



April - 2014 Report

The Karnataka Sakala Services Act, 2011

Total Receipts - 4.71 Crore

Total Disposals - 4.65 Crore



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Department of Personnel and Administrative Reforms (Administrative Reforms)

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It is truly a matter of great pride that in spite of the election keeping most of the staff overloaded; nearly 12 lakh applications have been disposed by the staff in the month of April 2014. So far, 4.71 crore applications have been received and 4.65 crore applications have been disposed of in time. An average disposal rate of 98.72% is seen as achieved.

More can be done, and I am confident that each one of you will commit to give 100% of your efforts and concentration and clear all pendency's and help the common man in getting timely Government services - which is the sole motto of Sakala.

Complaints - when one sees the trend, it is increasing day by day. While it is good that people are feeling free to complain against the system. This a direct result of Single Window Grievance redressal mechanism, which is now very active. Complaints from various sources viz, online, by NGO's, Emails, Janatha Darshana etc. are sharing a common portal, which enables easy monitoring. This was not the case a couple of years back.

I would urge you to respond immediately and prevent every possible opportunity to cause a complaint. I think this is what will improve the quality of our services.

Siddaramaiah
Chief Minister



Successful completion of 2 years of Sakala has yielded in 4, 69, 78,245 receipts and 4, 63, 75,920 disposals with a disposal rate of 98.71%.

Simplification of delivery process of Eligibility Certificate to avail special benefits under 371(J) for citizens residing in Hyderabad Karnataka region is being done.

The private sector is the engine of growth for most countries in the world, and Karnataka is no exception. Government plays a central role in striving towards realization of this objective through its key mandate of progressing a dynamic, sustainable and competitive business environment. Accordingly Sakala has provided many business promotion services in time bound manner. Example, Registration and conversion of Land, Registration of Shops, VAT, TIN etc.

Government has endeavoured to mitigate barriers to business development, provision of appropriate business development services, and enhancing private-public sector partnership. Hence a concept of Relational CSR comes into picture. This initiative of Relational CSR took step forward at D&B CSR and sustainability Conclave on 29th April, with the participation of Sakala Mission and many other Corporates.

With improved efficiency, I believe that the Government will be in a better position to effectively aid CSR policies so as to advance a business environment that is conducive to growth yet at the same time ensure their Corporate Social Responsibility towards the society for the well-being of the general public.

We look forward to companies adopting Sakala helpdesks, Kiosks etc and help in awareness among our citizens so that they avail of the public services as a matter of right.

T.B. Jayachandra
Hon Minister for Law, Justice &
Human Rights, Parliamentary Affairs &
Animal Husbandry services

FROM THE MISSION DIRECTOR'S DESK

Applications and Disposal Trends:

	Receipts	Disposals	Pendency
Month of April -14	11,57,826	12,16,261	49,413
Cummulative Count	4,71,64,775	4,65,85,856	

Elections have resulted in an increase in pendency, due to ban on delivery of several services. As the Model Code of Conduct is being lifted in Karnataka it is time to act. With continued commitment and dedication of all our employees at each level the pendencies have to be cleared and timely delivery of services to Citizens has to be ensured.

Ranking: Chikkaballapur shows consistent performance and occupies the top position for the last 3 months. This reflects the continuous efforts of employees and the exceptional leadership of the Deputy Commissioner of the district. Uttara Kannada has retained its second place as compared to previous month. **Bangalore which had clocked 10th rank in February has risen to 3rd rank in this month of April. Bidar which had taken 6th rank in the previous month has shown consistency by ranking 8th in this month of April.**

Rank	District	District	Rank
1	Chikkaballapura	Raichur	30
2	Uttara Kannada	Kodagu	29
3	Bangalore	Yadgir	28

Taluka Rankings: Talukas of Uttara Kannada and Chikkaballapur districts continue to dominate in the list, consisting of top 12 best performing Talukas with their consistent performance. Gudibanda taluk of Chikkaballapur district has topped among the taluks. Heartiest congratulations to the officials and staff working in the taluk. Haveri

district has been represented by Shiggon Taluk, which has taken the second place.

Delayed Disposal: 64,965 applications were delayed in disposal during the month compared with 54,515 of the previous month i.e. about 94.66% in-time delivery, compared to 96.97% of previous month.

Rejections: 6.79% is the State rejection rate for April as compared to 7% of March.

Complaints, Appeals & Compensation

Complaints: 3750 Sakala complaints out of 4033 have been resolved. This shows a closure rate of 93 % which is a slight decrease as compared to last month's closure rate of 96%

Non Sakala complaints turned out to be a major chunk of complaints. Among 9882 complaints received 4674 complaints have been resolved.

Appeals: Under Appeal -1 category, 809 were received of which 329 were approved, 312 were rejected and 168 are in the process of getting disposed. Under Appeal -2 category, 102 were received of which 20 were approved, 19 were rejected and 63 are in progress of getting disposed. Appellate Authority has to act and has to update the appeal status in the portal on priority basis.

Compensation: 385 compensation claims have been settled till date.

Cyber Cafes: A manual is being prepared to assist Cyber cafes to function more efficiently. Manual is enclosed for suggestion and feedback.

Amendments: Few Amendments to Sakala Services Act have been approved by the cabinet. A copy is enclosed for reference.

Seminars & Conferences:

Corporate Social Responsibility Conclave, 2014 was held on 29.04.2014 in Bangalore. This event has initiated the cooperation between Corporates and the Sakala Mission, to maximize the reach and result of CSR activities carried out by Corporates.

Federation of Karnataka Chambers of Commerce and Industry (FKCCI) hosted an event on 25.04.2014, where the members of FKCCI assured continuous support to Sakala Mission and its activities, while offering to open one Sakala counter in their office.

World Bank Team & Jharkhand delegation high ranking Officials from World bank and members of Jharkhand delegation visited Sakala Mission and discussed Sakala Initiative and its features and have expressed keen interest in replicating the Sakala Model in Jharkhand.

Sakala Mission is about to reach 5 Crore beneficiaries in a few days. This will be a great milestone for the Mission and the Government.

DR. SHALINI RAJNEESH

MISSION DIRECTOR - SAKALA

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CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	GSC receipts during the month (A)	GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	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)) Ranking for Apr-14	Final Ranking(30% weightage on (D) and 70% weightage on (F)) Ranking for Mar-14	Trend
Chikkaballapura	33033	31061	0.3	1	2752	1	1	1	↔
Uttara Kannada	30499	30131	0.4	2	2178	4	2	4	↑
Bangalore	229541	231791	4.6	16	2416	2	3	10	↑
Haveri	30440	33358	2.9	8	2029	6	4	23	↑
Dakshina Kannada	42889	46601	7.5	21	2144	5	5	12	↑
Koppal	25691	30030	4.4	14	1976	9	6	3	↓
Gadag	18843	19791	2.8	7	1884	12	7	2	↓
Bidar	37069	42685	12.2	29	2180	3	8	6	↓
Mysore	58785	62519	7.4	20	2027	7	9	20	↑
Chitradurga	29709	32012	2.3	6	1856	14	10	7	↓
Dharwad	33380	34883	2.1	4	1854	15	11	17	↑
Udupi	21114	22427	4.4	14	1919	11	12	8	↓
Hassan	32756	34908	6.2	18	1926	10	13	5	↓
Shimoga	30779	31947	2.2	5	1810	16	14	14	↔
Ramanagara	20015	21628	8.9	26	2001	8	15	11	↓
Tumkur	45834	47116	1.2	3	1762	19	16	18	↑
Bagalkot	32279	35254	3.2	9	1793	17	17	22	↑
Mandya	33649	34187	8.1	23	1869	13	18	9	↓
Davanagere	33329	36982	5.1	17	1754	20	19	13	↓
Bangalore Rural	15883	16061	8.7	24	1764	18	20	19	↓
Chikmagalur	17413	18858	3.6	10	1583	25	21	16	↓
Gulbarga	41959	50341	6.6	19	1678	22	22	25	↑
Bijapur	35951	36426	8.9	26	1711	21	23	15	↓
Belgaum	66431	67852	3.6	10	1413	29	24	26	↑
Kolar	21455	24643	4.3	13	1430	28	25	21	↓
Chamarajanagar	13115	13760	3.6	10	1311	30	26	24	↓
Bellary	41439	43850	14.6	30	1657	23	27	28	↑
Yadgir	17455	20405	11.2	28	1586	24	28	29	↑
Kodagu	7767	8548	8.7	24	1553	26	29	27	↓
Raichur	27189	29477	8	22	1431	27	30	30	↔

Records shown below as on 30/04/2014 05:30:00 pm

Legend

↔: Same as of last month, ↓: Decreasing Trend, ↑: Increasing Trend

Notes:

- Chikkaballapur has retained first rank for last 3 months. Bidar has maintained consistent performance by staying in top 10 spot. Haveri has risen from 23rd rank to 4th rank. Hassan, Mandya & Bijapur have shown slight decrease in performance as compared to previous month.

CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

District	Taluk	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/Te n thousand population (E)	Ranking based on GSC Receipts/Te n thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chikkaballapura	Gudibanda	2570	2623	0	3	514	7	1
Haveri	Shiggaon	9347	10188	0.4	18	519	6	2
Chikkaballapura	Sidlaghatta	6598	5815	0.1	9	314	11	3
Dharwad	Dharwad	15086	13927	1.1	32	628	5	4
Uttara Kannada	Kumta	4371	3766	0	4	291	18	5
Chikkaballapura	Chikkaballapura	6206	6626	0.4	17	295	15	6
Dharwad	Hubli	13617	15554	1.6	43	972	4	7
Uttara Kannada	Honavar	4389	4517	0	5	274	21	8
Bangalore	Bangalore South	96533	92358	2.2	56	5362	2	9
Uttara Kannada	Karwar	7554	5344	1.9	48	503	8	10
Tumkur	Tumkur	18137	16980	1.2	37	307	13	11

Records shown below as on 30/04/2014 05:30:00 pm

Notes:

- Talukas of Uttara Kannada and Chikkaballapura have dominated the top 12 Taluk list with consistent performance, with 3 Talukas respectively. Gudibanda of Chikkaballapura has taken the top spot.
- Talukas of Dharwad, Bangalore and Tumkur have taken up places in top 12 performing taluks list.

Bottom 12 Ranking Talukas

District	Taluk	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/Te n thousand population (E)	Ranking based on GSC Receipts/Te n thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	Beltangadi	2525	2721	5	101	97	165	166
Belgaum	Khanapur	1747	1883	4.8	98	69	175	167
Raichur	Devadurga	3097	2642	13.5	164	110	147	168
Davanagere	Jagalur	1848	2288	11.8	153	108	153	169
Mysore	Heggadadevankote	2854	3293	15.1	167	109	149	170
Gulbarga	Aland	3524	4776	10.7	148	103	160	171
Belgaum	Athni	4617	5036	9.6	140	88	168	172
Bellary	Sandur	1662	1678	6.6	120	61	177	173
Bijapur	Sindgi	3380	3958	10.6	146	86	170	174
Raichur	Manvi	3005	3854	10.7	147	81	172	175
Dharwad	Kundgol	1383	1788	15.6	168	86	169	176
Bangalore	Yelahanka	4305	6324	36.9	177	86	171	177

Records shown below as on 30/04/2014 05:30:00 pm

Notes: Yelahanka of Bangalore has taken the last spot in list. Talukas of Bijapur, Raichur and Belgaum are featuring in bottom 12 list.

CHAPTER 2A: RECEIPTS AND DISPOSAL TRENDS FOR APRIL-14

Main Department	Receipts				Disposals		
	Mar-14	Apr-14	Trends		Mar-14	Apr-14	Trends
REVENUE DEPARTMENT	945120	564155	↓		1040282	636031	↓
TRANSPORT DEPARTMENT	235085	196940	↓		225967	190005	↓
COMMERCIAL TAXES DEPARTMENT	124091	123324	↓		127089	117670	↓
HOME DEPARTMENT	109681	83636	↓		102673	86216	↓
URBAN DEVELOPMENT	64676	57958	↓		66243	55244	↓
RDPR	70507	66958	↓		71870	63138	↓
FOOD AND CIVIL SUPPLIES	24740	8805	↓		24771	8804	↓
HEALTH AND FAMILY WELFARE	16407	11740	↓		16861	12127	↓
LABOUR DEPARTMENT	22158	12852	↓		22956	14432	↓
WOMEN AND CHILD WELFARE	15304	15407	↑		15655	14148	↓
EDUCATION DEPARTMENT	15532	11582	↓		16729	12597	↓
COMMERCE AND INDUSTRIES DEPARTMENT	5915	2190	↓		5854	2261	↓
CO-OPERATION DEPARTMENT	3930	1334	↓		2512	2468	↓
HORTICULTURE DEPARTMENT	1239	398	↓		1037	599	↓
HOUSING DEPARTMENT	277	155	↓		402	182	↓
KANNADA, CULTURE AND INFORMATION DEPARTMENT	61	133	↑		66	126	↑
ANIMAL HUSBANDRY AND FISHERIES	13	95	↑		35	83	↑
PUBLIC WORKS, PORTS AND INLAND WATER	48	36	↓		33	38	↑
FOREST, ECOLOGY AND ENVIRONMENT	40	50	↑		35	10	↓
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	15	65	↓		20	66	↑
DPAR	40	13	↓		39	22	↓
Total	1654879	1157826	↓		1741129	1216267	↓

Records shown below as on 30/04/2014 05:30:00 pm

Legend:

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

Notes: Receipts & disposals have seen a considerable decrease in numbers as compared with previous month. There are more disposals than receipts in the month of April. This shows the eagerness of employees to deliver the services which were pending from previous months.

- **Receipts:** All the departments have seen huge drop in receipts, except women & children welfare, Kannada Culture and Information department and Animal husbandry departments.
- **Disposals:** Revenue department, commercial taxes and transport departments are the major contributor in number of Disposals despite low on receipts.

CHAPTER 2B: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Pendency after Due date
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE DEPARTMENT	26559394	26157825	24336143	1811886	650	530	268	262	73	21	8	13	43740
HOME DEPARTMENT	2046705	2006453	1967500	37409	11	3	1	2	0	0	0	0	2404
RDPR	1329858	1311466	1286603	22687	51	43	22	21	5	4	2	2	1487
EDUCATION DEPARTMENT	246287	241085	226780	13869	31	20	4	16	3	3	0	3	1159
TRANSPORT DEPARTMENT	7665579	7593061	7383427	207569	4	3	1	2	0	0	0	0	270
URBAN DEVELOPMENT	1826452	1810206	1728326	79691	42	31	29	2	3	2	2	0	200
HEALTH AND FAMILY WELFARE	494957	494000	488504	5080	0	0	0	0	0	0	0	0	63
LABOUR DEPARTMENT	352187	348663	341714	6114	0	0	0	0	0	0	0	0	26
DPAR	1004	977	977	0	0	0	0	0	0	0	0	0	15
WOMEN AND CHILD WELFARE	293756	291747	291159	392	0	0	0	0	0	0	0	0	9
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	722	706	661	43	0	0	0	0	0	0	0	0	8
CO-OPERATION DEPARTMENT	9885	7161	6945	185	0	0	0	0	0	0	0	0	8
HOUSING DEPARTMENT	6257	6151	6029	115	0	0	0	0	0	0	0	0	7
COMMERCE AND INDUSTRIES DEPARTMENT	68774	68683	66831	1832	1	0	0	0	0	0	0	0	7
COMMERCIAL TAXES DEPARTMENT	3573864	3559386	3088309	467418	5	5	2	3	0	0	0	0	4
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	727	676	589	85	0	0	0	0	0	0	0	0	3
KANNADA, CULTURE AND INFORMATION DEPARTMENT	1194	1184	874	305	0	0	0	0	0	0	0	0	2
FOOD AND CIVIL SUPPLIES	2676816	2676544	2644068	32004	2	0	0	0	1	1	0	1	1
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	92	89	87	2	0	0	0	0	0	0	0	0	0
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1958	1943	1683	260	0	0	0	0	0	0	0	0	0
HORTICULTURE DEPARTMENT	8307	7850	7738	112	0	0	0	0	0	0	0	0	0
	47164775	46585856	43874947	2687058	797	635	327	308	85	31	12	19	49413

Records shown below as on 30/04/2014 05:30 pm

CHAPTER 2C: DEPARTMENT / INSTITUTION WISE PENDENCY

SI No	Department	No. of Pendency After due date
1	REVENUE DEPARTMENT	42914
2	HOME DEPARTMENT	2403
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1487
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	604
5	DEPARTMENT OF PUBLIC INSTRUCTION	581
6	PRE-UNIVERSITY BOARD	354
7	TRANSPORT DEPARTMENT	225
8	SURVEY AND SETTLEMENT COMMISSIONER	196
9	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	181
10	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	84
11	CITY MUNICIPAL COUNCIL	60
12	HEALTH AND FAMILY WELFARE DEPARTMENT	55
13	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	32
14	TOWN MUNICIPAL COUNCIL	28
15	HIGHER EDUCATION-COLLEGIATE EDUCATION	25
16	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	15
17	BRUHAT BANGALORE MAHANAGARA PALIKE	13
18	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	10
19	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	9
20	WOMEN AND CHILD WELFARE DEPARTMENT	9
21	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	8
22	TOWN PANCHAYAT	7
23	COMMERCE AND INDUSTRIES DEPARTMENT	7
24	DRUGS CONTROL DEPARTMENT	7
25	LABOUR DEPARTMENT	7
26	KARNATAKA HOUSING BOARD	7
27	TRANSPORT CORPORATIONS(KSRTC)	7
28	BANGALORE DEVELOPMENT AUTHORITY	6
29	PUBLIC LIBRARIES DEPARTMENT	6
30	AGRICULTURAL MARKETING DEPARTMENT	6
31	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	3
32	COMMERCIAL TAXES DEPARTMENT	3
33	KARNATAKA STATE POLLUTION CONTROL BOARD	3
34	CITY CORPORATION (Other than BBMP)	2
35	KANNADA AND CULTURE	2
36	FIRE SERVICES DEPARTMENT	2
37	REGISTRAR OF CO-OPERATIVE SOCIETIES	2
38	EXCISE DEPARTMENT	1

SI No	Department	No. of Pendency After due date
39	AYUSH DEPARTMENT	1
40	FOOD AND CIVIL SUPPLIES DEPARTMENT	1
41	SECRETARIAT	0
42	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	0
43	KARNATAKA STATE WAREHOUSING CORPORATION	0
44	KARNATAKA SLUM DEVELOPMENT BOARD	0
45	SERICULTURE DEPARTMENT	0
46	STATE PROJECT OFFICE, CPI	0
47	UNIVERSITY EXAMINATION SECTION	0
48	UNIVERSITY ACADEMIC SECTION	0
49	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	0
50	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	0
51	INFORMATION DEPARTMENT	0
52	UNIVERSITY CONSTITUENT COLLEGES	0
53	UNIVERSITY FINANCE SECTION	0
54	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	0
55	TECHNICAL EDUCATION DEPARTMENT	0
56	UNIVERSITY POST GRADUATION SECTION	0
57	DEPARTMENT OF ARCHIVES	0
58	BANGALORE METROPOLITAN TRANSPORT CORPORATION	0
59	FISHERIES DEPARTMENT	0
	TOTAL	49,413

Records shown below as on 30/04/2014 05:30:00 pm

Notes:

The above table shows pendency in services in various departments/ institutions. The pendency is huge in Revenue, Home department and RDPR. As the Model Code of Conduct is in place delivery of several services by the departments is restricted. Thus leading to in huge pendency in Revenue department.

19Departments / Institutions have zero pendency. This can be attributed to fact that these departments/ Institutions have less receipts.

CHAPTER 2D: DELAYED DISPOSAL-DEPARTMENT WISE FOR APRIL-14

Main Department	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total (B)	% of delays for Apr 2014 (B/A)
DPAR	22	0	0	0	6	2	8	36.36%
HOME DEPARTMENT	86216	4046	2119	1220	568	181	8134	9.43%
REVENUE DEPARTMENT	636031	31431	9458	5539	3754	1008	51190	8.05%
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	38	2	0	0	1	0	3	7.89%
EDUCATION DEPARTMENT	12597	384	194	126	151	60	915	7.26%
KANNADA, CULTURE AND INFORMATION DEPARTMENT	126	3	1	0	0	2	6	4.76%
HOUSING DEPARTMENT	182	4	0	1	0	0	5	2.75%
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	83	0	0	2	0	0	2	2.41%
RDPR	63138	907	234	167	29	4	1341	2.12%
URBAN DEVELOPMENT	55244	869	132	72	13	3	1089	1.97%
COMMERCE AND INDUSTRIES DEPARTMENT	2261	33	3	4	4	0	44	1.95%
CO-OPERATION DEPARTMENT	2462	29	5	5	3	0	42	1.71%
HEALTH AND FAMILY WELFARE	12127	112	45	22	5	11	195	1.61%
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	66	0	1	0	0	0	1	1.52%
HORTICULTURE DEPARTMENT	599	6	3	0	0	0	9	1.50%
LABOUR DEPARTMENT	14432	88	38	4	0	4	134	0.93%
TRANSPORT DEPARTMENT	190005	907	287	311	49	132	1686	0.89%
WOMEN AND CHILD WELFARE	14148	19	66	0	0	0	85	0.60%
FOOD AND CIVIL SUPPLIES	8804	5	3	1	0	0	9	0.10%
COMMERCIAL TAXES DEPARTMENT	117670	57	4	3	3	0	67	0.06%
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	10	0	0	0	0	0	0	0.00%
Total	1216267	38902	12593	7477	4586	1407	64965	5.34%

Records shown below as on 30/04/2014 05:30:00 pm

Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 60% of total delayed disposals. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

CHAPTER 2E: REPORT OF REJECTIONS- DISTRICT WISE FOR APRIL-14

SI No	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%)
1	Chikmagalur	18492	19932	2192	11
2	Kolar	22959	26179	2659	10.16
3	Bidar	39566	45488	4548	10
4	Mandya	36320	36319	3447	9.49
5	Shimoga	32313	33429	3052	9.13
6	Tumkur	48821	50407	4601	9.13
7	Bijapur	38175	40045	3425	8.55
8	Chikkaballapura	34884	33262	2670	8.03
9	Koppal	26991	31582	2391	7.57
10	Bangalore Rural	16949	17328	1299	7.5
11	Ramanagara	21262	23145	1733	7.49
12	Chamarajanagar	13894	14673	1055	7.19
13	Kodagu	8118	8939	638	7.14
14	Hassan	34924	36856	2596	7.04
15	Davanagere	35869	40580	2841	7
16	Raichur	28561	31667	2147	6.78
17	Bangalore	241776	247135	16722	6.77
18	Belgaum	70130	72221	4844	6.71
19	Gulbarga	44319	53872	3461	6.42
20	Haveri	31829	34771	2221	6.39
21	Dharwad	34997	36491	2188	6
22	Chitradurga	31421	33933	2003	5.9
23	Mysore	62065	67028	3792	5.66
24	Bellary	44366	47311	2518	5.32
25	Yadgir	18586	21552	1089	5.05
26	Dakshina Kannada	45369	49694	2135	4.3
27	Uttara Kannada	31998	31899	1318	4.13
28	Bagalkot	34984	37730	1375	3.64
29	Gadag	19882	20956	665	3.17
30	Udupi	22429	23850	496	2.08
	Total	1192249	1268274	86121	6.79

Records shown below as on 30/04/2014 05:30:00 pm

Notes:

15 districts have rejection rates greater than State's average of 6.79% for April-14. The respective District administration should probe, analyze and check rejections done on malifide intention. The number of rejections at counter have decreased considerably compared to previous month. This highlights the easiness with which applications can be submitted by the Citizen.

CHAPTER 2F: ROOT CAUSE ANALYSIS OF REJECTIONS



Preliminary Root Cause Analysis Report on Rejections



1

121600 Rejections in January/2013
month? Around 6% of the
applications rejected??



Why???

2

Who is reason?

Is Officer wrong?

Is Citizen wrong?



Is System wrong?

3

What reason caused highest number of rejections?



Which Service Caused Highest Rejections?

Which District / Taluk Caused Highest Rejections?

Is cause spread across state or particular region(s)?

If cause spread across state, Is the system / process not a reason?

4

What reason caused highest number of rejections?

In present system rejection reasons are collected as text. So, it is not possible to do proper analysis with the present system data.

Then what changes are needed to get required data??

1. Find rejection reasons department wise; if possible till service level.
2. Discuss with department nodal officers to finalize the list. This list should be as exhaustive as possible to help user select exact reason.
3. For departments who have their own software platform need to update their systems, update web-service and test/deploy. Need to call departments meeting to discuss this.
4. Add this reason list as drop-down instead of text box collecting reason.
5. Also give "Others" as reason in case user do not find the intended reason in drop-down list. Provide textbox to enter reason

CAUTION

Others option should be closely monitored daily for 3 months and update the reason list with newly added reasons after department nodal officer review & approval. "Others" option shall be removed after 3 months, otherwise it may defeat the whole purpose for Analytics.

5

Few rejection reasons for ref.

Click on image...



Microsoft Office
Excel Worksheet

How do you communicate / educate the user about this change?

1. Create notes in update service page under Officer portal
2. Provide tips &/ info alerts
3. Can provide a box to communicate mission on rejection reason
4. First 2 steps will help user understand the enhancement & usage. 3rd step opens communication channel with mission for officer



6

Rejection Report I. Finding out Rejection details Region wise

Search Criteria:

District = drop-down
Taluk = drop-down
From = Month –Year drop downs
To = Month –Year drop downs

Report Format:

SL# - [District](#) – [Taluk](#) – Rejection Rate – Receipts

Inference: will be able to identify which district and taluk has highest rejection rate. Next: Need to find which services causing highest rejections in district and then taluk. (I.1 and I.2)

Note:

Rejection Report I.1

Upon clicking District show below report (show District name in heading)

SL# - Service Name – Rejection Rate - Receipts

Rejection Report I.2

Upon clicking Taluk show below report (show District - Taluk name in heading)

SL# - Service Name – Rejection Rate - Receipts

7

Rejection Report I. Finding out Rejection details Service wise

Search Criteria:

District = drop-down
Taluk = drop-down
From = Month –Year drop downs
To = Month –Year drop downs

Report Format:

SL# - [District](#) – [Taluk](#) – Rejection Rate - Receipts

Rejection Report I.1

Upon clicking District show below report (show District name in heading)

SL# - Service Name – Rejection Rate - Receipts

Rejection Report I.2

Upon clicking Taluk show below report (show Taluk name in heading)

SL# - Service Name – Rejection Rate - Receipts

8

Top 5 Districts causing highest rejections:

SI No	District	No. of receipts during the month	No. of disposals during the month	No. of Rejections during the month	% of rejection during the month
1	Bidar	48072	40677	5302	13.03%
2	Chitradurga	62908	63943	5812	9.09%
3	Gulbarga	71666	69898	5722	8.19%
4	Tumkur	106319	102314	7697	7.52%
5	Bijapur	79768	69375	5143	7.41%

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Top 5 Departments causing highest rejections

SI No	Department	No. of receipts during the month	No. of disposals during the month	No. of Rejections during the month	% of rejection during the month
1	CO-OPERATION DEPARTMENT	955	434	42	9.68%
2	REVENUE DEPARTMENT	1128074	1034452	94356	9.12%
3	COMMERCIAL TAXES DEPARTMENT	160085	155849	11880	7.62%
4	DEPARTMENT OF PUBLIC INSTRUCTION	7581	6886	511	7.42%
5	URBAN DEVELOPMENT	71549	72390	3244	4.48%
Total		1368244	1270011	110033	8.66%

10

Remarks:

1. Above mentioned 5 departments itself cause 90.5% rejections of total rejections
2. Revenue department alone is causing 77.78% of over all rejections
94356 applications from revenue department are rejected

11

Which Service(s) Caused Highest Rejections?

SI NO	Service	No. of receipts during the month	No. of disposals during the month	No. of rejections during the month	% of rejections during the month
1	Landless Certificate	1497	1453	609	41.91
2	Agricultural Labour Certificate	832	779	326	41.89
3	Registration/First Recognition/Renewal of recognition for Schools	655	383	133	35
4	Sandhya Suraksha	77417	84854	27913	32.9
5	Indira Gandhi Old Age Pension	19486	20168	5521	27.38
6	Issue of form F Declaration	18192	14696	4020	27.35
7	Agricultural Family member Certificate	3011	2909	753	25.89
8	Pension for disabled persons	13622	14910	3683	24.7
9	Destitute Widow pension	28522	30877	7539	24.42
10	New Building Licence upto 2400 sqft residential for single dwelling unit	4886	4882	905	18.54
Total		168120	175911	51402	29.22

Above 10 services causing 36.5% of over all rejections in the state

12

Remarks:

1. Top 10 rejecting services are of Revenue, Urban development, Department of public instruction and Commercial tax departments
2. In Revenue dept. more rejections are observed for pension scheme services, agriculture labour certificate, landless certificate and Agriculture family member certificate
Note: department has made system where its not mandatory to submit necessary documents during application submission which is also a reason for few rejections
1. In Urban development department more rejections are observed for New Building Licence and Trade licence services
2. In Commercial tax department, more rejections are observed for Issue of F, H, EI & E2 of No Due Certificate under the KVAT Act, 2003 services
3. In Department public Instruction, more rejections are observed for Registration/First Recognition/Renewal of recognition for Schools, Issue of Duplicate/Provisional Marks Card - General/Urgent Case , Reimbursement of Medical Expenses services

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I. Landless Certificate:

Total No. of receipts during Jan-2014 : 1497
Total No. of disposals during Jan-2014 : 1453
Total No. of Rejections during Jan-2014: 609
% of rejections during the month Jan-2014: 41.91

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/Receipts	ವಿಲೇವಾರಿಗಳು/Disposals	Rejections	Rejection Rate
Ramanagara	42	34	27	79.41
Bangalore Rural	18	9	6	66.67
Yadgir	46	48	31	64.58
Bijapur	13	7	4	57.14
Tumkur	45	39	22	56.41

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Top 5 offices with Highest Rejections:

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/ Taluk Name	ಕಛೇರಿ/Office Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Bagalkot	Hungund	Taluk Office , Hungund	3	3	3	100.00%
Bidar	Basavakalyan	Taluk Office , Basavakalyan	2	1	1	100.00%
Bidar	Aurad	Taluk Office , Aurad	3	2	2	100.00%
Belgaum	Ramdurg	Tahsildar Office- Ramdurg	3	1	1	100.00%
Bijapur	Basavana Bagevadi	Tahsildar Office- Nidagundi FO	1	1	1	100.00%

Similarly there are other 16 offices with 100% rejections

15

Remarks:

1. Rejections are evenly distributed in all districts
2. 24 districts have more than 30% rejections
3. 78 offices(47.5%) have more than 50% rejections

Reasons for the Rejections:

1. During verification, land in the name of applicant is noticed
2. Required documents are not submitted after notification also

16

II .Agricultural Labour Certificate:

Total No. of receipts during Jan-2014 : 831
Total No. of disposals during Jan-2014 : 779
Total No. of Rejections during Jan-2014: 326
% of rejections during the month Jan-2014: 41.84

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Bellary	5	4	4	100.00%
Davanagere	2	1	1	100.00%
Koppal	2	2	2	100.00%
Yadgir	1	1	1	100.00%
Belgaum	9	8	7	87.50%

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Top 5 offices with Highest Rejections:

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/ Taluk Name	ಕಛೇರಿ/Office Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Bangalore Rural	Devanahalli	Taluk Office , Devanahalli	2	1	1	100.00%
Bangalore Rural	Nelamangala	Taluk Office , Nelamangala	1	1	1	100.00%
Belgaum	Hukeri	Taluk Office , Hukeri	1	1	1	100.00%
Belgaum	Savadatti	Taluk Office , Parasgad	1	1	1	100.00%
Chikkaballapura	Gauribidanur	Taluk Office , Gauribidanur	4	4	4	100.00%

Similarly there are other 29 offices with 100% rejections

18

Remarks:

1. Rejection for Agriculture labour certificate evenly distributed in all districts
2. 22 districts have above 50% of rejection
3. However receipts are more at Mandya and Raichur districts during the month
4. 34 offices(35.8%) have 100% rejection

Reasons for the Rejections:

1. Applicant basically not a agricultural labour still applied for this service .At that time based on RI and VA report application is rejected

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III. Registration/First Recognition/Renewal of recognition for Schools

Total No. of receipts during Jan-2014 : 655
Total No. of disposals during Jan-2014 : 383
Total No. of Rejections during Jan-2014: 133
% of rejections during the month Jan-2014: 35%

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejections Across the Counter	Rejection Rate
Kodagu	3	1	1	0	100
Koppal	1	1	0	1	100
Shimoga	12	6	5	0	83.33
Ramanagara	13	7	5	0	71.42
Dharwad	25	3	2	0	66.67

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Top 5 offices with highest rejections

Sl. No	ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/Taluk Name	ಠಳೇರಿ/Office Name	ಸ್ವೀಕೃತಿಗಳು/Receipts	ವಿಲೇವಾರಿಗಳು/Disposals	Rejections	Rejections Across the Counter	Rejection Rate
1	Bagalkot	Hungund	BEO HUNAGUND	1	1	1	0	100.00%
2	Dakshina Kannada	Beltangadi	BEO, BELTHANGADY	1	1	1	0	100.00%
3	Bagalkot	Bilgi	BEO, BILAGI	2	1	1	0	100.00%
4	Raichur	Devadurga	BEO, DEVADURGA	2	1	1	0	100.00%
5	Bangalore Rural	Devanahalli	BEO, DEVANAHALLI	3	1	1	0	100.00%

Similarly there are other 31 offices with 100% rejections

21

Remarks:

1. Rejections are find more at 15 districts (above 30%)
2. However as data of one month is considered, stipulated time for mentioned service is 90 days, many offices have nil disposals during the month.

Reasons for Rejections:

1. School building dimensions are not of standard
2. Lack of required facilities
3. No. of Students is lower than cutoff number

22

IV. Sandya Suraksha Pension Scheme

Total No. of receipts during Jan-2014 : 77417
Total No. of disposals during Jan-2014 : 84854
Total No. of Rejections during Jan-2014: 27913
% of rejections during the month Jan-2014: 32.90%

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/Receipts	ವಿಲೇವಾರಿಗಳು/Disposals	Rejections	Rejection Rate
Bidar	2436	2810	1371	48.79%
Bellary	1449	1349	586	43.44%
Dharwad	1527	1373	578	42.10%
Bijapur	5655	4130	1713	41.48%
Haveri	1341	1483	614	41.40%

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Top 5 offices with highest rejections:

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು / Taluk Name	ಕಛೇರಿ/Office Name	ಸ್ವೀಕೃತಿಗಳು/Receipts	ವಿಲೇವಾರಿಗಳು/Disposals	Rejections	Rejection Rate
Chikmagalur	Koppa	Deputy Tahsildar Office-Hariharapura	7	1	1	100.00%
Dharwad	Kalghatgi	Deputy Tahsildar Office-Tabakadhonnihalli	3	1	1	100.00%
Raichur	Manvi	Deputy Tahsildar Office-Mallat	79	20	20	100.00%
Raichur	Sindhur	Deputy Tahsildar Office-Turvihal	116	19	19	100.00%
Uttara Kannada	Yellapur	Deputy Tahsildar Office-Yellapur	2	3	3	100.00%

24

Remarks:

1. Rejections are evenly distributed in all districts
2. 20 districts have more than 30% rejections
3. 410 (54%) offices have more than 30% rejections
4. Receipts are observed highest for this service

Reasons for the Rejections:

1. Applicant age is less than essential age for pension
2. Has property(land) more than cut off
3. Has annual income more than cutoff
4. Applicant does not possess BPL card

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V. Indira Gandhi Old Age Pension Scheme

Total No. of receipts during Jan-2014 : 19486
Total No. of disposals during Jan-2014 : 20168
Total No. of Rejections during Jan-2014: 5521
% of rejections during the month Jan-2014: 27.38%

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Chitradurga	17	37	25	67.57%
Bidar	90	31	15	48.39%
Mysore	294	192	85	44.27%
Gulbarga	779	825	332	40.24%
Dakshina Kannada	60	61	24	39.34%

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Top 5 offices with Highest rejections:

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/Taluk Name	ಒಫೀಸ್/Office Name	ಸ್ವೀಕೃತಿಗಳು/Receipts	ವಿಲೇವಾರಿಗಳು/Disposals	Rejections	Rejection Rate
Hassan	Arkalgud	Deputy Tahsildar Office-Konanur	1	1	1	100.00%
Bagalkot	Bagalkot	Deputy Tahsildar Office-Kaladagi	3	1	1	100.00%
Bidar	Basavakalyan	Deputy Tahsildar Office-Rajeshwar	3	1	1	100.00%
Hassan	Belur	Deputy Tahsildar Office-Arehally	2	1	1	100.00%
Dakshina Kannada	Beltangadi	Deputy Tahsildar Office-Belthangady	5	5	5	100.00%

Similarly there are other 21 offices with 100% rejections

27

Remarks:

1. 16 districts have more than 30% rejections
2. 162 offices (37.67%) have more than 30% rejections
3. Its also to be noted is 26 (6%) offices have 100% rejections

Reasons for Rejections:

1. Applicant age is less than essential age for pension
2. Has property(land) more than cut off
3. Has annual income more than cutoff
4. Applicant does not posses BPL card

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VI. Issue of F form declaration:

Total No. of receipts during Jan-2014 : 18192
Total No. of disposals during Jan-2014 : 14696
Total No. of Rejections during Jan-2014: 4020
% of rejections during the month Jan-2014: 27.35%

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Shimoga	5	5	4	80.00%
Bagalkot	69	31	21	67.74%
Bidar	26	11	6	54.55%
Kolar	41	31	11	35.48%
Tumkur	22	39	13	33.33%

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Top 5 offices causing highest rejections

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/ Taluk Name	ಕಛೇರಿ/Office Name	ಸ್ವೀಕೃತಿಗಳು / Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Bangalore	Bangalore South	LVO 45A-Bengluru	3730	1594	1491	93.54%
Bagalkot	Bagalkot	LVO 420 - Bagalkot	54	23	21	91.30%
Shimoga	Shimoga	LVO 220 - Shivamogga	5	5	4	80.00%
Tumkur	Tumkur	LVO 170 - Tumkur	10	19	13	68.42%
Kolar	Bangarapet	VSO 184 - Bangarapet	10	10	6	60.00%

30

Remarks:

1. Only 7 districts causing more than 30% rejections
2. 18 offices (20%) have more than 30% rejections
3. However receipts and rejections are high at Bangalore districts
Receipts: 15553 (85%)
Rejections: 3561 (88.58% in over all rejection in state)
4. Important to note that Bangalore south DO- LVO 45-A has rejections 1491 (93.54%) also this is 39% in over all rejections in state

31

Reasons for rejections:

1. Commercial tax department services online services, if applicant not submitted any of necessary document it will be rejected
2. State code mentioned not correct
3. Wrong TIN entered
4. Not declared in VAT 100 or Monthly return not made

32

VII. Agriculture Family Member certificate:

Total No. of receipts during Jan-2014 : 3011
Total No. of disposals during Jan-2014 : 2909
Total No. of Rejections during Jan-2014: 753
% of rejections during the month Jan-2014: 25.89%

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು / Disposals	Rejections	Rejection Rate
Koppal	1	1	1	100.00%
Kodagu	14	12	5	41.67%
Haveri	27	23	9	39.13%
Tumkur	399	413	156	37.77%
Chikmagalur	173	174	60	34.48%

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Top 5 offices with highest rejections:

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/ Taluk Name	ಒಫೀಸ್/Office Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Bangalore	Yelahanka	Deputy Tahsildar Office- Yalahanka 2	2	2	2	100.00%
Kolar	Bangarapet	Deputy Tahsildar Office- Kamasamudra	1	1	1	100.00%
Kolar	Bangarapet	Deputy Tahsildar Office- Kyasamballi	1	1	1	100.00%
Haveri	Byadgi	Deputy Tahsildar Office- Kaginele	4	3	3	100.00%
Davanagere	Harihar	Deputy Tahsildar Office- Malebennur	2	2	2	100.00%

34

Remarks:

1. 21 districts have more than 20% rejections
2. 181 offices (50%) of offices have more than 20% rejections
3. However its good to see 39% offices with 0% rejections

Reasons for rejections:

1. Land is not in the name of applicant/his father or mother
2. Applicant is a job holder
3. Applicant residing place and land existing place are different

35

VIII. Pension for Disabled persons:

Total No. of receipts during Jan-2014 : 13622

Total No. of disposals during Jan-2014 : 14910

Total No. of Rejections during Jan-2014: 3683

% of rejections during the month Jan-2014: 24.70%

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Haveri	602	641	281	43.84%
Bidar	866	986	389	39.45%
Belgaum	1175	1179	405	34.35%
Chitradurga	446	1170	394	33.68%
Bagalkot	431	471	139	29.51%

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Top 5 offices with highest rejections

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/Taluk Name	ಕಛೇರಿ/Office Name	ಸ್ವೀಕೃತಿಗಳು/Receipts	ವಿಲೇವಾರಿಗಳು/Disposals	Rejections	Rejection Rate
Hassan	Hassan	Deputy Tahsildar Office-Dudda	8	1	1	100.00%
Mandya	Mandya	Deputy Tahsildar Office-Keragodu1	4	3	3	100.00%
Raichur	Manvi	Deputy Tahsildar Office-Mallat	12	2	2	100.00%
Mandya	Pandavapura	Deputy Tahsildar Office-Melkote	19	1	1	100.00%
Raichur	Sindhnur	Deputy Tahsildar Office-Huda	1	2	2	100.00%

37

Remarks:

1. 17 districts have more than 20% rejections
2. 229 offices(31%) have more 30% of rejections

Reasons for Rejections:

1. Disability % is less than mentioned % of disability or less than notified % in scheme
2. Has property(land) more than cut off as noticed

38

IX. Destitute widow pension

Total No. of receipts during Jan-2014 : 28522

Total No. of disposals during Jan-2014 : 30877

Total No. of Rejections during Jan-2014: 7539

% of rejections during the month Jan-2014: 24.42%

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Chitradurga	870	2014	652	32.37%
Belgaum	2202	2021	653	32.31%
Bangalore Rural	352	398	127	31.91%
Koppal	800	639	200	31.30%
Dharwad	764	800	248	31.00%

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Top 5 offices highest rejections:

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/ Taluk Name	ಛೇರಿ/Office Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Raichur	Sindhnur	Deputy Tahsildar Office-Turvihal	28	5	5	100.00%
Raichur	Sindhnur	Deputy Tahsildar Office-Gudadur	15	18	17	94.44%
Mandya	Mandya	Deputy Tahsildar Office-Kasaba1	42	24	21	87.50%
Kodagu	Virajpet	Deputy Tahsildar Office-Ammathi	22	8	7	87.50%
Raichur	Sindhnur	Deputy Tahsildar Office-Gorebal	7	7	6	85.71%

40

Remarks:

1. Rejections are evenly distributed in all districts
2. 20 districts have more than 20% rejections
3. 358 offices (47%) have more than 20 % rejections

Reasons for Rejections:

1. Death certificate of husband not provided
2. Annual income is over cut off limit
3. Age is less/above cut off age
4. Applicant not possessing BPL card

41

X. New Building Licence upto 2400 sqft residential for single dwelling unit:

Total No. of receipts during Jan-2014 : 4886
Total No. of disposals during Jan-2014 : 4882
Total No. of Rejections during Jan-2014: 905
% of rejections during the month Jan-2014: 18.54%

Top 5 districts causing highest rejection

ಜಿಲ್ಲೆ/District Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು / Disposals	Rejections	Rejection Rate
Bidar	75	86	59	68.60%
Ramanagara	70	44	24	54.55%
Koppal	71	87	45	51.72%
Chamarajanagar	90	100	50	50.00%
Chikkaballapura	44	28	14	50.00%

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Top 5 offices with Highest rejections:

ಜಿಲ್ಲೆ/District Name	ತಾಲ್ಲೂಕು/ Taluk Name	ಕಛೇರಿ/Office Name	ಸ್ವೀಕೃತಿಗಳು/ Receipts	ವಿಲೇವಾರಿಗಳು/ Disposals	Rejections	Rejection Rate
Dharwad	Hubli	Zonal Assistant Commissioner, Zonal Office 4, HDMC	1	4	4	100.00%
Chikkaballapura	Chikkaballapura	City Municipal Council Chikkaballapura	1	4	4	100.00%
Bidar	Basavakalyan	City Municipal Council Basavakalyana	16	18	18	100.00%
Bellary	Hospet	City Municipal Council Hospet	52	25	25	100.00%
Mandya	Maddur	Town Municipal Council Maddur	2	7	7	100.00%

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Remarks:

1. 17 districts have more than 20% rejections
2. 91 offices (35%) with more than 20% rejections

Reasons for Rejections:

1. Difference in building plan and estimate
2. Development charges not paid
3. Set back area not maintained
4. Blue print of building not provided

44

IMRB Citizen feedback report:

No. of citizens who are unhappy with sakala service: 129

On 25-04-2014, we recollected citizens opinion on service they received,

Of 129 citizens, we could able to reach 79 citizens,

In which 33 are happy with sakala service

8 citizens are not satisfied with sakala service

38 citizens not answered regd sakala service/not aware of service applied

45

Feedback of citizens who are not happy with sakala service

Name	District	Service Name	Department	Feedback
A K Somanath	Chamarajanagar	Renewal Trade license	URBAN	not received service, DO not responding to citizen request, renewal of trade license is not a sakala service
Hanumantha Nayak	Chamarajanagar	New Building License up to 2400 sqft residential for single dwelling unit	URBAN	Not Happy because DO rejected service. As applicant site there within 100m area of old temple, acc. to rules of archeological dept. permission for building construction can not given
S.V Chikmalla	Chamarajanagar	Khatha Extract	URBAN	Satisfied with service, due to busy schedule unable to collect the service
Yothis	Chamarajanagar	New Building Licence upto 2400 sqft residential for single dwelling unit	URBAN	Not satisfied because DO rejected service as Allegation document not submitted
Arun	Bangalore	Issue of Duplicate Copies in Survey Section(Atlas)	REVENUE	Service not delivered. Officer not responding to his service request, simply delaying by telling various reasons
Anuradha	Bangalore	All types of Caste Certificate	REVENUE	Not happy because income mentioned in certificate is higher than actual
Arathi Basappa	Belgaum	Agricultural Labour Certificate	REVENUE	Not Happy because DO rejected his service as lack of necessary documents
Anusuyamma	Davengere	Pension for disabled persons	Revenue	Not happy because of delay in delivery of service, Note:its because of election code of conduct

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CHAPTER 2G: RECEIPTS WITH MOBILE NUMBER PERCENTAGES

The list of offices which are entering the invalid mobile numbers is attached herewith for kind information. This includes offices which have not entered anything (null values) in the mobile number field.

The following validations have been done to pick the invalid mobile numbers

- Mobile number should have 10 digits.
- All digits should not be the same. (e.g. 9999999999, 8888888888 etc.)
- No entry against the mobile number field

Zero in the last column of the attached report indicates that the corresponding office has entered the correct mobile number as per the above conditions.

Out of 47271337 receipts, 27148398 receipts have invalid mobile numbers (57.43%).

SI No	Department	Receipts	Receipts with invalid mobile numbers
1	REVENUE DEPARTMENT	23415318	14536584
2	TRANSPORT DEPARTMENT	5609108	5120265
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	2540896	2027858
4	HOME DEPARTMENT	2051260	1119653
5	COMMERCIAL TAXES DEPARTMENT	3581226	923059
6	TRANSPORT CORPORATIONS(KSRTC)	984636	772531
7	SURVEY AND SETTLEMENT COMMISSIONER	669771	360618
8	HEALTH AND FAMILY WELFARE DEPARTMENT	473624	349433
9	CITY MUNICIPAL COUNCIL	653760	257173
10	FOOD AND CIVIL SUPPLIES DEPARTMENT	2677663	222411
11	WOMEN AND CHILD WELFARE DEPARTMENT	294346	195152
12	TOWN MUNICIPAL COUNCIL	478274	166068
13	CITY CORPORATION (Other than BBMP)	289815	161416
14	BANGALORE METROPOLITAN TRANSPORT CORPORATION	775779	156751
15	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	218180	154985
16	LABOUR DEPARTMENT	329698	150268
17	BRUHAT BANGALORE MAHANAGARA PALIKE	217284	110217
18	TOWN PANCHAYAT	169824	82818
19	PRE-UNIVERSITY BOARD	85548	61641
20	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	89277	52705
21	DEPARTMENT OF PUBLIC INSTRUCTION	98856	45246

SI No	Department	Receipts	Receipts with invalid mobile numbers
22	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1334339	42761
23	COMMERCE AND INDUSTRIES DEPARTMENT	68836	31734
24	UNIVERSITY EXAMINATION SECTION	36810	11766
25	PUBLIC LIBRARIES DEPARTMENT	10499	4796
26	SERICULTURE DEPARTMENT	8369	4706
27	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	16139	4314
28	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	19806	3411
29	BANGALORE DEVELOPMENT AUTHORITY	4305	3067
30	KARNATAKA HOUSING BOARD	5814	2239
31	AGRICULTURAL MARKETING DEPARTMENT	5796	1697
32	HIGHER EDUCATION-COLLEGIATE EDUCATION	7203	1594
33	UNIVERSITY POST GRADUATION SECTION	2068	1389
34	REGISTRAR OF CO-OPERATIVE SOCIETIES	4112	1298
35	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1331	1253
36	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1004	994
37	FISHERIES DEPARTMENT	1960	886
38	UNIVERSITY ACADEMIC SECTION	1954	885
39	FIRE SERVICES DEPARTMENT	5946	747
40	DRUGS CONTROL DEPARTMENT	20763	526
41	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	3185	403
42	UNIVERSITY CONSTITUENT COLLEGES	2392	245
43	KARNATAKA STATE POLLUTION CONTROL BOARD	727	212
44	KANNADA AND CULTURE	773	165
45	AYUSH DEPARTMENT	1214	144
46	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	724	99
47	DEPARTMENT OF ARCHIVES	145	78
48	UNIVERSITY FINANCE SECTION	117	52
49	KARNATAKA SLUM DEVELOPMENT BOARD	446	49
50	INFORMATION DEPARTMENT	285	25
51	KARNATAKA STATE WAREHOUSING CORPORATION	37	6
52	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	92	4
53	SECRETARIAT	1	1
54	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	1	0
55	EXCISE DEPARTMENT	1	0
	Grand Total	47271337	27148398

Records shown below as on 30/04/2014 05:30:00 pm

CHAPTER 2H: 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-I 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 Department with number of offices, who have defaulted more than 7 times in an alphabetical order.

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.

Table showing Designated Offices who have defaulted 7 or more than 7 times (Cumulative)

S.No	Department Name	No of Offices >=7 Defaults
1	REVENUE DEPARTMENT	1096
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	694
3	HOME DEPARTMENT	382
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	205
5	HEALTH AND FAMILY WELFARE DEPARTMENT	178
6	DEPARTMENT OF PUBLIC INSTRUCTION	162
7	BRUHAT BANGALORE MAHANAGARA PALIKE	155
8	SURVEY AND SETTLEMENT COMMISSIONER	143
9	COMMERCIAL TAXES DEPARTMENT	103
10	TOWN MUNICIPAL COUNCIL	88
11	TRANSPORT CORPORATIONS(KSRTC)	78
12	LABOUR DEPARTMENT	65
13	TOWN PANCHAYAT	59
14	FOOD AND CIVIL SUPPLIES DEPARTMENT	58
15	TRANSPORT DEPARTMENT	54
16	CITY MUNICIPAL COUNCIL	42
17	CITY CORPORATION (Other than BBMP)	25
18	BANGALORE METROPOLITAN TRANSPORT CORPORATION	24
19	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	22
20	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	20
21	COMMERCE AND INDUSTRIES DEPARTMENT	16
22	WOMEN AND CHILD WELFARE DEPARTMENT	16
23	DRUGS CONTROL DEPARTMENT	13
24	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	11
25	HIGHER EDUCATION-COLLEGIATE EDUCATION	8
26	BANGALORE DEVELOPMENT AUTHORITY	7
27	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	6
28	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	6
29	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	5
30	FIRE SERVICES DEPARTMENT	4

31	SERICULTURE DEPARTMENT	4
32	FISHERIES DEPARTMENT	3
33	KARNATAKA HOUSING BOARD	2
34	KANNADA AND CULTURE	2
35	KARNATAKA STATE POLLUTION CONTROL BOARD	2
36	PRE-UNIVERSITY BOARD	2
37	KARNATAKA SLUM DEVELOPMENT BOARD	2
38	UNIVERSITY EXAMINATION SECTION	2
39	DEPARTMENT OF ARCHIVES	1
40	INFORMATION DEPARTMENT	1
41	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	1
42	PUBLIC LIBRARIES DEPARTMENT	1
43	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1
44	REGISTRAR OF CO-OPERATIVE SOCIETIES	1
45	AYUSH DEPARTMENT	0
46	AGRICULTURAL MARKETING DEPARTMENT	0
47	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	0
48	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	0
49	EXCISE DEPARTMENT	0
50	FOREST DEPARTMENT	0
51	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	0
52	STATE PROJECT OFFICE, CPI	0
53	TECHNICAL EDUCATION DEPARTMENT	0
54	UNIVERSITY ACADEMIC SECTION	0
55	UNIVERSITY CONSTITUENT COLLEGES	0
56	UNIVERSITY FINANCE SECTION	0
57	UNIVERSITY POST GRADUATION SECTION	0
58	KARNATAKA STATE WAREHOUSING CORPORATION	0
59	WATER RESOURCES DEPARTMENT	0
60	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	0
	Total	3770

Records shown below as on 06/05/2014 11:00 am

Department Name: REVENUE DEPARTMENT

20 Revenue offices with maximum defaults (Cumulative basis) are shown below

S.No	District Name	Taluk Name	Office Name	No of Applications
1	Bangalore	Yelahanka	Taluk Office , Yalahanka	14128
2	Bidar	Bidar	Taluk Office , Bidar	10138
3	Bangalore	Bangalore South	Deputy Tahsildar Office-Beguru	9570
4	Bangalore	Bangalore North	Taluk Office , Bangalore North	8967
5	Bellary	Bellary	Taluk Office , Bellary	8976
6	Bangalore	Bangalore South	Taluk Office, Bangalore South	9350
7	Bangalore	Anekal	Taluk Office , Anekal	9311
8	Bangalore	Bangalore East	Deputy Tahsildar Office-Varthuru	7917
9	Bangalore	Bangalore South	Deputy Tahsildar Office-Utharahalli	7683
10	Hassan	Hassan	Deputy Tahsildar Office-Kasaba	7646
11	Ramanagara	Kanakapura	Taluk Office , Kanakapura	6675
12	Raichur	Raichur	Taluk Office , Raichur	6078
13	Bangalore	Bangalore South	Deputy Tahsildar Office-Kengeri	6136
14	Hassan	Hassan	Taluk Office , Hassan	5532
15	Mandya	Mandya	Taluk Office , Mandya	5441
16	Bellary	Bellary	Deputy Tahsildar Office-Bellary	5585
17	Bangalore	Bangalore East	Deputy Tahsildar Office-Bidarahalli	4802
18	Bangalore	Bangalore North	Deputy Tahsildar Office-Dasanapura-1	4801
19	Bangalore	Bangalore South	Deputy Tahsildar Office-Kasaba	4764
20	Bidar	Aurad	Taluk Office , Aurad	4733

Records shown below as on 06/05/2014 11:00 am

CHAPTER 21: OFFICES WITH ZERO DEFAULTS TILL END OF APR- 14

Appreciation Letters have to be sent to officers with Zero Defaults from the Mission.

S.no	Department Name	No of Offices Having Zero Default
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2748
2	HOME DEPARTMENT	444
3	HEALTH AND FAMILY WELFARE DEPARTMENT	433
4	PUBLIC LIBRARIES DEPARTMENT	123
5	DEPARTMENT OF PUBLIC INSTRUCTION	114
6	LABOUR DEPARTMENT	111
7	AGRICULTURAL MARKETING DEPARTMENT	100
8	REGISTRAR OF CO-OPERATIVE SOCIETIES	72
9	AYUSH DEPARTMENT	69
10	FIRE SERVICES DEPARTMENT	55
11	FOOD AND CIVIL SUPPLIES DEPARTMENT	53
12	SERICULTURE DEPARTMENT	52
13	HIGHER EDUCATION-COLLEGIATE EDUCATION	47
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	46
15	WOMEN AND CHILD WELFARE DEPARTMENT	46
16	TRANSPORT CORPORATIONS(KSRTC)	39
17	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	32
18	REVENUE DEPARTMENT	30
19	UNIVERSITY POST GRADUATION SECTION	26
20	KARNATAKA STATE POLLUTION CONTROL BOARD	25
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	22
22	FISHERIES DEPARTMENT	21
23	SURVEY AND SETTLEMENT COMMISSIONER	21
24	KARNATAKA HOUSING BOARD	18
25	COMMERCIAL TAXES DEPARTMENT	11
26	BRUHAT BANGALORE MAHANAGARA PALIKE	9
27	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
28	CITY CORPORATION (Other than BBMP)	8
29	DRUGS CONTROL DEPARTMENT	7
30	KARNATAKA STATE WAREHOUSING CORPORATION	7
31	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	6
32	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	6
33	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	6
34	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
35	UNIVERSITY ACADEMIC SECTION	5
36	UNIVERSITY FINANCE SECTION	4
37	BANGALORE DEVELOPMENT AUTHORITY	3
38	COMMERCE AND INDUSTRIES DEPARTMENT	3
39	UNIVERSITY CONSTITUENT COLLEGES	3
40	UNIVERSITY EXAMINATION SECTION	3
41	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	2
42	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
43	KARNATAKA SLUM DEVELOPMENT BOARD	2
44	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	2
45	DEPARTMENT OF ARCHIVES	1
46	KANNADA AND CULTURE	1
47	CITY MUNICIPAL COUNCIL	1
48	TOWN MUNICIPAL COUNCIL	1
	Total	4854

CHAPTER 2J: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Pendency after Due date
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bijapur	1490011	1452753	1370032	81823	17	15	4	11	1	1	0	1	7526
Belgaum	2985666	2947005	2773332	172419	30	21	13	8	0	0	0	0	5213
Bangalore	8431895	8350391	7744047	601472	249	157	138	19	9	7	5	2	5143
Raichur	1421348	1404151	1327938	75955	94	88	35	53	54	3	3	0	2914
Gulbarga	1695196	1674971	1589201	84789	44	43	17	26	4	4	1	3	2461
Mandya	1785470	1766086	1652757	112643	17	10	4	6	1	1	1	0	2262
Dharwad	1440656	1424152	1349554	74146	5	3	1	2	1	1	0	1	2224
Bellary	1778974	1755373	1662443	92108	45	33	12	21	5	5	0	5	2047
Bidar	1036647	1014459	904525	108999	37	36	6	30	1	1	0	1	1991
Dakshina Kannada	1585097	1559668	1501252	57636	2	1	1	0	0	0	0	0	1758
Davanagere	1478200	1459691	1377023	82130	37	37	0	37	0	0	0	0	1742
Bagalkot	1297420	1281109	1225382	54668	17	17	0	17	2	1	0	1	1646
Yadgir	755643	742101	711226	30797	7	6	2	4	1	1	0	1	1587
Bangalore Rural	774571	763122	722594	40292	8	4	4	0	0	0	0	0	1514
Mysore	2361301	2333451	2223090	108828	29	28	16	12	0	0	0	0	1388
Ramanagara	1026838	1012476	974629	37243	8	5	3	2	0	0	0	0	1311
Gadag	824817	813355	780940	32073	8	8	5	3	0	0	0	0	1257
Chamarajanagar	826700	818075	774052	43752	9	8	5	3	0	0	0	0	1215
Hassan	1693975	1678508	1572372	105589	7	7	3	4	0	0	0	0	849
Chitradurga	1346671	1333541	1261086	71900	10	10	6	4	0	0	0	0	830
Udupi	862927	849182	825338	23330	10	9	6	3	1	1	1	0	826
Chikmagalur	852383	843216	777951	64908	7	6	2	4	1	1	1	0	352
Chikkaballapura	1065631	1048481	982672	64889	12	12	2	10	0	0	0	0	329
Tumkur	2084594	2065265	1908391	155678	32	28	20	8	0	0	0	0	203
Haveri	1048317	1036469	981695	54140	7	7	2	5	0	0	0	0	176
Koppal	1037014	1024876	985996	38318	3	2	0	2	0	0	0	0	172
Kolar	1213840	1202666	1128846	73297	26	21	11	10	3	3	0	3	165
Shimoga	1256979	1243447	1161826	81226	9	5	4	1	0	0	0	0	139
Kodagu	428904	425456	402998	22360	2	1	0	1	0	0	0	0	101
Uttara Kannada	1277090	1262360	1221759	39650	7	7	5	2	1	1	0	1	72
	47164775	46585856	43874947	2687058	795	635	327	308	85	31	12	19	49413

Records shown below as on 30/04/2014 05:30 pm

2K. DITC RANKING FOR APRIL -2014

District	District Rank	Rejections		Complaints				Appeals			Cybercafé		Helpdesk			Citizen Feedback		Rank's Total	Final Rank		
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Rank	Appeals - 2 Resolution %	Rank	MOU Signed	Rank	Operational %	Rank	Operational %	Rank			Operational %	
Uttara Kannada	2	4.13	4	100.00	1	95.65	18	100.00	1	100.00	1	0	18	75.00	5	91.83	1	60	12	63	1
Chitradurga	10	5.9	9	98.67	3	96.36	14	100.00	1	NA	1	0	18	71.43	6	74.02	2	110	2	66	2
Udupi	12	2.08	1	100.00	1	96.67	13	90.91	6	100.00	1	47	7	100.0	1	23.43	12	45	15	69	3
Davanagere	19	7	16	100.00	1	98.68	3	100.00	1	NA	1	56	5	42.86	10	21.55	13	77	6	75	4
Bagalkot	17	3.64	3	94.87	14	79.63	24	100.00	1	50.00	3	59	3	60.00	8	47.76	4	124	1	78	5
Gadag	7	3.17	2	94.00	18	97.14	11	100.00	1	NA	1	11	17	83.33	3	31.20	7	28	17	84	6
Hassan	13	7.04	17	96.81	10	98.70	2	87.50	9	NA	1	38	9	77.78	4	24.28	11	69	9	85	7
Belgaum	24	6.71	13	96.61	11	98.28	7	70.00	15	NA	1	57	4	100.0	1	92.41	1	69	9	86	8
Bidar	8	10	28	99.12	2	98.67	4	97.37	3	100.00	1	30	12	100.0	1	11.63	20	75	7	86	8
Koppal	6	7.57	22	100.00	1	97.06	12	66.67	16	NA	1	34	11	100.0	1	40.01	5	60	12	87	9
Mysore	9	5.66	8	50.00	22	50.00	27	96.55	4	NA	1	51	6	100.0	1	28.08	10	100	3	91	10
Gulbarga	22	6.42	12	97.46	8	96.23	15	97.73	2	100.00	1	92	1	87.50	2	18.24	17	60	12	92	11
Haveri	4	6.39	11	97.96	6	95.92	17	100.00	1	NA	1	26	13	50.00	9	18.69	16	40	16	94	12
Dharwad	11	6	10	96.00	13	97.37	10	75.00	13	NA	1	0	18	66.67	7	66.05	3	60	12	98	13
Shimoga	14	9.13	25	98.51	4	97.87	8	55.56	19	NA	1	56	5	0.00	14	33.27	6	72	8	104	14
Chikkaballapura	1	8.03	23	94.12	17	97.42	9	100.00	1	NA	1	0	18	100.0	1	6.88	21	50	13	105	15
Raichur	30	6.78	15	100.00	1	95.18	19	93.62	5	5.56	4	45	8	83.33	3	24.43	11	61	11	107	16

District	District Rank	Rejections		Complaints				Appeals			Cybercafé		Helpdesk			Citizen Feedback		Final Rank				
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Rank	Appeals - 2 Resolution %	Rank	MOU Signed	Rank	Operational %	Rank	feedback achieved till date %	Collected		Ranks Total			
Chamarajanagar	26	7.19	19	94.12	16	100.00	1	88.89	7	NA	1	23	14	100.0	1	20.27	15	67	10	110	17	
Ramanagara	15	7.49	20	98.46	5	96.04	16	55.56	19	NA	1	0	18	20.00	12	28.57	9	75	7	122	18	
Dakshina Kannada	5	4.3	5	96.43	12	82.28	22	50.00	20	NA	1	37	10	50.00	9	0.00	24	20	18	126	19	
Yadgir	28	5.05	6	97.44	9	81.32	23	85.71	12	100.00	1	26	13	50.00	9	21.00	14	60	12	127	20	
Bijapur	23	8.55	24	94.44	15	73.85	25	88.24	8	100.00	1	77	2	83.33	3	4.70	22	80	5	128	21	
Tumkur	16	9.13	26	90.64	20	98.61	5	87.50	10	NA	1	57	4	18.18	13	11.70	19	47	14	128	21	
Bangalore Rural	20	7.5	21	97.62	7	98.28	6	50.00	20	NA	1	12	16	20.00	12	21.56	13	40	16	132	22	
Bellary	27	5.32	7	76.52	21	69.14	26	73.33	14	100.00	1	23	14	100.0	1	30.27	8	50	13	132	22	
Mandya	18	9.49	27	100.00	1	0.00	29	58.82	18	100.00	1	17	15	100.0	1	17.31	18	97	4	132	22	
Kolar	25	10.16	29	100.00	1	86.11	21	75.00	13	100.00	1	0	18	50.00	9	20.04	15	100	3	135	23	
Bangalore	3	6.77	14	NA	23	NA	28	62.55	17	63.64	2	0	18	60.00	8	31.18	7	NA	19	139	24	
Chikmagalur	21	11	30	90.91	19	88.37	20	85.71	11	100.00	1	0	18	37.50	11	3.83	23	40	16	170	25	
Kodagu	29	7.14	18	50.00	22	50.00	27	50.00	20	NA	1	0	18	0.00	14	0.00	24	69	9	182	26	
Total												874						1905				

Records shown below as on 30/04/2014 05:30 pm

CHAPTER 3: REPORT FROM CALL CENTRE

A. Table showing status of Complaints- Both Sakala and Non Sakala as of end of Apr 2014

Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
CM Janata Darshan	NON-SAKALA	3025	1061	412	1473	1	1551
Call Centre	SAKALA	3238	3049	65	3114	81	43
Call Centre	NON-SAKALA	2693	2670	17	2687	1	2
E-Mail	SAKALA	221	213	8	221	0	0
E-Mail	NON-SAKALA	451	441	9	450	0	1
EJS	NON-SAKALA	560	19	7	26	349	185
Janagraha	NON-SAKALA	3075	1	0	1	3074	0
Online	SAKALA	574	242	173	415	70	89
Online	NON-SAKALA	78	32	5	37	7	34
	Total	13915	7728	696	8424	3583	1905

Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala	4033	3504	246	3750	151	132
Non Sakala	9882	4224	450	4674	3083	1773

Records shown below as on 30/04/2014 05:30:00 pm

Legend:

Resolved - Services are delivered to citizens. Delivery may be in time or delayed.	Rejected - Service requests are rejected due to insufficient information/documents.
In Progress - Service requests are in progress but no violations of timeline.	Overdue - Service requests are in progress but violations of timeline.

Notes:

Out of 4033 complaints received for Sakala, 3504 have been resolved and 246 have been rejected. Hence 3750 complaints have been disposed. Hence 93% closure rate is seen. 151 complaints are in progress and 132 complaints are overdue.

Out of 9882 complaints received for Non Sakala, 4224 have been resolved and 450 have been rejected. Hence 4674 complaints have been disposed. Hence 48% closure rate is seen. 3083 complaints are in progress and 1773 are overdue. This is because of a new source "Janagraha".

Departments have been urged to look into timely disposal of Non Sakala complaints too.

PENDECY REVIEW –



1. All the 7 pending complaints in the Hello Galezare programme resolved

2. As per call centre data 36 cases under Sakala and 30 cases under non-sakala are pending. We will write to the DC and HOD regarding this and also forward the list to the DITC for action. We will constantly follow up with the DITC till the work gets done.

3. In the Sakala portal total pendency after due date is 46,529 of which 40,632 is in Revenue Dept, 2,250 in Home, 1173 in Education and 1478 in RDPR. We are getting the break up district wise for each department and forward it to DITC. We have already forwarded the Revenue and Home department district-wise pendency details to the DITC

4. Under Appeal 1, cases pending are 168 and under appeal 2 the cases pending are 63. We are writing to the DC for action regarding these cases

5. Under Janagraha 3,075 cases are pending. But these cases are not categorized properly nor are they in the common drop box format used in general.

6. CM Janaspandana cases pending are 1,553 which as per your direction data entry will be done and followed up as in other cases. It is under progress.

7. 523 cases which were received online are pending which will be categorized district wise and followed up through DITC

B. Detailed Department wise breakup of 28021 calls logged by the call Centre

Sub Department	Call Count Jan-14	Call Count Feb-14	Call Count Mar-14	Call Count Apr-14
Revenue Department	18356	15740	18015	16220
Transport Corporation (KSRTC / BMTC)	72	2301	2635	2392
RDPR	2105	1810	2023	1847
Bruhat Bangalore Mahanagara Palike	2062	1762	1962	1778
Food & Civil Supplies Department	2041	1653	1866	1697
Education Department	733	630	743	578
Women & Child Welfare	767	633	719	662
Home Department	532	461	493	454
Bangalore Water Supply & Sewerage Board	445	374	426	389
City Municipal Council	282	238	267	241
Health & Family Welfare	275	237	263	236
Labour Department	251	215	251	225
Town Panchayat	175	153	178	158
Commercial Taxes Department	185	147	177	161
UID	0	30	143	97
Town Municipal Council	140	112	128	115
University academic section	133	90	85	106
City Corporation (Other than BBMP)	92	77	82	77
University constituent colleges	110	71	80	78
University finance section	108	80	79	106
University of Post-Graduation section	101	79	75	75
Ayush Department	76	61	67	61
ESI - Employees State Insurance Corporation	64	55	60	55
Pre University Board	47	42	42	41
University examination section	55	41	35	49
Department of Factories & Industrial Safety & Health	29	24	32	29
Urban Development	23	17	20	20
Drugs Control Department.	17	17	19	17
Municipal Corporations / CMC / TMC / Town Panchayat	16	15	18	15
Transport Department	2677	15	12	11
Karnataka Housing Board	8	10	9	9
Public Works, Ports & Inland Water Transport Department	8	7	7	7
Department of Personnel and Administrative Reforms	5	6	6	6
Fisheries	7	5	5	5
Medical Education	2	2	2	2
Bangalore Development Authority	1	1	1	1
Kannada and Culture Department	1	1	1	1
Housing	1	0	0	0
Tourism	1	0	0	0
Agricultural Marketing Department	23	0	0	0
Grand Total	32026	27212	31026	28021

Records shown below as on 30/04/2014 05:30:00 pm

C. Compensation paid details: Compensation claims of total of 385 people have been approved and Compensation has been paid.

SI	Department Name	Total
1	REVENUE DEPARTMENT	296
2	SURVEY AND SETTELMENT COMMISSIONER	25
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	23
4	BRUHAT BANGALORE MAHANAGARA PALIKE	17
5	DEPARTMENT OF PUBLIC INSTRUCTION	13
6	COMMERCIAL TAXES DEPARTMENT	3
7	HOME DEPARTMENT	2
8	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
9	CITY MUNICIPAL COUNCIL	1
10	TRANSPORT DEPARTMENT	1
Grand Total		385

District Name	Total
Bangalore	133
Raichur	26
Gulbarga	23
Mysore	23
Bidar	21
Tumkur	21
Bellary	19
Davanagere	15
Bagalkot	15
Kolar	19
Belgaum	9
Bijapur	7
Chitradurga	7
Mandya	6
Ramanagara	5
Udupi	5
Yadgir	5
Haveri	4
Gadag	3
Hassan	3
Chikmagalur	3
Bangalore Rural	2
Chamarajanagar	2
Dharwad	2
Shimoga	3
Chikkaballapura	2
Grand Total	385

Records shown below as on 30/04/2014 05:30:00 pm

D. Department wise Appeal 1 Status

S No	Department	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending
1	COMMERCE AND INDUSTRIES DEPARTMENT	1	0	0	1
2	COMMERCIAL TAXES DEPARTMENT	5	2	3	0
3	EDUCATION DEPARTMENT	31	4	16	11
4	FOOD AND CIVIL SUPPLIES	8	2	4	2
5	HOME DEPARTMENT	11	1	2	8
6	REVENUE DEPARTMENT	652	268	262	122
7	RURAL DEVELOPMENT AND PANCHAYAT RAJ	55	22	21	12
8	TRANSPORT DEPARTMENT	4	1	2	1
9	URBAN DEVELOPMENT	42	29	2	11
Total:		809	329	312	168

Department wise Appeal 2 Status

S No	Department	No. of Appeals-2 Received	No. of Appeals-2 Approved	No. of Appeals-2 Rejected	No. of Appeals-2 Pending
1	EDUCATION DEPARTMENT	3	0	3	0
2	FOOD AND CIVIL SUPPLIES	1	0	1	0
3	REVENUE DEPARTMENT	90	16	13	61
4	RURAL DEVELOPMENT AND PANCHAYAT RAJ	5	2	2	1
5	URBAN DEVELOPMENT	3	2	0	1
Total:		102	20	19	63

Records shown below as on 30/04/2014 18:00:00

Notes:

168 cases of Appeal 1 and 63 cases of Appeal 2 are pending. Most of the cases pending are related to Revenue Department. Competent officer and appellate authority has to update the progress of the cleared appeals in the portal.

CHAPTER 4: EVENTS & NEWS CLIPS

1. Federation of Karnataka Chambers of Commerce and Industry (FKCCI) hosted an event on 25.04.2014, where the members of FKCCI assured continuous support to Sakala Mission and its activities, while offering to open one Sakala counter in their office. Mission Director with members of FKCCI during the launch of CSR brochure.



2. World Bank Team & Jharkhand delegation high ranking Officials from World bank and members of Jharkhand delegation visited Sakala Mission and discussed Sakala Initiative and its features and have expressed keen interest in replicating the Sakala Model in Jharkhand. Additional Mission Director interacting with officials. Monthly report of March was also released during this occasion.



3. Corporate Social Responsibility Conclave, 2014 was held on 29.04.2014 in Bangalore. This event has initiated the cooperation between Corporates and the Sakala Mission, to maximize the reach and result of CSR activities carried out by Corporates. Mission Director interacting with the audience.



4. State Level Seminar was held in Bangalore. This event was organized BMS Institutions. Administrative Officer interacting with the audience.



5. Sakala Awareness Campaign supported by “Radio-active”. This campaign was organised to create awareness about Sakala initiative . Administrative Officer addressing the audience.



Administrative Officer addressing to the grievances of the community.



6. Sakala Clock Inaugurated at Gauribidanur by Deputy Speaker.



Government looks at CSR initiatives to popularise Sakala services



The Karnataka government has come out with a ‘Corporate engagement model’ in an effort to reach Sakala services to people through corporate social responsibility (CSR) initiatives.

Speaking at an interaction organised by the Federation of Karnataka Chambers of Commerce and Industry (FKCCI) here on Friday, Shalini Rajneesh, Principal Secretary, Department of Personnel and Administrative Reforms, appealed to the industries to involve themselves in spreading awareness about the scheme (an on-time delivery scheme for government services) across the State.

She said industries and business houses could become part of it by taking up awareness campaigns, becoming ‘Sakala Mitras’ (ambassadors of the scheme) or helping augment IT applications. She said that they could also create helpdesks in public places, set up rural cyber cafes and partner by suggesting solutions on simplification in governance and service delivery.

There was a provision for public to make suggestions online on the Sakala portal, and many innovative suggestions had been made, she said.

Survey findings

Ms. Rajneesh said that a survey of the International Market Research Bureau in five districts of Karnataka found that 99 per cent of people were happy with the service. Level of awareness about the scheme was 70 per cent, she said. The next challenge was simplification of the scheme and reaching the 30 per cent who were still unaware of the scheme.

As many as 46 million applications had been received under Sakala so far for a total of 478 services (150 among them online) in 47 departments. Most applications were from Revenue, Transport, Commercial Tax, and Food and Civil Supplies departments, besides the Bruhat Bangalore Mahanagara Palike, Ms. Rajneesh said.

State Government seeks corporate help to give Sakala a push

Bangalore: April 25, 2014 DHNS



The State government has come out with a ‘corporate engagement model’ in an effort to take the Sakala services to the people through corporate social responsibility initiatives.

Speaking at an interaction organised by the Federation of Karnataka Chambers of Commerce and Industry (FKCCI) here on Friday, Shalini Rajneesh, Secretary, Department of Personnel and Administrative Reforms and Mission Director, Sakala, appealed to the industries to involve themselves in spreading awareness about the Sakala (guarantee of time-bound services to citizens) scheme across the State.

The scheme offers as many as 478 services of various government departments.

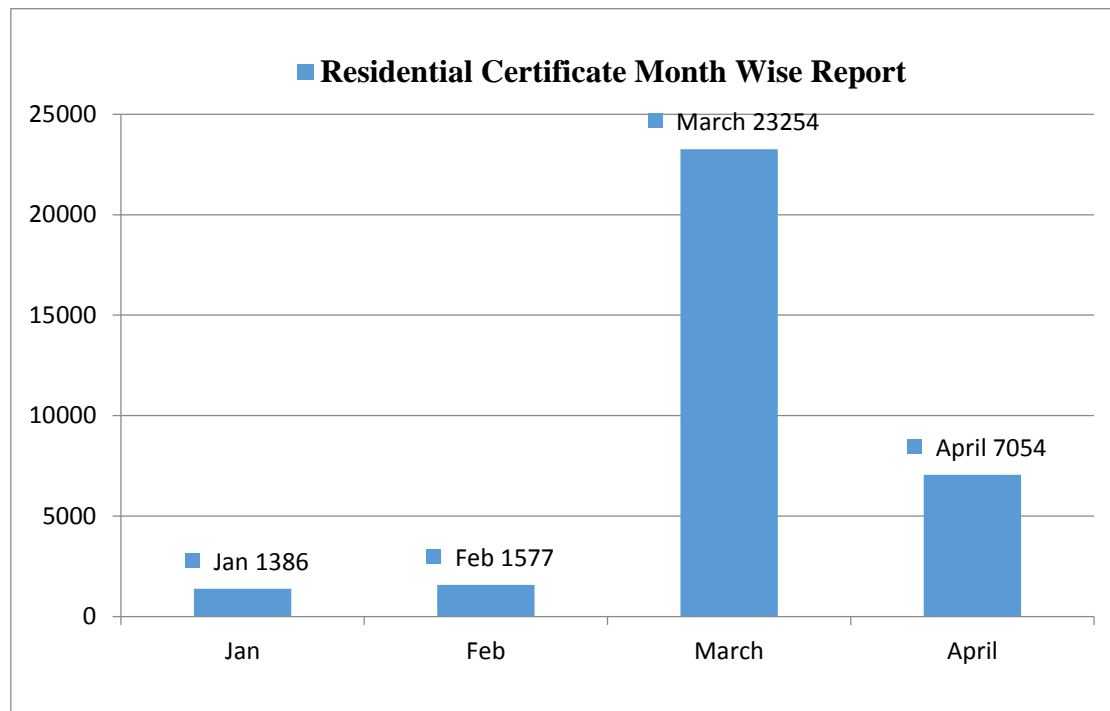
She said industries and business houses could become a part of it by taking up awareness campaigns, becoming ‘Sakala Mitras’, or helping augment IT applications. She said they could also create help desks in public places, set up rural cyber cafes and make suggestions for simplifying governance and service delivery. She said there was a provision for the public to make suggestions online on the Sakala portal. Many innovative suggestions had been made, she pointed out. Rajneesh said a survey of the International Market Research Bureau in five districts of Karnataka had found that 99 per cent of the people were happy with the services.

The level of awareness about the scheme was 70 per cent, she said. The next challenge was simplification of the scheme and reaching the unaware 30 per cent.

As many as 46 million applications have been received under Sakala so far, for a total of 478 services (150 among them online) in 47 departments. Most applications were from the Revenue, Transport, Commercial Tax and Food and Civil Supplies departments, besides the Bruhat Bangalore Mahanagara Palike. Rajneesh said the departments were not able to provide time-bound services to 385 applications, and action had been initiated against officials responsible for the delay. The aggrieved applicants have been given compensation. She said an inquiry was on against 4,000 officials for delaying the services, and a portion of their salary had been deducted to pay compensation.

CHAPTER 5: REPORT FROM BIDAR W.R.T. ARTICLE 371(J)

Residential Certificate is being applied for in huge number to avail the benefits under Article 371(J).



Process reengineering for issuing “Eligibility Certificate” to enable Citizens of Hyderabad Karnataka region to avail the benefits under Article 371(J)

Article 371 (J) grants special status to six backward districts of Bidar, Gulbarga, Yadgir, Raichur, Koppal, and Bellary in the Hyderabad-Karnataka region to establish of a separate Development Board. This board will see that sufficient funds are allocated for Development of the region and to provide Local reservation in education and Government-jobs (Domicile requirement.)

Eligibility certificate is a Certificate issued by Competent Authority to prove the claim of an Individual as a local person. It is required to gain Local reservation in education and Government-jobs (Domicile requirement.) for an individual residing in the region for a specified duration of time.

One of the major tasks before the government is to set up a hassle free system for issue of eligibility certificates to job aspirants for claiming reservation on domicile or by birth in all the six districts. Simplification of Service Delivery Procedures for the eligibility certificate was taken up to enable the Citizens of Hyderabad Karnataka region to avail the benefits given under Article 371(J) in a hassle free manner was taken up by Sakala mission officials and with field officers of Koppal and Bellary Districts.

Present process:

Here the citizens has to visit Tahsildhar Office and obtain birth certificate, residence certificate and warsa certificate, Visit Educational Institutions and BEO office for study certificate, Sub Registrar Office for marriage certificate and finally visiting Assistant Commissioner Office to get Eligibility Certificate. The present process is too arduous and complex and requires the Citizen to make multiple visits to government offices and time consuming to get an eligibility certificate to avail the benefits of Article 371(J).

The present system for getting an eligibility certificate is as follows.

The citizen has to obtain and produce the following certificates

Sl No.	Certificate	Issued by
1	Birth Certificate	Revenue department
2	Residence Certificate	Revenue department
3	Warsa Certificate	Revenue department
4	Study Certificate	Education department
5	Marriage Certificate	Sub Registrar office
6	Certificate of Home Town	Head of the Department

Based on the availability and validity of these Certificates, the Sub Division magistrate or Assistant Commissioner conducts a Summary enquiry and then dispose the request for eligibility certificate to the deserving Citizen.

Proposed Process:

To have an “Eligibility Certificate Counter” (ECC) at the levels of Nadakacheri to receive a “Master application” from the citizen seeking Eligibility Certificate. Master application is an application seeking eligibility certificate by the citizen.

The application is uniquely numbered, and has many sub forms for seeking respective certificates from different departments in it. Each sub forms will be uniquely numbered as in the master application form, these sub forms are designed to capture relevant information for the respective offices for obtaining certificates along with the supporting documents.

Master application will have the following parts

- a) covering letter requesting for eligibility certificate,
- b) Sub forms requesting for various certificates
- c) Instructions for filling up the master application
- d) Checklist of documents to be submitted

The process proposed is that the citizen seeking eligibility certificate, will submit relevant information in the master application to the ECC. The ECC will give an acknowledgement slip with a unique number for having received the application. The citizen can track the status of the application with this number.

The ECC after receiving the master application will split the master application and send the sub form to the concerned offices where action needs to be taken for obtaining specific certificates. The Concerned offices will now act upon the request, in a time bound manner, after due procedure issue a certificate for the application made and return the respective certificates along with the sub form of the master application to the Tahsildars office.

The Tahsildars office will now file all certificates received for the particular master application and after completion put up the file for Assistant commissioners approval. The Assistant Commissioner will dispose the application sent by Thasildhar and send the eligibility certificate back to Nadakacheri for distribution to the Citizen.

Next steps

1. Design Master application
2. To have standardize work flow
3. Time lines for each of the sub forms
4. Compendium of Act , rules and instructions
5. FAQ's
6. Capacity Building for staff
7. Awareness campaign of the new procedure
8. Centralised call centre for both officials and citizens
9. Nadakacheri software to be customised

Advantages of the proposed proposal

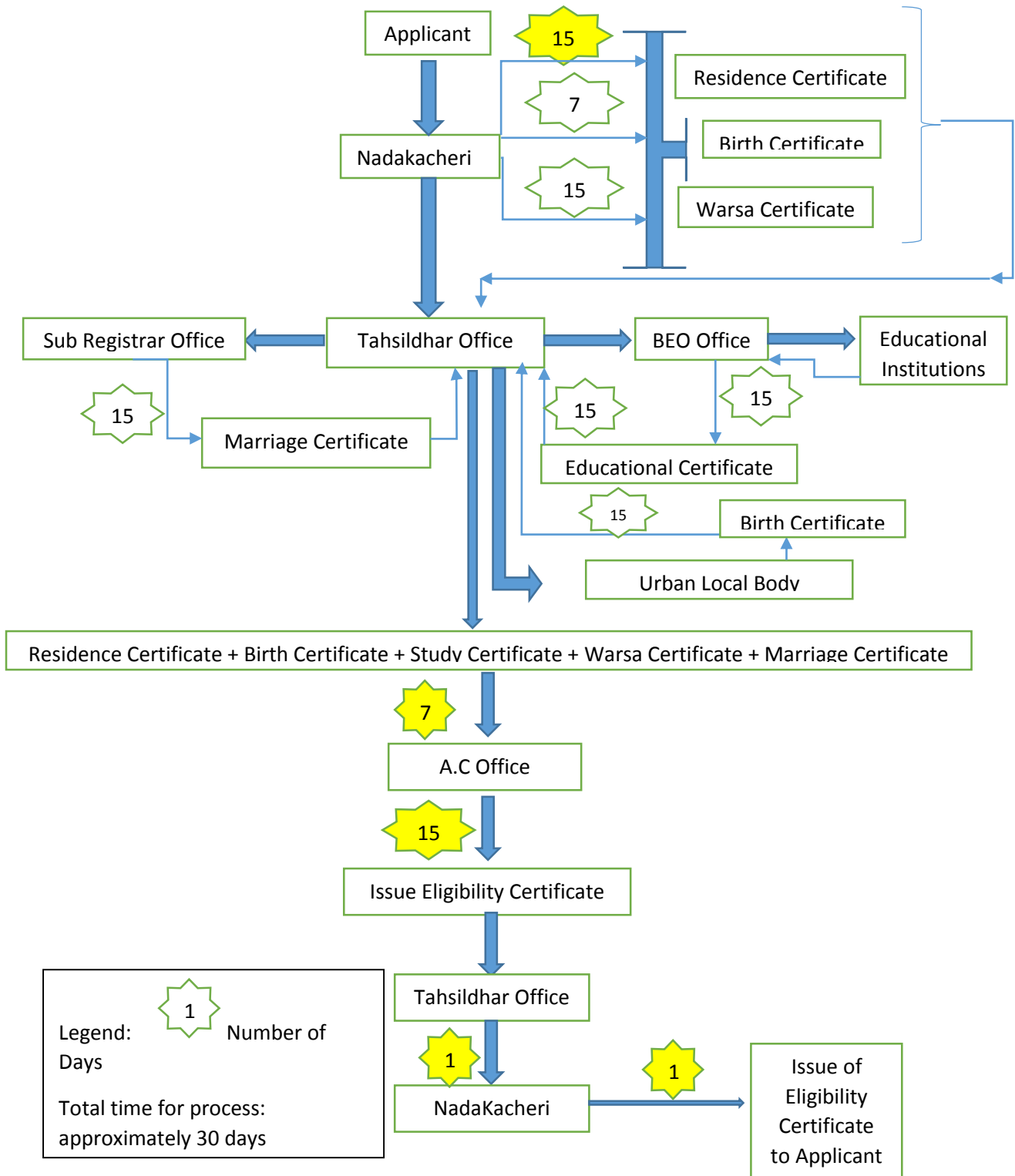
- a) Citizen a one stop solution (save time, travel, money and hassle free)
- b) Over Crowding of offices like Assistant Commissioner/ Thasildhar / BEO offices can be avoided.
- c) Monitoring becomes centralised, easy and effective.
- d) Both Speed and Quality of Service Delivery is achieved.
- e) Status of tracking application

Next stage reforms

Though the above proposal can be implemented immediately with some brief sensitivity training to all the stake holders. But Information Technology can be an effective tool to make the system more efficient. All services to be delivered through an online mode. Directorate of Nadakacheri, Education department, Registration department can come on single platform to achieve this objective. Assistant Commissioner, Thasildhar, BEO, Commissioner/Chief officer of urban local body, sub registrar can dispose applications using their digital signature card. This will help citizen to apply and get the service delivered at the Single Service Counter which is Nadakacheri. Thus making administration objective, accountable, transparent and fool proof. IT enabled monitoring system using call centre, SMS alerts, emails, DITC's of Sakala and Nadakacheri will make service delivery hassle free. Services to avail the benefits of 371(J) can be given over the counter (OTC) at sub divisional office if the data relevant for the issue of Residence Certificate, Warsa Certificate, Marriage Certificate, and Educational Certificate can be collected/ collated and certified by the concerned authorities.

Already delivery of Birth Certificate, Residence Certificate is happening under Karnataka Sakala Services Act, 2011. It is in the Citizen interest if the delivery of services like Marriage Certificate, Warsa Certificate and finally Study Certificate are brought under Sakala. Thus achieving time bound delivery of these services.

Proposed work Flow for Eligibility Certificate



CHAPTER 5A: AMENDMENTS TO THE ARTICLE

Sub: Amendment to the "Karnataka Sakala Services Act, 2011"

Karnataka Sakala Services Act, 2011 is being implemented since one year and ten months. Till now 4.34 crore Citizens' have availed of 478 services from 47 Departments/Institutions within the stipulated time. Based on the feedback/suggestions received from Departmental Heads, Field level staff and Citizens about improvement needed in the existing provisions of Sakala Services Act, 2011, it is proposed to amend Section (7), Section (9), Section (11) and Section (14) of the Karnataka Sakala Services Act, 2011 as under:-

THE KARNATAKA SAKALA SERVICES (AMENDMENT) BILL, 2014

2. A Bill further to amend the Karnataka Sakala Services Act, 2011.

Whereas, it is expedient to amend the Karnataka Sakala Services Act, 2011 (Karnataka Act 1 of 2012) for the purposes hereinafter appearing;

Be it enacted by the Karnataka State Legislature in the sixty-fifth year of the Republic of India as follows:-

1. Short title and commencement.- (1) This Act may be called the Karnataka Sakala Services (Amendment) Act, 2014.

(2) It shall come into force at once.

2. Substitution of section 7.- In the Karnataka Sakala Services Act, 2011 (Karnataka Act 1 of 2012) (herein after referred to as the Principal Act), for section 7 the following shall be substituted, namely:-

"7. **E-governance of services.-** As a part of E-Governance, the Government shall endeavour and encourage the public Authorities, to deliver their citizen related services electronically or through post in a phased manner and in such other manner as may be prescribed subject to payment of such fees as may be prescribed."

3. Substitution of section 9.- For section 9 of the Principal Act, the following shall be substituted, namely:-

“9. Liability to pay compensatory cost.- Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.”

4. Amendment of section 11.- In section 11 of the Principal Act, after sub-section(3), the following shall be inserted, namely:-

“(4) After giving compensatory cost to the aggrieved Citizen and within thirty days thereafter, the competent officer shall update debit note in the HRMS Software against the officer found guilty by following the principles of Natural Justice”.

5. Amendment of section 14.- In section 14 of the Principal Act, after sub-section(3), the following shall be inserted, namely:-

“(4) If any Designated officer or Competent officer or Appellate authority fails to deliver the Citizen related service or dispose appeals within the stipulated time for more than seven times, he shall be subject to enquiry by the concerned disciplinary Authority and if found guilty prepare a report against the concerned officer and submit it to the Government.”

3. Comparative Statement about sub-sections of “Karnataka Sakala Services Act, 2011”, before and after amendment is in Annexure-I.

Annexure-I

Present sub-section	Revised sub-section
<p>7. E-governance - of services through mutual understanding.- The Government shall endeavour and encourage all the public Authorities, departments and local Authorities to enter by mutual understanding to deliver their respective citizen related services in a stipulated time or period as part of e-governance.</p>	<p>Substitution of section 7.- In the Karnataka Sakala Services Act, 2011 (Karnataka Act 1 of 2012) (herein after referred to as the Principal Act), for section 7 the following shall be substituted, namely:-</p> <p>“7. E-governance of services.- As a part of E-Governance, the Government shall endeavour and encourage the public Authorities, to deliver their citizen related services electronically or through post in a phased manner and in such other manner as may be prescribed subject to payment of such fees as may be prescribed.”</p>
<p>9. Liability to pay compensatory cost.- Every designated officer or his subordinate public servant who fails to deliver the citizen related services to a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.</p>	<p>Substitution of section 9.- For section 9 of the Principal Act, the following shall be substituted, namely:-</p> <p>“9. Liability to pay compensatory cost.- Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.”</p>

<p>11. Procedure governing fixing of liability.- (1) Within a period of fifteen days of the payment of compensatory cost, the competent officer after conducting preliminary enquiry, shall issue a notice against the public servant found responsible for the delay in delivery of such citizen related services in such manner as may be prescribed, calling upon him as to why the compensatory cost paid to the citizen may not be recovered from him.</p> <p>(2) The public servant against whom such notice is issued may represent within a period of seven days from the date of receipt of such notice. In case no such representation is received, by the competent officer, within the prescribed period or explanation received, if any, is not found satisfactory, the competent officer shall be entitled to issue debit note directing such defaulting public servant either deposit the cost as stipulated in the debit note or directing the Accounts officer concerned to debit the salary of such public servant for the amount as specified in the debit note:</p> <p>Provided that if the competent officer finds reasonable and justified grounds in favour of public servant and come to the conclusion that the delay in delivery of services to the citizen was not attributable to him, but was attributable to some other public servant, it shall be lawful for the competent officer to withdraw the notice against him and issue fresh show cause notice to such other public servant as found responsible for the delay and shall follow the procedure mutatis mutandis as stipulated in this sub-section and sub-section (1) of this section.</p>	<p>Amendment of section 11.- In section 11 of the Principal Act, after sub-section(3), the following shall be inserted, namely:-</p> <p>“(4) After giving compensatory cost to the aggrieved Citizen and within thirty days thereafter, the competent officer shall update debit note in the HRMS Software against the officer found guilty by following the Principles of Natural Justice”.</p>
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(3) While fixing the liability under this Act, the competent officer shall follow the principles of natural justice before passing the order in that respect.

14. Developing culture to deliver services within fixed period:- (1) The defaults on the part of designated officer in the time bound delivery of citizen related services as defined in this Act shall not be counted towards misconduct as the purpose and object is to sensitize the public servant towards the citizen and to enhance and imbibe a culture to deliver time bound services to the citizens.

(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.

(3) 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.

Amendment of section 14.- In section 14 of the Principal Act, after sub-section(3), the following shall be inserted, namely:-

“(4) If any Designated officer or Competent officer or Appellate authority fails to deliver the Citizen related service or dispose appeals within the stipulated time for more than seven times, he shall be subject to enquiry by the concerned disciplinary Authority and if found guilty prepare a report against the concerned officer and submit it to the Government.”

CHAPTER 5B: CITATIONS / APPRECIATION LETTERS



सत्यमेव जयते

Rear Admiral R Gaikwad, NM
Senior Directing Staff (Navy)

रियर एडमिरल आरं गायकवाड़, एन एम
सीनियर डाइरेक्टिंग स्टाफ (नौसेना)

Telefax : 2301 2131
E-mail : sdsnavy@gmail.com

National Defence College
(Ministry of Defence)
6, Tees January Marg,
New Delhi - 110 011

राष्ट्रीय रक्षा महाविद्यालय
नई दिल्ली -110 011

NDC/SDS(N)/426/14

15 Apr 14

Dr. Shalini Rajneesh, IAS
Director, SAKALA Mission
Govt of Karnataka
Bengaluru

STUDY TOUR BY NDC COURSE MEMBERS

Dear Dr. Shalini Rajneesh,

1. May I convey our sincere gratitude for hosting the group of officers from the National Defence College during their Economy, Science & Technology Tour to your organisation.
2. The painstaking effort with deep sense of involvement with which your officers explained various aspects of the path breaking program "SAKALA" enabled the delegation to understand the far reaching aspects of e-governance.
3. Our thanks may also be conveyed to your staff involved in coordinating the visit.

Warm regards & best wishes,

Yours sincerely

Rajal

Apr. Report

ಸಿಆಸುಇ (ಆಡಳಿತ ಸುಧಾರಣೆ)

ಸಂಖ್ಯೆ: 2062

ದಿನಾಂಕ: 8/4/14

Principal Secretary DPAR-AR

From: udaya bhaskar rao [raokub@gmail.com]
Sent: 07 April 2014 10:04
To: Principal Secretary DPAR-AR; Aro Padmanabhanagar; sakala@nic.in
Subject: Re: Inclusion of our flat in the online payment system for the purpose of paying property tax - Benaka Kripa Flat FF2, Rajeev Nagar Layout Padmanabha Nagar PID 55-110-5/3 Bangalore

Madam Dr. Shalini Rajneesh:

Kindly refer to my earlier mail indicating difficulty in registering my wife's property details in the computer system of BBMP for paying the property tax.

After the Sakala Officials brought this to the notice of ARO, Padmanabha Nagar, (Ward 55), I have been informed by the ARO yesterday that they have rectified the wrong PID number in the computer system.

Yesterday itself, we have paid the property tax online.

I am indeed surprised and delighted at the speed with which the SAKALA UNIT officials, in particular, Ms. Sindhu and Ms. Lakshmi have taken up the matter with appropriate BBMP official and connected me with him.

I record that the ARO, Padmanabha Nagar (Ward 55) has very promptly responded by ensuring rectification in the computer system.

My sincere gratitude to all of you.

Your leadership at Sakala is quite inspiring and the Sakala experiment should be emulated by all civil servants across the country, so that a voiceless common man can continue to get the services to which he/she is legitimately entitled from the Government.

You must be tired listening to the praise from thousands of citizens whose problems might have been solved by the endeavours of the Sakala Team. But you all earned and deserve the praise.

Kindly maintain this spirit of service. God bless all of you.

Sincere regards,

K. Udaya Bhaskar Rao,
Adviser and CGM,
Department of Economic and Policy Research,
Reserve Bank of India,
Central Office, 7th Floor, Fort,
MUMBAI - 400 020.

9820045114
02222618640.



Varun Gowda <smc.sakala@gmail.com>

Fwd: Our A Khata Applications BB099-00002-08731 & BB099-00002-08733 approved but Khata not being given

1 message

----- Original message -----

From: Arijit Chakravorty
Date: 05/05/2014 16:11 (GMT+05:30)
To: devraj@transactglobal.com
Cc: prsar-dpar@karnataka.gov.in, sakala@nic.in, amd.sakala@gmail.com, Kavita Chakravorty, "Chakravorty, Arijit R", shalini_rajneesh@hotmail.com
Subject: Re: Our A Khata Applications BB099-00002-08731 & BB099-00002-08733 approved but Khata not being given

Dear Mr Devraj,

Once again our sincere thanks to you & your team in this endeavour. The "A" khata was issued to us by BBMP Mahadevpura yesterday.

We are extremely happy that we were able to get our Khata the normal way without paying any bribe.

Thanks for pursuing our case & make us believe in the effectiveness of "SAKALA".

I have already communicated to the person from Sakala who called me today to close the complaint.

Kind regards
Arijit & Kavita Chakravorty
9945622677/9945211822
9945622677

On Tue, Apr 29, 2014 at 9:51 PM, Arijit Chakravorty <arichak75@gmail.com> wrote:

Dear Mr Devraj,

Thank you so much for all your help so far in pursuing the case with BBMP Mahadevpura office & asking them to issue me the "A" Khata for my apartments RK703 & 704 in Purva Riviera on this Saturday 3rd May 2014. I will collect the same from their office on 5th May 2014 as I am going out of station.

You have been extremely patient, perseverant & polite in all your conversations with me & my wife. Honest people like you restore the faith of citizens like us in the system & its functioning... basically your efforts have made us believe that things can be done in govt offices like BBMP without paying bribes.

Thanks for patiently listening to our case & understanding the delaying tactics of BBMP for issuing us the "A" Khata by asking for irrelevant documents.

I am keeping my fingers crossed about getting the Khata on this coming Monday. I will keep you posted on the same.

Once again our heartfelt thanks to you.

Kind regards
Arijit & Kavita Chakravorty
9945622677/9945211822

General Disclaimer: Data shown in various Tables in this report may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal.

KARNATAKA SAKALA SERVICES ACT- 2011



Clear your hurdles with ease
Education Department

Sl. No	List of Important Departments Services	Designated Officer	Stipulated time for designated officer (Working Days)
Pre University Board			
1	Disposal of application for recognition of new educational institutions	Director, Dept. of Pre-University Education	60
2	Issue of Duplicate marks card	Deputy Director(Exam), Dept. of Pre-University Education	15
3	Photocopying answer scripts of the 2nd PUC final examination	Deputy Director(Exam), Dept. of Pre-University Education	15
4	Re- totaling answer scripts of the 2nd PUC final examination	Deputy Director(Exam), Dept. of Pre-University Education	10
5	Renewal of recognition	Deputy Director(Recognition), Dept. of Pre-University Education	90
6	Revaluation of answer scripts of the 2nd PUC final examination	Deputy Director(Exam), Dept. of Pre-University Education	30
Commissioner for Public Instruction			
1	Re-totalling of marks secured in examination	DDPI,SSLC Board	15
2	Revaluation of Examination Papers	DDPI,SSLC Board	30
3	Issue of Duplicate Marks Card/ Provisional Marks Card	- DDPI in the office of JD in case of Belgaum, Mysore, Gulbarga. - DDPI, SSLC Board in case of Bangalore Division	30
4	Disposal of application for Registration of New Educational Institutions	DDPI	90
5	Recognition	DDPI	60
6	Renewal of recognition	DDPI	60

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

For information and complaint Contact us @

If delayed !!

Compensation will be given to citizens @ Rs 20/- per day per case up to Rs. 500/- by Government Servants.



080 44554455



sakala@nic.in



www.sakala.kar.nic.in

"Ask for 15 digit Acknowledgment Slip It is your Right."

2014 MAY

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18	19	20	21	22	23	24	25	26	27	28	29	30	31							