

FROM THE DESK OF MISSION DIRECTOR

District Ranking:

Rank	District	District	Rank
1	Udupi	Kodagu	28
2	Kolar	Bidar	29
3	Dharwad	Dakshina kannada	30

Records shown above as on 30/09/2017 12:00:00

Applications and Disposal Trends:

	Receipts	Disposals
Month of Sep -2017	22,54,925	22,95,546
Cumulative Count	14,87,79,558	14,81,70,932

Records shown above as on 30/09/2017 12:00:00

Taluka Rankings:

Rank	Taluk	District
1	Kolar	Kolar
2	Haliyala	Uttara Kannada
3	Sirsi	Uttara Kannada

Records shown above as on 30/09/2017 12:00:00

Assembly Constituency Rankings:

Rank	Assembly Constituency	District
1	Chamarajpet	Bengaluru
2	Udupi	Udupi
3	Kolar	Kolar

Records shown above as on 30/09/2017 12:00:00

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

Over Due: A total of 27,911 overdue were seen at the close of the month. Services of Revenue and Home department constitute 70% of over dues. To address this issue, Sakala review meetings are being held regularly by the DCs in the districts along with departmental review meetings by the Sakala Mission on a regular basis at State level to reduce the number of overdue.

Delayed Disposal: 81,875 applications were disposed with delay in this month. This gives about 3.56% delayed disposals. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 65% of total delayed disposals..

Revenue department with 53,132 delayed disposals contribute to 65% of delayed disposals which impacts the State average. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

Rejections: 6.07% is the rejection rate for this month. Awareness has to be created among citizens regarding service delivery procedures, mandatory documents needed for processing applications and appeal provisions available to them.

Offices with 7 or more defaults: 1,016 offices were found to have made defaults 7 or more times in this month. Revenue department has 445 defaulting offices, which are spread across the State. Service of “**Change of Khata - Undisputed Cases**” is affected as a result of this phenomenon. Action against erring officials is being taken as per the penal provisions prescribed in the Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014 and regular inspection of these offices are being undertaken.

Complaints, Appeals & Compensation

Complaints: Out of 11,701 complaints received for Sakala, 10,232 have been resolved and 356 have been rejected amounting to disposal of 10,588 complaints showing 90% closure rate. 101 complaints are in the process of getting disposed and 1,012 complaints are overdue. Call centre and the Mission are closely following up with complaints related to Sakala.

Out of 46,578 complaints received for Non Sakala, 16,457 have been resolved and 2,977 have been rejected amounting to disposal of 19,437 complaints showing 41% closure rate. 114 complaints are in the process of getting disposed and 27,027 are overdue.

Compensation: 766 compensation claims have been made till date and amount of Rs 93,640 has been paid as compensation to citizens.

Delegations: Representatives of Government of Chhattisgarh visited Karnataka to understand the Sakala initiative and its implementation. The representative witnessed the cutting edge functioning of Sakala initiative. They visited various offices delivering time bound Sakala services. They were impressed by the functioning of Sakala Call centre.

Trainings: Several departments have expressed their need for training for effective implementation of Sakala initiative. Sakala Mission will train officials at State level and DTIs will take up training for district level officials.

Events: On 24.09.2017, a cycle rally was held, starting and ending at Kanteerva Outdoor stadium. More than 100 enthusiastic cycle riders participated in this 10 km rally. Objectives of Sakala Act were explained to the participants.

Rajeev Chawla, IAS
Mission Director
Sakala

CONTENTS

CHAPTER NO.	PARTICULARS	PAGE NO.
1A	PERFORMANCE RANKING-DISTRICTS FOR SEP- 2017	1
1B	PERFORMANCE RANKING-TALUKAS FOR SEP- 2017	2
1C	PERFORMANCE RANKING- ASSEMBLY CONSTITUENCY FOR SEP- 2017	3
2A	RECEIPTS AND DISPOSALS FOR SEP- 2017 – DISTRICT WISE	4
2B	RECEIPTS AND DISPOSALS FOR SEP- 2017– DEPARTMENT WISE	5
2C	DISTRICT WISE CUMULATIVE FIGURES & CUMULATIVE OVERDUE FROM INCEPTION i.e Year 2012	6
2D	DEPARTMENT/INSTITUTION WISE CUMULATIVE FIGURES & CUMULATIVE OVERDUE FROM INCEPTION i.e Year 2012	7
2E	DELAYED DISPOSAL TRENDS FOR SEP- 2017 DISTRICT WISE	9
2F	DELAYED DISPOSAL TRENDS FOR SEP- 2017 DEPARTMENT WISE	10
2G	REJECTIONS RATES FOR SEP-2017 DISTRICT WISE	11
2H	OFFICES WITH 7 OR MORE THAN 7 DEFAULTS FOR SEP-2017 DISTRICT WISE	12
2I	OFFICES WITH 7 OR MORE THAN 7 DEFAULTS FOR SEP-2017 DEPARTMENT WISE	13
3	CALL CENTRE REPORT	14
3A	STATUS OF COMPLAINTS (at the end of SEP -2017)	14
3B	COMPENSATION CLAIMED STATUS	15
4	EVENTS AND NEWS CLIPS	16

CHAPTER 1A: DISTRICT PERFORMANCE RANKING FOR SEPTEMBER 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	Udupi	3	3	1
2	Kolar	9	1	2
3	Dharwad	6	4	3
4	Shivamogga	1	12	4
5	Bengaluru Rural	13	2	5
6	Mandya	12	5	6
7	Chikkaballapura	16	7	7
8	Ballari	15	8	8
9	Bagalkot	5	21	9
10	Chamarajanagar	3	24	10
11	Uttara Kannada	1	26	11
12	Kalaburagi	10	19	12
13	Mysuru	14	16	13
14	Bengaluru	22	9	14
15	Haveri	8	23	15
16	Tumakuru	26	6	16
17	Hassan	22	10	17
18	Chitradurga	6	27	18
19	Ramanagara	21	13	19
20	Davanagere	19	15	20
21	Gadag	26	11	21
22	Vijayapura	18	20	22
23	Belagavi	10	29	23
24	Chikkamagaluru	30	14	24
25	Raichur	28	17	25
26	Koppal	29	18	26
27	Yadgir	25	22	27
28	Kodagu	17	30	28
29	Bidar	20	28	29
30	Dakshina Kannada	24	25	30

Records shown above as on 30/09/2017 12:00:00

CHAPTER 1B: TALUK PERFORMANCE RANKING FOR SEPTEMBER 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	Kolar	Kolar	22	6	1
2	Uttara Kannada	Haliyal	6	24	2
3	Uttara Kannada	Sirsi	2	29	3
4	Udupi	Udupi	22	16	4
5	Shivamogga	Shimoga	19	25	5
6	Dharwad	Dharwad	41	5	6
7	Uttara Kannada	Karwar	38	10	7
8	Ballari	Hospet	15	34	8
9	Uttara Kannada	Honavar	11	44	9
10	Chikkaballapura	Chikkaballapura	52	6	10
11	Chamarajanagar	Chamarajanagar	15	43	11
12	Shivamogga	Sagar	22	39	12
13	Mandya	Mandya	47	18	13
14	Dharwad	Hubli	65	4	14
15	Bengaluru Rural	Nelamangala	62	8	15
16	Mandya	Pandavapura	60	13	16
17	Bagalkot	Bagalkot	52	21	17
18	Bengaluru	Bangalore East	74	1	18
19	Hassan	Hassan	69	9	19
20	Kodagu	Madikeri	65	19	20
21	Bengaluru	Bangalore South	85	2	21
22	Chamarajanagar	Gundlupet	6	83	22
23	Dakshina Kannada	Puttur	55	36	23
24	Belagavi	Gokak	19	72	24
25	Belagavi	Bailahongal	6	85	25

Records shown above as on 30/09/2017 12:00:00

CHAPTER 1C: ASSEMBLY CONSTITUENCY PERFORMANCE RANKING FOR SEPTEMBER 2017 (TOP 25)

S N	Assembly	Ranking based on Intime disposals(A)	Ranking based on SAKALA Receipts/One lakhs population(B)	Overall Ranking((50% of A + 50% of B)/2)
1	Chamrajapet	9	4	1
2	Udupi	25	3	2
3	Kolar	25	9	3
4	Shimoga	25	17	4
5	Shantinagar	20	23	5
6	Vijayanagara	17	27	6
7	B.T.M Layout	41	10	7
8	Sirsi	4	52	8
9	Chamarajanagar	19	38	9
10	Sagar	20	43	10
11	Gokak	25	42	11
12	Rajajinagar	48	20	12
13	Gandhinagar	67	2	13
14	Bailahongal	9	65	14
15	Jamkhandi	48	30	15
16	Puttur	25	53	16
17	Mandya	67	15	17
18	Narasimharaja	35	49	18
19	Hubli-Dharwad-West	74	11	19
20	Karwar	41	51	20
21	Bellary	25	73	21
22	Chikkaballapur	80	19	22
23	Kumta	53	47	23
24	Bangarapet	90	16	24
25	Bagalkot	63	43	25

Records shown above as on 30/09/2017 12:00:00

**CHAPTER 2A: RECEIPTS AND DISPOSALS FOR SEPTEMBER 2017-
DISTRICT WISE**

S.N	District Name	No. of receipts during the month (A)	No. of disposals during the Month (B)	% of disposal (B/A)
1	Yadgir	38594	43684	113.189%
2	Kalaburagi	90704	100380	110.668%
3	Chikkamagaluru	40986	44634	108.901%
4	Raichur	69452	75111	108.148%
5	Kodagu	15395	16599	107.821%
6	Davanagere	70464	73538	104.363%
7	Koppal	47267	48564	102.744%
8	Bidar	53988	55455	102.717%
9	Dharwad	78887	80499	102.043%
10	Ballari	103047	104724	101.627%
11	Kolar	76900	78133	101.603%
12	Bagalkot	63474	64456	101.547%
13	Bengaluru	389134	394872	101.475%
14	Bengaluru Rural	45867	46534	101.454%
15	Hassan	66539	67488	101.426%
16	Mysuru	107316	108678	101.269%
17	Haveri	52446	53053	101.157%
18	Mandya	75640	76507	101.146%
19	Chikkaballapura	50195	50761	101.128%
20	Tumakuru	108888	110055	101.072%
21	Ramanagara	37278	37540	100.703%
22	Chitradurga	52057	52234	100.340%
23	Shivamogga	63614	63665	100.080%
24	Belagavi	147809	147385	99.713%
25	Gadag	38168	38058	99.712%
26	Chamarajanagar	34011	33807	99.400%
27	Uttara Kannada	46308	45386	98.009%
28	Dakshina Kannada	66816	65296	97.725%
29	Vijayapura	74138	71934	97.027%
30	Udupi	49543	46516	93.890%
	Total	2254925	2295546	101.801%

Records shown above as on 30/09/2017 12:00:00

**CHAPTER 2B: RECEIPTS AND DISPOSALS FOR SEPTEMBER 2017-
DEPARTMENT WISE**

S.N	Main Department	No. of receipts during the month (A)	No. of disposals during the Month (B)	% of disposal (B/A)
1	BACKWARD CLASSES WELFARE DEPARTMENT	0	0	NA
2	DEPARMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	0	0	NA
3	KANNADA, CULTURE AND INFORMATION DEPARTMENT	0	2	NA
4	MINES AND GEOLOGY DEPARTMENT	0	0	NA
5	WATER RESOURCES DEPARTMENT	0	0	NA
6	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	453	578	127.594%
7	PRIMARY AND SECONDARY EDUCATION	7746	9188	118.616%
8	HIGHER EDUCATION	3873	4326	111.696%
9	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	18	19	105.556%
10	REVENUE DEPARTMENT	1118625	1166196	104.253%
11	RURAL DEVELOPMENT AND PANCHAYAT RAJ	72706	74482	102.443%
12	LABOUR DEPARTMENT	6809	6933	101.821%
13	URBAN DEVELOPMENT	37459	37975	101.378%
14	FINANCE DEPARTMENT	276261	279671	101.234%
15	HEALTH AND FAMILY WELFARE	15510	15628	100.761%
16	HORTICULTURE DEPARTMENT	1083	1087	100.369%
17	FOOD AND CIVIL SUPPLIES	78482	77831	99.171%
18	HOME DEPARTMENT	86165	84592	98.174%
19	TRANSPORT DEPARTMENT	519293	509808	98.173%
20	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	577	566	98.094%
21	WOMEN AND CHILD WELFARE	28261	25302	89.530%
22	CO-OPERATION DEPARTMENT	1334	1159	86.882%
23	HOUSING DEPARTMENT	59	45	76.271%
24	COMMERCE AND INDUSTRIES DEPARTMENT	191	145	75.916%
25	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	19	13	68.421%
26	INFORMATION TECHNOLOGY,BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY DEPARTMENT	1	0	0.000%
	Total	2254925	2295546	101.801%

Records shown above as on 31/07/2017 12:00:00

CHAPTER 2C: DISTRICT WISE CUMULATIVE FIGURES & CUMULATIVE OVERDUE FROM INCEPTION i.e Year 2012

S N	DISTRICT	TOTAL NO. OF SAKALA RECEIPTS	TOTAL NO. OF SAKALA DISPOSALS	OVERDUE AFTER DUE DATE
1	Bengaluru	25007889	24927985	9116
2	Mysuru	7109985	7079737	3547
3	Raichur	4526580	4499596	2316
4	Tumakuru	7379010	7344537	1180
5	Dakshina Kannada	4982063	4958023	1103
6	Koppal	3251833	3234087	1047
7	Yadgir	2413041	2397052	860
8	Hassan	4865337	4843835	783
9	Ramanagara	2824541	2816864	764
10	Vijayapura	4838224	4815091	730
11	Kalaburagi	5482950	5447919	624
12	Ballari	5808546	5779867	613
13	Bidar	3567495	3546112	554
14	Belagavi	9910972	9889129	544
15	Mandya	5149868	5126185	481
16	Chikkaballapura	3938961	3919630	426
17	Gadag	2608282	2594176	424
18	Chitradurga	3987863	3978595	367
19	Chikkamagaluru	2840585	2828588	357
20	Davanagere	4478875	4454273	351
21	Dharwad	4439113	4421303	343
22	Kodagu	1208843	1203649	244
23	Kolar	4428806	4413799	237
24	Chamarajanagar	2345155	2335248	233
25	Bagalkot	4501103	4489139	171
26	Haveri	3382175	3372426	151
27	Bengaluru Rural	2646015	2635396	128
28	Shivamogga	4272910	4261164	105
29	Uttara Kannada	3652839	3643714	65
30	Udupi	2929699	2913813	47
	Total:	148779558	148170932	27911

Records shown above as on 30/09/2017 12:00:00

CHAPTER 2D: DEPARTMENT/INSTITUTION WISE CUMULATIVE FIGURES & CUMULATIVE OVERDUE FROM INCEPTION i.e Year 2012

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECIEPTS	TOTAL NO. OF SAKALA DISPOSALS	OVERDUE AFTER DUE DATE
1	REVENUE DEPARTMENT	68636284	68231824	14119
2	TRANSPORT DEPARTMENT	21432421	21345782	1859
3	BRUHAT BANGALORE MAHANAGARA PALIKE	381227	378710	1433
4	DRUGS CONTROL DEPARTMENT	51655	50308	1307
5	HOME DEPARTMENT	5953125	5911239	1140
6	SURVEY AND SETTELMENT COMMISSIONER	3277440	3263306	1113
7	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	9228962	9226049	988
8	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	6585714	6574559	753
9	CITY MUNICIPAL COUNCIL	1713763	1709786	544
10	KARNATAKA STATE POLLUTION CONTROL BOARD	9405	8583	525
11	TOWN MUNICIPAL COUNCIL	1114950	1112824	503
12	FOOD AND CIVIL SUPPLIES DEPARTMENT	4665426	4663872	493
13	DEPARTMENT OF PUBLIC INSTRUCTION	391953	386379	469
14	TRANSPORT CORPORATIONS(KSRTC)	2899248	2896323	338
15	COMMERCIAL TAXES DEPARTMENT	12264685	12257273	320
16	HEALTH AND FAMILY WELFARE DEPARTMENT	1425300	1423595	297
17	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	11409	10901	291
18	CITY CORPORATION (Other than BBMP)	858074	854782	226
19	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	1037545	1036277	177
20	LABOUR DEPARTMENT	760213	758849	155
21	TOWN PANCHAYAT	373529	373016	116
22	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	31950	31840	100
23	AGRICULTURAL MARKETING DEPARTMENT	47620	47024	99
24	PRE-UNIVERSITY BOARD	139129	139034	95
25	WOMEN AND CHILD WELFARE DEPARTMENT	686843	686645	94
26	BANGALORE DEVELOPMENT AUTHORITY	8237	8051	75
27	REGISTRAR OF CO-OPERATIVE SOCIETIES	47289	46828	58
28	PUBLIC LIBRARIES DEPARTMENT	78906	78600	47
29	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	734917	731612	39
30	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	4094	3940	26

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECIEPTS	TOTAL NO. OF SAKALA DISPOSALS	OVERDUE AFTER DUE DATE
31	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1959	1928	26
32	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	1325052	1322594	20
33	UNIVERSITY EXAMINATION SECTION	184092	183883	18
34	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	52332	51158	16
35	FOREST DEPARTMENT	10634	10553	11
36	UNIVERSITY CONSTITUENT COLLEGES	8802	8795	6
37	HIGHER EDUCATION-COLLEGIATE EDUCATION	26559	26554	5
38	COMMERCE AND INDUSTRIES DEPARTMENT	166078	165997	2
39	FIRE SERVICES DEPARTMENT	16892	16889	2
40	KANNADA AND CULTURE	2196	2194	2
41	INFORMATION TECHNOLOGY,BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY DEPARTMENT	11	9	2
42	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1152	1151	1
43	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	15950	15715	1
	Total			27911

Records shown above as on 30/09/2017 12:00:00

CHAPTER 2E: DELAYED DISPOSALS FOR SEPTEMBER 2017- DISTRICT WISE

S No	District Name	No. of disposals during the Month (A)	0-3 Days	4-7 Days	8-15 Days	16 -30 Days	More than 30 Days	Total(B)	% of delays for the month (B/A)
1	Chikkamagaluru	44634	3737	66	37	37	86	3963	8.879%
2	Koppal	48564	2123	990	580	323	131	4147	8.539%
3	Raichur	75111	3616	808	175	184	240	5023	6.687%
4	Tumakuru	110055	5048	791	467	212	280	6798	6.177%
5	Gadag	38058	1533	486	205	35	83	2342	6.154%
6	Yadgir	43684	1361	347	398	225	252	2583	5.913%
7	Dakshina Kannada	65296	1642	783	385	152	256	3218	4.928%
8	Hassan	67488	2071	383	229	213	79	2975	4.408%
9	Bengaluru	394872	10791	3371	1174	688	1379	17403	4.407%
10	Ramanagara	37540	837	448	178	32	44	1539	4.100%
11	Bidar	55455	1494	356	163	101	42	2156	3.888%
12	Davanagere	73538	2309	199	93	71	103	2775	3.774%
13	Vijayapura	71934	1126	441	663	336	71	2637	3.666%
14	Kodagu	16599	339	65	56	54	77	591	3.560%
15	Chikkaballapura	50761	807	412	269	136	83	1707	3.363%
16	Ballari	104724	2333	664	225	115	79	3416	3.262%
17	Mysuru	108678	1524	633	370	313	636	3476	3.198%
18	Bengaluru Rural	46534	1050	107	31	9	15	1212	2.605%
19	Mandya	76507	1329	139	59	96	113	1736	2.269%
20	Kalaburagi	100380	1658	313	133	71	44	2219	2.211%
21	Belagavi	147385	1865	505	452	247	133	3202	2.173%
22	Kolar	78133	1036	309	128	62	42	1577	2.018%
23	Haveri	53053	600	276	36	32	44	988	1.862%
24	Dharwad	80499	544	166	164	159	287	1320	1.640%
25	Chitradurga	52234	551	130	69	24	77	851	1.629%
26	Bagalkot	64456	605	136	133	56	44	974	1.511%
27	Udupi	46516	77	20	15	15	148	275	0.591%
28	Chamarajanagar	33807	78	72	13	9	25	197	0.583%
29	Uttara Kannada	45386	159	21	11	3	47	241	0.531%
30	Shivamogga	63665	249	34	9	9	30	331	0.520%
	Total	2295546	52492	13471	6920	4019	4973	81875	3.567%

Records shown above as on 30/09/2017 12:00:00

**CHAPTER 2F: DELAYED DISPOSALS FOR SEPTEMBER 2017-
DEPARTMENT WISE**

S N	Main Department	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total	% of delayed disposals in the month(B/A)
1	KANNADA, CULTURE AND INFORMATION DEPARTMENT	2	0	0	1	0	0	1	50.000%
2	PRIMARY AND SECONDARY EDUCATION	9188	353	278	89	100	999	1819	19.798%
3	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	578	78	6	0	2	25	111	19.204%
4	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	19	0	0	0	3	0	3	15.789%
5	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	566	6	10	11	22	38	87	15.371%
6	URBAN DEVELOPMENT	37975	1787	627	333	283	1241	4271	11.247%
7	CO-OPERATION DEPARTMENT	1159	69	34	11	9	5	128	11.044%
8	HOME DEPARTMENT	84592	3889	1230	655	376	739	6889	8.144%
9	LABOUR DEPARTMENT	6933	241	61	22	6	4	334	4.818%
10	REVENUE DEPARTMENT	1166196	34123	9581	5065	2940	1423	53132	4.556%
11	WOMEN AND CHILD WELFARE	25302	563	156	26	33	17	795	3.142%
12	HEALTH AND FAMILY WELFARE	15628	302	82	43	4	19	450	2.879%
13	RURAL DEVELOPMENT AND PANCHAYAT RAJ	74482	1379	234	112	27	11	1763	2.367%
14	HOUSING DEPARTMENT	45	1	0	0	0	0	1	2.222%
15	TRANSPORT DEPARTMENT	509808	5738	982	467	199	427	7813	1.533%
16	FINANCE DEPARTMENT	279671	3407	93	4	10	23	3537	1.265%
17	FOOD AND CIVIL SUPPLIES	77831	530	97	81	4	0	712	0.915%
18	HIGHER EDUCATION	4326	26	0	0	1	2	29	0.670%
	Total	2295546	52492	13471	6920	4019	4973	81875	3.567%

Records shown above as on 30/09/2017 12:00:00

CHAPTER 2G: REJECTION RATES FOR SEPTEMBER 2017- DISTRICT WISE

S.N	District Name	No. of receipts during the month (A)	No. of disposals during the Month (B)	Total Rejections	Rejection Rate(%age)
1	Bidar	53988	55455	3824	15.05
2	Raichur	69452	75111	3694	12.44
3	Kalaburagi	90704	100380	4266	10.65
4	Chikkaballapura	50195	50761	1895	9.57
5	Ballari	103047	104724	3393	8.91
6	Koppal	47267	48564	1425	8.19
7	Chikkamagaluru	40986	44634	1311	6.49
8	Davanagere	70464	73538	2379	6.45
9	Chamarajanagar	34011	33807	838	6.16
10	Tumakuru	108888	110055	2429	5.98
11	Shivamogga	63614	63665	1882	5.74
12	Yadgir	38594	43684	1517	5.72
13	Bengaluru	389134	394872	7479	5.66
14	Kolar	76900	78133	1775	5.56
15	Mandya	75640	76507	1484	5.42
16	Ramanagara	37278	37540	920	5.34
17	Gadag	38168	38058	887	5.33
18	Mysuru	107316	108678	2607	5.19
19	Vijayapura	74138	71934	917	5.13
20	Bengaluru Rural	45867	46534	840	4.65
21	Hassan	66539	67488	1397	4.56
22	Kodagu	15395	16599	454	4.46
23	Haveri	52446	53053	757	4.06
24	Dharwad	78887	80499	1404	3.93
25	Belagavi	147809	147385	2499	3.58
26	Bagalkot	63474	64456	716	3.45
27	Chitradurga	52057	52234	471	3.41
28	Udupi	49543	46516	355	3.22
29	Dakshina Kannada	66816	65296	891	2.8
30	Uttara Kannada	46308	45386	219	2.19
	Total	2254925	2295546	54925	6.07

Records shown above as on 30/09/2017 12:00:00

CHAPTER 2H: OFFICES WITH 7 OR MORE DEFAULTS FOR SEPTEMBER 2017- DISTRICT WISE

S.N	District Name	No. of Offices with 7 or more than 7 defaults
1	Bengaluru	150
2	Tumakuru	83
3	Mysuru	54
4	Raichur	45
5	Kalaburagi	44
6	Ballari	42
7	Hassan	39
8	Davanagere	35
9	Dakshina Kannada	35
10	Belagavi	34
11	Chikkaballapura	32
12	Vijayapura	32
13	Bidar	32
14	Koppal	31
15	Yadgir	30
16	Gadag	30
17	Mandya	29
18	Dharwad	29
19	Chikkamagaluru	28
20	Bagalkot	27
21	Ramanagara	27
22	Bengaluru Rural	25
23	Chitradurga	23
24	Kolar	23
25	Haveri	17
26	Shivamogga	11
27	Kodagu	9
28	Chamarajanagar	9
29	Udupi	6
30	Uttara Kannada	5
	Total	1016

Records shown above as on 30/09/2017 12:00:00

CHAPTER 2I: OFFICES WITH 7 OR MORE DEFAULTS FOR SEPTEMBER 2017- DEPARTMENT WISE

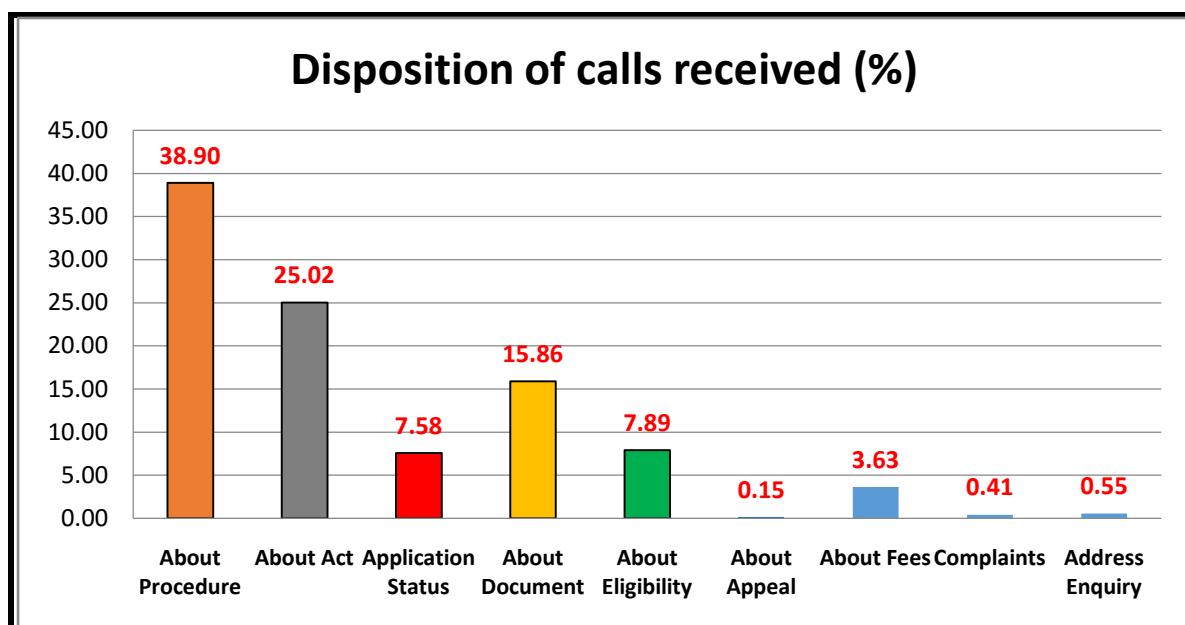
S.N	Department Name	No. of Offices with 7 or more than 7 defaults
1	REVENUE DEPARTMENT	445
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	81
3	HOME DEPARTMENT	71
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	57
5	SURVEY AND SETTLEMENT COMMISSIONER	55
6	TOWN MUNICIPAL COUNCIL	42
7	TRANSPORT DEPARTMENT	39
8	DEPARTMENT OF PUBLIC INSTRUCTION	29
9	CITY MUNICIPAL COUNCIL	27
10	BRUHAT BANGALORE MAHANAGARA PALIKE	26
11	FOOD AND CIVIL SUPPLIES DEPARTMENT	21
12	TRANSPORT CORPORATIONS(KSRTC)	18
13	HEALTH AND FAMILY WELFARE DEPARTMENT	16
14	DRUGS CONTROL DEPARTMENT	13
15	CITY CORPORATION (Other than BBMP)	12
16	TOWN PANCHAYAT	11
17	COMMERCIAL TAXES DEPARTMENT	10
18	LABOUR DEPARTMENT	8
19	WOMEN AND CHILD WELFARE DEPARTMENT	7
20	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	5
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	5
22	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	3
23	KARNATAKA STATE POLLUTION CONTROL BOARD	3
24	BANGALORE DEVELOPMENT AUTHORITY	2
25	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2
26	REGISTRAR OF CO-OPERATIVE SOCIETIES	2
27	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1
28	AGRICULTURAL MARKETING DEPARTMENT	1
29	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	1
30	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	1
31	PUBLIC LIBRARIES DEPARTMENT	1
32	UNIVERSITY EXAMINATION SECTION	1
	Total	1016

Records shown above as on 30/09/2017 12:00:00

CHAPTER 3: CALL CENTRE REPORT-SEPTEMBER 2017

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

Calls received by call centre under various heads/topics.



Records shown above as on 30/09/2017 12:00:00

CHAPTER 3A: STATISTICS OF COMPLAINTS AT www.espondana.in (at end of September-2017)

S.N	Category	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	Sakala	11701	10232	356	10588	101	1012
2	Non Sakala	46578	16457	2977	19434	114	27027

Records shown above as on 30/09/2017 12:00:00

CHAPTER 3B: COMPENSATION CLAIMED STATUS

S.N	Department Name	No of applications for compensation	Compensation claimed (in Rs)
1	REVENUE DEPARTMENT	593	74420
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	59	6340
3	DEPARTMENT OF PUBLIC INSTRUCTION	36	6500
4	SURVEY AND SETTLEMENT COMMISSIONER	34	2420
5	BRUHAT BANGALORE MAHANAGARA PALIKE	27	2100
6	HOME DEPARTMENT	6	440
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TOWN MUNICIPAL COUNCIL	2	80
9	TRANSPORT DEPARTMENT	2	640
10	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
11	CITY CORPORATION (other than BBMP)	1	40
12	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	60
13	CITY MUNICIPAL COUNCIL	1	320
	Total	766	93640

Records shown above as on 30/09/2017 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

EVENTS AND PRESS CLIPS

1) **04.09.2017, Bengaluru** – Review of Sakala programme in revenue department was held by MD. Nodal officers of Revenue department were present. AMD and AO were gave their inputs for the better implementation of the initiative in Revenue department.



2) **15.09.2017, Bengaluru** - Representatives of Government of Chhattisgarh visited Karnataka to understand the Sakala initiative and its implementation. The representative witnessed the cutting edge functioning of Sakala initiative. Additional Mission Director explained the innovative measures Sakala has taken in the field of citizen service delivery.



3) 16.09.2017, Mussoorie: Representative of Government of Bangladesh visited LBSNAA. Administrative officer explained the journey Sakala Mission had taken over the years. The delegates were impressed by the accomplishments of Sakala Mission in a short span of 5 short years.



4) **16.09.2017, Mussoorie:** Representative of Government of Uttarkhand felicitated the Administrative officer of Sakala Mission. The representative expressed a desire to extended a formal invitation , where the Administrative officer could visit Uttarkhand to share his expertise in citizen delivery model with the officers of his State.



5) **24.09.2017, Bengaluru:** A cycle rally was held, starting and ending at Kanteerva Outdoor stadium. More than 100 enthusiastic cycle riders participated in this 10 km rally. Objectives of Sakala Act were explained to the participants.





NEWS CLIPS



Senior KAS officer Mathai to lead cycle jaatha for Sakala government scheme

By Express News Service | Published: 24th September 2017 02:21 AM |

BENGALURU: Mathai, a senior KAS officer, will lead the jaatha that will begin at the main entrance of Kanteerava Stadium on Kasturba Road at 7.30 am. More than 300 cyclists wearing Sakala embedded T-shirts are expected to participate in the jaatha. The rally will cover a distance of 10 kilometers on a scheduled route and culminate at Kanteerava Stadium.

Mathai drew the attention of many by peddling for 30 kms from his residence near Rajanukunte on the outskirts of the city to his office in MS Building, as a token of protest against his higher authorities. The senior officials had not paid for the vehicle provided to Mathai for 11 months resulting in the withdrawal of the vehicle by the service provider in August.

Considering his safety, Mathai began commuting by public transport. Now, he has decided to take out a cycle jaatha to protest the alleged non-cooperation for the effective implementation of the Sakala scheme. The other intention behind the rally is giving publicity to the programme. This is the first time such an initiative is being taken up in the state, a source said.

Cycling for Sakala Mission

By Express News Service | Published: 25th September 2017 02:24 AM |



Senior KAS officer K Mathai during the cycle rally in Bengaluru on Sunday

BENGALURU: Hundreds of enthusiasts cycled across Bengaluru's streets on Sunday to raise awareness on the Sakala Mission, the state government programme launched in 2012 to ensure time-bound delivery of government services.

They were part of a cyclathon organized by the Department of Personal and Administrative Reforms.