

SIDDARAMAIAH  
CHIEF MINISTER



VIDHANA SOUDHA  
BANGALORE - 560 001

cm/ps/273/2015

Date : 31-12-2015

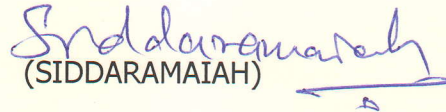
MESSAGE

I am delighted to learn that Sakala Mission has brought 10 new services and two new Institutions under its fold in the month of September 2015. The Directorate of Ground Water is providing 4 essential services of "Technical advice for the selection of well or bore well sites by Geo-hydrological method", "Technical advice for the selection of well or bore well sites by Geo-physical method", "Rig registration under Karnataka Ground Water Authority" and "Ground Water Chemical Analysis".

By the end of September 2015, more than Nine Crore services have been delivered to the benefit of Citizens by all the departments concerned in a time bound manner. By this, the objective of good governance has been effectively achieved.

I would like to reiterate the importance of on time delivery and I am very much pleased that Accountability, Transparency and Responsiveness, which are considered to be the foundation stones of the Sakala initiative, have been ensured in the right spirit by the officials, which deserves to be appreciated.

I wish Dasara, which marks the victory of good over evil, translates also into a victory of good governance through Sakala.

  
(SIDDARAMAIAH)

The Principal Secretary to Government,  
Department of Personnel and Administrative Reforms  
(Administrative Reforms),  
Multi Storied Buildings,  
Dr B. R. Ambedkar Road,  
BENGALURU - 560 001.



**T.B. JAYACHANDRA**  
Minister for Law, Parliamentary Affairs,  
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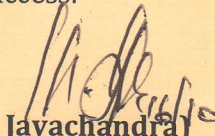
Room No. 327, 3rd Floor  
Vidhana Soudha  
Bengaluru - 560 001

### MESSAGE

The Department of Animal Husbandry and Directorate of Ground Water are now providing 10 new services under Sakala. "Health Certificate", "Post Mortem Certificate", "Licence for Poultry and Cattle Feeds manufacturing units", "Ex-gratia payment in stipulated time", "Issue of vaccination certificate for transport of animals" and "Redressel of public grievances" are the 6 services delivered by Department of Animal Husbandry and Veterinary Services which are citizen centric services brought under Sakala. The inclusion of these services will assist the farmers to improve the quality of animal husbandry and related activities.

Around 20 lakh applications were received in the month of September 2015 and more than 70 thousand of these applications are for the services of "Indira Gandhi Old age Pension", "Sandhya Suraksha" and "Destitute widow pension" provided by Revenue department. Services of "Modification in Ration card" in Food and Civil Supplies Department is an important service which has received around 89 thousand service requests in this month of September 2015 alone.

Sakala has supplemented the efforts of State Government in empowering elderly, youth, women and disabled, farmers and industrialists alike thereby leading to inclusive growth and development of the State. I thank every stake holder involved in implementing this flagship programme of the Government. I am confident that they will continue to strive hard to make this programme a continuous success.

  
(T.B. Jayachandra)



## FROM THE MISSION DIRECTOR'S DESK

### Ranking: The first three ranking districts

| Rank | District        | District | Rank |
|------|-----------------|----------|------|
| 1    | Chikkaballapura | Dharwad  | 28   |
| 2    | Udupi           | Kodagu   | 29   |
| 3    | Tumakuru        | Gadag    | 30   |

Records shown above as on 30/09/2015 12:00:00

12 districts have shown improvement in their performance as compared to previous month. Bengaluru has taken up 8th place as compared to 30th place, Haveri has taken up 11th place as compared to 22nd place, Shivamogga has taken up 12th place as compared to 21st place in the previous month.

Kodagu has dropped to 29th place as compared to 9th place and Raichur has dropped to 23rd place as compared to 8th place as compared to previous month.

### Applications and Disposal Trends:

|                          | Receipts    | Disposals   |
|--------------------------|-------------|-------------|
| Month of September -2015 | 23,91,029   | 24,86,590   |
| Cumulative Count         | 9,05,58,409 | 8,97,75,418 |

Records shown above as on 30/09/2015 12:00:00

### Taluka Rankings: The first three ranking talukas

| Rank | Taluk           | District        |
|------|-----------------|-----------------|
| 1    | Chikkaballapura | Chikkaballapura |
| 2    | Ankola          | Uttara Kannada  |
| 3    | Gudibanda       | Chikkaballapura |

Records shown above as on 30/09/2015 12:00:00

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

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

Records shown above as on 30/09/2015 12:00:00

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

**Over Due:** A total of 23,443 overdue were seen at the close of the month as compared to last month's 29,325. Services of Revenue and Home department constitute 70% of over dues. To address this issue Sakala review meetings are being held regularly by the DCs in the districts along with departmental review meetings by the Sakala Mission on a regular basis at State level to reduce the

number of overdues. Letters to designated officers with high over dues have been written and have been instructed to ensure timely disposal of applications.

**Delayed Disposal:** 80,815 applications were delayed in disposal during the month compared with 1,20,479 of the previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 63% of total delayed disposals. This gives about 3.25% delayed disposals as compared to 3.57% of the previous month.

Revenue department with 52,170 delayed disposals contribute to 65% of delayed disposals. This impacts the State average. District of Bengaluru with 5.74% delayed disposal tops the list and Udupi district with 0.22% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

**Rejections:** 5.26 % is the rejection rate was seen during this month as compared to 5.43% of previous month. District of Bidar tops the list with highest rejection rate of 11.06% with rejections in services of “**Sandhya Suraksha**” and “**All types of Caste Certificate**” being the highest.

“**All types of Caste Certificate**”, “**Sandhya Suraksha**” and “**Providing Employment to Unskilled Labour (MGNREGS)**” are the affected services with high rejection rates in the State. Reasons for rejection are being monitored at Mission level and corrective steps are being taken. Awareness has to be created among citizens regarding service delivery procedures, mandatory documents needed for processing applications and appeal provisions available to them.

**Offices with 7 or more defaults:** 1,128 offices were found to have made defaults 7 or more times during the month as compared to 1,129 offices of previous month. Bengaluru Urban district tops the list with 152 offices. This accounts to almost 13% of total defaulting offices of the State. Revenue department has 485 defaulting offices, which are spread across the State. Service of “**Change of Khata - Undisputed Cases**” is affected as a result of this phenomenon. Action against erring officials is being taken as per the penal provisions prescribed in the Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014 and regular inspection of these offices are being undertaken.

## **Complaints, Appeals & Compensation**

**Complaints:** Out of 7,273 complaints received for Sakala, 5,715 have been resolved and 338 have been rejected amounting to disposal of 6,053 complaints showing 83% closure rate. 186 complaints are in the process of getting disposed and 1034 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 27,949 complaints received for Non Sakala, 11,259 have been resolved and 1,894 have been rejected amounting to disposal of 13,153 complaints showing 49% closure rate. 1,554 complaints are in the process of getting disposed and 13,293 are overdue.

**Appeals:** Under Appeal -1 category 1,339 were received of which 1,157 are disposed (610 approved and 547 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 128 are disposed (64 approved and 64 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:** 636 compensation claims have been made till date and amount of Rs 77,880 has been paid as compensation to citizens.

**Events:** On 29.09.2015, the delegation of Computer Society of India (CSI) visited Sakala Mission to 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 Sep 2015 | Rank of Aug 2015 | Trend |
|------|------------------|---|---|----------------------------|--|--|--|--|------------------|-------|
| 1    | Chikkaballapura  | 73264                                       | 77278                                       | 0.8                        | 4                                      | 6105   | 1  | 1  | 1                | ↔     |
| 2    | Udupi            | 51222                                       | 52041                                       | 0.2                        | 1                                      | 4656   | 6  | 2  | 3                | ↑     |
| 3    | Tumakuru         | 124034                                      | 124968                                      | 0.9                        | 5                                      | 4770   | 5  | 3  | 2                | ↓     |
| 4    | Uttara Kannada   | 58382                                       | 54130                                       | 0.4                        | 2                                      | 4170   | 8  | 4  | 7                | ↑     |
| 5    | Bengaluru Rural  | 47078                                       | 46829                                       | 2.7                        | 15                                     | 5230   | 3  | 5  | 5                | ↔     |
| 6    | Bagalkot         | 75240                                       | 76249                                       | 1.9                        | 10                                     | 4180   | 7  | 6  | 4                | ↓     |
| 7    | Kolar            | 75891                                       | 80270                                       | 4.3                        | 23                                     | 5059   | 4  | 7  | 6                | ↓     |
| 8    | Bengaluru        | 510618                                      | 505554                                      | 5.7                        | 29                                     | 5374   | 2  | 8  | 30               | ↑     |
| 9    | Chikkamagaluru   | 45438                                       | 45114                                       | 3.1                        | 19                                     | 4130   | 10   | 9  | 12               | ↑     |
| 10   | Ramanagara       | 41694                                       | 40348                                       | 4.9                        | 25                                     | 4169   | 9  | 10   | 17               | ↑     |
| 11   | Haveri           | 52595                                       | 58367                                       | 1.5                        | 8                                      | 3506   | 17   | 11   | 22               | ↑     |
| 12   | Shivamogga       | 61640                                       | 66101                                       | 2.2                        | 13                                     | 3625   | 15   | 12   | 21               | ↑     |
| 13   | Dakshina Kannada | 76065                                       | 82033                                       | 2.8                        | 17                                     | 3803   | 14   | 13   | 18               | ↑     |
| 14   | Vijayapura       | 84571                                       | 95557                                       | 3.9                        | 22                                     | 4027   | 12   | 14   | 10               | ↓     |
| 15   | Kalaburagi       | 87596                                       | 93004                                       | 1.9                        | 10                                     | 3503   | 18   | 15   | 20               | ↑     |
| 16   | Bidar            | 69021                                       | 74854                                       | 5.4                        | 28                                     | 4060   | 11   | 16   | 14               | ↓     |
| 17   | Davanagere       | 63114                                       | 69151                                       | 0.5                        | 3                                      | 3321   | 23   | 17   | 24               | ↑     |
| 18   | Mandya           | 70084                                       | 69469                                       | 5.2                        | 27                                     | 3893   | 13   | 18   | 13               | ↓     |
| 19   | Chitradurga      | 54762                                       | 60576                                       | 1.7                        | 9                                      | 3422   | 21   | 19   | 16               | ↓     |
| 20   | Hassan           | 59486                                       | 61711                                       | 2.6                        | 14                                     | 3499   | 19   | 20   | 19               | ↓     |
| 21   | Belagavi         | 152951                                      | 161339                                      | 1.2                        | 6                                      | 3254   | 24   | 21   | 11               | ↓     |
| 22   | Yadgir           | 38483                                       | 44163                                       | 2.9                        | 18                                     | 3498   | 20   | 22   | 15               | ↓     |
| 23   | Raichur          | 68571                                       | 72206                                       | 5.7                        | 29                                     | 3609   | 16   | 23   | 8                | ↓     |
| 24   | Chamarajanagar   | 31967                                       | 33577                                       | 1.4                        | 7                                      | 3196   | 26   | 24   | 23               | ↓     |
| 25   | Koppal           | 43761                                       | 49286                                       | 5                          | 26                                     | 3366   | 22   | 25   | 26               | ↑     |
| 26   | Mysuru           | 93650                                       | 96830                                       | 3.5                        | 20                                     | 3229   | 25   | 26   | 29               | ↑     |
| 27   | Ballari          | 78260                                       | 87872                                       | 2.7                        | 15                                     | 3130   | 28   | 27   | 27               | ↔     |
| 28   | Dharwad          | 55157                                       | 56847                                       | 2.1                        | 12                                     | 3064   | 30   | 28   | 28               | ↔     |
| 29   | Kodagu           | 15693                                       | 17082                                       | 3.5                        | 20                                     | 3138   | 27   | 29   | 9                | ↓     |
| 30   | Gadag            | 30741                                       | 33784                                       | 4.5                        | 24                                     | 3074   | 29   | 30   | 25               | ↓     |

Records shown above as on 30/09/2015 12:00:00

### Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

## CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

### Top 10 Ranking Talukas

| S.N | District        | Taluk           | No.of GSC receipts during the month (A) | No. of GSC disposal during the month (B) | % of delayed disposals (C) | Ranking based on delayed disposals (D) | No.of GSC receipts/Ten thousand population (E) | Ranking based on GSC Receipts/Ten thousand population (F) | Final Ranking(30% weightage on (D) and 70% weightage on (F)) |
|-----|-----------------|-----------------|---|--|----------------------------|--|--|---|--|
| 1   | Chikkaballapura | Chikkaballapura | 27046                                   | 26776                                    | 0.3                        | 15                                     | 1287   | 4   | 1  |
| 2   | Uttara Kannada  | Ankola          | 6703                                    | 3808                                     | 0.3                        | 9                                      | 670  | 10  | 2  |
| 3   | Chikkaballapura | Gudibanda       | 3154                                    | 3326                                     | 0.1                        | 2                                      | 630  | 13  | 3  |
| 4   | Uttara Kannada  | Haliyal         | 5848                                    | 6237                                     | 0                          | 1                                      | 531  | 22  | 4  |
| 5   | Tumakuru        | Tiptur          | 14136                                   | 14569                                    | 0.5                        | 29                                     | 642  | 12  | 5  |
| 6   | Uttara Kannada  | Karwar          | 13852                                   | 10918                                    | 0.9                        | 45                                     | 923  | 7   | 6  |
| 7   | Udupi           | Udupi           | 28148                                   | 28572                                    | 0.1                        | 6                                      | 502  | 27  | 7  |
| 8   | Tumakuru        | Tumkur          | 40434                                   | 40511                                    | 0.9                        | 49                                     | 685  | 9   | 8  |
| 9   | Uttara Kannada  | Kumta           | 7419                                    | 7839                                     | 0.1                        | 5                                      | 494  | 29  | 9  |
| 10  | Dharwad         | Dharwad         | 26377                                   | 26914                                    | 1.4                        | 66                                     | 1099   | 6   | 10   |

Records shown above as on 30/09/2015 12:00:00

**Notes:** Chikkaballapura taluk of Chikkaballapura district has taken the top spot this month. Ankola taluk of Uttara Kannada district has taken 2nd place.

### Bottom 10 Ranking Talukas

| S.N | District  | Taluk           | No.of GSC receipts during the month (A) | No. of GSC disposal during the month (B) | % of delayed disposals (C) | Ranking based on delayed disposals (D) | No.of GSC receipts/Ten thousand population (E) | Ranking based on GSC Receipts/Ten thousand population (F) | Final Ranking(30% weightage on (D) and 70% weightage on (F)) |
|-----|-----------|-----------------|---|--|----------------------------|--|--|---|--|
| 1   | Dharwad   | Navalgund       | 3801                                    | 3709                                     | 2.6                        | 106                                    | 200  | 170   | 168  |
| 2   | Hassan    | Alur            | 1981                                    | 2048                                     | 6.9                        | 165                                    | 247  | 146   | 169  |
| 3   | Hassan    | Channarayapatna | 5364                                    | 5527                                     | 3.2                        | 119                                    | 198  | 171   | 170  |
| 4   | Ballari   | Sandur          | 5310                                    | 5192                                     | 3.6                        | 124                                    | 196  | 172   | 171  |
| 5   | Koppal    | Kushtagi        | 6422                                    | 7098                                     | 6.8                        | 163                                    | 229  | 157   | 172  |
| 6   | Kodagu    | Virajpet        | 3839                                    | 4223                                     | 5.1                        | 149                                    | 191  | 174   | 173  |
| 7   | Koppal    | Yelbarga        | 5072                                    | 5911                                     | 5.5                        | 152                                    | 195  | 173   | 174  |
| 8   | Bengaluru | Yelahanka       | 10124                                   | 12205                                    | 33.4                       | 177                                    | 202  | 167   | 175  |
| 9   | Mysuru    | Nanjangud       | 6799                                    | 7304                                     | 6.4                        | 159                                    | 178  | 176   | 176  |
| 10  | Gadag     | Nargund         | 1627                                    | 2508                                     | 26.7                       | 176                                    | 162  | 177   | 177  |

Records shown above as on 30/09/2015 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 AUGUST 2015 (TOP 25)

| S.N | Assembly              | No.of GSC receipts during the month (A) | No. of GSC disposal during the month (B) | % of delayed disposals (C) | Ranking based on delayed disposals (D) | No.of GSC receipts/One lakh population (E) | Ranking based on GSC Receipts/One lakh population (F) | Final Ranking(30% weightage on (D) and 70% weightage on (F)) |
|-----|-----------------------|---|--|----------------------------|--|--|---|--|
| 1   | Udupi                 | 27030                                   | 27465                                    | 0.1                        | 3                                      | 1081                                       | 6   | 1  |
| 2   | Chikkaballapur        | 27875                                   | 27448                                    | 0.3                        | 10                                     | 1072                                       | 7   | 2  |
| 3   | Chamrajapet           | 18903                                   | 19291                                    | 0.1                        | 3                                      | 700  | 22  | 3  |
| 4   | Tumkur City           | 34393                                   | 34488                                    | 0.8                        | 50                                     | 1146                                       | 4   | 4  |
| 5   | Bijapur City          | 32567                                   | 33324                                    | 0.8                        | 50                                     | 1085                                       | 5   | 5  |
| 6   | Karwar                | 20556                                   | 14726                                    | 0.7                        | 38                                     | 790  | 12  | 6  |
| 7   | Kumta                 | 12830                                   | 13369                                    | 0.2                        | 7                                      | 583  | 30  | 7  |
| 8   | Tiptur                | 14136                                   | 14569                                    | 0.5                        | 26                                     | 642  | 25  | 8  |
| 9   | Davanagere North      | 16194                                   | 16100                                    | 0.3                        | 10                                     | 578  | 33  | 9  |
| 10  | Gulbarga Dakshin      | 29365                                   | 30586                                    | 1.3                        | 81                                     | 978  | 8   | 10   |
| 11  | Gokak                 | 18050                                   | 18456                                    | 0.6                        | 31                                     | 582  | 31  | 11   |
| 12  | Rajajinagar           | 20057                                   | 22097                                    | 1.4                        | 84                                     | 771  | 14  | 12   |
| 13  | Kundapur              | 11165                                   | 11406                                    | 0.3                        | 10                                     | 485  | 46  | 13   |
| 14  | Jamkhandi             | 15782                                   | 15840                                    | 0.9                        | 57                                     | 607  | 26  | 14   |
| 15  | Chikkodi-Sadalga      | 17497                                   | 18980                                    | 1                          | 64                                     | 648  | 24  | 15   |
| 16  | Hubli-Dharwad-Central | 15959                                   | 16017                                    | 0.7                        | 38                                     | 550  | 36  | 16   |
| 17  | Gauribidanur          | 12047                                   | 12386                                    | 0.3                        | 10                                     | 481  | 48  | 17   |
| 18  | Puttur                | 12484                                   | 14312                                    | 0.3                        | 10                                     | 480  | 49  | 18   |
| 19  | Mudhol                | 13090                                   | 13280                                    | 0.6                        | 31                                     | 503  | 44  | 19   |
| 20  | Chitradurga           | 17624                                   | 19386                                    | 1.1                        | 70                                     | 587  | 28  | 20   |
| 21  | Hassan                | 20133                                   | 20398                                    | 2                          | 106                                    | 774  | 13  | 21   |
| 22  | B.T.M Layout          | 19778                                   | 19398                                    | 0.8                        | 50                                     | 549  | 37  | 22   |
| 23  | Gandhinagar           | 203440                                  | 204045                                   | 3                          | 139                                    | 7265                                       | 1   | 23   |
| 24  | Bangarapet            | 20625                                   | 20260                                    | 2.3                        | 119                                    | 859  | 11  | 24   |
| 25  | Bellary City          | 18690                                   | 23605                                    | 1.4                        | 84                                     | 584  | 29  | 25   |

Records shown above as on 30/09/2015 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        | 15341565            | 15236290        | 14264634        | 971563         | 399              | 280         | 236        | 44         | 9                | 7          | 5         | 2         | 7277         |
| Dakshina Kannada | 3082848             | 3057484         | 2946219         | 111230         | 8                | 7           | 3          | 4          | 0                | 0          | 0         | 0         | 2758         |
| Mysuru           | 4404330             | 4371418         | 4168248         | 203032         | 42               | 42          | 22         | 20         | 0                | 0          | 0         | 0         | 2694         |
| Raichur          | 2714848             | 2688675         | 2540575         | 148056         | 109              | 109         | 54         | 55         | 54               | 54         | 54        | 0         | 1032         |
| Mandya           | 3271218             | 3242605         | 3042972         | 199622         | 23               | 16          | 8          | 8          | 1                | 1          | 1         | 0         | 1015         |
| Belagavi         | 6019328             | 5969450         | 5642349         | 327050         | 64               | 56          | 33         | 23         | 2                | 2          | 0         | 2         | 968          |
| Tumakuru         | 4503361             | 4461417         | 4189526         | 271685         | 44               | 40          | 31         | 9          | 1                | 0          | 0         | 0         | 800          |
| Ballari          | 3367953             | 3338682         | 3174384         | 164289         | 61               | 53          | 27         | 26         | 6                | 5          | 0         | 5         | 720          |
| Chikkamagaluru   | 1723327             | 1707242         | 1568943         | 138271         | 13               | 10          | 4          | 6          | 2                | 2          | 2         | 0         | 608          |
| Ramanagara       | 1828501             | 1812594         | 1735537         | 77044          | 9                | 6           | 3          | 3          | 0                | 0          | 0         | 0         | 536          |
| Koppal           | 1970061             | 1952317         | 1870017         | 82289          | 6                | 4           | 1          | 3          | 0                | 0          | 0         | 0         | 510          |
| Bidar            | 2200698             | 2167213         | 1951243         | 215939         | 55               | 52          | 13         | 39         | 2                | 2          | 0         | 2         | 505          |
| Shivamogga       | 2504301             | 2486088         | 2328046         | 158034         | 19               | 9           | 6          | 3          | 0                | 0          | 0         | 0         | 493          |
| Vijayapura       | 2970430             | 2943567         | 2780302         | 163239         | 27               | 24          | 7          | 17         | 1                | 1          | 0         | 1         | 481          |
| Dharwad          | 2689207             | 2671922         | 2548126         | 123797         | 29               | 28          | 1          | 27         | 18               | 18         | 0         | 18        | 378          |
| Yadgir           | 1432926             | 1414713         | 1349391         | 65322          | 16               | 16          | 7          | 9          | 1                | 1          | 0         | 1         | 327          |
| Kodagu           | 759365              | 752905          | 714440          | 38465          | 3                | 3           | 1          | 2          | 0                | 0          | 0         | 0         | 275          |
| Kalaburagi       | 3279088             | 3244127         | 3078749         | 165358         | 60               | 59          | 29         | 30         | 4                | 4          | 1         | 3         | 263          |
| Bagalkot         | 2649659             | 2629633         | 2521948         | 107540         | 19               | 19          | 2          | 17         | 2                | 2          | 0         | 2         | 250          |
| Udupi            | 1734657             | 1719488         | 1673815         | 45640          | 15               | 15          | 12         | 3          | 1                | 1          | 1         | 0         | 245          |
| Bengaluru Rural  | 1546832             | 1533206         | 1451993         | 81184          | 23               | 20          | 19         | 1          | 0                | 0          | 0         | 0         | 228          |
| Hassan           | 3086579             | 3063975         | 2876955         | 186985         | 24               | 22          | 10         | 12         | 0                | 0          | 0         | 0         | 221          |
| Kolar            | 2524496             | 2504881         | 2367483         | 137281         | 39               | 37          | 19         | 18         | 3                | 3          | 0         | 3         | 171          |
| Gadag            | 1601548             | 1591047         | 1528392         | 62649          | 8                | 8           | 5          | 3          | 0                | 0          | 0         | 0         | 170          |
| Haveri           | 2100842             | 2080893         | 1966870         | 113993         | 10               | 10          | 4          | 6          | 0                | 0          | 0         | 0         | 152          |
| Chitradurga      | 2436570             | 2415121         | 2285356         | 129742         | 19               | 19          | 7          | 12         | 1                | 0          | 0         | 0         | 118          |
| Chamarajana gar  | 1506718             | 1492605         | 1418405         | 74189          | 20               | 20          | 14         | 6          | 0                | 0          | 0         | 0         | 94           |
| Chikkaballapura  | 2325932             | 2290945         | 2158077         | 132832         | 25               | 23          | 10         | 13         | 0                | 0          | 0         | 0         | 94           |
| Davanagere       | 2734804             | 2714956         | 2552652         | 162267         | 134              | 134         | 12         | 122        | 39               | 24         | 0         | 24        | 34           |
| Uttara Kannada   | 2246417             | 2219959         | 2152096         | 67859          | 16               | 16          | 10         | 6          | 1                | 1          | 0         | 1         | 26           |
| <b>Total</b>     | <b>90558409</b>     | <b>89775418</b> | <b>84847743</b> | <b>4926446</b> | <b>1339</b>      | <b>1157</b> | <b>610</b> | <b>547</b> | <b>148</b>       | <b>128</b> | <b>64</b> | <b>64</b> | <b>23443</b> |

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## 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 DEPARTMENT                             | 49841680            | 49258606        | 45751572        | 3506703        | 1110             | 986         | 506        | 480        | 135              | 118        | 60        | 58        | 8947         |
| HOME DEPARTMENT                                | 3725721             | 3680759         | 3605594         | 75146          | 15               | 5           | 1          | 4          | 0                | 0          | 0         | 0         | 5084         |
| RDPR   | 3791405             | 3765157         | 3659434         | 105360         | 89               | 74          | 47         | 27         | 6                | 4          | 2         | 2         | 4869         |
| PRIMARY AND SECONDARY EDUCATION                | 436876              | 429188          | 402541          | 26578          | 48               | 34          | 8          | 26         | 3                | 3          | 0         | 3         | 2065         |
| TRANSPORT DEPARTMENT                           | 16396745            | 16325012        | 15966853        | 358012         | 7                | 3           | 1          | 2          | 0                | 0          | 0         | 0         | 1067         |
| URBAN DEVELOPMENT                              | 3074001             | 3059684         | 2913593         | 145981         | 60               | 48          | 43         | 5          | 3                | 2          | 2         | 0         | 344          |
| HEALTH AND FAMILY WELFARE                      | 926323              | 924459          | 913458          | 10948          | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 282          |
| FOREST, ECOLOGY AND ENVIRONMENT                | 5128                | 4540            | 3718            | 822            | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 246          |
| WOMEN AND CHILD WELFARE                        | 829707              | 828413          | 827653          | 760            | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 204          |
| LABOUR DEPARTMENT                              | 621544              | 616125          | 607347          | 8754           | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 91           |
| CO-OPERATION DEPARTMENT                        | 49111               | 48046           | 46449           | 1596           | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 64           |
| FOOD AND CIVIL SUPPLIES                        | 3791980             | 3791689         | 3744510         | 47153          | 2                | 2           | 2          | 0          | 1                | 1          | 0         | 1         | 45           |
| HIGHER EDUCATION                               | 162279              | 161420          | 158865          | 2555           | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 39           |
| HORTICULTURE DEPARTMENT                        | 25481               | 25133           | 24742           | 391            | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 23           |
| FINANCE DEPARTMENT                             | 6699941             | 6677652         | 6050233         | 627336         | 6                | 5           | 2          | 3          | 0                | 0          | 0         | 0         | 18           |
| DPAR   | 1151                | 1135            | 1135            | 0              | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 16           |
| ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT      | 8388                | 7776            | 7336            | 439            | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 11           |
| KANNADA, CULTURE AND INFORMATION DEPARTMENT    | 3013                | 3005            | 2209            | 796            | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 7            |
| PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT | 1212                | 1199            | 1131            | 68             | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 7            |
| HOUSING DEPARTMENT                             | 8737                | 8575            | 8426            | 149            | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 6            |
| DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS     | 396                 | 390             | 387             | 3              | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 4            |
| COMMERCE AND INDUSTRIES                        | 157590              | 157455          | 150557          | 6896           | 2                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 4            |
| WATER RESOURCES                                | 0                   | 0               | 0               | 0              | 0                | 0           | 0          | 0          | 0                | 0          | 0         | 0         | 0            |
| <b>Total</b>                                   | <b>90558409</b>     | <b>89775418</b> | <b>84847743</b> | <b>4926446</b> | <b>1339</b>      | <b>1157</b> | <b>610</b> | <b>547</b> | <b>148</b>       | <b>128</b> | <b>64</b> | <b>64</b> | <b>23443</b> |

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## 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   | 42888212                     | 42321631                      | 6350                    |
| 2   | HOME DEPARTMENT  | 3715096                      | 3670132                       | 5081                    |
| 3   | RDPR   | 3791957                      | 3765726                       | 4867                    |
| 4   | INSPECTOR GENERAL OF REGISTRATION AND STAMPS                       | 5298973                      | 5296512                       | 1817                    |
| 5   | DEPARTMENT OF PUBLIC INSTRUCTION                                   | 254909                       | 248053                        | 1503                    |
| 6   | TRANSPORT DEPARTMENT   | 11995150                     | 11924109                      | 797                     |
| 7   | SURVEY AND SETTLEMENT COMMISSIONER                                 | 1654670                      | 1640907                       | 672                     |
| 8   | PRE-UNIVERSITY BOARD   | 138413                       | 138000                        | 413                     |
| 9   | KARNATAKA STATE POLLUTION CONTROL BOARD                            | 4772                         | 4215                          | 243                     |
| 10  | TRANSPORT CORPORATIONS(KSRTC)                                      | 1872381                      | 1871746                       | 223                     |
| 11  | HEALTH AND FAMILY WELFARE DEPARTMENT                               | 888453                       | 886876                        | 206                     |
| 12  | COMMISSIONERATE OF BANGALORE AND MYSORE, CPI                       | 2201                         | 2063                          | 138                     |
| 13  | TOWN MUNICIPAL COUNCIL   | 807614                       | 804262                        | 120                     |
| 14  | WOMEN AND CHILD WELFARE DEPARTMENT                                 | 376525                       | 376336                        | 112                     |
| 15  | DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN | 453198                       | 452078                        | 92                      |
| 16  | LABOUR DEPARTMENT  | 581649                       | 577456                        | 81                      |
| 17  | DRUGS CONTROL DEPARTMENT   | 34346                        | 34077                         | 74                      |
| 18  | BANGALORE WATER SUPPLY AND SEWERAGE BOARD                          | 27550                        | 27413                         | 72                      |
| 19  | AGRICULTURAL MARKETING DEPARTMENT                                  | 24689                        | 24135                         | 57                      |
| 20  | FOOD AND CIVIL SUPPLIES DEPARTMENT                                 | 3792067                      | 3791755                       | 45                      |
| 21  | TOWN PANCHAYAT   | 275622                       | 274432                        | 43                      |
| 22  | CITY MUNICIPAL COUNCIL   | 1149076                      | 1143585                       | 37                      |
| 23  | UNIVERSITY EXAMINATION SECTION                                     | 121270                       | 120750                        | 29                      |
| 24  | NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION                    | 696529                       | 696469                        | 29                      |
| 25  | SERICULTURE DEPARTMENT   | 25481                        | 25133                         | 23                      |
| 26  | COMMERCIAL TAXES DEPARTMENT  | 6695870                      | 6673597                       | 17                      |
| 27  | DPAR   | 1151                         | 1135                          | 16                      |
| 28  | BRUHAT BANGALORE MAHANAGARA PALIKE                                 | 296195                       | 294860                        | 13                      |
| 29  | BANGALORE METROPOLITAN TRANSPORT CORPORATION                       | 1410347                      | 1410335                       | 12                      |
| 30  | FISHERIES DEPARTMENT   | 8388                         | 7776                          | 11                      |
| 31  | PUBLIC LIBRARIES DEPARTMENT  | 41355                        | 41083                         | 11                      |
| 32  | DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH     | 33641                        | 32655                         | 10                      |
| 33  | BANGALORE DEVELOPMENT AUTHORITY                                    | 6687                         | 6636                          | 8                       |
| 34  | PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT          | 1212                         | 1199                          | 7                       |
| 35  | KARNATAKA HOUSING BOARD  | 8093                         | 7935                          | 6                       |
| 36  | REGISTRAR OF CO-OPERATIVE SOCIETIES                                | 24326                        | 23816                         | 6                       |
| 37  | CITY CORPORATION (Other than BBMP)                                 | 511311                       | 508803                        | 5                       |
| 38  | HIGHER EDUCATION-COLLEGIATE EDUCATION                              | 19262                        | 19243                         | 5                       |
| 39  | NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION                    | 422733                       | 422433                        | 5                       |
| 40  | KANNADA AND CULTURE  | 1958                         | 1953                          | 5                       |
| 41  | COMMERCE AND INDUSTRIES DEPARTMENT                                 | 157590                       | 157455                        | 4                       |
| 42  | DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS                         | 396                          | 390                           | 4                       |
| 43  | FOREST DEPARTMENT  | 356                          | 325                           | 3                       |
| 44  | INFORMATION DEPARTMENT   | 368                          | 366                           | 2                       |
| 45  | UNIVERSITY FINANCE SECTION   | 610                          | 608                           | 2                       |
| 46  | TECHNICAL EDUCATION DEPARTMENT                                     | 1816                         | 1652                          | 2                       |
| 47  | AYUSH DEPARTMENT   | 3544                         | 3540                          | 2                       |
| 48  | UNIVERSITY POST GRADUATION SECTION                                 | 4793                         | 4792                          | 1                       |
| 49  | KGID   | 4208                         | 4168                          | 1                       |
|     | <b>Total</b>   |                              |                               | <b>23443</b>            |

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## CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR SEPTEMBER-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   | Bengaluru        | 505554                               | 13714        | 10083        | 2248        | 1441        | 1539              | 29025        | 5.74                           |
| 2   | Raichur          | 72206                                | 3211         | 440          | 278         | 53          | 143               | 4125         | 5.71                           |
| 3   | Bidar            | 74854                                | 2737         | 719          | 379         | 116         | 60                | 4011         | 5.36                           |
| 4   | Mandya           | 69469                                | 2796         | 333          | 169         | 125         | 163               | 3586         | 5.16                           |
| 5   | Koppal           | 49286                                | 1770         | 344          | 141         | 83          | 140               | 2478         | 5.03                           |
| 6   | Ramanagara       | 40348                                | 1268         | 288          | 131         | 47          | 233               | 1967         | 4.88                           |
| 7   | Gadag            | 33784                                | 787          | 249          | 293         | 187         | 7                 | 1523         | 4.51                           |
| 8   | Kolar            | 80270                                | 2456         | 233          | 74          | 74          | 640               | 3477         | 4.33                           |
| 9   | Vijayapura       | 95557                                | 2943         | 391          | 175         | 149         | 84                | 3742         | 3.92                           |
| 10  | Mysuru           | 96830                                | 1631         | 402          | 544         | 432         | 416               | 3425         | 3.54                           |
| 11  | Kodagu           | 17082                                | 450          | 126          | 12          | 7           | 6                 | 601          | 3.52                           |
| 12  | Chikkamagaluru   | 45114                                | 967          | 230          | 91          | 87          | 35                | 1410         | 3.13                           |
| 13  | Yadgir           | 44163                                | 1142         | 66           | 47          | 23          | 18                | 1296         | 2.93                           |
| 14  | Dakshina Kannada | 82033                                | 1421         | 357          | 319         | 130         | 108               | 2335         | 2.85                           |
| 15  | Ballari          | 87872                                | 1863         | 300          | 119         | 61          | 7                 | 2350         | 2.67                           |
| 16  | Bengaluru Rural  | 46829                                | 918          | 241          | 60          | 18          | 8                 | 1245         | 2.66                           |
| 17  | Hassan           | 61711                                | 1290         | 228          | 60          | 21          | 30                | 1629         | 2.64                           |
| 18  | Shivamogga       | 66101                                | 933          | 263          | 122         | 71          | 81                | 1470         | 2.22                           |
| 19  | Dharwad          | 56847                                | 780          | 179          | 95          | 62          | 71                | 1187         | 2.09                           |
| 20  | Bagalkot         | 76249                                | 1083         | 225          | 103         | 56          | 14                | 1481         | 1.94                           |
| 21  | Kalaburagi       | 93004                                | 1324         | 247          | 116         | 62          | 28                | 1777         | 1.91                           |
| 22  | Chitradurga      | 60576                                | 939          | 46           | 29          | 20          | 10                | 1044         | 1.72                           |
| 23  | Haveri           | 58367                                | 781          | 57           | 17          | 17          | 28                | 900          | 1.54                           |
| 24  | Chamarajanagar   | 33577                                | 399          | 34           | 5           | 6           | 40                | 484          | 1.44                           |
| 25  | Belagavi         | 161339                               | 1428         | 218          | 87          | 86          | 89                | 1908         | 1.18                           |
| 26  | Tumakuru         | 124968                               | 880          | 116          | 23          | 23          | 25                | 1067         | 0.85                           |
| 27  | Chikkaballapura  | 77278                                | 468          | 91           | 32          | 10          | 6                 | 607          | 0.79                           |
| 28  | Davanagere       | 69151                                | 304          | 18           | 8           | 0           | 4                 | 334          | 0.48                           |
| 29  | Uttara Kannada   | 54130                                | 157          | 44           | 2           | 4           | 9                 | 216          | 0.40                           |
| 30  | Udupi            | 52041                                | 67           | 4            | 11          | 32          | 1                 | 115          | 0.22                           |
|     | <b>Total</b>     | <b>2486590</b>                       | <b>50907</b> | <b>16572</b> | <b>5790</b> | <b>3503</b> | <b>4043</b>       | <b>80815</b> | <b>3.25</b>                    |

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### Notes:

11 districts (S.N 1 to 11) are major contributors to the State delayed disposal rate of 3.25%. Delayed disposal previous month was 3.57%. The respective district administration must concentrate on reducing the delayed disposals.

## CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR SEPTEMBER-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 PERSONNEL & ADMINISTRATIVE REFORMS          | 1                                    | 0            | 0            | 1           | 0           | 0                 | 1            | 100.00                     |
| 2   | DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS                | 11                                   | 0            | 1            | 0           | 2           | 0                 | 3            | 27.27                      |
| 3   | FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT                | 324                                  | 8            | 9            | 5           | 14          | 21                | 57           | 17.59                      |
| 4   | PRIMARY AND SECONDARY EDUCATION                           | 9584                                 | 529          | 213          | 172         | 118         | 330               | 1362         | 14.21                      |
| 5   | HOUSING DEPARTMENT  | 177                                  | 20           | 3            | 1           | 1           | 0                 | 25           | 14.12                      |
| 6   | ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT                 | 196                                  | 8            | 1            | 0           | 1           | 17                | 27           | 13.78                      |
| 7   | HOME DEPARTMENT   | 92992                                | 4700         | 1732         | 1305        | 768         | 746               | 9251         | 9.95                       |
| 8   | PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT | 21                                   | 1            | 0            | 0           | 0           | 1                 | 2            | 9.52                       |
| 9   | HORTICULTURE DEPARTMENT                                   | 1626                                 | 120          | 17           | 0           | 2           | 1                 | 140          | 8.61                       |
| 10  | CO-OPERATION DEPARTMENT                                   | 1533                                 | 55           | 17           | 4           | 14          | 3                 | 93           | 6.07                       |
| 11  | REVENUE DEPARTMENT  | 1227438                              | 37485        | 7140         | 3538        | 2073        | 1934              | 52170        | 4.25                       |
| 12  | LABOUR DEPARTMENT   | 18765                                | 547          | 96           | 27          | 14          | 0                 | 684          | 3.65                       |
| 13  | URBAN DEVELOPMENT   | 62975                                | 1543         | 270          | 71          | 59          | 3                 | 1946         | 3.09                       |
| 14  | RURAL DEVELOPMENT AND PANCHAYAT RAJ                       | 162979                               | 2883         | 435          | 127         | 159         | 84                | 3688         | 2.26                       |
| 15  | HEALTH AND FAMILY WELFARE                                 | 21607                                | 363          | 89           | 11          | 3           | 10                | 476          | 2.20                       |
| 16  | WOMEN AND CHILD WELFARE                                   | 19940                                | 372          | 13           | 14          | 1           | 2                 | 402          | 2.02                       |
| 17  | TRANSPORT DEPARTMENT                                      | 614418                               | 1949         | 6477         | 494         | 236         | 888               | 10044        | 1.63                       |
| 18  | HIGHER EDUCATION  | 8587                                 | 51           | 34           | 2           | 34          | 0                 | 121          | 1.41                       |
| 19  | COMMERCE AND INDUSTRIES DEPARTMENT                        | 6069                                 | 18           | 0            | 0           | 0           | 0                 | 18           | 0.30                       |
| 20  | FINANCE DEPARTMENT  | 142749                               | 197          | 10           | 3           | 0           | 0                 | 210          | 0.15                       |
| 21  | FOOD AND CIVIL SUPPLIES                                   | 94503                                | 58           | 15           | 15          | 4           | 3                 | 95           | 0.10                       |
|     | <b>Total</b>  | <b>2486590</b>                       | <b>50907</b> | <b>16572</b> | <b>5790</b> | <b>3503</b> | <b>4043</b>       | <b>80815</b> | <b>3.25</b>                |

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### Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 63% of total delayed disposals. Revenue department with 52,170 delayed disposals specially relating to “**All types of Income and caste certificate**” service contribute to 65% 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 SEPTEMBER-2015: DISTRICT WISE

| S.N | District Name    | Total Receipts | Total Disposals | Total Rejections | Rejection Rate(%age) |
|-----|------------------|----------------|-----------------|------------------|----------------------|
| 1   | Bidar            | 69021          | 74854           | 8271             | 11.06                |
| 2   | Ramanagara       | 41694          | 40348           | 4024             | 9.97                 |
| 3   | Haveri           | 52595          | 58367           | 4190             | 7.18                 |
| 4   | Hassan           | 59486          | 61711           | 4383             | 7.1                  |
| 5   | Davanagere       | 63114          | 69151           | 4821             | 6.97                 |
| 6   | Gadag            | 30741          | 33784           | 2352             | 6.96                 |
| 7   | Raichur          | 68571          | 72206           | 4835             | 6.7                  |
| 8   | Chikkamagaluru   | 45438          | 45114           | 2750             | 6.1                  |
| 9   | Chitradurga      | 54762          | 60576           | 3652             | 6.03                 |
| 10  | Chamarajanagar   | 31967          | 33577           | 2020             | 6.02                 |
| 11  | Mandya           | 70084          | 69469           | 4175             | 6.01                 |
| 12  | Mysuru           | 93650          | 96830           | 5750             | 5.94                 |
| 13  | Shivamogga       | 61640          | 66101           | 3923             | 5.94                 |
| 14  | Kodagu           | 15693          | 17082           | 979              | 5.73                 |
| 15  | Kalaburagi       | 87596          | 93004           | 5280             | 5.68                 |
| 16  | Koppal           | 43761          | 49286           | 2756             | 5.6                  |
| 17  | Belagavi         | 152951         | 161339          | 8642             | 5.36                 |
| 18  | Yadgir           | 38483          | 44163           | 2205             | 4.99                 |
| 19  | Bengaluru Rural  | 47078          | 46829           | 2241             | 4.79                 |
| 20  | Chikkaballapura  | 73264          | 77278           | 3655             | 4.73                 |
| 21  | Tumakuru         | 124034         | 124968          | 5909             | 4.73                 |
| 22  | Vijayapura       | 84571          | 95557           | 4355             | 4.56                 |
| 23  | Kolar            | 75891          | 80270           | 3480             | 4.34                 |
| 24  | Bagalkot         | 75240          | 76249           | 3244             | 4.26                 |
| 25  | Bengaluru        | 510618         | 505554          | 21192            | 4.19                 |
| 26  | Ballari          | 78260          | 87872           | 3637             | 4.14                 |
| 27  | Dharwad          | 55157          | 56847           | 2349             | 4.13                 |
| 28  | Dakshina Kannada | 76065          | 82033           | 2716             | 3.33                 |
| 29  | Uttara Kannada   | 58382          | 54130           | 1598             | 2.95                 |
| 30  | Udupi            | 51222          | 52041           | 1386             | 2.67                 |
|     | <b>Total</b>     | <b>2391029</b> | <b>2486590</b>  | <b>130770</b>    | <b>5.26</b>          |

Records shown above as on 30/09/2015 12:00:00

### Notes:

17 districts (S.N 1 to 17 in the above table) have rejection rates greater than State's average of 5.26%. 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 SEPTEMBER-2015: DEPARTMENT WISE

| S.N | Department Name  | Total Receipts | Total Disposals | Total Rejections | Rejection Rate(%age) |
|-----|--|----------------|-----------------|------------------|----------------------|
| 1   | KARNATAKA STATE POLLUTION CONTROL BOARD                            | 185            | 200             | 35               | 17.5                 |
| 2   | AGRICULTURAL MARKETING DEPARTMENT                                  | 536            | 466             | 54               | 11.59                |
| 3   | REVENUE DEPARTMENT   | 891861         | 1005252         | 105953           | 10.54                |
| 4   | CITY CORPORATION (Other than BBMP)                                 | 14503          | 14728           | 1171             | 7.95                 |
| 5   | CITY MUNICIPAL COUNCIL   | 25458          | 25481           | 1820             | 7.14                 |
| 6   | DEPARTMENT OF PUBLIC INSTRUCTION                                   | 6940           | 8006            | 478              | 5.97                 |
| 7   | FOREST DEPARTMENT  | 135            | 109             | 6                | 5.5                  |
| 8   | COMMERCIAL TAXES DEPARTMENT  | 156908         | 142510          | 6741             | 4.73                 |
| 9   | DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH       | 675            | 676             | 31               | 4.59                 |
| 10  | TOWN MUNICIPAL COUNCIL   | 14667          | 14327           | 620              | 4.33                 |
| 11  | TECHNICAL EDUCATION DEPARTMENT                                     | 121            | 295             | 11               | 3.73                 |
| 12  | FISHERIES DEPARTMENT   | 349            | 196             | 7                | 3.57                 |
| 13  | BRUHAT BANGALORE MAHANAGARA PALIKE                                 | 3405           | 3139            | 100              | 3.19                 |
| 14  | COMMERCE AND INDUSTRIES DEPARTMENT                                 | 6066           | 6069            | 189              | 3.11                 |
| 15  | TOWN PANCHAYAT   | 5111           | 4930            | 148              | 3                    |
| 16  | HOME DEPARTMENT  | 93502          | 92884           | 2418             | 2.6                  |
| 17  | HEALTH AND FAMILY WELFARE DEPARTMENT                               | 20490          | 20717           | 466              | 2.25                 |
| 18  | DRUGS CONTROL DEPARTMENT   | 715            | 761             | 16               | 2.1                  |
| 19  | TRANSPORT DEPARTMENT   | 322523         | 313698          | 5774             | 1.84                 |
| 20  | FOOD AND CIVIL SUPPLIES DEPARTMENT                                 | 94601          | 94503           | 1547             | 1.64                 |
| 21  | INSPECTOR GENERAL OF REGISTRATION AND STAMPS                       | 161117         | 161290          | 2422             | 1.5                  |
| 22  | SERICULTURE DEPARTMENT   | 1570           | 1626            | 8                | 0.49                 |
| 23  | PUBLIC LIBRARIES DEPARTMENT  | 1688           | 1577            | 7                | 0.44                 |
| 24  | LABOUR DEPARTMENT  | 19518          | 17932           | 78               | 0.43                 |
| 25  | KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)             | 250            | 239             | 1                | 0.42                 |
| 26  | UNIVERSITY EXAMINATION SECTION                                     | 5402           | 5321            | 21               | 0.39                 |
| 27  | UNIVERSITY ACADEMIC SECTION  | 1863           | 1887            | 6                | 0.32                 |
| 28  | RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT                     | 161619         | 162979          | 485              | 0.3                  |
| 29  | REGISTRAR OF CO-OPERATIVE SOCIETIES                                | 994            | 986             | 3                | 0.3                  |
| 30  | SURVEY AND SETTLEMENT COMMISSIONER                                 | 60364          | 59997           | 126              | 0.21                 |
| 31  | DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN | 7245           | 8227            | 14               | 0.17                 |
| 32  | WOMEN AND CHILD WELFARE DEPARTMENT                                 | 11763          | 11713           | 5                | 0.04                 |
| 33  | NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION                    | 25122          | 26294           | 3                | 0.01                 |
| 34  | NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION                    | 35262          | 36023           | 2                | 0.01                 |
| 35  | TRANSPORT CORPORATIONS(KSRTC)                                      | 54117          | 56189           | 4                | 0.01                 |
|     | <b>Total</b>   |                |                 | <b>130770</b>    | <b>5.26</b>          |

Records shown above as on 30/09/2015 12:00:00

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

| S.N | District Name    | Designated Offices with 7 or more defaults (Aug-15) | Designated Offices with 7 or more defaults (Sep-15) |
|-----|------------------|---|---|
| 1   | Bengaluru        | 168   | 152   |
| 2   | Mysuru           | 86  | 83  |
| 3   | Raichur          | 61  | 57  |
| 4   | Mandya           | 48  | 55  |
| 5   | Hassan           | 38  | 53  |
| 6   | Bidar            | 44  | 51  |
| 7   | Vijayapura       | 52  | 49  |
| 8   | Ballari          | 48  | 48  |
| 9   | Kolar            | 42  | 47  |
| 10  | Chikkamagaluru   | 48  | 41  |
| 11  | Belagavi         | 48  | 39  |
| 12  | Tumakuru         | 29  | 39  |
| 13  | Bagalkot         | 34  | 34  |
| 14  | Kalaburagi       | 38  | 34  |
| 15  | Chitradurga      | 23  | 33  |
| 16  | Ramanagara       | 37  | 31  |
| 17  | Shivamogga       | 30  | 30  |
| 18  | Yadgir           | 29  | 30  |
| 19  | Bengaluru Rural  | 25  | 28  |
| 20  | Dharwad          | 28  | 28  |
| 21  | Koppal           | 26  | 28  |
| 22  | Chikkaballapura  | 18  | 24  |
| 23  | Dakshina Kannada | 26  | 23  |
| 24  | Gadag            | 21  | 23  |
| 25  | Haveri           | 26  | 21  |
| 26  | Chamarajanagar   | 10  | 16  |
| 27  | Davanagere       | 15  | 12  |
| 28  | Kodagu           | 16  | 10  |
| 29  | Uttara Kannada   | 6   | 8   |
| 30  | Udupi            | 9   | 1   |
|     | <b>Total</b>     | <b>1129</b>   | <b>1128</b>   |

Records shown above as on 30/09/2015 12:00:00

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

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

| S.N | Department Name  | No of Offices<br>>=7 Defaults |
|-----|--|-------------------------------|
| 1   | REVENUE DEPARTMENT   | 485                           |
| 2   | HOME DEPARTMENT  | 139                           |
| 3   | RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT                     | 134                           |
| 4   | DEPARTMENT OF PUBLIC INSTRUCTION                                   | 65                            |
| 5   | SURVEY AND SETTLEMENT COMMISSIONER                                 | 60                            |
| 6   | INSPECTOR GENERAL OF REGISTRATION AND STAMPS                       | 57                            |
| 7   | TRANSPORT DEPARTMENT   | 40                            |
| 8   | TOWN MUNICIPAL COUNCIL   | 26                            |
| 9   | CITY MUNICIPAL COUNCIL   | 13                            |
| 10  | LABOUR DEPARTMENT  | 13                            |
| 11  | HEALTH AND FAMILY WELFARE DEPARTMENT                               | 12                            |
| 12  | TOWN PANCHAYAT   | 11                            |
| 13  | TRANSPORT CORPORATIONS(KSRTC)                                      | 11                            |
| 14  | BRUHAT BANGALORE MAHANAGARA PALIKE                                 | 10                            |
| 15  | NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION                    | 7                             |
| 16  | WOMEN AND CHILD WELFARE DEPARTMENT                                 | 7                             |
| 17  | COMMERCIAL TAXES DEPARTMENT  | 6                             |
| 18  | CITY CORPORATION (Other than BBMP)                                 | 6                             |
| 19  | FOOD AND CIVIL SUPPLIES DEPARTMENT                                 | 5                             |
| 20  | DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN | 3                             |
| 21  | SERICULTURE DEPARTMENT   | 3                             |
| 22  | AGRICULTURAL MARKETING DEPARTMENT                                  | 2                             |
| 23  | BANGALORE WATER SUPPLY AND SEWERAGE BOARD                          | 2                             |
| 24  | KARNATAKA HOUSING BOARD  | 2                             |
| 25  | NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION                    | 2                             |
| 26  | REGISTRAR OF CO-OPERATIVE SOCIETIES                                | 2                             |
| 27  | BANGALORE METROPOLITAN TRANSPORT CORPORATION                       | 1                             |
| 28  | KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)             | 1                             |
| 29  | DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH       | 1                             |
| 30  | PUBLIC LIBRARIES DEPARTMENT  | 1                             |
| 31  | TECHNICAL EDUCATION DEPARTMENT                                     | 1                             |
|     | <b>Total</b>   | <b>1128</b>                   |

Records shown above as on 30/09/2015 12:00:00

**Notes:** Revenue department has 485 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 57 and 60 offices respectively sums up to 602 defaulting offices. This constitutes 53% of the total defaulting Offices State wide.

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

| <b>S.N</b> | <b>Department Name</b>   | <b>Zero Defaulting Offices</b> |
|------------|--|--------------------------------|
| 1          | RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT                     | 1324                           |
| 2          | HEALTH AND FAMILY WELFARE DEPARTMENT                               | 512                            |
| 3          | HOME DEPARTMENT  | 280                            |
| 4          | PUBLIC LIBRARIES DEPARTMENT  | 158                            |
| 5          | AYUSH DEPARTMENT   | 135                            |
| 6          | DEPARTMENT OF PUBLIC INSTRUCTION                                   | 83                             |
| 7          | LABOUR DEPARTMENT  | 80                             |
| 8          | SERICULTURE DEPARTMENT   | 77                             |
| 9          | AGRICULTURAL MARKETING DEPARTMENT                                  | 67                             |
| 10         | FISHERIES DEPARTMENT   | 65                             |
| 11         | HIGHER EDUCATION-COLLEGIATE EDUCATION                              | 55                             |
| 12         | FIRE SERVICES DEPARTMENT   | 49                             |
| 13         | UNIVERSITY POST GRADUATION SECTION                                 | 43                             |
| 14         | WOMEN AND CHILD WELFARE DEPARTMENT                                 | 43                             |
| 15         | PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT          | 42                             |
| 16         | FOOD AND CIVIL SUPPLIES DEPARTMENT                                 | 33                             |
| 17         | TRANSPORT CORPORATIONS(KSRTC)                                      | 33                             |
| 18         | REGISTRAR OF CO-OPERATIVE SOCIETIES                                | 24                             |
| 19         | FOREST DEPARTMENT  | 22                             |
| 20         | REVENUE DEPARTMENT   | 21                             |
| 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         | EMPLOYEES STATE INSURANCE MEDICAL SERVICES                         | 8                              |
| 26         | NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION                    | 8                              |
| 27         | KARNATAKA STATE WAREHOUSING CORPORATION                            | 8                              |
| 28         | BRUHAT BANGALORE MAHANAGARA PALIKE                                 | 7                              |
| 29         | KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)             | 6                              |
| 30         | CITY CORPORATION (Other than BBMP)                                 | 6                              |
| 31         | BANGALORE METROPOLITAN TRANSPORT CORPORATION                       | 5                              |
| 32         | COMMISSIONERATE OF BANGALORE AND MYSORE, CPI                       | 5                              |
| 33         | COMMERCIAL TAXES DEPARTMENT  | 5                              |
| 34         | DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN | 5                              |
| 35         | CITY MUNICIPAL COUNCIL   | 5                              |
| 36         | UNIVERSITY EXAMINATION SECTION                                     | 4                              |
| 37         | DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS                         | 4                              |

| S.N | Department Name                                  | Zero Defaulting Offices |
|-----|--|-------------------------|
| 38  | BANGALORE DEVELOPMENT AUTHORITY                  | 3                       |
| 39  | KANNADA AND CULTURE                              | 3                       |
| 40  | KARNATAKA STATE POLLUTION CONTROL BOARD          | 3                       |
| 41  | UNIVERSITY CONSTITUENT COLLEGES                  | 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>3309</b>             |

Records shown above as on 30/09/2015 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 September-2015)

| S.N | Department Name   | Zero receipts |
|-----|---|---------------|
| 1   | HEALTH AND FAMILY WELFARE DEPARTMENT                      | 1853          |
| 2   | AYUSH DEPARTMENT  | 624           |
| 3   | DEPARTMENT OF PUBLIC INSTRUCTION                          | 606           |
| 4   | HIGHER EDUCATION-COLLEGIATE EDUCATION                     | 598           |
| 5   | FOREST DEPARTMENT   | 541           |
| 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  | RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT            | 209           |
| 12  | REVENUE DEPARTMENT  | 205           |
| 13  | UNIVERSITY POST GRADUATION SECTION                        | 184           |
| 14  | HOME DEPARTMENT   | 169           |
| 15  | FIRE SERVICES DEPARTMENT                                  | 156           |
| 16  | ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI                | 150           |
| 17  | WOMEN AND CHILD WELFARE DEPARTMENT                        | 145           |
| 18  | FISHERIES DEPARTMENT                                      | 136           |
| 19  | EMPLOYEES STATE INSURANCE MEDICAL SERVICES                | 121           |
| 20  | LABOUR DEPARTMENT   | 118           |
| 21  | TRANSPORT CORPORATIONS(KSRTC)                             | 118           |
| 22  | KARNATAKA STATE WAREHOUSING CORPORATION                   | 118           |
| 23  | DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS          | 97            |
| 24  | ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI               | 90            |
| 25  | AGRICULTURAL MARKETING DEPARTMENT                         | 81            |
| 26  | KARNATAKA STATE POLLUTION CONTROL BOARD                   | 74            |
| 27  | SURVEY AND SETTLEMENT COMMISSIONER                        | 59            |
| 28  | BRUHAT BANGALORE MAHANAGARA PALIKE                        | 48            |
| 29  | FOOD AND CIVIL SUPPLIES DEPARTMENT                        | 48            |
| 30  | KANNADA AND CULTURE                                       | 43            |
| 31  | UNIVERSITY CONSTITUENT COLLEGES                           | 42            |
| 32  | INSPECTOR GENERAL OF REGISTRATION AND STAMPS              | 41            |
| 33  | DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS                | 38            |
| 34  | NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION           | 35            |
| 35  | STATE PROJECT OFFICE, CPI                                 | 35            |
| 36  | UNIVERSITY FINANCE SECTION                                | 34            |
| 37  | KSHIP DIVISION & SUB DIVISION                             | 32            |
| 38  | UNIVERSITY ACADEMIC SECTION                               | 32            |
| 39  | UNIVERSITY EXAMINATION SECTION                            | 32            |
| 40  | COMMERCIAL TAXES DEPARTMENT                               | 30            |

| S.N          | Department Name  | Zero receipts |
|--------------|--|---------------|
| 41           | KARNATAKA HOUSING BOARD  | 29            |
| 42           | BANGALORE DEVELOPMENT AUTHORITY                                    | 24            |
| 43           | DRUGS CONTROL DEPARTMENT   | 20            |
| 44           | KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)             | 19            |
| 45           | NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION                    | 17            |
| 46           | DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING               | 14            |
| 47           | BANGALORE WATER SUPPLY AND SEWERAGE BOARD                          | 13            |
| 48           | REGISTRAR OF CO-OPERATIVE SOCIETIES                                | 13            |
| 49           | CITY CORPORATION (Other than BBMP)                                 | 12            |
| 50           | TRANSPORT DEPARTMENT   | 12            |
| 51           | TOWN MUNICIPAL COUNCIL   | 10            |
| 52           | KARNATAKA SLUM DEVELOPMENT BOARD                                   | 9             |
| 53           | COMMERCE AND INDUSTRIES DEPARTMENT                                 | 8             |
| 54           | DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH       | 7             |
| 55           | KSHIP Division   | 7             |
| 56           | DEPARTMENT OF ARCHIVES   | 6             |
| 57           | DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN | 5             |
| 58           | CITY MUNICIPAL COUNCIL   | 5             |
| 59           | PRE-UNIVERSITY BOARD   | 5             |
| 60           | INFORMATION DEPARTMENT   | 4             |
| 61           | TOWN PANCHAYAT   | 4             |
| 62           | TECHNICAL EDUCATION DEPARTMENT                                     | 3             |
| 63           | BANGALORE METROPOLITAN TRANSPORT CORPORATION                       | 2             |
| 64           | DISTRICT INSURANCE OFFICES   | 1             |
| 65           | EXCISE DEPARTMENT  | 1             |
| <b>Total</b> |  | <b>8580</b>   |

Records shown above as on 30/09/2015 12:00:00

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

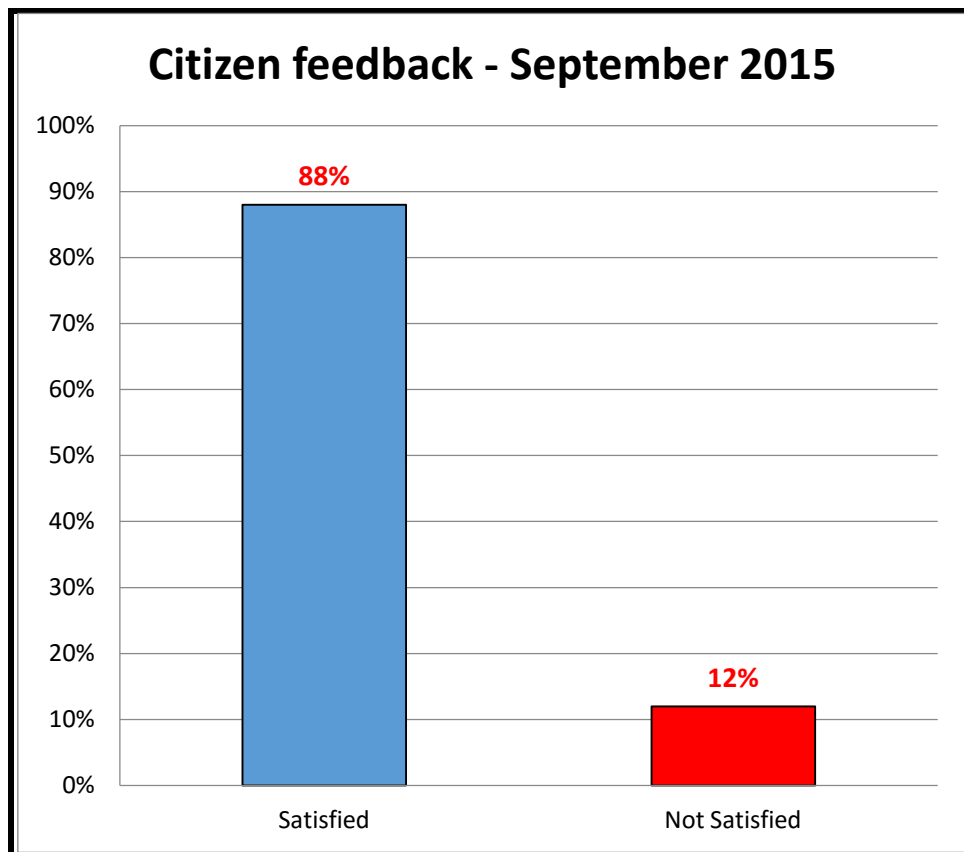
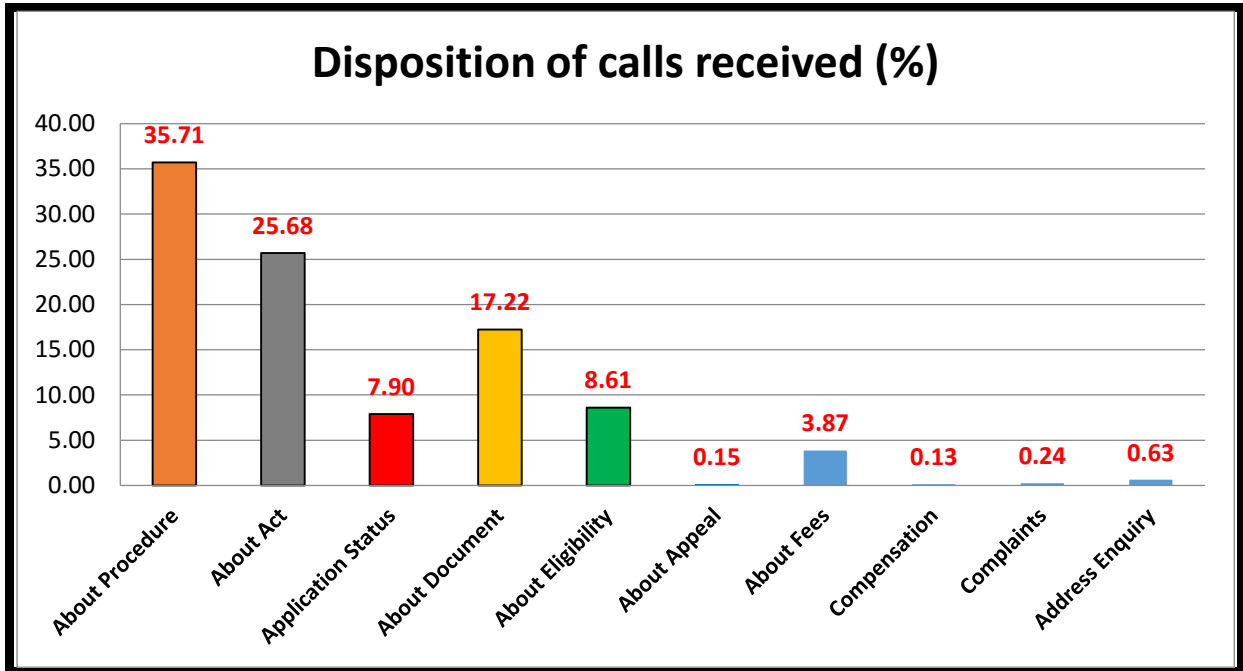
| S.N          | District         | District Rank | Complaints                   |      |                                  |      | Cybercafe   |      | Helpdesk      |      |                      |      | Citizen Feedback |      | Rank's Total | Final Rank |
|--------------|------------------|---------------|------------------------------|------|----------------------------------|------|-------------|------|---------------|------|----------------------|------|------------------|------|--------------|------------|
|              |                  |               | Sakala Complaints Resolved % | Rank | Non-Sakala Complaints Resolved % | Rank | MOU Signed  | Rank | Operational % | Rank | feedback collected % | Rank | Collected        | Rank |              |            |
| 1            | Belagavi         | 21            | 96.15                        | 6    | 95.97                            | 6    | 90          | 5    | 90.91         | 2    | 92.41                | 1    | 65               | 6    | 47           | 1          |
| 2            | Koppal           | 25            | 100.00                       | 1    | 100.00                           | 1    | 60          | 8    | 40.00         | 10   | 40.01                | 5    | 90               | 1    | 51           | 2          |
| 3            | Chikkaballapura  | 1             | 95.33                        | 7    | 97.52                            | 3    | 51          | 11   | 100.00        | 1    | 6.88                 | 21   | 50               | 11   | 55           | 3          |
| 4            | Uttara Kannada   | 4             | 100.00                       | 1    | 100.00                           | 1    | 26          | 18   | 0.00          | 14   | 91.83                | 1    | 32               | 17   | 56           | 4          |
| 5            | Haveri           | 11            | 100.00                       | 1    | 100.00                           | 1    | 32          | 16   | 50.00         | 8    | 18.69                | 17   | 60               | 7    | 61           | 5          |
| 6            | Gadag            | 30            | 98.08                        | 3    | 100.00                           | 1    | 150         | 1    | 16.67         | 13   | 31.20                | 7    | 55               | 8    | 63           | 6          |
| 7            | Chitradurga      | 19            | 100.00                       | 1    | 100.00                           | 1    | 26          | 18   | 42.86         | 9    | 74.02                | 2    | 0                | 19   | 69           | 7          |
| 8            | Udupi            | 2             | 0.00                         | 15   | 100.00                           | 1    | 82          | 6    | 0.00          | 14   | 23.43                | 12   | 0                | 19   | 69           | 7          |
| 9            | Ballari          | 27            | 97.16                        | 5    | 100.00                           | 1    | 11          | 22   | 75.00         | 5    | 30.27                | 8    | 80               | 3    | 71           | 8          |
| 10           | Chamarajanagara  | 24            | 100.00                       | 1    | 97.30                            | 4    | 32          | 16   | 80.00         | 4    | 20.27                | 15   | 60               | 7    | 71           | 8          |
| 11           | Dharwad          | 28            | 83.87                        | 12   | 96.15                            | 5    | 68          | 7    | 33.33         | 12   | 66.05                | 3    | 75               | 4    | 71           | 8          |
| 12           | Shivamogga       | 12            | 97.18                        | 4    | 97.92                            | 2    | 34          | 15   | 0.00          | 14   | 33.27                | 6    | 30               | 18   | 71           | 8          |
| 13           | Kolar            | 7             | 95.10                        | 9    | 71.95                            | 10   | 108         | 3    | 0.00          | 14   | 20.04                | 16   | 0                | 19   | 78           | 9          |
| 14           | Vijayapura       | 14            | 91.25                        | 11   | 95.95                            | 7    | 56          | 10   | 66.67         | 6    | 4.70                 | 22   | 40               | 14   | 84           | 10         |
| 15           | Bagalkot         | 6             | 0.00                         | 15   | 0.00                             | 15   | 47          | 12   | 0.00          | 14   | 47.76                | 4    | 0                | 19   | 85           | 11         |
| 16           | Kalaburagi       | 15            | 95.24                        | 8    | 92.59                            | 9    | 39          | 14   | 87.50         | 3    | 18.24                | 18   | 0                | 19   | 86           | 12         |
| 17           | Yadgir           | 22            | 98.96                        | 2    | 60.81                            | 12   | 17          | 20   | 0.00          | 14   | 21.00                | 14   | 70               | 5    | 89           | 13         |
| 18           | Tumakuru         | 3             | 0.00                         | 15   | 0.00                             | 15   | 17          | 20   | 63.64         | 7    | 11.70                | 20   | 51               | 10   | 90           | 14         |
| 19           | Chikkamagaluru   | 9             | 100.00                       | 1    | 93.02                            | 8    | 12          | 21   | 37.50         | 11   | 3.83                 | 23   | 0                | 19   | 92           | 15         |
| 20           | Davanagere       | 17            | 0.00                         | 15   | 0.00                             | 15   | 92          | 4    | 0.00          | 14   | 21.55                | 13   | 36               | 15   | 93           | 16         |
| 21           | Hassan           | 20            | 0.00                         | 15   | 0.00                             | 15   | 110         | 2    | 0.00          | 14   | 24.28                | 11   | 35               | 16   | 93           | 16         |
| 22           | Bengaluru        | 8             | 0.00                         | 15   | 0.00                             | 15   | 0           | 25   | 0.00          | 14   | 31.18                | 7    | 42               | 13   | 97           | 17         |
| 23           | Dakshina Kannada | 13            | 94.20                        | 10   | 20.28                            | 13   | 30          | 17   | 0.00          | 14   | 0.00                 | 24   | 65               | 6    | 97           | 17         |
| 24           | Ramanagara       | 10            | 0.00                         | 15   | 0.00                             | 15   | 8           | 23   | 0.00          | 14   | 28.57                | 9    | 45               | 12   | 98           | 18         |
| 25           | Bengaluru Rural  | 5             | 0.00                         | 15   | 0.00                             | 15   | 23          | 19   | 0.00          | 14   | 21.56                | 13   | 0                | 19   | 100          | 19         |
| 26           | Bidar            | 16            | 0.00                         | 15   | 0.00                             | 15   | 57          | 9    | 0.00          | 14   | 11.63                | 20   | 45               | 12   | 101          | 20         |
| 27           | Mandya           | 18            | 20.00                        | 14   | 0.00                             | 14   | 46          | 13   | 0.00          | 14   | 17.31                | 19   | 52               | 9    | 101          | 20         |
| 28           | Raichur          | 23            | 0.00                         | 15   | 0.00                             | 15   | 5           | 24   | 0.00          | 14   | 24.43                | 11   | 82               | 2    | 104          | 21         |
| 29           | Mysuru           | 26            | 0.00                         | 15   | 0.00                             | 15   | 32          | 16   | 0.00          | 14   | 28.08                | 10   | 42               | 13   | 109          | 22         |
| 30           | Kodagu           | 29            | 77.78                        | 13   | 66.67                            | 11   | 23          | 19   | 0.00          | 14   | 0.00                 | 24   | 0                | 19   | 129          | 23         |
| <b>Total</b> |                  |               |                              |      |                                  |      | <b>1384</b> |      |               |      |                      |      | <b>1202</b>      |      |              |            |

Records shown above as on 30/09/2015 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 (SEPTEMBER 2015) - DISTRICT WISE

| S.N | District           | Count        |
|-----|--------------------|--------------|
| 1   | Bengaluru          | 26043        |
| 2   | Bagalkot           | 6513         |
| 3   | Davanagere         | 935          |
| 4   | Belagavi           | 836          |
| 5   | Vijayapura         | 507          |
| 6   | Ballari            | 505          |
| 7   | Bengaluru Rural    | 439          |
| 8   | Chitradurga        | 406          |
| 9   | Kalaburagi         | 371          |
| 10  | Mysuru             | 339          |
| 11  | Raichur            | 328          |
| 12  | Chikkaballapura    | 292          |
| 13  | Dakshina Kannada   | 291          |
| 14  | Tumakuru           | 286          |
| 15  | Bidar              | 283          |
| 16  | Gadag              | 255          |
| 17  | Mandya             | 248          |
| 18  | Hassan             | 231          |
| 19  | Haveri             | 221          |
| 20  | Koppal             | 217          |
| 21  | Shivamogga         | 213          |
| 22  | Kolar              | 209          |
| 23  | Ramanagara         | 196          |
| 24  | Chamarajanagar     | 171          |
| 25  | Chikkamagaluru     | 162          |
| 26  | Dharwad            | 143          |
| 27  | Uttara Kannada     | 125          |
| 28  | Udupi              | 88           |
| 29  | Kodagu             | 61           |
| 30  | Yadgiri            | 46           |
|     | <b>Grand Total</b> | <b>40960</b> |

Records shown above as on 30/09/2015 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 (SEP 2015) - DEPARTMENT WISE

| S.N | Department  | Count        |
|-----|---|--------------|
| 1   | Revenue Department                                      | 23803        |
| 2   | Urban Development                                       | 3944         |
| 3   | Transport Department                                    | 3803         |
| 4   | Rural Development & Panchayat Raj                       | 2506         |
| 5   | Public Works, Ports & Inland Water Transport Department | 1740         |
| 6   | Women & Child Welfare Department                        | 1014         |
| 7   | Education Department                                    | 971          |
| 8   | Home Department   | 675          |
| 9   | Higher Education-Collegiate Education                   | 582          |
| 10  | Health & Family Welfare                                 | 455          |
| 11  | Labour Department                                       | 437          |
| 12  | Transport Corporation (KSRTC / BMTC)                    | 353          |
| 13  | Commercial Taxes Department                             | 224          |
| 14  | Food & Civil Supplies Department                        | 129          |
| 15  | Co-operation Department                                 | 103          |
| 16  | Agriculture Department                                  | 30           |
| 17  | IT & BT   | 28           |
| 18  | Karnataka Housing Board                                 | 25           |
| 19  | Forest Department                                       | 18           |
| 20  | Infrastructure Development                              | 16           |
| 21  | City Municipal Council                                  | 14           |
| 22  | Department Of Public Instruction                        | 14           |
| 23  | BWSSB   | 13           |
| 24  | Kannada Culture & information Department                | 11           |
| 25  | Fisheries Department                                    | 8            |
| 26  | Department of Personnel & Administrative Reforms        | 7            |
| 27  | Water Resources   | 7            |
| 28  | BBMP  | 5            |
| 29  | Parliamentary affairs and legislation                   | 5            |
| 30  | Ecology & Environment                                   | 3            |
| 31  | Bangalore Development Authority                         | 2            |
| 32  | Commerce and Industries                                 | 2            |
| 33  | Technical Education Department                          | 2            |
| 34  | Town Panchayath   | 2            |
| 35  | Youth Services and Sports Department                    | 2            |
| 36  | City Corporation(other than BBMP)                       | 1            |
| 37  | ESI - Employees State Insurance Corporation             | 1            |
| 38  | Medical Education                                       | 1            |
| 39  | Planning, Programme Monitoring and Statistics           | 1            |
| 40  | Survey and Settlement Commissioner                      | 1            |
| 41  | Town Municipal Council                                  | 1            |
| 42  | University Examination Section                          | 1            |
|     | <b>Grand Total</b>                                      | <b>40960</b> |

Records shown above as on 30/09/2015 12:00:00

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

| S.N | Submission Mode   | Type         | Cumulative Receipts        | Cumulative Resolved        | Cumulative Rejected        | Cumulative Disposed        | InProgress         | Overdue        |
|-----|-------------------|--------------|----------------------------|----------------------------|----------------------------|----------------------------|--------------------|----------------|
| 1   | EJS               | NON-SAKALA   | 14155                      | 3143                       | 1046                       | 4189                       | 676                | 9290           |
| 2   | Janagraha         | NON-SAKALA   | 3815                       | 1571                       | 51                         | 1622                       | 0                  | 2193           |
| 3   | CM Janata Darshan | NON-SAKALA   | 5245                       | 2887                       | 698                        | 3585                       | 789                | 871            |
| 4   | Online            | NON-SAKALA   | 1221                       | 311                        | 62                         | 373                        | 73                 | 775            |
| 5   | Online            | SAKALA       | 1854                       | 768                        | 237                        | 1005                       | 98                 | 751            |
| 6   | Call Center       | SAKALA       | 5108                       | 4652                       | 93                         | 4745                       | 88                 | 275            |
| 7   | Call Center       | NON-SAKALA   | 3041                       | 2897                       | 26                         | 2923                       | 16                 | 99             |
| 8   | E-Mail            | NON-SAKALA   | 472                        | 450                        | 11                         | 461                        | 0                  | 11             |
| 9   | E-Mail            | SAKALA       | 233                        | 219                        | 8                          | 227                        | 0                  | 6              |
| 10  | Janagraha         | SAKALA       | 78                         | 76                         | 0                          | 76                         | 0                  | 2              |
|     |                   | <b>Total</b> | <b>35222</b>               | <b>16974</b>               | <b>2232</b>                | <b>19206</b>               | <b>1740</b>        | <b>14273</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>     |              | 7273                       | 5715                       | 338                        | 6053                       | 186                | 1034           |
|     | <b>Non Sakala</b> |              | 27949                      | 11259                      | 1894                       | 13153                      | 1554               | 13239          |

Records shown above as on 30/09/2015 12:00:00

#### Notes:

Out of 7,273 complaints received for Sakala, 5,715 have been resolved and 338 have been rejected amounting to disposal of 6,053 complaints showing 83% closure rate. 186 complaints are in the process of getting disposed and 1034 complaints are overdue. Call centre and the Mission are closely following up with complaints related to Sakala.

Out of 27,949 complaints received for Non Sakala, 11,259 have been resolved and 1,894 have been rejected amounting to disposal of 13,153 complaints showing 49% closure rate. 1,554 complaints are in the process of getting disposed and 13,293 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                             | 493        | 61560        |
| 2   | RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT | 45         | 4360         |
| 3   | DEPARTMENT OF PUBLIC INSTRUCTION               | 32         | 6220         |
| 4   | SURVEY AND SETTLEMENT COMMISSIONER             | 29         | 2040         |
| 5   | BRUHAT BANGALORE MAHANAGARA PALIKE             | 25         | 2020         |
| 6   | HOME DEPARTMENT                                | 4          | 380          |
| 7   | COMMERCIAL TAXES DEPARTMENT                    | 3          | 260          |
| 8   | TRANSPORT DEPARTMENT                           | 2          | 640          |
| 9   | BANGALORE WATER SUPPLY AND SEWERAGE BOARD      | 1          | 20           |
| 10  | FOOD AND CIVIL SUPPLIES DEPARTMENT             | 1          | 60           |
| 11  | CITY MUNICIPAL COUNCIL                         | 1          | 320          |
|     | <b>TOTAL</b>                                   | <b>636</b> | <b>77880</b> |

Records shown above as on 30/09/2015 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- SEPTEMBER 2015

| S.N   | Name        | District   | Service                        | Department         | Satisfied/not satisfied |
|---|-------------|------------|--------------------------------|--------------------|-------------------------|
| 1   | Thimmappa   | Ramanagara | All types of Caste Certificate | Revenue Department | Not Satisfied           |
| Citizen got to know about Sakala in Government office. He called Sakala to know about All types of Caste Certificate. He did not get the service in time. So citizen is unhappy with Sakala |             |            |                                |                    |                         |
| 2   | Ravichandra | Ballari    | Maintenance of drinking water  | RDPR               | Satisfied               |
| Citizen got to know about Sakala through Internet. He called Sakala to know about Maintenance of drinking water. He is happy with Sakala as he got the service in time.                     |             |            |                                |                    |                         |
| 3   | Lokesh      | Davanagere | Birth Certificate              | Revenue Department | Satisfied               |
| Citizen got to know about Sakala through newspaper. He called Sakala to know about Birth Certificate. He got the service on time. So citizen is happy with Sakala.                          |             |            |                                |                    |                         |
| 4   | Ambarish    | Bengaluru  | Khata extract                  | BBMP               | Satisfied               |
| Citizen got to know about Sakala through TV. He called Sakala to know about Khata extract. He is very happy with Sakala.  |             |            |                                |                    |                         |
| 5   | Yogeshwar   | Mysuru     | Destitute widow pension        | Revenue Department | Satisfied               |
| Citizen got to know about Sakala through Newspaper. He called Sakala to know about Destitute widow pension. He got the required information and is happy with Sakala.                       |             |            |                                |                    |                         |

## CHAPTER 4: EVENTS AND NEWS CLIPS

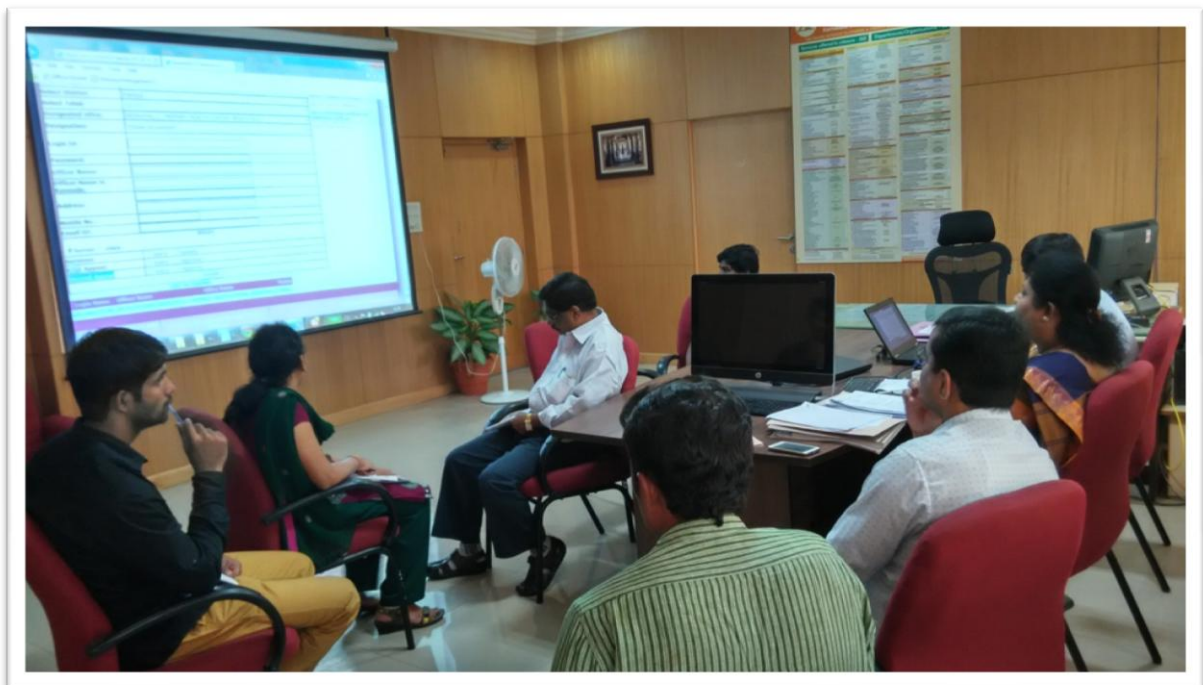
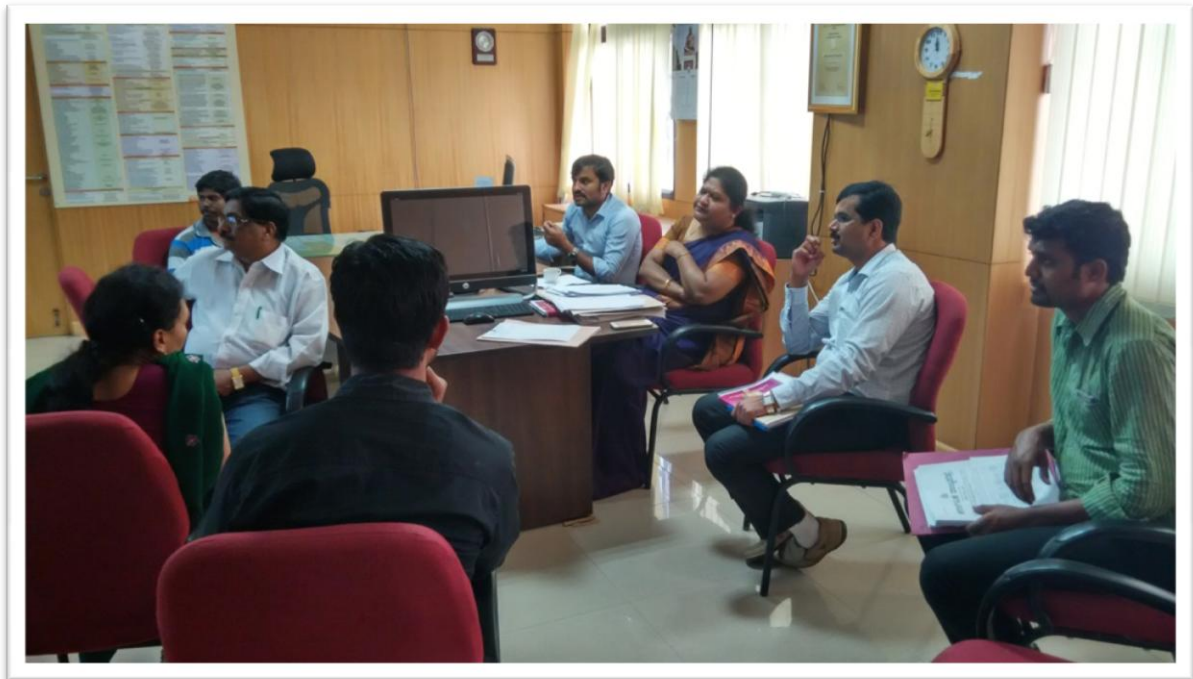
1) 22.09.2015, Bengaluru: "Video Conference with DITCs" - DITCs from all the districts participated in the VC held by Additional Mission Director. Administrative officer was present during the VC.



**2) 30.09.2015, Bengaluru:** Training seminar was organised by Sakala Mission for newly appointed DITCs in VV tower. Additional Mission Director and Administrative officer were present during the training program.



**3) 19.09.2015, Bengaluru - Officials from BCM and Muzrai department interacting with the Administrative officer to implement newly added services in Sakala portal.**



**4) 27.08.2015, Bengaluru** - Delegates from Computer Society of India (CSI) visited Sakala Mission to obtain detailed information about Sakala initiative. Additional Mission Director and Administrative officer explained the journey Sakala Mission had taken over the years. The delegates were impressed by the accomplishments of Sakala Mission in a short span of 3 short years.

