SAKALA

GOVERNMENT OF KARNATAKA

The Karnataka Sakala Services Act, 2011

Total Receipts - 4.41 Crore

Total Disposals - 4.33 Crore

Certificate of Registration

Intertek

This is to certify that the quality management system of

Sakala Mission
Room No. 612, 6th Floor, M. S. Building, Ambedkar Veedhi, Bangalore - 560001, Karnataka, India

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Certificate Number: 0008897-00
Issue Date: 05 February 2014
Certificate Expiry Date: 04 February 2017

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

Message

It is with great pride that I write this foreword for the citizens of Karnataka as Sakala Mission has obtained ISO 9001 Certification in a matter of two months, which is an All India Record! It is heartening to note that ever since this initiative was introduced i.e. about **twenty months from its inception, we have touched the lives of more than 42 million citizens**. The recent citizen survey has shown that 99 % people are happy /Very happy with the delivery of services and approach of the officials. I would like to thank each one of you to have accepted this so gracefully.

Sakala has won the prestigious National e- Governance award. This award shows the technical achievements of National Informatics Centre and Sakala Mission in delivering services to Citizens.

I understand we need more publicity of this program. The Mission has been working hard in this direction by ensuring that enough posters and display boards are in place for every citizen to understand his/her rights. Every citizen is important and is primal to the success of this program.

Citizens have to been provided the option to apply on-line/electronically for the notified services of Sakala. We have 115 online services. Preparations are being made to bring Services of Revenue Department to online format.

As Parliament Elections are around the corner, the Election Code of Conduct may ban on certain services. However this should not be an excuse for Employees, to delay the deliverable services.

I heartily wish that the public benefit from SAKALA in a big way and Karnataka occupies the prime position in Good Governance in the entire Country

Siddaramaiah
Chief Minister

Message

I am very happy to note that our performance in delivery of services is improving day by the day. We see a speedier Disposal of Applications; Non Sakala Complaints are also on a decreasing trend due to inclusion of new services, where we received maximum complaints. These are positive vibes that one receives as the program is maturing.

Group of Probationary IAS officers of 2013 batch visited Bengaluru to learn about Sakala and its activities. This puts Karnataka in a higher Stratum and thus exposes us to greater challenge of setting standards. It is a true reward for our hard work.

Meeting held for "Results-Framework Document" has left us with fruitful recommendations by subject matter experts. These recommendations are being worked upon, so that their implementation will have a positive impact on the service delivery of Government Services.

I urge all departments to work towards bringing in more services under Sakala by taking the help of NIC – who have always stood with us for any help that we may need, in making this a reality. Ultimately we, as Government need to be close to people, both physical & emotionally.

I congratulate each one of my staff for this great success and wish we will cover more services and add value to Citizens life here in Karnataka.

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

FROM THE MISSION DIRECTOR'S DESK

February has been a month of achievements- National e- Governance Award, ISO 9001 Certification & 99% Citizen Satisfaction report. This is the result of the dedication of all our employees at each level. I thank one and all for ensuring that we now have a GREAT BRAND IMAGE.

Ranking: Chikkaballapura shows consistent performance and occupies the top position this month. This shows the continuous efforts of employees and the DC of the district. Uttara Kannada and Kolar have taken up second and third spots respectively.15 districts have shown positive performance. This is a result of more disposals done. Kodagu is not showing any signs of improvement and has taken a spot in the last liners.

Rank	District	District	Rank
1	Chikkaballapura	Bidar	30
2	Uttara Kannada	Raichur	29
3	Kolar	Yadgir	28

Applications and Disposal Trends:

	Receipts	Disposals
Month of February -14	18,78,750	19,38,913
Cummulative Count	4,42,34,285	4,34,61,497

Taluka Rankings: Talukas of Uttara Kannada and Chikkaballpura have dominated the top 12 Taluk list with consistent performance, with 6 & 3 Talukas respectively. Haliyal of Uttara Kannada has taken the top spot.

Pendency, Delays and Rejections:

Pendency: A total of 10,399 pendencies were seen at the close of the month. There has been a decrease from last month's 11,291. This is a positive trend, which needs to be maintained.

Delayed Disposal: 41,745 applications were delayed in disposal during the month compared with 37,067 of the previous month i.e. about 97.85% in-time delivery, compared to 98.13% of previous month.

Rejections: 6% is the rejection rate for February. There is no change as compared to 6% of January 2013.More awareness has to be created among citizens regarding mandatory documents needed for application process.

Complaints, Appeals & Compensation

Complaints: 2971 complaints out of 3261 have been resolved. This is a closure rate of 93%. This is a slightly lower performance, compared to last month closure rate of 94%.

Appeals: Under Appeal -1 category, 682 were received of which 296 were approved, 276 were rejected and 110 are in process. Under Appeal -2 category, 35 were received of which 12 were approved, 18 were rejected and 5 were in progress. There has been a slight decrease in the number of pending appeals. Appellate Authority has acted and has updated the appeal status in the portal.

Compensation: 342 compensation claims have been made till date.

Field Inspection: Field Inspection of Bangalore South Taluk was carried out. Certain concerns regarding shortage of Staff and insufficient Infrastructure were raised. Steps are being taken to resolve concerns, which will result in timely delivery of services.

Cyber Cafes: 3000 applications were received to start Cyber Café. Spot Inspection has been carried out, resulting in approval for more than 1000 Cyber Café across Karnataka. Deputy Commissioners are requested to finalize the rest.

Indian Market research bureau (IMRB) International: Has conducted an evaluation of Sakala and report is enclosed along with the questionnaire.

Seminars & Conferences:

I was deputed by Government of India to attend International Training Program **"Public Service Reform and e-Governance"** in Duke Centre for International Development, Duke University, Durham, USA. It was a forum to Learn and share Innovative Practices for Government reforms.

We were invited to the National Level Conference of "FICCI Conference on Quality Practices" in Delhi, a platform for sharing best quality practices across India and won the award for "Best Presentation".

We are also shortlisted for "**DL Shaw Quality"** award and United Nations Public Services Award.

Sakala as a brand is being recognized both nationally and internationally, thanks to our dedicated employees, officers and strong political leadership.

DR. SHALINI RAJNEESH
MISSION DIRECTOR – SAKALA

Contents

CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking for Feb-14	Final Ranking for Jan-13	Trend
Chikka ballapura	53321	55340	0.5	3	4443	1	1	2	↑
Uttara Kannada	57092	56059	0.5	3	4078	4	2	1	↓
Kolar	53215	54341	0.9	8	3547	6	3	3	↔
Chitradurga	56234	55744	1.1	11	3514	8	4	8	↑
Mandya	74319	76077	2.4	24	4128	3	5	6	↑
Ramanagara	43751	44753	3.9	28	4375	2	6	7	↑
Hassan	60313	63079	2.1	20	3547	6	7	4	↓
Gadag	29628	30524	0.5	3	2962	16	8	5	↓
Bangalore Rural	33464	36555	4.9	29	3718	5	9	10	↑
Tumkur	82816	89261	1.8	15	3185	11	10	13	↑
Shimoga	51100	53810	0.8	6	3005	15	11	12	↑
Koppal	38056	37411	0.4	2	2927	17	12	11	↓
Davanagere	59290	62271	1.3	12	3120	13	13	9	↓
Udupi	33344	32312	1.5	13	3031	14	14	17	↑
Bijapur	71604	70162	2.6	25	3409	9	15	16	↑
Mysore	91129	97721	2	18	3142	12	16	15	↓
Bagalkot	52389	55793	0.9	8	2910	18	17	20	↑
Bangalore	308060	321685	3.7	27	3242	10	18	19	↑
Dharwad	51365	48543	1.5	13	2853	21	19	24	↑
Chamaraja nagar	26038	28071	0.1	1	2603	27	20	14	↓
Dakshina Kannada	57372	56729	2.1	20	2868	20	21	23	↑
Chikmagalur	31984	33212	2.2	23	2907	19	22	21	↓
Haveri	39076	41594	0.9	8	2605	26	23	18	↓
Bellary	69395	73488	1.9	16	2775	23	24	22	↓
Gulbarga	69518	71506	2.1	20	2780	22	25	27	↑
Belgaum	111126	116415	0.8	6	2364	30	26	25	↓
Kodagu	12786	12916	1.9	16	2557	28	27	29	↑
Raichur	49938	50042	3.2	26	2628	25	28	26	↓
Yadgir	26764	28021	2	18	2433	29	29	28	↓
Bidar	44903	44890	9.4	30	2641	24	30	30	↔

Records shown below as on 28/02/2014 17:30:00

Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal
Legend
↔: Same as of last month
↓: Decreasing Trend
↑: Increasing Trend

Notes:
- Chikkaballapura and Uttara Kannada districts have shown consistent performance by staying in Top positions in months of January, December & February.
- Chitradurga, Mandya & Ramanagar have shown slightly better performance as compared to previous month.

CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

District	Taluk	Receipts during the month (A)	Disposals during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of receipts/Ten thousand population (E)	Ranking based on Receipts/ Ten thousand population (F)	Final Ranking(30% on (D) and 70% on (F))
Uttara Kannada	Haliyal	7803	8052	0	7	709	5	1
Chikkaballapura	Gudibanda	2915	2841	0	2	583	9	2
Uttara Kannada	Yellapur	3746	3635	0	4	535	12	3
Mandya	Maddur	15549	14814	0.2	22	536	11	4
Chikkaballapura	Chikkaballapura	14365	13558	0.3	35	684	8	5
Uttara Kannada	Honavar	6868	6701	0	6	429	27	6
Uttara Kannada	Ankola	4191	3957	0	5	419	28	7
Uttara Kannada	Sirsi	7761	7544	0.1	15	431	25	8
Dharwad	Hubli	26699	22256	0.7	70	1907	4	9
Kolar	Kolar	16739	16664	0.3	36	440	22	10
Uttara Kannada	Kumta	5988	5647	0.1	13	399	34	11
Chikkaballapura	Sidlaghatta	9341	10159	0.5	51	444	21	12

Records shown below as on 28/02/2014 17:30:00

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

Notes:

Talukas of Uttara Kannada and Chikkaballpura have dominated the top 12 Taluk list with consistent performance, with 6 & 3 Talukas respectively. Haliyal of Uttara Kannada has taken the top spot.

Talukas of Mandya and Dharwad have taken up 4th and 9th rank respectively.

Bottom 12 Ranking Talukas

District	Taluk	Receipts during the month (A)	Disposals during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of receipts/ Ten thousand population (E)	Ranking based on Receipts/ Ten thousand population (F)	Final Ranking (30% on (D) and 70% on (F))
Shimoga	Hosanagara	2094	2177	1.8	119	190	155	166
Gulbarga	Chitapur	8348	8142	2.8	139	208	147	167
Bagalkot	Hungund	6262	6281	2.9	141	195	152	168
Udupi	Karkal	3807	3478	1.8	120	181	166	169
Bidar	Bhalki	5756	5839	8.9	173	213	144	170
Bidar	Aurad	5285	5272	4	157	195	151	171
Bangalore	Yelahanka	10576	11788	14	176	211	145	172
Dakshina Kannada	Beltangadi	4079	4489	1.6	114	156	173	173
Belgaum	Khanapur	3032	3287	1.6	112	121	177	174
Yadgir	Shorapur	7615	8187	3.8	155	185	162	175
Bellary	Kudligi	5928	6022	4	158	185	161	176
Gulbarga	Chincholi	4673	5921	6.8	168	186	157	177

Records shown below as on 28/02/2014 17:30:00

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Notes:

Chincholi Taluka of Gulbarga has taken the last spot in list. Two talukas of Bidar also feature in bottom 12 list, with no improvements as compared to previous month.

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

Main Department	Receipts			Disposals		
	Jan-14	Feb-14	Trends	Jan-14	Feb-14	Trends
REVENUE DEPARTMENT	1209218	1122676	↓	1099489	1174286	↑
TRANSPORT DEPARTMENT	260156	235111	↓	223462	237489	↑
COMMERCIAL TAXES DEPARTMENT	151162	143834	↓	146336	148599	↑
HOME DEPARTMENT	86021	110269	↑	84023	103751	↑
URBAN DEVELOPMENT	77249	71091	↓	101678	74725	↓
RDPR	105241	67062	↓	78075	71610	↓
FOOD AND CIVIL SUPPLIES	50601	37087	↓	50470	35897	↓
HEALTH AND FAMILY WELFARE	25289	23355	↓	24353	23890	↓
LABOUR DEPARTMENT	22383	23126	↑	26837	23547	↓
WOMEN AND CHILD WELFARE	22730	22636	↓	21061	22850	↓
EDUCATION DEPARTMENT	13397	11599	↓	14405	12643	↓
COMMERCE AND INDUSTRIES DEPARTMENT	5233	4704	↓	5157	4604	↓
CO-OPERATION DEPARTMENT	888	3257	↑	420	3170	↑
HORTICULTURE DEPARTMENT	1637	2305	↑	909	1338	↑
HOUSING DEPARTMENT	273	307	↑	40	190	↑
KANNADA, CULTURE AND INFORMATION DEPARTMENT	60	191	↑	293	174	↓
ANIMAL HUSBANDRY AND FISHERIES	255	56	↓	47	56	↑
PUBLIC WORKS, PORTS AND INLAND WATER	51	41	↓	7	49	↑
FOREST, ECOLOGY AND ENVIRONMENT	40	34	↓	55	42	↓
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	0	9	NA	0	3	NA
DPAR	4	0	↓	353	0	NA
Total	2031888	1878750	↓	1877470	1938913	↑

Records shown below as on 28/02/2014 17:30:00
Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal
Legend: ↔: Same as of last month, ↓: Decreasing Trend, ↑: Increasing Trend
Notes: Receipts have seen a considerable decrease in numbers as compared with previous month. Disposals have increased in this month. There are more disposals than receipts. This shows the eagerness of employees to deliver the services which were pending from previous months.

- **Receipts:** Home department, Co-operation department has seen huge influx of receipts
- **Disposals:** Revenue department, commercial taxes and transport departments are the major contributor in number of Disposals.

CHAPTER 2B: DEPARTMENT & SERVICE WISE PENDENCY

SI. NO	DEPARTMENT	PENDENCY AFTER DUE DATE for Jan -14	PENDENCY AFTER DUE DATE for Feb -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Jan-14	Pendency for Feb-14
1	Revenue Department	7179	5297	**Change of Khata (Undisputed cases)**	**3122**	**3156**
				Conversion of agriculture land to non agriculture purpose	**275**	**337**
				Sandhya Suraksha	212	129
				All types of Caste Certificate	768	496
				Destitute Widow pension	107	45
				Record of Rights Certificate	**99**	**236**
				Issuance of Arms License	107	72
				Residence Certificate	1220	145
				No tenancy certificate	114	49
				Mutation Extract	**41**	**93**
				Small and Marginal Farmer Certificate	212	73
				All types of Income Certificate	354	190
				Pension for disabled persons	58	19
				Surviving Family member Certificate	109	45
				Indira Gandhi Old Age Pension	49	16
2	Inspector General of Registration and stamps	937	900	**Registration of Land / property**	**937**	**900**
3	Home Department	1524	1362	Reciept and Disposal of Petitions	511	369
				Arms License Issue and Renewal Verification	**315**	**373**
				NoC for Passport Verification	401	282
				Service Verification	**193**	**264**
				Issue of copy of FIR to the complaintant	1	6
				NOC for petrol pump,gas agency,hotel,bar etc.	16	14
				Police Verification Certificate for domestic servants/house keeping	12	2
				Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	13	6
				License for Amplified Sound System	26	9

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SI. NO	DEPARTMENT	PENDENCY AFTER DUE DATE for Jan -14	PENDENCY AFTER DUE DATE for Feb -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Jan-14	Pendency for Feb-14
4	Survey and Settlement Commissioner	1226	258	Issue of Duplicate Copies in Survey Section(Aakar Band)	492	69
				Issue of Duplicate Copies in Survey Section(Atlas)	163	3
				Issue of Duplicate Copies in Survey Section(Pakka Tippan)	137	9
				Issue of Duplicate Copies in Survey Section(Tippan)	336	27
				Issue of Duplicate Copies in Survey Section(Village Map))	29	14
				Issue of Duplicate Copies in Survey (Kharab Utar))	32	1
5	Rural Development and Panchayat Raj Department	154	1535	**maintenance of street lights**	**13**	**417**
				maintenance of drinking water	**4**	**502**
				alteration to assessment list	**77**	**106**
				maintenance of village sanitation	**8**	**22**
				noc to escoms	5	8
				providing employment to unskilled labours (mgnregs)	**26**	**141**
				general licence (trade licence)	2	8
				building licence	1	21
				issue of job card to unskilled laboures	**13**	**296**
6	Employee state insurance medical services	292	7	Sanction of Medical Reimbursements Bill of IPs	288	5
				Submission of Super Speciality Medical Reimbursement bills	4	2
7	Health and Family Welfare Department	84	78	Issue of age certificate	62	37
				Issue of Disability Certificate	2	3
				Issue certificate of discharge & sterilization	**21**	**38**
8	Commissionerate of Bangalore and Mysore, CPI	79	25	Reimbursement of Medical Expenses	10	10
				Vehicle Purchase/GPF/KGID/Computer & Advances	29	3
				Sanction of 10/15/20 Years Time Bound Promotion	13	8
				Earned Leave Encashment	17	0
				Sanction of 25/30Years timebound promotion	3	1
				Renewal of recognition for Schools	2	2

SI. NO	DEPARTMENT	PENDENCY AFTER DUE DATE for Jan -14	PENDENCY AFTER DUE DATE for Feb -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Jan-14	Pendency for Feb-14
9	Department of Public instruction	142	258	Registration of Schools	0	78
				Reimbursement of Medical Expenses	37	68
				Renewal of recognition for Schools	30	39
				Vehicle Purchase/GPF/KGID/Computer and Advances	14	26
				Sanction of 10/15/20 Years Time Bound Promotion	9	20
				First Recognition of Schools	41	19
				Issuing salary Certificate	2	1
				Pension Proposal and Services	4	4
10	Bruhat Bangalore Mahanagara Palike	68	7	Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration	32	0
				Transfer of Khatas	13	3
				Khatha Extract/Certificate	6	0
				Sanction of Building Plan in sites up to 2400 sq.ft dimension for residential single dwelling unit. (Not Computerized)	17	2
11	Bangalore water supply and sewage board	50	10	Permission for new connection/Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.	45	8
				Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	5	2
12	North east Karnataka Road Transportation	10	2	Free Bus Pass For the Blind	6	1
				Issue of Bus Passes to School Children	6	1
13	Transport Department	39	46	Registration of Vehicle	27	28
				Duplicate Registration Certificate	9	15
				Learning Licence	3	2

Records shown below as on 28/02/2014 17:30:00

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

Notes: The above table shows most sought after services in various departments. The pendencies are huge in Revenue department and Home department. ESI services are showing decrease in pendencies. Other departments like Transport, BWSSB and BBMP have performed considerably well and have seen considerable reduction in pendencies.

CHAPTER 2C: DELAYED DISPOSAL–DEPARTMENT WISE FOR FEB-2014

Main Department	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 Feb 2014 (B/A)
REVENUE DEPARTMENT	1174286	23389	3680	1254	645	694	29662	2.53%
HOME DEPARTMENT	103751	3447	1125	602	271	128	5573	5.37%
HEALTH AND FAMILY WELFARE	23890	352	34	11	1	1	399	1.67%
URBAN DEVELOPMENT	74725	1011	147	49	40	52	1299	1.74%
TRANSPORT DEPARTMENT	237489	522	280	69	69	135	1075	0.45%
RDPR	71610	824	104	99	15	7	1049	1.46%
EDUCATION DEPARTMENT	12643	369	124	57	34	79	663	5.24%
COMMERCIAL TAXES DEPARTMENT	148599	666	302	92	93	4	1157	0.78%
LABOUR DEPARTMENT	23547	303	87	126	120	18	654	2.78%
HORTICULTURE DEPARTMENT	1338	42	0	0	0	0	42	3.14%
WOMEN AND CHILD WELFARE	22850	50	5	1	0	0	56	0.25%
FOOD AND CIVIL SUPPLIES	35897	36	15	0	0	0	51	0.14%
COMMERCE AND INDUSTRIES DEPARTMENT	4604	18	4	1	0	0	23	0.50%
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	56	2	5	0	0	0	7	12.50%
HOUSING DEPARTMENT	190	0	0	1	0	0	1	0.53%
KANNADA, CULTURE AND INFORMATION DEPARTMENT	174	13	0	1	0	0	14	8.05%
DPAR	0	0	0	0	0	0	0	0.00%
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	42	1	1	0	1	2	5	11.90%
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	49	2	0	3	2	0	7	14.29%
CO-OPERATION DEPARTMENT	3170	8	0	0	0	0	8	0.25%
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	3	0	0	0	0	0	0	0.00%
Total	**1938913**	**31055**	**5913**	**2366**	**1291**	**1120**	**41745**	**2.15%**

Records shown below as on 28/02/2014 22:30:00

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Notes: Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 74.39% of total delayed disposals.BPR is a tool by which departments can show considerable quickness in reducing delayed disposal

CHAPTER 2D: REPORT OF REJECTIONS- DISTRICT WISE FOR FEB-2014

SI.No	DISTRICT	APPROVALS (B)	REJECTIONS (C)	REJECTIONS AT COUNTER (D)	REJECTION RATE((C+D)/B)%
	Bidar	40051	4806	33	12
	Bangalore	298648	22383	635	8
	Gulbarga	66467	4972	67	8
	Kodagu	12006	903	7	8
	Bangalore Rural	34108	2377	70	7
	Belgaum	109306	6982	127	7
	Bijapur	65647	4465	50	7
	Chikkaballapura	51820	3475	45	7
	Chikmagalur	31099	2083	30	7
	Dharwad	45275	3215	53	7
	Kolar	50896	3403	42	7
	Mandya	71284	4751	42	7
	Raichur	46611	3365	66	7
	Shimoga	50078	3650	80	7
	Tumkur	83230	5945	85	7
	Bellary	69652	3803	33	6
	Chamarajanagar	26540	1514	17	6
	Davanagere	58865	3367	39	6
	Hassan	59354	3692	33	6
	Haveri	39369	2210	15	6
	Bagalkot	53094	2673	26	5
	Dakshina Kannada	54226	2462	37	5
	Gadag	29045	1446	33	5
	Koppal	35521	1870	20	5
	Mysore	92883	4732	106	5
	Yadgir	26700	1305	16	5
	Chitradurga	53629	2079	36	4
	Ramanagara	42837	1865	51	4
	Udupi	31303	973	36	3
	Uttara Kannada	54729	1315	15	2
Total		**1784273**	**112081**	**1945**	**6**

Records shown below as on 27/02/2014

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

Notes: 15 districts have rejection rates greater than state average of 6% for Feb-14. Rejections at counter have decreased as compared with previous month. This shows the easiness with which applications can be submitted.

CHAPTER 2E: RECEIPTS WITH MOBILE PERCENTAGES

SI .No	District	Receipts Feb-14	Receipts Having Mobiles Feb-14	/Mobile Receipts (%) Feb-14	Mobile Receipts (%) Jan -14	Mobile Receipts (%) Dec -13
1	Bangalore	313292	116341	37	35	40
2	Dakshina Kannada	58922	20957	36	34	36
3	Udupi	34160	11717	34	34	39
4	Mysore	92959	31839	34	33	30
5	Dharwad	51921	14290	28	33	31
6	Bagalkot	52952	14498	27	32	31
7	Gadag	29950	8141	27	31	35
8	Uttara Kannada	58494	15828	27	30	30
9	Kodagu	13056	3578	27	30	33
10	Belgaum	112377	27972	25	30	30
11	Chikkaballapura	53893	13467	25	29	28
12	Ramanagara	44418	10878	24	27	36
13	Mandya	75398	17423	23	26	26
14	Koppal	38544	8418	22	25	28
15	Davanagere	59876	13399	22	23	20
16	Shimoga	51908	11443	22	22	26
17	Chitradurga	56844	12210	21	21	23
18	Bidar	45553	7991	18	20	21
19	Bellary	70579	12817	18	20	18
20	Tumkur	83901	15147	18	19	18
21	Chamarajanagar	26350	4771	18	19	14
22	Kolar	53454	9741	18	19	18
23	Haveri	39604	6723	17	17	18
24	Chikmagalur	32409	5485	17	16	16
25	Bangalore Rural	33830	5726	17	16	17
26	Hassan	60988	9043	15	15	16
27	Gulbarga	70407	10773	15	15	21
28	Raichur	50856	7148	14	14	13
29	Bijapur	72050	8322	12	13	14
30	Yadgir	26923	2382	9	9	10

Records shown below as on 28/02/2014 18:30

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

Notes: The state average for receipts having mobile numbers is around 24.5 %. Since giving mobile numbers has become mandatory, this should increase in the coming days.

CHAPTER 2F: 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.

Department	Office/ sub department	Designated Offices with 7 or more defaults (Dec -13)	Designated Offices with 7 or more defaults (Jan-14)	Designated Offices with 7 or more defaults (Feb-14)
URBAN	BWSSB	3	3	1
	BDA	0	1	1
	BBMP	17	24	26
	City corporation (other than BBMP)	9	8	8
	CMC	24	30	32
	TMC	22	31	33
	Town Panchayat	7	15	13
Finance	Commerce and industries	0	1	2
	Commercial tax	13	33	46
Education	Department of public instruction	26	34	36
	Higher Education Collegiate	0	1	0
	Public libraries Department	0	1	1
Food	Food and civil supplies	3	1	4
Animal Husbandry and Fisheries	Fisheries	1	2	0
Health and family welfare	Health and family welfare department	11	10	13
Home	Home department	49	72	74
Horticulture	Sericulture	1	1	5
Labour	Labour department	1	10	20
Revenue	Revenue department	237	317	443
	Survey and settlement commissioner	95	96	93
	Inspector general of registration and stamps	44	24	34
	CPI	0	1	2
RDPR	RDPR	58	37	88
Transport	Transport inclusive: transport corporations	17	26	28
	Kannada & Culture	0	0	1
Women and child	Women and child department	5	10	13
Total		**643**	**789**	**1017**

Records shown below as on 28/02/2014 18:30

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

Note: There has been an increase of 29% of Nodal Offices, in comparison to previous month, which have defaulted 7 or more than 7 times.

Notes: A department wise listing of the number of offices that have defaulted in the month more than 7 times. There is a small change compared to the last month. Respective HOD's and DC's may look into these issues and take corrective action.

DistName	URBAN DEVELOPMENT	COMMERCIAL TAXES DEPARTMENT	REVENUE DEPARTMENT	COMMERCE AND INDUSTRIES DEPARTMENT	EDUCATION DEPARTMENT	LABOUR DEPARTMENT	DEPARMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	TRANSPORT DEPARTMENT	WOMEN AND CHILD WELFARE	HEALTH AND FAMILY WELFARE	HOME DEPARTMENT	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	FOOD AND CIVIL SUPPLIES	RURAL DEVELOPMENT AND PANCHAYAT RAJ	KANNADA, CULTURE AND INFORMATION DEPARTMENT	HOUSING DEPARTMENT	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	CO-OPERATION DEPARTMENT
Bagalkot	0	0	39	4	0	0	0	2	0	2	0	0	0	24	0	0	0	0	0
Bangalore	24	141	2265	13	491	4	24	76	1	16	472	0	3	9	3	12	0	1	2
Bangalore Rural	15	0	619	0	0	0	0	0	1	1	3	0	0	17	0	0	0	0	0
Belgaum	2	1	208	1	56	0	0	9	0	2	51	0	0	66	0	0	0	0	0
Bellary	3	1	176	0	52	0	0	7	0	2	1	0	1	15	0	0	0	0	0
Bidar	0	0	127	0	1	0	0	2	0	0	3	0	0	4	0	0	0	0	0
Bijapur	4	0	864	11	1	0	0	0	0	4	139	0	0	59	0	0	0	0	0
Chamarajanagar	0	0	17	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Chikkaballapura	0	1	327	0	0	0	0	0	0	0	0	0	0	10	0	0	0	1	0
Chikmagalur	7	0	77	0	7	0	0	2	0	0	21	0	1	11	0	0	0	0	0
Chitradurga	1	0	53	1	2	0	0	0	0	0	3	0	0	130	0	0	0	0	0
Dakshina Kannada	0	0	173	0	2	0	0	0	0	0	165	0	0	6	0	0	0	0	0
Davanagere	2	0	29	0	15	0	0	5	0	0	6	0	0	25	0	0	0	0	0
Dharwad	0	0	6	25	71	1	0	1	0	0	23	0	0	2	0	0	3	0	0
Gadag	0	0	11	0	2	0	0	0	0	0	0	0	0	137	0	0	0	0	0
Gulbarga	22	0	128	0	31	0	0	12	0	0	115	0	4	54	0	0	0	0	0

DistName	URBAN DEVELOPMENT	COMMERCIAL TAXES DEPARTMENT	REVENUE DEPARTMENT	COMMERCE AND INDUSTRIES DEPARTMENT	EDUCATION DEPARTMENT	LABOUR DEPARTMENT	DEPARMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	TRANSPORT DEPARTMENT	WOMEN AND CHILD WELFARE	HEALTH AND FAMILY WELFARE	HOME DEPARTMENT	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	FOOD AND CIVIL SUPPLIES	RURAL DEVELOPMENT AND PANCHAYAT RAJ	KANNADA, CULTURE AND INFORMATION DEPARTMENT	HOUSING DEPARTMENT	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	CO-OPERATION DEPARTMENT
Hassan	0	0	124	0	23	0	0	6	0	1	0	0	0	37	0	0	0	0	0
Haveri	0	0	44	0	6	0	0	0	0	0	0	0	0	39	0	0	0	0	0
Kodagu	0	0	61	1	0	0	0	0	0	1	19	0	0	0	0	0	0	0	0
Kolar	0	0	77	0	6	0	0	0	0	0	4	0	0	1	0	0	0	0	0
Koppal	0	0	10	0	1	0	0	0	0	0	0	0	0	27	0	0	0	0	0
Mandya	6	0	773	0	3	2	0	2	0	0	90	0	1	14	0	0	0	0	0
Mysore	12	0	63	0	16	2	0	2	0	6	32	0	0	43	0	0	0	0	1
Raichur	8	0	155	0	0	0	0	2	0	42	6	0	0	15	0	0	0	0	1
Ramanagara	0	0	375	0	2	0	0	2	0	0	98	0	0	6	0	0	0	0	0
Shimoga	5	0	40	0	10	0	0	22	0	3	41	0	0	15	0	0	0	0	0
Tumkur	0	1	37	0	5	7	0	3	0	0	7	0	0	12	0	0	0	0	0
Udupi	0	0	133	0	10	0	0	1	0	0	0	2	0	29	0	0	0	0	0
Uttara Kannada	0	0	1	0	0	0	0	0	0	0	50	0	0	0	0	0	0	0	0
Yadgir	0	0	32	0	1	0	0	2	0	3	11	0	0	23	0	0	0	0	0
Total	111	145	7044	56	815	16	24	158	2	83	1360	2	10	831	3	12	3	2	4

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CHAPTER 2H: 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	24996412	24402108	22726521	1659220	568	477	245	232	23	20	8	12	6264
RDPR	1176785	1161309	1140892	20411	47	41	20	21	5	4	2	2	1535
HOME DEPARTMENT	1844133	1801470	1764372	33147	5	3	1	2	0	0	0	0	1253
EDUCATION DEPARTMENT	218361	211090	199223	11294	20	18	3	15	3	3	0	3	687
COMMERCIAL TAXES DEPARTMENT	3320232	3305523	2852265	447332	5	5	2	3	0	0	0	0	366
HEALTH AND FAMILY WELFARE	465101	463483	458247	4593	0	0	0	0	0	0	0	0	81
URBAN DEVELOPMENT	1701590	1686176	1609537	73357	31	26	24	2	3	2	2	0	72
TRANSPORT DEPARTMENT	7215976	7145896	6936503	202308	3	2	1	1	0	0	0	0	53
DPAR	900	876	876	0	0	0	0	0	0	0	0	0	24
FOOD AND CIVIL SUPPLIES	2635931	2635560	2604615	30931	2	0	0	0	1	1	0	1	17
LABOUR DEPARTMENT	315081	309041	302170	5659	0	0	0	0	0	0	0	0	13
HOUSING DEPARTMENT	5798	5556	5448	102	0	0	0	0	0	0	0	0	12
CO-OPERATION DEPARTMENT	4370	1830	1609	101	0	0	0	0	0	0	0	0	6
WOMEN AND CHILD WELFARE	262581	261200	260012	374	0	0	0	0	0	0	0	0	5
COMMERCE AND INDUSTRIES DEPARTMENT	60240	60109	58256	1463	1	0	0	0	0	0	0	0	4
KANNADA, CULTURE AND INFORMATION DEPARTMENT	1000	992	777	198	0	0	0	0	0	0	0	0	3
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	627	616	537	77	0	0	0	0	0	0	0	0	3
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	638	631	586	40	0	0	0	0	0	0	0	0	1
HORTICULTURE DEPARTMENT	6670	6205	6011	38	0	0	0	0	0	0	0	0	0
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1850	1823	1562	260	0	0	0	0	0	0	0	0	0
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	9	3	2	1	0	0	0	0	0	0	0	0	0
Total:	44234285	43461497	40930021	2490906	682	572	296	276	35	30	12	18	10399

Records shown below as on 28/02/2014 23:00:00

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

CHAPTER 2I: 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	
Bangalore	7898461	7798885	7225687	564624	204	153	134	19	9	7	5	2	3274
Mandya	1689116	1662364	1555853	105156	14	9	3	6	1	1	1	0	1013
Bijapur	1386346	1346004	1271443	73741	17	15	4	11	1	1	0	1	929
Belgaum	2813946	2766631	2603190	160876	22	21	13	8	0	0	0	0	641
Bangalore Rural	730649	717247	679428	37237	7	4	4	0	0	0	0	0	632
Rama nagara	971947	950563	916034	33827	8	5	3	2	0	0	0	0	449
Dakshina Kannada	1478150	1450217	1395121	53413	1	1	1	0	0	0	0	0	330
Chikka ballapur	986028	964761	905227	58369	10	9	1	8	0	0	0	0	323
Raichur	1348781	1325852	1254252	70623	91	82	34	48	5	3	3	0	289
Mysore	2213617	2175810	2072875	100208	27	26	15	11	0	0	0	0	265
Bellary	1671135	1638547	1551979	85536	34	31	11	20	5	5	0	5	247
Gulbarga	1583481	1549103	1471286	76584	39	37	13	24	4	4	1	3	237
Chitra durga	1264755	1243540	1174804	67676	10	9	5	4	0	0	0	0	235
Gadag	768505	754585	723248	30476	8	8	5	3	0	0	0	0	146
Bagalkot	1214469	1196463	1144379	50646	17	3	0	3	1	0	0	0	140
Hassan	1599540	1577256	1475877	99503	7	6	2	4	0	0	0	0	136
Dharwad	1353876	1332188	1263164	68216	5	3	1	2	1	1	0	1	132
Udupi	806376	790096	767253	21904	9	8	5	3	1	1	1	0	122
Shimoga	1175594	1157951	1081363	75546	5	4	3	1	0	0	0	0	115
Bidar	933508	904105	804891	98320	31	28	1	27	1	1	0	1	111
Haveri	974857	956347	906721	49031	7	7	2	5	0	0	0	0	97
Chikmaga lur	802555	789561	729086	59854	6	6	2	4	1	1	1	0	85
Kodagu	408004	402788	381649	20773	1	1	0	1	0	0	0	0	85
Davana gere	1386771	1356641	1279204	76310	34	34	0	34	0	0	0	0	80
Kolar	1147687	1126852	1058463	67612	17	17	7	10	3	3	0	3	76
Tumkur	1964679	1930188	1783844	144675	27	23	15	8	0	0	0	0	69
Uttara Kannada	1194190	1174263	1135610	36644	7	7	5	2	1	1	0	1	50
Yadgir	710543	694507	665620	28555	5	5	2	3	1	1	0	1	45
Koppal	964685	948235	914183	33595	2	2	0	2	0	0	0	0	27
Chamraja nagar	792034	779951	738287	41376	8	8	5	3	0	0	0	0	19
Total:	**44234285**	**43461501**	**40930021**	**2490906**	**682**	**572**	**296**	**276**	**35**	**30**	**12**	**18**	**10399**

Records shown below as on 28/02/2014 23:00:00

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

2J. DITC Ranking Sheet - February

District	District Rank	Rejections		Complaints				Appeals				Cybercafe		Helpdesk		Citizen Feedback		Ranks Total	Final Rank
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Comlaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Comlaints Ranking	Appeals-1 Rresolution on %	Rank	Appeals-2 Rresolution ion %	Rank	MOU Signed	Rank	Deployed %	Rank	Collected	Rank		
Uttara Kannada	2	2	1	87.76	17	95.65	7	100.00	1	100.00	1	0.00	9	75.00	4	187	1	43	1
Chitradurga	4	4	3	94.20	9	97.37	4	90.00	8	0.00	4	0.00	9	71.43	5	70	4	50	2
Davanagere	13	6	5	97.28	2	97.44	3	100.00	1	0.00	4	0.00	9	100.00	1	21	14	52	3
Mysore	16	5	4	91.74	14	96.51	6	96.30	2	0.00	4	18.00	6	100.00	1	105	3	56	4
Gadag	8	5	4	95.65	7	90.70	19	100.00	1	0.00	4	0.00	9	100.00	1	70	4	57	5
Mandya	5	7	6	96.12	6	98.43	2	64.29	15	100.00	1	17.00	7	100.00	1	0	16	59	6
Kolar	3	7	6	96.43	4	91.18	16	89.47	9	100.00	1	0.00	9	66.67	6	41	7	61	7
Yadgir	29	5	4	100.00	1	100.00	1	100.00	8	100.00	1	26.00	4	50.00	9	38	9	66	8
Dakshina Kannada	21	5	4	100.00	1	92.31	14	100.00	1	0.00	4	37.00	3	50.00	9	37	10	67	9
Rama nagara	6	4	3	96.92	3	100.00	1	55.56	17	0.00	4	0.00	9	0.00	11	16	15	69	10
Belgaum	26	7	6	92.92	11	93.55	13	95.45	3	0.00	4	57.00	1	100.00	1	69	5	70	11
Bangalore Rural	9	7	6	100.00	1	93.55	12	57.14	16	0.00	4	0.00	9	60.00	8	50	6	71	12
Chikka ballapura	1	7	6	70.59	25	100.00	1	90.00	8	0.00	4	6.00	8	71.43	5	0	16	74	13
Shimoga	11	7	6	84.00	21	100.00	1	66.67	14	0.00	4	0.00	9	87.50	2	50	6	74	13
Hassan	7	6	5	84.27	20	92.00	15	75.00	12	0.00	4	0.00	9	100.00	1	152	2	75	14

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District	District Rank	Rejections		Complaints				Appeals				Cybercafe		Helpdesk		Citizen Feedback		Ranks Total	Final Rank
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals-1 Rresolution on %	Rank	Appeals-2 Rresolution %	Rank	MOU Signed	Rank	Deployed %	Rank	Collected	Rank		
Bellary	24	6	5	96.36	5	94.67	8	91.18	5	100.00	1	0.00	9	62.50	7	30	12	76	15
Chamaraja nagar	20	6	5	83.33	22	94.12	10	100.00	1	0.00	4	23.00	5	100.00	1	40	8	76	15
Kodagu	27	8	7	100.00	1	100.00	1	100.00	1	0.00	4	0.00	9	0.00	11	0	16	77	16
Tumkur	10	7	6	83.01	23	97.12	5	85.19	11	0.00	4	53.00	2	100.00	1	0	16	78	17
Udupi	14	3	2	95.35	8	88.89	20	90.00	8	100.00	1	0.00	9	100.00	1	0	16	79	18
Haveri	23	6	5	100.00	1	90.91	18	100.00	1	0.00	4	26.00	4	50.00	9	0	16	81	19
Koppal	12	5	4	92.31	12	83.33	23	100.00	1	0.00	4	0.00	9	100.00	1	0	16	82	20
Bagalkot	17	5	4	91.89	13	100.00	1	22.22	18	0.00	4	0.00	9	100.00	1	0	16	83	21
Bangalore	18	8	7	92.95	10	94.64	9	74.63	13	63.64	2	0.00	9	83.33	3	23	13	84	22
Chik magalur	22	7	6	100.00	1	86.67	22	100.00	1	100.00	1	0.00	9	37.50	10	0	16	88	23
Gulbarga	25	8	7	82.91	24	100.00	1	92.31	4	100.00	1	0.00	9	100.00	1	0	16	88	23
Dharwad	19	7	6	86.05	19	93.62	11	75.00	12	100.00	1	0.00	9	66.67	6	35	11	94	24
Raichur	28	7	6	88.16	16	88.76	21	90.11	7	6.12	3	0.00	9	83.33	3	50	6	99	25
Bijapur	15	7	6	87.50	18	82.72	24	88.24	10	100.00	1	0.00	9	83.33	3	0	16	102	26
Bidar	30	12	8	88.51	15	91.11	17	90.63	6	100.00	1	0.00	9	100.00	1	0	16	103	27

Records shown below as on 28/02/2014 20:30 Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal.

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CHAPTER 3: REPORT FROM CALL CENTRE

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

Month	Sakala					Non Sakala				
	In Progress	Pending	Rejected	Resolved	Grand Total	In Progress	Pending	Rejected	Resolved	Grand Total
Mar-12	0	0	0	25	25	0	0	0	97	97
Apr-12	0	0	0	1	0	0	0	1	18	19
May-12	0	0	0	47	47	0	0	1	183	184
Jun-12	0	0	0	66	66	0	0	0	125	125
Jul-12	0	0	0	39	39	0	0	0	150	150
Aug-12	0	0	0	52	52	0	0	1	81	81
Sep-12	0	0	6	81	87	0	0	0	124	124
Oct 12	0	0	1	41	42	0	0	0	157	157
Nov-12	0	0	0	46	46	0	0	0	184	184
Dec 12	0	0	0	78	78	0	0	5	256	261
Jan-13	0	0	2	143	145	0	5	3	191	199
Feb-13	0	0	2	257	260	0	5	0	154	159
Mar 13	0	0	23	406	429	0	7	0	280	287
Apr-13	0	0	7	355	362	0	9	1	209	219
May 13	0	0	5	310	315	0	9	3	166	178
Jun-13	0	0	4	121	125	0	9	0	117	126
Jul-13	0	0	0	134	134	0	8	0	78	86
Aug-13	0	0	1	106	107	0	9	0	51	61
Sep-13	0	0	0	188	188	0	29	1	98	128
Oct 13	0	13	0	179	192	0	22	0	125	147
Nov-13	0	11	3	140	154	0	26	0	81	107
Dec 13	0	40	0	76	116	0	52	0	46	98
Jan-14	35	34	0	64	133	34	57	1	6	98
Feb-14	103			16	119	55	0	0	0	55
Grand Total	**138**	**98**	**54**	**2971**	**3261**	**89**	**247**	**17**	**2977**	**3330**

Monthly wise report of complaints

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

Notes: The red line demarcates the Sakala & Non Sakala complaints and their status. In all there are 227 complaints which are in progress.

Out of 3261 complaints received for Sakala, 2971 have been resolved and 54 have been rejected. Hence 93% of closure rate is seen. Departments have been urged to look into Non Sakala complaints too.

B. Detailed Department wise breakup of 27212 calls logged by the call Centre

SI	Sub Department	Count Dec -13	Count Jan-14	Count Feb-14
1	Revenue Department	18214	18356	15740
2	Transport Corporation (KSRTC / BMTC)	48	72	2301
3	RDPR	2132	2105	1810
4	Bruhat Bangalore Mahanagara Palike	2080	2062	1762
5	Food & Civil Supplies Department	1902	2041	1653
6	Women & Child Welfare	773	767	633
7	Education Department	736	733	630
8	Home Department	510	532	461
9	Bangalore Water Supply & Sewerage Board	428	445	374
10	City Municipal Council	292	282	238
11	Health & Family Welfare	284	275	237
12	Labour Department	250	251	215
13	Town Panchayat	194	175	153
14	Commercial Taxes Department	180	185	147
15	Town Municipal Council	135	140	112
16	University academic section	105	133	90
17	University finance section	98	108	80
18	University of Post Graduation section	90	101	79
19	City Corporation (Other than BBMP)	87	92	77
20	University constituent colleges	84	110	71
21	Ayush Department	68	76	61
22	ESI - Employees State Insurance Corporation	61	64	55
23	Pre University Board	50	47	42
24	University examination section	46	55	41
25	UID	0	0	30
26	Department of Factories& Industrial Safety & Health	32	29	24
27	Urban Development	34	23	17
28	Drugs Control Department.	23	17	17
29	Transport Department	2589	2677	15
30	Municipal Corporations / CMC / TMC / Town Panchayat	14	16	15
31	Karnataka Housing Board	9	8	10
32	Public Works, Ports & Inland Water Transport Department	4	8	7
33	Department of Personnel and Administrative Reforms	0	5	6
34	Fisheries	5	7	5
35	Medical Education	3	2	2
36	Bangalore Development Authority	2	1	1
37	Kannada and Culture Department	2	1	1
38	Housing	2	1	0
39	Tourism	2	1	0
40	Agricultural Marketing Department	0	23	0
	Grand Total	**31568**	**32026**	**27212**

C. Compensation paid details: Compensation claims of total of 330 people have been approved and Compensation has been paid.

SI	Department Name	Total
1	REVENUE DEPARTMENT	265
2	SERVEY AND SETTELMENT COMMISSIONER	25
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	20
4	BRUHAT BANGALORE MAHANAGARA PALIKE	12
5	DEPARTMENT OF PUBLIC INSTRUCTION	12
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	**342**

District Name	Total
Bangalore	127
Raichur	26
Gulbarga	23
Mysore	21
Bellary	18
Tumkur	20
Davanagere	15
Bidar	17
Kolar	13
Belgaum	9
Bijapur	7
Chitradurga	6
Mandya	5
Ramanagara	5
Haveri	4
Udupi	4
Gadag	3
Yadgir	4
Bangalore Rural	2
Chamarajanagar	2
Dharwad	2
Hassan	2
Shimoga	2
Bagalkot	1
Chikkaballapura	1
Chikmagalur	3
Grand Total	**342**

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

CHAPTER 4: RESPONSES AND CITIZEN FEEDBACK

A. Excerpts from the Chandana TV's phone in programme on 12.02.2014. Hon. Law Minister answered direct questions from Citizens. All of these Grievances are noted and sent to the respective departments for suitable action and resolution.

Sl. No.	Name & Address	Grievance/ Complaint
1	Sangamesh H Hoogar Bijapura	My Uncle Shri Siddappa Bimappa owns 4.13 Guntas of land bearing Survey No. 9/4 in Itagi village. Pahani says that above property cannot be transferred, unless instructed by DC. We have given request on 11.05.2012, with all documents to cancel this. Thasildhar has closed the file with ought any action. We re-applied on 10.09.2013. No action has been taken till now.
2	Pradeep, Hassan	Fair price shop was run other person. Under Physical handicap quota, this fair price shop was allotted to me by DC after. I am operating this currently. Shop is not yet registered in my Name. It is still in the name of previous owner. I have given petition to DC office to change the registration 3 months ago. No action has been taken till now.
3	Chandrashekar C, Hassan	We Brothers have divided 1.26 Guntas of ancestral property bearing Survey No. 88 in Chandana halli village. Since both names appear in Pahani, we have petitioned to rectify this. Tahsildar informed that only after receipt of Akar Band copies, changes can be made. Even though copies are submitted, no action has been taken till date.
4	Vijaya Mahantesh Sangam, Bijapura	We had purchased 7 acres of Land bearing Survey No. 2012 in year 2000. There is no road access to the current property. Access is only through the property of neighbors, who are currently objecting. Requested help in this matter.
5	Stalin Joseph, Bengaluru	Caller has purchased a Car in his Sister in laws name, with her help in 2008. He is using it as a Taxi between Airport and Bengaluru City. Notice to change the car after 5 years has been issued to Sister in Law, who currently is in Australia. She has made a GPA in caller's name, which is not accepted by authorities. Caller has requested Help in this matter.
6	Latha Khajubhag, Karwara	We bought a residential plot 30 years ago. During registration Mother and her son signed. We were unaware that Mother also had a Second Son. He threatened us just few months after we built a house in the plot. He has evicted us from the house and has occupied it. We are living in a rented house. Caller has requested help us in this regard as the matter is in Court.
7	Srinivas	Caller informed of a fair price shop in Doddabommasandra bearing name Raghavendra Stores. Caller complains that several people with higher income have illegally obtained BPL card and are reaping benefits. Caller requests to make sure that BPL card and its facilities reach to eligible poor people.
8	Sanjeev, Kolar	We were allotted a plot in Gundlahalli in Survey No. 66 in village Gomala. We started to build a house. Work stopped at the foundation level because of economic constraints. Few people have petitioned the Grama Panchayat to cancel the allotted property saying Gomala should be used for public utility building only.

B. Citizen feedbacks- Excerpts

Name	Location	Complaint category	Remarks	Happy / Not happy
Manjunath Patil	Belgaum	Transport Department	Applied for D.L in RTO. Thanks to Sakala Mission for providing services within a time frame.	happy
M.G Dalayat	Gadag	DPAR	Applied for advance purchase in DPAR. Received SMS stating service is ready to be collected. Earlier it was a long waiting process. Sakala is a good initiative by Government of Karnataka	happy
G.H.S.Hirikoppa	Gadag	DPAR	Applied for 10/15/20 year promotion service. I have received the service in time. Awareness has to be created.	happy
Nigappa Mallappa	Yadgir	Revenue Department	Applied for land conversion. Got the information about Sakala from DC office. Sakala has helped the citizens of Karnataka	happy
Bommanna	Hirekur	RDPR	Applied for drinking water management. It is a good development, where government offices are delivering services within stipulated time.	happy
R G Basavaraj	Hosa durga	CMC	Applied for a building plan. Did not get the service in time. Followed up with the office many times. Eventually got it.	Not happy
Shivanna	Chitra durga	Fire Services	Called fire department to extinguish fire in my grain farm. They came in time and helped. Thanks to sakala.	happy
BM Thimmanna	Chitra durga	Food & Civil Supplies	Applied for a service under food & Civil Supplies. Got it in time. Happy that sakala is doing a good job.	happy
Ravi T	Honnalli	Revenue Department	Applied for Domicile certificate. Quality of Government services have increased. Notice boards should be displayed in pre dominant places. Much more things are to be done to improve	happy

CHAPTER 5: EVENTS & NEWS CLIPS

1. Mission Director in International Women's Conference, ART of Living Ashram, Bengaluru.

2. "Public Service Reform and e-Governance" **in Duke Center for International Development, Duke University, Durham, USA.** Presentation by Mission Director.

3. Additional Mission Director in National Level Conference of **"FICCI Conference on Quality Practices",** Delhi for sharing best quality practices across India, receiving the award for "Best Presentation".

4. **Sakala Awareness Campaign - Chamarajanagar**

5. IAS probationers should find people friendly innovative modules in course of administration said Dr. Shalini Rajneesh, Principal Secretary, DPAR & Mission Director, Sakala. She was addressing the team of IAS probationary Officers from Lal Bahadur National Academy of Administration, Mussoori, Uttarakhand. The thirty member team led by Ms. Nidhi Malik, had visited Bangalore today to study the Sakala scheme in Karnataka State.

6. Results- Frame Work Document Meeting- Recommendations for improvement of Sakala were given by Shri . Mohandas Pai, Shri Shantanu Consul IAS (Retd) & Dr. Amita Prasad IAS. Report of January month was also released on this occasion.
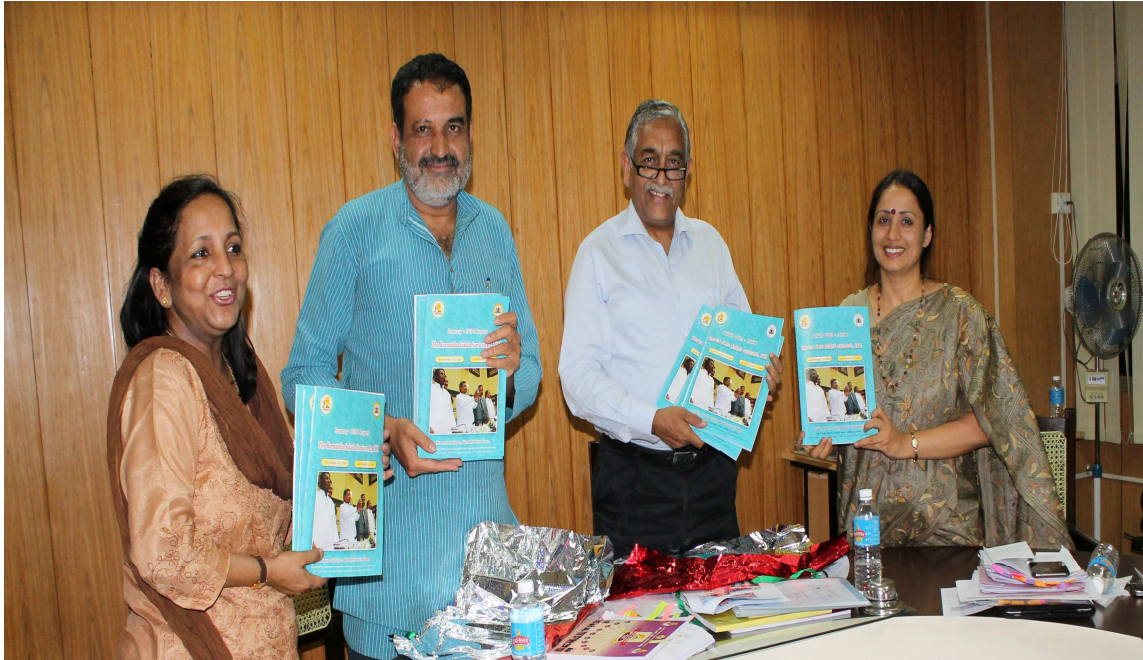
7. Drawing Competition conducted under Prathibha Karanji initiative for preparing Sakala Poster
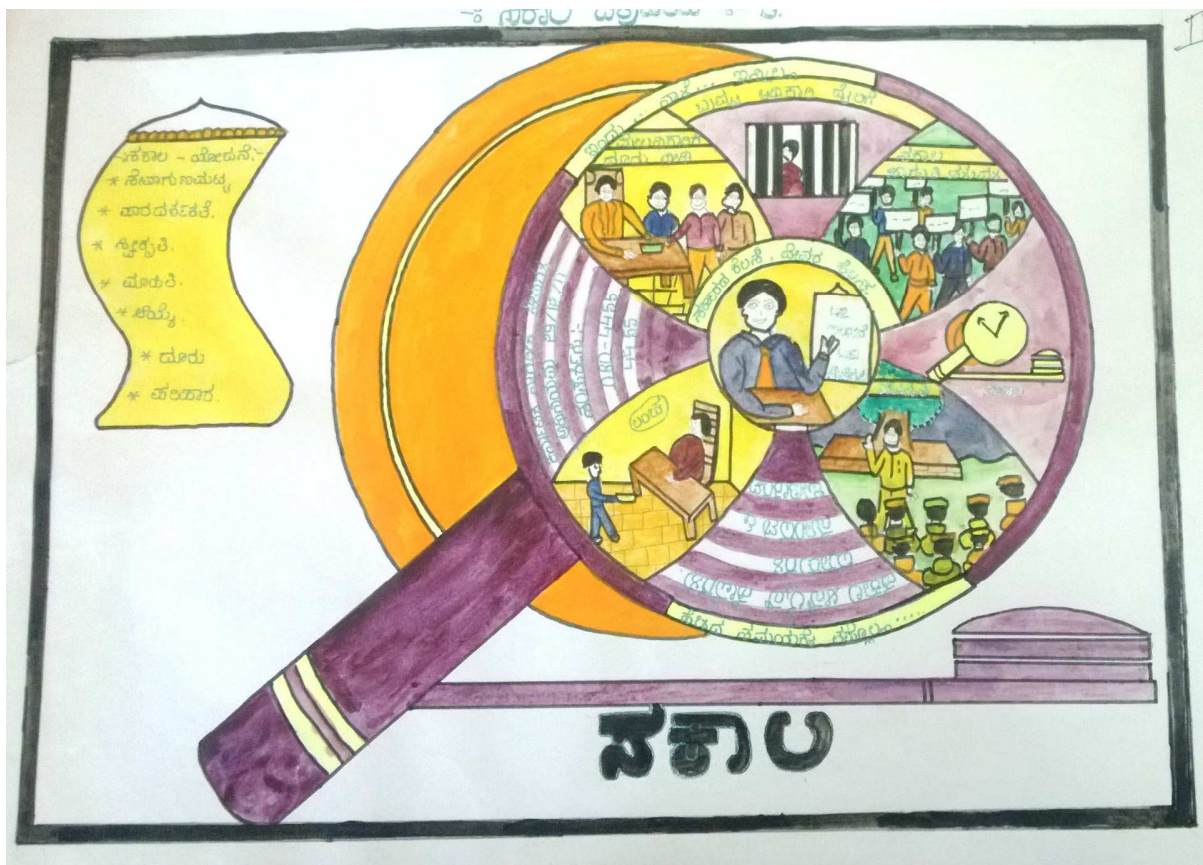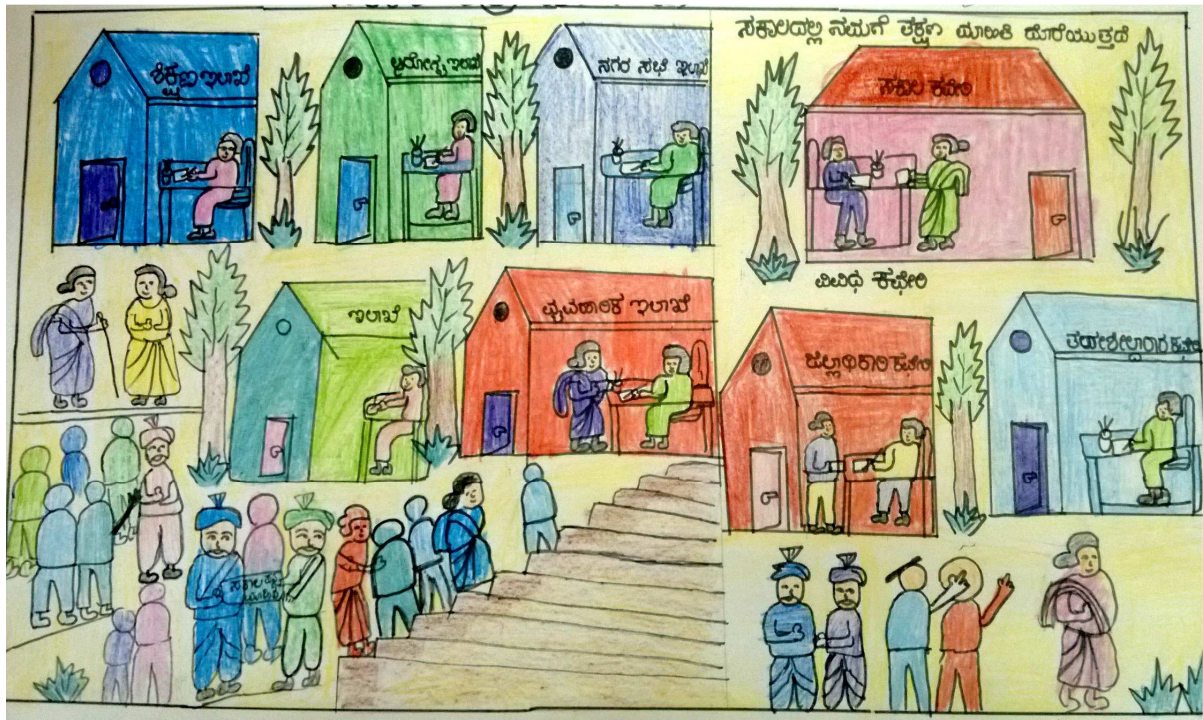
8. **Sakala Awareness Campaign at JMJ Institutions, Shirasi**

9. **Sakala Awareness Campaign at Haliyal.**

10. **Sakala Awareness Campaign at Gulbarga**

News Clips

Today's Paper » NATIONAL » KARNATAKA BANGALORE, February 4, 2014

Sakala app now on Google Play

Monitoring status of application on the anvil, says Sakala IT team

Within a week of its launch on the Sakala portal, the Sakala mobile application that allows citizens to access Sakala-related citizen services on the move, has been downloaded by 300 unique users.

On Monday, the Sakala team launched it officially for Android devices on the Google Play Store. (https://play.google.com/store/ apps/details?id=com.white sun.sakala&hl=en) Available for download on all Android devices, the app is part of the Karnataka government's efforts to ensure time-bound citizens' services delivery for 447 government services under the Karnataka Guarantee of Services to Citizens Act 2011.

The task of developing the app was outsourced to White Sun Technologies by the State government. The app was formally launched by Chief Minister Siddaramaiah on January 24.

Three modules

The three important modules in the app are service-based search (search on services and related procedures based on service name or department name), department-based search (search on services and related procedures based on department and services related to a department) and information module (it provides information on Sakala, forms, FAQs, contact info etc.). All 447 services under 46 departments which fall under the Sakala Act can be accessed through the app.

Status check

Information regarding the services is static data which can be accessed without using the internet, said Bharat Ram, an IT consultant with the Sakala project. However, the facility to check the status of the application is not available on the app, he conceded.

At stores

"We are working on including the status check in the app. It'll be up and running in one or two months," said Mr. Ram, adding that the app will soon be made available at Windows and Apple app stores.

BANGALORE, February 6, 2014 .

Sakala helps Karnataka people save Rs. 5,000 cr.

T. S. Ranganna

An estimated Rs. 5,000 crore has been saved by the people in the State since Sakala services were introduced to hasten the process of issuing various government-related documents, the Department of Personnel and Administrative Reforms (DPAR) has said.

The DPAR, which is overseeing the implementation of 447 services across 45 departments/agencies under Sakala, believes that applicants saved up to Rs. 200 per visit to the departments or agencies. The base cost of Rs. 200 per visit has been arrived at by including daily wage, transportation cost and food. The bribe money that an applicant may have had to pay has not been included for calculation.

"Earlier, an applicant would visit government offices between six times and 10 times to secure a document. Now with Sakala, the savings per person per day has been higher," said DPAR Principal Secretary Shalini Rajneesh.

Based on the number of applications disposed of so far, the DPAR has calculated that about Rs. 5,000 crore has been saved as these departments have been able to clear 40 million applications under Sakala.

The average delayed disposal was a meagre two per cent while the average rejection was just four per cent. Apart from this, she said, the State had introduced a record number of services, while only two out of 12 States had more than 100 services.

The savings could be much higher once Sakala is introduced for the over 1,000 services in all government departments and agencies.

Despite the rigorous implementation of 447 Sakala services by the State government in 45 departments, there are 28 agencies in 18 departments still outside this flagship programme.

"Many important departments have not given their approval to be brought under Sakala. We have reminded them about it," she added.

Owing to the success of Sakala, the Union Ministry of Personnel and Training has now sought the assistance of the State government in chalking out a Citizens Charter Bill to be tabled in Parliament soon.

Keywords: Sakala services, Issuing of government-related documents, Department of Personnel and Administrative Reforms

IAS probationers study Karnataka's Sakala scheme

Bangalore, February 9:

IAS probationers should find people-friendly innovative modules in course of administration, said Dr Shalini Rajneesh, Principal Secretary, DPAR and Mission Director, Sakala, while interacting with a team of IAS probationary Officers from Lal Bahadur National Academy of Administration, Mussoori, Uttarakhand.

The 30-member team led by Nidhi Malik, visited Bangalore to study the Sakala scheme implemented by the Karnataka Government.

"Though set patterns are effective, they are time consuming and cumbersome. Doing away with the slow system and finding out new methods will help people to get their services faster," said Dr Shalini Rajneesh. She elaborated on the methods adopted in implementing Sakala and explained that Sakala has come a long way from providing introductory 115 time-bound services to 447 services brought under its purview now.

Efficiency enhanced

Additional Mission Director Manoj, who spoke on the occasion, said use of new technology to implement Sakala has enhanced efficiency of the Government machinery. It also has played a dominant role in bringing transparency and reducing corruption.

Dr BR Mamatha, Joint Director, Information Department and Nodal Officer, Sakala (Publicity), explained that even before the start of scheme, a systematic approach was envisaged to ensure awareness about the scheme among citizens.

"New media such as Facebook, Twitter and YouTube was used for the first time. Non-paid media was also used to effectively publicise the scheme.

"The name, logo and slogan for the programme were got from citizens," she further said.

Darshan Chinnappa, who manages the Sakala call centre, said follow up is done with the concerned officer and department until the citizen receives the service. Non-Sakala related calls out number calls related to Sakala.

Srinivas, officer, NIC, elaborated on the data centre. Varaprasad Reddy, Administrative Officer, Sakala was present.

(This article was published on February 9, 2014)

Why 30 IAS probationers are given lessons on Karnataka's Sakala

AS MANY as 30 IAS probationary officers from Lal Bahadur Shastri National Academy of Administration (LBSNAA) were in Bangalore last week to understand a unique Karnataka government scheme called Sakala that gives 447 time-bound services across 45 departments and agencies to its citizens. According to estimates, the total saving of citizens could be to the tune of... Rs 5,000 crore per year as they don't need to personally visit the government offices and bribe even a paisa to get their services. Sakala is actually the popular name for the Karnataka Guarantee of Services to Citizens Act, 2011 that has been in force since April 2012. If the *sarkari* officers fail to deliver the services on a stipulated time, the citizens get compensations that get deducted from the concerned official's salary. And there are provisions for disciplinary actions against those officers who indulge in willful defaults, repeatedly.

Young officer trainees met Shalini Rajneesh, mission director of Sakala and 1989 batch Karnataka cadre IAS. Rajneesh was incidentally the woman topper in her civil services batch. While interacting with the young officers, Rajneesh, a driving force in making Sakala a big success, spoke at length about the difficulties in doing away with the slow delivery system and adopting a time-bound scheme. This is one of the few government schemes which adopted social media tools like Facebook, Twitter, YouTube etc. to reach out to the people.

Earlier, Rajneesh addressed at IIM-Bangalore and explained about this scheme. A post-graduate in psychology and MBA from the University of Western Sydney, Australia, Rajneesh has worked in the state in various capacities including deputy commissioner of Belgaum and secretary to the woman and child development ministry. At the Centre too, she was a director in the woman and child development ministry.

Posted by BoI Team at 11:49 AM

Renewal of trade licences goes online

Bangalore, Feb 3, 2014, DHNS:

The Bruhat Bangalore Mahanagara Palike (BBMP) has made renewal of trade licences in City online.

Mayor B S Satyanarayana on Monday launched the online trade licence renewal system at Palike's Malleswaram Centre. People can log on to http://bbmp.gov.in/trade to get their trade licenses renewed and get more information.

Satyanarayana said this system would reduce dependence on health inspectors and revenue inspectors to get licence renewed every year.

He hailed the initiatives taken by health committee members for bringing in a transparent system of renewing trade licences which will generate revenue for BBMP. He chided Palike officers for issuing trade licences to only 55,000 traders although the City has seven lakh shopkeepers.

"Bescom connections and list of those paying Value Added Tax (VAT) show that there are seven lakh traders but, Palike officers show that only 55,000 traders do business in Bangalore," he said asking Palike health inspectors why they were lax in discharging their duties.

Commissioner M Lakshminarayana said BBMP is recognised for its initiatives based on information technology and the current launch was a step in that direction. Following the launch, few traders got their trade licences renewed.

CHAPTER 5A: Indian Market Research Bureau (IMRB)-International, Evaluation Report.

Preamble

Karnataka State Legislature has passed a bill to provide guarantee of services to citizens in the State of Karnataka within the stipulated time limit. This Act is called the Karnataka Sakala Services Act, 2011 and is commonly referred to as Sakala. It is a comprehensive IT solution which provides information related to the services under each department, service procedures, check lists of documents to be submitted and the time frames for the realization of service requests/benefits.

The Sakala Services was implemented on a pilot basis in four Taluks/Blocks of 4 districts. Later on, the same was expanded to include 478 services, covering 47 departments, sub-departments and corporations and is one of the largest ever set of services offered under any other Act of the States of India.

The services extended to all 6.12 Crore citizens of the state. In this context, it was decided to evaluate the performance of Sakala and take corrective action for future administrative reforms.

1. Indian Market Research Bureau (IMRB) International

Karnataka Evaluation Authority (KEA) was entrusted with the responsibility of conducting an evaluation of SAKALA. The purpose of the intended evaluation is to diagnose the reasons behind this un-steady performance and take steps to ensure that citizens in Karnataka State get all the services they need in time and on demand. It is also intended that SAKALA should evolve as a role model nationally and internationally. Consultant is required to provide a professional, objective and impartial assessment of the prevailing ground situation and make suitable recommendations to achieve these objectives. KEA selected IMRB, International to conduct the evaluation.

IMRB is a multi-country market research, survey and business consultancy firm that offers a range of syndicated data and customized research services. It is headquartered in Mumbai, India with operations in over 15 countries.

With over 1200 employees, IMRB is one of the largest providers of market research in India in an industry estimated to be worth a minimum of $ 187 million. As the oldest extant market research company in India, IMRB has been responsible for establishing the first and only household panel, the first television audience measurement system and the first radio panel in the country and has played a key role in the development of market research in India.

2. Research Objectives:

- To understand the effectiveness of the Act and to asses the current satisfaction level of citizens with respect to the various services offered through Sakala website.
- To understand whether the ACT is currently meeting the citizens' expectations in terms of service delivery
- To understand the level of overall performance pertaining to each Citizen experience touch point.
- To identify opportunity areas and get a clear direction to create a road map for further strengthening its service delivery.

3. Sample plan

Sample of **10050** was achieved.

- The above sample was covered across 117 Top requested Services under 17 departments.
- 6 Districts, Belgaum, Bengaluru, Chamarajnagar, Dakshin Kannada, Davanagere & Gulbarga were included for sample pool.
- The targeted sample for each service was restricted to 25 for Bangalore and 20 for other districts.

4. Highlights of Findings:

1. **99%** - Of the citizens reported that they were happy/very happy with the delivery of Service.
2. **93%** - Of the citizens said that there was no delay/default in the delivery of the service!
3. **90%** - Of the citizens received a unique 15 digit number (GSC) as an acknowledgement to their service request
4. **76%** - Of the citizens contacted the official/staff at application counter for getting information on preliminary process and procedures
5. **70%** - aware of the ACT by the name "Sakala" Reference (**63%**), Neighbor/friend &Newspaper (**40%**) and Notice boards (**34%**) Came up as major source of awareness for Sakala.
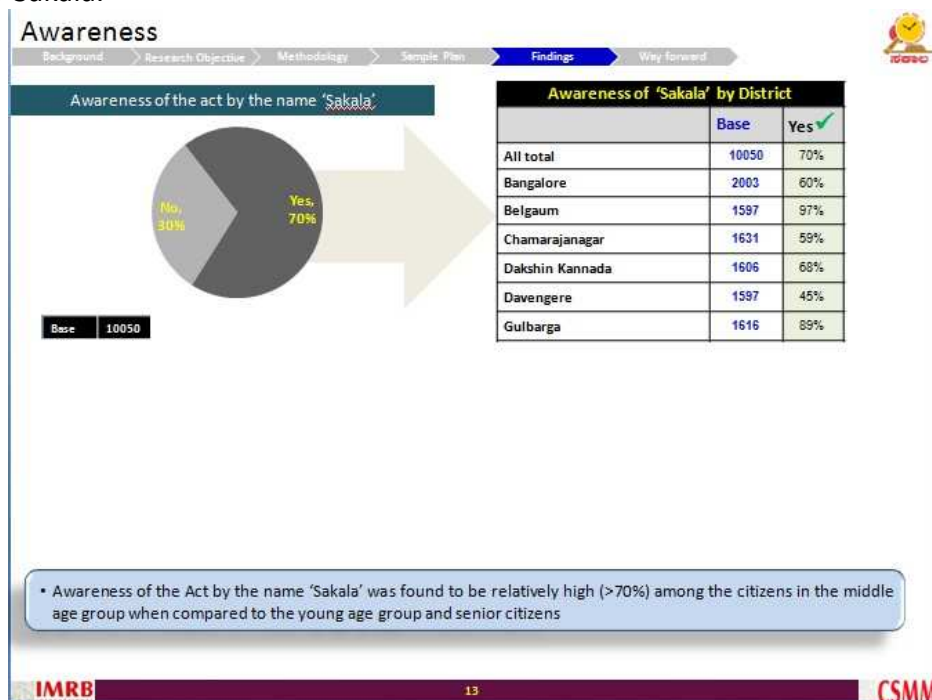
6. **18%** - Of the citizens proactively followed-up from their end on the status of the application
7. Citizens have obtained timely services from Departments of RDPR, Labour Department, Home Department and Commercial Tax.

8. **18 %** - of Citizens who availed various Services are Women.

Gender

Male **Female**

18%

82%

| Base | 10050 |
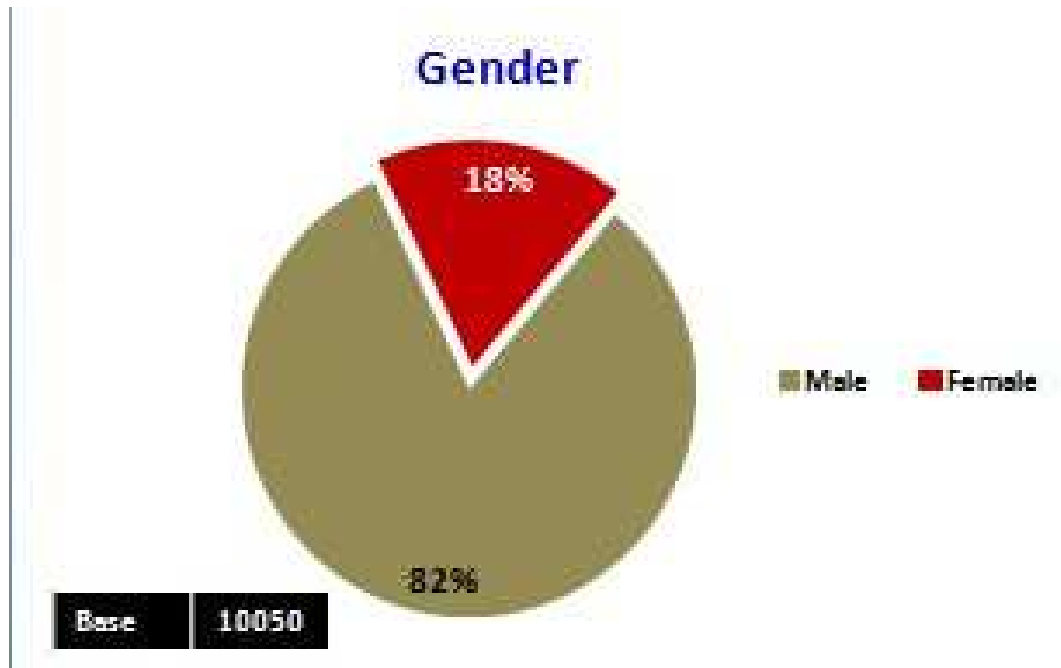
9. Citizens belonging to OBC, SC and ST categories represent 42%, 13% and 7 % respectively of the total Citizens availing services.

Caste

11%

27%

42%

7% 13%

■ Forward Caste
■ SC
■ ST
■ OBC
■ Others
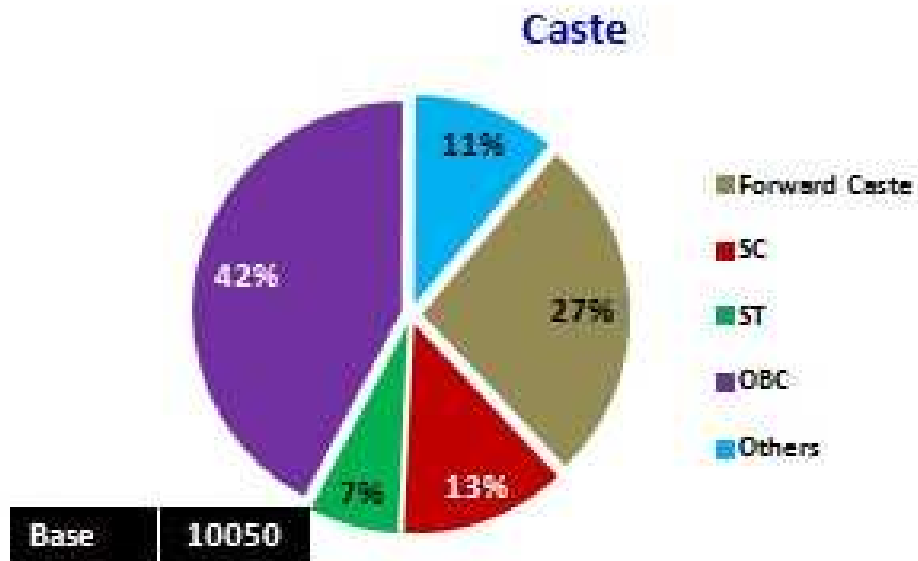
| Base | 10050 |

10. Survey Reveals 19 % of Citizens who have availed services belong to 30-34 year, 16% to 25-29 year, and 15% to 35-39 year age category. Hence almost 50 % of citizens availing services belong to 25-39 year age category.
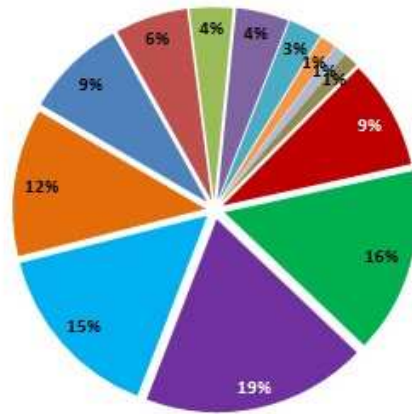
Base 10025

Less than 18 | 20-24 | 25-29 | 30-34 | 35-39
40-44 | 45-49 | 50-54 | 55-59 | 60-64

- Chamrajnagar & Belgaum has higher % of citizens in the middle age group (35-55 years).
- For other districts, the citizens who have availed Sakala services are relatively higher in the young age group (below 35 years)

11. **65% -** Citizens availing Services are in the BPL category. 41% - Citizens availing Services are from Villages, 78% - Citizens who availed Services have Aadhar Card.

- Among the citizens who have availed services under Sakala, Bangalore, Davengere, Chamrajnagar & Gulbarga has higher percentage of citizens coming under BPL category.
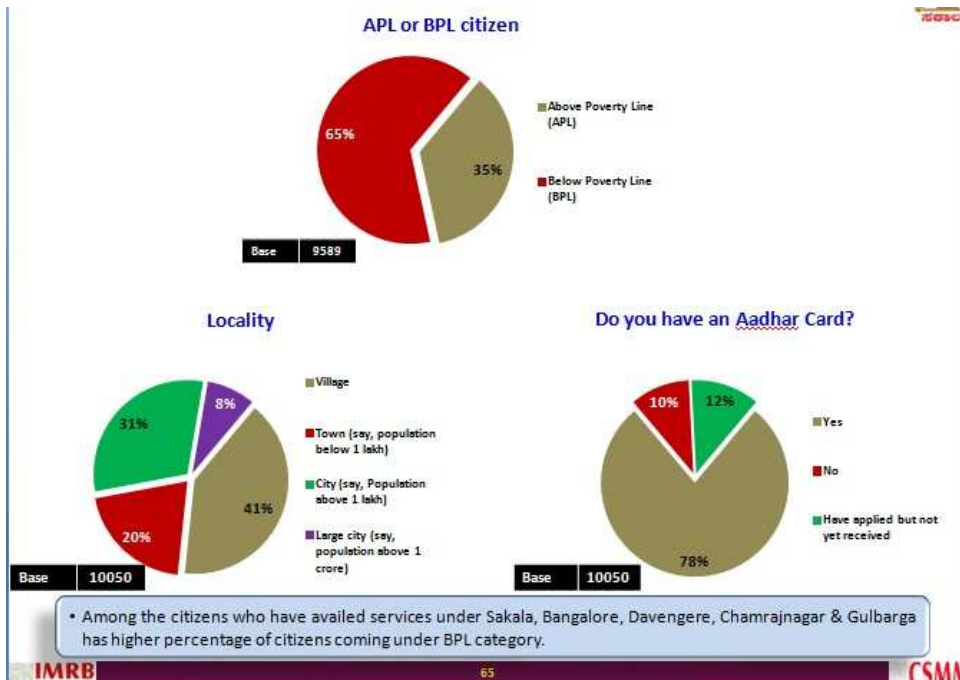
12. **98% -** Citizens who availed Services have (EPIC) Electoral photo Identity Card

Did you have an Electoral Photo Identity Card (EPIC) Card?

| Base | 10050 |
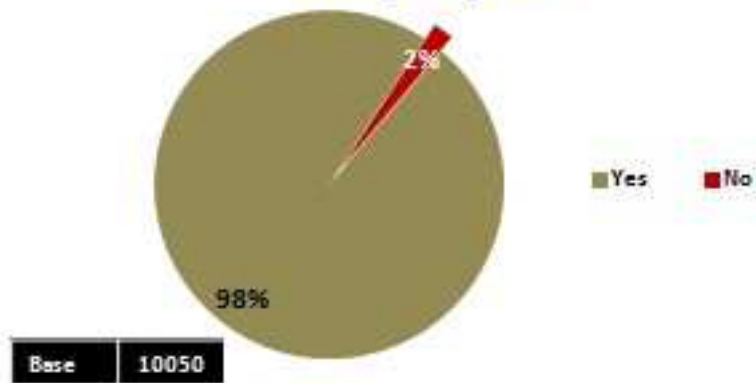
5.Recommendations:

1. Need for a greater increase in awareness of the Act's name – particularly in Davengere (45%), Chamrajnagar (59%) & Bangalore (60%). There is a need to make Helpdesks more proactive & improve visibility of Notice Board, as only 41% Citizens have noticed them.

2. Although giving mobile numbers is mandatory only **25%** of Citizens have given their Mobile number during the time of submitting applications. Training to data operators is required to rectify this issue.

3. Only 18% of applicants were women. Greater attention for Women to empower them is needed.
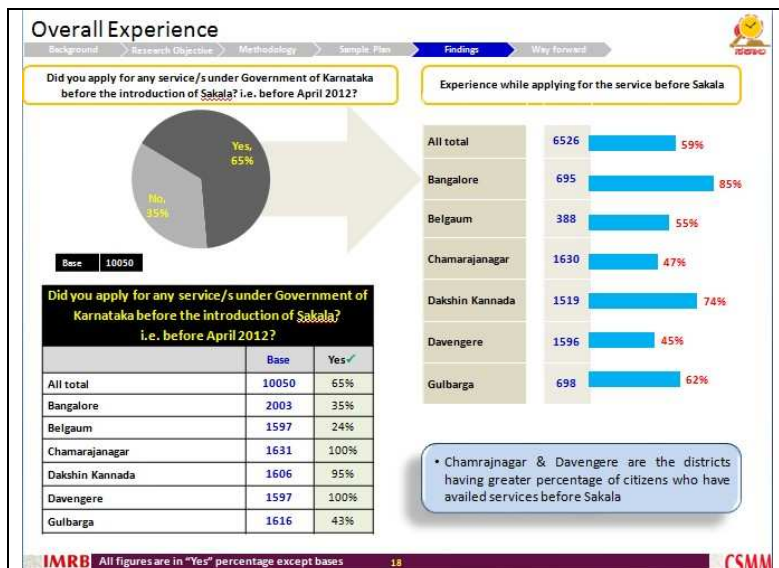
Comparison of Service Delivery - Pre v/s Post Sakala		
Experience	**Pre- Sakala**	**Post- Sakala**
Overall experience with the Application related information	44% (combination of Good & Very good rating)	97% (combination of Good & Very good rating)
Overall experience with the application status tracking	44% (combination of Good & Very good rating)	99% (combination of Good & Very good rating)
Overall experience with the fulfillment of Service request	43% (combination of Good & Very good rating)	94% (combination of Good & Very good rating)
Awareness of Sakala	NA	70% (% of Yes)
Ease of application of service	37% (% of Yes)	95% (% of Yes)
On-time delivery of service	36% (% of Yes)	94% (% of Yes)
Long wait time for service fulfillment	61% (% of Yes)	17% (% of Yes)
Need to meet more than 1 official for service fulfillment	52% (% of Yes)	7% (% of Yes)
Politeness and helpfulness shown by officials during submission of application	46% (% of Yes)	99% (% of Yes)
Specific list of documents sought	46% (% of Yes)	98% (% of Yes)
Approach the staff/official for getting application related information	85% (out of 5311 citizens)	76% (out of 7616 citizens)(Approached only the concerned staff at the counter)
Receive the GSC number as acknowledgement	NA (it was slip/chit earlier)	90% (% of Yes)
Rejection of application	4% (out of 6148 citizens) (% of Yes)	1% (out of 9656 citizens) (% of Yes) (99% said No rejection)
Delay or default in the service	11% (out of 6148 citizens)	7% (out of 9367 citizens) (93% said No delay/default in service)
Issue (if any)resolved by Appellate authority	NA	99% (% of Yes)
Need to follow up more than once	77% (% of Yes)	50% (% of Yes)

QUESTIONNAIRE

RESPONDENT DETAILS	
Name :	
Phone No:	
INTERVIEWER DETAILS	
Interviewer name:	
Supervisor name:	
Date of interview:	

QUESTIONNAIRE
Section 1: Awareness

Q1. Are you aware of Sakala services of Government of Karnataka (GoK)?
Q1a. How did you come to know about Sakala?
Q2. Did you apply for any service/s under Government of Karnataka before the introduction of Sakala? i.e. before April 2012?
Q2a. What has been your experience while applying for the service before Sakala? Would you say it is (Bad, Good or Very Good)?
Q2b. Please tell me the name of the service that you applied for before the introduction of Sakala?

_____

 (Record the name of the service)

Section 2: Experience

	Please tell me
Q3a	Did you get the service on time?
Q3b	Did you find the process easy to apply for the service?
Q3c	Did you have to wait for long to get the service fulfilled?
Q3d	Did you meet more than one official in getting your service fulfilled (Desk to desk approach with multiple officials)

Q3e. How would you rate the overall quality of your experience while availing services before Sakala and/or after Sakala? While giving your opinion please consider the experience you have had with application submission, documentation, monitoring the status of the application, timeliness and clarity of instructions, fulfillment of the service etc. Would you say it is (Bad, Good or Very Good)?
Q3f. Please tell me, what has been your experience while applying for the service under Sakala
(Probe further for Very Good, Record Verbatim) **(Interviewer Instruction: Please ask for Pre/Post-Sakala)**

Q3g. What has been your experience while applying for the service under Sakala? Would you say it is (Bad, Good or Very Good)? **(Interviewer Instruction: Please ask for Post-Sakala only)**

Section 3: Process Areas
Ease of seeking services
Process 1: Application Related Information (Preliminary Information)
Q4. Did you see a notice board, having details of all the services in the office?
Q5. Whom did you approach for the initial process & procedures to be followed for applying for the service (Eg: Whom to approach, Required Documents to be submitted along with the application form, where to submit etc)?

Q6.Could you please look at this card and tell me how you would rate your overall experience with the Application related information before & after Sakala. Would you say it is (Bad, Good or Very Good)?

Agent Experience

Q7a. Please tell me, how did you come to know about the agent? **(Interviewer Instruction: Probe, Record verbatim)**

_____

_____

Q7b. Why didn't you approach the official/office counter directly? **(Interviewer Instruction: Probe, Record Verbatim)**

_____

_____

	Did you seek the help of the agent for….?
Q7c	Getting the application forms filled
Q7d	Payment of fees for availing the service
Q7e	Getting acknowledgement for the service applied (say, GSC number etc…)
Q7f	Processing/ follow up on the status of the application
Q7g	For getting the service fulfilled (final delivery etc…)
Q7h	Was there a delay/default in the delivery of service as committed at the time of submission of the application **Interviewer Instruction: In case of Yes for Q7h:** Please tell me, the number of days by which the service was delayed (Interviewer Instruction: Note down the no: of days in the column intended for)
Q7i	**Interviewer Instruction: If coded Yes for the above questions (Q7c to Q7g), please ask,** How did the agent help you for each of the above aspects?**(Interviewer Instruction: Probe and record verbatim for each and every aspect mentioned above)** _____
Q7j	What was the amount paid to the agent for getting the services? (Please mention the exact amount in Rupees)

Website Experience

Q8. I am now going to ask you to rate your experiences on some specific aspects related to the website www.sakala.kar.nic.in for obtaining information regarding the process & procedures to be followed for applying for the service. Please give your feedback on whether it was Bad, Good or Very Good?

Process 2: Helpdesk
I am now going to ask you to rate your experiences on some specific aspects related to the Helpdesk. Please tell me your level of agreement on each of these in terms of Yes/No

For Post-Sakala

Q9a	Did you notice the Helpdesk?
Q9b	Did anyone help you in locating the Helpdesk?
Q9c	Did the helpdesk assist you in filling the application form

Q9d	Did the Help Desk inform you about making an appeal to the Competent officer in case of a delay/default in Service delivery
Q9e	Did the Help Desk inform you about the easy way of appeal through call centre on giving your GSC number
Q9f	Did the helpdesk ask for your suggestions for making improvement in Service delivery
Q9f_1	What are the suggestions that you would like to make for Helpdesk? _____ _____

Process 3: Call Centre (Interviewer Instruction: Administer this section only for Post-Sakala)

I am now going to ask you to rate your experiences on some specific aspects related to the Call centre. Please tell me your level of agreement on each of these in terms of Yes/No

Q10a	Did you call the Call centre Number- **080-44554455**
Q10b	Did you have to wait for long to reach the call centre executive
Q10c	Was the Call centre executive polite & courteous
Q10d	Did the call, centre executive answer your queries to your satisfaction
Q10e	Do you have any suggestions to make to improve the call centre experience?
Q10e_1	What are the suggestions that you would like to make for Call centre? _____ _____
Q10f	Did the call centre or DITCs make proactive calls from their end to ask you about your satisfaction and suggestions for improvement? **(Interviewer Instruction : Ask only for those coded yes for Q6f)**
Q10f_1	Please tell me, What did they ask you? _____

Process 4: APPLICATION REJECTION

I am now going to ask you to rate your experiences on some specific aspects related to the rejection of your application before & after Sakala. Please tell me your level of agreement on each of these in terms of Yes/No

Q11a	Was your service request(application) rejected
Q11b	Please tell me, when was your application rejected?

Q11c	Was the reason given for rejection satisfactory
Q11d	Did you re-submit your application
Q11e	Did you meet the superior officer against the rejection of application
Q11f	Did you make a complaint regarding the rejection?

Process 5: Application Status tracking

Q12. Could you please look at this card and tell me how you would rate your overall experience with the application status tracking mechanism for the service before & after Sakala. Would you say it is (Bad, Good or Very Good)?

Q12a	Did you proactively follow-up from your end on the status of the application
Q12b	When the fixed time was given in writing to you for getting the service, why did you have to follow-up from your end? _____ _____
Q12c	**Interviewer Instruction: Qns 12c and 12c_1, please ask for Pre & Post Sakala** With whom did you follow-up on the status of the application Officer Helpdesk Call centre Atalji(Nemmadi) Kendra Agent Any other option_____
Q12c_1	How many times did you follow-up on the status of the application? Once 2 to 3 times 3 to 5 times More than 5 times

Process 6: Service Delivery

Q13. Could you please look at this card and tell me how you would rate your overall experience with the fulfillment of your service request for the service before & after Sakala, By Service Fulfillment I mean timeliness of the delivery of the service, completeness of the service request document, etc..Would you say it is (Bad, Good or Very Good)?

Q13a	Was there a delay/default in the delivery of your service
Q13a_1	Did you call up the Sakala mission office in case of the delay or default of your service? **(Interviewer Instruction: Ask only for Post Sakala)**
Q13a_2	Was the issue resolved by the Sakala mission office? **(Interviewer Instruction: Ask only for Post Sakala)**
Q13a_3	What was the response given by the Sakala mission office to your query_____ _____
Q13a_4	What is your expectation in terms of the turnaround time required for service delivery
Q13b	What was the next step that you took in resolving the issue?
Q13c	When you approached the …………… (Read from Q13b), what did they do?
Q13d	Was the issue resolved by the Competent officer?
Q13e	Did you contact the appellate authority
Q13f	Was the issue resolved by the Appellate authority
Q13g	What was the explanation given by the appellate authority _____
Q13h	Were you satisfied with the explanation given by the Appellate authority
Q13i	What was the next step that you took in resolving the issue _____
Process 6a: Compensatory cost Benefit	
Q13j	Are you aware that you can seek/ claim compensatory cost benefit in case of any delay/default in the delivery of services under Sakala
Q13k	Did you avail any compensatory cost benefit in case of the delay/default in the delivery of services under Sakala
Q13l	Is the compensation amount acceptable to you?
Q13l_1	Why do you say that the compensation amount is not acceptable

Q14 Would you like to mention any other area of satisfaction or dissatisfaction with SAKALA services other than what we have discussed now?

Q15. Please mention any other reason for your satisfaction/dissatisfaction?

Q15_1. Please provide your valuable suggestions to Sakala mission to improve their service delivery?

_____

_____

Section 4: Demographics

Q16. Please tell me your age (Record in the grid below)?

Q17. Gender of the citizen

Q18. Are you FC/SC/ST/OBC/Other?

Q19. Could you please tell me your religion?

Q20. Please tell me your occupation and the level you have studied up to.

Occupation_____   Education _____

Q21**.** Are you an APL or BPL citizen?

Q22. Could you please tell me the locality where you belong to?

Q23. Do you have an Aadhar Card?

Q24. Do you have a Ration card?

Q25. Do you have an Electoral Photo Identity Card (EPIC) Card?

Q26. Did you vote in the last assembly election?

Q27. Does your family own any agricultural land, by agricultural land I mean land that is currently under cultivation or plantation?

CIRCLE AGRICULTURAL LAND IN THE 'ASSETS GRID', IF OWNED. AND THEN TICK.

ADD THE NUMBER OF TICKS (RQ1a & RQ1b) IN THE GRID BELOW. WRITE THE TOTAL NUMBER OF ITEMS OWNED NEXT TO 'NUMBER OF (RQ1a+RQ1b) ASSETS OWNED'.

Q29. Would you give CSMM the permission to reveal your responses to the client?

Thank you for your time

CHAPTER 5B: CITATIONS

डा. प्रजापति त्रिवेदी
DR. PRAJAPATI TRIVEDI
Tel. : 2467 5762
Fax : 2410 2290

सचिव (निष्पादन प्रबंधन)
भारत सरकार एवं
अध्यक्ष, राष्ट्रीय प्राधिकरण
रासायनिक हथियार समझौता
मंत्रिमण्डल सचिवालय
प्रथम तल, चाणक्य भवन, चाणक्यपुरी
नई दिल्ली – 110 021

SECRETARY (PERFORMANCE MANAGEMENT)
GOVERNMENT OF INDIA &
CHAIRMAN, NATIONAL AUTHORITY
CHEMICAL WEAPONS CONVENTION
CABINET SECRETARIAT
1ST FLOOR, CHANAKYA BHAVAN, CHANAKYAPURI
NEW DELHI - 110 021

UN Public Service Awards Program
Division for Public Administration and
 Development Management (DPADM)
United Nations Department of Economic and Social Affairs (UNDESA)
New York, NY
USA

It gives me great pleasure to write this letter in support of the nomination of SAKALA - Karnataka Guarantee of Services to Citizens Act, 2011, for UN Public Service Award.

SAKALA needs no introduction in India. It belongs to the genre known as Right to Services (RTS) Acts. While 16 other States have adopted various variations of RTS, SAKALA remains in the forefront of innovation and excellence in this field.

Briefly, SAKALA empowers citizens to avail services from the Government of Karnataka in a time-bound manner. The Act mandates the delivery of 478 services across 47 departments within a stipulated time. The primary goal of Sakala is to make the delivery of services citizen friendly. This flagship program of the Karnataka government intends to tackle corruption and arbitrariness at the root and makes the government more accountable to its citizens.

The nomination papers have outlined features of SAKALA in detail and hence I shall not dwell on them. Suffice to say that Sakala is an effective performance management tool, enabling effective monitoring and review of heterogeneous departments across the state. The powerful analytics being deployed helps monitor and rank various critical performance parameters of service delivery. These analytics have led departments in focusing on problem areas and required reforms.

I want to focus here on my reasons for supporting SAKALA's nomination for UNPSA. First, while SAKALA has been nominated in Category 2 of UNPSA dealing with 'Improving the delivery of services,' it could easily win an award in all four categories. For example, SAKALA is quintessentially about improving transparency, accountability and responsiveness in public service (Category 1). All the services and corresponding service standards are transparently documented for transparency and designated officials held accountable for delivery of these services. By documenting the baseline and performance with respect to various services, it advances knowledge management in government (Category 4). Finally, by having stakeholder consultations and constant review by public policy professionals, it fosters participation in policy making and decision through innovative mechanisms.
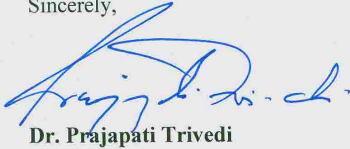
Second, what makes Sakala stand apart is that it has focus on a built in mechanism for sustainability and continuous improvement through obtaining an ISO 9001 certification. The fact that it did so in a

record time of two months is a testament to its leadership and commitment. It is the first one India to have this distinction. The fact that SAKAL obtained an ISO 9001 certificate, in and of itself, is an act worthy of recognition on its own merits. It is a Herculean effort to document all standard operating procedures concerning a diverse set of government departments delivering a myriad of services. This would not have been possible without the existence of a meticulous documentation practice coupled with total Transparency and Objectivity in the system. I was very impressed to discover that the certification covers all the critical end-to-end processes and departments involved in Sakala service delivery platform. I congratulate the Mission in achieving this certifcation, wish Dr Shalini all the very best. This provides SAKALA a platform to apply six-sigma approach and strive for continuous improvement.

Finally, it should be noted that several internationally known universities of repute have extensively researched Sakala and recoginzed it to be an example of best in class. Other Indian States have studied SAKALA and are trying to emulate this delivery model. The team at Indian Institute of Management- Bangalore has been associated with Sakala since its inception and has focussed primarily on improvement and business process reengineering by conducting various field surveys, interacting with different stakeholders and submitting their reports to the government on a regular basis.

SAKALA represent excellence in public management and is a most deserving candidate for the UN PSA. I shall be happy to answer any other question you might have in this regard.
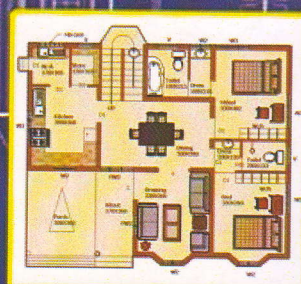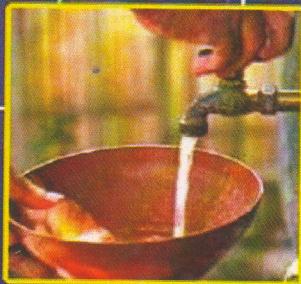
Sincerely,

Dr. Prajapati Trivedi

* * * * *

KARNATAKA SAKALA SERVICES ACT- 2011

Satisfaction guaranteed with on-time solutions

GOVERNMENT OF KARNATAKA

No more delays ... We deliver on time
SAKALA

Birth Certificate

No more delays ... SAKALA We deliver on time

Urban Development Department

Sl. No	List of Important Departments Services	Designated Officer	Stipulated time for designated officer (Working Days)
Bruhat Bangalore Mahanagara Palike			
1	Issue of Birth and Death Certificates	Medical Officer of Health/ Deputy Health Officer and Superintendents of Major Hospital	3-7
2	Grant of trade license specified category under rules	Medical Officer of Health or Deputy Health Officer	30
3	Khatha Extract/ Certificate	Assistant Revenue Officer	3-7
4	Sanction of Building Plan in sites upto 2400 sq. ft. dimension for residential single dwelling unit	Assistant Executive Engineer	30
Bangalore Water Supply and Sewerage Board			
5	Permission for new connection/Additional Connection for water supply and Under Ground Drainage for residential buildings excluding Apartments	Assistant Executive Engineer	7

" 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."

MARCH 2014

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					