



Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014

February - 2015 Report

Total Receipts - 7.13 Crore

Total Disposals - 7.05 Crore



The Governor of Karnataka while addressing the joint session of legislature on 02-02-2015 highlighted the achievements of Sakala Mission

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/95/2015



VIDHANA SOUDHA
BENGALURU - 560 001

Date : 9-4-2015

MESSAGE

Sakala has brought repute to our State not only from within India, but also from other Nations. Delegations from other countries as well as other States visited Bengaluru and has learnt the successful implementation of Sakala.

The Governor of Karnataka while addressing the Joint session of legislature highlighted the achievements of Sakala Mission, which is a matter of great pride for the Sakala initiative.

Services like *Modifications in Existing Ration card* and Issue of licence under Karnataka Essential Commodities Licensing order 1986 to Retail dealers in food grains, pulses, edible oils and Kerosene are the most sought after services in the Department of Food, Civil Supplies and Consumer Affairs. Maintenance of drinking water and Maintenance of village sanitation are the most sought after services in the Department of Rural Development and Panchayat Raj. More than 42 lakh citizens have already availed these services in a time-bound manner through Sakala.

To ensure that every village avails this positive initiative of Government, necessary measures have been taken up through the district administration.

A handwritten signature in blue ink, reading 'Siddaramaiah', with the name '(SIDDARAMAIAH)' printed below it.

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
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Date 06.04.2015

Message

Sakala has been providing timely delivery of 668 services to citizens through 50 Government departments. Citizens have been availing important services of Caste Certificate, Income Certificate, Driving Licence, Bus Passes, FIR copy, Ration card copies, Disability Certificates, Commercial Tax Certificates etc.

Most sought after services are "Issue of age certificate", "Issue of disability certificates "& "Issue of wound certificate" in Health and Family Welfare Department, "Enrollment of Children in Anganawadi centers " in Women and Child development Department and "Disposal of petitions" and "Issue of copy of FIR to the complainant" in Home Department. More than 20 lakh citizens have availed these Sakala services in a time bound manner.

We have set up touch screen kiosks in every district in Deputy Commissioners' offices and Sakala LED display boards in taluk office giving details of applications of various departments in that taluk.

More and more citizens are availing services delivered under Sakala by submitting their applications at Sakala Counters.


(T.B. JAYACHANDRA)

FROM THE MISSION DIRECTOR'S DESK

Ranking: Chikkaballapura shows consistent performance and occupies the top position for 13 consecutive months from Feb 2014 onwards due to the sustained efforts of officers and employees of the district. Kolar has taken second position and Tumakuru has taken third position.

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

Records shown above as on 28/02/2015 12:00:00

Applications and Disposal Trends:

	Receipts	Disposals
Month of Feb -2015	23,61,696	24,33,037
Cumulative Count	7,13,34,633	7,05,78,304

Records shown above as on 28/02/2015 12:00:00

Taluka Rankings:

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Madhugiri	Tumakuru
3	Sidlaghatta	Chikkaballapura

Records shown above as on 28/02/2015 12:00:00

Assembly Constituency Rankings:

Rank	Assembly Constituency	District
1	Chikkaballapura	Chikkaballapura
2	Chamarajpet	Bengaluru
3	Gulbarga Dakshina	Kalaburagi

Records shown above as on 28/02/2015 12:00:00

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

Over Due: A total of 9,551 overdue were seen as at the close of the month. There has been slight decrease from last month's 11,156. To address this issue Sakala review meetings are being held regularly by the DCs in the districts along with departmental review meetings by the Sakala Mission on a regular basis at State level to reduce the number of overdues.

Delayed Disposal: 44,645 applications were delayed in disposal during the month compared with 44,989 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 1.83% delayed disposals as compared to 1.89% of the previous month.

Revenue department with 25,629 delayed disposals contribute to 58% of delayed disposals. This impacts the State average. District of Ramanagar with 3.79% delayed disposal tops the list and Chikkaballapur district with 0.08% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

Rejections: 5.74% is the rejection rate for February -2015. This is a slight increase as compared to 5.53% of previous month. District of Davanagere tops the list with highest rejection rate of 8.22%. Services of “**Sandhya Surakha**” (1,668 received and 1,051 rejected- 57.62% rejection rate) and “**All types of Caste Certificate**” (11,169 received and 1,796 rejected- 14.28 % rejection rate) are the most effected in the district of Davanagere.

“**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: 862 offices were found to have made defaults 7 or more times in the month of February-2015. 861 offices were in this category in the month of January-2015. Bengaluru Urban district tops the list with 142 offices. This accounts to almost 16% of total defaulting offices of the State. Revenue department has 379 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 6,296 complaints received for Sakala, 5,172 have been resolved and 315 have been rejected amounting to disposal of 5,487 complaints showing 88% closure rate. 166 complaints are in the process of getting disposed and 643 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 22,047 complaints received for Non Sakala, 9,694 have been resolved and 1,707 have been rejected amounting to disposal of 11,401 complaints showing 52% closure rate. 574 complaints are in the process of getting disposed and 10,069 are overdue.

Appeals: Under Appeal -1 category 1,200 were received of which 1,035 are disposed (568 approved and 467 rejected). Out of 165 overdue appeals 107 appeals are with Revenue department. Bengaluru Urban district itself has 80 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 109 were received of which 51 are disposed (13 approved and 38 rejected). Out of 58 overdue appeals 57 appeals are with Revenue department. Deputy Commissioner, Raichur has 51 overdue appeals and Deputy Commissioner Davanagere has 6 over due appeals in Appeal 2 category, 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: 607 compensation claims have been made till date and amount of Rs. 75,080 has been paid as compensation to citizens. Rs 62,755 has been collected from erring officials.

Trainings: Several departments have expressed their need for training for effective implementation of Sakala initiative. Sakala Mission will train officials at State level and DTIs will take up training for district level officials.

Sakala touch screen Kiosks have been installed in Deputy Commissioners officer of all 30 districts. Citizens can utilise the facility to obtain information on how to apply for a service and other Sakala related information.

M.V Jayanthi, IAS
Mission Director
Sakala

CONTENTS

CHAPTER NO.	PARTICULARS	PAGE NO.
1A	PERFORMANCE RANKING-DISTRICTS	1
1B	PERFORMANCE RANKING-TALUKAS	2
1C	PERFORMANCE RANKING- ASSEMBLY CONSTITUENCY	3
2A	CUMULATIVE PROGRESS REPORT – DISTRICT WISE	4
2B	CUMULATIVE PROGRESS REPORT – DEPARTMENT WISE	5
2C	DEPARTMENT/INSTITUTION WISE OVERDUE	6
2D	DELAYED DISPOSAL TRENDS FOR FEB -2015 DISTRICT WISE	7
2E	DELAYED DISPOSAL TRENDS FOR FEB -2015 DEPARTMENT WISE	8
2F	REPORT OF REJECTIONS FOR FEB -2015 DISTRICT WISE	9
2G	REPORT OF REJECTIONS FOR FEB -2015 DEPARTMENT WISE	10
2H	OFFICES WITH 7 OR MORE THAN 7 DEFAULTS FOR FEB -2015 DISTRICT WISE	11
2I	OFFICES WITH 7 OR MORE THAN 7 DEFAULTS FOR FEB -2015 DEPARTMENT WISE	12
2J	ZERO DEFAULTING OFFICES (at the end of FEB -2015)	13
2K	OFFICES WITH ZERO RECEIPTS (at the end of FEB -2015)	15
2L	DISTRICT IT CONSULTANT’S RANKING- FEB -2015	17
3	CALL CENTRE REPORT	18
3A	CALLS RECEIVED - DISTRICT WISE	19
3B	CALLS RECEIVED - DEPARTMENT WISE	20
3C	STATUS OF COMPLAINTS (at the end of FEB -2015)	21
3D	COMPENSATION CLAIMED STATUS	22
3E	CITIZEN FEEDBACK- FEB -2015	23
4	EVENTS AND NEWS CLIPS	24

CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	No. of SAKALA receipts during the month (A)	No. of SAKALA disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/ One lakh population (E)	Ranking based on SAKALA Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) Rank for Feb 2015	Rank for Jan 2015	Trend
Chikkaballapura	70708	72968	0.1	1	5892	2	1	1	↔
Kolar	78094	79085	0.6	7	5206	3	2	4	↑
Tumakuru	122627	128289	0.4	4	4716	5	3	2	↓
Udupi	49152	48732	0.3	3	4468	6	4	3	↓
Gadag	42347	44221	0.7	8	4234	8	5	5	↔
Bidar	119444	123282	2.7	25	7026	1	6	8	↑
Bengaluru Rural	44318	47140	2.5	24	4924	4	7	6	↓
Haveri	59161	58533	0.5	6	3944	13	8	10	↑
Mandya	73800	77525	1.9	18	4100	10	9	7	↓
Chikkamagaluru	47209	46180	3.3	28	4291	7	10	19	↑
Dakshina Kannada	79305	81184	1.6	17	3965	12	11	9	↓
Dharwad	68615	68765	1	9	3811	17	12	13	↑
Bengaluru	400875	414922	3.3	28	4219	9	13	12	↓
Chamarajanagar	35945	35534	0.4	4	3594	20	14	22	↑
Bagalkot	67696	68888	1.1	11	3760	18	15	17	↑
Vijayapura	82252	82017	2.1	21	3916	14	16	24	↑
Hassan	66293	70358	2	20	3899	15	17	11	↓
Raichur	73253	73526	1.9	18	3855	16	18	28	↑
Ramanagara	40428	44635	3.8	30	4042	11	19	18	↓
Uttara Kannada	47436	48579	0.2	2	3388	25	20	16	↓
Chitradurga	56642	60291	1	9	3540	23	21	23	↑
Shivamogga	63477	65220	2.1	21	3733	19	22	14	↓
Koppal	46355	46035	1.5	16	3565	22	23	15	↓
Davanagere	65054	68237	1.3	15	3423	24	24	20	↓
Kalaburagi	83167	83190	1.1	11	3326	26	25	25	↔
Mysuru	103994	109013	2.4	23	3586	21	26	21	↓
Belagavi	148793	156743	1.2	13	3165	28	27	29	↑
Yadgir	31008	32420	1.2	13	2818	30	28	26	↓
Ballari	79951	82088	3.1	27	3198	27	29	30	↑
Kodagu	14297	15437	2.8	26	2859	29	30	27	↓

Records shown above as on 28/02/2015 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% weightage on (F))
1	Chikkaballapura	Chikkaballapura	27481	25409	0	11	1308	6	1
2	Tumakuru	Madhugiri	16789	17438	0.2	28	645	15	2
3	Chikkaballapura	Sidlaghatta	11565	12030	0	9	550	24	3
4	Dharwad	Dharwad	31838	30629	0.6	58	1326	5	4
5	Tumakuru	Tiptur	12282	12063	0.1	17	558	23	5
6	Kolar	Kolar	31652	30910	0.5	50	832	9	6
7	Gadag	Mundargi	10093	10977	0.7	65	776	10	7
8	Haveri	Haveri	18128	17762	0.6	57	647	14	8
9	Chikkaballapura	Gudibanda	2505	2653	0.1	13	501	34	9
10	Uttara Kannada	Haliyal	5305	5488	0	5	482	40	10

Records shown above as on 28/02/2015 12:00:00

Notes: Chikkaballapura taluk of Chikkaballapura district has taken the top spot this month. Madhugiri of Tumakuru district has taken 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	Kalaburagi	Chitapur	8333	7750	1.3	100	208	164	168
2	Chikkamagaluru	Narasimharajapura	1508	1412	4.3	162	251	141	169
3	Ballari	Siruguppa	6321	7014	2.3	133	234	156	170
4	Dakshina Kannada	Beltangadi	4948	5290	1.3	99	190	173	171
5	Kodagu	Virajpet	3886	4246	1.4	104	194	171	172
6	Dakshina Kannada	Sulya	2771	3150	1.5	110	197	169	173
7	Davanagere	Harapanahalli	7482	7662	4.5	169	249	144	174
8	Ballari	Kudligi	7173	7644	2.7	143	224	160	175
9	Belagavi	Raybag	6049	6374	2.7	142	151	177	176
10	Dharwad	Navalgund	3915	4292	5	171	206	165	177

Records shown above as on 28/02/2015 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))Feb -2015
1	Chikkaballapur	28247	26198	0	1	1086	9	1
2	Chamrajapet	33170	33477	0.2	17	1228	4	2
3	Gulbarga Dakshin	35692	38136	0.5	52	1189	5	3
4	Udupi	29539	28856	0.5	52	1181	6	4
5	Kolar	31652	30910	0.5	52	1130	8	5
6	Gandhinagar	36244	36153	0.6	65	1294	3	6
7	Madhugiri	15982	16586	0.2	17	694	28	7
8	B.T.M Layout	26269	26539	0.3	27	729	24	8
9	Davanagere North	19704	20464	0.3	27	703	26	9
10	Tiptur	12282	12063	0.1	9	558	44	10
11	Rajajinagar	18297	18026	0.5	52	703	26	11
12	Hubli-Dharwad-Central	17131	15754	0.3	27	590	37	12
13	Koppal	19482	19482	0.4	39	628	32	13
14	Bijapur City	35163	34911	1	102	1172	7	14
15	Puttur	12954	12464	0.1	9	498	48	15
16	Sidlaghatta	11835	12288	0	1	473	52	16
17	Chamarajanagar	14776	13877	0.4	39	591	36	17
18	Tumkur City	29957	30944	0.9	99	998	11	18
19	Shantinagar	15327	15174	0.3	27	567	43	19
20	Gauribidanur	11707	14248	0.1	9	468	54	20
21	Gubbi	10713	12372	0.2	17	486	51	21
22	Haveri	18332	18283	0.6	65	632	31	22
23	Gadag	17893	17540	0.7	76	639	30	23
24	Kumta	9887	9934	0.1	9	449	59	24
25	Hubli-Dharwad-East	11867	12162	0.2	17	456	57	25

Records shown above as on 28/02/2015 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	12369159	12278282	11459059	818617	352	273	229	44	9	7	5	2	3701
Mandya	2574828	2549225	2390253	158826	22	14	8	6	1	1	1	0	672
Belagavi	4619653	4569708	4306202	263301	59	45	31	14	0	0	0	0	659
Vijayapura	2302973	2272146	2138300	133724	20	20	5	15	1	1	0	1	517
Raichur	2123221	2099979	1981840	118014	107	99	44	55	54	3	3	0	376
Dakshina Kannada	2396554	2371627	2283987	87467	8	7	3	4	0	0	0	0	364
Hassan	2510497	2485299	2336970	148195	22	20	10	10	0	0	0	0	320
Mysuru	3498809	3461753	3303222	158226	40	39	22	17	0	0	0	0	313
Chikkamagaluru	1348835	1332762	1223187	109498	13	9	4	5	2	2	2	0	306
Dharwad	2113448	2094493	1991104	102722	20	7	1	6	1	1	0	1	264
Ramanagara	1490431	1476683	1416795	59726	9	6	3	3	0	0	0	0	260
Shivamogga	1963675	1942550	1816539	125801	15	9	6	3	0	0	0	0	258
Bengaluru Rural	1202627	1189779	1125097	64482	21	20	19	1	0	0	0	0	218
Bidar	1713660	1685176	1518939	166076	49	47	13	34	2	2	0	2	203
Tumakuru	3441848	3402576	3183668	218545	38	33	26	7	0	0	0	0	198
Chamarajanagar	1207411	1191834	1131427	60349	18	17	13	4	0	0	0	0	144
Ballari	2676783	2646729	2511787	134857	58	47	24	23	6	5	0	5	140
Davanagere	2200202	2175619	2048979	126531	111	110	10	100	21	17	0	17	139
Kalaburagi	2539356	2508694	2383110	125428	58	58	28	30	4	4	1	3	112
Chikkaballapura	1768675	1735101	1631109	103632	17	16	5	11	0	0	0	0	91
Koppal	1569376	1551432	1487674	63592	4	3	0	3	0	0	0	0	61
Haveri	1647880	1625696	1540760	84808	8	8	2	6	0	0	0	0	60
Chitradurga	1965480	1943057	1838926	103973	18	18	7	11	0	0	0	0	46
Bagalkot	2001770	1984501	1897634	86742	19	19	2	17	2	2	0	2	36
Gadag	1255711	1242500	1194471	47917	8	8	5	3	0	0	0	0	32
Kolar	1928138	1906537	1800866	105371	36	34	19	15	3	3	0	3	30
Kodagu	614087	609233	578122	31044	3	3	1	2	0	0	0	0	16
Udupi	1337388	1323636	1287732	35787	15	15	12	3	1	1	1	0	7
Yadgir	1128759	1112677	1063722	48912	16	15	6	9	1	1	0	1	4
Uttara Kannada	1823399	1809020	1753684	55141	16	16	10	6	1	1	0	1	4
Total	71334633	70578304	66625165	3947304	1200	1035	568	467	109	51	13	38	9551

Records shown above as on 28/02/2015 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	39294726	38747780	36017894	2728659	987	873	470	403	97	41	9	32	3792
HOME DEPARTMENT	3030313	2984457	2925748	58306	15	5	1	4	0	0	0	0	3260
EDUCATION	474383	464675	440358	24220	46	33	8	25	3	3	0	3	776
RDPR	2842461	2814918	2726830	87011	79	67	41	26	5	4	2	2	651
TRANSPORT DEPARTMENT	12675796	12590238	12287470	301648	7	3	1	2	0	0	0	0	400
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	3205	2615	2118	497	0	0	0	0	0	0	0	0	213
URBAN DEVELOPMENT	2543454	2528319	2410244	117494	58	47	43	4	3	2	2	0	112
LABOUR DEPARTMENT	501780	495970	488318	7626	0	0	0	0	0	0	0	0	107
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	6534	6277	5890	383	0	0	0	0	0	0	0	0	89
HEALTH AND FAMILY WELFARE	759653	757873	749362	8306	0	0	0	0	0	0	0	0	68
WOMEN AND CHILD WELFARE	637893	634550	633899	618	0	0	0	0	0	0	0	0	34
DEPARMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1140	1118	1118	0	0	0	0	0	0	0	0	0	14
FOOD AND CIVIL SUPPLIES	3226687	3226534	3187132	39168	2	2	2	0	1	1	0	1	13
KANNADA, CULTURE AND INFORMATION DEPARTMENT	2495	2487	1694	793	0	0	0	0	0	0	0	0	5
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	235	230	227	3	0	0	0	0	0	0	0	0	5
CO-OPERATION	32317	27998	26772	1225	0	0	0	0	0	0	0	0	3
HOUSING DEPARTMENT	7634	7533	7391	142	0	0	0	0	0	0	0	0	3
COMMERCIAL TAXES	5150610	5141796	4575645	565331	5	5	2	3	0	0	0	0	3
COMMERCE AND INDUSTRIES	121676	121546	116076	5463	1	0	0	0	0	0	0	0	2
HORTICULTURE DEPARTMENT	20597	20350	20002	348	0	0	0	0	0	0	0	0	1
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1044	1040	977	63	0	0	0	0	0	0	0	0	0
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
	71334633	70578304	66625165	3947304	1200	1035	568	467	109	51	13	38	9551

Records shown above as on 28/02/2015 12:00:00

CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECIEPTS	TOTAL NO. OF SAKALA DISPOSALS	PENDENCY AFTER DUE DATE
1	HOME DEPARTMENT	3021202	2975340	3260
2	REVENUE DEPARTMENT	33902106	33369116	3101
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2842461	2814918	651
4	DEPARTMENT OF PUBLIC INSTRUCTION	201320	193494	592
5	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	4153909	4152941	539
6	TRANSPORT DEPARTMENT	9321690	9237014	381
7	KARNATAKA STATE POLLUTION CONTROL BOARD	3204	2614	213
8	SURVEY AND SETTELMENT COMMISSIONER	1238667	1225691	152
9	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2011	1919	92
10	LABOUR DEPARTMENT	468240	463636	92
11	FISHERIES DEPARTMENT	6535	6277	89
12	HEALTH AND FAMILY WELFARE DEPARTMENT	728231	726691	57
13	CITY MUNICIPAL COUNCIL	931067	925225	44
14	PRE-UNIVERSITY BOARD	121430	121017	43
15	HIGHER EDUCATION-COLLEGIATE EDUCATION	15138	15078	30
16	WOMEN AND CHILD WELFARE DEPARTMENT	255768	255419	28
17	BANGALORE DEVELOPMENT AUTHORITY	5311	5223	22
18	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	24672	24586	21
19	TRANSPORT CORPORATIONS(KSRTC)	1468564	1468323	19
20	PUBLIC LIBRARIES DEPARTMENT	27963	27837	17
21	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	28357	27265	15
22	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1140	1118	14
23	FOOD AND CIVIL SUPPLIES DEPARTMENT	3226687	3226534	13
24	TOWN MUNICIPAL COUNCIL	670044	666385	12
25	DRUGS CONTROL DEPARTMENT	28891	28656	11
26	BRUHAT BANGALORE MAHANAGARA PALIKE	269928	268539	9
27	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	382120	379129	6
28	KANNADA AND CULTURE	1829	1824	5
29	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	235	230	5
30	COMMERCIAL TAXES DEPARTMENT	5148836	5140125	3
31	REGISTRAR OF CO-OPERATIVE SOCIETIES	16858	16095	3
32	TOWN PANCHAYAT	232250	231135	3
33	KARNATAKA HOUSING BOARD	7059	6977	3
34	COMMERCE AND INDUSTRIES DEPARTMENT	121675	121546	2
35	SERICULTURE DEPARTMENT	20597	20350	1
36	CITY CORPORATION (Other than BBMP)	410164	407202	1
37	UNIVERSITY FINANCE SECTION	267	266	1
38	UNIVERSITY ACADEMIC SECTION	5018	5017	1
	Total			9551

Records shown above as on 28/02/2015 12:00:00

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR FEBRUARY-2015: 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 Feb 2015 (B/A)
1	Ramanagara	44635	1201	207	152	105	28	1693	3.79
2	Bengaluru	414922	9045	1474	935	967	1353	13774	3.32
3	Chikkamagaluru	46180	1102	161	125	81	49	1518	3.29
4	Ballari	82088	2173	185	97	36	33	2524	3.07
5	Kodagu	15437	348	49	11	15	10	433	2.80
6	Bidar	123282	2894	164	127	105	51	3341	2.71
7	Bengaluru Rural	47140	817	187	88	28	43	1163	2.47
8	Mysuru	109013	1526	346	282	175	320	2649	2.43
9	Shivamogga	65220	1012	258	37	37	24	1368	2.10
10	Vijayapura	82017	1383	216	56	42	22	1719	2.10
11	Hassan	70358	1111	121	131	28	14	1405	2.00
12	Mandya	77525	1085	219	79	60	59	1502	1.94
13	Raichur	73526	1147	81	76	54	44	1402	1.91
14	Dakshina Kannada	81184	980	147	75	77	27	1306	1.61
15	Koppal	46035	636	30	20	6	2	694	1.51
16	Davanagere	68237	664	152	32	2	7	857	1.26
17	Belagavi	156743	1171	403	178	105	82	1939	1.24
18	Yadgir	32420	314	29	17	6	14	380	1.17
19	Bagalkot	68888	588	79	31	14	17	729	1.06
20	Kalaburagi	83190	806	45	14	7	5	877	1.05
21	Dharwad	68765	411	226	62	11	10	720	1.05
22	Chitradurga	60291	525	27	11	11	33	607	1.01
23	Gadag	44221	271	13	7	0	3	294	0.66
24	Kolar	79085	400	28	27	15	14	484	0.61
25	Haveri	58533	252	34	14	6	5	311	0.53
26	Chamarajanagar	35534	75	24	8	20	31	158	0.44
27	Tumakuru	128289	359	32	19	24	31	465	0.36
28	Udupi	48732	18	2	88	46	0	154	0.32
29	Uttara Kannada	48579	85	27	4	1	1	118	0.24
30	Chikkaballapura	72968	52	6	1	2	0	61	0.08
	Total	2433037	32451	4972	2804	2086	2332	44645	1.83

Records shown above as on 28/02/2015 12:00:00

Notes:

13 districts (S.N 1 to 13) are major contributors to the State delayed disposal rate of 1.83%. **Delayed disposal rate has decreased from 1.89% in January to 1.83% in this month.** The respective district administration must concentrate on reducing the delayed disposals.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR FEBRUARY -2015: 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	% of delays for Feb 2015 (B/A)
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	200	3	7	7	9	32	58	29.00%
2	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	5	1	0	0	0	0	1	20.00%
3	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	624	71	0	36	0	1	108	17.31%
4	HOME DEPARTMENT	92497	4930	1491	875	629	500	8425	9.11%
5	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	11	0	1	0	0	0	1	9.09%
6	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	28	0	1	0	1	0	2	7.14%
7	EDUCATION DEPARTMENT	15703	607	152	109	65	53	986	6.28%
8	KANNADA, CULTURE AND INFORMATION DEPARTMENT	115	5	0	0	0	0	5	4.35%
9	LABOUR DEPARTMENT	17551	485	5	10	4	4	508	2.89%
10	CO-OPERATION DEPARTMENT	2457	59	0	5	5	0	69	2.81%
11	REVENUE DEPARTMENT	1237705	19720	2099	1257	1056	1497	25629	2.07%
12	RURAL DEVELOPMENT AND PANCHAYAT RAJ	223908	3427	563	231	183	98	4502	2.01%
13	URBAN DEVELOPMENT	70428	1019	126	24	16	5	1190	1.69%
14	HEALTH AND FAMILY WELFARE	27015	168	52	15	10	22	267	0.99%
15	WOMEN AND CHILD WELFARE	32654	219	44	32	4	0	299	0.92%
16	HORTICULTURE DEPARTMENT	427	0	2	0	0	1	3	0.70%
17	TRANSPORT DEPARTMENT	410738	1643	417	196	100	115	2471	0.60%
18	FOOD AND CIVIL SUPPLIES	61834	41	12	6	4	4	67	0.11%
19	COMMERCE AND INDUSTRIES DEPARTMENT	5082	5	0	0	0	0	5	0.10%
20	COMMERCIAL TAXES DEPARTMENT	233943	48	0	1	0	0	49	0.02%
	Total	2433037	32451	4972	2804	2086	2332	44645	1.83%

Records shown above as on 28/02/2015 12:00:00

Notes:

The rate of delayed disposals in February -2015 for the State is 1.83%.

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 25,629 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 FEBRUARY 2015: DISTRICT WISE

S.N.	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)Feb -15
1	Davanagere	65054	68237	5606	8.22
2	Hassan	66293	70358	5212	7.41
3	Chikkamagaluru	47209	46180	3407	7.38
4	Yadgir	31008	32420	2385	7.36
5	Dharwad	68615	68765	4684	6.81
6	Ramanagara	40428	44635	3031	6.79
7	Shivamogga	63477	65220	4324	6.63
8	Haveri	59161	58533	3750	6.41
9	Bengaluru	400875	414922	25775	6.21
10	Mandya	73800	77525	4795	6.19
11	Chitradurga	56642	60291	3727	6.18
12	Kalaburagi	83167	83190	4990	6
13	Belagavi	148793	156743	9228	5.89
14	Vijayapura	82252	82017	4675	5.7
15	Bengaluru Rural	44318	47140	2668	5.66
16	Tumakuru	122627	128289	7213	5.62
17	Kodagu	14297	15437	866	5.61
18	Chikkaballapura	70708	72968	4082	5.59
19	Raichur	73253	73526	3939	5.36
20	Ballari	79951	82088	4338	5.28
21	Bidar	119444	123282	6387	5.18
22	Koppal	46355	46035	2330	5.06
23	Mysuru	103994	109013	5467	5.01
24	Kolar	78094	79085	3648	4.61
25	Chamarajanagar	35945	35534	1545	4.35
26	Bagalkot	67696	68888	2935	4.26
27	Dakshina Kannada	79305	81184	3371	4.15
28	Uttara Kannada	47436	48579	1928	3.97
29	Gadag	42347	44221	1752	3.96
30	Udupi	49152	48732	1671	3.43
	Total	2361696	2433037	139729	5.74

Records shown above as on 28/02/2015 12:00:00

Notes:

13 districts (S.N 1 to 13 in the above table) have rejection rates greater than State's average of 5.74% for February-2015. **The rejection rate in January was 5.53%**. The respective District administration should probe, analyze and check reasons for rejections. Services of "Sandhya Surakha" (1,668 received and 1,051 rejected- 57.62% rejection rate) and "All types of Caste Certificate" (11,169 received and 1,796 rejected- 14.28 % rejection rate) are the most effected in the district of Davanagere.

CHAPTER 2G: REPORT OF REJECTIONS FOR FEBRUARY 2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) Feb -15
1	KARNATAKA STATE POLLUTION CONTROL BOARD	258	200	40	20
2	UNIVERSITY FINANCE SECTION	24	26	5	19.23
3	KARNATAKA SLUM DEVELOPMENT BOARD	21	10	1	10
4	REVENUE DEPARTMENT	953369	1023893	101874	9.95
5	DEPARTMENT OF PUBLIC INSTRUCTION	6710	7824	747	9.55
6	CITY MUNICIPAL COUNCIL	27512	27539	2374	8.62
7	AGRICULTURAL MARKETING DEPARTMENT	3341	765	59	7.71
8	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	29	28	2	7.14
9	TECHNICAL EDUCATION DEPARTMENT	195	183	12	6.56
10	CITY CORPORATION (Other than BBMP)	12802	12716	758	5.96
11	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	692	837	48	5.73
12	COMMERCE AND INDUSTRIES DEPARTMENT	5112	5082	267	5.25
13	TOWN MUNICIPAL COUNCIL	19513	19582	904	4.62
14	COMMERCIAL TAXES DEPARTMENT	232907	233546	9249	3.96
15	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	216874	223908	8461	3.78
16	FISHERIES DEPARTMENT	228	624	22	3.53
17	KANNADA AND CULTURE	61	60	2	3.33
18	TOWN PANCHAYAT	5813	5824	149	2.56
19	HOME DEPARTMENT	92853	91948	2306	2.51
20	HIGHER EDUCATION-COLLEGIATE EDUCATION	582	591	14	2.37
21	TRANSPORT DEPARTMENT	385782	384567	8726	2.27
22	BRUHAT BANGALORE MAHANAGARA PALIKE	4555	4108	92	2.24
23	DRUGS CONTROL DEPARTMENT	801	796	17	2.14
24	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	397	397	7	1.76
25	HEALTH AND FAMILY WELFARE DEPARTMENT	26061	26076	438	1.68
26	AYUSH DEPARTMENT	135	143	2	1.4
27	FOOD AND CIVIL SUPPLIES DEPARTMENT	61816	61834	835	1.35
28	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	153731	153703	1986	1.29
29	UNIVERSITY CONSTITUENT COLLEGES	103	108	1	0.93
30	UNIVERSITY EXAMINATION SECTION	4630	4611	40	0.87
31	LABOUR DEPARTMENT	18715	16625	117	0.7
32	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	401	604	4	0.66
33	FIRE SERVICES DEPARTMENT	547	549	2	0.36
34	SURVEY AND SETTLEMENT COMMISSIONER	60315	60109	133	0.22
35	REGISTRAR OF CO-OPERATIVE SOCIETIES	1173	1690	3	0.18
36	PUBLIC LIBRARIES DEPARTMENT	1995	1954	3	0.15
37	WOMEN AND CHILD WELFARE DEPARTMENT	20146	19975	22	0.11
38	TRANSPORT CORPORATIONS(KSRTC)	14273	14581	6	0.04
39	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	13757	12679	1	0.01
	Total			139729	5.74

Records shown above as on 28/02/2015 12:00:00

Notes: The rejection rate for the State is 5.74%. Rejection rate for January was 5.53%. The rejection rate for the State has increased as compared to previous month. "Service of Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Green Category" is the only service which is affecting the rejection rates of the Karnataka State Pollution Control Board. 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 FEBRUARY 2015: DISTRICT WISE

S.N	District Name	Designated Offices with 7 or more defaults (January-15)	Designated Offices with 7 or more defaults (February-15)
1	Bengaluru	143	142
2	Bidar	49	57
3	Vijayapura	50	50
4	Mysuru	42	49
5	Raichur	44	45
6	Ballari	45	43
7	Hassan	40	38
8	Belagavi	42	37
9	Chikkamagaluru	35	35
10	Bengaluru Rural	38	34
11	Mandya	35	33
12	Davanagere	27	31
13	Ramanagara	28	27
14	Dharwad	15	23
15	Kalaburagi	29	22
16	Koppal	14	22
17	Bagalkot	15	21
18	Chitradurga	26	20
19	Dakshina Kannada	25	20
20	Shivamogga	16	17
21	Haveri	15	16
22	Kolar	20	16
23	Tumakuru	13	15
24	Kodagu	12	13
25	Yadgir	17	12
26	Gadag	12	9
27	Chikkaballapura	4	5
28	Chamarajanagar	8	4
29	Udupi	1	3
30	Uttara Kannada	1	3
	Total	861	862

Records shown above as on 28/02/2015 12:00:00

Notes: Districts of Bengaluru (U), Vijayapura, Bidar, Mysuru and Raichur 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 FEBRUARY 2015: DEPARTMENT WISE

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults (January-15)	Designated Offices with 7 or more defaults (February-15)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	437	379
		SURVEY AND SETTLEMENT COMMISSIONER	46	45
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	37	43
2	HOME DEPARTMENT	HOME DEPARTMENT	81	91
3	RDPR	RDPR	106	134
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	7	8
		CITY CORPORATION (Other than BBMP)	3	3
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	3	3
		BANGALORE DEVELOPMENT AUTHORITY	1	1
		TOWN MUNICIPAL COUNCIL	16	16
		CITY MUNICIPAL COUNCIL	7	11
		TOWN PANCHAYAT	3	4
5	FINANCE DEPARTMENT	COMMERCIAL TAXES DEPARTMENT	3	2
		KGID	2	
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	42	55
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	37	37
		KSRTC	2	3
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	1	1
8	CO-OPERATION DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	0	1
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	7	4
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	5	4
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	4	6
		EMPOWERMENT OF DIFFERENTLY ABLED & SENIOR CITIZEN	1	1
12	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	2	3
13	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	2	1
14	FISHERIES	FISHERIES	6	6
Total			861	862

Records shown above as on 28/02/2015 12:00:00

Notes: Revenue department has 379 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 43 and 45 offices respectively sums up to 467 defaulting offices. This constitutes 54% of the total defaulting offices State wide.

CHAPTER 2J: ZERO DEFAULTING OFFICES (at the end of February-2015)

S.N	Department/Institution	Number of Zero Default Offices
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1811
2	HEALTH AND FAMILY WELFARE DEPARTMENT	507
3	HOME DEPARTMENT	333
4	PUBLIC LIBRARIES DEPARTMENT	154
5	AYUSH DEPARTMENT	124
6	AGRICULTURAL MARKETING DEPARTMENT	103
7	LABOUR DEPARTMENT	93
8	DEPARTMENT OF PUBLIC INSTRUCTION	90
9	SERICULTURE DEPARTMENT	73
10	FISHERIES DEPARTMENT	67
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
12	FIRE SERVICES DEPARTMENT	49
13	WOMEN AND CHILD WELFARE DEPARTMENT	49
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	43
15	UNIVERSITY POST GRADUATION SECTION	41
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	38
17	TRANSPORT CORPORATIONS(KSRTC)	37
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	31
19	REVENUE DEPARTMENT	27
20	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	26
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	18
22	KARNATAKA HOUSING BOARD	16
23	SURVEY AND SETTLEMENT COMMISSIONER	15
24	BRUHAT BANGALORE MAHANAGARA PALIKE	9
25	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
26	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	8
27	KARNATAKA STATE WAREHOUSING CORPORATION	8
28	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	7
29	COMMERCIAL TAXES DEPARTMENT	7
30	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	7
31	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	7
32	CITY CORPORATION (Other than BBMP)	7
33	UNIVERSITY EXAMINATION SECTION	6
34	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6
35	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
36	UNIVERSITY FINANCE SECTION	5
37	BANGALORE DEVELOPMENT AUTHORITY	3
38	DRUGS CONTROL DEPARTMENT	3

S.N	Department/Institution	Number of Zero Default Offices
39	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3
40	KANNADA AND CULTURE	3
41	KARNATAKA STATE POLLUTION CONTROL BOARD	3
42	UNIVERSITY ACADEMIC SECTION	3
43	UNIVERSITY CONSTITUENT COLLEGES	3
44	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
45	FOREST DEPARTMENT	2
46	DEPARTMENT OF ARCHIVES	1
47	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
48	EXCISE DEPARTMENT	1
49	COMMERCE AND INDUSTRIES DEPARTMENT	1
50	CITY MUNICIPAL COUNCIL	1
51	TOWN MUNICIPAL COUNCIL	1
52	TECHNICAL EDUCATION DEPARTMENT	1
Total		3923

Records shown above as on 28/02/2015 12:00:00

Notes:

Offices with zero defaults must be visited by HODs of respective departments 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: OFFICES WITH ZERO RECEIPTS (at the end of February-2015)

S.N	Department/Institution	Number of Zero Receipt Offices
1	AYUSH DEPARTMENT	643
2	DEPARTMENT OF PUBLIC INSTRUCTION	605
3	HIGHER EDUCATION-COLLEGIATE EDUCATION	601
4	FOREST DEPARTMENT	570
5	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	366
6	WATER RESOURCES DEPARTMENT	316
7	PUBLIC LIBRARIES DEPARTMENT	256
8	SERICULTURE DEPARTMENT	250
9	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	219
10	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	211
11	REVENUE DEPARTMENT	208
12	UNIVERSITY POST GRADUATION SECTION	188
13	HOME DEPARTMENT	170
14	FIRE SERVICES DEPARTMENT	157
15	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	150
16	WOMEN AND CHILD WELFARE DEPARTMENT	145
17	FISHERIES DEPARTMENT	141
18	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	122
19	LABOUR DEPARTMENT	118
20	TRANSPORT CORPORATIONS(KSRTC)	118
21	KARNATAKA STATE WAREHOUSING CORPORATION	118
22	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	97
23	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	90
24	AGRICULTURAL MARKETING DEPARTMENT	87
25	KARNATAKA STATE POLLUTION CONTROL BOARD	73
26	SURVEY AND SETTLEMENT COMMISSIONER	59
27	BRUHAT BANGALORE MAHANAGARA PALIKE	49
28	FOOD AND CIVIL SUPPLIES DEPARTMENT	48
29	KANNADA AND CULTURE	43
30	UNIVERSITY CONSTITUENT COLLEGES	42
31	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	41
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	39
33	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	35

S.N	Department/Institution	Number of Zero Receipt Offices
34	STATE PROJECT OFFICE, CPI	35
35	UNIVERSITY FINANCE SECTION	34
36	KSHIP DIVISION & SUB DIVISION	32
37	UNIVERSITY ACADEMIC SECTION	32
38	UNIVERSITY EXAMINATION SECTION	32
39	COMMERCIAL TAXES DEPARTMENT	30
40	KARNATAKA HOUSING BOARD	29
41	BANGALORE DEVELOPMENT AUTHORITY	24
42	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	22
43	DRUGS CONTROL DEPARTMENT	20
44	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	18
45	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	14
46	REGISTRAR OF CO-OPERATIVE SOCIETIES	13
47	CITY CORPORATION (Other than BBMP)	12
48	TRANSPORT DEPARTMENT	12
49	TOWN MUNICIPAL COUNCIL	10
50	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	9
51	KARNATAKA SLUM DEVELOPMENT BOARD	9
52	COMMERCE AND INDUSTRIES DEPARTMENT	8
53	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	7
54	KSHIP Division	7
55	DEPARTMENT OF ARCHIVES	6
56	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
57	PRE-UNIVERSITY BOARD	5
58	INFORMATION DEPARTMENT	4
59	CITY MUNICIPAL COUNCIL	4
60	TOWN PANCHAYAT	4
61	TECHNICAL EDUCATION DEPARTMENT	3
62	BANGALORE METROPOLITAN TRANSPORT CORPORATION	2
63	DISTRICT INSURANCE OFFICES	1
64	EXCISE DEPARTMENT	1
	Total	8710

Records shown above as on 28/02/2015 12:00:00

CHAPTER 2L: DISTRICT IT CONSULTANT'S RANKING- FEBRUARY 2015

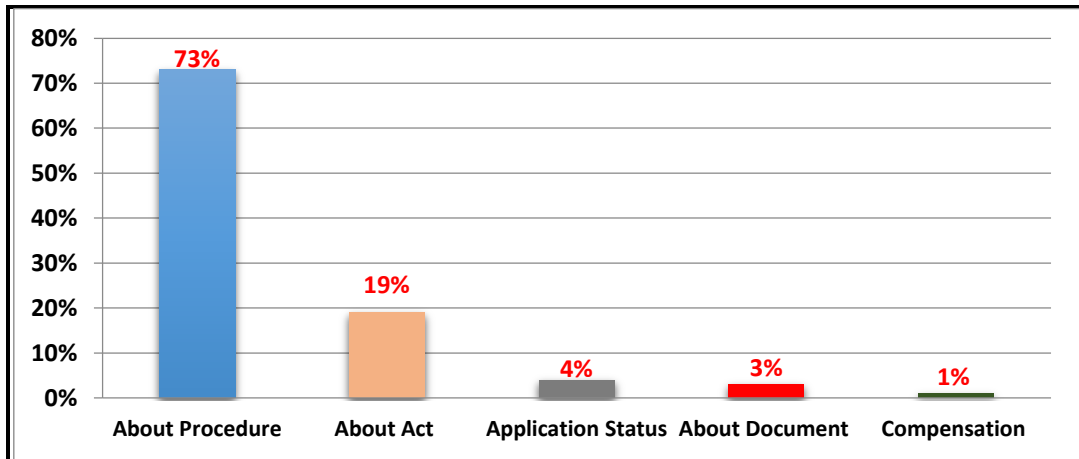
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
1	Belagavi	27	96.15	7	95.97	7	115	1	90.91	2	92.41	1	56	9	54	1
2	Chitradurga	21	100.00	1	100.00	1	17	21	42.86	9	74.02	2	80	3	58	2
3	Dharwad	12	93.51	13	96.39	6	110	2	33.33	12	66.05	3	50	10	58	2
4	Shivamogga	22	98.61	3	95.92	9	108	3	0.00	14	33.27	6	74	5	62	3
5	Koppal	23	100.00	1	100.00	1	34	16	40.00	10	40.01	5	58	8	64	4
6	Mysuru	26	100.00	1	100.00	1	51	11	0.00	14	28.08	10	107	1	64	4
7	Gadag	5	98.08	4	100.00	1	11	22	16.67	13	31.20	7	32	16	68	5
8	Uttara Kannada	20	100.00	1	100.00	1	32	17	0.00	14	91.83	1	30	17	71	6
9	Haveri	8	100.00	1	100.00	1	26	19	50.00	8	18.69	17	30	17	71	6
10	Chikkaballapura	1	95.33	9	97.52	2	8	23	100.00	1	6.88	21	33	15	72	7
11	Kolar	2	95.10	10	71.95	12	32	17	0.00	14	20.04	16	85	2	73	8
12	Raichur	18	98.88	2	96.70	5	46	13	0.00	14	24.43	11	45	11	74	9
13	Kalaburagi	25	96.03	8	92.59	11	92	4	87.50	3	18.24	18	60	6	75	10
14	Vijayapura	16	91.25	14	95.95	8	60	8	66.67	6	4.70	22	85	2	76	11
15	Bengaluru(U)	7	0.00	17	0.00	17	56	10	0.00	14	31.18	7	78	4	76	11
16	Chamarajana gar	14	94.81	11	97.30	3	23	20	80.00	4	20.27	15	40	13	80	12
17	Ramanagara	19	96.49	6	97.06	4	26	19	0.00	14	28.57	9	40	13	84	13
18	Ballari	29	97.16	5	100.00	1	23	20	75.00	5	30.27	8	30	17	85	14
19	Tumakuru	3	0.00	17	0.00	17	82	6	63.64	7	11.70	20	0	18	88	15
20	Chikkamagaluru	10	100.00	1	93.02	10	0	25	37.50	11	3.83	23	40	13	93	16
21	Bagalkot	15	0.00	17	0.00	17	59	9	0.00	14	47.76	4	0	18	94	17
22	Udupi	4	0.00	17	0.00	17	47	12	0.00	14	23.43	12	0	18	94	17
23	Bidar	6	0.00	17	0.00	17	88	5	0.00	14	11.63	20	0	18	97	17
24	Yadgir	28	100.00	1	60.81	14	30	18	0.00	14	21.00	14	56	9	98	18
25	Mandya	9	20.00	16	0.00	16	17	21	0.00	14	17.31	19	59	7	102	19
26	Bengaluru Rural	13	0.00	17	0.00	17	56	10	0.00	14	21.56	13	0	18	102	19
27	Dakshina Kannada	11	94.20	12	20.28	15	39	14	0.00	14	0.00	24	34	14	104	20
28	Hassan	17	0.00	17	0.00	17	38	15	0.00	14	24.28	11	0	18	109	21
29	Davanagere	24	0.00	17	0.00	17	64	7	0.00	14	21.55	13	0	18	110	22
30	Kodagu	30	77.78	15	66.67	13	5	24	0.00	14	0.00	24	41	12	132	23
Total							1395						1243			

Records shown above as on 28/02/2015 12:00:00

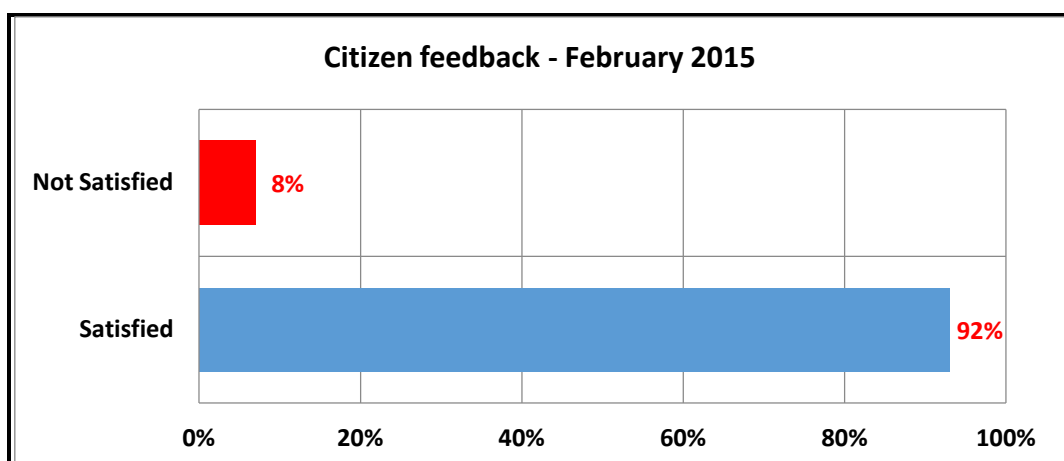
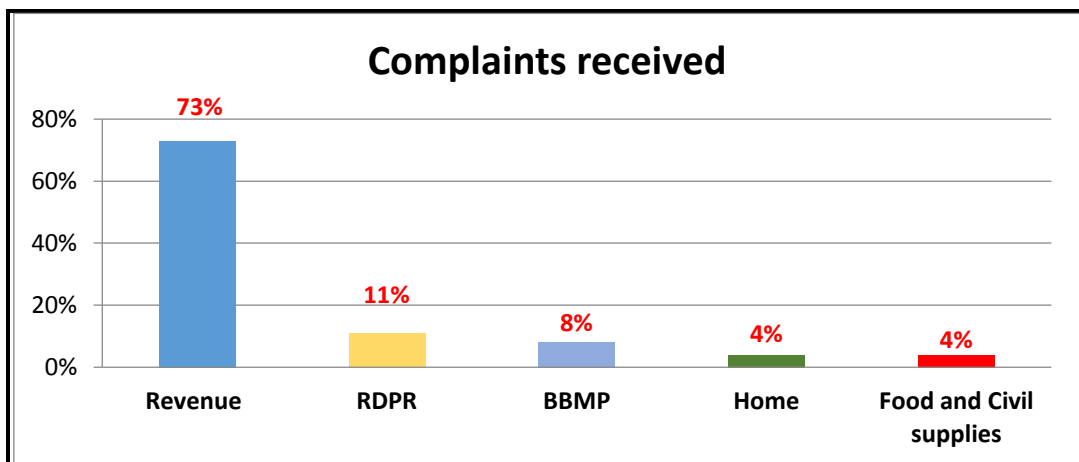
CHAPTER 3: CALL CENTRE REPORT

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- Jan-15	Calls received Count- Feb-15
1	Bengaluru	24873	17386
2	Bagalkot	5569	1843
3	Davanagere	977	853
4	Belagavi	862	721
5	Ballari	537	474
6	Vijayapura	518	438
7	Bengaluru Rural	435	383
8	Chitradurga	442	377
9	Kalaburagi	401	313
10	Raichur	353	292
11	Mysuru	357	288
12	Tumkur	312	268
13	Chikkaballapura	329	266
14	Mandya	271	229
15	Bidar	285	221
16	Dakshina Kannada	303	212
17	Gadag	264	192
18	Haveri	220	188
19	Kolar	221	185
20	Ramanagara	217	185
21	Hassan	242	183
22	Koppal	227	180
23	Shivamogga	218	176
24	Chamarajanagar	192	164
25	Chikkamagaluru	167	144
26	Dharwad	153	131
27	Uttara Kannada	126	116
28	Udupi	84	108
29	Kodagu	67	51
30	Yadgiri	41	49
	Grand Total	39263	26616

Records shown above as on 28/02/2015 12:00:00

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

CHAPTER 3B: CALLS RECEIVED - DEPARTMENT WISE

S.N	Department/Institution	Calls received Count- Feb-15
1	Revenue Department	16093
2	Urban Development	2510
3	Rural Development & Panchayat Raj	1733
4	Transport Department	1706
5	Public Works, Ports & Inland Water Transport Department	1257
6	Education Department	697
7	Women & Child Welfare Department	546
8	Higher Education	415
9	Home Department	406
10	Health & Family Welfare	308
11	Labour Department	305
12	Commercial Taxes Department	170
13	Co-operation Department	103
14	Food and Civil Supplies	103
15	Transport Corporation (KSRTC / BMTC)	95
16	IT & BT	27
17	Town Municipal Council	26
18	Agriculture Department	23
19	Women & Child Welfare	22
20	Housing Department	11
21	Infrastructure Development	9
22	City Municipal Council	8
23	BBMP	5
24	Department of Personnel & Administrative Reforms	5
25	Ecology & Environment	5
26	Fisheries Department	5
27	Kannada and Culture and Information	5
28	Forest Department	4
29	Food & Civil Supplies Department	3
30	Parliamentary affairs and legislation	3
31	BWSSB	1
32	City Corporation (Other than BBMP)	1
33	Commerce and Industries	1
34	Department For Empowerment Of Differently Abled And Senior Citizen	1
35	ESI - Employees State Insurance Corporation	1
36	Planning, Programme Monitoring and Statistics	1
37	UID	1
38	Youth Services and Sports Department	1
39	Grand Total	26616

Records shown above as on 28/02/2015 12:00:00

Notes: 60% of calls received for Revenue department were enquiries about **procedure to apply for a service**. 1228 calls out of 1706 (72%) calls received for Transport department were **enquiries about the services offered by Transport department** that are covered in the Act.

CHAPTER 3C: STATUS OF COMPLAINTS (at the end of February-2015)

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	EJS	NON-SAKALA	9554	2034	902	2936	492	6126
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4445	2609	677	3286	0	1159
4	Online	SAKALA	1394	583	231	814	61	519
5	Online	NON-SAKALA	774	179	44	223	73	478
6	Call Center	SAKALA	4601	4300	76	4376	103	122
7	Call Center	NON-SAKALA	2998	2857	24	2881	2	112
8	Janagraha	SAKALA	78	76	0	76	0	2
9	E-Mail	NON-SAKALA	461	444	9	453	7	1
10	E-Mail	SAKALA	223	213	8	221	2	0
		Total	28343	14866	2022	16888	740	10712

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		6296	5172	315	5487	166	643
Non Sakala		22047	9694	1707	11401	574	10069

Records shown above as on 28/2/2015 12:00:00

Notes:

Out of 6,296 complaints received for Sakala, 5,172 have been resolved and 315 have been rejected amounting to disposal of 5,487 complaints showing 88% closure rate. 166 complaints are in the process of getting disposed and 643 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 22,047 complaints received for Non Sakala, 9,694 have been resolved and 1,707 have been rejected amounting to disposal of 11,401 complaints showing 52% closure rate. 574 complaints are in the process of getting disposed and 10,069 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. of Appeals	Compensation
1	REVENUE DEPARTMENT	468	59320
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	42	4300
3	DEPARTMENT OF PUBLIC INSTRUCTION	31	5720
4	SURVEY AND SETTLEMENT COMMISSIONER	29	2040
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	607	75080

Records shown above as on 28/02/2015 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- FEBRUARY 2015

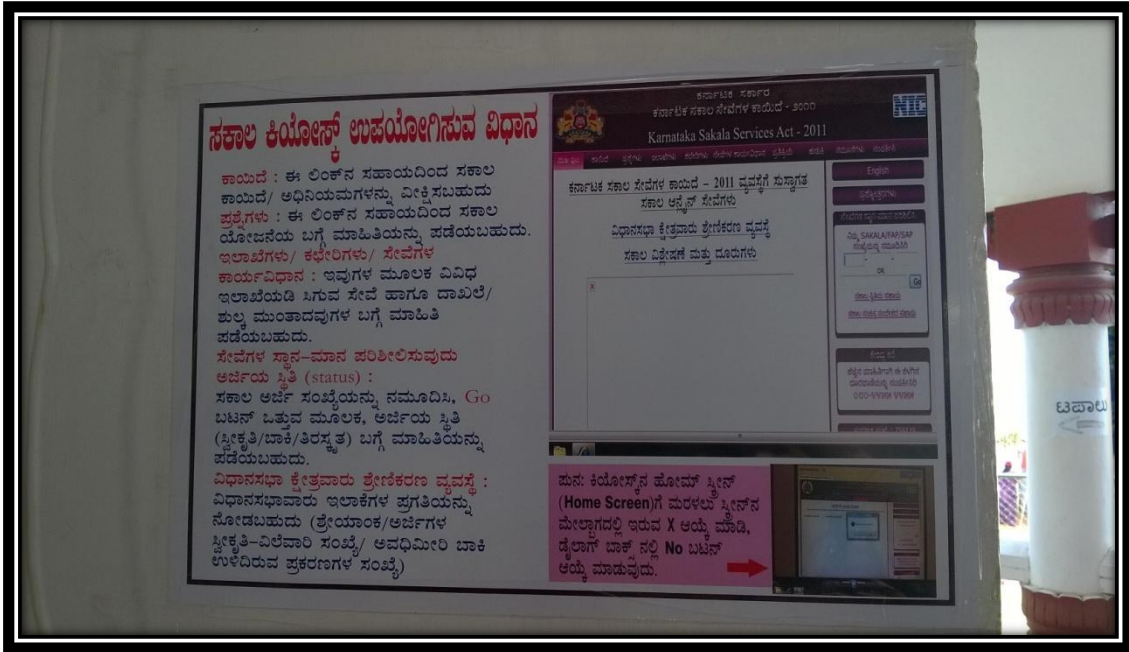
Name	District	Department	Complaint Category	Satisfied
Maruthi Davttra treya	Vijayapura	City Corporation	Shop Related	Yes
He said that he got to know about Sakala through newspaper & website. He called up Sakala helpline to know about shop allotment in City Corporation. He got the service on time. So he is satisfied with Sakala				
Mari Gowda	Mandya	Revenue Department	Income Certificate	Yes
Citizen got to know about Sakala through media. He called up to enquire about income certificate. He informed that Sakala is a very good Act & call centre provides information quickly.				
Nalini	Bengaluru	RDPR	Khata Transfer	Yes
Citizen called Sakala helpline to get information about Khatha Transfer. She got to know about Sakala through TV advertisement. Sakala provided her good and in time service. She is very glad about Sakala service.				
Srinidhi	Koppal	Revenue Department	371J Certificate	No
Citizen named Mr.Srinidhi got to know about Sakala through media. He called up to enquire about 371J certificate. He did not get his service in time. He is not happy with Sakala for not getting his service.				
Rudrappa	Belagavi	Rural Delvelopment and Panchayat Raj	Basava Vasathi Yojane	No
Citizen said he got to know about Sakala through gram panchayath office notice board. He called up Sakala helpline to know about the Basava Vasathi Yojane under gram panchayath. He did not get the service in time. So he is not satisfied with Sakala.				
Jayashankar	Mysuru	Revenue Department	Caste Certificate	Yes
Citizen got to know about Sakala through display boards. He applied for caste certificate in Sakala. Got service fast. He is satisfied with the service and said that Sakala can still be improved.				

CHAPTER 4: EVENTS AND NEWS CLIPS

1) 18.02.2015, Bengaluru: Officials from various departments interacting with the Mission headed by Mission Director regarding various aspects to make Sakala portal more effective. Proposals to bring in more services under Sakala were also discussed.



2) 7.2.2015, Shivamogga: User guidelines for SAKALA KIOSK has been displayed beside kiosk. This was done as per the instructions of Deputy Commissioner, Shivamogga, who felt that it would help common people to use kiosk without any difficulty.



3) 26.2.2015, Bengaluru(Rural) : Training on Sakala given to state government employees in Doddaballapura by Sakala District IT consultant for effective implementation of Sakala.



