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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 Nov 2015	Rank of Oct 2015	Trend
1	Udupi	48914	49458	0.2	1	4446	3	1	2	↑
2	Chikkaballapura	62072	69234	1.3	6	5172	1	2	1	↓
3	Bengaluru Rural	40370	41394	2.3	13	4485	2	3	6	↑
4	Tumakuru	106425	107520	1	4	4093	6	4	3	↓
5	Uttara Kannada	51764	55610	0.7	3	3697	7	5	4	↓
6	Kolar	63396	66765	2.7	17	4226	5	6	5	↓
7	Bagalkot	60900	61428	1.3	6	3383	12	7	8	↑
8	Shivamogga	72602	69445	3.9	26	4270	4	8	14	↑
9	Dharwad	58958	59813	1.3	6	3275	14	9	19	↑
10	Ramanagara	36307	38132	2.8	18	3630	9	10	15	↑
11	Mandya	65885	64126	3.2	21	3660	8	11	11	↔
12	Dakshina Kannada	70552	70691	2.4	14	3527	11	12	9	↓
13	Belagavi	144984	145563	1	4	3084	16	13	18	↑
14	Davanagere	58397	60323	0.5	2	3073	17	14	7	↓
15	Hassan	57443	55890	2.4	14	3379	13	15	13	↓
16	Bengaluru	339442	341678	4.6	27	3573	10	16	16	↔
17	Chitradurga	47582	51313	1.3	6	2973	19	17	23	↑
18	Vijayapura	63146	60272	1.7	12	3006	18	18	17	↓
19	Gadag	29190	29205	1.5	11	2919	20	19	28	↑
20	Chikkamagaluru	35557	35461	5.4	29	3232	15	20	10	↓
21	Chamarajanagar	28872	27723	2.9	19	2887	21	21	12	↓
22	Haveri	40526	42451	1.4	10	2701	27	22	20	↓
23	Kodagu	13847	14136	3.1	20	2769	23	23	25	↑
24	Kalaburagi	67784	69669	3.4	22	2711	25	24	21	↓
25	Bidar	47911	50535	10.5	30	2818	22	25	30	↑
26	Raichur	52431	53271	5.3	28	2759	24	26	27	↑
27	Mysuru	78607	84518	3.8	24	2710	26	27	22	↓
28	Yadgir	27754	27709	2.6	16	2523	30	28	24	↓
29	Koppal	33976	35243	3.7	23	2613	28	29	26	↓
30	Ballari	64467	62375	3.8	24	2578	29	30	29	↓

Records shown above as on 30/11/2015 12:00:00

Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

Top 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Uttara Kannada	Ankola	5775	6742	0.1	7	577	14	1
2	Chikkaballapura	Chikkaballapura	20481	24370	0.4	27	975	6	2
3	Tumakuru	Tiptur	12847	12743	0.3	19	583	12	3
4	Uttara Kannada	Sirsi	8922	9356	0	1	495	24	4
5	Chikkaballapura	Gudibanda	2635	2940	0.3	15	527	21	5
6	Uttara Kannada	Karwar	12816	14779	0.9	50	854	7	6
7	Udupi	Udupi	26711	27170	0.1	8	476	26	7
8	Dharwad	Dharwad	31478	32357	1.1	65	1311	5	8
9	Dakshina Kannada	Puttur	13132	13537	0.2	13	469	28	9
10	Bengaluru	Bangalore East	94788	96616	1.4	80	10532	1	10

Records shown above as on 30/11/2015 12:00:00

Notes: Ankola taluk of Uttara Kannada district has taken the top spot this month.

Chikkaballapura taluk of Chikkaballapura district has taken 2nd place.

Bottom 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Raichur	Manvi	7929	8075	12.2	173	214	134	168
2	Koppal	Kushtagi	4578	4656	2.6	113	163	167	169
3	Kodagu	Virajpet	3560	3343	7.5	164	178	156	170
4	Dharwad	Kalghatgi	2609	2729	5.6	158	173	161	171
5	Koppal	Yelbarga	3848	4032	3	131	148	173	172
6	Yadgir	Shorapur	6362	6431	4.1	144	155	170	173
7	Bidar	Aurad	4606	4614	13.2	174	170	163	174
8	Bengaluru	Yelahanka	8071	7457	6.1	161	161	169	175
9	Mysuru	Nanjangud	5219	6142	5	153	137	176	176
10	Ballari	Sandur	3143	3225	11.7	172	116	177	177

Records shown above as on 30/11/2015 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 NOVEMBER 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	Chamrajapet	29820	29804	0.1	7	1104	4	1
2	Udupi	25680	26143	0.1	7	1027	5	2
3	Bijapur City	27886	26904	0.4	28	929	8	3
4	Chikkaballapur	21046	25043	0.6	40	809	10	4
5	Hubli-Dharwad-Central	22315	23215	0.6	40	769	14	5
6	Gandhinagar	25903	26074	0.9	68	925	9	6
7	Karwar	18591	21522	0.7	50	715	17	7
8	Tiptur	12847	12738	0.3	20	583	31	8
9	Davanagere South	12424	13077	0.3	20	517	34	9
10	Kundapur	11323	11456	0.3	20	492	36	10
11	Gokak	14915	16065	0.2	11	481	40	11
12	Kolar	22496	23241	1.1	81	803	11	12
13	Tumkur City	29246	28975	1.3	91	974	7	13
14	Sirsi	10296	10765	0	1	447	46	14
15	Haveri	13368	13807	0.3	20	460	41	15
16	Davanagere North	18950	18651	0.9	68	676	21	16
17	Mandya	21586	21138	1.3	91	799	12	17
18	B.T.M Layout	22221	21749	0.9	68	617	25	18
19	Shantinagar	13077	13097	0.6	40	484	37	19
20	Jamkhandi	15512	15883	0.8	59	596	29	20
21	Puttur	11243	11619	0.2	11	432	50	21
22	Gadag	12472	12327	0.4	28	445	47	22
23	Belgaum Uttar	36114	34358	2.2	134	1203	3	23
24	Chikkodi-Sadalga	17142	17468	1.3	91	634	23	24
25	Koppal	14982	14787	0.8	59	483	38	25

Records shown above as on 30/11/2015 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	16009469	15908808	14890374	1018287	416	282	237	45	9	7	5	2	8355
Uttara Kannada	2359428	2332311	2261487	70803	16	16	10	6	1	1	0	1	3231
Mandya	3402541	3375576	3166365	209201	29	16	8	8	1	1	1	0	2107
Mysuru	4567043	4540177	4326105	214064	45	42	22	20	0	0	0	0	1315
Vijayapura	3093855	3065735	2895879	169830	29	26	7	19	1	1	0	1	999
Belagavi	6307609	6261976	5918925	342994	66	57	34	23	2	2	0	2	735
Shivamogga	2629672	2606444	2441641	164750	20	9	6	3	0	0	0	0	669
Raichur	2816689	2794604	2639240	155347	109	109	54	55	54	54	54	0	618
Ballari	3488316	3460698	3290357	170293	62	54	27	27	6	5	0	5	547
Chikkamagaluru	1796084	1781340	1638593	142709	13	10	4	6	2	2	2	0	496
Kalaburagi	3461735	3434830	3259549	175136	60	59	29	30	4	4	1	3	451
Kolar	2657251	2641585	2496691	144859	40	37	19	18	3	3	0	3	334
Bidar	2286524	2261410	2032577	228805	58	52	13	39	2	2	0	2	317
Ramanagara	1895713	1882819	1800476	82333	9	8	3	5	0	0	0	0	301
Tumakuru	4709574	4668876	4385889	282861	44	40	31	9	1	0	0	0	291
Hassan	3198015	3172410	2977005	195298	24	22	10	12	0	0	0	0	282
Udupi	1826723	1811339	1763403	47885	15	15	12	3	1	1	1	0	250
Dakshina Kannada	3216081	3192974	3074726	118231	8	7	3	4	0	0	0	0	235
Chamarajanager	1564082	1549432	1471791	77626	21	21	14	7	0	0	0	0	234
Dharwad	2799117	2782707	2654309	128349	29	28	1	27	18	18	0	18	230
Yadgir	1489574	1474733	1405494	69236	16	16	7	9	1	1	0	1	163
Bengaluru Rural	1626562	1614092	1528639	85372	24	22	21	1	0	0	0	0	145
Bagalkot	2771823	2753654	2641939	111524	20	19	2	17	2	2	0	2	130
Koppal	2038221	2023958	1936823	87137	6	4	1	3	0	0	0	0	124
Haveri	2184173	2167402	2046672	120698	10	10	4	6	0	0	0	0	116
Gadag	1652457	1643287	1577617	65659	8	8	5	3	0	0	0	0	90
Kodagu	786338	780639	740568	40071	3	3	1	2	0	0	0	0	82
Chitradurga	2525074	2507782	2370264	137486	19	19	7	12	1	1	0	1	70
Chikkaballapura	2477259	2450095	2310186	139828	31	29	16	13	0	0	0	0	41
Davanagere	2853364	2835297	2663999	171292	139	134	12	122	39	24	0	24	21
Total	94490366	93776990	88607583	5167964	1389	1174	620	554	148	129	64	65	22979

Records shown above as on 30/11/2015 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	51580878	51072091	47386044	3685955	1143	1002	515	487	135	119	60	59	7826
TRANSPORT	17396888	17305138	16931351	373663	7	3	1	2	0	0	0	0	5810
HOME	3891751	3849642	3770107	79507	16	5	1	4	0	0	0	0	4591
RDPR	4052980	4030366	3920721	109179	96	75	48	27	6	4	2	2	1934
PRIMARY AND SECONDARY EDUCATION	453763	444062	416213	27824	50	34	8	26	3	3	0	3	1725
FOREST, ECOLOGY AND ENVIRONMENT	5574	4994	4110	884	0	0	0	0	0	0	0	0	264
HEALTH AND FAMILY WELFARE	966242	964397	952819	11490	0	0	0	0	0	0	0	0	242
URBAN DEVELOPMENT	3192284	3175599	3022876	152393	66	48	43	5	3	2	2	0	240
WOMEN AND CHILD WELFARE	868014	867320	866496	821	0	0	0	0	0	0	0	0	77
FOOD AND CIVIL SUPPLIES	3934019	3933779	3884318	49444	2	2	2	0	1	1	0	1	69
CO-OPERATION	52618	50891	49190	1701	0	0	0	0	0	0	0	0	44
LABOUR DEPARTMENT	648907	645016	635979	9037	0	0	0	0	0	0	0	0	37
ANIMAL HUSBANDRY AND FISHERIES	10007	8864	8395	469	0	0	0	0	0	0	0	0	26
HIGHER EDUCATION	171245	170459	167846	2613	1	0	0	0	0	0	0	0	23
COMMERCE AND INDUSTRIES DEPARTMENT	160894	160682	153670	7011	2	0	0	0	0	0	0	0	17
DPAR	1151	1135	1135	0	0	0	0	0	0	0	0	0	16
FINANCE	7062811	7052379	6397558	654552	6	5	2	3	0	0	0	0	12
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1248	1234	1165	69	0	0	0	0	0	0	0	0	8
KANNADA, CULTURE AND INFORMATION DEPARTMENT	3159	3151	2351	800	0	0	0	0	0	0	0	0	6
HOUSING	9006	8898	8742	156	0	0	0	0	0	0	0	0	6
HORTICULTURE	26512	26484	26091	393	0	0	0	0	0	0	0	0	3
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	415	409	406	3	0	0	0	0	0	0	0	0	3
BACKWARD CLASSES WELFARE	0	0	0	0	0	0	0	0	0	0	0	0	0
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	94490366	93776990	88607583	5167964	1389	1174	620	554	148	129	64	65	22979

Records shown above as on 30/11/2015 12:00:00

CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECIEPTS	TOTAL NO. OF SAKALA DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	44232213	43740054	5628
2	HOME DEPARTMENT	3880704	3838597	4589
3	TRANSPORT DEPARTMENT	12823350	12735131	4158
4	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	4052980	4030366	1934
5	BANGALORE METROPOLITAN TRANSPORT CORPORATION	1457347	1455847	1500
6	SURVEY AND SETTLEMENT COMMISSIONER	1764437	1749182	1277
7	DEPARTMENT OF PUBLIC INSTRUCTION	269164	260352	1180
8	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	5584202	5582824	921
9	PRE-UNIVERSITY BOARD	138730	138000	413
10	KARNATAKA STATE POLLUTION CONTROL BOARD	5128	4565	263
11	HEALTH AND FAMILY WELFARE DEPARTMENT	926696	925140	184
12	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2201	2074	127
13	TOWN MUNICIPAL COUNCIL	835818	831853	118
14	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	722682	722312	114
15	WOMEN AND CHILD WELFARE DEPARTMENT	400889	400749	70
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	3934019	3933779	69
17	DRUGS CONTROL DEPARTMENT	35801	35515	55
18	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	28327	27974	36
19	AGRICULTURAL MARKETING DEPARTMENT	25552	24947	32
20	CITY MUNICIPAL COUNCIL	1196357	1189837	30
21	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	10007	8864	26
22	LABOUR DEPARTMENT	607117	604948	25
23	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	452328	452186	22
24	BANGALORE DEVELOPMENT AUTHORITY	6803	6758	22
25	TOWN PANCHAYAT	284350	283073	22
26	COMMERCE AND INDUSTRIES DEPARTMENT	160892	160682	17
27	TRANSPORT CORPORATIONS(KSRTC)	1941176	1939659	16
28	UNIVERSITY EXAMINATION SECTION	128914	128271	16
29	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1151	1135	16
30	COMMERCIAL TAXES DEPARTMENT	7058412	7047992	12
31	REGISTRAR OF CO-OPERATIVE SOCIETIES	26970	25848	12
32	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	35344	33828	9
33	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1248	1234	8
34	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	467125	466571	7
35	BRUHAT BANGALORE MAHANAGARA PALIKE	303037	301456	7
36	KARNATAKA HOUSING BOARD	8349	8243	6
37	KANNADA AND CULTURE	1985	1979	6
38	CITY CORPORATION (Other than BBMP)	537584	534626	5
39	PUBLIC LIBRARIES DEPARTMENT	43667	43635	5
40	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	415	409	3
41	TECHNICAL EDUCATION DEPARTMENT	2000	1863	3
42	AYUSH DEPARTMENT	3738	3727	3
43	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	6446	6240	3
44	SERICULTURE DEPARTMENT	26512	26484	3
45	HIGHER EDUCATION-COLLEGIATE EDUCATION	20075	20072	3
46	FIRE SERVICES DEPARTMENT	11047	11045	2
47	FOREST DEPARTMENT	446	429	1
48	UNIVERSITY POST GRADUATION SECTION	4846	4845	1
Total				22979

Records shown above as on 30/11/2015 12:00:00

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR NOVEMBER-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	Bidar	50535	2235	1280	1133	595	62	5305	10.50%
2	Chikkamagaluru	35461	1406	255	125	85	54	1925	5.43%
3	Raichur	53271	2023	320	253	101	137	2834	5.32%
4	Bengaluru	341678	7506	3403	2769	1015	998	15691	4.59%
5	Shivamogga	69445	1680	525	274	157	87	2723	3.92%
6	Ballari	62375	1663	390	155	152	37	2397	3.84%
7	Mysuru	84518	1685	502	239	236	551	3213	3.80%
8	Koppal	35243	767	276	221	39	15	1318	3.74%
9	Kalaburagi	69669	809	258	88	36	1205	2396	3.44%
10	Mandya	64126	1518	279	152	54	67	2070	3.23%
11	Kodagu	14136	357	23	13	2	37	432	3.06%
12	Chamarajanagar	27723	389	313	91	3	5	801	2.89%
13	Ramanagara	38132	704	135	60	80	87	1066	2.80%
14	Kolar	66765	1314	366	84	47	12	1823	2.73%
15	Yadgir	27709	616	34	30	25	25	730	2.63%
16	Dakshina Kannada	70691	1468	180	57	16	8	1729	2.45%
17	Hassan	55890	1134	120	56	23	4	1337	2.39%
18	Bengaluru Rural	41394	733	99	58	31	14	935	2.26%
19	Vijayapura	60272	698	188	56	63	31	1036	1.72%
20	Gadag	29205	355	48	10	9	2	424	1.45%
21	Haveri	42451	370	149	54	6	0	579	1.36%
22	Bagalkot	61428	530	115	113	50	19	827	1.35%
23	Dharwad	59813	482	156	59	24	48	769	1.29%
24	Chitradurga	51313	569	63	12	10	3	657	1.28%
25	Chikkaballapura	69234	729	56	45	22	15	867	1.25%
26	Belagavi	145563	923	244	161	92	87	1507	1.04%
27	Tumakuru	107520	633	143	48	73	187	1084	1.01%
28	Uttara Kannada	55610	316	23	13	8	6	366	0.66%
29	Davanagere	60323	237	15	11	11	3	277	0.46%
30	Udupi	49458	78	0	3	0	6	87	0.18%
	Total	2000951	33927	9958	6443	3065	3812	57205	2.86%

Records shown above as on 30/11/2015 12:00:00

Notes:

12 districts (S.N 1 to 12) are major contributors to the State delayed disposal rate of 2.86%. The respective district administration must concentrate on reducing the delayed disposals.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR NOVEMBER-2015: DEPARTMENT WISE

S.N	Main Department	No. of disposals during the Month(A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total(B)	% of delayed disposal(B/A)
1	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	10	5	0	0	0	0	5	50.00%
2	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	290	21	14	11	15	16	77	26.55%
3	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	19	0	1	2	0	0	3	15.79%
4	PRIMARY AND SECONDARY EDUCATION	8325	358	162	152	172	266	1110	13.33%
5	CO-OPERATION DEPARTMENT	1501	94	15	8	26	2	145	9.66%
6	HOME DEPARTMENT	91372	4210	1194	869	768	795	7836	8.58%
7	REVENUE DEPARTMENT	925184	21868	6675	4401	1663	1107	35714	3.86%
8	COMMERCE AND INDUSTRIES DEPARTMENT	168	1	4	1	0	0	6	3.57%
9	URBAN DEVELOPMENT	61689	1623	140	108	103	48	2022	3.28%
10	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	568	10	0	1	3	1	15	2.64%
11	RURAL DEVELOPMENT AND PANCHAYAT RAJ	135894	2380	425	217	65	149	3236	2.38%
12	WOMEN AND CHILD WELFARE	21854	272	53	66	76	33	500	2.29%
13	HEALTH AND FAMILY WELFARE	21575	269	40	63	4	37	413	1.91%
14	HIGHER EDUCATION	4135	47	7	2	1	8	65	1.57%
15	TRANSPORT DEPARTMENT	441733	2530	1201	510	154	1345	5740	1.30%
16	HORTICULTURE DEPARTMENT	767	0	0	4	5	0	9	1.17%
17	HOUSING DEPARTMENT	120	0	0	0	1	0	1	0.83%
18	LABOUR DEPARTMENT	13832	76	5	13	6	0	100	0.72%
19	FOOD AND CIVIL SUPPLIES	72127	69	19	15	2	3	108	0.15%
20	FINANCE DEPARTMENT	199720	94	3	0	1	2	100	0.05%
	Total	2000951	33927	9958	6443	3065	3812	57205	2.86%

Records shown above as on 30/11/2015 12:00:00

Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 59% of total delayed disposals. Revenue department with 35,714 delayed disposals specially relating to “**All types of Income and caste certificate**” service contribute to 62% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

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

S.N	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	Bidar	47826	50535	6815	13.49
2	Haveri	40335	42424	3760	8.86
3	Hassan	57331	55829	4377	7.84
4	Chitradurga	47529	51312	3983	7.76
5	Ramanagara	36185	38130	2792	7.32
6	Raichur	51759	53171	3860	7.26
7	Kalaburagi	67696	69415	4918	7.08
8	Davanagere	58388	60289	4233	7.02
9	Mysuru	77850	84444	5648	6.69
10	Chamarajanagar	28871	27723	1823	6.58
11	Koppal	33913	35177	2308	6.56
12	Kodagu	13636	13918	834	5.99
13	Chikkamagaluru	35409	35291	2105	5.96
14	Mandya	65273	63957	3727	5.83
15	Yadgir	27226	27380	1543	5.64
16	Gadag	28914	29200	1640	5.62
17	Vijayapura	62782	60204	3374	5.6
18	Shivamogga	71617	69364	3826	5.52
19	Belagavi	144478	145153	7887	5.43
20	Kolar	63093	66745	3609	5.41
21	Bengaluru Rural	40284	41394	2200	5.31
22	Tumakuru	105901	107072	5610	5.24
23	Bengaluru	338292	340853	16873	4.95
24	Ballari	64286	62326	2967	4.76
25	Chikkaballapura	61954	69232	3244	4.69
26	Dharwad	58811	59809	2399	4.01
27	Bagalkot	60745	61396	2215	3.61
28	Dakshina Kannada	70313	70674	2369	3.35
29	Uttara Kannada	51623	55595	1568	2.82
30	Udupi	48854	49394	1244	2.52
	Total	1961174	1997406	113751	5.69

Records shown above as on 30/11/2015 12:00:00

Notes:

14 districts (S.N 1 to 14 in the above table) have rejection rates greater than State's average of 5.69%. 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 NOVEMBER-2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	KARNATAKA STATE POLLUTION CONTROL BOARD	177	205	51	24.88
2	KANNADA AND CULTURE	18	19	4	21.05
3	REVENUE DEPARTMENT	684568	711208	88962	12.51
4	DEPARTMENT OF PUBLIC INSTRUCTION	7771	6833	849	12.42
5	AGRICULTURAL MARKETING DEPARTMENT	465	370	35	9.46
6	CITY CORPORATION (Other than BBMP)	13475	13384	1212	9.06
7	FOREST DEPARTMENT	14	85	5	5.88
8	CITY MUNICIPAL COUNCIL	25392	24986	1451	5.81
9	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	22	19	1	5.26
10	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	915	590	30	5.08
11	TOWN MUNICIPAL COUNCIL	15196	15073	622	4.13
12	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1060	568	22	3.87
13	COMMERCIAL TAXES DEPARTMENT	200690	199636	6467	3.24
14	BRUHAT BANGALORE MAHANAGARA PALIKE	3507	3449	89	2.58
15	HOME DEPARTMENT	87435	91178	2345	2.57
16	TOWN PANCHAYAT	4522	4470	112	2.51
17	TECHNICAL EDUCATION DEPARTMENT	60	89	2	2.25
18	DRUGS CONTROL DEPARTMENT	787	782	16	2.05
19	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	151569	151895	2725	1.79
20	TRANSPORT DEPARTMENT	373788	385293	6683	1.73
21	FOOD AND CIVIL SUPPLIES DEPARTMENT	72172	72127	1172	1.62
22	HEALTH AND FAMILY WELFARE DEPARTMENT	20587	20682	299	1.45
23	KARNATAKA HOUSING BOARD	94	110	1	0.91
24	LABOUR DEPARTMENT	13263	13204	107	0.81
25	REGISTRAR OF CO-OPERATIVE SOCIETIES	1559	1131	7	0.62
26	COMMERCE AND INDUSTRIES DEPARTMENT	313	168	1	0.6
27	UNIVERSITY EXAMINATION SECTION	3865	3713	18	0.48
28	HIGHER EDUCATION-COLLEGIATE EDUCATION	213	220	1	0.45
29	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	524	267	1	0.37
30	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	136756	135894	352	0.26
31	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	8432	8766	16	0.18
32	SURVEY AND SETTLEMENT COMMISSIONER	58397	58542	80	0.14
33	PUBLIC LIBRARIES DEPARTMENT	1353	1492	2	0.13
34	WOMEN AND CHILD WELFARE DEPARTMENT	13072	13088	7	0.05
35	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	11646	11527	1	0.01
36	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	15673	15915	1	0.01
37	TRANSPORT CORPORATIONS(KSRTC)	30018	28995	2	0.01
	Total			113751	5.69

Records shown above as on 30/11/2015 12:00:00

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

S.N	District Name	Designated Offices with 7 or more defaults (Nov-15)
1	Bengaluru	129
2	Mysuru	65
3	Raichur	54
4	Bidar	45
5	Kolar	40
6	Ballari	39
7	Hassan	36
8	Kalaburagi	34
9	Mandya	34
10	Vijayapura	33
11	Shivamogga	31
12	Bengaluru Rural	30
13	Ramanagara	30
14	Chikkamagaluru	28
15	Belagavi	27
16	Chikkaballapura	22
17	Chitradurga	22
18	Tumakuru	21
19	Haveri	20
20	Bagalkot	19
21	Dharwad	19
22	Yadgir	19
23	Koppal	18
24	Gadag	16
25	Chamarajanagar	14
26	Dakshina Kannada	11
27	Kodagu	10
28	Davanagere	6
29	Uttara Kannada	5
30	Udupi	2
	Total	879

Records shown above as on 30/11/2015 12:00:00

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

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

S.N	Department Name	No of Offices >=7 Defaults
1	REVENUE DEPARTMENT	387
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	121
3	HOME DEPARTMENT	96
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	51
5	DEPARTMENT OF PUBLIC INSTRUCTION	44
6	SURVEY AND SETTLEMENT COMMISSIONER	38
7	TRANSPORT DEPARTMENT	35
8	TOWN MUNICIPAL COUNCIL	20
9	HEALTH AND FAMILY WELFARE DEPARTMENT	15
10	BRUHAT BANGALORE MAHANAGARA PALIKE	12
11	CITY MUNICIPAL COUNCIL	9
12	TOWN PANCHAYAT	9
13	LABOUR DEPARTMENT	5
14	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	5
15	WOMEN AND CHILD WELFARE DEPARTMENT	5
16	COMMERCIAL TAXES DEPARTMENT	4
17	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	4
18	CITY CORPORATION (Other than BBMP)	4
19	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	3
20	BANGALORE DEVELOPMENT AUTHORITY	2
21	FOOD AND CIVIL SUPPLIES DEPARTMENT	2
22	PUBLIC LIBRARIES DEPARTMENT	2
23	TRANSPORT CORPORATIONS(KSRTC)	2
24	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1
25	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	1
26	REGISTRAR OF CO-OPERATIVE SOCIETIES	1
27	TECHNICAL EDUCATION DEPARTMENT	1
	Total	879

Records shown above as on 30/11/2015 12:00:00

Notes: Revenue department has 387 field offices with more than 7 defaults. This constitutes 44% of the total defaulting Offices State wide.

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

S.N	Department Name	Zero Default
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1283
2	HEALTH AND FAMILY WELFARE DEPARTMENT	521
3	HOME DEPARTMENT	281
4	PUBLIC LIBRARIES DEPARTMENT	161
5	AYUSH DEPARTMENT	139
6	DEPARTMENT OF PUBLIC INSTRUCTION	83
7	LABOUR DEPARTMENT	75
8	SERICULTURE DEPARTMENT	74
9	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	68
10	AGRICULTURAL MARKETING DEPARTMENT	65
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
12	FIRE SERVICES DEPARTMENT	48
13	WOMEN AND CHILD WELFARE DEPARTMENT	46
14	UNIVERSITY POST GRADUATION SECTION	43
15	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	41
16	TRANSPORT CORPORATIONS(KSRTC)	32
17	FOOD AND CIVIL SUPPLIES DEPARTMENT	31
18	REVENUE DEPARTMENT	22
19	REGISTRAR OF CO-OPERATIVE SOCIETIES	21
20	FOREST DEPARTMENT	20
21	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	18
22	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	16
23	KARNATAKA HOUSING BOARD	13
24	SURVEY AND SETTLEMENT COMMISSIONER	12
25	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	9
26	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	8
27	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	8
28	KARNATAKA STATE WAREHOUSING CORPORATION	8
29	BRUHAT BANGALORE MAHANAGARA PALIKE	7
30	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	6
31	CITY CORPORATION (Other than BBMP)	6
32	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
33	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
34	CITY MUNICIPAL COUNCIL	5
35	COMMERCIAL TAXES DEPARTMENT	4
36	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	4
37	BANGALORE DEVELOPMENT AUTHORITY	3
38	KANNADA AND CULTURE	3
39	KARNATAKA STATE POLLUTION CONTROL BOARD	3
40	UNIVERSITY CONSTITUENT COLLEGES	3

S.N	Department Name	Zero Default
41	UNIVERSITY EXAMINATION SECTION	3
42	UNIVERSITY FINANCE SECTION	3
43	DRUGS CONTROL DEPARTMENT	2
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	3274

Records shown above as on 30/11/2015 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 November-2015)

S.N	Department Name	Zero receipts
1	HEALTH AND FAMILY WELFARE DEPARTMENT	1834
2	AYUSH DEPARTMENT	618
3	DEPARTMENT OF PUBLIC INSTRUCTION	606
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	599
5	FOREST DEPARTMENT	544
6	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	363
7	WATER RESOURCES DEPARTMENT	316
8	PUBLIC LIBRARIES DEPARTMENT	245
9	SERICULTURE DEPARTMENT	240
10	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	219
11	BACKWARD CLASSES WELFARE DEPARTMENT	213
12	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	209
13	REVENUE DEPARTMENT	205
14	UNIVERSITY POST GRADUATION SECTION	184
15	HOME DEPARTMENT	167
16	FIRE SERVICES DEPARTMENT	156
17	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	150
18	WOMEN AND CHILD WELFARE DEPARTMENT	139
19	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	129
20	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	121
21	LABOUR DEPARTMENT	118
22	TRANSPORT CORPORATIONS(KSRTC)	118
23	KARNATAKA STATE WAREHOUSING CORPORATION	118
24	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	97
25	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	90
26	AGRICULTURAL MARKETING DEPARTMENT	79
27	KARNATAKA STATE POLLUTION CONTROL BOARD	74
28	SURVEY AND SETTLEMENT COMMISSIONER	59
29	BRUHAT BANGALORE MAHANAGARA PALIKE	48
30	FOOD AND CIVIL SUPPLIES DEPARTMENT	48
31	KANNADA AND CULTURE	43
32	UNIVERSITY CONSTITUENT COLLEGES	42
33	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	41
34	MINOR IRRIGATION DEPARTMENT(GROUNDWATER DIRECTORATE)	39
35	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	38
36	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	35
37	STATE PROJECT OFFICE, CPI	35
38	UNIVERSITY FINANCE SECTION	34
39	KSHIP DIVISION & SUB DIVISION	32
40	UNIVERSITY ACADEMIC SECTION	32
41	UNIVERSITY EXAMINATION SECTION	32

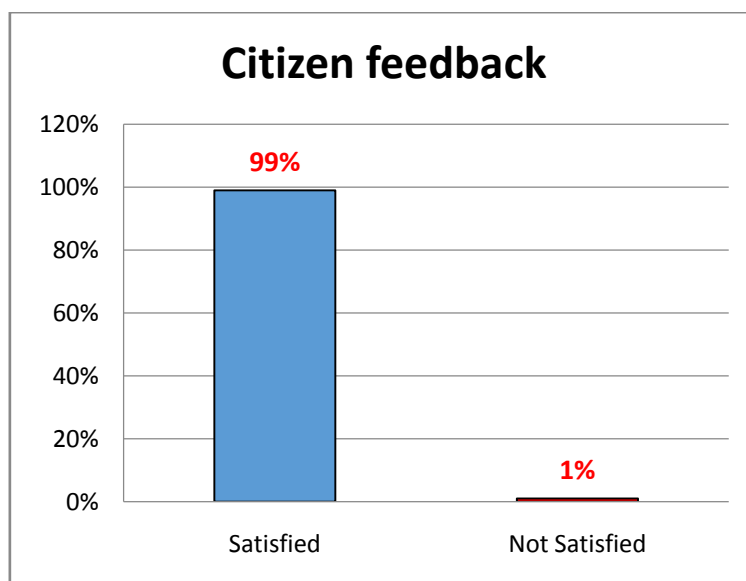
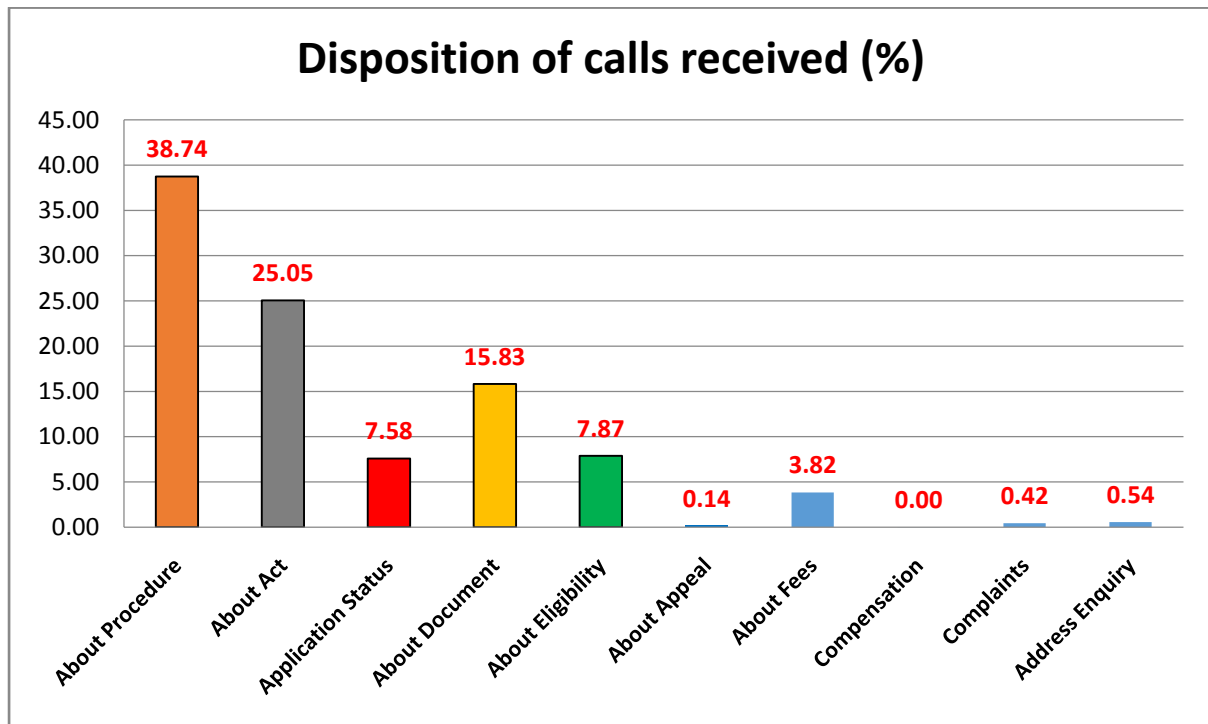
S.N	Department Name	Zero receipts
42	COMMERCIAL TAXES DEPARTMENT	30
43	KARNATAKA HOUSING BOARD	29
44	BANGALORE DEVELOPMENT AUTHORITY	24
45	DRUGS CONTROL DEPARTMENT	20
46	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	19
47	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	17
48	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	14
49	REGISTRAR OF CO-OPERATIVE SOCIETIES	14
50	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	13
51	CITY CORPORATION (Other than BBMP)	12
52	TRANSPORT DEPARTMENT	11
53	TOWN MUNICIPAL COUNCIL	10
54	KARNATAKA SLUM DEVELOPMENT BOARD	9
55	COMMERCE AND INDUSTRIES DEPARTMENT	8
56	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	7
57	KSHIP Division	7
58	DEPARTMENT OF ARCHIVES	6
59	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
60	CITY MUNICIPAL COUNCIL	5
61	PRE-UNIVERSITY BOARD	5
62	DEPARTMENT OF INFORMATION & PUBLIC RELATIONS	4
63	TOWN PANCHAYAT	4
64	TECHNICAL EDUCATION DEPARTMENT	3
65	BANGALORE METROPOLITAN TRANSPORT CORPORATION	2
66	DISTRICT INSURANCE OFFICES	1
67	EXCISE DEPARTMENT	1
68	PORTS and INLAND WATER TRANSPORT DEPARTMENT	1
69	RELIGIOUS INSTITUTIONS AND CHARITABLE ENDOWMENTS DEPARTMENT	1
70	ANIMAL HUSBANDRY AND VETERINARY SERVICES	1
	Total	8792

Records shown above as on 30/11/2015 12:00:00

CHAPTER 3: CALL CENTRE REPORT- NOVEMBER 2015

Call Centre (080-4455 4455) acts as a single point of contact for Citizens.

Helpline's contribution has been good in creating awareness about the Act. Majority of the calls are about the enquiries about the Act & queries about procedure.



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

S.N	District	Count
1	Bengaluru	24756
2	Bagalkot	9944
3	Belagavi	559
4	Davanagere	528
5	Ballari	330
6	Bengaluru Rural	281
7	Vijayapura	254
8	Chithradurga	229
9	Kalaburagi	203
10	Chikkaballapur	178
11	Raichur	175
12	Dakshina Kannada	173
13	Mysuru	170
14	Bidar	165
15	Tumakuru	151
16	Mandya	139
17	Chamarajanagar	127
18	Gadag	125
19	Hassan	125
20	Koppal	116
21	Shivamogga	107
22	Ramanagar	106
23	Haveri	96
24	Dharwad	89
25	Kolar	87
26	Chikkamagaluru	82
27	Uttara Kannada	55
28	Udupi	39
29	Kodagu	32
30	Yadgiri	12
	Grand Total	39433

Records shown above as on 30/11/2015 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 (NOV 2015) - DEPARTMENT WISE

S.N	Department	Count
1	Revenue Department	22760
2	Urban Development	3733
3	Transport Department	3450
4	Rural Development & Panchayat Raj	2380
5	Public Works, Ports & Inland Water Transport Department	1626
6	Education Department	1012
7	Women & Child Welfare Department	926
8	Home Department	632
9	Transport Corporation (KSRTC / BMTC)	592
10	Labour Department	589
11	Higher Education-Collegiate Education	575
12	Health & Family Welfare	449
13	Commercial Taxes Department	228
14	Food & Civil Supplies Department	119
15	Co-operation Department	91
16	Revenue Department	57
17	IT & BT	24
18	RDPR	24
19	Karnataka Housing Board	23
20	Agriculture Department	18
21	Forest Department	15
22	City Municipal Council	13
23	BBMP	12
24	Department of Public Instruction	11
25	Infrastructure Development	10
26	Kannada Culture & information Department	10
27	BWSSB	9
28	Fisheries Department	7
29	Department of Personnel & Administrative Reforms	6
30	Food & Civil Supply Department	5
31	Survey And Settlement Commissioner	5
32	Parliamentary affairs and legislation	3
33	UID	3
34	City Corporation(other than BBMP)	2
35	Commerce and Industries	2
36	Medical Education	2
37	Survey And Settlement Commissioner	2
38	Department for Empowerment of Differently Abled & Senior Citizen	1
39	Ecology & Environment	1
40	ESI - Employees State Insurance Corporation	1
41	Karnataka Government Insurance Department	1
42	Planning, Programme Monitoring and Statistics	1
43	Technical Education Department	1
44	Town Municipal Council	1
45	Town Panchayath	1
	Grand Total	39433

Records shown above as on 30/11/2015 12:00:00

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

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	InProgress	Overdue
1	EJS	NON-SAKALA	15689	3348	1115	4463	839	10387
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	5891	3188	708	3896	598	1397
4	Online	NON-SAKALA	1308	320	64	384	49	875
5	Online	SAKALA	1908	775	239	1014	14	880
6	Call Center	SAKALA	5393	4727	96	4823	121	449
7	Call Center	NON-SAKALA	3112	2898	27	2925	48	136
8	E-Mail	NON-SAKALA	473	450	11	461	0	12
9	E-Mail	SAKALA	233	219	8	227	0	6
10	Janagraha	SAKALA	78	76	0	76	0	2
		Total	37900	17572	2319	19891	1669	16337
			Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
	Sakala		7612	5797	343	6140	135	1337
	Non Sakala		30288	11775	1976	13751	1534	15000

Records shown above as on 30/11/2015 12:00:00

Notes:

Out of 7,612 complaints received for Sakala, 5,797 have been resolved and 343 have been rejected amounting to disposal of 6,140 complaints showing 80% closure rate. 135 complaints are in the process of getting disposed and 1,337 complaints are overdue. Call centre and the Mission are closely following up with complaints related to Sakala.

Out of 30,288 complaints received for Non Sakala, 11,775 have been resolved and 1,976 have been rejected amounting to disposal of 13,751 complaints showing 45% closure rate. 1,534 complaints are in the process of getting disposed and 15,000 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	497	62160
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	46	4400
3	DEPARTMENT OF PUBLIC INSTRUCTION	32	6220
4	SURVEY AND SETTELMENT COMMISSIONER	30	2100
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	642	78580

Records shown above as on 30/11/2015 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- NOVEMBER 2015

Name	District	Service	Department	Satisfied / Not Satisfied
Raju	Bengaluru	All Types Of Income Certificate	Revenue Department	Satisfied
Citizen got to know about Sakala through newspaper. He called Sakala to know about all types of income certificates. He had applied for income certificate and got his service on time. He said Sakala is very helpful to get the services on time.				
Shivraj	Chikkamagaluru	Building License	Urban Development	Satisfied
Citizen called Sakala helpline to get the information about Building License. He got to know about Sakala through TV advertisement. He was provided necessary information. Hence he is happy & satisfied with Sakala.				
Kiran	Ramanagar	Birth Certificate	City Corporation (Other Than BBMP)	Satisfied
Citizen got to know about Sakala through Internet. He had called Sakala to get information about Birth Certificate and applied for Birth Certificate. He got the service on time and said Sakala is very helpful to get the services on time.				
Ravikumar	Bengaluru	Caste Certificate	Revenue Department	Satisfied
Citizen got to know about Sakala through Internet. He had called up to Sakala care to enquiry about Caste Certificate. He is satisfied with Sakala services and said getting the services become easier by Sakala and he suggested that concerned officers can start working sincerely and Sakala service time limit can be reduced.				
Prakash	Tumakuru	Destitute Widow Pension	Revenue Department	Satisfied
Citizen got to know about Sakala through Grama Panchayat Office. He had called up to Sakala care to enquiry about Sakala Act. He is satisfied with Sakala and said getting the services has become easier by Sakala and he suggested concerned officers can start working sincerely and Sakala service time limit can be reduced.				
Krishna Kumar	Bengaluru	Domicile Certificate	Revenue Department	Satisfied
Mr.Krishna Kumar got to know about Sakala through newspaper. He had called Sakala to know about Domicile Certificate. He had applied for Domicile Certificate. He said that he got his service on time and also Sakala is very helpful for public to get their service within stipulated time.				
Manjunath	Hassan	Sandhya Suraksha	Revenue Department	Satisfied
Citizen got know about Sakala through TV advertisement. He called up to Sakala to enquiry about Sandya Suraksha Yojana. He got his service within stipulated time. He says that he is happy with Sakala services also it is giving end to end information of the procedures to get various services.				

Name	District	Service	Department	Satisfied / Not Satisfied
Srinivas	Bengaluru	Caste Certificate	Revenue Department	Not Satisfied
<p>Mr. Srinivas got to know about Sakala through newspaper. He called up to Sakala to raise a complaint against delay in issue of caste certificate. He is not satisfied with Sakala services and says that the concerned officers are not responding to public problems and he requested to reduce Sakala service time limit.</p>				
Chandra Shekar	Shivamogga	Ration Card	Food And Civil Supply and Public Affairs Department	Not Satisfied
<p>Citizen got to know about Sakala through newspaper. He called up to Sakala to know the procedure to get ration card and he did not get information properly, he also complained that concerned officers are not responding to the public problems and they are very rude.</p>				
Kalappa	Belagavi	Reimbursement Of Medical Expenses	Department Of Public Instruction	Not Satisfied
<p>Citizen stated that he came to know about Sakala through TV advertisement. He said that he had given complaint in Sakala regarding reimbursement of medical expenses. He says till now there is no response from Sakala & did not get service. Citizen is waiting to get the service & requested to solve the problem as soon as possible.</p>				

CHAPTER 4: EVENTS AND NEWS CLIPS

1) 29.10.2015, Bengaluru - Representative of Government of Nagaland visited Sakala Mission to obtain detailed information about Sakala initiative. Administrative officer explained the journey Sakala Mission had taken over the years. The delegate was impressed by the accomplishments of Sakala Mission in a short span of 3 short years.

