

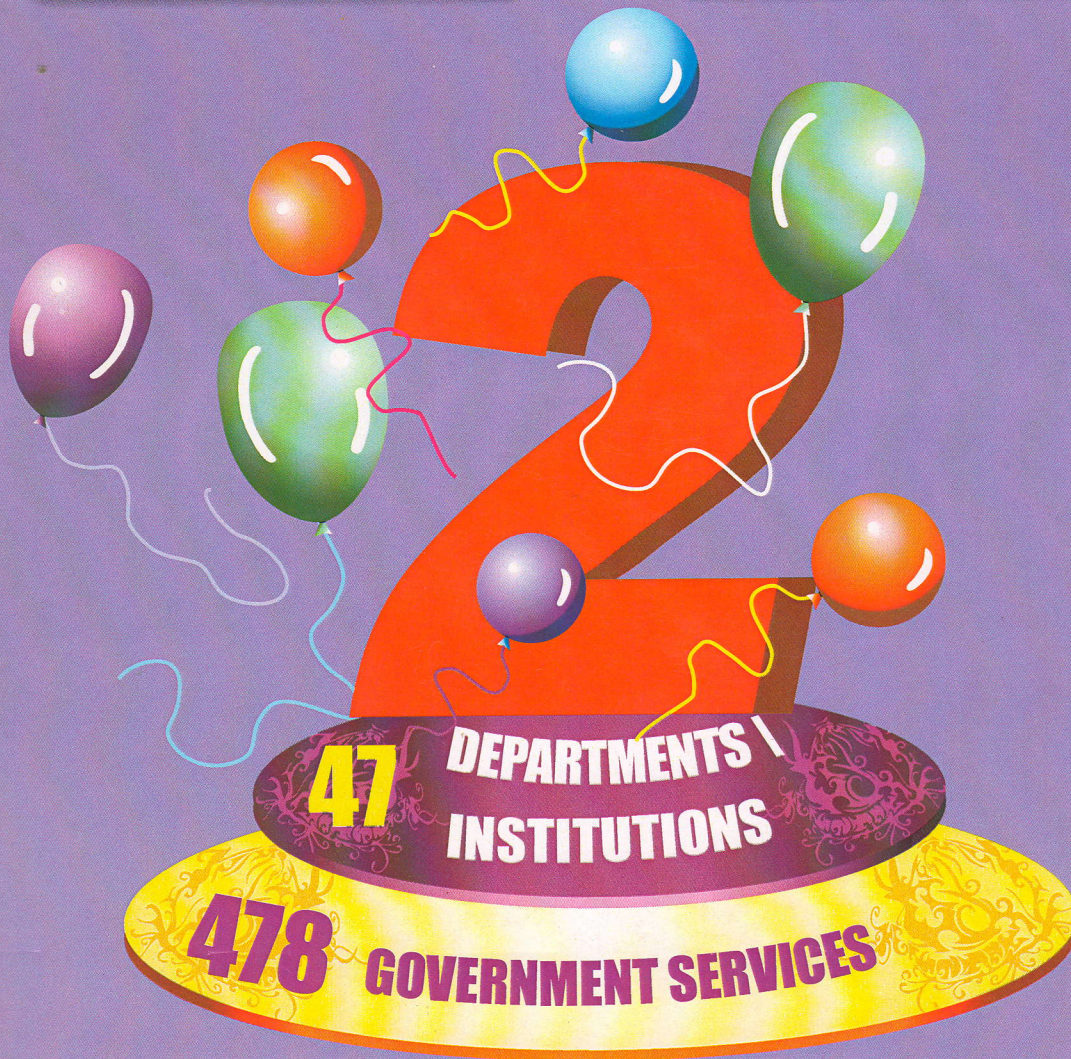


## May - 2014 Report

# *The Karnataka Sakala Services Act, 2011*

Total Receipts - 4.88 Crore

Total Disposals - 4.81 Crore



**“Advantage Citizens - 2 years of Sakala”**

**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](http://www.sakala.kar.nic.in) e-mail : [sakala@nic.in](mailto:sakala@nic.in)





## MESSAGE

I am glad that Sakala has successfully completed two eventful years delivering 4.8 crore service applications with 98% success rate. I must congratulate people of Karnataka for being the voice, eyes and ears of Government, to ensure public accountability.

Till date 401 Citizens have claimed compensation for delays which is the highest in the country. Citizens have become aware of Sakala services and if there is any lapse in providing services, they raise their voice through call Centre, e-spandana portal or other means of effective grievance redressal.

Sakala Service delivery is poised to reach the Citizens at their doorsteps with access from 1700 post offices providing online services. Efforts will be made to provide Sakala Online services at Grama Panchayat level involving 8000 post offices. Further all services must be brought in an online mode to reduce human interface on one hand and workload in offices on the other hand respectively.

My special thanks to Hon. Deputy Speaker and MLA of Gauribidanur constituency for suo-moto installing SAKALA CLOCK in Taluk office of Gauribidanur to make Governance more transparent, responsive and accountable. Hon. Law Minister has written to all MLAs to replicate this model in their talukas.

Heartiest Congratulations to Dr.Vishal IAS, Deputy Commissioner, and his team of officers from Chikkaballpura for achieving 1<sup>st</sup> rank for 4 months consecutively.

**Siddaramaiah**  
**Chief Minister**





## MESSAGE

On the eve of 2<sup>nd</sup> anniversary of Sakala, I congratulate all the employees of Karnataka for bringing in a positive change in work culture, which is pro citizen. The recent IMRB survey of 230 employees shows that 90% of them feel that Sakala has made service delivery simple and efficient.

Government's initiative for simplification of procedures and promoting self-declarations instead of affidavits, will herald another milestone in transparency and good Governance. This is applicable for all services except those having statutory obligation for submitting affidavit. Revenue department has already done it. In another 2 months, every department shall implement it.

Sakala Mission proposes to publish assembly constituency wise data, thus assisting MLAs to monitor the performance of various offices in their constituency.

I am confident that an integrated IT based performance management system and the concept of continuous improvement along with the lessons learned, since 2 years, will become a role model for the Country!

**T.B. Jayachandra**

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



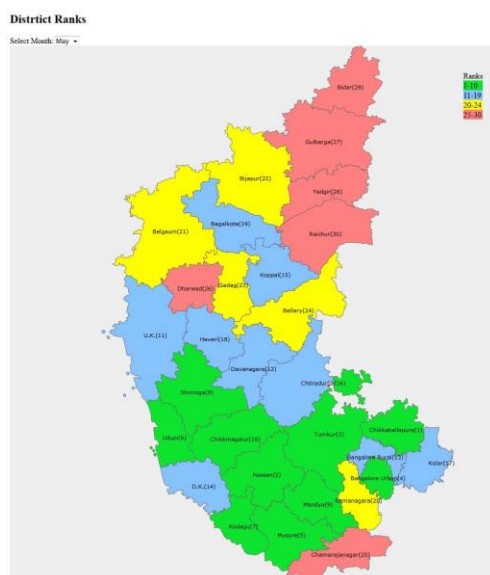




## FROM THE MISSION DIRECTOR'S DESK

Let me introduce some of the new features introduced under Sakala.

**Spatial Data analytics:** Spatial data analytics has been introduced to make it easier for one and all to understand the progress under Sakala. This visual representation of analytics makes it easier to compare the performance of various districts, in view of a single parameter across a defined timeline. ( District ranking for May-14 is shown below).



**Dashboard for Analytics:** NIC has developed a new dashboard for Sakala Analytics to give a snap shot of major analytical reports required at State, district and Taluka level administration. (Data shown below is taken as on 06.06.2014 at 11:30 am). This dashboard can be accessed under the link [www.sakala.kar.nic.in/dashboard](http://www.sakala.kar.nic.in/dashboard) .

### SAKALA DASH BOARD [STATE LEVEL]

Sl.No.(a)	Type (b)	Total Receipts (c)	Disposal							Overdue (i)
			Within Due Date (d)		After Due Date (e)		Total Approved (f) (d1+e1)	Total Rejected (g) (d2+e2)	Total Disposal (h) (f+g)	
			Approved(d1) 47492202	Rejected(d2)	Approved (e1) 1378437	Rejected (e2)				
1.	GSC ▶	49607219	44970094	2522108	1072914	305523	46043008	2827631	48870639	20346
2.	Appeal 1 ▶	842	84	130	259	193	343	323	666	156
3.	Appeal 2 ▶	102	2	5	18	14	20	19	39	63

Due For...							
Sl.No	Type	Today	Tomorrow	Next 2 Days	Next 3 Days	Next 4-7 Days	Next 7 Days
1.	GSC ▶	9252	13334	16293	15535	87839	575541
2.	Appeal 1 ▶	0	0	2	0	7	11
3.	Appeal 2 ▶	0	0	0	0	0	0

CC Paid ▶	No.of Appeals	Compensation	Compensation Paid	Compensation Not Paid	Amount recovered from DO	Amount yet to be recovered from DO
	405	51720	42302	9418	17962	24340

Offices ▶	Zero Receipts	Zero Defaults	7 or More Defaults
	8266	4818	3843



**Constituency mapping of Designated Offices:** Ranking of each constituency under Sakala services is being done to enable Honourable MLAs to monitor the offices which are falling behind in performance and help them improve their services in public interest. Mapping of DO's to constituencies is the first of its kind in India.

**E learning modules:** e-Learning modules are being developed with the assistance of respective departments, to enable officers to train/update themselves online. These modules will bring down training costs and also act as guides that can be accessed, as and when needed.

**Sakala Service Delivery Time:** Analytical reports have shown that many services have been delivered much before stipulated time. This is a direct result of dedicated employees of respective departments under the able leadership of HODs and DCs. A proposal has been sent to various departments to take a relook at the current stipulated time for delivery of services and to reduce them.

**Report from Administrative Training Institute:** Based on the feedback received from officers executing Sakala activities across the State, ATI has proposed department wise suggestions for improvements.

**Electronic Citizen Poll, Survey and Feedback System:** We have large urban centres like Bangalore City - which has quite a sizable population of IT Savvy people. We plan to Commission an electronic survey system - which will enable citizens to give feedback online. This will enable the Mission to understand the citizen perspective for better delivery of Government Services. We have also decided to send the call Centre number through SMS to all Citizens whose service is approved to complain in case of any dissatisfaction.

**Sakala-CSR Initiative:** Brochures on Sakala -CSR initiatives have been sent to all districts to approach local Corporates to help in spreading awareness through various campaigns/models.

**International Market Research Bureau (IMRB):** Evaluation of the effectiveness of The Karnataka Sakala Services Act, 2011- Staff Module survey was carried out by IMRB. Summary of findings are enclosed.



- 100% (Very good/Good) overall experience working with Government of Karnataka.
- 97% of the staff found the portal [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in) easy to use.
- 96% of employees felt that clear description of roles and responsibilities and procedures has enabled them to work efficiently.
- 94% of the staff delivered the service before stipulated time.
- 94% of the senior officials said that Sakala has helped in objective and close monitoring of effective service delivery by the staff.
- 90% of the staff agreed that Sakala has made service delivery simple & efficient.

Wishing everyone a momentous year ahead.

*“The real contest is always between what you’ve done and what you’re capable of doing. You measure yourself against yourself and nobody else.” – Geoffrey Gaberino*

**DR. SHALINI RAJNEESH**  
**MISSION DIRECTOR - SAKALA**





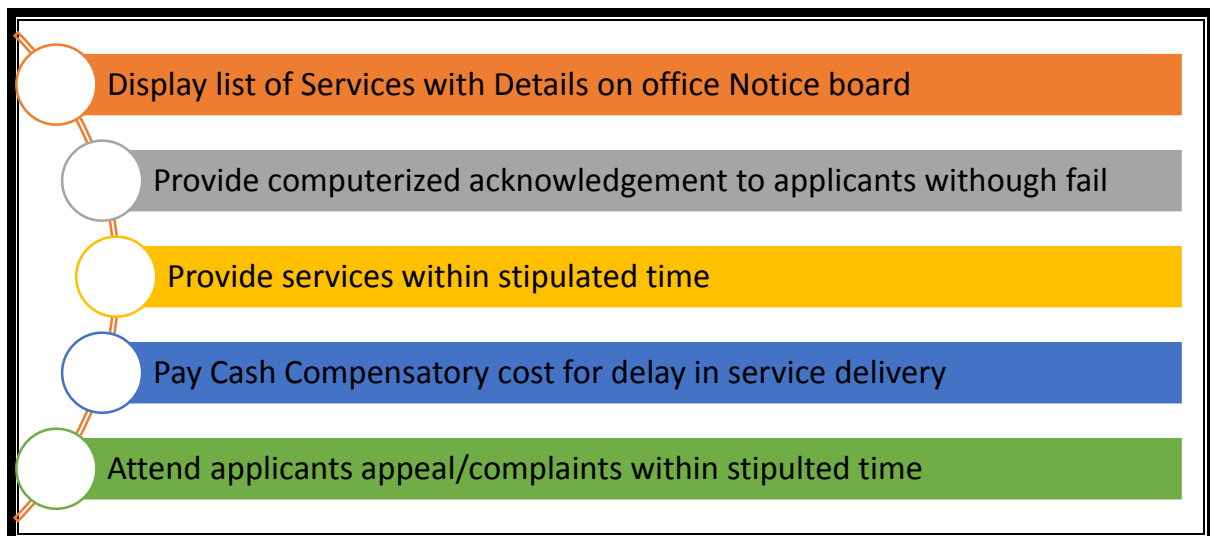
## Advantage CITIZENS – 2 Years of SAKALA Implementation

**Sakala** is a revolutionary program of the Karnataka Government to 'Standardize' and 'Simplify' Citizen Service delivery systems and make the Government more accountable to its citizens. Karnataka Sakala Services Act, 2011 empowers citizens to avail services from the Government of Karnataka in a **time-bound** manner and claim compensation for any delays/defaults!

### 478 SERVICES - THE HIGHEST EVER IN THE COUNTRY!

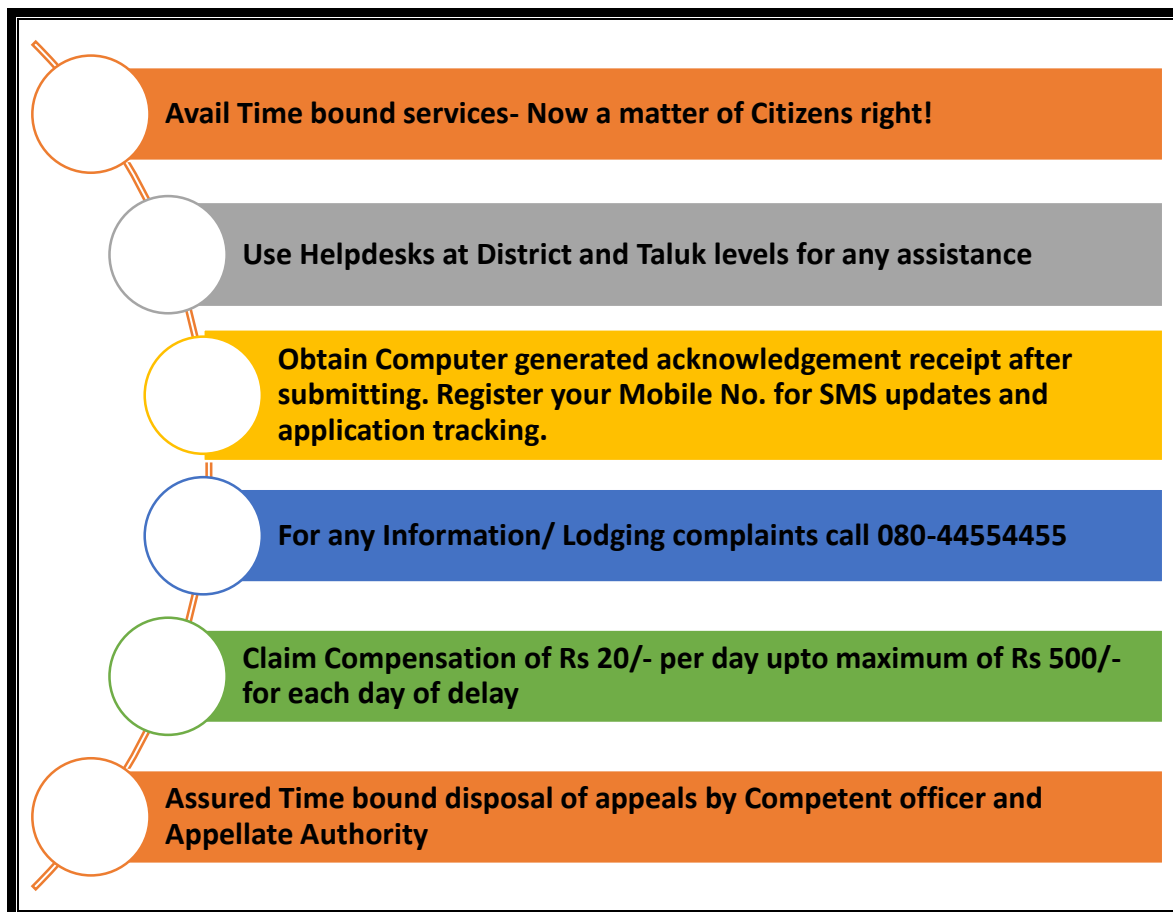
Phases	Number of Services	Time
Started	151	April -2012
First Inclusion	114	November -2012
Second Inclusion	110	August -2013
Third Inclusion	44	September -2013
Fourth Inclusion	28	November -2013
Fifth Inclusion	32	January 2014
<b>Total</b>	<b>478</b>	

### RESPONSIBILITY OF EMPLOYEES IN DELIVERING SERVICES






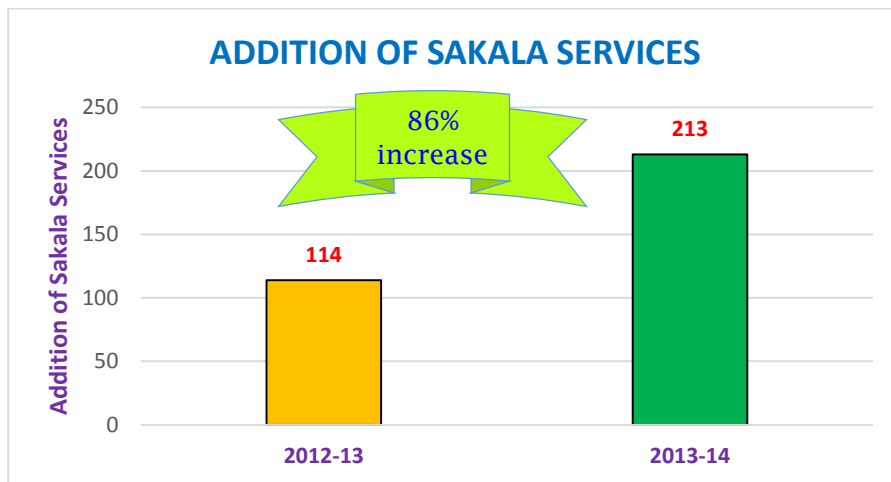
## EASY STEPS TO OBTAIN CITIZEN SERVICES



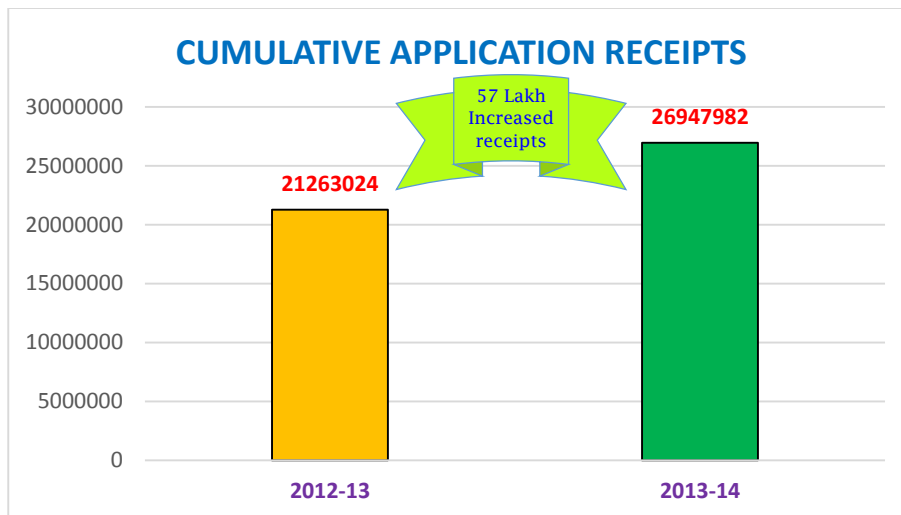
## SAKALA: AWARDS GALORE

	<p><b>SAKALA IS ISO 9001:2008 CERTIFIED (2014)</b></p>
	<p><b>GOOGLE CUB INNOVATOR AWARD (2012)</b></p>
	<p><b>NATIONAL e- GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)</b></p>
	<p><b>NATIONAL AWARD FOR THE GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA D.L. SHAH QUALITY AWARDS (2014)</b></p>
	<p><b>ELETS CLOUDGOV ,2014 AWARD FOR SUCCESSFUL INNOVATIONS, INITIATIVES AND TECHNOLOGY IMPLEMENTATION IN GOVERNANCE</b></p>

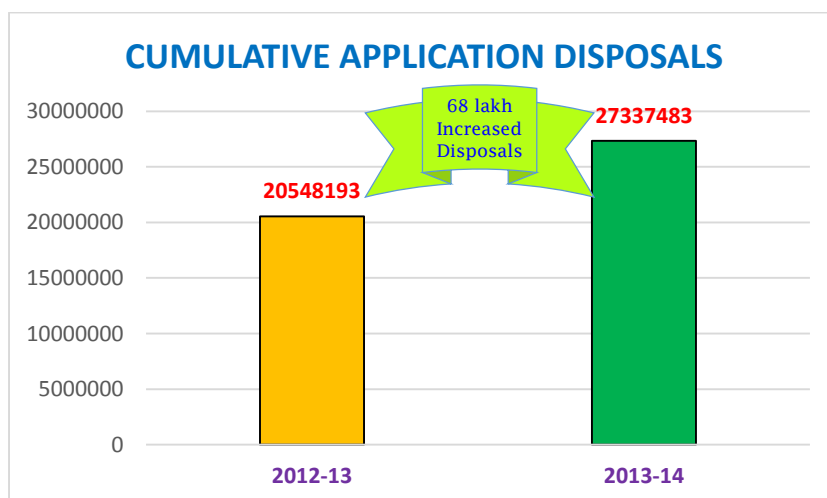
## Comparison between 2012-13 and 2013-14



## APPLICATION RECEIPTS



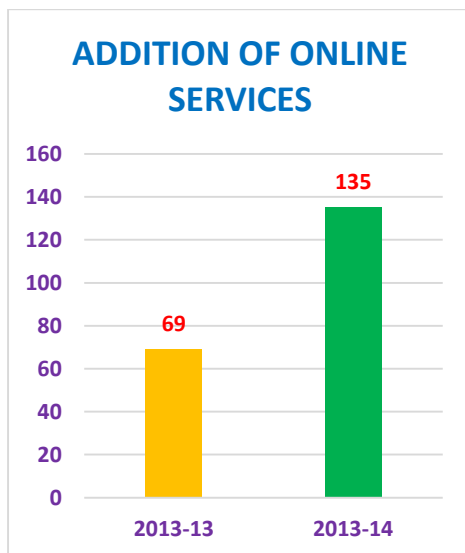
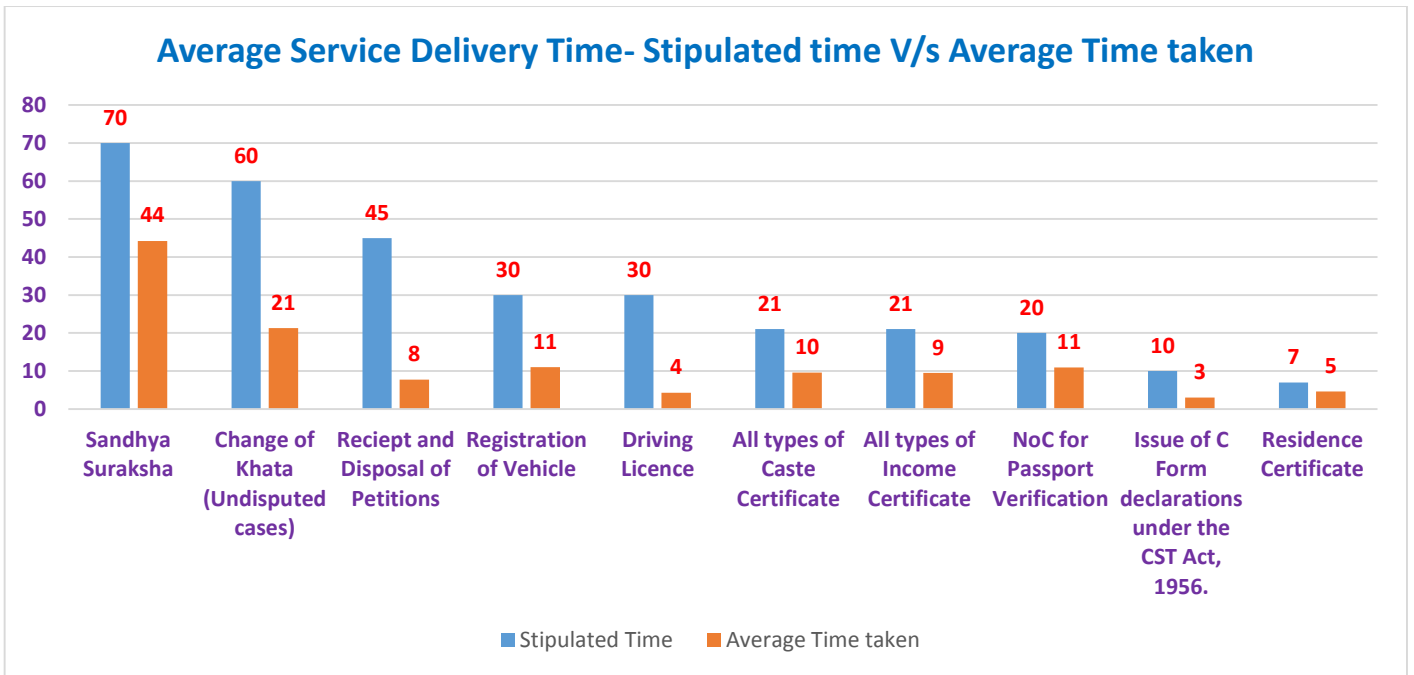
## APPLICATION DISPOSALS





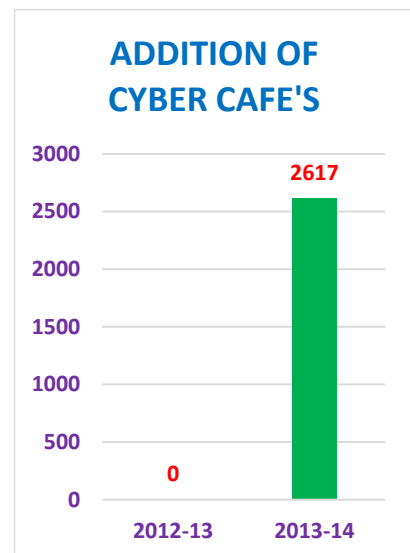
## REDUCING TIME TAKEN FOR SERVICE DELIVERY

300 out of 478 services are being delivered much before the stipulated time. The departments are recommended to amend the time frames. A snapshot of Analytics portal showing speedy service delivery times for few services is as shown below.



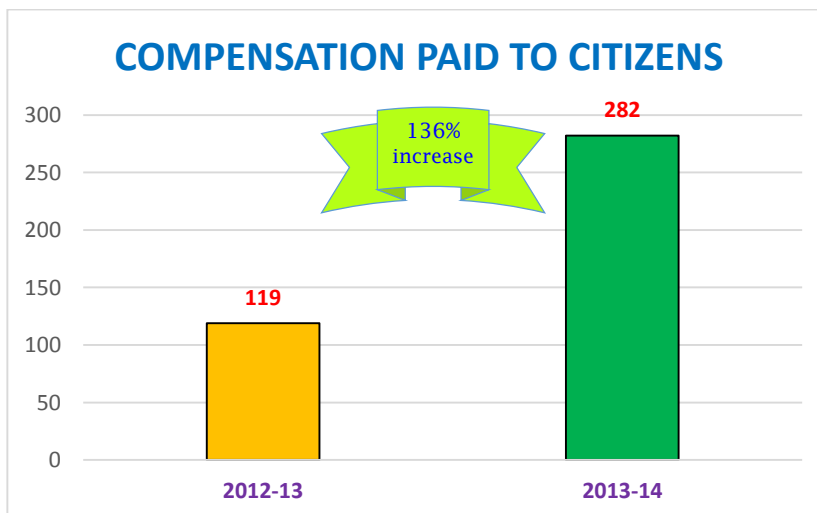
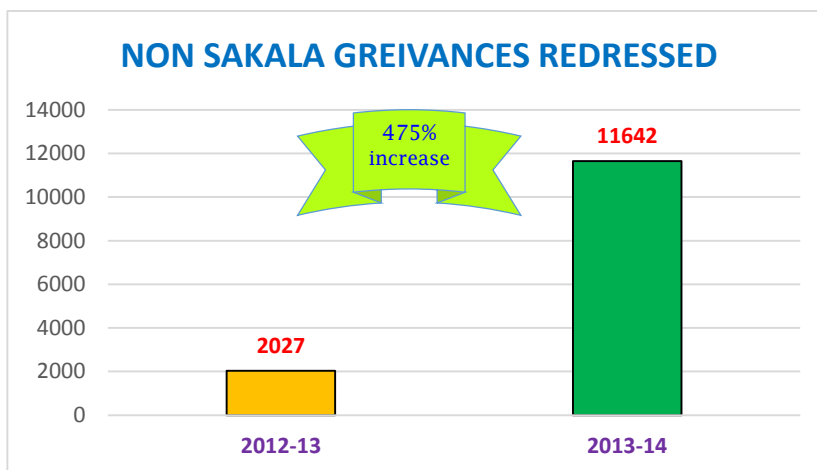
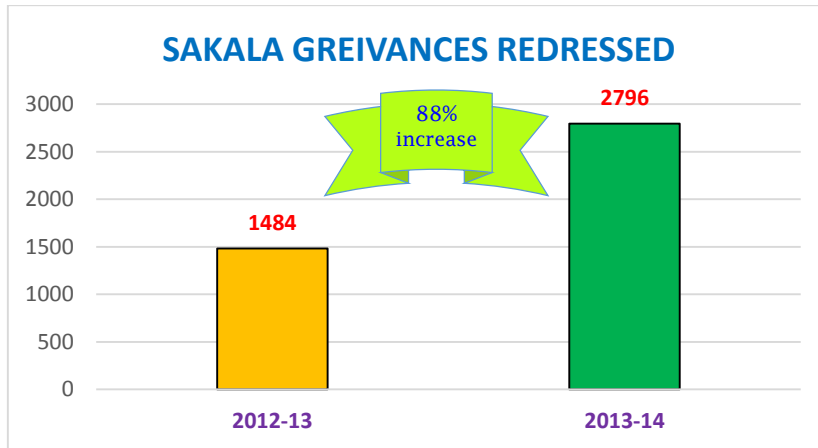
96% increase

2617% increase



## Citizen's Grievance Redressal

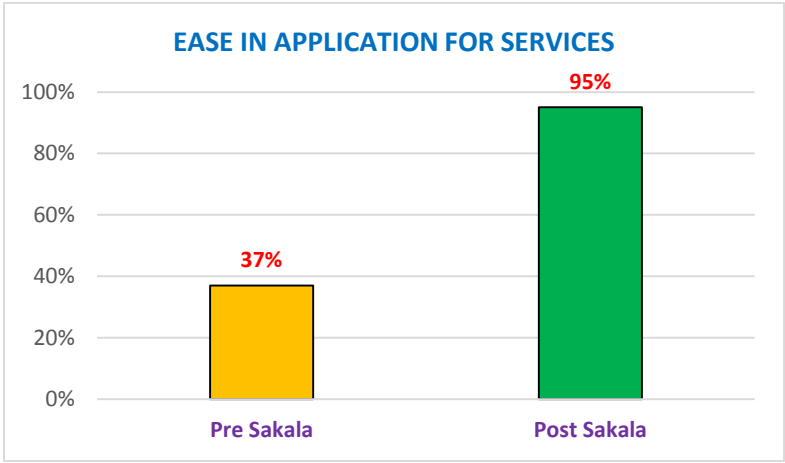
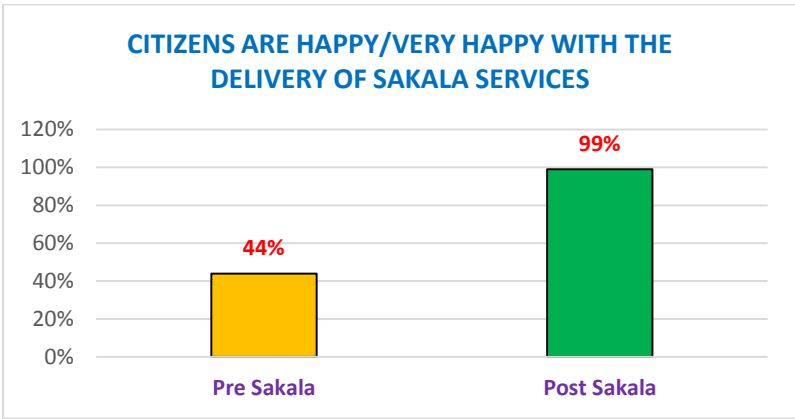
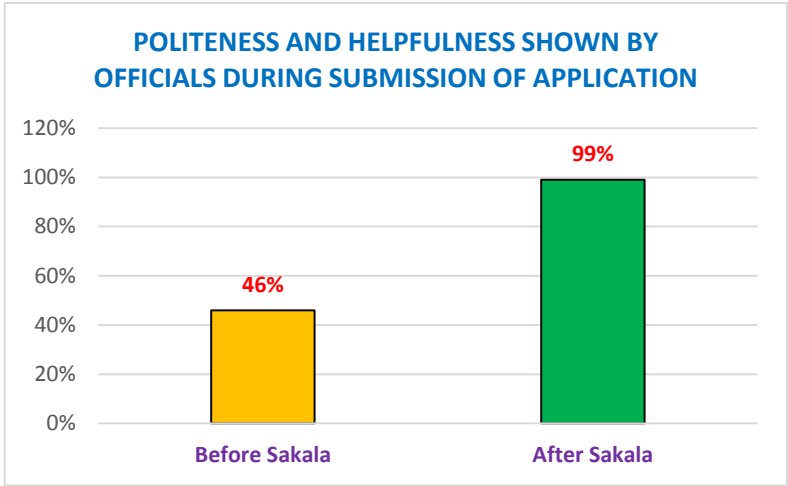
Regular follow up has ensured speedy redressal of grievances. The services which do not lie under the Act are added based on Citizens complaints in a phased manner.



# KARNATAKA EVALUATION AUTHORITY [KEA] - FINDINGS OF CITIZEN MODULE SURVEY (Sample Size: 10,000)

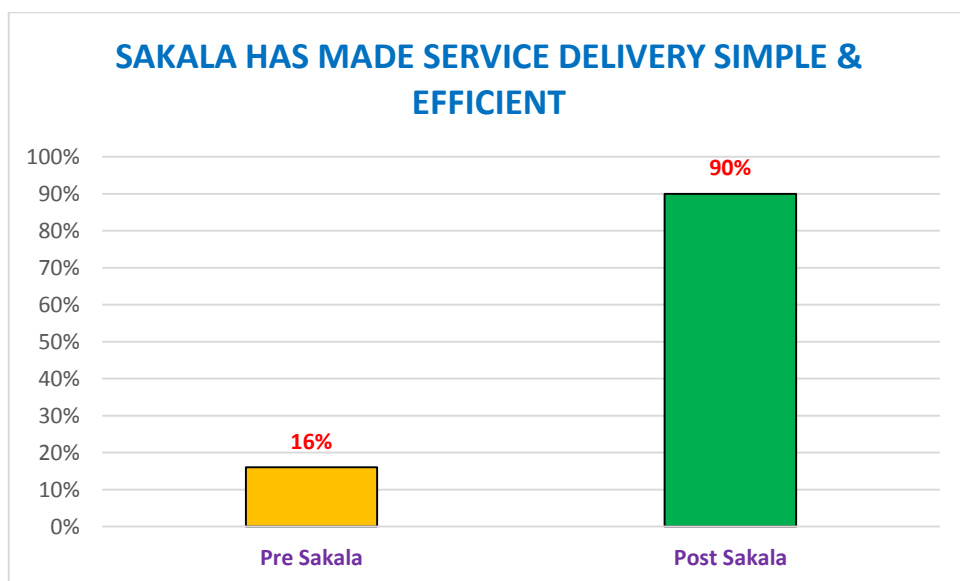
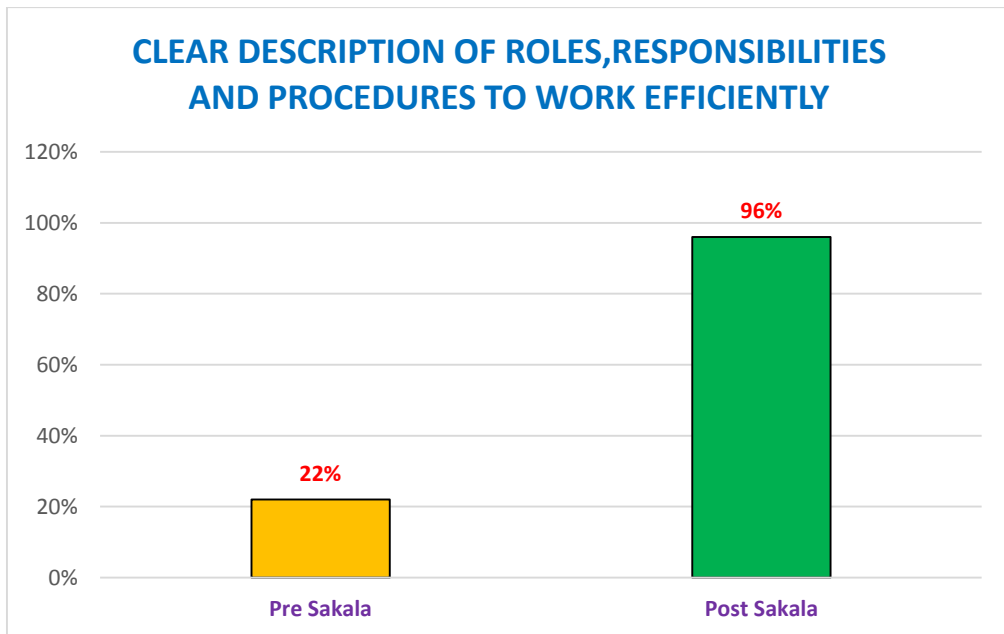
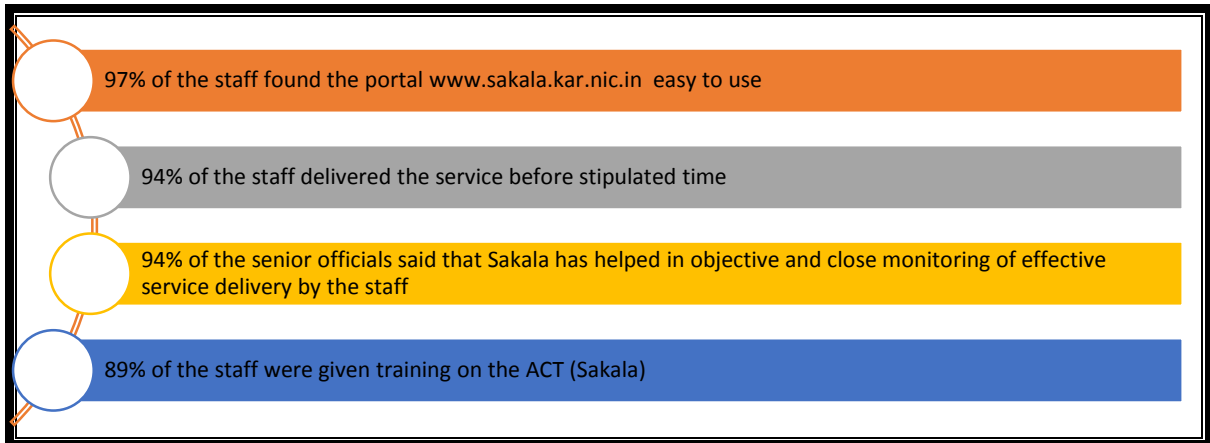
93% of the citizens mentioned, post Sakala there was no need to visit multiple desks.

90% of the citizens received a unique 15 digit GSC number as acknowledgement to their service request.





## KEA - FINDINGS OF STAFF MODULE SURVEY: (Sample Size: 230)



## PRO PEOPLE REFORMS

135 ONLINE - **Anywhere Anytime** Services

Self declarations in place of Affidavit

Services earlier given in Taluk now in Hobli office

SC/ST Caste Certificate, now valid for life

Issuing of Birth Certificate in Govt. hospitals itself

Exemption of Domicile Certificate by Housing Board

Police verification for passport application-time reduced from 90 to 20 days

Computerization of old revenue records in District/Taluk offices.

## CONTACT SAKALA:



080-22032825, 080-22032672



080-222537391



prsar-dpar@karnataka.gov.in / sakala@nic.in



[www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)



[mobile.karnataka.gov.in](http://mobile.karnataka.gov.in)



For Assistance/Complaints contact: 080-44554455



[www.facebook.com/pages/Sakala-Government-of-Karnataka/518317854873012](https://www.facebook.com/pages/Sakala-Government-of-Karnataka/518317854873012)



<http://youtu.be/krwUr1abtiw>



<https://twitter.com/ShaliniRajneesh>

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## CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F))Ranking for May -14	Final Ranking(30 % weightage on (D) and 70% weightage on (F))Ranking for April -14	Trend
Chikkaballapura	40950	36260	0.8	2	3412	2	1	1	↔
Hassan	60127	51415	3.8	11	3536	1	2	13	↑
Tumkur	79346	64276	0.8	2	3051	6	3	16	↑
Bangalore	310942	298461	3.7	10	3273	3	4	3	↓
Mysore	94584	84148	5.7	16	3261	4	5	9	↑
Udupi	34340	32175	4.9	14	3121	5	6	12	↑
Kodagu	15168	12319	3.3	8	3033	8	7	29	↑
Shimoga	48575	41369	2	5	2857	11	8	14	↑
Mandya	54836	47319	5.2	15	3046	7	9	18	↑
Chikmagalur	32339	29498	3.9	12	2939	10	10	21	↑
Uttara Kannada	37822	31618	0.6	1	2701	15	11	2	↓
Davanagere	53394	47659	3.5	9	2810	13	12	19	↑
Bangalore Rural	27189	24494	7.3	21	3021	9	13	20	↑
Dakshina Kannada	56560	56768	5.7	16	2828	12	14	5	↓
Koppal	33246	28317	2.8	7	2557	18	15	6	↓
Chitradurga	42797	37412	4.4	13	2674	16	16	10	↓
Kolar	38214	33934	2.3	6	2547	19	17	25	↑
Haveri	37174	33227	1.4	4	2478	22	18	4	↓
Bagalkot	47333	44200	6.2	18	2629	17	19	17	↓
Ramanagara	27998	26843	12.3	26	2799	14	20	14	↓
Belgaum	116886	101499	7.2	20	2486	21	21	24	↑
Bijapur	52641	59558	14.7	30	2506	20	22	23	↑
Gadag	24565	23239	9.5	25	2456	23	23	7	↓
Bellary	60181	54289	8.4	23	2407	24	24	27	↑
Chamarajanagar	23682	21737	8.1	22	2368	25	25	26	↑
Dharwad	41186	41174	8.4	23	2288	26	26	11	↓
Gulbarga	54252	48964	7.1	19	2170	29	27	22	↓
Yadgir	25159	22651	14.3	29	2287	27	28	28	↔
Bidar	37590	41851	12.6	27	2211	28	29	8	↓
Raichur	40096	38375	13.6	28	2110	30	30	30	↔

Records shown above as on 28/05/2014 12:30:00

### Legend

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

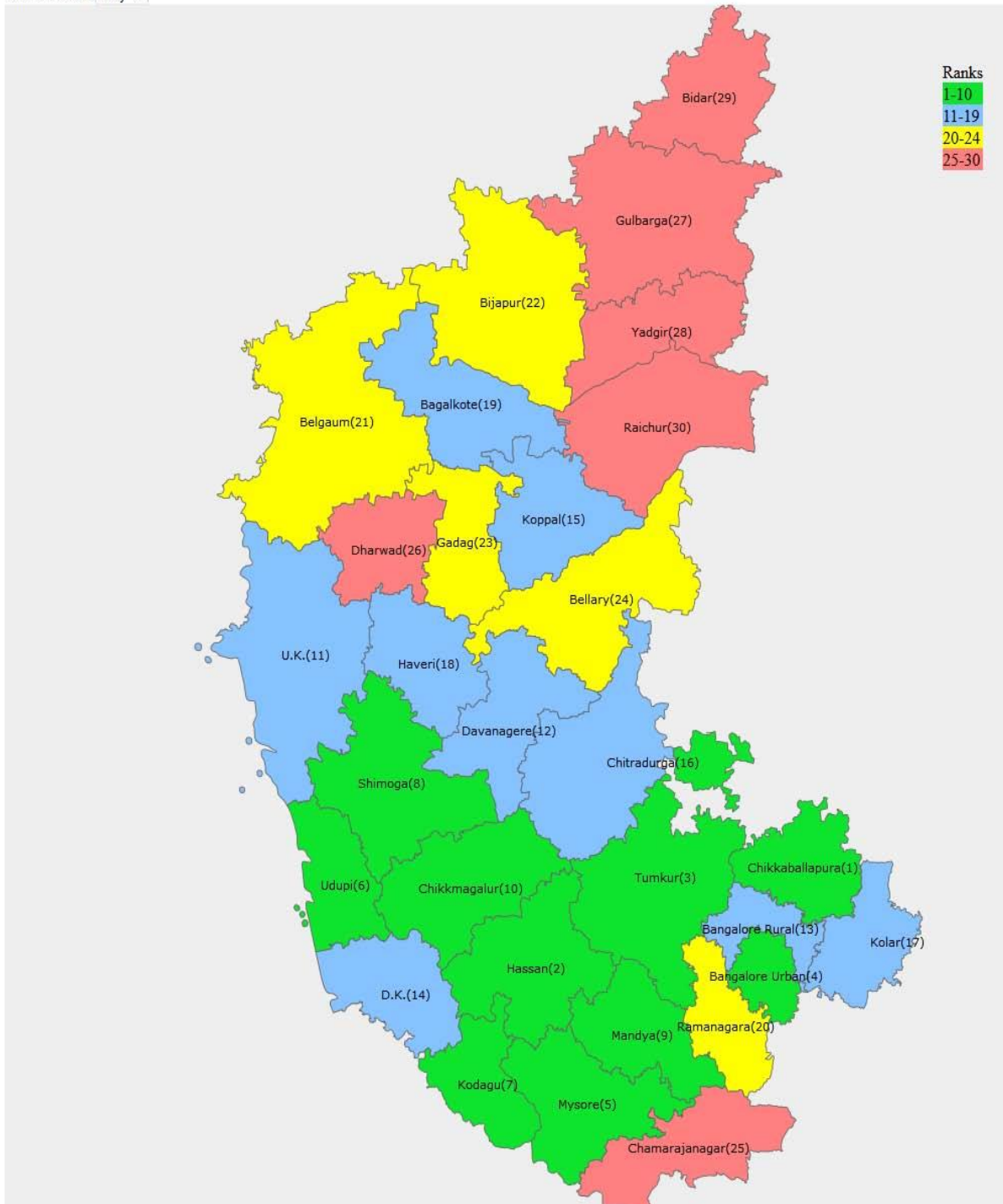
**Notes:** Chikkaballapur has retained first rank for last 4 months. Bidar dropped from 8<sup>th</sup> rank to 29<sup>th</sup> rank. Kodagu has risen from 29<sup>th</sup> rank to 7<sup>th</sup> rank. Hassan, Tumkur & Chikmagalur have shown better performances as compared to previous month.

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

Spatial Representation of District Ranking for the month of May -2014 is as shown below.

### District Ranks

Select Month: May



## 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	2697	2288	0	2	539	7	1
Chikkaballapura	Chikkaballapura	9340	7755	0.6	22	444	12	2
Bangalore	Bangalore East	70143	68543	1.9	54	7793	1	3
Uttara Kannada	Karwar	9933	6884	1.6	46	662	5	4
Haveri	Shiggaon	6942	6659	0.5	18	385	17	5
Tumkur	Tumkur	24766	22043	1.1	32	419	14	6
Shimoga	Shimoga	20836	18204	1.3	40	416	15	7
Bangalore	Bangalore North	96182	94238	2.9	69	3206	3	8
Chikkaballapura	Gauribidanur	9908	7795	0.1	7	341	33	9
Bangalore	Bangalore South	126116	119163	3.5	82	7006	2	10

Records shown above as on 28/05/2014 12:30:00

### Notes:

- Talukas of Chikkaballapura have dominated the top 10 Taluk list with consistent performance, with 3 Talukas. Gudibanda of Chikkaballapura has retained 1<sup>st</sup> place. 2 talukas of Bangalore have featured in by taking 3<sup>rd</sup> and 8<sup>th</sup> places.
- Talukas of Tumkur, Uttara Kannada, Haveri & Shimoga 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	6480	6367	11.4	151	166	158	168
Chikmagalur	Narasimharajapura	1002	973	12.4	156	167	157	169
Bidar	Basavakalyan	5956	7950	21.8	173	175	150	170
Gulbarga	Chincholi	3569	2903	6.5	122	142	173	171
Gulbarga	Jevargi	4654	4144	13.6	160	160	163	172
Belgaum	Khanapur	3080	2996	10.3	146	123	177	173
Gadag	Shirhatti	2957	3182	17.8	168	147	171	174
Gulbarga	Aland	5214	5633	27.4	177	153	169	175
Raichur	Manvi	5378	4889	23.2	174	145	172	176
Dharwad	Kalghatgi	1916	1919	21.5	171	127	175	177

**Notes:** 3 Talukas of Gulbarga have featured in bottom 10 ranking talukas. 1 taluka of Chickmagalur, Bidar, Belgaum, Gadag, Raichur and Dharwad feature in the list. Yelahanaka of Bangalore, which had featured in the list for long time has shown relatively good performance in this month of May.

Records shown above as on 28/05/2014 12:30:00



## CHAPTER 2A: RECEIPTS AND DISPOSAL TRENDS FOR MAY-14 – DEPARTMENT WISE

Main Department	Receipts				Disposals		
	Apr-14	May-14	Trends		Apr-14	May-14	Trends
REVENUE DEPARTMENT	564155	980032	↑		636031	852352	↑
TRANSPORT DEPARTMENT	196940	245412	↑		190005	239660	↑
COMMERCIAL TAXES DEPARTMENT	123324	143199	↑		117670	148136	↑
HOME DEPARTMENT	83636	92279	↑		86216	92622	↑
URBAN DEVELOPMENT	57958	59895	↑		55244	59938	↑
R DPR	66958	58937	↓		63138	59710	↓
FOOD AND CIVIL SUPPLIES	8805	15459	↑		8804	15486	↑
HEALTH AND FAMILY WELFARE	11740	12157	↑		12127	12141	↑
LABOUR DEPARTMENT	12852	8173	↓		14432	9208	↓
WOMEN AND CHILD WELFARE	15407	12962	↓		14148	12452	↓
EDUCATION DEPARTMENT	11582	21382	↑		12597	12163	↓
COMMERCE AND INDUSTRIES DEPARTMENT	2190	2349	↑		2261	2306	↓
CO-OPERATION DEPARTMENT	1334	1258	↓		2468	2826	↑
HORTICULTURE DEPARTMENT	398	397	↓		599	721	↑
HOUSING DEPARTMENT	155	152	↓		182	152	↓
KANNADA, CULTURE AND INFORMATION DEPARTMENT	133	116	↓		126	125	↓
ANIMAL HUSBANDRY AND FISHERIES	95	25	↓		83	20	↓
PUBLIC WORKS, PORTS AND INLAND WATER	36	30	↓		38	32	↓
FOREST, ECOLOGY AND ENVIRONMENT	50	122	↑		10	33	↑
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	65	5	↓		66	6	↓
D PAR	13	8	↓		22	9	↓
<b>Total</b>	<b>1157826</b>	<b>1684926</b>	<b>↑</b>		<b>1216267</b>	<b>1542243</b>	<b>↑</b>

Records shown above as on 28/05/2014 12:30:00

### Legend:

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

**Notes:** Receipts & disposals have seen a considerable increase in numbers as compared with previous month. There is an increase of 68% in the receipts. There are more disposals in May as compared to the disposals in the month of April.

- **Receipts:** Departments of Revenue, Transport, commercial taxes, Home and Urban development have shown huge increase in receipts. These BIG-5 departments have almost 80% of the receipts in this month of May.
- **Disposals:** BIG-5 departments with huge receipts also are toppers in disposals in this month of May.

## CHAPTER 2B: RECEIPTS AND DISPOSAL TRENDS FOR MAY-14 – DISTRICT WISE

S.N	DISTRICT NAME	NO. OF RECEIPTS DURING THE MONTH May-14	NO. OF DISPOSALS DURING THE MONTH May-14
1	Bangalore	320267	304282
2	Belgaum	118666	103229
3	Mysore	96382	85705
4	Tumkur	81010	65461
5	Bijapur	53531	60249
6	Dakshina Kannada	57913	57959
7	Bellary	61125	54885
8	Hassan	61269	52165
9	Gulbarga	54758	49514
10	Davanagere	54387	48488
11	Mandya	55736	47987
12	Bagalkot	48401	45122
13	Bidar	38033	42237
14	Shimoga	49368	41975
15	Dharwad	42101	41802
16	Raichur	40924	38878
17	Chitradurga	43612	37940
18	Chikkaballapura	41890	37090
19	Kolar	39247	34665
20	Haveri	37902	33952
21	Udupi	35264	32813
22	Uttara Kannada	38562	32074
23	Chikmagalur	32869	29944
24	Koppal	33529	28646
25	Ramanagara	28518	27530
26	Bangalore Rural	29299	26294
27	Gadag	25123	23612
28	Yadgir	25431	22877
29	Chamarajanagar	24244	22041
30	Kodagu	15565	12827
	<b>Total</b>	<b>1684926</b>	<b>1542243</b>

Records shown above as on 28/05/2014 12:30:00

**Notes:** Districts of Bangalore, Belgaum, Mysore, Tumkur and Bijapur have occupied the Top 5 places in the list. The receipts in these districts alone amounts to almost 50% of the entire receipts of the State. DC's of these districts have to regularly monitor the activities of various departments in their district.

## CHAPTER 2C: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Pendency after Due date
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE DEPARTMENT	27573755	27057063	25157584	1893997	675	546	275	271	73	21	8	13	17561
HOME DEPARTMENT	2142006	2107099	2066216	39337	11	3	1	2	0	0	0	0	1820
RDPR	1390094	1372768	1348133	23844	52	44	23	21	5	4	2	2	999
EDUCATION DEPARTMENT	268470	253667	238703	14580	33	22	4	18	3	3	0	3	928
TRANSPORT DEPARTMENT	7919219	7849594	7634590	211701	4	3	1	2	0	0	0	0	332
URBAN DEVELOPMENT	1887801	1871595	1787223	82699	44	33	31	2	3	2	2	0	262
HEALTH AND FAMILY WELFARE	507437	506509	500890	5270	0	0	0	0	0	0	0	0	64
CO-OPERATION DEPARTMENT	11166	10047	9647	243	0	0	0	0	0	0	0	0	29
LABOUR DEPARTMENT	360433	358023	351694	6198	0	0	0	0	0	0	0	0	27
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	849	711	622	88	0	0	0	0	0	0	0	0	26
DPAR	1016	984	984	0	0	0	0	0	0	0	0	0	25
COMMERCE AND INDUSTRIES DEPARTMENT	71180	71101	69058	1976	1	0	0	0	0	0	0	0	22
WOMEN AND CHILD WELFARE	307027	304531	303808	409	0	0	0	0	0	0	0	0	15
HORTICULTURE DEPARTMENT	8737	8571	8284	287	0	0	0	0	0	0	0	0	14
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	753	739	695	43	0	0	0	0	0	0	0	0	9
COMMERCIAL TAXES DEPARTMENT	3720714	3711417	3228373	480387	5	5	2	3	0	0	0	0	9
HOUSING DEPARTMENT	6410	6303	6179	124	0	0	0	0	0	0	0	0	5
FOOD AND CIVIL SUPPLIES	2692411	2692359	2660204	32110	2	0	0	0	1	1	0	1	3
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	97	95	93	2	0	0	0	0	0	0	0	0	0
KANNADA, CULTURE AND INFORMATION DEPARTMENT	1312	1309	942	365	0	0	0	0	0	0	0	0	0
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1985	1963	1703	260	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>48872872</b>	<b>48186448</b>	<b>45375625</b>	<b>2793920</b>	<b>827</b>	<b>656</b>	<b>337</b>	<b>319</b>	<b>85</b>	<b>31</b>	<b>12</b>	<b>19</b>	<b>22150</b>

Records shown above as on 28/05/2014 14:00:00

## CHAPTER 2D: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Pendency after Due date
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bangalore	8754213	8666836	8040683	621186	264	159	138	21	9	7	5	2	4531
Bijapur	1544253	1515556	1427090	88184	17	15	4	11	1	1	0	1	3178
Mandya	1843328	1817768	1700502	115793	17	10	4	6	1	1	1	0	2035
Bangalore Rural	802670	789164	746716	42075	8	5	5	0	0	0	0	0	1553
Raichur	1463000	1444996	1365666	79124	95	90	37	53	54	3	3	0	1418
Belgaum	3106320	3054497	2872870	180538	34	23	13	10	0	0	0	0	1002
Ramanagara	1055641	1040867	1000415	40041	8	6	3	3	0	0	0	0	782
Chitradurga	1390879	1372956	1298697	74011	10	10	6	4	0	0	0	0	721
Bellary	1841375	1812773	1716030	96352	45	33	12	21	5	5	0	5	708
Dakshina Kannada	1643406	1619187	1558324	60262	2	1	1	0	0	0	0	0	697
Yadgir	781621	766069	733374	32556	8	7	2	5	1	1	0	1	685
Mysore	2459520	2421467	2306735	113693	29	28	16	12	0	0	0	0	505
Gulbarga	1751777	1726841	1637755	88925	46	43	17	26	4	4	1	3	497
Gadag	850489	837981	804095	33798	8	8	5	3	0	0	0	0	452
Bagalkot	1346183	1327657	1269419	57819	17	17	0	17	2	1	0	1	425
Bidar	1076202	1058602	943769	114617	37	36	6	30	1	1	0	1	413
Udupi	898636	883636	859009	24298	13	10	7	3	1	1	1	0	341
Koppal	1071172	1054536	1014144	40191	3	3	0	3	0	0	0	0	335
Dharwad	1483639	1466752	1389372	77167	5	3	1	2	1	1	0	1	320
Chikkaballapura	1107846	1087051	1019437	67241	13	12	2	10	0	0	0	0	289
Davanagere	1533482	1510430	1424289	85609	39	37	0	37	0	0	0	0	285
Chikmagalur	885543	873913	806579	67045	7	6	2	4	1	1	1	0	204
Haveri	1087157	1071495	1015020	55878	7	7	2	5	0	0	0	0	173
Hassan	1756686	1732480	1623255	108795	7	7	3	4	0	0	0	0	164
Shimoga	1306828	1287783	1203500	83945	9	7	6	1	0	0	0	0	153
Tumkur	2166207	2133016	1973183	159261	32	31	23	8	0	0	0	0	100
Kolar	1253361	1237883	1161735	75655	27	26	12	14	3	3	0	3	89
Chamarajanagar	851018	840721	794656	45898	9	8	5	3	0	0	0	0	72
Kodagu	444437	438424	415176	23018	2	1	0	1	0	0	0	0	19
Uttara Kannada	1315983	1295111	1254130	40687	7	7	5	2	1	1	0	1	4
<b>Total</b>	<b>48872872</b>	<b>48186448</b>	<b>45375625</b>	<b>2793662</b>	<b>825</b>	<b>656</b>	<b>337</b>	<b>319</b>	<b>85</b>	<b>31</b>	<b>12</b>	<b>19</b>	<b>22150</b>

Records shown above as on 28/05/2014 14:00:00



## CHAPTER 2E: PENDENCY STATUS- DEPARTMENT/INSTITUTION WISE

S.N	DEPARTMENT	NO. OF PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	16905
2	HOME DEPARTMENT	1818
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1348
4	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	999
5	DEPARTMENT OF PUBLIC INSTRUCTION	407
6	PRE-UNIVERSITY BOARD	354
7	TRANSPORT DEPARTMENT	327
8	SURVEY AND SETTLEMENT COMMISSIONER	167
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	165
10	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	154
11	CITY MUNICIPAL COUNCIL	57
12	HEALTH AND FAMILY WELFARE DEPARTMENT	53
13	AGRICULTURAL MARKETING DEPARTMENT	29
14	KARNATAKA STATE POLLUTION CONTROL BOARD	26
15	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	25
16	COMMERCE AND INDUSTRIES DEPARTMENT	23
17	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	20
18	BRUHAT BANGALORE MAHANAGARA PALIKE	17
19	WOMEN AND CHILD WELFARE DEPARTMENT	15
20	TOWN PANCHAYAT	14
21	SERICULTURE DEPARTMENT	14
22	DRUGS CONTROL DEPARTMENT	11
23	HIGHER EDUCATION-COLLEGIATE EDUCATION	10
24	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	9
25	TRANSPORT CORPORATIONS(KSRTC)	9
26	COMMERCIAL TAXES DEPARTMENT	8
27	TOWN MUNICIPAL COUNCIL	8
28	PUBLIC LIBRARIES DEPARTMENT	6
29	LABOUR DEPARTMENT	6
30	KARNATAKA HOUSING BOARD	5
31	FOOD AND CIVIL SUPPLIES DEPARTMENT	3
32	BANGALORE DEVELOPMENT AUTHORITY	3
33	FIRE SERVICES DEPARTMENT	2
34	UNIVERSITY ACADEMIC SECTION	1
35	EXCISE DEPARTMENT	1
36	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	1
<b>Total:</b>		<b>23020</b>

### Notes:

The above table shows pendency in services in various departments/ institutions. The pendency is huge in Revenue, Home department and RDPR.

Departments/Institutions (**Highlighted S.N 24 to S.N 36**) in the above table have very less pendencies. These departments, with little effort can clear them and increase the number of departments/institutions with zero pendency.

## CHAPTER 2F: DELAYED DISPOSAL TRENDS FOR MAY14-DEPARTMENT WISE

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 May 2014 (B/A)
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	33	10	4	0	0	0	14	42.42%
DPAR	9	0	0	1	0	2	3	33.33%
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6	0	2	0	0	0	2	33.33%
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	32	0	1	2	2	0	5	15.63%
HOUSING DEPARTMENT	152	12	4	2	0	1	19	12.50%
CO-OPERATION DEPARTMENT	2826	314	25	4	1	0	344	12.17%
REVENUE DEPARTMENT	852352	29360	9582	10339	16404	8005	73690	8.65%
EDUCATION DEPARTMENT	12163	391	197	113	124	185	1010	8.30%
KANNADA, CULTURE AND INFORMATION DEPARTMENT	125	4	2	0	1	1	8	6.40%
HOME DEPARTMENT	92622	2886	1042	707	390	226	5251	5.67%
RDPR	59710	1225	146	55	64	222	1712	2.87%
LABOUR DEPARTMENT	9208	214	4	9	6	0	233	2.53%
URBAN DEVELOPMENT	59938	1254	173	49	22	14	1512	2.52%
COMMERCIAL TAXES DEPARTMENT	148136	1970	2	1	1	0	1974	1.33%
HEALTH AND FAMILY WELFARE	12141	63	28	8	3	31	133	1.10%
COMMERCE AND INDUSTRIES DEPARTMENT	2306	8	1	1	0	0	10	0.43%
TRANSPORT DEPARTMENT	239660	305	55	89	138	185	772	0.32%
WOMEN AND CHILD WELFARE	12452	34	1	3	0	0	38	0.31%
HORTICULTURE DEPARTMENT	721	1	1	0	0	0	2	0.28%
FOOD AND CIVIL SUPPLIES	15486	4	1	0	1	0	6	0.04%
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	20	0	0	0	0	0	0	0.00%
<b>Total</b>	<b>1520098</b>	<b>38055</b>	<b>11271</b>	<b>11383</b>	<b>17157</b>	<b>8872</b>	<b>86738</b>	<b>5.71%</b>

Records shown above as on 28/05/2014 13:30:00

### Notes:

The rate of delayed disposals in May -14 for the State is 5.71%. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 43% of total delayed disposals.

The delayed disposal rate for the State is so high because of few departments with very less receipts. Forest, Ecology & Environment Department, DPAR and Department of Youth Empowerment & Sports together have an average delayed disposal rate of 35%. 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 2G: DELAYED DISPOSAL TRENDS FOR MAY14-DISTRICT WISE

S.N	District Name	No. of disposals during the Month (A)	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total (B)	% of delays for May 2014 (B/A)
1	Bijapur	60249	1941	924	1536	2753	1611	8765	14.55%
2	Yadgir	22877	1550	496	440	633	122	3241	14.17%
3	Raichur	38878	1856	674	617	1340	749	5236	13.47%
4	Bidar	42237	3049	635	456	736	380	5256	12.44%
5	Ramanagara	27530	1514	634	450	433	268	3299	11.98%
6	Gadag	23612	391	337	436	601	432	2197	9.30%
7	Bellary	54885	2191	595	577	757	426	4546	8.28%
8	Dharwad	41802	853	424	704	1102	361	3444	8.24%
9	Chamarajanagar	22041	390	375	436	501	54	1756	7.97%
10	Belgaum	103229	2273	932	1261	2177	677	7320	7.09%
11	Gulbarga	49514	1467	417	528	679	367	3458	6.98%
12	Bangalore Rural	26294	897	351	149	213	186	1796	6.83%
13	Bagalkot	45122	816	276	446	639	578	2755	6.11%
14	Mysore	85705	2182	721	624	875	411	4813	5.62%
15	Dakshina Kannada	57959	1496	505	367	534	322	3224	5.56%
16	Mandya	47987	1357	346	245	265	233	2446	5.10%
17	Udupi	32813	508	260	242	403	160	1573	4.79%
18	Chitradurga	37940	750	230	261	352	44	1637	4.31%
19	Chikmagalur	29944	638	152	152	176	30	1148	3.83%
20	Hassan	52165	1067	258	132	407	100	1964	3.76%
21	Bangalore	304282	7137	941	860	1002	1041	10981	3.61%
22	Davanagere	48488	870	196	203	289	95	1653	3.41%
23	Kodagu	12827	289	40	12	25	38	404	3.15%
24	Koppal	28646	666	54	9	26	30	785	2.74%
25	Kolar	34665	490	105	71	69	34	769	2.22%
26	Shimoga	41975	619	139	41	10	6	815	1.94%
27	Haveri	33952	273	104	32	34	20	463	1.36%
28	Tumkur	65461	312	83	48	26	43	512	0.78%
29	Chikkaballapura	37090	65	56	30	77	50	278	0.75%
30	Uttara Kannada	32074	148	11	18	23	4	204	0.64%
	<b>Total</b>	<b>1520098</b>	<b>38055</b>	<b>11271</b>	<b>11383</b>	<b>17157</b>	<b>8872</b>	<b>86738</b>	<b>5.71%</b>

Records shown above as on 28/05/2014 13:30:00

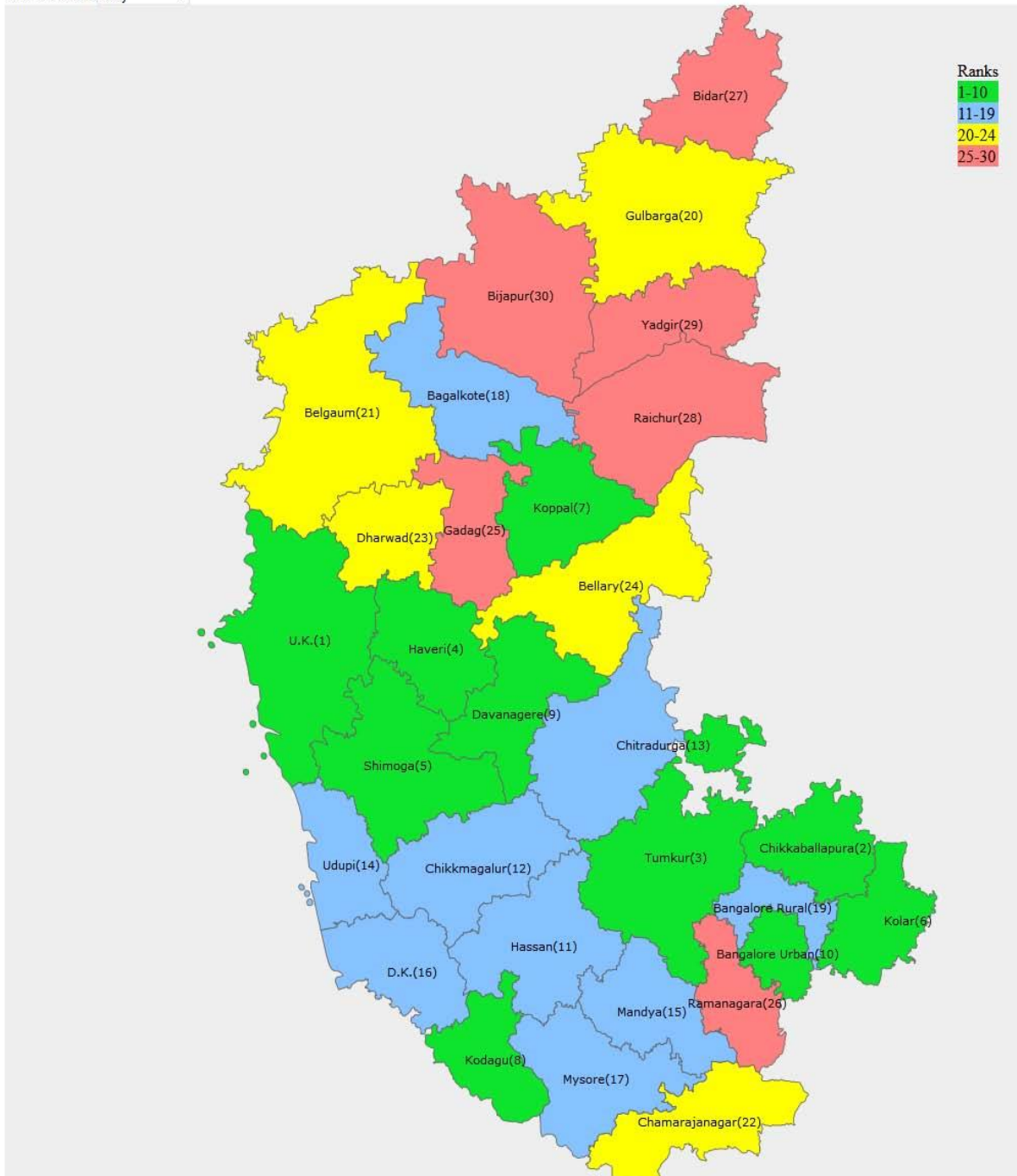
### Notes:

Districts (**Highlighted S.N 1 to S.N 5**) in the above table have very high rate of delayed disposals. These districts have around 2 laks disposals in this month of May-14. This is about 13% of total State Disposals. Hence it is evident that 13% of disposals in 5 districts of Bijapur, Yadgir, Raichur, Bidar and Ramanagara are major contributors to the State disposal rate of 5.71%.

Spatial representation of Delayed disposal analysis - districts is as shown below. Uttara Kannda with lowest delayed disposal rate of 0.64 % is represented as 1<sup>st</sup> rank.

### Delayed Disposal Analysis

Select Month: May



## CHAPTER 2H: REPORT OF REJECTIONS FOR MAY-14- DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate (%age)
1	KANNADA AND CULTURE	111	119	57	47.9
2	SERICULTURE DEPARTMENT	391	721	175	24.27
3	DEPARTMENT OF PUBLIC INSTRUCTION	5921	5568	647	11.62
4	REVENUE DEPARTMENT	795038	674816	74429	11.03
5	KARNATAKA STATE POLLUTION CONTROL BOARD	117	33	3	9.09
6	COMMERCIAL TAXES DEPARTMENT	142254	147226	12022	8.17
7	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	146	78	6	7.69
8	CITY MUNICIPAL COUNCIL	24786	25060	1687	6.73
9	KARNATAKA HOUSING BOARD	149	142	9	6.34
10	COMMERCE AND INDUSTRIES DEPARTMENT	2317	2300	138	6
11	AYUSH DEPARTMENT	36	37	2	5.41
12	CITY CORPORATION (Other than BBMP)	7953	7835	373	4.76
13	TOWN MUNICIPAL COUNCIL	15664	15695	652	4.15
14	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	603	656	27	4.12
15	HIGHER EDUCATION-COLLEGIATE EDUCATION	362	364	12	3.3
16	DRUGS CONTROL DEPARTMENT	641	690	19	2.75
17	REGISTRAR OF CO-OPERATIVE SOCIETIES	976	871	21	2.41
18	TOWN PANCHAYAT	5254	5427	114	2.1
19	HOME DEPARTMENT	91559	92340	1812	1.96
20	RDPDR	58302	58919	1116	1.89
21	AGRICULTURAL MARKETING DEPARTMENT	265	1834	32	1.74
22	BBMP	4910	4427	71	1.6
23	TRANSPORT DEPARTMENT	240235	234865	3533	1.5
24	HEALTH AND FAMILY WELFARE DEPARTMENT	11385	11320	168	1.48
25	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	130211	129225	1335	1.03
26	UNIVERSITY EXAMINATION SECTION	2080	2067	19	0.92
27	FOOD AND CIVIL SUPPLIES DEPARTMENT	15412	15441	100	0.65
28	FIRE SERVICES DEPARTMENT	173	173	1	0.58
29	LABOUR DEPARTMENT	7412	8423	47	0.56
30	PUBLIC LIBRARIES DEPARTMENT	909	777	3	0.39
31	SURVEY AND SETTLEMENT COMMISSIONER	34179	33501	130	0.39
32	WOMEN AND CHILD WELFARE DEPARTMENT	12831	12299	17	0.14
33	TRANSPORT CORPORATIONS(KSRTC)	2829	2652	1	0.04
	<b>Total</b>	<b>1615411</b>	<b>1495901</b>	<b>98778</b>	<b>State Rejection Rate is 6.58%</b>

Records shown above as on 28/05/2014 13:30:00

### Notes:

The rejection rate in May -14 for the State is 6.58%. Rejection rate for April-14 was 6.79%. There are 8 departments/institutions with rejection rate higher than the State average (**Highlighted S.N 1 to S.N 8**) in the above table.

The rejection rate for the State is so high because of few departments. These departments/Institutions are Revenue Department, Commercial Taxes and City Municipal Council. These 3 departments 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, Sericulture, Pollution Control Board and ESI are minor contributors to the rejection rate.



## CHAPTER 2I: REPORT OF REJECTIONS FOR MAY-14- DISTRICT WISE

District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
Bidar	37580	41851	5344	12.77%
Bijapur	52074	59156	6007	10.15%
Ramanagara	27221	26398	2593	9.82%
Chamarajanagar	23559	21737	2081	9.57%
Raichur	38763	37566	2965	7.89%
Belgaum	115384	100508	7717	7.68%
Bellary	59176	53896	4036	7.49%
Gadag	24109	23038	1698	7.37%
Gulbarga	53753	48856	3579	7.33%
Bangalore Rural	26971	24157	1708	7.07%
Dharwad	40928	41022	2881	7.02%
Bagalkot	47153	44038	3010	6.84%
Yadgir	24453	21862	1470	6.72%
Kolar	37236	33367	2194	6.58%
Chikmagalur	31984	29069	1906	6.56%
Koppal	32210	28185	1789	6.35%
Bangalore	309237	297482	18286	6.15%
Mandya	53918	46761	2871	6.14%
Davanagere	53384	47648	2907	6.1%
Shimoga	47590	40380	2436	6.03%
Hassan	59877	51091	3063	6%
Chikkaballapura	40751	36178	2172	6%
Chitradurga	42635	37243	2019	5.42%
Mysore	92977	82982	4408	5.31%
Kodagu	14926	12040	621	5.16%
Tumkur	77243	62401	3140	5.03%
Haveri	36691	32829	1607	4.89%
Dakshina Kannada	56385	56431	2440	4.32%
Uttara Kannada	37430	31408	967	3.08%
Udupi	34113	31943	863	2.7%
<b>Total</b>	<b>1629711</b>	<b>1501523</b>	<b>98778</b>	<b>6.58%</b>

Records shown above as on 28/05/2014 13:30:00

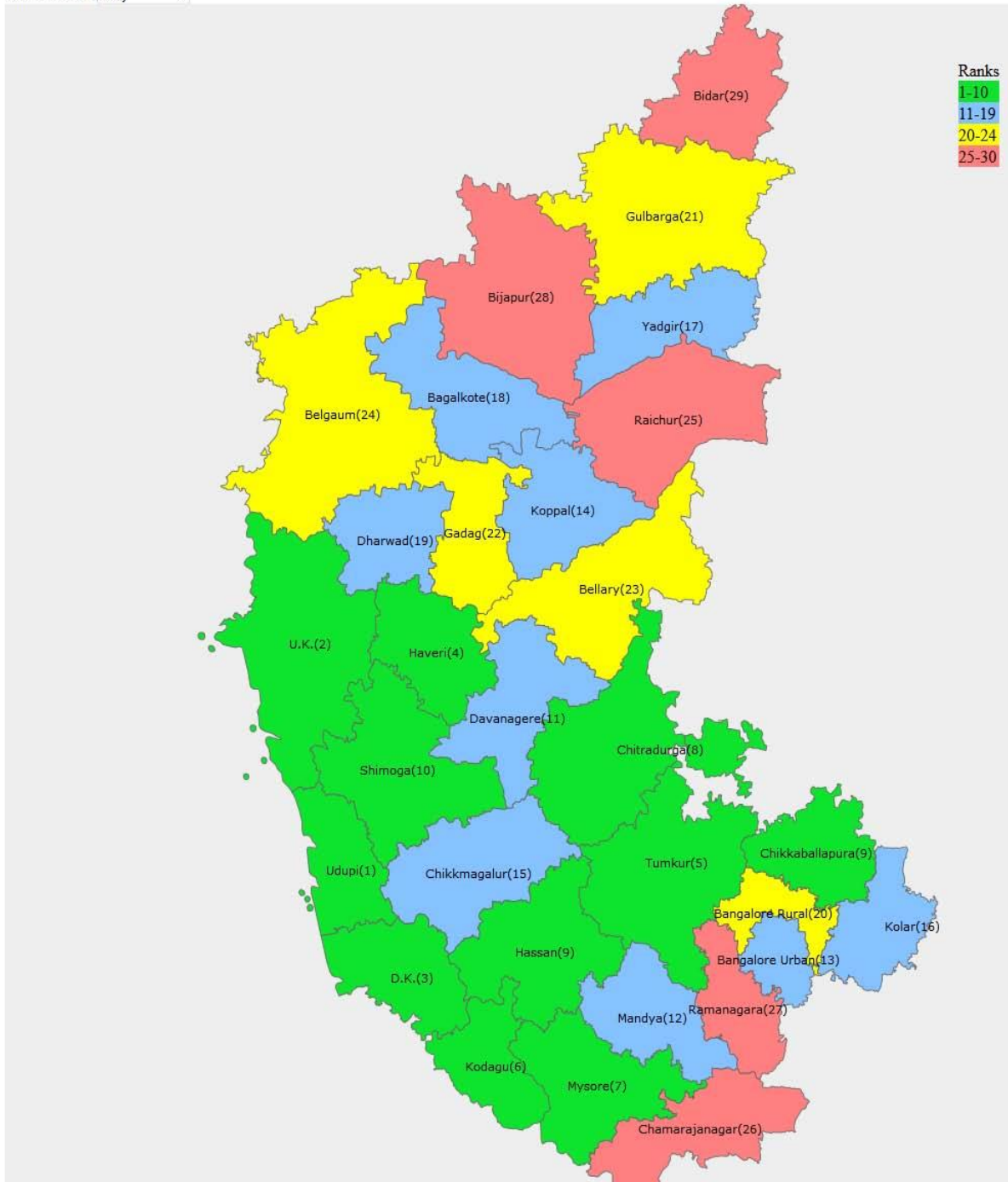
### Notes:

14 (Highlighted S.N 1 to S.N 14) districts have rejection rates greater than State's average of 6.58% for May-14. The respective District administration should probe, analyze and check rejections done on malifide intention.

Spatial representation of Rejection Rate analysis - districts is as shown below. Udupi with lowest rejection rate of 2.7% is represented as 1<sup>st</sup> rank.

### Rejection Analysis

Select Month: May



## **CHAPTER 2J: OFFICES WITH MORE THAN 7 DEFAULTS FOR MAY 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 952), who have defaulted more than 7 times in the month of May -14.

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults ( May-14)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	565
		SURVEY AND SETTLEMENT COMMISSIONER	60
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	47
2	HOME DEPARTMENT	HOME DEPARTMENT	100
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	49
4	URBAN DEVELOPMENT DEPARTMENT	TOWN MUNICIPAL COUNCIL	13
		CITY MUNICIPAL COUNCIL	12
		TOWN PANCHAYAT	11
		BRUHAT BANGALORE MAHANAGARA PALIKE	6
		CITY CORPORATION (Other than BBMP)	6
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	5
		BANGALORE DEVELOPMENT AUTHORITY	2
5	FINANCE DEPARTMENT	COMMERCIAL TAXES DEPARTMENT	4
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	30
		COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	20
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	2
8	CO-OPERATION DEPARTMENT	AGRICULTURAL MARKETING DEPARTMENT	6
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	4
		EMPLOYEES STATE INSURANCE MEDICAL SERVICES	1
		DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	1
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	2
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	2
12	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1
13	HOUSING DEPARTMENT	KARNATAKA HOUSING BOARD	1
14	HORTICULTURE DEPARTMENT	SERICULTURE DEPARTMENT	1
<b>Total</b>			<b>952</b>

Records shown above as on 28/05/2014 13:30:00

**Notes:**

Core Revenue department has 565 offices with more than 7 defaults. This along with IGI and Survey settlement Commissioner with 60 and 47 offices respectively sums up to 672 defaulting offices. This constitutes 70% of the total defaulting Offices State wide.

## CHAPTER 2K: OFFICES WITH MORE THAN 7 DEFAULTS FOR MAY 14- DISTRICT WISE

S.N	District Name	Designated Offices with 7 or more defaults ( May-14)
1	Bangalore	116
2	Belgaum	65
3	Mysore	56
4	Bellary	49
5	Gulbarga	49
6	Mandya	44
7	Raichur	43
8	Bidar	40
9	Bijapur	39
10	Hassan	37
11	Chitradurga	36
12	Bagalkot	33
13	Dakshina Kannada	33
14	Bangalore Rural	30
15	Yadgir	26
16	Davanagere	25
17	Ramanagara	25
18	Shimoga	23
19	Dharwad	21
20	Udupi	20
21	Chikmagalur	20
22	Kolar	19
23	Gadag	18
24	Koppal	17
25	Chamarajanagar	17
26	Tumkur	14
27	Haveri	13
28	Kodagu	10
29	Uttara Kannada	8
30	Chikkaballapura	6
	<b>Total</b>	<b>952</b>

Records shown above as on 28/05/2014 13:30:00

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

Detailed list of Defaulting offices in Bangalore is as shown below.

S.N	Department	Count of Offices	N.O of receipts defaulted
1	HOME DEPARTMENT	40	1310
2	REVENUE DEPARTMENT	25	3420
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	19	1563
4	BRUHAT BANGALORE MAHANAGARA PALIKE	6	108
5	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	5	184
6	SURVEY AND SETTELMENT COMMISSIONER	5	1749
7	TRANSPORT DEPARTMENT	5	50
8	COMMERCIAL TAXES DEPARTMENT	3	1939
9	BANGALORE DEVELOPMENT AUTHORITY	2	34
10	DEPARTMENT OF PUBLIC INSTRUCTION	2	14
11	AGRICULTURAL MARKETING DEPARTMENT	1	20
12	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	1	10
13	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1	10
14	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1	44
	Grand Total	116	10455

Records shown above as on 28/05/2014 13:30:00

Office wise listing of offices with more than 7 defaults in Bangalore for May-14.

S.N	District	Taluk Name	Department	Office Name	No of Applications
1	Bangalore	Bangalore South	COMMERCIAL TAXES DEPARTMENT	LVO 025 - Bengaluru	1913
2	Bangalore	Anekal	SURVEY AND SETTELMENT COMMISSIONER	Survey Supervisor,Taluk Office , Anekal	875
3	Bangalore	Bangalore North	REVENUE DEPARTMENT	Deputy Tahsildar - City Circle	745
4	Bangalore	Bangalore East	SURVEY AND SETTELMENT COMMISSIONER	Survey Supervisor,Taluk Office , Bangalore East	605
5	Bangalore	Bangalore North	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Dasanapura, Bangalore	572
6	Bangalore	Bangalore North	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bangalore	432
7	Bangalore	Anekal	REVENUE DEPARTMENT	Taluk Office , Anekal	384
8	Bangalore	Bangalore South	REVENUE DEPARTMENT	Taluk Office, Bangalore South	337
9	Bangalore	Bangalore East	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Banasawadi, Bangalore	294
10	Bangalore	Bangalore North	HOME DEPARTMENT	District Police Office Bangalore	289
11	Bangalore	Bangalore North	REVENUE DEPARTMENT	Taluk Office , Bangalore North	260
12	Bangalore	Anekal	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Attibele, Bangalore	244



S.N	District	Taluk Name	Department	Office Name	No of Applications
13	Bangalore	Bangalore South	REVENUE DEPARTMENT	Deputy Tahsildar Office-Kengeri	210
14	Bangalore	Bangalore East	REVENUE DEPARTMENT	Taluk Office , Bangalore East	198
15	Bangalore	Bangalore South	SURVEY AND SETTLEMENT COMMISSIONER	Survey Supervisor,Taluk Office , Bangalore south	196
16	Bangalore	Bangalore South	REVENUE DEPARTMENT	Deputy Tahsildar Office-Beguru	172
17	Bangalore	Bangalore North	REVENUE DEPARTMENT	Deputy Tahsildar Office-Yeshwantpur-2	153
18	Bangalore	Bangalore North	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	NorthWest-3,Peenya	146
19	Bangalore	Yelahanka	REVENUE DEPARTMENT	Taluk Office , Yalahanka	135
20	Bangalore	Bangalore North	HOME DEPARTMENT	Commissioner Of Police Bangalore City	126
21	Bangalore	Bangalore South	REVENUE DEPARTMENT	Deputy Tahsildar - City Circle	126
22	Bangalore	Bangalore East	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Indiranagar, Bangalore	114
23	Bangalore	Bangalore South	HOME DEPARTMENT	J.P.Nagar Police Station	107
24	Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Banashankari, Bangalore	95
25	Bangalore	Bangalore South	HOME DEPARTMENT	MADIVALA POLICE STATION Police Station	72
26	Bangalore	Bangalore North	HOME DEPARTMENT	KADUGONDANAHALLI PS Police Station	63
27	Bangalore	Bangalore East	HOME DEPARTMENT	RAMAMURTHY NAGARA PS Police Station	61
28	Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Rajarajeshwari Nagar, Bangalore	53
29	Bangalore	Bangalore South	HOME DEPARTMENT	Subramanyapura Police Station	49
30	Bangalore	Anekal	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Anekal, Bangalore	47
31	Bangalore	Anekal	REVENUE DEPARTMENT	Deputy Tahsildar Office-Athibele1	46
32	Bangalore	Bangalore North	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	GRAMA PANCHAYAT OFFICE,AALLOORU	44
33	Bangalore	Yelahanka	SURVEY AND SETTLEMENT COMMISSIONER	SURVEY SUPERVISOR ,YALAHANKA TALUK OFFICE,BANGALORE	42
34	Bangalore	Bangalore North	HOME DEPARTMENT	Wilsongarden Police station Police Station	41
35	Bangalore	Bangalore North	HOME DEPARTMENT	HEBBALA Police Station	34
36	Bangalore	Bangalore South	REVENUE DEPARTMENT	Deputy Tahsildar Office-Thavarekere	33
37	Bangalore	Bangalore North	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Ganganagar, Bangalore	31
38	Bangalore	Bangalore North	SURVEY AND SETTLEMENT COMMISSIONER	Survey Supervisor,Taluk Office , Bangalore North	31
39	Bangalore	Bangalore North	HOME DEPARTMENT	RAJAJINAGAR Police Station	30
40	Bangalore	Bangalore North	HOME DEPARTMENT	INDIRANAGARA PS Police Station	28
41	Bangalore	Bangalore South	HOME DEPARTMENT	KORAMANGALA POLICE STATION Police Station	27
42	Bangalore	Bangalore North	HOME DEPARTMENT	Jagajeevanram Nagar PS	27
43	Bangalore	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	ARO - Arakere	26
44	Bangalore	Bangalore North	REVENUE DEPARTMENT	Deputy Tahsildar Office-Dasanapura-1	26

S.N	District	Taluk Name	Department	Office Name	No of Applications
45	Bangalore	Bangalore North	HOME DEPARTMENT	Halasurgate Police station Police Station	24
46	Bangalore	Bangalore North	REVENUE DEPARTMENT	Deputy Tahsildar Office-Kasaba-1	23
47	Bangalore	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	ARO - Rajarajeshwari nagara	21
48	Bangalore	Bangalore South	HOME DEPARTMENT	Adugodi Police Station	21
49	Bangalore	Bangalore North	HOME DEPARTMENT	Viveknagar Police station Police Station	21
50	Bangalore	Bangalore North	AGRICULTURAL MARKETING DEPARTMENT	SECRETARY, APMC YASHWANTHPUR	20
51	Bangalore	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	ARO - Kengeri	20
52	Bangalore	Bangalore North	HOME DEPARTMENT	Kamakshipalya Police Station	20
53	Bangalore	Yelahanka	REVENUE DEPARTMENT	Deputy Tahsildar Office-Yalahanka 3	20
54	Bangalore	Bangalore North	BANGALORE DEVELOPMENT AUTHORITY	Office of the Deputy Secretary-3	19
55	Bangalore	Bangalore East	HOME DEPARTMENT	HAL POLICE STATION Police Station	19
56	Bangalore	Anekal	REVENUE DEPARTMENT	Deputy Tahsildar Office-Jigani	18
57	Bangalore	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	ARO - HAL Airport	17
58	Bangalore	Bangalore North	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Nagarabhavi, Bangalore	16
59	Bangalore	Anekal	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Jigani, Bangalore	16
60	Bangalore	Bangalore East	HOME DEPARTMENT	KADUGODI POLICE STATION Police Station	16
61	Bangalore	Anekal	HOME DEPARTMENT	Attibele Police Station	16
62	Bangalore	Bangalore North	HOME DEPARTMENT	Ashoknagar Police station Police Station	16
63	Bangalore	Bangalore North	HOME DEPARTMENT	Sampangirarnagar Police station Police Station	16
64	Bangalore	Bangalore North	HOME DEPARTMENT	Vijayanagar Police Station	16
65	Bangalore	Bangalore East	REVENUE DEPARTMENT	Deputy Tahsildar Office-Bidarahalli	16
66	Bangalore	Bangalore South	BANGALORE DEVELOPMENT AUTHORITY	Office of the Revenue Officer-South	15
67	Bangalore	Bangalore South	COMMERCIAL TAXES DEPARTMENT	LVO 060 A - Bengaluru	15
68	Bangalore	Bangalore South	HOME DEPARTMENT	T.R.Nagar Police Station	15
69	Bangalore	Bangalore South	REVENUE DEPARTMENT	Deputy Tahsildar Office-Utharahalli	15
70	Bangalore	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	ARO - Hombegowda Nagara	14
71	Bangalore	Bangalore North	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	North-2,Yalahanka	14
72	Bangalore	Bangalore North	HOME DEPARTMENT	Basaveshwaranagar Police Station	14
73	Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Bommanahalli, Bangalore	13
74	Bangalore	Bangalore North	HOME DEPARTMENT	Cottonpet Police Station Police Station	13
75	Bangalore	Yelahanka	REVENUE DEPARTMENT	Deputy Tahsildar Office-Yalahanka 1	13
76	Bangalore	Bangalore North	REVENUE DEPARTMENT	Deputy Tahsildar Office-Kasaba-2	13

S.N	District	Taluk Name	Department	Office Name	No of Applications
77	Bangalore	Bangalore North	HOME DEPARTMENT	Bangalore Rural Railway Police Station	12
78	Bangalore	Anekal	REVENUE DEPARTMENT	Deputy Tahsildar Office-Kasaba	12
79	Bangalore	Bangalore East	REVENUE DEPARTMENT	Deputy Tahsildar Office-Krishnarapura	12
80	Bangalore	Bangalore South	TRANSPORT DEPARTMENT	RTO - Bangalore South	12
81	Bangalore	Bangalore East	COMMERCIAL TAXES DEPARTMENT	LVO 140 - Bengaluru	11
82	Bangalore	Bangalore North	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Madanayakanahalli, Bangalore	11
83	Bangalore	Anekal	HOME DEPARTMENT	Bannerghatta Police Station	11
84	Bangalore	Bangalore East	REVENUE DEPARTMENT	Deputy Tahsildar Office-Varthuru	11
85	Bangalore	Bangalore East	TRANSPORT DEPARTMENT	RTO - Bangalore East	11
86	Bangalore	Bangalore East	TRANSPORT DEPARTMENT	RTO - K.R.Puram, Bangalore.	11
87	Bangalore	Bangalore North	BRUHAT BANGALORE MAHANAGARA PALIKE	CSC - Citizen Service Centres,Hudson Circle	10
88	Bangalore	Bangalore North	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Section Officer, AdministrationB	10
89	Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar J.P. Nagar, Bangalore	10
90	Bangalore	Bangalore South	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Senior Assistant Director of Boilers -2	10
91	Bangalore	Bangalore North	HOME DEPARTMENT	SOLADEVANAHALLI Police Station	10
92	Bangalore	Bangalore North	HOME DEPARTMENT	Bangalore Cantonment Railway Police Station	10
93	Bangalore	Bangalore South	HOME DEPARTMENT	Jayanagar Police Station	10
94	Bangalore	Bangalore North	REVENUE DEPARTMENT	Deputy Tahsildar Office-Yeshwantpur-1	10
95	Bangalore	Bangalore North	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	NorthEast-1,Malleshwaram	9
96	Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Varthur, Bangalore	9
97	Bangalore	Bangalore North	HOME DEPARTMENT	MAHALAKSHMI LAYOUT Police Station	9
98	Bangalore	Bangalore South	HOME DEPARTMENT	THILAK NAGAR POLICE STATION Police Station	9
99	Bangalore	Bangalore North	HOME DEPARTMENT	Cubbonpark police station Police Station	9
100	Bangalore	Bangalore North	HOME DEPARTMENT	HALASURU PS Police Station	9
101	Bangalore	Bangalore North	HOME DEPARTMENT	KODIGEHALLI Police Station	9
102	Bangalore	Bangalore North	TRANSPORT DEPARTMENT	RTO - Yelhanka, Bangalore.	9
103	Bangalore	Bangalore North	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	SouthWest-1,VV Puram	8
104	Bangalore	Bangalore East	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Krishnarajapuram, Bangalore	8
105	Bangalore	Bangalore North	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Yeshwanthpura, Bangalore	8
106	Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Shanthinagar, Bangalore	8
107	Bangalore	Bangalore North	HOME DEPARTMENT	R.M.C. YARD Police Station	8
108	Bangalore	Bangalore North	HOME DEPARTMENT	YELAHANKA PS Police Station	8

S.N	District	Taluk Name	Department	Office Name	No of Applications
109	Bangalore	Bangalore South	HOME DEPARTMENT	Girinagar Police Station	8
110	Bangalore	Bangalore North	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	Central-2, High Grounds	7
111	Bangalore	Bangalore North	DEPARTMENT OF PUBLIC INSTRUCTION	BEO, NORTH2	7
112	Bangalore	Bangalore North	DEPARTMENT OF PUBLIC INSTRUCTION	BEO, NORTH4	7
113	Bangalore	Bangalore North	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Srirampuram, Bangalore	7
114	Bangalore	Bangalore South	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Sub Registrar Begur, Bangalore	7
115	Bangalore	Bangalore South	HOME DEPARTMENT	K.G.Nagar Police Station	7
116	Bangalore	Bangalore North	TRANSPORT DEPARTMENT	RTO - Bangalore North	7
<b>Total</b>					<b>10455</b>

Records shown above as on 28/05/2014 13:30:00

**Notes:**

- The Defaulting offices in Bangalore are predominantly from Home and Revenue Department. 40 offices of Home department, 25 offices of Core Revenue Department and 19 offices of Inspector General of Registration and Stamps.
- Survey & Settlement Commissioner, BBMP and BWSSB are minor contributors to the list of offices in Bangalore with more than 7 defaults.
- There are 10455 receipts that have been defaulted in 116 offices in the month of May-14 in Bangalore.

## CHAPTER 2L: OFFICES WITH ZERO DEFAULTS@ END OF MAY-14 – DEPARTMENT WISE

4,075 offices have reported zero defaults in the month of May-14. This count was 4,854 in the previous month. 2,684 offices of Rural Development and Panchayat Raj constitute 50% of offices with zero defaults. Appreciation letters shall be sent to the offices as per form E-7 of the Act.

S.N	Department Name	No of Offices with Zero defaults at the END of April-14	No of Offices with Zero defaults at the END of May-14
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2748	2684
2	HEALTH AND FAMILY WELFARE DEPARTMENT	433	433
3	HOME DEPARTMENT	444	423
4	PUBLIC LIBRARIES DEPARTMENT	123	123
5	LABOUR DEPARTMENT	111	108
6	DEPARTMENT OF PUBLIC INSTRUCTION	114	104
7	AGRICULTURAL MARKETING DEPARTMENT	100	79
8	AYUSH DEPARTMENT	69	70
9	REGISTRAR OF CO-OPERATIVE SOCIETIES	72	63
10	FIRE SERVICES DEPARTMENT	55	55
11	FOOD AND CIVIL SUPPLIES DEPARTMENT	53	53
12	SERICULTURE DEPARTMENT	52	50
13	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	46	46
14	HIGHER EDUCATION-COLLEGIATE EDUCATION	47	45
15	WOMEN AND CHILD WELFARE DEPARTMENT	46	43
16	TRANSPORT CORPORATIONS(KSRTC)	39	39
17	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	32	32
18	UNIVERSITY POST GRADUATION SECTION	26	30
19	REVENUE DEPARTMENT	30	27
20	FISHERIES DEPARTMENT	21	21
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	22	20
22	SURVEY AND SETTLEMENT COMMISSIONER	21	20
23	KARNATAKA HOUSING BOARD	18	19
24	KARNATAKA STATE POLLUTION CONTROL BOARD	25	16
25	COMMERCIAL TAXES DEPARTMENT	11	11
26	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9	9
27	BRUHAT BANGALORE MAHANAGARA PALIKE	9	8
28	CITY CORPORATION (Other than BBMP)	8	8
29	DRUGS CONTROL DEPARTMENT	7	7
30	KARNATAKA STATE WAREHOUSING CORPORATION	7	7
31	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	6	6
32	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	6	6
33	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5	5
34	UNIVERSITY ACADEMIC SECTION	5	4
35	UNIVERSITY FINANCE SECTION	4	4
36	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	6	3
37	BANGALORE DEVELOPMENT AUTHORITY	3	3
38	COMMERCE AND INDUSTRIES DEPARTMENT	3	3
39	UNIVERSITY CONSTITUENT COLLEGES	3	3
40	UNIVERSITY EXAMINATION SECTION	3	3
41	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	2	3
42	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2	2
43	KARNATAKA SLUM DEVELOPMENT BOARD	2	2
44	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	2	1
45	DEPARTMENT OF ARCHIVES	1	1
46	KANNADA AND CULTURE	1	1
47	CITY MUNICIPAL COUNCIL	1	1
48	TOWN MUNICIPAL COUNCIL	1	1
	<b>Total</b>	<b>4854</b>	<b>4705</b>

Records shown above as on 28/05/2014 14:00:00

## 2M. DITC RANKING FOR May -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 %	Rank	Appeals - 2 Resolution %	Rank	MO U Signed	Rank	Operational %	Rank	feedback achieved till date %	Collected			Rank	
Tumkur	3	5.03	5	100.00	1	97.95	2	96.88	3	NA	1	86	1	18.18	13	11.70	19	8	56	1	
Koppal	15	6.35	15	100.00	1	97.06	7	100.00	1	NA	1	34	12	100.0	1	40.01	5	75	3	61	2
Uttara Kannada	11	3.08	2	100.00	1	97.83	4	87.50	11	100.00	1	33	13	58.33	7	91.83	1	50	11	62	3
Davanagere	12	6.1	12	99.36	3	100.00	1	92.50	6	NA	1	64	2	42.86	9	21.55	13	71	4	63	4
Chitradurga	16	5.42	8	96.15	12	100.00	1	100.00	1	NA	1	19	18	42.86	9	74.02	2	90	2	70	5
Hassan	2	6	10	98.94	4	100.00	1	77.78	14	NA	1	38	11	77.78	4	24.28	11	40	16	74	6
Udupi	6	2.7	1	100.00	1	94.44	9	86.67	12	100.00	1	47	8	50.00	8	23.43	12	35	18	76	7
Shimoga	8	6.03	11	98.51	6	100.00	1	63.64	19	NA	1	56	5	0.00	14	33.27	6	64	6	77	8
Haveri	18	4.89	4	100.00	1	100.00	1	100.00	1	NA	1	26	16	50.00	8	18.69	16	25	19	85	9
Bagalkot	19	6.84	19	97.37	9	82.14	11	100.00	1	50.00	3	59	3	60.00	6	47.76	4	16	20	95	10
Belgaum	21	7.68	25	96.72	11	96.67	8	63.89	18	NA	1	57	4	90.91	2	92.41	1	54	9	100	11
Dharwad	26	7.02	20	98.00	7	100.00	1	75.00	15	NA	1	50	7	33.33	11	66.05	3	48	12	103	12
Raichur	30	7.89	26	99.39	2	100.00	1	97.92	2	5.56	4	46	9	50.00	8	24.43	11	50	11	104	13
Gadag	23	7.37	23	94.23	13	100.00	1	100.00	1	NA	1	11	21	66.67	5	31.20	7	45	14	109	14
Kodagu	7	5.16	6	100.00	1	100.00	1	50.00	23	NA	1	3	22	0.00	14	0.00	24	40	16	115	15
Bidar	29	12.77	30	97.41	8	97.50	5	92.50	6	100.00	1	30	15	100.0	1	11.63	20	75	3	118	16



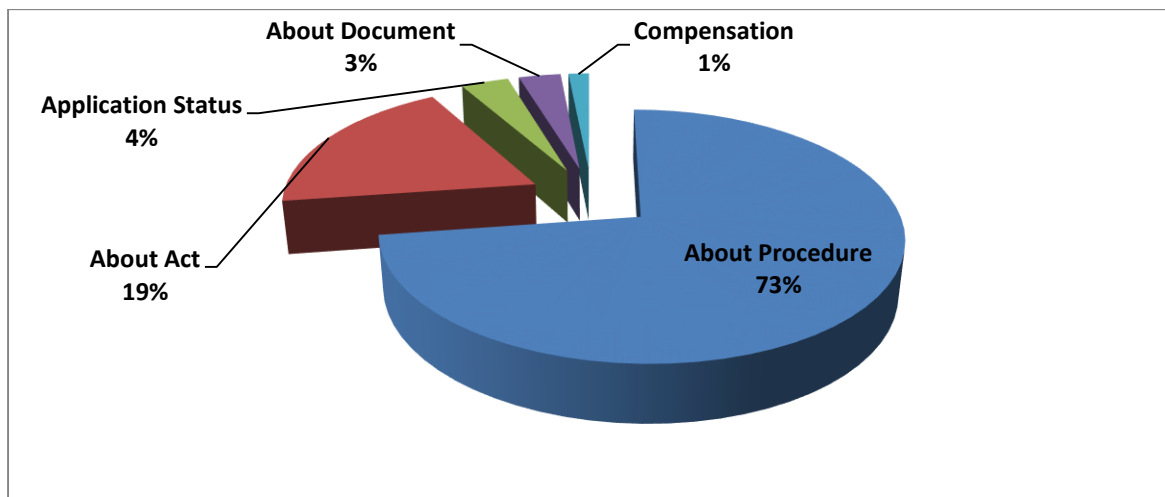
District	District Rank	Rejections		Complaints				Appeals			Cybercafé		Helpdesk			Citizen Feedback		Rankings Total	Final Rank
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Appeals - 2 Resolution %	Rank	MOU Signed	Rank	Operational %	Rank	feedback achieved till date %	Collected	Rank		
Kolar	17	6.58	17	73.63	18	44.52	16	89.66	8	100.00	1	32	14	20.04	100	1	121	17	
Yadgir	28	6.72	18	98.75	5	73.27	12	80.00	13	100.00	1	30	15	21.00	60	7	121	17	
Ramanagara	20	9.82	28	100.00	1	50.00	15	66.67	17	NA	1	26	16	28.57	75	3	122	18	
Bijapur	22	10.15	29	97.33	10	67.61	14	88.24	10	NA	1	54	6	4.70	65	5	124	19	
Chamarajanagar	25	9.57	27	92.59	14	97.22	6	88.89	9	NA	1	23	17	20.27	53	10	125	20	
Mysore	5	5.31	7	NA	21	NA	19	96.67	4	NA	1	0	23	28.08	0	21	125	20	
Bangalore	4	6.15	14	0.00	20	NA	18	60.38	21	63.63	2	0	23	31.18	46	13	128	21	
Mandya	9	6.14	13	100.00	1	0.00	19	58.82	22	100.00	1	17	19	17.31	44	15	131	22	
Bangalore Rural	13	7.07	21	66.67	19	97.94	3	62.50	20	NA	1	12	20	21.56	45	14	136	23	
Dakshina Kannada	14	4.32	3	91.67	15	42.86	17	50.00	23	NA	1	39	10	0.00	44	15	136	23	
Chikkaballapura	1	6	9	NA	21	NA	19	92.31	7	NA	1	0	23	6.88	0	21	137	24	
Chikmagalur	10	6.56	16	90.91	16	88.37	10	75.00	15	100.00	1	0	23	3.83	38	17	141	25	
Bellary	24	7.49	24	77.54	17	69.51	13	73.33	16	100.00	1	23	17	30.27	25	19	142	26	
Gulbarga	27	7.33	22	NA	21	NA	19	93.48	5	100.00	1	0	23	18.24	0	21	170	27	
<b>Total</b>												<b>915</b>			<b>1432</b>				

Records shown above as on 07/06/2014 16:00:00

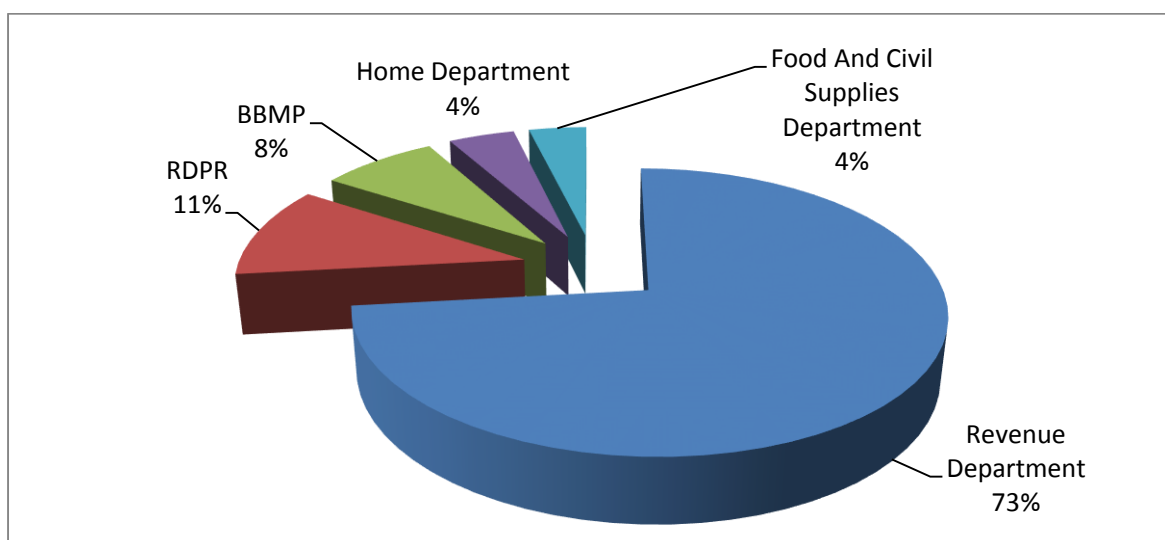
### CHAPTER 3: CALL CENTRE REPORT

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



**Happiness index:** only 143 Citizens out of 1348 Citizens contacted for feedback by Call Centre/ District IT consultants etc., have reported their unhappiness towards Sakala. This shows that 89% of Citizens are happy and 11% of Citizens are unhappy with the services.

## CHAPTER 3A: CALLS RECEIVED- DEPARTMENT WISE

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

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

## CHAPTER 3B: CALLS RECEIVED- DISTRICT WISE

Detailed District wise breakup of calls logged by call Centre for the May 2014.

S.N	District	Call Count Apr-14	Call Count May-14
1	Bangalore	17034	15724
2	Bagalkot	1737	1571
3	Davanagere	1023	1071
4	Belgaum	871	832
5	Bellary	549	553
6	Bijapur	500	473
8	Bangalore Rural	438	430
9	Gulbarga	435	422
7	Chitradurga	441	420
10	Mysore	408	393
11	Raichur	395	393
12	Tumkur	388	367
13	Mandya	322	309
14	Chikkaballapura	285	285
17	Dakshina Kannada	251	270
15	Gadag	275	268
16	Bidar	260	267
18	Kolar	250	237
19	Shimoga	246	236
20	Koppal	244	225
21	Hassan	240	225
22	Haveri	240	216
23	Ramanagara	230	214
25	Chamarajanagar	185	194
24	Chikmagalur	200	185
26	Dharwad	172	164
27	Uttara Kannada	161	146
28	udupi	109	102
29	Kodagu	53	70
30	Yadgiri	50	42
	<b>Grand Total</b>	<b>28021</b>	<b>26304</b>

## CHAPTER 3C: STATUS OF COMPLAINTS

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

Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
CM Janata Darshan	NON-SAKALA	3026	1178	437	1615	1	1410
Call Center	SAKALA	3361	3097	66	3163	134	64
Call Center	NON-SAKALA	2700	2677	18	2695	0	2
E-Mail	SAKALA	221	213	8	221	0	0
E-Mail	NON-SAKALA	451	442	9	451	0	0
EJS	NON-SAKALA	3666	68	33	101	3113	452
Janagraha	NON-SAKALA	3075	1241	6	1247	223	1605
Online	SAKALA	646	346	174	520	72	54
Online	NON-SAKALA	86	59	5	64	11	11
<b>Total</b>		<b>17232</b>	<b>9321</b>	<b>756</b>	<b>10077</b>	<b>3554</b>	<b>3598</b>

	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala	4228	3656	248	3904	206	118
Non Sakala	13004	5665	508	6173	3348	3480

Records shown above as on 28/05/2014 16:00:00

### Legend:

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

### Notes:

Out of 4228 complaints received for Sakala, 3656 have been resolved and 248 have been rejected. Hence 3904 complaints have been disposed. Hence 93% closure rate is seen. 206 complaints are in progress and 118 complaints are overdue.

Out of 13004 complaints received for Non Sakala, 5665 have been resolved and 508 have been rejected. Hence 6173 complaints have been disposed. Hence 48% closure rate is seen. 3348 complaints are in progress and 3480 are overdue. This is because of a new source "Janagraha". These complaints are being followed up closely and results are expected in a few days.

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

## CHAPTER 3D: STATUS OF APPEALS – DEPARTMENT WISE

### Department wise Appeal 1 Status

S.N	Department	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending
1	REVENUE DEPARTMENT	675	276	271	128
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ	57	23	21	13
3	EDUCATION DEPARTMENT	33	4	18	11
4	URBAN DEVELOPMENT	44	31	2	11
5	HOME DEPARTMENT	11	1	2	8
6	FOOD AND CIVIL SUPPLIES	8	2	4	2
7	COMMERCE AND INDUSTRIES DEPARTMENT	1	0	0	1
8	TRANSPORT DEPARTMENT	4	1	2	1
9	COMMERCIAL TAXES DEPARTMENT	5	2	3	0
<b>Total:</b>		<b>838</b>	<b>340</b>	<b>323</b>	<b>175</b>

### Department wise Appeal 2 Status

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

Records shown below as on 28/05/2014 16:00:00

#### Notes:

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

## CHAPTER 3E: STATUS OF APPEALS – DISTRICT WISE

### District wise Appeal 1 Status

S. N	District	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending
1	Bangalore	264	138	21	105
2	Bellary	45	12	21	12
3	Belgaum	34	13	10	11
4	Mandya	17	4	6	7
5	Raichur	95	37	53	5
6	Bangalore Rural	8	5	0	3
7	Gulbarga	46	17	26	3
8	Kolar	29	12	14	3
9	Ramanagara	9	3	3	3
10	Udupi	14	8	3	3
11	Bijapur	17	4	11	2
12	Davanagere	39	0	37	2
13	Dharwad	8	1	5	2
14	Hassan	9	3	4	2
15	Shimoga	9	6	1	2
16	Bidar	38	6	31	1
17	Chamarajanagar	9	5	3	1
18	Chikkaballapura	13	2	10	1
19	Chikmagalur	7	2	4	1
20	Dakshina Kannada	2	1	0	1
21	Kodagu	2	0	1	1
22	Tumkur	32	23	8	1
23	Yadgir	8	2	5	1
24	Bagalkot	18	1	17	0
25	Chitradurga	10	6	4	0
26	Gadag	8	5	3	0
27	Haveri	7	2	5	0
28	Koppal	3	0	3	0
29	Mysore	29	17	12	0
30	Uttara Kannada	7	5	2	0
31	Karnataka State	2	0	0	2
	<b>Total</b>	<b>838</b>	<b>340</b>	<b>323</b>	<b>175</b>



## District wise Appeal 2 Status

S.N	District	No. of Appeals-2 Received	No. of Appeals-2 Approved	No. of Appeals-2 Rejected	No. of Appeals-2 Pending
1	Raichur	54	3	0	51
2	Bangalore	11	5	2	4
3	Bagalkot	2	0	1	1
4	Bellary	5	0	5	0
5	Bidar	1	0	1	0
6	Bijapur	1	0	1	0
7	Chikmagalur	1	1	0	0
8	Gulbarga	12	9	3	0
9	Kolar	3	0	3	0
10	Mandya	1	1	0	0
11	Udupi	1	1	0	0
12	Uttara Kannada	1	0	1	0
13	Yadgir	1	0	1	0
14	<b>Karnataka State</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>7</b>
	<b>Total</b>	<b>102</b>	<b>20</b>	<b>19</b>	<b>63</b>

Records shown below as on 28/05/2014 16:00:00

### Notes:

- 175 cases of Appeal 1 and 63 cases of Appeal 2 are pending. Most of the cases pending are related to Revenue Department and in the district of Raichur. Appellate authority shall update the progress on the appeals and shall keep the Mission informed.
- **Serial No.31 in Appeal-1 list and Serial No.14 in Appeal -2 list is interesting.** These appeals (2 cases of Appeal-1 and 7 cases of Appeal -2) have been mapped to respective departments, but they have not been mapped to corresponding districts. This shows that these Appeals need combined & Co-ordinated effort of 2 offices.
- **Cases of Appeal- 1 mapped under Karnataka State are given below.**
  - FAP No. FDF1100004
  - FAP No. FDF1100005
- **Cases of Appeal -2 mapped under Karnataka State are given below.**
  - RDS1100104
  - RDS1100105
  - RDS1100106
  - RDS1100107
  - RDS1100119
  - RDS1100125
  - RDS1100130

**This needs immediate attention.**

### CHAPTER 3F: COMPENSATION CLAIMED STATUS

**Compensation:** 401 compensation claims have been made and Rs 50, 640 has been paid to Citizens till date.

S.no	Department Name	No. of Compensation Claims	Compensation Claimed by Citizens (Rs)
1	REVENUE DEPARTMENT	310	41180
2	SURVEY AND SETTLEMENT COMMISSIONER	25	1900
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	23	2480
4	BRUHAT BANGALORE MAHANAGARA PALIKE	17	1600
5	DEPARTMENT OF PUBLIC INSTRUCTION	17	2080
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
	<b>Total</b>	<b>401</b>	<b>50640</b>

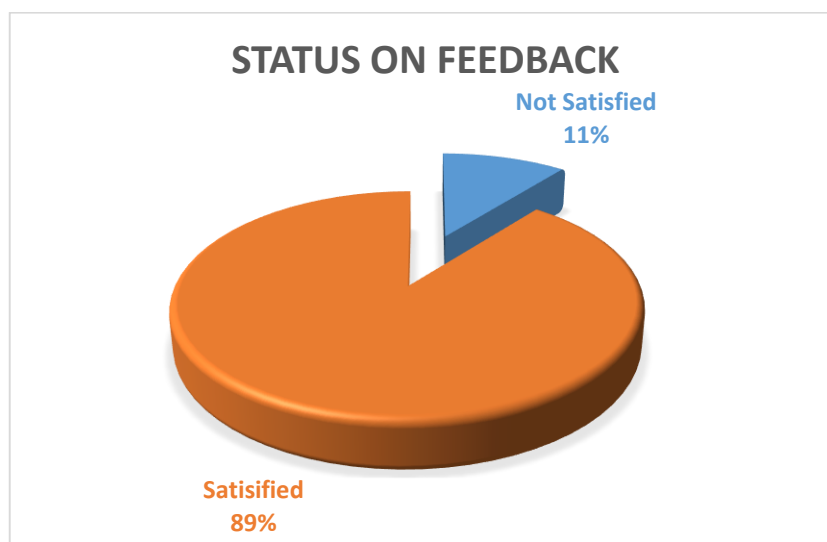
Records shown above as on 29/05/2014 14:00:00

Compensation to be claimed in case of delays/defaults is Rs 20 per day up to a maximum of Rs 500 in a single case.

## CHAPTER 3G: CITIZEN FEEDBACK

Status on Feedback collected in the Month of May-14 is as shown below.

Status	Count
Not Satisfied	143
Satisfied	1205
<b>Grand Total</b>	<b>1348</b>



Name	Location	Complaint category/D epartment	Remarks	Happy / Not Happy
Nagraju	Hassan	Revenue Department	Applied for Change of Khata. Got to know about Sakala through a newspaper. Called the helpline to get more information on the procedure. After applying under Sakala he did not get in time service.	Not Happy
Sadashivn	Bangalore	Food and Civil Supplies Department	Citizen got to know about Sakala through Newspaper. Called Sakala to know the procedure of Modification in Existing Ration Card. Says that Sakala is helpful scheme to Citizens. Has requested to include all services of all departments in Sakala.	Happy

Name	Location	Complaint category/D epartment	Remarks	Happy / Not Happy
Archana	Bangalore	Revenue Department	Applicant knew about Sakala. Says that it is very good to the citizens, but still more services has to be added under Sakala. She called Sakala helpline and complained about haddu bastu related to land which she had applied but still has not got the service still as it is a non-Sakala service. She is satisfied and says that Sakala is very helpful for the Citizens.	Happy
Nagamma	Chitradurga	City Corporation( Other than BBMP)	Called Sakala helpline to know information regarding the procedure of Khata Extract. She got to know about Sakala through newspaper. Was provided with appropriate information. Is happy with Sakala helpline service.	Happy
Mahantesh	Bijapur	Revenue Department	Citizen stated that he Came to know about Sakala through TV advertisement. Citizen called up to Enquire about the service of project displacement. Says got information and good response by Sakala. Said that it will very helpful for the people of rural areas.	Happy
Dcosta	Bangalore	Revenue Department	Got to know about Sakala through the display boards. Applied for the caste certificate in Sakala. Got the service in time. Happy that the officers are making the good work. Suggested that more new services can be added under Sakala.	Happy

Name	Location	Complaint category/Department	Remarks	Happy / Not Happy
Rajendar	Gadag	Revenue Department	Got to know about Sakala through Newspaper. Called helpline to know the procedure to apply for Income Certificate. Applied for the certificate through Sakala. Did not get his service in stipulated time. Stated that the concerned officers are very careless they have not worried about Sakala.	Not Happy
Sathish	Bangalore	Home department	Called up Sakala helpline to know the procedure to file a Missing Report of documents, Mobile phone etc. Got to know about Sakala through Newspaper. Applied for his service through Sakala and he got his service in stipulated time. Said Sakala is very helpful to public to get their service's in stipulated time. Suggested to include more services under Sakala.	Happy
Lakshmi	Mysore	Revenue Department	Got to know about Sakala through Taluk office. Called up helpline to enquire about Caste & Income certificate. Says that because of Sakala Citizens are getting on time service. Complains that the concerned officers were very irresponsible. Suggested to reduce Sakala service's Stipulated time.	Happy
Shivaswamy	Shimoga	City Municipal council	Got to know about Sakala through Display board near Taluk office. Applied for Trade License in Sakala also got service in time.	Happy

## CHAPTER 4: EVENTS & NEWS CLIPS

### 1. Sakala features in the list of “Landmark Achievements” of the Government of Karnataka





**Sri Siddharamiah**  
Hon'ble Chief Minister

### Successful 1 Year Far-reaching Reforms with Revolutionary Schemes

It is 1 year since we took over the reins of State's administration on May 13, 2013 with the promise of providing a clean, proactive and transparent government. We have, in this short span, implemented many revolutionary schemes benefiting millions of agriculturists, BPL families, Backward Classes, SC/STs, Minorities.... to make Karnataka a model State.



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

### Landmark Achievements

**Anna Bhagya**  
For Hunger Free Karnataka  
Foodgrains @Re.1/kg. Beneficiaries :  
2.5 crore people of 1 crore BPL families.

**Ksheera Bhagya**  
Free Milk thrice a week to 1 crore  
Anganwadi and School Children for  
Nourishment

**Loan Waiver for Minorities**  
Loans amounting to Rs.362 crore waived.  
Rs.678 crore allocated for Development

**Loan Waiver of SC/ST citizens**  
Total amount of loans waived :  
Rs.395 crore. Beneficiaries : 1.87 lakh  
people

**Loan Waiver for Backward  
Classes**  
Total amount of loans waived:  
Rs.514 crore; Beneficiaries : 5 lakh  
people

**Interest-free Loans for Farmers**  
0% interest for loans upto Rs.2 lakhs.  
1% interest for loans between Rs.2 and  
Rs.3 lakhs. 3% interest for loans upto  
Rs.10 lakhs.

**Yashaswini**  
World class Health Service Scheme for  
the health and betterment of the farmers  
in the co-operative sector



**Vasati Bhagya**  
Constructed 2.5 lakh houses towards  
making Karnataka free of huts.

**New Industrial Policy**  
Investment of around Rs.5 lakh crores.  
Aim of creating 10 lakh jobs.

**Sakala on Mobile**  
Time-bound Sakala Services :  
47 Departments / Institutions.  
478 Services.  
Winner of E-Governance National Award

**Rajeev Arogya Bhagya for  
APL Families**  
Beneficiaries : 1.1 crore APL Card  
holders. Free Medical Services upto  
Rs.1.5 lakh per family.

**Vidyasiri**  
Rs.1500/- monthly allowance to SC/ST  
and Backward Class students who have  
not got admission in Government Hostels  
to pursue their higher education.

**Manasvini**  
Rs.500/- per month pension to  
Unmarried/Divorcee/Deserted ladies  
aged 40+ years belonging to BPL families

### In Pursuit of Building a Vibrant Karnataka







**Karnataka Information**

Published by : Director, Dept. of Information

## 2. Sakala Partners with General Electric for Sakala – CSR on 21.05.2014



**Bangalore, May 21:** GE has joined hands with Sakala and its CSR and women Empowerment initiatives to help in spreading awareness through campaigns.

This was in response to the call by Dr. Shalini Rajneesh, Principal Secretary, DPAR & Mission Director, Sakala Mission.

A meeting was held today, with GE company representatives Ms. Tejpal Patil, General Operatins & Ms. Sharmila Barathan, Director- Corporate Affairs to discuss on Sakala- Corporate Responsibility.

Dr. Shalini Rajneesh requested complete co-operation from GE for effective promotion of Sakala- CSR Activities and Sakala for Women, initiatives.

The focus of Sakala- GE discussions were in building awareness on citizen services & training the women in Sakala for Women services through cyber –cafes.

Ms. Tejpal patil informed Sakala Mission that GE has a strength of 7000 workforce who are volunteering in training on technical aspects to schools and has tied –up with an NGO “IDIA for IT training across the length & breadth of Karnataka. She also said that there is a CSR committee in GE which overlooks the activities of CSR initiatives.

Ms. Sharmila expressed that GE is excited to partner with Sakala Mission and complemented that access to good officers in Karnataka is highly appreciable & significant than other States.

Ms. Shamlal Iqbal, Additional Mission Director spoke on the occasion.



**3. Field Inspection on 23.05.2014:** Vara Prasad Reddy KAS, Administrative Officer of Sakala Mission discussing with the Revenue Department officials in Nagamangala Taluk office. Mahadev, Tahsildhar Nagamangala, Mandya was present during the occasion.



**4. Field Inspection on 31.05.2014:** Vara Prasad Reddy KAS, Administrative Officer of Sakala Mission discussing with the Revenue Department officials in Hoskote Taluk office. Delayed Disposal of Khata cases was the major topic discussed. Overdues and complaints related to Hoskote taluk were also discussed and officers were instructed to clear the overdue complaints. Kotresh KAS, Tahsildhar Hoskote, Bangalore Rural was present during the occasion.



## Government plans to tap corporate funding for projects

Bangalore, May 22, 2014, DHNS:

To seek companies to invest in executing projects and infrastructure under their CSR programmes



**The State government, in an attempt to reduce its financial burden, is looking to tap into the Corporate Social Responsibility (CSR) initiatives of the multinational companies.**

Law Minister T B Jayachandra on Thursday said that various departments of the government have already been approaching corporates for funding the government projects under their CSR initiative. While we cannot dictate to the corporates to spend only in the State, we are trying our best in convincing them to invest in our programmes. Under the Corporate Social Responsibility (CSR) Rules of Companies Act, 2013, companies can invest two per cent of their average net profits in any part of the country,” said Jayachandra. The minister said that if the CSR is implemented in an orderly fashion, the government may reap benefits to the tune of Rs 1,000 crore.

According to DPAR Principal Secretary Shalini Rajneesh, the Health Department and the Women and Child Development Department have already put together an action plan to seek funding from the corporate sector for their activities. “While the decision to invest in our State projects and infrastructure is left to the MNCs, we should not be left out in making the first move. As a result, every department is being asked to put across their action plans for seeking CSR funding,” she said.

Rajneesh said that the Commerce and Industries department has also been asked to issue circulars to all the departments and the companies which are interested in carrying out CSR activities for the State government projects. The DPAR on its part has joined hands with General Electricals (GE) to take care of installation and maintenance of kiosks under the Sakala project in rural areas. GE and DPAR have embarked upon a volunteer-based project for training rural citizens to availing of the kiosks for seeking services under Sakaala.

The government is contemplating exempting declaration of affidavits in several Revenue department services under Sakala. “We have a list of services which come under the Revenue department. We are considering withdrawing the mandatory submission of affidavits in several of the department services,” said Jayachandra.

# THE NEW INDIAN EXPRESS

## ‘State to Tap CSR Funds for Sakala, Other Schemes’

Posted on [May 23, 2014](#) in [Karnataka](#)



The state government has drawn up plans to involve the corporate sector in implementation of various welfare programmes under the Corporate Social Responsibility (CSR) obligation of the big corporates.

**BANGALORE:** The state government has drawn up plans to involve the corporate sector in implementation of various welfare programmes under the Corporate Social Responsibility (CSR) obligation of the big corporates.

The GE (Global Operations) company has joined hands with the government for effective implementation of Sakala, Law and Parliamentary Affairs Minister T B Jayachandra said on Thursday. Jayachandra, who released the Sakala progress report for the month of April 2014, said GE would provide financial assistance for setting up Sakala kiosks in rural areas as a self-employment initiative for rural youths. “There is a potential to tap about `1,000 crore under the CSR from Bangalore companies,” Jayachandra added.

## Corporates come forward to popularise Sakala



### [General Electric joins mission to promote women empowerment initiatives](#)

The State's e-governance mission, Sakala, will now be popularised through corporate social responsibility (CSR) initiatives of companies. Several companies have evinced interest in this corporate engagement model and General Electric (GE) has already joined hands with the mission to promote Sakala's women empowerment initiatives, said Sakala Mission Director Shalini Rajneesh.

Ms. Rajneesh, who is also Principal Secretary, Department of Personnel and Administrative Reforms, said over 7,000 GE volunteers from the city would be trained in popularising the scheme and creating awareness about it in villages. She said the volunteers would set up kiosks with helpdesks in the villages. While this will ensure that more people can avail of Sakala services, it will also be an advertisement for the company, she said.

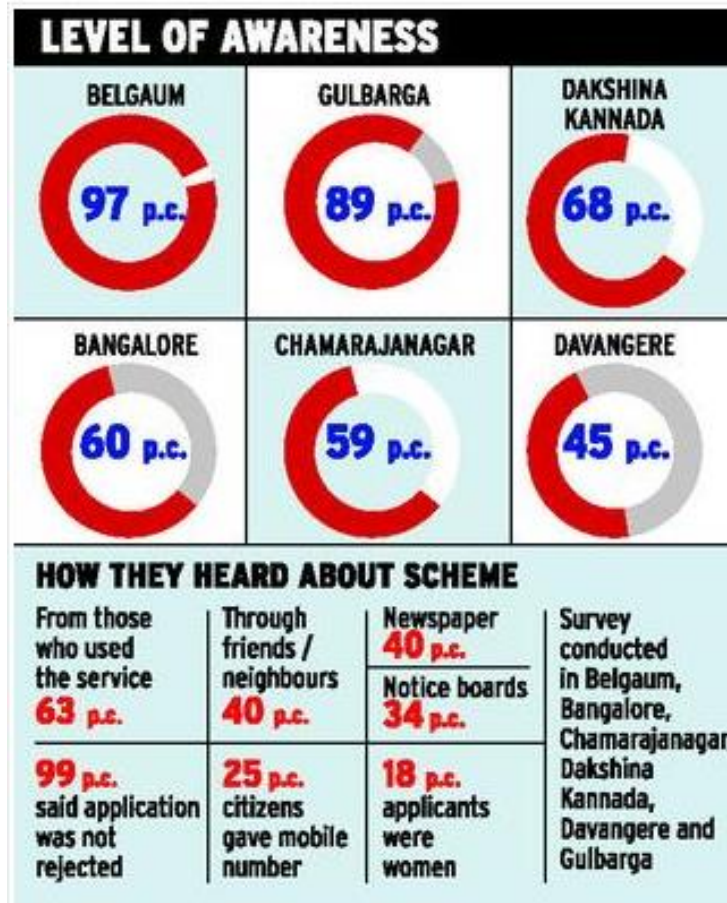
Minister for Law and Parliamentary Affairs T.B. Jayachandra, who released a booklet on Sakala's April report, said the CSR conclave held in the city on April 29 had initiated cooperation between corporates and Sakala Mission. "The Federation of Karnataka Chambers of Commerce and Industry (FKCCI) has also assured continuous support to the mission. They have agreed to open one Sakala counter in their office," he said. He added that the scheme was gaining popularity across the country and delegations from Jharkhand and Bangladesh had expressed interest to replicate the Sakala model. Officials from the World Bank had also visited the Sakala Mission office, he said. Nearly 4.78 lakh applications have been received under Sakala for 478 services in 48 departments. Of these, around 4.72 lakh applications have been cleared. Most applications were from Revenue, Transport, Commercial Tax, and Food and Civil Supplies departments, besides the Bruhat Bangalore Mahanagara Palike, he said.

**Backlog being cleared:** The pendency of applications had come down from 49,413 in April to 30,580 as on May 15. The pendency was high in the departments of revenue and police because of elections. The backlog is being cleared, he said.



BANGALORE, May 20, 2014

## Sakala scheme has not made an impact in some districts, says study



[Davangere, Chamarajanagar, Bangalore low on awareness](#)

Even though 99 per cent of citizens reported satisfaction over time-bound delivery of services under the Sakala scheme of the State government, the level of awareness of the scheme was found to be low in some districts.

### Report for KEA

The scheme was initiated in the State in 2011 and an average of 70 per cent of citizens are aware of the scheme. Among the districts, low-level of awareness was found in Davangere (45 p.c.), Chamarajanagar (59 p.c.) and Bangalore (60 p.c.), according to a report titled 'Evaluation of the Effectiveness of the Karnataka Sakala Service Act, 2011'.

The report was prepared for the Karnataka Evaluation Authority (KEA).

## **District-wise level**

Awareness level was found to be high in Belgaum (97 p.c.), Gulbarga (89 p.c.) and Dakshina Kannada (68 p.c.). The study, taken up in six districts of Belgaum, Bangalore, Chamarajanagar, Dakshina Kannada, Davangere and Gulbarga, found that 99 p.c. of citizens reported they were happy/very happy with the delivery of service and 93 p.c. said there was no delay/default in delivery of service.

It stressed the need for increasing the awareness of the Act in Davangere, Chamarajanagar and Bangalore. “There is a need to make helpdesks more proactive and improve visibility of the notice board, as only 41 p.c. of citizens have noticed them,” said the study.

A total of 99 p.c. said their applications were not rejected.

Although giving mobile numbers is mandatory, only 25 per cent had given their mobile numbers during the time of submitting applications.

Only 18 p.c. of applicants were women.

While 90 p.c. of citizens received a unique 15-digit number (Guarantee of Services) as an acknowledgement to their service request, 76 p.c. contacted the official/staff at the application counter for getting information on preliminary process and procedures.

A major source of awareness for Sakala was through reference (another person who has availed the service) at 63 p.c., followed by neighbour/friend (40 p.c.), newspaper (40 p.c.), notice boards at various service delivery points (34 p.c.), the report said.

A high percentage (94 p.c.) were satisfied with the ‘on-time delivery of service’, and the ‘wait time for service fulfilment’ has also come down significantly (from 61p.c. to 17 p.c.) when compared to pre- Sakala days.

A total of 93 p.c. said there was no need for the desk-to-desk approach to meet officials to seek service.

A majority (76 p.c.) approached the official/staff at the application counter for getting the information on initial process and procedures to be followed while applying for a service.

## **Using agents**

Nearly 16 p.c. of citizens still approach the agent for the same and they are primarily senior citizens, it said.



## Paperless caste certificate from next year: Minister

DC CORRESPONDENT  
BENGALURU, MAY 24

In order to put an end to the menace of fake caste certificates, the state government plans to go paperless from next year.

Addressing media persons here on Saturday, revenue minister Srinivasa Prasad said the government has decided to introduce paperless caste certificates for jobs and admission to educational institutions. The novel scheme would be implemented in a phased manner from next year, he added.

All departments would have paperless caste certificates for new recruitments, for which the revenue department would soon have a complete database of caste certificates. Caste certificate number would be issued to respective candidates through SMS. This number must be mentioned by the applicant while seeking government jobs through the reservation system. Respective government departments could verify or obtain caste certificates from the revenue department, the minister added.

He said a circular has been issued in this regard, and the



Srinivasa Prasad

■ The minister said issue of caste and income certificates directly to schools is underway. By June 20th caste certificates would be sent to respective schools by village accountants.

■ The department has received over 60 lakh applications for caste and income certificates. Due to code of conduct during Lok Sabha elections, the process of field verification could not be completed. Now, 54 per cent of field verification has been done, and the rest would be completed by June 15, the minister added.

same has been communicated to all departments. Once paperless certificate system comes into effect, fake caste certificates would vanish, he added.

The minister said issue of

caste and income certificates directly to schools is underway. By June 20th caste certificates would be sent to respective schools by village accountants. The department has received over 60 lakh applications for caste and income certificates. Due to code of conduct during Lok Sabha elections, the process of field verification could not be completed. Now, 54 per cent of field verification has been done, and the rest would be completed by June 15, the minister added.

Centralization of sub-registrars offices also underway, registrations and other works related to mutation and issuance of encumbrance certificates would be done online. Within ten months the process of online registration would begin, he added.

The minister said instructions have been given to all deputy commissioners to clear encroachment of government lands in their respective districts. He later launched a website with complete data base of government land in the state. The government has completed the database on all types of government/public land in Karnataka.

member Prithvi Reddy said: "We



# THE TIMES OF INDIA

May 19<sup>th</sup> 2014

## Couple fights long & hard for khata

TIMES NEWS NETWORK

**Bangalore:** Arijit Chakravorty, an apartment owner at Mahadevpura in East Bangalore, and his wife Kavita had little clue that their application to the Bruhat Bangalore Mahanagara Palike (BBMP) for "A Khata" (a property document) would end up in a marathon run. Despite applying for khata under Sakala (government scheme for timely delivery of citizen services) and submitting all necessary documents, this couple was made to visit the BBMP office numerous times for over two months. But they did not succumb to the delaying tactics of BBMP officials, as they wanted to get the document without paying any bribe.

The couple applied for khata on February 28 this year and received an SMS that their application was approved. The approval was even reflected on the Sakala website on April 7. Yet, Palike officials made the couple run around BBMP offices in different parts of the city.

### TIMES VIEW

It's the irony of the times. Pay up a betterment fee to regularise illegal sites but make hapless citizens run around for a certificate when the papers are in order. The Bangalore couple who stood their ground in not paying a bribe to obtain A khata ought to be lauded for their probity and patience. At the same time, the BBMP should pull its socks up and penalize its officials who made them wait four months for the document and hassled them at every opportunity. For Bangalore to be a truly global city, its corridors of power need to be unshackled from corruption.

Kavita told TOI that BBMP officials harassed them by seeking unnecessary documents. "One day we were snubbed by revenue officers in Palike office for three to four hours saying that they are unable to find our files. They even asked

us to search for the files," she alleged.

Kavita also alleged that at the time of applying, Palike officials admitted that all necessary documents had been provided. "But later they asked us to submit a photocopy of the mother deed, which was around 1,000 pages for which we had to spend money up to Rs 10,000."

The delaying tactics to issue the khata clearly showed the officials were expecting a bribe, she alleged. "However, our intention was to get the khata without paying bribe. Thanks to Sakala officials, who helped us a lot, we finally got the khata," she added.

The Chakravortys got the khata in the first week of May. When questioned about the delay, BBMP commissioner M Lakshminarayana said they will look into the case.

"We don't tolerate such behaviour of officials. If the residents can provide us details, we will take necessary action against officials responsible for the delay," he added.

## CHAPTER 5: SAKALA SERVICE DELIVERY TIME (STIPULATED AND AVERAGE TIMES)

An analysis obtained from various analytical reports has shown that there were services that were being delivered ahead of stipulated time. This is a direct result of dedicated employees of respective department and the able leadership of HOD's and DC's.

Hence a proposal shall be sent to various departments to relook at the current stipulated time for delivery of services and to reduce them. This will create a feel good factor for the Departments and Government

**61 out of 100 services are from top 5 departments, which are as shown below.**

S.N	Department Name	No Of Services
1	DEPARTMENT OF PUBLIC INSTRUCTION	27
2	AGRICULTURAL MARKETING DEPARTMENT	17
3	REVENUE DEPARTMENT	7
4	SERICULTURE DEPARTMENT	7
5	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	6
6	HIGHER EDUCATION-COLLEGIATE EDUCATION	5
7	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	5
8	REGISTRAR OF CO-OPERATIVE SOCIETIES	4
9	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	3
10	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	3
11	HEALTH AND FAMILY WELFARE DEPARTMENT	3
12	COMMERCE AND INDUSTRIES DEPARTMENT	2
13	FOOD AND CIVIL SUPPLIES DEPARTMENT	2
14	BANGALORE METROPOLITAN TRANSPORT CORPORATION	1
15	DRUGS CONTROL DEPARTMENT	1
16	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	1
17	FISHERIES DEPARTMENT	1
18	HOME DEPARTMENT	1
19	KARNATAKA HOUSING BOARD	1
20	LABOUR DEPARTMENT	1
21	TRANSPORT DEPARTMENT	1
22	UNIVERSITY EXAMINATION SECTION	1
	Grand Total	100

**A detailed list of 100 services with faster delivery speeds than stipulated time is enclosed for reference.**

Sl No	Dept. Name	Service Name	In Time Approvals	Stipulated Time (a)	Average Time Taken (b)	Increase(+) / Reduction(-) in stipulated time (b-a)	Fast/Slow(-) %
1	DEPARTMENT OF PUBLIC INSTRUCTION	Registration of Schools	1	90	1	-89	99
2	HIGHER EDUCATION-COLLEGIATE EDUCATION	Sanction of Physically handicap Allowance	1	90	1	-89	99
3	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Compassionate Appointment to Group-C or D posts (barring without nomination/ disputed / court cases)	1	90	2	-88	98
4	UNIVERSITY EXAMINATION SECTION	Degree Certificate	1354	90	6.34	-83.66	93
5	REGISTRAR OF CO-OPERATIVE SOCIETIES	4. Amendment of Souharda co-operatives under Karnataka Souharda Cooperatives Act 1997	41	90	8.09	-81.91	91
6	HIGHER EDUCATION-COLLEGIATE EDUCATION	Declaration of Probationary Period	53	90	12.81	-77.19	86
7	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1 to 5 and 6 to 7 Std. Kannada and Other Medium Schools except English Medium	1	90	13	-77	86
8	AGRICULTURAL MARKETING DEPARTMENT	Allotment of shops, Godowns, warehouse , canteen and sundry shops on Leave and licence basis	8	90	14.75	-75.25	84
9	REGISTRAR OF CO-OPERATIVE SOCIETIES	2. Bye law Amendment of co-operative societies under KCS Act, 1959	712	89	14.61	-74.39	84
10	AGRICULTURAL MARKETING DEPARTMENT	Allotment of shops and Godowns on Lease cum sale basis	12	90	16.73	-73.27	81
11	AGRICULTURAL MARKETING DEPARTMENT	Broker licence	3	60	0.75	-59.25	99
12	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Amendment/Transfer of licence/Issue of duplicate Licence	4002	90	31.49	-58.51	65
13	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Registration of Factories and Issue of licence	2368	90	31.83	-58.17	65
14	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	Approval of Factory plans	4283	90	33.16	-56.84	63
15	AGRICULTURAL MARKETING DEPARTMENT	Ginner licence	2	60	4.4	-55.6	93
16	AGRICULTURAL MARKETING DEPARTMENT	presser licence	5	60	4.82	-55.18	92
17	AGRICULTURAL MARKETING DEPARTMENT	Commission agent licence	48	60	8.13	-51.87	86
18	HIGHER EDUCATION-COLLEGIATE EDUCATION	Sanction of Medical Reimbursement	422	60	8.78	-51.22	85
19	AGRICULTURAL MARKETING DEPARTMENT	Processor licence	24	60	8.85	-51.15	85
20	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	8 to 10 Kannada and English Medium Schools	3	60	10	-50	83
21	AGRICULTURAL MARKETING DEPARTMENT	Crusher licence	3	60	10.2	-49.8	83
22	AGRICULTURAL MARKETING DEPARTMENT	Importer licence	98	60	10.35	-49.65	83
23	AGRICULTURAL MARKETING DEPARTMENT	Exporter licence	111	60	10.36	-49.64	83
24	AGRICULTURAL MARKETING DEPARTMENT	stockist licence	83	60	10.41	-49.59	83
25	AGRICULTURAL MARKETING DEPARTMENT	Trader Licence	143	60	11.18	-48.82	81
26	AGRICULTURAL MARKETING DEPARTMENT	Hamali licence	1896	60	11.23	-48.77	81
27	AGRICULTURAL MARKETING DEPARTMENT	Retail trader licence	11	60	11.5	-48.5	81

SI No	Dept. Name	Service Name	In Time Approvals	Stipulated Time (a)	Average Time Taken (b)	Increase(+) / Reduction(-) in stipulated time (b-a)	Fast/S low(-) %
28	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	BUILDING LICENCE	61540	60	12.26	-47.74	80
29	AGRICULTURAL MARKETING DEPARTMENT	Approval of layout for shops and Go downs	13	60	12.95	-47.05	78
30	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	Submission towards sanction of Deposits for Super Speciality Treatment to ESIC	1	60	14.5	-45.5	76
31	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1 to 5 Std. and 6 to 7 Std Kannada and English medium	0	60	15.8	-44.2	74
32	DEPARTMENT OF PUBLIC INSTRUCTION	First Recognition of Schools	2	60	17.25	-42.75	71
33	SERICULTURE DEPARTMENT	Subsidy to Rearing equipment (Others)	245	45	4.38	-40.62	90
34	SERICULTURE DEPARTMENT	New Mulberry plantation (Others)	152	45	5.06	-39.94	89
35	SERICULTURE DEPARTMENT	Subsidy to Drip Irrigation (Others)	77	45	5.52	-39.48	88
36	FISHERIES DEPARTMENT	Issue of order for disposal of fishing rights under the jurisdiction of district level officer.	29	45	5.78	-39.22	87
37	REGISTRAR OF CO-OPERATIVE SOCIETIES	3. Registration of Souharda co-operatives under Karnataka Souharda Cooperatives Act 1997	63	45	6.25	-38.75	86
38	REVENUE DEPARTMENT	Change of Khata (Undisputed cases)	774283	60	21.29	-38.71	65
39	DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	Registration of Boilers, Economisers and Steam pipelines	931	90	51.51	-38.49	43
40	SERICULTURE DEPARTMENT	Installation of Solar Light for Reeling Sheds (SC/ST)	3	45	7	-38	84
41	HOME DEPARTMENT	Receipt and Disposal of Petitions	540039	45	7.71	-37.29	83
42	REGISTRAR OF CO-OPERATIVE SOCIETIES	1. Registration of co-operative societies under Section 7 Of KCS Act, 1959(Based on the Area of operation)	257	45	8.12	-36.88	82
43	DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	Disposal of Complaints	140	60	23.57	-36.43	61
44	SERICULTURE DEPARTMENT	Solar light installation to silkworm rearing house (Others)	63	45	9.31	-35.69	79
45	DEPARTMENT OF PUBLIC INSTRUCTION	1 to 5th Std. Kannada Medium	830	60	24.94	-35.06	58
46	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	NOC TO ESCOMS	78568	45	9.96	-35.04	78
47	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	GENERAL LICENCE (TRADE LICENCE)	33256	45	10.48	-34.52	77
48	REVENUE DEPARTMENT	Permission to setup Petrol Pump	47	60	25.93	-34.07	57
49	AGRICULTURAL MARKETING DEPARTMENT	Warehouse license	86	45	11.57	-33.43	74
50	FOOD AND CIVIL SUPPLIES DEPARTMENT	Issue of licence under Karnataka Essential Commodities Licencing order 1986 to Retail dealers in food grains, pulses, edible oils and Kerosene.	6	35	1.67	-33.33	95
51	DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	Approval of Boiler and Pressure part Manufacturing drawing/Steam pipeline and pipeline layout drawings	1250	60	27.09	-32.91	55
52	DEPARTMENT OF PUBLIC INSTRUCTION	1 to 5 Std. and 6 to 7 Std Kannada and English medium	3939	60	27.22	-32.78	55
53	REVENUE DEPARTMENT	Conversion of agriculture land to non-agriculture purpose	34522	120	87.31	-32.69	27
54	DEPARTMENT OF PUBLIC INSTRUCTION	6 to 7 and 8 to 10 Std. Kannada and English medium	913	60	27.68	-32.32	54

SI No	Dept. Name	Service Name	In Time Approvals	Stipulated Time (a)	Average Time Taken (b)	Increase(+) / Reduction(-) in stipulated time (b-a)	Fast/S low(-) %
55	SERICULTURE DEPARTMENT	Solar light installation to silkworm rearing house (SC/ST)	312	45	14.38	-30.62	68
56	DEPARTMENT OF PUBLIC INSTRUCTION	6 to 7 Std. English Medium and 8 to 10th Kannada English and other Medium	1924	90	59.84	-30.16	34
57	BANGALORE METROPOLITAN TRANSPORT CORPORATION	Accident Relief Fund	3	30	0.33	-29.67	99
58	DEPARTMENT OF PUBLIC INSTRUCTION	1 to 5 and 6 to 7 Std. Kannada and Other Medium Schools except English Medium	3103	90	60.42	-29.58	33
59	COMMERCE AND INDUSTRIES DEPARTMENT	Issue of Sanction order for Interest Subsidy to New Micro Manufacturing Enterprises	16	30	0.72	-29.28	98
60	SERICULTURE DEPARTMENT	New Mulberry plantation (SC/ST)	451	45	15.83	-29.17	65
61	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Declaration of Probationary Period	1	30	1	-29	97
62	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Travel Allowance Claims (Home Travel Concession, Leave Travel Concession, Training, Tours)	1	30	1	-29	97
63	DEPARTMENT OF PUBLIC INSTRUCTION	Service Register - BEO Office Staff	1	30	1	-29	97
64	DEPARTMENT OF PUBLIC INSTRUCTION	Disposal of received application – CPI/ACPI, DSERT, TBF, KSEEB, Text Books, CMI, JD, MMS, SISLIP DHARWAD OFFICE STAFF	1	30	1	-29	97
65	DEPARTMENT OF PUBLIC INSTRUCTION	Service Register – DDPI Office Staff.	1	30	1	-29	97
66	REVENUE DEPARTMENT	Pension for disabled persons	117910	70	41.13	-28.87	41
67	REVENUE DEPARTMENT	RTC Typological errors corrections	200683	40	11.42	-28.58	71
68	AGRICULTURAL MARKETING DEPARTMENT	Raitha Sanjeevini	48	40	11.51	-28.49	71
69	FOOD AND CIVIL SUPPLIES DEPARTMENT	Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution System) Control Order 1992.	6	30	1.67	-28.33	94
70	DEPARTMENT OF PUBLIC INSTRUCTION	P P T Exam	2	30	1.67	-28.33	94
71	REVENUE DEPARTMENT	Indira Gandhi Old Age Pension	95857	70	41.83	-28.17	40
72	DEPARTMENT OF PUBLIC INSTRUCTION	Last Pay Certificate – DDPI Office Staff.	1	30	2	-28	93
73	DEPARTMENT OF PUBLIC INSTRUCTION	Pension Proposal and Services – DDPI Office Staff.	1	30	2.5	-27.5	92
74	COMMERCE AND INDUSTRIES DEPARTMENT	Issue of Sanction order for land Conversion fine Reimbursement(for projects up to Rs. 50 cr)	9	30	2.7	-27.3	91
75	HIGHER EDUCATION- COLLEGIATE EDUCATION	Permission for Buying and Selling of House/Site/Vehicle	35	30	2.74	-27.26	91
76	DEPARTMENT OF PUBLIC INSTRUCTION	Last Pay Certificate – Group B and A Officers in sub ordinate offices.	1	30	3	-27	90
77	DEPARTMENT OF PUBLIC INSTRUCTION	Sanction of 10/15/20 Years' Time Bound Promotion - Superintendent, Manager, Gazetted Assistant, SADPI, Deputy Director, working in all subordinate offices in respective Commissionerate offices	1	30	3	-27	90
78	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ALTERATION TO ASSESSMENT LIST	136816	45	18.34	-26.66	59
79	DEPARTMENT OF PUBLIC INSTRUCTION	Last Pay Certificate - BEO Office Staff	3	30	3.6	-26.4	88
80	DEPARTMENT OF PUBLIC INSTRUCTION	D P Ed Exam	5	30	3.67	-26.33	88

SI No	Dept. Name	Service Name	In Time Approvals	Stipulated Time (a)	Average Time Taken (b)	Increase(+) / Reduction(-) in stipulated time (b-a)	Fast/S low(-) %
81	DEPARTMENT OF PUBLIC INSTRUCTION	Sanskrit Exam	1	30	3.67	-26.33	88
82	HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of Disability Certificate for Mentally (Mental Retarded) challenged	10333	30	3.73	-26.27	88
83	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ISSUE OF JOB CARD TO UNSKILLED LABOURES UNDER MGNREGS	98302	30	3.93	-26.07	87
84	DEPARTMENT OF PUBLIC INSTRUCTION	CHARGE ALLOWANCE – DDPI Office Staff	2	30	4	-26	87
85	HIGHER EDUCATION- COLLEGIATE EDUCATION	Sanction of Special Pay for Undergoing adoption of Family Planning	1	30	4	-26	87
86	DEPARTMENT OF PUBLIC INSTRUCTION	Drawing Exam	1	30	4	-26	87
87	HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of Disability Certificate for Visual disability	13303	30	4.05	-25.95	86
88	REVENUE DEPARTMENT	Sandhya Suraksha	627835	70	44.25	-25.75	37
89	TRANSPORT DEPARTMENT	Driving Licence	1115341	30	4.26	-25.74	86
90	DEPARTMENT OF PUBLIC INSTRUCTION	Sanction of Annual Increment – Government Primary/High Schools Teachers	848	30	4.48	-25.52	85
91	DEPARTMENT OF PUBLIC INSTRUCTION	Hindi Shikshak	3	30	4.6	-25.4	85
92	DEPARTMENT OF PUBLIC INSTRUCTION	D Ed Exam	109	30	4.65	-25.35	85
93	HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of Disability Certificate for Orthopaedic disability	48433	30	4.76	-25.24	84
94	DEPARTMENT OF PUBLIC INSTRUCTION	8 to 10 Kannada and English Medium Schools	3973	60	34.81	-25.19	42
95	KARNATAKA HOUSING BOARD	REFUND	890	30	4.85	-25.15	84
96	DEPARTMENT OF PUBLIC INSTRUCTION	Commerce Exam	37	30	4.88	-25.12	84
97	DEPARTMENT OF PUBLIC INSTRUCTION	PERMISSION FOR PURCHASE OF VEHICLE/SITE – Divisional JDPI Office Staff	1	30	5	-25	83
98	LABOUR DEPARTMENT	Registration under Motor Transport Workers Act,1961	75	30	5.09	-24.91	83
99	DEPARTMENT OF PUBLIC INSTRUCTION	Re-totalling of marks secured in examination-SSLC	1621	30	5.37	-24.63	82
100	DRUGS CONTROL DEPARTMENT	Schedule X License for Sales establishment	66	30	5.41	-24.59	82



## CHAPTER 6: HON. LAW MINISTER CIRCULAR ON SAKALA CLOCK

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



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

ಸಂ. ಕಾನ್ಯಾಮಾಸಂಶಾಪಸ/  
993-224/994-75  
/2014

ದಿನಾಂಕ 22.05.2014

ಮಾನ್ಯರೇ,

“ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಅಧಿನಿಯಮ 2011”ರಡಿ 47 ಇಲಾಖೆ/ಸಂಸ್ಥೆಗಳ 478 ಸೇವೆಗಳನ್ನು ಈತನಕ ಸುಮಾರು 4.76ಕೋಟಿ ನಾಗರಿಕರಿಗೆ ಸಮಯಬದ್ಧವಾಗಿ, ಗುಣಾತ್ಮಕವಾಗಿ ಸೇವೆಗಳನ್ನು ನೀಡಲಾಗುತ್ತಿದೆ. ಈ ನಿಟ್ಟಿನಲ್ಲಿ “ಸಕಾಲ” ರಾಷ್ಟ್ರೀಯ ಹಾಗೂ ಅಂತಾರಾಷ್ಟ್ರೀಯ ಮಟ್ಟದಲ್ಲಿ ಪ್ರಖ್ಯಾತಿ ಗಳಿಸಿದ್ದು, ಈ ಒಂದು ಸಾಧನೆಗೆ ಸಹಕರಿಸಿದ ತಮಗೆ ಹೃತ್ಪೂರ್ವಕ ವಂದನೆಗಳು.

“ಸಕಾಲ”ದಡಿ ಅರ್ಜಿಗಳ ಸ್ವೀಕೃತಿ, ವಿಲೇವಾರಿ ಹಾಗೂ ಬಾಕಿ ಪ್ರಕರಣಗಳು ಇತ್ಯಾದಿ ಇಲಾಖಾವಾರು ಮಾಹಿತಿಗಳು ಸಮಸ್ತ ನಾಗರಿಕರಿಗೆ ಮುಕ್ತವಾಗಿ ಪಾರದರ್ಶಕತೆಯಂತೆ ಮಾಹಿತಿ ನೀಡುವ ಸಂಬಂಧ ವಿಧಾನಸೌಧದ ಪಶ್ಚಿಮ ದ್ವಾರದ ಬಳಿ “ಸಕಾಲ ಗಡಿಯಾರ” (LED Display Board) ವನ್ನು ಅಳವಡಿಸಲಾಗಿದೆ. ಇದರಿಂದ ಆಡಳಿತದಲ್ಲಿ ಪಾರದರ್ಶಕತೆ ಹಾಗೂ ಉತ್ತರದಾಯತ್ವ ಹೆಚ್ಚಿದೆ. ಇದೇರೀತಿಯಲ್ಲಿ ಗೌರಿಬಿದನೂರು ತಾಲ್ಲೂಕಿನಲ್ಲಿ ಕ್ಷೇತ್ರದ ಶಾಸಕರು ಹಾಗೂ ಗೌರವಾನ್ವಿತ ಉಪ ಸಭಾಪತಿಗಳಾದ ಶ್ರೀ ಶಿವಶಂಕರರೆಡ್ಡಿಯವರು ಸ್ವಯಂಪ್ರೇರಿತರಾಗಿ ತಾಲ್ಲೂಕು ಕಛೇರಿಯಲ್ಲಿ “ಸಕಾಲ ಗಡಿಯಾರ” (LCD TV) ಸ್ಥಾಪಿಸಿರುತ್ತಾರೆ. ಇದರಿಂದ ತಾಲ್ಲೂಕಿನ ಸಮಸ್ತ ನಾಗರಿಕರಿಗೆ ತಾಲ್ಲೂಕು ಮಟ್ಟದ ಇಲಾಖೆ/ಕಛೇರಿಗಳು, ನಾಡಕಛೇರಿ, ಗ್ರಾಮಪಂಚಾಯಿತಿ ಇತ್ಯಾದಿಗಳಲ್ಲಿ ಅರ್ಜಿಗಳ ಸ್ವೀಕೃತಿ, ವಿಲೇವಾರಿ ಹಾಗೂ ಬಾಕಿ ಪ್ರಕರಣಗಳ ಮಾಹಿತಿ ಸಕಾಲ ಗಡಿಯಾರದ ಮೂಲಕ ನಾಗರಿಕರಿಗೆ ಲಭ್ಯವಾಗುತ್ತಿದೆ. ಇದಕ್ಕೆ ಸುಮಾರು ರೂ.30,000/-ಗಳ ವೆಚ್ಚವಾಗಿರುತ್ತದೆ. ಅಲ್ಪಮಾತ್ರ ಖರ್ಚಿನಿಂದ ಸಾಧಿಸಲಾದ ಸದರಿ ಜನಪರ ಆಡಳಿತ ಸುಧಾರಣೆಯ ಪ್ರಶಂಸೆಗೆ ಅರ್ಹ ಹಾಗೂ ಅನುಕರಣೀಯ. ಆದ್ದರಿಂದ ತಾವು ತಮ್ಮ ಕ್ಷೇತ್ರದ ತಾಲ್ಲೂಕು ಕಛೇರಿಗಳಲ್ಲಿ “ಸಕಾಲ ಗಡಿಯಾರ” ಅಳವಡಿಸುವ ಬಗ್ಗೆ ತಮ್ಮ ಶಾಸಕರ ಪ್ರದೇಶಾಭಿವೃದ್ಧಿ ಅನುದಾನದಿಂದ (MLA LAD) ಹಣವನ್ನು ವಿನಿಯೋಗಿಸಿಕೊಂಡು ಕ್ರಮ ವಹಿಸಲು ಕೋರಿದೆ.

ಕಾಲಾ-ಬಾಯಿ ಜ್ವರ, ಚಿಪ್ಪೆ ಬೇನೆ, ಗಂಟಲು ಬೇನೆ ರೋಗದಿಂದ ರಕ್ಷಿಸಿ ಲಸಿಕೆ ಹಾಕಿಸಿ : ಪಶು ಸಂರಕ್ಷಣೆಯಲ್ಲಿದೆ - ಸರ್ವರ ಹಿತ  
ಪಶು ಸಂಪತ್ತು - ದೇಶದ ಸಂಪತ್ತು : ಸಂರಕ್ಷಿಸಿ



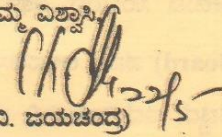


ಟಿ.ಬಿ. ಜಯಚಂದ್ರ  
ಕಾನೂನು, ನ್ಯಾಯ ಮತ್ತು ಮಾನವ ಹಕ್ಕುಗಳು,  
ಸಂಸದೀಯ ವ್ಯವಹಾರಗಳು ಮತ್ತು ಶಾಸನ  
ರಚನೆ, ಪಶುಸಂಗೋಪನಾ ಹಾಗೂ  
ತುಮಕೂರು ಜಿಲ್ಲಾ ಉಸ್ತುವಾರಿ ಸಚಿವರು

ದೂರವಾಣಿ : ಕಛೇರಿ : 22254661  
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3ನೇ ಮಹಡಿ, ವಿಧಾನಸೌಧ  
ಬೆಂಗಳೂರು - 560 001

ಕೇಂದ್ರ ಸರ್ಕಾರದ ಕಂಪನಿಗಳ ಕಾಯ್ದೆ 2013ರ ಕಲಂ 135ರಲ್ಲಿ ವಾಣಿಜ್ಯ ಉದ್ಯಮಿಗಳ ಸಾಮಾಜಿಕ ಬದ್ಧತೆಯ ಸಾಮಾಜಿಕ ಹೊಣೆಗಾರಿಕೆ ನೀತಿ ಅಡಿಯಲ್ಲಿ 5ಕೋಟಿ ನಿವ್ವಳ ಲಾಭ ಅಥವಾ ಸಾವಿರ ಕೋಟಿ ವಾರ್ಷಿಕ ವಹಿವಾಟು ಸಾಧಿಸುವ ಕಂಪನಿಗಳು ಕಡ್ಡಾಯವಾಗಿ ನಿವ್ವಳ ಲಾಭದ ಶೇಕಡಾ 2ರಷ್ಟು ಹಣವನ್ನು ಸಾಮಾಜಿಕ ಜವಾಬ್ದಾರಿ ನೀತಿಯಡಿಯಲ್ಲಿ ಖರ್ಚು ಮಾಡಬೇಕಾಗಿರುತ್ತದೆ. ಆದುದರಿಂದ ತಾವು ವಾಣಿಜ್ಯ ಉದ್ಯಮಿಗಳ ಸಾಮಾಜಿಕ ಬದ್ಧತೆಯಡಿ ಸಂಸ್ಥೆಗಳ ಸಹಯೋಗದೊಂದಿಗೆ ಸಾಮಾಜಿಕ ಹೊಣೆಗಾರಿಕೆ ನೀತಿಯನ್ನು ತಮ್ಮ ಕ್ಷೇತ್ರವ್ಯಾಪ್ತಿಯಲ್ಲಿ ಅನುಷ್ಠಾನಗೊಳಿಸಿದಲ್ಲಿ ತಮ್ಮ ಕ್ಷೇತ್ರದ ಸಾಮಾಜಿಕ/ಆರ್ಥಿಕ ಪ್ರಗತಿಯನ್ನು ಸಾಧಿಸಿದಂತಾಗುತ್ತದೆ.

ಆದರಗಳೊಂದಿಗೆ,

ತಮ್ಮ ವಿಶ್ವಾಸಿ  
  
(ಟಿ.ಬಿ. ಜಯಚಂದ್ರ)

ಗೆ:

ಎಲ್ಲಾ ಮುಖ್ಯ ಇನ್‌ಫರ್ಮನ್ಸ್,  
ರನ್‌ಫೂಲ್ ಅಧಿನಿಯಮ  
ಮಾನ್ಯ ಅಧಿನಿಯಮ

ಬ

ಕಾಲು-ಬಾಯಿ ಜ್ವರ, ಚಿಪ್ಪೆ ಬೇನೆ, ಗಂಟಲು ಬೇನೆ ರೋಗದಿಂದ ರಕ್ಷಿಸಿ ಅಸಿಕೆ ಹಾಕಿಸಿ : ಪಶು ಸಂರಕ್ಷಣೆಯಲ್ಲಿದೆ - ಸರ್ವರ ಹಿತ  
ಪಶು ಸಂಪತ್ತು - ದೇಶದ ಸಂಪತ್ತು : ಸಂರಕ್ಷಿಸಿ

**Implementation:** Access to web service for seeing Sakala clock for **Rajajinagar constituency** has been provided. There are some constituency overlap errors in data display for Example, transport department .Corrective measures are being taken to rectify this issue, to make the display accurate .suggestions and recommendations are welcome.

**Link to access Sakala Clock:** [sakala.kar.nic.in/taluk\\_sakala\\_clock](http://sakala.kar.nic.in/taluk_sakala_clock)

Click on this link and select assembly wise Sakala clock. Then an option to select constituency in the drop down list is provided. Display of information about applications received, disposed, and pending beyond stipulated time is shown.

Enclosing quotation received for the purchase of Samsung LFD (large format display TV. These TV's are improved version of LED TV's. These are more robust and durable. This model of TV can withstand high temperatures, moisture etc.

Quotation has been received to procure TV's for all the Taluk offices across the State. It is enclosed for reference. **(Annexure A)**

## CHAPTER 7: REPORT FROM ADMINISTRATIVE TRAINING INSTITUTE

ATI, Mysore has proposed a report on the execution of Sakala initiative. This has been done by obtaining feedback from officers of various departments, who underwent training in the Institute.

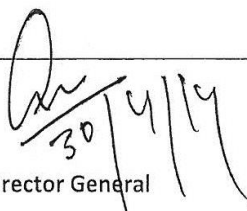
### Feedback obtained from the Officers implementing Sakala Services during training programs during 2013-14 at ATI Mysore

Sl.No	Issues & Challenges in implementation of SAKALA	Suggestions , Innovations for improvements
1	<p><b>Labour Department:</b></p> <ol style="list-style-type: none"> <li>1. There are 13 Services under Sakala. Most of them are issuing of Licences &amp; Registration Certificates. The department needs the Computer operators to handle these services to make it on line.</li> <li>2. IT Support designing programs for dealing with Sakala Services Applications and to issue Automatic GSC Numbers on acceptance of the Application from the Citizens.</li> <li>3. Program support to update the status of sakala application is not incorporated. Need Staff support.</li> <li>4. Infrastructure support including Hardware, Net-working (Broad band connectivity)</li> </ol>	<ol style="list-style-type: none"> <li>a) Time Limit given for the service "Amendment of Licence" shall be enhanced from 60 to 90 days as per statutory requirements.</li> <li>b) Asst. Labour Commissioners are Executive Officers touring taluks regularly. As such provision to be made to operate the pass word &amp; use the system to deliver the services by alternate person.</li> <li>c) At least one independent staff support to handle all Sakala papers in the office.</li> <li>d) Release of the allotted Budget for programs by the department in time.</li> </ol>
2	<p><b>RDPR Dept.:-</b></p> <ol style="list-style-type: none"> <li>1. Training for GP Staff(PDOs) is required specially for field level officers &amp; Case Workers in the Office</li> <li>2. Weak Network Connectivity &amp; in many case no connectivity</li> <li>3. Separate computer system to be provided to the SAKALA caseworker</li> <li>4. Presently few of the services in RD&amp;PR is linked to approval of the General body of the GP. Convening of the GB is linked to Adyaksha's approval, invariable there will be hiccups, owing to difference of opinion among GP members.</li> <li>5. Lack of coordination b/w elected body and staff of GP</li> <li>6. Lack of awareness at GP level on SAKALA concept.</li> </ol>	<ol style="list-style-type: none"> <li>a) Network Connectivity with full Power Backup is very much required in all GPs</li> <li>b) Training of all GP Functionaries</li> <li>c) Computer Orientation to all PDOs, &amp; Secretaries.</li> <li>d) Individuals with technical guidance is required from the Technical Staff whenever required</li> <li>e) Clarity as to what category of Services are to be covered under Services SI No:4 ie Drinking Water Supply: Majore/Minor Repairs etc.</li> <li>f) Other services provided in GP are also to be covered uder Sakala</li> <li>g) RDPR Services also to be provided on-line</li> <li>h) IEC activities to be conducted to provide interaction &amp; importance of Sakala Act</li> <li>i) Services from SI No-1 to 3 needs detailed guidelines for submitting applications.(Dept has to Issue)</li> <li>j) Elected representative &amp; public awareness program may be conducting using Media &amp;TV</li> </ol>

3	<p><b><u>Education Dept.:-</u></b></p> <ol style="list-style-type: none"> <li>1. The Private School Management while applying or recognition under Sakala they claim that all requirements as per the check list/guidelines have been fulfilled. Department have to issue acknowledgement with number and date of delivery of service under the Act. When the field officer goes for verification good number of points are found to be missing for clearance of application. This creates problem for delivery of service as sought. It is difficult to issue rejection and the correspondence continues. This needs the support of software.</li> <li>2.</li> </ol>	<ol style="list-style-type: none"> <li>a) There should be scope for rejection of application for recognition and renewal of recognition of school by stating the lacunas found in the spot inspection report.</li> <li>b) Sufficient infrastructure like Computer, UPS and Internet facility has to be provided.</li> <li>c) Department needs to be supplemented with computers and data entry operators</li> <li>d) The Secretariat of Education Department should also be covered under Sakala</li> <li>e) Reading material and other supportive material in Kannada</li> </ol>
4	<p><b><u>Urban Development</u></b></p> <ol style="list-style-type: none"> <li>1. Khatha extract documents are in majority of the cases, not in good condition. Verification and issuance of Khatha Certificate is difficult. The Department is managing this service with great difficulty.</li> <li>2. There are many certificates in demand seasonally and office finds it difficult to handle the situation due to heavy rush. The Staff are finding it very difficult.</li> <li>3. For effective implementation of Sakala services some of the regulation relating to services like infrastructure, Road, drainage and environment or to be simplified.</li> <li>4.</li> </ol>	<ol style="list-style-type: none"> <li>a) All old Records and Registers are to be Digitized for effective implementation of Sakala.</li> <li>b) There is need for re-schedule of time norms fixed for few services under Sakala.</li> <li>c) The Urban Service users are still not aware of Sakala and there is greater need of Awareness Campaign continuously.</li> <li>d) The Elected Representatives need to understand the responsibility of Employees under Sakala and Co-operate instead bringing pressure on them.</li> <li>e) There is scope for including following services under Sakala: Residential Certificate, NOC, Buldg Completion Certificate and such other important service in demand by the public.</li> <li>f)</li> </ol>
5	<p><b><u>Health Dept. :-</u></b></p> <ol style="list-style-type: none"> <li>1. Inadequate Staff is hampering implementation of Sakala</li> <li>2. Lack of Infrastructure, irregular power supply weak Network,</li> <li>3. Seasonal and heavy rush of applications.</li> <li>4. Lot in interference by the local bodies in discharging our services under Sakala.</li> <li>5. Still large number of Medical officers are to be trained under Sakala.</li> </ol>	<ol style="list-style-type: none"> <li>a) Data entry operators need to be provided</li> <li>b) Special arrangement to train all Medical and Paramedical Staff to be trained under Sakala.</li> </ol>



6	<p><b>Education Department :-</b>  <b>Colligate Education:-</b>  <b>Universities :-</b></p> <ol style="list-style-type: none"> <li>1. Need to identify Trainers and Resource Person from each of the Universities.</li> <li>2. Refresher / Reorientation training under Sakala for all those who are trained earlier.</li> <li>3. None of the Registrars from any University attended Sakala training programmes.</li> </ol>	<p>a) The DO's are the Principals of the College, the CO's are Registrars of the University and Vice-Chancellor under Sakala Services. For effective implementation the Authorities can be re-shuffled to Asst.Registrars / or any category 'A' Officers, to be made as CO's. Appellate Authority can be a senior officer above the rank of CO instead of Vice-Chancellor being AA.</p>
7	<p><b>Excise :-</b></p> <ol style="list-style-type: none"> <li>1. Services included under Sakala are only establishment matters related to Employees / Officers.</li> <li>2. Need to include Citizen related Services.</li> </ol>	<p>a) Public Services should be identified and listed under Sakala at the earliest.</p>
8	<p><b>PWD: National Highways:-</b></p> <ol style="list-style-type: none"> <li>1. There are only 2 Services (Digging the Highway roads, Putting of Advertisement Boards) related to the Public.</li> <li>2. Most of the Cases the Citizens are not aware of their duties to avail services from the department.</li> </ol>	<ol style="list-style-type: none"> <li>a) More Citizen related services can be included</li> <li>b) Service delivery can be computerized and single window system can be adopted</li> <li>c) Create awareness among the users about the obligations required for utilizing the services of the department.</li> </ol>
9	<p><b>Women &amp; Child Development :-</b></p> <ol style="list-style-type: none"> <li>1. Services shown in Sakala Act particularly Sl No.1 to 3 have been withdrawn and same has been communicated. But still the service delivery is being pursued under the Act.</li> <li>2. Services listed from Sl.No.1 to 3 are routine in nature and does not required any application from any Citizen to avail service.</li> <li>3. As regard Service Sl No: 4 and 5 the Standard Operative Procedure (SOP) need to be establish for smooth delivery of service.</li> <li>4. There is no Taluk level officers dealing the issues of services shown in the Sl No. 4 and 5. This is causing lot of inconvenience to the Disabled Citizens.</li> <li>5. ICDS Staff are not computer oriented.</li> </ol>	<ol style="list-style-type: none"> <li>a) The Sakala Mission is requested to examine the with drawl of services and issue clarification to all.</li> <li>b) Standard Operative Practices have to be designed by the department along with Health department so that same can be adopted under Sakala uniformly throughout the state.</li> </ol>

  
 30/4/19  
 Director General

# Interactive Meeting on Sakala Mission of Karnataka



Mr. M. Lokaraj, Secretary, Capt. M.M. Harish, Chairman, Civic Affairs Committee, Mr. S. Sampathraman, President-Elect, Mr. S. Ejaz Ahmed Sait, Chairman, PR Committee, Mr. R. Shivakumar, President & Mr. Tallam R Dwarakanath, Sr. Vice President-Elect releasing SAKALA brochure at an Interactive Meeting with Dr. Shalini Rajaneesh, IAS, Principal Secretary, DPAR & Mission Director, SAKALA Mission

Mr. R. Shivakumar, President welcomed the Chief Guest and thanked her for agreeing to participate in the Interactive Meeting with the Members of FKCCI in spite of her busy schedule for any new initiatives in the areas of Technology or Production etc.

Capt. M.M. Harish, Chairman, Civic Affairs Committee, gave his observations and reiterated the President support and lauded the efforts of the Mission.

Mr. Tallam R. Dwarakanath, Sr. Vice President-Elect, introduced the Chief Guest.

Dr. Shalini Rajneesh, IAS as the head of the Sakala Mission made a presentation on the Karnataka Sakala Service Act 2011 to the members and presented the Sakala Animation and PPT and explained the salient features of the Act, its background and its working model. She informed that there are large number of services have been included under the Karnataka Sakala Services Act and as many as 46 Million applications has been received under Sakala so far, for a total of 478 Services in 47 Departments. She also mentioned that as per the survey of the International Market Research Bureau in 5 Districts of Karnataka have found that 99% of the people are happy with the service.

She appealed to the Industries to involve themselves for spreading awareness about the scheme across the State. She further said that Industries and Business Houses could become

part of it by taking up Awareness Campaigns, becoming "Sakala Mitra's".

She said that they could also create help desks in public places, set up rural cyber cafes and partner by suggesting solutions on simplification in governance and service delivery.

She stressed on the need for Citizen Participation and the feedback received from citizens had helped to strengthen the programme. Sakala ensures citizens are provided basic services by the Government like Birth Certificate, Driving License, Land Record etc, within a stipulated time and officers are made accountable to ensure proper delivery. Sakala Mission to increase Awareness, undertake analyses of the existing workflows of services under the Act especially in Industries and Commerce and propose necessary changes in the procedures etc. for the benefit of the citizen.

There was an active interactive session and the Principal Secretary responded with all relevant information.

The meeting concluded with Vote of Thanks by Mr. S. Sampathraman, President-Elect, stating that FKCCI was ready to provide any kind of help to ensure that Sakala's good work is carried out in letter and spirit. He also assured of FKCCI's active association with SAKALA Programme with the support of Secretariat assistance.





ಕರ್ನಾಟಕ ವಾಣಿಜ್ಯ ಮತ್ತು ಕೈಗಾರಿಕಾ ಮಹಾ ಸಂಸ್ಥೆ  
ಫೆಡರೇಷನ್ ಹೌಸ್ - ಕೆಂಪೇಗೌಡ ರಸ್ತೆ, ಬೆಂಗಳೂರು - 560 009

**R. SHIVAKUMAR**  
President

2050

**Federation of Karnataka  
Chambers of Commerce & Industry**  
Federation House, Kempegowda Road, Bangalore - 560 009

April 26, 2014

**Dr. Shalini Rajneesh, IAS**  
Principal Secretary to Government  
Department of Personnel & Administrative Reforms  
(Administrative Reforms, Training & Political Pensions)  
M.S.Building, Bangalore-560 001.  
P: 080-22353985 (F) 22253739 M: 94480 91606

Dear Madam,

**Sub: Meeting of Sakala Mission with the members of FKCCI.**

We bring you warm greetings from Federation of Karnataka Chambers of Commerce & Industry (FKCCI).

On behalf of FKCCI, We would like to express our sincere appreciation and thanks for the personal initiative you had taken to enlighten our members during your visit to FKCCI on 25<sup>th</sup> April 2014 with a wonderful presentation which was appreciated by all our members. We will take forward the Sakala Mission and the services being offered to all the Districts through our Districts Chambers of Commerce. As indicated by you, we will also associate the Industries in setting up Kiosk Desk in public places.

I take this opportunity to congratulate the Government, The Administration and yourself in particular, for conceptualizing and successfully implementing **Karnataka Sakala Services Act 2011**, which is the milestone in bringing in transparency and accountability of Government Services. It was heartening to note that the implementation of the Act is being monitored constantly by the Sakala Mission under your able leadership.

We at FKCCI will always support, encourage and assist such initiative measures which will not only help the General Public but also Trade & Industry.

Thanking you,

With Warm Regards,

**R. SHIVAKUMAR**

Mlk/pgt



Ph : +91 80 22262355/56, 22262157 Fax : +91 80 22251826, 22385908  
Email : president@fkcci.in www.fkcci.org



Decide with Confidence

Wednesday, April 30, 2014

**Dr. Shalini Rajneesh**

Principal Secretary, Department of Personnel & Administrative Reforms (AR)

**Government of Karnataka**

**Sub: CSR & Sustainability Conclave 2014**

Dear Dr. Rajneesh,

It was indeed a pleasure having you as an Esteemed Speaker at the above mentioned event held on Tuesday, April 29, 2014 in Bangalore. Thank you for delivering the Keynote Address and sharing your views in a thoughtful manner, it was well appreciated by the participants.

We received very good feedback for the event and thank you for being a part of the Conference.

If you have any thoughts on what else can be covered under a CSR & Sustainability event, please do share it with me at [misrap@mail.dnb.co.in](mailto:misrap@mail.dnb.co.in).

We look forward to having you with us at our future events.

Yours Sincerely,

Preeta Misra

Director – Learning Solutions

Dun & Bradstreet Information Services India Pvt. Ltd.

Dun & Bradstreet Information Services India Pvt. Ltd.,  
ICC Chambers, Saki Vihar Road, Powai, Mumbai - 400 072, India  
Telephone: +91-22-2857 4190 / 92 / 94, 6676 5555 Fax: +91-22-2857 2060 Email: [dbindia@mail.dnb.co.in](mailto:dbindia@mail.dnb.co.in) [www.dnb.com](http://www.dnb.com)





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**FW: Help on Bribe free registration**

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From: Guru Moorthy  
Date: 25/05/2014 07:15 (GMT+05:30)  
To: shalini\_rajneesh@hotmail.com  
Subject: Help on Bribe free registration

Dear Dr. Shalini,

My name is Guru. I have been living in Bangalore for the past 13 years. I run a small startup focused on technology for education ([www.mobisir.net](http://www.mobisir.net)). I have been associated with several NGOs. I have lived through my life on ethics and integrity.

I have heard lots of good things about you from my friends and contacts who are in the public space. Happy to see such honest officials.

I need your assistance. I plan to register my apartment tomorrow (May 26, 2014) at Shanthi Nagar Sub registrar office. I have been asked by my developer to get cash for giving it to officials there for hassle free registration process. I have always avoided such practices in life and would like to do the same this time too.

Would you be in a position to guide me?

Thanks and regards  
Guru

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From: Guru Moorthy  
Date: 26/05/2014 07:18 (GMT+05:30)  
To: "Dr. Shalini Rajneesh IAS Sec to Govt of KTK"  
Cc: call centre transact  
Subject: Re: Help on Bribe free registration

Dear Dr. Shalini,

This is simply great. I got call from Mr. Darshan yesterday evening. He was very pleasant and supportive. I am thrilled to see Sakala working under your able, transparent leadership.

If this works fine, I can campaign for Sakala services among my wider network of IT groups and NGOs.

Future looks bright for availing Government services 'hassle free'.

Thanks again and best regards  
Guru

---

Date: Tue, 27 May 2014 14:04:30 +0530  
Subject: Re: Help on Bribe free registration  
From: mgurum@gmail.com  
To: shalini\_rajneesh@hotmail.com

Thanks Dr Shalini.

It was wonderful experience to me. I have worked with several Government agencies when I used to head Indian subsidiary of a US startup for 9 years in Bangalore and I always found it difficult to interact directly (other than STPI) as there was very little room for transparency.

This time, it was clean and straight forward. When I tell this to my friends, they are all surprised. I am going to write a testimonial and publish it. I will strongly encourage everyone to use Sakala to obtain Citizen services.

Darshan and Devaraj provided excellent support and it clearly shows the power of your able leadership.

This is very encouraging. I have been working with few voluntary organisations for the past 15 years and always hopeful that change will happen, though slow. I am even more hopeful. Future will be better for next generation in India.

Best regards

Guru



Varun Gowda <smc.sakala@gmail.com>

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## Re: My experience with Sakala

2 messages

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From: Guru

Date: 30/05/2014 17:38 (GMT+05:30)

To: "Dr. Shalini Rajneesh IAS Sec to Govt of KTK" , darshan@transactglobal.com, devraj@transactglobal.com

Subject: My experience with Sakala Dear Dr. Shalini and others

When I decided to register the apartment, I called up developer representative and asked him to get the documents. Obviously, registration is buyer's responsibility. He requested me to bring certain money to the registrar office during the registration. I was aware of what he was asking and told him that I would like to do the registration without paying any money. Then, he said, he will not be responsible for any delay during the process. I knew what he meant. I have run Indian operations for a US start-up for over 8 years in Bangalore and have interacted with several Government agencies and have had difficult times dealing with them as I never wanted to take short cuts in life. I have taken tough journey rather than compromising my ethics and principles.

Just to give background, we had a 2 bed apartment. Wanted to get 3 bed apartment as kids were growing up. Had tough time in finding a buyer who can do all white transaction. It took 6 months and I had to lose some money too to get such buyer. Later, it was another mammoth task to find a property for all white transaction. Most of the sellers (developers or individuals) were looking for good percentage of black component. It is irony that same people blame Government official for the corruption in the country. My 14 year old daughter told me not to compromise. Finally, we found one.

This time, I was determined to do the registration without compromise. I did not know what to do. I don't speak good Kannada. When I woke up on Sunday morning, a spark came to my mind. Why not try Sakala? I had read about Sakala earlier in news papers and remember seeing an advertisement 2 weeks back. I searched for contacts and found Dr. Shalini Rajneesh's personal email ID. Wrote an email to her. I did not have much hope as the time available was less than 24 hours. It was Sunday and it was not official route. Later in the night, around 8pm, I got a surprise call from 'unknown number'. The gentleman from the other side introduced himself as Darshan from Sakala. I could not believe myself. He asked me to spell out what I want. When I explained him, he said he can help and asked me to hold the call. He called someone (it was Devaraj) and put me on the conference call. He instructed Devaraj to take care of my need and asked him to call up Sub Registrar on Monday morning 10:30am. I still could not believe myself. Never in my life had such experience from any Government agency.

Next day morning, when I reached office, I got a call. It was sharp 10:30am! Devaraj called me and put me on conference call with the sub registrar. Devaraj made a clean communication to Sub registrar. I was only listening. Sub Registrar listened to him and assured that I can do the registration without paying any money to anyone there and without any delay. Devaraj asked me to meet with Sub registrar before starting the registration. Me and my wife reached sub registrar office by 2:45pm. 3pm was our scheduled time. I met SR and introduced myself. No discussion took place. Developer representative came by 3:10 and the process started. By 4pm, I got SMS from Devaraj inquiring the status of registration. It was half way through. By 4:40, we were done. I walked out of Sub registrar office with document. We did not open our wallet! My wife said it is miracle in India. Developer thought I used my contacts to influence. He kept asking me. I called up both Darshan and Devaraj and thanked them. They were very kind and pleasantly spoke.

I have heard/read good things about Dr. Shalini's work. I know there are always good officers who can make a difference within the system. But, did not think of transparent system like Sakala in place. This is wonderful. 4 days gone, I keep sharing my experience with my friends network and asking them to explore Sakala. Surprisingly, none of them are aware of such initiative.

My special thanks to Dr. Shalini, Darshan and Devaraj. Special mention about Darshan and Devaraj's assistance. They really went out of way. I got amazing experience and even more hopeful about the safe and bright future for my kids in India. I will be more than happy if I can be of any assistance to all your citizen friendly initiatives.

Thanks and best regards

Guru +91 9845294184

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Dr. Shalini Rajneesh IAS Sec to Govt of KTK <shalini\_rajneesh@hotmail.com>

Fri, May 30, 2014 at 9:10 PM

To: Guru <mgurum@gmail.com>

Thanks for taking time to write your experience in detail. As you heard about Sakala and utilised its services I hope you won't mind my sharing your experience with media so that more citizens could have faith in governance and brand image of the Government could change for the better.

You become our Sakala mitra from now on. Welcome to participative governance! Do suggest how to simplify things further from citizen perspective.

Dr. Shalini Rajneesh IAS  
Principal Secretary Department of Administrative Reforms,  
Government of Karnataka.  
Mobile. 9448091606

31-05-20




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**FW: Communicate Immediately**


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From: KRISHNA VISWANATHAN <krishwish1978@gmail.com>  
 Date: Thu, May 22, 2014 at 7:21 AM  
 Subject: Re: Communicate Immediately  
 To: R Shiva Prasad <asitc.sakala@gmail.com>

Respected Sir,  
 I am sending the details as the best of my knowledge

1. Bruhat Bangalore Mahanagara Palike Acknowledgment No- 24907 dated 20 Feb 2014.

The following certificates are submitted already

- a) Application in Proper Format
- b) Up to Date Property Tax Receipt
- c) Certified copies of the sale deed
- d) original death certificate of my father ( Late Shri KV Viswanathan)
- e) Affidavit showing blood relationship.
- f) EC certificate

2. Details of Sale Deed- Site No 4, VK No 256/3/33 measuring 60\*45

3. Location of property with Number- NS Palya Village Begur Hobli, BSTQ

4. Ward No- 65/ BTM Layout 16 Main BTM Layout IInd Stage Bangalore.

2. When I visited the office for the same, the officials insulted whether your father has been married twice, then what we can do.

1. My mother is a pensioner drawing Rs 1586/- with reference to Canara Bank Employees Pension Fund.
3. Whatever details my mother has submitted along with my uncle, I am forwarding it to you sir.

Please do guide me in this and help us solving this problem which is pending since Feb 2014

Regards

Major (Dr) Sai Krishna

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From: devraj@transactglobal.com  
 To: krishwish1978@gmail.com  
 Subject: RE: Communicate Immediately  
 Date: Tue, 27 May 2014 14:53:59 +0530

Dear Mr. Krishna Vishwanathan,  
 I guess you've got some clarity on the Matter.

The Affidavit was not submitted from your end so there was a delay in process of your Khata Transfer (Death Case). I got an update from the officer that The endorsement has already been issued to you for the same.

Mr. Chandru (Manager at Assist Revenue Office) Stated that you had already submitted the required documents along with the affidavit. Your Service will be delivered to you in an about two days.

Please keep us posted on the Development.

Regards,  
 Devraj. M



## ANNEXURE A: QUOTATION RECEIVED FOR PROCUREMENT OF TV'S FOR SAKALA CLOCK

### Rajtronics

No.8, 100 Feet Ring Road  
Near Water Tank  
BTM 2nd Stage, Bangalore 560076  
Phone: 41311901 / 42029031  
Email: care@rajtronics.com  
TIN No : 29540076927  
CST No : 10855531



To,		Ref No : 14-15/05/2			
Director		Quotation Date : 29/05/2014			
Sakala Mission, Room No 612					
MS Building, Bangalore 560001					
<b>Attn: Director</b>					
Dear Sir / Madam,					
With reference to your requirement that you have placed on us, we would like to our best quote for the below mentioned items. In case of any queries, feel free to revert back to us. We are looking forward to working with you on this requirement.					
Sl No	Category	Model & Description	Qty	Unit Price	Total Price
				Rs.	Rs.
1	LFD	Samsung / 32 Inch / ED40C	1	32,200.00	32,200.00
2	LFD	Samsung / 32 Inch / MD32C	1	36,800.00	36,800.00
3	LFD	Samsung / 40 Inch / ED40C	1	49,000.00	49,000.00
4	LFD	Samsung / 40 Inch / MD40C	1	55,900.00	55,900.00
5	LED	Micromax / 32 Inch / 32B200HD	1	16,900.00	16,900.00
6	LED	Micromax / 39 Inch / 39K20FHD	1	29,000.00	29,000.00
<b>Terms and Conditions</b>					
Reference	Mr. John Paul - 9538890015 / Mr. Senthil Kumar - 9538890022				
Payment Term	75% Advance. 25% on Delivery				
Delivery	For payment on delivery. Inclusive Of VAT, delivery				
Warranty	3 year warranty				
Price	For payment on delivery. Inclusive Of VAT, delivery				
For Rajtronics					
Senthil Kumar Rajendran					
Sales Manager					

**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 B: SAKALA SEEKS INTERNATIONAL VOLUNTEERS

SAKALA seeks INTERNATIONAL VOLUNTEERS interested  
in serving GOVERNMENT ORGANISATIONS.



*Impact Your World with SISVP*

*SAKALA INTERNATIONAL STUDENT VOLUNTEER PROGRAM (SISVP) - The EXCLUSIVE volunteer program for students!*

*Combine meaningful volunteering with action packed journey of a lifetime to INDIA!*



## WHAT IS SAKALA?

**Sakala** is a flagship program of the Karnataka Government intended to Standardize and Simplify Citizen Service delivery systems and make the Government more accountable to its citizens. Sakala Services Act, 2011 empowers citizens to avail services from the Government of Karnataka in a **time-bound** manner. The Act mandates the delivery of 478 services across 47 departments within a stipulated time. About 48 million applications have been delivered in-time in last 2 years!

### ABOUT VOLUNTEERING SAKALA...



**SAKALA MISSION**, is ISO 9001 certified public service delivery platform with a primary focus on serving citizens of Karnataka. While doing so it has garnered a reputation for engagement of various audiences from state /central governments, Corporate houses, NGO's, Trusts and Civil society organizations. The Mission is also committed to a critically rigorous, yet informative program that involves **Sakala Monthly Reports** ranging from **Citizen Services to Corporate Social Responsibility brochures** and organizing student -artist monographs from schools, encouraging creativity and participation among children in Sakala governance model.

### WHO HEADS SAKALA?



**OUR PEOPLE-SAKALA** has 50 dedicated staff for administrative operations related to delivering citizen services. The Mission is headed by Principal Secretary of Department of Administrative Reforms from INDIAN ADMINISTRATIVE OFFICER CADRE with two other Civil Service Officers as supporting administrative staff. The Mission is well equipped with Information Technology and Management Consultants from Private sector to assist Government services.

#### HOW TO PARTNER WITH SAKALA?

**GET INVOLVED**  
Be a volunteer and reap the rewards

**OUR PARTNERSHIPS:** SISVP projects are run in direct partnership with organizations who have specific goals, they wish to achieve. Our partners range from large, international groups to local, grassroots community organizations, government and non-government agencies, education and research institutions and many others. We meet regularly with partner organizations and community leaders to assess the progress and impact on the local communities or environment. We conduct thorough site inspections and risk assessments on our projects and maintain open communication with each of our partners. We believe in working with local communities and host organizations to customize programs for SISVP groups according to the needs of the local community.

#### WHY VOLUNTEER SAKALA?

SISVP Management for Volunteer Projects:

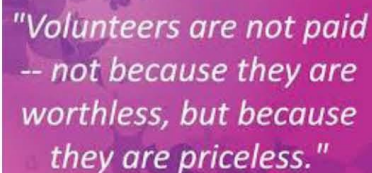


- **Safety:** Our organization prioritizes volunteer safety in their planning, risk management, and program delivery.
- **Need:** Projects have a genuine need for SISVP volunteer assistance that goes beyond simply financial aid or manual labor. We aim to ensure that all

participants return home feeling like they made a positive, significant contribution where their help is truly needed.

- **Appreciation of Volunteers:** Project Heads and locals demonstrate their own commitment and appreciation by working alongside **SISVP** volunteers.
- **Education:** **SISVP** volunteers learn about the importance of project goals and associated tasks, as well as related cultural and environmental issues that are important at the local, national and international level.
- **Leadership:** **SISVP** ensures that all communities and organizations have demonstrated leadership that is professional, positive, and organized.
- **Achievable Goals:** Projects have clearly defined short and long-term goals to which the volunteers contribute. Short term goals must be tangible and achievable for **SISVP** groups during each program season.
- **Sustainable Development:** Once **SISVP** groups have achieved the short-term goals of a project, the efforts of volunteers are continued long after they have left. Also, project and volunteer tasks support sustainable development in the communities and areas where we operate.
- **Fun:** Projects are fun despite demanding tasks or challenging conditions. Positive leadership, teamwork and task diversity keep volunteers motivated for the duration of the project. At the end of each project, all **SISVP** volunteers should look back on an experience that was rewarding and FUN!

Presently, **SAKALA** is seeking dedicated and enthusiastic individuals for **INTERNATIONAL VOLUNTEER POSITIONS** in citizen service and research projects. Ideal candidates will be trained with active professionals, who possess a strong interest in corporate social responsibility activities. Candidates must also be community-minded and possess good communication and interpersonal skills. Previous experience in the not-for-profit sector or with other local government organizations is an asset.



*"Volunteers are not paid  
-- not because they are  
worthless, but because  
they are priceless."*



#### **SAKALA AWARDS BASKET:**

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

#### **SAKALA SOCIAL MEDIA PRESENCE:**

- **FACEBOOK:** [www.facebook.com/pages/Sakala-Government-of-Karnataka/518317854873012](http://www.facebook.com/pages/Sakala-Government-of-Karnataka/518317854873012)
- **YOU TUBE:** <http://youtu.be/krwUr1abtiw>
- **LINKEDIN:** <http://www.linkedin.com/pub/dr-shalini-rajneesh-ias/96/534/33>
- **TWITTER:** <https://twitter.com/ShaliniRajneesh>

Interested individuals are asked to submit their resume and a letter of intent to **SAKALA MISSION** to [sakala@nic.in](mailto:sakala@nic.in)

For more information, please contact **SAKALA MISSION** at:



#### **DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS (AR)**

Phone: 080-22032825, 080-22032672

Fax: 22253739

E mail: [prsar-dpar@karnataka.gov.in](mailto:prsar-dpar@karnataka.gov.in)

Website: [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)

Mobile Web: [mobile.karnataka.gov.in](http://mobile.karnataka.gov.in)

Sakala Analytics: [www.espandana.in](http://www.espandana.in)

For Assistance/Complaints contact : 080-44554455

## ANNEXURE C: SAKALA MANAGEMENT AND RESEARCH TRAINING STUDENT INTERSHIP

# SMART-SIP

*School teaches you that “life is about **success**”.*

*Life teaches you “life is about **happiness**”.*

## DEFINE: SMART-SIP

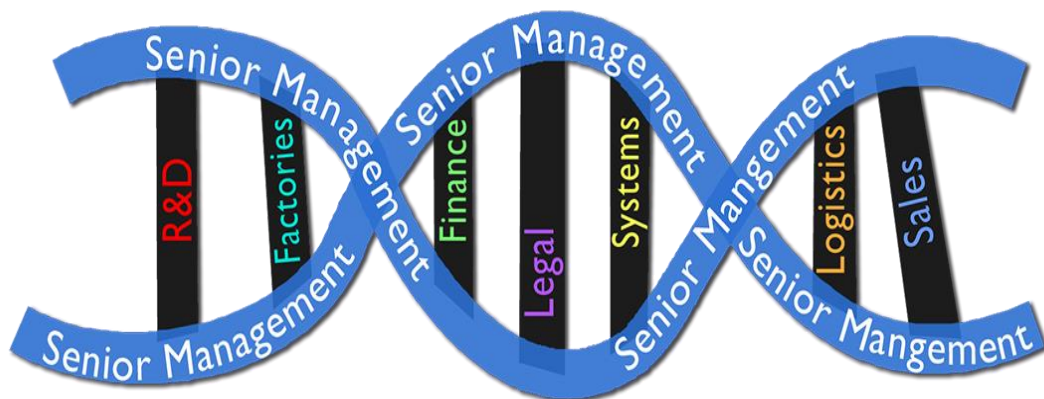


- **S**AKALA
- **M**ANAGEMENT
- **A**ND
- **R**ESEARCH
- **T**RAINING
- **S**TUDENT
- **I**NTERNSHIP
- **P**ROGRAM

## SMART-SIP OVERVIEW

The Research Program offered by the **SAKALA MISSION –DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS** provides a first-hand exposure and experience about efficacy of citizen services in Sakala, governance, policies and society to selected candidates from engineering and management institutions. Candidates chosen to work in this **SIX MONTH** program work under the guidance of mentors comprising of faculty members from premier institutions in India, Volunteers from Companies, Research Institutions and Senior civil services officials from all the cadres i.e IAS/IFS/IPS/IRS/KAS.

## SAKALA MISSION SENIOR MANAGEMENT:



## SMART-SIP SENIOR MANAGEMENT:

The team is monitored by **SAKALA** Mission Director, Dr. Shalini Rajneesh, IAS, Secretary to GOK and **SAKALA** Additional Mission Director, Sri Manoj R, IFS.

## ASSIGN: INTERN PROJECTS

Individual/ Team projects involving minimum 4 interns are assigned tasks related to 478 services from 47 departments of Sakala Program, common social or policy issues which directly or indirectly affect the quality of life of a common citizen. Program includes

- Regular field visits,
- Weekly presentations, and
- Documentation of meetings, documentary screening and
- Guest lectures by dignitaries.

These activities ensure that the student have a multi-dimensional view of the problem before suggesting its practical and implementable solution. The projects implemented by students are considered from the academic review purpose and recognised for their individual contribution and innovation. **A Certificate of Merit is issued from the Sakala Mission for all successful completion of projects.**

**PROGRAM STRUCTURE: The six month internship program in Sakala** to all the interns ensures that the interns have the necessary exposure and opportunity to discuss all other social issues being researched upon and create a social bonding and strengthen Government-Institutional partnership.

- SAKALA Program Training( Why Sakala Matters): FIRST MONTH
- WEEKLY Presentations: EFFECTIVENESS OF SAKALA CITIZEN SERVICES
- MONTHLY Report: PROGRESS OF INTERNS
- TRI-MONTHLY Report: CHALLENGES/ISSUES IN SAKALA PROGRAMS
- WORKING IN TALUK/GP : Measuring citizen reach out effectiveness of Sakala cybercafés/Help Desks
- FINAL REPORT and Presentation – Formal Final report and presentation to all interns, mentors and the Mission Directors.
- EXPERT FACULTY – Invited lectures by Professors, CEO’s, Research fraternity social personalities and bureaucrats.
- DOCUMENTARY SCREENINGS – Well known documentary on current youth governance, social issues in Sakala Programs to widen exposure.
- FIELD VISITS – All interns are required to make project related field visits to talukas in the state and document their findings.

**SMART-SIP** Program grooms the students to understand the Sakala program in an interactive and learning-by-doing atmosphere. The young students by participating in the citizen governance and policy issues, are enabled to play a major role in nation building and face the challenges in the real life world. The program demands greater concentration on Sakala citizen services, innovative skills, intelligence, and emotional quotient to contribute to chosen projects, commitment and ethics of a future leader.

**SMART-SIP STUDENT PROFILE:** A candidate is eligible for SAKALA Internship Program only if he/she meets the following minimum criteria:

Intern must be a student in a Bachelor’s/Master’s in Engineering/Management, program of a recognized university or college in any discipline.

- Internship should not conflict with the intern’s academic program.
- Intern may have full/part time work-experience in PG studies but should currently be a full-time student.
- Final semester students in Engineering and Management institutions from recognized universities of Karnataka and Autonomous colleges.
  - Intern must not have any active or past backlogs in academic courses.
  - Interns should be in the age of 21-30 years.

## **SMART-SIP SCREENING PROCESS:**

### **1. Campus based Selection**

SAKALA MANAGEMENT coordinates with the Placement officers of select few colleges and institutes in Karnataka State to shortlist students interested in Sakala's internship program. Based on the resumes received, shortlisted candidates are invited to fill the online application form.

### **2. On-Line Application**

Online Application will include statement of purpose, sample social project; volunteer experience in college/universities and details of a faculty member (reference). Application is filled by all eligible and interested candidates by the given deadline.

### **3. Industry Partner Reference**

Corporates/Media partners may recommend the students for Sakala internship projects. The students will be screened as per the norms of Sakala recruitment process. Sakala-CSR contributors will be given priority for induction training.

### **4. Personal Interview**

After carefully assessing the statement of the purpose, potential, aptitude and motivation of the students, the candidates will be selected for the final interview round.

### **5. FINAL INTERNSHIP OFFER:**

The project offered to the suitable candidates once accepted is irrevocable and non-transferable to another candidate except in unforeseen circumstances.

## **EXPECTED ROLE OF SMART-SIP INTERNS**

- Dedication to chosen project.
- Involvement and passion to complete the project.
- Critical thinking in crisis situations and out of box solution provider.
- Ideate and Innovate.
- Excellent academic record with a fusion of extra-curricular and social activities.
- Excellent Communication skills (Verbal, written and presentation skills).
- Go-getter, problem solver and self-motivated.
- Do not fear to Make mistakes and learn from mistakes.
- Humble, polite and prompt with the mentors, management team and peers.
- Publishing, blogging and writing skills in public forums, magazines and journals.



### **SMART-SIP MENTOR PROFILE:**

Mentors are drawn from industries, institutions and civil services cadre to give one-one personal attention and provide guidance to the best knowledge and capacity of the intern. Students are given choice to choose their mentor based on the suitable project-mentor match.

**METRICS OF TRAINING:** Mentors and students can communicate with each other through e-mail, Skype conferencing, personal interactions and at Sakala Office Training centre. The schedule of the training will be designed as per the calendar of the mentor profile and project availability.

**SMART-SIP START MONTH/YEAR: JULY-DECEMBER 2014.**

**SMART-SIP SCHOLARSHIPS: This will be covered under the Program of the knowledge commission.**

### **SELECTED LIST OF SMART-SIP PROJECTS:**

- making Government Citizen-centric
- Business Process re-engineering in Government departments.
- Replicating Best practices in Administration
- Big Data Analytics and Technology integration.
- Leadership Performance of MPs/MLA's in Karnataka State.
- Compare China's successful strategy competing for global leadership in manufacturing and agricultural sector to India's global strategy and design a competitive model.
- India faces water scarcity in 2020-Impact and Challenges to overcome for a feasible solution.
- Making Sanitation a priority- Can SAKALA strategise a solution?
- Young Doctors are reluctant to work in Rural India-Cause and Effect of medical fraternity towards social responsibility of the citizens.
- Global warming-How Sakala can make an impact to address Carbon trading and greenhouse gases.
- Women entrepreneurship- Study of women self-help groups and how they can contribute to SAKALA for WOMEN.
- Corruption in Bureaucracy -Challenges and Amendments.
- Exploring PPP model for rapid Infrastructure Management in Karnataka.
- Creating demand based education and Skills for tackling unemployment.

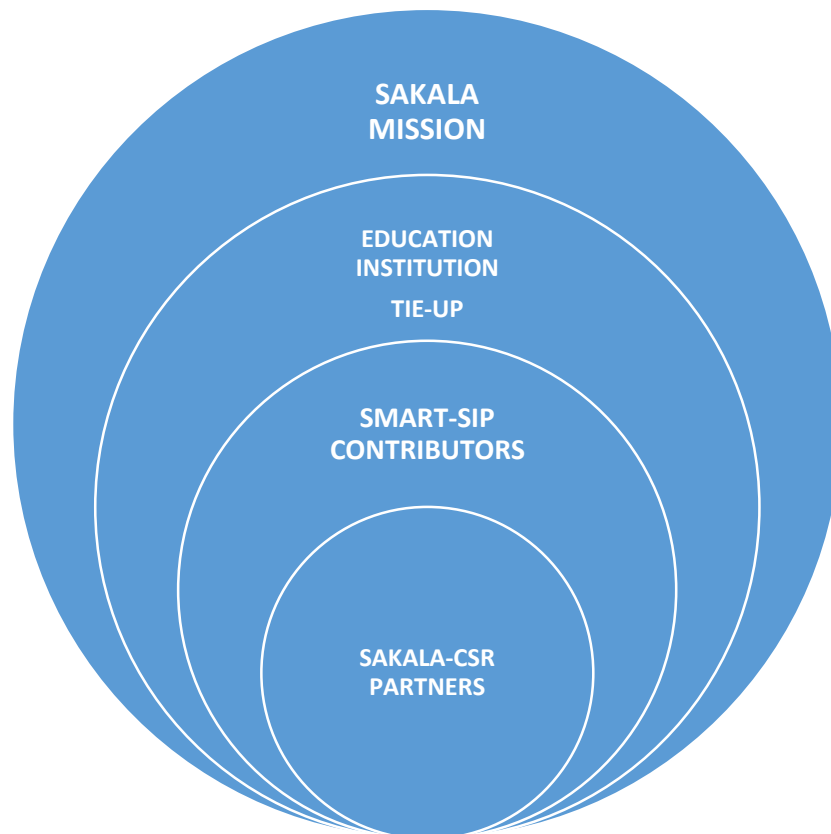
### **SMART-SIP PROJECT COMMITTEE:**

SAKALA has dedicated full time employees and consultants in IT & Management field. The consultants can work as internal guide for the students to address on Sakala citizen service programs. The committee consists of:

- Mr Vara Prasad, KAS. Administrative officer Sakala
- Ms. Keerthi M Huundekar, Additional Management Consultant, Sakala
- Mr. Shivaprasad, Additional IT consultant, Sakala Mission, GOK.

### **SMART-SIP FINANCIAL MODEL:**

The Sakala Mission can source the financial contributions from Sakala-CSR contributors for the projects deemed to be found innovative and successfully implemented by the Mission. This paves the way for Corporates to hire the interns and enhance the brand equity of Sakala.



### **SMART-SIP CERTIFICATE AWARD CEREMONY:**

The Merit certificate for successful innovations or projects completed may be construed to students by organizing a cultural program in association with educational institutions and corporate partners.

### **SMART-SIP CONTACT DETAILS:**

SAKALA MISSION

DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS

M.S.BUILDINGS,GOK, BENGALURU-560001.

WEBSITE: [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)

E-mail: [sakala@nic.in](mailto:sakala@nic.in), [prsar-dpar@karnataka.gov.in](mailto:prsar-dpar@karnataka.gov.in)

Phone: 080-22032825

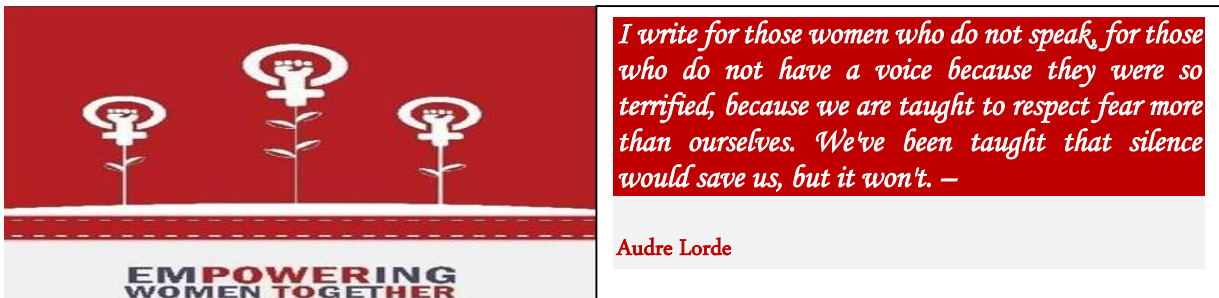
## ANNEXURE D: SAKALA FOR WOMEN



**Chamrajnagar-Caste Certificate    Madikeri-Destitute Widow Pension    Raichur-Sandhya Suraksha**



**Yadgir- Residence Certificate    Davangere-Domicile Certificate    Belgaum – Income & Caste Certificate**



### WHY SAKALA FOR WOMEN?

Around the world, healthy, educated, employed, and empowered women break poverty cycles not only for themselves, but for their families, communities, and countries too. According to the report Women Hold up Half the Sky by **Goldman Sachs**, narrowing the existing gender gap in employment could increase income per capita by as much as 10%–14% in the BRICS CONFERENCE (BRICS REFER TO Brazil, Russia, India, China and South Africa) and other key emerging markets by 2020.

## **WHAT is SAKALA?**

Sakala is a flagship program of the Karnataka Government intended to Standardize and Simplify Citizen Service delivery systems and makes the Government more accountable to its citizens. Sakala- Karnataka Guarantee of Services to Citizens Act, 2011 empowers citizens to avail services from the Government of Karnataka in a time-bound manner. The Act mandates the delivery of 478 services across 47 departments within a stipulated time.

### **SAKALA ABSTRACT ON WOMEN BENEFICIARIES (IMRB SURVEY)**

- 18% of women in Karnataka State have directly availed Sakala Services.
- Remaining 32% gap emphasizes the quantum scope for Sakala.
- 50% of citizens availing services are below the age group of 40 years.
- Popular services are issue of Age certificate, Residence certificate, Khata Extract, Destitute widow pension, Senior citizen identity card etc.,
- Projected inclusive growth for women services at 50% target to reach women more.

### **CHALLENGES FACED BY WOMEN**

- Restricted ability to play significant roles in their communities.
- Backwardness in key socio-economic indicators.
- Poor access to land, credit, decent jobs.
- Gender inequality.
- Barriers to empowerment.

#### **Sakala-Vision**

*“Citizen friendly governance with time bound service guarantee”*

#### **Sakala-Mission**

*“To ensure in time delivery of Government services to citizens by practicing innovative and efficient management systems through capacity building in Government and empowering citizens to exercise their right to service”*

## SAKALA AWARDS GALORE!

- SAKALA IS AN ISO 9001-2008 CERTIFIED ORGANISATION! (2014)
- SAKALA HAS WON 'GOOGLE CUB INNOVATOR AWARD'. (2012)
- SAKALA HAS BEEN AWARDED NATIONAL E-GOVERNANCE "SILVER AWARD 2013-14". (2013)
- SAKALA HAS BEEN BESTOWED QUALITY COUNCIL OF INDIA-D.L.SHAH QUALITY AWARDS. (2014)

**EXISTING SAKALA SERVICES AVAILED BY WOMEN:** As per IMRB report, A Citizen Satisfaction survey was conducted among the citizens of Karnataka State to assess their current satisfaction level with respect to the various services offered through Sakala website. A sample of 10000 citizens was covered for the survey. Based on this we **found that 1800** (out of 10000 surveyed, say 18%) citizens who **availed services under Sakala are women**. Majority of Women under this 1800 have availed services under Revenue department. Among the services under Revenue department, relatively higher percentage of women availed services like Destitute Widow Pension, Caste Certificate & Income Certificate.

The popular services availed by the women are as follows:

SL.NO	DEPARTMENT	SAKALA SERVICES FOR WOMEN	TIME (DAYS)
1	EDUCATION	Revaluation of answer scripts of the 2nd PUC final examination	30
2	FOOD	Modification in Existing Ration Card	7
3	HOUSING	Issue of draft sale deeds for allotment in respect of house/site/flat etc..	30
4	POLICE/HOME	NOC for Passport Verification	20
5	REVENUE	All types of Income Certificate	21
6	REVENUE	All types of Caste Certificate	21
7	REVENUE	Destitute for Widow Pension	70
8	REVENUE	Sandhya Suraksha	70
10	REVENUE	Agriculturist Certificate	7
11	TRANSPORT	Driving License	30
12	TRANSPORT	Issue of Bus Passes to School Children	7
13	URBAN	Khatha Extract	7



## PROPOSED NEW SERVICES FOR WOMEN

Karnataka Mahila Abhivridhi yojane encompasses 68 programs for women covering 18 departments. Some of these services are not covered under Sakala. Hence Sakala is geared up to be more pro-active for women in awareness programs on creating sustainable development ideas, empowerment, education and capacity training in Karnataka state. As a result, women will get greater time to learn a new skill, create resources and wealth for their families and nation.

The below services in demand are proposed to be added for the benefit of Women and make Karnataka a progressive state for women.

DEPARTMENT	PROPOSED WOMEN SERVICES
Health and Family Welfare	Thayi Bhagya Yojane
	Health care Kit for lactating Mothers
	Vajpayee Arogya Shree Yojane
	Mother & infant's Health Education
	Karnataka State AIDS Prevention Society
Women & Child Development	Udyogini Scheme
	Santwana program
	Swadhara program
	Assistance to Acid victims Programme
	Sthree Shakti Programme
Agriculture	Mechanization of Agriculture
Sericulture	Assistance for Silk rearing
Empowerment of the differently abled and senior citizens	Self employment (Aadhaar Yojane)
Backward Classes Welfare	Tailoring Training Centre for Backward Class Women
	Providing Stitching machines to eligible Women
Social Welfare	Tailoring Machine Centre for Schedule caste (SC) women
	Providing Tailoring Machine to the eligible Women
Minority Welfare Department	Working Women's Hostel
	Job oriented training for Minority Women
Karnataka Minority Development Corporation	Swavalambana Margin Loan & Assistance Yojane
	Shrama Shakthi Yojane
Ambedkar Development Corporation	Self Employment Yojane
	Mahila Kissan Yojane
	Mahila Samrudhi Yojane
Fisheries	Assistance for Fish Marketing & Mathsya Vahini
	Assistance for Inland Fisheries development
Animal Husbandry & Veterinary	Supply of Giriraj chicks
	Amrutha Yojane
	Poultry

Horticulture	Assistance to Farmers
	Training to Farmers
Employment & Training	Modular Training
Municipality	Urban Women Self-help Programme
Rural Development & Panchayath Raj	Swarna Jayanthi grama swarojgar Yojane
	Mahatma Gandhi National Rural Employment Guarantee scheme
Co-operation	Yashaswini Health Scheme
	Financial Assistance for infrastructure support to Women Dairy cooperative societies
Housing	Rural Ashraya/ Basava Housing Yojane
	Rural Ambedkar Yojane
	Indira Awaas Yojane

**SAKALA AWARENESS MODEL:**

SAKALA Women services are handled by well-known NGO's namely **MYRADA BAIF, CherYsh, Awake, Art of Living, Create and Sugram** who have joined hands with us for conducting pro-women research in basic services.

As the women apply and receive government services under **SAKALA**, they are **EXPOSED** to its multiple benefits. In return they share their experiences with their friends, thereby **INFLUENCING** them to use the **RIGHT** granted by the government for availing various services. In case there are some difficulties encountered, the women tend to take it up as group **ACTION**. When they succeed in their efforts, they tend to **CONVERT** themselves as **SAKALA SAKHIS** who would come to the rescue of any other women facing similar problems.



**SAKALA MAHILA TRAINING:** Three pronged strategy for training women under Sakala are as below:

SL.NO	TRAINING METHOD	DISTRICT/TALUK/GP	SAKALA MAHILA MODEL
1	AWARENESS	TALUK / GP	SAKALA SAKHI
2	MAHILA SERVICES ONLINE (SELF-FINANCING)	URBAN / RURAL	COLLABORATION WITH CISCO/ CYBER CAFES
3	CITIZEN SERVICES	DISTRICT / TALUK/GP	SAKALA DITC
4	RIGHT TO HEARING OF GRIEVANCES	GRAM PANCHAYAT	ELECTED WOMEN REPRESENTATIVES

**AWARENESS:** Existing self help groups **SAKALA SAKHI'S** in each village at taluk, gram panchayat level where if one woman is trained on Sakala services, she can train two other and this can be a continuous process in forming a Sakala Mahila self help chain and address grievances more at personal level by the elected women representatives.

**MAHILA SERVICES ONLINE:** Classes on women safety and healthcare topics in collaboration with Cisco, Health & Family welfare, women & child departments can be held through video conferencing or on rotation, reaching districts/ taluks /gram panchayats. IT will also be broadcast live through Internet/Wireless for interaction with audience from any local taluk /gram panchayat level thus providing virtual interactive class rooms.

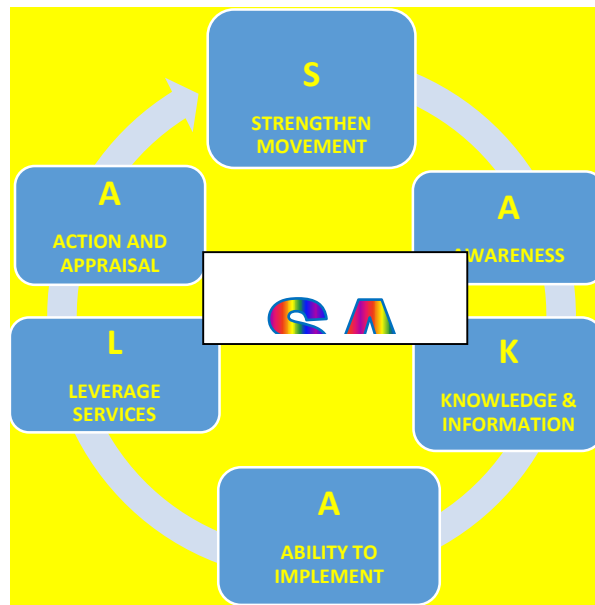
**CITIZEN SERVICES :** DITC'S can conduct training on Sakala services once in 6 months at District/Taluk/GP level to know the awareness on citizen services thereby educating the women. Sakala Cyber cafés can be involved to train the women on Mahila services.

**RIGHT TO HEARING OF GRIEVANCES:** The role of elected women GP members will be to hear Sakala grievances on women once in 3 months at District / Taluk level.

**SAKALA MAHILA WHEEL:** By **strengthening women's movement**, the **Awareness** of Sakala services for women will be enhanced to meet the projected 50% target growth. The

dissemination of **knowledge and information** on women services availed will provide an opportunity to Sakala Mission, the **ability to implement** more pro women services and therefore more women can leverage the services. The feedback and **appraisal** by the Women beneficiaries will give rise to a definite **action** for continuous improvement on the services.

Sakala Mahila Wheel can be creatively visualised as below:

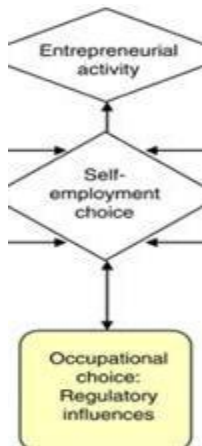


**SAKALA-CSR PARTNERSHIP** : Involve corporates under SAKALA-CSR to donate Kiosks exclusively for delivering Sakala Mahila beneficiary schemes. Corporates may come forward to provide IT related Training to Rural youth and urban youth on Sakala citizen services.

**SAKALA-CSR MODEL**

Activity	Description	Engagement with Corporates
Kiosks	Kiosks at public places where the citizen foot falls are more and cater to citizen needs in online information, tracking files and monitoring their service requests.	<ul style="list-style-type: none"> <li>• Sponsor @ 1 lakh per Kiosk.</li> <li>• Corporates can put their logo on the Kiosks.</li> </ul>

**SAKALA MAHILA ENTREPRENEURSHIP (SME) MODEL:** The proposed MODEL includes Women’s Diary, Skill development or Training under Sericulture/Horticulture departments through **SELF HELP GROUPS** OR inviting Women entrepreneurs in different segments of Karnataka through various trade bodies and Chambers of Commerce.



**OBJECTIVES:**

- *To foster Economic Empowerment of Women.*
- *Networking platform for women, Technical know-how, Industry research & expertise.*
- *Skill development & training to bring the businesswomen on a Common Platform.*
- *Opinions, ideas, visions are collectively and effectively taken up with policy makers.*

**SAKALA MAHILA AWARD**

**SAKALA MISSION** has constituted **SAKALA MAHILA AWARD** for best **MAHILA** performers in delivering the Sakala citizen services based on District /Taluk /GP performance monthly ranking done and recommended by respective District Commissioners in urban and rural panchayats.

Looking forward to your active participation and support in making **SAKALA A** movement

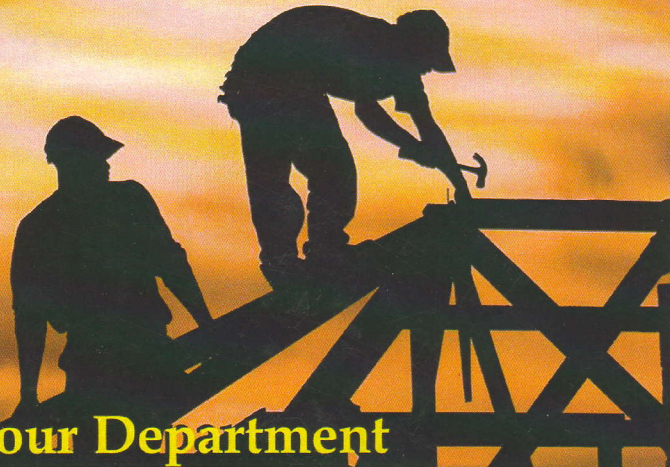
- “Of the WOMEN”
- “By the WOMEN”
- “For the WOMEN”
- **DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS (AR)**
  - **Phone: 080-22032825, 080-22032672 Fax: 22253739**
    - **E mail: prsar-dpar@karnataka.gov.in**
    - **Website: www.sakala.kar.nic.in**
    - **Mobile Web: mobile.karnataka.gov.in**
    - **Sakala Analytics: www.espondana.in**
  - **For Assistance/Complaints contact : 080-44554455**



# KARNATAKA SAKALA SERVICES ACT - 2011



Minimum Time,  
Maximum Productivity.



## Labour Department

Sl. No	LIST OF IMPORTANT DEPARTMENT SERVICES	DESIGNATED OFFICER	Stipulated time for designated officer (Working Days)
1	Registration under the Karnataka Shops and Commercial Establishments Act	Labour Inspector/ Senior Labour Inspector	15
2	Registration of Principal Employer Under the Contract Labour Act	Assistant Labour Commissioner	15
3	License to the contractor	Assistant Labour Commissioner	15
4	Registration of Establishment under the Building and Other Construction Workers (Regulation of employment and Conditions) Act, 1996	Labour Officer	15
5	Registration of plantation under the Plantation Labour Act, 1951	Labour Officer	15
6	Registration under ISMW Act, 1979	Assistant Labour Commissioner	15
7	Approval of Factory plans	Assistant Director/ Senior Assistant Director/ Deputy Director	90
8	Registration of Factories and Issue of Licence	Assistant Director/ Senior Assistant Director/ Deputy Director	90

" 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	JUNE																				
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