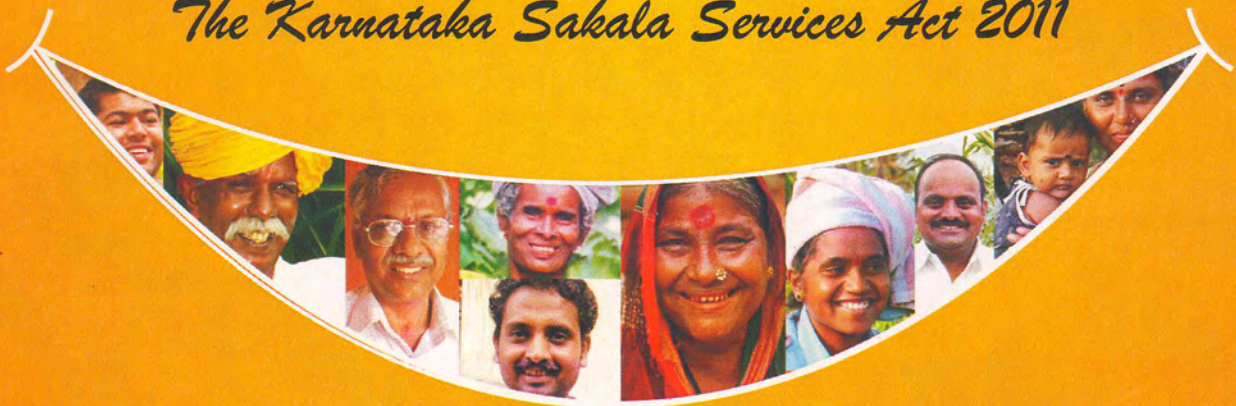




Jagadish Shettar
Chief Minister



The Karnataka Sakala Services Act 2011



December - 2012
Report

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No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

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

The Karnataka Sakala Services Act 2011



Report Card for the month of December 2012

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JAGADISH SHETTAR

CHIEF MINISTER

CM/PS/169/2012



VIDHANA SOUDHA
BANGALORE - 560 001

DATE 29.12.2012

MESSAGE

In the last few reports, I had congratulated each one of you for your exceptional service, I am dismayed to note that the Sakala Services which is the flagship governance project of our Government is being taken lightly by many government officials.

It is sad to note that at some places Display boards for the benefit of citizens have been defaced and removed. Citizens are being asked to come over and over again, counters are closed during office time & brokers are encouraged to give applications on behalf of citizens. These aspects bring bad name to each one of us and any more of such acts will be severely dealt with. While sincere officials will be eligible for Servottam awards on 26 January 2013, officials who malign the very purpose of the Sakala Act and put citizens to difficulty will be dealt with seriously.

I therefore urge all the officials to take Sakala and the citizens cause earnestly and provide the best of services to them. Let service to citizens be our sole motto in the coming months.

In one of his poems let us welcome the New Year with these lines of a poem by Rabindranath Tagore "**Where tireless striving stretches its arms towards perfection & where the mind is without fear and the head is high**".

Let us resolve to change our attitude towards service in the coming New Year.

Warm Wishes for a Fruitful New Year.

A handwritten signature in blue ink, appearing to be "J.S.", with a flourish.

(JAGADISH SHETTAR)



Message

I would like to start on a positive note that we commemorate one full year of the Unanimous mandate given by both the houses of Legislature to provide time bound service to be given under Sakala.

However on 24th December 2012, when I visited the Bangalore South & North Offices based on Sakala Mission's feedback report as well as media reports, I was aghast to see the quality of delivery just 100 meters from the power centre! We had Notice Boards torn and defaced, technical issues dogging the operators and the senior staff not monitoring the working of their juniors, presence of middlemen in all offices and dodging/ bypassing the services under the Revenue Department's Survey of land services. It was a very uneasy feeling for me being the State's Nodal Minister for Sakala.

While internationally reputed Universities have been trying to do a research and emulate our delivery model, such practices pull down our good efforts.



- The Senior Machinery must ensure effective handling of Sakala services by continuous monitoring of Disposals, complaints and services sought on a daily basis.
- No question of by pass for any services under Sakala. All Applications from citizens must be accompanied by a GSC number.
- Do not accept Applications in bulk. Check identity before finally accepting applications.

Good Services will be lauded, but any shoddy work will be severely dealt with. Sakala is for the last man in the last row and any attempt to thwart this will not be tolerated.

“Let bypass take place only in Jayadeva heart institute else replace Sakala boards by saying “BROKERS ARE WELCOME - CITIZENS NO ENTRY!””

S. Suresh Kumar
Minister for Law & Parliamentary Affairs.

Date: 28 December 2012

Chapter 1

From the Desk of the Mission Director

1. **Performance ranking for the month:** From April to November, we were giving lot of importance to reduction on delays/Defaults and therefore 70% weightage for the same. However, with recent experience of greater number of cases bypassed has forced us to change the ranking methodology giving 70% weightage to number of applications per lakh this gave us an inside view of which district was accepting most applications under Sakala and thereby reaching more citizens in the true spirit of the Act.

Rank	District	District	Rank
1	Ramanagara	Bijapur	30
2	Uttara Kannada	Belgaum	29
3	Dakshina Kannada	Bellary	28

From the current report, we would also give you the previous month's ranking for comparison purposes.

2. **Application Details:**

- Cumulative Applications Received – 1,52,82,119
- Cumulative Applications Disposed – 1,49,58,082
- For the Month of **December 2012**, we received and Disposed as below:

Receipts	Disposals
14,46,075	14,31,350

3. **Disposal Trends:** We have observed an increased trend in disposal of citizen applications over the months (fall in delays). In the month of October, we disposed applications at 96.29%, this further improved in November to 97.35% and **in December we have reached a better disposal rate of 97.62%.** This has been possible with the continuous follow up of the District administration, District IT consultants as well as my team visiting various offices and guiding them towards speedier disposals. Quoting my team's visit to the BBMP offices in Bangalore as an example– the pendency of files came down by 674 in just two days!

4. **Rejection trends:** It shows a falling trend. From 6.55% in November to **5.64% in this month** is further progress. We see a higher rejection rate among the newly added

departments. We will take corrective actions to ensure further improvements by reengineering their processes or through specialised training.

5. **Call Centre Information:** The call centre received in all **1,56,449** so far from its inception.

Type of Complaint	Total	Resolved	Not Resolved
Sakala	470	357	106
Non Sakala	1334	1270	64

* data as of 28/12/2012

6. **Appeals:** The Competent Officers need to show their competency by quick disposal of Appeals and payments of Compensation. It is not acceptable to say that citizens declined receipt of cash compensation once he has asked for it (at the time of filing the appeal) .Else it may be construed on account of pressure from officials not to claim. Of the 125 appeals so far, 79 appeals are closed (service delivered or compensation paid), 14 are pending, and the rest are in progress/under investigation. 9 out of the 14 citizens whose appeals are pending have appealed for compensation.

7. **Compensation Claims:** The lone citizen who claimed compensation during the month, taking the total compensation claims under Sakala to **6**.

Name of the Citizen	Amount	Date of Payment	Remarks
Santhosh Kumar Shetty	20.00	17 /12/2012	Delay in mutation copy – Udupi District

8. In an analysis of the number of offices delivering Sakala services to citizens, it was revealed that as many as 16844 offices render services that come under Sakala! With Online applications coming into the fore by end of March, the ease with which citizens apply for Government services would make it even more convenient.

9. **Inspections:** On my team making many inspections on the implementation of Sakala during the month revealed that more awareness, participation from the public and attitudinal change by our staff can make a huge difference in the way we obtain services from the government. In many locations the mandatory display boards were hidden away from public gaze, defaced, Citizens and even some staff were not fully aware of Sakala and its impacts. Helpdesks were putting their own numbers instead of the call centres' number, presence of middlemen in the form of bunch submission of applications etc. We are working closely to mitigate such issues to ensure the very purpose of the Act is met.

10. **Evaluation:** On the closing note, the **University of Chicago** carried out a preliminary evaluation study on the implementation of Sakala in the state. They would be carrying out a

survey at some of the districts to get citizen feedback. The report submitted by them for any improvement will be accepted whole heartedly. The Mission would soon use the services of the Karnataka Evaluation Authority (KEA) to evaluate Sakala on various parameters. On the same note, iCMG – a reputed organisation is carrying out an Enterprise Architecture study to improve and reengineer processes for some specific services.

On the same note, the **University of California** for building areas of co operation met the Chief Secretary to explore areas of co operation in Good governance. MBA students from a reputed institute in Bangalore also have evinced interest in undertaking some special study and submit reports on some of the citizen centric innovations taken up by the state.

With the note, I solicit your feedback on Sakala. Feel free to call 080 4455 4455 or any of the numbers in the portal to say what you want to without fear or favour. Small drops make an Ocean. Every small suggestion can make a difference in the way we work.

My Team joins me in Wishing you all a very Happy, Healthy, Prosperous and eventful New Year!

Dr Shalini Rajneesh
Secretary, Department of Personnel &
Administrative Reforms &
Mission Director – Sakala

Chapter 2

Statistics

Overall Performance

District	No. of GSC receipts during the month (A) (without commercial taxes)	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)	Previous Month's Ranking	Final Ranking (70% weightage on (E) and 30% weightage on (C))
Ramanagara	27885	28619	1.9	14	2788	11	1
Uttara Kannada	36087	37003	0.4	5	2577	1	2
Dakshina Kannada	47893	53012	0.3	3	2395	4	3
Kodagu	13437	12706	0.8	8	2687	2	4
Mandya	49118	49397	1.6	13	2728	25	5
Chitradurga	36977	36935	0.3	3	2311	3	6
Hassan	46391	46568	2.3	19	2728	20	7
Udupi	26122	28405	1.5	12	2374	10	8
Haveri	30380	28786	0.5	6	2025	7	9
Chikmagalur	23028	22116	2	15	2093	23	10
Chamarajanagar	19974	21277	0.2	1	1997	6	11
Bangalore Rural	19744	18376	2.8	21	2193	19	12
Dharwad	34574	39523	0.6	7	1920	8	13
Bangalore Urban	191748	276689	2.3	19	2018	14	14
Bagalkot	35721	34058	0.9	11	1984	17	15
Gulbarga	50773	50874	3.9	26	2031	18	16
Davanagere	38132	37157	2.8	21	2007	9	17
Tumkur	52445	49985	5.4	27	2016	28	18
Chikkaballapura	19829	21071	0.2	1	1652	5	19
Koppal	23178	21016	0.8	8	1782	22	20
Gadag	18780	17312	2	15	1878	16	20
Shimoga	31946	31730	2.8	21	1879	21	22
Mysore	53695	57424	2.2	18	1851	12	23
Yadgir	20785	20500	7.1	29	1889	29	24
Kolar	26727	27289	2	15	1781	24	24
Bidar	22188	22386	0.8	8	1305	15	26
Raichur	34666	33249	11.1	30	1824	30	27
Bellary	39369	42001	2.8	21	1575	27	28
Belgaum	74442	71541	2.9	25	1583	13	29
Bijapur	31528	29466	5.4	27	1501	25	30
Total	1177562	1266471	2.38		2138		

District-wise Performance of Departments:

Revenue Department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Chitradurga	21618	21488	0.1	2	1351	1
Gulbarga	28847	28591	0.8	10	1153	2
Hassan	24322	23751	2.6	17	1430	2
Haveri/	15212	13427	0.1	2	1014	4
Mandya	25049	24546	2.7	19	1391	5
Koppal	13435	11094	0.5	8	1033	6
Davanagere	18384	16223	1.3	12	967	7
Chamarajanagar	9345	10627	0.3	7	934	8
Tumkur	29366	28475	6.4	28	1129	9
Gadag	9551	8468	2.1	14	955	10
Yadgir	12251	12567	10.6	29	1113	11
Bangalore Rural	8804	8162	3	20	978	12
Kodagu	4403	3731	0.7	9	880	13
Kolar	14293	15041	2.5	16	952	13
Raichur	20438	18915	12	30	1075	13
Bijapur	19320	17594	2.1	14	920	16
Chikkaballapura	9118	9784	0	1	759	17
Belgaum	38078	32774	3.7	21	810	18
Uttara Kannada	9826	10429	0.2	5	701	19
Dharwad	11345	10811	0.2	5	630	20
Chikmagalur	8356	7513	2.6	17	759	21
Bagalkot	13480	11832	1.6	13	748	22
Bellary	19625	19338	4.9	24	785	23
Ramanagara	7874	8111	5.4	27	787	24
Dakshina Kannada	6952	6827	0.1	2	347	25
Mysore	22316	20690	4.3	23	769	25
Bidar	10456	9691	1.1	11	615	27
Shimoga	12328	12602	4	22	725	28
Udupi	5142	5375	4.9	24	467	29
Bangalore Urban	24029	21091	5.2	26	252	30
Total	473563	449568				

Rural Development & Panchayat Raj:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Uttara Kannada	2605	2522	0	1	186	1	1
Haveri	2324	2682	0.1	6	154	3	2
Mandya	2516	2476	0.1	6	139	4	3
Kodagu	364	330	0	1	72	7	4
Davanagere	2132	2170	0.1	6	112	6	5
Udupi	1330	1237	0.2	9	120	5	6
Dakshina Kannada	1165	1243	0	1	58	10	7
Gulbarga	3936	3689	5.9	28	157	2	8
Hassan	826	706	0.3	10	48	11	9
Chikmagalur	700	589	1.9	19	63	8	10
Bangalore Rural	542	400	2.8	21	60	9	11
Gadag	389	299	0.7	14	38	14	12
Bidar	602	648	0.5	12	35	15	13
Chamarajanagar	322	371	0.5	12	32	16	14
Kolar	266	244	0	1	17	21	15
Koppal	535	530	2.1	20	41	13	16
Ramanagara	327	334	0.9	15	32	16	17
Chitradurga	298	313	0.3	10	18	19	18
Tumkur	1096	980	5.3	27	42	12	19
Yadgir	38	34	0	1	3	26	20
Bellary	727	654	4.6	24	29	18	21
Bijapur	380	292	4.5	23	18	19	22
Chikkaballapura	82	94	1.1	16	6	24	23
Bagalkot	266	259	4.6	24	14	22	24
Shimoga	148	116	5.2	26	8	23	25
Belgaum	86	82	1.2	17	1	27	26
Dharwad	104	121	4.1	22	5	25	27
Bangalore Urban	171	160	1.3	18	1	27	28
Mysore	51	48	10.4	29	1	27	29
Raichur	5	8	12.5	30	0	30	30
Total	24333	23631					

Transport Department: (Core)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Dakshina Kannada	9798	10547	0.1	4	489	2	1
Uttara Kannada	5757	5656	0.1	4	411	7	2
Kodagu	2228	2101	0.3	16	445	4	3
Bangalore Urban	56334	59874	0.9	26	592	1	4
Bangalore Rural	2722	2494	0.1	4	302	11	5
Shimoga	7176	6662	0.3	16	422	6	6
Davanagere	5331	5460	0	1	280	13	7
Dharwad	7709	7053	0.4	20	428	5	8
Haveri	4230	3902	0.1	4	282	12	9
Mysore	9777	11281	0.3	16	337	8	10
Udupi	5180	6354	1.7	29	470	3	11
Bagalkot	5000	4207	0.1	4	277	14	12
Belgaum	15325	13450	0.3	16	326	9	13
Chikmagalur	3446	3743	0.4	20	313	10	14
Bellary	5427	5605	0.1	4	217	18	15
Chitradurga	3429	3459	0	1	214	22	16
Gulbarga	5392	5212	0.1	4	215	21	17
Koppal	2583	2079	0	1	198	24	18
Bidar	3464	3377	0.1	4	203	23	19
Gadag	2456	2095	0.7	24	245	15	20
Mandya	4088	4310	0.5	22	227	16	21
Ramanagara	1871	2070	0.1	4	187	26	22
Hassan	3712	4097	0.8	25	218	17	23
Tumkur	4810	2678	0.1	4	185	27	24
Raichur	4135	3708	1.1	27	217	18	25
Chikkaballapura	2597	2777	1.1	27	216	20	26
Chamarajanagar	1856	1930	0.2	14	185	27	27
Bijapur	4095	3131	0.6	23	195	25	28
Yadgir	1534	1475	0.2	14	139	29	29
Kolar	2038	1846	4.9	30	135	30	30
Total	193500	192633					

Transport Corporations (incl BMTC)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Chamarajanagar	2830	2831	0	2	283	1	1
Bidar	768	806	0	2	45	5	2
Kolar	128	129	0	2	8	9	3
Hassan	3272	3247	0.2	19	192	2	4
Mandya	143	142	0	2	7	10	5
Chitradurga	125	125	0	2	7	10	6
Bijapur	1044	1044	0.2	19	49	4	7
Bagalkot	116	115	0	2	6	13	8
Koppal	285	313	0.3	21	21	6	9
Gulbarga	2463	2495	48.6	29	98	3	10
Raichur	88	82	0	2	4	15	11
Mysore	339	372	1.3	24	11	7	12
Yadgir	38	38	0	2	3	17	13
Chikmagalur	34	25	0	2	3	17	13
Uttara Kannada	145	150	0.7	23	10	8	13
Dakshina Kannada	58	59	0	2	2	19	16
Bellary	71	71	0	2	2	19	16
Ramanagara	73	76	1.3	24	7	10	18
Kodagu	8	8	0	2	1	22	19
Shimoga	21	13	0	2	1	22	20
Gadag	61	64	6.3	27	6	13	21
Udupi	0	0		1	0	25	22
Belgaum	15	15	0	2	0	25	23
Chikkaballapura	0	322	0	2	0	25	23
Dharwad	4	3	0	2	0	25	23
Haveri	10	10	0	2	0	25	23
Davanagere	93	102	5.9	26	4	15	23
Tumkur	77	78	11.5	28	2	19	28
Bangalore Urban	157	157	0.6	22	1	22	29
Bangalore Rural	0	1	100	30	0	25	30
Total	12466	12893					

Commercial Taxes:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking 70% weightage on (F) and 30% weightage on (D))
Dakshina Kannada	4327	5006	0	1	216	3	1
Mysore	4485	4203	0	1	154	4	2
Bangalore Urban	79462	84503	0.1	14	836	1	3
Belgaum	4874	5186	0	1	103	7	4
Davanagere	1089	1155	0	1	57	10	5
Bellary	3158	3361	0.1	14	126	5	6
Bidar	881	963	0	1	51	11	7
Udupi	1289	1203	0.1	14	117	6	8
Ramanagara	497	490	0	1	49	13	9
Shimoga	1005	1211	0.1	14	59	8	10
Dharwad	6299	6615	1.4	28	349	2	10
Bangalore Rural	402	376	0	1	44	17	12
Bagalkot	1078	1025	0.2	22	59	8	12
Gadag	433	437	0	1	43	18	14
Gulbarga	1208	1384	0.1	14	48	14	15
Uttara Kannada	512	496	0	1	36	21	16
Tumkur	1243	1278	0.1	14	47	16	17
Kodagu	258	138	0.7	26	51	11	18
Bijapur	1023	1063	0.2	22	48	14	19
Koppal	557	700	0.1	14	42	19	20
Chitradurga	435	421	0	1	27	25	21
Mandya	469	778	0	1	26	26	22
Raichur	682	885	0.1	14	35	22	23
Chikkaballapura	197	257	0	1	16	28	24
Chamarajanagar	34	35	0	1	3	30	25
Hassan	646	666	0.8	27	38	20	26
Kolar	474	405	0.2	22	31	24	27
Haveri	486	483	1.7	30	32	23	28
Chikmagalur	277	218	0.5	25	25	27	29
Yadgir	113	123	1.6	29	10	29	30
Total	117893	125064					

Urban Development Department:

a) BDA

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (F) and 30% weightage on (D))
Bangalore Urban	195	294	0.7	NA	2	NA	NA

b) BWSSB

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (F) and 30% weightage on (D))
Bangalore Urban	300	332	25.9	NA	3	NA	NA

c) BBMP:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (F) and 30% weightage on (D))
Bangalore Urban	10979	10562	12.9	2	115	1	2

d) Other City Corporations

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Dakshina Kannada	2606	2620	0	1	130	1	1
Dharwad	1615	1625	0.1	3	89	2	2
Davanagere	1509	1519	0.5	5	79	3	3
Belgaum	2607	2497	0.3	4	55	4	4
Gulbarga	1037	1014	0	1	41	6	5
Mysore	1530	1601	3.6	7	52	5	6
Bellary	745	729	0.8	6	29	7	7
Total	11649	11605					

e) Town Panchayats:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Uttara Kannada	1119	1133	0	1	79	1	1
Davanagere	370	344	0	1	19	4	2
Dharwad	262	241	0	1	14	8	3
Shimoga	213	206	0	1	12	9	4
Gadag	200	197	1	15	20	3	5
Kodagu	193	202	2	19	38	2	6
Dakshina Kannada	218	223	0	1	10	11	7
Bagalkot	314	279	0.4	13	17	6	8
Mandya	330	343	1.7	17	18	5	9
Haveri	121	123	0	1	8	14	10
Chitradurga	120	133	0	1	7	15	11
Chamarajangar	73	59	0	1	7	15	11
Chikmagalur	179	191	3.7	22	16	7	13
Belgaum	478	482	0.6	14	10	11	14
Yadgir	71	73	0	1	6	17	15
Tumkur	312	282	5.3	23	12	9	16
Bidar	97	107	0	1	5	20	17
Chikkaballapura	51	61	0	1	4	21	18
Bellary	232	223	2.2	20	9	13	19
Mysore	181	172	1.7	17	6	17	20
Udupi	16	16	0	1	1	24	21
Gulbarga	167	161	17.4	24	6	17	22
Hassan	55	62	1.6	16	3	22	23
Koppal	47	60	3.3	21	3	22	24
Raichur	0	1	100	25	0	25	25
Total	5419	5374					

f) City Municipal Council:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts /One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Dakshina Kannada	1269	1387	0	1	63	2	1
Uttara Kannada	724	728	0	1	51	6	2
Kolar	955	911	0.2	12	63	2	3
Haveri	720	696	0	1	48	7	4
Chitradurga	688	656	0	1	43	9	5
Udupi	575	601	0.2	12	52	5	6
Belgaum	1962	1888	0	1	41	10	7
Gadag	951	903	2.3	24	95	1	8
Chikkaballapura	367	384	0	1	30	12	9
Bangalore Rural	504	483	1	20	56	4	10
Bagalkot	876	881	0.7	17	48	7	11
Mandya	568	585	0.5	15	31	11	12
Ramanagara	282	283	0.7	17	28	13	13
Chamarajanagar	161	145	0	1	16	20	14
Hassan	389	403	0.5	15	22	15	15
Chikmagalur	304	301	1	20	27	14	16
Bidar	182	168	0	1	10	23	17
Dharwad	196	184	0	1	10	23	17
Tumkur	353	201	20.9	30	13	11	19
Mysore	543	565	0.9	19	18	16	20
Bellary	454	454	2.2	23	18	16	21
Davanagere	139	131	0	1	7	26	22
Bijapur	379	336	10.4	28	18	16	23
Koppal	78	59	0	1	6	28	24
Yadgir	193	161	9.9	27	17	19	25
Tumkur	364	386	8	26	14	21	26
Gulbarga	344	374	6.7	25	13	22	27
Shimoga	155	166	1.8	22	9	25	28
Bangalore Urban	284	289	0.3	14	2	29	29
Raichur	145	150	30.7	29	7	26	30
Total	15104	14859					

Land Records & Survey:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(70% weightage on (F) and 30% weightage on (D))
Uttara Kannada	1405	1169	0	8	100	1	1
Ramanagara	0	0		1	0	NA	NOT_RANKED (NIL Applications)
Kolar	0	0		1	0	NA	NOT_RANKED (NIL Applications)
Koppal	0	0		1	0	NA	NOT_RANKED (NIL Applications)
Mysore	0	0		1	0	NA	NOT_RANKED (NIL Applications)
Bidar	0	0		1	0	NA	NOT_RANKED (NIL Applications)
Bijapur	0	0		1	0	NA	NOT_RANKED (NIL Applications)
Chikkaballapura	0	0		1	0	NA	NOT_RANKED (NIL Applications)
Kodagu	410	365	0	8	82	2	2
Udupi	686	502	3.4	25	62	3	3
Hassan	724	559	0.5	24	42	4	4
Bangalore Rural	263	207	0	8	29	5	5
Chamarajanagar	252	179	0	8	25	6	6
Chitradurga	369	248	0	8	23	7	7
Haveri	249	151	0	8	16	9	8
Bagalkot	398	266	8.6	28	22	8	9
Raichur	296	232	15.9	29	15	10	10
Shimoga	165	4	0	8	9	13	11
Bellary	278	173	4.6	27	11	12	12
Dakshina Kannada	153	100	0	8	7	14	13
Tumkur	353	201	20.9	30	13	11	14
Dharwad	67	55	0	8	3	16	15
Gadag	75	24	4.2	26	7	14	16
Gulbarga	33	9	0	8	1	17	17
Davanagere	5	1	0	8	0	18	18
Belgaum	1	1	0	8	0	18	18
Bangalore Urban	39	5	0	8	0	18	18
Yadgir	1	1	0	8	0	18	18
Mandya	13	11	0	8	0	18	18
Chikmagalur	1	1	0	8	0	18	23
Total	6236	4464					

Women & Child

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Bangalore Rural	653	650	0	3	72	1	1
Chitradurga	423	423	0	3	26	2	2
Mysore	724	717	0	3	24	3	3
Haveri	312	336	0	3	20	4	4
Ramanagara	189	189	0	3	18	5	5
Dakshina Kannada	376	377	0	3	18	5	5
Udupi	187	187	0	3	17	7	7
Davanagere	272	263	0	3	14	9	8
Gadag	144	144	0	3	14	9	8
Hassan	231	212	0	3	13	11	10
Shimoga	205	205	0	3	12	12	11
Dharwad	205	205	0	3	11	13	12
Chikmagalur	114	112	0	3	10	14	13
Bagalkot	185	185	0	3	10	14	13
Koppal	124	122	0	3	9	16	15
Kodagu	44	44	0	3	8	17	16
Tumkur	231	228	0	3	8	17	16
Chamarajanagar	85	87	0	3	8	17	16
Belgaum	811	816	1.2	30	17	7	19
Yadgir	81	73	0	3	7	20	20
Bijapur	123	123	0	3	5	21	21
Uttara Kannada	69	64	0	3	4	22	22
Raichur	73	66	0	3	3	23	23
Kolar	46	46	0	3	3	23	23
Bangalore Urban	196	188	0	3	2	25	25
Bellary	45	45	0	3	1	26	26
Chikkaballapura	14	14	0	3	1	26	26
Mandya	35	35	0	3	1	26	26
Gulbarga	0	0		1	0	29	29
Bidar	0	0		1	0	29	29
Total	6197	6156					

PWD:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Udupi	1	0		1	0	1	1
Kolar	3	2	0	22	0	1	2
Belgaum	1	1	0	22	0	1	2
Haveri	3	3	0	22	0	1	2
Chitradurga	4	4	0	22	0	1	2
Dakshina Kannada	1	1	0	22	0	1	2
Total	13	11					

*Districts not listed did not receive any applications.

Ayush Department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Dharwad	22	22	0
Udupi	13	12	0
Uttara Kannada	8	8	0
Chitradurga	10	10	0
Bellary	3	3	0
Bagalkot	2	2	0
Bangalore Urban	7	2	0
Total	65	59	

*Districts not listed did not receive any applications

KHB: Chitradurga District received 5 Applications and disposed all the 5 during the month. No other District received applications during the month.

Information department: Bangalore received 50 Applications and disposed 48 applications. Other districts did not receive any applications in the month.

Commerce & Industry

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Hassan	75	75	0	6	4	4	1
Haveri	66	65	0	6	4	4	1
Ramanagara	44	44	0	6	4	4	1
Uttara Kannada	59	59	0	6	4	4	1
Udupi	94	94	1.1	19	8	1	5
Shimoga	97	93	2.2	22	5	2	6
Chikkaballapura	45	45	0	6	3	9	7
Belgaum	219	219	2.3	23	4	4	8
Tumkur	131	131	13.7	30	5	2	9
Chikmagalur	25	24	0	6	2	14	10
Bidar	50	50	0	6	2	14	10
Bangalore Rural	24	24	0	6	2	14	10
Bangalore Urban	376	365	0.5	18	3	9	13
Mysore	88	86	1.2	20	3	9	14
Bagalkot	57	57	1.8	21	3	9	15
Kolar	52	52	3.8	26	3	9	16
Bijapur	23	23	0	6	1	19	17
Koppal	23	23	0	6	1	19	17
Kodagu	0	0		1	0	24	19
Chitradurga	0	0		1	0	24	19
Dakshina Kannada	0	0		1	0	24	19
Dharwad	0	0		1	0	24	19
Raichur	0	0		1	0	24	19
Gadag	28	28	3.6	25	2	14	24
Mandya	52	52	7.7	29	2	14	25
Yadgir	2	2	0	6	0	24	26
Chamarajanagar	6	3	0	6	0	24	26
Bellary	37	36	2.8	24	1	19	28
Davanagere	25	25	4	27	1	19	29
Gulbarga	44	44	4.5	28	1	19	30
Total	1742	1719					

Labour department:

Factories & Boilers:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (F) and 30% weightage on (D))
Bangalore	467	435	0	1	4	1	1
Dakshina Kannada	89	105	0	1	4	1	1
Dharwad	40	46	0	1	2	3	2
Gulbarga	56	38	0	1	2	3	2
Mysore	60	53	0	1	2	3	2
Davanagere	37	24	0	1	1	6	6
Shimoga	27	33	0	1	1	6	6
Tumkur	15	16	0	1	0	8	8
Belgaum	26	40	0	1	0	8	8
Bellary	10	19	0	1	0	8	8
Raichur	9	14	0	1	0	8	8
Total	836	823					

ESI: Excepting Kolar – no other district received applications under ESIC. Kolar received 12 Applications and disposed 7 applications during the month.

Inspector General of Registrations:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Mysore	2	0	0	1	0	1	1
Bangalore	50	48	0	2	0	1	2

Labour Department (Core)

District	No .of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No .of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Uttara Kannada	592	970	0	1	42	1	1
Udupi	285	263	0	1	25	4	2
Chitradurga	388	384	0	1	24	5	3
Ramanagara	235	235	0	1	23	6	4
Shimoga	362	226	0	1	21	8	5
Dakshina Kannada	366	416	0	1	18	10	6
Tumkur	443	536	0	1	17	11	7
Kolar	259	254	0	1	17	11	7
Bidar	281	511	0	1	16	13	9
Bangalore Urban	3266	2687	0.3	27	34	2	10
Mysore	417	476	0	1	14	14	11
Dharwad	503	478	0.4	28	27	3	12
Yadgir	143	70	0	1	13	15	13
Gadag	138	120	0	1	13	15	13
Mandya	232	192	0	1	12	17	15
Hassan	196	196	0	1	11	18	16
Haveri	335	337	0.6	29	22	7	17
Belgaum	476	446	0	1	10	19	17
Bellary	260	273	0	1	10	19	17
Bangalore Rural	83	82	0	1	9	21	20
Chikmagalur	105	103	0	1	9	21	20
Bijapur	406	323	0.9	30	19	9	22
Chikkaballapura	97	92	0	1	8	23	23
Kodagu	40	29	0	1	8	23	23
Raichur	156	160	0	1	8	23	23
Davanagere	143	118	0	1	7	26	26
Bagalkot	141	142	0	1	7	26	26
Gulbarga	107	102	0	1	4	28	28
Chamarajanagar	33	48	0	1	3	29	29
Koppal	26	35	0	1	2	30	30
Total	10514	10304					

Education:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Belgaum	385	357	0	1	8	1	1
Bagalkot	54	34	0	1	3	5	2
Chamarajanagar	20	8	0	1	2	8	3
Dakshina Kannada	42	24	0	1	2	8	3
Udupi	25	7	0	1	2	8	3
Bangalore Urban	637	600	2	16	6	2	6
Gulbarga	111	103	2.9	20	4	3	7
Uttara Kannada	19	17	0	1	1	12	8
Ramanagara	11	12	0	1	1	12	8
Koppal	15	6	0	1	1	12	8
Chitradurga	23	27	0	1	1	12	8
Dharwad	30	3	0	1	1	12	8
Hassan	22	13	0	1	1	12	8
Bidar	72	23	4.3	23	4	3	14
Mysore	115	112	2.7	19	3	5	15
Kolar	48	33	3	21	3	5	16
Davanagere	47	92	2.2	17	2	8	17
Shimoga	29	46	2.2	17	1	12	18
Tumkur	34	57	3.5	22	1	12	19
Chikmagalur	14	20	5	24	1	12	20
Mandya	34	17	5.9	25	1	12	20
Bijapur	29	42	7.1	26	1	12	22
Bangalore Rural	10	13	7.7	27	1	12	23
Bellary	25	7	14.3	28	1	12	24
Yadgir	20	9	44.4	30	1	12	25
Haveri	4	9	0	1	0	26	26
Kodagu	0	6	0	1	0	26	26
Gadag	7	5	0	1	0	26	26
Chikkaballapura	5	6	0	1	0	26	26
Raichur	17	17	29.4	29	0	26	30
Total	1904	1725					

PU Board							
Bangalore Urban	6	0	0	1	0	NA	NA

Health & Family Welfare

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Chamarajanagar	1301	1304	0	1	130	1	1
Chitradurga	1043	1100	0	1	65	4	2
Kolar	1267	1255	0.2	13	84	2	3
Uttara Kannada	543	563	0	1	38	12	4
Chikmagalur	466	466	0.2	13	42	8	5
Kodagu	157	155	0	1	31	14	6
Haveri	726	644	1.1	18	48	7	7
Gadag	631	490	2.7	23	63	5	8
Ramanagara	536	521	2.5	22	53	6	9
Tumkur	1758	1669	19.2	30	67	3	10
Dakshina Kannada	529	527	0	1	26	16	11
Yadgir	437	453	1.3	19	39	10	12
Chikkaballapura	227	232	0	1	18	18	13
Bagalkot	765	815	4	27	42	8	14
Bangalore Rural	358	345	2.9	25	39	10	15
Hassan	242	241	0	1	14	21	16
Davanagere	164	163	0	1	8	23	17
Belgaum	1439	1442	2.8	24	30	15	18
Bellary	833	851	8.3	29	33	13	19
Raichur	140	137	0	1	7	25	19
Gulbarga	101	76	0	1	4	26	21
Mandya	302	292	1	17	16	20	22
Dharwad	262	245	0.8	15	14	21	23
Koppal	224	365	1.6	20	17	19	24
Bijapur	510	515	3.1	26	24	17	25
Bidar	61	61	0	1	3	29	26
Bangalore Urban	194	179	0	1	2	30	27
Mysore	127	119	0.8	15	4	26	28
Shimoga	82	83	2.4	21	4	26	29
Udupi	92	108	5.6	28	8	23	29
Total	15517	15416					

Health & Family (Drugs Control)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Belgaum	214	31	0	1	4	2	1
Dakshina Kannada	94	14	0	1	4	2	1
Davanagere	91	93	0	1	4	2	1
Haveri	60	36	0	1	4	2	1
Kodagu	21	20	0	1	4	2	1
Kolar	69	25	0	1	4	2	1
Koppal	57	32	0	1	4	2	1
Gadag	40	15	0	1	4	2	1
Ramanagara	43	4	0	1	4	2	1
Udupi	54	9	0	1	4	2	1
Uttara Kannada	52	19	0	1	3	12	11
Shimoga	66	29	0	1	3	12	11
Chikmagalur	35	35	0	1	3	12	11
Chitradurga	60	27	0	1	3	12	11
Bellary	82	28	0	1	3	12	11
Bagalkot	69	24	0	1	3	12	11
Bijapur	77	28	0	1	3	12	11
Bangalore Rural	28	24	0	1	3	12	11
Bangalore	663	338	0.9	28	6	1	19
Chikkaballapura	24	8	0	1	2	20	20
Bidar	46	14	0	1	2	20	20
Mandya	40	24	0	1	2	20	20
Mysore	73	16	0	1	2	20	20
Raichur	40	24	0	1	2	20	20
Gulbarga	50	28	0	1	2	20	20
Yadgir	21	15	0	1	1	28	26
Tumkur	19	19	0	1	0	29	27
Chamarajanagar	9	8	0	1	0	29	27
Hassan	41	16	6.3	29	2	20	29
Dharwad	44	22	9.1	30	2	20	30

Home Department (Police)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (F) and 30% weightage on (D))
Udupi	2632	2648	0.9	8	239	1	1
Kodagu	1166	1148	1	11	233	2	2
Uttara Kannada	1940	1794	0.4	2	138	6	3
Bangalore Rural	1482	1256	1	11	164	4	4
Dakshina Kannada	4482	3894	4	22	224	3	5
Mysore	4742	4330	4	22	163	5	6
Chikmagalur	1319	1272	2.4	20	119	7	7
Mandya	2088	1870	2.6	21	116	8	8
Shimoga	1962	1806	2.3	19	115	9	9
Chikkaballapura	969	918	0.5	3	80	17	10
Davanagere	2158	2076	1.8	17	113	11	10
Hassan	1850	1975	1.6	15	108	13	12
Bagalkot	1095	1110	0.2	1	60	20	13
Chitradurga	1223	1210	0.7	6	76	18	14
Ramanagara	1150	1050	8	27	115	9	14
Tumkur	2356	2140	1.4	13	90	15	14
Dharwad	1568	1528	1.4	13	87	16	17
Bidar	935	934	0.6	5	55	21	18
Bangalore Urban	10380	9688	5.2	26	109	12	18
Kolar	1571	1543	4	22	104	14	20
Chamarajanagar	447	469	0.9	8	44	24	21
Koppal	522	428	0.5	3	40	27	22
Haveri	619	567	0.7	6	41	26	23
Gadag	445	438	1.6	15	44	24	24
Bellary	1190	1116	1.9	18	47	23	25
Gulbarga	1589	1195	8.9	29	63	19	26
Raichur	577	536	0.9	8	30	30	27
Belgaum	2273	2477	8.8	28	48	22	28
Bijapur	733	648	5.1	25	34	28	29
Yadgir	351	291	16.8	30	31	29	30
Total	55814	52355					

Chapter -3

Districtwise Analytics of Performance & List of Poor Performing Offices: Dec 2012

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cumulative Complaints
Bagalkot	93	<p>Sub Registrar Bilgi 40 Deputy Tahsildar Office-Angawadi -6 Deputy Tahsildar Office-Hunagund 13 Deputy Tahsildar Office-Amingad 4 Sub Registrar Jhamakhandi 7</p> <p><i>Impacted Services - All types of Caste Certificate Residence Certificate Surviving Family member Certificate</i></p>	336	877	10
Bangalore	4697	<p>DEPUTY DIRECTOR,BANGALORE WEST 44 Sub Registrar Nagarbhavi, Bangalore 45 INDIRANAGARA PS Police Station 46 Deputy Tahsildar Office-Dasanapura-1 54 HALASURU PS Police Station 55 Deputy Tahsildar Office-Kengeri 70 Deputy Tahsildar Office-Beguru 71 Deputy Tahsildar Office-Kasaba 81 Deputy Tahsildar Office-Utharahalli 82 RTO - Yelhanka, Bangalore. 91 MAHADEVA PURA PS Police Station 123 District Police Office Bangalore 128 BYAPPANAHALLI PS Police Station 136 DEVARA JEEVANA HALLI PS Police Station 136 Deputy Tahsildar Office-Dasanapura-2 137 Commissioner Of Police Bangalore City 614 Sub Registrar Peenya, Bangalore 703</p> <p>Conversion of agriculture land to non agriculture purpose Modification in Existing Ration Card Khatha Extract/Certificate</p>	6446	18222	144

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cumulative Complaints
		<p>Registration of Vehicle Service Verification</p> <p>Arms License Issue and Renewal Verification</p> <p>Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)</p> <p>All types of Caste Certificate</p> <p>All types of Income Certificate</p> <p>Receipt and Disposal of Petitions</p> <p>NoC for Passport Verification</p> <p>Registration of Land / property</p>			
Bangalore Rural	634	<p>Deputy Tahsildar Office-Channarayapatana 18</p> <p>Deputy Tahsildar Office-Kasaba 24</p> <p>Deputy Commissioner Office ,Bangalore Rural 29</p> <p>RTO - Devanahalli, Bangalore Rural District. 41</p> <p>Sub Registrar Hosakote 158</p> <p>Sub Registrar Doddaballapura 175, Receipt and Disposal of Petitions</p> <p>Issue of age certificate</p> <p>Conversion of agriculture land to non agriculture purpose</p> <p>Learning Licence</p> <p>All types of Caste Certificate</p> <p>Registration of Land / property</p>	524	1029	6
Belgaum	122	<p>Deputy Tahsildar Office-Kakati -27</p> <p>Sub Registrar Indawadi -7</p> <p>Sub Registrar Belgaum 11</p> <p>Deputy Tahsildar Office-Uchagoan -6</p> <p>District Police Office Belgaum 40</p> <p>Impacted Services: Petitions, Income Certificates</p>	2128	4632	19

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cumulative Complaints
Bellary	552	Deputy Tahsildar Office-Chornur 8 Deputy Tahsildar Office-Gudekote 8 Deputy Tahsildar Office-Hampasagara 8 Deputy Tahsildar Office-Koluru 9 Deputy Tahsildar Office-Kamalapura 9 Deputy Tahsildar Office-Hagaribommanahalli 10 Deputy Tahsildar Office-Hirehadagali 12 Deputy Tahsildar Office-Ittagi 12 Sub Registrar Kampli 13 Deputy Tahsildar Office-Kasaba 1 21 Deputy Tahsildar Office-Tornagallu 23 Deputy Tahsildar Office-Kasaba 26 Deputy Tahsildar Office-Moka 27 Deputy Tahsildar Office-Bellary 27 Taluk Office , Bellary 58 Deputy Tahsildar Office-Kasaba Hadagali 89, Impacted Services: <i>Record of Rights Certificate</i> <i>Small and Marginal Farmer Certificate</i> <i>Residence Certificate</i> <i>All types of Income Certificate</i> <i>All types of Caste Certificate</i>	1197	2241	19
Bidar	23	Sub Registrar Bidar - 4 Sub Registrar Humnabad 10, Sub Registrar Basavakalyana 7, Impacted Service: <i>Registration of Land / property, Verification, Petitions</i>	168	2329	12
Bijapur	188	Deputy Tahsildar Office-Kolhar 8 Deputy Tahsildar Office-Indi 8 Sub Registrar Basavanabagevadi 77 Sub Registrar Sindhagi 95, Registration of Land / property	1644	1269	9

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cumulative Complaints
Chamarajanagar	7	Taluk Office , Tirumakudal - Narsipur 4 Sub Registrar Yelanduru 5 Deputy Tahsildar Office-Muguru 6 Deputy Tahsildar Office-Bannuru 7, <i>Impacted Service: All types of Caste Certificate All types of Income Certificate Registration of Land / property</i>	26	910	6
Chikkaballapura	1	Sub Registrar Chikkaballapur 1, <i>Impacted Service: Registration of Land / property</i>	38	1411	5
Chikmagalur	272	Deputy Tahsildar Office-Kasaba 4 Sub Registrar Chikkamagalur 4 Deputy Tahsildar Office-Sakharayapattana 5 GRAMA PANCHAYAT OFFICE,BETTAGERE 6 Sub Registrar Tarikere 8 Sub Registrar Kadur 8 District Police Office Chikmagalur 12 Sub Registrar Mudigere 127 <i>Impacted Service:Registration of Land / property</i>	470	1479	2
Chitradurga	45	Sub Registrar Holalkere -15 Deputy Tahsildar Office-Kasaba 4 Sub Registrar Hiriyur 4 Deputy Tahsildar Office-Talya 6 Sub Registrar Chitradurga 10, <i>Impacted Service: Registration of Land / property</i>	94	1921	20

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cumulative Complaints
Dakshina Kannada	109	<p>KADABA Police Station 7 Moodabidre PS Police Station 21 Commissioner Of Police Mangalore City 22 District Police Office Dakshina Kannada 49, <i>Impacted Service: Arms License Issue and Renewal Verification</i> NoC for Passport Verification Receipt and Disposal of Petitions</p>	180	1360	5
Davanagere	142	<p>Deputy Tahsildar Office- Kasaba - 20, Deputy Tahsildar Office Santhebennur - 10 Sub Registrar Harihara 3 Deputy Tahsildar Office-JAGALUR 3 Deputy Tahsildar Office-Bilichodu 3 Sub Registrar Channagiri 4 Sub Registrar Jagalur 5, <i>Impacted Service: Small & Marginal Farmers Certificate, Landless certificate, No tenancy, Non creamy layer</i></p>	1085	1941	44
Dharwad	486	<p>District Police Office Dharwad 11 REGIONAL FIRE OFFICER, HUBLI RANGE 13 Sub Registrar Navalgund 15 Sub Registrar Hubli North 15 Sub Registrar Dharwad 330, <i>Impacted Service: Registration of Land / property, Service Verification</i></p>	230	1652	2
Gadag	77	<p>Tahsildar Office-Mundaragi 3 GADAG , GANDHI CIRCLE, GADAG 3 Deputy Tahsildar Office-Shirahatti 5 Sub Registrar Shirahatti 5 Sub Registrar Gadag 21, <i>Impacted Service: Registration of Land / property</i></p>	361	905	5

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cummulative Complaints
Gulbarga	215	District Police Office Gulbarga 110 DTO NEKRTE GULBARGA 2 38 Deputy Tahsildar Office-Shahapur 20 Deputy Tahsildar Office-Hayala B 18 City Municipal Council Shahabad 10 Deputy Tahsildar Office-Nelogi 10 Deputy Tahsildar Office-Gogi K 9, <i>Impacted Services: Registration of Land / property All types of Caste Certificate Issue of Bus Passes to Physically challenged Residence Certificate Reciept and Disposal of Petitions</i>	1950	1637	8
Hassan	211	Deputy Commissioner Office ,Hassan 61 TAHSILDAR OFFICE,HASSAN 42 Sub Registrar Holenarasipura 31 District Police Office Hassan 15 Deputy Tahsildar Office-Kasaba 11 Sub Registrar Nuggehali 6, <i>Impacted Services: Conversion of agriculture land to non agriculture purpose, Service, Passport Verifications,Residency Certificate</i>	1094	3023	12
Haveri	33	Sub Registrar Ranibennuru 6 Sub Registrar Shiggon 3 Registration of Land / property	138	1226	3
Kodagu	1	Kodagu Sub Registrar Somawarpet 2 Sub Registrar Madikeri 2,Registration of Land / property	112	546	4

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cummulative Complaints
Kolar	100	Deputy Tahsildhar office Kolar -Kasaba - 43 - Taluk Office , Malur 40, Impacted Services - Conversion of agriculture land to non agriculture purpose, Caste, Residency certificates	556	1740	13
Koppal	22	Deputy Tahsildar Office-Hanamanal 2 Sub Registrar Kushtagi 3 Sub Registrar Koppala 7, Impacted Services: Registration of Land / property	149	807	11
Mandya	89	Deputy Tahsildar Office-K.shettahalli 8 Deputy Tahsildar Office-Arakere 7 RTO - Nagamangala, Mandya Dist 7 RTO - Mandya 6 Deputy Tahsildar Office-Pandavapura 6 District Police Office Mandya 6 Deputy Tahsildar Office-Kasaba 5, Impacted Services: Residence Certificate All types of Caste Certificate Receipt and Disposal of Petitions	878	3739	9
Mysore	213	Deputy Commissioner of Police Mysore City 35 Deputy Commissioner Office ,Mysore 14 Deputy Tahsildar Office-Saraswathi Puram 10 District Police Office Mysore 9 MYSORE , TALUK HEALTH OFFICE N P C HOSPITAL COMPOUND NAZARBAD MYSORE-10 - 7, Impacted Services: All types of Income Certificate Conversion of agriculture land to non agriculture purpose All types of Caste Certificate Receipt and Disposal of Petitions	1327	2603	18
Raichur	777	Sub Registrar Devadurga 690 City Municipal Council Raichur 76	3697	2175	20

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cumulative Complaints
		<p>Deputy Commissioner Office ,Raichur 46 Deputy Tahsildar Office-Gabbur 189 Deputy Tahsildar Office-Devadurga 51 Deputy Tahsildhar office - Arakere - 32 Sub Registrar Sindhanur 21 Deputy Tahsildar Office-Maski 20 Deputy Tahsildar Office-Kunmatagi 18 RTO - Raichur 17 Deputy Tahsildar Office-Guragunta 13 Deputy Tahsildar Office-Raichur 85 Deputy Tahsildar Office-Turvihal 12 City Municipal Council Sindhanur 11, Impacted Services: All types of Income Certificate Conversion of agriculture land to non agriculture purpose All types of Caste Certificate Residence Certificate New Building Licence upto 2400 sqft residential for single dwelling unit Registration of Land / property</p>			
Ramanagara	265	<p>Deputy Commissioner Office ,Ramanagara 35 District Police Office Ramanagar 26 Deputy Tahsildar Office-Kasaba 22, No tenancy certificate All types of Income Certificate All types of Caste Certificate</p>	577	712	3
Shimoga	274	<p>Sub Registrar Bhadravati 61 District Police Office Shimoga 42 Deputy Tahsildar Office-Kasaba 12 ASSISTANT COMMISSIONERS OFFICE, SHIMOGA 11 Anavatti Police Station 9, Impacted Service:Residence Certificate</p>	953	1773	9

District Name	Pendency as of 29.12.12	Non Performing Offices/Overdue Applications count with details of Services impacted	Delayed Disposal 29.12.2012	Rejections as on 29.12.2012	Cummulative Complaints
		<i>NoC for Passport Verification Reciept and Disposal of Petitions Registration of Land / property</i>			
Tumkur	244	Sub Registrar Turuvekere 7 RTO - Tumkur 13 Sub Registrar Madhugiri 33 Sub Registrar Tumkur 65 Sub Registrar Gubbi 105, <i>Impacted Service: Registration of Land / property</i>	2671	5263	29
Udupi	21	Sub Registrar Udupi 11,Registration of Land / property	424	662	10
Uttara Kannada	14	Sub Registrar Haliyala 2, Sub Registrar Mundagoda 2 Sub Registrar Kumata 3,Registration of Land / property	159	1033	3
Yadgir	166	Deputy Tahsildar Office-Yadgiri 32 District Police Office Yadgiri 16 Deputy Tahsildar Office-Gurmitkal 11 Deputy Tahsildar Office-Balichakra 7 Deputy Tahsildar Office-Saidapur 6, Surviving Family member Certificate Residence Certificate No tenancy certificate	1494	973	4
Total	10842		31106	70090	

Know your Sakala

Question: Assume a Complaint is made through call centre on 26-12-2012. In the complaint applicant told that he applied for PHP pension (Physically handicapped person) on 26/11/2012. However, the Nemmadi Counter personnel did not give the GSC no as the applicant has applied before 02 Dec 2012 (pension as a service was applicable under Sakala from 2/12/12. Hence then there is no Question of giving the GSC number hence this complaint becomes Non-Sakala.

But Mission served the notice which states that CC is to be paid to Citizen. But when Complaint becomes NON-SAKALA then there is no question of CC to the person but service delivery to the citizen is due. Is this assumption Correct?

Answer: The 151 services on 2-4-2012 and 265 services since 2-12-12 got covered under Sakala. Now, any application with respect to these services which was pending (as on 2-4-2012 or 2-12-12) automatically becomes Sakala service application. Ideally, pending application data entry should have been done and date of application (for Sakala purposes) could be taken to be 2-4-2012 (or 2-12-12 for new services) and then CCs calculated.

This is the correct interpretation as per letter and spirit of Sakala services Act.

Chapter 4

Feedback & Citizen Issues:

1. Feedback from an Elected Representative:

In a Unique thought process, the **MLA from Tiptur of Tumkur district Sri. B.C Nagesh** suggested that students should be involved to spread the message of Sakala. A Sakala Mission team along with the University of Chicago representative sought an audience with the respected MLA. To one of the questions on how to spread awareness, the MLA said that he would provide all help to pilot a project involving college students/senior school students in Tiptur. The Tahsildhar from Tiptur –Sri Venkatesh also offered any help on this count.



2. In some of the unique complaints/grievances that the Sakala mission receives – these does not relate to Sakala services in most cases. The confidence that the citizens have on Sakala has been very encouraging. Some of the grievances maps to non applicability of 6th pay commission to Professors (by Sri. Shanmukha Swamy), Appointment of Selection grade lecturer (Smt. Vimala) etc. The Sakala Mission on such occasions would send these complaints and request for speedier action.

In one of the grievance received from Mr Venkatesh on an illegal erection of a Mobile phone tower in a residential area, the Sakala Mission addressed the issue to the Commissioner of BBMP for suitable verification. The Anjanapura resident felt that the erection was illegal and violated all set of rules as high radiations impact health for residents.

3. In another major Non Sakala Complaint received from a citizen in Yadgir, A notice from Sakala was sent and – About 26 lorries and 1 Hitachi was seized by the Authorities in Shahpur in Yadgir from the Krishna river belt for fraudulent/fake permits for illegal mining and transportation. Criminal cases were booked under Sec 379 of the IPC. The ZP CEO has been asked to conduct an enquiry and submit its report. Separate cases have been booked under the Transport department.

4. Citizen Feedback:

SANNA MALLAYYA from Raichur who availed a service from the RTO.

Got the serviced requested in time, however display board is not fixed. Officers' response is the same. if they are transferred to different locations they may change. Much people don't know about Sakala. This needs to change.

Bairegowda from Nagamangala who applied for a service under the Revenue department	Got the service smoothly no bribe paid. display board not noticed.
SRI UDAY S PATTAR – from Bagalkot- applied for a licence for sales establishment.	Got the service in Time, display board present, no mediators. Directly obtained the service. However, was not too sure of how many services came under Sakala. The team updated him.
Sri. Sanganagouda Biradar – from Bidar who applied for a service under the Commercial Taxes department.	Got the service in time , response is good, work done is fast now compare to earlier days, no extra money paid. Middlemen are there, but we as citizens should fight for our rights. Public participation is also equally important.
Anil S Dhawan – from Bangalore who obtained a service from the Education department	Overall efficiency can be seen and felt. We have more to go. This is a good start.
S K ASHRAF – from Uttara Kannada who wanted to obtain a disability certificate.	Applied and got after 6 month, applicant is handicap sent wife to obtain certificate once in 15 days they were checking with that office (Bantwal, Tahsildhar) and it was not ready, suffered a lot to get the service. Finally got it. Officers need to be more sensitive to people's needs. What if the officials' father/mother was incapacitated – would they treat the same way?
Sachin – Bagalkot	The government is doing a great job in brining this Act. However, much needs to be done to change their attitude. If any employee is suspended for inefficiency or other acts, he will come back to the same spot in exactly 15 days. Such small issues, if addressed will bring a lot of confidence in people and do a lot of good. I request you to please take care of smaller aspects where citizens can be fearless to report/.
M Muni Reddy – who applied for a service under BWSSB.	Got the service in 15 days, display board not noticed, officers attitude is good, responding properly.
Rajendra Karning from Belgaum	Delay in giving a GSC number for a service sought under the DPAR. The complaint came by an e mail to us and he said that the there has been a delay in disbursing his salary for the last 7 months! The complainant is a state government employee.

<p>Sri. Anil S. Masali, from Bijapur who applied for a service under the Health Department.</p>	<p>Quality work is done now compare to earlier days, display board found, shortage of staff is seen – this government needs to take action. They should not appoint staff on contract – they won't last long. But Government staffs are not used to working!</p>
<p>Yogish from Dharwad who applied for a service under the RDPR.</p>	<p>Overall there is change in the way we work. More publicity needs to be put in place. The awareness is poor. People within the office itself need a orientation of what is Sakala. They need to know first.</p>
<p>Sri Dwarki Rao who wanted a service from the BDA</p>	<p>The citizen dropped a mail to us stating that the checklist did not mention the need for attesting documents that requires to be submitted for a Khatha transfer. The citizen said that clarity in small issues like this will go a long way in making Sakala more successful.</p>

Chapter 5

Sakala Updates

1) Training Report from the ATI



Government of Karnataka

Dr. (Smt) **Amita Prasad,**
I.A.S.,



Administrative Training Institute
Lalitha Mahal Road, Mysore – 570 011

**Director General &
Principal Secretary to Government**

D.O. ATI.SAK. F(P.A-2)/ 2012-13

dated 3rd December 2012

Dear *Shalini,*

Sub: Progress Report on Capacity Building Programmes to
SAKALA Implementing Officer of 10 Departments.

Ref: D.O.No. DPAR 59 AAR 2012, dated 30th October 2012.

ATI, Mysore has completed 27 programmes out of 40 programmes planned. RDPR and Food and Civil Supplies Department have not sent the Officers for the training hence the numbers have come down. ATI has already taken up with these two Departments for improving their numbers attended. The details of training conducted and the number of participants is enclosed at Annexure-I.

Decentralized training at District Level by DTIs

The training for officials/ staff at district level has also been going on and out of 446 planned, we have conducted 337 covering 10,649 numbers. We have instructed DTIs to conduct training at Taluka level and concentrate on Revenue Inspectors/ Village Accountants (Revenue Department) and PDOs (RDPR). It is expected that DTIs would be completing the training within December 2012.

Inclusion of "SAKALA" module

To enable participants in "SAKALA" we have included a two hour module in most training programmes of concerned Departments. So that the next batch of training we would start with effect from 15th January and complete by 15th February 2013 (Annexure-III)

Training to New Department/ Services

ATI is in process of conducting TNA Workshops of new Departments. The same will be done in last week of December in view of our pre commitments.

With *best wishes,*

Yours sincerely,

(AMITA PRASAD)

Dr. Shalini Rajneesh, IAS,
Secretary to Government,
Department of Personnel and
Administrative Reforms (AR)
6th Floor, 1st Phase,
M.S. Building, Bangalore-560 001.

ANNEX I

Monthly Monitoring Report on CB Training for SAKAL Implementation Officers-Phase-II
(Administrative Training Institute)

Sl	Name of the Dept	Projected Target		Progress- July		August 2012		Sept, 2012		Oct, 2012		Nov- 2012*		Cumulative 2012	
		No	Participants	No	Participants	Participants	No	Participants	No	Participants	No	Participants	No	Participants	
1	Transport Department	2	110											1	22
2	RDPR Department	6	176					1	23			1	16	2	39
3	Health & Family Welfare Dept.	8	300	1	31			1	36	1		2	34	4	97
4	Municipal Admn. & ULBs	2	050	1	28			1	23					2	51
5	Commercial Tax Department	1	025			1	44							4	44
6	Education Department	3	065			1	24	1	12	1	21			3	57
7	Labour Department	2	074			1	36	1	30					2	66
8	Revenue Department	8	371			1	10	1	11	1	18	1	12	4	53
9	Women & Child Dev Dept.	5	236			1	36	1	20	1	13	2	31	5	100
10	Food & Civil Supplies	3	41											0	Nil
	Total	40	1750	2	59	5	150	8	174	4	79	6*	93	27	529

Note: Two programs are scheduled for last week of November, 2012

Coordinator

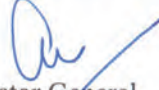
**Monthly Monitoring Report on Decentralized CB Training for
Cutting Edge Functionaries implementing SAKAL -Phase-III
(District Training Institutes)
From: July to October 2012**

Annex II

Sl.No	Date	No of Program Planed	No of Program Conduct				Cumulative Programmes	Cumulative Total No of Participants
			July	Aug.	Sept.	Oct.		
1.	Bangalore(U)	8	-	4	2	2	8	266
2.	Bangalore(R)	10	-	4	6	4	14	507
3.	Chikkaballapura	15	3	4	3	2	12	316
4.	Kolar	12	2	4	3	-	9	374
5.	Tumkur	25	-	3	8	4	15	456
6.	Chitradurga	15	3	4	4	3	14	350
7.	Davanagere	15	3	2	1	1	7	275
8.	Shimoga	18	-	6	5	5	16	580
9.	Uttara Kannada Sirsi DTI	25	-	5	6	6	17	373
10.	Dakshina Kannada	12	-	6	6	12	24	746
11.	Udupi	08	-	3	-	-	3	101
12.	Kodagu	08	-	3	2	1	6	148
13.	Hassan	20	-	3	7	3	13	667
14.	Chikkamagalur	18	-	2	4	2	8	224
15.	Mysore	18	3	5	2	4	14	411
16.	CR Nagara	10	-	1	3	3	7	218
17.	Mandya	18	4	-	5	4	13	404
18.	Ramanagara	10	3	3	3	2	14	263
19.	Gulbarga	25	-	5	7	5	17	593
20.	Yadagir	10	-	5	4	-	9	331
21.	Raichur	12	Nil	-	4	5	9	281
22.	Koppala	10	1	2	4	-	7	271
23.	Bidar	12	3	-	3	2	8	332
24.	Bellary	18	Nil	-	9	5	14	371
25.	Bijapur	12	-	3	3	3	9	233
26.	Gadag	12	-	6	3	-	9	278
27.	Bagalkote	15	Nil	-	-	2	2	80
28.	Belguam	25	3	5	3	6	17	594
29.	Haveri	18	-	2	7	4	13	219
30.	Dharwar	12	-	1	5	3	9	387
Total		446	28	91	122	93	337	10,649

Annexure-III

Sl. No.	Name of the Department	No. Of Participants	Duration		Course Co-ordinators (Sriyuths)
			From	To	
1.	Education Department	30	15/01/2013	16/01/2013	H.P.Shivashankar A.C.Diwakar
2.	Forest and Ecology & Pollution Control Board	30	17/01/2013	18/01/2013	B.Yoganath Singh R.N.Kumar
3.	State Accounts Department	30	21/01/2013	22/01/2013	K.M.Prasad A.C.Diwakar
4.	Excise Department	30	23/01/2013	24/01/2013	B.K.Manjunath K.S.Manoj Kumar
5.	Energy Department (Power Supply)	30	30/01/2013	31/01/2013	H.P.Shivashankar K.Iqbal Hussain
6.	Animal Husbandry and Fisheries	30	01/02/2013	02/02/2013	G.M.Sarveswara C.Ashok
7.	Kannada and Culture	30	04/02/2013	05/02/2013	K.M.Prasad A.C.Diwakar
8.	Public Works Department	30	06/02/2013	07/02/2013	B.K.Manjunath K.S.Manoj Kumar
9.	Water Resources	30	08/02/2013	09/02/2013	B.Yoganath Singh R.N.Kumar
10.	Social Welfare (BCM)	30	11/02/2013	12/02/2013	K.M.Prasad A.C.Diwakar
11.	Horticulture and Sericulture	30	13/02/2013	14/02/2013	H.P.Shivashankar K.Iqbal Hussain


 Director General
 Administrative Training Institute
 Mysore

2) Report from the Field Inspection Team:

The Sakala team carried out an inspection consisting a team of a IT consultant and an Under Secretary. The area of focus was BBMP's pendency of applications. The team pushed for closing the cases **and it was revealed that though the service was actually delivered, it was not updated in the system.** Shown below is the status before and after the Inspection.

Karnataka Guarantee Of Services to Citizens System		
Departments	pendency status Before inspection on 17-12-2012	Pendency status After Inspection 21-12-2012
AEE Girinagar	16	2
AEE Harohalli	21	1
AEE J.C. Nagar	43	1
AEE Kempegowda nagar	10	5
AEE Malleshwaram	10	5
AEE Nagapura	12	6
AEE padmanabha nagar	16	11
AEE Shanthi Nagar	14	1
AEE Shivaji Nagar	16	0
AEE Vidaryanapura	108	0
AEE Vijayanagar	40	0
ARO Marathhalli	17	3
ARO Yelachenahalli	23	15
DHO (South) Chickpet	32	10
MHO Bommanahalli	37	0
MHO BTM Layout	49	0
MHO Chamarajpet	11	0
MHO Basavanagudi	25	2
MHO Padmanabha nagar	58	0
MHO Rajajinagar	16	0
MHO Sarvagna Nagar	16	0
MSO JJR Nagar Refferal Hospital	24	0
MSO Vani Vilas Hospital, Kalasipalya	16	16
AEE JP nagar	25	0
Assistant Statistical Officer	76	0
Others	240	219
TOTAL	971	297

3) Pre Sakala Post Sakala Data – District Wise information:

The mission undertook an information collection exercise to understand the baseline of Pre and post Sakala. The details are shown below. While some districts and departments have done exceptionally well, other need to push themselves to spread the reach. The report is yet to be completed as departments are yet to compile their values and submit their finalised report.

District/Remarks	Post Sakala (April 2012 – October 2012)	Pre Sakala (April 2011 to March 2012)	Remarks
Chikkaballapura (Revenue department)	245694	271926	With another 5 months to go, Applications will shoot up by March 2013.
Mandya (Health & Family)	3669	1508	Already doubled
Uttara Kannada (Food & Civil supplies)	14417	983	
Yadgir (Commercial Taxes)	1770	946	
Kolar (Home)	19626	9234	
Raichur (Labour)	1070	77	
Gadag (Comm. Tax)	4305	1123	
Bellary (transport)	17774	29276	With another 5 months to go, Applications will shoot up by March 2013.
Chitradurga(Women & Child)	7007	2443	
Gulbarga (Education)	1064	257	
Bangalore Rural (Urban)	8457	9924	
Dakshina Kannada (Revenue)	128958	191016	
Udupi (Drug Control)	1163	184	

Under pre post Sakala Chapter:

Taking a cue from the data that we collected, approximately about 52 lakh applications were received during the corresponding last year for the Revenue department , however there has been a increase by over 33% compared to the corresponding last year in the receipts of applications for the Revenue departments. This is a sample. We will provide a detailed report as soon as we are able to accurately get the baselines in place.

Chapter 6

Events & News clips

1. **AMD's visit to Bangladesh: 29 -30 November 2012:** A International Conference on "National Workshop for Implementation of Citizen's Charter - Monitoring Tools & Techniques" was organized by UNDP and Ministry of Public Administration, Govt of Bangladesh on 28-29th Nov 2012. Bangladesh being impressed with Sakala Programme of GoK wanted to learn and incorporate its features in their UNDP programme.



Mr. Munish Moudgil addressing the Gathering on Sakala at Dhaka

The main speaker/expert was (1) Dr Sanjeevan Bajaj, CEO FICCI (2) Munish Moudgil, IAS, Addl. Mission Director – SAKALA.

In the workshop, the Pilot districts shared their experiences and then the Experts from India interacted and shared our experiences. The giant steps taken by Karnataka under Sakala for effective monitoring and citizen charter implementation through Sakala Services Act 2011 was very well appreciated. It got tremendous enthusiastic response. It was inspirational for the delegates.

2. Visit of the Chief Secretary of Gujarat on 30 November 2012 to the State to understand Sakala.



The Respected Chief Secretary of Gujarat Sri. AK Joti made a visit to the state with his team to understand the citizen centric Sakala and its working. The Visiting team was given a presentation of Sakala.

When asked by our Chief Secretary of the initiatives there in Gujarat, Sri. AK Joti listed some highlights as below:

- Shala Preveshotsava – The first 3 days of the school – Group A officers are asked to visit 5 schools per day and submit online reports. This has brought down the dropout rate of school children from 41% to 27%.
- Gunotsava:- The above set of officers are made to visit schools in the month of November for doing qualitative rating of the skills of students. A booklet of skill test is prepared from which random questions are asked from the students belonging to 36,000 schools. About 1.82 lakh teachers are thus rated on the basis of students' performance in these tests.
- Janatha Day:- Every Monday is observed as Janatha Day by the CM, Ministers and Officers alike. Touring of Secretaries is permitted on Fridays and Saturdays only, as these are kept as non-meeting days.
- MLAs Day:- Every Tuesday is observed as MLAs Day, whereby all officers must be available in their offices for hearing the grievances put forth by public representatives on behalf of citizens.
- Delegation of powers from the State level to sub-divisional officers has been carried out for reducing red tapism and increasing efficiency.
- Pashu Arogya Utsava:- Extension for cattle growers is organised to ensure that all milk cattle is vaccinated, given surgical interventions and training for higher productivity.

- **Garib Kalyan Mela:-** One day in a year is kept for converging all the beneficiary oriented scheme kits distribution for the below poverty line families. BPL list is displayed on the website. About **83 lakh beneficiaries** under 700 schemes are brought to the Garib Kalyan Mela venue where 11,000 crore worth tool kits are handed over as per the requirements of the citizens. Single tender is invited for procurement through a single agency to cut costs, remove duplications, and ensure convergence and transparency in improving the socio-economic status of the poorest of the poor.

The Visiting CS lauded the efforts of Karnataka's Sakala.

3. Inauguration of New Departments under Sakala: 3 December 2012: The Sakala Services extended to an additional 114 services. As part of the new departments that are now part of Sakala – a Meeting of Senior official was held on 3-12-2012 to discuss and share thoughts. Seen below is a picture of the meeting.



4. Visit of the University of California for building areas of co operation: Dr. Raphael Bostic, from University of Southern California met the Chief Secretary, Govt. of Karnataka, along with his teammates. The University of Southern California team intended to understand the areas of co-operation between them and Government of Karnataka in the days to come. The Chief Secretary, Government of Karnataka, explained the unique achievements of Karnataka and the pride of place occupied by Bangalore in the international arena. He mentioned about several initiatives taken by Government of Karnataka to improve governance, the most important of which the Guarantee of Services Act commonly called as “Sakala”. He asked Secretary, DPAR (AR) Dr. Shalini Rajneesh to explain in detail about the same. The University of Southern California team was shown a demonstration of the live portal [www.sakala.kar.nic.in / gsc_rpt](http://www.sakala.kar.nic.in/gsc_rpt). The team was amazed to see the integration of several departments providing hundreds of services getting monitored online through Sakala Mission. They were extremely impressed that 98% delivery rate and especially the fact that

this portal was commissioned within 2 months of the passing of the Act. They said that similar arrangement does not exist in USA and it would be a good idea to replicate Sakala model in California. The team also comprised of Ex-Mayor of California Mr. Frank V. Zerunyan, J.D. who is now working as Senior Fellow, Director of Executive Education, Sol Price School of Public Policy. The International Institute for Sustainable Enterprise has coordinated this visit. The team would be interacting with the officers of Administrative Training Institute, Mysore and State Institute of Rural Development, Mysore. They planned to extend cooperation between University of Southern California and Government of Karnataka in building capacity for local self-governance.



5. Research study by University of Chicago: 17 December 2012

The University of Chicago has shown interest in pursuing some academic research on the topic of the Right to Public Services that have been introduced in various Indian states over the last few years. they have identified Sakala in Karnataka as an important illustrative and exploratory case study. The study was initiated by Marianne Bertrand, Professor of Economics, Booth School of Business together with her colleague Paul Niehaus at the University of California at San Diego.

The overall idea is to understand how Sakala works & may help other Indian states, as well as other countries, that are currently contemplating similar administrative reforms.

The study involved obtaining information samples of individuals chosen who have applied for services under Sakala, appealed under Sakala for delayed services, and individuals for whom the service delivery process has been monitored under Sakala. The study was conducted by their research assistant Sri. Shekhar Mittal.

The study included understanding the portal, visiting locations, understanding software integrations with various departments, visiting the call centre and some remote talukas and villages in the state to get a first hand feel of the impact as the first step. Interaction with citizens was another feature of the study. The team visited Chikkaballapura and Tumkur districts and most of the Taluks under these Districts. Special study on departments such as Revenue, Health, RDPR & Urban was carried out.

The interest of University of Chicago was conveyed through an e mail to the Secretary DPAR (AR) during the last week of November.



Sri. Suresh Kumar interacting with the Chicago representative Sri. Shekar Mittal. Seen along is Dr. Shalini – Mission Director Sakala.

6. **Sakala Interests MBA Interns: - 24 December 2012** 4th Semester MBA students of Sambhrama Institute have shown interest in taking up research project for evaluating various Citizen Centric Innovations compiled by DPAR (AR). The students have chosen five areas of interest and will carry out a study and come up with a consolidated report of the same;

- 1) Eco tourism and spiritual tourism
- 2) Mother & Child Tracking System
- 3) Commercial Taxes - e-Sugam
- 4) Best practices of KSRTC
- 5) Automated real time canal water management
- 6) Sakala Children Gramsabha

The project will start in the month of February and the report will be submitted by end of March. The students have picked up the activities of their future interest. They are encouraged to take up the study in their native villages for better perception of citizens. The nodal officers of the

respective departments have been introduced to be in touch with respective MBA students for guidance.

7. **JANA JAAGRUTHI JATHA** – In association with District administration, Belgaum Dist Sakala Help desk maintained by Janapara Seva sanstha Belgaum conducted a program titled “*Sakala Janajagruti Jatha*”. *The march in the streets of Belgaum* involved more than 400 Kanabagi Govt. Kannada primary and High school students to create awareness among the general public on Sakala. This was conducted on 29 December 2012 in the streets of Belgaum. Our District IT consultant Sri. Subramanya Bhat was present in the march and sent us this photo.



School Children participating in the awareness drive at Belgaum on 29 Dec 2012

Part B: Press Clippings:

Khata transfer now under Sakaala

BANGALORE, DHNS: The Bruhat Bangalore Mahanagara Palike has brought two more services - khata registration and khata transfer - under Sakaala scheme. The civic agency was till now offering five services under Sakaala.

Citizens can avail the new services by submitting prescribed application on payment of Rs five along with relevant documents to the concerned assistant revenue officer. A 15-digit GSC acknowledgement is issued.

The following documents should be produced for khata registration: Application in prescribed form, an attested copy of the title deed, copy of encumbrance certificate for the past 10 years, land conversion certificate issued by competent authority, survey sketch/tippani copies and copies of the no objection certificate from Town Planning Authority (BDA).

Documents to be enclosed khata transfer are: Application in prescribed form, attested copy of the title deed, copies of the previous tax paid receipts, title deeds (previous title deed) with flow chart of title; affidavit in case of inheritance/gift deed/will/court decree, etc, original death certificate in the case of death of khatedars and no objection certificate from all the family members of the deceased khatedar.

The officer concerned should dispose of the application within 30 days and in case of delay, an appeal can be filed with the revenue officer. For any delay at this stage, the applicant can file a second appeal with joint/additional commissioner who shall dispose of the appeal in 30 days. If an official refuses to receive application, citizens can file a complaint on 080 - 4455 4455 or send e-mail to sakala@nic.in. For more details visit: www.sakala.kar.nic.in.

Deccan Herald dated 5/12/2012

THE HINDU

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BANGALORE, December 26, 2012

'Fewer Sakala applications not good enough for IT city'

SPECIAL CORRESPONDENT

SHARE · PRINT · T+

The number of applications seeking services under Sakala received by the various government departments in Bangalore district and their disposal were so low that they evoked a wry response from Minister for Law and Parliamentary Affairs S. Suresh Kumar who said that "it is not good enough for the IT city".

Citing his experience during a visit to taluk offices of Bangalore North recently, Mr. Suresh Kumar said that the officers had not given the kind of importance to Sakala that they should accord it. He said that it was not known whether it was deliberate or for want of space. He added that the offices would be shifted to the Kandaya Bhavan, next to the Cauvery Bhavan, on K.G. Road here in a couple of days. The officers were told to put up Sakala boards with details to benefit the public.

Mr. Suresh Kumar said that the officers were not giving receipts for applications to the public and that brokers were still active. Bangalore district occupied the 30th position and the 29th position respectively with respect to receiving applications under Sakala and their disposal, he added. He said that the number of applications by the year-end would touch 1.5 crore under the scheme.

The Minister said that groups of researchers from California University and Chicago University had visited Bangalore to study the Sakala experiment and the former had remarked that even in the U.S. such a method had not been evolved for receiving applications.

Shalini Rajneesh, Principal Secretary, Department of Personnel and Administrative Reforms, said that there were problems in only two per cent of the cases.

'Ideal litigant'

The Minister, who recently held divisional level meetings with senior officials and government advocates on reducing the number of cases in courts, said that 49,300 civil cases were pending in courts in the State. He said that the government, instead of being chastised for being the "biggest litigant", should become an "ideal litigant" by not seeking adjournments on flimsy grounds. He said that the deputy commissioners had been directed to coordinate with officers before going to courts.

36 services to be provided to public within specified time



Reaching out Chief Minister Jagadish Shettar launching the Atalji Janasnehi Kendras in the State at a function in Bangalore on Tuesday. Seen are (from left) Principal Secretary of the Revenue Department, G. Latha Krishna Rau, Minister for Tourism Anand Singh, Chief Secretary S.V. Ranganath, Deputy Chief Minister K.S. Eswarappa, Minister for Law and Parliamentary Affairs S. Suresh Kumar (right) and Mohan, MP.— Photo: K. Gopinathan

The Atalji Janasnehi Kendras, which are the restructured and upgraded versions of the Nemmadi Kendras (single-window citizen service centres), became operational in the State on Tuesday, December 25, the birthday of the former Prime Minister Atal Bihari Vajpayee.

Chief Minister Jagadish Shettar inaugurated these hobli-level centres at a function organised by the Revenue Department in Bangalore. As many as 900 such centres have been set up in the State to provide speedy services by the Revenue Department to citizens. These centres will provide 36 services, including providing caste, income, birth and death certificates besides Record of Rights, Tenancy and Crops (RTCs).

Speaking on the occasion, Mr. Shettar said that his government was trying to bring about a positive change in administration through this good governance initiative. Nemmadi Kendras had been renamed as Atalji Janasnehi Kendras because Mr. Vajpayee had introduced a slew of good governance initiatives, he said.

Describing Mr. Vajpayee as having been one of the best Prime Ministers of the country, Mr. Shettar said his golden quadrangular project for linking all the regions of the country through the national highway and the scheme for building village roads had contributed immensely to the country's development.

He said if Mr. Vajpayee's dream of interlinking rivers had been realised, there would have been no drought in the country.

Making things easy

Deputy Chief Minister K.S. Eshwarappa, who spearheaded the initiative to restructure the Nemmadi Kendras into Atalji Janasnehi Kendras, said that the kendras will provide 36 services within specified time. Expressing concern over the common people having to run from pillar to post to get documents required by them, he said the Department of Revenue had decided to make it easy for the public to obtain certain documents from the department through Atalji Janasnehi Kendras. These kendras had been upgraded at a cost of Rs. 62 crore, he added.

Minister for Law and Parliamentary Affairs S. Suresh Kumar underlined the need for good governance initiatives to reduce inconvenience being caused to the public because of delay caused in providing services they need.

Mr. Kumar, who is the architect of the Sakala scheme aimed at delivering services within specific time, said Karnataka became the first State to provide 265 services under the Sakala scheme.

Revenue Commissioner Ponnuraj and Principal Secretary to Revenue Department Lata Krishna Rau were present.

Restructuring Nemmadi Kendras into Atalji Janasnehi Kendras cost the exchequer Rs. 62 cr.

Suresh Kumar calls for good governance initiatives to reduce inconvenience to people

Support of government staff sought to address people's woes

STAFF CORRESPONDENT

SHARE · PRINT · T+

Shettar says vacancies in government departments will be filled soon



Start: Chief Minister Jagadish Shettar inaugurating the hi-tech cultural complex constructed by the Karnataka State Government Employees' Association in Dharwad on Sunday.

Chief Minister Jagadish Shettar has said that he had addressed issues of the government employees on a priority basis and he now looks forward for receiving support from them to address people's problems.

Speaking after inaugurating the hi-tech cultural complex constructed by the Karnataka State Government Employees' Association at Naukar Bhavan here on Sunday, Mr. Shettar said, "I have been trying to address the demands like job security for the 23,000 employees on contract basis and the lower-level employees at the gram panchayat-level from the day I became the Minister. Several times I raised this issue in the Cabinet. On assuming charge as Chief Minister, I ensured that the proposal got the Cabinet nod. Now I expect government employees to work well because the government can function well

only when its executive is efficient", he said.

Mr. Shettar spoke at length on the Sakala scheme and said now there are 150 government services have been brought under it. President of India Pranab Mukherjee lauded the State government for implementing Sakala scheme under which pending files are being cleared at stipulated time. He said the government employees should extend their cooperation to the government and in return, the government would be fulfilling all their demands in a phased manner.

Highlighting some of his works, Mr. Shettar stated that during the Legislature Session held at Suvarna Vidhana Soudha in Belgaum, the government regularised the services of 26,000 daily wage workers. Now, they would be getting all the government benefits besides the wages of gram panchayat sahayak has been raised from Rs. 3,500 to Rs. 7,000. One of the major demands of the government employees is to fill vacant posts in government departments and this would also be fulfilled soon, Mr. Shettar added.

He hailed the district unit of the Karnataka State Government Employees' Association for constructing a cultural complex, which was funded by its members who contributed a day's salary. He said that besides renting out the cultural complex, efforts should be made to organise training programmes for government officials there.

Earlier, the Karnataka State Government Employees' Association State president L. Bhairappa stated that more than 1.26 lakh posts were vacant in government departments and they should be filled. This would further help the existing staff to complete the work at time.

District unit president of the association Basavaraj Gurikar said that the cultural complex had built area of 3,010 sqft and is equipped with latest equipment to hold workshops, meetings and seminars. The cultural complex would be given on rent to government employees and the general public to hold family programmes, cultural events and the like. They would be charged reasonable rent, he added. The cultural complex, which has seating arrangements for 800 people, was built so that government employees could get a place to conduct functions at a reasonable rent.

The complex has a library, reading room, kitchen and separate drinking water facility. A mini open air theatre has also been constructed on the premises and plays could be staged here.



‘We must understand that it is through government we can bring change’

1) Corruption affects a country’s growth, averred the former Lokayukta N. Santosh Hegde at a programme to mark International Anti-Corruption Day here on Sunday.

He said that he was “quite pessimistic” about the eradication of corruption. He stressed the need for a gradual change, rather than a sudden change.

“The gradual change should be envisaged and implemented by the youth to end corruption. I am scared of a sudden change. I am not ready for revolution, as a revolution in the present context will not punish the guilty. A gradual change is what we need,” he said.

Samuel Paul, founder-chairman of Public Affairs Centre, said that the Lokpal Bill was not the solution against corruption, as it tackled only one of the aspects involved in the issue.

He said that civil society must accept the Bill proposed by the United Progressive Alliance government at the Centre.

2) He said that the changes recommended by the government-nominated committee brought balance to the Bill. “One should not wait for the ‘perfect’ Bill and delay the implementation of proposed Bill. Amendments can always be brought in after it is implemented,” he said.

He added that there were four barriers in fighting corruption — the flawed system of funding political parties, falling standards of public life, the inability to enforce existing laws and ignorant citizens. He said that it was time citizens educated themselves about problems in society and work towards solving them.

He said that criticizing the government’s attempts would yield no result in the fight against corruption.

3) “We must understand that it is through the government that we can bring about any change. Unearthing scams, though good, is not the end. Citizens must work with the government,” he said.

Mr. Paul said that citizens must identify good policies and programmes, help the government implement them by demanding good governance.

He said that e-governance schemes are “steps in the right direction”.

“Good governance is our right. That being said, governments are also trying to bring about changes. In my opinion, the government’s Sakala is a good scheme,” Mr. Paul added.

2) News on new services:

Approval of Building Plan/ Absolute sale deed services provided under Sakala

Bangalore, Dec 4th: From 3rd December onwards Housing Department and Karnataka Slum Development Board will be providing services relating to Approval of building plan/Absolute sale deed respectively under Sakala.

Citizens have to approach the concerned Asst., Executive Engineer/ Executive Engineer of Karnataka Housing Board/Slum Board to obtain these services.

Those submitting petitions under Sakala have to obtain an acknowledgement containing 15 Digit GSC number. 30 working days durations is fixed to provide the above services. If for some reasons, the citizen is not able to get the services, he has to approach the Competent Officer, i.e., with his Appeal; which will be redressed within 15 working days. If this does not materialize, the Citizen may approach the Appellate Authority i.e., who will redress the petition accordingly.

If an official refuses to receive application or deliver services on time citizen can complain by calling at 080-44554455; besides giving any suggestions or get information or by sending e-mail to Sakala@nic.in. For more details one can visit us at www.sakala.kar.nic.in.

Among those Additional Services under Sakala, granting absolute sale deed for slum dwellers/Approval of building plan for those who were allotted sites by the Karnataka Housing Board the following documents have to be submitted.

Documents to be submitted to Karnataka Slum Development Board

1. HOUSE/HUT NO. AND NAME OF THE SLUM AREA
2. HAKKU PATHRA/ ALLOTMENT LETTER ISSUED BY THE BOARD
3. VOTTER ID/RATION CARD
4. PAID RECEIPT FOR THE AMOUNT FIXED BY THE GOVT.
5. FILLED RESCRIBED FORM / ABSOLUTE SALE DEED

A fee of Rs.500/- is fixed for this services which may be availed with a maximum of 40 days

Documents to be submitted to Karnataka Housing Board

1. REQUEST FOR LICENSE
2. TRACING FILM PREPARED AS PER ZONAL REGULATION AND DULY SIGNED BY THE REGISTERED ARCHITECTS/ENGINEERING FIRM

3. BLUE PRINT 10 COPIES DULY SIGNED BY THE SAME REGISTERED ARCHITECTS/ENGINEERING FIRM
4. POSSESSION CERTIFICATE
5. SALEDEED COPY
6. TRANSFER CERTIFICATE COPY
7. RECEIPTS OF MAINTENANCE AMOUNT PAID UP TO CURRENT YEAR AS FIXED BY THE BOARD.
8. RECEIPT OF FEE PAID TOWARDS APPROVAL OF BUILDING PLAN AS PER THE FEE FIXED BY THE CONCERNED LOCAL BODY
9. COPY OF INTIMATION OF ALLOTMENT LETTER
10. COPY OF THE AFFIDAVIT REGARDING NOT OWNING ANY SITE/HOUSE EITHER IN THE NAME OF APPLICANT OR IN THE NAME OF FAMILY MEMBERS, SUBMITTED AT THE TIME OF ALLOTMENT.
11. IDENTITY CARD/PAN CARD/RATION CARD/PASS PORT
12. COPIES OF THE CHALLENGES IN RESPECT OF PAYMENT
13. LATEST 4 PHOTOS
14. LEDGER ACCOUNTS STATEMENT (PASS SHEET)



‘Register applications under Sakala’

Mysore, Dec 28, 2012, DHNS:

Principal Secretary for personnel and administrative reforms Shalini Rajneesh directed district-level officials from all state government departments to register all applications that are submitted under Sakala to provide the services within the stipulated time.

Speaking at a progress review meeting of Sakala here on Thursday, she said the programme was meant to help the people, so officials not registering applications would be dealt with strictly.

Birth/death certificate

Detailing the steps being taken by the government to ease procedures, Shalini said the chief secretary would hold talks with principal secretaries of revenue, health and family welfare and planning ministries to help people get birth or death certificates without hassles.

If the proposal is implemented, the health officer of the centre (doctor), where a woman gives birth to a child, would be empowered to issue the birth certificates. So, people need not depend on village accountants or taluk office staff for the certificate and run from pillar to post.

Mobile governance

she said, as 70 to 80 per cent people use mobile phones in the state, the government was thinking of introducing mobile-governance to bring several services at the fingertips of the citizens. In-charge deputy minister Dr M N Ajay Nagabushan was present at the meeting.



Chapter 7

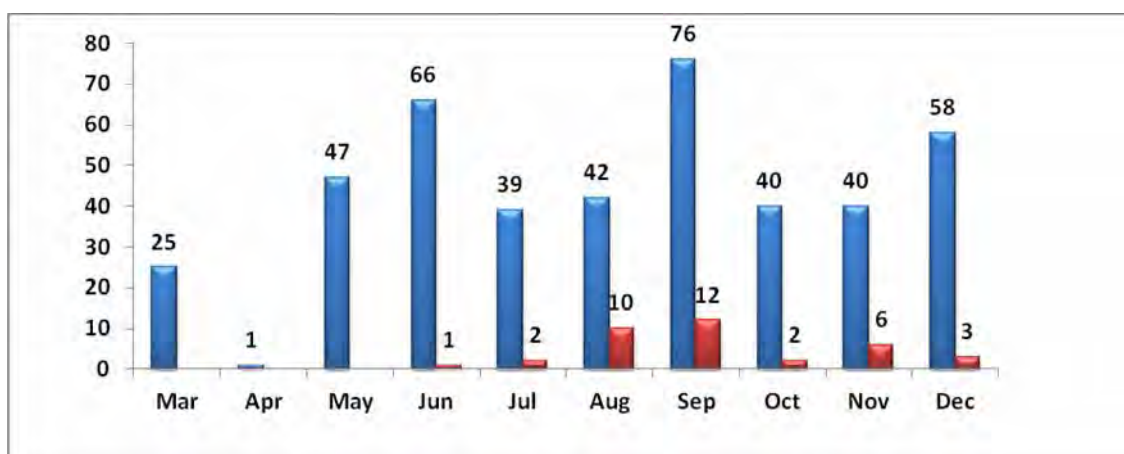
From the Call Centre:

The Sakala Call Centre – **080 4455 4455** received about 61 complaints this month, which is higher as compared to last month's 46. Revenue, RDPR and Urban tops the charts with high complaints, while other departments have more or less remained stable. 212 Non Sakala Complaints during the month were registered. Prompt action taken by the Call centre, Mission as well as by officials is being taken to ensure citizens' issues are resolved at the earliest. The Citizens are requested for their feedback on Sakala and you can see that in the earlier part of this report.

1) Complaints

a) Sakala Complaints

The **call trend** by month is given below:



Blue Indicates – Calls received at the call centre, Red indicates complaints from e mails.

*Some of the citizens were not reachable and hence showing pending.

b) Non Sakala Complaints: Break up

Month	Source of Complaint		
	Call Centre	e-mail	Grand Total
Mar	97		97
Apr	18		18
May	182	2	184
Jun	125		125
Jul	133	17	150
Aug	71	10	81
Sep	93	32	125
Oct	128	30	158
Nov	159	25	184
Dec	171	41	212
Grand Total	1177	157	1334

Complaints are a great source of feedback from citizens as to which part of governance need to be improved upon. For example, maximum complaints are received from the Revenue departments. The information is shared with the departments and corrective actions taken by the them. The Revenue Department is the highest recipient of complaints and they reacted by adding more services to its list purely based on needs of citizens.

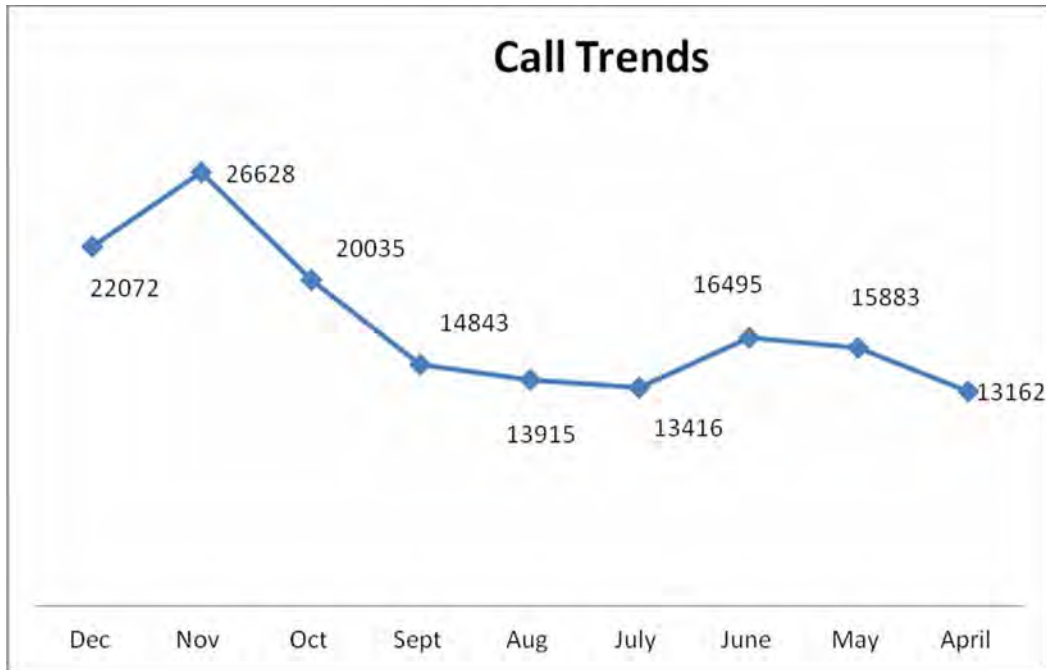
2) Details of break up by department for Non Sakala Complaints:

Row Labels	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Revenue Department	24	2	75	66	76	40	54	43	65	87	532
BBMP	8	4	43	9	16	5	17	50	33	27	212
RDPR	17	4	14	11	15	17	8	11	7	2	106
BWSSB	5		17	13	9	3	3	9	18	9	86
Urban Development	5		10	4	5	5	11	9	10	18	77
Food & Civil Supplies Department	9	3	2	1	2	1	7	15	10	21	71
Home Department			2	6	2	2	3	5	19	12	51
Transport Department			1	3	6	5	3	6	8	7	39
Education Department	5	1	3	2	4	1	7	4	6	4	37
Women And Child Welfare Department	6	3	2	2	8		1		2	1	25
Health & Family Welfare Department	3		6	2	1	1	7			1	21
KPTCL	3		2	1	3	1			1		11
Commercial Taxes Department	2	1	1	3			1	2			10
Department Of Personnel & Administrative Reforms								1	1	8	10
Social Welfare Department	1		1		1				1	3	7
BDA	2		2				1		1	1	7
Mail					1		1	2	1		5
Housing Department									1	3	4
Labour department	2				1						3
Home Department										2	2
Transport Corporation (KSRTC AND BMTC)			2								2
Minor Irrigation	1			1							2
Public & Administrative Reforms (AR)	1		1								2
U ID							1				1
BANK	1										1
Major Irrigation (KBJNL)				1							1

Row Labels	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
ESIS										1	1
Commercial Taxes Department										1	1
Energy Department										1	1
Drugs Control Department										1	1
KSSIDC										1	1
Government Press	1										1
CM OFFICE	1										1
Animal Husbandry								1			1
Kannada,Culture and information Department										1	1
Total	97	18	184	125	150	81	125	158	124	212	1334

3) Overall Trends in Calls from the call Centre:

Month	No of Answered Calls
Dec	22072
Nov	26628
Oct	20035
Sept	14843
Aug	13915
July	13416
June	16495
May	15883
April	13162
Total	156449



4) Feedback Trends:

A sample of 117 citizens representing various geographical locations, Departments & type of services used were picked up for a random feedback sample by the Mission Team and trends of the sample size is as shared below:

Very Satisfied	50
Satisfied	47
Neither Satisfied nor Dissatisfied	14
Dissatisfied	5
Highly Dissatisfied	1
Total	117

