



Jagadish Shettar
Chief Minister



SAKALA REPORT CARD

August - 2012



No more delays... We deliver on time.

The Karnataka Guarantee of Services to Citizens Act 2011



Report Card for the month of August 2012

Message

My Dear Citizens,

As you are aware Karnataka Sakala Services Act has been brought into force in April 2012 by our Government. We have been providing timely delivery of 151 services to citizens through 11 Government departments. Citizens have been availing Caste Certificate, Income Certificate, Driving Licence, Bus Passes, Police FIR, Drinking Water, Ration card copies, Disability Certificates, Commercial Tax Certificates and Registration of schools etc.

It is a matter of great pride that within a span of 5 months, more than 1 crore citizens have taken services under Sakala in a time bound manner. This is a record for the entire country and a model for other States to follow.

Citizens can contact 080-44554455 Call Centre to know about the facilities under the Act as well as register their complaints. I call upon each one of you to ring up this number as soon as you face any problem in getting any service under any department. The officials are bound to pay a compensatory cost to the citizens for any delay in service. In addition every month I myself or my Law Minister would directly take the calls of the citizens through Doordarshan, to hear your suggestions and address your grievances.

Citizens are our first priority. In the coming days we plan to add more services and departments under Sakala. Wherever you face problems in getting the services, please inform us frankly. We have set up Help Desks at every District and Taluk Head Quarters under the supervision of the Deputy Commissioners. Sakala Boards have been displayed in front of each office, giving details of the services. Please avail the services by registering your application at the Sakala Counter, without bribing anyone. "NO MORE DELAYS – WE DELIVER ON TIME".

Jagdish Shettar
Chief Minister of Karnataka

Sakala has stamped out corruption by 50%

People Are Confident And Satisfied, Says Suresh Kumar

Manu Aiyappa | TNN

Bangalore: Enthused by the success of Sakala — guaranteeing services to citizens in a time-bound manner — launched in April 2012, the state government has decided to include another 118 services under its ambit. Law and parliamentary affairs minister Suresh Kumar, who is monitoring the implementation of Sakala, says corruption has reduced by 50% in these departments. Excerpts:

Are you happy with the progress in the implementation of Sakala?
I am reasonably happy. The experience so far has made me hopeful that we can go further in the coming days.

Sakala is making national and international news, with the union ministry of personnel and pensions recommending it as a model legislation to other states.
It's an exhilarating feeling. The compliments we received from Bihar, Orissa, Bangladesh and



“It's an exhilarating feeling. The compliments we received from Odisha, Bihar, the Centre and Bangladesh have strengthened our resolve to do better.”

the Centre have strengthened our resolve to do better.

Has corruption reduced in government offices?
The period of waiting has reduced considerably. People are confident that they can and will get a service as a matter of right. Because of these two factors, corruption has reduced by at least 50%.

Statistics apart, what about public appreciation of efficiency?

Every day, at least four citizens are spoken to in each district — two who have availed some service under Sakala and two who are in the queue. The feed-

back we've received shows a healthy satisfaction index.

For the first time, an officer was fined Rs 40 for delaying service delivery. Why did it take so long?

The first incident was publicized by the government to encourage more persons to appeal. We have to educate the citizens better.

Kodagu (99.8%) had been adjudged the best district in implementing Sakala...

Actually, different districts have bagged first place in each of the last five months. There is a sort of competition between the districts, irrespective of size.

There are complaints that offices issuing trade licences and building plans have been bypassing Sakala under pressure from middlemen.

We've come to know about this unhealthy trend, especially in the urban development department. We've warned the departments that bypassing is not acceptable. People are free to complain.

Any more plans on Sakala and making it more effective?

We are planning to include about 120 more services. Soon, people can submit applications under Sakala online, and receive acknowledgments too.

Citizens bank on scheme to tackle BBMP, BWSSB

TIMES NEWS NETWORK

Bangalore: From filling potholes to getting your Khata certificates, it's all about getting things within a timeframe. And Bangaloreans are only asking for more.

Bangalore Urban accounts for 19.76% of the total Sakala services, with most inquiries going to the urban (BWSSB/BBMP) and revenue departments. Interestingly corruption in government departments covered under Sakala has declined. “That's because the citizen knows the job will get done. So why pay a bribe? I would say there is a 30-40% decrease in corruption, which is a great sign,” says Shalini Rajneesh, mission director (Sakala) and secretary, department of administrative reforms.

If figures are any indication, then residents of Bangalore Urban seem to have more problems. The total applications received in Bangalore Urban is 21.51 lakh, as against 1.69 lakh in Bangalore Rural.

“I was apprehensive about the number of applications that began to pour in. We've crossed the 1-crore mark. But when we look back, it's a win-win situation both for the government and the citizen,” says Shalini.



ALL HOPEFUL: A file photo of representatives of resident welfare associations attending a meeting on Sakala in Vidhana Soudha

118 more services added on

TIMES NEWS NETWORK

Bangalore: Widening the scope of Sakala, the citizen services charter, the cabinet on Friday approved the addition of 118 more services under 14 departments under the scheme, with effect from October 1.

The government had brought 151 services from 11 departments under the char-

ter. With this addition, the total number of services under Sakala scales up to 265.

Law minister S Suresh Kumar told reporters that following a lack of seekers, four services in the home and women and child department had been withdrawn from Sakala. “Filing of online applications will be mandatory under Sakala from March 31, 2013,” he said.

IN A NUTSHELL
APPLICATIONS RECEIVED

Bangalore Urban
21,51,420

Bangalore Rural
1,69,753

APPLICATIONS DISPOSED OF IN TIME

Bangalore Urban
20,61,084

Bangalore Rural
1,60,767

TIMES VIEW

Sakala could just be the answer to counter corruption. Service with a deadline ensures there are no underhand deals, gives power to the citizen, keeps officials on their toes, and throws the touts out. Sakala is a resounding success, and the Centre is recommending it as a model law. That Karnataka is including more services in this charter is commendable. In the absence of a Lokayukta, the RTI Act and Sakala could be citizens' saviours.

From the Desk of the Mission Director

The month of August has been a momentous month for Sakala. With the first ever citizen being paid a compensatory cost! True celebration of Independence indeed! Besides delivering applications that were received in huge numbers during the previous months, there were many other activities that also took place. Here is a report on some of the important ones.

Addition of Services to Sakala was a major thrust during the month. More than a 100 services were identified purely based on Citizen Feedback. Thanks to the untiring efforts of the Chief Secretary of Karnataka under the dynamic leadership of the Honourable Chief Minister and Law Minister. These additions are in its final stages of detailing like workflow analysis, time span required and the officials to be made responsible etc. The Departments that are likely to be newly included are from Personnel department relating to employee rights, BDA, Pollution Control Board, Commerce & Industry, Fisheries, Housing, Social Welfare etc. Revenue, BBMP & Police have expanded their existing numbers. Each of these services would surely add value to the life of citizens.

From the Management and monitoring angle, new software has been exclusively designed conceptualised by the Mission team keeping in mind the vast needs and expansion that we have tasted over the last 5 months. The new software would enable every village office to be mentored and monitored with details of service delivery like Applications received, Disposed, pendency, delays and nature of services obtained. Special focus is on Complaint Redressal. The complaints have come down from 59 Complaints in June to about 42 in August is a clear example. This is mainly due to close & personal monitoring. It may also be worthy to note that Citizens are providing more feedback than earlier. People are now calling the Mission office and sharing their thoughts rather than just accept or simply complain. The whole central idea of Sakala is participative- Citizen Activism.

The report that you are about to read for the month of August will have the customary Statistics for the month, giving you details of department- wise, District wise performance and the overall standing of Sakala. This is the Heart of Sakala. The Statistics in Chapter 2 has the same evaluation criteria has been followed since inception. This is to ensure consistency in ranking and bringing in a spirit of completion among districts.

There is a healthy competition among districts. There is no single district that has always stayed at the first rank. In addition, we have also attempted to give you a detailed report of 15 Districts' analytical report in Chapter 3 as first phase - where we have given the details of most sought services, the best and worst performing offices, some issues of concern. You will observe that delayed disposals are concentrated in a few offices only. If we improve them, we can reach excellence. This apart, we have shared the customer feedback, Call centre data and other relevant aspects that may be of interest to citizens, employees, activists alike.

Dr. Shalini Rajneesh

Mission Director
SAKALA MISSION

Chapter 1

August Statistics

Overall Performance Ranking of all 30 districts (excluding Commercial Taxes Dept)							
District	Total No. of receipts during August (except Commercial Taxes) (A)	No. of disposal during August (except Commercial Taxes) (B)	% of delayed disposals in August (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 (70% weightage on (D) and 30% weightage on (G))
Kodagu	23674	20223	0.20%	1	4735	7	1
Chikkaballapura	57423	50054	0.27%	3	4785	5	2
Uttara Kannada	47848	47710	0.20%	2	3418	20	3
Dakshina Kannada	71131	62340	0.41%	4	3557	16	4
Kolar	76451	67940	1.81%	11	5096	2	5
Bangalore Rural	38650	41596	1.32%	8	4295	9	6
Chitradurga	60911	63779	1.12%	7	3807	14	7
Chamarajanagar	49312	48339	2.61%	14	4931	3	8
Haveri	50708	45705	0.81%	6	3381	22	9
Udupi	32119	30620	0.65%	5	2920	29	10
Mandya	85256	87446	3.42%	16	4736	6	11
Bijapur	73996	68373	2.11%	12	3524	18	12
Davanagere	63406	70102	1.37%	10	3337	24	13
Bagalkot	53879	49913	1.33%	9	2994	27	14
Raichur	83651	75523	4.34%	19	4403	8	15
Chikmagalur	39594	38297	3.92%	17	3600	15	16
Yadgir	34344	29841	2.41%	13	3122	25	17
Gulbarga	85396	80422	2.99%	15	3415	21	18
Gadag	42483	42541	4.45%	20	4248	10	19
Ramanagara	49251	44572	4.96%	23	4925	4	20
Koppal	53554	46369	4.66%	22	4119	11	21
Hassan	93979	89278	6.64%	27	5528	1	22
Shimoga	51550	50613	4.14%	18	3032	26	23
Bellary	99007	109542	5.58%	25	3960	12	24
Mysore	111287	105093	5.76%	26	3837	13	25
Tumkur	90210	86673	5.17%	24	3470	19	26
Belgaum	128402	113303	4.53%	21	2732	30	27
Dharwad	63574	62762	8.42%	28	3532	17	28
Bangalore	317301	301437	8.46%	29	3340	23	29
Bidar	50629	44779	11.08%	30	2978	28	30
State Total	2178976	2075185	4.37%				

Department –wise Performance for the month

Revenue Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70% weightage on (D) and 30% weightage on (G))
Chikkaballapura	46191	38349	0.1	1	3849	4	1
Kodagu	16647	13080	0.2	2	3329	9	2
Kolar	58157	49728	2.3	11	3877	3	3
Chitradurga	47568	51388	1.3	7	2973	13	4
Bangalore Rural	29096	32779	1.5	9	3232	10	5
Uttara Kannada	31131	31452	0.3	3	2223	24	5
Haveri	37667	33441	0.9	6	2511	20	7
Chamarajanagar	42097	41646	2.9	14	4209	2	8
Davanagere	48628	55520	1.4	8	2559	18	9
Dakshina Kannada	28538	19954	0.5	4	1426	30	10
Udupi	18403	16389	0.8	5	1673	28	11
Raichur	71042	62901	4.7	17	3739	5	12
Mandya	62915	64918	4.5	16	3495	8	13
Bagalkot	40967	37492	1.6	10	2275	23	14
Bijapur	53069	48107	2.7	12	2527	19	15
Gadag	35938	35796	4.8	18	3593	6	16
Yadgir	26714	22118	2.7	12	2428	21	17
Gulbarga	67499	62971	3.4	15	2699	16	18
Koppal	40687	33664	5.7	22	3129	11	19
Hassan	75115	70227	8.2	27	4418	1	20
Ramanagara	35788	31123	6.6	25	3578	7	21
Tumkur	74167	71053	5.9	23	2852	14	22
Bellary	77728	88042	6.5	24	3109	12	23
Chikmagalur	25529	24826	5.4	20	2320	22	24
Shimoga	37006	35669	5.1	19	2176	25	25
Belgaum	98315	85141	5.4	20	2091	27	26
Mysore	76634	70373	8	26	2642	17	27
Dharwad	48667	47472	10.6	28	2703	15	28
Bidar	35732	30159	14.6	29	2101	26	29
Bangalore	147694	136071	15.9	30	1554	29	30

Commercial Taxes:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70% weightage on (D) and 30% weightage on (G))
Mysore	6162	6940	0	1	212	4	1
Udupi	2206	2309	0	1	200	5	2
Bagalkot	1258	1277	0	1	69	10	3
Chitradurga	844	1023	0	1	52	19	4
Bangalore Rural	458	522	0	1	50	20	5
Belgaum	8824	9575	0.3	8	187	6	6
Kolar	392	372	0	1	26	28	7
Uttara Kannada	806	904	0.1	7	57	16	8
Shimoga	1876	1952	0.5	11	110	8	9
Dharwad	10255	10485	0.6	14	569	2	10
Kodagu	222	226	0.4	9	44	22	11
Tumkur	1294	1349	0.5	11	49	21	12
Mandya	546	562	0.4	9	30	26	13
Ramanagara	655	709	1	16	65	12	14
Gadag	600	592	1.2	17	60	13	15
Koppal	730	757	0.9	15	56	18	16
Chamarajanagar	164	214	0.5	11	16	30	17
Dakshina Kannada	6791	7831	2.1	23	339	3	18
Bangalore	99568	108507	2.2	24	1048	1	19
Raichur	1134	1052	1.4	19	59	15	20
Bijapur	1210	1240	1.5	20	57	16	21
Davanagere	1932	2141	2.4	25	101	9	22
Bellary	3987	4464	3.6	26	159	7	23
Yadgir	305	314	1.3	18	27	27	24
Gulbarga	1702	1836	3.6	26	68	11	25
Chikmagalur	371	368	1.6	21	33	25	26
Hassan	700	735	2	22	41	24	27
Bidar	1033	982	7.3	29	60	13	28
Haveri	638	527	8.3	30	42	23	29
Chikkaballapura	308	235	6.4	28	25	29	30

Transport Department (Core)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70% weightage on (D) and 30% weightage on (F))
Udupi	5887	6523	0	1	535	3	1
Kodagu	2178	2258	0	1	435	7	2
Haveri	4983	4323	0	1	332	11	3
Chitradurga	4247	3702	0	1	265	16	4
Ramanagara	2575	2459	0	1	257	17	5
Raichur	4497	4496	0	1	236	21	6
Chikkaballapura	2636	2421	0	1	219	25	7
Yadgir	2054	2205	0	1	186	27	8
Hassan	5148	5348	0.1	9	302	13	9
Bangalore Rural	3964	3294	0.2	12	440	6	9
Bangalore	81207	78497	0.3	16	854	1	11
Gulbarga	6389	6293	0.1	9	255	18	12
Mysore	14440	14319	0.3	16	497	4	13
Shimoga	7883	8294	0.3	16	463	5	14
Uttara Kannada	5184	4954	0.3	16	370	10	15
Davanagere	4732	4890	0.2	12	249	20	16
Mandya	4244	4451	0.2	12	235	22	17
Tumkur	2339	2271	0.1	9	89	30	18
Chamarajanagar	2883	2646	0.3	16	288	14	19
Kolar	2526	2489	0.2	12	168	28	20
Bellary	5857	5788	0.3	16	234	23	21
Dakshina Kannada	10880	10698	0.6	25	544	2	21
Chikmagalur	4487	3848	0.4	23	407	8	23
Bagalkot	2530	2402	0.3	16	140	29	24
Gadag	2813	2457	0.6	25	281	15	25
Dharwad	7183	7660	0.9	28	399	9	26
Koppal	3299	3049	0.6	25	253	19	27
Belgaum	15398	13539	1	29	327	12	28
Bijapur	4540	4034	0.5	24	216	26	29
Bidar	3808	3464	8.9	30	224	24	30

Transport Corporations

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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 (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	10387	10877	0	1	519	3	1
Kodagu	2165	2251	0	1	433	5	2
Yadgir	3064	3037	0	1	278	12	3
Chikmagalur	2542	2538	0	1	231	16	4
Kolar	7886	7825	0.1	9	525	1	5
Chitradurga	1877	1757	0	1	117	20	6
Bijapur	10930	10945	0.1	9	520	2	7
Mandya	9232	9231	0.1	9	512	4	8
Gadag	451	446	0	1	45	23	9
Uttara Kannada	389	381	0	1	27	25	10
Udupi	113	110	0	1	10	28	11
Ramanagara	4080	4089	0.1	9	408	10	12
Gulbarga	6874	6872	0.2	13	274	13	13
Mysore	7001	7068	0.2	13	241	15	14
Koppal	5568	5593	0.3	17	428	6	15
Hassan	7007	7044	0.5	21	412	8	16
Shimoga	366	405	0.2	13	21	27	17
Bellary	9807	9911	0.4	20	392	11	18
Bangalore	600	600	0.2	13	6	29	19
Bagalkot	1376	1388	0.3	17	76	21	20
Chikkaballapura	5101	5727	0.8	24	425	7	21
Haveri	599	600	0.3	17	39	24	22
Bidar	6968	7041	0.8	24	409	9	23
Raichur	5142	5468	0.6	22	270	14	24
Davanagere	2337	2361	0.6	22	123	18	25
Tumkur	5248	5367	1.3	28	201	17	26
Dharwad	856	781	0.9	26	47	22	27
Bangalore Rural	1083	1130	1.6	29	120	19	28
Belgaum	1237	1241	1.1	27	26	26	29
Chamarajanagar	46	46	4.3	30	4	30	30

Rural Development & Panchayat Raj:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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 (70% weightage on (D) and 30% weightage on (G))
Udupi	1196	1181	0	1	108	2	1
Mandya	1802	1695	0	1	100	4	2
Uttara Kannada	1024	755	0	1	73	5	3
Dakshina Kannada	1195	1088	0	1	59	7	4
Kodagu	262	284	0	1	52	9	5
Davanagere	1963	1706	0.6	7	103	3	6
Chikkaballapura	92	56	0	1	7	25	7
Hassan	707	722	0.6	7	41	11	7
Haveri	2924	2859	2	14	194	1	9
Bagalkot	167	175	0.6	7	9	21	10
Ramanagara	481	558	1.1	12	48	10	11
Chikmagalur	610	714	1.3	13	55	8	12
Bangalore Rural	583	571	3.5	16	64	6	13
Yadgir	129	105	1	11	11	19	14
Shimoga	152	136	0.7	10	8	23	15
Chitradurga	503	400	3	15	31	13	16
Kolar	131	182	3.8	17	8	23	17
Gadag	275	747	7	21	27	15	18
Bijapur	307	297	6.1	20	14	18	19
Chamarajanagar	250	104	7.7	22	25	16	20
Bellary	85	123	4.1	18	3	26	21
Koppal	369	528	8.3	24	28	14	22
Bidar	610	556	9.5	25	35	12	23
Bangalore	182	185	4.9	19	1	29	24
Raichur	38	26	7.7	22	2	28	25
Tumkur	295	267	9.7	26	11	19	26
Dharwad	279	200	11	27	15	17	27
Mysore	267	372	12.1	28	9	21	28
Gulbarga	89	95	14.7	30	3	26	29
Belgaum	33	38	13.2	29	0	30	30

Home Department (Police)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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 (70% weightage on (D) and 30% weightage on (F))
Kodagu	1443	1418	0.3	1	288	1	1
Bangalore Rural	1900	1908	0.3	1	211	5	2
Uttara Kannada	2164	2232	0.3	1	154	9	3
Udupi	2864	2778	0.7	5	260	3	4
Chitradurga	1523	1590	0.6	4	95	18	5
Mandya	2882	2822	1.5	9	160	8	6
Dakshina Kannada	5452	5390	2	12	272	2	7
Kolar	2223	2257	1.8	11	148	10	8
Chikmagalur	1828	1805	2.3	13	166	7	9
Haveri	747	742	0.8	6	49	26	10
Koppal	714	712	1.1	8	54	25	11
Raichur	738	787	0.9	7	38	29	12
Chikkaballapura	1214	1273	2.4	14	101	16	13
Tumkur	2798	2749	2.5	15	107	14	14
Bagalkot	877	893	1.7	10	48	27	15
Hassan	2340	2375	2.6	17	137	11	16
Mysore	6570	6743	4.3	22	226	4	17
Bidar	1002	1110	2.5	15	58	23	18
Shimoga	2264	2380	3.5	20	133	12	19
Gulbarga	1561	1313	3.4	18	62	21	20
Davanagere	2157	2084	4.5	23	113	13	21
Ramanagara	2006	1987	5.8	27	200	6	22
Bijapur	857	875	3.4	18	40	28	23
Chamarajanagar	607	680	3.7	21	60	22	24
Bellary	1599	1722	5.5	25	63	20	25
Gadag	561	583	5.5	25	56	24	26
Dharwad	1884	1875	8.1	29	104	15	27
Belgaum	3048	3065	6	28	64	19	28
Yadgir	418	404	5	24	38	29	29
Bangalore	9657	10016	10.6	30	101	16	30

Urban Development Department:

a) BWSSB:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	No. of GSC receipts/One lakh population (E)
Bangalore	1516	896	56.1	15

b) BBMP:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	No. of GSC receipts/One lakh population (E)
Bangalore	16463	15718	10.9	173

c) City Corporations (other than BBMP)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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 (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	2648	2557	0	1	132	1	1
Mysore	2314	2235	0.1	2	79	3	2
Dharwad	1695	1774	0.3	3	94	2	3
Belgaum	2184	2167	1	4	46	5	4
Davanagere	1444	1381	2.8	5	76	4	5
Gulbarga	962	915	8.4	6	38	6	6
Bellary	679	618	9.4	7	27	7	7

City Municipal Council:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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 (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1873	1885	0	1	133	2	1
Udupi	918	931	0	1	83	8	2
Kodagu	413	386	0	1	82	9	3
Haveri	1073	1034	0	1	71	12	4
Chitradurga	1008	969	0	1	63	14	5
Chikkaballapura	608	611	0	1	50	19	6
Hassan	325	281	0	1	19	23	7
Davanagere	269	279	0	1	14	24	8
Bellary	196	197	0	1	7	25	9
Ramanagara	1012	1032	0.1	10	101	4	9
Bagalkot	2439	2320	0.2	12	135	1	11
Bijapur	1689	1661	0.1	10	80	10	12
Kolar	1292	1267	0.2	12	86	7	13
Mandya	1199	1202	0.2	12	66	13	14
Chamarajanagar	971	887	1.6	17	97	5	15
Bangalore Rural	519	495	0.2	12	57	17	16
Tumkur	1618	1505	2	18	62	15	17
Bidar	1254	1234	6	20	73	11	18
Belgaum	1045	1061	0.7	16	22	22	19
Shimoga/	1515	1581	7.3	23	89	6	20
Koppal	1342	1323	8.9	25	103	3	21
Gadag	546	575	6.6	21	54	18	22
Gulbarga	177	187	5.9	19	7	25	23
Yadgir	470	447	6.9	22	42	20	24
Raichur	1181	844	25.7	26	62	15	25
Chikmagalur	445	480	7.5	24	40	21	26

Town Municipal Council:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1131	1183	0	1	80	2	1
Dakshina Kannada	1551	1540	0	1	77	4	2
Bangalore Rural	502	511	0	1	55	9	3
Chitradurga	850	832	0	1	53	10	4
Chikkaballapura	489	536	0	1	40	13	5
Kolar	1183	1175	0.1	8	78	3	6
Udupi	761	778	0.1	8	69	5	7
Haveri	905	840	0.1	8	60	8	8
Davanagere	191	194	0	1	10	25	9
Chamarajanagar	71	62	0	1	7	27	10
Bagalkot	1238	1231	0.2	11	68	6	11
Gadag	1088	1095	1.6	16	108	1	12
Mandya	880	861	0.3	12	48	11	13
Belgaum	2885	2920	1	15	61	7	14
Ramanagara	343	351	0.3	12	34	15	15
Mysore	736	675	0.4	14	25	17	16
Bellary	593	596	2.3	17	23	18	17
Chikmagalur	392	365	3.8	20	35	14	18
Dharwad	287	311	2.9	18	15	23	19
Bijapur	697	671	3.9	21	33	16	19
Hassan	701	705	6.1	25	41	12	21
Bangalore	340	343	2.9	18	3	29	22
Yadgir	188	158	5.1	23	17	20	23
Bidar	242	222	5	22	14	24	24
Tumkur	419	383	6	24	16	22	25
Gulbarga	437	404	9.4	26	17	20	26
Raichur	417	424	26.7	29	21	19	27
Shimoga	131	157	16.6	27	7	27	28
Koppal	109	102	22.5	28	8	26	29

Town Panchayat:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1680	1683	0	1	120	1	1
Kodagu	214	200	0	1	42	2	2
Mandya	424	407	0	1	23	5	3
Davanagere	418	384	0	1	22	6	4
Dakshina Kannada	405	409	0	1	20	7	5
Chitradurga	213	196	0	1	13	11	6
Shimoga	232	202	0	1	13	11	6
Bidar	92	97	0	1	5	22	8
Chikkaballapura	41	27	0	1	3	23	9
Udupi	24	21	0	1	2	24	10
Raichur	36	49	0	1	1	25	11
Dharwad	327	331	0.3	12	18	9	12
Chikmagalur	220	211	1.4	15	20	7	13
Bellary	397	423	1.2	14	15	10	14
Bagalkot	497	422	1.9	18	27	3	15
Mysore	281	277	0.7	13	9	16	16
Gadag	243	238	4.2	20	24	4	17
Haveri	133	148	1.4	15	8	18	18
Tumkur	324	311	1.9	18	12	14	19
Koppal	80	67	1.5	17	6	19	20
Belgaum	643	639	4.4	21	13	11	21
Chamarajanagar	102	113	4.4	21	10	15	22
Hassan	114	114	7	23	6	19	23
Gulbarga	239	254	13.8	25	9	16	24
Yadgir	71	80	8.8	24	6	19	25

Food & Civil; Supplies Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70 % weightage on (D) and 30% weightage on (F))
Dakshina Kannada	8519	8370	0	1	425	1	1
Ramanagara	1639	1644	0	1	163	3	2
Uttara Kannada	1777	1746	0	1	126	6	3
Mysore	1619	1623	0	1	55	9	4
Koppal	560	558	0	1	43	12	5
Mandya	791	794	0	1	43	12	5
Chamarajanagar	344	335	0	1	34	15	7
Gadag	291	327	0	1	29	16	8
Belgaum	1335	1336	0	1	28	17	9
Kodagu	133	133	0	1	26	19	10
Yadgir	266	264	0	1	24	22	11
Haveri	276	276	0	1	18	24	12
Davanagere	229	227	0	1	12	26	13
Bijapur	160	160	0	1	7	27	14
Bidar	110	109	0	1	6	29	15
Raichur	117	115	0	1	6	29	15
Chikmagalur	2116	2057	0.2	18	192	2	17
Bagalkot	2581	2444	0.2	18	143	4	18
Chikkaballapura	600	588	0.2	18	50	11	19
Bellary	658	687	0.1	17	26	19	20
Kolar	407	410	0.2	18	27	18	21
Shimoga	1117	960	0.6	23	65	8	22
Dharwad	1275	1234	0.8	25	70	7	23
Hassan	669	668	0.6	23	39	14	24
Udupi	1411	1382	2.3	29	128	5	25
Chitradurga	871	847	1.2	27	54	10	26
Gulbarga	463	462	0.4	22	18	24	27
Bangalore	2514	2488	1	26	26	19	28
Tumkur	631	617	1.3	28	24	22	29
Bangalore Rural	65	66	4.5	30	7	27	30

Health Department: (Core)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	771	756	0	2	55	9	1
Dakshina Kannada	642	641	0	2	32	16	2
Hassan	1538	1499	0.3	7	90	5	3
Chitradurga	1631	1598	0.4	8	101	3	4
Kolar	2199	2195	0.5	9	146	1	5
Udupi	210	217	0	2	19	20	6
Chikkaballapura	207	225	0	2	17	22	7
Gulbarga	176	125	0	2	7	25	8
Gadag	0	0		1	0	29	9
Koppal	586	560	0.7	10	45	11	10
Chamarajanagar	1451	1390	2	15	145	2	11
Bagalkot	1026	980	1.9	14	57	8	12
Haveri	356	346	0.9	11	23	18	13
Bijapur	1078	1167	3.4	17	51	10	14
Davanagere	379	404	1.7	13	19	20	15
Tumkur	1673	1515	4.1	20	64	7	16
Shimoga	93	90	1.1	12	5	26	17
Kodagu	134	132	3	16	26	17	18
Ramanagara	1019	1037	4.9	24	101	3	19
Mandya	398	398	3.8	18	22	19	20
Bellary	1116	1092	4.7	21	44	12	20
Chikmagalur	778	799	5.6	26	70	6	22
Dharwad	242	207	3.9	19	13	24	23
Bangalore Rural	362	361	5.3	25	40	13	24
Mysore	467	531	4.7	21	16	23	25
Bangalore	372	363	4.7	21	3	27	26
Belgaum	1704	1722	5.9	28	36	15	27
Yadgir	433	468	12.4	30	39	14	28
Raichur	18	18	5.6	26	0	29	29
Bidar	25	29	10.3	29	1	28	30

The Ayush department received a total of 44 applications:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Uttara Kannada	8	9	0
Dharwad	1	1	0
Bangalore	14	5	0
Raichur	8	8	0
Bijapur	1	1	0
Chitradurga	8	9	22.2
Bagalkot	4	4	50

Health department (Drugs Control):

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Bangalore Rural	14	16	0
Bellary	30	31	0
Bijapur	22	24	0
Chikkaballapura	12	9	0
Dharwad	26	29	0
Koppal	14	15	0
Raichur	34	37	0
Yadgir	15	16	0
Hassan	0	0	0
Chamarajanagar	2	0	0
Bidar	11	14	0
Belgaum/	44	54	0
Bagalkot	14	14	0
Haveri	8	9	0
Kodagu	2	2	0
Kolar	5	2	0
Chikmagalur	6	6	0
Chitradurga	7	6	0
Dakshina Kannada	18	17	0
Ramanagara	1	1	0
Shimoga	5	7	0
Tumkur	6	6	0
Udupi	10	10	0
Uttara Kannada	5	4	0
Mandya	13	11	0
Mysore	26	23	0
Gadag	8	9	0
Bangalore	218	217	1.4
Davanagere	24	28	7.1
Gulbarga	26	24	8.3

Women & Child Welfare department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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 (70% weightage on (D) and 30% weightage on (F))
Haveri	879	919	0	7	58	1	1
Chamarajanagar	443	425	0	7	44	2	2
Ramanagara	326	329	0	7	32	4	3
Davanagere	560	560	0	7	29	5	4
Mandya	379	422	0	7	21	7	5
Dharwad	362	362	0	7	20	8	6
Udupi	206	206	0	7	18	9	7
Raichur	0	0	0	1	0	24	8
Yadgir	0	0	0	1	0	24	8
Chitradurga	286	286	0	7	17	10	8
Gulbarga	0	0	0	1	0	24	8
Hassan	0	0	0	1	0	24	8
Bellary	0	0	0	1	0	24	8
Bidar	0	0	0	1	0	24	8
Kodagu	72	72	0	7	14	11	15
Dakshina Kannada	296	297	0	7	14	11	15
Mysore	424	424	0	7	14	11	15
Gadag	132	131	0	7	13	14	18
Uttara Kannada	149	141	0	7	10	15	19
Tumkur	256	256	0	7	9	16	20
Bijapur	205	187	0	7	9	16	20
Bangalore	614	592	0	7	6	19	22
Chikkaballapura	30	30	0	7	2	22	23
Belgaum	67	67	0	7	1	23	24
Bagalkot	11	11	0	7	0	24	25
Chikmagalur	489	489	0.2	26	44	2	26
Shimoga	431	430	0.2	26	25	6	27
Koppal	116	110	11.8	29	8	18	28
Kolar	51	52	1.9	28	3	21	29
Bangalore Rural	43	38	13.2	30	4	20	30

Labour Department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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 (70% weightage on (D) and 30% weightage on (F))
Bangalore Rural	514	514	0	1	57	1	1
Uttara Kannada	549	536	0	1	39	2	2
Dharwad	462	481	0	1	25	4	3
Dakshina Kannada	498	462	0	1	24	5	4
Chikkaballapura	245	242	0	1	20	8	5
Bijapur	426	442	0	1	20	8	5
Hassan	322	322	0	1	18	11	7
Raichur	351	326	0	1	18	11	7
Shimoga	306	290	0	1	18	11	7
Tumkur	434	452	0	1	16	15	10
Chikmagalur	148	198	0	1	13	16	11
Gulbarga	300	301	0	1	12	17	12
Udupi	122	99	0	1	11	19	13
Haveri	151	169	0	1	10	20	14
Bellary	257	286	0	1	10	20	14
Koppal	114	89	0	1	8	22	16
Yadgir	80	91	0	1	7	24	17
Mandya	117	245	0	1	6	25	18
Ramanagara	62	62	0	1	6	25	18
Bagalkot	121	113	0	1	6	25	18
Davanagere	105	102	0	1	5	28	21
Kodagu	15	15	0	1	3	29	22
Chamarajanagar	39	29	0	1	3	29	22
Bangalore	2704	2557	0.2	24	28	3	24
Bidar	390	422	0.2	24	22	7	25
Kolar	359	360	0.3	27	23	6	26
Mysore	513	519	0.2	24	17	14	27
Chitradurga	308	194	0.5	28	19	10	28
Gadag	129	128	0.8	29	12	17	29
Belgaum	412	286	1	30	8	22	30

Labour Department (Dept of Factories & Boilers)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	101	105	0	1	5	1	1
Davanagere	26	31	0	1	1	3	2
Dharwad	31	53	0	1	1	3	2
Gulbarga	37	51	0	1	1	3	2
Mysore	48	53	0	1	1	3	2
Belgaum	65	55	0	1	1	3	2
Shimoga	30	26	0	1	1	3	2
Tumkur	16	11	0	1	0	9	8
Bellary	12	10	0	1	0	9	8
Raichur	12	11	0	1	0	9	8
Bangalore	449	487	0.6	11	4	2	11

ESIC: Barring Kolar which Received & Disposed 8 Applications- all other districts showed Zero Receipts & Disposals:

Education department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (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(70% weightage on (D) and 30% weightage on (F))
Kodagu	5	0	0	1	1	4	1
Koppal	0	0	0	1	0	12	2
Udupi	1	0	0	1	0	12	2
Belgaum	9	0	0	1	0	12	2
Chikkaballapura	2	0	0	1	0	12	2
Gulbarga	167	155	0	6	6	2	6
Bagalkot	40	30	0	6	2	3	7
Davanagere	20	20	0	6	1	4	8
Chikmagalur	17	6	0	6	1	4	8
Uttara Kannada	20	7	0	6	1	4	8
Kolar	25	13	0	6	1	4	8
Raichur	20	9	0	6	1	4	8
Shimoga	33	18	0	6	1	4	8
Ramanagara	6	6	0	6	0	12	14
Mandya	15	5	0	6	0	12	14
Yadgir	6	3	0	6	0	12	14
Chitradurga	13	16	0	6	0	12	14
Dakshina Kannada	10	9	0	6	0	12	14
Hassan	13	9	0	6	0	12	14
Haveri	10	5	0	6	0	12	14
Bangalore Rural	8	2	0	6	0	12	14
Chamarajanagar	7	2	0	6	0	12	14
Bellary	2	3	0	6	0	12	14
Bidar	8	10	0	6	0	12	14
Bangalore	898	1112	0.1	25	9	1	25
Mysore	43	29	3.4	26	1	4	26
Bijapur	18	13	7.7	27	0	12	27
Gadag	8	8	12.5	28	0	12	28
Dharwad	4	4	25	29	0	12	29
Tumkur	10	6	66.7	30	0	12	30
PU Board							
Bangalore	2960	2915	0.8	NA	NA	NA	NA

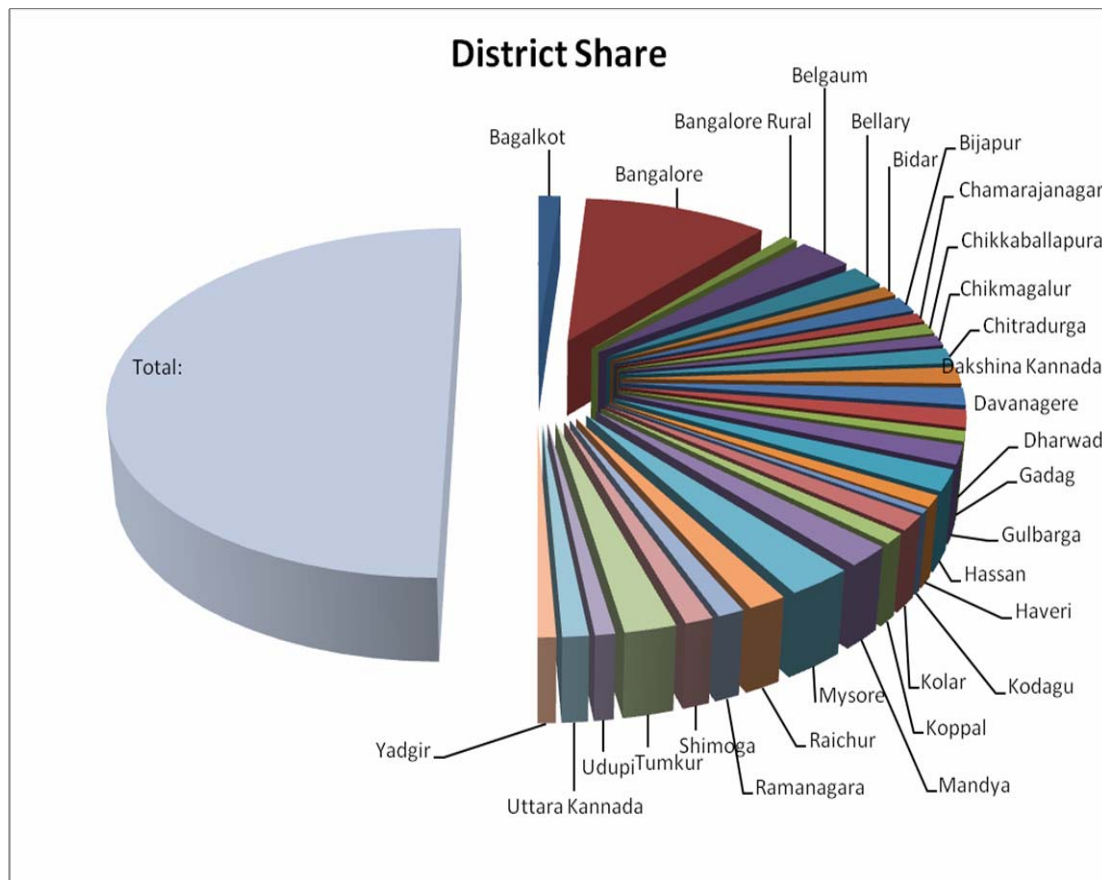
Chapter 2

District Performance Report:

VIII. Share of Districts: In this chapter, we have given you details of 15 districts as phase 1 report. Every district is analysed for its own strengths & weaknesses. How each department fares in that district vis-a vis Pendency, Delays and its causes, Rejections and its trends, specific focus on good & bad performing offices on their service delivery and finally a quick comparison of how the district has been performing ever since Sakala came into force.

This would enable the DCs to focus on weak Offices and replicate best performers' strategies within the district.

The Table below gives you a picture of what share does each district have in the state as far as Sakala is concerned. The graph on the next page gives you a pictorial view.



DISTRICT	TOTAL NO. OF GSC RECEIPTS	Share of each District	TOTAL NO. OF GSC DISPOSALS
Bagalkot	236148	2.43	215751
Bangalore	1986582	20.41	1851201
Bangalore Rural	153270	1.57	140509
Belgaum	582732	5.99	525970
Bellary	388220	3.99	354517
Bidar	194398	2.00	168909
Bijapur	275249	2.90	246660
Chamarajanagar	172768	1.78	153018
Chikkaballapura	191061	1.96	171424
Chikmagalur	185946	1.91	172374
Chitradurga	282311	2.90	259147
Dakshina Kannada	299570	3.08	276840
Davanagere	308237	3.17	277016
Dharwad	308218	3.17	281755
Gadag	179776	1.85	158324
Gulbarga	329899	3.39	291192
Hassan	374859	3.85	343645
Haveri	199899	2.05	179897
Kodagu	79639	0.82	71915
Kolar	266242	2.74	236050
Koppal	192861	1.98	172780
Mandya	365350	3.75	345411
Mysore	524485	5.39	468453
Raichur	306347	3.15	272854
Ramanagara	209130	2.15	187378
Shimoga	221828	2.28	203187
Tumkur	409602	4.21	374198
Udupi	157188	1.62	148456
Uttara Kannada	206294	2.12	191625
Yadgir	143960	1.48	129861
Total:	9732069	100.00	8870317

2. District Analysis: In the part, we have produced individual district report for 15 districts. The next 15 would follow in the report of September.

Yadgir:

* All data as per 4 pm on 31 Aug 2012

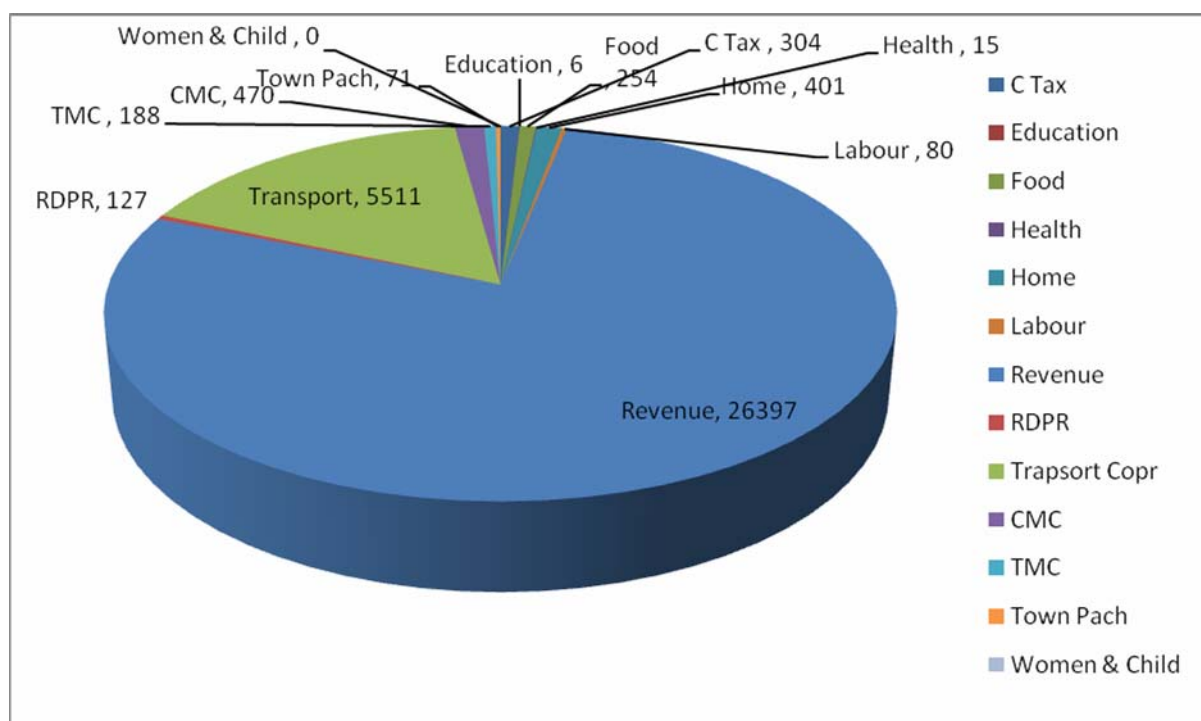
I. Applications received in the month – 33680

II. Applications disposed in the Month – 29630

III. Cumulative Receipts by the District: 143960 – This is 1.48% of the total for the state.

IV. Cumulative Disposals by the District: 129861

V. Share of departments in Yadgir: for August



VI. Overdue; 322 Overdue so far for the district.

Records shown below as on 31/08/2012 17:00:00 Yadgir/ಯಾದಗಿರಿ					
TALUK	NO. OF GSC RECIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	NO. OF PENDENCY AFTER DUE DATE
Shahpur/ಶಾಹಪುರ	372	214	8201	7006	48
Shorapur/ಶೂರಪುರ	285	158	10547	10857	27
Yadgir/ಯಾದಗಿರಿ	494	338	14754	11434	247
Total	1170	729	33938	29741	322

Yadgir tops the list with 247 overdue out of the total 322. – This is 76% of the district.

The Revenue department Accounts to 218 out of 247 in Yadgir Taluk-breakup of the same is given below:

- Yadgir Taluk:

OFFICE	NO. OF PENDING AFTER DUE DATE
Deputy Commissioner Office ,Yadgir	0
Deputy Tahsildar Office-Balichakra	36
Deputy Tahsildar Office-Gurmitkal	2
Deputy Tahsildar Office-Hattikuni	52
Deputy Tahsildar Office-Konkal	6
Deputy Tahsildar Office-Saidapur	37
Deputy Tahsildar Office-Yadgiri	85
Total	218

- Shahpur Taluk: Deputy Tahsildhar Office in Shahpur accounts to 42 out of 48 Overdue.

Home Department accounts to 28 overdue cases. The District Police Office Yadgir accounts to all 28 overdue cases.

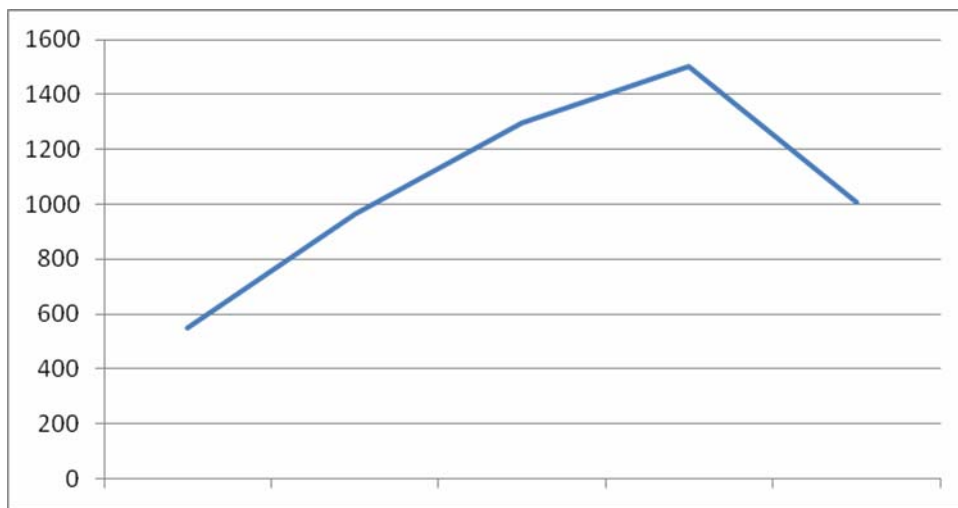
VII. Rejections: The rejections for Yadgir looked as below:

Records shown below as on 30/08/2012				
Taluka Name	No. of Approvals during the month	No. of Rejection during the Month	No. of Rejection at counter during the month	Total
Shahpur	6432	360	0	6792
Shorapur	10334	365	0	10699
Yadgir	10815	280	1	11096
Total	27581	1005	1	28587

905 Rejections mapped to Revenue (203 for Residency certificate & the rest 642 for Caste Certificate). Transport with 21, CMC with 19 and Health with 18 rejections account under Yadgir Taluk. Other Taluks have no rejections for other departments other than Revenue.

The Rejections trend for Yadgir in the previous months looked as below:

April –547, May – 964, June -1298 July – 1504 & Aug- 1005.



VII. Delayed Disposals: 4119 cases of delayed disposals. Of which 2925 cases are in the 1- 3 days slab. This is about 71%.

The breakup of the Taluks in Yadgir is shown below:

Taluka Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Shahpur	661	85	114	26	7	893
Shorapur	793	148	65	20	11	1037
Yadgir	1468	433	177	84	24	2186
Total	2925	666	356	130	42	4119

Overall, for Yadgir, The delays for Revenue department accounted to 3653 cases. 1273 of these went to Yadgir Taluk, 713 to Shorapur & 642 to Shahpur.

It is interesting to note that delay in issue Residency certificate accounted for most of the delayed disposals. Perhaps a review by the Department in reviewing the time for this service needs to be evaluated. Or is this is the case with only Yadgir where residency is difficult to determine.

District Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
<u>Yadgir</u>	2925	666	356	130	42	4119

VIII. Complaints: 6 Complaints from Yadgir so far. 3 each from Revenue & RDPR.

DISTRICT	DEPARTMENT	Complaint Details
YADGIRI	RDPR	DELAY IN PROVIDING DRINKING WATER FROM LAST 3 MONTHS,& NO PROPER POWER SUPPLY.
YADGIRI	RDPR	THERE IS NO PROPER WATER SUPPLY PAST FROM 3 MONTH KANNAHALLI GRAMA.(BAICHBAL,GP)
YADGIRI Yadgir	REVENUE DEPARTMENT Revenue Department	DELAY TO ISSUE KHATHA TRANSFER PAST FROM 3 YEARS. SHAHAPURA TP.(SURVEY NO: 246.) Delay to do survey since 16/2/2012 from Shahapur TP.(Survey no:481, hirevodagere village)
Yadgir	RDPR	This is Regarding Kadelur GP Secretary is asking Rs.5,000.as a bribe to Transfer of Khatha from Grandfather to Grandchild. His father as already paid Rs.1,000.even though he is demanding for Rs.4,000.(no is 6/36 and ¼)
Yadgir	Revenue Department	Delay in issue of Small and Marginal Farmer Certificate, From Saidapur Nemmadi Kendra.

IX: Previous Month's ranking: In the previous months Yadgir had the following Ranks.

<u>District</u>	APR	MAY	JUN	JUL	AUG
<u>Yadgir</u>	29	26	26	24	16

Yadgir performance has been on a continuous improvement path. Emphasis on Delayed disposals could be strengthened and specific taluk level issues could be mitigated to show a leap in performance improvement.

Uttara Kannada:

* All data as per 4 pm on 31 Aug 2012

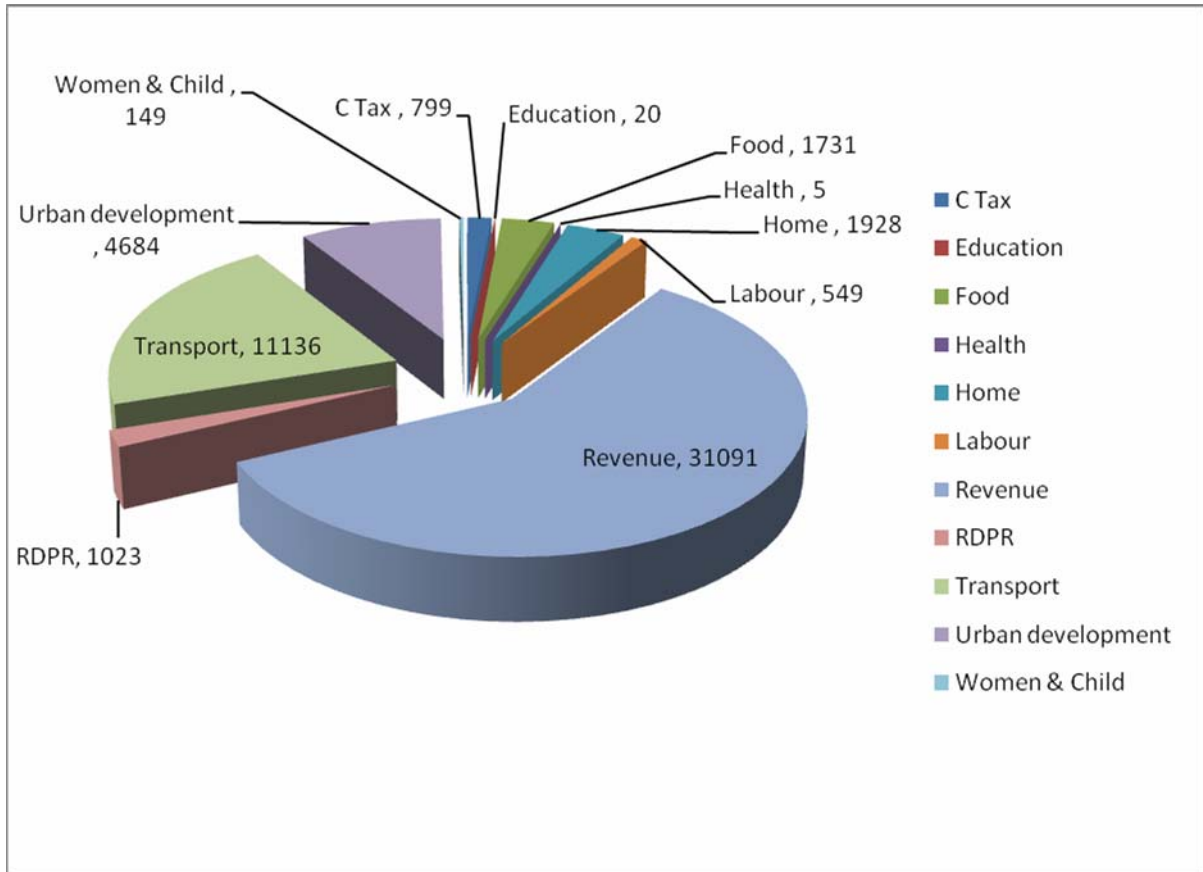
I. Applications received in the month – 48574

II. Applications disposed in the Month – 48438

III. Cumulative Receipts by the District: 206294 – This is 2.11% of the total for the state.

IV. Cumulative Disposals by the District: 191625

V. Share of departments in Uttara Kannada: for August



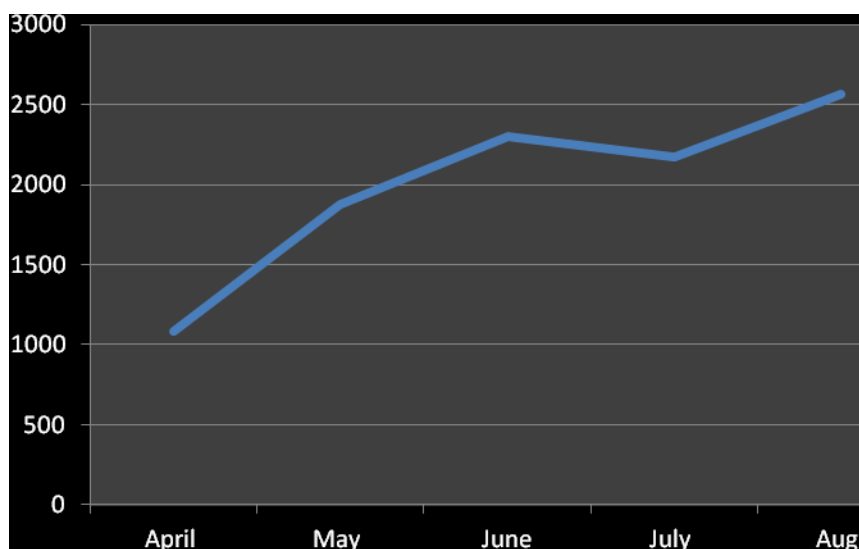
VI. Overdue: Uttara Kannada's Overdue is pretty well managed. In all, it has only 2 overdue applications to its share.

VII. Rejections: The rejections for Uttara Kannada looked as below:

25 out of 28 Rejections for the first 3 days in September mapped to Birth & death Certificate coming under CMCs.

The month wise rejection data and trend is shown below:

Month	Rejects
April	1083
May	1878
June	2302
July	2174
Aug	2561



The Rejections are on the rise, except in the month of July, where there was a small dip.

VII. Delayed Disposals: 544 cases of delayed disposals. This is again one of the best managed Districts in terms of timely disposals with one of the least Delayed disposal numbers.

District Name	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
<u>Uttara Kannada</u>	319	87	81	46	11	544

VIII. Karwar: Karwar with 293 delayed disposals tops the list, with a distant 84 from Sirsi and Haliyal with 77 follows third.

Taluka Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Ankola	7	1	0	0	0	8
Bhatkal	21	1	3	0	1	26
Haliyal	70	4	2	0	1	77
Honavar	4	1	1	1	0	7
Karwar	99	68	72	45	9	293
Kumta	11	0	0	0	0	11
Mundgod	3	0	0	0	0	3
Siddapur	4	0	0	0	0	4
Sirsi	76	6	2	0	0	84
Supa	11	5	0	0	0	16
Yellapur	13	1	1	0	0	15
Total	319	87	81	46	11	544

Home Department & Commercial Taxes are significant contributors in the delayed disposal category for Karwar in Uttara Kannada.

The Home Department with 246 cases leads. NOC to Passport (192 cases) is the impacted service. The District may work with the Police department as to the reasons for delay in delivery of this specific service in this specific Taluk of Karwar. Any there any practical difficulties/reasons for this region with regard to passport verification could be studied.

2. **Sirsi:** Coming next on the high delayed disposal is Sirsi. **56 of the 84 delayed disposals** maps TO Revenue Department. Income Certificate is the impacted certificate.

3. **Haliyal:** 69 out of 77 cases maps to Revenue department again. However the service impacted is Residency Certificate (34 cases) & Caste certificate (20).

Most of KUMTA's & SUPA Taluk delay is 'No tenancy certificate'.

VIII. Complaints: 7 Complaints from Uttara Kannada so far.

TALUK	DEPARTMENT	Complaint Details
KARAVAR	URBAN DEVELOPMENT	MUNCIPAALITY HAS CONTRUCTED ROAD ILLEGALLY.
KARAVAR	WOMEN AND CHILD WELFARE	PENSION NOT RECEIVEING FROM LAST 1.5 YEARS.
SIRSI	REVENUE DEPARTMENT	DELAY TO ISSUE HANGAMI LAGANI PATTI (UTHARA) FROM LAST 2 YEARS,
SIRSI	REVENUE DEPARTMENT	DELAY IN SURVEY FROM SIRSI TP, SINCE 6 MONTH.
SIRSI	REVENUE DEPARTMENT	DELAY TO ISSUE PARTICION DEED SINCE 6 MONTH FROM SIRSI TP,(SURVEY NO :13, HISSA 1 & HISSA 2)

TALUK	DEPARTMENT	Complaint Details
KARAVAR	REVENUE DEPARTMENT	DELAY TO ISSUE KHATHA TRANSFER SINCE 3/6/2011 FROM KARVAR TP.(SURVEY NO; 182/HISSA 2)
Yallapura	KPTCL	Delay to put new Transform from past 28/6/2012 from yallapura KEB office.(officer name:Hemanth)Yallapura hobli,thimmana halli village.

IX: Previous Month's ranking: In the previous months Uttara Kannada had the following Ranks.

<u>District</u>	APR	MAY	JUN	JUL	AUG
<u>Uttara Kannada</u>	9	1	3	2	3

Uttara Kannada's performance has been consistent over the months.

Overall, we can observe a variation in the services impacted among the Taluks of Uttara Kannada.

Karwar's Police force & Sirsi's Revenue Department needs attention. Additionally, With a little emphasis on Rejections (which is on a rising trend), Uttara Kannada is one the best managed districts in terms of SAKALA services and its processes and practices should be emulated among other districts.

District Analysis

Udupi

* All data as per 4 pm on 31 Aug 2012

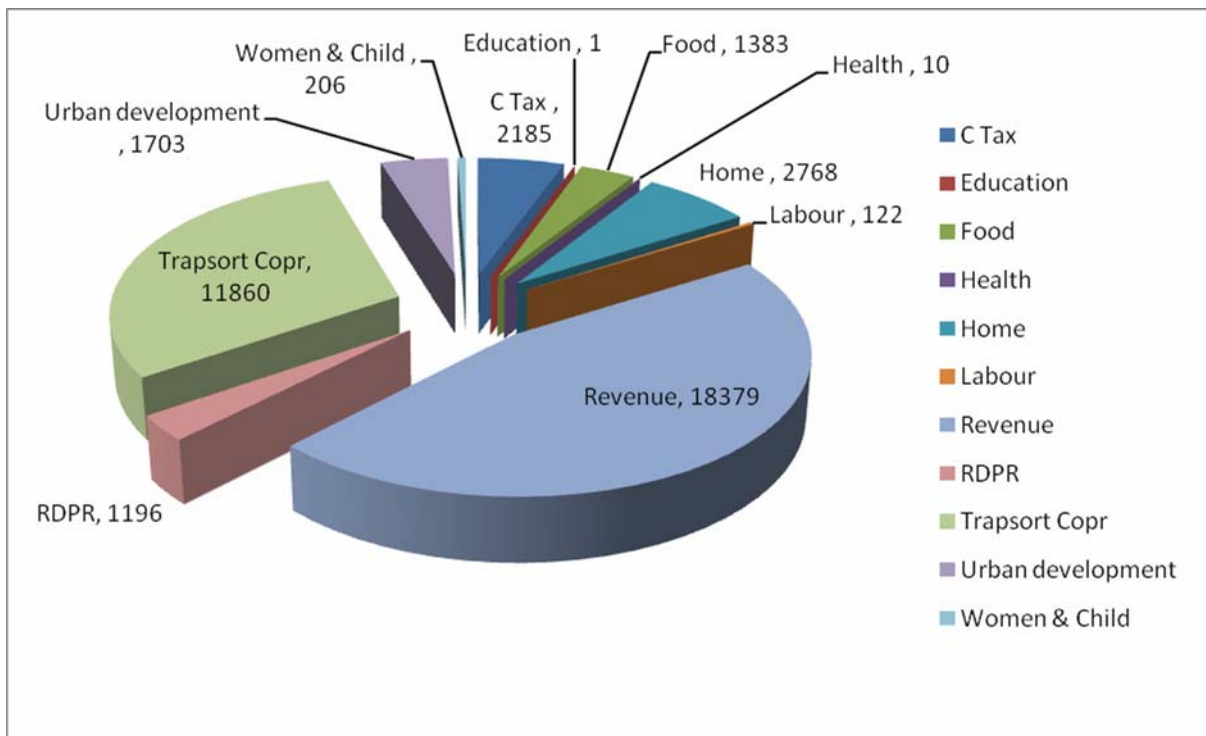
I. Applications received in the month – 34313

II. Applications disposed in the Month – 32886

III. Cumulative Receipts by the District: 157188 – This is 1.61% of the total for the state.

IV. Cumulative Disposals by the District: 148156

V. Share of departments in Udupi: for August



VI. Overdue: Udupi has a total of 21 overdue cases as of date. The break up looks as below:

Records shown below as on 04/09/2012 18:30:00 Udupi/ಉಡುಪಿ					
TALUK	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	NO. OF PENDENCY AFTER DUE DATE
Karkal/ಕಾರ್ಕಳ	49	94	580	562	1
Kundapura/ಕುಂದಾಪುರ	359	931	912	1327	8
Udupi/ಉಡುಪಿ	552	711	2230	2518	12
Total	960	1736	3722	4407	21

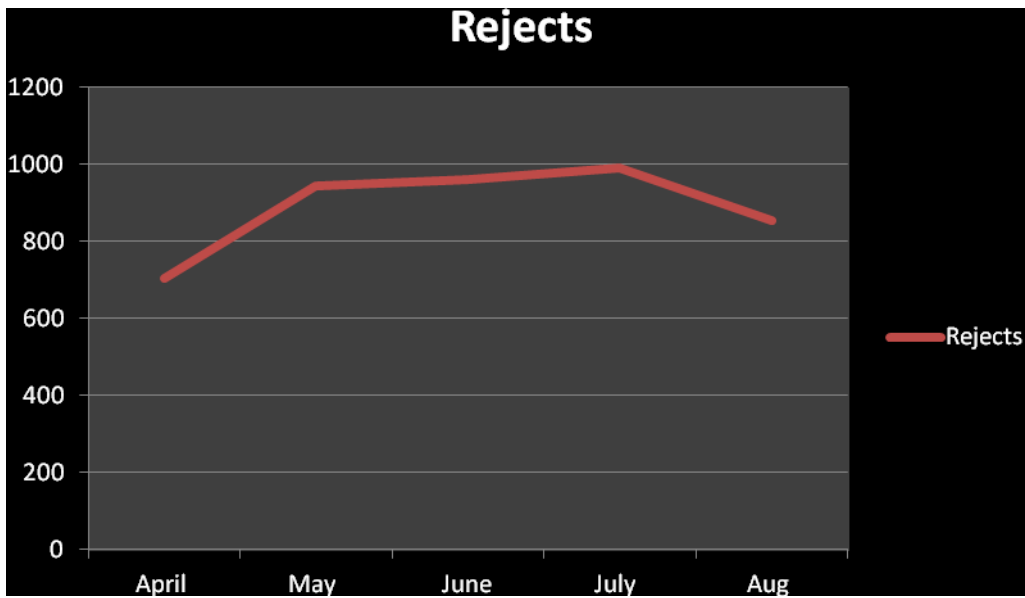
All of Udupi Taluk's Overdue relates to Revenue department. Deputy Tahsildhar office Udupi – 6, Deputy Tahsildhar office KAUP -3 - Deputy Tahsildhar office Bhramavara Kasaba- 3.

Impacted services were Caste Certificate (5) , Income Certificate (4), Agriculture Certificate – 2.

VII. Rejections: The rejections for Udupi looked as below:

The month wise rejection data and trend is shown below:

Month	Rejects
April	704
May	943
June	960
July	989
Aug	855



The Rejections are falling, however, specific reasons for rejections could be ascertained and weak areas strengthened.

Special Note: 25 out of 28 Rejections for the first 3 days in September mapped to Birth & death Certificate coming under CMCs.

VII. Delayed Disposals: 1511 cases of delayed disposals.

District Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Udupi	1251	160	45	39	16	1511

Karkala – 114, Kundapura -397 and Udupi with 1000 cases account for the Delays. 82% of these delays account to 1-3 days slab.

1. Udupi: Udupi Taluk accounts to **1000 cases** of delayed disposals.

870 cases account to the Revenue Department and 96 to the Home Department.

Under the Revenue department – Mutation extract (167 cases) & Records of Rights (154 cases), Residency Certificate (98) and Surviving family member certificate (175) cases were the services delayed for this region. This region has a high number of citizens seeking this service, when compared to other regions in terms of numbers. 2 cases of Caste certificate is seen delayed for more than 30 days and one case each for surviving family & Income certificate.

Under Home department - NOC for Residential permit extension accounted to 14 cases, 16 cases of Passport verification & 41 cases of petitions accounted for delays under the police department.

2. Kundapura: Coming next on the high delayed disposal is Kundapura. **295 cases of delayed disposals** maps TO Revenue Department. Residency Certificate (48) and Surviving family member certificate (78) and Caste Certificate (55) are the impacted services. 2 Cases of caste certificate are delayed more than 30 days.

Alteration to Ration Cards accounted to 32 cases for kundapura.

Commercial Taxes – Form H issue was delayed 18 cases.

3. Karkala: All 39 cases maps to Revenue department again. The services impacted are surviving family member (10) and Caste (10 cases). One case of more than 30 days delay is seen in Caste certificate. Delay of 25 cases under Town Municipal council (issue of Birth & death Certificate) is seen in Karkala.

VIII. Complaints: 4 Complaints from Udupi so far.

TALUK	DEPARTMENT	Complaint Details
UDUPI	REVENUE DEPARTMENT	SARKARI PERAMBOORU NEERTHODU IS STOPPED AND WANTS IT BACK
KUNDAPURA	WOMEN AND CHILD WELFARE	NIRANJAN BHATT (OFFICER) ASKING 50 RUPPES FOR Senior CITIZEN CARD.
KUNDAPURA	REVENUE DEPARTMENT	DELAY TO DO THE CONVERSION OF AGRICULTURE LAND TO NON AGRICULTURE PURPOSE SINCE 3/08/2011 FROM KUNDAPURA TP.(SURVEY NO:130/3)
Byndur	Revenue Department	Khatha Registration Has been done on 13/3/2012 in Byndur Sub-registar office ,but delay in issue of RTC from Byndur TP.(Marvanthe Hobli & Village, Survey no:206/1A1)

IX: Previous Month's ranking: In the previous months Udupi had the following Ranks.

District	APR	MAY	JUN	JUL	AUG
Udupi	6	2	13	10	8

Udupi's performance has been good so far, however, the ranking when compared to other districts has not been consistent. In fact, it is trending towards recovery from its fall in June. Reasons could be ascertained and shared with the mission so that corrective action could be taken to get it back to its May days!!

Udupi could look at strengthening its Revenue department's performance as most delayed disposals are from the Revenue department. About 82% of these maps to the 1-3 days delay. Specific enquiries could be carried out for the 260 cases where delay has been for more than 3 days. 16 cases of delay more than 30 days need special emphasis and handling.

District Analysis

Tumkur

* All data as per 4 pm on 31 Aug 2012

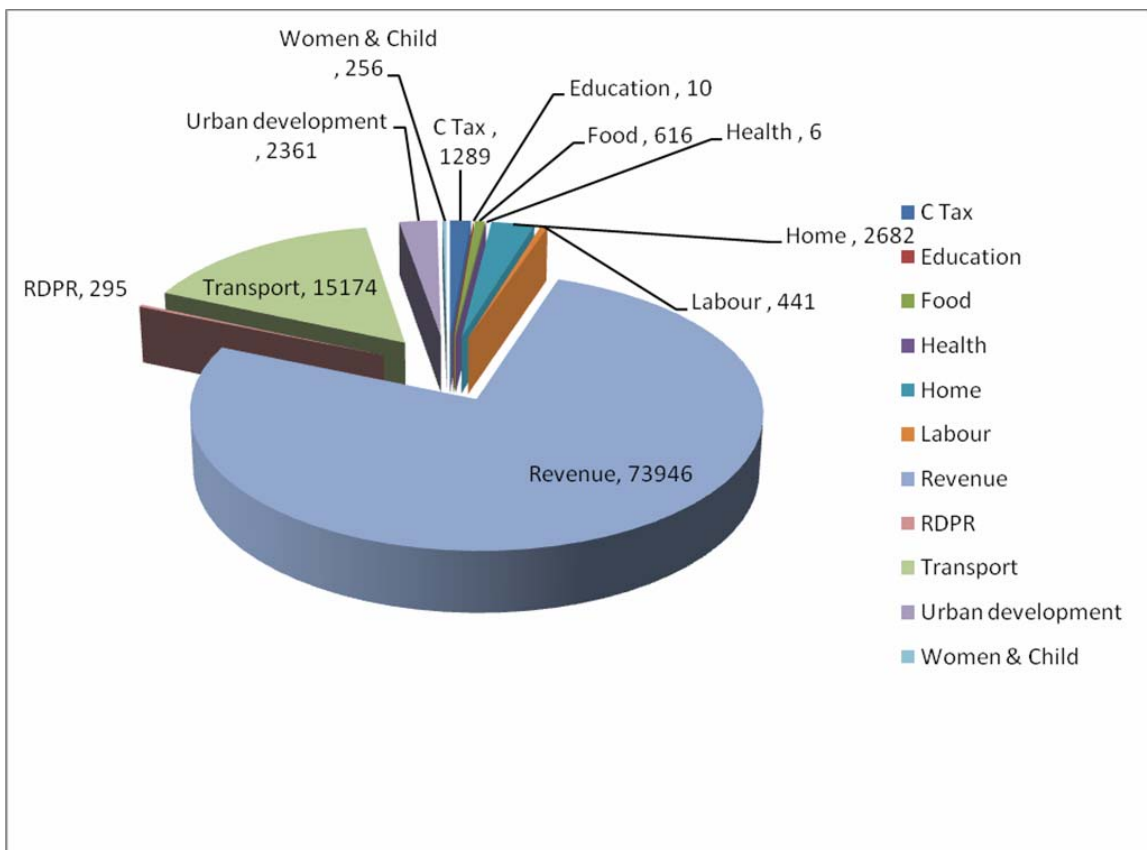
I. Applications received in the month – 91493

II. Applications disposed in the Month – 87924

III. Cumulative Receipts by the District: 409602 – This is 4.20% of the total for the state.

IV. Cumulative Disposals by the District: 374198

V. Share of departments in Tumkur: for August



VI. Overdue: Tumkur has a total of 746 overdue cases as of date. The break up looks as below:

TALUK	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	NO. OF PENDENCY AFTER DUE DATE
Chiknayakanhalli/ಚಿಕ್ಕನಾಯಕನಹಳ್ಳಿ	188	88	575	689	67
Gubbi/ಗುಬ್ಬಿ	294	459	931	1479	24
Koratagere/ಕೊರಟಗೇರೆ	215	23	517	648	23
Kunigal/ಕುಣಿಗಲ್	243	419	745	623	19
Madhugiri/ಮಧುಗಿರಿ	220	1038	869	1334	239
Pavagada/ಪಾವಗಡ	110	163	561	519	18
Sira/ಸಿರಾ	346	431	1045	763	96
Tiptur/ತಿಪ್ಪಟೂರು	361	341	942	929	18
Tumkur/ತುಮಕೂರು	747	413	2142	4418	221
Turuvekere/ತುರುವೇಕೆರೆ	172	32	468	991	21
Total	2896	3407	8795	12393	746

Madhugiri & Tumkur ranks high in terms of overdue cases. Details as below:

a) **Madhugiri: 235 cases of the 239** maps to the revenue department. Tahsildhar office under Madhugiri showed the below numbers: **Kasaba ranks very high in terms of overdue.**

OFFICE	Overdue
Deputy Tahsildhar Office-Dodderi	23
Deputy Tahsildhar Office-ItakadibbanaHalli	49
Deputy Tahsildhar Office-Kasaba	98
Deputy Tahsildhar Office-Kodigenahalli	29
Deputy Tahsildhar Office-Midigeshi	28
Deputy Tahsildhar Office-Puravara	8
Total	235

b) **Tumkur Taluk: 221 cases** of overdue is seen in Tumkur Taluk. Of these 150 are mapped to Revenue department. Details of Tahsildhar office showing overdue is seen below:

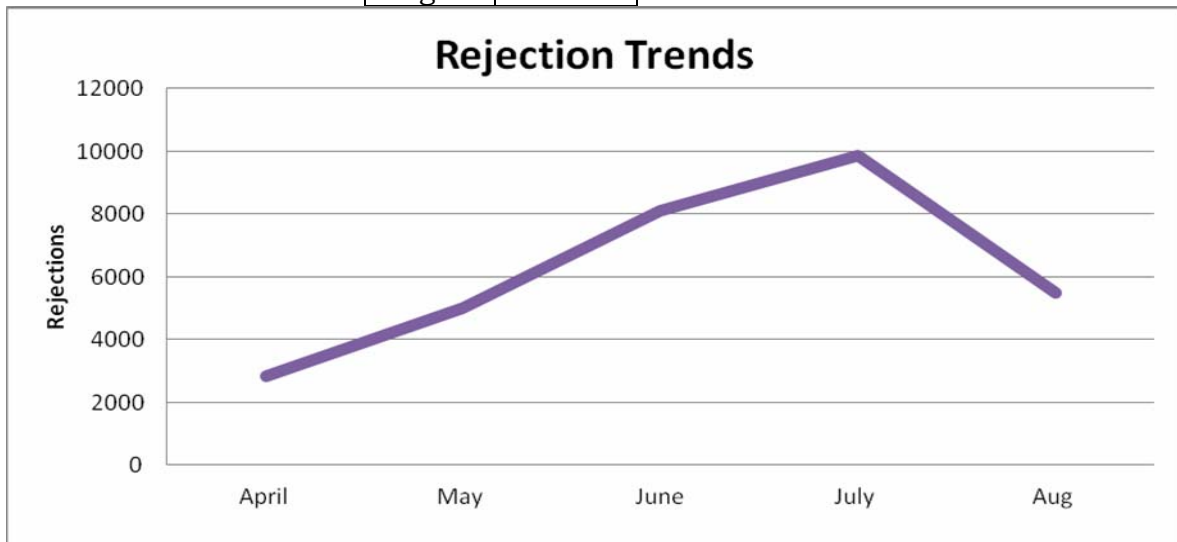
Under Home department 34 cases mapped to Petitions and 8 cases to NOC to passport under this Taluk.

Under Transport Department – totally 7 cases were delayed in the LL category(3) and registration of vehicle category(4).

Revenue OFFICES	Overdue
Deputy Commissioner Office ,Tumkur	0
Deputy Tahsildhar Office-Bellavi	4
Deputy Tahsildhar Office-Gulur	7
Deputy Tahsildhar Office-Hebbur	2
Deputy Tahsildhar Office-Kasaba	33
Deputy Tahsildhar Office-Kora	30
Deputy Tahsildhar Office-Uardigere	32
Taluk Office , Tumkur	42
Total	150

VII. Rejections: The rejections for Tumkur looked as below:
The month wise rejection data and trend is shown below:

Month	Rejects
April	2844
May	5016
June	8121
July	9881
Aug	5502



The Rejections trend was on a continuous mount and has stabilised in August. Specific reasons for rejections could be ascertained and weak areas strengthened.

VII. Delayed Disposals: a Whopping 16749 case of delayed disposals!

District Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
<u>Tumkur</u>	12710	2820	764	343	112	16749

Taluka Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
<u>Chiknayakanhalli</u>	984	61	17	13	1	1076
<u>Gubbi</u>	602	257	50	16	0	925
<u>Koratagere</u>	542	68	20	14	1	645
<u>Kunigal</u>	835	170	31	18	10	1064
<u>Madhugiri</u>	950	348	105	31	4	1438
<u>Pavagada</u>	1447	181	23	12	36	1699
<u>Sira</u>	4254	527	49	17	6	4853
<u>Tiptur</u>	167	44	33	2	0	246
<u>Tumkur</u>	1804	879	388	205	52	3328
<u>Turuvekere</u>	1125	285	48	15	2	1475
Total	12710	2820	764	343	112	16749

While SIRA has the highest in terms of absolute numbers of delayed disposals, PAVAGADA & TUMKUR shows very high cases of delayed disposals on more than 30 days.

1. SIRA: 4825 cases of 4853 cases mapped to REVENUE Department. 2574 cases for Caste Certificate & 1549 cases for Income Certificates were the major services impacted. 255 cases of Small farmer certificate & 158 cases of Residency certificate were delayed under this Taluk.

A Very thorough study needs to be carried out in this Taluk and see what ails the revenue department here. There seem some abnormality in the working of this Taluk specific to this department.

12 cases of Khata Extract under the Municipal council was also delayed.

2. Tumkur: 3328 cases of delayed disposal were seen under this Taluk. **2419 towards REVENUE, 230 mapped to POLICE and HIGH 436 cases mapped to CMC. Health & Family accounted to 104 cases.**

a) **Revenue Department:** 1005 cases towards Residency certificate & 500+ each for Caste & Income Certificate. Small & marginal Farmers cases came to 119 cases.

b) **City Municipal Council:** Interestingly 317 cases out of 436 maps to the Approval of New Building licences for residential dwelling. This is 72% delay in the delivery of this service. What is the cause of the delay? Reasons? Is it discretion of officials that caused the delay need to be investigated? Are civic laws so stringent in Tumkur that it takes longer for approving building plans?

Again **50 cases** relates to water & UGD connections to residential units.

c) **Health & Family:** 72 cases of delay in issue of Age certificate & 22 cases of delay in Wound certificate are seen. The mission will be interested in understanding the Reason for delay in issue of wound certificate??

d) **Home department:** Petitions (234) cases & NOC to passport (73) caused delay in the Police department.

3. Other Taluks: 90% of other Taluks delays are mapped to the Revenue department. Most Taluks show very high delayed disposals. Pls refer chart above.

VIII. Complaints: 47 Complaints from Tumkur so far.

Tumkur accounts for a huge number of complaints received. (Sakala & Non Sakala) .A separate annexure in enclosed for details of the complaints received. The break up of the complaints is given below:

Name of the Department	No of Complaints
Revenue	25
RDPR	9
Health & Family	1
Home	1
Transport	1
Women & Child	1
Urban	2
General Office	1

IX: Previous Month's ranking: In the previous months Tumkur had the following Ranks.

<u>District</u>	APR	MAY	JUN	JUL	AUG
<u>Tumkur</u>	15	20	27	26	28

Tumkur's performance needs improvement. Overall, there seem to be a lack of focus in the way services to citizens are managed. Revenue's dismal performance, added by CMC's discretion is adding to Tumkur's bad performance.

Effective steps needs to be implemented and modal districts like Chikkaballapura or Uttara Kannada could be studied and changes brought about in the working of the district.

Annexure A – Details of Complaints for Tumkur

MADHUGIRI	RDPR	PAYMENTS NOT RECEIVED FROM LAST 3 YEARS
TUMKUR	RDPR	ACQUSATION OF LAND BY GRAM PANCHAYATH
Pavagada		TRANSFORMER IS NOT WORKING SINCE ONE YEAR, BUT NO RESPONSE FROM CONCERNED DEPARTMENT/PERSON
	REVENUE DEPARTMENT	DELAY IN ISSUE RATION CARD
Pavagada	RDPR	WATER IS NOT SUPPLIED PROPERLY VENKTAPURA GRAM PUNCHAYATH (MADAVAOURA)
Pavagada	RDPR	WATER IS NOT SUPPLIED PROPERLY HOLLUR GRAM PUNCHAYATH (KYATHAGANAGRAMA)
SIRSI	RDPR	DELAY TO ISSUE KATHA (GP)
CHIKNAYAKANALLI	REVENUE DEPARTMENT	DELAY TO ISSUE KATHA CHANGE, FROM LAST 5 MONTH, (CHIKANAYAKANALLI OFFICER NAGES ASKIG 1000 BRIBE FOR SENDING FILE TO A .C.)
KUNIGAL	URBAN DEVELOPMENT	DELAY TO ISSUE KATHA EXTRACT ,HE IS DEMANDING TO COMPENSATE.
	Public & Administrative Reforms (AR)	FROM PAST 4 DAYS TUMKUR D C OFFICE OFFICERS NOT COMING PROPERLY,
MADHUGIRI	REVENUE DEPARTMENT	TALUK OFFICE EMPLOYEES ARE NOT WORKING PROPERLY, & EMPLOYEES ARE VERY IRREGULAR,
MADHUGIRI	REVENUE DEPARTMENT	SINCE FROM 15 DAYS OFFICERS ARE INFORMIN TO CITIZENS THERE IS SYSTEM PROBLEM , THEY ARE NOT ISSUING RTC (MADUGIRI, TP)
TUMKUR	HEALTH & FAMILY WELFARE	DEALY IN ISSUE OF WOUND CERTIFICATE FROM TUMKUR DISTRICT HOSPITAL.(GSC NO;HF0990000008512)

KUNIGAL	RDPR	PDO T M KUMARSWAMY IS IRREGULAR AND HE IS NOT ATTENDING GP REGURALY .(KODAGANA HALLI, GP)
KUNIGAL	HOME DEPARTMENT	DELAY TO ISSUE GUN LICENCE RENEWAL , SINCE 17/11/2011,(FROM KUNIGAL STATION)
MADHUGIRI	RDPR	DELAY IN SERVICE MAINTENANCE OF DRINKING WATER FROM PAST 1 MONTH & THEY ARE NOT PROVIDING GSC NO,WHEN THE CITIZENS ARE ASKING ABOUT THE GSC NO.THEY ARE SAYING THAT THE SYSTEM IS NOT WORKING. (LAKSMI PURA ,GP)
CHIKNAYAKANALLI	REVENUE DEPARTMENT	DELAY IN KHATHA CHANGES SINCE 29/3/2012 FROM HANDANAKERE NADA KACHERI.(SURVEY NO; 47/1B, 46/2, 56/4)
KORATAGERE	REVENUE DEPARTMENT	PAST FROM 4 DAYS OFFICERS ARE INFORMING TO CITIZENS THERE IS A SYSTEM PROBLEM ,EVEN THEY ARE NOT ACCEPTING THE APPLICATION ALSO.(KORATAGERE ,TP)
CHIKNAYAKANALLI	REVENUE DEPARTMENT	REGISTRATION HAS BEEN DONE ON 25/3/2011 , BUT STILL THEY DID'T RECIVE R T C IN THEIR NAME.(SURVEY NO:98/1)
CHIKANAYAKANALLI	WOMEN & CHILD WELFARE	PENSION NOT RECEIVEING FROM LAST 6 MONTH.(DISABLED)
TUMKUR RURAL	RDPR	DELAY TO ISSUE KHATHA EXTACT SINCE 13/4/2012 FROM URDIGERE GP(TUMKUR RURAL TALUK)
Chikka nayakana halli	Revenue Department	Delay in issue of khatha transfer from past 4 years, from chikkanayakana halli TP.(Survey no:72/1b)
Kyathsandra	Revenue Department	
Kyathsandra	Revenue Department	Please find the GSC no,which shows status as pending ,but when we go to appeal page and click on option appeal it shows "There is no competent officer defined for this request. Contact Mission Team" please look into it and rectify the problem asap. (GSC NO:RD0990000020723)
Kyathsandra	Revenue Department	Please find the GSC no,which shows status as pending ,but when we go to appeal page and click on option appeal it shows "There is no competent officer defined for this request. Contact Mission Team" please look into it and rectify the problem asap. (GSC NO:RD0990000020727)
Kyathsandra	Revenue Department	Please find the GSC no,which shows status as pending ,but when we go to appeal page and click on option appeal it shows "There is no competent officer defined for this request. Contact Mission Team" please look into it and rectify the problem asap. (GSC NO:RD0990000020717)
Kyathsandra	Revenue Department	Please find the GSC no,which shows status as pending ,but when we go to appeal page and click on option appeal it shows "There is no competent officer defined for this request. Contact Mission Team" please look into it and rectify the problem asap. (GSC NO:RD0990000020994)

Kyathsandra	Revenue Department	Please find the GSC no,which shows status as pending ,but when we go to appeal page and click on option appeal it shows "There is no competent officer defined for this request. Contact Mission Team" please look into it and rectify the problem asap. (GSC NO:RD0990000009442)
Kyathsandra	Revenue Department	Please find the GSC no,which shows status as pending ,but when we go to appeal page and click on option appeal it shows "There is no competent officer defined for this request. Contact Mission Team" please look into it and rectify the problem asap. (GSC NO:RD0990000020720)
Thiptur	Urban Development	Delay in issue of khatha transfer from 25/01/2011 from Thiptur CMC.(Survey no:38/1a, 37/1b, 37/1c,37/p3. 35/2b)Commissinor:Venkateshayya.
Thiptur	Revenue Department	Delay to do khatha transfer from past 1 year from Thiptur TP.(Survey no:386/2,386/3,387/2) kithnalli hobli, Harluppe village.
Thiptur	Revenue Department	Delay to do survey from 5/11/2011 from Thiptur TP.(Survey no:25/2, Vanavalli Hobli, Ramana halli avallage)Reciept no:PGR 1416.
Pavagada	Revenue Department	Delay to do khatha transfer from past 5 months from Pavagada TP.(Survey no:107/3)Y N Hoskote Hobli, Sasalakunte village.
Sira	Revenue Department	Delay in issue of cast certificate from Hulikunte Nemmadi Kendra(Hobli) Tahsildar: Nagahanumayya Sira taluk
Sira	Revenue Department	Delay in issue of cast certificate from Hulikunte Nemmadi Kendra(Hobli) Tahsildar: Nagahanumayya Sira taluk
Sira	Revenue Department	Delay in issue of cast certificate from Hulikunte Nemmadi Kendra(Hobli) Tahsildar: Nagahanumayya Sira taluk
Sira	Revenue Department	Delay in issue of cast certificate from Hulikunte Nemmadi Kendra(Hobli) Tahsildar: Nagahanumayya Sira taluk
Sira	Revenue Department	Delay in issue of cast certificate from Hulikunte Nemmadi Kendra(Hobli) Tahsildar: Nagahanumayya Sira taluk
Sira	Revenue Department	Delay in issue of cast certificate from Hulikunte Nemmadi Kendra(Hobli) Tahsildar: Nagahanumayya Sira taluk
Kortagere	Transport Corporation	There is no proper Bus facility Kolala Hobli & Village,Regarding This they have given a complaint to Dipo Manager Mr.Sharif & Divisional Controller of the Division on 25/5/2012.
Turuvekere	Revenue Department	Delay to do Khata Transfer from past 18/5/2012 (Survey no:43/6,43/7,43/10,51/1) from turuvekere TP. Dandisivara hobli, Hale sampige halli .Tahsildar name :Shobha.

District Analysis

Shimoga

* All data as per 4 pm on 31 Aug 2012

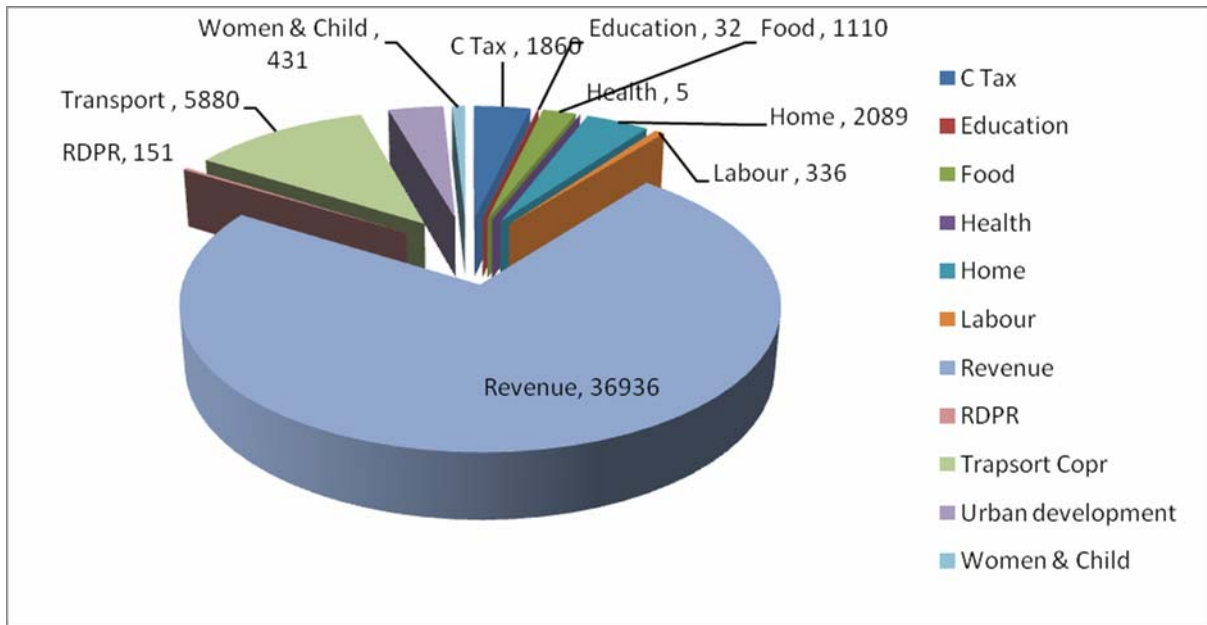
I. Applications received in the month – 53235

II. Applications disposed in the Month – 52398

III. Cumulative Receipts by the District: 221828 – This is 2.27% of the total for the state.

IV. Cumulative Disposals by the District: 203187

V. Share of departments in Shimoga: for August is as below:



VI. Overdue: Shimoga has 258 overdue cases as of date. The break up looks as below:

Records shown below as on 06/09/2012 17:30:00 Shimoga/ಶಿವಮೊಗ್ಗ					
TALUK	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	NO. OF PENDENCY AFTER DUE DATE
Bhadravati/ಬದ್ರಾವತಿ	277	312	1689	1754	49
Hosanagara/ಹೊಸನಗರ	84	6	458	254	0
Sagar/ಸಾಗರ	103	200	683	960	49
Shikarpur/ಶಿಕಾರಿಪುರ	209	845	1323	2043	50
Shimoga/ಶಿವಮೊಗ್ಗ	474	395	3185	3797	61
Sorab/ಸೊರಬ	136	79	929	1093	22
Tirthahalli/ತಿರ್ತಾಹಳ್ಳಿ	94	133	469	492	27
Total	1377	1970	8736	10393	258

Shimoga: 50 out of 61 of Shimoga overdue maps to Revenue department. **Deputy Tahsildhar office HOLALUR** (28 cases) & **Deputy Tahsildhar office KASABA** -2 (12 overdue) show high defaults under the revenue flag.

Impacted services were Caste Certificate (11) , Income Certificate (29).

Health & Family (4), Food (2) & transport (2) were other defaults across the district.

Shikaripur: Shows 50 defaults overall of which 46 Mapped to Revenue, 2 to Home & 1 each to RDPR & Education.

Deputy Tahsildhar Office-Udagani showed 16 overdue under Revenue, While **DTO HOSURU** 11 overdue and **DTO KASABA** showed 10 overdue.

Impacted services were Residency Certificate (6), Tenancy (6) & Income Certificate (22).

Sagar: Overall 49 cases *while Revenue has been in the forefront for other taluks, Transport took centre stage here. 21 cases of Sagar maps to Transport, 15 to Home & 13 to Revenue.*

*Impacted Services – **Learners Licence – 20/21 cases** in RTO Sagar, **Passport Verification** in District Police Office (11/13 cases), Deputy Tahsildhar Office KASABA (6) & Deputy Tahsildhar office Anandapuram (4) cases were seen) relating to Income Certificate.*

Bhadravathi: Overall 49 cases. 39 cases go to Revenue, 9 to Home & 1 to Food.

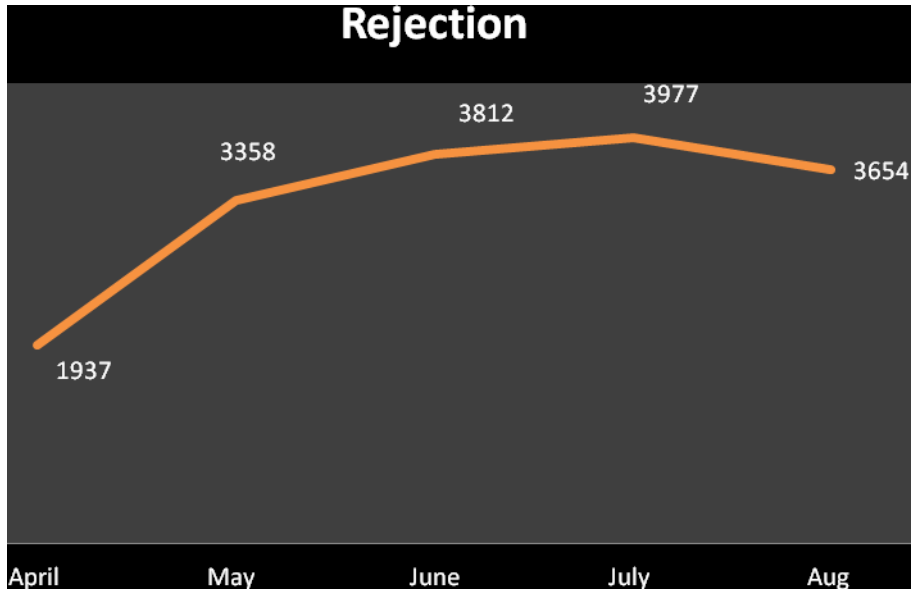
Deputy Tahsildhar Office KASABA-1 accounted to 11 cases, **Deputy Tahsildhar Office KASABA-2** –accounts to 9 cases, **Deputy Tahsildhar Office KUDILGERE-8** cases.

Impacted Service Income Certificate (13), Caste (7) & Residency (2) . Petitions (9 cases).

VII. Rejections: The rejections for Shimoga looked as below:

The month wise rejection data and trend is shown below:

Month	Rejects
April	1937
May	3358
June	3812
July	3977
Aug	3654



The rejection trend is on a rise. The small downward trend in August, could be attributed to the fall in Applications by 2000 nos for the month of August (as compared to July). The District could please maintain & share the register on reasons for rejections, so that corrective actions could be initiated.

Special Note: Shimoga has rejected 689 out of 7724 applications received to date (6 Sept) and this is a dangerous 9% rejection rate, which is above the state average.

Revenue & CMC are the Departments rejecting the most.

VII. Delayed Disposals: 7548 cases of delayed disposals!

District Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
<u>Shimoga</u>	5547	1365	379	189	68	7548

The breakup of the Taluk in Shimoga district is shown below:

Records shown below as on 05/09/2012						
Taluka Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Bhadravati	413	155	31	15	6	620
Hosanagara	290	114	24	7	6	441
Sagar	921	280	99	79	24	1403
Shikarpur	1062	416	147	42	8	1675
Shimoga	2081	320	54	26	23	2504
Sorab	678	58	11	16	1	764
Tirthahalli	102	22	13	4	0	141
Total	5547	1365	379	189	68	7548

1. Shimoga Taluk: Shimoga Taluk accounts to **2504** of delayed disposals. This is about 33% delays is singled to this specific Taluk, while Shikaripura is not too behind.

1419 cases account to the Revenue Department , 436 to CMC the Home Department, 312 to Commercial Tax & 239 to Transport.

Revenue: 667 to Income Certificate, 412 to Caste & 89 to residency Certificate were Delayed disposal.

CMC: a Mammoth 238 cases delayed for sanction of building plans & 81 cases of trade licence.

Commercial Taxes: 312 cases in total for this taluk – 273 mapped to Delay in Issue of FORM C & 39 cases to KVAT certificates.

Transport: 237 out of 239 delays were for Learnewr's Licence.

2. Shikaripur: Coming next on the high delayed disposal is Shikaripura. **1675 cases of delayed disposals** overall. Of this, Revenue maps to 1605 cases, TMC 46 cases & Police 18 cases.

Revenue: 337 cases towards Residency certificates, 380 towards Income & 304 towards caste caused major delays and the impacted services. *Why are delays seen in this area for residency certificate needs to be analysed.*

Overall, one can observe **general delays** in almost all the services in the region. The table below gives you an idea:

Service Name	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Agricultural Family member Certificate	31	17	7	1	0	56
Agricultural Labour Certificate	7	3	2	0	1	13
All types of Caste Certificate	153	95	41	13	2	304
All types of Income Certificate	226	101	36	15	2	380
Landless Certificate	41	26	7	0	0	74
Living Certificate	1	2	0	0	0	3
Mutation Extract	78	12	12	1	0	103
No Government Job Certificate for Compassionate Appointments	1	0	0	0	0	1
No tenancy certificate	72	14	2	4	0	92
Non-Creamy layer Certificate	1	0	2	0	0	3
Record of Rights Certificate	54	33	2	0	0	89
Residence Certificate	255	58	20	2	2	337
Small and Marginal Farmer Certificate	33	10	4	0	0	47
Surviving Family member Certificate	72	23	6	1	0	102
Unemployment Certificate	0	1	0	0	0	1
Total	1025	395	141	37	7	1605

The 68 cases of more than 30 days mostly maps to Disposals of Petitions & Learner's Licence (12 cases – SAGAR Taluk)

VIII. Complaints: 14 Complaints from Shimoga so far.

TALUK	DEPARTMENT	Complaint Details
SAGAR	CM OFFICE	DELAY IN ISSUE OF HOUSE TO SOCIAL WORKER, CM OFFICE ORDER TO SHIMOGA DC OFFICE. 56167/REP.GEN/ 01 -11 -2011
SORABA	REVENUE DEPARTMENT	DELAY IN ISSUE PAANI & OTHER CHANGES.
SAGAR	FOOD AND CIVIL SUPPLIES	DELAY TO ISSUE RATION CARD FROM 2YEARS
SHIMOGA	REVENUE DEPARTMENT	DELAY TO SURVEY FROM LAST 3 YEARS. & OFFICERS NOT DOING ANYTHING.
SAGAR	RDPR	DELAY TO ISSUE KHATHA TRANSFER SINCE 14/03/2011 (KALMANE GP)

TALUK	DEPARTMENT	Complaint Details
SHIMOGA	REVENUE DEPARTMENT	DELAY TO ISSUE KHATHA TRANSFER SINCE 07/02/2011, FROM SHIMOGA TP (SURVEY NO;12,13,19,252,)
SHIMOGA	REVENUE DEPARTMENT	DELAY TO DO CONVERSION OF NON AGRICULTURE LAND TO AGRICULTURE PURPOSE SINCE 2005 FROM DC OFFICE , SHIMOGA.
SHIMOGA	REVENUE DEPARTMENT	DELAY TO ISSUE KHATHA TRANSFER SINCE 20/1/2012 FROM SHIMOGA TP.(KHATHE NO:384/2502)
HOSNAGARA	HOME DEPARTMENT	DELAY TO DO GUN LICENCE RENEWAL , SINCE 29/9/2011,(GUN LICECENCE NO: 126/98/99, FROM D C OFFICE SHIMOGA)
SAGAR	Transport Department	He applied for DL on 22/12/2011, receipt no 104inw 2956411 & cg/41716220110292932 .Still now there is no any response.
Sagar	Revenue Department	Please find the GSC no ,which shows status as approved , but citizen not received any service delivered.(GSC NO:L2099000061821)
Sagar	Revenue Department	Delay in issue of cast certificate from Sagar TP
Shimoga	Revenue Department	Delay to do survey from past 3 months, from Shimoga TP.holaluru hobli,harama chatta grama. (servey no:53/8 &30)
Hosnagara	Home Department	Delay in issue of permission letter from the Dc office shimoga,from past 27/11/2011 . Regarding Renewal of gun License, still now there is no any response.

IX: Previous Month's ranking: In the previous months Shimoga had the following Ranks.

<u>District</u>	APR	MAY	JUN	JUL	AUG
<u>Shimoga</u>	7	22	25	27	23

Shimoga Ranking has been on the downward trend. From being 7th in April to being 27 in July needs a critical analysis. The Mission feels that tow Important Taluks of Shimoga & Shikaripur needs an overhaul. In the report above, you will observe that there is an overall delay across all important departments.

Specific emphasis could be laid to Shikaripura where almost all of Revenue's services are seen delayed. What ails this Taluk needs a deeper understanding. The transport department needs a relook too (specifically SAGAR taluk).

The Urban department has also miles to walk in terms of delayed disposals of services like Building plans, Trade licence etc. What causes difficulty in these 'normal' services (which is not too complex) needs to be understood and worked upon. Other districts don't much fault on these services.

District Analysis

Ramanagara

* All data as per 4 pm on 31 Aug 2012

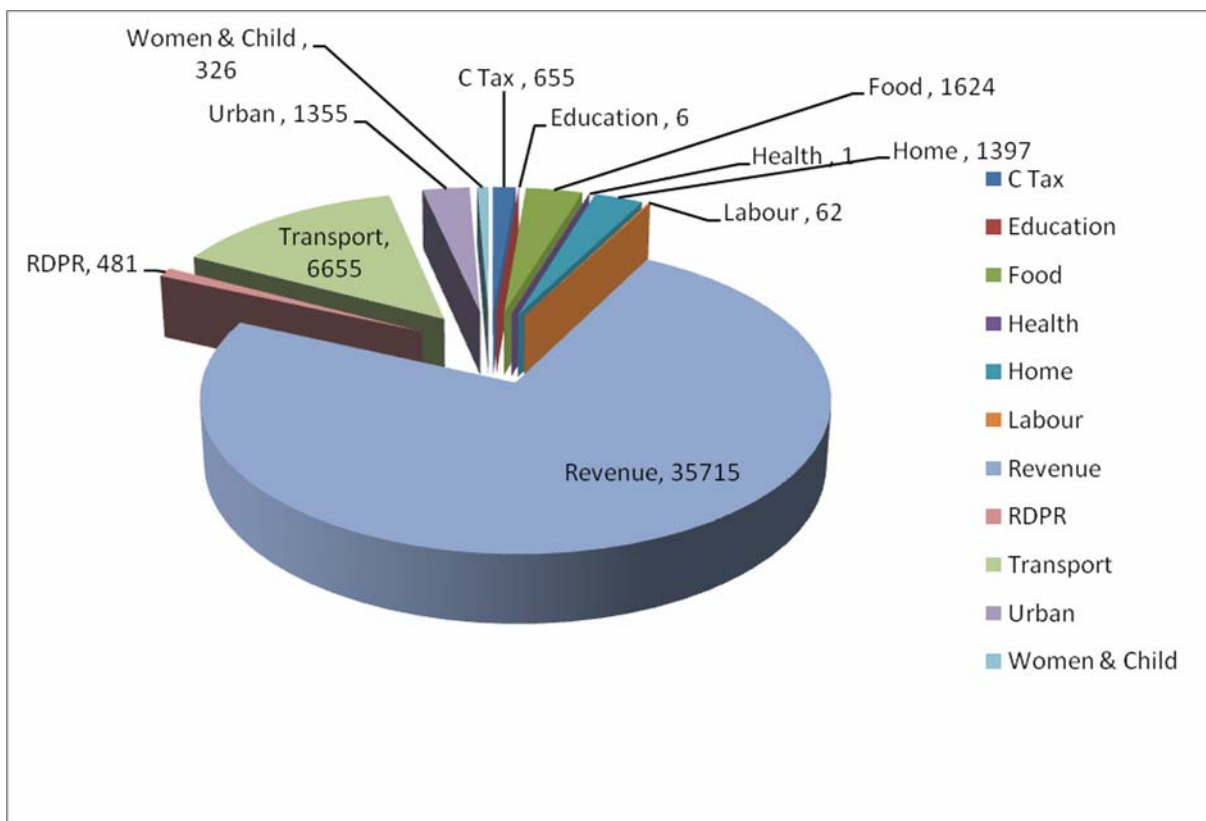
I. Applications received in the month – 49943

II. Applications disposed in the Month –45305

III. Cumulative Receipts by the District: 209130 – *This is 2.14% of the total for the state.*

IV. Cumulative Disposals by the District: 187378

V. Share of departments in Ramanagara: for the month of August.



VI: Overdue Analysis: Ramanagara has a total of 241 Overdue so far. The breakup of the Taluk wise details is as under:

TALUK	Overdue
Channapatna	49
Kanakapura	46
Magadi	51
Ramanagara	95
Total	241

Ramanagara Taluk: This Taluk contributes 95/241 cases for the District. The break up for 95 cases overdue is: Revenue – 36 cases. Transport – 40 cases & Home Department 18 cases.

Revenue department (36 Cases):

District Tahsildhar Office- Kasaba – 16 Cases (No Tenancy Case – 8 cases + Agriculture Family – 4 cases)

District Tahsildhar Office- Kasaba 2 -11 cases. (all maps to Caste Certificate)

Transport department:

RTO Ramanagara (Bangalore Rural) – 38 cases (All cases relate to Learners' Licence)

District Police Office Ramanagara – 16 cases – (NOC to Passport)

Magadi Taluk: Has a total of 51/241 Overdue. Revenue takes the Major share of 49 cases of Overdue.

Revenue department: **District Tahsildhar Office- Kasaba** 20 Cases (Landless Certificate 16 cases)

District Tahsildhar Office- KUNDURU - 13 cases (Residency Certificate 9/13)

District Tahsildhar Office- SOLURU – Residency Certificate 10/13 cases)

Chennapatna Taluk: Has a total of 49 cases out of 241 cases for Ramanagara District. Revenue has 43 cases pending in its name.

Revenue department:

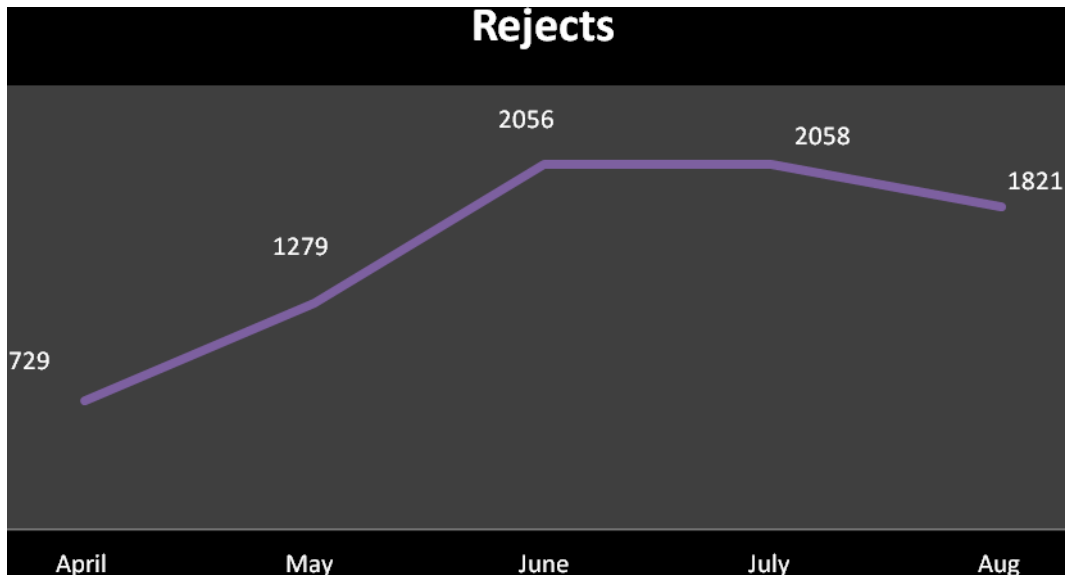
District Tahsildhar Office- NAGAVARA - 13 cases (Caste Certificate)

District Tahsildhar Office- Virupakshipura -14 cases (Residency Certificate)

District Tahsildhar Office- Maluru – 9 cases. (Caste Certificate)

VII: Rejections: Rejections for Ramanagara is as below:

Month	Rejects
April	729
May	1279
June	2056
July	2058
Aug	1821



Rejections were on a rising trend for Ramanagara, now seem stabilising. Most rejections for Ramanagara were from the Commercial Taxes department. This has been a continuous trend over the last 2 months. The District may look into why this specific department has a high rejection rate in particular. On a comparison

note, Bangalore Rural who can be compared to Ramanagara fares well in terms of Rejection Management. This may be looked into.

VII. Delayed Disposals:

Delayed Disposals for Ramanagara stood at 6081 cases. This is 3.24% of the Applications disposed are delayed. This is a high percentage and needs some study to improvise.

District Name	0-3 Days	4-7 Days	8-15 Days	16 Days	30	More than 30 Days	Total
Ramanagara	4455	950	386	216		74	6081

The Breakup of Taluks is shown below:

Taluka Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Channapatna	709	134	93	36	26	998
Kanakapura	1950	268	61	78	20	2377
Magadi	796	330	87	21	2	1236
Ramanagara	1000	218	145	81	26	1470
Total	4455	950	386	216	74	6081

Kanakapura Taluk: Total Cases of Overdue is 2377 cases. This is huge for a Taluk. Revenue Department takes a lion's share of 2228/2377 cases. **The Revenue department needs an overhaul in this Taluk.** Almost all services provided by Revenue is delayed in this specific Taluk.

Revenue department – Caste Certificate – 1029 cases, Income Certificate -579 cases, Residency Certificate 308 cases, and Agriculturist certificate 78 cases are the major ones.

Transport department: All 67 cases maps to delay in Bus passes to School Children.

Home department – All 47 cases are Petitions Disposal cases.

RDPR Department – of the 15 cases delayed, 6 cases relate to Drinking water & 4 cases to Alteration to Assessment list.

Ramanagara Taluk: Total Cases is 1470 cases. Revenue takes 956 cases, Home department accounts to 342 cases, Commercial Taxes is 48 cases, Health accounts to 43 cases& CMC shared 31 cases.

Revenue department - **956 cases** - Caste Certificate - 478 cases, Residency Certificate - 174 cases, Income Certificate 144 cases, Tenancy cases 54 cases.

Home department: **342 cases** - Service Verification - 117 cases, Passport verification - 135 cases & Petitions - 89 cases.

Commercial Taxes - **48 cases** - KVAT certificate - 41 cases.

Health & Family welfare - **43 cases** relates to AGE certificate

CMC - **31 cases** - Khatha Extract - 25 cases & Birth/death Certificate - 6 cases.

Magadi Taluk:

Total no of delayed disposals for the District is 1236. Revenue department takes 1191 cases (96%), Homes takes 14 cases & Town Municipal Council 14 cases.

Revenue department: **1191 cases** - Residency certificate - 724 cases, Caste Certificate - 267 cases, Agriculturist certificate - 44 cases, Small & marginal Farmers certificate - 35 cases.

Home Department - **14 cases** - All maps to Delays in Petitions disposals.

Town Municipal Councils: **14 cases** - Khatha Extract -8 cases & Birth/death Certificates - 5 cases.

Channapatna Taluk: Total no of delayed disposals for the District is 1012. Revenue department takes 780 cases, Homes takes 90 cases, Health accounts to 104 cases & City Municipal Council 19 cases.

Revenue department: **780 cases** - Residency Certificate - 395 cases, Caste - 180 cases, Agriculturist Certificate -57 cases & Income Certificate - 67 cases.

Home Department - **90 cases** - All 90 maps to Delays in disposing Petitions.

Health & Family welfare - **104 cases** - Age certificate - 72 cases & Wound certificate - 29 cases.

CMC: **19 cases** - Birth/death Certificates - 11 cases & Khatha Extract - 9

VIII: Ranking: Ramanagara Ranking has been as below:

District	APR	MAY	JUN	JUL	AUG
Ramanagara	22	23	16	22	18

VIII Complaints: Ramanagara received a total of 11 cases.

TALUK	DISTRICT	DEPARTMENT	Complaint Details
	RAMANAGAR	REVENUE DEPARTMENT	DELAY IN RATION CARD ISSUE
SOLURU	RAMANAGAR	HEALTH & FAMILY WELFARE	DELAY OF SALARY(SALARY NOT RECEIVING FROM LAST 3 MONTH)
KANAKAPURA	RAMANAGAR	HEALTH & FAMILY WELFARE	INTESTINE OPERATION IS DONE IN VICTORIA HOSPITAL LAST WEEK , BUT DR THIPPESWAMY NAYAK IS DEMANDING BRIBE OF RS10,000. MR. RAVI HAS ALL THE EVIDENCES RELATED TO BRIBE.
KANAKAPURA	RAMANAGAR	REVENUE DEPARTMENT	DELAY TO ISSUE KHATHA CHANGES, FROM LAST 1 YEAR.
RAMANAGAR	RAMANAGAR	RDPR	WITHOUT PERMISSION FROM THE OWNER OF THE PROPERTY, SUMA PDO OFFICER OF KANCHIGARA HALLI GP IS TRYING TO DO REGISTRATION OF 60 ACER'S LAND IN OTHER PERSON NAME WHICH IS BELONGS TO THE PRAKASH.
KANAKAPURA	RAMANAGAR	HOME DEPARTMENT	DELAY TO ISSUE GPF (Rs.1,67,776) & LEAVE SALARY (Rs.1,85,776).HE WAS WORKING AS S.I. IN VVIP SECURITY, POLICE COMMISSIONER OFFICE BANGALORE.
MAGADI	RAMANAGAR	REVENUE DEPARTMENT	DELAY TO DO SURVEY SINCE 2008 FROM DDL (SURVEY NO:8/3)
CHANNAPATNA	RAMANAGAR	REVENUE DEPARTMENT	DELAY TO ISSUE CONVERSION OF AGRICULTURE LAND TO NON AGRICULTURE PURPOSE SINCE 7/10/2011 FROM RAMANAGAR D C OFFICE.
Kankpura	Ramanagar	Revenue Department	Delay to do survey from past 2 months from kanakapura TP.(Survey no:137)
Kankpura	Ramanagar	Revenue Department	Delay to do survey since 20/2/2011 from kanakapura TP.(Survey no: 2357/98-99, Khatha no 1838/98-99)
Ramnagara	Ramnagara	Revenue Department	Delay in issue of khatha transfer from 30/8/2011 from Ramnagar TP (Survey no:33/13)Receipt no;

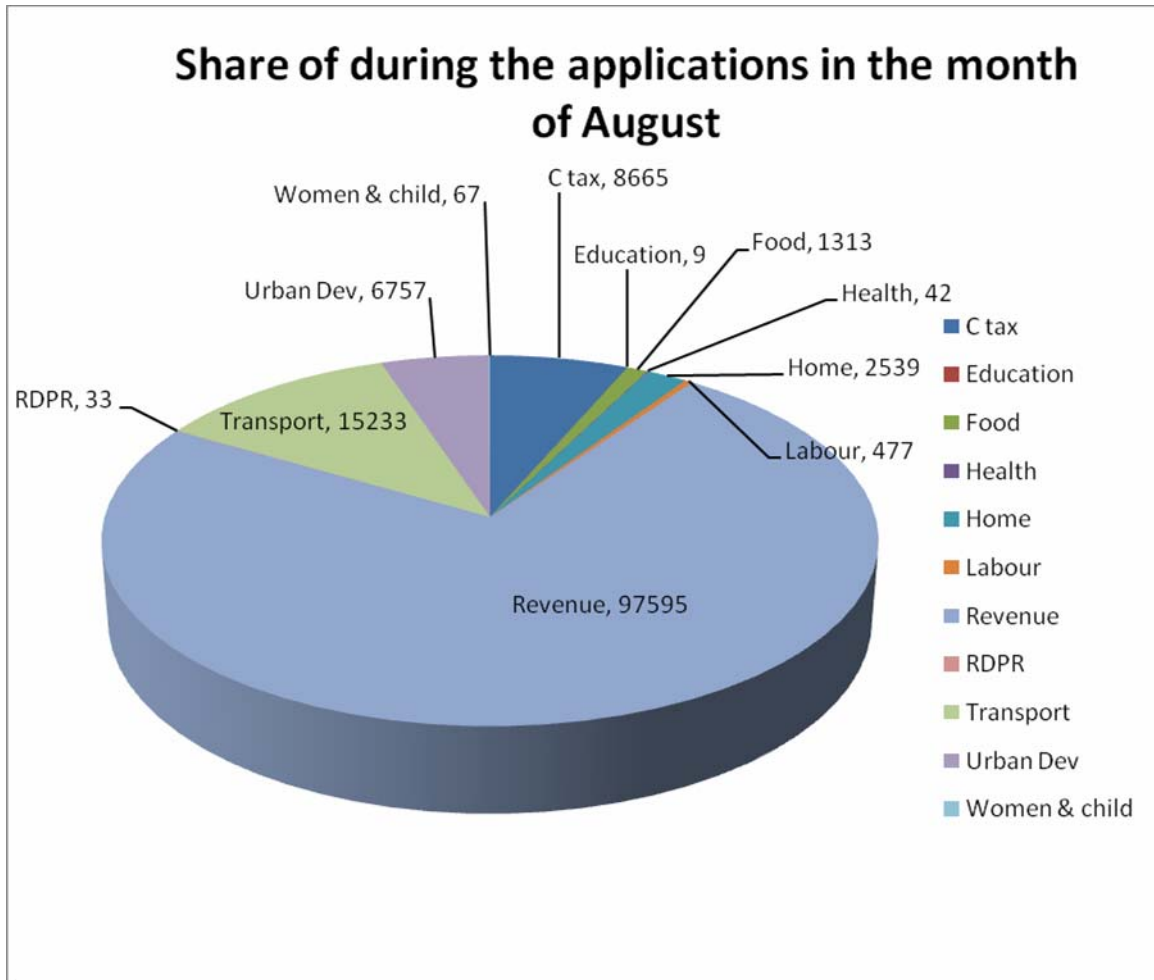
Concluding Notes: Ramanagara has been moving between the last 10 and the middle ten in terms of ranking. Ramanagara needs to put its act together in Revenue Department, where there are huge overdue & Delays. Taluks such Channapatna, Magadi show very high delays in disposing cases relating to Revenue department. Rejections are high for the commercial tax department. It is in fact the highest in the state. A thorough investigation into these aspects will give it the required push to get to the top 10 districts. Ramanagara CMC also needs some guidance as to delays, but nothing alarming. Overall, with process changes in Revenue department in the district, Ramanagara has a good potential to be on the top 10.

District Analysis

Belgaum

* Based on data as on 31 Aug -4 pm

1. **Application received in the month** – 135680
2. **Application disposed in the month** – 121321
3. **Cumulative Receipts by the district** – 583732- This is 5.98% of the total for the state.
4. **Cumulative Disposals by the District** – 525970
5. **Share of departments in Belgaum** : for August



6. Over due:

TALUK	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	NO. OF PENDENCY AFTER DUE DATE
Athni/ಅಥಣಿ	159	39	1596	853	15
Bailahongal /ಬೈಲಹೊಂಗಲ	113	140	1267	1630	2
Belgaum/ಬೆಳಗಾವಿ	432	95	4832	4013	57
Chikodi/ಚಿಕ್ಕೋಡಿ	152	81	2314	2213	35
Gokak/ಗೋಕಾಕ	169	128	2046	1967	8
Hukeri/ಹುಕೇರಿ	155	117	1411	1368	2
Khanapur/ಖಾನಾಪುರ	45	1	500	540	16
Ramdurg/ರಾಮದುರ್ಗ	113	30	1442	635	38
Raybag/ರಾಯಬಾಗ	94	148	1005	940	0
Savadatti /ಸವದತ್ತಿ	67	224	1222	1644	24
Total	1499	1003	17635	15803	197

The total Overdue for Belgaum stands at 197. Belgaum Taluk with 57, Ramdurg with 38 and Chikkodi with 35 led the table.

Belgaum Taluk: Total 57 cases of overdue. Of the 57, Revenue takes 21, Home takes 18 and Transport takes 18.

Revenue – District Tahsildhar Office - Corporation - 5 cases (Income), District Tahsildhar Office – Indawadi – 5 cases (Income), District Tahsildhar Office – ATMC -4 (Income Certificates)

Home department – 18 cases – District Police Office – 17 cases – Arms Licence (5), NOC to passport (6), Service Verification (3)

Transport – 18 cases – 8 cases to DL, 5 to LL & 5 to new Registration.

Chikkodi Taluk: Total 35 cases of overdue. 19 cases maps to revenue, 13 to transport & 3 to home.

Revenue: District Tahsildhar office – sadalaga (7 cases – all relates to small & marginal Farmers),

DTO office Chikkodi - 6 cases – Income certificate.

DTO Office Nippani – 3 cases. 2 to income certificate.

Home: Chikkodi Police station -2 cases. (Receipts & Disposals of petition)

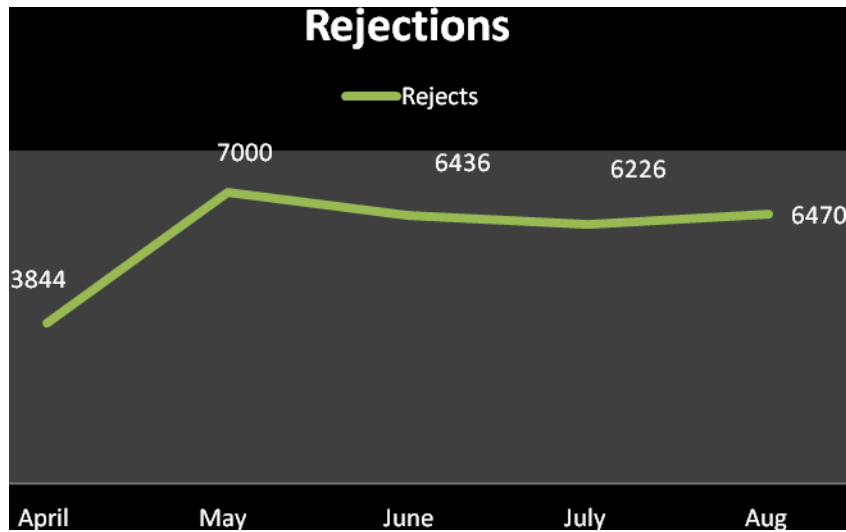
Transport – 13 cases. RTO Chikkodi – 6 cases, & Deport Manager Chikkodi – 5 cases.

Ramdurg: Total 38 cases – 37 of these maps to Revenue Department. Deputy Tahsildhar office – KASABA – 21 cases. DTO Medekavi (6 cases) & Sureban (7) cases.

Taluks such as Hukeri & Gokak are doing well.

7. Rejections: The Rejections for Belgaum Looked as below:

Month	Rejects
April	3844
May	7000
June	6436
July	6226
Aug	6470



8. Delayed Disposals: Belgaum overall has a huge 12332 delayed disposals.

District Name	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Belgaum	7706	2770	1339	404	113	12332

A delayed disposal of 2.11% is seen. Considering the huge receipts of applications, this is a big number.

The breakup of Taluks for Belgaum looks as below:

Taluka Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Athni	296	31	10	8	3	348
Bailahongal	360	115	50	35	9	569
Belgaum	3061	812	300	188	54	4415
Chikodi	992	50	30	34	19	1125
Gokak	492	136	23	10	13	674
Hukeri	92	27	4	8	6	137
Khanapur	301	163	60	31	6	561
Ramdurg	359	155	100	31	3	648
Raybag	384	47	8	5	0	444
Savadatti	1369	1234	754	54	0	3411
Total	7706	2770	1339	404	113	12332

Belgaum: Taluk shows 4415 cases as delayed disposals.

Revenue department: **2301 in total**. The impacted services were Income Certificates (866), Caste (460), Residency (431). Under the greater than 30 days delay, Home department showed 42 cases (22 Petitions & 7 for NOC to passports)

Transport department: Total **401 cases** . Of this 357 cases were mapped to Registration of new Vehicles. Why is the case? Registration of new Vehicles does not require any verification process and the time given itself is high in terms of 30 days. Delay in this specific service is not acceptable. Is this a case of discretion specifically in this office? Other Taluks in Belgaum seem to do well in this area except Chikkodi.

Home department: **817 cases** of which NOC to Passport was 210 cases, Petitions was 385 and Service Verification was 152.

Commercial Tax: **548 cases** – 514 maps to Issue of Form C.

City Corporation – 148 cases of which 52 cases related to Khatha extract and 47 related to Birth & death Certificates.

Savadatti Taluk: 3411 cases for this Taluk. Revenue department accounted to 3379 cases – Services impacted were Income Certificate (1446), Caste (1686). Home with 12 cases (petitions) & Town Municipal with 9 cases were seen delayed.

Chikkodi: of the 108 delays, 85 maps to registration of new Vehicles. This is 78% of the delayed disposals. A study into the delay in vehicle registration could be carried out.

Overall, in other districts, there was a general delayed disposal of Caste, Income, Residency & surviving family members' certificate.

9. Complaints:

TALUK	DEPARTMENT	Complaint Details
BELGAUM	RDPR	DELAY IN PROVIDING DRINKING WATER (3 MONTHS)
BELGAUM	RDPR	DEMANDING MONEY FOR SANCTION LETTER OF HOUSE
BELGAUM	RDPR	DELAY IN WATER CONNECTION
BELGAUM	RDPR	NO ARRIERES RECEIVED , FROM LAST 10 YEARS
BELGAUM	REVENUE DEPARTMENT	BROTHERS HAVE APPLIED FOR PARTICIAN DEED & OFFICERS ASKING MONEY FROM LAST THREE YEARS
BELGAUM	REVENUE DEPARTMENT	DELAY IN ISSUE- CAST CERTIFICAT,ASKING MONEY
BELGAUM	REVENUE DEPARTMENT	SURVEY NO 237. DELAY TO ISSUE CERTIFICAT FROM LAST 5 YEARS
BELGAUM	RDPR	PDO IS NOT GIVING ANY INFORMATION(MGNREGS, ASRAYA)etc.
BELGAUM	RDPR	HYNAPURA GRAM PUNCHAYATH NOT SANCTIONING HOUSE, EVEN AFTER APPLING FROM LAST 20 YEARS.
BELGAUM	REVENUE DEPARTMENT	DELAY IN SERVICE (PODI NO) FROM LAST 2 YEARS.

10. Previous Month ranking: The ranking of Belgaum in the months is shown below:

District	April	May	June	July	August
Belgaum	19	18	14	19	26

Concluding Notes: The Ranking of the district is going down drastically. The main issues that impacts Belgaum is Belgaum Taluk itself, where issues from almost all departments are seen under delayed disposals & overdue cases. The revenue department also needs to be reviewed to understand issues better and work on improving them.

District Analysis

Bellary

* All data as per 4 pm on 31 Aug 2012

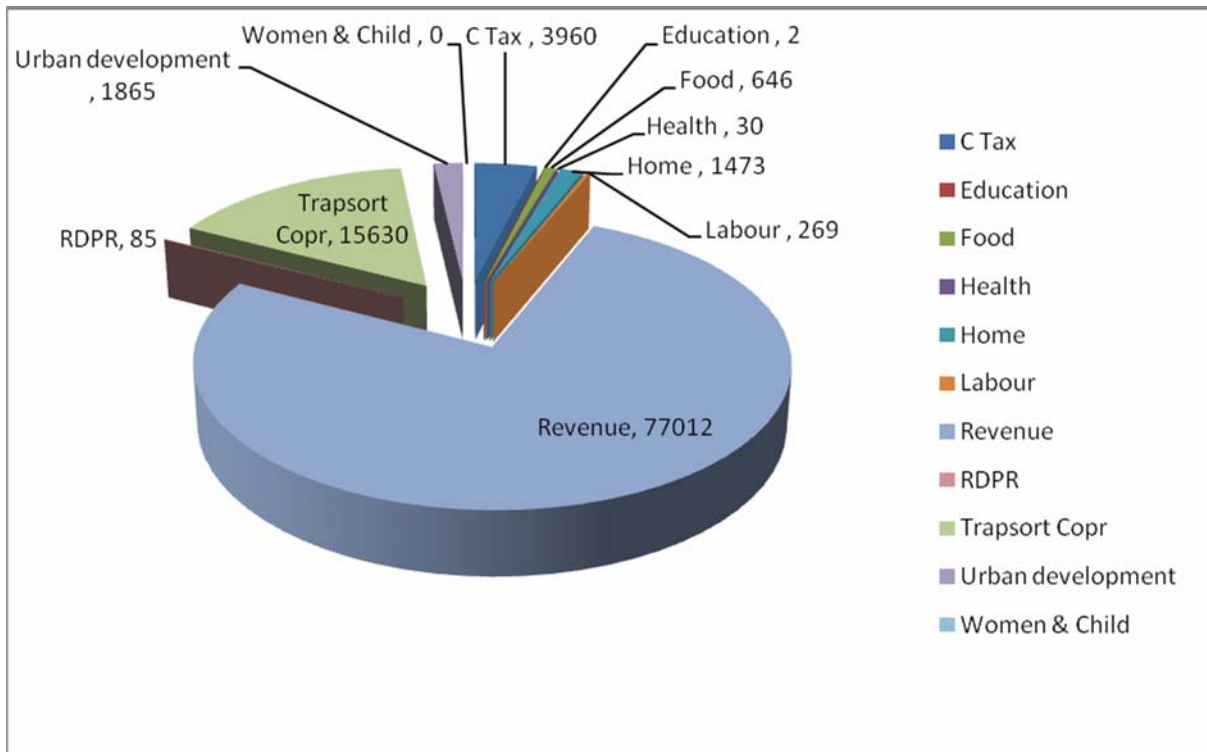
I. Applications received in the month – 102998

II. Applications disposed in the Month – 113986

III. Cumulative Receipts by the District: 388220– This is 3.98% of the total for the state.

IV. Cumulative Disposals by the District: 354717

V. Share of departments in Bellary: for August



VI Overdue: Total Overdue for Bellary is 807 cases. Bellary Taluk takes 341/807 cases, while Hospet takes 239 cases, followed by Hadagalli with 67 cases.

TALUK	Overdue
Bellary	341
Hadagalli	67
Hagaribommanahalli	41
Hospet	239
Kudligi	63
Sandur	50
Siruguppa	6
Total	807

Bellary Taluk: Total 341 cases. All Maps to Revenue.

106 cases maps to **District Tahsildhar Office – Kasaba -1**

85 cases maps to **District Tahsildhar Office – Bellary**

59 cases account to **District Tahsildhar Office – Kasaba 2**

24 cases to **District Tahsildhar Office – Kasaba 3**

2 cases maps to **Home Department – Disposal of Petitions.**

Hospet Taluk: Total cases 239 overdue. Of this, 233 takes to Revenue department, & 4 cases maps to Transport.

Revenue Department: 73 cases District Tahsildhar Office – KAMPALLI (41 cases to Caste & 30 to Income Certificate)

58 cases maps to **District Tahsildhar Office – HOSPET (15 cases to Caste & 32 maps to Income Certificate)**

55 cases accounts to **District Tahsildhar Office – KAMALAPURA (Caste – 26 & Income 22)**

24 cases to **District Tahsildhar Office – MARIAMMANAHALLI (16-Residency & Caste & Income 6 cases)**

23 cases to **District Tahsildhar Office – KASABA (Caste- 4 cases, Income 19 cases)**

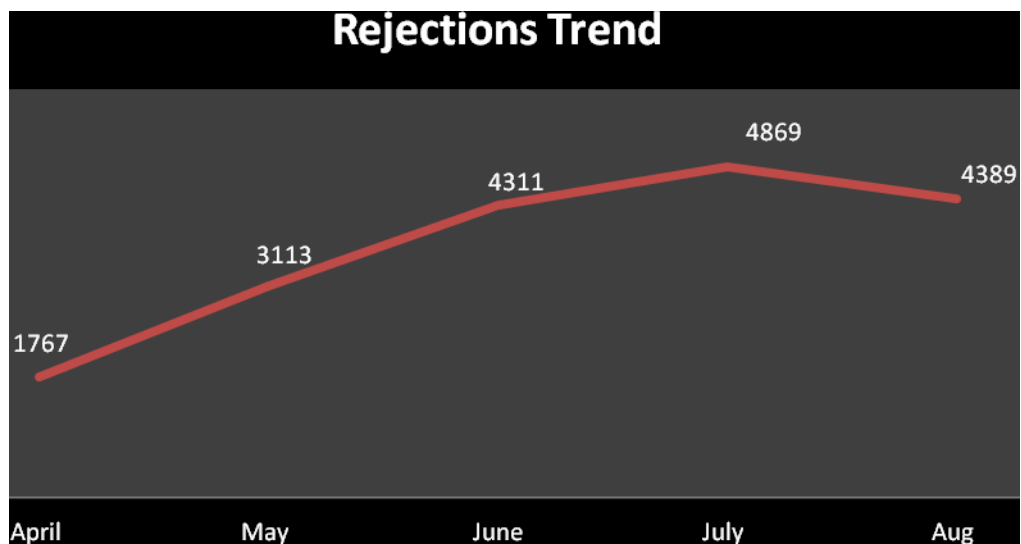
Transport Department: 4 cases to RTO Hospet – relating to Driving Licence (3 cases) & Learner’s Licence (1 case)

HADAGALLI Taluk: **Total 67 cases** – All 67 cases maps to Revenue Department. 41 cases maps to **Deputy Tahsildhar Office – ITTAGI** (Caste 22 cases, & 7 each to cases to Income & Small Marginal Farmer)

16 cases maps to **District Tahsildhar Office – HIREHADAGALLI** (Caste & Income Certificates)

10 cases maps to **District Tahsildhar Office – KASABA – HADAGALLI** (Caste & Income Certificates)

VII: Rejections: The Rejection trend for July for Bellary is shown below:



There has been a Marginal reduction in the month of August towards Rejection. However, Bellary needs to put concrete efforts in bringing down its rejection rates. Reasons or Root cause for Rejections will need a detailed study and analysis. The same could be shared with the Mission.

Month	Rejects
April	1767
May	3113
June	4311
July	4869
Aug	4389

VIII: Delayed Disposals: Total Delayed Disposals for Bellary stands at 13878. This is a huge number. Though Bellary has a good share in the state totals, Delays are seen. Details as below:

District Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Bellary	9779	2409	949	588	153	13878

Hospet Taluk: Accounts to 4786 cases of Delays. 4546 cases maps to Revenue department alone! *95% of Hospet's delay is due to the Revenue department.* 131 maps to Commercial Taxes & 44 accounts to TMCs.

Revenue department: Of the 4546 cases – Caste Certificate – 1923 cases, Income – 2137 cases, Residency Certificate – 230 cases.

Commercial Taxes Department: Of the total 131 cases, 108 cases maps to Issue of Form C Declarations, & 14 cases to Issue of KVIT.

Town Municipal Council: of the 44 cases, **43 cases maps to Khatha Extract.** 1 case to Birth & death.

Bellary Taluk: Total Cases 2845 cases. 1771 cases accounts to Revenue department, 323 to City Corporation & 412 cases to Commercial Taxes.

Revenue department: Of the total 1771 cases, 416 cases is delay in Residence certificate, 389 to Income Certificate & 252 cases to Caste.

City Corporation: Of the total 323 cases , 137 cases accounts to delay in Khatha Extract & 71 towards delay in Birth & death certificates.

Commercial Taxes: Of the 412 cases, Issue of form 'C' accounts to 279 cases & Form 'F' declaration took 89 cases.

Siraguppa Taluk: Total delays of 2072 cases: 1955 cases towards Revenue department, 68 towards TMC .

Revenue department: Of the 1955 cases, Caste accounted to 806 cases & Income 742 cases & Residency Certificate 142 cases.

_Town Municipal Council: 65 out of 68 cases maps to delay in Khatha Extract.

IX: Complaints: The complaints for Bellary stood at 14.

TALUK	DISTRICT	DEPARTMENT	Complaint Details
	BELLARY	URBAN DEVELOPMENT	COURT HAS GIVEN PERMISSION OF ARRIERS TO THE CONCERNED PERSON BUT DEPARTMENT IS NOT PROVIDING IT.
SHIRUGUPPA	BELLARY	EDUCATION DEPARTMENT	MEDICAL RE-EMBROISMENT 29,000 SHE IS WAITING FROM PAST 9 MONTHS, AND SHE IS NOT GETTING PROPER INFORMATION.
	BELLARY	KPTCL	BESCOM OFFICE , BASAVESWARA NAGAR, PENSION NOT 2 RECEIVEING FROM LAST 2 YEARS.
BELLARY	BELLARY	COMMERCIAL TAXES DEPARTMENT	DELAY IN ISSUE FORM 250,SINCE 18/4/2012,(BELLARY L.V OFFICE 490)
SIRUGUPPA	BELLARY	RDPR	DELAY TO ISSUE JOB CARD(MGNREGS)PAST FROM 1 YEAR.(KARUR, GP)
BELLARY	BELLARY	REVENUE DEPARTMENT	DELAY TO ISSUE MUTATION EXTRACT SINCE 12/4/2011 FROM BELLARY TP(SURVEY NO:99/D)
Kudlagi	BELLARY	Revenue Department	Delay in issue of cast certificate
Kudlagi	Bellary	Revenue Department	Delay in issue of cast certificate from Kudlagi TP
Hagari bhommanahalli	BELLARY	Revenue Department	Delay to do survey from 13/12/2011 from Hagaribommana halli TP.(Survey no:643a, 638d, 639c/1, Sindrapalli village)Officer name:Mallikarjun
Bellary	Bellary	Commercial Taxes Department	Delay in Issue of registration under the KVAT Act, 2003 from Bellary Commercial Taxes Department.
Hospet	Bellary	Revenue Department	Delay in issue of Small and Marginal Farmer Certificate from Kamalapura Nemmadi Kendra.Dundlugere village.
Hagari bhommanahalli	Bellary	Revenue Department	Delay to do khatha changes from past 3 months, from hagari bommanahalli TP.(Survey no:379)Kogali Hobli, kogali village , (Officer name :Nagaraj bhat)
Hagari Bommanahalli	Bellary	Revenue Department	Delay to do survey from past 26/4/2011, from Hagari Bommanahalli TP.Bannigola Grama,Thambaralli Hobli. (survey no:214)
Huvina hagali	Bellary	Revenue Department	Delay in issue of the Small and Marginal Farmer Certificate from past 23/6/2012 from, huvina adagadi nemmadi center. Applicant name Girish (pura village, huvina adagali hobli).

X: Ranking: The Ranking of Bellary over the last 4 months is shown below:

District	APR	MAY	JUN	JUL	AUG
Bellary	22	23	16	22	24

Concluding Notes: Bellary, except in the month of June has been the last 10 Rankers. Bellary could get back to be in the middle 10, if it can strengthen its Revenue department working. Huge delays in almost all Taluks are seen. This needs a critical analysis and once resolved, this would take Bellary to a good ranking. Overdue, Delays & rejections are all tightening the performance of Bellary. The other department that needs some root cause Analysis is urban development.

District Analysis

Bijapur

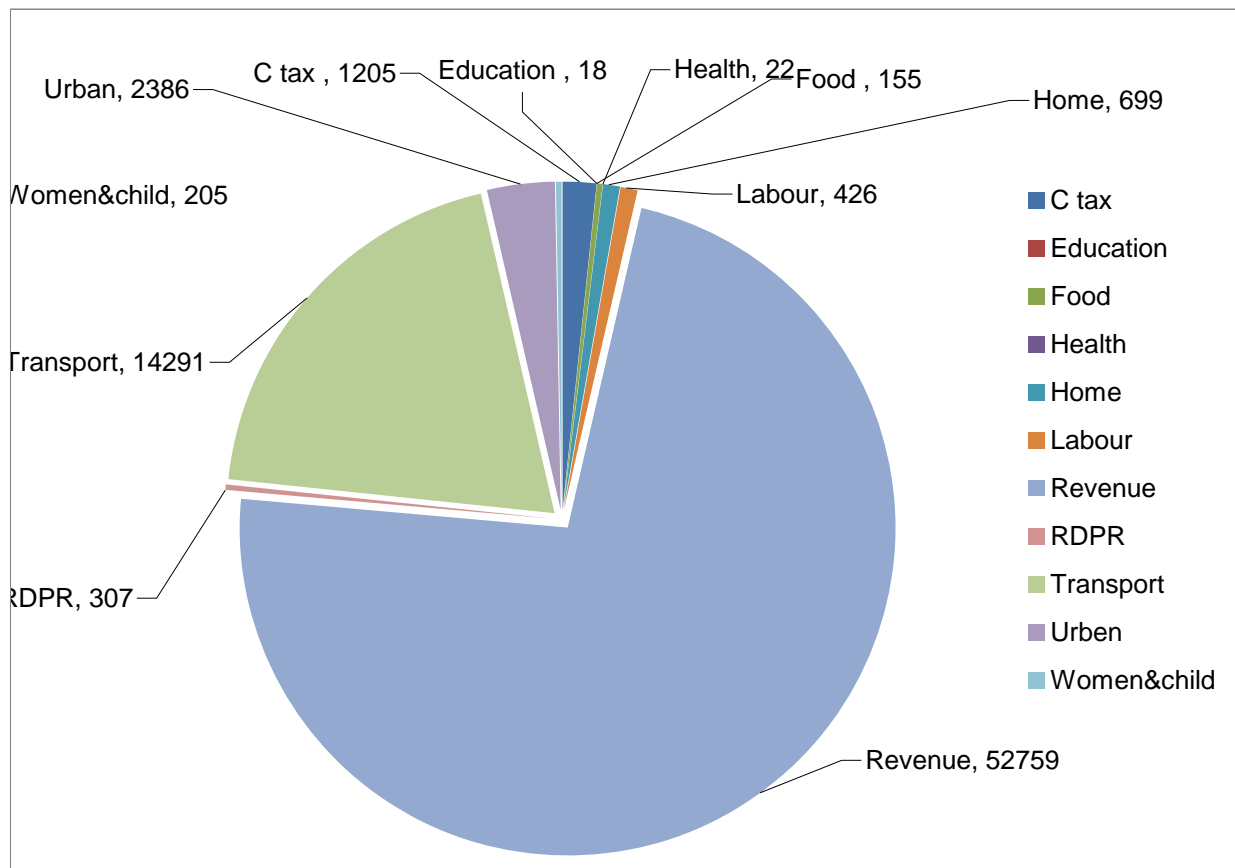
I. **Applications received in the month**-75206

II. **Applications disposed in the month**-69613

III. **Cumulative Receipts by the District:** 275249 – This is 2.90% for the state.

IV. **Cumulative Disposals by the District:** 246660

V **Share of departments in Bijapur:** for August



VI. Overdue: The total Overdue for this districts stands at 317. The break up stands as below:

TALUK	NO. OF GSC RECEIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECEIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	NO. OF PENDENCY AFTER DUE DATE
Basavana Bagevadi/ಬಸವನ ಬಾಗೇವಾಡಿ	47	0	3274	2987	5
Bijapur/ಬಿಜಾಪುರ	231	58	9159	8068	261
Indi/ಇಂಡಿ	79	61	5343	3986	21
Muddebihal/ಮುದ್ದೇಬಿಹಾಳ	48	18	2804	1887	0
Sindgi/ಸಿಂದಗಿ	27	1	3178	2203	30
Total	432	138	23758	19131	317

Bijapur Taluk itself takes 82% of the overdue/Pendency. Sindgi takes 30 and Indi takes 21.

Bijapur Taluk: Of the 261 that is pending for Bidar, **226 maps to the transport department.** 34 maps to Revenue.

Transport Department's RTO Bijapur holds all the 226 overdue. The services impacted are:

Registration of New Vehicle – 203

Learner's Licence – 23 cases.

The time for registration of new vehicles itself is high of 30 days, what causes the delay? Are there are inherent practical problems with the origin of the vehicle. These are NEW vehicles are for sure, there cannot be a verification process of cases against the vehicle etc. Is there a cross – border movement of new vehicles which requires additional verification etc? If yes, The RTO may please bring this to the Notice of the DC & Mission, so that suitable alternatives could be suggested.

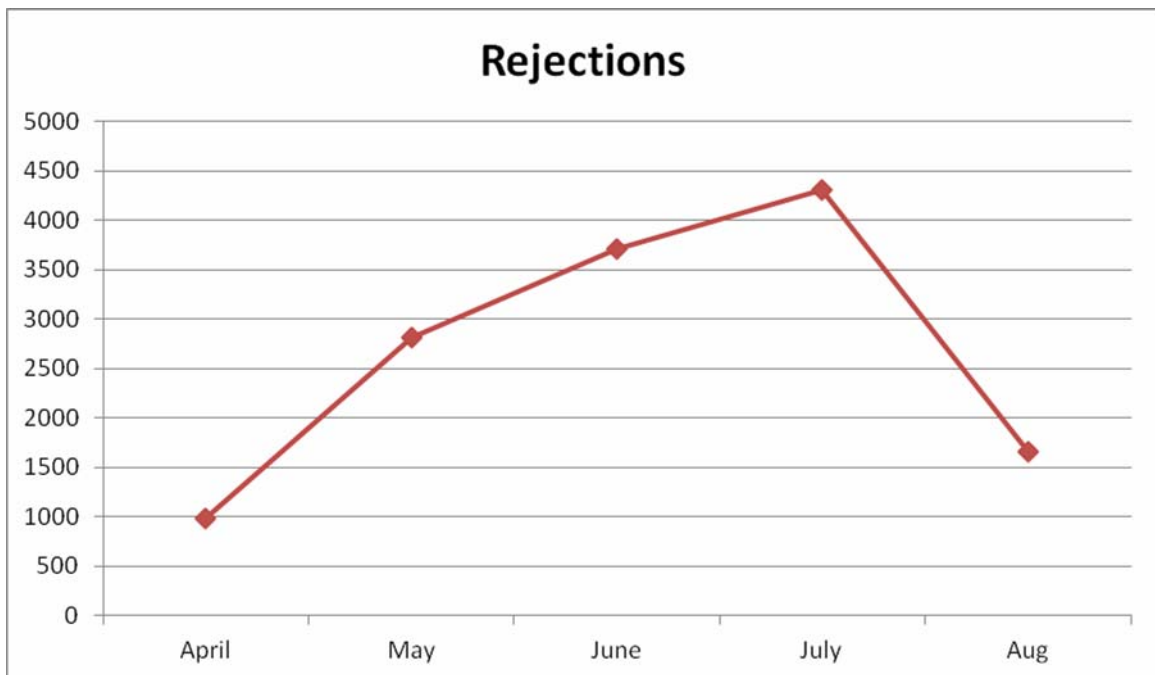
Revenue department's 34 maps to District Tahsildhar Office Bijapur AD – 9 cases (Residency Certificate) & District Tahsildhar Office Tikota – maps to 6 cases (3 towards Residency Certificate, 2 towards Agriculturist Certificate)

Sindgi Taluk: **Total 30. All 30 maps to Revenue.** 21 accounts to District Tahsildhar Office Martagi (12 to all types of Caste Certificate, 8 to Income Certificate). District Tahsildhar Office ALMEL accounts to 5 – all maps to Caste certificate. The same trend is seen in INDI Taluk also with 20 out of 21 cases mapping to Revenue – Impacted service is Caste & Income Certificates).

VII.Rejections: The rejections for Bijapur looked as below:

The month wise rejection data and trend is shown below:

Month	Rejections
April	982
May	2819
June	3707
July	4302
Aug	1665



The trend for Bijapur was a constant rise from a mere 982 rejects in April to 4302 rejects in July, there was a meteoric rise, however, August has seen a good control on Rejections. Although there is an increase of about 400 applications, constructive efforts are seen in bringing down rejections.

VIII.Delay Disposals: 6022 cases of delayed disposals cumulative.

Taluka Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Basavana Bagevadi	555	98	43	5	5	706
Bijapur	1737	558	223	126	46	2690
Indi	902	133	47	23	13	1118
Muddebihal	851	61	17	6	1	936
Sindgi	433	98	17	21	3	572
Total	4478	948	347	181	68	6022

1) *Bijapur*: Accounts to 2690 cases. Revenue alone singles to 2207 cases, which is 82% of the delayed disposals for this Taluk. Home department is 235 cases.

Revenue Department: *Caste (419), Income (423), Residency Certificate (715) is the overall break up of services impacted. .*

Home department: 114 cases are delayed in the NOC to Passport verification, 111 cases maps to service Verification.

Overall, **46** cases of delays beyond 30 days is seen under this Taluk. 29 cases are from the Revenue department (Caste & Residency Certificate), Home Department (5 – Passport Verification & 5 to Petitions), 5 cases to Transport towards delivery of Driving licence.

2) *Indi*: This Taluk accounts to 1118 cases. **968 to Revenue** and **106 to Health.**

Revenue department: 465 cases maps to Residency Certificate, while 288 cases maps to Caste Certificate.

Health & Family Welfare - total Cases 106 - – Issue of Discharge & Sterilization certificate maps to 104 cases. Is there a derth of staff for delivery of this service, as the service that is delayed is pretty simple, an analysis into why such simple certificates are getting delayed need to be looked into?

RDPR accounts to 22 cases. Drinking water (11), Street light (6), NOC to ESCOM, Sanitation (2each).

Overall INDI Taluk accounts to 13 cases of delays over 30 days, which is high. 10 cases maps to Caste & revenue, while 3 cases maps to Issue of Sterilization certificate.

3) *Muddebihal: accounts to 936 cases of delayed disposals. Of this 447 cases goes to Health & Family Welfare (issue of Discharge & Sterilization certificate)*

The Revenue department accounts to 304 cases –Residency Certificate (118), Caste (70) cases, Income (41) cases were delayed services in this Taluk.

Sindgi also showed high delayed disposals in the RDPR department – They had 17 cases of delayed disposals- impacted service were Drinking water (11 cases), Street lights (5). Revenue’s share for delayed disposals was 531 cases.

IX: Ranking: The Ranking of Bijapur for the last 5 months are shown below:

District	APR	MAY	JUN	JUL	AUG
Bijapur	30	21	20	17	14

There is a marked improvement in the progress of Bijapur. The effort of the district is seen very clearly in a slow, but steady rise to the better.

X: Complaints

BIJAPUR	REVENUE DEPARTMENT	SERVICE STOPPED - CAST & INCOME CERTIFICATE
BIJAPUR	RDPR	DELAY OF PAYMENT IN MGNREGS
BIJAPUR	EDUCATION DEPARTMENT	TEACHERS ARE NOT COMING ON TIME TO CLASS . (SIRSIHALA SCHOOL)
BIJAPUR	REVENUE DEPARTMENT	DELAY TO ISSUE VARSA CERTIFICATE FROM LAST 6 MONTH
BIJAPUR	REVENUE DEPARTMENT	SURVEY NO 18, THAJPUR. DELAY TO ISSUE CERTIFICAT FROM LAST 7 YEARS.
BIJAPUR	RDPR	DELAY TO ISSUE KHATHA TRANSFER FROM LAST 1 YEAR. & PDO IS DEMANDING MORE TAX, (KEROTOGI GP , PDO NAME ; ANANDA)
BIJAPUR	REVENUE DEPARTMENT	DELAY TO ISSUE 11 E MAP FROM LAST 4 MONTH,
BIJAPUR	REVENUE DEPARTMENT	APPLIED D-FORM BUT THASILDRAR HAS NOT PROVIDED U-FORM SINCE 9 MONTHS (BHUTAL BLOCK #96, SURVEY NO 149/2)
BIJAPUR	RDPR	DELAY IN SERVICE MAINTENANCE OF VILLEGE SANITATION, FROM LAST 04/05/2012. (THIGALURU, GP)

BIJAPUR	RDPR	SINC FROM PAST 15 DAYS ALASANGI GP OFFICE IS CLOSED ,REGARDING THIS ANADA GALAGALI HAD ALREADY COMPLAINT TO E.O
Bijapur	Revenue Department	Delay to do partition deed between brothers from past 2 years from Indi TP.(SURVEY NO:34)
Bijapur	Women and child welfare	delay to sanction old age pension under sandhya suraksha scheme since 2009 from Bijapur TP.
Bijapur	Revenue Department	Please find the GSC no, which shows status as pending ,but when we go to appeal page and click on option appeal it shows "There is no competent officer defined for this request. Contact Mission Team" please look into it and rectify the problem asap. (GSC NO:RD0028804001053,NALATWAD Nemmadi Kendra)
Bijapur	RDPR	Delay to make payment amounted Rs.2,00,000 under MGNREGS from past 3 years , from Ballolli GP.(PDO:Mr.Jbbar Ali)
Bijapur	Revenue Department	Delay in issue his own property Survey no from Sindagi TP (Survey no: 119/1, Sindagi Hobli , Janakottagi Grama)
Bijapur	Revenue Department	Khatha Registration has been done ,but delay to do name change in Khatha from past 9/5/2012 from Bijapur TP ,kasaba Grama .(Survey no:13/e)
Bijapur	RDPR	Delay to sanction basement bill amount Rs.12,500 under Basava Vasathi Yojane past from 2 months,Even he has given a complaint to PDO. (Babuleshwara Hobli, Shegunashi village, Halagani G.P) Officer name: Kalavathi Nagaraj.

Concluding Note: Bijapur has made good progress in the ranking and overall it is striving hard in improving its position. From being 30 in April to being 14 in August is tremendous effort and progress.

Bijapur could rank among the top by taking care of its Transport department specifically in RTO Bijapur where many overdue applications are seen pending. There is a marked improvement in the rejection management during the month of August. Please refer to Rejection trend in the earlier part of the report.

Health Department must get its act together to overcome delays in service delivery in simple services. Health in Muddebihal Taluk needs a review and study. Of course Revenue also shows the highest delays and overdue in terms of Residency certificate and other services.

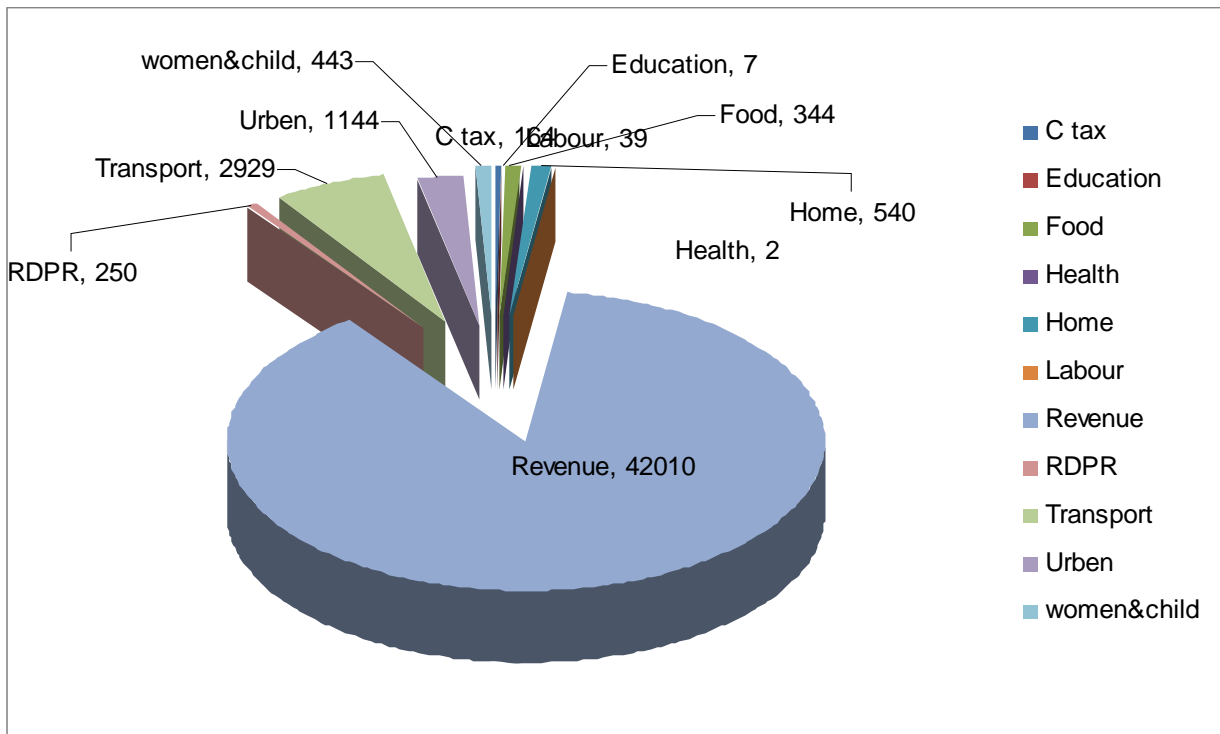
An analysis into why Registration of vehicles & Residency certificates are two major causes of delay & Overdue, which if worked upon could see the efforts of Bijapur showing much more results.

District Analysis

Chamarajanagar

* All data as per 4 pm on 31 Aug 2012

- I. **Applications received in the month**- 49477
- II. **Applications disposed in the month**- 48518
- III. **Cumulative Receipts by the District:** 172768 – This comes to 1.77% for the state.
- IV. **Cumulative Disposals by the District:** 155018
- V **Share of departments in Chamarajanagar:** for August



VI.Overdue: the total overdue for this district stands at 121

TALUK	NO. OF PENDENCY AFTER DUE DATE
Chamarajanagar	55
Gundlupet	57
Kollegal	5
Yelandur	4
Total	121

Chamarajanagar: Total 55 cases. Revenue takes 44 of these, 9 to home & 2 to RDPR.

Revenue Department: Total 44 cases - **District Tahsildhar Office - Chandakvadi**(14 cases - Caste -4, Income- 3 & Residence -4 cases)

District Tahsildhar Office - Santhemarehalli - Total 19 cases - Income (10) & Caste (7) Cases.

District Tahsildhar Office - Chamarajanagar - Total 9 cases (Income -3, Residence -2 ,Small & Marginal -3)

Home department: Total 9 cases. **District Police Station - Chamarajanagar** (Passport Verification - 5 cases, 3 to Petitions)

RDPR : Total 2 cases - Gram Panchayat Office - Honganur & Bhagapura - 1 each for Drinking water & Street light.

GUNDLUPET: **Total 57 cases.** Revenue Cases are 51 and 6 cases to Home.

Revenue Department: **District Tahsildhar Office - Hongala** - 11 cases maps to Residence certificate, 4 cases to Income, & 5 cases to Agricultral labour certificate.

District Tahsildhar Office – Beguru – Total 8 cases of which 5 maps to Agricultral labour certificate and 2 to Caste certificate.

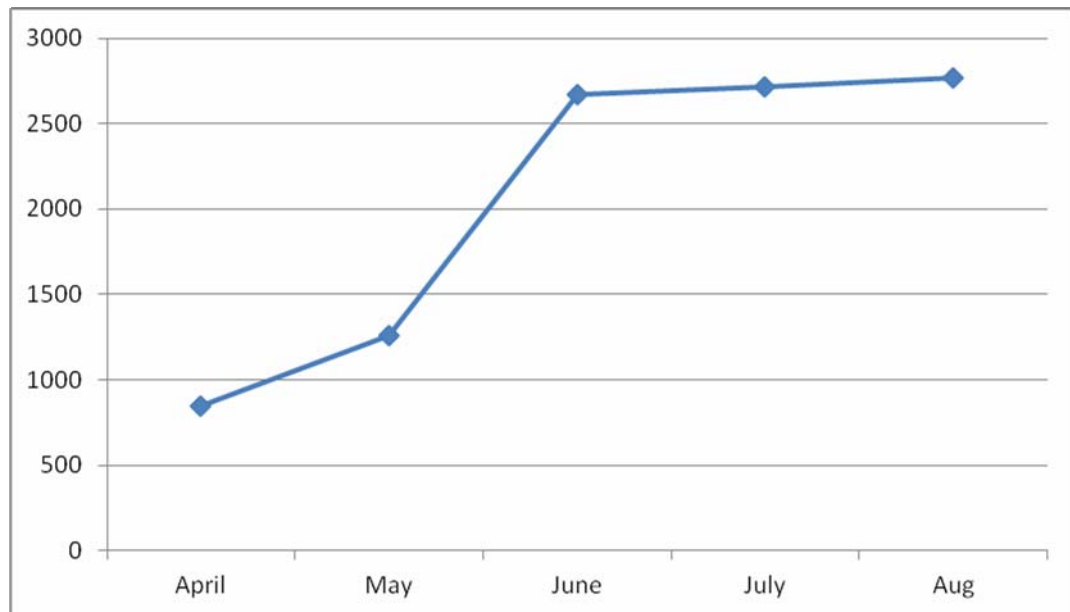
Taluk Office Gundlupet – Total 16 – of this Caste Certificate is 6 cases & Income Certificate – 7 cases.

Home Department: TERAKAMBI Police Station – 4 cases – all maps to petitions & Gundlupet Police Station – 2 cases relating to FIR complaint.

The Other Taluks of Kollegal (5 cases) & Yelendur (4 cases)

VII.Rejections:

Month	Rejections
April	850
May	1261
June	2669
July	2717
Aug	2770



The Rejection rates seem to be in control over the last 3 months with almost the same rate of rejection. However, Rejection is high for the Taluk given the applications received from this district. Another point to note is that, while most districts have come done on its rejections

during the month of August, Chamarajanagar is still maintaining its rejection rates. This needs analysis.

VIII: Delayed disposals: Chamarajanagar had a total of 3357 Delayed disposals. The table below shows the details of Taluks.

Taluk Name	0-3 days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Chamarajanagar	697	314	216	109	20	1356
Gundlupet	649	109	46	21	18	843
Kollegal	796	243	18	8	5	1070
Yelandur	59	10	9	8	2	88
Total	2201	676	289	146	45	<u>3357</u>

Chamarajanagar: Total Cases is 1356 cases. Revenue takes 931 cases, Home department accounts to 133 cases, Health & Family 131 cases.

Revenue department -931 cases Caste 290 cases & Income Certificates – 228 Small & Marginal Farmer’s certificate – 152 cases.

Home Department: 133 cases. 56 cases maps to Petitions, 55 cases go NOC to Passport verification & 20 cases to Service Verification.

Health & Family Welfare: 131 cases – 98 relates to age certificates & 32 to Discharge & Sterilisation certificate. .

Kollegal: Total 1070 cases. Total Cases is 1070 cases. Revenue takes 790 cases, CMC -197 cases & 32 cases to Health & Family.

Revenue department 790 cases Caste 368 cases & Income Certificates – 377, Small & Marginal Farmer’s certificate – 11 cases.

City Municipal Council: 197 cases. 189 cases maps to Khatha Extract 2 cases to Birth & Death Certificate.

Health & Family Welfare: 32 cases – All maps to Age certificate.

Gundlupet: Total 843 cases. Revenue takes 792 cases, TMC -25 cases & 16 cases to Health & Family.

Revenue department **792 cases** Caste 199 cases & Income Certificates – 293, Residency Certificate – 199 cases.

Town Municipal Council: 25 cases. 7 cases maps to Building Licence & 8 cases to UGD & water. 5 cases maps to Khatha certificate.

Health & Family Welfare: 16 cases – 8 maps to Age certificate & 8 to Sterilisation certificate.

IX: Complaints: In all 3 complaints. Details as below:

D	E	F	I
TALUK	DISTRICT	DEPARTMENT	Complaint Details
KOLLEGALA	CHAMARAJ NAGAR	URBAN DEVELOPMENT	DELAY TO ISSUE KATHA TRANSFER FROM LAST 3 MONTH, (SURVEY NO 51, ASSESSMENT 348)
KALLAMBALI	CHAMARAJ NAGAR	FOOD AND CIVIL SUPPLIES	DELAY TO ISSUE RATION CARD FROM LAST 1 YEAR.
Kollegala	Chamaraj nagar	Home Department	Delay to issue permission letter for the land registration from kollegala TP from past 7 months.(Actually he has applied in DC office on 25/7/2011,even he got permission from the DC & the respected DC has sent the permission letter to kollegala TP for further enquiry)

X: Ranking:

Chamarajanagar Ranking over the last 5 months has been as below:

District	April	May	June	July	August
Chamarajanagar	20	24	5	6	9

Concluding Notes: Chamarajanagar performance overall is on the improvement trend. What Ails C’Nagar are the Revenue department services. Almost 50% or more of its pendency & overdue are related to Revenue Department. This is seen even in smaller Taluks in the district. This needs special attention and small process improvements or changes will positively impact citizen services in C’Nagar. Health & Family welfare also is showing defaults in most places. This needs to be investigated. TMC & CMC has also pulled Chamarajanagar down from its position in the month.

District Analysis

Chikkaballapura

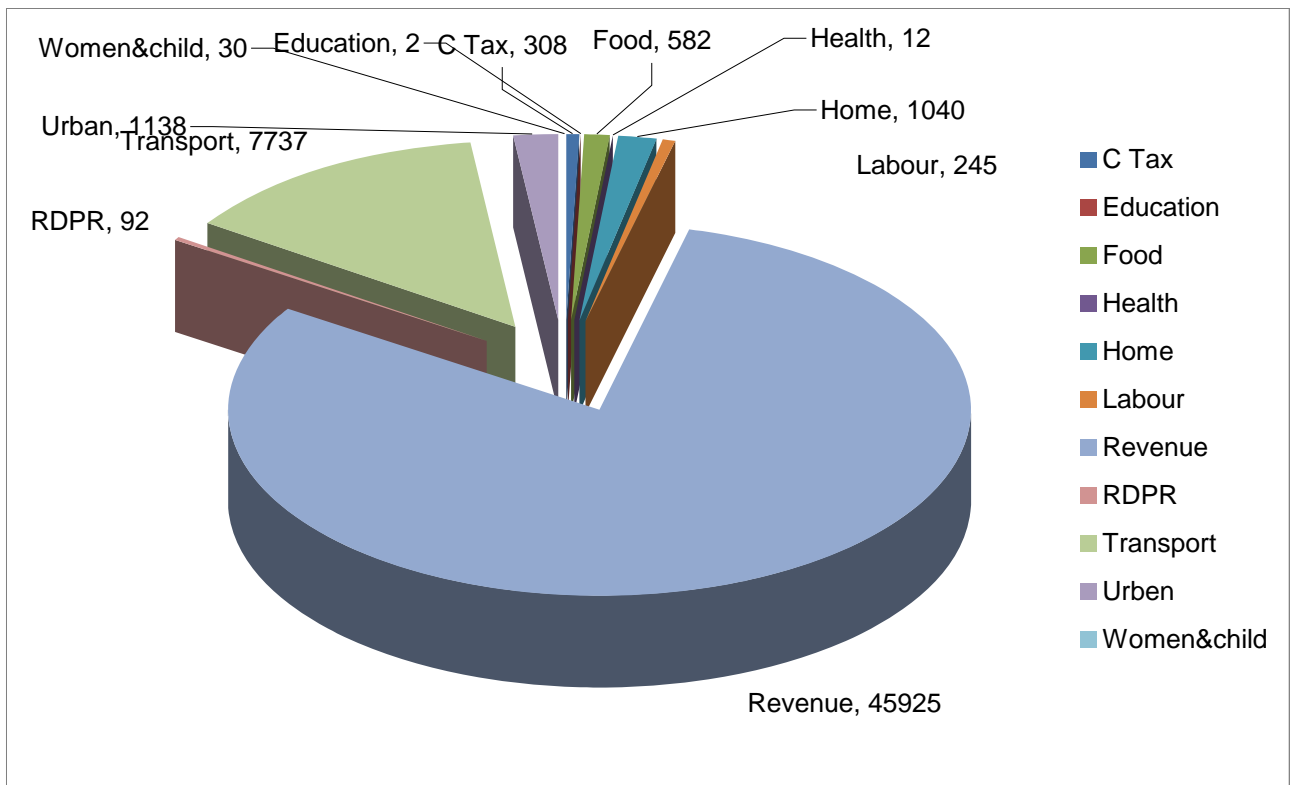
I. Applications received in the month-57744

II. Applications disposed in the month-50302

III. Cumulative Receipts by the District: 191061. This is 1.96% for the State.

IV. Cumulative Disposals by the District: 171424

V. Share of departments in Chikkaballapura: for August



VI. Overdue: The total overdue 151 Chikkaballapura district is as below:

TALUK	NO. OF GSC RECIPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECIPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	NO. OF PENDENCY AFTER DUE DATE
Bagepalli	13	0	1166	1126	1
Chikkaballapura	1	87	2942	2875	12
Chintamani	13	0	2845	5110	78
Gauribidanur	26	37	2691	3514	9
Gudibanda	5	6	1361	1602	0
Sidlaghatta	7	7	1921	1388	51
Total	65	137	12926	15615	151

Chintamani: Total Overdue – 78 out of 151, of this, 69 Transport, 6 to revenue.

Transport – All 69 cases maps to Issue of Bus passes to Schoolchildren – KSRTC Bus Depot- Chintamani.

Revenue: Of the 6 cases – 4 cases (**Deputy Tahsildhar Office – Munaganahalli**) – Caste Certificate.

Sidlaghatta: Total Overdue – 51 cases out of 151. 42 cases maps to transport corporation, 9 maps to Revenue department.

Transport Department – All 42 cases maps to overdue to Children's Bus passes.

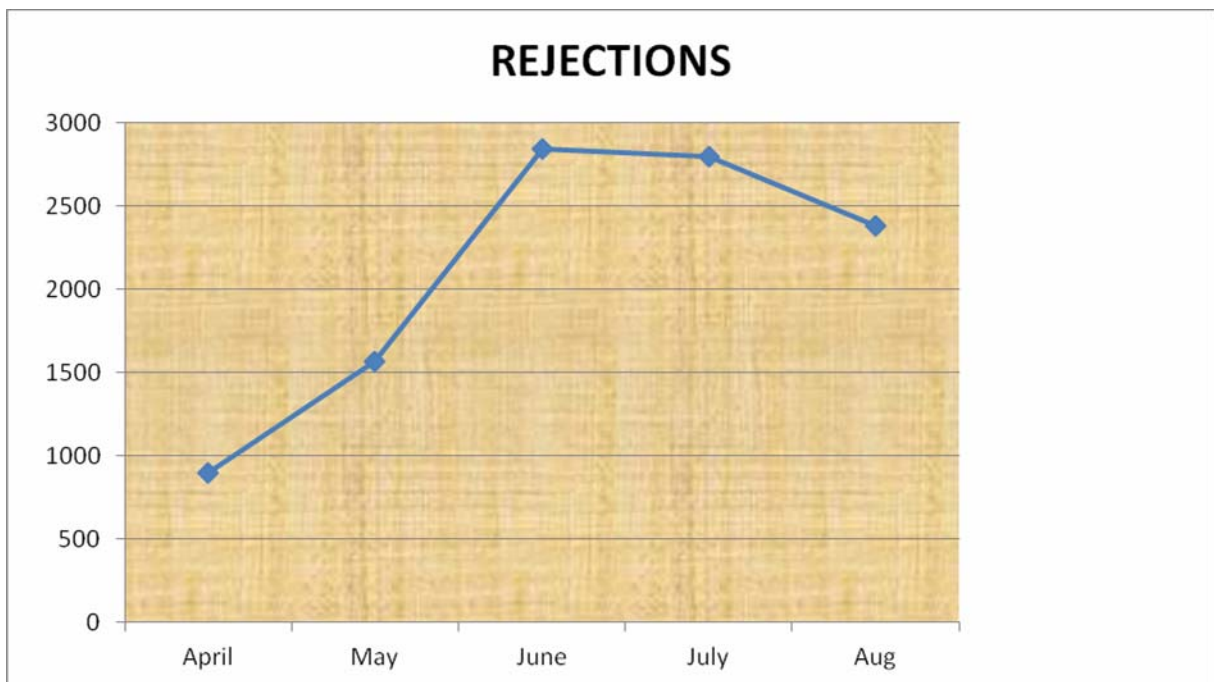
Revenue Department: 9 cases of Revenue maps to **Deputy Tahsildhar Office – Kasaba** – 6 cases – Caste & Income certificate. **Deputy Tahsildhar Office –Jangamakote** – 3 cases (Caste & Income Certificate).

Chikkaballapura Taluk: Total 12 cases – All 12 maps to Home department – District Police Office Chikkaballapura. Impacted services are Petitions (7 cases) & 4 cases to NOC to Residential Permit) .

VII.Rejections: The rejections for Chikkaballapura looked as below:

The month wise rejection data and trend is shown below:

Month	Rejections
April	897
May	1568
June	2840
July	2798
Aug	2384



The Rejection trend looks upwards during the first 3 months of Sakala with a sharp rise in Rejections. In the month of Aug & July, there is a considerable reduction in the Rejections. Considering the Applications received in the district, concrete steps could be taken to reduce instances of Rejections.

VIII. Delay Disposals: total 515 cases of delayed Disposals.

Taluka Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Bagepalli	51	3	2	0	5	61
Chikkaballapura	47	26	36	20	5	134
Chintamani	29	3	6	12	4	54
Gauribidanur	55	3	65	4	4	131
Gudibanda	21	11	6	3	17	58
Sidlaghatta	54	6	7	4	6	77
Total	257	52	122	43	41	515

Chikkaballapura: Total Cases is 134 cases. Revenue takes 34 cases, Home department accounts to 74cases, Commercial Taxes is 20 cases.

Revenue department -**34 cases** Caste & Income Certificates – 20, No Tenancy Certificate – 7 cases.

Home Department: **74 cases.** 51 cases maps to Petitions, 10 cases go NOC to Passport verification,

Commercial Taxes: **20 cases** – 17 cases is towards C form Declaration under the CST Act.

Gauribidanur: Total Cases -131. Revenue takes the share of 78 cases, 43 is Transport, 10 goes to Home.

Revenue Department – 78 cases – 32 cases – Caste certificate, 18 Residency Certificate, 10 cases goes to Agriculture family Certificate.

Transport Department: KSRTC depot- Gauribidanur – 42 cases maps to Delay in issue of Bus passes to School children.

Home Department: All 10 cases maps to Petitions.

Shidlaghatta: Total 77 cases. Revenue takes 48 cases, Home accounts to 17 cases & Health takes 12 cases.

Revenue department: Total 48 cases – 19 cases maps to Caste Certificate, 13 cases – No tenancy Certificate.

Home department: All 17 cases maps to Petitions.

Health Department: 12 cases, of which 10 cases maps to Age certificate, while 2 cases maps to delay in issue of Wound certificate.

IX Complaints: The total number of complaints for Chikkaballapura is 12.

TALUK	DEPARTMENT	Complaint Details
	REVENUE DEPARTMENT	DELAY IN ISSUE OF KATHA TRANSFER
	RDPR	DELAY IN ISSUE OF KATHA TRANSFER
SIDLAGATTA	REVENUE DEPARTMENT	DELAY OF KHATHA TRANSFER
CHINTHAMANI	WOMEN AND CHILD WELFARE	PENSION NOT RECEIVING FROM LAST 1.5 YEARS.
GOURI BHIDANUR	WOMEN & CHILD WELFARE	PENSION NOT RECEIVING SINCE 9/11/2010.(DISABLED)
SIDLAGATTA	REVENUE DEPARTMENT	DELAY TO ISSUE KHATHA TRANSFER SINCE 14/11/2011 FROM SIDLAGATTA TP.(SURVEY NO: 293,300,303.)
Chikkaballapur	Transport Department	The concerned person has applied for renewal of vehicle RE-REGISTRATION in chikkaballapur transport office on 24/12/11 still now there is no response.vehicle no KA 07,H 3106.
Gouri Bhidanur	Revenue Department	Delay to do survey since 7/8/2009 & 10/1/2011 from Gouri bhidanur TP.(Survey no:106, sub no-p4)The respected Tahsildar Mrs Sudha is asking Rs 50,000 has a bribe through a case worker. She also said if they give money she clear the work within 7 day's, otherwise she knows that how to delay the work.
Chinthamani	Home Department	The concerned person has given a complaint in Chinthamani Town police station on 22/6/2012 but the officer delaying to file F I R and they are using abusing words on the citizen . Even they are delaying to do an enquiry.(Officer name : siddalingappa,PSI)
Bagepalli	RDPR	The concerned officers in Fanchayath are not providing the GSC number to the citizens regarding maintenance of drinking water. Kasaba hobli.gantamvara palli. (pdo Mr. manjunath)applaid on 21/5/2012.
Hagari Bommanahalli	Revenue Department	Delay to do survey from past 26/4/2011,from Hagari Bommanahalli TP.Bannigola Grama,Thambaralli Hobli. (survey no:214)
Sidlagatta	Revenue Department	Delay to do survey from past 2011,from Sidlagatta TP.GoudanaKere Grama,Kasaba Hobli. (survey no:32/4) Officer Name:Indurgi.

X : Ranking: The ranking of This district is seen as below:

District	APR	MAY	JUN	JUL	AUG
Chikkaballapura	27	9	1	1	2

Concluding Notes: Chikkaballapura has been a consistent exceptional performer. It's all around management has been good with not much overdue & Delays. However, its weakness it is Transport Department. Efforts could be drawn towards this to ensure they remain on the top of the charts. Rejections are another area of concern. Specific focus with a root cause analysis may be determined to reduce rejections.

District Analysis

Chikkamagalur

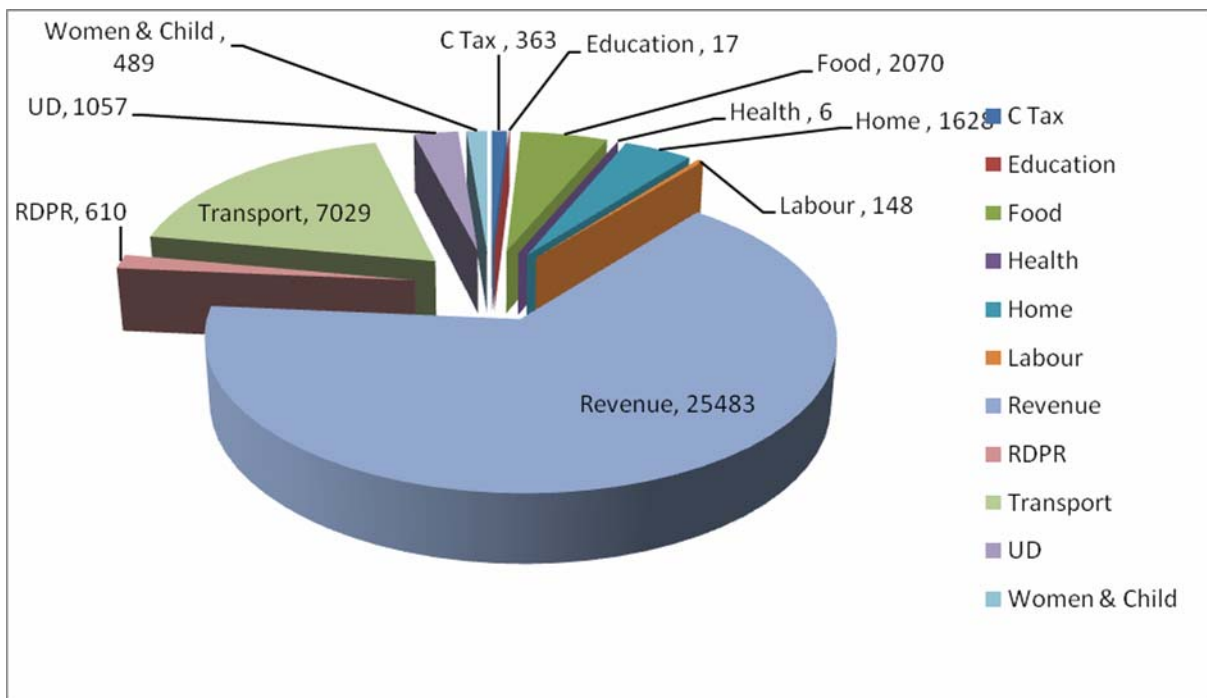
I. Applications received in the month- 39974

II. Applications disposed in the month-38692

III. Cumulative Receipts by the District: 185946 – This is 1.91% of the state share.

IV. Cumulative Disposals by the District: 172424

V Share of departments in Chikmagalur: for August



VI.Overdue: Total Overdue for the District is 382.

TALUK	Overdue
<u>Chikmagalur</u>	<u>318</u>
<u>Kadar</u>	<u>40</u>
<u>Koppa</u>	<u>1</u>
<u>Mudigere</u>	<u>4</u>
<u>Narasimharajapura</u>	<u>2</u>
<u>Sringeri</u>	<u>1</u>
<u>Tarikere</u>	<u>16</u>
Total	382

Chikmagalur Taluk: Total overdue is 318 cases. Revenue - 175 cases, Transport - 118 cases & Home Department -25 cases.

Revenue department: Of the 175 cases, Deputy Tahsildhar office ALDUR - 82 cases (43 to Caste, 34 to Income are overdue)

Deputy Tahsildhar office AVATHI - 15 cases - (Caste 9 cases & Income 5 cases).

Deputy Tahsildhar office KASABA - 45 cases - (Tenancy Certificate - 12 cases, Caste- 7 & Income 7 cases)

Transport department: Total 118 cases, of this **RTO Chikmagalur accounts to Learner's licence 76 cases, Registration of vehicles -41 cases.**

Home Department: Of the 25 cases, 18 Petitions mapping to **District Police Office Chikmagalur & 4 to Adlur Police Station (Petitions -3)**

Kadur Taluk: The total Overdue for Kadur is 35 cases. The break up is as follows: 35 mapped to Revenue department & Home Department (2 cases) & Transport (3 cases).

Revenue Department: There is a equal Distribution among offices under this taluk as tabled below:

OFFICE	Pendency	Service Impacted
Deputy Tahsildhar Office- Birur	7	Caste (3) , Income (2)
Deputy Tahsildhar Office- Hirenallur	5	Residency (4)
Deputy Tahsildhar Office- Kasaba	6	Income & Caste
Deputy Tahsildhar Office- Sakharayapattana	5	Caste (4) , Income(1)
Deputy Tahsildhar Office- Singatagere	9	Caste (4) , Income (4) cases
Deputy Tahsildhar Office- Yagati	3	Caste, Income & Small farmer (1 each)
Taluk Office , Kadur	0	
Total	35	

VII. Delay disposal: 6595 cases for the district. Kadur, Chikmagalur & Tarikere show high delays in disposing their cases.

Talukas Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Chikmagalur	1852	358	84	82	17	2393
Kadur	2074	273	55	5	2	2409
Koppa	53	19	4	3	5	84
Mudigere	158	29	13	12	4	216
Narasimharajapura	161	44	15	7	16	243
Sringeri	59	7	2	1	1	70
Tarikere	1053	96	16	11	4	1180
Total	5410	826	189	121	49	6595

Chikmagalur Taluk: **Total Delayed disposals is 2393**. Of this Revenue accounts to 1798 cases, Home maps to 212 cases & Women & Child accounts to 105 cases.

Revenue Department – Of the **1798 cases** – Caste (574 cases), Income (359 cases) , Agriculturist Farmer Certificate (28).

Home Department: of the 212 cases, Passport Verification (89 cases) , Petitions (78 cases) & Service Verification (30 cases) .

Women & Child Welfare: of the **105 cases**, Disability Certificate (28 cases) & Enrollment to 0-3 years in Anganwadi centers (c28 cases) & Senior Citizens ID card (26 cases).

Kadur Taluk: **Total Delayed disposals is 2409**. Of this Revenue accounts to 2219 cases, TMC maps to 144 cases & RDPR 22 cases.

Revenue Department – Of the **2219** – Caste (975 cases), Income (684 cases) , Residency Certificate (226 cases)

Town Municipal Council: of the 144 cases, Khatha Extract (104 cases), New Building Licence (33 cases).

RDPR: of the **22 cases**, Maintenance of Drinking water (9 cases), Street lights (5 cases).

Tarikere Taluk: **Total Delayed disposals is 1180**. Of this Revenue accounts to 1091 cases, Commercial Taxes – 37 cases & Health & Family (18 cases)

Revenue Department – Of the **1091** – Caste (527 cases), Income (224 cases) , Residency Certificate (102cases) & Agriculture Farmer certificate (91 case) .

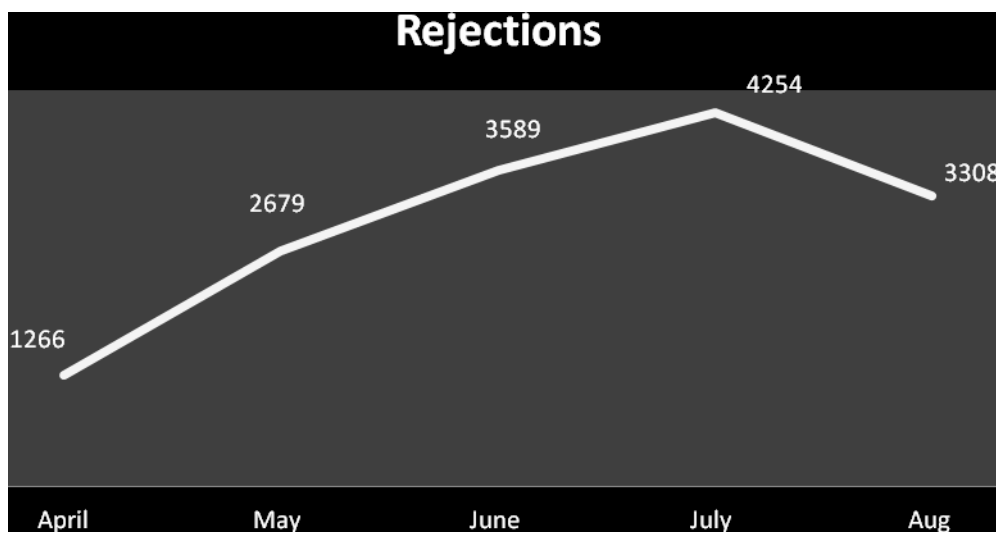
Commercial Taxes: of the 37 cases, Issue of Form C (21 cases) & Registration under KVAT (11 cases) , Profession Taxes (5 cases) .

Health & Family of the **18 cases**, Age Certificate (5 cases), Wound Certificate (11 cases) & disability Certificate (2 cases)

VIII: Rejections:

The Rejection for the District is a steep rise and a gradual fall in August. The District needs to do a critical analysis as to why there has been such a sharp number in terms of Rejections.

Month	Rejections
April	1266
May	2679
June	3589
July	4254
Aug	3308



IX. Complaints:

TALUK	DISTRICT	DEPARTMENT	Complaint Details
	CHIKKAMAGLUR	RDPR	DELAY TO ISSUE KATHA CHANGE, FROM LAST 5 MONTH
KADUR	CHIKKAMAGLUR	RDPR	DELAY TO ISSUE COMPENSATION FROM LAST 9 YEARS (b c puttaswamy,
	CHIKKAMAGLUR	URBAN DEVELOPMENT	DRINEGE PROBLEM IS NOT CLEAR FROM LAST 2 MONTH,AFTER COMPLAINT.
KADUR	CHIKKAMAGLUR	REVENUE DEPARTMENT	DELAY TO ISSUE KHATHA TRANSFER,SINC 1 YEAR.
CHIKKAMAGLUR	CHIKKAMAGLUR	REVENUE DEPARTMENT	DELAY TO ISSUE RTC FROM PAST 2 MONTH, MANJUNATH (V.A) HE ALSO TOOK Rs 2,000 BRIBE , BUT FROM 80 DAYS HE IS NOT DOING ANY WORK FOR THE CONSULT PERSON.
Tharikere	Chikkamaglur	Revenue Department	Delay to do survey since 25/5/2009 from tharikereTP.(Survey no:11/4)the concerned officer name is Ms.ranjith (R1)
Koppa	Chikmaglur	Revenue Department	Delay to do name changes in RTC since 20/5/2010 from koppa TP.(Survey no:147/2)
Tharikere	Chikkamaglur	Revenue Department	Delay to do survey from past 3 months from Tharikere TP.(Survey no:6/6)
Koppa	Chikkamaglur	KPTCL(MESCOM)	The residents of hiregunda grama panchayath as blocked the panchayath office because of the improper power supply from past 4days.even the PDO has given a complaint to the respected EO of punchayath& Mr.Ravikumar AEE(MESCOM) regarding this issue but still now he did't get any response from them.so he called to sakala for the help.(Megundha hobli).

X: Ranking: The Ranking of Chikkamagalur stands as below:

District	April	May	June	July	August
Chikkamagalur	13	27	17	18	19

Concluding Notes: Chikkamagalur in terms of its Ranking has been a fence sitter. It has mostly been in the middle ten rankers. Concrete efforts with the Revenue department (more than 80% of its overdue & Delays maps to Revenue department. While this has been the trend almost in all districts, it seems to show more here in Chikkamagalur). Town Municipal councils also need to pull up their socks with delay in basic services. Commercial taxes is trending towards defaults. The administration may please give these aspects a critical look and improve its ranking.

District Analysis

Chitradurga

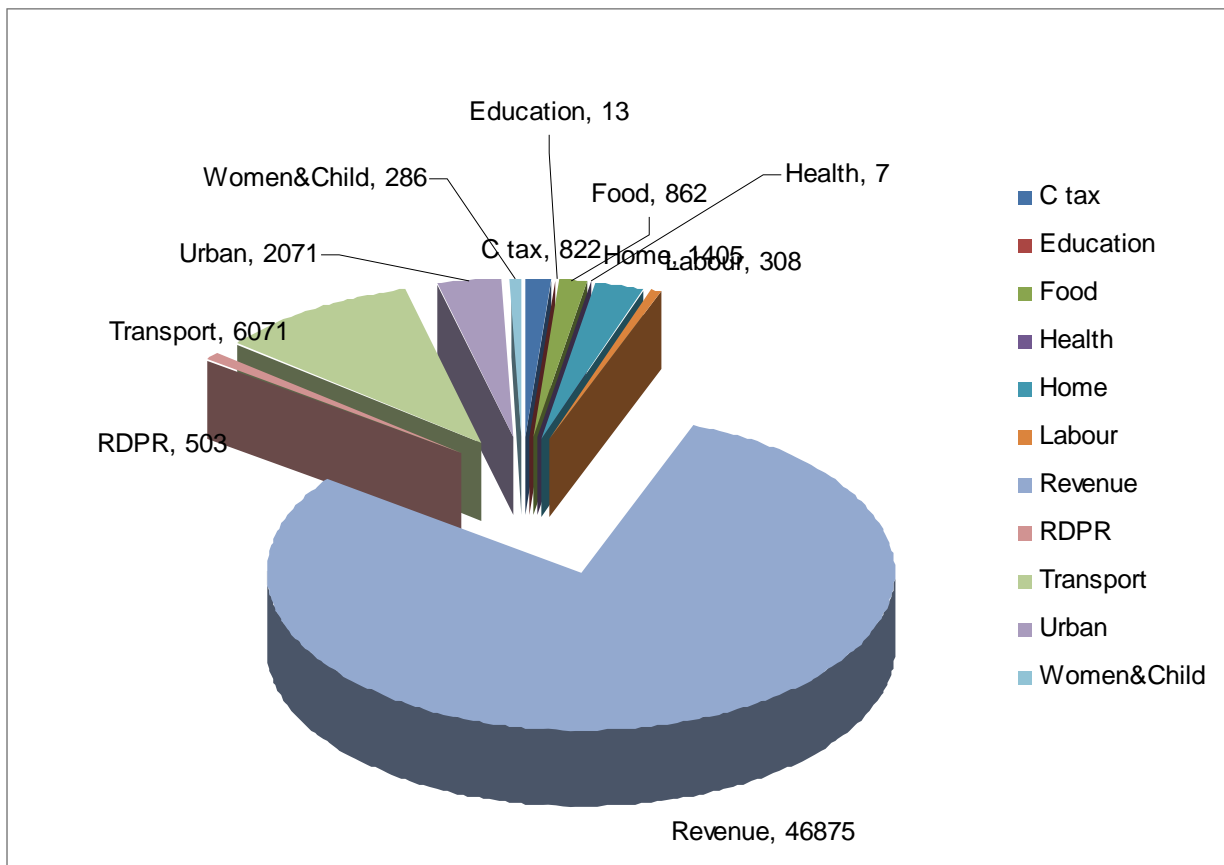
I. Applications received in the month- 61775

II. Applications disposed in the month-64835

III. Cumulative Receipts by the District: 283311- This is 2.90% of share in the state.

IV. Cumulative Disposals by the District: 259147

V Share of departments in Chitradurga: for August is as below:

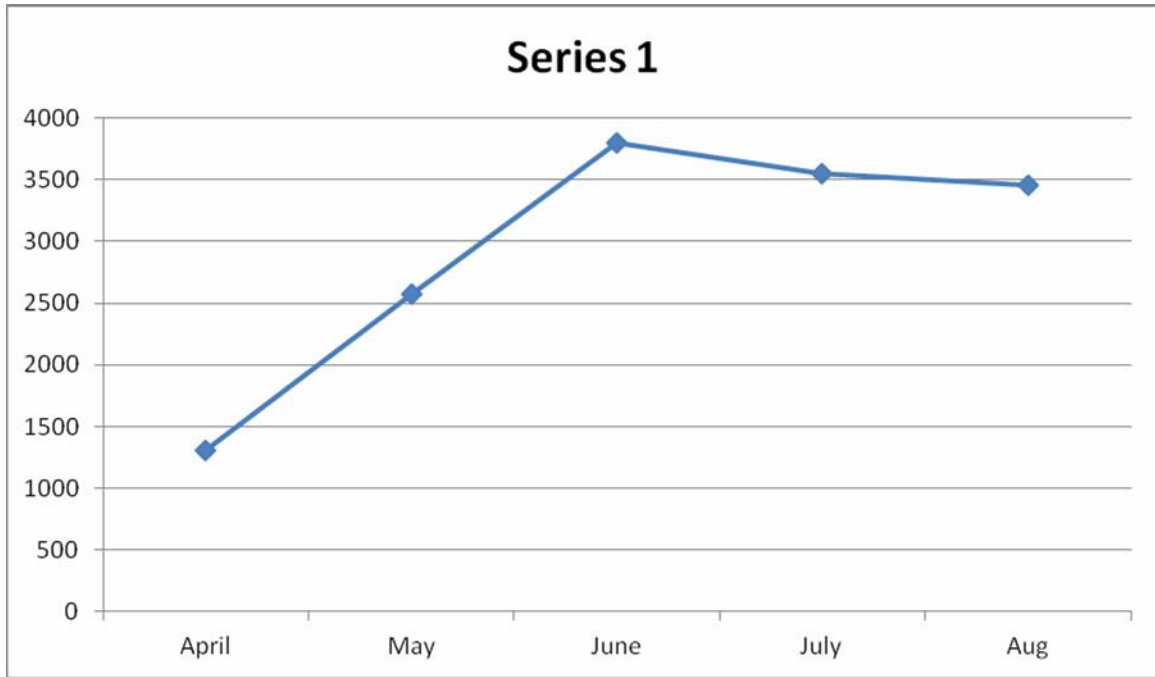


VI.Overdue: The overdue of Chitradurga is well managed.

TALUK	Overdue
Challakere	0
Chitradurga	2
Hiriyur	1
Holalkere	3
Hosdurga	1
Molakalmuru	1
Total	8

VII.REJECTIONS:

Month	Rejections
April	1303
May	2573
June	3796
July	3554
Aug	3457



Rejections are overall high. The districts' rejection needs to be watched and corrective action taken. Sharp rise in the month of April, May & June with a small decline in July & August still keep the rates high.

VIII.Delay disposals: Delayed disposals are high for the district. The table below gives a breakup of the same:

Taluk Name	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total
Challakere	174	55	5	9	2	245
Chitradurga	2020	127	46	32	15	2240
Hiriyur	87	4	6	6	13	116
Holalkere	311	21	5	8	0	345
Hosdurga	91	8	34	4	0	137
Molakalmuru	390	17	7	34	3	451
Total	3073	232	103	93	33	3534

Chitradurga Taluk: Revenue Alone accounts to 1921 cases, Home for 103 cases & Transport Department share is 63 cases.

Revenue Department: Of the 1921 cases to its credit, 1299 cases are delays in issue of **Caste Certificate**, 536 to **Income Certificates**, Residency accounts to 20 and Small & Marginal Farmers to 16 cases.

Transport Department: Of the 63 cases, All 63 cases maps to delay in issue of Bus passes to School Children.

Home Department: **Of the 103 cases**, 85 maps to Petitions, 11 to NOC for passports & 7 cases to Service Verifications.

Molakalmuru: Of the 451 cases, Revenue Department accounts 434 cases & 11 cases to Town Panchayat.

Revenue Department: of the 229 cases accounts to Caste, 149 to Income Certificate, 23 cases to Residency & 16 cases to small & Marginal farmer's certificate.

Town Panchayat: of the 8 cases to Birth & death certificates & 2 to Khatha extract.

Holalkere: Total overdue cases are 345 cases. The revenue department takes the lion's share of 335 cases and RDPR takes 6 cases.

Revenue department: Of the 335 cases, Caste Certificate accounts to 154 cases, Income to 60 cases, Small & Marginal Farmer accounts to 55 cases & Residency accounts 25 delayed disposals.

RDPR: of the 6 cases. 2 cases to General Licence and 1 each to Sanitation, Water & Street light.

IX: Ranking:

District	April	May	June	July	August
Chitradurga	4	4	2	11	7

Chitradurga is swinging back to its original shape. However, much needs to be done to repair its Revenue department, which can swing it to the first 3 again!

X: Complaints: The total number of complaints for the district is a whopping 26! One of the highest ever for any district.

TALUK	DEPARTMENT	Complaint Details
	REVENUE DEPARTMENT	DELAY OF DDLR
	FOOD AND CIVIL SUPPLIES	DELAY IN ISSUE OF RATION CARD
CHALLAKERE	RDPR	DELAY OF PAYMENT DUE TO M I S SYSTEM LOCKED(MGNREGS)s
CHALLAKERE	RDPR	DELAY OF PAYMENT IN MGNREGS
MONAKALMUR	KPTCL	EVEN AFTER DEPOSITING RS 26000, FROM LAST 6 YEARS KEB DEPARMENT HAS NOT GIVEN ANY SERVICE.
CHITRADURGA	REVENUE DEPARTMENT	DELAY IN ISSUE OF DDLR
	URBAN DEVELOPMENT	DELAY TO ISSUE SITE ,FROM LAST 3 YEARS FOR FREEDOM FIGHTER
	RDPR	GP NOT PROVIDING RIGHT INFORMATION REGARDING HOUSE SANCTIONS.
	REVENUE DEPARTMENT	DELAY TO ISSUE KATHA TRANSFER FROM LAST 2 YEARS , SURVEY NO 64/2
CHALLAKERE	RDPR	DELAY TO ISSUE KHATHA CERTIFICATE FROM LAST 6 YEARS, (CHANNAMMA NAGATHI HALLI , GP)
HIRIYUR	REVENUE DEPARTMENT	AC HAS APPROVED FOR KHATA CHANGES ON 15/02/ 2012, BUT HIRIYUR THASAILDAR IS NOT RESPONDING,
CHITRADURGA	HEALTH & FAMILY WELFARE	NO DOCTORS WERE AVAILABLE ,PATIENT ARE WAITING FROM 1 DAY,(CHITRADURGA DISTRICT HOSPITAL)
CHITRADURGA	TRANSPORT	DELAY TO ISSUE DL PAST FROM 2 MONTH.(GSC NO; TR0160000003153)
CHITRADURGA	REVENUE DEPARTMENT	DELAY TO DO SURVEY SINCE 23/3/2011. (CHITRADURGA ,TP SURVEY NO;51/4)
HOLALKERE	URBAN DEVELOPMENT	TO GET A LIVING CERTIFICATE THE PRESCRIBED FEE IS Rs 15 ONLY, BUT THE CONCERNED TOWN PANCHAYATH OFFICER Mr VEERAYYA HAS TAKEN Rs 50, IT MEANS HE TOOK MORE THAN THE PRESCRIBED FEE . PLEASE LOOK INTO IT.
HOSDURGA	REVENUE DEPARTMENT	DELAY TO DO SURVEY SINCE 13/1/2012 FROM HOSDURGA TP. (SURVEY NO:2/9)
HOLALKERE	REVENUE DEPARTMENT	This is to keep you informed when customer try to check the status of his complaint through online "Status Description is not reflecting" but when we go to Appeal page and click on option Appeal it shows "THIS GSC APPLICATION IS APPROVEED BY THE DEPARTMENT". Please look into it and rectify the problem ASAP.(GSC NO:RD0028529000540)

TALUK	DEPARTMENT	Complaint Details
Challakere	RDPR	The mirasabihalli (challakere taluk) PDO officer is not accepting the khatha transfer since 20/10/2010 from the applicant .he has all updated documents and also he got permission from the concerned EO.(khathe no:568)
Chitradurga	Revenue Department	Delay in issue of khatha transfer since 16/11/2011, from Chitradurga TP.(Survey no:27/3)
Holalkere	Food and civil supplies	This is rgarding Amruthapura village that P.Rangaswamy is selling kerosene illegally.He is showing that kerosene has solded to the ration card persons.the ration card person has given complaint to D C.but Respctive D C not taking any action on P.Rangaswamy.
Chitradurga	RDPR	Delay to sanction bill amount under Basava Vasathi Yojane from past 4 months,Even he has given a complaint to PDO Mr.Mohan Kumar(Hiregunturu Hobli, Singapurada kavala hatti village)
Chitradurga	RDPR	Delay to sanction bill amount under Basava Vasathi Yojane from past 2 months,Even he has given a complaint to PDO Mr.Mohan Kumar(Hiregunturu Hobli, Singapurada kavala hatti village)
Hiriyur	Health department	Dr. Ravindra working in govt. Hospital,marikan hobli is asking bribe from each patient. Who will not give bribe to him for them he won't give treatment and he will made them to stand hours together.
Hiriyur	RDPR	The applicant has applied for Maintenance of Drinking Water in T D Kote GP, Dhamapura Hobli on 4/6/2012, but stiiil know they didn't get GSC no.Even he visited more than 3 times to collect the GSC no, Whenever he will go they are giving Reason as no Internet connection, System Problem.(PDO:Vivek Tejasvi)
Hiriyur	Revenue Department	Delay to do katha transfer from past 4 Month, from Hiriyur TP.Highmangla Hobli,Chikkasiddavana Halli. (servey no:59p3)
Chitradurga	RDPR	The concerned officers in Hulluru TP are not providing the GSC number to the citizens regarding maintenance of drinking water.Hereguntunuru hobli,Hulluru village. (PDO Mr. Mohan)

Concluding Notes: While Chitradurga has been managed quite well, its delayed disposals are pulling it down. 2240 cases of delays, mostly with Caste certificates from the Revenue department need a thorough study and corrective action. The transport department's seasonal issue of children's bus pass saw it slipping to 63 overdue cases. Such instances could be avoided. Huge complaints on its staff also may need a orientation training.

Chapter 3

Continuous Capacity Building efforts:

The Capacity building & Training Tasks was entrusted to the Administrative Training Institute, Mysore. Given below is the status and complete information from the Institute's Director General – Dr. Amita Prasad, I.A.S.

The Institute drew out an Action plan based on the feedback & experience gained during the first round of training workshops held in all 30 districts. The following are the 3 phases of programs:

1. Level-I: **Training of Trainers (ToT)** for 11 departments in all 30 districts in 11 batches.
2. Level-II: **Face to face training of the officers** working under 3AKAIA (DOs,COs & AAs) in 40 batches.
3. Level-III: **Decentralized Training** for all the cutting edge Functionaries working in 10 departments from GP to Dist level in 750 Batches.

As per the Plan of Action the first phase of TOT was held during May to June, 2012 in 11 batches covering about 302 officers. The Trainers, after undergoing the ToT will function as Resource Persons for the decentralized training program at Level-III along with officers from other 9 Departments. Some of the points raised during the training have been listed in Annexure 3.

Brief Report on the implementation of SAKALA Action Plan- Training of Trainers-Phase-I.

Necessary communications were sent to the District Administration while the 2 days workshops were organized to select district level officers who can be drafted for conducting decentralized training at the district level. The list sent by the district administration was sent to the respective departments for their selection.

ATI planned eleven training of Trainers (ToTs) one for each department as per Action-Plan-Phase-I. The ToTs are 4 days residential program. The details of the programs & no of officers attended are as below. Starting from 14.5.2012 to 5.7.2012 about 10 batches was trained working d all 11 departments as below:

Annexure 2 -Details of SAKALA ToTs held in ATI Mysore from May to July 2012-
Batch 1

Sl. No.	Date	Batch	Departments	Course Coordinator	No. of Partici pants	DTI Princi pals	Total of Partici pants
1	14-05-2012 - 17-05-2012	1st Batch	Transport Department	Sri H.P.Shiva Shankar	23	4	27
2	14-05-2012 - 17-05-2012	2nd Batch	RD & PR	Sri. B.Yoganath Singh	37	01	38
3	28-05-2012 - 31-05-2012	3rd Batch	Health Department	Sri G.M. Sarveshwar	33	05	38
4	11-06-2012- 14-06-2012	4th Batch	RD & PR	Sri K.S>Manoj Kumar	20	07	27
5	18-06-2012 - 21-06-2012	5th Batch	Commercial Tax Dept	Sri H.P.Shiva Shankar	30	01	31
6	18-06-2012 - 21-06-2012	6th Batch	Urban Development	Sri C.Ashok	29	04	33
7	27-06-2012 - 31-06-2012	7th Batch	Labour Department	Sri K.M.Prasad	25	00	25
8	27-06-2012 - 31-06-2012	8th Batch	Education Department	Sri G.M.Sarveshwara	41	00	41
9	02-07-2012 - 05-07-2012	9th Batch	Women Child Development	Sri G.M.Sarveshwara	20	00	20
10	02-07-2012 - 05-07-2012	10th Batch	Revenue Department	Sri C.Ashok	22	00	22
11		10th Batch	Food & Civil Supply	The Dept did not depute the officers			
12		10th Batch	Home Dept (Police)	Declined to associate with the present training programme			
Total					280	22	302

The ToT was designed for the district level officers of the eleven departments implementing SAKALA. The aim of the program was to enable the officers to acquire the working knowledge of the KGSC Act & Rules & take up decentralized capacity building training for the cutting edge functionaries of their departments at the District/Taluk & GP levels. The ToT is a four day program with defined objectives. The trainers were expected to conduct training programs for their department cutting edge functionaries at the District level.

The Director General addressed the participants in few batches on the imperatives of Good Governance & Quality in Public Service during her inaugural address. In the first session the participants were given an introductory aspect of present work situation, environment and the expectation of the Citizens from a Public Office. Aspects like Customer, Customer orientation Concept of Quality &

Quality in Public Service, Standardization of Public Services including timelines were discussed in the first two sessions. These sessions were followed by brief discussion on Citizen's Charters, Sevottam, handled by Sri HP Shiva Shankar Sakala Coordinator & the respective Coordinators. Documentary on Sevottam by DARPG-GOI was shown. After laying proper foundation on Quality in Public Service, the officers are given "Trainers Skills" taking them through Activity based sessions by the Institute's Recognized Users (RUs).

On Day-2, discussion on KGSC Act & Rules was taken up using different training methods followed by group presentations. The activity based sessions made the participants understand important provisions of the Act & Rules. The session the making Public Service more effective activity on "Workflow Process" provides clear understanding of improving timeline, ways & means of achieving the stipulated time as per the Act.

On the Day-3, inputs on soft skills like motivation, understanding self & others, making services effective through individual contribution, Team building, Communication skills which are essential for the Trainers were included. Resource persons like Sri Vadiraja of Unisource, Prof. G.Venkatesh Kumar & Sri R.N.Kumar in-house Faculty (BS) handled these sessions. Sri Munish Moudgil, IAS. Addl. Mission Director, Sakala addressed the officers in few batches & interacted & obtained firsthand experience of the implementing officers. Sri Chandrasekhar, State Sakala Consultant also addressed few sessions. As far as IT inputs in Sakala Software Programs & Issues related to IT integration Sri A.Venkatesan Addl. Director General NIC took personal care to depute concerned subject specialists ensuring sharing right inputs relevant to the departments.

Session on "Innovations in Sakala" the inputs from Sakala Mission/Study Reports of IIM Bangalore were used apart from the local experiences from the participants.

At the end of the program the officers were explained their roles & responsibilities after TOT training & need to deliver as a Team. The Principals of Dist Training Institute were also included in these ToTs with a view to have better understanding of the strategy adopted to run the decentralized Training & to organize programs as per the Action Plan. Participants were given Reading Materials in support of the contents, both in hard as well as soft copies (CD) so that

they can use the same in training programs wherever required. The officers were given instructions to start the training programs in their districts as soon as DTIs get the guidelines.

ATI has issued circular instruction to Deputy Commissioners of all 30 Districts to start Capacity building training programs in their districts as per the Action Plan starting from July 2012 and close by November 2012. List of TOTs who are the RPs is also sent for each district. As per the project estimate, the districts may have to conduct 750 training programs in DTIs. Required budget as per the norms is also released to all DTIs on 06.07.2012. The Program will be monitored every month & required corrective measure will be taken as per the needs.

Annexure 3 – Feedback Received.

The following are few observations made during the ToT by the concerned department officers.

<u>Departments</u>	<u>Difficulties/ Suggestions expressed during ToTs</u>
Transport Dept	<ol style="list-style-type: none"> 1. The Dept has well established Workflow to comply with the timelines fixed under SAKALA for each of the services. 2. LLRs were issued in one day prior to Sakala & now under Sakala 7 days. The Offices where computerization is completed they can issue LLRs in ode day. 3. The dept has good working environment for making services effective. 4. But the HR Support is inadequate to meet the ever increasing demands of the public. At least 150 Inspectors are required to meet the demands of SAKALA immediately. 5. Network & connectivity is major constraint in delivery of services outside Bangalore & in rural areas. 6. The training provided has enhanced the confidence, insight in to the working knowledge of the Act & improved the confident level.
Women & Child Development SNP under ICDS	<p>Supplementary nutrition given under the ICDS is a service delivered in the Anganawadis by the AWW s. The practice is that all eligible beneficiaries are included through annual survey and listed as per the eligible criteria. There is no practice to deliver these services on request of the parents (never has anybody given written request for this service). This is the listed services under Sakala Sl.No.1 in the annexure. Same is the case with other 2 services listed in Sl.No.2 & 3. All procedures process drawn from the services under Sakala timeline are farce. Almost all officers expressed that these 3 services be dropped from Sakala.</p>
Health Department : Wound Certificate	<p>Issue of wound certificate by the MO's is a service listed under Sakala while the MO PHC is competent to issue WC, many doubts has been raised whether the Ayush MO's are competent to issue wound certificate.</p> <p>The information in birth/deaths is available in data base. B & D certificate can be issued on the same day. The present 3 days timeline is not required.</p> <p>However, where the data base is not available and the B & D information is not available it is not possible for issue of the certificates based on the affidavits.</p> <p>In many ULBs, B & D certificates are issued bypassing Sakala</p>

Chapter 4

News from Sakala

1. Visit of the Government of India Team - A Central team from the DARPG had visited the Mission Office to understand the working and modalities of the Sakala Scheme. The Team went in-depth into the finer aspects of the implementation and sought many clarifications. The Team was given a first hand walk through of the Sakala Portal which is real time as well as its working and reporting structure. This apart, the team was also given a Demo of the new **e Janaspanadana** portal, fully conceptualised by the Mission team stating how all offices and grievances comes under one single login & password. The convenience that it can provide to officers & Citizens alike. The team met the Hon. Law Minister Sri. Suresh Kumar and discussed his thoughts and suggestions for the central Act.



Shri S K Sharma, Under secretary, Shri DeenDayal Section officer of Department of Administrative Reforms and Public Grievances ,GOI interacting with the Hon. Law Minister – Sri Suresh Kumar.

2. Beedhi Nataka: In a bid to continuously create awareness among the citizens, all efforts are being directed towards creating the right message and ensuring the citizens are benefitted from this program. Shown below is a picture taken at Mysore on creating awareness in Sakala.



Street plays in Mysore.

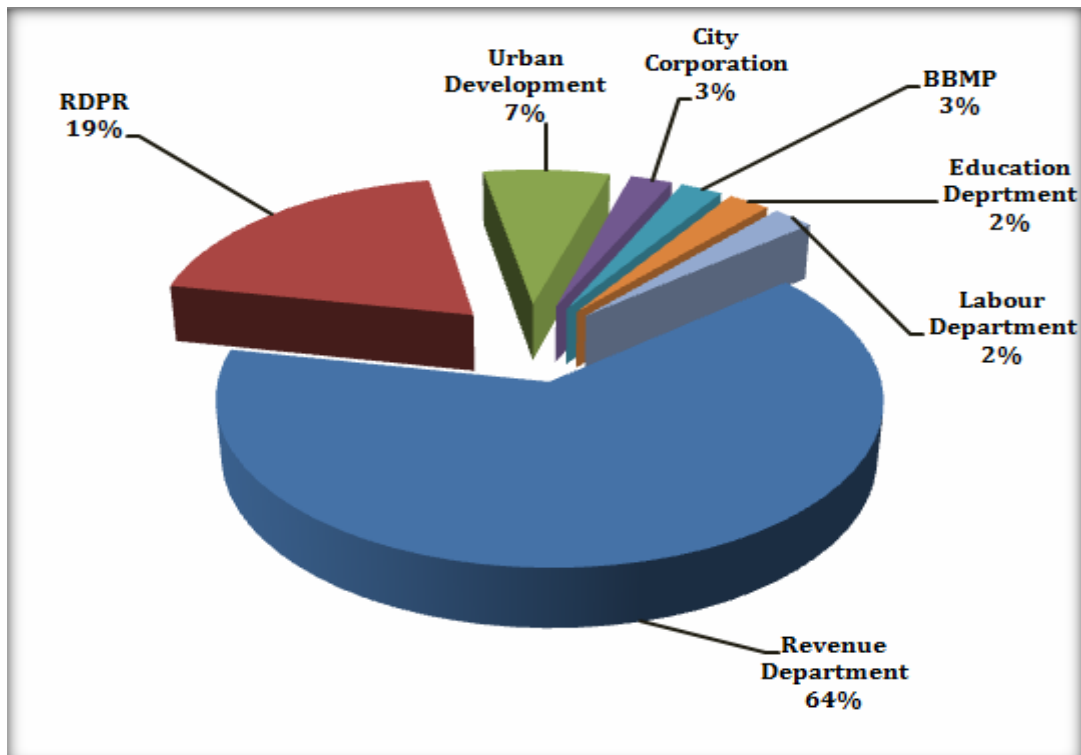
Chapter 5

Call Centre, Appeals & Grievances Management

The Call centre received 42 complaints on Sakala & 71 Non Sakala Complaints during the month of August. The details of the break up are shown below:

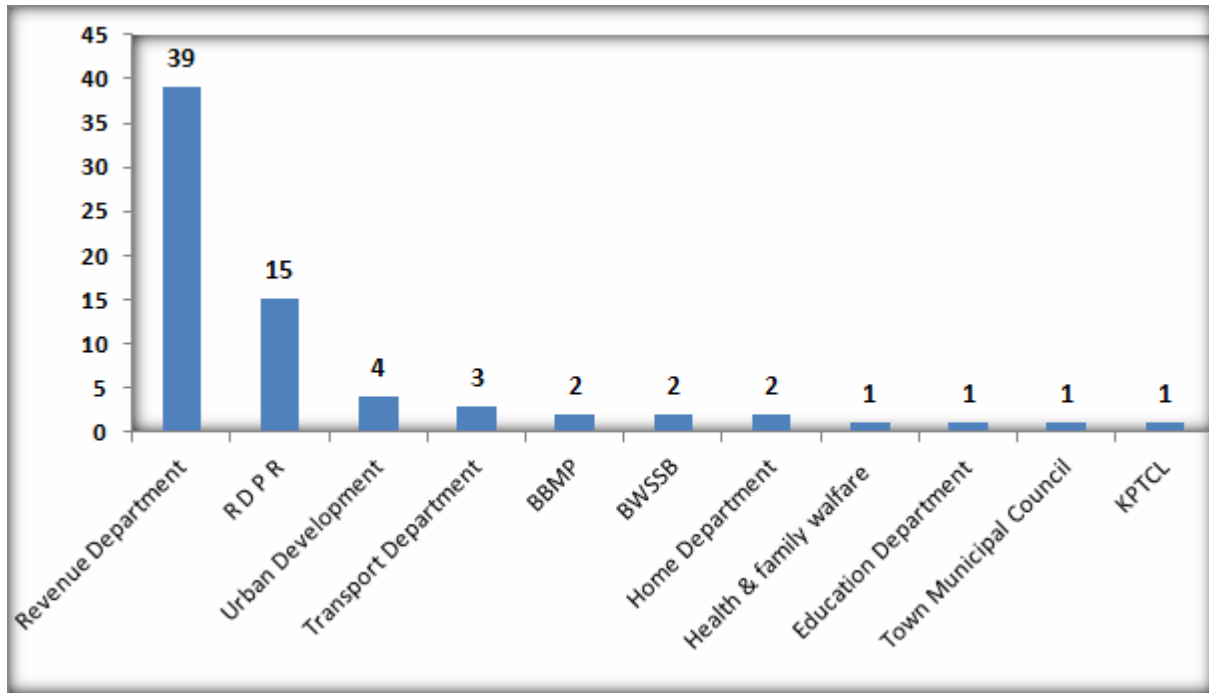
Sakala Complaints:

Department	Count
Revenue Department	27
RDPR	8
Urban Development	3
City Corporation	1
BBMP	1
Education Department	1
Labour Department	1
Grand Total	42



No Sakala Complaints:

Department Name	Count	Department Name	Count
Revenue Department	39	BWSSB	2
R D P R	15	Home Department	2
Urban Development	4	Health & family welfare	1
Transport Department	3	Education Department	1
BBMP	2	Town Municipal Council	1
KPTCL	1	GRAND TOTAL	71



II. APPEALS: Details of Appeals by citizens (Cumulative Status)

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
1	L3F1100001	4/13/2012	TOWN MUNICIPAL COUNCIL	Chief Officer, Town Municipal Council Devadurga	Khatha Extract	Shrisha	Service Request	Approved	
2	L3F1100002	4/17/2012	TOWN MUNICIPAL COUNCIL	Chief Officer, Town Municipal Council Devadurga	Khatha Extract	Shrisha	Service Request	Approved	
3	PRF1100001	4/25/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,SRINIV ASPUR	MAINTENANCE OF VILLAGE SANITATION	S.A. Chouda Reddy	Service Request		
4	RDF1100007	4/25/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	Residence Certificate	RENIE ANTHONY	Service Request	Pending	
5	RDF1100008	4/25/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	Residence Certificate	SOMASHREE NANDY	Service Request	Rejected	Application Duplicate
6	RDF1100009	4/25/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	Residence Certificate	M. MANJUNATH	Service Request	Rejected	Application Duplicate

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
7	PRF1100002	4/27/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,DEVAN HALLI	MAINTENANCE OF DRINKING WATER	Sudha	Service Request	Pending	
8	PRF1100003	4/27/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,DEVAN HALLI	MAINTENANCE OF DRINKING WATER	T.M.Ramesh	Service Request	Pending	
9	CTF1100001	5/3/2012	COMMERCIAL TAXES DEPARTMENT	Deputy Commissioner of Commercial Taxes(Audit)- 2.1,DVO 2,Banglore	Issue of C Form declarations under the CST Act, 1956.	HIRA HOLO VISION , 9986085690	Service Request	Pending	
10	L3F1100003	5/5/2012	TOWN MUNICIPAL COUNCIL	Chief Officer, Town Municipal Council K R Nagara	New Building Licence upto 2400 sqft residential for single dwelling unit	Zakiulla.	Service Request	Approved	
11	BBF1100001	5/19/2012	BRUHAT BANGALORE MAHANAGARA PALIKE	ASSISTANT STATISTICAL OFFICER	Issue of Birth,Death and Still Birth Certificates at Registration centers after one calender year from date of registration	NISAR AHMED	Service Request	Pending	

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
12	L2F1100001	5/24/2012	CITY MUNICIPAL COUNCIL	Municipal Commissioner, City Municipal Council Raichur	Khatha Extract	K.Ragha vendra	Service Request	Pending	
13	RDF1100010	6/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore south	All types of Income Certificate	Raghu B.R.	Servie Request and Compensation	Pending	
14	PRF1100004	6/21/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,HAGAR IBOMMANA HALLI	MAINTENANCE OF STREET LIGHTS	Oppat eshwara	Service Request	Pending	
15	CTF1100002	6/25/2012	COMMERCIAL TAXES DEPARTMENT	Deputy Commissioner of Commercial Taxes(Audit),DVO Davanagere	Issue of registration under the KVAT Act, 2003.	M/S J K SPICES	Servie Request and Compensation	Pending	
16	RDF1100011	6/30/2012	REVENUE DEPARTMENT	Sub Division Office , Yadgir	Small and Marginal Farmer Certificate	Thayappa	Servie Request and Compensation	Pending	
17	RDF1100012	7/4/2012	REVENUE DEPARTMENT	Sub Division Office , Belgaum	Landless Certificate	Vinayak Vijay Amashi	Servie Request and Compensation	Pending	
18	RDF1100013	7/5/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Income Certificate	Honnappa	Servie Request and Compensation		

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
19	RDF1100014	7/5/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Caste Certificate	Honnappa	Servie Request and Compensation		
20	RDF1100015	7/5/2012	REVENUE DEPARTMENT	Sub Division Office , Gadag	All types of Caste Certificate	Deepa G.	Servie Request and Compensation	Pending	
21	PRF1100005	7/5/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,BELUR	MAINTENANCE OF DRINKING WATER	D.S. Girist	Service Request	Rejected	
22	FDF1100001	7/5/2012	FOOD AND CIVIL SUPPLIES DEPARTMENT	Taluk Office , Badami	Modification in Existing Ration Card	Mary Dsouza	Service Request		
23	RDF1100016	7/6/2012	REVENUE DEPARTMENT	Sub Division Office , Hassan	All types of Caste Certificate	N.D. Chatu	Servie Request and Compensation	Pending	
24	RDF1100017	7/6/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	S.Ravindra	Service Request	Pending	
25	CTF1100003	7/9/2012	COMMERCIAL TAXES DEPARTMENT	Deputy Commissioner of Commercial Taxes(Audit)- 4.1,DVO 4,Banglore	Issue of registration under the KVAT Act, 2003.	M/S. SIGMA HOME APPLIANCES	Servie Request and Compensation	Pending	
26	RDF1100018	7/11/2012	REVENUE DEPARTMENT	Sub Division Office , Dharwad	All types of Income Certificate	Lingaraju B	Servie Request and Compensation		

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
27	RDF1100019	7/11/2012	REVENUE DEPARTMENT	Sub Division Office , Hospet	Small and Marginal Farmer Certificate	C. Girish	Servie Request and Compensation		
28	RDF1100021	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore south	All types of Caste Certificate	Manjunath	Servie Request and Compensation	Pending	
29	RDF1100022	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore south	All types of Income Certificate	S. Rajeshekar	Servie Request and Compensation	Pending	
30	FDF1100002	7/17/2012	FOOD AND CIVIL SUPPLIES DEPARTMENT	Taluk Office , Badami	Modification in Existing Ration Card	Santosh	Servie Request and Compensation	Pending	
31	RDF1100023	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Caste Certificate	Eshwaranaik	Compensation		
32	RDF1100024	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Eshwaranaik	Compensation	Pending	
33	RDF1100025	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Vijaykumar	Compensation	Pending	

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
34	FDF1100003	7/17/2012	FOOD AND CIVIL SUPPLIES DEPARTMENT	Taluk Office , Badami	Modification in Existing Ration Card	Mahadav S.	Service Request		
35	PRF1100006	7/17/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,KOLAR	MAINTENANCE OF DRINKING WATER	Venkata Reddy	Servie Request and Compensation	Pending	
36	RDF1100026	7/18/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	SUNIL. A.N	Servie Request and Compensation	Pending	
37	RDF1100027	7/19/2012	REVENUE DEPARTMENT	Sub Division Office , Bylahongala	All types of Caste Certificate	Anil Bhimappa Chaklabbi	Servie Request and Compensation	Pending	
38	RDF1100028	7/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	Danush	Service Request	Pending	

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
39	RDF1100029	7/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Income Certificate	Danush	Servie Request and Compensation	Pending	
40	RDF1100030	7/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	Kushala	Service Request	Pending	
41	RDF1100031	7/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	Muniraju	Servie Request and Compensation	Pending	
42	RDF1100032	7/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Income Certificate	Muniraju	Servie Request and Compensation	Pending	
43	RDF1100033	7/24/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Parashurama	Compensation	Pending	
44	PRF1100007	7/25/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,GANGA VATHI	MAINTENANCE OF DRINKING WATER	Jamadagni	Servie Request and Compensation	Pending	

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
45	PRF1100008	7/25/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,GANGA VATHI	MAINTENANCE OF DRINKING WATER	Jamadagni	Service Request	Pending	
46	RDF1100034	7/27/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Caste Certificate	Kartik	Servie Request and Compensation	Pending	
47	RDF1100035	7/27/2012	REVENUE DEPARTMENT	Sub Division Office , Bagalkot	Record of Rights Certificate	S.M.Gurumurthy	Servie Request and Compensation	Pending	
48	PRF1100009	7/28/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,CHINT AMANI	MAINTENANCE OF STREET LIGHTS	S.R. Ramesh	Servie Request and Compensation	Pending	
49	RDF1100036	7/28/2012	REVENUE DEPARTMENT	Sub Division Office , Tiptur	Mutation Extract	Dinesh Baabu	Servie Request and Compensation	Pending	
50	RDF1100037	7/31/2012	REVENUE DEPARTMENT	Sub Division Office , Haveri	Surviving Family member Certificate	Hanumauva	Compensation		
51	RDF1100038	7/31/2012	REVENUE DEPARTMENT	Sub Division Office , Haveri	Small and Marginal Farmer Certificate	Siddappa	Servie Request and Compensation		
52	RDF1100039	7/31/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Hunu manthappa	Servie Request and Compensation	Pending	

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
53	RDF1100040	7/31/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore south	All types of Income Certificate	Venkata chaliaia	Service Request	Pending	
54	PRF1100010	8/1/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,BANGALORE SOUTH	MAINTENANCE OF DRINKING WATER	Venkatesh	Compensation	Pending	
55	RDF1100041	8/2/2012	REVENUE DEPARTMENT	Sub Division Office , Haveri	All types of Income Certificate	Seema	Servie Request and Compensation		
56	RDF1100042	8/2/2012	REVENUE DEPARTMENT	Sub Division Office , Haveri	All types of Caste Certificate	Deepa	Compensation	Rejected	test case
57	RDF1100043	8/4/2012	REVENUE DEPARTMENT	Sub Division Office , Bagalkot	Record of Rights Certificate	Manjunatha	Servie Request and Compensation	Pending	
58	RDF1100044	8/4/2012	REVENUE DEPARTMENT	Sub Division Office , Tumkur	Mutation Extract	Manjunatha	Servie Request and Compensation	Pending	
59	PRF1100011	8/7/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,BANGALORE SOUTH	ALTERATION TO ASSESSMENT LIST	Mahindra Kumar	Servie Request and Compensation	Pending	

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
60	PRF1100012	8/8/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,BANGALORE SOUTH	ALTERATION TO ASSESSMENT LIST	KISHORE PHARMA PRODUCTS PVT LTD	Service Request	Pending	
61	RDF1100045	8/8/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	MAHESH K	Servie Request and Compensation	Pending	
62	BBF1100002	8/8/2012	BRUHAT BANGALORE MAHANAGARA PALIKE	ADC - West Zone	Issue of Birth,Death and Still Birth Certificates at Registration centers within one calender year from date of registration	MANJULA. M.V.	Servie Request and Compensation	Pending	
63	RDF1100046	8/8/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	ANUPAMA K	Servie Request and Compensation	Pending	
64	RDF1100047	8/15/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Caste Certificate	Huligamma	Servie Request and Compensation		
65	RDF1100048	8/15/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Income Certificate	Huligamma	Servie Request and Compensation		
66	RDF1100049	8/16/2012	REVENUE DEPARTMENT	Sub Division Office , Bijapur	Agricultural Labour Certificate	Ramappa	Servie Request and Compensation	Pending	

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
67	RDF1100050	8/17/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Caste Certificate	N.SRINIVASU LU	Servie Request and Compensation		
68	RDF1100051	8/17/2012	REVENUE DEPARTMENT	Sub Division Office , Indi	All types of Income Certificate	Mahantesh	Service Request	Pending	
69	RDF1100052	8/18/2012	REVENUE DEPARTMENT	Sub Division Office , Hunsur	Agricultural Family member Certificate	Amalanath	Servie Request and Compensation	Pending	
70	RDF1100053	8/18/2012	REVENUE DEPARTMENT	Sub Division Office , Hospet	All types of Caste Certificate	B. Raju	Compensation	Pending	
71	RDF1100054	8/18/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	Surviving Family member Certificate	Vijayamma	Servie Request and Compensation	Pending	
72	RDF1100055	8/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	Indramma	Servie Request and Compensation	Pending	
73	RDF1100056	8/21/2012	REVENUE DEPARTMENT	Sub Division Office , Mandya	Residence Certificate	Chikkaol mma	Compensation	Pending	
74	RDF1100057	8/21/2012	REVENUE DEPARTMENT	Sub Division Office , Mysore	All types of Caste Certificate	Zirana	Servie Request and Compensation	Pending	
75	PRF1100013	8/22/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,CHICK MAGALUR	MAINTENANCE OF DRINKING WATER	Sri Dharmas thala Gramabir uddi yojuna	Compensation	Rejected	

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
76	PRF1100014	8/22/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,KUNDA PURA	MAINTENANCE OF STREET LIGHTS	M. Ravichandra	Service Request		
77	PRF1100015	8/22/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,KUNDA PURA	MAINTENANCE OF STREET LIGHTS	M. Ravichandra	Service Request		
78	PRF1100016	8/22/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,KUNDA PURA	MAINTENANCE OF STREET LIGHTS	M. Ravichandra	Service Request		
79	PRF1100017	8/23/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,KOLAR	MAINTENANCE OF VILLAGE SANITATION	Sriram	Service Request		
80	RDF1100058	8/23/2012	REVENUE DEPARTMENT	Sub Division Office , Chitradurga	All types of Income Certificate	Thimakka	Servie Request and Compensation	Pending	
81	RDF1100059	8/23/2012	REVENUE DEPARTMENT	Sub Division Office , Chitradurga	All types of Caste Certificate	Thimmaraju	Servie Request and Compensation	Pending	
82	PRF1100018	8/23/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,KOLAR	MAINTENANCE OF STREET LIGHTS	S.H.Chowdappa	Compensation	Rejected	Service provided

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
83	RDF1100060	8/23/2012	REVENUE DEPARTMENT	Sub Division Office , Mysore	All types of Caste Certificate	Kairinususaa	Servie Request and Compensation	Pending	
84	PRF1100019	9/4/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,GANGA VATHI	MAINTENANCE OF DRINKING WATER	Erra mudanna	Compensation	Pending	
85	PRF1100020	9/4/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,GANGA VATHI	MAINTENANCE OF DRINKING WATER	Erra mudanna	Compensation	Pending	
86	RDF1100061	9/8/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Jayamma	Compensation	Pending	
87	RDF1100062	9/8/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Jamuna	Compensation	Pending	
88	RDF1100063	9/10/2012	REVENUE DEPARTMENT	Sub Division Office , Kundapura	Mutation Extract	Santhosh Kumar Shetty s/o Vittala Shetty C	Compensation	Pending	
89	RDF1100064	9/10/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Caste Certificate	Ajjana Gowda	Servie Request and Compensation		

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
90	RDF1100065	9/10/2012	REVENUE DEPARTMENT	Sub Division Office , Bagalkot	Record of Rights Certificate	Syed sumair	Compensation	Pending	
91	RDF1100066	9/10/2012	REVENUE DEPARTMENT	Sub Division Office , Tumkur	Mutation Extract	Syed Sumair	Compensation	Pending	
92	RDF1100067	9/11/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Kenchappa	Compensation	Pending	
93	RDF1100068	9/12/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Naveen kumar	Compensation	Pending	
94	RDF1100069	9/12/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Caste Certificate	Bibijan	Service Request	Pending	
95	RDF1100070	9/15/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Caste Certificate	Manikumar	Compensation		
96	RDF1100071	9/15/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Caste Certificate	Raghu	Compensation	Pending	

