

SIDDARAMAIAH

CHIEF MINISTER

CM/PS/27/2015



VIDHANA SOUDHA
BANGALORE - 560 001

Date : 31-12-2015

MESSAGE

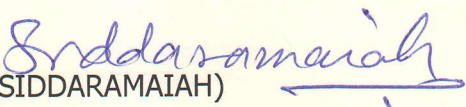
I am happy to note that Sakala's performance in the delivery of services on time is improving by the day. We can see an increase in the receipt of applications and also in their speedier disposal as well as much reduced levels of pendency which is a welcome trend.

Non-Sakala Complaints has also seen a fall due to inclusion of new services, where we received maximum complaints. These are positive vibes that one receives as the program is maturing and the fact that 28,90,040 applications were received and 33,71,940 were disposed in the month of August 2015.

Most sought after services are " Issue of Age Certificates ", " Issue of Disability Certificates " and " Issue of Wound Certificates " in the Department of Health and Family Welfare and " Enrollment of Children in Anganawadi Centers " in the Department of Women and Child Development. More than 20,000 citizens have availed these Sakala services on time in this month.

Appreciations for Sakal are pouring in from all quarters with other States looking up to us for guidance to implement similar schemes in their States. We have remained as a leader in citizen services delivery by continuously improving upon our present performance and evaluating them periodically.

Sakala Mission is committed to ensure good governance using the e-platform, which is made available through National Informatics Centre. I urge all departments to utilize this and assist Sakala Mission in this endeavour.


(SIDDARAMAIAH)

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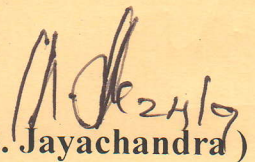
MESSAGE

It is a matter of pride that Sakala has been identified by Government of India as one of the few initiatives to be replicated in all the States. The political support, administrative acumen and citizen involvement have brought Sakala to the forefront in citizen delivery model across the country.

I would like to appreciate the cooperation extended by 52 departments/institutions that have brought so many of their services under Sakala. Departments should come forward to bring in more citizen services under Sakala to make the life of citizens easier.

The delegation of United Nations Development Program (UNDP) visited Sakala Mission in the month, appreciated the efforts of the Government and Sakala Mission for providing more than 8 crore time bound services to citizens of the State.

I urge the district administration and other officials to take Sakala in all earnestness. Sakala *directly* benefits citizens and no stone should be left unturned in this endeavour.


(T.B. Jayachandra)

FROM THE MISSION DIRECTOR'S DESK

Ranking: The first three ranking districts

Rank	District	District	Rank
1	Chikkaballapura	Dharwad	28
2	Tumakuru	Mysuru	29
3	Udupi	Bengaluru	30

Records shown above as on 31/08/2015 12:00:00

13 districts have shown improvement in their performance as compared to previous month. Kodagu has taken up 9th place as compared to 24th place, Dakshina Kannada has taken up 18th place as compared to 28th place, Chikkamagaluru has taken up 12th place as compared to 26th place in the previous month.

Hassan has dropped to 19th place as compared to 8th place and Kalaburagi has dropped to 20th place as compared to 5th place as compared to previous month.

Applications and Disposal Trends:

	Receipts	Disposals
Month of August -2015	28,90,040	33,71,940
Cumulative Count	8,85,59,438	8,77,11,989

Records shown above as on 31/08/2015 12:00:00

Taluka Rankings: The first three ranking talukas

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Kumta	Uttara Kannada
3	Karwar	Uttara Kannada

Records shown above as on 31/08/2015 12:00:00

Assembly Constituency Rankings: The first three ranking Assembly Constituency

Rank	Assembly Constituency	District
1	Udupi	Udupi
2	Chamarajpet	Bengaluru
3	Chikkaballapura	Chikkaballapura

Records shown above as on 31/08/2015 12:00:00

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

Over Due: A total 29,325 of overdue were seen at the close of the month as compared to last month's 36,115. 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. Letters to designated officers with high overdues have been written and have been instructed to ensure timely disposal of applications.

Delayed Disposal: 1,20,479 applications were delayed in disposal during the month compared with 86,156 of the previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 65% of total delayed disposals. This gives about 3.57% delayed disposals as compared to 2.15% of the previous month.

Revenue department with 96,876 delayed disposals contribute to 80% of delayed disposals. This impacts the State average. District of Bengaluru with 8.87% delayed disposal tops the list and Uttara Kannada district with 0.31% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

Rejections: 5.43 % is the rejection rate was seen during this month as compared to 3.99% of previous month. District of Bidar tops the list with highest rejection rate of 8.91% 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: 1,129 offices were found to have made defaults 7 or more times during the month as compared to 1,210 offices of previous month. Bengaluru Urban district tops the list with 168 offices. This accounts to almost 13% of total defaulting offices of the State. Revenue department has 512 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 7,091 complaints received for Sakala, 5,655 have been resolved and 335 have been rejected amounting to disposal of 5,990 complaints showing 88% closure rate. 127 complaints are in the process of getting disposed and 884 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 26,408 complaints received for Non Sakala, 11,124 have been resolved and 1,870 have been rejected amounting to disposal of 12,994 complaints showing 49% closure rate. 524 complaints are in the process of getting disposed and 12,887 are overdue.

Appeals: Under Appeal -1 category 1,317 were received of which 1,145 are disposed (605 approved and 540 rejected). Overdue appeals in Appeal 1 category are related to the services of **“Conversion of agriculture land to non agriculture purpose”** and **“Transfer of Khatas”**.

Under Appeal -2 category 143 were received of which 126 are disposed (64 approved and 62 rejected). Overdue appeals in Appeal 2 category 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: 632 compensation claims have been made till date and amount of Rs 77,560 has been paid as compensation to citizens.

Events: On 27.08.2015, the delegation of United Nations Development Program (UNDP) visited Sakala Mission in the month to get more information about Sakala initiative.

As more and more services of various departments are being brought under Sakala I urge the officers and officials of the State to enthusiastically participate in implementing the Sakala initiative to ensure hassle free delivery of services to citizens

M. Lakshminarayana, 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/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 Aug 2015	Rank of July 2015	Trend
1	Chikkaballapura	82869	98025	0.4	2	6905	1	1	1	↔
2	Tumakuru	160270	165876	0.7	5	6164	2	2	3	↑
3	Udupi	65917	71378	0.4	2	5992	4	3	4	↑
4	Bagalkot	105220	120996	2.4	13	5845	6	4	2	↓
5	Bengaluru Rural	52263	57747	2.8	15	5807	7	5	6	↑
6	Kolar	91073	101796	4.4	26	6071	3	6	9	↑
7	Uttara Kannada	70575	69236	0.3	1	5041	14	7	20	↑
8	Raichur	105878	121334	3.1	17	5572	8	8	18	↑
9	Kodagu	27099	32514	2.8	15	5419	9	9	24	↑
10	Vijayapura	124917	148032	6.9	29	5948	5	10	10	↔
11	Belagavi	226006	274667	1.4	7	4808	16	11	12	↑
12	Chikkamagaluru	56813	64298	3.3	19	5164	11	12	26	↑
13	Mandya	93799	109547	3.9	22	5211	10	13	7	↓
14	Bidar	86951	101784	4.3	25	5114	12	14	22	↑
15	Yadgir	55685	68361	4	24	5062	13	15	15	↔
16	Chitradurga	75964	89460	1.7	9	4747	20	16	14	↓
17	Ramanagara	48968	54701	3.7	21	4896	15	17	19	↑
18	Dakshina Kannada	96060	110076	3.1	17	4803	17	18	28	↑
19	Hassan	78664	84830	1.9	11	4627	21	19	8	↓
20	Kalaburagi	114517	164012	1.6	8	4580	23	20	5	↓
21	Shivamogga	81306	92052	3.4	20	4782	18	21	21	↔
22	Haveri	68860	94227	2.5	14	4590	22	22	16	↓
23	Chamarajanagar	41380	47242	0.9	6	4138	27	23	13	↓
24	Davanagere	78334	98464	0.6	4	4122	28	24	25	↑
25	Gadag	45412	58427	2.1	12	4541	25	25	11	↓
26	Koppal	62017	73573	5.7	27	4770	19	26	17	↓
27	Ballari	114191	141796	3.9	22	4567	24	27	23	↓
28	Dharwad	72013	85073	1.7	9	4000	30	28	27	↓
29	Mysuru	122438	153813	6.3	28	4222	26	29	29	↔
30	Bengaluru	384581	418603	8.9	30	4048	29	30	30	↔

Records shown above as on 31/08/2015 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	29552	32072	0.2	14	1407	5	1
2	Uttara Kannada	Kumta	11330	11248	0.1	7	755	14	2
3	Uttara Kannada	Karwar	14560	11744	0.6	38	970	8	3
4	Uttara Kannada	Haliyal	7051	7134	0	2	641	28	4
5	Bengaluru Rural	Devanahalli	16049	17281	0.7	41	802	12	5
6	Tumakuru	Tumkur	50269	52860	1	55	852	9	6
7	Tumakuru	Tiptur	15297	15267	0.4	28	695	21	7
8	Tumakuru	Koratagere	10616	10737	0.3	19	663	25	8
9	Dharwad	Dharwad	32085	35042	1.3	68	1336	6	9
10	Udupi	Kundapura	27005	28530	0.5	35	692	22	10

Records shown above as on 31/08/2015 12:00:00

Notes: Chikkaballapura taluk of Chikkaballapura district has taken the top spot this month. Kumta taluk 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	Dharwad	Kalghatgi	4884	5626	4.7	141	325	156	168
2	Hassan	Channarayapatna	8141	8233	3.1	117	301	167	169
3	Belagavi	Savadatti	11723	18937	6	150	334	153	170
4	Chikkamagaluru	Narasimharajapura	1989	2179	6.2	153	331	154	171
5	Mysuru	Nanjangud	9711	13000	4.3	139	255	174	172
6	Shivamogga	Sorab	6164	9342	11	171	308	163	173
7	Hassan	Alur	2432	3555	12.3	174	304	164	174
8	Koppal	Yelbarga	7893	11008	11.7	172	303	165	175
9	Uttara Kannada	Supa	1146	1390	6.1	152	229	177	176
10	Bengaluru	Yelahanka	14356	22902	40.4	177	287	169	177

Records shown above as on 31/08/2015 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 FOR JULY 2015 (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))
1	Udupi	30332	33254	0.3	23	1213	7	1
2	Chamrajapet	27982	27779	0.2	12	1036	12	2
3	Chikkaballapur	30381	32873	0.3	23	1168	8	3
4	Gokak	28936	29852	0.2	12	933	16	4
5	Gandhinagar	42004	41832	0.7	51	1500	2	5
6	Kumta	18037	18338	0	1	819	26	6
7	Gulbarga Dakshin	38720	56062	1	71	1290	6	7
8	Chikkodi-Sadalga	28888	29585	0.8	60	1069	11	8
9	Tumkur City	41689	43982	1.1	75	1389	5	9
10	Puttur	21512	22019	0.4	36	827	24	10
11	Bijapur City	43848	50509	1.6	103	1461	3	11
12	Hassan	23902	23641	0.9	68	919	18	12
13	Karwar	20637	15779	0.6	47	793	28	13
14	Mandya	26817	27354	1.3	85	993	14	14
15	Davanagere North	18118	18418	0.1	6	647	48	15
16	Raichur	27893	30619	1.7	109	1072	10	16
17	Athani	25505	28950	1.3	85	879	22	17
18	Tiptur	15297	15267	0.4	36	695	43	18
19	Hukkeri	15647	19714	0.2	12	601	55	19
20	B.T.M Layout	24877	24662	0.5	41	691	44	20
21	Kolar	31693	35505	2	124	1131	9	21
22	Kundapur	16572	17624	0.8	60	720	37	22
23	Chamarajanagar	14738	15818	0.3	23	589	59	23
24	Hungund	23067	24055	1.6	103	823	25	24
25	Chitradurga	20951	25141	0.9	68	698	42	25

Records shown above as on 31/08/2015 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	15022299	14920227	13963573	954756	387	280	236	44	9	7	5	2	12983
Dakshina Kannada	3007623	2981069	2871587	108910	8	7	3	4	0	0	0	0	3023
Mysuru	4318891	4283659	4085199	197916	42	40	22	18	0	0	0	0	1899
Tumakuru	4395195	4352304	4084279	266439	39	36	29	7	1	0	0	0	1499
Mandya	3206348	3179341	2983410	195557	23	16	8	8	1	1	1	0	1094
Belagavi	5885160	5829365	5509439	319510	64	56	33	23	2	0	0	0	1033
Raichur	2660105	2628574	2484263	143908	109	109	54	55	54	54	54	0	834
Vijayapura	2896197	2860284	2700958	158997	26	24	7	17	1	1	0	1	711
Chikkamagaluru	1683280	1667578	1531447	135814	13	10	4	6	2	2	2	0	545
Gadag	1569883	1556826	1496345	60373	8	8	5	3	0	0	0	0	543
Bidar	2141786	2104329	1895056	208883	54	52	13	39	2	2	0	2	523
Ballari	3299613	3261100	3099487	161267	61	53	27	26	6	5	0	5	505
Ramanagara	1782896	1767060	1693748	73059	9	6	3	3	0	0	0	0	449
Koppal	1932819	1912505	1832357	79912	6	4	1	3	0	0	0	0	422
Kalaburagi	3202380	3166027	3005101	160821	60	59	29	30	4	4	1	3	421
Shivamogga	2450237	2429102	2274407	154374	18	9	6	3	0	0	0	0	380
Kolar	2455268	2432268	2297446	134239	39	37	19	18	3	3	0	3	369
Bagalkot	2583556	2562271	2457328	104160	19	19	2	17	2	2	0	2	338
Dharwad	2639311	2621087	2499123	121761	29	28	1	27	18	18	0	18	297
Udupi	1689289	1672544	1627572	44422	15	15	12	3	1	1	1	0	250
Hassan	3034203	3009711	2826227	183120	24	22	10	12	0	0	0	0	219
Chitradurga	2388789	2362389	2235918	126265	19	19	7	12	0	0	0	0	177
Bengaluru Rural	1504987	1491058	1411381	79314	23	20	19	1	0	0	0	0	157
Kodagu	745289	738322	700619	37629	3	3	1	2	0	0	0	0	149
Chamarajana gar	1478279	1463251	1390465	72575	20	20	14	6	0	0	0	0	145
Chikkaballapura	2262139	2226704	2096235	129704	23	20	7	13	0	0	0	0	131
Haveri	2050162	2027334	1916394	110492	10	10	4	6	0	0	0	0	107
Yadgir	1398454	1377384	1313720	63432	16	16	7	9	1	1	0	1	78
Davanagere	2678251	2655397	2497023	158142	134	131	12	119	35	24	0	24	24
Uttara Kannada	2196749	2172919	2106021	66476	16	16	10	6	1	1	0	1	20
Total	88559438	87711989	82886128	4812227	1317	1145	605	540	143	126	64	62	29325

Records shown above as on 31/08/2015 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	48863432	48208578	44792014	3413841	1095	974	501	473	130	116	60	56	10272
RDPR	3654041	3625195	3516572	104611	85	74	47	27	6	4	2	2	5947
TRANSPORT	15954335	15877820	15524175	351775	7	3	1	2	0	0	0	0	5695
HOME DEPARTMENT	3641752	3596189	3522399	72876	15	5	1	4	0	0	0	0	4257
EDUCATION DEPARTMENT	584509	575527	546589	28702	47	34	8	26	3	3	0	3	2201
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	4864	4265	3476	785	0	0	0	0	0	0	0	0	236
URBAN DEVELOPMENT	3018520	3005039	2860988	142663	58	48	43	5	3	2	2	0	208
HEALTH AND FAMILY WELFARE	907653	905653	894797	10527	0	0	0	0	0	0	0	0	172
WOMEN AND CHILD WELFARE	812670	811208	810199	746	0	0	0	0	0	0	0	0	69
LABOUR	603317	598984	590175	8655	0	0	0	0	0	0	0	0	53
COMMERCIAL TAXES DEPARTMENT	6558204	6550455	5927952	621130	6	5	2	3	0	0	0	0	49
CO-OPERATION DEPARTMENT	47539	46715	45134	1556	0	0	0	0	0	0	0	0	42
FOOD AND CIVIL SUPPLIES	3709894	3709296	3663178	45804	2	2	2	0	1	1	0	1	32
HORTICULTURE DEPARTMENT	24588	23564	23181	383	0	0	0	0	0	0	0	0	31
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	7942	7562	7134	422	0	0	0	0	0	0	0	0	18
DPAR	1151	1134	1134	0	0	0	0	0	0	0	0	0	16
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1192	1181	1111	68	0	0	0	0	0	0	0	0	8
KANNADA, CULTURE AND INFORMATION DEPARTMENT	2946	2920	2124	796	0	0	0	0	0	0	0	0	7
HOUSING DEPARTMENT	8521	8419	8269	149	0	0	0	0	0	0	0	0	7
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	383	377	374	3	0	0	0	0	0	0	0	0	5
COMMERCE AND INDUSTRIES	151985	151908	145153	6735	2	0	0	0	0	0	0	0	0
WATER RESOURCES DEPARTMENT	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	88559438	87711989	82886128	4812227	1317	1145	605	540	143	126	64	62	29325

Records shown above as on 31/08/2015 12:00:00

CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECIEPTS	TOTAL NO. OF SAKALA DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	42106417	41468140	8756
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	3654041	3625195	5947
3	BANGALORE METROPOLITAN TRANSPORT CORPORATION	1387621	1381847	4324
4	HOME DEPARTMENT	3630763	3585586	4257
5	DEPARTMENT OF PUBLIC INSTRUCTION	248778	241566	1550
6	TRANSPORT DEPARTMENT	11672169	11605938	1123
7	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	5154670	5151893	1117
8	PRE-UNIVERSITY BOARD	138413	138000	413
9	SURVEY AND SETTELMENT COMMISSIONER	1602249	1588508	399
10	KARNATAKA STATE POLLUTION CONTROL BOARD	4610	4057	236
11	TRANSPORT CORPORATIONS(KSRTC)	1825400	1822598	197
12	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2201	2063	138
13	HEALTH AND FAMILY WELFARE DEPARTMENT	870493	868778	101
14	TOWN MUNICIPAL COUNCIL	794820	791704	74
15	DRUGS CONTROL DEPARTMENT	33703	33433	70
16	UNIVERSITY EXAMINATION SECTION	116586	115980	62
17	COMMERCIAL TAXES DEPARTMENT	6554171	6546482	49
18	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	667084	666570	49
19	LABOUR DEPARTMENT	564110	560966	43
20	TOWN PANCHAYAT	271236	270028	42
21	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	446293	444962	40
22	CITY MUNICIPAL COUNCIL	1126686	1121313	35
23	FOOD AND CIVIL SUPPLIES DEPARTMENT	3709894	3709296	32
24	SERICULTURE DEPARTMENT	24588	23564	31
25	PUBLIC LIBRARIES DEPARTMENT	39944	39848	31
26	WOMEN AND CHILD WELFARE DEPARTMENT	366358	366229	29
27	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	27338	27199	26
28	AGRICULTURAL MARKETING DEPARTMENT	24078	23704	24
29	BRUHAT BANGALORE MAHANAGARA PALIKE	292955	292224	19
30	REGISTRAR OF CO-OPERATIVE SOCIETIES	23365	22915	18
31	FISHERIES DEPARTMENT	7942	7562	18
32	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1151	1134	16
33	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	33042	32040	10
34	BANGALORE DEVELOPMENT AUTHORITY	6573	6537	8
35	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1192	1181	8
36	KARNATAKA HOUSING BOARD	7881	7781	7
37	KANNADA AND CULTURE	1945	1940	5
38	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	383	377	5
39	CITY CORPORATION (Other than BBMP)	498874	496016	4
40	HIGHER EDUCATION-COLLEGIATE EDUCATION	18439	18431	4
41	UNIVERSITY FINANCE SECTION	610	608	2
42	INFORMATION DEPARTMENT	368	366	2
43	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	402008	400807	2
44	UNIVERSITY POST GRADUATION SECTION	4714	4708	1
45	AYUSH DEPARTMENT	3440	3428	1
	Total			29325

Records shown above as on 31/08/2015 12:00:00

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR AUGUST-2015: 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 delayed disposal in (B/A)%
1	Bengaluru	418603	23152	8219	3238	1584	946	37139	8.87
2	Vijayapura	148032	8242	1507	307	107	59	10222	6.91
3	Mysuru	153813	6658	1752	493	291	532	9726	6.32
4	Koppal	73573	3257	451	270	180	58	4216	5.73
5	Kolar	101796	3784	389	93	107	108	4481	4.40
6	Bidar	101784	3460	449	172	216	89	4386	4.31
7	Yadgir	68361	2380	141	62	118	60	2761	4.04
8	Mandya	109547	3636	372	134	99	75	4316	3.94
9	Ballari	141796	4198	1105	122	69	38	5532	3.90
10	Ramanagara	54701	1414	373	120	55	41	2003	3.66
11	Shivamogga	92052	1915	586	344	149	169	3163	3.44
12	Chikkamagaluru	64298	1596	258	94	102	89	2139	3.33
13	Dakshina Kannada	110076	1943	624	510	233	87	3397	3.09
14	Raichur	121334	2850	474	182	61	144	3711	3.06
15	Kodagu	32514	644	51	37	121	59	912	2.80
16	Bengaluru Rural	57747	1075	329	124	56	11	1595	2.76
17	Haveri	94227	1963	245	31	66	17	2322	2.46
18	Bagalkot	120996	2167	404	117	166	44	2898	2.40
19	Gadag	58427	726	137	150	158	29	1200	2.05
20	Hassan	84830	1237	195	79	78	44	1633	1.93
21	Chitradurga	89460	1466	26	27	18	8	1545	1.73
22	Dharwad	85073	971	172	167	127	32	1469	1.73
23	Kalaburagi	164012	2213	224	103	85	41	2666	1.63
24	Belagavi	274667	2756	421	255	280	240	3952	1.44
25	Chamarajanagar	47242	364	32	13	23	14	446	0.94
26	Tumakuru	165876	962	71	62	20	9	1124	0.68
27	Davanagere	98464	468	36	14	78	24	620	0.63
28	Chikkaballapura	98025	310	38	24	50	5	427	0.44
29	Udupi	71378	242	7	7	5	4	265	0.37
30	Uttara Kannada	69236	190	9	9	2	3	213	0.31
	Total	3371940	86239	19097	7360	4704	3079	120479	3.57

Records shown above as on 31/08/2015 12:00:00

Notes:

10 districts (S.N 1 to 10) are major contributors to the State delayed disposal rate of 3.57%. Delayed disposal previous month was 3.52%. The respective district administration must concentrate on reducing the delayed disposals.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR AUG-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 delayed disposal in (B/A)%
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	260	12	27	14	14	25	92	35.38
2	HOME DEPARTMENT	95456	4594	2157	1332	813	703	9599	10.06
3	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	17	1	0	0	0	0	1	5.88
4	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	199	3	0	1	5	2	11	5.53
5	EDUCATION DEPARTMENT	18247	336	128	135	110	148	857	4.70
6	REVENUE DEPARTMENT	2064304	72051	14692	4885	3256	1992	96876	4.69
7	LABOUR DEPARTMENT	18821	529	36	206	1	0	772	4.10
8	URBAN DEVELOPMENT	74351	2107	347	254	233	8	2949	3.97
9	HOUSING DEPARTMENT	194	0	2	1	1	0	4	2.06
10	RURAL DEVELOPMENT AND PANCHAYAT RAJ	168946	2739	480	124	27	64	3434	2.03
11	WOMEN AND CHILD WELFARE	33630	555	54	12	4	0	625	1.86
12	CO-OPERATION DEPARTMENT	1835	25	3	3	1	0	32	1.74
13	HEALTH AND FAMILY WELFARE	28021	180	129	78	9	11	407	1.45
14	TRANSPORT DEPARTMENT	544942	2867	1023	302	225	126	4543	0.83
15	COMMERCE AND INDUSTRIES DEPARTMENT	5762	33	0	1	1	0	35	0.61
16	HORTICULTURE DEPARTMENT	1030	1	0	0	1	0	2	0.19
17	FOOD AND CIVIL SUPPLIES	110428	111	18	11	2	0	142	0.13
18	COMMERCIAL TAXES DEPARTMENT	205438	95	1	1	1	0	98	0.05
	Total	3371940	86239	19097	7360	4704	3079	120479	3.57

Records shown above as on 31/08/2015 12:00:00

Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 80% of total delayed disposals. Revenue department with 96,876 delayed disposals specially relating to **“All types of Income and caste certificate”** service contribute to 66% 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 AUG-2015: DISTRICT WISE

S.N	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	Bidar	86951	101784	8013	8.91
2	Hassan	78664	84830	6302	8.44
3	Chikkamagaluru	56813	64298	4211	7.76
4	Davanagere	78334	98464	5884	6.9
5	Bengaluru	384581	418603	23507	6.64
6	Shivamogga	81306	92052	5801	6.59
7	Haveri	68860	94227	5500	6.53
8	Mandya	93799	109547	5623	6.22
9	Kolar	91073	101796	4797	5.71
10	Tumakuru	160270	165876	7551	5.31
11	Mysuru	122438	153813	6635	4.99
12	Bengaluru Rural	52263	57747	2581	4.73
13	Yadgir	55685	68361	2914	4.6
14	Kodagu	27099	32514	1358	4.57
15	Dakshina Kannada	96060	110076	4584	4.49
16	Belagavi	226006	274667	10982	4.46
17	Kalaburagi	114517	164012	6502	4.44
18	Chikkaballapura	82869	98025	3501	4.21
19	Chitradurga	75964	89460	3164	4.14
20	Chamarajanagar	41380	47242	1383	3.87
21	Ramanagara	48968	54701	2024	3.87
22	Koppal	62017	73573	2538	3.84
23	Dharwad	72013	85073	2620	3.83
24	Gadag	45412	58427	2021	3.75
25	Ballari	114191	141796	4753	3.62
26	Bagalkot	105220	120996	3502	3.57
27	Raichur	105878	121334	3489	3.47
28	Vijayapura	124917	148032	4208	3.05
29	Uttara Kannada	70575	69236	1896	2.91
30	Udupi	65917	71378	1134	2.19
	Total	2890040	3371940	156878	5.43

Records shown above as on 31/08/2015 12:00:00

Notes:

9 districts (S.N 1 to 9 in the above table) have rejection rates greater than State's average of 5.43%. 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: REPORT OF REJECTIONS FOR AUG-2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%)
1	FOREST DEPARTMENT	12	25	17	68
2	KARNATAKA STATE POLLUTION CONTROL BOARD	233	228	44	19.3
3	TECHNICAL EDUCATION DEPARTMENT	285	153	12	7.84
4	KARNATAKA SLUM DEVELOPMENT BOARD	14	13	1	7.69
5	REVENUE DEPARTMENT	1251532	1695973	129423	7.63
6	CITY CORPORATION (Other than BBMP)	13364	13799	1035	7.5
7	CITY MUNICIPAL COUNCIL	28117	28840	1955	6.78
8	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	725	638	40	6.27
9	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	16	16	1	6.25
10	DEPARTMENT OF PUBLIC INSTRUCTION	8118	7126	411	5.77
11	FIRE SERVICES DEPARTMENT	57	57	3	5.26
12	COMMERCIAL TAXES DEPARTMENT	185538	185695	8988	4.84
13	TOWN MUNICIPAL COUNCIL	15536	16044	696	4.34
14	COMMERCE AND INDUSTRIES DEPARTMENT	5594	5614	240	4.28
15	AGRICULTURAL MARKETING DEPARTMENT	737	578	24	4.15
16	FISHERIES DEPARTMENT	242	153	5	3.27
17	TOWN PANCHAYAT	5235	5287	143	2.7
18	DRUGS CONTROL DEPARTMENT	700	690	18	2.61
19	HIGHER EDUCATION-COLLEGIATE EDUCATION	418	417	10	2.4
20	TRANSPORT DEPARTMENT	295647	294981	7053	2.39
21	HOME DEPARTMENT	89786	88804	1996	2.25
22	BRUHAT BANGALORE MAHANAGARA PALIKE	2294	3045	59	1.94
23	HEALTH AND FAMILY WELFARE DEPARTMENT	25809	25828	485	1.88
24	FOOD AND CIVIL SUPPLIES DEPARTMENT	101448	101585	1425	1.4
25	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	146771	146259	1964	1.34
26	UNIVERSITY POST GRADUATION SECTION	89	91	1	1.1
27	REGISTRAR OF CO-OPERATIVE SOCIETIES	1208	1182	11	0.93
28	UNIVERSITY ACADEMIC SECTION	983	973	9	0.92
29	SERICULTURE DEPARTMENT	1313	974	6	0.62
30	LABOUR DEPARTMENT	16267	17023	88	0.52
31	UNIVERSITY EXAMINATION SECTION	6181	5994	22	0.37
32	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	157120	156197	473	0.3
33	SURVEY AND SETTLEMENT COMMISSIONER	63582	64460	185	0.29
34	PUBLIC LIBRARIES DEPARTMENT	1907	1852	3	0.16
35	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	8108	8809	4	0.05
36	WOMEN AND CHILD WELFARE DEPARTMENT	22358	22468	10	0.04
37	TRANSPORT CORPORATIONS(KSRTC)	92668	94754	12	0.01
38	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	52868	52853	3	0.01
39	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	43214	43549	3	0.01
	Total			156878	5.43

Records shown above as on 31/08/2015 12:00:00

**CHAPTER 2H: OFFICES WITH MORE THAN 7 DEFAULTS FOR AUG 2015:
DISTRICT WISE**

S.N	District Name	Designated Offices with 7 or more defaults (July-15)	Designated Offices with 7 or more defaults (Aug-15)
1	Bengaluru	149	168
2	Mysuru	77	86
3	Raichur	71	61
4	Vijayapura	56	52
5	Ballari	48	48
6	Belagavi	45	48
7	Chikkamagaluru	45	48
8	Mandya	59	48
9	Bidar	49	44
10	Kolar	46	42
11	Hassan	52	38
12	Kalaburagi	39	38
13	Ramanagara	30	37
14	Bagalkot	28	34
15	Shivamogga	43	30
16	Tumakuru	32	29
17	Yadgir	30	29
18	Dharwad	33	28
19	Dakshina Kannada	34	26
20	Haveri	27	26
21	Koppal	32	26
22	Bengaluru Rural	30	25
23	Chitradurga	34	23
24	Gadag	23	21
25	Chikkaballapura	18	18
26	Kodagu	19	16
27	Davanagere	25	15
28	Chamarajanagar	15	10
29	Udupi	9	9
30	Uttara Kannada	12	6
	Total	1210	1129

Records shown above as on 31/08/2015 12:00:00

Notes: Districts of Bengaluru (U), Mysuru, , Raichur, Vijayapura and Ballari 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 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR AUG-2015: DEPARTMENT WISE

S.No	Department Name	No of Offices >=7 Defaults
1	REVENUE DEPARTMENT	512
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	144
3	HOME DEPARTMENT	133
4	SURVEY AND SETTLEMENT COMMISSIONER	58
5	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	49
6	DEPARTMENT OF PUBLIC INSTRUCTION	38
7	TRANSPORT DEPARTMENT	37
8	BRUHAT BANGALORE MAHANAGARA PALIKE	28
9	TOWN MUNICIPAL COUNCIL	26
10	CITY MUNICIPAL COUNCIL	14
11	TOWN PANCHAYAT	14
12	HEALTH AND FAMILY WELFARE DEPARTMENT	11
13	TRANSPORT CORPORATIONS(KSRTC)	11
14	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	10
15	LABOUR DEPARTMENT	9
16	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	6
17	WOMEN AND CHILD WELFARE DEPARTMENT	5
18	COMMERCIAL TAXES DEPARTMENT	4
19	CITY CORPORATION (Other than BBMP)	4
20	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	3
21	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	3
22	PUBLIC LIBRARIES DEPARTMENT	3
23	FOOD AND CIVIL SUPPLIES DEPARTMENT	2
24	DRUGS CONTROL DEPARTMENT	1
25	FOREST DEPARTMENT	1
26	COMMERCE AND INDUSTRIES DEPARTMENT	1
27	REGISTRAR OF CO-OPERATIVE SOCIETIES	1
28	UNIVERSITY EXAMINATION SECTION	1
	Total	1129

Records shown above as on 31/08/2015 12:00:00

Notes: Revenue department has 512 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 49 and 58 offices respectively sums up to 619 defaulting offices. This constitutes 55% of the total defaulting offices State wide.

CHAPTER 2J: ZERO DEFAULTING OFFICES (at the end of August-2015)

S.N	Department Name	Zero Defaulting Offices
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1378
2	HEALTH AND FAMILY WELFARE DEPARTMENT	510
3	HOME DEPARTMENT	283
4	PUBLIC LIBRARIES DEPARTMENT	159
5	AYUSH DEPARTMENT	134
6	LABOUR DEPARTMENT	83
7	DEPARTMENT OF PUBLIC INSTRUCTION	81
8	SERICULTURE DEPARTMENT	77
9	AGRICULTURAL MARKETING DEPARTMENT	73
10	FISHERIES DEPARTMENT	68
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
12	FIRE SERVICES DEPARTMENT	49
13	WOMEN AND CHILD WELFARE DEPARTMENT	44
14	UNIVERSITY POST GRADUATION SECTION	42
15	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	41
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	34
17	TRANSPORT CORPORATIONS(KSRTC)	33
18	FOREST DEPARTMENT	24
19	REGISTRAR OF CO-OPERATIVE SOCIETIES	24
20	REVENUE DEPARTMENT	23
21	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	18
22	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	16
23	SURVEY AND SETTLEMENT COMMISSIONER	14
24	KARNATAKA HOUSING BOARD	13
25	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	8
26	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	8
27	KARNATAKA STATE WAREHOUSING CORPORATION	8
28	BRUHAT BANGALORE MAHANAGARA PALIKE	7
29	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	6
30	CITY CORPORATION (Other than BBMP)	6
31	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
32	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	5
33	COMMERCIAL TAXES DEPARTMENT	5
34	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
35	CITY MUNICIPAL COUNCIL	5
36	UNIVERSITY EXAMINATION SECTION	4
37	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	4
38	BANGALORE DEVELOPMENT AUTHORITY	3
39	DRUGS CONTROL DEPARTMENT	3
40	KANNADA AND CULTURE	3

S.N	Department Name	Zero Defaulting Offices
41	KARNATAKA STATE POLLUTION CONTROL BOARD	3
42	UNIVERSITY CONSTITUENT COLLEGES	3
43	UNIVERSITY FINANCE SECTION	3
44	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
45	COMMERCE AND INDUSTRIES DEPARTMENT	2
46	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	2
47	DEPARTMENT OF ARCHIVES	1
48	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
49	EXCISE DEPARTMENT	1
50	TOWN MUNICIPAL COUNCIL	1
51	UNIVERSITY ACADEMIC SECTION	1
	Total	3381

Records shown above as on 31/08/2015 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 2K: ZERO RECEIPT OFFICES (at the end of August-2015)

S.N	Department Name	Zero receipts
1	HEALTH AND FAMILY WELFARE DEPARTMENT	1860
2	AYUSH DEPARTMENT	626
3	DEPARTMENT OF PUBLIC INSTRUCTION	608
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	598
5	FOREST DEPARTMENT	542
6	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	363
7	WATER RESOURCES DEPARTMENT	316
8	PUBLIC LIBRARIES DEPARTMENT	249
9	SERICULTURE DEPARTMENT	243
10	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	221
11	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	209
12	REVENUE DEPARTMENT	205
13	UNIVERSITY POST GRADUATION SECTION	185
14	HOME DEPARTMENT	170
15	FIRE SERVICES DEPARTMENT	156
16	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	150
17	WOMEN AND CHILD WELFARE DEPARTMENT	145
18	FISHERIES DEPARTMENT	136
19	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	121
20	LABOUR DEPARTMENT	118
21	TRANSPORT CORPORATIONS(KSRTC)	118
22	KARNATAKA STATE WAREHOUSING CORPORATION	118
23	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	97
24	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	90
25	AGRICULTURAL MARKETING DEPARTMENT	82
26	KARNATAKA STATE POLLUTION CONTROL BOARD	74
27	SURVEY AND SETTLEMENT COMMISSIONER	59
28	BRUHAT BANGALORE MAHANAGARA PALIKE	48
29	FOOD AND CIVIL SUPPLIES DEPARTMENT	48
30	KANNADA AND CULTURE	43
31	UNIVERSITY CONSTITUENT COLLEGES	42
32	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	41
33	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	38
34	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	35
35	STATE PROJECT OFFICE, CPI	35
36	UNIVERSITY FINANCE SECTION	34
37	KSHIP DIVISION & SUB DIVISION	32
38	UNIVERSITY ACADEMIC SECTION	32
39	UNIVERSITY EXAMINATION SECTION	32
40	COMMERCIAL TAXES DEPARTMENT	30
41	KARNATAKA HOUSING BOARD	29

S.N	Department Name	Zero receipts
42	BANGALORE DEVELOPMENT AUTHORITY	24
43	DRUGS CONTROL DEPARTMENT	20
44	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	19
45	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	17
46	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	14
47	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	13
48	REGISTRAR OF CO-OPERATIVE SOCIETIES	13
49	CITY CORPORATION (Other than BBMP)	12
50	TRANSPORT DEPARTMENT	12
51	TOWN MUNICIPAL COUNCIL	10
52	KARNATAKA SLUM DEVELOPMENT BOARD	9
53	COMMERCE AND INDUSTRIES DEPARTMENT	8
54	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	7
55	KSHIP Division	7
56	DEPARTMENT OF ARCHIVES	6
57	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
58	CITY MUNICIPAL COUNCIL	5
59	PRE-UNIVERSITY BOARD	5
60	INFORMATION DEPARTMENT	4
61	TOWN PANCHAYAT	4
62	TECHNICAL EDUCATION DEPARTMENT	3
63	BANGALORE METROPOLITAN TRANSPORT CORPORATION	2
64	DISTRICT INSURANCE OFFICES	1
65	EXCISE DEPARTMENT	1
	Total	8599

Records shown above as on 31/08/2015 12:00:00

CHAPTER 2L: DISTRICT IT CONSULTANT'S RANKING- AUGUST 2015

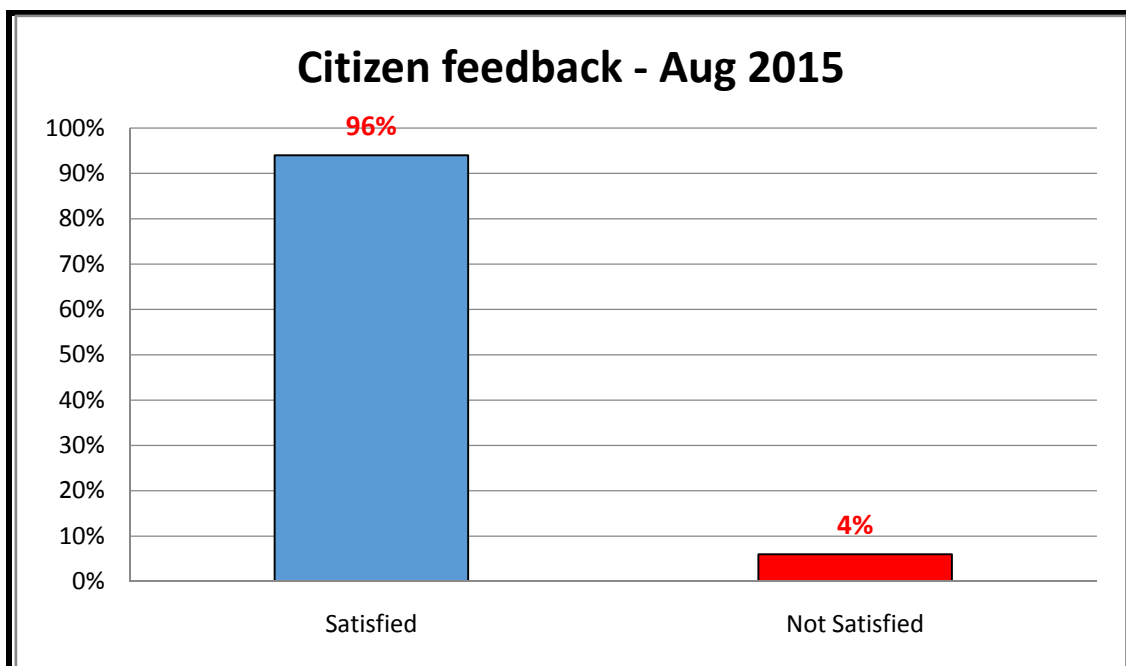
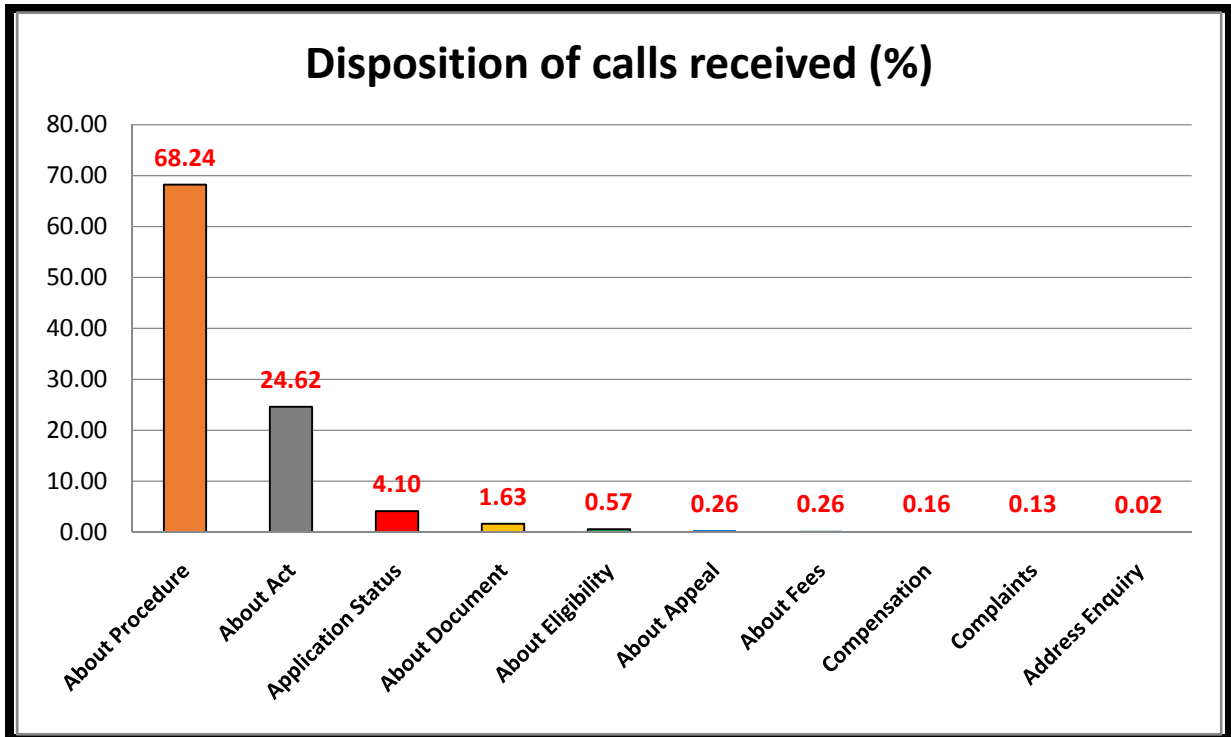
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
1	Belagavi	11	96.61	11	98.28	7	150	1	90.91	2	92.41	1	69	9	42	1
2	Uttara Kannada	7	100.00	1	95.65	18	32	16	58.33	7	91.83	1	60	12	62	2
3	Chitradurga	16	98.67	3	96.36	14	17	20	42.86	9	74.02	2	110	2	66	3
4	Shivamogga	21	98.51	4	97.87	8	108	3	0.00	16	33.27	6	72	8	66	3
5	Bidar	14	99.12	2	98.67	4	90	5	0.00	16	11.63	20	75	7	68	4
6	Davanagere	24	100.00	1	98.68	3	68	7	0.00	16	21.55	13	77	6	70	5
7	Bagalkot	4	94.87	14	79.63	24	57	9	0.00	16	47.76	4	124	1	72	6
8	Udupi	3	100.00	1	96.67	13	47	12	0.00	16	23.43	12	45	15	72	6
9	Raichur	8	100.00	1	95.18	19	46	13	33.33	12	24.43	11	61	11	75	7
10	Kolar	6	100.00	1	86.11	21	32	16	0.00	16	20.04	16	100	3	79	8
11	Dharwad	28	96.00	13	97.37	10	110	2	33.33	12	66.05	3	60	12	80	9
12	Kalaburagi	20	97.46	8	96.23	15	92	4	87.50	3	18.24	18	60	12	80	9
13	Bengaluru Rural	5	97.62	7	98.28	6	12	21	20.00	13	21.56	13	40	16	81	10
14	Koppal	26	100.00	1	97.06	12	34	15	40.00	10	40.01	5	60	12	81	10
15	Tumakuru	2	90.64	20	98.61	5	82	6	18.18	14	11.70	20	47	14	81	10
16	Chikkaballapura	1	94.12	17	97.42	9	8	23	100.00	1	6.88	21	50	13	85	11
17	Chamarajana gar	23	94.12	16	100.00	1	23	19	80.00	4	20.27	15	67	10	88	12
18	Ramanagara	17	98.46	5	96.04	16	26	18	0.00	16	28.57	9	75	7	88	12
19	Vijayapura	10	94.44	15	73.85	25	60	8	66.67	5	4.70	22	80	5	90	13
20	Hassan	19	96.81	10	98.70	2	0	25	0.00	16	24.28	11	69	9	92	14
21	Mandya	13	100.00	1	0.00	29	17	20	0.00	16	17.31	19	97	4	102	15
22	Mysuru	29	50.00	22	50.00	27	51	11	100.00	1	28.08	10	100	3	103	16
23	Haveri	22	97.96	6	95.92	17	26	18	50.00	8	18.69	17	40	16	104	17
24	Yadgir	15	97.44	9	81.32	23	30	17	0.00	16	21.00	14	60	12	106	18
25	Gadag	25	94.00	18	97.14	11	11	22	16.67	15	31.20	7	28	17	115	19
26	Chikkamagaluru	12	90.91	19	88.37	20	32	16	37.50	11	3.83	23	40	16	117	20
27	Bengaluru	30	NA	23	NA	28	56	10	60.00	6	31.18	7	NA	19	123	21
28	Dakshina Kannada	18	96.43	12	82.28	22	39	14	0.00	16	0.00	24	20	18	124	22
29	Ballari	27	76.52	21	69.14	26	23	19	0.00	16	30.27	8	50	13	130	23
30	Kodagu	9	50.00	22	50.00	27	5	24	0.00	16	0.00	24	69	9	131	24
Total							1384						1594			

Records shown above as on 31/08/2015 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 90% of the calls received.



CHAPTER 3A: CALLS RECEIVED (AUGUST 2015) - DISTRICT WISE

S.N	District	Count
1	Bengaluru	23763
2	Bagalkot	5837
3	Davanagere	815
4	Belagavi	757
5	Ballari	481
6	Vijayapura	430
7	Bengaluru Rural	397
8	Chitradurga	381
9	Kalaburagi	347
10	Raichur	311
11	Mysuru	308
12	Chikkaballapura	285
13	Tumakuru	277
14	Bidar	255
15	Dakshina Kannada	252
16	Mandya	241
17	Gadag	213
18	Hassan	202
19	Koppal	198
20	Haveri	194
21	Ramanagara	186
22	Kolar	183
23	Shivamogga	183
24	Chamarajanagar	160
25	Chikkamagaluru	143
26	Dharwad	139
27	Uttara Kannada	91
28	Udupi	67
29	Kodagu	55
30	Yadgiri	36
	Grand Total	37187

Records shown above as on 31/08/2015 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 (AUGUST 2015) - DEPARTMENT WISE

S.N	Department	Count
1	Revenue Department	21501
2	Transport Department	3560
3	Urban Development	3465
4	Rural Development & Panchayat Raj	2253
5	Public Works, Ports & Inland Water Transport Department	1522
6	Education Department	968
7	Women & Child Welfare Department	905
8	Home Department	599
9	Higher Education-Collegiate Education	576
10	Labour Department	568
11	Health & Family Welfare	424
12	Transport Corporation (KSRTC / BMTC)	273
13	Commercial Taxes Department	213
14	Food & Civil Supplies Department	114
15	Co-operation Department	94
16	Karnataka Housing Board	20
17	Agriculture Department	19
18	IT & BT	19
19	Forest Department	15
20	Department Of Public Instruction	10
21	Infrastructure Development	10
22	Kannada Culture & information Department	10
23	BWSSB	9
24	City Municipal Council	8
25	Fisheries Department	7
26	Department of Personnel & Administrative Reforms	6
27	Commerce and Industries	3
28	Parliamentary affairs and legislation	3
29	Town Municipal Council	3
30	BBMP	2
31	Medical Education	2
32	Technical Department	2
33	Ecology & Environment	1
34	ESI - Employees State Insurance Corporation	1
35	Planning, Programme Monitoring and Statistics	1
36	University Examination Section	1
	Grand Total	37187

Records shown above as on 31/08/2015 12:00:00

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

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	InProgress	Overdue
1	EJS	NON-SAKALA	13499	3035	1032	4067	461	8971
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4447	2866	689	3555	1	891
4	Online	NON-SAKALA	1151	309	61	370	53	728
5	Online	SAKALA	1761	764	234	998	79	684
6	Call Center	SAKALA	5019	4596	93	4689	138	192
7	Call Center	NON-SAKALA	3024	2894	26	2920	8	93
8	E-Mail	NON-SAKALA	472	449	11	460	1	11
9	E-Mail	SAKALA	233	219	8	227	0	6
10	Janagraha	SAKALA	78	76	0	76	0	2
Total			33499	16779	2205	18984	741	13771
			Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
	Sakala		7091	5655	335	5990	217	884
	Non Sakala		26408	11124	1870	12994	524	12887

Records shown above as on 31/08/2015 12:00:00

Notes:

Out of 7,091 complaints received for Sakala, 5,655 have been resolved and 335 have been rejected amounting to disposal of 5,990 complaints showing 88% closure rate. 127 complaints are in the process of getting disposed and 884 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 26,408 complaints received for Non Sakala, 11,124 have been resolved and 1,870 have been rejected amounting to disposal of 12,994 complaints showing 49% closure rate. 524 complaints are in the process of getting disposed and 12,887 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 Appeals	Compensation
1	REVENUE DEPARTMENT	490	61260
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	44	4340
3	DEPARTMENT OF PUBLIC INSTRUCTION	32	6220
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	632	77560

Records shown above as on 31/08/2015 12:00:00

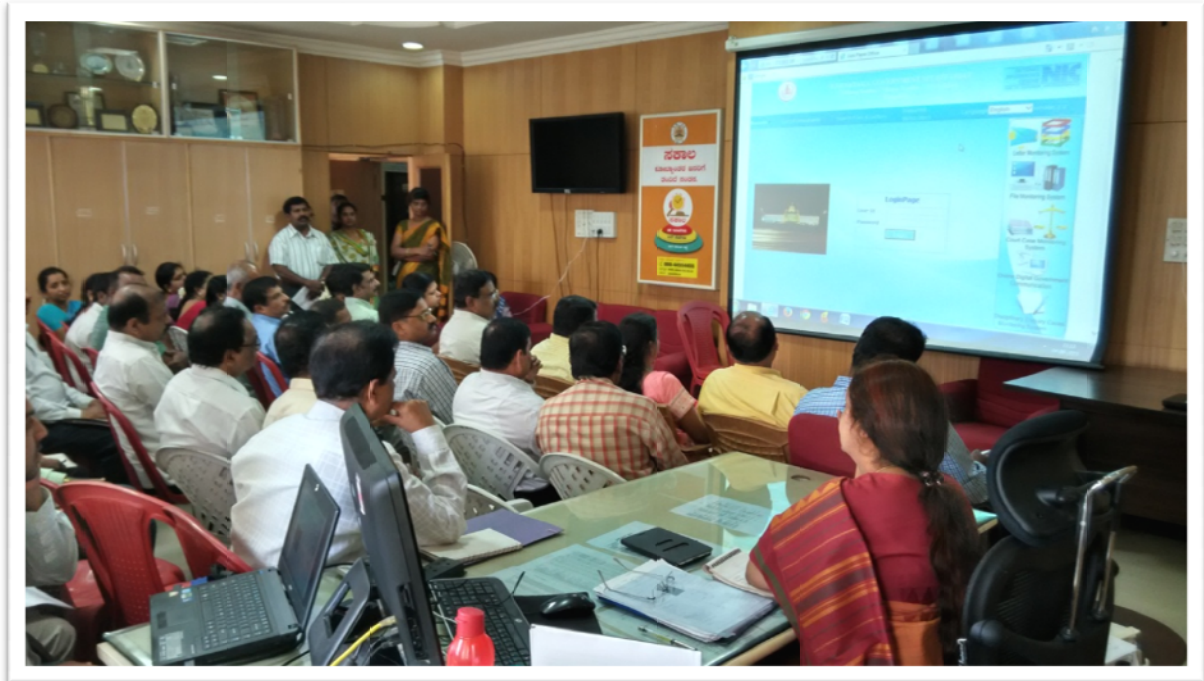
Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal

CHAPTER 3E: CITIZEN FEEDBACK- AUG 2015

S.N	Name	District	Service	Department	Satisfied/not satisfied
1	Veeresh	Raichur	Record of Rights Certificate	Revenue Department	Not Satisfied
Citizen got to know about Sakala through newspaper. He called Sakala to know about Record of Rights Certificate. He did not get the service in time. So citizen is unhappy with Sakala					
2	Rajendra	Belagavi	Maintenance of drinking water	RDPR	Satisfied
Citizen got to know about Sakala through newspaper. He called Sakala to know about Maintenance of drinking water. He is happy with Sakala as he got the service in time.					
3	Paramesh	Hassan	Income certificate	Revenue Department	Satisfied
Citizen got to know about Sakala through newspaper. She called Sakala to know about Income Certificate. He got the service on time. So citizen is happy with Sakala.					
4	Srinivas	Kunigal	Khata extract	Revenue Department	Satisfied
Citizen got to know about Sakala through Internet. He called Sakala to know about Khata extract. He is very happy with Sakala.					
5	Ashok	Bagalkot	Service Verification	Home Department	Satisfied
Citizen got to know about Sakala through Internet. He called Sakala to know about Service Verification. He got the required information and is happy with Sakala.					

CHAPTER 4: EVENTS AND NEWS CLIPS

1) 4.08.2015, Bengaluru: "Record Room Computerisation" - Officials from various departments were trained by Sakala Mission about managing their "closed files" in record room.



2) 27.08.2015, Bengaluru - Delegates from United Nations Development Program (UNDP) visited Sakala Mission to study Sakala initiative. Additional Mission Director, Sakala and Administrative officer, Sakala explained the journey Sakala Mission had taken over the years. The delegates were impressed by the accomplishments of Sakala Mission in a short span of 3 short years.



Soon, register your property anywhere in B'luru Urban

System Could Also Help Fraudsters Sell It To More Than One Buyer

Sandeep.Moudgal
@timesgroup.com

Bengaluru: Soon, you may be able register a property located in Koramangala at a sub-registrar's office (SRO) in Yelahanka or Malleswaram. For, the department of stamps and registration plans to bring all 43 SROs in Bengaluru Urban district under one umbrella to enable registration of properties anywhere in the city.

However, this system will also prove to be a bane for property buyers: It will be easier for fraudsters to sell a property to more than one person and get it registered at different SROs.

It may be recalled that revenue minister V Sreenivas Prasad had recently hinted at irregularities and anomalies in the property registration process in Karnataka.

The proposal for comprehensive merger of the sub-registrar's office (SRO) has been mooted by the inspector-general of registration (IGR) to the government in a letter dated July 17. The department has also suggested extending the facility across the state.

At present, the anywhere

MODUS OPERANDI

According to legal experts, fraudsters leverage the faults in the software of the stamps and registration department. An example of this is the sale of a 1,200 sqft property to three persons

V Jayakumar sold the property to Venkatesulu Naidu and registered it at Chamarajpet SRO. Later, he obtained an encumbrance certificate for the property from Basavanagudi SRO suggesting nil encumbrances

Armed with this, he sold the same property to TS Seshakumar and got it registered at Jigani SRO. He later sold the property to another person named Jyothi S

TIMES VIEW

Extending the 'anywhere registration' system to all sub-registrar offices in Bengaluru Urban district is welcome as property buyers can say no to demands for bribes and can get the work done elsewhere. The government must ensure checks and balances to prevent corruption and fraud. All sub-registrar offices must be digitally synchronized to prevent fraudsters from selling a property to more than one buyer. Buyers should be able to get all property details so that they don't get cheated.

registration system is restricted to only the district registrar offices (DRO), where people can register properties located anywhere within the respective registration district. There are five DROs in the city: at Jayanagar, Shivajinagar, Basavanagudi, Gandhinagar and Rajajinagar.

In this limited spread, there have been several cases of dual registration of properties. Documents in possession of TOI can prove how

some pieces of land have been registered twice, or more number of times, to different people due to fallacies in the process.

For instance, on September 3, 2012, one T Nagamani sold the northern portion of site no.2 formed on survey number 81/1, in Kodigehalli village to a person by name Somu. The property sale was recorded in Bytrayanapura SRO.

Later, Somu sold the property to two different persons

on December 10, 2012 by registering sale in Hebbal SRO, and the day after (December 11, 2012) to another person in Byatrayanapura SRO. Both the SROs come under the Gandhinagar DRO.

Elsewhere, a property in Yeshwantpur was sold to one Vishwanath by Lakshmmamma on August 1, 2014 and registered at Peenya SRO. Later, the same property was sold again on August 13, 2014 by one SB Shivalingaiyah represented by GPA holder PR Gokul in Laggere SRO. Both SROs come under the jurisdiction of Yeshwantpur DRO.

Despite the loopholes and anomalies in the existing property registration process, the department has gone ahead with mooted the anywhere registration for the entire city. Government officials said the department has also sent its proposal to the law department for scrutiny.

While officials in the department of stamps and registration pleaded ignorance to dual registration of properties happening in the city, inspector-general of registration Manoj Kumar Meena was unavailable for comment.

CM's office net blazes at 100 Mbps

It's Three Times Faster Than The PMO Connection

Chethan Kumar & Rajagopalan Venkataraman | TNN

Bengaluru: The internet access speed in Karnataka chief minister Siddaramaiah's office is thrice that of the connection in the Prime Minister's Office. A reply to a query by TOI under the Right to Information Act revealed the internet speed at CM's office is 100 Mbps compared to 34 Mbps of the PMO.

If the CMO is, in fact, working at the speed mentioned in the RTI reply, it will be 38% more than the average

FAST AND FURIOUS

Internet Speed @CMO	No. of PCs using it
100 Mbps	146
PCs on Windows 7	PCs on Windows 8
127	19

Source: RTI

GETTING A HANG OF IT: Experts say the CM's office should leverage the high-speed internet

speed of internet access in the country, which is 2.3 Mbps. According to a 2015 first-quarter global report on the State of Internet by US-based Akamai, a content delivery network and cloud services provider, the peak time speed in India, ranked 115th



globally, is 17.4 Mbps.

Founder of oneindia.com, BG Mahesh, who was part of Prime Minister Narendra Modi's pre-election social media campaign team, says: "Speed has no direct relation to the success of a social media campaign. Such campaigns de-

pend on how committed the head is and whether or not he believes in the space."

Brand guru Harish Bijoor says: "Maintaining an online persona is difficult as one is constantly monitored. How one stands out is also important because, taking an analogy, India is home to 83,000+ brands, but very few have pan-India recognition. Thus, physical and virtual personas are equally important to any political candidate wanting to position himself as credible."

"Narendra Modi, for instance, tasted resounding success during the 2014 general elections because he was able to create a storm of sorts in the online space, be it on Twitter or Facebook," Bijoor adds.

► Delinks party posts, P 3

TUMAKURU DISTRICT ADMINISTRATION TAKING THE CSR ROUTE

Tanu Kulkarni
BENGALURU

Here is an opportunity for those who want to add their mite to help farmers in distress.

The Tumakuru district administration, on a pilot basis, has decided to launch the 'Save the Farmer Project' that envisages accumulating a corpus fund

through CSR initiatives of corporate and individual social investors. The amount would be used to provide loans to distressed farmers.

The first meeting of the proposed project is scheduled to take place on Monday.

Besides providing financial help, it is expected to "facilitate a fair and transparent platform" to farmers

for marketing their produce by eliminating interference of agents, use the mobile technology platform to facilitate basic bank transactions, and generate data on the financial status of targeted farmers.

Based on the social and educational survey, the district administration has identified 40,000 farmers in Tumakuru, with less than Rs. 1 lakh income per

annum and having loans from informal sources.

Tumakuru district in-charge secretary Shalini Rajneesh said the need of the hour was to "handhold farmers", tell them about the schemes available and also educate them on best agricultural practices and diversify their livelihood options.

Ms. Rajneesh said the district administration would

tie-up with corporates and social organisations and sign a MoU to carry out the project. A core committee involving bureaucrats as well members of social organisations would be formed with the district Minister as the patron.

Vattikuti Foundation has mobilised Rs. 2.5 crore for the project and other corporates are also expected to chip in.