



Our Government objective is to become a centre of excellence ensuring effective service delivery to the citizens. This demands 3 Ms i.e., suitable Machinery, Manpower and Motivation. The launch of Sakala was a major achievement in this direction. Today Sakala completes two years of its “continued and time bound service delivery” and hope it will continue to grow with the same pace & grace.

Sakala has already served 4.45 Crore Citizens of the State and with 98% in-time delivery. With the same commitment, I hope in the near future Sakala Mission will reach 100% in-time delivery of services.

A capacity building endeavour succeeds when civil servants who undergo this process are able to deliver services at a level expected by the citizens. This requires continuous monitoring and adoption of corrective measures.

Activities of Sakala Mission have been recognised at International and National level. Sakala with its endeavour of “continuous improvement” is now ISO 9001:2008 Certified. The standard operating practices set and adopted by Sakala Mission will act as a benchmark for other departments of the Government. I expect Sakala Mission to be the torch bearer for ensuring ISO compliant work procedures in various departments.

I would like to appreciate the efforts of Revenue Department in bringing its 25 essential services to online format. This will be of immense help to Citizens, who will not have to travel long distances to taluk offices to obtain the required service. Besides a large number of our unemployed youth may earn a decent living by setting up cyber cafes.

I hope all Government service will be simplified in coming days by keeping the needs and aspirations of citizens in forefront.

**Kaushik Mukherjee**

Chief Secretary

Date: 02 April 2014





I am very happy and proud to state that Sakala has reached another milestone in its illustrious journey. It has completed two successful years of its excellent service delivery. I congratulate each one of you citizens to have reposed faith in the system and applied for your desired services.

As the Saying goes **“A connected workforce yields better results”** – is true in many ways. Today we are the highest in the country in terms of the number of services delivered and we are surely the fastest to reach the 5 crore mark. This is possible only with the participation of our citizens who have come forward to believe in the system. The departments are working in a professional manner and together working in unison for the common good of our citizens. There is a connection between various stakeholders and the citizens – which is yielding good results.

Speaking about Performance, though overall performance of Sakala is commendable, there are certain areas, which need immediate attention. As a result of data analytics, it has been found that there is a large chunk of offices which have not received even a single application till date since inception. This is a matter of concern. It is impractical to assume that these offices have not been delivering services to Citizens, instead they are bypassing the Sakala monitoring method. This a violation under the Sakala Services Act, 2011.

I urge the departments to take corrective action in this regard and report the same to the Mission on priority basis. This will ensure that services delivered to Citizens are monitored closely for time bound parameter and quality of service delivery.

As a step forward, ONLINE Sakala services consisting 135 essential services is an important step in Citizen Empowerment. Such initiatives are allowing Citizens to know about e-governance and its advantages.

We are hoping that citizens will be able to avail more and more services in a more convenient manner.

**Umesh V**

Additional Chief Secretary

Date: 02 April 2014



## FROM THE MISSION DIRECTOR'S DESK

Election Code of Conduct has an impact on the delivery of services, resulting in an increase in pendency due to ban on delivery of several services. Yet, with the continued commitment and dedication of all our employees at each level, disposals have increased against the receipts during the month of March.

**Ranking:** Chikkaballapur shows consistent performance and occupies the top position for this month. This reflects the continuous efforts of employees and the exceptional leadership of the Deputy Commissioner of the district. Uttara Kannada and Kolar who had clocked 2<sup>nd</sup> and 3<sup>rd</sup> ranks in February have hit the 4<sup>th</sup> and 21<sup>st</sup> ranks respectively for this month . 9 districts have shown positive performance. This can be attributed to more disposals against receipts for this month. In a welcome move, **Bidar has taken 6<sup>th</sup> rank as compared to 30<sup>th</sup> rank of February.** Thanks to increased demand for Sakala services like Residence certificate, to avail the benefit of Article 371(J), which has enhanced the volume of receipts in this month.

Rank	District	District	Rank
1	Chikkaballapura	Raichur	30
2	Gadag	Yadgir	29
3	Koppal	Bellary	28

### Applications and Disposal Trends:

	Receipts	Disposals
Month of March -14	16,54,879	17,41,129
Cummulative Count	4,59,41,327	4,52,65,767

**Taluka Rankings:** Talukas of Uttara Kannada and Chikkaballpur districts continue to dominate in the list consisting top 12 best performing Talukas with their consistent performance.

Gudibanda taluk of Chikkaballapur district has topped the taluk ranking list. Special congratulations to the officials and staff working in the taluk

#### **Pendency, Delays and Rejections:**

**Pendency:** A total of 27,823 applications were pending for disposal at the end of the month. Increased trend can be seen in number of pending applications compared to last month's pendency of 10,399. But by taking into account restrictions imposed on delivery of Services due to Model Code of Conduct being in force, the pendency for March will fall by more than 65%.

**Delayed Disposal:** 54,515 applications were delayed in disposal during the month compared with 41,745 of the previous month i.e. about 96.97% in-time delivery, compared to 97.85% of previous month.

**Rejections:** 7% is the State rejection rate for March. There is change as compared to 6% of February. Rejections may be attributed to Model Code of Conduct being in force.

#### **Complaints, Appeals & Compensation**

**Complaints:** 3389 Sakala complaints out of 3441 have been resolved. This shows a closure rate of 98.48%, which is a sharp increase as compared to last month's closure rate of 93%.

Non Sakala complaints turned out to be a major chunk of complaints. Among 3423 complaints received 3352 complaints have been resolved at the rate of 97.90%, which illustrates the success of Sakala Mission's "Single Window Grievance Management Model". This is one step closer to concept of CPGRAMS "Centralized Public Grievance Redress And Monitoring System".

**Appeals:** Under Appeal -1 category, 753 were received of which 315 were approved, 306 were rejected and 132 are in the process of getting disposed. Under Appeal -2 category, 102 were received of which 20 were approved, 19 were rejected and 63 are in progress of getting disposed. There has been an increase in the number of pending second appeals. Appellate Authority has to act and has to update the appeal status in the portal.

**Compensation:** 373 compensation claims have been settled till date.

**Online Services:** A list of online services being provided by various departments is enclosed. We are making Bangalore One / District One centers publicize the same.

**Cyber Cafes:** About 1000 MOU's have been signed, spot Inspections have been carried out and process is in place to finalize the list of eligible applications. This is a much needed effort as more and more services are being delivered online. Since Deputy Commissioners are involved in Election Duty, finalization of MOU's with Cyber cafés has slightly slowed down.

**Seminars & Conferences:**

Trainee Senior IAS officers deputed from LBSNAA visited Sakala Mission to learn and understand the Sakala Service delivery model.

Team of high ranking Officials from National Defence School, New Delhi headed by Vice Admiral Mr. Lamba visited and discussed Sakala Initiative and recommended new procedures to make Sakala initiative friendlier to military personnel both working and retired.

**Awards:** We have won the National "**DL Shaw Quality Award**" to be conferred by Quality Council of India under the Government- Category.

Hope Sakala achieves many more milestones in the days to come.

**DR. SHALINI RAJNEESH**

**MISSION DIRECTOR – SAKALA**





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## CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	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)) Ranking for Mar-14	Final Ranking(30% weightage on (D) and 70% weightage on (F)) Ranking for Feb-14	Trend
Chikkaballapura	42454	47507	0.8	4	3537	2	1	1	↔
Gadag	33452	34909	0.6	1	3345	5	2	8	↑
Koppal	43685	43206	0.8	4	3360	4	3	12	↑
Uttara Kannada	46355	50600	0.6	1	3311	6	4	2	↓
Hassan	57685	61052	3.3	18	3393	3	5	7	↑
Bidar	62087	62209	7	29	3652	1	6	30	↑
Chitradurga	46989	51405	1.7	12	2936	10	7	4	↓
Udupi	31981	33676	1.6	8	2907	12	8	14	↑
Mandya	56753	60669	4.2	22	3152	8	9	5	↓
Bangalore	280357	285340	4	21	2951	9	10	18	↑
Ramanagara	31830	36535	6.8	28	3183	7	11	6	↓
Dakshina Kannada	57519	56135	2.5	16	2875	14	12	21	↑
Davanagere	53728	59697	2	14	2827	15	13	14	↑
Shimoga	46347	48329	1.6	8	2726	18	14	11	↓
Bijapur	61415	61403	4.9	25	2924	11	15	15	↔
Chikmagalur	30176	31670	2.2	15	2743	17	16	22	↓
Dharwad	48658	51213	1.6	8	2703	20	17	19	↑
Tumkur	69004	79089	1.1	6	2654	21	18	10	↓
Bangalore Rural	26022	27608	7.4	30	2891	13	19	9	↓
Mysore	81827	84799	4.5	23	2821	16	20	16	↓
Kolar	40825	47324	2.9	17	2721	19	21	3	↓
Bagalkot	45133	43076	1.5	7	2507	24	22	17	↓
Haveri	39588	42365	1.7	12	2639	22	23	23	↔
Chamarajanagar	19832	22619	0.6	1	1983	30	24	20	↓
Gulbarga	64845	69757	3.5	20	2593	23	25	25	↔
Belgaum	95461	99606	1.6	8	2031	29	26	26	↔
Kodagu	12152	13004	3.3	18	2430	26	27	27	↔
Bellary	61055	66988	4.7	24	2442	25	28	24	↓
Yadgir	24946	24190	5.1	26	2267	27	29	29	↔
Raichur	42554	44985	6	27	2239	28	30	28	↓

Records shown below as on 29/03/2014 09:30:00

### Legend

↔: Same as of last month, ↓: Decreasing Trend, ↑: Increasing Trend

### Notes:

- Chikkaballapur has retained first rank from the last month. Bidar has climbed up to reach 6<sup>th</sup> rank as compared to 30<sup>th</sup> rank of last month.
- Chitradurga, Mandya & Ramanagara have shown slight decrease in performance as compared to previous month.

## CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

District	Taluk	Receipts during the month (A)	Disposals during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of receipts/Ten thousand population (E)	Ranking based on Receipts/Ten thousand population (F)	Final Ranking(30% on (D) and 70% on (F))
Chikkaballapura	Gudibanda	3069	3385	0.1	7	613	6	1
Uttara Kannada	Yellapur	3326	3347	0	4	475	13	2
Uttara Kannada	Haliyal	5650	5909	0.4	21	513	10	3
Chikkaballapura	Chikkaballapura	11261	12514	0.6	36	536	8	4
Gadag	Gadag	15851	16877	0.4	25	440	14	5
Uttara Kannada	Kumta	5563	5856	0.1	10	370	29	6
Uttara Kannada	Honavar	5837	6010	0	6	364	31	7
Dharwad	Dharwad	18052	17330	1.2	69	752	5	8
Shimoga	Sagar	7786	7981	0.5	28	389	23	9
Koppal	Koppal	15930	15065	0.8	46	430	16	10
Tumkur	Tiptur	8387	8822	0.5	29	381	26	11
Bangalore	Bangalore South	110188	111711	2	97	6121	2	12

Records shown below as on 29/03/2014 09:30:00

### Notes:

- Talukas of Uttara Kannada and Chikkaballapura have dominated the top 12 Taluk list with consistent performance, with 4 & 2 Talukas respectively. Gudibanda of Chikkaballapura has taken the top spot.
- Talukas of Gadag and Dharwad have taken up 5<sup>th</sup> and 8<sup>th</sup> rank respectively.

### Bottom 12 Ranking Talukas

District	Taluk	Receipts during the month (A)	Disposals during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of receipts/Ten thousand population (E)	Ranking based on Receipts/Ten thousand population (F)	Final Ranking(30% on (D) and 70% on (F))
Raichur	Manvi	6104	6844	2.7	110	164	162	166
Dakshina Kannada	Beltangadi	3677	3655	1.8	88	141	173	167
Bellary	Sandur	3932	5373	2.1	98	145	170	168
Kodagu	Somvarpet	3164	3368	2.8	111	158	166	169
Mysore	Heggadadevankote	4825	5610	7	162	185	145	170
Yadgir	Shorapur	7195	7452	4.8	146	175	156	171
Bagalkot	Hungund	4930	4873	3.4	125	154	167	172
Gulbarga	Chincholi	3998	4695	4.6	141	159	165	173
Mysore	Nanjangud	6184	7285	5.1	150	162	163	174
Raichur	Devadurga	4596	5812	7.6	166	164	161	175
Belgaum	Khanapur	2711	2811	5.6	157	108	177	176
Bangalore	Yelahanka	7292	9812	16.9	176	145	171	177

Records shown below as on 29/03/2014 09:30:00

**Notes:** Yelahanka of Bangalore has taken the last spot in list. Talukas of Bidar have shown better performance and are not featuring in bottom 12 list.

## CHAPTER 2A: RECEIPTS AND DISPOSAL TRENDS FOR MAR-14

Main Department	Receipts				Disposals		
	Feb-14	Mar-14	Trends		Feb-14	Mar-14	Trends
REVENUE DEPARTMENT	1122676	945120	↓		1174286	1040282	↓
TRANSPORT DEPARTMENT	235111	235085	↓		237489	225967	↓
COMMERCIAL TAXES DEPARTMENT	143834	124091	↓		148599	127089	↓
HOME DEPARTMENT	110269	109681	↓		103751	102673	↓
URBAN DEVELOPMENT	71091	64676	↓		74725	66243	↓
RDPR	67062	70507	↑		71610	71870	↑
FOOD AND CIVIL SUPPLIES	37087	24740	↓		35897	24771	↓
HEALTH AND FAMILY WELFARE	23355	16407	↓		23890	16861	↓
LABOUR DEPARTMENT	23126	22158	↓		23547	22956	↓
WOMEN AND CHILD WELFARE	22636	15304	↓		22850	15655	↓
EDUCATION DEPARTMENT	11599	15532	↑		12643	16729	↑
COMMERCE AND INDUSTRIES DEPARTMENT	4704	5915	↑		4604	5854	↑
CO-OPERATION DEPARTMENT	3257	3930	↑		3170	2512	↓
HORTICULTURE DEPARTMENT	2305	1239	↓		1338	1037	↓
HOUSING DEPARTMENT	307	277	↓		190	402	↑
KANNADA, CULTURE AND INFORMATION DEPARTMENT	191	61	↓		174	66	↓
ANIMAL HUSBANDRY AND FISHERIES	56	13	↓		56	35	↓
PUBLIC WORKS, PORTS AND INLAND WATER	41	48	↑		49	33	↓
FOREST, ECOLOGY AND ENVIRONMENT	34	40	↑		42	35	↓
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	9	15	↑		3	20	↑
DPAR	0	40	↑		0	39	↑
Total	1878750	1654879	↓		1938913	1741129	↓

Records shown below as on 29/03/2014 09:00:00

Legend:

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

**Notes:** Receipts have seen a considerable decrease in numbers as compared with previous month. Disposals have increased in this month. There are more disposals than receipts. This shows the eagerness of employees to deliver the services which were pending from previous months.

- **Receipts:** Home department, Co-operation department has seen huge drop of receipts
- **Disposals:** Revenue department, commercial taxes and transport departments are the major contributor in number of Disposals despite low on receipts.

## CHAPTER 2B: DEPARTMENT & SERVICE WISE PENDENCY

SI. NO.	DEPARTMENT	PENDENCY AFTER DUE DATE for Feb -14	PENDENCY AFTER DUE DATE for Mar -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Feb-14	Pendency for March-14
1	Revenue Department	5297	20082	Change of Khata (Undisputed cases)	3156	5892
				Conversion of agriculture land to non-agriculture purpose	337	902
				Sandhya Suraksha	129	4468
				All types of Caste Certificate	496	1571
				Destitute Widow pension	45	2268
				Record of Rights Certificate	236	585
				Issuance of Arms License	72	101
				Residence Certificate	145	926
				No tenancy certificate	49	75
				Mutation Extract	93	200
				Small and Marginal Farmer Certificate	73	167
				All types of Income Certificate	190	420
				Pension for disabled persons	19	1166
				Surviving Family member Certificate	45	118
Indira Gandhi Old Age Pension	16	873				
2	Inspector General of Registration and stamps	900	659	Registration of Land / property	900	659
3	Home Department	1362	4178	Reciept and Disposal of Petitions	369	848
				Arms License Issue and Renewal Verification	373	544
				NoC for Passport Verification	282	1245
				Service Verification	264	486
				Issue of copy of FIR to the complainant	6	642
				NOC for petrol pump, gas agency, hotel, bar etc.	14	23
				Police Verification Certificate for domestic servants/house keeping	2	9
				Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	6	11
				License for Amplified Sound System	9	130

SI. NO.	DEPARTMENT	PENDENCY AFTER DUE DATE for Feb -14	PENDENCY AFTER DUE DATE for Mar -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Feb-14	Pendency for March-14
4	Survey and Settlement Commissioner	258	193	Issue of Duplicate Copies in Survey Section(Aakar Band)	69	121
				Issue of Duplicate Copies in Survey Section(Atlas)	3	12
				Issue of Duplicate Copies in Survey Section(Pakka Tippan)	9	6
				Issue of Duplicate Copies in Survey Section(Tippan)	27	15
				Issue of Duplicate Copies in Survey Section(Village Map))	14	16
				Issue of Duplicate Copies in Survey (Kharab Utar))	1	0
5	Rural Development and Panchayat Raj Department	1535	1164	maintenance of street lights	417	23
				maintenance of drinking water	502	44
				alteration to assessment list	106	165
				maintenance of village sanitation	22	11
				Noc to ESCOMS	8	21
				providing employment to unskilled labours (mgnregs)	141	218
				general licence (trade licence)	8	15
				building licence	21	15
				issue of job card to unskilled laboures	296	633
6	Employee state insurance medical services	7	1	Sanction of Medical Reimbursements Bill of IPs	5	0
				Submission of Super Speciality Medical Reimbursement bills	2	1
7	Health and Family Welfare Department	78	90	Issue of age certificate	37	68
				Issue of Disability Certificate	3	4
				Issue certificate of discharge & sterilization	38	18
8	Commissionerate of Bangalore and Mysore, CPI	25	109	Reimbursement of Medical Expenses	10	62
				Vehicle Purchase/GPF/KGID/Computer & Advances	3	20
				Sanction of 10/15/20 Years Time Bound Promotion	8	24
				Earned Leave Encashment	0	0
				Sanction of 25/30Years time bound promotion	1	1
				Renewal of recognition for Schools	2	0

SI. NO.	DEPARTMENT	PENDENCY AFTER DUE DATE for Feb -14	PENDENCY AFTER DUE DATE for Mar -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Feb-14	Pendency for March-14
9	Department of Public instruction	258	552	Registration of Schools	78	250
				Reimbursement of Medical Expenses	68	123
				Renewal of recognition for Schools	39	50
				Vehicle Purchase/GPF/KGID/Computer and Advances	26	56
				Sanction of 10/15/20 Years Time Bound Promotion	20	34
				First Recognition of Schools	19	7
				Issuing salary Certificate	1	9
				Pension Proposal and Services	4	8
10	Bruhat Bangalore Mahanagara Palike	7	16	Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration	0	0
				Transfer of Khatas	3	14
				Khatha Registration	0	1
				Sanction of Building Plan in sites up to 2400 sq.ft dimension for residential single dwelling unit. (Not Computerized)	2	1
11	Bangalore water supply and sewage board	10	18	Permission for new connection/Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.	8	8
				Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	2	10
12	North east Karnataka Road Transportation	2	72	Issue of Bus passes to Physical Challenged	0	13
				Issue of Bus Passes to School Children	1	59
13	Transport Department	46	57	Registration of Vehicle	28	21
				Duplicate Registration Certificate	15	24
				Learning Licence	2	11

Records shown below as on 29/03/2014 10:00:00

#### Notes:

The above table shows most sought after services in various departments. The pendency is huge in Revenue department and Home department. As the Model Code of Conduct is in place delivery of several services by the departments is restricted. Thus leading to in huge pendency in Revenue department.



## CHAPTER 2C: DELAYED DISPOSAL-DEPARTMENT WISE FOR MAR-14

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 delays for Mar 2014 (B/A)
REVENUE DEPARTMENT	1040282	31267	5618	1608	848	751	40092	3.85%
HOME DEPARTMENT	102673	4402	1862	824	303	66	7457	7.26%
HEALTH AND FAMILY WELFARE	16861	167	107	13	32	5	324	1.92%
URBAN DEVELOPMENT	66243	1192	102	28	6	8	1336	2.02%
TRANSPORT DEPARTMENT	225967	570	138	125	77	472	1382	0.61%
RDPR	71870	967	154	89	32	2	1244	1.73%
EDUCATION DEPARTMENT	16729	702	368	187	150	34	1441	8.61%
COMMERCIAL TAXES DEPARTMENT	127089	228	37	50	59	45	419	0.33%
LABOUR DEPARTMENT	22956	294	182	48	3	3	530	2.31%
HORTICULTURE DEPARTMENT	1037	3	0	0	0	0	3	0.29%
WOMEN AND CHILD WELFARE	15655	156	1	0	0	1	158	1.01%
FOOD AND CIVIL SUPPLIES	24771	14	5	0	0	3	22	0.09%
COMMERCE AND INDUSTRIES DEPARTMENT	5854	13	9	5	0	0	27	0.46%
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	35	14	1	0	0	0	15	42.86%
HOUSING DEPARTMENT	402	2	0	6	0	2	10	2.49%
KANNADA, CULTURE AND INFORMATION DEPARTMENT	66	7	4	0	0	0	11	16.67%
DPAR	39	4	0	2	0	8	14	35.90%
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	35	0	0	0	0	0	0	0.00%
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	33	2	0	0	0	0	2	6.06%
CO-OPERATION DEPARTMENT	2512	14	5	4	0	0	23	0.92%
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	20	2	1	2	0	0	5	25.00%
<b>Total</b>	<b>1741129</b>	<b>40020</b>	<b>8594</b>	<b>2991</b>	<b>1510</b>	<b>1400</b>	<b>54515</b>	<b>3.13%</b>

Records shown below as on 29/03/2014 17:30:00

### Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 73.21% of total delayed disposals. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

## CHAPTER 2D: REPORT OF REJECTIONS- DISTRICT WISE FOR MAR-14

DISTRICT	APPROVALS (B)	REJECTIONS (C)	REJECTIONS AT COUNTER (D)	REJECTION RATE((C+D)/B)%
Bidar	56500	5664	45	10
Chikmagalur	28941	2685	44	9
Kolar	43516	3780	26	9
Bijapur	56742	4603	57	8
Chikkaballapura	43875	3597	35	8
Shimoga	44716	3495	116	8
Tumkur	73059	5956	71	8
Bangalore	266775	17125	1433	7
Belgaum	92981	6513	112	7
Dharwad	47645	3522	46	7
Gulbarga	64986	4744	27	7
Haveri	39646	2701	18	7
Kodagu	12122	867	15	7
Raichur	42030	2898	57	7
Bangalore Rural	25930	1515	163	6
Bellary	63246	3710	32	6
Chamarajanagar	21306	1291	22	6
Davanagere	56291	3264	24	6
Hassan	57799	3228	23	6
Koppal	40860	2324	22	6
Mandya	57010	3594	65	6
Mysore	80056	4588	153	6
Bagalkot	40846	2207	23	5
Yadgir	23073	1096	21	5
Chitradurga	49396	1951	58	4
Dakshina Kannada	54134	1935	62	4
Ramanagara	34980	1464	91	4
Gadag	34056	828	25	3
Udupi	32803	851	22	3
Uttara Kannada	49058	1534	8	3
Total	1634378	103530	2916	7

Records shown below as on 29/03/2014 10:30:00

### Notes:

7 districts have rejection rates greater than State's average of 7% for Mar-14. The respective District administration should probe, analyze and check rejections done on malifide intention. The number of rejections at counter have decreased considerably compared to previous month. This highlights the easiness with which applications can be submitted by the Citizen.

## CHAPTER 2E: RECEIPTS WITH MOBILE PERCENTAGES

Sl .No	District	Receipts Mar-14	Receipts Having Mobiles Mar-14	/Mobile Receipts (%) Mar-14	/Mobile Receipts (%) Feb-14	Mobile Receipts (%) Jan -14	Mobile Receipts (%) Dec -13
1	Gadag	31797	14937	47	27	31	35
2	Bangalore	272687	104490	38	37	35	40
3	Dakshina Kannada	55838	21333	38	36	34	36
4	Udupi	31476	11997	38	34	34	39
5	Mysore	76295	26684	35	34	33	30
6	Ramanagara	31186	9978	32	24	27	36
7	Chitradurga	46063	13978	30	21	21	23
8	Kodagu	11980	3508	29	27	30	33
9	Mandya	54491	15129	28	23	26	26
10	Bagalkot	44256	12149	27	27	32	31
11	Haveri	38386	10321	27	17	17	18
12	Chikkaballapura	39608	10164	26	25	29	28
13	Dharwad	47085	11728	25	28	33	31
14	Uttara Kannada	45305	11296	25	27	30	30
15	Davanagere	52050	12691	24	22	23	20
16	Belgaum	88130	20441	23	25	30	30
17	Bangalore Rural	25540	5940	23	17	16	17
18	Shimoga	45234	10041	22	22	22	26
19	Bellary	59057	11452	19	18	20	18
20	Tumkur	67255	12736	19	18	19	18
21	Koppal	40792	6901	17	22	25	28
22	Chikmagalur	29318	5102	17	17	16	16
23	Kolar	38262	6292	16	18	19	18
24	Chamarajanagar	19157	2854	15	18	19	14
25	Hassan	54970	7817	14	15	15	16
26	Gulbarga	63208	8313	13	15	15	21
27	Raichur	41069	5052	12	14	14	13
28	Bijapur	58048	6169	11	12	13	14
29	Bidar	60411	6080	10	18	20	21
30	Yadgir	24242	1990	8	9	9	10

Records shown below as on 29/03/2014 10:30

**Notes:** The State's average for receipts having mobile numbers is around 24 %. Since giving mobile numbers has become mandatory, the quantum of mobile numbers should increase in the coming days.

## **2F: OFFICES WHO HAVE DEFAULTED MORE THAN 7 TIMES**

**Section 14 (2) read with Rule 16 is reproduced below:**

**Developing culture to deliver services within fixed period:**

14(2): In case of any designated officer who is a habitual and willful defaulter, without any reasonable cause and persistently failed to receive an application or has failed to provide service within the stipulated time or intentionally denied the request for the service or delayed inordinately, the head of the Public Authority concerned shall be competent to take appropriate disciplinary action after recording a finding to this effect but not before giving a show cause notice and opportunity of hearing to the defaulting officer.

**Rule 16: Maintenance of records of all disposed cases under the Act:** The Designated Officer, Competent Officer and Appellate Authority shall maintain records of all the cases in Form E-1, Form E-2 and Form E-3 respectively and specially Form E-1 with regard to the action taken in respect of delay/default cases and shall send a periodical report to the Head of the Public Authority. Show cause notice through e-mail in Form E-4 shall be issued to the public servants who have defaulted/delayed in more than 7 cases. Disciplinary action shall be initiated in cases where reasons are not justifiable.

Show Cause notice through e-mail in Form E-5 shall be issued to the Competent Officer/Appellate Authority who have exceeded the time limit. Report of such cases shall be intimated to DPAR in Form E-6 at the end of the month.

The Following is the list of Department with number of offices, who have defaulted more than 7 times in an alphabetical order.

**Action to be taken:** Deputy Commissioners may send automated show-cause notices to defaulters from Sakala Portal take explanations and send a report to the Mission for those officials who are under their administrative control. Disciplinary action for other departmental officials needs to be taken up by respective HODs/Principal Secretaries.

Table showing Designated Offices who have defaulted 7 or more than 7 times.

Department	Office/ sub department	Designated Offices with 7 or more defaults (Dec -13)	Designated Offices with 7 or more defaults (Jan-14)	Designated Offices with 7 or more defaults (Feb-14)	Designated Offices with 7 or more defaults (Mar-14)
URBAN	BWSSB	3	3	1	4
	BDA	0	1	1	1
	BBMP	17	24	26	8
	City corporation (other than BBMP)	9	8	8	8
	CMC	24	30	32	21
	TMC	22	31	33	15
	Town Panchayat	7	15	13	11
Finance	Commerce and industries	0	1	2	1
	Commercial tax	13	33	46	15
Education	Department of public instruction	26	34	36	23
	Higher Education Collegiate	0	1	0	0
	Public libraries Department	0	1	1	0
Food	Food and civil supplies	3	1	4	0
Animal Husbandry and Fisheries	Fisheries	1	2	0	1
Health and family welfare	Health and family welfare department	11	10	13	10
Home	Home department	49	72	74	90
Horticulture	Sericulture	1	1	5	0
Labour	Labour department	1	10	20	2
Revenue	Revenue department	237	317	443	338
	Survey and settlement commissioner	95	96	93	90
	Inspector general of registration and stamps	44	24	34	56
	CPI	0	1	2	0
RDPR	RDPR	58	37	88	70
Transport	Transport inclusive: transport corporations	17	26	28	23
Housing	Karnataka Housing Board	0	0	0	1
	Kannada & Culture	0	0	1	1
Women and child	Women and child department	5	10	13	11
<b>Total</b>		<b>643</b>	<b>789</b>	<b>1017</b>	<b>800</b>

Records shown below as on 29/03/2014 10:30

**Notes:**

Decreasing Trend of 27% can be visualized with the number of Designated Officers defaulting for more than 7 times in delivery of Sakala Services. This is very encouraging trend which has to be sustained in future. Respective HOD's and DC's may look into these issues and take corrective action.

## CHAPTER 2G: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Pendenc y after Due date
	RECEIVED	DISPOSED	APPROVED	REJECTED	REC EIVED	DISP OSED	APP ROVED	REJE CTED	RE CEI VE D	DI SP OS ED	AP PR OV ED	RE JE CT ED	
REVENUE DEPARTMENT	25971059	25477556	23731039	1746530	606	513	256	257	73	21	8	13	20939
RDPR	1954542	1904767	1869373	35358	6	3	1	2	0	0	0	0	4181
HOME DEPARTMENT	1258476	1242776	1220776	21878	50	42	21	21	5	4	2	2	1164
EDUCATION DEPARTMENT	233927	227830	214620	13208	29	20	4	16	3	3	0	3	1030
COMMERCIAL TAXES DEPARTMENT	7454041	7380509	7176700	203753	4	2	1	1	0	0	0	0	149
HEALTH AND FAMILY WELFARE	1766267	1752422	1675806	76616	40	31	29	2	3	2	2	0	136
URBAN DEVELOPMENT	481550	480408	475538	4868	0	0	0	0	0	0	0	0	113
TRANSPORT DEPARTMENT	337246	332056	326187	5869	0	0	0	0	0	0	0	0	45
DPAR	3444906	3434314	2976071	458178	5	5	2	3	0	0	0	0	15
FOOD AND CIVIL SUPPLIES	985	960	960	0	0	0	0	0	0	0	0	0	12
LABOUR DEPARTMENT	66155	66001	64317	1684	1	0	0	0	0	0	0	0	10
HOUSING DEPARTMENT	277885	276855	276472	383	0	0	0	0	0	0	0	0	9
CO-OPERATION DEPARTMENT	686	664	623	41	0	0	0	0	0	0	0	0	4
WOMEN AND CHILD WELFARE	6075	5958	5847	111	0	0	0	0	0	0	0	0	4
COMMERCE AND INDUSTRIES DEPARTMENT	8321	4342	4204	138	0	0	0	0	0	0	0	0	4
KANNADA, CULTURE AND INFORMATION DEPARTMENT	667	651	569	82	0	0	0	0	0	0	0	0	3
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	1061	1058	814	244	0	0	0	0	0	0	0	0	3

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Pendenc y after Due date
	RECEIVED	DISPOSED	APPROVED	REJECTED	REC EIVE D	DISP OSE D	APP ROV ED	REJE CTED	RE CEI VE D	DI SP OS ED	AP PR OV ED	RE JE CT ED	
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	7909	7242	7197	45	0	0	0	0	0	0	0	0	2
HORTICULTURE DEPARTMENT	1863	1858	1598	260	0	0	0	0	0	0	0	0	0
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	24	23	21	2	0	0	0	0	0	0	0	0	0
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	2667682	2667517	2635573	31944	2	0	0	0	1	1	0	1	0
<b>Total:</b>	45941327	45265767	42664305	2601192	743	616	314	302	85	31	12	19	27823

Records shown below as on 29/03/2014 09:00:00

## CHAPTER 2H: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Pendency after Due date
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bangalore	8181625	8091777	7507383	584331	225	158	139	19	9	7	5	2	5706
Mandya	1450825	1410265	1331709	78555	17	15	4	11	1	1	0	1	3503
Bijapur	2913308	2871153	2703515	167618	24	21	13	8	0	0	0	0	1895
Belgaum	1748533	1727923	1618809	109064	17	9	3	6	1	1	1	0	1711
Bangalore Rural	1649930	1620771	1539080	81691	44	39	14	25	4	4	1	3	1673
Ramanagara	996867	967032	862857	104179	37	32	2	30	1	1	0	1	1584
Dakshina Kannada	1537665	1507951	1452441	55507	1	1	1	0	0	0	0	0	1209
Chikkaballapur	1392737	1372325	1298550	73770	91	88	35	53	54	3	3	0	1049
Raichur	1734222	1707143	1617638	89505	40	32	11	21	5	5	0	5	976
Mysore	757257	745508	706506	39002	8	4	4	0	0	0	0	0	927
Bellary	1005090	988316	952802	35514	8	5	3	2	0	0	0	0	864
Gulbarga	2298023	2263209	2157942	105266	29	26	15	11	0	0	0	0	856
Chitradurga	1261389	1242213	1189111	53101	17	17	0	17	2	1	0	1	728
Gadag	1442000	1418312	1338421	79777	35	34	0	34	0	0	0	0	671
Bagalkot	736710	719923	690080	29841	6	6	2	4	1	1	0	1	552
Hassan	1659034	1640679	1537676	103003	7	7	3	4	0	0	0	0	544
Dharwad	1404250	1385474	1313528	71953	5	3	1	2	1	1	0	1	502
Udupi	804069	791389	759977	31412	8	8	5	3	0	0	0	0	406
Shimoga	1313620	1297541	1227624	69925	10	10	6	4	0	0	0	0	392
Bidar	839599	824880	802059	22819	9	9	6	3	1	1	1	0	333
Haveri	1030005	1013724	951504	62214	11	10	1	9	0	0	0	0	257
Chikmagalur	833735	822564	759827	62737	7	6	2	4	1	1	1	0	211
Kodagu	1009502	992591	956653	35940	3	2	0	2	0	0	0	0	203
Davanagere	1189601	1174710	1104092	70609	21	19	9	10	3	3	0	3	200
Kolar	2035698	2012585	1861614	150967	30	28	20	8	0	0	0	0	164
Tumkur	1015812	1000000	948095	51904	7	7	2	5	0	0	0	0	160
Uttara Kannada	812542	803110	760383	42727	8	8	5	3	0	0	0	0	158
Yadgir	420526	416221	394533	21689	2	1	0	1	0	0	0	0	151
Koppal	1223316	1208251	1129993	78247	7	4	3	1	0	0	0	0	143
Chamrajnagar	1243837	1228227	1189903	38325	7	7	5	2	1	1	0	1	95
<b>Total:</b>	<b>45941327</b>	<b>45265767</b>	<b>42664305</b>	<b>2601192</b>	<b>741</b>	<b>616</b>	<b>314</b>	<b>302</b>	<b>85</b>	<b>31</b>	<b>12</b>	<b>19</b>	<b>27823</b>

Records shown below as on 29/03/2014 09:00:00



## 21. DITC RANKING FOR MARCH -2014

District	District Rank	Rejections		Complaints				Appeals			Cybercafé		Helpdesk			Citizen Feedback		Rank s Total	Final Rank		
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Rank	Appeals - 2 Resolution %	Rank	MO U Signed	Rank	Operational %	Rank	feedback achieved till date %	Rank			Collect ed	Rank
Davanagere	13	6	4	99.40	2	98.61	2	97.14	2	NA	1	48	7	85.71	4	25.14	11	62	6	52	1
Uttara Kannada	4	3	1	100.00	1	95.65	9	100.00	1	100.00	1	0	20	75.00	6	100.65	1	50	8	52	1
Udupi	8	3	1	100.00	1	92.86	13	100.00	1	100.00	1	47	8	100.00	1	23.17	12	52	7	53	2
Mysore	20	6	4	100.00	1	100.00	1	89.66	6	NA	1	51	6	100.00	1	22.55	12	95	2	54	3
Dharwad	17	7	5	98.96	3	96.75	6	75.00	14	NA	1	111	1	83.33	5	44.19	6	50	8	66	4
Belgaum	26	7	5	98.25	6	97.71	3	87.50	9	NA	1	57	4	100.00	1	82.37	2	42	11	68	5
Chitradurga	7	4	2	94.59	12	92.73	14	100.00	1	NA	1	0	20	71.43	7	70.25	3	80	3	70	6
Koppal	3	6	4	90.00	15	97.22	4	66.67	16	NA	1	34	12	100.00	1	46.68	5	42	12	73	7
Hassan	5	6	4	98.89	4	93.33	11	87.50	9	NA	1	38	10	100.00	1	17.83	16	40	13	74	8
Bidar	6	10	8	98.18	7	95.71	8	86.84	10	100.00	1	30	14	100.00	1	13.57	18	70	4	77	9
Gulbarga	25	7	5	95.69	11	96.23	7	88.64	7	100.00	1	92	2	100.00	1	21.28	14	50	8	81	10
Gadag	2	3	1	92.00	13	91.43	16	100.00	1	NA	1	11	18	83.33	5	33.73	8	30	18	83	11
Chikkaballapura	1	8	6	91.67	14	100.00	1	90.91	5	NA	1	8	19	100.00	1	10.12	19	33	17	84	12
Bagalkot	22	5	3	75.00	18	86.00	20	100.00	1	50.00	3	59	3	100.00	1	47.76	4	44	10	85	12
Yadgir	29	5	3	98.65	5	97.10	5	100.00	1	100.00	1	26	15	100.00	1	16.67	17	45	9	86	13
Chamarajanagar	24	6	4	95.92	9	100.00	1	100.00	1	NA	1	23	16	100.00	1	18.03	16	36	16	89	14
Tumkur	18	8	6	NA	19	NA	24	93.33	4	NA	1	57	4	90.91	2	23.40	12	69	5	95	15
Ramanagara	11	4	2	100.00	1	50.00	22	55.56	18	NA	1	0	20	20.00	11	33.33	9	100	1	96	16
Shimoga	14	8	6	85.71	16	0.00	23	57.14	17	NA	1	56	5	87.50	3	44.38	6	50	8	99	17
Kolar	21	9	7	100.00	1	91.84	15	82.61	12	100.00	1	32	13	50.00	9	38.97	7	38	15	101	18

District	District Rank	Rejections		Complaints				Appeals				Cybercafé		Helpdesk			Citizen Feedback		Rank s Total	Final Rank
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Rank	Appeals - 2 Resolution %	Rank	IMO U Signed	Rank	Operational %	Rank	feedback achieved till date %	Rank	Collected		
Dakshina Kannada	12	4	2	97.00	8	90.00	17	100.00	1	NA	1	37	11	9	0.00	23	0	21	105	19
Bangalore Rural	19	6	4	100.00	1	93.00	12	50.00	20	NA	1	12	17	8	21.56	13	40	13	108	19
Haveri	23	7	5	95.74	10	89.80	18	100.00	1	NA	1	26	15	9	20.88	14	10	20	116	20
Raichur	30	7	5	100.00	1	95.18	10	96.70	3	5.56	4	0	20	5	5.52	20	0	21	119	21
Bijapur	15	8	6	NA	19	NA	24	88.24	8	100.00	1	0	20	1	3.89	21	50	8	123	22
Bellary	28	6	4	80.00	17	64.56	21	80.00	13	100.00	1	23	16	1	19.36	15	40	13	129	23
Chikmagalur	16	9	7	NA	19	88.37	19	85.71	11	100.00	1	39	9	10	2.33	21	21	19	132	24
Mandya	9	6	4	NA	19	NA	24	52.94	19	100.00	1	0	20	1	17.38	17	0	21	135	25
Bangalore	10	7	5	NA	19	NA	24	69.78	15	63.64	2	0	20	12	31.18	10	0	21	138	26
Kodagu	27	7	5	100.00	1	0.00	23	50.00	20	NA	1	0	20	12	0.00	23	39	14	146	27
<b>Total</b>												<b>917</b>					<b>1278</b>			

Data taken as on 03.04.2014 at 14:00

## CHAPTER 3: REPORT FROM CALL CENTRE

### A. Table showing status of Complaints- Both Sakala and Non Sakala as of end of Mar 2014

Month	Sakala					Non Sakala				
	In Progress	Pending	Rejected	Resolved	Grand Total	In Progress	Pending	Rejected	Resolved	Grand Total
Mar-12	0	0	0	25	25	0	0	0	97	97
Apr-12	0	0	0	1	0	0	0	1	18	19
May-12	0	0	0	47	47	0	0	1	183	184
Jun-12	0	0	0	66	66	0	0	0	125	125
Jul-12	0	0	0	39	39	0	0	0	150	150
Aug-12	0	0	0	52	52	0	0	1	81	81
Sep-12	0	0	6	81	87	0	0	0	124	124
Oct 12	0	0	1	41	42	0	0	0	157	157
Nov-12	0	0	0	46	46	0	0	0	184	184
Dec 12	0	0	0	78	78	0	0	5	256	261
Jan-13	0	0	2	143	145	0	2	3	194	199
Feb-13	0	0	2	257	260	0	3	0	156	159
Mar 13	0	0	23	406	429	0	2	0	285	287
Apr-13	0	0	7	355	362	0	2	1	216	219
May 13	0	0	5	310	315	0	4	3	171	178
Jun-13	0	0	4	121	125	0	1	0	125	126
Jul-13	0	0	0	134	134	0	4	0	82	86
Aug-13	0	0	1	106	107	0	4	0	56	60
Sep-13	0	0	0	188	188	0	12	1	115	128
Oct 13	0	0	0	192	192	0	8	0	139	147
Nov-13	0	3	3	148	154	0	5	0	102	107
Dec 13	0	10	0	106	116	0	4	0	92	96
Jan-14	0	4	0	129	133	0	1	1	62	64
Feb-14	0	35	0	153	188	0	19	0	147	166
Mar-14	88	0	11	52	151	37	2	0	18	57
<b>Grand Total</b>	<b>88</b>	<b>52</b>	<b>65</b>	<b>3276</b>	<b>3481</b>	<b>37</b>	<b>73</b>	<b>17</b>	<b>3335</b>	<b>3462</b>

Records shown below as on 29/03/2014 09:30:00

#### Notes:

The red line demarcates the Sakala & Non Sakala complaints and their status.

Out of 3481 complaints received for Sakala, 3276 have been resolved and 65 have been rejected. Hence 96% closure rate is seen. Departments have been urged to look into timely disposal of Non Sakala complaints too.

## B. Detailed Department wise breakup of 31026 calls logged by the call Centre

Sub Department	Call Count Dec -13	Call Count Jan-14	Call Count Feb-14	Call Count Mar-14
Revenue Department	18214	18356	15740	18015
Transport Corporation (KSRTC / BMTC)	48	72	2301	2635
RDPR	2132	2105	1810	2023
Bruhat Bangalore Mahanagara Palike	2080	2062	1762	1962
Food & Civil Supplies Department	1902	2041	1653	1866
Education Department	736	733	630	743
Women & Child Welfare	773	767	633	719
Home Department	510	532	461	493
Bangalore Water Supply & Sewerage Board	428	445	374	426
City Municipal Council	292	282	238	267
Health & Family Welfare	284	275	237	263
Labour Department	250	251	215	251
Town Panchayat	194	175	153	178
Commercial Taxes Department	180	185	147	177
UID	0	0	30	143
Town Municipal Council	135	140	112	128
University academic section	105	133	90	85
City Corporation (Other than BBMP)	87	92	77	82
University constituent colleges	84	110	71	80
University finance section	98	108	80	79
University of Post-Graduation section	90	101	79	75
Ayush Department	68	76	61	67
ESI - Employees State Insurance Corporation	61	64	55	60
Pre University Board	50	47	42	42
University examination section	46	55	41	35
Department of Factories& Industrial Safety & Health	32	29	24	32
Urban Development	34	23	17	20
Drugs Control Department.	23	17	17	19
Municipal Corporations / CMC / TMC / Town Panchayat	14	16	15	18
Transport Department	2589	2677	15	12
Karnataka Housing Board	9	8	10	9
Public Works, Ports & Inland Water Transport Department	4	8	7	7
Department of Personnel and Administrative Reforms	0	5	6	6
Fisheries	5	7	5	5
Medical Education	3	2	2	2
Bangalore Development Authority	2	1	1	1
Kannada and Culture Department	2	1	1	1
Housing	2	1	0	0
Tourism	2	1	0	0
Agricultural Marketing Department	0	23	0	0
<b>Grand Total</b>	<b>31568</b>	<b>32026</b>	<b>27212</b>	<b>31026</b>

Records shown below as on 29/03/2014 09:30:00

**C. Compensation paid details:** Compensation claims of total of 373 people have been approved and Compensation has been paid.

SI	Department Name	Total
1	REVENUE DEPARTMENT	289
2	SERVEY AND SETTELMENT COMMISSIONER	25
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	21
4	BRUHAT BANGALORE MAHANAGARA PALIKE	17
5	DEPARTMENT OF PUBLIC INSTRUCTION	13
6	COMMERCIAL TAXES DEPARTMENT	3
7	HOME DEPARTMENT	2
8	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
9	CITY MUNICIPAL COUNCIL	1
10	TRANSPORT DEPARTMENT	1
<b>Grand Total</b>		<b>373</b>

District Name	Total
Bangalore	133
Raichur	26
Gulbarga	23
Mysore	21
Bidar	21
Tumkur	20
Bellary	18
Davanagere	15
Bagalkot	15
Kolar	14
Belgaum	9
Bijapur	7
Chitradurga	7
Mandya	6
Ramanagara	5
Udupi	5
Yadgir	5
Haveri	4
Gadag	3
Hassan	3
Chikmagalur	3
Bangalore Rural	2
Chamarajanagar	2
Dharwad	2
Shimoga	2
Chikkaballapura	2
<b>Grand Total</b>	<b>373</b>

Records shown below as on 29/03/2014 10:30:00

## D. Appeal 1 and Appeal 2 Status

S No	Department	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending
1	COMMERCE AND INDUSTRIES DEPARTMENT	1	0	0	1
2	COMMERCIAL TAXES DEPARTMENT	5	2	3	0
3	EDUCATION DEPARTMENT	29	3	16	10
4	FOOD AND CIVIL SUPPLIES	8	2	4	2
5	HOME DEPARTMENT	6	1	2	3
6	REVENUE DEPARTMENT	606	256	257	93
7	RURAL DEVELOPMENT AND PANCHAYAT RAJ	54	21	21	12
8	TRANSPORT DEPARTMENT	4	1	1	2
9	URBAN DEVELOPMENT	40	29	2	9
Total:		753	315	306	132

S No	Department	No. of Appeals-2 Received	No. of Appeals-2 Approved	No. of Appeals-2 Rejected	No. of Appeals-2 Pending
1	EDUCATION DEPARTMENT	3	0	3	0
2	FOOD AND CIVIL SUPPLIES	1	0	1	0
3	REVENUE DEPARTMENT	90	16	13	61
4	RURAL DEVELOPMENT AND PANCHAYAT RAJ	5	2	2	1
5	URBAN DEVELOPMENT	3	2	0	1
Total:		102	20	19	63

Records shown below as on 29/03/2014 11:00:00

### Notes:

132 cases of Appeal 1 and 63 cases of Appeal 2 are pending. Most of the cases pending are related to Revenue Department. Competent officer and appellate authority has to update the progress of the cleared appeals in the portal.

## CHAPTER 4: CITIZEN FEEDBACK

A. Excerpts from the Chandana TV's phone in programme on 05.03.2014. Hon. Law Minister answered direct questions from Citizens. All of these Grievances are noted and sent to the respective departments for suitable action and resolution.

Sl. No.	Name & Address	Grievance/ Complaint
1	Anjanappa Doddahullur, Bengaluru Rural	Caller is blind and has informed that information about Government services and schemes should be given put in a manner, so that people who are blind can listen.
2	Veerabhadraiah, Tumkur	Caller has requested quick disposal of Cases related to share of ancestral property claims by daughters. Hon. Law minister has assured fast track courts will be set up to speed up the process of disposal of such cases.
3	Panchakshari, Tumkur	Caller has 5 acres of Ancestral Property, which has been shared among 4 brothers. Currently caller has approached Thasildhar office to provide him with a Sketch. The work is still pending since 18 months. Caller has complained that Joint Director has asked him to withdraw the application.
4	Subash, Bidar	Caller has applied for an Encumbrance certificate 3 months ago. Till now no positive action has been taken in this regard
5	Subhash Neelakantha Rao Kulakarni	Caller went to apply for Ration card online. Employees did not know how to type in Kannada. Hence caller had to wait in line for long times. Caller has requested to appoint people with good Kannada typing skills.
6	Mahesh, Bengaluru	Caller has applied online for a BPL card around 9 months ago. Concerned officials have made a house visit and have completed inspection. This was done 2 months ago and no positive action has been taken yet.
7	Ramanna Gowda	Caller has requested to bring the issuance of Encumbrance Certificate under Sakala.

## B. Citizen feedback- Excerpts

Name	Location	Complaint category	Remarks	Happy / Not happy
Raghavendra Nayak	Uttara Kannada	Revenue Department	Applied for residency certificate. Got it with ease in the Thasildhar office. Sakala Services Act is a boon to Citizens of Karnataka	Happy
Chandrashekar Manjunath Shetty	Uttara Kannada	Revenue Department	Applied for Residency Certificate. Time bound delivery feature of Sakala has helped citizens to save money as well as time.	Happy
Deepak Hegde	Uttara Kannada	Educational Department	Applied for marks card, Had submitted all mandatory documents. Sakala Act has helped many Citizens	Happy
Mutthappa	Yalaburga	Revenue Department	Sakala Service has been obtained in stipulated time	happy
Makthousin Shaukat	Bagalkot	Revenue Department	Applied and received Caste certificate in time. Was informed about Sakala by public display board in the government office	happy
BM Dharmappa	Shimogga	Revenue Department	Applied for a small farmer certificate. Said small farmers are benefitted by Sakala	happy



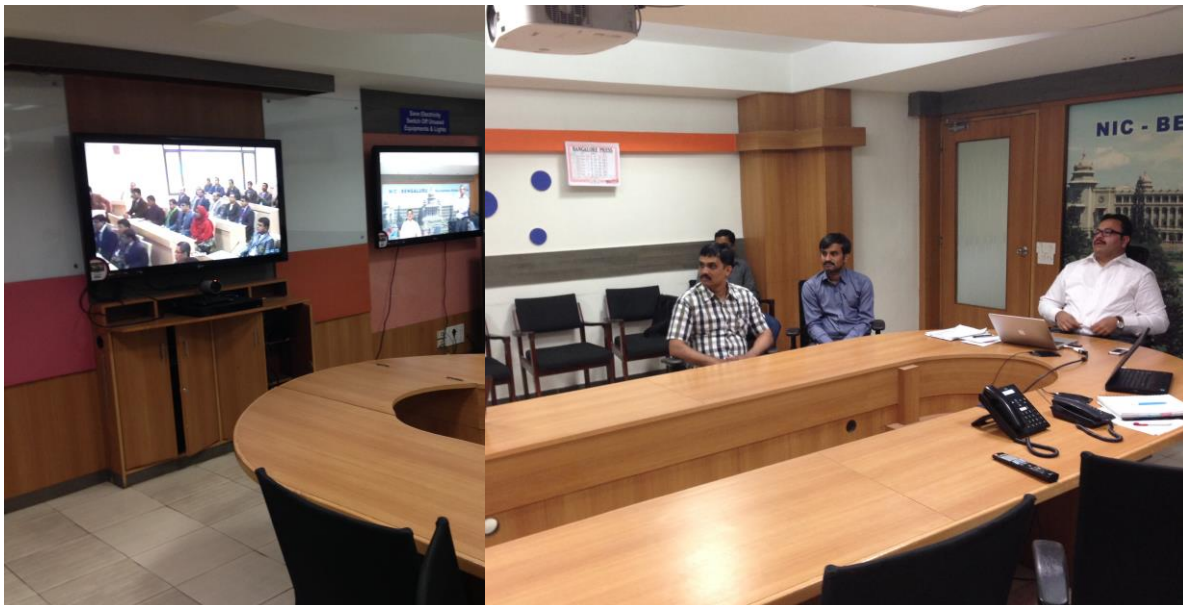
Name	Location	Complaint category	Remarks	Happy / Not happy
Raju Rayaban	Belgaum	General enquiry	Called Sakala to get information on ADHAR card. Happy that Sakala is a good Government initiative. Wants ADHAR service to be included under Sakala	happy
Kumar	Harihara	Revenue Department	Despite submitting all documents to get Caste certificate, my application was rejected.	Not happy
Yogesh	Ramanagar	Revenue Department	Was informed about Sakala by a newspaper. Officers did not respond properly. They behave as if they have no responsibility	happy
Sidhalingappa	Chennagiri	Food and civil Supplies Department	Applied for a copy of Ration card. Ran around the office many time to get it. I did not know about Sakala	Not Happy
Shantavva Ningavva Marola	Gadag	Revenue Department	Was helped by the information given by Sakala Call Centre. Got to know about Widow Pension	happy
Vaishanvi GH	Hosanagar	Revenue Department	Got the caste certificate very quickly. Helped the timely submission to school	happy

## CHAPTER 5: EVENTS & NEWS CLIPS

1. Mission Director discussing with IIC team, Mr. Anup Malani and David Cashman who visited Sakala Mission to discuss Sakala-IIC Rapid innovation project and other details related to project.



2. Additional Mission Director MR. Manoj R IFS addressing the officers of Bangladesh. The video Conference was co-ordinated by LBSNAA, Mussoorie. Officials from Bangladesh were impressed with the Sakala initiative and its functioning. A Question answer session was also addressed by Additional Mission Director.



3. Sakala awareness Campaign as a part of “International Women’s Day” celebration in Raichur.



DITC and helpdesk Personnel of Raichur District distributing Sakala awareness material during the occasion.



4. Officer Trainers from National Defence College, New Delhi headed by Vice Admiral Lamba were extremely impressed about Sakala initiative and requested to add services which cater to the welfare of Serving and Retired Military Personnel of the State. Administrative Officer explained the salient features of Sakala Implementation.



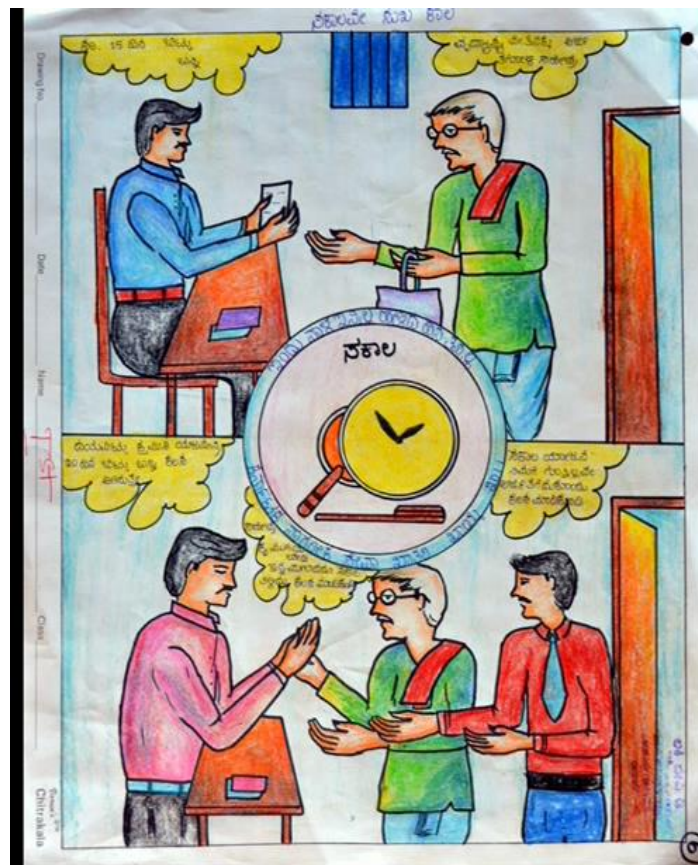
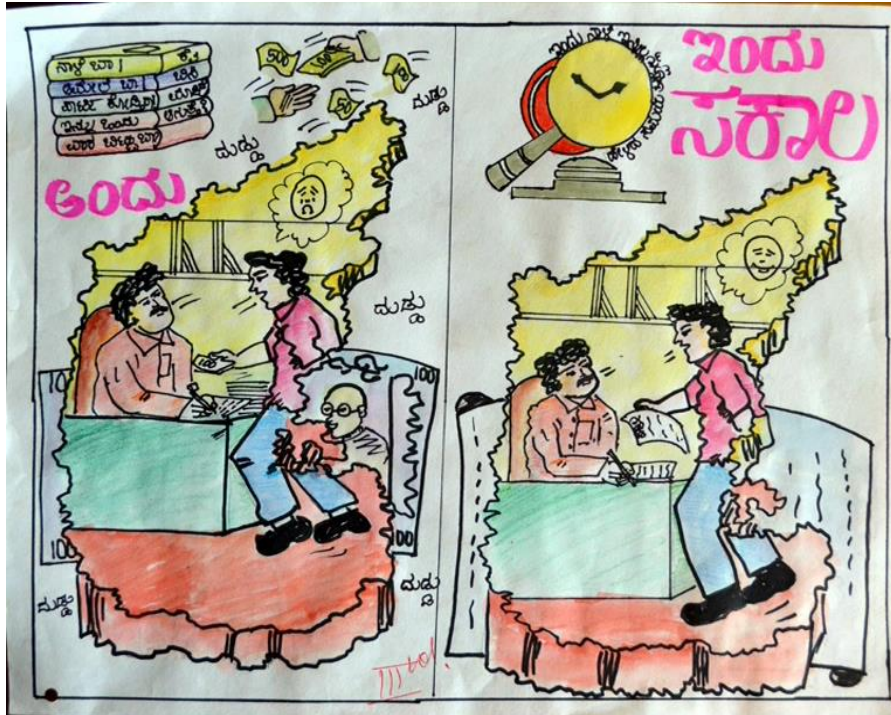
5. IAS officers from LBSNAA expressed extreme happiness about Sakala being implemented successfully in the State. Dr. Yeshwant W. Gedam, Dr. R.S. Dhillon and others were appreciative of Sakala being truly democratic by enabling Citizen Participation since its inception.

They attributed the success of Sakala to decentralisation, delegation, complimentary co-ordination between departments, active Citizen Participation, well tested monitoring mechanism and systematic usage of IT in implementing public Services.

Officer Trainees expressed their eagerness to emulate, replicate and execute the model in respective States. Additional Mission Director explained Sakala initiative and its features.



**6. PRATIBHA KARANJI-** Drawing Competition conducted under Pratibha Karanji initiative for preparing Sakala Poster.



**7. PRATIBHA KARANJI-** Drama Competition conducted under Pratibha Karanji initiative for creating Awareness.



**8. Sakala Awareness Campaign** at JSS Womens College, Kollegala



## NEWS CLIPS



### **Sakala gets ISO 9001 certification**

Bangalore, March 4, 2014, DHNS:

**Sakaala, the citizen services project, has received ISO 9001 certification for quality service. Law and Parliamentary Affairs Minister T B Jayachandra and Department of Personnel and Administrative Reforms (DPAR) Principal Secretary Shalini Rajneesh on Tuesday unveiled the certification.**

The 20-month-old DPAR initiative added 25 more services to Sakaala, taking the total to 478, of which, 140 services are provided online. According to the survey by the Indian Market Research Bureau, 99 per cent of the sample size were happy with the Sakaala delivery system. The government had to pay 342 applicants compensation for failing to deliver services demanded by them.

Validated reasons

Another 400 officials are under various departmental enquiries for failing to provide services to citizens seven or more times. These enquires will ascertain whether officials delayed willfully or it was on account of other validated reasons.



[National](#) » [Karnataka](#)

Bangalore, March 5, 2014

Updated: March 5, 2014 10:29 IST

## **99 p.c. applicants satisfied with Sakala: IMRB survey**

Ninety-nine per cent of the 4.38-crore applicants who sought services under the Karnataka Sakala Services Act in the last 20 months were satisfied with it, according to a survey. After releasing a booklet containing information about the performance of the Sakala programme, Law and Parliamentary Affairs Minister T.B. Jayachandra said on Tuesday that people had received information, compensation, caste certificates and income through the 478 services provided under the scheme. He said the scheme had been awarded ISO certification. According to a survey conducted by the Indian Market Research Bureau, 99 per cent of the applicants were satisfied with the service, Mr. Jayachandra said.

Shalini Rajneesh, Principal Secretary, Department of Personnel and Administrative Reforms, said an award was presented to the State government at the FICCI Conference on Quality Practices-2014 for the citizen-centric initiative. She said people could now contact officials to enquire about the status of their applications. Applicants can also download the Android app from <http://sakala.kar.nic.in/Apps/skl.apk>

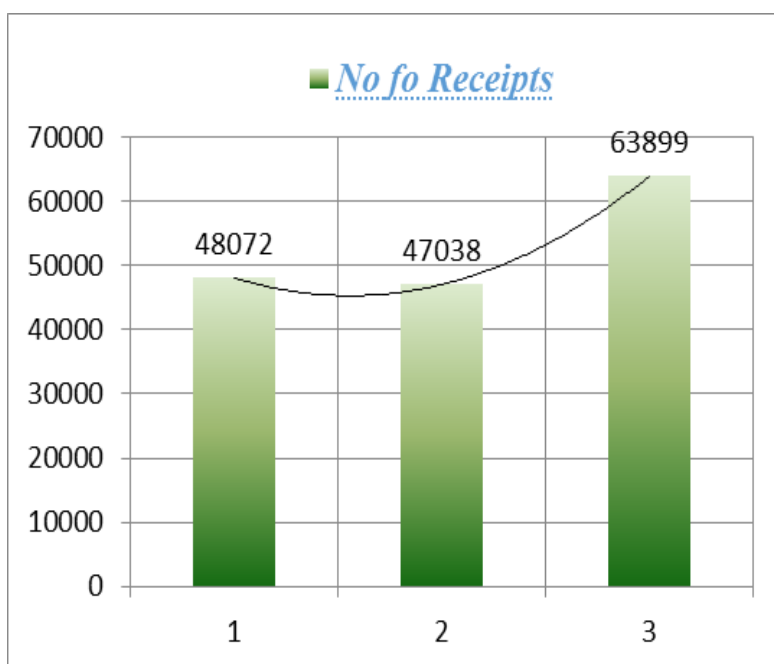
She said 400 officials were punished for their laxity in providing services to applicants. According to Ms. Rajneesh, the success of the Act was because the officials feared that failure to perform would affect their chances of promotions and this would be mentioned in their service records.

Keywords: [Karnataka Sakala Services Act](#), [T.B. Jayachandra](#), [IMRB Sakala survey](#)

## CHAPTER 5A: REPORT FROM BIDAR DISTRICT

Bidar has shown improvement in its rank as compared to previous month. Micro analysis of Bidar district is as shown below. 3 months are analyzed to understand the dynamics of Bidar District

Bidar District Sakala Month Wise Progress Report									
Sl No	Jan-14			Feb-14			Mar-14		
	No of Receipts	No Of Disposal	% Of Disposal	No of Receipts	No Of Disposal	% of Disposal	No of Receipts	No Of Disposal	% of Disposal
1	48072	40719	84.70%	47038	47151	100.24%	63899	65980	103.26%



S No	Service Name	Jan-14		Feb-14		Mar-14		Total	
		No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
1	Agricultural Family member Certificate	1	0	0	1	2	2	3	3
2	Agricultural Labour Certificate	17	14	15	15	19	14	51	43
3	Agriculturist Certificate	3	3	5	5	2	2	10	10
4	All types of Caste Certificate	15322	10107	15106	10440	12681	13544	43109	34091
5	All types of Income Certificate	6713	5266	6640	5177	6024	6368	19377	16811
6	Birth Certificate	0	0	0	0	0	0	0	0
7	Change of Khata (Undisputed cases)	2305	2210	1858	2072	1428	1344	5591	5626
8	Conversion of agriculture land to non-agriculture purpose	2	2	2	2	0	0	4	4
9	Death Certificate	0	0	0	0	0	0	0	0
10	Destitute Widow pension	822	965	771	910	163	652	1756	2527
11	Domicile Certificate	455	469	413	403	366	366	1234	1238
12	Indira Gandhi Old Age Pension	90	34	92	37	26	41	208	112
13	Issuance of Arms License	0	0	0	0	0	0	0	0

Revenue Month Wise and Service Wise Report		Jan-14		Feb-14		Mar-14		Total	
S No	Service Name	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
14	Landless Certificate	16	12	22	16	10	13	48	41
15	Living Certificate	2	3	2	3	0	0	4	6
16	Mutation Extract	0	0	0	0	0	0	0	0
17	Natural Calamity Relief Claims - Animal Loss	0	0	0	0	0	0	0	0
18	Natural Calamity Relief Claims - Crop Loss	0	0	0	0	0	0	0	0
19	Natural Calamity Relief Claims - House damage	0	0	0	0	0	0	0	0
20	Natural Calamity Relief Claims - Loss of Human Life	0	0	0	0	0	0	0	0
21	No Government Job Certificate for Compassionate Appointments	12	14	15	15	14	16	41	45
22	No objection Certificate under General Land transaction	0	0	0	0	0	0	0	0
23	No Objection Certificate under LRF Grant	0	0	0	0	0	0	0	0
24	No Objection Certificate under PTCL Act	0	0	0	0	0	0	0	0
25	No tenancy certificate	29	29	29	23	65	54	123	106
26	Non-Creamy layer Certificate	0	0	0	0	0	0	0	0
27	Not Re-married Certificate	7	5	9	7	7	9	23	21

Revenue Month Wise and Service Wise Report		Jan-14		Feb-14		Mar-14		Total	
S No	Service Name	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
28	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	0	0	0	0	0	0	0	0
29	Pension for disabled persons	866	986	804	917	178	598	1848	2501
30	Permission to setup Petrol Pump	0	0	0	0	0	0	0	0
31	Population Certificate	0	0	8	0	0	8	8	8
32	Project Displacement Certificate	4	3	0	2	1	0	5	5
33	Record of Rights Certificate	267	142	256	137	149	234	672	513
34	Residence Certificate	1386	1346	1577	1341	23254	20640	26217	23327
35	RTC Typological errors corrections	0	0	0	0	0	0	0	0
36	Sandhya Suraksha	2436	2810	2290	2221	497	2076	5223	7107
37	Small and Marginal Farmer Certificate	216	196	256	191	252	313	724	700
38	Solvency Certificate	1	2	1	3	5	2	7	7
39	Surviving Family member Certificate	60	55	61	60	60	63	181	178
40	Unemployment Certificate	7	4	15	6	111	134	133	144
41	Verification/Validity of Caste Certificate	9	1	9	1	0	0	18	2
	<b>Total</b>	<b>31048</b>	<b>24678</b>	<b>30256</b>	<b>24005</b>	<b>45314</b>	<b>46493</b>	<b>106618</b>	<b>95176</b>

S No	Jan Month Taluka Wise Report	Aurad		Basavakalyan		Bhalki		Bidar		Humnabad		Total Jan	
		No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
1	Agricultural Family member Certificate	1	0	0	0	0	0	0	0	0	0	1	0
2	Agricultural Labour Certificate	8	7	0	0	0	0	9	7	0	0	17	14
3	Agriculturist Certificate	0	0	0	0	0	0	2	2	1	1	3	3
4	All types of Caste Certificate	2007	1660	2619	1964	2254	1685	6157	2530	2285	2268	15322	10107
5	All types of Income Certificate	1002	952	1248	942	930	728	2535	1649	998	995	6713	5266
6	Birth Certificate	0	0	0	0	0	0	0	0	0	0	0	0
7	Change of Khata (Undisputed cases)	643	461	310	274	233	294	330	274	789	907	2305	2210
8	Conversion of agriculture land to non-agriculture purpose	0	0	0	0	0	0	2	2	0	0	2	2
9	Death Certificate	0	0	0	0	0	0	0	0	0	0	0	0
10	Destitute Widow pension	122	134	187	234	128	120	216	233	169	244	822	965
11	Domicile Certificate	68	88	73	67	84	89	184	181	46	44	455	469
12	Indira Gandhi Old Age Pension	5	6	3	2	59	8	10	5	13	13	90	34
13	Issuance of Arms License	0	0	0	0	0	0	0	0	0	0	0	0

S No	Jan Month Taluka Wise Report	Aurad		Basavakalyan		Bhalki		Bidar		Humnabad		Total Jan	
		No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
14	Landless Certificate	3	2	2	1	0	0	7	6	4	3	16	12
15	Living Certificate	0	0	0	0	0	0	1	1	1	2	2	3
16	Mutation Extract	0	0	0	0	0	0	0	0	0	0	0	0
17	Natural Calamity Relief Claims - Animal Loss	0	0	0	0	0	0	0	0	0	0	0	0
18	Natural Calamity Relief Claims - Crop Loss	0	0	0	0	0	0	0	0	0	0	0	0
19	Natural Calamity Relief Claims - House damage	0	0	0	0	0	0	0	0	0	0	0	0
20	Natural Calamity Relief Claims - Loss of Human Life	0	0	0	0	0	0	0	0	0	0	0	0
21	No Government Job Certificate for Compassionate Appointments	0	0	1	1	2	1	6	9	3	3	12	14
22	No objection Certificate under General Land transaction	0	0	0	0	0	0	0	0	0	0	0	0
23	No Objection Certificate under LRF Grant	0	0	0	0	0	0	0	0	0	0	0	0
24	No Objection Certificate under PTCL Act	0	0	0	0	0	0	0	0	0	0	0	0
25	No tenancy certificate	4	8	7	6	17	15	1	0	0	0	29	29

S No	Jan Month Taluka Wise Report	Aurad		Basavakalyan		Bhalki		Bidar		Humnabad		Total Jan	
		receipts during the month	disposals during the Month	receipts during the month	disposals during the Month	receipts during the month	disposals during the Month	receipts during the month	disposals during the Month	receipts during the month	disposals during the Month	receipts during the month	disposals during the Month
26	Non-Creamy layer Certificate	0	0	0	0	0	0	0	0	0	0	0	0
27	Not Re-married Certificate	0	0	1	1	0	0	5	3	1	1	7	5
28	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	0	0	0	0	0	0	0	0	0	0	0	0
29	Pension for disabled persons	174	185	135	158	108	117	294	346	155	180	866	986
30	Permission to setup Petrol Pump	0	0	0	0	0	0	0	0	0	0	0	0
31	Population Certificate	0	0	0	0	0	0	0	0	0	0	0	0
32	Project Displacement Certificate	4	3	0	0	0	0	0	0	0	0	4	3
33	Record of Rights Certificate	11	21	0	0	0	0	256	121	0	0	267	142
34	Residence Certificate	108	122	460	451	214	198	355	332	249	243	1386	1346
35	RTC Typological errors corrections	0	0	0	0	0	0	0	0	0	0	0	0
36	Sandhya Suraksha	516	963	515	556	449	432	506	429	450	430	2436	2810
37	Small and Marginal Farmer Certificate	75	67	50	26	45	55	15	14	31	34	216	196
38	Solvency Certificate	1	1	0	0	0	0	0	1	0	0	1	2
39	Surviving Family member Certificate	7	4	3	1	10	12	28	26	12	12	60	55
40	Unemployment Certificate	1	1	0	0	0	0	4	2	2	1	7	4
41	Verification/Validity of Caste Certificate	0	0	0	0	0	0	9	1	0	0	9	1
	<b>Total</b>	<b>4760</b>	<b>4685</b>	<b>5614</b>	<b>4684</b>	<b>4533</b>	<b>3754</b>	<b>10932</b>	<b>6174</b>	<b>5209</b>	<b>5381</b>	<b>31048</b>	<b>24678</b>



S N o	Feb Month Taluka Wise Report	Aurad		Basavakalyan		Bhalki		Bidar		Humnabad		Total Feb	
		No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
1	Agricultural Family member Certificate	0	1	0	0	1	1	0	0	0	0	1	2
2	Agricultural Labour Certificate	6	8	2	1	1	1	1	3	0	0	10	13
3	Agriculturist Certificate	2	2	0	0	1	1	0	0	1	1	4	4
4	All types of Caste Certificate	1791	1993	2033	2604	1895	2246	5343	6530	2626	2019	13688	15392
5	All types of Income Certificate	929	863	1063	1159	901	945	2223	2678	1335	1082	6451	6727
6	Birth Certificate	0	0	0	0	0	0	0	0	0	0	0	0
7	Change of Khata (Undisputed cases)	196	323	443	427	294	225	312	136	492	441	1737	1552
8	Conversion of agriculture land to non-agriculture purpose	0	0	0	0	0	0	1	0	0	0	1	0
9	Death Certificate	0	0	0	0	0	0	0	0	0	0	0	0
10	Destitute Widow pension	71	79	266	209	73	112	209	290	191	231	810	921
11	Domicile Certificate	26	22	24	30	33	35	87	41	15	10	185	138
12	Indira Gandhi Old Age Pension	7	9	60	4	51	21	5	0	10	24	133	58
13	Issuance of Arms License	0	0	0	0	0	0	0	0	0	0	0	0

S N o	Feb Month Taluka Wise Report	Aurad		Basavakalyan		Bhalki		Bidar		Humnabad		Total Feb	
		No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
14	Landless Certificate	9	6	1	2	0	0	6	8	1	1	17	17
15	Living Certificate	0	0	0	0	0	0	0	0	0	0	0	0
16	Mutation Extract	0	0	0	0	0	0	0	0	0	0	0	0
17	Natural Calamity Relief Claims - Animal Loss	0	0	0	0	0	0	0	0	0	0	0	0
18	Natural Calamity Relief Claims - Crop Loss	0	0	0	0	0	0	0	0	0	0	0	0
19	Natural Calamity Relief Claims - House damage	0	0	0	0	0	0	0	0	0	0	0	0
20	Natural Calamity Relief Claims - Loss of Human Life	0	0	0	0	0	0	0	0	0	0	0	0
21	No Government Job Certificate for Compassionate Appointments	3	1	1	1	3	2	7	7	3	3	17	14
22	No objection Certificate under General Land transaction	0	0	0	0	0	0	0	0	0	0	0	0
23	No Objection Certificate under LRF Grant	0	0	0	0	0	0	0	0	0	0	0	0
24	No Objection Certificate under PTCL Act	0	0	0	0	0	0	0	0	0	0	0	0
25	No tenancy certificate	4	2	19	13	12	9	20	18	0	0	55	42

S N o	Service Name	Aurad		Basavakalyan		Bhalki		Bidar		Hummabad		Total Feb	
		No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
27	Not Re-married Certificate	2	2	1	1	2	0	5	7	3	3	13	13
	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	0	0	0	0	0	0	0	0	0	0	0	0
28		112	116	139	257	70	87	193	171	175	172	689	803
29	Pension for disabled persons	0	0	0	0	0	0	0	0	0	0	0	0
30	Permission to setup Petrol Pump	8	0	0	0	0	0	0	0	0	0	8	0
31	Population Certificate	0	2	0	0	0	0	0	0	0	0	0	2
32	Project Displacement Certificate	0	16	0	0	0	0	199	187	0	0	199	203
33	Record of Rights Certificate	299	117	417	334	258	180	1187	343	311	241	2472	1215
34	Residence Certificate	0	0	0	0	0	0	0	0	0	0	0	0
35	RTC Typological errors corrections	370	374	1010	469	269	321	454	579	464	441	2567	2184
36	Sandhya Suraksha	115	62	51	60	35	30	34	31	35	26	270	209
37	Small and Marginal Farmer Certificate	1	2	1	1	2	0	4	4	1	1	9	8
38	Solvency Certificate	8	9	10	9	5	3	24	23	16	14	63	58
39	Surviving Family member Certificate	9	3	0	0	1	0	28	3	7	6	45	12
40	Unemployment Certificate	0	0	0	0	0	0	0	8	0	0	0	8
41	Verification/Validity of Caste Certificate												
	<b>Total</b>	<b>3968</b>	<b>4012</b>	<b>5541</b>	<b>5581</b>	<b>3907</b>	<b>4219</b>	<b>10342</b>	<b>11067</b>	<b>5686</b>	<b>4716</b>	<b>29444</b>	<b>29595</b>

S No	Service Name	Aurad		Basavakalyan		Bhalki		Bidar		Hummabad		Total Mar	
		No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
1	Agricultural Family member Certificate	0	0	1	1	1	1	0	0	0	0	2	2
2	Agricultural Labour Certificate	19	13	0	1	0	0	0	0	0	0	19	14
3	Agriculturist Certificate	2	2	0	0	0	0	0	0	0	0	2	2
4	All types of Caste Certificate	1701	1947	1593	1345	1735	1989	5143	5464	2509	2799	12681	13544
5	All types of Income Certificate	835	1094	867	1006	902	1092	2130	1867	1290	1309	6024	6368
6	Birth Certificate	0	0	0	0	0	0	0	0	0	0	0	0
7	Change of Khata (Undisputed cases)	240	194	334	222	407	245	201	393	246	290	1428	1344
8	Conversion of agriculture land to non-agriculture purpose	0	0	0	0	0	0	0	0	0	0	0	0
9	Death Certificate	0	0	0	0	0	0	0	0	0	0	0	0
10	Destitute Widow pension	11	91	46	196	19	109	33	122	54	134	163	652
11	Domicile Certificate	67	60	78	56	92	84	71	116	58	50	366	366
12	Indira Gandhi Old Age Pension	1	6	17	4	8	15	0	5	0	11	26	41
13	Issuance of Arms License	0	0	0	0	0	0	0	0	0	0	0	0

S No	March Month Taluka Wise Report	Aurad		Basavakalyan		Bhalki		Bidar		Humnabad		Total Mar	
		No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month	No. of receipts during the month	No. of disposals during the Month
14	Landless Certificate	3	7	1	1	2	1	4	3	0	1	10	13
15	Living Certificate	0	0	0	0	0	0	0	0	0	0	0	0
16	Mutation Extract	0	0	0	0	0	0	0	0	0	0	0	0
17	Natural Calamity Relief Claims - Animal Loss	0	0	0	0	0	0	0	0	0	0	0	0
18	Natural Calamity Relief Claims - Crop Loss	0	0	0	0	0	0	0	0	0	0	0	0
19	Natural Calamity Relief Claims - House damage	0	0	0	0	0	0	0	0	0	0	0	0
20	Natural Calamity Relief Claims - Loss of Human Life	0	0	0	0	0	0	0	0	0	0	0	0
21	No Government Job Certificate for Compassionate Appointments	2	4	0	0	3	5	7	6	2	1	14	16
22	No objection Certificate under General Land transaction	0	0	0	0	0	0	0	0	0	0	0	0
23	No Objection Certificate under LRF Grant	0	0	0	0	0	0	0	0	0	0	0	0
24	No Objection Certificate under PTCL Act	0	0	0	0	0	0	0	0	0	0	0	0
25	No tenancy certificate	4	6	38	24	5	10	18	14	0	0	65	54

S NO	March Month Taluka Wise Report Service Name	Aurad		Basavakalyan		Bhalki		Bidar		Humnabad		Total Mar	
		receipts during the month	disposals during the Month	receipts during the month	disposals during the Month	receipts during the month	disposals during the Month	receipts during the month	disposals during the Month	receipts during the month	disposals during the Month	receipts during the month	disposals during the Month
26	Non-Creamy layer Certificate	0	0	0	0	0	0	0	0	0	0	0	0
27	Not Re-married Certificate	0	0	0	0	2	4	4	4	1	1	7	9
28	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	0	0	0	0	0	0	0	0	0	0	0	0
29	Pension for disabled persons	33	160	32	131	26	82	31	106	56	119	178	598
30	Permission to setup Petrol Pump	0	0	0	0	0	0	0	0	0	0	0	0
31	Population Certificate	0	8	0	0	0	0	0	0	0	0	0	8
32	Project Displacement Certificate	1	0	0	0	0	0	0	0	0	0	1	0
33	Record of Rights Certificate	0	0	0	0	0	0	149	234	0	0	149	234
34	Residence Certificate	4499	3615	3082	2485	4142	3080	7710	8510	3821	2950	23254	20640
35	RTC Typological errors corrections	0	0	0	0	0	0	0	0	0	0	0	0
36	Sandhya Suraksha	89	517	158	606	78	315	56	312	116	326	497	2076
37	Small and Marginal Farmer Certificate	94	152	44	44	41	47	27	31	46	39	252	313
38	Solvency Certificate	1	1	0	0	4	1	0	0	0	0	5	2
39	Surviving Family member Certificate	7	7	13	12	9	9	23	26	8	9	60	63
40	Unemployment Certificate	12	14	10	6	4	5	65	89	20	20	111	134
41	Verification/Validity of Caste Certificate	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>7621</b>	<b>7898</b>	<b>6314</b>	<b>6140</b>	<b>7480</b>	<b>7094</b>	<b>15672</b>	<b>17302</b>	<b>8227</b>	<b>8059</b>	<b>45314</b>	<b>46493</b>

## CHAPTER 5B. TIME TABLE OF REGULAR MONITORING ACTIVITIES

Activity	Sub Activity	Start Date (of Every Month)	End Date (of Every Month)	Primary Owner	Secondary Owner
<b>Review &amp; Monitoring (Continuous)</b>	Monthly Districts performance Reviews	05th	7th	Mission	HOD/ Dept nodal officer/ DITCs
	Monthly Departments Reviews	05th	7th		
	Monthly Nodal officers meetings	10h	10th		
	Monthly Reports preparation	02nd	12th		
	Monthly Rankings preparation & evaluations	02nd	5th		
	7 defaults notices	03rd	15th		
	Departmental notes on areas of concern	02nd	12th		
	Monthly consolidated reports to all stakeholders (print)	10th	10th		
	Ad-hoc meetings	Need based	Need based		
	Grievances review meeting	Mondays	Mondays		
	Call center performance review	1st and 3rd Monday	1st and 3rd Monday		
	Helpdesks performance review meetings	2nd and 4th Monday	2nd and 4th Monday		
	Cyber cafes performance review meetings	2nd and 4th Monday	2nd and 4th Monday		

## CHAPTER 5C: LIST OF 135 SAKALA SERVICES AVAILABLE ONLINE

Online Services			
SI No	Department Name	SI No	Service Name
1	<b>TRANSPORT DEPARTMENT (RTO)</b>	1	Learning Licence
		2	Driving Licence
		3	Registration of Vehicle
		4	Duplicate Licence
		5	Duplicate Registration Certificate
2	<b>Education(CPI)(through Shikhsavahini)</b>	6	Re-totalling of marks secured in the examination
		7	Revaluation of Examination papers
		8	Issue of Duplicate Marks Card / Provisional Marks Card
		9	Disposal of application for Registration of new educational institutions
		10	Registration of new schools
		11	Renewal of Registration of schools
		12	Issue of Mig Cert
		13	Issue of DOB CERTIFICATE AS IN SSLC EXAM
		14	Issue of Duplicate Marks Card-Urgent case
		15	Recognition of schools
3	<b>COMMERCIAL TAX DEPARTMENT</b>	16	Issue of Registration under the Karnataka Value Added Tax Act 2003
		17	Issue of Clearance Certificate under the Karnataka Value Added Tax Act 2003
		18	Issue of Registration under the Central Sales Tax Act
		19	Issue of C Forms under the Central Sales Tax Act
		20	Issue of H Forms under the Central Sales Tax Act
		21	Issue of F Forms under the Central Sales Tax Act
		22	Issue of E-I and E-II Forms under the Central Sales Tax Act
		23	Issue of Registration under the Karnataka Luxury Tax Act, 1979
		24	Issue of Permit under the Karnataka Entertainments Tax Act, 1958
		25	Issue of Registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976
4	<b>COMMERCE &amp; INDUSTRIES</b>	26	6.Issue of IEM Part-I Acknowledgement for Micro, Small and Medium Enterprises
		27	7.Issue of IEM Part-II Acknowledgement for Micro, Small & Medium Enterprises



SI No	Department Name	SI No	Service Name
5	BBMP	28	Issue of Birth, Death & Still Birth Certificates at Registration centers within one calendar year from the date of registration
		29	Issue of Birth, Death & Still Birth Certificates at Registration centers after one calendar year from the date of registration
		30	Khatha Extract/ Certificate
		31	Sanction of Building Plan in sites up to 2400 sq.ft. Dimension for residential single dwelling unit.
		32	Registration
		33	Transfer of Khatas
6	BWSSB	34	Permission for new connection/Additional Connection for water supply and Under Ground Drainage for residential buildings excluding Apartments
		35	Permission for new connections/ Additional connections for water supply and Under Ground Drainage for multi-storied buildings.
		36	Clearing of blockage of Under Ground Drainage (UGD) pipelines and replacement of Damaged/ missing Manhole Cover
7	KARNATAKA HOUSING BOARD	37	Approval of Building Plan for construction of housing sites of 250 Sq.M area.
		38	Issue of Draft sale Deed for allotment in respect of House /Site /Flat, etc.
		39	Refund of initial deposit for site allotment
8	DRUGS CONTROL DEPARTMENT	40	Issue of License
		41	Renewal of License
		42	Change addition / deletion of Registered Pharmacist
		43	Change addition / deletion of Competent person
		44	Name Change
9	BDA	45	To get possession letter for sites (Issue of new Khata letter
		46	Issue of Khatha letters to Sites allotted by BDA/ sites allotted by Private layouts
		47	Change of Khata in cases of Death / Wills
		48	Change of Khata for sites allotted /sale of Sites in Private Layouts/ Gift

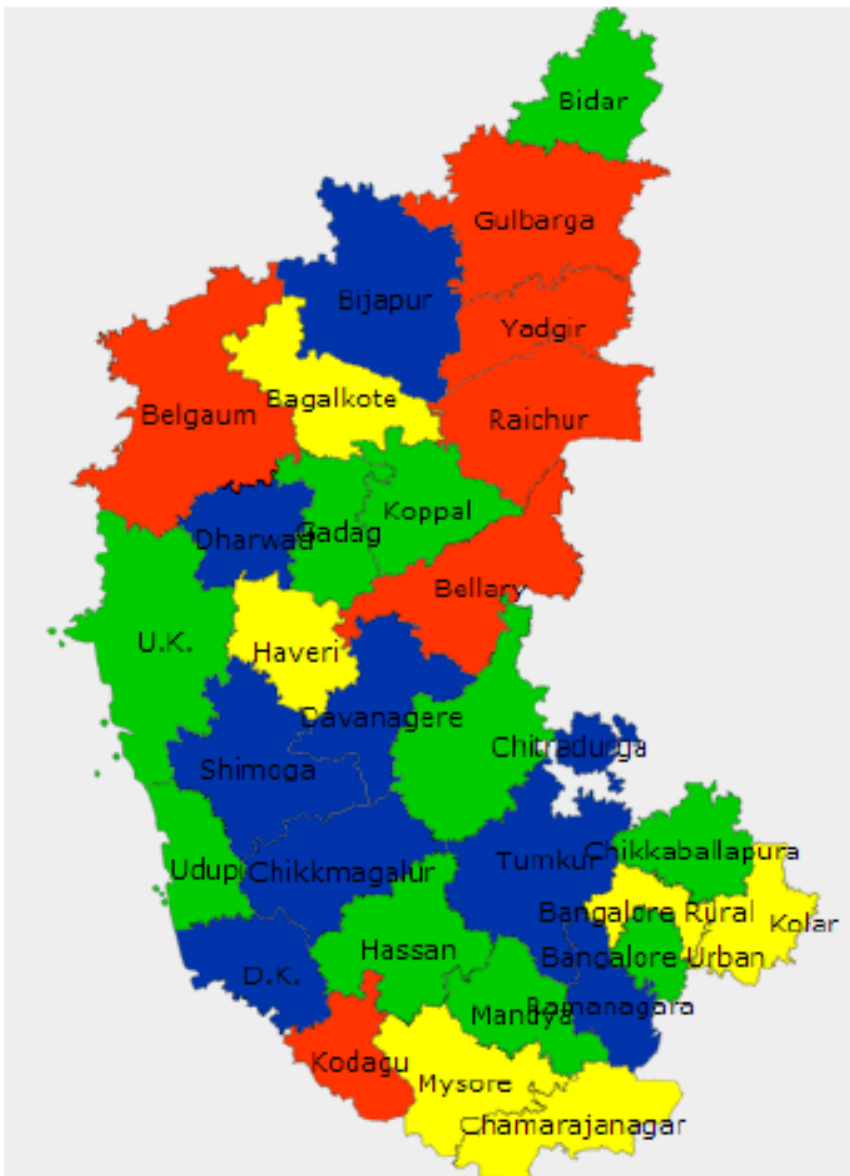
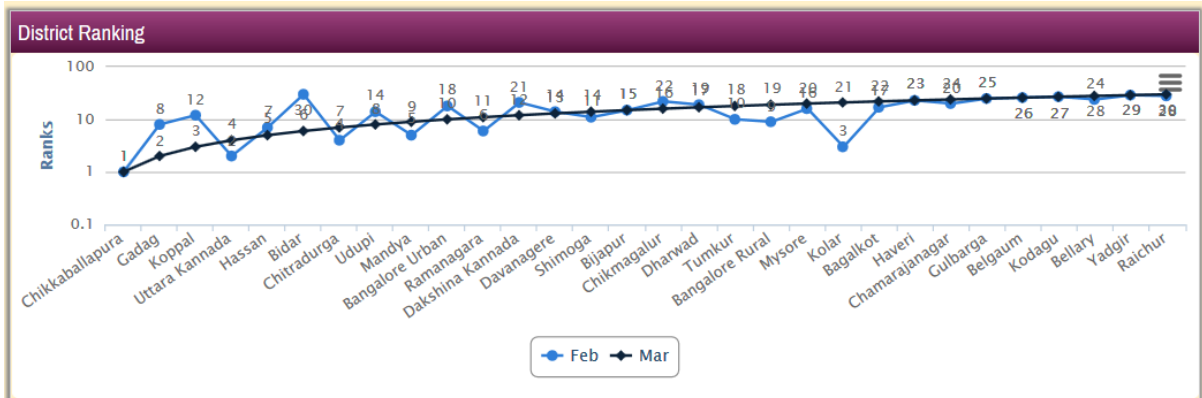
SI No	Department Name	SI No	Service Name
10	DPAR(through LMS/FMS)	49	Disbursement of Salary
		50	Sanction of Time bound Advancement
		51	Sanction of Senior Scale
		52	Sanction of Annual Increment
		53	Sanction of Earned Leave/ Commuted Leave
		54	Medical Re-imbusement
		55	TA Claims
		56	Forwarding of Pension Papers to AG
		57	Sanction of GPF Advance/Partial and final withdrawals
		58	Sanction of Festival Advance
		59	Issue of Last Pay Certificate on transfer/deputation
		60	Forwarding of Service Register
		61	Declaration of Probationary period
		62	Declaration of Affiliation period
		63	Issue of Salary Certificate
		64	Sanction of Leave Salary (Surrender leave)
		65	Forwarding of Application through Proper Channel( KGID proposal/GPF proposals)
		66	Sanction of HTC/LTC
		67	Sanction of Charge Allowance( up to 6 months)
68	Sanction of Arrears of Pay		
69	Compassionate Appointment		
11	UNIVERSITY EXAMINATION SECTION	70	Name Correction in Marks Card as per SSLC/PUC
		71	Removal of Withheld from the Marks Card
		72	Removal of Non - Completion of lower exam from the Marks Card
		73	Migration Certificate
		74	Provisional Degree Certificate
		75	Duplicate Marks Card
		76	Duplicate Degree Certificate
		77	Official Transcript
		78	Duplicate Migration Certificate
		79	Convocation Certificate
12	UNIVERSITY POST GRADUATE SECTION	80	Issue of Transfer Certificate
		81	Issue of Character Certificate
		82	Issue of Study Certificate
		83	No Objection Certificate

SI No	Department Name	SI No	Service Name
13	UNIVERSITY CONSTITUENT COLLEGES	84	Issue of Transfer Certificate
		85	Issue of Admission Extract
		86	Issue of Character Certificate
		87	Issue of Study Certificate
		88	Issue of No Objection Certificate
14	UNIVERSITY ACADEMIC SECTION	89	Change of College
		90	Readmission
		91	Eligibility Certificate for PG Course
		92	Change of Combination
		93	Eligibility Certificate for UG Course
		94	Change of Course
15	UNIVERSITY FINANCE SECTION	95	Issue of form 16
		96	Issue of form 16A
16	TECHNICAL EDUCATION	97	Consolidate Marks Card
		98	Diploma Certificate
		99	Duplicate Diploma Certificate
		100	Eligibility Certificate for Diploma Admission after SSLC
		101	Duplicate Consolidate Marks Card
		102	Migration Certificate
		103	Eligibility Certificate for BE Lateral Admission after Diploma
17	COLLEGIATE EDUCATION	104	Admission Extract
		105	Study Certificate
		106	Provisional Degree Certificate
		107	Library No Due Certificate
		108	Issue of Marks Card
		109	Transfer Certificate
		110	No Due Certificate

SI No	Department Name	SI No	Service Name
18	Revenue department	111	Caste and Income Certificate
		112	Caste Certificate (cat-A)
		113	Caste Certificate (SC/ST)
		114	Widow Certificate
		115	Non Marriage Certificate
		116	Domicile Certificate
		117	Residence Certificate
		118	Non Tenancy Certificate
		119	Agriculture Family Member Certificate
		120	Land Less Certificate
		121	Small and Marginal Certificate
		122	Agricultural Labor Certificate
		123	Bonafide Certificate
		124	Solvency Certificate
		125	Agriculture Certificate
		126	Land Holding Certificate
		127	Population Certificate
		128	Income Certificate
		129	Non Creamy layer Certificate
		130	Income Certificate for Compass
131	OBC Certificate (Central)		
132	Surviving Family Members Certificate		
133	No Government Job Certificate		
134	Living Certificate		
135	Unemployment Certificate		

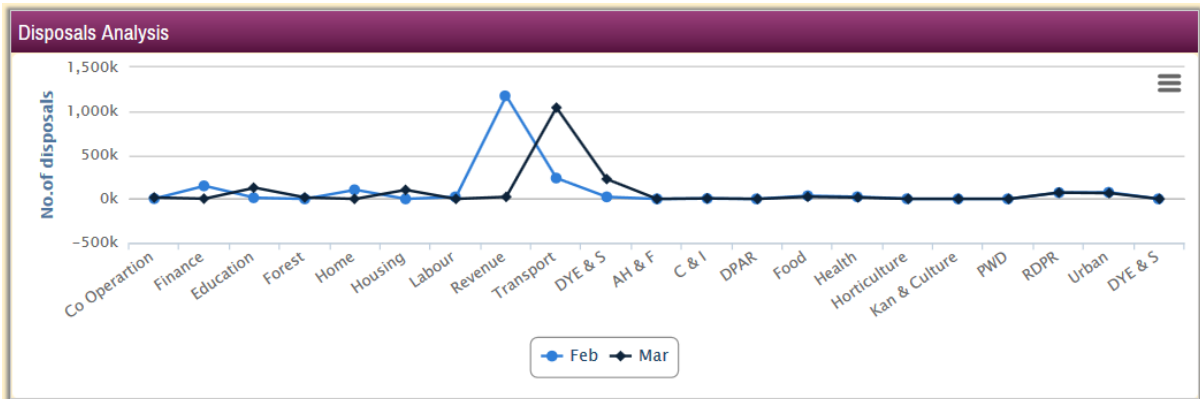
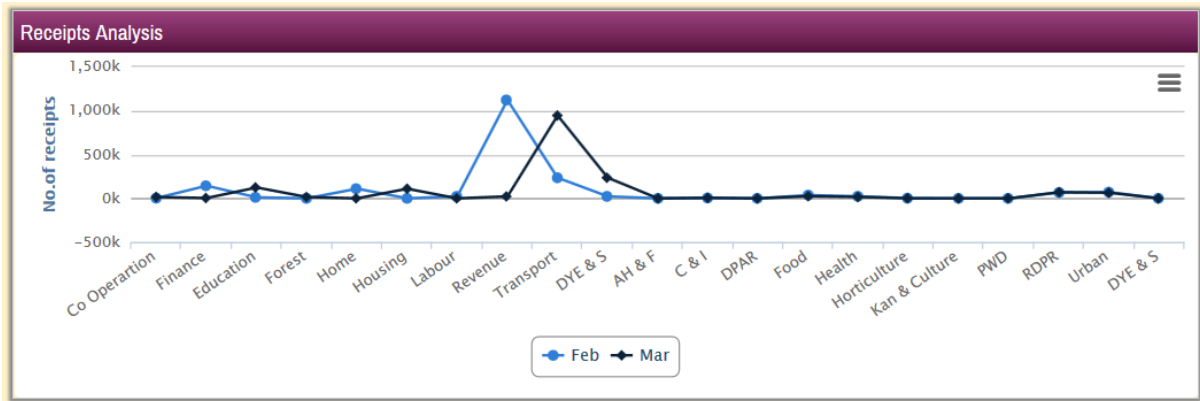
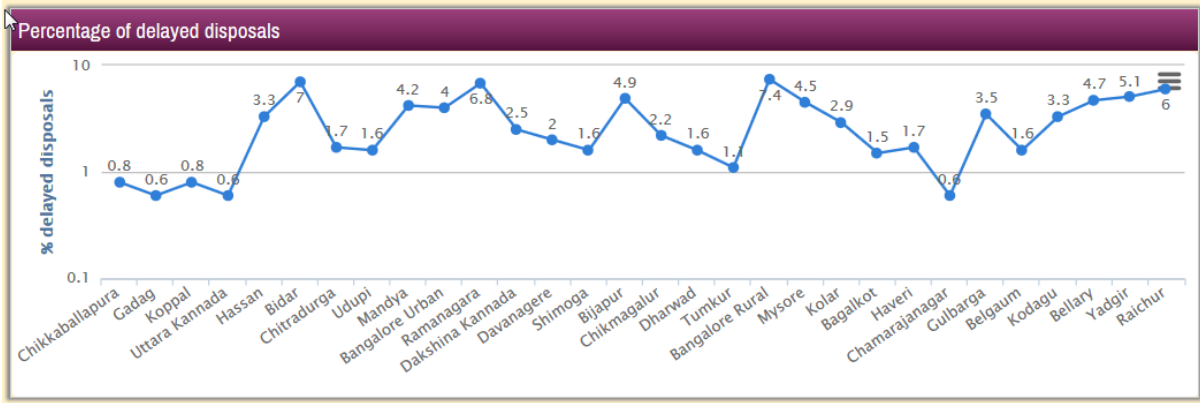
## CHAPTER 5D. GRAPHICAL REPRESENTATION OF ANALYTICS

Spatial Representation of various analytical reports are shown as below.



**Legend:**

- 1-10 Rankers: Light Green
- 11-19 Rankers: Blue
- 20-24 Rankers: Yellow
- 25-30 Rankers: Red



## CHAPTER 5E: CITATIONS / APPRECIATION LETTERS



भारतीय प्रबंध संस्थान वस्त्रपुर, अहमदाबाद 380 015  
INDIAN INSTITUTE OF MANAGEMENT Vastrapur, Ahmedabad 380 015



Prof Anil K Gupta

### Letter of Appreciation

Sakala: Right to citizen services Act in Karnataka has empowered citizens for availing time bound services as matter of legal right. This is a hallmark of good governance. The entire system of providing right based approach to public service delivery is timely, laudable and need of the hour. Increasing expectations of citizens make it imperative that such a model of governance should come about. But then it has not been easy for public bureaucracies to create demand on themselves. I am happy to note that citizens have triggered several ideas for shaping this effort, including giving the name and slogan to the initiative. An important outcome of this project is breaking the mindset amongst the government employees and instilling a confidence, that they can deliver, and “**deliver in-time**”

The good governance initiative in this program converges 46 heterogeneous departments and 478 services on to a single platform, making employees accountable and their delivery of services predictable. The outcome can be measured by its coverage of 42 million citizens out of the 60 million population deriving hassle free time bound public service delivery. Sakala electronic platform issues unique acknowledgement number which helps in tracking, monitoring and reviewing each of the service(s) being delivered. This leads to collection of huge database. The Sakala analytics platform helps the organization to effectively monitor various performance indicators. It has also has led to many analytics based reforms in the state. Quality consciousness and standardized process has earned the organization ISO 9001:2008 certification.

I applaud Dr. Shalini, her team and commend their concerted efforts in making the change management in bureaucracy happen with such a wider participation of bureaucracy and also the users, that is people. I am sure the Karnataka experiment with Sakala will serve as model and also pave the path of excellent governance not just in the country but worldwide.

Anil K Gupta

Phone: 91-79-6632 3456 / 7241 / 7242 • Fax: 91-79-6632 6896, 2630 6896 • Website: [www.iimahd.ernet.in](http://www.iimahd.ernet.in)



LBSNAA

No. T-12011(33)/9/2013-Trg-II  
24<sup>th</sup> February, 2014

**Mrs. Jaspreet Talwar, IAS**  
Deputy Director (Sr.) &  
Course Coordinator  
IAS Professional Course Phase-I (2013 Batch)  
0135-2632189(O)

*Dear Madam,*

On behalf of Lal Bahadur Shastri National Academy of Administration (LBSNAA) Mussoorie, I would like to place on record our deep appreciation for the cooperation extended by your organization during the Winter Study Tour of IAS Officer Trainees (2013 Batch). Without meticulous planning and kind assistance provided by your team it would not have been possible for us to arrange such an excellent learning opportunity for our officer trainees. The Officer Trainees were very appreciative of the experiences and insights gained under your stewardship.



Kindly accept our heartfelt thanks once again.

*With regards,*

Yours Sincerely,

*Jaspreet Talwar*  
(Jaspreet Talwar)

*18*

**Dr. (Ms.) Shalini Rajneesh, IAS**  
Secretary,  
Government of Karnataka,  
Department of Personnel & Administrative Reforms  
Vidhan Soudha,  
Bangalore (Karnataka)

लाल बहादुर शास्त्री राष्ट्रीय प्रशासन अकादमी (भारत सरकार) मसूरी - 248 179  
Lal Bahadur Shastri National Academy of Administration (Govt. of India) Mussoorie - 248 179  
EPABX : (0135) 2222000, 2632374, 2632489, 2632405, 2632236, 2632367 Fax : (0135) 2632350, 2632720  
Website : <http://www.lbsnaa.gov.in>





This is to certify that Best Presentation Award for  
Session titled  
“Streamline Operational Processes”  
has been won by

*Mr Mangi Bajaj*

at

**FICCI Conference on Quality Practices - QUPRAC 2014**

held on February 3-4, 2014 at Federation House, New Delhi

New Delhi  
February 4, 2014

Dr. Sanjeevan Bajaj  
Chief Executive Officer  
FICCI Quality Forum



Varun Gowda <[smc.sakala@gmail.com](mailto:smc.sakala@gmail.com)>

---

**Re: Citizens Voice Heard**

1 message

---

**shalinirajneesh.sr** <[shalinirajneesh.sr@gmail.com](mailto:shalinirajneesh.sr@gmail.com)>  
To: Hema Nandasamy <[nhema12@yahoo.com](mailto:nhema12@yahoo.com)>

Wed, Mar 5, 2014 at 6:29 AM

You are welcome Hema.

Sent from Samsung Mobile

----- Original message -----

From: Hema Nandasamy  
Date: 04/03/2014 23:25 (GMT+05:30)  
To: [shalinirajneesh.sr@gmail.com](mailto:shalinirajneesh.sr@gmail.com)  
Subject: Citizens Voice Heard

Respected Shalini ji,

Kindly accept my gratitude for a job well done.

My family was deeply troubled because of lack of water and good commutable road, due to the ongoing BWSSB work, at PKM Layout, Hosapalya, Madivala Post.

Though we were completely cooperating with them, it became impossible to keep quiet after a point as we were stuck in our home unable to take our car out and left with out water supply.

After calling many officers at BWSSB and when our complaint was not addressed, as a last resort we called you and its because of your immediate intervention that we are today comfortable.

Please find attached a small report from my end with substantiating pictures. This will show you the extent of our grievance.

Once again I Thank you and SAKALA for coming to our rescue, you have given us hope, may the good work continue.

God bless you!

Warm Regards,  
Dr. Hema Nandasamy,  
+91 98451 92844



Varun Gowla <smc.sakala@gmail.com>

---

**Fwd: Resolution of GSC No: PO0289140801865**

2 messages

---

----- Forwarded message -----

From: **Rajesh Neelakari** <rajesh.neelakari@gmail.com>  
Date: 27 March 2014 14:04  
Subject: Resolution of GSC No: PO0289140801865  
To: sitc sakala <sitc.sakala@gmail.com>  
Cc: Bopanna <bopanna@transactglobal.com>

Dear Sir,

Thank you very much for spending your valuable time and attention towards my problem. With your great help and attentive Sakal enforcement team my NOC for passport has been sent to concerned passport authority last evening at 06:39pm.

I have received confirmation SMS from passport authority confirming the receipt of NOC from SP office Belagavi.

I would like to thank your team members, Mr. Devraj and Miss. Sindhu for their short notice efforts and communicating with S.P of Belagavi. Their efforts bought resolution to my problem within 06hrs of registering the complaint with GSC No.

Once again thanks to your kind attention to my problem.

On Mon, Mar 17, 2014 at 1:12 PM, Rajesh Neelakari <rajesh.neelakari@gmail.com> wrote:

Respected Sirs,

I have applied for New passport, when police verification process started I had received GSC No. but due to my negligence I have lost my GSC No. which was in my sms inbox.

As my passport status is still showing pending police verification, I had contacted SP Office Belagavi for the details. The officer at SP office requested for GSC No. SP office informed me, its very difficult for them to trace out the file without GSC No.

I request you to provide me solution to find my GSC No.

My details:  
Rajesh Neelakari  
Near Police Quarters  
Lakshmi Nagar  
Ramdurg-591123  
Dist: Belagavi

Passport File No: BN1067425804314


--

Regards

Rajesh Neelakari  
0991627213309916272133

# 5E.CORPORATE SOCIAL RESPONSIBILITY - BROCHURE

**Karnataka Sakala Services Act, 2011**




**SAKALA**  
FOR YOU

No more delays..... We deliver on time


**44 Million**  
Citizen requests delivered in time!

**478 Services**  
from 47 Government Departments!!

**150 Online Services!!!**



[www.sakala.kas.in](http://www.sakala.kas.in)



**WORK WITH SAKALA**  
"Be a part of Participative Governance"



**Sakala - Vision**  
"Citizen friendly governance with time bound service guarantee"

**Sakala - Mission**  
"To ensure in time delivery of Government services to citizens by practicing innovative and efficient management systems through capacity building in Government and empowering citizens to exercise their right to service"

**What is Sakala?**  
Sakala is a flagship program of the Karnataka Government intended to Standardize and Simplify Citizen Service delivery systems and makes the Government more accountable to its citizens. Sakala Karnataka Guarantee of Services to Citizens Act, 2011 empowers citizens to avail services from the Government of Karnataka in a **time-bound** manner. The Act mandates the delivery of 478 services across 47 departments within a stipulated time.

**KARNATAKA SAKALA SERVICES ACT, 2011 HIGHLIGHTS**


1. Guaranteeing time bound service delivery.
2. Convergence of Government departments onto a single platform.
3. Simplifying Governance, increasing efficiencies.
4. Total Transparency in Government transactions.
5. Single Window Grievance Redressal mechanism, A call away - 080-44554455.
6. Compensating for delay in service delivery.

**RESPONSIBILITY OF EMPLOYEES IN DELIVERING SERVICES**

1. Display list of Services with Details on office Notice Board
2. Providing acknowledgements to applicants without fail
3. Providing services within stipulated time
4. Pay compensatory cost for delay in service delivery
5. Attend applicants appeal within stipulated time

**Sakala Achievements @MRB 2014 Survey:**

EXPERIENCE	PRE-SAKALA CITIZEN RATING (%)	POST-SAKALA CITIZEN RATING (%)
Application based information	44%	97%
Politeness and Honesty shown by Government Officials	46%	99%
Specific documents sought	44%	99%
Ease of application of Service	37%	96%
On-time delivery	36%	94%
Online application status tracking	48%	98%
Overall Fulfillment of service request	43%	94%



**SAKALA FOR BUSINESS PROMOTION**

Every corporate citizen who values his time for "Time is Money"; SAKALA helps in creating the corporate wealth in "Good Time" in right atmosphere. Partnering with Sakala under CSR could be a WIN-WIN situation. The employees being citizens themselves will be a part of citizen empowerment program. Companies also get recognition for their efforts to empower community and improve governance.

Sl. No.	SAKALA Business Services	Department	Time (days)
1	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	Labour	15
2	VAT registration	Commercial Tax	15
3	Registration of Boilers, Economisers and Steam pipelines	Factories, Boilers, Industrial Safety and Health	90
4	Conversion of agricultural land to non-agricultural purpose	Revenue	120
5	Issue of C form / TIN No.	Commercial Tax	15
6	Issue of License for Sales establishment	Drugs Control	30
7	Grant of Trade License	Urban Development (BBMR TMC & TP)	30
8	Police Verification Certificate for Companies/Institution	Home	20
9	NOC for petrol pump, gas agency, hotel etc.	Home	7
10	Approval of Factory Plan	Factories, Boilers, Industrial Safety and Health	90
11	Permission for new connection / Additional Connection for water supply and under ground drainage for multi-storied buildings.	BWSSB	21
12	Warehouse license	Agriculture Marketing	45
13	Importer / Exporter License	Agriculture Marketing	30
14	License for Establishment of Spot Exchange	Agriculture Marketing	30
15	Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1986-Green Category	Karnataka State Pollution Control Board	30

**and every more business relevant services.....**  
Why check license of C Form / TIN number take 15 days? Time is Money? Are we ready to drive it?



**SAKALA - CSR TARGET AUDIENCE**

Sakala aims to target the corporate sectors who are responsible for ensuring focused economic growth that are socially and environmentally sustainable.

- Facilitating Industrial houses, NGO's, Self Help Groups, Trusts, Civil Society Organisation and MSME Industries.

**Corporate Engagement Model**

Activity	Description	Engagement with Corporates
<b>Awareness campaign</b>	Empowering Citizens Create Awareness about Sakala & Citizen Rights.	Corporates may come up with Innovative ideas and sponsor awareness campaigns in TV spots, Radio jingles, Publicity boards, SAs, News Paper advertisement, Brochures, Calendars, Social Media etc. @ Rs.100
<b>Sakala Mitra</b>	Volunteer as 'Sakala Mitras' (Ambassadors)	Identify Staff (Corporate professionals) who can engage themselves as volunteers. They would be a point of contact in facilitating citizen to avail services under Sakala and Coordinating with Mission.
<b>Aggregating IT Applications in Departments</b>	Providing innovative IT support	Corporates can provide IT solutions for Government Process Re-engineering.
<b>Helpdesk</b>	Helpdesk at every town level to facilitate citizens in receiving Government services.	Corporates may come forward to sponsor / adopt and set up Helpdesks at the local offices at Rs.10,000 p.m.
<b>Kiosks</b>	Kiosks at public places where the citizen foot fall are more and cater to citizen needs in online information, tracking files and monitoring their service requests.	Sponsor at Rs. 1 lakh per kiosk. Corporates can put their logo on the Kiosks.
<b>Rural Cyber Cafes</b>	Mitigating rural digital divide: Educated youths are productively used to provide online services to cater to rural population while providing self employment opportunities.	<ul style="list-style-type: none"> <li>Corporates may come forward to sponsor systems/props / printers / UPS to help increase the Cyber Centre counts.</li> <li>Provide related training to rural youth.</li> <li>Companies are welcome to promote themselves in these Cyber Centres.</li> </ul>
<b>Governance Reforms</b>	Examples of Red tapism	Corporates may suggest solutions for Simplification in Governance

**Sakala – CSR Management**  
**Plan, Do, Check, Act (PDCA)**

**SAKALA IS ISO 9001:2008 CERTIFIED (2014)**  
**GOOGLE CSB INNOVATOR AWARD (2012)**  
**NATIONAL e- GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)**  
**NATIONAL AWARD FOR THE GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA – D.L. SHAH QUALITY AWARDS 2014**

**“Come, join hands with the Mission”**

**EASY STEPS TO OBTAIN CITIZEN SERVICES**

1. Officials are bound by law to deliver services
2. Obtain Computer generated acknowledgement on applications submitted
3. Helpdesk at District and Taluk levels for assistance
4. For Information/ Lodge complaints call 080-44554455
5. Compensation of Rs 35/- per day upto maximum of Rs 500/- payable to citizens for each day of delay
6. Free bound disposal of appeals by competent officer and Appellate Authority

Looking forward to your valuable feedback and support in making SAKALA a movement

**“Of the Citizens”**  
**“By the Citizens”**  
**“For the Citizens”**

**DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS (AR)**

Phone : 080-22032825, 080-22032672  
Fax : 22253739  
E mail : prsar-dpar@karnataka.gov.in  
Website : www.sakala.kar.nic.in  
Mobile Web : mobile.karnataka.gov.in  
For Assistance /  
Complaints contact : 080-44554455  
Sakala Analytics : www.espandana.in

**General Disclaimer:** Data shown in various Tables in this report may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal.

