



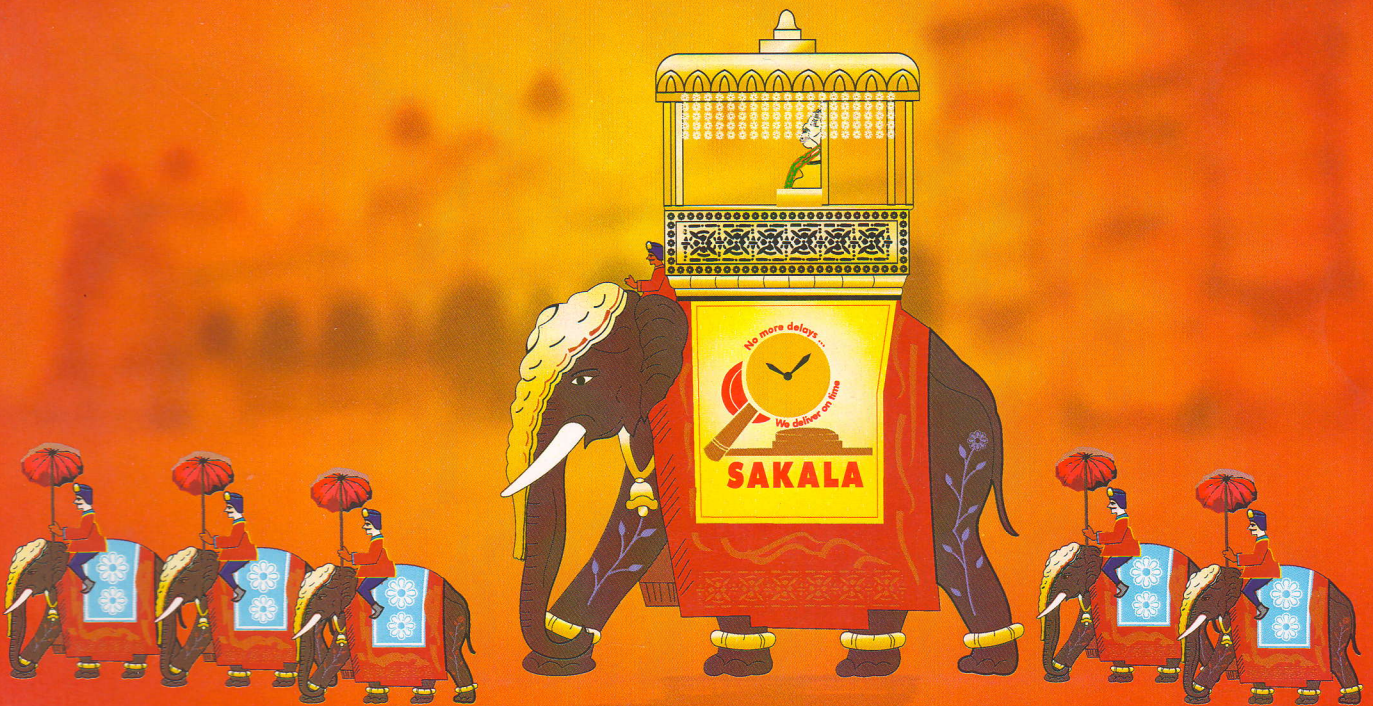
SRI SIDDARAMAIAH
Hon. Chief Minister

The Karnataka Sakala Services Act - 2011



SRI T.B. JAYACHANDRA
Hon. Law Minister

September - 2013 Report



Total Receipts - 3,48,15,736

Total Disposals - 3,39,09,912

No more delays... We deliver on time.

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
September 2013*



Message:

It is heartening to note that by the end of September, about 3.5 crore citizens' application have been processed by all the departments concerned in a time bound manner.

Recently, I have approved 44 more services under Sakala taking the total number to 419 – the highest ever in the country. There are many more services that need to be added in the coming days to ensure that all the people of Karnataka benefit from government services.

I have also instructed the heads of departments of Industry, Finance & Energy to include their services under Sakala, as they touch people's lives on an everyday basis.

It is a matter of great concern that grievances under Non Sakala are increasing day by day. This is because the officials take it easy and can afford to ignore these issues faced by the common man as there is no repercussion on them. During my Janata Darshan, I still get plenty of grievances/complaints which ought to be attended by the government offices in the normal course. Hence, I urge all concerned to ensure that public grievances are resolved within 30 days.

Pension related grievances are quite common, which must be avoided at all costs. The Asst. Commissioners have been instructed to hold 'Pension Adalats' every week without fail. The Ultimate objective of all these governance reforms is to prevent occurrence of grievances leading to citizen satisfaction.

I wish Dusshera, which marks the victory of good over evil, translates into the victory of good governance over the evils of Corruption, Non transparency, Inefficiency & Non accountability.

In the words of the Dalai Lama *"Happiness is not something readymade. It comes from your own actions"*

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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22033439

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Vidhana Soudha
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MESSAGE:

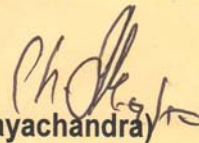
Taking governance to people is the hallmark of a progressive state. Sakala is one important initiative that has taken governance to people with a huge impact. Little wonder Sakala is so well known in the Country and it is a paradigm that other States want to emulate.

My commitment to this cause is assured. In this regard, I have written to all my cabinet colleagues to take up providing timely services through Sakala in their respective departments. We have identified about 800 services that can be added in the Sakala fold and my colleagues are working out with their heads of departments. It is a matter of time that we add these services to the Act for the maximum benefit of our citizens.

The Honourable Chief Minister has approved 44 additional services into the Sakala fold. This has taken Sakala to 419 services – a record of sorts. It is imperative with increased volumes, that we should also ensure improved quality in our service delivery. I have taken up the issue of providing Caste certificates to the entire SC/ST/OBC population of the state on a Suo-moto basis with the honourable Revenue Minister; we have got a very positive response for the same.

It is heartening to note that government offices with zero defaults are on the rise and to complement this, offices with more than 7 defaults are falling. This is a model which must be adhered to in the days to come.

In this festive season of Dusshera, Let us pledge our commitment to the services of our people. "Service to Mankind is Service to God!" Warm Wishes & Seasons greetings on the occasion.


(T.B Jayachandra)

Contents

Chapter	Particulars	Page No.
	From the Desk of the Mission Director	1
1	Leadership Matters	5
1A	Institution wise details	7
1B	Performance ranking – Districts	9
1C	Performance ranking – Taluks	10
1D	District IT Consultants Ranking	11
2A	Dept. wise service delivery pendency	14
2B	Delayed disposals	16
2C	Average Service delivery time	17
2D	Offices with more than 7 defaults	34
2E	Offices with zero defaults	64
2F	Rejection reports	65
3	Report from the Call centre	67
3A	Appeal Details	69
3B	Citizen Feedback	83
4	Events & Newsclips	87
	Annexure – A (sample User Manual)	

FROM THE MISSION DIRECTOR'S DESK

While writing the last month's note to you, I quite did not imagine that we would be adding another 44 services taking Sakala's total to 419 services. The Honourable CM & Law Minister have instructed several departmental Secretaries to include all critical citizen services under the Act.

Ranking: Coming to this month's Highlights, a tough fight till the very last hour for the ranking was observed. While Chikkaballapura took the honours, Chamarajanagar & Mandya came to close 2nd and third place respectively. It is intriguing to see Bangalore ranked last this month, with Chikkamagalur & Yadgir too sitting in the last ranks.

Rank	District	District	Rank
1	Chikkaballapura	Bangalore	30
2	Chamarajanagar	Yadgir	29
3	Mandya	Chikmagalur	28

Applications & Disposals trends:

Cumulative Receipts – 3, 48, 15,736

Cumulative Disposals – 3, 39, 09,912

Total Applications Received in the Month – 21, 17,245 (Aug – 22, 95,059)

Total Applications Disposed – 20, 64,066 (Aug -24, 29,723)

Among Taluks, **Haliyal in Uttara Kannada** has secured the first spot in the Taluk Ranking. The second and the third place were secured by Gudibanda (Chikkaballapura) & Karwar (Uttara Kannada). Hearty Congratulations to the Tahsildhars and their teams.

In the month of August, Gundibanda in Chikkaballapura secured the first place and our Hon. Law Minister felicitated the young Tahsildhar & her team for this fete.



Gudibande Tahsildhar S. Shailaja and Shirestedars Sigatullah receiving a certificate from Minister for Law and Parliamentary Affairs and Animal Husbandry T.B. Jayachandra in Bangalore for securing the top spot.

Overdue Applications: As of end September, 0.59% of the applications, i.e. 12202 cases were pending to be delivered beyond the due date. Improvements such as cutting down redundant processes, relook into workflows, etc will help in the reduction of time taken for delivering services. Out of 17283 applications of the last month, over 5000 pendency was cleared during the month.

In time Disposal Rate stood at 96.36% - 62844 were delayed disposals in Sept.

Complaints & Appeals: Under the Sakala Complaints Category, a total of 2503 complaints have been received of which 2116 complaints have been resolved. We have 170 of them upon which the team is working. Of the total 440 appeals received, 347 appeals are resolved, while 93 are pending. 207 cases of compensation have been paid thus far.

Analytics: I am happy to share that number of offices having more than 7 defaults has come down from 1491 offices in August to 548 offices in September. Similarly, Offices having Zero defaults have also gone up during the month. That is, we have 1090 offices as compared to 49 offices in August.

For the benefit of all users, we have included a sample user manual which can be used to understand the Analytics and the data in www.espondana.in

Cyber Cafes & helpdesks: Over 3000 applications from interested citizens have been received for operating Cyber cafes and they are in the process of finalisation of MoUs.

On a similar note, helpdesks at the district & Taluk level will commence from 01 October with an added component of Online Services.

Work studies: In order to ensure equitable work distribution to tackle Pendency, delays or rejections, every department was requested to undertake work-study as per a format supplied by the Department of Administrative reforms.

Quality Certifications: In pursuit of excellence, we have decided to adhere to ISO standards for the services under Sakala. A team from The Quality Council of India with support from the Performance Management team of the Cabinet Secretariat Government of India will help in getting the ISO 9001 certification for Sakala in the next 4 months. Departments of Revenue, Transport, Food, Home & Urban development will be covered in the first phase.

Field Visits: Addl. Mission Director, Mr Manoj along with Administrative Officer Mr.Varaprasad visited Koppal & Dharwad during the month and reviewed Sakala Progress. They addressed the Taluk administration as well as the Panchayat officers and emphasised the need to curtail delays and spread awareness.

Employee Association: An important catalyst for success is the participation and co operation of the Employees. The state level Employees' Association organised a seminar on anti- corruption, RTI & Sakala and expressed its gratitude on the addition of employee related services in important departments such the Education, Excise etc. under sakala. This helps employees to benefit from timely services and motivates them to deliver the same to citizens.

LMS & FMS: Management of files and letters as part of the Letter Monitoring System & File Monitoring System has been rolled out. In most Directorates, we are preparing for a state-wise roll out with over 15 Districts having already embraced the LMS & FMS system.

DITC Review Meeting: The monthly review of DITCs was carried out thorough Video conferencing. The four parameters of Pendency, Delays, complaints & Appeals and rejections were evaluated and I, besides Addl. Mission Director

gave them suggestions to improve their ranking and increase the reach to citizens.

IEC: We have also set up a special Sakala counter in the Mysore Dasara festival giving complete details of Sakala and its Services. Awareness among citizens is the key to exercising the rights which Sakala promises. **I urge all DCs to ensure that Sakala counters with online service provisions are set up during such fairs, exhibitions and festivals etc.**

Recently, I was invited by Sri. Sri Guru Ravishankarji to address a satsang in the 'Art of Living' Foundation Bangalore, and we have written to Guruji to involve AOL volunteers for the spread of Sakala awareness. Similar such modes could be adopted by all DCs.


We wish each one of you a very Happy Dasara. Adding a whopping 268 services from the last Dasara to this one, I recollect the words of a famous writer who wrote **"God, grant us the courage to Change the things we can"**

**Dr Shalini Rajneesh IAS
Director – Sakala Mission &
Secretary – Department of Administrative Reforms.**

Chapter I

LEADERSHIP MATTERS

Hon'ble Law Minister wrote letters to all Cabinet Colleagues and Hon'ble C.M.s directions were given forthwith to ensure that there is greater Transparency, Accountability and Efficiency in all Government Offices.



ಟಿ.ಬಿ. ಜಯಚಂದ್ರ
ಕಾನೂನು, ನ್ಯಾಯ ಮತ್ತು
ಮಾನವ ಹಕ್ಕುಗಳು, ಸಂಸದೀಯ
ವ್ಯವಹಾರಗಳು ಮತ್ತು ಶಾಸನ ರಚನೆ,
ಪಶುಸಂಗೋಪನಾ ಹಾಗೂ
ತುಮಕೂರು ಜಿಲ್ಲಾ ಉಸ್ತುವಾರಿ ಸಚಿವರು

ದೂರವಾಣಿ : ಕಛೇರಿ : 22254661
22033439
ಕೊಠಡಿ ಸಂಖ್ಯೆ: 327
3ನೇ ಮಹಡಿ, ವಿಧಾನಸೌಧ
ಬೆಂಗಳೂರು - 560 001

ಅ.ಸ.ಪ.ಸಂ:ಕಾನ್ಯಾ.ಮಾಸಂಶಾಪಸ: 1907 :2013
ಮಾನ್ಯರೇ, cm/59409/MIN(40K)/2013
23/9/13

ದಿನಾಂಕ: 17.09.2013.

ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಅಧಿನಿಯಮ 2011 ರಡಿ ಈಗಿರುವ 42 ಇಲಾಖೆಗಳ
375 ಸೇವೆಗಳನ್ನು ಜಾರಿಗೆ ತರಲಾಗಿದೆ. ಈ ಯೋಜನೆಯು ಅತ್ಯಂತ ಯಶಸ್ವಿಯಾಗಿ
ಅನುಷ್ಠಾನಗೊಂಡಿದ್ದು, 3.25 ಕೋಟಿ ನಾಗರಿಕರಿಗೆ ಸಮಯಬದ್ಧವಾಗಿ ಸೇವೆಗಳನ್ನು ತಮ್ಮೆಲ್ಲರ
ಸಹಕಾರದೊಂದಿಗೆ ನೀಡಲಾಗುತ್ತಿದೆ. ತಮ್ಮ ಇಲಾಖೆಯಿಂದ ಈಗಾಗಲೇ 44 ಸೇವೆಗಳ
ಮೂಲಕ 25,14,457 ನಾಗರಿಕರಿಗೆ ಈ ಸೌಲಭ್ಯ ನೀಡಲಾಗಿರುವುದು ಸಂತಸದ ಸಂಗತಿ.

ಮುಂದುವರೆದಂತೆ, ತಮ್ಮ ಇಲಾಖೆಗೆ ಸಂಬಂಧಿಸಿದಂತೆ, ಲಗತ್ತಿಸಿರುವ ಪಟ್ಟಿಯಲ್ಲಿ
ನಮೂದಿಸಿರುವಂತೆ 103 ಸೇವೆಗಳನ್ನು ಗುರುತಿಸಿದ್ದು, ಈ ಸೇವೆಗಳನ್ನು ಸಕಾಲದಡಿ
ತರಬಹುದಾಗಿದೆ.

ವಿಶೇಷವಾಗಿ ರಾಜ್ಯಾದ್ಯಂತ ಸಿಬ್ಬಂದಿ ಮತ್ತು ಆಡಳಿತ ಸುಧಾರಣೆ ಇಲಾಖೆಯ (ಆಡಳಿತ
ಸುಧಾರಣೆ) ವತಿಯಿಂದ ಎಲ್ಲಾ ಕಛೇರಿಗಳಲ್ಲಿಯೂ ಸಂಬಂಧಿಸಿದ ಸೇವೆಗಳನ್ನು ಕೋರಿ
ಬರುವ ಎಲ್ಲಾ ಪತ್ರ/ಕಡತ ಚಲನವಲನವನ್ನು ಗಣಕಯಂತ್ರಗಳ ಮೂಲಕ
ನಿರ್ವಹಿಸಬೇಕಾಗಿದ್ದು, ಇದರಿಂದಾಗಿ ಪಾರದರ್ಶಕತೆ ಸಾಧಿಸುವುದರೊಂದಿಗೆ, ಮೇಲ್ವಿಚಾರಣೆಯು
ಸಹ ಸರಳವಾಗಿ ಹಾಗೂ ಪರಿಣಾಮಕಾರಿಯಾಗಿ ಮಾಡಬಹುದಾಗಿರುತ್ತದೆ. ಇದರಿಂದ ಕಡತ
ವಿಲೇವಾರಿ ಗತಿ ಹೆಚ್ಚುವುದರಲ್ಲಿ ಸಂದೇಹವಿಲ್ಲ. ಈ ಸಂಬಂಧವಾಗಿ ತಮ್ಮ ಇಲಾಖೆಗೆ
ಸಂಬಂಧಿಸಿದಂತೆ ಸೇವೆಗಳನ್ನು ಹಾಗೂ ಇನ್ನಿತರೆ ಸೇವೆಗಳನ್ನು ಸಕಾಲದಡಿ ತರುವ ಬಗ್ಗೆ ತಮ್ಮ
ಅಭಿಪ್ರಾಯವನ್ನು ಶೀಘ್ರವಾಗಿ ನೀಡುವಂತೆ ಕೋರಿದೆ.

ಗೌರವಗಳೊಂದಿಗೆ,

ಶ್ರೀ. ಸಿದ್ದರಾಮಯ್ಯ ರವರು,
ಸನ್ಮಾನ್ಯ ಮುಖ್ಯ ಮಂತ್ರಿಗಳು,
ಕರ್ನಾಟಕ ಸರ್ಕಾರ, ವಿಧಾನ ಸೌಧ,
ಬೆಂಗಳೂರು.

ತಮ್ಮ ವಿಶ್ವಾಸಿ,
SIDDARAMAIAH
Chief Minister
(ಟಿ.ಬಿ. ಜಯಚಂದ್ರ)

ಪರ್ಕು
Write in to this
Siddaramaiah
23/9
SIDDARAMAIAH
Chief Minister
(ಟಿ.ಬಿ. ಜಯಚಂದ್ರ)

ಶಿರಹಳ್ಳಿ, 25/9/13
ಆರ್.ಎ.ಎ.ಎ.ಎ.
25/9

ಬಿ

The Higher Education department has recently added 76 services encompassing all colleges and universities.

Hon'ble Higher Education Minister has beautifully expressed the philosophy behind Government services and urged his department officials to go whole hog in bringing various services under Sakala due to its unprecedented success in service delivery.

ಆರ್.ವಿ. ದೇಶಪಾಂಡೆ
ಉನ್ನತ ಶಿಕ್ಷಣ ಮತ್ತು
ಪ್ರವಾಸೋದ್ಯಮ ಸಚಿವರು

ಕೊಡಗಿ ಸಂಖ್ಯೆ: 314-314ಎ
ವಿಧಾನಸೌಧ
ಬೆಂಗಳೂರು - 560 001
ದೂರವಾಣಿ: 22250637
22033448

ದಿನಾಂಕ : 26/09/2013

ಟಿಪ್ಪಣಿ

'ಸರ್ಕಾರದ ಕೆಲಸ, ದೇವರ ಕೆಲಸ' ಎಂಬುವುದು ನಾಣ್ಣುಡಿಯೇ ಆಗಿರುವ ಫೋಜ ವಾಕ್ಯ ಸರ್ಕಾರದ ವ್ಯವಸ್ಥೆಯು ನಾಗರಿಕ ಸಮಾಜದ ಅಗತ್ಯಗಳಿಗೆ, ಸಾರ್ವಜನಿಕರ ಆಕೋಶ್ವರಗಳಿಗೆ ಸೂಕ್ತವಾದ ರೀತಿಯಲ್ಲಿ ಮತ್ತು ಸಕಾಲದಲ್ಲಿ ಸ್ಪಂದನೆ ನೀಡಬೇಕು.

ಈ ಹಿನ್ನೆಲೆಯಲ್ಲಿ ಹಾರಿಗೊಂಡಿರುವ 'ಕರ್ನಾಟಕ ನಾಗರಿಕ ಸೇವಾ ಖಾತರಿ ಅಧಿನಿಯಮ 2012' ಅಥವಾ 'ಸಕಾಲ ಯೋಜನೆ'ಯು ನಾಗರಿಕರಿಗೆ ಯಾವುದೇ ವಿಳಂಬವಿಲ್ಲದೆ ಸರ್ಕಾರಿ ಸೇವೆಗಳನ್ನು ದೊರಕಿಸಿಕೊಡುವಲ್ಲಿ ಅಧಿಕಾರವಹಾರವು ಯಶಸ್ಸನ್ನು ಕಂಡಿದೆ.

ಇಲಾಖೆಗೆ ಸಂಬಂಧಪಟ್ಟ ಹಾಗೂ ಸಕಾಲ ಯೋಜನೆಗೆ ಒಳಪಟ್ಟಿರುವ ಸೇವೆಗಳ ಕುರಿತಾಗಿ ಸಾರ್ವಜನಿಕರ ಹಾಗೂ ಸೇವಾ ಆಪೇಕ್ಷೆಗಳ ಗಮನಕ್ಕೆ ತರಲು ವ್ಯಾಪಕವಾದ ಪ್ರಚಾರ ನೀಡಲು ಮತ್ತು ಸಕಾಲ ಯೋಜನೆಯ ರೂಪರೇಷೆಗಳ ಮತ್ತು ಸ್ವಾಯಿ ಕರ್ತವ್ಯಗಳನ್ನು ಚಾಚೂ ತಪ್ಪದೇ ನಿರ್ವಹಿಸಲು ಸೂಚಿಸಿದೆ. ಈ ಬಗ್ಗೆ ಅಧೀನ ಅಧಿಕಾರಿಗಳ, ಅಧೀನ ಕಾರ್ಯಾಲಯಗಳ ಕರ್ತವ್ಯ ನಿರ್ವಹಣೆ ಕುರಿತಾಗಿಯೂ ನಿಗಾವಹಿಸಲು ಸೂಚಿಸಿದೆ.

ಪ್ರಸ್ತುತದಲ್ಲಿ, ಈಗಾಗಲೇ ಹಲವು ಇಲಾಖೆಗಳ ವಿವಿಧ ಸೇವೆಗಳನ್ನು ಸಕಾಲ ಯೋಜನೆಯ ವ್ಯಾಪ್ತಿಗೆ ಒಳಪಡಿಸಲಾಗಿದ್ದು, ಮುಂದುವರಿದ ಹಂತಗಳಲ್ಲಿ ಇನ್ನೂ ಹೆಚ್ಚಿನ ಸರ್ಕಾರಿ ಸೇವೆಗಳನ್ನು ಸಕಾಲ ಯೋಜನೆಯ ವ್ಯಾಪ್ತಿಗೆ ಒಳಪಡಿಸಲು ಸರ್ಕಾರವು ನಿರ್ಧರಿಸಿದೆ. ಈ ಕುರಿತಾಗಿ ಮಾನ್ಯ ಕಾನೂನು, ನ್ಯಾಯ ಮತ್ತು ಮಾನವ ಹಕ್ಕುಗಳ, ಸಂಸದೀಯ ವ್ಯವಹಾರಗಳು ಮತ್ತು ಶಾಸನ ರಚನೆಯ ಸಚಿವರಾದ ಮಾನ್ಯ ಶ್ರೀ ಟಿ.ಬಿ.ಜಯಚಂದ್ರವರು ನನಗೆ ಬರೆದಿರುವ ಪತ್ರದ ಪ್ರತಿಯನ್ನು ಆಡಳಿತ ಸಹಿತ ಲಗತ್ತಿಸಲಾಗಿದೆ. ಸದರಿ ಪತ್ರದೊಂದಿಗೆ ಆಡಳಿತವಿರುವ ಪಟ್ಟಿಯಲ್ಲಿ ಪ್ರಸ್ತಾಪಿಸಿರುವ ಸೇವೆಗಳನ್ನು 'ಸಕಾಲ' ವ್ಯಾಪ್ತಿಗೆ ತರುವ ಬಗ್ಗೆ ಅಭಿಪ್ರಾಯವನ್ನು ಕೇಳಲಾಗಿದೆ.

ಸಕಾಲ ಯೋಜನೆಗೆ ಒಳಪಡಿಸಲು ಉದ್ದೇಶಿಸಿ ಪಟ್ಟಿಯಲ್ಲಿ ಪ್ರಸ್ತಾಪಿಸಿರುವ ಆ ಎಲ್ಲ ಯೋಜನೆಗಳ ಕುರಿತಾಗಿ ಸ್ಪಷ್ಟ ಅಭಿಪ್ರಾಯವನ್ನು ನನಗೆ ಅತ್ಯಂತ ತೀವ್ರದಲ್ಲಿ ಒದಗಿಸಲು ಸೂಚಿಸಿದೆ.

ಪ್ರಧಾನ ಕಾರ್ಯದರ್ಶಿಗಳು
ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ
ಕರ್ನಾಟಕ ಸರ್ಕಾರ

(ಆರ್.ವಿ.ದೇಶಪಾಂಡೆ)

PRSED/L.....20.....
Received on 28/9/13

Chapter IA

Institution wise details of Receipts, Disposals & pendency

Department	Department - Institution	Receipts during the Month	Disposals during the Month	Cumul ative Receipts	Cumul ative Disposals	Pendency
Animal Husbandry & Veterinary Sciences	Fisheries department	116	123	1306	1259	1
Co-operation	Karnataka state warehousing Corporations	0	0	6	5	1
DPAR	Department of Administrative Reforms	103	176	754	740	7
Education Department	University Finance Section	29	28	59	56	0
	University Academic Section	704	692	1619	1604	0
	Higher Education - Collegiate Education	431	364	523	444	3
	UNIVERSITY CONSTITUENT COLLEGES	646	646	1026	1019	0
	Public Libraries	1189	902	1235	951	0
	Directorate of Public Instructions	6250	4906	47229	43356	13
	University Examination Section	7641	7666	10417	9963	0
Education - Primary education	Pre University Board	0	2	85146	85083	63
	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	0	0	1	1	0
	Commissionerate CPI - Bangalore & Mysore	12	0	12	0	0
Finance Department	Commercial Taxes	91170	93855	2593973	2582165	54
	Excise Department	0	0	1	0	1
Food & Civil Supply	Food & Civil Supplies	75783	76076	2411479	2410880	10
Forest & Ecology	Karnataka State Pollution Control Board	26	24	445	417	10
Health & Family Welfare	Ayush Department	54	51	876	867	1
	Drug Controls Department	719	700	15212	15015	13
	Health & Family Welfare	27328	26949	317894	316651	61
Home Department	Home department	83365	93656	1386053	1354386	1717
	Fire Services Department	112	112	2133	2132	1
Horticulture	Sericulture Department	165	14	178	25	0

Department	Department - Institution	Receipts during the Month	Disposals during the Month	Cumul ative Receipts	Cumul ative Disposals	Pendency
Housing Board	Karnataka Slum Clearance Board	50	19	266	197	9
	Karnataka Housing Board	282	300	4038	3914	0
Industries & Commerce	Industry & Commerce	4259	4152	36683	36534	4
Kannada & Culture Information Department	Information department	23	20	264	258	1
	Archives	3	3	122	122	0
	Kannada & Culture	34	12	303	281	12
Labour Department	Employee State Insurance	456	374	1580	1085	147
	Factories, Boilers & Industrial Safety	705	703	13973	13111	0
	LABOUR DEPARTMENT	14740	13333	197071	193509	5
PWD	PWD & Inland water transport	39	36	435	423	2
Revenue Department	Survey & Settlement	41031	39167	371153	359586	1857
	Inspector General of Registrations	130214	129182	1506865	1505446	290
	Revenue Department	1100004	1039425	17602514	16872264	8860
Rural Development & Panchayat Raj	Rural Development & Panchayat Raj	84736	81145	747506	724727	208
Transport Department	North West Karnataka State Road Transport Corporations	5762	6061	56990	56712	1
	Bangalore Metropolitan Transport Corporation	9451	9451	733945	732646	0
	North East Karnataka State Road Transport Corporations	22667	22675	171990	171639	1
	Transport Corporations	42757	43126	905677	904398	11
	Transport department	187341	175703	4077634	4011750	595
Urban Development	BDA	161	181	3544	3513	6
	BWSSB	347	303	12999	12836	79
	Bhuhat Bengaluru Mahanagara Palike (BBMP)	7856	8130	171503	169144	43
	City Corporations (other than BBMP)	11607	11665	211969	209697	20
	Town Panchayat	25127	24390	470022	465497	15
	City Municipal Council	23599	23074	468942	463876	13
Women & Child Welfare Department	Women & Child Welfare dept	14721	14634	170170	169727	2
	Total	2117245	2064066	34815736	33909912	12202

***Data as of 30 September 2013:**

Notes: Out of the 3.39 crore disposals, 0.59% of the applications are pending beyond due date (12202 applications). The major departments having pendency are 72% from Revenue, 15% from Survey, 14% from Home Department, 5% from the Transport Department.

Chapter I B

Performance Ranking - *Districts* for the Month of September

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))
Chikkaballapura	56598	50838	0.5	3	4716	3	1
Chamarajanagar	44355	42904	0.1	1	4435	5	2
Mandya	86233	82737	2.3	14	4790	2	3
Uttara Kannada	53811	55386	0.1	1	3843	10	4
Shimoga	67551	66145	1.2	11	3973	6	5
Hassan	78516	77755	2.8	16	4618	4	6
Ramanagara	55707	51399	4.7	25	5570	1	7
Davanagere	72791	68135	1.1	9	3831	11	8
Kolar	58563	52654	3.1	19	3904	7	9
Tumkur	100711	97125	3.5	21	3873	8	10
Haveri	54067	47030	0.8	6	3604	15	11
Bijapur	80143	78269	2.6	15	3816	12	12
Chitradurga	59788	57133	1.6	13	3736	13	13
Gadag	35681	34494	0.9	7	3568	17	14
Bangalore Rural	34708	33240	5.3	27	3856	9	15
Udupi	36522	36744	0.7	4	3320	21	16
Bagalkot	63351	61842	1.2	11	3519	19	17
Gulbarga	90968	82564	4.1	23	3638	14	18
Mysore	103232	93505	3	18	3559	18	19
Koppal	42898	44058	1	8	3299	23	20
Dakshina Kannada	66726	72057	2.9	17	3336	20	21
Kodagu	17926	19541	5.9	28	3585	16	22
Belgaum	149024	145706	0.7	4	3170	27	23
Bidar	56297	53271	3.2	20	3311	22	24
Dharwad	55727	57568	1.1	9	3095	29	25
Bellary	81284	77003	3.8	22	3251	25	26
Raichur	62296	58976	4.9	26	3278	24	27
Chikmagalur	34975	33215	4.6	24	3179	26	28
Yadgir	34379	33595	6	29	3125	28	29
Bangalore	264790	278014	7.2	30	2787	30	30

Notes: Though ranked 2nd & 4th for the month, Chamarajanagar & Uttara Kannada have the best disposal rate in the State. Mandya, though high on delayed disposal percentage (2.3%), huge receipts spiked its ranking. Chikmagalur needs urgent attention, Koppal & Raichur have fallen from the last months' ranking. Shimoga and Tumkur are showing good progress. Dharwad, Kodagu need immediate attention. Bangalore needs more staff to cope up with higher workload.

Chapter I C

Performance Ranking - Taluks for the Month of September

Top 10 Performing Districts

District	Taluk	GSC receipts during the month (A)	GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Uttara Kannada	Haliyal	6724	7379	0	9	611	11	1
Chikkaballapura	Gudibanda	4971	4021	0.3	27	994	5	2
Uttara Kannada	Karwar	11663	10936	0.3	30	777	7	3
Dharwad	Hubli	18821	19814	0.6	44	1344	4	4
Mandya	Maddur	15425	14466	0.2	24	531	18	5
Chamarajanagar	Gundlupet	11103	10820	0.1	15	504	22	6
Chikkaballapura	Chikkaballapura	15313	13824	0.7	49	729	8	7
Chamarajanagar	Chamarajanagar	17767	17765	0.2	25	507	21	8
Haveri	Haveri	15199	13641	0.6	42	542	15	9
Uttara Kannada	Yellapur	3135	3058	0	3	447	34	10

Bottom 10 Performing Districts:

District	Taluk	GSC receipts during the month (A)	GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Dak. Kannada	Bantval	8281	8816	1.6	82	212	170	165
Tumkur	Chiknayakanhalli	5595	5816	3.8	133	266	153	166
Gulbarga	Chinchol	7079	6595	6.6	162	283	142	167
Belgaum	Khanapur	4734	4226	1.9	96	189	174	168
Chikmagalur	Narasimharajapura	1346	1122	2.8	117	224	167	169
Raichur	Devadurga	7849	7923	7.7	171	280	144	170
Chikmagalur	Kadur	7701	8007	5.6	156	265	154	171
Raichur	Manvi	10057	9163	8.5	173	271	149	172
Bellary	Sandur	4984	4612	4.1	138	184	175	173
Chikmagalur	Tarikere	5252	4562	7.1	168	238	164	174
Yadgir	Shorapur	9862	9685	13.6	176	240	163	175
Bellary	Kudligi	5641	5957	6.2	158	176	176	176
Bangalore	Yelahanka	7757	9088	18.7	177	155	177	177

Notes: Among the Top 10 Taluks, Uttara Kannada leads with 3 of its Taluks in the top 10. Chikkaballapura and Chamarajanagar Taluks also have 2 each. On a similar observation, one can notice that Chikmagalur low ranking at the district level is due to its 3 taluks finding place in the bottom 10 ranked Taluks. Bellary's Sandur & Bangalore's Yelahanka are always seen in the bottom levels. Good performing Taluks invariably lead to a better performing district. Taking Haveri's example - while Taluk Haveri has come in the top 10, the other taluks in the district are ranked in the range of 82, 98, 127 & 155. If the taluks of Haveri work together, it could have seen a better ranking.

Chapter 1 D- Performance Ranking – District IT Consultants

DITC Ranking Sheet								
District Name	District Ranking	Rejections		Complaints		Mission Ranking*	Rank Total	Final Ranking
		% of Rejections	Rejections Ranking	% of Complaints Disposal	Complaints Ranking			
Uttara Kannada	4	2.76	1	100.00	1	20	26	1
Udupi	16	2.82	2	96.88	4	6	28	2
Davanagere	8	5.52	13	94.70	6	11	38	3
Bagalkot	17	4.33	6	88.89	14	9	46	4
Shimoga	5	6.51	23	90.48	11	7	46	4
Tumkur	10	5.59	14	87.90	15	10	49	5
Chamarajanagar	2	4.90	8	72.73	29	12	51	6
Gadag	14	4.25	5	80.49	24	8	51	6
Hassan	6	5.93	16	74.65	28	1	51	6
Gulbarga	18	5.41	12	86.05	20	3	53	7
Kolar	9	6.27	20	95.45	5	19	53	7
Yadgir	29	4.74	7	97.62	3	14	53	7
Mysore	19	5.20	10	87.50	16	9	54	8
Bijapur	12	5.83	15	80.70	23	5	55	9
Ramanagara	7	2.88	3	69.57	30	16	56	10
Belgaum	23	6.43	22	91.58	8	4	57	11
Chitradurga	13	6.54	24	92.06	7	14	58	12
Dakshina Kannada	21	3.93	4	89.47	12	21	58	12
Koppal	20	4.95	9	90.91	10	21	60	13
Bangalore Rural	15	5.22	11	85.71	21	14	61	14
Haveri	11	6.22	19	76.92	26	9	65	15
Raichur	27	7.38	27	97.73	2	9	65	15
Dharwad	25	6.02	17	83.78	22	2	66	16
Chikkaballapura	1	6.85	25	77.50	25	17	68	17
Bidar	24	11.44	30	91.23	9	13	76	18
Mandya	3	8.50	28	75.32	27	19	77	19
Kodagu	22	6.07	18	86.67	17	23	80	20
Chikmagalur	28	9.16	29	89.29	13	15	85	21
Bellary	26	6.33	21	86.46	19	22	88	22
Bangalore	30	7.02	26	86.50	18	18	92	23
BBMP	31	12.10	31		19	24	105	24

Notes : The overall position of District IT Consultants based on various parameter is shown above for the month. This is done to bring in a spirit of competition among them and deliver value to citizens as well as Officers.

This Sheet explains a different parameters based on which mission ranking is evolved

Mission Ranking																	
SL#	District	Cybercafe for Sakala Online					Help Desk Set Up		Trainings conducted		Initia tives Taken	Citizen Feedback		Total	Respon siveness	Final Count	Final Rank
		Appli cations	Rank	Inspec tions	Rank	Final Rank	Appli cations	Rank	Cond ucted	Rank		Collected	Rank				
1	Hassan	30	23	18	14	19	48	7	0	5	0	9	8	39	10	49	1
2	Dharwad	131	4	78	4	2	73	5	0	4	10	33	4	25	5	30	2
3	Gulbarga	207	1	116	1	1	81	3	0	5	10	9	8	27	5	32	3
4	Belgaum	92	7	88	3	4	92	1	3	2	10	5	12	29	5	34	4
5	Bijapur	121	5	50	8	6	84	2	1	3	10	0	14	35	3	38	5
6	Udupi	54	15	53	7	10	40	9	2	5	10	17	5	39	5	44	6
7	Shimoga	95	6	62	6	5	27	19	0	5	10	54	1	40	5	45	7
8	Gadag	63	11	40	9	8	35	11	1	5	10	10	7	41	5	46	8
9	Bagalkote	48	18	14	15	16	34	13	2	3	10	40	2	44	5	49	9
10	Haveri	64	10	0	20	14	11	26	0	5	0	4	13	58	9	67	9
11	Mysore	185	2	0	18	9	57	6	0	5	10	0	14	44	5	49	9
12	Raichur	42	19	20	12	15	37	10	0	2	10	10	7	44	5	49	9
13	Tumkur	138	3	0	19	11	45	8	0	3	10	0	14	46	5	51	10
14	Davanagere	90	8	90	2	3	31	15	5	5	10	0	14	47	5	52	11
15	Chamarajanagar	66	9	66	5	7	19	22	2	5	10	15	6	50	5	55	12
16	Bidar	49	17	0	23	22	80	4	0	4	10	0	14	54	5	59	13
17	Bangalore Rural	15	27	3	17	23	28	17	1	4	0	5	12	56	5	61	14
18	Chitradurga	24	26	24	11	18	14	23	3	5	10	4	13	69	8	77	14

Mission Ranking																	
SL#	District	Cybercafe for Sakala Online					Help Desk Set Up		Trainings conducted		Initia tives Taken	Citizen Feedback		Total	Respon siveness	Final Count	Final Rank
		Appli cations	Rank	Inspec tions	Rank	Final Rank	Appli cations	Rank	Cond ucted	Rank		Collected	Rank				
19	Yadgir	55	13	25	10	12	33	14	0	6	10	0	14	56	5	61	14
20	Chikmagalur	55	14	0	21	17	29	16	0	2	10	0	14	59	5	64	15
21	Ramanagara	40	20	0	24	24	35	12	3	5	10	6	11	62	5	67	16
22	Chikkaballapura	7	28	0	28	28	2	29	0	5	0	0	14	76	8	84	17
23	Bangalore	62	12	18	13	13	5	28	0	5	10	8	9	65	5	70	18
24	Kolar	30	24	6	16	21	14	24	1	4	3	0	14	66	5	71	19
25	Mandya	32	22	0	26	26	27	18	0	5	10	10	7	66	5	71	19
26	Uttara Kannada	50	16	0	22	20	19	21	0	5	10	4	13	69	5	74	20
27	Dakshina Kannada	30	25	0	27	27	26	20	0	1	10	0	14	72	5	77	21
28	Koppal	5	29	0	29	29	12	25	1	5	10	38	3	72	5	77	21
29	Bellary	37	21	0	25	25	11	27	3	5	10	7	10	77	5	82	22
30	Kodagu	2	30	0	30	30	0	30	0	4	10	0	14	88	5	93	23
31	BBMP					31	0	31		2		10	12	86	5	91	24
	Total	1919		771			1049					298					

Chapter 2 Analytics:

Chapter-2A: Department & Service Wise Pendency

SL NO	Department	Pendency After Due Date	Impacted Services-Applications Count
1	REVENUE DEPARTMENT	8860	Change of Khatha (Undisputed cases)-4970
			Conversion of agriculture land to non agriculture purpose-745
			All types of Caste Certificate-531
			Sandhya Suraksha-512
			Residence Certificate-315
			Destitute Widow pension-309
			All types of Income Certificate-262
			Record of Rights Certificate-173
			Small and Marginal Farmer Certificate-155
			Pension for disabled persons-145
			Mutation Extract-136
			No tenancy certificate-81
			Surviving Family member Certificate-56
			Issuance of Arms License-55
			Indira Gandhi Old Age Pension-50
Agricultural Family member Certificate-45			
Domicile Certificate-24			
2	HOME DEPARTMENT	2032	Arms License Issue and Renewal Verification-729
			Receipt and Disposal of Petitions-633
			NoC for Passport Verification-323
			Service Verification-172
			NOC for petrol pump, gas agency,hotel,bar etc.-36
			Police verification Certificate for Coolies/Loader/Class IV Security Staff/ Supervisor at Airport (Individual applicants only)-20
3	SURVEY AND SETTELMENT COMMISSIONER	1605	Issue of Duplicate Copies in Survey Section (Aakar Band)- 510
			Issue of Duplicate Copies in Survey Section (Tippan)-413
			Issue of Duplicate Copies in Survey Section(Atlas)-244
			Issue of Duplicate Copies in Survey Section (Pakka Tippan)-231
			Issue of Duplicate Copies in Survey Section(Kharab Utar))-191

SL NO	Department	Pendency After Due Date	Impacted Services-Applications Count
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	388	Registration of Land / property-384
5	TRANSPORT DEPARTMENT	182	Registration of Vehicle-146
			Learning Licence-21
6	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	165	Sanction of Medical Reimbursements Bill of IPs-165
7	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	91	Maintenance of Drinking Water -29
			Issue of Job Card to Unskilled Labours under MGNREGS -20
			Maintenance of Street Lights-18
8	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	86	Permission for new connection/ Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments-86
9	PRE-UNIVERSITY BOARD	63	Registration for Opening of new Private PU Colleges-62
10	HEALTH AND FAMILY WELFARE DEPARTMENT	54	Issue of age certificate-35
			Issue of discharge certificate and sterilization certificate-10
11	BRUHAT BANGALORE MAHANAGARA PALIKE	47	Transfer of Khatas-17
			Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration-8
			Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)-7
12	COMMERCIAL TAXES DEPARTMENT	40	Issue of registration under the KVAT Act, 2003-22
			Issue of No Due Certificate under the KVAT Act, 2003-10
13	TOWN MUNICIPAL COUNCIL	32	Issue of Birth, Still Birth and Death Certificates-14
			Khatha Extract-8

* Details as of 27/09/2013, 11.00 AM

Disclaimer: Data may vary due to technical updates between portals of various departments and the differential time these reports are drawn from the portal.

Notes: The Departmental heads have been asked to focus on services with high pendency and ensure simplification of processes for timely disposals. Else proposal to increase time limits may be sent to DPAR.

Chapter 2B – Delayed Disposal – Analysis

District Name	No. of disposals during the Month	Delayed Disposals						%age of delayed Disposals
		0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total	
Uttara Kannada	55630	40	3	0	0	0	43	0.08
Chamarajanagar	43300	56	3	2	1	0	62	0.14
Chikkaballapura	51263	81	55	34	62	7	239	0.47
Udupi	38147	214	17	8	2	4	245	0.64
Belgaum	146678	613	143	151	141	12	1060	0.72
Haveri	47296	229	90	45	31	0	395	0.84
Gadag	34721	238	54	10	1	6	309	0.89
Koppal	45825	381	36	20	13	0	450	0.98
Davanagere	68747	618	74	44	14	7	757	1.10
Dharwad	57777	510	76	28	25	5	644	1.11
Shimoga	66782	514	140	75	18	27	774	1.16
Bagalkot	62164	492	71	62	87	9	721	1.16
Chitradurga	57238	851	51	12	1	15	930	1.62
Mandya	83271	1410	228	197	76	14	1925	2.31
Bijapur	78542	1580	220	140	70	5	2015	2.57
Hassan	78195	1314	433	233	154	60	2194	2.81
Dakshina Kannada	72347	1085	387	387	212	15	2086	2.88
Mysore	94776	2283	253	99	76	73	2784	2.94
Kolar	52743	1065	232	164	149	10	1620	3.07
Bidar	54805	1682	67	20	13	17	1799	3.28
Tumkur	98339	2569	319	217	229	120	3454	3.51
Bellary	79707	1951	541	248	155	19	2914	3.66
Gulbarga	85781	2688	569	110	31	3	3401	3.96
Chikmagalur	33636	974	317	159	68	3	1521	4.52
Ramanagara	51989	1354	514	322	231	26	2447	4.71
Raichur	60502	2085	458	207	132	31	2913	4.81
Bangalore Rural	33385	1069	220	193	193	88	1763	5.28
Kodagu	19632	289	213	247	399	6	1154	5.88
Yadgir	34232	1634	297	109	83	21	2144	6.26
Bangalore	280012	9332	4466	3028	2977	276	20079	7.17

Notes: Bangalore & Yadgir have high %age of delayed disposals vis- a-vis the state average of 3.64%.

Chapter 2C: Average Service delivery Time:

The statement below shows the average service delivery time taken by each department for the services it renders to citizens.

Departments such as Department of Factories, Department of Public Instructions. Labour as well DPAR; have delivered services way ahead of stipulated time. The service delivery time of Birth & Death certificate can be easily reduced to 1 day. Out of the 419 services under Sakala 270 services were delivered ahead of time.

Average Service Delivery Time Report - September 2013 [Up to 23rd September]						
Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
BANGALORE DEVELOPMENT AUTHORITY	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.	59	51	7	4	3
BANGALORE DEVELOPMENT AUTHORITY	Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts	59	44	30	4	26
BANGALORE DEVELOPMENT AUTHORITY	Obtaining Khatha for properties in BDA layouts and BDA approved private layouts, not handed over to BBMP yet	13	11	15	4	11
BANGALORE DEVELOPMENT AUTHORITY	To obtain approval for Subdivision of a site or Amalgamation of sites in BDA layouts and BDA approved Private Layouts.	0	1	30	21	9
<p>Notes: The Service 'Obtaining Khatha Transfer for properties sold or gifted' is delivered in 4 days against a stipulated time of 30 days. The average delivery time taken by the department for 3 out of 4 services is 4 days.</p>						
BANGALORE METROPOLITAN TRANSPORT CORPORATION	Issue of Student Concessional Pass	5793	5793	2	1	1
<p>Notes: This Service is delivered in 50% time against the stipulated time.</p>						
BANGALORE WATER SUPPLY AND SEWERAGE BOARD	Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	219	204	7	3	4

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
Notes: The BWSSB delivers Permission for new connection/Additional Connection for water supply in about 42% of the stipulated time.						
BRUHAT BANGALORE MAHANAGARA PALIKE	Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration	2629	2615	7	1	6
BRUHAT BANGALORE MAHANAGARA PALIKE	Transfer of Khatha	1079	788	30	16	14
BRUHAT BANGALORE MAHANAGARA PALIKE	Khatha Extract/Certificate	794	726	7	3	4
BRUHAT BANGALORE MAHANAGARA PALIKE	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)	580	544	30	11	19
BRUHAT BANGALORE MAHANAGARA PALIKE	Issue of Birth, Death and Still Birth Certificates at Registration centers after one calendar year from date of registration	554	724	7	6	1
BRUHAT BANGALORE MAHANAGARA PALIKE	Grant of trade licence specified category under rules	100	56	30	8	22
Notes: Grant of trade licence, Transfer of Khatha & Sanction of building plans are delivered well ahead of time. Issue of Birth & death Certificate is delivered in one day. The service delivery of Birth/Death certificates can be delivered in one day.						
CITY CORPORATION (Other than BBMP)	Issue of Birth, Still Birth and Death Certificates	5295	5147	7	4	3
CITY CORPORATION (Other than BBMP)	Khatha Extract	1984	1888	5	3	2
CITY CORPORATION (Other than BBMP)	Permission for water supply and UGD connection for residential buildings single dwelling unit	665	504	15	9	6
CITY CORPORATION (Other than BBMP)	New Building Licence upto 2400 sqft residential for single dwelling unit	311	229	30	18	12
CITY CORPORATION (Other than BBMP)	Issue of Trade licence as per the delegation of powers	288	207	15	9	6
Notes: New Building licences is delivered ahead of time in most Urban municipal bodies. Issue of Birth/Death Certificate is also delivered in an average 4 days time.						
CITY MUNICIPAL COUNCIL	Issue of Birth, Still Birth and Death Certificates	10741	10595	7	2	5
CITY MUNICIPAL COUNCIL	Khatha Extract	3415	3183	7	5	2
CITY MUNICIPAL COUNCIL	New Building Licence upto 2400 sqft residential for single dwelling unit	943	496	30	24	6

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
CITY MUNICIPAL COUNCIL	Issue of Trade licence	726	648	30	19	11
CITY MUNICIPAL COUNCIL	Permission for water supply and UGD connection for residential buildings single dwelling unit	649	568	15	11	4
Notes: New Building licence and issue of trade licence are delivered ahead of time. This trend is seen in BBMP as well as in City Corporations. Permission for water supply is also delivered in 1/4 th the time under CMC.						
COMMERCE AND INDUSTRIES DEPARTMENT	Issue of IEM Part-I Acknowledgment for Micro, Small and Medium Enterprises	1496	1411	1	1	0
COMMERCE AND INDUSTRIES DEPARTMENT	Issue of IEM Part-II Acknowledgement for Micro, Small and Medium Enterprises	1175	1113	1	1	0
COMMERCE AND INDUSTRIES DEPARTMENT	Stamp Duty Exemption and Registration Fees Concession Certificate	103	87	10	2	8
COMMERCE AND INDUSTRIES DEPARTMENT	Entry Tax Exemption Certificate	45	45	10	2	8
COMMERCE AND INDUSTRIES DEPARTMENT	Electricity Duty Exemption Certificate	10	6	5	1	4
COMMERCE AND INDUSTRIES DEPARTMENT	Sanction of Investment Promotion subsidy for Micro, Small and Medium Enterprises	7	16	30	21	9
COMMERCE AND INDUSTRIES DEPARTMENT	Agricultural Produce Marketing Cess Exemption Certificate	5	1	10	2	8
Notes: Exemption certificates in general are delivered ahead of time under this department. Review of these services to reduce the stipulated time can be initiated.						
COMMERCIAL TAXES DEPARTMENT	Issue of C Form declarations under the CST Act, 1956.	55488	52286	10	3	7
COMMERCIAL TAXES DEPARTMENT	Issue of form F Declaration	5617	5228	10	5	5
COMMERCIAL TAXES DEPARTMENT	Issue of registration under the KVAT Act, 2003.	4382	3878	25	10	15
COMMERCIAL TAXES DEPARTMENT	Issue of form H Certificates	1045	936	10	5	5
COMMERCIAL TAXES DEPARTMENT	Issue of No Due Certificate under the KVAT Act, 2003.	693	520	15	3	12
COMMERCIAL TAXES DEPARTMENT	Issue of form E1 and E2 Certificates.	520	480	10	4	6
COMMERCIAL TAXES DEPARTMENT	Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.	452	341	25	10	15

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
COMMERCIAL TAXES DEPARTMENT	Issue of registration under Karnataka Tax on Luxuries Act,1979.	34	25	25	7	18
COMMERCIAL TAXES DEPARTMENT	Issue of permit under the Karnataka Entertainments Tax Act, 1958.	28	17	25	6	19
COMMERCIAL TAXES DEPARTMENT	Issue of registration under the CST Act,1956	4	3	25	3	22
Notes: Issue of Form C – the largest service delivered by the Commercial Tax department is delivered in 3 days in spite of the huge number of applications that it receives. Similarly, registration under KVAT, Profession Tax is also delivered well ahead of stipulated time.						
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Issue of Boiler Certificate on Annual inspection	170	133	17	5	12
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Approval of Factory plans	124	97	90	27	63
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Amendment/Transfer of licence/Issue of duplicate Licence	114	84	90	23	67
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Registration of Factories and Issue of licence	69	49	90	28	62
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Approval of Boiler and Pressure part Manufacturing drawing/Steam pipeline and pipeline layout drawings	39	28	60	26	34
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Registration of Boilers, Economizers and Steam pipelines	25	15	90	40	50
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Disposal of Complaints	3	6	60	45	15
Notes: Most of the services under the department are delivered in about 1/3 the time. The department may review the timelines for these services.						
DEPARTMENT OF ARCHIVES	Issue of copies of old records, digitization copies, microfilms and conserved documents to the citizens on requests	2	1	15	4	11
Notes: The said service under the department is delivered in 4 days against the stipulated time of 15 days.						

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction Of Earned Leave/Commutated Leave for a period of 6 months(excluding Deputed Officials)	17	20	15	10	5
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of Festival Advance	17	17	15	2	13
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Medical Reimbursement (in the cases where the treatment taken in Govt. Hospitals/ Govt. Autonomous Medical Institutions and in the hospitals recognized by the Govt. as per CGHS rates lists)	15	12	30	4	26
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of senior scale	7	7	30	1	29
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of leave salary on Surrendered Leave	5	8	30	4	26
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Forwarding application Through Proper Channel (KGID Proposal/GPF Proposal, etc)	4	3	7	1	6
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of Charge Allowance (for 6 months)	3	6	10	4	6
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of GPF Advances / Partial Final withdrawals	2	2	15	1	14
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Forwarding the Pension Papers to AG (excluding death cases)	1	1	30	10	20
Notes: Services such as Sanction of Senior Scale, Leave salary on Surrendered leave are delivered ahead of the stipulated time. Though the application counts are low, delivery of services are ahead. Though about 6 complaints are received during the month for delays in medical reimbursements and sanction of salary.						
DEPARTMENT OF PUBLIC INSTRUCTION	Sanction of 10/15/20 Years Time Bound Promotion	1617	786	30	8	22
DEPARTMENT OF PUBLIC INSTRUCTION	Issue of Duplicate Marks Card /Provisional Marks Card-SSLC	934	853	30	8	22
DEPARTMENT OF PUBLIC INSTRUCTION	Issuing Salary Certificate	380	349	10	2	8
DEPARTMENT OF PUBLIC INSTRUCTION	Renewal of recognition for Schools	357	303	60	32	28
DEPARTMENT OF PUBLIC INSTRUCTION	Vehicle Purchase/GPF/KGID/Computer and Other Advances	338	129	30	5	25
DEPARTMENT OF PUBLIC INSTRUCTION	Reimbursement of Medical Expenses	152	31	30	10	20
DEPARTMENT OF PUBLIC INSTRUCTION	Festival Advance	132	97	10	3	7

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
DEPARTMENT OF PUBLIC INSTRUCTION	Issuing Migration Certificate	118	202	15	7	8
DEPARTMENT OF PUBLIC INSTRUCTION	Earned Leave Encashment	95	12	30	6	24
DEPARTMENT OF PUBLIC INSTRUCTION	First Recognition of Schools	91	78	60	33	27
DEPARTMENT OF PUBLIC INSTRUCTION	Sanction of Earned /Commuted Leave	76	68	20	7	13
DEPARTMENT OF PUBLIC INSTRUCTION	Sanction of Annual Increment	74	74	30	6	24
DEPARTMENT OF PUBLIC INSTRUCTION	Last Pay Certificate	61	45	30	7	23
DEPARTMENT OF PUBLIC INSTRUCTION	Sanction of 25/30Years time bound promotion	19	13	30	12	18
DEPARTMENT OF PUBLIC INSTRUCTION	Salary Disbursement	18	18	10	5	5
DEPARTMENT OF PUBLIC INSTRUCTION	Disposal of received application	12	7	30	3	27
DEPARTMENT OF PUBLIC INSTRUCTION	Pension Proposal and Services	12	2	30	6	24
DEPARTMENT OF PUBLIC INSTRUCTION	Issuing Duplicate Marks Card - General Case - Other Exams	10	15	30	5	25
DEPARTMENT OF PUBLIC INSTRUCTION	Registration of Schools	7	3	90	29	61
DEPARTMENT OF PUBLIC INSTRUCTION	Service Register	3	3	30	7	23
DEPARTMENT OF PUBLIC INSTRUCTION	Issuing Duplicate Marks Card - Urgent Case - Other Exams	2	2	5	3	2
DEPARTMENT OF PUBLIC INSTRUCTION	Re-totaling of marks secured in examination-SSLC	2	1	30	1	29
Notes: It is heartening to see Renewal and Recognition of Schools, First recognition of Schools, Registration of schools besides some personnel services and duplicate marks card for SSLC delivered ahead of time. The department may review stipulated time if this trend of early delivery continues.						
DRUGS CONTROL DEPARTMENT	Issue of License for Sales establishment.	264	257	30	5	25
DRUGS CONTROL DEPARTMENT	Renewal of License	133	121	30	7	23
DRUGS CONTROL DEPARTMENT	Change addition/deletion of Registered Pharmacist	83	86	7	3	4
DRUGS CONTROL DEPARTMENT	Name Change	30	32	7	2	5
DRUGS CONTROL DEPARTMENT	Change addition/deletion of Competent person	19	19	7	2	5
E.S.I. MEDICAL SERVICES	Sanction of Medical Reimbursements Bill of IPs	323	265	60	31	29

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
Notes: The Licence services under the Drug control department is delivered well ahead of time. Though ESI's sanction of medical reimbursements is seen delivered ahead of time, 147 pending applications are seen as of end of September. This may be reviewed and specific offices identified causing the delay.						
FIRE SERVICES DEPARTMENT	RESPONSE TO FIRECALLS	65	64	1	1	0
FIRE SERVICES DEPARTMENT	RESPONSE TO RESCUE/SPECIAL CALLS	19	16	1	1	0
Notes: Services are seen delivered in time.						
FISHERIES DEPARTMENT	Issue of registration/ licenses to boats	60	90	15	7	8
FISHERIES DEPARTMENT	Issue of licences for fishing in Reservoirs	12	12	10	1	9
Notes: Licence related services are rendered ahead of time.						
FOOD AND CIVIL SUPPLIES DEPARTMENT	Modification in Existing Ration Card	58078	57113	7	1	6
Notes: Delivery of Modification for Ration cards in such huge numbers is delivered in one day. Department may review to see if applications are entered into the system only at the time of service delivery.						
HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of age certificate	10434	9869	3	1	2
HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of discharge certificate and sterilization certificate	4793	4725	1	1	0
HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of Disability Certificate	2917	2681	30	4	26
HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of wound Certificate	398	387	3	1	2
Notes: Issue of Age certificate in delivered in 50% time. Disability certificate also is delivered well ahead of time.						
HIGHER EDUCATION-COLLEGIATE EDUCATION	Issue of Marks Cards	135	122	6	1	5
HIGHER EDUCATION-COLLEGIATE EDUCATION	Study Certificate	51	46	5	2	3
HIGHER EDUCATION-COLLEGIATE EDUCATION	Leave Sanction	48	44	3	1	2
HIGHER EDUCATION-COLLEGIATE EDUCATION	Forwardal of Transfer Certificate	32	25	6	2	4
HIGHER EDUCATION-COLLEGIATE EDUCATION	No due Certificate	1	2	5	2	3
HIGHER EDUCATION-COLLEGIATE EDUCATION	Sanction of Group Insurance/Family Welfare Fund to government College Principals/Regional Directors and Staff of Head office	1	1	15	1	14

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
HIGHER EDUCATION-COLLEGIATE EDUCATION	Library No Due Certificate	1	1	5	1	4
Notes: Issue of Marks card is being delivered in one day besides Sanction of Group Insurance/Family Welfare Fund is being delivered well ahead of time. Stipulated time may be reviewed specifically in services like Library No due Certificate which has a stipulated time of 5 days.						
HOME DEPARTMENT	NoC for Passport Verification	18697	19571	20	12	8
HOME DEPARTMENT	Receipt and Disposal of Petitions	15474	13887	45	11	34
HOME DEPARTMENT	Issue of copy of FIR to the complainant	12880	12880	1	1	0
HOME DEPARTMENT	Missing Report of documents, Mobile phone etc	7108	7108	1	1	0
HOME DEPARTMENT	Service Verification	3886	2770	20	11	9
HOME DEPARTMENT	License for Amplified Sound System	3614	3446	3	1	2
HOME DEPARTMENT	Police Verification Certificate for Institutions/ Companies	499	446	20	7	13
HOME DEPARTMENT	PVC for Central /State Govt. employees if request is received directly by the employee	498	405	20	10	10
HOME DEPARTMENT	Arms License Issue and Renewal Verification	227	113	30	23	7
HOME DEPARTMENT	Police verification Certificate for Coolies/Loader/Class IV Security Staff/ Supervisor at Airport (Individual applicants only)	213	190	20	12	8
HOME DEPARTMENT	Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	201	168	20	10	10
HOME DEPARTMENT	Police Verification Certificate for domestic servants/house keeping	145	70	20	10	10
HOME DEPARTMENT	Permission for Peaceful Assembly and procession	141	113	15	3	12
HOME DEPARTMENT	NOC for Residential Permit Extension	128	124	7	1	6
HOME DEPARTMENT	Police verification Certificate for Training Apprenticeship at Public Undertakings /for trainees/ Workers working on daily wages at Govt. Institutions	93	53	20	8	12
HOME DEPARTMENT	NOC for petrol pump, gas agency,hotel,bar etc.	20	9	7	5	2
HOME DEPARTMENT	Police verification Certificate for Marriage Alliances	13	7	20	10	10
HOME DEPARTMENT	Certification of Finger Print	9	6	20	8	12

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
HOME DEPARTMENT	License for Amusement	9	6	15	4	11
HOME DEPARTMENT	No objection to return to India permission in respect of Tibetans	8	9	20	8	12
HOME DEPARTMENT	No obligation to return to India (NORI) Certificate	4	4	20	1	19
<p>Notes: The Pendency as of end of September 2013 stood at 1717. Most of the pendency relate to Arms licence renewal, disposal of petitions and service verification.</p> <p>Receipts and Disposal of petitions shows an average delivery of 34 days ahead of schedule. Other verification related services seem to be delivered 60% ahead. This may be reviewed by the Department.</p>						
INFORMATION DEPARTMENT	Giving permission for film shooting	14	11	15	1	14
INFORMATION DEPARTMENT	Issue of Certificate for 100 percent Entertainment Tax Exemption for films	6	4	15	4	11
<p>Notes: Permission for Film shooting seem to be delivered in one day. The department may review if the entry into the application is entered after /at the time of delivering the service.</p>						
INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Registration of Land / property	99818	96582	1	1	0
<p>Notes: The Service is delivered in time.</p>						
KARNATAKA HOUSING BOARD	ISSUE OF DRAFT SALEDEEDS FOR ALLOTMENT IN RESPECT OF HOUSE/SITE/FLAT etc..	196	203	30	10	20
KARNATAKA HOUSING BOARD	REFUND	27	26	30	5	25
KARNATAKA HOUSING BOARD	Approval of Building Plan for construction of House in sites of 250 Sq.mtrs of area	14	12	30	12	18
KARNATAKA SLUM DEVELOPMENT BOARD	Absolute Sale Deed after payment of cost fixed by the Govt. after issue of Hakku Pathra by the Board o the house constructed under various schemes and the house constructed by the slum dwellers in the declared slum area	29	2	40	13	27
KARNATAKA SLUM DEVELOPMENT BOARD	Transfer of allotment order to the purchaser who is actually living in the house after sale by the original allottee	1	1	30	1	29
<p>Notes: The housing department's services are delivered well ahead of time in most services. Services such as Refund, Approval of building plans are delivered ahead of time will benefit citizens greatly. The department may review the stipulated time in the services.</p>						

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
KARNATAKA STATE POLLUTION CONTROL BOARD	Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Green Category.	17	22	30	9	21
Notes: Services are delivered ahead of time. The service takes less than 1/3 the stipulated time.						
LABOUR DEPARTMENT	Registration of Building and other Construction Workers	7407	7094	15	4	11
LABOUR DEPARTMENT	Renewal of Registration under Karnataka Shops and Commercial Establishments Act,1961	1174	998	15	3	12
LABOUR DEPARTMENT	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	660	587	15	4	11
LABOUR DEPARTMENT	Renewal of Licence to the contractor under the Contract Labour Act,1971	249	224	15	5	10
LABOUR DEPARTMENT	License to the contractor under the Contract Labour Act,1970	156	122	15	5	10
LABOUR DEPARTMENT	Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act,1996	85	75	15	6	9
LABOUR DEPARTMENT	Registration of Principal employer under Contract Labour Act	55	53	15	6	9
LABOUR DEPARTMENT	Registration under the Trade Union Act,1926	14	8	15	7	8
LABOUR DEPARTMENT	Licenses to Industrial premises under the Beedi and Cigar(Conditions of Employment) Workers Act,1966	5	4	7	2	5
LABOUR DEPARTMENT	Registration ISMW Act, 1979	2	4	15	5	10
LABOUR DEPARTMENT	Registration under Motor Transport Workers Act,1961	1	1	30	1	29
Notes: Services such as Registration of Building and other Construction Workers, renewal of registration and other renewal services are delivered at nearly 1/3 the time. If the trend continues, the department may look at revising the stipulated time.						
NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Bus Passes to School Children	15164	14350	7	1	6
NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Bus Passes to Physically challenged	139	183	15	5	10

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Free Bus Pass For the Blind	59	58	7	1	6
NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Free Bus Passes to freedom fighters	19	19	15	1	14
NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Accident Relief Fund	1	2	30	17	13
NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Bus Passes to School Children	3829	4034	7	2	5
NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Bus Passes to Physically challenged	128	158	15	2	13
NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Free Bus Passes to freedom fighters	5	5	15	1	14
NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Free Bus Pass for Blind Person	5	5	15	1	14
Notes: The service of Issue of Bus passes to school children is seen delivered in a single day and in some cases in 2 days. The stipulated time may be reviewed for these services and if the bus pass services are issued through schools/colleges which is mostly a onetime activity, stipulated time can be reduced.						
PUBLIC LIBRARIES DEPARTMENT	Library Membership	218	207	20	1	19
PUBLIC LIBRARIES DEPARTMENT	Refund of Membership amount	5	5	30	10	20
Notes: The services are seen delivered way ahead of time. Stipulated time for new Membership services can be brought down.						
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	Permission for road cutting along NHs, SHs and MDRs	32	26	15	3	12
Notes: Services are seen delivered in 1/5 th the time. If the trend continues, stipulated time may be revised.						
REVENUE DEPARTMENT	All types of Caste Certificate	340883	278830	21	9	12
REVENUE DEPARTMENT	All types of Income Certificate	216799	185802	21	9	12
REVENUE DEPARTMENT	Change of Khata (Undisputed cases)	65773	53477	60	20	40
REVENUE DEPARTMENT	Residence Certificate	48512	42032	7	4	3
REVENUE DEPARTMENT	Sandhya Suraksha	45867	20845	70	33	37

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
REVENUE DEPARTMENT	Destitute Widow pension	20256	11263	70	34	36
REVENUE DEPARTMENT	Small and Marginal Farmer Certificate	9962	6198	7	5	2
REVENUE DEPARTMENT	Pension for disabled persons	9237	4839	70	33	37
REVENUE DEPARTMENT	Record of Rights Certificate	8079	10508	30	16	14
REVENUE DEPARTMENT	Indira Gandhi Old Age Pension	5928	2503	70	32	38
REVENUE DEPARTMENT	Surviving Family member Certificate	5576	4037	7	5	2
REVENUE DEPARTMENT	Domicile Certificate	4504	3834	7	4	3
REVENUE DEPARTMENT	Mutation Extract	3658	2585	7	6	1
REVENUE DEPARTMENT	No tenancy certificate	3330	2513	7	5	2
REVENUE DEPARTMENT	Conversion of agriculture land to non agriculture purpose	2021	357	120	21	99
REVENUE DEPARTMENT	Agricultural Family member Certificate	1770	1139	7	4	3
REVENUE DEPARTMENT	Natural Calamity Relief Claims - Crop Loss	1557	27	21	20	1
REVENUE DEPARTMENT	Agriculturist Certificate	817	572	7	4	3
REVENUE DEPARTMENT	Landless Certificate	527	253	7	5	2
REVENUE DEPARTMENT	Agricultural Labour Certificate	438	151	7	5	2
REVENUE DEPARTMENT	No Objection Certificate under PTCL Act	332	239	21	12	9
REVENUE DEPARTMENT	No Government Job Certificate for Compassionate Appointments	265	175	7	5	2
REVENUE DEPARTMENT	Unemployment Certificate	240	135	7	5	2
REVENUE DEPARTMENT	Not Re-married Certificate	213	152	7	5	2
REVENUE DEPARTMENT	RTC Typological errors corrections	180	111	40	10	30
REVENUE DEPARTMENT	No Objection Certificate under LRF Grant	154	154	21	19	2
REVENUE DEPARTMENT	Verification/Validity of Caste Certificate	131	126	15	7	8
REVENUE DEPARTMENT	Solvency Certificate	98	65	21	4	17
REVENUE DEPARTMENT	Issuance of Arms License	68	12	55	45	10
REVENUE DEPARTMENT	No objection Certificate under General Land transaction	51	34	21	18	3
REVENUE DEPARTMENT	Living Certificate	49	30	7	4	3
REVENUE DEPARTMENT	Natural Calamity Relief Claims - House damage	39	53	21	17	4

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
REVENUE DEPARTMENT	Project Displacement Certificate	29	34	21	15	6
REVENUE DEPARTMENT	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	27	27	30	10	20
REVENUE DEPARTMENT	Natural Calamity Relief Claims - Animal Loss	3	2	15	4	11
REVENUE DEPARTMENT	Permission to setup Petrol Pump	2	2	60	26	34
REVENUE DEPARTMENT	Natural Calamity Relief Claims - Loss of Human Life	0	1	15	8	7
<p>Notes: 39 services are seen delivered ahead of time under the Revenue department. Thought faster service delivery time is seen in the most sought after services such as Caste & Income Certificates, pension related services, RTC Corrections & Conversion of Land services – high complaints are seen in these specific services as well. Delays and pendency are also seen mostly in the areas of Khatha transfer, Pension and Caste certificates. Mission can help identify the specific offices where delays are caused consistently and corrective actions may be taken up by the department.</p>						
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)	17625	18363	15	3	12
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF STREET LIGHTS	11663	11384	3	1	2
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF DRINKING WATER	9285	9209	3	1	2
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF VILLAGE SANITATION	6004	5850	7	2	5
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ALTERATION TO ASSESSMENT LIST	5827	4929	45	20	25
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ISSUE OF JOB CARD TO UNSKILLED LABOURES UNDER MGNREGS	5343	5092	30	4	26
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	NOC TO ESCOMS	3315	3163	45	10	35
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ISSUING OF RECORDS (POPULATION,CROP,CATTLE CENSUS,BPL LIST)	1978	1736	30	6	24
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES	1926	923	15	3	12

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	BUILDING LICENCE	1849	1797	60	13	47
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	GENERAL LICENCE (TRADE LICENCE)	1561	1544	45	10	35
Notes: Most services under the RDPR department are seen delivered well ahead of time. Services such as Building Licence, NOC to ESCOM, Alteration to Assessment list being critical services are delivered ahead. The department may review stipulated time for these services.						
SERICULTURE DEPARTMENT	2(i)Subsidy to Seri culturists	9	2	45	1	44
SERICULTURE DEPARTMENT	1.Issue of Pass books to the Seri culturists	7	3	15	1	14
SERICULTURE DEPARTMENT	3.Incentive to Cocoons	1	1	30	1	29
Notes: Though a new Entrant, the department has delivered services ahead of the stipulated time. A definite need to review the stipulated time defined for the above services is seen. This may please be taken up by the department.						
Survey AND SETTELMET COMMISSIONER	Issue of Duplicate Copies in Survey Section(Aakar Band)	11965	9546	7	5	2
Survey AND SETTELMET COMMISSIONER	Issue of Duplicate Copies in Survey Section(Atlas)	7508	6432	7	5	2
Survey AND SETTELMET COMMISSIONER	Issue of Duplicate Copies in Survey Section(Tippan)	4653	3651	7	5	2
Survey AND SETTELMET COMMISSIONER	Issue of Duplicate Copies in Survey Section(Pakka Tippan)	2756	2023	7	5	2
Survey AND SETTELMET COMMISSIONER	Issue of Duplicate Copies in Survey Section(Village Map))	1422	1274	7	4	3
Survey AND SETTELMET COMMISSIONER	Issue of Duplicate Copies in Survey Section(Index of Land Records)	898	644	7	5	2
Survey AND SETTELMET COMMISSIONER	Issue of Duplicate Copies in Survey Section(Kharab Utar))	695	335	7	5	2
Notes: The Survey related services are one of the most sought after by citizens. Though there may not be a need for review of stipulated time, timely delivery of these services may be reviewed. As of end of September 1857 cases of pendency was seen. The department may look at this trend identifying specific offices causing these delays and take corrective action.						
TOWN MUNICIPAL COUNCIL	Issue of Birth, Still Birth and Death Certificates	8150	7754	7	2	5
TOWN MUNICIPAL COUNCIL	Khatha Extract	3818	3534	7	4	3
TOWN MUNICIPAL COUNCIL	New Building Licence up to 2400 sqft residential for single dwelling unit	602	425	30	20	10
TOWN MUNICIPAL COUNCIL	Issue of Trade licence as per the delegation of powers	473	476	30	19	11

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
TOWN MUNICIPAL COUNCIL	Permission for water supply and UGD connection for residential buildings single dwelling unit	363	363	15	10	5
Notes: As seen in the other Urban departments, TMCs also is delivering Khatha and Birth/death certificates ahead of time. The service 'New Building Licence up to 2400 sq ft residential for single dwelling unit' is observed to be delivered in 1/3 the time across all Urban bodies.						
TOWN PANCHAYAT	Issue of Birth, Still Birth and Death Certificates	2467	2453	7	1	6
TOWN PANCHAYAT	Khatha Extract	1490	1429	7	3	4
TOWN PANCHAYAT	Issue of Trade licence as prescribed	309	261	30	12	18
TOWN PANCHAYAT	New Building Licence upto 2400 sqft residential for single dwelling unit	202	183	30	20	10
TOWN PANCHAYAT	Permission for water supply and UGD connection for residential buildings single dwelling unit	184	150	15	9	6
Notes: Similar trends as in other Urban bodies. Birth/ death Certificates are delivered ahead of time and Building licences are delivered in 1/3 the time.						
TRANSPORT CORPORATIONS(KSRTC)	Issue of Bus Passes to School Children	31370	32156	7	1	6
TRANSPORT CORPORATIONS(KSRTC)	Issue of Bus Passes to Physically challenged	1440	1451	15	1	14
TRANSPORT CORPORATIONS(KSRTC)	Issue of Free Bus Pass for Blind Person	154	113	15	2	13
TRANSPORT CORPORATIONS(KSRTC)	Issue of Free Bus Passes to freedom fighters	6	6	15	1	14
TRANSPORT CORPORATIONS(KSRTC)	Accident Relief Fund	3	3	30	1	29
Notes: The Bus Pass to School children service is delivered in a single day. This may be reviewed to see that applications are not entered at the time of delivery.						
TRANSPORT DEPARTMENT	Registration of Vehicle	64364	55407	30	12	18
TRANSPORT DEPARTMENT	Learning Licence	45310	39782	7	2	5
TRANSPORT DEPARTMENT	Driving Licence	25833	24408	30	4	26
TRANSPORT DEPARTMENT	Duplicate Licence	1419	1171	30	6	24
TRANSPORT DEPARTMENT	Duplicate Registration Certificate	1326	1078	30	9	21
Notes: The department's services are rendered in less than 20% of the stipulated time. Review of the stipulated time may be done by the department.						
UNIVERSITY ACADEMIC SECTION	Re-Admission	211	207	6	2	4
UNIVERSITY ACADEMIC SECTION	Change of the college	34	34	6	3	3

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
UNIVERSITY ACADEMIC SECTION	Eligibility Certificate	15	14	6	1	5
UNIVERSITY CONSTITUENT COLLEGES	Distribution of Marks card	231	231	3	1	2
UNIVERSITY CONSTITUENT COLLEGES	Distribution of Scholarship	117	114	4	1	3
UNIVERSITY CONSTITUENT COLLEGES	Issue of transfer certificate	77	74	4	1	3
UNIVERSITY CONSTITUENT COLLEGES	Issue of study certificate	37	36	2	1	1
UNIVERSITY CONSTITUENT COLLEGES	Forwarding of application of students/staff to the higher authorities	31	31	2	1	1
UNIVERSITY CONSTITUENT COLLEGES	Distribution of degree certificate	17	17	3	1	2
UNIVERSITY CONSTITUENT COLLEGES	Issue of character certificate	9	8	2	1	1
UNIVERSITY CONSTITUENT COLLEGES	Issue of No due certificate	3	3	2	1	1
UNIVERSITY CONSTITUENT COLLEGES	Distribution of Identity card	2	2	3	1	2
UNIVERSITY CONSTITUENT COLLEGES	Issue of Migration certificate	1	1	2	1	1
UNIVERSITY EXAMINATION SECTION	Provisional Degree Certificate (P.D.C.)	4048	3489	6	2	4
UNIVERSITY EXAMINATION SECTION	Official Transcript	609	481	6	2	4
UNIVERSITY EXAMINATION SECTION	Genuineness of Marks Card/ Degree Certificate	388	405	7	2	5
UNIVERSITY EXAMINATION SECTION	Migration certificate	270	200	6	1	5
UNIVERSITY EXAMINATION SECTION	Name Correction in the marks card as per SSLC/PUC	239	201	6	2	4
UNIVERSITY EXAMINATION SECTION	Degree Certificate	132	117	90	2	88
UNIVERSITY EXAMINATION SECTION	Duplicate Marks Cards	93	81	6	1	5
UNIVERSITY EXAMINATION SECTION	Duplicate Degree certificate	5	4	15	2	13
UNIVERSITY FINANCE SECTION	Issue of Salary Certificate	13	13	3	1	2
UNIVERSITY FINANCE SECTION	Issue of VAT certificate	8	6	7	1	6

Department	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Faster by (In days)
UNIVERSITY FINANCE SECTION	Issue of Form 16	1	1	5	1	4
UNIVERSITY POST GRADUATION SECTION	Study Certificate	100	93	2	1	1
UNIVERSITY POST GRADUATION SECTION	Forwarding of applications of students/staff to the higher authorities	89	87	2	1	1
UNIVERSITY POST GRADUATION SECTION	Transfer Certificate	21	17	4	1	3
UNIVERSITY POST GRADUATION SECTION	Character Certificate	7	5	2	1	1
UNIVERSITY POST GRADUATION SECTION	Distribution of Marks Cards	5	5	3	1	2
UNIVERSITY POST GRADUATION SECTION	No Objection Certificate	4	4	2	2	0
UNIVERSITY POST GRADUATION SECTION	No due certificate	4	4	2	1	1
UNIVERSITY POST GRADUATION SECTION	Returning of Original Documents	3	3	4	1	3
UNIVERSITY POST GRADUATION SECTION	Distribution of Degree Certificates	1	1	3	1	2
UNIVERSITY POST GRADUATION SECTION	Distribution of Bus Pass	1	1	3	1	2
Notes: Under the Education department 's University services most of the services are delivered nearly in time and since the department is a new entrant to Sakala, review of stipulated time may be taken up after observing trends. However certain services like Degree certificates, Duplicate degree certificates (though low in numbers) need to be analyzed if applications are entered after delivery of service. Also bypass of applications may be reviewed.						
WOMEN AND CHILD WELFARE DEPARTMENT	Senior Citizen Identity card	5864	5314	7	2	5
WOMEN AND CHILD WELFARE DEPARTMENT	Disability Certificate and identity Card for Differently Abled Persons	2645	2678	7	1	6
WOMEN AND CHILD WELFARE DEPARTMENT	Enrollment of pregnant and lactating mothers in anganwadi centers'	874	854	3	1	2
WOMEN AND CHILD WELFARE DEPARTMENT	Enrollment of 0 to 3 years children in Anganwadi centres	573	559	3	1	2
WOMEN AND CHILD WELFARE DEPARTMENT	Enrollment of 3 to 6 years children in anganwadi centres	322	323	3	1	2
Notes: Except Senior Citizens ID cards and disability certificates, most other services though delivered in time are very few in numbers. Bypass of Sakala applications may be checked.						

Chapter 2D: Offices who have defaulted more than 7 times:

Section 14 (2) read with Rule 16 is reproduced below:

Developing culture to deliver services within fixed period:

14(2): In case of any designated officer who is a habitual and willful defaulter, without any reasonable cause and persistently failed to receive an application or has failed to provide service within the stipulated time or intentionally denied the request for the service or delayed inordinately, the head of the Public Authority concerned shall be competent to take appropriate disciplinary action after recording a finding to this effect but not before giving a show cause notice and opportunity of hearing to the defaulting officer.

Rule 16: Maintenance of records of all disposed cases under the Act: *The Designated Officer, Competent Officer and Appellate Authority shall maintain records of all the cases in Form E-1, Form E-2 and Form E-3 respectively and specially Form E-1 with regard to the action taken in respect of delay/default cases and shall send a periodical report to the Head of the Public Authority. Show cause notice through e-mail in Form E-4 shall be issued to the public servants who have defaulted/delayed in more than 7 cases. Disciplinary action shall be initiated in cases where reasons are not justifiable.*

Show Cause notice through e-mail in Form E-5 shall be issued to the Competent Officer/Appellate Authority who have exceeded the time limit. Report of such cases shall be intimated to DPAR in Form E-6 at the end of the month.

The Following is the list of Districts including Department -wise designated offices, who have defaulted more than 7 times in a descending order. Though this is on a reducing trend, defaults must be curtailed.

Uttara Kannada is the only district which does not have a single defaulter exceeding 7 cases.

Bagalkot:

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
1	Deputy Tahsildar Office-Sitimani	Bagalkot	REVENUE DEPARTMENT	392	308	20
2	Taluk Office , Hungund	Hungund	REVENUE DEPARTMENT	1408	1490	18
3	Deputy Tahsildar Office-Mudhol	Mudhol	REVENUE DEPARTMENT	1128	830	17
4	Deputy Tahsildar Office-Hunagund	Hungund	REVENUE DEPARTMENT	297	297	16
5	Deputy Tahsildar Office-Angawadi	Bilgi	REVENUE DEPARTMENT	437	395	15
6	Circle Office Jamakhandi	Jamkhandi	HOME DEPARTMENT	111	111	9
7	Taluk Office , Bagalkot	Bagalkot	REVENUE DEPARTMENT	1962	1686	9
8	Deputy Tahsildar Office-Terdal	Jamkhandi	REVENUE DEPARTMENT	1028	648	8

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
9	Deputy Tahsildar Office-Guledagudd	Badami	REVENUE DEPARTMENT	552	569	7
10	Taluk Office , Jamkhandi	Jamkhandi	REVENUE DEPARTMENT	4104	2094	7
11	Deputy Tahsildar Office-Amingad	Hungund	REVENUE DEPARTMENT	523	449	7
Bangalore						
1	HAL POLICE STATION Police Station	Bangalore East	HOME DEPARTMENT	143	2555	2448
2	MADIVALA POLICE STATION Police Station	Bangalore South	HOME DEPARTMENT	136	1457	1138
3	Taluk Office , Anekal	Anekal	REVENUE DEPARTMENT	3421	2921	912
4	Taluk Office , Yalahanka	Yalahanka	REVENUE DEPARTMENT	3505	3176	677
5	OFFICE OF THE ASSISTANT COMMISSIONER , BANGALORE SOUTH SUBDIVISION	Bangalore South	REVENUE DEPARTMENT	3955	3248	507
6	Survey Supervisor, Taluk Office , Bangalore south	Bangalore South	Survey AND SETTELMENT COMMISSIONER	688	733	447
7	HULIMAVU POLICE STATION Police Station	Bangalore South	HOME DEPARTMENT	314	1183	323
8	Survey Supervisor, Taluk Office , Anekal	Anekal	Survey AND SETTELMENT COMMISSIONER	2228	866	305
9	Commissioner Of Police Bangalore City	Bangalore North	HOME DEPARTMENT	1393	1182	253
10	J.P.Nagar Police Station	Bangalore South	HOME DEPARTMENT	698	675	251
11	Survey Supervisor, Taluk Office , Bangalore East	Bangalore East	Survey AND SETTELMENT COMMISSIONER	777	1214	247
12	HSR LAYOUT POLICE STATION Police Station	Bangalore East	HOME DEPARTMENT	115	474	219
13	Girinagar Police Station	Bangalore South	HOME DEPARTMENT	298	401	204
14	District Police Office Bangalore	Bangalore North	HOME DEPARTMENT	688	738	187
15	SOLADEVANAHALLI Police Station	Bangalore North	HOME DEPARTMENT	110	256	181
16	Survey Supervisor, Taluk Office , Bangalore North	Bangalore North	Survey AND SETTELMENT COMMISSIONER	326	374	131

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
			Bangalore			
17	CHIKKAJALA PS Police Station	Bangalore North	HOME DEPARTMENT	58	180	129
18	Taluk Office , Bangalore East	Bangalore East	REVENUE DEPARTMENT	1953	1519	128
19	AIRPORT POLICE STATION Police Station	Bangalore East	HOME DEPARTMENT	91	163	127
20	Subramanyapura Police Station	Bangalore South	HOME DEPARTMENT	519	672	123
21	GANGAMMAGUDI Police Station	Bangalore North	HOME DEPARTMENT	104	283	123
22	Taluk Office , Bangalore North	Bangalore North	REVENUE DEPARTMENT	11172	9100	120
23	Kamakshipalya Police Station	Bangalore North	HOME DEPARTMENT	214	448	117
24	R.R.Nagar Police Station	Bangalore South	HOME DEPARTMENT	46	158	110
25	SANJAYANAGAR Police Station	Bangalore North	HOME DEPARTMENT	132	244	109
26	C.K.Achchukattu Police Station	Bangalore South	HOME DEPARTMENT	224	323	108
27	HALASURU PS Police Station	Bangalore North	HOME DEPARTMENT	102	183	94
28	SUBRAMANYANAGAR Police Station	Bangalore North	HOME DEPARTMENT	270	451	90
29	MAHALAKSHMI LAYOUT Police Station	Bangalore North	HOME DEPARTMENT	243	392	85
30	Chandra Layout Police Station	Bangalore North	HOME DEPARTMENT	112	297	74
31	Jayanagar Police Station	Bangalore South	HOME DEPARTMENT	241	365	74
32	KORAMANGALA POLICE STATION Police Station	Bangalore South	HOME DEPARTMENT	183	246	72
33	YELAHANKA PS Police Station	Bangalore North	HOME DEPARTMENT	270	327	72
34	MICO LAYOUT POLICE STATION Police Station	Bangalore South	HOME DEPARTMENT	534	446	72
35	Central Police Station	Bangalore North	HOME DEPARTMENT	73	199	66
36	YESHWANTHPURA Police Station	Bangalore North	HOME DEPARTMENT	292	548	65
37	Hanumanthanagar Police Station	Bangalore South	HOME DEPARTMENT	350	457	64
38	YELAHANKA NEW TOWN PS Police Station	Bangalore North	HOME DEPARTMENT	341	349	64

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
			Bangalore			
39	WHITE FIELD POLICE STATION Police Station	Bangalore East	HOME DEPARTMENT	127	270	63
40	KADUGONDANAHALLI PS Police Station	Bangalore North	HOME DEPARTMENT	203	299	56
41	ASSISTANT REVENUE OFFICER,JAYANAGARA	Bangalore South	BRUHAT BANGALORE MAHANAGARA PALIKE	49	82	54
42	Adugodi Police Station	Bangalore South	HOME DEPARTMENT	254	622	51
43	Deputy Tahsildar Office-Beguru	Bangalore South	REVENUE DEPARTMENT	372	377	51
44	Banashankari Police Station	Bangalore South	HOME DEPARTMENT	128	204	50
45	Kalasipalya Police Station Police Station	Bangalore North	HOME DEPARTMENT	39	99	50
46	PARAPPANA AGRAHARA Police Station	Anekal	HOME DEPARTMENT	168	245	44
47	VIDYARANYAPURA Police Station	Bangalore North	HOME DEPARTMENT	126	247	38
48	Sub Registrar Indiranagar, Bangalore	Bangalore East	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	556	548	36
49	ARO - Marutiseva Nagar,	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	0	34	33
50	Deputy Tahsildar Office-Kengeri	Bangalore South	REVENUE DEPARTMENT	602	322	31
51	Highground Police station Police Station	Bangalore North	HOME DEPARTMENT	160	216	30
52	District Industries Center,Bangalore(Urban)	Bangalore North	COMMERCE AND INDUSTRIES DEPARTMENT	607	565	29
53	ARO - Herohalli	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	65	99	29
54	T.R.Nagar Police Station	Bangalore South	HOME DEPARTMENT	189	219	29
55	NANDINI LAYOUT Police Station	Bangalore North	HOME DEPARTMENT	34	66	28
56	Siddapura Police Station	Bangalore South	HOME DEPARTMENT	129	224	28
57	KADUGODI POLICE STATION Police Station	Bangalore East	HOME DEPARTMENT	71	149	27

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
			Bangalore			
58	RTO - Banneraghatta, Bangalore.	Bangalore South	TRANSPORT DEPARTMENT	4171	5076	27
59	SAMPIGEHALLI Police Station	Bangalore North	HOME DEPARTMENT	137	168	26
60	SRIRAMPURA Police Station	Bangalore North	HOME DEPARTMENT	222	224	25
61	Magadi Road Police Station	Bangalore North	HOME DEPARTMENT	167	268	25
62	SONDEKOPPA , PRIMARY HEALTH CENTER SONDEKOPPA, BANGALORE NORTH	Bangalore North	HEALTH AND FAMILY WELFARE DEPARTMENT	13	33	24
63	BHARATHI NAGARA PS Police Station	Bangalore North	HOME DEPARTMENT	50	70	24
64	K.G.Nagar Police Station	Bangalore South	HOME DEPARTMENT	84	143	23
65	ARO - Hombegowda Nagara	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	19	72	23
66	Deputy Tahsildar Office-Varthuru	Bangalore East	REVENUE DEPARTMENT	223	230	22
67	AMRUTHAHALLI Police Station	Bangalore North	HOME DEPARTMENT	110	157	22
68	Basaveshwaranagar Police Station	Bangalore North	HOME DEPARTMENT	333	455	22
69	ARO - Banashankari	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	44	31	21
70	Deputy Tahsildar Office-Bidarahalli	Bangalore East	REVENUE DEPARTMENT	170	198	21
71	ARO - Yelachenahalli	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	112	131	21
72	ARO - Whitefield	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	16	45	20
73	JEEVAN BHEEMANAGARA PS Police Station	Bangalore East	HOME DEPARTMENT	70	70	20
74	ARO - Rajajinagar	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	1	36	19
75	Deputy Tahsildar Office-Sarjapura1	Anekal	REVENUE DEPARTMENT	310	187	19

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
			Bangalore			
76	KOTHANUR Police Station	Bangalore North	HOME DEPARTMENT	77	84	18
77	COMMERCIAL STREET PS Police Station	Bangalore North	HOME DEPARTMENT	62	78	17
78	Deputy Tahsildar Office-Yalahanka 3	Yelahanka	REVENUE DEPARTMENT	464	260	17
79	Sheshadripuram Police station Police Station	Bangalore North	HOME DEPARTMENT	119	196	17
80	Basavanagudi Police Station	Bangalore South	HOME DEPARTMENT	219	285	16
81	Chamarajpet Police Station	Bangalore North	HOME DEPARTMENT	75	151	16
82	K.P.Agrahara Police Station	Bangalore North	HOME DEPARTMENT	64	127	15
83	PULIKESHINAGARA PS Police Station	Bangalore North	HOME DEPARTMENT	39	49	15
84	Deputy Tahsildar Office-Yalahanka 1	Yelahanka	REVENUE DEPARTMENT	105	122	15
85	Deputy Tahsildar Office-Yeshwantpur-2	Bangalore North	REVENUE DEPARTMENT	1599	960	15
86	Sampangiramnagar Police station Police Station	Bangalore North	HOME DEPARTMENT	25	61	15
87	VARTHUR POLICE STATION Police Station	Bangalore East	HOME DEPARTMENT	81	150	15
88	DEVARA JEEVANA HALLI PS Police Station	Bangalore North	HOME DEPARTMENT	27	42	15
89	ARO - Basavanagudi	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	33	34	15
90	ARO - Uttarahalli	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	84	17	14
91	R.T.NAGAR Police Station	Bangalore North	HOME DEPARTMENT	50	78	13
92	ARO - Nagapura	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	24	29	13
93	Section Officer, AdministrationB	Bangalore North	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2	16	13
94	Wilsongarden Police station Police Station	Bangalore North	HOME DEPARTMENT	136	140	12

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
			Bangalore			
95	AEE - J.C.Nagar	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	14	47	12
96	MHO - Padmanabha nagar	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	11	11	11
97	ARO - Koramangala	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	1	15	11
98	ARO - Bommanahalli	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	11	25	11
99	MHO - Basavanagudi	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	19	23	10
100	Office of the Revenue Officer-West	Bangalore North	BANGALORE DEVELOPMENT AUTHORITY	0	10	10
101	Sub Registrar Jigani, Bangalore	Anekal	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	194	180	10
102	THILAK NAGAR POLICE STATION Police Station	Bangalore South	HOME DEPARTMENT	138	159	10
103	Sub Registrar Begur, Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	461	459	10
104	ARO - Goraguntepalya	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	32	30	9
105	RTO - Bangalore Central	Bangalore South	TRANSPORT DEPARTMENT	4830	3787	9
106	ARO - Girinagara	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	32	16	9
107	RTO - Bangalore South	Bangalore South	TRANSPORT DEPARTMENT	8086	8224	9
108	MHO - Shanthinagar	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	1	11	9
109	RAJAJINAGAR Police Station	Bangalore North	HOME DEPARTMENT	366	447	9

S. No.	Office Name	Taluku	Department	Receipts	Disposals	Defaults (Delayed Disposals)
			Bangalore			
110	RTO - K.R.Puram, Bangalore.	Bangalore East	TRANSPORT DEPARTMENT	6697	5009	9
111	Cubbonpark police station Police Station	Bangalore North	HOME DEPARTMENT	92	109	9
112	Sub Registrar Banashankari, Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	744	722	8
113	Jagajeevanram Nagar PS	Bangalore North	HOME DEPARTMENT	93	104	8
114	Sub Registrar Gandhinagar, Bangalore	Bangalore North	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	331	330	8
115	ARO - Galianjeneya Temple	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	23	9	8
116	ARO - Kempegowda nagara	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	27	44	8
117	ARO, Govindaraja Nagar	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	6	19	8
118	MALLESWARAM Police Station	Bangalore North	HOME DEPARTMENT	239	254	7
119	Deputy Tahsildar Office-Dasanapura-1	Bangalore North	REVENUE DEPARTMENT	116	174	7
120	RTO - Bangalore North	Bangalore North	TRANSPORT DEPARTMENT	4737	4793	7
121	Sub Registrar Attibele, Bangalore	Anekal	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	429	383	7
122	Chickpet Police Station	Bangalore North	HOME DEPARTMENT	60	85	7
123	SouthWest-1,VV Puram	Bangalore North	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	19	11	7
124	Sub Registrar Anekal, Bangalore	Anekal	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	385	354	7
125	ARO - Jai Bhimanagar	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	39	31	7

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
			Bangalore			
126	Deputy Tahsildar Office-Jala	Yelahanka	REVENUE DEPARTMENT	53	61	7
127	BAGALUR PS Police Station	Bangalore North	HOME DEPARTMENT	68	46	7
Bangalore Rural						
1	Taluk Office , Dod Ballapur	Dod Ballapur	REVENUE DEPARTMENT	3948	3613	110
2	Survey Supervisor, Taluk Office , Devanahalli	Devanahalli	Survey AND SETTELMET COMMISSIONER	215	184	67
3	Child Development Programme Office Doddaballapura	Dod Ballapur	WOMEN AND CHILD WELFARE DEPARTMENT	543	584	56
4	Survey Supervisor, Taluk Office , Dod Ballapur	Dod Ballapur	Survey AND SETTELMET COMMISSIONER	76	55	52
5	Taluk Office , Nelamangala	Nelamangala	REVENUE DEPARTMENT	1273	1146	28
6	Deputy Tahsildar Office-Sompura	Nelamangala	REVENUE DEPARTMENT	199	165	24
7	Survey Supervisor, Taluk Office , Nelamangala	Nelamangala	Survey AND SETTELMET COMMISSIONER	152	132	23
8	Deputy Tahsildar Office-Kasaba	Dod Ballapur	REVENUE DEPARTMENT	362	99	17
9	Taluk Office , Hosakote	Hosakote	REVENUE DEPARTMENT	2162	1899	14
10	Deputy Tahsildar Office-Jadigenahalli	Hosakote	REVENUE DEPARTMENT	197	205	14
11	Sulibele Police Station	Hosakote	HOME DEPARTMENT	41	38	10
12	Deputy Tahsildar Office-Sasalu	Dod Ballapur	REVENUE DEPARTMENT	229	264	9
13	Sub Registrar Hosakote	Hosakote	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	669	631	8
14	Deputy Tahsildar Office-Sulibele	Hosakote	REVENUE DEPARTMENT	277	277	7
Belgaum						
1	District Police Office Belgaum	Belgaum	HOME DEPARTMENT	2071	1066	84
2	Sub Registrar Gokak	Gokak	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	810	779	56

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
3	Taluk Office , Parasgad	Savadatti	REVENUE DEPARTMENT	3331	2841	35
4	Survey Supervisor,Taluk Office Raibag	Raybag	Survey AND SETTELMENT COMMISSIONER	326	136	24
5	NWKRTC Nippani Depot,BELGAUM	Gokak	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	21	26	21
6	Survey Supervisor,Taluk Office , Chikodi	Chikodi	Survey AND SETTELMENT COMMISSIONER	182	282	16
7	GOKAK RURAL Police Station	Gokak	HOME DEPARTMENT	11	29	12
8	AIGALI , PRIMARY HEALTH CENTRE AT/PO:AIGALI	Athni	HEALTH AND FAMILY WELFARE DEPARTMENT	62	52	10
9	Deputy Tahsildar Office-Kaujalagi	Gokak	REVENUE DEPARTMENT	968	657	9
10	Deputy Tahsildar Office-Arabhavi	Gokak	REVENUE DEPARTMENT	1781	1530	9
11	Deputy Tahsildar Office-Bidi	Khanapur	REVENUE DEPARTMENT	205	129	9
12	Taluk Office , Chikodi	Chikodi	REVENUE DEPARTMENT	3509	3215	8
13	City Corporation Belgaum	Belgaum	CITY CORPORATION (Other than BBMP)	2057	2076	8
Bellary						
1	Taluk Office , Bellary	Bellary	REVENUE DEPARTMENT	6167	5611	<u>218</u>
2	Deputy Tahsildar Office-Hospet	Hospet	REVENUE DEPARTMENT	770	780	<u>167</u>
3	Deputy Tahsildar Office-Rupanagudi	Bellary	REVENUE DEPARTMENT	180	307	<u>107</u>
4	Taluk Office , Hospet	Hospet	REVENUE DEPARTMENT	3059	2427	<u>78</u>
5	Deputy Tahsildar Office-Bellary	Bellary	REVENUE DEPARTMENT	3170	1700	<u>70</u>
6	Taluk Office , Kudligi	Kudligi	REVENUE DEPARTMENT	1637	1667	<u>50</u>
7	Taluk Office , Sandur	Sandur	REVENUE DEPARTMENT	1401	1246	<u>46</u>
8	Tahsildar Office,Bellary	Bellary	Survey AND SETTELMENT COMMISSIONER	219	209	<u>36</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
9	Deputy Tahsildar Office-Kurugodu	Bellary	REVENUE DEPARTMENT	697	615	<u>33</u>
10	Deputy Tahsildar Office-Chornur	Sandur	REVENUE DEPARTMENT	273	221	<u>30</u>
11	Tahsildar Office,Hospet	Hospet	Survey AND SETTELMENT COMMISSIONER	69	44	<u>29</u>
12	Taluk Office , Hagaribommanahalli	Hagaribomm anahalli	REVENUE DEPARTMENT	1839	1314	<u>24</u>
13	Deputy Tahsildar Office-Koluru	Bellary	REVENUE DEPARTMENT	635	392	<u>22</u>
14	Tahsildar Office-Kurugodu FO	Bellary	REVENUE DEPARTMENT	997	447	<u>21</u>
15	Deputy Tahsildar Office-Hagaribommanahalli	Hagaribomm anahalli	REVENUE DEPARTMENT	672	568	<u>21</u>
16	Deputy Tahsildar Office-Moka	Bellary	REVENUE DEPARTMENT	544	326	<u>18</u>
17	District Police Office Bellary	Bellary	HOME DEPARTMENT	907	527	<u>18</u>
18	Sub Registrar Bellary	Bellary	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1132	1118	<u>17</u>
19	Taluk Office , Siruguppa	Siruguppa	REVENUE DEPARTMENT	3317	1997	<u>16</u>
20	LVO 490 - Bellary	Bellary	COMMERCIAL TAXES DEPARTMENT	537	445	<u>11</u>
21	Tahsildar Office,Hadagali.	Hadagalli	Survey AND SETTELMENT COMMISSIONER	34	48	<u>11</u>
22	GRAMA PANCHAYAT OFFICE,UPPARA HOSAHALLI	Siruguppa	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	0	8	<u>8</u>

Bidar

1	Taluk Office , Aurad	Aurad	REVENUE DEPARTMENT	3106	2219	<u>223</u>
2	Taluk Office , Bidar	Bidar	REVENUE DEPARTMENT	4923	3030	<u>135</u>
3	District Police Office Bidar	Bidar	HOME DEPARTMENT	536	561	<u>104</u>
4	Taluk Office , Bhalki	Bhalki	REVENUE DEPARTMENT	2689	1674	<u>56</u>
5	Deputy Tahsildar Office-Bidar South	Bidar	REVENUE DEPARTMENT	565	416	<u>37</u>
6	Taluk Office , Basavakalyan	Basava kalyan	REVENUE DEPARTMENT	3025	2734	<u>26</u>
7	Deputy Tahsildar Office-Manhalli	Bidar	REVENUE DEPARTMENT	254	186	<u>21</u>
8	Deputy Tahsildar Office-Bhalki	Bhalki	REVENUE DEPARTMENT	467	433	<u>18</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
9	TAHSILDAR OFFICE,BASAVAKALYAN	Basava kalyan	FOOD AND CIVIL SUPPLIES DEPARTMENT	117	118	<u>12</u>
10	Taluk Office , Homnabad	Homnabad	REVENUE DEPARTMENT	3993	3501	<u>10</u>
11	Deputy Tahsildar Office-Bidar North	Bidar	REVENUE DEPARTMENT	431	405	<u>7</u>
12	Deputy Tahsildar Office-Rajeshwar	Basava kalyan	REVENUE DEPARTMENT	349	271	<u>7</u>
Bijapur						
1	District Police Office Bijapur	Bijapur	HOME DEPARTMENT	348	362	<u>296</u>
2	Taluk Office , Muddebihal	Muddebihal	REVENUE DEPARTMENT	1520	1660	<u>233</u>
3	Deputy Tahsildar Office-Kolhar	Basavana Bagevadi	REVENUE DEPARTMENT	880	623	<u>118</u>
4	Sub Registrar Sindhagi	Sindgi	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1050	1009	<u>91</u>
5	Taluk Office , Basavana Bagevadi	Basavana Bagevadi	REVENUE DEPARTMENT	1559	1228	<u>88</u>
6	Deputy Tahsildar Office-Muddebihal	Muddebihal	REVENUE DEPARTMENT	561	466	<u>45</u>
7	Deputy Tahsildar Office-Sindagi	Sindgi	REVENUE DEPARTMENT	965	903	<u>22</u>
8	Deputy Tahsildar Office-Devarahipparagi	Sindgi	REVENUE DEPARTMENT	662	601	<u>22</u>
9	Town Municipal Council Muddebihal	Muddebihal	TOWN MUNICIPAL COUNCIL	66	48	<u>21</u>
10	Deputy Tahsildar Office-Tikota	Bijapur	REVENUE DEPARTMENT	783	708	<u>19</u>
11	GRAMA PANCHAYAT OFFICE, HUNASHYAL	Sindgi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	0	19	<u>19</u>
12	Deputy Tahsildar Office-Almel	Sindgi	REVENUE DEPARTMENT	618	437	<u>18</u>
13	Survey Supervisor,Taluk Office , Indi	Indi	Survey AND SETTELMENT COMMISSIONER	81	79	<u>13</u>
14	Deputy Tahsildar Office-Nalatawad	Muddebihal	REVENUE DEPARTMENT	283	192	<u>12</u>
15	Deputy Commissioner Office Bijapur	Bijapur	REVENUE DEPARTMENT	94	49	<u>10</u>
16	GRAMA PANCHAYAT OFFICE,MALAGHAN	Sindgi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	0	7	<u>7</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
Chamarajanagar						
1	District Police Office Chamarajanagar	Chamarajanagar	HOME DEPARTMENT	115	128	<u>10</u>
2	City Municipal Council Chamarajanagara	Chamarajanagar	CITY MUNICIPAL COUNCIL	124	132	<u>8</u>
Chikkaballapura						
1	Taluk Office , Chikkaballapura	Chikkaballapura	REVENUE DEPARTMENT	3307	2506	<u>17</u>
2	Taluk Office , Chintamani	Chintamani	REVENUE DEPARTMENT	1999	1517	<u>13</u>
Chikkamagalur						
1	Deputy Tahsildar Office-Lakya	Chikmagalur	REVENUE DEPARTMENT	473	342	<u>79</u>
2	District Police Office Chikmagalur	Chikmagalur	HOME DEPARTMENT	511	477	<u>56</u>
3	Taluk Office , Chikmagalur	Chikmagalur	REVENUE DEPARTMENT	2623	1867	<u>43</u>
4	Deputy Tahsildar Office-Aldur	Chikmagalur	REVENUE DEPARTMENT	681	516	<u>33</u>
5	Taluk Office , Kadur	Kadur	REVENUE DEPARTMENT	2340	2110	<u>27</u>
6	RTO - Chickmagalur	Chikmagalur	TRANSPORT DEPARTMENT	1710	1616	<u>24</u>
7	Deputy Tahsildar Office-Ambale	Chikmagalur	REVENUE DEPARTMENT	145	161	<u>17</u>
8	Deputy Tahsildar Office-Yagati	Kadur	REVENUE DEPARTMENT	196	118	<u>16</u>
9	Kadur Police Station	Kadur	HOME DEPARTMENT	93	149	<u>16</u>
10	Taluk Office , Mudigere	Mudigere	REVENUE DEPARTMENT	846	843	<u>11</u>
11	City Municipal Council Chikmagalur	Chikmagalur	CITY MUNICIPAL COUNCIL	467	478	<u>11</u>
12	Taluk Office , Tarikere	Tarikere	REVENUE DEPARTMENT	1636	861	<u>11</u>
13	Koppa Police Station	Koppa	HOME DEPARTMENT	19	28	<u>10</u>
14	Deputy Tahsildar Office-Kasaba	Mudigere	REVENUE DEPARTMENT	238	224	<u>9</u>
15	Town Municipal Council Kadur	Kadur	TOWN MUNICIPAL COUNCIL	99	102	<u>9</u>
16	Survey Supervisor, Taluk Office , Tarikere	Tarikere	Survey AND SETTLEMENT COMMISSIONER	80	77	<u>9</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
17	Deputy Tahsildar Office-Vastare	Chikmagalur	REVENUE DEPARTMENT	278	229	<u>8</u>
18	Deputy Tahsildar Office-Lakkavalli	Tarikere	REVENUE DEPARTMENT	59	17	<u>7</u>
Chitradurga						
1	Taluk Office , Chitradurga	Chitradurga	REVENUE DEPARTMENT	5686	5079	<u>152</u>
2	Taluk Office , Holalkere	Holalkere	REVENUE DEPARTMENT	4328	2522	<u>111</u>
3	Taluk Office , Challakere	Challakere	REVENUE DEPARTMENT	3294	3149	<u>32</u>
4	Taluk Office , Molakalmuru	Molakalmuru	REVENUE DEPARTMENT	1473	1314	<u>27</u>
5	Deputy Tahsildar Office-Kasaba	Holalkere	REVENUE DEPARTMENT	536	469	<u>20</u>
6	Deputy Tahsildar Office-Talya	Holalkere	REVENUE DEPARTMENT	610	436	<u>15</u>
7	Deputy Tahsildar Office , Hireguntanur	Chitradurga	REVENUE DEPARTMENT	578	528	<u>14</u>
8	Deputy Tahsildar Office , Kasaba_1, Chitradurga	Chitradurga	REVENUE DEPARTMENT	1219	987	<u>14</u>
9	CMC-CHITRADURGA	Chitradurga	CITY MUNICIPAL COUNCIL	576	602	<u>12</u>
10	GRAMA PANCHAYAT OFFICE,BEDAREDDIH ALLI	Challakere	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	0	17	<u>12</u>
11	Deputy Tahsildar Office-Aimangala	Hiriyur	REVENUE DEPARTMENT	284	321	<u>8</u>
12	District Police Office Chitradurga	Chitradurga	HOME DEPARTMENT	180	171	<u>8</u>
13	Deputy Tahsildar Office-B Durga	Holalkere	REVENUE DEPARTMENT	651	558	<u>7</u>
14	GRAMA PANCHAYAT OFFICE,IYYAN HALLI	Chitradurga	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	13	14	<u>7</u>
Dakshina kannada						
1	Commissioner Of Police Mangalore City	Mangalore	HOME DEPARTMENT	1871	1973	<u>530</u>
2	District Police Office Dakshina Kannada	Mangalore	HOME DEPARTMENT	873	1240	<u>316</u>
3	Taluk Office , Beltangadi	Beltangadi	REVENUE DEPARTMENT	2055	1948	<u>22</u>
4	Deputy Tahsildar - Suratkal	Mangalore	REVENUE DEPARTMENT	591	1278	<u>21</u>
5	Taluk Office , Mangalore	Mangalore	REVENUE DEPARTMENT	3502	4020	<u>21</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
6	Mangalore City Corporation	Mangalore	CITY CORPORATION (Other than BBMP)	2274	2090	<u>20</u>
7	Taluk Office , Bantval	Bantval	REVENUE DEPARTMENT	2712	2919	<u>8</u>
Davanagere						
1	Taluk Office , Channagiri	Channagiri	REVENUE DEPARTMENT	2693	2352	<u>62</u>
2	Sub Registrar Davanagere	Davana gere	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1201	1176	<u>41</u>
3	Taluk Office , Jagalur	Jagalur	REVENUE DEPARTMENT	1761	1608	<u>40</u>
4	City Corporation Davanagere	Davana gere	CITY CORPORATION (Other than BBMP)	838	718	<u>36</u>
5	District Police Office Davanagere	Davana gere	HOME DEPARTMENT	543	428	<u>36</u>
6	Survey Supervisor, Taluk Office , Channagiri	Channagiri	Survey AND SETTELMENT COMMISSIONER	187	213	<u>26</u>
7	Sub Registrar Honnali	Honnali	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	248	243	<u>18</u>
8	Sub Registrar Jagalur	Jagalur	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	171	152	<u>18</u>
9	Survey Supervisor, Taluk Office , Harapanahalli	Harapanahalli	Survey AND SETTELMENT COMMISSIONER	91	71	<u>15</u>
10	Taluk Office , Harapanahalli	Harapanahalli	REVENUE DEPARTMENT	2900	2283	<u>15</u>
11	Deputy Tahsildar Office-Anagodu	Davana gere	REVENUE DEPARTMENT	495	303	<u>13</u>
12	MALEBENNUR , CHC MALEBENNUR POST	Harihar	HEALTH AND FAMILY WELFARE DEPARTMENT	37	28	<u>11</u>
13	Taluk Office , Honnali	Honnali	REVENUE DEPARTMENT	2281	1805	<u>9</u>
14	Deputy Tahsildar Office-Kasaba	Jagalur	REVENUE DEPARTMENT	700	668	<u>8</u>
15	Taluk Office , Davanagere	Davana gere	REVENUE DEPARTMENT	4778	4344	<u>7</u>
Dharwad						
1	Taluk Office , Dharwad	Dharwad	REVENUE DEPARTMENT	3584	4019	<u>214</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
2	LVO 320 - Hubli	Hubli	COMMERCIAL TAXES DEPARTMENT	1137	1405	<u>44</u>
3	Survey Supervisor, Taluk Office , Dharwad	Dharwad	Survey AND SETTELMENT COMMISSIONER	63	60	<u>19</u>
4	Deputy Tahsildar Office-Shiraguppi	Hubli	REVENUE DEPARTMENT	273	261	<u>18</u>
5	Commissioner Of Police Hubli-Dharwad City	Hubli	HOME DEPARTMENT	742	576	<u>17</u>
6	District Police Office Dharwad	Dharwad	HOME DEPARTMENT	154	110	<u>16</u>
7	LVO 310 - Dharwad	Dharwad	COMMERCIAL TAXES DEPARTMENT	1077	959	<u>15</u>
8	Deputy Tahsildar Office , Amminabhavi - Dharwad kiosk	Dharwad	REVENUE DEPARTMENT	1293	1259	<u>10</u>
9	Taluk Office , Hubli	Hubli	REVENUE DEPARTMENT	3068	3156	<u>10</u>
10	NWKRTC Navalgunda Depot Hubli	Navalgund	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	17	29	<u>10</u>
11	Taluk Office , Kalghatgi	Kalghatgi	REVENUE DEPARTMENT	1299	1060	<u>10</u>
12	Deputy Tahsildar Office , Alnavar	Dharwad	REVENUE DEPARTMENT	476	321	<u>8</u>
Gadag						
1	Deputy Tahsildar Office-Betageri	Gadag	REVENUE DEPARTMENT	917	534	<u>41</u>
2	Tahsildar Office-Laxmeshwar FO	Shirhatti	REVENUE DEPARTMENT	844	795	<u>38</u>
3	Deputy Tahsildar Office-Laxmeshwar	Shirhatti	REVENUE DEPARTMENT	552	439	<u>21</u>
4	Taluk Office , Ron	Ron	REVENUE DEPARTMENT	1431	1423	<u>10</u>
5	Taluk Office , Nargund	Nargund	REVENUE DEPARTMENT	743	533	<u>8</u>
Gulbarga						
1	DepotManager-Glb-3rd Depot	Gulbarga	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	2029	2048	<u>290</u>
2	Taluk Office , Chincholi	Chincholi	REVENUE DEPARTMENT	2238	1762	<u>121</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
3	Taluk Office , Chitapur	Chitapur	REVENUE DEPARTMENT	2592	2084	<u>119</u>
4	Taluk Office , Aland	Aland	REVENUE DEPARTMENT	3127	2666	<u>108</u>
5	Taluk Office , Jevargi	Jevargi	REVENUE DEPARTMENT	2587	2463	<u>92</u>
6	Taluk Office , Gulbarga	Gulbarga	REVENUE DEPARTMENT	6054	4171	<u>87</u>
7	Taluk Office , Afzalpur	Afzalpur	REVENUE DEPARTMENT	1844	1519	<u>77</u>
8	Survey Supervisor, Taluk Office , Chincholi	Chincholi	Survey AND SETTELMENT COMMISSIONER	107	136	<u>62</u>
9	Deputy Tahsildar Office-Naroonna	Aland	REVENUE DEPARTMENT	480	437	<u>60</u>
10	Deputy Tahsildar Office-Karjagi	Afzalpur	REVENUE DEPARTMENT	376	403	<u>52</u>
11	Deputy Tahsildar Office-Afzalpur	Afzalpur	REVENUE DEPARTMENT	480	371	<u>40</u>
12	District Police Office Gulbarga	Gulbarga	HOME DEPARTMENT	1056	758	<u>31</u>
13	Deputy Tahsildar Office-Gundagurthi	Chitapur	REVENUE DEPARTMENT	361	282	<u>27</u>
14	Survey Supervisor, Taluk Office , Gulbarga	Gulbarga	Survey AND SETTELMENT COMMISSIONER	387	419	<u>26</u>
15	Deputy Tahsildar Office-Jewargi	Jevargi	REVENUE DEPARTMENT	354	370	<u>25</u>
16	Sub Registrar Sedam	Sedam	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	214	202	<u>18</u>
17	Deputy Tahsildar Office-Atanoor	Afzalpur	REVENUE DEPARTMENT	742	527	<u>17</u>
18	GRAMA PANCHAYAT OFFICE,BALLURGI	Afzalpur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	36	36	<u>17</u>
19	GRAMA PANCHAYAT OFFICE,ALLAGI B	Afzalpur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	31	31	<u>17</u>
20	GRAMA PANCHAYAT OFFICE,KADKOL	Jevargi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	24	24	<u>16</u>
21	Taluk Office , Sedam	Sedam	REVENUE DEPARTMENT	2989	1909	<u>15</u>
22	Deputy Tahsildar Office-Farahatabad	Gulbarga	REVENUE DEPARTMENT	282	246	<u>15</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
23	Deputy Tahsildar Office-Aland	Aland	REVENUE DEPARTMENT	741	419	<u>15</u>
24	Deputy Tahsildar Office-Pattan	Gulbarga	REVENUE DEPARTMENT	350	181	<u>14</u>
25	Deputy Tahsildar Office-Chittapur	Chitapur	REVENUE DEPARTMENT	630	296	<u>13</u>
26	Town Pachayath Chincholi	Chincholi	TOWN PANCHAYAT	17	19	<u>13</u>
27	Tahsildar Office-Kalagi FO	Chitapur	REVENUE DEPARTMENT	979	975	<u>13</u>
28	GRAMA PANCHAYAT OFFICE,BILWAR	Jevargi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	21	21	<u>12</u>
29	GRAMA PANCHAYAT OFFICE,ANOR	Afzalpur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	13	13	<u>12</u>
30	GRAMA PANCHAYAT OFFICE, HOLAKUNDA	Gulbarga	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	13	27	<u>12</u>
31	GRAMA PANCHAYAT OFFICE,ATNOOR	Afzalpur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	26	33	<u>11</u>
32	GRAMA PANCHAYAT OFFICE,NALWAR	Chitapur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	28	28	<u>10</u>
33	GRAMA PANCHAYAT OFFICE,RAJAPUR	Chitapur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	15	15	<u>10</u>
34	Survey Supervisor,Taluk Office , Jevargi	Jevargi	Survey AND SETTLEMENT COMMISSIONER	39	40	<u>10</u>
35	Deputy Tahsildar Office-Nalvar	Chitapur	REVENUE DEPARTMENT	607	377	<u>10</u>
36	GRAMA PANCHAYAT OFFICE, KANAGADDA	Sedam	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	0	21	<u>10</u>
37	GRAMA PANCHAYAT OFFICE,GOUR (B)	Afzalpur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	28	28	<u>9</u>
38	Deputy Tahsildar Office-Khajuri	Aland	REVENUE DEPARTMENT	264	119	<u>9</u>
39	GRAMA PANCHAYAT OFFICE,BALBATTI	Jevargi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	26	26	<u>9</u>

S. No.	Office Name	Taluku	Department	Receipts	Disposals	Defaults (Delayed Disposals)
40	GRAMA PANCHAYAT OFFICE,BIRAL (B)	Jevargi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	38	65	<u>9</u>
41	City Municipal Council Shahabad	Chitapur	CITY MUNICIPAL COUNCIL	87	111	<u>9</u>
42	GRAMA PANCHAYAT OFFICE,REVOOR (B)	Afzalpur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	46	52	<u>8</u>
43	City Corporation Gulbarga	Gulbarga	CITY CORPORATION (Other than BBMP)	909	897	<u>8</u>
44	Deputy Tahsildar Office-Madan-Hipparga	Aland	REVENUE DEPARTMENT	316	134	<u>8</u>
45	LVO 520 - Gulbarga	Gulbarga	COMMERCIAL TAXES DEPARTMENT	382	274	<u>7</u>
46	GRAMA PANCHAYAT OFFICE,WADGERA	Jevargi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	25	25	<u>7</u>
47	Deputy Tahsildar Office-Chincholi	Chincholi	REVENUE DEPARTMENT	786	531	<u>7</u>
48	Tahsildar Office-Gulbarga North FO	Gulbarga	REVENUE DEPARTMENT	683	388	<u>7</u>
Hassan						
1	Taluk Office , Sakleshpur	Sakleshpur	REVENUE DEPARTMENT	1305	674	<u>108</u>
2	Survey Supervisor,Taluk Office , Hassan	Hassan	Survey AND SETTELMENT COMMISSIONER	205	224	<u>83</u>
3	Taluk Office , Belur	Belur	REVENUE DEPARTMENT	2404	2012	<u>82</u>
4	Taluk Office , Hassan	Hassan	REVENUE DEPARTMENT	3480	3372	<u>52</u>
5	Taluk Office , Arkalgud	Arkalgud	REVENUE DEPARTMENT	1895	1445	<u>41</u>
6	Survey Supervisor,Taluk Office , Belur	Belur	Survey AND SETTELMENT COMMISSIONER	193	181	<u>21</u>
7	Deputy Tahsildar Office-Kasaba	Belur	REVENUE DEPARTMENT	739	597	<u>18</u>
8	Deputy Tahsildar Office-Shanthigrama	Hassan	REVENUE DEPARTMENT	627	775	<u>14</u>
9	District Police Office Hassan	Hassan	HOME DEPARTMENT	672	623	<u>13</u>
10	RTO - Sakaleshapur, Hassan Dist.	Sakleshpur	TRANSPORT DEPARTMENT	546	503	<u>12</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
11	Taluk Office , Arsikere	Arsikere	REVENUE DEPARTMENT	3067	3120	<u>12</u>
12	Deputy Tahsildar Office-Kanakatte	Arsikere	REVENUE DEPARTMENT	380	330	<u>11</u>
13	Deputy Tahsildar Office-Belagodu	Sakleshpur	REVENUE DEPARTMENT	249	199	<u>11</u>
14	Taluk Office , Alur	Alur	REVENUE DEPARTMENT	1038	909	<u>11</u>
15	Deputy Tahsildar Office-Salagame	Hassan	REVENUE DEPARTMENT	477	498	<u>10</u>
16	Taluk Office , Hole Narsipur	Hole Narsipur	REVENUE DEPARTMENT	2182	1747	<u>9</u>
17	Deputy Tahsildar Office-Bagur	Channarayana patna	REVENUE DEPARTMENT	344	275	<u>9</u>
18	LVO 240 - Hassan	Hassan	COMMERCIAL TAXES DEPARTMENT	289	355	<u>8</u>

Haveri

1	Taluk Office , Hirekerur	Hirekerur	REVENUE DEPARTMENT	1862	1290	<u>54</u>
2	GRAMA PANCHAYAT OFFICE,KAGINELE	Byadgi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	78	206	<u>46</u>
3	District Police Office Haveri	Haveri	HOME DEPARTMENT	351	141	<u>20</u>

Kodagu

1	District Police Office Kodagu	Madikeri	HOME DEPARTMENT	356	832	<u>549</u>
2	Taluk Office , Madikeri	Madikeri	REVENUE DEPARTMENT	706	419	<u>47</u>
3	Deputy Tahsildar Office-Madikeri	Madikeri	REVENUE DEPARTMENT	426	299	<u>34</u>
4	RTO - Madikeri	Madikeri	TRANSPORT DEPARTMENT	996	1009	<u>32</u>
5	Survey Supervisor,Taluk Office , Somvarpet	Somvarpet	Survey AND SETTELMENT COMMISSIONER	85	124	<u>32</u>
6	Deputy Tahsildar Office-Sampaje	Madikeri	REVENUE DEPARTMENT	207	228	<u>29</u>
7	Taluk Office , Somvarpet	Somvarpet	REVENUE DEPARTMENT	1006	1043	<u>14</u>
8	Deputy Tahsildar Office-SriMangala	Virajpet	REVENUE DEPARTMENT	316	492	<u>8</u>
9	Survey Supervisor,Taluk Office , Madikeri	Madikeri	Survey AND SETTELMENT COMMISSIONER	172	168	<u>7</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
Kolar						
1	District Police Office Kolar	Kolar	HOME DEPARTMENT	421	257	<u>83</u>
2	Survey Supervisor, Taluk Office , Kolar	Kolar	Survey AND SETTELMENT COMMISSIONER	174	201	<u>63</u>
3	Taluk Office , Mulbagal	Mulbagal	REVENUE DEPARTMENT	1933	1568	<u>41</u>
4	Survey Supervisor, Taluk Office , Mulbagal	Mulbagal	Survey AND SETTELMENT COMMISSIONER	126	148	<u>38</u>
5	Taluk Office , Bangarapet	Bangarapet	REVENUE DEPARTMENT	2884	2700	<u>36</u>
6	Deputy Tahsildar Office-Yeldur	Srinivaspur	REVENUE DEPARTMENT	136	130	<u>36</u>
7	Deputy Tahsildar Office-Kasaba	Bangarapet	REVENUE DEPARTMENT	694	529	<u>32</u>
8	District Police Office K.G.F	Bangarapet	HOME DEPARTMENT	127	181	<u>30</u>
9	Sub Registrar Kolar	Kolar	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	429	417	<u>18</u>
10	Survey Supervisor, Taluk Office , Bangarapet	Bangarapet	Survey AND SETTELMENT COMMISSIONER	253	370	<u>16</u>
11	Taluk Office , Srinivaspur	Srinivaspur	REVENUE DEPARTMENT	3497	2225	<u>12</u>
12	Deputy Tahsildar Office-Lakkur	Malur	REVENUE DEPARTMENT	208	171	<u>11</u>
13	Deputy Tahsildar Office-Bethamangala	Bangarapet	REVENUE DEPARTMENT	154	274	<u>9</u>
14	Deputy Tahsildar Office-Robertsonpet	Bangarapet	REVENUE DEPARTMENT	1398	827	<u>8</u>
Koppal						
1	Sub Registrar Gangavati	Gangawati	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	508	555	<u>48</u>
2	Taluk Office , Gangawati	Gangawati	REVENUE DEPARTMENT	2761	2743	<u>44</u>
3	Taluk Office , Koppal	Koppal	REVENUE DEPARTMENT	3508	4147	<u>23</u>
4	City Municipal Council Gangavati	Gangawati	CITY MUNICIPAL COUNCIL	487	477	<u>21</u>
5	Deputy Tahsildar Office-Kanakagiri	Gangawati	REVENUE DEPARTMENT	335	181	<u>14</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
6	Taluk Office , Yelbarga	Yelbarga	REVENUE DEPARTMENT	2535	2275	<u>14</u>
7	Taluk Office , Kushtagi	Kushtagi	REVENUE DEPARTMENT	2687	2436	<u>14</u>
8	GRAMA PANCHAYAT OFFICE,TAVARAGER A	Kushtagi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	38	55	<u>10</u>
9	Deputy Tahsildar Office-Koppal	Koppal	REVENUE DEPARTMENT	436	272	<u>9</u>
10	GRAMA PANCHAYAT OFFICE, HANUMASAGAR	Kushtagi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	18	31	<u>8</u>
11	Deputy Tahsildar Office-Gangavathi	Gangawati	REVENUE DEPARTMENT	921	694	<u>7</u>
12	District Police Office Koppal	Koppal	HOME DEPARTMENT	199	108	<u>7</u>

Mandya

1	Taluk Office , Mandya	Mandya	REVENUE DEPARTMENT	7096	4429	<u>110</u>
2	Taluk Office , Nagamangala	Nagamangala	REVENUE DEPARTMENT	1698	1306	<u>82</u>
3	Survey Supervisor,Taluk Office , Shrirangapattana.	Shrirangapattana	Survey AND SETTLEMENT COMMISSIONER	0	81	<u>81</u>
4	District Police Office Mandya	Mandya	HOME DEPARTMENT	509	383	<u>60</u>
5	Deputy Tahsildar Office-Srirangapatna-Kasba	Shrirangapattana	REVENUE DEPARTMENT	518	376	<u>35</u>
6	Deputy Tahsildar Office-Kasaba	Nagamangala	REVENUE DEPARTMENT	270	202	<u>29</u>
7	Taluk Office , Shrirangapattana.	Shrirangapattana	REVENUE DEPARTMENT	2027	1653	<u>25</u>
8	Deputy Tahsildar Office-K.shettahalli	Shrirangapattana	REVENUE DEPARTMENT	256	134	<u>15</u>
9	City Municipal Council Mandya	Mandya	CITY MUNICIPAL COUNCIL	745	714	<u>14</u>
10	Deputy Tahsildar Office-Dudda1	Mandya	REVENUE DEPARTMENT	415	288	<u>13</u>
11	Sub Registrar Bellur	Nagamangala	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	59	59	<u>13</u>
12	Circle Office MANDYA TOWN	Mandya	HOME DEPARTMENT	61	61	<u>13</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
13	GRAMA PANCHAYAT OFFICE,HONAGANAH ALLI	Pandava pura	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	17	50	<u>12</u>
14	Deputy Tahsildar Office-Bukanakere	Krishnaraj pet	REVENUE DEPARTMENT	574	519	<u>10</u>
15	MALAVALLI RURAL Police Station	Malavalli	HOME DEPARTMENT	47	77	<u>9</u>
16	Taluk Office , Malavalli	Malavalli	REVENUE DEPARTMENT	5165	4228	<u>8</u>
17	Deputy Tahsildar Office-Kasaba1	Mandya	REVENUE DEPARTMENT	596	362	<u>8</u>
18	Deputy Tahsildar Office-Arakere	Shrirangapatana	REVENUE DEPARTMENT	502	381	<u>7</u>
19	Taluk Office , Pandavapura	Pandava pura	REVENUE DEPARTMENT	1805	1625	<u>7</u>
Mysore						
1	KSRTC DEPOT KR NAGAR	Krishnarajanagara	TRANSPORT CORPORATIONS(K SRTC)	981	1396	<u>210</u>
2	Survey Supervisor,Taluk Office , Mysore	Mysore	Survey AND SETTELMENT COMMISSIONER	811	917	<u>145</u>
3	Survey Supervisor,Taluk Office , Hunsur	Hunsur	Survey AND SETTELMENT COMMISSIONER	186	208	<u>109</u>
4	District Police Office Mysore	Mysore	HOME DEPARTMENT	424	339	<u>65</u>
5	Survey Supervisor,Taluk Office , Tirumakudal - Narsipur	Tiruma kudal - Narsipur	Survey AND SETTELMENT COMMISSIONER	252	253	<u>64</u>
6	Survey Supervisor,Taluk Office , Heggadadevankote	Heggadadevankote	Survey AND SETTELMENT COMMISSIONER	152	150	<u>56</u>
7	Taluk Office , Tirumakudal - Narsipur	Tiruma kudal - Narsipur	REVENUE DEPARTMENT	3233	2124	<u>55</u>
8	Taluk Office , Nanjangud	Nanjangud	REVENUE DEPARTMENT	3385	2074	<u>55</u>
9	office of the MCC Birth and Death Section	Mysore	CITY CORPORATION (Other than BBMP)	110	145	<u>49</u>
10	Taluk Office , Heggadadevankote	Heggadadevankote	REVENUE DEPARTMENT	2784	1510	<u>39</u>
11	Deputy Tahsildar Office-Yelavala	Mysore	REVENUE DEPARTMENT	518	331	<u>34</u>
12	Survey Supervisor,Taluk Office , Nanjangud	Nanjangud	Survey AND SETTELMENT COMMISSIONER	140	91	<u>32</u>
13	City Corporation Mysore, Zonal Office - 6 MandiMohalla	Mysore	CITY CORPORATION (Other than BBMP)	37	47	<u>29</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
14	Deputy Commissioner of Police Mysore City	Mysore	HOME DEPARTMENT	1078	986	<u>26</u>
15	Deputy Tahsildar Office-Hanagodu	Hunsur	REVENUE DEPARTMENT	191	204	<u>19</u>
16	TOWN PANCHAYAT OFFICE HD KOTE	Heggadadev ankote	TOWN PANCHAYAT	32	24	<u>17</u>
17	Taluk Office , Piriapatna	Piriapatna	REVENUE DEPARTMENT	2185	1126	<u>16</u>
18	Deputy Tahsildar Office-Sosale	Tirumakudal - Narsipur	REVENUE DEPARTMENT	622	437	<u>14</u>
19	Taluk Office , Krishnarajanagara	Krishnarajanagara	REVENUE DEPARTMENT	1804	1381	<u>13</u>
20	Deputy Tahsildar Office-Jayapura	Mysore	REVENUE DEPARTMENT	791	588	<u>12</u>
21	Deputy Tahsildar Office-Doddakowlande	Nanjangud	REVENUE DEPARTMENT	719	359	<u>11</u>
22	Deputy Tahsildar Office-Muguru	Tirumakudal - Narsipur	REVENUE DEPARTMENT	442	259	<u>10</u>
23	Deputy Tahsildar Office-Bilikere	Hunsur	REVENUE DEPARTMENT	130	212	<u>10</u>
24	Deputy Tahsildar Office-Talakadu	Tirumakudal - Narsipur	REVENUE DEPARTMENT	628	359	<u>9</u>
25	Deputy Tahsildar Office-Kasaba	Heggadadev ankote	REVENUE DEPARTMENT	795	550	<u>9</u>
26	Taluk Office , Hunsur	Hunsur	REVENUE DEPARTMENT	2582	2476	<u>8</u>
27	Sub Registrar Nanjanagodu	Nanjangud	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	462	455	<u>8</u>
28	Deputy Tahsildar Office-Saligrama	Krishnarajanagara	REVENUE DEPARTMENT	264	190	<u>8</u>
29	Deputy Tahsildar Office-Chunchanakatte	Krishnarajanagara	REVENUE DEPARTMENT	342	195	<u>8</u>
30	KSRTC DEPOT HD KOTE	Heggadadev ankote	TRANSPORT CORPORATIONS(K SRTC)	435	447	<u>8</u>
31	Deputy Tahsildar Office-Saragur	Heggadadev ankote	REVENUE DEPARTMENT	367	272	<u>8</u>
32	Deputy Tahsildar Office-Haranahalli	Piriapatna	REVENUE DEPARTMENT	219	111	<u>7</u>
33	Deputy Tahsildar Office-Hampapura	Heggadadev ankote	REVENUE DEPARTMENT	377	380	<u>7</u>
34	City Corporation Mysore, Zonal Office - 8 Udaygiri	Mysore	CITY CORPORATION (Other than BBMP)	63	64	<u>7</u>
35	GRAMA PANCHAYAT OFFICE,HOLESALU	Tiruma kudal - Narsipur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	0	7	<u>7</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
1	Tahsil Office , Manvi	Manvi	REVENUE DEPARTMENT	3137	2244	<u>269</u>
Raichur						
2	Taluk Office , Raichur	Raichur	REVENUE DEPARTMENT	3242	2655	<u>132</u>
3	Taluk Office , Devadurga	Devadurga	REVENUE DEPARTMENT	2045	1618	<u>113</u>
4	TAHSILDAR OFFICE, LINGSUGUR	Lingsugur	FOOD AND CIVIL SUPPLIES DEPARTMENT	192	234	<u>106</u>
5	Deputy Tahsildar Office-Jalahalli	Devadurga	REVENUE DEPARTMENT	448	541	<u>49</u>
6	Sub Registrar Devadurga	Devadurga	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	741	727	<u>46</u>
7	Deputy Tahsildar Office-Kavital	Manvi	REVENUE DEPARTMENT	252	233	<u>37</u>
8	Survey Supervisor, Taluk Office , Raichur	Raichur	Survey AND SETTELMENT COMMISSIONER	223	204	<u>31</u>
9	Deputy Tahsildar Office-Devadurga	Devadurga	REVENUE DEPARTMENT	738	471	<u>30</u>
10	Deputy Tahsildar Office-Guragunta	Lingsugur	REVENUE DEPARTMENT	894	558	<u>24</u>
11	Sub Registrar Raichur	Raichur	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1029	973	<u>20</u>
12	Deputy Tahsildar Office-Raichur	Raichur	REVENUE DEPARTMENT	1827	1668	<u>18</u>
13	Deputy Tahsildar Office-Gabbur	Devadurga	REVENUE DEPARTMENT	433	356	<u>16</u>
14	Deputy Tahsildar Office-Lingasguru	Lingsugur	REVENUE DEPARTMENT	560	453	<u>15</u>
15	Deputy Tahsildar Office-Kalmala	Raichur	REVENUE DEPARTMENT	377	129	<u>14</u>
16	GRAMA PANCHAYAT OFFICE, SALAGUNDA	Sindhnur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1	14	<u>12</u>
17	Deputy Tahsildar Office-Manavi	Manvi	REVENUE DEPARTMENT	354	236	<u>12</u>
18	Taluk Office , Sindhnur	Sindhnur	REVENUE DEPARTMENT	3891	2742	<u>11</u>
19	Deputy Tahsildar Office-Sirwar	Manvi	REVENUE DEPARTMENT	261	226	<u>11</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
20	Deputy Tahsildar Office-Arakera	Devadurga	REVENUE DEPARTMENT	706	288	<u>10</u>
21	LABOUR DEPARTMENT - Manvi	Manvi	LABOUR DEPARTMENT	52	61	<u>9</u>
22	Deputy Tahsildar Office-Mallat	Manvi	REVENUE DEPARTMENT	335	336	<u>8</u>
23	Taluk Office , Lingsugur	Lingsugur	REVENUE DEPARTMENT	2063	1773	<u>8</u>
24	Deputy Tahsildar Office-Gillesugur	Raichur	REVENUE DEPARTMENT	491	505	<u>8</u>
25	District Police Office Raichur	Raichur	HOME DEPARTMENT	343	294	<u>7</u>
Ramanagara						
1	Taluk Office , Channapatna	Channa patna	REVENUE DEPARTMENT	3243	2600	<u>344</u>
2	District Police Office Ramanagar	Rama nagara	HOME DEPARTMENT	451	471	<u>115</u>
3	Taluk Office , Magadi	Magadi	REVENUE DEPARTMENT	1970	1120	<u>90</u>
4	Taluk Office , Kanakapura	Kanaka pura	REVENUE DEPARTMENT	2791	1840	<u>73</u>
5	Deputy Tahsildar Office-Soluru	Magadi	REVENUE DEPARTMENT	212	171	<u>53</u>
6	Deputy Tahsildar Office-Virupakshipura	Channa patna	REVENUE DEPARTMENT	665	180	<u>51</u>
7	Deputy Tahsildar Office-Kasaba	Channa patna	REVENUE DEPARTMENT	563	302	<u>33</u>
8	Deputy Tahsildar Office-Kunduru	Magadi	REVENUE DEPARTMENT	137	138	<u>31</u>
9	Deputy Tahsildar Office-Malur	Channa patna	REVENUE DEPARTMENT	267	266	<u>20</u>
10	Survey Supervisor, Taluk Office , Channapatna	Channa patna	Survey AND SETTLEMENT COMMISSIONER	111	123	<u>17</u>
11	Taluk Office , Ramanagara	Rama nagara	REVENUE DEPARTMENT	4584	3580	<u>14</u>
12	Deputy Tahsildar Office-Maralavadi	Kanaka pura	REVENUE DEPARTMENT	504	147	<u>12</u>
13	Survey Supervisor, Taluk Office , Ramanagara	Rama nagara	Survey AND SETTLEMENT COMMISSIONER	29	11	<u>11</u>
14	Deputy Tahsildar Office-Tippasandra	Magadi	REVENUE DEPARTMENT	128	122	<u>10</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
15	CHANNAPATNA , GENERAL HOSPITAL M G ROAD CHANNAPATANA	Channa patna	HEALTH AND FAMILY WELFARE DEPARTMENT	538	418	<u>9</u>
16	Deputy Tahsildar Office-Kutagal	Rama nagara	REVENUE DEPARTMENT	195	69	<u>7</u>
17	GRAMA PANCHAYAT OFFICE,BEVOORU	Channa patna	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	44	49	<u>7</u>

Shimoga

1	District Police Office Shimoga	Shimoga	HOME DEPARTMENT	565	651	<u>148</u>
2	Taluk Office , Tirthahalli	Tirthahalli	REVENUE DEPARTMENT	726	693	<u>77</u>
3	Taluk Office , Sagar	Sagar	REVENUE DEPARTMENT	1084	1245	<u>41</u>
4	Taluk Office , Bhadravati	Bhadravati	REVENUE DEPARTMENT	2454	1957	<u>33</u>
5	RTO - Sagar	Sagar	TRANSPORT DEPARTMENT	1197	1569	<u>32</u>
6	GRAMA PANCHAYAT OFFICE,HOSAHALLI	Shimoga	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	51	47	<u>18</u>
7	Deputy Tahsildar Office-Kasaba	Tirthahalli	REVENUE DEPARTMENT	225	203	<u>16</u>
8	Shimoga Rural Police Station	Shimoga	HOME DEPARTMENT	77	96	<u>14</u>
9	Sagar Rural Police Station	Sagar	HOME DEPARTMENT	193	179	<u>13</u>
10	Taluk Office , Hosanagara	Hosa nagara	REVENUE DEPARTMENT	815	631	<u>10</u>
11	TIRTHAHALLI , J C COMPUND,THIRTHAH ALLI,THIRTHAHALLI(T)SHIMOGA(D)	Tirthahalli	HEALTH AND FAMILY WELFARE DEPARTMENT	340	342	<u>10</u>
12	Taluk Office , Shikarpur	Shikarpur	REVENUE DEPARTMENT	3529	2490	<u>9</u>
13	Deputy Tahsildar Office-Kasaba1	Bhadravati	REVENUE DEPARTMENT	888	630	<u>8</u>
14	SAGAR , TALUK HOSPITAL.SAGARA .	Sagar	HEALTH AND FAMILY WELFARE DEPARTMENT	380	373	<u>7</u>

Tumkur

1	Survey Supervisor,Taluk Office , Tumkur	Tumkur	Survey AND SETTELMENT COMMISSIONER	868	955	<u>381</u>
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S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
2	Survey Supervisor, Taluk Office , Gubbi	Gubbi	Survey AND SETTELMENT COMMISSIONER	69	212	<u>206</u>
3	Survey Supervisor, Taluk Office , Madhugiri	Madhugiri	Survey AND SETTELMENT COMMISSIONER	599	677	<u>202</u>
4	Taluk Office , Madhugiri	Madhugiri	REVENUE DEPARTMENT	2778	2520	<u>82</u>
5	Taluk Office , Pavagada	Pavagada	REVENUE DEPARTMENT	2636	2186	<u>69</u>
6	TURUVEKERE , GENERAL HOSPITAL, Y T ROAD, TURUVEKERE	Turuvekere	HEALTH AND FAMILY WELFARE DEPARTMENT	160	149	<u>69</u>
7	Taluk Office , Tumkur	Tumkur	REVENUE DEPARTMENT	3853	4010	<u>40</u>
8	Taluk Office , Sira	Sira	REVENUE DEPARTMENT	2355	2053	<u>37</u>
9	Survey Supervisor, Taluk Office , Pavagada	Pavagada	Survey AND SETTELMENT COMMISSIONER	172	160	<u>37</u>
10	Taluk Office , Chiknayakanhalli	Chiknayakan halli	REVENUE DEPARTMENT	1763	1849	<u>37</u>
11	Deputy Tahsildar Office-Uardigere	Tumkur	REVENUE DEPARTMENT	368	261	<u>34</u>
12	Deputy Tahsildar Office-Kasaba	Madhugiri	REVENUE DEPARTMENT	607	473	<u>32</u>
13	Taluk Office , Gubbi	Gubbi	REVENUE DEPARTMENT	2495	2263	<u>28</u>
14	District Police Office Tumkur	Tumkur	HOME DEPARTMENT	559	701	<u>26</u>
15	Survey Supervisor, Taluk Office , Koratagere	Koratagere	Survey AND SETTELMENT COMMISSIONER	99	102	<u>25</u>
16	GRAMA PANCHAYAT OFFICE, M.H.PATNA	Gubbi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	55	60	<u>23</u>
17	Deputy Tahsildar Office-Bellavi	Tumkur	REVENUE DEPARTMENT	244	216	<u>19</u>
18	Survey Supervisor, Taluk Office , Turuvekere	Turuvekere	Survey AND SETTELMENT COMMISSIONER	178	174	<u>18</u>
19	Deputy Tahsildar Office-Kora	Tumkur	REVENUE DEPARTMENT	150	223	<u>17</u>
20	GRAMA PANCHAYAT OFFICE, HUCHAGOND ANAHALLI	Tiptur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	16	41	<u>16</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
21	City Municipal Council Tumkur	Tumkur	CITY MUNICIPAL COUNCIL	951	985	<u>16</u>
22	Survey Supervisor, Taluk Office , Chiknayakanhalli	Chiknayakan halli	Survey AND SETTELMENT COMMISSIONER	166	148	<u>15</u>
23	Taluk Office , Koratagere	Koratagere	REVENUE DEPARTMENT	2046	1751	<u>15</u>
24	GRAMA PANCHAYAT OFFICE, MATHIHALLI	Tiptur	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	9	24	<u>12</u>
25	Deputy Tahsildar Office-Kodigenahalli	Madhugiri	REVENUE DEPARTMENT	380	353	<u>11</u>
26	Taluk Office , Kunigal	Kunigal	REVENUE DEPARTMENT	2133	1744	<u>9</u>
27	Deputy Tahsildar Office-Puravara	Madhugiri	REVENUE DEPARTMENT	459	408	<u>8</u>
28	GRAMA PANCHAYAT OFFICE,HOLAVANAH ALLI	Koratagere	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	9	21	<u>8</u>
29	RTO - Tumkur	Tumkur	TRANSPORT DEPARTMENT	3916	1521	<u>8</u>
30	Deputy Tahsildar Office-Hulikunte	Sira	REVENUE DEPARTMENT	393	293	<u>7</u>

Udupi

1	Tahsildar Office- Byndoor FO	Kundapura	REVENUE DEPARTMENT	1851	1787	<u>31</u>
2	Taluk Office , Udupi	Udupi	REVENUE DEPARTMENT	2462	3596	<u>25</u>
3	Survey Supervisor, Taluk Office , Kundapura	Kundapura	Survey AND SETTELMENT COMMISSIONER	336	333	<u>15</u>
4	GRAMA PANCHAYAT OFFICE,JADKAL	Kundapura	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	27	42	<u>7</u>
5	GRAMA PANCHAYAT OFFICE,BELLE	Udupi	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	8	19	<u>7</u>
6	Taluk Office , Kundapura	Kundapura	REVENUE DEPARTMENT	1740	1535	<u>7</u>

S. No.	Office Name	Taluks	Department	Receipts	Disposals	Defaults (Delayed Disposals)
Yadgir						
1	Deputy Tahsildar Office-Kodekal	Shorapur	REVENUE DEPARTMENT	437	385	<u>220</u>
2	Taluk Office , Yadgir	Yadgir	REVENUE DEPARTMENT	2838	2234	<u>138</u>
3	Survey Supervisor, Taluk Office , Shorapur	Shorapur	Survey AND SETTELMENT COMMISSIONER	239	332	<u>135</u>
4	Deputy Tahsildar Office-Kakkera	Shorapur	REVENUE DEPARTMENT	218	196	<u>83</u>
5	Deputy Tahsildar Office-Yadgiri	Yadgir	REVENUE DEPARTMENT	884	725	<u>83</u>
6	Deputy Tahsildar Office-Hunasgi	Shorapur	REVENUE DEPARTMENT	581	559	<u>60</u>
7	Deputy Tahsildar Office-Shorapur	Shorapur	REVENUE DEPARTMENT	996	1077	<u>54</u>
8	Tahsildar Office-Hunasgi FO	Shorapur	REVENUE DEPARTMENT	1034	847	<u>52</u>
9	Taluk Office , Shorapur	Shorapur	REVENUE DEPARTMENT	1595	1969	<u>50</u>
10	Deputy Tahsildar Office-Kembhavi	Shorapur	REVENUE DEPARTMENT	398	338	<u>44</u>
11	Deputy Tahsildar Office-Shahapur	Shahpur	REVENUE DEPARTMENT	627	366	<u>37</u>
12	Taluk Office , Shahpur	Shahpur	REVENUE DEPARTMENT	2793	2640	<u>31</u>
13	Deputy Tahsildar Office-Doranahalli	Shahpur	REVENUE DEPARTMENT	210	162	<u>23</u>
14	Deputy Tahsildar Office-Saidapur	Yadgir	REVENUE DEPARTMENT	342	284	<u>16</u>
15	VSO 521 SHSHAPUR	Yadgir	COMMERCIAL TAXES DEPARTMENT	153	162	<u>11</u>
16	Deputy Tahsildhar Office-Hattikuni	Yadgir	REVENUE DEPARTMENT	920	629	<u>10</u>
17	Tahsildhar Office-Gurmitkal FO	Yadgir	REVENUE DEPARTMENT	964	885	<u>9</u>
18	Tahsildar Office-Wadagera FO	Shahpur	REVENUE DEPARTMENT	674	624	<u>7</u>

Action to be taken: Deputy Commissioners may send automated show-cause notices to defaulters from Sakala Portal take explanations and send a report to the Mission for those officials who are under their administrative control. Disciplinary action for other departmental officials needs to be taken up by respective HODs/Principal Secretaries.

Chapter 2 E: Offices with Zero Defaults: Sept 2013

Section 14 (3) of the Act reads as below: *“To encourage and enhance the efficiency of the designated officer, a letter of appreciation for not a single default reported may be issued and entered in his Annual Performance Report by the head of the Public Authority”*

The chart below reveals the offices that have not a single default in the entire month. We have seen an increase in the number of offices having Zero defaults from 49 in August to 1090 during the current month which is a positive development.

Sl No	District	No of Offices with zero default
	Bagalkot	39
	Belgaum	83
	Bangalore Urban	79
	Bangalore Urban	13
	Bellary	35
	Bidar	17
	Bellary	35
	Bijapur	24
	Shimoga	58
	Mandya	45
	Mysore	39
	Yadgir	12
	Chikkaballapura	50
	Chikkamagalur	17
	Tumkur	39
	Chitradurga	26
	Ramanagara	37
	Raichur	22
	Udupi	30
	Uttara Kannada	84
	Hassan	32
	Haveri	43
	Koppal	21
	Kolar	41
	Kodagu	15
	Gulbarga	25
	Gadag	26
	Chamarajanagar	34
	Davanagere	37
	D. Kannada	46
	Dharwad	21
	Total	1090

Chapter 2 F:

Part A: District wise Report of Rejections:

District Name	Approvals during the month	Rejection during the Month	%age of Rejection
Uttara Kannada	51491	1420	2.76
Udupi	34537	974	2.82
Ramanagara	46712	1346	2.88
Dakshina Kannada	66327	2605	3.93
Gadag	31569	1342	4.25
Bagalkot	55202	2391	4.33
Yadgir	31550	1494	4.74
Chamarajanagar	38965	1910	4.90
Koppal	40839	2020	4.95
Mysore	85314	4435	5.20
Bangalore Rural	28958	1513	5.22
Gulbarga	77043	4169	5.41
Davanagere	59950	3312	5.52
Tumkur	86401	4831	5.59
Bijapur	71438	4166	5.83
Hassan	70768	4200	5.93
Dharwad	50880	3063	6.02
Kodagu	17912	1088	6.07
Haveri	42609	2652	6.22
Kolar	46267	2903	6.27
Bellary	70614	4469	6.33
Belgaum	129450	8330	6.43
Shimoga	58164	3789	6.51
Chitradurga	49280	3221	6.54
Chikkaballapura	44108	3022	6.85
Bangalore	245653	17237	7.02
Raichur	52563	3879	7.38
Mandya	74045	6293	8.50
Chikmagalur	29430	2695	9.16
Bidar	46927	5367	11.44
Total	1834966	110136	

Note: The average rejection rate for the State stands at 6% and 14 districts show higher rejection than the State average. Bidar shows highest rejection rates i.e. 11.44 %. Each rejection needs to be reviewed by respective competent Officers & Appellate Authorities to ensure that the reasons given for rejection are genuine.

Part B: Department wise Rejection Report

Main Department	Approvals during the month	Total Rejections	%age of Rejection
KANNADA, CULTURE AND INFORMATION DEPARTMENT	24	11	45.83
HORTICULTURE DEPARTMENT	10	4	40.00
COMMERCIAL TAXES DEPARTMENT	84430	8705	10.31
REVENUE DEPARTMENT	1116259	89292	8.00
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	114	9	7.89
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	34	2	5.88
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	23	1	4.35
URBAN DEVELOPMENT	63845	2578	4.04
EDUCATION DEPARTMENT	14378	540	3.76
HOME DEPARTMENT	90997	2165	2.38
COMMERCE AND INDUSTRIES DEPARTMENT	4056	88	2.17
RURAL DEVELOPMENT AND PANCHAYAT RAJ	79643	1502	1.89
FOOD AND CIVIL SUPPLIES	73787	1345	1.82
TRANSPORT DEPARTMENT	251560	3471	1.38
HOUSING DEPARTMENT	315	4	1.27
HEALTH AND FAMILY WELFARE	26922	272	1.01
LABOUR DEPARTMENT	13824	123	0.89
WOMEN AND CHILD WELFARE	14569	24	0.16
CO-OPERATION DEPARTMENT	0	0	0.00
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	176	0	0.00
Total	1834966		

Notes: Kannada & Culture and Horticulture department which are recent entrants to Sakala have higher rates of rejections. Commercial Tax & Revenue department show higher rate of rejection vis-a-vis the state average of 6%. There is a need to have a relook at the checklist of documents which should be taken from the citizens at the time of application receipts to avoid rejection later.

Chapter 3: Report from the Call Centre:

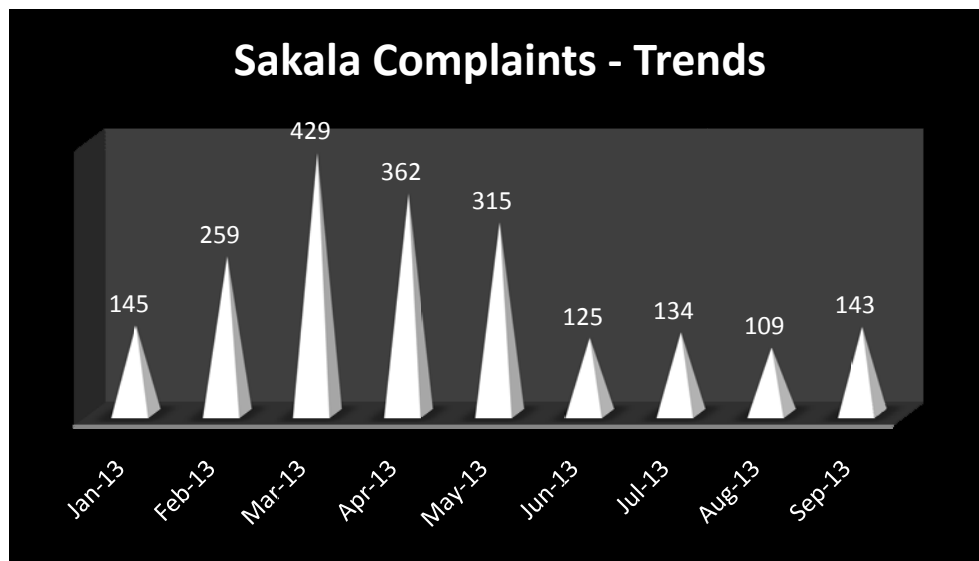
Sakala Complaints: The Call centre is the hub for lodging complaints, giving feedbacks and obtaining information on procedures. To know more about Sakala pls visit www.espondana.in

During the month, the call centre had the following details to report:

1. Total Sakala Complaints received in the Month: 143 (Cumulative Complaints – 2503 – Resolved 2116 complaints)

The Breakup of Sakala complaints is as follows:

MONTH	IN PROGRESS	PENDING	REJECTED	RESOLVED	TOTAL
Jan-13			2	143	145
Feb-13			2	257	259
Mar-13			28	401	429
Apr-13			7	355	362
May-13		6	5	304	315
Jun-13		7	3	115	125
Jul-13		17		117	134
Aug-13	27	27		82	109
Sep-13	109	32		2	143



Major Category of complaints received during the month:

Service Category	No of complaints received in the month
Caste Certificate	18
Khatha Certificate	18
Pension Related (incl. Sandya Suraksha, IG Old age pension, Disability pensions, destitute pension	13
RTC Corrections	12
Birth/Death Certificate	10

II. Non Sakala Complaints: *Total Non -Sakala Complaints received in the Month: 98*

Out of the 2807 cases, 1317 cases have been closed. Most of the Non Sakala complaints relate to Survey related services under the RD, New Ration card among Food department, Issue of smart cards, hypothecation related services map to the Transport department. Blockage drains, garbage cleaning & Adjustments to payment of taxes. The Department heads have been asked to resolve them and propose them to be included under Sakala.

Compensation Paid details: So far, about 207 citizens have been paid compensation. Details in www.sakala.kar.nic.in/gsc_rpt > CC paid details.

Appeals: Under Appeal -1 – Out of the total 440 appeals received so far, 121 appeals are pending to be resolved. The highest pendency of appeals is with Revenue (89 cases) followed by BBMP (10 cases), RDPR & Survey & Settlement with 7 cases each. These are in progress and Mission is constantly pursuing with the competent officers. Refer Chart 1 in this chapter for details.

Under Appeal -2 – out of the total 47 second appeals, 21 are pending resolution and the rest 26 are closed. Revenue Department has 16 cases pending out of the 21 pending cases. Appellate authorities need to expedite these cases. Refer Chart 2 in this chapter for details.

Chart -I – Appeal I Details
Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
1	BBF1100005	15-01-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Khatha Extract/Certificate	M B Gajinkar	Compensation	Pending	ADC - Bommanahalli Zone
2	BBF1100007	14-03-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Khatha Extract/Certificate	vasundara v.k	Compensation	Pending	
3	BBF1100012	15-07-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Transfer of Khatas	Raghunath K Jetty	Compensation	Pending	
4	BBF1100013	28-09-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Issue of Birth,Death and Still Birth Certificates at Registration centers within one calender year from date of registration	ANAND KUMAR	Service Request	Pending	ADC - Dasarahalli Zone
5	BBF1100010	09-07-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)	Raghunath godty	Compensation	Pending	ADC - East Zone
6	BBF1100008	22-03-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Khatha Extract/Certificate	S. Ramesha s/o Sonnappa W no.149	Compensation	Pending	ADC - Mahadevapura Zone
7	BBF1100009	22-03-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Khatha Extract/Certificate	S Ramesha s/o Sonnappa W no. 149	Compensation	Pending	

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
8	BBF1100006	26-02-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Transfer of Khatas	Chaitanya.S	Compensation	Pending	ADC - R.R.Nagar Zone
9	BBF1100011	15-07-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Transfer of Khatas	T.H.Shankaraiah	Compensation	Pending	
10	BBF1100004	10-01-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	Issue of Birth,Death and Still Birth Certificates at Registration centers within one calender year from date of registration	SANGHARSH NAVADA	Compensation	Pending	ADC - South Zone
11	RDF1100331	05-10-2013	REVENUE DEPARTMENT	Surviving Family member Certificate	Jayavanth Chandrappa Daraba	Service Request	Pending	Assistant Commissioner and Sub Division Magistrate Chikkodi, Sub Dn. Chikodi
12	POF1100002	20-03-2013	HOME DEPARTMENT	NoC for Passport Verification	IRFATH UNNISA	Service Request	Pending	Assistant Commissioner of Police Kengeri Gate
13	POF1100003	20-03-2013	HOME DEPARTMENT	NoC for Passport Verification	IRFATH UNNISA	Service Request	Pending	
14	RDF1100253	15-07-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Sudeep R.	Compensation	Pending	ASSISTANT COMMISSIONERS OFFICE, SHIMOGA
15	FDF1100004	24-12-2012	FOOD AND CIVIL SUPPLIES DEPARTMENT	Modification in Existing Ration Card	P.L. Devasi	Service Request	Pending	COMMISSIONERATE
16	FDF1100005	12-02-2013	FOOD AND CIVIL SUPPLIES DEPARTMENT	Modification in Existing Ration Card	ThimmeyGowda R	Compensation	Pending	

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
17	TRF1100003	09-10-2013	TRANSPORT DEPARTMENT	Duplicate Registration Certificate	ARUN KUMAR S	Compensation	Pending	DCTO Mysore
18	CTF1100005	17-09-2013	COMMERCIAL TAXES DEPARTMENT	Issue of registration under the KVAT Act, 2003.	M/S SRI SAI SNEHA PHARMA	Compensation	Pending	Deputy Commissioner of Commercial Taxes(Audit),DVO Davanagere
19	RDF1100338	10-10-2013	REVENUE DEPARTMENT	RTC Typological errors corrections	Shanker D S/O Devarj Modaliyar	Compensation	Pending	Deputy Commissioner Office ,Mandya
20	RDF1100339	10-10-2013	REVENUE DEPARTMENT	RTC Typological errors corrections	Shanker D S/O Devaraja Modaliyar	Compensation	Pending	
21	PRF1100028	08-01-2013	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF VILLAGE SANITATION	RAMESH S/O RAJENDRA RAO PATIL	Service Request	Pending	EXECUTIVE OFFICER,AURAD
22	PRF1100038	16-07-2013	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF STREET LIGHTS	Ningesh	Compensation	Pending	EXECUTIVE OFFICER, CHANNAPATNA
23	PRF1100040	08-10-2013	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ALTERATION TO ASSESSMENT LIST	Chikkegowda	Compensation	Pending	EXECUTIVE OFFICER, DODBALLAPUR
24	PRF1100039	01-10-2013	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	BUILDING LICENCE	Sanjay A V Bin Late Venkatesh L R	Service Request	Pending	EXECUTIVE OFFICER,KOPPA
25	PRF1100030	22-02-2013	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF VILLAGE SANITATION	Krishnamurthi	Compensation	Pending	EXECUTIVE OFFICER, KORATAGERE
26	PRF1100033	17-05-2013	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ALTERATION TO ASSESSMENT LIST	Prasanna Kumar T.S.	Compensation	Pending	EXECUTIVE OFFICER, KORATAGERE

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
27	PRF1100027	28-12-2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF DRINKING WATER	ARALE SHIVAKUMARA SWAMY	Compensation	Pending	EXECUTIVE OFFICER,SIRA
28	TRF1100002	28-09-2013	TRANSPORT DEPARTMENT	Duplicate Registration Certificate	JAYADEV NERAVANGI	Service Request	Pending	JCT(Bangalore)
29	L2F1100007	01-10-2013	CITY MUNICIPAL COUNCIL	Khatha Extract	Sridhar Udupa M.S.15	Service Request	Pending	Municipal Commissioner, City Municipal Council Shimoga
30	RDF1100206	13-06-2013	REVENUE DEPARTMENT	Record of Rights Certificate	D.Muniraju Bin Chanchalaya (Kogilu) S.N. 41,40/1, MR.RR,RRTCR	Compensation	Pending	Sub Division Office , Bangalore North
31	RDF1100255	15-07-2013	REVENUE DEPARTMENT	All types of Income Certificate	Kavitha G	Service Request and Compensation	Pending	
32	RDF1100302	05-09-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Shantha	Service Request and Compensation	Pending	
33	RDF1100304	12-09-2013	REVENUE DEPARTMENT	Domicile Certificate	G P AMINAGAD	Service Request and Compensation	Pending	
34	RDF1100315	24-09-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Somashekar Malipatil	Service Request and Compensation	Pending	
35	RDF1100316	25-09-2013	REVENUE DEPARTMENT	Record of Rights Certificate	Srikanth S.	Compensation	Pending	
36	RDF1100319	26-09-2013	REVENUE DEPARTMENT	Mutation Extract	Hanumanthaiah	Compensation	Pending	
37	RDF1100321	27-09-2013	REVENUE DEPARTMENT	Domicile Certificate	Prasanna Kumara S	Service Request and Compensation	Pending	

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
38	RDF1100327	01-10-2013	REVENUE DEPARTMENT	Domicile Certificate	Deepthi Devaraj, (34 Years)	Compensation	Pending	
39	RDF1100228	12-07-2013	REVENUE DEPARTMENT	Conversion of agriculture land to non agriculture purpose	SRI D N SHIVARAJU BIN NANJAPPA	Compensation	Pending	Sub Division Office , Bangalore south
40	RDF1100305	12-09-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Lakshmi	Service Request and Compensation	Pending	Sub Division Office , Basavakalyana
41	RDF1100318	25-09-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Mallikarjun	Service Request	Pending	
42	RDF1100347	15-10-2013	REVENUE DEPARTMENT	Domicile Certificate	PRATIK PATIL	Compensation	Pending	
43	RDF1100346	10-10-2013	REVENUE DEPARTMENT	Residence Certificate	Faisal Hamad	Service Request	Pending	Sub Division Office , Bhatkal
44	RDF1100289	07-08-2013	REVENUE DEPARTMENT	Sandhya Suraksha	Siddappa BAsappa Kataka	Compensation	Pending	Sub Division Office , Bijapur
45	RDF1100330	05-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Mahadev Hiuddar	Compensation	Pending	Sub Division Office , Bijapur
46	RDF1100303	05-09-2013	REVENUE DEPARTMENT	Project Displacement Certificate	R.manhora murthy	Service Request and Compensation	Pending	Sub Division Office , Chitradurga
47	RDF1100308	19-09-2013	REVENUE DEPARTMENT	Surviving Family member Certificate	S Veerabhadrappa	Service Request and Compensation	Pending	
48	RDF1100320	27-09-2013	REVENUE DEPARTMENT	Sandhya Suraksha	M Nagaraj	Service Request and Compensation	Pending	
49	RDF1100309	20-09-2013	REVENUE DEPARTMENT	Residence Certificate	Renji N Abraham	Compensation	Pending	Sub Division Office , Doddaballapura
50	RDF1100310	20-09-2013	REVENUE DEPARTMENT	Surviving Family member Certificate	Yankappa Beerappa	Compensation	Pending	Sub Division Office , Gadag

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
51	RDF1100322	28-09-2013	REVENUE DEPARTMENT	Agricultural Family member Certificate	Erappa Beerappa	Service Request	Pending	
52	RDF1100328	03-10-2013	REVENUE DEPARTMENT	Agricultural Labour Certificate	Thimavva	Service Request	Pending	Sub Division Office , Haveri
53	RDF1100259	15-07-2013	REVENUE DEPARTMENT	Destitute Widow pension	Mamtaz	Service Request and Compensation	Pending	Sub Division Office , Indi
54	RDF1100317	25-09-2013	REVENUE DEPARTMENT	Pension for disabled persons	Hemavathi	Service Request and Compensation	Pending	Sub Division Office , Kolar
55	RDF1100173	16-05-2013	REVENUE DEPARTMENT	Conversion of agriculture land to non agriculture purpose	Mohini Poonja	Service Request	Pending	Sub Division Office , Kundapura
56	RDF1100243	15-07-2013	REVENUE DEPARTMENT	All types of Income Certificate	Mudukaiah S	Service Request and Compensation	Pending	Sub Division Office , Lingasagur
57	RDF1100372	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Hulgappa	Service Request	Pending	
58	RDF1100373	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Hulgappa	Service Request	Pending	
59	RDF1100374	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Arjunappa	Service Request	Pending	
60	RDF1100375	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Arjunappa	Service Request	Pending	
61	RDF1100376	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Amaresh	Service Request	Pending	
62	RDF1100377	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Amaresh	Service Request	Pending	
63	RDF1100378	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Lakshmi	Service Request	Pending	
64	RDF1100379	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Lakshmi	Service Request	Pending	

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER	
65	RDF1100380	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Rajashekar	Service Request	Pending		
66	RDF1100381	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Rajashekar	Service Request	Pending		
67	RDF1100382	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Rohith	Service Request	Pending		
68	RDF1100383	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Rohith	Service Request	Pending		
69	RDF1100384	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Renuka	Service Request	Pending		
70	RDF1100385	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Renuka	Service Request	Pending		
71	RDF1100386	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Hanumamma	Service Request	Pending		
72	RDF1100387	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Hanumamma	Service Request	Pending		
73	RDF1100388	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Chandramma	Service Request	Pending		
74	RDF1100389	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Chandramma	Service Request	Pending		
75	RDF1100390	19-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Srinivas	Service Request	Pending		
76	RDF1100391	19-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Srinivas	Service Request	Pending		
77	RDF1100359	19-10-2013	REVENUE DEPARTMENT	Residence Certificate	Siddmma	Compensation	Pending		Sub Division Office , Mandya
78	RDF1100332	07-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Marisidda G	Compensation	Pending		Sub Division Office , Mysore
79	RDF1100292	19-08-2013	REVENUE DEPARTMENT	Mutation Extract	GundeyGowda	Compensation	Pending		Sub Division Office , Pandavapura

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
80	RDF1100138	26-03-2013	REVENUE DEPARTMENT	All types of Caste Certificate	K.S Malathi Bai	Service Request and Compensation	Pending	Sub Division Office , Ramnagaram
81	RDF1100139	26-03-2013	REVENUE DEPARTMENT	All types of Caste Certificate	K. Sunnoji Rao	Service Request and Compensation	Pending	Sub Division Office , Ramnagaram
82	RDF1100140	26-03-2013	REVENUE DEPARTMENT	All types of Caste Certificate	K.S. Jayakumar	Service Request and Compensation	Pending	
83	RDF1100268	15-07-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Lokesy B.E	Compensation	Pending	
84	RDF1100326	01-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Lakshmi	Compensation	Pending	
85	RDF1100337	09-10-2013	REVENUE DEPARTMENT	All types of Income Certificate	Rahemath Ali Shah	Service Request	Pending	Sub Division Office , Sedam
86	RDF1100340	10-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Husen Saha	Service Request	Pending	
87	RDF1100341	10-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Rasool sha	Service Request	Pending	
88	RDF1100342	10-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Mustafa Shah	Service Request	Pending	
89	RDF1100343	10-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Abdul Khadar Shah	Service Request	Pending	
90	RDF1100344	10-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Shakera Begum	Service Request	Pending	
91	RDF1100345	10-10-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Rahemath Ali Shah	Service Request	Pending	
92	RDF1100094	24-12-2012	REVENUE DEPARTMENT	All types of Caste Certificate	santhoshanaika.j	Service Request	Pending	Sub Division Office , Tarikere
93	RDF1100202	06-06-2013	REVENUE DEPARTMENT	All types of Caste Certificate	H L Kumaraswamy	Compensation	Pending	

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
94	RDF1100279	30-07-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Sahana MJ	Service Request	Pending	
95	RDF1100036	28-07-2012	REVENUE DEPARTMENT	Mutation Extract	Dinesh Baabu	Service Request and Compensation	Pending	Sub Division Office , Tiptur
96	RDF1100329	05-10-2013	REVENUE DEPARTMENT	Record of Rights Certificate	Anand R	Compensation	Pending	
97	RDF1100313	24-09-2013	REVENUE DEPARTMENT	Record of Rights Certificate	Nanjaiah 1974-1980	Compensation	Pending	Sub Division Office , Tumkur
98	SSF1100019	21-09-2013	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section (Aakar Band)	Krishna Reddy, Yadawanahalli, Athibele (Hob) S.No.3/9	Compensation	Pending	Taluk Office , Anekal
99	SSF1100014	20-09-2013	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Tippan)	ramprasad	Compensation	Pending	Taluk Office , Bangalore North
100	SSF1100015	20-09-2013	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Tippan)	ramprasad	Compensation	Pending	
101	SSF1100016	20-09-2013	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Tippan)	ramprasad	Compensation	Pending	
102	SSF1100017	20-09-2013	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section (Tippan)	ramprasad	Compensation	Pending	

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
103	SSF1100018	20-09-2013	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Tippan)	ramprasad	Compensation	Pending	
104	RDF1100301	04-09-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Girija Mahesh Bovi	Service Request	Pending	Taluk Office , Hungund
105	SSF1100013	12-09-2013	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Tippan)	Raju.G	Compensation	Pending	Taluk Office , Tumkur
106	RDF1100098	21-01-2013	REVENUE DEPARTMENT	Conversion of agriculture land to non agriculture purpose	Narasappa reddy	Compensation	Pending	Taluk Office, Bangalore South
107	RDF1100135	18-03-2013	REVENUE DEPARTMENT	Residence Certificate	SHILPA N	Compensation	Pending	
108	RDF1100168	10-05-2013	REVENUE DEPARTMENT	Domicile Certificate	PADMAVATHI T	Compensation	Pending	
109	RDF1100169	14-05-2013	REVENUE DEPARTMENT	Residence Certificate	Hemalatha H.P	Compensation	Pending	
110	RDF1100172	15-05-2013	REVENUE DEPARTMENT	Residence Certificate	KARTHIK.S	Compensation	Pending	
111	RDF1100183	24-05-2013	REVENUE DEPARTMENT	Domicile Certificate	BHARATI VINOD PATIL	Service Request and Compensation	Pending	
112	RDF1100195	03-06-2013	REVENUE DEPARTMENT	Residence Certificate	N.Paramesh	Service Request and Compensation	Pending	
113	RDF1100203	07-06-2013	REVENUE DEPARTMENT	Surviving Family member Certificate	R.Ramesh Kumar	Compensation	Pending	

Details of Appeals -1 pending as of mid October 2013

S No	FAP No	FAP DATE	DEPARTMENT	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	COMPETENT OFFICER
114	RDF1100229	12-07-2013	REVENUE DEPARTMENT	Destitute Widow pension	B.S Geetha Kumari	Compensation	Pending	Taluk Office, Bangalore South
115	RDF1100246	15-07-2013	REVENUE DEPARTMENT	All types of Caste Certificate	Nagarathana	Service Request and Compensation	Pending	
116	RDF1100257	15-07-2013	REVENUE DEPARTMENT	Domicile Certificate	B.H.SHEKARAPPA	Compensation	Pending	
117	RDF1100270	15-07-2013	REVENUE DEPARTMENT	No tenancy certificate	Chandrashekar Reddy	Service Request and Compensation	Pending	
118	RDF1100336	08-10-2013	REVENUE DEPARTMENT	Surviving Family member Certificate	Narendra P Raj	Service Request	Pending	
119	RDF1100156	25-04-2013	REVENUE DEPARTMENT	Conversion of agriculture land to non agriculture purpose	Syed Rafeee Ulla S/O Syed Abdul hafeez, pete Bedhi, Timkur	Service Request and Compensation	Pending	
120	RDF1100197	04-06-2013	REVENUE DEPARTMENT	Conversion of agriculture land to non agriculture purpose	kantamma(hulidena halli sy.no.318,1.31 acr malur tq)	Service Request	Pending	
121	RDF1100295	26-08-2013	REVENUE DEPARTMENT	Conversion of agriculture land to non agriculture purpose	R.M.Shambulingappa Asagodu S/o R.Mahadevappa	Service Request	Pending	

Chart -2 - Details of APPEALS -2 Pending as of mid October 2013

S No	SAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE
1	<u>BBS1100002</u>	04-07-2013	BRUHAT BANGALORE MAHANAGARA PALIKE	COMMISSIONER - BBMP Head Office	Khatha Extract/Certificate	S. Ramesha s/o Sonnappa W no.149	Service Request and Compensation
2	<u>RDS1100112</u>	28-06-2013	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	Shambulingiah	Service Request and Compensation
3	<u>RDS1100113</u>	28-06-2013	REVENUE DEPARTMENT	Deputy Commissioner Office , Bellary	All types of Caste Certificate	Virupakshayya	Service Request and Compensation
4	<u>RDS1100114</u>	28-06-2013	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	Poornima	Service Request and Compensation
5	<u>RDS1100115</u>	28-06-2013	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	Vishvaradya	Service Request and Compensation
6	<u>RDS1100116</u>	28-06-2013	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	Hemanthkar	Service Request and Compensation
7	<u>RDS1100126</u>	22-07-2013	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bidar	All types of Caste Certificate	Padmini	Service Request and Compensation
8	<u>RDS1100120</u>	03-07-2013	REVENUE DEPARTMENT	Deputy Commissioner Office ,Raichur	Residence Certificate	Venkatesh	Service Request and Compensation

Chart -2 - Details of APPEALS -2 Pending as of mid October 2013							
S No	SAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE
9	<u>RDS1100121</u>	03-07-2013	REVENUE DEPARTMENT	Deputy Commissioner Office ,Raichur	All types of Income Certificate	Venkatesh	Service Request and Compensation
10	<u>RDS1100122</u>	03-07-2013	REVENUE DEPARTMENT	Deputy Commissioner Office ,Raichur	All types of Caste Certificate	Venkatesh	Service Request and Compensation
11	<u>RDS1100110</u>	28-06-2013	REVENUE DEPARTMENT	Deputy Commissioner Office Bijapur	All types of Caste Certificate	Maanappa	Service Request and Compensation
12	<u>RDS1100104</u>	28-06-2013	REVENUE DEPARTMENT	Department	Conversion of agriculture land to non agriculture purpose	B.B.Jaya	Service Request and Compensation
13	<u>RDS1100105</u>	28-06-2013	REVENUE DEPARTMENT	Department	Conversion of agriculture land to non agriculture purpose	B.B.Jaya	Service Request and Compensation
14	<u>RDS1100106</u>	28-06-2013	REVENUE DEPARTMENT	Department	Conversion of agriculture land to non agriculture purpose	B.B.Jaya	Service Request and Compensation
15	<u>RDS1100107</u>	28-06-2013	REVENUE DEPARTMENT	Department	Conversion of agriculture land to non agriculture purpose	B.B.Jaya	Service Request and Compensation
16	<u>RDS1100119</u>	03-07-2013	REVENUE DEPARTMENT	Department	Conversion of agriculture land to non agriculture purpose	Syed Rafeee Ulla S/O Syed Abdul hafeez,	Service Request and Compensation

Chart -2 - Details of APPEALS -2 Pending as of mid October 2013							
S No	SAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE
17	<u>RDS1100125</u>	15-07-2013	REVENUE DEPARTMENT	Department	Conversion of agriculture land to non agriculture purpose	kantamma(hulid enahalli sy.no.318,1.31 acr malur tq)	Service Request and Compensation
18	<u>BWS1100001</u>	27-06-2013	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	EIC,Head Office, cauvery Bhavan	Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	B N JAIN	Service Request and Compensation
19	<u>PRS1100014</u>	21-12-2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,SHRIRANGAP ATTANA	ALTERATION TO ASSESSMENT LIST	M S Nagaraj	Service Request
20	<u>SSS1100001</u>	28-06-2013	SERVEY AND SETTELMENT COMMISSIONER	Sub Division Office , Bangalore south	Issue of Duplicate Copies in Survey Section(Tippan)	NanjaReddy	Service Request and Compensation
21	<u>PRS1100024</u>	28-06-2013	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ZILLA PANCHAYAT OFFICE,BANGALORE	MAINTENANCE OF DRINKING WATER	Venkatesh A	Service Request and Compensation

3B: feedback & Responses:

1) Chandana TV program Responses:

Citizens participate in the Chandana TV's 'phone in program' in which Hon. Law Minister would answer direct Questions from Citizens. Here is the Summary of questions posed on. All of these are immediately noted and sent to the respective department's heads for resolution and suitable action.

Sl. No	Name/Dept	Location	Grievance/Complaint
1	Sri. Narayana Nayak - <i>Revenue</i>	Kundapura	All lands granted by the government in 1958 were supposed to be given a "confirmation" after 30 years of holding. However, in spite of several visits to the DC office as well as petitions, there is no response to the same. The DC says the Revenue department will need to take a call on this. This may please be reviewed by your good selves.
2	S.M Minajagi 9739160901 <i>Transport</i>	Noolebhavi	The caller complained that in spite of revocation of employees in connection with absenteeism from Bagalkot division of KSRTC in the year 1998, the related payments due like PF etc are still being held back by the officers there. Additional benefits like arrears etc are also not being paid out for the said duration. They are asking for bribe for clearing files. Please look into this and order a fair judgement. <i>Follow up:</i> The concerned department reverted back to the Mission stating that the said employee(s) were ineligible for such benefits.
4	Manjunath <i>Survey & Settlement</i>	Borapura	The caller said that 11E map is being refused in Mandya to farmers by the Survey officers. To help farmers, suitable action and direction may be provided and action taken for the same.
5	Ragavendra Reddy <i>BDA/BBMP</i>	Koramangala	In the year 2000, I have been allocated a BDA site and have been paying taxes regularly. However, in the Bommanahalli ward BBMP (division Hulimavu) is refusing to accept taxes and say the property stands in the name of another Yashodamma. They asked me to check with the BDA. However, officers at the BDA are not giving any details. While taxes are not being accepted, there is total uncertainty about ownership.
6	Byre Gowda <i>Revenue</i>	Mylenahalli	In 2012, we have submitted a application for Khatha for survey number 24/1 .This application has been submitted to the Yelahanka Tahsildhar office, but so far nothing has been done about it. since last 6 months. On the same note, Survey number 100/5, actually measures 15 guntas, however this has been wrongly mentioned as 5 guntas, in spite of several follow ups, no action is taken to correct the same. Please take action.

7	M.R Joraman <i>General</i>	Nargund	In the Tahsildhar office here, nothing works without paying the bribe, even if applications are submitted through Sakala. Please take action.
8	Pavan <i>City Corporation</i>	Davanagere	For the construction of a new dwelling unit (after due set off space provided), the City corporation has rejected my application after 45 days asking for a CTS Map. When we approach the DC office for the same, they don't issue this. They are dodging citizens asking for documents that they have no idea about. Please take strict action. <i>Follow up:</i> The Corporation in its letter to the Mission said that some important documents were not submitted by the citizen till date, Once the documents are received and verified the service would be delivered.
9	Nagarajiah <i>Revenue</i>	Lava Kusha Nagara.	I have applied for a caste, Income and residency certificate for my children on 6 September; however these have not yet been issued. Note: The minimum days required for these certificates is 21 working days.
10	Chandrakanth <i>Revenue</i>	Gulbarga	Under the Village Belemagi, lands were acquired for construction of a dam. Compensation was paid to certain sections; however for survey number 29 no compensation has been paid. Please ensure the compensation is paid to the land owners affected by the acquisition at the earliest.
11	Ghouse <i>Minorities</i>	Raichur	For the Muslim community, 2B certificate is being given. We request to be included in the OBC category and give caste certificate.

2. Citizen Feedback

Our DITCs in each district seek opinions/Suggestions and feedback from citizens and here is a sample of those. In all about 3000 feedback are obtained from citizens through the DITCs, Mission team and of course the call centre.

Sudarshan - Mysore

When I applied for a RTC under Sakala, I got the service delivery in time without any issues. The officers were polite. **All that I request is that more such services must be included. You must conduct village surveys to see what people find hard to obtain and attack those services.** Please do the needful.

Fr. Joseph - Gulbarga

When i approached the officers for providing drinking water in our village, there was no response. However, **when i called the Sakala helpline and they followed up, the village Panchayat resolved the mater immediately.** This was very good thing to happen to our village.

Rangaswamy - Chennarayapatna - Hassan

I applied for services under the Survey department also under the Revenue department. I received the services in time. However, **i think most of these services can be reviewed for time reduction.** Please look into it. Sakala is good, but needs to consolidate its efforts.

Kumar - Bangalore

More citizens -critical services need to be opened under Sakala. **Electricity is a major area of concern for citizens.** Roads etc. Escapist departments should be brought under Act. This is the only way we will all change.

His friend Mr Pratap also joined in and said **services related to drainage and garbage is a must include.** People see dirt everywhere.

Paul - Chikmagalur

I applied for Services under the Commercial Taxes department and got them in time. No waiting. **Officers were so courteous and helpful.** It is nice to see our system change.

Bhagawanth H Shinadi - Gokak - Belgaum.

We received services in time under Sakala. This is a very good program and it helps citizens a lot. **What citizens should do and not do is clear.** This is a good thing from the government. We hear about Sakala in the newspapers also. Very happy.

Anusha Reddy -Chikkaballapura

Sakala services are good; however, the timelines are not adhered to. **In the office, staff find some reason or the other to reject the application/delay** it. This must be stopped.

Srinivas- Chitradurga

The government staff must wake up to Sakala services. **Unless the 'service' mentality comes to their minds there cannot be any use of Sakala.** Special trainings on how to handle citizens, stress management need to be included in the programs that you conduct.

H Ramesh - Bagalkot

Sakala services is known very little here. **More awareness is the most important step the government has to take.** Unless people know, the old system of middlemen, going to office will continue. This is my opinion.

Fatima, Hiriyur, Chitradurga:

I applied for services under the Revenue department. Though Sakala is little known here, it helps. **However, the attitude of officers is to give the service only the very last day.** This has to change. Timelines have to reduce and service improved. It will be most useful.

Sony D'souza: Mangalore

The citizen applied for a Trade licence with the City Corporations. **It was done in the exact time and he was able to start his business in time as planned.** He was very happy about this.

Mrs. Geetha Kandgal - Dharwad:

When I stepped into the **police station, i was so surprised to see a notice board with details of services, timelines; i could not believe my eyes.** What a change? So welcome!

Mahalinga - Raichur:

I availed services under Sakala from the Survey department. The **process was easy and clear, no middlemen involved, no extra payments and it is a great relief to middle class** persons like us to have a banner like Sakala.

Abdul Khader - Raichur:

Under the CMC, though i received the service in time, when i applied for a Caste certificate, they told me that the thumb impression was wrong and collected it again, they asked me to remit Rs 100/-.

R MAHESH - Bijapur

This applicant received his service when he applied for a Caste Certificate. But applicant said he received the service very late. **The Officers are saying that thumb impression is not working. Not too sure if this is a software problem or what else?**

He was not much aware of Sakala, the DITC gave the call centre number and other details to the citizen.

Chapter 4: Events & News clips:

September 2:-

“Only through People’s participation can excellence in administration be achieved” Sri. TB Jayachandra – Honourable Minister for Law & Parliamentary affairs said in a seminar organised jointly by Centre for Advocacy & research, Civic, Mazdoor Kisan Shakti Sanghatan & Sakala Mission in Central College premises on September 2.

For the benefit to reach the citizens in the most appropriate manner, Administration must be both transparent and should ensure citizen participation. He said that Sakala has armed the citizen with rights that they must best use. Continuous improvement of our administrative processes is another critical factor to improve services. The Seminar was titled **“People’s participation for good governance”**.



Hon. Law Minister addressing the gathering. President of Civic, Secretary DPAR & Nikhil Dey are intently listening to the minister’s talk.

September 6: District Collectors ‘Conference – New Delhi.

At the Annual 2nd conference of District Collectors on ‘Best Practices in Governance’ held at the Vigyan Bhavan organised on 6th & 7th September 2013 by DARPG, Government of India, Dr Shalini Rajneesh addressed the Officers and spoke in detail on the Challenges faced by Sakala and the way it was overcome.



Dr. Shalini with other delegates at the DG conference in New Delhi

September 17: In a program at Lal Bahadur Shastri National Academy of Administration – Mussoorie, Dr Shalini Rajneesh addressed the Bangladesh cadre of civil servants in a program titled “Second mid career Training program in Field Administration”. Dr. Rajneesh is a regular invitee to the institute for which a video lecture has been prepared in English explaining the working of Sakala.



September 08: Sakala at AOL:

SAKALA awareness talk was given by SAKALA Mission Director Dr Shalini Rajneesh at the Art of Living Ashram on Kanakapura in the evening Satsang. The talk was basically for bringing in awareness about the provisions of SAKALA among thousands of followers present.

She highlighted the importance of citizens asking and collecting Acknowledgement slip. This slip will enable tracking of the status of the services requested by the citizen and ensure accountability of the Government servants.



The Mission Director also laid emphasis on utilising the call centre to seek information or lodge complaints if the services are not delivered in time. The call centre number 080 44554455 was repeated twice and once by all those present.

The Guru Sri Sri Ravi Shankarji, in his satsang address to the followers appreciated the efforts of the government and remarked “ This is a Gowri Ganesha habba’s gift to the citizens by the Government” he said good days are ahead, citizens will have a better interaction and services from all government departments. He hailed the concept and said that his followers will carry forward the awareness of Sakala across the state and the country.

September 16: August Report Release: In the August Sakala report release function, Hon. Law & Parliamentary affairs Minister Sri. TB Jayachandra explained the following and said that Sakala should make inroads into the lives of citizens. It is only enactments like Sakala that can change the quality of the lives of citizens by rendering timely services. He said that additional services totalling to about 240 services are being considered. Some of the important points in the address were:

- CUMULATIVE RECEIPTS – **3, 35, 46, 826**
- CUMULATIVE DISPOSALS – **3, 26, 70, 595**
- Total Receipts during August – 22.19 lakhs. Disposals- 24.28 lakhs. After the admission season, applications during the month stabilized and spillovers disposed.

- **Uttara Kannada** continues to show promise, coming back to the first place. Kolar has shown tremendous commitment to move from the 20th rank last month to 2nd rank this month. Chamarajanagar, after a two months holding to the first rank, has managed to remain in the top 3.



Hon. Law Minister Releasing the August Sakala Monthly Report.

- In the last one year, we have been ranking Districts to bring in a spirit of competition among them. Now, Taluk ranking has also commenced over the last couple of months to motivate officers at the cutting edge.
- Among Taluk Ranking, GUDIBANDA in Chikkaballapura District has been most consistent, followed by KUMTA & ANKOLA from Uttara Kannada. I congratulate these officers for this outstanding performance. He presented a certificate to the officer and her team.
- **New Services**: With the new 110 services added under Sakala on 16 August, he informed that 2133 applications were received and with an exception of 1 delay, all the applications were disposed in time.

- *Complaints:* There has been a significant fall in the complaints pouring into the Call centre. From 316 complaints that we received in June, it is down to 98 this month. Better the quality of services – lesser the complaints! Overall, out of the 2351 complaints received 2092 stands resolved/closed.
- Non Sakala complaints also have seen a significant fall from 88 in July to 55 this August. As services get added into Sakala, complaints fall.

The Call centre has been a hub not only for collection of complaints and grievances, but also resolving them in a timely manner. Be it resolving a delay in sanction plan from BBMP, or resolving a Car parking issue, the call centre follows through the issue and does its best to delight the citizens. During the last 2 months over 650 complaints were closed by the call centre. I congratulate the Call centre team for its contribution to make Sakala a people friendly initiative. He presented a certificate to the Call centre team lead by Sri. Darshan of Transact Global and congratulated their role in making Sakala a grand success.

- **Cyber Centres:** The National Rural Livelihood Mission should provide training and , finance for setting up cyber centres. Individuals who wish to start Sakala cyber points can avail the assistance from these schemes. Details can be obtained from <http://rdpr.kar.nic.in/> he advised.
- **Online Services:** Another feather in the cap this month is the addition of Sakala's 69 services going online. We are glad to inform that over 15500 applications have been received and with 100% disposal rate. More services will be added in due course he said.



Transact Global's Sri Darshan with his team – Vishwanath, Sandeep, Devraj & Bopanna receiving the appreciation letter from Hon. Law Minister.

- Collection of contact Numbers – is a critical aspect under Sakala. In an analysis the mission carried out, 32 departments have collected contact numbers from more than 50% of the citizens. This is a good step forward. Bigger departments like Revenue & Transport need to insist on mobile numbers as the percentage of mobiles numbers collected is low. RDPR has done well in this area. I urge citizens to voluntarily give their contacts numbers so that status updates on application, collecting feedback as well as following up on complaints becomes more effective. Officers also must make it a habit to collect numbers without fail he added.
- Training programs: for the new services that were brought into Sakala coverage from 16 Aug as well as online services was carried out across the State and officials from various departments.
- Special Reports: This month's report has new features drawn from the Analytical software of Sakala such as Analysis on Zero default officers, Offices with higher defaults, Speed of Service delivery etc. These reports will add value to the department heads to focus of areas of weakness and add value to Sakala. he informed.

September 25:

The Indian Institute of Management Bangalore's Centre for Public Policy has been a guiding spirit for Sakala right from the inception. In all, IIM has submitted four independent evaluation reports. In a recent report submitted by them, they focused on delayed disposals under Sakala.

A meeting was convened by the DPAR inviting all the Designated Officers (DO) for services from the Bangalore Urban region to review Evaluation report prepared by IIM Bangalore. Dr Rajani made the presentation on behalf of IIM – centre for public policy.

Here are some of the observations made by IIM: The data used for the study spans from April 2012 to May 2013

- The delayed disposal figures are the highest in the delivery of the Caste, Income and Residence certificates in the Revenue Department. Besides a review of rejections:
- For each service, the report analyses one best performing and two lowest performing districts. The 3 important services that were analyzed are as below:
 - **Caste Certificates:**
 - Bangalore and Raichur have high instances of delayed disposals
 - Uttara Kannada is one of the best performing districts
 - **Income Certificates:**
 - Bangalore – high rate of delayed disposals followed by Bidar
 - Uttara Kannada, Haveri and Chikkaballapura - best performing districts
 - **Residence Certificates:**
 - Tumkur and Ramanagara - poor performers
 - Udupi, Chitradurga and Dakshina Kannada should good disposal patterns.
 - **Rejections:**
 - Tumkur has higher number of rejection of applications
 - Udupi has the least number of applications.

Addressing the participants, Dr Shalini Rajneesh – Director Sakala & Ex Officio Secretary to Government- Department of Administrative Reforms noted that a separate work study needs to be carried out under the chairmanship of the Regional Commissioner, Bangalore based on the no of files, time spent on filed visits, attending meetings – this will help in providing additional staff as per workload & to reduce pendency.

Outcomes of the meeting: Tahsildhars & DTs from the Bangalore Urban District came up with practical difficulties in catering to such huge numbers in Bangalore which caters to 1.2 crore citizens. It was suggested that

- **Simplification procedures for Income Certificates by providing the profession details, or in cases of Agricultural background with Bhoomi survey number will help in delivering services faster.**
- **Integration of departments like Urban, Rural DEVELOPMENT & Revenue department will help in bringing information under one platform for use by the Designated Officer (Tahsildhars)**
- **Capacity building exercises of the application receiving staff may be trained on collecting the correct set of information besides guiding citizens in submitting correct data needed.**



The Delayed disposal meeting with officers from the Bangalore District.

September 28: Address to the State Government Employees' Association: The Function was organised by the Karnataka State Government employees' Association. The Guests included Sri. Bhaskar Rao – Lokayukta Karnataka, Sri D Thangaraj – RTI Information Commissioner, Mr Shankarlinge Gowda, Dr Shalini Rajneesh besides the President of the Association Sri. L Byrappa was among the distinguished gathering. In the Address. Dr Shalini emphasised the need for

sensitising and working hand in hand with the citizens. She said that in a Survey done recently, more than 50% of the respondents agreed that the staff were helpful when seeking a service. She said that we should imbibe a culture of service within us to help citizens who come from far flung places just to seek a service.

Sri. Bhaskar Rao said that unless State government employees change their work attitude, there cannot be much progress in curtailing corruption. The rural poor have been put into several difficulties due to corruption. Though there is many legislation to curtail corruption, strict enforcement by initiating civil and criminal proceedings against those guilty at the same point of time is a necessity. He quoted that in a recent research conducted it is found that to avail government projects, one has to grease palms. He also elaborated that on a average about Rs.543/- is spent to get a pension benefit avail he said.

He said that it is saddening to note that though the government has brought a pension scheme with a social cause, the actual benefit does not reach the right citizens and they are asked to run from pillar to post to get this service.



Lokayukta Sri. Bhaskar Rao and other officers releasing the pamphlet

Part B: News Clips:

THE HINDU

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240 more govt services to come under Sakala in Karnataka

PTI ,Bangalore, Sept 16:

As many as 240 government services will soon be added under the “Sakala” initiative, which ensures time-bound service to the public, Law and Parliamentary Affairs Minister T.B Jayachandra said today.

Speaking after releasing the August-2013 report of the Karnataka Sakala Services Act 2011, he noted that 375 services across various government departments are currently under the scheme.

“In the coming days, we are planning to add 240 services under Sakala”, he told reporters.

Jayachandra said all 177 taluks and 30 district offices – totaling 207 – would have Sakala help desks by next month.

According to officials, Chief Minister Siddaramaiah, through the call centre, would speak (through recorded messages) to all citizens who have provided mobile numbers under Sakala to understand citizens’ needs and collect their feed back.

This would give citizens an opportunity to take their grievances and suggestions directly to the attention of the Chief Minister, they noted.

Sakala Mission Director and DPAR Secretary Shalini Rajneesh said a team of governors from Afghanistan came over to understand Sakala services, after the first group went back inspired.

Noted educationist from IIM Ahmedabad, Anil Gupta, came to document Sakala case study for IIMA graduates, she said, adding, the Sakala model has been adopted by the Department of Administrative Reforms and Personnel Grievances (DARPG) for country-wide ‘training of trainers’ module to help all administrators in improving service delivery.

According to officials, by last month-end, more than 50 per cent of the state’s population had utilised Sakala services.

While the districts of Uttara Kannada, Kolar and Chamarajanagar took the top positions in implementing Sakala last month, it was Gudibanda in Chikkaballapur district which stole the show for being most consistent among taluks, followed by Kumta and Ankola.



PTI, Monday, September 16, 2013

240 more govt services to come under guarantee act in Karnataka

Tag: [Bangalore](#), [Karnataka](#), [Karnataka Sakala Services Act](#), [Siddaramaiah](#)

Last Updated: Monday, September 16, 2013, 15:54

Bangalore: As many as 240 government services will soon be added under the "Sakala" initiative, which ensures time-bound service to the public, Law and Parliamentary Affairs Minister TB Jayachandra said on Monday.

Speaking after releasing the August 2013 report of the Karnataka Sakala Services Act 2011, he noted that 375 services across various government departments are currently under the scheme.

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Monday 16 September 2013, News updated at 5:51 PM IST

240 more govt services to come under Sakala in Karnataka

Bangalore, Sept 16, 2013, (PTI):

As many as 240 government services will soon be added under the "Sakala" initiative, which ensures time-bound service to the public, Law and Parliamentary Affairs Minister T B Jayachandra said today.

Speaking after releasing the August-2013 report of the Karnataka Sakala Services Act 2011, he noted that 375 services across various government departments are currently under the scheme.

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According to officials, by last month-end, more than 50 per cent of the state's population had utilised Sakala services.

While the districts of Uttara Kannada, Kolar and Chamarajanagar took the top positions in implementing Sakala last month, it was Gudibanda in Chikkaballapur district which stole the show for being most consistent among Taluks, followed by Kumta and Ankola

MARKS CARDS

BU students turn to Sakaala*TIMES NEWS NETWORK*

Bangalore: Students of Bangalore University run from pillar to post to get their marks cards. Now, they have Sakaala to turn to air their woes and speed up the process.

Like some students of Goodwill Christian College for Women who had appeared for the final-year B Com exam who were stranded as the results were delayed. They complained to Sakaala, saying that college authorities had marked them absent for an exam though they had attended it and submitted the answer scripts.

The students had a tough time getting their results. While the varsity told them the college should follow up, the colleges asked them to handle it themselves. The students finally resorted to Sakaala, the government's time-bound delivery of services scheme.

They got this message from Sakaala: "Your answer sheets were erroneously sent to a different department. The error is now acknowledged by the college and the university as well. The university has acknowledged the receipt of answer papers and your results should be out in about 10 days."

"The request came to us on Sept.11 and taken up by the Sakaala call centre the same day. We investigated the case and took the principal and evaluation department staff into the loop. We found that a set of papers had been erroneously sent to a different department. The evaluation department acknowledged the lapse and gave us a turn-around time of 10 working days. We're told the results are out," said Darshan Chinnappa, director, Transact Global, a call centre which handles customer support and grievance cell.

College authorities told TOI that the issue has been resolved and don't want to comment on it.

Sakaala has become a huge hit among students. So far, the call centre has got 48 complaints regarding education. "Most complaints are about issuance of duplicate marks cards followed by registration of schools. We get around 2,000 every day and most complaints are about the revenue department," Darshan said.

•Help at hand: Sakaala call centre: 44554455

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Karnataka govt brings 69 services online under timely delivery mechanism

Press Trust of India/Bangalore 29 Aug 13 | 04:00 PM

Keeping the momentum going, Karnataka government today added 69 of its services online under the 'Sakala' initiative for their delivery in a time-bound manner.

These include 21 services of the Department of Administrative Reforms, ten each from the Department of Primary Education, and Commerce and Industry and five from Drugs Control Department.

Speaking on the initiative, Minister for Law and Parliamentary Affairs Minister T B Jayachandra, said at present 375 services in different Government departments come under Sakala, including 110 recently added, providing guarantee of services to citizens.

"We have identified 1800 to 1900 government services for bringing them under Sakala. (Of them) 100-120 are ready (to be brought under Sakala). We are preparing to include them", the Minister told reporters.

He said the Sakala initiative has attracted all-round appreciation, adding, Afghanistan and Bangladesh, besides Andhra Pradesh, Orissa and Punjab, have evinced interest to study the model.

After Sakala, Karnataka Guaranteed Services to Citizens Act, 2011, came into being, 3.24 crore applications were received and 3.15 crore of them disposed of. The number of applications being filed has seen steady rise, and last month it was 33.15 lakh with disposal rate also being high at 98.43%.

Jayachandra said the Government is mulling opening a cyber cafe in each Gram Panchayat so that that the villagers can take full benefit of the government services.

He also said a recorded message of Chief Minister Siddaramaiah is proposed to be used to get feedback from those availing Sakala services. These include questions on whether government servants demand bribe, and whether the people are satisfied by the services and initiatives of that nature, to curb corruption.

DPAR Principal Secretary and Mission Director of Sakala, Shalini Rajneesh, said disciplinary action would be taken against 449 government servants who were found to default on delivery of services for seven times.

She said the Indian Institute of Management, Bangalore, which had been commissioned to study the Sakala model, has come out with a report which says that it has quickened the work-flow and government servants are also happy with the results.

THE HINDU

240 more services planned under Sakala

Special Correspondent

The State government will add 240 more services under Sakala and ensure time-bound service to citizens under the Karnataka Sakala Services Act 2011.

Law and Parliamentary Affairs and Animal Husbandry Minister T.B. Jayachandra on Monday released the August report on implementation of the Sakala scheme in the State and said 375 services across various government departments are at present covered under the scheme.

“We plan to add 240 services under Sakala in the coming days,” he told presspersons.

A total of 22.19 lakh applications were disbursed in August. Mr. Jayachandra said all 177 taluks and 30 district offices would have Sakala help desks by next month. While the districts of Uttara Kannada, Kolar and Chamarajanagar took the top positions in implementing Sakala last month, it was Gudibande in Chickballapur district which stole the show for being most consistent among taluks, followed by Kumta and Ankola taluks.

Kolar has shown tremendous commitment to move from the 20th rank in July to 2nd position in August. Chamarajanagar, after holding the top position for two months, has been consistent to remain in the top number 3 in August, he said.

Chikmagalur, Bellary and Belgaum secured 30th, 29th and 28th rank, respectively in August, he said. Sakala Mission Director and DPAR Principal Secretary Shalini Rajneesh said a delegation from Afghanistan came over to understand Sakala services, after the first group went back inspired.

She said noted educationist from IIM Ahmadabad, Anil Gupta, came to document the Sakala case study for IIM-A graduates. The Sakala model has been adopted by the Department of Administrative Reforms and Personnel Grievances (DARPG) for country-wide ‘training of trainers’ module to help all administrators in improving service delivery. According to officials, by last month-end, more than 50 per cent of the State’s population had utilized Sakala services.

Gudibande on top

Among 177 taluks in the State, Gudibande in Chickballapur district secured first rank in disbursal of applications under Sakala scheme. *Minister for Law and Parliamentary Affairs and Animal Husbandry T.B. Jayachandra on Monday presented a certificate to Gudibande tahsildar S. Shailaja for securing the first position in the disbursal of applications under Sakala. Ms. Shailaja, a former journalist who joined the service in 2006, attributed her taluk’s success to team work and support from senior officials.*

Annexure A:


User Manual

e –Janaspanadana


SAKALA ANALYTICS

[URL:www.espandana.in](http://www.espandana.in)

Login



e Janspandana, Government of Karnataka
An Integrated Government To Citizen Interaction Platform






News and Events

[Sakala Grievances](#)

[Non-Sakala Grievances](#)

Please Click here to
Open Sakala Analytics

ANALYTICS	RTI Application	Online Application	Useful Links
			<p>Sakala Portal</p> <p>Sakala Blog</p> <p>e-Janspandana@Facebook</p>

Sakala Mission, DPAR (AR), Government of Karnataka

Home Page of Sakala Analytics: This gives you the several reports that are available in the portal

ಸಕಾಲಾ ವಿಶ್ಲೇಷಣೆ /SAKALA Analytics

ಸರಾಸರಿ ಸಮಯದಲ್ಲಿ ವಿಲೇವಾರಿಯಾದ ಸೇವೆಗಳ ವರದಿ /Service Average Delivery Time Reports

- 1) ಒಟ್ಟು ಸರಾಸರಿ ಸಮಯದಲ್ಲಿ ವಿಲೇವಾರಿಯಾದ ಸೇವೆಗಳು ಹಾಗೂ ಅವರ ಗತಿ/Cumulative Average Service Delivery Time and Trend
- 2) ಸರಾಸರಿ ಸಮಯದಲ್ಲಿ ವಿಲೇವಾರಿಯಾದ ಸೇವೆಗಳು - ಜಿಲ್ಲೆ ಮತ್ತು ತಾಲ್ಲೂಕುವಾರು (ವ್ಯಕ್ತ ನೋಟ ಅಧಾರಿತ)/Average Service Delivery Time - District/Taluk wise [Query Builder Based]

ಸಕಾಲಾ ಕಛೇರಿಗಳು - ಅತಿ ಹೆಚ್ಚು ವಿಳಂಬ (ವಿಳಂಬವಾದ ವಿಲೇವಾರಿಗಳು) ವರದಿಗಳು /Sakala Offices - Defaults (Delayed Disposals) Reports

- 1) ಏಳು(೭)ಕ್ಕಿಂತ ಅತಿ ಹೆಚ್ಚು ವಿಳಂಬ ಸೇವೆ ನೀಡಿರುವ ಸಕಾಲಾ ಕಛೇರಿಗಳು /Sakala Delivery Offices having more than Seven(7) Defaults
- 2) ವಿಳಂಬವಿಲ್ಲದ ಸೇವೆ ನೀಡಿರುವ ಸಕಾಲಾ ಸೇವಾನಿರತ ಕಛೇರಿಗಳು/Sakala Delivery Offices having Zero Defaults
- 2)ಸಕಾಲಾ ವಿಲೇವಾರಿ ಕಛೇರಿಗಳು - ಅತಿ ಹೆಚ್ಚು ವಿಳಂಬವಾದ/ ವಿಳಂಬವಾದ ವಿಲೇವಾರಿಗಳು - ಜಿಲ್ಲೆ/ತಾಲ್ಲೂಕು/ಇಲಾಖೆ ಮತ್ತು ಅತಿ ಹೆಚ್ಚು ವಿಳಂಬವಾದ ಸಂಖ್ಯೆಗಳ ಆಧಾರದಲ್ಲಿ/Sakala Delivery Offices - Defaults/Delayed Disposals - District/Taluk/Department and No. of Defaults wise [Query Builder Based]

ಸಕಾಲಾ ಸೇವಾನಿರತ ಕಛೇರಿಗಳು (ಶ್ರೇಯಾಂಕಗಳು) - ಸರಾಸರಿ ಸೇವಾ ವಿಲೇವಾರಿ ಸಮಯದ ಆಧಾರದಲ್ಲಿ/Sakala Delivery offices (Rankings) - Based on Average Service Delivery Time

- 1) ಸಕಾಲಾ ಮೊದಲು/ಕೊನೆಯ ಕಛೇರಿ ಶ್ರೇಯಾಂಕಗಳು - ಸರಾಸರಿ ಸೇವಾ ವಿಲೇವಾರಿ ಸಮಯ/Sakala Top/Bottom Office Rankings - Average Service Delivery Time

ಸ್ವೀಕೃತಿಗಳು/ವಿಲೇವಾರಿ/ತಿರಸ್ಕಾರ ಅರ್ಜಿ ಸಂಬಂಧಿತ ವರದಿ/Receipts/Disposals/Rejections Related Report

- 1) ಸ್ವೀಕೃತಿಗಳು/ವಿಲೇವಾರಿ/ತಿರಸ್ಕಾರ ವರದಿ/Receipts/Disposals and Rejections Report
- 2) ಮೊಬೈಲ್ ಸಂಖ್ಯೆ ಹೊಂದಿರುವ ಸ್ವೀಕೃತಿಗಳ ವಿವರ /Mobile Number Receipts Report

Taking one report as a sample, the process is as below:

1. Service Average Delivery Time Reports:

a) Cumulative Average Service Delivery Time and Trend: This Report will give the Cumulative Average Service Delivery time Department Wise – This means what is the average time that each service under a department takes to be delivered. This can be taken for a month or cumulative.

ಸಕಾಲಾ ವಿಶ್ಲೇಷಣೆ /SAKALA Analytics

ಸರಾಸರಿ ಸಮಯದಲ್ಲಿ ವಿಲೇವಾರಿಯಾದ ಸೇವೆಗಳ ವರದಿ /Service Average Delivery Time Reports

1) ಒಟ್ಟು ಸರಾಸರಿ ಸಮಯದಲ್ಲಿ ವಿಲೇವಾರಿಯಾದ ಸೇವೆಗಳು ಹಾಗೂ ಅದರ ಗತಿ/Cumulative Average Service Delivery Time and Trend

2) ಸರಾಸರಿ ಸಮಯದಲ್ಲಿ ವಿಲೇವಾರಿಯಾದ ಸೇವೆಗಳು - ಜಿಲ್ಲೆ ಮತ್ತು ತಾಲ್ಲೂಕುವಾರು (ವೆಬ್ಬೇಸ್ ಸೂಚಕ ಆಧಾರಿತ)/Average Service Delivery Time - District/Taluk wise [Query Builder Based]

ಸಕಾಲಾ ಕಚೇರಿಗಳು - ಅತಿ ಹೆಚ್ಚು ವಿಳಂಬ (ವಿಳಂಬವಾದ ವಿಲೇವಾರಿಗಳು) ವರದಿಗಳು /Sakala Offices - Defaults (Delayed Disposals) Reports

1) ಏಳು(೭)ಕ್ಕಿಂತ ಅತಿ ಹೆಚ್ಚು ವಿಳಂಬ ಸೇವೆ ನೀಡಿರುವ ಸಕಾಲಾ ಕಛೇರಿಗಳು /Sakala Delivery Offices having more than Seven(7) Defaults

2) ವಿಳಂಬವಿಲ್ಲದ ಸೇವೆ ನೀಡಿರುವ ಸಕಾಲಾ ಸೇವಾನಿರತ ಕಛೇರಿಗಳು/Sakala Delivery Offices having Zero Defaults

2)ಸಕಾಲಾ ವಿಲೇವಾರಿ ಕಛೇರಿಗಳು - ಅತಿ ಹೆಚ್ಚು ವಿಳಂಬವಾದ/ ವಿಳಂಬವಾದ ವಿಲೇವಾರಿಗಳು - ಜಿಲ್ಲೆ/ತಾಲ್ಲೂಕು/ಇಲಾಖೆ ಮತ್ತು ಅತಿ ಹೆಚ್ಚು ವಿಳಂಬವಾದ ಸಂಖ್ಯೆಗಳ ಆಧಾರದಲ್ಲಿ/Sakala Delivery Offices - Defaults/Delayed Disposals - District/Taluk/Department and No. of Defaults wise [Query Builder Based]

ಸಕಾಲಾ ಸೇವಾನಿರತ ಕಛೇರಿಗಳು (ಶ್ರೇಯಾಂಕಗಳು) - ಸರಾಸರಿ ಸೇವಾ ವಿಲೇವಾರಿ ಸಮಯದ ಆಧಾರದಲ್ಲಿ/Sakala Delivery offices (Rankings) - Based on Average Service Delivery Time

1) ಸಕಾಲಾ ಮೋಟು/ಕೊನೆಯ ಕಛೇರಿ ಶ್ರೇಯಾಂಕಗಳು - ಸರಾಸರಿ ಸೇವಾ ವಿಲೇವಾರಿ ಸಮಯ/Sakala Top/Bottom Office Rankings - Average Service Delivery Time

ಸ್ವೀಕೃತಿಗಳು/ವಿಲೇವಾರಿ/ತಿರಸ್ಕೃತ ಅರ್ಜಿ ಸಂಬಂಧಿತ ವರದಿ/Receipts/Disposals/Rejections Related Report

1) ಸ್ವೀಕೃತಿಗಳು /ವಿಲೇವಾರಿ/ತಿರಸ್ಕೃತ ವರದಿ/Receipts/Disposals and Rejections Report

2) ಮೊಬೈಲ್ ಸಂಖ್ಯೆ ಹೊಂದಿರುವ ಸ್ವೀಕೃತಿಗಳ ವಿವರ /Mobile Number Receipts Report

Please Click here to View Cumulative Average Service Delivery Time and Trend

On wanting to see Cumulative Average please select “ALL” from Drop Down and it will show the desired Values. The report can also be seen for a department by choosing the desired department as shown below;

For Tracking Please Enter Sakala GSC ID/Grievance ID/RTI ID

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ಒಟ್ಟು ಸರಾಸರಿ ಸಮಯದಲ್ಲಿ ವಿಲೇವಾರಿಯಾದ ಸೇವೆಗಳು - ವರದಿ ರಚನೆ/Cumulative Average Service Delivery Time - Report Builder

ಒಟ್ಟು ಸೇವಾ ವಿಲೇವಾರಿ ಸಮಯ ಇಲಾಖೆಯನ್ನು ಆರಿಸಿ/Selection of Department for Cumulative Service Delivery Time

ಇಲಾಖೆ/Department : AYUSH DEPARTMENT

ಸರಾಸರಿ ಸಮಯದಲ್ಲಿ ವಿಲೇವಾರಿ : ALL

- AYUSH DEPARTMENT
- BANGALORE DEVELOPMENT AUTHORITY
- Bangalore Metropolitan Transport Corporation
- BANGALORE WATER SUPPLY AND SEWERAGE BOARD
- BRUHAT BANGALORE MAHANAGARA PALIKE
- CITY CORPORATION(Otherthan BBMP)

Please Select all in Drop Down to see the Cumulative Average Service Delivery time of all Department

If you want to see Department wise Cumulative Average Service Delivery time please Select a Department in Drop Down

* * * * *

