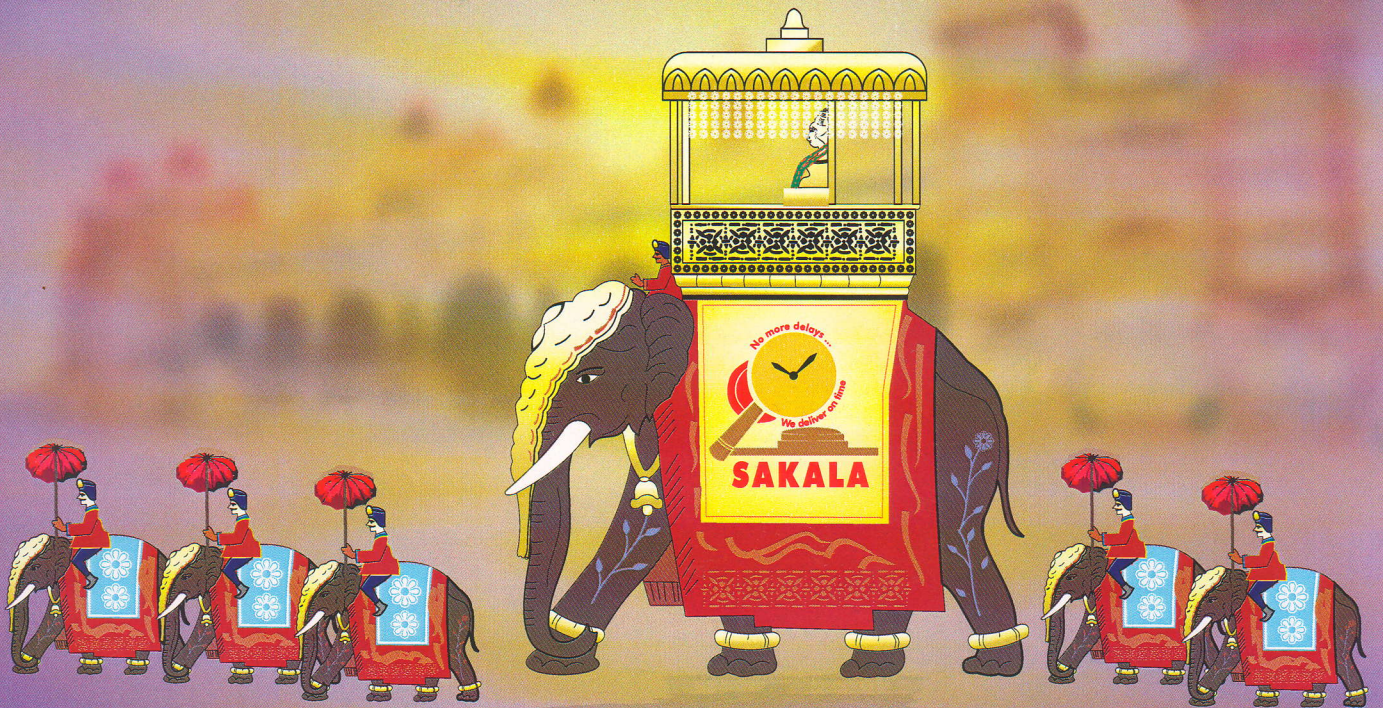




# *The Karnataka Sakala Services Act, 2011*

## **September - 2014 Report**



**Total Receipts - 5.97 Crore**

**Total Disposals - 5.88 Crore**

**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)



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



Phone : Office : 22254661  
22033439

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


### MESSAGE

During the month of September 2014, there has been an acceleration in the overall disposal of applications which has resulted in reduction in the percentage of delayed disposal. We also see a reduction in the rejection rates and Overdue. I would like to thank every official for their sincere efforts in reducing the difficulties of every citizen of our State in availing public services.

I would like to reiterate the importance of In-time delivery, Accountability, Transparency and Responsiveness which are considered to be the foundation stones of the Sakala initiative.

Appreciation for Sakala is coming from all quarters. Other States are looking up to us to act as mentor in implementing similar schemes. We have had many visitors to the State during the month to study and understand Sakala model. Besides, concurrent evaluation by reputed independent organisations, Sakala is open to 360 degree appraisal from civil society, media and active Citizenry. Thus Sakala continues to remain a leading Citizen centric Governance model in the Country

I wish Dasara empowers the Citizens to a greater extent and bring peace and happiness to all.

  
(T.B. Jayachandra)



## FROM THE MISSION DIRECTOR'S DESK

**Ranking:** Chikkaballapura shows consistent performance and occupies the top position for 8 consecutive months from Feb 2014 onwards due to the sustained efforts of officers and employees of the district. Tumkur has taken second and Kolar third place in September 2014.

Rank	District	District	Rank
1	Chikkaballapura	Bidar	28
2	Tumkur	Mysore	29
3	Kolar	Bangalore (U)	30

Records shown above as on 30/09/2014 12:00:00

### Applications and Disposal Trends:

	Receipts	Disposals
Month of Sep -14	25,47,375	25,32,102
Cumulative Count	5,97,53,963	5,88,88,630

Records shown above as on 30/09/2014 12:00:00

**Taluka Rankings:** Chikkaballapura taluk of Chikkaballapura district has taken the top spot.

### Over Due, Delays and Rejections:

**Over Due:** A total of 8,018 overdue were seen as at the close of the month. There has been decrease from last month's 12,294. This trend needs to continue.

**Delayed Disposal:** 41,108 applications were delayed in disposal during the month compared with 45,072 of the previous month. There has been an improvement from the previous month's delay rates. This gives about 1.62% delayed disposals as compared to 1.85% of previous month.

**Rejections:** 5.32 % is the rejection rate for September -14. This is an increase as compared to 4.57 % of August 2014. Reasons for rejection are being monitored at the district and corrective steps 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.

## **Complaints, Appeals & Compensation**

**Complaints:** Out of 5,322 complaints received for Sakala, 4,765 complaints have been disposed. Hence 89% disposal rate is seen. 166 complaints are in process of getting disposed and 391 complaints are overdue.

Out of 17,735 complaints received for Non Sakala, 9,738 complaints have been disposed. Hence 55% closure rate is seen. 1,113 complaints are in progress and 6,881 are overdue

**Appeals:** Under Appeal -1 category 1000 were received out of which 828 are disposed (476 approved and 352 rejected). Under Appeal -2 category 90 were received of which 32 are disposed (13 approved and 19 rejected). Appellate Authority must finalize the appeals and update the appeal status in the portal.

**Compensation:** 547 compensation claims have been made till date and amount of Rs. 70,340 has been paid as compensation.

**Awards:** Sakala has been shortlisted as one of the finalist in the category of “Public Service Management” for *Commonwealth Association for Public Administration and Management (CAPAM)*, 2014 Awards.

### **Delegations:**

1. Delegation from Sri Lanka visited Karnataka to understand the Sakala initiative and its implementation. The officials were impressed by the accomplishments of Sakala Mission in a short span of 30 months.
2. Secretary, DARPG, Government of India visited Karnataka to understand the Sakala initiative.
3. Delegation of officials from Government of Rajasthan visited Karnataka to understand the Sakala initiative and its implementation. The officials witnessed the cutting edge functioning of Sakala initiative. They visited various offices delivering time bound Sakala services. They were impressed by the single window grievance management system i.e. e-Spandana.

**M.V Jayanthi, IAS**

**Mission Director – Sakala**

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## CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

S. N.	District	No. of SAKALA receipts during the month (A)	No. of SAKALA disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/On e lakh population (E)	Ranking based on SAKALA Receipts/On e lakh population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F)) Rank for September 2014	Rank for August 2014	Trend
1	Chikkaballapura	74897	74106	0.1	1	6241	1	1	1	↔
2	Tumkur	149675	150096	0.4	3	5756	2	2	2	↔
3	Kolar	82263	81348	0.7	7	5484	4	3	3	↔
4	Hassan	94055	92005	1.2	14	5532	3	4	5	↑
5	Haveri	71532	67744	0.7	7	4768	8	5	21	↑
6	Koppal	59037	56227	0.4	3	4541	10	6	11	↑
7	Shimoga	81761	75331	1.1	13	4809	7	7	30	↑
8	Ramanagara	53092	60280	1.6	18	5309	5	8	7	↓
9	Chikmagalur	54327	55429	1.5	17	4938	6	9	9	↔
10	Chamarajanagar	44976	47007	0.6	6	4497	11	10	6	↓
11	Gadag	44491	44311	0.7	7	4449	13	11	4	↓
12	Bangalore Rural	42077	41821	4.1	30	4675	9	12	27	↑
13	Uttara Kannada	55570	56643	0.1	1	3969	22	13	20	↑
14	Bagalkot	80552	75351	2.5	25	4475	12	14	12	↓
15	Chitradurga	64761	63019	0.7	7	4047	21	15	19	↑
16	Davanagere	77872	74230	1	12	4098	20	16	18	↑
17	Dakshina Kannada	87454	87027	3.1	27	4372	14	17	15	↓
18	Bijapur	89086	86348	2	23	4242	16	18	14	↓
19	Kodagu	20803	20490	1.9	21	4160	18	19	13	↓
20	Udupi	45477	45733	1.7	19	4134	19	20	10	↓
21	Mandya	77516	82844	3.7	29	4306	15	21	8	↓
22	Belgaum	185226	184796	0.9	11	3940	24	22	28	↑
23	Raichur	80402	78854	3.6	28	4231	17	23	22	↓
24	Gulbarga	98660	98004	1.7	19	3946	23	24	17	↓
25	Dharwad	65197	65991	0.5	5	3622	30	25	23	↓
26	Bellary	97421	92879	1.3	15	3896	26	26	29	↑
27	Yadgir	41179	37853	1.4	16	3743	28	27	25	↓
28	Bidar	66900	66928	2.4	24	3935	25	28	24	↓
29	Mysore	112072	117529	1.9	21	3864	27	29	26	↓
30	Bangalore(U)	349044	351878	2.6	26	3674	29	30	16	↓

Records shown above as on 30/09/2014 12:00:00

### Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend



## 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	Chikkaballapura	21549	20989	0.1	20	1026	6	1
Uttara Kannada	Karwar	11709	13370	0.2	28	780	8	2
Dharwad	Dharwad	28966	29258	0.3	39	1206	5	3
Chikkaballapura	Gudibanda	3261	4394	0.1	11	652	17	4
Tumkur	Tiptur	14715	13933	0.1	18	668	15	5
Tumkur	Tumkur	52432	51421	0.4	46	888	7	6
Uttara Kannada	Haliyal	6835	7013	0.1	14	621	23	7
Dakshina Kannada	Puttur	18635	19948	0.3	38	665	16	8
Koppal	Koppal	22820	21605	0.2	29	616	24	9
Kolar	Srinivaspur	12138	11187	0.2	25	606	27	10

Records shown above as on 30/09/2014 12:00:00

**Notes:** Chikkaballapura of Chikkaballapura district has taken the top spot in this month. Gudibanda of Chikkaballapura has dropped to 4<sup>th</sup> 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	Nargund	2896	2871	1.9	131	289	157	167
Shimoga	Hosanagara	3175	3093	2	133	288	158	168
Mysore	Nanjangud	10350	11406	1.6	118	272	166	169
Yadgir	Shorapur	11337	10440	1.7	126	276	164	170
Gulbarga	Chitapur	12369	12101	4.6	171	309	146	171
Bangalore Rural	Hosakote	8294	8351	5.3	172	307	148	172
Bellary	Sandur	7378	7073	2.3	139	273	165	173
Belgaum	Khanapur	5221	5792	1.7	123	208	176	174
Dakshina Kannada	Sulya	4010	4288	4.4	170	286	160	175
Udupi	Karkal	5135	5131	3.6	161	244	174	176
Bangalore	Yelahanka	9650	10758	4	167	193	177	177

Records shown above as on 30/09/2014 12:00:00

**Notes:** Talukas in bottom 10 ranking are spread across the State.

## 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)) September -2014
Chikkaballapur	22354	21690	0.1	9	859	12	1
Rajajinagar	21193	20509	0.2	17	815	13	2
Tumkur City	44976	44194	0.4	43	1499	3	3
Koppal	21783	20578	0.2	17	702	25	4
Tiptur	14715	13933	0.1	9	668	30	5
Gandhinagar	55442	55540	0.9	88	1980	1	6
Puttur	16995	18397	0.2	17	653	34	7
Kolar	28551	26859	0.8	82	1019	8	8
Gauribidanur	14516	15141	0	1	580	43	9
Kumta	13254	12856	0.1	9	602	40	10
Udupi	26447	25947	0.9	88	1057	7	11
Gadag	20817	21357	0.6	68	743	17	12
Hassan	24720	24920	0.9	88	950	11	13
Chamrajapet	15417	15153	0.2	17	571	44	14
Karwar	14868	16563	0.2	17	571	44	14
Gulbarga Dakshin	40216	40632	1.1	110	1340	5	16
Chikkodi-Sadalga	19277	19002	0.6	68	713	23	17
Bangarapet	18477	20041	0.9	88	769	15	18
Jamkhandi	17667	17236	0.6	68	679	26	19
Hubli-Dharwad-Central	16307	16624	0.2	17	562	48	20
Bagepalli	12306	12603	0	1	512	56	21
Chintamani	14155	14049	0.1	9	524	53	22
Gubbi	11418	11471	0.1	9	519	54	23
Davanagere South	16240	15072	0.7	77	676	29	24
Chitradurga	18786	18265	0.6	68	626	36	25

Records shown above as on 30/09/2014 12:00:00

## CHAPTER 2A: 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 DEPARTMENT	33438342	32784958	30542087	2239435	807	700	403	297	78	22	9	13	4003
HOME DEPARTMENT	2559885	2520447	2472019	48007	14	5	1	4	0	0	0	0	2179
RDPR	1898713	1860354	1820169	37978	70	51	28	23	5	4	2	2	630
TRANSPORT DEPARTMENT	10497387	10406710	10159333	244334	6	3	1	2	0	0	0	0	378
EDUCATION DEPARTMENT	376836	369082	350929	17724	45	27	6	21	3	3	0	3	292
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	1930	1388	1147	239	0	0	0	0	0	0	0	0	195
URBAN DEVELOPMENT	2187528	2171908	2073496	97463	50	35	33	2	3	2	2	0	141
HEALTH AND FAMILY WELFARE	611336	609302	602632	6378	0	0	0	0	0	0	0	0	76
DPAR	1091	1040	1040	0	0	0	0	0	0	0	0	0	44
CO-OPERATION DEPARTMENT	17858	16543	16031	489	0	0	0	0	0	0	0	0	27
LABOUR DEPARTMENT	415660	412763	405598	6796	0	0	0	0	0	0	0	0	19
HORTICULTURE DEPARTMENT	16910	16580	16251	325	0	0	0	0	0	0	0	0	10
FOOD AND CIVIL SUPPLIES	2947138	2946912	2910800	35680	2	2	2	0	1	1	0	1	9
COMMERCIAL TAXES DEPARTMENT	4220387	4212535	3694100	517379	5	5	2	3	0	0	0	0	4
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	172	167	164	3	0	0	0	0	0	0	0	0	3
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1832	1825	1201	620	0	0	0	0	0	0	0	0	2
COMMERCE AND INDUSTRIES DEPARTMENT	91530	90729	87657	3028	1	0	0	0	0	0	0	0	2
WOMEN AND CHILD WELFARE	458586	454832	453825	483	0	0	0	0	0	0	0	0	2
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	2958	2737	2480	306	0	0	0	0	0	0	0	0	1
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	908	905	846	59	0	0	0	0	0	0	0	0	1
HOUSING DEPARTMENT	6976	6913	6776	135	0	0	0	0	0	0	0	0	0
	<b>59753963</b>	<b>58888630</b>	<b>55618513</b>	<b>3256861</b>	<b>1000</b>	<b>828</b>	<b>476</b>	<b>352</b>	<b>90</b>	<b>32</b>	<b>13</b>	<b>19</b>	<b>8018</b>

Records shown above as on 30/09/2014 12:00:00



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

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
					VED	OSD	OVED	TED	VED	OSD	OVED	TED	
Bangalore	10506401	10414119	9706348	706143	310	224	201	23	9	7	5	2	2760
Belgaum	3856921	3792010	3579393	212059	49	37	26	11	0	0	0	0	797
Mandya	2204435	2177120	2042411	134166	21	14	8	6	1	1	1	0	591
Dakshina Kannada	2004398	1975627	1904337	70989	8	6	2	4	0	0	0	0	419
Gulbarga	2155111	2119213	2015650	103228	57	53	23	30	4	4	1	3	335
Bijapur	1912308	1873465	1765215	107849	18	18	4	14	1	1	0	1	321
Raichur	1815752	1783973	1686703	97067	98	95	40	55	54	3	3	0	315
Bagalkot	1675852	1649324	1578917	69794	18	18	1	17	2	1	0	1	301
Bangalore Rural	972152	956347	905505	50306	16	6	6	0	0	0	0	0	299
Tumkur	2775259	2732921	2549570	182660	34	33	25	8	0	0	0	0	192
Bidar	1342565	1311612	1177800	133393	45	42	9	33	2	1	0	1	191
Bellary	2246117	2212286	2097514	114525	51	39	18	21	5	5	0	5	173
Ramanagara	1282328	1267798	1219306	48327	9	6	3	3	0	0	0	0	120
Haveri	1340309	1311419	1244130	66961	7	7	2	5	0	0	0	0	115
Chikmagalur	1105254	1090215	1013315	76688	11	9	4	5	2	2	2	0	101
Yadgir	968641	947488	908882	38545	14	14	5	9	1	1	0	1	100
Shimoga	1615060	1586780	1486807	99726	14	10	7	3	0	0	0	0	92
Chikkaballapura	1411126	1381672	1299264	81754	15	14	4	10	0	0	0	0	86
Hassan	2131648	2105491	1980625	124283	15	13	9	4	0	0	0	0	77
Dharwad	1781404	1760222	1672921	87134	9	4	1	3	1	1	0	1	76
Chitradurga	1674775	1646788	1561118	85470	11	10	6	4	0	0	0	0	72
Gadag	1040465	1025367	985734	39459	8	8	5	3	0	0	0	0	71
Mysore	2966069	2930427	2795828	133941	39	39	22	17	0	0	0	0	66
Chamarajanagar	1028038	1011752	959749	51828	16	12	9	3	0	0	0	0	65
Udupi	1103560	1087453	1058027	29019	15	15	12	3	1	1	1	0	64
Kolar	1558684	1536702	1446905	88240	31	28	14	14	3	3	0	3	61
Davanagere	1857614	1825371	1723935	101082	48	42	4	38	3	0	0	0	55
Uttara Kannada	1564254	1546751	1499994	46305	8	8	6	2	1	1	0	1	51
Koppal	1323023	1301056	1251655	49152	3	3	0	3	0	0	0	0	29
Kodagu	534440	527861	500955	26768	2	1	0	1	0	0	0	0	23
	<b>59753963</b>	<b>58888630</b>	<b>55618513</b>	<b>3256861</b>	<b>1000</b>	<b>828</b>	<b>476</b>	<b>352</b>	<b>90</b>	<b>32</b>	<b>13</b>	<b>19</b>	<b>8018</b>

Records shown above as on 30/09/2014 12:00:00

## CHAPTER 2C: DELAYED DISPOSAL TRENDS FOR SEPTEMBER-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 Sep 2014 (B/A)
1	Bangalore Rural	41821	1128	233	114	95	114	1684	4.03%
2	Mandya	82844	1893	332	342	259	215	3041	3.67%
3	Raichur	78854	2003	522	106	109	68	2808	3.56%
4	Dakshina Kannada	87027	2293	223	105	50	46	2717	3.12%
5	Bangalore	351878	5805	1496	710	552	613	9176	2.61%
6	Bagalkot	75351	867	344	495	153	8	1867	2.48%
7	Bidar	66928	1344	125	54	64	34	1621	2.42%
8	Bijapur	86348	1414	151	94	47	32	1738	2.01%
9	Kodagu	20490	330	37	12	5	10	394	1.92%
10	Mysore	117529	1436	281	188	210	106	2221	1.89%
11	Udupi	45733	582	101	51	24	35	793	1.73%
12	Gulbarga	98004	1149	332	138	47	26	1692	1.73%
13	Ramanagara	60280	591	112	92	94	85	974	1.62%
14	Chikmagalur	55429	575	81	55	67	43	821	1.48%
15	Yadgir	37853	392	39	40	37	12	520	1.37%
16	Bellary	92879	1040	112	15	16	26	1209	1.30%
17	Hassan	92005	845	163	82	36	18	1144	1.24%
18	Shimoga	75331	572	136	86	22	8	824	1.09%
19	Davanagere	74230	658	63	21	11	6	759	1.02%
20	Belgaum	184796	1113	204	146	64	139	1666	0.90%
21	Gadag	44311	261	22	9	11	26	329	0.74%
22	Chitradurga	63019	370	45	27	7	13	462	0.73%
23	Haveri	67744	279	69	56	62	11	477	0.70%
24	Kolar	81348	368	63	44	28	29	532	0.65%
25	Chamarajanagar	47007	108	103	66	21	4	302	0.64%
26	Dharwad	65991	193	85	23	16	19	336	0.51%
27	Koppal	56227	171	24	14	23	11	243	0.43%
28	Tumkur	150096	457	82	43	32	19	633	0.42%
29	Chikkaballapura	74106	28	10	8	13	15	74	0.10%
30	Uttara Kannada	56643	36	7	2	2	4	51	0.09%
	<b>Total</b>	<b>2532102</b>	<b>28301</b>	<b>5597</b>	<b>3238</b>	<b>2177</b>	<b>1795</b>	<b>41108</b>	<b>1.62%</b>

Records shown above as on 30/09/2014 12:00:00

5 districts of Bangalore Rural, Mandya, Raichur, Dakshina Kannada and Bangalore (U) are major contributors to the State delayed disposal rate of 1.62%. **Delayed disposal rate has decreased from 1.85% in August to 1.62% in this month.**

## CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR SEPTEMBER-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 September 2014 (B/A)
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	261	0	0	4	14	115	133	50.96%
2	DPAR	12	0	0	0	0	6	6	50.00%
3	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	23	0	0	1	1	5	7	30.43%
4	HOME DEPARTMENT	90481	4342	1431	792	532	323	7420	8.20%
5	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	16	1	0	0	0	0	1	6.25%
6	KANNADA, CULTURE AND INFORMATION DEPARTMENT	131	6	1	1	0	0	8	6.11%
7	EDUCATION DEPARTMENT	24365	491	166	80	62	32	831	3.41%
8	CO-OPERATION DEPARTMENT	1261	32	7	1	0	0	40	3.17%
9	URBAN DEVELOPMENT	73447	1412	126	48	41	61	1688	2.30%
10	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	360	3	3	1	0	1	8	2.22%
11	RDPR	168911	2619	348	78	27	5	3077	1.82%
12	REVENUE DEPARTMENT	1396069	17102	3102	1993	1370	1046	24613	1.76%
13	LABOUR DEPARTMENT	14600	237	8	7	3	2	257	1.76%
14	HORTICULTURE DEPARTMENT	1207	16	1	1	2	0	20	1.66%
15	HEALTH AND FAMILY WELFARE	28440	256	45	9	10	45	365	1.28%
16	HOUSING DEPARTMENT	114	0	1	0	0	0	1	0.88%
17	WOMEN AND CHILD WELFARE	45343	139	59	57	6	0	261	0.58%
18	TRANSPORT DEPARTMENT	516092	1501	263	146	107	152	2169	0.42%
19	COMMERCE AND INDUSTRIES DEPARTMENT	6413	18	6	0	0	0	24	0.37%
20	FOOD AND CIVIL SUPPLIES	59702	105	26	18	2	1	152	0.25%
21	COMMERCIAL TAXES DEPARTMENT	104854	21	4	1	0	1	27	0.03%
	Total	2532102	28301	5597	3238	2177	1795	41108	1.62%

Records shown above as on 30/09/2014 12:00:00

**Notes:** The rate of delayed disposals in September -14 for the State is 1.62%.

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 68% of total delayed disposals. Revenue departments, with 24,613 delayed disposals contribute to 60% 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 SEPTEMBER-14: DISTRICT WISE

District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) Sep-14
Bidar	66900	66928	6375	9.53
Ramanagara	53092	60280	4478	7.43
Mandya	77516	82844	6088	7.35
Davanagere	77872	74230	5373	7.24
Bijapur	89086	86348	5721	6.63
Bangalore	349044	351878	21973	6.25
Bellary	97421	92879	5772	6.22
Chitradurga	64761	63019	3850	6.11
Shimoga	81761	75331	4507	5.98
Raichur	80402	78854	4638	5.88
Bangalore Rural	42077	41821	2391	5.72
Chikmagalur	54327	55429	3094	5.58
Chikkaballapura	74897	74106	3883	5.24
Koppal	59037	56227	2932	5.22
Haveri	71532	67744	3513	5.19
Belgaum	185226	184796	8675	4.7
Kolar	82263	81348	3752	4.61
Gulbarga	98660	98004	4416	4.51
Chamarajanagar	44976	47007	2079	4.42
Hassan	94055	92005	4052	4.4
Tumkur	149675	150096	6500	4.33
Mysore	112072	117529	5018	4.27
Yadgir	41179	37853	1609	4.25
Kodagu	20803	20490	826	4.03
Dharwad	65197	65991	2641	4
Bagalkot	80552	75351	2828	3.75
Dakshina Kannada	87454	87027	3145	3.62
Gadag	44491	44311	1439	3.25
Udupi	45477	45733	1400	3.07
Uttara Kannada	55570	56643	1633	2.88
<b>Total</b>	<b>2547375</b>	<b>2532102</b>	<b>134601</b>	<b>5.32</b>

Records shown above as on 30/09/2014 12:00:00

### Notes:

12 districts have rejection rates greater than State's average of 5.32% for September-14. The rejection rate in August was 4.57%. The respective District administration should probe, analyze and check reasons for rejections.

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

Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) Sep-14
KANNADA AND CULTURE	121	118	67	56.78
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	18	23	7	30.43
KARNATAKA STATE POLLUTION CONTROL BOARD	228	252	30	11.9
REVENUE DEPARTMENT	1167521	1173189	105579	9
AGRICULTURAL MARKETING DEPARTMENT	727	290	25	8.62
COMMERCIAL TAXES DEPARTMENT	104147	104854	8818	8.41
DEPARTMENT OF PUBLIC INSTRUCTION	9964	9825	746	7.59
CITY MUNICIPAL COUNCIL	28247	28178	1933	6.86
CITY CORPORATION (Other than BBMP)	12967	12190	740	6.07
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	822	854	47	5.5
COMMERCE AND INDUSTRIES DEPARTMENT	5719	6413	328	5.11
TOWN MUNICIPAL COUNCIL	20387	20057	848	4.23
DRUGS CONTROL DEPARTMENT	964	992	34	3.43
BRUHAT BANGALORE MAHANAGARA PALIKE	4958	4918	121	2.46
SERICULTURE DEPARTMENT	792	1207	28	2.32
AYUSH DEPARTMENT	92	91	2	2.2
TRANSPORT DEPARTMENT	372390	363692	7582	2.08
HOME DEPARTMENT	92870	89530	1766	1.97
TOWN PANCHAYAT	7145	6998	132	1.89
FOOD AND CIVIL SUPPLIES DEPARTMENT	59616	59702	932	1.56
BANGALORE DEVELOPMENT AUTHORITY	115	135	2	1.48
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	176609	168911	2346	1.39
HIGHER EDUCATION-COLLEGIATE EDUCATION	2181	1993	27	1.35
FISHERIES DEPARTMENT	446	360	4	1.11
INSPECTOR GENERAL OF REGISTRATION AND STAMPS	166386	167379	1778	1.06
UNIVERSITY EXAMINATION SECTION	8876	8742	89	1.02
HEALTH AND FAMILY WELFARE DEPARTMENT	27790	27357	264	0.97
KARNATAKA HOUSING BOARD	133	112	1	0.89
LABOUR DEPARTMENT	12784	13095	59	0.45
REGISTRAR OF CO-OPERATIVE SOCIETIES	994	898	4	0.45
SURVEY AND SETTLEMENT COMMISSIONER	58657	54924	217	0.4
PUBLIC LIBRARIES DEPARTMENT	1773	1416	2	0.14
FIRE SERVICES DEPARTMENT	953	951	1	0.11
WOMEN AND CHILD WELFARE DEPARTMENT	45745	45343	27	0.06
NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	17442	17629	6	0.03
NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	24686	24571	2	0.01
TRANSPORT CORPORATIONS(KSRTC)	68511	69963	7	0.01
<b>Total</b>				<b>5.32</b>

Records shown above as on 30/09/2014 12:00:00

**Notes: Major departments with higher rejection rates is shown above .The rejection rate in September -14 for the State is 5.32%. Rejection rate for August -14 was 4.57%. The rejection rate for the State has increased as compared to previous month. The departments/Institutions are Revenue Department, Commercial Taxes and Transport have huge receipts with almost 50% of total receipts of the State. This impacts the State rejection rate.**

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

S.N	District Name	Designated Offices with 7 or more defaults (August-14)	Designated Offices with 7 or more defaults (September-14)
1	Bangalore	115	113
2	Raichur	45	52
3	Belgaum	40	46
4	Mysore	47	46
5	Mandya	55	44
6	Bijapur	42	43
7	Bidar	26	38
8	Gulbarga	35	37
9	Hassan	32	35
10	Bellary	24	33
11	Bangalore Rural	27	32
12	Bagalkot	29	31
13	Dakshina Kannada	23	28
14	Davanagere	15	27
15	Chikmagalur	31	24
16	Shimoga	30	24
17	Yadgir	20	21
18	Chitradurga	20	20
19	Ramanagara	24	20
20	Tumkur	25	18
21	Gadag	13	15
22	Haveri	14	14
23	Udupi	14	13
24	Kolar	14	12
25	Koppal	12	11
26	Dharwad	7	10
27	Kodagu	9	10
28	Chikkaballapura	2	6
29	Chamarajanagar	6	4
30	Uttara Kannada	2	2
<b>Total</b>		<b>798</b>	<b>829</b>

Records shown above as on 30/09/2014 12:00:00

### Notes:

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



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

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults ( August-14)	Designated Offices with 7 or more defaults(Sept ember-14)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	400	379
		SURVEY AND SETTLEMENT COMMISSIONER	42	57
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	33	36
2	HOME DEPARTMENT	HOME DEPARTMENT	85	93
3	RDPR	RDPR	90	94
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	5	6
		CITY CORPORATION (Other than BBMP)	1	4
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	2	3
		BANGALORE DEVELOPMENT AUTHORITY	2	0
		TOWN MUNICIPAL COUNCIL	17	22
		CITY MUNICIPAL COUNCIL	9	13
		TOWN PANCHAYAT	4	6
5	FINANCE DEPARTMENT	COMMERCIAL TAXES DEPARTMENT	1	0
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	22	36
		PU BOARD	0	0
		UNIVERSITY ACADEMIC SECTION	0	0
		HIGHER EDUCATION	0	0
		UNIVERSITY EXAMINATION SECTION	1	1
		COLLEGIATE EDUCATION	1	2
		COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1	0
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	32	31
		KSRTC	16	9
		NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	4	2
		BMTC	1	0
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	6	4
8	CO-OPERATION DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	1	0
		AGRICULTURAL MARKETING DEPARTMENT	0	0
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	3	3
		EMPLOYEES STATE INSURANCE MEDICAL SERVICES	0	0
		DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	0	1
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	8	11
11	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	1	1
12	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	4	6
13	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	2	3
14	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	3	3
15	DRUGS CONTROL DEPARTMENT	DRUGS CONTROL DEPARTMENT	0	0
16	HORTICULTURE	SERICULTURE DEPARTMENT	0	1
<b>Total</b>			<b>798</b>	<b>829</b>

Records shown above as on 30/09/2014 12:00:00

### Notes:

Revenue department has 379 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 36 and 57 offices respectively sums up to 472 defaulting offices. This constitutes 57% of the total defaulting offices state wide.

## CHAPTER 21: ZERO DEFAULTING OFFICES (at the end of September-14)

S.N	Department Name	Zero Default Offices Count
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2369
2	HEALTH AND FAMILY WELFARE DEPARTMENT	472
3	HOME DEPARTMENT	378
4	PUBLIC LIBRARIES DEPARTMENT	146
5	DEPARTMENT OF PUBLIC INSTRUCTION	116
6	LABOUR DEPARTMENT	99
7	AGRICULTURAL MARKETING DEPARTMENT	96
8	AYUSH DEPARTMENT	80
9	SERICULTURE DEPARTMENT	75
10	FISHERIES DEPARTMENT	63
11	WOMEN AND CHILD WELFARE DEPARTMENT	57
12	FIRE SERVICES DEPARTMENT	56
13	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	45
15	REGISTRAR OF CO-OPERATIVE SOCIETIES	42
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	40
17	TRANSPORT CORPORATIONS(KSRTC)	37
18	UNIVERSITY POST GRADUATION SECTION	34
19	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	30
20	REVENUE DEPARTMENT	26
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	19
22	KARNATAKA HOUSING BOARD	17
23	SURVEY AND SETTLEMENT COMMISSIONER	16
24	COMMERCIAL TAXES DEPARTMENT	11
25	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
26	BRUHAT BANGALORE MAHANAGARA PALIKE	8
27	CITY CORPORATION (Other than BBMP)	8
28	KARNATAKA STATE WAREHOUSING CORPORATION	8
29	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	7
30	DRUGS CONTROL DEPARTMENT	6
31	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	5
33	COMMERCE AND INDUSTRIES DEPARTMENT	4
34	KARNATAKA STATE POLLUTION CONTROL BOARD	4
35	UNIVERSITY ACADEMIC SECTION	4
36	UNIVERSITY CONSTITUENT COLLEGES	4
37	UNIVERSITY FINANCE SECTION	4
38	BANGALORE DEVELOPMENT AUTHORITY	3
39	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	3
40	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3
41	UNIVERSITY EXAMINATION SECTION	3
42	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
43	KANNADA AND CULTURE	2
44	KARNATAKA SLUM DEVELOPMENT BOARD	2
45	DEPARTMENT OF ARCHIVES	1
46	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
47	EXCISE DEPARTMENT	1
48	CITY MUNICIPAL COUNCIL	1
49	TOWN MUNICIPAL COUNCIL	1
	<b>Total</b>	<b>4478</b>

Records shown above as on 30/09/2014 12:00:00

## CHAPTER 2J: DITC RANKING FOR SEPTEMBER 2014

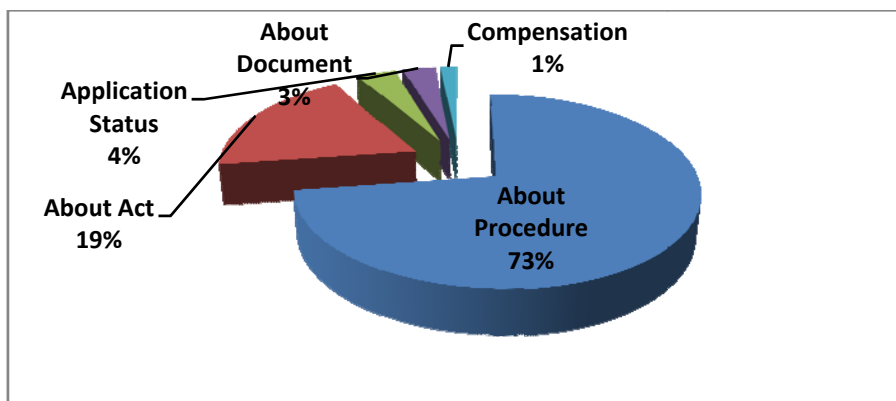
District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
		Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect %	Rank	Collected	Rank		
Koppal	6	100.00	1	100.00	1	34	15	40.00	10	40.01	5	58	9	47	1
Shimoga	7	100.00	1	94.00	13	108	3	0.00	17	33.27	6	74	7	54	2
Belgaum	22	96.27	11	96.09	12	150	1	90.91	2	92.41	1	52	12	61	3
Tumkur	2	97.96	4	99.35	2	82	6	18.18	14	11.70	20	49	13	61	3
Bijapur	18	100.00	1	98.65	4	60	8	66.67	6	4.70	22	85	3	62	4
Uttara Kannada	13	100.00	1	100.00	1	32	16	58.33	8	91.83	1	20	23	63	5
Davanagere	16	97.62	7	97.10	8	68	7	28.57	12	21.55	13	86	2	65	6
Chitradurga	15	98.97	2	97.47	7	17	20	14.29	16	74.02	2	75	6	68	7
Mysore	29	100.00	1	50.00	19	51	11	100.00	1	28.08	10	97	1	72	8
Haveri	5	100.00	1	100.00	1	26	18	50.00	9	18.69	17	30	22	73	9
Bidar	28	97.87	5	100.00	1	90	5	33.33	11	11.63	20	75	6	76	10
Chamarajana gar	10	96.25	12	100.00	1	23	19	80.00	4	20.27	15	40	16	77	11
Gadag	11	98.08	3	100.00	1	11	22	16.67	15	31.20	7	32	21	80	12
Dharwad	25	82.93	19	96.77	10	110	2	33.33	11	66.05	3	55	11	81	13
Ramanagara	8	96.49	9	98.04	5	26	18	0.00	17	28.57	9	40	16	82	14
Gulbarga	24	96.03	13	92.59	15	92	4	87.50	3	18.24	18	65	8	85	15
Chikkaballapura	1	95.33	15	97.52	6	8	23	100.00	1	6.88	21	33	20	87	16
Bellary	26	97.16	8	100.00	1	23	19	75.00	5	30.27	8	30	22	89	17
Raichur	23	97.77	6	98.90	3	46	13	16.67	15	24.43	11	35	18	89	17
Bagalkot	14	11.11	21	100.00	1	57	9	0.00	17	47.76	4	17	24	90	18
Kolar	3	75.19	20	61.31	17	32	16	0.00	17	20.04	16	80	4	93	19
Bangalore Rural	12	92.31	16	96.34	11	12	21	20.00	13	21.56	13	65	8	94	20
Chikmagalur	9	100.00	1	93.02	14	32	16	0.00	17	3.83	23	40	16	96	21
Udupi	20	95.56	14	96.88	9	47	12	0.00	17	23.43	12	42	15	99	22
Bangalore	30	0.00	22	0.00	21	56	10	60.00	7	31.18	7	78	5	102	23
Yadgir	27	98.08	3	60.81	18	30	17	0.00	17	21.00	14	56	10	106	24
Mandya	21	87.80	17	100.00	1	17	20	0.00	17	17.31	19	36	17	112	25
Kodagu	19	96.43	10	66.67	16	5	24	0.00	17	0.00	24	45	14	124	26
Hassan	4	0.00	22	0.00	21	0	25	0.00	17	24.28	11	0	25	125	27
Dakshina Kannada	17	84.09	18	20.31	20	39	14	0.00	17	0.00	24	34	19	129	28
<b>Total</b>						<b>1384</b>						<b>1524</b>			

Records shown above as on 30/09/2014 12:00:00

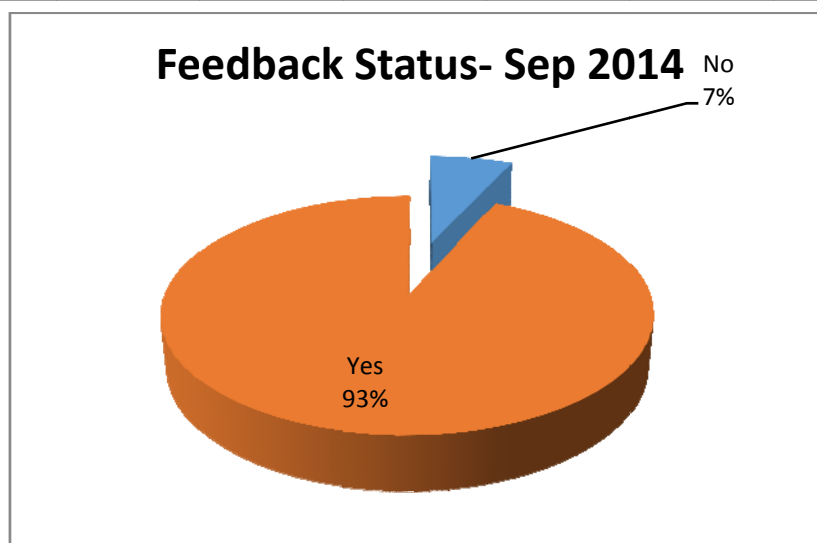
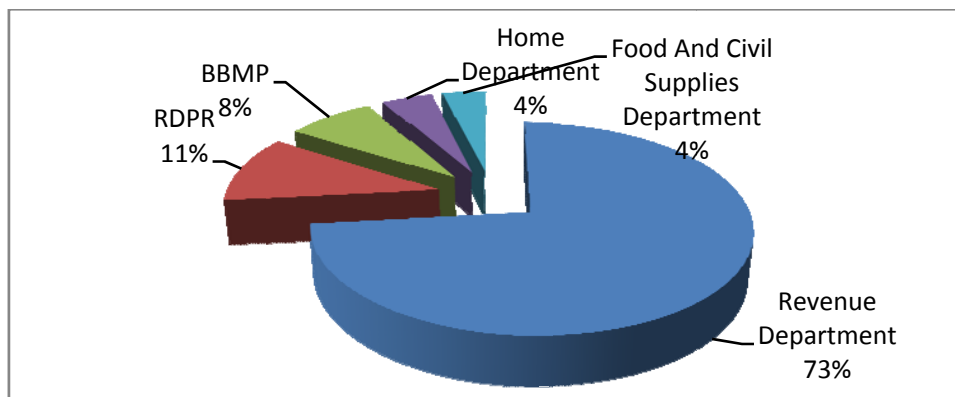
### 3. CALL CENTRE REPORT

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

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



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



## CHAPTER 3A: CALLS RECEIVED FOR SEP-2014 - DEPARTMENT WISE

Department	Sep-14
Revenue Department	27108
Transport Department	4354
Rural Development & Panchayat Raj Department	2955
BBMP	2400
Food & Civil Supplies Department	2233
Women & Child Welfare Department	1172
Education Department	1080
Home Department	793
Bruhat Bangalore Mahanagara Palike	680
BWSSB	518
Transport Corporation (KSRTC / BMTC)	465
Labour Department	413
City Municipal Council	378
Health & Family Welfare Department	315
Commercial Taxes Department	284
University academic section	196
Town Panchayath	190
Town Municipal Council	187
City Corporation (Other than BBMP)	144
University finance section	143
Bangalore Water Supply & Sewerage Board	142
Ayush Department	129
University of Post-Graduation section	126
University constituent colleges	125
Health & Family Welfare	88
University examination section	87
ESI - Employees State Insurance Corporation	85
Pre University Board	67
Department of Factories & Boilers & Industrial Safety & Health	54
Urban Development	49
Town Panchayat	43
Drugs Control Department.	25
Municipal Corporations / CMC / TMC / Town Panchayat	24
Agriculture Department	23
Karnataka Housing Board	22
Forest Department	11
Department of Personnel & Administrative Reforms	10
Public Works, Ports & Inland Water Transport Department	9
Department Of Public Instruction	8
Fisheries Department	7
BDA	6
Medical Education	4
Fisheries	3
Kannada Culture & information Department	3
Bangalore Development Authority	2
Kannada and Culture Department	2
Social Welfare Department	1
Tourism	1
<b>Grand Total</b>	<b>47164</b>

Records shown above as on 30/09/2014 12:00:00



## CHAPTER 3B: STATUS OF COMPLAINTS

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

Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
EJS	NON-SAKALA	5865	1368	717	2085	396	3384
Janagraha	NON-SAKALA	3815	1539	51	1590	0	2225
CM Janata Darshan	NON-SAKALA	4385	2091	619	2710	617	1058
Online	SAKALA	1004	488	196	684	50	270
Online	NON-SAKALA	330	97	16	113	64	153
Call Center	SAKALA	4032	3781	73	3854	96	82
Call Center	NON-SAKALA	2888	2768	21	2789	36	60
E-Mail	NON-SAKALA	452	442	9	451	0	1
E-Mail	SAKALA	221	213	8	221	0	0
Janagraha	SAKALA	65	6	0	6	20	39
	<b>Total</b>	<b>23057</b>	<b>12793</b>	<b>1710</b>	<b>14503</b>	<b>1279</b>	<b>7272</b>

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		5322	4488	277	4765	166	391
Non Sakala		17735	8305	1433	9738	1113	6881

**Records shown above as on 30/09/2014 12:00:00**

### Notes:

Out of 5,322 complaints received for Sakala, 4,488 have been resolved and 277 have been rejected. Hence 4,765 complaints have been disposed. Hence 89% closure rate is seen. 166 complaints are in progress and 391 complaints are overdue.

Out of 17,735 complaints received for Non Sakala, 8,305 have been resolved and 1,433 have been rejected. Hence 9,738 complaints have been disposed. Hence 55% closure rate is seen. 1,113 complaints are in progress and 6,881 are overdue. These complaints are being followed up closely and results are expected in a few days.

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

### CHAPTER 3C: COMPENSATION CLAIMED STATUS

S.no	Department Name	No Appeals	Compensation
1	REVENUE DEPARTMENT	432	56780
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 BANGALORE MAHANAGARA PALIKE	18	1620
6	HOME DEPARTMENT	4	380
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TRANSPORT DEPARTMENT	2	640
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
10	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	60
11	CITY MUNICIPAL COUNCIL	1	320
	<b>TOTAL</b>	<b>547</b>	<b>70340</b>

Records shown above as on 30/09/2014 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**

### 3D. CITIZEN FEEDBACK

Name	Location	Department	Complaint Category	Satisfied/Not Satisfied
Kasthuri	Hassan	Women and Child Welfare Department	Bhagyalakshmi Scheme	Yes
Citizen named Ms.Kasthuri called Sakala helpline to know procedure to apply for Bhagyalakshmi scheme. She was explained about the scheme appropriately. She also got the service within the given time limit. Kasturi was satisfied & also happy.				
Hiremath	Belgaum	Rural Development and Panchayat Raj	Water Problem	Yes
Citizen named Mr.Hiremath called Sakala helpline to raise complaint regarding water problem in his area. Citizen got to know about Sakala through newspaper. His complaint was registered & escalated to higher authority which is being following up by Sakala representative. Citizen says his problem is not fully rectified but it is in processing stage. Hence he is very much happy about the service provided by the help desk.				
Govindappa	Bellary	Revenue Department	Caste And Income Certificate	Yes
Citizen named Mr. Govindappa called Sakala helpline to know information about caste certificate .He got to know about Sakala through media advertisement. He was provided with appropriate information. Hence he is happy with Sakala call centre.				
Basavanthappa	Bellary	Revenue Department	RTC Correction	Yes
Citizen named Mr.Basavanthappa called Sakala helpline to know status of his complaint for RTC correction. He got to know about the Sakala through media advertisement. He is just awaiting to complete the stipulated time to rectify his issue .Till now he is happy with the service provided to him.				
Rafel D'Souza	Udupi	Revenue Department	No Objection Certificate Under Ptcl Act	Yes
Citizen named Mr.Rafel called Sakala helpline to know information regarding "No objection certificate". He got to know about Sakala through media advertisement. Citizen was provided with appropriate information and explained about procedure. Hence he is happy with Sakala customer care service, also he says Government has done a great job by providing Sakala helpline.				

Name	Location	Department	Complaint Category	Satisfied/Not Satisfied
Arun	Kodagu	Urban Development	Aadhar Card	Yes
He called Sakala helpline number to ask information regarding Aadhar card. As this act is not included in Sakala he was given Aadhaar help desk number. Citizen was happy with the service provided to him. Hence he is satisfied, he also stated this helpline is very beneficial.				
Prakash	Bijapur	Food and Civil Supply Department	Ration Card	Yes
Citizen named Mr. Prakash called Sakala helpline to know information about ration card He got to know about Sakala through media advertisements. Citizen was provided with appropriate information, also he was explained about the procedure. Hence he is happy with Sakala customer care service.				
Shekar	Bangalore	BBMP	Birth Certificate	Yes
Citizen named Mr.Shekar called Sakala helpline to raise complaint regarding Birth certificate. Citizen got to know about Sakala through newspaper. 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 by the help desk.				
Keshav Nagappa Patagara	Uttar kannada	Revenue Department	Conversion Of Agriculture Land To Non Agriculture	No
Citizen called Sakala helpline to know information regarding the procedure for conversion of agricultural land to non-agricultural land. He had applied for the service but till now he didn't receive any kind of resolution for his complaint. He is not satisfied with Sakala.				
Gangadhar	Mysore	Revenue Department	Change of Khata	No
Citizen said that he had applied for khata changes 5 months earlier through Sakala. But till now he has not got any service. So the citizen is not satisfied with Sakala services. Citizen asked the call centre to register a complaint regarding this issue.				

## 4. EVENTS AND NEWS CLIPS

### 1. 15.09.2014, Bengaluru- Press Meet held by Hon. Law Minister

Chikkaballapur district has shown consistent performance in disposing the applications received under Sakala and occupies the top position for the last 7 months said Mr.T.B.Jayachandra, Minister for Law and Parliamentary Affairs and Animal Husbandry.

He was speaking after releasing the Sakala monthly reports of the month July and August, 2014, at the committee room, Vidhana Soudha.

Tumkur has retained its second place for the last 4 months and the Minister urged other districts to perform and improve over their present ranking.



**Hon Law Minister releasing the Sakala July and August Monthly Report accompanied by Mission Director and Additional Mission Director**



**2. 16.09.2014, Bengaluru:** A delegation of Sri Lankan elected representatives and officers of Local Government and Provincial Councils had visited Karnataka to learn about Sakala. An orientation programme was held for them regarding Sakala.



The Srilankan team led by Anuradha Gamini Peramunage, consisting of 20 members learnt about Sakala through active interaction. Smt.M.V.Jayanthi, Principal Secretary, DPAR(AR) and Director, Sakala Mission and Dr.Shalini Rajneesh, Principal Secretary, Backward Classes, Information, Kannada and Culture, were present on the occasion.

**3. 26.09.2014, Bengaluru. Shri. Ravi Shanker, Secretary DARPG, GOI visited Sakala Mission and interacted to understand the unique and innovative Initiative by State Government of Karnataka.** Mission Director explained the unique features of Sakala Initiative and answered questions. Additional Mission Director, Administrative Officer of Sakala Mission along with NIC State Informatics Officer and other officials from NIC and other departments were also present in the meeting. Discussions regarding taking Sakala Initiative to an m-Governance platform took place.



**4. 29.09.2014, Bengaluru:** A delegation from Rajasthan visited Karnataka to learn about Sakala. An orientation programme was held for them regarding Sakala.



Vara Prasad Reddy KAS, Administrative Officer, Sakala Mission explained the unique features of Sakala Initiative and its implemetatation.



**3. 03.09.2014, Bengaluru:** Officials from Transport department interacting with the State IT Consultant regarding various technical aspects. The technical issues which were a result of lack of co-ordination between the department and Sakala Mission were discussed and resolved. Sakala dashboard and its usage was explained to the officials of Transport department.





September 7 2014 23:38 IST

## **File clearance: Chief Secretary wants report on progress**

Chief Secretary Kaushik Mukherjee has directed the heads of all departments to submit a progress report on Monday on clearance of pending files.

In a circular issued on September 1, the Chief Secretary told officials to observe File Clearance Week from September 2 to 6. He issued a stern warning that if files were found pending for more than two days after the drive, disciplinary action would be initiated against officials, including seniors.

Principal Secretary, Revenue Department, Basavaraj told *The Hindu* that “a good number of files are moving slowly owing to court cases. Some files are kept pending to get additional information from deputy commissioners in districts.”

Mr Mukherjee said “file bundles are piled up to an extent that there is little space for movement in some offices. Sufficient space is not available for employees to accommodate furniture in some offices.”

As an extension of the exercise, the Chief Minister asked his Cabinet colleagues to spend more time in the Vidhana Soudha at least two days in a week. However, a few employees failed to turn up on Sunday. There would be no compensatory holiday for employees who worked on Sunday, Mr. Basavaraj said.

It may be noted here that on May 10, a second Saturday, which is officially a closed holiday, several officials worked. They had to work to meet the deadline for time-bound delivery of services to people under Sakala (Karnataka Guarantee of Services to Citizens Act, 2011). Employees of 14 departments worked on the holiday and cleared 6,004 applications on various matters. In all, officials had received 5,981 applications on that day.

September 5 2014 23:38 IST

## **Govt. services to be at your fingertips**

Karnataka's mobile governance initiative, which is expected to bring all major government services at citizens' fingertips, will be launched next month.

Chief Minister Siddaramaiah announced this here on Friday, and added that the initiative, a first in the country, would cover about 4,500 services.

Mr. Siddaramaiah said he had met President Pranab Mukherjee in New Delhi and extended him an invitation to launch the initiative.

Karnataka led the country in information technology (IT) and it was only logical that the State should use the available expertise in administration. Mobile governance would also help expedite the process of redressing complaints, he said.

An official said the initiative seeks to bring all government services available on the Internet to smartphones. A pilot project had been carried out offering a host of services, including Sakala.

"Under mobile governance, citizens can pay utility bills, and submit applications and check their status from their smartphones," the official said.

### **MTRAC**

Later, while launching Mysore Traffic Improvement Programme (MTRAC) here, Mr. Siddaramaiah admired the swift action taken against violators of traffic rules in developed countries with the help of technology and urged police officials to replicate it in the State.

"When I was in New York, I saw a vehicle being towed away from a no-parking area soon after it was parked there." Similarly, speeding drivers cannot escape penal action, he said referring to surveillance cameras.



## State all set to roll out m-governance

September 10 2014 23:38 IST

Bangalore: Karnataka, one of the first states to use IT extensively in administration, is all set to pioneer m-governance, starting with essential services.

Mobile governance will be launched shortly and the ubiquitous mobile phone can be used for various purposes -- from employees applying for leave to switching on and off irrigation pumpsets to accessing Sakala (time-bound delivery of services).

"People can transact services through their mobiles without going to offices. An integrated mobile-enabled services delivery system will be done through this initiative," chief minister Siddaramaiah told TOI. The initiative, said to be the first in the country, will be launched by President [Pranab Mukherjee](#).

Keen to make m-governance a flagship initiative like the Annabhagya scheme of the Congress government in Karnataka, Siddaramaiah, who also holds the e-governance portfolio, said: "The aim is to bring all available services on the internet to smart phones. Mobile governance will also help expedite redressing complaints."

The government has identified some services as pilot projects for m-governance. These include Sakala, BSNL landline and mobile bill payments, traffic alert service and pending traffic fine payments, utility services such as electricity, water, traffic services like bus routes and timings.

A senior official in the e-governance department said an integrated platform would be created to roll out the schemes effectively.

Sep 3, 2014, 06.38 AM IST

## **The janata was there, and so was the darshan**

BANGALORE: Hope and despair were writ large on the sea of faces at the entrance to Kumara Krupa Road on Tuesday morning. A fleet of government cars and TV outdoor broadcast vans lined up on one side and police shooing away visitors on the other side were signs that the Janata Darshans had returned to Krishna, the home office of chief minister Siddaramaiah, after seven months.

Thousands of aggrieved men, women, elderly and disabled citizens had come, travelling hundreds of kilometres, to seek help directly from the big man himself. Due to the code of conduct for Lok Sabha and assembly bypolls and the long budget session of the legislature, Janata Darshans had been halted.

And when it came back, it had the janata and the darshan too and was marked by moments, high and low. The heavy security cover and high-handed behaviour of police who rudely pushed around the visitors was quite a put-off.

Tables had been put up at one end of the garden at Krishna where citizens had to reel out their woes and collect acknowledgements before queuing up to meet the chief minister.

The event was slated to start at 9.30am but Siddaramaiah appeared only at 10.45 am. Many citizens had travelled overnight and queued up from 7 in the morning. Then the CM arrived but surrounded by a posse of 20 odd policemen and secretaries.

There was some known faces among the visitors too. Like Lisha NS, who was injured in the April 2013 Malleswaram bomb blast. "The government has only reimbursed some of the

medical bills. Every day, my father has to drop and pick me up by taxi to college and it's becoming very expensive. I have briefed the chief minister about all my troubles. And he has promised to discuss the matter and may give me a four-wheeler to commute to college," she said.

Police around the CM made sure that once the citizen met the chief minister, he was led away. The public meet finally ended late in the afternoon. Keeping track via tech This Janata Darshan though was marked by technology with the introduction of e-Spandana that helps the government keep track of the applications and their status. Every person was given a token number under the system. This can be used by the applicant to keep track of his/her file.

**The chief minister's office has also opened a helpline - 08044554455 under the system for the applicants to call and find out the status of the cases.** In case of urgent disposal of the petition, the application signed by the CM will be scanned by e Spandana and sent to the department concerned.

Additional secretary to the CM, in-charge of Janata Darshan, Dr H Bheemsen Rao, said, "The aim of Janata Darshan is to resolve the issues that reach the CM. Though most petitions are disposed of quickly some need constant reminders to officials at the district due to sensitivity of the file."

## **TIMES VIEW**

Janata Darshans may not solve the problems of all the petitioners who come to the CM seeking relief. But they have a symbolic value: these meetings bridge the gap between the government and public and give the common man a sense of assurance that their grievances aren't too mundane or small for those in corridors of power. But the CM should ensure everyone gets a chance to speak to him and not let heavy security restrict access. Especially when this particular contact programme is being held after seven long months and when people have travelled several miles for an audience.



Bangalore, Sept 03, 2014, DHNS:

## **Hundreds attend CM's Janata Darshan**

**It was grievances galore at Chief Minister Siddaramaiah's Janata Darshan in Bangalore on Tuesday with hundreds of aggrieved attending the programme being held after many months and for the first time after the Lok Sabha polls.**

Balamani had come to 'Krishna', the venue of the Janata Darshan programme, from Mandya. "I have come to seek a plot of land. One of my two sons was killed while serving in the army; the other is handicapped. Will I get land? Balamani sought to know from reporters.

Nagendrappa from Hiriyur taluk in Chitradurga district said he and his family were entirely dependent on agriculture. However, he had no records for the land he tilled. "I have come here seeking the CM's help to provide me ownership title for the land,"

Nagendrappa said. Sharavana of Chikamagalur said he had been making a living by weaving cane chairs. However, the advent of plastic chairs had rendered him jobless. "I have sought a loan to start a new venture," he said.

A few had come with impractical requests. One woman wanted the chief minister to pronounce punishment to an accused in a particular case. Officers had to convince the woman that the case had to be tried before the courts.

The Janata Darshan programme was scheduled to start at 9:30 am, but Siddaramaiah arrived an hour late. Officials from the police, housing, education, health and other departments accompanied him.

Sep 7, 2014, 06.38 AM IST

## Working Sunday for Karnataka's babus as they will clear pending files today



BANGALORE: It's Sunday morning blues for babudom today. Key bureaucrats and their staff, in a drastic departure from norm, will march to Vidhana Soudha to put in a hard day's work.

The decision to work on Sunday was triggered after an upset chief minister, at a recent cabinet meeting, expressed concern over a pileup of 2 lakh files, across departments. Siddaramaiah asked chief secretary Kaushik Mukherjee to oversee their clearance and report to him. Much like PM Modi's diktat to central government bureaucrats to have clean desks, bare of files.

It will be the first working Sunday for chiefs of key departments like home, finance, urban development, revenue, personnel and administrative reforms, and primary and secondary education who will be in Vidhana Soudha to clear as many files as possible. No visitors will be allowed inside the secretariat, and lift operators have been asked to work too.

Mukherjee, who is on a drive since September 3 to dispose of files, expects nearly 20,000-25,000 files to be cleared.

"Section and under secretaries have been warned that they would be held accountable if any file is left unattended beyond 48 hours. Serious action will be initiated and I've planned a random inspection on Monday," Mukherjee said.



Ever since the drive was taken up, nearly 30,000 files were cleared in key departments. "Barring files that are held up by courts, those that can improve governance will be cleared. I'll be present in office on Sunday to monitor work," Mukherjee said.

A senior official of the urban development department agreed that working on a Sunday is rare, and he cannot afford to be absent because portfolios related to Bangalore, like BDA, BBMP, BWSSB and BMRDA, are held by the CM. "The CM is personally monitoring progress and his office is regularly tracking the number of files pending and cleared over the past week," he said.

Lengthy weekends are another reason for the government to take up the file clearance drive. Last week had a string of five holidays, with Gowri-Ganesha celebrations followed by a weekend. There are more holidays on the horizon, as October opens with Gandhi Jayanthi, Ayudha Puja, a weekend and Bakrid.

The CM has also instructed his cabinet colleagues to take the lead in this drive, and directed them to be present at the Soudha for two full days in a week to clear pending files.

### **Sunday drive**

CM frowns at pileup of 2 lakh files across depts

Key departments at work: home, finance, urban development, revenue, DPAR, primary and secondary education

Chief secy expects 20,000 files to be cleared today

File clearance drive taken up on Sept 3

### **TIMES VIEW**

For too long the government has condoned delay in clearing of files. And now it has a situation where bureaucrats and their staff are working on a Sunday to tackle the backlog.

This smacks of inefficiency on two counts.

First, they create a problem and then they try and solve it with a desperate measure like working on a weekly holiday.

It's now being gradually acknowledged that it's very important for employees to rest well over the weekend so that they can be work more efficiently during the week. Such file-clearing binges will work only in the short term.

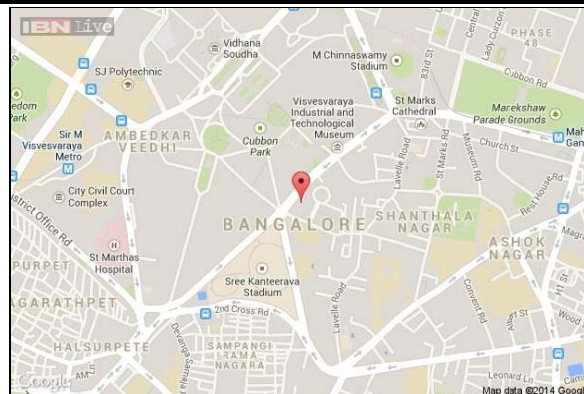


September 7, 2014

## Extended week for babus in Bangalore to clear pending files

**Bangalore:** It was a working Sunday for several bureaucrats at the state secretariat in Bangalore as they sifted through pending files to clear them, following concerns expressed by Chief Minister Siddaramaiah recently over pileup of files across departments.

"This is a drive, this is not a new thing, we have been launching such drives....," state Chief Secretary Kaushik Mukherjee told reporters. It was to set "our own house in order" and the exercise was aimed at seeing that files which were unnecessarily lying on table unattended and also the reactions to peoples requests do not get late, he said.



**"This is a drive, this is not a new thing, we have been launching such drives....," state Chief Secretary Kaushik Mukherjee told reporters.**

"We have not called everybody; we have called in the departments with highest pendency that is my department DPAR, finance department, urban development, revenue department," he added.

At a recent cabinet meeting, Siddaramaiah had expressed concern over a pileup of around two lakh files, across departments and asked the Chief Secretary to oversee their clearance and report to him.

Stating that this drive was to clear files that were pending without disposal, Mukherjee said "...our aim is to clear 50,000 files in three to four days, till yesterday 30,000 files were cleared, today public won't be there so we aim to clear about 50,000 files."

"We should see how many of those files are of public interest, because many files are pending with court cases, many have to return after referring to the other departments....," he added.

Mukherjee also said that he has planned for a random check of files tomorrow and if anything was unattended beyond 48 hours serious action will be initiated.

September 07, 2014 12:57 IST

## Backlog Mounting, Karnataka Bureaucrats Have a Working Sunday



File photo of Karnataka Chief Minister K Siddaramaiah

[Bangalore](#): There are often complaints that you never find government officials in their offices when you are looking for them. Calls or visits to Karnataka's Secretariat or Vidhana Soudha are often met with the response that 'saar' or 'maydum' is not in his or her seat.

Which is what made this Sunday in September so different. If weekdays sometimes see empty offices, Sundays, an official holiday, are absolutely deserted.

But the thousands of pending files upset Chief Minister Siddaramaiah, who ordered bureaucrats of key departments to head into office on Sunday and put their noses to the grindstone.

So it was a working Sunday for bureaucrats in Karnataka.

It did not help that the month of August was full of long weekends - but the recently launched drive to clear up the backlog hopes to make a dent in the thousands of files that are pending. The effort was headed by Chief Secretary, Kaushik Mukherjee, who was on the spot himself to make sure everybody was on the job.

"This is not a new thing... we have had this type of campaigns before. We need to set our own house in order. We were doing this quietly - I don't know how the media came to know about it. Today, we are focussing on the departments of finance, urban development and revenue. We will assess tomorrow morning the number of files cleared and continue the drive as necessary," Mr Mukherjee said.

Hopefully, it will be a step towards a swifter, more efficient bureaucracy in the state.

Sep 8, 2014, 03.53AM IST

## Karnataka secretariat abuzz on Sunday, clears 40,000 files

BANGALORE: The secretariat, quiet on holidays, came alive on Sunday. Hundreds of government staff, led by chief secretary Kaushik Mukherjee, worked against the clock from morning till evening with a single goal of clearing as many pending files as possible.

This is not a sudden burst of activity. Officials have been on an overdrive since the state cabinet expressed displeasure at the huge pendency of files on August 28. As many as 2, 03,541 files were pending with various departments then. By the end of Sunday, they had disposed of 40,000 files - the pendency reduced from 1, 75,975 files on Sunday morning to 1.35 lakh in the evening.

The pendency is the highest in the revenue department, followed by home, urban developments and the department of personnel and administrative reforms. The chief secretary is certainly not pleased with this. Asked about it while he was conducting an inspection at the secretariat, Mukherjee said: "You ask them (the employees) why it is pending."

The disposal drive also helped in keeping the offices clean and spacious.

"This drive is to set our house in order. It is to help people. The files are lying everywhere and many are unnecessarily pending. There is no space even to sit. Once the files are disposed of, they are sent to the records room," the chief secretary told reporters.

To keep up the momentum, the government has devised five principles on file disposal (see box): fixing responsibility from the case worker to the cabinet. **In short, the government's message to its staff is: "Files are not lifeless letters and documents. They contain lives."**

The hundreds of employees - from revenue, health, rural development and panchayat raj, DPAR, finance, education, co-operation and urban development departments - who were in office at the Vidhana Soudha, Vikasa Soudha and MS Building won't get a compensatory off or special pay. A circular stuck on the doors of the offices explained it best: "Service mindset is important in government job." "We were never called to work on a holiday in the past. The chief secretary issued a directive to work today. As it is only for a day, I have no complaints," said an employee of the finance department. Till Saturday, we had cleared around 30,000 files. On Sunday, we cleared around 40,000 files. In the next 3-4 four days, we want to bring down the pendency by another 50,000. We'll have a focused disposal of files and conduct random checks. Disciplinary action will be initiated against those who show negligence.

KOPPAL, September 9, 2014

## **Officials warned over laxity in implementing Sakala scheme**

R.R. Jannu, Deputy Commissioner, while warning of action against officials showing laxity over implementing the Sakala scheme instructed a official of the Survey Department to put up a file for suspending D. Badiger, Supervisor in Survey office in Gangavati.

Presiding over a meeting to review the progress of the implementation of Sakaal scheme in various Departments here on Monday, Mr. Jannu observed that it has come to his notice that officials were showing negligence in implementing the scheme and said that it was a matter of grave concern.

He also took exception to some of the departments receiving applications without giving acknowledgements to avoid the penal clause in case of delay on their part in disposing off the applications.

Since the advent of scheme as many as 12.76 lakh applications were received of which 12.59 lakhs were taken care of, which was far below than the State average.

There were several gram panchayats, especially in Yaragera, Kandkur, Sangnal, which have not received a single application.

In 35 other gram panchayats, the number of applications received and cleared were less than 10.



