

April - 2015 Report

Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014

Total Receipts - 7.58 Crore

Total Disposals - 7.51 Crore



“ 3 years of Sakala ”

No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)
Sakala Mission

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

SIDDARAMAIAH

CHIEF MINISTER



VIDHANA SOUDHA
BENGALURU - 560 001

CM/PS/149/2015

Date : 16-06-2015

MESSAGE

It's a matter of great satisfaction to learn that more than 18 Lakh applications have been disposed timely under the Sakala in the month of April 2015. So far, 7.58 Crore applications have been received and 7.51 Crore applications have been disposed-off on time, achieving a progress of 98 per cent in disposal rate.

Registration and Renewal of Registration under the ***Karnataka Shops and Commercial Establishments Act, 1961*** are the most sought after services in the Labour Department. More than One Lakh of these services have already been delivered to citizens in a time-bound manner. More than 17,000 citizens have availed the service of Registration of Buildings and other Construction Workers in month of April 2015 alone.

Housing Department has delivered more than 7,000 services to citizens in a time-bound manner. Besides, over 5,000 Citizens have availed the Service of Issue of Sale-Deeds for Allotment of Properties (House, Site or Shop).

Services are being delivered faster than what is stipulated by the departments, which makes me delighted. It is heartening to note that rejection rates have seen a fall over the months, due to continuous inspection and monitoring by the Sakala Mission.

I wish that days to come, more and more services will be brought under Sakala to satisfy each and every citizen of the State.

A handwritten signature in blue ink, appearing to read 'Siddaramaiah', with a horizontal line underneath it.
(SIDDARAMAIAH)

The Principal Secretary to Government,
Department of Personnel and Administrative Reforms
(Administrative Reforms),
Multi Storied Buildings,
Dr B. R. Ambedkar Road,
BENGALURU – 560 001.

T.B. JAYACHANDRA
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Message


For the last 38 months Karnataka has witnessed a huge change in the area of public service delivery. We have been able to deliver 7.51 crores services to citizens in a time bound manner. For the first time in the country, the live data of receipts and disposal for each and every department is being publicly displayed at the entrance of Vidhana Soudha and at district/taluk offices as a hallmark of transparency, accountability and good governance.

More than 70,000 citizens have availed services such as "Disposal of petitions", "Issue of copy of FIR to complainant", "NOC for passport verification" & "Service Verification" from Home department in a time bound manner in the month of April 2015 alone. Sakala ensures that the services which are of utmost importance to citizens are delivered in time.

"Photocopying answer scripts of the 2nd PUC final examination" is a service which is of high demand during these times in Education department. The Department must ensure timely delivery of this service.

Karnataka has offered 668 services spread across 50 departments/institutions, which is the largest in the country. Although we have stipulated time limit for delivery of each service, I am happy to note that State Government officials have worked day and night to deliver several services on an average within 1/4th of the time limit. The citizens have expressed satisfaction on getting an SMS much before their expected time for service delivery and also regarding the attitude of government officials coming forward to help citizens who are in need of Government services.

Let us join hands and work for bettering ourselves in giving service to our citizens - after all Service to Mankind is Service to God!


(T.B. Jayachandra)

FROM THE MISSION DIRECTOR'S DESK

Ranking: Chikkaballapura shows consistent performance and occupies the top position for 15 consecutive months from February 2014 onwards due to the sustained efforts of officers and officials of the district. Kolar has taken second position and Tumakuru is in the third position.

Rank	District	District	Rank
1	Chikkaballapura	Raichur	28
2	Kolar	Ballari	29
3	Tumakuru	Bidar	30

Records shown above as on 30/04/2015 12:00:00

Applications and Disposal Trends:

	Receipts	Disposals
Month of Apr -2015	18,46,386	18,25,474
Cumulative Count	7,58,58,650	7,51,21,436

Records shown above as on 30/04/2015 12:00:00

Taluka Rankings:

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Karwar	Uttara Kannada
3	Tiptur	Tumakuru

Records shown above as on 30/04/2015 12:00:00

Assembly Constituency Rankings:

Rank	Assembly Constituency	District
1	Chamarajpet	Bengaluru
2	Chikkaballapura	Chikkaballapura
3	Gandhi Nagar	Bengaluru

Records shown above as on 30/04/2015 12:00:00

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

Over Due: A total of 18,135 overdue were seen at the close of the month. There has been slight increase from last month's 14,668. Services of Revenue and Home department constitute 70% of over dues. To address this issue Sakala review meetings are being held regularly by the DCs in the districts along with departmental review meetings by the Sakala Mission on a regular basis at State level to reduce the number of overdues.

Delayed Disposal: 18,085 applications were delayed in disposal during the month compared with 43,694 of the previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 27% of total delayed disposals. This gives about 0.99% delayed disposals as compared to 1.89% of the previous month.

Revenue department with 7,415 delayed disposals contribute to 41% of delayed disposals. This impacts the State average. District of Chikkamagaluru with 4.50% delayed disposal tops the list and Udupi district with 0.02% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

Rejections: 7.65% is the rejection rate for April -2015. This is a slight increase as compared to 6.09% of previous month. District of Bidar tops the list with highest rejection rate of 14.71% with rejections in services of “**Sandhya Surakha**” and “**All types of Caste Certificate**” being the highest.

“**All types of Caste Certificate**”, “**Sandhya Suraksha**” and “**Providing Employment to Unskilled Labour (MGNREGS)**” are the affected services with high rejection rates in the State. Reasons for rejection 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: 988 offices were found to have made defaults 7 or more times in the month of April 2015. 908 offices were in this category in the month of March-2015. Bengaluru Urban district tops the list with 141 offices. This accounts to almost 16% of total defaulting offices of the State. Revenue department has 427 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 6,499 complaints received for Sakala, 5,231 have been resolved and 328 have been rejected amounting to disposal of 5,559 complaints showing 88% closure rate. 96 complaints are in the process of getting disposed and 844 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 23,386 complaints received for Non Sakala, 9,906 have been resolved and 1,702 have been rejected amounting to disposal of 11,658 complaints showing 52% closure rate. 468 complaints are in the process of getting disposed and 11,195 are overdue.

Appeals: Under Appeal -1 category 1,237 were received of which 1,090 are disposed (589 approved and 501 rejected). Out of 147 overdue appeals 102 appeals are with Revenue department. Bengaluru Urban district itself has 82 overdue appeals in 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 125 were received of which 67 are disposed (13 approved and 54 rejected). Out of 58 overdue appeals 55 appeals are with Revenue department. Deputy Commissioner, Raichur has 51 overdue appeals in Appeal 2 category, which are related to the service of **“All types of caste certificate”**. Regular monitoring is being done by Sakala mission for the timely disposal of appeals.

Compensation: 608 compensation claims have been made till date and amount of Rs. 75,100 has been paid as compensation to citizens. Rs 62,755 has been collected from erring officials.

Addition of new services: Principal Secretaries to Government /Head of Departments/Deputy Commissioners/Zilla Panchayat Chief Executive Officers have been communicated about bringing in more services under Sakala. DO letters have been written to them in this regard.

Training: Forest department expressed their need for training for effective implementation of Sakala initiative. Sakala Mission and DITCs conducted training sessions for the department officers/officials across the State in this month. District administration shall chart out a training schedule for all departments and DITCs shall provide training as per schedule. Departments can also send requests for training needs to Sakala Mission.

Usage of Sakala portal: Sakala Mission is planning to improve the Sakala portal and make it more user friendly. Suggestions for improvements are welcome from all the stake holders. I request the Designated officer/Competent officer/Appellate Authority to make effective use of Sakala portal to monitor the progress in their jurisdiction.

Creating public awareness: District administration assisted with District Information and Public Relations officer shall conduct awareness creation campaigns through print and electronic media at district levels.

SMS alerts: When a citizen applies for a service, Sakala Mission sends an SMS acknowledging the receipt and later sends an SMS to confirm the approval/rejection. Officers get regular SMS about the progress of Sakala. This SMS service was provided by NIC. Due to policy change at NIC, from 1 April, 2015 this service was stopped and this SMS service is currently supported by Department of e- Governance, Government of Karnataka.

Awards: Sakala has won the Prime Minister's Award for Excellence in Public Administration for the year 2012-13. This award was conferred on the event of Civil Services day, held on 21st April 2015 in New Delhi. This achievement is dedicated to all stakeholders of Sakala who have tirelessly worked for Sakala including citizens, officials of the State Government, civil society and media. Sakala Mission submits its respectful thanks for the support, guidance and directions of Hon'ble Chief Minister, Hon'ble Law Minister, Chief Secretary and Additional Chief Secretary.

M.V Jayanthi, IAS
Mission Director
Sakala

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CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

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/ One lakh population (E)	Ranking based on SAKALA Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) Rank for April 2015	Rank for March 2015	Trend
Chikkaballapura	56439	53518	0.3	1	4703	1	1	1	↔
Kolar	64482	63265	1.3	7	4298	2	2	4	↑
Tumakuru	105225	102958	0.8	5	4047	3	3	3	↔
Shivamogga	59887	61779	1.6	9	3522	5	4	9	↑
Udupi	37381	38385	0.3	1	3398	9	5	5	↔
Mandya	71639	64096	2.8	18	3979	4	6	11	↑
Dakshina Kannada	68530	70073	2	13	3426	7	7	8	↓
Gadag	32486	32580	0.7	4	3248	12	8	2	↓
Ramanagara	34466	31604	4.1	24	3446	6	9	17	↑
Bengaluru	325318	319076	3.6	21	3424	8	10	14	↑
Uttara Kannada	40556	40439	0.5	3	2896	17	11	6	↓
Bengaluru Rural	30429	29570	3.4	20	3381	10	12	7	↓
Bagalkot	54206	52532	1.4	8	3011	16	13	12	↓
Dharwad	57401	57479	2.3	16	3188	13	14	16	↑
Hassan	53103	53125	2.2	15	3123	15	15	13	↓
Chikkamagaluru	35935	34608	4.6	27	3266	11	16	10	↓
Chamarajanagar	27705	29320	0.8	5	2770	21	17	15	↓
Mysuru	91064	89386	5.2	28	3140	14	18	20	↑
Davanagere	53329	52744	2.1	14	2806	20	19	21	↑
Chitradurga	46031	44352	3.6	21	2876	18	20	24	↑
Kodagu	12925	12777	1.6	9	2585	24	21	26	↑
Haveri	42698	43074	4.3	26	2846	19	22	18	↓
Belagavi	123013	122660	2.9	19	2617	23	23	25	↑
Vijayapura	53881	56076	2.5	17	2565	25	24	28	↑
Kalaburagi	58769	58826	1.9	11	2350	29	25	30	↑
Koppal	35313	35090	5.7	29	2716	22	26	19	↓
Yadgir	23681	23225	1.9	11	2152	30	27	27	↔
Raichur	47725	49211	3.9	23	2511	27	28	22	↓
Ballari	59173	60212	4.2	25	2366	28	29	29	↔
Bidar	43596	43434	6.7	30	2564	26	30	23	↓

Records shown above as on 30/04/2015 12:00:00

Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

Top 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Chikkaballapura	Chikkaballapura	24347	22432	0	3	1159	6	1
2	Uttara Kannada	Karwar	8111	8618	0.3	13	540	11	2
3	Tumakuru	Tiptur	10557	10538	0.1	8	479	17	3
4	Shivamogga	Sagar	10394	10513	0.7	34	519	12	4
5	Dharwad	Dharwad	27937	28035	1	51	1164	5	5
6	Bengaluru	Bangalore South	145687	143052	1.2	66	8093	2	6
7	Uttara Kannada	Haliyal	4581	3855	0.1	6	416	28	7
8	Bengaluru	Bangalore East	78424	76935	1.3	71	8713	1	8
9	Tumakuru	Madhugiri	11220	11039	0.5	23	431	25	9
10	Tumakuru	Tumkur	33755	32956	1.2	65	572	8	10

Records shown above as on 30/04/2015 12:00:00

Notes: Chikkaballapura taluk of Chikkaballapura district has taken the top spot this month. Karwar of Uttara Kannada district has taken 2nd place.

Bottom 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Bidar	Homnabad	6093	6000	6.6	159	184	151	168
2	Dharwad	Kundgol	2318	2283	2.4	109	144	173	169
3	Dakshina Kannada	Beltangadi	4199	4331	3.6	131	161	167	170
4	Vijayapura	Indi	6453	6683	3.3	127	153	170	171
5	Haveri	Hangal	4243	4580	5.2	146	163	164	172
6	Koppal	Yelbarga	4516	4207	12.1	173	173	158	173
7	Chikkamagaluru	Narasimharajapura	975	1026	7.8	165	162	166	174
8	Ballari	Kudligi	4581	4885	6.1	155	143	174	175
9	Bengaluru	Yelahanka	7505	8250	34.9	177	150	171	176
10	Ballari	Sandur	3153	3634	8.6	169	116	177	177

Records shown above as on 30/04/2015 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)

S.N	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))Apr -2015
1	Chamrajapet	26843	26797	0.1	6	994	5	1
2	Chikkaballapur	24991	23085	0.1	6	961	7	2
3	Gandhinagar	30130	30161	0.5	25	1076	3	3
4	Udupi	22765	23416	0.5	25	910	8	4
5	B.T.M Layout	23721	23361	0.4	19	658	19	5
6	Davanagere North	17504	17609	0.5	25	625	22	6
7	Gadag	16656	15445	0.5	25	594	24	7
8	Tiptur	10557	10538	0.1	6	479	33	8
9	Tumkur City	29483	28562	1.1	70	982	6	9
10	Hubli-Dharwad-Central	17614	17681	0.7	40	607	23	10
11	Bangarapet	16916	16876	1	64	704	15	11
12	Madhugiri	10841	10721	0.4	19	471	35	12
13	Kolar	20643	19926	1.2	82	737	13	13
14	Karwar	10632	11112	0.3	12	408	43	14
15	Shantinagar	12438	12107	0.6	33	460	36	15
16	Mandya	23612	19368	1.6	104	874	10	16
17	Sagar	12822	12656	1	64	534	28	17
18	Gubbi	8030	8234	0.3	12	365	52	18
19	Mangalore City South	39821	41482	2.2	131	1373	2	19
20	Bijapur City	26558	27402	1.8	115	885	9	20
21	Gauribidanur	9579	9258	0.5	25	383	48	21
22	Chamarajanagar	11128	11688	0.8	47	445	39	22
23	Sirsi	8433	7594	0.4	19	366	51	23
24	Puttur	10602	9880	0.7	40	407	44	24
25	Bagalkot	13635	13556	1.1	70	486	32	25

Records shown above as on 30/04/2015 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	13153360	13069223	12200756	859950	359	277	233	44	9	7	5	2	6269
Chikkamagaluru	1436390	1417036	1298582	117985	13	10	4	6	2	2	2	0	1564
Belagavi	4950162	4903152	4619738	281845	59	52	31	21	0	0	0	0	1432
Dakshina Kannada	2572650	2547069	2450136	95489	8	7	3	4	0	0	0	0	1147
Mandya	2756352	2722772	2552307	169000	22	14	8	6	1	1	1	0	1097
Raichur	2245403	2222751	2095938	125689	109	108	53	55	54	3	3	0	783
Shivamogga	2102642	2080864	1944986	134699	15	9	6	3	0	0	0	0	644
Chitradurga	2070255	2047154	1935811	110664	18	18	7	11	0	0	0	0	546
Vijayapura	2435132	2412720	2269650	142142	24	22	5	17	1	1	0	1	525
Kalaburagi	2680991	2654515	2517925	135852	59	59	29	30	4	4	1	3	468
Haveri	1747768	1728261	1635274	92242	8	8	2	6	0	0	0	0	458
Hassan	2639985	2615030	2458007	156358	24	21	10	11	0	0	0	0	447
Ramanagara	1568423	1551878	1486763	64493	9	6	3	3	0	0	0	0	376
Mysuru	3718286	3678055	3507737	168639	40	39	22	17	0	0	0	0	349
Koppal	1656864	1639439	1570167	68492	5	3	0	3	0	0	0	0	327
Dharwad	2277657	2259324	2148404	109186	22	20	1	19	13	13	0	13	325
Bengaluru Rural	1278814	1265240	1195831	68649	21	20	19	1	0	0	0	0	217
Bidar	1822899	1798514	1618286	179648	51	49	13	36	2	2	0	2	188
Ballari	2821441	2795607	2651784	142760	60	51	26	25	6	5	0	5	170
Kolar	2073176	2052376	1937801	113528	36	34	19	15	3	3	0	3	169
Tumakuru	3686138	3647833	3412039	233631	39	35	28	7	1	0	0	0	168
Chamarajanagar	1274637	1261326	1197305	63344	19	18	14	4	0	0	0	0	120
Davanagere	2326788	2303431	2167517	135280	122	115	10	105	24	21	0	21	103
Chikkaballapura	1905632	1871757	1758696	111625	18	18	6	12	0	0	0	0	52
Yadgir	1185513	1170463	1116683	53470	16	16	7	9	1	1	0	1	47
Gadag	1342596	1329878	1276626	52484	8	8	5	3	0	0	0	0	41
Uttara Kannada	1923186	1906663	1847142	58755	16	16	10	6	1	1	0	1	35
Kodagu	644864	639315	606117	32987	3	3	1	2	0	0	0	0	33
Bagalkot	2131095	2113699	2020653	91726	19	19	2	17	2	2	0	2	27
Udupi	1429551	1416091	1376577	38886	15	15	12	3	1	1	1	0	8
Total	75858650	75121436	70875238	4209498	1237	1090	589	501	125	67	13	54	18135

Records shown above as on 30/04/2015 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	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE	41430403	40884261	37953941	2919043	1021	923	488	435	112	57	9	48	7443
HOME	3245946	3198221	3132664	63655	15	5	1	4	0	0	0	0	4528
EDUCATION	502739	496266	469360	26314	46	34	8	26	3	3	0	3	2095
RDPR	3094628	3072405	2968587	100290	82	70	44	26	6	4	2	2	1965
TRANSPORT DEPARTMENT	13632154	13557950	13232383	321608	7	3	1	2	0	0	0	0	914
URBAN DEVELOPMENT	2704665	2687149	2557720	126411	58	48	43	5	3	2	2	0	397
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	3748	3249	2631	607	0	0	0	0	0	0	0	0	177
LABOUR DEPARTMENT	540762	536321	527773	8106	0	0	0	0	0	0	0	0	144
COMMERCE AND INDUSTRIES DEPARTMENT	132174	131745	125828	5856	1	0	0	0	0	0	0	0	114
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	6982	6702	6303	392	0	0	0	0	0	0	0	0	97
HEALTH AND FAMILY WELFARE	812915	811721	801654	9088	0	0	0	0	0	0	0	0	88
FOOD AND CIVIL SUPPLIES	3368859	3368264	3325170	40916	2	2	2	0	1	1	0	1	39
CO-OPERATION DEPARTMENT	39779	35781	34376	1338	0	0	0	0	0	0	0	0	37
COMMERCIAL TAXES	5617759	5608504	5016443	583845	5	5	2	3	0	0	0	0	32
WOMEN AND CHILD WELFARE	690828	688703	687592	651	0	0	0	0	0	0	0	0	22
DPAR	1150	1133	1133	0	0	0	0	0	0	0	0	0	17
HORTICULTURE DEPARTMENT	21326	21293	20923	370	0	0	0	0	0	0	0	0	8
HOUSING DEPARTMENT	7819	7777	7628	147	0	0	0	0	0	0	0	0	7
KANNADA, CULTURE AND INFORMATION	2670	2655	1860	794	0	0	0	0	0	0	0	0	5
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	250	245	242	3	0	0	0	0	0	0	0	0	4
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1094	1091	1027	64	0	0	0	0	0	0	0	0	2
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	75858650	75121436	70875238	4209498	1237	1090	589	501	125	67	13	54	18135

Records shown above as on 30/04/2015 12:00:00

CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECEIPTS	TOTAL NO. OF SAKALA DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	35558095	35028140	6164
2	HOME DEPARTMENT	3236176	3188451	4528
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	3094628	3072405	1965
4	DEPARTMENT OF PUBLIC INSTRUCTION	214161	208986	1385
5	TRANSPORT DEPARTMENT	10231908	10157982	899
6	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	4509354	4506262	670
7	SURVEY AND SETTLEMENT COMMISSIONER	1362926	1348851	609
8	PRE-UNIVERSITY BOARD	121430	121017	413
9	CITY MUNICIPAL COUNCIL	999635	992202	247
10	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2171	1952	209
11	KARNATAKA STATE POLLUTION CONTROL BOARD	3702	3208	176
12	LABOUR DEPARTMENT	505289	502159	134
13	COMMERCE AND INDUSTRIES DEPARTMENT	132174	131745	114
14	FISHERIES DEPARTMENT	6982	6702	97
15	TOWN MUNICIPAL COUNCIL	714017	709486	80
16	HEALTH AND FAMILY WELFARE DEPARTMENT	779541	778578	72
17	HIGHER EDUCATION-COLLEGIATE EDUCATION	16042	15981	49
18	FOOD AND CIVIL SUPPLIES DEPARTMENT	3368859	3368264	39
19	PUBLIC LIBRARIES DEPARTMENT	33744	33636	36
20	REGISTRAR OF CO-OPERATIVE SOCIETIES	19036	18605	29
21	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	2925	2713	28
22	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	25613	25504	27
23	TOWN PANCHAYAT	245681	244188	21
24	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1150	1133	17
25	DRUGS CONTROL DEPARTMENT	30584	30368	16
26	BANGALORE DEVELOPMENT AUTHORITY	5835	5744	15
27	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	404628	402628	14
28	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	30059	28922	10
29	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	467654	467555	9
30	WOMEN AND CHILD WELFARE DEPARTMENT	286192	286071	8
31	AGRICULTURAL MARKETING DEPARTMENT	20648	17084	8
32	SERICULTURE DEPARTMENT	21326	21293	8
33	KARNATAKA HOUSING BOARD	7217	7179	7
34	BRUHAT BANGALORE MAHANAGARA PALIKE	278208	277171	7
35	TRANSPORT CORPORATIONS(KSRTC)	1495105	1494951	6
36	KANNADA AND CULTURE	1885	1880	5
37	COMMERCIAL TAXES DEPARTMENT	5614833	5605790	4
38	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	250	245	4
39	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1094	1091	2
40	UNIVERSITY FINANCE SECTION	294	292	2
41	FOREST DEPARTMENT	46	41	1
42	UNIVERSITY EXAMINATION SECTION	99812	99381	1
				18135

Records shown above as on 30/04/2015 12:00:00

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR APRIL-2015: DISTRICT WISE

S.N	District Name	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total (B)	% of delays for Apr 2015 (B/A)
1	Chikkamagaluru	34608	227	758	133	229	211	1558	4.50
2	Bengaluru	319076	1452	854	754	988	2214	6262	1.96
3	Mandya	64096	193	147	261	194	300	1095	1.71
4	Dakshina Kannada	70073	308	223	214	324	76	1145	1.63
5	Raichur	49211	409	118	79	70	103	779	1.58
6	Chitradurga	44352	293	88	34	47	81	543	1.22
7	Ramanagara	31604	43	45	105	72	104	369	1.17
8	Belagavi	122660	134	465	288	195	347	1429	1.17
9	Haveri	43074	268	83	56	24	25	456	1.06
10	Shivamogga	61779	301	116	86	41	96	640	1.04
11	Vijayapura	56076	236	76	84	44	85	525	0.94
12	Koppal	35090	64	22	84	137	17	324	0.92
13	Hassan	53125	120	148	21	54	99	442	0.83
14	Kalaburagi	58826	141	234	27	42	22	466	0.79
15	Bengaluru Rural	29570	122	62	7	7	15	213	0.72
16	Dharwad	57479	116	58	48	54	48	324	0.56
17	Bidar	43434	70	12	26	21	48	177	0.41
18	Chamarajanagar	29320	16	22	25	20	36	119	0.41
19	Mysuru	89386	126	35	32	45	107	345	0.39
20	Ballari	60212	85	16	29	16	17	163	0.27
21	Kolar	63265	69	33	12	40	15	169	0.27
22	Kodagu	12777	19	0	7	0	7	33	0.26
23	Yadgir	23225	40	2	2	1	1	46	0.20
24	Davanagere	52744	39	8	2	2	50	101	0.19
25	Tumakuru	102958	67	15	35	29	19	165	0.16
26	Gadag	32580	9	0	2	23	7	41	0.13
27	Chikkaballapura	53518	5	12	10	5	18	50	0.09
28	Uttara Kannada	40439	4	16	10	1	4	35	0.09
29	Bagalkot	52532	23	0	1	2	1	27	0.05
30	Udupi	38385	0	0	0	1	6	7	0.02
	Total	1825474	4999	3668	2474	2730	4214	18085	0.99

Records shown above as on 30/04/2015 12:00:00

Notes:

10 districts (S.N 1 to 10) are major contributors to the State delayed disposal rate of 0.99%. **Delayed disposal rate has decreased from 1.89% in March to 0.99% in this month.** The respective district administration must concentrate on reducing the delayed disposals.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR APRIL-2015: 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 Apr 2015 (B/A)
1	DPAR	2	0	0	0	0	17	17	850.00
2	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	223	10	10	19	14	124	177	79.37
3	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	138	1	0	0	2	94	97	70.29
4	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6	0	0	0	1	3	4	66.67
5	EDUCATION DEPARTMENT	11443	102	77	161	611	1139	2090	18.26
6	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	23	0	0	1	0	1	2	8.70
7	KANNADA, CULTURE AND INFORMATION DEPARTMENT	62	0	0	0	0	5	5	8.06
8	HOUSING DEPARTMENT	92	0	0	0	3	4	7	7.61
9	HOME DEPARTMENT	95189	795	1271	725	596	1137	4524	4.75
10	HORTICULTURE DEPARTMENT	188	0	0	0	7	1	8	4.26
11	COMMERCE AND INDUSTRIES DEPARTMENT	2911	107	0	0	4	0	111	3.81
12	RURAL DEVELOPMENT AND PANCHAYAT RAJ	90931	197	1017	306	164	251	1935	2.13
13	CO-OPERATION	3039	7	14	6	10	0	37	1.22
14	REVENUE DEPARTMENT	886227	3361	936	864	1083	1171	7415	0.84
15	LABOUR DEPARTMENT	18209	19	104	7	0	15	145	0.80
16	URBAN DEVELOPMENT	68559	152	85	102	33	47	419	0.61
17	HEALTH AND FAMILY WELFARE	21785	3	4	11	13	56	87	0.40
18	TRANSPORT DEPARTMENT	349316	218	118	266	175	136	913	0.26
19	WOMEN AND CHILD WELFARE	22514	10	1	0	5	6	22	0.10
20	FOOD AND CIVIL SUPPLIES	60270	14	6	5	6	7	38	0.06
21	COMMERCIAL TAXES DEPARTMENT	194347	3	25	1	3	0	32	0.02
	Total	1825474	4999	3668	2474	2730	4214	18085	0.99

Records shown above as on 30/04/2015 12:00:00

Notes: The rate of delayed disposals in April -2015 for the State is 0.99%.

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 27% of total delayed disposals. Revenue department with 7,415 delayed disposals specially relating to “**All types of Income and caste certificate**” service contribute to 41% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

CHAPTER 2F: REPORT OF REJECTIONS FOR APRIL-2015: DISTRICT WISE

S.N.	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)Apr -15
1	Bidar	43596	43434	6387	14.71
2	Davanagere	53329	52744	5606	10.63
3	Yadgir	23681	23225	2385	10.27
4	Chikkamagaluru	35935	34608	3407	9.84
5	Hassan	53103	53125	5212	9.81
6	Ramanagara	34466	31604	3031	9.59
7	Bengaluru Rural	30429	29570	2668	9.02
8	Haveri	42698	43074	3750	8.71
9	Kalaburagi	58769	58826	4990	8.48
10	Chitradurga	46031	44352	3727	8.40
11	Vijayapura	53881	56076	4675	8.34
12	Dharwad	57401	57479	4684	8.15
13	Bengaluru	325318	319076	25775	8.08
14	Raichur	47725	49211	3939	8.00
15	Chikkaballapura	56439	53518	4082	7.63
16	Belagavi	123013	122660	9228	7.52
17	Mandya	71639	64096	4795	7.48
18	Ballari	59173	60212	4338	7.20
19	Tumakuru	105225	102958	7213	7.01
20	Shivamogga	59887	61779	4324	7.00
21	Kodagu	12925	12777	866	6.78
22	Koppal	35313	35090	2330	6.64
23	Mysuru	91064	89386	5467	6.12
24	Kolar	64482	63265	3648	5.77
25	Bagalkot	54206	52532	2935	5.59
26	Gadag	32486	32580	1752	5.38
27	Chamarajanagar	27705	29320	1545	5.27
28	Dakshina Kannada	68530	70073	3371	4.81
29	Uttara Kannada	40556	40439	1928	4.77
30	Udupi	37381	38385	1671	4.35
	Total	1846386	1825474	13972	7.65

Records shown above as on 30/04/2015 12:00:00

Notes:

14 districts (S.N 1 to 14 in the above table) have rejection rates greater than State's average of 7.65% for April-2015. The rejection rate in March was 6.09 %. The respective District administration should probe, analyze and check reasons for rejections. Services of "Sandhya Surakha" and "All types of Caste Certificate" are the most effected in the district of Bidar.

CHAPTER 2G: OFFICES WITH MORE THAN 7 DEFAULTS FOR APRIL-2015: DISTRICT WISE

S.N	District Name	Designated Offices with 7 or more defaults (March-15)	Designated Offices with 7 or more defaults (April-15)
1	Bengaluru	154	141
2	Mysuru	71	65
3	Chikkamagaluru	43	60
4	Bidar	53	45
5	Mandya	37	45
6	Belagavi	29	45
7	Raichur	44	43
8	Ballari	35	40
9	Tumakuru	18	38
10	Hassan	41	34
11	Ramanagara	26	34
12	Dakshina Kannada	25	34
13	Vijayapura	44	33
14	Kalaburagi	34	32
15	Shivamogga	26	32
16	Chitradurga	22	32
17	Kolar	23	30
18	Koppal	24	29
19	Davanagere	30	27
20	Haveri	19	27
21	Bengaluru Rural	28	26
22	Bagalkot	25	21
23	Dharwad	21	17
24	Yadgir	6	13
25	Chamarajanagar	5	11
26	Gadag	10	10
27	Kodagu	5	10
28	Chikkaballapura	6	8
29	Uttara Kannada	2	5
30	Udupi	2	1
	Total	908	988

Records shown above as on 30/04/2015 12:00:00

Notes: Districts of Bengaluru (U), Mysuru, Chikkamagaluru, Bidar and Mandya are at the top of the list. The defaulting offices of Revenue Department are spread all across the State. Deputy Commissioners and Heads of Departments have to regularly monitor the activities of various departments and ensure action against the erring officials as per the penal provisions prescribed in The Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014.

CHAPTER 2H: OFFICES WITH MORE THAN 7 DEFAULTS FOR APRIL-2015: DEPARTMENT WISE

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults (March-15)	Designated Offices with 7 or more defaults (April-15)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	360	427
		SURVEY AND SETTLEMENT COMMISSIONER	38	56
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	47	44
2	HOME DEPARTMENT	HOME DEPARTMENT	128	113
3	RDPR	RDPR	120	130
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	13	12
		CITY CORPORATION (Other than BBMP)	6	3
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	2	1
		BANGALORE DEVELOPMENT AUTHORITY	1	1
		TOWN MUNICIPAL COUNCIL	16	15
		CITY MUNICIPAL COUNCIL	9	15
		TOWN PANCHAYAT	8	8
5	FINANCE DEPARTMENT	COMMERCIAL TAXES DEPARTMENT	2	5
		KGID	0	1
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	81	74
		CPI, Bengaluru & Mysuru	1	1
		COLLEGIATE EDUCATION	0	1
		PUBLIC LIBRARY	1	2
		PU BOARD	1	0
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	41	42
		KSRTC	2	2
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	0	2
8	CO-OPERATION DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	1	4
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	8	7
		EMPLOYEES STATE INSURANCE MEDICAL SERVICES	0	1
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	7	10
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	4	5
		EMPOWERMENT OF DIFFERENTLY ABLED & SENIOR CITIZEN	1	2
12	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	2	0
13	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	3	2
14	HORTICULTURE	SERICULTURE DEPARTMENT	0	2
15	FISHERIES	FISHERIES	5	0
Total			908	988

Records shown above as on 30/04/2015 12:00:00

Notes: Revenue department has 427 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 44 and 56 offices respectively sums up to 527 defaulting offices. This constitutes 54% of the total defaulting offices State wide.

CHAPTER 2I: ZERO DEFAULTING OFFICES (at the end of April-2015)

S.N	Department Name	Zero Default Offices Count
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2080
2	HEALTH AND FAMILY WELFARE DEPARTMENT	487
3	HOME DEPARTMENT	362
4	PUBLIC LIBRARIES DEPARTMENT	147
5	DEPARTMENT OF PUBLIC INSTRUCTION	105
6	AYUSH DEPARTMENT	104
7	AGRICULTURAL MARKETING DEPARTMENT	99
8	LABOUR DEPARTMENT	96
9	FISHERIES DEPARTMENT	78
10	SERICULTURE DEPARTMENT	74
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	59
12	FIRE SERVICES DEPARTMENT	52
13	WOMEN AND CHILD WELFARE DEPARTMENT	49
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	45
15	FOOD AND CIVIL SUPPLIES DEPARTMENT	39
16	UNIVERSITY POST GRADUATION SECTION	39
17	TRANSPORT CORPORATIONS(KSRTC)	37
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	35
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 SETTLEMENT COMMISSIONER	16
24	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	10
25	BRUHAT BANGALORE MAHANAGARA PALIKE	9
26	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	9
27	CITY CORPORATION (Other than BBMP)	9
28	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
29	COMMERCIAL TAXES DEPARTMENT	8
30	KARNATAKA STATE WAREHOUSING CORPORATION	8

S.N	Department Name	Zero Default Offices Count
31	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	7
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6
33	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
34	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	4
35	DRUGS CONTROL DEPARTMENT	4
36	COMMERCE AND INDUSTRIES DEPARTMENT	4
37	KARNATAKA STATE POLLUTION CONTROL BOARD	4
38	UNIVERSITY ACADEMIC SECTION	4
39	UNIVERSITY CONSTITUENT COLLEGES	4
40	UNIVERSITY FINANCE SECTION	4
41	BANGALORE DEVELOPMENT AUTHORITY	3
42	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3
43	UNIVERSITY EXAMINATION SECTION	3
44	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
45	KANNADA AND CULTURE	2
46	DEPARTMENT OF ARCHIVES	1
47	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
48	EXCISE DEPARTMENT	1
49	CITY MUNICIPAL COUNCIL	1
50	TOWN MUNICIPAL COUNCIL	1
51	KARNATAKA SLUM DEVELOPMENT BOARD	1
52	TECHNICAL EDUCATION DEPARTMENT	1
	Total	4222

Records shown above as on 30/04/2015 12:00:00

Notes:

Offices with zero defaults must be visited by HODs of respective departments 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- APRIL 2015

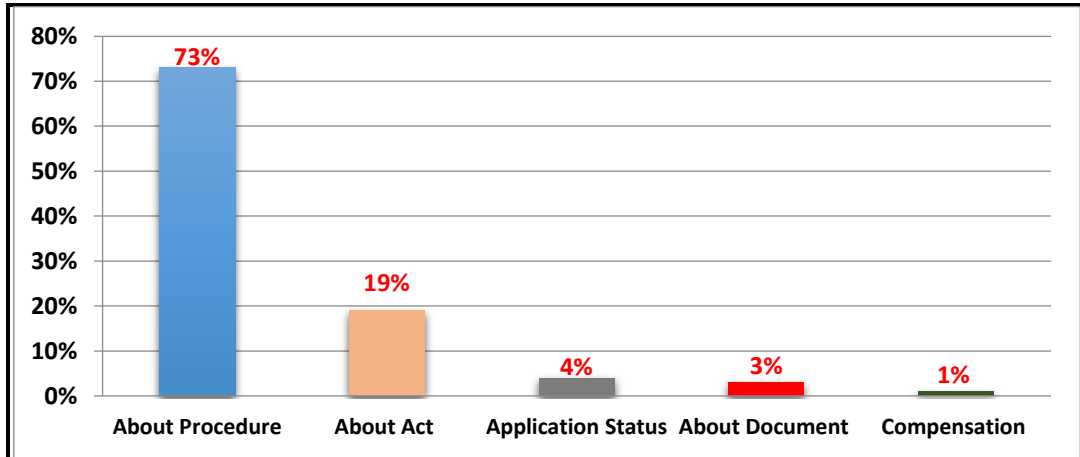
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
1	Gadag	8	97.14	8	98.04	3	117	2	16.67	13	31.20	7	30	16	57	1
2	Chamarajana gar	17	91.25	14	100.00	1	60	7	80.00	4	20.27	15	85	1	59	2
3	Chikkaballap ura	1	98.98	4	100.00	1	23	20	100.00	1	6.88	21	40	12	60	3
4	Haveri	22	99.43	2	97.86	5	92	4	50.00	8	18.69	17	60	4	62	4
5	Dharwad	14	94.14	13	98.61	2	65	6	33.33	12	66.05	3	0	18	68	5
6	Bengaluru Rural	10	99.37	3	0.00	20	150	1	0.00	14	21.56	13	46	9	70	6
7	Chitradurga	20	100.00	1	100.00	1	0	25	42.86	9	74.02	2	40	12	70	6
8	Dakshina Kannada	7	100.00	1	100.00	1	17	21	0.00	14	0.00	24	80	2	70	6
9	Mandya	6	100.00	1	95.45	10	34	15	0.00	14	17.31	19	58	6	71	7
10	Ramanagara	9	98.46	6	92.00	13	48	11	0.00	14	28.57	9	45	10	72	8
11	Ballari	29	100.00	1	0.00	20	56	9	75.00	5	30.27	8	78	3	75	9
12	Tumakuru	3	98.80	5	66.67	15	59	8	63.64	7	11.70	20	27	17	75	9
13	Koppal	26	95.10	11	95.77	9	32	16	40.00	10	40.01	5	85	1	78	10
14	Shivamogga	4	96.58	9	71.95	14	26	18	0.00	14	33.27	6	30	16	81	11
15	Bidar	30	98.02	7	100.00	1	110	3	0.00	14	11.63	20	50	8	83	12
16	Udupi	5	0.00	19	60.81	16	82	5	0.00	14	23.43	12	0	18	89	13
17	Kolar	2	77.78	15	95.95	8	5	24	0.00	14	20.04	16	41	11	90	14
18	Davanagere	19	23.68	17	100.00	1	39	13	0.00	14	21.55	13	34	14	91	15
19	Belagavi	23	0.00	19	0.00	20	56	9	90.91	2	92.41	1	0	18	92	16
20	Uttara Kannada	11	0.00	19	51.85	17	47	12	0.00	14	91.83	1	0	18	92	16
21	Bagalkot	13	0.00	19	0.00	20	59	8	0.00	14	47.76	4	0	18	96	16
22	Mysuru	18	20.00	18	93.40	11	17	21	0.00	14	28.08	10	59	5	97	17
23	Raichur	28	50.00	16	93.02	12	51	10	0.00	14	24.43	11	58	6	97	17
24	Hassan	15	0.00	19	98.00	4	11	22	0.00	14	24.28	11	35	13	98	18
25	Chikkamagal uru	16	95.33	10	100.00	1	8	23	37.50	11	3.83	23	33	15	99	19
26	Yadgir	27	100.00	1	0.00	20	30	17	0.00	14	21.00	14	56	7	100	20
27	Bengaluru(U)	12	94.38	12	0.00	20	23	20	0.00	14	31.18	7	30	16	101	21
28	Kodagu	21	100.00	1	96.12	7	25	19	0.00	14	0.00	24	30	16	102	22
29	Kalaburagi	25	0.00	19	97.52	6	38	14	87.50	3	18.24	18	0	18	103	23
30	Vijayapura	24	100.00	1	20.28	18	32	16	66.67	6	4.70	22	30	16	103	23
Total							1412						1160			

Records shown above as on 30/04/2015 12:00:00

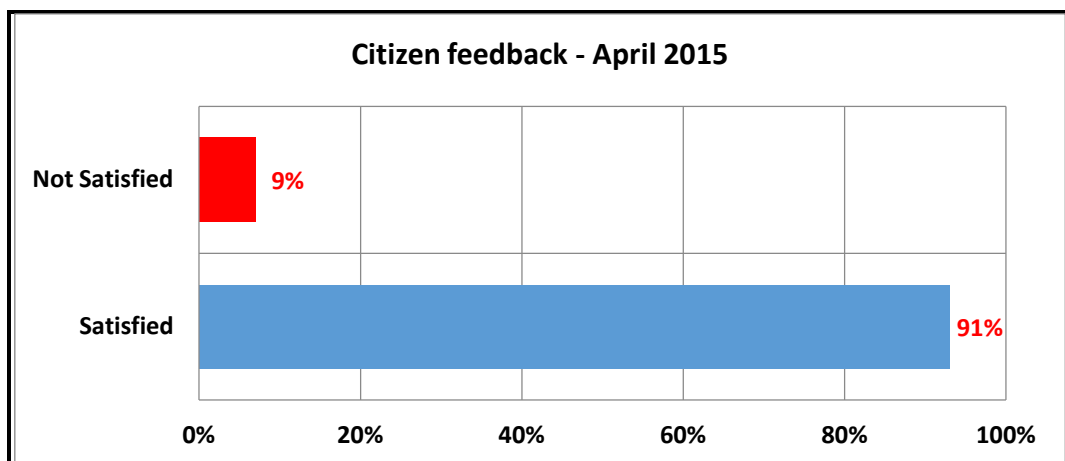
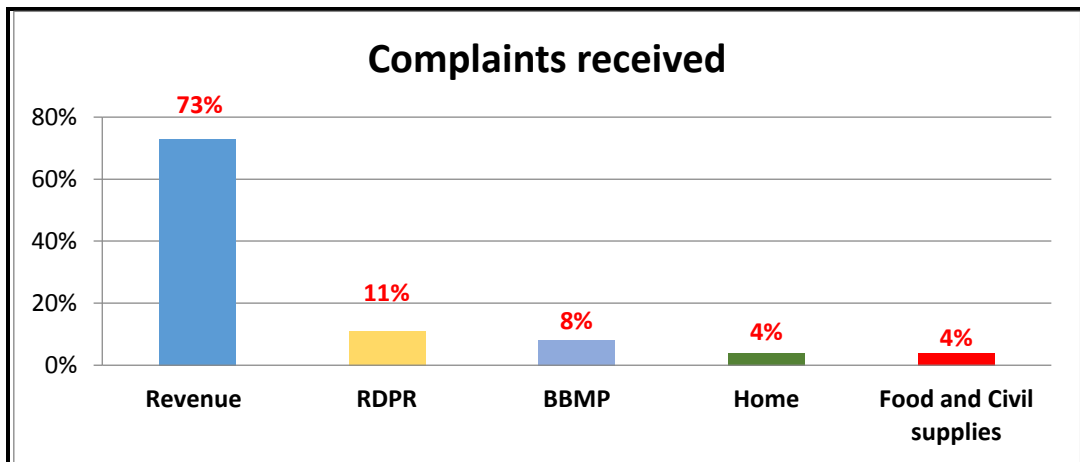
CHAPTER 3: CALL CENTRE REPORT

Call Centre (080-4455 4455) acts as 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 constitute 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- Mar-15	Calls received Count- Apr-15
1	Bengaluru	19051	24853
2	Bagalkot	1985	5710
3	Davanagere	986	948
4	Belagavi	812	847
5	Ballari	516	516
6	Vijayapura	128	512
7	Chitradurga	421	432
8	Bengaluru Rural	419	424
9	Kalaburagi	212	389
10	Mysuru	265	348
11	Raichur	325	343
12	Chikkaballapura	295	310
13	Dakshina Kannada	228	309
14	Tumakuru	204	303
15	Bidar	251	279
16	Mandya	203	255
17	Gadag	210	250
18	Hassan	362	234
19	Koppal	208	223
20	Shivamogga	210	218
21	Haveri	214	209
22	Ramanagara	330	205
23	Kolar	59	204
24	Chamarajanagar	191	203
25	Chikkamagaluru	157	167
26	Dharwad	143	159
27	Uttara Kannada	116	117
28	Udupi	303	85
29	Kodagu	490	67
30	Yadgiri	55	43
	Grand Total	29349	39162

Records shown above as on 30/04/2015 12:00:00

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

CHAPTER 3B: CALLS RECEIVED - DEPARTMENT WISE

S.N	Department/Institution	Calls received Count- Apr-15
1	Revenue Department	22399
2	Transport Department	3613
3	Rural Development & Panchayat Raj Department	2454
4	Bruhat Bangalore Mahanagara Palike	2315
5	Food & Civil Supplies Department	1855
6	Women & Child Welfare Department	956
7	Education Department	884
8	Home Department	649
9	Higher Education-Collegiate Education	565
10	Bangalore Water Supply & Sewerage Board	480
11	Urban Development	433
12	Labour Department	357
13	Health & Family Welfare	339
14	Transport Corporation (KSRTC / BMTC)	336
15	City Municipal Council	271
16	Commercial Taxes Department	244
17	Public Works, Ports & Inland Water Transport Department	209
18	Town Panchayat	171
19	Town Municipal Council	143
20	City Corporation (Other than BBMP)	119
21	Ayush Department	95
22	ESI - Employees State Insurance Corporation	60
23	Pre University Board	51
24	Department of Factories & Boilers & Industrial Safety & Health	50
25	Karnataka Housing Board	21
26	Drugs Control Department.	20
27	Agriculture Department	17
28	Co-operation Department	9
29	Department of Personnel & Administrative Reforms	9
30	Forest Department	8
31	Fisheries Department	7
32	BDA	5
33	Kannada Culture & information Department	4
34	Department Of Public Instruction	3
35	Infrastructure Development	3
36	Medical Education	3
37	IT & BT	2
38	Parliamentary affairs and legislation	1
39	Tourism	1
40	Youth Services and Sports Department	1
	Grand Total	39162

Records shown above as on 30/04/2015 12:00:00

Notes: 60% of calls received for Revenue department were enquiries about **procedure to apply for a service**. 72% calls received for Transport department were **enquiries about the services offered by Transport department** that are covered in the Act.

CHAPTER 3C: STATUS OF COMPLAINTS (at the end of April-2015)

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	EJS	NON-SAKALA	10750	2176	939	3115	464	7171
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4445	2662	677	3339	0	1106
4	Online	SAKALA	1492	595	231	826	52	614
5	Online	NON-SAKALA	904	193	50	243	62	599
6	Call Center	SAKALA	4701	4344	89	4433	43	225
7	Call Center	NON-SAKALA	3003	2859	24	2883	3	114
8	E-Mail	NON-SAKALA	469	445	11	456	1	12
9	E-Mail	SAKALA	228	216	8	224	1	3
10	Janagraha	SAKALA	78	76	0	76	0	2
		Total	29885	15137	2080	17217	626	12039

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		6499	5231	328	5559	96	844
Non Sakala		23386	9906	1702	11658	468	11195

Records shown above as on 30/4/2015 12:00:00

Notes:

Out of 6,499 complaints received for Sakala, 5,231 have been resolved and 328 have been rejected amounting to disposal of 5,559 complaints showing 88% closure rate. 96 complaints are in the process of getting disposed and 844 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 23,386 complaints received for Non Sakala, 9,906 have been resolved and 1,702 have been rejected amounting to disposal of 11,658 complaints showing 52% closure rate. 468 complaints are in the process of getting disposed and 11,195 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.N	Department Name	No. of Appeals	Compensation
1	REVENUE DEPARTMENT	468	59320
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	43	4320
3	DEPARTMENT OF PUBLIC INSTRUCTION	31	5720
4	SURVEY AND SETTLEMENT COMMISSIONER	29	2040
5	BRUHAT BANGALORE MAHANAGARA PALIKE	25	2020
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
	TOTAL	608	75100

Records shown above as on 30/04/2015 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- APRIL 2015

Name	Location	Department	Complaint Category	Satisfied/Not Satisfied
Kumari	Hassan	Women and Child Development Department	Bhagyalakshmi Scheme	Yes
Citizen named Ms.Kumari 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. Kumari was satisfied & also happy.				
Giriappa	Bellary	Revenue Department	Caste And Income Certificate	Yes
Citizen named Mr. Giriappa 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.				
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 Sakala through media advertisement. He is just waiting to complete the stipulated time to rectify this issue .Till now he is happy with the service provided to him.				
Kumar	Udupi	Revenue Department	No Objection Certificate Under PTCL Act	Yes
Citizen named Mr.Kumar 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 call centre service, also he says Government has done a great job by providing Sakala.				
Arun	Kodagu	Urban Development	Aadhar Card	Yes
He called Sakala helpline number to ask information regarding Aadhar card. As this is not included in Sakala he was given Aadhaar help desk number. Citizen was happy with the service provided to him. He also stated this helpline is very beneficial.				
Prakash Kumar	Bijapur	Food and Civil Supplies Department	Ration Card	Yes
Citizen named Mr. Prakash Kumar 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.				

CHAPTER 4: EVENTS AND NEWS CLIPS

1) **Forest Department** Officials from across the State were given training on Sakala by District IT consultants for effective implementation of Sakala.

a)22.04.2015: Shivamogga



b)22.04.2015: Bengaluru Rural



c)23.04.2015: Ballari



d)25.04.2015: Kodagu



