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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 Dec 2015	Rank of Nov 2015	Trend
1	Chikkaballapura	74351	75764	0.2	2	6195	1	1	2	↑
2	Udupi	56145	58025	0.1	1	5104	3	2	1	↓
3	Uttara Kannada	61142	65998	0.2	2	4367	6	3	5	↑
4	Tumakuru	120524	127653	0.9	6	4635	5	4	4	↔
5	Bengaluru Rural	48231	48696	2.2	16	5359	2	5	3	↓
6	Kolar	70568	72174	2.3	17	4704	4	6	6	↔
7	Gadag	41179	42100	1.6	10	4117	8	7	19	↑
8	Bagalkot	72463	73156	1.1	9	4025	9	8	7	↓
9	Dharwad	69081	68276	1	7	3837	11	9	9	↔
10	Bengaluru	401205	408649	3.1	22	4223	7	10	16	↑
11	Hassan	64764	68832	2	12	3809	12	11	15	↑
12	Dakshina Kannada	78871	80184	2.5	18	3943	10	12	12	↔
13	Belagavi	155636	165329	1	7	3311	20	13	13	↔
14	Chitradurga	52882	58746	0.7	5	3305	21	14	17	↑
15	Shivamogga	64568	70046	3.9	25	3798	13	15	8	↓
16	Haveri	49744	49709	2	12	3316	19	16	22	↑
17	Davanagere	56312	58183	0.3	4	2963	24	17	14	↓
18	Kodagu	16975	17126	2.9	21	3395	17	18	23	↑
19	Mysuru	96727	101195	2.7	19	3335	18	19	27	↑
20	Ramanagara	36025	38276	3.5	24	3602	16	20	10	↓
21	Mandya	66447	71247	5.9	30	3691	14	21	11	↓
22	Chikkamagaluru	40207	41867	5	28	3655	15	22	20	↓
23	Koppal	41689	43412	2.1	14	3206	22	23	29	↑
24	Chamarajanagar	29616	33842	1.7	11	2961	25	24	21	↓
25	Vijayapura	66641	70198	2.8	20	3173	23	25	18	↓
26	Kalaburagi	70122	75625	2.1	14	2804	28	26	24	↓
27	Bidar	49497	57260	4.1	26	2911	26	27	25	↓
28	Ballari	72610	76923	4.3	27	2904	27	28	30	↑
29	Yadgir	29296	31674	3.2	23	2663	30	29	28	↓
30	Raichur	50799	54332	5.3	29	2673	29	30	26	↓

Records shown above as on 31/12/2015 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	Uttara Kannada	Ankola	7804	7958	0	2	780	8	1
2	Chikkaballapura	Chikkaballapura	25577	27754	0.1	14	1217	6	2
3	Uttara Kannada	Haliyal	7927	9040	0.2	16	720	9	3
4	Uttara Kannada	Karwar	16141	16512	0.2	21	1076	7	4
5	Udupi	Udupi	32011	33002	0	3	571	20	5
6	Tumakuru	Tiptur	14428	15598	0.4	33	655	11	6
7	Dakshina Kannada	Puttur	15148	15360	0.1	12	541	24	7
8	Dharwad	Hubli	24118	23373	0.8	62	1722	4	8
9	Chikkaballapura	Sidlaghatta	12133	10276	0.4	32	577	18	9
10	Dharwad	Dharwad	32883	32824	1	69	1370	5	10

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

Notes: Ankola taluk of Uttara Kannada district has taken the top spot this month. Chikkaballapura taluk of Chikkaballapura 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	Kodagu	Virajpet	4107	3754	4.2	144	205	157	168
2	Kodagu	Somvarpet	3929	4214	3	130	196	164	169
3	Koppal	Yelbarga	4240	4629	2.3	111	163	175	170
4	Ballari	Hagaribommanahalli	3892	4217	5.7	158	204	158	171
5	Kalaburagi	Chitapur	7212	8274	2.9	128	180	173	172
6	Mysuru	Tirumakudal - Narsipur	5929	7375	6.4	166	204	159	173
7	Bidar	Aurad	5129	6648	5	154	189	169	174
8	Raichur	Manvi	7314	8134	10.2	173	197	163	175
9	Chikkamagaluru	Narasimharajapura	1120	1251	14.1	175	186	170	176
10	Ballari	Sandur	3901	4385	8.8	171	144	177	177

Records shown above as on 31/12/2015 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 DECEMBER 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	30945	31672	0	1	1237	4	1
2	Chamrajapet	29179	29108	0.1	4	1080	6	2
3	Chikkaballapur	26580	28778	0.1	4	1022	7	3
4	Gandhinagar	61792	61369	0.3	29	2206	2	4
5	Karwar	23948	24473	0.2	21	921	11	5
6	Hubli-Dharwad-Central	22004	21549	0.4	37	758	16	6
7	Bijapur City	28463	28820	0.7	70	948	10	7
8	Tiptur	14428	15598	0.4	37	655	27	8
9	Kundapur	12097	12439	0.1	4	525	42	9
10	Puttur	13080	13139	0.1	4	503	46	10
11	Kumta	11006	11915	0.1	4	500	47	11
12	Chikkodi-Sadalga	18129	18766	0.6	56	671	25	12
13	Davanagere South	11445	11064	0.1	4	476	49	13
14	Davanagere North	15939	17048	0.4	37	569	35	14
15	Chitradurga	18594	19201	0.6	56	619	29	15
16	Gauribidanur	11731	12110	0.1	4	469	52	16
17	Tumkur City	29815	31516	1.4	108	993	8	17
18	Chintamani	14065	14622	0.3	29	520	43	18
19	B.T.M Layout	24836	25237	0.8	78	689	23	19
20	Madhugiri	13151	14361	0.6	56	571	34	20
21	Sidlaghatta	12901	10998	0.4	37	516	44	21
22	Haveri	17515	17548	0.7	70	603	31	22
23	Hukkeri	12387	13312	0.3	29	476	49	23
24	Jamkhandi	17867	17911	0.9	88	687	24	24
25	Bailahongal	9877	10206	0.1	4	411	60	25

Records shown above as on 31/12/2015 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	16748784	16657539	15594232	1055412	431	282	237	45	11	7	5	2	6216
Mysuru	4719381	4689775	4465426	222826	45	44	24	20	0	0	0	0	979
Tumakuru	4903422	4868202	4573301	293383	44	41	31	10	1	0	0	0	935
Vijayapura	3212871	3184736	3006568	177429	30	26	7	19	1	1	0	1	774
Raichur	2906654	2883237	2720443	162167	109	109	54	55	54	54	54	0	734
Chikkamagaluru	1858265	1844954	1699068	145373	14	10	4	6	2	2	2	0	619
Mandya	3514045	3487103	3269921	215984	30	16	8	8	1	1	1	0	582
Belagavi	6559571	6521896	6162454	357740	71	58	35	23	2	2	0	2	575
Haveri	2264086	2244171	2117137	126283	10	10	4	6	0	0	0	0	404
Kalaburagi	3578621	3551389	3366744	183940	60	59	29	30	4	4	1	3	351
Bidar	2369176	2348711	2107742	240091	60	54	13	41	2	2	0	2	346
Ramanagara	1955361	1943275	1857334	85561	9	8	3	5	0	0	0	0	266
Bengaluru Rural	1704783	1691409	1600582	89734	27	22	21	1	0	0	0	0	247
Dakshina Kannada	3345430	3320856	3196834	122440	8	7	3	4	0	0	0	0	244
Shivamogga	2740172	2720332	2547662	171754	21	15	9	6	0	0	0	0	237
Bagalkot	2887570	2866783	2750416	115394	20	20	2	18	2	2	0	2	232
Ballari	3608735	3586443	3408467	177321	65	56	29	27	6	5	0	5	220
Dharwad	2909952	2890974	2757123	132731	40	39	1	38	29	29	0	29	204
Kolar	2773241	2757721	2604177	151482	40	38	20	18	3	3	0	3	195
Hassan	3305673	3280782	3076170	203914	24	22	10	12	0	0	0	0	180
Yadgir	1538004	1524290	1452581	71632	16	16	7	9	1	1	0	1	163
Kodagu	813892	807916	766306	41374	3	3	1	2	0	0	0	0	130
Koppal	2108989	2095042	2001835	92604	8	4	1	3	0	0	0	0	107
Chitradurga	2616193	2600602	2455665	144559	19	19	7	12	1	1	0	1	102
Chamarajana gar	1612860	1601987	1520512	81219	21	21	14	7	0	0	0	0	65
Gadag	1743849	1731580	1662472	68744	9	8	5	3	0	0	0	0	63
Chikkaballapura	2601524	2579121	2429153	148133	32	29	16	13	0	0	0	0	59
Davanagere	2952913	2931015	2751555	178866	144	141	14	127	39	24	0	24	29
Uttara Kannada	2461495	2438938	2364527	73790	16	16	10	6	1	1	0	1	22
Udupi	1916703	1902381	1851261	50086	15	15	12	3	1	1	1	0	10
Total	98232215	97553160	92137668	5381966	1441	1208	631	577	161	140	64	76	15290

Records shown above as on 31/12/2015 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	53305339	52827358	48956336	3861245	1185	1032	526	506	146	130	60	70	6345
HOME	4048600	4008181	3923227	83645	16	6	1	5	0	0	0	0	3499
PRIMARY AND SECONDARY EDUCATION	468503	460108	431281	28662	52	34	8	26	3	3	0	3	1646
RDPR	4329087	4305323	4190448	109865	100	76	48	28	8	4	2	2	1268
TRANSPORT	18260514	18172948	17785435	383648	7	5	1	4	0	0	0	0	1101
HEALTH AND FAMILY WELFARE	1003602	1001040	988418	12067	0	0	0	0	0	0	0	0	430
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	5945	5317	4378	932	0	0	0	0	0	0	0	0	304
URBAN DEVELOPMENT	3317790	3299158	3138798	158751	67	48	43	5	3	2	2	0	242
LABOUR	675179	670160	660678	9228	0	0	0	0	0	0	0	0	94
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	10441	9716	9236	479	0	0	0	0	0	0	0	0	85
WOMEN AND CHILD WELFARE	907289	906090	904520	890	0	0	0	0	0	0	0	0	71
FOOD AND CIVIL SUPPLIES	4060077	4059492	4006430	51580	2	2	2	0	1	1	0	1	41
HIGHER EDUCATION	178354	177561	174757	2648	1	0	0	0	0	0	0	0	38
CO-OPERATION	55842	54095	52302	1759	0	0	0	0	0	0	0	0	35
HOUSING	9319	9211	9054	156	0	0	0	0	0	0	0	0	26
COMMERCE AND INDUSTRIES DEPARTMENT	161358	161244	154216	7023	2	0	0	0	0	0	0	0	18
DPAR	1151	1135	1135	0	0	0	0	0	0	0	0	0	16
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1297	1282	1212	69	0	0	0	0	0	0	0	0	9
HORTICULTURE	27419	27294	26901	393	0	0	0	0	0	0	0	0	7
KANNADA, CULTURE AND INFORMATION	3293	3281	2465	809	0	0	0	0	0	0	0	0	6
FINANCE	7401387	7392742	6716022	668113	9	5	2	3	0	0	0	0	5
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	429	424	419	4	0	0	0	0	0	0	0	0	4
BACKWARD CLASSES WELFARE	0	0	0	0	0	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	98232215	97553160	92137668	5381966	1441	1208	631	577	161	140	64	76	15290

Records shown above as on 31/12/2015 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	45556044	45097322	5110
2	HOME DEPARTMENT	4036991	3996576	3495
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	4329087	4305323	1268
4	DEPARTMENT OF PUBLIC INSTRUCTION	280720	273266	1144
5	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	5873600	5869300	986
6	TRANSPORT DEPARTMENT	13494818	13408025	969
7	PRE-UNIVERSITY BOARD	138745	138000	413
8	KARNATAKA STATE POLLUTION CONTROL BOARD	5463	4854	299
9	DRUGS CONTROL DEPARTMENT	36949	36104	264
10	SURVEY AND SETTLEMENT COMMISSIONER	1875572	1860595	249
11	HEALTH AND FAMILY WELFARE DEPARTMENT	962680	960973	163
12	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	29455	29136	93
13	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	464401	463945	92
14	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	10441	9716	85
15	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2201	2118	83
16	LABOUR DEPARTMENT	631763	628464	73
17	TOWN MUNICIPAL COUNCIL	864837	860549	73
18	CITY MUNICIPAL COUNCIL	1247910	1240847	45
19	FOOD AND CIVIL SUPPLIES DEPARTMENT	4060077	4059492	41
20	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	481902	481247	39
21	TRANSPORT CORPORATIONS(KSRTC)	1960498	1960305	38
22	WOMEN AND CHILD WELFARE DEPARTMENT	425381	424839	32
23	UNIVERSITY EXAMINATION SECTION	134738	134140	32
24	AGRICULTURAL MARKETING DEPARTMENT	26325	25569	30
25	KARNATAKA HOUSING BOARD	8643	8537	26
26	COMMERCE AND INDUSTRIES DEPARTMENT	161358	161244	18
27	TOWN PANCHAYAT	293029	291813	16
28	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1151	1135	16
29	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	36770	35309	15
30	BANGALORE DEVELOPMENT AUTHORITY	6815	6800	10
31	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1297	1282	9
32	SERICULTURE DEPARTMENT	27419	27294	7
33	KANNADA AND CULTURE	2031	2025	6
34	PUBLIC LIBRARIES DEPARTMENT	46831	46722	6
35	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	6642	6381	6
36	COMMERCIAL TAXES DEPARTMENT	7396819	7388192	5
37	CITY CORPORATION (Other than BBMP)	564820	560823	5
38	REGISTRAR OF CO-OPERATIVE SOCIETIES	29421	28430	5
39	FOREST DEPARTMENT	482	460	5
40	HIGHER EDUCATION-COLLEGIATE EDUCATION	20739	20731	4
41	FIRE SERVICES DEPARTMENT	11609	11605	4
42	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	429	424	4
43	AYUSH DEPARTMENT	3973	3961	3
44	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	738028	737980	2
45	TECHNICAL EDUCATION DEPARTMENT	2222	2042	1
46	UNIVERSITY POST GRADUATION SECTION	4888	4887	1
	Total			15290

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

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR DECEMBER-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 (B/A)
1	Mandya	71247	3155	530	269	204	68	4226	5.93%
2	Raichur	54332	2163	502	112	56	61	2894	5.33%
3	Chikkamagaluru	41867	1351	342	187	120	103	2103	5.02%
4	Ballari	76923	2423	521	183	77	66	3270	4.25%
5	Bidar	57260	2015	137	72	66	52	2342	4.09%
6	Shivamogga	70046	1512	709	359	92	81	2753	3.93%
7	Ramanagara	38276	1121	123	57	21	9	1331	3.48%
8	Yadgir	31674	678	187	130	17	16	1028	3.25%
9	Bengaluru	408649	7354	2280	1242	890	870	12636	3.09%
10	Kodagu	17126	461	19	4	8	4	496	2.90%
11	Vijayapura	70198	1162	433	219	86	54	1954	2.78%
12	Mysuru	101195	1622	355	300	193	284	2754	2.72%
13	Dakshina Kannada	80184	1596	236	87	53	22	1994	2.49%
14	Kolar	72174	1172	260	116	90	58	1696	2.35%
15	Bengaluru Rural	48696	895	109	66	18	7	1095	2.25%
16	Koppal	43412	744	101	27	30	30	932	2.15%
17	Kalaburagi	75625	857	481	119	56	44	1557	2.06%
18	Haveri	49709	624	212	164	14	2	1016	2.04%
19	Hassan	68832	1134	158	77	24	13	1406	2.04%
20	Chamarajanagar	33842	354	97	73	23	25	572	1.69%
21	Gadag	42100	482	121	46	9	2	660	1.57%
22	Bagalkot	73156	610	86	61	27	29	813	1.11%
23	Belagavi	165329	1072	190	138	137	93	1630	0.99%
24	Dharwad	68276	448	120	55	19	13	655	0.96%
25	Tumakuru	127653	800	128	87	28	60	1103	0.86%
26	Chitradurga	58746	334	51	28	17	7	437	0.74%
27	Davanagere	58183	143	33	10	1	2	189	0.32%
28	Chikkaballapura	75764	136	18	8	9	3	174	0.23%
29	Uttara Kannada	65998	119	12	2	6	8	147	0.22%
30	Udupi	58025	29	0	1	2	1	33	0.06%
	Total	2304497	36566	8551	4299	2393	2087	53896	2.34%

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

Notes:

14 districts (S.N 1 to 14) are major contributors to the State delayed disposal rate of 2.34%. Delayed disposal previous month was 2.55%. The respective district administration must concentrate on reducing the delayed disposals.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR DECEMBER-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(B/A)
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	188	11	5	10	12	18	56	29.79%
2	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	27	0	0	2	0	3	5	18.52%
3	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	8	1	0	0	0	0	1	12.50%
4	PRIMARY AND SECONDARY EDUCATION	10340	374	174	159	131	134	972	9.40%
5	HOME DEPARTMENT	97358	4902	1621	1105	719	717	9064	9.31%
6	HOUSING DEPARTMENT	242	1	1	18	2	0	22	9.09%
7	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	574	8	0	0	16	9	33	5.75%
8	CO-OPERATION DEPARTMENT	1953	55	0	4	10	19	88	4.51%
9	URBAN DEVELOPMENT	75864	1841	374	160	41	33	2449	3.23%
10	REVENUE DEPARTMENT	1111448	24589	4987	2307	1113	812	33808	3.04%
11	HEALTH AND FAMILY WELFARE	21886	315	83	37	11	21	467	2.13%
12	RURAL DEVELOPMENT AND PANCHAYAT RAJ	171302	2217	647	278	165	118	3425	2.00%
13	COMMERCE AND INDUSTRIES DEPARTMENT	205	1	1	0	0	2	4	1.95%
14	WOMEN AND CHILD WELFARE	23577	311	91	4	4	1	411	1.74%
15	LABOUR DEPARTMENT	15875	28	104	4	4	2	142	0.89%
16	HIGHER EDUCATION	4349	19	0	1	0	16	36	0.83%
17	HORTICULTURE DEPARTMENT	148	1	0	0	0	0	1	0.68%
18	TRANSPORT DEPARTMENT	468833	1767	432	196	151	180	2726	0.58%
19	FOOD AND CIVIL SUPPLIES	79220	50	24	13	14	2	103	0.13%
20	FINANCE DEPARTMENT	221023	75	7	1	0	0	83	0.04%
	Total	2304497	36566	8551	4299	2393	2087	53896	2.34%

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

Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 67% of total delayed disposals. Revenue department with 33,808 delayed disposals specially relating to “**All types of Income and caste certificate**” service contribute to 62% 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 DECEMBER-2015:
DISTRICT WISE**

S.N	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	Bidar	49497	57260	7743	13.52
2	Chitradurga	52882	58746	5001	8.51
3	Davanagere	56312	58183	4687	8.06
4	Hassan	64764	68832	5337	7.75
5	Kalaburagi	70122	75625	5749	7.6
6	Raichur	50799	54332	3976	7.32
7	Haveri	49744	49709	3460	6.96
8	Koppal	41689	43412	2936	6.76
9	Chikkaballapura	74351	75764	5021	6.63
10	Chamarajanagar	29616	33842	2176	6.43
11	Shivamogga	64568	70046	4406	6.29
12	Vijayapura	66641	70198	4402	6.27
13	Mandya	66447	71247	4361	6.12
14	Belagavi	155636	165329	9304	5.63
15	Chikkamagaluru	40207	41867	2346	5.6
16	Bengaluru Rural	48231	48696	2683	5.51
17	Bengaluru	401205	408649	22420	5.49
18	Mysuru	96727	101195	5525	5.46
19	Kolar	70568	72174	3887	5.39
20	Ramanagara	36025	38276	2025	5.29
21	Tumakuru	120524	127653	6472	5.07
22	Ballari	72610	76923	3789	4.93
23	Kodagu	16975	17126	832	4.86
24	Yadgir	29296	31674	1514	4.78
25	Gadag	41179	42100	1814	4.31
26	Dharwad	69081	68276	2659	3.89
27	Dakshina Kannada	78871	80184	2755	3.44
28	Bagalkot	72463	73156	2487	3.4
29	Uttara Kannada	61142	65998	1987	3.01
30	Udupi	56145	58025	1534	2.64
	Total	2204317	2304497	133288	5.78

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

Notes:

13 districts (S.N 1 to 13 in the above table) have rejection rates greater than State's average of 5.78%. 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 DECEMBER-2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	KANNADA AND CULTURE	32	32	6	18.75
2	KARNATAKA STATE POLLUTION CONTROL BOARD	230	176	26	14.77
3	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6	8	1	12.5
4	REVENUE DEPARTMENT	787947	862225	105571	12.24
5	FOREST DEPARTMENT	30	12	1	8.33
6	CITY CORPORATION (Other than BBMP)	16498	16093	1276	7.93
7	DEPARTMENT OF PUBLIC INSTRUCTION	8005	8538	531	6.22
8	AGRICULTURAL MARKETING DEPARTMENT	289	374	22	5.88
9	CITY MUNICIPAL COUNCIL	30750	30727	1763	5.74
10	AYUSH DEPARTMENT	135	137	6	4.38
11	DRUGS CONTROL DEPARTMENT	679	227	9	3.96
12	COMMERCIAL TAXES DEPARTMENT	220062	220880	8322	3.77
13	TOWN MUNICIPAL COUNCIL	17904	17953	672	3.74
14	TOWN PANCHAYAT	5295	5348	188	3.52
15	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	808	968	31	3.2
16	HOME DEPARTMENT	99228	96979	2567	2.65
17	BRUHAT BANGALORE MAHANAGARA PALIKE	4647	4935	120	2.43
18	TECHNICAL EDUCATION DEPARTMENT	152	137	3	2.19
19	COMMERCE AND INDUSTRIES DEPARTMENT	223	205	4	1.95
20	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	179671	179685	3058	1.7
21	FOOD AND CIVIL SUPPLIES DEPARTMENT	79227	79220	1334	1.68
22	TRANSPORT DEPARTMENT	380680	404422	6758	1.67
23	HEALTH AND FAMILY WELFARE DEPARTMENT	21699	21522	311	1.45
24	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	131	143	2	1.4
25	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	307	574	8	1.39
26	FIRE SERVICES DEPARTMENT	378	379	5	1.32
27	REGISTRAR OF CO-OPERATIVE SOCIETIES	1586	1579	12	0.76
28	LABOUR DEPARTMENT	14440	14835	104	0.7
29	UNIVERSITY EXAMINATION SECTION	3995	3735	20	0.54
30	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	170977	171302	426	0.25
31	WOMEN AND CHILD WELFARE DEPARTMENT	15742	15541	23	0.15
32	SURVEY AND SETTLEMENT COMMISSIONER	67943	69538	97	0.14
33	PUBLIC LIBRARIES DEPARTMENT	1834	1802	2	0.11
34	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	7782	8036	6	0.07
35	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	12759	13032	1	0.01
36	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	8929	8785	1	0.01
37	TRANSPORT CORPORATIONS(KSRTC)	10384	11693	1	0.01
	Total			133288	5.78

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

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

S.N	District Name	Designated Offices with 7 or more defaults (Dec-15)
1	Bagalkot	23
2	Ballari	39
3	Belagavi	30
4	Bengaluru	161
5	Bengaluru Rural	38
6	Bidar	51
7	Chamarajanagar	13
8	Chikkaballapura	8
9	Chikkamagaluru	40
10	Chitradurga	18
11	Dakshina Kannada	15
12	Davanagere	7
13	Dharwad	16
14	Gadag	20
15	Hassan	41
16	Haveri	21
17	Kalaburagi	31
18	Kodagu	11
19	Kolar	43
20	Koppal	19
21	Mandya	45
22	Mysuru	66
23	Raichur	54
24	Ramanagara	28
25	Shivamogga	36
26	Tumakuru	33
27	Udupi	0
28	Uttara Kannada	7
29	Vijayapura	38
30	Yadgir	18
	Total	970

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

Notes: 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 DECEMBER-2015: DEPARTMENT WISE

S.N	Department Name	No of Offices >=7 Defaults
1	REVENUE DEPARTMENT	420
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	125
3	HOME DEPARTMENT	115
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	58
5	DEPARTMENT OF PUBLIC INSTRUCTION	53
6	SURVEY AND SETTLEMENT COMMISSIONER	46
7	TRANSPORT DEPARTMENT	38
8	TOWN MUNICIPAL COUNCIL	19
9	HEALTH AND FAMILY WELFARE DEPARTMENT	12
10	CITY MUNICIPAL COUNCIL	11
11	BRUHAT BANGALORE MAHANAGARA PALIKE	10
12	TOWN PANCHAYAT	8
13	DRUGS CONTROL DEPARTMENT	7
14	WOMEN AND CHILD WELFARE DEPARTMENT	5
15	COMMERCIAL TAXES DEPARTMENT	4
16	CITY CORPORATION (Other than BBMP)	4
17	LABOUR DEPARTMENT	4
18	KARNATAKA STATE POLLUTION CONTROL BOARD	4
19	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	3
20	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	3
21	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	3
22	AGRICULTURAL MARKETING DEPARTMENT	2
23	BANGALORE DEVELOPMENT AUTHORITY	2
24	FOOD AND CIVIL SUPPLIES DEPARTMENT	2
25	KARNATAKA HOUSING BOARD	2
26	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	2
27	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	2
28	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	1
29	FIRE SERVICES DEPARTMENT	1
30	REGISTRAR OF CO-OPERATIVE SOCIETIES	1
31	TRANSPORT CORPORATIONS(KSRTC)	1
32	TECHNICAL EDUCATION DEPARTMENT	1
33	UNIVERSITY EXAMINATION SECTION	1
	Total	970

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

Notes: Revenue department has 420 field offices with more than 7 defaults. This constitutes 43% of the total defaulting Offices State wide.

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

S.N	Department Name	Zero Defaulting offices
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1231
2	HEALTH AND FAMILY WELFARE DEPARTMENT	546
3	HOME DEPARTMENT	277
4	PUBLIC LIBRARIES DEPARTMENT	169
5	AYUSH DEPARTMENT	144
6	DEPARTMENT OF PUBLIC INSTRUCTION	82
7	LABOUR DEPARTMENT	74
8	SERICULTURE DEPARTMENT	74
9	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	63
10	AGRICULTURAL MARKETING DEPARTMENT	58
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
12	FIRE SERVICES DEPARTMENT	47
13	WOMEN AND CHILD WELFARE DEPARTMENT	44
14	UNIVERSITY POST GRADUATION SECTION	43
15	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	42
16	TRANSPORT CORPORATIONS(KSRTC)	32
17	FOOD AND CIVIL SUPPLIES DEPARTMENT	30
18	REVENUE DEPARTMENT	22
19	REGISTRAR OF CO-OPERATIVE SOCIETIES	19
20	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	18
21	FOREST DEPARTMENT	17
22	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	16
23	KARNATAKA HOUSING BOARD	12
24	SURVEY AND SETTLEMENT COMMISSIONER	12
25	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	9
26	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	8
27	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	8
28	KARNATAKA STATE WAREHOUSING CORPORATION	8
29	BRUHAT BANGALORE MAHANAGARA PALIKE	7
30	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	6
31	CITY CORPORATION (Other than BBMP)	6
32	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
33	COMMERCIAL TAXES DEPARTMENT	5
34	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
35	CITY MUNICIPAL COUNCIL	5
36	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	4
37	BANGALORE DEVELOPMENT AUTHORITY	3
38	KANNADA AND CULTURE	3
39	KARNATAKA STATE POLLUTION CONTROL BOARD	3

S.N	Department Name	Zero Defaulting offices
40	UNIVERSITY CONSTITUENT COLLEGES	3
41	UNIVERSITY EXAMINATION SECTION	3
42	UNIVERSITY FINANCE SECTION	3
43	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
44	COMMERCE AND INDUSTRIES DEPARTMENT	2
45	DEPARTMENT OF ARCHIVES	1
46	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
47	EXCISE DEPARTMENT	1
48	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1
49	TOWN MUNICIPAL COUNCIL	1
50	UNIVERSITY ACADEMIC SECTION	1
	Total	3231

Records shown above as on 31/12/2015 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 December-2015)

S.N	Department Name	Zero receipts
1	HEALTH AND FAMILY WELFARE DEPARTMENT	1800
2	AYUSH DEPARTMENT	612
3	DEPARTMENT OF PUBLIC INSTRUCTION	609
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	599
5	FOREST DEPARTMENT	544
6	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	363
7	WATER RESOURCES DEPARTMENT	316
8	PUBLIC LIBRARIES DEPARTMENT	244
9	SERICULTURE DEPARTMENT	241
10	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	220
11	BACKWARD CLASSES WELFARE DEPARTMENT	213
12	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	209
13	REVENUE DEPARTMENT	205
14	UNIVERSITY POST GRADUATION SECTION	184
15	HOME DEPARTMENT	161
16	FIRE SERVICES DEPARTMENT	157
17	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	150
18	WOMEN AND CHILD WELFARE DEPARTMENT	137
19	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	129
20	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	121
21	LABOUR DEPARTMENT	118
22	TRANSPORT CORPORATIONS(KSRTC)	118
23	KARNATAKA STATE WAREHOUSING CORPORATION	118
24	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	97
25	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	90
26	AGRICULTURAL MARKETING DEPARTMENT	79
27	KARNATAKA STATE POLLUTION CONTROL BOARD	74
28	SURVEY AND SETTLEMENT COMMISSIONER	60
29	BRUHAT BANGALORE MAHANAGARA PALIKE	50
30	FOOD AND CIVIL SUPPLIES DEPARTMENT	48
31	KANNADA AND CULTURE	43
32	UNIVERSITY CONSTITUENT COLLEGES	42
33	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	41
34	MINOR IRRIGATION DEPARTMENT(GROUNDWATER DIRECTORATE)	39
35	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	38
36	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	35
37	STATE PROJECT OFFICE, CPI	35
38	UNIVERSITY FINANCE SECTION	34
39	KSHIP DIVISION & SUB DIVISION	32
40	UNIVERSITY ACADEMIC SECTION	32
41	UNIVERSITY EXAMINATION SECTION	32

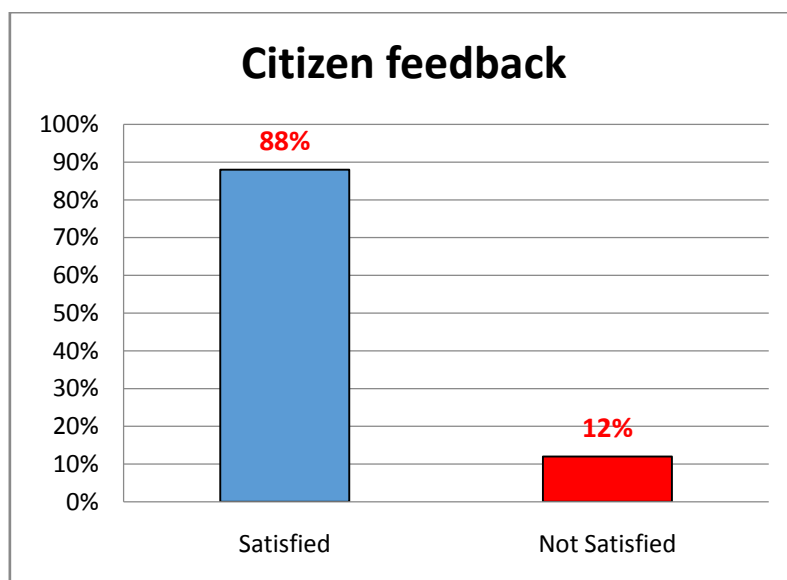
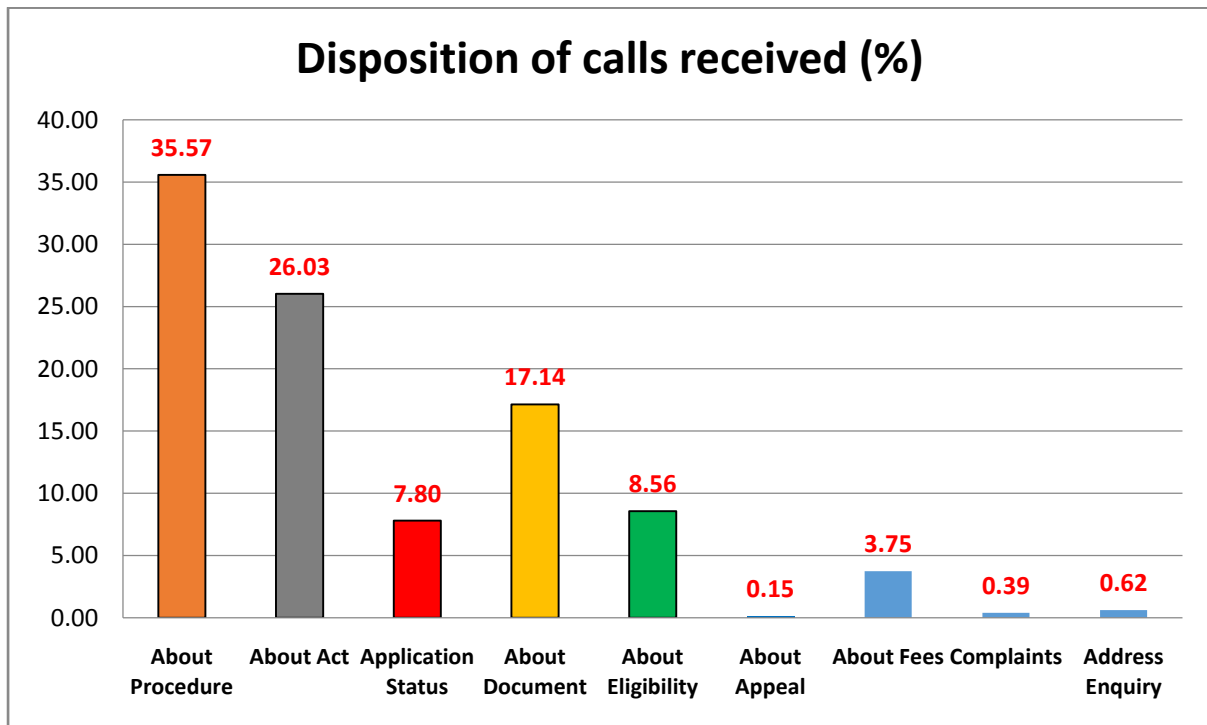
S.N	Department Name	Zero receipts
42	COMMERCIAL TAXES DEPARTMENT	30
43	KARNATAKA HOUSING BOARD	29
44	BANGALORE DEVELOPMENT AUTHORITY	24
45	DRUGS CONTROL DEPARTMENT	20
46	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	19
47	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	17
48	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	14
49	REGISTRAR OF CO-OPERATIVE SOCIETIES	14
50	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	13
51	CITY CORPORATION (Other than BBMP)	12
52	TRANSPORT DEPARTMENT	11
53	TOWN MUNICIPAL COUNCIL	10
54	KARNATAKA SLUM DEVELOPMENT BOARD	9
55	COMMERCE AND INDUSTRIES DEPARTMENT	8
56	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	7
57	KSHIP Division	7
58	DEPARTMENT OF ARCHIVES	6
59	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
60	CITY MUNICIPAL COUNCIL	5
61	PRE-UNIVERSITY BOARD	5
62	DEPARTMENT OF INFORMATION & PUBLIC RELATIONS	4
63	TOWN PANCHAYAT	4
64	TECHNICAL EDUCATION DEPARTMENT	3
65	BANGALORE METROPOLITAN TRANSPORT CORPORATION	2
66	DISTRICT INSURANCE OFFICES	1
67	EXCISE DEPARTMENT	1
68	INFORMATION TECHNOLOGY,BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY DEPARTMENT	1
69	MINES AND GEOLOGY DEPARTMENT	1
70	PORTS and INLAND WATER TRANSPORT DEPARTMENT	1
71	RELIGIOUS INSTITUTIONS AND CHARITABLE ENDOWMENTS DEPARTMENT	1
72	ANIMAL HUSBANDRY AND VETERINARY SERVICES	1
	Total	8754

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

CHAPTER 3: CALL CENTRE REPORT- DECEMBER 2015

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. Majority of the calls are about the enquiries about the Act & queries about procedure.



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

S.N	District	Count
1	Bengaluru	25699
2	Bagalkot	8012
3	Davanagere	832
4	Belagavi	775
5	Ballari	486
6	Vijayapura	443
7	Bengaluru Rural	408
8	Chitradurga	388
9	Kalaburagi	338
10	Raichur	313
11	Mysuru	302
12	Tumakuru	292
13	Chikkaballapura	291
14	Bidar	260
15	Dakshina Kannada	254
16	Mandya	249
17	Gadag	224
18	Koppal	204
19	Hassan	199
20	Haveri	198
21	Kolar	188
22	Ramanagara	183
23	Shivamogga	182
24	Chamarajanagar	158
25	Dharwad	157
26	Chikkamagaluru	142
27	Uttara Kannada	97
28	Udupi	70
29	Kodagu	56
30	Yadgiri	35
	Grand Total	41435

Records shown above as on 31/12/2015 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 (DECEMBER 2015) - DEPARTMENT WISE

S.N	Department	Count
1	Revenue Department	23925
2	Transport Department	3988
3	Urban Development	3819
4	Public Works, Ports & Inland Water Transport Department	1690
5	Rural Development & Panchayat Raj	1287
6	BBMP	1279
7	Education Department	1079
8	Women & Child Welfare Department	994
9	Home Department	680
10	Higher Education-Collegiate Education	637
11	Labour Department	624
12	Health & Family Welfare	473
13	Transport Corporation (KSRTC / BMTC)	283
14	Commercial Taxes Department	245
15	Food & Civil Supplies Department	126
16	Co-operation Department	104
17	Department of Public Instruction	26
18	Karnataka Housing Board	22
19	IT & BT	21
20	Agriculture Department	20
21	Forest Department	16
22	BWSSB	13
23	Kannada Culture & information Department	11
24	Town Municipal Council	11
25	Survey And Settlement Commissioner	10
26	Infrastructure Development	9
27	Fisheries Department	7
28	City Municipal Council	6
29	Department of Personnel & Administrative Reforms	6
30	Parliamentary affairs and legislation	5
31	City Corporation	3
32	Commerce and Industries	3
33	Backward Classes Welfare Department	2
34	BDA	2
35	Ecology & Environment	2
36	Medical Education	2
37	Town Panchayath	2
38	ESI - Employees State Insurance Corporation	1
39	Planning, Programme Monitoring and Statistics	1
40	Technical Department	1
41	Grand Total	41435

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

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

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	InProgress	Overdue
1	EJS	NON-SAKALA	17005	3660	1210	4870	431	11704
2	Janagraha	NON-SAKALA	3815	1571	52	1623	0	2192
3	CM Janata Darshan	NON-SAKALA	5891	3392	739	4131	0	1760
4	Online	NON-SAKALA	1440	326	64	390	59	991
5	Online	SAKALA	2018	778	239	1017	51	950
6	Call Center	SAKALA	5628	4778	97	4875	119	634
7	Call Center	NON-SAKALA	3176	2902	27	2929	38	206
8	E-Mail	NON-SAKALA	473	450	11	461	0	12
9	E-Mail	SAKALA	233	219	8	227	0	6
10	Janagraha	SAKALA	78	76	0	76	0	2
		Total	39757	18152	2447	20599	698	18457
			Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
	Sakala		7957	5851	344	6195	170	1592
	Non Sakala		31800	12301	2103	14404	528	16865

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

Notes:

Out of 7,957 complaints received for Sakala, 5,851 have been resolved and 344 have been rejected amounting to disposal of 6,195 complaints showing 78% closure rate. 170 complaints are in the process of getting disposed and 1,592 complaints are overdue. Call centre and the Mission are closely following up with complaints related to Sakala.

Out of 31,800 complaints received for Non Sakala, 12,301 have been resolved and 2,103 have been rejected amounting to disposal of 14,404 complaints showing 45% closure rate. 528 complaints are in the process of getting disposed and 16,865 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	505	62960
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	47	4440
3	DEPARTMENT OF PUBLIC INSTRUCTION	32	6220
4	SURVEY AND SETTELMENT COMMISSIONER	30	2100
5	BRUHAT BANGALORE MAHANAGARA PALIKE	25	2020
6	HOME DEPARTMENT	5	400
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	652	79440

Records shown above as on 31/12/2015 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- DECEMBER 2015

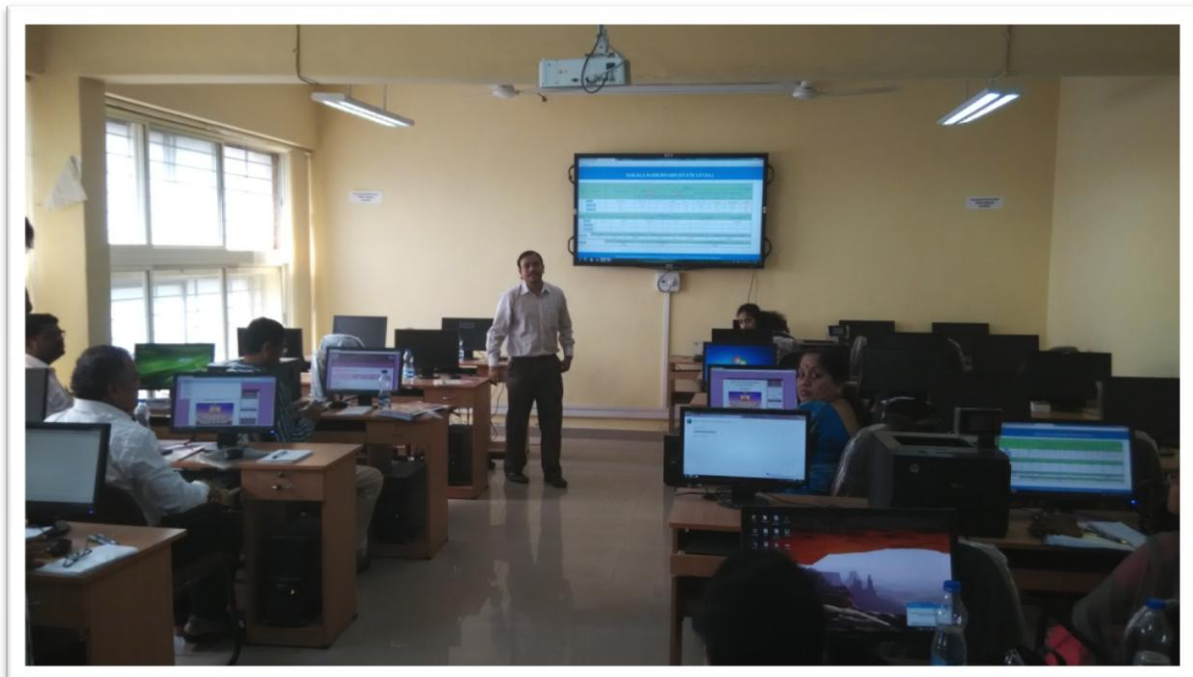
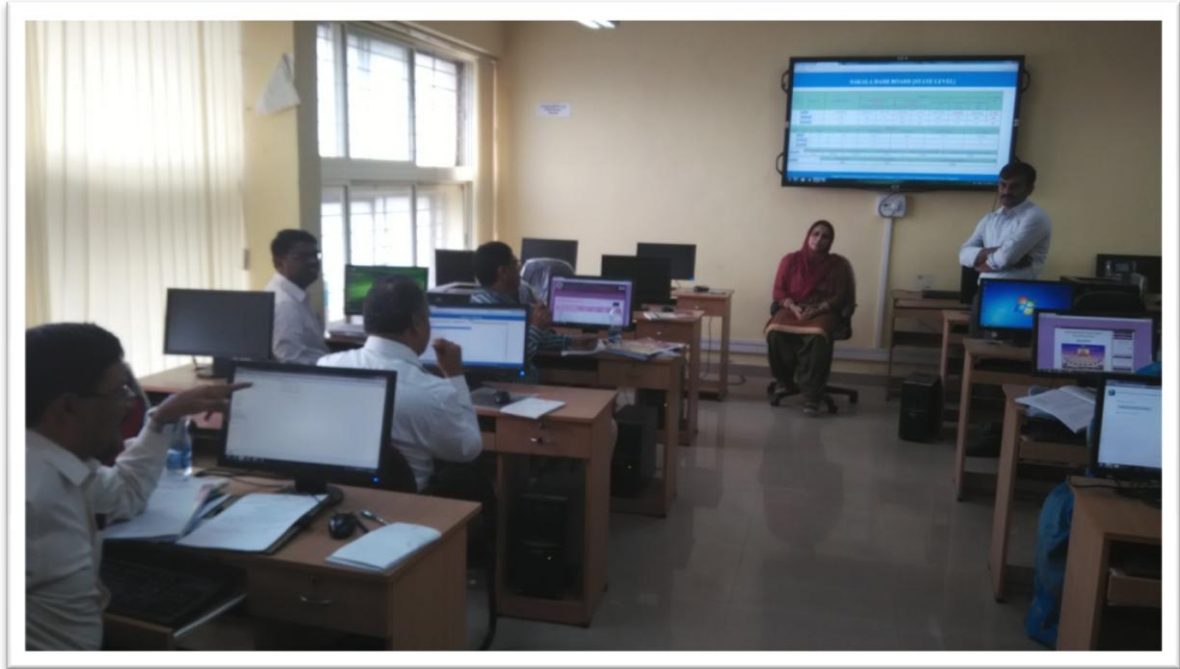
Name	District	Service	Department	Satisfied / Not Satisfied
Prahlad	Dharwad	Freedom Fighter Bus pass	Transport	Satisfied
Mr. R. Rangaswamy got to know about Sakala through newspaper. He called Sakala to know about Freedom fighter bus pass. He said Sakala is very helpful to get the services on time.				
Girish	Haveri	Khata transfer	Revenue Department	Satisfied
Citizen named Mr. Girish called Sakala helpline to get the information about Khata transfer. He got to know about Sakala through newspaper. He is happy & satisfied with Sakala.				
Ramesh	Bengaluru	Birth Certificate	BBMP	Satisfied
Mr. Ramachandra got to know about Sakala through internet. He had called Sakala to get information about Birth Certificate and applied for Birth Certificate. He got the service on time and said Sakala is very helpful to get the services on time.				
Nagaraj	Ballaru	Conversion Of Agriculture Land To Non Agriculture Purpose	Revenue Department	Satisfied
Citizen got to know about Sakala through internet. He had called up to Sakala care to enquiry about conversion of agriculture land to non agriculture purpose. He is satisfied with Sakala services and said getting the services become easier by Sakala and he suggested that concerned officers can start working sincerely and Sakala service time limit can be reduced.				
Eramma	Myuru	Destitute Widow Pension	Revenue Department	Satisfied
Citizen got to know about Sakala through TV advertisement. She had called up to Sakala care to enquiry about Sakala Act. She is satisfied with Sakala and said getting the services has become easier by Sakala and she suggested concerned officers can start working sincerely and Sakala service time limit can be reduced.				
Gangadhar	Tumakuru	Driving License	Transport Department	Satisfied
Citizen got to know about Sakala through Internet. He had called Sakala to know about Driving license. He had applied for it and said that he got his service in time. Said Sakala is very helpful for public to get their service within stipulated time.				

CHAPTER 4: EVENTS AND NEWS CLIPS

1) **14.12.2015, Bengaluru:** Regional level conference hosted by DPAR (AR), GOK in association with DARPG, GOI. Devendra Chaudhary IAS, Secretary, DARPG,GOI, Usha Sharma IAS, Additional Secretary, DARPG, GOI and M.Lakshminarayana IAS, Principal Secretary, DPAR(AR), GOK headed the event.



2) 21.12.2015, Bengaluru: Training seminar was organised by Sakala Mission for Officers and Officials of Health Department in VV tower. Additional Mission Director and Administrative officer were present during the training program.



NEWS CLIPS

Indian Express 15-12-15

CM: Karnataka Has Pioneered e-governance

Siddaramaiah lists Mobile One, use of Aadhaar as K'taka's achievements

Express News Service

Bengaluru: Karnataka is a pioneer state in the country in making use of technology towards ensuring speedy and efficient delivery of government services to its citizenry, said Chief Minister Siddaramaiah.

Speaking after inaugurating the first two-day regional conference on 'Minimum Government-Maximum Governance' which began here on Monday, Siddaramaiah said the state had conceptualised and implemented the concept (of minimum government and maximum governance) in many ways by effectively using technology much before the union government enunciated it.

"The launching of Mobile One service, being the first state to do so, mapping of departments' database with Aadhaar for effective targeting and to remove irregularities and implementation of e-applications to keep track of movement of goods are a few initiatives in the state's strides in e-governance," the CM said.

Claiming that Mobile One was a huge success, the CM said the multi-service platform was doing one lakh hits a day and number of transactions on this platform were also picking up fast.

"Several states and the Central Government have evinced interest in replicating this model across the country. Recently, a senior team from United Nations (UN) visited Mobile One and

The two-day regional conference on good governance, will see participation from about 300 delegates from South Indian states

showcased it at its headquarters in New York. The wireless service has also won many awards, including the Express IT Award Gold and CSI Nihilent e-governance award," the CM said.

He also said the government will soon come out with a platform named iCare for citizen engagement through its Mobile One service. "We are designing a platform on the lines of 'Open 311' whereby some states in the US are experimenting how to use technology for transparent communication, using standardised protocols," he said.

Devendra Chowdhary, Secretary, Administrative Reforms and Public Grievances, Union Government, said that though the country has been taking big steps in implementing e-governance, it still needed to tread a long path. "The country is ranked 119 out of 193 countries in implementing e-governance. Nations like Chile, Bahrain and UAE are ahead of India in this front," he said.

About 300 delegates from the southern states including officials and other (private) stakeholders are participating in the two-day event.



DAR & PG (GoI) Secretary Devendra Chaudhry greets Chief Minister Siddaramaiah at the inauguration of the regional conference on 'Minimum Government- Maximum Governance' in Bengaluru on Monday. Bengaluru Development and Town Planning Minister K J George is seen. DH PHOTO

Road to digital India begins in B'luru: CM

BENGALURU, DHNS: The number of mobile users have touched 5.4 crore, making Karnataka the leading state for its e-governance initiatives, Chief Minister Siddaramaiah said at an event here on Monday.

Speaking during the two-day regional conference on 'Minimum Government - Maximum Governance,' Siddaramaiah said that the State government's mobile governance initiative 'MobileOne' is not only being replicated by other state governments but also by the Union government. "The road to Digital India begins from Bengaluru. We are now working on something unique for the country. Prime Minister Narendra Modi has repeatedly said that state governments should map their department databases with Aadhaar to address irregularities. Karnataka has become the first State, where this work is speedily underway. Many of our departments have been mapped with Aadhaar and duplicates are being removed," he said.

Launched last year, the 'MobileOne' platform sees as many as one lakh hits or downloads on a daily basis and the number of transactions are also picking up. A team of experts from United Nations (UN) also showcased this mobile governance initiative at their headquarters in New York, recently, he added.

"MobileOne can now be extended to citizen audit platforms, rural asset creation programmes or services that entail a G2C (Government to Consumer) or a G2B (Government to Business) engagement," he said.

Other e-initiatives

Another award winning project, e-Sugam sees 30 lakh forms being generated every month. This has enforced accountability and reduced corruption by making traders act as agents of the government for indirect tax collection. "Now, tax collections are in the range of Rs 40,000 crore per annum, through five lakh returns. It has eliminated about 1.5 lakh visits by traders everyday to government offices. Projects like Bhoomi, Sakala, Mojini, e-Khajane, e-procurement and e-swathu are changing the nature of transparency and governance in the State," he added.

In fact, over 35 per cent of India's IT exports coming from Bengaluru alone and the State would soon be in the forefront of ushering 'Governance through Accountability, Transparency, and Innovation' or GATI, he added.

Representatives from the government and private sector are participating in the two-day conference, where e-initiatives and its implementation in platforms such as Aadhaar, urban transport, m-Governance and various start-up companies are being showcased.

e-TENDER NOTIFICATION NOTICE INVITING TENDER

The Executive Engineer, BSNL CIVIL DIVISION III, WMS COMPOUND, I FLOOR, 47TH CROSS, 9TH MAIN, V BLOCK, JAYANAGAR, BANGLORE-560 041 invites tender on behalf of BSNL from eligible contractors of appropriate class for the following works: Display of Advertisement in BSNL building premises in Bengaluru Telecom SSA (NIT no:34/EEC/BSNL/CD-III/BGL/2015-16)

For detailed information please visit: <http://www.tenderwizard.com/henl>