

SIDDARAMAIAH  
CHIEF MINISTER



VIDHANA SOUDHA  
BANGALORE - 560 001

CM/PS/275/2015

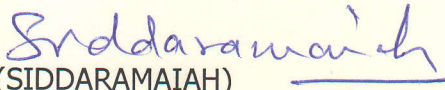
Date: 31-12-2015

MESSAGE

I am very much pleased to know that Sakala Mission has included 18 new services in the Department of Ports and Inland Water Transport in the month of October 2015. Two essential services of "Domicile Certificate" and "Residence Certificate" under provisions of Article 371(J) will hence forth be delivered in a time bound manner, thereby helping the citizens in the districts of Hyderabad Karnataka to get beneficiary-oriented services in fields of education and employment. The newly added four services, relating to Right of Records, Tenancy and Crops (RTC) were much awaited by farmers to update their land records.

The Department Health and Family Welfare has delivered more than 20,000 services in the month of October 2015 itself. Service of "Issue of Age Certificate" constitutes almost 40 per cent and "Issue of Disability Certificate" constitutes almost 30 per cent of these transactions. These two citizen centric services are of vital importance and time bound delivery of such services must be carried out with utmost priority.

Recently, Sakala Mission has brought 38 new services under its umbrella. I wish more and more citizen-oriented services are delivered by Sakala in the coming months and make Government services more accessible to citizens.

  
(SIDDARAMAIAH)

The Principal Secretary to Government,  
Department of Personnel and Administrative Reforms  
(Administrative Reforms),  
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**T.B. JAYACHANDRA**  
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01.12.2015

**MESSAGE**

I am very glad to note that Sakala has reached more than 9 Crore applications receipts in its journey towards good governance. The Department of Ports and Inland Water Transport is now providing 9 new services under Sakala. The inclusion of these services will assist the fisherman and also the shipping service sector of the State. A conducive environment for trade will be created and sustained by timely delivery of these services.

Around 1 lakh citizens have availed the services of "Maintenance of drinking water", "Maintenance of village sanitation" and "Maintenance of street lights" provided by RDPR in the month of October 2015 itself. These services are of utmost importance in this time where the Government is taking measures for comprehensive growth of the State including rural areas.

A capacity building endeavour succeeds when civil servants who undergo this process are able to deliver services at a level expected by the citizens. This requires continuous monitoring and adoption of corrective measures. To achieve this, Sakala Mission has been organising capacity building programmes at state level as well as at district level. This will orient the officers and officials of the state to develop a work culture which will be unparalleled to none.

I wish Sakala achieves many more milestones in the days to come.

  
(T.B. Jayachandra)

Minister for Law, Parliamentary Affairs  
and Higher Education



## FROM THE MISSION DIRECTOR'S DESK

9, 31, 01,695 service requests were received and 9, 23, 63,737 services were delivered to Citizens as on 31.10.2015.

19,80,632 service requests were received and 20,21,288 services were delivered under Sakala in the month of October 2015.

5 services of Atalji Janasnehi Directorate, 4 services of Bhoomi and U.P.O.R and 9 services of Ports and Inland Water Transport Department were brought under Sakala. I insist the Heads of Departments to include the services in Sakala portal and ensure timely delivery of these services to Citizens.

### Ranking: The first three ranking districts

Rank	District
1	Chikkaballapura
2	Udupi
3	Tumakuru

Records shown above as on 31/10/2015 12:00:00

### Taluka Rankings: The first three ranking talukas

Rank	Taluk
1	Ankola
2	Chikkaballapura
3	Tipatur

Records shown above as on 31/10/2015 12:00:00

### Assembly Constituency Rankings: The first three ranking Assembly Constituency

Rank	Assembly Constituency
1	Chamarajpet
2	Bijapur City
3	Chikkaballapura

Records shown above as on 31/10/2015 12:00:00

## **Delayed Disposals, Rejections and Offices with 7 defaults:**

**Delayed Disposal:** 51,479 applications were delayed in disposal during the month compared with 80,815 of the previous month. A decrease of 56% is seen as compared to previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 66% of total delayed disposals. This gives about 2.55% delayed disposals as compared to 3.25% of the previous month.

Revenue department with 31,609 delayed disposals contribute to 61% of delayed disposals. This impacts the State average. District of Mysuru with 6.45% delayed disposal tops the list and Uttara Kannada district with 0.42% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

**Rejections:** 6.68% is the rejection rate was seen during this month as compared to 5.26 % of previous month. District of Bidar tops the list with highest rejection rate of 13.85% with rejections in services of **“Sandhya Suraksha”** and **“All types of Caste Certificate”** being the highest.

**Offices with 7 or more defaults:** 405 offices were found to have made defaults 7 or more times during the month as compared to 1,128 offices of previous month. A decrease of 178% is seen as compared to previous month. Bengaluru Urban district tops the list with 65 offices. This accounts to almost 16% of total defaulting offices of the State. Revenue department has 204 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.

## **Appeals & Compensation**

**Appeals:** Under Appeal -1 category 1,373 were received of which 1,168 are disposed (617 approved and 551 rejected). Overdue appeals in Appeal 1 category are related to the services of **“Conversion of agriculture land to non agriculture purpose”** and **“Transfer of Khatas”**.

Under Appeal -2 category 148 were received of which 129 are disposed (64 approved and 65 rejected). Overdue appeals in Appeal 2 category are related to the service of “**All types of caste certificate**”. Regular monitoring is being done by Sakala mission for the timely disposal of appeals.

**Compensation:** 642 compensation claims have been made till date and amount of Rs 78,580 has been paid as compensation to citizens.

**Events:** On 29.10.2015, Officer from Government of Nagaland visited Sakala Mission to obtain detailed information about Sakala initiative.

**M. Lakshminarayana, IAS**  
**Mission Director**  
**Sakala**





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## CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

S. N	District	No. of SAKALA receipts during the month (A)	No. of SAKALA disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/One lakh population (E)	Ranking based on SAKALA Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) Rank for October 2015	Rank of Sep 2015	Trend
1	Chikkaballapura	64465	64256	0.6	4	5372	1	1	1	↔
2	Udupi	47826	46921	0.5	2	4347	4	2	2	↔
3	Tumakuru	111815	111061	0.8	5	4300	5	3	3	↔
4	Uttara Kannada	51794	50449	0.4	1	3699	8	4	4	↔
5	Kolar	76226	76656	2.3	17	5081	2	5	7	↑
6	Bengaluru Rural	43658	44320	2.2	16	4850	3	6	5	↓
7	Davanagere	66653	66189	0.5	2	3508	10	7	17	↑
8	Bagalkot	63277	65820	1.3	11	3515	9	8	6	↓
9	Dakshina Kannada	69664	69383	1.1	8	3483	11	9	13	↑
10	Chikkamagaluru	41579	42364	4.5	25	3779	7	10	9	↓
11	Mandya	70559	73302	5.5	29	3919	6	11	18	↑
12	Chamarajanagar	31775	32293	1	7	3177	16	12	24	↑
13	Hassan	57416	56121	2.7	19	3377	12	13	20	↑
14	Shivamogga	56862	54471	2	15	3344	14	14	12	↓
15	Ramanagara	33718	34581	4.4	24	3371	13	15	10	↓
16	Bengaluru	307782	310794	3.5	21	3239	15	16	8	↓
17	Vijayapura	66443	68403	2.3	17	3163	17	17	14	↓
18	Belagavi	145630	148897	1.2	10	3098	20	18	21	↑
19	Dharwad	56536	56884	1.7	13	3140	19	19	28	↑
20	Haveri	43469	45448	0.9	6	2897	23	20	11	↓
21	Kalaburagi	69250	74935	1.1	8	2770	27	21	15	↓
22	Mysuru	91634	94762	6.4	30	3159	18	22	26	↑
23	Chitradurga	44998	45509	1.5	12	2812	26	23	19	↓
24	Yadgir	32647	35071	4.8	26	2967	21	24	22	↓
25	Kodagu	14566	14841	5.3	28	2913	22	25	29	↑
26	Koppal	37221	39784	3.7	22	2863	25	26	25	↓
27	Raichur	55043	58615	5	27	2897	23	27	23	↓
28	Gadag	24036	24943	1.7	13	2403	30	28	30	↑
29	Ballari	61666	65428	3.4	20	2466	29	29	27	↓
30	Bidar	42424	48787	4.2	23	2495	28	30	16	↓

Records shown above as on 31/10/2015 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	6830	6828	0.1	6	683	8	1
2	Chikkaballapura	Chikkaballapura	19873	19196	0.5	27	946	6	2
3	Tumakuru	Tiptur	13172	13008	0.3	18	598	12	3
4	Chikkaballapura	Gudibanda	2981	2831	0.5	23	596	14	4
5	Bengaluru	Bangalore South	132433	142891	1	63	7357	2	5
6	Davanagere	Davanagere	37026	36279	0.5	29	544	17	6
7	Uttara Kannada	Karwar	13682	13219	0.9	56	912	7	7
8	Dakshina Kannada	Puttur	12722	12463	0.1	8	454	30	8
9	Bengaluru Rural	Devanahalli	12702	13493	0.9	57	635	10	9
10	Dharwad	Dharwad	28731	27139	1.1	70	1197	5	10

Records shown above as on 31/10/2015 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	Chikkamagaluru	Narasimharajapura	1122	1102	5.5	152	187	156	168
2	Belagavi	Raybag	6530	7684	2.8	120	163	171	169
3	Koppal	Kushtagi	5179	6312	5.5	153	184	158	170
4	Ballari	Hagaribommanahalli	3473	3948	5.3	151	182	159	171
5	Koppal	Yelbarga	4237	4512	3.2	128	162	173	172
6	Bidar	Aurad	4413	5428	4.7	143	163	170	173
7	Mysuru	Nanjangud	6626	7104	6	158	174	166	174
8	Ballari	Sandur	3979	4688	6.1	160	147	175	175
9	Kodagu	Virajpet	3279	3946	15.6	177	163	169	176
10	Bengaluru	Yelahanka	7260	8894	11.7	173	145	176	177

Records shown above as on 31/10/2015 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 OCTOBER 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	24186	23881	0.1	3	895	7	1
2	Bijapur City	25897	26012	0.5	30	863	10	2
3	Chikkaballapur	20557	19988	0.5	30	790	11	3
4	Udupi	25600	24911	0.8	55	1024	4	4
5	Gokak	19393	19372	0.2	10	625	25	5
6	Karwar	20523	20059	0.7	42	789	12	6
7	Tumkur City	29735	29476	1	67	991	5	7
8	Tiptur	13172	13008	0.3	18	598	28	8
9	Davanagere South	14756	14876	0.4	23	614	26	9
10	Davanagere North	19202	18294	0.7	42	685	19	10
11	Hubli-Dharwad-Central	18873	17165	0.7	42	650	21	11
12	Chikkodi-Sadalga	16201	15626	0.5	30	600	27	12
13	Mangalore City South	38380	37555	1.3	90	1323	2	13
14	Gulbarga Dakshin	27499	28237	1.2	82	916	6	14
15	B.T.M Layout	21173	21241	0.5	30	588	31	15
16	Gandhinagar	24259	23885	1.2	82	866	9	16
17	Rajajinagar	19114	16816	1.1	76	735	16	17
18	Kundapur	10975	10607	0.3	18	477	41	18
19	Kolar	24988	24727	1.4	96	892	8	19
20	Bangarapet	18180	18690	1.2	82	757	15	20
21	Puttur	10853	10608	0.1	3	417	51	21
22	Narasimharaja	15635	14600	0.6	38	504	37	22
23	Kumta	9068	8519	0.2	10	412	52	23
24	Chintamani	12410	13161	0.5	30	459	46	24
25	Athani	11815	12326	0.2	10	407	56	25

Records shown above as on 31/10/2015 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	15769641	15670610	14663478	1006997	412	282	237	45	9	7	5	2	8161
Kalaburagi	3383343	3351915	3179726	172085	60	59	29	30	4	4	1	3	5118
Bidar	2253233	2225374	2001296	223997	55	52	13	39	2	2	0	2	1789
Mysuru	4518072	4485485	4275037	210349	44	42	22	20	0	0	0	0	1597
Raichur	2783327	2759220	2606474	152689	109	109	54	55	54	54	54	0	1002
Dakshina Kannada	3169932	3145899	3029967	115888	8	7	3	4	0	0	0	0	899
Belagavi	6196752	6150565	5813382	337123	65	57	34	23	2	2	0	2	895
Ballari	3445878	3419394	3250946	168394	62	53	27	26	6	5	0	5	705
Shivamogga	2577115	2557206	2395059	162139	20	9	6	3	0	0	0	0	695
Vijayapura	3051418	3024166	2856694	167463	28	26	7	19	1	1	0	1	577
Mandya	3359301	3334345	3127453	206887	29	16	8	8	1	1	1	0	514
Chikkamagaluru	1772992	1758548	1617174	141304	13	10	4	6	2	2	2	0	492
Ramanagara	1872000	1857320	1776769	80532	9	7	3	4	0	0	0	0	313
Kolar	2613972	2596472	2453729	142711	40	37	19	18	3	3	0	3	309
Tumakuru	4641283	4599931	4320524	279203	44	40	31	9	1	0	0	0	286
Udupi	1793719	1778147	1730918	47112	15	15	12	3	1	1	1	0	250
Dharwad	2757987	2741663	2614874	126790	29	28	1	27	18	18	0	18	243
Koppal	2015442	2001020	1915438	85555	6	4	1	3	0	0	0	0	242
Hassan	3159069	3134588	2942162	192372	24	22	10	12	0	0	0	0	197
Bengaluru Rural	1600891	1587346	1503444	83813	23	22	21	1	0	0	0	0	185
Bagalkot	2726603	2708816	2598658	110049	19	19	2	17	2	2	0	2	172
Chikkaballapura	2437977	2405458	2267449	137760	30	26	13	13	0	0	0	0	125
Chamarajanager	1545032	1530881	1454417	76443	21	20	14	6	0	0	0	0	97
Kodagu	777526	771396	731910	39486	3	3	1	2	0	0	0	0	94
Chitradurga	2494457	2472629	2338397	134207	19	19	7	12	1	1	0	1	88
Yadgir	1472173	1456305	1388103	68202	16	16	7	9	1	1	0	1	75
Haveri	2156911	2139518	2021031	118463	10	10	4	6	0	0	0	0	70
Gadag	1631961	1621941	1557439	64500	8	8	5	3	0	0	0	0	57
Uttara Kannada	2309415	2282759	2213042	69629	16	16	10	6	1	1	0	1	43
Davanagere	2814273	2794820	2626152	168570	136	134	12	122	39	24	0	24	13
<b>Total</b>	<b>93101695</b>	<b>92363737</b>	<b>87271142</b>	<b>5090712</b>	<b>1373</b>	<b>1168</b>	<b>617</b>	<b>551</b>	<b>148</b>	<b>129</b>	<b>64</b>	<b>65</b>	<b>25303</b>

Records shown above as on 31/10/2015 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	50989362	50457266	46831307	3625709	1129	996	512	484	135	119	60	59	9422
TRANSPORT	17022927	16932625	16564219	368078	7	3	1	2	0	0	0	0	5982
HOME	3833645	3787093	3709138	77857	16	5	1	4	0	0	0	0	4373
RDPR	3964411	3940592	3832078	107919	95	75	48	27	6	4	2	2	2399
PRIMARY AND SECONDARY EDUCATION	447757	439024	411791	27218	50	34	8	26	3	3	0	3	1855
URBAN DEVELOPMENT	3150448	3134117	2983668	150041	65	48	43	5	3	2	2	0	325
HEALTH AND FAMILY WELFARE	952497	950573	939270	11278	0	0	0	0	0	0	0	0	260
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	5439	4827	3971	856	0	0	0	0	0	0	0	0	256
WOMEN AND CHILD WELFARE	853264	851826	851001	803	0	0	0	0	0	0	0	0	208
FOOD AND CIVIL SUPPLIES	3884461	3884260	3835611	48646	2	2	2	0	1	1	0	1	53
HIGHER EDUCATION	168505	167989	165392	2597	1	0	0	0	0	0	0	0	33
CO-OPERATION DEPARTMENT	51312	49916	48241	1675	0	0	0	0	0	0	0	0	31
LABOUR DEPARTMENT	638669	635452	626486	8956	0	0	0	0	0	0	0	0	28
COMMERCE AND INDUSTRIES	160693	160578	153568	7010	2	0	0	0	0	0	0	0	18
DPAR	1151	1135	1135	0	0	0	0	0	0	0	0	0	16
ANIMAL HUSBANDRY AND FISHERIES	9228	8420	7969	451	0	0	0	0	0	0	0	0	14
FINANCE DEPARTMENT	6927939	6918454	6268123	650202	6	5	2	3	0	0	0	0	11
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1236	1226	1158	68	0	0	0	0	0	0	0	0	6
KANNADA, CULTURE AND INFORMATION	3104	3089	2293	796	0	0	0	0	0	0	0	0	5
HORTICULTURE	26311	26057	25664	393	0	0	0	0	0	0	0	0	5
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	409	400	397	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
HOUSING	8927	8818	8662	156	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>93101695</b>	<b>92363737</b>	<b>87271142</b>	<b>5090712</b>	<b>1373</b>	<b>1168</b>	<b>617</b>	<b>551</b>	<b>148</b>	<b>129</b>	<b>64</b>	<b>65</b>	<b>25303</b>

Records shown above as on 31/10/2015 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	43779301	43263555	7308
2	TRANSPORT DEPARTMENT	12501502	12412501	5390
3	HOME DEPARTMENT	3822651	3776103	4372
4	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	3964411	3940592	2399
5	DEPARTMENT OF PUBLIC INSTRUCTION	264082	256070	1275
6	SURVEY AND SETTLEMENT COMMISSIONER	1725253	1710573	1067
7	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	5484802	5483118	1047
8	BANGALORE METROPOLITAN TRANSPORT CORPORATION	1443347	1442847	500
9	PRE-UNIVERSITY BOARD	138424	138000	413
10	KARNATAKA STATE POLLUTION CONTROL BOARD	5004	4466	254
11	HEALTH AND FAMILY WELFARE DEPARTMENT	913501	911863	200
12	TOWN MUNICIPAL COUNCIL	825523	821480	191
13	WOMEN AND CHILD WELFARE DEPARTMENT	391880	391700	131
14	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2201	2074	127
15	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	461380	460121	77
16	DRUGS CONTROL DEPARTMENT	35331	35046	57
17	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	714660	714550	57
18	FOOD AND CIVIL SUPPLIES DEPARTMENT	3884461	3884260	53
19	TOWN PANCHAYAT	281403	280135	43
20	PUBLIC LIBRARIES DEPARTMENT	43046	42875	40
21	TRANSPORT CORPORATIONS(KSRTC)	1922787	1922290	32
22	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	27936	27809	29
23	UNIVERSITY EXAMINATION SECTION	126366	126027	23
24	BANGALORE DEVELOPMENT AUTHORITY	6764	6715	22
25	AGRICULTURAL MARKETING DEPARTMENT	25275	24723	22
26	CITY MUNICIPAL COUNCIL	1179142	1172849	22
27	LABOUR DEPARTMENT	597436	595793	19
28	COMMERCE AND INDUSTRIES DEPARTMENT	160693	160578	18
29	BRUHAT BANGALORE MAHANAGARA PALIKE	300842	299099	17
30	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1151	1135	16
31	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	9228	8420	14
32	COMMERCIAL TAXES DEPARTMENT	6923590	6914105	11
33	REGISTRAR OF CO-OPERATIVE SOCIETIES	25941	25097	9
34	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	34850	33421	9
35	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1236	1226	6
36	SERICULTURE DEPARTMENT	26311	26057	5
37	KANNADA AND CULTURE	1970	1965	5
38	TECHNICAL EDUCATION DEPARTMENT	1978	1813	4
39	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	409	400	3
40	AYUSH DEPARTMENT	3661	3653	3
41	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	440616	440429	3
42	HIGHER EDUCATION-COLLEGIATE EDUCATION	19967	19963	3
43	UNIVERSITY FINANCE SECTION	641	639	2
44	FOREST DEPARTMENT	435	361	2
45	CITY CORPORATION (Other than BBMP)	528830	526006	1
46	FIRE SERVICES DEPARTMENT	10994	10990	1
47	UNIVERSITY POST GRADUATION SECTION	4841	4839	1
<b>Total</b>				<b>25303</b>

Records shown above as on 31/10/2015 12:00:00



## CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR OCTOBER-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	Mysuru	94762	2010	420	407	693	2579	6109	6.45
2	Mandya	73302	3090	482	229	108	93	4002	5.46
3	Kodagu	14841	489	119	159	2	16	785	5.29
4	Raichur	58615	2161	358	101	205	123	2948	5.03
5	Yadgir	35071	1092	327	217	19	18	1673	4.77
6	Chikkamagaluru	42364	1432	230	146	56	28	1892	4.47
7	Ramanagara	34581	1076	172	102	56	106	1512	4.37
8	Bidar	48787	1640	234	91	49	26	2040	4.18
9	Koppal	39784	997	279	92	41	52	1461	3.67
10	Bengaluru	310794	6692	1657	1000	674	740	10763	3.46
11	Ballari	65428	1711	295	144	71	21	2242	3.43
12	Hassan	56121	1201	161	80	40	24	1506	2.68
13	Vijayapura	68403	1055	229	195	42	84	1605	2.35
14	Kolar	76656	1354	276	57	14	37	1738	2.27
15	Bengaluru Rural	44320	772	146	51	10	18	997	2.25
16	Shivamogga	54471	689	169	87	78	43	1066	1.96
17	Dharwad	56884	560	192	113	100	25	990	1.74
18	Gadag	24943	337	30	40	14	6	427	1.71
19	Chitradurga	45509	611	45	35	4	4	699	1.54
20	Bagalkot	65820	535	122	81	65	55	858	1.30
21	Belagavi	148897	1369	144	141	95	88	1837	1.23
22	Kalaburagi	74935	623	116	43	26	23	831	1.11
23	Dakshina Kannada	69383	613	70	28	7	16	734	1.06
24	Chamarajanagar	32293	232	52	22	14	16	336	1.04
25	Haveri	45448	319	23	9	44	1	396	0.87
26	Tumakuru	111061	634	153	64	40	16	907	0.82
27	Chikkaballapura	64256	236	77	28	17	8	366	0.57
28	Davanagere	66189	259	49	9	5	3	325	0.49
29	Udupi	46921	212	4	4	0	1	221	0.47
30	Uttara Kannada	50449	169	26	7	2	9	213	0.42
	<b>Total</b>	<b>2021288</b>	<b>34170</b>	<b>6657</b>	<b>3782</b>	<b>2591</b>	<b>4279</b>	<b>51479</b>	<b>2.55</b>

Records shown above as on 31/10/2015 12:00:00

### Notes:

12 districts (S.N 1 to 12) are major contributors to the State delayed disposal rate of 2.55%. Delayed disposal previous month was 3.25%. The respective district administration must concentrate on reducing the delayed disposals.

## CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR OCTOBER-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	12	3	0	1	0	0	4	33.33
2	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	231	8	9	17	10	16	60	25.97
3	PRIMARY AND SECONDARY EDUCATION	7585	349	163	145	115	121	893	11.77
4	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	17	0	0	0	0	2	2	11.76
5	HOME DEPARTMENT	89352	3399	1375	1112	1084	2668	9638	10.79
6	CO-OPERATION DEPARTMENT	1485	60	13	6	47	1	127	8.55
7	HORTICULTURE DEPARTMENT	644	23	1	2	10	0	36	5.59
8	HOUSING DEPARTMENT	214	2	2	1	0	3	8	3.74
9	REVENUE DEPARTMENT	982069	24182	3765	1874	894	894	31609	3.22
10	URBAN DEVELOPMENT	59680	1335	118	116	80	7	1656	2.77
11	RURAL DEVELOPMENT AND PANCHAYAT RAJ	139046	2206	606	173	110	253	3348	2.41
12	HEALTH AND FAMILY WELFARE	20300	345	67	13	45	12	482	2.37
13	KANNADA, CULTURE AND INFORMATION DEPARTMENT	85	0	0	0	0	2	2	2.35
14	LABOUR DEPARTMENT	16550	199	25	75	12	5	316	1.91
15	WOMEN AND CHILD WELFARE	18738	126	92	69	7	5	299	1.60
16	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	568	0	0	3	1	0	4	0.70
17	TRANSPORT DEPARTMENT	407845	1759	376	163	169	283	2750	0.67
18	COMMERCE AND INDUSTRIES DEPARTMENT	3408	22	0	0	0	0	22	0.65
19	HIGHER EDUCATION	5569	10	5	0	0	7	22	0.40
20	FOOD AND CIVIL SUPPLIES	77728	61	33	12	3	0	109	0.14
21	FINANCE DEPARTMENT	190162	81	7	0	4	0	92	0.05
	<b>Total</b>	<b>2021288</b>	<b>34170</b>	<b>6657</b>	<b>3782</b>	<b>2591</b>	<b>4279</b>	<b>51479</b>	<b>2.55</b>

Records shown above as on 31/10/2015 12:00:00

### Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 66% of total delayed disposals. Revenue department with 31,609 delayed disposals specially relating to “**All types of Income and caste certificate**” service contribute to 61% 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 OCTOBER-2015: DISTRICT WISE

S.N	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	Bidar	42424	48787	6663	13.85
2	Bengaluru	307782	310794	31359	10.1
3	Mandya	70559	73302	5973	8.69
4	Chitradurga	44998	45509	3704	8.36
5	Davanagere	66653	66189	5099	7.95
6	Ramanagara	33718	34581	2531	7.66
7	Yadgir	32647	35071	2508	7.43
8	Hassan	57416	56121	4010	7.32
9	Kalaburagi	69250	74935	5164	7.18
10	Haveri	43469	45448	3111	7.11
11	Koppal	37221	39784	2648	6.94
12	Raichur	55043	58615	3727	6.66
13	Mysuru	91634	94762	5759	6.19
14	Gadag	24036	24943	1403	6.14
15	Chikkamagaluru	41579	42364	2411	6.12
16	Shivamogga	56862	54471	3186	6.04
17	Belagavi	145630	148897	8071	5.73
18	Vijayapura	66443	68403	3755	5.68
19	Kolar	76226	76656	4216	5.55
20	Tumakuru	111815	111061	6006	5.51
21	Chamarajanagar	31775	32293	1723	5.5
22	Kodagu	14566	14841	781	5.49
23	Chikkaballapura	64465	64256	3344	5.27
24	Ballari	61666	65428	3082	4.8
25	Bengaluru Rural	43658	44320	2081	4.77
26	Dharwad	56536	56884	2326	4.15
27	Dakshina Kannada	69664	69383	2138	3.2
28	Bagalkot	63277	65820	1952	3.12
29	Uttara Kannada	51794	50449	1344	2.76
30	Udupi	47826	46921	1053	2.35
	<b>Total</b>	<b>1980632</b>	<b>2021288</b>	<b>131128</b>	<b>6.68</b>

Records shown above as on 31/10/2015 12:00:00

### Notes:

11 districts (S.N 1 to 11 in the above table) have rejection rates greater than State's average of 6.68%. 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 OCTOBER-2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	KARNATAKA SLUM DEVELOPMENT BOARD	3	5	4	80
2	REVENUE DEPARTMENT	724049	721446	91064	12.62
3	AGRICULTURAL MARKETING DEPARTMENT	491	453	57	12.58
4	KARNATAKA STATE POLLUTION CONTROL BOARD	199	209	26	12.44
5	COMMERCIAL TAXES DEPARTMENT	177275	190022	21372	11.25
6	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	833	536	39	7.28
7	CITY CORPORATION (Other than BBMP)	13998	13703	985	7.19
8	DEPARTMENT OF PUBLIC INSTRUCTION	7157	6152	422	6.86
9	CITY MUNICIPAL COUNCIL	24177	23676	1595	6.74
10	COMMERCE AND INDUSTRIES DEPARTMENT	3409	3408	125	3.67
11	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	684	518	18	3.47
12	TECHNICAL EDUCATION DEPARTMENT	129	122	4	3.28
13	TOWN MUNICIPAL COUNCIL	14241	13765	435	3.16
14	HOME DEPARTMENT	87266	89179	2270	2.55
15	TOWN PANCHAYAT	4645	4700	111	2.36
16	TRANSPORT DEPARTMENT	358140	329517	7476	2.27
17	BRUHAT BANGALORE MAHANAGARA PALIKE	3755	3447	63	1.83
18	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	148209	148642	2619	1.76
19	FOOD AND CIVIL SUPPLIES DEPARTMENT	77600	77728	1247	1.6
20	DRUGS CONTROL DEPARTMENT	736	692	10	1.45
21	HEALTH AND FAMILY WELFARE DEPARTMENT	19665	19480	275	1.41
22	AYUSH DEPARTMENT	83	82	1	1.22
23	UNIVERSITY ACADEMIC SECTION	252	252	3	1.19
24	KARNATAKA HOUSING BOARD	184	209	2	0.96
25	REGISTRAR OF CO-OPERATIVE SOCIETIES	1223	769	7	0.91
26	LABOUR DEPARTMENT	13724	15703	122	0.78
27	UNIVERSITY EXAMINATION SECTION	4302	4416	31	0.7
28	FIRE SERVICES DEPARTMENT	183	173	1	0.58
29	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	138082	138179	592	0.43
30	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	277	313	1	0.32
31	SERICULTURE DEPARTMENT	294	644	2	0.31
32	WOMEN AND CHILD WELFARE DEPARTMENT	12567	12590	32	0.25
33	SURVEY AND SETTLEMENT COMMISSIONER	56127	55322	105	0.19
34	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	6211	6148	6	0.1
35	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	16480	16655	1	0.01
36	TRANSPORT CORPORATIONS(KSRTC)	45033	45198	5	0.01
	<b>Total</b>			<b>131128</b>	<b>6.68</b>

Records shown above as on 31/10/2015 12:00:00

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

S.N	District Name	Designated Offices with 7 or more defaults (Sep-15)	Designated Offices with 7 or more defaults (Oct-15)
1	Bengaluru	152	65
2	Bidar	51	31
3	Mysuru	83	31
4	Raichur	57	31
5	Ballari	48	19
6	Mandya	55	19
7	Shivamogga	30	18
8	Hassan	53	17
9	Kalaburagi	34	14
10	Vijayapura	49	14
11	Belagavi	39	12
12	Chikkamagaluru	41	12
13	Kolar	47	12
14	Koppal	28	11
15	Bagalkot	34	10
16	Bengaluru Rural	28	10
17	Chikkaballapura	24	10
18	Ramanagara	31	10
19	Chitradurga	33	8
20	Dharwad	28	8
21	Tumakuru	39	8
22	Yadgir	30	8
23	Dakshina Kannada	23	7
24	Haveri	21	5
25	Chamarajanagar	16	4
26	Uttara Kannada	8	4
27	Gadag	23	3
28	Kodagu	10	2
29	Udupi	1	2
30	Davanagere	12	0
	<b>Total</b>	<b>1128</b>	<b>405</b>

Records shown above as on 31/10/2015 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 OCTOBER-2015: DEPARTMENT WISE

S.N	Department Name	No of Offices >=7 Defaults
1	REVENUE DEPARTMENT	204
2	HOME DEPARTMENT	49
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	39
4	SURVEY AND SETTLEMENT COMMISSIONER	22
5	TRANSPORT DEPARTMENT	20
6	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	17
7	DEPARTMENT OF PUBLIC INSTRUCTION	9
8	BRUHAT BANGALORE MAHANAGARA PALIKE	7
9	TOWN MUNICIPAL COUNCIL	7
10	CITY MUNICIPAL COUNCIL	6
11	COMMERCIAL TAXES DEPARTMENT	3
12	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	3
13	HEALTH AND FAMILY WELFARE DEPARTMENT	3
14	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	3
15	TOWN PANCHAYAT	2
16	PUBLIC LIBRARIES DEPARTMENT	2
17	WOMEN AND CHILD WELFARE DEPARTMENT	2
18	BANGALORE DEVELOPMENT AUTHORITY	1
19	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
20	FOOD AND CIVIL SUPPLIES DEPARTMENT	1
21	LABOUR DEPARTMENT	1
22	REGISTRAR OF CO-OPERATIVE SOCIETIES	1
23	TRANSPORT CORPORATIONS(KSRTC)	1
24	TECHNICAL EDUCATION DEPARTMENT	1
<b>Total</b>		<b>405</b>

Records shown above as on 31/10/2015 12:00:00

**Notes:** Revenue department has 204 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 17 and 22 offices respectively sums up to 243 defaulting offices. This constitutes 60% of the total defaulting Offices State wide.

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

S.N	Department Name	Zero Defaulting offices
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1287
2	HEALTH AND FAMILY WELFARE DEPARTMENT	514
3	HOME DEPARTMENT	279
4	PUBLIC LIBRARIES DEPARTMENT	157
5	AYUSH DEPARTMENT	138
6	DEPARTMENT OF PUBLIC INSTRUCTION	83
7	LABOUR DEPARTMENT	76
8	SERICULTURE DEPARTMENT	73
9	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	66
10	AGRICULTURAL MARKETING DEPARTMENT	66
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	54
12	FIRE SERVICES DEPARTMENT	49
13	WOMEN AND CHILD WELFARE DEPARTMENT	46
14	UNIVERSITY POST GRADUATION SECTION	43
15	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	41
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	32
17	TRANSPORT CORPORATIONS(KSRTC)	32
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	22
19	REVENUE DEPARTMENT	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	COMMERCIAL TAXES DEPARTMENT	5
34	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
35	CITY MUNICIPAL COUNCIL	5
36	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	4
37	BANGALORE DEVELOPMENT AUTHORITY	3
38	KANNADA AND CULTURE	3
39	KARNATAKA STATE POLLUTION CONTROL BOARD	3
40	UNIVERSITY CONSTITUENT COLLEGES	3

S.N	Department Name	Zero Defaulting offices
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
	<b>Total</b>	<b>3265</b>

Records shown above as on 31/10/2015 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 October-2015)

S.N	Department Name	Offices with Zero receipts
1	HEALTH AND FAMILY WELFARE DEPARTMENT	1844
2	AYUSH DEPARTMENT	619
3	DEPARTMENT OF PUBLIC INSTRUCTION	606
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	598
5	FOREST DEPARTMENT	544
6	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	363
7	WATER RESOURCES DEPARTMENT	316
8	PUBLIC LIBRARIES DEPARTMENT	249
9	SERICULTURE DEPARTMENT	241
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	140
19	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	131
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	80
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

S.N	Department Name	Offices with Zero receipts
41	UNIVERSITY EXAMINATION SECTION	32
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	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	13
50	REGISTRAR OF CO-OPERATIVE SOCIETIES	13
51	CITY CORPORATION (Other than BBMP)	12
52	TRANSPORT DEPARTMENT	12
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	RELIGIOUS INSTITUTIONS AND CHARITABLE ENDOWMENTS DEPARTMENT	1
69	ANIMAL HUSBANDRY AND VETERINARY SERVICES	1
	<b>Total</b>	<b>8810</b>

Records shown above as on 31/10/2015 12:00:00

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

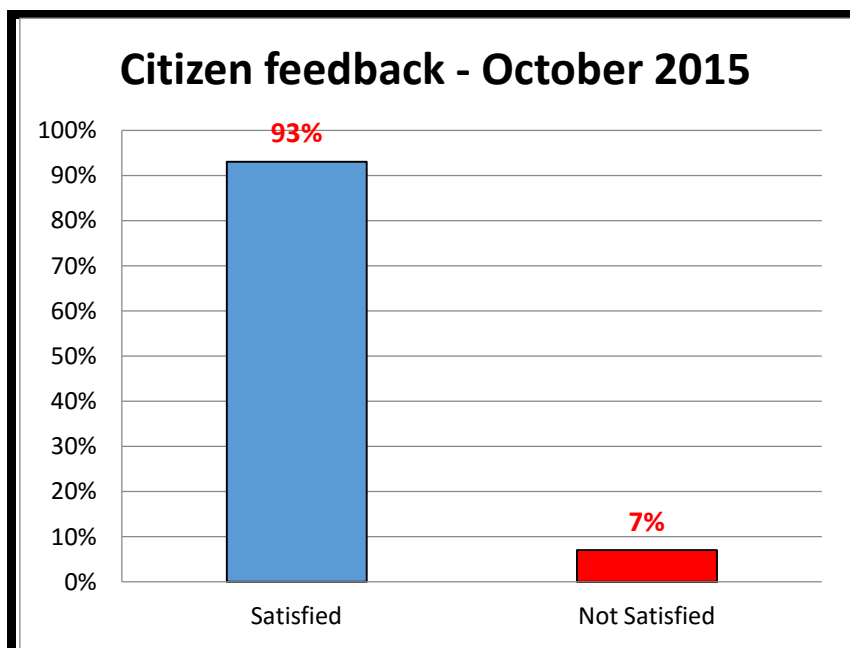
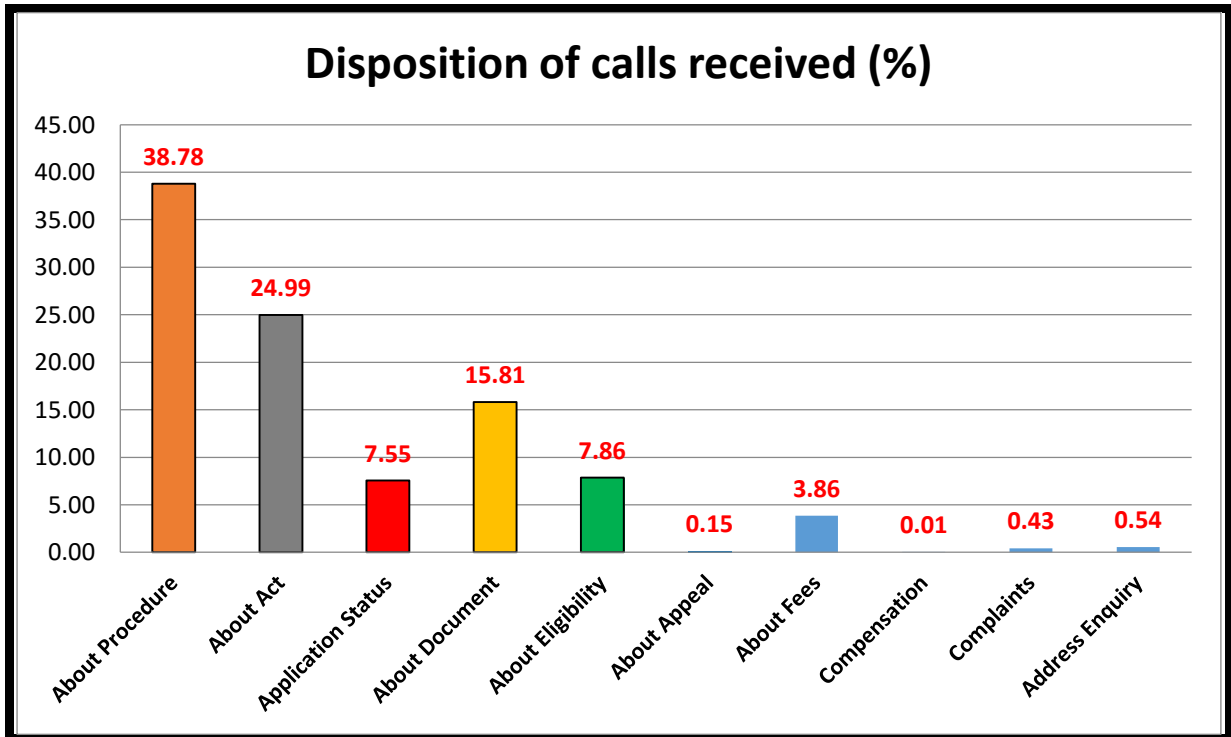
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
1	Belagavi	18	96.15	6	95.97	7	115	1	90.91	2	92.41	1	56	10	45	1
2	Shivamogga	14	98.61	3	95.92	9	108	3	0.00	14	33.27	6	74	6	55	2
3	Uttara Kannada	4	100.00	1	100.00	1	32	17	0.00	14	91.83	1	30	18	56	3
4	Mysuru	22	100.00	1	100.00	1	51	11	0.00	14	28.08	10	107	1	60	4
5	Chitradurga	23	100.00	1	100.00	1	17	21	42.86	9	74.02	2	80	4	61	5
6	Dharwad	19	93.51	12	96.39	6	110	2	33.33	12	66.05	3	50	11	65	6
7	Koppal	26	100.00	1	100.00	1	34	16	40.00	10	40.01	5	58	9	68	7
8	Kalaburagi	21	96.03	7	92.59	11	92	4	87.50	3	18.24	18	60	7	71	8
9	Chikkaballapura	1	95.33	8	97.52	2	8	23	100.00	1	6.88	21	33	16	72	9
10	Kolar	5	95.10	9	71.95	12	32	17	0.00	14	20.04	16	85	3	76	10
11	Vijayapura	17	91.25	13	95.95	8	60	8	66.67	6	4.70	22	85	2	76	10
12	Chamarajanager	12	94.81	10	97.30	3	23	20	80.00	4	20.27	15	40	14	78	11
13	Ramanagara	15	96.49	5	97.06	4	26	19	0.00	14	28.57	9	40	14	80	12
14	Raichur	27	98.88	2	96.70	5	46	13	0.00	14	24.43	11	45	12	84	13
15	Bagalkot	8	0.00	16	0.00	17	59	9	0.00	14	47.76	4	0	19	87	14
16	Tumakuru	3	0.00	16	0.00	17	82	6	63.64	7	11.70	20	0	19	88	15
17	Bengaluru(U)	6	0.00	16	0.00	17	56	10	0.00	14	31.18	7	0	19	89	16
18	Bengaluru Rural	16	0.00	16	0.00	17	56	10	0.00	14	21.56	13	78	5	91	17
19	Gadag	28	98.08	4	100.00	1	11	22	16.67	13	31.20	7	32	17	92	18
20	Udupi	2	0.00	16	0.00	17	47	12	0.00	14	23.43	12	0	19	92	18
21	Davanagere	7	0.00	16	0.00	17	64	7	0.00	14	21.55	13	0	19	93	19
22	Chikkamagaluru	10	100.00	1	93.02	10	0	25	37.50	11	3.83	23	40	14	94	20
23	Yadgir	24	100.00	1	60.81	14	30	18	0.00	14	21.00	14	56	10	95	21
24	Dakshina Kannada	9	94.20	11	20.28	15	39	14	0.00	14	0.00	24	34	15	102	22
25	Mandya	11	20.00	15	0.00	16	17	21	0.00	14	17.31	19	59	8	104	23
26	Hassan	13	0.00	16	0.00	17	38	15	0.00	14	24.28	11	0	19	105	24
27	Ballari	29	0.00	16	0.00	17	23	20	75.00	5	30.27	8	0	19	114	25
28	Haveri	20	0.00	16	0.00	17	26	19	50.00	8	18.69	17	0	19	116	26
29	Bidar	30	0.00	16	0.00	17	88	5	0.00	14	11.63	20	0	19	121	27
30	Kodagu	25	77.78	14	66.67	13	5	24	0.00	14	0.00	24	41	13	127	28
<b>Total</b>							<b>1395</b>						<b>1183</b>			

Records shown above as on 31/10/2015 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. Majority of the calls are about the enquiries about the Act & queries about procedure.



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

S.N	District	Count
1	Bengaluru	26437
2	Bagalkot	7334
3	Davanagere	766
4	Belagavi	735
5	Ballari	470
6	Vijayapura	394
7	Bengaluru Rural	380
8	Chitradurga	351
9	Kalaburagi	303
10	Chikkaballapura	283
11	Mysuru	275
12	Raichur	271
13	Dakshina Kannada	242
14	Bidar	239
15	Tumakuru	239
16	Mandya	218
17	Gadag	196
18	Hassan	187
19	Koppal	178
20	Chamarajanagar	170
21	Haveri	169
22	Kolar	166
23	Ramanagara	166
24	Shivamogga	157
25	Chikkamagaluru	135
26	Dharwad	129
27	Uttara Kannada	81
28	Udupi	59
29	Kodagu	48
30	Yadgiri	27
	<b>Grand Total</b>	<b>40805</b>

Records shown above as on 31/10/2015 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 (OCTOBER 2015) - DEPARTMENT WISE

S.N	Department	Count
1	Revenue Department	23378
2	Transport Department	3530
3	BBMP	3175
4	Rural Development & Panchayat Raj Department	2565
5	Food & Civil Supplies Department	1805
6	Education Department	971
7	Women & Child Welfare Department	965
8	Home Department	691
9	Transport Corporation (KSRTC / BMTC)	654
10	Labour Department	514
11	City Municipal Council	321
12	Health & Family Welfare	309
13	Commercial Taxes Department	247
14	Town Panchayath	192
15	University academic section	168
16	Town Municipal Council	157
17	Ayush Department	148
18	City Corporation (Other than BBMP)	127
19	University finance section	127
20	University constituent colleges	111
21	University of Post Graduation section	99
22	Department of Factories, Boilers, Industrial Safety & Health	92
23	University examination section	90
24	Pre University Board	77
25	ESI - Employees State Insurance Corporation	76
26	Bangalore Water Supply & Sewerage Board	39
27	Urban Development	37
28	Drugs Control Department.	25
29	Department Of Public Instruction	18
30	Karnataka Housing Board	17
31	Municipal Corporations / CMC / TMC / Town Panchayat	16
32	Agriculture Department	13
33	Department of Personnel & Administrative Reforms	10
34	Public Works, Ports & Inland Water Transport Department	9
35	Fisheries Department	7
36	BDA	6
37	Kannada Culture & information Department	6
38	Forest Department	5
39	Medical Education	3
40	UID	3
41	Technical Department	2
	<b>Grand Total</b>	<b>40805</b>

Records shown above as on 31/10/2015 12:00:00

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

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	InProgress	Overdue
1	EJS	NON-SAKALA	15248	3318	1099	4417	849	9982
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	5890	3130	702	3832	644	1414
4	Online	NON-SAKALA	1269	319	64	383	39	847
5	Online	SAKALA	1902	771	237	1008	40	854
6	Call Center	SAKALA	5302	4675	94	4769	144	389
7	Call Center	NON-SAKALA	3085	2897	27	2924	38	120
8	E-Mail	NON-SAKALA	473	450	11	461	1	11
9	E-Mail	SAKALA	233	219	8	227	0	6
10	Janagraha	SAKALA	78	76	0	76	0	2
		<b>Total</b>	<b>37295</b>	<b>17426</b>	<b>2293</b>	<b>19719</b>	<b>1755</b>	<b>15818</b>
			<b>Cumulative Receipts</b>	<b>Cumulative Resolved</b>	<b>Cumulative Rejected</b>	<b>Cumulative Disposed</b>	<b>In Progress</b>	<b>Overdue</b>
	<b>Sakala</b>		7515	5741	339	6080	184	1251
	<b>Non Sakala</b>		29780	11685	1954	13639	1571	14567

Records shown above as on 31/10/2015 12:00:00

### Notes:

Out of 7,515 complaints received for Sakala, 5,741 have been resolved and 339 have been rejected amounting to disposal of 6,080 complaints showing 80% closure rate. 184 complaints are in the process of getting disposed and 1,251 complaints are overdue. Call centre and the Mission are closely following up with complaints related to Sakala.

Out of 29,780 complaints received for Non Sakala, 11,685 have been resolved and 1,954 have been rejected amounting to disposal of 13,639 complaints showing 45% closure rate. 1,571 complaints are in the process of getting disposed and 14,567 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
	<b>TOTAL</b>	<b>642</b>	<b>78580</b>

Records shown above as on 31/10/2015 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**



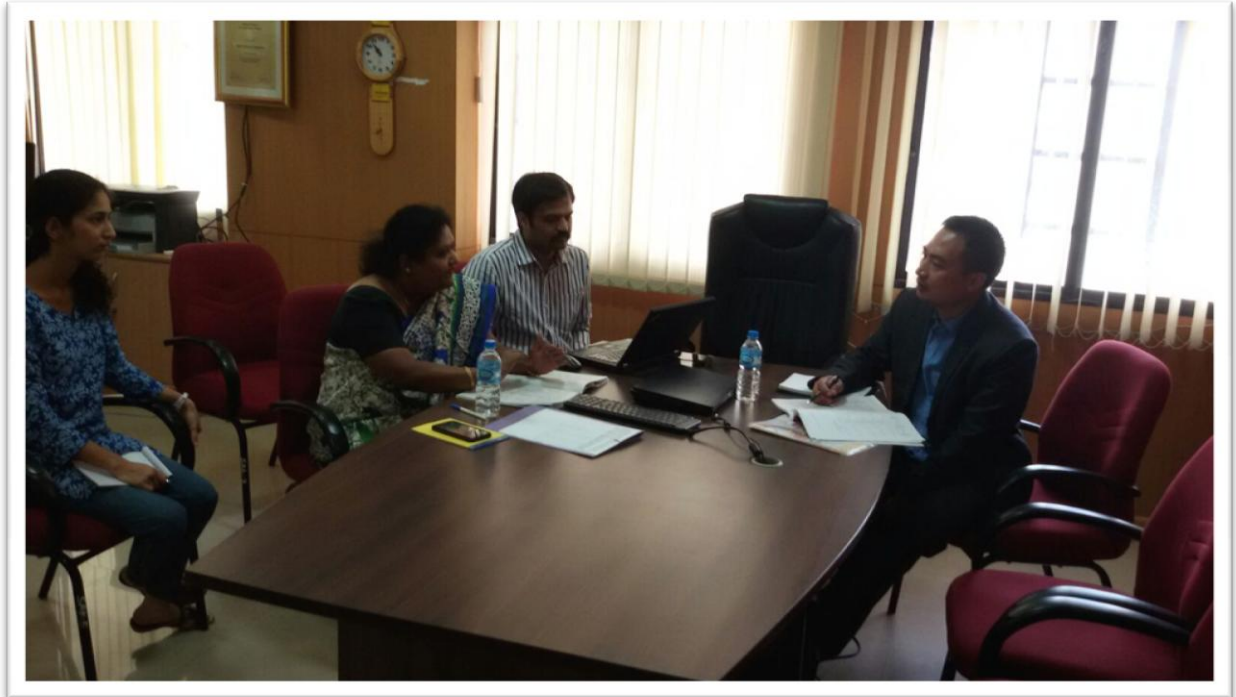
## CHAPTER 3E: CITIZEN FEEDBACK- OCTOBER 2015

Name	District	Service	Department	Satisfied / Not Satisfied
R.Rangaswamy	Bengaluru	All Types Of Income Certificate	Revenue Department	Satisfied
Mr. R. Rangaswamy 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.				
Avith	Bengaluru	Adhar Card	Urban Development	Satisfied
Citizen named Mr. Avith called Sakala helpline to get the information about Aadhar Card. He got to know about Sakala through media advertisement. He was provided with Aadhar helpline number. Hence he is happy & satisfied with Sakala.				
Ramachandra	Kalaburgi	Birth Certificate	City Corporation (Other Than BBMP)	Satisfied
Mr. Ramachandra got to know about Sakala through newspaper. 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.				
Mohak	Mysuru	Conversion Of Agriculture Land To Non Agriculture Purpose	Revenue Department	Satisfied
Citizen got to know about Sakala through newspaper. He had called up to Sakala care to enquiry about conversion of agriculture land to non agriculture purpose. He is satisfied with Sakala services and said getting the services become easier by Sakala and he suggested that concerned officers can start working sincerely and Sakala service time limit can be reduced.				
Raman Gowda	Vijayapura	Destitute Widow Pension	Revenue Department	Satisfied
Citizen got to know about Sakala through newspaper. 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 &amp; did not get service. Citizen is waiting to get the service &amp; 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.



## ANNEXURE-1: ADDITION OF NEW SERVICES - NOTIFICATION



### Government of Karnataka

No. DPAR 111 NASEKHA 2015

Karnataka Government Secretariat,  
Room No.607, M.S. Building,  
Bengaluru, dated 15-10-2015.

#### NOTIFICATION

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 – in the Revenue Department” – Sub Heading – I of Hindu Religious Institutions and Charitable Endowments Department after the 03<sup>rd</sup> service Sub Heading “II—Atalji Janasnehi Directorate” 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	The Karnataka Public Employment (Reservation in appointment for Hyderabad Karnataka Region) Order 2013 and The Karnataka Public Employment (Reservation in appointment for Hyderabad-Karnataka Region) Rules 2013 and other related rules,	Assistant Commissioner	6 working days	Deputy Commissioner	10 working days	Regional Commissioner	10 working days

	Citizen's Born and residing in Hyderabad Karnataka Region, to be obtained Domicile Certificate and Residential Certificate for the purpose of Reservation in Education and Employment under Article 371 (j) 1)Domicile Certificate						
2	The Karnataka Public Employment (Reservation in appointment for Hyderabad Karnataka Region) Order 2013 and The Karnataka Public Employment (Reservation in appointment for Hyderabad-Karnataka Region) Rules 2013 and other related rules, Citizen's Born and residing in	Tahsildar	7 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days

	<p>1) Berabab Karnataka Region, to be obtained Domicile Certificate and Residential Certificate for the purpose of Reservation in Education and Employment under Article 371 (j)</p> <p>2) Residential Certificate</p>						
3	Widow Certificate	Deputy Tahsildar	7 working days	Tahsildar	15 working days	Assistant Commissioner	15 working days
4	Land Holding Certificate	Tahsildar	7 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
5	Bonafide Certificate	Deputy Tahsildar	7 working days	Tahsildar	15 working days	Assistant Commissioner	15 working days

2. Under the heading "4-in the Revenue Department" – Sub Heading-II of Atalji Janasnehi Directorate after the 05<sup>th</sup> service Sub Heading "III-Bhoomi and U.P.O.R." 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	<p>Updation of Pledge and release details in RTC</p> <p>1.Pledge 2.Release 3.Government Restriction</p>	Tahsildar	7 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days

2	Updation of land conversion details in RTC 1. Site 2.Factory 3.Others	Tahsildar	7 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days
3	Updation of land Acquisition details in RTC	Tahsildar	7 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days
4	Updation of Phodi details in RTC 1.Division 2.Amalgamation 3.Extent correction	Tahsildar	7 working days	Assistant Commissioner	10 working days	Deputy Commissioner	10 working days

3. Under the heading "14-in the Public Works, Ports and Inland Water Transport Department" – Sub Heading-II of KSHIP Division/Sub-Division after the 22 service Sub Heading "III-Ports and Inland Water Transport 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	Issue of Registration Certificate of sailing vessels	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
2	Issue of Inspection Certificate of sailing vessels	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
3	Issue of Harbour craft licence	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
4	Renewal of Harbour craft licence	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
5	Issue of Serang Certificate	Administrative Assistant	30 working days	Port Officer	15 working days	Director of Ports and I.W.T., Karwar	15 working days

6	Issue of Certificate of Steamer Agent, Stevedores C&F Ship chandler, Port User licenses	Administrative Assistant	30 working days	Port Officer	30 working days	Director of Ports and I.W.T., Karwar	15 working days
7	Renewal of Certificate of Steamer Agent, stevedores C&F ship chandler, Port users license	Administrative Assistant	15 working days	Port Officer	15 working days	Director of Ports and I.W.T., Karwar	15 working days
8	Issue of Survey Certificate for sailing Vessels under the Inland Vessels Act	Administrative Assistant	15 working days	Port Officer	15 working days	Director of Ports and I.W.T., Karwar	30 working days
9	Issue of Entry and Clearance Certificate for ships	Administrative Assistant	3 working days	Port Officer	3 working days	Director of Ports and I.W.T., Karwar	2 working 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.

To:

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5. PS to Additional Chief Secretary and Development Commissioner.
6. All Additional Chief Secretaries to Government.
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8. The Chief Electoral Officer, Karnataka, Bengaluru.
9. All Heads of Departments.
10. Heads of All Boards / Corporations.



11. All Regional Commissioners.
12. All Deputy Commissioners.
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14. Commissioner, Survey Settlement & Land Records and Ex-Officio Director, Bhoomi & UPOR, SSLR Bldg., K.R.Circle, Bangalore.
15. Director General, Administrative Training Institute, Mysore.
16. Director, Atalji Janasnehi Directorate, K.R.Circle, Bangalore.
17. Director, Port and Inland Water Transport Department, Baithkhol, Karwar.
18. Director, KGS Training Institute, V.V. Tower, Bengaluru.
19. Director, Department of Information and Public Relation, Bengaluru.
20. Deputy Director General and SIO, National Informatics Centre, Bengaluru.
21. The Accountant General, (A&E), Karnataka, Bengaluru.
22. PS to Principal Secretary to DPAR (AR).
23. Additional Mission Director, Sakala Mission, DPAR (AR), Bengaluru.
24. Management Consultant/ IT Consultant/Programmer, Sakala Mission.
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