



June - 2014 Report

The Karnataka Sakala Services Act, 2011

Total Receipts - 5.16 Crore

Total Disposals - 5.08 Crore



Hon' Law Minister and Chief Secretary jointly inaugurating the National Workshop on SAKALA accompanied by Chief Post Master General, President of FKCCI, President of Cisco-Inclusive Growth, President of Employees Association, MD and AMD

No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

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



MESSAGE

On 03.06.2013, the Governor of Karnataka in his address to the session said that in order to build a strong Karnataka, elements of transparency, people centricity and corruption, need to be included in administrative reforms. In this regard, to deliver Government services within stipulated time, 2nd generation administrative reforms to Sakala Services Act, 2011 shall be brought into effect.

5 Crore time bound services have been delivered under the Karnataka Sakala Services Act, 2011 covering 47 departments/institutions delivering 478 services. Proposal in the month of June, we have added 191 more services under Sakala, thus delivering 669 services covering 50 departments/institutions to Citizens. Based on the experiences in the past 24 months, amendments were proposed to the Karnataka Sakala Services Act, 2011.

Objectives of these amendments are to prevent the 2% delayed disposals that are happening. Fixing accountability for the competent officer/appellate authority along with designated officer to recover compensation amount, to achieve this linking of Sakala and HRMS of the employee. Departmental enquiry to be conducted for officers with 7 or more deliberate rejections/ delays and report to be submitted within one month.

With this amendment, Citizens will be empowered to submit applications online and receive service. This shall be a top priority of Sakala Mission as it has won the National e-Governance award. If the postal charges of Rs 10 to Rs 15 is borne by the Citizen, they will be able to get service delivery at their door step. This would save time and cost to the Citizens.

I wish, Quality of Service delivery in Karnataka be a role model across the Country.

Siddaramaiah
Chief Minister



MESSAGE

We have been ranking the Districts so far to bring in a sense of healthy competition. I must congratulate all the Deputy Commissioners who have shown their leadership skills to take the entire team across 50 Departments along. Recently constituency wise information system enabling elected representatives to understand, review the status within the constituency has been developed by the Mission. This constituency wise performance monitoring is the first of its kind in the country. I hope better monitoring of performance will lead to better delivery of services.

I am happy to have the MOU signed between the Postal Department of Karnataka and Sakala Mission. Post offices have the maximum footfalls and should ideally become common service centres for citizens. We are going to begin with 54 free services in about 500 post offices mainly in urban areas. Later it will be extended to all services at village level including payment gateway facility.

KSRTC buses will be used to create awareness about Sakala initiative in the far flung areas of the State. The posters prepared by school children will be displayed through the hoardings.

Last but not the least, I urge all departments to aim at getting ISO 9000 certification with the assistance of Sakala Mission, so that we are known, not only for quantity but Quality also, the world over.

T.B. Jayachandra

Hon Minister for Law, Justice &
Human Rights, Parliamentary Affairs &
Animal Husbandry services

FROM THE MISSION DIRECTOR'S DESK

UK Citizen Charter is considered to be the mother of all Citizen Charters representing a landmark shift in thinking about how public services are delivered- the interests and perspective of service users given much greater prominence. There is a rethinking going on in UK to bring about

- The emphasis of the Citizen's Charter was on citizens as 'customers' of public services, and the levels of service provision they could expect to receive.
- The most prominent aspect of the Citizen's Charter initiative was the creation of the individual service charters.
- The basic idea of the charters was that they would form a kind of contract between service users and service providers.
- The charters would inform citizens of their entitlements to public services, and make clear to providers the level and standard of service they in turn were committed to meet.

There is a revamp proposed under Amendment to Sakala Services Act, 2011 awaiting approval of the legislation. Let me introduce some of the new features introduced under Sakala in June 2014.

Assembly Constituency wise performance report: NIC has developed a new performance report under Sakala Analytics to give a snap shot of major analytical reports required by MLAs to monitor the activities of various offices in their constituencies. This report can be accessed under the link www.sakala.kar.nic.in.

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NIC
Karnataka Sakala Services Act - 2011

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Assembly Wise Performance Reporting System

[SAKALA ANALYTICS AND COMPLAINTS](#)

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Karnataka Sakala Services Act - 2011
"No More Delays ...
We Deliver In Time"

SAKALA
NOW GIVEN IN TIME

50 DEPARTMENTS
INSTITUTIONS

669 GOVERNMENT SERVICES

30
TECHNICAL

ಕನ್ನಡ ಅವತರಣಿ
Interactive
Check Services Request Status
Enter the GSC/FAP/SAP No.
OR
Go
Help on GSC Status Help on GSC SMS
Call Center
Please contact the following
number for clarifications
080-4455 4455
Visitor No : 646640

Spatial representation of Analytical data:

New spatial presentation dashboard will give the user (officer, DCs, HODs, Mission, etc.) to have a pictorial view of the textual data and will help user quickly ascertain the details. First glance of birds-eye view can be further be deep dived for details till granular level.

This Geo Spatial Analytical reporting dashboard shows all the districts in different colours based on their performance in individual parameters like standing of each district in overall district ranking and comparing the individual performance of the district in receipts, disposals, rejections and appeals. This Geo Spatial Analytical dashboard is capable of differentiating the districts and departments clearly in comparison with above mentioned parameters.

This dashboard also offers cumulative, comparative, linear trend analysis besides department/district activity distribution. User can also view comparative trends of past one month, 3 months, 6 months and a year with user selectable dynamic parameters.

Prathibha Karanji: Drawing and painting completion for school children across the State was conducted to create awareness about Sakala Initiative. Best paintings will be displayed in almost 1000 hoardings across the State, especially near schools. This will encourage children to be active participants in awareness creation.

CSR Activities: Vodafone India has come forward to join hands with Sakala Mission to collaborate in its CSR activities.

Internship: 2 Interns from reputed universities, taken up their internship programme in Sakala Mission. This program of Internship enables the students to learn more about Public service delivery as a part of their curriculum and brings in fresh/innovative ideas to the Mission, which enables continuous improvement.

Trainings: Training of nodal officers of newly added departments has commenced and will be fruitful in delivering results.

Postal department staff have been trained to provide Sakala online services.

Conferences & Seminars: National Workshop on Sakala was held on 13.06.2014. This event is a landmark in the area of public service delivery. MOU was signed between Postal Department and Government of Karnataka, to utilize postal offices to deliver Sakala Online services.

Awards: E-lets Cloud Gov award was won by Sakala for the category of “**Best Cloud Deployment in Government Sector**”.

The test of our progress is not whether we add more to the abundance of those who have much it is whether we provide enough for those who have little- Franklin .D Roosevelt

DR. SHALINI RAJNEESH

MISSION DIRECTOR – SAKALA

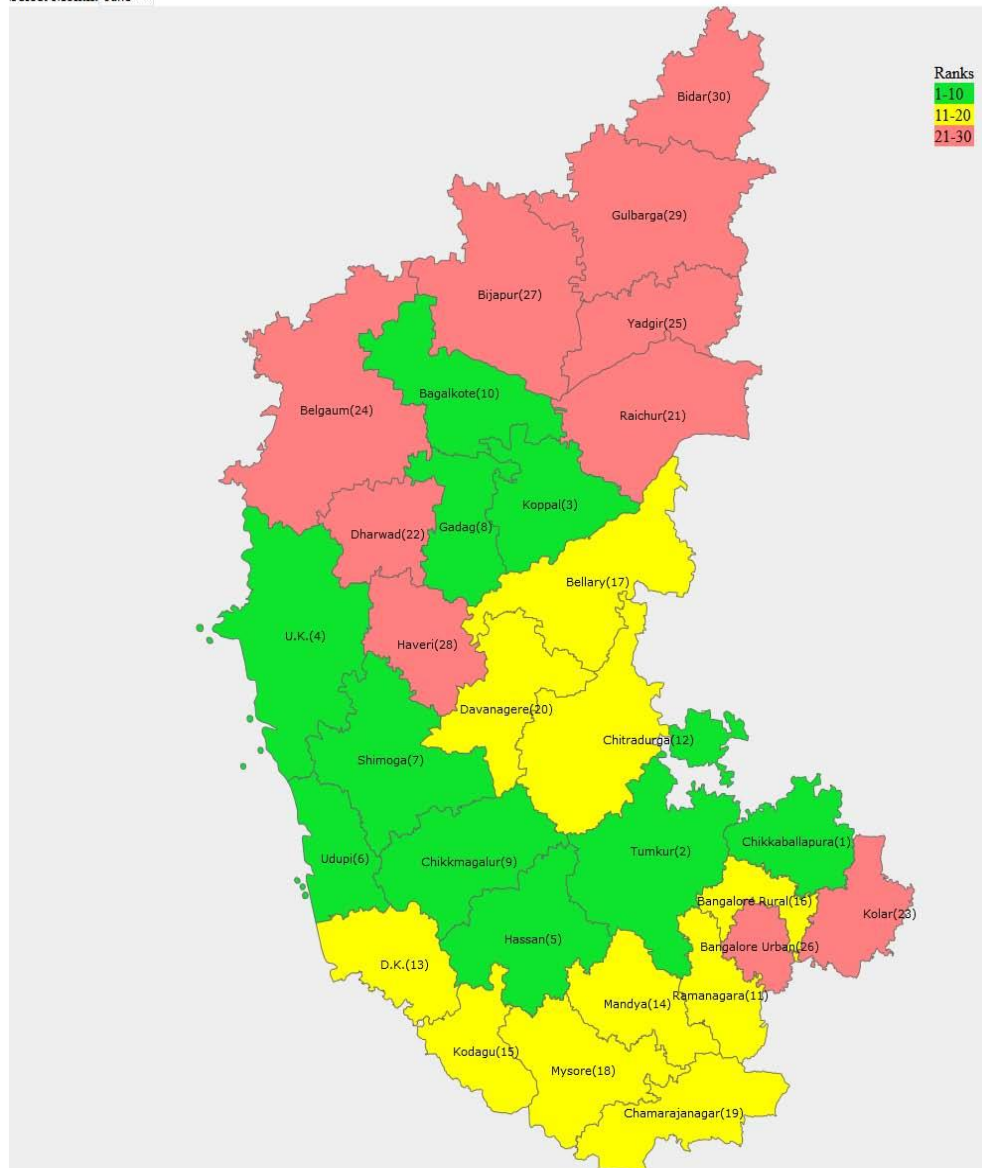
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CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District Ranks

Select Month: June



Records shown above as on 30/06/2014 12:30:00

Legend

- Green:** Districts with overall ranks from 1-10
- Yellow:** Districts with overall ranks from 11-20
- Pink:** Districts with overall ranks from 21-30

Notes: Chikkaballapur has retained first rank for last 5 months. Tumkur has retained 2nd place. Kodagu dropped from 7th rank to 15th rank. Koppal has risen from 15th rank to 3rd rank. Uttarakannada, Gadag & Bagalkot have shown better performances as compared to previous month.

15 districts have shown improvement in their performance in this month of Jun.

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/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chikkaballapura	Gudibanda	3617	3068	0.1	7	723	7	1
Chikkaballapura	Chikkaballapura	20544	18541	0.3	23	978	6	2
Uttara Kannada	Haliyal	6925	6270	0.1	9	629	16	3
Uttara Kannada	Sirsi	11100	10837	0	5	616	18	4
Tumkur	Kunigal	15189	14191	0.4	29	690	11	5
Tumkur	Tumkur	41079	38742	0.6	39	696	9	6
Uttara Kannada	Yellapur	3944	3593	0	2	563	25	7
Dharwad	Dharwad	26912	26220	0.9	52	1121	5	8
Koppal	Koppal	22384	19076	0.3	24	604	19	9
Tumkur	Madhugiri	14499	14493	0.2	14	557	26	10

Records shown above as on 30/06/2014 12:30:00

Notes:

- Talukas of Tumkur and Uttara Kannada have dominated the top 10 Taluk list with consistent performance, with 3 Talukas each. Gudibanda of Chikkaballapura has retained 1st place.
- Talukas of Chikkaballapura, Koppal and Dharwad have taken up places in top 10 performing taluks list.

Bottom 10 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/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Bijapur	Sindgi	10977	9279	3.2	124	281	158	168
Bellary	Sandur	5894	5388	2	88	218	174	169
Mysore	Heggadadevankote	7343	6598	4.8	149	282	155	170
Dakshina Kannada	Beltangadi	6066	5624	2.8	113	233	172	171
Gadag	Shirhatti	5639	4504	6.5	159	281	157	172
Mysore	Nanjangud	9958	9062	6	157	262	164	173
Bidar	Homnabad	8202	7682	5	151	248	169	174
Bangalore Rural	Hosakote	7361	7878	10.1	170	272	161	175
Gulbarga	Aland	7148	6202	24.6	177	210	175	176
Bangalore	Yelahanka	9702	9182	17.8	176	194	176	177

Records shown above as on 30/06/2014 12:30:00

Notes: Talukas in bottom 10 ranking are spread across the State. Yelahanka of Bangalore, again has taken the last place among all the Talukas.

CHAPTER 1C: ASSEMBLY CONSTITUENCY WISE RANKING- TOP 25

Assembly	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) June - 2014
Chamrajapet	21589	21926	0	1	799	13	1
Chikkaballapur	21083	18997	0.3	12	810	12	2
Tumkur City	35113	33798	0.5	30	1170	5	3
Gandhinagar	41463	41198	0.6	40	1480	2	4
Koppal	21514	18375	0.3	12	694	22	5
Rajajinagar	19825	16954	0.5	30	762	16	6
Gulbarga Dakshin	35330	34193	1.1	65	1177	4	7
Kunigal	15189	14191	0.4	23	690	23	8
Chikkodi-Sadalga	19964	20863	0.6	40	739	18	9
Madhugiri	14075	14239	0.2	8	611	32	10
Sirsi	13251	13005	0	1	576	35	11
Kumta	12725	13134	0.1	5	578	34	12
Belgaum Uttar	29702	28107	1.2	70	990	8	13
Gauribidanur	14061	12961	0	1	562	39	14
Gadag	21252	18422	1.1	65	759	17	15
Sagar	15211	13566	0.7	45	633	27	16
Udupi	28956	27935	1.8	95	1158	6	17
Tiptur	11865	11110	0.3	12	539	44	18
Bijapur City	31492	29357	2	99	1049	7	19
Arsikere	13818	12473	0.2	8	531	47	20
Raichur	18252	16148	1.5	82	702	19	21
Hassan	22757	21562	2.2	107	875	10	22
Puttur	14915	12273	0.7	45	573	37	23
Mandya	18235	17795	1.5	82	675	24	24
Bidar	19432	16858	1.4	78	647	26	25

Records shown above as on 30/06/2014 12:30:00

CHAPTER 2A: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Overdue
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE	29212106	28564212	26591812	1970017	721	567	291	276	73	21	8	13	9284
HOME	2257889	2222090	2180276	41808	11	3	1	2	0	0	0	0	2045
TRANSPORT	8476808	8375351	8151693	219748	4	3	1	2	0	0	0	0	723
EDUCATION	299235	286281	270492	15382	39	27	6	21	3	3	0	3	673
RDPR	1473726	1450216	1424468	25747	54	47	25	22	5	4	2	2	352
URBAN DEVELOPMENT	1974175	1958451	1869885	87041	46	35	33	2	3	2	2	0	243
COMMERCE AND INDUSTRIES	75477	75025	72871	2139	1	0	0	0	0	0	0	0	48
FOREST, ECOLOGY AND ENVIRONMENT	1194	889	760	116	0	0	0	0	0	0	0	0	44
HEALTH AND FAMILY WELFARE	531421	529939	524152	5528	0	0	0	0	0	0	0	0	35
DPAR	1047	1007	1007	0	0	0	0	0	0	0	0	0	28
COMMERCIAL TAXES	3894694	3885030	3392829	492205	5	5	2	3	0	0	0	0	22
CO-OPERATION	12829	11922	11581	319	0	0	0	0	0	0	0	0	22
LABOUR	375026	371516	364688	6402	0	0	0	0	0	0	0	0	21
FOOD AND CIVIL SUPPLIES	2733667	2733410	2700767	32643	2	0	0	0	1	1	0	1	9
HOUSING	6565	6496	6366	128	0	0	0	0	0	0	0	0	8
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	798	789	746	43	0	0	0	0	0	0	0	0	6
WOMEN AND CHILD WELFARE	334857	332999	332091	428	0	0	0	0	0	0	0	0	2
ANIMAL HUSBANDRY AND FISHERIES	2192	2054	1770	279	0	0	0	0	0	0	0	0	0
KANNADA, CULTURE AND INFORMATION	1435	1434	1000	425	0	0	0	0	0	0	0	0	0
HORTICULTURE	10346	9253	8964	289	0	0	0	0	0	0	0	0	0
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	110	105	102	3	0	0	0	0	0	0	0	0	0
	51675597	50818469	47908320	2900690	883	687	359	328	85	31	12	19	13565

Records shown above as on 30/06/2014 12:30:00

CHAPTER 2B: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bangalore	9194486	9094709	8451247	643174	276	162	141	21	9	7	5	2	3631
Mandya	1930708	1902640	1781791	120066	18	10	4	6	1	1	1	0	1590
Raichur	1548413	1521421	1439606	81617	98	94	40	54	54	3	3	0	841
Gulbarga	1852376	1819741	1727504	92122	52	46	18	28	4	4	1	3	677
Belgaum	3295189	3236568	3047025	188671	42	23	13	10	0	0	0	0	676
Ramanagara	1110984	1094419	1052293	41376	9	6	3	3	0	0	0	0	670
Mysore	2594558	2550385	2431121	118952	31	29	17	12	0	0	0	0	607
Dakshina Kannada	1737887	1703433	1640251	62611	6	1	1	0	0	0	0	0	570
Bijapur	1634873	1603617	1509474	93743	18	15	4	11	1	1	0	1	500
Bangalore Rural	851885	837555	793131	44355	8	5	5	0	0	0	0	0	469
Bagalkot	1433076	1408602	1347531	60789	18	17	0	17	2	1	0	1	337
Bellary	1955990	1916606	1815646	100668	46	36	15	21	5	5	0	5	311
Hassan	1856301	1827026	1714157	112478	9	7	3	4	0	0	0	0	307
Chikmagalur	940809	924274	855136	68814	8	7	2	5	1	1	1	0	288
Tumkur	2317302	2277667	2112812	164408	33	31	23	8	0	0	0	0	253
Yadgir	832059	810127	776094	34001	11	10	4	6	1	1	0	1	222
Davanagere	1619052	1585038	1496703	88105	40	38	0	38	0	0	0	0	219
Haveri	1145712	1124923	1066971	57794	7	7	2	5	0	0	0	0	208
Shimoga	1388508	1360934	1273614	86981	11	10	7	3	0	0	0	0	175
Gadag	897773	880187	844859	35215	8	8	5	3	0	0	0	0	163
Kolar	1321693	1301171	1222257	78620	27	27	13	14	3	3	0	3	149
Bidar	1141073	1118719	999531	119102	40	39	8	31	1	1	0	1	140
Udupi	957595	940413	914742	25457	14	14	11	3	1	1	1	0	123
Chikkaballapura	1185750	1156693	1085873	70395	13	12	2	10	0	0	0	0	117
Dharwad	1570236	1546806	1466946	79779	8	3	1	2	1	1	0	1	105
Chamarajanagara	892606	880698	833065	47043	9	8	5	3	0	0	0	0	74
Chitradurga	1468848	1445792	1369504	76117	10	10	6	4	0	0	0	0	58
Koppal	1144769	1120902	1078460	42301	3	3	0	3	0	0	0	0	47
Kodagu	467362	460933	436915	23954	2	1	0	1	0	0	0	0	26
Uttara Kannada	1387724	1366470	1324061	41982	8	8	6	2	1	1	0	1	12
Total:	51675597	50818469	47908320	2900690	883	687	359	328	85	31	12	19	13565

Records shown above as on 30/06/2014 12:30:00

CHAPTER 2C: OVER DUE STATUS- DEPARTMENT/INSTITUTION WISE

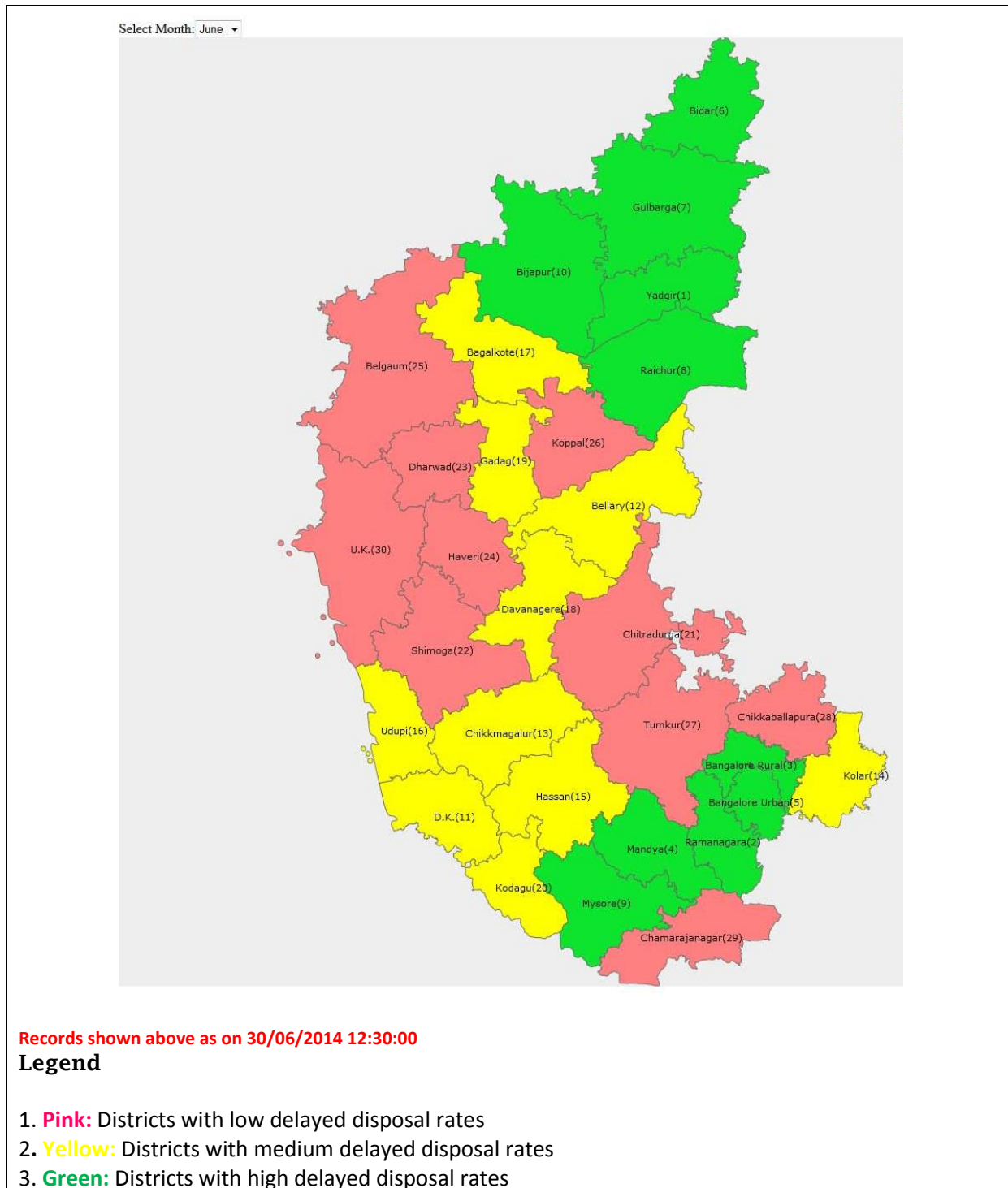
S.N	DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	OVER DUE
1	REVENUE DEPARTMENT	25593039	24960330	7273
2	HOME DEPARTMENT	2251668	2215871	2043
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	2861481	2859010	1721
4	TRANSPORT DEPARTMENT	6249304	6156284	688
5	PRE-UNIVERSITY BOARD	110634	104157	353
6	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1473726	1450216	352
7	SURVEY AND SETTLEMENT COMMISSIONER	757569	744841	290
8	DEPARTMENT OF PUBLIC INSTRUCTION	115945	110120	239
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	18051	17663	134
10	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1682	1461	60
11	CITY MUNICIPAL COUNCIL	712815	706505	51
12	COMMERCE AND INDUSTRIES DEPARTMENT	75473	75025	48
13	KARNATAKA STATE POLLUTION CONTROL BOARD	1194	888	44
14	HEALTH AND FAMILY WELFARE DEPARTMENT	507868	506574	29
15	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1047	1007	28
16	TRANSPORT CORPORATIONS(KSRTC)	1063934	1058365	27
17	BRUHAT BANGALORE MAHANAGARA PALIKE	228408	226693	24
18	AGRICULTURAL MARKETING DEPARTMENT	6548	6037	22
19	COMMERCIAL TAXES DEPARTMENT	3894693	3885029	22
20	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	21288	20401	20
21	HIGHER EDUCATION-COLLEGIATE EDUCATION	8063	7916	17
22	TOWN MUNICIPAL COUNCIL	517128	513438	17
23	BANGALORE DEVELOPMENT AUTHORITY	4508	4487	10
24	FOOD AND CIVIL SUPPLIES DEPARTMENT	2733667	2733410	9
25	KARNATAKA HOUSING BOARD	6095	6038	8
26	TOWN PANCHAYAT	183309	181922	6
27	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	798	789	6
28	DRUGS CONTROL DEPARTMENT	22232	22051	5
29	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	255939	254485	5
30	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	113946	112523	3
31	FIRE SERVICES DEPARTMENT	6221	6219	2
32	WOMEN AND CHILD WELFARE DEPARTMENT	334854	332978	2
33	UNIVERSITY CONSTITUENT COLLEGES	2624	2619	2
34	AYUSH DEPARTMENT	1320	1312	1
35	PUBLIC LIBRARIES DEPARTMENT	13067	12960	1
36	CITY CORPORATION (Other than BBMP)	309937	307722	1
37	UNIVERSITY ACADEMIC SECTION	2286	2258	1
38	LABOUR DEPARTMENT	350218	347681	1
Total		50812579	49957285	13565

Records shown above as on 30/06/2014 12:30:00

Notes: The above table shows overdue in services in various departments/ institutions. The pendency is huge in Revenue, Home department, IGR and Transport department. 50% of overdue cases are from revenue department.

Departments/Institutions (**Highlighted S.N 24 to S.N 38**) in the above table have very less overdue. These departments, with little effort can clear them and increase the number of departments/institutions with zero pendency.

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR JUN14-DISTRICT WISE



Notes:

4 districts of Bangalore, Yadgir, Mandya, Bangalore Rural and Ramanagara are major contributors to the State delayed disposal rate of 2.86%. **Delayed disposal rate has decreased from 5.71% (May-14) to 2.86% in this month.** These districts have around 6 lakhs disposals in this month of June-14. This is about 13% of total State Disposals.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR JUN 14-DEPARTMENT WISE

S.N	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 June 2014 (B/A)
1	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	51	1	1	1	1	30	34	66.67%
2	EDUCATION DEPARTMENT	31053	6533	241	136	115	119	7144	23.01%
3	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	128	1	1	5	10	5	22	17.19%
4	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	45	4	1	0	0	1	6	13.33%
5	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	82	2	1	3	0	0	6	7.32%
6	HOME DEPARTMENT	105943	3776	1690	1215	366	211	7258	6.85%
7	CO-OPERATION DEPARTMENT	1677	29	9	21	19	4	82	4.89%
8	HORTICULTURE DEPARTMENT	658	31	0	0	0	0	31	4.71%
9	REVENUE DEPARTMENT	1338766	33952	5757	3118	3172	2961	48960	3.66%
10	HOUSING DEPARTMENT	150	0	0	4	0	0	4	2.67%
11	URBAN DEVELOPMENT	78870	1493	184	47	15	61	1800	2.28%
12	RURAL DEVELOPMENT AND PANCHAYAT RAJ	70283	1062	151	128	54	33	1428	2.03%
13	LABOUR DEPARTMENT	12680	182	1	10	2	1	196	1.55%
14	COMMERCE AND INDUSTRIES DEPARTMENT	3695	16	20	7	3	1	47	1.27%
15	HEALTH AND FAMILY WELFARE	21234	191	25	13	0	37	266	1.25%
16	WOMEN AND CHILD WELFARE	26307	99	83	3	0	0	185	0.70%
17	TRANSPORT DEPARTMENT	509144	642	146	174	46	41	1049	0.21%
18	FOOD AND CIVIL SUPPLIES	40577	30	6	3	4	0	43	0.11%
19	COMMERCIAL TAXES DEPARTMENT	157903	135	9	3	2	2	151	0.10%
20	KANNADA AND CULTURE	115	0	0	0	0	0	0	0.00%
21	YOUTH EMPOWERMENT AND SPORTS	11	0	0	0	0	0	0	0.00%
	Total	2399372	48179	8326	4891	3809	3507	68712	2.86%

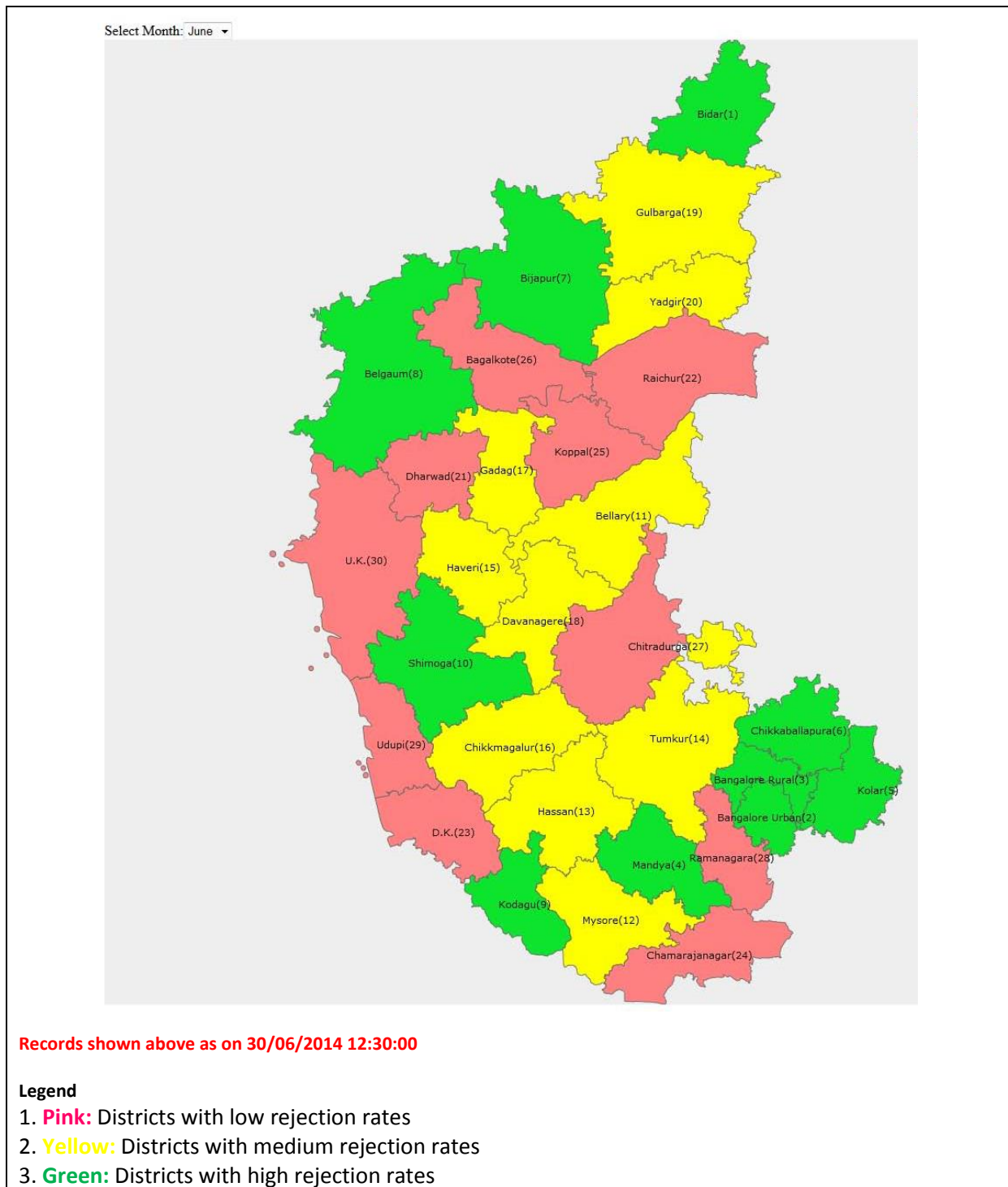
Records shown above as on 30/06/2014 12:30:00

Notes:

The rate of delayed disposals in June -14 for the State is 2.86%. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 70% of total delayed disposals.

Education, Home and Revenue departments, with high volume of receipts contribute to 90% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

CHAPTER 2F: REPORT OF REJECTIONS FOR JUN-14- DISTRICT WISE



CHAPTER 2G: REPORT OF REJECTIONS FOR JUN-14- DEPARTMENT WISE

Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
KANNADA AND CULTURE	108	99	52	52.53
FISHERIES DEPARTMENT	204	74	19	25.68
KARNATAKA STATE POLLUTION CONTROL BOARD	266	104	25	24.04
AGRICULTURAL MARKETING DEPARTMENT	441	562	68	12.1
HIGHER EDUCATION-COLLEGIATE EDUCATION	463	366	38	10.38
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	12	10	1	10
AYUSH DEPARTMENT	61	55	4	7.27
DEPARTMENT OF PUBLIC INSTRUCTION	9532	8815	613	6.95
COMMERCIAL TAXES DEPARTMENT	147035	146878	10163	6.92
CITY MUNICIPAL COUNCIL	30102	29995	1996	6.65
CITY CORPORATION (Other than BBMP)	10998	10696	646	6.04
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	790	853	50	5.86
REVENUE DEPARTMENT	1186360	1059232	58699	5.54
COMMERCE AND INDUSTRIES DEPARTMENT	3526	3152	147	4.66
TOWN MUNICIPAL COUNCIL	20594	20578	817	3.97
Total	1410492	1281469	73338	State Average of 3.8%

Records shown above as on 30/06/2014 12:30:00

Notes:

The rejection rate in June -14 for the State is 3.8%. Rejection rate for May-14 was 6.58%.

There are 15 departments/institutions with rejection rate higher than the State average in the above table. The rejection rate for the State has decreased as compared to previous month. The departments/Institutions are Revenue Department, Commercial Taxes and City Municipal Council have huge receipts with almost 60% of total receipts of the State. This impacts the State rejection rate. Departments with less receipts like Kannada and Culture, Fisheries and Pollution Control Board are minor contributors to the rejection rate.

CHAPTER 2H: REPORT OF REJECTIONS FOR JUN14- SERVICE WISE

S.N	Service Name	Department Name	Total Receipts	Total Rejections	Rejection Rate(%age)
1	Indira Gandhi Old Age Pension	REVENUE DEPARTMENT	9112	759	35.38
2	Conversion of agriculture land to non-agriculture purpose	REVENUE DEPARTMENT	2877	1511	30.94
3	Sandhya Suraksha	REVENUE DEPARTMENT	55725	3611	29.39
4	Issue of form F Declaration	COMMERCIAL TAXES DEPARTMENT	15266	4177	27.8
5	Small and Marginal Farmer Certificate	REVENUE DEPARTMENT	9144	1994	26.98
6	Pension for disabled persons	REVENUE DEPARTMENT	14235	688	23.73
7	Destitute Widow pension	REVENUE DEPARTMENT	27950	1339	23.66
8	Agricultural Family member Certificate	REVENUE DEPARTMENT	2598	649	23.65
9	Surviving Family member Certificate	REVENUE DEPARTMENT	7705	1636	21.07
10	No tenancy certificate	REVENUE DEPARTMENT	4592	526	11.67
11	Issue of registration under the KVAT Act, 2003.	COMMERCIAL TAXES DEPARTMENT	5890	621	10.97
12	Khatha Extract	CITY MUNICIPAL COUNCIL	6708	678	10.23
13	ALTERATION TO ASSESSMENT LIST	RDPR	13141	687	7.68
14	Domicile Certificate	REVENUE DEPARTMENT	9172	590	6.55
15	All types of Caste Certificate	REVENUE DEPARTMENT	541690	26267	5.05
16	Change of Khata (Undisputed cases)	REVENUE DEPARTMENT	107683	4730	4.89
17	Residence Certificate	REVENUE DEPARTMENT	110947	4462	4.11
18	Issue of Birth, Still Birth and Death Certificates	CITY MUNICIPAL COUNCIL	19653	789	4.07
19	NoC for Passport Verification	HOME DEPARTMENT	39845	1645	4
20	Learning Licence	TRANSPORT DEPARTMENT	75390	2596	3.81
21	Issue of C Form declarations under the CST Act, 1956.	COMMERCIAL TAXES DEPARTMENT	119989	4228	3.51
22	All types of Income Certificate	REVENUE DEPARTMENT	255883	7837	3.19

Records shown above as on 30/06/2014 12:30:00

Notes:

Service wise rejection rate sheds light for respective HODs to probe, analyze and check reasons for rejections if done on malifide grounds. If necessary, process re-engineering should be done to prevent cases of rejections.

CHAPTER 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR JUN 14-DEPARTMENT WISE

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.

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.

The list shows the departments with number of offices (Total of 1006), who have defaulted more than 7 times in the month of June -14.

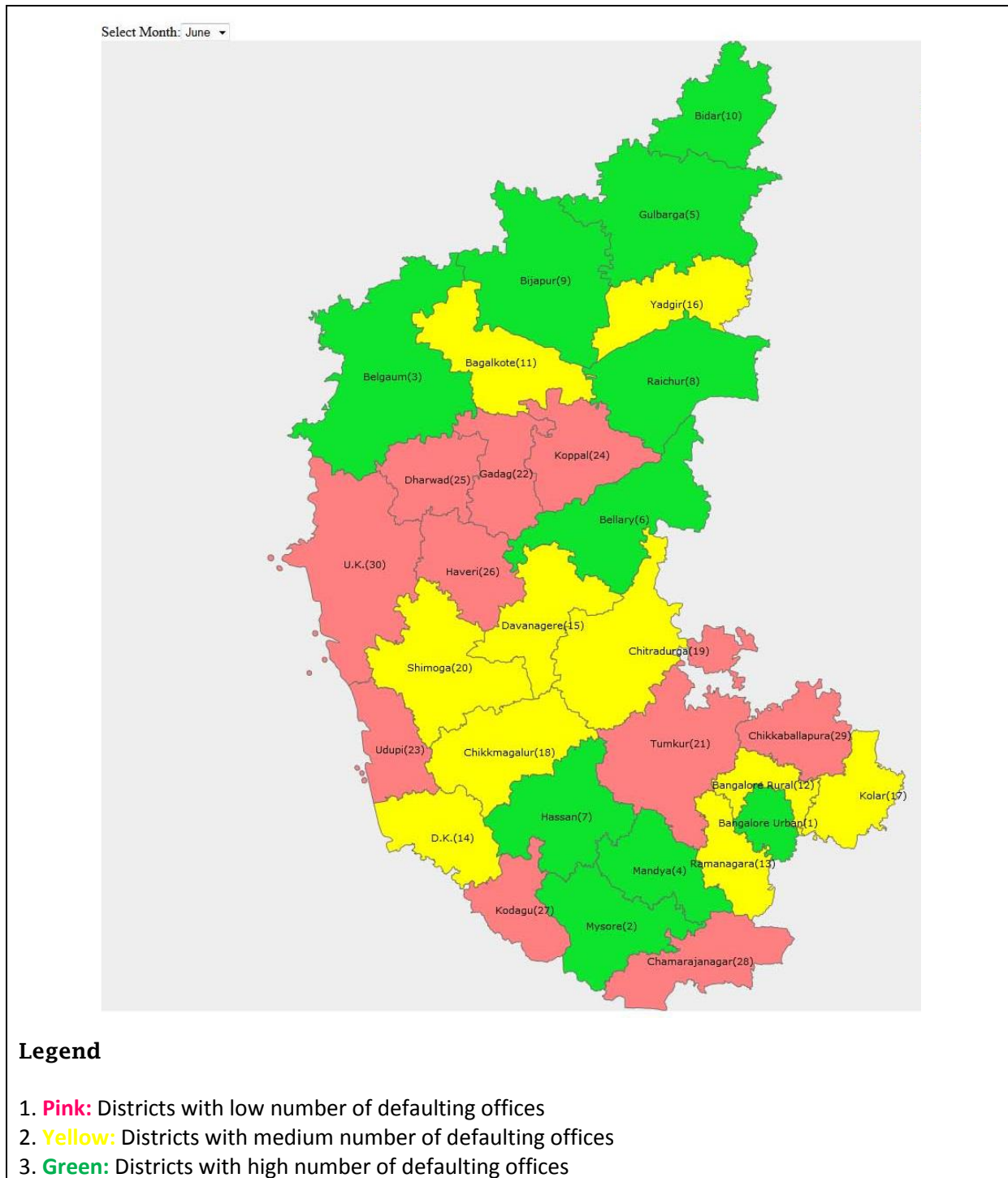
S.No	Department	Department/ sub department	Designated Offices with 7 or more defaults (May-14)	Designated Offices with 7 or more defaults (June-14)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	565	517
		SURVEY AND SETTLEMENT COMMISSIONER	60	58
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	47	92
2	HOME DEPARTMENT	HOME DEPARTMENT	100	116
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	49	44
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	6	19
		CITY CORPORATION (Other than BBMP)	6	5
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	5	4
		BANGALORE DEVELOPMENT AUTHORITY	2	2
		TOWN MUNICIPAL COUNCIL	13	17
		CITY MUNICIPAL COUNCIL	12	10
		TOWN PANCHAYAT	11	6
5	FINANCE DEPARTMENT	COMMERCIAL TAXES DEPARTMENT	4	7
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	30	38
		PU BOARD	0	1
		UNIVERSITY ACADEMIC SECTION	0	1
		COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1	2
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	20	37
		KSRTC	0	3
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	2	1
8	CO-OPERATION DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	0	1
		AGRICULTURAL MARKETING DEPARTMENT	6	2
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	4	6
		EMPLOYEES STATE INSURANCE MEDICAL SERVICES	1	
		DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	1	0
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	2	7
	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	0	2
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	2	5
12	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1	1
13	HOUSING DEPARTMENT	KARNATAKA HOUSING BOARD	1	1
14	HORTICULTURE DEPARTMENT	SERICULTURE DEPARTMENT	1	1
Total			952	1006

Records shown above as on 30/06/2014 12:30:00

Notes:

Core Revenue department has 517 offices with more than 7 defaults. This along with IGR and Survey settlement Commissioner with 58 and 92 offices respectively sums up to 667 defaulting offices. This constitutes 70% of the total defaulting Offices State wide.

CHAPTER 2J: OFFICES WITH MORE THAN 7 DEFAULTS FOR JUN 14- DISTRICT WISE



Records shown above as on 30/06/2014 12:30:00

Notes: Districts of Bangalore, Belgaum, Mysore, Mandya and Gulbarga have occupied the Top 5 places in the list. The receipts in the districts of Bangalore, Belgaum and Mysore are high compared to other districts. The defaulting offices of Revenue Department are spread all across the State. DCs have to regularly monitor the activities of various departments in their district.

2K. DITC RANKING FOR JUNE -2014

District	District Rank	Rejections		Complaints				Appeals			Cybercafé		Helpdesk			Citizen Feedback		Rankings Total	Final Rank
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Appeals - 2 Resolution %	Rank	MO U Signed	Rank	Operational %	Rank	feedback achieved till date %	Collected	Rank		
Koppal	3	2.69	6	100.00	1	100.00	1	100.00	1	NA	1	34	16	5	40.01	42	12	51	1
Uttara Kannada	4	1.79	1	98.04	10	97.83	5	100.00	1	100.00	1	33	17	9	91.83	50	9	58	2
Chitradurga	12	2.51	4	98.84	6	100.00	1	100.00	1	NA	1	19	22	11	74.02	80	3	63	3
Mysore	18	3.91	18	100.00	1	100.00	1	93.55	7	NA	1	51	10	1	28.08	107	1	68	4
Davanagere	20	3.12	12	99.36	4	100.00	1	95.00	4	NA	1	64	6	11	21.55	85	2	74	5
Udupi	6	2.1	2	92.75	17	100.00	1	100.00	1	100.00	1	47	12	18	23.43	54	8	78	6
Tumkur	2	3.44	16	99.55	2	100.00	1	93.94	6	NA	1	82	4	17	11.70	46	10	79	7
Gadag	8	3.21	13	98.08	9	100.00	1	100.00	1	NA	1	11	25	8	31.20	45	11	84	8
Shimoga	7	3.98	19	97.14	11	100.00	1	90.91	10	NA	1	56	9	18	33.27	71	5	87	9
Raichur	21	2.76	8	99.39	3	94.19	11	95.92	3	5.55	4	46	13	14	24.43	45	11	99	10
Gulbarga	29	3.1	11	98.32	7	96.23	9	88.46	13	100.00	1	92	2	3	18.24	60	7	100	11
Bagalkot	10	2.65	5	0.00	22	0.00	17	94.74	5	50.00	3	59	8	12	47.76	0	17	103	12
Chamarajanagar	19	2.75	7	98.21	8	100.00	1	88.89	12	NA	1	23	21	4	20.27	35	15	103	12
Belgaum	24	4.3	21	96.80	13	97.50	7	54.76	22	NA	1	115	1	2	92.41	42	12	104	13
Ramanagara	11	2.2	3	97.06	12	98.06	3	60.00	19	NA	1	26	20	16	28.57	42	12	106	14
Haveri	28	3.42	15	100.00	1	100.00	1	100.00	1	NA	1	26	20	10	18.69	30	16	110	15

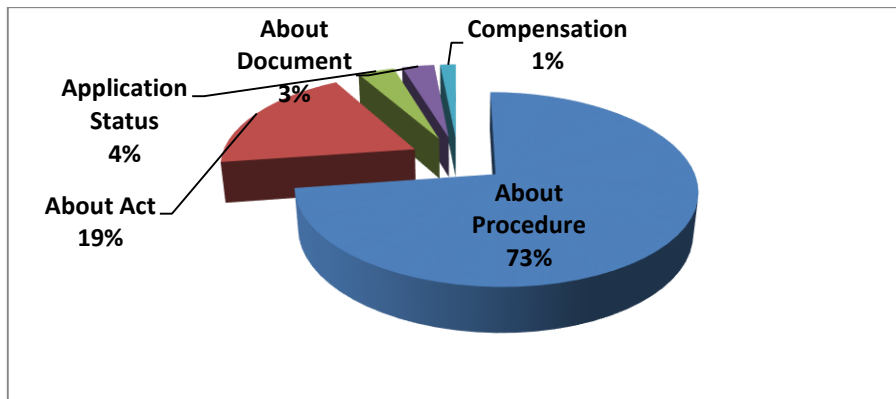
District	District Rank	Rejections		Complaints				Appeals			Cybercafé		Helpdesk			Citizen Feedback		Final Rank			
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Appeals - 2 Resolution %	Rank	MOU Signed	Operational %	Rank	feedback achieved till date %	Collected	Rank	Ranks Total				
Bidar	30	6.72	28	96.67	14	97.65	6	97.56	2	100.00	1	88	3	8	11.63	20	75	4	116	16	
Bellary	17	3.91	18	86.43	19	98.63	2	78.26	16	100.00	1	23	21	7	30.27	8	50	9	118	17	
Yadgir	25	2.97	10	98.86	5	60.99	14	90.91	11	100.00	1	30	19	15	21.00	14	60	7	121	18	
Chikkaballapura	1	4.34	23	95.45	15	96.36	8	92.31	9	NA	1	0	27	1	6.88	21	0	17	123	19	
Hassan	5	3.87	17	0.00	22	0.00	17	63.64	17	NA	1	38	14	6	24.28	11	0	17	127	20	
Chikmagalur	9	3.27	14	100.00	1	93.02	13	87.50	14	100.00	1	0	27	13	3.83	23	40	14	129	21	
Bijapur	27	4.32	22	91.25	18	95.95	10	83.33	15	100.00	1	60	7	8	4.70	22	75	4	134	22	
Dharwad	22	2.95	9	0.00	22	0.00	17	54.55	23	NA	1	50	11	14	66.05	3	0	17	139	23	
Bangalore Rural	16	4.86	26	93.44	16	97.94	4	62.50	18	NA	1	12	24	16	21.56	13	65	6	140	24	
Bangalore	26	5.12	27	72.41	20	9.09	16	58.70	20	63.64	2	73	5	18	31.18	7	71	5	146	25	
Kolar	23	4.51	24	72.04	21	59.15	15	93.10	8	100.00	1	32	18	18	20.04	16	80	3	147	26	
Dakshina Kannada	13	2.76	8	0.00	22	0.00	17	16.67	25	NA	1	37	15	18	0.00	24	0	17	160	27	
Kodagu	15	4.08	20	0.00	22	93.75	12	50.00	24	NA	1	3	26	18	0.00	24	41	13	175	28	
Mandya	14	4.6	25	0.00	22	0.00	17	55.56	21	100.00	1	16	23	18	17.31	19	0	17	177	29	
Total												1246					1391				

Records shown above as on 07/07/2014 16:00:00

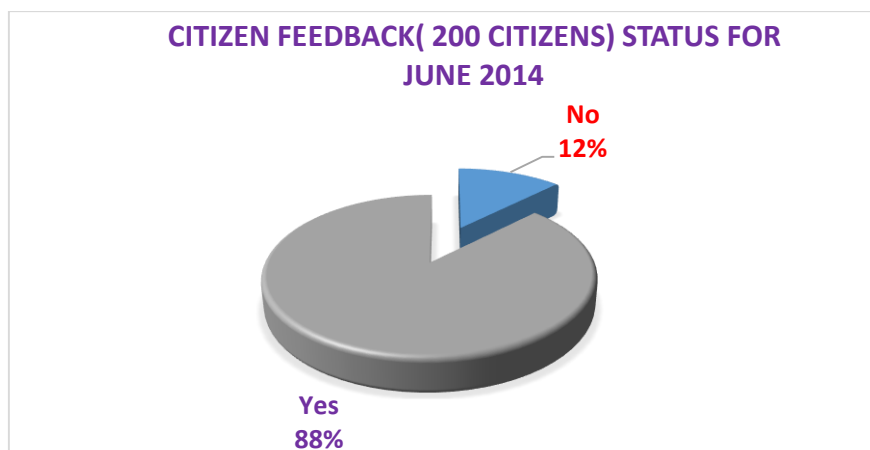
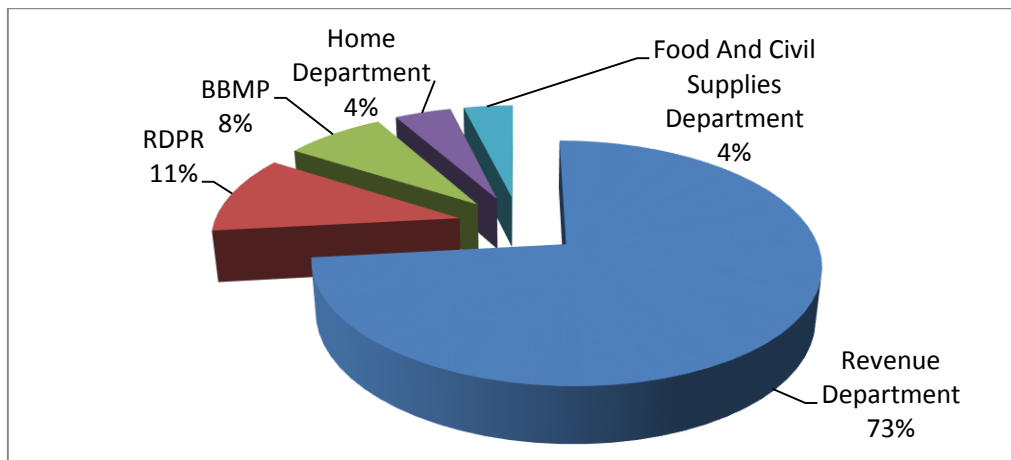
CHAPTER 3: CALL CENTRE REPORT

Call Centre (080-4455 4455) acts a single point of contact for Citizens.

Helpline's contribution has been virtuous in creating the awareness of the Act, enquiries about the Act & Procedures constitutes to 92% of the calls received.



5 departments have constituted to 86% of the total complaints received, Revenue Department alone constituted to 73 % of the total complaints received



CHAPTER 3A: CALLS RECEIVED- DEPARTMENT WISE

Detailed Department wise breakup of calls logged by Call Centre for the June 2014.

Sub Department	Call Count Jan-14	Call Count Feb-14	Call Count Mar-14	Call Count Apr-14	Call Count May-14	Call Count June-14
Revenue Department	18356	15740	18015	16220	15371	22073
Transport Department	2677	15	12	11	11	2960
RDPR	2105	1810	2023	1847	1736	2461
Bruhat Bangalore Mahanagara Palike	2062	1762	1962	1778	1706	2402
Food & Civil Supplies Department	2041	1653	1866	1697	1477	2160
Education Department	733	630	743	578	576	873
Women & Child Welfare	767	633	719	662	608	870
Home Department	532	461	493	454	440	612
Bangalore Water Supply & Sewerage Board	445	374	426	389	396	518
Health & Family Welfare	275	237	263	236	242	324
City Municipal Council	282	238	267	241	211	312
Labour Department	251	215	251	225	200	300
Commercial Taxes Department	185	147	177	161	151	236
Town Panchayat	175	153	178	158	138	236
Town Municipal Council	140	112	128	115	110	159
University academic section	133	90	85	106	99	157
University finance section	108	80	79	106	77	138
University constituent colleges	110	71	80	78	69	135
City Corporation (Other than BBMP)	92	77	82	77	71	112
University of Post-Graduation section	101	79	75	75	63	106
Ayush Department	76	61	67	61	56	90
Transport Corporation (KSRTC / BMTC)	72	2301	2635	2392	2242	63
ESI - Employees State Insurance Corporation	64	55	60	55	43	63
University examination section	55	41	35	49	42	62
Pre University Board	47	42	42	41	35	52
Department of Factories & Industrial Safety & Health	29	24	32	29	24	36
Urban Development	23	17	20	20	25	30
Drugs Control Department.	17	17	19	17	20	26
Municipal Corporations / CMC / TMC / Town Panchayat	16	15	18	15	11	19
Karnataka Housing Board	8	10	9	9	10	12
Fisheries	7	5	5	5	4	8
Department of Personnel and Administrative Reforms	5	6	6	6	8	5
Public Works, Ports & Inland Water Transport Department	8	7	7	7	8	4
Medical Education	2	2	2	2	1	3
Bangalore Development Authority	1	1	1	1	2	2
Kannada and Culture Department	1	1	1	1	2	2
Housing	1	0	0	0	0	1
Tourism	1	0	0	0	0	1
UID	0	30	143	97	46	0
Agricultural Marketing Department	23	0	0	0	0	0
Grand Total	32026	27212	31026	28021	26304	37621

Records shown above as on 30/06/2014 12:30:00

CHAPTER 3B: STATUS OF COMPLAINTS

Table showing status of Complaints- Both Sakala and Non Sakala as of end of June 2014

Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
CM Janata Darshan	NON-SAKALA	3026	1949	606	2555	0	471
Call Center	SAKALA	3529	3343	69	3412	101	16
Call Center	NON-SAKALA	2741	2679	18	2697	40	1
E-Mail	SAKALA	221	213	8	221	0	0
E-Mail	NON-SAKALA	451	442	9	451	0	0
EJS	NON-SAKALA	4944	860	545	1405	1166	2373
Janagraha	NON-SAKALA	3075	1329	23	1352	0	1723
Online	SAKALA	740	409	179	588	75	77
Online	NON-SAKALA	106	70	6	76	16	14
Total		18833	11294	1463	12757	1398	4675

Grievances		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
	Sakala	4490	3965	256	4221	176	93
	Non Sakala	14343	7329	1207	8536	1222	4582

Records shown above as on 30/06/2014 12:30:00

Resolved - Complaints are resolved. Delivery may be in time or delayed.	Rejected -Complaints are rejected due to insufficient information/documents.
In Progress – Grievance redressal in progress but no violations of timeline.	Overdue - Grievance redressal is in progress but violations of timeline.

Notes: Out of 4490 complaints received for Sakala, 3965 have been resolved and 256 have been rejected. Hence 4221 complaints have been disposed. Hence 94% closure rate is seen. 176 complaints are in progress and 93 complaints are overdue.

Out of 14343 complaints received for Non Sakala, 7329 have been resolved and 1207 have been rejected. Hence 8536 complaints have been disposed. Hence 60% closure rate is seen. 1222 complaints are in progress and 4582 are overdue. This is because of EJS and Janagraha. These complaints are being followed up closely and results are expected in a few days.

CHAPTER 3C: COMPENSATION CLAIMED STATUS

S.N	Department Name	No. of Compensation Claims	Compensation Claimed by Citizens (Rs)
1	REVENUE DEPARTMENT	325	44060
2	SURVEY AND SETTLEMENT COMMISSIONER	25	1900
3	RDPR	25	2520
4	DEPARTMENT OF PUBLIC INSTRUCTION	19	2740
5	BRUHAT BANGALORE MAHANAGARA PALIKE	17	1600
6	COMMERCIAL TAXES DEPARTMENT	3	260
7	HOME DEPARTMENT	2	160
8	TRANSPORT DEPARTMENT	2	640
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
10	CITY MUNICIPAL COUNCIL	1	320
Total		420	54220

Records shown above as on 30/06/2014 12:30:00

CHAPTER 3D: CITIZEN FEEDBACK

Gmail - Fwd: Non-sakala grievance 50630015 - unresolved.- Updates

<https://mail.google.com/mail/u/0/?ui=2&ik=b7f9fc06fd&view=pt&qf...>



Varun Gowda <smc.sakala@gmail.com>

Fwd: Non-sakala grievance 50630015 - unresolved.- Updates

1 message

From: Vishwanath Gulaganji
Date: 01/07/2014 14:09 (GMT+05:30)
To: Darshan Chinnappa ,Bopanna ,shalini_rajneesh ,Varaprasad Reddy , "shamlaiqbal@rediffmail.com lqbal"
,Devraj ,prasanna.n.s@nic.in ,sakala@nic.in
Cc: acgadag@gmail.com
Subject: Re: Non-sakala grievance 50630015 - unresolved.- Updates

Dear All,

FYI.

Post telephonic conversation with sakala team Miss. Sindhu and Gadag district Assistant Commissioner Mr. Islauddin yesterday. Today I went to the Tehsildar Office to give application manually to the surveyor Mr. Dharanesh, to which, in consultation with Mr. Santosh(ADLR), the surveyor insisted that the instructions to accept and get through my application be given in writing by the Assistant Commissioner's office. However I have informed the same to the Assistant Commissioner over telephone and he has assured me that the boundary fixing of my plot would be done within a weeks' time from now.

Thanks,
Vishwanath
9845356225

Gmail - Fwd: Thanks so much for suggesting Sakala!

<https://mail.google.com/mail/u/0/?ui=2&ik=b7f9fc06fd&view=pt&sea...>



Varun Gowda <smc.sakala@gmail.com>

Fwd: Thanks so much for suggesting Sakala!

1 message

From: **Gauri Acharya** <gauri_acharya@yahoo.com>
Date: Tue, Jun 17, 2014 at 12:59 PM
Subject: Thanks so much for suggesting Sakala!
To: "shalinirajneesh."

Hi Shalini,

You had asked me to send details of the Sakala experience, so here it is-

- I called Sakala to help sort out a BWSSB issue (changing the bill from 'partial no-domestic' to 'domestic'). This is something I should have done in 2007, but was not aware of it, and no one advised me at that time.
- They followed up by conference calling me with a BWSSB personnel or just called to check on the status, every day.
- More specifically, Sindhu and Harish, were the 2 people who were very proactive and prompt in helping me complete the paperwork.
- The next month's bill will reflect the actual change of status. I trust it should be in order.

Thanks again!
Sincerely,
Gauri

--

Dr. Shalini Rajneesh IAS
Principal Secretary to Government of Karnataka
Department of Administrative Reforms [AR], Kannada and Culture, Information and Publicity

Name	Location	Complaint category/Department	Remarks	Happy / Not Happy
Gajanan shetty	Karwar	RDPR	Got to know about Sakala through Sakala display Boards. Called up to Enquire about Sakala & Job Card, and he got information and good response by Sakala. Requested to include all departments under Sakala also reduce time limit of Sakala services.	Happy
Padmanaban	Chitradurga	Revenue Department	Called Sakala helpline to know information regarding Agriculturist Certificate .Got to know about Sakala through TV ads. Was provided with appropriate information. Happy with Sakala, suggested to have more display boards in rural area.	Happy
Atha Ulla	Bangalore	BBMP	Got to know about Sakala through News Paper. Called up to know about Katha extract also he got his service on stipulated time. Citizen is very happy with Sakala.	Happy
Sanmugappa	Bangalore	Health & Family Welfare Department	Got to know about Sakala through the display boards. Applied for the Age Certificate in taluk office but he has not got the service, so called and registered a complaint in Sakala but still did not get any response from Sakala. Hence are not satisfied with Sakala service.	Not Happy

Name	Location	Complaint category/Department	Remarks	Happy / Not Happy
Prakash	Kolar	Transport Department	Got to know about Sakala Through TV advertisement. Called up to enquire about Driving Licence. Applied for driving licence through Sakala. Still within time limit, says Sakala is very helpful scheme to public. Requested to include more services under Sakala.	Happy
Nagesh	Bidar	Department Of Public Instruction	Called Sakala helpline to know information Renewal of recognition for School. Got to know about Sakala through TV ads, citizen was provided with appropriate information explained about procedure. Hence is happy with Sakala.	Happy
Riyaz ahmed	Chitrdurga	DPAR	Got to know about Sakala through newspaper. Called Sakala helpline to know about Sanction of time bound advancement and its procedure. Got required information and said Sakala is a very best and good act in Karnataka.	Happy
Lankegowda	Chikkmagalur	Home Department	Citizen got to know about Sakala through Sakala display boards. Called Sakala helpline to know the procedure for availing Service Verification. Got the service, very happy with Sakala.	Happy

Name	Location	Complaint category/Department	Remarks	Happy / Not Happy
Gurupada	Bangalore	BDA	Got to know about Sakala through News Paper. Called up to know the procedure to obtain approval for Subdivision of a site or Amalgamation of sites in BDA layouts and BDA approved Private Layouts Not satisfied with Sakala. Had applied through Sakala. Did not get his service in stipulated time also the concerned officers are not responding.	Not Happy
Vinay kumar	Bangalore	Transport Department	Got to know about Sakala through the newspaper. Wanted to apply for the Learning License, got good response explanation & procedure which is provided by Sakala, hence happy & satisfied with the Sakala Act.	Happy
Chandrakantha	Bangalore	Food and Civil Supplies Department	Got to know about Sakala through the websites. Applied for the Ration Card, Got his service on time. Sakala is a good service but there is only less services, if more services are added it will be very helpful. Satisfied with Sakala helpline.	Happy
Virupakshiah	Raichur	Revenue Department	Called Up To Know The Procedure for applying Unemployment Certificate. Read About Sakala in a News Paper. Applied and got the service in stipulated time.	Happy

CHAPTER 4: EVENTS & NEWS CLIPS

1. Bangalore, June 13: 'Advantage Citizen-2 years of Sakala'- a National level workshop was organized in Conference Hall, Vidhana Soudha.

The workshop was inaugurated by Mr. T.B.Jayachandra, Minister for Law and Parliamentary Affairs. He appreciated the initiative taken by corporate sector to join hands with Sakala.

Mr. Kaushik Mukharjee, Chief Secretary, Government of Karnataka presided over the function. He released a book "Chinnaru Kandante –Sakala' brought out by DPAR. In his presidential address, he said that Sakala has fructified the dreams of the Government. It has also successfully changed the image of the Government in the eyes of the people. Sakala has successfully simplified administration and is symbol of success of Government.

Mr.Ramanujam, Post Master General, Karnataka circle, said that India Post is honoured and privileged to be in the service of the people of Karnataka through post offices. Karnataka is the first State to team up with India Post in providing services to people. All non-payment online services are to be accepted and delivered through the 1700 major post offices in the first phase.

Shri Sanjay Kothari, Secretary DARPG, GOI and Shri Mohandas Pai have shared their thoughts about Mission and its activities. **(Refer Annexure B).**

Additional Mission Director explained the ways to generate various analytical reports, from Sakala portal. These reports will help Officers, DCs, HODs and Mission to monitor the activities at operational and supervisory levels. **(Refer Annexure C).**

a) Hon. Law Minister releasing the "Chinnaru Kandante –Sakala" accompanied by Chief Secretary, Chief Post Master General, Chairman of IIPA President of FKCCI and President of Cisco (Inclusive growth)



b) Sakala Intern- Ms. Surabhi Sharma from Delhi School of Economics being felicitated by Mission Director. (Annexure D)



3. Sakala wins the e-lets Cloud Gov, 2014 award in the category of “Best Cloud deployment in Government Sector”. AMD receiving the award from Shri R.S. Sharma, Secretary IT, Government of India on the occasion in New Delhi.



4. AMD receiving the award for the “best presenter” of the day on the occasion in New Delhi.



5. Sakala Yatra – Citizen Awareness campaign held in Hire Bagewadi of Belgaum District on 21.06.2014



Updated: June 14, 2014 14:10 IST



Minister for Law and Parliamentary Affairs T.B. Jayachandra, Sakala Mission Director Shalini Rajneesh and Chief Postmaster General M.S. Ramanujan at the signing of the memorandum of understanding with the Department of Posts for extending Sakala services through post offices, in Bangalore on Friday. — PHOTO: SAMPATH KUMAR G.P.

India Posts' State-wide network to be used for scheme

Sakala is set to benefit villages with the State government and the Department of Posts signing a Memorandum of Understanding to implement the programme utilising its State-wide network of over 8,500 post offices, on Friday. The scheme aims to standardise and simplify citizen service delivery systems, and will be implemented after training the postal staff.

According to the agreement signed between Sakala Mission Director Shalini Rajneesh and Chief Postmaster General M.S. Ramanujan, online services under Sakala would be delivered through 1,700 major post offices. The service will first be implemented in 49 offices on a pilot basis. Law and Parliamentary Affairs Minister T.B. Jayachandra, who inaugurated a workshop titled 'Advantage Citizens-2 years of Sakala', said Chief Minister Siddaramaiah wanted to enhance the level of commitment of the bureaucracy to increase efficiency so that pro-poor measures could be implemented quickly.

Mr. Jayachandra said if the lack of coordination between officials was corrected, they could collectively serve the people better. He added that 'Sakala clocks' would be installed at taluk offices utilising the MLAs' fund.

Later, speaking to presspersons, Ms. Rajneesh said the scheme would be introduced in 500 post offices immediately and in 1,000 more after three months. She said Sakala could be introduced in all the 6,000 village panchayats if the staff were trained in computers. Online services had been provided for 134 services and it would be extended to all the 478 services in 47 departments/agencies, except the Social Welfare, Energy and Agriculture departments.

Mr. Ramanujan said core-banking facility was being provided in 60 post offices in the State and it would be extended to 2,000 more by 2015-end. Chief Secretary Kaushik Mukherjee, who released a booklet on Sakala, said of the 4.87 crore applications, 4.81 crore had been cleared.



Government to bring all Sakala services online

Bangalore, June 13, 2014, DHNS:

The Department of Personnel and Administrative Reforms (DP&AR) on Friday stated that it would bring all the 478 services under Sakala scheme, online.

Celebrating the completion of two years of Sakala, Department's Principal Secretary Shalini Rajneesh said: "The entire process can be made available online in the next two months. We are approaching all the departments to facilitate the mechanism."

According to Rajneesh, barring Agriculture, Social Welfare and Energy departments which involved subsidy schemes, all other department services will be available online. "While other services are signatory papers, the three departments of agriculture, social welfare and energy involved primarily subsidy schemes. We may not find officials in these departments catering to services under Sakala, as they may fear that budgetary allocations may fluctuate for schemes. And if these schemes are not given the budgetary allocation then the officials will be held responsible for delays in the service for no fault of theirs," she said.

Postal department

Meanwhile, the DPAR has signed an MoU with the postal department to provide the current online Sakala services at 500 post offices in the State. In the initial phase, the post offices will provide 55 free services, and later it will be extended to 135 services which are currently available under the scheme.

The MoU states that Sakala services will be extended to another 1,000 post offices in the State during the next phase. It is said the postal department has a decent broadband service in these 1,500 post offices while the rest lack even a computer. In total, 8,500 post offices will cater to the Sakala services in the next two years. Earlier, giving the inaugural speech, Law Minister T B Jayachandra lauded the Sakala service and said that it was important to have proper co-ordination between political sphere and bureaucratic sphere to provide able administration.

Now, post offices to offer Sakala services

TNN | Jun 14, 2014, 03.30AM IST

BANGALORE: Now, you can walk into a post office (PO) and file a Sakala application. To ensure that more people benefit from the flagship scheme, especially in rural areas, the government has tied up with the department of posts. Under the MoU inked on Friday, post offices across the state will provide government services to citizens within a stipulated time.

MS Ramanujam, chief postmaster general, Karnataka Circle, said the facility will initially be offered in 47 POs and the number will go up to 171 in the second phase. "Eventually, we plan to cover all 10,000 POs in the state. The department of personnel and administrative reforms will train two employees from every PO on Sakala services," he said. Ramanujam was speaking at a national workshop called Advantage Citizens - Two years of Sakala.

Of the 10,000 POs, 8,000 are in rural areas and 2,000 in hoblis and urban centres, which have broadband connections.

Citizens can get some services free of cost, said Shalini Rajneesh, principal secretary, DPAR. Once PO employees undergo the requisite training, they will be given a username and password to provide online Sakala services to citizens.

Law minister TB Jayachandra said the government has received 5 crore requests for delivery of services under Sakala, of which 90% applicants have benefited. He urged the corporate sector to join hands with the government to computerize the revenue department.



Four Karnataka officers among 'master trainers' Shemin Joy, New Delhi, Jun 16, 2014, DHNS:

Four officers from Karnataka are among 21 senior officials selected by the Centre as “master trainers” to share their expertise and experience with junior officers during training programmes.

The scheme, aimed at making an impact on common man, was finalised by Department of Administrative Reforms and Public Grievances under the Ministry of Personnel, Pensions and Public Grievances.

The initiative comes as a follow up to the government’s decision last December to tie up with 12 social entrepreneurs to provide officers with exposure on “outstanding initiatives” happening in social sector to free them from the shackles of “bureaucratic thinking.” Neelam Chibber (Indus Tree Crafts Foundation, Bangalore) and Ashwin Naik (Vaatsalya Healthcare, Bangalore) were among the 12 social entrepreneurs selected by the Centre. The 17 Central Training Institutes (CTI) and 29 state Administrative Training Institutes (ATI) have now been given the list of 21 officers who can be invited as Master Trainers with a request to invite these officers to share their expertise and experience with officer trainees at both induction and mid-service level training programmes.

The officers from Karnataka are: Pradeep Singh Kharola (Managing Director, Bangalore Metro Rail Corporation Ltd), Dr Shalini Rajneesh, (Principal Secretary, Higher Education), Darpan Jain, (Managing Director, Karnataka Urban Infrastructure Development Finance Corporation) and Amita Prasad (Director General, Administrative Training Institute, Mysore).

Kharola, an 1985-batch IAS officer, has won the Prime Minister’s Award for Excellence in Public Administration for the initiative ‘Transformation of Commercial Tax Regime in Karnataka,’ while Shalini, a 1989 batch IAS officer, has won the National e-Governance Award this year for a project ‘Sakaala.’ Jain, who belongs to 2001 batch, has won the Prime Minister’s Award for Excellence in Public Administration in 2011-12 for the initiative ‘ Saving Open Spaces and Urban Lakes (SOUL) and Cultural Rejuvenation of the Twin City of Hubli – Dharwad’. Amita is a 1985-batch IAS officer.

Karnataka has contributed the highest number of officers to the trainers' pool followed by Bihar and Uttar Pradesh with three each. The pool has been finalised after a series of 'Training of Trainers programmes' (ToT). Among the officers selected are Alok Shukla, Deputy Election Commissioner (Election Commission of India), Ajay Mittal (Additional Chief Secretary of Himachal Pradesh) and Amit Gupta (District Magistrate of Rae Bareli in UP).

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.

ANNEXURE A: LIST OF 191 NEW SERVICES



Government of Karnataka

No.DPAR 8 NaSeKha 2014

Karnataka Government Secretariat,

2nd Stage, 6th Floor,

Room No.607, M.S.Building,

Bangalore, dated: 28/06/2014.

NOTIFICATION

In Exercise of powers conferred under section (4) of the Karnataka Sakala Services Act-2011, (Karnataka Act 01, 2012) read with section 21 of Karnataka General Clauses Act 1899 (KA.III.1899) The Government of Karnataka hereby amends the schedule of the said act as specified below:-

Heading - 6 of Education Department, Sub-Heading – III Printing, Stationery and Publications Services after Sl.No.01, Services from 2 to 20, the following services to be added and read as :-

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
2. Salary Disbursement							
a)	Government Central Press, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working days	Deputy Director (Admn. & Accounts)	10 Working Days	Director	30 Working Days
b)	Government Press, Vikasa Soudha Unit, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Joint Director	10 Working Days
c)	Government Security Press, Peenya, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Incl.)	10 Working Days
d)	Government Stationery Depot, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Admn. & Accounts)	10 Working Days

e)	Government Central Book Depot, Bangalore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Admn. & Accounts)	10 Working Days
f)	Government Divisional Press, Dharwad/ Gulbarga/Mysore	Pay bill Assistant, Leave Assistant, & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Incl.)	10 Working Days
g)	Government District Press, Madikeri/ Shimoga	Pay bill Assistant, Leave Assistant & Superintendent	10 Working Days	Assistant Director (Admn. & Accounts)	10 Working Days	Deputy Director (Admn. & Accounts)	10 Working Days
3.Salary Increment							
	Government Central/Divisional/ District Presses	Leave Assistant & Superintendent	10 Working Days	Deputy/Assistant Director (Admn. & Accounts)	10 Working Days	Director	30 Working Days
4.Stagnation Increment							
	Government Central/Divisional/ District Presses	Pay bill Leave Assistant & Superintendent	10 Working Days	Deputy/Assistant Director	10 Working Days	Director	10 Working Days
5.Medical Reimbursement							
	Government Central/Divisional/ District Presses	Medical Bill Assistant & Superintendent	10 Working Days	Deputy/Assistant Director	30 Working Days	Director	30 Working Days
6.Travelling Allowances							
	Government Central/Divisional/ District Presses	Deputy Director Assistant Director Superintendent Assistant Cashier	10 Working Days	Deputy/Assistant Director	30 Working Days	Director	30 Working Days
7.Sanction of Salary Pension							
	Government Central/Divisional/ District Presses	Pay bill Assistant, Superintendent	10 Working Days	Joint/Deputy/Assistant Director	30 Working Days	Director	30 Working Days
8.Regarding GPF Advance/Partial Withdrawn							
	Government Central/Divisional/ District Presses	Pay bill Assistant, Superintendent Assistant Director	10 Working Days	1. Assistant Director for 25,000/	30 Working Days	Director	30 Working Days

		& Deputy/Joint/ Director		2 .Deputy/Joint Director for 50,000/- 3. Joint Director for Partial/Final Withdraw			
9.Festival Advance							
	Government Central/Division al/ District Presses	Pay bill Assistant, Superintendent	10 Working Days	Joint/Deputy Director (Head of the Office)	10 Working Days	Director	30 Working Days
10.Declaration of Probationary Period and other Services							
	Government Central/Division al/ District Presses	Establishment Assistant Superintendent	10 Working Days	Joint/Deputy/Assi stant Director (Head of the Office)	30 Working Days	Director	30 Working Days
11.Last Pay Certificate							
	Government Central/Division al/ District Presses	Salary/Pension Assistant/ Superintendent	10 Working Days	Concerned Deputy/Assistant Director	10 Working Days	Director	30 Working Days
12.Surrender of Earned Leave/Other Leave							
	Government Central/Division al/ District Presses	Leave/Personal Assistant/ Superintendent	10 Working Days	Concerned Joint/Deputy/Assi stant Director	10 Working Days	Director	30 Working Days
13. Files of Increment/10,15,20,25,30 years Time Bound increments							
	Government Central/Division al/ District Presses	Concerned Assistant, Superintendent, Assistant/Deputy/ Joint Director	10 Working Days	Joint/Deputy Director	45 Working Days	Director	30 Working Days
14. Any Subject of Requisition regarding Employees/Union/Companies/other							
	Government Central/Division al/ District Presses	Concerned Assistant, Superintendent/ Assistant Director	10 Working Days	Deputy Director	45 Working Days	Director	30 Working Days
15. Service Registers							
	Government Central/Division al/ District Presses	Concerned Assistant, Superintendent	10 Working Days	Joint/Deputy/Assi stant Director	15 Working Days	Director	30 Working Days
16. Issue of Salary Certificate							
	Government Central/Division al/ District Presses	Concerned Assistant, Superintendent	10 Working Days	Joint/Deputy/Assi stant Director	15 Working Days	Director	30 Working Days
17. LTC/Travelling Allowances to any Place in India with concession rate							

	Government Central/Divisional/ District Presses	Concerned Assistant, Superintendent Joint/Deputy/Assistant Director	10 Working Days	Joint/Deputy/Assistant Director	15 Working Days	Director	30 Working Days
18. Pay Arrears							
	Government Central/Divisional/ District Presses	Salary Pension Assistant, Superintendent	10 Working Days after application	Joint/Deputy/Assistant Director	15 Working Days	Director	30 Working Days
19. Permission to Purchase Land/Site/Vehicle							
	Government Central/Divisional/ District Presses	Concerned Assistant, Superintendent	10 Working Days after application	Joint/Deputy/Assistant Director	30 Working Days	Director	30 Working Days
20. Any Sections Government Works							
	Government Central/Divisional/ District Presses	Concerned Assistant, Superintendent	10 Working Days	Joint/Deputy/Assistant Director	15 Working Days	Director	30 Working Days

Heading - 9 of Finance Department after Sub-Heading – II of Excise Department Services from SI.No.01 to 26, the following services to be added and read as :-

III - Karnataka Government Insurance Department (Directorate)

SI No.	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Disbursement of salary						
	1. Group A Officers	Assistant Director (Admn.)	10 Working days	Head Quarters Assistant to Director	10 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	10 Working days	Head Quarters Assistant to Director	10 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	10 Working days	Head Quarters Assistant to Director	10 Working days	Director	10 Working days
2	Time bound promotion of posts						
	1. Group A Officers	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
	2. Group B Officers	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
	3. Group C & D Officials	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
3	Sanction of 20/25/30 Years Time bound promotion						

	1. Group A Officers	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
	2. Group B Officers	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
	3. Group C & D Officials	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
4	Release of Annual Increment						
	1. Group A Officers	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
	2. Group B Officers	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
	3. Group C & D Officials	Assistant Director (Admn.)	15 Working days	Head Quarters Assistant to Director	15 Working days	Director	30 Working Days
5	Sanction of Earned Leave & Commuted Leave						
	1. Group A Officers	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
6	Medical Reimbursement						
	1. Group A Officers	Assistant Director (Admn.)	30 working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
	2. Group B Officers	Assistant Director (Admn.)	30 working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
7	Travel allowance						
	1. Group A Officers	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
8	Retirement Benefits						
	1. Group A Officers	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	30 Working days of receipt of	Head Quarters Assistant to Director	15 Working days	Director	10 Working days

			complete application form				
9	a) Motor Vehicle Advance, General Provident Fund, KGID						
	1. Group A Officers	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	b) House building advance						
	1. Group A Officers	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
10	Festival Advance						
	1. Group A Officers	Assistant Director (Admn.)	07 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	07 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	07 Working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
11	Sending of Last Pay Certificate						
	1. Group A Officers	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
12	Sending of Service Book						
	1. Group A Officers	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	15 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
13	Declaration of Probationary period						

	1. Group A Officers	No direct recruitment					
	2. Group B Officers	Assistant Director (Admn.)	30 Working days of completion of probationary period	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	30 Working days of completion of probationary period	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
1	Announcement of Officiating period						
4	1. Group A Officers	Assistant Director (Admn.)	30 Working days of completion of probationary period	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
	2. Group B Officers	Assistant Director (Admn.)	30 Working days of completion of probationary period	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	30 working days of completion of probationary period	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
1	Issue of Salary Certificate						
5	1. Group A Officers	Assistant Director (Admn.)	03 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	03 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	03 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
1	Encashment of Earned Leave						
6	1. Group A Officers	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	30 Working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
1	Forwarding of application through proper channel						
7	1. Group A Officers	Assistant Director (Admn.)	07 working days of receipt of complete application form	Head Quarters Assistant to Director	10 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	07 working days of receipt of complete application form	Head Quarters Assistant to Director	10 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	07 working days of receipt of complete application form	Head Quarters Assistant to Director	10 Working days	Director	10 Working days
1	Home Travel Concession / Leave Travel Concession						
8	1. Group A Officers	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	10 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	10 Working days	Director	10 Working days

	3. Group C & D Officials	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	10 Working days	Director	10 Working days
19	Charge Allowance						
	1. Group A Officers	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	10 working days of receipt of complete application form	Head Quarters Assistant to Director	07 Working days	Director	10 Working days
20	Release of salary arrears						
	1. Group A Officers	Assistant Director (Admn.)	15 working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	2. Group B Officers	Assistant Director (Admn.)	15 working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
	3. Group C & D Officials	Assistant Director (Admn.)	15 working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	10 Working days
21	Appointment on Compassionate ground						
	1. Group B Officers	Assistant Director (Admn.)	30 working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
	2. Group C & D Officials	Assistant Director (Admn.)	30 working days of receipt of complete application form	Head Quarters Assistant to Director	15 Working days	Director	15 Working days
22	Acceptance of Proposal						
	Sum assured below Rs.5 lakhs	District Insurance Officer	15 working days of receipt of complete application form	Deputy Director	20 Working days	Director	15 Working days
	Sum assured above 5 lakhs but below 8 lakhs	District Insurance Officer	20 working days of receipt of complete application form	Deputy Director	20 Working days	Director	15 Working days
	Sum assured above Rs.8 lakhs	District Insurance Officer	30 working days of receipt of complete application form	Deputy Director	20 Working days	Director	15 Working days
	Note: Since lakhs of proposals are received during pay revisions, exemption from the above time limit is sought.						
23	Sanction of Loans						
	Upto Rs. 5 lakhs						

	(1) Directorate	Assistant Director / District Insurance Officer	20 working days of receipt of complete application form	Deputy Director	20 Working days	Director	15 Working days
	(2) District Insurance Office	District Insurance Officer	20 working days of receipt of complete application form	Deputy Director	20 Working days	Director	15 Working days
Above Rs.5 lakhs							
	(1) Directorate	Assistant Director / District Insurance Officer	25 working days of receipt of complete application form	Deputy Director	20 Working days	Director	15 Working days
	(2) District Insurance Office	District Insurance Officer	25 working days of receipt of complete application form	Deputy Director	20 Working days	Director	15 Working days
2 4	Maturity claims						
a)Upto Rs. 5 lakhs							
	(1) Directorate	Assistant Director / District Insurance Officer	30 working days of receipt of details of service particulars/salary Head of Account	Deputy Director	20 Working days	Director	15 Working days
	(2) District Insurance Office	District Insurance Officer	30 working days of receipt of details of service particulars/salary Head of Account	Deputy Director	20 Working days	Director	15 Working days
	(1) Directorate	Assistant Director / District Insurance Officer	30 working days of receipt of details of service particulars/salary Head of Account	Deputy Director	20 Working days	Director	15 Working days
	(2) District Insurance Office	District Insurance Officer	30 working days of receipt of details of service particulars/salary Head of Account	Deputy Director	20 Working days	Director	15 Working days
2 5	Surrender Value Claims						

a)Upto Rs. 5 lakhs							
	(1) Directorate	Assistant Director / District Insurance Officer	30 working days of receipt of Voluntary Retirement Order, Relieving Orders, Service particulars, salary Head of Account details	Deputy Director	20 Working days	Director	15 Working days
	(2) District Insurance Office	District Insurance Officer	30 working days of receipt of Voluntary Retirement Order, Relieving Orders, Service particulars, salary Head of Account details	Deputy Director	20 Working days	Director	15 Working days
b) Above Rs.5 lakhs							
	(1) Directorate	Assistant Director / District Insurance Officer	30 working days of receipt of Voluntary Retirement Order, Relieving Orders, Service particulars, salary Head of Account details	Deputy Director	20 Working days	Director	15 Working days
	(2) District Insurance Office	District Insurance Officer	30 working days of receipt of Voluntary Retirement Order, Relieving Orders, Service particulars, salary Head of Account details	Deputy Director	20 Working days	Director	15 Working days
2 6	Death Claims						
a)Upto Rs. 5 lakhs							
	(1) Directorate	Assistant Director / District Insurance Officer	30 working days of receipt of Claim form, Death Certificate, Survival Certificate, Service particulars, details of salary Head of Account Salary recovery details and any other related documents	Deputy Director	20 Working days	Director	15 Working days
	(2) District Insurance Office	District Insurance Officer	30 working days of receipt of Claim form, Death Certificate, Survival Certificate, Service particulars, details of salary Head of	Deputy Director	20 Working days	Director	15 Working days

			Account Salary recovery details and any other related documents				
b) Above Rs.5 lakhs							
(1) Directorate	Assistant Director / District Insurance Officer	30 working days of receipt of Claim form, Death Certificate, Survival Certificate, Service particulars, details of salary Head of Account Salary recovery details and any other related documents	Deputy Director	20 Working days	Director	15 Working days	
(2) District Insurance Office	District Insurance Officer	30 working days of receipt of Claim form, Death Certificate, Survival Certificate, Service particulars, details of salary Head of Account Salary recovery details and any other related documents	Deputy Director	20 Working days	Director	15 Working days	

Heading – “9 of Finance Department” after sub-heading – III of Karnataka Government Insurance Department (Directorate) Services from Sl.No.01 to 26, the following services to be added and read as :-

IV – District Insurance Offices

Sl. No.	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Disbursement of salary						
	Group C & D Officials	District Insurance Officer	10 Working days	Deputy Director, Directorate	10 Working days	Director	10 Working days
2	Time bound promotion of posts						
	Group C & D Officials	District Insurance Officer	15 Working days	Deputy Director, Directorate	15 Working days	Director	30 Working days
3	Sanction of 20/25/30 Years Time bound promotion						

	Group C & D Officials	District Insurance Officer	15 Working days	Deputy Director, Directorate	15 Working days	Director	30 Working days
4	Release of Annual Increment						
	Group C & D Officials	District Insurance Officer	15 Working days	Deputy Director, Directorate	15 Working days	Director	30 Working days
5	Sanction of Earned Leave & Commuted Leave						
	Group C & D Officials	District Insurance Officer	10 working days of receipt of complete application form	Deputy Director, Directorate	07 Working days	Director	10 Working days
6	Medical Reimbursement						
	Group C & D Officials	District Insurance Officer	15 Working days	Deputy Director, Directorate	15 Working days	Director	30 Working days
7	Travel allowance						
	Group C & D Officials	District Insurance Officer	30 working days of receipt of complete application form	Deputy Director, Directorate	15 Working days	Director	10 Working days
8	Retirement Benefits						
	Group C & D Officials	District Insurance Officer	30 working days of receipt of complete application form	Deputy Director, Directorate	15 Working days	Director	10 Working days
9	a) Motor Vehicle Advance, General Provident Fund, KGID						
	Group C & D Officials	District Insurance Officer	15 working days of receipt of complete application form	Deputy Director, Directorate	15 Working days	Director	10 Working days
	b) House building advance						
	Group C & D Officials	District Insurance Officer	15 working days of receipt of complete application form	Deputy Director, Directorate	15 Working days	Director	10 Working days
10	Festival Advance						
	Group C & D Officials	District Insurance Officer	07 working days of receipt of complete application form	Deputy Director, Directorate	15 Working days	Director	10 Working days
11	Sending of Last Pay Certificate						
	Group C & D Officials	District Insurance Officer	15 working days of receipt	Deputy Director, Directorate	07 Working days	Director	10 Working days

			of complete application form				
12	Sending of Service Book						
	Group C & D Officials	District Insurance Officer	15 working days of receipt of complete application form	Deputy Director, Directorate	07 Working days	Director	10 Working days
13	Declaration of Probationary period						
	Group C & D Officials	District Insurance Officer	30 working days of completion of probationary period	Deputy Director, Directorate	15 Working days	Director	15 Working days
14	Announcement of Officiating period						
	Group C & D Officials	District Insurance Officer	30 working days of completion of probationary period	Deputy Director, Directorate	15 Working days	Director	15 Working days
15	Issue of Salary Certificate						
	Group C & D Officials	District Insurance Officer	03 working days of receipt of complete application form	Deputy Director, Directorate	07 Working days	Director	10 Working days
16	Encashment of Earned Leave						
	Group C & D Officials	District Insurance Officer	30 working days of receipt of complete application form	Deputy Director, Directorate	07 Working days	Director	10 Working days
17	Forwarding of application through proper channel						
	Group C & D Officials	District Insurance Officer	receipt 07 working days	Deputy Director, Directorate	10 Working days	Director	10 Working days
18	Home Travel Concession / Leave Travel Concession						
	Group C & D Officials	District Insurance Officer	10 working days of receipt of complete application form	Deputy Director, Directorate	10 Working days	Director	10 Working days
19	Charge Allowance						
	Group C & D Officials	District Insurance Officer	10 working days of receipt of complete application form	Deputy Director, Directorate	07 Working days	Director	10 Working days
20	Release of salary arrears						
	Group C & D Officials	District Insurance Officer	15 working days of receipt of complete application form	Deputy Director, Directorate	15 Working days	Director	10 Working days
21	Appointment on Compassionate ground						
	Group C & D Officials	District Insurance Officer	10 working days of receipt	Deputy Director, Directorate	15 Working days	Director	15 Working days

			of complete application form				
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Heading -11 of Women & Child Development Department Services from SI.No.01 to 20, the following services to be added and read as :-

I – Department for Empowerment of Differently Abled and Senior Citizen

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Disbursement of monthly Salary						
	For Head office HOD/Group-A & B officer and Group – C & D Staff	Assistant Director	15 working days subject to clearance from HRMS	Deputy Director	15 Working days	Director	15 working days
	For DDWO office B officer and Group –C & D Staff	District Disabled Officer	15 working days subject to clearance from HRMS	Deputy Director (D)	15 Working days	Joint Director	15 working days
	Govt., Teacher Training Centre for VI & HI Group-A & B and Group –C & D Staff	Deputy Director (T)	15 working days subject to clearance from HRMS	Joint Director H.O	15 Working days	Director	15 working days
	For Institutions B Group officer and C & D Staff	Superintendents	15 working days subject to clearance from HRMS	District Disabled Welfare Officer	15 Working days	Deputy Director (D)	15 working days
	Braille Press Group B officer Group C & D Staff	Manager	15 working days subject to clearance from HRMS	District Disabled Welfare Officer	15 Working days	Deputy Director (D)	15 working days
	Hostels for Men & Women	Superintendent	15 working days subject to clearance from HRMS	District Disabled Welfare Officer	15 Working days	Deputy Director (D)	15 working days
2	Sanction of time Bond Advancement						
	Group B & C Staffs of the Department	Director	30 working days from the date of receiving the completed application	Joint Secretary	15 Working days	Secretary	15 Working days

	Group D Staffs of the Detp.	Assistant Director	30 working days from the date of receiving the completed application	Deputy Director	15 Working days	Director	15 Working days
3	Sanction of senior Scale/Selection Scale /Time Bond Advancement						
	Group -B & C Staff	Director	30 working days from the date of receiving the completed application	Joint Secretary	15 Working days	Secretary	15 Working days
	Group- D Staff	Assistant Director	30 working days from the date of receiving the completed application	Deputy Director	15 Working days	Joint Director	15 Working days
4	Sanction of Annual Increment Group C & D Staff						
	Group –C & D Staff for H.O.	Assistant Director	30 Working days	Deputy Director	15 Working days	Joint Director	15 Working days
	For DDWO office Group- C & D Staff	Disabled Welfare Officer	30 Working days	Deputy Director (D)	15 Working days	Joint Director	15 Working days
	Govt., Teacher Training Centre for VI & HI Group –C & D Staff	Deputy Director	30 working days	Joint Director	15 Working days	Director	15 working days
	For Institutions Group C & D Staff	Superintendent	30 working days	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Braille Press Group C & D Staff	Manager	30 working days	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Hostels for Men & Women for Superintendents	District Disabled Welfare Officer	30 working days	Deputy Director (D)	15 working days	Joint Director	15 working days
	For C & D Staff	Superintendent	30 working days	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
5	Sanction of Earned Leave / Commuted leave G.O No.FD2TFP 2010 dtd 30/4/2010						
	Group-A & B	Director	20 Working days subject to the sheet of leave title from A.G.	Joint Secretary	15 working days	Secretary	15 working days
	C & D Staff for H.O.	Assistant Director	20 working days	Deputy Director	15 working days	Joint Director	15 working days
	For DDWO office B Officer	Deputy director	20 Working days subject to the sheet of leave title from A.G.	Joint Director	15 working days	Director	15 working days

	Group –C & D Staff	District Disabled welfare officer	20 working days	Deputy Director (D)	15 working days	Joint Director	15 working days
	Govt., Teacher Training Centre for VI & HI Group-A	Director	20 working days subject to the sheet of leave title from A.G.	Joint Secretary	15 working days	Secretary	15 working days
	Group B	Deputy Director (T)	20 working days subject to the sheet of leave title from A.G	Joint Secretary	15 working days	Director	15 working days
	Group C & D Staff	Deputy Director (T)	20 working days	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	For Institution B Group officer	District Disabled Welfare Officer	20 working days subject to the sheet of leave title from A.G	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	and Group C & D Staff	Superintendent	20 working days	District disabled welfare officer	15 working days	Deputy Director (D)	15 working days
	Braille Press Manager Group-B	District Disabled Welfare of Welfare Officer	20 Working days subject to the sheet of leave title from A.G	Deputy Director (D)	15 working days	Joint Director	15 working days
	Hostels for Men & Women Group-C & D	District Disabled Welfare of Welfare Officer	20 Working days	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
6	Medical Reimbursement Group B						
	For Head office HOD/Group –A & B officer	Director	30 working days from the date of receiving the completed application with conclusive documents	Joint Secretary	15 working days	Secretary	15 working days
	and Group C & D Staff	Assistant Director		Deputy Director		Joint Director	
	Fro DDWO office B Officer	Deputy Director (D)	30 working days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 working days	Director	15 working days
	Group C & D Staff	District Disabled welfare Officer	30 working days from the date of receiving the completed application with	Deputy Director	15 working days	Joint Director H.O	15 working days

			conclusive documents				
	Govt., Teacher Training Centre for VI & HI Group –A	Director	30 working days from the date of receiving the completed application with conclusive documents	Joint Secretary	15 working days	Secretary	15 working days
	Group B, C & D Staff	Deputy Director (T)	30 working days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 working days	Director	15 working days
	For institutions B Group officer	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	and Group C & D Staff	Superintendent	30 working days from the date of receiving the completed application with conclusive documents	District disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Braille Press Group B Officer	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	Group C & D Staff	Manager	30 working days from the date of receiving the completed application with conclusive documents	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Hostels for Men & Women	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
7	T.A. Claims						
	For Head office HOD/Group –A & B officer	Assistant Director	30 working days from the date of receiving the completed application with	Deputy Director	15 working days	Joint Director	15 working days

and Group C & D Staff		conclusive documents				
Fro DDWO office B Officer	Deputy Director (D)	30 working days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 working days	Director	15 working days
Group C & D Staff	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
Govt., Teacher Training Centre for VI & HI Group –A	Deputy Director WCD	30 working days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 working days	Director	15 working days
Group B, C & D Staff	Deputy Director (T)	30 working days from the date of receiving the completed application with conclusive documents	Joint Director	15 working days	Director	15 working days
For institutions B Group officer	District Disabled Welfare	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
and Group C & D Staff	Superintendnt	30 working days from the date of receiving the completed application with conclusive documents	District Director welfare Officer	15 working days	Deputy Director (D)	15 Working Days
Braille Press Group B Officer	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Director	15 working days
Group C & D Staff	Manager	30 working days from the date of receiving the completed application with conclusive documents	District Disabled Welfare Officer	15 working days	Director (D)	15 working days

	Hostels for Men & Women	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
8	Forwarding of Pension Papers						
	For Head office Group –A & B	Director	30 working days from the date of receiving the completed application with conclusive documents	Joint Secretary	15 working days	Secretary	15 working days
	Group C & D Staff	Assistant Director	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director	15 working days	Director	15 working days
	For DDWO office B Officer	Deputy Director (D)	30 working days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 working days	Director	15 working days
	Group C & D Staff	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	Govt., Teacher Training Centre for VI & HI Group –A officer	Director	30 working days from the date of receiving the completed application with conclusive documents	Joint Secretary	15 working days	Secretary	15 working days
	Group B, C & D Staff	Deputy Director (T)	30 working days from the date of receiving the completed application with conclusive documents	Joint Director H.O	15 working days	Director	15 working days
	For institutions B Group officer	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Director	15 working days

and Group C & D Staff	Superintendent	30 working days from the date of receiving the completed application with conclusive documents	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
Braille Press Group B Officer	District Disabled Welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
Group C & D Staff	Manager	30 working days from the date of receiving the completed application with conclusive documents	District Disabled welfare Officer	15 working days	Deputy Director (D)	15 working days
Hostels for Men & Women Superintendent	District Disabled welfare Officer	30 working days from the date of receiving the completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
Group C & D	Superintendent	30 working days from the date of receiving the completed application with conclusive documents	District Disabled welfare Officer	15 working days	Joint Director H.O	15 working days
9	Sanction of Festival Advance Group C & D Staff					
For Head office Group -C & D Staff	Assistant Director	07 working days	Deputy Director	15 working days	Joint Director	15 working days
For DDWO office Group C & D Staff	District Disabled welfare Officer	07 working days	Deputy Director (D)	15 working days	Joint Director	15 working days
Govt., Teacher Training Centre for VI & HI Group - C & D Staff	Deputy Director (T)	07 working days	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
For institutions Group C & D Staff	Superintendent	07 working days	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
Braille Press Group C & D Staff	Manager	07 working days	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days

	Hostels for Men & Women Superintendent	District Disabled Welfare Officer	07 working days	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	Group C & D	Superintendent	07 working days	District Disabled welfare Officer	15 working days	Deputy Director (D)	15 working days
10	Last Pay Certificate HOD/Group A Officer						
	For Head office Group –A, B, C & D	Assistant Director	20 working days from the date of receipt of the proposal	Deputy Director	15 working days	Joint Director	15 working days
	For DDWO office Group B officer & Group C & D Staff	District disabled welfare officer	20 working days from the date of receipt of the proposal	Deputy Director	15 working days	Joint Director	15 working days
	Govt., Teacher Training Centre for VI & HI Group – A & B, & Group C & D Staff	Deputy Director (T)	20 working days from the date of receipt of the proposal	Joint Director	15 working days	Director	15 working days
	For institutions B Group officer & Group C & D Staff	Superintendent	20 working days from the date of receipt of the proposal	District Disabled Welfare Officer	15 working days	Deputy Director	15 working days
	Braille Press Group B officer, Group C & D Staff	Manager	20 working days from the date of receipt of the proposal	District Disabled Welfare Officer	15 working days	Deputy Director	15 working days
	Hostels for Men & Women	Superintendent	20 working days from the date of receipt of the proposal	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
11	Declaration of Probationary period						
	For Group B & Group C	Director	30 working days from the date of receipt of the proposal with conclusive documents	Joint Secretary	15 working days	Secretary	15 working days
	Group D Staff	Assistant Director		Deputy Director		Joint Director	
12	Issue of Salary Certificate						
	For Head office Group –A, B, C & D Staff	Assistant Director	05 working days from the date of submission of request	Deputy Director	15 working days	Joint Director	15 working days
	For DDWO office Group B officer & Group C & D Staff	District Disabled Welfare Officer	05 working days from the date of submission of request	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	Govt., Teacher Training Centre for VI & HI	Deputy Director (T)	05 working days from the date of	Deputy Director (D)	15 working days	Joint Director H.O	15 working days

	Group – A & B, & Group C & D Staff		submission of request				
	For institutions B Group officer & Group C & D Staff	Superintendents	05 working days from the date of submission of request	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Braille Press Group B officer, Group C & D Staff	Manager	05 working days from the date of submission of request	District Disabled welfare Officer	15 working days	Deputy Director (D)	15 working days
	Hostels for Men & Women	Superintendents	05 working days from the date of submission of request	District Disabled welfare Officer	15 working days	Deputy Director (D)	15 working days
13	Sanction of Leave Salary (Surrender Leave) G.O No. FD 2 TFP 2010 dtd 30/4/2010						
	For Head office Group –A & B	Director	30 working days from the date of application in full with the concurrence of A.G.	Joint Secretary	15 working days	Secretary	15 working days
	Group C & D Staff	Assistant Director	30 working days from the date of receipt of application in full	Deputy Director	15 working days	Joint Director	15 working days
	For DDWO office Group B officer	Deputy Director (D)	30 working days from the date of application in full with the concurrence of A.G	Joint Director H.O	15 working days	Director	15 working days
	Group C & D Staff	District welfare officer	30 working days from the date of receipt of application in full	Deputy Director (D)	15 working days	Joint Director	15 working days
	Govt., Teacher Training Centre for VI & HI Group – A	Director	30 working days from the date of application in full with the concurrence of A.G	Joint Secretary	15 working days	Secretary	15 working days
	Group B	Deputy Director (T)	30 working days from the date of application in full with the concurrence of A.G	Joint Director	15 working days	Director	15 working days
	C & D Staff	Deputy Director (T)	30 working days from the date of receipt of application in full	Joint Director	15 working days	Director	15 working days
	For institutions B Group officer	District Disabled welfare officer	30 working days from the date of application in full with the	Deputy Director (D)	15 working days	Joint Director	15 working days

		concurrence of A.G				
& Group C & D Staff	Superintendent	30 working days from the date of application in full	Direct Disabled welfare Officer	15 working days	Deputy Director (D)	15 working days
Braille Press Group B officer,	District Disabled welfare Officer	30 working days from the date of application in full	Deputy Director	15 working days	Joint Director	15 working days
Group C & D Staff	Manager	30 working days from the date of application in full	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
Hostels for Men & Women	District Disabled Welfare Officer	30 working days from the date of application in full	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
14	Sanction of HTC/LTC					
For Head office Group –A	Director	20 Working days from the date of completed application with conclusive documents subject to approval of the Govt.	Joint secretary	15 working days	Secretary	15 working days
Group –B	Director	20 Working days from the date of completed application with conclusive documents	Joint Secretary	15 working days	Secretary	15 working days
Group C & D Staff	Assistant Director	20 Working days from the date of completed application with conclusive documents	Deputy Director H.O	15 working days	Joint Director	15 working days
For DDWO office Group B officer	Deputy Director (D)	20 Working days from the date of completed application with conclusive documents	Joint Director	15 working days	Director	15 working days
Group C & D Staff	District Disabled Welfare Officer		Deputy Director (D)	15 working days	Joint Director H.O	15 working days
Govt., Teacher Training Centre for VI & HI Group – A and	Director	20 Working days from the date of completed application with conclusive documents subject to approval of the Govt.	Joint Secretary	15 working days	Secretary	15 working days

	B, and Group C & D Staff	Deputy Director (T)	20 Working days from the date of completed application with conclusive documents	Joint Director H.O	15 working days	Director	15 working days
	For institutions B Group officer	District Disabled Welfare Officer	20 Working days from the date of completed application with conclusive documents	Deputy Director(D)	15 working days	Joint Director H.O	15 Working days
	and Group C & D Staff	Superintendent		District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Braille Press Group B officer	District Disabled Welfare Officer	20 Working days from the date of completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	Group C & D Staff	Manager	20 Working days from the date of completed application with conclusive documents	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Hostels for Men & Women	District Disabled welfare officer	20 Working days from the date of completed application with conclusive documents	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
15	Arrears of Salary						
	For Head office Group –A & B and Group C & D Staff	Assistant Director	30 working days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	Deputy Director	15 working days	Joint Director	15 working days
	For DDWO office Group B officer & Group C & D Staff	District Disabled Welfare Officer	30 working days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	Deputy Director (D)	15 working days	Joint Director	15 working days
	Govt., Teacher Training Centre for VI & HI Group – A & B and Group C & D Staff	Deputy Director (T)	30 working days from the date of submission in detail with conclusive documents and subject to	Joint Director	15 working days	Director	15 working days

			clearance from HRMS				
	For institutions B Group officer & Group C & D Staff	Superintendents	30 working days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Braille Press Group B officer, Group C & D Staff	Manager	30 working days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Hostels for Men & Women	Superintendents	30 working days from the date of submission in detail with conclusive documents and subject to clearance from HRMS	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
16	Compassionate Appointment						
	For Group C & D	Director	30 Working days from the date of submission in detail with conclusive documents and Subject to the availability of Post	Joint Secretary	15 working days	Secretary	15 working days
17	Service Register Group – B officers						
	For Head office Group C & D Staff	Assistant Director	30 working days	Deputy Director	15 working days	Joint Director	15 working days
	For DDWO office Group C & D Staff	District Disabled Welfare Officer	30 Working days from the date of submission	Deputy Director (D)	15 working days	Joint Director	15 working days
	Govt., Teacher Training Centre for VI & HI Group C & D Staff	Deputy Director (T)	30 working days from the date of submission	Joint Director H.O.H.O	15 working days	Director	15 working days
	For institutions Group C & D Staff	Superintendents	30 working days from the date of submission	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Braille Press Group C & D Staff	Manager	30 Working days from the date of submission	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days

	Hostels for Men & Women	District Disabled Welfare Officer	30 Working days from the date of submission	Deputy Director (D)	15 working days	Joint Director	15 working days
	Group –C & D	Superintendents	30 Working days from the date of submission	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
18	Forwarding of application through proper channel						
	For Head office Group A Group	Director	15 working days	Joint Secretary	15 working days	Secretary	15 working days
	Group B and C & D Staff	Assistant Director	15 working days	Deputy Director	15 working days	Joint Director	15 working days
	For DDWO office Group B Officer	Deputy Director (D)	15 Working days	Joint Director	15 working days	Director	15 working days
	And C & D Staff	District Disabled Welfare Officer	15 Working days	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	Govt., Teacher Training Centre for VI & HI Group -A	Director	15 working days	Joint Secretary	15 working days	Secretary	15 working days
	Group B, C & D Staff	Deputy Director (T)	15 Working days	Deputy Director H.O	15 working days	Joint Director	15 working days
	For institutions Group B	District Disabled Welfare Officer	15 Working days	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	Group –C & D Staff	Superintendents	15 Working days	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Braille Press Group B	District Disabled Welfare Officer	15 Working days	Deputy Director (D)	15 working days	Joint Director H.O	15 working days
	Group –C & D Staff	Manager	15 Working days	District Disabled Welfare Officer	15 working days	Deputy Director (D)	15 working days
	Hostels for Men & Women Superintendents	District Disabled Welfare Officer	15 Working days	Deputy Director (D)	15 working days	Joint Director H.O	15 working days

	Group C & D Staff	Superintendents	15 Working days	District Disabled Welfare Officer	15 Working days	Deputy Director (D)	15 Working days
19	MCA/Computer Advances						
	Group A & B Officer	Director	30 working days from the date of submission of application with conclusive document and availability of budget and subject to approval of the Govt	Joint Secretary	15 working days	Secretary	15 working days
	Group C & D Staff	Assistant Director	30 working days from the date of submission of application with conclusive document and availability of budget	Deputy Director	15 Working days	Director	15 Working days
20	Charge Allowances G.O No.FD 2 TFP 2010 dtd 30/4/2010						
	Director	Govt. will take the decision					
	Group A Officer in H.O.	Upto 4 months Director	30 working days from the date of submission of the application	Joint Secretary	30 working days	Secretary	20 working days
	Group B Officers & Group C Staff in H.O.	Assistant Director	30 working days from the date of submission of application	Deputy Director	30 Working days	Director	20 Working days
	For DDWO office DDWO	Deputy Director (D)	30 working days from the date of submission of application	Joint Director	30 working days	Director	20 working days
	Group -C	District Disabled Welfare Officer	30 working days from the date of submission of application	Deputy Director (D)	30 working days	Joint Director	20 working days
	Govt., Teacher Training Centre for VI & HI Group -A	Director	30 working days from the date of submission of application	Joint Secretary	30 working days	Secretary	20 working days
	Group B, C & D Staff	Deputy Director (T)	30 working days from the date of submission of application	Deputy Director H.O	30 working days	Joint Director	20 working days
	For institutions Group B	District Disabled Welfare Officer	30 working days from the date of submission of application	Deputy Director (D)	30 working days	Joint Director H.O	20 working days

Group –C & D Staff	Superintendent	30 working days from the date of submission of application	Deputy Director (D)	30 working days	Joint Director H.O	20 working days
Braille Press Group B	District Disabled Welfare Officer	30 working days from the date of submission of application	Deputy Director (D)	30 working days	Joint Director H.O	20 working days
Group –C & D Staff	Manager	30 working days from the date of submission of application	District Disabled Welfare Officer	30 working days	Deputy Director (D)	20 working days
Hostels for Men & Women Superintendents	District Disabled Welfare Officer	30 working days from the date of submission of application	Deputy Director (D)	30 working days	Joint Director H.O	20 working days
Group C & D Staff	Superintendents	30 working days from the date of submission of application	District Disabled Welfare Officer	30 Working days	Deputy Director (D)	20 Working days

Heading -14 of Public Works, Ports & Inland Water Transport Department after Services from S.L No.01 to 02 the following services to be added and read as :-

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
3	Disbursement of Salary in Time (To All Category of Officers & Officials). (Excluding the offices where the pay is drawing through HRMS)						
	a)	F.D.A.	3 working days	AEE	Within 3 working days	EE	Within 10 working days
	b)	Office Superintendent	3 working days	EE	Within 3 working days	SE	Within 10 working days
	c)	Registrar	3 working days	SE	Within 3 working days	CE	Within 10 working days
	d)	Registrar	3 working days	CE	Within 3 working days	Sec	Within 10 working days
4	Annual Increment						

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	a)	F.D.A.	10 working days	AEE	Within 10 working days	EE	Within 10 working days
	b)	Office Superintendent	10 working days	EE	Within 10 working days	SE	Within 10 working days
	c)	Registrar	10 working days	SE	Within 10 working days	CE	Within 10 working days
	d)	Registrar	10 working days	CE	Within 10 working days	Sec	Within 10 working days
5	Stagnation Increment (Depending on delegation of power)						
	a)	F.D.A.	10 working days (to submit the file)	AEE	Within 10 working days	EE	Within 10 working days
	b)	Office Superintendent	10 working days (to submit the file)	EE	Within 10 working days	SE	Within 10 working days
	c)	Registrar	10 working days (to submit the file)	SE	Within 10 working days	CE	Within 10 working days
	d)	Registrar	10 working days approve the proposal	CE	10 working days approve the proposal	Sec	Within 10 working days
6	Time Bound Increment / Automatic Grant of Promotion / 20 Yrs, 25 Yrs & 30 Yrs - 1st, 2nd & 3rd Additional Increments (In accordance with the General Delegation of Financial Powers)						
	a)	F.D.A.	10 working days (to submit the file in all respects)	AEE	10 working days (to submit the file in all respects)	EE	Within 10 working days
	b)	Office Superintendent	10 working days (to submit the file in all respects)	EE	10 working days (to submit the file in all respects)	SE	Within 10 working days
	c)	Registrar	10 working days (to submit the file)	SE	10 working days (to submit the file)	CE	Within 10 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			in all respects)		file in all respects)		
	d)	Registrar	To approve the proposal within 10 working days	CE	To approve the proposal within 10 working days	Sec	Within 10 working days
7	EL / Com.Leave / HPL / EOL						
	a) Approval Group - A,B,C&D						
	a)	F.D.A.	Within 10 working days upon receipt of Application in complete manner	AEE	Within 10 working days upon receipt of Application in complete manner	EE	Within 10 working days
	b)	Office Superintendent	Within 10 working days upon receipt of Application in complete manner	EE	Within 10 working days upon receipt of Application in complete manner	SE	Within 10 working days
	c)	Registrar	Within 10 working days upon receipt of Application in complete manner	SE	Within 10 working days upon receipt of Application in complete manner	CE	Within 10 working days
	d)	Registrar	Within 10 working days upon receipt of Application in complete manner	CE	Within 10 working days upon receipt of Application in complete manner	Sec	Within 10 working days
8	Medical Reimbursement						
	a)	F.D.A.	Within 7 working days upon receipt of Application in complete manner (To submit to	AEE	Within 7 working days upon receipt of Application in complete manner	EE	Within 7 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			higher authority)				
	b)	Office Superintendent	Within 7 working days upon receipt of Application in complete manner (To submit to higher authority)	EE	Within 7 working days upon receipt of Application in complete manner	SE	Within 7 working days
	c)	Registrar	Within 7 working days upon receipt of Application in complete manner (To submit to higher authority)	SE	Within 7 working days upon receipt of Application in complete manner	CE	Within 7 working days
	d)	Registrar	Within 7 working days to approve the proposal	CE	Within 7 working days to approve the proposal	Sec	Within 7 working days
9	TA (in accordance with Delegation of Powers)						
	a)	F.D.A.	Within 7 working days upon receipt of Application in complete manner (To submit to higher authority)	AEE	Within 7 working days upon receipt of Application in complete manner	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days upon receipt of Application in complete manner (To submit to higher authority)	EE	Within 7 working days upon receipt of Application in complete manner	SE	Within 7 working days
	c)	Registrar	Within 7 working days upon receipt of Application in complete	SE	Within 7 working days upon receipt of Application	CE	Within 7 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			manner (To submit to higher authority)		in complete manner		
	d)	Registrar	Within 7 working days to approve the proposal	CE	Within 7 working days to approve the proposal	Sec	Within 7 working days
10	Finalization of Retirement Benefits						
	a) Submission of Employee retirement papers to AG in all respect						
	a)	F.D.A.	As per KCSR within 3 months prior to the date of retirement to submit the file to higher officer in complete manner	AEE	As per KCSR within 3 months prior to the date of retirement	EE	Within 10 working days
	b)	Office Superintendent	As per KCSR within 3 months prior to the date of retirement to submit the file to higher officer in complete manner	EE	As per KCSR within 3 months prior to the date of retirement	SE	Within 10 working days
	c)	Registrar	As per KCSR within 3 months prior to the date of retirement to submit the file to higher officer in complete manner	SE	As per KCSR within 3 months prior to the date of retirement	CE	Within 10 working days
	d)	Registrar	As per KCSR within 3 months prior to the date of retirement to submit the file	CE	As per KCSR within 3 months prior to the date	Sec	Within 10 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			to concerned authority in complete manner		of retirement		
b) To submit family pension / Voluntary Retirement papers to AG							
	a)	F.D.A.	Within 15 working days upon receipt of proposal in complete manner	AEE	Within 15 working days upon receipt of proposal in complete manner	EE	Within 15 working days
	b)	Office Superintendent	Within 15 working days upon receipt of proposal in complete manner	EE	Within 15 working days upon receipt of proposal in complete manner	SE	Within 15 working days
	c)	Registrar	Within 15 working days upon receipt of proposal in complete manner	SE	Within 15 working days upon receipt of proposal in complete manner	CE	Within 15 working days
	d)	Registrar	Within 15 working days upon receipt of proposal in complete manner	CE	Within 15 working days upon receipt of proposal in complete manner	Sec	Within 15 working days
c) Finalization of EGIS							
	a)	F.D.A.	Within 10 working days upon receipt of proposal in complete manner	AEE	Within 10 working days upon receipt of proposal in complete manner	EE	Within 10 working days
	b)	Office Superintendent	Within 10 working days upon receipt of proposal in	EE	Within 10 working days upon receipt of proposal in	SE	Within 10 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			complete manner		complete manner		
	c)	Registrar	Within 10 working days upon receipt of proposal in complete manner	SE	Within 10 working days upon receipt of proposal in complete manner	CE	Within 10 working days
	d)	Registrar	Within 10 working days upon receipt of proposal in complete manner	CE	Within 10 working days upon receipt of proposal in complete manner	Sec	Within 10 working days
d) Leave Encashment in accordance with Rule 118 A of KCSRs							
	a)	F.D.A.	within 7 working days	AEE	within 7 working days	EE	within 7 working days
	b)	Office Superintendent	within 7 working days	EE	within 7 working days	SE	within 7 working days
	c)	Registrar	within 7 working days	SE	within 7 working days	CE	within 7 working days
	d)	Registrar	within 7 working days	CE	within 7 working days	Sec	within 7 working days
e) To submit the NDC / NEC in respect of Gazetted Govt. servants and also for other groups							
	a)	F.D.A.	within 7 working days to submit the file to higher officer	AEE	within 7 working days to submit the file to higher officer	EE	within 7 working days
	b)	Office Superintendent	within 7 working days to submit the file to higher officer	EE	within 7 working days to submit the file to higher officer	SE	within 7 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	c)	Registrar	within 7 working days to submit the file to higher officer	SE	within 7 working days to submit the file to higher officer	CE	within 7 working days
	d)	Registrar	within 7 working days to submit the file to higher officer	CE	within 7 working days to submit the file to higher officer	Sec	within 7 working days
11	GPF Advance / Partial, Final Withdrawal (in accordance with the power delegated in the Rules)						
	a)	F.D.A.	Within 7 working days upon receipt of Application in complete manner	AEE	Within 7 working days upon receipt of Application in complete manner	EE	within 7 working days
	b)	Office Superintendent	Within 7 working days upon receipt of Application in complete manner	EE	Within 7 working days upon receipt of Application in complete manner	SE	within 7 working days
	c)	Registrar	Within 7 working days upon receipt of Application in complete manner	SE	Within 7 working days upon receipt of Application in complete manner	CE	within 7 working days
	d)	Registrar	Within 7 working days upon receipt of Application in complete manner	CE	Within 7 working days upon receipt of Application in complete manner	Sec	within 7 working days
12	Advances						
	a) HBA b) MCA c) Solar / Computer Advance (in accordance with the power delegated and budget provision)						

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	a)	F.D.A.	Within 7 working days upon receipt of Application in complete manner	AEE	Within 7 working days upon receipt of Application in complete manner	EE	within 7 working days
	b)	Office Superintendent	Within 7 working days upon receipt of Application in complete manner	EE	Within 7 working days upon receipt of Application in complete manner	SE	within 7 working days
	c)	Registrar	Within 7 working days upon receipt of Application in complete manner	SE	Within 7 working days upon receipt of Application in complete manner	CE	within 7 working days
	d)	Registrar	Within 7 working days upon receipt of Application in complete manner	CE	Within 7 working days upon receipt of Application in complete manner	Sec	within 7 working days
13	Festival Advance						
	a)	F.D.A.	Within 7 working days upon receipt of Application in complete manner	AEE	Within 7 working days upon receipt of Application in complete manner	EE	within 7 working days
	b)	Office Superintendent	Within 7 working days upon receipt of Application in complete manner	EE	Within 7 working days upon receipt of Application in complete manner	SE	within 7 working days
	c)	Registrar	Within 7 working days upon receipt of Application	SE	Within 7 working days upon receipt of Application	CE	within 7 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			in complete manner		in complete manner		
	d)	Registrar	Within 7 working days upon receipt of Application in complete manner	CE	Within 7 working days upon receipt of Application in complete manner	Sec	within 7 working days
14	To- Transit the LPC upon Transfer / Retirement						
	a)	F.D.A.	Within 7 working days	AEE	Within 7 working days	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days	EE	Within 7 working days	SE	Within 7 working days
	c)	Registrar	Within 7 working days	SE	Within 7 working days	CE	Within 7 working days
	d)	Registrar	Within 7 working days	CE	Within 7 working days	Sec	Within 7 working days
15	To- Transit the SR upon Transfer / Retirement (only cases of free from departmental enquiries and any other charges)						
	a)	F.D.A.	Within 7 working days	AEE	Within 7 working days	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days	EE	Within 7 working days	SE	Within 7 working days
	c)	Registrar	Within 7 working days	SE	Within 7 working days	CE	Within 7 working days
	d)	Registrar	Within 7 working days	CE	Within 7 working days	Sec	Within 7 working days
16	Declaration of probationary period / extension of probationary period (in accordance with the powers delegated for different cadres)						

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	a)	F.D.A.	Within 7 working days from completion of 2 years to submit proposal in complete manner	AEE	Within 7 working days upon receipt of proposal in complete manner	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days from completion of 2 years to submit proposal in complete manner	EE	Within 7 working days upon receipt of proposal in complete manner	SE	Within 7 working days
	c)	Registrar	Within 7 working days from completion of 2 years to submit proposal in complete manner	SE	Within 7 working days upon receipt of proposal in complete manner	CE	Within 7 working days
	d)	Registrar	Within 7 working days from completion of 2 years to approve the proposal	CE	Within 7 working days from completion of 2 years to approve the proposal	Sec	Within 7 working days
17	Sanction of surrender leave encashment in accordance with Rule 118 of KCSRs						
	a)	F.D.A.	Within 7 working days	AEE	Within 7 working days	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days	EE	Within 7 working days	SE	Within 7 working days
	c)	Registrar	Within 7 working days	SE	Within 7 working days	CE	Within 7 working days
	d)	Registrar	Within 7 working days	CE	Within 7 working days	Sec	Within 7 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
18	HTC / LTC (in accordance with the powers delegated)						
	a)	F.D.A.	Within 7 working days from the date of submission of Application in complete manner	AEE	Within 7 working days from the date of submission of Application in complete manner	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days from the date of submission of Application in complete manner	EE	Within 7 working days from the date of submission of Application in complete manner	SE	Within 7 working days
	c)	Registrar	Within 7 working days from the date of submission of Application in complete manner	SE	Within 7 working days from the date of submission of Application in complete manner	CE	Within 7 working days
	d)	Registrar	Within 7 working days from the date of submission of Application in complete manner	CE	Within 7 working days from the date of submission of Application in complete manner	Sec	Within 7 working days
19	Charge All / Incharge Arrangements (in accordance with the powers delegated)						
	a)	F.D.A.	Within 7 working days	AEE	Within 7 working days	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days	EE	Within 7 working days	SE	Within 7 working days
	c)	Registrar	Within 7 working days	SE	Within 7 working days	CE	Within 7 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	d)	Registrar	Within 7 working days	CE	Within 7 working days	Sec	Within 7 working days
20	Compassionate Grounds Appointment						
	a)	F.D.A.	Within 7 working days from the date of submission of Application in complete manner (to submit to higher authority)	AEE	Within 7 working days from the date of submission of Application in complete manner (to submit to higher authority)	EE	7 working days
	b)	Office Superintendent	Within 7 working days from the date of submission of Application in complete manner (to submit to higher authority)	EE	Within 7 working days from the date of submission of Application in complete manner (to submit to higher authority)	SE	7 working days
	c)	Registrar	Within 10 working days from the date of submission of Application in complete manner (to submit to higher authority)	SE	Within 10 working days from the date of submission of Application in complete manner (to submit to higher authority)	CE	7 working days
	d)	Registrar	To approve the proposal within 15 working days from the date of receipt of Application in complete manner	CE	To approve the proposal within 15 working days from the date of receipt of Application	Sec	7 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
					in complete manner		
21	Permission to draw First Salary (To issue Age certificate) (in accordance with the power delegated)						
	a)	F.D.A.	Within 7 working days	AEE	Within 7 working days	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days	EE	Within 7 working days	SE	Within 7 working days
	c)	Registrar	Within 7 working days	SE	Within 7 working days	CE	Within 7 working days
	d)	Registrar	Within 7 working days	CE	Within 7 working days	Sec	Within 7 working days
22	Travelling Approval (in accordance with the power delegated)						
	a)	F.D.A.	Within 3 working days to submit the proposal	AEE	Within 3 working days to submit the proposal	EE	Within 3 working days
	b)	Office Superintendent	Within 3 working days to submit the proposal	EE	Within 3 working days to submit the proposal	SE	Within 3 working days
	c)	Registrar	Within 3 working days to submit the proposal	SE	Within 3 working days to submit the proposal	CE	Within 3 working days
	d)	Registrar	Within 3 working days to approve	CE	Within 3 working days to approve	Sec	Within 3 working days
23	Permission for higher studies (in accordance with the power delegated)						

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	a)	F.D.A.	Within 7 working days to submit the proposal in complete manner to higher authority	AEE	Within 7 working days to submit the proposal in complete manner to higher authority	EE	Within 7 working days
	b)	Office Superintendent	Within 7 working days to submit the proposal in complete manner to higher authority	EE	Within 7 working days to submit the proposal in complete manner to higher authority	SE	Within 7 working days
	c)	Registrar	Within 7 working days to submit the proposal in complete manner to higher authority	SE	Within 7 working days to submit the proposal in complete manner to higher authority	CE	Within 7 working days
	d)	Registrar	Within 7 working days to submit the proposal in complete manner to higher authority	CE	Within 7 working days to submit the proposal in complete manner to higher authority	Sec	Within 7 working days
24	Issue of NoC to acquire passport						
	a)	F.D.A.	Within 3 working days upon receipt of application in complete manner	AEE	Within 3 working days upon receipt of application in complete manner	EE	Within 3 working days
	b)	Office Superintendent	Within 5 working days upon receipt of application	EE	Within 5 working days upon receipt of application	SE	Within 3 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			in complete manner		in complete manner		
	c)	Registrar	Within 8 working days upon receipt of application in complete manner	SE	Within 8 working days upon receipt of application in complete manner	CE	Within 3 working days
	d)	Registrar	To approve / submit the proposal to higher authority within 10 working days upon receipt of application in complete manner	CE	To approve / submit the proposal to higher authority within 10 working days upon receipt of application in complete manner	Sec	Within 3 working days
25	Approval to purchase / sale of Govt. Employees movable and immovable property after receipt of Application in complete manner (as per delegation of power)						
	a)	F.D.A.	Within 10 working days to submit the file in complete manner to higher authority	AEE	Within 10 working days to submit the file in complete manner to higher authority	EE	Within 10 working days
	b)	Office Superintendent	Within 15 working days to submit the file in complete manner to higher authority	EE	Within 15 working days to submit the file in complete manner to higher authority	SE	Within 10 working days
	c)	Registrar	Within 20 working days to submit the file in complete manner to	SE	Within 20 working days to submit the file in complete manner to	CE	Within 20 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			higher authority		higher authority		
	d)	Registrar	To approve / submit to higher authority in complete manner within 30 working days	CE	To approve / to submit to higher authority within 30 working days to submit the file in complete manner	Sec	Within 30 working days
26	Grant of permission for Government employees to proceed abroad after receipt of Application with all relevant details in complete manner						
	a)	F.D.A.	Within 5 working days to submit the file in complete manner to higher authority	AEE	Within 5 working days to submit the file in complete manner	EE	Within 5 working days
	b)	Office Superintendent	Within 15 working days to submit the file in complete manner to higher authority	EE	Within 15 working days to submit the file in complete manner	SE	Within 5 working days
	c)	Registrar	Within 20 working days to submit the file in complete manner to higher authority	SE	Within 20 working days to submit the file in complete manner	CE	Within 10 working days
	d)	Registrar	To approve / submit the proposal with all relevant details to higher authority within 30 working days	CE	To approve / submit the proposal with all relevant details to higher authority within 30	Sec	Within 20 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			as per delegation of power		working days as per delegation of power		
27	Forwarding of Government Employees loan application in respect of KGID / GPF						
	a)	F.D.A.	Within 5 working days to submit the file in complete manner to concern authority	AEE	Within 5 working days to submit the file in complete manner to concern authority	EE	Within 10 working days
	b)	Office Superintendent	Within 10 working days to submit the file in complete manner to concern authority	EE	Within 10 working days to submit the file in complete manner to concern authority	SE	Within 10 working days
	c)	Registrar	Within 10 working days to submit the file in complete manner to concern authority	SE	Within 10 working days to submit the file in complete manner to concern authority	CE	Within 10 working days
	d)	Registrar	Within 15 working days to submit the file in complete manner to concern authority	CE	Within 15 working days to submit the file in complete manner to concern authority	Sec	Within 10 working days
28	Employee waiting period approval						
	a)	F.D.A.	Within 10 working days to submit the file in complete manner to	AEE	Within 10 working days to submit the file in complete manner to	EE	Within 10 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			concern authority		concern authority		
	b)	Office Superintendent	Within 10 working days to submit the file in complete manner to concern authority	EE	Within 10 working days to submit the file in complete manner to concern authority	SE	Within 10 working days
	c)	Registrar	Within 10 working days to submit the file in complete manner to concern authority	SE	Within 10 working days to submit the file in complete manner to concern authority	CE	Within 10 working days
	d)	Registrar	Within 30 working days to submit the file in complete manner to concern authority	CE	Within 15 working days to submit the file in complete manner to concern authority	Sec	Within 30 working days
29	Correction of name and seniority number of government employee in seniority list						
	a)	F.D.A.	Within 10 working days to submit the file in complete manner to higher authority	AEE	Within 10 working days to submit the file in complete manner to higher authority	EE	Within 10 working days
	b)	Office Superintendent	Within 10 working days to submit the file in complete manner to higher authority	EE	Within 10 working days to submit the file in complete manner to higher authority	SE	Within 10 working days
	c)	Registrar	Within 15 working days to submit the file in complete	SE	Within 15 working days to submit the file in	CE	Within 10 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
			manner to higher authority		complete manner to higher authority		
	d)	Registrar	Within 30 working days to submit the file in complete manner to higher authority	CE	Within 30 working days to submit the file in complete manner to higher authority	Sec	Within 30 working days
30	Issue of Building condition / fitness certificate after receipt of application in complete manner	Office Superintendent	20 working days	EE	20 working days	SE	20 working days
31	Renewal / Fresh license of contractor after submission of relevant documents in complete manner by the Contractor						
	Class IV	Office Superintendent	10 working days	EE	10 working days	SE	10 working days
	Class III	Registrar	20 working days	SE	20 working days	CE	20 working days
	Class II and above	Registrar	30 working days	CE	30 working days	Sec	30 working days
32	Renewal / Fresh license of contractor for processing CRs of Contractor after receipt of documents in complete manner						
	a)	F.D.A.	10 working days	AEE	10 working days	EE	10 working days
	b)	Office Superintendent	10 working days	EE	10 working days	SE	10 working days
	c)	Registrar	10 working days	SE	10 working days	CE	10 working days
	d)	Registrar	15 working days	CE	15 working days	Sec	20 working days
33	Private Building rent fixation	Office Superintendent	15 working days	EE	15 working days	SE	15 working days

Sl. No.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	after receipt of application in complete manner						
34	Government / Private building valuation after receipt of application in complete manner	Office Superintendent	15 working days	EE	15 working days	SE	15 working days

Heading -14 of Public Works, Ports & Inland Water Transport Department after Services from S.L No.01 to 34 the following services to be added and read as :-

I - KSHIP Division

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Disbursement of Salary in Time (To All Category of Officers & Officials). (Excluding the offices where the pay is drawn through HRMS)	AD (Admin)	3 working days	C.A.O	10 working days	Project Director	10 working days
2	Annual Increment	AD (Admin)	10 working days	C.A.O	10 working days	Project Director	10 working days
3	Stagnation Increment	AD (Admin)	10 working days (to submit the file)	C.A.O	10 working days upon receipt of Application in complete manner	Project Director	10 working days upon receipt of Application in complete manner

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
4	TBA/AGP/20 Yrs, 25 Yrs & 30 Yrs - 1st, 2nd & 3rd Additional Increments (In accordance with the General Delegation of Financial Powers)	AD (Admin)	10 working days (to submit the file)	C.A.O	10 working days upon receipt of proposal in complete manner	Project Director	10 working days upon receipt of proposal in complete manner
5	EL / Com.Leave / HPL / EOL						
	a) Approval Group - C&D	AD (Admin)	10 working days upon receipt of Application in complete manner	C.A.O	10 working days upon receipt of Application in complete manner	Project Director	10 working days upon receipt of Application in complete manner
	b) Approval Group - C&D	AD (Admin)	7 working days (to submit the file to higher authorities)	C.A.O	7 working days upon receipt of proposal in complete manner	Project Director	7 working days upon receipt of proposal in complete manner
6	Medical Reimbursement	AD (Admin)	7 working days (to submit the file to higher authorities)	C.A.O	7 working days upon receipt of Application in complete manner	Project Director	7 working days upon receipt of Application in complete manner
7	TA (in accordance with Delegation of Powers)	AD (Admin)	7 working days (to submit the file to higher authorities)	C.A.O	7 working days	Project Director	7 working days
8	Finalization of Retirement Benefits						
	a) Finalisation of Pensionary Benefits	AD (Admin)	As per KCSR 90 Working Days prior to the date of retirement	C.A.O	As per KCSR 90 Working Days prior to the date of retirement	Project Director	As per KCSR 90 Working Days prior to the date of retirement
	b) To submit the Pension papers to AG in connection with Family Pension / Voluntary Retirement	AD (Admin)	15 working days upon receipt of proposal in complete manner	C.A.O	15 working days upon receipt of proposal in complete manner	Project Director	15 working days upon receipt of proposal in complete manner
	c) Finalization of EGIS	AD (Admin)	10 working days upon receipt of proposal in complete manner	C.A.O	10 working days upon receipt of proposal in complete manner	Project Director	10 working days upon receipt of proposal in complete manner

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	d) Leave Encashment in accordance with Rule 118 A of KCSRs	AD (Admin)	7 working days	C.A.O	7 working days	Project Director	7 working days
	e) To submit the NDC / NEC in respect of Gazetted Govt. servants	AD (Admin)	7 working days to submit the file to higher officer	C.A.O	7 working days to submit the file to higher officer	Project Director	7 working days upon receipt of Application in complete manner
9	GPF Advance/Partial Final Withdrawal (in accordance with the power delegated in the Rules)	AD (Admin)	7 working days upon receipt of Application in complete manner	C.A.O	7 working days upon receipt of Application in complete manner	Project Director	7 working days upon receipt of Application in complete manner
10	Advances						
	a) HBA b) MCA c) Solar / Computer Advance (in accordance with the power delegated and budget provision)	AD (Admin)	7 working days to submit the Application in complete manner	C.A.O	7 working days upon receipt of Application in complete manner	Project Director	10 working days upon receipt of Application in complete manner
11	Festival Advance	AD (Admin)	7 working days	C.A.O	7 working days	Project Director	7 working days
12	To- Transit the LPC upon Transfer / Retirement	AD (Admin)	7 working days	C.A.O	7 working days	Project Director	7 working days
13	To- Transit the SR upon Transfer / Retirement (only cases of free from departmental enquiries and charges for misconduct)	AD (Admin)	7 working days	C.A.O	7 working days	Project Director	7 working days
14	Declaration of probationary period / extension of probationary period (in accordance with the powers delegated for different cadres)	AD (Admin)	7 working days from completion of 2 years to submit proposal in complete manner	C.A.O	7 working days upon receipt of proposal in complete manner	Project Director	7 working days upon receipt of proposal in complete manner
15	Sanction of surrender leave encashment in accordance with Rule 118 of KCSRs	AD (Admin)	7 working days	C.A.O	7 working days	Project Director	7 working days
16	HTC / LTC (in accordance with the powers delegated)	AD (Admin)	7 working days from the date of submission of application	C.A.O	7 working days from the date of submission of application	Project Director	7 working days from the date of submission of application

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
17	Charge Allowance / Incharge Arrangements (in accordance with the powers delegated)	AD (Admin)	7 working days	C.A.O	7 working days	Project Director	7 working days
18	Compassionate Grounds Appointment	AD (Admin)	7 working days to submit the Application in complete manner	C.A.O	7 working days to submit the Application in complete manner	Project Director	Dispose 15 working days from the date of receipt of application in complete manner
19	Permission to draw First Salary (To issue Age certificate) (in accordance with the power delegated)	AD (Admin)	7 working days	C.A.O	7 working days	Project Director	7 working days
20	Travelling Approval (in accordance with the power delegated)	AD (Admin)	3 working days to submit the proposal	C.A.O	3 working days to submit the proposal	Project Director	3 working days to submit the proposal
21	Permission for higher studies	AD (Admin)	7 working days to submit the proposal	C.A.O	7 working days to submit the proposal	Project Director	7 working days to submit the proposal
22	Issue of NoC to acquire passport	AD (Admin)	3 working days upon receipt of application in complete manner	C.A.O	3 working days upon receipt of application in complete manner	Project Director	7 working days upon receipt of application in complete manner

Heading -14 of Public Works, Ports & Inland Water Transport Department after Sub heading – I of KSHIP Division Services from S.L No.01 to 22 the following services to be added and read as :-

II - KSHIP DIVISION & SUB DIVISION

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Disbursement of Salary in Time (To All Category of Officers & Officials). (Excluding the offices where the pay is drawing through HRMS)	AEE	3 working days	Ex. Eng	10 working days	SE	10 working days

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
2	Annual Increment	AEE	10 working days	Ex. Eng	10 working days	SE	10 working days
3	Stagnation Increment	AEE	10 working days (to submit the file)	Ex. Eng	10 working days upon receipt of Application in complete manner	SE	10 working days upon receipt of Application in complete manner
4	TBA/AGP/20 Yrs, 25 Yrs & 30 Yrs - 1st, 2nd & 3rd Additional Increments (In accordance with the General Delegation of Financial Powers)	AEE	10 working days (to submit the file)	Ex. Eng	10 working days upon receipt of proposal in complete manner	SE	10 working days upon receipt of proposal in complete manner
5	EL / Com.Leave / HPL / EOL						
	a) Approval Group - C&D	AEE	10 working days upon receipt of Application in complete manner	Ex. Eng	10 working days upon receipt of Application in complete manner	SE	10 working days upon receipt of Application in complete manner
	b) Approval Group - C&D	AEE	7 working days (to submit the file to higher authorities)	Ex. Eng	7 working days upon receipt of proposal in complete manner	SE	7 working days upon receipt of proposal in complete manner
6	Medical Reimbursement	AEE	7 working days (to submit the file to higher authorities)	Ex. Eng	7 working days upon receipt of Application in complete manner	SE	7 working days upon receipt of Application in complete manner
7	TA (in accordance with Delegation of Powers)	AEE	7 working days (to submit the file to higher authorities)	Ex. Eng	7 working days	SE	7 working days
8	Finalization of Retirement Benefits						
	a) Finalisation of Pensionary Benefits	AEE	As per KCSR 90 Working Days prior to the date of retirement	Ex. Eng	As per KCSR 90 Working Days prior to the date of retirement	SE	As per KCSR 90 Working Days prior to the date of retirement
	b) To submit the Pension papers to AG in connection with Family Pension / Voluntary Retirement	AEE	15 working days upon receipt of proposal in complete manner	Ex. Eng	15 working days upon receipt of proposal in complete manner	SE	15 working days upon receipt of proposal in complete manner

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	c) Finalization of EGIS	AEE	10 working days upon receipt of proposal in complete manner	Ex. Eng	10 working days upon receipt of proposal in complete manner	SE	10 working days upon receipt of proposal in complete manner
	d) Leave Encashment in accordance with Rule 118 A of KCSRs	AEE	7 working days	Ex.Eng	7 working days	SE	7 working days
	e) To submit the NDC / NEC in respect of Gazetted Govt. servants	AEE	7 working days to submit the file to higher officer	Ex. Eng	7 working days to submit the file to higher officer	SE	7 working days upon receipt of Application in complete manner
9	GPF Advance/Partial Final Withdrawal (in accordance with the power delegated in the Rules)	AEE	7 working days upon receipt of Application in complete manner	Ex. Eng	7 working days upon receipt of Application in complete manner	SE	7 working days upon receipt of Application in complete manner
10	Advances						
	a) HBA b) MCA c) Solar / Computer Advance (in accordance with the power delegated and budget provision)	AEE	7 working days to submit the Application in complete manner	Ex. Eng	7 working days upon receipt of Application in complete manner	SE	10 working days upon receipt of Application in complete manner
11	Festival Advance	AEE	7 working days	Ex. Eng	7 working days	SE	7 working days
12	To- Transit the LPC upon Transfer / Retirement	AEE	7 working days	Ex. Eng	7 working days	SE	7 working days
13	To- Transit the SR upon Transfer / Retirement (only cases of free from departmental enquiries and charges for misconduct)	AEE	7 working days	Ex. Eng	7 working days	SE	7 working days
14	Declaration of probationary period / extension of probationary period (in accordance with the powers delegated for different cadres)	AEE	7 working days from completion of 2 years to submit proposal in complete manner	Ex. Eng	7 working days upon receipt of proposal in complete manner	SE	7 working days upon receipt of proposal in complete manner
15	Sanction of surrender leave encashment in accordance with Rule 118 of KCSRs	AEE	7 working days	Ex. Eng	7 working days	SE	7 working days

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
16	HTC / LTC (in accordance with the powers delegated)	AEE	7 working days from the date of submission of application	Ex. Eng	7 working days from the date of submission of application	SE	7 working days from the date of submission of application
17	Charge All / Incharge Arrangements (in accordance with the powers delegated)	AEE	7 working days	Ex. Eng	7 working days	SE	7 working days
18	Compassionate Grounds Appointment	AEE	7 working days to submit the Application in complete manner	Ex. Eng	7 working days to submit the Application in complete manner	SE	Dispose 15 working days from the date of receipt of application in complete manner
19	Permission to draw First Salary (To issue Age certificate) (in accordance with the power delegated)	AEE	7 working days	Ex. Eng	7 working days	SE	7 working days
20	Travelling Approval (in accordance with the power delegated)	AEE	3 working days to submit the proposal	Ex. Eng	3 working days to submit the proposal	SE	3 working days to submit the proposal
21	Permission for higher studies	AEE	7 working days to submit the proposal	Ex. Eng	7 working days to submit the proposal	SE	7 working days to submit the proposal
22	Issue of NOC to acquire passport	AEE	3 working days upon receipt of application in complete manner	Ex. Eng	3 working days upon receipt of application in complete manner	SE	7 working days upon receipt of application in complete manner

Heading -15 of Forest, Ecology & Environment Department under Sub heading – II of Forest, after S.L No.6 the following services to be added and read as :-

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
7	Timely disbursal of salary 1.Group- A / IFS Officers	D.D.O	10 working days	PCCF(HOFF) concerned Controlling Officer	10 working days	Principal Secretary / DCF /CF/CCF/APCCF	working days

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	2. Group -B,C, and D	D.D.O	10 working days	RFO/ DCF /CF/CCF/APCCF	10 working days	Concerned DCF /CF/CCF/APCCF/PCCF (HOFF)	10 working days
8	Time bound up-gradation approval Group -B,C, and D	concerned Appointment Authority	Complete proposals received before 15 working days	concerned DCF / CF/CCF/APC CF	15 working days	Concerned CF/CCF/APCCF/ PCCF (HOFF)	30 working days
9	Senior scale of pay and selection grade Group - B,C, and D	concerned Appointment Authority	Complete proposals received before 15 working days	concerned DCF / CF/CCF/APC CF	15 working days	Concerned CF/CCF/APCCF/ PCCF (HOFF)	30 working days
10	Approval of Annual increments Group -B,C, and D	D.DO/ Appointing Authority	15 working days	concerned RFO/DCF / CF/CCF/APC CF	15 working days	Concerned CF/CCF/APCCF/ PCCF (HOFF)	30 working days
11	Sanction of Earned Leave/ commuted Leave not exceeding 4 months (excluding the staff on deputation) 1. Group-A/IFS Officer	concerned RFO/DCF / CF/CCF/AP CCF	10 working days after receipt of application	concerned CCF/APCCF/P CCF (HOFF)	7 working days	APCCF/ PCCF (HOFF)/ Principal Secretary (FEE)	10 working days
	2. Group-B,C, and D	concerned RFO/DCF / CF/CCF/AP CCF	15 working days	concerned RFO/DCF / CF/CCF/APC CF/PCCF (HOFF)	7 working days	Concerned DCF/CF/CCF/APCCF/ PCCF (HOFF)/ Principal Secretary (FEE)	10 working days
12	Reimbursement of medical expenses (if treated in Govt. Hospitals/ Govt. Autonomous medical institutions and other hospitals recognized by government..	concerned D.D.O	30 working days	concerned CF/CCF/APC CF/PCCF(HO FF)	15 working days	Concerned DCF/CF/CCF/APCCF/ PCCF (HOFF)/ Principal Secretary (FEE)	30 working days

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	1. Group-A/IFS Officer						
	2. Group-B,C, and D	D.D.O	30 working days	concerned RFO/DCF / CF/CCF/APC CF	15 working days	Concerned DCF/CF/CCF/APCCF/ PCCF (HOFF)	15 working days
13	Claims of Travelling allowance (Home Travel concession, Training/Tour) 1. Group-A/IFS Officer	PCCF(HOFF)	Complete filled application 15 working days	PCCF(HOFF)	15 working days	Principal Secretary/ Chief Secretary	10 working days
	2. Group-B,C, and D	D.D.O	30 working days	DCF / CF/CCF/APC CF	15 working days	Concerned DCF/CF/CCF/APCCF/ PCCF (HOFF)	10 working days
14	Sending proposals to the Accountant General for Settlement of pension and Gratuity 1. Group-A/IFS Officer	PCCF(HOFF)	30 working days	PCCF(HOFF)	15 working days	Principal Secretary/ Chief Secretary	10 working days
	2. Group-B,C, and D	D.D.O	30 working days	concerned RFO/DCF / CF/CCF/APC CF	15 working days	Concerned DCF/CF/CCF/APCCF/ PCCF (HOFF)	10 working days
15	Sanction of advances and partial/final withdrawal from GFP 1. Group-A/IFS Officer	PCCF(HOFF)/APCCF	15 working days	APCCF/PCC F (HOFF)	15 working days	PCCF(HOFF) Principal Secretary (FEE)	10 working days
	2. Group-B,C, and D	concerned DCF /CCF / APCCF	15 working days	concerned DCF /CF/CCF/APC CF	15 working days	Concerned CF/CCF/APCCF/ PCCF (HOFF)	10 working days

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
16	Festival Advance 1. Group-A/IFS Officer	D.D.O	7 working days	concerned DCF /CF/CCF/APC CF/PCCF(HOFF)	7 working days	Concerned CF/CCF/ APCCF/ PCCF (HOFF) Principal Secretary(FEE)	10 working days
	2. Group-B,C, and D	D.D.O	15 working days	DCF/CF/CCF/ APCCF	15 working days	Concerned CF/CCF/ APCCF/ PCCF (HOFF)	10 working days
17	PC on Transfer or Deputation A/IFS Officer	D.D.O	15 working days	Concerned DCF/CF/CCF/ APCCF/ PCCF (HOFF)	7 working days	Principal Secretary/ PCCF (HOFF)/ APCCF/CCF/CF	10 working days
	2. Group-B,C, and D	D.D.O	10 working days	Concerned RFO/DCF/CF /CCF/ APCCF	7 working days	Concerned DCF/CF/CCF/ APCCF/ PCCF (HOFF)	10 working days
18	Transmitting the Service Register Group-B,C, and D	D.D.O	15 working days	Concerned RFO/DCF/CF /CCF/ APCCF/ PCCF(HOFF)	7 working days	Concerned DCF/CF/CCF/ APCCF/ PCCF (HOFF) Principal Secretary (FEE)	10 working days
19	Declaring probationary period Group-B,C, and D	Concerned Appointing Authority	30 Working days after successful completion of probationary period	Concerned Appointing Authority	15 working days	Principal Secretary (FEE)	15 working days
20	Declaring officiating period 1. Group-A/IFS Officer	Not Applicable	-	-	-	-	-
	2. Group-B,C, and D	Concerned Appointing Authority	30 working days	Concerned CCF/ APCCF/ PCCF(HOFF)	15 working days	Concerned APCCF/ PCCF(HOFF)/ Principal Secretary (FEE)	15 working days
21	Issue of salary certificate 1. Group-A/IFS Officer	D.D.O	3 working days	Concerned D.D.O	7 working days	Concerned D.D.O Above Controlling Officer	10 working days

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
	2. Group-B,C, and D	D.D.O	3 Working days	Concerned D.D.O	7 working days	Concerned D.D.O Above Controlling Officer	10 working days
22	Sanction of encashment of surrender leave. 1. Group-A/IFS Officer	Concerned Controlling officer	Complete filled application 15 working days	PCCF(HOFF) / Concerned CCF/ APCCF	7 working days	Concerned APCCF/ PCCF(HOFF)/ Principal Secretary (FEE)	10 working days
	2. Group-B,C, and D	Concerned Controlling officer	Complete filled application 30 working days	Concerned DCF/ CF/CCF/ APCCF	7 working days	Concerned CF/CCF/APCCF/ PCCF(HOFF)/	10 working days
23	Transmission of application under KGID and GPF through proper channel 1. Group-A/IFS Officer	Concerned Controlling officer	Apply for 7 Working days	Concerned Controlling officer	10 working days	Concerned Controlling officer/Chief Controlling	10 working days
	2. Group-B,C, and D	Concerned Controlling officer	Apply for 7 Working days	DCF/ CF/CCF/ APCCF	10 working days	Concerned CF/CCF/ APCCF/ PCCF(HOFF)/	10 working days
24	Travelling allowance for Home Travel Concession and Leave Travel Concession 1. Group-A/IFS Officer	Concerned Controlling officer	Apply for 7 Working days	Concerned CCF/ APCCF / PCCF(HOFF)	10 working days	Concerned APCCF/ PCCF(HOFF)/ Principal Secretary (FEE)/ Chief Secretary	10 working days
	2. Group-B,C, and D	Concerned Controlling officer	Apply for 15 Working days	DCF/ CF/CCF/ APCCF	7 Working days	Concerned CF/CCF/ APCCF/ PCCF(HOFF)	10 working days
25	Sanction of charge allowance (till 4 months) 1. Group-A/IFS Officer	Concerned CCF/ APCCF / PCCF(HOFF)	10 Working days from the date of receipt of application	Concerned APCCF/PCC F (HOFF)	7 Working days	PCCF(HOFF)/ Principal Secretary (FEE)/ Chief Secretary	10 working days
	2. Group-B,C, and D	Concerned Controlling officer	10 working days	Concerned DCF/CF/CCF/ APCCF/ PCCF(HOFF) /	7 Working days	Concerned CF/CCF/ APCCF/ PCCF(HOFF)/ Principal Secretary (FEE)	10 working days

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
26	Settlement of Arrears Salary	D.D.O	15 Working days from the date of receipt of detailed application	DCF/CF/CCF/ APCCF/ PCCF /(HOFF)	15 Working days	CF/CCF/ APCCF/ PCCF/ (HOFF)/ Principal Secretary (FEE)	10 working days
27	Appointment on Compassionate grounds (except the cases of dispute and court cases)	PCCF(HOFF)	Complete proposals received after 90 working days	PCCF(HOFF)	30 Working days	Principal Secretary	10 working days

Heading -19 of Co-operation Department under Sub Heading – I of Karnataka State Warehousing Corporation, after S.L No. 3 the following service to be added and read as :-

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
4	Warehouse Licence for State/Central Warehouse	District Deputy/Assistant Director, Agricultural Marketing Department	45 Working Days	Additional Director (Admin) Agricultural Marketing Department	15 Working Days	Director, Agricultural Marketing Department	30 Working Days

Heading -19 of Co-operation Department under Sub heading – II of Agricultural Marketing Department, after S.L No. 27 the following services to be added and read as :-

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
28	Trader Registration	Secretary, Agricultural Produce Market	2 Working Days	Chairman/Deputy Director/Assistant Director	2 Working Days	Director, Department of Agricultural Marketing	7 Working Days

Sl.	List of services	Designated Officer	Time limit for disposal by the designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
29	Farmer Registration	Secretary, Agricultural Produce Market Committee	2 Working Days	Chairman/Deputy Director/Assistant Director	2 Working Days	Director, Department of Agricultural Marketing	7 Working Days

Heading -21 of Water Resources Department after Sl.No.22 the following services to be added and read as :-

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
23	AEE, EE, SE and Registrars (Asst.Admn.Officer)-Sanction of Waiting period	Under Secretary to Government	30 working days	DS/JS/AS to Government	15 working days	Secretary to Government	10 working days
24	Sanction of Charge Allowance	Under Secretary to Government	10 working days from submission of filled application	DS/JS/AS to Government	07 working days	Secretary to Government	10 working days
25	Medical Reimbursement	Under Secretary to Government	30 working days	DS/JS/AS to Government	15 working days	Secretary to Government	10 working days
26	Sanction of Encashment leave and Committed leave	Under Secretary to Government	30 working days from submission of filled application	DS/JS/AS to Government	07 working days	Secretary to Government	10 working days
27	Permission for foreign tour	Under Secretary to Government	10 working days from submission of filled application	DS/JS/AS to Government	07 working days	Principal Secretary / Secretary to Government	10 working days

By order and in the name of the Governor of Karnataka

(B.N. VARAPRASAD REDDY)
Administrative Officer & Ex-officio
Under Secretary to Government
Department of Personnel & Administrative Reforms (AR-Citizen Services).

ANNEXURE B: QUOTES - ON ACCOUNT OF NATIONAL WORKSHOP

Name: Shri Sanjay Kothari, Secretary DARPG



“I am sure it would have been a grand success”

Name: Shri Mohandas Pai



- Sakala generates an enormous amount of data and is a rich area for data analytics.
- It identifies high impact areas and processes which take time and money for the citizens and cost for government.
- Through Sakala one can identify the number of transactions in every area, the time taken for each transaction, the outstanding no etc.
- Every transaction has a process and processes take time and have a cost.
- Many processes are a result of a context and need, very often the context changes, the need changes but the process remains. Govt work becomes static as no periodic evaluation of need takes place.
- Authorisation of the process is a function of delegation of authority, again contextual and based on ability to track the transaction and have a history.
- Through Sakala and IT systems one can track transactions and maintain a data base.
- As times change, needs change, transactions increase, data base is available there is a need to re question the process, the need for the transaction, authorisation levels, tracking etc.
- Hence there is a need for a Business Process Reengineering at periodic intervals based on data.
- Through BPR one can evaluate need for the process, eliminate the need if context changes, change the process to make it speedier, make a process whole, automate the process, reduce the number of steps etc.

The whole intent is to ensure citizens needs are fulfilled faster, at lesser cost and reduce the need for the transaction

ANNEXURE C: PROCESS FLOW FOR SHOWING SAKALA PORTALS AND REPORTS

GSC_rpt

1. Performance Ranking:

Home → Performance reports →

a) District Ranking

S No	District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Uttara Kannada	1368364	1345966	0.2	1	97740	4	1
2	Chikkaballapura	1163222	1136380	0.3	2	96935	5	2
3	Hassan	1829642	1801374	3.4	21	107626	2	3
4	Mandya	1907948	1879540	3	19	105997	3	4
5	Chitradurga	1445665	1423237	1.2	5	90354	9	5
6	Ramanagara	1093195	1075638	4.8	27	109319	1	6
7	Kodagu	461635	454954	2.4	13	92327	8	7
8	Chamarajanagar	880484	869040	1	4	88048	12	8
9	Gadag	884023	868245	1.7	9	88402	10	9
10	Bangalore	9065482	8967936	3.7	25	95426	6	10
11	Mysore	2559050	2516579	2.8	18	88243	11	11
12	Bangalore Rural	841932	826956	5	28	93548	7	12
13	Dharwad	1550529	1526351	1.6	8	86140	16	13
14	Kolar	1303830	1284621	2.5	14	86922	14	14
15	Udupi	941196	924345	1.3	6	85563	18	15
16	Dakshina Kannada	1713111	1678877	1.7	9	85655	17	16

b) Taluk Ranking

S No	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/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Chikkaballapura	Gudibanda	73942	72630	0.1	6	14788	8	1
2	Chikkaballapura	Chikkaballapura	298799	292001	0.3	13	14228	9	2
3	Uttara Kannada	Karwar	259412	252310	0.6	23	17294	6	3
4	Uttara Kannada	Haliyal	146851	144959	0.2	10	13350	12	4
5	Uttara Kannada	Honavar	182628	180757	0	4	11414	22	5
6	Dharwad	Dharwad	584381	574817	1.4	56	24349	5	6
7	Haveri	Haveri	334831	329139	0.9	33	11958	18	7
8	Chitradurga	Chitradurga	530645	522354	1.2	44	12634	17	8
9	Dharwad	Hubli	592827	583202	2	78	42344	4	9
10	Uttara Kannada	Kumta	153141	150234	0	3	10209	37	10
11	Uttara Kannada	Yellapur	71271	70352	0	1	10181	38	11
12	Uttara Kannada	Sirsi	187390	185092	0.4	15	10410	33	12
13	Koppal	Koppal	398464	390543	0.8	31	10769	30	13
14	Bagalkot	Bagalkot	316974	311832	1.3	49	11320	23	14

c) Department wise ranking in one particular district

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ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧
Karnataka Sakala Services Act - 2011

Home KGSC Reports Help

Receipts and Disposals Reports ▶ Permanent Record ▶ Performance Reports ▶ Archives ▶ Pendency and Delayed Status ▶ Appeals Status ▶
ಕನ್ನಡ ಪರಿವಿಗಟು Helpdesk Reports

District: SELECT
Month: ALL Year: ALL

Process Print Exit Export to Excel Export to PDF

Department wise Performance Report

S No	Department Name	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	TRANSPORT DEPARTMENT	141322	137251	0.1	229	7851	69	1
2	TRANSPORT DEPARTMENT	2002281	1972349	0.2	229	21076	69	1
3	TRANSPORT DEPARTMENT	89877	89040	0.4	229	9986	69	1
4	TRANSPORT DEPARTMENT	390503	383937	0.3	229	8308	69	1
5	TRANSPORT DEPARTMENT	166729	165054	0.1	229	6669	69	1
6	TRANSPORT DEPARTMENT	94270	92610	0.6	229	5545	69	1
7	TRANSPORT DEPARTMENT	143695	139150	0	229	6842	69	1
8	TRANSPORT DEPARTMENT	55623	54838	0.1	229	5562	69	1
9	TRANSPORT DEPARTMENT	63172	62363	0	229	5264	69	1
10	TRANSPORT DEPARTMENT	102517	101448	0.1	229	9319	69	1
11	TRANSPORT DEPARTMENT	117659	116615	0.1	229	7353	69	1
12	TRANSPORT DEPARTMENT	312775	307917	0.2	229	15638	69	1
13	TRANSPORT DEPARTMENT	185151	182799	0.1	229	9744	69	1
14	TRANSPORT DEPARTMENT	196943	192567	0.6	229	10941	69	1
15	TRANSPORT DEPARTMENT	67670	66391	0.1	229	6767	69	1

2. Appeal -1 and Appeals -2

Home → Appeal Status

a) Appeal -1 summary

ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧
Karnataka Sakala Services Act - 2011

Home KGSC Reports Help

Receipts and Disposals Reports ▶ Permanent Record ▶ Performance Reports ▶ Archives ▶ Pendency and Delayed Status ▶ Appeals Status ▶
ಕನ್ನಡ ಪರಿವಿಗಟು Helpdesk Reports

Department-Wise District-Wise

Appeal-1 Summary

EDUCATION DEPARTMENT

S No	OFFICE NAME	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending
1	DDPI, GULBARGA	2	0	1	1
2	DDPI, KOPPALA	1	0	1	0
3	DDPI, BELLARI	20	1	13	6
4	DDPI, SHIMOGA	2	2	0	0
5	DDPI, MYSORE	4	2	2	0
6	DDPI, BANGALORE NORTH	1	1	0	0
7	DDPI, CHIKKABALLAPURA	1	0	1	0
8	DDPI, YADAGIRI	2	0	2	0
9	Deputy Director of Public Instructions, Dharwad	1	0	0	1
Total:		34	6	20	8

Back Print Exit Export to Excel Export To PDF

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b) Appeal -2 summary

ಕರ್ನಾಟಕ ಸರ್ಕಾರ
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Karnataka Sakala Services Act - 2011

Home KGSC Reports Help

Receipts and Disposals Reports ▶ Permanent Record ▶ Performance Reports ▶ Archives ▶ Pendency and Delayed Status ▶ Appeals Status ▶
[ಕನ್ನಡ ವರದಿಗಳು](#) [Helpdesk Reports](#)

Department-Wise District-Wise
Appeal-2 Summary

REVENUE DEPARTMENT

S No	OFFICE NAME	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending
1		7	0	0	7
2	Deputy Commissioner Office ,Bagalkot	2	0	1	1
3	Deputy Commissioner Office Bijapur	1	0	1	0
4	Deputy Commissioner Office ,Bidar	1	0	1	0
5	Deputy Commissioner Office ,Raichur	54	3	0	51
6	Deputy Commissioner Office ,Bellary	5	0	5	0
7	Deputy Commissioner Office ,Udupi	1	1	0	0
8	Deputy Commissioner Office ,Bangalore	5	3	2	0
9	Deputy Commissioner Office ,Gulbarga	1	1	0	0
10	Deputy Commissioner Office ,Yadgir	1	0	1	0
11	Deputy Commissioner Office ,Kolar	2	0	2	0
12		8	8	0	0
13		2	0	0	2
Total:		90	16	13	61

Analytics portal

1. Sakala Analytics portal → First link → [Cumulative Average Service Delivery Time and Trend](#)

Sakala Analytics Reports

Department :
 Sub Department :

1 of 13 Find | Next

ಸಕಾಲಾ ವಿಳೇವಾರಿ ಸಮಯ (ನಿಗದಿತ ಹಾಗೂ ಸರಾಸರಿ) ಅವಧಿಯಲ್ಲಿ ಅದ ಪ್ರಗತಿ - ಎಪ್ರಿಲ್ ನಿಂದ ಈ ದಿನಾಂಕದವರೆಗೆ/
 Sakala Service Delivery Time (Stipulated and Average) - Performance over Time

ಇಲಾಖೆ/ Department Name: DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH

ಕ್ರಮ ಸಂಖ್ಯೆ / S.No	ಇಲಾಖೆ/ Dept Name	ಸೇವೆ/Service Name	ಅವಧಿಯ ಒಳಗೆ ಅನುಮೋದನೆ/In Time Approvals	ನಿಗದಿತ ಸಮಯ/Stipulated Time	ಸರಾಸರಿ ಸಮಯ/Average Time	ಫೇಸ್ಟ್/ಶ್ಲೋ/ತಡವಾಗಿ/Fast/Slow(-) %
1	BANGALORE METROPOLITAN TRANSPORT CORPORATION	Accident Relief Fund	3	30	0.33	99
2	AGRICULTURAL MARKETING DEPARTMENT	Broker licence	3	60	0.75	99
3	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Free Bus Pass for Blind Person	309	15	0.21	99
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	Sanction of Physically handicap Allowance	1	90	1	99
5	UNIVERSITY POST GRADUATION SECTION	Distribution of Scholarships	67	4	0.04	99
6	DEPARTMENT OF PUBLIC INSTRUCTION	Registration of Schools	1	90	1	99
7	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	Registration of Youth Association	0	14	0.25	98

DASH BOARD

1. Overdue Analysis:

Home → Click on overdue Count → Select Service wise option → Sort column by Department.

The screenshot shows the SAKALA DASH BOARD interface. At the top, there is a 'Home' button. Below it, there are filters for 'Select Year' (All) and 'Select Month' (All), with a 'Submit' button. The navigation menu includes 'District Wise', 'Department Wise', 'Service Wise' (selected), 'Taluk Wise', and 'DO Wise'. The main content area displays the 'Service wise Over Due Analysis Report' for the year 'all' and month 'all', dated 21/06/2014 09:12 AM. The report is a table with the following data:

Service Name	Department Name	Total Receipts	Total Disposals	Total Over Due
Change of Khata (Undisputed cases)	REVENUE DEPARTMENT	1145031	1061165	4518
All types of Caste Certificate	REVENUE DEPARTMENT	12031811	11779003	1992
NoC for Passport Verification	HOME DEPARTMENT	619375	604535	1263
Registration of Land / property	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	2811247	2809571	848
Receipt and Disposal of Petitions	HOME DEPARTMENT	632485	614518	822
Residence Certificate	REVENUE DEPARTMENT	1951720	1930131	764
Conversion of agriculture land to non agriculture purpose	REVENUE DEPARTMENT	65729	52060	718
All types of Income Certificate	REVENUE DEPARTMENT	6963613	6859792	621
Issue of Student Concessional Pass	BANGALORE METROPOLITAN TRANSPORT CORPORATION	772092	771618	474
Arms License Issue and Renewal Verification	HOME DEPARTMENT	11513	10923	386
Registration for Opening of new Private PU Colleges	PRE-UNIVERSITY BOARD	753	400	353
Learning Licence	TRANSPORT DEPARTMENT	2157693	2146920	284
Record of Rights Certificate	REVENUE DEPARTMENT	264531	248723	234
Issue of Duplicate Copies in Survey Section(Aakar Band)	SURVEY AND SETTLEMENT COMMISSIONER	295437	290950	221

Click on service → select district → Taluk wise report is generated.

The screenshot shows the SAKALA DASH BOARD interface, similar to the previous one. A callout box with a black border and white background points to the 'Service Name' column header of the table. The callout text reads: 'Click on Service Name to see District wise Report'. The table data is identical to the previous screenshot.

District Wise Pendency Report of Particular Service

SAKALA DASH BOARD

[Home](#)

Select Year: Select Month:

District Wise
 Department Wise
 Service Wise
 Taluk Wise
 DO Wise

1 of 1 Find | Next

Service/Districtwise Over Due Rejection Analysis

Service Name : **Change of Khata (Undisputed cases)** Year: all Month: all 21/06/2014 09:21 AM
 Department Name : **REVENUE DEPARTMENT**

District Name	Total Receipts	Total Disposals	Total Over Due
Mandya	48886	44510	901
Raichur	27112	23141	719
Banalore	12476	10107	670
Bijapur	93760	88033	808
Dakshina Kannada	66727	62158	233
Yadgir	17526	15879	215
Baalkot	62653	59781	199
Banalore Rural	22092	19589	199
Belgaum	101622	95943	153
Ramanagara	20862	18229	106
Gadag	17702	15928	85
Bidar	30442	28450	84
Chikkaballanura	21254	19075	77

Click on District to see taluk wise Reports

Taluk Wise Pendency list of Particular Service

SAKALA DASH BOARD

[Home](#)

Select Year: Select Month:

District Wise
 Department Wise
 Service Wise
 Taluk Wise
 DO Wise

1 of 1 Find | Next

Service/District/Talukwise Over Due Analysis Report

Service Name : **Change of Khata (Undisputed cases)** Year: all Month: all 21/06/2014 09:25 AM
 Department Name : **REVENUE DEPARTMENT**
 District Name : **Mandya**

Taluk Name	Total Receipts	Total Disposals	Total Over Due
Shrirangpattana	3666	3088	219
Krishnarajpet	4840	4266	175
Malavalli	7605	6906	147
Nagamangala	4411	3723	146
Pandavapura	3674	3191	143
Maddur	17176	16540	47
Mandya	7514	6796	24
Total	48886	44510	901

Page 1 of 1

To get DO wise report:

Home→Click on overdue Count→Select DO wise option→ Sort column by Department.

SAKALA DASH BOARD

[Home](#)

Select Year: Select Month:

District Wise
 Department Wise
 Service Wise
 Taluk Wise
 DO Wise

1 of 2 Find | Next

Department wise Over Due Analysis Report

Year : all Month : all 21/06/2014 09:27 AM

S.no	Department Name	Total Receipts	Total Disposals	Total Over Due
1	REVENUE DEPARTMENT	25224931	24619517	9981
2	TRANSPORT DEPARTMENT	6143135	6049233	839
3	COMMERCIAL TAXES DEPARTMENT	3847508	3838311	6
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	2811247	2809571	848
5	FOOD AND CIVIL SUPPLIES DEPARTMENT	2722212	2722024	10
6	HOME DEPARTMENT	2223473	2186174	2822
7	RURAL DEVELOPMENT AND PANCHAYAT RAI DEPARTMENT	1452711	1431387	289
8	TRANSPORT CORPORATIONS(KSRTC)	1017292	1016167	13
9	BANGALORE METROPOLITAN TRANSPORT CORPORATION	776619	776145	474
10	SURVEY AND SETTLEMENT COMMISSIONER	741296	729992	458
11	CITY MUNICIPAL COUNCIL	703926	697431	60
12	TOWN MUNICIPAL COUNCIL	511288	507436	25
13	HEALTH AND FAMILY WELFARE DEPARTMENT	501450	500138	91
14	LABOUR DEPARTMENT	345811	343792	0
15	WOMEN AND CHILD WELFARE DEPARTMENT	326933	324848	58

Click on service→select district→select taluk →DO with service wise detail report is generated

SAKALA DASH BOARD

[Home](#)

Select Year: Select Month:

District Wise
 Department Wise
 Service Wise
 Taluk Wise
 DO Wise

1 of 1 Find | Next

Department/District/Taluk /Office/Service wise Over Due Analysis Report

Department Name : REVENUE DEPARTMENT
 District Name : Mandya
 Taluk Name : Nagamangala
 Office Name : Taluk Office , Nagamangala

Year : all Month : all 21/06/2014 09:30 AM

S.no	Service Name	Total Receipts	Total Disposals	Total Over Due
1	Change of Khata (Undisputed cases)	4411	3723	146
2	Record of Rights Certificate	4029	3603	114
3	All types of Caste Certificate	29750	28353	46
4	Mutation Extract	4150	4078	30
5	No tenancy certificate	559	537	13
6	Small and Marginal Farmer Certificate	897	887	4
7	Project Displacement Certificate	12	9	2
8	All types of Income Certificate	599	584	1
9	Natural Calamity Relief Claims - Crop Loss	1	1	0
10	Not Re-married Certificate	0	0	0

2. Rejections Analysis:

Home → Click on Rejections Count → Select Service wise option → Sort column by Department.

SAKALA DASH BOARD

[Home](#)

Select Year: Select Month:

District Wise Department Wise Service Wise Taluk Wise DO Wise

1 of 10 Find | Next

Servicewise Rejection Analysis Report

Year: all Month: all 21/06/2014 09:31 AM

Service Name	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection R
All types of Caste Certificate	REVENUE DEPARTMENT	12031811	11779003	789694	6.7
Issue of C Form declarations under the CST Act, 1956	COMMERCIAL TAXES DEPARTMENT	3141267	3139170	363556	11.58
Sandhya Suraksha	REVENUE DEPARTMENT	824032	772372	274025	35.48
All types of Income Certificate	REVENUE DEPARTMENT	6963613	6859792	266041	3.88
Learning Licence	TRANSPORT DEPARTMENT	2157693	2146920	134750	6.28
Residence Certificate	REVENUE DEPARTMENT	1951720	1930131	121634	6.3
Destitute Widow pension	REVENUE DEPARTMENT	410453	383338	102242	26.67
Issue of Form F Declaration	COMMERCIAL TAXES DEPARTMENT	395471	392657	83879	21.36
Change of Khata (Undisputed cases)	REVENUE DEPARTMENT	1145031	1061165	62847	5.92
Small and Marginal Farmer Certificate	REVENUE DEPARTMENT	210613	208155	56057	26.93
Surviving Family member Certificate	REVENUE DEPARTMENT	191851	190037	45456	23.92
Jindira Gandhi Old Age Pension	REVENUE DEPARTMENT	127658	119053	37340	31.36
Driving Licence	TRANSPORT DEPARTMENT	1212329	1201026	36275	3.02

Click on Service to See the District Wise Report

Click on service → select district → Taluk wise report is generated.

SAKALA DASH BOARD

[Home](#)

Select Year: Select Month:

District Wise Department Wise Service Wise Taluk Wise DO Wise

1 of 1 Find | Next

Service/Districtwise Report Rejection Analysis

Service Name: All types of Caste Certificate Year: all Month: all 21/06/2014 09:33 AM
 Department Name: REVENUE DEPARTMENT

District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%)
Bidar	323842	314389	50575	16.09
Shimoga	267319	259659	30663	11.81
Chikmagalur	234374	230962	26086	11.29
Bannalore	740130	727645	73143	10.05
Kodagu	78758	76947	7471	9.71
Haveri	267206	260277	24298	9.34
Davanagere	438942	426155	33908	7.96
Mandya	614174	606389	44820	7.39
Baleasa	808591	789742	57707	7.31
Kolar	412698	407023	29014	7.13
Bellary	586045	571198	40611	7.11
Dharwad	314199	307038	21754	7.09
Hassan	555570	545126	38376	7.04
Tumkur	682317	672313	44151	6.57

Click on District to see taluk wise Report

Taluk Wise Rejection

SAKALA DASH BOARD

[Home](#)

Select Year: Select Month:

District Wise Department Wise Service Wise Taluk Wise DO Wise

1 of 1 Find | Next

Service/District/Talukwise Rejection Analysis Report

Service Name: All types of Caste Certificate Year: all Month: all 21/06/2014 09:38 AM
 Department Name: REVENUE DEPARTMENT
 District Name: Bidar

Taluk Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%)
Basavakalyan	64350	62396	10840	17.37
Honnabada	64900	62951	10891	17.3
Aurad	58506	57554	9578	16.64
Bidar	86627	83135	12818	15.42
Bhalgi	49459	48353	6448	13.34
Total	323842	314389	50575	16.09

Page 1 of 1

To get DO wise report:

Home→Click on Rejections Count→Select DO wise option→ Sort column by Department.

SAKALA DASH BOARD

[Home](#)

Select Year: All Select Month: All

District Wise Department Wise Service Wise Taluk Wise DO Wise

1 of 2 Find | Next

Department wise Rejection Analysis Report

Year : all Month : all 21/06/2014 09:39 AM

S.no	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	AGRICULTURAL MARKETING DEPARTMENT	6361	5992	227	3.79
2	AYUSH DEPARTMENT	1303	1295	24	1.85
3	BANGALORE DEVELOPMENT AUTHORITY	4499	4470	18	0.4
4	BANGALORE METROPOLITAN TRANSPORT CORPORATION	776619	776145	14	0
5	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	17698	17461	120	0.69
6	BRUHAT BANGALORE MAHANAGARA PALIKE	227135	225376	2863	1.27
7	CITY CORPORATION (Other than BBMP)	306491	304198	10789	3.55
8	CITY MUNICIPAL COUNCIL	703926	697431	43451	6.23
9	COMMERCE AND INDUSTRIES DEPARTMENT	74011	73894	2086	2.82
10	COMMERCIAL TAXES DEPARTMENT	3847508	3838311	488562	12.73
11	COMMISSIONERATE OF BANGALORE AND MYSORE, CFI	1621	1296	0	0
12	DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	21090	20098	1105	5.5
13	DEPARTMENT OF ARCHIVES	150	148	3	2.03
14	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1037	999	0	0
15	DEPARTMENT OF PUBLIC INSTRUCTION	113383	107425	13392	12.47

Click on service→Select Department→select district→select taluk →DO with service wise detail report is generated

SAKALA DASH BOARD

[Home](#)

Select Year: All Select Month: All

District Wise Department Wise Service Wise Taluk Wise DO Wise

1 of 1 Find | Next

Department/District/Taluk /Office/Service wise Rejection Analysis Report

Department Name : AGRICULTURAL MARKETING DEPARTMENT
 District Name : Kodagu
 Taluk Name : Madikeri
 Office Name : APMC Madikeri

Year : all Month : all 21/06/2014 09:40 AM

S.no	Service Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	Raitha Sanjeevini	3	3	3	100
2	Processor licence	0	0	0	0
3	Grievances relating to market charges in market yard	0	0	0	0
4	Establishment of Farmer-consumer market	0	0	0	0
5	Ginner licence	0	0	0	0
6	Grievances relating to issue of Account settlement slip	0	0	0	0
7	Licence for Establishment of Private Market	0	0	0	0
8	Exporter licence	0	0	0	0
9	Licence for Establishment of Spot Exchange	0	0	0	0

3. CC Paid:

Home→Click on CC Paid→Select department→Taluk→DO wise report is generated

SAKALA DASH BOARD

[Home](#)

1 of 1 Find | Next

Compensation Paid Office Wise Report

Department Name:REVENUE DEPARTMENT
District Name :Bangalore
Taluk Name :Bangalore North

21/06/2014 09:44 AM

S.no	Office Name	NO Appeals	Compensation	Compensation Paid	Compensation not Paid	Amount recovered from DO	Amount to be recover from Do
1	Taluk Office , Bangalore North	31	5940	1740	4200	1200	540
2	Deputy Tahsildar Office- Nagarbhavi-3	2	40	40	0	0	40
3	Deputy Tahsildar Office-Kasaba-2	2	920	520	400	500	20
4	Deputy Tahsildar Office- Yeshwantpur-2	2	540	540	0	540	0
5	Deputy Tahsildar - City Circle	2	140	140	0	140	0
6	Deputy Tahsildar Office- Dasanapura-2	1	80	80	0	0	80
7	Deputy Tahsildar Office- Yeshwantpur-1	1	120	0	120	0	0
		41	7780	3060	4720	2380	680

Page 1 of 1

4. Zero Defaults:

Home→Click on Zero Defaults Count→Select department→ Taluk→DO wise report is generated

SAKALA DASH BOARD

[Home](#)

1 of 1 Find | Next

Zero Default Office Wise Report

Department Name:RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT
District Name :Uttara Kannada
Taluk Name :Sirsi

21/06/2014 09:50 AM

S.no	Office Name	Office address
1	GRAMA PANCHAYAT OFFICE,YADALLI	-
2	GRAMA PANCHAYAT OFFICE,BISALAKOPPA	-
3	GRAMA PANCHAYAT OFFICE,HUNASEKOPPA	-
4	GRAMA PANCHAYAT OFFICE,HUTTAGAR	-
5	GRAMA PANCHAYAT OFFICE,HULEKAL	-
6	GRAMA PANCHAYAT OFFICE,KULAVE	-
7	GRAMA PANCHAYAT OFFICE,KANAGOD	-
8	GRAMA PANCHAYAT OFFICE,KODLAGADDE	-
9	GRAMA PANCHAYAT OFFICE,JANMANE	-
10	GRAMA PANCHAYAT OFFICE,DODNALLI	-
11	GRAMA PANCHAYAT OFFICE,DEVANALLI	-
12	GRAMA PANCHAYAT OFFICE,UNCHALLI	-
13	GRAMA PANCHAYAT OFFICE,ITAGULI	-
14	GRAMA PANCHAYAT OFFICE,ISALUR	-

5. Zero Receipts:

Home→Click on Zero Receipt Count→Select department→ Taluk→DO wise report is generated

SAKALA DASH BOARD		
Home		
1 of 1		
Find Next		
Zero receipts Office Wise Report		
Department Name:HEALTH AND FAMILY WELFARE DEPARTMENT		21/06/2014 09:52 AM
District Name :Hassan		
Taluk Name :Channarayapatna		
S.no	Office Name	Office address
1	CHANNARAYAPATNA, TALUK HEALTH OFFICE GOVT HOSPITAL BUILDING	-
2	HIRISAVE, COMMUNITY HAEALTH CENTER	-
3	NUGGEHALLI, COMMUNITY HEALTH CENTER	-
4	SHRAVANABELAGOLA, COMMUNITY HEALTH CENTER	-
5	UDAYAPURA, COMMUNITY HEALTH CENTER	-
6	ANATHI, PRIMARY HEALTH CENTER	-
7	ANIKERE, PRIMARY HEALTH CENTER	-
8	ANKANAHALLI CROSS, PRIMARY HEALTH CENTER	-
9	BELAGHATTA, PRIMARY HEALTH CENTER	-
10	BIDARE, PRIMARY HEALTH CENTER	-
11	GOWDANAGERE, PRIMARY HEALTH CENTER	-
12	JUTTANAHALLI, PRIMARY HEALTH CENTER	-
13	KALKERE, PRIMARY HEALTH CENTER	-

6. Defaults:

Home→Click on offices link→Select 7 or more defaults month/year wise

SAKALA DASH BOARD		
Home		
1 of 2		
Find Next		
More than 7 Defaults Department Wise Report		
		21/06/2014 09:53 AM
S.No	Department Name	No of Offices >=7 Defaults
1	REVENUE DEPARTMENT	1100
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	735
3	HOME DEPARTMENT	400
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	213
5	HEALTH AND FAMILY WELFARE DEPARTMENT	183
6	DEPARTMENT OF PUBLIC INSTRUCTION	175
7	BRUHAT BANGALORE MAHANAGARA PALIKE	155
8	SURVEY AND SETTLEMENT COMMISSIONER	145
9	COMMERCIAL TAXES DEPARTMENT	104
10	TOWN MUNICIPAL COUNCIL	88
11	TRANSPORT CORPORATIONS(KSRTC)	78
12	LABOUR DEPARTMENT	71
13	TOWN PANCHAYAT	60
14	FOOD AND CIVIL SUPPLIES DEPARTMENT	58
15	TRANSPORT DEPARTMENT	55
16	CITY MUNICIPAL COUNCIL	42
17	CITY CORPORATION (Other than BBMP)	25
18	BANGALORE METROPOLITAN TRANSPORT CORPORATION	24

Select Year and month → Choose Department → Select District → Select Taluk → DO wise report is generated.

SAKALA DASH BOARD		
Home		
1 of 1 Find Next		
More than 7 Defaults Office Wise Report		
Department Name: REVENUE DEPARTMENT		21/06/2014 09:54 AM
District Name : Tumkur		
Taluk Name : Gubbi		
S.No	Office Name	No of Default Applications
1	Taluk Office , Gubbi	1929
2	Deputy Tahsildar Office-Hagalavadi	1031
3	Deputy Tahsildar Office-Kasaba	538
4	Deputy Tahsildar Office-Cheluru	502
5	Deputy Tahsildar Office-Nitturu	416
6	Deputy Tahsildar Office-C S Pura	304
7	Deputy Tahsildar Office-Kadaba	287
8	Deputy Tahsildar Office-Kunnala GP	88
9	Deputy Tahsildar Office-Mavinahalli GP	78
10	Deputy Tahsildar Office-HOSAKERE GP	61
11	Deputy Tahsildar Office-TAYGATUR GP	59
12	Deputy Tahsildar Office-Changavi GP	59
13	Deputy Tahsildar Office-KALLUR GP	55
14	Deputy Tahsildar Office-Bidare GP	55
15	Deputy Tahsildar Office-Doddaguni GP	49
16	Deputy Tahsildar Office-Koppa GP	39

ANNEXURE D: EXPERIENCES OF A SAKALA INTERN

Gmail - FW: Some Captures of SAKALA experience!

<https://mail.google.com/mail/u/0/?ui=2&ik=b7f9fc06fd&view=pt&q=...>



Varun Gowda <smc.sakala@gmail.com>

FW: Some Captures of SAKALA experience!

1 message

Date: Sat, 28 Jun 2014 22:59:46 +0530
Subject: Some Captures of SAKALA experience!
From: surbhisania@gmail.com
To: sbansal.rakshak@gmail.com
CC: shalini_rajneesh@hotmail.com; kmhuundekar@gmail.com

Hello Sir,

Hope this mail finds you in good health. My one week field visit to Bangalore was an invaluable experience of my life. I learnt a lot. I want to thank you for giving me this opportunity to be a part of such an amazing experience. My mentor, Dr Shalini Rajneesh is a dynamic personality and a constant source of inspiration for me.

She gave me the privilege to work in DPAR office (SAKALA) near Vidhan Soudha. The whole trip was smooth and flawless. I visited all the 15 companies under the guidance of Ms Keerthi Huundekar who is the State management consultant with an excellent corporate and government working experience.

On 13th June there was a National Level workshop that was conducted by SAKALA at Vidhan Soudha which was very useful for my project. It helped to know the working from on-ground experience. Mentor introduced me to the esteemed crowd (with deputy commissioners, nodal officers etc) and felicitated me. I shared my internship experience with the gathering, as to how government collaboration can create awareness through such short research projects.

I received the photographs today from the SAKALA team and I am delighted to share it with you. All this could not have been possible without you. Hope the Foundation grows by leaps and bounds.

Warm Regards
Surbhi Sharma
8802049805
Rakshak Foundation Summer Research Program 2014

03-07-2014 07:42

ANNEXURE E: ASSEMBLY CONSTITUENCY PERFORMANCE MANAGEMENT TOOL

Constituency mapping of Designated Offices (D.O): Each of the designated offices delivering Sakala services have now been mapped to the Assembly constituency. This enables us to understand the service delivery mechanism in the constituency. Activities happening at the designated offices now can be reviewed and monitored constituency wise.

This will enable elected representatives like MLAs to monitor the designated offices/ department wise and understand citizen services delivery based on receipts, disposals, pendency, rejections and complaints. This information will enable them to improve problem areas and ensure public services are delivered in time. Such constituency specific reports are first of its kind.

We will be ranking the constituencies on the same lines ranking the districts to bring in a competitive spirit and encourage constituencies to perform better.

The process of getting Assembly wise performance reports

Step 1. Go to link: <http://www.sakala.kar.nic.in> and click on link “[Assembly Wise Performance Reporting System](#)”

Step 2. Assembly wise Cumulative report with overdue is generated.

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ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧
Karnataka Sakala Services Act - 2011

ಕನ್ನಡ ವರದಿಗಳು

Assembly-Wise
 District/Assembly-Wise
 Assembly Performance Report

Records shown below as on 07/07/2014 06:00:00
ASSEMBLY WISE CUMULATIVE REPORT

S No	Assembly	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	PENDENCY AFTER DUE DATE
1	Shivajinagar	7	10	10458	10106	1217243	1193573	1720
2	Bellary City	19	35	5139	3042	451888	439005	989
3	Rajarajeshwarinagar	51	912	4177	6225	436661	430343	678
4	Anekal	22	107	4764	5048	545656	535010	617
5	Mangalore City South	73	100	8636	8820	841404	825936	403
6	K.R. Pura	7	12	8365	7915	756619	748076	396
7	Manvi	14	26	3043	2156	250866	243456	340
8	Mandya	119	129	4259	3924	497311	489979	314
9	Aland	0	0	1713	1247	175934	170785	286
10	Sindhanur	50	52	3966	3749	267068	262132	256

Step 3. Click on the pendency hyperlink for Office wise/ service wise overdue report generation.

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ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧
Karnataka Sakala Services Act - 2011

ಕನ್ನಡ ವರದಿಗಳು

Assembly-Wise
 District/Assembly-Wise
 Assembly Performance Report

Records shown below as on 10/07/2014 16:30:00
ASSEMBLY WISE CUMULATIVE REPORT

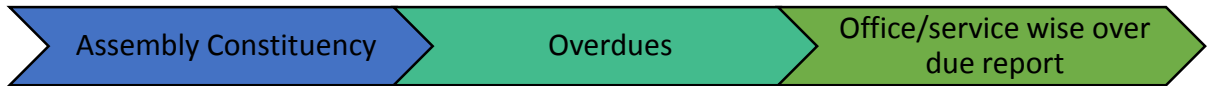
S No	Assembly	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	PENDENCY AFTER DUE DATE
1	Bellary City	329	303	8413	5186	455162	441149	1458
2	Shivajinagar	347	1174	18255	18517	1225068	1201892	1133
3	Mangalore City South	944	989	13617	13573	846691	831016	489
4	Anekal	357	864	8494	8818	549347	538862	477
5	Rajarajeshwarinagar	435	556	9660	10362	442147	434561	361
6	Sindhanur	258	221	6620	5974	269722	264108	338
7	Manvi	174	119	5141	4485	252964	245619	334
8	Mandya	300	273	7158	6411	500211	492465	306
9	Hunsur	397	228	5692	5526	325189	320091	272

Step 4. Detailed information on Office wise/ service wise overdue with options to print, export to excel and export to PDF is generated.

S No	District	Taluk Name	Office Name	Service Name	GSC No	GSC Date	Applicant Name	Stipulated Days	Due Date
301	Bangalore	Bangalore North	Commissioner Of Police Bangalore City	NOC for petrol pump,gas agency,hotel,bar etc.	PO0002141000022	03/05/2014	SHRI. A. MOHAN RAJ, MANAGING PARTNER, M/S MOHAN ENTERPRISES	7	13/05/2014
302	Bangalore	Bangalore North	Commissioner Of Police Bangalore City	NOC for petrol pump,gas agency,hotel,bar etc.	PO0002141000023	07/05/2014	M/S INDIA OIL CORPORATION LTD. INDIAN OIL BHAVAN, NO.29, PKALINGARAO ROAD (MISSION ROAD), BANGALORE	7	16/05/2014
303	Bangalore	Bangalore North	Commissioner Of Police Bangalore City	NOC for petrol pump,gas agency,hotel,bar etc.	PO0002141000024	07/05/2014	M/S INDIA OIL CORPORATION LTD	7	16/05/2014
304	Bangalore	Bangalore North	Commissioner Of Police Bangalore City	NOC for petrol pump,gas agency,hotel,bar etc.	PO0002141000025	10/06/2014	SRI. VIJAY KUMAR, H R SENIOR MANAGER M/S BOC SH LIMITED	7	19/06/2014
305	Bangalore	Bangalore North	Commissioner Of Police Bangalore City	NOC for petrol pump,gas agency,hotel,bar etc.	PO0002141000026	10/06/2014	SRI. VIJAY KUMAR, H R SENIOR MANAGER M/S BOC SH LIMITED	7	19/06/2014

Print Back Exit Graph Export to Excel Export to PDF

The above steps (2 to 4) are schematically represented as shown below.



Step 5. Select option of “District/Assembly wise” and list of Districts with over dues is generated.

ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧
Karnataka Sakala Services Act - 2011

ಕನ್ನಡ ವರದಿಗಳು

Assembly-Wise District/Assembly-Wise Assembly Performance Report

Records shown below as on 07/07/2014 06:30:00
ASSEMBLY WISE CUMULATIVE REPORT

S No	DISTRICT	NO. OF GSC RECIEPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	TOTAL NO. OF GSC RECIEPTS	TOTAL NO. OF GSC DISPOSALS	PENDENCY AFTER DUE DATE
1	Bangalore	728	1488	77720	75320	9292261	9198420	4459
2	Bellary	318	288	20603	18965	1981797	1941748	1395
3	Mandya	187	196	17228	14579	1951933	1921445	1290
4	Raichur	157	211	17877	16090	1570570	1542425	824
5	Gulbarga	685	591	19216	17205	1876459	1843018	599
6	Ramanagara	811	597	11319	10859	1125041	1108040	548
7	Dakshina Kannada	166	177	18105	18071	1760674	1726718	542
8	Belgaum	1525	881	39543	34889	3344373	3283178	516
9	Mysore	427	299	25034	23590	2626162	2583142	499

Step 6. Click on the hyperlink of the name of the district and assembly constituency wise overdue report in that particular district is generated. For Example Raichur

ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧
Karnataka Sakala Services Act - 2011

ಕನ್ನಡ ವರದಿಗಳು

Assembly-Wise District/Assembly-Wise Assembly Performance Report

Records shown below as on 10/07/2014 16:30:00
ASSEMBLY WISE CUMULATIVE REPORT

S No	DISTRICT	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	PENDENCY AFTER DUE DATE
1	Bangalore	6310	6857	159783	156759	9375005	9280748	3013
2	Bellary	1749	1825	36795	33611	1997946	1956333	1609
3	Mandya	1565	1157	30054	25270	1964756	1931982	1215
4	Raichur	1173	918	29811	28149	1582503	1554019	887
5	Dakshina Kannada	1972	1560	29642	29609	1772490	1738314	582
6	Ramanagara	738	810	20083	17364	1133805	1114551	431
7	Belgaum	3663	2462	67738	61020	3372807	3309551	414
8	Mysore	2866	2058	44091	41227	2645537	2600808	409
9	Bijapur	2016	1440	33167	30562	1671977	1639415	359

Step 7. Assembly constituency wise report of Raichur District with options to print, export to excel and export PDF is generated

ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧
Karnataka Sakala Services Act - 2011

ಕನ್ನಡ ವರದಿಗಳು

Assembly-Wise District/Assembly-Wise Assembly Performance Report

Records shown below as on 07/07/2014 13:00:00
ASSEMBLY WISE CUMULATIVE REPORT

Raichur

S No	Assembly	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	PENDENCY AFTER DUE DATE
1	Raichur	74	124	4343	4112	388179	383050	94
2	Lingsugur	139	112	3520	3050	309838	305754	89
3	Sindhannur	202	163	4168	4161	267270	262250	256
4	Maski	0	0	838	801	87188	85932	16
5	Raichur Rural	2	0	317	474	57669	56920	16
6	Manvi	51	151	3094	2474	250917	243606	277
7	Devadurga	25	8	2091	2044	210005	205420	11
Total:		493	558	18371	17116	1571066	1542932	759

Print Back Exit Graph Export to Excel Export to PDF

The above steps (5 to 7) are schematically represented as shown below.



Step 8. Select option of “Assembly performance report” and ranking list of Assembly Constituencies is generated.



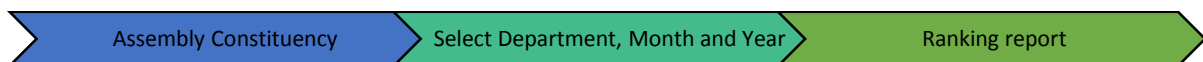
Step 9. Select Department, Month and Year and click process.




Step 10. Assembly wise ranking report with options to print, export to excel and export to PDF is generated.

S No	Assembly	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/ Ten Thousand population (E)	Ranking based on GSC Receipts/ Ten Thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
1	Chamrajapet	23329	0	900	13	864	12	1
2	Chikkaballapur	21850	0	5100	47	840	14	2
3	Sirsi	14169	0	300	4	616	34	3
4	Gauribidanur	14630	0	200	2	585	40	4
5	Kumta	13204	0	800	12	600	37	5
6	Madhugiri	14850	0	2600	27	645	31	6
7	Kunigal	19636	0	5800	54	710	24	7
8	Koppal	22452	0	6400	59	724	23	8
9	Tumkur City	37268	0	16700	113	1242	5	9
10	Rajajinagar	21105	0	10000	86	811	17	10

The above steps (8 to 10) are schematically represented as shown below.




ANNEXURE F: PRESS ADVERTISEMENTS AND BROCHURES



SAKALA

2 years of committed service

NO MORE DELAYS.. WE DELIVER ON TIME



SAKALA


Karnataka Model-Nation's Pride

478 Services


47 Departments

5,00,00,000 Beneficiaries


No More Delays. We Deliver on Time



Sri Siddaramaiah
Hon'ble Chief Minister



Sri T.B. Jayachandra
Hon'ble Minister for Law, Justice, Parliamentary Affairs & Animal Husbandry



Sri R. Roshan Baig
Hon'ble Minister for Infrastructure Development, Information & IIT

ADVANTAGE CITIZENS National Level Workshop

Date 13th June 2014
Time - 10 am
Venue: Conference Hall, Vidhana Soudha

Inauguration By
Sri T.B. Jayachandra
Hon'ble Minister for Law, Justice, Parliamentary Affairs & Animal Husbandry.

Presided By
Sri Kaushik Mukherjee, IAS
Chief Secretary Government Of Karnataka


Valedictory Function Presided by
Sri Roshan Baig
Hon'ble Minister for Information, Infrastructure & IIT

Live streaming of National Workshop on www.sakala.kar.nic.in

SAKALA Awards Galore

- 1 **GOOGLE CUB INNOVATOR AWARD (2012)**
- 2 **NATIONAL E-GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)**
- 3 **NATIONAL AWARD FOR THE GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA D.L.SHAH QUALITY AWARDS (2014)**

By the people



SAKALA
NAMED BY THE PEOPLE.
ISO-9001-2008 certified (2014)

Of the people

- Services within the stipulated time
- Issuance of acknowledgment to applicants mandatory
- List of services with details on the notice Board
- For the delay in delivering services cash compensation
- Attending to applicant's appeal within stipulated time.

For the people

- Officials are bound by time to deliver services
- Compensation at ₹20/- per day up to ₹500/-
- Help Desks at District and taluk levels
- For information complaints contact **Call Centre (080-44554455)**
- Disposal of petitions within stipulated time.

SAKALA - people's favourite

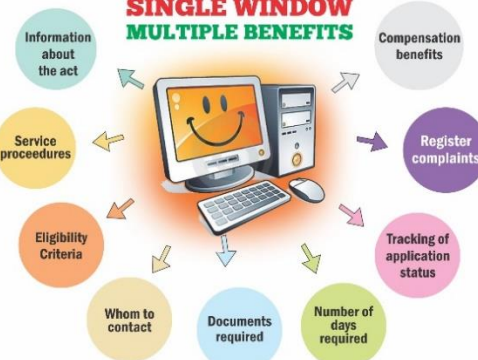
Addition of Services (started with 151)

1st Year	114
2nd Year	213

Applications (in Crores)

Applications Receipts	2.21	2.69
Applications Disposals	2.05	2.73

SINGLE WINDOW MULTIPLE BENEFITS



SAKALA Proactive, Progressive

- Self declarations in place of Affidavit
- Services earlier given in Taluk now in Hobli
- Birth Certificates at Government hospitals after delivery
- Exemption of Domicile Certificate by Housing Board
- Police verification for passport application-time reduced from 90 to 20 days

SAKALA - Ahead of time




SERVICE DELIVERY	STIPULATED TIME	AVERAGE TIME
Residence Certificate	7	5
Issue of C Form Declaration	10	3
NOC for Passport Verification	20	11
Caste Certificate	21	10
Income Certificate	21	9
Vehicle Registration	30	11
Driving License	30	4
Receipt/Disposal of Petitions	45	8
Change of Khata	60	21
Sandhya Saraksha	70	44

IMRB Survey

- 99% of citizens are happy/very happy with SAKALA
- 99% of citizens found employees polite and helpful
- 95% of citizens found it easy to apply now

For Information / Complaints Contact : 080-44554455

Website : www.sakala.kar.nic.in E-mail : sakala@nic.in

 www.facebook.com/pages/Sakala-Government-of-Karnataka/518317854873012
 <http://youtube.com/kwrUr1atiw>
 <https://twitter.com/ShaliniRajneesh>

Published by : Director, Department of Information

karnataka information



No more delays... We deliver on Time

2 Years

DEDICATED TO CITIZENS



Karnataka Model. Nation's Pride

Highlights

47 Departments

478 Services

5,00,00,000 Beneficiaries



Sri. Siddaramaiah
Hon'ble Chief Minister



Sri. T. B. Jayachandra
Hon'ble Minister for Law, Justice,
Parliamentary Affairs and Animal Husbandry.



Sri. R. Roshan Baig
Hon'ble Minister for Information,
Infrastructure Development and Haj



BY THE PEOPLE

KARNATAKA SAKALA SERVICES ACT 2011
NAMED BY THE PEOPLE.

OF THE PEOPLE-RESPONSIBILITY OF EMPLOYEES

- List of services on office notice board
- Issuance of computerized acknowledgement to the applicants mandatory
- Provide services within the stipulated time
- Cash compensation for delay in service delivery
- Attend appeal/complaints within stipulated time

FOR THE PEOPLE-EASY STEPS FOR CITIZEN SERVICES

- Time bound citizen services now a matter of Right
- Helpdesks at district/taluk levels
- Computer generated acknowledgement receipt. Register your mobile number for SMS updates and application tracking
- For info/complaints call helpline 080-44554455
- Compensation of Rs.20/- per day upto maximum of Rs.500/- for each day of delay
- Assured time bound disposal of appeals by competent officer and appellate authority



IMRB Survey



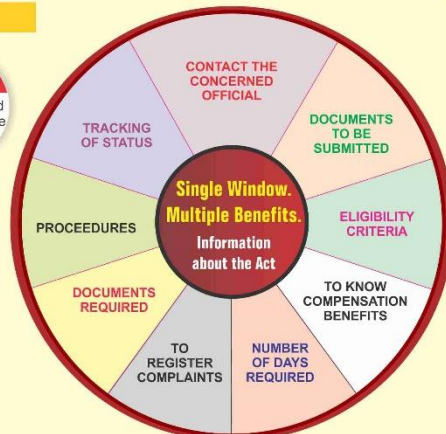
99%
of citizens are very happy

95%
of citizens found it easy to apply

99%
of citizens found employees polite and helpful

SAKALA - Proactive, Progressive.

- Self declarations in place of Affidavit
 - Services earlier given in Taluk now in Hobli
 - Birth Certificates issues at government hospitals after delivery
 - Exemption of Domicile Certificate by Housing Board
- Police verification for passport application-time reduced from 90 to 20 days



SAKALA - Awards Galore

- ISO 9001 : 2008 CERTIFIED
- GOOGLE CUB INNOVATOR AWARD
- NATIONAL E-GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)(2012)
- NATIONAL AWARD FOR THE GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA
- D.L. SHAH QUALITY AWARDS (2014)

Advantage Citizens

National Level Workshop on the occasion of 2nd Year Anniversary of SAKALA

Inauguration by : Sri. T. B. Jayachandra
Hon'ble Minister for Law, Justice, Parliamentary Affairs and Animal Husbandry.

Presided by: Sri. Kaushik Mukherji, IAS
Chief Secretary, Government of Karnataka

Venue : Conference Hall, Vidhana Soudha

Date : 13th June 2014 | Time: 10:00 a.m.

Valedictory Function

Presided by: Sri. Roshan Baig
Hon'ble Minister for Information, Infrastructure & Haj

SAKALA - Ahead of Time Service Delivery	STIPULATED Time	AVERAGE Time
	(No. of Days)	
Residence Certificate	7	5
Issue of C Form Declaration	10	3
NOC for Passport Verification	20	11
Caste Certificate	21	10
Income Certificate	21	9
Vehicle Registration	30	11
Driving License	30	4
Receipt/Disposal of Petitions	45	8
Change of Khata	60	21
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Contact SAKALA: 080-2203 2825

E-mail : sakala@nic.in

Website: www.sakala.kar.nic.in



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KARNATAKA SAKALA SERVICES ACT - 2011



**Delivering Services
with smile as promised**



HOME DEPARTMENT



Sl. No	LIST OF IMPORTANT DEPARTMENT SERVICES	DESIGNATED OFFICER	Stipulated time for designated officer (Working Days)
1	Issue of copy of FIR to the complainant	S.H.O	Immediately after registration
2	Licence for Amplified Sound System	S.H.O	3
3	Licence for Amusement	S.H.O	15
4	Permission for peaceful assembly and procession	S.H.O	15
5	NOC/Issue of Extension of Residential Permit for foreigners	PI DSB in DPOs	7
6	Disposal of Petitions	SHO	45
7	NOC for Passport Verification	PI DSB in Districts	20
8	Service Verification	PI DSB in Districts	20 to 45
9	NOC for petrol pump, gas agency, hotel, bar etc.	AAOs in Districts	7
10	NOC Arms Licence Verification	S.H.O in Districts	30
11	Missing Report of documents, Mobile phone etc	S.H.O	1

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

For information or 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 JULY

S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29	30	31									