



Sri. D.V. Sadananda Gowda
Hon'ble Chief Minister



SAKALA REPORT CARD

April - 2012

Karnataka Guarantee of Services to Citizens
Act, 2011

No more delays... We deliver on time.



ಕರ್ನಾಟಕ ಸರ್ಕಾರ

***Karnataka Guarantee of Services to Citizens
Act, 2011” (rechristened “Sakaala Services
Act”)***



ಏಪ್ರಿಲ್ 2012 ರ ವರದಿ

Monthly Report for the Month of April 2012.

Chapter 1

Introduction

The Government of Karnataka promulgated the legislation of “Karnataka Guarantee of Services to Citizens Act, 2011” (rechristened “Sakaala Services Act” and hereinafter referred to as the Act). This is an ambitious, people oriented legislation aimed at bringing transparency, predictability to delivery of services to the Citizens. The Act prescribes that all “notified services” (151 services in 11 departments notified see Annexure-1 for full details) shall be delivered to the applicant citizens in a time bound and predictable fashion and the citizen shall be able to On-Line track the status of his application. Also, the Citizen has been empowered to obtain status of his applications through a Call Centre as well.

The core of the Act is captured in the statement –

“The notified services shall be delivered (or rejected) within the prescribed maximum stipulated time in default of which the applicant shall be paid compensatory cost (upon demand); the paid compensation is thereupon recovered from the public servant(s) responsible for the delayed decision”

The 151 services of 11 Department, among others, include the following important services

1. Caste Certificate (Revenue Department)
2. Income Certificate (Revenue Department)
3. Residence Certificate (Revenue Department)
4. Registration of Birth & Death (Urban Development & Revenue Department)
5. Driving Lincence (Transport Department)
6. Learner’s Driving Lincence (Tranport Department)
7. Vehicle Registration (Tranport Department)
8. House Plan Sanction (Urban Local Bodies)
9. Copy of FIR (Police Department)

The Act has come into force across the State on 2-4-2012 and, as on 30-4-2012, more than 8.5Lakh application have been received while more than 6.10Lakh have been disposed off with about 99% in-time delivery of services.

It is expected that each month 10-15 Lakh service requests will be received with respect to 151 services already notified. This number is expected to increase in the coming weeks/months as more services and departments will be notified.

Evaluation

The implementation of the Act completes one month on 2-5-2012, and, overall satisfactory performance of about 99% in-time delivery of service requests has been achieved in the first month of its implementation (April 2012). This write-up is an attempt to go deeper into performance of each of the 11-departments and, also, individual performance of each of the 30 districts. The service-wise (151-services) performance evaluation will be issued shortly in a separate detailed write-up.

Evaluation Methodology

The first criteria is independent of number of receipts/disposals and allows itself to be used to compare performance of different departments. Therefore, it allows ranking of departments in a fair and transparent fashion.

The performance of the districts and the departments has been evaluated broadly using four criteria, viz

- (i) Default (disposal beyond prescribed time-limit) as percentage of Total Disposals
- (ii) Disposals as percentage of Receipts
- (iii) Per Capita Receipts (measured in terms of Receipts per Lakh of Population)
- (iv) Per Capita Disposals (measured in terms of Disposals per Lakh of Population)

The above four criteria (for a given department) are independent of size of population, and, permit inter-district comparisons in a fair and transparent fashion.

The criteria has been chosen with an aim that

- (i) Default minimization remains a core focus
- (ii) The service request acceptance and delivery becomes driving force (non-receipt or less-than expected receipts/disposals are identified and acted upon)
- (iii) The rate of disposal keeps pace with rate of receipt of applications.

Layout of the Report

In the Chapter 2 – overall performance of districts is compared wherein all service requests received and disposed off in a district are clubbed together (except Commercial Taxes Department – which is concentrated in few districts and, thus, taken out of the overall evaluation) and ranks assigned as per four evaluation criteria. This gives overall performance of the district and the State taking together all the services and departments.

The subsequent chapters are arranged department wise and the performance of each district with respect to each of the 11 departments is evaluated based on above four criteria. This gives a ready referencer to the Officers in charge of the said department to focus on the weaker districts and attempt to address the reasons to further improve the performance of their departments. Similarly, this department wise analysis gives a tool to the concerned Deputy Commissioners and Chief Executive Officers of Zilla Panchayats to identify their weak departments and focus on them to improve the overall performance of their districts.

Chapter 2

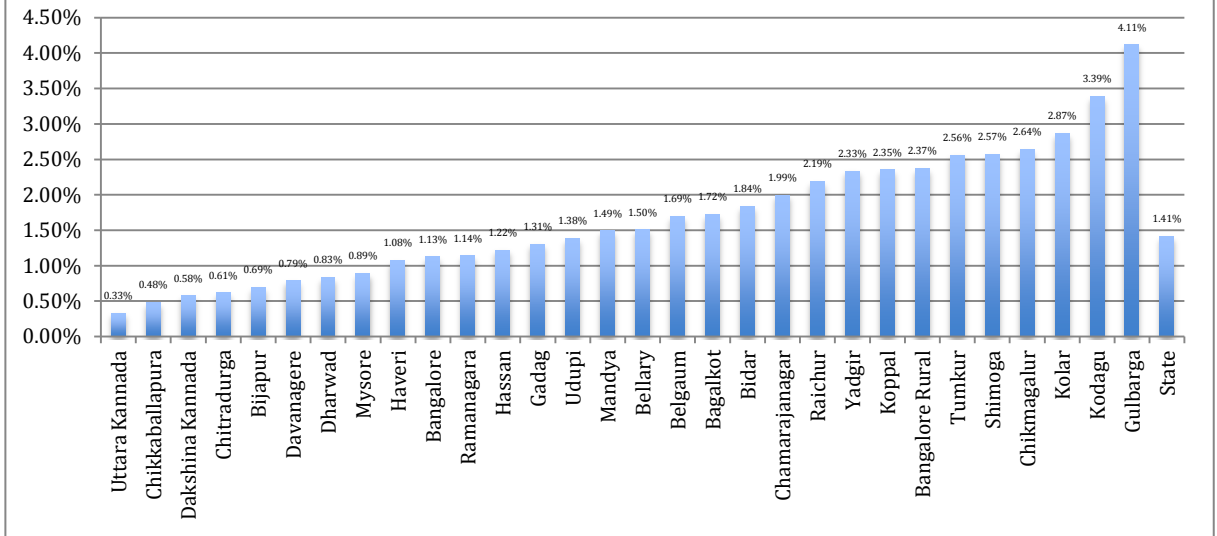
Overall Performance

State has achieved in-time delivery of **98.59%** in the month of April

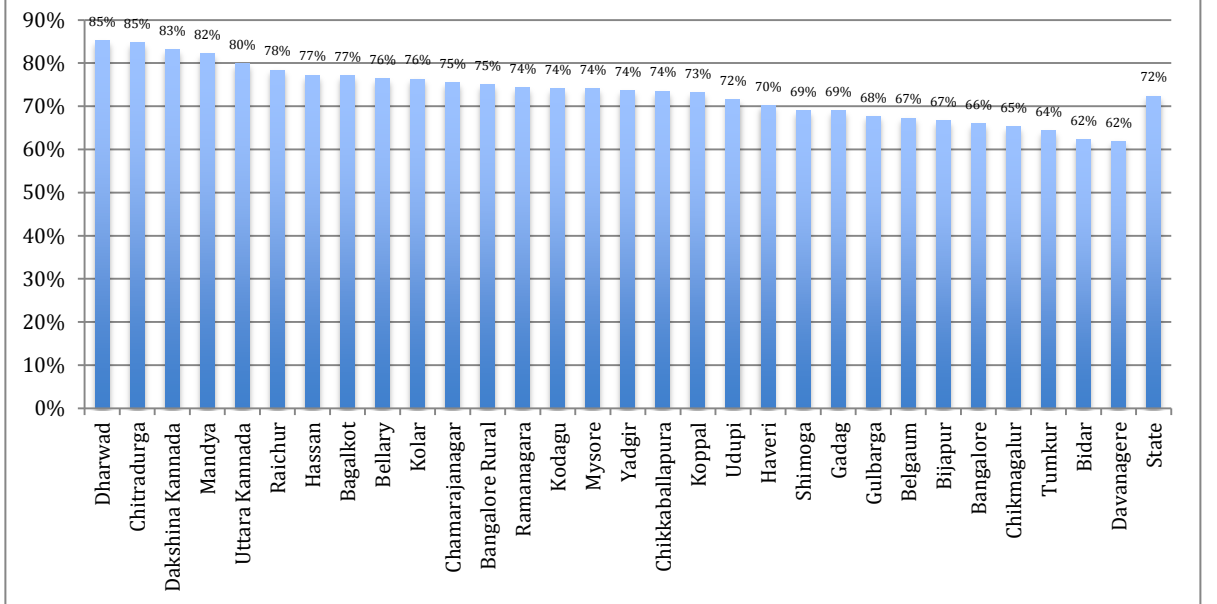
Full April Report Card for 30 Districts - Overall Performance Rank as per % age Default (delayed disposal)

DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Default (delayed disposal)as %age of total disposal	Rank in Default (delayed disposal)as %age of total disposal
Uttara Kannada	17711	14204	0.33%	1
Chikkaballapura	9814	7250	0.48%	2
Dakshina Kannada	28847	23685	0.58%	3
Chitradurga	21375	18177	0.61%	4
Bijapur	16073	10874	0.69%	5
Davanagere	26684	17007	0.79%	6
Dharwad	25720	22055	0.83%	7
Mysore	42291	32508	0.89%	8
Haveri	16194	11555	1.08%	9
Bangalore	163513	127773	1.13%	10
Ramanagara	12759	9639	1.14%	11
Hassan	25404	19698	1.22%	12
Gadag	12260	8689	1.31%	13
Udupi	15868	11658	1.38%	14
Mandya	27897	22976	1.49%	15
Bellary	27172	21149	1.50%	16
Belgaum	52478	36315	1.69%	17
Bagalkot	19373	15095	1.72%	18
Bidar	13814	8888	1.84%	19
Chamarajanagar	10113	7651	1.99%	20
Raichur	17637	13924	2.19%	21
Yadgir	8433	6243	2.33%	22
Koppal	12115	8968	2.35%	23
Bangalore Rural	12176	9163	2.37%	24
Tumkur	30681	20061	2.56%	25
Shimoga	22276	15681	2.57%	26
Chikmagalur	13305	8777	2.64%	27
Kolar	18237	13943	2.87%	28
Kodagu	6767	5095	3.39%	29
Gulbarga	22125	15653	4.11%	30
State	749113	564354	1.41%	

Overall %age Default



Overall Disposal vs Receipt (%age)



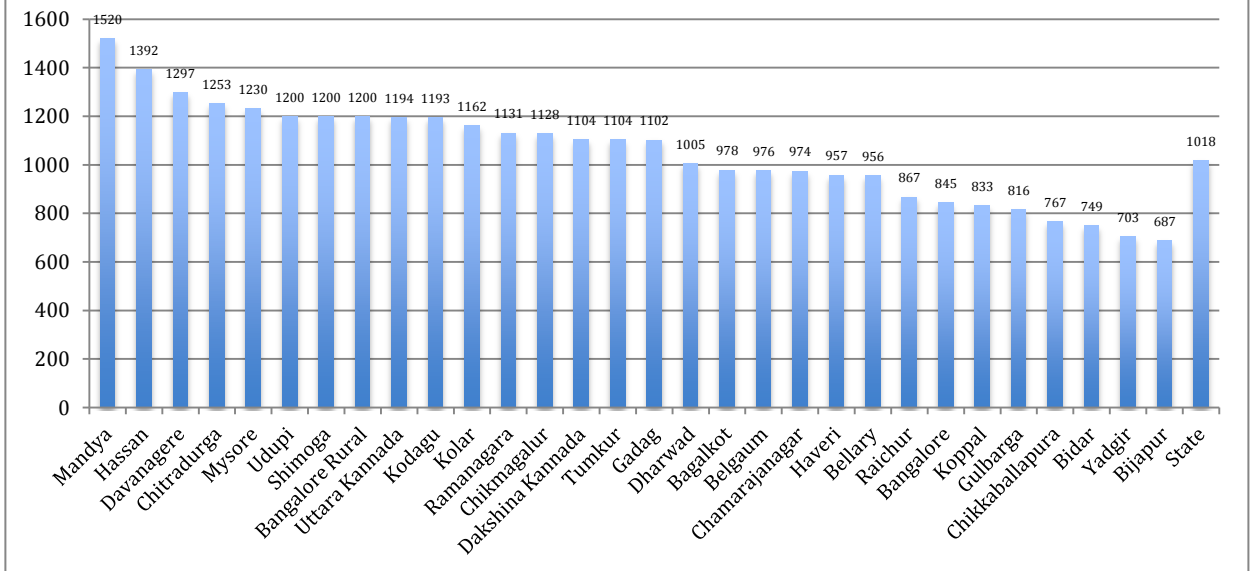
Full April Report Card for 30 Districts - Overall Performance Ranks as per %age Disposal Vs Receipt

DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	disposal as percentage of receipt (except commercial tax)	Rank as per %age disposal versus receipt
Dharwad	25720	22055	85%	1
Chitradurga	21375	18177	85%	2
Dakshina Kannada	28847	23685	83%	3
Mandya	27897	22976	82%	4
Uttara Kannada	17711	14204	80%	5
Raichur	17637	13924	78%	6
Hassan	25404	19698	77%	7
Bagalkot	19373	15095	77%	8
Bellary	27172	21149	76%	9
Kolar	18237	13943	76%	10
Chamarajanagar	10113	7651	75%	11
Bangalore Rural	12176	9163	75%	12
Ramanagara	12759	9639	74%	13
Kodagu	6767	5095	74%	14
Mysore	42291	32508	74%	15
Yadgir	8433	6243	74%	16
Chikkaballapura	9814	7250	74%	17
Koppal	12115	8968	73%	18
Udupi	15868	11658	72%	19
Haveri	16194	11555	70%	20
Shimoga	22276	15681	69%	21
Gadag	12260	8689	69%	22
Gulbarga	22125	15653	68%	23
Belgaum	52478	36315	67%	24
Bijapur	16073	10874	67%	25
Bangalore	163513	127773	66%	26
Chikmagalur	13305	8777	65%	27
Tumkur	30681	20061	64%	28
Bidar	13814	8888	62%	29
Davanagere	26684	17007	62%	30
State	749113	564354	72%	

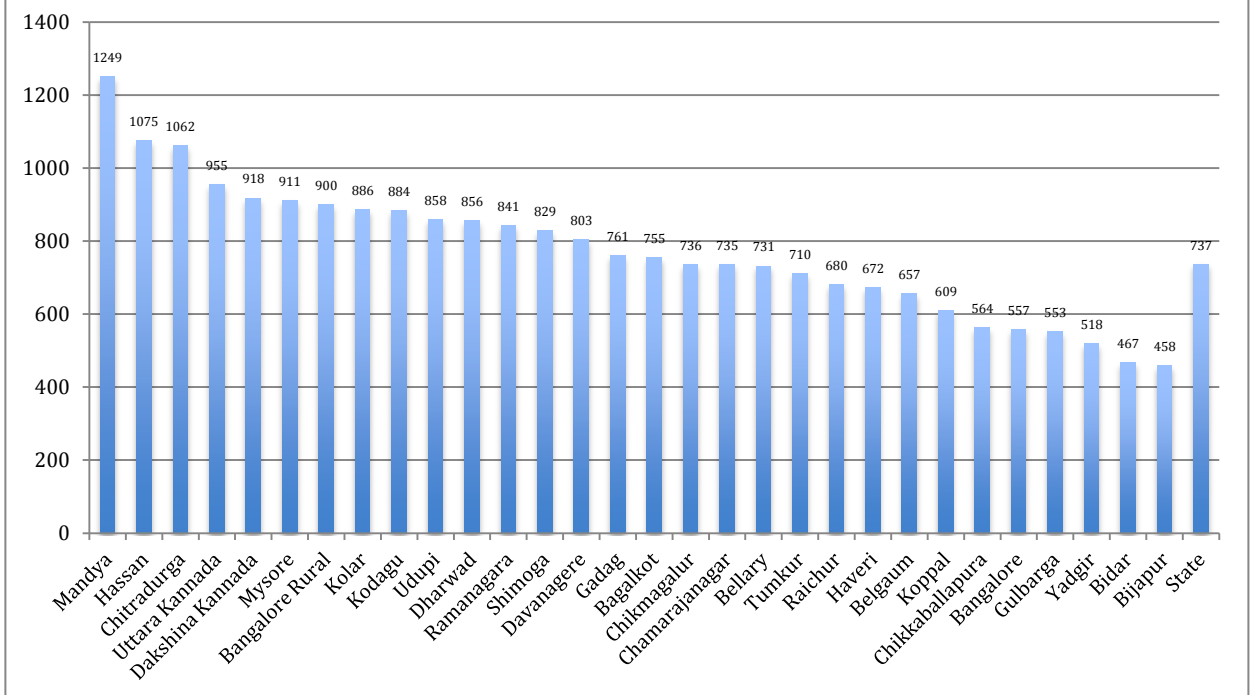
Full April Report Card for 30 Districts - Overall Performance Ranks as per Receipt per Lakh Population

DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Receipts per lakh population (except comm tax dept)	Rank in Receipt (except commercial tax) per lakh population
Mandya	27897	22976	1520	1
Hassan	25404	19698	1392	2
Davanagere	26684	17007	1297	3
Chitradurga	21375	18177	1253	4
Mysore	42291	32508	1230	5
Udupi	15868	11658	1200	6
Shimoga	22276	15681	1200	7
Bangalore Rural	12176	9163	1200	8
Uttara Kannada	17711	14204	1194	9
Kodagu	6767	5095	1193	10
Kolar	18237	13943	1162	11
Ramanagara	12759	9639	1131	12
Chikmagalur	13305	8777	1128	13
Dakshina Kannada	28847	23685	1104	14
Tumkur	30681	20061	1104	15
Gadag	12260	8689	1102	16
Dharwad	25720	22055	1005	17
Bagalkot	19373	15095	978	18
Belgaum	52478	36315	976	19
Chamarajanagar	10113	7651	974	20
Haveri	16194	11555	957	21
Bellary	27172	21149	956	22
Raichur	17637	13924	867	23
Bangalore	163513	127773	845	24
Koppal	12115	8968	833	25
Gulbarga	22125	15653	816	26
Chikkaballapura	9814	7250	767	27
Bidar	13814	8888	749	28
Yadgir	8433	6243	703	29
Bijapur	16073	10874	687	30
State	749113	564354	1018	

Overall - Rcpt per Lakh Population



Overall-Dsposal per Lakh Population



Chapter 3

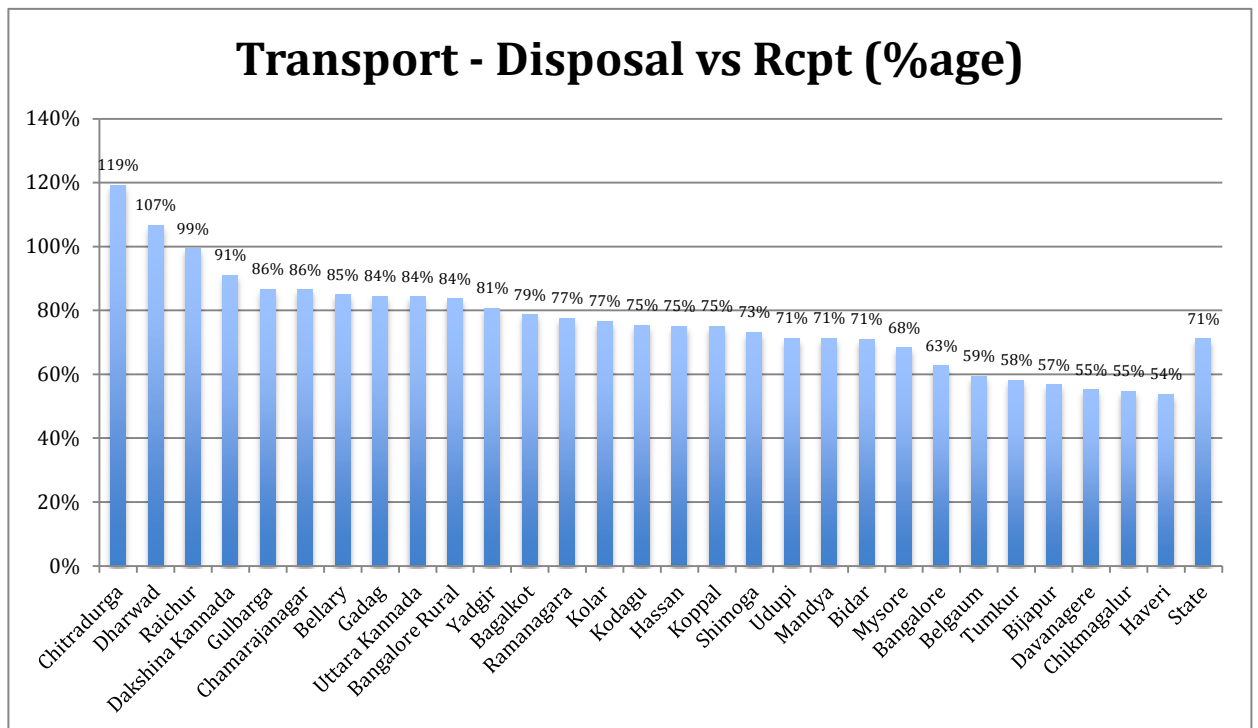
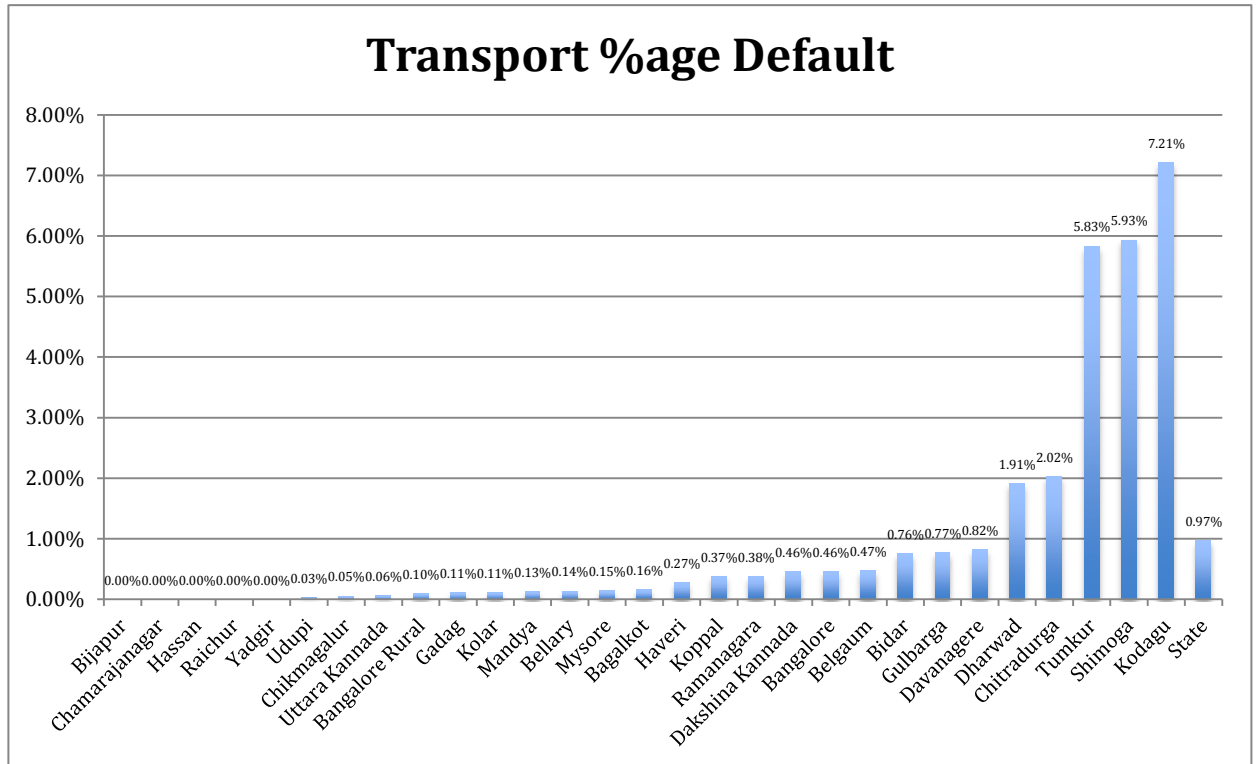
Transport Department

Overall in-time performance of Transport Department is **99.03%**. Chikballapur district is missing from reports

TRANSPORT DEPARTMENT		Rank as per % age Default (delayed disposal)		
DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Default (delayed disposal)as %age of total disposal	Rank in Default (delayed disposal)as %age of total disposal
Bijapur	3284	1859	0.00%	1
Chamarajanagar	603	521	0.00%	2
Hassan	4437	3320	0.00%	3
Raichur	653	648	0.00%	4
Yadgir	1233	993	0.00%	5
Udupi	5046	3593	0.03%	6
Chikmagalur	3524	1925	0.05%	7
Uttara Kannada	3978	3348	0.06%	8
Bangalore Rural	3673	3068	0.10%	9
Gadag	2093	1766	0.11%	10
Kolar	2291	1754	0.11%	11
Mandya	3256	2318	0.13%	12
Bellary	4367	3702	0.14%	13
Mysore	10009	6826	0.15%	14
Bagalkot	3927	3086	0.16%	15
Haveri	2756	1476	0.27%	16
Koppal	2145	1605	0.37%	17
Ramanagara	2060	1594	0.38%	18
Dakshina				
Kannada	9908	8997	0.46%	19
Bangalore	54859	34304	0.46%	20
Belgaum	12194	7231	0.47%	21
Bidar	2796	1980	0.76%	22
Gulbarga	4187	3621	0.77%	23
Davanagere	5504	3031	0.82%	24
Dharwad	6486	6913	1.91%	25
Chitradurga	3032	3613	2.02%	26
Tumkur	6440	3738	5.83%	27
Shimoga	7367	5379	5.93%	28
Kodagu	2083	1567	7.21%	29
State	174191	123776	0.97%	

(Performance of 29 Districts - data of Chikballapur is not

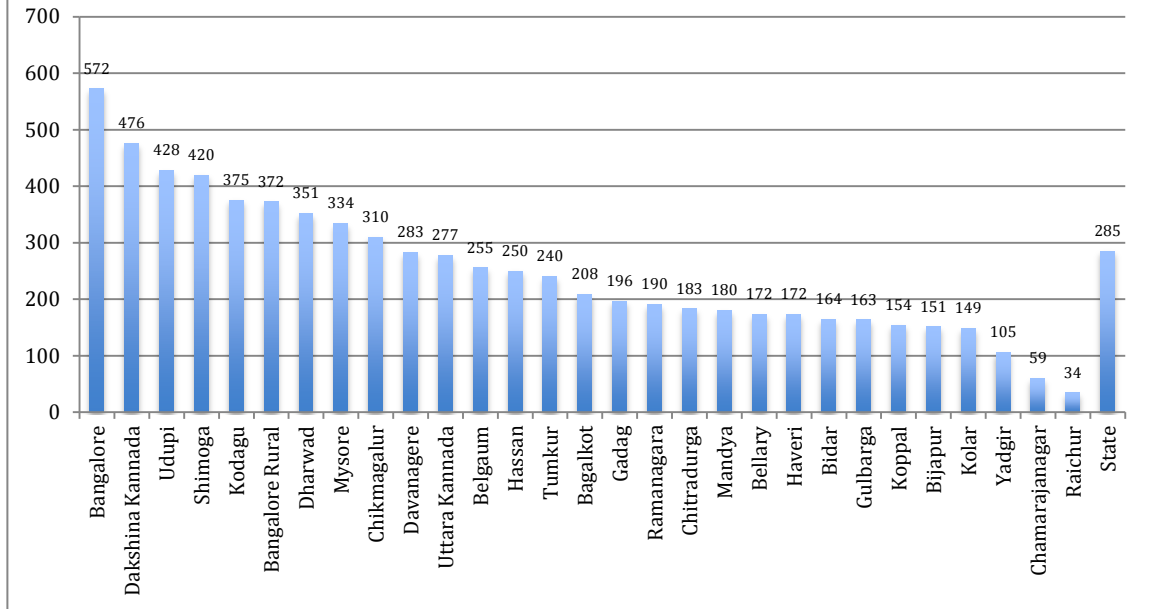
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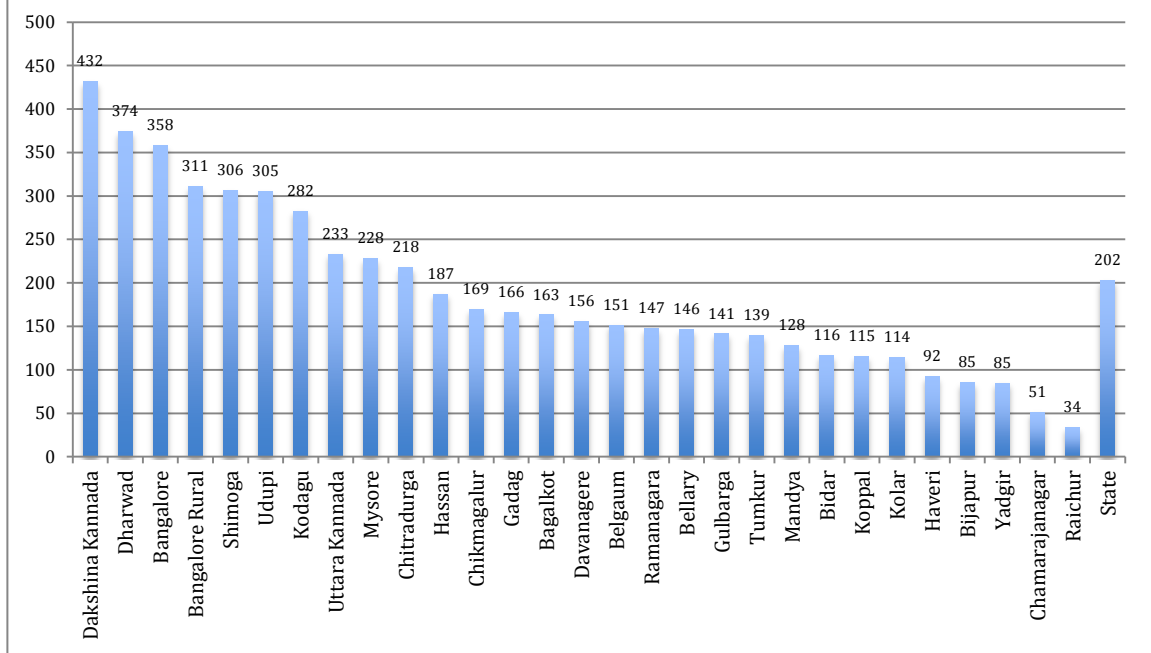
TRANSPORT DEPARTMENT **Ranks as per Receipt per Lakh Population**

DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Receipts per lakh population	Rank in Receipt per lakh population
Bangalore	54859	34304	572	1
Dakshina				
Kannada	9908	8997	476	2
Udupi	5046	3593	428	3
Shimoga	7367	5379	420	4
Kodagu	2083	1567	375	5
Bangalore Rural	3673	3068	372	6
Dharwad	6486	6913	351	7
Mysore	10009	6826	334	8
Chikmagalur	3524	1925	310	9
Davanagere	5504	3031	283	10
Uttara Kannada	3978	3348	277	11
Belgaum	12194	7231	255	12
Hassan	4437	3320	250	13
Tumkur	6440	3738	240	14
Bagalkot	3927	3086	208	15
Gadag	2093	1766	196	16
Ramanagara	2060	1594	190	17
Chitradurga	3032	3613	183	18
Mandya	3256	2318	180	19
Bellary	4367	3702	172	20
Haveri	2756	1476	172	21
Bidar	2796	1980	164	22
Gulbarga	4187	3621	163	23
Koppal	2145	1605	154	24
Bijapur	3284	1859	151	25
Kolar	2291	1754	149	26
Yadgir	1233	993	105	27
Chamarajanagar	603	521	59	28
Raichur	653	648	34	29
State	174191	123776	285	

Transport - Rcpt per Lakh Popltn



Transport-Dspl per Lakh Population



**TRANSPORT DEPARTMENT - Ranks as
per Disposal per Lakh Population**

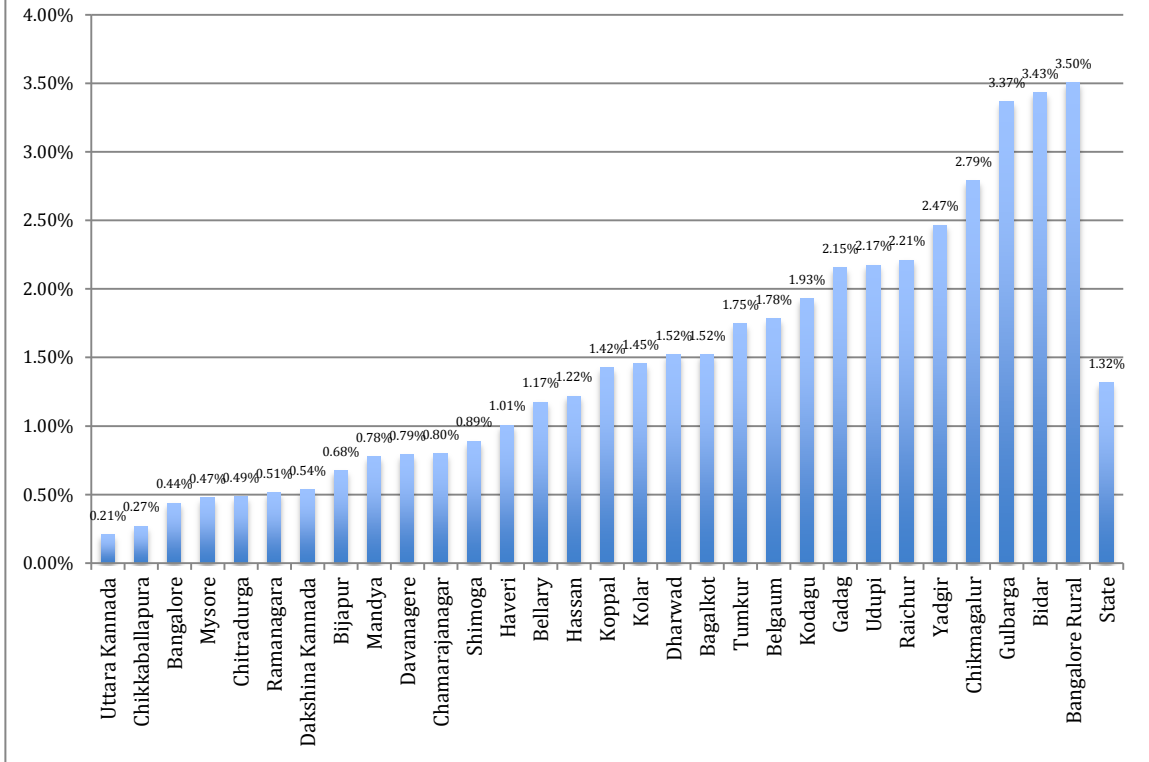
DISTRICT	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal per lakh population	Rank in Disposal per lakh population
Dakshina				
Kannada	9908	8997	432	1
Dharwad	6486	6913	374	2
Bangalore	54859	34304	358	3
Bangalore Rural	3673	3068	311	4
Shimoga	7367	5379	306	5
Udupi	5046	3593	305	6
Kodagu	2083	1567	282	7
Uttara Kannada	3978	3348	233	8
Mysore	10009	6826	228	9
Chitradurga	3032	3613	218	10
Hassan	4437	3320	187	11
Chikmagalur	3524	1925	169	12
Gadag	2093	1766	166	13
Bagalkot	3927	3086	163	14
Davanagere	5504	3031	156	15
Belgaum	12194	7231	151	16
Ramanagara	2060	1594	147	17
Bellary	4367	3702	146	18
Gulbarga	4187	3621	141	19
Tumkur	6440	3738	139	20
Mandya	3256	2318	128	21
Bidar	2796	1980	116	22
Koppal	2145	1605	115	23
Kolar	2291	1754	114	24
Haveri	2756	1476	92	25
Bijapur	3284	1859	85	26
Yadgir	1233	993	85	27
Chamarajanagar	603	521	51	28
Raichur	653	648	34	29
State	174191	123776	202	

Chapter 4 Revenue Department

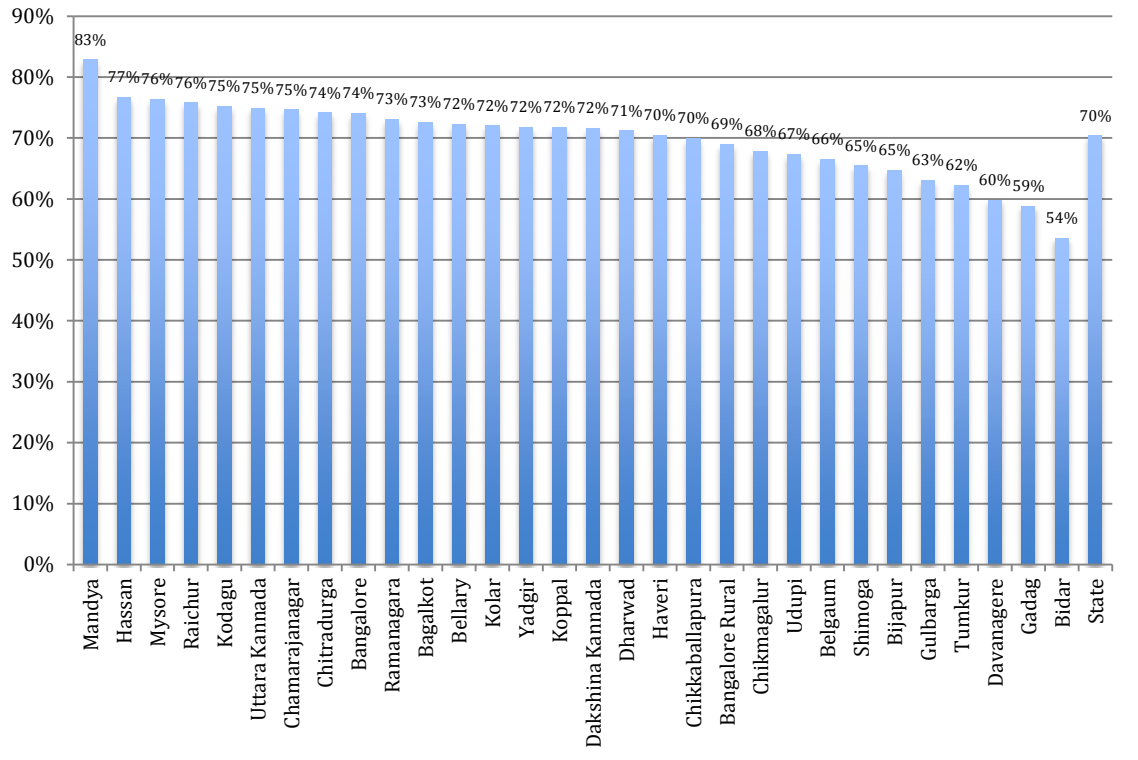
Overall in-time performance of Revenue Department is **98.68%**.

Revenue Department		Rank as per % age Default (delayed disposal)		
DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Default (delayed disposal) as %age of total disposal	Rank in Default (delayed disposal) as %age of total disposal
Uttara Kannada	8362	6261	0.21%	1
Chikkaballapura	7980	5577	0.27%	2
Bangalore	20685	15302	0.44%	3
Mysore	21529	16437	0.47%	4
Chitradurga	13350	9894	0.49%	5
Ramanagara	8303	6066	0.51%	6
Dakshina Kannada	8570	6132	0.54%	7
Bijapur	9391	6073	0.68%	8
Mandya	20540	17004	0.78%	9
Davanagere	16666	9964	0.79%	10
Chamarajanagar	8401	6267	0.80%	11
Shimoga	11173	7306	0.89%	12
Haveri	9310	6556	1.01%	13
Bellary	17099	12351	1.17%	14
Hassan	17660	13542	1.22%	15
Koppal	8231	5899	1.42%	16
Kolar	11946	8597	1.45%	17
Dharwad	8869	6311	1.52%	18
Bagalkot	10319	7491	1.52%	19
Tumkur	19333	12017	1.75%	20
Belgaum	26816	17819	1.78%	21
Kodagu	3308	2486	1.93%	22
Gadag	7184	4225	2.15%	23
Udupi	6289	4234	2.17%	24
Raichur	14340	10861	2.21%	25
Yadgir	6503	4665	2.47%	26
Chikmagalur	7456	5056	2.79%	27
Gulbarga	15338	9656	3.37%	28
Bidar	8215	4400	3.43%	29
Bangalore Rural	6296	4338	3.50%	30
State	359462	252787	1.32%	

Revenue %age Default



Revenue Disposal Vs Rcpt (%age)



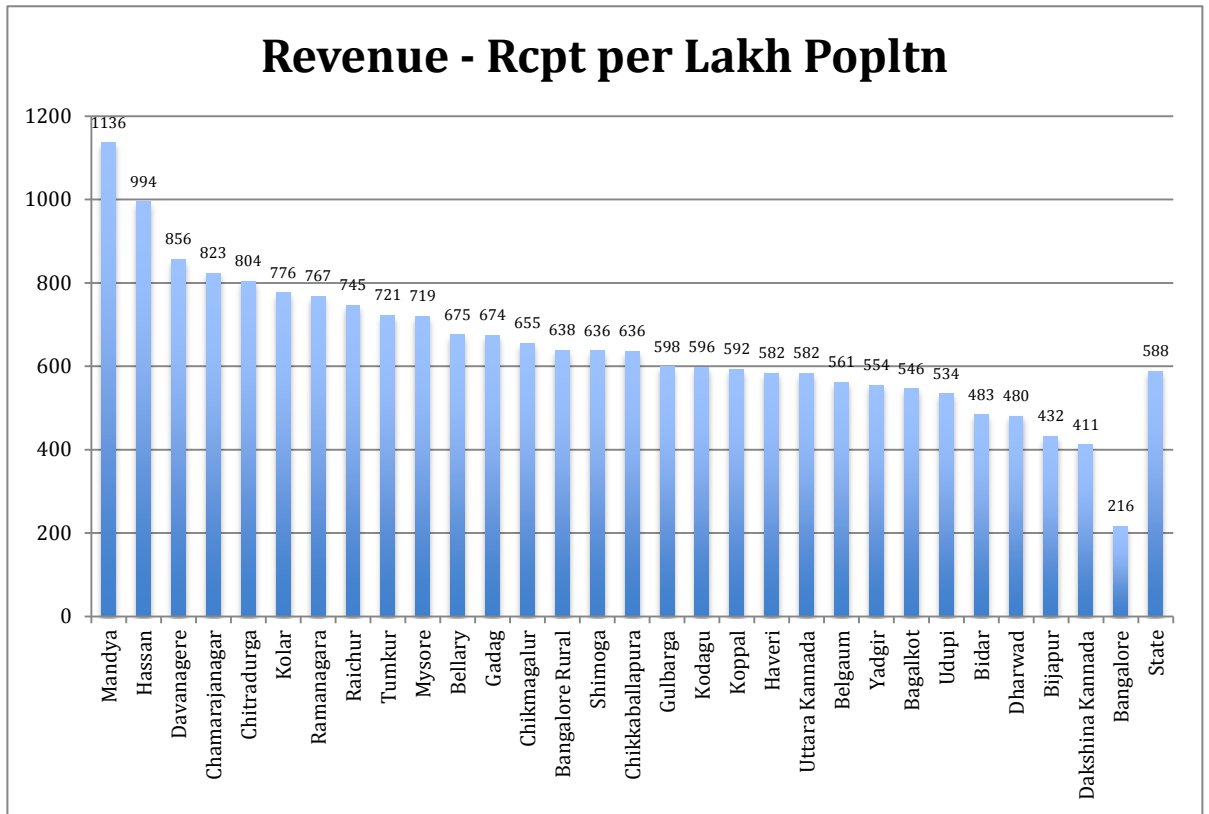
Revenue Department		Disposal Vs	Receipt	
DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	disposal as percentage of receipt	Rank as per %age disposal versus receipt
Mandya	20540	17004	83%	1
Hassan	17660	13542	77%	2
Mysore	21529	16437	76%	3
Raichur	14340	10861	76%	4
Kodagu	3308	2486	75%	5
Uttara Kannada	8362	6261	75%	6
Chamarajanagar	8401	6267	75%	7
Chitradurga	13350	9894	74%	8
Bangalore	20685	15302	74%	9
Ramanagara	8303	6066	73%	10
Bagalkot	10319	7491	73%	11
Bellary	17099	12351	72%	12
Kolar	11946	8597	72%	13
Yadgir	6503	4665	72%	14
Koppal	8231	5899	72%	15

Dakshina Kannada	8570	6132	72%	16
Dharwad	8869	6311	71%	17
Haveri	9310	6556	70%	18
Chikkaballapura	7980	5577	70%	19
Bangalore Rural	6296	4338	69%	20
Chikmagalur	7456	5056	68%	21
Udupi	6289	4234	67%	22
Belgaum	26816	17819	66%	23
Shimoga	11173	7306	65%	24
Bijapur	9391	6073	65%	25
Gulbarga	15338	9656	63%	26
Tumkur	19333	12017	62%	27
Davanagere	16666	9964	60%	28
Gadag	7184	4225	59%	29
Bidar	8215	4400	54%	30
State	359462	252787	70%	

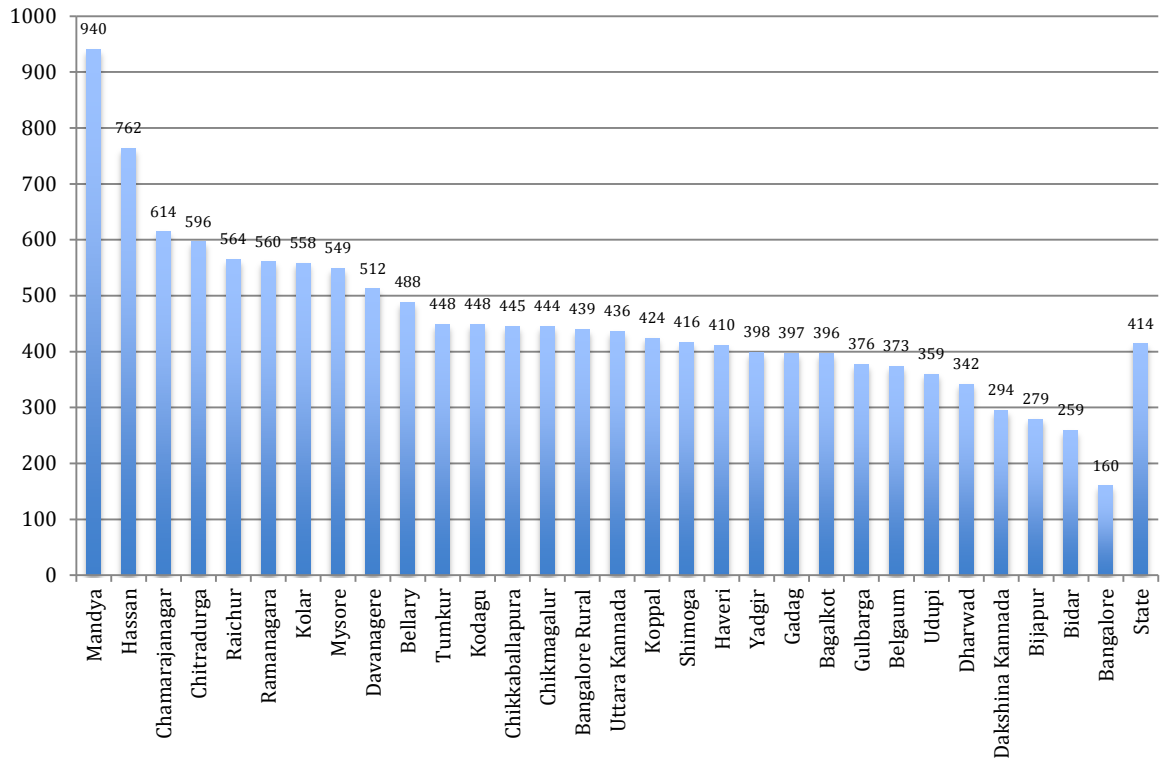
Revenue Department **Ranks as per Receipt per Lakh Population**

DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Receipts per lakh population	Rank in Receipt per lakh population
Mandya	20540	17004	1136	1
Hassan	17660	13542	994	2
Davanagere	16666	9964	856	3
Chamarajanagar	8401	6267	823	4
Chitradurga	13350	9894	804	5
Kolar	11946	8597	776	6
Ramanagara	8303	6066	767	7
Raichur	14340	10861	745	8
Tumkur	19333	12017	721	9
Mysore	21529	16437	719	10
Bellary	17099	12351	675	11
Gadag	7184	4225	674	12
Chikmagalur	7456	5056	655	13
Bangalore Rural	6296	4338	638	14
Shimoga	11173	7306	636	15

Chikkaballapura	7980	5577	636	16
Gulbarga	15338	9656	598	17
Kodagu	3308	2486	596	18
Koppal	8231	5899	592	19
Haveri	9310	6556	582	20
Uttara Kannada	8362	6261	582	21
Belgaum	26816	17819	561	22
Yadgir	6503	4665	554	23
Bagalkot	10319	7491	546	24
Udupi	6289	4234	534	25
Bidar	8215	4400	483	26
Dharwad	8869	6311	480	27
Bijapur	9391	6073	432	28
Dakshina Kannada	8570	6132	411	29
Bangalore	20685	15302	216	30
State	359462	252787	588	



Revenue-Dspl per Lakh Population



Revenue Department	Ranks	Disposal	Per Lakh	Population
DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal per lakh population	Rank in Disposal per lakh population
Mandya	20540	17004	940	1
Hassan	17660	13542	762	2
Chamarajanagar	8401	6267	614	3
Chitradurga	13350	9894	596	4
Raichur	14340	10861	564	5
Ramanagara	8303	6066	560	6
Kolar	11946	8597	558	7
Mysore	21529	16437	549	8
Davanagere	16666	9964	512	9
Bellary	17099	12351	488	10
Tumkur	19333	12017	448	11
Kodagu	3308	2486	448	12
Chikkaballapura	7980	5577	445	13
Chikmagalur	7456	5056	444	14
Bangalore Rural	6296	4338	439	15

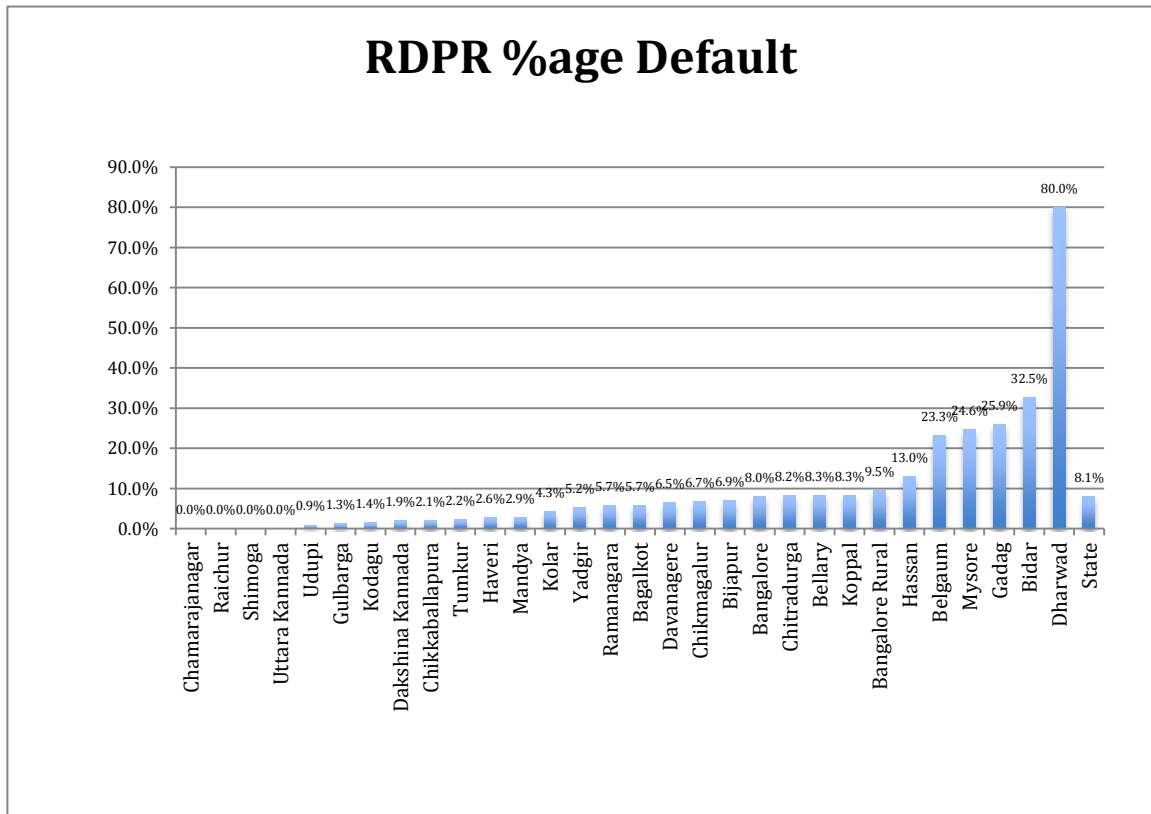
Uttara Kannada	8362	6261	436	16
Koppal	8231	5899	424	17
Shimoga	11173	7306	416	18
Haveri	9310	6556	410	19
Yadgir	6503	4665	398	20
Gadag	7184	4225	397	21
Bagalkot	10319	7491	396	22
Gulbarga	15338	9656	376	23
Belgaum	26816	17819	373	24
Udupi	6289	4234	359	25
Dharwad	8869	6311	342	26
Dakshina Kannada	8570	6132	294	27
Bijapur	9391	6073	279	28
Bidar	8215	4400	259	29
Bangalore	20685	15302	160	30
State	359462	252787	414	

Chapter 5 Rural Development & Panchayati Raj Department (RDPR)

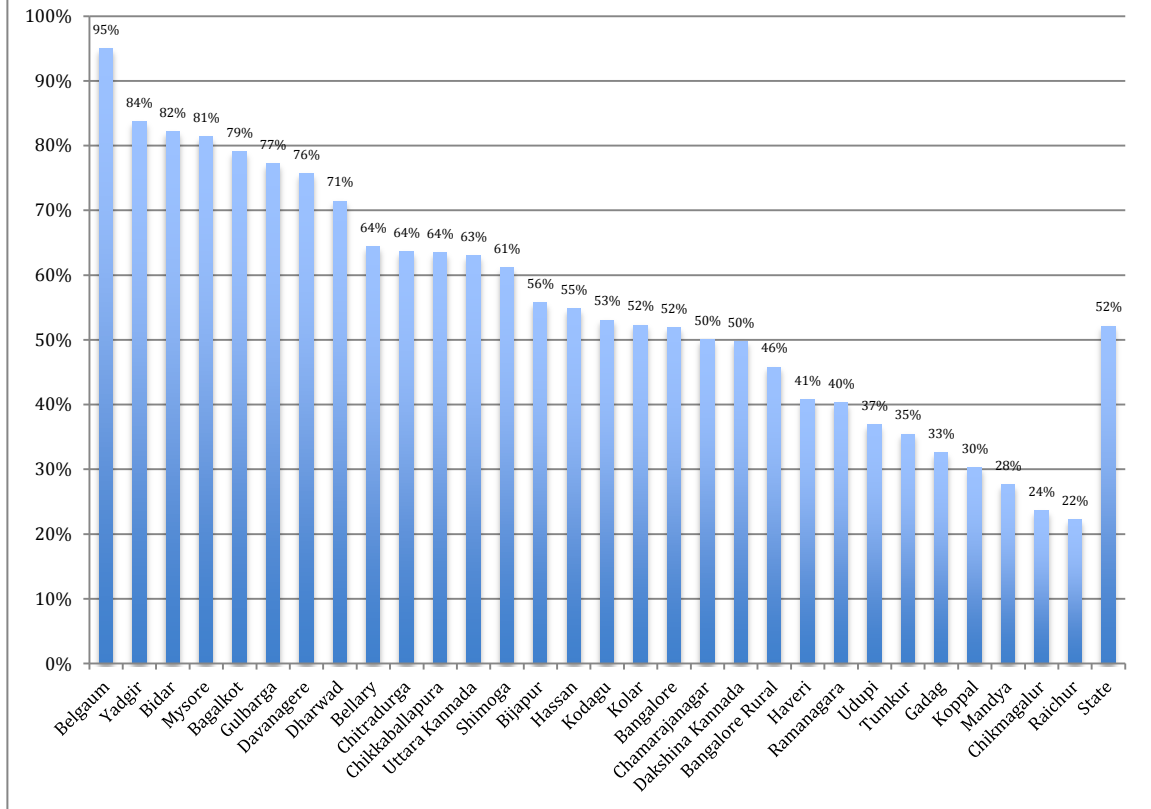
Overall in-time performance of RDPR Department is **91.90%**.

RDPR Dept	Rank	as per % age	Default	(delayed disposal)
DISTRICT	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Default (delayed disposal)as %age of total disposal	Rank in Default (delayed disposal)as %age of total disposal
Chamarajanagar	10	5	0.0%	1
Raichur	9	2	0.0%	2
Shimoga	139	85	0.0%	3
Uttara Kannada	270	170	0.0%	4
Udupi	301	111	0.9%	5
Gulbarga	101	78	1.3%	6
Kodagu	132	70	1.4%	7
Dakshina Kannada	420	209	1.9%	8
Chikkaballapura	74	47	2.1%	9

Tumkur	127	45	2.2%	10
Haveri	371	151	2.6%	11
Mandya	253	70	2.9%	12
Kolar	132	69	4.3%	13
Yadgir	92	77	5.2%	14
Ramanagara	395	159	5.7%	15
Bagalkot	177	140	5.7%	16
Davanagere	41	31	6.5%	17
Chikmagalur	127	30	6.7%	18
Bijapur	52	29	6.9%	19
Bangalore	337	175	8.0%	20
Chitradurga	231	147	8.2%	21
Bellary	149	96	8.3%	22
Koppal	119	36	8.3%	23
Bangalore Rural	391	179	9.5%	24
Hassan	84	46	13.0%	25
Belgaum	199	189	23.3%	26
Mysore	75	61	24.6%	27
Gadag	178	58	25.9%	28
Bidar	101	83	32.5%	29
Dharwad	14	10	80.0%	30
State	5101	2658	8.1%	



RDPR Dsposl Vs Rcpt (%age)



RDPR Dept	Ranks	Disposal vs Receipt (%age)		
DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal as percentage of receipt	Rank as per %age disposal versus receipt
Belgaum	199	189	95%	1
Yadgir	92	77	84%	2
Bidar	101	83	82%	3
Mysore	75	61	81%	4
Bagalkot	177	140	79%	5
Gulbarga	101	78	77%	6
Davanagere	41	31	76%	7
Dharwad	14	10	71%	8
Bellary	149	96	64%	9
Chitradurga	231	147	64%	10
Chikkaballapura	74	47	64%	11
Uttara Kannada	270	170	63%	12
Shimoga	139	85	61%	13
Bijapur	52	29	56%	14
Hassan	84	46	55%	15

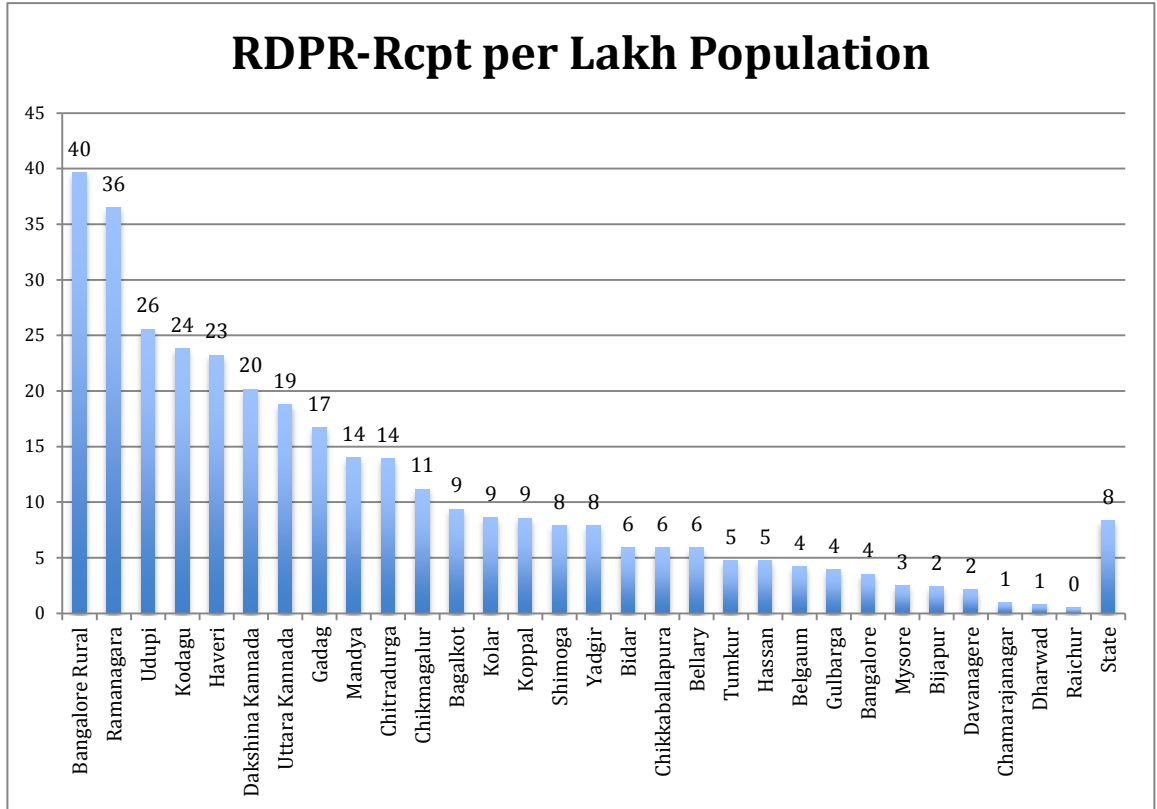
Kodagu	132	70	53%	16
Kolar	132	69	52%	17
Bangalore	337	175	52%	18
Chamarajanagar	10	5	50%	19
Dakshina Kannada	420	209	50%	20
Bangalore Rural	391	179	46%	21
Haveri	371	151	41%	22
Ramanagara	395	159	40%	23
Udupi	301	111	37%	24
Tumkur	127	45	35%	25
Gadag	178	58	33%	26
Koppal	119	36	30%	27
Mandya	253	70	28%	28
Chikmagalur	127	30	24%	29
Raichur	9	2	22%	30
State	5101	2658	52%	

**Ranks as per Receipt per Lakh
Population**

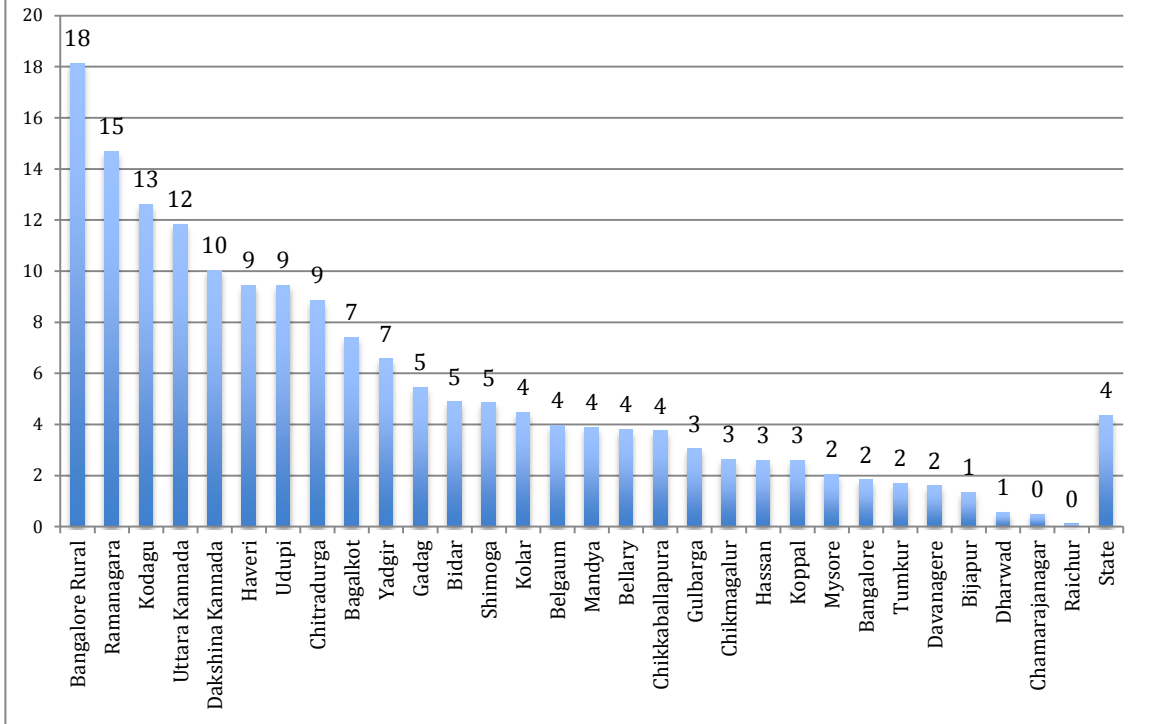
RDPR Dept

DISTRICT	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Receipts per lakh population	Rank in Receipt per lakh population
Bangalore Rural	391	179	40	1
Ramanagara	395	159	36	2
Udupi	301	111	26	3
Kodagu	132	70	24	4
Haveri	371	151	23	5
Dakshina Kannada	420	209	20	6
Uttara Kannada	270	170	19	7
Gadag	178	58	17	8
Mandya	253	70	14	9
Chitradurga	231	147	14	10
Chikmagalur	127	30	11	11
Bagalkot	177	140	9	12
Kolar	132	69	9	13

Koppal	119	36	9	14
Shimoga	139	85	8	15
Yadgir	92	77	8	16
Bidar	101	83	6	17
Chikkaballapura	74	47	6	18
Bellary	149	96	6	19
Tumkur	127	45	5	20
Hassan	84	46	5	21
Belgaum	199	189	4	22
Gulbarga	101	78	4	23
Bangalore	337	175	4	24
Mysore	75	61	3	25
Bijapur	52	29	2	26
Davanagere	41	31	2	27
Chamarajanagar	10	5	1	28
Dharwad	14	10	1	29
Raichur	9	2	0	30
State	5101	2658	8	



RDPR-Dspl per Lakh Population



RDPR Dept	Ranks	Disposal per Lakh Population		
DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal per lakh population	Rank in Disposal per lakh population
Bangalore Rural	391	179	18	1
Ramanagara	395	159	15	2
Kodagu	132	70	13	3
Uttara Kannada	270	170	12	4
Dakshina Kannada	420	209	10	5
Haveri	371	151	9	6
Udupi	301	111	9	7
Chitradurga	231	147	9	8
Bagalkot	177	140	7	9
Yadgir	92	77	7	10
Gadag	178	58	5	11
Bidar	101	83	5	12
Shimoga	139	85	5	13
Kolar	132	69	4	14

Belgaum	199	189	4	15
Mandya	253	70	4	16
Bellary	149	96	4	17
Chikkaballapura	74	47	4	18
Gulbarga	101	78	3	19
Chikmagalur	127	30	3	20
Hassan	84	46	3	21
Koppal	119	36	3	22
Mysore	75	61	2	23
Bangalore	337	175	2	24
Tumkur	127	45	2	25
Davanagere	41	31	2	26
Bijapur	52	29	1	27
Dharwad	14	10	1	28
Chamarajanagar	10	5	0	29
Raichur	9	2	0	30
State	5101	2658	4	

Chapter 6 Commercial Taxes Department

Overall in-time performance of Commercial Taxes Department is **97.52%**

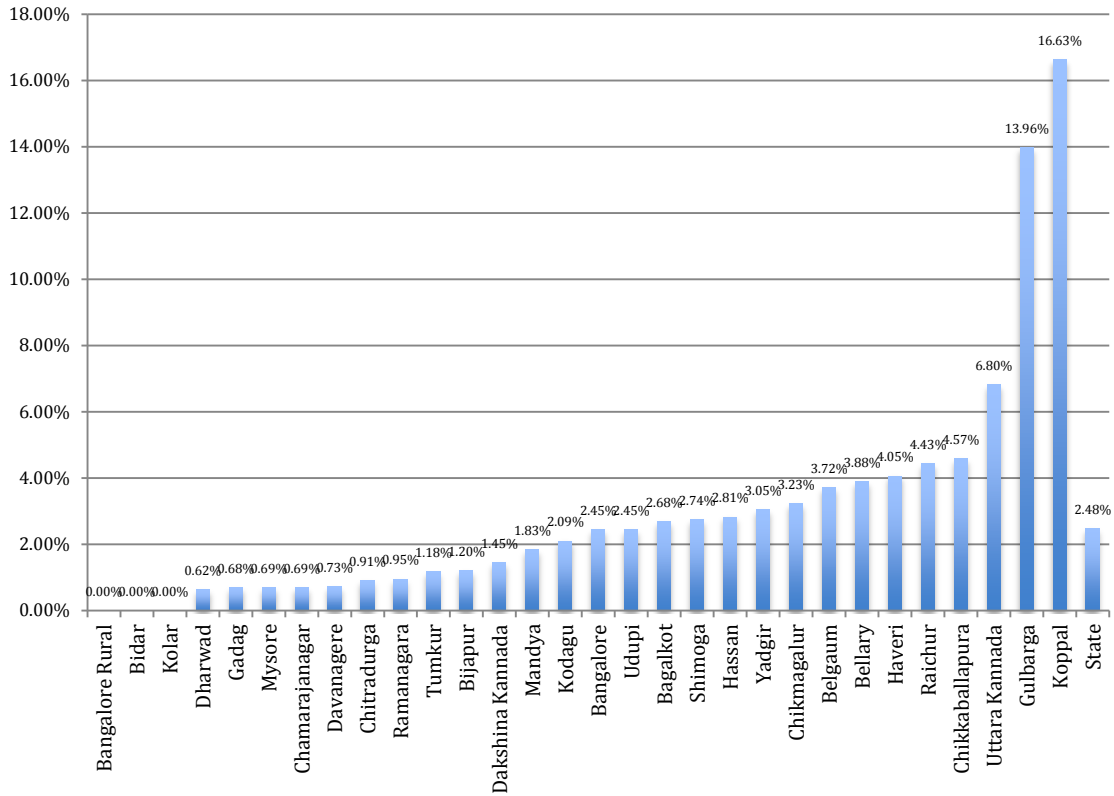
Rank as per % age Default (delayed disposal)

Commercial Taxes

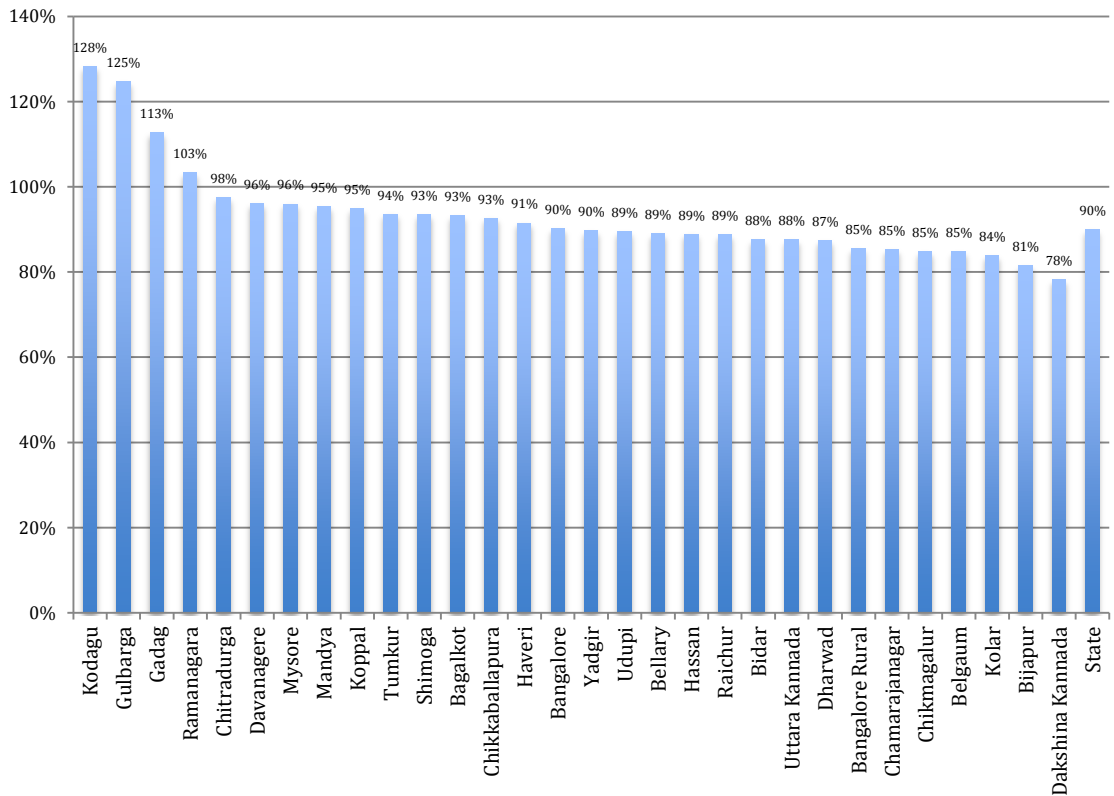
DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Default (delayed disposal) as %age of total disposal	Rank in Default (delayed disposal) as %age of total disposal
Bangalore Rural	330	282	0.00%	1
Bidar	1085	951	0.00%	2
Kolar	345	289	0.00%	3
Dharwad	7158	6250	0.62%	4
Gadag	519	585	0.68%	5
Mysore	5446	5224	0.69%	6
Chamarajanagar	169	144	0.69%	7
Davanagere	1432	1376	0.73%	8
Chitradurga	565	551	0.91%	9

Ramanagara	512	529	0.95%	10
Tumkur	1086	1016	1.18%	11
Bijapur	1124	916	1.20%	12
Dakshina Kannada	5836	4567	1.45%	13
Mandya	401	382	1.83%	14
Kodagu	149	191	2.09%	15
Bangalore	82450	74339	2.45%	16
Udupi	1732	1550	2.45%	17
Bagalkot	882	822	2.68%	18
Shimoga	1210	1131	2.74%	19
Hassan	680	604	2.81%	20
Yadgir	183	164	3.05%	21
Chikmagalur	474	402	3.23%	22
Belgaum	5817	4925	3.72%	23
Bellary	2950	2627	3.88%	24
Haveri	890	814	4.05%	25
Raichur	941	835	4.43%	26
Chikkaballapura	189	175	4.57%	27
Uttara Kannada	554	485	6.80%	28
Gulbarga	1184	1476	13.96%	29
Koppal	520	493	16.63%	30
State	126813	114095	2.48%	

Commercial %age Default



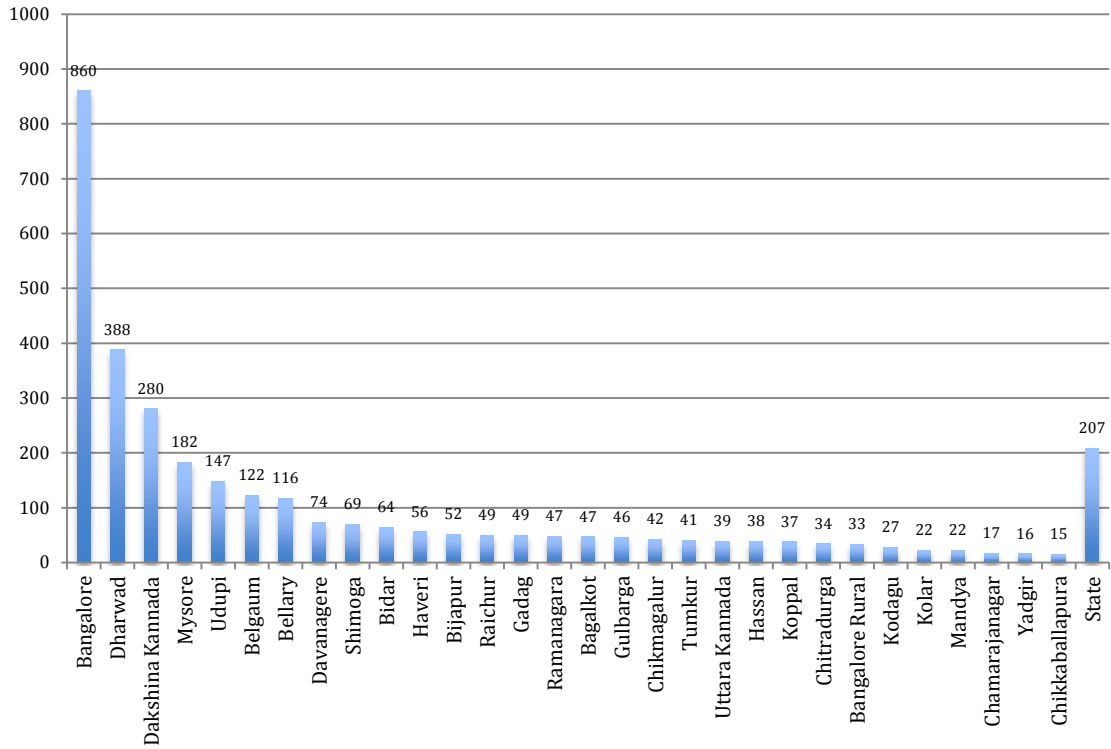
Commercial Dspl Vs Rcpt (%age)



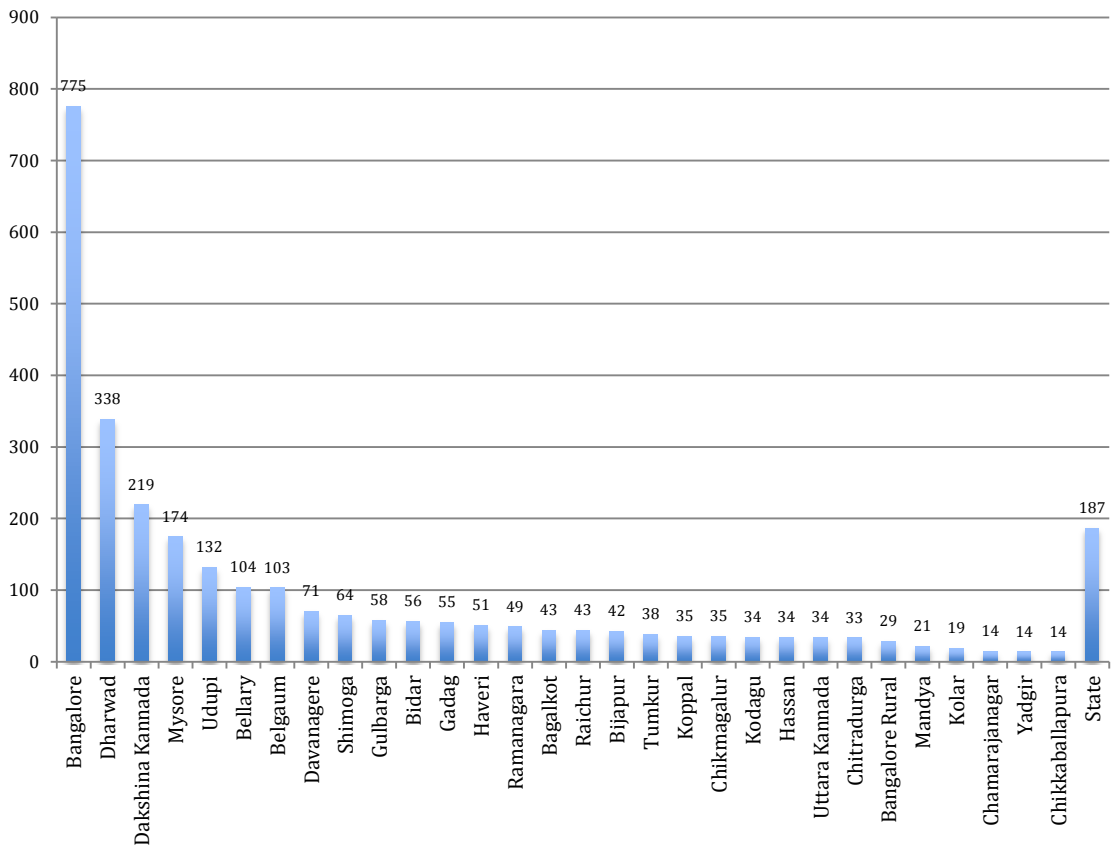
Commercial Taxes **Ranks as per Receipt per Lakh Poplatn**

DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Receipts per lakh population	Rank in Receipt per lakh population
Bangalore	82450	74339	860	1
Dharwad	7158	6250	388	2
Dakshina Kannada	5836	4567	280	3
Mysore	5446	5224	182	4
Udupi	1732	1550	147	5
Belgaum	5817	4925	122	6
Bellary	2950	2627	116	7
Davanagere	1432	1376	74	8
Shimoga	1210	1131	69	9
Bidar	1085	951	64	10
Haveri	890	814	56	11
Bijapur	1124	916	52	12
Raichur	941	835	49	13
Gadag	519	585	49	14
Ramanagara	512	529	47	15
Bagalkot	882	822	47	16
Gulbarga	1184	1476	46	17
Chikmagalur	474	402	42	18
Tumkur	1086	1016	41	19
Uttara Kannada	554	485	39	20
Hassan	680	604	38	21
Koppal	520	493	37	22
Chitradurga	565	551	34	23
Bangalore Rural	330	282	33	24
Kodagu	149	191	27	25
Kolar	345	289	22	26
Mandya	401	382	22	27
Chamarajanagar	169	144	17	28
Yadgir	183	164	16	29
Chikkaballapura	189	175	15	30
State	126813	114095	207	

Commercial-Rcpt per Lakh Population



Commercial-Dspl per Lakh Population



Commercial Taxes**Disposal per Lakh Population****Ranks**

DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal per lakh population	Rank in Disposal per lakh population
Bangalore	82450	74339	775	1
Dharwad	7158	6250	338	2
Dakshina Kannada	5836	4567	219	3
Mysore	5446	5224	174	4
Udupi	1732	1550	132	5
Bellary	2950	2627	104	6
Belgaum	5817	4925	103	7
Davanagere	1432	1376	71	8
Shimoga	1210	1131	64	9
Gulbarga	1184	1476	58	10
Bidar	1085	951	56	11
Gadag	519	585	55	12
Haveri	890	814	51	13
Ramanagara	512	529	49	14
Bagalkot	882	822	43	15
Raichur	941	835	43	16
Bijapur	1124	916	42	17
Tumkur	1086	1016	38	18
Koppal	520	493	35	19
Chikmagalur	474	402	35	20
Kodagu	149	191	34	21
Hassan	680	604	34	22
Uttara Kannada	554	485	34	23
Chitradurga	565	551	33	24
Bangalore Rural	330	282	29	25
Mandya	401	382	21	26
Kolar	345	289	19	27
Chamarajanagar	169	144	14	28
Yadgir	183	164	14	29
Chikkaballapura	189	175	14	30
State	126813	114095	187	

Chapter 7

Labour Department

Overall in-time performance of Labour Department is **100%**
Performance Report Card of 27 Districts (Chamrajnagar, Gulbarga and Kodagu are NIL Performance as NIL receipt)

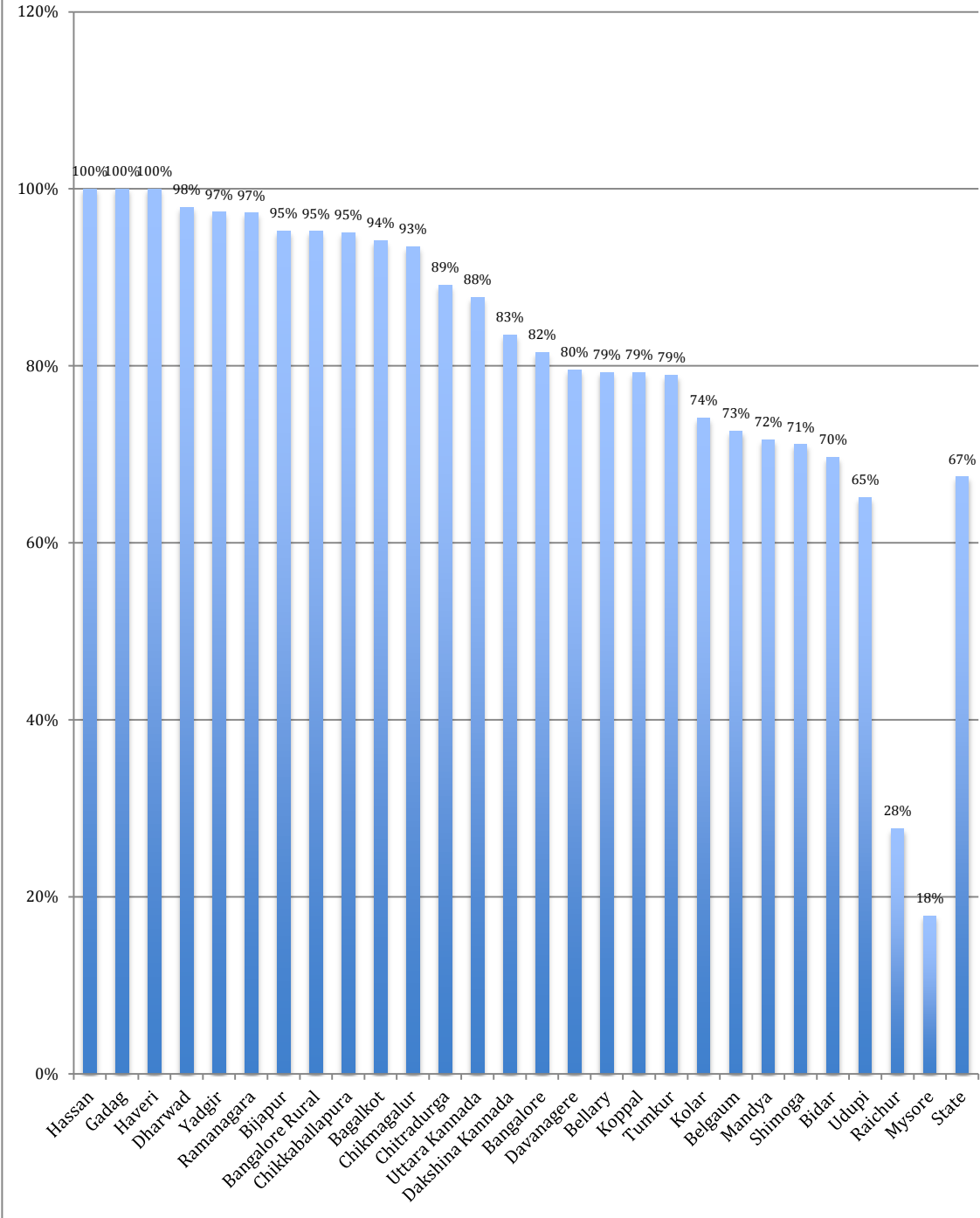
Labour Department		Rank as per % age Default (delayed disposal)		
DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Default (delayed disposal)as %age of total disposal	Rank in Default (delayed disposal)as %age of total disposal
Hassan	96	96	0%	1
Gadag	36	36	0%	1
Haveri	30	30	0%	1
Dharwad	239	234	0%	1
Yadgir	43	29	0%	1
Ramanagara	109	106	0%	1
Bijapur	105	100	0%	1
Bangalore Rural	83	79	0%	1
Chikkaballapura	160	152	0%	1
Bagalkot	17	16	0%	1
Chikmagalur	137	128	0%	1
Chitradurga	101	90	0%	1
Uttara Kannada	189	184	0%	1
Dakshina Kannada	514	429	0%	1
Bangalore	1325	1080	0%	1
Davanagere	44	35	0%	1
Bellary	82	65	0%	1
Koppal	154	122	0%	1
Tumkur	215	140	0%	1
Kolar	413	306	0%	1
Belgaum	146	106	0%	1
Mandya	67	48	0%	1
Shimoga	83	59	0%	1
Bidar	234	163	0%	1
Udupi	106	93	0%	1
Raichur	112	31	0%	1
Mysore	224	40	0%	1
Total	5064	3997	0%	

**Performance Report Card of 27
Districts (Chamrajnagar, Gulbarga
and Kodagu are NIL Performance as
NIL receipt)**

Labour Department

DISTRICT	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	disposal as percentage of receipt	Rank as per %age disposal versus receipt
Hassan	96	96	100%	1
Gadag	36	36	100%	2
Haveri	30	30	100%	3
Dharwad	239	234	98%	4
Yadgir	43	29	97%	5
Ramanagara	109	106	97%	6
Bijapur	105	100	95%	7
Bangalore Rural	83	79	95%	8
Chikkaballapura	160	152	95%	9
Bagalkot	17	16	94%	10
Chikmagalur	137	128	93%	11
Chitradurga	101	90	89%	12
Uttara Kannada	189	184	88%	13
Dakshina Kannada	514	429	83%	14
Bangalore	1325	1080	82%	15
Davanagere	44	35	80%	16
Bellary	82	65	79%	17
Koppal	154	122	79%	18
Tumkur	215	140	79%	19
Kolar	413	306	74%	20
Belgaum	146	106	73%	21
Mandya	67	48	72%	22
Shimoga	83	59	71%	23
Bidar	234	163	70%	24
Udupi	106	93	65%	25
Raichur	112	31	28%	26
Mysore	224	40	18%	27
State	5064	3997	67%	

Labour - Dspl Vs Rcpt (%age)



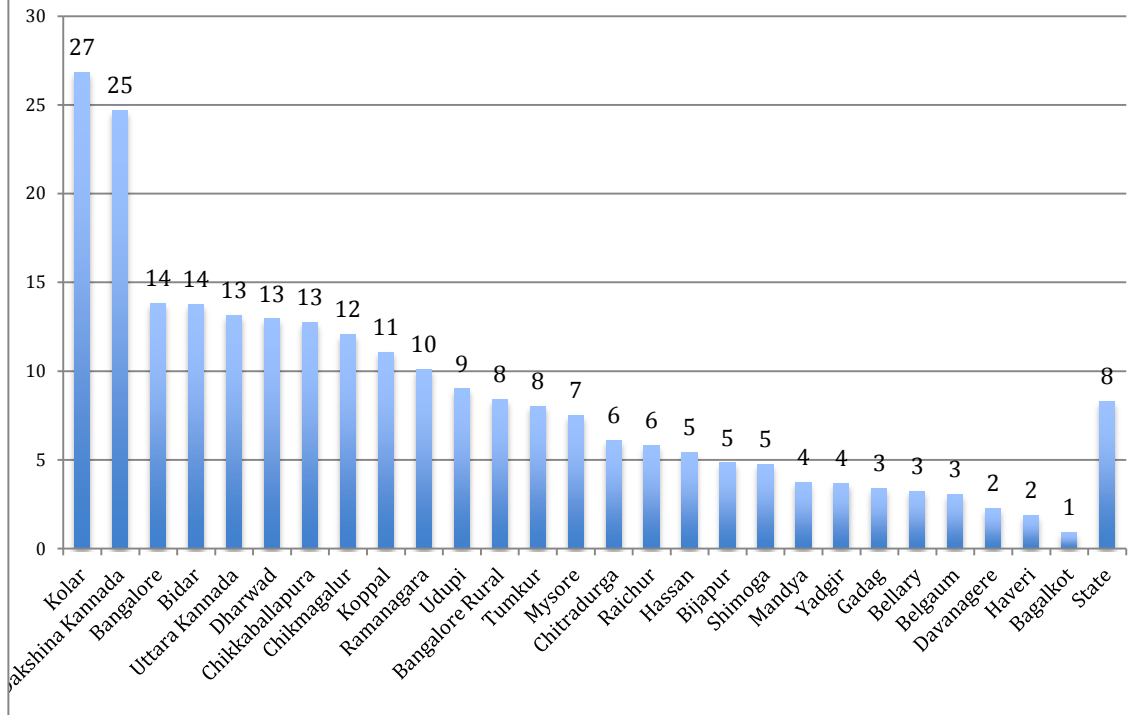
**Ranks as per Receipt per Lakh
Poplatn**

Labour Department

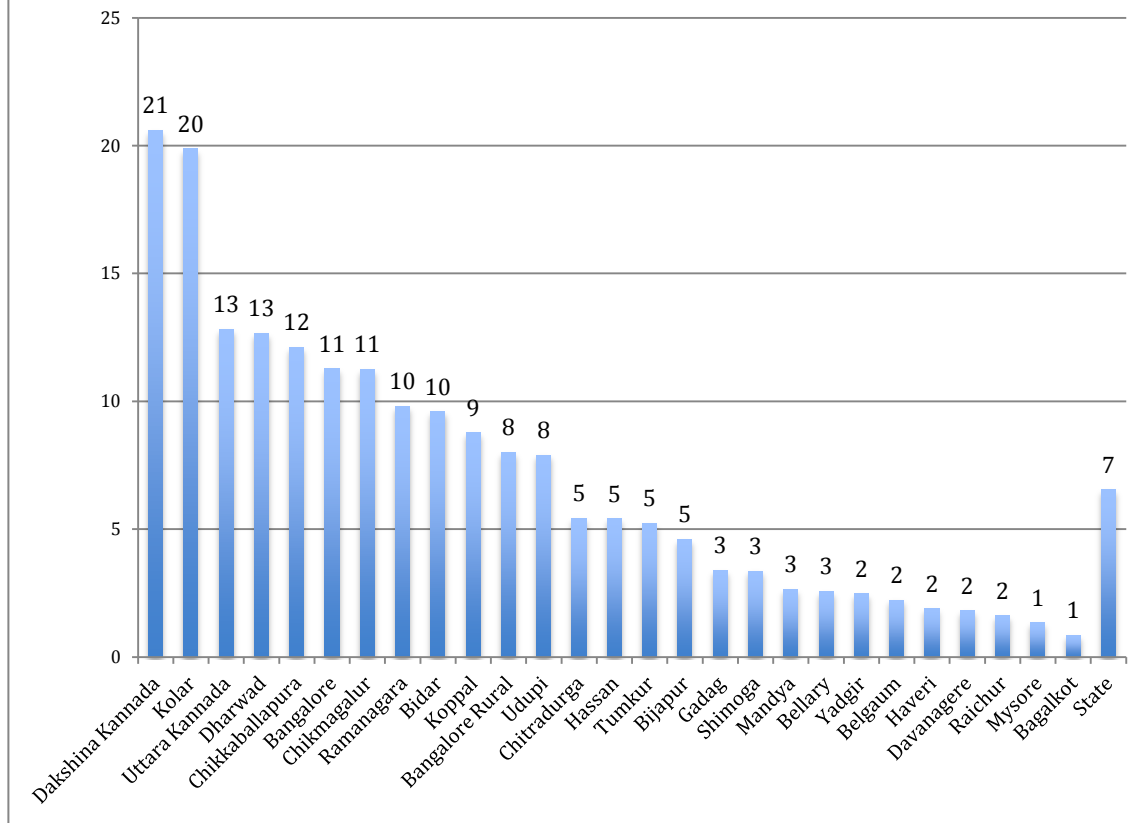
DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Receipts per lakh population	Rank in Receipt per lakh population
Kolar	413	306	27	1
Dakshina Kannada	514	429	25	2
Bangalore	1325	1080	14	3
Bidar	234	163	14	4
Uttara Kannada	189	184	13	5
Dharwad	239	234	13	6
Chikkaballapura	160	152	13	7
Chikmagalur	137	128	12	8
Koppal	154	122	11	9
Ramanagara	109	106	10	10
Udupi	106	93	9	11
Bangalore Rural	83	79	8	12
Tumkur	215	140	8	13
Mysore	224	40	7	14
Chitradurga	101	90	6	15
Raichur	112	31	6	16
Hassan	96	96	5	17
Bijapur	105	100	5	18
Shimoga	83	59	5	19
Mandya	67	48	4	20
Yadgir	43	29	4	21
Gadag	36	36	3	22
Bellary	82	65	3	23
Belgaum	146	106	3	24
Davanagere	44	35	2	25
Haveri	30	30	2	26
Bagalkot	17	16	1	27
State	5064	3997	8	

**Performance Report Card of 27 Distrcits (Chamrajnagar,
Gulbarga an Kodagu are NIL Performance as NIL receipt)**

Labour-Rcpt per Lakh Population



Labour-Dspl per Lakh Population



**Disposal Ranks of 27 Districts
(Chamrajnagar, Gulbarga and Kodagu
are NIL Performance as NIL receipt)**

Labour Department

DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal per lakh population	Rank in Disposal per lakh population
Dakshina Kannada	514	429	21	1
Kolar	413	306	20	2
Uttara Kannada	189	184	13	3
Dharwad	239	234	13	4
Chikkaballapura	160	152	12	5
Bangalore	1325	1080	11	6
Chikmagalur	137	128	11	7
Ramanagara	109	106	10	8
Bidar	234	163	10	9
Koppal	154	122	9	10
Bangalore Rural	83	79	8	11
Udupi	106	93	8	12
Chitradurga	101	90	5	13
Hassan	96	96	5	14
Tumkur	215	140	5	15
Bijapur	105	100	5	16
Gadag	36	36	3	17
Shimoga	83	59	3	18
Mandya	67	48	3	19
Bellary	82	65	3	20
Yadgir	43	29	2	21
Belgaum	146	106	2	22
Haveri	30	30	2	23
Davanagere	44	35	2	24
Raichur	112	31	2	25
Mysore	224	40	1	26
Bagalkot	17	16	1	27
State	5064	3997	7	

Chapter 8

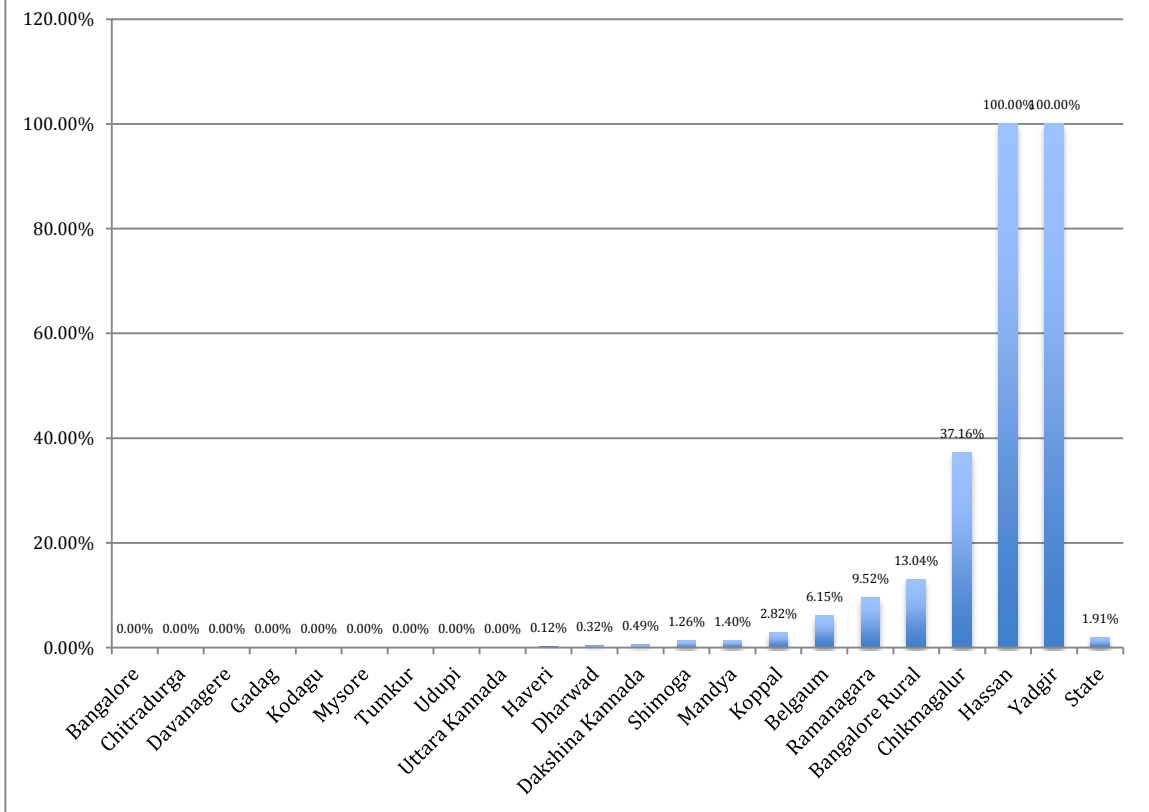
Women & Child Development Department (W&CD)

Overall in-time performance of W&CD Department is **98.09%**. The services need rationalization [0-3 years and 3-6yrs enrollment of children to Anganwadi Centres]

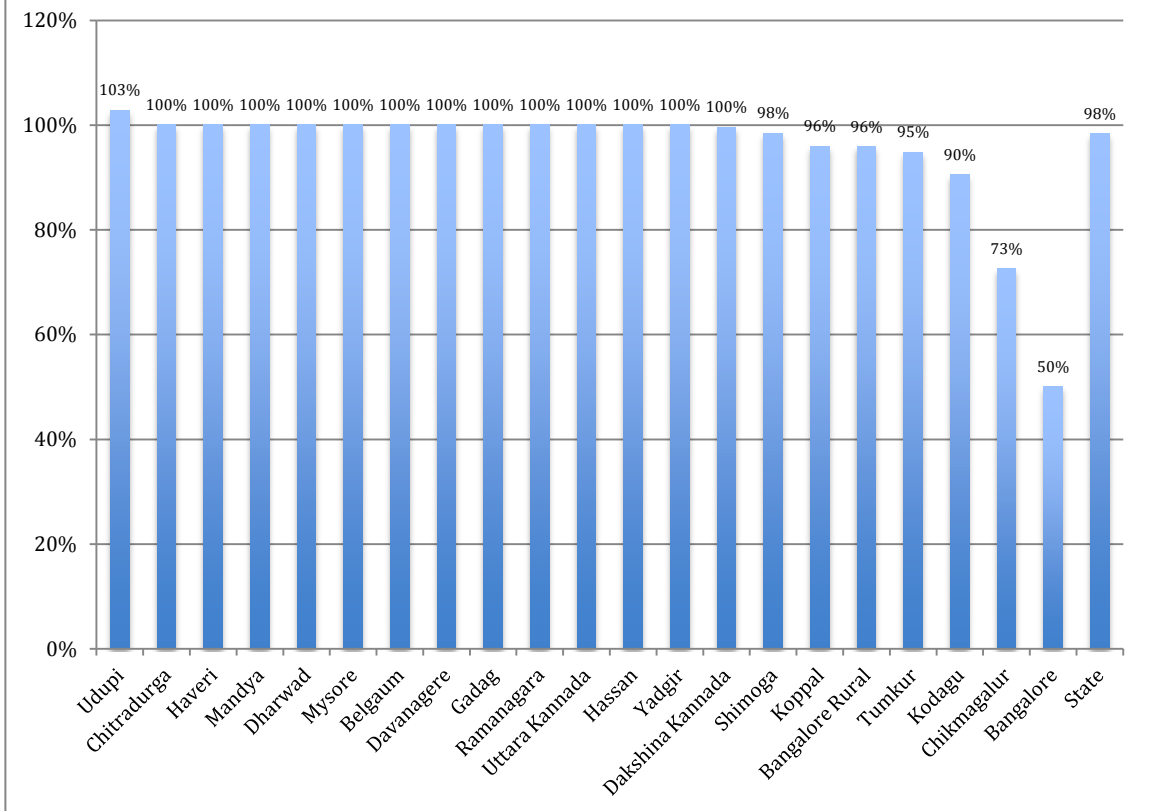
Rank as per % age Default (delayed disposal)
W&CD Department
Performance Report Card of 21 Districts (Bagalkot , Bellary , Bidar, Bijapur, Chamrajnagar, Chikballapur, Gulbarga, Kolar, Raichur is NIL as NIL Reciepts)

DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Default (delayed disposal)as %age of total disposal	Rank in Default (delayed disposal)as %age of total disposal
Bangalore	8	4	0.00%	1
Chitradurga	1575	1575	0.00%	2
Davanagere	110	110	0.00%	3
Gadag	63	63	0.00%	4
Kodagu	63	57	0.00%	5
Mysore	193	193	0.00%	6
Tumkur	95	90	0.00%	7
Udupi	73	75	0.00%	8
Uttara Kannada	41	41	0.00%	9
Haveri	828	828	0.12%	10
Dharwad	312	312	0.32%	11
Dakshina Kannada	206	205	0.49%	12
Shimoga	243	239	1.26%	13
Mandya	358	358	1.40%	14
Koppal	74	71	2.82%	15
Belgaum	179	179	6.15%	16
Ramanagara	42	42	9.52%	17
Bangalore Rural	24	23	13.04%	18
Chikmagalur	204	148	37.16%	19
Hassan	1	1	100.00%	20
Yadgir	1	1	100.00%	21
State	4693	4615	1.91%	

W&CD %age Default



W&CD Dspl Vs Rcpt (%age)



**Disposal vs Receipt of 21 Districts
(Bagalkot , Bellary , Bidar, Bijapur,
Chamrajnagar, Chikballapur,
Gulbarga, Kolar, Raichur are NIL
performance as NIL receipt)**

W&CD Department

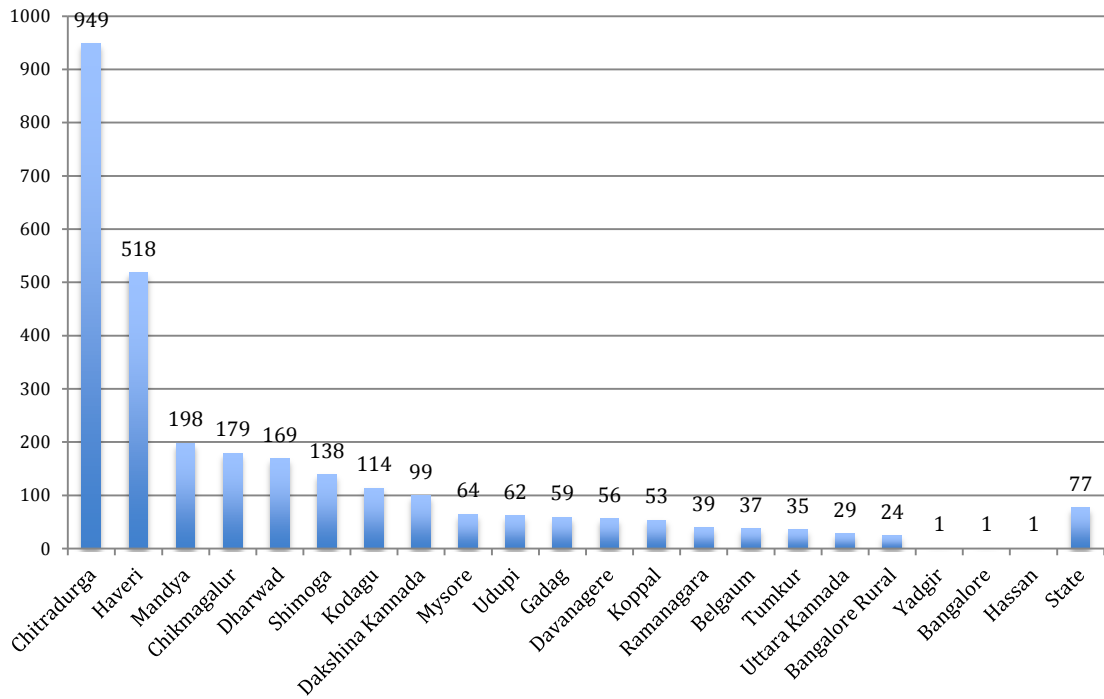
DISTRICT	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	disposal as percentage of receipt	Rank as per %age disposal versus receipt
Udupi	73	75	103%	1
Chitradurga	1575	1575	100%	2
Haveri	828	828	100%	3
Mandya	358	358	100%	4
Dharwad	312	312	100%	5
Mysore	193	193	100%	6
Belgaum	179	179	100%	7
Davanagere	110	110	100%	8
Gadag	63	63	100%	9
Ramanagara	42	42	100%	10
Uttara Kannada	41	41	100%	11
Hassan	1	1	100%	12
Yadgir	1	1	100%	13
Dakshina Kannada	206	205	100%	14
Shimoga	243	239	98%	15
Koppal	74	71	96%	16
Bangalore Rural	24	23	96%	17
Tumkur	95	90	95%	18
Kodagu	63	57	90%	19
Chikmagalur	204	148	73%	20
Bangalore	8	4	50%	21
State	4693	4615	98%	

W&CD Department**Ranks as per Receipt per Lakh
Poplatn**

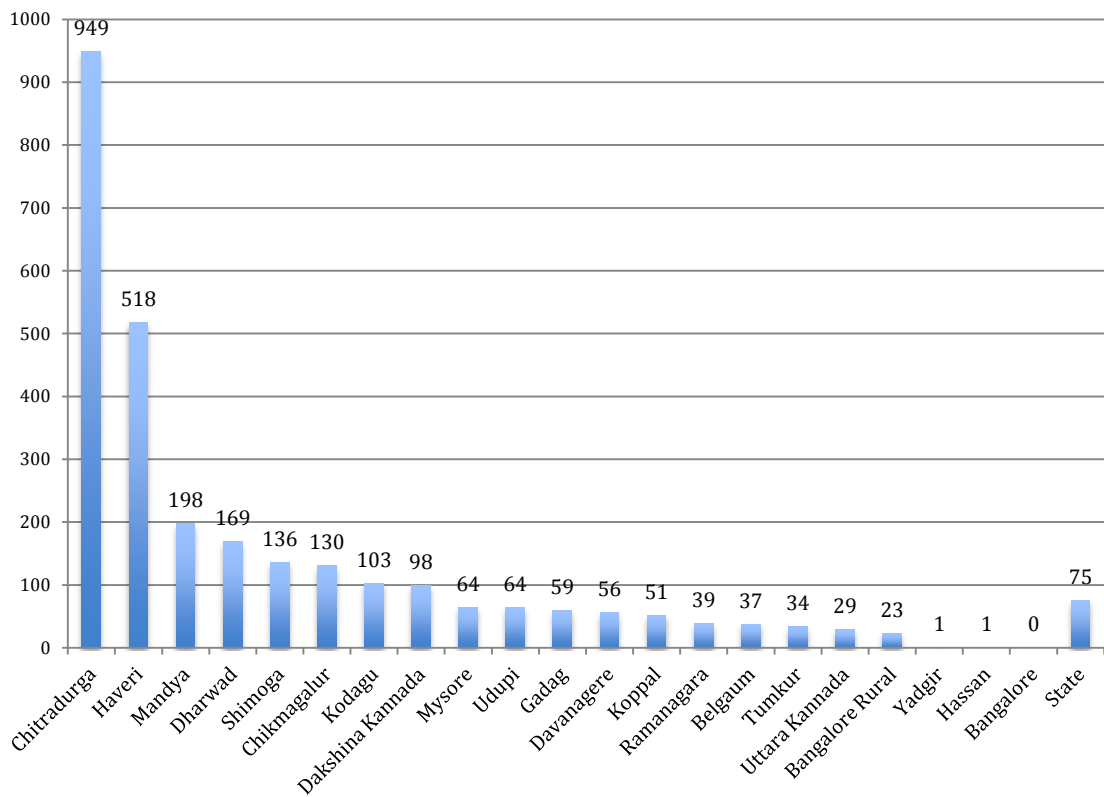
DISTRICT	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Receipts per lakh population	Rank in Receipt per lakh population
Chitradurga	1575	1575	949	1
Haveri	828	828	518	2
Mandya	358	358	198	3
Chikmagalur	204	148	179	4
Dharwad	312	312	169	5
Shimoga	243	239	138	6
Kodagu	63	57	114	7
Dakshina Kannada	206	205	99	8
Mysore	193	193	64	9
Udupi	73	75	62	10
Gadag	63	63	59	11
Davanagere	110	110	56	12
Koppal	74	71	53	13
Ramanagara	42	42	39	14
Belgaum	179	179	37	15
Tumkur	95	90	35	16
Uttara Kannada	41	41	29	17
Bangalore Rural	24	23	24	18
Yadgir	1	1	1	19
Bangalore	8	4	1	20
Hassan	1	1	1	21
State	4693	4615	77	

**Performance Report Card of 21 Districts (Bagalkot , Bellary,
Bidar, Bijapur, Chamrajnagar, Chikballapur, Gulbarga, Kolar,
Raichur are NIL performance as NIL receipt)**

W&CD-Rcpt per Lakh Population



W&CD-Dspl per Lakh Population



W&CD Department

Disposal Rank of 21 Districts (Bagalkot , Bellary , Bidar, Bijapur, Chamrajnagar, Chikballapur, Gulbarga, Kolar, Raichur are NIL Performance as NIL receipt)

DISTRICT	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal per lakh population	Rank in Disposal per lakh population
Chitradurga	1575	1575	949	1
Haveri	828	828	518	2
Mandya	358	358	198	3
Dharwad	312	312	169	4
Shimoga	243	239	136	5
Chikmagalur	204	148	130	6
Kodagu	63	57	103	7
Dakshina Kannada	206	205	98	8
Mysore	193	193	64	9
Udupi	73	75	64	10
Gadag	63	63	59	11
Davanagere	110	110	56	12
Koppal	74	71	51	13
Ramanagara	42	42	39	14
Belgaum	179	179	37	15
Tumkur	95	90	34	16
Uttara Kannada	41	41	29	17
Bangalore Rural	24	23	23	18
Yadgir	1	1	1	19
Hassan	1	1	1	20
Bangalore	8	4	0	21
State	4693	4615	75	

Chapter 9

Food & Civil Supplies Department

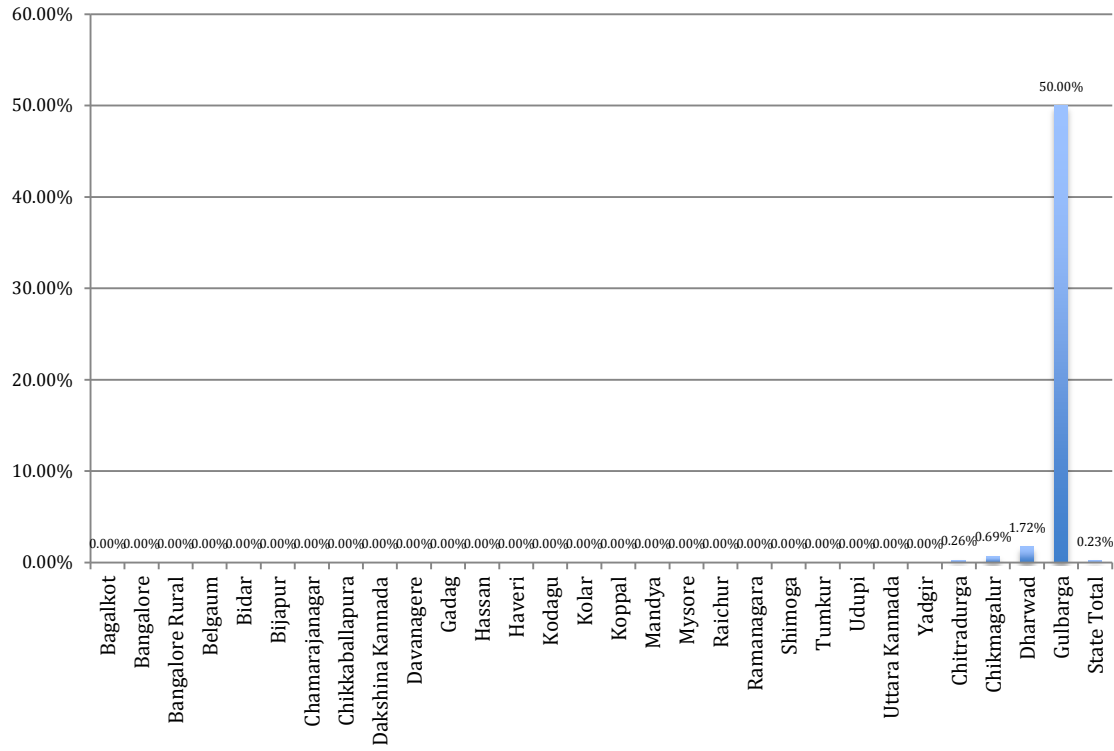
Overall in-time performance of F&CS Department is **99.77%**

Food&Civil Suppies **Rank as per % age Default (delayed disposal)**

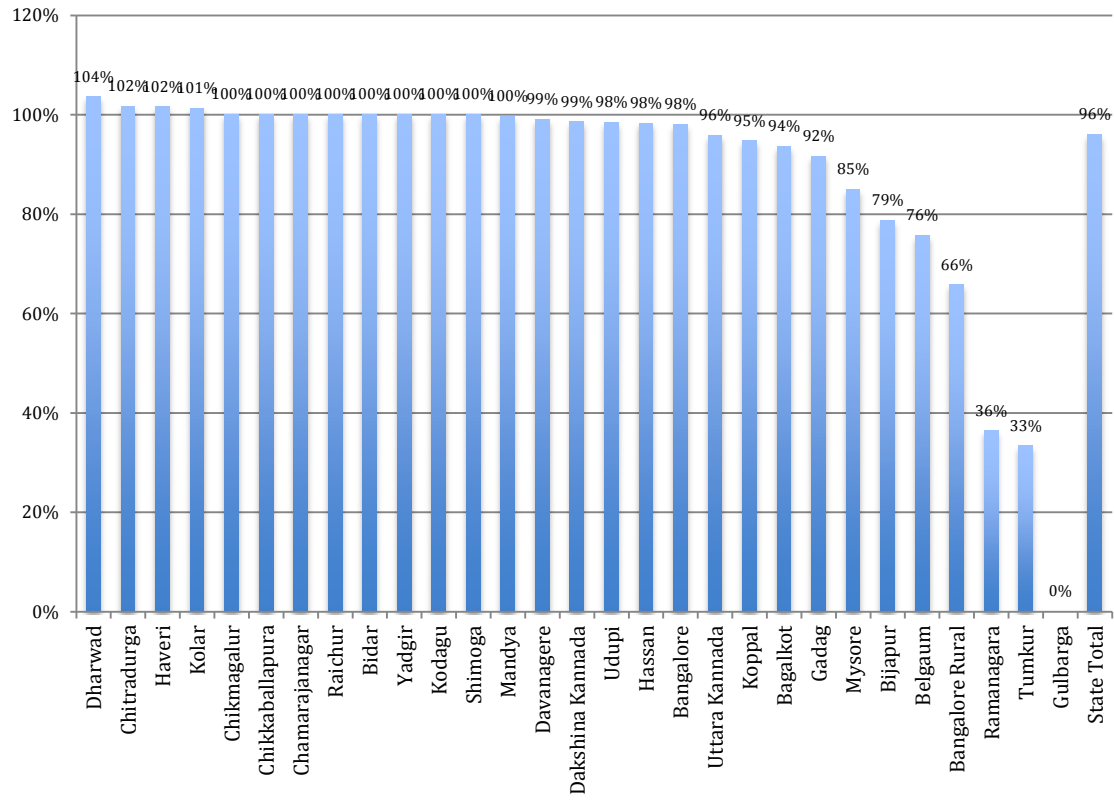
DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Default (delayed disposal)as %age of total disposal	Rank in Default (delayed disposal)as %age of total disposal
Bagalkot	377	353	0.00%	1
Bangalore	102	100	0.00%	1
Bangalore Rural	38	25	0.00%	1
Belgaum	271	205	0.00%	1
Bidar	9	9	0.00%	1
Bijapur	80	63	0.00%	1
Chamarajanagar	59	59	0.00%	1
Chikkaballapura	138	138	0.00%	1
Dakshina Kannada	406	400	0.00%	1
Davanagere	113	112	0.00%	1
Gadag	12	11	0.00%	1
Hassan	118	116	0.00%	1
Haveri	64	65	0.00%	1
Kodagu	1	1	0.00%	1
Kolar	152	154	0.00%	1
Koppal	19	18	0.00%	1
Mandya	592	590	0.00%	1
Mysore	20	17	0.00%	1
Raichur	24	24	0.00%	1
Ramanagara	11	4	0.00%	1
Shimoga	1	1	0.00%	1
Tumkur	3	1	0.00%	1
Udupi	124	122	0.00%	1
Uttara Kannada	169	162	0.00%	1
Yadgir	9	9	0.00%	1
Chitradurga	375	381	0.26%	26
Chikmagalur	291	291	0.69%	27
Dharwad	56	58	1.72%	28
Gulbarga	1	0	50.00%	29
State Total	3635	3489	0.23%	

(Bellary has NIL Performance as NIL receipt)

Food & CS %age Default



Food & CS Dspl Vs Rcpt (%age)



**Performance Report Card of 29
Districts (Bellary has NIL
Performance as NIL receipt)**

Food&Civil Supplies

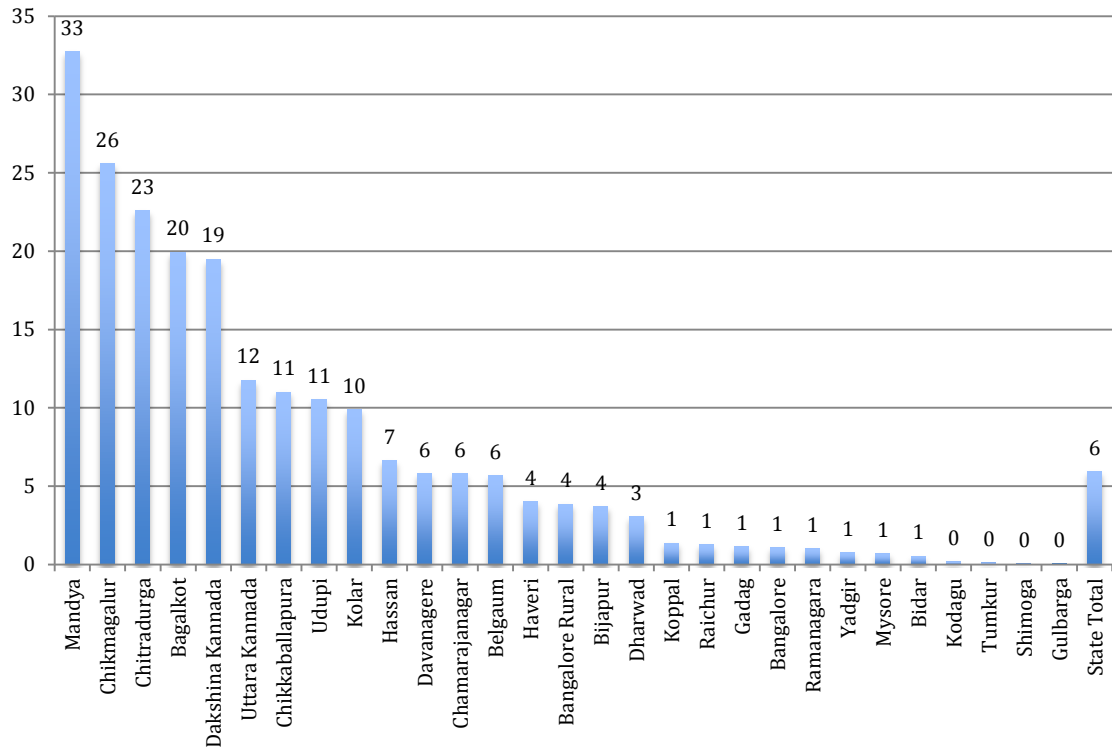
DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal as percentage of receipt	Rank as per %age disposal versus receipt
Dharwad	56	58	104%	1
Chitradurga	375	381	102%	2
Haveri	64	65	102%	3
Kolar	152	154	101%	4
Chikmagalur	291	291	100%	5
Chikkaballapura	138	138	100%	6
Chamarajanagar	59	59	100%	7
Raichur	24	24	100%	8
Bidar	9	9	100%	9
Yadgir	9	9	100%	10
Kodagu	1	1	100%	11
Shimoga	1	1	100%	12
Mandya	592	590	100%	13
Davanagere	113	112	99%	14
Dakshina Kannada	406	400	99%	15
Udupi	124	122	98%	16
Hassan	118	116	98%	17
Bangalore	102	100	98%	18
Uttara Kannada	169	162	96%	19
Koppal	19	18	95%	20
Bagalkot	377	353	94%	21
Gadag	12	11	92%	22
Mysore	20	17	85%	23
Bijapur	80	63	79%	24
Belgaum	271	205	76%	25
Bangalore Rural	38	25	66%	26
Ramanagara	11	4	36%	27
Tumkur	3	1	33%	28
Gulbarga	1	0	0%	29
State Total	3635	3489	96%	

Food&Civil Suppies **Ranks as per Receipt per Lakh Poplatn**

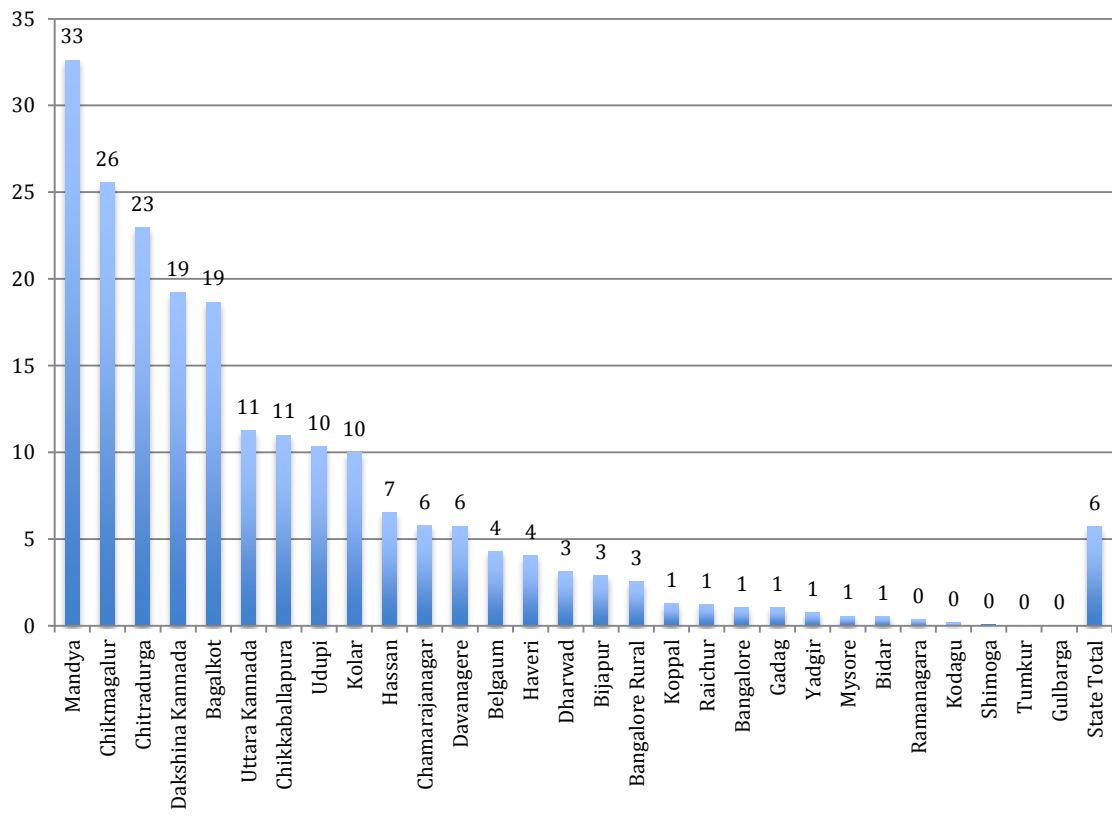
DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Receipts per lakh population	Rank in Receipt per lakh population
Mandya	592	590	33	1
Chikmagalur	291	291	26	2
Chitradurga	375	381	23	3
Bagalkot	377	353	20	4
Dakshina Kannada	406	400	19	5
Uttara Kannada	169	162	12	6
Chikkaballapura	138	138	11	7
Udupi	124	122	11	8
Kolar	152	154	10	9
Hassan	118	116	7	10
Davanagere	113	112	6	11
Chamarajanagar	59	59	6	12
Belgaum	271	205	6	13
Haveri	64	65	4	14
Bangalore Rural	38	25	4	15
Bijapur	80	63	4	16
Dharwad	56	58	3	17
Koppal	19	18	1	18
Raichur	24	24	1	19
Gadag	12	11	1	20
Bangalore	102	100	1	21
Ramanagara	11	4	1	22
Yadgir	9	9	1	23
Mysore	20	17	1	24
Bidar	9	9	1	25
Kodagu	1	1	0	26
Tumkur	3	1	0	27
Shimoga	1	1	0	28
Gulbarga	1	0	0	29
State Total	3635	3489	6	

(Bellary has NIL Performance as NIL receipt)

Food&CS-Rcpt per Lakh Population



F&CS-Dspl per Lakh Population



**Disposal Ranks of 29 Districts
(Bellary has NIL Performance as NIL receipt)**

Food&Civil Suppies

DISTRICT	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	Disposal per lakh population	Rank in Disposal per lakh population
Mandya	592	590	33	1
Chikmagalur	291	291	26	2
Chitradurga	375	381	23	3
Dakshina Kannada	406	400	19	4
Bagalkot	377	353	19	5
Uttara Kannada	169	162	11	6
Chikkaballapura	138	138	11	7
Udupi	124	122	10	8
Kolar	152	154	10	9
Hassan	118	116	7	10
Chamarajanagar	59	59	6	11
Davanagere	113	112	6	12
Belgaum	271	205	4	13
Haveri	64	65	4	14
Dharwad	56	58	3	15
Bijapur	80	63	3	16
Bangalore Rural	38	25	3	17
Koppal	19	18	1	18
Raichur	24	24	1	19
Bangalore	102	100	1	20
Gadag	12	11	1	21
Yadgir	9	9	1	22
Mysore	20	17	1	23
Bidar	9	9	1	24
Ramanagara	11	4	0	25
Kodagu	1	1	0	26
Shimoga	1	1	0	27
Tumkur	3	1	0	28
Gulbarga	1	0	0	29
State Total	3635	3489	6	

Chapter 11: Home Department:

Important Note: Police department's IT systems and Sakaala's tracking online is in the process of intergration. Hence a detailed analysis has been not been attempted in the below report: Overall statistitics are stated.

Overall In-time performance of Home Department has been an encouraging. Of the Total Receipts of 48299, The Disposals stand at 22973, while 14492 is withing the timespan of delivery and in track for in time delivery. As mentione earlier, the figures are approximated and overall the department is showing an average 98.25% disposal rate.

Figures of District Wise Receipts & Disposals are given below:

DISTRICT	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH
Uttara Kannada	815	558
Gadag	286	253
Bagalkot	356	135
Kolar	1341	711
Udupi	1015	649
Bangalore Rural	1276	415
Belgaum	899	159
Chitradurga	697	560
Davanagere	479	184
Mandya	1168	591
Dakshina Kannada	829	656
Tumkur	807	571
Mysore	2207	847
Ramanagara	429	59
Dharwad	797	460
Kodagu	932	659
Haveri	290	119
Hassan	1031	712
Chikkaballapura	322	151
Bijapur	75	12
Shimoga	1231	929
Bidar	248	162
Bellary	690	649
Raichur	222	219
Chamarajanagar	363	267
Chikmagalur	587	311
Koppal	110	74
Bangalore	3059	1024
Gulbarga	68	7
Yadgir	2	2

Chapter 11: Education department:

The Education department's overall receipts and Disposals are relatively small. This is primarily due to a seasonal kind of service that is sought.

Overall, during the month 485 Applications were received and 356 of these were disposed well before time. The others are in progress.

All the 485 cases related to the department of Public Instruction and the PU Board did not receive a single application. The Table below shows the distribution of these applications.

District	No of Applications	Type of Service	Remarks
Bangalore	323	323/323 cases – were applications received for Issue of Duplicate Marks Card.	All Applications are from Bangalore North.
Gulbarga	115	115/115 cases – were applications received for Issue of Duplicate Marks Card	Of the 7 Districts, only Gulbarga received all the 115 applications. Other 6 districts showed Zero receipts.
Chitradurga	9	8 cases were for Renewal /Recognition of Schools	
Bagalkot	7	7 cases were for Renewal /Recognition of Schools	Only 2 Districts – Jamkhandi & Mudhol showed these 8 applications. Other 4 districts showed zero
Sum of Other Districts	31	Most cases were for Renewal /Recognition of Schools.	

Chapter 12: Health & Family Welfare:

The Health & Family Welfare department's overall Receipts and Disposals stands at 4212 Receipts and 3950 has been disposed well before time. The others are in progress.

Broadly, the following is the flow of Applications and its Disposals for April 2012:

Department Name	No. of receipts during the month	No. of disposals during the Month
AYUSH DEPARTMENT	16	17
DRUGS CONTROL DEPARTMENT	587	468
HEALTH AND FAMILY WELFARE DEPARTMENT	3609	3465
Total	4212	<u>3950</u>

Department/District -wise break up of Services:

Ayush department:

Department	Total Receipts	Total Disposals	District	Service
Ayush department	16	17	Bagalkot, Gadag, Uttara Kannada, Raichur, Shimoga etc	All 16 related to Issue of medical Certificate.

2) Drugs Control department:

District Name	No. of receipts during the month	No. of disposals during the Month
Belgaum	33	25
Bagalkot	17	14
Bijapur	24	17
Bidar	9	8
Raichur	24	20
Koppal	10	8
Gadag	5	4
Dharwad	34	17
Uttara Kannada	4	4
Haveri	10	8
Bellary	22	21
Chitradurga	4	5
Davanagere	17	17
Shimoga	19	14
Udupi	0	0
Chikmagalur	1	1
Tumkur	18	14
Bangalore	223	178
Mandya	11	11
Hassan	0	0
Dakshina Kannada	17	15
Kodagu	0	0
Mysore	14	14
Chamarajanagar	3	1
Gulbarga	19	14
Yadgir	13	9
Kolar	12	11
Chikkaballapura	4	4
Bangalore Rural	14	9
Ramanagara	6	5
Total	587	468

Most services that were sought under Drugs Control department are shown in the table below:

Name of the Service	%age of Total	Remarks
Issue of Licence for Sales Establishment	50%	Bangalore Constituted more than 60% of the requests. <u>All</u> these cases came from Bangalore NORTH.
Renewal of Licence	25%	
Change - Addition/deletion of Regd.Pharmacist	20%	
Name Change etc	5%	

3) Health & Family Welfare Department:

District Name	No. of receipts during the month	No. of disposals during the Month
Belgaum	271	205
Bagalkot	362	340
Bijapur	80	63
Bidar	9	9
Raichur	24	24
Koppal	19	18
Gadag	12	11
Dharwad	56	58
Uttara Kannada	169	162
Haveri	64	65
Bellary	0	0
Chitradurga	371	377
Davanagere	113	112
Shimoga	1	1
Udupi	124	122
Chikmagalur	291	291
Tumkur	3	1
Bangalore	102	100
Mandya	589	587
Hassan	118	116
Dakshina Kannada	405	399
Kodagu	1	1
Mysore	19	16
Chamarajanagar	59	59
Gulbarga	1	0
Yadgir	7	7
Kolar	152	154
Chikkaballapura	138	138
Bangalore Rural	38	25
Ramanagara	11	4
Total	3609	3465

Most services that were sought under Health & Family Welfare department are shown in the table below:

Name of the Service	%age of Total
Issue of Disability Certificate	50%
Issue of Sterilization Certificate	25%
Issue of Age Certificate	20%
Issue of Wound Certificate	5%

Other Supplementary (Background) Activities:

1. *Call Centre:* The Call centre was inaugurated by the CM and it started functioning right from day one. As of today, we have received a total of 23000 enquiries and 144 complaints so far on the services. The Call centre works from 9 am to 6 pm on all working days contactable at 080 – 44554455. The General Analysis reveals that 41% of the calls were related to General Enquiries, while 31% related to Procedural enquiries, 21% callers enquired about the Act and its applicability, with the rest %age relating to Address details, fees & website details.
2. On 17th April 2012, The Respected Chief Minister addressed all the department heads and District Collectors and Heads of Districts via a Web conference giving them guidance and instruction to the preambles of the Act and its enforceability.
3. Under the guidance and leadership of the Hon Law Minister – a Review meeting was held on 23 April 2012, where he took stock of each department's progress, achievements and follow up action points. The Respected Chief Secretary also instructed some points to all present for a greater interactive working. The Presentation was done by our Addl. Mission Director Mr. Munish Moudgil.

Some critical Points that the Hon. Law Minister noted were as follows:

- All technical integration related issues that each department brought up in the meeting was to be worked on with NIC at the earliest.
- If Nodal Officers for each district was not appointed - it needs to be done so at the earliest. A direct responsible person is required to monitor progress of citizen's issues.
- Noting that many departments requested for a second round of training, The Law Minister also noted and directed for training to be provided to every department in every district by the Mission along with ATI.
- Display of service in every office -this is a must to ensure awareness to citizens.
- The Hon. Law minister also set the tone for a 99% delivery in the coming weeks. He noted that this was the only way to fully operationalise the working of the Act and to maximise Citizens benefits.

4. *Helpdesks*: A Government Order was passed helpdesk on 17 April vide Govt order No RE 363/12/2012 for setting up Helpdesk to better enable citizens in using the services under Sakaala. The Helpdesks would be manned by NGOs/Retired Govt officials and aided by Technology.
5. *Interactions with NGOs and other Academic Bodies*: Various Resident welfare Associations (RWAs), Other Citizen enabled forums such as 'India Against Corruption ' have actively participated and suggested many points for the better working of the SAKAALA Mission. This apart, The Mission also consults various Professional Bodies such IIMB, NIAS, ISEC etc have been sought to ensure fairness and a more holistic view of running the mission.
6. Consultants coming in from Professional Backgrounds have also joined the team for adding value to the mission and assisting the Mission Director and Assistant Mission Director in managing the affairs of the SAKAALA Mission.
 - a) Chandrasekhar - IT **Consultant** – an Expert in Web Application Design & development also joined the team during Mid March
 - b) Subramanian S- **Management Consultant** – a Post Graduate from IIM Calcutta has joined us on 18 April. Previously worked with Oracle & Wipro.
 - c) District IT Consultants – a set of 30 Consultants representing each district was also done during the month to co- ordinate the efforts and synchronize.
7. *Street plays*: An Innovative, but an effective way of communicating to the Citizens has been formulated .The first one such was recently held in Belgaum. (Photos).
8. *Other Modes of communicating: Planned & In Progress*:
 - a) **TV Commercials**: The Mission also plans to get into getting into a String of TV Commercials projecting and educating the general public on how this touches their lives.
 - b) **Communicating through Mass Media** – This includes TV, FM Radios, Newspapers, magazines etc. **This is In Progress** – The Hon CM gave an Interview to the Indian Express on 27 April 2012. Other Newspapers would follow suit. The HINDU and UDAYAVANI has sought info from the Mission and published the info to the benefits of the General Public.
 - c) **Division level Workshops** – Planned for End April.
 - d) **Group mail Campaign**.
 - e) **Special Interest Groups** – Surveys, Interviews and opinions.

9. Future Programs – **planned for the next month & later:**

- May 6th 2012: India Against Corruption –Karnataka interacts with SAKALA mission representatives to understand and spread the intentions and preamble of the Mission.
- May 8th 2012: BBMP & RWAs meet with the SAKALA Mission.
- Interactions with NIAS – planned in Mid May for a study on intellectual aspects of the Law.
- June 11th 2012: Seminar on SAKALA organized by IIMB & Mission at Jakkur. This would include all DCs and likely to be Presided over by the Hon. Law Minister.

Moving in the Right Direction!

