



December - 2013 Report

The Karnataka Sakala Services Act 2011

Total Receipts - 4.00 Crore

Total Disposals - 3.92 Crore



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



Message

As we close 2013, applications received under Sakala have reached 4 Crores. Today Citizens are availing a total of 447 services under 46 departments. Sakala is gaining stability over the past one and half years. It gives me immense pleasure to state that various departments are preparing to bring in another 250 services under Sakala.

447 Governmental services under Sakala are the highest in India, offered to citizens under any Government initiative. The Central Government is about to bring in the Guarantee of Service to Citizen Act covering the entire nation. As a result of this, many more services are expected to come under Sakala. To embrace the growing number of services under the scheme, the machinery may prepare and make required arrangements for a smooth sail.

Providing services to citizens according to their needs, delivering those Government services through electronic media, helpdesk, cyber centers etc and taking responsive actions on complaints, if any, has been the major reason for this success. Applications received in CM's Janatha Darshana are now being entered into E spandana portal and instructions have been given to various departments to take appropriate action and report online. Special efforts by Sakala team to follow up the Citizens grievances are appreciated.

If the officers develop an attitude for effective delivery of service, most of the issues can be dealt at a grass root level. In order to ensure this, suitable environment has to be created in Government offices to encourage innovation and excellence.

We have been receiving nominations for 2014 Sarvottam Seva Award. This should motivate every employee towards better service delivery.

For effective service delivery at village level, i.e. the grass root level, Sakala Mitra, Sakala Sakhi initiatives have been taken. This will create a good platform for officials to work towards a better way of service delivery in the grass root level.

Wishing all a happy new year and may God grant new enthusiasm and prosperity.

Siddaramaiah
Chief Minister



Message

It gives us great pride to offer the highest number of services to citizens, so far extended by any Government in India and to have an opportunity to respond to Citizens needs more effectively.

Training & Simplification committee has been constituted to aid better governance. Decisive steps have been taken in this direction. Caste certificate was one of the most sought after service with the revenue Department. Increasing the caste certificate's validity to a life time has reduced the number of service request considerably. This might be the reason for a significant decrease in the receipt of applications this month. Following the footprints of this change, various services need re engineering of their process and workflows.

Simplifications being the key, documents to be submitted by citizens for various services have been reduced and thought process is initiated about doing away with Affidavits. This will considerably reduce the middle men menace and unnecessary financial expenses of the citizens. Creating a citizen friendly government being our Goal, we value suggestions from all quarters for taking more and more citizen centric decisions.

Representatives' from various Countries have visited us and are eager to learn and implement the Sakala model.

Recently a team from Pakistan visited Sakala as part of World Bank sponsored programme. They have shown interest in studying the Sakala Act along with other game changing initiatives like Khazane 2, Cauvery & Bhoomi .The team visited various departments and gathered information. Good Governance is the basic mantra leading to path breaking discussions worldwide.

Let Karnataka be the pioneer in bringing this change.

I heartily wish all our readers a happy new year.

T.B. Jayachandra
Hon Minister for Law, Justice &
Human Rights, Parliamentary Affairs &
Animal Husbandry services

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CHAPTER 1 : FROM THE MISSION DIRECTOR'S DESK

In this issue we have introduced a graphical representation of the performance trends (best/ average/worse) of each district over last two years.

Ranking: Uttara Kannada wrestled itself to the top position this month. This is a direct result of increased disposal rates of applicants compared to receipt rates. DC Chikkaballapura who was the first one to bag 1st rank, 4 times consecutively has penned his views.

Chikkaballapura and Chamarajanagar have taken up second and third spots respectively. Kolar has shown quantum leaps jumping from 24th to 7th spot. Kodagu and Dakshin Kannada districts have shown a sharp fall in their ranking falling from 14th to 27th and from 7th to 19th respectively, which is quite disturbing.

Rank	District	District	Rank
1	Uttara Kannada	Bidar	30
2	Chikkaballapura	Yadgir	29
3	Chamarajanagar	Raichur	28

Applications and Disposal Trends:

	Receipts	Disposals
Month of December -13	17,49,767	17,53,253
Cumulative Count	4, 00, 42,725	3, 92, 95,581

Taluka Rankings: Yellapura of Uttara Kannada with no delayed disposals has taken the top spot among Talukas by pushing Karwar of the same district to 6th spot. As compared to previous months, Taluks of Uttara Kannada and Chikkaballapura have dominated the top 10 Taluk list with consistent performance.

Pendency, Delays and Rejections:

Pendency: A total of 9584 pendencies were seen as at the close of the month. There has been a marked improvement from last month's 17862.

Delayed Disposal : 38774 applications were delayed in disposal during the month. There has been an improvement from the previous month's delay rates. This is about 97.80% in-time delivery.

Rejections: 5.45% is the rejection rate for December.

This is a decrease as compared to 6.67% of November 2013. There is a need for display of checklist of documents / procedures / fees payable etc to reduce rejections at counter / later.

The data entry operators have to be strictly instructed to take mobile numbers of the applicants, else the system will not accept the application.

Complaints, Appeals & Compensation

Complaints: 2770 complaints out of 3007 have been resolved. There has been an improvement with 92% compared to last month closure rate of 86%.

Appeals: Under Appeal -1 category 615 were received of which 272 were disposed, 242 were rejected and 101 are in process. Under Appeal -2 category 41 were received of which 19 were approved, 12 were rejected and 10 were in progress. It is seen that 39% in Appeal - 1 and 29% in Appeal -2 category appeals have been rejected.

Compensation: 309 compensation claims have been made till date.

Delivery:

- **Average delivery time:** 277 services are being delivered ahead of stipulated time & 9 services are being delivered exactly on time.
- **No of offices having 7 or more than 7 defaults** for month of December 2013 is 643. There is a decline of 6 percent in comparison to month of November 2013 where in it was 684.

Awards: We have listed out the best performers among Sakala designated officers with maximum disposals and Zero defaults. The Deputy Commissioners have been requested to be considered them for Sarvottam Seva Award, 2014.

Children to parent awareness initiative : Month of December has seen major activities in terms of creating awareness. Special initiative included under "Pratibha Karanji" programme were street plays and painting competition on Sakala theme. Our heartfelt thanks to

department of Education for involving students and children in this venture. In December we will take this initiative forward through NSS volunteers with active collaboration of department of Higher education.

I am happy to note that DITC's are conducting awareness camps involving the helpdesk partners and other NGO's. Please keep it up.

Be Online Not In Line: This initiative has enabled establishment of Cyber centers, which will act as point of Contact for citizens who have no access to IT infrastructure. Cyber centers will also be a source of employment among IT literate rural youth.

Various departments are being encouraged to bring in their services in online format. This, in the near future, will lead to an increase in the number of online services being offered under Sakala.


DR. SHALINI RAJNEESH
MISSION DIRECTOR - SAKALA

Note from Deputy Commissioner , Chikkaballapur District.



Dr. Vishal R., I.A.S.,
Deputy Commissioner & District Magistrate
Chikkaballapura

New DC office complex

<p>Dr. VISHAL .R., I.A.S Deputy Commissioner and District Magistrate Chikkaballapur District, Karnataka</p> <p style="text-align: center;"></p> <p style="text-align: right;">Tel : 08156-262001 Fax : 08156-262009 E-mail : deo.ckbpu@gmail.com</p> <hr/> <p>No.PS/CR/72/13-14 Dated:09/12/2013</p> <p>Respected Madam,</p> <p>Am very grateful for the appreciation and wishes, for the work done by the District Administration, Chikkaballapur, under Sakala.</p> <p>It is therefore only appropriate, rather than the undersigned taking any credit, it would be apt and symbolic, the beautiful new District Office Complex, appears in the write up, "How To Crack the Sakala Success Code?".</p> <p>The District Administration would not only continue its efforts, but would also give informative feedback, so as to complement the laid down Government Public Service Delivery Policy, of services delivery, in a timely manner.</p> <p>Thanking you,</p> <p style="text-align: right;">Your's faithfully, <i>R. Shalini Rajneesh</i> 12/12/13 Deputy Commissioner, Chikkaballapur District.</p> <p>Dr. Shalini Rajneesh, IAS Principal Secretary Personnel, AR & Trng. Dept. M.S.Building Bangalore-560 001.</p>	<p style="text-align: center;">"How to crack the Sakala Success Code?"</p> <p style="text-align: center;">District Administration, Chikkaballapur</p> <p>In Sakala, as in any administrative system, optimal use of resources, with continuous oversight, and tenacious follow up is key.</p> <p>The administrative system has to be supplemented with sufficient equipment, across work sections, and trained and responsible persons placed at critical positions to co-ordinate and address gaps which arise, first at their level, and in case of unable to do so, to raise it to the next level.</p> <p>The handy utilisation of the Sakala consultant to assist, and raise issues of concern, and process for orders, on a day to day basis, is another factor, which keeps the system on its toes.</p> <p>The responsibility, and ownership, of the work and its timely completion, at every level, from the Deputy Commissioner down wards also contributes.</p> <p>The proactiveness of the Additional Deputy Commissioner, at a macro level, and of the Assistant Commissioner, on her field visits, to review and take corrective action, if warranted, helps immensely, since the rank and file are aware that things are being monitored.</p> <p>The steps proactively taken to address service issues, which would involve recruitment and promotions, facilitating more resources available to achieve overall work delivery, in a time bound manner, has addressed the manpower issues.</p> <p>Lastly, but very critically, the continuous feedback by the Sakala team, led by Dr. Shalini Rajneesh, Principal Secretary [DPAR] at the State level, pushing us for continuous improvement in implementation, is invaluable.</p> <p>It is therefore the humble and continued effort of the District Administration, Chikkaballapur, to continuously strive to deliver timely and quality services to the citizens of Chikkaballapur district, under Sakala and more.</p> <p style="text-align: right;"><i>R. Shalini Rajneesh</i> 10/12/13</p>
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CHAPTER 1A: PERFORMANCE RANKING- DISTRICTS FOR DECEMBER-13

District	No.of receipts during the month	No. of disposal during the month	% of delayed disposals	Ranking based on delayed disposals	No.of GSC receipts/One lakh population	Ranking based on Receipts/ One lakh population	Current Month Ranking	Previous Month Ranking	Trend
Uttara Kannada	59776	61299	0,1	1	4269	1	1	2	↑
Chikka ballapura	50461	49721	0,4	4	4205	2	2	1	↓
Chamaraja nagar	30841	30874	0,1	1	3084	10	3	8	↑
Davana gere	64236	64735	0,9	10	3380	7	4	4	↔
Mandya	65897	69029	2,9	22	3660	4	5	5	↔
Rama nagara	40228	42082	3,6	26	4022	3	6	3	↓
Kolar	47730	47288	2,2	16	3182	8	7	24	↑
Hassan	58752	60204	2,7	21	3456	6	8	6	↓
Chitra durga	48152	49743	0,6	5	3009	13	9	17	↑
Shimoga	51640	49993	0,7	8	3037	12	10	11	↑
Bangalore Rural	32697	31286	9,7	30	3633	5	11	12	↑
Mysore	89104	85201	2,6	20	3072	11	12	10	↓
Tumkur	81917	80276	3,5	25	3150	9	13	9	↓
Udupi	32743	32720	0,8	9	2976	16	14	15	↑
Gadag	30087	29392	2,5	18	3008	14	15	18	↑
Bijapur	62595	59673	2,3	17	2980	15	16	26	↑
Haveri	40736	39688	0,6	5	2715	22	17	25	↑
Koppal	35132	34134	0,3	3	2702	23	18	23	↑
Dakshina Kannada	58498	61104	2,5	18	2924	17	19	7	↓
Chik magalur	30661	31190	1,7	14	2787	19	20	16	↓
Bagalkot	49276	48240	1,2	12	2737	20	21	20	↓
Dharwad	48070	46175	0,6	5	2670	24	22	19	↓
Gulbarga	68102	68421	1,4	13	2724	21	23	21	↓

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)	Current Month Ranking	Previous Month Ranking	Trend
Bangalore	271808	277437	3,3	24	2861	18	24	13	↓
Belgaum	124810	121492	1	11	2655	25	25	22	↓
Bellary	60893	58834	2	15	2435	27	26	28	↑
Kodagu	12940	13304	5,4	29	2588	26	27	14	↓
Raichur	41829	43054	2,9	22	2201	29	28	27	↓
Yadgir	25110	26297	5,3	28	2282	28	29	29	↔
Bidar	34610	36085	4,3	27	2035	30	30	30	↔

Data: 31 Dec 2013 at 11:00 am

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

Legend

↔: Same as of last month

↓: Decreasing Trend

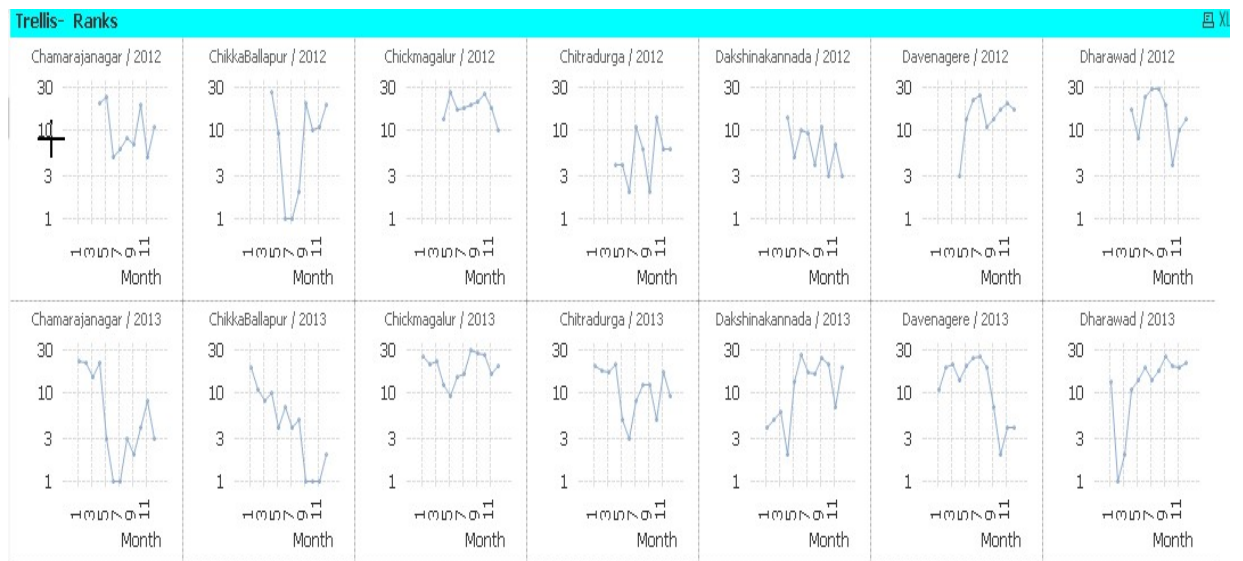
↑: Increasing Trend

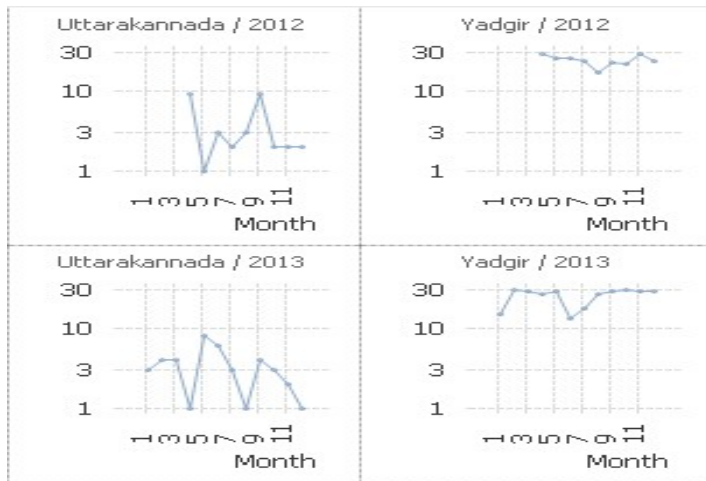
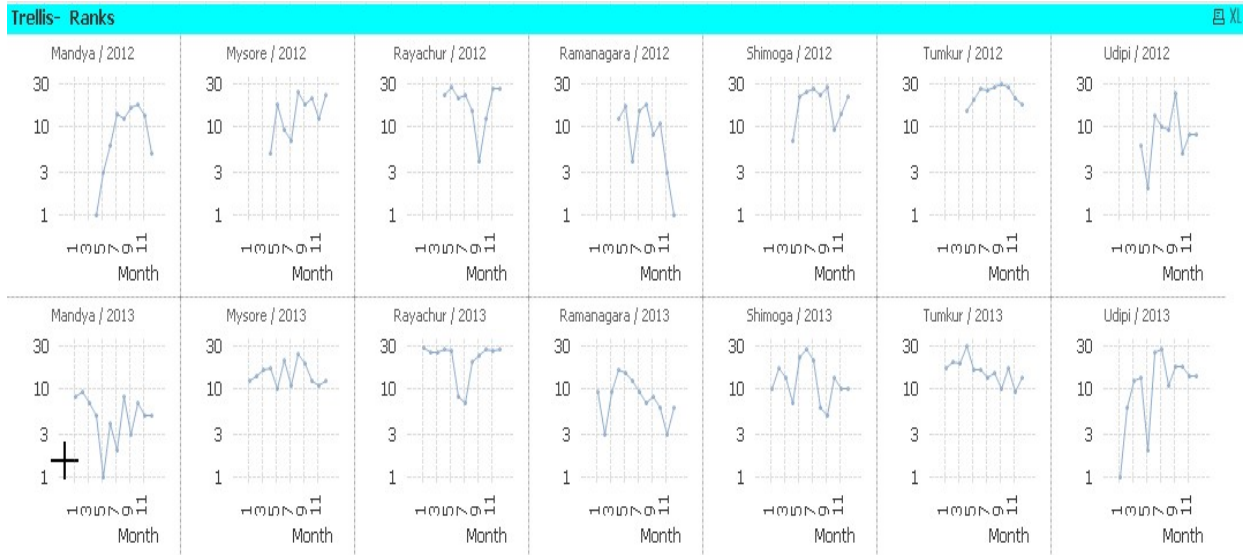
Note:

- Davanagere and Mandya districts have shown consistent performance by staying in 4th and 5th ranks respectively in months of December and November.
- Yadgir and Bidar have continued their normal trend as poor performers staying in 29th and 30th ranks respectively.
- Uttara Kannada has consolidated and reached the 1st rank. Chamrajanagar and Kolar have shown quantum jump from 8th to 3rd and 24th to 7th respectively.
- Good performers of December include Chitradurga, Bijapur and Haveri.
- Kodagu and Dakshin Kannada districts have shown a sharp fall in their ranking falling from 14th to 27th and from 7th to 19th respectively.

CHAPTER 1B : DISTRICT RANKING – MONTH WISE COMPARISON

Month wise comparison of District ranking of 2012 and 2013

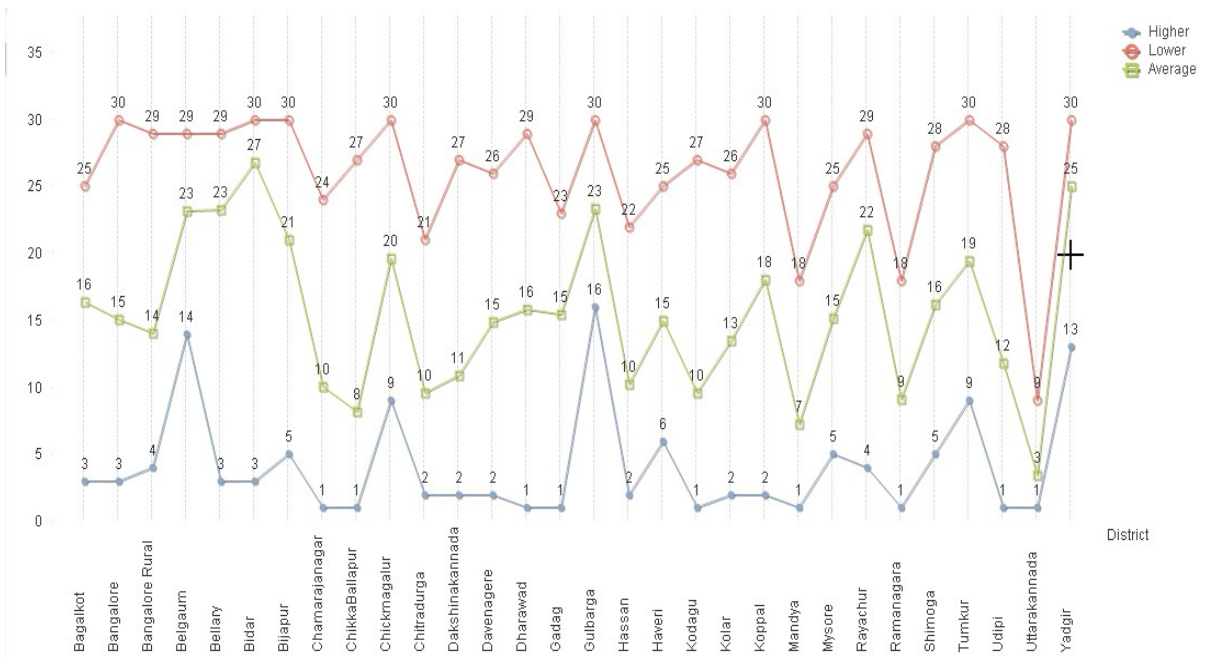




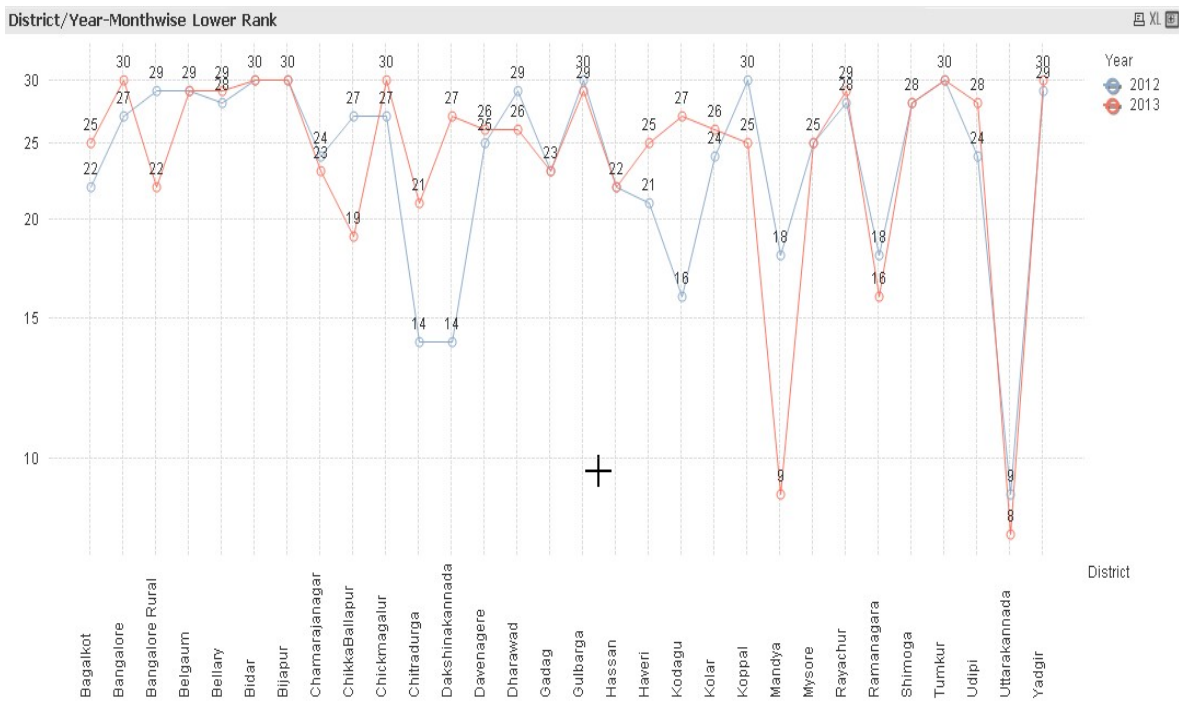
List of Districts - No. of times Ranked as 1

SI No.	District	Times ranked as 1
1	Chikkaballapur	5
2	Uttara Kannada	4
3	Kodagu	4
4	Mandya	2
5	Chamarajanagar	2
6	Ramanagar	1
7	Gadag	1
8	Dharwad	1

Best, Worst and Average ranks of Districts Since Inception of Sakala



Best Ranks of Districts in year 2012 & 2013. This analysis has been done to compare the rankings of 2012 and 2013.



CHAPTER 1C: PERFORMANCE RANKING- TALUKAS FOR DECEMBER-13

Top 10 performing Talukas

District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F))
Uttara Kannada	Yellapur	4257	4226	0	7	608	8	1
Uttara Kannada	Haliyal	7012	6799	0	12	637	7	2
Chikkaballapura	Sidlaghatta	11752	11313	0.1	19	559	10	3
Chikkaballapura	Gudibanda	2709	2775	0.1	16	541	12	4
Dharwad	Dharwad	20207	20044	0.3	40	841	6	5
Uttara Kannada	Karwar	14318	16146	0.4	43	954	5	6
Uttara Kannada	Honavar	6962	7070	0	13	435	18	7
Uttara Kannada	Mundgod	4088	4412	0	9	408	24	8
Mandya	Maddur	13531	14969	0.2	27	466	17	9
Chikkaballapura	Chikkaballapura	12220	12165	0.5	53	581	9	10

Data: 31 Dec 2013 at 11:00 am

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

Note: Uttara Kannada leads the list with its 5 talukas in Top 10. Chikkaballapura has its spot secured at 2nd place with 3 talukas. Dharwad and Mandya have shown consistent performance as compared to November with one each talukas.

Bottom 10 performing Talukas

District	Taluk	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Haveri	Hirekerur	3815	3948	1.5	103	165	166	168
Raichur	Lingsugur	7760	9106	4.9	161	204	145	169
Bellary	Kudligi	4536	4888	1.5	104	141	176	170
Bidar	Bhalki	5132	5487	4.8	159	190	153	171
Raichur	Manvi	6421	6360	4.2	151	173	162	172
Yadgir	Shahpur	6810	7375	7.9	171	189	156	173
Bidar	Aurad	4841	6129	5.2	165	179	158	174
Yadgir	Shorapur	7016	7433	4.5	156	171	163	175
Belgaum	Khanapur	3366	3671	2.7	133	134	177	176
Bangalore	Yelahanka	7592	7576	13	175	151	172	177

Data: 31 Dec 2013 at 11:00 am

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Note:

Yelahanka taluk still lingers among the last liners. 2 Talukas of Yadgir are showing no signs of improvement. Two talukas of Bidar too feature in the list. Evaluation of the situation in Bidar has been initiated with the instruction of Mission Director.

CHAPTER 1D: ANALYSIS ON TALUKAS SHOWING DECLINE IN RANKING

District	Taluk	No.of receipts for Dec (A)	No.of disposals for Dec (B)	% of delayed disposal (C)	Ranking based on delayed Disposals (D)	No. Of receipts / Ten thousand population (E)	Ranking based on receipts/ Ten thousand population (F)	Dec 2013 Rank	(Previous month) Nov 2013 Rank	Trend
Mysore	Nanjangud	8036	8089	4.3	153	211	137	164	163	↓
Kodagu	Virajpet	4314	4496	8.1	172	215	130	165	128	↓
Bagalkot	Hungund	6074	7046	2.1	117	189	155	166	152	↓
Dakshina Kannada	Beltangadi	4313	4146	1.4	100	165	167	167	160	↓
Haveri	Hirekerur	3815	3948	1.5	103	165	166	168	133	↓
Raichur	Lingsugur	7847	9296	4.8	160	206	144	169	151	↓
Bellary	Kudligi	4536	4888	1.5	104	141	176	170	166	↓
Bidar	Bhalki	5132	5487	4.8	159	190	153	171	164	↓
Raichur	Manvi	6421	6360	4.2	151	173	162	172	154	↓
Yadgir	Shahpur	6810	7375	7.9	171	189	156	173	167	↓
Bidar	Aurad	4841	6129	5.2	165	179	159	174	170	↓
Yadgir	Shorapur	7016	7433	4.5	156	171	163	175	174	↓
Belgaum	Khanapur	3366	3671	2.7	134	134	177	176	159	↓
Bangalore	Yelahanka	7592	7562	12.9	174	151	172	177	176	↓

Data: 31 Dec 2013 at 11:00 am

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Note: In the bottom ranking talukas mentioned above, a falling trend has been observed. Unless individual talukas show progress, this will have impact on district ranking. Since the performance of talukas is directly proportional to ranking of districts, poor ranking of districts which are represented by the above talukas are low.

CHAPTER 2A: RECEIPTS & DISPOSALS-TRENDS & ANALYSIS- DEPARTMENT WISE

Receipts					Disposals			
Main Department	Oct -13	Nov 13	Dec -13	Trends	Oct -13	Nov 13	Dec -13	Trends
REVENUE DEPARTMENT	1081086	1372179	1010838	↓	1195572	1455630	1003850	↓
TRANSPORT DEPARTMENT	273691	465074	222855	↓	259781	458069	246020	↓
COMMERCIAL TAXES DEPARTMENT	141504	279394	134501	↓	132394	294531	135909	↓
RDPR	81518	100499	86459	↓	81788	100705	85179	↓
HOME DEPARTMENT	81216	149309	86402	↓	79571	145912	86641	↓
URBAN DEVELOPMENT	66076	132648	76619	↓	66150	131626	74604	↓
FOOD AND CIVIL SUPPLIES	48240	192433	40694	↓	48629	185377	40792	↓
HEALTH AND FAMILY WELFARE	27367	41158	27779	↓	27397	41170	25465	↑
LABOUR DEPARTMENT	15986	25030	23163	↓	16205	23441	20305	↓
WOMEN AND CHILD WELFARE	14325	19197	18023	↓	14151	19109	17776	↓
EDUCATION DEPARTMENT	16821	15463	15372	↓	15314	12351	14128	↑
COMMERCE AND INDUSTRIES DEPARTMENT	3977	4079	5101	↑	3975	4073	5090	↑
HORTICULTURE DEPARTMENT	590	616	1251	↑	493	611	951	↑
HOUSING DEPARTMENT	171	271	457	↑	235	276	305	↑
ANIMAL HUSBANDRY AND FISHERIES	77	45	111	↑	77	69	69	↔

Receipts					Disposals			
Main Department	Oct -13	Nov 13	Dec -13	Trends	Oct -13	Nov 13	Dec -13	Trends
FOREST, ECOLOGY AND ENVIRONMENT	36	35	41	↑	35	39	43	↑
PUBLIC WORKS, PORTS AND INLAND WATER	28	44	39	↓	28	47	38	↓
DPAR	66	55	24	↓	93	86	54	↓
KANNADA, CULTURE AND INFORMATION DEPARTMENT	15	13	22	↑	38	12	21	↑
CO-OPERATION DEPARTMENT	0	0	16	↑	0	0	13	↑
Total	1852790	2797542	1749767	↓	1941926	2873134	1757253	↓

Data: 31 Dec 2013 at 11:00 am

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

Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

Notes:

- **Receipts:** Receipt of applications has declined compared to last month. The departments of Animal Husbandry and Fisheries, Co-Operation Department, Commerce And Industries Department, Horticulture Department, Forest, Ecology And Environment, Housing Department and Kannada, Culture And Information Department have shown slight increase in number of receipts.
- **Disposals:** The departments with increased receipts have shown good disposal rates. Other departments have decreased disposal rates like Revenue, Transport and Urban development departments.

CHAPTER 2B: DEPARTMENT & SERVICE WISE PENDENCY

SI. NO.	DEPARTMENT	PENDENCY AFTER DUE DATE	IMPACTED SERVICES- APPLICATION COUNT	
1	Revenue Department	5520	Change of Khata (Undisputed cases)	4034
			Conversion of agriculture land to non agriculture purpose	459
			Sandhya Suraksha	194
			All types of Caste Certificate	183
			Destitute Widow pension	120
			Record of Rights Certificate	69
			Issuance of Arms License	67
			Residence Certificate	66
			No tenancy certificate	50
			Mutation Extract	45
			Small and Marginal Farmer Certificate	45
			All types of Income Certificate	41
			Pension for disabled persons	40
			Surviving Family member Certificate	21
Indira Gandhi Old Age Pension	18			
2	Inspector General of Registration and stamps	668	Registration of Land / property	668
3	Home Department	1490	Reciept and Disposal of Petitions	442
			Arms License Issue and Renewal Verification	384
			NoC for Passport Verification	254
			Service Verification	248
			Issue of copy of FIR to the complaintant	30
			NOC for petrol pump,gas agency,hotel,bar etc.	29
			Police Verification Certificate for domestic servants/house keeping	26
			Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	25
			License for Amplified Sound System	14

Sl. NO.	DEPARTMENT	PENDENCY AFTER DUE DATE	IMPACTED SERVICES- APPLICATION COUNT	
4	Survey and Settlement Commissioner	319	Issue of Duplicate Copies in Survey Section(Aakar Band)	176
			Issue of Duplicate Copies in Survey Section(Atlas)	59
			Issue of Duplicate Copies in Survey Section(Pakka Tippan)	33
			Issue of Duplicate Copies in Survey Section(Tippan)	29
			Issue of Duplicate Copies in Survey Section(Village Map))	13
			Issue of Duplicate Copies in Survey (Kharab Utar))	9
5	Rural Development and Panchayat Raj Department	356	maintenance of street lights	112
			maintenance of drinking water	107
			alteration to assessment list	61
			maintenance of village sanitation	37
			noc to escoms	11
			providing employment to unskilled labours (mgnregs)	9
			general licence (trade licence)	6
			building licence	5
			issue of job card to unskilled laboures	4
			issuing of records (population,crop,cattle census,bpl list)	3
6	Employee state insurance medical services	144	Sanction of Medical Reimbursements Bill of IPs	142
			Submission of Super Speciality Medical Reimbursement bills	2
7	Health and Family Welfare Department	71	Issue of age certificate	63
			Issue of Disability Certificate	6
			Issue certificate of discharge & sterilization	1
			Issue of wound Certificate	1

SI. NO.	DEPARTMENT	PENDENCY AFTER DUE DATE	IMPACTED SERVICES- APPLICATION COUNT	
8	Commissionerate of Bangalore and Mysore, CPI	206	Reimbursement of Medical Expenses	83
			Vehicle Purchase/GPF/KGID/Computer & Advances	81
			Sanction of 10/15/20 Years Time Bound Promotion	24
			Earned Leave Encashment	6
			Sanction of 25/30Years timebound promotion	3
			Issuing Salary Certificate	2
			CHARGE ALLOWANCE	2
			Renewal of recognition for Schools	2
9	Department of Public instruction	112	Reimbursement of Medical Expenses	41
			Renewal of recognition for Schools	17
			Vehicle Purchase/GPF/KGID/Computer and Advances	14
			Sanction of 10/15/20 Years Time Bound Promotion	9
			First Recognition of Schools	8
			Sanction of Earned /Commutated Leave	7
			Issuing Salary Certificate	6
			Pension Proposal and Services	3
			Earned Leave Encashment	3
			Sanction of 25/30Years time bound promotion	2
			Festival Advance	1
			Registration of Schools	1

SI. NO.	DEPARTMENT	PENDENCY AFTER DUE DATE	IMPACTED SERVICES- APPLICATION COUNT	
10	Bruhat Bangalore Mahanagara Palike	167	Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration	47
			Issue of Birth, Death and Still Birth Certificates at Registration centers after one calendar year from date of registration	37
			Transfer of Khatas	31
			Khatha Extract/Certificate	25
			Sanction of Building Plan in sites up to 2400 sq.ft dimension for residential single dwelling unit. (Not Computerized)	22
			Khata Registration	3
			Grant of trade license specified category under rules	2
11	Bangalore water supply and sewage board	157	Permission for new connection/Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.	80
			Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	77
12	North east Karnataka Road Transportation	105	Free Bus Pass For the Blind	37
			Issue of Bus Passes to Physically challenged	37
			Issue of Rs. 2000 worth of Free Bus Coupons to wife/widows of Freedom Fighters	22
			Issue of Bus Passes to School Children	5
			Issue of Free Bus Passes to freedom fighters	4
13	Transport Department	35	Registration of Vehicle	25
			Duplicate Registration Certificate	8
			Learning Licence	1
			Driving Licence	1

Records as on 31/12/2013 1:30 PM

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

Notes:

The above table shows most sought after services in various departments. The pendencies are huge in Revenue and Home department. There are pendencies in department like Urban Development, Transport and Health, which are small , but need considerable attention.

CHAPTER 2C: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

Departments	Total Receipts	Total Disposed	Total Approved	Total Rejected	Total Appeal -1 Received	Total Appeal-1 Disposed	Total Appeal -1 Approved	Total Appeal -1 Rejected	Total Appeal -2 Received	Total Appeal-2 Disposed	Total Appeal -2 Approved	Total Appeal -2 Rejected	Pendency after due date
REVENUE DEPARTMENT	22448582	21874181	20398773	1464065	490	413	218	195	20	14	8	6	6503
TRANSPORT DEPARTMENT	6676072	6614138	6422083	187874	3	2	1	1	0	0	0	0	156
COMMERCIAL TAXES DEPARTMENT	3003683	2988129	2561232	422376	5	5	2	3	0	0	0	0	14
FOOD AND CIVIL SUPPLIES	2539845	2539732	2507733	29839	2	0	0	0	1	1	0	1	2
HOME DEPARTMENT	1633786	1601698	1571059	28556	5	1	0	1	0	0	0	0	1491
URBAN DEVELOPMENT	1544359	1526890	1457335	66062	27	24	23	1	3	2	2	0	386
RDPR	991302	971789	950899	17854	44	35	15	20	5	3	1	2	356
HEALTH AND FAMILY WELFARE	412289	409712	404610	4043	0	0	0	0	0	0	0	0	78
LABOUR DEPARTMENT	263860	256851	250212	5205	0	0	0	0	0	0	0	0	167
WOMEN AND CHILD WELFARE	214207	213342	211358	340	0	0	0	0	0	0	0	0	0
EDUCATION DEPARTMENT	191894	182230	172002	9474	17	15	1	14	3	3	0	3	384
COMMERCE AND INDUSTRIES DEPARTMENT	49570	49431	48133	1081	0	0	0	0	0	0	0	0	5
HOUSING DEPARTMENT	5199	4920	4821	93	0	0	0	0	0	0	0	0	9

Departments	Total Receipts	Total Disposed	Total Approved	Total Rejected	Total Appeal -1 Received	Total Appeal-1 Disposed	Total Appeal -1 Approved	Total Appeal -1 Rejected	Total Appeal -2 Received	Total Appeal-2 Disposed	Total Appeal -2 Approved	Total Appeal -2 Rejected	Pendency after due date
HORTICULTURE DEPARTMENT	2589	2047	2018	23	0	0	0	0	0	0	0	0	7
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1539	1474	1438	27	0	0	0	0	0	0	0	0	0
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	896	875	874	0	0	0	0	0	0	0	0	0	20
KANNADA, CULTURE AND INFORMATION DEPARTMENT	732	730	616	114	0	0	0	0	0	0	0	0	2
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	551	532	463	68	0	0	0	0	0	0	0	0	6
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	544	531	493	36	0	0	0	0	0	0	0	0	3
CO-OPERATION DEPARTMENT	11	9	8	1	0	0	0	0	0	0	0	0	0
Total	39981510	39239241	36966160	2237131	593	495	260	235	32	23	11	12	9589

Data as on 30.12.2013 18:00

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

CHAPTER 2D: DELAYED DISPOSAL - DEPARTMENT WISE

Main Department	No. of disposals during the Month	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total	% of delays for Dec 13
REVENUE DEPARTMENT	1004370	20449	2683	1355	1243	1338	27068	2,70%
TRANSPORT DEPARTMENT	249264	174	94	53	392	337	1050	0,42%
COMMERCIAL TAXES DEPARTMENT	136009	96	7	4	1	0	108	0,08%
HOME DEPARTMENT	86664	2845	1032	624	339	1213	6053	6,98%
RURAL DEVELOPMENT AND PANCHAYAT RAJ	85179	800	152	106	60	14	1132	1,33%
URBAN DEVELOPMENT	74604	1098	228	315	39	6	1686	2,26%
FOOD AND CIVIL SUPPLIES	40792	83	19	7	3	0	112	0,27%
HEALTH AND FAMILY WELFARE	25466	288	25	14	10	18	355	1,39%
LABOUR DEPARTMENT	20305	144	72	25	7	1	249	1,23%
WOMEN AND CHILD WELFARE	17776	52	2	200	0	0	254	1,43%
EDUCATION DEPARTMENT	14128	412	126	74	24	32	668	4,73%
COMMERCE AND INDUSTRIES DEPARTMENT	5090	12	2	3	0	0	17	0,33%
HORTICULTURE DEPARTMENT	951	13	1	0	0	0	14	1,47%
HOUSING DEPARTMENT	305	2	0	0	2	0	4	1,31%
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	69	9	4	0	0	0	13	18,84%
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	54	1	1	0	0	4	6	11,11%
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	43	2	0	0	0	3	5	11,63%
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	38	2	1	2	0	0	5	13,16%
KANNADA, CULTURE AND INFORMATION DEPARTMENT	21	0	1	0	0	0	1	4,76%
CO-OPERATION DEPARTMENT	13	0	0	0	0	0	0	0,00%
Total	1761141	26482	4450	2782	2120	2966	38800	2,20%

Records as on 31/12/2013

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

Note: Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 68.30% of delays. If efforts are made to tackle this problem, departments can show considerable decrease in reducing delayed disposal.

CHAPTER 2E :REPORT OF REJECTIONS- DISTRICT WISE

Sl. No	District	Receipts (A)	Disposals (B)	Rejections	Rejections @Counter	Disposal Rate D=(B/A) %	Rejection rate (100-D)%
1	Bangalore	271842	255477	13507	600	94	6
2	Belgaum	124811	108804	6081	155	87	13
3	Mysore	89103	76943	3698	132	86	14
4	Tumkur	81918	70653	5146	115	86	14
5	Gulbarga	68104	59607	3548	50	88	12
6	Mandya	65939	61111	4394	50	93	7
7	Davanagere	64236	58803	2811	29	92	8
8	Bijapur	62594	53089	3617	23	85	15
9	Bellary	60888	53338	2688	43	88	12
10	Uttara Kannada	59773	58453	1163	9	98	2
11	Dakshina Kannada	58782	56370	2172	29	96	4
12	Hassan	58760	54030	3507	42	92	8
13	Shimoga	51645	45546	2845	76	88	12
14	Chikkaballapura	50414	45085	2589	29	89	11
15	Bagalkot	49286	44736	2259	23	91	9
16	Chitradurga	48152	43624	2361	38	91	9
17	Dharwad	48067	42749	1498	42	89	11
18	Kolar	47716	42275	2471	41	89	11
19	Raichur	41829	38766	2142	49	93	
20	Haveri	40736	36351	1423	18	89	11
21	Ramanagara	40228	37485	1454	85	93	7
22	Koppal	35132	31212	1637	31	89	11
23	Bidar	34613	29084	2943	23	84	16
24	Udupi	32745	30037	864	25	92	8
25	Bangalore Rural	32699	28440	1013	90	87	13
26	Chamarajanagar	30841	27654	1928	23	90	10
27	Chikmagalur	30661	28164	1662	38	92	8
28	Gadag	30087	27094	978	26	90	10
29	Yadgir	25110	22722	995	5	90	10
30	Kodagu	12940	12049	857	4	93	7
	Total	1749651	1579751	84251	1943		

Records as on 30/12/2013

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

Notes: When there is a checklist available in the application format, rejections should rarely happen after receipt of applications on the portal.

CHAPTER 2F: OFFICES WHO HAVE DEFAULTED MORE THAN 7 TIMES

Section 14 (2) read with Rule 16 is reproduced below:

Developing culture to deliver services within fixed period:

14(2): In case of any designated officer who is a habitual and willful defaulter, without any reasonable cause and persistently failed to receive an application or has failed to provide service within the stipulated time or intentionally denied the request for the service or delayed inordinately, the head of the Public Authority concerned shall be competent to take appropriate disciplinary action after recording a finding to this effect but not before giving a show cause notice and opportunity of hearing to the defaulting officer.

Rule 16: Maintenance of records of all disposed cases under the Act: The Designated Officer, Competent Officer and Appellate Authority shall maintain records of all the cases in Form E-1, Form E-2 and Form E-3 respectively and specially Form E-1 with regard to the action taken in respect of delay/default cases and shall send a periodical report to the Head of the Public Authority. Show cause notice through e-mail in Form E-4 shall be issued to the public servants who have defaulted/delayed in more than 7 cases. Disciplinary action shall be initiated in cases where reasons are not justifiable.

Show Cause notice through e-mail in Form E-5 shall be issued to the Competent Officer/Appellate Authority who have exceeded the time limit. Report of such cases shall be intimated to DPAR in Form E-6 at the end of the month.

The Following is the list of Department with number of offices, who have defaulted more than 7 times in an alphabetical order.

Action to be taken: Deputy Commissioners may send automated show-cause notices to defaulters from Sakala Portal take explanations and send a report to the Mission for those officials who are under their administrative control. Disciplinary action for other departmental officials needs to be taken up by respective HODs/Principal Secretaries.

Table showing Designated Offices who have defaulted 7 or more than 7 times.

Department	Office/ sub department	Designated Offices with 7 or more defaults
URBAN	BWSSB	3
	BBMP	17
	City corporation (other than BBMP)	9
	CMC	24
	TMC	22
	Town Panchayat	7
Finance	Commercial tax	13
Education	Department of public instruction	26
Food	Food and civil supplies	3
Animal Husbandry and Fisheries	Fisheries	1
Health and family welfare	Health and family welfare department	11
Home	Home department	49
Horticulture	Sericulture	1
Labour	Labour department	1
Revenue	Revenue department	237
	Survey and settlement commissioner	95
	Inspector general of registration and stamps	44
RDPR	RDPR	58
Transport	Transport inclusive: transport corporations	17
Women and child	Women and child department	5
Total		643

Records as on 30/12/2013

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

Notes:

A department wise listing of the number of offices that have defaulted in the month more than 7 times. There is a small change compared to the last month. Respective HOD's and DC's may look into these issues and take corrective action.

CHAPTER 3: RECEIPTS WITH MOBILE PERCENTAGES - DISTRICT WISE

S.No	District	Receipts	Receipts Having Mobiles	Mobile Receipts (%)
1	Bangalore	271842	108298	40
2	Udupi	32745	12637	39
3	Davanagere	64236	22903	36
4	Dakshina Kannada	58782	21213	36
5	Ramanagara	40228	14186	35
6	Chikkaballapura	50414	16492	33
7	Gadag	30087	9218	31
8	Kodagu	12940	3978	31
9	Dharwad	48067	14188	30
10	Uttara Kannada	59773	17779	30
11	Mysore	89103	26927	30
12	Belgaum	124811	35026	28
13	Bagalkot	49286	13762	28
14	Koppal	35132	9144	26
15	Mandya	65939	17464	26
16	Shimoga	51645	11694	23
17	Tumkur	81918	17325	21
18	Bangalore Rural	32699	7024	21
19	Haveri	40736	8052	20
20	Bijapur	62594	11367	18
21	Bellary	60888	10928	18
22	Chikmagalur	30661	5525	18
23	Gulbarga	68104	12302	18
24	Chamarajanagar	30841	5217	17
25	Chitradurga	48152	7536	16
26	Hassan	58760	9546	16
27	Raichur	41829	5731	14
28	Kolar	47716	6847	14
29	Bidar	34613	4573	13
30	Yadgir	25110	2491	10

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

Notes:

The state average for receipts having mobile numbers is 24.5 %. Districts having lesser receipts with mobile numbers need attention. These places require more cyber centres and helpdesks, which will act as point of contact between Citizens and “Sakala”.

CHAPTER 4: REPORT FROM CALL CENTRE

A. Table showing status of Complaints- Both Sakala and Non Sakala as of end of December 2013

Month wise report of complaints										
Sakala						Non Sakala				
Month	In Progress	Pending	Rejected	Resolved	Grand Total	In Progress	Pending	Rejected	Resolved	Grand Total
Apr 12	0	0	0	1	1			1	18	19
May-12	0	0	0	47	47			1	183	184
Jun 12	0	0	0	66	66				125	125
Jul 12	0	0	0	39	39				150	150
Aug 12	0	0	0	52	52				81	81
Sep 12	0	0	6	81	87				124	124
Oct 12	0	0	1	41	42				157	157
Nov 12	0	0	0	46	46		2		182	184
Dec 12	0	0	0	78	78		1	5	255	261
Jan 13	0	0	2	143	145		6	3	190	199
Feb 13	0	1	2	257	260		7		152	159
Mar 13	0	0	23	406	429		8		279	287
Apr 13	0	0	7	355	362		12	1	206	219
May 13	0	0	5	310	315		14	3	161	178
Jun 13	0	0	4	121	125		13		113	126
Jul 13	0	0	0	134	134		10		76	86
Aug 13	0	0	1	106	107		19		42	61
Sep 13	0	0	0	188	188		50		78	128
Oct 13	0	18	0	174	192		75		72	147
Nov 13	0	59	3	92	154		55		52	107
Dec 13	105	0	0	9	114	71			20	91
Total	105	78	54	2746	2983	71	272	14	2716	3073

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

Notes: . The yellow line demarcates the Sakala & Non Sakala complaints and its status. In all there are 183 complaints which are in progress. Out of 2983 complaints received so far, the closure rate is 94 % which is 1 % less compared to November 2013. The complaints show variations in terms of receipts.

Departments have been urged to look into Non Sakala complaints too.

B. Detailed Department wise breakup of 31568 calls logged by the call Centre is as shown below.

SI NO	Sub Department	Count
1	Revenue Department	18214
2	Transport Department	2589
3	RDPR	2132
4	Bruhat Bangalore Mahanagara Palike	2080
5	Food & Civil Supplies Department	1902
6	Women & Child Welfare	773
7	Education Department	736
8	Home Department	510
9	Bangalore Water Supply & Sewerage Board	428
10	City Municipal Council	292
11	Health & Family Welfare	284
12	Labour Department	250
13	Town Panchayat	194
14	Commercial Taxes Department	180
15	Town Municipal Council	135
16	University acamadic section	105
17	University finance section	98
18	University of Post Graduation section	90
19	City Corporation (Other than BBMP)	87
20	University constituent colleges	84
21	Ayush Department	68
22	ESI - Employees State Insurance Corporation	61
23	Pre University Board	50
24	Transport Corporation (KSRTC / BMTc)	48
25	University examination section	46
26	Urban Development	34
27	Department of Factories## Boilers## Industrial Safety & Health	32
28	Drugs Control Department.	23
29	Municipal Corporations / CMC / TMC / Town Panchayat	14
30	Karnataka Housing Board	9
31	Fisheries	5
32	Public Works, Ports & Inland Water Transport Department	4
33	Medical Education	3
34	Bangalore Development Authority	2
35	Housing	2
36	Kannada and Culture Department	2
37	Tourism	2
	Grand Total	31568

C. Compensation paid details: Compensation claims of total of 309 people have been approved and Compensation has been paid.

District Name	Total
Bangalore	114
Raichur	25
Gulbarga	23
Bellary	18
Mysore	17
Davanagere	15
Tumkur	15
Kolar	13
Bidar	12
Belgaum	8
Bijapur	6
Chitradurga	6
Mandya	5
Ramanagara	5
Haveri	4
Udupi	4
Gadag	3
Yadgir	3
Bangalore Rural	2
Chamarajanagar	2
Dharwad	2
Hassan	2
Shimoga	2
Bagalkot	1
Chikkaballapura	1
Chikmagalur	1
Grand Total	309

SI	Department Name	Total
1	REVENUE DEPARTMENT	245
2	SERVEY AND SETTELMENT COMMISSIONER	18
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	17
4	BRUHAT BANGALORE MAHANAGARA PALIKE	12
5	DEPARTMENT OF PUBLIC INSTRUCTION	10
6	COMMERCIAL TAXES DEPARTMENT	3
7	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
8	CITY MUNICIPAL COUNCIL	1
9	HOME DEPARTMENT	1
10	TRANSPORT DEPARTMENT	1
	Grand Total	309

Records as on 31/12/2013

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

D. Appeals for the month of December -13

Appeal -1					Appeal -2			
District	No.of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending	No.of Appeals-2 Received	No. of Appeals-2 Approved	No. of Appeals-2 Rejected	No. of Appeals-2 Pending
Bagalkot	16	1	1	14				
Bangalore	177	128	16	33	11	5	2	4
Bangalore Rural	5	4	0	1				
Belgaum	20	10	4	6				
Bellary	33	11	20	2	5	0	1	4
Bidar	28	0	20	8	1	0	0	1
Bijapur	11	4	6	1	1	0	1	0
Chamarajanagar	8	5	3	0				
Chikkaballapura	7	0	5	2				
Chikmagalur	6	0	1	5	1	1	0	0
Chitradurga	9	5	4	0				
Dakshina Kannada	1	1	0	0				
Davanagere	34	0	34	0				
Dharwad	6	1	4	1				
Gadag	8	5	3	0				
Gulbarga	37	12	24	1	12	9	3	0
Hassan	7	2	4	1				
Haveri	7	2	4	1				
Kodagu	1	0	1	0				
Kolar	19	7	6	6	3	0	3	0
Koppal	2	0	2	0				
Mandya	10	2	5	3	1	0	0	1
Mysore	23	11	10	2				
Raichur	84	34	48	2	3	3	0	0
Ramanagara	8	3	2	3				
Shimoga	5	3	0	2				
Tumkur	23	9	8	6				
Udupi	9	6	3	0	1	1	0	0
Uttara Kannada	6	4	2	0	1	0	1	0
Yadgir	5	2	2	1	1	0	1	0
Total:	615	272	242	101	41	19	12	10

Records as on 31/12/2013

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

Note: Pending coloum includes overdue receipts and that are in progress

Appeals-1 :

A total of 615 Appeals have been received (it was 569 in November 2013) and 262 were approved with 113 appeals pending. The rejected appeals were numbered at 240. The staggering number of rejections represent 39% of total appeals recieved . Lack of awareness about the procedures among citizens is the main cause for rejections at the DO level. If citizens follow the procedures set , there will be a reduction in percentage of rejection.

Appeal -2:


48 Appeals were received (41 in November) in which 19 were approved and 13 rejected. There were 16 appeals pending. Revenue department has received 36 appeals, which constitutes 75 % of total appeals received. Research needs to be done to find out the various causes that are responsible for such rate of appeals in Revenue department.

CHAPTER 5 : RESPONSES AND CITIZEN FEEDBACK

A.JANATHA DARSHANA: Sakala Mission now manages the grievances of citizens received during the Janatha Darshana of Hon Chief Minister. Few representations that have been forwarded to various departments are shown below for reference. The statuses of various grievances received are entered in E spandana portal. A screen shot has been given below on the current status of few grievance applications.

ಸಾರ್ವಜನಿಕ ದೂರುಗಳ ನಿವಾರಣಾ ವ್ಯವಸ್ಥೆ/Public Grievance Redressal System

ಇಜನಸ್ಪಂದನ ಕರ್ನಾಟಕ ಸರ್ಕಾರ
e-Janaspandana Government of Karnataka



ಇಜನಸ್ಪಂದನದಲ್ಲಿ ನೋಂದಣಿ/Register With eJanaspandana

ದೂರನ್ನು ದಾಖಲಿಸು/Lodge a Grievance

ದೂರನ್ನು ಪೋರಿಸು/ಹುಡುಕು/Track/Search Grievance

District Wise Department Wise

Type	Receipts		Resolved		Rejected		InProgress	Overdue
	Today	Month	Today	Month	Today	Month		
SAKALA	0	59	0	14	0	3	252	129
NON-SAKALA	0	9	0	115	0	6	1637	1624

ಮಾನ್ಯ ಮುಖ್ಯಮಂತ್ರಿಗಳ ಜನತಾಧರಣಿ

News and Events

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

Applications that are already received till the previous Janatha Darshana have been entered in the portal. Sakala Mission has requested DC / Secretaries and various designated officers are asked to take necessary action and then to report the same directly in e spandana portal.

B. Excerpts from the Chandana TV's phone in programme on 18.12.2013. Hon. Law Minister answered direct questions from Citizens. All of these Grievances are noted and sent to the respective departments for suitable action and resolution.

Sl. No.	Name & Address	Grievance/ Complaint
1	M.S .Hiremath Bijapura-586203	The caller complained that illiterate people who came to Sakala Counter at Thasildhar office in Basavanabagewadi were given applications with phone numbers of Middle men written over them and were informed to pay money for speeding up service delivery.
2	Babu Bengaluru- 5600021	Applicant claimed he is handicapped up to the extent of 75%.He is in possession of the medical certificate to justify his claim. He complained that he is eligible for a pension of Rs 1000/- , even then he gets only Rs 400/-
3	Chandrashekar Basavanagudi, Bengaluru	Caller has appreciated and thanked Sakala for providing Citizens with services in a time bound manner.
4	Venkatram Benagluru- 560038	Caller has purchased a property bearing Khata No. 250, in Sriramanahalli village Hobli Survery No. 183, in Bengaluru North Taluk. He has registered the property in year 2000 and is paying property tax.Caller wants to get his property measured, and wants to know which office he has to contact for his need.
5	Ramanujam Bengaluru-560092	Caller has informed that Mr Devarajappa is carrying construction for 8 storey building in Survey No. 15/2B of the village for Devin College purpose. Caller claims that the constructions are done by encroaching the park and road adjacent to the property. Caller complained that no action is being taken despite complaining to BBMP, BDA and Yalahanka Tasildhar.
6	Yogananad Turuvekere	Caller complained that pension being paid to his mother has been stopped. He has requested that the same be continued.

Sl. No.	Name & Address	Grievance/ Complaint
7	Somashekar Haveri District	<p>Caller has purchased a residential site with 80 feet road adjacent to it in Shiggav. Caller claims that from past 10-15 years there are few, who have put up temporary sheds and have even take legal electric connection along the 80 feet road. He says that the area now looks like a slum and wants the temporary sheds to be cleared. Caller complained that no action is being taken despite his requests to Muncipal office and Tasildhar office.</p>
8	Nagaraj Gulbarga.	<p>Caller had applied for a Caste and Income certificate in Gulbarga Thasildhar office which has been rejected. Reason being cited is that the Transfer Certificate (T.C) was not attested by the school.</p> <p>Caller said that, officials could have informed this during the submission time rather waiting for 21 days and then rejecting the application. Caller said he is facing lot of problems and has requested to issue the caste and income certificate.</p>
9	Sai Chandraprakash Bengaluru-560003	<p>Caller informed that BWSSB supplies water at 3 pm or 4 pm to his area. In the mean time few neighbours have setup up motor pumps, which are connected directly to main supply line. This has created problems for lots of people. Caller complained that no action is being taken by BWSSB from that last 3 to 4 weeks despite him providing proof in the form of a video.</p>

C. Citizen feedbacks- Excepts

Name	Location	Complaint category	Remarks	Happy / Not happy
Mutthappa	Yalaburga	Revenue Department	Sakala Service has been obtained in stipulated time	happy
Makthousin Shaukat Ali Sunny RD0038107015922	Badami, Bagalkot	Revenue Department	Applied and received Caste certificate in time. Was informed about Sakala by public display board in the government office	happy
BM Dharmappa RD0038572002664	Hosanagar, Shimogga	Revenue Department	Applied for a small farmer certificate. Said small farmers are benefitted by Sakala	happy
Abhi Medi Distributor DD01641000000049	Shimogga		Was informed about Sakala by public display board in the government office. Got the License needed in 30 days. Said Sakala initiatives are helpful to civilians	happy
Raju Rayaban	Belgaum	General enquiry	Called Sakala to get information on ADHAR card. Happy that Sakala is a good Government initiative. Wants ADHAR service to be included under Sakala	happy
Kumar RD0038468017458	Harihara	Revenue Department	Despite submitting all documents to get Caste certificate, my application was rejected.	Not happy
Yogesh	Ramanagar, Magadi Taluk	Revenue Department	Was informed about Sakala by a newspaper. Officers did not respond properly. They behave as if they have no responsibility	happy

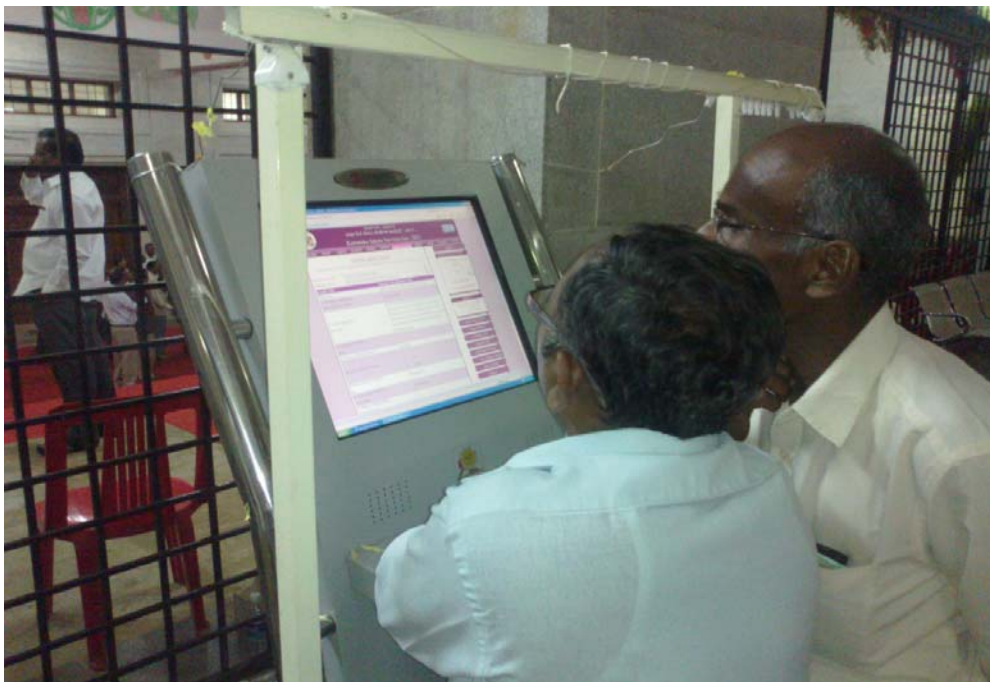
Name	Location	Complaint category	Remarks	Happy / Not happy
Yashodha Rice mill IS 0990000014207	Shimogga		Requested a boiler factory license. Got the service on time. Timely inspection of factory was done. Happy that civilians are served on time by Sakala	happy
Sidhalingappa FD0014000615247	Chennagiri	Food and civil Supplies Department	Applied for a copy of Ration card. Ran around the office many time to get it. I did not know about Sakala	
Shantavva Ningavva Marola	Shirahatti, Gadag	Revenue Department	Was helped by the information given by Sakala Call Centre. Got to know about Widow Pension	happy
Vaishanvi GH RD 0038575003470	Hosanagar	Revenue Department	Got the caste certificate very quickly. Helped the timely submission to school	happy
Manjunath GV Gana Jagruthi Vedike	Chintamani	Sakala Call Centre	Tried to reach the call centre from 12:46 to 12:52 from 08154254030. Got the busy tone always. How many times can a common farmer try? Please rectify this	Not happy

CHAPTER 6: EVENTS & NEWS CLIPS

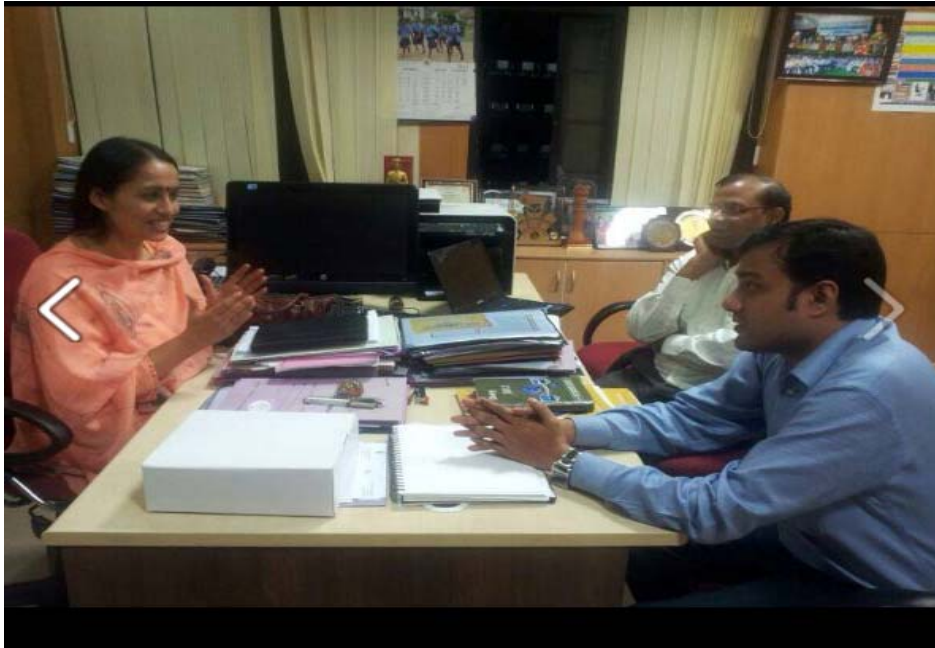
1. Inauguration of SAKALA Kiosk in *Suvarna Soudha* Belgaum by Hon. Chief Minister on 4th December 2013. The inauguration of Kiosk was done during the Sessions in Belgaum. This Kiosk enables the Citizen to check the status of their application and also to get more information on various services rendered by Sakala.



Citizens are using KIOSK after the Inauguration ceremony.



2.In all ears:



Mission Director explaining the nuances to Mr. Abhilash, Nodal Officer - Andhra Pradesh Chief Secretary's Office.

3. Pakistan Team visit on Dec 17, 2013



A team of 15 people from Pakistan visited the Sakala Mission , sponsored by World Bank. They have shown interest in studying the Sakala Act along with other game changing initiatives like Khazane 2, Cauvery & Bhoomi .The team visited various departments and gathered information.

4. Bellary district – Field Visit 26.12.2013

Mission Director made a surprise field visit to Bellary.

- Mission Director enquired about Sakala pendency, LPO & CM Janatha Darshana complaints.
 - Discussions were done in reference to one CM Janatha Darshana Complaint.
- Mission Director visited City Corporation and took application at Xerox center and discussed with the Commissioner about the sale of Sakala applications.
 - Visited Sakala Counter and suggest modifications to the display information. Mission Director inspected vehicle tracking system at City Corporation.
- Attended youth rally function.
- Afternoon, Mission Director visited Taluk office and visited sections of helpdesk and bhoomi center. She had discussion with CEO ZP regarding lesser receipt of applications and causes of the same at GP level.
- 5 PM: Mission Director attended press meeting with ADC.

5. Sakala Awareness Program in Hassan District - Alur taluk on Dec 4, 2013

Head master of Kaliveera high school, Alur had arranged Sakala awareness program for high school children in his school. Alur taluk helpdesk personnel attended the program and to share knowledge of Sakala initiative to school children. How to avail services in revenue dept for their education purpose, SC/ST certificate were the major concerns raised by the children. They were informed that caste Certificate is now issued with life time validity. Information was given about how to go on an appeal and other Sakala related works. Head master of the School was thanked for his contribution to co ordinate this awareness creation programme.



6.Sakala Awareness Program in Udupi on Dec 14, 2013

“Sakala awareness day” was organized in Christian School, Udupi.

With permission from the Head Master, Programme was started at 10:30 am. Around 130 Students along with their faculty were present.

A video presentation about “Sakala “was delivered as per prepared plan. Suitable examples were given to create interest about Sakala initiative and the benefit to citizens.

At the end of the programme, there was a session for questions. Students participated enthusiastically. Few questions were raised by the teaching faculty also.

Udupi DITC Harshraj along with other members of the helpdesk participated and were accompanied by Srinivas.



Head Mistress being handed a copy of Sakala Act



7. Pratibha Karanji programme, Chitradurga : Adarsha Residential School, Molakalmuru Taluk , Chitradurga District was selected to conduct SAKALA awareness Program .An initiative has been taken to conduct a play on the topic SAKALA in the Pratibha Karanji Programme at Taluk level Competition for students.

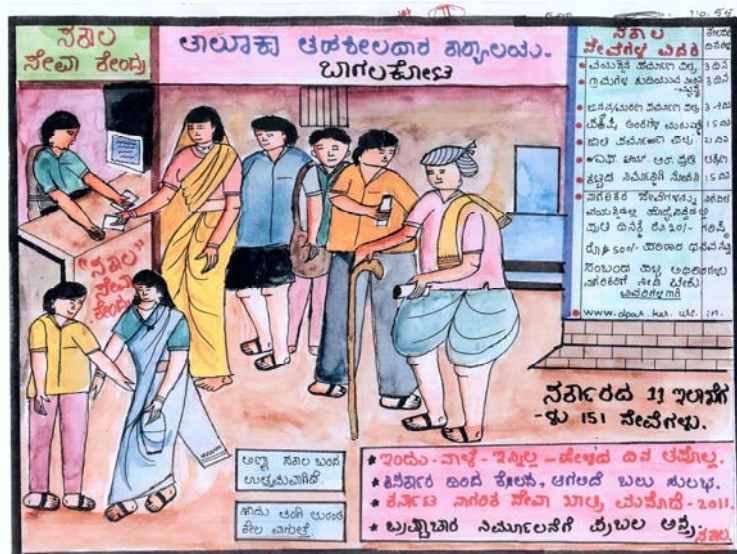
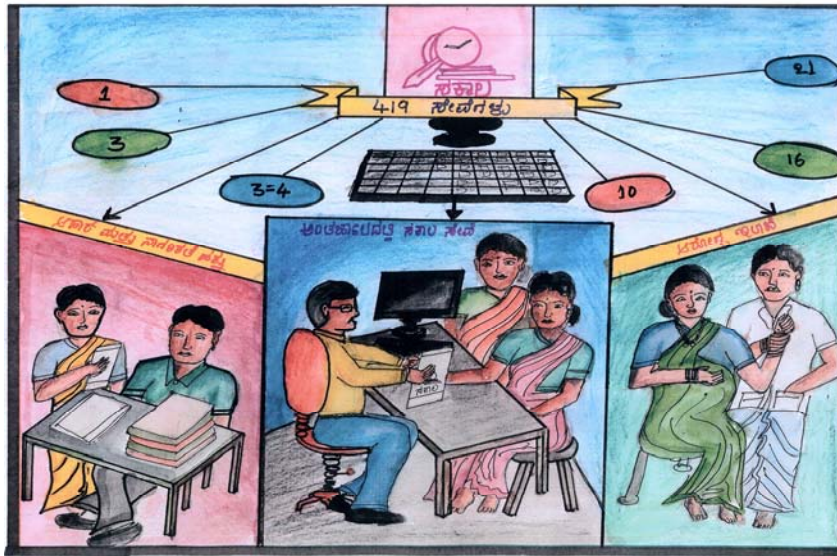


8. Pratibha Karanji programme : .Students participating in Pratibha Karanji programme in Shorapur Taluk Gulbarga.





9. Pratibha Karanji programme: Paintings by Children of Bagalkot on 26.12.2013



10. Pratibha Karanji programme: BEOs of education department in HOSAKOTE taluk ,Bangalore rural district successfully organized the "Prathibha karanji" awareness program through the events like Drama, Painting, Essay and Dance etc.



11. Sakala awareness programme - Sakala help desk staff at an awareness creation programme in holalkere taluk, Chitradurga District



12. Sakala awareness programme conducted by Helpdesk T Narasipura Taluk, MYSORE district



13. SAKALA training to public Library Staffs of two talukas , Gundalpet and Kollegal, at district Library Centre on 10-12-2013.



14. SAKALA training to public Library Staffs of two taluks , Chamarajanagar and Yelanduru, at District Library Centre on 23-12-2013



15. Sakala awareness program conducted by Sirsi taluk Sakala Help Desk Assistant Mr. Satish Devadiga, using a Festivity platform.



16. Sakala Awareness Program in Chamrajanagar , Harave Hobali on Dec 30, 2013

DC office helpdesk with Taluk office helpdesk, Chamarajanagar conducted an awareness programme. Program started at 11 am and was attended by more than 200 people. Grama Sabhe was used as platform to create awareness about Sakala Initiative. Questions related to Food and supplies department and Panchayat raj were predominant and were clarified by K.M Ravindra.



17. CM Janatha Darshana dated 31.12.2013



Karnataka Chief Minister Siddaramaiah listens to public grievances during 'Janata Darshan' in Bangalore on Dec.31, 2013.



People gather during 'Janata Darshan' of Karnataka Chief Minister Siddaramaiah in Bangalore on Dec.31, 2013.

News Clips

Bellary ranks 28th in implementation of Sakala

Staff Correspondent

BELLARY: Shalini Rajneesh, Secretary, Department of Public Administrative Reforms, said steps have been initiated to fill up all vacant posts to ensure effective implementation of Sakala scheme.

She was speaking to presspersons here on Thursday. While admitting that shortage of staff and lack of infrastructure facilities like non-availability of internet facilities particularly in the Hyderabad Karnataka region

could have led to the delay in implementing the scheme, she said that lack of awareness among the public about the scheme was another reason for the delay.

According to her, Bellary stands 28th followed by Bidar and Yadgir as far as implementation of the scheme. The district stands 29th as far as disposal of applications. The ranking, given on the basis of the receipt of applications from the public by the authorities concerned and their disposal, points at how effective the implementation of

the scheme has been in the district. As many as 70,000 Sakala applications were received in October. It dropped to 50,000 in November. "I visited the district to analyse the reasons for the dip in applications. One of the reasons is that some of the applications were not recorded in the system and this brought down the number in the gram panchayat and urban local bodies," Ms. Rajneesh said.

She said that 282 employees in Bellary district had paid the penalty for the delay in disposing of applications.

Now, Token System For Services Under Sakala in Dakshina Kannada

By Rajesh Shetty B - MANGALORE

Published: 02nd December 2013 11:11 AM

A person applying for documents under the Sakala scheme of the State government will now get a token at sub-registrar's offices in Dakshina Kannada district.

Karnataka Sakala Services Act (Karnataka Guarantee of Services to Citizens Act), which ensured timely delivery of documents to the applicants, has been facing hurdles due to the failure of the government in keeping track of the implementation of the scheme in the district. The Act had ensured opening of a counter in every government office to serve the public. But sub-registrar's offices do not have such counters, as most of them closed down due to shortage of computers and staff, which led to delay in the services. The offices now use a token system.

Social rights activist Ravi Bangera said there is no option of issuing tokens under the Act. "The time for processing the applications at the sub-registrar's office is only a day, but the officials take more than 15 days due to the token system," he added.

He also pointed out that the token system is part of the corruption in the office. Only those who can afford to give bribes would get a token that would get them the documents at the earliest. The poor people or a first-time visitor to the sub-registrar's office has to wait for one month or more. Advocate Santhosh said the state government had intended to prevent corruption in its offices by introduction the Act. But the officials have implemented the token system to continue with their corruption agenda, he alleged.

According to official sources, the token system was introduced to avoid the responsibilities under the Sakala Services Act. "As a number of applications pour in at the office everyday, the officials give tokens to the applicants and later register their applications under Sakala to avoid penalty," the sources added.

Sub-registrar Raghuram from Mangalore office said: "There is a severe shortage of computers to accept the application. That is why we issue tokens."

Inspector General of Registration Adoni Syed Saleem said the problems related to the computers will be solved in two months.

Making our lives better

Monday, 9 December 2013

SAKALA

Its a bill enacted by the government of karnataka to provide government services such as getting birth certificate, ration cards or any other document required to the citizen of the state, within the stipulated time period failing which the respective officer has to pay a fine from his pocket.

So i hereby by posting the thing you might need today or tomorrow or at least one day in your life.

So people, know how to get your things done at your finger tip.

<http://www.kgsc.kar.nic.in/download/419%20%20sakala%20services%20schedule%20eng.pdf> will take you the list of services and its time period in getting the task done.

Pak team to learn from Sakala experience

The writer has posted comments on this article | Sunitha Rao R,TNN | Dec 14, 2013, 05.03 AM IST

BANGALORE: India and Pakistan may faceoff on many issues but when it comes to Sakala, it seems the two nations can learn from each other.

The Sakala mission, which has come to the aid of lakhs of citizens through its guarantee of services to the public within a stipulated timeframe, is now the learning lab for many states and nations. A team of bureaucrats from Pakistan will be here on December 16, 2013 to meet the Sakala team. The mission got 1 crore applications till September 2012.

Many teams have been visiting the state to understand how the scheme works. It's referred to as a 'model' Act by the department of administrative reforms of the central government. The Centre had also deputed a team to study and evaluate the Act and incorporate its provisions in the central bill.

"We're getting queries from state governments across the country. Punjab, Jharkhand, Kerala and Odisha have requested us for Sakala consultancy. There were delegations from Bangladesh, Afghanistan and Myanmar," said Shalini Rajneesh, secretary (DPAR) and director of the Sakala mission.

Speaking about the Pakistan delegation coming to Bangalore she said it was a World Bank initiative. "The team from Pakistan will be introduced to Sakala mission, and other e-governance initiatives of Karnataka state. The issues faced by all developing countries are the same and thus World Bank has taken this initiative to facilitate mutual learning," said Shalini Rajneesh.

AP learns from Karnataka

Abhishek Kumar, nodal officer & programme manager from the office of the chief secretary, government of Andhra Pradesh, said the Sakala mission is educative and a replicable model. "In Andhra Pradesh, we are yet to make the services completely online. Meeseva, which AP started two years ago, is similar to Sakala. But we don't have an Act yet. What's best about Sakala is the co-ordination between human resource and technology. Service delivery through the electronic mode is something we learnt from Sakala," Kumar told TOI.

What is Sakala?

It's a scheme under the Karnataka Guarantee of Services to Citizens System Bill passed by the legislature in 2011 to ensure delivery of service within a stipulated time frame. Sakala means 'at the right time', which captures the goal of the project. If there's a delay or default in delivering service, the applicant can seek a compensatory cost at the rate of Rs 20 per day for the period of delay subject to a maximum of Rs 500 per application, in aggregate from the designated officer. The service also updates the applicant on the progress of the service request through a SMS to the mobile number given in the application. In all, it includes 375 services like issuance of birth and death certificates, khata, land conversion certificate and ration card.

TIMES VIEW

Sakala, Karnataka's counter to corruption has proved to be a workable solution. Its increasingly popularity has brought it fame across India, with other states adopting the citizen-friendly system. Now, neighbouring countries are eager to replicate Sakala. Technocrats here should be proud that this simple system has come as a game changer, and even the World Bank has taken notice of it. Corruption is a scourge in many countries and it's heartening to note that what Karnataka is doing to tackle it will be used there too. However, we should ensure we don't lose the momentum in implementing this powerful weapon.

