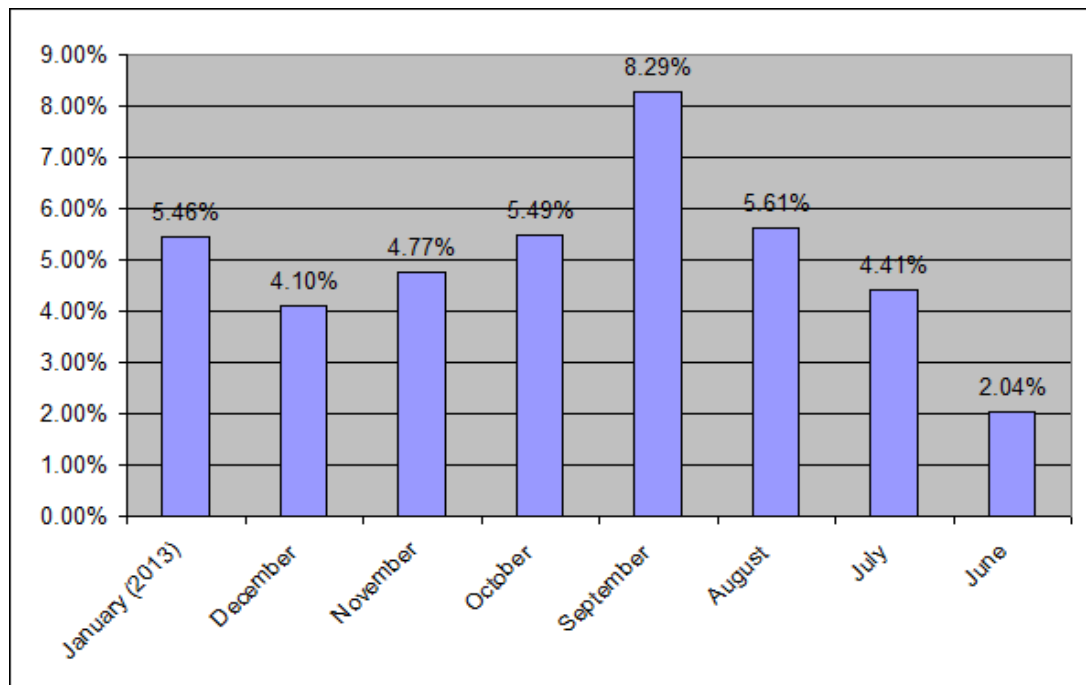
Notes: Fall in disposal rates seen. Improvement in Delayed Disposals of 0.40% compared to December 2012 is seen.

### Commercial Taxes:



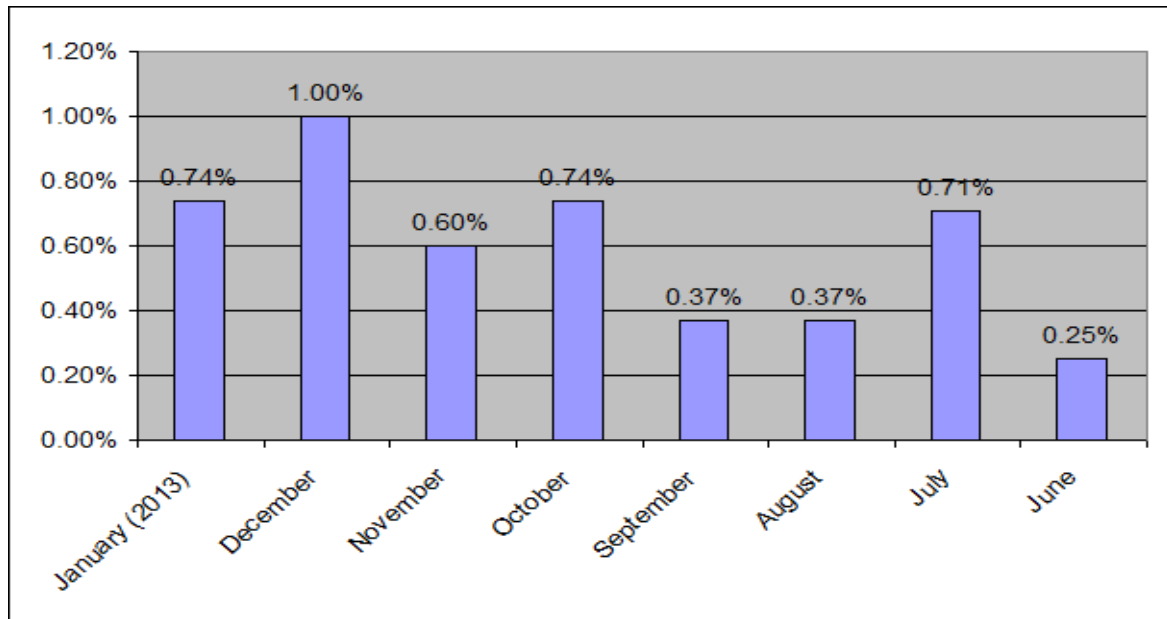
Notes: 7% Increase in Delayed disposals. Rise in application receipts seen in the month, but disposals have fallen, thereby increasing delayed disposals.

### Revenue Department:



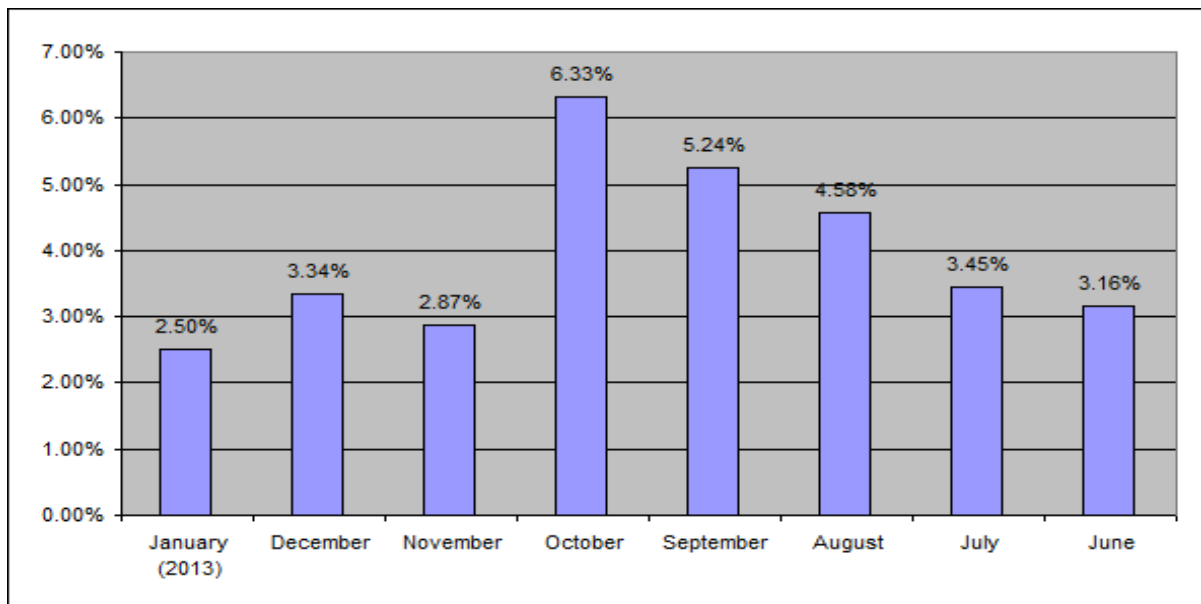
Notes: Increase in percentage delayed disposal rate of 1.36% compared to December 2012. This corresponds to a fall in receipts of applications during the month.

### Transport Department:

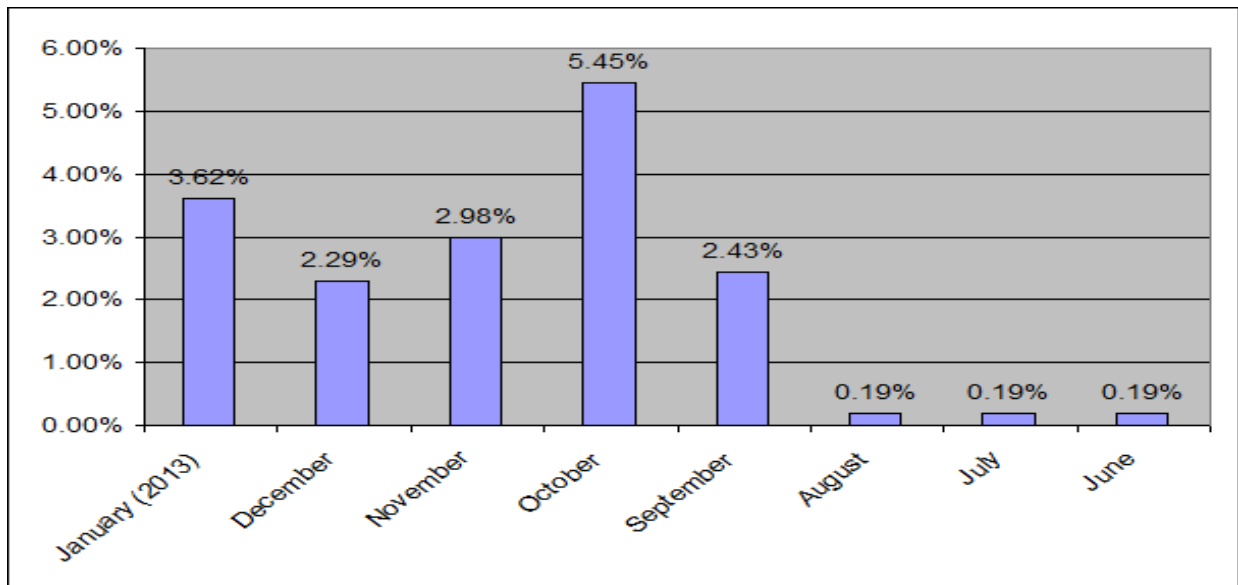


Notes: Receipts have increased in the month and Delays have fallen. Excellent trend!

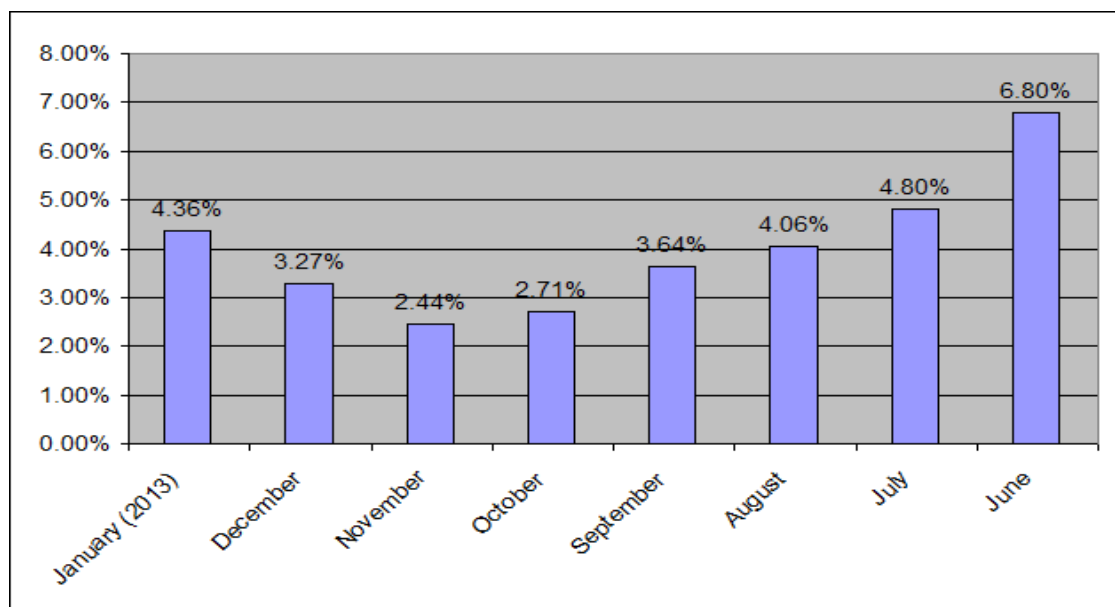
### Urban Development:



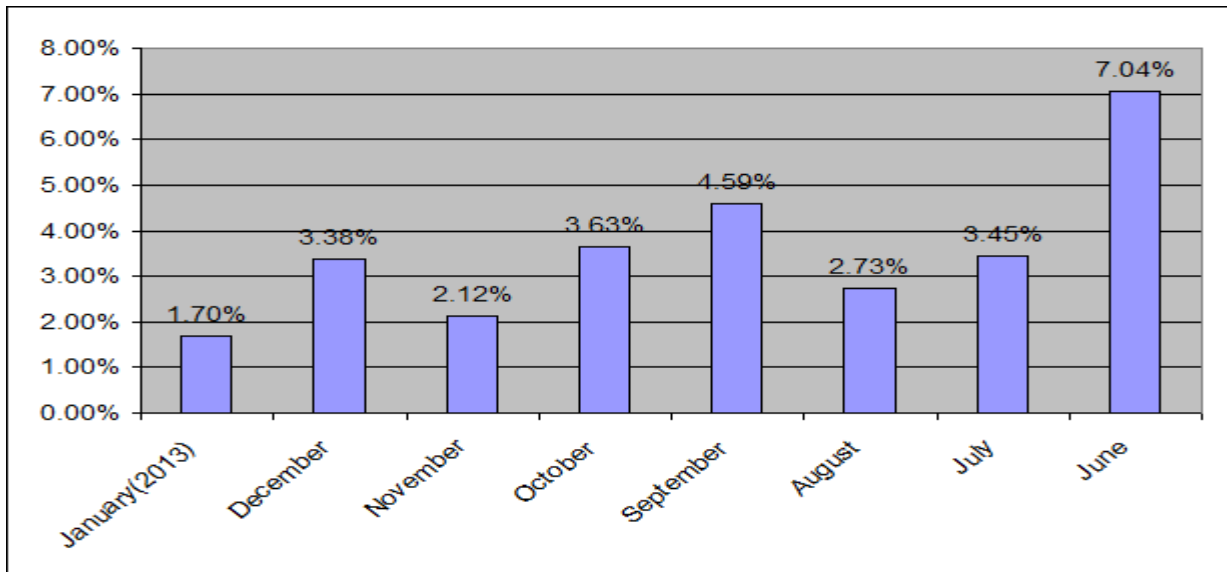
Notes: Fall in Applications and a corresponding fall in delayed disposals is also noted. **Increase of 0.31% share in disposals compared to December 2012**

**Education Department:**

Notes: A spike in the delayed disposal is worrying. Considering the applications received during the month, the delay is high (**Increase in delayed disposals rate of 1.33% compared to December 2012**).

**Home (Police) Department:**

Notes: Fall in Applications, Disposals is seen, also increase in delayed disposals is worrying. **Increase in percentage delayed disposal rate of 1.09% Compared to December 2012**.

**Health & Family Welfare:**

Notes: While Receipts & Disposals are nearly the same, a fall in delays is welcome.  
**Improvement in delayed disposals of 1.86% compared to December 2012.**

### Chapter 3

#### *District Analysis:*

#### **Part A:** Details of Offices with poor performance

The Chapter below is a detailed snapshot of how how each office in a districts is tracked and monitored. This report will be used by the Deputy Commissioners in their monthly review meeting of Sakala . This gives a indepth understanding of the nature of issues, the reasons for dleays or overdues and the ways to overcome them. For instance, There is a fall in the overdue ( Pendency ) as compared to the last month. This helps in a effective monitoring of Sakala Services as acts as ready referencer.

#### **Chapter 3A - Districtwise Analytics of Performance & List of Poor Performing Offices: as of 30 Jan 2013**

District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
Bagalkot	31	Taluk Office , Bagalkot 4 Deputy Tahsildar Office-Guledaguda -6 Deputy Tahsildar OfficeKulageri - 6 .	Issue of Duplicate Copies in Survey Section(Aakar Band) Registration of Land / property Issue of Residence Certificate, Domicile Certificates Issue of Duplicate Copies in Survey Section(Index of Land Records) ) Domicile Certificate Issue of Duplicate Copies in Survey Section(Atlas)	590	922	15
Bangalore Rural	241	Sub Registrar Nelamangala 45 District Industries Center,Bangalore(Rural) 31 Sub Registrar Doddaballapura 14 Sub Registrar Hosakote 10 Survey Supervisor,Taluk Office , Dod Ballapur 7 Deputy Tahsildar Office-Anugondanahalli 6 Deputy Tahsildar Office-Sulibele 4 Deputy Tahsildar office - Kasaba - 16 Sub Registrar Devanahalli - 49	Issue of Duplicate Copies in Survey Section(Aakar Band) All types of Caste Certificate Issue of IEM Part-I Acknowledgment for Micro, Small and Medium Enterprises Registration of Land / property	8947	1009	8
Bangalore Urban	3150	Survey Supervisor, Taluk Office , Anekal 210 Sub Registrar Macanayakanahalli, Bangalore 83 Sub Registrar Jigani, Bangalore 61 MADIVALA POLICE STATION Police Station 41	Registration of Land / property Modification in Existing Ration Card	2755	19970	204

District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
		<p>HAL POLICE STATION Police Station 26  Sub Registrar Jala, Bangalore 19  Sub Registrar Peenya, Bangalore 19  Sub Registrar Bidarahalli, Bangalore 18  Commissioner Of Police Bangalore City 17  Sub Registrar Begur, Bangalore 14  Sub Registrar BTM Layout, Bangalore 14  Sub Registrar Anekal, Bangalore 13  Deputy Tahsildar Office-Kasaba-1 13  RTO - Bangalore West 12  Sub Registrar Srirampuram, Bangalore 12  Sub Registrar Yeshwanthpura, Bangalore 12  Sub Registrar Indiranagar, Bangalore 11  Sub Registrar Banasawadi, Bangalore 10  Sub Registrar Chamarajpete, Bangalore 10  Sub Registrar Ulsoor, Bangalore 9  Sub Registrar Krishnarajapuram, Bangalore 9  Sub Registrar Vijayanagar, Bangalore 9  Sub Registrar Byatarayanapura, Bangalore 9  Deputy Tahsildar Office-Dasanapura-2 9  KANNADA AND CULTURE-  RAVINDRAKALAKSHETRA ,BANGALORE 9  Sub Registrar Rajarajeshwari Nagar,  Bangalore 8  Deputy Tahsildar Office-YÙæè-èÖpÖÜpÖÏp«» 8  Sub Registrar Basavana Gudi, Bangalore 8  Sub Registrar Attibele, Bangalore 7  OFFICE OF THE ASSISTANT COMMISSIONER ,  BANGALORE SOUTH SUBDIVISION 7  Sub Registrar Varthur, Bangalore 6  Sub Registrar Sarjapura, Bangalore 6  THILAK NAGAR POLICE STATION Police Station 6  Sub Registrar Jayanagar, Bangalore 6  BANASAWADI PS Police Station 6  MHO - Shivajinagar 5  Deputy Tahsildar Office-Jigani 5</p>	<p>All types of Income Certificate  Registration of Vehicle  Issue of C Form declarations under the CST Act, 1956.  Receipt and Disposal of Petitions  All types of Caste Certificate  Issue of Duplicate Copies in Survey Section(Kharab Utar)  Issue of Duplicate Copies in Survey Section(Pakka Tippan)  Issue of Duplicate Copies in Survey Section(Atlas)  Issue of Duplicate Copies in Survey Section(Tippan)  Issue of Duplicate Copies in Survey Section(Aakar Band)  NoC for Passport Verification</p>			

District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
Belgaum	321	<p>INDIRANAGARA PS Police Station 5 LVO 025 A - Bengaluru 5 LVO 030 A - Bengaluru 5 Sub Registrar Ganganagar, Bangalore 5 Deputy Tahsildar Office-Dasanapura-1 4 Taluk Office , Bangalore East 4 Taluk Office , Bangalore North 4 DEPUTY DIRECTOR,BANGALORE WEST 4 Sub Registrar Hebbal, Bangalore 4 ARO - Arakere 4 Bytarayanapura Police Station 4 Survey Supervisor, Taluk Office , Chikodi 33RTO - Gokak, Belgaum Dist. 23Sub Registrar Khanapur 17Sub Registrar Bailhongal 14Taluk Office , Chikodi 13District Police Office Belgaum 11Deputy Tahsildar Office-Chikodi 10Deputy Tahsildar Office-Corporation 9Sub Registrar Raibagh 9Deputy Tahsildar Office-Indawadi 9Deputy Tahsildar Office-Kasaba 6Deputy Tahsildar Office-Kakati 4RTO - Belgaum 3Deputy Tahsildar Office-Manolli 2Deputy Tahsildar Office-Giragoan 2Deputy Tahsildar Office-Ghataprabha 2City Corporation Belgaum 2Deputy Tahsildar Office-Kulagod 2Town Pachayath Sadalaga 2</p>	<p>Registration of Land / property/Domicile Certificate Issue of Duplicate Copies in Survey Section (Atlas) Issue of Duplicate Copies in Survey Section (Aakar Band) Residence Certificate Registration of Vehicle Surviving Family member Certificate</p>	3876	4351	23
Bellary	304	<p>City Corporation Bellary 9 TAHSILDAR OFFICE,BELLARY 8 Taluk Office , Bellary 5 Town Municipal Council Siruguppa 5 Deputy Tahsildar Office-Hirehadagali 4 Deputy Tahsildar Office-Hospet 3 Town Municipal Council Hoovinahadagali 3 SIRUGUPPA , 100BED HOSPITAL , ADONI ROAD, SIRUGUPPA, SIRUGUPPA TQ, BELLARY DT 3</p>	<p>Agricultural Family member Certificate, Issue of age certificate, Surviving Family member Certificate, Residence Certificate, Mutation Extract, Modification in Existing Ration Card, Permsion for water supply and UGD connection for residential buildings single dwelling unit Khatha Extract</p>	2044	2135	26



District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
Bidar	27	Sub Registrar Aurad 14 Sub Registrar Basavakalyana 4 Sub Registrar Bidar 4 Deputy Tahsildar Office-Bidar North 2 Sub Registrar Humnabad 2 GRAMA PANCHAYAT OFFICE,KAMALANAGAR 2 RTO - Basava Kalyan 2	Registration of Land / property	209	1444	13
Bijapur	111	RTO - Bijapur 81 Survey Supervisor, Taluk Office , Sindgi 9 Deputy Tahsildar Office-Muddebihal 7	Issue of Duplicate Copies in Survey Section(Aakar Band) Registration of Vehicle Surviving Family member Certificate Residence Certificate Driving Licence	1274	913	11
Chamaraj nagar	66	City Municipal Council Kollegala 10 Deputy Tahsildar Office-Bannuru 5 Sub Registrar Gundlupete 4 Sub Registrar Bannur 3	Khatha Extract Registration of Land / property	44	566	8
Chikka ballapura	0	No Overdue!	NA	15	794	9
Chikmagalur	17	Sub Registrar Narasimharajapura 8 Deputy Tahsildar Office-Kasaba 5 Town Municipal Council Birur 5 Deputy Tahsildar Office-Amble 4 District Police Office Chikmagalur 3 Deputy Tahsildar Office-Jagra 2 Deputy Tahsildar Office-Amruthapura 3	All types of Caste Certificate All types of Income Certificate Registration of Land / property	681	1298	3
Chitradurga	34	Sub Registrar Challakere 16 Sub Registrar Chitradurga 15 Sub Registrar Holalkere 10 Taluk Office , Chitradurga 6 Town Municipal Council Challakere 6 Deputy Tahsildar Office-Ramagiri 4	Khatha Extract Issue of Duplicate Copies in Survey Section(Atlas) Issue of Duplicate Copies in Survey Section(Pakka Tippan) Issue of Duplicate Copies in Survey Section(Tippan) Registration of Land / property	81	1356	23

District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
Dakshina kannada	115	LVO 260 - Mangalore 38 TMC, Puttur (Chief Officer) 7 Sub Registrar Sulya 6 Sub Registrar Puttur 5 Sub Registrar Mulki 4  District Police Office Dakshina Kannada 57	NoC for Passport Verification Arms Licence Renewal, Petitions Issue of Birth, Still Birth and Death Certificates Issue of C Form declarations under the CST Act, 1956. Registration of Land / property Issue of form E1 and E2 Certificates.	178	1009	6
Davangere	36	City Corporation Davangere 12 GRAMA PANCHAYAT OFFICE,AALUR 6 Deputy Tahsildar -Kasaba -4 Sub Registrar Honnali 3 Deputy Tahsildar Office-Anagodu 3 Deputy Tahsildar Office-Mayakonda 3	MAINTENANCE OF DRINKING WATER Residence Certificate Small and Marginal Farmer Certificate MAINTENANCE OF STREET LIGHTS Registration of Land / property Surviving Family member Certificate Issue of Birth, Still Birth and Death Certificates	295	1693	48
Dharwad	64	LVO 330 - Hubli - 5LVO 325 Hubli - 8Dist Police Office - Dharwad - 14 Sub Registrar Hubli North 5Sub Registrar Kalghatagi 3Sub Registrar Kundagol 4	Registration of Land / property, Issue of Form C	750	1920	3
Gadag	35	Sub Registrar Shirahatti 18 Sub Registrar Mundaragi 6 Sub Registrar Nargund, Sub Registrar Ron -3 each	Registration of Land / property	228	807	5

District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
Gulbarga	114	Survey Supervisor, Taluk Office , Chincholi 28 Deputy Tahsildar Office-Sedam 23 City Corporation Gulbarga 14 Deputy Tahsildar Office-Mudhola 12 Sub Registrar Chittapur 10 Deputy Tahsildar Office-Gulbarga 8 Sub Registrar Jewarji 7 Deputy Tahsildar Office-Ainapur 6 Sub Registrar Alanda 5 Deputy Tahsildar Office-Chincholi 4	Issue of Duplicate Copies in Survey Section(Atlas) Khatha Extract Issue of Duplicate Copies in Survey Section(Aakar Band) Registration of Land / property Residence Certificate	1257	1942	11
Hassan	98	Survey Supervisor, Taluk Office , Channarayapatna 18 Taluk Office , Channarayapatna 14 Survey Supervisor, Taluk Office , Arkalgud 13 Sub Registrar Arasikere 4 Sub Registrar Holenarasipura 4 Sub Registrar Banavara 4 Town Municipal Council Channarayapatna 3 Sub Registrar Arakalagud 2 Deputy Commissioner Office ,Hassan 57 Sub Registrar Hassan 2	Conversion of Agriculture to Non Agriculture Khatha Extract Issue of Duplicate Copies in Survey Section(Tippan) Record of Rights Certificate Issue of Duplicate Copies in Survey Section(Pakka Tippan) Mutation Extract Registration of Land / property Issue of Duplicate Copies in Survey Section(Aakar Band)	1151	1672	15
Haveri	12	Sub Registrar Hanagal 9 Deputy Tahsildar Office-Shiggaon 3	Registration of Land / property All types of Caste Certificate	30	1078	5
Kodagu	12	District Police Office Kodagu 7 Sub Registrar Madikeri 3	Registration of Land / property Arms License Issue and Renewal Verification	55	515	5
Kolar	171	Deputy Tahsildar Office-Kasaba 24 Deputy Tahsildar Office-Nelavanki 17 Survey Supervisor, Taluk Office , Kolar 15 Sub Registrar Bangarapet 12 Sub Registrar Malur 8 Deputy Tahsildar Office-Byrakur 7 Deputy Tahsildar Office-Vemgal 6 Deputy Tahsildar Office-Sugatur 5	Conversion of agriculture land to non agriculture purpose Residence Certificate Issue of Duplicate Copies in Survey Section(Aakar Band) All types of Income Certificate Registration of Land / property All types of Caste Certificate	264	1881	15

District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
		Sub Registrar Mulabagal 4, Deputy Tahsildar Office-Ronur 4, Taluk Office , Malur 4 Deputy Tahsildar Office-Narasapura 4 Sub Registrar Kolar 4				
Koppal	42	City Municipal Council Gangavati 7, Sub Registrar Kushtagi 16, Sub Registrar Koppala 8 Town Municipal Council Kustagi 7 Sub Registrar Yelburga 6 Survey & Settlement - 4	Khatha Extract Issue of Birth, Still Birth and Death Certificates Registration of Land / property, Land survey -2	372	498	14
Mandya	69	Survey Supervisor, Taluk Office , Mandya 14 Sub Registrar K.R. Pet 14 Taluk Office , Nagamangala 10 Sub Registrar Malavalli 9 Taluk Office , Shrirangapattana. 5 Sub Registrar Bellur 5 City Municipal Council Mandya 5 Sub Registrar Pandavapura 4	New Building Licence upto 2400 sqft residential for single dwelling unit Record of Rights Certificate Mutation Extract Issue of Duplicate Copies in Survey Section(Aakar Band) Registration of Land / property	948	2130	14
Mysore	175	Deputy Tahsildar Office-Kasaba 11, Muguru (T N pura)-16 Sub Registrar Mysore(East) 9 Deputy Tahsildar Office-Saraswathi Puram 10 Deputy Tahsildar Office-Mysore Town 4 Deputy Commissioner of Police Mysore City 35 District Police Office Mysore -10 Deputy Tahsildar Office-Yelavala 3 Deputy Tahsildar Office-Bettadapura 2 TOWN PANCHAYAT OFFICE HD KOTE 2 Deputy Tahsildar Office-Mysore STF 2	Receipt and Disposal of Petitions Surviving Family member Certificate Registration of Land / property Residence Certificate	1018	2468	19
Raichur	280	Sub Registrar Devadurga 51 Deputy Tahsildar Office-Devadurga 43 Sub Registrar Sindhanur 29 Sub Registrar Raichur 11 Sub Registrar Manvi 10 Deputy Tahsildar Office-Guragunta 9 Town Municipal Council Lingasugur 8 Survey Supervisor, Taluk Office , Lingsurgur 6 Deputy Tahsildar Office-Lingasurgur 5	Khatha Extract Residence Certificate Registration of Land / property	2632	1649	24

District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
Ramanagara	303	Sub Registrar Channapatna 18 Sub Registrar Magadi 5 Karnataka State Pollution Control Board, Regional Office, Ramanagara 2 Deputy Commissioner Office , Ramanagara 2 Deputy Tahsildar Office-Harohalli 2 GRAMA PANCHAYAT OFFICE,GOPAHALLI 2	Registration of Land / property	1091	452	4
Shimoga	191	Survey Supervisor, Taluk Office , Shimoga 53 Survey Supervisor, Taluk Office , Shikarpur 24 Deputy Tahsildar Office-Kasaba 21 Survey Supervisor, Taluk Office , Bhadravati 19 Deputy Tahsildar Office-Anavatti 16 Survey Supervisor, Taluk Office , Sagar 13 Sub Registrar Shimoga 12 City Municipal Council Bhadravathi 12 Taluk Office , Bhadravati 9 District Police Office Shimoga 7 Sub Registrar Sagara 6 Sub Registrar Soraba 5 Deputy Tahsildar Office-Holalur 5 Deputy Tahsildar Office-Ulavi 5 Deputy Tahsildar Office-Agumbe 4 Taluk Office , Sagar 4 City Municipal Council Shimoga 4	Issue of Duplicate Copies in Survey Section(Pakka Tippan) Mutation Extract Issue of Birth, Still Birth and Death Certificates Issue of Duplicate Copies in Survey Section(ATLAS) Issue of Duplicate Copies in Survey Section(Tippan) Registration of Land / property Residence Certificate Issue of Duplicate Copies in Survey Section(Aakar Band)	1212	1671	11
Udupi	4	Survey Supervisor, Taluk Office , Kundapura 28 Taluk Office , Kundapura 14 Taluk Office , Udupi 13 Survey Supervisor, Special Taluk office, Brahmapura 7	Issue of Duplicate Copies in Survey Section(Tippan) Mutation Extract Record of Rights Certificate Issue of Duplicate Copies in Survey Section(ATLAS)	35	574	12
Uttara Kannada	4	Sub Registrar Bhatkala 14 Sub Registrar Siddapura 8 Survey Supervisor, Taluk Office , Kumta 5 City Municipal Council Karwar 4 Sub Registrar Haliyala 3 Town Pachayath Siddapura 2 Survey Supervisor, Taluk Office , Sirsi 2 Sub Registrar Mundagoda 2	New Building Licence upto 2400 sqft residential for single dwelling unit Issue of Duplicate Copies in Survey Section(Village Map)) Registration of Land / property	72	841	12

District Name	Overdue Applications	Non Performing Offices/Overdue Applications count	Services impacted	Delayed Disposal 29.12.2012	Rejections for the Month as of 30/1/2013	Cumulative Complaints
Tumkur	246	<p>Sub Registrar Sira 35 Sub Registrar Gubbi 32 Deputy Tahsildar Office-Kasaba 29 Survey Supervisor, Taluk Office , Tumkur 21 Sub Registrar Kunigal 15 Deputy Tahsildar Office-Hagalavadi 13 Town Municipal Council Kunigal 9 Sub Registrar Pavagada 7 Sub Registrar Madhugiri 6 Sub Registrar Turuvekere 5 Sub Registrar Taluk Office , Chiknayakanhalli 5 Sub Registrar Huiyurudurga 5 Deputy Tahsildar Office-Hebbur 4 Deputy Tahsildar Office-Nidagal 4 Survey Supervisor, Taluk Office , Madhugiri 4 RTO - Tumkur 4 Deputy Tahsildar Office-Huiiyar 3 Town Pachayath Gubbi 3 Deputy Tahsildar Office-Itakadibbanahalli 2 Deputy Tahsildar Office-Handanakere 2 Deputy Tahsildar Office-Kandikere 2 Deputy Tahsildar Office-Kora 2 Deputy Tahsildar Office-Peddahanahalli GP 2</p>	<p>Issue of Duplicate Copies in Survey Section(Aakar Band) Khatha Extract All types of Income Certificate Issue of Duplicate Copies in Survey Section(Pakka Tippa) Residence Certificate All types of Caste Certificate Registration of Land / property</p>	1271	4891	38
Yadgir	154	<p>Sub Registrar Yadagiri 9 Sub Registrar Shahapur 9 Deputy Tahsildar Office-Hunasgi 7 Deputy Tahsildar Office-Kakkera 6 Deputy Tahsildar Office-Saidapur 6 Sub Registrar Hunasagi 3 Town Pachayath Gurumitkal 3 Deputy Tahsildar Office-Gurumitkal 3 City Municipal Council Yadgiri 3 Deputy Tahsildar Office-Shahapur 3</p>	<p>All types of Income Certificate All types of Caste Certificate Registration of Land / property</p>	987	671	8
<b>Grand Total</b>	<b>6427</b>			<b>34362</b>	<b>63120</b>	<b>612</b>

## Part B: Bypass

One of the biggest challenges for Sakala is the Bypass of applications. Bypass basically means not entering applications from citizens into the system. Thereby avoiding the need to produce a GSC and be shielded from tracking and monitoring. In an interim analysis that we collected, the table below gives you a picture of department- wise, District wise data of Bypass. This sheet requires refinement; however this is the interim status of the Bypass situation.

SL.No.	District Name	Department where BYPASS is observed ( -ve % of growth)	Departments where Application counts have improved ( +ve % of growth)
1	Bangalore Urban	Commercial Taxes (-42.27), Drug (-20.80), BMTC (-2.09), KSRTC (-23.57), W & C (-67.61),	Revenue department (24.78), F&S (86.88), Ayush (36.73), H & F (43.39),
2	Bangalore Rural	REVENUE (-27.75), WCD (-97.54), ULB (-19)	TMC (30.63)
3	Bidar	Revenue department (-15), Comm.Tax (-23.80), home Dept (-32.48), Transport(-11.39)	No improvement observed
4	Bagalkot	REVENUE (-36.89), WCD(-35.12), LABOUR DEPT (-33.74), H & F.W (-6.29), DRUGS (-11.67)	Edu (33.62), Ayush (46.67)
5	Bijapur	RTO(-19.37), Revenue(-24.8), RDPR(-31.4)	labour(16.9), Drugs(32.1), CT(26.3)
6	Bellary	RDPR (-14.26)	Drugs control (99.37), T.M.C (27.15)
7	Belgaum	URBAN DEVELOPMENT (-11.85)	HOME DEPARTMENT (0.56), LABOUR DEPARTMENT (59.04) TRANSPORT DEPARTMENT - (79.60)

SL.No.	District Name	Department where BYPASS is observed ( -ve % of growth)	Departments where Application counts have improved ( +ve % of growth)
8	Chikmagalur	Labour Department (-74.58),	Food And Civil supplies Department (77.67), Health and Family welfare Department (63.15), Home Department (20.71), Transport Department (45.58)
9	Chitradurga	REVENUE (-30.60), RDPR (-27.80), TRANSPORT - RTO (-75.71), T.M.C (-66.08), T.P (-50.37)	COMM. TAX (61.22), WCD (70.76), FOOD & CIVIL (23.95), LABOUR DEPT (16.30), EDUCATION (73.58), HOME (89.24), H.F.W (62.95), C.M.C (10.97)
10	chikkaballapur	Food & Civil (-35.23), Comm.Tax (-32.70), Labour Dept (-40.89)	Revenue (32.78), KSRTC (40.92), RTO (49.19), CMC (28.48), TP (13.60), TMC (24.72), Home (19.87),Drug (55.47), W& Ch (9.05), Educt (99.86),
11	Chamarajnagar	LABOUR DEPT (-13.32)	COMM. TAX (31.71)
12	Davangere	Home department (-71.43),	Revenue department (16.05), Commercial Taxes (5.18),
13	Dak Kan	Health (-68.38)	Revenue (32.49), ULB (69.37), Transport (50.42), Women&Child (60.53)
14	Dharwad	REVENUE (-53.17),COMM. TAX (- 43.21),LABOUR DEPT (-65.14),TRANS PORT (- 76.19)	H & F. W (65.16)
15	Gulbarga	HOME DEPARTMENT (-19.18),	COMMERCIAL TAXES DEPARTMENT (82.25), EDUCATION DEPARTMENT (75.85), HEALTH AND FAMILY WELFARE (68.27), LABOUR DEPARTMENT (93.19), REVENUE DEPARTMENT (99.65)



SL.No.	District Name	Department where BYPASS is observed ( -ve % of growth)	Departments where Application counts have improved ( +ve % of growth)
16	Gadag	COMMERCIAL TAXES DEPARTMENT (-28.11),	REVENUE DEPARTMENT (22.09), RTO (50.88), URBAN DEVELOPMENT (56.85)
17	Hassan	COMMERCIAL TAXES DEPARTMENT (-12.58),	FOOD AND CIVIL SUPPLIES (78.54), HEALTH AND FAMILY WELFARE (92.18), REVENUE DEPARTMENT (100), RDPR (100)
18	Haveri	Women & Child Welfare (-19.15)	Revenue (9.75), ULB (27.54), Health (87.20)
19	Kodagu	Revenue department (-16.12), Home department (-19.81), Labour department (-35.29), Women and Child Welfare (-17.18)	Commercial Taxes (71.50), Transport department (12.03)
20	Kolar	REVENUE (-15.37),	COMM. TAX (8.65), WCD (37.25), FOOD & CIVIL (10.38),RDPR (15.41), LABOUR DEPT (13.31), EDUCATION (39.76),TRANS PORT (4.99), H & F.W (25.53), ULB (9.95)
21	Koppal	Comm. Tax (-20.78), Revenue (-42.11)	Drug (35.52), H&FW (33.97), Labour Dept(12.44), Transport (27.46)
22	Mandya	LABOUR (-40.98),RDPR (-23.00), WOMEN AND CHILD WELFARE (-29.58)	No improvement observed
23	Mysore	Revenue Department (-70.50), Urban Development (-78.56)	Commercial Taxes Department (98.38), Education Department (95.27), Food And Civil supplies Department (56.16), Home Department (93.58), Transport Department (83.23), Women And Child Department (98.74)
24	Raichur	COMMERCIAL TAXES DEPARTMENT (-54.38), LABOUR DEPARTMENT (-19.61), City Municipal Council (50.74), Town Municipal Council (23.46)	Food & civil (30.83), Home Dept (2.31), Transport (0.57), Town municipal council (55.75)

SL.No.	District Name	Department where BYPASS is observed ( -ve % of growth)	Departments where Application counts have improved ( +ve % of growth)
25	Shimoga	COMMERCIAL TAXES DEPARTMENT (-65.24),REVENUE DEPARTMENT (-73.41),TRANSPORT DEPARTMENT ,KSRTC (-10.09)	EDUCATION DEPARTMENT (48.66), FOOD AND CIVIL SUPPLIES (87.41), LABOUR DEPARTMENT (85.36)
26	Utt Kan	Food and Civil Supplies (-66.63),Education (-9.46)	Transport (67.14), Urban Development (48.47), Commercial Taxes (44.53),Health and Family Welfare (23.66), Women and Child Welfare (60.8)
27	Udupi	Food&Civil (-22.16),Drugs Control (-20)	Revenue(19),ULB (54.14),Transport (50.91),Women&Child (45.15),Home (50.68),Education (66.67),Labour (54.36)
28	Yadgiri	Commercial (-87.10),Health (-41.07),Food&Civil (-66.38),	Revenue (17.86),ULB (42.58), Transport (8.36), Women&Child (77.88), RDPR (8.27),Home (25.64), Education (86.67),Labour (15.09)
29	Tumkur	HEALTH AND FAMILY WELFARE (-15.92), Ayush (-32.90), Drug (-22.40), Revenue (-54.29), TP (-34.03)	HOME DEPARTMENT (18.09), LABOUR DEPARTMENT (10.0), KSRTC (18.2), W&C (22.02)
30	Ramanagar	Revenu (-12.20), Transport Dept (-27.63), Women & Child (-25.26)	COMMERCIAL TAXES DEPARTMENT (15.99),

## Chapter 4 A:

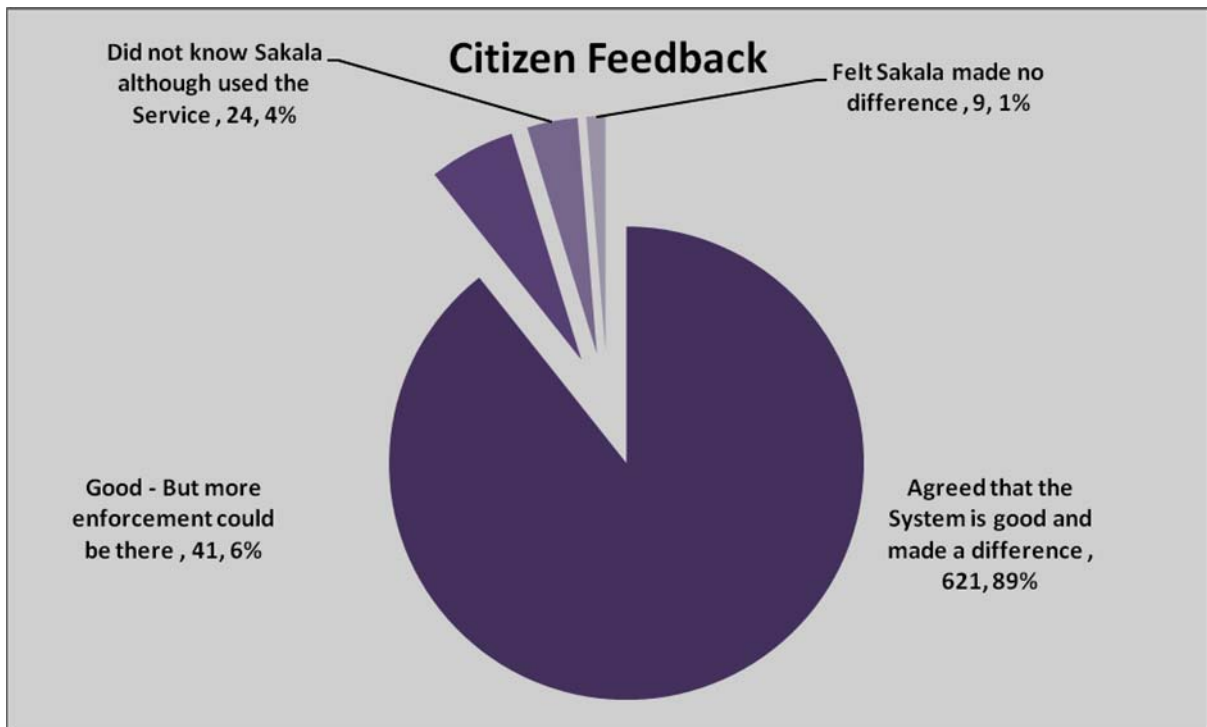
### *Feedback & Field Reports*

<p>"we will tear your application and destroy it if you complain" Shivashankar from Hovinahadagalli – Bellary was aghast when the Staff there refused to accept his application.</p>	<p>"The clerks and office staff are misbehaving with every citizen. They don't give GSC numbers, if we complaint or tell them we will tell Sakala - they are saying "we will tear your application and destroy it if you complaint. They are arrogant and don't care for citizens. They come late to office and take long lunch breaks. Simply they ask us to come another day!"</p>
<p><i>Shehal's mobile was flooded with Messages One after the other – I have not registered with any department – is this a spam?' She thought.</i> In a complaint received from Shehal, of Bangalore she said that her mobile number used to get a number of approval notifications of Sakala. She said that she has neither applied for a service nor has given her number.</p>	<p>It was found that a specific Food Office was given this number by a citizen &amp; the Chikmagalur office was using this number to approve GSC applications. The Staff has been warned not to use the number and notice has been sent to him to stop this practice immediately.</p>
<p>Mr Sangharsh from Bangalore</p>	<p>The Sakala system though is very good and has brought positive change in the lives of people, much need to be done to <b>change the way government staff behave and talk to people</b>. They think they own the world! Sakala also needs to revisit the days allocated to provide services - I got my passport in 5 days! If the Central government can provide services, the State government should be faster. How about fund transfer mechanisms for compensation claims? This must come in. Every Indian has a bank account, so transfer and the need to travel is not there.</p>
<p>Mr Dwarki Rao– Bangalore</p>	<p>"I am pleased to say that I got my Khatha transfer in 5 working days time. Thanks to Sakala Services. Surprisingly, not many know of Sakala services. People should know instead of cribbing that 'things don't work'. One suggestion is that the <b>checklists should list the documents to be carried and available at the website</b>. Nowhere in the website has it stated that attested documents need to be presented. I lost one day in getting my documents attested by the Gazetted officer" The BDA has promptly updated the checklist vide letter dated 10 Jan 2013.</p>

Mr Narasimha from Chikkaballapura	In Gauribidanur, people have no idea about this Sakala scheme so they have to <b>advertise the scheme</b> as soon as possible .People do not know much about their rights, this has to be taken up seriously. Try to meet villagers and tell them what is Sakala and what it can do to them. This can go a long way in everything.
Mr Sridhar Naidu – Chikkaballapura	The <b>Senior officers also need to be tracked on their attendance</b> like in private companies. After all they are eating our money! If they go out, they have to come back in a stipulated time. They go out with children in the Government car and enjoy and not available for public problems. Senior officers like the ACs behave this way! They have to learn to be polite.
Ramesh Reddy CS	All services under the government sector should be brought under a scheme like Sakala. Everything should be monitored like Sakala and punished when wrong is done. This is when the country will improve. <b>Sakala is a marvellous scheme – it must be stricter.</b> Even if citizens don't claim, the government should deduct money from every erring staff – build a corpus and use it for public service. That way, marginalisation of individuals is avoided. Everyone will feel empowered.

b. **Citizen Feedback:** Our Districts IT consultants, interviewed citizens coming to the Office in their Taluks and got some feedbacks. In all, 771 feedback were obtained, of which 695 were citizens who availed services from Sakala, while 76 of them have not any services from Sakala so far. Here is a chart explaining the same.

Category	Number of responses	% age
Agreed that the System is <b>Good and made a difference</b>	621	<b>89%</b>
Good - But <b>more enforcement</b> could be there	41	<b>6%</b>
<b>Did not know Sakala</b> - although used the Service	24	<b>4%</b>
Felt Sakala made <b>no difference</b>	9	<b>1%</b>



Overall, **89%** felt the system has made a difference in their lives, while 1% felt Sakala made no difference. 4% did not know Sakala existed, the remaining felt more could be done in terms of enforcement.

## Chapter 4 B:

### *Field Reports*

*Field Visit to Mangalore:* 16 Jan 2013: Dr Shalini Rajneesh undertook a field visit to Mangalore to review and get a first hand grasp of the Sakala implementation there. Dr Rajneesh met the Officials there and got a clear understanding of the issues the team faces there. Some of the issues that came up there are listed below:

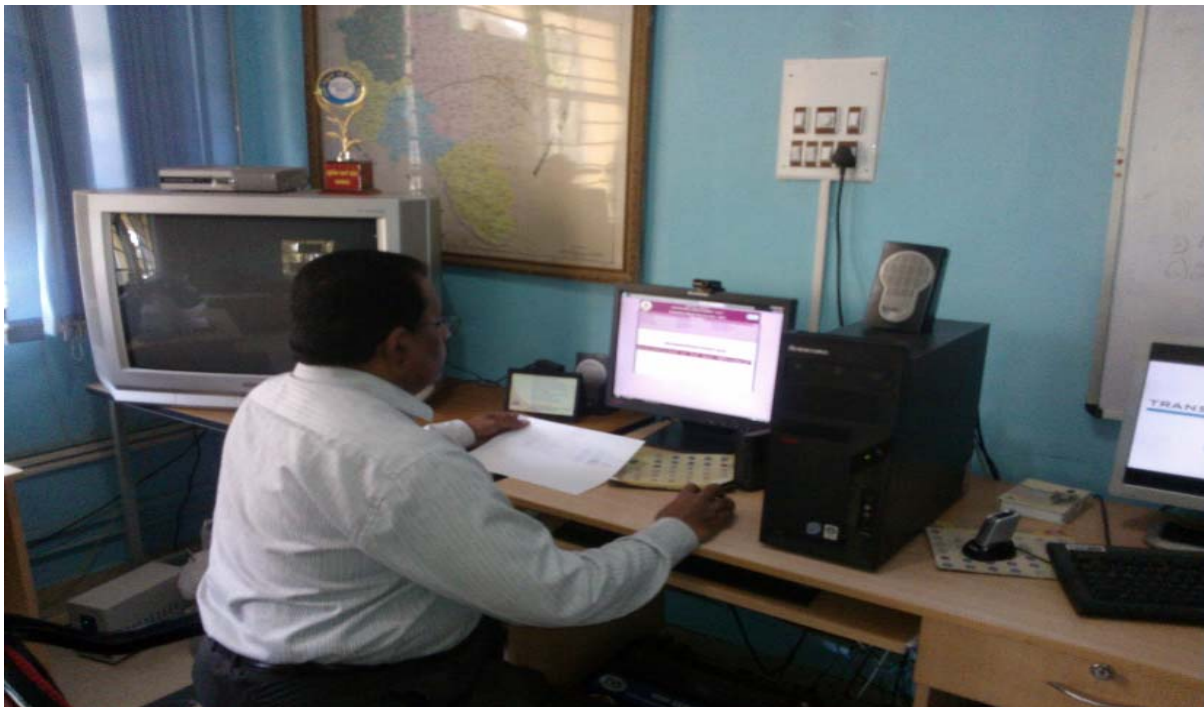
- Connectivity issues were reported by many teams – especially in the IGR and Labour departments.
- Some best practices by the Mangalore City Corporation like Paperless office, Outsourced water supply revenue model, Checklist standardisation was set as an example for adoption.
- The citizen counter called 'Padashale' should have computerised token system to serve citizens in a better way. Sakala Helpdesk personnel to be seated there to give better access to citizens.
- 11E sketch to be brought under Sakala to smoothen Registration process. ( This was causing confusions even among officers as 11E sketch was required prior to registration which sometimes caused delays or postponement) .
- Touch Screen for provide information online without having to meet a officer should be revived ( as it is not functional now)



*Field Visit to Tumkur:* 21 Jan 2013:

A similar field visit was done on 22 Jan'13, where besides Sakala, other issues of importance were also discussed. However points, specific to Sakala is as below:

- The Health department was showing a dip in the application receipts for Birth/death certificates. The Director of Health has promised to look into the issue.
- Infrastructure needs such as Photocopying machines, Scanners were required as the no of applications were high in the Taluk office at Tumkur.
- Some legal issues were brought to the notice of the Mission Director on Landless certificates citing the Land Reforms Act
- Village accountant level training to be organised at Taluk level
- Many departments stressed the need for more Data entry operators as work was being affected due to shortage.
- Some departments reported system and technical issues.
- A challenge fund for the use of exceptional innovation in the area of public service can be used for funding such initiatives Dr Shalini said. She said anyone could come forward with a proposal, and if worth it, it will be supported by the fund. Later a press meeting was organised.



Sri. Afzal Ahmed Khan – Regional Transport Officer, Tumkur reviewing Sakala Applications in his office on 22 Jan 2013

Note: Field Visit of Mysore during the end Of December was covered in the Dec 2012 report.

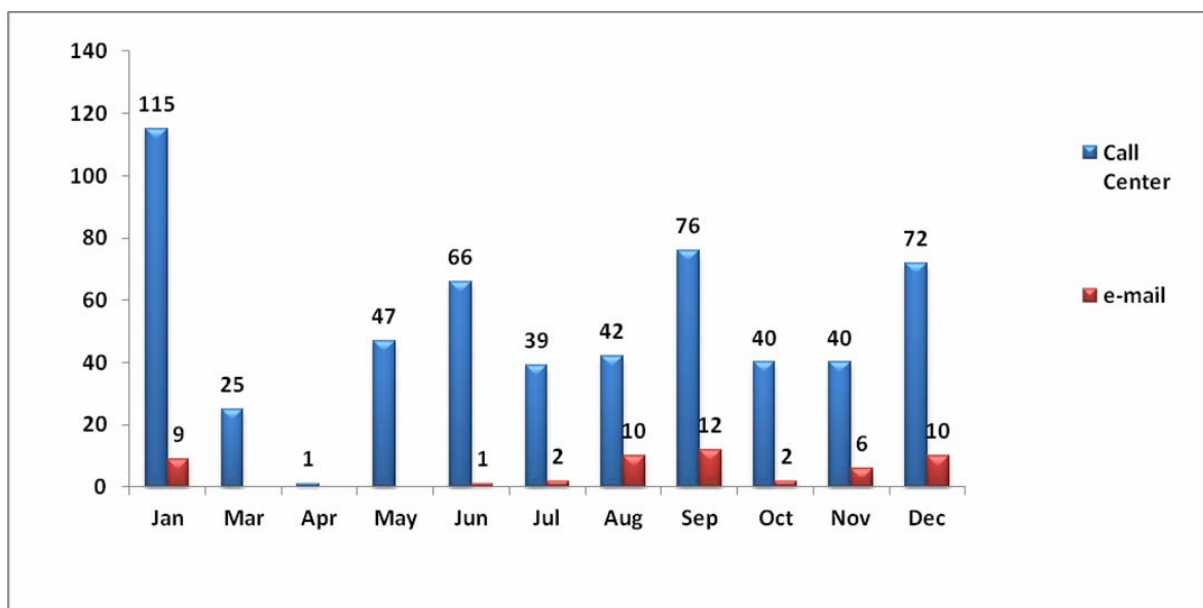
## Chapter 5

### *Report from the Call Centre:*

The Call Centre – 080 4455 4455 has received over 1, 60,000 calls so far from inception. The call details includes enquiries on the Act, Procedures, How to appeal, Location of offices etc. The Call centre also acts as a nodal agency for receiving and resolution of complaints received through it.

There are two types of complaints that are received. 1) Sakala Complaints 2) Non Sakala Complaints.

*a) Sakala Complaints:* The monthly trend in the call centre is shown below:



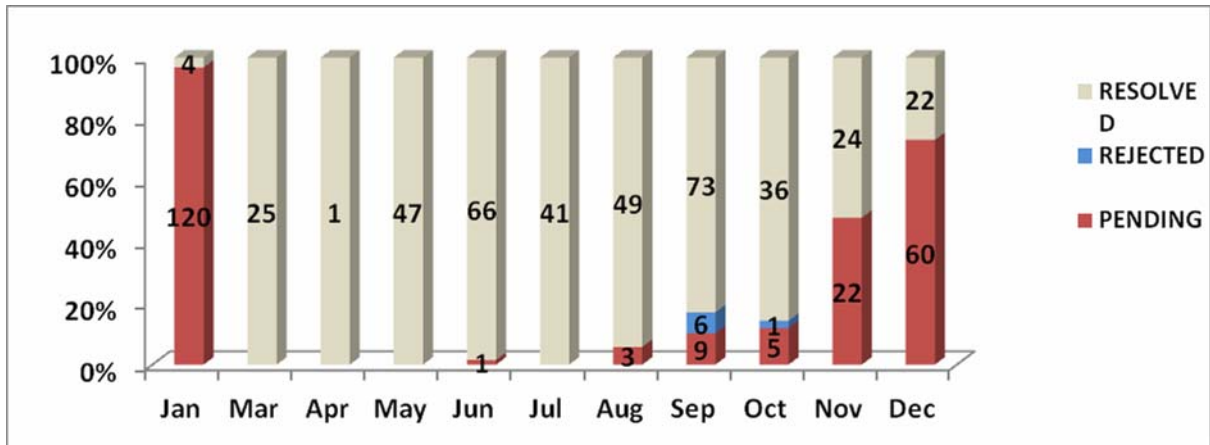
We can observe that there is sharp increase in the number of complaints during the month of January 2013. This is due to the addition of new departments to Sakala.

**Another important feedback that the call centre got from Citizens is that their complaints have in fact not been closed by the concerned officials.** The Mission has taken this up as an action point and would ensure there is no laxity in the resolution of Complaints. This throws up two important dimensions - One - that the call centre does not actually close complaints unless the citizens confirms, Two - This gives an actual matter-of-fact situation where corrective action can be taken by us to ensure *staff do not harass citizens by claiming to have delivered a service, where it may not have.*

Bangalore (45), Uttara Kannada (9) & Tumkur (8) topped the complaints during the month.

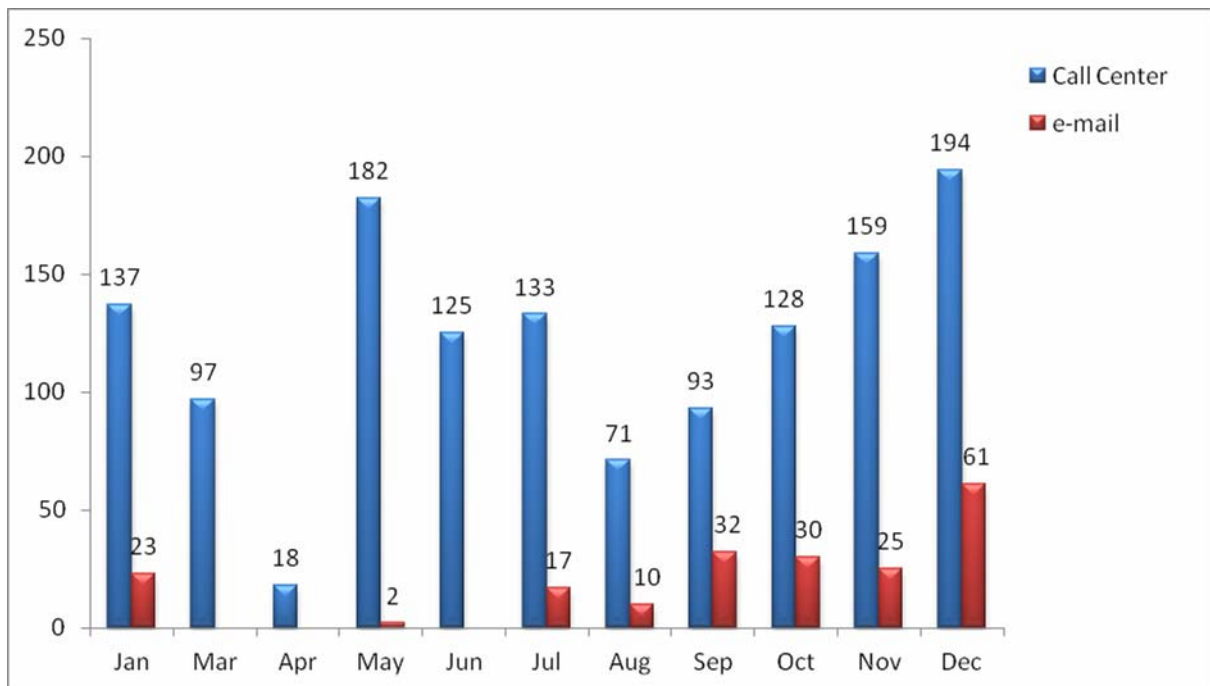


The status of the resolved/Not resolved is shown below for Sakala Complaints:



*b) Non Sakala:* The total complaints under Non Sakala have understandable come down from 194 in December to 137 in January. This is attributed to the fact that most of the Non Sakala complaints that we used to receive as complaints are now part of Sakala and hence the rule of the see-saw applies! The Sakala complaints saw a jump, while the Non Sakala saw a dip. As we have always said that feedback from citizens has been a major contributing factor to include services under Sakala.

The Data of non Sakala complaints is shown below pictorially.



Bangalore (600), Mandya (82) and Mysore (81) topped the cumulative calls on non Sakala complaints to the call centre.

Specific Case studies that came to the Call centre is included in Chapter 4.

### Sakala Calls break up by department, by Month:

Department Name	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Dec	Nov	Jan	Grand Total
Revenue Department	11		11	48	32	32	58	23	27	15	69	326
RDPR	11		13	7	6	10	8	9	14	7	13	98
BBMP			6	3	1	2	8	2	4	4	17	47
Food And Civil Supplies Department	1		3		2	2	4	2	8	9	6	37
Urban Development			5	4		4	4	4	8	1	7	37
Home Department			1	1			1		9	7	1	20
Transport Department	1		3	1					2	1	4	12
BWSSB							4	1	1		1	7
Education Department		1		2		1			1	1	1	7
Commercial Tax Department	1		2	1				1			1	6
Health And Family Welfare Department			2				1				1	4
Department Of Personnel & Administrative Reforms									2		2	4
Labour Department						1				1		2
RDPR & CMC									1			1
Town municipal Council											1	1
DPAR									1			1
BDA									1			1
ESIS									1			1
Women And Child Welfare Department			1									1
Department Of Factories, Boilers Industrial Safety And Health									1			1
Karnataka Slum Development Board									1			1
<b>Grand Total</b>	<b>25</b>	<b>1</b>	<b>47</b>	<b>67</b>	<b>41</b>	<b>52</b>	<b>88</b>	<b>42</b>	<b>82</b>	<b>46</b>	<b>124</b>	<b>615</b>

### ***Call Centre Case Studies:***

<p><i>The agony of a Senior Citizen, Mr. Hegde and his unending misery of settling a Property tax dispute with the government was finally resolved after 8 years by the SAKALA team.</i></p> <p>In another Non Sakala Grievance received from One <b>Mr Hegde of Vinayaknagar, Jeevanbhimannagar Bangalore</b>, he said that the BBMP had over taxed him to the tune of 23224/- and he had been running around the ward office for over 8 years. <b>Sakala team, Call centre</b> with the help of the <b>ARO of BBMP (ward no 58) Sri. Ishwar</b> helped resolve this issue.</p> <p>The agony of a Senior Citizen &amp; his unending misery of settling a Property tax dispute with the government were finally resolved after 8 years by the SAKALA team.</p>	<p>After the issue was resolved Mr Hedge said “ I am very happy to let you know that the said mistake has been rectified by the ARO JB Nagar – Sri Ishwar, who co operated very well with me and resolved this issue. I am thankful to everyone involved and special thanks to the ARO and Sakala”.</p> <p>On Speaking to the BBMP Officer “I am a citizen first - I understand the issues of citizens very well. What is critical is being sensitive to their needs. Mr Hegde was a senior citizen and I put all the hardwork and mapped the tax and finally concluded that this was indeed a mistake. I worked to close it. At the end of the day, I feel content that I made one citizen happy – this should be our goal”.</p>
<p><i>Applications Accepted but Not transferred? Why? Khatha transfer</i> on free land allotted under the Act of Thotienamathi:</p> <p>Free land was allotted under the Act of Thotienamathi to Mr. Ramakrishna on 10th Nov 1986, accordingly he applied for Katha transfer on 20th Mar 2009, and the request was accepted however the Katha was not transferred.</p> <p>A new application was submitted to RTI on 16th Mar 2012 which was not accepted by the RTI department.</p>	<p>A non Sakala complaint was registered based on the information shared accordingly the call centre team took up the case with DC of Mandya and they did all that was needed to have the issue resolved.</p> <p>Mr. Ramakrishna now a satisfied citizen confirmed that his issue is resolved and waiting for the acknowledgment.</p>
<p><i>No water supply for 30 long days – How do you Manage?</i></p> <p>We received a complaint from MR. Mahesh Kolar District on water not being supplied for 30 long days due to an unattended problem in the boar well that supplied water.</p>	<p>The call centre team took up the case with designated AEE &amp; POD officer immediately a water tanker was sent to supply sufficient water to make sure that their basic needs are take care off until the problem in the boar well was fixed.</p> <p>The team at SAKALA went all in and rigorously followed up on the complaint, which was fixed In 48 hours.</p>

## Chapter 6

### *Other Sakala Updates:*

#### 1. Status of Helpdesk information by Taluk - as of 28/1/2013:

In a Video conference that was held on 01 February with all the Helpdesk personnel handling the various centres at each Taluk level, the following were the excerpts of the meeting:

Helpdesk – Started	146
Helpdesk NOT started *	60

About 12 Helpdesks were to commence on 28/1/2013, while a few others were to start on 01 February 2013. The total of confirmed to start (included in the Not started category is 17.

#### 2. Helpdesk Training Report: 31 Jan 2013. Room no 122, Vikas Soudha.

The format of the Helpdesk report, certain critical points, screenshots of the NIC portal for helpdesk besides expectations Mission from the Helpdesks on timely report submission, creative use of time and resource to spread the word of Sakala and lastly fudging of data will not be permitted. This will be verified by Mission. Reports of the previous month must reach by the 5<sup>th</sup> of the next month. DITCs to be used only for guidance and not for data entry, Helpdesks must get their reports themselves.

#### **Overall Observations:**

- All the DITCs accompanied the Helpdesk appointed personnel.
- Except a few Helpdesks like Mandya, Hassan > Most of the helpdesk personnel needed training as their knowledge levels on the ACT needed expertise.
- A hardcore training of the Act, how to use the portal for info is suggested for all the Helpdesk personnel.
- Reluctance in the process for Appeal/ Complaint was seen.

#### **Issues & Concerns:**

- Women forums & other NGO Trust insist that the service be done on their behalf by the Helpdesk personnel and they threaten them

by using big names to go into the office and get the service done on their behalf. Mission has advised NOT to entertain services on behalf of someone.

- Helpdesk staffs are used as data operators. They have to sit away from the counter as they have to help the case workers with data entry. This obstructs them from working as a helpdesk and fail in their duties. Blessings of higher officers are there for this practice. They also complained that they are treated very badly, rudely by the staff.
- Net connections and other basic facilities is an issue in some locations. ( Hassan, Chikkaballapura)
- Stationary required for carrying out work is not given by the Office.
- Salary is not paid regularly.
- Chitradurga: Fake reports were given by the helpdesks and they have been dismissed by the DC. New people identified will start in the next 15 days.

### **Suggestions Received:**

Print a booklet with the service procedures detailed for all 265 services to be used as handbook for helpdesks – by department. One full day of training giving details of the Act, portal as well as helpdesk to be given to drive down the uses and have small tests Helpdesk personnel to be given permission to meet each department nodal officer to check variations in checklist ( in case of extra documents insisted by certain departments, specially Urban) and update citizens of these new needs as well as update mission to change the info in portal. (Davanagere NGO).

3. Details of Vacancy existing in the Departments: The table below gives you a peep into the actual working strength of various departments. You can observe that 56007 vacancies exist across the state! While, we have always imagined that government is overstaffed, this does not seem to be the case. This is an interim report as a few more departments are yet to provide their inputs, this is under review.

**Vacant Post details - As per Report submitted by various Department of the State**

Sl.No.	Department Name	Sanctioned Designations				Vacant Designation				Vacant Designations to be filled - Groupwise			
		Group				Group				Group			
		A	B	C	D	A	B	C	D	A	B	C	D
-1		-3	-4	-5	-6	-7	-8	-9	-10	-11	-12	-13	-14
1	Rural Development & Panchayath Raj	282	596	1076	-	39	187	655	-	-	-	655	-
2	Food & Civil Supply	61	114	1831	338	6	11	394	84	6	11	394	84
3	Labour Department	710	255	5574	2059	246	52	1923	924	138	38	1657	839
4	Women & Child Welfare Department	122	337	4906	1191	22	168	1115	453	-	83	452	397
5	Finance Department	9	73	923	133	2	8	213	39	2	8	213	39
6	Transport Department	56	278	1756	379	3	13	460	38	3	13	460	38
7	Primary & Higher Education Department	1840	17324	72730	4828	444	3958	7770	3142	444	3298	7028	2814
8	Home Department	19	48	6817	74	5	6	2806	22	3	2	1916	24
9	Animal Husbandary & Veterinary Services	602	2642	8150	7365	50	727	2197	2189	43	684	2074	2148
10	Industries & Commerce	117	258	595	287	22	50	155	91	22	40	130	91
11	Forest, Ecology & Environment Department	6	9	18	6	4	3	10	3	4	3	10	3
12	Kannada & Culture & Information Department	84	110	617	380	26	30	176	92	13	25	141	41
13	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	997	2576	4709	2230	18	482	780	226	15	461	711	114
14	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	673	407	1875	963	239	17	550	396	239	17	550	396
	<b>Total</b>	<b>5578</b>	<b>25027</b>	<b>11577</b>	<b>20233</b>	<b>1126</b>	<b>5712</b>	<b>19204</b>	<b>7699</b>	<b>932</b>	<b>4683</b>	<b>16391</b>	<b>7028</b>

## Statewise &amp; Departmentwise -List of Vacant Post

Sl.No.	Department Name	Sanctioned Designations				Vacant Designation				Vacant Designations to be filled - Groupwise			
		Group				Group				Group			
		A	B	C	D	A	B	C	D	A	B	C	D
-1	-2	-3	-4	-5	-6	-7	-8	-9	-10	-11	-12	-13	-14
15	Health & Family Welfare (Medical Education)	1667	308	4166	1556	560	205	2652	1010	560	205	2652	1010
16	Water Resources Department	2381	1425	5480	2939	929	333	1329	566	929	333	1329	566
17	Planning Department	29	48	47	25	5	16	32	15	5	16	32	15
18	Tourisome Department	12	22	115	45	0	5	42	20	0	5	42	20
19	Department of Public Enterprises	11	5	30	11	3	1	18	7	3	1	18	7
20	Horticulture Department	209	1485	1802	2130	46	538	575	489	18	293	380	331
21	Infrastructure Department	12	5	24	8	2	1	14	8	1	1	4	6
22	Energy Department	75	80	158	69	10	43	63	35	2	8	15	14
23	Parliamentary Affairs	10	43	26	11	5	22	10	4	5	22	10	4
24	Agriculture Department	631	3337	4949	1509	138	1883	1963	469	133	1774	1751	411
25	Youth Service Department	7	2	21	19	5	2	12	12	5	2	12	12
26	Co-Operation Department	192	696	5703	1594	21	166	2509	742	4	47	925	442
27	Social Welfare Department	112	639	12409	19491	50	497	6030	11234	29	94	1573	10897
	<b>Total</b>	<b>5348</b>	<b>8095</b>	<b>34930</b>	<b>29407</b>	<b>1774</b>	<b>3712</b>	<b>15249</b>	<b>14611</b>	<b>1694</b>	<b>2801</b>	<b>8743</b>	<b>13735</b>
	<b>First Page</b>	<b>5578</b>	<b>25027</b>	<b>11577</b>	<b>20233</b>	<b>1126</b>	<b>5712</b>	<b>19204</b>	<b>7699</b>	<b>932</b>	<b>4683</b>	<b>16391</b>	<b>7028</b>
	<b>Second Page</b>	<b>5348</b>	<b>8095</b>	<b>34930</b>	<b>29407</b>	<b>1774</b>	<b>3712</b>	<b>15249</b>	<b>14611</b>	<b>1694</b>	<b>2801</b>	<b>8743</b>	<b>13735</b>
	<b>Grand Total Count</b>	<b>10926</b>	<b>33122</b>	<b>146507</b>	<b>49640</b>	<b>2900</b>	<b>9424</b>	<b>34453</b>	<b>22310</b>	<b>2626</b>	<b>7484</b>	<b>25134</b>	<b>20763</b>

## Chapter 7

### *Events & Updates from Sakala:*

#### *1. Interaction with FKCCI – 2 Jan 2013:*

The Federation of Karnataka Chambers of Commerce & Industry organised an interactive session with Dr Shalini Rajneesh – Secretary DPAR & Director – Sakala. The meeting was held in the cabinet hall of the FKCCI office in Bangalore. The meeting was attended by over 70 members of the Federation with past presidents, current members and association members of the federation.

The Welcome note was made by Mr. K Shiva Shanmugham – President FKCCI. The President suggested that regular meetings with the DPAR and the various Associations as part of the FKCCI could be organised to interact and spread the word of Sakala. This way two way communication could be enabled and bring in greater change and acceptability. Mr. Shanmukham also said that FKCCI was ready to partner with DPAR for any new initiatives in the areas of Technology or production etc. He pointed out to the meeting in his office earlier in the day on the proposal of energy development from flowing water in canals as an Innovation.

Dr Rajneesh readily agreed and welcomed any ideas that could result in quality of life to the common man.

**The President concluded his welcome note with an offer that the 1.5 lakh strong federation could be used for spreading the work of Sakala throughout the state with its 28 offices besides putting regular information in the Federation’s journal.**

Mr. Ejaz Ahmed Sait – Chairman – Civic affairs committee also reiterated the president’s support and lauded the efforts of Dr Shalini and her team.

Dr Shalini presented the Sakala PPT and explained the salient features of the Act, its background and its working model. She stressed the need for citizen participation and said that the second phase of 114 services was purely from feedback received from citizens and its representative bodies. She said that reengineering processes such as increasing the validity of Trade licences could be moved to reduce the need to renew every year. She said that Political will combined with people’s participation can make any program successful. The secret of Sakala’s 150 lakh reach was possible due to cooperation from the employees, the political class and bureaucracy.

Many Questions were raised during the presentation and Dr Shalini answered all of them at the end of her presentation. She concluded her presentation with a live demo of the Sakala portal. [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)

Dr. Shalini made a point that transparency is the key to good governance. Information that she reviews in the portal as the head of the Mission will be the same as that of anyone else.

The meeting concluded with a Vote of Thanks by the Vice President of FKCCI – Mr. Sampath Raman stating that FKCCI was ready to provide any kind of help to ensure Sakala’s good work in carried out in true word and spirit. A memento of Sir. M Vishveshvariah was presented to Dr Shalini on behalf of FKCCI by its President.



A standing ovation was given to Dr Shalini for her invaluable contribution to ordinary citizens.



Some of the Questions in the Meeting is given below:

- How do you insulate Sakala against political and other leadership changes?  
 Reply: Citizens have to rise and ensure that it is a right to them and should not give up. No one will be able to scrap a statute when it means so much to people. The initial euphoria should not die down.
- What should one do to be more participative as a citizen?  
 Reply: Feedback from you all will surely make Sakala more participative. Spreading the word of good work, bringing bad work to our notice is the best ways to show participation. 114 new services were brought to you purely on feedback from citizens.
- Can bodies such as APMC, KIADB, and Law department to be included in Sakala? The biggest corruption ground is APMC he noted.  
 Reply- Bodies within the control of the state government can be got into Sakala – like KIADB, APMC etc. However, Judiciary is a central affair and we don't have jurisdiction over matters which are managed by the Central Government. We will look into APMC and KIADB.
- What is the recourse if the application itself is refused for a service?  
 Reply – Any application can be refused only with a valid reason. We follow up each application and understand the reasons for rejection. Genuine cases of rejections are also possible.
- Can I Complaint on a service that is not covered under Sakala?  
 Yes. You can. By calling the number 080 44 55 44 55 one can lodge a complaint on any grievance you may have. The only difference is that in cases of Non Sakala complaints our

staff will forward it to the concerned department for their action by way of a letter/ notice to that department. More than 1000 calls of this nature is received, of which 800+ have been resolved.

## 2) Release of Sakala Calendar by the Hon Cm on 8th January:

The Hon. CM of Karnataka Sri. Jagdish Shettar has wished a HAPPY NEW YEAR to all citizens by way of releasing the **SAKALA CALANDAR for the year 2013**.

It is also to commemorate the completion of one year of the unanimous resolution passed by both the houses of legislature in Dec 2011, where Sakala Services Act came into being. The Hon. CM said that Good work will be rewarded and those not up to the mark will need to pull their socks to ensure timely and dependable delivery of public services. Some of the excerpts of his speech in the event are listed below:

Sakala has brought smiles to 1.52 crore citizens across the state in a span of 8 months.

Walking down the memory line, we received about 1.35 lakh applications in the pilot phase in March 2012, today we sit at more than 10 times that size at 1.52 crore applications.

Over 1, 56,000 citizens have called and availed the facilities of the call centre to know about the Act and its applicability exclusively built for the benefit of citizens to be the bridge b/w citizens & the Government.

Over 10600 employees have been trained for not only functional knowledge, but also attitudinal changes in about 322 sessions conducted by ATI Mysore and DTI from other districts.

From nearly 98% delivery rate in April – May to 96% during the peak of Aug – September, we pushed back in the last 2 months to 97.35% during the month is a typical cycle in any large project like this. Our employees are vying to hit 99% delivery again!

Field visits, conferences, meetings with RWA, Consumer forums have all added value to what Sakala is today. Organisations such as IIM, CREAT, CIVIC, IAC etc have been very supportive and encouraging us to better ourselves.

Above all, YOU have made a difference by participating and pouring out your appreciations or grievance wholehearted which has made SAKALA such a marvellous success today!

The CM reiterated to Call 080 4455 4455 for any suggestions or complaints.



The Hon. CM releasing the Sakala Calendar in the presence of senior officers.

### 3) *Presentation of Sakala to IAS officers from other States: 8 Jan 2013:*



Sri. Suresh Kumar addressing the IAS officers' from various states on Sakala

About 25 Officers belonging to the IAS cadre from various states such as Rajasthan, Tamilnadu, Andrapradesh, Kerala, Madhyapradesh and other states had come over to IIMB for a special program. As part of the program, The Program Co coordinator Prof Nayanthara arranged for a visit of the delegates to visit the Vidhana Soudha and get a first hand information from the Hon. Law Minister himself. Seen in the picture above is the Hon. Law Minister making a presentation to the officers. A PPT on the evolution and working mechanisms of Sakala was presented by the Mission Director Dr. Shalini Rajneesh and later an interactive Q & A session followed.

**4) *Release of December Report:*** 09 Jan 2013: The Hon. Law & Parliamentary Minister Sri. Suresh Kumar released the progress report of Sakala for the month of December 2013. The Minister gave complete details of the December progress and said that Sakala's sole aim was to aid Citizens which it has achieved by touching over 1.5 Crore citizens of the state. He said more needs to be done, though technically  $\frac{1}{4}$  of the citizens are covered, a wider reach through proper awareness programs and with the help of media spreading the message of people's rights. (Refer press clippings for related article)

**5) Sakala to lead a Core Committee through the World Bank:** 10 Jan 2013 The World Bank lead by Mr. Roland Lomme along with the Global ICT head Mr. Deepak Bhatia met Dr Shalini Rajneesh – Director Sakala Mission to understand the working of Sakala and set up similar such mechanism to deliver public service all over the world in a similar model. He expressed interest in Sakala team leading the way by forming a Core committee/team.



**6) *Punjab Delegation visits State:*** 15 Jan 2013: A Team from Punjab's Right to Service Commission headed by the Commission's Commissioners Sri. SM Sharma & Sri. HS Dillon along with a senior consultant of e Governance Sri Manpreet Singh came to the state to understand the working of Sakala. Although RTPS exist in Punjab, they came over to understand what were the best practices that Karnataka had in its plate which they could emulate. Dr Shalini Rajneesh presented a PPT on Sakala and explained the nitty- gritty of the working, monitoring of Sakala. The team was particularly amazed at the working of the Call centre and said that similar centres need to be established in Punjab too to be more effective. IT enabled monitoring was also appreciated and on meeting Addl. Mission Director Sri. Munish Moudgil they understood the intricacies of IT enabled system that aids Sakala. Decentralised training was also appreciated by the visiting team.



The visiting Punjab team with Dr Shalini explaining a point, joined by Sri. Munish Moudgil, AMD and Dr Mamtha – Jt. Director Information Department.

**7) Sakala Review by Chief Secretary:** The respected Chief Secretary convened a meeting to review Sakala progress, specifically the complaints received from Citizens. The following points were noted in the meeting:

- The disposals rate currently reads 97.62%, however there were 6682 applications that were pending. The Major departments that were showing high pendency Revenue Department – 3915, Police (Home) – 1286, Urban development – 478 applications & 457 applications from Transport. The CS advised respective Departments to take corrective actions including simplification of processes.
- The CS noted that as per Section 16 of the Act, defaults more than 7 times by a staff will attract penal actions.
- Rejections have come down from 6.55 to 5.64% during the period ending Dec 2012.
- All grievances on Non Sakala nature shall henceforth be handled by Janaspanadana
- The Most prominent ( Common) complaints were – Non display of Notice Boards, Bypass of applications, delay in services, Refusal to pay compensation cost, irresponsible behaviour of staff, bribe etc.
- Awareness generation of Sakala with the involvement of Students, FKCCI, and the Karnataka Free legal aid services Commission.
- More than 172 offices did not have the Display Boards.
- Integration of department owned softwares into one single portal for easier access and usability.
- 103 call centres have been established so far.
- Departments where applications were low, the CS directed the HODs to investigate.
- As in Punjab, instead of an Affidavit for obtaining services, the CS advised the departments to look at taking self declarations.

- As suggested by the Principal Secretary- Revenue, actions to reduce the instances of complaints, is to reduce the complexity of the services delivered.
- Delay in renewal of digital signatures is causing delays the CS noted. Departments to follow up on speedier renewal process.
- All service related records of Staff to be updated to the HRMS systems.

**8) Orissa Team visit to Karnataka: 21 Jan 2013:** A team from Orissa team consisting of Sri. Debbratha Mallik, Special Officer, Government of Orissa Sri. Ranjan – Systems Analyst & Sri. Prashanth Kumar – IT consultant visited the state to get a deeper understanding of the technical working of Sakala. They visited various e Governance projects such as Bangalore One. Commercial Taxes department, and understood the integration process of the same. They later met Sri Srinivasan – Technical Director NIC who explained the challenges faced in creating such hugely populated portal. They later met Dr. Mamtha Gowda – Jt. Director Information department to understand the awareness generation.

The team had a detailed meeting with Mr. Munish Moudgil, Additional Mission Director who explained the nitty- gritty of the whole working of Sakala, its monitoring, future plans and the way IT has made a difference. He also explained the challenges that one should expect when implementing a program of this magnitude. The Team closed their 3 day program with a meeting with Dr. Shalini Rajneesh, Mission Director and then Mr. Subir Hari Singh – Additional Chief Secretary.

9) *TV Ad schedules of Sakala in important channels:* broadcast of advertisement about SAKALA in the channels mentioned in the attachment against the stipulated time and date. The program would pass information on Sakala to the citizens in the schedule below:

Channel	TIME BAND	DUR	Jan'13									
			Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
			11	12	13	14	15	16	17	18	19	20
Kasthuri News	1800-1830hrs	30			1		1	1		1	1	
Kasthuri News	1900-1930hrs	30	1	1		1	1		1	1		1
Kasthuri News	2100-2130hrs	30	1	1	1	1		1	1		1	1
Public TV	1900-1930hrs	30	1	1	1	1	1	1	1	1	1	1
Public TV	2000-2030hrs	30	1	1	1	1	1	1	1	1	1	1
Public TV	2100-2130hrs	30	1	1	1	1	1	1	1	1	1	1
Udaya News	1900-1930hrs	30	1	1	1	1	1	1	1	1	1	1
Udaya News	1930-2000hrs	30	1	1	1	1	1	1	1	1	1	1
Udaya News	2100-2130hrs	30	1	1	1	1	1	1	1	1	1	1
Zee Kannada	1800-1830hrs	30	1			1	1	1	1	1		
Zee Kannada	1800-2200hrs	30		3	3						3	3
Zee Kannada	1930-2000hrs	30	1			1	1	1	1	1		
Zee Kannada	2000-2030hrs	30	1			1	1	1	1	1		

10) *Karnataka mentoring Kerala:* **22 Jan** 2013The Institute of Management in Government, Trivandrum jointly with the State Planning Board of Kerala organised a Seminar on implementing the Right to Service Act today. The seminar was conducted as part of series on Innovations & Best Practices at the Padmam Auditorium at IMG premises.

The Program was inaugurated by the Additional Chief Secretary of Kerala Dr. Nivedita P Haran, IAS.

A background of The Kerala Right to Service Act 2012 was presented by Sri. Dinesh Sharma IAS, principal Secretary to the CM, Govt of Kerala. The Madhya Pradesh RTPS Act was shared by Sri. Manahor Dubey, IAS – Director Dept of public service Management, Govt of MP. The Experiences on Implementing RTS in Karnataka was presented by Dr Shalini Rajneesh – Secretary DPAR & Mission Director SAKALA Mission. She represented the State of Karnataka, which has the maximum breadth of coverage of services in the whole nation!

Dr Shalini Rajneesh gave a brief presentation of SAKALA, its evolution, implementation methodologies and the future road map. She stressed the importance of employee participation which she deemed as one of the critical success factor for Sakala. She said that IT is the backbone in the monitoring of Sakala which is the key to success. She said partnerships with Higher education, FKCCI, Chamber of Commerce added to the zeal and specially designed software programs by the Mission in the form of Analytics helped the mission zero in on specific issues such as offices with faster disposal rates, office with continuous delays, offices which receive a specific service in higher numbers etc which add to the focus on monitoring. Evaluation by IIMB and study by Karnataka Evaluation Authority add to the continuous learning process without complacence.

She concluded her note with the future plans of Sakala such as going online by the end of March 2013, integrating more departments to deliver services to citizens through Sakala.



**Dr. Shalini Rajneesh presenting Sakala at the Seminar at IMG, Trivandrum.**

11) *Sarvatom Seva Award Finalisation Meeting*: 23 Jan 2013: The meeting was chaired by the Chief Secretary with a panel consisting of Ms. Naheed Atullah – Political Editor TOI Bangalore,





Respected Chief Secretary Sri. SV Ranganath making a point to the panel. Addl. Chief Secretary Sri.Subir Hari Singh looks on in the panel discussion finalising the Sarvottam award nominees.

## 12. *Sarvottam Award Ceremony: 26 Jan 2013 – Rajbhavan Premises:*

To motivate the 6 lakh employees of the State government, a multi –tier award scheme in the Form of District Awards, Department Awards & State awards has been introduced. The award titled “**SARVOTTAM SEVA PRASHASHTHI SCHEME**” will be given away for the first ever. The award ceremony was held at the Rajbhavan on 26<sup>th</sup> January 2013. The State level award includes all the levels of employees such as Group A, B, C & D. The fundamental criterion for the eligibility of the award is 5 years of Service & a Non IAS cadre.

A special Scheme of state awards for outstanding civil servants was established wherein awards/ incentives were given to civil servants vide GO no DPAR 34 AAR- 2002 dated 13/8/2003. Later on, Government of Karnataka withdrew the above said scheme vide GO no DPAR 63 AAR 2008 dated 04/03/2011.This has been reconstituted.

The award is instituted to recognize the extraordinary and innovative work done by Officers/Officials of the State Government in the following spheres:

- Implementation of innovative schemes/projects;
- Bringing in perceptible systemic changes and building up institutions;
- Making public delivery systems efficient and citizen friendly and corruption free;
- Showing innovation and adaptation to meet the stakeholders requirements;
- Extraordinary performance in emergent situations like floods, earthquake and other natural calamities etc.,
- Setting high standards of services and continued improvement, showing high leadership qualities and improving employee motivation etc.

For the Year 2013, Six (6) Awards at the District Level @ Rs Ten thousand each , thirty (30) awards at the Department level @ Rs Fifteen Thousand Each and Three Awards at the State level @ Rs Twenty Five thousand each has been set up to reward employees meeting the above criteria.

The State Award committee was headed by the Respected Chief Secretary and Additional Chief Secretary as Vice Chairman and consisting of two other members of eminence in who decided the winners at State level among the proposals which have been received. The meeting finalised the winners on 23/1/2013 in a meeting held in Vidhana Soudha.

The Department Awards: The evaluation committee constituted and headed by the Principal Secretary/Secretary of the concerned department, HOD and two persons of eminence. The District award at the district level was constituted and headed by the District-in-charge Secretary and other members were the Deputy Commissioner and the Chief Executive Officer and 2 persons of eminence from the district.

The State Level award was distributed by His Excellency the Governor of Karnataka and the Honourable Chief Minister of Karnataka in the presence of a large gathering at the Rajbhavan. The award will continue to be given on 26th January of each year.

***The Details of the Winners is listed below:***

<p><b>Sri.Varaprasad Reddy, KAS</b> <i>Administrator, Sakala Mission, DPAR(Sakala), 99 Gate, 6<sup>th</sup> Floor, M.S. Building, Bangalore.</i></p>	<p><b><u>Achievement:</u> Computerization of record room at Taluk level.</b></p> <p>— FOR THE FIRST TIME IN THE HISTORY OF THE COUNTRY A <b>RECORD ROOM COMPUTERIZATION AT THE TALUK LEVEL</b> WAS INTRODUCED FOR THE BENEFIT OF MILLIONS OF FARMERS AND CITIZENS OF CHANNARAYAPATNA TALUK, HASSAN DISTRICT, KARNATAKA STATE. THIS INITIATIVE ENSURES THAT THE CITIZENS ARE PROVIDED A ON THE SPOT DELIVERY OF RECORDS THAT ARE EVEN MORE THAN 100 YEARS OLD. THIS WAS POSSIBLE BY CATALOGUING, INDEXING THE RECORDS AND COMPUTERIZING THE SAME. BY THIS INNOVATION TRACING OF RECORDS ARE DONE IN SECONDS WHICH HELP THE FARMER IN HIS MOST CRITICAL NEED FOR HIS DOCUMENTS.</p> 
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<p><b>Dr.Manika Ghosh.</b></p> <p><i>Special Officer, Department of Collegiate Education, Bangalore.</i></p>	<p><b><u>Hosa Hejje: Angla,Vikasana and Sahayog.</u></b></p> <p>IN THE LIGHT OF GLOBALIZATION AND HIGHLY DYNAMIC MARKET TRENDS A WIDE GAP BETWEEN THE DEMAND BY INDUSTRY AND THE AVAILABILITY OF ADEQUATELY SKILLED HUMAN RESOURCES EXISTS. TO OVERCOME THIS. THE FOLLOWING INITIATIVES WERE INCORPORATED AS SKILL DEVELOPMENT PROGRAMMES: SPOKEN ENGLISH TRAINING (ANGLA), WELLNESS DEVELOPMENT PROGRAMME (VIKASANA), EMPLOYABILITY SKILLS TRAINING BOTH JOB SKILLS AND LIFE SKILLS (SAHYOG) FOR GOVERNMENT ARTS &amp;COMMERCE COLLEGE STUDENTS. THE THREE PROGRAMMES HAVE HELPED IN TRAINING 20000 STUDENTS IN SPOKEN ENGLISH,32000 STUDENTS HAVE BEEN TRAINED IN WELLNESS DEVELOPMENT AND AROUND 48000 STUDENTS WERE TRAINED FOR EMPLOYABILITY SKILLS AMONG WHOM 11000 STUDENTS HAVE GOT PLACEMENTS THROUGH JOB FAIRS.</p> 
<p><b>Sri.R.S.Nayak,</b></p> <p><i>Executive Engineer, Belgaum City Corporation, Belgaum.</i></p>	<p><b>Rejuvenation of OPEN WELLS for augmentation of surface water and fixing of mini filter plant and dozers for supply of potable water in Belgaum City.</b></p> <p>THE PROJECT WAS STARTED TO FIND ALTERNATE SOURCE OF WATER WHEN THE RESERVOIR WAS COMPLETELY EMPTY AND LATER NOW IT IS REGULARLY USED TO AUGMENT SURFACE WATER AT A VERY MINIMUM WATER PRODUCTION COST BY INVOLVING THE COMMUNITY, SOCIAL ORGANIZATIONS, NGOS, ENTREPRENEURS AND DONORS TO EXECUTE THIS PROJECT. HOUSE TO HOUSE EDUCATION CAMPAIGNS WERE UNDERTAKEN TO INVOLVE YOUTH IN CLEANING UP THE OLD WELLS. WITH THIS INNOVATION THE FOCUS IN BELGAUM HAS COMPLETELY SHIFTED TO REJUVENATION OF ANCIENT, HISTORICAL AND PERENNIALLY DEPENDABLE SOURCES OF WATER.</p>

	
<p><b>Sri.Narasihma Mallarao Kulkarni</b></p> <p><i>Assistant Director, Additional Commissioner Office, Public Instruction Department, Dharwad.</i></p>	<p><b>Saving Government money and Lands</b></p> <p>THE AWARDEE HAS SAVED GOVERNMENT MONEY AND EVICTED ENCROACHERS OF GOVERNMENT LAND BY FILING CASES AGAINST THE CONCERNED IN THE APPROPRIATE COURTS. HE HAS FILED CRIMINAL CASES AGAINST 24 OFFICERS WHICH WERE SETTLED IN FAVOR OF THE GOVERNMENT AFTER 12 YEARS OF LEGAL BATTLE. HE ALSO APPEALED AND GOT A STAY ORDER AND SAVED 18 ACRES OF GOVERNMENT SCHOOL LAND FROM GOING INTO THE HANDS OF PRIVATE INSTITUTIONS.</p> 
<p><b>Sri.Halalingaiah.</b></p> <p><i>Senior Assistant Director of Horticulture, Anekal. Bangalore Urban District.</i></p>	<p><b>Support to Vegetable initiative in Urban Clusters.</b></p> <p>INCREASE IN THE PRODUCTION OF VEGETABLES BY USING HI-TECH HORTICULTURAL PRACTICES LIKE POLYHOUSES, SHADE NET HOUSES ETC. THREE VEGETABLE CLUSTERS WERE IDENTIFIED IN ANEKAL TALUK: HAROHALLI, MAYASANDRA AND HALDENAHALLI WHERE THIS PROJECT WAS IMPLEMENTED BY CONDUCTING BASE LINE SURVEYS, INCREASING THE PRODUCTION &amp; PRODUCTIVITY OF VEGETABLES PER UNIT AREA, PROVIDING VEGETABLE SUPPLY CHAIN THROUGH THE CONCEPT OF SEED TO MARKET. THE OVERALL EFFECT OF DIFFERENT PROGRAMMES IMPLEMENTED UNDER THE INITIATIVE PROGRAMME BROUGHT A VISIBLE CHANGE IN ADOPTING HI-TECH HORTICULTURAL PRACTICES, ESPECIALLY FOR SUPPLYING THE VEGETABLES THROUGHOUT THE YEAR FOR CITIES LIKE BANGALORE.</p>

	
<p><b>Sri.B.S.Ramachandra,</b></p> <p><i>Director, Department of Factories, Boilers, Industrial Safety and Health, Bangalore.</i></p>	<p><b><i>E-Surakshate: Digital transformation of services and integration with Sakala.</i></b></p> <p>THIS INCLUDES ONLINE SERVICES LIKE APPROVAL OF FACTORY BUILDING PLAN, REGISTRATION AND GRANT OF FACTORY LICENCES, ANNUAL BOILER INSPECTION. WHICH IN TURN BRINGS ABOUT SIMPLIFIED AND EASE OF CONVENIENCE IN FILING OF FORMS/RETURNS, TOTAL TRANSPARENCY AND INTEGRITY THROUGH E-GOVERNANCE, RELIABILITY AND AVAILABILITY OF INFORMATION AND ENHANCES CUSTOMER SERVICE AND SATISFACTION.</p> 
<p><b>Sri. Satish Kumar Hosamani,</b></p> <p><i>Deputy Director I/charge, City Central Library, Central Zone, V.H. Road, Bangalore.</i></p>	<p><b>Opening of various branch libraries.</b></p> <p>TO SERVE THE SOCIETY AND TO ENHANCE THE READING HABIT AMONG THE PUBLIC OPENED 3 NEW LIBRARIES IN GANDHIBHAWAN, VINAYAKANAGAR AND KEMPAPUR WARDS OF BANGALORE CITY. THEY PROVIDE INTERNET SERVICE AND TO PROVIDE COMPETITIVE EXAMINATION BOOKS TO PREPARE FOR THE EXAMINATION OF ALL INDIA SERVICES TO THE PUBLIC. HE HAS ALSO HELPED OPEN A HI TECH LIBRARY IN GULBARGA.</p>



**Sri.J.S.Poojari**

*District Adult Education Officer,  
District Lok Shikshan Samithi,  
D.C. Office Compound, Bijapur*

**Adult Education Centers** IN GOSHALAS OF DROUGHT PRONE BIJAPUR DISTRICT. CONDUCT OF LITERACY CLASSES FOR THE ADULT OF 15+, FOR THE FARMERS IN GOSHALAS IN DROUGHT PRONE DISTRICT OF BIJAPUR. THE IDLE TIME SPENT BY THE FARMERS WAS UTILIZED TO IMPART BASIC LEARNING, WRITING AND SIMPLE ARITHMATICS. DUE TO HIS EFFORT AROUND 969 FARMERS HAVE BECOME LITERATES, 30% OF NON-LITERATES HAVE ATTENDED NIOS EXAMS.



**9.Sri.Rangaswamy,**  
*Panchayat Development Officer,*

**Highest disposal rate under Sakala SERVICES ACT-2011.**

THE AWARDEE HAS ACHIEVED HIGHEST DISPOSAL RATE IN SERVICE DELIVERY UNDER SAKALA SERVICES ACT-2011.HIS DISPOSAL RATE IS 29% FASTER COMPARED TO THE AVERAGE DISPOSAL RATE.

**Mandagere  
Gram  
Panchayat,  
Krishnarajpet  
Taluk,  
Mandya  
District.**

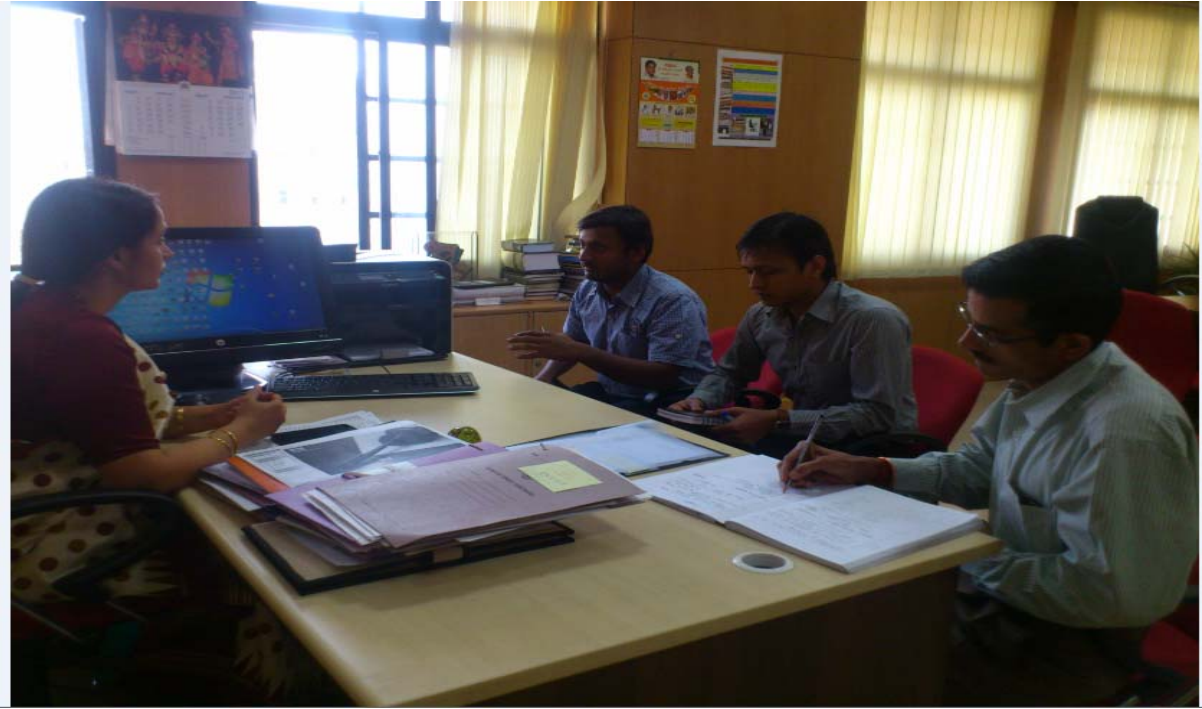


**10.Sri.B.Channa,  
Group-D Employee,  
Office of the  
Principal Secretary  
to Hon.C.M.  
Vidhana Soudha,  
Bangalore.**

WORKED AS GROUP-D EMPLOYEE IN VARIOUS DEPARTMENTS AND IS PRESENTLY WORKING IN THE OFFICE OF THE PRINCIPAL SECRETARY TO CHIEF MINISTER SINCE THE PAST 4 YEARS. HE HAS BEEN **honest, dutiful, non-corrupt and prompt** IN DISCHARGING HIS WORK IN HIS ENTIRE CAREER. HE IS VERY POLITE AND ALWAYS HELPS THE NEEDY.



29 Jan 2013: Two professionals from the prestigious IIT Kharagpur have shown interest in mapping Sakala to their new Mobile grievances management solution. The working professionals said that they have built a solution which can track complaints from citizens to the highest person in the pyramid without the citizen having to follow up at each stage. They said they are building a unified platform to serve consumer grievances for both public and private sectors, which will help not only in a systemised collation of these complaints, but also scale it up to the next higher authority after a stipulated time of inaction. This is basically automatic escalation.



Dr Shalini Listening intently to a point by the Professionals in the meeting



Part B; *Press Clippings:*

The Times of India - Jan 03, 2013:

## Sakala helped 1.52cr citizens since inception

TIMES NEWS NETWORK

**Bangalore:** The government on Wednesday urged citizens to press for accountability by making use of Sakala services. Speaking at the FKCCI, DPAR secretary (Sakala mission) Shalini Rajneesh said: "So far, more than 1.52 crore people have benefited from the Karnataka Sakala Services Act, since the service was rolled out in April 2011. Citizens need to educate themselves on the benefits of the service to be able to utilize them fully. It's also important that they give us feedback on these services," she said.

Asking citizens to keep the department informed if they are denied acknowledgement from officials while using the services, she said: "Sakala is a state government act which could be implemented by the Centre across the country."

Karnataka Guarantee of Services to Citizens Act, 2011 or Sakala ensures citizens are provided basic services by the government like driving licence, birth certificates, land records, etc., within a stipulated time and officers are made accountable to ensure proper delivery. Citizens are required to pay the required fees to avail them.

## Plaint turned down? Post it on Facebook

TIMES NEWS NETWORK

**Bangalore:** The next time a policeman refuses to register your complaint of sexual harassment, tell him you want to register the case under Sakala. Or, just log on to the Facebook page of Bangalore police and post your problem.

Pronab Mohanty, joint commissioner of police, crime (west), said there are several ways for women to get their point across if they

► **I can go on night patrols, says governor, Page 4**

face unresponsive cops. Addressing the State Women's Police Conference, he said: "If a complainant feels there is an attempt in police stations to scale down her complaint, then she can use technology and post her complaint on Facebook. On this page, she can also mention the time and the date of the visit to the police station when her complaint was not registered."

## SAKALA - Karnataka to lead World Bank's proposed core team

The World Bank has agreed to provide a module for involving citizens particularly youth in active participation for popularizing SAKALA derived from their experience in other countries.

According to a DPAR release, WB representatives, Ronald Lomme, Governance Advisor and Deepak T Bhatta, Sectoral and E-governance Applications Practice Lead, Global ICT department met Dr. Shalini Rajneesh, Principal Secretary, DPAR and SAKALA Mission Director and discussed modalities of this collaboration.



Dr. Shalini Rajneesh (extreme right) SAKALA Mission Director; Ronald Lomme (2nd from left), Governance Advisor, WB and B R Mamatha (extreme left), nodal officer, SAKALA at the recent discussion with WB representatives

The experiences of WB in this area will be shared and master trainers will be exposed to learning from across the globe. The WB also

proposes to set up a world-wide practitioner core team on propagating right to services under the leadership of Karnataka.

# THE HINDU



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Today's Paper» NATIONAL» KARNATAKA

BANGALORE, January 10, 2013

## Keeping touts at bay

Special Correspondent

In a bid to prevent touts from meddling with Sakala, the government has instructed all officials not to accept bunches of applications under the scheme. **Law and Parliamentary Affairs Minister S. Suresh Kumar**, who is monitoring the Sakala scheme, told presspersons in Bangalore on Thursday that there were complaints that touts were trying to manipulate the system by convincing service-seekers to route their Sakala applications through them.

There were complaints that some officials were giving importance to touts who come in with a bunch of applications and were ignoring individual applicants.

# THE NEW INDIAN EXPRESS

Wednesday, January 16, 2013 12:54 PM

## Sakala to be extended to mobile platforms

By Express News Service - BANGALORE

**10th January 2013 10:17 AM**

The state has decided to extend the Sakala scheme to mobile-enabled platforms, which would be formally launched by Chief Minister Jagadish Shettar on Thursday.

Sakala scheme under Karnataka Guarantee of Services to Citizens Act was recently launched to deliver government services to citizens within a stipulated time.

Law and Parliamentary Minister S Suresh Kumar told reporters here on Wednesday that to leap towards mobile-governance, Karnataka has decided to deploy the utility of Information Technology in ensuring delivery of state services.



Suresh Kumar said that Bangalore One, Karnataka One, Mysore Saari Sevegala Mithra and Bangalore Sanchara, are among the service delivering agencies which would be connected to mobile platforms.

“Ever since the introduction of the Sakala scheme, which won accolades all over the country, over 1,56,56,858 applications have been received from people related to various services. The disbursement rate is over 97.62 per cent, which is better than the previous months,” he said.

Presenting the December-2012 report card on the implementation of Sakala, the minister said that as many as 14,46,075 applications were received and disposals stood at 14,31,350.

He said that while Ramanagara, Uttara Kannada and Dakshina Kannada districts secured first three spots respectively in implementing the scheme, Bijapur, Belgaum and Bellary are ranked in the last three places.

“As many as 16,488 offices are rendering Sakala-related services. With online applications coming by the end of March, handling cases for government services would be more convenient,” Suresh Kumar added.

He also hinted at including some of the services of the state and Assembly Secretariat in the Sakala scheme.

### Sample Helpdesk Pamphlets:

ಸಹಾಯವಾಣಿ ಸೇವೆ  
ನೀಡಿದ ಕುಂದು - ಕೊಡತೆಗಳು

ಕ್ರಮ ಸಂಖ್ಯೆ \_\_\_\_\_ ದಿನಾಂಕ : \_\_\_\_\_

ಹೆಸರು \_\_\_\_\_

ವಿಳಾಸ \_\_\_\_\_

ಮೊಬೈಲ್ ಸಂಖ್ಯೆ \_\_\_\_\_

ಆಂತರಿಕ ಸಂಖ್ಯೆ \_\_\_\_\_

ಕುಂದು-ಕೊಡತೆಗಳು

The Form, above collects the Name, Address, Mobile Number and the internal tracking number of the citizen who comes visiting. The Pamphlet below states the information one can obtain from the call centre.

**ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮಾಹಿತಿ ಕ್ರೋಢೀಕರಣ ಮತ್ತು ಸಂಪರ್ಕ ಕೋಶ**

**ಜ್ಯೋತಿಸಗರ, ಶಿರಾ - 572 137, ತುಮಕೂರು ಜಿಲ್ಲೆ**

ರಾಜ್ಯದಾದ್ಯಂತ ಸಾರ್ವಜನಿಕರಿಗೆ ಬೇಕಾದ ಅಗತ್ಯ ಮಾಹಿತಿಯನ್ನು ಕ್ರೋಢೀಕರಿಸಿ ವಿತರಿಸುವಲ್ಲಿ ಸಂಸ್ಥೆಯು ಪ್ರಮುಖ ಪಾತ್ರ ವಹಿಸಿದ್ದು ಸಂಸ್ಥೆಯಲ್ಲಿ ಸೇವೆ ಸಲ್ಲಿಸಲು ಈಗಾಗಲೇ ರಾಜ್ಯದ 26 ಜಿಲ್ಲೆಗಳಿಂದ ಅರ್ಜಿಗಳು ಬಂದಿದ್ದು ಉಳಿದ 4 ಜಿಲ್ಲೆಗಳಿಂದ ಅರ್ಜಿ ಬಂದ ನಂತರ ರಾಜ್ಯದಾದ್ಯಂತ ಅಗತ್ಯ ಮಾಹಿತಿ ನೀಡುವ ಯೋಜನೆ ನಮ್ಮದಾಗಿರುತ್ತದೆ.

ಈ ದೆಸೆಯಲ್ಲಿ ಸರ್ಕಾರದ ಕಡೆರಿಗಳ ಮಾಹಿತಿಯನ್ನು ಅಗತ್ಯನುಗುಣವಾಗಿ ಕ್ರೋಢೀಕರಿಸಲಾಗಿದ್ದು ಕ್ರೋಢೀಕರಿಸಿದ ಮಾಹಿತಿಯ ಸೇವೆಯನ್ನು ಸಾರ್ವಜನಿಕರಿಂದ ಅರ್ಜಿ ಹಾಗೂ ಮಾಹಿತಿಗೆ ತಕ್ಕ ಶುಲ್ಕವನ್ನು ಪಾವತಿಸಿಕೊಂಡು ನೀಡಲಾಗುತ್ತಿದೆ. ಈ ಕುರಿತಂತೆ **ಜಮೀನು ದಾಖಲೆಗಳ ಮಾಹಿತಿ ಮತ್ತು ಸಲಹಾ ಕೇಂದ್ರ** ಪ್ರಾರಂಭಿಸಲಾಗಿದ್ದು ಇದರ ಪ್ರಯೋಜನವನ್ನು ಸಾರ್ವಜನಿಕರು ಕೆಳಕಂಡಂತೆ ಇಂದಿನಿಂದ ಪಡೆದುಕೊಳ್ಳಬಹುದಾಗಿದೆ.

- ವಿವಿಧ ಯೋಜನೆಗಳ / ಕೈಗಾರಿಕೆಗಳ ಯೋಜನಾ ಪರದಿ ತಯಾರಿಕೆ.
- ನಿಮ್ಮ ಜಮೀನಿನ ದಾಖಲೆಗಳ ಸಮರ್ಪಕ ತಿದ್ದುಪಡಿ ಅಗತ್ಯತೆ ಕುರಿತು ಸಲಹಾ ಮಾಹಿತಿ.
- ನಿಮ್ಮ ಗ್ರಾಮದಲ್ಲಿ ಬರುವ ಎಲ್ಲಾ ಸರ್ವೆ ನಂಬರುಗಳ ನಾಮಾಂಕಿತ ಆಧಾರಿತ ಮಾಹಿತಿ.
- ಗ್ರಾಮ ಪಂಚಾಯತಿ ಕರ ಪರಿಷ್ಕರಣಾ ಪೂರಕ ಕಾರ್ಯ.
- ನಿಮ್ಮ ಮತಗಟ್ಟೆಯ ಮತದಾರರ ಪಟ್ಟಿ (ಸರ್ಕಾರದ ವೆಬ್‌ಸೈಟ್ ನಲ್ಲಿರುವಂತೆ)
- ರಾಜ್ಯದ ಬರ ನಿರ್ವಹಣೆಯ ಕ್ರೋಢೀಕರಣ.

**ಇನ್ನೂ ಅನೇಕ ಸಾರ್ವಜನಿಕರಿಗೆ ಅಗತ್ಯದ ಮಾಹಿತಿ ಮತ್ತು ಸೇವೆಯನ್ನು ನೀಡಲಾಗುತ್ತದೆ.**

**ಕರ್ನಾಟಕ ನಾಗರಿಕರಿಗೆ ಸೇವೆಗಳ ಹಿತಾಸಕ್ತಿ ಅಧಿನಿಯಮ 2011**

**ಇಂದು ನಾಳೆ ಎನ್ನುವ ಮಾತಿಲ್ಲ**

**ಮುಖ್ಯಾಂಶಗಳು**

- 30 ಇಲಾಖೆಗಳಲ್ಲಿ ಕಾರ್ಯದ ಸೇವೆ (ಹುಟಿ-2(ಸಿ) ಹಾಗೂ 2 (ಎಲ್) | ಕಂದಾಯ ಇಲಾಖೆ, ನಗರಾಭಿವೃದ್ಧಿ ಇಲಾಖೆ, ಆಹಾರ ಮತ್ತು ಸಾಹಿತ್ಯ ಸೇವಾ ಇಲಾಖೆ, ಸಾಂಸ್ಕೃತಿಕ ಇಲಾಖೆ, ಲಲಿತಾಕಾಶ ಇಲಾಖೆ, ಶಿಕ್ಷಣ ಇಲಾಖೆ, ಆರೋಗ್ಯ ಮತ್ತು ಕುಟುಂಬ ಕಲ್ಯಾಣ ಇಲಾಖೆ, ಗ್ರಾಮೀಣ ಅಭಿವೃದ್ಧಿ ಮತ್ತು ಪಂಚಾಯತ್ ರಾಜ್ ಇಲಾಖೆ, ಆರ್ಥಿಕ ಇಲಾಖೆ, ಕಾರ್ಮಿಕ ಇಲಾಖೆ ಮತ್ತು ಮಹಿಳಾ ಮತ್ತು ಮಕ್ಕಳ ಅಭಿವೃದ್ಧಿ ಇಲಾಖೆ.
- 265 ಸರ್ಕಾರಿ ಸೇವೆಗಳನ್ನು ಕಾರ್ಯನಿರ್ವಾಹಕ ಸಂಸ್ಥೆಗಳಿಗೆ ಸಂದಾಯಿಸಿ ಪಟ್ಟಿ (ಹುಟಿ 3 (1)).
- ಸೇವೆ ನೀಡಲು ಇದ್ದ ಸಂಕಟ ನೋಟೀಸು ಹಾಗೂ ರೂ. 20/- ಗಳಂತೆ ಪ್ರತಿ ಪ್ರಕಾರದಲ್ಲಿ ಎರಡು ಅಥವಾ ಮೂರನೇ ರೂ. 500/- ಗಳಂತೆಗೆ ಪರಿಷ್ಕರಿಸಿ ಶುಲ್ಕ ಸಂಪಾದಿಸುವ ಧರಿಸುವುದು.
- ತಕ್ಷಣ ಸಂಕಟ ನೋಟೀಸು ಸಲ್ಲಿಸಿದ ಅಧಿಕಾರಿ / ಮೇಲ್ವಿಚಾರಣಾ ಅಧಿಕಾರಿಗಳು ಸಾರ್ವಜನಿಕರಿಗೆ ಕಾರ್ಯನಿರ್ವಾಹಕ ಸಂಸ್ಥೆಗಳಿಗೆ ಪರಿಷ್ಕರಿಸಿ ಶುಲ್ಕ ಮತ್ತು ನಿರೀಕ್ಷಿಸಿದ ಒದಗಿಸುವುದು.
- ಪ್ರತಿ ಕಛೇರಿಯಲ್ಲಿ ಸಾರ್ವಜನಿಕ ಮಾಹಿತಿ ಸೂಚನಾ ಫಲಕ ಇಟ್ಟಿರುವುದು.
- ಸೇವೆ ಪಡೆಯಲು ಹೆಚ್ಚಿನ ಸಮಯ ಅಧಿಕಾರಿ / ಸಕ್ರಮ ಅಧಿಕಾರಿ / ಮೇಲ್ವಿಚಾರಣಾ ಅಧಿಕಾರಿ ದಿವರ, ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಧಿಕಾರಿಗಳ ಸಮೀಪ ಕುಳಿತು, ದಾಖಲಾತಿಗಳ ನಿರೀಕ್ಷಿಸುವುದು.
- ಅರ್ಜಿಗಳ ಸ್ವೀಕೃತಿ ಟ್ರಗ್ ಪರಿಷ್ಕರಿಸಲು ಸಾರ್ವಜನಿಕ ಮತ್ತು (ಸೆ ಕೇಂದ್ರ / ಸಂಪ್ರಾಂಶ / ಎಸ್.ಎಂ.ಎಸ್. / ಇ-ಮೈಲ್ (080-44554455, kgsc@nic.in, www.kgsc.kar.nic.in)

**ತುಮಕೂರು ತಾಲ್ಲೂಕಿನ ಸಹಾಯವಾಣಿ 9900350591 ಸಂಖ್ಯೆಗೆ ಕರೆ ಮಾಡುವ ಮೂಲಕ ಕುಂದು-ಕೊರತೆ ನೋಂದಾಯಿಸಬಹುದಾಗಿದೆ.**

- ಮಾರ್ಚ್ 1 ರಿಂದ 4 ತಾಲ್ಲೂಕಿನಲ್ಲಿ ಪ್ರಾರಂಭ (ಛಾಂದನ, ಬೀದನ, ಬತ್ತದಗ, ಹುಕ್ಕೇರಿ, ಅಯ್ಯನೂರು ಬೀದನ ಮತ್ತು ಮುಜಿನೂರು ಬೀದನ).
- ಏಪ್ರಿಲ್ 2 ರಿಂದ ರಾಜ್ಯಾದ್ಯಂತ ಶಾರಣ.
- ಪರ್ವದಿಡಿ ಯಾವುದೇ ನಿರೀಕ್ಷಿಸು / ತಕ್ಷಣ ಮಾಹಿತಿ ಇದ್ದ ಅಧಿಕಾರಿಗಳಿಗೆ ಸರ್ಕಾರದಿಂದ ಪ್ರಕಟ ಪ್ರಕ್ರಮ.

: ಸರ್ಕಾರದ ನೆರವಿನಲ್ಲಿ ಪ್ರಕಾರ ಸೇವೆ ಒದಗಿಸುತ್ತಿರುವವರು :

**ಬಿ.ಎ. ಮಂಜುನಾಥ, ಮುಖ್ಯಸ್ಥರು**

ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮಾಹಿತಿ ಕ್ರೋಢೀಕರಣ ಮತ್ತು ಸಂಪರ್ಕ ಕೋಶ  
ಜ್ಯೋತಿಸಗರ, ಶಿರಾ - 572 137, ತುಮಕೂರು ಜಿಲ್ಲೆ.

ಪುಸ್ತಕ ಮಾರ್ಕೆಟಿಂಗ್, ಬೆಂಗಳೂರು

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