

*MONTHLY REPORT OF
OCTOBER 2018*

FROM THE DESK OF MISSION DIRECTOR

District Ranking:

Rank	District	District	Rank
1	Bagalkot	Dharwad	28
2	Bengaluru Rural	Mandya	29
3	Kalaburagi	Bengaluru	30

Records shown above as on 31/10/2018 12:00:00

Taluka Rankings:

Rank	Taluk	District
1	Haliyal	Uttara Kannada
2	Mudigere	Chikkamagaluru
3	Hubli	Dharwad

Records shown above as on 31/10/2018 12:00:00

Applications and Disposal Trends:

	Receipts	Disposals
Month of Oct -2018	2155318	2528505
Cumulative Count	18040003	179685829

Records shown above as on 31/10/2018 12:00:00

Over Due: A total of 39,599 overdue were seen at the close of the month.

Delayed Disposal: 1,88,062 applications were disposed with delay in this month.

Offices with 7 or more defaults: 1,104 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 OCT 2018

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

Records shown above as on 31/10/2018 12:00:00

CHAPTER 1B: TALUK PERFORMANCE RANKING FOR OCT 2018 (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	Uttara Kannada	Haliyal	2	10	1
2	Chikkamagaluru	Mudigere	8	18	2
3	Dharwad	Hubli	31	4	3
4	Gadag	Mundargi	19	23	4
5	Chikkaballapura	Chikkaballapura	35	9	5
6	Davanagere	Davanagere	31	17	6
7	Uttara Kannada	Yellapur	1	49	7
8	Bagalkot	Mudhol	19	39	8
9	Bengaluru Rural	Nelamangala	43	16	9
10	Bagalkot	Bagalkot	26	35	10
11	Chikkaballapura	Sidlaghatta	19	46	11
12	Udupi	Udupi	19	48	12
13	Kalaburagi	Gulbarga	53	15	13
14	Kalaburagi	Chitapur	57	19	14
15	Vijayapura	Bijapur	48	28	15
16	Shivamogga	Shimoga	12	65	16
17	Bagalkot	Bilgi	63	20	17
18	Uttara Kannada	Karwar	43	42	18
19	Kalaburagi	Sedam	19	67	19
20	Tumakuru	Tumkur	50	37	20
21	Raichur	Raichur	88	8	21
22	Chikkaballapura	Gudibanda	62	34	22
23	Haveri	Haveri	57	39	23
24	Davanagere	Channagiri	19	77	24
25	Bagalkot	Badami	14	84	25

Records shown above as on 31/10/2018 12:00:00

CHAPTER 2A: CUMULATIVE REPORT-DISTRICT WISE

S No	DISTRICT	TOTAL NO. OF RECEIPTS	TOTAL NO. OF DISPOSALS	TOTAL NO. OF APPEAL 1 RECEIVED	TOTAL NO. OF APPEAL_1 RECEIPTS DISPOSALS	TOTAL NO. OF APPEAL2 RECEIVED	TOTAL NO. OF APPEAL 2 DISPOSALS	NO. OF PENDENCY AFTER DUE DATE
1	Bengaluru	29260635	29148835	726	481	25	7	9278
2	Belagavi	11905664	11875548	153	84	3	3	5758
3	Mysuru	8577858	8549033	70	55	1	1	2640
4	Mandya	6201875	6179628	61	39	3	2	2503
5	Koppal	4013257	3995852	75	35	0	0	1802
6	Ballari	7215711	7190708	214	113	38	35	1707
7	Dharwad	5380174	5360883	52	51	34	34	1681
8	Raichur	5727878	5698184	244	210	82	54	1647
9	Vijayapura	6182527	6156812	67	55	2	1	1579
10	Kalaburagi	6920783	6873597	138	130	5	4	1151
11	Yadgir	3128131	3102067	73	72	1	1	1066
12	Bengaluru Rural	3279626	3265121	58	35	0	0	1041
13	Kolar	5320221	5301186	77	76	3	3	1017
14	Ramanagara	3353464	3344101	16	12	0	0	922
15	Dakshina Kannada	5803180	5784337	10	9	0	0	776
16	Bidar	4536379	4508324	121	89	4	2	615
17	Shivamogga	5236962	5222966	27	26	0	0	556
18	Hassan	5814614	5792753	37	30	1	1	537
19	Kodagu	1444518	1438458	4	4	0	0	514
20	Gadag	3249439	3237712	26	17	3	3	500
21	Tumakuru	8944429	8898641	94	82	2	2	459
22	Bagalkot	5562294	5549967	202	43	12	2	458
23	Haveri	4122373	4110135	54	51	9	9	356
24	Uttara Kannada	4359655	4349029	28	26	2	2	223
25	Davanagere	5509731	5486754	345	316	73	73	222
26	Chikkamagaluru	3496495	3483703	29	19	3	3	178
27	Chamarajanager	2774165	2764791	37	36	1	1	176
28	Chitradurga	4893182	4865568	39	36	2	2	126
29	Chikkaballapura	4669087	4650255	63	56	1	1	95
30	Udupi	3515696	3500881	24	24	1	1	16
	Total	180400003	179685829	3164	2312	311	247	39599

Records shown above as on 31/10/2018 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 APPEAL2 DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	87830729	87316354	2702	2021	285	230	28657
2	URBAN DEVELOPMENT DEPARTMENT	489460	476910	95	33	6	2	4105
3	TRANSPORT DEPARTMENT	34620253	34593824	7	5	0	0	1783
4	REVENUE DEPARTMENT(IGRS)	12255300	12248333	0	0	0	0	1561
5	HOME DEPARTMENT	7211416	7167927	26	7	0	0	1453
6	RURAL DEVELOPMENT AND PANCHAYAT RAJ	7783665	7771921	186	146	16	11	748
7	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	35795	33943	0	0	0	0	358
8	URBAN DEVELOPMENT DEPARTMENT(Municipal Administration and Urban Development Authorities)	4654756	4644489	63	43	0	0	242
9	HEALTH AND FAMILY WELFARE DEPARTMENT	1839103	1837264	0	0	0	0	143
10	LABOUR DEPARTMENT	950925	942478	0	0	0	0	97
11	KANNADA AND CULTURE DEPARTMENT	5226	5132	0	0	0	0	88
12	FOOD, CIVIL SUPPLIES, CONSUMER AFFAIRS AND LEGAL METROLOGY DEPARTMENT	5923565	5922856	2	2	1	1	73
13	DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT	1721654	1716462	0	0	0	0	62
14	ENERGY DEPARTMENT	16164	13344	0	0	0	0	62
15	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	62095	61563	0	0	0	0	53
16	PRIMARY AND SECONDARY EDUCATION	729540	724943	64	48	3	3	41
17	DEPARTMENT OF HIGHER EDUCATION	318890	317429	4	0	0	0	30
18	CO-OPERATION DEPARTMENT	137615	136218	0	0	0	0	27
19	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	2433	2416	0	0	0	0	3
20	COMMERCE AND INDUSTRIES DEPARTMENT (Mines and MSME)	169152	169019	2	1	0	0	3
21	COMMERCE AND INDUSTRIES DEPARTMENT	1777	1684	0	0	0	0	3
22	MINOR IRRIGATION AND GROUND WATER DEVELOPMENT DEPARTMENT	785	672	0	0	0	0	2

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 APPEAL2 DISPOSALS	PENDENCY AFTER DUE DATE
23	HOUSING DEPARTMENT	14642	14590	0	0	0	0	2
24	INFORMATION TECHNOLOGY,BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY DEPARTMENT	53	52	0	0	0	0	1
25	FINANCE DEPARTMENT	12732251	12732246	13	6	0	0	1
26	HORTICULTURE AND SERICULTURE DEPARTMENT	62785	62744	0	0	0	0	1
27	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	1494	1494	0	0	0	0	0
28	BACKWARD CLASSES WELFARE DEPARTMENT	826278	767324	0	0	0	0	0
29	DEPARMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1157	1157	0	0	0	0	0
30	WATER RESOURCES DEPARTMENT	247	243	0	0	0	0	0
31	DEPARTMENT OF INFORMATION AND PUBLIC RELATIONS	798	798	0	0	0	0	0
	Total:	180400003	179685829	3164	2312	311	247	39599

Records shown above as on 31/10/2018 12:00:00

CHAPTER 2C: RECEIPTS AND DISPOSALS FOR OCT 2018- DISTRICT WISE

S No	DISTRICT	NO. OF SAKALA RECIPTS DURING THE MONTH	NO. OF SAKALA DISPOSALS DURING THE MONTH
1	<u>Bagalkot</u>	74409	78911
2	<u>Ballari</u>	88871	104927
3	<u>Belagavi</u>	135294	136980
4	<u>Bengaluru</u>	317473	429911
5	<u>Bengaluru Rural</u>	41460	43171
6	<u>Bidar</u>	64765	81404
7	<u>Chamarajanagar</u>	28231	31672
8	<u>Chikkaballapura</u>	48567	52773
9	<u>Chikkamagaluru</u>	44862	50448
10	<u>Chitradurga</u>	56043	60353
11	<u>Dakshina Kannada</u>	58674	63011
12	<u>Davanagere</u>	73210	91257
13	<u>Dharwad</u>	55833	70186
14	<u>Gadag</u>	38985	46847
15	<u>Hassan</u>	60287	65797
16	<u>Haveri</u>	50108	57252
17	<u>Kalaburagi</u>	107202	135506
18	<u>Kodagu</u>	20165	23494
19	<u>Kolar</u>	62872	69487
20	<u>Koppal</u>	53131	57301
21	<u>Mandya</u>	55735	62584
22	<u>Mysuru</u>	91400	100145
23	<u>Raichur</u>	105758	124206
24	<u>Ramanagara</u>	36383	38967
25	<u>Shivamogga</u>	55899	62767
26	<u>Tumakuru</u>	96135	103767
27	<u>Udupi</u>	38424	40460
28	<u>Uttara Kannada</u>	42590	43115
29	<u>Vijayapura</u>	95935	122719
30	<u>Yadgir</u>	56617	79087
	Total	2155318	2528505

Records shown above as on 31/10/2018 12:00:00

**CHAPTER 2D: RECEIPTS AND DISPOSALS FOR OCT 2018-
DEPARTMENT WISE**

S No	MAIN DEPARTMENT	NO. OF SAKALA RECIEPTS DURING THE MONTH	NO. OF SAKALA DISPOSALS DURING THE MONTH
1	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	4260	4259
2	BACKWARD CLASSES WELFARE DEPARTMENT	0	0
3	CO-OPERATION DEPARTMENT	1528	1176
4	COMMERCE AND INDUSTRIES DEPARTMENT	228	263
5	COMMERCE AND INDUSTRIES DEPARTMENT (Mines and MSME)	204	233
6	DPAR	0	1
7	DEPARTMENT OF HIGHER EDUCATION	4864	4742
8	DEPARTMENT OF INFORMATION AND PUBLIC RELATIONS	63	38
9	DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT	22785	22308
10	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	15	20
11	ENERGY DEPARTMENT	3700	3718
12	FINANCE DEPARTMENT	94	106
13	FOOD, CIVIL SUPPLIES, CONSUMER AFFAIRS AND LEGAL METROLOGY DEPARTMENT	95860	95804
14	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	1020	1169
15	HEALTH AND FAMILY WELFARE DEPARTMENT	26655	26957
16	HOME DEPARTMENT	89404	88259
17	HORTICULTURE AND SERICULTURE DEPARTMENT	909	829
18	HOUSING DEPARTMENT	79	111
19	INFORMATION TECHNOLOGY,BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY DEPARTMENT	4	4
20	KANNADA AND CULTURE DEPARTMENT	207	187
21	LABOUR DEPARTMENT	17403	14191
22	MINOR IRRIGATION AND GROUND WATER DEVELOPMENT DEPARTMENT	165	128
23	PRIMARY AND SECONDARY EDUCATION	8022	7656
24	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	47	55
25	REVENUE DEPARTMENT	1354700	1667231
26	REVENUE DEPARTMENT(IGRS)	238809	238956
27	RURAL DEVELOPMENT AND PANCHAYAT RAJ	68246	68935
28	TRANSPORT DEPARTMENT	175703	239147
29	URBAN DEVELOPMENT DEPARTMENT	8280	7205
30	URBAN DEVELOPMENT DEPARTMENT(Municipal Administration and Urban Development Authorities)	32030	34774
31	WATER RESOURCES DEPARTMENT	34	43
	Total	2155318	2528505

Records shown above as on 31/10/2018 12:00:00

**CHAPTER 2E: AGEING REPORT OF DELAYED DISPOSALS FOR OCT
2018- DISTRICT WISE**

S No	District Name	Ageing 1-3 Days	Ageing 4-7 Days	Ageing 8-14 Days	Ageing 15-30 Days	Ageing More than 30 Days	Delayed disposal Total
1	Bengaluru	35047	11879	16960	37149	4425	105460
2	Yadgir	7203	319	122	56	36	7736
3	Bidar	6546	447	146	61	83	7283
4	Raichur	3375	973	490	177	180	5195
5	Koppal	3554	751	427	66	39	4837
6	Vijayapura	3670	539	90	149	179	4627
7	Belagavi	2722	823	514	280	240	4579
8	Mysuru	2758	875	529	93	43	4298
9	Kalaburagi	2778	442	248	112	81	3661
10	Hassan	3005	324	169	63	67	3628
11	Ballari	2528	575	132	33	80	3348
12	Kodagu	1631	567	333	468	346	3345
13	Kolar	2376	514	197	144	88	3319
14	Dharwad	2080	353	160	191	218	3002
15	Mandya	2139	462	121	73	84	2879
16	Davanagere	1709	189	86	121	231	2336
17	Tumakuru	1632	255	163	103	151	2304
18	Dakshina Kannada	1101	173	250	121	576	2221
19	Haveri	1536	159	98	82	91	1966
20	Chikkamagaluru	1243	148	182	109	223	1905
21	Ramanagara	1183	186	94	46	71	1580
22	Bagalkot	911	214	129	104	101	1459
23	Bengaluru Rural	924	195	126	47	20	1312
24	Gadag	1074	152	6	12	63	1307
25	Chitradurga	992	157	61	24	23	1257
26	Chikkaballapura	843	110	26	11	17	1007
27	Shivamogga	547	148	18	73	58	844
28	Chamarajanagar	273	96	270	15	39	693
29	Udupi	187	21	10	23	176	417
30	Uttara Kannada	158	23	9	6	57	253
	Total	95725	22069	22166	40012	8090	188062

Records shown above as on 31/10/2018 12:00:00

CHAPTER 2F: DELAYED DISPOSALS FOR OCT 2018- DEPARTMENT WISE

S No	Main Department	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total Delayed disposals
1	REVENUE DEPARTMENT	77723	16087	5746	2273	1734	103563
2	TRANSPORT DEPARTMENT	1965	2634	14426	36042	3792	58859
3	REVENUE DEPARTMENT(IGRS)	6832	974	574	142	65	8587
4	URBAN DEVELOPMENT DEPARTMENT(Municipal Administration and Urban Development Authorities)	2230	653	444	619	1840	5786
5	HOME DEPARTMENT	2821	621	292	190	71	3995
6	URBAN DEVELOPMENT	781	438	387	523	492	2621
7	RURAL DEVELOPMENT AND PANCHAYAT RAJ	1403	263	106	81	6	1859
8	HEALTH AND FAMILY WELFARE DEPARTMENT	381	141	53	55	43	673
9	PRIMARY AND SECONDARY EDUCATION	554	44	20	7	3	628
10	LABOUR DEPARTMENT	256	33	4	5	2	300
11	FOOD, CIVIL SUPPLIES, CONSUMER AFFAIRS AND LEGAL METROLOGY	275	8	5	5	1	294
12	DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT	179	1	24	15	0	219
13	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	24	50	32	28	37	171
14	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	42	41	18	5	0	106
15	ENERGY DEPARTMENT	49	27	13	9	0	98
16	CO-OPERATION DEPARTMENT	47	7	5	4	0	63
17	DEPARTMENT OF HIGHER EDUCATION	42	15	2	0	0	59
18	KANNADA AND CULTURE DEPARTMENT	18	20	4	2	1	45
19	COMMERCE AND INDUSTRIES DEPARTMENT	28	4	2	0	0	34
20	FINANCE DEPARTMENT	26	0	0	0	0	26
21	COMMERCE AND INDUSTRIES DEPARTMENT (Mines and MSME)	5	5	5	7	2	24
22	MINOR IRRIGATION AND GROUND WATER DEVELOPMENT	18	3	0	0	0	21
23	HORTICULTURE AND SERICULTURE DEPARTMENT	18	0	0	0	0	18
24	WATER RESOURCES DEPARTMENT	6	0	1	0	0	7
25	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	0	0	2	0	0	2
26	HOUSING DEPARTMENT	1	0	1	0	0	2
27	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1	0	0	0	1	2
	Total	95725	22069	22166	40012	8090	188062

Records shown above as on 31/10/2018 12:00:00

**CHAPTER 2G: OFFICES WITH 7 OR MORE DEFAULTS FOR OCT 2018-
DISTRICT WISE**

S.N	District	No. of Offices with 7 or more than 7 defaults
1	Bengaluru	204
2	Mandya	55
3	Belagavi	55
4	Mysuru	52
5	Hassan	47
6	Ballari	45
7	Kalaburagi	40
8	Vijayapura	39
9	Tumakuru	38
10	Kolar	37
11	Raichur	36
12	Bidar	36
13	Chikkamagaluru	34
14	Yadgir	34
15	Haveri	33
16	Ramanagara	31
17	Dakshina Kannada	28
18	Bagalkot	27
19	Kodagu	26
20	Dharwad	26
21	Chikkaballapura	26
22	Koppal	26
23	Davanagere	25
24	Chitradurga	23
25	Bengaluru Rural	23
26	Gadag	21
27	Shivamogga	16
28	Chamarajanagar	10
29	Uttara Kannada	6
30	Udupi	5
	Total	1104

Records shown above as on 31/11/2018 12:00:00

CHAPTER 2H: COMPENSATION CLAIMED STATUS- DEPARTMENT WISE

S.N	Department Name	No of applications for compensation	Compensation claimed (in Rs)
1	REVENUE DEPARTMENT	746	88415
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	103	13122
3	DEPARTMENT OF PUBLIC INSTRUCTION	37	6840
4	SURVEY AND SETTLEMENT COMMISSIONER	34	2342
5	BRUHAT BANGALORE MAHANAGARA PALIKE	26	1470
6	CITY MUNICIPAL COUNCIL	11	1040
7	HOME DEPARTMENT	6	640
8	COMMERCIAL TAXES DEPARTMENT	3	440
9	TOWN MUNICIPAL COUNCIL	2	80
10	TRANSPORT DEPARTMENT	2	60
11	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	60
12	CITY CORPORATION (Other than BBMP)	1	40
13	COMMERCE AND INDUSTRIES DEPARTMENT	1	20
14	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	20
	Grand Total	974	114589

Records shown above as on 31/10/2018 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: PRESS CLIPS AND EVENTS

Inspection shows laxity in Sakala implementation

ECONOMIC TIMES

Oct 25, 2018, 03.54 PM IST

The Sakala Mission that guarantees timebound delivery of government services to citizens has not been implemented in its true spirit and seriousness in Bengaluru, an inspection by the scheme's administrative officer has revealed.

The Sakala Act that came into existence six years ago covers 725 government services. The issues identified during the inspection earlier this month varied from absence of display boards at offices with information on the scheme to officials not conducting rev ..

Administrative officer K Mathai visited the offices of tahsildars in Bengaluru North, South and Yelahanka. the Bangalore Development Authority (BDA). one office each of the education department, sub-registrar, regional transport authority and a police station.

Though some of the offices, such as the BDA, were found to have made some progress in the scheme's implementation compared with a previous inspection, it was observed that government offices in general had a long way to go.

Mathai said the BDA was not even accepting applications under Sakala when he inspected its office a year ago. "But then things have improved in the past few months. The agency has put up display boards with a Sakala guide and is also receiving applications under the Sakala Act. But there are no instances of issuing notices to officials who have failed to deliver services within the stipulated time for more than seven times," he said.

The inspection found that the offices of tahsildar, sub-registrar and the block education office had not organised awareness programmes for staff about the legislation and did not set up help centres to guide people looking for information. "Sakala has not been implemented in true spirit," he said.

Mathai said he had drafted an inspection report which would soon be submitted to the additional chief secretary of e-governance.

Meanwhile, the number of pending applications under Sakala continues to be on the rise. Around 50,500 applications are pending after due date in Karnataka as on October 24. Around 40,000 of these are in the revenue department, which issues essential documents for citizens. Bengaluru Urban, with 20,396 applications, tops the list of districts based on the number of applications that are past the deadline.

Under the Sakala Act, citizens can seek compensation for any delay in getting the services. Designated officials who fail to deliver the service on time are supposed to pay the compensation from their salary.

According to data available with the Department of e-Governance, Rs 1.11 lakh of compensation has been paid to citizens in the state. In the past six years, 1,027 appeals have also been filed under the Act

Those monitoring the implementation of Sakala said the cases of imposing penalty or compensation had decreased over the years.

"The initial two years of the Act implementation saw imposition of compensatory cost on defaulting public servants. But such cases have gradually decreased. A total compensation of Rs 1 lakh in six years is a meagre amount," an official working for Sakala Mission said.

Districts

Dakshina Kannada & Udupi

Two held with 500 kg rice in Karkala

UDUPI: Karkala police have seized 500 kg rice that was distributed under the Anna Bhagya scheme and also arrested two people at the Sri Venkataramana Temple in Karkala on Monday.

Karkala police told *DH* that he rice was illegally transported to Karkala and the arrested have been identified as Babu Raya Pai, 62, from Tellaru and Jeevanandar Jain, 58, from Miyaru.

Jeevanandar, who is the owner of a PDS shop, wanted to sell the rice at a higher price as it was not sold out. There were 10 bags of rice, each weighing 50 kg.

The police have registered a case under Sections 3 and 7

Seva Sindhu to be introduced across state shortly: Mathai

UDUPI: Seva Sindhu, the mission mode project under Sakala, will be introduced across the State shortly, said Administrative Officer of Sakala Mission K Mathai.

He was speaking after inaugurating a training workshop for government staff and the general public to create awareness about Karnataka Guarantee of Services to Citizens Act, 2011 popularly known as Sakala Act, at DC Office complex here, on Monday.

Mathai said 'Seva Sindhu' is a software that integrates various services offered under Sakala for the purpose of delivering the services and

acceptance of the user fees at government offices all over state through single window system.

He said the software can be used by the public to pay the bills for the public utilities and also they can receive income, caste and other certificates offered by the government. The new innovative step will help the common man in getting rid of the middlemen as the entire data will be merged in Seva Sindhu.

The e-governance will help to procure the services offered through one stop to the public. He added that measures to introduce the projects under private-public partnership will



K Mathai.

be launched in the state in the days to come.

He opined that Sakala is for the benefit of the common man as it helps to counter the irregularities in the services of

fered by the government. The services offered under Sakala will be delivered without the intervention of the middlemen directly to the public. The time-bound delivery of services and the compulsion on the part of the officers will result in uninterrupted services to the public. If the service is delayed the fine that needs to be paid for the public will stretch from Rs 20 to Rs 500.

He said the Additional Chief Secretary of Department of Personnel and Administrative Reforms Rajeev Chawla is taking up innovative measures to introduce reforms in the services offered by the government. Seva Sindhu is one

among them, which ensures transparency in the government services provided to public.

Additional Deputy Commissioner Vidya Kumari said Udupi stands second in the state in the implementation of the Sakala. She urged the officers to effectively discharge their duties by delivering the services on time.

Zilla panchayat Deputy Secretary Nagesh Raikar said 12 services are offered under Sakala in Rural Development and Panchayat Raj Department in the district. Other services will also be included in the coming days, he added. **DH News Service**



Writer Vasudhendra interacts with audience during an interaction programme organised at University College in Mangaluru.

'Language is like our parents'

MANGALURU: "A section of the society thinks that language is just for communication. In fact, language is like our parents who

The writer expressed concern that though there were around 7,000 languages in the world, nearly 90% of them would die by 2100. English is