

*MONTHLY REPORT OF
DECEMBER 2017*

FROM THE DESK OF MISSION DIRECTOR

District Ranking:

Rank	District	District	Rank
1	Bengaluru Rural	Kodagu	28
2	Chikkaballapura	Bengaluru	29
3	Udupi	Dakshina Kannada	30

Records shown above as on 31/12/2017 12:00:00

Taluka Rankings:

Rank	Taluk	District
1	Shimoga	Shivamogga
2	Sirsi	Uttara Kannada
3	Hubli	Dharwad

Records shown above as on 31/12/2017 12:00:00

Applications and Disposal Trends:

	Receipts	Disposals
Month of Dec -2017	22,11,019	21,05,172
Cumulative Count	15,48,66,982	15,41,74,731

Records shown above as on 31/12/2017 12:00:00

Over Due: A total of 62,413 overdue were seen at the close of the month.

Delayed Disposal: 98,082 applications were disposed with delay in this month. 4.659 % is the delayed disposals rate for this month.

Rejections: 1,31,908 applications were rejected in this month. 6.266% is the rejection rate for this month

Offices with 7 or more defaults: 1,178 offices were found to have made defaults 7 or more times in this calendar month.

Rajeev Chawla, IAS
Mission Director
Sakala

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CHAPTER 1A: DISTRICT PERFORMANCE RANKING FOR DECEMBER 2017

S N	District	Ranking based on In time disposals(A)	Ranking based on SAKALA Receipts/One lakh population(B)	Overall Ranking((A+B)/2)
1	Bengaluru Rural	8	1	1
2	Chikkaballapura	11	3	2
3	Udupi	6	8	3
4	Mandya	13	2	4
5	Dharwad	4	11	5
6	Shivamogga	2	14	6
7	Kolar	17	4	7
8	Bidar	13	9	8
9	Davanagere	6	19	9
10	Hassan	20	6	10
11	Chamarajanagar	3	23	11
12	Uttara Kannada	1	26	12
13	Mysuru	17	13	13
14	Chitradurga	8	22	14
15	Tumakuru	27	5	15
16	Yadgir	25	7	16
17	Haveri	4	29	17
18	Kalaburagi	19	16	18
19	Vijayapura	11	24	19
20	Bagalkot	10	25	20
21	Gadag	16	20	21
22	Ballari	20	17	22
23	Ramanagara	28	10	23
24	Chikkamagaluru	23	15	24
25	Koppal	30	12	25
26	Raichur	24	18	26
27	Belagavi	15	28	27
28	Kodagu	22	27	28
29	Bengaluru	29	21	29
30	Dakshina Kannada	26	30	30

Records shown above as on 31/12/2017 12:00:00

**CHAPTER 1B: TALUK PERFORMANCE RANKING FOR DECEMBER 2017
(TOP 25)**

S N	District	Taluk	Ranking based on In time disposals(A)	Ranking based on SAKALA Receipts/Ten thousand population(B)	Overall Ranking((50% of A+ 50% of B)/2)
1	Shivamogga	Shimoga	6	11	1
2	Uttara Kannada	Sirsi	1	26	2
3	Dharwad	Hubli	26	4	3
4	Uttara Kannada	Haliyal	6	33	4
5	Bagalkot	Bagalkot	33	7	5
6	Mandya	Pandavapura	31	19	6
7	Davanagere	Davanagere	28	27	7
8	Shivamogga	Sagar	11	44	8
9	Dharwad	Dharwad	51	5	9
10	Bengaluru	Bangalore East	57	1	10
11	Mandya	Mandya	51	9	11
12	Haveri	Haveri	44	18	12
13	Chikkaballapura	Chikkaballapura	57	6	13
14	Bengaluru Rural	Devanahalli	40	23	14
15	Chamarajanagar	Chamarajanagar	31	36	15
16	Udupi	Udupi	48	20	16
17	Ballari	Hospet	13	56	17
18	Vijayapura	Bijapur	35	35	18
19	Kolar	Kolar	57	14	19
20	Mandya	Shrirangapattana	51	22	20
21	Chitradurga	Chitradurga	48	27	21
22	Bengaluru Rural	Nelamangala	69	8	22
23	Uttara Kannada	Honavar	3	75	23
24	Bengaluru Rural	Hosakote	38	47	24
25	Bagalkot	Bilgi	17	71	25

Records shown above as on 31/12/2017 12:00:00

CHAPTER 2A: CUMULATIVE REPORT-DISTRICT WISE

S No	DISTRICT	TOTAL NO. OF RECIEPTS	TOTAL NO. OF DISPOSALS	TOTAL NO. OF APPEAL 1 RECEIVED	TOTAL NO. OF APPEAL_1 RECIEPTS DISPOSALS	TOTAL NO. OF APPEAL 2 RECEIVED	TOTAL NO. OF APPEAL2 DISPOSALS	NO. OF PENDENCY AFTER DUE DATE
1	Mysuru	7425971	7384894	59	51	1	0	8492
2	Bengaluru	25921982	25829438	660	303	16	7	7902
3	Tumakuru	7721035	7681661	82	62	1	0	3656
4	Ballari	6073746	6040770	110	92	15	15	3335
5	Mandya	5381814	5351741	51	28	3	1	3325
6	Raichur	4710327	4685189	177	147	54	54	3053
7	Vijayapura	5024385	4996460	50	34	2	1	2899
8	Dakshina Kannada	5150094	5128149	10	7	0	0	2546
9	Kalaburagi	5722695	5686461	126	96	4	4	2474
10	Koppal	3380308	3358649	43	8	0	0	2384
11	Ramanagara	2937359	2927625	15	9	0	0	2019
12	Bagalkot	4654678	4640892	33	26	2	2	1935
13	Belagavi	10280399	10259011	89	72	3	2	1904
14	Hassan	5049690	5024562	36	26	1	0	1720
15	Davanagere	4673632	4648017	228	221	50	50	1397
16	Dharwad	4644449	4625469	47	45	31	29	1273
17	Kolar	4635984	4620301	57	54	3	3	1265
18	Chikkamagaluru	2953326	2940779	27	19	3	2	1244
19	Gadag	2708997	2695321	15	15	3	3	1211
20	Yadgir	2524768	2499899	71	70	1	1	1189
21	Chitradurga	4183800	4169826	35	33	2	2	1105
22	Udupi	3056698	3040239	24	16	1	1	988
23	Chikkaballapura	4089462	4066816	57	42	1	0	981
24	Bidar	3745203	3715418	101	57	2	2	968
25	Haveri	3497665	3487669	51	29	5	1	755
26	Bengaluru Rural	2779737	2767068	57	22	0	0	567
27	Kodagu	1255042	1250679	3	3	0	0	567
28	Chamarajanagar	2441560	2431535	33	33	1	0	465
29	Uttara Kannada	3778827	3769312	25	24	1	1	436
30	Shivamogga	4463349	4450881	25	23	0	0	358
Total		154866982	154174731	2397	1667	206	181	62413

Records shown above as on 31/12/2017 12:00:00

CHAPTER 2B: CUMULATIVE REPORT-DEPARTMENT WISE

S No	MAIN DEPARTMENT	TOTAL NO. OF RECIEPTS	TOTAL NO. OF DISPOSALS	TOTAL NO. OF APPEAL1 RECEIVED	TOTAL NO. OF APPEAL1 DISPOSALS	TOTAL NO. OF APPEAL 2 RECEIVED	TOTAL NO. OF APPEAL 2 DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	84299269	83764076	1957	1446	183	171	48744
2	TRANSPORT DEPARTMENT	30163206	30098690	7	5	0	0	4395
3	URBAN DEVELOPMENT	4604413	4592032	148	68	5	2	2535
4	PRIMARY AND SECONDARY EDUCATION	644247	638479	63	45	3	3	1576
5	HOME DEPARTMENT	6228009	6185682	25	7	0	0	1377
6	FINANCE DEPARTMENT	12599074	12594868	13	7	0	0	927
7	RDPR	6813121	6800089	178	87	14	4	804
8	FOREST, ECOLOGY AND ENVIRONMENT	22056	21130	0	0	0	0	538
9	HEALTH AND FAMILY WELFARE	1544365	1541750	0	0	0	0	440
10	WOMEN AND CHILD WELFARE	1486311	1484261	0	0	0	0	310
11	FOOD AND CIVIL SUPPLIES	5005536	5003899	2	2	1	1	251
12	CO-OPERATION	99991	98413	0	0	0	0	149
13	LABOUR DEPARTMENT	843266	838570	0	0	0	0	135
14	HIGHER EDUCATION	258671	257952	2	0	0	0	121
15	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	16562	16347	0	0	0	0	59
16	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	2062	2030	0	0	0	0	27
17	HOUSING DEPARTMENT	11713	11679	0	0	0	0	7
18	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	854	813	0	0	0	0	5
19	HORTICULTURE	52407	52181	0	0	0	0	4
20	KANNADA, CULTURE AND INFORMATION	4082	4078	0	0	0	0	3
21	COMMERCE AND INDUSTRIES DEPARTMENT	166600	166550	2	0	0	0	3
22	INFORMATION TECHNOLOGY,BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY	13	9	0	0	0	0	2
23	DPAR	1152	1151	0	0	0	0	1
24	MINES AND GEOLOGY DEPARTMENT	0	0	0	0	0	0	0
25	BACKWARD CLASSES WELFARE DEPARTMENT	2	2	0	0	0	0	0
26	WATER RESOURCES DEPARTMENT	0	0	0	0	0	0	0
		154866982	154174731	2397	1667	206	181	62413

Records shown above as on 31/12/2017 12:00:00

CHAPTER 2C: CUMULATIVE REPORT-INSTITUTION WISE

S No	DEPARTMENT	TOTAL NO. OF SAKALA RECIEPTS	TOTAL NO. OF SAKALA DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	71096195	70578583	46790
2	TRANSPORT CORPORATIONS(KSRTC)	3011337	3006995	3250
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	9739421	9735776	1544
4	HOME DEPARTMENT	6210375	6168053	1365
5	TRANSPORT DEPARTMENT	22703168	22643502	1131
6	COMMERCIAL TAXES DEPARTMENT	12594377	12590171	927
7	TOWN MUNICIPAL COUNCIL	1138796	1136474	820
8	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	6813121	6800089	805
9	CITY MUNICIPAL COUNCIL	1760741	1756564	765
10	PUBLIC LIBRARIES DEPARTMENT	83193	82277	698
11	BRUHAT BANGALORE MAHANAGARA PALIKE	387036	385082	606
12	DEPARTMENT OF PUBLIC INSTRUCTION	405454	401070	560
13	KARNATAKA STATE POLLUTION CONTROL BOARD	9953	9139	526
14	SURVEY AND SETTELMENT COMMISSIONER	3463493	3449557	410
15	FOOD AND CIVIL SUPPLIES DEPARTMENT	5005536	5003899	251
16	HEALTH AND FAMILY WELFARE DEPARTMENT	1472940	1471541	226
17	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	11991	11683	213
18	DRUGS CONTROL DEPARTMENT	63494	62292	205
19	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	773907	772168	167
20	CITY CORPORATION (Other than BBMP)	895497	892187	146
21	WOMEN AND CHILD WELFARE DEPARTMENT	712380	712092	143
22	UNIVERSITY EXAMINATION SECTION	192651	192311	114
23	TOWN PANCHAYAT	381009	380578	98
24	LABOUR DEPARTMENT	776972	775897	84
25	PRE-UNIVERSITY BOARD	139129	139047	82
26	REGISTRAR OF CO-OPERATIVE SOCIETIES	50842	49829	75
27	AGRICULTURAL MARKETING DEPARTMENT	49048	48480	74
28	BANGALORE DEVELOPMENT AUTHORITY	9244	9098	63
29	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	16562	16347	59
30	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	8247	8006	46
31	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	32085	32031	37
32	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	2060	2028	27
33	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	4480	4399	23
34	FOREST DEPARTMENT	12103	11991	12
35	FIRE SERVICES DEPARTMENT	17634	17629	12
36	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	1365161	1364626	10
37	AYUSH DEPARTMENT	7926	7912	9
38	KARNATAKA HOUSING BOARD	10902	10871	7
39	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	58047	54655	5
40	HIGHER EDUCATION-COLLEGIATE EDUCATION	26731	26726	5
41	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	854	813	5
42	SERICULTURE DEPARTMENT	52407	52181	4
43	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	1079651	1079433	4
44	KANNADA AND CULTURE	2208	2205	3
45	COMMERCE AND INDUSTRIES DEPARTMENT	166600	166550	3
46	INFORMATION TECHNOLOGY,BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY DEPARTMENT	13	9	2
47	UNIVERSITY CONSTITUENT COLLEGES	8826	8825	1
48	TECHNICAL EDUCATION DEPARTMENT	11737	11364	1
49	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1152	1151	1
Total:				62414

Records shown above as on 31/12/2017 12:00:00

**CHAPTER 2D: RECEIPTS AND DISPOSALS FOR DECEMBER 2017-
DISTRICT WISE**

S No	DISTRICT	NO. OF SAKALA RECIPTS DURING THE MONTH	NO. OF SAKALA DISPOSALS DURING THE MONTH
1	Bagalkot	58330	56944
2	Ballari	94108	90806
3	Belagavi	132658	136775
4	Bengaluru	334786	315115
5	Bengaluru Rural	47475	46687
6	Bidar	70931	62297
7	Chamarajanagar	34519	33512
8	Chikkaballapura	55645	53918
9	Chikkamagaluru	42573	42011
10	Chitradurga	56052	52894
11	Dakshina Kannada	53440	54060
12	Davanagere	70006	64395
13	Dharwad	72745	70386
14	Gadag	35418	33078
15	Hassan	73078	69583
16	Haveri	42302	41736
17	Kalaburagi	96227	88542
18	Kodagu	14625	15325
19	Kolar	68630	68514
20	Koppal	51899	47498
21	Mandya	92763	87675
22	Mysuru	114422	105339
23	Raichur	70899	66636
24	Ramanagara	41045	40507
25	Shivamogga	66914	67092
26	Tumakuru	114420	111040
27	Udupi	46305	44965
28	Uttara Kannada	42957	42067
29	Vijayapura	69367	58708
30	Yadgir	46480	37067
	Total	2211019	2105172

Records shown above as on 31/12/2017 12:00:00

**CHAPTER 2E: RECEIPTS AND DISPOSALS FOR DECEMBER 2017-
DEPARTMENT WISE**

S No	MAIN DEPARTMENT	NO. OF SAKALA RECEIPTS DURING THE MONTH	NO. OF SAKALA DISPOSALS DURING THE MONTH
1	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	94	244
2	BACKWARD CLASSES WELFARE DEPARTMENT	0	0
3	COMMERCE AND INDUSTRIES DEPARTMENT	205	180
4	CO-OPERATION DEPARTMENT	1846	1534
5	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	0	0
6	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	69	35
7	FINANCE DEPARTMENT	101033	100855
8	FOOD AND CIVIL SUPPLIES	181174	181747
9	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	945	902
10	HEALTH AND FAMILY WELFARE	19340	18419
11	HIGHER EDUCATION	3346	3080
12	HOME DEPARTMENT	88367	90765
13	HORTICULTURE DEPARTMENT	1484	1312
14	HOUSING DEPARTMENT	72	52
15	INFORMATION TECHNOLOGY, BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY DEPARTMENT	2	0
16	KANNADA, CULTURE AND INFORMATION DEPARTMENT	3	2
17	LABOUR DEPARTMENT	6849	7494
18	MINES AND GEOLOGY DEPARTMENT	0	0
19	PRIMARY AND SECONDARY EDUCATION	6235	6948
20	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	54	59
21	REVENUE DEPARTMENT	1243731	1112751
22	RURAL DEVELOPMENT AND PANCHAYAT RAJ	77793	77540
23	TRANSPORT DEPARTMENT	412162	433086
24	URBAN DEVELOPMENT	42387	43677
25	WATER RESOURCES DEPARTMENT	0	0
26	WOMEN AND CHILD WELFARE	23828	24490
	Total	2211019	2105172

Records shown above as on 31/12/2017 12:00:00

CHAPTER 2F: DELAYED DISPOSALS FOR DECEMBER 2017- DISTRICT WISE

S N	DISTRICT	No. of receipts during the month (A)	No. of disposals during the Month (B)	Delayed Disposal for the month (C)	% of the Delayed Disposal (C/B)
1	Koppal	51899	47498	4788	10.080%
2	Bengaluru	334786	315115	22903	7.268%
3	Ramanagara	41045	40507	2795	6.900%
4	Tumakuru	114420	111040	7250	6.529%
5	Dakshina Kannada	53440	54060	3437	6.358%
6	Yadgir	46480	37067	2321	6.262%
7	Raichur	70899	66636	3985	5.980%
8	Chikkamagaluru	42573	42011	2439	5.806%
9	Kodagu	14625	15325	765	4.992%
10	Ballari	94108	90806	4374	4.817%
11	Hassan	73078	69583	3327	4.781%
12	Kalaburagi	96227	88542	4171	4.711%
13	Mysuru	114422	105339	4864	4.617%
14	Kolar	68630	68514	3148	4.595%
15	Gadag	35418	33078	1450	4.384%
16	Belagavi	132658	136775	5363	3.921%
17	Bidar	70931	62297	2389	3.835%
18	Mandya	92763	87675	3315	3.781%
19	Vijayapura	69367	58708	1817	3.095%
20	Chikkaballapura	55645	53918	1651	3.062%
21	Bagalkot	58330	56944	1637	2.875%
22	Bengaluru Rural	47475	46687	1312	2.810%
23	Chitradurga	56052	52894	1471	2.781%
24	Udupi	46305	44965	1228	2.731%
25	Davanagere	70006	64395	1744	2.708%
26	Haveri	42302	41736	878	2.104%
27	Dharwad	72745	70386	1468	2.086%
28	Chamarajanagar	34519	33512	641	1.913%
29	Shivamogga	66914	67092	717	1.069%
30	Uttara Kannada	42957	42067	432	1.027%
	Total	2211019	2105172	98082	4.659%

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**CHAPTER 2G: DELAYED DISPOSALS FOR DECEMBER 2017-
DEPARTMENT WISE**

S No	Main Department	No. of receipts during the month (A)	No. of disposals during the Month (B)	Delayed Disposal for the month (C)	% of the Delayed Disposal (C/B)
1	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	94	244	116	47.541%
2	PRIMARY AND SECONDARY EDUCATION	6235	6948	1632	23.489%
3	URBAN DEVELOPMENT	42387	43677	5511	12.618%
4	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	54	59	6	10.169%
5	HOME DEPARTMENT	88367	90765	8605	9.481%
6	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	945	902	81	8.980%
7	CO-OPERATION DEPARTMENT	1846	1534	114	7.432%
8	LABOUR DEPARTMENT	6849	7494	507	6.765%
9	REVENUE DEPARTMENT	1243731	1112751	71165	6.395%
10	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	69	35	2	5.714%
11	HEALTH AND FAMILY WELFARE	19340	18419	720	3.909%
12	HIGHER EDUCATION	3346	3080	91	2.955%
13	RURAL DEVELOPMENT AND PANCHAYAT RAJ	77793	77540	1607	2.072%
14	HOUSING DEPARTMENT	72	52	1	1.923%
15	TRANSPORT DEPARTMENT	412162	433086	5579	1.288%
16	FOOD AND CIVIL SUPPLIES	181174	181747	1924	1.059%
17	HORTICULTURE DEPARTMENT	1484	1312	9	0.686%
18	COMMERCE AND INDUSTRIES DEPARTMENT	205	180	1	0.556%
19	WOMEN AND CHILD WELFARE	23828	24490	134	0.547%
20	FINANCE DEPARTMENT	101033	100855	277	0.275%
	Total	2211019	2105172	98082	4.659%

Records shown above as on 31/12/2017 12:00:00

CHAPTER 2H: REJECTION RATES FOR DECEMBER 2017- DISTRICT WISE

S.N	District Name	No. of receipts during the month	No. of disposals during the Month	Total Rejections	Rejection Rate(%age)
1	Bidar	70931	62297	7554	12.126%
2	Raichur	70899	66636	7323	10.990%
3	Davanagere	70006	64395	6154	9.557%
4	Koppal	51899	47498	4207	8.857%
5	Ballari	94108	90806	7408	8.158%
6	Kalaburagi	96227	88542	7048	7.960%
7	Vijayapura	69367	58708	4335	7.384%
8	Chikkaballapura	55645	53918	3887	7.209%
9	Gadag	35418	33078	2357	7.126%
10	Haveri	42302	41736	2849	6.826%
11	Chitradurga	56052	52894	3556	6.723%
12	Mandya	92763	87675	5864	6.688%
13	Tumakuru	114420	111040	7326	6.598%
14	Bengaluru	334786	315115	20605	6.539%
15	Yadgir	46480	37067	2300	6.205%
16	Chikkamagaluru	42573	42011	2489	5.925%
17	Mysuru	114422	105339	6170	5.857%
18	Bengaluru Rural	47475	46687	2695	5.772%
19	Kodagu	14625	15325	883	5.762%
20	Hassan	73078	69583	3920	5.634%
21	Chamarajanagar	34519	33512	1874	5.592%
22	Shivamogga	66914	67092	3607	5.376%
23	Kolar	68630	68514	3528	5.149%
24	Ramanagara	41045	40507	1445	3.567%
25	Bagalkot	58330	56944	2001	3.514%
26	Dharwad	72745	70386	2316	3.290%
27	Belagavi	132658	136775	4365	3.191%
28	Dakshina Kannada	53440	54060	1662	3.074%
29	Udupi	46305	44965	1158	2.575%
30	Uttara Kannada	42957	42067	1022	2.429%
	Total	2211019	2105172	131908	6.266%

Records shown above as on 31/12/2017 12:00:00

CHAPTER 2I: OFFICES WITH 7 OR MORE DEFAULTS FOR DECEMBER 2017- DISTRICT WISE

S.N	District Name	No. of Offices with 7 or more than 7 defaults
1	Bengaluru	169
2	Tumakuru	79
3	Mysuru	70
4	Mandya	55
5	Ballari	50
6	Hassan	48
7	Raichur	46
8	Chikkamagaluru	40
9	Kalaburagi	40
10	Bidar	38
11	Koppal	37
12	Kolar	37
13	Vijayapura	36
14	Belagavi	36
15	Davanagere	35
16	Chitradurga	35
17	Dakshina Kannada	33
18	Dharwad	30
19	Bagalkot	28
20	Chikkaballapura	28
21	Yadgir	28
22	Ramanagara	26
23	Bengaluru Rural	26
24	Gadag	26
25	Haveri	24
26	Shivamogga	19
27	Chamarajanagar	17
28	Uttara Kannada	16
29	Kodagu	13
30	Udupi	13
	Total	1178

Records shown above as on 31/12/2017 12:00:00

**CHAPTER 2J: OFFICES WITH 7 OR MORE DEFAULTS FOR DECEMBER
2017- DEPARTMENT WISE**

S.No	Department Name	No. of Offices with 7 or more than 7 defaults
1	REVENUE DEPARTMENT	574
2	HOME DEPARTMENT	81
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	76
4	DEPARTMENT OF PUBLIC INSTRUCTION	65
5	SURVEY AND SETTLEMENT COMMISSIONER	61
6	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	54
7	TOWN MUNICIPAL COUNCIL	45
8	TRANSPORT DEPARTMENT	45
9	CITY MUNICIPAL COUNCIL	28
10	COMMERCIAL TAXES DEPARTMENT	24
11	BRUHAT BANGALORE MAHANAGARA PALIKE	20
12	FOOD AND CIVIL SUPPLIES DEPARTMENT	20
13	HEALTH AND FAMILY WELFARE DEPARTMENT	14
14	CITY CORPORATION (Other than BBMP)	11
15	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	7
16	TOWN PANCHAYAT	7
17	TRANSPORT CORPORATIONS(KSRTC)	7
18	LABOUR DEPARTMENT	6
19	PUBLIC LIBRARIES DEPARTMENT	4
20	WOMEN AND CHILD WELFARE DEPARTMENT	4
21	BANGALORE DEVELOPMENT AUTHORITY	3
22	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	3
23	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	3
24	REGISTRAR OF CO-OPERATIVE SOCIETIES	3
25	DRUGS CONTROL DEPARTMENT	2
26	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	2
27	AYUSH DEPARTMENT	1
28	AGRICULTURAL MARKETING DEPARTMENT	1
29	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1
30	FIRE SERVICES DEPARTMENT	1
31	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	1
32	KARNATAKA HOUSING BOARD	1
33	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	1
34	KARNATAKA STATE POLLUTION CONTROL BOARD	1
35	UNIVERSITY EXAMINATION SECTION	1
	Total	1178

Records shown above as on 31/12/2017 12:00:00

Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal

CHAPTER 3: EVENTS AND NEWS CLIPS

1. 27.12.2017 and 28.12.2017 Bengaluru: ACS along with ACS, DPAR (e-Gov) conducted inspections of various offices in Bengaluru North Taluka to ensure the implementation of Sakala Act.



2. 4.12.2017 Bengaluru: Team of officers from Assam visited Sakala Mission to study the implementation of Sakala Act. Administrative officer explained the journey Sakala Mission has taken over the years.



NEWS CLIPS

Middlemen rule the roost in delivering govt. services despite Sakala: Study



Nagesh Prabhu

BENGALURU, DECEMBER 10, 2017 22:31 IST

The NLSIU research says that corruption prevalent in the form of dalal in departments such as Transport and Revenue



The [Karnataka Sakala Services](#) launched in 2011 — to ensure timely delivery of government services — is not meeting its end if a recent study by the National Law School of India University (NLSIU), Bengaluru, is an indication.

Corruption still dogs the delivery of services in government departments, according to the study by Yashomati Ghosh, Associate Professor, NLSIU, who conducted the study (2017) for the Union Ministry of Law and Justice. It found that corruption was prevalent in the form of “*dalal*” in departments such Transport and Revenue.

The study said: “The *dalal* works as a mediator and facilitates applicant for getting services with the help of government officials.”

In most cases, higher officials either do not listen to applicants or do not take action against the defaulting officers.

Absence of a full time-director, delivery of services by hiring of over 1,000 outsourced employees as computer operators, and delay in the release of salary for employees, poor infrastructure in the form of computer, internet connectivity, printer, and generators contributed to poor delivery of services under Sakala, the research said.

‘Supervisory position’

The Sakala Mission has no powers to take action against officers defaulting in delivery of services. The mission has been given only supervisory position without power.

More than 725 services are being provided under the Sakala Act. It said the mission has become only a monitoring body with the primary function of data collection.

“The Sakala Mission does not have any statutory power of implementing the provisions of the statute. It merely monitors the electronic database relating to case status, number of applications filed, number of applications rejected, reasons for rejections, how many cases went for first appeal and second appeal, and how many cases are pending with departments,” the study noted.

Compensation

It said many applicants seeking services do not claim compensation for the delay in services owing to the meagre compensation amount.

The corpus fund of ₹ 5 crore has been set aside for providing compensation. But only ₹ 84,180 was disbursed as compensation as on September 2016.

Display boards not updated

The NLSIU study noted that there is discrepancy between the number of services listed under Sakala and actual services provided in offices. The Sakala services display board has not been maintained in taluk offices, Nadakacheri, and police stations.

For example, the Sakala information board was not updated at the RTO office in Rajajinagar, Bengaluru. Further, the Department of Stamps and Registration neither display information on Sakala nor provide any services.

The office of the Senior Sub-Registrar and Marriage, Yelahanka in Bengaluru, and the Drug Control Department have failed to comply with the Sakala rules, the study said.

Most offices do not have help desks to tell applicants about process, officer, departments, and documents. Often, designated officers accept application without issuing acknowledgement slips. There were irregularities in publication of monthly and annual reports, the study said.

SAKALA SERVICES FACE MIDDLEMEN HURDLE: STUDY

NLSIU Bengaluru conducts study for the Union Ministry of Law and Justice; suggests more powers to Sakala Mission

PANEL DISCUSSION ON STUDY FINDINGS

An Independent Accountability Mechanism is needed to make Sakala effective. Usage of Information Technology is important but there seems to be an undue emphasis on it. It also ensures exclusion of a lot of people. We now need an RTI-Part Two in the country. Nihil Dey, social activist who played a key role to legislate the RTI Act

Volunteers are present in every government office to help citizens. They are there even at the CM's office, Vidhana Soudha and the M S Building to get things done. I gave a report to Lokayukta and even filed FIR against them but they continue to exist. V Bellu, Civic activist

There needs to be a count of applications filed as per the manual way of doing things as opposed to Sakala or online applications. Kathayini Chamaraj, civic activist and freelance writer

When you pay the Property Tax in BBMP, they never give you the exact address for which the payment is made. Only the main road is specified. Information is deliberately not provided. Mahalakshmi, Activist, Citizens Action Forum

Lack of awareness and lack of political will are among the reasons implementation of the Sakala Act has been a failure. Even when it is all e-governance, human interference persists. Santosh Nargund, founder trustee of NGO Ras Trottan Sankalp Trust

Sakala has been deliberately sabotaged. It has been made a failure intentionally. Narendra Kumar, Bribe-Free Karnataka Forum



EXPRESS NEWS SERVICE @Bengaluru

IN a damning report on the state of affairs of the Sakala Services in Karnataka, a study conducted for the Union Ministry of Law and Justice has blamed middlemen for ensuring that corruption continued to exist in government departments.

The findings of the study by Associate Professor Yashomati Ghosh and Research Investigator Shailendra Kumar of the National Law School of India University (NLSIU) Bengaluru on the implementation of the Karnataka Sakala Services Act 2011 were made public on Sunday. The Sakala Services Act is aimed at ensuring timely delivery of services through usage of information technology.

Administrative officer of Sakala Mission K Mathai, popularly referred to as whistleblower, said the study vindicated the findings of his report submitted to the Chief Minister in April.

"Dalals are prevalent in the departments such as RTO, Revenue, etc. Dalal works as a mediator and facilitates the applicant to get services with the help of government officials," the report said. It further said, "Action cannot be taken against such officers and middlemen, because, as per the Sakala Act and rule, there is no such power for the Sakala Mission."

Despite being launched as an online service, the application filed online is often rejected by the officer on some pretext or the other, thereby forcing the applicant to physically visit the office, the study said. "Services accepted through the physical appearance of applicant led to corruption," it stressed.

The report said the Mission is like a monitoring body which carries out data collection. "The Mission cannot initiate any action against defaulting officers," it added.

Compensation needs to be paid to the affected applicant in case of delay. Due to the meagre amount, most people are not claiming it, the report said. Out of a corpus fund of Rs 5 crore, only a mere sum of Rs 84,180 was given as compensation, it pointed out.

Lack of infrastructure and manpower also hampered efficient functioning of Sakala.



Justice N Kumar (left) and others are seen during a day-long consultation-cum-validation programme on the implementation of the Karnataka State Litigation Policy and Karnataka Sakala Services Act 2011 in reducing government litigation held at NLSIU campus in Bengaluru. S MANUJATH

SAKALA TAKES 21 DAYS, MIDDLEMEN PROMISE IT IN 3 DAYS!

Administrative Officer of Sakala Mission K Mathai said that middlemen tell public they can deliver the job speedier than Sakala and good people to pay up. Recalling an inspection he conducted at Hassan and the scenes he witnessed at the



K Mathai

Municipal City Corporation office, Mathai said, "While many services under Sakala are offered in 21 days, middlemen tell the commoner that they could get it done in 3 days." Later based on real time taken, most Sakala services are now given a delivery deadline of 8 days. Responding to the findings on Sakala presented, Mathai said, "My report to the CM on the state of affairs in Sakala Mission in April 2017 stands vindicated today." Mathai's report also spoke of alleged misuse of funds by Mission Director G Kalpana, which resulted in her removal from the post.

Poor students paid ₹1k each to get caste certificate: Watchdog

S LALITHA@Bengaluru

IN a shocking revelation of the lack of awareness of the Sakala Scheme in Kalaburgi, a watchdog that monitors its functioning has revealed that the poorest of students in the district have paid up to Rs 1,000 to get certificates meant to be handed over to them free.

Speaking to the New Indian Express on the sidelines of a programme organised at the National Law School of India University (NLSIU) campus, S S Hiremath, Co-ordinator of Karnataka Sakala Watch, said his group had organised two rounds of awareness programmes for PU students at Aland and Kalaburgi taluqs in the district.

"We met nearly 500 PU students by end of November and spoke to them about Sakala. We were shocked to hear from them that 50 percent of them had each paid Rs 1,000 to get the Caste and Income certificates for admission from SSLC to the PU stream," Hiremath, also an RTI activist, said. "Imagine these are students from the most backward parts of Karnataka and this amount really means a lot to their families."

The shocking part is that most of them had not even heard of the word 'Sakala', he added. Apart from these two taluqs, the group also keeps a close tab on the other

SAKALA ACT COVERS TOTAL 729 SERVICES

The Sakala Act 2011 is a key legislation that guarantees timely delivery of government service to all its citizens. Aimed at empowering citizens by promising administrative accountability, Sakala covers 729 services of different departments.

five taluqs of Jawargi, Afzalur, Chittapur, Chincholi and Sedam.

Sharing the experience, the co-ordinator said the revenue tahsildars in all the places regularly turn down applications given under Sakala without any genuine reasons to back it. "If you go through middlemen, your job gets done," he said.

Small-time businessman Santosh Bhairamadi shared his experience when he attempted to get a Class IV contractor licence at the PWD department in Kalaburgi taluk. "As soon as I told them I wanted an application for the licence, a staff member told me it would cost Rs 5,000. I told them I wanted an acknowledgment of the application under the Sakala scheme," he recalled. The staffer instantly said, "It costs you only Rs 2,500 and took the right amount from me," Bhairamadi said.



Sakala scheme to get more robust



SPECIAL CORRESPONDENT

BENGALURU, DECEMBER 20, 2017 00:00 IST



It will now have stronger penal clauses

The Sakala scheme, unveiled in 2011 to cut red tape and ensure timely delivery of government services, is riddled with problems.

The Siddaramaiah government is now set to re-launch the scheme with stronger penal clauses for erring officials and a commission for its implementation. A new Bill is to be tabled in the January/February session of the State legislature to make way for the changes.

Among its key features will be a steep hike in penalty for delay in delivery of service from the present Rs. 20 to Rs. 250 per day, with the total sum going up to Rs. 50,000. The existing Sakala Mission has been given only supervisory position, without powers to collect penalty. More than 725 services are covered under the Sakala Act.

Paltry sum claimed as compensation so far



Sharath S. Srivatsa

BENGALURU, DECEMBER 20, 2017 00:00 IST



Just about Rs. 95,000 has been claimed as compensation by those whose applications under Sakala scheme were disposed of after the stipulated period in the last six years. This is despite more than 50 lakh applications being cleared by various departments beyond the stipulated days over the years, officials say.

According to statistics available on the Sakala website, since its inception till November this year, 775 applications seeking compensation of Rs. 94,780 had come. The Revenue Department alone has seen a compensation claim of Rs. 75,560 with 602 applications filed.

In April this year, the number of applications stood at 732 and compensation of Rs. 88,880 had been disbursed, which means only 43 more applications seeking compensation came in the seven preceding months despite several thousand applications being processed beyond the due date, officials pointed out. A rough estimate based on the applications processed after the due date, according to an official in Sakala Mission, shows that at least Rs. 50 crore should have been paid out as compensation to citizens for overdue delays varying between a few days and several months. Under the rules, the compensation for delayed services at the rate

of Rs. 20 per day after the stipulated time is to be paid by the government and later recover from the salary of the official who is responsible for the delay.

Currently, 852 services in 73 departments are covered under Sakala for quick disposal of applications.

“Most citizens, whose application for services were delayed, have not claimed compensation for the delay. At Rs. 20 per day in the current setup, we feel compensation is very low. One may end up spending more than what he/she gets as compensation, on transport and the amount of man-hours the applicant has to spend for running from pillar to post,” said an official in E-governance Department.”

The official said: “If an application is not processed on time in a rural area, the first appeal has to be made to the Assistant Commissioner and the second appeal with the Deputy Commissioner. Considering the distance between offices, an applicant may not be inclined to seek a compensation of Rs. 20 per day.”

Also, though many distraught applicants have approached Sakala Mission’s office after exhausting the appeals, nothing could be done since rules do not give any power to the mission to direct the departments to provide compensation, the official added.

At Rs. 20 per day in the current setup, we feel compensation is very low. One may spend more than what he/she gets as compensation, on transport and for running from pillar to post Official in E-governance Department