

SIDDARAMAIAH
CHIEF MINISTER



VIDHANA SOUDHA
BANGALORE - 560 001

cm/ps/269/2015

Date: 31-12-2015

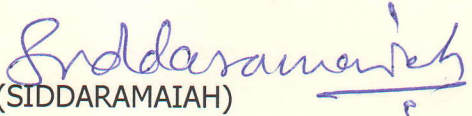
MESSAGE

It is glad to learn that in the three years of its inception, we have delivered more than eight Crore services to citizens on time under Sakala and we are growing at literally double the pace every month. The month of July 2015 is really a landmark in the journey of Sakala. We have received 43,60,059 applications and delivered 40,10,076 applications in the month of July 2015 alone. Citizens need for services of Revenue Department and Education Department has resulted in this huge rise in receipts.

Notice boards displaying the list of services delivered by a designated office are being displayed in front of the office to help citizens. Officers shall monitor this aspect. Designated officer shall ensure that citizens are aware of the procedure to obtain any service and make the process of applying for a service easier.

Training of personnel delivering Sakala services is an integral part of Sakala initiative. Training sessions at State-level and district-level are being conducted on regular basis to ensure that the designated officers are up-to-date with the latest developments and amendments made under the Act.

I hope that we will achieve more in this initiative and make every citizen's life in Karnataka a pleasant one.


(SIDDARAMAIAH)

The Principal Secretary to Government,
Department of Personnel and Administrative Reforms
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T.B. JAYACHANDRA
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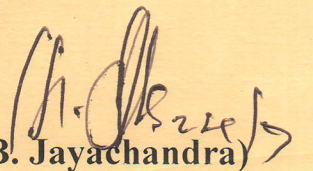
MESSAGE

The Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014 has been widely acclaimed as one of the best with regard to time bound delivery of services to citizens. But for citizens to access the benefits of the Act, awareness about this Act has to be created widely among citizens. Sakala Mission has ensured awareness creation by establishing call centre, Kiosks, Sakala helpdesks, cyber cafes, LED displays etc.

"Registration under the Karnataka Shops and Commercial Establishments Act, 1961" and "Renewal of Registration under the Karnataka Shops and Commercial Establishments Act, 1961" are the most sought out services in Labour Department. More than 15,000 citizens have availed the service of "Registration of Building and other Construction Workers", in Labour Department in month of July 2015 alone.

It is really encouraging the way the public have made use of this Act since its inception. It is heartening to note that the Government's motive to provide a pro-people administration which is more responsive to the demands of the public and adopt a new professional culture is being realized with the enforcement of this Act.

The very fact that more than 8.88 crore applications have been received from the public of which 8.73 crore have been disposed of in time is a testimony to the success of "SAKALA".


(T.B. Jayachandra)

FROM THE MISSION DIRECTOR'S DESK

Ranking: Chikkaballapura shows consistent performance and occupies the top position for 18 consecutive months from February 2014 onwards due to the sustained efforts of officers and employees of the district Bagalkote has taken second position and Tumakuru, which has shown consistent performance and has featured in top 3 performers of the month.

Districts of Dakshina Kannada, Mysuru and Bengaluru(U) are in bottom 3 rankers. This is mainly due to the huge delayed disposals in these districts. Respective Deputy Commissioners should ensure that field offices ensure processing of applications without delay.

Rank	District	District	Rank
1	Chikkaballapura	Dakshina Kannada	28
2	Bagalkot	Mysuru	29
3	Tumakuru	Bengaluru	30

Records shown above as on 31/07/2015 12:00:00

Applications and Disposal Trends:

	Receipts	Disposals
Month of July -2015	43,60,059	40,10,076
Cumulative Count	8,49,60,934	8,35,66,796

Records shown above as on 31/07/2015 12:00:00

Taluka Rankings:

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Sirsi	Uttara Kannada
3	Kunigal	Tumakuru

Records shown above as on 31/07/2015 12:00:00

Assembly Constituency Rankings:

Rank	Assembly Constituency	District
1	Udupi	Udupi
2	Chikkaballapura	Chikkaballapura
3	Bijapur City	Vijayapura

Records shown above as on 31/07/2015 12:00:00

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

Over Due: A total of 36,115 overdue were seen at the close of the month as compared to last month's 17,900. 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: 86,156 applications were delayed in disposal during the month compared with 91,992 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 2.15% delayed disposals as compared to 3.52% of the previous month.

Revenue department with 56,941 delayed disposals contribute to 69% of delayed disposals. This impacts the State average. District of Raichur with 4.12% delayed disposal tops the list and Udupi district with 0.12% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

Rejections: 3.99% is the rejection rate was seen during this month as compared to 5.33% of previous month. District of Bidar tops the list with highest rejection rate of 7.92% with rejections in services of **“Sandhya Suraksha”** 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: 1,210 offices were found to have made defaults 7 or more times during the month as compared to 1,205 offices of previous month. Bengaluru Urban district tops the list with 149 offices. This accounts to almost 13% of total defaulting offices of the State. Revenue department has 625 defaulting offices, which are spread across the State. Service of **“Change of Khata - Undisputed Cases”** is affected as a result of this phenomenon. Action against erring officials is being taken as per the penal provisions prescribed in the Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014 and regular inspection of these offices are being undertaken.

Complaints, Appeals & Compensation

Complaints: Out of 6,941 complaints received for Sakala, 5,647 have been resolved and 335 have been rejected amounting to disposal of 5,982 complaints showing 88% closure rate. 192 complaints are in the process of getting disposed and 767 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 26,021 complaints received for Non Sakala, 10,922 have been resolved and 1,860 have been rejected amounting to disposal of 12,782 complaints showing 49% closure rate. 909 complaints are in the process of getting disposed and 12,327 are overdue.

Appeals: Under Appeal -1 category 1,283 were received of which 1,124 are disposed (597 approved and 527 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 136 were received of which 121 are disposed (64 approved and 57 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: 621 compensation claims have been made till date and amount of Rs 77,240 has been paid as compensation to citizens. Rs 62,755 has been collected from erring officials.

Events: On 24.07.2015, Special Secretary DARPG, GOI, called a meeting of awardees of Prime Ministers award for excellence in public administration along with the line departments of GOI to get more information about Sakala initiative.

M.V Jayanthi, IAS
Mission Director
Sakala

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CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

S. N	District	No. of SAKALA receipts during the month (A)	No. of SAKALA disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/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 July 2015	Rank of June 2015	Trend
1	Chikkaballapura	115833	108443	0.3	4	9652	2	1	1	↔
2	Bagalkot	181209	166650	0.9	7	10067	1	2	7	↑
3	Tumakuru	243113	250316	0.5	5	9350	3	3	2	↓
4	Udupi	96123	90943	0.1	1	8738	6	4	11	↑
5	Kalaburagi	226714	183049	1.4	10	9068	5	5	21	↑
6	Bengaluru Rural	76691	76413	1.7	12	8521	7	6	12	↑
7	Mandya	167817	159538	2.6	20	9323	4	7	6	↓
8	Hassan	137668	146288	1.9	13	8098	9	8	5	↓
9	Kolar	120772	112209	1.9	13	8051	10	9	10	↑
10	Vijayapura	171977	138637	2.5	19	8189	8	10	18	↑
11	Gadag	77477	73616	1.3	9	7747	13	11	3	↓
12	Belagavi	346585	299738	1.5	11	7374	15	12	16	↑
13	Chamarajanagar	73203	70617	0.2	2	7320	19	13	9	↓
14	Chitradurga	117287	101591	1.2	8	7330	18	14	28	↑
15	Yadgir	80883	63373	2.3	17	7353	16	15	29	↑
16	Haveri	114667	90980	3.1	22	7644	14	16	27	↑
17	Koppal	101144	92923	3.6	27	7780	12	17	15	↓
18	Raichur	150275	132849	4.1	30	7909	11	18	22	↑
19	Ramanagara	73421	68182	2.8	21	7342	17	19	17	↓
20	Uttara Kannada	89543	90326	0.2	2	6395	27	20	13	↓
21	Shivamogga	118485	112909	2	15	6969	24	21	19	↓
22	Bidar	118812	96008	2.4	18	6988	23	22	30	↑
23	Ballari	181134	160063	3.4	24	7245	21	23	25	↑
24	Kodagu	35457	28840	3.1	22	7091	22	24	26	↑
25	Davanagere	120240	110467	0.6	6	6328	29	25	20	↓
26	Chikkamagaluru	80323	78533	3.8	29	7302	20	26	8	↓
27	Dharwad	115100	115961	2.1	16	6394	28	27	4	↓
28	Dakshina Kannada	138041	137222	3.5	25	6902	25	28	23	↓
29	Mysuru	197683	201242	3.6	27	6816	26	29	14	↓
30	Bengaluru	492382	452150	3.5	25	5182	30	30	24	↓

Records shown above as on 31/07/2015 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	37094	39167	0.1	11	1766	5	1
2	Uttara Kannada	Sirsi	19298	18314	0.1	10	1072	17	2
3	Tumakuru	Kunigal	29667	31534	0.4	37	1348	7	3
4	Bengaluru	Bangalore East	103973	98185	1.1	72	11552	1	4
5	Chikkaballapura	Sidlaghatta	21392	16467	0.3	23	1018	22	5
6	Udupi	Kundapura	38392	36719	0.2	20	984	27	6
7	Tumakuru	Tumkur	72379	70931	1	65	1226	8	7
8	Uttara Kannada	Yellapur	6617	5520	0.1	7	945	33	8
9	Kolar	Kolar	43208	39933	0.8	59	1137	12	9
10	Vijayapura	Bijapur	77843	67530	0.8	60	1096	13	10

Records shown above as on 31/07/2015 12:00:00

Notes: Chikkaballapura taluk of Chikkaballapura district has taken the top spot this month. Sirsi 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	Chikkamagaluru	Sringeri	1528	1541	2.9	126	509	167	168
2	Bengaluru	Anekal	28988	28311	11.9	176	579	146	169
3	Bidar	Aurad	13880	12788	3	130	514	166	170
4	Belagavi	Bailahongal	20179	17374	3.7	141	531	162	171
5	Chikkamagaluru	Narasimharajapura	3123	3280	4.6	153	520	164	172
6	Mysuru	Nanjangud	19038	20208	3.8	143	501	169	173
7	Dakshina Kannada	Sulya	6698	5988	4.4	152	478	172	174
8	Dharwad	Kalghatgi	6432	6225	4.6	154	428	173	175
9	Chikkamagaluru	Koppa	3320	3540	5	159	415	175	176
10	Bengaluru	Yelahanka	23966	15599	9.4	173	479	171	177

Records shown above as on 31/07/2015 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	44245	41589	0	1	1769	6	1
2	Chikkaballapur	38192	40222	0.1	4	1468	14	2
3	Bijapur City	68460	61067	0.6	51	2282	3	3
4	Jamkhandi	40698	35301	0.5	41	1565	10	4
5	Kunigal	29667	31534	0.4	31	1348	15	5
6	Chamrajapet	31286	31560	0.1	4	1158	27	6
7	Tumkur City	62931	62080	1.1	83	2097	4	7
8	Kolar	43208	39933	0.8	66	1543	12	8
9	Hubli-Dharwad-East	27082	24599	0.2	10	1041	36	9
10	Gulbarga Dakshin	79343	63345	1.2	92	2644	2	10
11	Kundapur	24763	24055	0.3	20	1076	33	11
12	Belgaum Rural	46514	34074	0.9	73	1550	11	12
13	Chamarajanagar	26690	28221	0.3	20	1067	34	13
14	Sirsi	22629	21798	0.1	4	983	44	14
15	Hungund	32758	29647	0.6	51	1169	25	15
16	Chitradurga	33618	29102	0.5	41	1120	30	16
17	Gadag	30353	29974	0.5	41	1084	32	17
18	Mudhol	29529	28796	0.7	60	1135	28	18
19	Davanagere South	22372	18998	0.1	4	932	53	19
20	Chamaraja	54786	58805	1.6	113	1767	7	20
21	Bangarapet	30603	27890	1.1	83	1275	20	21
22	Hukkeri	25645	20726	0.4	31	986	43	22
23	Athani	30772	28104	0.6	51	1061	35	23
24	Hassan	39987	44083	1.5	104	1537	13	24
25	Bidar	39484	29982	1.3	97	1316	17	25

Records shown above as on 31/07/2015 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	14412746	14275556	13354567	920987	369	278	234	44	9	7	5	2	8534
Dakshina Kannada	2862715	2821032	2717938	103096	8	7	3	4	0	0	0	0	3683
Belagavi	5622884	5509106	5203227	305878	62	52	31	21	0	0	0	0	2600
Chikkamagaluru	1616242	1590253	1460986	129267	13	10	4	6	2	2	2	0	1738
Mandya	3096525	3052127	2864506	187605	23	14	8	6	1	1	1	0	1678
Tumakuru	4204512	4153568	3897084	256483	39	36	29	7	1	0	0	0	1597
Mysuru	4174206	4106683	3917941	188742	40	40	22	18	0	0	0	0	1556
Raichur	2531719	2483485	2345481	137997	109	109	54	55	54	54	54	0	1340
Shivamogga	2354735	2320135	2172753	147382	18	9	6	3	0	0	0	0	1316
Kolar	2349712	2314529	2186740	127787	39	37	19	18	3	3	0	3	1155
Koppal	1859921	1823211	1746795	76419	5	4	1	3	0	0	0	0	1116
Haveri	1963573	1911725	1808452	103273	9	8	2	6	0	0	0	0	1008
Dharwad	2553908	2522669	2405086	117590	29	27	1	26	13	13	0	13	1001
Vijayapura	2750734	2689102	2535585	153491	24	24	7	17	1	1	0	1	963
Kalaburagi	3069499	2978465	2827134	151331	60	59	29	30	4	4	1	3	810
Ballari	3167230	3098352	2942948	155404	61	53	27	26	6	5	0	5	618
Ramanagara	1721523	1701020	1630636	70383	9	6	3	3	0	0	0	0	589
Gadag	1516099	1489542	1432117	57425	8	8	5	3	0	0	0	0	575
Bagalkot	2462140	2421812	2322210	99602	19	19	2	17	2	2	0	2	550
Chitradurga	2301334	2257797	2135951	121855	18	18	7	11	0	0	0	0	518
Hassan	2934189	2904387	2729760	174622	24	21	10	11	0	0	0	0	506
Yadgir	1332755	1296025	1236061	59808	16	16	7	9	1	1	0	1	500
Bidar	2040086	1985191	1787420	197775	53	50	13	37	2	2	0	2	420
Chamarajanagar	1429968	1406889	1337296	69593	20	20	14	6	0	0	0	0	411
Kodagu	714588	700643	664778	35866	3	3	1	2	0	0	0	0	390
Udupi	1612402	1589459	1546693	42707	15	15	12	3	1	1	1	0	387
Bengaluru Rural	1442773	1422860	1346898	75962	22	20	19	1	0	0	0	0	163
Davanagere	2586559	2540618	2390653	149969	133	126	11	115	35	24	0	24	141
Uttara Kannada	2112114	2090895	2026816	64076	16	16	10	6	1	1	0	1	131
Chikkaballapura	2163543	2109660	1985273	124387	19	19	6	13	0	0	0	0	121
Total	84960934	83566796	78959785	4606762	1283	1124	597	527	136	121	64	57	36115

Records shown above as on 31/07/2015 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	47005708	45808063	42566178	3241874	1064	955	494	461	123	111	60	51	19500
RDPR	3446427	3417469	3314223	103246	83	72	46	26	6	4	2	2	6869
HOME	3526158	3482858	3412414	70433	15	5	1	4	0	0	0	0	4149
TRANSPORT	15117524	15037160	14694870	342118	7	3	1	2	0	0	0	0	2399
EDUCATION	560654	552456	524403	28053	47	34	8	26	3	3	0	3	2107
URBAN DEVELOPMENT	2932838	2916579	2778867	137712	58	48	43	5	3	2	2	0	325
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	4521	3980	3256	724	0	0	0	0	0	0	0	0	241
HEALTH AND FAMILY WELFARE	874843	872800	862900	9900	0	0	0	0	0	0	0	0	205
WOMEN AND CHILD WELFARE	775754	773156	772428	727	0	0	0	0	0	0	0	0	97
FOOD AND CIVIL SUPPLIES	3579356	3578977	3535081	43896	2	2	2	0	1	1	0	1	60
LABOUR DEPARTMENT	581529	577106	568579	8469	0	0	0	0	0	0	0	0	48
COMMERCIAL TAXES	6321100	6312940	5703084	609860	5	5	2	3	0	0	0	0	44
ANIMAL HUSBANDRY AND FISHERIES	7442	7333	6919	414	0	0	0	0	0	0	0	0	25
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1150	1134	1134	0	0	0	0	0	0	0	0	0	16
KANNADA, CULTURE AND INFORMATION	2870	2863	2067	796	0	0	0	0	0	0	0	0	7
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1169	1160	1093	67	0	0	0	0	0	0	0	0	6
CO-OPERATION	45342	44537	43040	1497	0	0	0	0	0	0	0	0	5
HOUSING DEPARTMENT	8313	8194	8046	148	0	0	0	0	0	0	0	0	4
HORTICULTURE	22532	22417	22040	377	0	0	0	0	0	0	0	0	4
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	360	357	354	3	0	0	0	0	0	0	0	0	3
COMMERCE AND INDUSTRIES	145344	145257	138809	6448	2	0	0	0	0	0	0	0	1
WATER RESOURCES DEPARTMENT	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	84960934	83566796	78959785	4606762	1283	1124	597	527	136	121	64	57	36115

Records shown above as on 31/07/2015 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	40518168	39337713	17849
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	3446427	3417469	6869
3	HOME DEPARTMENT	3515656	3472356	4149
4	TRANSPORT DEPARTMENT	11237606	11165212	1957
5	DEPARTMENT OF PUBLIC INSTRUCTION	238280	231333	1523
6	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	4962936	4961044	1387
7	PRE-UNIVERSITY BOARD	138361	137948	413
8	TRANSPORT CORPORATIONS(KSRTC)	1709874	1704624	378
9	SURVEY AND SETTLEMENT COMMISSIONER	1522104	1506806	264
10	KARNATAKA STATE POLLUTION CONTROL BOARD	4322	3804	241
11	CITY MUNICIPAL COUNCIL	1091725	1085210	172
12	HEALTH AND FAMILY WELFARE DEPARTMENT	838838	837073	168
13	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2201	2063	136
14	FOOD AND CIVIL SUPPLIES DEPARTMENT	3579356	3578977	60
15	WOMEN AND CHILD WELFARE DEPARTMENT	339975	339736	57
16	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	605793	604921	49
17	COMMERCIAL TAXES DEPARTMENT	6317260	6309102	44
18	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	435779	433420	40
19	LABOUR DEPARTMENT	543416	540109	39
20	BRUHAT BANGALORE MAHANAGARA PALIKE	289663	288200	38
21	TOWN MUNICIPAL COUNCIL	774349	770668	38
22	DRUGS CONTROL DEPARTMENT	32766	32494	37
23	TOWN PANCHAYAT	264283	263142	29
24	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	26776	26671	27
25	FISHERIES DEPARTMENT	7442	7333	25
26	BANGALORE DEVELOPMENT AUTHORITY	6422	6341	17
27	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1150	1134	16
28	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	348127	346203	15
29	HIGHER EDUCATION-COLLEGIATE EDUCATION	17851	17830	10
30	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	32196	31231	9
31	UNIVERSITY ACADEMIC SECTION	5823	5809	7
32	PUBLIC LIBRARIES DEPARTMENT	37328	37248	7
33	UNIVERSITY FINANCE SECTION	535	529	6
34	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1169	1160	6
35	KANNADA AND CULTURE	1932	1927	5
36	CITY CORPORATION (Other than BBMP)	479620	476347	4
37	KARNATAKA HOUSING BOARD	7687	7578	4
38	SERICULTURE DEPARTMENT	22532	22417	4
39	REGISTRAR OF CO-OPERATIVE SOCIETIES	21931	21420	4
40	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	360	357	3
41	UNIVERSITY POST GRADUATION SECTION	4602	4599	3
42	INFORMATION DEPARTMENT	368	366	2
43	UNIVERSITY EXAMINATION SECTION	109164	108818	2
44	COMMERCE AND INDUSTRIES DEPARTMENT	145344	145257	1
45	AGRICULTURAL MARKETING DEPARTMENT	23315	23021	1
	Total			36115

Records shown above as on 31/07/2015 12:00:00

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR JULY-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	Raichur	132849	4271	754	228	156	60	5469	4.12
2	Chikkamagaluru	78533	1781	452	367	260	110	2970	3.78
3	Koppal	92923	2685	307	153	143	35	3323	3.58
4	Mysuru	201242	4358	1081	581	542	603	7165	3.56
5	Bengaluru	452150	9558	2519	1750	1018	944	15789	3.49
6	Dakshina Kannada	137222	2421	904	744	581	134	4784	3.49
7	Ballari	160063	4400	735	185	102	20	5442	3.40
8	Kodagu	28840	707	109	21	44	16	897	3.11
9	Haveri	90980	2676	65	29	21	13	2804	3.08
10	Ramanagara	68182	1374	231	145	111	33	1894	2.78
11	Mandya	159538	2906	645	321	176	168	4216	2.64
12	Vijayapura	138637	2302	420	417	328	38	3505	2.53
13	Bidar	96008	1967	111	161	63	21	2323	2.42
14	Yadgir	63373	1369	49	20	11	17	1466	2.31
15	Dharwad	115961	1921	276	146	40	12	2395	2.07
16	Shivamogga	112909	1532	447	217	70	33	2299	2.04
17	Kolar	112209	1599	283	79	91	84	2136	1.90
18	Hassan	146288	1895	464	203	140	30	2732	1.87
19	Bengaluru Rural	76413	940	177	103	43	9	1272	1.66
20	Belagavi	299738	2939	588	470	322	133	4452	1.49
21	Kalaburagi	183049	1964	240	163	55	60	2482	1.36
22	Gadag	73616	808	83	45	29	1	966	1.31
23	Chitradurga	101591	1012	76	53	10	28	1179	1.16
24	Bagalkot	166650	1161	185	80	64	13	1503	0.90
25	Davanagere	110467	549	58	29	9	12	657	0.59
26	Tumakuru	250316	962	167	67	39	14	1249	0.50
27	Chikkaballapura	108443	256	71	11	1	7	346	0.32
28	Uttara Kannada	90326	109	29	29	20	5	192	0.21
29	Chamarajanagar	70617	95	23	9	7	6	140	0.20
30	Udupi	90943	70	10	24	4	1	109	0.12
	Total	4010076	60587	11559	6850	4500	2660	86156	2.15

Records shown above as on 31/07/2015 12:00:00

Notes:

14 districts (S.N 1 to 14) are major contributors to the State delayed disposal rate of 2.15%. Delayed disposal rate has decreased from 3.52% in previous month to 2.15% in this month. The respective district administration must concentrate on reducing the delayed disposals.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR JULY-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	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	8	2	1	0	0	0	3	37.50
2	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	303	8	10	8	18	20	64	21.12
3	HOME DEPARTMENT	106845	4992	2717	2137	1909	1380	13135	12.29
4	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	195	0	4	0	0	19	23	11.79
5	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	27	0	1	2	0	0	3	11.11
6	EDUCATION DEPARTMENT	28767	850	296	112	79	69	1406	4.89
7	LABOUR DEPARTMENT	16569	149	23	269	252	1	694	4.19
8	KANNADA, CULTURE AND INFORMATION DEPARTMENT	86	0	3	0	0	0	3	3.49
9	URBAN DEVELOPMENT	85072	2116	329	142	12	1	2600	3.06
10	CO-OPERATION DEPARTMENT	2562	59	10	6	1	2	78	3.04
11	HOUSING DEPARTMENT	145	1	0	3	0	0	4	2.76
12	REVENUE DEPARTMENT	2532491	43425	7238	3312	2054	912	56941	2.25
13	RURAL DEVELOPMENT AND PANCHAYAT RAJ	152119	2532	329	137	64	36	3098	2.04
14	WOMEN AND CHILD WELFARE	29897	327	190	4	0	2	523	1.75
15	TRANSPORT DEPARTMENT	666613	5743	358	688	73	195	7057	1.06
16	HEALTH AND FAMILY WELFARE	25758	152	22	25	18	8	225	0.87
17	COMMERCE AND INDUSTRIES DEPARTMENT	5531	23	5	1	0	5	34	0.61
18	FOOD AND CIVIL SUPPLIES	113466	112	14	3	7	10	146	0.13
19	COMMERCIAL TAXES DEPARTMENT	242839	96	9	1	13	0	119	0.05
	Total	4010076	60587	11559	6850	4500	2660	86156	2.15

Records shown above as on 31/07/2015 12:00:00

Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 65% of total delayed disposals. Revenue department with 56,941 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 JULY-2015: DISTRICT WISE

S.N	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	Bidar	118235	95058	7530	7.92
2	Chikkamagaluru	79678	78472	4743	6.04
3	Davanagere	118589	108449	6363	5.87
4	Hassan	136637	144847	7722	5.33
5	Bengaluru	491592	452097	22348	4.94
6	Chikkaballapura	115245	107065	5229	4.88
7	Haveri	113752	90365	4362	4.83
8	Shivamogga	118413	112870	5324	4.72
9	Mandya	167817	159538	7220	4.53
10	Mysuru	197094	201001	8778	4.37
11	Kolar	120344	112209	4906	4.37
12	Chitradurga	116222	99966	4249	4.25
13	Bengaluru Rural	75689	75077	2963	3.95
14	Raichur	149715	132403	5144	3.89
15	Yadgir	80496	62959	2401	3.81
16	Kalaburagi	223450	180384	6861	3.8
17	Chamarajanagar	72201	69200	2553	3.69
18	Tumakuru	242602	249167	9161	3.68
19	Ballari	179760	158463	5642	3.56
20	Kodagu	35457	28840	981	3.4
21	Belagavi	344820	298345	9761	3.27
22	Vijayapura	171581	138637	4510	3.25
23	Koppal	100434	91303	2957	3.24
24	Gadag	77141	72470	2234	3.08
25	Ramanagara	72929	67992	2082	3.06
26	Dharwad	114507	115864	3361	2.9
27	Uttara Kannada	89165	89941	2042	2.27
28	Dakshina Kannada	137633	137182	2901	2.11
29	Bagalkot	180252	166650	3336	2
30	Udupi	95592	90914	1463	1.61
	Total	4360059	4010076	159127	3.99

Records shown above as on 31/07/2015 12:00:00

Notes:

12 districts (S.N 1 to 12 in the above table) have rejection rates greater than State's average of 3.99%. 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 JULY-2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	KARNATAKA STATE POLLUTION CONTROL BOARD	231	252	49	19.44
2	FOREST DEPARTMENT	29	51	4	7.84
3	CITY MUNICIPAL COUNCIL	34257	34422	2268	6.59
4	REVENUE DEPARTMENT	2601577	2268824	130672	5.76
5	DEPARTMENT OF PUBLIC INSTRUCTION	9946	10135	542	5.35
6	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	781	873	46	5.27
7	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	19	135	7	5.19
8	KANNADA AND CULTURE	20	21	1	4.76
9	CITY CORPORATION (Other than BBMP)	17001	17175	801	4.66
10	FISHERIES DEPARTMENT	122	195	9	4.62
11	COMMERCE AND INDUSTRIES DEPARTMENT	5565	5531	247	4.47
12	TOWN MUNICIPAL COUNCIL	21642	22146	853	3.85
13	COMMERCIAL TAXES DEPARTMENT	241631	242704	9203	3.79
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	26	27	1	3.7
15	DRUGS CONTROL DEPARTMENT	760	701	19	2.71
16	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	136	127	3	2.36
17	BRUHAT BANGALORE MAHANAGARA PALIKE	3894	3709	87	2.35
18	HOME DEPARTMENT	102313	106520	2449	2.3
19	TOWN PANCHAYAT	6882	7067	160	2.26
20	TRANSPORT DEPARTMENT	362501	342304	6882	2.01
21	AGRICULTURAL MARKETING DEPARTMENT	777	1489	29	1.95
22	HIGHER EDUCATION-COLLEGIATE EDUCATION	960	967	16	1.65
23	AYUSH DEPARTMENT	141	139	2	1.44
24	FOOD AND CIVIL SUPPLIES DEPARTMENT	113471	113466	1598	1.41
25	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	170953	169921	2141	1.26
26	HEALTH AND FAMILY WELFARE DEPARTMENT	25574	24918	279	1.12
27	TECHNICAL EDUCATION DEPARTMENT	192	190	2	1.05
28	KARNATAKA HOUSING BOARD	191	140	1	0.71
29	LABOUR DEPARTMENT	16754	15569	107	0.69
30	UNIVERSITY EXAMINATION SECTION	5403	5382	30	0.56
31	REGISTRAR OF CO-OPERATIVE SOCIETIES	1252	1073	6	0.56
32	UNIVERSITY ACADEMIC SECTION	208	227	1	0.44
33	FIRE SERVICES DEPARTMENT	324	324	1	0.31
34	PUBLIC LIBRARIES DEPARTMENT	1460	1483	4	0.27
35	SERICULTURE DEPARTMENT	609	783	2	0.26
36	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	157234	152119	372	0.24
37	SURVEY AND SETTLEMENT COMMISSIONER	71400	71451	153	0.21
38	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	10441	8861	15	0.17
39	WOMEN AND CHILD WELFARE DEPARTMENT	21162	21036	34	0.16
40	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	94984	94662	9	0.01
41	TRANSPORT CORPORATIONS(KSRTC)	151634	149960	20	0.01
	Total			159127	3.99

Records shown above as on 31/07/2015 12:00:00

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

S.N	District Name	Designated Offices with 7 or more defaults (June-15)	Designated Offices with 7 or more defaults (July-15)
1	Bengaluru	158	149
2	Mysuru	72	77
3	Raichur	69	71
4	Mandya	55	59
5	Vijayapura	53	56
6	Hassan	54	52
7	Bidar	48	49
8	Ballari	41	48
9	Kolar	46	46
10	Belagavi	33	45
11	Chikkamagaluru	60	45
12	Shivamogga	45	43
13	Kalaburagi	44	39
14	Chitradurga	39	34
15	Dakshina Kannada	39	34
16	Dharwad	27	33
17	Koppal	25	32
18	Tumakuru	44	32
19	Bengaluru Rural	25	30
20	Ramanagara	40	30
21	Yadgir	28	30
22	Bagalkot	30	28
23	Haveri	23	27
24	Davanagere	35	25
25	Gadag	21	23
26	Kodagu	15	19
27	Chikkaballapura	13	18
28	Chamarajanagar	10	15
29	Uttara Kannada	11	12
30	Udupi	2	9
	Total	1205	1210

Records shown above as on 31/07/2015 12:00:00

Notes: Districts of Bengaluru (U), Mysuru, , Raichur, Mandya and Vijayapura 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 JULY-2015: DEPARTMENT WISE

S.No	Department Name	No of Offices >=7 Defaults
1	REVENUE DEPARTMENT	625
2	HOME DEPARTMENT	127
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	126
4	SURVEY AND SETTLEMENT COMMISSIONER	50
5	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	49
6	DEPARTMENT OF PUBLIC INSTRUCTION	46
7	TRANSPORT DEPARTMENT	39
8	TOWN MUNICIPAL COUNCIL	28
9	TRANSPORT CORPORATIONS(KSRTC)	23
10	TOWN PANCHAYAT	16
11	CITY MUNICIPAL COUNCIL	12
12	BRUHAT BANGALORE MAHANAGARA PALIKE	11
13	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	10
14	HEALTH AND FAMILY WELFARE DEPARTMENT	8
15	LABOUR DEPARTMENT	6
16	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	6
17	WOMEN AND CHILD WELFARE DEPARTMENT	5
18	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	4
19	CITY CORPORATION (Other than BBMP)	4
20	COMMERCIAL TAXES DEPARTMENT	3
21	FOOD AND CIVIL SUPPLIES DEPARTMENT	3
22	KARNATAKA STATE POLLUTION CONTROL BOARD	2
23	AGRICULTURAL MARKETING DEPARTMENT	1
24	BANGALORE DEVELOPMENT AUTHORITY	1
25	BANGALORE METROPOLITAN TRANSPORT CORPORATION	1
26	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
27	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1
28	COMMERCE AND INDUSTRIES DEPARTMENT	1
29	PUBLIC LIBRARIES DEPARTMENT	1
	Total	1210

Records shown above as on 31/07/2015 12:00:00

Notes: Revenue department has 625 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 49 and 50 offices respectively sums up to 724 defaulting offices. This constitutes 59% of the total defaulting offices State wide.

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

S.N	Department Name	Zero Defaulting Offices
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1442
2	HEALTH AND FAMILY WELFARE DEPARTMENT	500
3	HOME DEPARTMENT	288
4	PUBLIC LIBRARIES DEPARTMENT	163
5	AYUSH DEPARTMENT	135
6	LABOUR DEPARTMENT	84
7	DEPARTMENT OF PUBLIC INSTRUCTION	83
8	AGRICULTURAL MARKETING DEPARTMENT	77
9	SERICULTURE DEPARTMENT	77
10	FISHERIES DEPARTMENT	67
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
12	FIRE SERVICES DEPARTMENT	48
13	WOMEN AND CHILD WELFARE DEPARTMENT	44
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	43
15	UNIVERSITY POST GRADUATION SECTION	42
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	35
17	TRANSPORT CORPORATIONS(KSRTC)	34
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	24
19	REVENUE DEPARTMENT	23
20	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	21
21	FOREST DEPARTMENT	19
22	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	17
23	SURVEY AND SETTLEMENT COMMISSIONER	15
24	KARNATAKA HOUSING BOARD	14
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	CITY CORPORATION (Other than BBMP)	7
30	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	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

S.N	Department Name	Zero Defaulting Offices
36	UNIVERSITY EXAMINATION SECTION	5
37	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	5
38	DRUGS CONTROL DEPARTMENT	4
39	UNIVERSITY FINANCE SECTION	4
40	BANGALORE DEVELOPMENT AUTHORITY	3
41	KANNADA AND CULTURE	3
42	KARNATAKA STATE POLLUTION CONTROL BOARD	3
43	UNIVERSITY CONSTITUENT COLLEGES	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	3460

Records shown above as on 31/07/2015 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 July-2015)

S.no	Department Name	Zero receipts
1	HEALTH AND FAMILY WELFARE DEPARTMENT	1873
2	AYUSH DEPARTMENT	627
3	DEPARTMENT OF PUBLIC INSTRUCTION	607
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	597
5	FOREST DEPARTMENT	548
6	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	363
7	WATER RESOURCES DEPARTMENT	316
8	PUBLIC LIBRARIES DEPARTMENT	248
9	SERICULTURE DEPARTMENT	244
10	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	221
11	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	210
12	REVENUE DEPARTMENT	206
13	UNIVERSITY POST GRADUATION SECTION	185
14	HOME DEPARTMENT	172
15	FIRE SERVICES DEPARTMENT	157
16	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	150
17	WOMEN AND CHILD WELFARE DEPARTMENT	145
18	FISHERIES DEPARTMENT	139
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	83
26	KARNATAKA STATE POLLUTION CONTROL BOARD	73
27	SURVEY AND SETTLEMENT COMMISSIONER	60
28	BRUHAT BANGALORE MAHANAGARA PALIKE	49
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.no	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	8627

Records shown above as on 31/07/2015 12:00:00

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

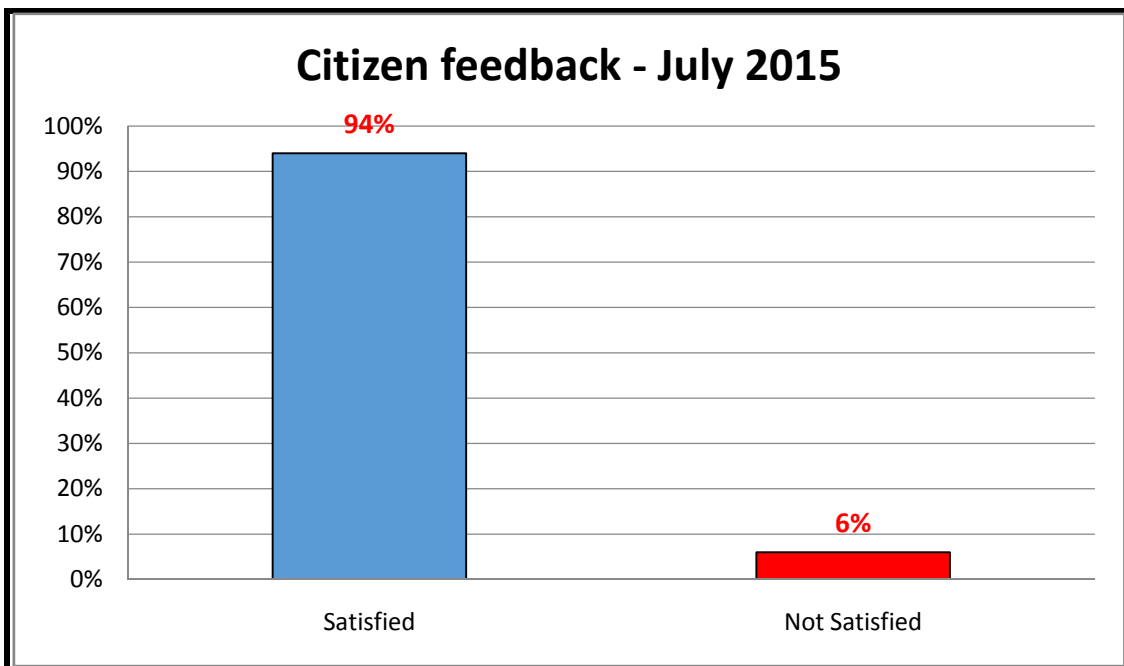
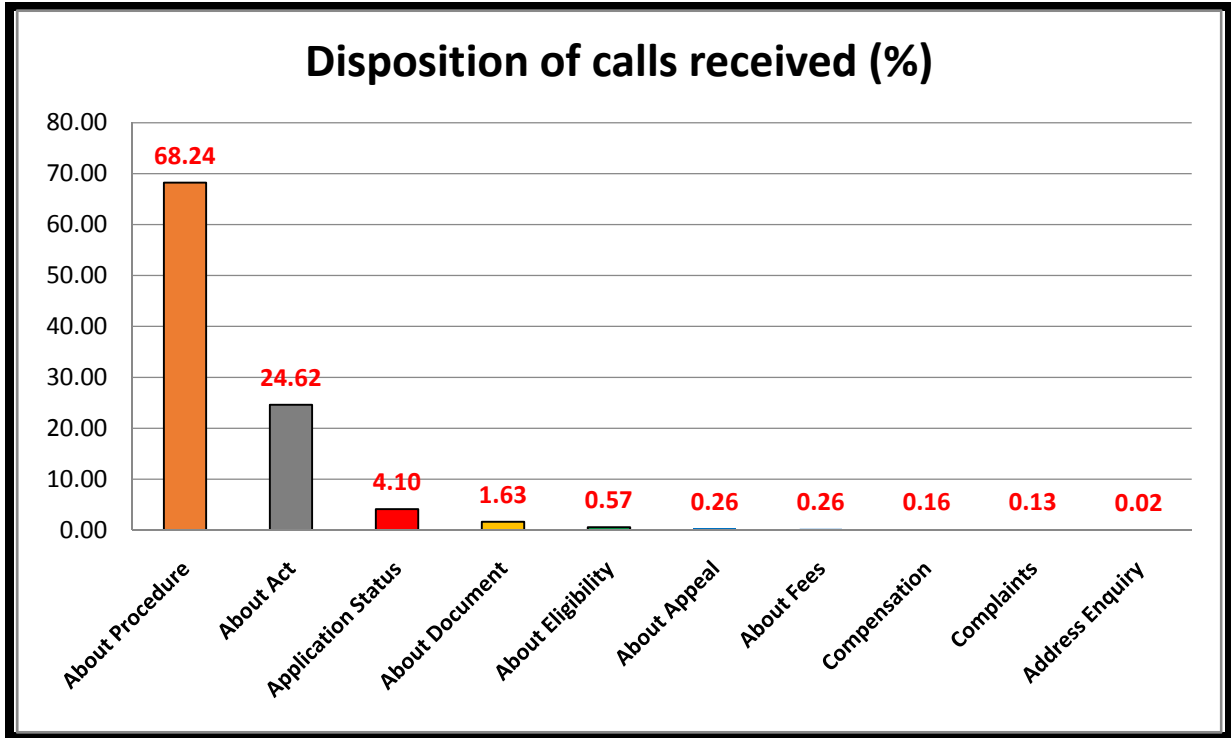
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
1	Belagavi	12	96.61	11	98.28	7	150	1	90.91	2	92.41	1	69	9	43	1
2	Chitradurga	14	98.67	3	96.36	14	17	20	42.86	9	74.02	2	110	2	64	2
3	Kalaburagi	5	97.46	8	96.23	15	92	4	87.50	3	18.24	18	60	12	65	3
4	Shivamogga	21	98.51	4	97.87	8	108	3	0.00	16	33.27	6	72	8	66	4
5	Bagalkot	2	94.87	14	79.63	24	57	9	0.00	16	47.76	4	124	1	70	5
6	Davanagere	25	100.00	1	98.68	3	68	7	0.00	16	21.55	13	77	6	71	6
7	Koppal	17	100.00	1	97.06	12	34	15	40.00	10	40.01	5	60	12	72	7
8	Udupi	4	100.00	1	96.67	13	47	12	0.00	16	23.43	12	45	15	73	8
9	Uttara Kannada	20	100.00	1	95.65	18	32	16	58.33	7	91.83	1	60	12	75	9
10	Bidar	22	99.12	2	98.67	4	90	5	0.00	16	11.63	20	75	7	76	10
11	Chamarajana gar	13	94.12	16	100.00	1	23	19	80.00	4	20.27	15	67	10	78	11
12	Dharwad	27	96.00	13	97.37	10	110	2	33.33	12	66.05	3	60	12	79	12
13	Hassan	8	96.81	10	98.70	2	0	25	0.00	16	24.28	11	69	9	81	13
14	Bengaluru Rural	6	97.62	7	98.28	6	12	21	20.00	13	21.56	13	40	16	82	14
15	Kolar	9	100.00	1	86.11	21	32	16	0.00	16	20.04	16	100	3	82	14
16	Tumakuru	3	90.64	20	98.61	5	82	6	18.18	14	11.70	20	47	14	82	15
17	Chikkaballapura	1	94.12	17	97.42	9	8	23	100.00	1	6.88	21	50	13	85	16
18	Raichur	18	100.00	1	95.18	19	46	13	33.33	12	24.43	11	61	11	85	16
19	Ramanagara	19	98.46	5	96.04	16	26	18	0.00	16	28.57	9	75	7	90	17
20	Vijayapura	10	94.44	15	73.85	25	60	8	66.67	5	4.70	22	80	5	90	17
21	Mandya	7	100.00	1	0.00	29	17	20	0.00	16	17.31	19	97	4	96	18
22	Haveri	16	97.96	6	95.92	17	26	18	50.00	8	18.69	17	40	16	98	19
23	Gadag	11	94.00	18	97.14	11	11	22	16.67	15	31.20	7	28	17	101	20
24	Mysuru	29	50.00	22	50.00	27	51	11	100.00	1	28.08	10	100	3	103	21
25	Yadgir	15	97.44	9	81.32	23	30	17	0.00	16	21.00	14	60	12	106	22
26	Bengaluru	30	NA	23	NA	28	56	10	60.00	6	31.18	7	NA	19	123	23
27	Ballari	23	76.52	21	69.14	26	23	19	0.00	16	30.27	8	50	13	126	24
28	Chikkamagaluru	26	90.91	19	88.37	20	32	16	37.50	11	3.83	23	40	16	131	25
29	Dakshina Kannada	28	96.43	12	82.28	22	39	14	0.00	16	0.00	24	20	18	134	26
30	Kodagu	24	50.00	22	50.00	27	5	24	0.00	16	0.00	24	69	9	146	27
Total							1384						1594			

Records shown above as on 31/07/2015 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 (JULY 2015) - DISTRICT WISE

S.N	District	Count
1	Bengaluru	21042
2	Bagalkot	4745
3	Davanagere	810
4	Belagavi	738
5	Ballari	465
6	Vijayapura	428
7	Bengaluru Rural	365
8	Chitradurga	363
9	Kalaburagi	342
10	Raichur	305
11	Mysuru	301
12	Tumakuru	278
13	Chikkaballapura	272
14	Dakshina Kannada	255
15	Bidar	247
16	Mandya	231
17	Gadag	223
18	Hassan	199
19	Koppal	195
20	Shivamogga	190
21	Haveri	190
22	Ramanagara	182
23	Kolar	182
24	Chamarajanagar	164
25	Chikkamagaluru	143
26	Dharwad	136
27	Uttara Kannada	92
28	Udupi	73
29	Kodagu	57
30	Yadgiri	34
	Grand Total	33247

Records shown above as on 31/07/2015 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 (JULY 2015) - DEPARTMENT WISE

S.N	Department	Count
1	Revenue Department	19432
2	Urban Development	3161
3	Transport Department	3145
4	Rural Development & Panchayat Raj	2021
5	Public Works, Ports & Inland Water Transport Department	1420
6	Women & Child Welfare Department	802
7	Education Department	761
8	Home Department	530
9	Higher Education-Collegiate Education	493
10	Health & Family Welfare	360
11	Labour Department	350
12	Transport Corporation (KSRTC / BMTC)	250
13	Commercial Taxes Department	180
14	Food & Civil Supplies Department	110
15	Co-operation Department	94
16	Agriculture Department	19
17	IT & BT	19
18	Karnataka Housing Board	19
19	Forest Department	12
20	Infrastructure Development	10
21	Kannada Culture & information Department	10
22	BWSSB	9
23	City Municipal Council	7
24	Fisheries Department	7
25	Department Of Public Instruction	6
26	Department of Personnel & Administrative Reforms	5
27	Commerce and Industries	3
28	Parliamentary affairs and legislation	3
29	Water Resources	3
30	Medical Education	2
31	Ecology & Environment	1
32	ESI - Employees State Insurance Corporation	1
33	Planning, Programme Monitoring and Statistics	1
34	Survey And Settlement Commissioner	1
	Grand Total	33247

Records shown above as on 31/07/2015 12:00:00

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

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	InProgress	Overdue
1	EJS	NON-SAKALA	13155	2876	1027	3903	841	8411
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4445	2823	684	3507	0	938
4	Online	NON-SAKALA	1116	309	61	370	61	685
5	Online	SAKALA	1715	764	234	998	95	622
6	Call Center	SAKALA	4915	4588	93	4681	97	137
7	Call Center	NON-SAKALA	3019	2894	26	2920	6	90
8	E-Mail	NON-SAKALA	471	449	11	460	1	10
9	E-Mail	SAKALA	233	219	8	227	0	6
10	Janagraha	SAKALA	78	76	0	76	0	2
		Total	32962	16569	2195	18764	1101	13094
			Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
	Sakala		6941	5647	335	5982	192	767
	Non Sakala		26021	10922	1860	12782	909	12327

Records shown above as on 31/07/2015 12:00:00

Notes:

Out of 6,941 complaints received for Sakala, 5,647 have been resolved and 335 have been rejected amounting to disposal of 5,982 complaints showing 88% closure rate. 192 complaints are in the process of getting disposed and 767 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 26,021 complaints received for Non Sakala, 10,922 have been resolved and 1,860 have been rejected amounting to disposal of 12,782 complaints showing 49% closure rate. 909 complaints are in the process of getting disposed and 12,327 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	480	60960
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	43	4320
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	621	77240

Records shown above as on 31/07/2015 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- JULY 2015

S.N	Name	District	Service	Department	Satisfied/not satisfied
1	Seetha Raman	Dakshina Kannada	Income Certificate	Revenue Department	Satisfied
Citizen got to know about Sakala through internet. He called Sakala to know about Income Certificate. He got the service on time. So citizen is happy with Sakala					
2	Madhusudhan	Bengaluru	Driving License	Transport	Not Satisfied
Citizen got to know about Sakala through newspaper. He called Sakala to know about Driving License. He is not happy with Sakala as he did not get the service in time.					
3	Rashmitha	Bengaluru	Birth Certificate	BBMP	Satisfied
Citizen got to know about Sakala through newspaper. She called Sakala to know about Birth Certificate. She got the service on time. So citizen is happy with Sakala.					
4	Santosh Joshi	Vijayapura	Trade License	TMC	Satisfied
Citizen got to know about Sakala through internet. He called Sakala to know about Trade License. He is very happy with Sakala.					
5	Muniraju	Bengaluru	Transfer of Ration Card	Food and Civil Supplies	Satisfied
Citizen got to know about Sakala through newspaper. He called Sakala to know about Transfer of Ration Card. He got the required information and is happy with Sakala.					

CHAPTER 4: EVENTS AND NEWS CLIPS

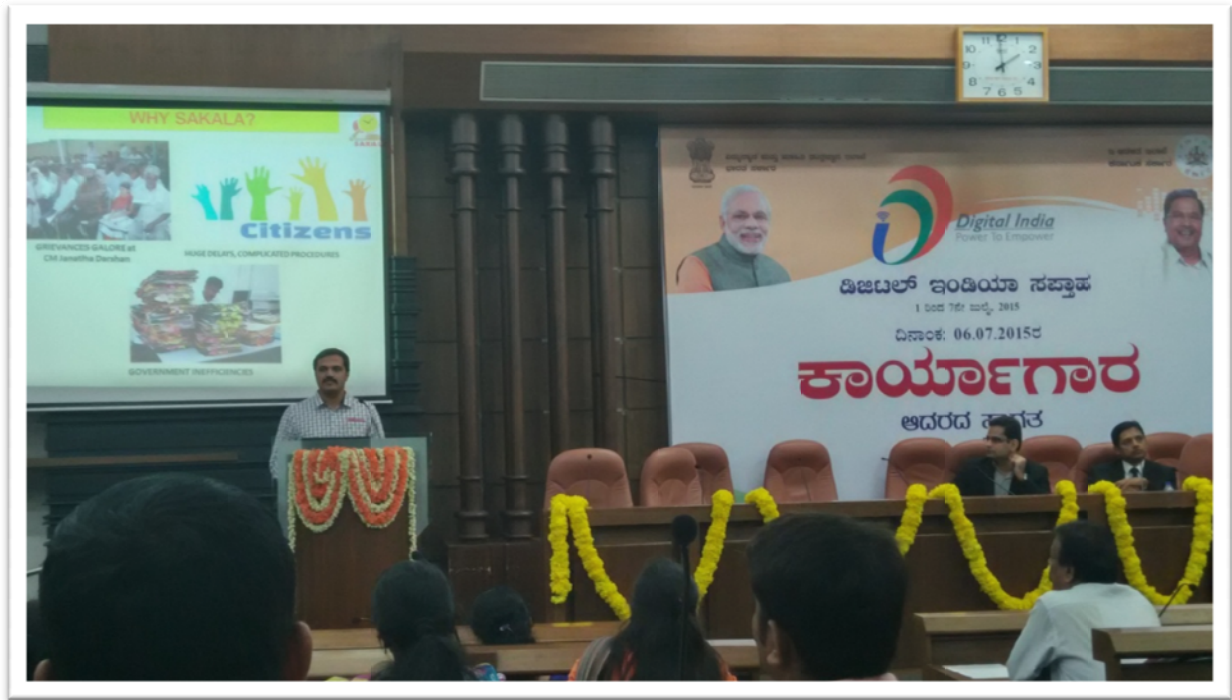
1) **28.07.2015, Bengaluru:** "Master trainers" from various departments were trained by Sakala Mission in VV tower. These Master trainers in turn shall conduct training sessions for the staff of their departments/districts.



1) **24.07.2015, New Delhi** - On 24.07.2015, Special Secretary DARPG, GOI, called a meeting of awardees of Prime Ministers Award for Excellence in Public Administration. He held this meeting along with the line departments of GOI to study Sakala initiative. Additional Mission Director, Sakala accompanied by Management Consultant, Sakala explained the journey Sakala Mission had taken over the years. The Special Secretary was impressed by the accomplishments of Sakala Mission in a short span of 3 short years.



3) 06.07.2015, Bengaluru: "Digital India Week" was organised by Department of e-Governance in Karnataka. Several citizen friendly e- initiatives were presented in this forum. Sakala initiative was presented by Management Consultant of Sakala Mission.



4) 19.07.2015; Belagavi : Revenue Department officials of the district were given training by Sakala District IT consultant for effective implementation of Sakala.

