



# August - 2014 Report

## The Karnataka Sakala Services Act, 2011

Total Receipts - 5.72 Crore

Total Disposals - 5.63 Crore



Smt. K. Rathna Prabha, ACS, Dept. of Industries & Commerce inaugurating the workshop "Destination Karnataka" accompanied by Mr. Arvind Jadhav, ACS, Tourism Dept., Mr. V.P. Baligar, Chairman & MD Karnataka State Industrial and Infrastructure Development Corporation Ltd., Arun Maira, Former Member Planning Commission, Dr. Shalini Rajneesh, Principal Secretary Backward Classes and Former Director Sakala Mission.

**No more delays... We deliver on time.**

Department of Personnel and Administrative Reforms (Administrative Reforms)

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**T.B. JAYACHANDRA**  
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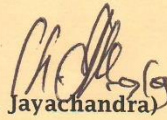
### MESSAGE

Hearty congratulations to Sakala Mission for facilitating achievement of inclusive growth and development of the State. With the introduction of 191 new services, more and more citizens are being benefitted. Today we are the highest in the country in terms of the number of services delivered under Sakala and we are surely the fastest for delivering services to almost 6 crore Citizens in a record time of 30 months. This has been possible only with the participation of our citizens who have come forward to strengthen and reap the benefits of the system. This achievement can be attributed to the hard work and sustained efforts of lakhs of Government officers and employees.

I am happy to note that the number of citizens availing compensatory costs has crossed 500. The citizens are availing and exercising the right to services in true spirit of Sakala.

Encouragement to women to open Cyber cafes to provide Sakala services is leading to self-employment and their economic empowerment.

As we move forward, more innovative and citizen friendly initiatives should be taken up, and as the Law Minister of the State, I would encourage all efforts to benefit our citizens.

  
(T.B. Jayachandra)



## FROM THE MISSION DIRECTOR'S DESK

**Ranking:** Chickaballapura shows consistent performance and occupies the top position for 7 consecutive months from Feb 2014 onwards due to the sustained efforts of officers and employees of the district. Tumkur has taken second and Kolar third place while Shimoga has dropped to last spot in Aug 2014.

Rank	District	District	Rank
1	Chickaballapura	Belgaum	28
2	Tumkur	Bellary	29
3	Kolar	Shimoga	30

Records shown above as on 31/08/2014 12:00:00

### Applications and Disposal Trends:

	Receipts	Disposals
Month of August -14	23,97,961	24,37,527
Cumulative Count	5,72,00,368	5,63,02,444

Records shown above as on 31/08/2014 12:00:00

**Taluka Rankings:** 3 talukas of Chickaballapura district have dominated the top 10 Taluk list with consistent performance. Gudibanda taluk of Chickaballapura district has taken the top spot followed by Chickaballapura and Dharwad talukas.

### Over Due, Delays and Rejections:

**Over Due:** A total of 12,294 overdue were seen as at the close of the month. There has been an increase from last month's 10,072. This needs to be addressed.

**Delayed Disposal:** 45,072 applications were delayed in disposal during the month compared with 66,393 of the previous month. There has been an improvement from the previous month's delay rates. This gives about 1.85% delayed disposals as compared to 2.48% of previous month.

**Rejections:** 4.57 % is the rejection rate for August. This is an increase as compared to 3.58% of July 2014. Rejections reasons are being monitored at the district and corrective steps being taken. Awareness has to be created among citizens regarding mandatory documents needed for processing applications.

## **Complaints, Appeals & Compensation**

**Complaints:** Out of 5,041 complaints received for Sakala, 4,270 have been resolved and 269 have been rejected. Hence 4,539 complaints have been disposed. Hence 90% closure rate is seen. 266 complaints are in progress and 236 complaints are overdue.

Out of 15,738 complaints received for Non Sakala, 7,903 have been resolved and 1,380 have been rejected. Hence 9,283 complaints have been disposed. Hence 59% closure rate is seen. 1,045 complaints are in progress and 5,407 are overdue.

**Appeals:** Under Appeal -1 category 961 were received of which 806 were disposed, 457 were approved and 349 were rejected. Under Appeal -2 category 87 were received of which 32 were approved and 19 were rejected. Appellate Authority must update the appeal status in the portal and issue debit notes to defaulters for recovery within 30 days.

**Compensation:** 521 compensation claims have been made till date.

**Cyber Cafes:** 1,395 Cyber Cafes are ready for operation.

**Awards:** *Sakala has been shortlisted for CAPAM, 2014 awards*

**Seminars & Conferences:** Month of August has seen major activities in terms of seminars and conferences.

Conference of “**Destination Karnataka**” in Vidhana Soudha, Bengaluru was a platform for Corporates to interact with Government officials for enhancing delivery speed of industry centric services under Sakala. The aim of this conference was to introduce steps to bring in transparency to the service delivery mechanism of Government of Karnataka.

The seminar on “**India Innovation Summit**” organized by Confederation of Indian Industry (CII) in Bengaluru showcased the commitment of SAKALA towards good Governance.

**M.V Jayanthi**

**Mission Director - Sakala**

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## CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

S.N	District	No. of SAKALA receipts during the month (A)	No. of SAKALA disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/One lakh population (E)	Ranking based on SAKALA Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Chickaballapura	69539	70593	0.1	1	5794	1	1
2	Tumkur	135802	138639	0.7	9	5223	2	2
3	Kolar	74330	74843	0.7	9	4955	4	3
4	Gadag	44855	46781	0.6	6	4485	6	4
5	Hassan	75295	79025	1.5	16	4429	7	5
6	Chamarajanagar	40235	38055	0.4	3	4023	13	6
7	Ramanagara	50406	49780	4.1	29	5040	3	7
8	Mandya	84623	85834	3.7	27	4701	5	8
9	Chikmagalur	48536	49918	1.9	20	4412	8	9
10	Udupi	46871	46621	1.7	18	4261	9	10
11	Koppal	50670	54199	0.6	6	3897	16	11
12	Bagalkot	70795	73528	0.9	11	3933	14	12
13	Kodagu	20960	20590	2	21	4192	11	13
14	Bijapur	84722	82749	2	21	4034	12	14
15	Dakshina Kannada	78293	82405	1.4	14	3914	15	15
16	Bangalore (U)	399736	397353	3.1	26	4207	10	16
17	Gulbarga	96669	93852	1.3	13	3866	18	17
18	Davanagere	69102	74266	0.4	3	3636	25	18
19	Chitradurga	60119	61812	1	12	3757	22	19
20	Uttara Kannada	49061	49147	0.2	2	3504	27	20
21	Haveri	54423	53768	0.6	6	3628	26	21
22	Raichur	73484	80624	3.8	28	3867	17	22
23	Dharwad	62537	63761	0.4	3	3474	28	23
24	Bidar	65023	62014	2.2	24	3824	20	24
25	Yadgir	40679	41573	1.6	17	3698	23	25
26	Mysore	110686	118243	2.9	25	3816	21	26
27	Bangalore Rural	34443	35992	4.9	30	3827	19	27
28	Belgaum	171438	167290	1.8	19	3647	24	28
29	Bellary	76547	83436	1.4	14	3061	30	29
30	Shimoga	58082	60836	2	21	3416	29	30

Records shown above as on 31/08/2014 12:00:00

**Notes:** Chickaballapura has retained first rank for last 7 months. Tumkur has retained 2<sup>nd</sup> place for 4 consecutive months. Udupi has risen to 10<sup>th</sup> rank from 24<sup>th</sup> rank as compared to previous month. Bangalore (U) has fallen from 12<sup>th</sup> rank to 16<sup>th</sup> rank in this month. Kolar has risen to 3<sup>rd</sup> rank compared to 8<sup>th</sup> rank of previous month.



## CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

District	Taluk	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/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F))
Chickaballapura	Gudibanda	3427	3005	0	2	685	11	1
Chickaballapura	Chickaballapura	20508	21405	0.1	16	976	6	2
Dharwad	Dharwad	30185	29628	0.3	35	1257	5	3
Uttara Kannada	Haliyal	6592	6270	0	5	599	18	4
Dakshina Kannada	Puttur	19266	21617	0.4	44	688	10	5
Tumkur	Kunigal	15223	15585	0.5	53	691	9	6
Chickaballapura	Sidlaghatta	11148	11040	0.1	15	530	27	7
Dharwad	Hubli	18177	18383	0.7	70	1298	4	8
Uttara Kannada	Karwar	9973	9887	0.5	51	664	13	9
Kolar	Mulbagal	14614	14521	0.4	41	584	19	10

Records shown above as on 31/08/2014 12:00:00

**Notes:** Talukas of Chickaballapura have dominated the top 10 Taluk list with consistent performance, with 3 Talukas. Gudibanda of Chickaballapura has retained 1<sup>st</sup> place.

### Bottom 10 Ranking Talukas

District	Taluk	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/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Bangalore Rural	Hosakote	7872	7874	3.3	158	291	135	167
Belgaum	Khanapur	5019	5392	0.9	79	200	171	168
Davanagere	Jagalur	3840	4012	1.2	98	225	168	169
Chikmagalur	Koppa	1796	1850	1.7	117	224	170	170
Bijapur	Basavana Bagevadi	8715	8596	3	150	256	157	171
Yadgir	Shorapur	10111	10637	3	151	246	161	172
Bangalore Rural	Dodda Ballapur	7616	7821	6.6	170	262	154	173
Bagalkot	Hungund	7534	8523	2.7	145	235	165	174
Shimoga	Hosanagara	1804	1722	2.4	137	164	177	175
Shimoga	Shikarpur	4618	5215	3.7	161	192	175	176
Bangalore (U)	Yelahanka	8607	9599	20.6	177	172	176	177

Records shown above as on 31/08/2014 12:00:00

**Notes:** Talukas in bottom 10 ranking are spread across the State. Yelahanka of Bangalore (U), again has taken the last place among all the Talukas.

## CHAPTER 1C: PERFORMANCE REPORT- ASSEMBLY CONSTITUENCY WISE

Assembly	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)) August - 2014
Chickaballapura	21275	22175	0.1	6	818	9	1
Rajajinagar	19355	17782	0.2	17	744	13	2
Puttur	17781	20241	0.2	17	683	22	3
Gadag	19378	20338	0.3	28	692	19	4
Gandhinagar	125113	124798	0.7	71	4468	1	5
Jamkhandi	16794	18156	0.2	17	645	27	6
Tumkur City	34073	34583	0.8	78	1135	4	7
Davanagere North	18306	19204	0.3	28	653	26	8
Davanagere South	13563	14015	0.1	6	565	36	9
Hubli-Dharwad-Central	16740	16180	0.2	17	577	33	10
Kunigal	15223	15585	0.5	50	691	20	11
Koppal	17978	18321	0.3	28	579	32	12
Chamarajanagar	15642	15413	0.4	38	625	29	13
Gauribidanur	13788	13496	0.1	6	551	43	14
Udupi	26271	25878	1	99	1050	6	15
Maddur	14303	14480	0.4	38	572	34	16
Gulbarga Dakshin	40667	41097	1.2	114	1355	3	17
Kumta	10988	11744	0.1	6	499	50	18
Bangarapet	16719	16996	0.9	88	696	16	19
Kolar	21892	21320	1	99	781	12	20
Mulbagal	14614	14521	0.4	38	562	39	21
Bagalkot	16946	17494	0.6	58	605	31	22
Madhugiri	15508	14871	0.8	78	674	25	23
Tiptur	10785	11825	0.2	17	490	52	24
Chamrajapet	13949	13969	0.3	28	516	48	25

Records shown above as on 31/08/2014 12:00:00

## CHAPTER 2A: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE DEPARTMENT	32039444	31342034	29211217	2130036	778	680	385	295	75	22	9	13	8785
HOME DEPARTMENT	2464788	2427639	2380969	46203	14	5	1	4	0	0	0	0	1942
RDPDR	1722721	1692718	1655794	35611	66	49	27	22	5	4	2	2	327
EDUCATION DEPARTMENT	351777	344394	327458	16844	43	27	6	21	3	3	0	3	306
URBAN DEVELOPMENT	2113196	2098610	2004166	93738	48	35	33	2	3	2	2	0	284
TRANSPORT DEPARTMENT	9976542	9885429	9648174	236056	4	3	1	2	0	0	0	0	214
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	1701	1206	1001	203	0	0	0	0	0	0	0	0	174
HEALTH AND FAMILY WELFARE	582490	580798	574632	6075	0	0	0	0	0	0	0	0	68
WOMEN AND CHILD WELFARE	411618	408586	407789	453	0	0	0	0	0	0	0	0	64
DPAR	1077	1032	1032	0	0	0	0	0	0	0	0	0	41
COMMERCE AND INDUSTRIES DEPARTMENT	85895	84374	81663	2685	1	0	0	0	0	0	0	0	39
LABOUR DEPARTMENT	402005	398373	391637	6697	0	0	0	0	0	0	0	0	20
FOOD AND CIVIL SUPPLIES	2886240	2886036	2851002	34656	2	2	2	0	1	1	0	1	11
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	889	881	829	52	0	0	0	0	0	0	0	0	8
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	2462	2364	2061	303	0	0	0	0	0	0	0	0	4
CO-OPERATION DEPARTMENT	16053	15248	14782	460	0	0	0	0	0	0	0	0	2
KANNADA, CULTURE AND INFORMATION DEPARTMENT	1710	1706	1139	567	0	0	0	0	0	0	0	0	2
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	155	147	144	3	0	0	0	0	0	0	0	0	2
HORTICULTURE	16076	15389	15087	297	0	0	0	0	0	0	0	0	1
HOUSING	6828	6800	6654	134	0	0	0	0	0	0	0	0	0
COMMERCIAL TAXES	4116701	4108680	3599624	508705	5	5	2	3	0	0	0	0	0
	57200368	56302444	53176854	3119778	961	806	457	349	87	32	13	19	12294

Records shown above as on 31/08/2014 12:00:00

## CHAPTER 2B: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bangalore (U)	10158263	10060119	9375169	684182	305	223	199	24	9	7	5	2	3948
Mandya	2126062	2092485	1964267	128102	21	14	8	6	1	1	1	0	1461
Belgaum	3670162	3599503	3395745	203201	46	37	26	11	0	0	0	0	726
Ramanagara	1229011	1206140	1162176	43740	9	6	3	3	0	0	0	0	665
Bagalkot	1594284	1570033	1503494	66232	18	18	1	17	2	1	0	1	572
Raichur	1734310	1704645	1611950	92495	98	94	40	54	54	3	3	0	453
Bijapur	1823005	1784557	1682060	102327	18	18	4	14	1	1	0	1	373
Tumkur	2624976	2574857	2398639	175696	33	31	23	8	0	0	0	0	328
Shimoga	1534008	1509941	1414675	95173	12	10	7	3	0	0	0	0	321
Davanagere	1781039	1749510	1653533	95661	42	42	4	38	0	0	0	0	312
Dakshina Kannada	1917220	1886594	1818486	67705	7	5	1	4	0	0	0	0	304
Bidar	1275270	1244149	1116590	127413	42	40	8	32	2	1	0	1	294
Bangalore Rural	931011	914023	866034	47826	15	5	5	0	0	0	0	0	262
Mysore	2849974	2810591	2681677	128703	39	38	21	17	0	0	0	0	240
Chikmagalur	1051190	1033847	960152	73558	10	8	3	5	2	2	2	0	236
Gulbarga	2055321	2020272	1921458	98694	53	52	23	29	4	4	1	3	209
Yadgir	927022	908998	872032	36925	14	13	5	8	1	1	0	1	199
Kolar	1477266	1453623	1369278	84244	27	27	13	14	3	3	0	3	197
Haveri	1268451	1242881	1179317	63360	7	7	2	5	0	0	0	0	177
Bellary	2148304	2119031	2010290	108678	49	39	18	21	5	5	0	5	151
Chitradurga	1610871	1581701	1500188	81402	10	10	6	4	0	0	0	0	144
Hassan	2037837	2012606	1892168	120223	15	9	5	4	0	0	0	0	141
Udupi	1057562	1039635	1011928	27587	15	15	12	3	1	1	1	0	124
Chickaballapura	1335640	1302176	1224496	77584	15	13	3	10	0	0	0	0	87
Dharwad	1716207	1694467	1609932	84497	9	4	1	3	1	1	0	1	86
Koppal	1264077	1244078	1197722	46250	3	3	0	3	0	0	0	0	80
Chamarajanagar	983235	965042	915254	49734	11	8	5	3	0	0	0	0	77
Gadag	996062	979257	941238	37996	8	8	5	3	0	0	0	0	75
Kodagu	513570	507492	481576	25897	2	1	0	1	0	0	0	0	35
Uttara Kannada	1509158	1490191	1445330	44693	8	8	6	2	1	1	0	1	17
	57200368	56302444	53176854	3119778	961	806	457	349	87	32	13	19	12294

Records shown above as on 31/08/2014 12:00:00

## CHAPTER 2C: OVER DUE STATUS- DEPARTMENT/INSTITUTION WISE

S.N	DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	OVER DUE
1	REVENUE DEPARTMENT	27986400	27300678	7171
2	HOME DEPARTMENT	2458050	2421154	1941
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3192454	3191483	948
4	SURVEY AND SETTLEMENT COMMISSIONER	860568	849840	666
5	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1722721	1692718	327
6	DEPARTMENT OF PUBLIC INSTRUCTION	134685	128632	204
7	KARNATAKA STATE POLLUTION CONTROL BOARD	1701	1206	174
8	CITY MUNICIPAL COUNCIL	769078	763273	151
9	TRANSPORT DEPARTMENT	6976164	6889203	149
10	WOMEN AND CHILD WELFARE DEPARTMENT	411573	408545	64
11	TRANSPORT CORPORATIONS(KSRTC)	1310067	1307375	55
12	HEALTH AND FAMILY WELFARE DEPARTMENT	557142	555650	55
13	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	20038	19658	54
14	COMMISSIONERATE OF BANGALORE (U) AND MYSORE, CPI	1946	1837	46
15	PRE-UNIVERSITY BOARD	121056	121012	44
16	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1077	1032	41
17	COMMERCE AND INDUSTRIES DEPARTMENT	85885	84374	39
18	TOWN MUNICIPAL COUNCIL	554396	550716	35
19	BANGALORE DEVELOPMENT AUTHORITY	4779	4738	19
20	BRUHAT BANGALORE MAHANAGARA PALIKE	239164	237629	17
21	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	22964	21842	13
22	DRUGS CONTROL DEPARTMENT	23877	23681	13
23	FOOD AND CIVIL SUPPLIES DEPARTMENT	2886240	2886036	11
24	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	382826	382453	10
25	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	889	881	8
26	TOWN PANCHAYAT	195753	194623	7
27	LABOUR DEPARTMENT	375309	372899	7
28	HIGHER EDUCATION-COLLEGIATE EDUCATION	10022	9982	5
29	UNIVERSITY ACADEMIC SECTION	2910	2671	4
30	FISHERIES DEPARTMENT	2462	2364	4
31	KANNADA AND CULTURE	1248	1246	2
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	155	147	2
33	PUBLIC LIBRARIES DEPARTMENT	16675	16644	2
34	UNIVERSITY POST GRADUATION SECTION	2868	2867	1
35	FIRE SERVICES DEPARTMENT	6468	6465	1
36	AGRICULTURAL MARKETING DEPARTMENT	7701	7203	1
37	CITY CORPORATION (Other than BBMP)	329936	327958	1
38	SERICULTURE DEPARTMENT	16076	15389	1
39	REGISTRAR OF CO-OPERATIVE SOCIETIES	8293	7986	1
Total:				12294

Records shown above as on 31/08/2014 12:00:00

**Notes:** The above table shows overdue in services in various departments/ institutions. The pendency is huge in Revenue, Home department, IGR and Survey settlement. 87% of overdue cases are from these 4 departments.

Departments/Institutions (**Highlighted S.N 25 to S.N 39**) in the above table have very less overdue. These departments, with little effort can clear them and increase the number of departments/institutions with zero pendency.

## CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR AUGUST-14: DISTRICT WISE

S.N	District Name	No. of disposals during the Month (A)	0-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total (B)	% of delays for Aug 2014 (B/A)
1	Bangalore Rural	35992	1119	284	159	106	105	1773	4.93%
2	Ramanagara	49780	1414	361	136	91	27	2029	4.08%
3	Raichur	80624	2469	229	186	107	79	3070	3.81%
4	Mandya	85834	2172	481	235	129	130	3147	3.67%
5	Bangalore (U)	397353	8630	1767	877	393	675	12342	3.11%
6	Mysore	118243	2789	270	184	139	40	3422	2.89%
7	Bidar	62014	1123	163	35	49	22	1392	2.24%
8	Kodagu	20590	375	20	4	5	2	406	1.97%
9	Shimoga	60836	953	177	41	13	5	1189	1.95%
10	Bijapur	82749	1368	136	53	22	38	1617	1.95%
11	Chikmagalur	49918	758	114	38	28	19	957	1.92%
12	Belgaum	167290	1880	542	355	133	45	2955	1.77%
13	Udupi	46621	455	244	54	20	2	775	1.66%
14	Yadgir	41573	402	72	106	21	78	679	1.63%
15	Hassan	79025	1042	68	62	7	20	1199	1.52%
16	Bellary	83436	1058	88	33	9	17	1205	1.44%
17	Dakshina Kannada	82405	815	148	52	43	92	1150	1.40%
18	Gulbarga	93852	908	195	56	46	12	1217	1.30%
19	Chitradurga	61812	535	73	9	9	6	632	1.02%
20	Bagalkot	73528	585	52	15	16	12	680	0.92%
21	Kolar	74843	374	68	24	26	9	501	0.67%
22	Tumkur	138639	786	64	37	18	8	913	0.66%
23	Haveri	53768	258	55	25	10	1	349	0.65%
24	Gadag	46781	253	11	11	14	6	295	0.63%
25	Koppal	54199	255	23	12	10	5	305	0.56%
26	Davanagere	74266	277	31	6	5	5	324	0.44%
27	Dharwad	63761	188	38	15	16	6	263	0.41%
28	Chamarajanagar	38055	103	18	17	3	12	153	0.40%
29	Uttara Kannada	49147	59	7	9	2	1	78	0.16%
30	Chickaballapura	70593	22	4	8	12	9	55	0.08%
	<b>Total</b>	<b>2437527</b>	<b>33425</b>	<b>5803</b>	<b>2854</b>	<b>1502</b>	<b>1488</b>	<b>45072</b>	<b>1.85%</b>

Records shown above as on 31/08/2014 12:00:00

### Notes:

5 districts of Bangalore (U), Raichur, Mandya, Bangalore Rural and Ramanagara are major contributors to the State delayed disposal rate of 1.85%. **Delayed disposal rate has decreased from 2.48% in July to 1.85% in this month.** These 5 districts have around 6.5 lakhs disposals in this month of August-14. This is about 27% of total State disposals.

## CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR AUGUST-14: DEPARTMENT WISE

S.N	Main Department	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total (B)	% of delays for August 2014 (B/A)
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	234	5	12	10	44	26	97	41.45%
2	DEPARMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	10	1	0	0	1	0	2	20.00%
3	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	212	15	11	10	1	0	37	17.45%
4	KANNADA, CULTURE AND INFORMATION DEPARTMENT	103	5	5	1	2	0	13	12.62%
5	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	38	2	0	1	0	0	3	7.89%
6	HOME DEPARTMENT	92023	2503	914	586	326	112	4441	4.83%
7	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	23	1	0	0	0	0	1	4.35%
8	EDUCATION DEPARTMENT	25769	372	108	66	44	355	945	3.67%
9	RURAL DEVELOPMENT AND PANCHAYAT RAJ	129789	3558	321	107	33	21	4040	3.11%
10	HEALTH AND FAMILY WELFARE	24384	394	125	61	11	36	627	2.57%
11	REVENUE DEPARTMENT	1268630	21998	3893	1788	926	800	29405	2.32%
12	LABOUR DEPARTMENT	12289	179	8	1	1	3	192	1.56%
13	URBAN DEVELOPMENT	61831	812	80	30	19	5	946	1.53%
14	CO-OPERATION DEPARTMENT	1586	18	5	0	0	0	23	1.45%
15	HOUSING DEPARTMENT	150	0	0	2	0	0	2	1.33%
16	TRANSPORT DEPARTMENT	604473	3324	295	178	89	130	4016	0.66%
17	WOMEN AND CHILD WELFARE	41919	139	13	4	1	0	157	0.37%
18	COMMERCE AND INDUSTRIES DEPARTMENT	4039	8	0	0	3	0	11	0.27%
19	HORTICULTURE DEPARTMENT	2559	6	0	0	0	0	6	0.23%
20	FOOD AND CIVIL SUPPLIES	75790	57	12	9	1	0	79	0.10%
21	COMMERCIAL TAXES DEPARTMENT	91676	28	1	0	0	0	29	0.03%
	<b>Total</b>	<b>2437527</b>	<b>33425</b>	<b>5803</b>	<b>2854</b>	<b>1502</b>	<b>1488</b>	<b>45072</b>	<b>1.85%</b>

Records shown above as on 31/08/2014 12:00:00

**Notes:** The rate of delayed disposals in August -14 for the State is 1.85%. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 75% of total delayed disposals. Revenue departments, with 29,405 delayed disposals contribute to 63% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

## CHAPTER 2F: REPORT OF REJECTIONS FOR AUGUST-14: DISTRICT WISE

District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
Bidar	65023	62011	4451	7.18
Shimoga	58082	60836	4335	7.13
Haveri	54423	53768	3291	6.12
Bijapur	84722	82749	4823	5.83
Chickaballapura	69539	70590	3908	5.54
Raichur	73484	80623	4449	5.52
Davanagere	69102	74266	3984	5.36
Chitradurga	60119	61812	3274	5.3
Mandya	84623	85833	4403	5.13
Chikmagalur	48536	49918	2508	5.02
Bangalore (U)	399736	397352	19816	4.99
Bangalore Rural	34443	35992	1762	4.9
Hassan	75295	79025	3634	4.6
Bellary	76547	83436	3699	4.43
Kolar	74330	74843	3304	4.41
Kodagu	20960	20590	887	4.31
Belgaum	171438	167290	7121	4.26
Bagalkot	70795	73527	3096	4.21
Tumkur	135802	138638	5706	4.12
Mysore	110686	118243	4754	4.02
Koppal	50670	54199	2065	3.81
Yadgir	40679	41573	1546	3.72
Gulbarga	96669	93852	3443	3.67
Dharwad	62537	63761	2252	3.53
Chamarajanagar	40235	38055	1248	3.28
Gadag	44855	46781	1428	3.05
Dakshina Kannada	78293	82348	2442	2.97
Ramanagara	50406	49780	1410	2.83
Uttara Kannada	49061	49144	1249	2.54
Udupi	46871	46572	1074	2.31
<b>Total</b>	<b>2397961</b>	<b>2437527</b>	<b>111362</b>	<b>4.57</b>

Records shown above as on 31/08/2014 12:00:00

**Notes:** 13 districts have rejection rates greater than State's average of 4.57% for August-14. The rejection rates has increased from 3.58% in July -14 to 4.57% in August-14. The respective District administration should probe, analyze and check reasons for rejections.



## CHAPTER 2G: REPORT OF REJECTIONS FOR AUGUST-14: DEPARTMENT WISE

Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
KANNADA AND CULTURE	81	94	53	56.38
KARNATAKA STATE POLLUTION CONTROL BOARD	209	229	54	23.58
AGRICULTURAL MARKETING DEPARTMENT	579	636	92	14.47
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	28	38	5	13.16
FISHERIES DEPARTMENT	265	212	19	8.96
REVENUE DEPARTMENT	1023903	1064344	83548	7.85
COMMERCIAL TAXES DEPARTMENT	92635	91676	6439	7.02
DEPARTMENT OF PUBLIC INSTRUCTION	9185	8484	553	6.52
CITY MUNICIPAL COUNCIL	24730	24823	1565	6.3
COMMERCE AND INDUSTRIES DEPARTMENT	4892	4039	247	6.12
DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	765	681	35	5.14
AYUSH DEPARTMENT	63	66	3	4.55
CITY CORPORATION (Other than BBMP)	8989	8926	393	4.4
TOWN MUNICIPAL COUNCIL	16902	16697	721	4.32
DRUGS CONTROL DEPARTMENT	835	887	35	3.95
EMPLOYEES STATE INSURANCE MEDICAL SERVICES	87	80	3	3.75
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	126489	129789	4503	3.47
PRE-UNIVERSITY BOARD	4066	4466	119	2.66
HIGHER EDUCATION-COLLEGIATE EDUCATION	905	1024	26	2.54
TOWN PANCHAYAT	5314	5381	117	2.17
TRANSPORT DEPARTMENT	340614	327747	7007	2.14
HOME DEPARTMENT	92537	91877	1931	2.1
BRUHAT BANGALORE MAHANAGARA PALIKE	4800	4953	92	1.86
FOOD AND CIVIL SUPPLIES DEPARTMENT	75697	75790	1268	1.67
HEALTH AND FAMILY WELFARE DEPARTMENT	22561	23431	297	1.27
INSPECTOR GENERAL OF REGISTRATION AND STAMPS	156908	156253	1787	1.14
LABOUR DEPARTMENT	12032	11528	94	0.82
UNIVERSITY EXAMINATION SECTION	10456	10292	81	0.79
KARNATAKA HOUSING BOARD	104	139	1	0.72
REGISTRAR OF CO-OPERATIVE SOCIETIES	904	950	5	0.53
SURVEY AND SETTLEMENT COMMISSIONER	46512	47918	225	0.47
BANGALORE WATER SUPPLY AND SEWERAGE BOARD	959	891	2	0.22
SERICULTURE DEPARTMENT	2287	2559	4	0.16
PUBLIC LIBRARIES DEPARTMENT	982	1088	1	0.09
WOMEN AND CHILD WELFARE DEPARTMENT	41255	41919	14	0.03
NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	44363	45263	11	0.02
TRANSPORT CORPORATIONS(KSRTC)	89384	95296	11	0.01
<b>Total</b>	<b>2397961</b>	<b>2437527</b>	<b>111362</b>	<b>4.57</b>

Records shown above as on 31/08/2014 12:00:00

**Notes: Major departments with higher rejection rates is shown above .The rejection rate in August -14 for the State is 4.57%. Rejection rate for July-14 was 3.58%. The rejection rate for the State has increased as compared to previous month. The departments/Institutions are Revenue Department, Commercial Taxes and Transport have huge receipts with almost 50% of total receipts of the State. This impacts the State rejection rate. Departments with less receipts like Kannada and Culture, Fisheries etc. are minor contributors to the rejection rate.**

## CHAPTER 2H: REPORT OF REJECTIONS FOR AUGUST -14: SERVICE WISE

Service Name	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
Agricultural Labour Certificate	REVENUE DEPARTMENT	543	558	272	48.75
Issuance of Arms License	REVENUE DEPARTMENT	104	54	25	46.3
Recommendation of applications received under Prime Ministers Employment Generation programme to Banks through District Task Force Committee	COMMERCE AND INDUSTRIES DEPARTMENT	851	11	5	45.45
Arms License Issue and Renewal Verification	HOME DEPARTMENT	290	181	80	44.2
Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.	COMMERCIAL TAXES DEPARTMENT	975	885	358	40.45
Landless Certificate	REVENUE DEPARTMENT	859	962	389	40.44
Solvency Certificate	REVENUE DEPARTMENT	170	195	76	38.97
New Registration assignment for other-state Vehicle	TRANSPORT DEPARTMENT	222	185	63	34.05
New Building Licence up to 2400 sqft residential for single dwelling unit	CITY MUNICIPAL COUNCIL	1097	1072	354	33.02
Sandhya Suraksha	REVENUE DEPARTMENT	60382	49403	14739	29.83
Indira Gandhi Old Age Pension	REVENUE DEPARTMENT	10131	7844	2308	29.42
Agricultural Family member Certificate	REVENUE DEPARTMENT	2451	2512	734	29.22
Conversion of agriculture land to non-agriculture purpose	REVENUE DEPARTMENT	2262	2407	691	28.71
Small and Marginal Farmer Certificate	REVENUE DEPARTMENT	7493	8400	2356	28.05
No Government Job Certificate for Compassionate Appointments	REVENUE DEPARTMENT	343	351	93	26.5
Living Certificate	REVENUE DEPARTMENT	194	200	52	26
Agriculturist Certificate	REVENUE DEPARTMENT	1158	1173	271	23.1
Surviving Family member Certificate	REVENUE DEPARTMENT	8140	8502	1883	22.15
Unemployment Certificate	REVENUE DEPARTMENT	1191	1048	232	22.14
Reimbursement of Medical Expenses	DEPARTMENT OF PUBLIC INSTRUCTION	534	657	144	21.92
Issue of Trade licence as per the delegation of powers	CITY CORPORATION (Other than BBMP)	365	378	81	21.43
Pension for disabled persons	REVENUE DEPARTMENT	11556	11526	2457	21.32
No Objection Certificate under LRF Grant	REVENUE DEPARTMENT	471	427	91	21.31
New Building Licence up to 2400 sqft residential for single dwelling unit	TOWN MUNICIPAL COUNCIL	984	857	176	20.54
Destitute Widow pension	REVENUE DEPARTMENT	23201	22982	4627	20.13
Issue of No Due Certificate under the KVAT Act, 2003.	COMMERCIAL TAXES DEPARTMENT	973	1005	194	19.3
First Recognition of Schools	DEPARTMENT OF PUBLIC INSTRUCTION	158	91	17	18.68
Not Re-married Certificate	REVENUE DEPARTMENT	251	252	46	18.25
Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Green Category.	KARNATAKA STATE POLLUTION CONTROL BOARD	104	155	28	18.06
New Building Licence up to 2400 sqft residential for single dwelling unit	CITY CORPORATION (Other than BBMP)	271	244	40	16.39
Issue of form F Declaration	COMMERCIAL TAXES DEPARTMENT	9462	9239	1512	16.37

Service Name	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
ALTERATION TO ASSESSMENT LIST	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	16389	16771	2717	16.2
No tenancy certificate	REVENUE DEPARTMENT	4449	4640	743	16.01
No Objection Certificate under PTCL Act	REVENUE DEPARTMENT	595	604	96	15.89
Issue of Trade licence	CITY MUNICIPAL COUNCIL	1011	1198	187	15.61
Issue of form H Certificates	COMMERCIAL TAXES DEPARTMENT	1752	1793	268	14.95
Renewal of recognition for Schools	DEPARTMENT OF PUBLIC INSTRUCTION	563	328	47	14.33
ISSUE OF JOB CARD TO UNSKILLED LABOURES UNDER MGNREGS	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	9561	10532	1345	12.77
Issue of Duplicate Marks Card /Provisional Marks Card-SSLC	DEPARTMENT OF PUBLIC INSTRUCTION	1499	1507	178	11.81
Issue of registration under the KVAT Act, 2003.	COMMERCIAL TAXES DEPARTMENT	6087	5644	602	10.67
Khatha Extract	CITY MUNICIPAL COUNCIL	5948	5925	610	10.3
Renewal for conductor Licence	TRANSPORT DEPARTMENT	221	200	20	10
Duplicate Registration Certificate	TRANSPORT DEPARTMENT	2212	2215	221	9.98
Service Verification	HOME DEPARTMENT	4381	4540	381	8.39
Distributing Clearance/ Releasing Certificate	TRANSPORT DEPARTMENT	6255	6256	481	7.69
All types of Caste Certificate	REVENUE DEPARTMENT	398666	439751	31224	7.1
Issue of IEM Part-II Acknowledge-ment for Micro, Small and Medium Enterprises	COMMERCE AND INDUSTRIES DEPARTMENT	2084	2091	142	6.79
Issue of Disability Certificate	HEALTH AND FAMILY WELFARE DEPARTMENT	3942	4072	276	6.78
Domicile Certificate	REVENUE DEPARTMENT	9191	10685	706	6.61
Issue of License for Sales establishment.	DRUGS CONTROL DEPARTMENT	435	460	29	6.3
Duplicate Driving Licence	TRANSPORT DEPARTMENT	2187	2145	131	6.11
Police Verification Certificate for Institutions/ Companies	HOME DEPARTMENT	1047	949	54	5.69
Issue of IEM Part-I Acknowledgment for Micro, Small and Medium Enterprises	COMMERCE AND INDUSTRIES DEPARTMENT	1768	1760	93	5.28
Residence Certificate	REVENUE DEPARTMENT	78266	84481	4370	5.17
Issue of C Form declarations under the CST Act, 1956.	COMMERCIAL TAXES DEPARTMENT	72378	72101	3381	4.69
Transfer of Ownership	TRANSPORT DEPARTMENT	37480	36511	1688	4.62
NoC for Passport Verification	HOME DEPARTMENT	28627	28241	1293	4.58
<b>Total</b>					<b>4.57</b>

Records shown above as on 31/08/2014 12:00:00

**Notes: Services which are affected by high rejection rates are shown in the above table.**

Service wise rejection rate sheds light for respective HODs to probe, analyze and check reasons. If necessary, process re-engineering should be done to prevent cases of rejections.

## CHAPTER 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR AUGUST-14: DISTRICT WISE

S.N	District Name	Designated Offices with 7 or more defaults ( May-14)	Designated Offices with 7 or more defaults ( June-14)	Designated Offices with 7 or more defaults ( July-14)	Designated Offices with 7 or more defaults (August-14)
1	Bangalore (U)	116	160	135	115
2	Mandya	44	53	44	55
3	Mysore	56	63	68	47
4	Raichur	43	38	44	45
5	Bijapur	39	38	44	42
6	Belgaum	65	58	64	40
7	Gulbarga	49	49	43	35
8	Hassan	37	42	37	32
9	Chikmagalur	20	27	21	31
10	Shimoga	23	22	23	30
11	Bagalkot	33	35	34	29
12	Bangalore Rural	30	35	29	27
13	Bidar	40	36	26	26
14	Tumkur	14	22	26	25
15	Bellary	49	46	37	24
16	Ramanagara	25	30	24	24
17	Dakshina Kannada	33	29	35	23
18	Chitradurga	36	24	19	20
19	Yadgir	26	28	26	20
20	Davanagere	25	29	23	15
21	Haveri	13	15	13	14
22	Kolar	19	28	20	14
23	Udupi	20	20	17	14
24	Gadag	18	21	20	13
25	Koppal	17	17	15	12
26	Kodagu	10	11	13	9
27	Dharwad	21	16	10	7
28	Chamarajanagar	17	8	6	6
29	Chickaballapura	6	4	2	2
30	Uttara Kannada	8	2	7	2
	<b>Total</b>	<b>952</b>	<b>1006</b>	<b>925</b>	<b>798</b>

Records shown above as on 31/08/2014 12:00:00

**Notes:** Districts of Bangalore (U), Mandya, Mysore, Raichur and Bijapur have occupied the Top 5 places in the list. The receipts in the districts of Bangalore (U) is high compared to other districts. The defaulting offices of Revenue Department are spread all across the State. DCs have to regularly monitor the activities of various departments in their respective districts.

## CHAPTER 2J: OFFICES WITH MORE THAN 7 DEFAULTS FOR AUGUST- 14: DEPARTMENT WISE

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults ( July-14)	Designated Offices with 7 or more defaults ( August-14)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	466	400
		SURVEY AND SETTLEMENT COMMISSIONER	58	42
		IGR	48	33
2	HOME DEPARTMENT	HOME DEPARTMENT	96	85
3	RDPR	RDPR	68	90
4	URBAN DEVELOPMENT DEPARTMENT	BBMP	15	5
		CITY CORPORATION (Other than BBMP)	5	1
		BWSSB	4	2
		BDA	2	2
		TOWN MUNICIPAL COUNCIL	11	17
		CITY MUNICIPAL COUNCIL	7	9
5	FINANCE DEPARTMENT	TOWN PANCHAYAT	12	4
		COMMERCIAL TAXES DEPARTMENT	3	1
		DEPARTMENT OF PUBLIC INSTRUCTION	27	22
		PU BOARD	1	0
		UNIVERSITY ACADEMIC SECTION	0	0
		HIGHER EDUCATION	1	0
		UNIVERSITY EXAMINATION SECTION	0	1
COMMISSIONERATE OF BANGALORE (U) AND MYSORE, CPI	0	1		
6	EDUCATION DEPARTMENT	TRANSPORT DEPARTMENT	35	32
		KSRTC	15	16
		NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	5	4
		BMTC	0	1
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	8	6
7	TRANSPORT DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	1	1
		AGRICULTURAL MARKETING DEPARTMENT	0	0
8	CO-OPERATION DEPARTMENT	LABOUR DEPARTMENT	2	3
		EMPLOYEES STATE INSURANCE MEDICAL SERVICES	0	0
		DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	0	0
9	LABOUR DEPARTMENT			
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	16	8
	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	0	1
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	6	4
12	DPAR	DPAR	1	0
13	HOUSING DEPARTMENT	KARNATAKA HOUSING BOARD	0	0
14	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	6	2
15	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	3	3
16	DRUGS CONTROL DEPARTMENT	DRUGS CONTROL DEPARTMENT	1	0
17	HORTICULTURE DEPARTMENT	SERICULTURE DEPARTMENT	0	0
<b>Total</b>			<b>925</b>	<b>798</b>

Records shown above as on 31/08/2014 12:00:00

**Notes:** Core Revenue department has 400 offices with more than 7 defaults. This along with IGR and Survey settlement Commissioner with 33 and 42 offices respectively sums up to 475 defaulting offices. This constitutes 60% of the total defaulting Offices State wide.

## CHAPTER 2K: DITC RANKING FOR AUGUST 2014

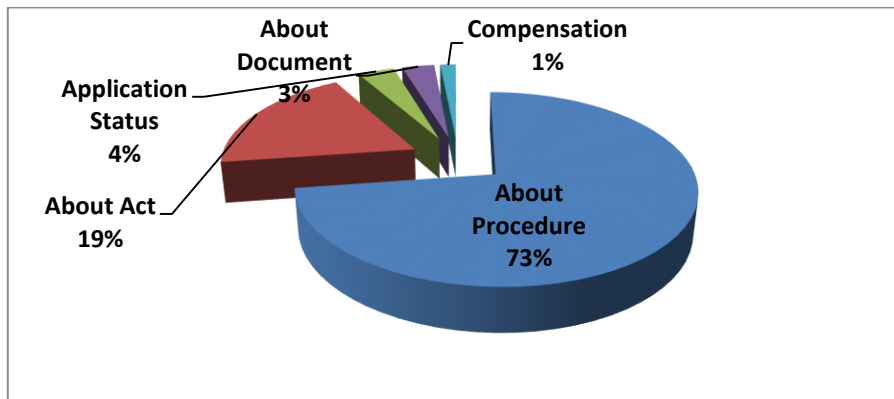
District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank's Total	Final Rank
		Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MOU Signed	Rank	Operational %	Rank	feedback collected %	Rank	Collected	Rank		
Koppal	11	100.00	1	100.00	1	34	16	40.00	10	40.01	5	58	8	52	1
Belgaum	28	96.15	7	95.97	7	115	1	90.91	2	92.41	1	56	9	55	2
Chitradurga	19	100.00	1	100.00	1	17	21	42.86	9	74.02	2	80	3	56	3
Mysore	26	100.00	1	100.00	1	51	11	0.00	14	28.08	10	107	1	64	4
Gadag	4	98.08	4	100.00	1	11	22	16.67	13	31.20	7	32	16	67	5
Gulbarga	17	96.03	8	92.59	11	92	4	87.50	3	18.24	18	60	6	67	5
Dharwad	23	93.51	13	96.39	6	110	2	33.33	12	66.05	3	50	10	69	6
Shimoga	30	98.61	3	95.92	9	108	3	0.00	14	33.27	6	74	5	70	7
Uttara Kannada	20	100.00	1	100.00	1	32	17	0.00	14	91.83	1	30	17	71	8
Ramanagara	7	96.49	6	97.06	4	26	19	0.00	14	28.57	9	40	13	72	9
Chikkaballapura	1	95.33	9	97.52	2	8	23	100.00	1	6.88	21	33	15	72	9
Chamarajanager	6	94.81	11	97.30	3	23	20	80.00	4	20.27	15	40	13	72	9
Bijapur	14	91.25	14	95.95	8	60	8	66.67	6	4.70	22	85	2	74	10
Kolar	3	95.10	10	71.95	12	32	17	0.00	14	20.04	16	85	2	74	10
Raichur	22	98.88	2	96.70	5	46	13	0.00	14	24.43	11	45	11	78	11
Haveri	21	100.00	1	100.00	1	26	19	50.00	8	18.69	17	30	17	84	12
Bangalore	16	0.00	17	0.00	17	56	10	0.00	14	31.18	7	78	4	85	13
Bellary	29	97.16	5	100.00	1	23	20	75.00	5	30.27	8	30	17	85	13
Tumkur	2	0.00	17	0.00	17	82	6	63.64	7	11.70	20	0	18	87	14
Bagalkot	12	0.00	17	0.00	17	59	9	0.00	14	47.76	4	0	18	91	15
Chikmagalur	9	100.00	1	93.02	10	0	25	37.50	11	3.83	23	40	13	92	16
Yadgir	25	100.00	1	60.81	14	30	18	0.00	14	21.00	14	56	9	95	17
Hassan	5	0.00	17	0.00	17	38	15	0.00	14	24.28	11	0	18	97	18
Udupi	10	0.00	17	0.00	17	47	12	0.00	14	23.43	12	0	18	100	19
Mandya	8	20.00	16	0.00	16	17	21	0.00	14	17.31	19	59	7	101	20
Davanagere	18	0.00	17	0.00	17	64	7	0.00	14	21.55	13	0	18	104	21
Dakshina Kannada	15	94.20	12	20.28	15	39	14	0.00	14	0.00	24	34	14	108	22
Bidar	24	0.00	17	0.00	17	88	5	0.00	14	11.63	20	0	18	115	23
Kodagu	13	77.78	15	66.67	13	5	24	0.00	14	0.00	24	41	12	115	23
Bangalore Rural	27	0.00	17	0.00	17	56	10	0.00	14	21.56	13	0	18	116	24
<b>Total</b>						<b>1395</b>						<b>1243</b>			

Records shown above as on 31/08/2014 12:00:00

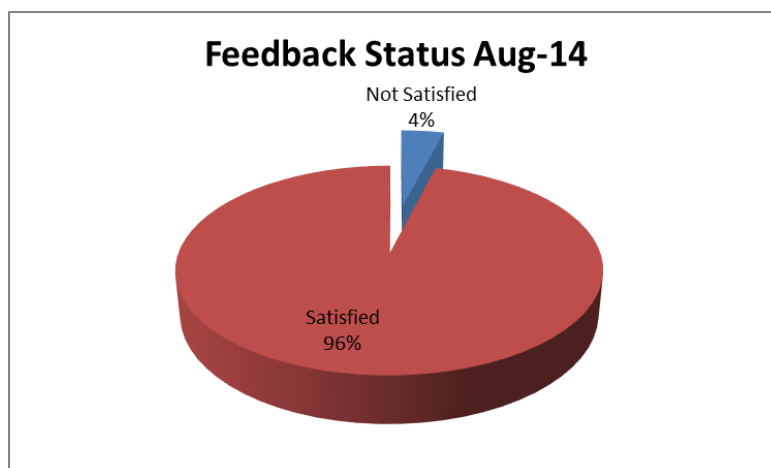
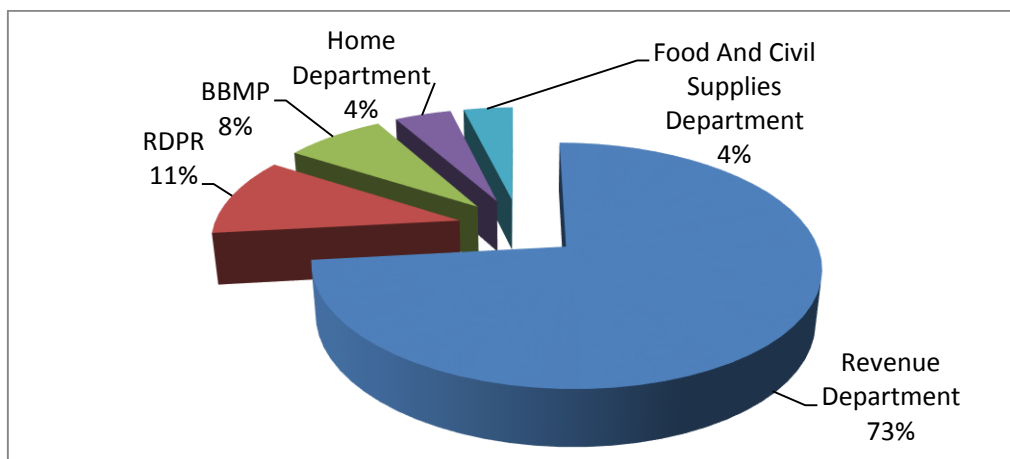
### 3. CALL CENTRE REPORT

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

Helpline's contribution has been good in creating the awareness of the Act. Enquiries about the Act & queries about Procedures together constitutes to 92% of the calls received.



5 departments have constituted to 86% of the total complaints received, Revenue Department alone constituted to 73 % of the total complaints received



## CHAPTER 3A: CALLS RECEIVED- DEPARTMENT WISE

Detailed Department wise breakup of calls logged by Call Centre for the August 2014.

Department	Count
Revenue Department	24989
Transport Department	3819
Rural Development & Panchayat Raj Department	2826
Bruhat Bangalore Mahanagara Palike	2640
Food & Civil Supplies Department	2328
Women & Child Welfare Department	1047
Education Department	986
Home Department	718
Bangalore Water Supply & Sewerage Board	560
Health & Family Welfare	380
Labour Department	356
City Municipal Council	355
Commercial Taxes Department	272
Urban Development	257
Town Panchayat	227
Town Municipal Council	183
University academic section	165
University constituent colleges	142
University finance section	140
City Corporation (Other than BBMP)	131
University of Post-Graduation section	116
Ayush Department	94
ESI - Employees State Insurance Corporation	70
Transport Corporation (KSRTC / BMTC)	69
University examination section	61
Pre University Board	56
Public Works, Ports & Inland Water Transport Department	43
Department of Factories & Boilers & Industrial Safety & Health	37
Drugs Control Department.	30
Higher Education - Collegiate Education	26
Agriculture Department	24
Municipal Corporations / CMC / TMC / Town Panchayat	20
Karnataka Housing Board	16
Department Of Public Instruction	12
Fisheries	9
Sericulture Department	7
Department of Personnel & Administrative Reforms	6
Bangalore Development Authority	3
Irrigation Department	3
Kannada and Culture Department	3
Medical Education	3
Forest Department	2
Parliamentary affairs and legislation	2
Employees State Insurance Medical Service	1
Energy Department	1
Fire Services	1
Inspector General of Registration And Stamps	1
North-East Karnataka Road Transport Corporation	1
Tourism	1
Water Resources	1
<b>Grand Total</b>	<b>43240</b>

Records shown above as on 31/08/2014 12:00:00



## CHAPTER 3B: STATUS OF COMPLAINTS

Table showing status of Complaints- Both Sakala and Non Sakala as of end of August 2014

Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
EJS	NON-SAKALA	5371	1187	680	1867	183	3321
Janagraha	NON-SAKALA	3815	1464	46	1510	736	1569
CM Janata Darshan	NON-SAKALA	3027	2008	614	2622	0	405
Online	SAKALA	928	465	190	655	95	178
Online	NON-SAKALA	237	86	10	96	68	73
Call Center	SAKALA	3848	3592	71	3663	127	58
Call Center	NON-SAKALA	2836	2716	21	2737	58	38
E-Mail	NON-SAKALA	452	442	9	451	0	1
E-Mail	SAKALA	221	213	8	221	0	0
Janagraha	SAKALA	44	0	0	0	44	0
	<b>Total</b>	<b>20779</b>	<b>12173</b>	<b>1649</b>	<b>13822</b>	<b>1311</b>	<b>5643</b>

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		5041	4270	269	4539	266	236
Non Sakala		15738	7903	1380	9283	1045	5407

Records shown above as on 31/08/2014 12:00:00

### Notes:

Out of 5041 complaints received for Sakala, 4270 have been resolved and 269 have been rejected. Hence 4539 complaints have been disposed. Hence 90% closure rate is seen. 266 complaints are in progress and 236 complaints are overdue.

Out of 15738 complaints received for Non Sakala, 7903 have been resolved and 1380 have been rejected. Hence 9283 complaints have been disposed. Hence 59% closure rate is seen. 1045 complaints are in progress and 5407 are overdue. This is because of usage of e janaspandana and Janagraha in uploading complaints. These complaints are being followed up closely and results are expected in a few days.

Non Sakala complaints are being resolved at a very slower rate. Hence 5407 complaints are overdue. HODs need to take a closer look at this issue and instruct concerned officers to resolve the overdue complaints.

### CHAPTER 3C: COMPENSATION CLAIMED STATUS

S.no	Department Name	No Appeals	Compensation
1	REVENUE DEPARTMENT	410	54340
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	28	3120
3	SURVEY AND SETTLEMENT COMMISSIONER	28	1980
4	DEPARTMENT OF PUBLIC INSTRUCTION	26	4620
5	BRUHAT BANGALORE MAHANAGARA PALIKE	17	1600
6	HOME DEPARTMENT	4	380
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TRANSPORT DEPARTMENT	2	640
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
10	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	60
11	CITY MUNICIPAL COUNCIL	1	320
	<b>TOTAL</b>	<b>521</b>	<b>67340</b>

Records shown above as on 31/08/2014 12:00:00

### 3D. CITIZEN FEEDBACK

Name	Location	Department	Complaint Category	Satisfied/Not Satisfied
Vivekananda	Belgaum	RDPR	Alteration to Assessment	Satisfied
Citizen came to know about Sakala through TV advertisement. Citizen Called Up To Enquire about Alteration to Assessment list, got proper Information and good response by Sakala. Citizen stated that Sakala Is providing very helpful service to public address problems. Citizen is satisfied with Sakala.				
Mahendra	Chamarajanagra	Revenue Department	Income certificate	Satisfied
Citizen named Mr.Mahendra called Sakala helpline to know information about income certificate, he got to know about Sakala through newspaper he was provided with appropriate information about the procedure. Citizen is satisfied with Sakala.				
Siddachrya	Shimoga	RDPR	Village Sanitation	Not Satisfied
Citizen called Sakala to register a complaint regarding village sanitation which is not been resolved till date. Complained even officers are not taking proper actions regarding the services. Hence he is not happy with service, requested Sakala to take steps for rural improvements.				
Ayisha	Udupi	CMC	Birth Certificate	Satisfied
Citizen called Sakala helpline to raise complaint regarding Birth certificate . complaint was registered & escalated to higher authority which was followed up by Sakala representative , citizen says his problem was resolved hence he is very much happy about the service provided by the help desk , citizen got to know about Sakala through newspaper .				
Rekha S	Bangalore North	Higher Education	Convocation Certificate	Satisfied
Citizen called Sakala helpline to know information regarding Convocation certificate. Got to know about Sakala through TV advertisement, citizen was provided with appropriate information even Sakala representative spoke to concern officer regarding the issue escalated citizens problem immediately hence she is happy & satisfied with Sakala customer care service.				

Name	Location	Department	Complaint Category	Satisfied/Not Satisfied
Nanjundappa	Tumkur	Revenue Department	Conversion of agriculture land to non-agriculture	Not Satisfied
Citizen called Sakala helpline to know information regarding the procedure to make conversion of agricultural land to non-agricultural land. He had applied for the service but till now he didn't receive any kind of resolution for his complaint. Citizen is not satisfied with Sakala				
Satish	Mandya	Town Panchayat	New Building Licence	Satisfied
Citizen stated that he came to know about Sakala through TV advertisement. Citizen called up to enquiry about building Licence. Got the Information he wanted. Stated that Sakala Is providing very helpful service to public problems. Citizen requested to include more services under Sakala.				
Nathish Kumar	Bangalore (U)	BBMP	Khata Certificate	Satisfied
Citizen called Sakala helpline to know information about khatha. Got to know about Sakala through newspaper. Citizen was provided with appropriate information about the procedure. Hence is happy with Sakala customer care service. Suggested to take action against officers who are involved in bribery.				
Venu Gopal	Bangalore	Revenue Department	Caste Certificate	Not Satisfied
Citizen got to know about Sakala through Newspaper, he called Sakala helpline to know the procedure for availing a caste certificate. Got good response when he called Sakala helpline. But after applying through Sakala he didn't get the service. Hence is not happy with Sakala.				
Ramesh	Bellary	Technical Education Department	Diploma Certificate	Satisfied
Citizen got to know about Sakala through newspaper. Called up to Enquire about diploma certificate, also he got his information with best response. He is satisfied with the service's that given by Sakala. Said Sakala is very good and helpful				

## 4. EVENTS AND NEWS CLIPS

### 1. 02.08.2014, Bengaluru: Workshop- Destination Karnataka, organized by DPAR (AR).

Timeline approach is a must to attract industries to Karnataka, observed Mr.Arun Maira, Founding mentor, India backbone Implementation network and former member, Planning Commission, Government of India.



**Timeline approach must to attract industries to Karnataka -Arun Maira**

“Using World’s Best Practices” - A book on the best practices in Karnataka was released at the Initiative Workshop- Destination Karnataka, organized by DPAR (AR).

Arun Maira said that the Industries have progressed in a very slow manner in India. When compared to other developed countries, India has a long way to go in terms of industrial growth. Mr.Arun Maira said that the existing environment has to change for industries to grow. Creation of jobs and area of manufacturing are major areas which needs improvement in India, he added. The World Bank survey, ‘**Ease of Doing Business**’, has observed that the main thing that affects small industries in doing business are the hassles of dealing with rules and regulations and getting various permissions from Government. The industrialists are left with very less time to do their business. He said that the need of the hour is to change the environment in which the industries grow. It is up to the states to improve the administration of laws and regulations as 2/ 3<sup>rd</sup> of the laws are of the State Government, it has to make it easy, transparent and certain, he opined.

The root cause for delay in industrial growth was contentions and confusions among investors and stakeholders. Hence it is highly important to design tools and methods by which we can make the system work and have to collaborate more effectively, he said. He hailed Sakala as an answer to all problems faced by Industries while dealing with Government. He congratulated Government of Karnataka for the most effective way in which Sakala was being implemented in the state.

Mr. Arun Maira said that IBIN was growing as a network of partners. Rules and methods by which we can improve the system and help faster growth in industries should be implemented. The Government and stakeholders can work together to develop a feasible regulations and systematic collaboration. He also noted that Systems has to be very precise and must connect to people and mind sets has to be changed, by working together.

Mrs.Rathna Prabha, Additional Chief Secretary, Department of Industries and Commerce, in her inaugural address said that there are many difficulties faced by an industrialist to set up an industry in the State. The queries at the time of starting an industry is extensive and the indifferent attitude of the officers needs change, she said. Growth centers are required to provide impetus to the industries. She opined that Industries are needed all over the State she said. Karnataka will have a very good industrial environment if systems are in place. It is therefore very important to develop systems and establish trust in our clients, which will make it easy to continue forward.

Mr.Bobby Nimbalkar, Director, Delivery in charge, Sakal Media Group gave a presentation on the PEMANDU model in the workshop.

3 Groups made their presentation in the workshop. Vijay Shankar from Intel on business regulations wanted Udyoga Mitra to follow Sakala. Nanda Bhatia from Britannia proposed setting up smart cities and Sita Vasudevan from Indev Spoke on HR Skills and Emphasized on 2 way communication needed with Govt., functionaries.



**Mr.Arvind Jadhav, Additional Chief Secretary, Tourism Department launching the CSR website [www.sakala.gov.in/csr](http://www.sakala.gov.in/csr) at the workshop.**

Mr.V.P.Baligar, Chairman & MD, Karnataka State Industrial & Infrastructure Development Corporation limited, Kertine Kamphini, PSD expert, World Bank, Mr.Arvind Jadhav, Additional Chief Secretary, Tourism Department, Dr.Shalini Rajaneesh, Director, Sakala Mission, Principle Secretary, DPAR (AR), Mr.R.Manoj, Additional Mission Director, Sakala Mission, Dr. Sanjeevani Bajaj, CEO, FICCI were present on the occasion.

**2. 05.08.2014, Bengaluru-** Volunteers who work as community police in the city's localities are now registered as **Sakala Mitras** to facilitate the citizens to fill Sakala application forms and help them to register complaints, said Mr.T.B.Jayachandra, Minister for Law and Parliamentary Affairs and Animal Husbandry. He was speaking during the release of Sakala Report for the month of June. He symbolically distributed the Sakala Mitra cards to few volunteers who were registered as Sakala Mitras. Sakala Mitras are registered at the respective Deputy Commissioner's office after verifying their antecedents said the minister.



**Hon. Law minister distributing Sakala Mitra card to a volunteer.**

Assembly Constituency wise performance report is also being awarded from June month along with district and taluk wise ranking and these details will help in the KDP review meetings in the districts, he opined.



**Hon Law Minister releasing the Sakala June Monthly Report accompanied by Mr. Priyanka Kharge, MLA and Mr.Pramod Madhvaraj, MLA.**

3. 08.08.2014, Bengaluru- Vara Prasad Reddy KAS, Administrative officer, Sakala Mission addressing the audience on the event of 10<sup>th</sup> India Innovation Summit, 2014. He explained about the Sakala Initiative and the reforms it has brought.



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





**4. 14.08.2014, Bengaluru- Mr Kasturi Rangan, Chairman Knowledge commission discussing with Mission Director about the performance and grievance management systems developed by Sakala Mission.**



Mr Kasturi Rangan, Chairman Knowledge commission was immensely happy to see the systems developed by Sakala for monitoring performance and grievance management. He proposed to schedule Sakala presentation before the committee of eminent experts for making it an integral part of Student internship program in Mr Kasturi Rangan Chairman Knowledge commission was immensely happy to see the systems developed by Sakala for monitoring performance and grievance management. He proposed to schedule Sakala presentation before the committee of eminent experts for making it an integral part of Student internship program in near future.

**5. 08.08.2014, Bengaluru- Mission director addressed the students at Presidency College. She explained why and how students can engage themselves with Sakala Mission to make Governance more accountable and Citizen friendly.**



6. 08.08.2014, Bengaluru- Nodal officers of various departments delivering services under Sakala along with officials from postal department discussing the topic of “payment gateway” which will enable the post offices to deliver all Sakala online services to the citizens.



7. 04.08.2014, Bengaluru- Vara Prasad Reddy KAS, Administrative officer, Sakala Mission addressing the audience at Rotary club. He explained about the Sakala Initiative and the reforms it has brought.



**8. 04.08.2014, Bengaluru- Delegates from Bihar visited Sakala Mission and were amazed with the progress Sakala initiative has achieved. Offices delivering Sakala services around Bangalore were visited and officials were explained about the new features of Sakala Initiative. Vara Prasad Reddy KAS, Administrative officer, Sakala Mission receiving a memento by the visiting official.**



**9. 05.08.2014: Field Visit by Sakala Mission to Chickaballpura Taluk office. Varaprasad Reddy KAS, Administrative officer of Sakala Mission headed the visit. Discussions with Deputy Tahsildhars, Revenue Inspectors and other field officers of Revenue department along with RDPR officials were held.**



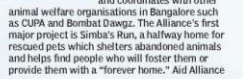
**AKSHARA MATH KITS**



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

**ANIMAL AID ALLIANCE**

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



**SEVA CAFÉ**

Seva Café is a unique pop-up restaurant run entirely by volunteers, who are inspired by the concept of doing 'seva'. At the end of your meal here, you don't get a bill stacked with numbers, just a little folder which says, 'Pay from your heart'. No one questions the amount, and you can walk away without paying anything without anybody questioning you. But few people do, and the café is run entirely on trust. If you like the idea, you are welcome to pitch in with cooking, cleaning, serving, and organizing.

Seva Café is the Indian offshoot of Karma Kitchen, a popular pay-it-forward movement founded in the US in 2007 by Nigam Mehta, who has also given a TED talk. The Café started in Bangalore in Dec 2012 at Irkchi Restaurant in Yelahanka, but the concept has existed in other cities like Ahmedabad and Pune for a few years now. It is a growing movement, and is also spreading to other Indian cities.

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

**MYSORE CYCLE CLUB**

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



**RANG DE**

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

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

**ORGANIC TERRACE GARDENING**

This movement was started by agricultural scientist Dr Vishwanath Kadur, the father of the organic terrace gardening movement in Bangalore - a movement that has several hundred adherents today who believe in eating what you grow, growing what you eat. The movement has branched out into several similar initiatives today, such as Oota from Your Thota, Eat Your Street, Square Foot Gardening etc. Organisations such as Bloom Foundation also hold regular workshops and classes to teach an ever-growing community of backyard gardeners. Bloom's regular Organic and Terrace Gardening workshop is almost always over-subscribed and there is usually a wait-list, says Seetha Ananthashivan, the director of Bloomi College and founder of Bloomi Network. "Compared to even five years ago, the eat local movement has definitely grown in Bangalore and many more people are aware of the environmental costs involved in



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



**15 IDEAS For August 15**

**SAKALA**

A mission that has changed the running from pillar to post culture in Karnataka, Sakala has reaffirmed nearly 55 lakh citizens' faith in democracy. It's a scheme under the Karnataka Guarantee of Services to Citizens System Bill to ensure delivery of service within a stipulated time. Launched on March 1, 2012, Sakala ensures that any citizen can complain about delay or default in a government service delivery and seek monetary compensation. The service also updates applicants on the progress of a request through SMS. It encompasses 375 services, such as birth and death certificates, vehicle registrations, ration cards, land conversion etc. Sakala's delivery rate is phenomenal and more than 99% applications have been cleared. It has been recognised as a model scheme and state governments such as Punjab and Andhra Pradesh as well as government agencies from Pakistan, France and USA have taken note of the scheme.

**COMMUNITY WASTE MANAGEMENT**

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

**TRINITY CARE FOUNDATION**

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

**RURAL INNOVATOR SANTOSH KAVERI**

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

**FRIENDS OF ELEPHANTS**

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

**SAVE BANGALORE LAKES TRUST**

The Save Bangalore Lakes Trust was created a few months ago to enable numerous citizens' groups working towards lake rejuvenation in Bangalore to come together on a common platform, but it represents a solid body of work put in by many of the individual groups. The trust aims to consolidate and organize the citizen groups that have been working towards saving Bangalore's 100 lakes. Several of these groups have seen unprecedented success in engaging with local government and civic agencies to create awareness about Bangalore's lakes, and why they are dying out, and in physically rescuing some of these lakes from silting, encroachment and rampant sewage disposal. Some of the most successful local lake bodies are the Pattenhall Lake Trust and the Kaikondranahalli Lake Trust, and their members recognize the need to share their expertise with other citizen activists in Bangalore and elsewhere in the state.

**GREENSCRAPS**

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

**THE UGLY INDIAN**



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



## Property registration softwares integrated

Bangalore, Aug 6, 2014, DHNS:

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

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

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

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

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

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



## 'Sakala Mitras' to create awareness on time-bound services

Bangalore, Aug 5, 2014, DHNS :

**Govt is appointing volunteers to ensure that citizens get services on time.**

The State government has begun the process of appointing volunteers and 'Sakala Mitras' to create awareness among citizens about the time-bound Sakala services and report lapses, if any, Law Minister T B Jayachandra said on Tuesday.

Addressing a press conference in Bangalore on Tuesday, Jayachandra said the volunteers will also serve as Sakala 'ambassadors' and will work towards ensuring that citizens get the services on time.

All volunteers would be given Sakala Mitra ID cards, he said. Sakala Mission Director Shalini Rajneesh said that at present as many as one lakh volunteers, who had registered for community policing, were being trained to also serve as Sakala Mitras at 1,400 centres across the State.

"Sakala Mitras, during their free time, will create awareness about the scheme. They will provide regular feedback about the implementation of the scheme by calling the call centre at 080-44554455, or by logging on to the e-janaspandana website," Rajneesh said.

In another initiative, Assembly constituency-wise performance of implementation of Sakala services is being generated in a bid to help the jurisdictional MLAs to monitor the activities of various offices in their constituencies. For the month of June, the Chamarajpet Assembly segment has secured the top position, followed by Chickaballapura and Tumkur City.

Replying to queries, Jayachandra said he would be meeting the Chief Justice of the Karnataka High Court D H Waghela to discuss the appointment of a retired high court judge to probe the alleged irregularities in the denotification of 541 acres in the remodified Arkavathy Layout.

Chief Minister Siddaramaiah had announced the probe on July 28, following the Opposition BJP raising the issue in the legislature. "The process of appointing the judge will be completed in three to four days," Jayachandra said.

# THE NEW INDIAN EXPRESS

## **Sakala Mitras to Help Create Awareness**

Bangalore, Aug 6, 2014

BANGALORE : To further strengthen the functioning of the Sakala scheme, the Department of Personnel and Administrative Reforms (DPAR) has decided to rope in volunteers of the community police, who would act as Sakala Ambassadors, Law and Parliamentary Affairs Minister T B Jayachandra said here on Tuesday.

Speaking to reporters, he said volunteers who work as community police in Bangalore 's localities would be registered as Sakala Mitras and create awareness among the citizens and facilitate them to get the service on time.

Informing that the response from the locals on the issue is overwhelming, he said that several enthusiasts have already registered as Sakala Mitras and lending their helping hand to popularise the Sakala scheme.

He also distributed Sakala Mitra ID cards to some volunteers on the occasion. They included senior citizens, retired personnel and also students.

“These volunteers would help the citizens to avail the Sakala service and also register complaints,” he stated. The volunteers would be given training before they are enlisted as the Sakala Mitras, he said.

A new performance report under Sakala Analytics to give reports required by MLAs to monitor the activities of various offices in their constituencies has been developed, Jayachandra said.

## Separate Cell to Tap CSR Funds Mooted

Bangalore, Aug 6, 2014

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

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

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

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

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

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



## Remote areas to gain app-enabled net access

Bangalore , Aug 11, 2014, DHNS:



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Communication infra**

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

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

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

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

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

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

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

August 5, 2014 23:38 IST

## **Community policemen now Sakala Mitras**

Volunteers who work as community police in Bangalore's localities are now registered as Sakala Mitras to facilitate people to fill Sakala application forms and help them register complaints.

Minister for Law and Parliamentary Affairs T.B. Jayachandra, who released the Sakala Mission's report for June, distributed Sakala Mitra cards to a few such volunteers.

About one lakh community policemen would be registered as Sakala Mitras after training. Sakala Mitras are registered at the respective District Commissioner's office after verifying their background, he said.

Mr. Jayachandra said to check untimely delivery of services under the Sakala scheme, the State government had decided to deduct compensation amount from the employees' salary from next month.

At present, compensation for delayed service is being disbursed to the applicant from the government corpus and recovered from the employee later.

# KARNATAKA SAKALA SERVICES ACT - 2011



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our timely services**



## Youth Empowerment and Sports Department

Sl. No	LIST OF IMPORTANT DEPARTMENT SERVICES	DESIGNATED OFFICER	Stipulated time for designated officer (Working Days)
1	Yavanica auditorium reservation	Assistant Director (State Youth Centre)	10
2	Sri Kanteerava Indoor Stadium, Koramangala Indoor Stadium and Akkithimmanahalli Hockey Stadium reservation	Second Division Assistant Stadium Management Committee	10
3	Application received from Youth Clubs for affiliation	All District Office Superintendent	4

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