



August - 2013 Report

The Karnataka Sakala Services Act 2011

Total Receipts - 3,27,63,062

Total Disposals - 3,19,32,757

Sakala Services Now Online

Sri Siddaramaiah
Honble Chief Minister

Sri T.B. Jayachandra
Honble Minister for
Law, Parliamentary Affairs and
Animal Husbandry

Karnataka Sakala Services Act - 2011
SAKALA
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The Karnataka Sakala Services Act 2011



*Report Card for the month of
August 2013*



Message:

By the end of August, seeing more than 50% of Karnataka's population having utilised Sakala Services is a matter of great satisfaction. However, Administrative simplification holds the key for making time bound services a reality for the general public. This is yet to reach all the citizens on account of ignorance. For example: Caste Certificates to Scheduled Caste & Scheduled Tribe is valid for a lifetime, however citizens are unaware of this administrative reform and seem to apply for this service over and over again. Similarly, Revenue department's services do not require Affidavits; but still citizens take the trouble of getting affidavits, spending their time and money, which is not required.

Activists who are aware of these simplifications should take the initiative in spreading awareness about these simplifications and also suggest more and more reforms in governance in the days to come. We will accordingly bring in required amendments to the Act to make it more meaningful for the citizens and administration alike.

Siddaramiah
Chief Minister



T.B. JAYACHANDRA
Minister for Law, Justice and
Human Rights, Parliamentary Affairs &
Legislation, Animal Husbandry and
Tumkur District In-charge



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No.LJHRPA&LAHM/1815/2013

Dated: 07.09.2013.

Message

Sakala has brought repute to our State not only within India, but also from other Nations. Delegates from other countries as well Indian states visit Bangalore and learn about Sakala.

Hon CM, through the call centre will speak to all citizens who have provided mobile numbers under Sakala to understand citizens' needs and collect their feedback. This will give citizens an opportunity to reach their grievances and suggestions directly to attention of the Hon. CM. The Department of Revenue & Transport has to collect the mobile numbers without fail.

In the coming days, more awareness measures needs to be undertaken, not only by Sakala but with the participation of all departments. The Education department as well as the Social welfare department need to come forward to spread awareness in rural areas to ensure that every village utilizes Government services to the best extent and every villager is benefitted from it. This can be achieved through opening Cyber Centres & Citizen Services Centres (CSC) by assuring by assisting computer literate Youth through self employment programme.

Looking forward to seeing more and more citizens becoming aware of government services and citizen rights and making the government truly of the people by the people and for the people.


(T.B. JAYACHANDRA)

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CHAPTER 1:

From the Desk of the Mission Director

On 16th August 2013, 110 more services were added to Sakala – A true independence gift from Government to the Citizens. The speed of addition of services is gaining momentum and happening in quicker succession. Today, we have 375 services under the Sakala umbrella! We have already started identifying more services to be added under Sakala. This has been possible with the citizens' participation of the program and needless to say the unflinching time & support of our CM, backing by our Law Minister Sri. Jayachandra has been instrumental along with continuous words of encouragement from the Chief Secretary, Addl. Chief Secretary and support from Departmental heads who were willing to ensure citizens are benefitted through timely delivery of services under their department.

Online Services: Another feather in the cap this month is the addition of Sakala's 69 services going online. On 29 August, Hon. Law Minister inaugurated the online services. Citizens may now apply for services at their convenience.

Sl No	DEPT/Institution	Online Ready Services
1	Transport Department	5
2	Department of Administrative reforms	21
3	Primary Education	10
4	Commercial Taxes	10
5	Commerce & Industry	2
6	BBMP	6
7	BWSSB	3
8	BDA	4
9	Karnataka Housing Board	3
10	Drugs Control Department	5
TOTAL		69

You can see details of these services by logging into www.Sakala.kar.nic.in

Special Reports: With the use of www.espondana.in, we have been able to derive some special reports this month. These reports will add value to the department heads to focus of areas of weakness and add value to Sakala. These are elaborated in Chapter II.

Applications Data: So far Sakala has received 3.26 crore applications and disposed 3.21 crore applications. 17283 applications were pending as of end of August – which means they were supposed to be delivered, but have not been delivered. Applications for the month stood at 22.19 lakhs & disposals stood at 24.28 lakhs. This has stabilised after the admission rush over the last 2 months.

Ranking: For this Month saw some dramatic movements. Uttara Kannada continues to show promise coming back to the first place. Kolar has shown tremendous commitment to move from the 20th rank last month to 2nd rank this month. I wish this is consistent. Chamarajanagar, after a two month holding to the first rank has been consistent to remain in the top 3. Udupi & Shimoga has shown excellent progress.

Rank	District	District	Rank
1	Uttara Kannada	Chikmagalur	30
2	Kolar	Bellary	29
3	Chamarajanagar	Belgaum	28

However, Bellary has slipped from 22 last month to 29 this month. Chikmagalur has slipped from 16 to 30th rank this month.

Disposals: The in- time disposal rate stood at 96.76% with a 3.24% delayed disposal rate. The delays have shot up from last month's 98.47%. We have written to the Department as well as District heads to keep a watch on this trend and take necessary action.

Pendency: The total pending applications stood at 17283 as compared to 8140 of the last month. Most pendency mapped to Khatha Changes, Registration of properties, Caste certificates & Land conversions. Under the Revenue department

Complaints: Complaints have also stabilised over the months. In the Month 98 complaints have been registered. Cumulatively, 2251 complaints have been received so far, of which 2092 have been resolved and 112 are pending resolution. Non Sakala complaints received were 55 this month.

Training programs: For the new services that were brought into Sakala coverage from 16 Aug as well as online services was carried out across the State and officials attended the training in full numbers.

Analytics : In this report, we have also shared some important analytics that are available at www.espondana.in .It is interesting to note that 32 departments have collected mobile numbers of more than 50% of citizens. This is a very critical aspect for us, as the mobile number helps us update the citizen on the status of the service delivery besides to collect feedback on improvements & check if the services are delivered and complaints are closed to their satisfaction.

Other Updates: We have also modified the format in which the reports have been designed this month. The focus has been on 5 parameters viz, Speed of Delivery, Delays & Defaults, Appeals, Complaints & Rejections based on which each department has been presented. This will help the Heads of department to focus on critical areas and make Sakala more meaningful.

Guests: We had some distinguished guests visiting us this month. A Team of Governors from Afghanistan came over to understand Sakala services. This is the second team that is coming to us, after the first team went back inspired!

Noted Educationist from IIM Ahmadabad – Dr Anil Gupta, came to document Sakala Case study for IIMA graduates!

The Sakala Model has been adopted by Department of Administrative Reforms & Personnel Grievances (DARPG) for country wide ‘Training of Trainers’ module to help all administrators in improving service Delivery!

Dr. Shalini Rajneesh IAS
Mission Director – Sakala
Secretary – DPAR (AR)

CHAPTER 1A

Performance Ranking: District Ranking:

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 (30% weightage on (D) and 70% weightage on (F))
Uttara Kannada	60747	63309	0.1	1	4339	7	1
Kolar	68584	71123	1.2	11	4572	3	2
Chamarajanagar	43360	50521	0.2	2	4336	8	3
Hassan	84229	89946	2	19	4954	2	4
Chikkaballapura	50024	53990	0.2	2	4168	11	5
Shimoga	75901	77223	1.4	14	4464	6	6
Ramanagara	50326	53214	4.4	26	5032	1	7
Mandya	80865	91519	2	19	4492	5	8
Kodagu	22604	24376	4.4	26	4520	4	9
Koppal	52199	58887	0.8	9	4015	13	10
Udupi	43905	42051	0.5	7	3991	14	11
Chitradurga	65984	72119	1.4	14	4124	12	12
Bangalore Rural	39025	38823	3.5	24	4336	8	13
Gadag	38748	45384	0.3	4	3874	18	14
Dakshina Kannada	78067	79986	1.4	14	3903	16	15
Tumkur	110526	123457	4.8	28	4251	10	15
Bijapur	83779	81231	1.5	17	3989	15	17
Raichur	74059	79375	2.4	21	3897	17	18
Bidar	62292	59547	1.3	13	3664	22	19
Dharwad	64518	73158	0.4	6	3584	25	19
Haveri	50840	58153	0.3	4	3389	26	21
Davanagere	68341	71760	0.9	10	3596	24	22
Bagalkot	60120	62856	0.7	8	3340	28	23
Mysore	106448	124175	3.8	25	3670	21	24
Bangalore	354749	349158	6.1	30	3734	19	25
Yadgir	40432	44079	5.9	29	3675	20	26
Gulbarga	91244	95559	2.9	23	3649	23	27
Belgaum	154383	164995	1.2	11	3284	29	28
Bellary	83970	92047	2.7	22	3358	27	29
Chikmagalur	34790	37702	1.7	18	3162	30	30
Total	2295059	2429723	3.24				

Notes: Uttara Kannada continues to show promise coming back to the first place. Kolar has shown tremendous commitment to move from the 20th rank last month to 2nd rank this month. Chamarajanagar, after a two month holding to the first rank has been consistent to remain in the top 3. Udupi & Shimoga has shown excellent progress. However, Bellary has slipped from 22 last month to 29 this month. Chikmagalur has slipped from 16 to 30th rank this month.

CHAPTER 1B

Taluk Ranking

Top 10 Best performing Taluks

District	Taluk	Receipts during the month (A)	Disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Chikkaballapura	Gudibanda	3028	3414	0	4	605	11	1
Uttara Kannada	Kumta	9255	10090	0	13	617	9	2
Uttara Kannada	Ankola	5727	6099	0	8	572	15	3
Uttara Kannada	Haliyal	6176	5970	0	6	561	17	4
Uttara Kannada	Yellapur	3903	4587	0	5	557	18	5
Dakshina Kannada	Puttur	15924	16748	0	16	568	16	6
Dharwad	Hubli	25362	27774	0.3	46	1811	4	7
Chikkaballapura	Chikkaballapura	14036	14808	0.3	41	668	7	8
Shimoga	Bhadravati	18029	17590	0.2	29	546	22	9
Chamarajanagar	Gundlupet	10914	12357	0	14	496	29	10

Bottom 10 Ranked (Needs improvement) Taluks

District	Taluk	Receipts during the month (A)	Disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Bellary	Kudligi	8266	8564	1.4	109	258	161	166
Yadgir	Shorapur	12649	13168	7.9	174	308	135	167
Bijapur	Indi	10597	10462	1.3	107	252	164	168
Gulbarga	Chincholi	7123	7664	3.7	148	284	149	169
Kodagu	Somvarpet	5323	5531	2.6	130	266	157	170
Tumkur	Sira	9198	11904	5.2	164	296	143	171
Davanagere	Channagiri	8306	8801	3	141	276	155	172
Chikmagalur	Koppa	1410	1478	1.1	97	176	176	173
Yadgir	Shahpur	10262	11991	8.7	175	285	148	174
Chikmagalur	Tarikere	5195	6753	4.2	154	236	166	175
Bellary	Sandur	4627	5057	3.6	146	171	177	176
Bangalore	Yelahanka	10085	8802	13.6	176	201	174	177

Notes: Gudibanda in Chikkaballapura stands first for the second consecutive month. Followed by Kumta of Uttara Kannada which holds its second position for the second consecutive month. Yelahanka in Bangalore Urban holds on tight to the last spot, while much backward Taluks like Gundlupet of Chamarajanagar has shown promise in being ranked 10th best.

CHAPTER 1C
Cumulative Department wise Statement with Pendency

DEPARTMENT	Current Month RECIEPTS	Current Month DISPOSALS	CUMULATIVE RECIEPTS	CUMMLATIVE DISPOSALS	PENDENCY
REVENUE DEPARTMENT	952925	1088980	16231925	15552860	9100
TRANSPORT DEPARTMENT	153458	147399	3841146	3787023	97
COMMERCIAL TAXES DEPARTMENT	121900	124907	2482330	2467836	22
FOOD AND CIVIL SUPPLIES DEPARTMENT	91804	92894	2324637	2323646	14
INSPECTOR GENERAL OF REGISTRATION AND STAMPS	132573	130627	1354163	1351207	674
HOME DEPARTMENT	76976	73856	1288489	1244081	7230
TRANSPORT CORPORATIONS(KS RTC)	80941	82635	853206	851398	24
BANGALORE METROPOLITAN TRANSPORT CORPORATION	57727	57227	714007	712627	0
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	69610	64107	645813	623194	553
CITY MUNICIPAL COUNCIL	21905	21987	441874	436959	20
SERVEY AND SETTELMENT COMMISSIONER	36889	39000	323623	314222	817
HEALTH AND FAMILY WELFARE DEPARTMENT	18610	18763	287412	286560	25
CITY CORPORATION (Other than BBMP)	10770	10679	198534	196387	5
LABOUR DEPARTMENT	12211	11140	180384	178112	18

DEPARTMENT	Current Month RECEIPTS	Current Month DISPOSALS	CUMULATIVE RECEIPTS	CUMMLATIVE DISPOSALS	PENDENCY
BRUHAT BANGALORE MAHANAGARA PALIKE	6979	6902	663259	662302	227
WOMEN AND CHILD WELFARE DEPARTMENT	16481	16393	157463	157068	0
NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	33008	33059	146164	145540	25
TOWN PANCHAYAT	6202	6157	117920	116848	9
PRE-UNIVERSITY BOARD	3455	2155	84851	83248	66
NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	11085	11449	49750	49344	1
DEPARTMENT OF PUBLIC INSTRUCTION	3657	3127	40149	37852	11
COMMERCE AND INDUSTRIES DEPARTMENT	3451	3401	31485	31363	2
DRUGS CONTROL DEPARTMENT	621	614	14337	14146	10
DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	623	557	13186	12298	0
BANGALORE WATER SUPPLY AND SEWERAGE BOARD	310	317	12607	12493	76
KARNATAKA HOUSING BOARD	503	485	3677	3552	0
BDA	211	358	3360	3325	15
FIRE SERVICES DEPARTMENT	162	162	2003	2002	1

DEPARTMENT	Current Month RECEIPTS	Current Month DISPOSALS	CUMULATIVE RECEIPTS	CUMMLATIVE DISPOSALS	PENDENCY
UNIVERSITY EXAMINATION SECTION	1391	817	1391	817	0
FISHERIES DEPARTMENT	307	332	1166	1090	0
EMPLOYEES STATE INSURANCE MEDICAL SERVICES	228	397	1094	679	156
AYUSH DEPARTMENT	60	55	810	802	0
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	130	92	642	596	5
KARNATAKA STATE POLLUTION CONTROL BOARD	36	29	408	386	6
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	30	25	394	384	2
UNIVERSITY POST GRADUATION SECTION	395	385	395	385	0
UNIVERSITY POST GRADUATION SECTION	47	45	47	45	0
KANNADA AND CULTURE	15	31	269	269	0
INFORMATION DEPARTMENT	27	35	226	223	2
KARNATAKA SLUM DEVELOPMENT BOARD	18	7	216	161	23
UNIVERSITY CONSTITUENT COLLEGES	214	184	214	184	0
DEPARTMENT OF ARCHIVES	119	117	119	117	0

DEPARTMENT	Current Month RECEIPTS	Current Month DISPOSALS	CUMULATIVE RECEIPTS	CUMMLATIVE DISPOSALS	PENDENCY
HIGHER EDUCATION-COLLEGIATE EDUCATION	47	45	47	45	1
PUBLIC LIBRARIES DEPARTMENT	41	40	41	40	0
UNIVERSITY FINANCE SECTION	26	25	26	25	0
SERICULTURE DEPARTMENT	12	9	12	9	0
KARNATAKA STATE WAREHOUSING CORPORATION	6	5	6	5	0
DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	2	0	119	117	0
EXCISE DEPARTMENT	1	0	1	0	0
SECRETARIAT	0	0	1	1	0
Total	1928199	2052012	32515398	31663873	19237

DATA: 28.08.2013

Notes: Details of pendency by service is seen in Chapter 2A. The Revenue department shows a high pendency, followed by Home. Transport, Commercial Tax & Food have managed pendency well, while Departments like BWSSB & ESI need immediate improvements.

CHAPTER 2

Department wise Service delivery Analysis

In this Chapter, there are 5 parameters under which each department is analysed.

I. Rural Development & Panchayat Raj: Out of the 11 services delivered, all of them are delivered before the stipulated time. This raises a Question, whether the entry of an application itself is being delayed. If Not, it is commendable on the part of the PDOs to be more and more responsive to citizen needs and for the department to have streamlined procedures & processes for internalising efficiencies & reduced workloads. The overall performance of the Dept. gets adversely affected due to a minority of poor performers.

While Alterations to Assessment list is being delivered 2.5 times faster, yet the same service is being delivered in a delayed fashion in some other locations like Belgaum's Gokak Taluk has 18 cases of delays in providing Streetlights in time & Doddaballapura has 11 cases of delays in Alterations to Assessment List, which is being delivered by other offices 28 days ahead of time! HODs need to probe into the reasons for the same and inform the mission of the same about corrective/preventive action taken.

A) *Speedily delivered services list:*-During the month, the department delivered the following services faster than the stipulated time.

SI No	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/ Slow (-)	Days Saved
1	ISSUE OF JOB CARD TO UNSKILLED LABOURES UNDER MGNREGS	4594	4037	30	4	709	26
2	E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES	444	391	15	3	595	12
3	ISSUING OF RECORDS (POPULATION,CROP,CATTLE CENSUS,BPL LIST)	1746	1573	30	6	520	24
4	NOC TO ESCOMS	3256	3131	45	11	407	34
5	BUILDING LICENCE	1987	2027	60	15	404	45

SI No	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/ Slow (-)	Days Saved
6	GENERAL LICENCE (TRADE LICENCE)	1497	1341	45	11	401	34
7	PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)	16175	14596	15	4	372	11
8	MAINTENANCE OF VILLAGE SANITATION	6009	5770	7	2	318	5
9	ALTERATION TO ASSESSMENT LIST	6032	5568	45	17	259	28
10	MAINTENANCE OF STREET LIGHTS	11352	10305	3	2	200	1
11	MAINTENANCE OF DRINKING WATER	8125	7193	3	2	192	1

b. Defaulter List: List of offices who have delayed services more than 7 times is listed below. This gives the break up by district for the department.

District – Defaulting office details	Delayed Disposals	District – Defaulting office details	Delayed Disposals
Bagalkot	60	GULBARGA (Contd)	
GRAMA PANCHAYAT OFFICE,ASANGI	12	GRAMA PANCHAYAT OFFICE,GUNDAGURTHI	16
GRAMA PANCHAYAT OFFICE,CHIKKALAGUNDI	10	GRAMA PANCHAYAT OFFICE,HANDARKI	11
GRAMA PANCHAYAT OFFICE,HONNIHAL	7	GRAMA PANCHAYAT OFFICE,INGALAGI	19
GRAMA PANCHAYAT OFFICE,KANDAGALL	8	GRAMA PANCHAYAT OFFICE,KAMALANAGAR	9
GRAMA PANCHAYAT OFFICE,KUNDARAGI	10	GRAMA PANCHAYAT OFFICE,KODADUR	10
GRAMA PANCHAYAT OFFICE,VAJRAMATTI	13	GRAMA PANCHAYAT OFFICE,KORWAR	8
Bangalore	44	GRAMA PANCHAYAT OFFICE,KUDLA	19
GRAMA PANCHAYAT OFFICE,DOMMASANDRA	11	GRAMA PANCHAYAT OFFICE,MOTAKPALLI	13
GRAMA PANCHAYAT OFFICE,SONDEKOPPA	33	Hassan	33
Bangalore Rural	24	GRAMA PANCHAYAT OFFICE,SATYAMANGALA	18
GRAMA PANCHAYAT OFFICE,HULIKUNTE	8	GRAMA PANCHAYAT OFFICE,TEJUR	15
GRAMA PANCHAYAT OFFICE,SAMETHANAHALLI	16	Haveri	165
Belgaum	35	GRAMA PANCHAYAT OFFICE,GUDDAGUDDAPUR	7

District – Defaulting office details	Delayed Disposals	District – Defaulting office details	Delayed Disposals
GRAMA PANCHAYAT OFFICE,HULAKUND	7	GRAMA PANCHAYAT OFFICE,KABBUR	18
GRAMA PANCHAYAT OFFICE,KALLIGUDDI	21	GRAMA PANCHAYAT OFFICE,KAGINELE	35
GRAMA PANCHAYAT OFFICE,KAPOLI KG	7	GRAMA PANCHAYAT OFFICE,MASANAGI	21
Bellary	51	GRAMA PANCHAYAT OFFICE,NEGALUR	10
GRAMA PANCHAYAT OFFICE,DASANAHALLI	16	GRAMA PANCHAYAT OFFICE,RATTIHALLI	14
GRAMA PANCHAYAT OFFICE,DEVAGONDANAHALLI	8	GRAMA PANCHAYAT OFFICE,SHIDENUR	16
GRAMA PANCHAYAT OFFICE,KURUGODU	13	GRAMA PANCHAYAT OFFICE,SHIRAGOD	10
GRAMA PANCHAYAT OFFICE,SRIDHARAGADDA	14	GRAMA PANCHAYAT OFFICE,TEGGIHALLI	34
Bijapur	13	Kolar	10
GRAMA PANCHAYAT OFFICE,SARWAD	13	GRAMA PANCHAYAT OFFICE,SOOLUR	10
Chikmagalur	8	Koppal	58
GRAMA PANCHAYAT OFFICE,KOPPA (RURAL)	8	GRAMA PANCHAYAT OFFICE,KARATAGI	17
Dakshina Kannada	22	GRAMA PANCHAYAT OFFICE,TAVARAGERA	41
GRAMA PANCHAYAT OFFICE,HALEYANGADY	22	Mandya	84
Davanagere	44	GRAMA PANCHAYAT OFFICE,BABY	8
GRAMA PANCHAYAT OFFICE,CHIRASTHAHALLI	9	GRAMA PANCHAYAT OFFICE,BEKKALALE	20
GRAMA PANCHAYAT OFFICE,KANCHIKERI	7	GRAMA PANCHAYAT OFFICE,CHOWDENAHALLY	7
GRAMA PANCHAYAT OFFICE,KONDAJJI	9	GRAMA PANCHAYAT OFFICE,IKANAHALLI	7
GRAMA PANCHAYAT OFFICE,KULAMBI	9	GRAMA PANCHAYAT OFFICE,K.SHETTAHALLI	8
GRAMA PANCHAYAT OFFICE,MALEBENNUR	10	GRAMA PANCHAYAT OFFICE,NAGUVANAHALLI	12
Dharwad	8	GRAMA PANCHAYAT OFFICE,SHELANERE	13
GRAMA PANCHAYAT OFFICE,KAMADOLLI	8	GRAMA PANCHAYAT OFFICE,THUBINAKERE	9
Gadag	41	Mysore	135
GRAMA PANCHAYAT OFFICE,KORLAHALLI	41	GRAMA PANCHAYAT OFFICE,ALANAHALLI	18
Gulbarga	234	GRAMA PANCHAYAT OFFICE,BETTADATHUNGA	10
GRAMA PANCHAYAT OFFICE,ALLAGI B	42	GRAMA PANCHAYAT OFFICE,BYLUKUPPE	7
GRAMA PANCHAYAT OFFICE,ANDHOLA	8	GRAMA PANCHAYAT OFFICE,CHIKKEREYOORU	12
GRAMA PANCHAYAT OFFICE,ANOOR	7	GRAMA PANCHAYAT OFFICE,D.B.KUPPE	13
GRAMA PANCHAYAT OFFICE,ARALAGUNDAGI	8	GRAMA PANCHAYAT OFFICE,DODDEBAGILU	8

District – Defaulting office details	Delayed Disposals	District – Defaulting office details	Delayed Disposals
GRAMA PANCHAYAT OFFICE,ATNOOR	9	GRAMA PANCHAYAT OFFICE,KALALE	12
GRAMA PANCHAYAT OFFICE,BALBATTI	20	GRAMA PANCHAYAT OFFICE,KUPPEHANTHA(CHUNCHANA KATTE)	9
GRAMA PANCHAYAT OFFICE,BHAGODI	7	GRAMA PANCHAYAT OFFICE,MAVATHURU	7
GRAMA PANCHAYAT OFFICE,CHINCHOLLI (H)	10	GRAMA PANCHAYAT OFFICE,NAVILURU	8
GRAMA PANCHAYAT OFFICE,GOTOOR	8	GRAMA PANCHAYAT OFFICE,RAMMANAHALLI	9
		GRAMA PANCHAYAT OFFICE,SIDDALINGAPURA	7
		GRAMA PANCHAYAT OFFICE,UMMATHURU	7
		GRAMA PANCHAYAT OFFICE,VAJAMANGALA	8

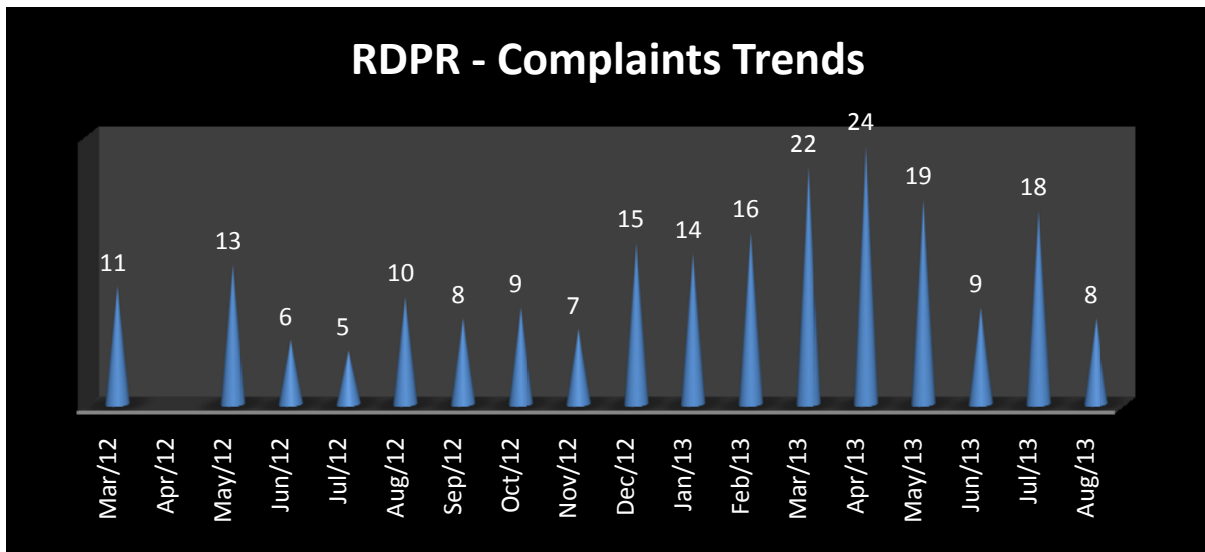
Notes: Action Against defaulters: Section 14 of the Act states that disciplinary action will be initiated against those who have delayed/defaulted more than 7 times. The following table lists out the DO who has defaulted more than 7 times. The EO of Taluk Panchayat was asked to initiate a summery enquiry to find out if the delay or default is deliberate. If not, the reasons for such delays/defaults need to be discussed by CEOs of ZP with respective EO/PDOs, so that similar situation does not recur. The P Secy/Secretary of RDPR need to review this on a monthly basis & send a report to the Mission.

c) Compensation Paid details: Out of the 6, 72,540 applications disposed so far, 13 citizens have already been paid compensation, 8 appeals are in progress.

S No	Date of appeal file	Applicant Name	District Name	GSC NO	Name of service detail	Date of Comp Received	AMT Rcd	No of days of Delay in service	Details of office which paid (CC) CO
1	22-08-2012	Sri. Dharmastala Manjunatha Development Board	Chik magalur	PR001100 0004661	DRINKING WATER	22-08-2012	80	4	EXECUTIVE OFFICER,CHIC KMAGALUR
2	07-08-2012	Mahindra Kumar Jain	Bangalore	PR001100 0019730	ALTERATION TO ASSESSMENT LIST	09-10-2012	20	8	EXECUTIVE OFFICER,BAN GALORE SOUTH
3	01-08-2012	Venkatesh. A	Bangalore	PR001100 0008885	MAINTENANCE OF DRINKING WATER	01-12-2012	20	3	EXECUTIVE OFFICER,BAN GALORE SOUTH
4	04-09-2012	Eramedanna	Chitradurga	PR001100 0042462	MAINTENANCE OF DRINKING WATER	15-12-2012	20	1	EXECUTIVE OFFICER,HIRIYUR
5	25-04-2012	Chowda Reddy	Kolar	PR001100 0001585	MAINTENANCE OF VILLAGE SANITATION	20-12-2012	20	1	EXECUTIVE OFFICER,SRINIVASPUR

S No	Date of appeal file	Applicant Name	District Name	GSC NO	Name of service detail	Date of Comp Received	AMT Rcd	No of days of Delay in service	Details of office which paid (CC) CO
—	19-11-2012	ANGAD GOPALRAO PATIL	Bidar	PR0011000101971	MAINTENANCE OF STREET LIGHTS	21-12-2012	20	1	EXECUTIVE OFFICER,AURAD
9	04-09-2012	Erameddanna	Chitradurga	PR0011000042465	MAINTENANCE OF DRINKING WATER	22-12-2012	20	1	EXECUTIVE OFFICER,HIRIYUR
10	03-10-2012	K Gopal	Bellary	PR0011000020149	MAINTENANCE OF DRINKING WATER	22-12-2012	40	2	EXECUTIVE OFFICER,SANDUR
11	03-10-2012	K Gopal	Bellary	PR0011000034836	MAINTENANCE OF DRINKING WATER	22-12-2012	20	1	EXECUTIVE OFFICER,SANDUR
12	03-10-2012	K Gopal	Bellary	PR0011000034829	MAINTENANCE OF STREET LIGHTS	22-12-2012	20	1	EXECUTIVE OFFICER,SANDUR
13	16-02-2013	Ramesh G	Dharwad	PR0011000126445	MAINTENANCE OF DRINKING WATER	28-02-2013	20	1	EXECUTIVE OFFICER,KALGHATGI

d) Complaints: During the Month, 8 complaints were received for the department (All 8 relate to non issue of GSC numbers) .The Department has received so far 214 complaints of which 196 are resolved. PDO may register the complaints in the portal



Notes: Substantial decline in complaints received speaks highly of the grievance redressal management in RDPR. The speed of redressal (196 out of 214 complaints redressed) also is commendable.

Details of the 8 complaints show that GSC numbers are not being given. PDOs may ensure registration of water, Streetlight & Sanitation services in the portal.

e) Delayed Disposals:

Month		August	Year		2013			
<input type="radio"/> Department-Wise <input type="radio"/> District-Wise <input checked="" type="radio"/> Service-Wise								
Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total	
ISSUING OF RECORDS (POPULATION,CROP,CATTLE CENSUS,BPL LIST)	30	8	3	0	0	0	11	
ALTERATION TO ASSESSMENT LIST	45	128	17	4	2	2	153	
BUILDING LICENCE	60	7	1	0	0	0	8	
GENERAL LICENCE (TRADE LICENCE)	45	11	1	4	1	1	18	
MAINTENANCE OF DRINKING WATER	3	363	16	21	4	0	404	
MAINTENANCE OF STREET LIGHTS	3	248	11	10	3	0	272	
MAINTENANCE OF VILLAGE SANITATION	7	44	7	9	0	0	60	
NOC TO ESCOMS	45	22	6	0	0	0	28	
PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)	15	21	0	0	0	0	21	
Total	0	852	62	48	10	3	975	

f) Appeal Status

The department has 8 pending appeals out of the total 38 received so far. These relate to Drinking water – 2, Sanitation -3, Alteration to Assessment list – 1, Maintenance of Street lights -2.

S No	FAP No	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS
1	PRF1100027	EXECUTIVE OFFICER,SIRA	MAINTENANCE OF DRINKING WATER	ARALE SHIVAKUMARA SWAMY	Compensation	Pending
2	PRF1100028	EXECUTIVE OFFICER,AURAD	MAINTENANCE OF VILLAGE SANITATION	RAMESH S/O RAJENDRA RAO PATIL	Service Request	Pending
3	PRF1100030	EXECUTIVE OFFICER, KORATAGERE	MAINTENANCE OF VILLAGE SANITATION	Krishna Murthy	Compensation	Pending
4	PRF1100033	EXECUTIVE OFFICER,KORATAGERE	ALTERATION TO ASSESSMENT LIST	Prasanna Kumar	Compensation	Pending
5	PRF1100035	EXECUTIVE OFFICER,MYSORE	MAINTENANCE OF DRINKING WATER	HM Jagadeesh	Compensation	Pending
6	PRF1100036	EXECUTIVE OFFICER,MYSORE	MAINTENANCE OF STREET LIGHTS	H M JAGADEESH HEMMIGE	Compensation	Pending
7	PRF1100037	EXECUTIVE OFFICER,MYSORE	MAINTENANCE OF VILLAGE SANITATION	H M JAGADEESH HEMMIGE	Compensation	Pending
8	PRF1100038	EXECUTIVE OFFICER,CHANNAPATNA	MAINTENANCE OF STREET LIGHTS	Singesh R	Compensation	<u>Pending</u>

II. Revenue Department:

A) Speedily delivered services list: - During the month, the department delivered the following services faster than the stipulated time.

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Time Saved	Percentage Fast/Slow (-)
Conversion of agriculture land to non agriculture purpose	1730	201	120	53	67	228
Issuance of Arms License	74	10	55	39	16	140
Destitute Widow pension	21558	12610	70	35	35	201
Pension for disabled persons	9599	5435	70	35	35	201
Sandhya Suraksha	46989	20750	70	33	37	214
Indira Gandhi Old Age Pension	6128	2381	70	31	39	224
Change of Khatha (Undisputed cases)	66997	48296	60	22	38	276
No Objection Certificate under LRF Grant	216	75	21	19	2	112
Project Displacement Certificate	55	16	21	18	3	120
Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	20	19	30	15	15	201
No Objection Certificate under PTCL Act	345	169	21	14	7	154
RTC Typological errors corrections	264	148	40	14	26	291
No objection Certificate under General Land transaction	66	35	21	12	9	178
All types of Caste Certificate	360517	384406	21	11	10	200
All types of Income Certificate	196089	206911	21	10	11	209
Natural Calamity Relief Claims - Animal Loss	1	2	15	10	5	150
Record of Rights Certificate	8745	4914	30	8	22	358
Verification/Validity of Caste Certificate	139	150	15	8	7	194
Solvency Certificate	46	35	21	8	13	266
Natural Calamity Relief Claims - Loss of Human Life	3	5	15	7	8	221
Population Certificate	6	1	7	6	1	117
Small and Marginal Farmer Certificate	9066	4549	7	5	2	145
Surviving Family member Certificate	6109	3191	7	5	2	149

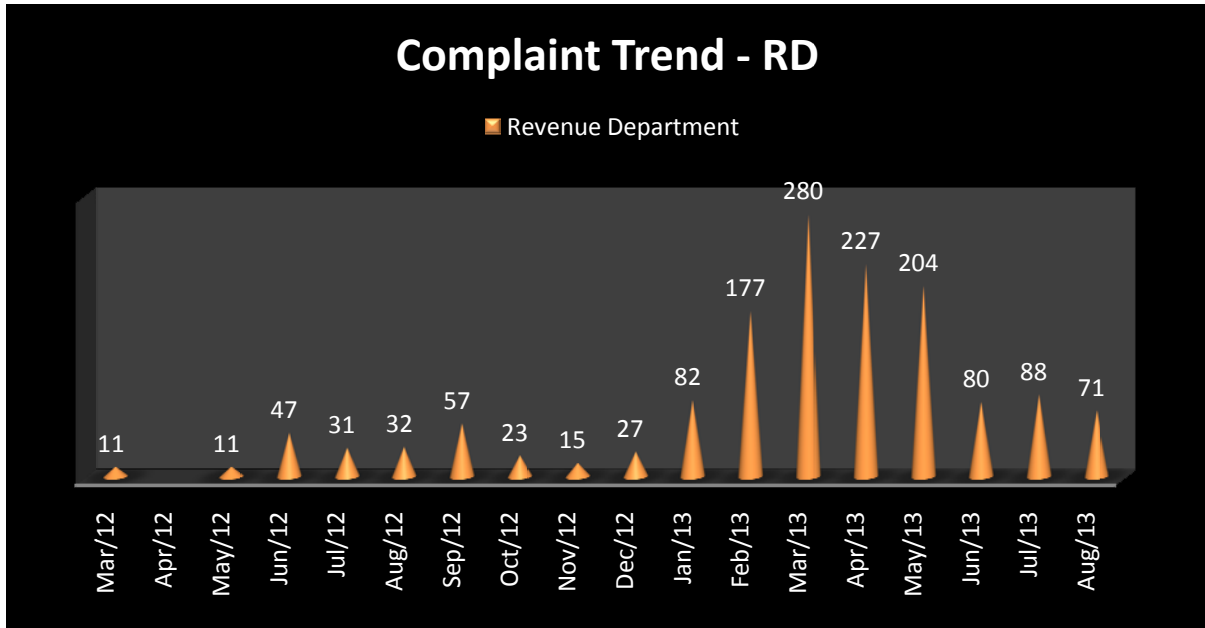
Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Time Saved	Percentage Fast/Slow (-)
Mutation Extract	5299	2128	7	5	2	142
Landless Certificate	570	191	7	5	2	141
Unemployment Certificate	424	135	7	5	2	152
Not Re-married Certificate	202	103	7	5	2	149
Residence Certificate	49413	37073	7	4	3	158
Domicile Certificate	3898	2741	7	4	3	163
No tenancy certificate	3261	1874	7	4	3	160
Agricultural Family member Certificate	1752	936	7	4	3	174
Agriculturist Certificate	768	423	7	4	3	187
Natural Calamity Relief Claims - House damage	434	183	21	4	17	506
Agricultural Labour Certificate	569	147	7	4	3	157
No Government Job Certificate for Compassionate Appointments	309	130	7	4	3	157
Living Certificate	38	11	7	3	4	214

Notes: While we may observe that Conversion of Agriculture to Non Agriculture service is delivered 67 days ahead of stipulated time, Tumkur alone shows 204 cases that are delayed. Bangalore Rural (Nelamangala) also shows about 25 cases that were delayed.

b. List of Defaulters more than 7 times. Almost every DO seem to be a defaulter. It is high time the revision of stipulated timelines is undertaken by the Revenue department. Else, the extraordinary achievements of the officers will be shadowed by the default figures, which may not be entirely in their hands. Details in www.sakala.kar.nic.in > Reports

Details of defaulting officers for the department can be seen in the portal. However the list of exceptions that are NOT defaulted is given in the following sub chapter.

c. Complaints: What peaked during the months of March, April & May was due to elections and the code of conduct applicable at that time. However, we see a stability in the complaints which is on a downward trend. In spite of huge applications received in June & July, Complaints were well controlled.



d) Appeals: In all there are 17 second appeals that are pending to be disposed. 11 of these are pending with the DCs while the rest 6 cases relate to the Regional Commissioners. The senior officers may take appropriate action to ensure a speedy closure of these cases.

S No	SAP No	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL TYPE	APPEAL STATUS
1	<u>RDS1100112</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	HM Shambulingiah	Service Request and Compensation	Pending
2	<u>RDS1100113</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	HM Virupakshiah	Service Request and Compensation	Pending
3	<u>RDS1100114</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	Poornima HM	Service Request and Compensation	Pending
4	<u>RDS1100115</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	Vishwaradhy a HM	Service Request and Compensation	Pending
5	<u>RDS1100116</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bellary	All types of Caste Certificate	Hlmavathkadar HM	Service Request and Compensation	Pending
6	<u>RDS1100126</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Bidar	All types of Caste Certificate	Padmini	Service Request and Compensation	Pending
7	<u>RDS1100120</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Raichur	Residence Certificate	Venkatesh	Service Request and Compensation	Pending
8	<u>RDS1100121</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Raichur	All types of Income Certificate	Venkatesh	Service Request and Compensation	Pending

9	<u>RDS1100122</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Raichur	All types of Caste Certificate	Venkatesh	Service Request and Compensation	Pending
10	<u>RDS1100001</u>	REVENUE DEPARTMENT	Deputy Commissioner Office ,Udupi	Mutation Extract	Santhosh Kumar Shetty s/o Vittala Shetty C	Compensation	Pending
11	<u>RDS1100110</u>	REVENUE DEPARTMENT	Deputy Commissioner Office Bijapur	All types of Caste Certificate	Manappa KAntappa	Service Request and Compensation	Pending
12	<u>RDS1100104</u>	REVENUE DEPARTMENT	Regional Commissioner of the Region	Conversion of agriculture land to non agriculture purpose	B.B.Jaya	Service Request and Compensation	Pending
13	<u>RDS1100105</u>	REVENUE DEPARTMENT	Regional Commissioner of the Region	Conversion of agriculture land to non agriculture purpose	B.B.Jaya	Service Request and Compensation	Pending
14	<u>RDS1100106</u>	REVENUE DEPARTMENT	Regional Commissioner of the Region	Conversion of agriculture land to non agriculture purpose	B.B.Jaya	Service Request and Compensation	Pending
15	<u>RDS1100119</u>	REVENUE DEPARTMENT	Regional Commissioner of the Region	Conversion of agriculture land to non agriculture purpose	Syed Rafeee Ulla S/O Syed Abdul hafeez,	Service Request and Compensation	Pending
16	<u>RDS1100125</u>	REVENUE DEPARTMENT	Regional Commissioner of the Region	Conversion of agriculture land to non agriculture purpose	kantamma(hulidena halli sy.no.318, 1.31 acr malur tq)	Service Request and Compensation	Pending

f) Compensation Paid Details: This is the cumulative details of compensation paid to citizens due to default in service delivery.

GSC NO	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
RD0028579005091	All types of Income Certificate	13-07-2012	20	1
RD0028477001796	Small and Marginal Farmer Certificate	31-07-2012	40	2
RD0028478002134	All types of Caste Certificate	02-08-2012	120	6
RD0028511002391	All types of Income Certificate	10-08-2012	100	5
RD0028342003980	All types of Caste Certificate	14-08-2012	20	1
RD0028223000534	Surviving Family member Certificate	16-08-2012	20	1
RD0023118040985	Residence Certificate	21-08-2012	1	2
RD0028154004843	Landless Certificate	09-10-2012	80	4
RD0028068002986	All types of Caste Certificate	10-10-2012	20	1
RD0028068002984	All types of Caste Certificate	10-10-2012	20	1
RD0029215009333	All types of Income Certificate	10-10-2012	20	5
RD0990000027670	Mutation Extract	11-10-2012	1	32
RD0990000020723	Mutation Extract	11-10-2012	1	2
RD0028211002277	All types of Income Certificate	12-10-2012	20	2
RD0990000009442	Record of Rights Certificate	12-10-2012	1	1
RD0029215009891	All types of Caste Certificate	12-10-2012	20	5
RD0990000027667	Record of Rights Certificate	25-10-2012	500	59
RD0990000054786	Record of Rights Certificate	25-10-2012	140	7
RD0990000026344	Record of Rights Certificate	25-10-2012	260	13
RD0990000024576	Record of Rights Certificate	25-10-2012	260	13

GSC NO	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
RD0028371006364	All types of Caste Certificate	29-10-2012	20	1
RD0029187001761	Small and Marginal Farmer Certificate	31-10-2012	220	11
RD0028945013861	All types of Caste Certificate	09-11-2012	60	3
RD0028342003981	All types of Income Certificate	15-11-2012	20	1
RD0028076001626	All types of Caste Certificate	21-11-2012	200	10
RD0028188045303	Surviving Family member Certificate	21-11-2012	80	4
RD0029205012882	All types of Caste Certificate	21-11-2012	100	5
RD0029253004018	All types of Caste Certificate	21-11-2012	80	4
RD0029205019165	All types of Caste Certificate	21-11-2012	20	1
RD0029205019167	All types of Caste Certificate	21-11-2012	20	1
RD0029205019345	All types of Caste Certificate	21-11-2012	80	4
RD0028115009874	All types of Income Certificate	10-12-2012	20	6
RD0028115009875	All types of Income Certificate	10-12-2012	20	6
RD0028471001929	All types of Caste Certificate	15-12-2012	1	3
RD0990000019589	Mutation Extract	17-12-2012	20	1
RD0028455007530	Small and Marginal Farmer Certificate	24-12-2012	220	11
RD0028550006353	All types of Caste Certificate	24-12-2012	20	1
RD0028732001502	All types of Caste Certificate	24-12-2012	200	10
RD0028487005829	Small and Marginal Farmer Certificate	24-12-2012	120	6
RD0028455020761	Small and Marginal Farmer Certificate	24-12-2012	20	1
RD0028804002465	Agricultural Labour Certificate	27-12-2012	100	5

GSC NO	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
RD0990000056204	Mutation Extract	29-12-2012	40	2
RD0024327012554	All types of Caste Certificate	31-12-2012	20	1
RD0028990007448	All types of Income Certificate	24-01-2013	20	1
RD0028990007447	All types of Caste Certificate	24-01-2013	20	1
RD0028341020366	All types of Caste Certificate	06-02-2013	20	1
RD0028501014238	Residence Certificate	18-03-2013	140	7
RD0028952005151	All types of Caste Certificate	21-03-2013	280	14
RD0028614013116	All types of Income Certificate	26-03-2013	20	1
RD0028614013115	All types of Caste Certificate	26-03-2013	20	1
RD0028614013117	All types of Caste Certificate	26-03-2013	20	1
RD0028614013118	All types of Income Certificate	26-03-2013	20	1
RD0028614013114	All types of Income Certificate	26-03-2013	20	1
RD0028614013113	All types of Caste Certificate	26-03-2013	20	1
RD0990000062922	Conversion of agriculture land to non agriculture purpose	01-04-2013	260	13
RD0028352002122	All types of Income Certificate	04-04-2013	60	3
RD0028352002121	All types of Caste Certificate	04-04-2013	60	3
RD0028862004522	All types of Caste Certificate	04-04-2013	20	1
RD0028862004523	All types of Income Certificate	04-04-2013	80	4
RD0028945029142	Residence Certificate	04-04-2013	140	7
RD0028860021416	All types of Caste Certificate	04-04-2013	20	1
RD0028860021442	All types of Caste Certificate	04-04-2013	20	1

GSC NO	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
RD0028860021446	All types of Caste Certificate	04-04-2013	20	1
RD0028860021406	All types of Caste Certificate	04-04-2013	20	1
RD0028860021414	All types of Caste Certificate	04-04-2013	20	1
RD0028860021422	All types of Caste Certificate	04-04-2013	20	1
RD0028860021398	All types of Caste Certificate	04-04-2013	20	1
RD0028860021418	All types of Caste Certificate	04-04-2013	20	1
RD0028860021428	All types of Caste Certificate	04-04-2013	20	1
RD0028860021432	All types of Caste Certificate	04-04-2013	20	1
RD0028860021430	All types of Caste Certificate	04-04-2013	20	1
RD0028860021426	All types of Caste Certificate	04-04-2013	20	1
RD0028860021440	All types of Caste Certificate	04-04-2013	20	1
RD0028945029141	All types of Income Certificate	04-04-2013	80	4
RD0028945029140	All types of Caste Certificate	04-04-2013	80	4
RD0028495003105	Agricultural Family member Certificate	15-04-2013	360	18
RD0028157020990	All types of Caste Certificate	21-05-2013	80	4
RD0028157020866	All types of Caste Certificate	21-05-2013	180	9
RD0028157020867	All types of Caste Certificate	21-05-2013	180	9
RD0038191009423	All types of Caste Certificate	22-05-2013	20	1
RD0039267017732	All types of Caste Certificate	22-05-2013	100	11
RD0038188001295	All types of Caste Certificate	27-05-2013	40	2

GSC NO	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
RD0038697000442	All types of Caste Certificate	01-06-2013	500	45
RD0038287000709	Agricultural Family member Certificate	03-06-2013	500	28
RD0038191005229	All types of Caste Certificate	07-06-2013	20	46
RD0039275010747	All types of Caste Certificate	07-06-2013	20	1
RD0038191011237	All types of Caste Certificate	07-06-2013	20	1
RD0038191011239	All types of Caste Certificate	07-06-2013	20	1
RD0038191011236	All types of Caste Certificate	07-06-2013	20	1
RD0038191011342	All types of Caste Certificate	07-06-2013	20	1
RD0038191009091	All types of Income Certificate	07-06-2013	20	1
RD0038263000978	Small and Marginal Farmer Certificate	10-06-2013	60	3
RD0031016000775	Sandhya Suraksha	21-06-2013	360	18
RD0038890002914	All types of Income Certificate	24-06-2013	360	18
RD0038332007813	All types of Caste Certificate	25-06-2013	20	1
RD0038332007816	All types of Caste Certificate	26-06-2013	20	1
RD0990000123352	Record of Rights Certificate	27-06-2013	20	1
RD0990000153140	Record of Rights Certificate	27-06-2013	200	10
RD0039267022437	All types of Income Certificate	28-06-2013	20	1
RD0039077003000	All types of Caste Certificate	09-07-2013	120	6
RD0039083001045	Sandhya Suraksha	10-07-2013	1	11
RD0038191009888	All types of Caste Certificate	16-07-2013	20	1
RD0038190006861	All types of Caste Certificate	16-07-2013	20	1
RD0038190006858	All types of Caste Certificate	16-07-2013	20	1
RD0038190006871	All types of Caste Certificate	16-07-2013	20	1
RD0038190006860	All types of Caste Certificate	16-07-2013	20	1

GSC NO	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
RD0038191010451	All types of Caste Certificate	16-07-2013	20	1
RD0038191010218	All types of Caste Certificate	16-07-2013	20	1
RD0038191010216	All types of Caste Certificate	16-07-2013	20	1
RD0038186000183	Destitute Widow pension	16-07-2013	20	1
RD0039267022018	All types of Caste Certificate	16-07-2013	20	1
RD0039267022019	All types of Caste Certificate	16-07-2013	20	1
RD0039267022017	All types of Caste Certificate	16-07-2013	20	1
RD0039267022436	All types of Caste Certificate	16-07-2013	20	1
RD0039204000863	All types of Caste Certificate	16-07-2013	20	1
RD0038608000500	Destitute Widow pension	18-07-2013	700	35
RD0990000184643	Domicile Certificate	20-07-2013	20	1
RD0038837003720	All types of Caste Certificate	22-07-2013	40	2
RD0038837003718	All types of Caste Certificate	22-07-2013	40	2
RD0038837003716	All types of Caste Certificate	22-07-2013	40	2
RD0038837003714	All types of Caste Certificate	22-07-2013	40	2
RD0990000190275	Mutation Extract	23-07-2013	20	1
RD0039267009206	All types of Caste Certificate	27-07-2013	20	1
RD0038287001968	All types of Caste Certificate	27-07-2013	500	37
RD0038191007949	All types of Caste Certificate	27-07-2013	20	1
RD0990000144013	Solvency Certificate	31-07-2013	1	22
RD0038287001969	All types of Caste Certificate	01-08-2013	500	37
RD0038137001676	All types of Caste Certificate	02-08-2013	560	28
RD0038191009244	All types of Caste Certificate	08-08-2013	140	7
RD0038191009246	All types of Caste Certificate	12-08-2013	140	7
RD0990000186635	Record of Rights Certificate	12-08-2013	20	1

3. Transport department:

a) Speedy Delivery of Services: The Transport department's services are split into 3 areas as below and the delivery of services under each sub head is shown below:

Core Transport:

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Driving Licence	26476	25468	30	6	538	24
Duplicate Licence	1317	1179	30	8	387	22
Duplicate Registration Certificate	1254	1083	30	10	294	20
Registration of Vehicle	55757	47500	30	13	225	17
Learning Licence	44337	39857	7	2	293	5

Transport Corporations:

Service	RCTS	In Time Approvals	Stipulated Time	Average Time	% age Fast/Slow (-)	Days Saved
Accident Relief Fund	11	11	30	2	1935	28
Issue of Free Bus Passes to freedom fighters	16	16	15	1	1500	14
Issue of Free Bus Pass for Blind Person	89	100	15	2	732	13
Issue of Rs. 2000 worth of Free Bus Coupons to wives/widows of Freedom Fighters	2	2	15	2	750	13
Issue of Bus Passes to Physically challenged	750	763	15	3	568	12
Issue of Bus Passes to School Children	68809	68471	7	1	511	6

BMTC

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Issue of Student Concessional Pass	52564	52564	2	1	200	1

Notes: Is there a possibility of applications being entered only after the service is delivered?

b) List of Defaulters more than 7 times

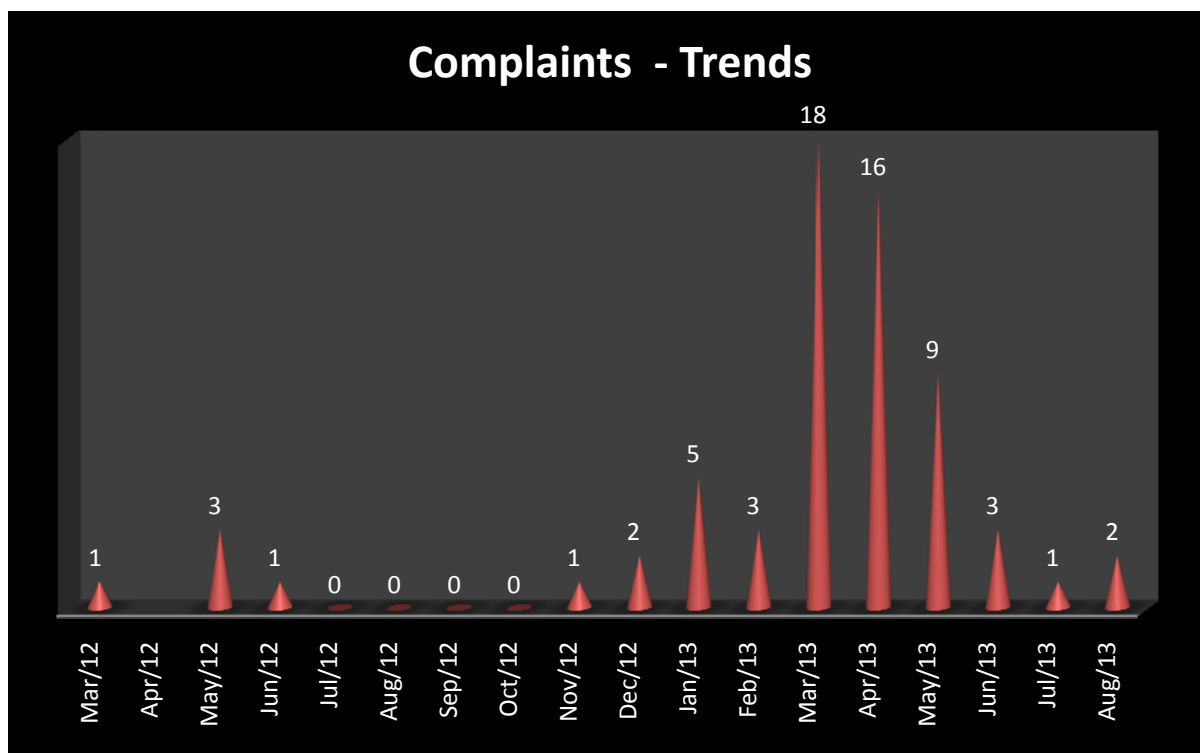
Office Name	District	Taluku	Receipts	Disposals	Defaults (Delayed Disposals)
Kolar depot KSRTC Divisional controller	Kolar	Kolar	4008	4008	8
Channarayana patna Depot,KSRTC	Hassan	Channarayana patna	3107	3111	40
Karnataka State Road Transport Corporation, Madikeri	Kodagu	Madikeri	3097	3778	847
Karnataka State Road Transport Corporation, Puttur	Dakshina Kannada	Puttur	2872	4364	257
Holenarasipura Depot,KSRTC	Hassan	Hole Narsipur	1919	1918	22
Karnataka State Road Transport Corporation, Doddaballapur	Bangalore Rural	DodBallapur	1652	1661	9
KSRTC DEPOT, HARAPANAHALLI	Davanagere	Harapanahalli	1519	1448	217
KSRTC DEPOT KR NAGAR	Mysore	Krishnaraja nagara	1505	1281	128
DEPOT MANAGER, TURUVEKERE	Tumkur	Kunigal	820	820	8
KSRTC DEPOT MAGADI	Ramanagara	Magadi	473	551	95
OFFICE OF DM,ATN	Belgaum	Chikkodi	0	33	33
OFFICE OF DM,CHIKKODI	Belgaum	Chikkodi	0	13	13

c) Delayed Disposals

Agewise Report on Delayed Disposals							
Month	August	Year	2013				
<input type="radio"/> Department-Wise <input type="radio"/> District-Wise <input checked="" type="radio"/> Service-Wise							
Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Driving Licence	30	12	8	13	12	39	84
Duplicate Licence	30	3	0	2	1	2	8
Duplicate Registration Certificate	30	32	9	6	1	4	52
Issue of Bus Passes to Physically challenged	15	42	0	0	2	0	44
Issue of Bus Passes to School Children	7	557	352	19	2	0	930
Issue of Rs. 2000 worth of Free Bus Coupons to wives/widows of Freedom Fighters	15	10	0	0	0	0	10
Learning Licence	7	86	13	15	27	47	188
Registration of Vehicle	30	101	17	9	13	11	151
Total	0	843	399	64	58	103	1467
Print		Back		Exit		Export to PDF	
						Export to Excel	

Notes: Though most of the services of the department are delivered ahead of time, taking Issue of bus passes to school children as a sample, there are offices like Kustagi in Koppal where delays are seen for the same service. Specific reasons may be determined.

d) Complaints: The trend for the department in terms of complaints has seen a fall. Overall, the number of complaints is very low for the department.



e) Appeals: There is just 1 Appeal that is lodged against default services, this has been approved and service provided.

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	APPEAL STATUS DESC
1	TRF1100001	01/04/2013	TRANSPORT DEPARTMENT	DCTO- Belgaum	Learning Licence	S*S*HACCHADAD	HACCHADAD 9686715512/7829104281 Learning Licence Rejected	Service Request	Approved	

f) Compensation paid details: So far one case has been paid towards delay in issue registration of Vehicle.

4. Home Department:

a. Speedy Delivery of Services

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
NoC for Passport Verification	20839	6198	20	14	148	6
Receipt and Disposal of Petitions	16926	15684	45	10	445	35
Issue of copy of FIR to the complainant	12566	12566	1	1	100	0
Missing Report of documents, Mobile phone etc	7055	7055	1	1	100	0
Service Verification	3164	2044	20	11	180	9
Arms License Issue and Renewal Verification	746	52	30	23	133	7
Police Verification Certificate for Institutions/ Companies	722	625	20	10	210	10
PVC for Central /State Govt. employees if request is received directly by the employee	510	409	20	8	260	12
License for Amplified Sound System	465	400	3	1	254	2
Police verification Certificate for Coolies/Loader/Class IV Security Staff/ Supervisor at Airport (Individual applicants only)	315	204	20	12	173	8
Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	231	97	20	9	217	11
NOC for Residential Permit Extension	171	164	7	1	700	6
Police Verification Certificate for domestic servants/house keeping	114	81	20	11	187	9
Police verification Certificate for Training Apprenticeship at Public Undertakings /for trainees/ Workers working on daily wages at Govt. Institutions	98	101	20	9	218	11
Permission for Peaceful Assembly and procession	47	38	15	3	432	12
Police verification Certificate for Marriage Alliances	16	7	20	17	116	3
No objection to return to India permission in respect of Tibetans	15	3	20	9	222	11
No obligation to return to India (NORI) Certificate	14	26	20	12	172	8
License for Amusement	13	13	15	3	514	12
NOC for petrol pump, gas agency,hotel,bar etc.	8	2	7	1	700	6
Certification of Finger Print	4	5	20	14	147	6

b) Offices with more than 7 defaults in the month: The following offices are seen to default more than 7 times in the month.

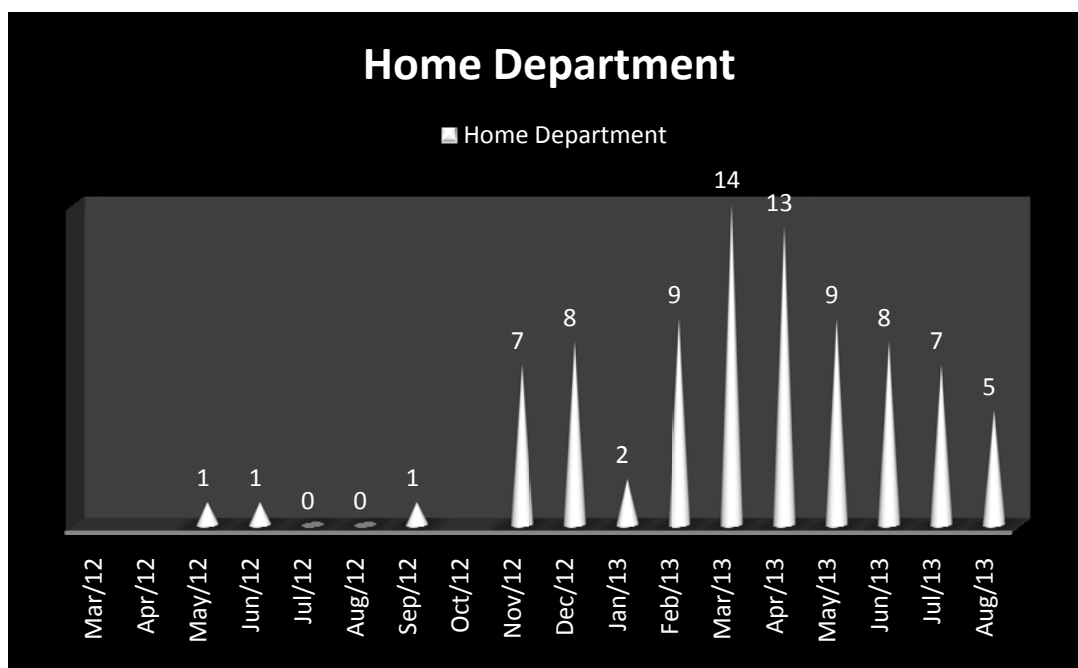
Office Name	District	Taluks	Receipts	Disposals	Defaults (Delayed Disposals)
District Police Office Udupi	Udupi	Udupi	1379	1491	1096
Deputy Commissioner of Police Mysore City	Mysore	Mysore	1035	1706	917
Commissioner Of Police Bangalore City	Bangalore	Bangalore North	1281	1267	756
Commissioner Of Police Mangalore City	Dakshina Kannada	Mangalore	1981	2066	754
District Police Office Shimoga	Shimoga	Shimoga	642	1165	750
District Police Office Belgaum	Belgaum	Belgaum	976	1105	711
District Police Office Gulbarga	Gulbarga	Gulbarga	539	1017	614
District Police Office Bangalore	Bangalore	Bangalore North	817	675	560
District Police Office Uttar Kannada	Uttara Kannada	Karwar	1051	666	375
J.P.Nagar Police Station	Bangalore	Bangalore South	548	491	330
Subramanyapura Police Station	Bangalore	Bangalore South	473	484	319
District Police Office Ramanagar	Ramanagara	Ramanagara	430	482	305
KADUGONDANAHALLI PS Police Station	Bangalore	Bangalore North	504	646	292
C.K.Achchukattu Police Station	Bangalore	Bangalore South	244	357	292
District Police Office Bijapur	Bijapur	Bijapur	304	253	251
HULIMAVU POLICE STATION Police Station	Bangalore	Bangalore South	883	274	214
District Police Office Hassan	Hassan	Hassan	451	680	182
District Police Office Davangere	Davanagere	Davanagere	446	505	148
District Police Office Tumkur	Tumkur	Tumkur	757	490	146
Aduгоди Police Station	Bangalore	Bangalore South	280	189	142
Basaveshwaranagar Police Station	Bangalore	Bangalore North	334	161	139
Hanumanthanagar Police Station	Bangalore	Bangalore South	292	222	132

Office Name	District	Taluks	Receipts	Disposals	Defaults (Delayed Disposals)
District Police Office Dakshina Kannada	Dakshina Kannada	Mangalore	1380	909	126
YESHWANTHPURA Police Station	Bangalore	Bangalore North	272	265	126
JALAHALLI Police Station	Bangalore	Bangalore North	57	114	123
ELECTRONIC CITY POLICE STATION Police Station	Bangalore	Bangalore South	861	270	119
Girinagar Police Station	Bangalore	Bangalore South	345	197	109
District Police Office K.G.F	Kolar	Bangarapet	260	271	98
District Police Office Mandya	Mandya	Mandya	461	344	97
Chandra Layout Police Station	Bangalore	Bangalore North	256	172	95
Jayanagar Police Station	Bangalore	Bangalore South	210	163	89
District Police Office Chikmagalur	Chikmagalur	Chikmagalur	406	460	86
District Police Office Mysore	Mysore	Mysore	321	320	85
RAJAJINAGAR Police Station	Bangalore	Bangalore North	269	306	83
Siddapura Police Station	Bangalore	Bangalore South	136	119	82
District Police Office Haveri	Haveri	Haveri	117	141	78
R.R.Nagar Police Station	Bangalore	Bangalore South	141	117	76
District Police Office Kolar	Kolar	Kolar	287	280	72
SUBRAMANYANAGAR Police Station	Bangalore	Bangalore North	250	197	69
District Police Office Bidar	Bidar	Bidar	675	343	68
T.R.Nagar Police Station	Bangalore	Bangalore South	122	93	66
District Police Office Bellary	Bellary	Bellary	635	601	64
District Police Office Chitradurga	Chitradurga	Chitradurga	154	245	59
Magadi Road Police Station	Bangalore	Bangalore North	168	139	57
District Police Office Kodagu	Kodagu	Madikeri	335	361	55
Basavanagudi Police Station	Bangalore	Bangalore South	210	134	55

Office Name	District	Taluku	Receipts	Disposals	Defaults (Delayed Disposals)
District Police Office Yadgiri	Yadgir	Yadgir	93	175	55
Jagajeevanram Nagar PS	Bangalore	Bangalore North	62	71	55
SRIRAMPURA Police Station	Bangalore	Bangalore North	196	198	53
Commissioner Of Police Hubli-Dharwad City	Dharwad	Hubli	570	588	50
KOTHANUR Police Station	Bangalore	Bangalore North	72	88	50
PARAPPANA AGRAHARA Police Station	Bangalore	Anekal	105	76	45
VIDYARANYAPURA Police Station	Bangalore	Bangalore North	259	55	44
District Police Office Chickballapura	Chikkaballapura	Chikkaballapura	304	233	39
Chamarajpet Police Station	Bangalore	Bangalore North	77	58	35
MALLESWARAM Police Station	Bangalore	Bangalore North	195	173	34
District Police Office Chamarajanagar	Chamarajanagar	Chamarajanagar	99	85	33
GANGAMMAGUDI Police Station	Bangalore	Bangalore North	171	104	32
K.P.Agrahara Police Station	Bangalore	Bangalore North	68	45	31
Sheshadripuram Police station Police Station	Bangalore	Bangalore North	136	99	28
VARTHUR POLICE STATION Police Station	Bangalore	Bangalore East	69	38	28
K.S.Layout Police Station	Bangalore	Bangalore South	193	162	27
K.G.Nagar Police Station	Bangalore	Bangalore South	83	58	26
Wilsongarden Police station Police Station	Bangalore	Bangalore North	107	112	23
Sampangiramnagar Police station Police Station	Bangalore	Bangalore North	52	34	23
Central Police Station	Bangalore	Bangalore North	185	72	22
Cubbonpark police station Police Station	Bangalore	Bangalore North	107	99	21
BAGALUR PS Police Station	Bangalore	Bangalore North	68	71	21
Hebbur Police Station	Tumkur	Tumkur	48	46	18

Office Name	District	Taluks	Receipts	Disposals	Defaults (Delayed Disposals)
Highground Police station Police Station	Bangalore	Bangalore North	221	157	15
Kunigal Police Station	Tumkur	Kunigal	70	116	15
COMMERCIAL STREET PS Police Station	Bangalore	Bangalore North	56	58	14
District Police Office Koppal	Koppal	Koppal	112	132	13
Western Range	Dakshina Kannada	Mangalore	7	26	13
BELTHANGADY Police Station	Dakshina Kannada	Beltangadi	76	84	12
HALASURU PS Police Station	Bangalore	Bangalore North	86	61	11
J.C.NAGAR Police Station	Bangalore	Bangalore North	75	85	11
Bethmangala Police Station	Kolar	Bangarapet	51	100	11
Viveknagar Police station Police Station	Bangalore	Bangalore North	102	80	10
Chickpet Police Station	Bangalore	Bangalore North	83	65	10
HSR LAYOUT POLICE STATION Police Station	Bangalore	Bangalore East	531	67	9
THILAK NAGAR POLICE STATION Police Station	Bangalore	Bangalore South	187	108	8
Kadur Police Station	Chikmagalur	Kadur	75	44	8
District Police Office Dharwad	Dharwad	Dharwad	75	67	8
Circle Office MANDYA RURAL	Mandya	Mandya	13	13	8
Kamakshipalya Police Station	Bangalore	Bangalore North	273	55	7
Shimoga Rural Police Station	Shimoga	Shimoga	82	70	7
SADASHIVA NAGAR Police Station	Bangalore	Bangalore North	55	59	7
Kumsi Police Station	Shimoga	Shimoga	50	60	7

C) Complaints:



d) Compensation Paid Details:

GSC NO	Department Name	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
PO0289120810788	HOME DEPARTMENT	NoC for Passport Verification	02-04-2013	20	1

e) Appeals: There are 2 appeals pending under the first appeal. No appeals under the second appeal category.

f) Delayed Disposals:

Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Arms License Issue and Renewal Verification	30	66	86	26	24	34	236
Certification of Finger Print	20	1	0	0	0	0	1
License for Amplified Sound System	3	26	11	1	0	0	38
License for Amusement	15	0	0	0	0	5	5
No objection to return to India permission in respect of Tibetans	20	1	0	0	0	0	1
No obligation to return to India (NORI) Certificate	20	3	0	1	0	0	4
NoC for Passport Verification	20	8738	3421	819	318	17	13313
NOC for petrol pump, gas agency, hotel, bar etc.	7	2	2	1	4	7	16

Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
NOC for Residential Permit Extension	7	1	1	0	1	0	3
Permission for Peaceful Assembly and procession	15	1	0	1	0	0	2
Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	20	112	37	17	4	0	170
Police verification Certificate for Coolies/Loader/Class IV Security Staff/ Supervisor at Airport (Individual applicants only)	20	63	28	16	9	7	123
Police Verification Certificate for domestic servants/house keeping	20	32	9	9	2	2	54
Police Verification Certificate for Institutions/ Companies	20	48	48	52	8	1	157
Police verification Certificate for Marriage Alliances	20	0	5	0	0	0	5
Police verification Certificate for Training Apprenticeship at Public Undertakings /for trainees/ Workers working on daily wages at Govt. Institutions	20	62	15	3	1	0	81
PVC for Central /State Govt. employees if request is received directly by the employee	20	39	11	16	13	1	80
Receipt and Disposal of Petitions	45	266	151	98	75	108	698
RESPONSE TO FIRECALLS	1	0	1	1	0	0	2
Service Verification	20	586	338	189	80	26	1219
Total	0	10047	4164	1250	539	208	16208

Notes: It may be observed that Passport verification service sees the most delays. However, there are 6000+ cases where this specific service is delivered ahead of time as per the schedule shown in (a) above.

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
NoC for Passport Verification	20839	6198	20	14	148	6
Receipt and Disposal of Petitions	16926	15684	45	10	445	35
Issue of copy of FIR to the complainant	12566	12566	1	1	100	0
Missing Report of documents, Mobile phone etc	7055	7055	1	1	100	0
Service Verification	3164	2044	20	11	180	9

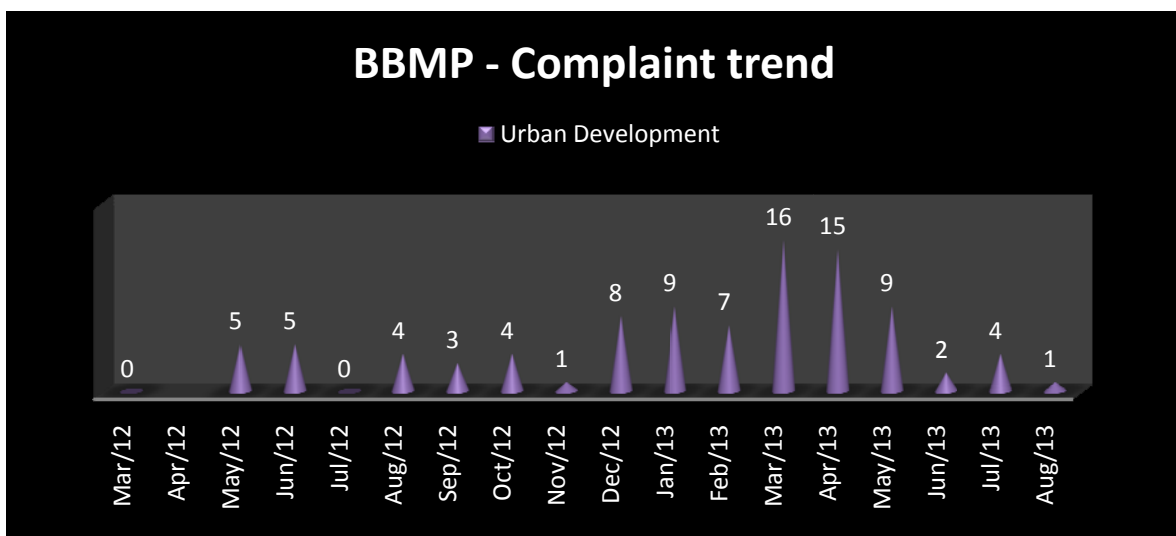
Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Arms License Issue and Renewal Verification	746	52	30	23	133	7
Police Verification Certificate for Institutions/ Companies	722	625	20	10	210	10
PVC for Central /State Govt. employees if request is received directly by the employee	510	409	20	8	260	12
License for Amplified Sound System	465	400	3	1	254	2
Police verification Certificate for Coolies/Loader/Class IV Security Staff/ Supervisor at Airport (Individual applicants only)	315	204	20	12	173	8
Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	231	97	20	9	217	11
NOC for Residential Permit Extension	171	164	7	1	700	6
Police Verification Certificate for domestic servants/house keeping	114	81	20	11	187	9
Police verification Certificate for Training Apprenticeship at Public Undertakings /for trainees/ Workers working on daily wages at Govt. Institutions	98	101	20	9	218	11
Permission for Peaceful Assembly and procession	47	38	15	3	432	12
Police verification Certificate for Marriage Alliances	16	7	20	17	116	3
No objection to return to India permission in respect of Tibetans	15	3	20	9	222	11
No obligation to return to India (NORI) Certificate	14	26	20	12	172	8
License for Amusement	13	13	15	3	514	12
NOC for petrol pump, gas agency, hotel, bar etc.	8	2	7	1	700	6
Certification of Finger Print	4	5	20	14	147	6

5. Urban Development Department:

a) Service Delivery Speed:-

a. BBMP: The following table shows the services under BBMP that was delivered ahead of time.

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Issue of Birth, Death and Still Birth Certificates at Registration centres within one calendar year from date of registration	2626	2503	7	1	493	6
Transfer of Khatas	1067	795	30	18	164	12
Issue of Birth, Death and Still Birth Certificates at Registration centres after one calendar year from date of registration	824	444	7	7	108	0
Khatha Extract/Certificate	504	416	7	3	209	4
Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)	503	380	30	11	262	19
Grant of trade licence specified category under rules	143	105	30	10	316	20



There is a single complaint under BBMP during the month.

b. BDA:

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts	75	123	30	10	302	20
Obtaining Khatha for properties in BDA layouts and BDA approved private layouts, not handed over to BBMP yet	65	58	15	2	852	13
Obtaining Possession Certificate in respect of cases where a site has been allotted by BDA on Lease Cum Sale basis and the Lease Cum Sale Deed Agreement (LCSA) is registered.	54	52	7	4	164	3
To obtain approval for Subdivision of a site or Amalgamation of sites in BDA layouts and BDA approved Private Layouts.	1	1	30	17	176	13
Obtaining transfer of Khatha following death of a property owner or based on the WILL of the deceased	1	2	30	12	250	18

Offices under BDA having more than 7 defaults:

Office Name	District	Taluks	Receipts	Disposals	Defaults(Delayed Disposals)
Office of the Deputy Secretary-3	Bangalore	Bangalore North	45	76	32
Office of the Revenue Officer-North	Bangalore	Bangalore North	7	10	8
Office of the Revenue Officer-West	Bangalore	Bangalore North	0	64	46

c. City Corporations (other than BBMP)

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Issue of Birth, Still Birth and Death Certificates	5782	4572	7	3	216	4
Khatha Extract	2142	1612	5	3	192	2
Permssion for water supply and UGD connection for residential buildings single dwelling unit	422	311	15	9	165	6
Issue of Trade licence as per the delegation of powers	372	227	15	8	178	7
New Building Licence upto 2400 sqft residential for single dwelling unit	312	135	30	16	188	14

d. CMC:

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Issue of Birth, Still Birth and Death Certificates	11962	10977	7	2	385	5
Khatha Extract	3553	1857	7	5	151	2
Issue of Trade licence	894	752	30	15	203	15
New Building Licence upto 2400 sqft residential for single dwelling unit	860	349	30	23	131	7
Permssion for water supply and UGD connection for residential buildings single dwelling unit	631	457	15	11	133	4

e) TMC:

Average Service Delivery Time - August 2013 [upto 23rd August]

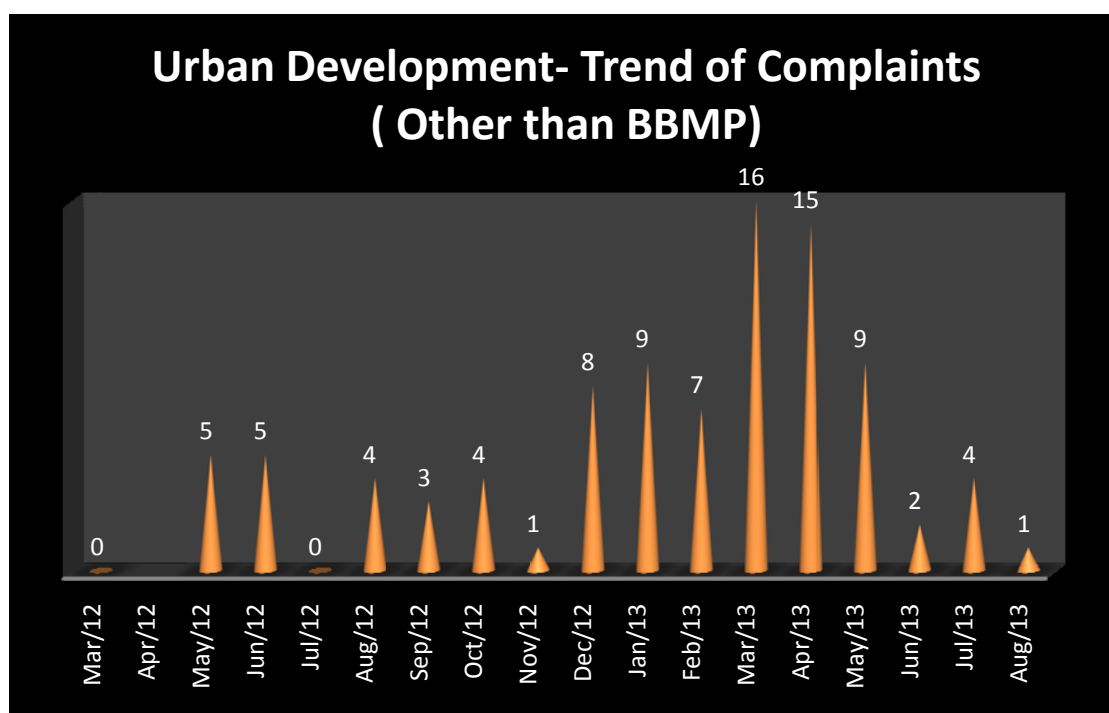
Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Issue of Birth, Still Birth and Death Certificates	8368	7930	7	2	427	5
Khatha Extract	3802	2672	7	3	208	4
New Building Licence upto 2400 sqft residential for single dwelling unit	642	421	30	18	164	12
Issue of Trade licence as per the delegation of powers	501	382	30	16	187	14
Permssion for water supply and UGD connection for residential buildings single dwelling unit	398	218	15	9	171	6

f) Town Panchayat:

Average Service Delivery Time - August 2013 [upto 23rd August]

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days + or -
Issue of Birth, Still Birth and Death Certificates	2921	2878	7	2	424	5
Khatha Extract	1647	1199	7	3	227	4
Issue of Trade licence as prescribed	259	198	30	13	238	17
New Building Licence upto 2400 sqft residential for single dwelling unit	233	138	30	20	151	10
Permsion for water supply and UGD connection for residential buildings single dwelling unit	105	85	15	9	172	6

g) Overall Notes for Urban Development Department:



h) Compensation paid details for the Urban Development Department:

GSC NO	Department Name	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
BB0990000028917	BRUHAT BANGALORE MAHANAGARA PALIKE	Issue of Death Certificate for event data which is not available in electronic media	10-12-2012	20	16
BB0990000082398	BRUHAT BANGALORE MAHANAGARA PALIKE	Khatha Extract for already processed kathas for data not available in electronic media.	21-12-2012	20	2
BB0990000102981	BRUHAT BANGALORE MAHANAGARA PALIKE	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)	19-04-2013	50	6
L20990000263662	CITY MUNICIPAL COUNCIL	New Building Licence upto 2400 sqft residential for single dwelling unit	03-04-2013	320	16

i) Appeals: Only BBMP has 7 appeals that are pending. All 7 cases are compensation claims. No other local body under the Urban Development has any appeals pending.

j) Delayed Disposals: Urban development department:

Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Grant of trade licence specified category under rules	30	17	5	4	1	0	27
Issue of Birth, Death and Still Birth Certificates at Registration centers after one calendar year from date of registration	7	1	0	0	0	0	1
Issue of Birth, Death and Still Birth Certificates at Registration centres within one calendar year from date of registration	7	33	2	4	2	1	42
Issue of Birth, Still Birth and Death Certificates	7	215	3	3	0	0	221
Issue of Trade licence	30	18	0	0	0	0	18

Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Issue of Trade licence as per the delegation of powers	30	6	1	0	0	0	7
Issue of Trade licence as prescribed	30	5	0	0	0	0	5
Khatha Extract	5	44	0	1	0	0	45
Khatha Extract	7	162	15	0	0	0	177
Khatha Extract/Certificate	7	181	26	12	2	0	221
New Building Licence upto 2400 sqft residential for single dwelling unit	30	121	15	11	2	0	149
Obtaining Khatha for properties in BDA layouts and BDA approved private layouts, not handed over to BBMP yet	15	4	3	0	1	1	9
Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts	30	16	9	1	11	3	40
Obtaining Possession Certificate in respect of cases where a site has been allotted by BDA on Lease Cum Sale basis and the Lease Cum Sale Deed Agreement (LCSA) is registered.	7	9	12	7	0	5	33
Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	7	14	6	0	1	0	21
Permission for water supply and UGD connection for residential buildings single dwelling unit	15	35	2	1	0	0	38
Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)	30	44	24	21	5	2	96
Transfer of Khatha	30	240	80	41	4	0	365
Total	0	1165	203	106	29	12	1515

6. Women & Child Welfare Department

A) Speedily delivered services list:- During the month, the department delivered the following services faster than the stipulated time.

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Senior Citizen Identity card	5291	4807	7	2	366	5
Disability Certificate and identity Card for Differently Abled Persons	3078	2983	7	2	452	5
Enrollment of pregnant and lactating mothers in anganwadi centres	564	504	3	1	300	2
Enrollment of 0 to 3 years children in Anganwadi centres	343	307	3	1	300	2
Enrollment of 3 to 6 years children in anganwadi centres	201	183	3	1	273	2

b. Defaulter List: List of offices who have delayed services more than 7 times is listed below. This gives the break up by district for the department.

Office Name	District	Taluks	Receipts	Disposals	Defaults(Delayed Disposals)
District Disabled Welfare Office Haveri	Haveri	Haveri	1327	1100	157
District Disabled Welfare Office Mysore	Mysore	Mysore	619	640	7
Child Development Programme Office Doddaballapura	Bangalore Rural	Dodballapura	230	180	12
District Disabled Welfare Office Chamarajanagar	Chamarajanagar	Chamarajanagar	172	125	82
Child Development Programme Office Nelamangala	Bangalore Rural	Nelamangala	87	117	80

c) Complaints: - So far 2 complaints have been received and resolved for the department.

d) Delayed disposals: is quite well managed for the department. Mapping complaints to delays, it can be said that Delays and Complaints are directly proportionate. Lesser the delays, lesser the complaints.

Month		August		Year		2013	
<input type="radio"/> Department-Wise <input type="radio"/> District-Wise <input checked="" type="radio"/> Service-Wise							
Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Disability Certificate and identity Card for Differently Abled Persons	7	3	0	0	0	0	3
Enrollment of 0 to 3 years children in Anganwadi centers	3	15	0	0	0	0	15
Enrollment of 3 to 6 years children in anganwadi centres	3	42	0	0	0	0	42
Enrollment of pregnant and lactating mothers in anganwadi centres	3	16	11	0	0	0	27
Senior Citizen Identity card	7	2	0	0	0	0	2
Total	0	78	11	0	0	0	89

e) Appeals: No Appeal registered till time.

What the department needs to verify is weather all the citizens seeking services are being entered through the system. This will not only monitor the status, but also serve as an accounting mechanism of citizens served.

7. Education Department

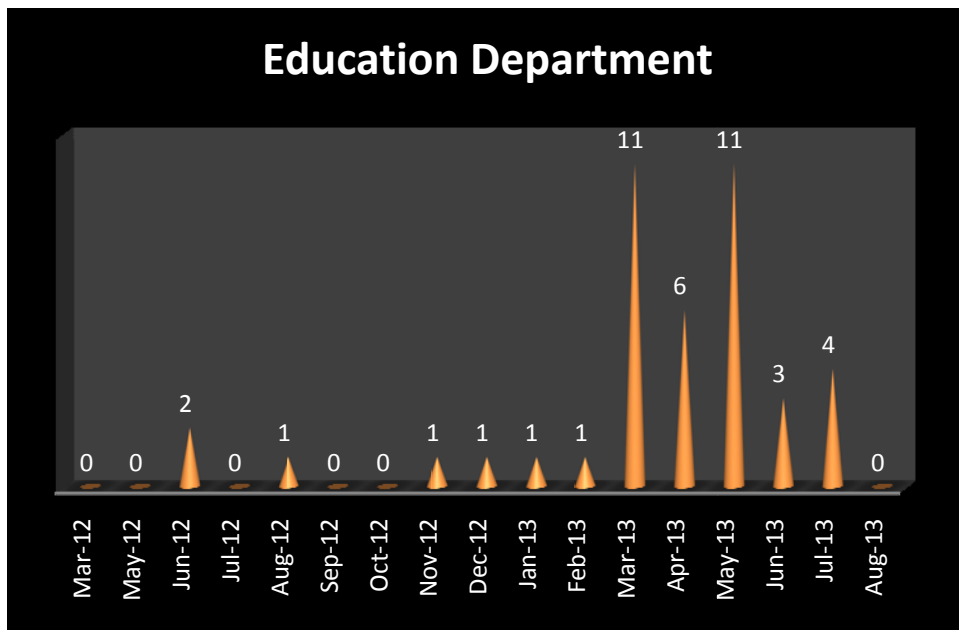
a) Average Service Delivery Time

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Photocopying answer scripts of the 2nd PUC final examination	1946	148	10	10	101	0

b. Defaulter List: There is only one office who has delayed services more than 7 times. Application management during the peak period may be reviewed to ensure delays are controlled and managed.

Office Name	District	Taluks	Receipts	Disposals	Defaults(Delayed Disposals)
DEPUTY DIRECTOR (EXAM)	Bangalore	Bangalore South	2836	1344	1196

c) Complaints: of the total 42 complaints registered 37 resolved. Complaints peak during the peak seasons. During the month, no complaints were received.



d) Delayed Disposals:-

Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
First Recognition of Schools	60	4	4	0	0	0	8
Forwarding of application of students/staff to the higher authorities	2	1	0	0	0	0	1
Issue of Duplicate Marks Card /Provisional Marks Card-SSLC	30	5	0	0	0	0	5
Photocopying answer scripts of the 2nd PUC final examination	10	1	0	0	0	0	1
Re-totaling answer scripts of the 2nd PUC final examination	10	0	0	0	0	1	1
Registration for Opening of new Private PU Colleges	60	0	0	0	0	7	7
Registration of Schools	90	3	1	0	1	0	5
Renewal of recognition for Schools	60	26	10	6	1	0	43
Revaluation of answer scripts of the 2nd PUC final examination	30	0	4	0	0	0	4
Study Certificate	5	15	0	0	0	0	15
Study Certificate	2	1	0	0	0	0	1
Total	0	56	19	6	2	8	91

e) Appeal Status: No Appeal registered till time.

f) Compensation paid: No compensation paid till date by this department.

8. Health & Family Welfare

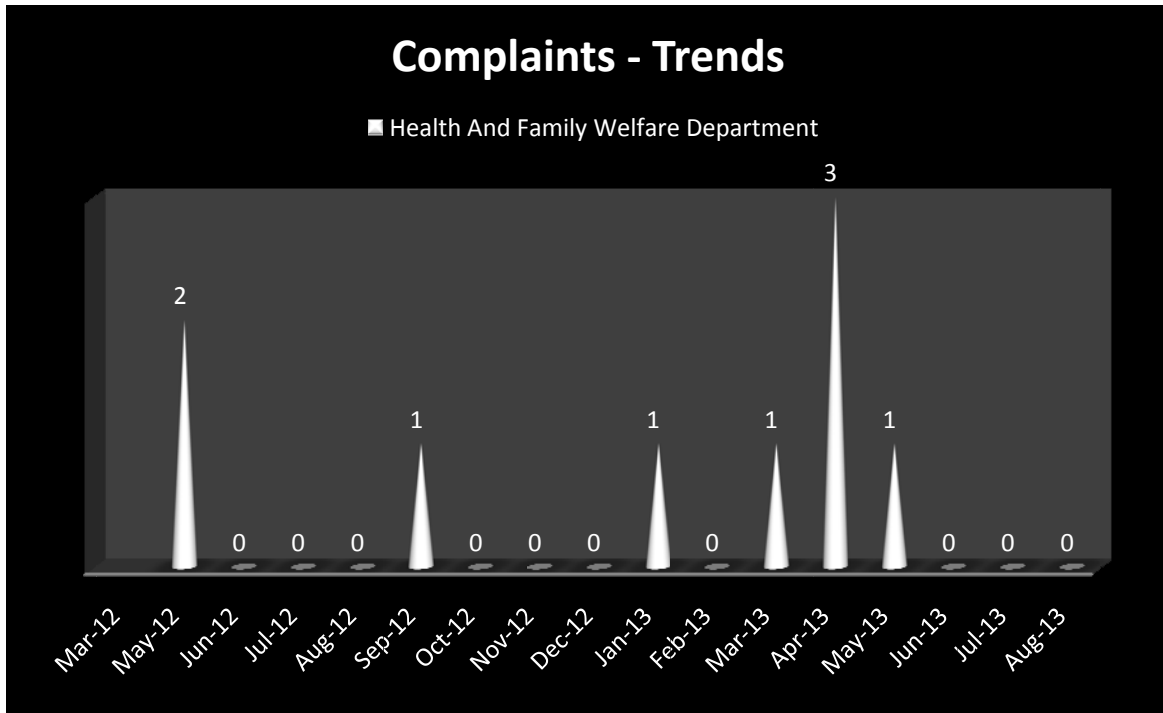
a. Average Service Delivery Time

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days saved
Issue of age certificate	8734	8325	3	1	265	2
Issue of discharge certificate and sterilization certificate	3893	3825	1	1	100	0
Issue of Disability Certificate	2683	2635	30	6	539	24
Issue of wound Certificate	370	360	3	1	278	2

b. Defaulter List: List of offices who have delayed services more than 7 times is listed below. This gives the break up by district for the department.

Office Name	District	Taluks	Receipts	Disposals	Defaults(Delayed Disposals)
District Surgeon, District Hospital Tumkur	Tumkur	Tumkur	783	826	130
GADAG , GANDHI CIRCLE, GADAG	Gadag	Gadag	385	394	51
TURUVEKERE , GENERAL HOSPITAL, Y T ROAD, TURUVEKERE	Tumkur	Turuvekere	279	308	58
KENGERI , PRIMARY HEALTH CENTRE KENGERI, 457, MYSORE ROAD.	Bangalore	Bangalore South	220	234	18
CHANNAPATNA , GENERAL HOSPITAL M G ROAD CHANNAPATANA	Ramanagara	Channapatna	183	179	17
GULBARGA, DISTRICT HOSPITAL SEDAM ROAD GULBARGA	Gulbarga	Gulbarga	121	74	13
GUTTAL , COMMUNITY HEALTH CENTER GUTTAL	Haveri	Haveri	97	97	17
BIJAPUR , DISTRICT HOSPITAL ATHANI ROAD	Bijapur	Bijapur	67	67	9
MADHUGIRI , GENERAL HOSPITAL MADHUGIRI	Tumkur	Madhugiri	52	52	17
YADGIR , DISTRICT HOSPITAL YADGIRI	Yadgir	Yadgir	43	46	8
BRAHMAVARA , COMMUNITY HEALTH CENTER BRAHMAVARA UDUPI TQ DIST	Udupi	Udupi	21	21	7
CHIKODI, AT POST CHIKODI. TAL CHIKODI. DIST BELGAUM.	Belgaum	Chikkodi	15	15	13

c. Complaints:



d) Delayed Disposals:

Month		August	Year		2013			
<input type="radio"/> Department-Wise <input type="radio"/> District-Wise <input checked="" type="radio"/> Service-Wise								
Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total	
Issue of age certificate	3	158	17	9	8	8	200	
Issue of Disability Certificate	30	6	1	1	1	1	10	
Issue of discharge certificate and sterilization certificate	1	31	4	5	0	0	40	
Issue of License for Sales establishment.	30	1	1	0	0	0	2	
Issue of wound Certificate	3	1	2	1	0	0	4	
Renewal of License	30	3	0	2	2	0	7	
Total	0	200	25	18	11	9	263	

Tumkur District has the highest delays in Age certificates in the month, followed by Bangalore South.

e) Appeal Status: No Appeal registered till time.

f) Compensation paid: No compensation paid till date by this department.

9. Labour Department

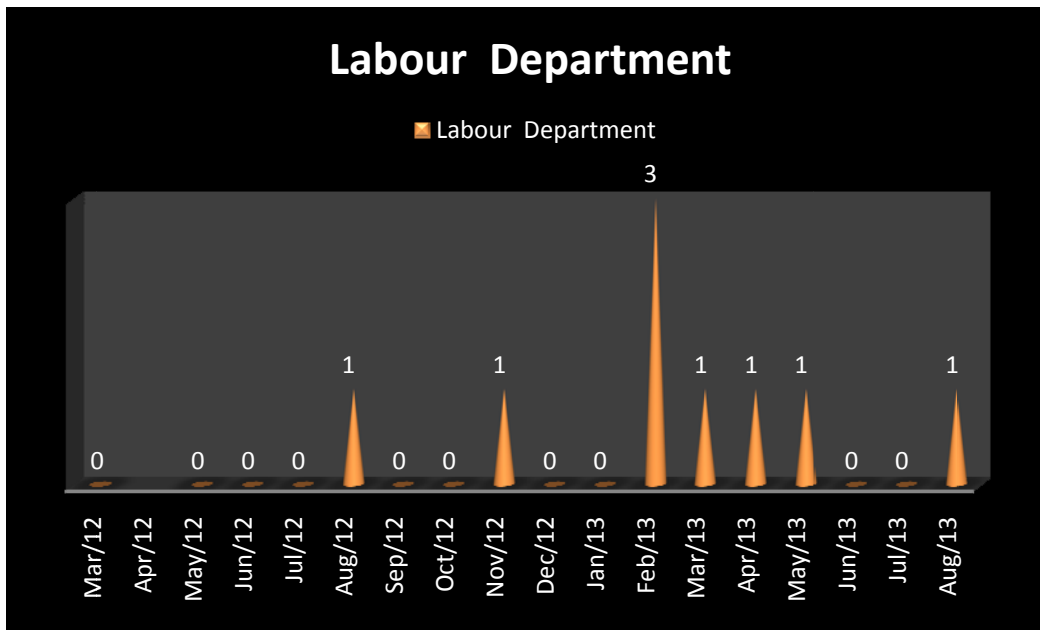
a. Average Service Delivery Time

S. No.	Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Days Saved	Percentage Fast/ Slow (-)
1	Registration of Building and other Construction Workers	7857	6232	15	5	10	333
2	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	777	682	15	3	12	435
3	Renewal of Registration under Karnataka Shops and Commercial Establishments Act,1961	547	464	15	3	12	430
4	Renewal of Licence to the contractor under the Contract Labour Act,1971	279	222	15	6	9	258
5	License to the contractor under the Contract Labour Act,1970	179	122	15	5	10	278
6	Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act,1996	66	49	15	7	8	217
7	Registration of Principal employer under Contract Labour Act	54	37	15	5	10	276
8	Registration under the Trade Union Act,1926	7	2	15	5	10	300
9	Licenses to Industrial premises under the Beedi and Cigar(Conditions of Employment) Workers Act,1966	1	1	7	3	4	233
10	ESI: Sanction of Medical Reimbursements Bill of IPs	199	262	60	41	19	146

b) Offices with more than 7 Defaults:

S. No.	Office Name	District	Taluks	Receipts	Disposals	Defaults (Delayed Disposals)
1	LABOUR DEPARTMENT - Yadgir	Yadgir	Yadgir	109	85	52
2	Senior Labour Inspector - Mysore	Mysore	Mysore	119	69	40
3	LABOUR DEPARTMENT - Mundaragi	Gadag	Mundargi	11	39	33
4	LABOUR DEPARTMENT - Sirsi	Uttara Kannada	Sirsi	53	26	26
5	LABOUR DEPARTMENT - Kunigal	Tumkur	Kunigal	25	39	15
6	LABOUR DEPARTMENT - Bangalore	Bangalore	Bangalore North	55	64	11
7	Labour Inspector - Shimoga	Shimoga	Shimoga	47	46	10
8	Labour Inspector - Bellary	Bellary	Bellary	146	132	7
9	Assistant Labour Commissioner, Division-4 Bangalore	Bangalore	Bangalore East	129	97	7
10	Assistant Labour Commissioner, Division-2, Bangalore	Bangalore	Bangalore South	53	39	7
11	E S I DISPENSARY TUMKUR	Tumkur	Tumkur	197	324	63

Under ESI, while it may be surprising for us to realise that only the above office is accepting applications and disposing them. No other office in the state has been registering applications for the department, which needs to be investigated thoroughly by the Labour Department.

c) Complaints:**d) Delayed Disposals:**

Agewise Report on Delayed Disposals						
Month	August	Year	2013			
<input checked="" type="radio"/> Department-Wise <input type="radio"/> District-Wise <input type="radio"/> Service-Wise						
Department Name	1-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
EMPLOYEES STATE INSURANCE MEDICAL SERVICES	4	12	69	192	109	386
LABOUR DEPARTMENT	23	2	3	0	1	29
Total	27	14	72	192	110	415

e) Appeal:-

No Appeal registered till time.

f) Compensation paid:-

There is no compensation claims till date made to this department.

10. Food & Civil Supplies:

a. Average Service Delivery Time -

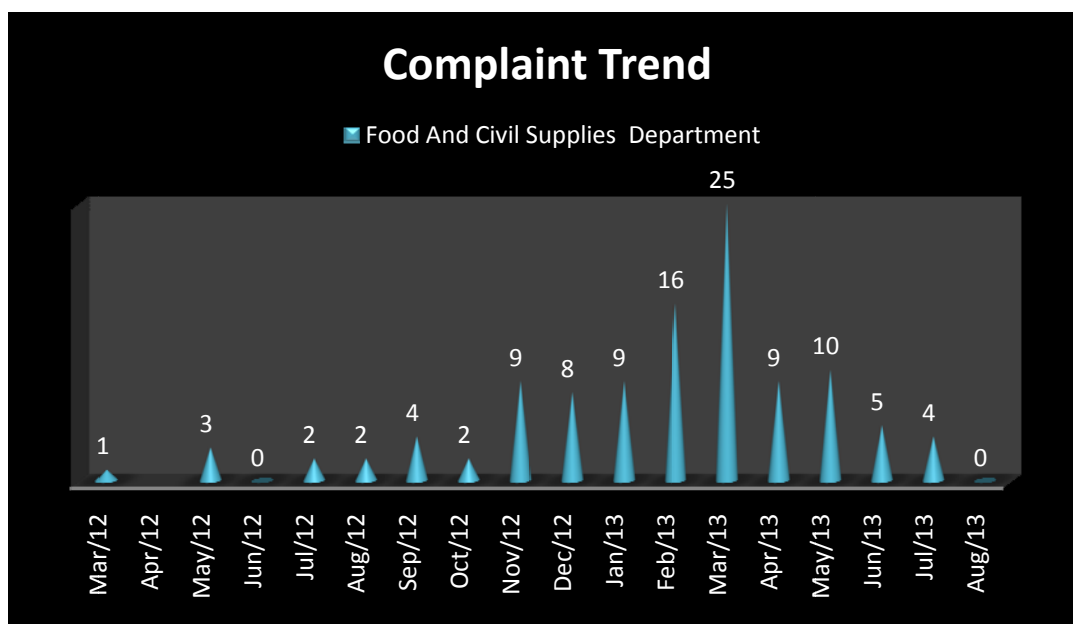
Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/ Slow (-)	Days Saved
Modification in Existing Ration Card	78385	76758	7	1	603	6

Notes: It is clear and evident that the GSC acknowledgements are issued at the time of delivery of service and not at the time of application.

b. Sakala Offices having more than 7 Defaults

Office Name	District	Taluks	Receipts	Disposals	Defaults(Delay ed Disposals)
TAHSILDAR OFFICE, BIJAPUR	Bijapur	Bijapur	3191	3094	310
TAHSILDAR OFFICE, KUSHTAGI	Koppal	Kushtagi	2694	2681	68
DEPUTY DIRECTOR, BANGALORE NORTH	Bangalore	Anekal	1818	1824	37
TAHSILDAR OFFICE, BASAVANA BAGEVADI	Bijapur	Basavana Bagevadi	1254	1572	48
TAHSILDAR OFFICE, BELLARY	Bellary	Bellary	1227	1041	227
TAHSILDAR OFFICE, HUBLI	Dharwad	Hubli	861	891	8
TAHSILDAR OFFICE, DHARWAD	Dharwad	Dharwad	829	867	205
TAHSILDAR OFFICE, HOSPET	Bellary	Hospet	808	791	29
TAHSILDAR OFFICE, RAMDURG	Belgaum	Ramdurg	777	786	7
TAHSILDAR OFFICE, MANGALORE	Dakshina Kannada	Mangalore	732	727	8
TAHSILDAR OFFICE, LINGSUGUR	Raichur	Lingsugur	362	464	220
TAHSILDAR OFFICE, HIREKERUR	Haveri	Hirekerur	302	297	27
TAHSILDAR OFFICE, CHITRADURGA	Chitradurga	Chitradurga	297	301	24
TAHSILDAR OFFICE, HOSKOTE	Bangalore Rural	Hosakote	284	296	12
TAHSILDAR OFFICE, CHIKNAYAKANHALLI	Tumkur	Chiknayakanhalli	278	302	11
TAHSILDAR OFFICE, BASAVAKALYAN	Bidar	Basavakalyan	145	153	24

c) Complaint



d) Delayed Disposals: There are 421 applications which fall in the 0-3 days delays, while most of the applications (75000+) are delivered in one day!

Agewise Report on Delayed Disposals							
Month		August	Year		2013		
<input type="radio"/> Department-Wise <input type="radio"/> District-Wise <input checked="" type="radio"/> Service-Wise							
Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Modification in Existing Ration Card	7	380	38	3	0	0	421
Total	0	380	38	3	0	0	421

e) Appeals: The Department has 2 pending appeals- one for Service and the other for compensation. There are no second appeals for the department.

11. Industry & Commerce:

a) Average Service Delivery Time

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days saved
Issue of IEM Part-I Acknowledgment for Micro, Small and Medium Enterprises	1400	1272	1	1	100	0
Issue of IEM Part-II Acknowledgement for Micro, Small and Medium Enterprises	1166	1118	1	1	100	0
Stamp Duty Exemption and Registration Fees Concession Certificate	72	79	10	3	391	7
Entry Tax Exemption Certificate	44	43	10	3	339	7
Sanction of Investment Promotion subsidy for Micro, Small and Medium Enterprises	34	25	30	16	189	14
Electricity Duty Exemption Certificate	11	10	5	2	278	3
Agricultural Produce Marketing Cess Exemption Certificate	10	10	10	2	588	8

b) Sakala Offices having more than 7 Defaults

Office Name	District	Taluks	Receipts	Disposals	Defaults(Delayed Disposals)
District Industries Center,Bangalore(Urban)	Bangalore	Bangalore North	601	570	26
District Industries Center,Shimoga	Shimoga	Shimoga	124	125	7
District Industries Center,Kolar	Kolar	Kolar	92	77	12
District Industries Center,Bangalore(Rural)	Bangalore Rural	Nelamangala	67	57	9
District Industries Center,Raichur	Raichur	Raichur	51	51	9

c) Complaints/Appeals/compensation: NIL

d) Delayed Disposals:

Agewise Report on Delayed Disposals							
Month	August	Year	2013				
<input type="radio"/> Department-Wise <input type="radio"/> District-Wise <input checked="" type="radio"/> Service-Wise							
Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Electricity Duty Exemption Certificate	5	1	0	0	0	0	1
Entry Tax Exemption Certificate	10	2	1	0	0	0	3
Issue of IEM Part-I Acknowledgment for Micro, Small and Medium Enterprises	1	38	0	0	0	0	38
Issue of IEM Part-II Acknowledgement for Micro, Small and Medium Enterprises	1	25	6	0	0	0	31
Stamp Duty Exemption and Registration Fees Concession Certificate	10	2	0	0	0	0	2
Total	0	68	7	0	0	0	75

Notes: Issue of IEM Part 1 Certificate seem to be delayed. However, it may also be noted that this same service is delivered in the same day. The department may review if this is a software related issue or updating issue. Bangalore North seem to have this issue of delays.

12. Commercial Taxes:

a) Average Service Delivery Time

Service	Receipts	In Time Approvals	Stipulated Time	Average Time	Percentage Fast/Slow (-)	Days Saved
Issue of C Form declarations under the CST Act, 1956.	84982	75154	10	2	427	8
Issue of form F Declaration	8200	6285	10	5	212	5
Issue of registration under the KVAT Act, 2003.	4528	3194	25	11	237	14
Issue of form H Certificates	1555	1136	10	5	211	5
Issue of No Due Certificate under the KVAT Act, 2003.	834	658	15	4	413	11
Issue of form E1 and E2 Certificates.	683	384	10	5	212	5
Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.	445	300	25	11	227	14
Issue of registration under Karnataka Tax on Luxuries Act, 1979.	35	30	25	8	314	17
Issue of permit under the Karnataka Entertainments Tax Act, 1958.	16	14	25	5	466	20
Issue of registration under the CST Act, 1956	3	3	25	5	500	20

b) Sakala Offices having more than 7 Defaults

Office Name	District	Taluks	Receipts	Disposals	Defaults (Delayed Disposals)
LVO 110 - Bengaluru	Bangalore	Bangalore East	5832	5894	1642
LVO 020 - Bengaluru	Bangalore	Bangalore South	4131	3805	12
LVO 025 A - Bengaluru	Bangalore	Bangalore South	3588	3964	1022
LVO 330 - Hubli	Dharwad	Hubli	2996	3005	510

Office Name	District	Taluks	Receipts	Disposals	Defaults (Delayed Disposals)
LVO 110 A - Bengaluru	Bangalore	Bangalore East	2719	2854	723
LVO 100 - Bengaluru	Bangalore	Bangalore East	2386	2441	480
LVO 390 - Belgaum	Belgaum	Belgaum	2370	2379	20
LVO 320 - Hubli	Dharwad	Hubli	2207	2212	393
LVO 010 - Bengaluru	Bangalore	Bangalore South	2038	1822	210
LVO 35A- Bangluru	Bangalore	Bangalore South	1985	1501	648
LVO 260 - Mangalore	Dakshina Kannada	Mangalore	1890	1860	111
LVO 060 A - Bengaluru	Bangalore	Bangalore South	1811	1781	257
LVO 025 - Bengaluru	Bangalore	Bangalore South	1736	1618	7
LVO 045 - Bengaluru	Bangalore	Bangalore South	1616	1348	121
LVO 050 - Bengaluru	Bangalore	Bangalore South	1605	1604	119
LVO 030 - Bengaluru	Bangalore	Bangalore South	1541	1559	385
LVO 015 A - Bengaluru	Bangalore	Bangalore South	1523	1520	408
LVO 130 - Bengaluru	Bangalore	Bangalore East	1511	1402	340
LVO 090 - Bengaluru	Bangalore	Bangalore East	1399	1323	358
LVO 460 - Davangere	Davanagere	Davanagere	1310	1196	22
LVO 060 - Bengaluru	Bangalore	Bangalore South	1302	1323	202
LVO 65A- Bengaluru	Bangalore	Bangalore North	1273	1189	8
LVO 070 A - Bengaluru	Bangalore	Bangalore East	1158	1005	56
LVO 120 - Bengaluru	Bangalore	Bangalore East	1140	1129	350
LVO 310 - Dharwad	Dharwad	Dharwad	1089	942	133
LVO 070 - Bengaluru	Bangalore	Bangalore East	938	832	143
LVO 280 - Udupi	Udupi	Udupi	925	840	74

Office Name	District	Taluks	Receipts	Disposals	Defaults (Delayed Disposals)
LVO 055 - Bengaluru	Bangalore	Bangalore South	911	864	177
LVO 140 - Bengaluru	Bangalore	Bangalore East	894	932	194
LVO 150 A - Bengaluru	Bangalore	Bangalore East	871	821	7
LVO 325-Hubli	Dharwad	Hubli	805	748	65
LVO 030 A - Bengaluru	Bangalore	Bangalore South	769	758	13
LVO 035 - Bengaluru	Bangalore	Bangalore South	737	584	43
LVO 015 - Bengaluru	Bangalore	Bangalore South	709	768	271
LVO 190 - Mysuru	Mysore	Mysore	701	711	8
LVO 490 - Bellary	Bellary	Bellary	699	518	278
LVO 130A - Bengaluru	Bangalore	Bangalore East	682	643	14
LVO 540 - Bidar	Bidar	Bidar	661	607	28
LVO 430 - Jamkhandi	Bagalkot	Jamkhandi	658	526	225
LVO 465- Davangere	Davanagere	Davanagere	606	691	24
LVO 150 - Bengaluru	Bangalore	Bangalore East	596	547	13
LVO 525- Gulbarga	Gulbarga	Gulbarga	554	379	45
LVO 065 - Bengaluru	Bangalore	Bangalore North	540	444	8
LVO 350 - Gadag	Gadag	Gadag	533	548	12
LVO 495-Bellary	Bellary	Bellary	491	463	43
VSO 153 - Dodballapur	Bangalore Rural	Dod Ballapur	467	440	39
LVO 420 - Bagalkot	Bagalkot	Bagalkot	435	361	19
LVO 240 - Hassan	Hassan	Hassan	423	569	66
LVO 400 - Nipani	Belgaum	Chikodi	413	427	59
LVO 520 - Gulbarga	Gulbarga	Gulbarga	385	424	67
LVO 360 - Ranebennur	Haveri	Ranibennur	303	297	17
LVO 180 - Kolar	Kolar	Kolar	243	218	8

Office Name	District	Taluks	Receipts	Disposals	Defaults (Delayed Disposals)
LVO 250 - Chikmagalur	Chikmagalur	Chikmagalur	233	202	53
LVO 365-Karwar	Uttara Kannada	Karwar	213	198	17
LVO 375-Athni	Belgaum	Athni	207	154	19
LVO 485- Challekere	Chitradurga	Challakere	198	138	15
LVO 215-Mandya	Mandya	Mandya	182	166	12
VSO 241 - Arsikere	Hassan	Arsikere	156	131	48
LVO 340 - Haveri	Haveri	Haveri	154	137	24
VSO 183 - Chikballapur	Chikkaballapura	Chikkaballapura	146	127	7
VSO 511 - Gangavati	Koppal	Gangawati	145	102	47
LVO 300 - Madikeri	Kodagu	Madikeri	142	117	15
LVO 410 - Bailhongal	Belgaum	Bailahongal	109	122	22
VSO 171 - Tiptur	Tumkur	Tiptur	101	75	12
VSO 522 - Sedam	Gulbarga	Sedam	87	102	14
VSO 184 - Bangarpet	Kolar	Bangarapet	86	83	58
LVO 470 - Harihar	Davanagere	Harihar	77	73	29
VSO 222 - Tarikeri	Chikmagalur	Tarikere	74	78	12
VSO 181 - Chintamani	Chikkaballapura	Chintamani	69	62	25
LVO 505- Hagaribommanha Ili	Bellary	Hagaribommanah alli	68	43	21
PTO-7	Bangalore	Bangalore South	53	46	16
VSO 192 - Chamarajanagar	Chamarajanagar	Chamarajanagar	50	57	14
VSO 301 - Virajpete	Kodagu	Virajpet	50	43	7
VSO 182 - KGF	Kolar	Kolar	23	8	13

C) Complaints:

There are sporadic cases of complaints for the department. In all, there are 7 complaints received from the inception. It may also be noted that rejections are high for the department, however, given the reduced number of complaints and appeals, the rejections could be caused by the citizen themselves (as explained by the department). In this light, the department may look at posting a video guide to first time users to reduce the instances of rejections.

d) Delayed disposals:

Agewise Report on Delayed Disposals							
Month	August	Year	2013				
<input type="radio"/> Department-Wise <input type="radio"/> District-Wise <input checked="" type="radio"/> Service-Wise							
Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Issue of No Due Certificate under the KVAT Act, 2003.	15	6	1	0	0	0	7
Issue of C Form declarations under the CST Act, 1956.	10	404	2	0	2	1	409
Issue of form F Declaration	10	134	0	0	0	0	134
Issue of form H Certificates	10	37	0	0	0	0	37
Issue of permit under the Karnataka Entertainments Tax Act,1958.	25	0	0	0	1	0	1
Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.	25	8	1	1	0	0	10
Issue of registration under the KVAT Act, 2003.	25	66	2	3	0	1	72
Total	0	655	6	4	3	2	670

Notes: Bangalore South office registers most of the delays towards issue of Form C. The department may kindly investigate into the cause.

e) Compensation:

GSC NO	Department Name	Name of service detail	Date of CC Received	Amount Received	No of days of Delay in service
CT0010000490351	COMMERCIAL TAXES DEPARTMENT	Issue of registration under the KVAT Act, 2003.	20-12-2012	20	1
CT0010000534212	COMMERCIAL TAXES DEPARTMENT	Issue of registration under the KVAT Act, 2003.	10-10-2012	20	10

f) Appeals: There are 4 appeals for the department – all are closed. No pending appeals. No second appeals as of close of Aug 2013.

13. Housing Department

The housing department shows a total of 4100 receipts of which 3919 applications are disposed in time. There are 9 pendency for the department as of end of Aug relating to the service 'Transfer of Allotment order'. All 9 complaints relate to the Slum Board.

HOUSING DEPARTMENT			
DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	NO. OF PENDENCY AFTER DUE DATE
KARNATAKA HOUSING BOARD	3881	3724	0
KARNATAKA SLUM DEVELOPMENT BOARD	219	195	9
Total:	4100	3919	9

The delayed disposal for the department is shown below:

Agewise Report on Delayed Disposals						
Month	ALL	Year	2013			
<input checked="" type="radio"/> Department-Wise <input type="radio"/> District-Wise <input type="radio"/> Service-Wise						
Department Name	1-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
KARNATAKA HOUSING BOARD	32	11	0	1	2	46
KARNATAKA SLUM DEVELOPMENT BOARD	0	12	6	7	13	38
Total	32	23	6	8	15	84

Notes: Most delays are relate to ISSUE OF DRAFT SALEDEEDS FOR ALLOTMENT IN RESPECT OF HOUSE/SITE/FLAT etc maps to Bidar & Belgaum in respect of KHB.

14. Department of Administrative Reforms

DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS			
DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	NO. OF PENDENCY AFTER DUE DATE
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	680	617	26
Total:	680	617	26

There are 680 applications received of which 617 has been disposed. 26 pendency is seen for the department. 7 of this pendency relate to August towards the service (Sanction of Earned Leave/Commutated Leave for a period of 6 months (excluding Deputed Officials)

There is 1 delayed disposal seen for the department.

15. Forest Ecology & Environment department:

FOREST			
DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	NO. OF PENDENCY AFTER DUE DATE
KARNATAKA STATE POLLUTION CONTROL BOARD	429	404	6
Total:	429	404	6

The delays are 6 in number. All of them relate to "Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Green Category"

16. Co operation Department

CO-OPERATION DEPARTMENT			
DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	NO. OF PENDENCY AFTER DUE DATE
KARNATAKA STATE WAREHOUSING CORPORATION	6	5	1
Total:	6	5	1

There is no pendency as of end of August (the 1 pendency shown relates to September). No delays seen for the Department.

17. Horticulture Department

HORTICULTURE DEPARTMENT			
DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	NO. OF PENDENCY AFTER DUE DATE
SERICULTURE DEPARTMENT	23	18	0
Total:	23	18	0

23 Applications out of 18 applications are delivered in time. No pendency seen for the month. There is one delay related to 'Technical Information related to Sericulture'.

18. Kannada Culture & Information department

KANNADA			
DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	NO. OF PENDENCY AFTER DUE DATE
KANNADA AND CULTURE	269	269	0
INFORMATION DEPARTMENT	251	240	0
DEPARTMENT OF ARCHIVES	120	119	0
Total:	640	628	0

Notes: Pendency is not seen for the department. Delays relating to Issue of copies of old records, digitisation copies, microfilms and conserved documents to the citizens on requests, Issue of Railway concession letter to Artists were seen.

CHAPTER 2A: *Rejection Analysis* – The department wise details is shown below:

Main Department	No. of Receipts during the month	No. of Rejection during the Month	%age of Rejection	Ranking
KANNADA, CULTURE AND INFORMATION DEPARTMENT	59	13	22.03	20
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	32	4	12.50	19
HORTICULTURE DEPARTMENT	13	1	7.69	18
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	47	2	4.26	17
COMMERCIAL TAXES DEPARTMENT	298892	10821	3.62	16
REVENUE DEPARTMENT	2880377	90076	3.13	15
COMMERCE AND INDUSTRIES DEPARTMENT	4390	136	3.10	14
HOUSING DEPARTMENT	599	18	3.01	13
EDUCATION DEPARTMENT	16914	498	2.94	12
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	331	8	2.42	11
URBAN DEVELOPMENT	156140	2710	1.74	10
FOOD AND CIVIL SUPPLIES	137152	2008	1.46	9
HOME DEPARTMENT	159921	1762	1.10	8
RURAL DEVELOPMENT AND PANCHAYAT RAJ	103364	976	0.94	7
TRANSPORT DEPARTMENT	797706	4806	0.60	6
LABOUR DEPARTMENT	26555	131	0.49	5
HEALTH AND FAMILY WELFARE	44859	196	0.44	4
WOMEN AND CHILD WELFARE	21370	9	0.04	3
CO-OPERATION DEPARTMENT	6	0	0.00	2
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	139	0	0.00	1
Total	4648866	114175	2.46	

Notes: Newer departments seem to have a higher rejection rate. process improvement for accepting applications in a complete manner will help in reducing rejections.

CHAPTER 2B - *Pendency Analysis*

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
1	REVENUE DEPARTMENT	9056	Change of Khatha (Undisputed cases)- 3973
			All types of Caste Certificate- 1272
			Conversion of agriculture land to non agriculture purpose- 809
			All types of Income Certificate- 704
			Residence Certificate- 499
			Sandhya Suraksha- 372
			Destitute Widow pension- 279
			Record of Rights Certificate- 215
			No tenancy certificate- 132
			Mutation Extract- 130
			Pension for disabled persons- 121
			Small and Marginal Farmer Certificate- 99
			Surviving Family member Certificate- 84
			Agricultural Family member Certificate- 65
			No Objection Certificate under PTCL Act- 58
			Landless Certificate- 41
Issuance of Arms License- 34			
Domicile Certificate-Indira Gandhi Old Age Pension- 31			
2	HOME DEPARTMENT	6232	NoC for Passport Verification- 5120
			Receipt and Disposal of Petitions- 442
			Arms License Issue and Renewal Verification- 271
			Service Verification- 243
			NOC for petrol pump, gas agency,hotel,bar etc- 34
3	SERVEY AND SETTELMENT COMMISSIONER	847	Issue of Duplicate Copies in Survey Section (Aakar Band)- 340
			Issue of Duplicate Copies in Survey Section(Tippan)- 159
			Issue of Duplicate Copies in Survey Section(Pakka Tippan)- 138
			Issue of Duplicate Copies in Survey Section (Atlas)-115
			Issue of Duplicate Copies in Survey Section (Kharab Utar)- 67

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	603	Registration of Land / property- 603
5	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	209	Maintenance of Drinking Water- 77
			Alteration to Assessment List- 47
			Maintenance of Street Lights- 46
			Providing Employment to Unskilled Labours (MGNREGS)- 20
6	BRUHAT BANGALORE MAHANAGARA PALIKE	205	Transfer of Khatha- 98
			Sanction of Building Plan in sites upto 2400 sq.ft. Dimension for residential single dwelling unit. (Not Computerized)- 49
			Issue of Birth, Death and Still Birth Certificates at Registration centres within one calendar year from date of registration- 37
7	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	156	Sanction of Medical Reimbursements Bill of IPs- 156
8	TRANSPORT DEPARTMENT	98	Learning Licence- 80
			Registration of Vehicle- 12
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	76	Permission for new connection/ Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments- 76
10	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	76	Issue of Bus Passes to School Children- 76
11	PRE-UNIVERSITY BOARD	66	Registration for Opening of new Private PU Colleges- 62
12	COMMERCIAL TAXES DEPARTMENT	23	Issue of registration under the KVAT Act, 2003- 07
			Issue of C Form declarations under the CST Act, 1956-07

* Details as of 27/08/2013, 4.00 PM

Notes: Sudden spurt in Pendency in Khatha Transfer (Revenue department) and NOC to passport Verification under Police department is seen. Arms licence verification also sees high pendency. IGR's Registration of Land & Property shows 603 pendency, which could be more of a technical issue rather than pendency as such. A study of the time taken to update the Status of each application should be taken up by the Mission as well as the IGR to ensure reduction in such pendency.

CHAPTER 3 – ANALYTICS

A. List of Offices who have Zero Defaults in the month:

Office Name	District	Taluk
Deputy Commissioner Office ,Bagalkot	Bagalkot	Bagalkot
Tahsildhar Office-Guledaguda	Bagalkot	Badami
Sub Division Office , Bangalore North	Bangalore	Bangalore North
Deputy Commissioner Office ,Bangalore Rural	Bangalore Rural	Nelamangala
Deputy Tahsildhar Office-Sasalu	Bangalore Rural	Dod Ballapur
Deputy Commissioner Office , Belgaum	Belgaum	Belgaum
Sub Division Office , Bylahongala	Belgaum	Bailahongal
Deputy Commissioner Office ,Bellary	Bellary	Bellary
Sub Division Office , Hospet	Bellary	Hospet
Deputy Tahsildar Office-Kasaba Hadagali	Bellary	Hadagalli
Deputy Commissioner Office ,Chamarajanagar	Chamarajanagar	Chamarajanagar
Deputy Tahsildar Office-Mittemari	Chikkaballapura	Bagepalli
Deputy Commissioner Office ,Chikmagalur	Chikmagalur	Chikmagalur
Deputy Tahsildar Office-Kigga	Chikmagalur	Sringeri
Deputy Commissioner Office ,Chitradurga	Chitradurga	Chitradurga
Deputy Commissioner Office ,Dakshina Kannada	Dakshina Kannada	Mangalore
Sub Division Office , Mangalore	Dakshina Kannada	Mangalore
Sub Division Office , Puttur	Dakshina Kannada	Puttur
Deputy Commissioner Office ,Davanagere	Davanagere	Davanagere
Deputy Commissioner Office ,Dharwad	Dharwad	Dharwad
Deputy Commissioner Office ,Gadag	Gadag	Gadag
Sub Division Office , Sakaleshpura	Hassan	Sakleshpur
Deputy Commissioner Office ,Haveri	Haveri	Haveri
Sub Division Office , Haveri	Haveri	Haveri
Deputy Commissioner Office ,Kolar	Kolar	Kolar
Sub Division Office , Kolar	Kolar	Kolar
Deputy Tahsildar Office-Hulihaidar	Koppal	Gangawati
Deputy Commissioner Office ,Mandya	Mandya	Mandya
Deputy Commissioner Office ,Mysore	Mysore	Mysore
Deputy Commissioner Office ,Raichur	Raichur	Raichur
Deputy Tahsildar Office-Kallur	Raichur	Manvi
Deputy Tahsildar Office-Malur	Ramanagara	Channapatna
Deputy Commissioner Office ,Shimoga	Shimoga	Shimoga
Deputy Tahsildar Office-Holehonnur2	Shimoga	Bhadravati
Deputy Tahsildar Office-Karur	Shimoga	Sagar
Deputy Tahsildar Office-Udagani	Shimoga	Shikarpur
Deputy Tahsildar Office-Agrahara	Shimoga	Tirthahalli
Deputy Commissioner Office ,Udupi	Udupi	Udupi
Deputy Commissioner Office ,Uttara Kannada	Uttara Kannada	Karwar
Deputy Tahsildar Office-Balale	Uttara Kannada	Ankola
Deputy Tahsildar Office-Sawanthwada	Uttara Kannada	Karwar
Deputy Tahsildar Office-Humbalamane	Uttara Kannada	Siddapur
Deputy Tahsildar Office-Sampakanda	Uttara Kannada	Sirsi
Deputy Commissioner Office ,Yadgir	Yadgir	Yadgir

Notes: The above chart list the offices that have not had a single default in the entire month! In a month where delays and pendency has marginally shot up, the above officers could share their secrets to their counterparts to ensure timely delivery of services. The list is reproduced in an Alphabetic order.

B. Details of Department wise applications accepting Mobile numbers

S. No.	Dept Name	Receipts	Receipts Having Mobile Nos	%Receipts Having mobile No
1	AYUSH DEPARTMENT	4	4	100
2	DEPARTMENT OF ARCHIVES	1	1	100
3	DRUGS CONTROL DEPARTMENT	506	506	100
4	EXCISE DEPARTMENT	1	1	100
5	FOOD AND CIVIL SUPPLIES DEPARTMENT	78385	78385	100
6	PUBLIC LIBRARIES DEPARTMENT	12	12	100
7	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	61217	61217	100
8	SERICULTURE DEPARTMENT	10	10	100
9	UNIVERSITY CONSTITUENT COLLEGES	113	107	95
10	KARNATAKA SLUM DEVELOPMENT BOARD	15	14	93
11	KSPCB	25	23	92
12	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	199	181	91
13	FIRE SERVICES DEPARTMENT	131	118	90
14	HIGHER EDUCATION-COLLEGIATE EDUCATION	26	23	88
15	INFORMATION DEPARTMENT	27	23	85
16	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	503	424	84
17	COMMERCIAL TAXES DEPARTMENT	101281	84295	83
18	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	24	19	79
19	UNIVERSITY FINANCE SECTION	18	14	78
20	UNIVERSITY EXAMINATION SECTION	482	345	72
21	KANNADA AND CULTURE	14	10	71
22	BANGALORE METROPOLITAN TRANSPORT CORPORATION	52564	36108	69
23	KARNATAKA STATE WAREHOUSING CORPORATION	6	4	67
24	TOWN MUNICIPAL COUNCIL	13711	9136	67
25	COMMERCE AND INDUSTRIES DEPARTMENT	2737	1746	64
26	UNIVERSITY POST GRADUATION SECTION	123	77	63
27	LABOUR DEPARTMENT	9767	5701	58
28	CITY MUNICIPAL COUNCIL	17900	10427	58
29	HOME DEPARTMENT	64039	36861	58
30	FISHERIES DEPARTMENT	264	136	52

S. No.	Dept Name	Receipts	Receipts Having Mobile Nos	%Receipts Having mobile No
31	SERVEY AND SETTELMENT COMMISSIONER	30728	15742	51
32	TOWN PANCHAYAT	5165	2588	50
33	BRUHAT BANGALORE MAHANAGARA PALIKE	5667	2627	46
34	DEPARTMENT OF PUBLIC INSTRUCTION	2877	1316	46
35	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	267	118	44
36	KARNATAKA HOUSING BOARD	473	203	43
37	CITY CORPORATION (Other than BBMP)	9030	3359	37
38	WOMEN AND CHILD WELFARE DEPARTMENT	9477	3441	36
39	BANGALORE DEVELOPMENT AUTHORITY	196	57	29
40	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	29102	8376	29
41	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	9503	2425	26
42	HEALTH AND FAMILY WELFARE DEPARTMENT	15680	3198	20
43	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	112049	18086	16
44	TRANSPORT CORPORATIONS(KSRTC)	69677	8582	12
45	TRANSPORT DEPARTMENT	129141	9405	7
46	UNIVERSITY ACADEMIC SECTION	158	6	4
47	REVENUE DEPARTMENT	801930	10062	1
48	PRE-UNIVERSITY BOARD	2836	1	0
49	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	105	0	0

Notes:

It is interesting to note that RDPR registers 100% mobile numbers collected from citizens, which contradicts to Revenue's 1% mobile collection (Assuming majority of the service are delivered at village levels for both the department) Food also registers 100%, which gives one a feeling that upon insistence, citizens would provide mobile numbers. (In the case of Food department – applications status and registration code is sent to the phone; hence citizens feel it is important to give one. 32 departments sit above the 50% mark, upon insistence, this can improve it is felt. The New services under the University as well as Urban department have done well on this front.

CHAPTER 4

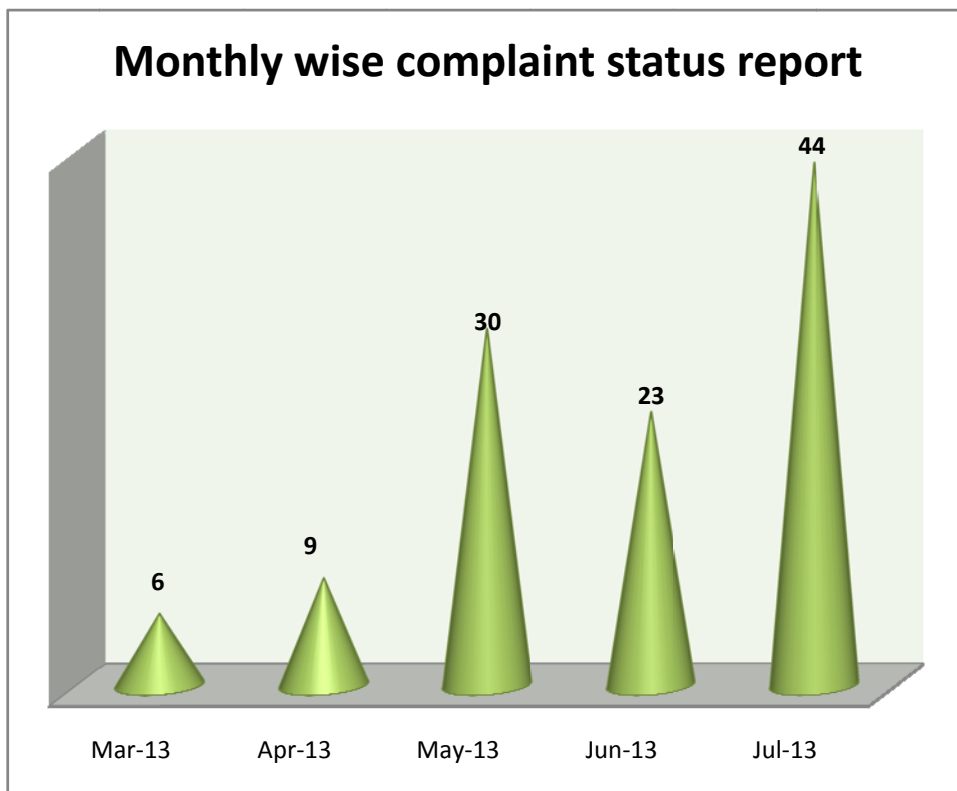
Call Centre Report, Feedback & Case Study:

(a) Call Centre data;

The Call centre is the hub for complaints, feedbacks and procedures to know more about Sakala. During the month, the call centre had the following details to report:

1. **Total Sakala Complaints received in the Month: 98**
(Cumulative Complaints – 2351)
2. **Total Non -Sakala Complaints received in the Month: 55**
(Cumulative Complaints – 2701)

The Current Status of the month-wise pending complaints as of end of July 2013 under Sakala stands as below:



In all, **238 complaints were closed during the month**. The Call centre closed about 194 (81%) complaints during the month, while 44 (19%) were closed by our DITCs.

b) Citizen Feedback:

Name	District	Taluk	Service	Department	Satisfied/ Not Satisfied	Remarks
Nagesh	Bangalore	Bangalore	General Enquiry	General Enquiry	Satisfied	Mr.Nagesh called in enquiring about Khatha. He was one of the citizens who was delighted with the services provided by sakala.he was impressed to see the Sakala display boards. He was also happy with the spontaneous service provided by the Sakala helpline. He suggested including all the departments under Sakala. He suggested reducing the turnaround period for Sakala services.
Gangamma	Dharwad	Hubli	Old Age Pension	Revenue Department	Satisfied	Mr. Gangappa called Sakala to enquire about old age pension, he was very impressed to see Sakala advertisement through media, he is very glad to Sakala for creating smile on citizens face. he stated that Sakala will help the public in various sectors and services, also he is happy with Sakala helpline for providing required information through one single call. he suggested to add more services and under Sakala
Manjunath	Dakshina Kannada	Karwar	Khatha Certificate	Revenue Department	Satisfied	Mr. Manjunath was basically from Dakshina Kannada district, he got to know about Sakala through newspaper, he applied for the service of Khatha certificate, and he got the GSC #as well. He received the service on time. According to the citizen Sakala is the only act which is helping the public in various sectors; also he suggested designating good and prompt officers.

Name	District	Taluk	Service	Department	Satisfied/ Not Satisfied	Remarks
Vital	Gulbarga	Aaland	General Enquiry	General Enquiry	Satisfied	Mr. Vital was called to enquire about Khatha, he go complete information through Sakala display board, he was happy with the service provided from Sakala, he requested to include more services under Sakala and reduce the time limits.
Dayananda	Dakshina Kannada	Bantkal	Sandya Suraksha	Revenue Department	Satisfied	Mr. Dayanand got to know about Sakala through Taluk office, he called up to enquiry about sandya suraksha yojane. he is satisfied with Sakala, he says that Sakala is helping the public to avail the required services however the officers has to be more prompt.
Nagesh	Bangalore	Bangalore	General Enquiry	General Enquiry	Satisfied	Citizen Stated That He Got To Know About Sakala Through Sakala Display Boards. He Called Up To Enquiry About Services We Provided.
Gangamma	Darwad	Hubli	Old Age Pension	Revenue Department	Satisfied	Citizen got to know about Sakala through TV advertisement, he enquired about old age pension, was very happy that the information he was seeking was just a call away to Sakala helpline, he instead on more publicity in rural areas.
Vital	Gulbarga	Aaland	General Enquiry	General Enquiry	Satisfied	Citizen stated that he came to know about Sakala through Sakala display boards. Citizen called up to enquiry about Sakala, and he get information and good response by Sakala. Citizen stating that Sakala is providing very helpful service to public problems. <u>Citizen requesting to include more services under Sakala.</u>
Natraju	Kolar	Malur	Income Certificate	Revenue Department	Satisfied	Mr.Nataraj approached Sakala to understand the procedure for availing income certificate; he got to know about Sakala through news paper. He is very glad that Sakala was able to resolve his issue within stipulated time & <u>Insisted that officers should be monitored.</u>

Name	District	Taluk	Service	Department	Satisfied/ Not Satisfied	Remarks
Rajanna	Chikkaballa pura	Gouribidnur	Water Problem	RDPR	Not Satisfied	Mr. Rajanna is not happy with the service provided through Sakala, because the concerned officers are not responding properly, he came to know about Sakala when he visited the nearest gram Panchayat, he called Sakala helpline and complained for insufficient water supply however the issue is yet to be resolved. He is not satisfied.
Puttaswami	Mandya	Malvalli	RTC Correction	Revenue Department	Not Satisfied	Mr. Puttaswamy sought services from Sakala to enquiry about RTC correction; he got to know about this act through malavalli Taluk office. He is not satisfied because he applied for his service through us but could not fulfil the service in stipulated time also the concerned officers did not respond promptly.
Rajanna	Chikkaballa pura	Gouribidnur	Water Problem	RDPR	Not Satisfied	Citizen stated that he got to know about Sakala through his gram Panchayat. Citizen called up to enquiry about water problem, he is not satisfied with Sakala also he did not get his service yet. He says that the concerned gram Panchayat officers are not working properly. Citizen requesting to include more services under Sakala.
Anand	Davangere	Davangere	Site Survey	Housing Department	Not Satisfied	Citizen got to know about Sakala through news paper, he called up to know the procedure of site survey and he did not get the information properly also he is not satisfied with sakala. he say's that the concerned officers are not responding to public problems. He is requesting to reduce Sakala service's time limit.

(c) Case Study:

1) Mr Kishore who was struggling to get an Approval/ Sanction for his Building plan approval wrote a mail to us as below:

I want to share a small experience with you with deepest gratitude where your team and the Sakala workshop enabled me to get a guaranteed service done with quick time, which I was behind for close to 2 months with no luck and lots of accumulated frustration.

I had applied for Sanction of Building plan approval in Horamavu BBMP office on 4/7/2013. Post 15 days after the application submission, I have been going to this BBMP office almost weekly once to understand when I can get the approval. On the contrary, every time, the officials never helped me, to even understand what's the process, the fees, status of my application and always ensured I am kept in dark about my application. I am been told to provide a Bribe of 15000 Rs in order to get this done in quick time in an open and candid way inside office.

Realising that I am not yielding to those bribe tactics , Every time I am told to come the next day, as one of the engineer has to sign this and that. On 25/7/2013, I got a letter from BBMP stating that my application is put on hold and need to contact BBMP Horamavu office. The BBMP officials were not willing to provide me even the GSC Index of my application. I finally managed to get the same after arguing with one of the official and took a picture of the Application page . With the GSD ID (BB099-00001-46741) , I used the Sakala service and they provided me the correct status of the application and recommended to meet the BBMP office and get your license, as the application is "accepted" state .

(1) The whole Sakala portal, process and workflow design was very easy to understand and very much palatable for every educated citizen in this country. There has been extensive research gone in to build this system and was really amazed to see how a breadth of services are provided in such a short time frame ,which was unbelievable to me in comparison with similar services in other states.

(2) It is not that the Govt officials are all the time corrupt. They are made corrupt by the common man including me for one's own greed and short term gains. The process mentioned for each service and the SLA (Service Level Agreement) for each service, gives enough confidence for every individuals to follow the correct way of getting things done, rather than bypassing the system which leads to corruption again. Sakala clearly provides the entry point for 'Accountability' in each of the officers who handle the case.

(3) The "Demo of Service offerings" gave me enough confidence and trust to use Sakala further for all offered services, as it provides the detailed workflow and stages of the Service Request.

(4) I realized that behind this system there is true Professional grade leadership, who work on proactively improving the system, based on candid feedback and criticism from common man, while maintaining true passion to do service for common man's issue with various Govt service offering. One of the examples was the effort to build efficient Business Analytics/insights in the system, which is truly a latest technology which can be at common man's service.

During the workshop I got the opportunity to put my case to Darshan and enquired what the best way to proceed is. He assimilated my request and assured me that By End of Today (31-8-2013) this case will be completed .Half an hour post the workshop , I got the response from the Service centre and the advisor (Mr Bopanna) was instrumental in guiding me solve this pending issue throughout. The official from BBMP immediately called me to collect the licence any time same day .The official provided me the License immediately. However he recommended me to collect Blue prints on next working day. On enquiry further , the official mentioned that the blue prints are with another Engineer and he won't come today even though he is not on leave. I made the official realise that , this is none of my issues and you need to provide me today itself. Understanding the seriousness of the matter ,he made the Engineer to come to office back and provide me the blue prints .He finally arrived after 3 hours and provided the blue prints..

I am extremely pleased and very thankful for the proactive help I received from this passionate individual Darshan and his team in ensuring my issue is resolved in the same day. If this wouldn't happened, the officials would have been bribed me 5000 and don't know when they would have been completed plus the accumulated frustration on what is really wrong with my case. At the end of the workshop and my own experience , I realised " how powerful the Sakala Support system is and the workshop really empowered me that there is a responsibility in me too to spread the message to as many people I can , citing my own experience.

If I wouldn't have used the Sakala system, I would have lost 5000 Rs and donno know when it would have got done. I am extremely grateful to you and your team for her passion and honest efforts in bringing effective Sakala in Karnataka.



With Pranam Kishore Pillai

Case Study # 2: *Mrs. Shalini Swamy had built her dream home and wanted the Khatha (title document) transferred to her name. She ran from pillar to post either to be sent away or refusing to accept her application as it was out of 'Jurisdiction'. Not to mention that there were enough 'agents' ready to do this 'in a jiffy' for a charge. Mrs Swamy contacted the call centre (080 44554455) and checked if Khatha Transfer was part of Sakala services. On the Affirmation, she lodged a complaint and the issue was taken up with the BBMP by the Call Centre and resolved in flat 9 days!! Mrs. Swamy is a happy citizen who got the service she wanted.*

Case Study # 3: *Mr Vadivel – who is the Dy. Drugs Controller, is very happy to share that with Sakala's Intervention, he was able to realise his **one year old dream**. Mr Vadivel confessed that getting the Drugs control services online for ease of citizens use was something that he has always wanted to do from the past one year, however, this was just missing the dates for some reason or the other.*

With Sakala's mission's continuous follow up and pestering for my department to go online, Mr Vadivel said that he got the required support and backing from Sakala and he was able to push his IT team to this happening. He says that Sakala is the Catalyst for this change. Today he is in the final stage of testing his online portal and making some small amends to make this system worthy for citizens' use. Mr Vadivel is a happy Officer and says that Sakala has made officers' life easy too, besides the great feeling that Citizens need not wait in long wait to get the desired service.

CHAPTER 5

Events & News clips:

1. August 2 2013: Dr Anil Gupta's key notes on his meeting with the Sakala team at DPAR offices

Dr. Anil wrote to Sakala as below: “We learned a lot indeed and I must say that there are many intriguing questions which the case study we are doing will address in the weeks to come. I am sure we will learn a great deal not only about accountability of state towards its citizen but also about *swantayah sukhay*, the most enduring form of human motivation.

Surely there will be other forms of motivation also at work, but the transformation of this order has never been achieved before.

The variability in data in terms of location, sector and within sector, multiple services, and leadership at different levels will unfold numerous insights about the way public policy goals are set and met. You have indeed created new benchmarks of even social participation when the name of the scheme, logo and so many other design features has been contributed by the people themselves (so called users who have driven innovations)”.



Dr Anil interacting with Sakala Officers and other guests.

Dr Anil had the following lessons to share:

a) India is a grateful society, when something is done well, people appreciate it and appreciate it wholeheartedly (in live phone session, people began with positive feelings while prefacing their suggestions)

b) Even call centre staff gave suggestions for improvement, agents of mere communication become agents of change. They analysed the trends in the feedback and suggested aspects on which more attention needed to be paid (so many companies have call centres, so many government agencies have call centres, how many have interpreted the role of call centres in this, light)

c) Staff who had the discretion to work within the self decided time periods to deliver the services reduce the average time to almost one fourth of permissible limit raising expectations from them so much, why? what motivates people to excel and create new standards of accountability at mass level (thousands of people doing that not just a few), does urgency of need of people (in this case, may be students) motivate more, is it the social concern, or is it the flexibility to excel in some roles by streamlining the systems so that others tasks can be done in time but may be just in time...

d) how do we distinguish the tasks which were done 'just in time' with those done much before in time and further those beyond the time, Is it possible that if the same set of people take more time in certain tasks, it could be more because of technical or procedural reasons rather than motivational reasons? Can we excel in some fields, and be mediocre in others? Yes, indeed, but can our motivations in similar professional. Activities vary so much, ceteris paribus, that is same staff, same office, same location, same leader, but different services. maybe not!

e) Celebrating the hotspots of accountability, that is the places and people who have excelled in providing almost all services much before time and much more than the modal level of quality, may create envy but not jealousy....why would much touted crabs of Indian culture (trying to bring each other down) remain dormant then? Or is that we misread the Indian culture all these years! People also were appreciating performance; it is just that we did not listen to them enough.

e) More triggers for system redesign came through multiple channels (five channels, IT consultants at districts, call centres, people themselves, grievances, staff and of course the political and administrative leadership

through live phone ins and review meetings by CS) because idea providers also were told (?) when their suggestions were implemented. Thus when people know what happens to their ideas, they tend to share more

there could be many more lessons which i may have missed just now, but pl appreciate, i may write the case with our team, the ideas will be contributed by all of you, each idea will be acknowledged even if i don't agree with that, i am sure there are many things outside Sakala which need to be referred as was mentioned yesterday, to provide the right institutional context. If NIC could create such a robust platform capable of handling three crore inquiries, all in time, all monitored per officer every day, within two months, they deserve kudos no less. I have sat on the board of banks and I have seen how much delay biggest IT companies of these countries have indulged in transporting data because of heterogeneity of book keeping styles in different branches. Here the variety of platforms, softwares, data formats and other features seamlessly integrate with Sakala push and pull system, that needs a separate analysis (Shalini can u pl get that also started, how many different softwares, how many different platforms, what problems in integration etc.,)

I am inspired.....so will be my students, colleagues and the nation, and I am sure for many years!

Keep it up!

Anil

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2) August 12: International conference at IIMB - 'GOVERNANCE AT THE CROSS ROADS'.

In a lecture to a batch of international delegate at the IIM Bangalore Auditorium, Dr Shalini Rajneesh – Director Sakala and Secretary to Department of Administrative reforms spoke at length the various aspects of Sakala and what made it work in Karnataka.

She was speaking at the 8th Annual Conference on Public Policy and Management held at the IIM Bangalore campus and was invited to be a speaker as part of a panel discussion on 'GOVERNANCE AT THE CROSS ROADS'.

This session brings together policymakers and scholars engaged in issues of governance and public policy. Some of the broad areas of discussion included - How do we get our Governance mechanisms right? How can the relationships between the various wings of the polity and civil society be put on a secure foundation? And other topics of common interest.

Dr Shalini said that Sakala has been Paradigm in the public service delivery model. She said that both political will and citizen participation is the key in any government initiative to be a success and Sakala enjoys both! She said that nearly $\frac{1}{2}$ of the population of the state have availed the services under Sakala virtually. She said Sakala has touched a new milestone of 3 crore citizens. She said initially 151 services were introduced in April 2012 when the program was flagged off, later 114 services in December 2012 and another 110 services has been approved in the cabinet to be effective from 16 August 2013. In all 375 services are in the Sakala platter.



Participants at the IIM organised lecture on Governance at the Cross Roads

She stressed the need to win the confidence of the employees, train them to gain proficiency, take a bottom-up approach where employees decide the timelines thereby buying in their participation. Work study for continuous process reengineering and process improvements, adding IT infrastructure are critical success factors.

Citizens' access to Sakala services also played a critical role in its huge numbers. She said over 16000 offices, 800 Citizen service Centres (called Atal Jana Snehi Kendras), Helpdesks at all Districts and Taluk levels and a dedicated neutral Call centre for any information on Sakala was available. The citizens could also call the call centre to lodge complaints for delayed or denied services. So far about 3.90 lakh citizens have used the Helpdesks and about 3.10 lakh citizens have availed the Call centre's help. Women self help groups, Youth clubs, Chamber of Commerce etc also have pitched in to spread awareness.

She explained the statistical information on Sakala and its analytics like Performance ranking, Need for simplifications, reengineering steps undertaken, Integration of departmental databases for a more cohesive working besides delivering services online for more convenience to citizens.

She concluded her lecture stating that Challenges and solutions go hand in hand and it is an ever-evolving system. While enquiry for bad services should be made and every delayed service accounted, appreciations & Awards also is necessary for exceptional service delivery. Amendments and changes are required to ensure quality delivery of services to our citizens.

4) District Level training for New 110 Services: All the District IT consultants carried out extensive training to staff from the Education, Excise departments & sericulture departments. This was carried out at all districts. In Chamarajanagar district, our DITC Sri. Nagasundara explained Sakala and the new services at the District HQ on 13 Aug 2013.



Officers at Chamarajanagar part of the Sakala training.



A news clip showing Officers at Davanagere part of the Sakala New services training carried out by our DITC Smitha J B

3) Afghanistan Visit – 26 August 2013:

A team comprising of District Governors from Afghanistan visited the State on 26 August. The delegation was sponsored by the Ministry of External Affairs, Government of India in association with Indian Institute of Public Administration New Delhi.

The Team was briefed on the SAKALA model of governance and Addl. Mission Director – Sri. Manoj R, IFS explained the features of Sakala to the visiting delegates. Earlier, Mission Director Dr. Shalini Rajneesh fielded some Administration and Governance related Questions for the delegates and stressed the need for legislation and political will which can go a long way in service delivery. She said that Karnataka is a model simply because of these 2 catalyst factors. Later, Addl. Mission Director said that a simplified process is the key to success.



He made the following points:

- To start with, a WILL to do is the key. He said that if any district in Afghanistan wants to make a start, it just needs to work on its

processes. Reengineering of processes is the first step. IT infrastructure can be added or used as an aid once this step is done.

- To a Question if SAKALA is the name across the Country – AMD replied that each state has its legislation for public service delivery. Each has its own name. He also said that a Central Act will come into force shortly and probably there could be a single name to the RTPS.
- How Does Monitoring happen under Sakala?

AMD said Monitoring is done at each level. At the Mission level are MIS and analytics, at the district level as well as at the Taluk level. Any default in service would entail paying Rs 20 per day of delay upto Rs 500 he said. He said that Mission not only monitors defaults, but also guides for better performance and process improvements.

4) Online Services Inauguration – 29 Aug 2013.



Sri TB Jayachandra handing over the first online service applicant the GSC acknowledgement number.

The Honourable Law Minister Sri. T.B Jayachandra today released the July monthly report as well as inaugurated the online launch of 69 services coming under Sakala. The gist of the Minister's points included:

- Cumulative Receipts of Applications (as of date) – 3,24,39,240
- Cumulative Disposals of Applications (as of date) – 3,15,83,488
- He stressed that so far Sakala has received 3.24 Crore applications and disposed off 3.15 crore applications in time. The remaining 8, 38,343 applications are in progress are not yet due for disposal. 17866 applications are pending to be disposed.
- The number of applications is the highest in the country ever by any state, although there were 6 states that implemented the scheme before us, the participation has been overwhelming here in our state.

July's Highlights:

- **Ranking:** The district Ranking for the month of July is as below

Rank	District	District	Rank
1	Chamarajanagar	Bidar	30
2	Mandya	Belgaum	29
3	Uttara Kannada	Udupi	28

It is heartening to note that districts such as Chamarajanagar, Mandya and Uttara Kannada are leading the way in the first 3 spots. Participative citizens and dedicated officers definitely show results. He said that each district was vying to get to the first spot which gives a competitive spirit to the initiative.

- Applications are on the rise during the last 2 months. July saw an all time high of 33 .15 lakh applications due to the peak season.
- Though applications were high, there was no let down in the disposal of applications. Again one of the highest disposal rates in recent time with

98.43% in time disposals – Just 1.53% delays. - One the best since Sakala's inception.

- Out of the total 16000+ Offices delivering Sakala Services, about 449 offices have defaulted more than 7 times which calls for disciplinary action according to Section 14 of the Act. This is on a downward trend since May 2013 where we had higher numbers (1180 offices). On the other hand, Every Department is in the process of issuing Appreciation certificates to all those officers & Staff who have not defaulted even once.
- Rejections, pendency has also seen a steep fall over the last few months. Rejection used to be at 8.85%; today it stands at 3.69% with continuous monitoring and reengineering this has been possible.
- As you are aware, Effective 16 August 2013, **we have added 110 more services under Sakala.** Sakala has the highest service coverage in the whole nation as of date.
- We are also the first state to include Personnel related services under the Guarantee of services scheme – Another First!
- Sakala has been providing guidance and consultancy not only to Countries like Bangladesh, Afghanistan but also to other Indian states like Orissa, Punjab, and Andhra Pradesh. Sakala has been selected by the World Bank to lead a COMMUNITY OF PRACTITIONERS -An Initiative that Fosters each implementer of RTPS to share their best practices across all Indian states and countries.

A Delegation from Afghanistan visited Bangalore to understand more of Sakala. The visiting team consisted of District Governors from various parts of Afghanistan. The Program was conducted by IIPA, New Delhi & sponsored by the Ministry of External Affairs, Government of India.

ONLINE SERVICES:

- Taking Sakala to newer heights, we have considered adding 69 services ONLINE from various departments. This will help citizens' access

government services at their convenience and make governance more citizens friendly. The Minister accepted a Online application for BDA's procession certificate on the occasion.

Overall, Sakala has made a tremendous impact in the lives of our people. Continuous feedback and suggestions from various sections of the society will help us get to more qualitative as well as quantitative service delivery to our citizens. The Minister Concluded.

5) 31 August 2013: DITC Conference:

The monthly meeting of the DITC with the Core Sakala team was carried out on 31 August at the Sakala Training centre for the whole day. The meeting was conducted by State IT Consultant. The meeting started with a presentation from Mr Manoj- AMD on the DITC ranking and its purposes. The team had a working lunch followed by an address by Dr Shalini Rajneesh – Mission Director Sakala who said that being a DITC and being of service to people is a rare opportunity to the young group.



Mission Director addressing the DITCs in the Sakala Training hall in VV towers.

She said that working smartly with effectively and timely communication, meeting citizens and being on the field is the key to ensure a more effective Sakala at each level. DITCs brought to the notice of the MD that salary was delayed, application receipts are falling in some locations due to which ranking was also falling. She later distributed Laptops to each DITC for a more effective functioning of the role.



The DITC Team

6) NGO Meet: A group of NGOs came over to Sakala office to understand Sakala and its working. They were here to understand the online delivery of services launched recently by the Hon. Law Minister on 26 Aug. The meeting saw NGOs from various corners of the state that came over to know more on how to spread awareness and aid citizens. Over 30 such individuals participated in the meeting. The group promised to take Sakala to the door steps of citizens.

Press clips

File Sakaala applications online at your GP

Select services of the transport, primary and secondary education dept linked

BANGALORE: The State government is planning to set up cyber cafes at all gram panchayats to enable people to submit Sakaala applications online, said Law Minister T B Jayachandra said.

He was speaking after launching 69 various government services under online Sakaala on Thursday. Cyber cafes will be set up in coordination with the Department of e-governance. They will function on the lines of Bangalore-One centres, where people can avail of many services under one roof, he added.

Select services of the Transport, Home, Commercial Taxes Department, Department of Personnel and Administrative Reforms, Primary and Secondary



Minister T B Jayachandra, Shalini Rajneesh, Principal Secretary, Department of Personnel and Administrative Reforms, and Manoj, Additional Mission Director, Sakaala release the Karnataka Sakaala service report in Bangalore on Thursday.

KPN

Education, Bruhat Bangalore Mahanagara Palike and Karnataka Housing Board have been brought under the system. All the services that are

being provided under Sakaala will be brought under the online system in a phased manner, he added. One can file application online by logging on

to the Sakaala website - www.sakala.kar.nic.in. Once an application is submitted, the applicant will immediately receive an acknowledgement. The ap-

plication will be forwarded to the department concerned. Currently, 370 different services are being provided by various government depart-

CM's voice to get feedback

The Sakaala Mission is planning to use Chief Minister Siddaramaiah's recorded voice to get feedback from citizens on the implementation of Sakaala.

The chief minister's recorded questions will be sent to the mobile number of Sakaala applicants who will be chosen randomly. On receiving the call, the applicants will hear recorded questions from the chief minister. The applicant can reply to each of the questions which will also be recorded, Shalini Rajaneesh said and added that the responses of the applicants would be kept confidential.

"The Mission is currently getting feedback from the applicants through the Sakaala call centre. A similar experiment has been implemented in the Punjab province of Pakistan," she added.

ments. The government has so far received 3.24 crore applications. Of this, 3.15 crore applications have been disposed of. As many as 33.15 lakh applications have been received in July, 2013, Jayachandra said.

Sakaala Mission Director Shalini Rajaneesh said disciplinary action was recommended against 449 officials (designated officers under Sakaala) for failing to deliver services on time. These officials have failed to deliver the service seven times repeatedly. Heads of the respective department have been asked to take action, she added.

Citizens are entitled to compensation for delay in getting the service. So far, 185 persons have got compensation as per the Sakaala legislation, she said.

DH News Service

CITIZEN MATTERS .in

[Bosky Khanna](#), 31 Jul 2013, Citizen Matters

In this mega city of Bangalore where almost all of us have access to internet or mobile phone, the system to track the applications and follow up with Police isn't reaching all. Why?

Bangalore houses roughly around one crore citizens. As the city grows, crime rate too goes up. To facilitate smooth flow of grievance redressal mechanism and complaint follow ups, Police Department has brought certain services under Sakala scheme, to aid the citizens in getting their work done in time. However, how many people are aware of this?

The Police Computer Wing (PCW) of the Karnataka State Police had introduced 21 services under the Sakala scheme, in April 2012. Four months ago, the PCW also launched the mobile SMS Gateway service. But its reach has been limited.

Speaking to *Citizen Matters*, ADGP, PCW, Praveen Sood, said that everyday around 8,000 SMSs are triggered by the Department. But this figure is less for a state like Karnataka, where everyone has a mobile phone and most people are on the internet. People in Bangalore have access to everything, but are still unaware of the scheme. Mr. Sood explained the process as below:

How to use Sakala services in Police Department

Step 1: Click [here](#) to go to the Karnataka Police website.

Step 2: Select the service you require. There are 21 services are available under Sakala.

Step 3: When you select a service, you will see all the details including the workflow, fee to be paid and the number of days required. (The newspaper clip carried the 21 services, which has been deleted. here)

Step 4: Download the form from this link : <http://www.ksp.gov.in/home/citizen/forms.php>

5: Pay the required fee and submit the form at the prescribed places.

No knowledge or not revealing numbers to police?

D Narayan K, a resident near Siddaiah Road, who wanted to apply for a passport at the age of 60, said that he was unaware of any such service by the Police. “I am aware of Sakala that was introduced by the BJP to ensure government departments do their work within a stipulated time frame. But the Police providing SMS services, I do not know. They should publicise it, for people to know and remember.”

However, Sood thinks that the reason for low figures is because people are reluctant to give their mobile numbers. He assures that the numbers will not be disclosed to anybody. Sharing their mobile numbers will speed up the process and save time and money. Citizens should make full use of this service. Mr. Sood says that SMS Gateway service was introduced because all citizens are not connected to the internet. Here the applicant should give his mobile number while submitting the application form. He will get an SMS from PCW, with the Guarantee of Services to Citizens (GSC) number and giving the status of his application - accepted, processing or approved.

■ Govt to check on babus demanding bribes

CM calling, are you happy with Sakala?

DC CORRESPONDENT
BENGALURU, AUG. 29

The next time you hear Chief Minister Siddaramaiah's baritone over your phone, do not be surprised.

All you need to do is answer a few simple questions on your experience with the Sakala scheme - a time-bound service delivery system.

Law and parliamentary affairs minister T.B. Jayachandra, who announced the launch of 69 services online under the Sakala scheme on Thursday, said "Sakala applicants will now on have to mention their phone numbers. The government will pick these numbers randomly to make calls with a record-



Law minister T.B. Jayachandra releases a report on Sakala services

ed message from the CM. The message will include some questions on

whether government servants demanded bribe and if the citizen is satisfied with the service. This will help us with a feedback from those using Sakala services and help curb corruption, bring in transparency through a genuine feedback."

Releasing a progress report for July 2013, Mr Jayachandra said, "Till date, 324 crore applications have been received and 3.15 crore have been disposed of. In July 2013, the number of applications received was 83.15 lakh with a disposal rate of 98.43 per cent. Chamarajnagar, Mandya and Uttara Kannada are the top three districts with the highest number of applications," he added.

Super Sakala is a crorepati now. Applications cross 3.4-crore mark

dna correspondent @dna

Bangalore: The state government's Sakala initiative, which ensures guarantee of services to the citizens, has hit a new high.

The total number of applications received so far has crossed 3.24-crore, while the number applications disposed off stood at 3.25-crore.

Speaking to media persons on Thursday after releasing the Sakala report for the month of July, TB Jayachandra, minister for law, justice, human rights and parliamentary affairs said that 17,866 applications had been pending for disposal and efforts would be made to dispose off the applications shortly.

Jayachandra said the state stood first in the country in bringing the maximum number of services under Sakala scheme.

"Bihar had brought 55 services under Sakala, while Jharkhand had brought 52, Delhi 96, Jammu and Kashmir 32, Kerala 13, Madhya Pradesh 52, Punjab 69, Rajasthan 108, Uttar Pradesh 17 and Uttarakhand 92 services. Karnataka has brought 375 services under Sakala," the minister said.

In the state, Chamarajanagar district stood first in not only getting more number of applications but also disposing off such applications. Mandya stood second followed by Uttara Kannada district. "Bidar district stood last in receiving and as well as disposing off applications under Sakala scheme," the minister said.

Out of more than 16,000 offices delivering Sakala services, only 105 offices had defaulted more than seven times.

Revenue department led the list of defaulters by failing to provide services to 227 applicants, with stamps and registration department (37), department of home (26), rural development and panchayat raj (11) and others (66) being the other prominent defaulters, said the minister.

District wise, Bangalore city led the list, with 80 applications pending, with Bellary (23), Tumkur (51), Gulbarga (30) and Bijapur (20) being the other districts with maximum number of applications pending," he said.

The government has proposed to add 69 services online. "This will help citizens access government services at their convenience," said Shalini Rajneesh, principal secretary, department of personnel and administrative reforms.

Plan 'Pak's' a punch. Now, state wants it

dna correspondent @dna

Bangalore: Amid the relentless bomb explosions, Punjab prov-

ince in Pakistan has quietly notched up a success story which, hundreds of miles away, has inspired and impressed state minister for law, justice, human rights and parliamentary affairs, TB Jayachandra.

The state government is all set to introduce a public interaction programme modelled on the lines of Punjab state in Pakistan.

TB Jayachandra on Thursday said the Punjab chief minister's interaction programme with public had become a huge success in Pakistan. "It is a World Bank funded project. It has succeeded in creating awareness

among public about welfare schemes. We, too, want to implement a similar programme in the state," said Jayachandra.

The minister said the idea is to get feedback on the implementation of welfare schemes and government services. "It will be in a voice-recorded format," the minister said.

On the proposal to set up a cybercafe at village panchayat level, the minister said: "The staff at call centres will be utilised to send the CM's recorded voice to the applicants who had provided their contact numbers while submitting the applications."

inbox@dnaindia.net

69 services available online under Sakala

Apply for driving licence, vehicle registration on Internet

EASY ACCESS

Special Correspondent

BANGALORE: The Sakala scheme, which ensures time-bound service to the public under the Karnataka Guarantee of Services to Citizens Act, 2011, will now offer 69 services online.

Minister for Law and Parliamentary Affairs T.B. Jayachandra on Thursday released a progress report for the month of July on the scheme and said 69 services have gone online.

Online services

Important services such as driving licence, vehicle registration, duplicate copy of certification of registration, recounting of marks, re-evaluation of answer scripts, registration of new schools and land registration documents have been



TRACKING SCHEME: Minister for Law, Justice and Parliamentary Affairs T.B. Jayachandra releasing the Sakala report for July and launching the online facility in Bangalore on Thursday. He is flanked by Sakala Mission Director Shalini Rajneesh and Sakala Mission Additional Director Manoj.

— PHOTO: K. GOPINATHAN
made available under Sakala online.

Department-wise services that have gone online are: Transport: 5; Department of Personnel and Administrative Reforms: 21; Primary Education and Commercial Department: 10 each, Commerce and Industry: 2, Bruhat Bangalore Mahanagara Palike: 6, Bangalore Water Supply and Sewerage: 3,

Bangalore Development Authority: 4, Karnataka Housing Board: 3 and Drugs Control Department: 5.

He said 110 services of various departments such as public libraries, collegiate education, technical education, university constituent colleges, university post-graduate section, university examination section, university finance section, uni-

versity academic section, excise, Karnataka State Warehousing Corporation and sericulture have been added on August 16.

The department has identified 1,800 services to be provided under the scheme to ensure transparency in the delivery of services to the public. More services would be added soon.

The total number of applications received under the scheme was 3.24 crore and disposal stood at 3.15 crore. Of the more than 16,000 offices delivering Sakala services, only 450 have defaulted more than seven times in July. Disciplinary action has been initiated against officials who defaulted. The highest number of employees who defaulted on providing services on time was from the Revenue Department (272) followed by Inspector-General of Registration (37), Home (26) and Rural Development and Panchayat Raj (11), he said.



