

SIDDARAMAIAH  
CHIEF MINISTER



VIDHANA SOUDHA  
BANGALORE - 560 001

CM/PS/267/2015

Date: 31.12.2015

MESSAGE

It is heartening to know that Sakala Mission has brought 10 new services and two new departments - Backward Classes Welfare and Hindu Religious Institutions and Charitable Endowments - to its fold in the month of June 2015.

New services which have been brought under Sakala by the departments of Health and Family Welfare, Backward Classes Welfare and Hindu Religious Institutions and Charitable Endowments are all in high demand which will make the life of citizens much easier.

Unlike other months there was a peak receipt of more than 29 lakh applications in this month. The availed services are mainly related to "All types of Caste Certificates" and "All types of Income Certificates" provided by Revenue department.

Services of "Farmer Registration" and "Hamali licence" in the Co-operation Department are important services, which have received around 400 service requests in this month of June 2015 alone.

Kiosks installed in all Deputy Commissioners office are increasingly being accessed by public and the notice boards are being prominently put in front of all offices of the designated officers rendering Sakala services.

Unique Sakala application number is not a mere number - there is a citizen behind it. Give them the dues they deserve !

I am looking forward for a more inclusive and participative staff in the coming months.

  
(SIDDARAMAIAH)

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## MESSAGE

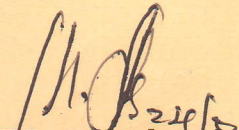
Sakala has grown in leaps and bound in the past 3 years and has gained global recognition. This month Sakala hosted the exposure visit of officials from Indian Defence Estate Services who were impressed by the accomplishments of Sakala Mission in such a short span of time.

Hindu Religious Institutions and Charitable Endowments Department i.e Muzrai is now providing 3 services under Sakala. These services are "Tastik", "Sevas" and "Aradhana". For the first time in Karnataka, religious services are included under the Sakala Act.

Service of "Issue of Pass books to the Sericulturists" is the most sought after service in the Sericulture Department. More than 300 services have already been delivered to citizens by the Sericulture Department in a time bound manner through Sakala in the month of June 2015 alone.

Services of "Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981 Red Category Non-EIA with TAC Projects" and "Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Red Category EIA Projects" in Karnataka State Pollution Control Board has received around 120 service requests each in the month of June 2015 alone.

Our aim is to come up with innovative and improved service delivery which will enrich the lives of our citizens by delivering services in time and with the right spirit and reason.

  
(T.B. Jayachandra)

ಕಾಲು-ಬಾಯಿ ಜ್ವರ, ಚಪ್ಪೆ ಬೇನೆ, ಗಂಟಲು ಬೇನೆ ರೋಗದಿಂದ ರಕ್ಷಿಸಿ ಲಸಿಕೆ ಹಾಕಿಸಿ : ಪಶು ಸಂರಕ್ಷಣೆಯಲ್ಲಿದೆ - ಸರ್ವರ ಹಿತ  
ಪಶು ಸಂಪತ್ತು - ದೇಶದ ಸಂಪತ್ತು : ಸಂರಕ್ಷಿಸಿ



## FROM THE MISSION DIRECTOR'S DESK

**Ranking:** Chikkaballapura shows consistent performance and occupies the top position for 17 consecutive months from February 2014 onwards due to the sustained efforts of officers and employees of the district. Tumakuru has taken second position and Gadag, which has shown consistent performance and has featured in top 3 performers of the month.

Rank	District	District	Rank
1	Chikkaballapura	Chitradurga	28
2	Tumakuru	Yadgir	29
3	Gadag	Bidar	30

Records shown above as on 30/06/2015 12:00:00

### Applications and Disposal Trends:

	Receipts	Disposals
Month of Jun -2015	29,31,297	26,13,269
Cumulative Count	8,04,53,345	7,94,59,972

Records shown above as on 30/06/2015 12:00:00

### Taluka Rankings:

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

Records shown above as on 30/06/2015 12:00:00

### Assembly Constituency Rankings:

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

Records shown above as on 30/06/2015 12:00:00

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

**Over Due:** A total of 17,900 overdue were seen at the close of the month. There has been decrease from last month's 29,517. 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:** 91,992 applications were delayed in disposal during the month compared with 61,774 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 3.52% delayed disposals as compared to 2.81% of the previous month.

Revenue department with 63,538 delayed disposals contribute to 66% of delayed disposals. This impacts the State average. District of Haveri with 6.15% delayed disposal tops the list and Udupi district with 0.10% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

**Rejections:** 5.33% is the rejection rate was seen during this month as compared to 5.25% of previous month. District of Bidar tops the list with highest rejection rate of 10.81% 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:** 1,205 offices were found to have made defaults 7 or more times during the month as compared to 1,131 offices of previous month. Bengaluru Urban district tops the list with 158 offices. This accounts to almost 13% of total defaulting offices of the State. Revenue department has 641 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 6,820 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. 125 complaints are in the process of getting disposed and 713 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 25,632 complaints received for Non Sakala, 10,803 have been resolved and 1,833 have been rejected amounting to disposal of 12,636 complaints showing 52% closure rate. 1,054 complaints are in the process of getting disposed and 11,939 are overdue.

**Appeals:** Under Appeal -1 category 1,263 were received of which 1,113 are disposed (595 approved and 518 rejected). Out of 150 overdue appeals 109 appeals are with Revenue department. Bengaluru Urban district itself has 35 overdue appeals in Appeal 1 category, which are related to the services **“Conversion of agriculture land to non agriculture purpose”** and **“Transfer of Khatas”**.

Under Appeal -2 category 136 were received of which 121 are disposed (64 approved and 57 rejected). Out of 15 overdue appeals 12 appeals are with Revenue department. Deputy Commissioner, Davanagere has 11 overdue appeals in Appeal 2 category, which are related to the service of **“All types of caste certificate”**. Regular monitoring is being done by Sakala mission for the timely disposal of appeals.

**Compensation:** 619 compensation claims have been made till date and amount of Rs 76,720 has been paid as compensation to citizens. Rs 62,755 has been collected from erring officials.

**Addition of new services:** On 23.06.2015, 3 services of Muzrai department, 5 services of BCM department and 2 services of Health and Family Welfare department were brought under Sakala. Out of these 3 departments, Departments of Muzrai and BCM department are providing their services under Sakala for the first time.

**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 June 2015	Rank of May 2015	Trend
1	Chikkaballapura	81601	66380	0.8	3	6800	1	1	1	↔
2	Tumakuru	171301	147388	1	5	6588	2	2	3	↑
3	Gadag	63947	56614	1.3	6	6394	3	3	5	↑
4	Dharwad	103659	90485	1.7	9	5758	7	4	6	↑
5	Hassan	99696	85169	2.7	12	5864	6	5	8	↑
6	Mandya	109151	100775	4.1	18	6063	4	6	7	↑
7	Bagalkot	99861	91296	1.6	8	5547	10	7	17	↑
8	Chikkamagaluru	65758	58405	4.4	20	5978	5	8	21	↑
9	Chamarajnaragar	53165	45160	0.9	4	5316	12	9	13	↑
10	Kolar	85980	77979	3.7	17	5732	8	10	2	↓
11	Udupi	54770	49453	0.1	1	4979	15	11	10	↓
12	Bengaluru Rural	49634	43619	2.9	13	5514	11	12	4	↓
13	Uttara Kannada	67344	59528	0.4	2	4810	16	13	18	↑
14	Mysuru	162545	134683	5.1	25	5605	9	14	11	↓
15	Koppal	65515	54469	3.6	16	5039	13	15	23	↑
16	Belagavi	211866	190577	1.5	7	4507	20	16	22	↑
17	Ramanagar	50364	50001	4.7	23	5036	14	17	20	↑
18	Vijayapura	97786	92537	3.4	14	4656	19	18	29	↑
19	Shivamogga	80853	71007	4.6	22	4756	17	19	14	↓
20	Davanagere	82640	70835	2.4	10	4349	24	20	15	↓
21	Kalaburagi	104224	84100	2.4	10	4168	26	21	24	↑
22	Raichur	88895	80952	6	29	4678	18	22	26	↑
23	Dakshina Kannada	87967	74996	4.5	21	4398	23	23	12	↓
24	Bengaluru	424170	421731	5.7	28	4464	21	24	9	↓
25	Ballari	106894	86723	4.3	19	4275	25	25	25	↔
26	Kodagu	20742	20098	3.5	15	4148	27	26	19	↓
27	Haveri	66866	58757	6.2	30	4457	22	27	28	↑
28	Chitradurga	64046	56898	5.5	27	4002	28	28	16	↓
29	Yadgir	43704	38896	5.1	25	3973	29	29	27	↓
30	Bidar	66528	53820	4.9	24	3913	30	30	30	↔

Records shown above as on 30/06/2015 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	28097	24905	0.2	11	1337	6	1
2	Uttara Kannada	Sirsi	15043	14733	0.1	6	835	11	2
3	Tumakuru	Tiptur	16351	14620	0.2	10	743	16	3
4	Bagalkot	Bagalkot	23966	19273	0.8	33	855	8	4
5	Bengaluru	Bangalore East	106310	104319	1.2	50	11812	1	5
6	Dharwad	Dharwad	42294	37988	1	42	1762	5	6
7	Uttara Kannada	Karwar	11494	9850	0.5	22	766	15	7
8	Uttara Kannada	Haliyal	7162	6541	0	4	651	25	8
9	Chikkaballapura	Gudibanda	3380	2649	0.4	16	676	22	9
10	Gadag	Nargund	7051	5977	0.5	21	705	20	10

Records shown above as on 30/06/2015 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	Bidar	Homnabad	10292	7256	5.4	132	311	165	168
2	Chitradurga	Molakalmuru	4751	4223	8.6	163	339	152	169
3	Ramanagara	Magadi	6860	6782	9.7	166	343	151	170
4	Ballari	Sandur	7099	5223	3.7	110	262	176	171
5	Bidar	Aurad	8856	8550	6.3	153	328	161	172
6	Dakshina Kannada	Beltangadi	7405	5608	5.9	142	284	170	173
7	Haveri	Hangal	6695	5444	6.1	144	257	177	174
8	Uttara Kannada	Supa	1487	893	10.5	167	297	168	175
9	Shivamogga	Hosanagara	3046	2664	11	169	276	172	176
10	Bengaluru	Yelahanka	13234	13329	14.9	175	264	175	177

Records shown above as on 30/06/2015 12:00:00

**Notes:** Talukas in bottom 10 ranking are spread across the State. These talukas with low receipts have higher rate of delayed disposals.

## CHAPTER 1C: PERFORMANCE REPORT- ASSEMBLY CONSTITUENCY WISE (TOP 25)

S.N	Assembly	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))June -2015
1	Chamrajapet	35501	35628	0.1	3	1314	6	1
2	Udupi	31720	29146	0	1	1268	9	2
3	Chikkaballapur	28882	25635	0.2	9	1110	14	3
4	Hubli-Dharwad-East	21099	16856	0.2	9	811	23	4
5	Sirsi	17779	17021	0.1	3	773	29	5
6	Bagalkot	23439	18816	0.8	39	837	20	6
7	Tiptur	16351	14620	0.2	9	743	33	7
8	Gandhinagar	43021	42349	1.7	82	1536	2	8
9	Tumkur City	42898	40046	1.6	78	1429	4	9
10	Rajajinagar	20770	20460	0.6	28	798	26	10
11	Gulbarga Dakshin	36505	33511	1.2	66	1216	10	11
12	B.T.M Layout	26048	26459	0.2	9	723	36	12
13	Bijapur City	38758	37421	1.6	78	1291	7	13
14	Chamarajanagar	20245	17397	0.8	39	809	24	14
15	Gadag	31261	28428	1.2	66	1116	13	15
16	Mandya	30729	28339	1.5	74	1138	12	16
17	Kunigal	16015	13134	0.7	32	727	35	17
18	Hassan	28492	23251	1.7	82	1095	15	18
19	Gauribidanur	16710	13549	0.4	19	668	43	19
20	Gokak	23221	21645	0.9	46	749	32	20
21	Madhugiri	15413	13916	0.7	32	670	42	21
22	Chamaraja	47604	36586	3	124	1535	3	22
23	Hubli-Dharwad-West	35842	30816	2.5	106	1194	11	23
24	Athani	18569	16967	0.5	25	640	46	24
25	Davanagere North	18865	19201	0.8	39	673	41	25

Records shown above as on 30/06/2015 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	13895118	13800957	12893088	898058	366	278	234	44	9	7	5	2	6825
Chikkamagaluru	1532180	1509455	1384720	123758	13	10	4	6	2	2	2	0	1318
Belagavi	5265450	5199812	4900129	295339	62	52	31	21	0	0	0	0	1154
Dakshina Kannada	2719054	2682440	2579647	100030	8	7	3	4	0	0	0	0	983
Mandya	2922972	2888324	2705204	179844	22	14	8	6	1	1	1	0	947
Vijayapura	2575895	2548204	2396952	148814	24	24	7	17	1	1	0	1	887
Raichur	2378119	2347201	2212216	132639	109	109	54	55	54	54	54	0	800
Mysuru	3967654	3901141	3717134	179516	40	39	22	17	0	0	0	0	714
Shivamogga	2233166	2204406	2060846	141812	15	9	6	3	0	0	0	0	505
Ballari	2979776	2935632	2782987	149452	61	52	26	26	6	5	0	5	493
Ramanagara	1646310	1630992	1560474	68123	9	6	3	3	0	0	0	0	482
Koppal	1755587	1729054	1654243	73271	5	4	1	3	0	0	0	0	321
Hassan	2790685	2754674	2586636	166252	24	21	10	11	0	0	0	0	312
Kolar	2224923	2200912	2076828	122676	39	37	19	18	3	3	0	3	276
Kalaburagi	2835497	2793132	2646935	144178	60	59	29	30	4	4	1	3	229
Dharwad	2434325	2403264	2287053	114055	24	23	1	22	13	13	0	13	219
Kodagu	678704	671454	636062	34825	3	3	1	2	0	0	0	0	205
Bidar	1917710	1887768	1696158	190022	53	49	13	36	2	2	0	2	194
Tumakuru	3952490	3897023	3646041	246940	39	36	29	7	1	0	0	0	188
Bagalkot	2275022	2249447	2149292	95940	19	19	2	17	2	2	0	2	164
Chitradurga	2180375	2154124	2035381	117320	18	18	7	11	0	0	0	0	115
Bengaluru Rural	1363754	1345163	1271477	72826	22	20	19	1	0	0	0	0	115
Haveri	1846138	1819788	1719416	98771	8	8	2	6	0	0	0	0	105
Davanagere	2462446	2428678	2283525	143171	127	123	10	113	35	24	0	24	73
Chamarajanagara	1353960	1334071	1266351	66840	20	20	14	6	0	0	0	0	72
Gadag	1436106	1414676	1358036	55100	8	8	5	3	0	0	0	0	70
Chikkaballapura	2045222	1999761	1878608	118857	18	18	6	12	0	0	0	0	54
Yadgir	1250001	1231501	1172737	57275	16	16	7	9	1	1	0	1	45
Uttara Kannada	2020228	1999775	1935636	61958	16	16	10	6	1	1	0	1	23
Udupi	1514478	1497143	1455054	41187	15	15	12	3	1	1	1	0	12
	<b>80453345</b>	<b>79459972</b>	<b>74948866</b>	<b>4438849</b>	<b>1263</b>	<b>1113</b>	<b>595</b>	<b>518</b>	<b>136</b>	<b>121</b>	<b>64</b>	<b>57</b>	<b>17900</b>

Records shown above as on 30/06/2015 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	44027354	43214718	40083752	3103083	1044	944	492	452	123	111	60	51	7267
HOME	3423094	3376519	3304952	67895	15	5	1	4	0	0	0	0	5017
EDUCATION	537687	523689	495184	27424	47	34	8	26	3	3	0	3	2179
RDPR	3283071	3264050	3159121	101607	83	72	46	26	6	4	2	2	1717
LABOUR	563858	560475	551204	8310	0	0	0	0	0	0	0	0	507
TRANSPORT	14402446	14336528	13985364	334363	7	3	1	2	0	0	0	0	451
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	4261	3723	3030	683	0	0	0	0	0	0	0	0	211
URBAN DEVELOPMENT	2848569	2831507	2694802	133392	58	48	43	5	3	2	2	0	145
HEALTH AND FAMILY WELFARE	848342	846992	836648	9586	0	0	0	0	0	0	0	0	142
COMMERCE AND INDUSTRIES	139658	139395	133013	6140	2	0	0	0	0	0	0	0	116
ANIMAL HUSBANDRY AND FISHERIES	7320	7138	6732	405	0	0	0	0	0	0	0	0	38
COMMERCIAL TAXES	6078884	6069434	5460352	600183	5	5	2	3	0	0	0	0	31
FOOD AND CIVIL SUPPLIES	3465885	3465511	3419769	42252	2	2	2	0	1	1	0	1	27
DPAR	1150	1134	1134	0	0	0	0	0	0	0	0	0	16
WOMEN AND CHILD WELFARE	744134	743242	740946	678	0	0	0	0	0	0	0	0	13
KANNADA, CULTURE AND INFORMATION	2787	2777	1969	795	0	0	0	0	0	0	0	0	8
CO-OPERATION	43313	41975	40421	1462	0	0	0	0	0	0	0	0	6
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1143	1133	1067	66	0	0	0	0	0	0	0	0	3
HOUSING	8113	8049	7896	147	0	0	0	0	0	0	0	0	3
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	353	349	344	3	0	0	0	0	0	0	0	0	3
HORTICULTURE	21923	21634	21225	375	0	0	0	0	0	0	0	0	0
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total:</b>	<b>80453345</b>	<b>79459972</b>	<b>74948866</b>	<b>4438849</b>	<b>1263</b>	<b>1113</b>	<b>595</b>	<b>518</b>	<b>136</b>	<b>121</b>	<b>64</b>	<b>57</b>	<b>17900</b>

Records shown above as on 30/06/2015 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	37784667	36988311	6179
2	HOME DEPARTMENT	3412916	3366341	5017
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	3283071	3264050	1717
4	DEPARTMENT OF PUBLIC INSTRUCTION	228334	221198	1369
5	PRE-UNIVERSITY BOARD	134130	128166	664
6	SURVEY AND SETTLEMENT COMMISSIONER	1450704	1435335	552
7	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	4791983	4791072	536
8	LABOUR DEPARTMENT	526662	524478	497
9	TRANSPORT DEPARTMENT	10846315	10788849	400
10	KARNATAKA STATE POLLUTION CONTROL BOARD	4091	3598	207
11	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2201	2063	119
12	COMMERCE AND INDUSTRIES DEPARTMENT	139658	139395	116
13	HEALTH AND FAMILY WELFARE DEPARTMENT	813264	812155	113
14	TOWN MUNICIPAL COUNCIL	752707	748522	55
15	TRANSPORT CORPORATIONS(KSRTC)	1558237	1554656	43
16	CITY MUNICIPAL COUNCIL	1057468	1050788	40
17	FISHERIES DEPARTMENT	7320	7138	38
18	DRUGS CONTROL DEPARTMENT	31980	31743	28
19	FOOD AND CIVIL SUPPLIES DEPARTMENT	3465885	3465511	27
20	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	26464	26386	20
21	TOWN PANCHAYAT	257401	256075	19
22	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	3820	3702	17
23	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1150	1134	16
24	COMMERCIAL TAXES DEPARTMENT	6075063	6065731	14
25	PUBLIC LIBRARIES DEPARTMENT	35868	35765	13
26	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	425338	424559	10
27	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	31415	30358	10
28	BANGALORE DEVELOPMENT AUTHORITY	6174	6073	7
29	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	510792	510157	7
30	REGISTRAR OF CO-OPERATIVE SOCIETIES	20679	20347	6
31	HIGHER EDUCATION-COLLEGIATE EDUCATION	16891	16863	5
32	KANNADA AND CULTURE	1912	1906	5
33	UNIVERSITY EXAMINATION SECTION	103761	103436	4
34	FOREST DEPARTMENT	170	125	4
35	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1143	1133	3
36	KARNATAKA HOUSING BOARD	7496	7438	3
37	INFORMATION DEPARTMENT	364	361	3
38	WOMEN AND CHILD WELFARE DEPARTMENT	318795	318683	3
39	BRUHAT BANGALORE MAHANAGARA PALIKE	285736	284491	3
40	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	353	349	3
41	UNIVERSITY POST GRADUATION SECTION	4539	4536	3
42	UNIVERSITY FINANCE SECTION	419	351	2
43	CITY CORPORATION (Other than BBMP)	462619	459172	1
44	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	285979	282070	1
45	AYUSH DEPARTMENT	3098	3094	1
<b>Total:</b>				<b>17900</b>

Records shown above as on 30/06/2015 12:00:00



## CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR JUN-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	Haveri	58757	2136	550	546	334	49	3615	6.15
2	Raichur	80952	3450	625	446	176	144	4841	5.98
3	Bengaluru	421731	14812	5526	1889	1072	692	23991	5.69
4	Chitradurga	56898	1966	557	250	218	116	3107	5.46
5	Mysuru	134683	3746	1243	795	619	554	6957	5.17
6	Yadgir	38896	1749	176	39	23	7	1994	5.13
7	Bidar	53820	2159	330	104	36	15	2644	4.91
8	Ramanagara	50001	1483	300	101	328	115	2327	4.65
9	Shivamogga	71007	1720	756	461	226	82	3245	4.57
10	Dakshina Kannada	74996	1388	520	387	682	364	3341	4.45
11	Chikkamagaluru	58405	1634	518	188	89	148	2577	4.41
12	Ballari	86723	3093	319	176	108	12	3708	4.28
13	Mandya	100775	2599	496	432	465	179	4171	4.14
14	Kolar	77979	2327	328	129	64	45	2893	3.71
15	Koppal	54469	1640	168	116	23	12	1959	3.60
16	Kodagu	20098	640	39	10	3	2	694	3.45
17	Vijayapura	92537	2151	518	298	132	77	3176	3.43
18	Bengaluru Rural	43619	1073	116	52	10	19	1270	2.91
19	Hassan	85169	1616	291	177	103	149	2336	2.74
20	Kalaburagi	84100	1526	253	113	97	20	2009	2.39
21	Davanagere	70835	1410	229	42	8	1	1690	2.39
22	Dharwad	90485	1060	270	148	38	48	1564	1.73
23	Bagalkot	91296	946	247	162	108	39	1502	1.65
24	Belagavi	190577	1714	436	394	218	150	2912	1.53
25	Gadag	56614	639	67	11	10	3	730	1.29
26	Tumakuru	147388	1173	262	44	25	16	1520	1.03
27	Chamarajanagar	45160	265	97	30	9	11	412	0.91
28	Chikkaballapura	66380	363	69	59	42	5	538	0.81
29	Uttara Kannada	59528	145	22	14	14	25	220	0.37
30	Udupi	49453	36	2	8	1	2	49	0.10
	<b>Total</b>	<b>2613269</b>	<b>60659</b>	<b>15330</b>	<b>7621</b>	<b>5281</b>	<b>3101</b>	<b>91992</b>	<b>3.52</b>

Records shown above as on 30/06/2015 12:00:00

### Notes:

15 districts (S.N 1 to 15) are major contributors to the State delayed disposal rate of 3.52%. Delayed disposal rate has increased from 2.81% in previous month to 3.52% in this month. The respective district administration must concentrate on reducing the delayed disposals.

## CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR JUN-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 PERSONNEL & ADMINISTRATIVE REFORMS	3	0	0	0	0	3	3	100.00
2	EDUCATION DEPARTMENT	19744	4807	413	105	97	282	5704	28.89
3	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	247	5	8	9	14	26	62	25.10
4	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	198	0	0	0	3	46	49	24.75
5	HOME DEPARTMENT	97538	5728	2550	1653	1536	1094	12561	12.88
6	KANNADA, CULTURE AND INFORMATION DEPARTMENT	63	3	0	0	0	0	3	4.76
7	REVENUE DEPARTMENT	1428941	43031	10634	5240	3309	1324	63538	4.45
8	CO-OPERATION DEPARTMENT	1999	35	24	14	11	4	88	4.40
9	HOUSING DEPARTMENT	161	4	0	0	1	2	7	4.35
10	URBAN DEVELOPMENT	83176	2188	383	134	24	8	2737	3.29
11	LABOUR DEPARTMENT	10994	293	3	25	6	5	332	3.02
12	RURAL DEVELOPMENT AND PANCHAYAT RAJ	107889	2272	413	118	113	26	2942	2.73
13	WOMEN AND CHILD WELFARE	31428	467	76	33	1	0	577	1.84
14	HORTICULTURE DEPARTMENT	290	2	0	0	1	0	3	1.03
15	HEALTH AND FAMILY WELFARE	21185	104	28	7	3	22	164	0.77
16	TRANSPORT DEPARTMENT	490799	1532	773	280	133	249	2967	0.60
17	COMMERCE AND INDUSTRIES DEPARTMENT	4147	15	0	0	0	0	15	0.36
18	FOOD AND CIVIL SUPPLIES	65283	48	2	2	3	4	59	0.09
19	COMMERCIAL TAXES DEPARTMENT	249147	125	23	1	26	6	181	0.07
	<b>Total</b>	<b>2613269</b>	<b>60659</b>	<b>15330</b>	<b>7621</b>	<b>5281</b>	<b>3101</b>	<b>91992</b>	<b>3.52</b>

Records shown above as on 30/06/2015 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 63,538 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 JUN-2015: DISTRICT WISE

S.N	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	<u>Bidar</u>	66528	53820	5818	10.81
2	<u>Chitradurga</u>	64046	56898	4450	7.82
3	<u>Hassan</u>	99696	85169	6172	7.25
4	<u>Haveri</u>	66866	58757	4169	7.1
5	<u>Mandya</u>	109151	100775	6955	6.9
6	<u>Davanagere</u>	82640	70835	4840	6.83
7	<u>Kolar</u>	85980	77979	5298	6.79
8	<u>Chikkamagaluru</u>	65758	58405	3732	6.39
9	<u>Chikkaballapura</u>	81601	66380	4050	6.1
10	<u>Yadgir</u>	43704	38896	2274	5.85
11	<u>Shivamogga</u>	80853	71007	4134	5.82
12	<u>Kalaburagi</u>	104224	84100	4842	5.76
13	<u>Bengaluru Rural</u>	49634	43619	2455	5.63
14	<u>Kodagu</u>	20742	20098	1112	5.53
15	<u>Tumakuru</u>	171301	147388	8125	5.51
16	<u>Bengaluru</u>	424170	421731	22685	5.38
17	<u>Mysuru</u>	162545	134683	7101	5.26
18	<u>Raichur</u>	88895	80952	4259	5.26
19	<u>Koppal</u>	65515	54469	2806	5.15
20	<u>Chamarajanagar</u>	53165	45160	2287	5.06
21	<u>Ballari</u>	106894	86723	4101	4.73
22	<u>Belagavi</u>	211866	190577	8580	4.51
23	<u>Vijayapura</u>	97786	92537	4120	4.45
24	<u>Ramanagara</u>	50364	50001	2188	4.38
25	<u>Dakshina Kannada</u>	87967	74996	2514	3.35
26	<u>Dharwad</u>	103659	90485	2862	3.16
27	<u>Udupi</u>	54770	49453	1551	3.14
28	<u>Uttara Kannada</u>	67344	59528	1764	2.96
29	<u>Gadag</u>	63947	56614	1605	2.84
30	<u>Bagalkot</u>	99861	91296	2430	2.66
	<b>Total</b>	<b>2931297</b>	<b>2613269</b>	<b>139279</b>	<b>5.33</b>

Records shown above as on 30/06/2015 12:00:00

### Notes:

16 districts (S.N 1 to 16 in the above table) have rejection rates greater than State's average of 5.33%. 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 JUN-2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	KARNATAKA STATE POLLUTION CONTROL BOARD	217	189	30	15.87
2	REVENUE DEPARTMENT	1511236	1219537	112465	9.22
3	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	27	22	2	9.09
4	AGRICULTURAL MARKETING DEPARTMENT	1104	1045	83	7.94
5	DEPARTMENT OF PUBLIC INSTRUCTION	9263	7673	591	7.7
6	CITY MUNICIPAL COUNCIL	33476	33032	1966	5.95
7	UNIVERSITY POST GRADUATION SECTION	23	22	1	4.55
8	CITY CORPORATION (Other than BBMP)	16519	15676	691	4.41
9	COMMERCE AND INDUSTRIES DEPARTMENT	4237	4147	178	4.29
10	FISHERIES DEPARTMENT	201	198	8	4.04
11	TECHNICAL EDUCATION DEPARTMENT	208	75	3	4
12	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	409	511	20	3.91
13	COMMERCIAL TAXES DEPARTMENT	248324	248636	9305	3.74
14	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	757	792	29	3.66
15	TOWN MUNICIPAL COUNCIL	22786	22516	793	3.52
16	FOREST DEPARTMENT	97	58	2	3.45
17	HIGHER EDUCATION-COLLEGIATE EDUCATION	683	734	24	3.27
18	BRUHAT BANGALORE MAHANAGARA PALIKE	4454	4415	106	2.4
19	HOME DEPARTMENT	99817	97337	2289	2.35
20	TOWN PANCHAYAT	7073	6887	147	2.13
21	DRUGS CONTROL DEPARTMENT	781	816	16	1.96
22	TRANSPORT DEPARTMENT	354110	353956	6550	1.85
23	AYUSH DEPARTMENT	183	188	3	1.6
24	FOOD AND CIVIL SUPPLIES DEPARTMENT	65564	65283	895	1.37
25	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	163933	163907	2066	1.26
26	REGISTRAR OF CO-OPERATIVE SOCIETIES	926	950	12	1.26
27	UNIVERSITY EXAMINATION SECTION	2252	2209	26	1.18
28	HEALTH AND FAMILY WELFARE DEPARTMENT	20448	20181	171	0.85
29	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	109066	107889	586	0.54
30	FIRE SERVICES DEPARTMENT	201	201	1	0.5
31	BANGALORE DEVELOPMENT AUTHORITY	206	201	1	0.5
32	LABOUR DEPARTMENT	9955	9977	49	0.49
33	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	384	449	2	0.45
34	SURVEY AND SETTLEMENT COMMISSIONER	55481	45518	139	0.31
35	PUBLIC LIBRARIES DEPARTMENT	1479	1511	2	0.13
36	WOMEN AND CHILD WELFARE DEPARTMENT	19841	20297	14	0.07
37	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	10146	11131	5	0.04
38	TRANSPORT CORPORATIONS(KSRTC)	57177	54049	4	0.01
39	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	40876	36970	2	0.01
	<b>Total</b>			<b>139279</b>	<b>5.33</b>

Records shown above as on 30/06/2015 12:00:00

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

S.N	District Name	Designated Offices with 7 or more defaults (May-15)	Designated Offices with 7 or more defaults (June-15)
1	Bengaluru	153	158
2	Mysuru	74	72
3	Raichur	64	69
4	Chikkamagaluru	65	60
5	Mandya	51	55
6	Hassan	60	54
7	Vijayapura	46	53
8	Bidar	44	48
9	Kolar	32	46
10	Shivamogga	42	45
11	Kalaburagi	35	44
12	Tumakuru	20	44
13	Ballari	40	41
14	Ramanagara	36	40
15	Chitradurga	43	39
16	Dakshina Kannada	36	39
17	Davanagere	27	35
18	Belagavi	39	33
19	Bagalkot	30	30
20	Yadgir	22	28
21	Dharwad	24	27
22	Bengaluru Rural	23	25
23	Koppal	28	25
24	Haveri	33	23
25	Gadag	19	21
26	Kodagu	15	15
27	Chikkaballapura	13	13
28	Uttara Kannada	8	11
29	Chamarajanagar	9	10
30	Udupi	0	2
<b>Total</b>		<b>1131</b>	<b>1205</b>

Records shown above as on 30/06/2015 12:00:00

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

## CHAPTER 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR JUNE-2015: DEPARTMENT WISE

S.N	Department / Institution	Designated Offices with 7 or more defaults ( June 2015)
1	REVENUE DEPARTMENT	641
2	HOME DEPARTMENT	162
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	118
4	SURVEY AND SETTLEMENT COMMISSIONER	47
5	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	38
6	TRANSPORT DEPARTMENT	38
7	DEPARTMENT OF PUBLIC INSTRUCTION	37
8	TOWN MUNICIPAL COUNCIL	23
9	CITY MUNICIPAL COUNCIL	14
10	TOWN PANCHAYAT	13
11	BRUHAT BANGALORE MAHANAGARA PALIKE	11
12	TRANSPORT CORPORATIONS(KSRTC)	8
13	WOMEN AND CHILD WELFARE DEPARTMENT	8
14	HEALTH AND FAMILY WELFARE DEPARTMENT	6
15	CITY CORPORATION (Other than BBMP)	6
16	LABOUR DEPARTMENT	6
17	COMMERCE AND INDUSTRIES DEPARTMENT	5
18	KARNATAKA STATE POLLUTION CONTROL BOARD	4
19	PUBLIC LIBRARIES DEPARTMENT	3
20	AGRICULTURAL MARKETING DEPARTMENT	2
21	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	2
22	FOOD AND CIVIL SUPPLIES DEPARTMENT	2
23	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	2
24	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	2
25	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	2
26	BANGALORE DEVELOPMENT AUTHORITY	1
27	BANGALORE METROPOLITAN TRANSPORT CORPORATION	1
28	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1
29	COMMERCIAL TAXES DEPARTMENT	1
30	PRE-UNIVERSITY BOARD	1
	<b>Total</b>	<b>1205</b>

Records shown above as on 30/06/2015 12:00:00

**Notes:** Revenue department has 641 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 38 and 47 offices respectively sums up to 726 defaulting offices. This constitutes 61% of the total defaulting offices State wide.

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

S.N	Department Name	Zero Default
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1552
2	HEALTH AND FAMILY WELFARE DEPARTMENT	499
3	HOME DEPARTMENT	293
4	PUBLIC LIBRARIES DEPARTMENT	163
5	AYUSH DEPARTMENT	135
6	LABOUR DEPARTMENT	85
7	DEPARTMENT OF PUBLIC INSTRUCTION	83
8	AGRICULTURAL MARKETING DEPARTMENT	80
9	SERICULTURE DEPARTMENT	80
10	FISHERIES DEPARTMENT	66
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	56
12	FIRE SERVICES DEPARTMENT	48
13	WOMEN AND CHILD WELFARE DEPARTMENT	46
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	43
15	UNIVERSITY POST GRADUATION SECTION	42
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	37
17	TRANSPORT CORPORATIONS(KSRTC)	35
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	25
19	REVENUE DEPARTMENT	23
20	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	22
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	19
22	FOREST DEPARTMENT	17
23	SURVEY AND SETTLEMENT COMMISSIONER	15
24	KARNATAKA HOUSING BOARD	14
25	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
26	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	8
27	KARNATAKA STATE WAREHOUSING CORPORATION	8
28	BRUHAT BANGALORE MAHANAGARA PALIKE	7
29	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	7
30	CITY CORPORATION (Other than BBMP)	7
31	CITY MUNICIPAL COUNCIL	6
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6
33	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
34	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	5

S.N	Department Name	Zero Default
35	COMMERCIAL TAXES DEPARTMENT	5
36	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
37	UNIVERSITY EXAMINATION SECTION	5
38	UNIVERSITY FINANCE SECTION	5
39	DRUGS CONTROL DEPARTMENT	4
40	BANGALORE DEVELOPMENT AUTHORITY	3
41	KANNADA AND CULTURE	3
42	KARNATAKA STATE POLLUTION CONTROL BOARD	3
43	UNIVERSITY ACADEMIC SECTION	3
44	UNIVERSITY CONSTITUENT COLLEGES	3
45	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	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	COMMERCE AND INDUSTRIES DEPARTMENT	1
51	TOWN MUNICIPAL COUNCIL	1
	<b>Total</b>	<b>3594</b>

Records shown above as on 30/06/2015 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 Jun-2015)

S.N	Department Name	Zero receipts
1	HEALTH AND FAMILY WELFARE DEPARTMENT	1877
2	AYUSH DEPARTMENT	628
3	DEPARTMENT OF PUBLIC INSTRUCTION	607
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	597
5	FOREST DEPARTMENT	550
6	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	363
7	WATER RESOURCES DEPARTMENT	316
8	PUBLIC LIBRARIES DEPARTMENT	250
9	SERICULTURE DEPARTMENT	242
10	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	222
11	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	210
12	REVENUE DEPARTMENT	207
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	140
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	59
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.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
	<b>Total</b>	<b>8636</b>

Records shown above as on 30/06/2015 12:00:00

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

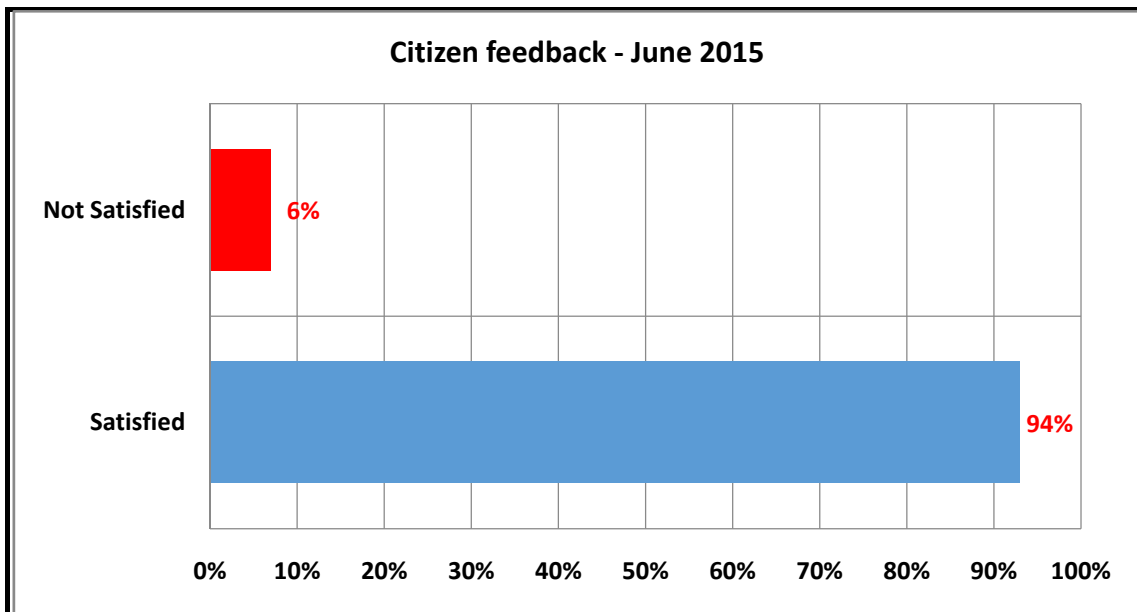
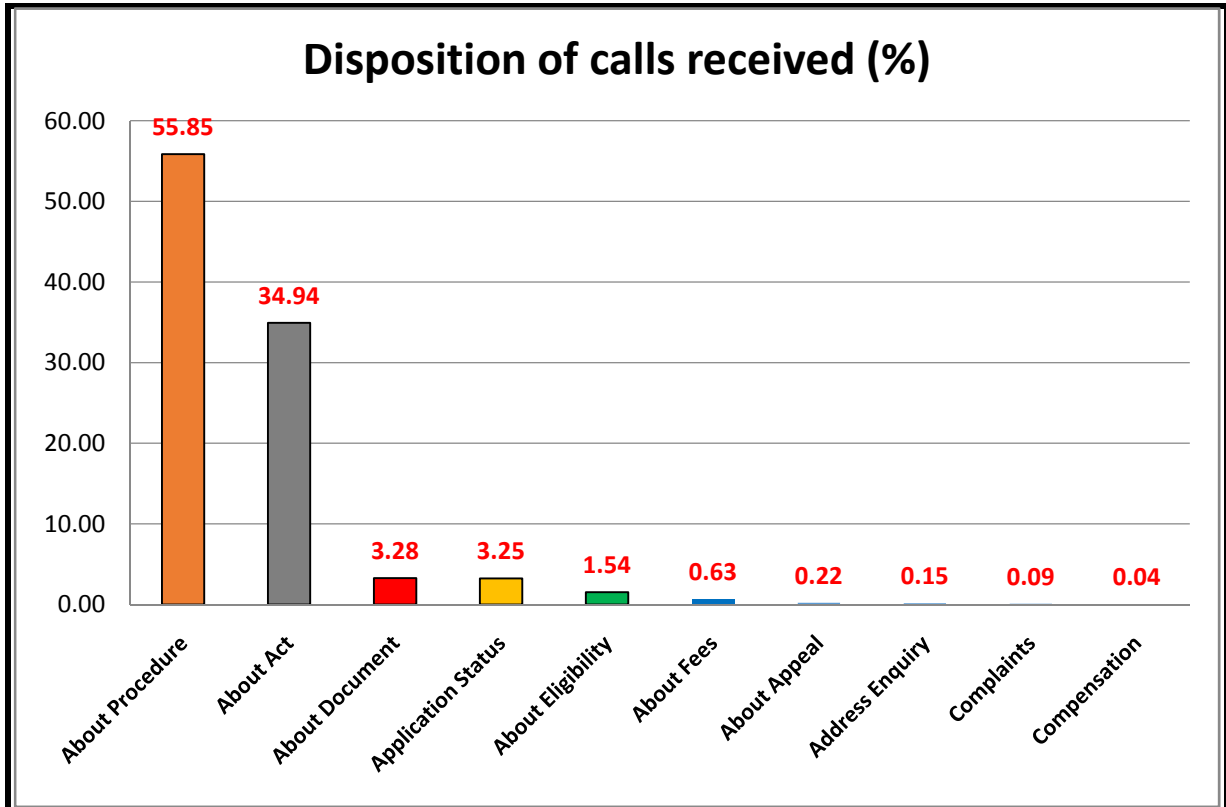
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
1	Chikkaballapura	1	100.00	1	100.00	1	51	11	100.00	1	28.08	10	50	11	36	1
2	Gadag	3	89.66	19	93.81	12	150	1	90.91	2	92.41	1	55	8	46	2
3	Tumakuru	2	98.67	6	94.44	10	17	20	42.86	9	74.02	2	51	10	59	3
4	Hassan	5	97.14	9	89.36	14	110	2	33.33	12	66.05	3	35	16	61	4
5	Chamarajana gar	9	99.38	2	98.57	2	32	16	37.50	11	3.83	23	60	7	70	5
6	Bidar	30	100.00	1	100.00	1	57	9	0.00	16	47.76	4	45	12	73	6
7	Dharwad	4	90.50	18	94.12	11	68	7	0.00	16	21.55	13	75	4	73	6
8	Mandya	6	92.50	16	97.14	7	46	13	33.33	12	24.43	11	52	9	74	7
9	Haveri	27	98.76	5	91.84	13	32	16	58.33	7	91.83	1	60	7	76	8
10	Vijayapura	18	88.89	20	100.00	1	56	10	60.00	6	31.18	7	40	14	76	8
11	Bagalkot	7	96.39	10	100.00	1	47	12	0.00	16	23.43	12	0	19	77	9
12	Belagavi	16	92.47	17	100.00	1	90	5	0.00	16	11.63	20	65	6	81	10
13	Dakshina Kannada	23	99.03	4	100.00	1	30	17	0.00	16	21.00	14	65	6	81	10
14	Shivamogga	19	95.69	12	98.06	4	34	15	40.00	10	40.01	5	30	18	83	11
15	Bengaluru Rural	12	95.68	13	98.57	2	23	19	80.00	4	20.27	15	0	19	84	12
16	Ramanagara	17	97.84	7	97.92	6	8	23	100.00	1	6.88	21	45	12	87	13
17	Mysuru	14	96.32	11	98.29	3	32	16	0.00	16	20.04	16	42	13	89	14
18	Koppal	15	75.00	22	54.99	17	60	8	66.67	5	4.70	22	90	1	90	15
19	Davanagere	20	94.85	15	27.46	18	92	4	87.50	3	18.24	18	36	15	93	16
20	Kodagu	26	100.00	1	98.00	5	23	19	0.00	16	30.27	8	0	19	94	17
21	Uttara Kannada	13	95.56	14	96.88	9	26	18	50.00	8	18.69	17	32	17	96	18
22	Kolar	10	0.00	24	0.00	19	108	3	0.00	16	33.27	6	0	19	97	19
23	Bengaluru	24	97.28	8	97.06	8	0	25	0.00	16	24.28	11	42	13	105	20
24	Yadgir	29	99.09	3	61.18	16	17	20	0.00	16	17.31	19	70	5	108	21
25	Chikkamagaluru	8	87.95	21	79.85	15	12	21	20.00	13	21.56	13	0	19	110	22
26	Raichur	22	50.00	23	100.00	1	5	24	0.00	16	0.00	24	82	2	112	23
27	Udupi	11	0.00	24	0.00	19	82	6	18.18	14	11.70	20	0	19	113	24
28	Ballari	25	0.00	24	0.00	19	11	22	16.67	15	31.20	7	80	3	115	25
29	Chitradurga	28	0.00	24	0.00	19	26	18	0.00	16	28.57	9	0	19	133	26
30	Kalaburagi	21	0.00	24	0.00	19	39	14	0.00	16	0.00	24	0	19	137	27
<b>Total</b>							<b>1384</b>						<b>1202</b>			

Records shown above as on 30/06/2015 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 ( JUNE 2015) - DISTRICT WISE

S.N	District	Count
1	Bengaluru	26538
2	Bagalkot	4485
3	Davanagere	1030
4	Belagavi	927
5	Vijayapura	609
6	Ballari	548
7	Bengaluru Rural	465
8	Chitradurga	442
9	Kalaburagi	415
10	Mysuru	375
11	Chikkaballapura	347
12	Raichur	327
13	Tumakuru	319
14	Bidar	290
15	Mandya	285
16	Dakshina Kannada	281
17	Haveri	251
18	Gadag	242
19	Hassan	235
20	Kolar	229
21	Koppal	222
22	Shivamogga	216
23	Ramanagara	214
24	Chamarajanagar	206
25	Chikkamagaluru	171
26	Dharwad	154
27	Uttara Kannada	121
28	Udupi	117
29	Kodagu	56
30	Yadgiri	52
	<b>Grand Total</b>	<b>40169</b>

Records shown above as on 30/06/2015 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 (JUNE 2015) - DEPARTMENT WISE

S.N	Department	Count
1	Revenue Department	22453
2	Transport Department	5210
3	Urban Development	2636
4	Rural Development & Panchayat Raj	2336
5	Public Works, Ports & Inland Water Transport Department	1259
6	Women & Child Welfare Department	1106
7	Pre University Board	757
8	Bruhat Bangalore Mahanagara Palike	671
9	Home Department	583
10	Labour Department	506
11	Health & Family Welfare Department	410
12	Food and Civil Supplies	334
13	Education Department	274
14	University examination section	257
15	Commercial Taxes Department	253
16	Transport Corporation (KSRTC / BMTC)	171
17	Co-operation Department	101
18	University finance section	96
19	University constituent colleges	86
20	University of Post Graduation section	82
21	University academic section	73
22	Bangalore Water Supply & Sewerage Board	130
23	Town Municipal Council	48
24	Ayush Department	40
25	City Municipal Council	39
26	Town Panchayat	37
27	City Corporation (Other than BBMP)	30
28	Department of Factories, Boilers, Industrial Safety & Health	30
29	IT & BT	26
30	Agriculture Department	25
31	ESI - Employees State Insurance Corporation	24
32	Housing Department	16
33	Forest Department	10
34	Infrastructure Development	10
35	Department of Personnel & Administrative Reforms	8
36	Drugs Control Department.	8
37	Kannada and Culture and Information	6
38	Fisheries Department	5
39	Municipal Corporations / CMC / TMC / Town Panchayat	5
40	Ecology & Environment	4
41	Parliamentary affairs and legislation	3
42	BDA	2
43	Commerce and Industries	2
44	Medical Education	2
45	Department Of Public Instructions	1
46	Planning, Programme Monitoring and Statistics	1
47	Survey And Settlnment Commissioner	1
48	UID	1
49	Youth Services and Sports Department	1
<b>Grand Total</b>		<b>40169</b>

Records shown above as on 30/06/2015 12:00:00

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

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	EJS	NON-SAKALA	12806	2821	1005	3826	990	7990
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4445	2763	681	3444	0	1001
4	Online	NON-SAKALA	1079	305	61	366	56	657
5	Online	SAKALA	1665	764	234	998	71	596
6	Call Center	SAKALA	4844	4588	93	4681	52	111
7	Call Center	NON-SAKALA	3016	2894	24	2918	7	88
8	E-Mail	NON-SAKALA	471	449	11	460	1	10
9	E-Mail	SAKALA	233	219	8	227	2	4
10	Janagraha	SAKALA	78	76	0	76	0	2
		<b>Total</b>	<b>32452</b>	<b>16450</b>	<b>2168</b>	<b>18618</b>	<b>1179</b>	<b>12652</b>

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		6820	5647	335	5982	125	713
Non Sakala		25632	10803	1833	12636	1054	11939

Records shown above as on 30/06/2015 12:00:00

### Notes:

Out of 6,820 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. 125 complaints are in the process of getting disposed and 713 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 25,632 complaints received for Non Sakala, 10,803 have been resolved and 1,833 have been rejected amounting to disposal of 12,636 complaints showing 52% closure rate. 1,054 complaints are in the process of getting disposed and 11,939 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	478	60440
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
	<b>TOTAL</b>	<b>619</b>	<b>76720</b>

Records shown above as on 30/06/2015 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- JUN 2015

S.N	Name	District	Service	Department	Satisfied/not satisfied
1	Gopal	Kolar	Mutation Copy	Revenue Department	Not Satisfied
Citizen got to know about Sakala through internet. He called Sakala to know about mutation copy. He did not get the service on time. So citizen is not happy with Sakala					
2	Bala Subrahmanya	Bangalore	Khata Transfer	BBMP	Not Satisfied
Citizen got to know about Sakala through newspaper. He called Sakala to know about Katha Transfer, He is not happy with Sakala as he did not get the service in time.					
3	Prahalad	Dharwad	Freedom Fighter Bus Pass	Transport department	Satisfied
Citizen got to know about Sakala through newspaper. He called Sakala to know about Freedom Fighter Bus Pass. He got the required information and he is happy with Sakala.					
4	Shiva Sharanappa	Bidar	Caste Certificate	Revenue Department	Satisfied
Citizen got to know about Sakala through internet. He called Sakala to know about Caste Certificate. He is very happy with Sakala.					
5	Shambagi	Belgaum	Caste And Income Certificates	Revenue Department	Satisfied
Citizen got to know about Sakala through TV. He called Sakala to know about Caste And Income Certificates. He got the required information and is happy with Sakala.					

## CHAPTER 4: EVENTS AND NEWS CLIPS

1) **15.06.2015, Bengaluru-** Officials from Indian Defence Estate Services visited Karnataka to understand the Sakala initiative and its implementation. Mission Director, Sakala accompanied by Administrative Officer, Sakala explained the journey Sakala Mission had taken over the years. The officials were impressed by the accomplishments of Sakala Mission in a short span of 3 short years.



**2) 08.06.2015, Bengaluru:** Review of Sakala initiative and its progress at the district level by the Deputy Commissioner, Bengaluru Urban district and his team.



**3) 18.06.2015; Belagavi :** Forest Department officials of the district were given training by Sakala District IT consultant for effective implementation of Sakala.



**ANNEXURE-1: ADDITION OF NEW SERVICES - GAZETTE NOTIFICATION**

RNI No. KARBIL/2001/47147



# ಕರ್ನಾಟಕ ರಾಜ್ಯಪತ್ರ

ಅಧಿಕೃತವಾಗಿ ಪ್ರಕಟಿಸಲಾದುದು  
ಬಿಶೇಷ ರಾಜ್ಯ ಪತ್ರಿಕೆ

ಭಾಗ- IV-A Part- IV-A	ಬೆಂಗಳೂರು, ಗುರುವಾರ, ಜುಲೈ ೦೯, ೨೦೧೫ (ಅಷಾಢ ೧೮, ಶಕ ವರ್ಷ ೧೯೩೭) Bengaluru, Tuesday, July 09, 2015 (Aashadha 18, Shaka Varsha 1937)	ನಂ. ೮೧೯ No. 819
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ಸಿಬ್ಬಂದಿ ಮತ್ತು ಆಡಳಿತ ಸುಧಾರಣಾ ಸಚಿವಾಲಯ  
ಅಧಿಸೂಚನೆ

ಸಂಖ್ಯೆ: ಸಿಆಸುಇ 111 ನಾಸೇಜಾ 2015, ಬೆಂಗಳೂರು, ದಿನಾಂಕ: 23-06-2015

ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಅಧಿನಿಯಮ, 2011 ಮತ್ತು (ತಿದ್ದುಪಡಿ) ಅಧಿನಿಯಮ 2014 ಇದರ ಪ್ರಕರಣ 4 ರಲ್ಲಿನ ಹಾಗೂ ಕರ್ನಾಟಕ ಸಾಮಾನ್ಯ ಖಂಡಗಳ ಅಧಿನಿಯಮ 1899 (KA.III 1899) ರ ಪ್ರಕರಣ 21 ರಲ್ಲಿ ಪ್ರದತ್ತವಾಗಿರುವ ಅಧಿಕಾರವನ್ನು ಚಲಾಯಿಸಿ ಕರ್ನಾಟಕ ಸರ್ಕಾರವು ಸದರಿ ಅಧಿನಿಯಮದ ಅನುಸೂಚಿಯನ್ನು ಈ ಕೆಳಗಿನಂತೆ ತಿದ್ದುಪಡಿ ಮಾಡಿದೆ. ಅದು ಯಾವುದೆಂದರೆ:

1. ಶೀರ್ಷಿಕೆ " 4 - ಕಂದಾಯ ಇಲಾಖೆ" ಯ 48 ನೇ ಸೇವೆಯ ನಂತರ ಉಪ ಶೀರ್ಷಿಕೆ "I- ಹಿಂದೂ ಧಾರ್ಮಿಕ ಸಂಸ್ಥೆಗಳು ಹಾಗೂ ಧರ್ಮಾದಾಯ ದತ್ತಿಗಳ ಇಲಾಖೆ" ಯ ಈ ಕೆಳಕಂಡ ಸೇವೆಗಳ ನಮೂದುಗಳನ್ನು ಸೇರಿಸಿ ಓದಿಕೊಳ್ಳತಕ್ಕದ್ದು, ಎಂದರೆ: -

ಕ್ರ. ಸಂ.	ಸೇವೆಗಳ ಪಟ್ಟಿ	ಹೆಸರಿನ ಅಧಿಕಾರಿ	ಹೆಸರಿನ ಅಧಿಕಾರಿಯ ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ	ಸಕ್ರಮ ಅಧಿಕಾರಿ	ಸಕ್ರಮ ಅಧಿಕಾರಿಯ ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ	ಮೇಲ್ಮನವಿ ಪ್ರಾಧಿಕಾರ	ಮೇಲ್ಮನವಿ ಪ್ರಾಧಿಕಾರಿಯ ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ
1	2	3	4	5	6	7	8
1	ತಸ್ತಿಕ್	ತಹಶೀಲ್ದಾರ್	14 ದಿನಗಳು	ಜಿಲ್ಲಾಧಿಕಾರಿಗಳು	30 ದಿನಗಳು	ಧಾರ್ಮಿಕ ದತ್ತಿ ಆಯುಕ್ತರು	30 ದಿನಗಳು
2	ಸೇವಾಗಳು	ಸಂಬಂಧಿಸಿದ ದೇವಸ್ಥಾನದ ಕಾರ್ಯ ನಿರ್ವಾಹಕ ಅಧಿಕಾರಿ	15 ದಿನಗಳು	ಜಿಲ್ಲಾಧಿಕಾರಿಗಳು	30 ದಿನಗಳು	ಧಾರ್ಮಿಕ ದತ್ತಿ ಆಯುಕ್ತರು	60 ದಿನಗಳು
3	ಆರಾಧನಾ	ತಹಶೀಲ್ದಾರ್	30 ದಿನಗಳು (ಸಂಬಂಧಿಸಿದ ಪ್ರಾಧಿಕಾರದಿಂದ ಅಂದಾಜಿಗೆ ತಾಂತ್ರಿಕ ಅನುಮೋದನೆ ಪಡೆದ ನಂತರ)	ಜಿಲ್ಲಾಧಿಕಾರಿಗಳು	30 ದಿನಗಳು	ಧಾರ್ಮಿಕ ದತ್ತಿ ಆಯುಕ್ತರು	30 ದಿನಗಳು

2. ಶೀರ್ಷಿಕೆ " 7 - ಆರೋಗ್ಯ ಮತ್ತು ಕುಟುಂಬ ಕಲ್ಯಾಣ ಇಲಾಖೆ"- ಉಪ ಶೀರ್ಷಿಕೆ - I ರ ಆರೋಗ್ಯ ಮತ್ತು ಕುಟುಂಬ ಕಲ್ಯಾಣ ಇಲಾಖೆಯ ಸೇವೆಗಳ ಕ್ರಮ ಸಂಖ್ಯೆ 4ರ ನಂತರ ಈ ಕೆಳಕಂಡ ಸೇವೆಗಳ ನಮೂದುಗಳನ್ನು ಸೇರಿಸಿ ಓದಿಕೊಳ್ಳತಕ್ಕದ್ದು, ಎಂದರೆ; -

ಕ್ರ ಸಂ	ಸೇವೆಗಳ ಪಟ್ಟಿ	ಹೆಸರಿಸಲಾದ ಅಧಿಕಾರಿ	ಹೆಸರಿಸಲಾದ ಅಧಿಕಾರಿಯು ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ	ಸಕ್ಷಮ ಅಧಿಕಾರಿ	ಸಕ್ಷಮ ಅಧಿಕಾರಿಯು ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ	ಮೇಲ್ಮನವಿ ಪ್ರಾಧಿಕಾರ	ಮೇಲ್ಮನವಿ ಪ್ರಾಧಿಕಾರಿಯು ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ
1	2	3	4	5	6	7	8
5.	ಪ್ರಸೂತಿ ಆರೈಕೆ	ಆಡಳಿತ ವೈದ್ಯಾಧಿಕಾರಿ	1) ಮೊದಲ ಹಂತ, (3-6 ತಿಂಗಳು) 90 ದಿನಗಳು ರೂ.1000/- 2) ಎರಡನೇ ಹಂತ (ಹೆರಿಗೆಯಾದ 2 ದಿನಗಳ ಒಳಗಾಗಿ) ರೂ.1000/-	ಜಿಲ್ಲಾ ಆರೋಗ್ಯ ಮತ್ತು ಕುಟುಂಬ ಕಲ್ಯಾಣ ಅಧಿಕಾರಿಗಳು	7 ದಿನಗಳು	ಜಂಟಿ ನಿರ್ದೇಶಕರು (ತಾಯಿ ಮತ್ತು ಮಕ್ಕಳ ಆರೋಗ್ಯ) ಆರೋಗ್ಯ ಮತ್ತು ಕುಟುಂಬ ಕಲ್ಯಾಣ ಸೇವೆಗಳ ನಿರ್ದೇಶನಾಲಯ, ಆನಂದರಾವ್ ವೃತ್ತ, ಬೆಂಗಳೂರು.	7 ದಿನಗಳು
6.	ಮಡಿಲು ಕಿಟ್	ಆಡಳಿತ ವೈದ್ಯಾಧಿಕಾರಿ	ಹೆರಿಗೆಯಾದ 2 ದಿನಗಳ ಒಳಗಾಗಿ	ಜಿಲ್ಲಾ ಆರೋಗ್ಯ ಮತ್ತು ಕುಟುಂಬ ಕಲ್ಯಾಣ ಅಧಿಕಾರಿಗಳು	7 ದಿನಗಳು	ಜಂಟಿ ನಿರ್ದೇಶಕರು (ತಾಯಿ ಮತ್ತು ಮಕ್ಕಳ ಆರೋಗ್ಯ) ಆರೋಗ್ಯ ಮತ್ತು ಕುಟುಂಬ ಕಲ್ಯಾಣ ಸೇವೆಗಳ ನಿರ್ದೇಶನಾಲಯ, ಆನಂದರಾವ್ ವೃತ್ತ, ಬೆಂಗಳೂರು.	7 ದಿನಗಳು

3. ಶೀರ್ಷಿಕೆ " 22 - ರ ಯುವ ಸಬಲೀಕರಣ ಮತ್ತು ಕ್ರೀಡಾ ಇಲಾಖೆಯ ಸೇವೆಗಳ ನಂತರ ಶೀರ್ಷಿಕೆ - 23 "ಹಿಂದುಳಿದ ವರ್ಗಗಳ ಕಲ್ಯಾಣ ಇಲಾಖೆ" ಯಡಿ ಬರುವ ಈ ಕೆಳಕಂಡ ಸೇವೆಗಳ ನಮೂದುಗಳನ್ನು ಸೇರಿಸಿ ಓದಿಕೊಳ್ಳತಕ್ಕದ್ದು, ಎಂದರೆ; -

23. "ಹಿಂದುಳಿದ ವರ್ಗಗಳ ಕಲ್ಯಾಣ ಇಲಾಖೆ"

ಕ್ರ ಸಂ	ಸೇವೆಗಳ ಪಟ್ಟಿ	ಹೆಸರಿಸಲಾದ ಅಧಿಕಾರಿ	ಹೆಸರಿಸಲಾದ ಅಧಿಕಾರಿಯು ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ	ಸಕ್ಷಮ ಅಧಿಕಾರಿ	ಸಕ್ಷಮ ಅಧಿಕಾರಿಯು ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ	ಮೇಲ್ಮನವಿ ಪ್ರಾಧಿಕಾರ	ಮೇಲ್ಮನವಿ ಪ್ರಾಧಿಕಾರಿಯು ವಿಲೆ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ
1	ಮೆಟ್ರಿಕ್-ಪೂರ್ವ ಮತ್ತು ಮೆಟ್ರಿಕ್-ನಂತರದ ವಿದ್ಯಾರ್ಥಿ ನಿಲಯಗಳಿಗೆ ಪ್ರವೇಶ		60 ದಿನಗಳು		45 ದಿನಗಳು		30 ದಿನಗಳು
2	ಮೆಟ್ರಿಕ್-ಪೂರ್ವ ವಿದ್ಯಾರ್ಥಿ ವೇತನ	ತಾಲ್ಲೂಕು		ಜಿಲ್ಲಾ ಹಿಂದುಳಿದ ವರ್ಗಗಳ ಕಲ್ಯಾಣಾಧಿಕಾರಿ	90 ದಿನಗಳು		30 ದಿನಗಳು
3	ಮೆಟ್ರಿಕ್-ನಂತರದ ವಿದ್ಯಾರ್ಥಿ ವೇತನ	ಹಿಂದುಳಿದ ವರ್ಗಗಳ			90 ದಿನಗಳು	ಜಂಟಿ ನಿರ್ದೇಶಕರು (ವಸತಿ ನಿಲಯ)	30 ದಿನಗಳು
4	ವಿದ್ಯಾರ್ಥಿ-ಊಟ ಮತ್ತು ವಸತಿ ಸಹಾಯ ಯೋಜನೆ	ಕಲ್ಯಾಣಾಧಿಕಾರಿ	ಆಯಾ ಆರ್ಥಿಕ ವರ್ಷದೊಳಗೆ		75 ದಿನಗಳು	ಆಯುಕ್ತರ	30 ದಿನಗಳು

ಕ್ರ. ಸಂ.	ಸೇವೆಗಳ ಪಟ್ಟಿ	ಹೆಸರಿಸಲಾದ ಅಧಿಕಾರಿ	ಹೆಸರಿಸಲಾದ ಅಧಿಕಾರಿಯು ವಿಲೇ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ	ಸಕ್ಷಮ ಅಧಿಕಾರಿ	ಸಕ್ಷಮ ಅಧಿಕಾರಿಯು ವಿಲೇ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ	ಮೇಲ್ಮನವಿ ಪ್ರಾಧಿಕಾರ	ಮೇಲ್ಮನವಿ ಪ್ರಾಧಿಕಾರಿಯು ವಿಲೇ ಮಾಡುವುದಕ್ಕೆ ಕಾಲಮಿತಿ
5	ಅಲೆಮಾರಿ-ಅರೆ ಅಲೆಮಾರಿ ವಿದ್ಯಾರ್ಥಿಗಳಿಗೆ ವಿಶೇಷ ಪ್ರೋತ್ಸಾಹಧನ ಮತ್ತು ಅರ್ಹತಾ ವಿದ್ಯಾರ್ಥಿ ವೇತನ				90 ದಿನಗಳು	ಕಛೇರಿ ಹಿಂದುಳಿದ ವರ್ಗಗಳ ಕಲ್ಯಾಣ ಇಲಾಖೆ	30 ದಿನಗಳು

ಕರ್ನಾಟಕ ರಾಜ್ಯಪಾಲರ ಆದೇಶಾನುಸಾರ ಮತ್ತು ಅವರ ಹೆಸರಿನಲ್ಲಿ,

ಟಿ.ಆರ್. ಶೋಭಾ

ಆಡಳಿತಾಧಿಕಾರಿ ಹಾಗೂ ಪದನಿಮಿತ್ತ

ಸರ್ಕಾರದ ಅಧೀನ ಕಾರ್ಯದರ್ಶಿ

ಸಿಆಸುಇ (ಆಸು-ನಾಸೇ) ಸಕಾಲ ಮಿಷನ್

**PERSONNEL AND ADMINISTRATIVE REFORMS SECRETARIAT  
NOTIFICATION**

**No. DPAR 111 Naseka 2015, Bengaluru, dated: 23-06-2015**

In exercise of the powers conferred by Section 4 of the Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014, and Section 21 of the Karnataka General Clauses Act, 1899 (KA.III,1899) Government of Karnataka hereby amends the Schedule to the said Act, as specified below.

1. Under the heading "4- Revenue Department" - after the 48<sup>th</sup> service Sub Heading "1- Hindu Religious Institutions and Charitable Endowments Department" services and the entries relating thereto shall be inserted, namely.

Sl No	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for Disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Tastik	Tahsildar	14 days	Deputy Commissioner	30 days	Endowment Commissioner	30 days
2	Sevas	Concerned Temple Executive Officer	15 days	Deputy Commissioner	30 days	Endowment Commissioner	60 days
3	Aradhana	Tahsildar	30 days (after technical approval of the estimate by prescribed authority)	Deputy Commissioner	30 days	Endowment Commissioner	30 days

2. Under the heading "7- Health and Family Welfare Department - under the sub heading "1- Health and Family Welfare Department" after services at Sl no. 4 the following services and the entries relating thereto shall be inserted, namely.

Sl No	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for Disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
5	Prasuthi Aarike	Administrative Medical Officer	1) 1 <sup>st</sup> Phase (3-6 months) 90 days Rs.1000/- 2) 2 <sup>nd</sup> Phase (within 2 days after delivery) Rs.1000/-	District Health and Family Welfare Officer	7 days	Joint Director (Mother and Child Health) Directorate of Health and Family Welfare Services, Anand Rao Circle, Bengaluru.	7 days
6	Madilu Kit	Administrative Medical Officer	within 2 days after delivery	District Health and Family Welfare Officer.	7 days	Joint Director (Mother and Child Health) Directorate of Health and Family Welfare Services, Anand Rao Circle, Bengaluru.	7 days

3. Under the heading - "22 - Department of Youth Empowerment and Sports" services and the entries relating thereto shall be inserted, namely.

**23. "Backward Classes Welfare Department"**

Sl No	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1	Admission for Pre and Post-matric Hostels	Taluk Backward Classes Officer	Within the Financial Year	District Backward Classes Officer	60 days	Joint Director (Hostel) Office of the Commissioner, Backward Classes Welfare Department	30 days
2	Pre-matric Scholarship				45 days		30 days
3	Post-matric Scholarship				90 days		30 days
4	Vidyasiri-Food and Assistance Scheme				90 days		30 days
5	Incentives for NT/SNTs Students				75 days		30 days
					90 days		30 days

By order and in the name of the Governor of Karnataka

**T.R. SHOBHA**

Administrative Officer &  
Ex-Officio Under Secretary to Government  
DPAR (AR), Sakala Mission.