



The Karnataka Sakala Services (Amendment) Act, 2014

October - 2014 Report

Total Receipts - 6.16 Crore

Total Disposals - 6.08 Crore



Sakala has won the prestigious CAPAM (Commonwealth Association for Public Administration and Management) award, 2014 on 21st October 2014 in Kuala Lumpur, Malaysia

No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

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

SIDDARAMAIAH
CHIEF MINISTER

CM/PS/266/2014



VIDHANA SOUDHA
BANGALORE - 560 001

Date : 21-11-2014

MESSAGE

I am glad to announce that in the month of October - 2014 Sakala has created a landmark. We have delivered more than six crore services to the Citizens. It's really proud that this is equal to the population of the State.

I would like to congratulate all Deputy Commissioners and other officers and staff of the State for making Sakala a grand success.

With 668 services under Sakala, we have reached the zenith in providing Citizen-centric services in the country. We have created a new model of Citizen-centric governance for other States and Countries to emulate.

Sakala Mission seeks feedback from Citizens on a regular basis. Based upon this feedback, the service delivery procedure can be simplified and process of adding more departments and services under Sakala should also take place. Through regular intervention, advice and monitoring Sakala mission has succeeded in providing services to the Citizens within the stipulated time and has also won the confidence of people.

It is aimed to bring in more transparency in administration through Sakala and also reduce the grievances of public in the long run. I hope that all Government departments will become more advanced, work efficiently and earn the respect of the people in the coming days.

It gives me great pleasure to mention that Sakala has won the prestigious Commonwealth Association for Public Administration and Management Award for 2014 at a Ceremony held in Malaysia

Siddaramaiah
(SIDDARAMAIAH)

The Principal Secretary to Government,
Department of Personnel and Administrative Reforms
(Administrative Reforms),
Multi Storied Buildings,
BENGALURU - 560 001.

T.B. JAYACHANDRA
Minister for Law, Justice and
Human Rights, Parliamentary Affairs &
Legislation, Animal Husbandry and
Tumkur District In-charge



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Room No. 327, 3rd Floor
Vidhana Soudha
Bangalore - 560 001

MESSAGE


Sakala has made good strides in the minds of the people. Applications disposed in month of October 2014 are more than applications received. On a cumulative note, the total number of applications received is coming up to more than 6 Crore applications. This is a record for the entire country.

It is truly rewarding to see so many people benefitting out of this single initiative. This has truly inspired us to think of more such programs. It is the Government's primary objective to serve people and serve them in earnestness.

Citizens can contact (080-44554455) Call Centre to know about the facilities under the Act as well as register their complaints. I call upon Citizens to use this facility and ring up this number as soon as you face any problem in getting any Sakala service under any department.

Sakala services which were delivered in taluk level are now being delivered in hobli level. This will ensure that the citizen does not have to travel long distances to get his service. Sakala Boards have been displayed in front of each office, giving details of the services. More efforts shall be carried out, so that the spirit of Sakala "No more delays, we deliver on time" is upheld.

I congratulate the mission team for their tireless efforts in this endeavour and you as Citizens of this State to have made Sakala what it is today.


(T.B. Jayachandra)

FROM THE MISSION DIRECTOR'S DESK

Ranking: Chikkaballapura shows consistent performance and occupies the top position for 9 consecutive months from Feb 2014 onwards due to the sustained efforts of officers and employees of the district. Tumakuru has taken second position for 5 consecutive months from Jun 2014 and Kolar has taken third position for 3 consecutive months from Aug 2014.

Rank	District	District	Rank
1	Chikkaballapura	Raichur	28
2	Tumakuru	Belagavi	29
3	Kolar	Kalaburagi	30

Records shown above as on 31/10/2014 12:00:00

Applications and Disposal Trends:

	Receipts	Disposals
Month of Oct -14	18,79,197	19,55,097
Cumulative Count	6,16,63,055	6,08,98,247

Records shown above as on 31/10/2014 12:00:00

Taluka Rankings:

Rank	Taluk	District
1	Gudibanda	Chikkaballapura
2	Chikkaballapura	Chikkaballapura
3	Tiptur	Tumakuru

Records shown above as on 31/10/2014 12:00:00

Over Due, Delays, Rejections and Offices with 7 defaults:

Over Due: A total of 8,742 overdue were seen as at the close of the month. There has been increase from last month's 8,018. Even though this is a negative trend, it should be noted that there were more disposals than receipts in this month of October 2014. Technical issue of timely data sync with Bhoomi software and panchatantra has caused the increase in the overdue applications. This issue is in the process of being addressed by technical team of Sakala and revenue department.

Delayed Disposal: 29,207 applications were delayed in disposal during the month compared with 41,108 of the previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 72% of

total delayed disposals. This gives about 1.49% delayed disposals as compared to 1.62% of previous month. There has been an improvement from the previous month's delay rates. Revenue department with 16,569 delayed disposals contribute to 56% of delayed disposals. This impacts the State average. District of Dakshina Kannada with 4% delayed disposal tops the list and Chikkaballapura district with 0.17% delayed disposal is the best performer. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

Rejections: 5.97 % is the rejection rate for October -14. This is an increase as compared to 5.32 % of previous month. District of Bidar tops the list with highest rejection rate of 10.81%. Services of **"Sandhya Suraksha"** (2,240 received and 1,293 rejected- 57% rejection rate) and **"All types of Caste Certificate"** (8,249 received and 1,932 rejected- 23% rejection rate) are the most affected in the district of Bidar." **"All types of Caste Certificate"**, **"Sandhya Suraksha"** and **"Issue of C form declarations under CST Act, 1956"** are the 3 most suffered services with high rejection rates in the State. Rejections reasons are being monitored at Mission level and corrective steps are being taken. Awareness has to be created among citizens regarding service delivery procedures, mandatory documents needed for processing applications and appeal provisions available to them.

Offices with 7 or more defaults: 602 offices were found to have made defaults 7 or more times in the month of October-14. 829 offices were in this category in the month of September-14. Bengaluru Urban district tops the list with 107 offices. This accounts to almost 17% of total defaulting offices of the State. Revenue department has 247 defaulting offices, which are spread across the State. Service of **"Change of Khata - Undisputed Cases"** is affected as a result of this phenomenon. Action against erring officials is being taken as per the penal provisions prescribed in The Karnataka Sakala Services Act, 2011 and Amendment Act, 2014 and regular inspection of these offices are being undertaken.

Complaints, Appeals & Compensation

Complaints: Out of 5,453 complaints received for Sakala, 4,548 have been resolved and 279 have been rejected amounting to disposal of 4,827 complaints. Hence 88% closure rate is seen. 127 complaints are in the process of getting disposed and 499 complaints are overdue. Call centre is closely following up with complaints redressal related to Sakala.

Out of 18,529 complaints received for Non Sakala, 8,589 have been resolved and 1,479 have been rejected amounting to disposal of 10,068 complaints. Hence 55% closure rate is seen. 1,382 complaints are in the process of getting disposed and 7,076 are overdue. 987 complaints received in the category of CM Janatha Darshan are overdue.

Appeals: Under Appeal -1 category 1,025 were received of which 886 are disposed (497 approved and 389 rejected). Out of 139 overdue appeals 71 appeals are with revenue department. Bengaluru Urban district itself has 22 overdue appeals in the appeal 1 category, which are related to the services **“Conversion of agriculture land to non agriculture purpose”** and **“Transfer of Khatas”**.

Under Appeal -2 category 90 were received of which 35 are disposed (13 approved and 22 rejected). Out of 55 overdue appeals 53 appeals are with revenue department. Deputy Commissioner, Raichur has 51 overdue appeals in appeal 2 category, which are related to the service **“All types of caste certificate”**.

Regular monitoring is being done by the mission for the timely disposal of appeals.

Compensation: 562 compensation claims have been made till date and amount of Rs. 71,740 has been paid as compensation to citizens.

Awards: Sakala has won the award in the category of “Public Service Management” in *Commonwealth Association for Public Administration and Management* (CAPAM), 2014 held on 21st October 2014 in Kuala Lumpur, Malaysia.

M.V Jayanthi, IAS
Mission Director
Sakala

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CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	No. of SAKALA A receipts during the month (A)	No. of SAKALA A disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/On the lakh population (E)	Ranking based on SAKALA Receipts/On the lakh population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F)) Rank for October 2014	Rank for September 2014	Trend
Chikkaballapura	56898	56845	0.2	1	4741	1	1	1	↔
Tumakuru	117146	114264	0.4	2	4505	3	2	2	↔
Kolar	61083	59398	0.9	8	4072	4	3	3	↔
Shivamogga	59588	66085	0.5	3	3505	7	4	7	↑
Hassan	66498	68033	1	12	3911	5	5	4	↑
Ramanagara	36582	36717	1.1	13	3658	6	6	8	↑
Bengaluru Rural	40836	42238	3.3	29	4537	2	7	12	↑
Haveri	48253	54401	0.9	8	3216	12	8	5	↑
Udupi	37190	38785	1.3	16	3380	10	9	20	↑
Davanagere	58783	65115	0.6	6	3093	15	10	16	↑
Mandya	63079	61102	1.7	23	3504	8	11	21	↑
Gadag	30412	31921	0.9	8	3041	16	12	11	↓
Vijayapura	66185	70404	1.3	16	3151	13	13	18	↑
Dharwad	54176	52231	0.6	6	3009	18	14	25	↑
Chamarajanagar	29364	31168	0.5	3	2936	20	15	10	↓
Dakshina Kannada	68037	71134	4	30	3401	9	16	17	↑
Chitradurga	47482	53492	0.9	8	2967	19	17	15	↑
Chikkamagaluru	36585	38034	2.9	28	3325	11	18	9	↓
Koppal	37384	42731	0.5	3	2875	22	19	6	↓
Mysuru	87689	88070	1.3	16	3023	17	20	29	↑
Bengaluru	295295	291509	2.6	27	3108	14	21	30	↑
Bagalkot	52188	60621	1.2	14	2899	21	22	14	↓
Uttara Kannada	39096	40469	1.2	14	2792	23	23	13	↓
Bidar	47022	51256	1.5	21	2766	24	24	28	↑
Ballari	66775	69700	1.4	20	2671	26	25	26	↑
Yadgir	27776	31088	1.3	16	2525	29	26	27	↑
Kodagu	13497	14343	2	26	2699	25	27	19	↓
Raichur	50140	57771	1.8	25	2638	27	28	23	↓
Belagavi	122487	124652	1.7	23	2606	28	29	22	↓
Kalaburagi	61671	71520	1.6	22	2466	30	30	24	↓

Records shown above as on 31/10/2014 12:00:00

Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

Top 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))
Chikkaballapura	Gudibanda	3387	2894	0.1	9	677	8	1
Chikkaballapura	Chikkaballapura	17074	16820	0.1	17	813	6	2
Tumakuru	Tiptur	12322	11623	0.1	16	560	13	3
Dharwad	Dharwad	29986	26264	0.3	38	1249	4	4
Uttara Kannada	Haliyal	5281	5503	0	7	480	21	5
Shivamogga	Sagar	11198	10556	0.3	35	559	14	6
Tumakuru	Gubbi	12730	11981	0.2	25	489	20	7
Tumakuru	Tumakuru	35543	32390	0.5	61	602	10	8
Koppal	Koppal	16841	17487	0.2	27	455	26	9
Hassan	Sakleshpur	7277	7558	0.7	73	606	9	10

Records shown above as on 31/10/2014 12:00:00

Notes: Gudibanda of Chikkaballapura district has taken the top spot this month. Chikkaballapura of Chikkaballapura district has dropped to 2nd place.

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))
Gadag	Ron	4178	4463	1.1	102	160	168	167
Kalaburagi	Chitapur	6783	8677	1.5	125	169	162	168
Dakshina Kannada	Sulya	2581	2827	1.9	142	184	156	169
Kalaburagi	Aland	4468	6583	1.3	118	131	176	170
Dakshina Kannada	Beltangadi	3973	4289	1.7	134	152	170	171
Bagalkot	Bilgi	2969	3863	6	175	185	153	172
Kodagu	Virajpet	3250	3539	1.9	143	162	167	173
Belagavi	Athni	8913	10050	3.4	167	171	160	174
Bagalkot	Hungund	4738	8640	2.6	155	148	172	175
Belagavi	Raybag	5899	7102	4.8	171	147	173	176
Bengaluru	Yelahanka	6070	6796	4	169	121	177	177

Records shown above as on 31/10/2014 12:00:00

Notes: Talukas in bottom 10 ranking are spread across the State. These talukas with low receipts have higher rate of delayed disposals.

CHAPTER 1C: PERFORMANCE REPORT- ASSEMBLY CONSTITUENCY WISE (TOP 25)

Assembly	No. Of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) October -2014
Gandhinagar	40832	40624	0.3	33	1458	2	1
Chikkaballapur	17691	17298	0.1	6	680	14	2
Hubli-Dharwad-Central	21085	16758	0.2	19	727	12	3
Vijayapura City	27445	27050	0.3	33	914	8	4
Chamrajapet	15588	15595	0.1	6	577	22	5
Tiptur	12322	11623	0.1	6	560	26	6
Tumakuru City	29501	26568	0.5	66	983	4	7
Gubbi	12216	11455	0.2	19	555	27	8
Chikkodi-Sadalga	14079	12524	0.2	19	521	31	9
Shivamogga	21848	22972	0.5	66	728	11	10
Bidar	17765	18952	0.4	50	592	18	11
Koppal	16103	16678	0.2	19	519	32	12
Davanagere North	18419	18390	0.5	66	657	15	13
Chitradurga	16084	16772	0.3	33	536	30	14
Gauribidanur	10758	12163	0.1	6	430	43	15
Madhugiri	13297	14048	0.5	66	578	21	16
Sagar	13093	12896	0.4	50	545	29	17
Shravanabelagola	10334	10010	0.2	19	430	43	18
Jamkhandi	12256	12811	0.3	33	471	38	19
Rajajinagar	16178	15544	0.8	97	622	16	20
Puttur	10655	11415	0.2	19	409	50	21
Hassan	19816	18440	1	116	762	9	22
Udupi	23569	24515	1.1	125	942	6	23
Davanagere South	9121	10376	0.1	6	380	57	24
Raichur	14911	14723	0.7	85	573	24	25

Records shown above as on 31/10/2014 12:00:00

CHAPTER 2A: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bengaluru	10804212	10711045	9981910	722554	312	255	213	42	9	7	5	2	3367
Belagavi	3980143	3922407	3699032	221311	51	37	26	11	0	0	0	0	1574
Dakshina Kannada	2074718	2047738	1972243	73613	8	6	2	4	0	0	0	0	622
Mandya	2267412	2239672	2099772	139021	21	14	8	6	1	1	1	0	437
Bengaluru Rural	1014123	999516	945992	52568	20	7	7	0	0	0	0	0	282
Chikkamagaluru	1142906	1129102	1049060	79184	11	9	4	5	2	2	2	0	239
Raichur	1866534	1844048	1741774	101376	98	98	43	55	54	3	3	0	236
Vijayapura	1980303	1946431	1831558	113623	18	18	4	14	1	1	0	1	210
Ballari	2313199	2283563	2164119	118020	51	41	20	21	5	5	0	5	178
Shivamogga	1675847	1654666	1549596	104320	14	10	7	3	0	0	0	0	165
Ramanagara	1320011	1305366	1254432	50278	9	6	3	3	0	0	0	0	154
Hassan	2199560	2175877	2046572	128132	15	13	9	4	0	0	0	0	152
Kalaburagi	2217126	2193379	2085163	107122	57	54	24	30	4	4	1	3	148
Haveri	1390235	1368129	1297157	70130	7	7	2	5	0	0	0	0	126
Tumakuru	2894275	2850904	2659004	189228	34	30	23	7	0	0	0	0	113
Udupi	1141701	1125990	1094546	30225	15	15	12	3	1	1	1	0	95
Bidar	1390169	1364406	1224329	139142	45	42	9	33	2	1	0	1	92
Dharwad	1836477	1815371	1724945	89396	9	4	1	3	1	1	0	1	89
Chikkaballapura	1468575	1440225	1353283	85305	15	14	4	10	0	0	0	0	80
Yadgir	996477	979730	939286	40064	14	14	5	9	1	1	0	1	57
Mysuru	3053757	3020164	2880509	138046	39	39	22	17	0	0	0	0	55
Uttara Kannada	1604075	1588502	1540182	47693	8	8	6	2	1	1	0	1	51
Chitradurga	1723382	1701388	1611316	89097	11	11	6	5	0	0	0	0	46
Gadag	1071957	1058058	1016735	41003	8	8	5	3	0	0	0	0	38
Koppal	1361107	1344202	1291074	52246	3	3	0	3	0	0	0	0	37
Chamarajanagar	1057829	1044445	990387	53571	17	13	10	3	0	0	0	0	31
Davanagere	1919360	1893844	1787046	106047	64	60	4	56	3	3	0	3	28
Kodagu	548243	542612	514704	27550	2	1	0	1	0	0	0	0	24
Kolar	1620933	1597109	1504403	90924	31	31	17	14	3	3	0	3	9
Bagalkot	1728409	1710358	1633365	75575	18	18	1	17	2	1	0	1	7
	61663055	60898247	57483494	3376364	1025	886	497	389	90	35	13	22	8742

Records shown above as on 31/10/2014 12:00:00

CHAPTER 2B: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over due
	RECEIVED	DISPOSE D	APPROVE D	REJECTE D	REC EIVE D	DISP OSE D	APP ROV ED	REJE CTE D	RE CE IV ED	DI SP OS ED	AP PR O VE D	RE JE CT ED	
REVENUE	34362507	33831324	31488141	2330322	830	755	421	334	78	25	9	16	5076
HOME	2646485	2607050	2555595	49831	14	5	1	4	0	0	0	0	2287
RDPR	2040802	2008327	1963097	40628	71	52	29	23	5	4	2	2	329
EDUCATION DEPARTMENT	398573	387175	367707	18455	45	28	7	21	3	3	0	3	298
FOREST, ECOLOGY AND ENVIRONMENT	2116	1601	1310	281	0	0	0	0	0	0	0	0	192
TRANSPORT	10941885	10830283	10567254	256080	7	3	1	2	0	0	0	0	184
COMMERCE AND INDUSTRIES DEPARTMENT	97465	96531	92547	3604	1	0	0	0	0	0	0	0	109
URBAN DEVELOPMENT	2248387	2232396	2129934	100341	50	36	34	2	3	2	2	0	100
HEALTH AND FAMILY WELFARE	636297	634138	626536	6712	0	0	0	0	0	0	0	0	75
WOMEN AND CHILD WELFARE	496782	491837	489715	504	0	0	0	0	0	0	0	0	29
LABOUR DEPARTMENT	427326	423618	416022	6899	0	0	0	0	0	0	0	0	26
DPAR	1098	1083	1083	0	0	0	0	0	0	0	0	0	13
FOOD AND CIVIL SUPPLIES	2979401	2979320	2943155	35963	2	2	2	0	1	1	0	1	9
COMMERCIAL TAXES DEPARTMENT	4333274	4325477	3795510	524623	5	5	2	3	0	0	0	0	6
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	189	175	172	3	0	0	0	0	0	0	0	0	3
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	3648	3019	2709	307	0	0	0	0	0	0	0	0	2
CO-OPERATION DEPARTMENT	19518	17819	17203	559	0	0	0	0	0	0	0	0	1
KANNADA, CULTURE AND INFORMATION	1999	1981	1262	714	0	0	0	0	0	0	0	0	1
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	929	923	859	59	0	0	0	0	0	0	0	0	1
HORTICULTURE	17265	17107	16766	341	0	0	0	0	0	0	0	0	1
HOUSING	7109	7063	6917	138	0	0	0	0	0	0	0	0	0
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
	61663055	60898247	57483494	3376364	1025	886	497	389	90	35	13	22	8742

Records shown above as on 31/10/2014 12:00:00

CHAPTER 2C: DELAYED DISPOSAL TRENDS FOR OCTOBER-14: 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 Oct 2014 (B/A)
1	Dakshina Kannada	71134	2246	278	195	97	31	2847	4.00%
2	Bengaluru Rural	42238	980	157	100	57	83	1377	3.26%
3	Chikkamagaluru	38034	888	147	44	9	17	1105	2.91%
4	Bengaluru	291509	5458	1101	412	378	290	7639	2.62%
5	Kodagu	14343	244	24	20	5	1	294	2.05%
6	Raichur	57771	820	110	54	30	31	1045	1.81%
7	Belagavi	124652	954	485	506	104	74	2123	1.70%
8	Mandya	61102	564	140	122	58	155	1039	1.70%
9	Kalaburagi	71520	738	179	90	56	78	1141	1.60%
10	Bidar	51256	608	56	36	35	14	749	1.46%
11	Ballari	69700	845	66	48	10	4	973	1.40%
12	Mysuru	88070	614	133	134	155	121	1157	1.31%
13	Vijayapura	70404	725	116	39	9	8	897	1.27%
14	Udupi	38785	397	41	42	6	7	493	1.27%
15	Yadgir	31088	327	15	4	25	21	392	1.26%
16	Uttara Kannada	40469	398	82	8	2	1	491	1.21%
17	Bagalkot	60621	508	69	89	20	23	709	1.17%
18	Ramanagara	36717	324	57	16	10	14	421	1.15%
19	Hassan	68033	623	24	29	11	4	691	1.02%
20	Gadag	31921	207	42	22	17	3	291	0.91%
21	Chitradurga	53492	398	36	17	7	15	473	0.88%
22	Kolar	59398	410	27	47	17	17	518	0.87%
23	Haveri	54401	322	69	22	48	13	474	0.87%
24	Davanagere	65115	305	43	11	3	6	368	0.57%
25	Dharwad	52231	206	49	14	12	14	295	0.56%
26	Chamarajanagar	31168	104	11	19	23	5	162	0.52%
27	Koppal	42731	177	13	9	2	2	203	0.48%
28	Shivamogga	66085	217	48	16	13	6	300	0.45%
29	Tumakuru	114264	350	54	15	12	14	445	0.39%
30	Chikkaballapura	56845	30	10	8	38	9	95	0.17%
	Total	1955097	20987	3682	2188	1269	1081	29207	1.49%

Records shown above as on 31/10/2014 12:00:00

Notes:

5 districts of Dakshina Kannada, Bengaluru Rural, Chikkamagaluru, Bengaluru (U) and Kodagu are major contributors to the State delayed disposal rate of 1.49%. **Delayed disposal rate has decreased from 1.62% in September to 1.49% in this month.** The respective District administration must concentrate on keeping the delayed disposal rates to minimum.

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR OCTOBER-14: DEPARTMENT WISE

S.N	Main Department	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total (B)	% of delays for October 2014 (B/A)
1	WATER RESOURCES DEPARTMENT	0	0	0	0	0	0	0	NA
2	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	214	1	4	9	20	43	77	35.98%
3	DPAR	14	0	0	1	2	0	3	21.43%
4	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	8	1	0	0	0	0	1	12.50%
5	HOME DEPARTMENT	85227	3466	843	480	422	225	5436	6.38%
6	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	22	0	0	0	0	1	1	4.55%
7	KANNADA, CULTURE AND INFORMATION DEPARTMENT	146	3	1	0	0	2	6	4.11%
8	EDUCATION DEPARTMENT	17616	375	142	87	51	52	707	4.01%
9	HORTICULTURE DEPARTMENT	494	6	2	2	0	0	10	2.02%
10	RDPR	144741	1829	415	139	88	42	2513	1.74%
11	URBAN DEVELOPMENT	59390	838	59	33	14	28	972	1.64%
12	REVENUE DEPARTMENT	1023193	12137	1990	1308	593	541	16569	1.62%
13	HEALTH AND FAMILY WELFARE	24243	275	16	25	0	11	327	1.35%
14	CO-OPERATION DEPARTMENT	1214	10	6	0	0	0	16	1.32%
15	LABOUR DEPARTMENT	10599	59	15	0	0	2	76	0.72%
16	TRANSPORT DEPARTMENT	403717	1825	177	97	79	134	2312	0.57%
17	COMMERCE AND INDUSTRIES DEPARTMENT	5559	13	1	1	0	0	15	0.27%
18	WOMEN AND CHILD WELFARE	35725	62	1	1	0	0	64	0.18%
19	FOOD AND CIVIL SUPPLIES	31192	40	9	5	0	0	54	0.17%
20	COMMERCIAL TAXES DEPARTMENT	111352	47	1	0	0	0	48	0.04%
21	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	281	0	0	0	0	0	0	0.00%
22	HOUSING DEPARTMENT	150	0	1	0	0	0	1	0.00%
	Total	1955097	20987	3683	2188	1269	1081	29207	1.49%

Records shown above as on 31/10/2014 12:00:00

Notes: The rate of delayed disposals in October -14 for the State is 1.49%.

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts for almost 72% of total delayed disposals. Revenue department with 16,569 delayed disposals specially relating to "All types of Income and caste certificate" service contribute to 56% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

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

S.N.	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) Oct-14
1	Bidar	47022	51256	5199	10.81
2	Bagalkot	52188	60621	5753	9.98
3	Vijayapura	66185	70404	5455	8.05
4	Mandya	63079	61102	4638	7.95
5	Raichur	50140	57771	4260	7.66
6	Davanagere	58783	65115	4696	7.55
7	Koppal	37384	42731	2882	7.08
8	Chikkamagaluru	36585	38034	2383	6.84
9	Chitradurga	47482	53492	3507	6.81
10	Shivamogga	59588	66085	4376	6.79
11	Belagavi	122487	124652	7870	6.56
12	Chikkaballapura	56898	56845	3388	6.09
13	Kodagu	13497	14343	834	6.05
14	Haveri	48253	54401	3093	5.88
15	Kalaburagi	61671	71520	3866	5.59
16	Hassan	66498	68033	3590	5.49
17	Bengaluru	295295	291509	15907	5.48
18	Bengaluru Rural	40836	42238	2263	5.41
19	Chamarajanagar	29364	31168	1623	5.32
20	Tumakuru	117146	114264	5827	5.32
21	Ballari	66775	69700	3392	4.98
22	Yadgir	27776	31088	1499	4.96
23	Gadag	30412	31921	1525	4.92
24	Mysuru	87689	88070	4014	4.65
25	Kolar	61083	59398	2634	4.55
26	Ramanagara	36582	36717	1562	4.49
27	Dharwad	54176	52231	2163	4.22
28	Dakshina Kannada	68037	71134	2477	3.61
29	Uttara Kannada	39096	40469	1322	3.37
30	Udupi	37190	38785	1173	3.16
	Total	1879197	1955097	113171	5.97

Records shown above as on 31/10/2014 12:00:00

Notes: 13 districts (S.N 1 to 13 in the above table) have rejection rates greater than State's average of 5.97% for October-14. **The rejection rate in September was 5.32%.** The respective District administration should probe, analyze and check reasons for rejections. Services of Sandhya Suraksha (2,240 received and 1,293 rejected) and all types of Caste Certificate (8,249 received and 1,932 rejected) are the most effected in the district of Bidar.

CHAPTER 2F: REPORT OF REJECTIONS FOR OCTOBER -14: DEPARTMENT WISE

Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) Oct-14
KANNADA AND CULTURE	146	139	87	62.59
KARNATAKA STATE POLLUTION CONTROL BOARD	180	202	40	19.8
AGRICULTURAL MARKETING DEPARTMENT	714	432	65	15.05
COMMERCE AND INDUSTRIES DEPARTMENT	5737	5162	574	11.12
REVENUE DEPARTMENT	716786	769972	85571	11.11
COMMERCIAL TAXES DEPARTMENT	112653	111352	7112	6.39
CITY MUNICIPAL COUNCIL	22544	22684	1376	6.07
DEPARTMENT OF PUBLIC INSTRUCTION	14006	9200	523	5.68
CITY CORPORATION (Other than BBMP)	11486	10821	568	5.25
KARNATAKA SLUM DEVELOPMENT BOARD	7	23	1	4.35
TOWN MUNICIPAL COUNCIL	16308	16445	668	4.06
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	1017	519	20	3.85
DRUGS CONTROL DEPARTMENT	801	771	29	3.76
SERICULTURE DEPARTMENT	334	494	17	3.44
FIRE SERVICES DEPARTMENT	332	336	11	3.27
TOWN PANCHAYAT	4895	4924	143	2.9
TRANSPORT DEPARTMENT	352352	321684	9174	2.85
BRUHAT BENGALURU MAHANAGARA PALIKE	3669	3970	99	2.49
HOME DEPARTMENT	84750	84891	1814	2.14
UNIVERSITY EXAMINATION SECTION	5603	5214	93	1.78
RDPR	138570	143990	2568	1.78
BENGALURU DEVELOPMENT AUTHORITY	77	61	1	1.64
KARNATAKA HOUSING BOARD	126	127	2	1.57
HEALTH AND FAMILY WELFARE DEPARTMENT	23177	23283	326	1.4
IGR	148916	146412	1677	1.15
AYUSH DEPARTMENT	298	189	2	1.06
FOOD AND CIVIL SUPPLIES DEPARTMENT	31154	31192	259	0.83
LABOUR DEPARTMENT	9873	9854	56	0.57
HIGHER EDUCATION-COLLEGIATE EDUCATION	1077	1074	6	0.56
SURVEY AND SETTLEMENT COMMISSIONER	48567	48179	260	0.54
REGISTRAR OF CO-OPERATIVE SOCIETIES	918	683	3	0.44
PUBLIC LIBRARIES DEPARTMENT	1894	1542	3	0.19
WOMEN AND CHILD WELFARE DEPARTMENT	37417	35725	23	0.06
Total			113171	5.97

Records shown above as on 31/10/2014 12:00:00

Notes:

The rejection rate in for the State is 5.97%. Rejection rate for September -14 was 5.32%. The rejection rate for the State has increased as compared to previous month. Service of “Sponsored Programme (Sponsoring Artist Groups)” (112 received and 87 rejected) is the only service which is affecting the rejection rates of the Kannada and Culture department. This is impacting the State rejection rate. HODs have to ensure that applications are being rejected by citing correct and logical reasons as per rules.

CHAPTER 2G: OFFICES WITH MORE THAN 7 DEFAULTS FOR OCTOBER- 14: DISTRICT WISE

S.N	District Name	Designated Offices with 7 or more defaults (Septembert-14)	Designated Offices with 7 or more defaults (October-14)
1	Bengaluru	113	107
2	Raichur	52	36
3	Vijayapura	43	32
4	Hassan	35	30
5	Mysuru	46	29
6	Bengaluru Rural	32	27
7	Kalaburagi	37	27
8	Belagavi	46	26
9	Mandya	44	24
10	Chikkamagaluru	24	23
11	Ballari	33	22
12	Bidar	38	20
13	Dakshina Kannada	28	20
14	Chitradurga	20	18
15	Tumakuru	18	16
16	Kolar	12	15
17	Udupi	13	15
18	Haveri	14	14
19	Ramanagara	20	13
20	Shivamogga	24	12
21	Davanagere	27	11
22	Gadag	15	10
23	Yadgir	21	10
24	Dharwad	10	9
25	Koppal	11	9
26	Bagalkot	31	8
27	Kodagu	10	8
28	Chikkaballapura	6	4
29	Uttara Kannada	2	4
30	Chamarajanagar	4	3
Total		829	602

Records shown above as on 31/10/2014 12:00:00

Notes: Districts of Bengaluru (U), Raichur, Vijayapura, Hassan and Mysuru, are at the top of the list. The defaulting offices of Revenue Department are spread all across the State. Deputy Commissioners have to regularly monitor the activities of various departments in their respective districts and ensure action against the erring officials as per the penal provisions prescribed in The Karnataka Sakala Services Act, 2011.

CHAPTER 2H: OFFICES WITH MORE THAN 7 DEFAULTS FOR OCTOBER-14: DEPARTMENT WISE

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults(September-14)	Designated Offices with 7 or more defaults(October-14)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	379	247
		SURVEY AND SETTLEMENT COMMISSIONER	57	42
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	36	41
2	HOME DEPARTMENT	HOME DEPARTMENT	93	66
3	RDPR	RDPR	94	77
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BENGALURU MAHANAGARA PALIKE	6	11
		CITY CORPORATION (Other than BBMP)	4	3
		BENGALURU WATER SUPPLY AND SEWERAGE BOARD	3	1
		TOWN MUNICIPAL COUNCIL	22	13
		CITY MUNICIPAL COUNCIL	13	5
		TOWN PANCHAYAT	6	6
5	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	36	33
		UNIVERSITY EXAMINATION SECTION	1	1
		COLLEGIATE EDUCATION	2	0
6	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	31	32
		KSRTC	9	2
		NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	2	0
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	4	1
7	CO-OPERATION DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	0	1
8	LABOUR DEPARTMENT	LABOUR DEPARTMENT	3	3
		EMPLOYEES STATE INSURANCE MEDICAL SERVICES	0	0
		DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	1	0
9	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	11	5
10	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	1	4
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	6	3
12	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	3	3
13	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	3	2
14	HORTICULTURE	SERICULTURE DEPARTMENT	1	0
Total			829	602

Records shown above as on 31/10/2014 12:00:00

Notes:

Revenue department has 247 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 41 and 42 offices respectively sums up to 330 defaulting offices. This constitutes 54% of the total defaulting offices state wide.

CHAPTER 2I: ZERO DEFAULTING OFFICES (at the end of October-14)

S.N	Department Name	Zero Default Offices Count
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2259
2	HEALTH AND FAMILY WELFARE DEPARTMENT	476
3	HOME DEPARTMENT	371
4	PUBLIC LIBRARIES DEPARTMENT	145
5	DEPARTMENT OF PUBLIC INSTRUCTION	106
6	AYUSH DEPARTMENT	99
7	LABOUR DEPARTMENT	99
8	AGRICULTURAL MARKETING DEPARTMENT	98
9	SERICULTURE DEPARTMENT	73
10	FISHERIES DEPARTMENT	68
11	WOMEN AND CHILD WELFARE DEPARTMENT	56
12	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
13	FIRE SERVICES DEPARTMENT	55
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	44
15	FOOD AND CIVIL SUPPLIES DEPARTMENT	39
16	REGISTRAR OF CO-OPERATIVE SOCIETIES	38
17	TRANSPORT CORPORATIONS(KSRTC)	37
18	UNIVERSITY POST GRADUATION SECTION	34
19	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	29
20	REVENUE DEPARTMENT	26
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	19
22	KARNATAKA HOUSING BOARD	17
23	SURVEY AND SETTELMENT COMMISSIONER	16
24	COMMERCIAL TAXES DEPARTMENT	10
25	CITY CORPORATION (Other than BBMP)	9
26	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
27	BRUHAT BENGALURU MAHANAGARA PALIKE	8
28	KARNATAKA STATE WAREHOUSING CORPORATION	8

S.N	Department Name	Zero Default Offices Count
29	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	7
30	BENGALURU METROPOLITAN TRANSPORT CORPORATION	5
31	DRUGS CONTROL DEPARTMENT	5
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	5
33	COMMISSIONERATE OF BENGALURU AND MYSURU, CPI	4
34	KARNATAKA STATE POLLUTION CONTROL BOARD	4
35	UNIVERSITY ACADEMIC SECTION	4
36	UNIVERSITY CONSTITUENT COLLEGES	4
37	UNIVERSITY FINANCE SECTION	4
38	BENGALURU DEVELOPMENT AUTHORITY	3
39	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3
40	UNIVERSITY EXAMINATION SECTION	3
41	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
42	COMMERCE AND INDUSTRIES DEPARTMENT	2
43	KANNADA AND CULTURE	2
44	KARNATAKA SLUM DEVELOPMENT BOARD	2
45	DEPARTMENT OF ARCHIVES	1
46	BENGALURU WATER SUPPLY AND SEWERAGE BOARD	1
47	EXCISE DEPARTMENT	1
48	CITY MUNICIPAL COUNCIL	1
49	TOWN MUNICIPAL COUNCIL	1
	Total	4367

Records shown above as on 31/10/2014 12:00:00

Notes:

Offices with zero defaults can be visited to study and find out the reasons for zero defaults. Models worth emulating can be identified and replicated in all other offices of the respective departments.

CHAPTER 2J: DISTRICT IT CONSULTANT'S RANKING

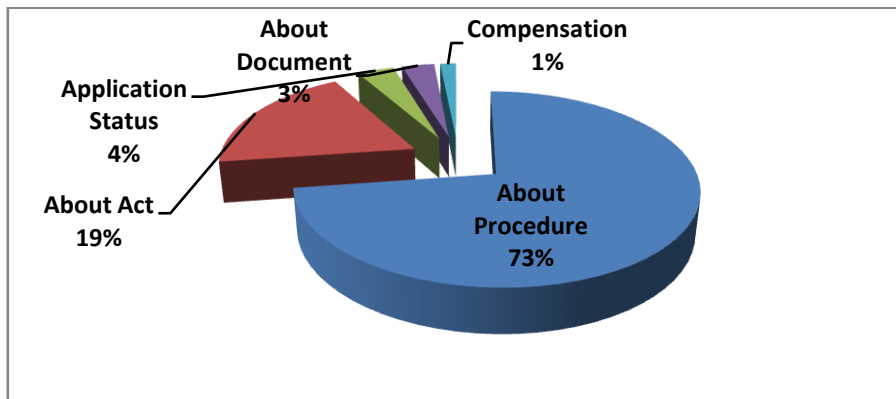
District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Ranks Total	Final Rank
		Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MOU Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
Mysuru	20	100.00	1	100.00	1	51	11	100.0	1	28.08	10	105	1	45	1
Chitradurga	17	100.00	1	100.00	1	17	20	42.86	9	74.02	2	80	3	53	2
Shivamogga	4	100.00	1	92.16	14	108	3	0.00	16	33.27	6	45	11	55	3
Koppal	19	100.00	1	100.00	1	34	15	40.00	10	40.01	5	58	8	59	4
Belagavi	29	96.15	8	95.97	10	150	1	90.91	2	92.41	1	56	9	60	5
Dharwad	14	93.51	12	96.39	9	110	2	33.33	12	66.05	3	50	10	62	6
Tumakuru	2	97.96	5	99.35	2	82	6	18.18	14	11.70	20	40	13	62	6
Uttara Kannada	23	100.00	1	100.00	1	32	16	58.33	7	91.83	1	30	18	67	7
Haveri	8	100.00	1	100.00	1	26	18	50.00	8	18.69	17	30	17	70	8
Bengaluru Rural	7	89.02	14	100.00	1	12	21	20.00	13	21.56	13	65	4	73	9
Vijayapura	13	91.25	13	95.95	11	60	8	66.67	5	4.70	22	85	2	74	10
Chamarajanagar	15	98.28	3	97.30	5	23	19	80.00	4	20.27	15	40	13	74	10
Ramanagara	6	96.49	6	97.06	6	26	18	0.00	16	28.57	9	40	13	74	10
Chikkaballapura	1	95.33	10	97.52	4	8	23	100.0	1	6.88	21	33	15	75	11
Gadag	12	98.08	4	100.00	1	11	22	16.67	15	31.20	7	32	16	77	12
Kalaburagi	30	96.03	9	92.59	13	92	4	87.50	3	18.24	18	60	6	83	13
Raichur	28	98.88	2	96.70	8	46	13	33.33	12	24.43	11	45	11	85	14
Udupi	9	88.89	15	96.88	7	47	12	0.00	16	23.43	12	34	14	85	14
Bengaluru	21	0.00	19	0.00	19	56	10	60.00	6	31.18	7	62	5	87	15
Kolar	3	71.92	17	55.62	17	32	16	0.00	16	20.04	16	85	2	87	15
Chikkamagaluru	18	100.00	1	93.02	12	32	16	37.50	11	3.83	23	40	13	94	16
Ballari	25	96.27	7	98.57	3	23	19	0.00	16	30.27	8	0	19	97	17
Yadgir	26	100.00	1	60.81	16	30	17	0.00	16	21.00	14	56	9	99	18
Davanagere	10	0.00	19	0.00	19	68	7	0.00	16	21.55	13	0	19	103	19
Bagalkot	22	0.00	19	0.00	19	57	9	0.00	16	47.76	4	0	19	108	20
Mandya	11	20.00	18	0.00	19	17	20	0.00	16	17.31	19	59	7	110	21
Dakshina Kannada	16	94.20	11	20.28	18	39	14	0.00	16	0.00	24	34	14	113	22
Hassan	5	0.00	19	0.00	19	0	25	0.00	16	24.28	11	0	19	114	23
Bidar	24	0.00	19	0.00	19	90	5	0.00	16	11.63	20	0	19	122	24
Kodagu	27	77.78	16	66.67	15	5	24	0.00	16	0.00	24	41	12	134	25
Total						1384						1305			

Records shown above as on 31/10/2014 12:00:00

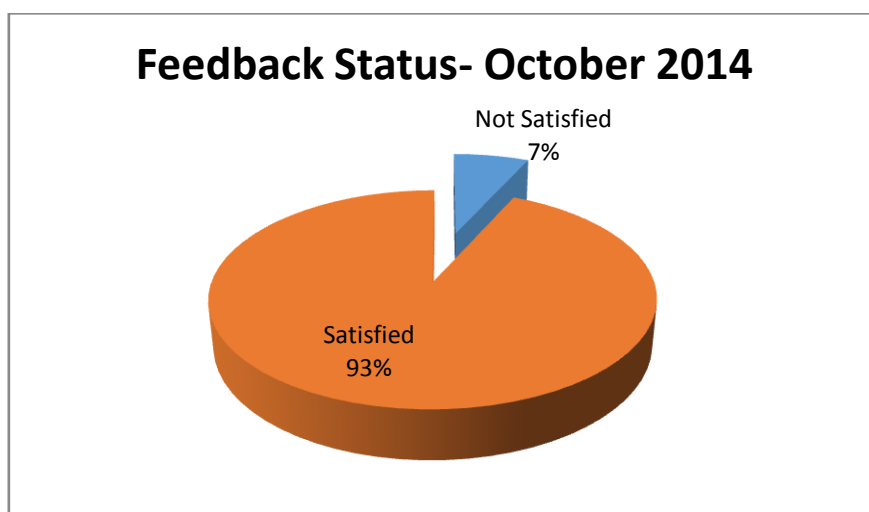
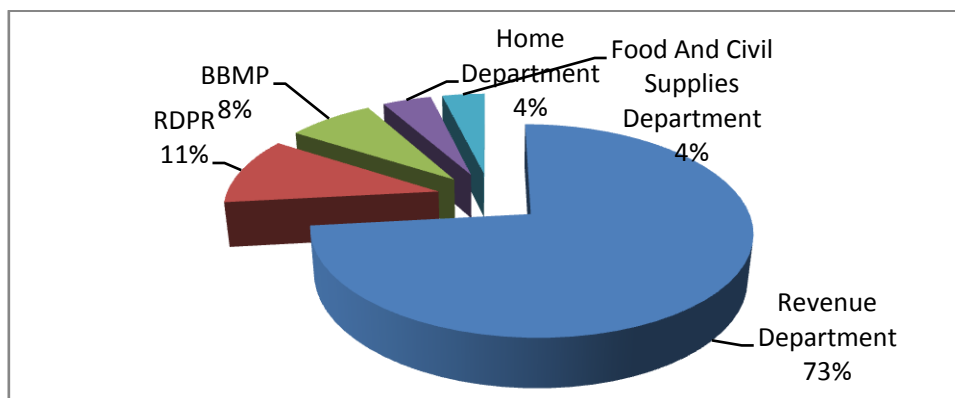
CHAPTER 3. CALL CENTRE REPORT

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

Helpline's contribution has been good in creating awareness about the Act. Enquiries about the Act & queries about procedure together constitutes 92% of the calls received.



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



CHAPTER 3A: CALLS RECEIVED - DISTRICT WISE

S.N.	District	Calls received Count
1	Bangalore	30055
2	Bagalkot	6740
3	Davanagere	1236
4	Belgaum	1056
5	Bellary	661
6	Bijapur	623
7	Bangalore Rural	524
8	Chitradurga	519
9	Gulbarga	468
10	Mysore	439
11	Raichur	423
12	Chikkaballapura	400
13	Tumkur	371
14	Dakshina Kannada	363
15	Bidar	352
16	Mandya	323
17	Gadag	314
18	Hassan	296
19	Koppal	274
20	Haveri	273
21	Kolar	272
22	Shimoga	269
23	Ramanagara	242
24	Chamarajanagar	232
25	Chikmagalur	203
26	Dharwad	194
27	Uttara Kannada	153
28	Udupi	111
29	Kodagu	74
30	Yadgiri	56
	Grand Total	47516

Records shown above as on 31/10/2014 12:00:00

Notes: Awareness campaigns emphasizing the call centre number (080-44554455) can be carried out in districts of Kodagu and Yadgiri. DITCs must work with district administration to carry out this activity.

CHAPTER 3B: CALLS RECEIVED - DEPARTMENT WISE

Department	Calls received Count
Revenue Department	27080
Transport Department	4681
Bruhat Bangalore Mahanagara Palike	3053
Rural Development & Panchayat Raj Department	2955
Food & Civil Supplies Department	2213
Women & Child Welfare Department	1243
Education Department	1078
Home Department	813
BWSSB	657
Transport Corporation (KSRTC / BMTC)	469
Labour Department	427
Health & Family Welfare	411
City Municipal Council	362
Commercial Taxes Department	293
Town Panchayath	238
University academic section	209
Town Municipal Council	176
University finance section	143
City Corporation (Other than BBMP)	136
Ayush Department	131
University of Post Graduation section	130
University constituent colleges	127
University examination section	86
ESI - Employees State Insurance Corporation	85
Pre University Board	66
Department of Factories & Boilers & Industrial Safety & Health	53
Urban Development	44
Drugs Control Department.	25
Municipal Corporations / CMC / TMC / Town Panchayat	23
Agriculture Department	21
Karnataka Housing Board	21
Forest Department	14
Department of Personnel & Administrative Reforms	10
Fisheries Department	10
Public Works, Ports & Inland Water Transport Department	9
BDA	5
Sericulture Department	5
Kannada Culture & information Department	4
Medical Education	4
Department Of Public Instruction	3
BMTC	1
Energy Department	1
Tourism	1
Grand Total	47516

Records shown above as on 31/10/2014 12:00:00

Notes: 65% of calls received for Revenue department were enquiries about procedure to apply for a service.

CHAPTER 3C: STATUS OF COMPLAINTS (at the end of October-14)

Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
EJS	NON-SAKALA	6519	1498	742	2240	663	3616
Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
CM Janata Darshan	NON-SAKALA	4444	2190	639	2829	628	987
Online	SAKALA	1056	502	198	700	51	305
Online	NON-SAKALA	386	111	17	128	64	194
Call Center	SAKALA	4098	3827	73	3900	63	135
Call Center	NON-SAKALA	2913	2777	21	2798	27	85
Janagraha	SAKALA	78	6	0	6	13	59
E-Mail	NON-SAKALA	452	442	9	451	0	1
E-Mail	SAKALA	221	213	8	221	0	0
Total		23982	13137	1758	14895	1509	7575

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		5453	4548	279	4827	127	499
Non Sakala		18529	8589	1479	10068	1382	7076

Records shown above as on 31/10/2014 12:00:00

Notes:

Out of 5,453 complaints received for Sakala, 4,548 have been resolved and 279 have been rejected. Hence 4,827 complaints have been disposed showing 88% closure rate . 127 complaints are in progress and 499 complaints are overdue. Call centre is closely following up with complaints related to Sakala.

Out of 18,529 complaints received for Non Sakala, 8,589 have been resolved and 1,479 have been rejected. Hence 10,068 complaints have been disposed showing 55% closure rate. 1,382 complaints are in progress and 7,076 are overdue. 987 complaints received in the category of CM Janatha Darshan are overdue.

HODs need to take a closer look at this issue and instruct concerned officers to resolve the overdue complaints.

CHAPTER 3D: COMPENSATION CLAIMED STATUS

S.no	Department Name	No Appeals	Compensation
1	REVENUE DEPARTMENT	447	58180
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	31	3660
3	SURVEY AND SETTLEMENT COMMISSIONER	28	1980
4	DEPARTMENT OF PUBLIC INSTRUCTION	26	4620
5	BRUHAT BENGALURU MAHANAGARA PALIKE	18	1620
6	HOME DEPARTMENT	4	380
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TRANSPORT DEPARTMENT	2	640
9	BENGALURU WATER SUPPLY AND SEWERAGE BOARD	1	20
10	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	60
11	CITY MUNICIPAL COUNCIL	1	320
	TOTAL	562	71740

Records shown above as on 31/10/2014 12:00:00

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

CHAPTER 3E: CITIZEN FEEDBACK

Name	District	Department	Complaint Category	Satisfied
Maruthi Daddatreya	Vijayapura	City Corporation	Shop Related	Yes
He said that he got to know about Sakala through newspaper & website. He called up Sakala helpline to know about shop allotment in City Corporation. He got the service on time. So he is satisfied with Sakala				
Mari Gowda	Mandya	Revenue Department	Income Certificate	Yes
Citizen got to know about Sakala through media. He called up to enquire about income certificate. He informed that Sakala is a very good Act & call centre provides information quickly.				
Nalini	Bengaluru	RDPR	khata Transfer	Yes
Citizen called Sakala helpline to get information about katha Transfer. She got to know about Sakala through TV advertisement. Sakala provided her good and in time service. She is very glad about Sakala service.				
Srinidhi	Koppal	Revenue Department	371J Certificate	No
Citizen named Mr.Srinidhi got to know about Sakala through media. He called up to enquire about 371J certificate. He did not get his service in time. He is not happy with Sakala for not getting his service.				
Rudrappa	Belagavi	Rural Development and Panchayat Raj	Basava Vasathi Yojane	No
Citizen said he got to know about Sakala through gram panchayath office notice board. He called up Sakala helpline to know about the Basava Vasathi Yojane under gram panchayath. He did not get the service in time. So he is not satisfied with Sakala.				
Jayashankar	Mysuru	Revenue Department	Caste Certificate	Yes
Citizen got to know about Sakala through display boards. He applied for caste certificate in Sakala. Got service fast. He is satisfied with the service and said that Sakala can still be improved.				

Name	District	Department	Complaint Category	Satisfied
H.T.Sudhindra Rao	Bengaluru	Commercial Taxes Department	KVAT Registration	Yes
Citizen called Sakala helpline to raise a complaint regarding KVAT registration. His complaint was registered & escalated to higher authority which was followed up by Sakala representative. Citizen says his problem was resolved hence he is very much happy about the service provided. Citizen got to know about Sakala through newspaper.				
Fakir Sab	Gadag	Education Department	Duplicate Marks Card	Yes
Citizen got to know about Sakala through newspaper. According to the citizen Sakala is a good scheme. He said that citizens are getting good services through Sakala.				
Anjanamurthy	Tumakuru	Town Municipal Council	New Building Licence	Yes
Citizen said he got to know about Sakala through posters. He called up Sakala helpline to know about new building licence & he got the service on time. So he is satisfied with Sakala service & he is glad about Sakala.				
Rajappa	Chikkamagaluru	Revenue Department	Income Certificate	No
Citizen got to know about Sakala through newspaper. He called up to know the procedure of income certificate. Also he had applied for income certificate through Sakala. But he did not get his service in the stipulated time. He stated that the concerned officers are very careless. He is not satisfied with Sakala.				
Shreerama Reddy	Chikkaballapura	Revenue Department	Change of khata	Yes
Citizen got to know about Sakala through Taluk office. He called up to enquire about khata transfer and he applied. He said that Sakala is giving good service to public. He is satisfied with Sakala.				
Lingaraju	Bengaluru	Revenue Department	Sandya Suraksha Yojane	Yes
Citizen got to know about Sakala through media advertisement. He said that he had applied for Sandhya Suraksha & he got the service within the time limit. He suggested that Sakala should add more services.				

CHAPTER 4: EVENTS AND NEWS CLIPS

1) 13.10.2014, Bengaluru- DCs conference held by Hon'ble Chief Minister: Hon'ble Chief Minister held a one day conference of all high ranking officials in the State. He reviewed the progress of departments/districts and called upon the DCs to bring in more transparency in the administration at grass roots level.



2) 27.10.2014, Bengaluru- Press Meet held by Hon'ble Law Minister

Sakala has won the award in the category of “Public Service Management” in *Commonwealth Association for Public Administration and Management (CAPAM)*, 2014 held on 21st October 2014 in Kuala Lumpur, Malaysia.



Hon'ble Law Minister with CAPAM, 2014 award accompanied by M.V. Jayanthi, Mission Director, R. Manoj, Additional Mission Director, B.N. Varaprasad Reddy, Administrative officer, Sakala Mission and Mamatha Gowda, Joint Director, Information department

3) 21.10.2014, CAPAM, 2014 award ceremony, Kuala Lumpur, Malaysia



R. Manoj, Additional Mission Director and B.N. Varaprasad Reddy, Administrative officer, Sakala Mission at the award ceremony of CAPAM, 2014 held on 21.10.2014 in Kuala Lumpur, Malaysia.



**Commonwealth Association
for Public Administration and
Management**

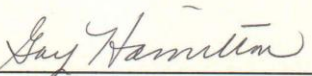
Certificate of Achievement

CAPAM takes great pleasure in recognizing

**Sakala
Government of Karnataka
India**

as a Finalist in the
2014 International Innovations Awards.
The submission has been recognized as being
innovative and an exemplary model in the following
awards category:

Innovation in Public Service Management


Ms. Gay Hamilton
Executive Director & CEO

4) 21.10.2014, Bengaluru: Officials from various departments interacting with the Mission team regarding the technical aspects to make Sakala portal more effective.



News Clips



CM Called Additional Chief Secretaries, Principal Secretaries, DC's, CEO's Conference

13.10.2014, Bangalore



Hon'ble Chief Minister Sri Siddaramaiah chaired a conference of Additional Chief Secretaries, Principal Secretaries, DC's and CEO's in Bengaluru. Hon'ble Cabinet Ministers were also present.



ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ವಾರ್ತಾ ಮತ್ತು ಸಾರ್ವಜನಿಕ ಸಂಪರ್ಕ ಇಲಾಖೆ
Government of Karnataka
DEPARTMENT OF INFORMATION AND PUBLIC RELATIONS

CM hearing public grievances

11.10.2014, Bangalore



Hon. Chief Minister addressing the grievances of public at Official Residence

Krishna

