



June - 2013 Report

The Karnataka Sakala Services Act 2011



Meet the Minister - Every First & Second Wednesday

Total Disposals - 2,64,73,900

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Department of Personnel and Administrative Reforms (Administrative Reforms)

Call Center : 080 - 4455 4455, Website : sakala.kar.nic.in e-mail : sakala@nic.in

The Karnataka Sakala Services Act 2011



Report Card for the month of June
2013



Sri Siddaramaiah
Hon'ble Chief Minister

Karnataka Sakala Services Act – 2011



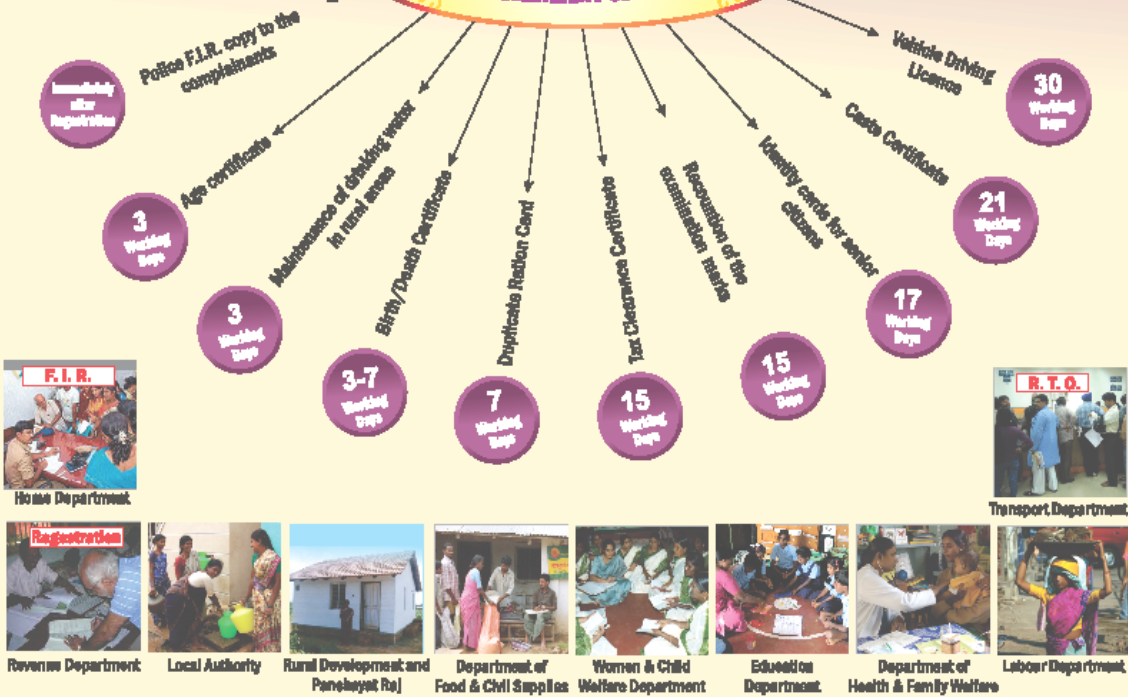
“No More Delays ... We Deliver On Time”



SAKALA

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375 GOVERNMENT SERVICES



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 e-mail: sakala@nic.in

Employees Compensate Citizens @ Rs. 20/- (up to Rs. 500/-) for every day's delay in services



Message:

Steering Karnataka to greater heights and making it a model state in the country is my team's fundamental aspiration. Towards this endeavour, many programs of different magnitude have been and will be taken up. There is no place for complacency. One important aspect of this is the QUALITY of our citizens' lives.

In my last month's message to you, I had stated that though Sakala has made good inroads, still many aspects need introspection and fresh thinking. On this count, the Sakala team along with my cabinet colleagues have come up with 110 new services to be added to Sakala to be started from Independence Day to free the citizens from bureaucratic delays. This takes Sakala to a new high – 375 services. This has been approved in the cabinet meeting. This will improve the lives of some of our most noble souls – the Teaching fraternity, besides other citizens.

Our aim is to come up with innovative and improved service delivery which will enrich the lives of our citizens. We want to bring dawn in their lives by giving them what they deserve. Let there be services delivered not only in time, but also in high quality and with the right spirit and reason. Tagore said “Where the clear stream of reason has not lost its way..... ..Into the dreary desert sand of dead habit”

Let us all strive to make every decision to better the lives of others!

Jai Karnataka!

Siddaramiah
Chief Minister



T.B. JAYACHANDRA
Minister for Law, Justice and
Human Rights, Parliamentary
Affairs & Legislation, Animal
Husbandry and
Tumkur District In-charge



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No. LAW/A&H/772/2013

Dated: 08th July 2013

Message:

As the Saying goes “A connected workforce realise better results” – is true in many ways. With the introduction of 110 new services, more and more citizens are about to be benefitted. Today we are the highest in the country in terms of the number of services delivered and we are surely the fastest to reach the 2.7 crore mark. This has been possible only with the participation of our citizens who have come forward to believe in the system. The departments are working in a professional manner and together working in unison for the common good of our citizens. There is a connect between various stakeholders and the citizens – which is yielding good results.

Coming to this month’s statistics, I see a substantial increase in applications receipts during the month – we had about 30 lakh applications received in this month – *This is the highest no of receipts since the inception of SAKALA*. With schools season and admission period starting, I am sure departments will keep pace and ensure undue delays and pendency is not the order of the day. Though, I must admit that delayed disposals have come down to a good extent and also pendency during the month. The machinery has put in the good work and we hope to see that continue. Keep up the good work!

In my interaction through ‘hello geleyere’ -the TV program where direct interaction with citizens is facilitated, I realised that there can be a better connect in some areas. In this direction, I have personally written to my cabinet colleagues handling the Revenue, RDPR, Women & Child, Agriculture, Health & Family Welfare, Primary & secondary Education and Transport to join me on the first or Third Wednesday to interact with citizens and understand their problems directly. This will be a faster interactive and effective mode of grievance redressal.

T.B. JAYACHANDRA
Minister for Law, Justice and
Human Rights, Parliamentary
Affairs & Legislation, Animal
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Tumkur District In-charge

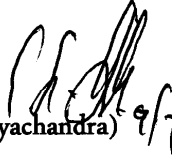
Specific request to the Agriculture Department –use of 'Raitha Samparka Kendra' – which has good infrastructure to cater to Sakala services could be used to reach every farmer. A nodal officer may be named to ensure the start of this initiative. Requisite training can be imparted to these centres.

Similarly, I have requested Rural Development Department also to facilitate Sakala online services at village levels .This can be initiated through an awareness program by each of the department. 'Citizen services @ villages'. I have requested the concerned minister to lead the initiative.

Encouragement to women to open Cyber cafes for self employment and provide Sakala services through these would help in the economic well being of our women. This may be initiated by having a program called 'Sakala for women' at the grass root level.

As we move further, more innovation and citizen friendly initiatives should be taken up, and as the Law minister of the state, I would encourage anything that benefits our citizens. The online service readiness is a good step in this direction.

Let us strive to *connect effectively* with our Citizens!


(T.B Jayachandra) 9/7

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Chapter 1:

From the Desk of the Mission Director:

It is indeed heartening to note that finally the backlog of pendency created on account of ban imposed during elections has dissolved in Revenue dept. We see fall in the delays & pendency as well as rejections in the month. There has been significant traction especially in the Revenue department where there is a substantial reduction in delays. This has been possible with the fullest co operation of the Department as well as support from the DCs besides some field visits which reiterated the speedy delivery of citizen services under Sakala. Here are some highlights for the month:

1. RANKING:

Rank	District	District	Rank
1	<i>Chamarajanagar</i>	<i>Bidar</i>	30
2	<i>Koppal</i>	<i>Gulbarga</i>	29
3	<i>Chitradurga</i>	<i>Shimoga</i>	28

Some exceptional performance is seen in Bijapur, Raichur, and Yadgir. From being ranked very low in the last month, we have seen them rise to the higher ranks in the current month. I most certainly wish the tempo is maintained and support from the mission side is always on your side. Steep fall noticed for Udupi & Dakshina Kannada.

2. ADDITION OF SERVICE: The third edition of SAKALA SERVICES ACT has been made with the addition of 110 services by including new departments in Co operations (1 service), Excise(6 services),Sericulture (5 services) & Education (76 services). This will add more value to the citizens. This will be effective from 16 Aug 2013.

3. ONLINE SERVICES: About 31 services are identified & ready to be delivered online through Sakala. There are about 79 services that are ready with the software; however integration with Sakala is pending. The final integration points are being worked out. These services can be availed by citizens at the convenience of their homes or nearest internet centre.

4. CYBER CENTRES: The Mission has also provided guidance for Cyber centres to deliver these online services from as many points. The modalities have been finalised. These centres would work under their respective districts. In addition, they can also avail of the Urban & RDPR self employment schemes to fund themselves for such an initiatives. I urge all DCs to guide the interested parties in this regard.

5. FALL IN PENDENCY: The pendency at the end of the month stood at 6654. This has been a great improvement from last month's 33227. Over 26573 applications have been delivered which were pending.

6. FALL IN DELAYED DISPOSALS: From 9.82% last month's close to 2.71% this month. Every district worked really hard to get this delayed percentages down. Nearly 80% of delayed disposals have been cut down, in spite of the spike in applications during the month due to admission season.

7. FALL IN REJECTIONS: Again this month saw a fall in the rejection of applications. Rejection currently stands at 3.76% which is a marked improvement from 6% of the last month.

8. PERFORMANCE RANKING: DITCs are responsible for assisting the district administration in monitoring Sakala's progress. Based on the 4 parameters of Applications (Receipts & Disposals), Delays, Rejection and Helpdesk, DITCs are performance evaluated.

9. COMPLAINTS: We also notice a sharp fall in the complaints during the month. We received in all 129 complaints. Of the total 2176 complaints received, 500 are in the process of resolution, while 1676 have been resolved after confirmation from citizens.

10. COMPENSATION CLAIM: 2 citizens claimed compensation during the month. Details as below:

Name	Service Sought	Amount Paid	Office Details
Hasana Sha	Pension services	140	Hunasgi Special Tahsildhar, Yadgir
BB Jaya	NA Conversion	260	DC - Hassan

11. FIELD VISIT: Continuing our field Visit to Various locations, the Sakala Team took up 5 field/Inspection visits to Bangalore Urban, Tumkur, Hassan, Kolar & Chikkamangalur.

12. ADOPTING TO LMS/FMS: In an important process improvement initiative, The Letter Monitoring system (LMS) & File Monitoring system (FMS) has been initiated across 31 departments and all the Deputy Commissioner's office. This will pave the way for a more organised correspondence and reduce delays within offices. NIC is currently finalising the nitty-gritty of the same.

13. INVITATION: A formal invite has been extended to me as the head of Sakala to participate in the International workshop on service delivery with Institute of Social Studies, Hague. The workshop will have representatives from the field of service delivery such as academics, bureaucrats, civil society organisations and international organisations.

Dr Shalini Rajneesh

Mission Director- Sakala

Part a) Cumulative Receipts & Disposals:

Cumulative data of Departments & Corporations taken as of 2 July 2013		
DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS
AYUSH DEPARTMENT	701	699
BDA	2797	2739
BMTC	541565	540685
BWSSB	11845	11621
BBMP	146195	143679
Other CITY CORPNs	175376	173469
CITY MUNICIPAL COUNCIL	391076	386169
COMMERCE AND INDUSTRIES DEPARTMENT	23553	23473
COMMERCIAL TAXES DEPT	2224395	2203371
DEPT of FACTORIES & BOILERS	11765	10937
DEPT OF ARCHIVES	116	116
DPAR	504	487
DEPARTMENT OF PUBLIC INSTRUCTION	33314	31841
DIR. OF PRINTING Stationeries	1	1
DRUGS CONTROL DEPARTMENT	12903	12671
ESIC	591	138
FIRE SERVICES DEPARTMENT	1727	1725
FISHERIES DEPARTMENT	445	420
FOOD AND CIVIL SUPPLIES DEPARTMENT	2003721	2000957
HEALTH AND FAMILY WELFARE DEPARTMENT	241390	240781
HOME DEPARTMENT	1120282	1102872
INFN. DEPARTMENT	180	177
IGR	1040401	1038996
KANNADA AND CULTURE	202	202
KARNATAKA HOUSING BOARD	2788	2651
SLUM DEVELOPMENT BOARD	163	124
KSPCB	339	323
LABOUR DEPARTMENT	155248	153178
NEKRTC	41259	40889
NWKRTC	20993	20179
PRE-UNIVERSITY BOARD	75244	70886
PWD & Inland Water	320	314
REVENUE DEPARTMENT	13645820	12940483
RDPR	523705	511090
SECRETARIAT	1	1
Survey & Settlement	237548	227478
TOWN MUNICIPAL COUNCIL	284892	282008
TOWN PANCHAYAT	104170	102996
TRANSPORT CORPN	641647	639732
TRANSPORT DEPARTMENT	3470408	3403737
WOMEN AND CHILD WELFARE DEPARTMENT	125070	124885
Total:	27314660	26449180

Part b) Overall Performance Ranking-Districts

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))
Chamarajanagar	65605	58705	0.3	4	6560	5	1
Koppal	96366	90262	1.6	14	7412	1	2
Chitradurga	107622	100138	1.1	9	6726	4	3
Hassan	116936	115126	1.5	12	6878	3	4
Mandya	127828	124526	1.7	15	7101	2	5
Uttara Kannada	82254	80939	0	1	5875	9	6
Raichur	118609	103711	3.1	24	6242	7	7
Chikkaballapura	62079	62654	0.1	3	5173	16	7
Bijapur	113401	96869	1.3	11	5400	13	9
Haveri	74400	70632	0	1	4960	18	10
Ramanagara	63138	64386	5.3	29	6313	6	10
Kodagu	28212	25569	1.9	16	5642	12	12
Yadgir	68174	52212	5.7	30	6197	8	13
Tumkur	149336	146484	4.8	27	5743	10	14
Chikmagalur	58468	57075	2.2	20	5315	14	15
Bangalore Rural	51572	50770	4.8	27	5730	11	15
Gadag	46827	46209	0.5	8	4682	20	17
Kolar	74767	69319	1.9	16	4984	17	18
Dharwad	79835	76536	0.4	5	4435	23	19
Bangalore	496875	509381	4.6	26	5230	15	20
Bagalkot	81612	79758	1.9	16	4534	22	21
Mysore	142880	135175	2.9	23	4926	19	21
Davanagere	73719	67322	0.4	5	3879	28	23
Belgaum	199517	181239	1.2	10	4245	26	24
Bellary	116764	104453	2.7	22	4670	21	25
Shimoga	73184	69876	1.9	16	4304	25	26
Udupi	46487	53376	1.5	12	4226	27	27
Dakshina Kannada	72022	70439	0.4	5	3601	30	27
Gulbarga	109718	95857	3.8	25	4388	24	29
Bidar	64227	50340	2.4	21	3778	29	30
Total	3062434	2909338	2.71				

Notes: Chamarajanagar & Hassan has shown consistent performance. Yadgir, Raichur & Bijapur has done very well to improve rankings. Chitradurga has moved up. Udupi & Dakshina Kannada has slipped to the last ranks. Mysore & Chikmagalur has further slipped down. Tumkur, Kolar has moved up a few ranks. Overall, Receipts of applications has improved in the state.

Part c) Overall Performance Ranking-Taluks

Top 10 Best performing Taluks

Taluk	District	Rank
Bangalore Urban	Bangalore North	1
	Bangalore East	2
	Bangalore South	3
Dharwad	Hubli	4
	Dharwad	5
Bangalore Urban	Anekal	6
Tumkur	Kunigal	7
Belgaum	Ramdurg	8
Uttara Kannada	Haliyal	9
Koppal	Kushtagi	10

Top 10 worst performing Taluks

Taluk	District	Rank
Haveri	Hangal	168
Davanagere	Chennagiri	169
Dakshina Kannada	Bantwal	170
Udupi	Karkala	171
Bellary	Sandur	172
Chikkamagalur	Koppa	173
Shimoga	Hosanagara	174
Dakshina Kannada	Sulya	175
	Belthangadi	176
Bangalore Urban	Yelahanka	177

Notes: Yelahanka has been in the last 10 ranks for the third consecutive month. While most of Yelahanka's siblings are doing well securing the top 3 spots for Bangalore Urban. While 3 districts of Dakshina Kannada has slipped to the bottom 10 ranks. This has pulled down the ranking of the district.

Chapter-2
Department wise performance Report
Revenue Department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C) Current Month	Previous Month's Delayed disposal Status	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))
Chitradurga	83582	75579	1.2	4.6	9	5223	1	1
Chamarajanagar	46137	38420	0.4	5.5	7	4613	4	2
Hassan	82349	80667	1.7	19.7	12	4844	2	3
Mandya	80187	76582	1.7	9.7	12	4454	5	4
Koppal	60574	55413	2.4	15.4	17	4659	3	5
Haveri	49483	45911	0	2.0	1	3298	11	6
Bijapur	71977	55052	1.5	22.5	11	3427	9	7
Chikkaballapura	38105	39135	0.1	0.6	3	3175	14	8
Kodagu	18170	15296	2.7	24.3	18	3634	8	9
Raichur	79551	63978	3.6	32.2	21	4186	7	10
Gadag	31208	29719	0.4	12.6	7	3120	15	11
Yadgir	46760	32388	7.7	20.9	28	4250	6	11
Bangalore Rural	29930	29937	5.4	6.9	25	3325	10	13
Uttara Kannada	39040	38132	0	1.2	1	2788	21	14
Kolar	43909	38781	2.2	20.7	15	2927	17	15
Tumkur	84510	82094	6.5	13.9	27	3250	12	16
Chikmagalur	34309	32772	3.2	11.2	20	3119	16	17
Ramanagara	32103	32986	9	40.0	29	3210	13	18
Dharwad	41245	37215	0.1	2.1	3	2291	25	19
Belgaum	123116	105529	1.4	15.3	10	2619	22	19
Bellary	70795	58713	3.6	14.8	21	2831	18	21
Davanagere	41615	34495	0.1	16.1	3	2190	27	22
Shimoga	40980	37035	2.3	22.7	16	2410	23	23
Mysore	81164	74899	4	13.2	23	2798	20	23
Gulbarga	70759	57279	5.5	14.4	26	2830	19	25
Dakshina Kannada	25424	23885	0.3	7.7	6	1271	29	26
Bidar	40927	27898	4	44.7	23	2407	24	27
Udupi	22244	28009	1.9	6.2	14	2022	28	28
Bagalkot	40341	39244	2.9	10.9	19	2241	26	29
Bangalore	58244	66360	10.3	21.1	30	613	30	30
Total	1608738	1453403						

Notes: - you will observe that every single district has reduced its delayed disposal rates in the last month. Highlighted in yellow is the last month's values (col 5), while Col 4 is the current month's delayed disposal rates. Applications have also nearly doubled with the school season in the month. Haveri, Chikkaballapura & Uttara Kannada though low in the last month further reduced the delayed to zero or near zero.

(b)Inspector General of Registration:-

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))
Mysore	11535	11467	0.4	7	397	4	1
Ramanagara	4109	4001	1.4	15	410	3	2
Chikkaballapura	3238	3200	0	1	269	12	3
Gadag	3276	3263	1.4	15	327	6	3
Bangalore Rural	4904	4878	9.1	30	544	1	5
Haveri	4018	3990	0.1	3	267	13	6
Raichur	7901	8087	3.9	29	415	2	7
Bagalkot	5334	5315	1.4	15	296	8	7
Yadgir	2825	2813	0	1	256	15	9
Mandya	5073	5063	1.4	15	281	9	9
Bidar	4748	4780	0.9	13	279	10	11
Bangalore	34575	35014	3.3	27	363	5	12
Dharwad	5361	5336	2	24	297	7	13
Hassan	4548	4511	0.6	11	267	13	14
Shimoga	4330	4293	0.4	7	254	17	15
Chikmagalur	2738	2737	0.1	3	248	20	16
Kodagu	1280	1258	1.4	15	256	15	17
Tumkur	7230	7202	3.4	28	278	11	18
Udupi	2640	2616	0.1	3	240	22	19
Bellary	6349	6293	1.1	14	253	18	20
Koppal	3277	3296	1.6	20	252	19	21
Dakshina Kannada	4334	4346	0.4	7	216	25	22
Kolar	3429	3375	0.7	12	228	23	23
Chamarajanagar	2115	2102	0.2	6	211	26	24
Bijapur	5151	5129	1.8	22	245	21	25
Uttara Kannada	1554	1548	0.5	10	111	30	26
Davanagere	4273	4319	2.6	26	224	24	27
Gulbarga	5090	5084	1.7	21	203	27	28
Chitradurga	2663	2631	1.8	22	166	29	29
Belgaum	8948	9032	2.5	25	190	28	30
Total	166846	166979					

Notes:-Raichur & Bangalore show relatively high delayed disposals. Davanagere & Belgaum also need improvement.

Survey & Settlement:-

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))
Uttara Kannada	2356	2244	0	1	168	1	1
Chikkaballapura	1868	1743	0	1	155	2	2
Chitradurga	1783	1589	1.3	6	111	6	3
Koppal	1486	1177	2.1	10	114	5	4
Mandya	2710	2588	15.5	23	150	3	5
Tumkur	3827	3606	17.9	24	147	4	6
Shimoga	1477	1461	2.3	11	86	10	7
Haveri	976	954	0.9	5	65	14	8
Udupi	1171	1181	9.7	20	106	8	9
Bangalore Rural	805	805	11.7	21	89	9	10
Hassan	1859	1706	21.0	26	109	7	11
Belgaum	3105	3080	4.4	13	66	13	12
Bagalkot	1270	1257	6.4	16	70	12	13
Bijapur	1372	1227	4.1	12	65	14	14
Chamarajanagar	520	473	0	1	52	22	15
Dakshina Kannada	1043	997	0	1	52	22	15
Mysore	2211	1999	22.2	27	76	11	17
Raichur	1244	1070	12.1	22	65	14	18
Chikmagalur	690	639	6.4	16	62	18	19
Kodagu	312	304	7.6	18	62	18	20
Gulbarga	1504	1492	6	15	60	20	21
Gadag	407	376	1.3	6	40	25	22
Yadgir	712	613	45.8	29	64	17	23
Davanagere	550	515	1.7	9	28	27	24
Dharwad	495	465	1.5	8	27	28	25
Kolar	635	635	7.9	19	42	24	26
Bangalore	5664	5361	44.5	28	59	21	27
Bidar	420	391	4.6	14	24	29	28
Bellary	822	851	20.7	25	32	26	29
Ramanagara	141	172	74.4	30	14	30	30
Total	43435	40971					

Notes: - Uttara Kannada & Chikkaballapura show zero delays in spite of High numbers. Bangalore, Ramanagara, Mysore Yadgir & Hassan are showing poor delayed disposals and need immediate focus, especially Ramanagara.

Transport Department (Core)

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	5561	6244	0	1	505	3	1
Dakshina Kannada	10546	10687	0.1	6	527	2	2
Bangalore Rural	4032	3774	0.1	6	448	4	3
Bangalore	74041	67019	0.3	15	779	1	4
Uttara Kannada	5124	5259	0	1	366	9	5
Kodagu	1991	1944	0.3	15	398	6	6
Haveri	4801	4128	0	1	320	14	7
Davanagere	7127	7437	0.3	15	375	8	7
Chikmagalur	3784	3892	0.2	11	344	10	9
Mysore	9993	9746	0.3	15	344	10	10
Dharwad	7018	6748	0.8	24	389	7	11
Shimoga	7591	7704	2.9	29	446	5	12
Hassan	4667	5076	0	1	274	18	13
Chikkaballapura	3297	3235	0.1	6	274	18	14
Bellary	6981	6729	0.2	11	279	17	15
Belgaum	16136	15292	0.8	24	343	12	16
Raichur	5552	5038	0.3	15	292	16	17
Mandya	5653	5665	0.4	20	314	15	18
Bagalkot	5866	5189	1.3	26	325	13	19
Tumkur	6905	6413	0.2	11	265	21	20
Chamarajanagar	2351	2374	0	1	235	27	21
Gulbarga	6524	7145	0.1	6	260	25	22
Yadgir	1862	1635	0.1	6	169	28	23
Ramanagara	2514	2381	0.2	11	251	26	24
Gadag	2641	2712	0.7	23	264	22	25
Chitradurga	4296	4031	2.8	28	268	20	26
Koppal	3404	3095	0.5	22	261	24	27
Bijapur	5518	5414	2.5	27	262	23	28
Bidar	2669	2864	0.4	20	157	29	29
Kolar	1973	2037	4.6	30	131	30	30
Total	230418	220907					

Notes:-Kolar & Chitradurga need to review their delayed disposal pattern. Most other districts are doing well.

Transport Corporations:-

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))
Ramanagara	8126	7874	0	9	812	1	1
Kolar	6476	6192	0	9	431	3	2
Mandya	7188	7165	0	9	399	4	3
Hassan	5896	5778	0	9	346	6	4
Chikmagalur	5109	5104	0.1	20	464	2	5
Chamarajanagar	1562	1556	0	9	156	7	6
Chikkaballapura	1690	1682	0	9	140	8	7
Bangalore Rural	918	917	0	9	102	10	8
Tumkur	9836	9816	0.3	24	378	5	9
Dakshina Kannada	1961	1524	0	9	98	12	10
Davanagere	2516	2512	0.4	25	132	9	11
Shimoga	602	596	0	9	35	17	12
Yadgir	981	980	0.1	20	89	13	13
Gadag	165	164	0	9	16	19	14
Kodagu	504	85	1.2	28	100	11	15
Udupi	714	663	0.2	22	64	14	16
Belgaum	556	517	0	9	11	21	25
Mysore	1875	1764	0.5	26	64	14	26
Chitradurga	757	748	0.5	26	47	16	27
Bangalore	1900	1899	0.2	22	20	18	28
Bijapur	283	286	1.4	30	13	20	29
Bidar	86	86	1.2	28	5	22	30
Total	59701	57908					

Note:-Showing increased applications and well managed delayed disposal trends.

BMTC:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Bangalore	148389	148390	0

Notes: Consistently at zero delays over the months.

NEKRTC:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Yadgir	4583	4285	0
Bidar	4714	4701	0
Raichur	4188	4185	0
Bijapur	4238	4139	0
Bellary	3159	3106	0.3
Koppal	1576	1498	0.1
Gulbarga	1841	1733	0.2
Total	24299	23647	

NWKRTC:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Uttara Kannada	8890	8403	0
Haveri	1007	775	0
Dharwad	993	990	0
Belgaum	976	967	0
Gadag	59	12	0
Bagalkot	594	573	0.2
Total	12519	11720	

Notes: Increase in applications seen with the school season seen. Well managed delayed disposals seen. Why Gadag is showing low applications need review. Compare to NEKRTC, NWKRTC is lower in applications.

Rural Development & Panchayat Raj:

District	No. of GSC receipts during the month (A) Current Month	Previous Month Receipts	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))
Davanagere	3655	5548	3868	0	1	192	1	1
Mandya	3151	3450	2746	0	1	175	2	2
Chamarajanagar	1321	1721	1590	0.1	6	132	3	3
Bijapur	2443	1457	2595	1.1	12	116	5	4
Bagalkot	1422	2068	1444	0.2	7	79	8	5
Udupi	1240	1216	1154	1.5	15	112	6	6
Uttara Kannada	1018	781	793	0	1	72	12	6
Ramanagara	806	643	746	2	16	80	7	8
Dakshina Kannada	1509	1600	1624	0.2	7	75	11	9
Gulbarga	2982	4662	2809	5.2	24	119	4	10
Hassan	1310	1462	1117	0.6	11	77	10	11
Haveri	1081	740	868	0.3	10	72	12	12
Kodagu	260	370	249	0	1	52	16	13
Mysore	2265	210	1737	5	23	78	9	14
Chikkaballapura	587	489	655	0.2	7	48	17	15
Chikmagalur	796	699	769	3.4	20	72	12	16
Chitradurga	705	358	569	1.4	14	44	18	17
Tumkur	1474	501	1089	5.7	26	56	15	18
Bellary	1059	1053	1060	2.4	17	42	19	19
Dharwad	137	364	99	0	1	7	27	20
Koppal	525	351	406	2.7	18	40	20	21
Belgaum	1326	990	1202	1.2	13	28	24	22
Kolar	468	242	288	2.8	19	31	22	23
Shimoga	584	289	521	4.4	22	34	21	24
Bangalore Rural	265	227	242	5.4	25	29	23	25
Bidar	290	263	219	3.7	21	17	25	26
Gadag	115	437	90	8.9	27	11	26	27
Bangalore	215	252	177	9	28	2	28	28
Yadgir	21	15	27	37	30	1	29	29
Raichur	2	10	5	20	29	0	30	30
Total	33032		30758					

Notes: Marginal rise in the application receipts for the month. Yadgir & Raichur show poor receipts delayed disposal trends. 9 districts have shown increase in applications with Mysore showing best improvements. While Gulbarga, Davanagere have dropped drastically down. Other districts remain status Quo. In a special Analysis, those marked in red are where application counts have fallen, and those in Green are where there is an increase.

- **Urban Development Department:**

1) *Bangalore Development Authority:*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)
Bangalore	208	188

2) *Bangalore Water Supply & Sewage Board:*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Bangalore	608	418	20.7

Notes: High delayed disposal seen.

3) *BBMP*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Bangalore	8300	7669	7.2

Notes: Delayed disposals are high. Applications continue to be low.

4) *City Corporation (other than BBMP)*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Dakshina Kannada	2606	2591	0
Belgaum	4120	3940	0.1
Dharwad	1212	1264	0.8
Davanagere	1197	1171	0.2
Gulbarga	1157	1097	4.6
Mysore	1104	1120	4.3
Bellary	883	745	11.9
Total	12279	11928	

Notes: Very low applications seen in Bellary.

5) CMC:

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))
Kolar	1956	2027	0	1	130	2	1
Bagalkot	2742	2656	0.1	12	152	1	2
Uttara Kannada	1613	1668	0	1	115	6	3
Kodagu	556	518	0	1	111	7	4
Haveri	1477	1474	0	1	98	9	5
Chamarajanagar	950	1045	0	1	95	10	6
Bijapur	1832	1828	0	1	87	11	7
Koppal	1549	1526	0.6	18	119	4	8
Udupi	1223	1276	0.1	12	111	7	9
Ramanagara	1268	1280	1.5	23	126	3	10
Shimoga	1991	2011	0.7	19	117	5	11
Chitradurga	1339	1332	0	1	83	13	12
Tumkur	2071	2298	0	1	79	15	13
Chikkaballapura	1037	1022	0.1	12	86	12	14
Gadag	751	702	0	1	75	17	15
Bangalore Rural	561	492	0	1	62	20	16
Belgaum	1574	1524	0	1	33	21	17
Mandya	1485	1485	1.5	23	82	14	18
Bidar	1174	1102	0.5	16	69	19	19
Chikmagalur	837	822	3.2	26	76	16	20
Raichur	1412	1298	2.2	25	74	18	21
Davanagere	260	251	0.4	15	13	23	22
Hassan	227	205	0.5	16	13	23	23
Yadgir	305	306	1.3	21	27	22	24
Gulbarga	331	302	1	20	13	23	25
Bellary	181	144	1.4	22	7	26	26
Total	30702	30594					

Notes: Hassan shows poor receipts under this department. Kolar & Tumkur, Belgaum & Chitradurga shows high receipts and near zero delays well managed delayed disposals.

Town Panchayat:

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))
Uttara Kannada	1773	1748	0	1	126	1	1
Kodagu	417	440	0	1	83	2	2
Davanagere	516	513	0	1	27	5	3
Dharwad	445	424	0	1	24	6	4
Dakshina Kannada	433	427	0	1	21	7	5
Mandya	732	727	0.4	12	40	3	6
Bagalkot	567	589	0.8	14	31	4	7
Chitradurga	263	248	0.8	14	16	9	8
Gadag	172	168	1.8	17	17	8	9
Haveri	209	213	0	1	13	15	10
Shimoga	275	282	1.8	17	16	9	11
Chamarajanagara	105	107	0	1	10	17	12
Yadgir	88	85	0	1	8	18	13
Tumkur	378	358	0.6	13	14	13	14
Bellary	403	369	12.7	24	16	9	15
Koppal	71	61	0	1	5	19	16
Belgaum	710	700	2.1	19	15	12	17
Chikmagalur	163	172	2.9	20	14	13	18
Chikkaballapura	46	48	0	1	3	23	19
Bidar	63	71	0	1	3	23	19
Mysore	394	364	4.9	21	13	15	21
Hassan	77	85	1.2	16	4	21	22
Gulbarga	140	107	6.5	22	5	19	23
Raichur	78	161	64	25	4	21	24
Udupi	16	15	6.7	23	1	25	25
Total	8534	8482					

Notes: Hassan, Koppal, Udupi & Bidar show very low applications. This may need review and awareness generation. Raichur shows a very high delayed disposal at 64% in spite of low applications. Uttara Kannada is showing good results.

TMC:

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))
Dakshina Kannada	1604	1601	0	1	80	5	1
Chitradurga	1246	1199	0	1	77	7	2
Gadag	938	879	1	16	93	1	3
Kolar	1341	1301	1.9	18	89	2	4
Uttara Kannada	798	781	0	1	57	10	5
Haveri	843	790	0	1	56	11	6
Udupi	866	869	0.5	13	78	6	7
Bagalkot	1485	1461	2.7	21	82	3	8
Bangalore Rural	730	612	2.5	19	81	4	9
Belgaum	3386	3441	0.1	10	72	8	10
Mandya	1044	1069	0.4	12	58	9	11
Ramanagara	466	481	0	1	46	14	12
Chikkaballapura	661	667	0.1	10	55	12	13
Hassan	938	920	0.8	15	55	12	14
Koppal	241	229	0	1	18	22	15
Dharwad	333	325	0	1	18	22	15
Bellary	632	602	0.7	14	25	18	17
Mysore	1133	1156	1.8	17	39	17	18
Chikmagalur	478	479	4.6	24	43	15	19
Chamarajanagar	409	400	6	28	40	16	20
Davanagere	263	265	0	1	13	28	21
Bangalore	439	445	0	1	4	29	22
Raichur	371	317	3.5	23	19	20	23
Bijapur	512	518	5.6	27	24	19	24
Gulbarga	488	511	5.1	25	19	20	25
Tumkur	448	481	3.1	22	17	24	26
Bidar	279	238	2.5	19	16	26	27
Yadgir	194	214	30.8	29	17	24	28
Shimoga	241	276	5.1	25	14	27	29
Total	22807	22527					

Notes: Delays are mostly well managed except a few districts like Yadgir, Shimoga, Bijapur, and Gulbarga. Belgaum has shown good progress in spite of high receipts & disposals.

Home Department (Police):

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	2560	2649	0.5	10	232	2	1
Uttara Kannada	2223	2178	0.1	4	158	6	2
Bangalore Rural	1852	1699	0.9	13	205	4	3
Kodagu	1058	1014	1.7	20	211	3	4
Dakshina Kannada	4856	5030	3.5	28	242	1	5
Davanagere	2449	2267	0.3	8	128	10	6
Chikkaballapura	1299	1120	0	1	108	14	7
Mysore	5045	5003	2.4	23	173	5	8
Shimoga	2683	2377	2	22	157	7	9
Hassan	1740	1754	0.2	5	102	15	10
Ramanagara	1565	1290	2.4	23	156	8	11
Bidar	1592	1291	0.2	5	93	17	12
Chikmagalur	1297	1233	1.1	15	117	13	13
Chitradurga	1400	1297	0	1	87	19	13
Kolar	2035	2071	3	25	135	9	15
Mandya	2313	2190	4.8	29	128	10	16
Tumkur	2643	2146	1.2	16	101	16	17
Bangalore	12172	13154	6.8	30	128	10	17
Gadag	557	511	0	1	55	23	19
Dharwad	1601	1730	1	14	88	18	20
Bagalkot	1215	1128	1.2	16	67	21	21
Bellary	1339	1403	0.4	9	53	24	21
Haveri	675	648	0.2	5	45	26	23
Gulbarga	1465	1550	1.7	20	58	22	24
Belgaum	3405	3328	3.2	26	72	20	25
Koppal	492	474	0.6	11	37	27	26
Chamarajanagar	515	533	1.3	19	51	25	27
Raichur	662	625	0.6	11	34	29	28
Yadgir	404	338	1.2	16	36	28	29
Bijapur	713	743	3.4	27	33	30	30
Total	63825	62774					

Notes: Good improvement over the last month seen in delayed disposals. Belgaum, Bangalore Urban have specifically shown good progress in delayed disposal management.

Food & Civil Supplies:

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))
Koppal	17950	17961	0	1	1380	1	1
Uttara Kannada	11536	11550	0	1	824	3	2
Ramanagara	7762	7757	0	1	776	4	3
Mandya	10679	10744	0	1	593	6	4
Bijapur	10453	10556	0	1	497	8	5
Chikkaballapura	5446	5448	0	1	453	10	6
Bagalkot	15096	14945	0.2	23	838	2	7
Kolar	6446	6338	0	1	429	12	8
Dharwad	7536	7835	0	1	418	13	9
Mysore	12007	11990	0	1	414	14	10
Gulbarga	9697	9684	0	1	387	15	11
Bangalore Rural	3453	3450	0	1	383	16	12
Tumkur	19277	19315	0.5	28	741	5	13
Chikmagalur	4160	4161	0	1	378	17	14
Chamarajanagar	3640	3640	0	1	364	18	15
Bellary	14536	14456	1	29	581	7	16
Hassan	6088	6086	0	1	358	19	16
Dakshina Kannada	7110	7116	0	1	355	20	18
Bangalore	41954	41848	0.3	24	441	11	19
Yadgir	3720	3578	0	1	338	21	20
Raichur	9249	9122	2.2	30	486	9	21
Gadag	3020	3022	0	1	302	22	22
Udupi	3280	3281	0	1	298	23	23
Belgaum	12469	12460	0	1	265	25	24
Chitradurga	3759	3546	0	1	234	27	25
Haveri	3408	3403	0	1	227	28	26
Bidar	1514	1510	0	1	89	30	27
Kodagu	1365	1366	0.3	24	273	24	28
Shimoga	4357	4369	0.4	26	256	26	29
Davanagere	2298	2308	0.4	26	120	29	30
Total	263265	262845					

Notes: Koppal is showing good progress in terms of reach. Most other districts are good at managing delays. Bidar to see why applications are not received/so low in the month.

Commerce & Industries Department:

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	161	161	0	1	14	1	1
Yadgir	126	126	0	1	11	2	2
Ramanagara	112	111	0	1	11	2	2
Gadag	105	105	0	1	10	4	4
Dharwad	165	165	0	1	9	5	5
Dakshina Kannada	185	183	0	1	9	5	5
Tumkur	239	249	0	1	9	5	5
Chikmagalur	97	96	0	1	8	10	8
Uttara Kannada	105	105	0	1	7	13	9
Bangalore Rural	85	85	1.2	23	9	5	10
Chikkaballapura	72	70	0	1	6	15	11
Bagalkot	162	160	3.1	27	9	5	12
Hassan	92	79	0	1	5	18	13
Haveri	89	89	0	1	5	18	13
Kodagu	27	26	0	1	5	18	13
Mysore	251	243	0.4	21	8	10	16
Bangalore	772	769	1.3	24	8	10	17
Bidar	78	78	0	1	4	21	18
Mandya	81	63	0	1	4	21	18
Kolar	110	101	1	22	7	13	20
Raichur	68	69	0	1	3	25	21
Bellary	87	88	0	1	3	25	21
Chamarajanagar	31	25	0	1	3	25	21
Shimoga	110	108	5.6	29	6	15	24
Davanagere	117	117	10.3	30	6	15	25
Bijapur	44	45	0	1	2	28	26
Chitradurga	19	19	0	1	1	30	27
Belgaum	212	209	1.4	25	4	21	28
Gulbarga	122	122	2.5	26	4	21	29
Koppal	29	30	3.3	28	2	28	30
Total	3953	3896					

Notes: Davanagere & Shimoga may need to review delays, while Koppal & Chitradurga may review the applications received in the month.

Commercial Taxes:

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))
Dakshina Kannada	5409	5421	0	1	270	3	1
Udupi	2113	1954	0	1	192	4	2
Mysore	4755	4730	0	1	163	5	3
Bellary	2970	2994	0	1	118	7	4
Dharwad	7676	7581	0.1	20	426	2	5
Bangalore	76051	76002	0.2	23	800	1	6
Ramanagara	648	651	0	1	64	12	7
Bagalkot	1118	1047	0	1	62	13	8
Kodagu	308	261	0	1	61	14	9
Bijapur	1276	1299	0	1	60	15	10
Gadag	599	515	0	1	59	16	11
Belgaum	6574	6873	0.4	27	139	6	12
Shimoga	1916	1873	0.1	20	112	9	12
Uttara Kannada	749	788	0	1	53	18	14
Davanagere	2209	2383	0.3	25	116	8	15
Koppal	648	453	0	1	49	19	16
Chikmagalur	474	566	0	1	43	20	17
Gulbarga	1820	1832	0.3	25	72	10	18
Chitradurga	652	664	0	1	40	22	19
Haveri	605	635	0	1	40	22	19
Raichur	1285	1234	1	29	67	11	21
Bangalore Rural	346	367	0	1	38	24	22
Bidar	1011	906	0.2	23	59	16	23
Kolar	413	426	0	1	27	26	24
Mandya	424	403	0	1	23	27	25
Chikkaballapura	216	216	0	1	18	29	26
Chamarajanagar	140	132	0	1	14	30	27
Hassan	730	657	0.5	28	42	21	28
Tumkur	936	919	0.1	20	36	25	29
Yadgir	221	224	3.6	30	20	28	30
Total	124292	124006					

Notes: Except Yadgir, the department is well managed in the delayed disposals part. Rejections stands at 10.84% this month with 14223 applications rejected.

Labour Department:

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))
Kolar	743	738	0	1	49	1	1
Uttara Kannada	585	656	0	1	41	2	2
Ramanagara	289	289	0	1	28	5	3
Dakshina Kannada	574	482	0	1	28	5	3
Bidar	488	318	0	1	28	5	3
Davanagere	513	527	0	1	27	8	6
Hassan	386	339	0	1	22	9	7
Gadag	174	122	0	1	17	10	8
Chitradurga	272	229	0	1	17	10	8
Mandya	280	174	0	1	15	12	10
Bellary	393	242	0	1	15	12	10
Bijapur	618	621	0.3	24	29	4	12
Dharwad	702	621	3.7	29	39	3	13
Bagalkot	264	315	0	1	14	16	14
Shimoga	239	321	0	1	14	16	14
Haveri	205	183	0	1	13	19	16
Gulbarga	300	279	0	1	12	20	17
Yadgir	141	137	0	1	12	20	17
Tumkur	402	415	0.2	23	15	12	19
Udupi	116	188	0	1	10	22	20
Koppal	118	15	0	1	9	23	21
Chikmagalur	165	164	1.2	27	15	12	22
Chikkaballapura	104	104	0	1	8	24	23
Raichur	156	159	0	1	8	24	23
Mysore	428	323	1.5	28	14	16	25
Chamarajanagar	33	12	0	1	3	28	26
Kodagu	18	44	0	1	3	28	26
Bangalore	612	618	0.8	25	6	26	28
Belgaum	318	219	0.9	26	6	26	29
Bangalore Rural	27	29	6.9	30	3	28	30
Total	9663	8883					
ESI							
Tumkur	203	19	100				
Kolar	0	10	0				

Notes: ESI continues to show only for 2 districts. For labour Applications count has seen a rise for the department compared to last month. Bangalore Rural & Dharwad need a review of their delays.

Boilers & Industrial Safety:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Dakshina Kannada	121	86	0
Bangalore	397	359	0
Dharwad	56	48	0
Davanagere	56	49	0
Belgaum	51	55	0
Mysore	34	37	0
Shimoga	19	35	0
Tumkur	13	0	
Raichur	11	5	0
Gulbarga	16	18	0
Bellary	20	7	0
Total	794	699	

Notes: Delays are well managed for the department. However, other districts don't have applications.

Karnataka State Pollution Control Board:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Bellary	2	0	0
Bijapur	2	0	0
Haveri	1	0	0
Chitradurga	1	0	0
Dharwad	3	0	0
Udupi	9	6	0
Bagalkot	2	1	0
Shimoga	1	1	0
Gadag	1	1	0
Mysore	2	2	0
Raichur	3	3	0
Chikmagalur	3	2	0
Bidar	1	1	0
Ramanagara	6	4	25
Total	37	21	

Notes: Low applications receipts, however delays are well managed except Ramanagara.

Health & Family Welfare:

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))
Chamarajanagar	2115	2083	0	1	211	1	1
Kolar	1038	1040	0	1	69	2	2
Uttara Kannada	734	712	0	1	52	6	3
Shimoga	1117	1105	1.6	15	65	3	4
Chikkaballapura	455	456	0	1	37	9	4
Koppal	473	443	0	1	36	10	6
Tumkur	1610	1728	4.1	24	61	4	7
Gadag	548	501	3.2	22	54	5	8
Haveri	465	562	0	1	31	14	8
Chikmagalur	374	374	0.5	12	34	12	10
Bagalkot	637	705	2	16	35	11	11
Belgaum	2108	2061	3.4	23	44	8	11
Ramanagara	473	483	7.9	28	47	7	13
Bijapur	731	716	2.9	20	34	12	14
Bellary	792	792	2.3	17	31	14	15
Chitradurga	449	441	0.9	13	28	16	16
Davanagere	491	489	0.4	11	25	17	17
Bidar	327	325	0	1	19	22	18
Dakshina Kannada	436	438	0.2	10	21	20	19
Hassan	237	239	0	1	13	24	20
Gulbarga	137	102	0	1	5	29	21
Bangalore Rural	219	232	6.9	27	24	18	22
Udupi	262	269	6.7	26	23	19	23
Mandya	298	276	2.5	19	16	23	24
Mysore	337	348	0.9	13	11	26	25
Yadgir	232	201	10	29	21	20	26
Kodagu	65	66	3	21	13	24	27
Dharwad	156	173	2.3	17	8	28	28
Raichur	218	224	14.3	30	11	26	29
Bangalore	141	138	4.3	25	1	30	30
Total	17675	17722					

Notes: Districts such as Raichur, Bangalore Rural, Udupi, and Ramanagara are low on receipts, and high on delays. Chamarajanagar is excellent with zero delays though high applications are registered. Kolar is also showing good progress. Bangalore is showing very low receipts.

Ayush Department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Dharwad	23	23	0
Mandya	2	2	0
Mysore	6	6	0
Uttara Kannada	12	12	0
Yadgir	1	1	0
Bagalkot	4	4	0
Bangalore	2	3	0
Belgaum	11	13	15.4
Total	61	64	

Notes: Very low applications seen for the month. Most other districts don't seem to have received any applications at all.

Public Works Department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Kolar	1	1	0
Mandya	3	1	0
Gadag	1	1	0
Shimoga	1	1	0
Haveri	2	1	0
Davanagere	1	2	0
Chitradurga	3	3	0
Bagalkot	5	3	0
Belgaum	24	23	0
Tumkur	5	5	20
Dharwad	3	5	40
Bangalore Rural	0	2	100
Total	49	48	

Notes: Applications are very low for the department. Other districts show NIL applications. Belgaum shows relatively high numbers. Bangalore Urban is missing.

Women & Child Welfare:

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))
Haveri	2063	1920	0	3	137	1	1
Chamarajanagar	834	721	0	3	83	3	2
Chikkaballapura	762	762	0	3	63	4	3
Dharwad	810	810	0	3	45	5	4
Davanagere	756	756	0	3	39	6	5
Ramanagara	358	358	0	3	35	7	6
Gadag	274	274	0	3	27	8	7
Chikmagalur	262	262	0	3	23	10	8
Mandya	428	428	0	3	23	10	8
Shimoga	387	387	0	3	22	12	10
Hassan	370	370	0	3	21	13	11
Bangalore Rural	1186	1187	14.6	30	131	2	12
Bagalkot	329	329	0	3	18	14	13
Chitradurga	292	292	0	3	18	14	13
Mysore	491	501	0	3	16	16	15
Koppal	163	218	0	3	12	17	16
Tumkur	288	288	0	3	11	18	17
Udupi	114	62	0	3	10	19	18
Kolar	153	150	0	3	10	19	18
Bijapur	539	543	0.2	28	25	9	20
Bellary	194	194	0	3	7	21	21
Bangalore	676	676	0	3	7	21	21
Uttara Kannada	86	57	0	3	6	24	23
Raichur	86	86	0	3	4	25	24
Yadgir	32	32	0	3	2	26	25
Gulbarga	9	8	0	3	0	27	28
Kodagu	1	1	0	3	0	27	28
Belgaum	368	371	2.4	29	7	21	30
Total	12311	12043					

Notes: Though applications are higher in Bangalore rural as compared to other districts, the delayed disposal is high too. Kodagu, Uttara Kannada, Raichur, Yadgir & Gulbarga show very low receipts.

Education Department: DPI

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)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chamarajanagar	13	10	0	2	1
Chikkaballapura	14	5	0	2	1
Chitradurga	17	14	0	2	1
Davanagere	26	17	0	2	1
Uttara Kannada	21	23	0	2	1
Bangalore	2698	2971	1.4	16	6
Mysore	394	330	0.9	14	7
Belgaum	478	383	1.3	15	8
Gulbarga	235	151	2	17	9
Dakshina Kannada	34	35	2.9	18	10
Bijapur	31	23	13	20	11
Chikmagalur	20	13	15.4	21	12
Shimoga	22	20	20	22	13
Bagalkot	25	16	31.3	23	14
Tumkur	39	25	48	25	15
Bangalore Rural	9	9	55.6	26	16
Ramanagara	1	0	0	1	17
Gadag	3	4	0	2	18
Koppal	12	8	0	2	18
Udupi	1	8	0	2	18
Yadgir	10	2	0	2	18
Bidar	14	12	0	2	18
Hassan	13	10	0	2	18
Haveri	5	1	0	2	18
Kolar	10	9	11.1	19	25
Raichur	12	20	40	24	26
Dharwad	3	13	61.5	27	27
Kodagu	4	6	66.7	28	28
Bellary	11	13	84.6	29	29
Mandya	2	1	100	30	30
Total	4177	4152			
Pre-University Board					
Bangalore	6659	18407	58	2	70

Notes: Fall in applications is seen as compared to the corresponding period of last year. Delays are high in Mandya, Bellary, Kodagu, Dharwad, Raichur, Tumkur & Bangalore Rural.

Chapter 3

Analytics

Part a) Rejection Analysis:

Districts	Receipts in the Month	Total rejections in the month	%age of Rejection
Chikmagalur	58465	3796	6.49
Bidar	64226	3743	5.83
Chikkaballapura	62079	3476	5.60
Shimoga	73184	3677	5.02
Hassan	116936	5484	4.69
Bangalore	496837	22269	4.48
Bangalore Rural	51570	2279	4.42
Belgaum	199515	8515	4.27
Mandya	127828	5273	4.13
Haveri	74400	3053	4.10
Davanagere	73718	2983	4.05
Kolar	74767	2955	3.95
Kodagu	28211	1056	3.74
Bijapur	113401	4203	3.71
Tumkur	149336	5528	3.70
Dharwad	79835	2935	3.68
Gadag	46827	1650	3.52
Chitradurga	107621	3767	3.50
Bellary	116764	3910	3.35
Bagalkot	81612	2681	3.29
Mysore	142880	4398	3.08
Dakshina Kannada	72022	2147	2.98
Chamarajanagar	65603	1804	2.75
Yadgir	68174	1802	2.64
Ramanagara	63130	1638	2.59
Gulbarga	109718	2819	2.57
Raichur	118609	2937	2.48
Udupi	46487	1070	2.30
Koppal	96366	1818	1.89
Uttara Kannada	82254	1464	1.78
Total	3062375	115130	3.76

Observations: Rejections have come down this month. From 6.00% last month to 3.76% this month. There has been good progress. Some of the critical reasons for Rejections as observed by our DITCs are:

- Documentary proofs not provided by Citizens.
- Officials accept applications without verifying the same. VA does not scrutinise the applications properly.
- Lack of knowledge on procedures by citizens.
- Due to pressure for closing pending applications, officials have resorted to rejection.
- Citizens submit multiple applications for a particular service Duplicates are rejected.

Part B) Pendency & service Impacted

Department & Service Wise Pendency*

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
1	REVENUE DEPARTMENT	7579	All types of Caste Certificate -2496
			All types of Income Certificate -1367
			Conversion of agriculture land to non agriculture purpose -749
			Change of Khata (Undisputed cases)-619
			Sandhya Suraksha-572
			Residence Certificate-418
			Destitute Widow pension-399
			Small and Marginal Farmer Certificate-159
			No tenancy certificate -148
			Surviving Family member Certificate-102
			Mutation Extract-81
			Agricultural Family member Certificate-69
			Pension for disabled persons-58
			Record of Rights Certificate-52
			Issuance of Arms License-50
			Agricultural Labour Certificate-43
Indira Gandhi Old Age Pension-33			
2	HOME DEPARTMENT	1080	Receipt and Disposal of Petitions-439
			Arms License Issue and Renewal Verification-208
			NoC for Passport Verification-208
			Service Verification-82
			NOC for petrol pump,gas agency,hotel,bar etc-57
			Police verification Certificate for Coolies/Loader/Class IV Security Staff/ Supervisor at Airport (Individual applicants only)-24
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	227	Registration of Land / property-227

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
4	SERVEY AND SETTELMENT COMMISSIONER	100	Issue of Duplicate Copies in Survey Section(Aakar Band)-33
			Issue of Duplicate Copies in Survey Section(Pakka Tippan)-25
			sIssue of Duplicate Copies in Survey Section(Atlas)-16
			Issue of Duplicate Copies in Survey Section(Tippan)-14
5	FOOD AND CIVIL SUPPLIES DEPARTMENT	98	Modification in Existing Ration Card-98
6	BRUHAT BANGALORE MAHANAGARA PALIKE	82	Issue of Birth, Death and Still Birth Certificates at Registration centres within one calendar year from date of registration-22
			Khatha Extract/Certificate-22
			Transfer of Khatas-17
7	PRE-UNIVERSITY BOARD	81	Registration for Opening of new Private PU Colleges-80
			Re-totalling answer scripts of the 2nd PUC final examination-1
8	HEALTH AND FAMILY WELFARE DEPARTMENT	47	Issue of discharge certificate and sterilization certificate -20
			Issue of age certificate-20
9	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	44	ALTERATION TO ASSESSMENT LIST-16
			MAINTENANCE OF DRINKING WATER-13
10	TRANSPORT DEPARTMENT	43	Registration of Vehicle-32
			Duplicate Registration Certificate -10
11	BANGALORE DEVELOPMENT AUTHORITY	28	Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts -12
			Obtaining Possession Certificate in respect of cases where a site has been allotted by BDA on Lease Cum Sale basis and the Lease Cum Sale Deed Agreement (LCSA) is registered-10

* Details taken between 27/06/2013 to 29/6/2013.

Part C) Online Services



ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧



Karnataka Sakala Services Act - 2011

Home
Sakala Online Services

 TRANSPORT DEPARTMENT	 COMMERCE AND INDUSTRIES DEPARTMENT	 COMMERCIAL TAXES DEPARTMENT
 FOOD AND CIVIL SUPPLIES DEPARTMENT	 BANGALORE DEVELOPMENT AUTHORITY	 COMMISSIONERATE OF PUBLIC INSTRUCTION
 FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	 BANGALORE WATER SUPPLY AND SEWERAGE BOARD	 BRUHAT BANGALORE MAHANAGARA PALIKE
 URBAN DEVELOPMENT	 DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	 HOME DEPARTMENT
 DRUGS CONTROL DEPARTMENT	 RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	 KARNATAKA HOUSING BOARD
 PUBLIC WORKS, PORTS & INLAND DEPARTMENT	 LABOUR DEPARTMENT	

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The e Janaspandana Portal with reports that are used for Analytics:

Sakala Mission, DPAR(AR), Government of Karnataka

Reports

- 1). [Three Months Average Service Delivery Time](#)
- 2). [Defaults More Than 7](#)
- 3). [Delays More Than 7](#)
- 4). [Sakala Average Service Delivery Time GP on Top Minimum 100 No.Defaults](#)
- 5). [Sakala Complaints May-2013](#)
- 6). [Non-Sakala Complaints May-2013](#)

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Sakala Analytics

- 1). [Sakala Service Delivery Analytics](#)
- 2). [Sakala Delivery Office Analytics](#)
- 3). [Rejection Analytics](#)
- 4). [Defaults Analytics](#)
- 5). [District Analytics](#)
- 6). [State Disposal Index=4.96](#)
- 7). [Cumulative Receipts/Disposals and Rejection](#)
- 8). [Grievances Sakala/Non-Sakala - Receipts/Disposals](#)
- 9). [Point/Score based District Rankings](#)
- 10). [Point/Score based Taluk Rankings](#)
- 11). [Point/Score based Sakala DO Rankings - Top 100](#)
- 12). [New Reports](#)



SAKALA Analytics New Reports

Sakala Reports

- 1) [Sakala Offices On Board](#)
- 2) [Overdue/Delayed Applications Disposals](#)
- 3) [Receipts, Disposals and Rejections Report](#)
- 4) [Mobile Number Usage Report \(NO DATA RIGHT NOW\)](#)
- 5) [Sakala Top/Bottom Office Rankings - Average Service Delivery Time](#)
- 6) [Average Service Delivery Time](#)
- 7) [Services Delayed Most and Least](#)
- 8) [Low Number of Services Received](#)
- 9) [Sakala Offices having zero Receipts/Disposals](#)
- 10) [FIFO Reports - AVAILABLE ONLY AFTER NIC REAL TIME EXCHANGE - NO DATA RIGHT NOW](#)

Performance Rankings

- [1\) District Rankings](#)
- [2\) District - Department Rankings](#)
- [3\) District - Services Rankings](#)
- [4\) Taluk Rankings](#)
- [5\) Taluk - Department Rankings](#)
- [6\) Taluk - Service Rankings](#)
- [7\) Ranking Methodology](#)

Grievance Complaints Related Reports

- [1\) Pending Grievances \[Within given number of days\]](#)
- [2\) Department wise District wise pending Grievances](#)

Drilled Down Reports

- [1\) District Wise Service Delivery Time](#)
- [2\) Department wise service Delivery Time](#)

Drilled Down Reports

- [1\) District Wise Service Delivery Time](#)
- [2\) Department wise service Delivery Time](#)

TREND CHARTS

- [2\) Best and Stipulated Service Delivery Time Trend Chart](#)
- [1\) Receipts/Dispoals Trend Chart](#)
- [2\) Rejections Trend Chart](#)

OLD REPORTS

- [1\) Defaults more than 7](#)
- [2\) other reports](#)

Chapter 4

Field Visits & Reports:

Bangalore Urban: 01 & 02 June 2013

Critical Observations made during the Field Inspection carried out by senior Sakala team & steps which may be taken by Mission:

- Arrangements for sending SMS/Voice SMS to all Designated Office(D.O), if possible to the staff about pendency 3 days ahead of scheduled date for disposal. Warnings for disposals hours before scheduled date for disposal.
- Strong actions has to be taken against defaulting officers and giving wide publicity about the same, this has to be done otherwise credibility of SAKALA will be at stake.
- Absence of notice boards: During elections, as a part of enforcement of MCC notice boards were removed but not yet placed back in all offices I visited. An instruction to DC's for placements of notice boards which is a statutory obligation of DO as Karnataka Sakala services Act, sec-3.
- Ranking DO wise and letting DO know his ranking.(ex :Tahsildhar wise ,DT wise and RI/VA wise ranking within Taluk or district wise.
- Appointment of district level nodal officer to each Taluk for overseeing implementation of sakala. We can use the same officer appointed by ZP to oversee implementation of ZP works. He can guide DC/ADC/MISSION about Sakala implementation in the respective Taluk.
- After looking into data I feel there must be cases of bypasses in departments like RDPR(6 applications per month per Panchayat on an avg),URBAN DEVPT,COMMERCE AND INDUSTRIES,POLLUTION CONTROL BOARD, kannada and culture, information department..Mission may check the status.
- I feel the capacities of DITC's are not fully utilized, I fear for them becoming shadow of typical bureaucrat/staff. They are given enough time to settle down in their respective districts. Instead of being result oriented they are just indulging in blame game. I strongly feel work study of DITCs to be done so that they are fully utilized; after all they are cutting edge agent of Sakala mission.
- Help desks are not functioning to the expectations of Mission MD. They think they are just extension of revenue department. Perhaps most of them are computer illiterate and we doubt their effective functioning once online helpdesk management system comes into force.

Revenue department issues in Bangalore Urban:

- Assistant commissioners and Tahsildhars are not really monitoring the implementation of Sakala. They are reactive not pro-active. They just blame grade -2 Tahsildhar, forgetting he is head of the office.**

- ❑ step for speedy delivery of Digital Signature Cards (DSC) by BHOOMI and NIC, work gets affected severely.
- ❑ Data of income/caste certificates should be made available on the portal so that any educational department, recruiting agency, developmental departments can cross check on the site thus avoiding duplication of work.
- ❑ Once ST/ST/category -1 /OBC certificate issued to a candidate, any further processing of requests should be locked w.r.t that candidate ,this will bring down load .In addition to this Data of income/caste certificates should be made available on a common portal
- ❑ Initiative to receive and processing of Khatha applications at hobli level will go long way in making life of citizen very smooth.
- ❑ In many Taluks, survey records are scanned like tippan,hissa tippan, atlas.If this data is linked to bhoomi software ,delivery of above services will become fast ,besides saving time of surveyors.
- ❑ Digitization of Akarbandh can be done, which will ensure the service delivery very fast and effective.
- ❑ There must be provision where in which printing of hologram number on the certificate, so that misuse of holograms in creating fake records can be avoided.
- ❑ Provision for creating posts of VA's at city circles in Bangalore urban district as one RI is handling around 50000 populations alone with the help of unofficial staff. The quality of service delivered as he has to take care of delivery of certificates, social security pensions, handle calamity works. Change of mutation works, electoral revision works etc.
- ❑ Monthly meetings by AMD of all nodal officers should improve the performance levels.
- ❑ Data entry operators of erstwhile Nemmadi Kendra's continue to work in AJSK's thus not much change happening in the work style at citizen service centres. Infact while reviewing in yelhanka Taluk office I found that one data operator clearing income certificate using DSC of Grade-2 Tahsildhar without his approval.
- ❑ At all Taluk offices, many complaints were raised against data entry operators.

Field Visit: Hassan: June 10, 2013:



Hassan - SAKALA STATISTICAL REVIEW REPORT (from April 2012 to April 2013)

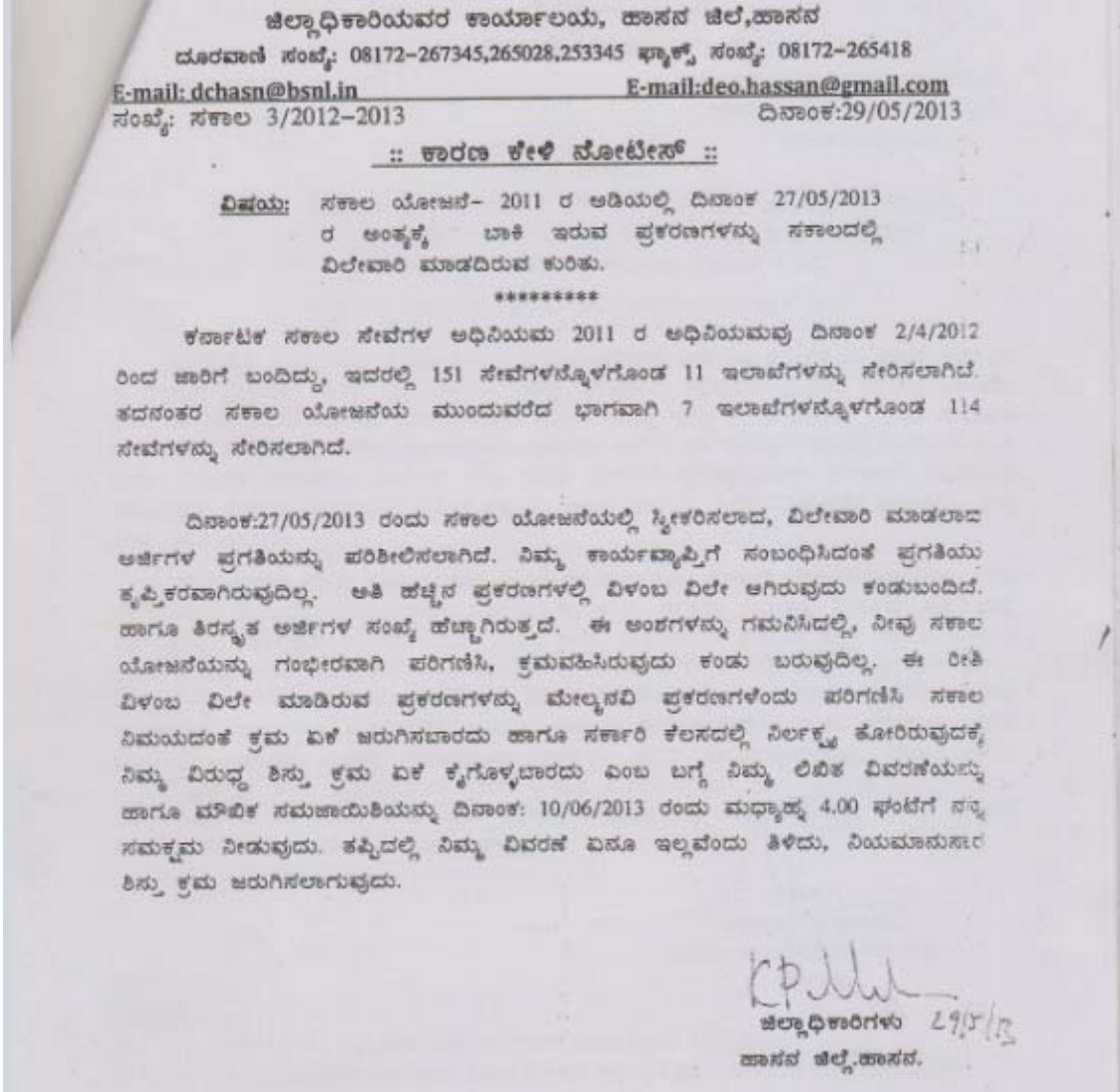
Department	Total No Of Receipts	Total No of Disposals	% of Disposals	Delayed Disposals	%age Delayed Disposals	Total Rejected Application	Percentage of Rejected Applications
Revenue							
Revenue	474419	470354	99.14	30654	6.51	39753	8.86
IGR	22348	22145	99.09	492	2.22		
Survey & Settlement commissioner	6766	6668	98.55	515	7.72		
RDPR	12485	11739	94.02	108	0.92	232	1.97
Commercial Tax	9043	8963	99.11	127	1.41	1698	18.94
Education	218	202	92.66	29	14.35	32	15.84
Food&CS	43322	43261	99.85	87	0.2	751	1.73
Health & Family Welfare	6005	6004	99.88	60	0.99	19	0.31
Home	29817	29189	97.89	576	1.97	197	0.67
Fire Force	0	0	0	0	0	0	0
Labour	3694	3694	100	0	0	3	0.08
Transport							
Transport Corporations (KSRTC)	46267	46249	99.96	1366	2.95	286	0.029
Transport Department (RTO)	63176	62348	98.68	136	0.21		
ULBs	14082	13454	95.54	220	1.63	91	0.67
W&CD	1339	1339	100	2	0.14	1	0.07
Housing Department							
KHB	87	81	93.1	0	0	0	0
Slum Development	0	0	0	0	0	0	0
Fisheries	0	0	0	0	0	0	0
PWD	8	8	0	3	0	0	0
Pollution Control	2	2	0	0	0	0	0
Commerce & Industry	417	415	99.52	0	0	0	0
DPAR	0	0	0	0	0	0	0
Total	733495	726115	98.99	34375	4.73	43063	5.93

Speaking on the occasion, Dr Shalini Rajneesh addressed the officials and suggested that no amount of cohesion of force can bring a change in the way services are delivered; it can be done only with sincere efforts and dedication. She said that every issue be it technical, staff

related may be brought to the notice of the DC or mission for a suitable solution. She addressed all the officers of various departments and said that support from the Mission on any innovative idea in resolving citizen complaints can be taken up and Mission's support is always there.

Earlier, The DC- Hassan has issued a show cause notice to all the Tahsildhars & Deputy Tahsildhars (Grade 2) asking reasons for pendency and delays as of 27/5/2013 vide his letter dated 29/5/2013 – Sakala-3-2012-13.

In his letter to his staff he said that progress has not been too well and work relating to Sakala must be taken in all seriousness. He said that all pendency in the district under their respective offices must be cleared and delays, if any, will need to be explained. He asked why action should not be taken for delays as per the provisions of the Sakala and disciplinary action for non performance. He said that explanations must reach his office on or before 10/6/2013. (Shown below)



d) Chikmagalur: 10 June 2013

In the field visit conducted to Chikmagalur, Additional Mission Director Sri. Manoj addressed all the officers of the District and reviewed the performance of the departments. He sought to see why delays and pendency were seen for the districts and heard the issues faced by the departments. He said that Mission is ready to provide any help in providing quality Sakala services. He said that some departments needed improvement, while some others were doing well. He said that about 110 new services will be added to Sakala in the next 2 months.

He noted that Sakala helpdesk was not upto the mark and urged the helpdesk staff to spread awareness and reduce the middlemen's interference in the delivery of service. He said officers should also work on reducing the appeals in the district by adhering to timelines and closing them judiciously. He was joined by Sakala Administrator Sri. Varaprasad in the meeting along with other senior officers of the district.

c) Tumkur Visit: 15 June 2013

a) Hon. Law Minister Sri. T.B Jayachandra while addressing at the Inauguration of a Sakala workshop & training program for district level employee for the implementation of the Sakala program on 15 June release the May monthly report of Sakala, He was addressing a large gathering of over 1000 employees who had come to attend a workshop on Sakala. The Hon. Minister highlighted the May month's points on Sakala besides saying that the new government has approved 110 services to be included in Sakala taking the total to 375. He said though this is effective only from the 16th of August on the occasion of Indian Independence, it is a boon to teachers.

The Minister took up a Review of District performance and said that much can be done by a large district like Tumkur. He said that ranking has fostered a competitive spirit among districts and Tumkur has done well in climbing up to the 17th position (as of the date of the speech)

He concluded his speech with a note that Sakala was nominated to the UN Public service delivery award and was one of the finalists. He advised all officers to discourage middlemen meeting them for the work of their clients. He said direct interaction with the citizens will be faster, reliable and confidential.



Hon. Law Minister releasing the Sakala May 2013 monthly report.

b) Pension:



Women waiting to avail the pension services when Mission Director photographed them and spoke to them.

In a letter dated 26 June 2013, Sakala Mission Director Dr Shalini Rajneesh wrote to the Director –Directorate of Social Security & Pensions and suggested that an endorsement could be issued to reduce the instances of these women come often to check the status of their applications. They said that their application was rejected earlier and they have come back to reapply. She drew reference to the discussion she had with the Director in this regard and said that reasons marked in the endorsement for approval or non approval could be passed on to the DC office for further action for better service delivery.

c) In a unique case of a Tahsildhar being alert on checking an application, it was detected that citizens were using forged documents, the Tahsildhar filed a complaint with the pavagada police station and a crime case has been lodged. Below is a letter that we received from the DC.

No. Atalji viva 02/2013-14

Office of the,
Deputy Commissioner,
Tumkur District,
Tumkur, Dated: 27.06.2013.

Sir,

Sub:- FIR being filed on those forging Domicile
Certificate at Pavagada Taluk, dt: 25.06.2013.
Ref:- Police Complaint of Tahsildhar Pavagada Taluk.

Referring to the about subject, on 24.06.2013 at Pavagada Taluk office, a resident of Jalodu village Sri. Revanna bin Siddaiah requested the Tahsildhar to attest the Photo affixed to residential certificate. On verification of Domicile Certificate on the computer, a disparity was detected. The computer records & the physical records did not match. Upon enquiry on the basis of how this was obtained, it was revealed that the numbers mapped to another set of people of Hoskote village for an income certificate. a complaint was lodged at Pavagada Police Station. Wherein they have recorded it as crime number 0096/2013 and FIR has been recorded which is brought to your notice.

Yours sincerely, |
Deputy Commissioner,
Tumkur District.

d) Kolar Visit: 17 June 2013:



Sri. U.T Khader (Extreme right) presiding over the Sakala Workshop in Kolar, while Sri. Manoj - Addl. Mission Director explains a point. Sri. Varaprasad - Administrator Sakala is also seen in the extreme left.

The Kolar visit involved a review of the districts' performance in the following parameters.

1. **Cumulative Application status:** Receipt – 6, 44,191 & Disposal – 6, 21,355

2. **District Ranking:** Gradual improvement in ranking seen. However, delays in the Revenue department services are causing the lower ranking for the district.

Month	Rank
Jun'13 (Mid Month Ranking)	17
May'13	22
Apr'13	26

3. **Taluk Ranking:** All the 5 Taluks of Kolar needs improvements. Specific improvements to Srinivasapura, Malur & Mulbagil.

Taluk	May'13 Rank
Kolar	88
Bangarpet	89
Malur	106
Mulbagal	123
Srinivaspura	146

4. **Rejection:** For the Month of May 2013 rejection was 7.94% which is high. However, in the current month (June) Rejection has reduced to 4.63%. Most applications relating to destitute pensions & caste certificates are rejected. Mulbagil & Kolar are high in terms of rejections.

5. **Delays:** Cumulatively, 12640 application not delivered in time (Delayed disposals), Kolar (5508) Taluk is having highest delay, followed by Srinivaspur (2384), and then by Bangarapet (2298).

6. **Help Desk:** 4 Help desk are actively working with about 10000 citizens having used the services. Kolar & Malur are yet to start their helpdesks.

7. **Complaints:** So far 33 complaints registered for the District, 6 complaints are pending resolution. Most complaints relate to delays in caste certificates, RDPR related services.

Kolar	RDPR	Maintenance Of Drinking Water
		Maintenance Of Sanitation
	Revenue Department	Pension
		Record of Rights Certificate
		RTC Typological errors corrections
	Transport Department	Vehicle Registration Certificate

Department Specific Analysis:

Revenue Department:

- Improvement in Receipts of applications seen from the last month. April (8151 applications) May (24120 applications).
- Delayed disposals continue to show high ranges – average of 18%, which is very high.
- IGR is doing fine with literally no delays.
- Survey & Settlement needs improvement in delayed disposals. Shows 17% delays.

Rural Development & Panchayat Raj (RDPR):

- Kolar's population is around 15.36 lakhs of which 68% are rural population.
- In all, Kolar has 156 Gram Panchayat.
- Kolar's RDPR application in April 2013 was 327 and in May were 242. This averages to 569 applications for the last two months, which are about **4 applications per GP!**

Urban Development Department:

- CMC shows good disposal rates. However TMC needs improvements, both in terms of Applications receipts as well as delayed disposals.

Food & Civil Supplies:

- Shows Zero Delayed disposals. However number of applications could improve. Food Department may confirm that all applications are entered through the Sakala system.

Labour Department:

- ESI applications used to be received only in Kolar. There are NIL receipts in May 2013. A falling trend is noted. (10 applications in April).

Home Department:

- Slightly high delayed disposal trend seen at 2.9% for the month of May 2013. Application counts seem ok.

Women & Child Welfare:

- Overall very low receipt of applications in the district. 36 applications in May 2013, against 192 in April. Reasons for such low numbers may be analysed and reasoned.

The Hon. Health Minister Sri. U.T Khader stressed the need for time bound services and said that citizens should not have to come over and over to the service point, but get it in one single visit. The online application for services is a important step in this direction. He advised all educated youth to make use of the opportunity and start their own centres and be self dependent besides being useful to citizens.



Officers listening intently to the Health Minister Sri. U.T Khader's review of Sakala in the district.

Chapter 6

Interactions

A) CALL CENTRE: During the month there was near 50% fall in the registration of complaints. The total number of COMPLAINTS. The call centre received 129 complaints in SAKALA during the month.

SAKALA COMPLAINTS:

Department	Total number of Complaints
Ayush Department	
BBMP	10
BDA	0
BWSSB	6
Commercial Tax Department	0
Dept Of Factories, Boilers Industrial Safety And Health	0
Department Of Personnel & Administrative Reforms	3
Education Department	3
Employees State Insurance Medical Service	0
Fisheries Department	0
Food And Civil Supplies Department	5
Health And Family Welfare Department	0
Home Department	8
Karnataka Housing Board	0
Karnataka Slum Development Board	0
Labour Department	0
RDPR	9
Revenue Department	80
Transport Corporation(KSRTC/BMTC)	0
Transport Department	3
Urban Development	2
Women And Child Welfare Department	0
Grand Total	129

Most complaints maps to delays in Pension and Survey documents being delayed. This has been taken up with the department for a workaround.

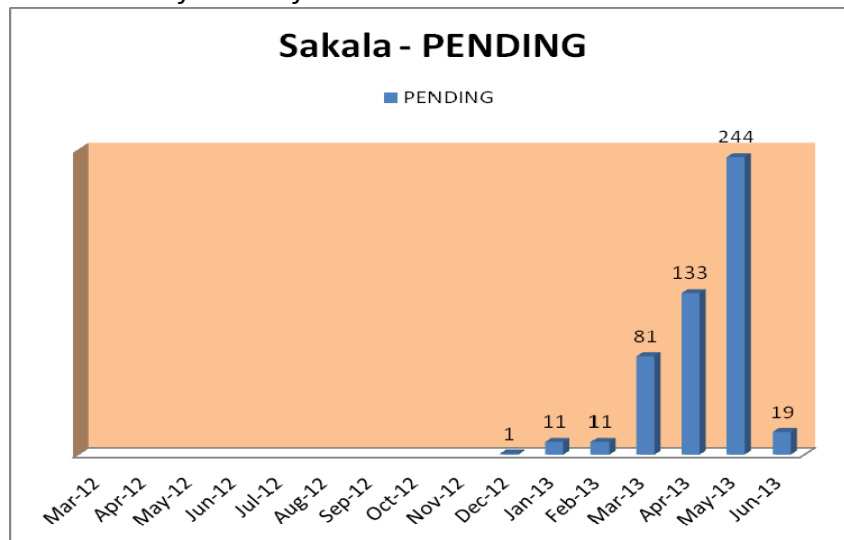
Non Sakala Complaints:

Department	Numbers
H R D Department	1
Agriculture Department	1
BBMP	21
BDA	2
BWSSB	5
Education Department	1
Energy Department	2
Food & Civil Supplies Department	4
Health & Family Welfare Department	2
Home Department	4
RDPR	7
Revenue Department	39
Transport Department	9
U I D	1
Urban Development	10
Grand Total	120

Under the revenue department – Getting a Joint Khatha & Survey Measurement requests for disputed cases consist of high numbers. While for BBMP, Garbage and potholes complaints are high. Other complaints include new Ration cards not being issued.

Pending Complaints:

Under Sakala, there are 500 complaints that are yet to be resolved. These complaints are received in the month of MAY & JUNE and they are in progress. You may observe that most complaints upto February 2013 has been cleared, and those pending are where we are unable to reach the citizen for a confirmation.



Appeals: On the Appeals front, there are 193 appeals that are closed. 118 appeals are in the process of being cleared as per stipulated timelines for appeals. Some of these could result in the payment of compensation, while most appeals are for Service request.

Call Centre Feedback: The Call centre obtained a feedback from potential service seeking citizens who had called them and later after obtaining service, the feed back was obtained.

Name	Location	Sub Location	Service	Department	Response	Feedback
Krishnakanth	Bangalore	Bangalore	Caste certificate	Revenue Department	Satisfied	Citizen called up to enquiry about Caste certificate he stated that the Sakala scheme is very good and helpful to public
Arif ali sharif	Bangalore	Bangalore	Katha transfer	BBMP	Satisfied	Sakala is good schem. But the concerned officers are not ready to take application under Sakala, and they never provide services on time to citizen.
Akshy kabadi	Gadag	Gadag	Poultry form	Animal Husbandary	Satisfied	Sakala is a very good information Centre, its very useful to rural area peoples to get information.
Manoj	Bangalore	Bangalore	Labour Certificate	Labour Department	Not Satisfied	Citizen requested for Labour certificate but since that was not under Sakala he stated to include that in Sakala and to include more services.
viresh	Davanagere	Arappanalli	Residence certificate	Revenue Department	Satisfied	Sakala is a good schem. But the concerned officers are very irresponsible. Citizen requesting to decrease time limit regarding Sakala services.
Venkatash	Mandya	Mandya	Conversion of agriculture land to non agriculture purpose	Revenue Department	Satisfied	Citizen called up to know about Conversion of agriculture land to non agriculture purpose he got all the information about his service through Call only so citizen very happy for this, Sakala is a very good information center. We are getting proper response from Sakala
Vishwanath	Gulbarga	Gulbarga	KHB Refund	KHB	Not Satisfied	Citizen applied for KHB Refund but since that complaint is not yet resolved, citizen is not happy with the service

Name	Location	Sub Location	Service	Department	Response	Feedback
Niranjan	Bangalore	Bangalore	Birth certificate	BBMP	Satisfied	Sakala is very helpful Scheme, Citizen requesting to include more services in Sakala. If include more service means it helpful to Citizen more.
Nanjundayya	Bangalore	Bangalore	Maintenance of Drinking water	BBMP	Satisfied	Sakala is useful scheme, we can get services as soon as possible, no need to go offices directly, we can get information through Call only.
Vishwanath	Chikkaballapura	Shidlagatta	Street light	RDPR	Satisfied	Citizen has called up to know about street light. Officers were very irresponsible, after raised complaint in Sakala officers responded very well so sakala is a good scheme
Prasad	Mysore	Mysore	Land information	Revenue Department	Not Satisfied	Citizen called up to enquiry about land information, but that service still not include in sakala, so citizen requesting to include more service.
Niranjan	Bangalore	Bangalore	Birth certificate	BBMP	Satisfied	Sakala is very helpful Scheme, Citizen requesting to include more services in Sakala. If include more service means it helpful to Citizen more.
Gangareddy	Kolar	Mulabagilu	Receipt and Disposal of Petitions	Home department	Not Satisfied	Officers are not responded they are not alerted. and citizen raised complaint that too citizen not get his service. Officers are expecting bribe also. Sakala should take strict action on officers.
Assad ulla sharif	Chamaraj nagar	Chamaraj nagar	Katha changes	Revenue Department	Not Satisfied	Citizen informing as give more publicity about Sakala at rural area also. Citizen is not satisfied with Sakala because officers are not cared to sakala, Sakala takes much time to provide service

Name	Location	Sub Location	Service	Department	Response	Feedback
Chandra shekar	Bangalore	Anekal	RTI	Revenue Department	Not Satisfied	citizen had called up to enquiry about RTI & also they have registered their complaint through Sakala, But still there is no action is taken & the concerned officers in Taluk Office are irresponsible
Shivappa	Chamaraj nagar	Gundalpete	Income & Caste certificate	Revenue Department	Satisfied	Citizen had called up to know about Income certificate he got all the information through sakala service, so citizen very happy for this, Sakala is a very good information center. We are getting proper response from Sakala
Devaraj	Chikka ballapura	Chikka balapur	Mutation certificate	Revenue Department	satisfied	citizen had called up to enquiry about Mutation certificate, Sakala is a good scheme we can get immediate response from Sakala
Vikranth	Bangalore	Bangalore	Katha Registration	Revenue Department	satisfied	citizen had called up to enquiry about katha Registration, Sakala is a good scheme we can get immediate response from Sakala
Vital	Gadag	Sirahatti	Diving Licence	Transport Department	satisfied	citizen had called up to enquiry about Driving licence , Sakala is a good scheme we can get immediate response from Sakala
Sharada	Raichur	Raichur	Widow Pension	Revenue Department	Satisfied	citizen had called up to enquiry about Widow pension, Sakala is a good scheme we can get immediate response from Sakala

B) HELPDESK REPORT: Here is a cumulative report on how the helpdesks are performing. You may recollect that we had said in the last month's report that we will introduce ONLINE submission of reports by the helpdesks. We had published the user manual last month. This has commenced, though teething problems like non availability of systems, technical issues,

most of them have started the use. The data is as of End May, submitted to Mission by 10 June. The data is for last 6 months.

SI No.	District	Population	December No of ppl catered	January No. of People catered	February No. of People Catered	March No. of People Catered	April No. of People Catered	May No. of People Catered	Total	%Age Of People Visited According To Population
1	Bagalkot	18,89,752	1270	1425	877	1487	1765	605	7429	0.39
2	Bangalore Rural	9,90,923	Not Started until May End.						0	0.00
3	Bangalore Urban	96,21,551	NS	1256	2402	2237	1105	1090	8090	0.08
4	Belgaum	47,79,661		4300	12882	13300	12157	15463	58102	1.22
5	Bellary	24,52,595	3495	20843	Not sent	13423	2674	6003	46438	1.89
6	BIDAR	17,03,300	NS	NS	2426	748	923	775	4872	0.29
7	Bijapur	21,77,331	NS	919	1078	717	815	954	4483	0.21
8	Chamaraj nagar	10,20,791	NS	492	1111	1093	444	740	3880	0.38
9	Chick ballapur	12,55,104	NS	265	Not sent	806	613	945	2629	0.21
10	Chikka magalur	11,37,961	NS	513	854	3348	Not Sent	1254	5969	0.52
11	Dak. Kannada	20,89,649	1045	3582	5156	6098	Not Sent	9839	25720	1.23
12	Davana gere	19,45,497	1284	1398	1105	1125	1098	1129	7139	0.37
13	Dharwad	18,47,023	139	177	367	442	442	250	1817	0.10
14	Gadag	10,64,570	NS	694	1517	1265	829	1632	5937	0.56
15	Gulbarga	25,66,326	606	1462	1107	1543	1651	1637	8006	0.31
16	Hassan	17,76,421	6913	6430	14414	8972	4659	5707	47095	2.65
17	Haveri	15,97,668		326	875	627	310	647	2785	0.17
18	Kodagu	5,54,519	672	779	487	565	406		2909	0.52
19	Kolar	15,36,401	178	NS	4766	8786	2226	2621	18577	1.21
20	KOPPAL	13,89,920	NS	NS	455	478	318	282	1533	0.11
21	Mandya	18,05,769	NS	3953	1819	1871	0	1817	9460	0.52
22	Mysore	30,01,127	965	4243	1132	938	922	702	8902	0.30
23	Raichur	19,28,812	892	1251	520	258	0	110	3031	0.16
24	Rama nagar	10,82,636	NS	170	Not sent	732	940	1110	2952	0.27
25	Shimoga	7,52,753	9212	11017	5314	5386	4330	2853	38112	2.17
26	Tumkur	26,78,980	NS	4208	4932	7259	1962	1863	20224	0.75
27	Udupi	11,77,361	1476	1580	2267	2130	513	1518	9484	0.81
28	Uttara Kannada	14,37,169	1036	4938	6104	8306	7986	9929	38299	2.66
29	Yadgir	11,74,271	702	1032	403	Not Sent	Not Sent	695	2832	0.24
30	Chitra durga	16,59,456	Started, but dismissed due to non performance - restarted in June first week.						0	0.00
	Total	6,10,95,297	29885	65495	74370	93940	48148	72170	384008	0.63




Picture showing Helpdesk staff educating a section of the teaching community in Udupi in June 2013

C) CITIZEN GRIEVANCES & FEEDBACK

<p>Dr. Shankar Prasad - Delay in Filing of FIR</p> <p>The citizen complains that there is severe resistance to file FIRs even in elite urban areas of Bangalore.</p> <p>The FIR was finally given to us dated 6 May 5.30 pm. We had no choice but AGREE. A delay of 26 hours.</p>	<p>I would like to bring to your notice a serious discrepancy and delay in FIR filing at the Jayanagar Police Station. We reported the theft of my father's car at about 10.45 AM on May 6th to the Jayanagar Police station and we wanted to file an FIR. 1. Why should a police station delay registering an FIR for more than 26 hours?</p> <p>2. Why do they need Inspector's permission to register an FIR?</p> <p>3. Why should an Inspector give official and political pressures as reasons for delaying the FIR registration?</p> <p>4. If they can do such things in an urban, highly educated area Police Station, such as Jayanagar, what is the fate of rural citizens?</p> <p>5. How can they register a complaint on a computer system with a back date? Is it not illegal? Does SAKALA allow back dating?</p> <p>6. Is the computer program written for back dating? Or have they modified the program?</p>
<p>Mr. Bhanu Prasad – wrong data in the Caste Certificates</p>	<p>Last month I have applied for a caste and residence certificates. While the caste is correctly stated in the caste certificate, my income details are completely wrong. I have never mentioned my income details in the application as I only requested for caste certificate. But the Income and Caste certificate issued to me contains the annual income as INR 48,000 (Rs. Forty Eight Thousand Only), which is completely wrong. I am not sure on what basis the certificate mentions my annual income as INR 48,000. Residence certificate, I have submitted my Adhaar Card, LPG Connection Passbook first page photo copies and also mentioned in the application that I have been staying in the above mentioned address for the last 5 years. I was issued the residence certificate on May 28, 2013 with the period of stay as 1 year in above mentioned address. This happened multiple times and She mentioned that the clerks there don't know English and advised me that I have to clearly explain about requirement to clerks in Kannada properly. I request your attention and guidance on how these things can be corrected and ensure that citizens are provided with right information in the certificates issued to them.</p> <p>Direction to the Tahsildhar has been issued for resolving.</p>

<p>In a surprise visit made by our DITC at Yadgir, it was found that citizens were still asked to furnish for Affidavit for certificates, in spite of the Principal Secretary of Revenue Department issuing a circular for not insisting Affidavits, but take Self declaration instead.</p> <p>Strict instructions were given to the Dy.Thasildhar by the DC, as well as Mission officials to ensure that since wrong rejections are not done. The officer was asked to call the citizen and provide the service w/o having to reapply again. <i>On the right you will see a GSC application rejected for want of Affidavit.</i></p>	
<p>Mr Boopathy saravanan- has been struggling to get his A Khatha from the BBMP though he has paid all the betterment charges till date.</p> <p>A Case where the BBMP could look at universalising the A & B Khatha process.</p>	<p>I write this mail with deep agony, I was made to run pillar to post for getting katha Transfer for my plot at K R purum- Pai layout. (BBMP office Rameshnagar region)</p> <p>The long harrowing experience started on August 20th 2012, when I approached the BBMP for getting "A" Khatha to start construction of my home- Though I had all the requisite documents (Gram Thana Khatha, Betterment charges paid in 2001 EC & tax paid receipt) It took nearly 2 months to get "B" Khatha issued in the name of my father in law.</p> <p>Now to get this transferred to my wife's name, I was turned down numerous times citing upcoming election as a reason, now it is more than 3 months.</p> <p>I had also registered a compliant with the Sakala on December 9th 2012, which still remains unresolved.</p> <p>I am deeply pained to settle for a B Khatha, though we had paid a lump sum of 14,700/- towards betterment charges way back in 2001 nearly a months' pay for a middle class family.</p> <p>Having all the requisite documents to obtain an A katha, I was forced to settle for a B katha.</p> <p>Currently turned down by most banks as most of them don't issue housing loans for a B katha property, I am slowly losing interest to start construction.</p> <p>The prime purpose to start construction was to reduce the rent burden from my shoulders-but my struggle is in vain.</p> <p>I request Your intervention could help resolve all my issues & ensure my dream of owning a home a reality – Please Help !!!</p>

<p>RANJINI GANESH from Halasur says that Shopkeepers & other passersby trespass an open area causing health hazards. This complaint has been made long time back, but has resurfaced again.</p> 	<p>WARD 89 , 1stCROSS CAMBRIDGE ROAD, JOGUPALYA,HALASUR , BANGALORE-560008</p> <p>The place next to the BBMP Contact point, in ward office of 89,and in front of the Health Office, being misused by the local shopkeepers, street vendors, customers and visitors of Jogupalya Main Road as Open Urinals and for their other illegal activities 24x7 as they don't have a single public Green dry toilet for all the nearly 100 plus commercial establishments running here, about 50 plus street vendors and their customers ,and visitors to this area.</p> <p>A fear has crept in that any time because of the stink, caused by the24x7 open Urinals, , the mosquito breeding , the garbage being dumped on this vacant Corporation Land, any time an epidemic may start, for which the BBMP solely will be responsible.</p> <p>One can see some Hooligans also visiting the place 24x7 to have their alcoholic drinks and also to carry out other illegal activities. Sometimes they are seen fighting also and throwing bottles and other things around the place. Early in the mornings, one can see many people coming here well equipped with buckets and bottles and complete their morning chores and go feeling relieved! The root cause is that the BBMP ward office has not shifted, making the place vulnerable for such activities. It will be good if this place is extended as Gundappa park to make the place more healthy, beautiful and clean.</p> <p>Please extend the GUNDAPPA Park and construct a public Green Dry Toilet on the Jogupalya main road .near the Corporation Ground. (Next to community hall)Please do the needful and help us to live healthy and peacefully.</p>
<p>Mr Kuruvila Daniel shares his Experience in Kodigehalli Panchayat office</p>	<p><i>It may be interesting to you to know how the Panchayat people deal with somebody who approaches them for some work.</i></p> <p><i>First time, I went to the office around 9 am on 17th Saturday. Shortly the DEO of the panchayat office came in. I approached him and told him that I came for transferring Khata in my name. He sprang into action, called the bill collector over phone and asked him to come fast. After two minutes, the bill collector came driving an innova car. He asked me Rs.5000 to do this job. I asked him for how much he will give receipt to me. He replied" only Rs. 804, the tax amount"</i></p> <p><i>I: " Then why do you want Rs. 5000"</i></p> <p><i>Bill Collector: "No, you are doing khata for the first time and you pay this much, we will issue it immediately"</i></p> <p><i>I: I cannot pay this much, I am working in an NGO, I have heard about Sakala programme. I will register under it and I will come after 45 days.</i></p> <p><i>Bill Collector: Okay.</i></p> <p><i>And he left the place</i></p> <p><i>I requested the DEO to register the application under Sakala programme. While he was doing the job, the Bill Collector came in and discouraged me from doing it.</i></p> <p><i>Then I told him about the speech that I heard from you the previous day. I saw a change in his attitude. He told me to come another day when the madam (Authorised Signatory) is available in the office and get the work done the same day.</i></p>

	<p><i>I wanted to refuse but in the interest of keeping good relationship with him, I opted to go another day.</i></p> <p><i>Then I went to the office on 24th Saturday, again the madam is not there. I called her, she reportedly went for a meeting in Yelahanka. The bill collector completed the formality, got tax of Rs. 804 from me, gave receipt, did entry in the register and gave the form to me and advised me to get the sign of authorised signatory madam whenever she is present there. Now I plan to go on Tuesday or Wednesday as the madam is due to retire on 31st of this month.</i></p> <p><i>I wanted to write the whole experience to you just to inform you how things happen practically in offices.</i></p>
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Dr Sangita had a problem with her parking space that rightfully belonged to her. With the help of BBMP officers helping her with the building docs, she was able to fight a case of undue advantage by her society.

“I need to sort out the parking problem. there is ample place but society people donnot want to adjust. The builder too is not taking things seriously. It is his duty to get a proper car parking marked for us. He is also stating that has given car parking for all flats. Later society have made changes. But he does not have any document.

The document will be somewhere. The BBMP should have it too. I am paying property tax and I have right to information. However the BBMP officer has stated that earlier the document was with CMC and he has to check up if the document has been transferred to BBMP or not.

I have few questions to put up

1. Builder will definitely have some plan showing main gates . Can some organisation persuade him to give it.
2. Even if he does not have, can he give in written stating the position of our parking
3. Can BBMP directly go and visit the site and mark a car parking seeing the feasible place.(As per rules each flat should have a car parking)

It is clearly a case of fraud by society people. However without making builder our party, it is difficult to proceed legally.

After the call centre team involved sand helped find the building plan – The citizen sent this happy mail.

Without your support I would not have been aware also of common man's rights.

> > In my fight to get a car parking according to my sales deed I have met honest officers. Mr Nagaraju, ARO BBMP, Mr Bhimesh Senior Executive Engineer. They did a wonderful job. However the troublemaker team did not accept that. Then police team consisting of Sub Inspector Rama Devi and head constable Mr Rama Krishna from Bypannahalli police station both made an unbiased decision in our favor.

I wish to state that India has changed and government officers support the righteous common man without any bribe or influence.

In a complaint resolution mode – Sakala Haveri DITC brought out the following issues generally faced by citizens due to which there was a slowdown in the speed of complaint closure.

- For Survey related complaints, concerned says there is shortage of surveyor,
- Few are related to pension scheme, pension scheme services are added to Sakala in 2nd phase, now there are less complaints regd,
- RTC related, change of Khatha, RTC corrections, now in Sakala,

through BHOOMI software, still if there its disputed cases, service is delayed.

- Importantly, even though we sent NOTICES in time, concerned office/officer does not replies in time, we have to contact them again and again, even though service delivered, they won't reply for same in time.

Mission Director sent a mail to Commissioner of Survey & settlement –

- If LMS FMS is strictly implemented in all offices the pendency of files can be monitored by superiors.pl instruct the DC offices accordingly.
- Touch screen that you had started in DK. i want to put it in all DC and talukas offices.

Chapter 6

Way Forward

Based on the approval of the cabinet, inclusion of the following 110 additional services under the Karnataka Sakala Services Act, 2011 will be added as Phase 3. Details as below:

Sl. No.	Name of the Department	No. of Services
1.	Education Department 1. Department of Public Instruction – 20 2. Public Library-02	22
	Higher Education a) Collegiate Education-18 b) Technical Education-10	76
	Universities a) Constituent Colleges-14 b) Post Graduate Department-12 c) University Examination Section-11 d) University Finance Section-05 e) Academic Section-06	
2.	Cooperation Department a) Karnataka State Ware Housing Corporation-01	01
3.	Horticulture Department a) Sericulture Department -05	05
4.	Finance Department a) Excise Department-06	06
	Total	110

The detail of 110 additional services by department is given below, giving the break-up of old services already included and the new services proposed.

Sl. No.	Name of the Department	No. of services already notified	No. of additional services proposed	Total
1.	Urban Development	42	-	42
2.	Transport Department	11	-	11
3.	Food & Civil Supplies	04	-	04
4.	Revenue Department	49	-	49
5.	Home Department	23	-	23
6.	Education Department			
	a) Commissioner for Public Instructions	19	22	41
	b) Higher Education	-	76	76
7.	Health & Family Welfare Department	12	-	12
8.	Rural Development & Panchayath Raj Department	11	-	11
9.	Finance Department			
	a) Commercial Tax	10	-	16
	b) Excise	-	06	
10.	Labour Department	27	-	27
11.	Women & Child Development Department	05	-	05
12.	DPAR	21	-	21
13.	Commerce & Industries Department	7	-	07
14.	Animal Husbandry & Fisheries Department	03	-	03
15.	Housing Department	06	-	06
16.	Public Works, Ports & Inland Water Transport Department	02	-	02
17.	Forest, Ecology & Environment Department	05	-	05
18.	Kannada, Culture & Information Department	08	-	08
19.	Cooperation Department			
	a) Karnataka State Ware House	-	01	01
20.	Horticulture Department			
	a) Sericulture Department	-	05	05
	Total	265	110	375

Chapter 7:

Events & News clips:

1) Quality Meeting: 4 June 2013

A meeting was convened on 4 June at the chambers of the Mission Director to have a preliminary discussion on Implementation of TQM for the Sakala program. The Meeting saw Dr Sanjeevan Bajaj (seen in Pic) discuss some critical points on Sakala & TQM. Other invitees included members from QCFI, Mr Sridhar Pabbichetty from IIMB and Consumer Forums & RTI activist Sri Muralidharan of CREAT to provide some intellectual inputs.

Without going into too much details, the TQM approach in the context of Sakala can be summarized as a set of seven concrete practices:

- i. Process Control and Management
 - ii. Supplier and Input Quality Management
 - iii. Customer Involvement and Education
 - iv. Employee Involvement and Motivation
 - v. Monitoring and Feedback Loops
 - vi. Cross-Functional Product/Process Design
 - vii. Planning for the Future
- Proposed Methodology.



“There is no off-the-shelf application of TQM available for Sakala. Based on our extensive experience of implementing Quality Management Systems in service organizations, FICCI Quality Forum recommends a practical methodology for application of TQM to Sakala explained below in lay man terms” Dr Bajaj said.

2) DD Program with Hon. Law Minister – 05 June 2013



Hon Law Minister with Mission Director in the Hello Geleyere Program on 5 June aired in DD.

Detailed gist of the Caller and their grievance is shown below:

SL	Caller's Name	District/City	Grievance
1.	Harini	Sanjayanagar	(1)Regarding appointment on the Compassionate grounds in BBMP. (2)Rejection of the Validity Certificate in Mandya District.
2.	Venkatesh	Bommanahalli	Khatha for site has not been transferred from Gram Panchayat at Surya Nagar by KHB. This may be please taken up with KHB.
3.	Ravi	Vidyaranyaपुरa, Bangalore	Caste certified is delayed from Village Accountant Level. Requested to fix time limit in this matter.
4.	Suresh	Mandya	Severe delay and rejection of old age pension. House repair of Petitioner's Grand Mother also sought as the house is in bad condition.
5.	Prabhavathi	R.T.Nagar	Refusal to distribute rice for APL Card Holders at Govt., Fair price Shop. Too much of discretion. The shop owner refuses to listen to us.
6.	Sridhara	Bank Colony	Regarding Transfer of Khatha at Zilla Panchayat level at Anavatti Village, Sorabha Taluk, Shimoga. There is severe delay. Officers refuse to co operate.
7.	Padmanabha	Gangooru, Hassan District	Petitioners Grandfather's property has been illegally acquired and registered by third person. Officers are dodging and clueless.
8.	Murthi Bindasappa	Kadooru	Regarding delay in issue of Akarband Tippuni Certificate. Also they are asking for bribe, even if paid, no progress.
9.	Vijayakumar	Gulbarga	Regarding land survey Sketch issue Since long have been waiting for the same.
10.	Shivanna	Akkunda, Hassan District	Sakala application has not receiving/disposing properly at Grama Panchayat level. Even under RTI also they are not giving information.
11.	Nagaratna	Mysore	Delay in Applicant Grand Mother's Khatha transfer. Officers are not clear on the solution.
12.	Krishna	Hassan	Regarding Ashraya Houses Procession certificates are severely delayed.

3) UN Newsletter on the occasion of UN DAY: * *newsletter Courtesy: UN day organising committee.*

Sakala Mission's Director Dr. Shalini Rajneesh was invited for this Ceremony. However, due to official commitments, she was unable to make it. Given below is a part of the newsletter on critical discussion points;



The participants in the discussion of the ministerial round table:

Combating corruption and going along with the peoples' aspirations is the basis of the success of electronic governments.

The ministers and the officials of the information technology and communications bodies participating in the forum all agreed that for any country to shift from the traditional methods in providing public services to citizens to the methods of the electronic government requires the adoption of four main methods. These methods are: Fighting administrative corruption, keeping abreast of the citizens' advanced aspirations, developing the creative and cultural elements of the provider of the service and the recipient, and benefiting from the successful experiences in drawing upon the appropriate models for practical application.

The discussions of the ministerial round table began on the first day of the forum, yesterday morning, at the Bahrain National Theater. They focused on how to develop government creativity to bring about a better future for everyone. The achievement of the goals of electronic governments is closely linked to the opening of new channels of communication between government bodies and the recipients of the services, by making use of the effective instruments provided by the new media through the means of social communication.

The session was chaired by the director of the United Nations Information Center for the Arabian Gulf Countries, Najeeb Fariji, who posed five questions to 18 participants who included ministers and senior officials of Information Technology and communications sectors in Arab and foreign countries.

The Challenges The first question was about the nature of the challenges regarding the automation of the public services and the best recommendations that contribute toward raising the standard of the work of governments and help them in facing the challenges. The deputy director general of the Information Technology's Central Authority in Kuwait, Abd-al-Latif Al-Sari'

answered: I think the most prominent challenge is the shortage in societies of the culture of information technology and employing it to serve the people.

Bahrain's Transportation Minister Kamal Ahmad said the biggest challenge lies in governments keeping abreast of the aspirations of their peoples and fulfilling their ambitions in this regard, in addition to providing national human resources that are aware of their role in employing modern technologies in the service of the people. The acting head of the UAE Communications Authority,

Sa'd Al-Suwaydi, said that the most important challenge is that governments should establish effective channels for listening to the views of citizens who receive their services, including for instance the social communication networks.

The assistant secretary general of Information Technology in Qatar, Hasan Al-Sayyed, said the challenges are in decision makers listening to public opinion and developing legislation so as to bring about genuine administrative change.

The Chief Executive Officer of the Information Technology Authority in the Sultanate of Oman, focused on the need for electronic governments to balance their provision of outstanding services with the creation of job opportunities for their citizens in this field, while at the same time developing creativity and increasing the challenges of communication with the public.

The director general of the program of the electronic government's transactions in Saudi Arabia, Ali Al-Sumah, said the challenge lies in the government's slowness in shifting to electronic operations while citizens' needs increase, and the reliance of some quarters on old administrative methods, and the weakness of the incentives that attract creative people.

The Minister of Public Services in Lesotho said that the greatest challenge in his country is to raise the standard of public services in conditions of poverty and its negative consequences such as the constant migration of the population which oblige the government to focus on the basic services such as health and education. The views of other participants from Azerbaijan, Djibouti, and other states may be summarized as follows: the challenges are to create a comprehensive framework for the successful experiences worldwide so as to apply them in the developing countries, and to create qualified personnel in this field.

The Desired Development

Fariji posed the second question: it is about what the officials of electronic governments can do to develop the economic and social environments in their countries. The Colombian deputy minister of Information, Technology and Communications Maria Isabel said her country has taken practical steps in this direction, by implementing a national project to expand the scope of the Internet by extending the broadband network with optic fibers to cover 97 percent of the area of the country, in addition to striving to develop the citizens' knowledge in using the means of social communication.

The Tajikistan Minister of Labor and Social Security, Muhammad Amin, said his country is seeking to create 70,000 job opportunities for its citizens in the coming months, simultaneously with the launching of a strategy to expedite services, provide the Internet, and facilitate access to it, while opening channels of direct communication between officials and citizens.

Other participants discussed the importance of officials showing transparency in presenting information since it is the basis of electronic governments, while referring to the positive effects of providing services for various sectors from one platform.

The Role of the Leaders

The third question was about the role of the senior leaders in developing creative skills so as to bring about a better future for everyone. The acting head of the UAE Communications Authority, Sa'd Al-Suwaydi, said: The political support of the senior leaders is the most important element in the success of any government project. In Dubai, for instance, we have instructions to establish a

government body that provides public services round the clock seven days a week. We are facing big challenges in achieving this important goal.

The Bahraini Transport Minister, Kamal Ahmad, said: “No goal can be achieved without leaders who set the goals and insist on achieving them”.

The leaders must adopt the principle of partnership in the implementation of projects after specifying the correct establishments.”

Methods of Implementation Fariji then posed the fourth question. It is on the more important trends in innovating effective development mechanisms for public service. The answers of the participating ministers and senior officials focused on exploiting the wide space provided by the new media through social communication networks which render the citizens receiving the services an effective element that interacts directly with the electronic government, thus contributing to the creation of new mechanisms that raise the standard of services.

The UN Role The fifth and last question is about what the states expect from the United Nations in helping them to achieve their goals regarding the electronic government and in developing public services. The answers focused on the need to create a comprehensive reference framework for the most prominent successful experiences around the world in the automation of government services so that other states can benefit from it, and to hold an annual conference to exchange expertise and to learn about the latest developments, and to persuade government leaders that the near future belongs to the states that benefit from the information and technological revolution in government work.

4) **World Bank Representative-22-6-2013** Mr Roland Lomme met Sakala Officers to take the Establishing a Community of Practice proposal forward. Mr Lomme had earlier suggested that Sakala should lead the way for establishing such a practice which will enable not only different states of India share ideas on public service delivery, but also across the globe other nations could emulate Sakala by customising to their needs. The content of the proposal looks like this:

- Nearly half Indian states have legislated on the Right to service in the past four years and the central government plans to table a bill to that effect to the national Parliament.
- A wealth of experience and expertise has already been gathered by state governments on implementation challenges and tools. Such experience and expertise should be mobilized to help mainstream the agenda and strengthen its implementation across Indian states.
- As enacted, the Right to services basically mandates the provision of a list of services (from a dozen to over three hundred) within a stated delay failing which officers at fault can be fined and citizens compensated. But to successfully control for procedural delays, public authorities have to address a series of challenging issues: reforming back office decision making process, enhancing access to services, raising citizens' awareness of their rights, benchmarking and incentivizing performance beyond compliance, coordinating the Right to Services with other governance reforms, etc.

- On all these critical dimensions, state governments have already taken a wide array of measures and leveraged a whole range of implementation tools. In the past four years, implementation has outreached the initial legal framework to encompass unanticipated issues or uncovered areas. This significantly extends the reach of the Right to Services as enacted and makes it a potent tool to enhance the development effectiveness of public policies and programs and service delivery.
- Through the establishment of a Community of Practice, the Right to Services could be mainstreamed and operationalised further thanks to experience and knowledge sharing between practitioners, cross support, etc.
- For a start, it could be structured as a small group of officials under the leadership of the secretary Administrative reforms, Government of Karnataka, and including representatives of other state governments as well as of Civil society organizations and the private sector. Each of its members will be in charge of a specific issue or topic (government process re-engineering, access to service, communication, performance assessment, synergy with other governance reforms, etc.)
- The World Bank can help fund cross-support and other forms of interaction and knowledge and experience sharing activities. It could also help fund exposure to international experience.
- The CoP will be supported by a web portal which could be anchored under the website of the Performance Management division of the cabinet secretariat of the GoI as well as to any other relevant website (Sakala, DARPG, etc.)

5. GoI Secretary lauds SAKALA Implementation

Bangalore, June 24: Mr. Sanjay Kothari, Secretary to Government of India, Directorate of Personnel, Public Grievances and pensions, has lauded the effective implementation of SAKALA in Karnataka.

He was speaking at the meeting held under the chairmanship of the Chief Secretary of Karnataka, Mr. S.V.Ranganath to discuss the implementation of SAKALA and the way forward for the scheme besides other administrative issues concerning the general governance.

Mr. Sanjay Kothari further said that the Administrative Training Institute of Government of Karnataka in Mysore is a model in the country and it is a matter of Pride for the State. The training module adopted by the institute is being implemented all over the country he added.

Sri S.V.Ranganath Chief Secretary of Karnataka said that the aim of the Government is to provide people friendly, reformative and a simple model of administration. It is striving hard to achieve this goal through many innovative measures like protecting honest officers,

vigilance enquiry, citizen centric programmes, e-governance initiatives, rationalization of departments, adopting social audit measures etc.

Smt. Shalini Rajneesh, Principal Secretary DPAR and Mission Director SAKALA spoke on the occasion and explained that almost all application forms concerning the Government Missionary are being available on internet and can be downloaded. In total there are 769 applications are available and Government is thinking of further simplification of the forms.

While elucidating the stupendous success of SAKALA, Smt. Shalini Rajneesh said that it is one of the premier and most successful programmes implemented by the Government in recent days. She also dwelt upon the numerous committees totaling more than hundred and were headed by the Deputy Commissioners, which were hindering smooth governance have been cut down to 57, which now facilitated quicker and efficient administration.

Sri Madangopal, Principal Secretary to Government, Health Department, who spoke on the occasion, urged the Government to empower the Deputy Commissioners to initiate legal action against irregularities and they should be empowered to penalize them.

Earlier, Sri Manoj, Additional Mission Director, SAKALA, presented a power point demonstration on SAKALA .

Principal Secretaries of Different Departments, Deputy Commissioners of Districts and high ranking officers of the Govt participated in the meeting.



Sri Sanjay Kothari interacting with officials on his visit to Karnataka

6) Video conference 25-6-2013 The Additional Chief Secretary Sri. SK Pattanaik in his address to the Video conferencing of DC observed the following:

- I congratulate all of you for doing a tremendous job to make Sakala a success. Secretary, DARPG appreciated us for this.
- Mission has authorised you to engage one DEO for Survey department Sakala services through outsourcing basis as KEONICS has refused to supply man power.
- Salary of IT consultants has not been paid for months together. Please ensure payment.
- Helpdesks should be set up in places where it is not set up. DCs of Karwar & Udupi have set a good example by making best use of Helpdesks. Pls discuss the plans with them.
- Please use Sakala analytics software to find officers who are habitually delaying, to enable to take action on them.
- Suggest simplification of procedures to ensure speedy delivery of services.
- Analyse reasons for rejections. Suggest for revision of checklist.
- Personal attention to complaints from the call centre may be please given. Use of LMS/FMS at district level will help speeden work.
- Please use all publicity material to make citizens aware of their rights for time bound services.
- Please publicise the registration of Cyber cafes.
- Every Saturday training should be organised to enable DITCs to train online Sakala services.
- Please link Urban Development & RDPR self employment schemes to provide computers & other hardware to such trainees so that more and more online service delivery outlets can be started in every nook & corner of the state.

7) Proposal from a Women Self Help Group: *Sakala for Women* would mean empowering women through women. Taking this forward, CHERYSH – has come forward to involve local women in gainful employment and spreading the word of Sakala. Here is what CHERYSH proposes to do and Sakala would look into this aspect once we get a detailed concept note.

Framework

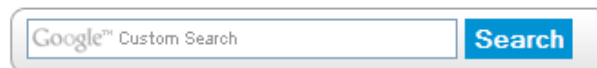
1. CHERYSH areas of interest would be Haliyal (Uttara Kannada) . Currently we work in 11 villages, and this may be stepped up to 20. We could also work at Karwar, and Mangalore.
2. Resources at CherYsh - we have a coordination, and local team - both at village and Taluk level.

3. Our target schemes will be from Women & Child Development: Nutrition, Savings, Skills Training, and Livelihoods

CherYsh Role

- ✓ Awareness activities
- ✓ Collate and validate village level data
- ✓ Build an 'active' interaction with Sakala schemes through the introduction of "**Sakala Mitras**"
- ✓ Walkthrough and training for Sakala Mitras
- ✓ Best practice learning and support from Dharwad/Other districts
- ✓ Arrange events for Sakala success
- ✓ Create demand push
- ✓ Radio, and video capture
- ✓ Feedback on ground realities + solutions
- ✓ Staff appointment

(b) Press Clippings:



Weather
Max: 29.2°C
Min : 20.2°C

Bring in more technology-driven system to eliminate corruption

N V Krishnakumar, Jun 19, 2013:

India is in the midst of an election fever. Elections – the mother of all corrupt economic activity – have just been completed in Karnataka and they will be held in five more states and the entire country over the next 10 months.

Under the glare of a Thousand Suns, putative industrialists will deliver money bags to politicians. Ebullient aspirants will bring suitcases full of notes to prominent leaders while wanting to be a candidate of the party they perceive will be the winner. Dedicated party workers and voters, many of them poor, get an opportunity to share the loot before casting their ballot. Democracy in today's context has become first and foremost a game of money, wealth and buying votes.

Once elections are out of the way, efforts are on to recoup the investment. Good governance takes a backseat to wheeling and dealing. In the domain of politician-bureaucrat-businessman, nexus is

what is commonly known as wholesale corruption. Politicians with able assistance from bureaucrats disburse natural resources and government contracts to businessmen who stood by them during elections. In the process both of them recover the money generously spent on winning at the ballot box and lay foundations for next election.

Bribery and kickbacks has become so pervasive and ubiquitous in our society and daily life that begs the question – In India, is corruption cultural or institutionalised? In many of the advanced and middle income countries, absence of retail corruption and sporadic occurrence of wholesale corruption makes one conclude that pay-offs are due to a few bad apples or lax regulation. Moreover, these countries have a rule-based system. Experts deem our society as a relationship-based one. In a relationship-based society, who you know matters for opportunities to open up. A vast country and a diverse society like ours whose foundation is built on caste, a lack of trust prevails amongst a majority. And the argument goes that this breeds corruption in our culture.

Success stories

But success stories in the fight against both retail and wholesale corruption debunk the theory that India is culturally a corrupt society. An exponential increase in supply of trains between cities supplemented by a technology driven ticketing system has largely diminished bribery for tickets in the Railways. Co-operation from devotees, elimination of middleman and computerisation of key functions has eradicated corruption in the temple town of Tirumala. **The introduction of Guarantee Services to Citizens Act,** enacting laws to confiscate ill gotten wealth and launching technology driven grievance redressal system by state governments are beginning to yield results. More recently, the award of spectrum through a transparent auction process ensured that businesses and government complied with rules to uproot collusion, favouritism and graft in the allocation of a precious natural resource.

THE HINDU - DATED: 14/06/2013

Size of family will decide quantum of subsidised rice

Government imposes new restrictions on rice scheme

Special Correspondent

BANGALORE: The subsidised rice scheme for families living below the poverty line will be implemented by the State government from July 1 with some restrictions wherein the amount of rice to be made available will depend on the size of the family.

The State Cabinet, which met here on Thursday, discussed the scheme and ways of implementing it since the availability of rice from the Central pool for the public distribution system is much less than what is required. A one-member family (nearly eight lakh cards) will be eligible for 10 kg of rice, two members will be eligible for 20 kg and families with more than two members will be eligible for not more than 30 kg.

Briefing presspersons on the decisions taken at the Cabinet meeting, the Minister for Law and Parliamentary Affairs T.B. Jayachandra said the shortfall of one lakh tonnes of rice would be made good with purchases from the open market, particularly the government-run corporations in Orissa and Chhattisgarh. The government is also contemplating e-tendering through the national commodity exchange and as per

More services under Sakala

Special Correspondent

BANGALORE: The State Cabinet, which met here on Thursday, decided on including another 110 government services under the Sakala scheme while another 100 more will be added in about a fortnight.

Minister for Law and Parliamentary Affairs T.B. Jayachandra told presspersons that presently 265 services pertaining to 11 departments were covered under the Sakala scheme and around 95 per cent of the applications were disposed of ahead of the

specified deadline. The new services being covered pertain among others to the Education and the Urban Development departments.

Mr. Jayachandra said the Cabinet authorised the Chief Minister to select the next Chief Secretary to the State Government with the present incumbent S.V. Ranganath due for superannuation on June 30. The draft rules governing the government employees has also been approved and the new amendments will include prohibition of sexual harassment in government offices.

present estimation, a kg of rice bought from the market (including the transportation cost) is expected to cost around Rs. 30. While around 2.45 lakh tonnes is the quantum required (including the rice required for the other categories), the Union government releases around 1.40 lakh tonnes.

It has also been estimated that the government will now

have to bear an expenditure of Rs. 4,300 crore for the foodgrains subsidy scheme compared with the Rs. 1300 crore expenditure, hitherto. In due course, the government will also decide on providing wheat or ragi or even jowar in lieu of rice, which is the demand of the people in some of the regions of the State. While Chief Minister Siddaramaiah will launch the

scheme in Bangalore on July 1, the district in-charge ministers will launch the scheme in their respective districts on or before July 10.

Surplus milk

Mr. Jayachandra said the State government was also confronted with surplus milk production and a decision would be taken on Friday to provide milk to children in anganwadis and some government schools (about seven lakh litres). After the onset of the southwest monsoon, the total milk production in the State has increased to 54 lakh litres a day while the requirement is only around 34 lakh litres. The milk powder production plants in the State can handle up to 10 lakh litres of milk, while the remaining 10 lakh litres had to be processed outside the State resulting in a loss of Rs. 43 crore per month.

He said unlike in the past it is impossible to declare a holiday for milk procurement, more so, with the government itself raising the cash incentive to milk producers from Rs. 2 to Rs. 4 a litre about a fortnight ago. Nor can the State Government impose a ban on the sale of milk brought here from the neighbouring States.

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Shopping

Mangalore university moves with time, introduces Sakala

Published on Jun 17 2013 | Updated on Jun 17 2013

Now 'sakala' at Mangalore University. The varsity has introduced time-bound delivery of services to help students by bringing some of the services under the

Karnataka Guarantee of Services to Citizens Act, 2011 on a direction from the government, according to Vice-Chancellor T. C. Shivashankara Murthy.

Disclosing this at the meeting of the academic council on Saturday the Vice-Chancellor said that eligibility and migration certificates would be issued within three working days and transfer certificates of postgraduate students and students of distance education courses would be issued within seven working days.

Prof. Murthy said that pass certificates and provisional pass certificates would be available in 10 working days and degree certificates within 120 days of the convocation day. He said that consolidated marks cards and corrected marks cards would be issued within 30 days.

Circular Stating Validity of Caste & Income Certificate:

