



Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014

Annual Report 2014-15

Total Receipts - 7.36 Crore

Total Disposals - 7.29 Crore

No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)
Sakala Mission

Call Center : 080 - 4455 4455, Website : www.sakala.kar.nic.in, e-mail : sakala@nic.in

SIDDARAMAIAH
CHIEF MINISTER



VIDHANA SOUDHA
BENGALURU - 560 001

CM/PS/153/2015

Date : 16-06-2015

MESSAGE

I am very happy and proud to state that Sakala has reached another milestone in its illustrious journey. It has completed three successful years of its excellent service delivery. I congratulate every citizen for having reposed faith in the system and applying for desired services.

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 7.29 Crore mark. Almost 2,74,11,121 citizens have availed time-bound services in 2014-15. This is much higher compared to 2,48,67,027 citizens, who have availed services in 2013-14.

The Revenue Department has delivered more than One Crore services in 2014-15. Service of All types of Caste Certificates constitute almost 38 per cent and All types of Income certificates constitute almost 20 per cent. More than 1.5 Lakh citizens have availed the service of Maintenance of drinking water provided by RDPR in 2014-15. This service is of utmost priority in summer season and all service requests must be adhered to with high priority.

Sakala Mission is working on re-assessing the procedures of delivery of services by trying to provide more services **Online**. This will help us in delivering services to citizens directly through e-mail and digital form and further reduce the visit of citizens to government offices to avail services.


(SIDDARAMAIAH)

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



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Message

The asset of a State are its people. Taking care of people's welfare is accorded top priority in our government. In building a prosperous Karnataka, our government is determined to provide a stable, transparent and people friendly administration.

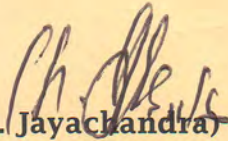
I appreciate that Sakala has delivered over 7.29 crore services and citizens are very much satisfied with the quality of government service delivery.

191 new services of 8 departments/institutions were brought under Sakala in 2014-15. I urge the departments to provide mandatory GSC numbered acknowledgements to every service request by citizen.

Health and Family Welfare department has delivered more than 2 lakh services in 2014-15. Service of "Issue of Age Certificate" constitute almost 40% and "Issue of Disability Certificate" constitute almost 30%. These 2 citizen centric services are of vital importance and time bound delivery of such services is a must.

The district administration plays a vital role in effective implementation of Sakala initiative. The district administration shall chart out the necessary training and awareness campaign activities for 2015-16 and communicate it to Sakala Mission.

Sakala Mission has grown over the years and its operations have stabilized. New thoughts to bring in more innovative practices into government service delivery process shall yield fruitful results in years to come and make life of the citizen much easier and happier.


(T.B. Jayachandra)

From Desk of Mission Director

Milestones:

Three years ago on 2nd April 2012, Sakala was launched throughout the State for effective implementation and delivery of public services. In our first month, we received 8 lakh applications and today we receive about 22 lakh applications every month. Then we had 151 services and now we have 668 services. During these 3 years we have given 7.29 crore services to our citizens in our State with a population of 6.11 crore.

In 2014-15, 2,74,11,121 citizens have availed time bound services. This is much higher compared to 2,48,67,027 citizens who have availed services in 2013-14. In 2014-15, 191 new services were brought under Sakala. We are in continuous communication with Additional Chief Secretaries/Principal Secretaries/Secretaries to Government of various departments seeking proposals for inclusion of new services. We are also in touch with Heads of Departments, Deputy Commissioners and Chief Executive Officers of Zilla panchayats in this regard.

Highlights of Sakala Initiative

1. A very strong supportive leadership at the highest levels of government all through for the Sakala programme.
2. An effective IT based service delivery and management system has been created with the support of NIC.
3. Sakala Portal is not only an effective delivery platform, but also a management control system for departments and Sakala Mission.
4. Mission has a small but effective team, which acts as a facilitator for Government departments to serve the public at State level and at District level.
5. A strong MIS system enabling day to day and even minute to minute monitoring of progress and performance of every application received in the portal.

6. Thousands of government officers and staff delivering services in time daily are our backbone.
7. Helpdesks to interact with public and provide necessary information.
8. Call centre to answer queries of citizens, listen to grievances and follow up on them as well as a forum for citizen feedback.
9. Regular review of progress and publishing of reports.
10. Training of officials at various levels has ensured effective implementation of Sakala initiative.
11. Vigorous measures to create public awareness about the program leading to effective peoples' participation.
12. Several prestigious awards and recognition at National and International level.

Challenges

1. **Bringing more new services:** Sakala Mission is working continuously to identify new citizen centric services and pursuing with departments to propose more and more services under Sakala.
2. **"Bypass" :** It is observed that some offices of some departments are receiving applications manually, without entering them in the Sakala portal, thereby computerised GSC number is not given and the application remains outside the purview of Sakala system. Sakala Mission is continuously monitoring the receipt of applications in various offices and also conducting random checks. DITCs at district level are entrusted with the task of monitoring and reporting. Corrective measures are taken when such instances are reported.
3. **Infrastructure/Manpower requirements:** Sakala Mission conducted several meetings to review progress in 2014-15. The number of services and number of applicants under Sakala have increased over the years and departments offering Sakala services have to cope with the additional workload. Departments expressed their requirements for additional IT infrastructure like

PCs and peripherals and additional staff like data entry operators etc. Sakala Mission has initiated the process of collating proposals from Deputy Commissioners and Heads of various departments to initiate further action in this regard.

Road Ahead

Sakala Mission has completed 3 years. Experience gained over the years has been documented and will be further used to strengthen the structure of Sakala initiative. This will eventually lead to fruitful results in the long run.

The future plan of Mission is as follows:

1) Change in ranking parameters

Performance of districts, taluks and Legislative Assembly constituency wise monitoring is a unique activity of Sakala Mission, which is available on real time basis in Sakala portal. Based on requests from various Deputy Commissioners to revise the criteria to decide ranking, Sakala Mission is working on comprehensively revising the ranking parameters to create a more objective and healthy sense of competition amongst districts and talukas.

2) Comprehensive training programme for year 2015-16.

Training programmes on a large scale were taken up till now. However with increase in the number of services, increase in the participation of public and various improvements undertaken by the Mission in the Sakala system, new departments providing services with large manpower involved in the Sakala programme, the need for continuous training exists. Sakala Mission and DITCs are conducting training sessions for department officers/officials across the State. District administration shall chalk out a training schedule for all departments and DITCs shall provide training as per schedule.

3) Online Service Delivery for all 668 Services

Connectivity is at a much faster pace and usage of smart phones has only accelerated this. The future of government service delivery is in digitised form, online and through ever changing technology. We are glad that we have 135 services online and propose to include more in the days to come.

4) Making Sakala portal more people friendly

- Inclusion of contact information of offices to assist the citizens.
- Enabling the opportunity to raise an appeal directly in the Sakala portal.
- Capturing email IDs of citizens when they are filing applications- this will help us to deliver certain services directly to citizens in digitised form.

M.V Jayanthi, IAS
Mission Director
Sakala

CONTENTS

CHAPTER NO.	PARTICULARS	PAGE NO.
1A	PERFORMANCE RANKING-DISTRICTS (1.04.2014 to 31.03.2015)	1
1B	PERFORMANCE RANKING-TALUKAS (1.04.2014 to 31.03.2015)	2
1C	PERFORMANCE RANKING- ASSEMBLY CONSTITUENCY (1.04.2014 to 31.03.2015)	6
2A	CUMULATIVE PROGRESS REPORT – DISTRICT WISE (at the end of MARCH -2015)	11
2B	CUMULATIVE PROGRESS REPORT – DEPARTMENT WISE (at the end of MARCH -2015)	12
2C	DEPARTMENT/INSTITUTION WISE OVERDUE	13
2D	OFFICES WITH 7 OR MORE THAN 7 DEFAULTS -DISTRICT WISE (1.04.2014 to 31.03.2015)	14
2E	OFFICES WITH 7 OR MORE THAN 7 DEFAULTS - DEPARTMENT WISE (1.04.2014 to 31.03.2015)	15
2F	ZERO DEFAULTING OFFICES (at the end of MARCH -2015)	16
2G	OFFICES WITH ZERO RECEIPTS (at the end of MARCH -2015)	18
3	CALL CENTRE REPORT (1.04.2014 to 31.03.2015)	20
4	EVENTS (1.04.2014 to 31.03.2015)	25
5	NEWS CLIPS (1.04.2014 to 31.03.2015)	53

CHAPTER 1A: PERFORMANCE RANKING-DISTRICTS (1.04.2014 to 31.03.2015)

S.N	District	No.of SAKALA receipts during 2014-15(A)	No. of SAKALA disposal during 2014-15(B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of SAKALA receipts /One lakh population (E)	Ranking based on SAKALA Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) Rank for 2014- 2015
1	Chikkaballapura	803524	787919	0.2	1	66960	1	1
2	Tumakuru	1519102	1505036	0.6	3	58427	2	2
3	Kolar	804867	800790	1.1	5	53657	4	3
4	Hassan	913297	907001	2	16	53723	3	4
5	Gadag	497266	496455	1.4	8	49726	8	5
6	Udupi	543053	543828	1.4	8	49368	10	6
7	Chikkamagaluru	558550	552866	2.9	20	50777	7	7
8	Koppal	602332	600863	1.1	5	46333	14	8
9	Shivamogga	805335	797864	1.5	13	47372	12	9
10	Haveri	679429	674796	1	4	45295	16	10
11	Bengaluru Rural	482334	481352	4.8	30	53592	5	11
12	Mandya	891719	884659	3.2	21	49539	9	12
13	Ramanagara	520805	523454	4.2	29	52080	6	13
14	Uttara Kannada	626696	625381	0.3	2	44764	18	14
15	Bengaluru	4547158	4550627	3.5	24	47864	11	15
16	Dakshina Kannada	941210	943087	3.2	21	47060	13	16
17	Chitradurga	695995	690580	1.4	8	43499	21	17
18	Bagalkot	803024	805588	1.7	14	44612	19	18
19	Mysuru	1299471	1296187	2.8	19	44809	17	19
20	Davanagere	818421	817406	1.4	8	43074	22	20
21	Chamarajanagar	427118	421184	1.1	5	42711	24	21
22	Dharwad	774585	774383	1.4	8	43032	23	22
23	Bidar	771479	774406	3.9	28	45381	15	23
24	Vijayapura	916403	929835	3.5	24	43638	20	24
25	Kodagu	208153	207482	2.4	17	41630	26	25
26	Belagavi	1842716	1836553	1.9	15	39206	28	26
27	Raichur	792066	789640	3.6	26	41687	25	27
28	Kalaburagi	957140	959604	2.4	17	38285	29	28
29	Ballari	1012442	1010874	3.6	26	40497	27	29
30	Yadgir	418969	421421	3.3	23	38088	30	30

Records shown above as on 31/03/2015 12:00:00

CHAPTER 1B: PERFORMANCE RANKING-TALUKAS (1.04.2014 to 31.03.2015)

S.N	District	Taluk	No. of GSC receipts during 2014-15 (A)	No. of GSC disposal during 2014-15 (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F))
1	Chikkaballapura	Chikkaballapura	257888	249833	0.1	9	12280	6	1
2	Chikkaballapura	Gudibanda	40985	40621	0.1	7	8197	8	2
3	Uttara Kannada	Karwar	127188	126822	0.8	34	8479	7	3
4	Uttara Kannada	Haliyal	72382	71863	0	3	6580	21	4
5	Tumakuru	Tumkur	457729	454121	0.7	32	7758	9	5
6	Dharwad	Dharwad	363285	361003	1	47	15136	5	6
7	Tumakuru	Tiptur	149138	148669	0.2	13	6779	20	7
8	Kolar	Kolar	270662	268156	0.8	35	7122	13	8
9	Tumakuru	Madhugiri	176933	174906	0.5	22	6805	19	9
10	Chikkaballapura	Sidlaghatta	125361	124039	0.2	12	5969	32	10
11	Dakshina Kannada	Puttur	180059	180357	0.7	31	6430	24	11
12	Gadag	Mundargi	92250	92095	1.2	55	7096	14	12
13	Koppal	Koppal	233578	233186	0.6	28	6312	26	13
14	Dharwad	Hubli	255509	257940	1.8	87	18250	4	14
15	Shivamogga	Sagar	126889	125043	0.9	40	6344	25	15
16	Haveri	Haveri	198560	197233	1.3	66	7091	15	16
17	Chikkaballapura	Gauribidanur	162444	158766	0.1	8	5601	41	17
18	Uttara Kannada	Sirsi	99486	99774	0.2	11	5527	43	18
19	Davanagere	Davanagere	411307	410676	0.9	42	6048	30	19
20	Bengaluru	Bangalore East	947140	948858	2.2	112	105237	1	20
21	Hassan	Hassan	279727	278721	1.8	88	7172	12	21
22	Tumakuru	Kunigal	123386	122266	0.6	26	5608	40	22
23	Uttara Kannada	Honavar	86646	85849	0.5	21	5415	44	23
24	Bagalkot	Bagalkot	193563	193067	1.7	85	6912	18	24
25	Udupi	Udupi	329266	329700	1	46	5879	35	25
26	Gadag	Gadag	214096	214363	1.1	51	5947	33	26
27	Bengaluru	Bangalore South	1737053	1739381	2.4	124	96502	2	27
28	Tumakuru	Gubbi	132009	130447	0.3	16	5077	49	28
29	Chitradurga	Chitradurga	237043	234236	1.2	58	5643	37	29
30	Bengaluru	Bangalore North	1520277	1525441	3.3	140	50675	3	30
31	Tumakuru	Turuvekere	77387	76650	0.5	19	4836	55	31
32	Haveri	Shiggaon	89223	89157	0.7	29	4956	52	32
33	Mandya	Mandya	264879	265123	2.1	100	6460	23	33
34	Chikkaballapura	Bagepalli	83933	82814	0.5	20	4662	58	34
35	Kolar	Malur	132406	132093	1.4	75	5756	36	35
36	Chikkamagaluru	Chikmagalur	226199	225502	3.1	138	7539	10	36
37	Hassan	Sakleshpur	84441	83660	2.9	129	7036	16	37
38	Shivamogga	Shimoga	310141	308220	2.1	101	6202	28	38
39	Ramanagara	Ramanagara	191106	190772	3.4	142	7350	11	39
40	Kolar	Srinivaspur	93799	93528	0.9	37	4689	57	40
41	Chikkaballapura	Chintamani	132913	131846	0.6	27	4583	62	41
42	Chamarajanagar	Chamarajanagar	185831	183502	1.3	65	5309	46	42

S.N	District	Taluk	No.of GSC receipts during 2014-15 (A)	No. of GSC disposal during 2014-15 (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F))
43	Tumakuru	Koratagere	72303	70085	0.3	15	4518	70	43
44	Kalaburagi	Gulbarga	427832	431958	1.3	67	5154	48	44
45	Bagalkot	Jamkhandi	225538	227641	1.1	52	4798	56	45
46	Mandya	Maddur	134555	133039	1	45	4639	60	46
47	Kodagu	Madikeri	98411	98183	3.6	146	7029	17	47
48	Belagavi	Belgaum	534887	531848	2	95	5630	39	48
49	Hassan	Channarayapatna	122746	121707	0.9	39	4546	66	49
50	Tumakuru	Sira	137086	136124	0.7	30	4422	74	50
51	Bengaluru Rural	Devanahalli	129483	129071	4.1	154	6474	22	51
52	Chikkamagaluru	Sringeri	15974	15881	2.2	103	5324	45	52
53	Bidar	Bidar	259036	259261	2.4	123	5631	38	53
54	Vijayapura	Bijapur	421046	425627	3	134	5930	34	54
55	Bengaluru Rural	Nelamangala	125162	124897	3.9	151	6258	27	55
56	Chamarajanagar	Yelandur	34177	33884	0.6	23	4272	82	56
57	Kolar	Mulbagal	115886	114585	1.4	74	4635	61	57
58	Mysuru	Hunsur	172667	172200	3.7	149	6166	29	58
59	Hassan	Belur	94799	93841	2.2	107	5266	47	59
60	Mysuru	Mysore	631828	630352	2.1	102	4975	50	60
61	Chitradurga	Molakalmuru	63780	63425	1.4	70	4555	64	61
62	Uttara Kannada	Kumta	61107	61662	0.2	10	4073	93	62
63	Tumakuru	Chiknayakanhalli	88063	87261	0.6	25	4193	88	63
64	Tumakuru	Pavagada	105068	104507	1.2	56	4377	76	64
65	Ballari	Hagaribommanahalli	88389	87970	2.1	98	4652	59	65
66	Chamarajanagar	Gundlupet	92438	91146	1	44	4201	87	66
67	Mandya	Nagamangala	107493	105048	7.4	175	5971	31	67
68	Raichur	Sindhur	192576	191754	2.7	126	4937	53	68
69	Belagavi	Chikodi	278469	280494	1.7	86	4491	71	69
70	Mandya	Malavalli	126838	126390	2.1	99	4529	67	70
71	Hassan	Arsikere	127414	125309	0.9	41	4110	92	71
72	Uttara Kannada	Ankola	37825	38359	0.1	6	3782	107	72
73	Dakshina Kannada	Mangalore	545613	547526	4.4	160	5567	42	73
74	Chikkamagaluru	Mudigere	52188	51796	1.7	83	4349	77	74
75	Shivamogga	Sorab	76747	75723	0.6	24	3837	103	75
76	Koppal	Kushtagi	116255	116533	1.2	57	4151	90	76
77	Kolar	Bangarapet	192114	192428	1.4	76	4269	83	77
78	Yadgir	Yadgir	177925	179953	2.9	131	4562	63	78
79	Uttara Kannada	Yellapur	25180	25068	0	1	3597	121	79
80	Raichur	Raichur	223183	223657	3	133	4554	65	80
81	Bidar	Bhalki	134057	135140	5.3	169	4965	51	81
82	Ballari	Bellary	379100	378398	5.1	167	4860	54	82
83	Shivamogga	Shikarpur	95258	93858	1.3	62	3969	99	83
84	Chikkamagaluru	Tarikere	92666	91151	2	94	4212	86	84
85	Haveri	Ranibennur	121009	120474	0.4	18	3666	119	85
86	Chitradurga	Hosadurga	86390	84346	1	43	3756	110	86
87	Hassan	Arkalgud	90554	90624	3.6	145	4527	68	87
88	Kalaburagi	Sedam	81885	79678	1.4	71	3899	101	88

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89	Hassan	Holenarsipur	77463	76874	2.4	120	4303	81	89
90	Ballari	Hospet	204862	204707	3.3	139	4453	73	90
91	Hassan	Alur	36153	36265	4.2	155	4519	69	91
92	Belagavi	Gokak	259964	259542	2.3	118	4261	85	92
93	Ramanagara	Channapatna	103667	103170	1.9	90	3987	97	93
94	Bagalkot	Mudhol	116402	117686	2.2	109	4157	89	94
95	Shivamogga	Tirthahalli	51813	51521	1.3	59	3700	113	95
96	Mandya	Pandavapura	78195	77011	3.4	141	4344	79	96
97	Haveri	Savanur	59095	57954	1.3	60	3693	114	97
98	Chitradurga	Holalkere	73418	72506	1.3	61	3670	118	98
99	Mandya	Krishnarajpet	114867	114016	4.8	162	4417	75	99
100	Ballari	Hadagali	81427	81735	2.4	121	4071	94	100
101	Haveri	Hirekerur	81545	81206	1.1	48	3545	126	101
102	Uttara Kannada	Bhatkal	51187	49890	0	2	3199	146	102
103	Bidar	Aurad	116944	116737	4.3	158	4331	80	103
104	Bengaluru	Anekal	223580	220785	15.5	177	4471	72	104
105	Ramanagara	Magadi	86982	88012	4.9	163	4349	78	105
106	Mysuru	Krishnarajanagara	97911	98038	2.3	114	3916	100	106
107	Belagavi	Savadatti	134702	134792	2.2	110	3848	102	107
108	Chitradurga	Challakere	128116	129104	1.3	64	3558	123	108
109	Bagalkot	Badami	114229	114147	1.1	50	3461	129	109
110	Chikkamagaluru	Kadur	123762	121576	4.2	156	4267	84	110
111	Haveri	Hanagal	84094	83187	0.4	17	3234	144	111
112	Koppal	Gangawati	168876	168171	1.9	92	3671	117	112
113	Udupi	Kundapura	146788	147118	2.2	111	3763	109	113
114	Dharwad	Kalaghatgi	53777	53707	1.6	82	3585	122	114
115	Gadag	Shirahatti	74289	74859	2.2	106	3714	112	115
116	Chitradurga	Hiriyur	106676	106390	2.4	122	3809	106	116
117	Chamarajanagar	Kollegal	114672	112652	0.9	38	3276	142	117
118	Belagavi	Ramdurg	87211	85353	1.4	73	3488	128	118
119	Raichur	Lingsugur	145205	144815	3.1	137	3821	104	119
120	Davanagere	Harihar	85765	85092	1.4	72	3430	132	120
121	Bengaluru Rural	Hosakote	111858	111928	5.8	171	4142	91	121
122	Koppal	Yelburga	83623	82973	1.1	49	3216	145	122
123	Bidar	Basavakalyan	137155	137827	5	166	4033	95	123
124	Bengaluru Rural	Doddaballapur	115771	115397	5.6	170	3992	96	124
125	Davanagere	Honnali	77080	77170	1.5	79	3351	136	125
126	Uttara Kannada	Siddapur	24256	24175	0.1	5	2695	170	126
127	Belagavi	Bailahongal	126574	127151	1.5	80	3330	138	127
128	Ramanagara	Kanakapura	139050	141500	6.5	174	3972	98	128
129	Uttara Kannada	Supa	13465	13273	0.1	4	2693	171	129
130	Uttara Kannada	Mundgod	27974	28646	0.3	14	2797	167	130
131	Gadag	Ron	81513	79873	1.2	54	3135	150	131
132	Vijayapura	Muddebihal	106601	108101	3.1	135	3675	116	132
133	Mandya	Srirangapattana	64892	64032	4.8	161	3817	105	133
134	Bagalkot	Biligi	55125	54889	2.2	105	3445	130	134
135	Bidar	Humnabad	124287	125441	4.2	157	3766	108	135

S.N	District	Taluk	No.of GSC receipts during 2014-15 (A)	No. of GSC disposal during 2014-15 (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F))
136	Dharwad	Navalgund	57211	56882	0.9	36	3011	160	136
137	Haveri	Byadagi	45903	45585	1.6	81	3278	141	137
138	Shivamogga	Bhadravati	110287	109923	1.9	91	3342	137	138
139	Kalaburagi	Afzalpur	73147	72669	1.9	89	3324	139	139
140	Gadag	Nargund	35118	35265	2.4	119	3511	127	140
141	Belagavi	Hukkeri	111639	110483	0.8	33	2862	164	141
142	Chikkamagaluru	Koppa	26468	26003	2.1	96	3308	140	142
143	Udupi	Karkala	66999	67010	1.5	78	3190	148	143
144	Raichur	Devadurga	104549	103517	4.9	165	3733	111	144
145	Shivamogga	Hosanagara	34200	33576	1.5	77	3109	152	145
146	Vijayapura	Indi	151375	153908	4	152	3604	120	146
147	Mysuru	Periyapatna	88600	89865	4.9	164	3691	115	147
148	Chikkamagaluru	Narasimharajapura	21293	20957	3.5	143	3548	125	148
149	Mysuru	Tirumakudalu-Narsipur	99829	98409	3	132	3442	131	149
150	Mysuru	Heggadadevanakote	92468	91217	4.1	153	3556	124	150
151	Yadgir	Shahpur	120932	121078	2.9	130	3359	135	151
152	Ballari	Sandur	74561	73741	1.2	53	2761	169	152
153	Davanagere	Harapanahalli	98138	98281	2.3	115	3271	143	153
154	Kodagu	Somavarpeta	56648	56547	1.4	69	2832	165	154
155	Ballari	Siruguppa	81803	81404	1.7	84	3029	159	155
156	Vijayapura	Sindgi	131737	132710	3.5	144	3377	134	156
157	Davanagere	Channagiri	94047	94190	2.2	108	3134	151	157
158	Davanagere	Jagalur	52084	51997	2.2	104	3063	156	158
159	Kodagu	Virajpet	53094	52752	1.4	68	2654	172	159
160	Belagavi	Raibag	101641	99862	1.3	63	2541	175	160
161	Kalaburagi	Chincholi	78547	77169	2.8	127	3141	149	161
162	Dakshina Kannada	Belthangadi	73445	73066	2	93	2824	166	162
163	Raichur	Manvi	126553	125897	5.8	172	3420	133	163
164	Bagalkot	Hungund	98167	98158	2.8	128	3067	155	164
165	Ballari	Kudligi	102300	102919	3.7	148	3196	147	165
166	Belagavi	Athani	153702	153415	2.3	117	2955	161	166
167	Dakshina Kannada	Sulya	42532	42351	2.5	125	3038	158	167
168	Dharwad	Kundgol	44337	44390	2.3	113	2771	168	168
169	Kalaburagi	Jewargi	89667	89913	3.9	150	3091	154	169
170	Belagavi	Khanapur	53927	53613	2.1	97	2157	177	170
171	Mysuru	Nanjangud	116168	116106	3.6	147	3057	157	171
172	Kalaburagi	Chittapur	117919	118277	3.1	136	2947	162	172
173	Dakshina Kannada	Bantval	99480	99700	2.3	116	2550	174	173
174	Vijayapura	Basavana Bagevadi	105644	109489	5.3	168	3107	153	174
175	Yadgir	Shorapur	120112	120390	4.4	159	2929	163	175
176	Kalaburagi	Aland	88143	89940	6.2	173	2592	173	176
177	Bengaluru	Yelahanka	118046	115100	10.8	176	2360	176	177

Records shown above as on 31/03/2015 12:00:00

CHAPTER 1C: PERFORMANCE RANKING- ASSEMBLY CONSTITUENCY (1.04.2014 to 31.03.2015)

S.N	Assembly	No.of GSC receipts during 2014-15 (A)	No. of GSC disposal during 2014-15 (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))2014-15
1	Gandhinagar	716402	716490	0.4	13	25585	2	1
2	Chikkaballapur	265464	257181	0.1	2	10210	9	2
3	Chamrajapet	271769	271691	0.2	5	10065	10	3
4	Tumkur City	386930	383730	0.7	31	12897	5	4
5	Udupi	319008	319240	1	45	12760	6	5
6	Rajajinagar	218508	219962	0.5	19	8404	20	6
7	Kolar	270661	268155	0.8	36	9666	13	7
8	Hubli-Dharwad-Central	217776	215735	0.4	13	7509	27	8
9	Gulbarga Dakshin	400051	405028	1.3	67	13335	4	9
10	Tiptur	149138	148669	0.2	5	6779	34	10
11	Madhugiri	170148	168257	0.5	19	7397	29	11
12	Davanagere North	230541	228970	1	45	8233	21	12
13	Gadag	225921	225872	1	45	8068	22	13
14	Koppal	225202	224610	0.6	24	7264	31	14
15	Gauribidanur	154868	151418	0.1	2	6194	45	15
16	Kumta	139524	139487	0.4	13	6342	42	16
17	Puttur	166751	166806	0.5	19	6413	40	17
18	Jamkhandi	189555	191415	1	45	7290	30	18
19	Hassan	258255	257475	1.6	90	9932	11	19
20	Chitradurga	222652	220151	1.1	54	7421	28	20
21	Karwar	165222	165396	0.6	24	6354	41	21
22	Belgaum Uttar	346139	343469	1.9	104	11537	8	22
23	Davanagere South	142217	140913	0.3	11	5925	48	23
24	Gubbi	126307	124797	0.3	11	5741	49	24
25	Bangarapet	188463	188785	1.4	72	7852	23	25
26	Sagar	162112	159608	1	45	6754	35	26
27	Sirsi	122360	122584	0.2	5	5320	55	27
28	Kunigal	123386	122266	0.6	24	5608	52	28
29	Sidlaghatta	128535	127021	0.2	5	5141	61	29
30	Shimoga	284956	283207	2.1	115	9498	14	30
31	Bagepalli	124918	123435	0.4	13	5204	58	31
32	Haveri	198243	196642	1.4	72	6835	33	32
33	Mandya	244882	244909	2.1	115	9069	15	33
34	Hubli-Dharwad-West	229667	227914	1.6	90	7655	26	34
35	Chamarajanagar	162730	160284	1.2	62	6509	38	35
36	Chamaraja	301205	298567	2.2	123	9716	12	36
37	Chikkodi-Sadarga	208120	209835	1.9	104	7708	24	37
38	Bagalkot	186530	185988	1.5	82	6661	36	38
39	Bijapur City	364291	368289	2.8	151	12143	7	39
40	Bidar	252386	252625	2.2	123	8412	19	40
41	Narasimharaja	157796	157717	0.7	31	5090	63	41
42	B.T.M Layout	234464	236056	1.7	98	6512	37	42
43	Raichur	200411	200611	2.3	130	7708	24	43
44	Sira	130380	129563	0.7	31	4828	67	44
45	Shravanabelagola	119179	118428	0.9	37	4965	65	45
46	Chintamani	129739	128864	0.6	24	4805	71	46
47	Malur	133034	132721	1.4	72	5543	54	47
48	Shivajinagar	595601	597229	4.7	198	25895	1	48
49	Chickamagalur	226199	225502	3.1	165	9047	16	49

S.N	Assembly	No.of GSC receipts during 2014-15 (A)	No. of GSC disposal during 2014-15 (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))2014-15
50	Mangalore City South	470442	473235	4.8	200	16222	3	50
51	Bailahongal	115407	115443	1	45	4808	70	51
52	Shiggaon	136559	135669	0.9	37	4708	74	52
53	Gokak	193009	192839	2	109	6226	44	53
54	Arsikere	122173	120255	0.9	37	4698	76	54
55	Shantinagar	141311	142505	1.6	90	5233	56	55
56	Maddur	114611	113623	0.9	37	4584	79	56
57	Bhatkal	109506	107466	0	1	4211	98	57
58	Ranebennur	119488	118972	0.4	13	4267	95	58
59	K.R. Pura	423868	425783	4.4	194	8477	18	59
60	Kollegal	111099	109183	0.6	24	4273	94	60
61	Ramanagaram	191106	190772	3.4	171	7078	32	61
62	Hubli-Dharwad-East	124312	127206	1.5	82	4781	73	62
63	Shirahatti	129868	130328	1.7	98	4809	69	63
64	Anekal	392416	390332	8.8	222	8918	17	64
65	Sindhanur	179035	178489	2.9	156	6173	46	65
66	Pavagada	105377	104817	1.2	62	4390	87	66
67	Mulbagal	116377	115076	1.4	72	4476	84	67
68	Madikeri	152062	151734	2.8	151	5631	51	68
69	Turuvekere	83089	82300	0.5	19	3956	108	69
70	Vijayanagara	180426	180242	3	161	5638	50	70
71	Athani	140042	139685	2.3	130	4829	66	71
72	Hunsur	172408	171957	3.7	178	5945	47	72
73	Kushtagi	120673	120949	1.1	54	4161	101	73
74	Kundapur	99458	99717	1.5	82	4324	92	74
75	Yadgir	149949	151417	3	161	5170	59	75
76	Hukkeri	99175	98116	0.7	31	3814	116	76
77	Bellary City	205329	205837	6.6	214	6416	39	77
78	Gangavathi	115307	114776	2	109	4434	86	78
79	Gundlupet	98277	96999	1.1	54	3931	110	79
80	Koratagere	87878	85280	0.5	19	3661	125	80
81	Malavalli	131647	131217	2.4	136	4701	75	81
82	Sakaleshpur	128266	127464	3.3	168	5130	62	82
83	Yelahanka	263113	260978	6.8	215	6264	43	83
84	Badami	113426	113297	1.1	54	3911	112	84
85	Indi	151375	153908	4	183	5219	57	85
86	Chikknayakanhalli	94769	93822	0.6	24	3644	126	86
87	Shikaripura	94360	93007	1.2	62	3931	110	87
88	Bellary	118112	117276	1.7	98	4218	96	88
89	Challakere	108438	108628	1.6	90	4170	100	89
90	Belur	99568	98445	2.1	115	4329	91	90
91	Kadur	123762	121576	4.2	188	5156	60	91
92	Tarikere	92666	91151	2	109	4212	97	92
93	Belgaum Rural	138957	138447	2.9	156	4631	77	93
94	Devanahalli	129483	129071	4.1	187	4980	64	94
95	Kanakapura	139050	141500	6.5	213	5562	53	95
96	Sorab	81845	80643	0.7	31	3558	131	96
97	Nelamangala	125222	124956	3.9	180	4816	68	97
98	Mudhol	112603	113886	2.3	130	4330	90	98
99	Lingsugur	135272	134449	2.8	151	4509	82	99
100	Hosadurga	86390	84346	1	45	3599	129	100
101	Hangal	84401	83494	0.4	13	3246	145	101
102	Channapatna	103667	103170	1.9	104	3987	107	102
103	Shahapur	133257	133196	2.9	156	4441	85	103
104	Srinivasapur	93308	93037	0.9	37	3455	136	104

S.N	Assembly	No.of GSC receipts during 2014-15 (A)	No. of GSC disposal during 2014-15 (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))2014-15
105	Krishnaraja	139912	141358	3.4	171	4513	81	105
106	Yeshwanthapura	203820	205226	2.2	123	4076	102	106
107	Hirekerur	81140	80800	1.1	54	3527	133	107
108	Bhalki	134057	135140	5.3	206	4787	72	108
109	Basavakalyan	137155	137827	5	205	4571	80	109
110	Krishnarajpet	117124	116252	4.7	198	4504	83	110
111	Sindgi	121116	121899	2.7	150	4037	104	111
112	Bhadravathi	98603	98329	2.1	115	3792	119	112
113	Bantwal	99480	99700	2.3	130	3826	114	113
114	Yellapur	54536	55079	0.2	5	2371	168	114
115	Ramdurg	87174	85316	1.4	72	3352	140	115
116	Belgaum Dakshin	65830	66004	0.2	5	2351	169	116
117	Nagamangala	106467	103936	7.1	218	4629	78	117
118	Ron	97004	95617	1.4	72	3344	143	118
119	Yelburga	84754	84102	1.1	54	3026	151	119
120	Harihar	85765	85092	1.4	72	3298	144	120
121	Melukote	97681	96067	3.3	168	4070	103	121
122	Honnali	77092	77181	1.5	82	3351	141	122
123	Saundatti Yellamma	98792	99045	2.4	136	3799	118	123
124	Krishnarajanagara	97807	97954	2.3	130	3761	121	124
125	Chincholi	95592	94004	2.6	145	3823	115	125
126	Manvi	125759	125072	5.8	210	4336	89	126
127	Muddebihal	106503	108003	3.1	165	3944	109	127
128	Tumkur Rural	61659	61494	0.9	37	2569	164	128
129	Sedam	86375	84036	1.4	72	3084	150	129
130	Aurad	116944	116737	4.3	192	4176	99	130
131	Molakalmuru	89935	90395	1.3	67	2997	153	131
132	Doddaballapur	115771	115397	5.6	208	4287	93	132
133	Raybag	82338	81007	1.5	82	3166	147	133
134	Rajarajeshwarinagar	221644	220917	7.8	220	4345	88	134
135	Hiriyur	106676	106390	2.4	136	3678	124	135
136	Channagiri	86209	86469	2.2	123	3592	130	136
137	Nanjangud	104117	104039	4	183	4004	105	137
138	Holalkere	81901	80667	1.3	67	2925	155	138
139	Hadagali	85333	85631	2.5	143	3710	123	139
140	T. Narasipur	91527	89811	3	161	3813	117	140
141	Karkala	66401	66415	1.6	90	3161	148	141
142	Navalgund	61515	61164	0.9	37	2278	171	142
143	Dasarahalli	168706	169124	1.6	90	3124	149	143
144	Hagaribommanahalli	105624	105172	2.5	143	3642	127	144
145	Holenarasipur	86883	86083	2.3	130	3475	135	145
146	Humnabad	124287	125441	4.2	188	3883	113	146
147	Sandur	74771	73954	1.2	62	2492	167	147
148	Haliyal	35548	35369	0.1	2	1615	193	148
149	Hosakote	111858	111928	5.8	210	3994	106	149
150	Harapanahalli	84847	85002	2.4	136	3393	138	150
151	Bangalore South	182897	182108	1.5	82	2612	162	151
152	Siraguppa	81803	81404	1.7	98	2921	156	152
153	Arakalgud	101304	101218	3.8	179	3752	122	153
154	Hungund	98334	98325	2.8	151	3511	134	154
155	Tirthahalli	47342	47219	1.1	54	2151	176	155
156	Byadgi	59598	59219	1.4	72	2292	170	156
157	Nippani	62049	62292	1.3	67	2216	174	157
158	Hanur	55001	54714	1.3	67	2200	175	158
159	Mudigere	52188	51796	1.7	98	2609	163	159
160	Afzalpur	77173	76546	1.9	104	2661	161	160

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161	Belthangady	73445	73066	2	109	2720	160	161
162	Sringeri	63735	62841	2.6	145	3186	146	162
163	Basavana Bagevadi	105644	109489	5.3	206	3773	120	163
164	Jagalur	65375	65276	2.1	115	2842	159	164
165	Virajpet	56090	55748	1.4	72	2077	178	165
166	Vijayanagar	62583	62738	1.1	54	1691	190	166
167	Shimoga Rural	35815	35549	0.9	37	1326	198	167
168	Devadurga	104852	103816	4.9	201	3615	128	168
169	Kudligi	88064	88758	3.6	176	3387	139	169
170	Mahalakshmi Layout	64058	64098	1.2	62	1779	188	170
171	Kudachi	21976	21534	0.6	24	879	205	171
172	Heggadadevankote	92359	91108	4.2	188	3420	137	172
173	Piriyapatna	88562	89827	4.9	201	3542	132	173
174	Kanakagiri	56396	56426	1.6	90	1944	182	174
175	Chittapur	84265	84823	3.2	167	3009	152	175
176	Magadi	86982	88012	4.9	201	3345	142	176
177	Govindarajanagar	51133	51150	1.5	82	1503	195	177
178	Mangalore	14903	13854	1	45	620	211	178
179	Terdal	39858	40117	1.5	82	1374	196	179
180	Kundgol	49344	49612	2.2	123	2056	179	180
181	Yemkanamardi	13673	13600	1	45	546	213	181
182	Khanapur	51066	50752	2.2	123	1964	180	182
183	Kalaghatgi	46589	46613	2.1	115	1863	184	183
184	Nargund	44202	44369	2	109	1841	187	184
185	Jevargi	89667	89913	3.9	180	2892	157	185
186	Bilgi	62718	62560	2.6	145	2239	172	186
187	Sullia	55840	55902	2.6	145	2233	173	187
188	Shrirangapattana	76486	75836	4.3	192	2941	154	188
189	Moodabidri	40401	40688	2.1	115	1683	191	189
190	Mayakonda	46374	48503	2.9	156	2107	177	190
191	Aland	83427	85301	6	212	2876	158	191
192	Shorapur	89683	90040	4.9	201	2562	165	192
193	Kittur	46533	46882	2.9	156	1861	185	193
194	Gurmitkal	46080	46768	2.4	136	1588	194	194
195	Varuna	28264	28230	2.1	115	1009	203	195
196	Arabhavi	60426	60208	3.4	171	1888	183	196
197	Kaup	12052	12278	1.9	104	547	212	197
198	Kagwad	11921	11991	1.7	98	476	216	198
199	Kampli	72404	72024	6.8	215	2496	166	199
200	Sarvagnanagar	4531	4527	1.6	90	107	223	200
201	Byatarayanapura	26065	26079	2	109	501	215	201
202	Babaleshwar	48631	49037	4.5	195	1945	181	202
203	Hebbal	25251	25173	2.4	136	789	207	203
204	Malleshwaram	37042	37252	3	161	1371	197	204
205	Dharwad	45369	46126	3.5	174	1680	192	205
206	Baindur	46065	46109	4	183	1771	189	206
207	Padmanabanagar	22981	22975	2.6	145	675	209	207
208	Gulbarga Rural	38935	38412	3.5	174	1145	199	208
209	C.V. RamanNagar	3979	3962	2.2	123	120	221	209
210	Jayanagar	25331	25471	3.3	168	1013	202	210
211	Basavanagudi	27470	27280	4	183	1017	201	211
212	Kolar Gold Field	2966	2958	2.4	136	109	222	212
213	Maski	24445	24703	4.2	188	1018	200	213
214	Chickpet	48031	47353	18.8	224	1847	186	214
215	Chamundeshwari	12168	12273	2.8	151	392	218	215

S.N	Assembly	No. of GSC receipts during 2014-15 (A)	No. of GSC disposal during 2014-15 (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))2014-15
216	Mangalore City North	20214	20102	3.9	180	673	210	216
217	Mahadevapura	56554	56405	4.6	197	942	204	217
218	Gulbarga Uttar	1651	1537	3.6	176	50	224	218
219	Bommanahalli	42178	42054	7.4	219	860	206	219
220	Raichur Rural	22292	22500	8	221	768	208	220
221	Pulakeshinagar	15449	15706	5.6	208	532	214	221
222	Nagthan	8124	8301	4.5	195	246	220	222
223	Bidar South	6650	6636	7	217	255	219	223
224	Devara Hippargi	10719	10909	12.1	223	412	217	224

Records shown above as on 31/03/2015 12:00:00

CHAPTER 2A: CUMULATIVE PROGRESS REPORT – DISTRICT WISE (at the end of MAR -2015)

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bengaluru	12786025	12705520	11857274	841168	358	273	229	44	9	7	5	2	4967
Mysuru	3610799	3576479	3410705	163833	40	39	22	17	0	0	0	0	1121
Ballari	2755293	2727584	2587595	138976	59	50	26	24	6	5	0	5	802
Mandya	2648531	2621745	2456710	164075	22	14	8	6	1	1	1	0	696
Belagavi	4772375	4725852	4450611	273383	59	45	31	14	0	0	0	0	682
Chikkamagaluru	1397074	1380344	1264437	115366	13	10	4	6	2	2	2	0	652
Raichur	2191038	2168486	2045735	122051	109	108	53	55	54	3	3	0	557
Haveri	1701543	1681903	1592214	88751	8	8	2	6	0	0	0	0	537
Davanagere	2267182	2242191	2110026	131667	111	111	10	101	24	17	0	17	486
Bidar	1774714	1749578	1575960	173153	51	49	13	36	2	2	0	2	466
Dakshina Kannada	2490233	2462759	2369141	92511	8	7	3	4	0	0	0	0	416
Vijayapura	2374659	2350657	2211411	138416	24	20	5	15	1	1	0	1	388
Dharwad	2181236	2162148	2054636	106127	21	19	1	18	13	1	0	1	351
Koppal	1616957	1599601	1532236	66322	4	3	0	3	0	0	0	0	336
Kalaburagi	2615774	2589060	2457370	131040	59	58	28	30	4	4	1	3	335
Hassan	2579773	2555341	2402104	152497	24	20	10	10	0	0	0	0	323
Ramanagara	1531220	1517063	1454325	62187	9	6	3	3	0	0	0	0	309
Shivamogga	2037446	2014890	1883577	130222	15	9	6	3	0	0	0	0	304
Bengaluru Rural	1245291	1232913	1165474	66773	21	20	19	1	0	0	0	0	182
Chitradurga	2019481	1997512	1889529	107460	18	18	7	11	0	0	0	0	171
Chamarajanagar	1243369	1229226	1166575	61897	19	18	14	4	0	0	0	0	116
Kolar	2004340	1985809	1874415	109756	36	34	19	15	3	3	0	3	109
Chikkaballapura	1840920	1809710	1700446	107861	18	17	6	11	0	0	0	0	79
Tumakuru	3567303	3532889	3303495	226817	39	35	28	7	0	0	0	0	78
Gadag	1306744	1293894	1242866	50524	8	8	5	3	0	0	0	0	58
Bagalkot	2072008	2055600	1964898	89529	19	19	2	17	2	2	0	2	50
Uttara Kannada	1878280	1862066	1804590	56909	16	16	10	6	1	1	0	1	49
Yadgir	1159089	1145618	1093914	51326	16	16	7	9	1	1	0	1	19
Kodagu	630836	625868	593386	32091	3	3	1	2	0	0	0	0	18
Udupi	1388824	1375290	1336817	37457	15	15	12	3	1	1	1	0	11
	73688357	72977596	68852472	4090145	1222	1068	584	484	124	51	13	38	14668

Records shown above as on 31/03/2015 12:00:00

CHAPTER 2B: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE
(at the end of MAR -2015)

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE	40403133	39882830	37042070	2831736	1006	902	483	419	112	41	9	32	8077
HOME	3146873	3096993	3033423	61058	15	5	1	4	0	0	0	0	2669
EDUCATION	492006	483732	457857	25385	46	33	8	25	3	3	0	3	2106
TRANSPORT	13132821	13060141	12743385	310618	7	3	1	2	0	0	0	0	592
RDPR	2996802	2975423	2873606	97634	82	70	44	26	5	4	2	2	505
FOREST, ECOLOGY AND ENVIRONMENT	3500	3030	2464	556	0	0	0	0	0	0	0	0	176
HEALTH AND FAMILY WELFARE	789837	788510	778589	8765	0	0	0	0	0	0	0	0	152
URBAN DEVELOPMENT	2628464	2612613	2488113	121888	58	48	43	5	3	2	2	0	136
ANIMAL HUSBANDRY AND FISHERIES	6855	6577	6176	385	0	0	0	0	0	0	0	0	124
COMMERCIAL TAXES	5396565	5387322	4807800	575231	5	5	2	3	0	0	0	0	27
LABOUR DEPARTMENT	520283	516097	507464	7783	0	0	0	0	0	0	0	0	20
WOMEN AND CHILD WELFARE	668127	666364	664761	633	0	0	0	0	0	0	0	0	20
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1149	1131	1131	0	0	0	0	0	0	0	0	0	18
FOOD AND CIVIL SUPPLIES	3303016	3302767	3260162	40137	2	2	2	0	1	1	0	1	15
CO-OPERATION	37161	32588	31178	1295	0	0	0	0	0	0	0	0	11
HOUSING DEPARTMENT	7716	7684	7532	144	0	0	0	0	0	0	0	0	6
KANNADA, CULTURE AND INFORMATION DEPARTMENT	2581	2566	1771	794	0	0	0	0	0	0	0	0	5
HORTICULTURE DEPARTMENT	21258	21110	20761	349	0	0	0	0	0	0	0	0	3
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	245	240	236	3	0	0	0	0	0	0	0	0	3
COMMERCE AND INDUSTRIES	128889	128807	122990	5688	1	0	0	0	0	0	0	0	2
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1076	1071	1003	63	0	0	0	0	0	0	0	0	1
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
	73688357	72977596	68852472	4090145	1222	1068	584	484	124	51	13	38	14668

Records shown above as on 31/03/2015 12:00:00

CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECEIPTS	TOTAL NO. OF SAKALA DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	34752848	34249573	6143
2	HOME DEPARTMENT	3137333	3087453	2669
3	DEPARTMENT OF PUBLIC INSTRUCTION	208896	202481	1540
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	4345677	4342272	1417
5	TRANSPORT DEPARTMENT	9748253	9675626	580
6	SURVEY AND SETTLEMENT COMMISSIONER	1304870	1291601	516
7	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2996939	2975462	505
8	PRE-UNIVERSITY BOARD	121430	121017	412
9	KARNATAKA STATE POLLUTION CONTROL BOARD	3492	3022	176
10	HEALTH AND FAMILY WELFARE DEPARTMENT	757444	756303	136
11	FISHERIES DEPARTMENT	6855	6577	124
12	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2011	1919	92
13	TOWN MUNICIPAL COUNCIL	693068	689354	57
14	HIGHER EDUCATION-COLLEGIATE EDUCATION	15750	15687	32
15	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	25269	25163	27
16	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	2384	2149	25
17	PUBLIC LIBRARIES DEPARTMENT	32268	31939	24
18	CITY MUNICIPAL COUNCIL	966707	959861	21
19	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1149	1131	18
20	DRUGS CONTROL DEPARTMENT	29733	29530	15
21	FOOD AND CIVIL SUPPLIES DEPARTMENT	3303189	3302767	14
22	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	29255	28116	13
23	BRUHAT BANGALORE MAHANAGARA PALIKE	274798	273626	13
24	WOMEN AND CHILD WELFARE DEPARTMENT	273423	273290	10
25	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	394740	393051	10
26	TOWN PANCHAYAT	239142	238116	9
27	BANGALORE DEVELOPMENT AUTHORITY	5593	5466	9
28	LABOUR DEPARTMENT	485722	482829	7
29	KARNATAKA HOUSING BOARD	7119	7098	6
30	REGISTRAR OF CO-OPERATIVE SOCIETIES	18048	17550	6
31	AGRICULTURAL MARKETING DEPARTMENT	19022	14946	5
32	KANNADA AND CULTURE	1856	1851	5
33	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	465770	465507	5
34	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	245	240	3
35	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	243053	242747	3
36	SERICULTURE DEPARTMENT	21258	21110	3
37	COMMERCE AND INDUSTRIES DEPARTMENT	128894	128807	2
38	COMMERCIAL TAXES DEPARTMENT	5394641	5385172	2
39	UNIVERSITY POST GRADUATION SECTION	3937	3935	2
40	TECHNICAL EDUCATION DEPARTMENT	855	722	1
41	AYUSH DEPARTMENT	2678	2672	1
42	UNIVERSITY EXAMINATION SECTION	96712	95888	1
43	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1076	1070	1
44	TRANSPORT CORPORATIONS(KSRTC)	1487203	1486798	1
45	UNIVERSITY FINANCE SECTION	282	281	1
	Total			14668

Records shown above as on 31/03/2015 12:00:00

CHAPTER 2D: OFFICES WITH MORE THAN 7 DEFAULTS- DISTRICT WISE (1.04.2014 to 31.03.2015)

S.N	District Name	Designated Offices with 7 or more defaults (2014-15)
1	Bengaluru	1591
2	Mysuru	657
3	Belagavi	575
4	Raichur	521
5	Vijayapura	511
6	Mandya	492
7	Hassan	478
8	Bidar	468
9	Ballari	461
10	Kalaburagi	434
11	Bengaluru Rural	389
12	Chikkamagaluru	367
13	Dakshina Kannada	316
14	Ramanagar	301
15	Davanagere	294
16	Chitradurga	290
17	Bagalkot	278
18	Shivamogga	276
19	Tumakuru	245
20	Kolar	239
21	Yadgir	222
22	Dharwad	204
23	Haveri	199
24	Gadag	188
25	Koppal	185
26	Udupi	138
27	Kodagu	132
28	Chamarajanagar	97
29	Chikkaballapura	51
30	Uttara Kannada	35
	Total	10634

Records shown above as on 31/03/2015 12:00:00

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

CHAPTER 2E: OFFICES WITH MORE THAN 7 DEFAULTS - DEPARTMENT WISE (1.04.2014 to 31.03.2015)

S.N	Department Name	Designated Offices with 7 or more defaults (2014-15)
1	REVENUE DEPARTMENT	5132
2	HOME DEPARTMENT	1202
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1163
4	SURVEY AND SETTLEMENT COMMISSIONER	593
5	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	539
6	DEPARTMENT OF PUBLIC INSTRUCTION	512
7	TRANSPORT DEPARTMENT	376
8	TOWN MUNICIPAL COUNCIL	197
9	BRUHAT BANGALORE MAHANAGARA PALIKE	122
10	CITY MUNICIPAL COUNCIL	108
11	HEALTH AND FAMILY WELFARE DEPARTMENT	95
12	TOWN PANCHAYAT	84
13	TRANSPORT CORPORATIONS(KSRTC)	61
14	LABOUR DEPARTMENT	50
15	CITY CORPORATION (Other than BBMP)	48
16	WOMEN AND CHILD WELFARE DEPARTMENT	47
17	KARNATAKA STATE POLLUTION CONTROL BOARD	43
18	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	37
19	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	30
20	COMMERCIAL TAXES DEPARTMENT	27
21	FOOD AND CIVIL SUPPLIES DEPARTMENT	22
22	FISHERIES DEPARTMENT	19
23	BANGALORE DEVELOPMENT AUTHORITY	14
24	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	13
25	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	12
26	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	11
27	COMMERCE AND INDUSTRIES DEPARTMENT	11
28	AGRICULTURAL MARKETING DEPARTMENT	9
29	HIGHER EDUCATION-COLLEGIATE EDUCATION	9
30	REGISTRAR OF CO-OPERATIVE SOCIETIES	9
31	SERICULTURE DEPARTMENT	6
32	PRE-UNIVERSITY BOARD	4
33	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	3
34	UNIVERSITY EXAMINATION SECTION	3
35	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	2
36	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	2
37	KARNATAKA HOUSING BOARD	2
38	KANNADA AND CULTURE	2
39	PUBLIC LIBRARIES DEPARTMENT	2
40	BANGALORE METROPOLITAN TRANSPORT CORPORATION	1
41	DRUGS CONTROL DEPARTMENT	1
42	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1
43	KARNATAKA SLUM DEVELOPMENT BOARD	1
44	UNIVERSITY ACADEMIC SECTION	1
	Total	10634

Records shown above as on 31/03/2015 12:00:00

Notes: Revenue department has 5,132 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 539 and 593 offices respectively sums up to 6,264 defaulting offices. This constitutes 60% of the total defaulting offices State wide.

CHAPTER 2F: ZERO DEFAULTING OFFICES (at the end of March-2015)

S.N	Department/Institution	Number of Zero Default Offices
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1823
2	HEALTH AND FAMILY WELFARE DEPARTMENT	508
3	HOME DEPARTMENT	336
4	PUBLIC LIBRARIES DEPARTMENT	153
5	AYUSH DEPARTMENT	127
6	AGRICULTURAL MARKETING DEPARTMENT	100
7	LABOUR DEPARTMENT	97
8	DEPARTMENT OF PUBLIC INSTRUCTION	87
9	SERICULTURE DEPARTMENT	71
10	FISHERIES DEPARTMENT	69
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	58
12	FIRE SERVICES DEPARTMENT	48
13	WOMEN AND CHILD WELFARE DEPARTMENT	47
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	43
15	UNIVERSITY POST GRADUATION SECTION	41
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	38
17	TRANSPORT CORPORATIONS(KSRTC)	37
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	31
19	REVENUE DEPARTMENT	27
20	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	26
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	18
22	KARNATAKA HOUSING BOARD	16
23	SURVEY AND SETTLEMENT COMMISSIONER	15
24	BRUHAT BANGALORE MAHANAGARA PALIKE	9
25	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
26	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	8
27	KARNATAKA STATE WAREHOUSING CORPORATION	8
28	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	7
29	COMMERCIAL TAXES DEPARTMENT	7
30	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	7
31	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	7
32	CITY CORPORATION (Other than BBMP)	7
33	UNIVERSITY EXAMINATION SECTION	6
34	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6
35	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
36	UNIVERSITY FINANCE SECTION	5
37	BANGALORE DEVELOPMENT AUTHORITY	3
38	DRUGS CONTROL DEPARTMENT	3
39	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3
40	KANNADA AND CULTURE	3

S.N	Department/Institution	Number of Zero Default Offices
41	KARNATAKA STATE POLLUTION CONTROL BOARD	3
42	UNIVERSITY ACADEMIC SECTION	3
43	UNIVERSITY CONSTITUENT COLLEGES	3
44	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
45	FOREST DEPARTMENT	2
46	DEPARTMENT OF ARCHIVES	1
47	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
48	EXCISE DEPARTMENT	1
49	COMMERCE AND INDUSTRIES DEPARTMENT	1
50	CITY MUNICIPAL COUNCIL	1
51	TOWN MUNICIPAL COUNCIL	1
52	TECHNICAL EDUCATION DEPARTMENT	1
	Total	3939

Records shown above as on 31/03/2015 12:00:00

Notes:

Offices with zero defaults must be visited by HODs of respective departments to study and find out the reasons for zero defaults. Models worth emulating can be identified and replicated in all other offices of the respective departments.

CHAPTER 2G: OFFICES WITH ZERO RECEIPTS (at the end of March-2015)

S.N	Department/Institution	Number of Zero Receipt Offices
1	AYUSH DEPARTMENT	641
2	DEPARTMENT OF PUBLIC INSTRUCTION	601
3	HIGHER EDUCATION-COLLEGIATE EDUCATION	586
4	FOREST DEPARTMENT	565
5	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	360
6	WATER RESOURCES DEPARTMENT	300
7	PUBLIC LIBRARIES DEPARTMENT	250
8	SERICULTURE DEPARTMENT	247
9	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	209
10	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	209
11	REVENUE DEPARTMENT	208
12	UNIVERSITY POST GRADUATION SECTION	187
13	HOME DEPARTMENT	170
14	FIRE SERVICES DEPARTMENT	157
15	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	150
16	WOMEN AND CHILD WELFARE DEPARTMENT	145
17	FISHERIES DEPARTMENT	141
18	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	122
19	LABOUR DEPARTMENT	118
20	TRANSPORT CORPORATIONS(KSRTC)	118
21	KARNATAKA STATE WAREHOUSING CORPORATION	118
22	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	97
23	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	90
24	AGRICULTURAL MARKETING DEPARTMENT	87
25	KARNATAKA STATE POLLUTION CONTROL BOARD	73
26	SURVEY AND SETTLEMENT COMMISSIONER	59
27	BRUHAT BANGALORE MAHANAGARA PALIKE	49
28	FOOD AND CIVIL SUPPLIES DEPARTMENT	48
29	KANNADA AND CULTURE	43
30	UNIVERSITY CONSTITUENT COLLEGES	42
31	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	41
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	39
33	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	35
34	STATE PROJECT OFFICE, CPI	35
35	UNIVERSITY FINANCE SECTION	34
36	KSHIP DIVISION & SUB DIVISION	32
37	UNIVERSITY ACADEMIC SECTION	32
38	UNIVERSITY EXAMINATION SECTION	32

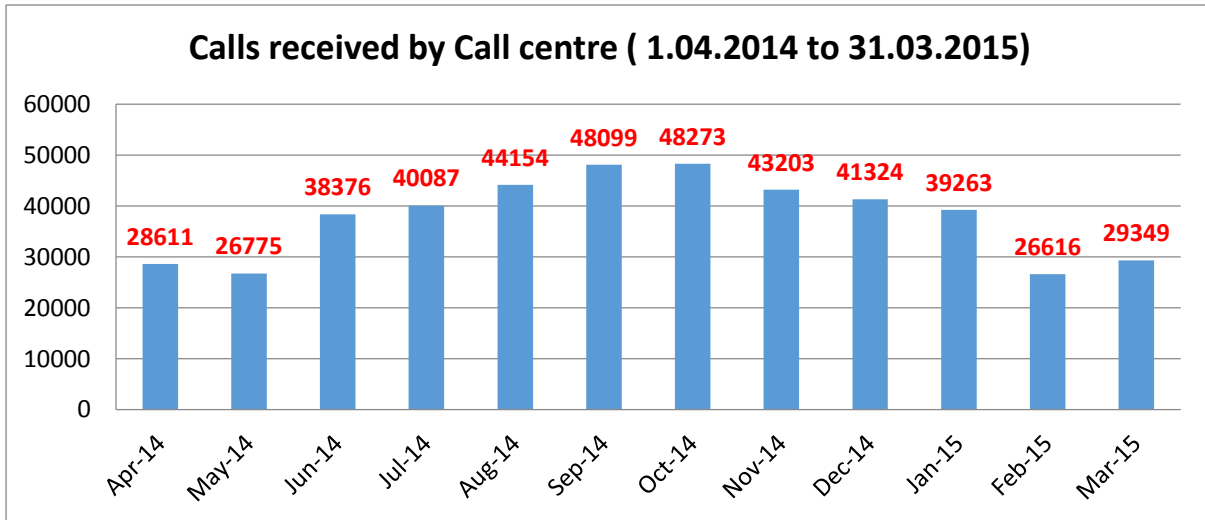
S.N	Department/Institution	Number of Zero Receipt Offices
39	COMMERCIAL TAXES DEPARTMENT	30
40	KARNATAKA HOUSING BOARD	30
41	BANGALORE DEVELOPMENT AUTHORITY	24
42	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	22
43	DRUGS CONTROL DEPARTMENT	20
44	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	20
45	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	14
46	REGISTRAR OF CO-OPERATIVE SOCIETIES	13
47	CITY CORPORATION (Other than BBMP)	12
48	TRANSPORT DEPARTMENT	12
49	TOWN MUNICIPAL COUNCIL	10
50	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	9
51	KARNATAKA SLUM DEVELOPMENT BOARD	9
52	COMMERCE AND INDUSTRIES DEPARTMENT	9
53	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	8
54	KSHIP Division	7
55	DEPARTMENT OF ARCHIVES	6
56	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
57	PRE-UNIVERSITY BOARD	5
58	INFORMATION DEPARTMENT	4
59	CITY MUNICIPAL COUNCIL	4
60	TOWN PANCHAYAT	4
61	TECHNICAL EDUCATION DEPARTMENT	2
62	BANGALORE METROPOLITAN TRANSPORT CORPORATION	1
63	DISTRICT INSURANCE OFFICES	1
64	EXCISE DEPARTMENT	1
	Total	6752

Records shown above as on 31/03/2015 12:00:00

CHAPTER 3: CALL CENTRE REPORT

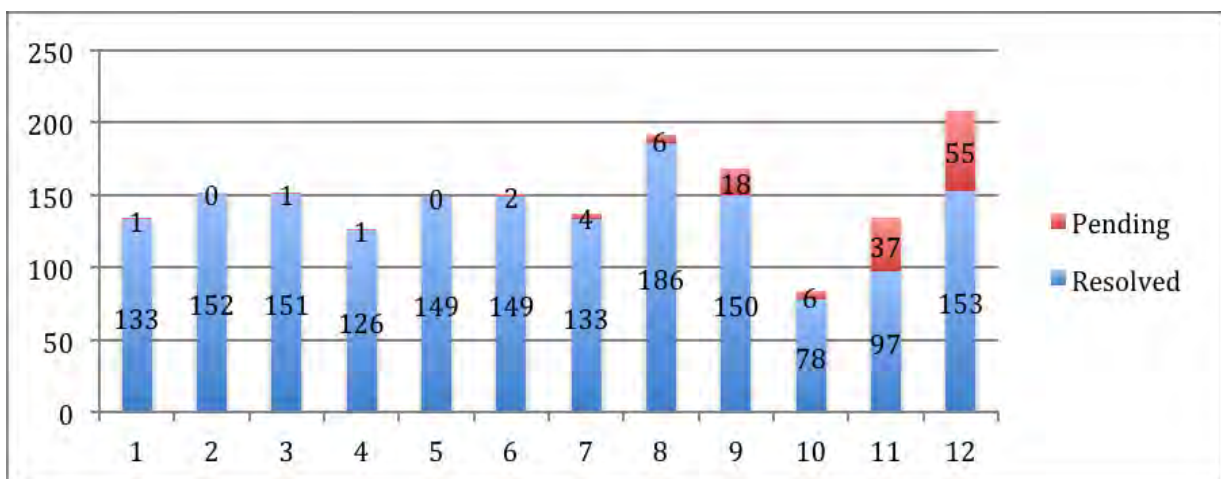
Call Centre (080-4455 4455) acts as a single point of contact for Citizens.

Statistics- Call Details:-



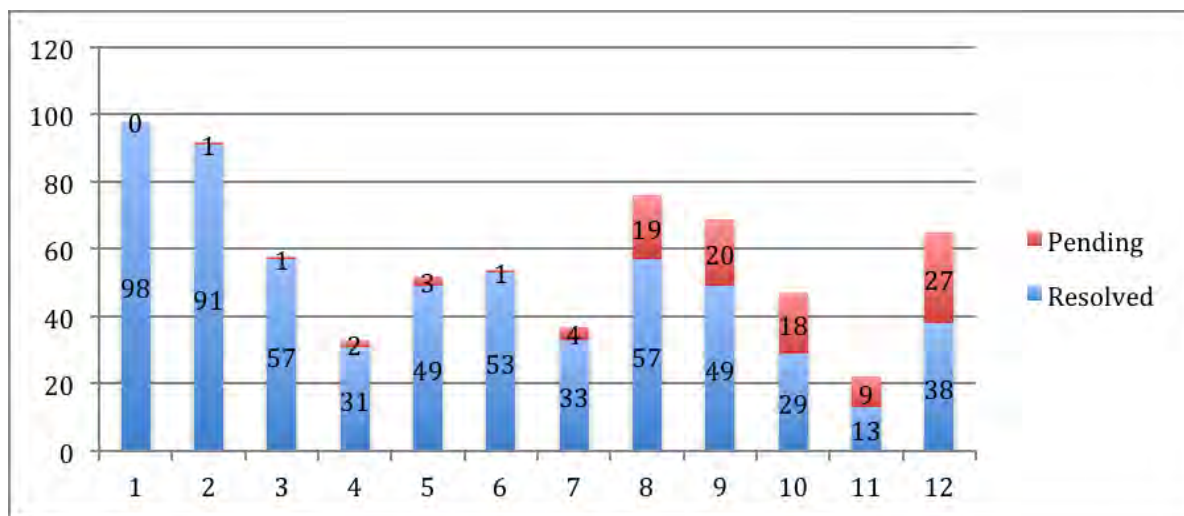
We have received 4, 54,130 calls for the period 1.04.2014 to 31.03.2015. The average call flow into the call center (080-44554455) is around 37,844 calls every month. The call flow has maintained consistency over the last year.

Month Wise Complaints (1.04.2014 to 31.03.2015)- Sakala



We have received 1,657 complaints which is related to Sakala in 2014-15 and we were able to close 1,526 complaints which led to 92% closure status.

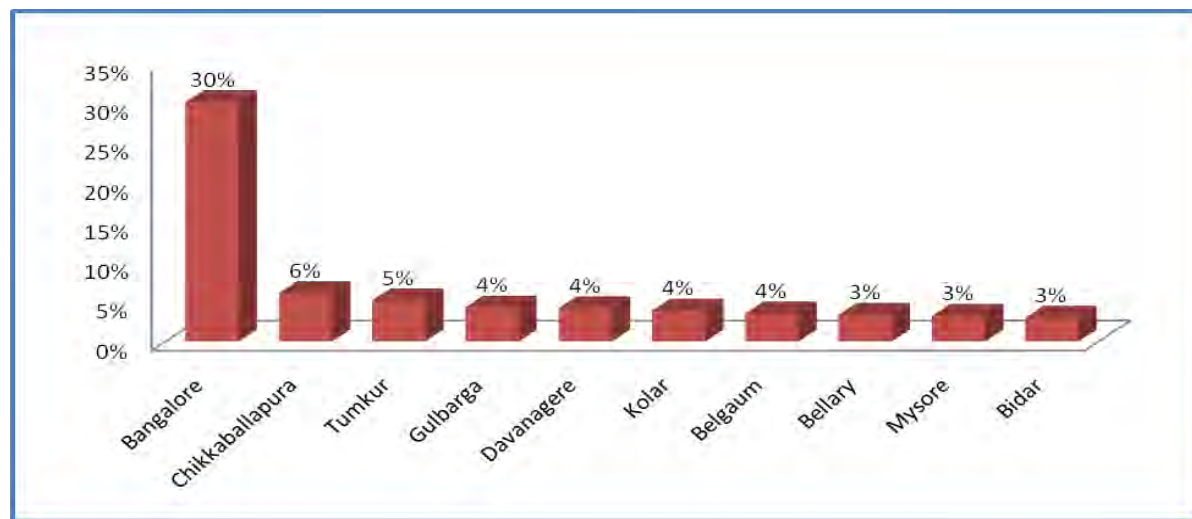
Month Wise Complaints (1.04.2014 to 31.03.2015)- Non Sakala



We have received 598 complaints which is related to Non Sakala for 2014-15 and we were able to close 493 complaints which caused 82% closure status. Non Sakala complaints shows a downward trend.

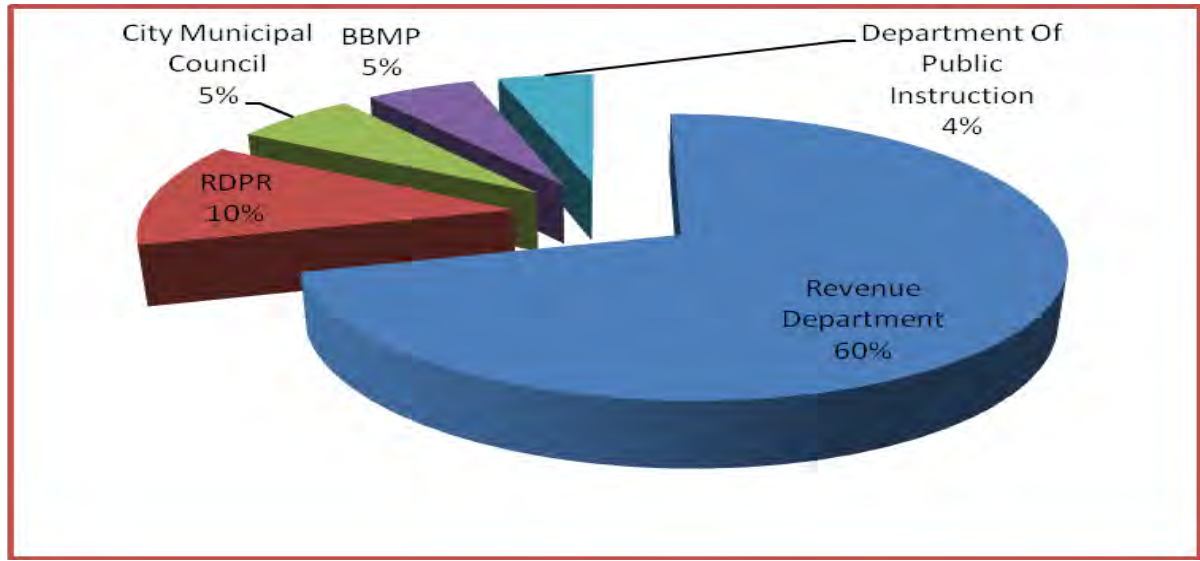
Top 10 Districts

Below are the Top 10 districts which received more complaints.



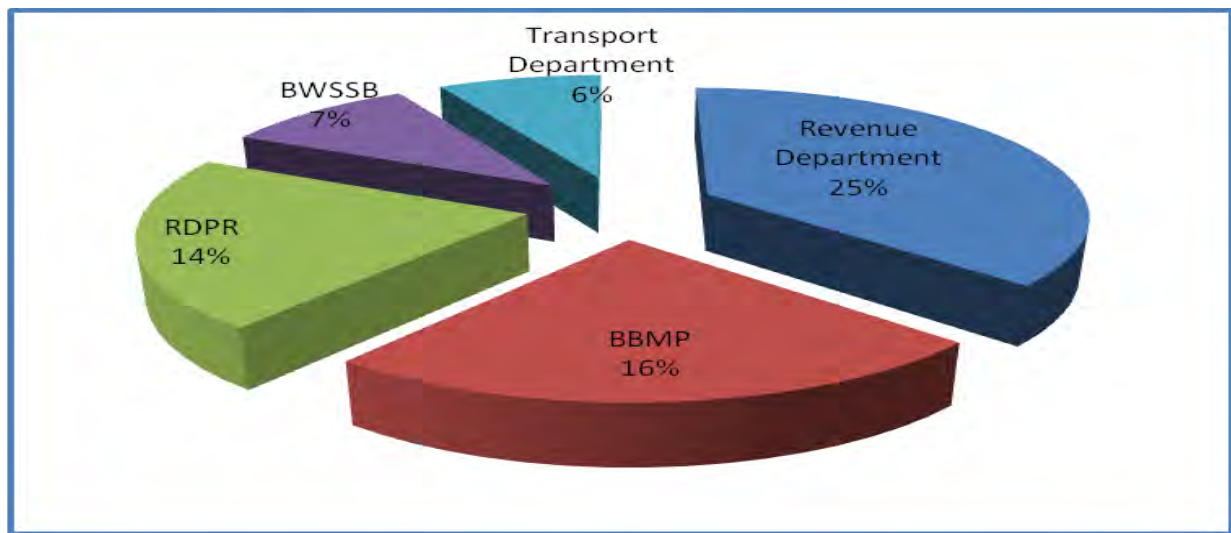
Bengaluru district alone contributes to 30% of the total complaints received. Chikkaballapura district contributes to 6% of the total complaints received. 10 districts comprises 67% of complaints.

Top 5 Departments- Sakala Complaints



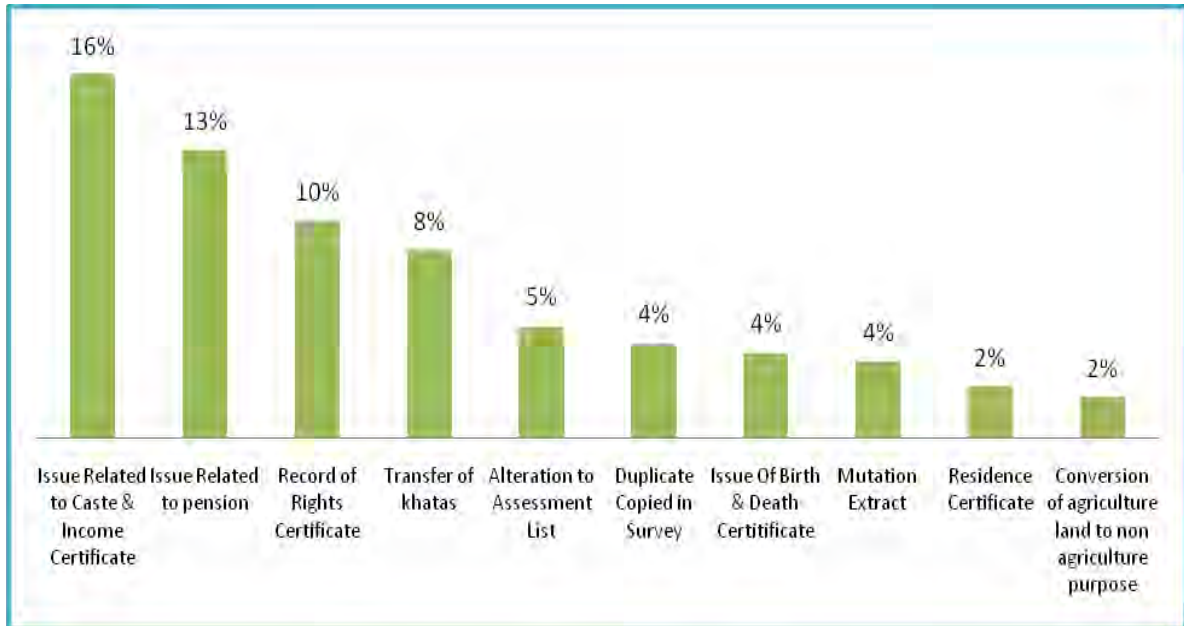
Revenue department contributes to 60% of the complaints and RDPR(Rural Development & panchayath Raj) Department 10% of the total complaints received in 2014-15. These 5 departments constitute 84% of complaints.

Top 5 Departments- Non Sakala Complaints



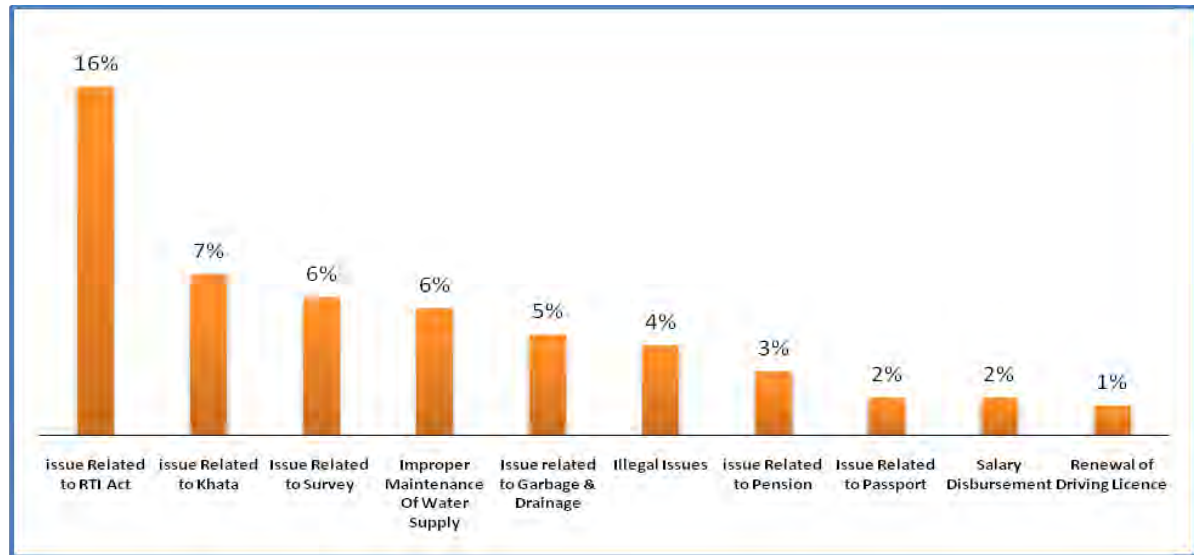
Revenue department contributes to 25% of the complaints and BBMP (Bruhath Bengaluru Mahanagara Palike) contributes to 16% of the total complaints received in 2014-15. These five departments constitute 66% of the complaints received.

Top 10 Categories- Sakala Complaints



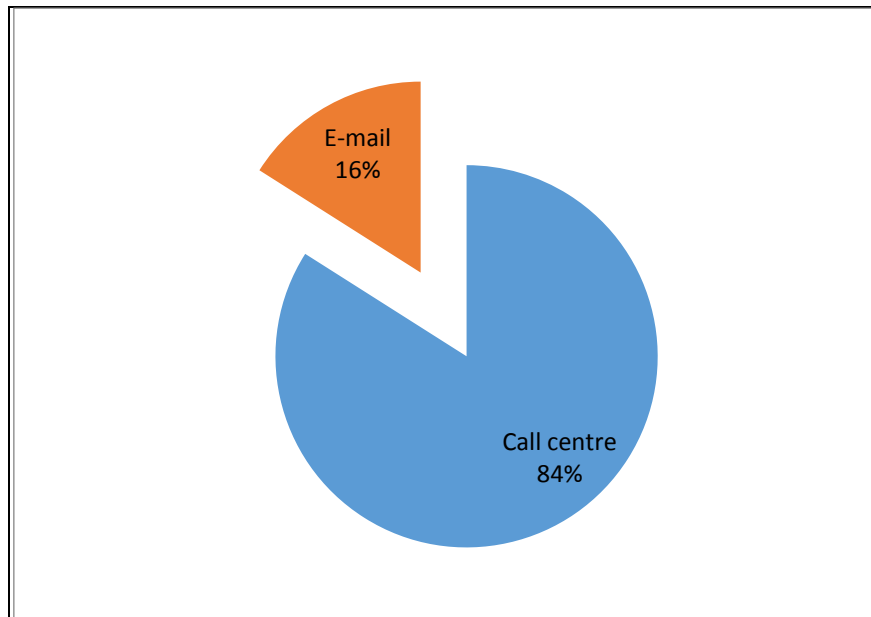
Issues which are related to caste and income certificates contribute to 16% and pension related issues are 13% of the total complaints received.

Top 10 Categories- Non Sakala Complaints



RTI Act related issues contribute to 16% and Khata related issues are 7% of the total complaints received.

Mode of Complaints:



About 84% of the citizens filing complaints are calling up the helpline (080-44554455) and registering their grievances, whereas 16% of the citizens are using e-mails to send their grievances.

CHAPTER 4: EVENTS (1.04.2014 to 31.03.2015)

MARCH 2015

1) 5.03.2015, Bengaluru- Press Meet held by Hon. Law Minister

Chikkaballapur district has shown consistent performance in disposing the applications received under Sakala and occupies the top position for the last 11 months said Shri.T.B.Jayachandra, Hon'ble Minister for Law, Parliamentary Affairs, Animal Husbandry and Muzrai.

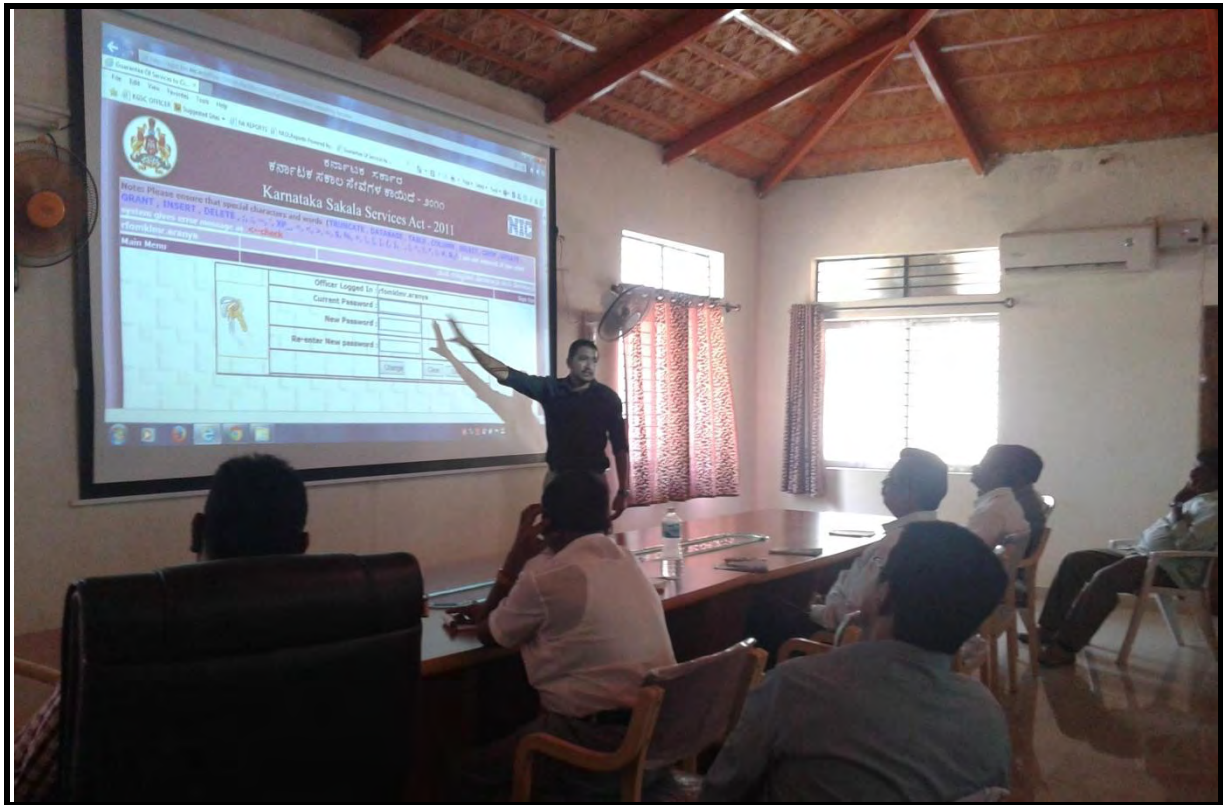
He was speaking after releasing the Sakala monthly reports for the months of September, October, November and December, in the committee room, Vidhana Soudha.

Tumkur has retained second place continuously for the last 7 months and Hon'ble Minister urged other districts to perform better and improve their present ranking.



Hon'ble Law Minister releasing the Sakala September, October, November and December 2014 Monthly Reports accompanied by Mission Director and Additional Mission Director

2) 27.03.2015, Chitradurga : Training on Sakala given to Forest department officials in Chitradurga by Sakala District IT consultant for effective implementation of Sakala.



3) 5.03.2015, Hubli: Dharwad Urban Credit Co-Operative branch have started SAKALA cybercenter in Hubli, to assist citizens to avail Sakala Services.

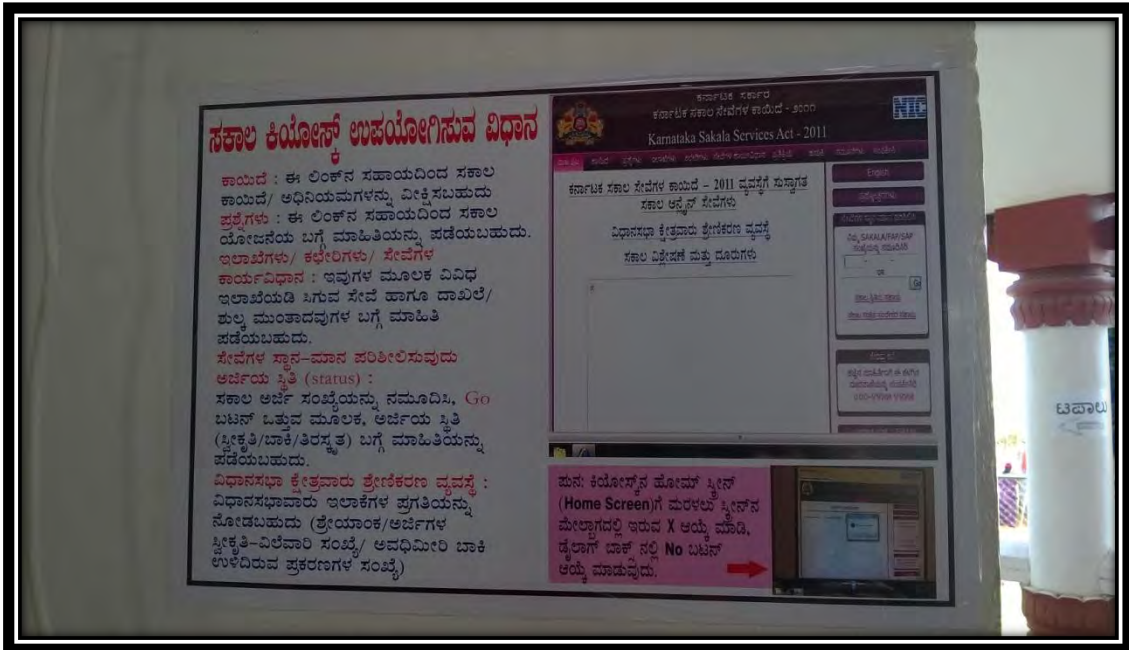


FEBRUARY 2015

1) 18.02.2015, Bengaluru: Officials from various departments interacting with the Mission headed by Mission Director regarding various aspects to make Sakala portal more effective. Proposals to bring in more services under Sakala were also discussed.



2) 7.2.2015, Shivamogga: User guidelines for SAKALA KIOSK has been displayed beside kiosk. This was done as per the instructions of Deputy Commissioner, Shivamogga, who felt that it would help common people to use kiosk without any difficulty.

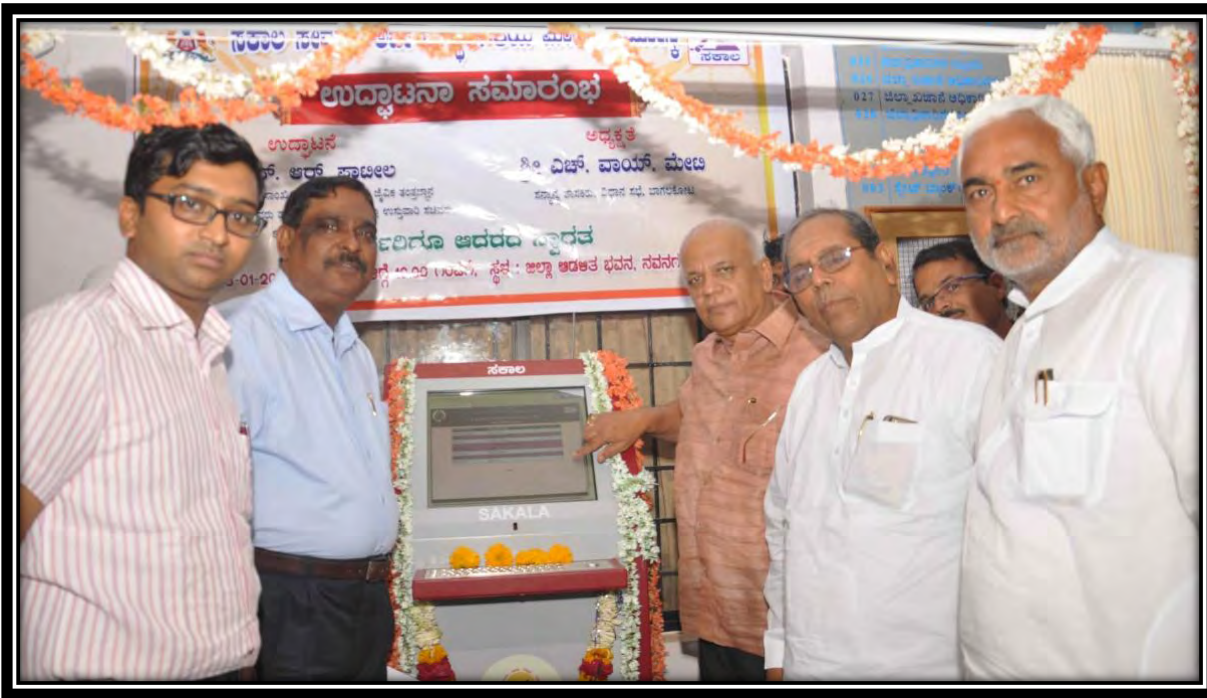


3) 26.2.2015, Bengaluru(Rural) : Training on Sakala given to state government officials in Doddaballapura by Sakala District IT consultant for effective implementation of Sakala.



JANUARY 2015

1) 3.1.2015, Bagalkot: SAKALA KIOSK was inaugurated by Hon'ble Minister for Planning and Statistics, IT, BT, Science & Technology Shri S.R.Patil.



2) 6.1.2015, Shivamogga: SAKALA KIOSK was inaugurated by Deputy Commissioner, Shivamogga. Additional Deputy Commissioner was also present on the occasion.



3) 22.1.2015, Kalaburagi: Review of Sakala initiative and its progress at the district level by the Deputy Commissioner and his team.



4) 14.1.2015, Shivamogga : Training on Sakala given to university staff along with Deputy Registrar and Asst Registrar by District IT consultant of Shivamogga. Registrar of Kuvempu University assured that steps are being taken to implement Sakala in the University.



5) 21.1.2015, Bengaluru : ISO Internal Audit was conducted at the Mission as a part of ISO surveillance audit , as per the requirements of ISO standards. Departments were reviewed by Sakala Mission with respect to the targets set and their achievements.



6) 27.1.2015, Bengaluru : ISO Surveillance Audit was conducted at the Mission by the external auditor of ISO certifying body. Sakala Mission was audited to ensure that the ISO standards which were set last year were being complied with. Sakala Mission has successfully completed the audit.



Nodal officers of Food and Civil Supplies department, BBMP, Revenue department, Commercial Taxes and Transport department along with technical team of NIC were involved in the audit process. Activities of these 5 departments with respect to Sakala initiative were audited.

DECEMBER 2014

1) **24.12.2014, Bengaluru-** Officials from Central government secretariat visited Karnataka to understand the Sakala initiative and its implementation. Additional Mission Director, Sakala accompanied by Administrative Officer, Sakala explained the journey Sakala Mission had taken over the years. The officials were impressed by the accomplishments of Sakala Mission in a short span of 33 months.



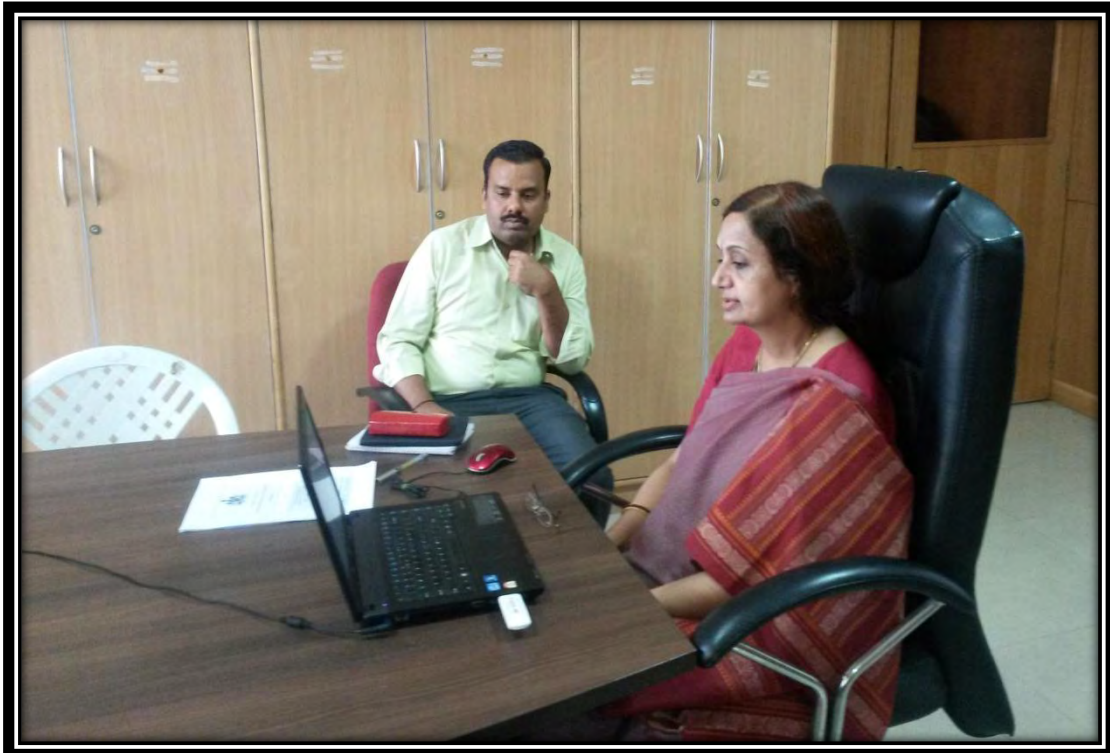
2) 27.12.2014, Bengaluru- Officials from Central government secretariat visited Karnataka to understand the Sakala initiative and its implementation. The team was shown a demonstration of the road travelled by Sakala in a span of 2 years by Additional Mission Director, Sakala.

The team put forth many questions which were answered to their satisfaction by Additional Mission Director and Administrative Officer. The team lauded the Sakala initiative of the State Government.



NOVEMBER 2014

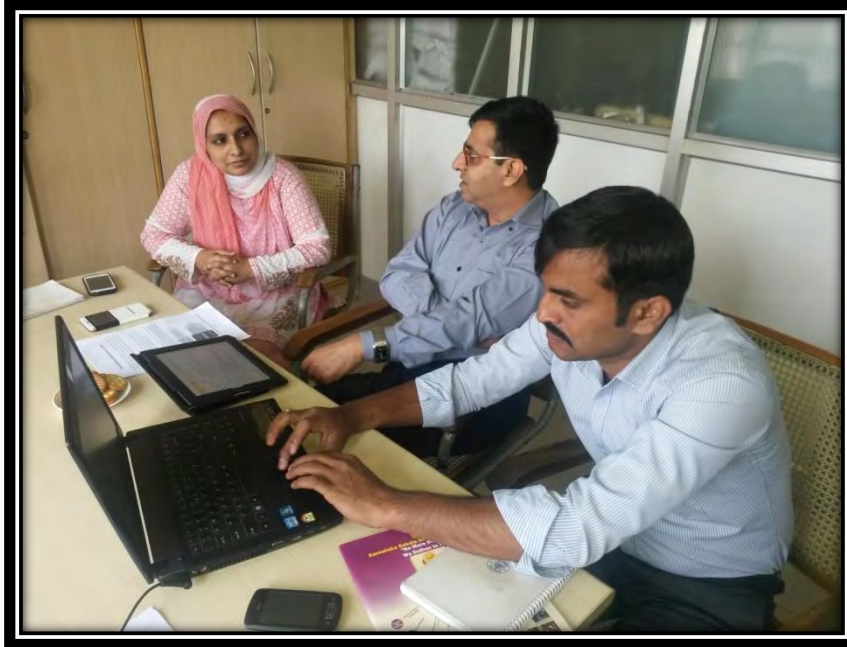
1) 03.11.2014, Bengaluru- Mission Director in a video conference with civil service officers from Bangladesh accompanied by Administrative officer, Sakala Mission. These officers were attending a mid career training programme, which was held in Lal Bahadur Shastri National Academy of Administration, Mussoorie.



2) 12.11.2014, Bengaluru- Officials from various departments interacting with the Mission team regarding technical aspects to make Sakala portal more effective.



3) 17.11.2014- Bengaluru-Representative from World Bank visited Karnataka to understand the Sakala initiative and its implementation. The representative witnessed the cutting edge functioning of Sakala initiative. He visited various offices delivering time bound Sakala services. He was impressed by the single window grievance management system i.e. e- Spandana.



OCTOBER 2014

1) 13.10.2014, Bengaluru- DCs conference chaired by Hon'ble Chief Minister: Hon'ble Chief Minister chaired one day conference of all high ranking officials in the State. He reviewed the progress of departments/districts and called upon the DCs to bring in more transparency in the administration at grass roots level.



2) 27.10.2014, Bengaluru- Press Meet held by Hon'ble Law Minister

Sakala has won the award in the category of “Public Service Management” in *Commonwealth Association for Public Administration and Management (CAPAM), 2014 held on 21st October 2014 in Kuala Lumpur, Malaysia.*



Hon'ble Law Minister with CAPAM, 2014 award accompanied by Mission Director, Additional Mission Director, Administrative Officer, Sakala Mission and Joint Director, Information department

3) 21.10.2014, CAPAM, 2014 award ceremony, Kuala Lumpur, Malaysia



Additional Mission Director and Administrative Officer, Sakala Mission at the award ceremony of CAPAM, 2014 held on 21.10.2014 in Kuala Lumpur, Malaysia.



Commonwealth Association for Public Administration and Management

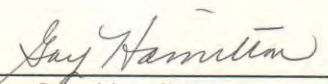
Certificate of Achievement

CAPAM takes great pleasure in recognizing

**Sakala
Government of Karnataka
India**

as a Finalist in the
2014 International Innovations Awards.
The submission has been recognized as being
innovative and an exemplary model in the following
awards category:

Innovation in Public Service Management


Ms. Gay Hamilton
Executive Director & CEO

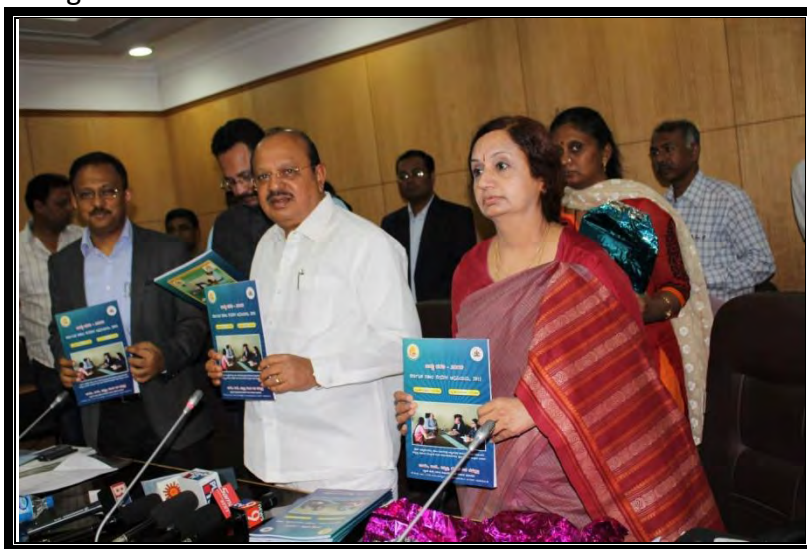
4) 21.10.2014, Bengaluru: Officials from various departments interacting with the Mission team regarding technical aspects to make Sakala portal more effective.



SEPTEMBER 2014

1) 15.09.2014, Bengaluru- Press Meet held by Hon. Law Minister

Chikkaballapur district has shown consistent performance in disposing applications received under Sakala and occupies the top position for the last 7 months said Shri.T.B.Jayachandra, Hon'ble Minister for Law, Parliamentary Affairs, Animal Husbandry and Muzrai. He was speaking after releasing the Sakala monthly reports for the months of July and August, 2014, at the committee room, Vidhana Soudha. Tumkur has retained its second place for the last 4 months and the Hon'ble Minister urged other districts to perform better and improve over their present ranking.



Hon'ble Law Minister releasing the Sakala July and August Monthly Reports accompanied by Mission Director and Additional Mission Director

2) 16.09.2014, Bengaluru: A delegation of Sri Lankan elected representatives and officers of Local Government and Provincial Councils had visited Karnataka to learn about Sakala. An orientation programme was held for them regarding Sakala.



The Srilankan team led by Anuradha Gamini Peramunage, consisting of 20 members learnt about Sakala through active interaction. Principal Secretary, DPAR(AR) and Director, Sakala Mission and Principal Secretary, Backward Classes, Information, Kannada and Culture, were present on the occasion.

3) 26.09.2014, Bengaluru. Shri. Ravi Shanker, Secretary DARPG, GOI visited Sakala Mission and interacted to understand the unique and innovative Initiative by State Government of Karnataka. Mission Director explained the unique features of Sakala Initiative and answered questions. Additional Mission Director, Administrative Officer of Sakala Mission along with NIC State Informatics Officer and other officials from NIC and other departments were also present in the meeting. Discussions regarding taking Sakala Initiative to an m-Governance platform took place.



4) 29.09.2014, Bengaluru: A delegation from Rajasthan visited Karnataka to learn about Sakala. An orientation programme was held for them regarding Sakala.



5) 03.09.2014, Bengaluru: Officials from Transport department interacting with the State IT Consultant regarding various technical aspects. The technical issues which were a result of lack of co-ordination between the department and Sakala Mission were discussed and resolved. Sakala dashboard and its usage was explained to the officials of Transport department.



AUGUST 2014

1) 02.08.2014, Bengaluru: Workshop- Destination Karnataka, organized by Sakala Mission.



2) Hon'ble Law Minister releasing the Sakala June Monthly Report accompanied by Hon'ble Shri Priyank Kharge, MLA and Hon'ble Shri Pramod Madhwaraj, MLA.



3) 08.08.2014, Bengaluru- Administrative officer, Sakala Mission addressing the audience on the event of 10th India Innovation Summit, 2014. He explained about the Sakala Initiative and the reforms it has brought.



Eminent personalities from Government and private sector spoke about the innovative activities in their organisations.



4) 04.08.2014, Bengaluru- Administrative Officer, Sakala Mission addressing the audience at Rotary club. He explained about the Sakala Initiative and the reforms it has brought.



JULY 2014

1) Consul General of France hints at a cultural exchange of students

BENGALURU, 18TH JULY 2014

Mr. Eric Lavertu, Consul General of France and Dr. Jenifer Clark, Attache for Science and Technology called upon Hon'ble Law Minister, Sri T.B. Jayachandra at Vidhana Soudha and proposed to send 100 French Interns to work with Sakala Mission, in this academic year at their expense. Hon'ble Law Minister expressed his happiness about the initiative and assured the French team regarding complete support from the State Government for the student interns.



2). 30.07.2014, Bengaluru: Smt. K.V. Jayalakshmi, Joint Secretary DPAR (AR) retired from service. She completed 38 years of active service. Sakala Mission benefitted immensely from her experience. She was felicitated by the Mission Director on the occasion of farewell accompanied by Administrative officer of Sakala Mission and Under Secretary, Inspection.



JUNE 2014

1) Bengaluru, June 13: 'Advantage Citizen-2 years of Sakala'- a National level workshop was organized in Conference Hall, Vidhana Soudha.

a) Hon. Law Minister releasing the "Chinnaru Kandanthhe –Sakala" accompanied by Chief Secretary, Chief Post Master General, Chairman of IIPA, President of FKCCI and President of Cisco (Inclusive growth).



b) Sakala Intern- Ms. Surabhi Sharma from Delhi School of Economics being felicitated by Mission Director.



2) Sakala wins the e-lets Cloud Gov, 2014 award in the category of “Best Cloud deployment in Government Sector”. AMD receiving the award from Shri R.S. Sharma, Secretary IT, Government of India on the occasion in New Delhi.



3) AMD receiving the award for the “best presenter” of the day on the occasion in New Delhi.



MAY 2014

1) Sakala features in the list of "Landmark Achievements" of the Government of Karnataka





Sri Siddharamiah
Hon'ble Chief Minister

Successful 1 Year Far-reaching Reforms with Revolutionary Schemes

It is 1 year since we took over the reins of State's administration on May 13, 2013 with the promise of providing a clean, proactive and transparent government. We have, in this short span, implemented many revolutionary schemes benefiting millions of agriculturists, BPL families, Backward Classes, SC/STs, Minorities.... to make Karnataka a model State.



Sri R. Roshan Baig
Hon'ble Minister for
Infrastructure Development,
Information and Haj

Landmark Achievements

Anna Bhagya
For Hunger Free Karnataka
Foodgrains @Rs.1/kg. Beneficiaries :
2.5 crore people of 1 crore BPL families.

Ksheera Bhagya
Free Milk thrice a week to 1 crore
Anganwadi and School Children for
Nourishment

Loan Waiver for Minorities
Loans amounting to Rs.362 crore waived.
Rs.678 crore allocated for Development

Loan Waiver of SC/ST citizens
Total amount of loans waived :
Rs.395 crore. Beneficiaries : 1.87 lakh
people

**Loan Waiver for Backward
Classes**
Total amount of loans waived:
Rs.514 crore; Beneficiaries : 5 lakh
people

Interest-free Loans for Farmers
0% interest for loans upto Rs.2 lakhs.
1% interest for loans between Rs.2 and
Rs.3 lakhs. 3% interest for loans upto
Rs.10 lakhs.

Yashaswini
World class Health Service Scheme for
the health and betterment of the farmers
in the co-operative sector



Vasati Bhagya
Constructed 2.5 lakh houses towards
making Karnataka free of huts.

New Industrial Policy
Investment of around Rs.5 lakh crores.
Aim of creating 10 lakh jobs.

Sakala on Mobile
Time-bound Sakala Services :
47 Departments / Institutions.
478 Services.
Winner of E-Governance National Award

**Rajeev Arogya Bhagya for
APL Families**
Beneficiaries : 1.1 crore APL Card
holders. Free Medical Services upto
Rs.1.5 lakh per family.

Vidyasiri
Rs.1500/- monthly allowance to SC/ST
and Backward Class students who have
not got admission in Government Hostels
to pursue their higher education.

Manasvini
Rs.500/- per month pension to
Unmarried/Divorcee/Deserted ladies
aged 40+ years belonging to BPL families

In Pursuit of Building a Vibrant Karnataka







Karnataka Information

Published by : Director, Dept. of Information

APRIL 2014

1) 25.04.2014. Federation of Karnataka Chambers of Commerce and Industry (FKCCI) hosted an event where the members of FKCCI assured continuous support to Sakala Mission and its activities, while offering to open one Sakala counter in their office. Mission Director with members of FKCCI during the launch of CSR brochure.



2) 10.04.2014. World Bank Team & Jharkhand delegation high ranking Officials from World bank and members of Jharkhand delegation visited Sakala Mission and discussed Sakala Initiative and its features and have expressed keen interest in replicating the Sakala Model in Jharkhand. Additional Mission Director interacting with officials. Monthly report of March was also released during this occasion.



3) 15.04.2014.State Level Seminar was held in Bangalore. This event was organized by BMS Institutions. Administrative Officer interacting with the audience.



4) 24.04.2014 Sakala Clock Inaugurated at Gauribidanur by Hon'ble Deputy Speaker Shri Shivashankara Reddy N.H.



CHAPTER 5: NEWS CLIPS (1.04.2014 to 31.03.2015)



BENGALURU, March 6, 2015

Sakala catches the attention of four countries

Sakala, Karnataka's flagship scheme which aims at mandatory delivery of government services in a time-bound manner, is now catching the global attention. Four Asian countries have approached the authorities in Karnataka to know the possibility of emulating the scheme.

Authorities from Pakistan, Bangladesh, Afghanistan and Sri Lanka have visited Karnataka to know about Sakala, according to Sakala Mission Director M.V. Jayanthi. This is not all, even representatives of the World Bank have visited Karnataka to learn about the scheme, she said.

She told *The Hindu* that they were interested in the mechanism of delivering services related to 50 departments from a single platform.

Several States too have shown interest in the scheme. While authorities from Rajasthan, Bihar and Himachal Pradesh have visited Karnataka and held consultations, those from Maharashtra and Goa have expressed interest.

Presently, 668 services from 50 departments are being delivered under the Sakala scheme. Of them, 135 services are being delivered online.

The monthly report on the status of implementation of Sakala, released on Thursday by Law Minister T.B. Jayachandra, indicates a marginal decrease in the number of officers defaulting on the delivery of services. The number of officers with seven or more number of defaults in delivery of services has reduced from 904 in the first half of the previous year to 820 in the second half.

In all, 7.07 crore services have been delivered to people in a time-bound manner under the scheme so far, according to Mr. Jayachandra.

World Bank representatives have also visited Karnataka to learn about the scheme aimed at time-bound delivery of services

Get learner's licence in 20 minutes

Bangalore Mirror Bureau | Jan 24, 2015, 04.00 AM IST



Transport minister Ramalinga Reddy with a successful candidate

Test comprising 15 questions goes online to eradicate corruption; 10 right answers to pass

Henceforth, you need not wait in a room at the RTO to write a learner's license test with paper and pen. Nor will you have to wait for days to get the licence issued. Getting the licence is now just matter of a few minutes.

All you need to do is walk into a kiosk, register and answer the test online. In a matter of a few minutes, the applicant will get a certificate of his marks! For the first time in Bengaluru, the LL test has gone online.

To begin with, the process was undertaken on Friday at Electronics City and KR Puram RTOs and will soon be implemented across all other RTOs in the State.

After applying online to get an LL, the applicant needs to visit the RTO with relevant documents. After paying the requisite fee, he or she will be asked to take a computer test. The computer will come up with a 15-question test and the duration will be of 15 minutes. We can take one minute to answer one question like a CET. The questions will be related to mandatory, cautionary, informative signs and on the Motor Vehicles Act and rules.

If a candidate is able to give correct answers to 10 questions, the computer will declare him passed.

Within the next five minutes, photo and biometric details will be taken and a certificate issued on the spot.

How is it beneficial?

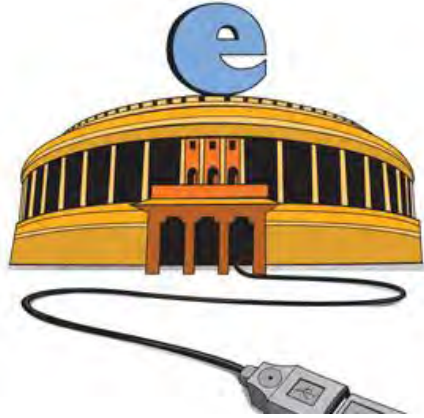
The current LL test is a cumbersome practice that often leads to corruption. For example, candidates have to go through an application process following which they will be asked to write a test on paper. "I attended the test multiple times. As I had not paid money, I was never passed in the exam. However, I could see that those candidates who had come through driving schools and touts found it easy to pass the test within the same day. I think the online test will put a full stop to such corrupt practices. Moreover, once we write the paper test, we have to come the next day to collect the certificate," said Jagadish Gowda, a techie who had taken the test recently. It is also well-known that one has to pay a bribe through middlemen and wait for more than seven days to get a learner's license in city RTOs. To minimize human intervention and eradicate corruption in the process, the transport department has launched STALL (screen test aid for learner's license) which helps the applicant get an LL within 20 minutes.

50% fail on first day!

On the first day of launch, 62 people took the exam at Electronics City RTO. Out of them, only 32 passed. "As the project is being introduced for the first time, there will be hiccups. Some people could not clear it because they could not follow the instructions. We are confident that in the coming days, the problem will not be there," said an RTO official.

President Pranab Mukherjee to launch Karnataka e-governance project Mobile One

Bengaluru | Posted: December 8



Services like exam results, train, bus bookings and cab bookings, payments of bills for electricity, telephones, and tax payments will be accessible through the Mobile One service.

An ambitious project of the e-governance department of the government of Karnataka to bundle over 600 government services – like application and issuance of birth and death certificates, property registration etc – into one seamless web location, that is accessible over mobile phones is set to be launched here on Monday afternoon by President Pranab Mukherjee.

Called Mobile One the e-governance project in Karnataka is being labelled as the first of its kind in the country and brings a whole range of government services that are currently spread across hundreds of government websites into one common easily accessible location. The Mobile One service will also bring under one virtual roof some 1000 private services.

A Mobile One app will be the gateway to the government services for mobile phone users while users of ordinary phones will be able access services through SMSes or calls to the toll free 161 number. Services like exam results, train, bus bookings and cab bookings, payments of bills for electricity, telephones, and tax payments will be accessible through the Mobile One service.

According to the state government the Mobile One service will bring 637 government services spread over the websites of 37 government departments under its ambit.

The Mobile One e-governance project is being positioned by the Congress government in Karnataka as a flagship achievement of its 18 month tenure. The efforts to provide time bound and online services for government departments called the Sakala scheme had originally been launched by the BJP government during its tenure from 2008-2013.

As many as 600 government services was made time bound under the Sakala scheme and officials were liable for failing to deliver services with the prescribed limit for each service.

F. INDIA

President Pranab launches mobile e-governance facility in Karnataka

Dec 9, 2014 07:38 IST



Bengaluru: President [Pranab Mukherjee](#) on Monday launched the unified mobile governance platform here to provide a host of services to people across Karnataka.

The Karnataka MobileOne multi-mode service, touted as the first of its kind in India, will enable the common man to access about 4,500 services in the public and private domains.

"This unique initiative signals a new era in governance," Mukherjee said. The service is available across all platforms, including iOS and Android. On feature phones, the service can be availed through integrated voice response and SMS. Users can dial 161 or *161# to access the services.

Services include payment of utility bills and property tax, booking of railway tickets and filing of income tax returns.

The platform also enables users to draw the civic body's attention for the non-functioning of its services or facilities like street lights, and also to damaged roads and garbage clearance.

About 4,500 services spanning G2C, B2C and G2B can be availed through the novel initiative anytime and anywhere from any location across the state, the country or the world using any mobile handset.

Payment on MobileOne can be done through debit or credit cards and online wallets.

Built on a public-private partnership mode with IMI Mobile, the service has also been integrated with social media websites.

"Many startups contributed to the state's visionary platform. The state government extended support to young technology firms for whom the platform can be a cost-effective distribution channel for gyro offerings," Nasscom product council chairman Ravi Guraraj said.

Karnataka govt services now on your fingertips

State launches first mobile governance platform in India

BS Reporters | Bengaluru , December 9, 2014



People of [Karnataka](#) have a reason to cheer. Thanks to Karnataka MobileOne, they can now access around 4,500 services, both public and private, at their fingertips.

President Pranab Mukherjee on Monday launched the multi-mode mobile governance platform of the Karnataka government, a pioneering initiative in India for delivery of citizens' services.

"This unique initiative...signals a new era in governance," Pranab Mukherjee said during his inaugural address.

The app is available across all platforms, including iOS and Android. On feature phones, the service can be availed through an integrated voice response system and SMS. Users can dial 161 or *161# to access MobileOne services. With MobileOne, people will now be able to access a number of services, including payment of utility bills and property tax, booking railway tickets, applying for driving licences and filing income-tax returns.

The platform also enables users to bring to the civic authorities' attention non-functioning services. People can take pictures of potholes on roads or streetlights that do not work and send them to officials concerned for redressal.

Around 4,500 services can be availed of through this mobile governance initiative. These anytime, anywhere, anyhow services will be available throughout the year from anywhere in the world on any mobile device.

Payments on MobileOne can be made through debit or credit cards and online wallets. The government has also introduced 'Karnataka Wallet', through which payments can be integrated.

The platform developed on public-private partnership mode with IMI Mobile has been integrated with social media websites. Karnataka MobileOne will integrate [digital media](#) and advertising to enable it to be a self-sustaining model for select services via advertising revenue, user fees and subscription.

"Delighted that many start-ups have contributed to Karnataka's visionary MobileOne platform. The Karnataka government has been extremely supportive of young technology companies for whom MobileOne can be an excellent and cost-effective distribution channel for their offerings," said Ravi Gururaj, chairman of Nasscom Product Council.

"Karnataka is also the first state to develop a mobile application approved by the Apple Store. It is the first state to have a mobile app that is accessible all over India. You can get our app from 1-800-425-425-425," Chief Minister Siddaramaiah said.

More services are in the offing on MobileOne. Soon, Bangalore Metro (Namma Metro) users will be able to pay for their ride from their phone itself and once the legal formalities are completed by the judiciary, citizens can even consider filing FIRs from the comfort of their home or office.

An auction system for agricultural market places would also be introduced on MobileOne in the future that would connect farmers and artisans with larger markets in India, the chief minister added.

Karnataka Governor Vajubhai Vala was also present on the occasion.

Karnataka launches M One App, citizens can access 637 government services

Dec 10, 2014

Bengaluru: Karnataka launched its ambitious mobile governance project, the first of its kind in the country that allows citizens of the state to access as many as 637 government services at a tap on their cell phones. President Pranab Mukherjee launched the M One app on Monday in Bengaluru.

The mobile app allows citizens to pay utility bills for electricity, pay property tax, apply for a host of services like driving license, passport or PAN, pay up for traffic challans, book tickets on rail and road transport, among others. People can even lodge complaints with civic authorities about garbage strewn around, and a women's safety app is something the government is taking pride to give to women citizens. The app has features that allow citizens to access many of these services even without a smart phone. Over 3500 services related to healthcare, transport are also available on the same platform.

Siddharamaiah, chief minister of Karnataka who launched it along with the President said "this is an attempt to make ourselves more accountable. We also have services for rural people".

Karnataka shows the way - One app, access 4,281 services

By Niranjana Kaggere, Bangalore Mirror Bureau | Nov 20, 2014, 07.46 AM IST



Stung by criticism that he is not sufficiently industry-friendly, CM Siddaramaiah has fast-tracked the ambitious M-One project

Imagine this: A slum dweller checking his passport application status using his mobile phone. A bus conductor paying his electricity bill on his low-priced smartphone while issuing tickets. A school teacher checking her heart rate by swiping her finger on her mobile phone while in the classroom. Well, this is all set to become reality as Karnataka gears up to launch MobileOne (M-One), an initiative that aims to bring governance to the fingertips of the people through mobile technology.

The launch, which will be done in the presence of President Pranab Mukherjee on December 8 in Bengaluru, will catapult Karnataka's image as the first state in the country to implement m-governance.

The M-One project comes as a shot in the arm for Chief Minister Siddaramaiah who has received some bad Press for apparently 'focusing less' on industry. Desperate to build a tech-friendly image, Siddaramaiah decided to strike back at his detractors with speed and ferocity by fast-tracking the m-governance initiative that enables any mobile phone wielding citizen to access and utilise government services on their screens.

"While all states are trying to paint themselves as a tech friendly, our CM wants to go one step ahead and show how government has taken its services to the masses using technology. He made it clear that the M-One project, which was initiated on a pilot-basis last year, be made successful and worthy of emulation," a bureaucrat in the chief minister's office (CMO) told Bangalore Mirror.

The CM's interest in the project is evident from the fact that he spent nearly three hours shooting a promotional video recently and has also given a green light to do a 3D hologram telecast of his inaugural speech in Mysuru -a la Narendra Modi's election campaign address! Detailing the technical aspects of M-One, official sources said the Karnataka government had decided to take advantage of the mobile internet penetration in the state: There are 55 million internet users on mobile phones in the state.

"All that the phone user has to do is to download the free M-One app on his device and access the government. We will be reaching out to 86 per cent of mobile internet users," the official said stating that the project would make a great difference to the public and open up more business opportunities for the industry.

"A total of 637 G2C (government to citizen) mobile services of different departments and 3,644 B2C (business to consumer) services have been enabled on the M-One platform. In a way we will become the largest government platform in the world to offer so many services," the official added.

The platform will also support multiple channels depending on the complexity of service, the official said and added: "If a citizen were to pay his electricity bill he can use any of the channels like SMS, interactive voice response (IVR), mobile web and smart client apps."

How will M-One work?

It is based on the one URL, one Short code and one App concept. In other words, a citizen can avail all the services through one access point and thereby eliminate the need to visit multiple web sites. The responsive screen has been designed to be suitable for all mobile screen sizes. The M-One platform is integrated with the central government's PayGov payment gateway and the payment modes include net banking, credit debit cards, IMPS and RuPay cash wallet. The entire platform is hosted securely on Karnataka State Data Centre and is implemented by Centre for e-Governance under the e-governance department.



Now, file FIRs from Online

Bangalore | Posted: November 15, 2014 1:32 am

Instead of going to a police station to file a complaint about a crime, people in Bangalore can now go to a mall. In its efforts to become more accessible the Bangalore police has launched a remote FIR registration system in a collaboration with IT networking giants Cisco.

The remote FIR filing system, located on a three month pilot basis at the popular Mantri Mall in west Bangalore, was inaugurated on Friday by Karnataka chief minister Siddaramaiah.

Using CISCO innovations like its telepresence technology and its Remote Expert Government Services (REGS) systems people filing complaints at the Mantri Mall will be virtually transported to a police headquarters where the complaint will be lodged after incorporating requirements as per law including digital signatures on written statements .

A complainant will be able to sign, print and scan documents virtually and can also review the complaint with an expert to ensure that the FIR filed is error free. Once filed the citizen will get a copy of the FIR as an instant acknowledgement.

The remote FIR kiosk had been promised by the Bangalore police in the wake of a series of sexual assaults that occurred in private schools in the city in recent months.

“Karnataka has been at the forefront of technology adoption for public service delivery. This kiosk will make it easy for citizens to file an FIR. It will also help improve citizen-police relationship,” chief minister Siddaramaiah said at the opening of the kiosk.

“A crime often goes unreported because citizens are worried about the hassle of going to a police station. The remote kiosk will make it easy for lodging of complaints and will help the police address crime faster and avoid unwanted paperwork,” home minister K J George said.

Apart from registering complaints, the remote kiosk at the Mantri Mall will also provide various online services already provided by the Bangalore police such as police verification certificates and police clearance certificates. Lost items can also be reported at the kiosk.

Equipped with Cisco technologies, high-definition video and high-quality audio, a touch screen, and a virtual keyboard the kiosk connect people to a designated police officer based at the Traffic Management Centre the technology headquarters of the Bangalore police.

The kiosk at the mall will be open 24×7 and will serve as the central location for FIRs related to 105 law and order police stations and 42 traffic police stations in Bangalore, police commissioner M N Reddi said. “It will provide a comfortable, confidential and safer environment for women and youth to access the police force,” he said.

The police Friday also inaugurated the centralised cell at the Traffic Management Centre which will serve as the fulcrum for directing remote FIRs to police stations of the city.

A roll out plan across the city for the remote kiosks will be created depending on the success of the pilot kiosk over the next three months the police commissioner said. As part of the inauguration of the kiosk the BCP demonstrated a live FIR registration from the remote kiosk on Friday.

Police have over the years been early adapters of technology and initially experimented with deploying palmtops to its traffic officers over a decade ago to monitor traffic violations before settling down on a Blackberry system for its e-challan services. The police also have in place an automated traffic monitoring system and a finger print identification system.

According to the police video surveillance and analytics has reduced the rate of fatal accidents in the city by 19 per cent in the last four years and accidents have over all reduced by 30 per cent.

Times of Bengaluru

Government to launch MobileOne, Offering 4281 Govt Services through an App

Bengaluru: Government is set to release their fast tracking mobile governance app, M-One (**Mobile-One**). The app will allow users to access 637 Government-to-Citizen (G2C) mobile services across different departments and 3644 business-to-consumer (B2C) services.

The **M-One** mobile app will accumulate all the government web pages together in the app, hence a user can access all the government utilities. Integrated with the Central Government's **PayGov** payment gateway, the app will also support the payment modes including net banking, credit cards, debit cards, IMPS and RuPay cash wallet.



The **Karnatak Government** has already started distributing the press invitation for the event. With a subject line of Block the Date: 8th December, 2014, the mail mentioned **Mr. Pranab Mukherjee**, President of India will launch the app.

Last year the Karnataka Government had launched the pilot project for M-One where state citizens could use services via voice and internet platforms. The pilot project launched several essential government services like water, electricity, telephone and mobile bill payments, traffic fine payment including updates like bus routes and schedule, traffic alerts.

Earlier this year, the Karnataka Learning Partnership had launched a web app to facilitate the citizen to explore Public and Private school data of Karnataka.



CM Called Additional Chief Secretaries, Principal Secretaries, DC's, CEO's Conference

13.10.2014, Bangalore



Hon'ble Chief Minister Sri Siddaramaiah chaired a conference of Additional Chief Secretaries, Principal Secretaries, DC's and CEO's in Bengaluru. Hon'ble Cabinet Ministers were also present.



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Government of Karnataka
DEPARTMENT OF INFORMATION AND PUBLIC RELATIONS

CM hearing public grievances

11.10.2014, Bangalore



Hon. Chief Minister addressing the grievances of public at Official Residence

Krishna

September 7 2014 23:38 IST

File clearance: Chief Secretary wants report on progress

Chief Secretary Kaushik Mukherjee has directed the heads of all departments to submit a progress report on Monday on clearance of pending files.

In a circular issued on September 1, the Chief Secretary told officials to observe File Clearance Week from September 2 to 6. He issued a stern warning that if files were found pending for more than two days after the drive, disciplinary action would be initiated against officials, including seniors.

Principal Secretary, Revenue Department, Basavaraj told *The Hindu* that “a good number of files are moving slowly owing to court cases. Some files are kept pending to get additional information from deputy commissioners in districts.”

Mr Mukherjee said “file bundles are piled up to an extent that there is little space for movement in some offices. Sufficient space is not available for employees to accommodate furniture in some offices.”

As an extension of the exercise, the Chief Minister asked his Cabinet colleagues to spend more time in the Vidhana Soudha at least two days in a week. However, a few employees failed to turn up on Sunday. There would be no compensatory holiday for employees who worked on Sunday, Mr. Basavaraj said.

It may be noted here that on May 10, a second Saturday, which is officially a closed holiday, several officials worked. They had to work to meet the deadline for time-bound delivery of services to people under Sakala (Karnataka Guarantee of Services to Citizens Act, 2011). Employees of 14 departments worked on the holiday and cleared 6,004 applications on various matters. In all, officials had received 5,981 applications on that day.

September 5 2014 23:38 IST

Govt. services to be at your fingertips

Karnataka's mobile governance initiative, which is expected to bring all major government services at citizens' fingertips, will be launched next month.

Chief Minister Siddaramaiah announced this here on Friday, and added that the initiative, a first in the country, would cover about 4,500 services.

Mr. Siddaramaiah said he had met President Pranab Mukherjee in New Delhi and extended him an invitation to launch the initiative.

Karnataka led the country in information technology (IT) and it was only logical that the State should use the available expertise in administration. Mobile governance would also help expedite the process of redressing complaints, he said.

An official said the initiative seeks to bring all government services available on the Internet to smartphones. A pilot project had been carried out offering a host of services, including Sakala.

"Under mobile governance, citizens can pay utility bills, and submit applications and check their status from their smartphones," the official said.

MTRAC

Later, while launching Mysore Traffic Improvement Programme (MTRAC) here, Mr. Siddaramaiah admired the swift action taken against violators of traffic rules in developed countries with the help of technology and urged police officials to replicate it in the State.

"When I was in New York, I saw a vehicle being towed away from a no-parking area soon after it was parked there." Similarly, speeding drivers cannot escape penal action, he said referring to surveillance cameras.

State all set to roll out m-governance

September 10 2014 23:38 IST

Bangalore: Karnataka, one of the first states to use IT extensively in administration, is all set to pioneer m-governance, starting with essential services.

Mobile governance will be launched shortly and the ubiquitous mobile phone can be used for various purposes -- from employees applying for leave to switching on and off irrigation pumpsets to accessing Sakala (time-bound delivery of services).

"People can transact services through their mobiles without going to offices. An integrated mobile-enabled services delivery system will be done through this initiative," chief minister Siddaramaiah told TOI. The initiative, said to be the first in the country, will be launched by President [Pranab Mukherjee](#).

Keen to make m-governance a flagship initiative like the Annabhagya scheme of the Congress government in Karnataka, Siddaramaiah, who also holds the e-governance portfolio, said: "The aim is to bring all available services on the internet to smart phones. Mobile governance will also help expedite redressing complaints."

The government has identified some services as pilot projects for m-governance. These include Sakala, BSNL landline and mobile bill payments, traffic alert service and pending traffic fine payments, utility services such as electricity, water, traffic services like bus routes and timings.

A senior official in the e-governance department said an integrated platform would be created to roll out the schemes effectively.

Sep 3, 2014, 06.38 AM IST

The janata was there, and so was the darshan

BANGALORE: Hope and despair were writ large on the sea of faces at the entrance to Kumara Krupa Road on Tuesday morning. A fleet of government cars and TV outdoor broadcast vans lined up on one side and police shooing away visitors on the other side were signs that the Janata Darshans had returned to Krishna, the home office of chief minister Siddaramaiah, after seven months.

Thousands of aggrieved men, women, elderly and disabled citizens had come, travelling hundreds of kilometres, to seek help directly from the big man himself. Due to the code of conduct for Lok Sabha and assembly bypolls and the long budget session of the legislature, Janata Darshans had been halted.

And when it came back, it had the janata and the darshan too and was marked by moments, high and low. The heavy security cover and high-handed behaviour of police who rudely pushed around the visitors was quite a put-off.

Tables had been put up at one end of the garden at Krishna where citizens had to reel out their woes and collect acknowledgements before queuing up to meet the chief minister.

The event was slated to start at 9.30am but Siddaramaiah appeared only at 10.45 am. Many citizens had travelled overnight and queued up from 7 in the morning. Then the CM arrived but surrounded by a posse of 20 odd policemen and secretaries.

There was some known faces among the visitors too. Like Lisha NS, who was injured in the April 2013 Malleswaram bomb blast. "The government has only reimbursed some of the

medical bills. Every day, my father has to drop and pick me up by taxi to college and it's becoming very expensive. I have briefed the chief minister about all my troubles. And he has promised to discuss the matter and may give me a four-wheeler to commute to college," she said.

Police around the CM made sure that once the citizen met the chief minister, he was led away. The public meet finally ended late in the afternoon. Keeping track via tech This Janata Darshan though was marked by technology with the introduction of e-Spandana that helps the government keep track of the applications and their status. Every person was given a token number under the system. This can be used by the applicant to keep track of his/her file.

The chief minister's office has also opened a helpline - 08044554455 under the system for the applicants to call and find out the status of the cases. In case of urgent disposal of the petition, the application signed by the CM will be scanned by e Spandana and sent to the department concerned.

Additional secretary to the CM, in-charge of Janata Darshan, Dr H Bheemsen Rao, said, "The aim of Janata Darshan is to resolve the issues that reach the CM. Though most petitions are disposed of quickly some need constant reminders to officials at the district due to sensitivity of the file."

TIMES VIEW

Janata Darshans may not solve the problems of all the petitioners who come to the CM seeking relief. But they have a symbolic value: these meetings bridge the gap between the government and public and give the common man a sense of assurance that their grievances aren't too mundane or small for those in corridors of power. But the CM should ensure everyone gets a chance to speak to him and not let heavy security restrict access. Especially when this particular contact programme is being held after seven long months and when people have travelled several miles for an audience.



Bangalore, Sept 03, 2014, DHNS:

Hundreds attend CM's Janata Darshan

It was grievances galore at Chief Minister Siddaramaiah's Janata Darshan in Bangalore on Tuesday with hundreds of aggrieved attending the programme being held after many months and for the first time after the Lok Sabha polls.

Balamani had come to 'Krishna', the venue of the Janata Darshan programme, from Mandya. "I have come to seek a plot of land. One of my two sons was killed while serving in the army; the other is handicapped. Will I get land? Balamani sought to know from reporters.

Nagendrappa from Hiriyur taluk in Chitradurga district said he and his family were entirely dependent on agriculture. However, he had no records for the land he tilled. "I have come here seeking the CM's help to provide me ownership title for the land,"

Nagendrappa said. Sharavana of Chikamagalur said he had been making a living by weaving cane chairs. However, the advent of plastic chairs had rendered him jobless. "I have sought a loan to start a new venture," he said.

A few had come with impractical requests. One woman wanted the chief minister to pronounce punishment to an accused in a particular case. Officers had to convince the woman that the case had to be tried before the courts.

The Janata Darshan programme was scheduled to start at 9:30 am, but Siddaramaiah arrived an hour late. Officials from the police, housing, education, health and other departments accompanied him.

Sep 7, 2014, 06.38 AM IST

Working Sunday for Karnataka's babus as they will clear pending files today



BANGALORE: It's Sunday morning blues for babudom today. Key bureaucrats and their staff, in a drastic departure from norm, will march to Vidhana Soudha to put in a hard day's work.

The decision to work on Sunday was triggered after an upset chief minister, at a recent cabinet meeting, expressed concern over a pileup of 2 lakh files, across departments. Siddaramaiah asked chief secretary Kaushik Mukherjee to oversee their clearance and report to him. Much like PM Modi's diktat to central government bureaucrats to have clean desks, bare of files.

It will be the first working Sunday for chiefs of key departments like home, finance, urban development, revenue, personnel and administrative reforms, and primary and secondary education who will be in Vidhana Soudha to clear as many files as possible. No visitors will be allowed inside the secretariat, and lift operators have been asked to work too.

Mukherjee, who is on a drive since September 3 to dispose of files, expects nearly 20,000-25,000 files to be cleared.

"Section and under secretaries have been warned that they would be held accountable if any file is left unattended beyond 48 hours. Serious action will be initiated and I've planned a random inspection on Monday," Mukherjee said.

Ever since the drive was taken up, nearly 30,000 files were cleared in key departments. "Barring files that are held up by courts, those that can improve governance will be cleared. I'll be present in office on Sunday to monitor work," Mukherjee said.

A senior official of the urban development department agreed that working on a Sunday is rare, and he cannot afford to be absent because portfolios related to Bangalore, like BDA, BBMP, BWSSB and BMRDA, are held by the CM. "The CM is personally monitoring progress and his office is regularly tracking the number of files pending and cleared over the past week," he said.

Lengthy weekends are another reason for the government to take up the file clearance drive. Last week had a string of five holidays, with Gowri-Ganesha celebrations followed by a weekend. There are more holidays on the horizon, as October opens with Gandhi Jayanthi, Ayudha Puja, a weekend and Bakrid.

The CM has also instructed his cabinet colleagues to take the lead in this drive, and directed them to be present at the Soudha for two full days in a week to clear pending files.

Sunday drive

CM frowns at pileup of 2 lakh files across depts

Key departments at work: home, finance, urban development, revenue, DPAR, primary and secondary education

Chief secy expects 20,000 files to be cleared today

File clearance drive taken up on Sept 3

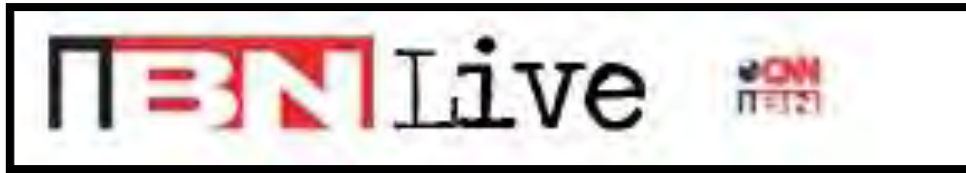
TIMES VIEW

For too long the government has condoned delay in clearing of files. And now it has a situation where bureaucrats and their staff are working on a Sunday to tackle the backlog.

This smacks of inefficiency on two counts.

First, they create a problem and then they try and solve it with a desperate measure like working on a weekly holiday.

It's now being gradually acknowledged that it's very important for employees to rest well over the weekend so that they can be work more efficiently during the week. Such file-clearing binges will work only in the short term.

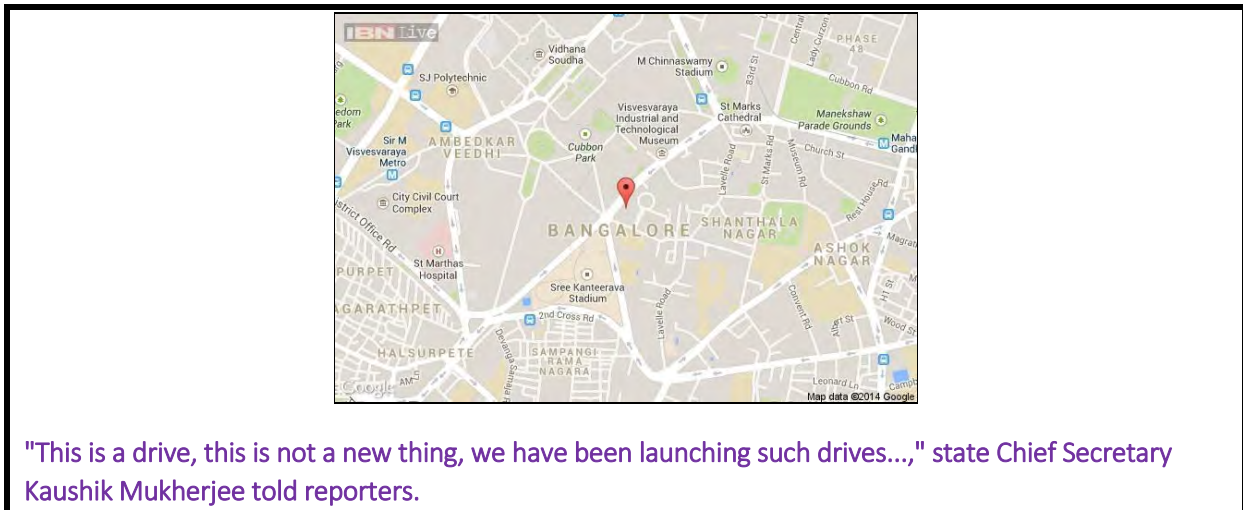


September 7, 2014

Extended week for babus in Bangalore to clear pending files

Bangalore: It was a working Sunday for several bureaucrats at the state secretariat in Bangalore as they sifted through pending files to clear them, following concerns expressed by Chief Minister Siddaramaiah recently over pileup of files across departments.

"This is a drive, this is not a new thing, we have been launching such drives...", state Chief Secretary Kaushik Mukherjee told reporters. It was to set "our own house in order" and the exercise was aimed at seeing that files which were unnecessarily lying on table unattended and also the reactions to peoples requests do not get late, he said.



"We have not called everybody; we have called in the departments with highest pendency that is my department DPAR, finance department, urban development, revenue department," he added.

At a recent cabinet meeting, Siddaramaiah had expressed concern over a pileup of around two lakh files, across departments and asked the Chief Secretary to oversee their clearance and report to him.

Stating that this drive was to clear files that were pending without disposal, Mukherjee said "...our aim is to clear 50,000 files in three to four days, till yesterday 30,000 files were cleared, today public won't be there so we aim to clear about 50,000 files."

"We should see how many of those files are of public interest, because many files are pending with court cases, many have to return after referring to the other departments....," he added.

Mukherjee also said that he has planned for a random check of files tomorrow and if anything was unattended beyond 48 hours serious action will be initiated.

September 07, 2014 12:57 IST

Backlog Mounting, Karnataka Bureaucrats Have a Working Sunday



File photo of Karnataka Chief Minister K Siddaramaiah

[Bangalore](#): There are often complaints that you never find government officials in their offices when you are looking for them. Calls or visits to Karnataka's Secretariat or Vidhana Soudha are often met with the response that 'saar' or 'maydum' is not in his or her seat.

Which is what made this Sunday in September so different. If weekdays sometimes see empty offices, Sundays, an official holiday, are absolutely deserted.

But the thousands of pending files upset Chief Minister Siddaramaiah, who ordered bureaucrats of key departments to head into office on Sunday and put their noses to the grindstone.

So it was a working Sunday for bureaucrats in Karnataka.

It did not help that the month of August was full of long weekends - but the recently launched drive to clear up the backlog hopes to make a dent in the thousands of files that are pending. The effort was headed by Chief Secretary, Kaushik Mukherjee, who was on the spot himself to make sure everybody was on the job.

"This is not a new thing... we have had this type of campaigns before. We need to set our own house in order. We were doing this quietly - I don't know how the media came to know about it. Today, we are focussing on the departments of finance, urban development and revenue. We will assess tomorrow morning the number of files cleared and continue the drive as necessary," Mr Mukherjee said.

Hopefully, it will be a step towards a swifter, more efficient bureaucracy in the state.

Sep 8, 2014, 03.53AM IST

Karnataka secretariat abuzz on Sunday, clears 40,000 files

BANGALORE: The secretariat, quiet on holidays, came alive on Sunday. Hundreds of government staff, led by chief secretary Kaushik Mukherjee, worked against the clock from morning till evening with a single goal of clearing as many pending files as possible.

This is not a sudden burst of activity. Officials have been on an overdrive since the state cabinet expressed displeasure at the huge pendency of files on August 28. As many as 2, 03,541 files were pending with various departments then. By the end of Sunday, they had disposed of 40,000 files - the pendency reduced from 1, 75,975 files on Sunday morning to 1.35 lakh in the evening.

The pendency is the highest in the revenue department, followed by home, urban developments and the department of personnel and administrative reforms. The chief secretary is certainly not pleased with this. Asked about it while he was conducting an inspection at the secretariat, Mukherjee said: "You ask them (the employees) why it is pending."

The disposal drive also helped in keeping the offices clean and spacious.

"This drive is to set our house in order. It is to help people. The files are lying everywhere and many are unnecessarily pending. There is no space even to sit. Once the files are disposed of, they are sent to the records room," the chief secretary told reporters.

To keep up the momentum, the government has devised five principles on file disposal (see box): fixing responsibility from the case worker to the cabinet. **In short, the government's message to its staff is: "Files are not lifeless letters and documents. They contain lives."**

The hundreds of employees - from revenue, health, rural development and panchayat raj, DPAR, finance, education, co-operation and urban development departments - who were in office at the Vidhana Soudha, Vikasa Soudha and MS Building won't get a compensatory off or special pay. A circular stuck on the doors of the offices explained it best: "Service mindset is important in government job." "We were never called to work on a holiday in the past. The chief secretary issued a directive to work today. As it is only for a day, I have no complaints," said an employee of the finance department. Till Saturday, we had cleared around 30,000 files. On Sunday, we cleared around 40,000 files. In the next 3-4 four days, we want to bring down the pendency by another 50,000. We'll have a focused disposal of files and conduct random checks. Disciplinary action will be initiated against those who show negligence.

KOPPAL, September 9, 2014

Officials warned over laxity in implementing Sakala scheme

R.R. Jannu, Deputy Commissioner, while warning of action against officials showing laxity over implementing the Sakala scheme instructed a official of the Survey Department to put up a file for suspending D. Badiger, Supervisor in Survey office in Gangavati.

Presiding over a meeting to review the progress of the implementation of Sakaal scheme in various Departments here on Monday, Mr. Jannu observed that it has come to his notice that officials were showing negligence in implementing the scheme and said that it was a matter of grave concern.

He also took exception to some of the departments receiving applications without giving acknowledgements to avoid the penal clause in case of delay on their part in disposing off the applications.

Since the advent of scheme as many as 12.76 lakh applications were received of which 12.59 lakhs were taken care of, which was far below than the State average.

There were several gram panchayats, especially in Yaragera, Kandkur, Sangnal, which have not received a single application.

In 35 other gram panchayats, the number of applications received and cleared were less than 10.

AKSHARA MATH KITS



The Akshara Foundation's maths and English kits, designed with flair and care, enhance the learning experience for schoolchildren struggling to learn basic math concepts. The kits help the child visualise and understand the learning process, rather than just knowing it, and are part of the Teaching and Learning Materials (TLM) that the organisation has shared with hundreds of government schools in Karnataka for free. Packed in a blue box, the math kit is a riot of colours that would tempt even an adult maths-phobe to give fractions a shot. Brightly coloured counters, beads, dices, plastic currency, clocks, an abacus with moving hands and a miniature weighing scale complete the kit. The kits are for children in classes of 1 to 5, and are meant to supplement their maths learning. While the English material is well-designed, most attractive—consisting mainly of charts, guides for teachers and practice books for students—it's the maths kit that stirs the pot, giving learning a fresh dimension.

ANIMAL AID ALLIANCE

Awoop Anand, who calls herself Hammy Wood, started off as a weekend pet sitter. But she realized her calling lay in helping pets abandoned by owners. Being social media savvy, she could also act as a node between various organisations that work in the pet rescue and rehabilitation space. Anand and a few friends then founded Animal Aid Alliance, which conducts rescue work for abandoned pets and strays in distress, and coordinates with other animal welfare organisations in Bangalore such as CUPB and Bombay Dingo. The Alliance's first major project is Simba's Run, a halfway home for rescued pets which shelters abandoned animals and helps find people who will foster them or provide them with a "forever home." Aid Alliance



FEARLESS COLLECTIVE

An idea that combines raising awareness about gender violence and bold, original art. That is what the Fearless Collective, a visual communication project started by Bangalore-based graphic artist Shlo Shu Sulaman, does. It is a collective of artists, activists, photographers and filmmakers who use art to speak out against gender violence, and was formed in response to the Nirbhaya rape and murder. The project aims to "redefine fear, femininity and what it means to be fearless." Sulaman, who is an IIM fellow and a TED speaker, wants to go beyond talking about women's safety and talk about their freedom, too, to counter women feeling afraid about inhabiting public spaces. The Fearless campaign aims to assert women's rights to own spaces bodily, and to go fearless into the world.

RANG DE

Though microfinance and microcredit are ideas that have found traction around the world, Rang De took this idea forward by combining two cracking ideas: microcredit and crowdfunding. The name of the organisation, Rang De, draws inspiration from India's struggle for independence and the non profit is geared towards helping people achieve freedom from poverty. The non profit does this by acting as a bridge between people who want to help the underprivileged—not by giving them money but by enabling them to earn a dignified living and those who need money to invest in small businesses. Through this crowd-funded model, people living in cities can choose from a huge database of borrowers on Rang De's website, and invest as little as Rs 100 into their business. Following this, Rang De's field partners receive and disburse the loans to the chosen borrowers. The borrowers repay the loan according to a fixed schedule, and lenders can even earn a nominal return on investment. The organisation has benefited almost 30,000 borrowers from several states, including Karnataka, Odisha, West Bengal, Bihar, and Manipur.

has helped raise awareness for fostering, where a family or individual gives a home to an animal for a limited period of time before a forever home can be found, and it has proved to be a successful experiment. The Alliance has also demonstrated the power of social media, which can be used to spread information about lost or abandoned animals as well as pets that are up for adoption.

SEVA CAFÉ

Seva Café is a unique pop-up restaurant run entirely by volunteers, who are inspired by the concept of doing seva. At the end of your meal here, you don't get a bill stacked with numbers. Just a little folder which says, "Pay for your heart. No one questions the amount, and you can walk away without paying anything without anybody questioning you. But few people do, and the café is run entirely on trust. If you like the idea, you are welcome to pitch in with cooking, cleaning, serving, and organising. Seva Café is the Indian offshoot of Karma Kitchen, a popular pay it forward movement founded in the US in 2007 by Nipun Mehta, who has also given a TED talk. The Café started in Bangalore in Dec 2012 at Vikas Restaurant in Yelahanka, but the concept has existed in other cities like Ahmedabad and Pune for a few years now. It is a growing movement, and is also spreading to other Indian cities.



transporting food over long distances and the personal costs in raising food laden with pesticides. Besides, people enjoy growing things, and then eating what they have grown," Ananthaswami told TOI in an interview a few months ago.

MYSORE CYCLE CLUB

When Lokesh Narasimhaiah, the young scion of a family of goldsmiths, took to cycling, he never thought he would promote cycling in a city like Mysore or be held responsible for creating a flourishing cycling culture in the city. Today this avid bicyclist has formed a group of over 100 enthusiasts. Lokesh wants to see all motorists in Mysore riding bicycles, as he believes this will relieve the city's air pollution and will promote healthy living. He feels Mysore has conducive weather conditions to adopt cycling whole-heartedly. Along with his friend Bharath, Lokesh has been organising weekend trips within 40 km of Mysore as part of activities of the Mysore Cycle Club, an initiative of Cyclopeda, a cycle shop.



RURAL INNOVATOR SANTOSH KAVERI

Santosh Kaveri's journey in experimentation and innovation began as he walked 10 km every day to attend school in Sheddai near Belgaum. Later Kaveri enrolled himself in the LEAD program at the Deshpande Foundation to give shape to his ideas of making life easier for agriculturists. Kaveri drew from his own experiences as he started designing equipment that would aid the everyday lives of farmers. The break system for the bullock, simplifies the journey for the farmer, for who this is often a back-breaking exercise. His carrom cleaning device was inspired by the washing machine and works with limited use of water and electricity, while the Eco Hot Water Coil, is a stove-top which performs two functions at a time. It boils water for cooking and simultaneously collects it for bathing.

Independence Day is not just about looking back and saluting the people who won us our freedom. It is also about looking ahead at forces that are shaping our futures and at ideas that can bring long-lasting change. We look at 15 ideas that have emerged from Karnataka, from institutions as well as individuals, our criteria for selection being freshness, innovation, the ability to be scaled and replicated, and potential impact



15 IDEAS For August 15

ORGANIC TERRACE GARDENING

This movement was started by agricultural scientist Dr Vishwanath Kadur, the father of the organic terrace gardening movement in Bangalore—a movement that has several hundred adherents today who believe in "growing what you grow, growing what you eat." The movement has branched out into several similar initiatives today, such as Dots From Your Throat, Eat Your Street, Square Foot Gardening etc. Organisations such as Bhoomi Foundation also hold regular workshops and classes to teach an ever-growing community of backyard gardeners. Bhoomi's regular Organic and Terrace Gardening workshop is almost always over-subscribed and there is usually a wait list, says Seetha Ananthaswami, the director of Bhoomi College and founder of Bhoomi Network. "Compared to even five years ago, the local movement has definitely grown in Bangalore and many more people are aware of the environmental costs involved in transporting food over long distances and the personal costs in raising food laden with pesticides. Besides, people enjoy growing things, and then eating what they have grown," Ananthaswami told TOI in an interview a few months ago.

SAKALA

A mission that has changed the running from pillar to post culture in Karnataka, Sakala has reaffirmed nearly 35 lakh citizens' faith in democracy. It's a scheme under the Karnataka Guarantee of Services to Citizens System Bill to ensure delivery of service within a stipulated time. Launched on March 1, 2012, Sakala ensures that any citizen can complain about delay or default in a government service delivery and seek monetary compensation. The service also updates applicants on the progress of a request through SMS. It encompasses 275 services, such as birth and death certificates, vehicle registrations, ration cards, land conversion etc. Sakala's delivery rate is phenomenal and more than 99% applications have been cleared. It has been recognised as a model scheme and state governments such as Punjab and Andhra Pradesh as well as government agencies from Pakistan, France and USA have taken note of the scheme.

COMMUNITY WASTE MANAGEMENT

BMP's waste segregation initiatives have often flourished but one apartment complex is a zero-waste contributor. Residents of Shobha Althea and Azalea enclave near Yelahanka have set an example for bulk generators of waste across cities. Not a scrap of over 100 kg of waste generated from 100-odd apartments and 26 villas goes out of the apartment complex. Residents segregate garbage into 21 types. The apartment has a full-fledged vermicompost plant that composts 100 kg of kitchen waste and garden waste, used as fertilizer. The green committee of this community is in touch with recycling firms, which buy recyclable materials, and the money is used to incentivise housekeepers. Every household also contributes by segregating waste into three categories: for dry waste, wet and biowaste.

TRINITY CARE FOUNDATION

A Bangalore-based NGO that goes in search of children with facial deformities and gets them treated by experts. Started by Dr Tony Varghese Thomas and five other public health professionals in 2007, the organisation has helped 128 under-privileged children in the state by fixing facial deformities such as cleft palates. A team of public health professionals consisting of a physician, paediatrician, gynaecologist, ophthalmologist and dental surgeon visits hamlets in Bangalore Rural and Kolar and distributes medicines for free. The expert team evaluates kids and treats them surgically, often giving free speech therapy too. The medical intervention helps children gain self-esteem and lead more normal lives. Not just this, the NGO also undertakes regular health check-ups for about 6,000 government schools within a 100km radius of rural Bangalore.

THE UGLY INDIAN



The Ugly Indians have only one motto: Kaam Chalu. Moesh Banihi. No lectures, no activism, just work. Started in 2010 by an anonymous group of volunteers who started out by cleaning (what they call "spot bang") Bangalore's Church Street, the movement—for it is a movement now—has spread to other cities in Karnataka and increasingly, across India. Now there are Ugly Indians in apartment complexes, IT companies, schools and colleges, and one can see them out on the streets, basic tools in hand, fixing pavements, cleaning up garbage, removing unauthorized posters, painting walls and planting saplings. Every week, at least four to five spot fixes are conducted in Bangalore alone. The Ugly Indian Facebook page is a hive of activity, and every day sees new posts from teams in cities like Ludhiana, Agra, Kanpur, Vishakhapatnam, Hyderabad, Mumbai, Pune, Chennai and Hyderabad who have cleaned up their cities, one corner at a time.

FRIENDS OF ELEPHANTS

Friends of Elephants (FOE) is an informal group of animal lovers who members have a common dream—to contribute towards elephant conservation and welfare. The group proposes to design educational and research programmes on elephants, empower forest watchers, conduct training sessions, help in providing educational support to watchers' families and sponsor a child's education. The group helps mahouts and their families, so that they can be motivated to treat elephants under their care better. FOE was started by Suresh Kumar of the Asian elephant research & conservation programme, IISc. The organisation plans to extend the ambit and include chapters in different regions, and wants to be part of an informal coalition of global organisations that all have the welfare of elephants at heart.

SAVE BANGALORE LAKES TRUST

The Save Bangalore Lakes Trust was created a few months ago to enable numerous citizens groups working towards lake rejuvenation in Bangalore to come together on a common platform, but it represents a solid body of work put in by many of the individual groups. The trust aims to consolidate and organize the citizen groups that have been working towards saving Bangalore's 39 lakes. Several of these groups have seen unprecedented success in engaging with local government and civic agencies to create awareness about Bangalore's lakes and why they are dying out, and in physically rescuing some of these lakes from silting, encroachment and rampant sewage disposal. Some of the most successful local lake bodies are the Putterahalli Lake Trust and the Kalkonranahalli Lake Trust, and their members recognize the need to share their expertise with other citizen activists, in Bangalore and elsewhere in the state.

GREENSCRAPS

Sangeetha Kadur and Shilpaashree, fine arts professionals in Bangalore, started GreenScraps—an initiative to make children track their own moments with nature. Journaling is the best way to capture the many facets of nature, they believe. Into its fourth year now, GreenScraps workshops engage children above eight years and teach them to be up, close and personal with nature. Children are asked to observe and record weather, first impressions, cloud pattern, ground habitats, landscapes, behaviour and personal feelings. The workshops are usually spread over five days of two and half hours where they get to go to a particular place, see and feel the trees, flowers, insects, and record them in their own journals, which are colourful scrap books. Workshops are held mostly in Lalbagh and Putterahalli lake during the summer holidays.

Written and compiled by Shravanji Bagchi, Anagala Ray, Prachi Ingole and Aravind K. Bhatkar. M Rohin Dhanekar



Property registration softwares integrated

Bangalore, Aug 6, 2014, DHNS:

The Stamps and Registration Department has directed all sub-registrars to verify details of gramathana sites (plots located in the jurisdiction of panchayats) on e-swatthu software before registering the properties.

The department has, in a recent circular, said that Kaveri (Karnataka Valuation and e-Registration) software and e-swatthu, a software developed by the Rural Development and Panchayat Raj (RDPR) department to digitise all documents pertaining to properties in panchayat limits, have been integrated. The sub-registrars should, therefore, verify all details of gramathana sites before registration.

If a property is not located in e-swatthu, sub-registrars should issue an endorsement to that effect. Disciplinary action will be initiated against those who do not follow the procedure, the department has warned in the circular.

The government has already made it mandatory to submit only computer-generated forms 9 and 11-a or 11-b (also called khata documents) at the time of property transaction in panchayat areas.

Handwritten documents are not accepted by the sub-registrars. While form 11-a is for plots formed without violation, 11-b is for those with minor violations.

This has been done to prevent fraudulent transactions, especially on the outskirts of major cities like Bangalore.

Separate Cell to Tap CSR Funds Mooted

Bangalore, Aug 6, 2014

BANGALORE: Eyeing for new avenues to mobilise resources for its various welfare programmes, the State government is now looking at corporate houses, which have to spend a part of their profit on welfare programmes as part of their Corporate Social Responsibility (CSR).

The government is contemplating setting up a separate cell for contacting corporate houses and IT majors based in Bangalore and other parts of the state to involve them in its welfare programmes like providing drinking water in rural areas, setting up water purification plants in areas where water is contaminated with fluoride, providing modern equipment for hospitals, construction of toilets, class rooms, setting up science and computer laboratories in schools.

According to the New Companies Act, companies with networth of `500 crore or more, or having a turnover of `1,000 crore or more and those which record a net profit of `5 crore or more during any financial year would have to spend at least 2 per cent of the average net profits for the preceding three years on Corporate Social Responsibility initiatives.

“Karnataka has a huge potential to tap funds under the CSR as there are hundreds of big companies, multinational companies and IT giants based in Bangalore. We need an organised, co-ordinated approach to channelise these funds for our welfare programmes. We are yet to start the process of listing such potential companies. The process will be started soon,” said Law and Parliamentary Affairs Minister T B Jayachandra, speaking to express. The Minister also stated that he would discuss the issue with Chief Minister Siddaramaiah soon on setting up a separate cell to tap Corporate Social Responsibility funds. It would be appropriate to have the cell under the Industries Department, which is headed by the Chief Minister.

GE Joins Hands for Sakala- The government has already made a beginning in this regard with General Electric (Global Operations) joining hands with the Sakala programme, to ensure timely rendering of services for citizens from various government departments and agencies. General Electric would provide financial assistance for setting up Sakala kiosks in rural areas as self employment initiative for rural youths, the company’s volunteers would provide training for rural youths to avail the Sakala services, Jayachandra said.

The companies would also look out for scope for their brand promotion and other benefits in return for their initiatives. “The State government could hope for at least `1,000 crore annually by conservative estimates,” Jayachandra said.

Remote areas to gain app-enabled net access

Bangalore , Aug 11, 2014, DHNS:



Coalition of Facebook, Samsung promises to bring low-cost Internet access to those in underserved regions

Silicon Valley was once content to dominate the tech world. But recently, its leading companies have ventured deep into areas well outside its traditional bailiwick, most notably international development - promising to transform a field once dominated by national governments and international institutions into a permanent playground of hackathons and app-fuelled disruption.

To observe this venture humanitarianism in action, look no further than Internet.org, a coalition of Facebook, Samsung and several other large tech companies that promises to bring low-cost Internet access to people in underserved parts of the world via smartphones.

It has organised “efficiency hackathons,” where developers build apps that work on older phones, and it has lobbied cell providers not to charge for “essential” data usage, like weather apps and Wikipedia.

Leading the charge for Internet.org is Facebook’s chief executive, Mark Zuckerberg. His vision is ambitious: Facebook recently bought a small drone maker so that it can one day beam connectivity from the sky.

The goal of providing universal, affordable Internet access is a laudatory one. But there’s more to the

nonprofit-tinged “dot.org” agenda than meets the eye, and its subtext is indicative of a bigger problem with Silicon Valley “solutionism” - the belief that the tech industry could and should solve all of life’s problems.

Begin with the fact that while something called “Internet.org” might presumably give the developing world access to the same content enjoyed elsewhere, it does so under very peculiar conditions. Aside from a handful of useful apps, it delivers only Facebook, and any services - from education to banking to health - that agree to make Facebook their middleman.

An under-discussed aspect of the Internet.org strategy - which has been tried in the Philippines, Paraguay and Tanzania - is the “pay-as-you-app” model, which charges users different rates for data consumed by different apps. Thus, while all apps are equal, some are more equal than others, in that Internet.org will subsidize them, while data consumed by other, “less equal” apps will be charged on an individual basis.

This setup might appeal to members of the Internet.org coalition (not to mention mobile operators), but the rest of us would find it outrageous in many other contexts: Imagine your water meter giving you free quick showers but charging you for a bath.

And this is the profit-driven assumption behind Internet.org’s alleged beneficence: Once it gets enough people to take its free digital showers, more users will reach into their pockets to take a digital bath.

While most folks may consider such thinking nefarious, Silicon Valley thinks it’s virtuous. As Zuckerberg put it in an essay on Internet.org this year, one of its goals is to show “people why it’s rational and good for them to spend the limited money they have on the Internet.”

But this model also shows something else: If you run a website or an app, it’s also rational for you to move them inside Facebook’s ecosystem, so that your audience will not have to pay to access it. When a journalist remarked that Internet.org sounded like a gateway drug, Zuckerberg retorted that he preferred to think about it as an “on-ramp to the Internet” - an on-ramp that would shunt an increasing amount of content through Facebook, giving it enormous influence over not just how its users got access to entertainment or news, but also how they received education, health, banking and other social services.

Consider the role of “identity services,” the mesh of publicly issued identifications that has traditionally meant things like driver’s licenses and Social Security numbers, but has come to include things like Facebook accounts. In a short essay outlining the vision behind Internet.org, Zuckerberg says one of its goals is to offer credit and identity infrastructure “that is still nascent in many developing countries.” Such services might be of some help in developing countries. But is Facebook the best entity to provide them?

One startup that demonstrates how all this might work is Lenddo, a lender that operates exclusively in the developing world. It provides credit by assessing the applicant’s activity on social media sites.

For Lenddo, Internet.org is great: The more time its applicants spend inside Facebook, the better it can assess their suitability for credit. However, with Facebook as a key provider of identity infrastructure for other services, it's not clear just where the borders for such tracking - and users' anxiety over it - would stop. Whatever homilies Zuckerberg might deliver in Sun Valley, Facebook and its allies are for-profit companies, whose interests fundamentally diverge from those of everyday citizens.

Communication infra

To be sure, the "Internet" in "Internet.org" is not a natural resource that looks and costs the same everywhere based on its inherent features. It is a result of complex, controversial policy decisions over the use and ownership of communication infrastructure.

These decisions follow years of lobbying and clever manipulation of national and international bodies by telecom operators, and are a direct consequence of various privatization and liberalization reforms in those countries.

Facebook, because of its own long-term interest in expanding its advertising reach in the developing world, can make that Internet more accessible. But to accept its bargain is to abandon the fight to create different institutional arrangements - say, to rein in the power of telecom operators and provide cheaper, more equitable services.

Nor should we accept a development agenda that gives students no option but to surrender their data to Facebook or pay for online courses (in Rwanda, Internet.org is offering such courses - with Facebook as an intermediary). The answer given by telecom operators - and tacitly endorsed by Internet.org - is that there's simply no other alternative: that the market always knows best, and that connectivity itself, beyond some basic threshold determined by Facebook and its partners, ought to be treated as a commodity.

Any emergent social movements concerned with matters of universal and affordable connectivity - as opposed to the corporatism of Silicon Valley - should not take this premise for granted. Nor should they fall for the pseudo-humanitarian rhetoric of rights espoused by technology companies.

Whenever Mark Zuckerberg says that "connectivity is a human right," as he put it in his Internet.org essay, you should think twice before agreeing. There is, after all, little joy in obtaining free access to an empty library, or browsing a bookstore with empty pockets - which is, in effect, what Internet.org offers, while holding out the promise of robust content, if users will pay, a few cents at a time, for the privilege.

In this way, Facebook and Internet.org are following a well-trod path. As the World Bank has demonstrated, when development becomes just a means of making a buck, the losers will always be the people at the bottom. Thus, to Silicon Valley's question of "Is Internet access a human right?" one could respond by turning the tables: What kind of "Internet," and what kind of "access"?

The Statesman

STATESMAN NEWS SERVICE

Bangalore, 18 July

France to learn from Karnataka's Sakala

Sakala or on-time service initiative of the state government, has now attracted France which is getting ready to send its students to learn from the programme.

This follows a meeting between the state law minister, Mr TB Jaychandra, and Consul General of France, Mr Eric Lavertu, here today. A team of French diplomats spent time with the authorities here to know more about the successful programme under which more than 400 government services are covered and which ensures delivery of service within a stipulated time. France showed interest in sending students to learn more about the Sakala mission besides understanding its success in responding to over four crore applicants since its launch merely two years ago. Mr Jaychandra assured full support from the government in this endeavour.

Dr. Shalini Rajneesh, mission director, Sakala, on her part, said that under the on-time service initiative the state government had already partnered with IIT, Chennai, and Delhi School of Economics on an eight week long internship project. The students from these institutes had completed their internship and submitted a report.

In the event the officials concerned fail to provide the service including a birth or death certificate or a relevant permit, for example, they are penalised with the amount being deducted from their salary.

Running around for affidavits to end, self-declaration to take off soon

Soon there will be a day when affidavits and notary attestations are not required for most works in Karnataka. Government has implemented self-declaration system.

[Nikita Malusare](#)

, 25 Jun 2014 , Citizen Matters

The Karnataka government introduced provision for self declaration in many services by various departments recently. The scheme is expected to be implemented in most departments by mid-July. However, here is the hitch: the mechanism to check the truthfulness of the statement made in the declaration is not foolproof yet. This calls for more transparency from the government, in order to prevent corruption.



The first department to fall in line is the Revenue Department. An official from the Department of Administrative Reforms says, "Revenue department has already introduced this initiative with citizens getting most of the certificates (caste, income, profession etc), social security pensions (old age pension, destitute widow pension, physically handicap pension, Sandhya Suraksha Yojana) etc without submitting affidavits with application. Instead they can just give one self-declaration in plain white paper, and an identity card."

Scheme meant to be citizen-friendly

Once the scheme takes off, one does not have to run from pillar to post to notarise affidavits for availing many basic services. On April 28, 2014, after receiving approval from the State Cabinet and 25 government departments, Karnataka's Law and Parliamentary Affairs Minister, T B Jayachandra had briefed the press that in two months, the need to submit

self-sworn affidavits for basic services would be gone and all the departments would soon accept self-declaration. This act of making administration citizen-friendly was taken following a proposal by the Department of Public Administration and Reforms, Government of India, which followed the successful implementation of the self-declaration programme in Punjab.

Aiming to save time and money

Until now, to avail certificates from government departments, one had to submit affidavits attested by notaries or magistrates. Many a times, procuring such a simple document would cause unnecessary delay and spending of money. Buying Rs.20 stamp paper, locating a deed typewriter and paying whatever sum the notary or the magistrate would demand as their fee — were tiresome. With the new procedure, the government aims to eliminate all these and makes it as easy as taking a white sheet, pen, writing it and handing it over. State cabinet has ordered all departments to study their services and report back within two months about the services that can make use of self-declarations instead of sworn affidavits.

How are the self-declarations checked?

Once the documents are submitted along with a self-declaration, the enquiry officers appointed in each department will go on field and verify the documents. They will make their report on the findings of their field visit and submit it to the officer in charge of sanctioning the certificates. Therefore, the onus lies with the department officer. In Revenue Department's case, it is the Assistant Revenue Officer or Revenue Officer who will sanction certificates.

Principal Secretary of Department of Public Administrative Reforms Shalini Rajneesh explains how the department will check false declarations. "We have our own staff who is appointed and paid to carry out local enquiry. Each service has stipulated time period for enquiry and they need to investigate within that time frame." So isn't there a scope for corruption? Yes. If somebody wants to be corrupt, they can. And if a citizen wants to be a victim or a fraudster, he/she can.

Will countering corruption be a challenge?

Says an official on condition of anonymity: "If the verifying officer takes money against the law, it would be very difficult to catch hold of him. What can we do of such people? There is always an escape for such people but with the help of citizens we can handle such corruption... Corruption is an internal problem at the grass root level. It is possible to tackle it only with the help of proactive citizens. Citizens can complain against such officers to their

higher authorities in such cases, make use of Sakala and RTI to get to know the right procedures to follow, etc."

"Notarising the documents doesn't add any value to the process. The government should trust its citizen directly rather than relying a notary," says Sridhar Pabbisetty, who is the Chief Enabler of Centre for Inclusive Governance, supporting the decision of the government to do away with affidavits. "The next step is to ensure transparency in the system, where one can look up all the declarations that impact one's life," he adds, suggesting means to tackle corruption in all levels through RTI, Sakala and other ways.

"Government should also focus on making it easier for citizens to access the information that impacts them," he suggests, pointing that section 4.1.a and 4.1.b of the RTI act should be followed by all government departments, which is not done at present.

The above sections mandate the government departments to make public the particulars of the organization, functions and duties, rules, regulations, instructions, manuals and records, statements of boards, councils, committees, directory of officers and employees, their monthly remuneration details, budget details for the financial year, particulars of facilities available to citizens, name and designation of Public Information Officers. These help the public in countering the irregularities.

Important services not included in self declaration

Not all services can be brought under self-declaration program. An official from the Department of Administrative Reforms said, "Services that statutorily demand affidavits will be exempted from this programme." These services include, "Signing MOU (agreement) in affidavit to get work orders after tender process is over, site allotment from BDA and other urban development authorities, receipt of payments as compensation from government (especially after land acquisition-KIADB) etc." Citing more examples, Principal Secretary of Department of Public Administrative Reforms Shalini Rajneesh says that services that may pose risk to the security of public at large will need affidavits. She says, "In case of arms licence, self-declarations will not be accepted. The affidavit is legally necessary as risk to the security of public at large is involved."

How should one give self-declarations?

Such an initiative is already implemented by central government agencies like Passport and Income Tax Department. These agencies provide declaration forms, while Government of Karnataka has not provided declaration forms. Self-declarations can be given in plain white paper duly signed by the applicant. The letter must have the personal details like name, age, place of residence, taluk, state and what does he or she want to procure.

At the end of every declaration, one needs to write one statement stating that, "All the information provided is true to the best of my knowledge. If any information is found to be false, I understand that it will be held punishable under the appropriate IPC code."

Shalini Rajneesh confirms that there is not going to be any standard declaration form: "We don't have any standard text format, as every service has a different format to follow. So we can't standardise them. They have to make their own declaration." According to DPAR, this will not cause any problem. An official on condition of anonymity, adds: "However, the departments cannot reject the declaration given by the citizens, for having no standard text. Based on the given declaration, the officers need to go on field visit and verify the documents and submit their report." It is also possible that over time, each department can develop their own standard declaration forms. One can also put the text that would have gone into the notarised affidavit.

Can we self-attest the certificates?

This self-declaration programme doesn't give power to the deponent or the individual applying for certificates to attest his own documents or certificates. It is also not applicable to affidavits before the Court. Officials from the Department said there is difference between self-attestation and self-declaration. "Do not confuse self-attestation with self-declaration. One cannot self-attest the documents in these programmes. You can only declare that the information given is true."

What if the information provided is false?

Government has gone ahead with this program as penal provision for providing false information is already in place. Indian Penal Code sections such as 177, 193, 199 and 200 deal with the implications of any false information/ evidence/ disclosure/ declaration made by the people. The imposition of penalties, fines, registration of criminal cases and even imprisonment can be done.

Section 177:

If the information submitted is found by the officer to be false then the deponent will be punished with an imprisonment for a term which may extend to six months, or with fine which may extend to Rs. 1000/- or both.

Section 193

Whoever intentionally gives false evidence in any stage of a judicial proceeding, or fabricates false evidence can be punished with imprisonment extending upto seven years, and will be liable to fine. Whoever intentionally gives or fabricates false evidence in any other

case, shall be punished with imprisonment for a term which may extend to three years, and shall also be liable to fine.

Section 199:

False statement made in declaration which is by law receivable as evidence — whoever, in any declaration made or subscribed by him, that will be given to any court or public servant or other person as evidence of any fact, makes any statement which is false with full knowledge of it being false, can be punished in the same manner as in the case of false evidence.

Project to take off in mid-July

The government authorities have asked all the departments to gear up for the process, Shalini Rajneesh, Principal Secretary Department of Administrative Reforms says: “Two months’ time was given to implement this plan. Already a month has been passed. By mid-July, we want all the departments to do away with the need to procure notarised affidavit for some services at least. We have sent notification to all the heads of departments to soon adopt the programme and issue notices that will ban the use notarised affidavits and start accepting self declarations instead, wherever possible.”



Two Bills tabled in Karnataka

Updated: July 1, 2014 11:51 IST

The Karnataka Sakala Services (Amendment) Bill, 2014, was tabled in the Legislative Assembly on Monday to encourage public authorities to deliver services electronically or through post to the citizen.

Minister for Law and Parliamentary Affairs and Animal Husbandry T. B. Jayachandra tabled the Bill and said it envisaged recovering compensatory cost from guilty officials and punish those who defeat the purpose of the Act. The other objective of the Bill is to initiate disciplinary proceedings against the designated officer or competent officer or Appellate Authority for failing to deliver citizen-related services, or dispose of appeals within the stipulated time.

Karnataka Assembly Passes Bill to Deliver Public Services Electronically

Updated: July 04, 2014 00:57 IST

Bangalore: A bill seeking to encourage public authorities to deliver services electronically or through post to the citizens and providing for disciplinary action against officials for failure to act in a stipulated time was today passed by the Karnataka Assembly.

The Karnataka Sakala Services (Amendment) Bill, 2014, passed by voice-vote, also envisaged recovering compensatory cost from the guilty officers and punish the officials who defeat the purpose of the Act.

"The Bill will encourage public authorities to deliver services electronically or through post to the citizen in phased manner," Law and Parliamentary Minister T B Jayachandra told the assembly.

The other aim of the Bill was to initiate disciplinary proceedings against designated officer or competent officer or appellate authority who fails to deliver citizen-related services or dispose appeal within stipulated time, Mr Jayachandra said.

"Every appellate authority or competent officer designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of Rs. 2 per day for the period of delay subject to a maximum of Rs. 500 per application, in aggregate, if there is no ban or restriction from the government to provide the same," he said.

"If any officer fails to deliver the citizen related service or dispose appeals within the stipulated time for more than seven times, he shall be subject to inquiry by the concerned disciplinary authority and if found guilty, prepare a report against the concerned officer and submit it to the government, Mr Jayachandra added.



Sri Siddaramaiah
Hon'ble Chief Minister




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Sri T.B. Jayachandra
Hon'ble Minister for Law, Justice,
Parliamentary Affairs & Animal Husbandry



Sri R. Roshan Baig
Hon'ble Minister for Infrastructure
Development, Information & Haj

**ADVANTAGE
CITIZENS
National Level
Workshop**

Date 13th June 2014
Time - 10 am
Venue: Conference Hall,
Vidhana Soudha

Inauguration By
Sri T.B. Jayachandra
Hon'ble Minister for Law, Justice,
Parliamentary Affairs & Animal Husbandry.

Presided By
Sri Kaushik Mukherjee, IAS
Chief Secretary
Government Of Karnataka

Valedictory Function
Presided by
Sri Roshan Baig
Hon'ble Minister for Information,
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AWARD FOR OUTSTANDING
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3
NATIONAL AWARD FOR THE
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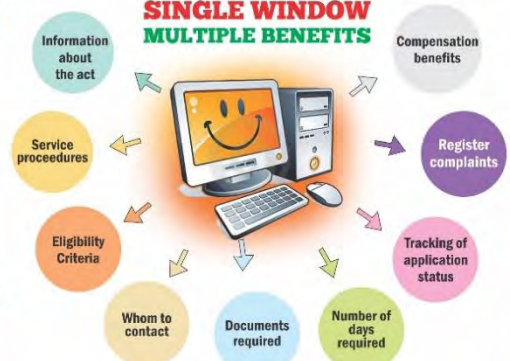
Of the people

- Services within the stipulated time
- Issuance of acknowledgment to applicants mandatory
- List of services with details on the notice Board
- For the delay in delivering services cash compensation
- Attending to applicant's appeal within stipulated time.

For the people

- Officials are bound by time to deliver services
- Compensation at ₹20/- per day up to ₹500/-
- Help Desks at District and taluk levels
- For information complaints contact
Call Centre (080-44554455)
- Disposal of petitions within stipulated time.


**SINGLE WINDOW
MULTIPLE BENEFITS**



SAKALA-people's favourite

Addition of Services (started with 151)

1st Year: 114
2nd Year: 213



SAKALA Proactive, Progressive

- Self declarations in place of Affidavit
- Services earlier given in Taluk now in Hobli
- Birth Certificates at Government hospitals after delivery
- Exemption of Domicile Certificate by Housing Board
- Police verification for passport application-time reduced from 90 to 20 days

IMRB Survey

- 99% of citizens are happy/very happy with SAKALA
- 99% of citizens found employees polite and helpful
- 95% of citizens found it easy to apply now

SAKALA - Ahead of time

SERVICE DELIVERY	STIPULATED TIME	AVERAGE TIME
Residence Certificate	7	5
Issue of C Form Declaration	10	3
NOC for Passport Verification	20	11
Caste Certificate	21	10
Income Certificate	21	9
Vehicle Registration	30	11
Driving License	30	4
Receipt/Disposal of Petitions	45	8
Change of Khata	60	21
Sandhya Suraksha	70	44

For Information / Complaints Contact : 080-44554455

Website : www.sakala.kar.nic.in E-mail : sakala@nic.in

www.facebook.com/pages/Sakala-Government-of-Karnataka/518317854873012

<http://youtube.com/krwUr1abtiu> <https://twitter.com/ShaliniRajneesh>



SAKALA

No more delays... We deliver on Time

2 Years

DEDICATED TO CITIZENS



Karnataka Model. Nation's Pride

Highlights

47 Departments

478 Services

5,00,00,000 Beneficiaries



Sri. Siddaramaiah
Hon'ble Chief Minister



Sri. T. B. Jayachandra
Hon'ble Minister for Law, Justice,
Parliamentary Affairs and Animal Husbandry.



Sri. R. Roshan Baig
Hon'ble Minister for Information,
Infrastructure Development and Haj



BY THE PEOPLE

KARNATAKA SAKALA SERVICES ACT 2011
NAMED BY THE PEOPLE.

OF THE PEOPLE-RESPONSIBILITY OF EMPLOYEES

- List of services on office notice board
- Issuance of computerized acknowledgement to the applicants mandatory
- Provide services within the stipulated time
- Cash compensation for delay in service delivery
- Attend appeal/complaints within stipulated time

FOR THE PEOPLE-EASY STEPS FOR CITIZEN SERVICES

- Time bound citizen services now a matter of Right
- Helpdesks at district/taluk levels
- Computer generated acknowledgement receipt. Register your mobile number for SMS updates and application tracking
- For info/complaints call helpline 080-44554455
- Compensation of Rs.20/- per day upto maximum of Rs.500/- for each day of delay
- Assured time bound disposal of appeals by competent officer and appellate authority

IMRB Survey



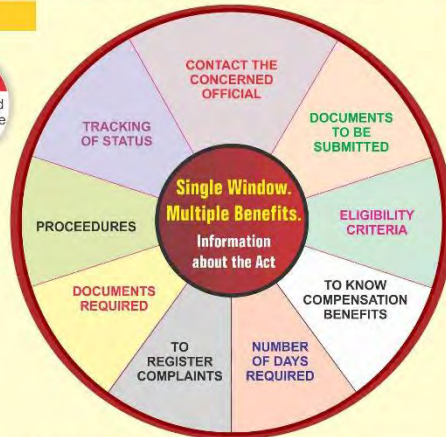
99%
of citizens are very happy

95%
of citizens found it easy to apply

99%
of citizens found employees polite and helpful

SAKALA - Proactive, Progressive.

- Self declarations in place of Affidavit
 - Services earlier given in Taluk now in Hobli
- Birth Certificates issues at government hospitals after delivery
- Exemption of Domicile Certificate by Housing Board
- Police verification for passport application-time reduced from 90 to 20 days



SAKALA - Awards Galore

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

SAKALA - Ahead of Time Service Delivery	STIPULATED Time	AVERAGE Time
	(No. of Days)	
Residence Certificate	7	5
Issue of C Form Declaration	10	3
NOC for Passport Verification	20	11
Caste Certificate	21	10
Income Certificate	21	9
Vehicle Registration	30	11
Driving License	30	4
Receipt/Disposal of Petitions	45	8
Change of Khata	60	21
Sandhya Suraksha	70	44

Advantage Citizens

National Level Workshop on the occasion of 2nd Year Anniversary of SAKALA

Inauguration by : Sri. T. B. Jayachandra
Hon'ble Minister for Law, Justice, Parliamentary Affairs and Animal Husbandry.

Presided by: Sri. Kaushik Mukherji, IAS
Chief Secretary, Government of Karnataka

Venue : Conference Hall, Vidhana Soudha

Date : 13th June 2014 | Time: 10:00 a.m.

Valedictory Function

Presided by: Sri. Roshan Baig
Hon'ble Minister for Information, Infrastructure & Haj

Contact SAKALA: 080-2203 2825

E-mail : sakala@nic.in

Website: www.sakala.kar.nic.in




Published by: Director, Department of Information

karnataka information


No more delays... We deliver on time.

KARNATAKA MODEL, NATION'S PRIDE.

SUCCESSFUL
2
YEARS



Sakala



GOVERNMENT OF
KARNATAKA

SINGLE WINDOW.
MULTIPLE
BENEFITS

TO KNOW
COMPENSATION
BENEFITS

INFORMATION
ABOUT THE ACT

TO REGISTER
COMPLAINTS

TRACKING OF
APPLICATION
STATUS

NUMBER
OF DAYS
REQUIRED

DOCUMENTS
TO BE
SUBMITTED

DOCUMENTS
REQUIRED

WHOM TO
CONTACT

ELIGIBILITY
CRITERIA

PROCEDURES/
SERVICES

**CELEBRATING THE MOST
SUCCESSFUL SAKALA
DEDICATED TO CITIZENS**

**47 Departments
478 Services
5,00,00,000 Beneficiaries**

BY THE PEOPLE KARNATAKA SAKALA SERVICES ACT 2011 NAMED BY THE PEOPLE	OF THE PEOPLE RESPONSIBILITY OF EMPLOYEES	FOR THE PEOPLE EASY STEPS FOR CITIZENS
 Sakala is ISO 9001-2008 Certified (2014)	<ul style="list-style-type: none"> * List of services on office notice board * Computerized acknowledgement to the applicants Mandatory * Provide services within the stipulated time * Cash compensation for delay in service delivery * Attend appeal/complaints within stipulated time 	<ul style="list-style-type: none"> * Time bound citizen services now a matter of Right * Helpdesks at district/taluk levels for citizens * Register your mobile number for SMS updates and application tracking * Compensation of Rs.20/- per day for each day of delay/default up to maximum of Rs.500/- by the Government * Register appeals on 080-44554455



- SAKALA - AWARDS GALORE**
- GOOGLE CUB INNOVATOR AWARD (2012)
 - NATIONAL E-GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)
 - NATIONAL AWARD IN GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA D.L.SHAH QUALITY AWARDS (2014)

ADVANTAGE CITIZENS

NATIONAL LEVEL WORKSHOP

on the occasion of 2nd Anniversary of SAKALA

Inauguration By **Shri. T. B. Jayachandra**
Hon'ble Minister For Law, Justice, Parliamentary Affairs & Animal Husbandary

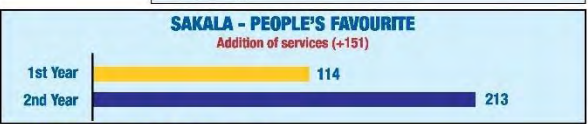
Presided By **Shri. Kaushik Mukherjee, IAS**
Chief Secretary, Government Of Karnataka

Venue: **Conference Hall, Vidhana Soudha** • Date: **13-06-2014** • Time: **10 am**

Valedictory Function

Presided by:
Shri R. Roshan Baig
Hon'ble Minister for Information, Infrastructure Development & I&J

Live streaming of National workshop on



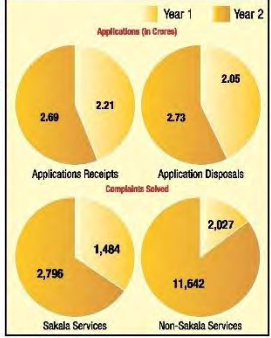
- SAKALA - Proactive. Progressive.**
- * Self declarations in place of Affidavit
 - * Services earlier given in Taluk now in Hobli
 - * Birth Certificates at government hospitals after delivery
 - * Exemption of Domicile Certificate by Housing Board
 - * Police verification for passport application-time reduced from 90 to 20 days

IMRB SURVEY

- * 99% of citizens are happy/very happy with SAKALA
- * 99% of citizens found employees polite and helpful
- * 96% of citizens found it easy to apply now

SAKALA - Ahead of time

SERVICE DELIVERY	Time in days	
	STIPULATED TIME	AVERAGE TIME
Residence Certificate	7	5
Issue of C Form Declaration	10	3
NOC for Passport Verification	20	11
Caste Certificate	21	10
Income Certificate	21	9
Vehicle Registration	30	11
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Receipt/Disposal of Petitions	45	8
Change of Khata	60	21
Sandhya Suraksha	70	44



FOR INFO AND COMPLAINTS CALL 080-4455 4455

www.facebook.com/pages/sakala-government-of-karnataka/518317854873012
[YouTube - http://youtu.be/krwUrtabtiw](https://www.youtube.com/watch?v=krwUrtabtiw) [Twitter - https://twitter.com/ShainiRajneesh](https://twitter.com/ShainiRajneesh)
 Web - www.sakala.kar.nic.in Mail - prsar-dpar@karnataka.gov.in / sakala@nic.in App - mobile.karnataka.gov.in



Sri Siddaramaiah
Hon'ble Chief Minister



KARNATAKA MODEL. NATION'S PRIDE.

SAKALA

No more delays... We deliver on time.



Sri T. B. Jayachandra
Hon'ble Minister for
Law, Justice,
Parliamentary Affairs &
Animal Husbandary.



Sri R. Roshan Baig
Hon'ble Minister for
Infrastructure Development,
Information & Haj



DEDICATED TO CITIZENS

47 DEPARTMENTS
478 SERVICES
5,000+ BENEFICIARIES

BY THE PEOPLE

Sakala is ISO 9001:2008 certified (2014)

KARNATAKA CITIZEN SERVICES ACT 2011 NAMED BY THE PEOPLE.

OF THE PEOPLE

RESPONSIBILITY OF EMPLOYEES

- List of services on office notice board
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FOR THE PEOPLE

EASY STEPS FOR CITIZENS

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- Register appeals on 080-44554455

SAKALA - People's Favourite

Addition of Services (+151)

1st Year	114
2nd Year	213

Applications (in Crores)

Category	1st Year	2nd Year
Application Receipts	2.21	2.69
Application Disposals	2.05	2.73

Complaints Solved

Category	1st Year	2nd Year
Sakala Services	1484	2794
Non Sakala Services	2027	11642

SINGLE WINDOW. MULTIPLE BENEFITS.

- INFORMATION ABOUT THE ACT
- TRACKING OF APPLICATION STATUS
- DOCUMENTS TO BE SUBMITTED
- WHOM TO CONTACT
- ELIGIBILITY CRITERIA
- PROCEDURES / SERVICES
- NUMBER OF DAYS REQUIRED

FOR INFO & COMPLAINTS CALL - 080 4455 4455

Web - www.sakala.kar.nic.in
 Mail - prsar-dpar@karnataka.gov.in / sakala@nic.in
 App - mobile.karnataka.gov.in
 Facebook - www.facebook.com/pages/sakala-government-of-karnataka/518317854873012
 YouTube - <http://youtu.be/krwUr1abtiv>
 Twitter - <https://twitter.com/ShaliniRajneesh>

SAKALA - Ahead of time

SERVICE DELIVERY	Time in days	
	STIPULATED TIME	AVERAGE TIME
Residence Certificate	7	5
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ADVANTAGE CITIZENS National Level Workshop

on the occasion of 2nd Anniversary of SAKALA

Inauguration By :
Shri T. B. Jayachandra
 Hon'ble Minister for Law, Justice, Parliamentary Affairs & Animal Husbandary.

Presided By :
Shri Kaushik Mukherjee, IAS
 Chief Secretary, Government Of Karnataka

Venue:
 Conference Hall, Vidhana Soudha
 Date 13th June 2014 Time - 10 am

Valedictory Function
Presided by:
Shri R. Roshan Baig
 Hon'ble Minister for Infrastructure Development, Information & Haj

Live streaming of National workshop on

Updated: June 14, 2014 14:10 IST



Minister for Law and Parliamentary Affairs T.B. Jayachandra, Sakala Mission Director Shalini Rajneesh and Chief Postmaster General M.S. Ramanujan at the signing of the memorandum of understanding with the Department of Posts for extending Sakala services through post offices, in Bangalore on Friday. — PHOTO: SAMPATH KUMAR G.P.

India Posts' State-wide network to be used for scheme

Sakala is set to benefit villages with the State government and the Department of Posts signing a Memorandum of Understanding to implement the programme utilising its State-wide network of over 8,500 post offices, on Friday. The scheme aims to standardise and simplify citizen service delivery systems, and will be implemented after training the postal staff.

According to the agreement signed between Sakala Mission Director Shalini Rajneesh and Chief Postmaster General M.S. Ramanujan, online services under Sakala would be delivered through 1,700 major post offices. The service will first be implemented in 49 offices on a pilot basis. Law and Parliamentary Affairs Minister T.B. Jayachandra, who inaugurated a workshop titled 'Advantage Citizens-2 years of Sakala', said Chief Minister Siddaramaiah wanted to enhance the level of commitment of the bureaucracy to increase efficiency so that pro-poor measures could be implemented quickly.

Mr. Jayachandra said if the lack of coordination between officials was corrected, they could collectively serve the people better. He added that 'Sakala clocks' would be installed at taluk offices utilising the MLAs' fund.

Later, speaking to presspersons, Ms. Rajneesh said the scheme would be introduced in 500 post offices immediately and in 1,000 more after three months. She said Sakala could be introduced in all the 6,000 village panchayats if the staff were trained in computers. Online services had been provided for 134 services and it would be extended to all the 478 services in 47 departments/agencies, except the Social Welfare, Energy and Agriculture departments.

Mr. Ramanujan said core-banking facility was being provided in 60 post offices in the State and it would be extended to 2,000 more by 2015-end. Chief Secretary Kaushik Mukherjee, who released a booklet on Sakala, said of the 4.87 crore applications, 4.81 crore had been cleared.



Government to bring all Sakala services online

Bangalore, June 13, 2014, DHNS:

The Department of Personnel and Administrative Reforms (DP&AR) on Friday stated that it would bring all the 478 services under Sakala scheme, online.

Celebrating the completion of two years of Sakala, Department's Principal Secretary Shalini Rajneesh said: "The entire process can be made available online in the next two months. We are approaching all the departments to facilitate the mechanism."

According to Rajneesh, barring Agriculture, Social Welfare and Energy departments which involved subsidy schemes, all other department services will be available online. "While other services are signatory papers, the three departments of agriculture, social welfare and energy involved primarily subsidy schemes. We may not find officials in these departments catering to services under Sakala, as they may fear that budgetary allocations may fluctuate for schemes. And if these schemes are not given the budgetary allocation then the officials will be held responsible for delays in the service for no fault of theirs," she said.

Postal department

Meanwhile, the DPAR has signed an MoU with the postal department to provide the current online Sakala services at 500 post offices in the State. In the initial phase, the post offices will provide 55 free services, and later it will be extended to 135 services which are currently available under the scheme.

The MoU states that Sakala services will be extended to another 1,000 post offices in the State during the next phase. It is said the postal department has a decent broadband service in these 1,500 post offices while the rest lack even a computer. In total, 8,500 post offices will cater to the Sakala services in the next two years. Earlier, giving the inaugural speech, Law Minister T B Jayachandra lauded the Sakala service and said that it was important to have proper co-ordination between political sphere and bureaucratic sphere to provide able administration.

Now, post offices to offer Sakala services

TNN | Jun 14, 2014, 03.30AM IST

BANGALORE: Now, you can walk into a post office (PO) and file a Sakala application. To ensure that more people benefit from the flagship scheme, especially in rural areas, the government has tied up with the department of posts. Under the MoU inked on Friday, post offices across the state will provide government services to citizens within a stipulated time.

MS Ramanujam, chief postmaster general, Karnataka Circle, said the facility will initially be offered in 47 POs and the number will go up to 171 in the second phase. "Eventually, we plan to cover all 10,000 POs in the state. The department of personnel and administrative reforms will train two employees from every PO on Sakala services," he said. Ramanujam was speaking at a national workshop called Advantage Citizens - Two years of Sakala.

Of the 10,000 POs, 8,000 are in rural areas and 2,000 in hoblis and urban centres, which have broadband connections.

Citizens can get some services free of cost, said Shalini Rajneesh, principal secretary, DPAR. Once PO employees undergo the requisite training, they will be given a username and password to provide online Sakala services to citizens.

Law minister TB Jayachandra said the government has received 5 crore requests for delivery of services under Sakala, of which 90% applicants have benefited. He urged the corporate sector to join hands with the government to computerize the revenue department.

... .. INDIRA, WHO TOUR GAMES IN KARNATAKA.

Paperless caste certificate from next year: Minister

DC CORRESPONDENT
BENGALURU, MAY 24

In order to put an end to the menace of fake caste certificates, the state government plans to go paperless from next year.

Addressing media persons here on Saturday, revenue minister Srinivasa Prasad said the government has decided to introduce paperless caste certificates for jobs and admission to educational institutions. The novel scheme would be implemented in a phased manner from next year, he added.

All departments would have paperless caste certificates for new recruitments, for which the revenue department would soon have a complete database of caste certificates. Caste certificate number would be issued to respective candidates through SMS. This number must be mentioned by the applicant while seeking government jobs through the reservation system. Respective government departments could verify or obtain caste certificates from the revenue department, the minister added.

He said a circular has been issued in this regard, and the



Srinivasa Prasad

■ The minister said issue of caste and income certificates directly to schools is underway. By June 20th caste certificates would be sent to respective schools by village accountants.

■ The department has received over 60 lakh applications for caste and income certificates. Due to code of conduct during Lok Sabha elections, the process of field verification could not be completed. Now, 54 per cent of field verification has been done, and the rest would be completed by June 15, the minister added.

same has been communicated to all departments. Once paperless certificate system comes into effect, fake caste certificates would vanish, he added.

The minister said issue of

caste and income certificates directly to schools is underway. By June 20th caste certificates would be sent to respective schools by village accountants. The department has received over 60 lakh applications for caste and income certificates. Due to code of conduct during Lok Sabha elections, the process of field verification could not be completed. Now, 54 per cent of field verification has been done, and the rest would be completed by June 15, the minister added.

Centralization of sub-registrars offices also underway, registrations and other works related to mutation and issuance of encumbrance certificates would be done online. Within ten months the process of online registration would begin, he added.

The minister said instructions have been given to all deputy commissioners to clear encroachment of government lands in their respective districts. He later launched a website with complete data base of government land in the state. The government has completed the database on all types of government/public land in Karnataka.

member Prithvi Reddy said: "We

THE TIMES OF INDIA

19.05.2014

Couple fights long & hard for khata

TIMES NEWS NETWORK

Bangalore: Arijit Chakravorty, an apartment owner at Mahadevpura in East Bangalore, and his wife Kavita had little clue that their application to the Bruhat Bangalore Mahanagara Palike (BBMP) for "A Khata" (a property document) would end up in a marathon run. Despite applying for khata under Sakala (government scheme for timely delivery of citizen services) and submitting all necessary documents, this couple was made to visit the BBMP office numerous times for over two months. But they did not succumb to the delaying tactics of BBMP officials, as they wanted to get the document without paying any bribe.

The couple applied for khata on February 28 this year and received an SMS that their application was approved. The approval was even reflected on the Sakala website on April 7. Yet, Palike officials made the couple run around BBMP offices in different parts of the city

TIMES VIEW

It's the irony of the times. Pay up a betterment fee to regularise illegal sites but make hapless citizens run around for a certificate when the papers are in order. The Bangalore couple who stood their ground in not paying a bribe to obtain A khata ought to be lauded for their probity and patience. At the same time, the BBMP should pull its socks up and penalize its officials who made them wait four months for the document and hassled them at every opportunity. For Bangalore to be a truly global city, its corridors of power need to be unshackled from corruption.

Kavita told TOI that BBMP officials harassed them by seeking unnecessary documents. "One day we were snubbed by revenue officers in Palike office for three to four hours saying that they are unable to find our files. They even asked

us to search for the files," she alleged.

Kavita also alleged that at the time of applying, Palike officials admitted that all necessary documents had been provided. "But later they asked us to submit a photocopy of the mother deed, which was around 1,000 pages for which we had to spend money up to Rs 10,000."

The delaying tactics to issue the khata clearly showed the officials were expecting a bribe, she alleged. "However, our intention was to get the khata without paying bribe. Thanks to Sakala officials, who helped us a lot, we finally got the khata," she added.

The Chakravortys got the khata in the first week of May. When questioned about the delay, BBMP commissioner M Lakshminarayana said they will look into the case.

"We don't tolerate such behaviour of officials. If the residents can provide us details, we will take necessary action against officials responsible for the delay," he added.

