



The Karnataka Sakala Services (Amendment) Act, 2014

December - 2014 Report

Total Receipts - 6.63 Crore

Total Disposals - 6.55 Crore

We've reached

6 5 5 1 3 7 5 6

Citizens

No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)
Sakala Mission

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

SIDDARAMAIAH
CHIEF MINISTER

CM/PS/53/2015



VIDHANA SOUDHA
BANGALORE - 560 001

Date : 11-2-2015

MESSAGE

At the end of 2014, applications received under Sakala have reached 6.5 crore. Today citizens are availing a total of 668 services under 50 departments, the highest in the country.

Sakala is gaining stability over the past two and half years. Services like **Maintenance of street lights, Maintenance of village sanitation and Maintenance of drinking water** are the most sought after services in Department of Rural Development and Panchayath Raj. These services were delivered to more than 1 lakh citizens in the month of December 2014 alone.

Sakala services in urban areas are of vital importance. More than 67,000 citizens have availed the service of **Birth and Death Certificates**, more than 32,000 citizens have availed the service of **Driving License** and more than 18,000 citizens have availed the service of **Khata Extract** in a time-bound manner in the month of December 2014 alone.

Offices delivering Sakala services with no delays can be visited, work processes studied and action can be taken to extend the same in all other offices delivering Sakala services.

Looking forward to a very prosperous New Year with the prospect of providing more services to the citizens in a hassle free and time-bound manner under SAKALA.

Siddaramaiah
(SIDDARAMAIAH)

The Principal Secretary to Government,
Department of Personnel and Administrative Reforms
(Administrative Reforms),
Multi Storied Buildings,
Dr B. R. Ambedkar Road,
BENGALURU - 560 001.

T.B. JAYACHANDRA
Minister for Law, Parliamentary Affairs,
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Message

It gives us great pride to offer the highest number of Government services to citizens and to have an opportunity to respond to their needs.

More than 70,000 citizens have availed services such as "Disposal of petitions", "Issue of copy of FIR to complainant" & "NOC for passport verification" from Home department in a time bound manner in the month of December 2014 alone. Services which are of utmost importance to citizens are to be delivered in time.

"All types of caste certificate" is one of the most sought after service in the Revenue Department. Increasing the validity of caste certificate, given to Scheduled Caste and Scheduled Tribe persons, to lifetime has reduced the number of repeated service requests considerably. Following the footprints of this change, it is necessary to re-examine the documents required to be submitted for various and services.

Hon'ble President of India has launched Mobile-one, the mobile governance platform of Karnataka Government, on 8th December 2014 in Bengaluru. This is a pioneering initiative for delivery of Government services to citizens. This unique initiative signals a new milestone in governance. This has helped the citizens to obtain Sakala related information on their mobile phone easily.


(T.B. Jayachandra)

ಕಾಲು-ಬಾಯಿ ಜ್ವರ, ಚಿಪ್ಪೆ ಬೇನೆ, ಗಂಟಲು ಬೇನೆ ರೋಗದಿಂದ ರಕ್ಷಿಸಿ ಲಸಿಕೆ ಹಾಕಿಸಿ : ಪಶು ಸಂರಕ್ಷಣೆಯಲ್ಲಿದೆ - ಸರ್ವರ ಹಿತ
ಪಶು ಸಂಪತ್ತು - ದೇಶದ ಸಂಪತ್ತು : ಸಂರಕ್ಷಿಸಿ

FROM THE MISSION DIRECTOR'S DESK

Ranking: Chikkaballapura shows consistent performance and occupies the top position for 11 consecutive months from Feb 2014 onwards due to the sustained efforts of officers and employees of the district. Tumakuru has taken second position for 7 consecutive months from June 2014 and Kolar has taken third position for 5 consecutive months from Aug 2014.

Rank	District	District	Rank
1	Chikkaballapura	Ballari	28
2	Tumakuru	Kodagu	29
3	Kolar	Raichur	30

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

Applications and Disposal Trends:

	Receipts	Disposals
Month of Dec -14	24,28,234	24,88,838
Cumulative Count	6,63,03,569	6,55,13,756

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

Taluka Rankings:

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Gudibanda	Chikkaballapura
3	Ankola	Uttara Kannada

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

Assembly Constituency Rankings:

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Udupi	Udupi
3	Gandhinagara	Bengaluru

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

Over Due, Delays, Rejections and Offices with 7 defaults:

Over Due: A total of 9,860 overdue were seen as at the close of the month. There has been slight decrease from last month's 10,724. This is a positive trend, which should continue. Sakala review meetings are being held regularly by the DCs in the districts. Further departmental review meetings are being

conducted by the Sakala Mission on a regular basis at State level to reduce the number of overdues.

Delayed Disposal: 47,530 applications were delayed in disposal during the month compared with 42,722 of the previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 70% of total delayed disposals. This gives about 1.91% delayed disposals as compared to 1.98% of the previous month. Even though the number of delayed disposals in December has increased, there has been a slight decrease in the delayed disposal percentage.

Revenue department with 27,898 delayed disposals contribute to 58% of delayed disposals. This impacts the State average. District of Chikkamagaluru with 5.08% delayed disposal tops the list and Chikkaballapura district with 0.07% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

Rejections: 6.3% is the rejection rate for December -14. This is a slight increase as compared to 5.61 % of previous month. District of Chikkamagaluru tops the list with highest rejection rate of 25.33%. Services of **“Providing Employment to Unskilled Labour (MGNREGS)”** (10,520 received and 8,457 rejected- 80% rejection rate) and **“All types of Caste Certificate”** (4,270 received and 460 rejected- 11% rejection rate) are the most affected in the district of Chikkamagaluru.

“All types of Caste Certificate”, “Sandhya Suraksha” and “Providing Employment to Unskilled Labour (MGNREGS)” are the affected services with high rejection rates in the State. Reasons for rejection are being monitored at Mission level and corrective steps are being taken. Awareness has to be created among citizens regarding service delivery procedures, mandatory documents needed for processing applications and appeal provisions available to them.

Offices with 7 or more defaults: 916 offices were found to have made defaults 7 or more times in the month of December-14. 788 offices were in this category in the month of November-14. Bengaluru Urban district tops the list with 137 offices. This accounts to almost 14% of total defaulting offices of the State.

Revenue department has 334 defaulting offices, which are spread across the State. Service of **“Change of Khata - Undisputed Cases”** is affected as a result of this phenomenon. Action against erring officials is being taken as per the penal provisions prescribed in the Karnataka Sakala Services(Amendment)Act, 2014 and regular inspection of these offices are being undertaken.

Complaints, Appeals & Compensation

Complaints: Out of 5,883 complaints received for Sakala, 4,851 have been resolved and 295 have been rejected amounting to disposal of 5,146 complaints showing 87% closure rate. 237 complaints are in the process of getting disposed and 500 complaints are overdue. Call centre is closely following up with complaints related to Sakala.

Out of 20,061 complaints received for Non Sakala, 9,028 have been resolved and 1,625 have been rejected amounting to disposal of 10,653 complaints showing 53% closure rate. 808 complaints are in the process of getting disposed and 8,597 are overdue. 1,398 complaints received in the Hon'ble CM Janatha Darshan are overdue.

Appeals: Under Appeal -1 category 1,110 were received of which 970 are disposed (557 approved and 423 rejected). Out of 140 overdue appeals 86 appeals are with Revenue department. Bengaluru Urban district itself has 67 overdue appeals in Appeal 1 category, which are related to the services **“Conversion of agriculture land to non agriculture purpose”** and **“Transfer of Khatas”**.

Under Appeal -2 category 103 were received of which 38 are disposed (13 approved and 25 rejected). Out of 65 overdue appeals 63 appeals are with Revenue department. Deputy Commissioner, Raichur and Deputy Commissioner, Davanagere have 51 and 10 overdue appeals in Appeal 2 category respectively, which are related to the service of **“All types of caste certificate”**. Regular monitoring is being done by Sakala mission for the timely disposal of appeals.

Compensation: 587 compensation claims have been made till date and amount of Rs. 73,460 has been paid as compensation to citizens.

Events:

1. Mobile One (M One) : Karnataka launched its ambitious mobile governance project, the first of its kind in the country that allows citizens of the State to access government services at a tap on their cell phones. Hon'ble President of India inaugurated the M One app on 8.12.2014 in Bengaluru. The mobile app allows citizens to pay utility bills, lodge complaints and access many government services.

**M.V Jayanthi, IAS
Mission Director
Sakala**

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CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	No. of SAKALA A receipts during the month (A)	No. of SAKALA A disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/On e lakh population (E)	Ranking based on SAKALA Receipts/On e lakh population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F)) Rank for Dec 2014	Rank for Nov 2014	Trend
Chikkaballapura	82522	79309	0.1	1	6876	1	1	1	↔
Tumakuru	141210	139208	0.7	6	5431	3	2	2	↔
Kolar	79926	82954	1	11	5328	4	3	3	↔
Haveri	71020	72365	0.7	6	4734	8	4	8	↑
Koppal	61083	57347	0.7	6	4698	9	5	11	↑
Gadag	48986	50605	1.1	14	4898	6	6	5	↓
Uttara Kannada	62411	65614	0.2	3	4457	11	7	9	↑
Udupi	48827	50949	0.1	1	4438	12	8	7	↓
Bengaluru Rural	50903	49115	5	29	5655	2	9	12	↑
Shivamogga	78019	81115	1.1	14	4589	10	10	4	↓
Hassan	82707	84973	2.2	22	4865	7	11	6	↓
Chamarajanagar	40816	40540	0.4	4	4081	15	12	21	↑
Chikkamagaluru	56926	58267	5.1	30	5175	5	13	10	↓
Dharwad	69188	72153	1	11	3843	17	14	24	↑
Mandya	78603	75264	1.9	19	4366	14	15	17	↑
Ramanagara	43960	42630	2.6	24	4396	13	16	14	↓
Mysuru	115364	118655	1.6	18	3978	16	17	20	↑
Bagalkot	67088	67999	0.5	5	3727	22	18	18	↔
Chitradurga	61212	63936	1.4	17	3825	18	19	13	↓
Vijayapura	79890	84373	1.9	19	3804	19	20	19	↔
Davanagere	69302	72425	1	11	3647	24	21	16	↓
Dakshina Kannada	75282	80017	1.9	19	3764	21	22	23	↑
Kalaburagi	76869	79682	0.9	9	3074	28	23	27	↑
Bengaluru	359587	371093	4	28	3785	20	24	28	↑
Belagavi	169679	170648	1.3	16	3610	26	25	29	↑
Yadgir	33660	35272	0.9	9	3060	29	26	26	↔
Bidar	62050	61627	3.6	26	3650	23	27	25	↓
Ballari	90530	107784	2.9	25	3621	25	28	15	↓
Kodagu	15675	15695	3.8	27	3135	27	29	22	↓
Raichur	54939	57224	2.4	23	2891	30	30	30	↔

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

Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

Top 10 Ranking Talukas

S.N	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% weight age on (F))
1	Chikkaballapura	Chikkaballapura	29934	27399	0	12	1425	5	1
2	Chikkaballapura	Gudibanda	4230	3944	0.1	14	846	8	2
3	Uttara Kannada	Ankola	6961	6099	0	4	696	13	3
4	Uttara Kannada	Haliyal	7289	7292	0	7	662	14	4
5	Koppal	Kushtagi	17600	10058	0.2	22	628	17	5
6	Tumakuru	Tiptur	14366	15347	0.3	31	653	15	6
7	Chikkaballapura	Gauribidanur	17387	14657	0.1	17	599	21	7
8	Uttara Kannada	Honavar	9385	10053	0	9	586	25	8
9	Dharwad	Hubli	22284	21812	0.6	61	1591	4	9
10	Chikkaballapura	Sidlaghatta	12087	14024	0	11	575	26	10

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

Notes: Chikkaballapura taluk of Chikkaballapura district has taken the top spot this month. Gudibanda of Chikkaballapura district has dropped to 2nd place.

Bottom 10 Ranking Talukas

S.N	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))
1	Raichur	Devadurga	6539	6720	1.5	111	233	163	168
2	Raichur	Lingsugur	9649	10150	2.6	144	253	151	169
3	Raichur	Manvi	8662	8882	1.7	123	234	161	170
4	Kodagu	Somvarpet	4446	4457	1.6	118	222	169	171
5	Belagavi	Athni	13204	14157	4.9	166	253	152	172
6	Bidar	Homnabad	8217	7773	3.9	160	249	155	173
7	Vijayapura	Basavana Bagevadi	7353	7613	1.8	126	216	173	174
8	Dakshina Kannada	Beltangadi	4262	4392	1.6	117	163	177	175
9	Kodagu	Virajpet	3348	3378	2.5	138	167	176	176
10	Bengaluru	Yelahanka	11859	12589	10.1	176	237	160	177

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

Notes: Talukas in bottom 10 ranking are spread across the State. These talukas with low receipts have higher rate of delayed disposals.

CHAPTER 1C: PERFORMANCE REPORT- ASSEMBLY CONSTITUENCY WISE (TOP 25)

S.N	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)) Dec -2014
1	Chikkaballapur	30716	28251	0	1	1181	3	1
2	Udupi	26912	28337	0	1	1076	4	2
3	Gandhinagar	29902	29969	0.2	19	1067	5	3
4	Chamrajapet	23610	23269	0.2	19	874	13	4
5	Bijapur City	29496	33520	0.5	53	983	9	5
6	Gauribidanur	16605	13805	0.1	12	664	28	6
7	Bangarapet	18496	18491	0.4	40	770	18	7
8	Kumta	13944	15763	0	1	633	36	8
9	Chikkodi-Sadalga	22558	22593	0.5	53	835	16	9
10	Chamarajanagar	16379	15988	0.3	29	655	30	10
11	Tiptur	14366	15347	0.3	29	653	31	11
12	Koppal	22886	25080	0.5	53	738	22	12
13	Gubbi	14258	12909	0.3	29	648	33	13
14	Kushtagi	17624	10083	0.2	19	607	41	14
15	Davanagere North	21212	23180	0.6	66	757	21	15
16	Kolar	26872	28043	0.9	95	959	10	16
17	Gulbarga Dakshin	31540	33203	1.1	110	1051	6	17
18	Madhugiri	14948	13938	0.5	53	649	32	18
19	Sidlaghatta	12457	14337	0	1	498	55	19
20	Karwar	19025	19509	0.7	77	731	23	20
21	Tumkur City	30989	31153	1.2	118	1032	7	21
22	Haveri	20066	21795	0.7	77	691	25	22
23	Puttur	12705	13748	0.2	19	488	57	23
24	Shimoga	25891	26080	1.3	120	863	14	24
25	Belgaum Uttar	29534	30548	1.6	138	984	8	25

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

CHAPTER 2A: 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	
Bengaluru	11491125	11401544	10633981	766855	336	269	226	43	9	7	5	2	3205
Belagavi	4298690	4236631	3995274	241097	52	42	29	13	0	0	0	0	1010
Mandya	2414750	2385962	2236576	149140	21	14	8	6	1	1	1	0	604
Dakshina Kannada	2223062	2199729	2120223	79201	8	7	3	4	0	0	0	0	469
Raichur	1977992	1955807	1845994	109633	99	99	44	55	54	3	3	0	437
Bengaluru Rural	1105093	1087915	1029572	58192	21	20	19	1	0	0	0	0	380
Ballari	2503286	2470890	2344827	125978	51	41	20	21	5	5	0	5	377
Mysuru	3273339	3238407	3090237	147704	39	39	22	17	0	0	0	0	336
Bidar	1508582	1481480	1329483	151623	49	45	12	33	2	2	0	2	320
Chikkamagaluru	1251702	1235758	1133561	102114	12	9	4	5	2	2	2	0	314
Hassan	2363993	2338235	2201375	136497	16	13	9	4	0	0	0	0	299
Vijayapura	2136300	2109017	1984335	124481	20	19	4	15	1	1	0	1	226
Ramanagara	1403562	1387073	1332641	54325	9	6	3	3	0	0	0	0	218
Koppal	1468398	1446021	1386659	59249	3	3	0	3	0	0	0	0	217
Shivamogga	1823843	1801575	1684619	116509	14	9	6	3	0	0	0	0	166
Kalaburagi	2367974	2341545	2225916	115462	58	56	26	30	4	4	1	3	165
Tumakuru	3164254	3120646	2918666	201679	35	33	26	7	0	0	0	0	140
Chitradurga	1845981	1821989	1725623	96128	17	11	6	5	0	0	0	0	132
Dharwad	1965319	1945417	1850713	94531	9	5	1	4	1	1	0	1	129
Davanagere	2058913	2032676	1917288	115245	95	94	10	84	16	5	0	5	127
Haveri	1521588	1495580	1418413	77022	7	7	2	5	0	0	0	0	118
Chamarajanagar	1133095	1118025	1061023	56933	18	14	11	3	0	0	0	0	106
Chikkaballapura	1617199	1581079	1486281	94571	17	14	4	10	0	0	0	0	76
Kodagu	581060	575597	546248	29297	3	1	0	1	0	0	0	0	67
Yadgir	1060186	1043374	999413	43941	15	15	6	9	1	1	0	1	66
Bagalkot	1858419	1840219	1758654	81000	19	19	2	17	2	1	0	1	44
Uttara Kannada	1720847	1704091	1652461	51329	10	10	8	2	1	1	0	1	31
Gadag	1161263	1147207	1102417	44453	8	8	5	3	0	0	0	0	29
Kolar	1770285	1748908	1650683	98066	34	33	19	14	3	3	0	3	27
Udupi	1233469	1221359	1188445	32779	15	15	12	3	1	1	1	0	25
	66303569	65513756	61851601	3655034	1110	970	547	423	103	38	13	25	9860

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

CHAPTER 2B: 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	36800589	36198711	33676164	2519320	908	822	455	367	91	28	9	19	4775
HOME	2828576	2788695	2734994	53638	14	5	1	4	0	0	0	0	2513
RDPR	2415379	2381268	2311538	68323	75	61	38	23	5	4	2	2	585
EDUCATION	441613	429356	406992	22268	45	28	6	22	3	3	0	3	545
COMMERCE AND INDUSTRIES	110974	110831	105878	4931	1	0	0	0	0	0	0	0	454
TRANSPORT	11779510	11718489	11440267	277555	7	3	1	2	0	0	0	0	288
FOREST, ECOLOGY AND ENVIRONMENT	2645	2067	1650	413	0	0	0	0	0	0	0	0	234
HEALTH AND FAMILY WELFARE	700471	698532	690960	7435	0	0	0	0	0	0	0	0	165
URBAN DEVELOPMENT	2393197	2377512	2268332	108608	53	44	42	2	3	2	2	0	158
LABOUR	462153	456485	449269	7159	0	0	0	0	0	0	0	0	40
FOOD AND CIVIL SUPPLIES	3098899	3098751	3061088	37479	2	2	2	0	1	1	0	1	36
DPAR	1123	1107	1107	0	0	0	0	0	0	0	0	0	14
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	5876	4413	4071	336	0	0	0	0	0	0	0	0	14
HOUSING DEPARTMENT	7337	7296	7158	138	0	0	0	0	0	0	0	0	11
WOMEN AND CHILD WELFARE	569275	565049	564469	550	0	0	0	0	0	0	0	0	8
COMMERCIAL TAXES DEPARTMENT	4640102	4631375	4086143	544593	5	5	2	3	0	0	0	0	7
HORTICULTURE	18551	18379	18032	345	0	0	0	0	0	0	0	0	4
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	205	197	192	3	0	0	0	0	0	0	0	0	3
CO-OPERATION	23842	22005	20910	1092	0	0	0	0	0	0	0	0	3
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	986	979	919	60	0	0	0	0	0	0	0	0	2
KANNADA, CULTURE AND INFORMATION	2266	2259	1468	788	0	0	0	0	0	0	0	0	1
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
	66303569	65513756	61851601	3655034	1110	970	547	423	103	38	13	25	9860

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

CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECIEPTS	TOTAL NO. OF SAKALA DISPOSALS	OVERDUE
1	REVENUE DEPARTMENT	31858092	31273761	4137
2	HOME DEPARTMENT	2820370	2780490	2512
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2415379	2381268	585
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3835961	3834937	493
5	COMMERCE AND INDUSTRIES DEPARTMENT	110972	110831	454
6	DEPARTMENT OF PUBLIC INSTRUCTION	185246	174519	357
7	KARNATAKA STATE POLLUTION CONTROL BOARD	2644	2066	234
8	TRANSPORT DEPARTMENT	8474881	8414029	197
9	SURVEY AND SETTELMENT COMMISSIONER	1105288	1088981	145
10	HEALTH AND FAMILY WELFARE DEPARTMENT	671001	669342	122
11	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2011	1905	106
12	TRANSPORT CORPORATIONS(KSRTC)	1438381	1438246	90
13	PRE-UNIVERSITY BOARD	121414	121012	44
14	DRUGS CONTROL DEPARTMENT	27277	27006	43
15	CITY MUNICIPAL COUNCIL	872754	866757	39
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	3098899	3098751	36
17	HIGHER EDUCATION-COLLEGIATE EDUCATION	13937	13874	30
18	LABOUR DEPARTMENT	430383	426473	27
19	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	23173	22844	26
20	TOWN PANCHAYAT	219912	218694	25
21	BRUHAT BANGALORE MAHANAGARA PALIKE	259903	258505	25
22	TOWN MUNICIPAL COUNCIL	629833	625904	24
23	CITY CORPORATION (Other than BBMP)	382515	379707	15
24	FISHERIES DEPARTMENT	5876	4412	14
25	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1123	1107	14
26	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	26750	25247	13
27	KARNATAKA SLUM DEVELOPMENT BOARD	539	528	9
28	WOMEN AND CHILD WELFARE DEPARTMENT	214105	213887	7
29	COMMERCIAL TAXES DEPARTMENT	4639365	4630733	7
30	UNIVERSITY EXAMINATION SECTION	82282	81457	6
31	BANGALORE DEVELOPMENT AUTHORITY	5094	5076	4
32	SERICULTURE DEPARTMENT	18551	18379	4
33	REGISTRAR OF CO-OPERATIVE SOCIETIES	12915	12252	3
34	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	205	197	3
35	KARNATAKA HOUSING BOARD	6798	6768	2
36	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	986	979	2
37	INFORMATION DEPARTMENT	339	338	1
38	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	355165	351160	1
39	UNIVERSITY ACADEMIC SECTION	4758	4757	1
40	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	230223	230207	1
41	FIRE SERVICES DEPARTMENT	8206	8205	1
42	PUBLIC LIBRARIES DEPARTMENT	24055	24008	1
	Total			9860

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

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

S.N	District Name	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total (B)	% of delays for Dec 2014 (B/A)
1	<u>Chikkamagaluru</u>	58267	2341	438	74	82	24	2959	5.08%
2	<u>Bengaluru Rural</u>	49115	1823	338	147	93	36	2437	4.96%
3	<u>Bengaluru</u>	371093	8839	2123	2645	801	369	14777	3.98%
4	<u>Kodagu</u>	15695	535	35	18	9	7	604	3.85%
5	<u>Bidar</u>	61627	1757	280	116	35	31	2219	3.60%
6	<u>Ballari</u>	107784	2708	211	133	54	16	3122	2.90%
7	<u>Ramanagara</u>	42630	775	165	124	43	6	1113	2.61%
8	<u>Raichur</u>	57224	957	188	90	92	44	1371	2.40%
9	<u>Hassan</u>	84973	1570	191	47	17	16	1841	2.17%
10	<u>Vijavapura</u>	84373	1240	213	72	76	38	1639	1.94%
11	<u>Dakshina Kannada</u>	80017	1260	149	81	40	17	1547	1.93%
12	<u>Mandya</u>	75264	1113	129	88	33	73	1436	1.91%
13	<u>Mysuru</u>	118655	1069	316	233	131	168	1917	1.62%
14	<u>Chitradurga</u>	63936	798	51	13	7	4	873	1.37%
15	<u>Belagavi</u>	170648	1161	181	170	582	153	2247	1.32%
16	<u>Shivamogga</u>	81115	576	221	53	59	18	927	1.14%
17	<u>Gadag</u>	50605	449	27	30	26	28	560	1.11%
18	<u>Dharwad</u>	72153	394	84	29	17	229	753	1.04%
19	<u>Kolar</u>	82954	682	19	9	53	73	836	1.01%
20	<u>Davanagere</u>	72425	581	69	32	10	3	695	0.96%
21	<u>Yadgir</u>	35272	241	35	21	8	21	326	0.92%
22	<u>Kalaburagi</u>	79682	547	113	33	10	14	717	0.90%
23	<u>Tumakuru</u>	139208	814	90	45	39	22	1010	0.73%
24	<u>Haveri</u>	72365	416	30	28	22	13	509	0.70%
25	<u>Koppal</u>	57347	336	35	16	5	5	397	0.69%
26	<u>Bagalkot</u>	67999	233	19	20	10	27	309	0.45%
27	<u>Chamarajanagar</u>	40540	92	17	10	7	19	145	0.36%
28	<u>Uttara Kannada</u>	65614	54	10	32	31	19	146	0.22%
29	<u>Udupi</u>	50949	30	1	1	3	4	39	0.08%
30	<u>Chikkaballapura</u>	79309	33	18	3	3	2	59	0.07%
	Total	2488838	33424	5796	4413	2398	1499	47530	1.91%

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

Notes:

5 districts of Chikkamagaluru, Bengaluru Rural, Bengaluru (U), Kodagu, and Bidar are major contributors to the State delayed disposal rate of 1.91%. **Delayed disposal rate has decreased from 1.98% in November to 1.91% in this month.** The respective district administration must concentrate on reducing the delayed disposals.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR DECEMBER -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 Dec 2014 (B/A)
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	298	4	5	15	17	42	83	27.85%
2	DEPARMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	13	0	0	0	1	0	1	7.69%
3	HOUSING DEPARTMENT	120	0	9	0	0	0	9	7.50%
4	HOME DEPARTMENT	98011	3691	1377	898	457	303	6726	6.86%
5	EDUCATION DEPARTMENT	21473	513	237	128	89	63	1030	4.80%
6	RURAL DEVELOPMENT AND PANCHAYAT RAJ	211970	4950	471	243	114	57	5835	2.75%
7	HORTICULTURE DEPARTMENT	1012	11	10	4	0	1	26	2.57%
8	COMMERCE AND INDUSTRIES DEPARTMENT	6889	35	2	0	57	63	157	2.28%
9	REVENUE DEPARTMENT	1290018	20239	2944	2851	1301	563	27898	2.16%
10	URBAN DEVELOPMENT	78132	1341	120	56	32	12	1561	2.00%
11	LABOUR DEPARTMENT	21392	294	7	4	4	3	312	1.46%
12	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1023	12	1	0	0	0	13	1.27%
13	CO-OPERATION DEPARTMENT	2621	15	6	3	0	0	24	0.92%
14	HEALTH AND FAMILY WELFARE	33573	153	70	27	12	5	267	0.80%
15	TRANSPORT DEPARTMENT	447551	1910	507	168	311	386	3282	0.73%
16	WOMEN AND CHILD WELFARE	40951	142	7	6	0	0	155	0.38%
17	FOOD AND CIVIL SUPPLIES	75749	82	19	10	3	1	115	0.15%
18	COMMERCIAL TAXES DEPARTMENT	157908	32	4	0	0	0	36	0.02%
	Total	2488838	33424	5796	4413	2398	1499	47530	1.91%

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

Notes:

The rate of delayed disposals in Dec -14 for the State is 1.91%.

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 70% of total delayed disposals. Revenue department with 27,898 delayed disposals specially relating to **“All types of Income and caste certificate”** service contribute to 58% 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 DECEMBER 14: DISTRICT WISE

S.N.	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)Dec -14
1	Chikkamagaluru	56927	58267	14761	25.33
2	Bidar	62057	61627	6542	10.59
3	Shivamogga	78063	81115	7490	9.23
4	Koppal	61085	57347	4793	8.37
5	Raichur	54968	57224	4429	7.74
6	Bengaluru Rural	50908	49115	3596	7.33
7	Mandya	78604	75264	5323	7.07
8	Yadgir	33748	35272	2503	7.05
9	Bengaluru	360962	371093	25619	6.87
10	Davanagere	69404	72425	4911	6.78
11	Belagavi	169736	170648	11053	6.47
12	Kalaburagi	76874	79682	5153	6.47
13	Vijayapura	79893	84373	5011	5.94
14	Chitradurga	61217	63936	3763	5.89
15	Haveri	71065	72365	4106	5.65
16	Chikkaballapura	82524	79309	4333	5.46
17	Hassan	82709	84973	4471	5.25
18	Kodagu	15677	15695	785	5
19	Kolar	79927	82954	4017	4.84
20	Ramanagara	43960	42630	2059	4.83
21	Tumakuru	141215	139208	6468	4.65
22	Ballari	90533	107784	4975	4.62
23	Mysuru	115540	118655	5252	4.42
24	Chamarajanagar	40819	40540	1794	4.41
25	Bagalkot	67089	67999	2823	4.15
26	Gadag	48986	50605	2052	4.06
27	Dharwad	69194	72153	2783	3.86
28	Dakshina Kannada	75283	80017	2841	3.55
29	Uttara Kannada	62412	65614	1946	2.96
30	Udupi	48828	50949	1292	2.54
	Total	2428234	2488838	156944	6.3

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

Notes:

12 districts (S.N 1 to 12 in the above table) have rejection rates greater than State's average of 6.3% for December-14. **The rejection rate in November was 5.61%.** The respective District administration should probe, analyze and check reasons for rejections. Services of **"Providing Employment to unskilled Labour (MGNREGS)"** (10,520 received and 8,457 rejected- 80% rejection rate) and **"All types of Caste Certificate"** (4,270 received and 460 rejected- 11% rejection rate) are the most effected in the district of Chikkamagaluru.

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

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) Dec -14
1	AGRICULTURAL MARKETING DEPARTMENT	1269	1337	450	33.66
2	TECHNICAL EDUCATION DEPARTMENT	140	48	14	29.17
3	KARNATAKA STATE POLLUTION CONTROL BOARD	281	297	82	27.61
4	REVENUE DEPARTMENT	1031873	1049094	104106	9.92
5	RDPR	210243	211970	19325	9.12
6	COMMERCE AND INDUSTRIES DEPARTMENT	6182	6899	583	8.45
7	CITY MUNICIPAL COUNCIL	28449	28555	2146	7.52
8	DEPARTMENT OF PUBLIC INSTRUCTION	15460	14268	1045	7.32
9	COMMERCIAL TAXES DEPARTMENT	158047	157702	10353	6.56
10	CITY CORPORATION (Other than BBMP)	14249	14893	922	6.19
11	TOWN MUNICIPAL COUNCIL	20827	20537	1174	5.72
12	KANNADA AND CULTURE	53	53	3	5.66
13	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	1054	1098	61	5.56
14	DRUGS CONTROL DEPARTMENT	837	828	32	3.86
15	HIGHER EDUCATION-COLLEGIATE EDUCATION	316	329	12	3.65
16	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	36	32	1	3.13
17	TOWN PANCHAYAT	6596	6588	203	3.08
18	FISHERIES DEPARTMENT	1166	1023	28	2.74
19	UNIVERSITY EXAMINATION SECTION	4673	4693	118	2.51
20	TRANSPORT DEPARTMENT	377955	421773	10070	2.39
21	HOME DEPARTMENT	98657	97749	2112	2.16
22	AYUSH DEPARTMENT	145	142	3	2.11
23	KARNATAKA HOUSING BOARD	108	95	2	2.11
24	BRUHAT BANGALORE MAHANAGARA PALIKE	6277	6563	125	1.9
25	REGISTRAR OF CO-OPERATIVE SOCIETIES	1373	1277	19	1.49
26	FOOD AND CIVIL SUPPLIES DEPARTMENT	75760	75749	1076	1.42
27	IGR	166778	166650	2200	1.32
28	HEALTH AND FAMILY WELFARE DEPARTMENT	32792	32613	323	0.99
29	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	685	593	4	0.67
30	LABOUR DEPARTMENT	19991	20028	112	0.56
31	FIRE SERVICES DEPARTMENT	338	337	1	0.3
32	SURVEY AND SETTLEMENT COMMISSIONER	74809	74468	210	0.28
33	BWSSB	1028	891	1	0.11
34	SERICULTURE DEPARTMENT	845	1012	1	0.1
35	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	20650	21044	15	0.07
36	WOMEN AND CHILD WELFARE DEPARTMENT	19736	19907	11	0.06
37	TRANSPORT CORPORATIONS(KSRTC)	9266	9410	1	0.01
	Total			156944	6.3

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

Notes:

The rejection rate for the State is 6.3%. Rejection rate for November -14 was 5.61%. The rejection rate for the State has increased as compared to previous month. Service of "Allotment of Sites, Shops and Godowns on Lease cum sale basis to the Service Institutions notified under rule 2(9) of K.A.P.M (Regulation and allotment of property in Market Yards) Rules 2004" (144 disposed and 144 rejected) is the only service which is affecting the rejection rates of the Agriculture marketing department. HODs have to ensure that applications are being rejected by citing correct and logical reasons as per rules.

CHAPTER 2H: OFFICES WITH MORE THAN 7 DEFAULTS FOR DECEMBER - 14: DISTRICT WISE

S.N	District Name	Designated Offices with 7 or more defaults (November-14)	Designated Offices with 7 or more defaults (December-14)
1	Bengaluru	121	137
2	Chikkamagaluru	26	60
3	Vijayapura	32	59
4	Hassan	49	52
5	Belagavi	38	51
6	Ballari	38	46
7	Mysuru	38	44
8	Raichur	36	42
9	Bidar	37	40
10	Mandya	29	40
11	Bengaluru Rural	32	36
12	Chitradurga	20	28
13	Shivamogga	26	28
14	Tumakuru	26	28
15	Ramanagara	24	24
16	Davanagere	19	23
17	Kalaburagi	28	23
18	Dharwad	18	22
19	Haveri	23	22
20	Dakshina Kannada	23	20
21	Gadag	21	20
22	Kolar	19	16
23	Koppal	12	13
24	Yadgir	14	13
25	Kodagu	10	12
26	Bagalkot	10	8
27	Chamarajanagar	7	5
28	Chikkaballapura	4	2
29	Udupi	6	1
30	Uttara Kannada	2	1
	Total	788	916

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

Notes: Districts of Bengaluru (U), Chikkamagaluru, Vijayapura, Hassan and Belagavi are at the top of the list. The defaulting offices of Revenue Department are spread all across the State. Deputy Commissioners and Heads of Departments have to regularly monitor the activities of various departments and ensure action against the erring officials as per the penal provisions prescribed in The Karnataka Sakala Services (Amendment) Act, 2014.

CHAPTER 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR DECEMBER - 14: DEPARTMENT WISE

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults (November-14)	Designated Offices with 7 or more defaults (December-14)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	333	334
		SURVEY AND SETTLEMENT COMMISSIONER	42	43
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	47	50
2	HOME DEPARTMENT	HOME DEPARTMENT	88	115
3	RDPR	RDPR	115	194
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	9	5
		CITY CORPORATION (Other than BBMP)	4	7
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	2	4
		BANGALORE DEVELOPMENT AUTHORITY	1	0
		TOWN MUNICIPAL COUNCIL	17	22
		CITY MUNICIPAL COUNCIL	6	10
		TOWN PANCHAYAT	7	8
5	FINANCE DEPARTMENT	COMMERCIAL TAXES DEPARTMENT	2	1
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	40	47
		COLLEGIATE EDUCATION	2	0
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	35	38
		KSRTC	3	1
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	2	2
8	CO-OPERATION	REGISTRAR OF CO OPERATIVE SOCIETIES	2	0
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	4	2
		DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	1	0
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	9	13
11	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	1	1
12	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	5	5
		EMPOWERMENT OF DIFFERENTLY ABLED & SENIOR CITIZEN	1	2
13	HOUSING DEPARTMENT	KARNATAKA SLUM BOARD	0	1
14	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	3	4
15	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	2	3
16	DRUGS CONTROL DEPARTMENT	DRUGS CONTROL DEPARTMENT	1	1
17	HORTICULTURE	SERICULTURE DEPARTMENT	1	2
18	FISHERIES	FISHERIES	1	1
19	KANNADA & CULTURE	KANNADA & CULTURE	1	0
21	PUBLIC LIBRARY	PUBLIC LIBRARY	1	0
Total			788	916

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

Notes: Revenue department has 334 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 50 and 43 offices respectively sums up to 427 defaulting offices. This constitutes 46% of the total defaulting offices State wide.

CHAPTER 2J: ZERO DEFAULTING OFFICES (at the end of December-14)

S.N	Department Name	Zero Default
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1995
2	HEALTH AND FAMILY WELFARE DEPARTMENT	495
3	HOME DEPARTMENT	349
4	PUBLIC LIBRARIES DEPARTMENT	149
5	AYUSH DEPARTMENT	111
6	DEPARTMENT OF PUBLIC INSTRUCTION	101
7	AGRICULTURAL MARKETING DEPARTMENT	100
8	LABOUR DEPARTMENT	95
9	FISHERIES DEPARTMENT	82
10	SERICULTURE DEPARTMENT	72
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	56
12	FIRE SERVICES DEPARTMENT	52
13	WOMEN AND CHILD WELFARE DEPARTMENT	52
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	45
15	UNIVERSITY POST GRADUATION SECTION	40
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	39
17	TRANSPORT CORPORATIONS(KSRTC)	37
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	35
19	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	29
20	REVENUE DEPARTMENT	26
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	18
22	KARNATAKA HOUSING BOARD	17
23	SURVEY AND SETTLEMENT COMMISSIONER	16
24	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	10
25	BRUHAT BANGALORE MAHANAGARA PALIKE	9
26	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
27	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	8
28	KARNATAKA STATE WAREHOUSING CORPORATION	8
29	COMMERCIAL TAXES DEPARTMENT	7

S.N	Department Name	Zero Default
30	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	7
31	CITY CORPORATION (Other than BBMP)	7
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6
33	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
34	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	4
35	DRUGS CONTROL DEPARTMENT	4
36	UNIVERSITY CONSTITUENT COLLEGES	4
37	UNIVERSITY EXAMINATION SECTION	4
38	UNIVERSITY FINANCE SECTION	4
39	BANGALORE DEVELOPMENT AUTHORITY	3
40	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3
41	KARNATAKA STATE POLLUTION CONTROL BOARD	3
42	UNIVERSITY ACADEMIC SECTION	3
43	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
44	KANNADA AND CULTURE	2
45	DEPARTMENT OF ARCHIVES	1
46	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
47	EXCISE DEPARTMENT	1
48	FOREST DEPARTMENT	1
49	COMMERCE AND INDUSTRIES DEPARTMENT	1
50	CITY MUNICIPAL COUNCIL	1
51	TOWN MUNICIPAL COUNCIL	1
52	TECHNICAL EDUCATION DEPARTMENT	1
	Total	4131

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

Notes:

Offices with zero defaults can be visited to study and find out the reasons for zero defaults. Models worth emulating can be identified and replicated in all other offices of the respective departments.

CHAPTER 2K: DISTRICT IT CONSULTANT'S RANKING- DECEMBER 14

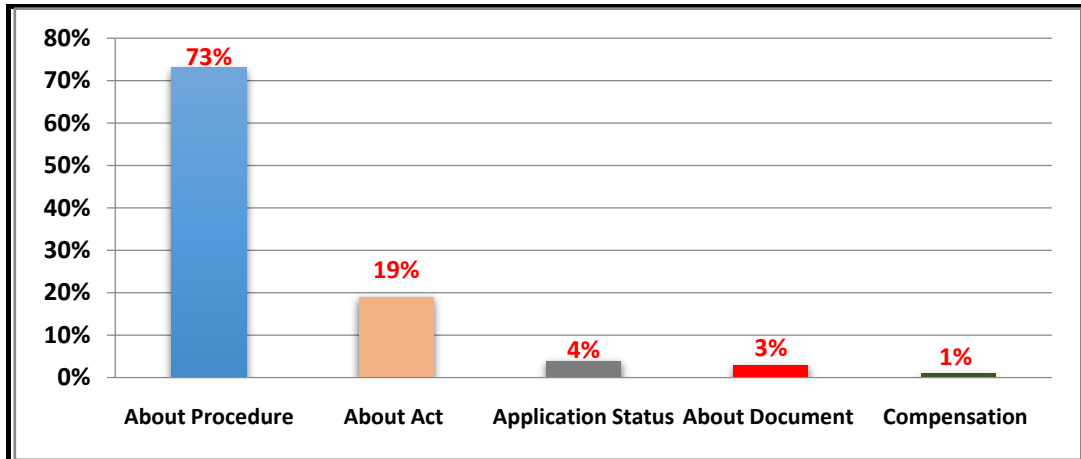
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank's Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MOU Signed	Rank	Operational %	Rank	feedback collected %	Rank	Collected	Rank		
1	Chikkaballapura	1	100.00	1	100.00	1	51	11	100.00	1	28.08	10	50	11	36	1
2	Gadag	6	89.66	19	93.81	12	150	1	90.91	2	92.41	1	55	8	49	2
3	Haveri	4	98.76	5	91.84	13	32	16	58.33	7	91.83	1	60	7	53	3
4	Tumakuru	2	98.67	6	94.44	10	17	20	42.86	9	74.02	2	51	10	59	4
5	Hassan	11	97.14	9	89.36	14	110	2	33.33	12	66.05	3	35	16	67	5
6	Bidar	27	100.00	1	100.00	1	57	9	0.00	16	47.76	4	45	12	70	6
7	Chamarajanagar	12	99.38	2	98.57	2	32	16	37.50	11	3.83	23	60	7	73	7
8	Shivamogga	10	95.69	12	98.06	4	34	15	40.00	10	40.01	5	30	18	74	8
9	Vijayapura	20	88.89	20	100.00	1	56	10	60.00	6	31.18	7	40	14	78	9
10	Dakshina Kannada	22	99.03	4	100.00	1	30	17	0.00	16	21.00	14	65	6	80	10
11	Koppal	5	75.00	22	54.99	17	60	8	66.67	5	4.70	22	90	1	80	10
12	Bengaluru Rural	9	95.68	13	98.57	2	23	19	80.00	4	20.27	15	0	19	81	11
13	Dharwad	14	90.50	18	94.12	11	68	7	0.00	16	21.55	13	75	4	83	12
14	Mandya	15	92.50	16	97.14	7	46	13	33.33	12	24.43	11	52	9	83	12
15	Ramanagara	16	97.84	7	97.92	6	8	23	100.00	1	6.88	21	45	12	86	13
16	Bagalkot	18	96.39	10	100.00	1	47	12	0.00	16	23.43	12	0	19	88	14
17	Belagavi	25	92.47	17	100.00	1	90	5	0.00	16	11.63	20	65	6	90	15
18	Kolar	3	0.00	24	0.00	19	108	3	0.00	16	33.27	6	0	19	90	15
19	Uttara Kannada	7	95.56	14	96.88	9	26	18	50.00	8	18.69	17	32	17	90	15
20	Mysuru	17	96.32	11	98.29	3	32	16	0.00	16	20.04	16	42	13	92	16
21	Davanagere	21	94.85	15	27.46	18	92	4	87.50	3	18.24	18	36	15	94	17
22	Kodagu	29	100.00	1	98.00	5	23	19	0.00	16	30.27	8	0	19	97	18
23	Bengaluru	24	97.28	8	97.06	8	0	25	0.00	16	24.28	11	42	13	105	19
24	Yadgir	26	99.09	3	61.18	16	17	20	0.00	16	17.31	19	70	5	105	19
25	Udupi	8	0.00	24	0.00	19	82	6	18.18	14	11.70	20	0	19	110	20
26	Chikkamagaluru	13	87.95	21	79.85	15	12	21	20.00	13	21.56	13	0	19	115	21
27	Ballari	28	0.00	24	0.00	19	11	22	16.67	15	31.20	7	80	3	118	22
28	Raichur	30	50.00	23	100.00	1	5	24	0.00	16	0.00	24	82	2	120	23
29	Chitradurga	19	0.00	24	0.00	19	26	18	0.00	16	28.57	9	0	19	124	24
30	Kalaburagi	23	0.00	24	0.00	19	39	14	0.00	16	0.00	24	0	19	139	25
Total							1384						1305			

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

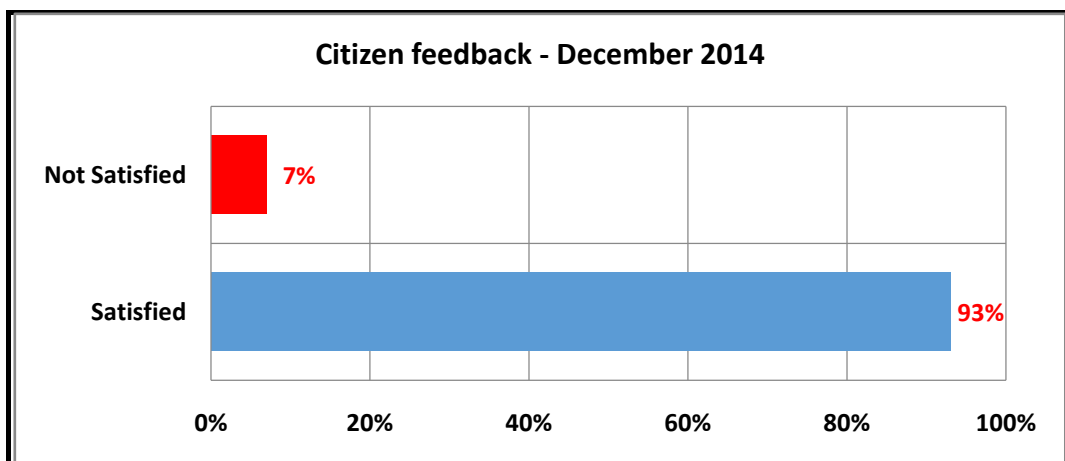
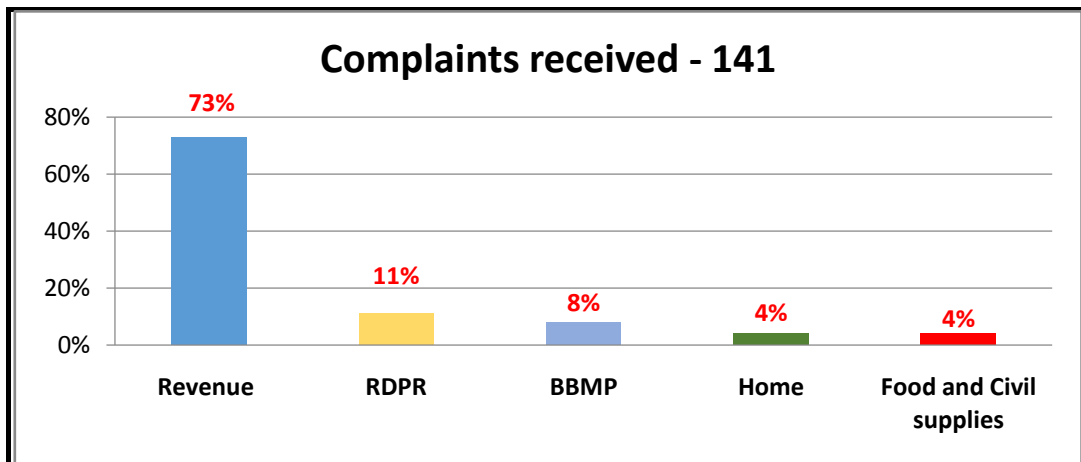
CHAPTER 3: CALL CENTRE REPORT

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

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



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



CHAPTER 3A: CALLS RECEIVED - DISTRICT WISE

S.N.	District	Calls received Count- Dec 2014
1	Bengaluru	27355
2	Bagalkot	3216
3	Davanagere	1408
4	Belagavi	1264
5	Ballari	757
6	Vijayapura	727
7	Bengaluru Rural	622
8	Chitradurga	618
9	Kalaburagi	554
10	Mysuru	524
11	Raichur	506
12	Tumakuru	453
13	Chikkaballapura	437
14	Dakshina Kannada	436
15	Mandya	424
16	Bidar	415
17	Gadag	370
18	Kolar	343
19	Hassan	333
20	Haveri	319
21	Ramanagara	315
22	Koppal	312
23	Shivamogga	311
24	Chamarajanagar	289
25	Chikkamagaluru	249
26	Dharwad	211
27	Uttara Kannada	183
28	Udupi	134
29	Kodagu	78
30	Yadgiri	77
	Grand Total	43237

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

Notes: Awareness campaigns emphasizing the call centre number (080-44554455) can be carried out in districts of Kodagu and Yadgiri. DITCs must work with district administration to carry out this activity.

CHAPTER 3B: CALLS RECEIVED - DEPARTMENT WISE

Department	Count- Dec 2014
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
Inspector General of Registration And Stamps	1
North-East Karnataka Road Transport Corporation	1
Tourism	1
Water Resources	1
Grand Total	43237

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

Notes: 63% of calls received for Revenue department were enquiries about **procedure to apply for a service**. 2938 calls out of 3819 (76%) calls received for Transport department were **enquiries about the services offered by Transport department** that are covered in the Act. More than 50% of calls received for BBMP were **about services offered**. 144 calls received for Food and Civil Supplies department were related to enquiries about **procedure to apply for a service**.

CHAPTER 3C: STATUS OF COMPLAINTS (at the end of December -14)

S. N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	EJS	NON-SAKALA	7792	1692	832	2524	668	4600
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4445	2368	679	3047	0	1398
4	Online	SAKALA	1237	545	212	757	104	376
5	Online	NON-SAKALA	591	134	31	165	105	321
6	Call Center	SAKALA	4347	4017	75	4092	133	122
7	Call Center	NON-SAKALA	2966	2821	23	2844	35	84
8	Janagraha	SAKALA	78	76	0	76	0	2
9	E-Mail	NON-SAKALA	452	442	9	451	0	1
10	E-Mail	SAKALA	221	213	8	221	0	0
		Total	25944	13879	1920	15799	1045	9097

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		5883	4851	295	5146	237	500
Non Sakala		20061	9028	1625	10653	808	8597

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

Notes:

Out of 5,883 complaints received for Sakala, 4,851 have been resolved and 295 have been rejected amounting to disposal of 5,146 complaints showing 87% closure rate. 237 complaints are in the process of getting disposed and 500 complaints are overdue. Call centre is closely following up with complaints related to Sakala.

Out of 20,061 complaints received for Non Sakala, 9,028 have been resolved and 1,625 have been rejected amounting to disposal of 10,653 complaints showing 53% closure rate. 808 complaints are in the process of getting disposed and 8,597 are overdue. 1,398 complaints received in the Hon'ble CM Janatha Darshan are overdue.

HODs need to take a closer look at this issue and instruct concerned officers to resolve the overdue complaints.

CHAPTER 3D: COMPENSATION CLAIMED STATUS

S.N	Department Name	No Appeals	Compensation
1	REVENUE DEPARTMENT	454	58360
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	40	4240
3	SURVEY AND SETTELMENT COMMISSIONER	29	2040
4	DEPARTMENT OF PUBLIC INSTRUCTION	27	5120
5	BRUHAT BANGALORE MAHANAGARA PALIKE	25	2020
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
	TOTAL	587	73460

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

Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal

CHAPTER 3E: CITIZEN FEEDBACK- DECEMBER 2014

Name	Location	Complaint Category/ Department	Happy/ Not happy
1. Shamashad Begam	Bagalkot	Transport	Happy
<p>Remarks: Ms. Shamshad Begum got to know about Sakala through TV advertisement. She called up to enquire about Driving license and obtained the required information. Said that Sakala Scheme is very helpful to public to get information and services within stipulated time. Satisfied with Sakala service. Suggested to provide mobile numbers of officers to citizens.</p>			
2. Babuji	Uttara Kannada	Revenue Department	Not Happy
<p>Remarks: Citizen called Sakala to enquire about information regarding Caste Certificate. Got to know about Sakala through the TV ads. Citizen applied for service and is not satisfied with Sakala service because he has not received the service in Stipulated time.</p>			
3. Rajesh	Udupi	City Municipal Council	Happy
<p>Remarks: Citizen got to know about Sakala through Newspaper. Called up to know about Birth Certificate. Got his service in stipulated time. Suggested to include more services in Sakala.</p>			
4. Sudheer Bhat	Bangalore	Home Department	Happy
<p>Remarks: Got to know about Sakala through TV advertisement. Got required information about passport verification. Very glad about Sakala service delivery and is satisfied with Sakala. Requested to give more publicity about Sakala in rural areas</p>			
5. Sayed Nasrulla	Chitradurga	City Municipal council	Happy
<p>Remarks: Got to know about Sakala through display boards. Said that he had applied for Khata Extract. Got his service in time. So he is happy & Satisfied with Sakala.</p>			

CHAPTER 4: EVENTS AND NEWS CLIPS

1) **24.12.2014, Bengaluru-** Officials from Central secretariat visited Karnataka to understand the Sakala initiative and its implementation. Mrs. Vinoth Priya, Additional Mission Director, Sakala accompanied by Mr.Varaprasad Reddy, Administrative Officer, Sakala explained the journey Sakala Mission had taken over the years. The officials were impressed by the accomplishments of Sakala Mission in a short span of 33 months



2) 27.12.2014, Bengaluru- Officials from Central secretariat visited Karnataka to understand the Sakala initiative and its implementation. The team was shown a demonstration of the road travelled by Sakala in a span of 2 years by Dr. Shamlal Iqbal, Additional Mission Director, Sakala.

The team put forth many questions which were answered to their satisfaction by Additional Mission Director and Administrative Officer. The team lauded the Sakala initiative of the State Government.



News Clips

THE NEW
INDIAN EXPRESS

President Pranab Mukherjee to launch Karnataka e-governance project Mobile One

Bengaluru | Posted: December 8



Services like exam results, train, bus bookings and cab bookings, payments of bills for electricity, telephones, and tax payments will be accessible through the Mobile One service.

An ambitious project of the e-governance department of the government of Karnataka to bundle over 600 government services – like application and issuance of birth and death certificates, property registration etc – into one seamless web location, that is accessible over mobile phones is set to be launched here on Monday afternoon by President Pranab Mukherjee.

Called Mobile One the e-governance project in Karnataka is being labelled as the first of its kind in the country and brings a whole range of government services that are currently spread across hundreds of government websites into one common easily accessible location. The Mobile One service will also bring under one virtual roof some 1000 private services.

A Mobile One app will be the gateway to the government services for mobile phone users while users of ordinary phones will be able access services through SMSes or calls to the toll free 161 number. Services like exam results, train, bus bookings and cab bookings, payments of bills for electricity, telephones, and tax payments will be accessible through the Mobile One service.

According to the state government the Mobile One service will bring 637 government services spread over the websites of 37 government departments under its ambit.

The Mobile One e-governance project is being positioned by the Congress government in Karnataka as a flagship achievement of its 18 month tenure. The efforts to provide time bound and online services for government departments called the Sakala scheme had originally been launched by the BJP government during its tenure from 2008-2013.

As many as 600 government services was made time bound under the Sakala scheme and officials were liable for failing to deliver services with the prescribed limit for each service.

F. INDIA

President Pranab launches mobile e-governance facility in Karnataka

Dec 9, 2014 07:38 IST



Bengaluru: President [Pranab Mukherjee](#) on Monday launched the unified mobile governance platform here to provide a host of services to people across Karnataka.

The Karnataka MobileOne multi-mode service, touted as the first of its kind in India, will enable the common man to access about 4,500 services in the public and private domains.

"This unique initiative signals a new era in governance," Mukherjee said. The service is available across all platforms, including iOS and Android. On feature phones, the service can be availed through integrated voice response and SMS. Users can dial 161 or *161# to access the services.

Services include payment of utility bills and property tax, booking of railway tickets and filing of income tax returns.

The platform also enables users to draw the civic body's attention for the non-functioning of its services or facilities like street lights, and also to damaged roads and garbage clearance.

About 4,500 services spanning G2C, B2C and G2B can be availed through the novel initiative anytime and anywhere from any location across the state, the country or the world using any mobile handset.

Payment on MobileOne can be done through debit or credit cards and online wallets.

Built on a public-private partnership mode with IMI Mobile, the service has also been integrated with social media websites.

"Many startups contributed to the state's visionary platform. The state government extended support to young technology firms for whom the platform can be a cost-effective distribution channel for gyro offerings," Nasscom product council chairman Ravi Guraraj said.

Karnataka govt services now on your fingertips

State launches first mobile governance platform in India

BS Reporters | Bengaluru , December 9, 2014



People of [Karnataka](#) have a reason to cheer. Thanks to Karnataka MobileOne, they can now access around 4,500 services, both public and private, at their fingertips.

President Pranab Mukherjee on Monday launched the multi-mode mobile governance platform of the Karnataka government, a pioneering initiative in India for delivery of citizens' services.

"This unique initiative...signals a new era in governance," Pranab Mukherjee said during his inaugural address.

The app is available across all platforms, including iOS and Android. On feature phones, the service can be availed through an integrated voice response system and SMS. Users can dial 161 or *161# to access MobileOne services. With MobileOne, people will now be able to access a number of services, including payment of utility bills and property tax, booking railway tickets, applying for driving licences and filing income-tax returns.

The platform also enables users to bring to the civic authorities' attention non-functioning services. People can take pictures of potholes on roads or streetlights that do not work and send them to officials concerned for redressal.

Around 4,500 services can be availed of through this mobile governance initiative. These anytime, anywhere, anyhow services will be available throughout the year from anywhere in the world on any mobile device.

Payments on MobileOne can be made through debit or credit cards and online wallets. The government has also introduced 'Karnataka Wallet', through which payments can be integrated.

The platform developed on public-private partnership mode with IMI Mobile has been integrated with social media websites. Karnataka MobileOne will integrate [digital media](#) and advertising to enable it to be a self-sustaining model for select services via advertising revenue, user fees and subscription.

"Delighted that many start-ups have contributed to Karnataka's visionary MobileOne platform. The Karnataka government has been extremely supportive of young technology companies for whom MobileOne can be an excellent and cost-effective distribution channel for their offerings," said Ravi Gururaj, chairman of Nasscom Product Council.

"Karnataka is also the first state to develop a mobile application approved by the Apple Store. It is the first state to have a mobile app that is accessible all over India. You can get our app from 1-800-425-425-425," Chief Minister Siddaramaiah said.

More services are in the offing on MobileOne. Soon, Bangalore Metro (Namma Metro) users will be able to pay for their ride from their phone itself and once the legal formalities are completed by the judiciary, citizens can even consider filing FIRs from the comfort of their home or office.

An auction system for agricultural market places would also be introduced on MobileOne in the future that would connect farmers and artisans with larger markets in India, the chief minister added.

Karnataka Governor Vajubhai Vala was also present on the occasion.

Karnataka launches M One App, citizens can access 637 government services

Dec 10, 2014

Bengaluru: Karnataka launched its ambitious mobile governance project, the first of its kind in the country that allows citizens of the state to access as many as 637 government services at a tap on their cell phones. President Pranab Mukherjee launched the M One app on Monday in Bengaluru.

The mobile app allows citizens to pay utility bills for electricity, pay property tax, apply for a host of services like driving license, passport or PAN, pay up for traffic challans, book tickets on rail and road transport, among others. People can even lodge complaints with civic authorities about garbage strewn around, and a women's safety app is something the government is taking pride to give to women citizens. The app has features that allow citizens to access many of these services even without a smart phone. Over 3500 services related to healthcare, transport are also available on the same platform.

Siddharamaiah, chief minister of Karnataka who launched it along with the President said "this is an attempt to make ourselves more accountable. We also have services for rural people".

