

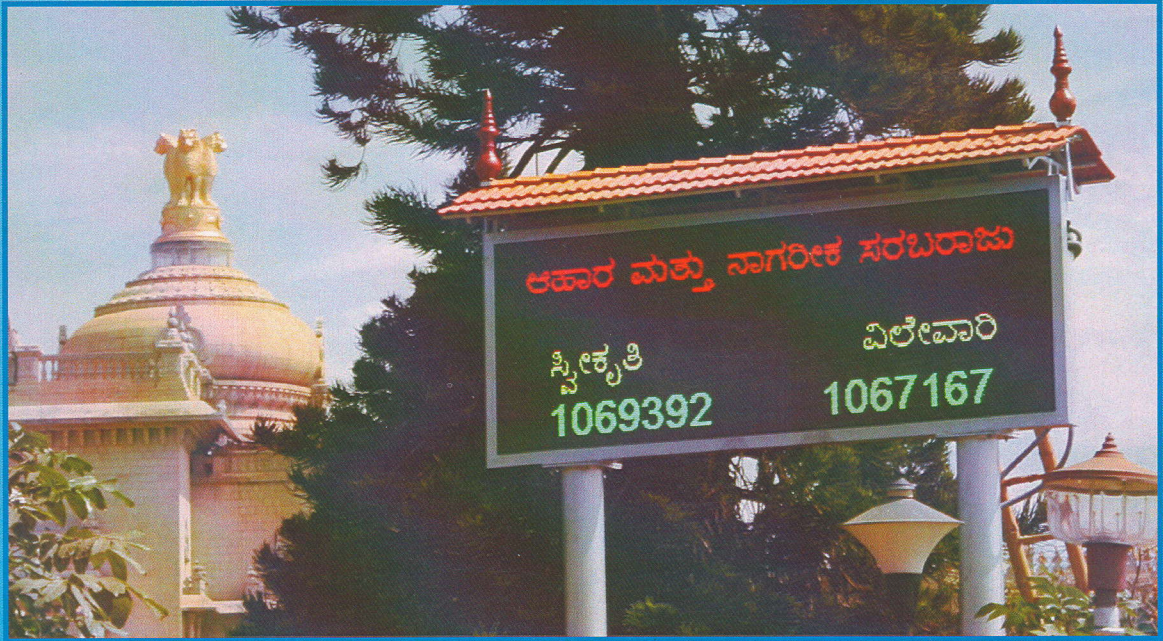


Jagdish Shettar
Chief Minister of Karnataka



The Karnataka Sakala Services Act 2011

February - 2013 Report



No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

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

The Karnataka Sakala Services Act 2011



Report Card for the month of February 2013

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Message



For the last 11 months Karnataka has witnessed a revolution of sorts in the area of public service delivery. We have been able to satisfy 1.77 crores citizens out of a population of 6 crores. For the first time in the country, the live data of receipts and disposal for each and every department is being publically displayed at the entrance of Vidhana Soudha as a hallmark of transparency, accountability and Good Governance. I am happy to note that this month, my native district stood first in Sakala implementation.

Karnataka has offered 265 services spread across 30 departments/institutions, which is the largest in the country. Although we have stipulated an upper time limit for delivery of each service, I am happy to note that State Government officials have worked day and night to deliver services on an average within 1/4th of the time limit. The citizens are amazed to get an SMS much before their expected time for delivery. They are thrilled with the attitude of the Government servants expressing satisfaction over helping the citizens who are in need of Government services.

On 16th February 2013, the State Employees Association came together in large numbers inviting all their office bearers from district and taluk level to felicitate the Chief Minister & Deputy Chief Ministers for improving their brand image for bringing in Sakala Services Act. This indeed, is a welcome sign for assuring a change in work ethics and administrative culture of Karnataka.

I am sure in the days to come, more and more services shall be brought under Sakala with utmost satisfaction to each and every citizen of the State.

Jagdish Shettar
Chief Minister of Karnataka

28th Feb, 2013

Message



With the completion of February, we are just one month away from completing one year of successful implementation of Karnataka Sakala Services Act, 2011. By March, 2013 we would be going online for at least 128 services out of 265 services presently notified under the Act. This would go a long way in making Government services available to the citizens as per their convenience.

We have found that there are 1800 services which are listed under the citizens charter of different departments of the State. Our endeavour would be to bring majority of them under the Act, so that the grievances of the citizens can be brought down considerably.

I am happy to note that the student community, particularly the higher education sector of the State, has come forward to take up the citizen empowerment movement in the nook and corner of the State. With students, women, consumer organisations embracing the cause of Sakala, I am sure, not a single citizen of the State shall remain untouched by the pleasant experience of getting time bound service delivery!

S Suresh Kumar

Minister for Law, Parliamentary Affairs & Nodal Minister for Sakala

Date: 28th Feb, 2013

Introduction from the Mission Director:

1. District Ranking:

Rank	District	District	Rank
1	Dharwad	Yadgir	30
2	Kodagu	Bijapur	29
3	Ramanagara	Gulbarga	28

2. Total number of applications received in the month – 12, 98,641 & In-time Disposals are 12, 57,606.
3. Disposal rate stands at 97.84% (2.15% delayed Disposals noted in the month). This is an improvement over January's 97.39%.
4. Cumulative Applications Received - 1,80,25,013 & In time Disposals – 1,77,26,218.
5. Rejection has come down further from 4.59% in January to 3.67% in this month. The Helpdesk as well as departmental initiatives to streamline procedures is paying off.
6. Taluk Ranking: With this month, we have added this as a new feature in our portal. This will greatly help the district administration to get to the weak areas and act upon them quickly.
7. Pendency has grown during the month from 6223 in January to 8445. Mission is carrying out field inspections to understand the issues and take corrective action.
8. This report is a crisp presentation of facts. You are free to visit our website for online information on the working of Sakala.
9. Helpdesks have catered to over 1.10 lakh citizens helping them to obtain not only Sakala related services, but also Non Sakala services. Some of the most prominent services that the Helpdesks are approached are how to obtain ration cards, Adhaar Cards, Encumbrance certificates, RTC, Mutations & Caste & Income Certificates.

Dr. Shalini Rajneesh
Mission Director- Sakala Mission

i. Chapter 1 - Monthly Statistics

Over all District Performance							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Dharwad	75224	73737	0.5	7	4179	1	1
Kodagu	17770	17484	0.5	7	3554	2	2
Ramanagara	31735	29192	0.4	5	3173	3	3
Uttara Kannada	41630	38991	0	1	2973	5	4
Dakshina Kannada	54830	53411	0.3	4	2741	6	5
Udupi	27930	28592	0.1	3	2539	7	6
Bangalore	296826	296340	2.2	18	3124	4	7
Koppal	27587	25373	0.4	5	2122	10	8
Mandya	40560	35799	1.2	15	2253	9	9
Gadag	20440	17231	0.9	10	2044	12	10
Chikkaballapura	21888	19435	0	1	1824	16	11
Bagalkot	37865	38937	2.2	18	2103	11	12
B'lore R	20765	19241	7.5	28	2307	8	13
Mysore	57626	56684	1.7	17	1987	13	14
Hassan	32611	28006	1.3	16	1918	15	15
Haveri	25672	23400	0.6	9	1711	18	15
Shimoga	33554	32992	3	23	1973	14	17
Chitradurga	25105	20587	0.9	10	1569	22	18
Davanagere	32158	36721	2.8	20	1692	19	19
Tumkur	47380	44327	3.9	25	1822	17	20
Ch'magalur	16882	15276	1.1	14	1534	24	21
Ch'nagar	15234	12858	1	13	1523	25	22
Belgaum	72839	72397	2.9	21	1549	23	23
Kolar	25231	29214	8.3	29	1682	20	24
Bellary	40164	42614	4.6	27	1606	21	25
Raichur	28950	26003	2.9	21	1523	25	26
Bidar	17571	17873	0.9	10	1033	30	27
Gulbarga	38041	36077	3.4	24	1521	27	28
Bijapur	22126	20031	3.9	25	1053	29	29
Yadgir	15136	16962	10.3	30	1376	28	30
TOTAL	1261330	1225785	2.15				

Food & Civil supplies Department							
District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/On e lakh population (E)	Ranking based on GSC Receipts/On e lakh population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F))
Ramanagara	15337	15277	0	1	1533	2	1
Koppal	12308	12152	0	1	946	3	2
Uttara Kannada	12907	12995	0	1	921	4	3
Bagalkot	14165	14168	0	1	786	5	4
Dakshina Kannada	15523	15439	0	1	776	6	5
Udupi	7178	7180	0	1	652	8	6
Dharwad	10953	11057	0	1	608	9	7
Mandya	10863	10836	0	1	603	10	8
Kodagu	9628	9682	0.1	22	1925	1	8
Bellary	14403	14381	0	1	576	11	10
Chikmagalur	6234	6230	0	1	566	12	11
Yadgir	5825	5774	0	1	529	15	12
Chikkaballapura	5659	5804	0	1	471	17	13
Bangalore	65330	66424	0.4	26	687	7	14
Mysore	11986	11970	0	1	413	18	15
Kolar	6067	6021	0	1	404	19	16
Shimoga	6361	6425	0	1	374	20	17
Chamarajanagar	3465	3462	0	1	346	22	18
Bangalore Rural	4779	4810	0.1	22	531	14	19
Chitradurga	5340	5100	0	1	333	23	19
Tumkur	14455	14505	0.3	25	555	13	21
Gadag	3089	3089	0	1	308	24	22
Belgaum	14497	15712	0	1	308	24	22
Hassan	8168	8204	0.2	24	480	16	24
Gulbarga	7478	7523	0	1	299	26	25
Haveri	3464	3468	0	1	230	28	26
Raichur	6877	6895	0.8	28	361	21	27
Davanagere	5569	5665	0.8	28	293	27	28
Bidar	1335	1309	0.4	26	78	30	29
Bijapur	1989	2236	1.2	30	94	29	30
Total	311232	313793					

Home Department							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Udupi	2798	2953	0.2	5	254	3	1
Bangalore Rural	1713	1442	0	1	190	5	2
Kodagu	1280	1197	0.3	12	256	2	3
Uttara Kannada	2297	2229	0.2	5	164	6	4
Ramanagara	1250	1234	0.2	5	125	10	5
Dakshina Kannada	5398	4438	2.1	26	269	1	5
Chikmagalur	1810	1828	0.5	18	164	6	7
Mysore	5746	5173	1.1	25	198	4	8
Shimoga	2729	2608	0.7	21	160	8	9
Chikkaballapura	1028	979	0	1	85	17	10
Davanagere	2206	2117	0.3	12	116	13	11
Tumkur	2572	2330	0.2	5	98	16	11
Chitradurga	1372	1362	0.1	4	85	17	13
Mandya	2142	2055	0.7	21	119	12	14
Bagalkot	1227	1238	0.2	5	68	19	15
Hassan	1892	1913	0.4	17	111	14	16
Dharwad	2210	1707	1	24	122	11	16
Bangalore	14131	14480	4.9	29	148	9	18
Gadag	614	601	0.2	5	61	22	19
Haveri	871	789	0	1	58	24	20
Kolar	1662	1599	0.8	23	110	15	21
Gulbarga	1605	1450	0.3	12	64	20	22
Bidar	1014	1098	0.3	12	59	23	23
Koppal	569	561	0.2	5	43	27	24
Chamarajanagar	519	614	0.3	12	51	26	25
Belgaum	3013	3323	4	28	64	20	26
Bellary	1412	1315	0.5	18	56	25	27
Raichur	688	671	0.6	20	36	30	28
Yadgir	473	501	2.8	27	43	27	28
Bijapur	789	783	5.5	30	37	29	30
Total	67030	64588					

Educational Department							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	54	70	0	1	2	5	1
Udupi	22	5	0	1	2	5	1
Mysore	329	335	1.2	12	11	1	3
Belgaum	454	584	1.7	14	9	2	4
Bangalore	825	786	1.7	14	8	3	5
Chitradurga	20	34	0	1	1	10	6
Dharwad	19	23	0	1	1	10	6
Kodagu	7	5	0	1	1	10	6
Bagalkot	44	122	1.6	13	2	5	9
Bijapur	61	61	3.3	18	2	5	10
Gulbarga	171	218	5.5	21	6	4	11
Bidar	24	312	0.3	11	1	10	12
Chikmagalur	27	27	14.8	26	2	5	13
Shimoga	20	51	2	17	1	10	14
Kolar	15	28	3.6	19	1	10	15
Uttara Kannada	9	20	0	1	0	18	16
Mandya	6	14	0	1	0	18	16
Gadag	9	30	0	1	0	18	16
Chamarajanagar	1	19	0	1	0	18	16
Chikkaballapura	7	3	0	1	0	18	16
Raichur	19	24	8.3	23	1	10	21
Bangalore Rural	13	36	25	28	1	10	22
Yadgir	0	55	1.8	16	0	18	23
Ramanagara	9	21	4.8	20	0	18	24
Davanagere	17	34	5.9	22	0	18	25
Hassan	10	32	9.4	24	0	18	26
Koppal	3	30	10	25	0	18	27
Tumkur	21	20	15	27	0	18	28
Haveri	7	4	25	28	0	18	29
Bellary	10	17	64.7	30	0	18	30
Total	2233	3020					
PU Board Department							
Mysore	0	0		1	0	1	1
Bangalore	2	2	0	2	0	1	2
total	2	2					

Health & Family welfare Department							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chamarajanagar	1737	1735	0	1	173	1	1
Kolar	1227	1229	0	1	81	2	2
Uttara Kannada	705	840	0	1	50	6	3
Haveri	608	661	0	1	40	9	4
Gadag	668	816	1.2	19	66	3	5
Chikmagalur	387	392	0	1	35	11	6
Koppal	658	912	0.3	16	50	6	7
Chitradurga	744	764	0.1	13	46	8	8
Ramanagara	634	650	1.8	24	63	4	9
Dakshina Kannada	591	590	0	1	29	14	10
Bagalkot	685	577	0.2	14	38	10	11
Tumkur	1516	1622	8.7	29	58	5	12
Kodagu	109	109	0	1	21	19	13
Yadgir	370	378	1.1	18	33	12	14
Chikkaballapura	243	242	0	1	20	20	15
Hassan	392	424	0.2	14	23	17	16
Belgaum	1459	1457	1.8	24	31	13	17
Bellary	678	681	1	17	27	16	17
Bijapur	619	625	1.4	22	29	14	19
Mysore	446	411	0	1	15	23	19
Davanagere	196	189	0	1	10	25	21
Raichur	444	417	1.9	26	23	17	22
Bidar	87	87	0	1	5	28	23
Gulbarga	105	107	0	1	4	29	24
Bangalore Rural	185	167	3	27	20	20	25
Dharwad	214	238	1.3	20	11	24	26
Udupi	180	183	3.3	28	16	22	27
Mandya	157	154	1.3	20	8	26	28
Shimoga	124	123	1.6	23	7	27	29
Bangalore	300	278	9	30	3	30	30
Total	16468	17058					

b) Drug Control							
District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Bagalkot	21	28	0	1	1	2	1
Bangalore Rural	13	13	0	1	1	2	1
Bidar	23	38	0	1	1	2	1
Davanagere	21	20	0	1	1	2	1
Dharwad	21	24	0	1	1	2	1
Koppal	14	13	0	1	1	2	1
Mysore	40	34	0	1	1	2	1
Raichur	17	15	0	1	0	11	8
Ramanagara	8	5	0	1	0	11	8
Shimoga	14	18	0	1	0	11	8
Tumkur	15	16	0	1	0	11	8
Udupi	9	20	0	1	0	11	8
Uttara Kannada	7	7	0	1	0	11	8
Yadgir	9	8	0	1	0	11	8
Mandya	12	16	0	1	0	11	8
Haveri	7	5	0	1	0	11	8
Kodagu	1	1	0	1	0	11	8
Gadag	7	10	0	1	0	11	8
Bijapur	19	22	0	1	0	11	8
Chamarajanagar	4	4	0	1	0	11	8
Chikkaballapura	10	9	0	1	0	11	8
Chikmagalur	7	7	0	1	0	11	8
Chitradurga	5	10	0	1	0	11	8
Dakshina Kannada	11	15	0	1	0	11	8
Belgaum	40	50	0	1	0	11	8
Bellary	19	24	0	1	0	11	8
Bangalore	230	346	0.9	27	2	1	27
Hassan	21	23	4.3	28	1	2	28
Gulbarga	26	27	40.7	30	1	2	29
Kolar	13	12	16.7	29	0	11	30
Total	664	840					

c) Ayush							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Bangalore Rural	0	0		1	0	1	1
Bellary	0	0		1	0	1	1
Bidar	0	0		1	0	1	1
Bijapur	0	0		1	0	1	1
Chamarajanagar	0	0		1	0	1	1
Chikkaballapura	0	0		1	0	1	1
Chikmagalur	0	0		1	0	1	1
Gadag	0	0		1	0	1	1
Gulbarga	0	0		1	0	1	1
Hassan	0	0		1	0	1	1
Haveri	0	0		1	0	1	1
Kodagu	0	0		1	0	1	1
Kolar	0	0		1	0	1	1
Koppal	0	0		1	0	1	1
Mandya	1	0		1	0	1	1
Mysore	0	0		1	0	1	1
Ramanagara	0	0		1	0	1	1
Shimoga	0	0		1	0	1	1
Tumkur	0	0		1	0	1	1
Dakshina Kannada	0	0		1	0	1	1
Davanagere	0	0		1	0	1	1
Yadgir	0	0		1	0	1	1
Dharwad	2	2	0	23	0	1	23
Udupi	2	2	0	23	0	1	23
Uttara Kannada	5	5	0	23	0	1	23
Raichur	7	7	0	23	0	1	23
Chitradurga	4	4	0	23	0	1	23
Belgaum	6	5	0	23	0	1	23
Bagalkot	2	3	0	23	0	1	23
Bangalore	4	1	0	23	0	1	23
Total	33	29					

Labour Department							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	1165	1193	0	1	58	1	1
Ramanagara	379	379	0	1	37	2	2
Gadag	359	120	0	1	35	3	3
Bangalore Rural	316	160	0	1	35	3	3
Kolar	521	496	0	1	34	5	5
Dharwad	606	498	0	1	33	6	6
Uttara Kannada	430	422	0	1	30	8	7
Shimoga	478	492	0	1	28	10	8
Chitradurga	368	380	0	1	23	11	9
Davanagere	425	348	0	1	22	13	10
Bagalkot	334	319	0	1	18	15	11
Mandya	308	319	0	1	17	16	12
Hassan	298	298	0	1	17	16	12
Bangalore	2951	3213	0.3	23	31	7	14
Mysore	436	405	0	1	15	18	15
Chikkaballapura	147	126	0	1	12	20	16
Bellary	729	919	0.7	27	29	9	17
Bidar	181	194	0	1	10	21	18
Chikmagalur	120	136	0	1	10	21	18
Udupi	118	107	0	1	10	21	18
Bijapur	497	507	1	28	23	11	21
Yadgir	216	225	0.4	26	19	14	22
Haveri	118	167	0	1	7	26	23
Gulbarga	349	349	0.3	23	13	19	24
Chamarajanagar	17	32	0	1	1	29	25
Kodagu	8	7	0	1	1	29	25
Belgaum	510	528	0.2	22	10	21	27
Tumkur	284	287	0.3	23	10	21	28
Raichur	93	88	1.1	29	4	27	29
Koppal	55	35	5.7	30	4	27	30
Total	12816	12749					

(a)ESIC							
District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Bagalkot	0	0		1	0	1	1
Bangalore	0	0		1	0	1	1
Bangalore Rural	0	0		1	0	1	1
Belgaum	0	0		1	0	1	1
Bellary	0	0		1	0	1	1
Bijapur	0	0		1	0	1	1
Chitradurga	0	0		1	0	1	1
Dakshina Kannada	0	0		1	0	1	1
Davanagere	0	0		1	0	1	1
Dharwad	0	0		1	0	1	1
Gadag	0	0		1	0	1	1
Gulbarga	0	0		1	0	1	1
Hassan	0	0		1	0	1	1
Koppal	0	0		1	0	1	1
Mandya	0	0		1	0	1	1
Mysore	0	0		1	0	1	1
Raichur	0	0		1	0	1	1
Ramanagara	0	0		1	0	1	1
Shimoga	0	0		1	0	1	1
Tumkur	3	0		1	0	1	1
Udupi/	0	0		1	0	1	1
Uttara Kannada	0	0		1	0	1	1
Kolar	5	8	0	23	0	1	23
Total	8	8					

(b) Dept of Factories, Boilers							
District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	120	130	0	1	6	1	1
Bangalore	303	537	0	1	3	2	2
Davanagere	42	43	0	1	2	3	3
Dharwad	53	55	0	1	2	3	3
Gulbarga	38	53	0	1	1	5	5
Mysore	48	73	0	1	1	5	5
Raichur	13	1	0	1	0	7	7
Shimoga	11	14	0	1	0	7	7
Tumkur	2	11	0	1	0	7	7
Belgaum	28	46	0	1	0	7	7
Bellary	17	12	0	1	0	7	7
Total	675	975					

DPAR

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)
sachivalaya	25	22	27.3	1

Commerce & Industry							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Tumkur	284	283	0	5	10	1	1
Ramanagara	103	104	0	5	10	1	1
Udupi	100	99	0	5	9	3	3
Mysore	232	239	0	5	8	4	4
Uttara Kannada	102	102	0	5	7	6	5
Kolar	94	94	0	5	6	8	6
Hassan	117	115	0	5	6	8	6
Gadag	56	55	0	5	5	10	8
Chikmagalur	61	61	0	5	5	10	8
Bangalore Rural	50	50	0	5	5	10	8
Chamarajanagar	55	50	0	5	5	10	8
Belgaum	377	374	0.5	24	8	4	12
Haveri	65	69	0	5	4	14	13
Bangalore	730	736	0.8	25	7	6	14
Chikkaballapura	42	41	0	5	3	15	15
Koppal	51	49	0	5	3	15	15
Shimoga	67	65	0	5	3	15	15
Yadgir	25	25	0	5	2	19	18
Bidar	46	53	0	5	2	19	18
Bijapur	52	50	0	5	2	19	18
Kodagu	13	12	0	5	2	19	18
Mandya	56	58	3.4	28	3	15	22
Dharwad	0	0		1	0	27	23
Chitradurga	0	0		1	0	27	23
Dakshina Kannada	0	0		1	0	27	23
Bagalkot	0	0		1	0	27	23
Bellary	62	63	1.6	26	2	19	27
Gulbarga	52	51	13.7	30	2	19	28
Davanagere	36	36	2.8	27	1	25	29
Raichur	22	19	10.5	29	1	25	30
Total	2950	2953					

RDPR							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Uttara Kannada	5258	4899	0	1	375	3	1
Dharwad	36404	35300	0.3	10	2022	1	2
Gadag	5329	3663	0.8	15	532	2	3
Mandya	3775	3528	0.1	5	209	7	4
Dakshina Kannada	1921	1922	0	1	96	9	5
Haveri	5388	5029	0.6	14	359	4	6
Udupi	1688	1775	0.1	5	153	8	7
Davanagere	4528	4571	0.3	10	238	6	8
Bagalkot	1446	1443	0	1	80	10	9
Ramanagara	779	668	0.1	5	77	12	10
Gulbarga	6677	6118	4.2	24	267	5	11
Kodagu	389	325	0.3	10	77	12	12
Chikkaballapura	823	599	0	1	68	16	13
Chikmagalur	870	832	1.8	17	79	11	14
Tumkur	2020	2029	3.1	21	77	12	15
Hassan	1297	1185	1.9	18	76	15	16
Chamarajanagar	387	340	0.3	10	38	19	17
Chitradurga	587	602	0.2	8	36	20	18
Bellary	826	812	0.2	8	33	21	19
Koppal	524	422	1.7	16	40	18	20
Bangalore Rural	604	667	4.3	25	67	17	21
Kolar	290	270	2.6	20	19	23	22
Bidar	480	669	3.3	23	28	22	23
Shimoga	255	261	3.1	21	15	24	24
Bijapur	283	253	2.4	19	13	25	25
Belgaum	431	374	5.6	26	9	26	26
Mysore	118	95	11.6	27	4	27	27
Yadgir	32	63	42.9	30	2	28	28
Bangalore	148	108	14.8	28	1	29	29
Raichur	5	5	20	29	0	30	30
Total	83562	78827					

Revenue Dept							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Uttara Kannada	4765	2326	0	1	340	2	1
Chikkaballapura	3491	798	0	1	290	5	2
Hassan	6538	1387	7.9	13	384	1	3
Chamarajanagar	2584	44	2.3	5	258	7	4
Kodagu	1313	839	6.9	12	262	6	5
Mandya	5872	1142	12	17	326	4	6
Ramanagara	2546	75	6.7	11	254	8	7
Udupi	2692	1531	0.5	3	244	12	8
Chitradurga	5326	369	34.4	26	332	3	9
Gadag	2421	653	2.6	6	242	13	10
Bagalkot	4462	5252	11.7	16	247	10	11
Gulbarga	6168	4771	9.4	14	246	11	12
Tumkur	6455	3471	23.7	21	248	9	13
Haveri	3320	1509	6.4	9	221	18	14
Dharwad	3967	2888	5.6	7	220	19	15
Bijapur	4931	2503	18.8	19	234	16	16
Kolar	3602	6657	28.9	24	240	14	17
Shimoga	3939	3529	14.1	18	231	17	18
Raichur	4574	965	31.7	25	240	14	18
Davanagere	3909	7664	5.8	8	205	22	20
Belgaum	10098	6606	19.2	20	214	20	21
Dakshina Kannada	2296	655	1.4	4	114	29	22
Bidar	2818	1615	6.4	9	165	27	23
Yadgir	2278	3678	27.7	23	207	21	23
Mysore	4739	4183	10.4	15	163	28	25
Bangalore Rural	1810	227	45.8	27	201	23	26
Bellary	4332	6764	23.7	21	173	26	27
Chikmagalur	2176	31	48.4	28	197	24	28
Koppal	2551	15	60	30	196	25	29
Bangalore	8339	1804	50.8	29	87	30	30
Total	124312	73951					

Transport Department							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Udupi	4904	6096	0	1	445	5	1
Kodagu	2415	2672	0.2	7	483	4	2
Dakshina Kannada	10972	11415	0.6	17	548	2	3
Uttara Kannada	5849	5607	0.2	7	417	7	4
Bangalore	66060	66152	1.5	22	695	1	5
Shimoga	9183	8865	1.5	22	540	3	6
Dharwad	6870	7401	0.4	12	381	8	7
Haveri	4252	4200	0	1	283	13	8
Mysore	12147	12544	1.1	21	418	6	9
Belgaum	15822	15993	0.4	12	336	10	10
Davanagere	6139	6878	0.4	12	323	11	11
Mandya	5299	5690	0.3	10	294	12	12
Gulbarga	6501	6444	0.2	7	260	16	13
Chikkaballapura	3024	3456	0.1	4	252	18	14
Hassan/	4671	5178	0.5	15	274	14	15
Bangalore Rural	3426	3752	4	27	380	9	16
Bidar	4160	4649	0.1	4	244	19	17
Bagalkot	4848	4840	0.7	19	269	15	18
Koppal	2521	2774	0	1	193	26	19
Tumkur	6693	6569	2	24	257	17	20
Ramanagara	2367	2468	0.6	17	236	22	21
Bellary	5783	5796	0.3	10	231	25	21
Chitradurga	3842	4393	1	20	240	21	23
Yadgir	1621	1831	0.1	4	147	28	24
Raichur	4636	5340	2.6	26	244	19	25
Gadag	2322	2485	0.5	15	232	24	26
Chamarajanagar	2333	2325	4.7	28	233	23	27
Bijapur	3820	3952	2.3	25	181	27	28
Kolar	2012	2745	9.9	30	134	29	29
Chikmagalur	0	473	4.9	29	0	30	30
Total	214492	222983					

Women and Child Development Department							
District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chitradurga	815	815	0	4	50	1	1
Chikkaballapura	560	563	0	4	46	2	2
Haveri	696	587	0	4	46	2	2
Mysore	1204	1087	0	4	41	4	4
Davanagere	759	675	0	4	39	5	5
Bangalore Rural	339	332	0	4	37	6	6
Gadag	348	348	0	4	34	7	7
Dakshina Kannada	596	594	0	4	29	8	8
Dharwad	449	449	0	4	24	9	9
Koppal	298	297	0	4	22	10	10
Mandya	413	359	0	4	22	10	10
Ramanagara	191	191	0	4	19	13	12
Udupi	205	205	0	4	18	14	13
Kodagu	87	87	0	4	17	15	14
Shimoga	275	275	0	4	16	17	15
Bijapur	355	379	0	4	16	17	15
Hassan	252	267	0	4	14	20	17
Chamarajanagar	129	137	0	4	12	21	18
Bagalkot	150	149	0	4	8	22	19
Yadgir	92	92	0	4	8	22	19
Chikmagalur	228	228	0.4	28	20	12	21
Kolar	93	85	0	4	6	24	22
Raichur	0	0		1	0	27	23
Belgaum	817	816	0.6	29	17	15	23
Bidar	0	0		1	0	27	23
Gulbarga	0	0		1	0	27	23
Uttara Kannada	36	36	0	4	2	26	27
Tumkur	420	419	0.2	27	16	17	28
Bangalore	79	36	0	4	0	27	29
Bellary	104	108	0.9	30	4	25	30
Total	9990	9616					

Commercial Tax							
District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Dharwad	7809	8522	0	1	433	2	1
Dakshina Kannada	5912	6508	0	1	295	3	2
Bellary	3473	3288	0	1	138	6	3
Bangalore	91677	97986	0.1	14	965	1	4
Mysore	5612	5621	0.1	14	193	4	5
Belgaum	7083	8086	0.1	14	150	5	6
Bangalore Rural	618	502	0	1	68	12	7
Gadag	674	673	0	1	67	13	8
Davanagere	2060	2205	0.1	14	108	8	9
Ramanagara	876	893	0.1	14	87	9	10
Haveri	815	837	0	1	54	16	11
Bijapur	1146	1131	0	1	54	16	11
Udupi	1482	1835	0.3	23	134	7	13
Uttara Kannada	737	964	0	1	52	18	14
Bagalkot	918	902	0	1	51	19	15
Shimoga	1431	1402	0.4	25	84	10	16
Gulbarga	1872	1644	0.5	26	74	11	17
Raichur	1065	985	0.2	20	56	15	18
Koppal	787	850	0.5	26	60	14	19
Yadgir	344	396	0	1	31	25	20
Bidar	749	1184	0.1	14	44	21	21
Chikmagalur	291	372	0	1	26	27	22
Mandya	466	494	0	1	25	28	23
Chamarajanagar	135	179	0	1	13	30	24
Tumkur	1295	1318	0.5	26	49	20	25
Chitradurga	544	582	0.2	20	34	24	26
Kodagu	206	199	0.5	26	41	23	27
Hassan	478	436	0.2	20	28	26	28
Kolar	650	644	0.6	30	43	22	29
Chikkaballapura	284	304	0.3	23	23	29	30
Total	141489	150942					

Urban Development:

BDA							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Bangalore	498	228	0.9	1	5	1	1

BWSSB:

Bangalore	884	646	12.5	1	9	1	1
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BBMP:

Bangalore	9315	9276	5.6	2	98	1	1
Bangalore Rural	0	0		1	0	2	2

City Corporation (Other than BBMP)

Dakshina Kannada	2561	2581	0	1	128	1	1
Dharwad	1614	1539	0.2	2	89	2	2
Davanagere	1247	1329	0.5	3	65	3	3
Belgaum	2701	3106	1.2	4	57	4	4
Mysore	1669	1749	1.9	5	57	4	5
Gulbarga	988	1208	7.5	7	39	6	6
Bellary	618	660	4.4	6	24	7	7
Total	11398	12172					

TMC							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Kolar	1218	1244	0	1	81	1	1
Dakshina Kannada	1393	1612	0	1	69	3	2
Chitradurga	927	968	0	1	57	5	3
Bagalkot	1012	1044	0	1	56	6	4
Uttara Kannada	762	775	0	1	54	7	5
Gadag	779	847	0.7	16	77	2	6
Bangalore Rural	581	531	0.2	12	64	4	7
Chikkaballapura	546	571	0	1	45	12	8
Belgaum	2404	2479	0.1	10	51	9	9
Haveri	772	782	0.1	10	51	9	9
Udupi	576	632	0.3	14	52	8	11
Ramanagara	504	502	0.2	12	50	11	12
Mandya	680	668	0.3	14	37	13	13
Chamarajanagar	167	187	0	1	16	20	14
Hassan	544	610	1.3	18	32	14	15
Mysore	857	974	3.8	24	29	15	16
Dharwad	208	200	0	1	11	25	17
Chikmagalur	294	290	1.7	20	26	17	18
Davanagere	197	198	0	1	10	26	19
Bellary	486	550	1.3	18	19	19	20
Tumkur	548	597	2.2	21	21	18	21
Bijapur	581	583	4.6	26	27	16	22
Bidar	252	281	0.7	16	14	23	23
Yadgir	185	190	16.3	28	16	20	24
Gulbarga	387	402	4.5	25	15	22	25
Shimoga/	220	203	3	22	12	24	26
Koppal	107	97	6.2	27	8	27	27
Bangalore	303	295	3.4	23	3	29	28
Raichur	162	217	23.5	29	8	27	29
Total	17652	18529					

Chapter 2

Field Visit

SHIMOGA REPORT

I. Shimoga District HQ & Taluk and its offices

1. **Helpdesk at CMC office – 9.55am to 10.20am.** It was observed that the Helpdesk was not functional even at 10.20 when I left the office. However, the very next helpdesk for Issue of Birth/Death Certificate was functional right from 9.55am. These were CMC staff. When I enquired with some citizens, they say that the Helpdesk is normally open, but only after 10.30am.

Action Point: Spoken to the staff and warned of action if this trend continues. DITC to do a mid-week surprise check and report back to Mission.



CMC helpdesk with no staff at 10.16 am on 23 Feb 2013.

2. **Public Health Centre at KOTE _ Dr Uma Giriswamy:**
 - a. The flows of patients are high on Mondays & Thursdays. This trend is normally across the state
 - b. Most citizens do not carry original documents that are required - but they demand for certificates right then and there. This puts the staff into great difficulty. The Doctor and staff felt that awareness as to what to carry as documents is highly required. The officials mindset is not to send them back as they are

women who have just delivered or old citizens who cannot come back. Hence IEC activities need to be stepped up in form of posters etc.

- c. Shortage of Staff – currently there is one JHA (Junior Health Assistant) to assist every 10000 citizens, however the norm is one JHA per 5000 citizens. Added to this, Projects like NRHM, Sakala as well as visits to other areas add to a lot of work pressure and updating of registers takes a beating. Currently pharmacists enter the data.
- d. There is a position called ‘Block Project Manager’ – these posts could be filled in order to ensure all the administrative tasks are carried out by these persons so that Doctors could work on their basic function of taking care of patients.

Suggestions: There could be a team of 2-5 DEOs that could be appointed per Taluk to assist in the data entry , depending on the traffic of patients. These DEO will be a ‘Moving team’ which will visit each PHC and help in Data entry of each PHC. It should not take over 2 hours per PHC to carry out the job. This way, Doctors can do what they are meant to. Since there is a spike of patients on Mondays & Thursdays – Doctors/Staff from Ayush can come over to help out the PHCs. The help can be in the role of an assistant.

3. Nemmadi Consultant's Issues:


To the existing 36 Nemmadi centres, there are 6 more that are added. This is causing confusion in the reporting. These 6 new Nemmadi centres do not merge with the existing reports, this needs to be sorted out. UPS and Solar back up is yet to reach – this has been informed to Addl. Director Ms. Arundati.

4. CMC office – DC office Compound: As per the process, Sanction of building plans is done jointly by the CMC as well as SUDA (Shimoga Urban development Authority) .However, the officials feels that delay in this specific service is caused due to deviations or actual verifications at the site (which is a common feature in all CMCs). Sometimes the delay is caused by SUDA in delivering the papers to CMC back. Referring back to service Procedures, SUDA is expected to return back with its report in 11 days out of the 30 days provided for this service.

Action Points: CMC Shimoga to list out all the cases of delay over 11 days by SUDA and follow up with a letter. Copy to DITC. DITC will help in training SUDA officials if required in concurrence with CMC.

5. Commercial Tax office Shimoga- Sagar Road Shimoga: Review of the actual register with details of Rejections were verified by the Mission. Some points noted were:

Some of the common reasons for rejections are duplicate applications for the same service, Wrong commodity entered, Wrong state code entry, Insufficient entry of taxes(wrong amounts) Incorrect TIN etc. The Officials there explained the process and they were highly knowledgeable of what they were doing. It appears like the rejection is purely due to citizens and the software design and definitely not due to discretion by the officials. They were doing their best and they even explained how they carry out verification process before rejection.

 ಕರ್ನಾಟಕ ಸರ್ಕಾರ GOVERNMENT OF KARNATAKA ವಾಣಿಜ್ಯ ತೆರಿಗೆ ಇಲಾಖೆ COMMERCIAL TAXES DEPARTMENT E-FILING SYSTEM									
MainPage		GSC Rejected List						SignOut	
Report Style <input type="radio"/> Summary <input checked="" type="radio"/> Details									
Type <input type="radio"/> VAT/CST Registrations <input checked="" type="radio"/> Statutory Forms <input type="radio"/> PT/ET/UT Registrations <input type="radio"/> No Dues Certificate									
LVO LVO 220 - Shivamogga									
Rejected Date 23/02/2012 To 23/02/2013									
Sl. No	GSC No	GSC Date	TIN	Name	Ack No	Ack Date	Rejected Date	Reason	
501	CT0010001407075	13/12/2012	29600643180	KAMADENU,	5228182	22/12/2012	19/12/2012	already approved	
502	CT0010001407076	13/12/2012	29600643180	KAMADENU,	5228019	13/12/2012	14/12/2012	incomplete	
503	CT0010001330124	27/11/2012	29490007357	VIJAYA MOTOR SALES AND SERVICE	5151805	27/11/2012	06/12/2012	double entry	
504	CT0010001330125	27/11/2012	29490007357	VIJAYA MOTOR SALES AND SERVICE	5151805	27/11/2012	06/12/2012	incorrect state	
505	CT0010001446828	22/12/2012	29400007261	PRABHU & CO MANDI MERCHANTS	5268242	22/12/2012	28/12/2012	as per dealer request	
506	CT0010001407259	13/12/2012	29600643180	KAMADENU,	5228289	13/12/2012	19/12/2012	as per dealer request	
507	CT0010001323338	27/11/2012	29240000674	SUDHA TRADERS	5135719	24/11/2012	27/11/2012	incomplete	
508	CT0010001464947	27/12/2012	29370263794	MALHAD JYOTHI GAS PVT. LTD.,	5247133	18/12/2012	28/12/2012	already approved	✓
509	CT0010001494931	04/01/2013	29030014982	CHAND AND COMPANY	5316675	04/01/2013	05/01/2013	incorrect tin	
510	CT0010001446700	22/12/2012	29400007261	PRABHU & CO MANDI MERCHANTS	5268084	22/12/2012	28/12/2012	as per dealer request	
511	CT0010001308899	23/11/2012	29460003154	CHIDAMANDA TRADERS	5129015	23/11/2012	27/11/2012	incomplete	✓
512	CT0010001308910	23/11/2012	29460003154	CHIDAMANDA TRADERS	5129014	23/11/2012	27/11/2012	incomplete	
513	CT0010001446643	22/12/2012	29400007261	PRABHU & CO MANDI MERCHANTS	5268041	22/12/2012	28/12/2012	as per dealer request	
514	CT0010001446791	22/12/2012	29400007261	PRABHU & CO MANDI MERCHANTS	5268131	22/12/2012	28/12/2012	as per dealer request	
515	CT0010001446792	22/12/2012	29400007261	PRABHU & CO MANDI MERCHANTS	5268210	22/12/2012	28/12/2012	as per dealer request	
516	CT0010001446793	22/12/2012	29400007261	PRABHU & CO MANDI MERCHANTS	5268183	22/12/2012	28/12/2012	as per dealer request	
517	CT0010001446794	22/12/2012	29400007261	PRABHU & CO MANDI MERCHANTS	5268173	22/12/2012	28/12/2012	as per dealer request	
518	CT0010001576533	22/01/2013	29830620404	SRIDEVI RICE INDUSTRIES	5401083	22/01/2013	01/02/2013	double entry	
519	CT0010001623677	29/01/2013	29580010266	GRAND AUTOMOBILES	5452894	29/01/2013	31/01/2013	double entry	
520	CT0010001576604	22/01/2013	29830620404	SRIDEVI RICE INDUSTRIES	5401234	22/01/2013	01/02/2013	double entry	
521	CT0010001576686	22/01/2013	29830620404	SRIDEVI RICE INDUSTRIES	5401294	22/01/2013	01/02/2013	double entry	
522	CT0010001607961	26/01/2013	29130000377	SREE VEERABHADRESHWARA GLASS & FRAME WORKS	5435820	26/01/2013	28/01/2013	incorrect tin	✓
523	CT0010001631255	30/01/2013	29940000077	VISVESVARAYA IRON AND STEEL PLANT	5459393	02/02/2013	01/02/2013	incorrect tin	
524	CT0010001561491	19/01/2013	29060000367	SRI ANNAPURNA SILK HOUSE	5385019	19/01/2013	21/01/2013	double entry	✓
525	CT0010001508547	05/01/2013	29360000396	SUPER SHELLS	5322338	05/01/2013	07/01/2013	double entry	

Suggestions: It appears that the usage of the online e Sugam is a highly complicated one. To one of the dealers that I got to speak by phone, he mentioned that a highly qualified person is a MUST to enter data correctly, failing which there could be reasons cited above for rejections.

The design of the system could be reviewed in terms of simplifying it, for instance if the wrong TIN number is given , there should be a pop up message "Are you sure you have entered the TIN correctly?" or the entry of the state code is a very simple verification that could be done. Listing of commodity based on the first few characters of the Registration number should reveal the commodity etc. A few officials within the department and a few dealers could come together the portal development team to rectify these issues, which should eventually make the usage simple and easy to use. It is best to be reviewed at the earliest.

The department could organise online training or hand out user manuals to every dealer to reduce instances of rejections by preparing a document and uploading in the website to be printed by every user.

A very Clear board giving details of the services and the charter as published in the CT office at Shimoga was seen.

II. *Location name: Nidige – outskirts of Shimoga:*

1. Visit to the Village accountant's office: The office visit reveal the following: The office was closed with no information of why the revenue department official was not present. When we spoke to a few citizens who had come all the way from about 35 kms to obtain a service, they said they have come for the second or the third time and this is what they have always seen. They were frustrated.



The citizens travel from far off places where there are no direct buses either, just to wait and go back empty handed!

Some citizens also confirmed stating that the officer is never present most of the time and he is not bothered either. How is attendance of such employees monitored? The post office very next to this office was working with full zeal!

Action Point: The Department/District Administration may please initiate action against the official Sri. Harshavardhana – VA, after a hearing. While, we understand that the specific day was an election busy day, but the normal trend is the same is the general opinion.

2. Ayush Department: Visiting the Ayush office in Nidige revealed that there are about 17 patients who come to the clinic on a daily basis. These patients visit for

general medicines such as for cold, cough and Asthma. Services under Sakala is either very low or Nil. The work load is very low for the assistant and he is rarely seen in the office. An Anganwadi was being run currently as the Anganwadi was currently under repair. The Doctor was away for a meeting.



The Ayush Centre at Nidige:

Suggestion: As suggested earlier, the Ayush Office staff & Doctor could be used to assist the PHC during the peak days of Mondays and Thursdays. One more observation is that the Ayush Centres are located about 6-8 kms away from the PHC. Could there be a reorganisation of these? Since most of the Ayush visitors are not or emergency services per se (as in PHC, where Delivery cases and emergency first aid cases do arrive) It may be logical to group these and preferably have some Ayush centres merge with PHC permanently. As of now, there are 135 PHCs and 34 Ayush Centres across the District.

3. Panchayat Office – Nidige:

A Visit to the Panchayat office at Nidige revealed that about 3-4 applications per day come to them mostly for Alteration to Assessment list. However, the System operator refused to show registers and GSC acknowledgements issued so far (She said it was locked by the PDO). She says that Power is a big issue and could not show us the live system either, as power was not there. I wanted to verify the Panchatantra and Sakala system for reconciliation. The PDO was not in the office at the time of visit. The DITC login revealed that these applications are NOT entered!

BYPASS!

s.no	Office	GSC No	GSC Date	Service	Applicant Name	Mobile	Status
1	GRAMA PANCHAYAT OFFICE,NIDHIGE	PRO011000004448	26/04/2012 00:00:00	BUILDING LICENCE	ಕತೇಶಿಯಾ ಕಮಲಾವತಿ	9060957379	Approved
2	GRAMA PANCHAYAT OFFICE,NIDHIGE	PRO011000014485	24/05/2012 00:00:00	GENERAL LICENCE (TRADE LICENCE)	ಗೋವಿಂದನಾಯ್ಕ	9845665131	Approved
3	GRAMA PANCHAYAT OFFICE,NIDHIGE	PRO011000040060	21/07/2012 00:00:00	BUILDING LICENCE	ಶ್ರೀಮತಿ.ಜಯಲಕ್ಷ್ಮಿ	9611394902	Approved
4	GRAMA PANCHAYAT OFFICE,NIDHIGE	PRO011000081525	10-03-2012 00:00	ALTERATION TO ASSESSMENT LIST	ಸುವರ್ಣಮ್ಮ	9880799583	Approved
5	GRAMA PANCHAYAT OFFICE,NIDHIGE	PRO011000153134	01-03-2013 00:00	MAINTENANCE OF DRINKING WATER	ಪ್ರಕಾಶ	9480451787	Approved
6	GRAMA PANCHAYAT OFFICE,NIDHIGE	PRO011000153139	01-03-2013 00:00	MAINTENANCE OF VILLAGE SANITATION	nc ಚಂದ್ರಬಾಬು	9480451787	Approved

Overall there are only 6 Applications received under this office as per records – which are not possible by what the systems operator updated. Review needed.



The State of the Display board as seen in the Panchayat office.

4. Notes enroute Shimoga – Vidyanagar – Working of Nemmadi centre, Info dept

Enroute Nidige towards Shimoga, we passed through a place called Vidyanagar. The place houses a Nemmadi centre which is very well located and managed. The advertisement for Atalji Janasnehi Kendra is very good. At prominent location the hoardings are placed and boards are neatly placed like Bus stops, junctions, market places etc. This is not the case with Sakala boards!



The Atalji Jansnehi Centre at Vidyanagar – Shimoga

5. Information Department: We saw a very prime located Hoarding belonging to the Information department which was unused. It will be great if the department can use these spaces to generate awareness for Sakala. This is right on the road between Bhadravati & Shimoga and there is a very high traffic density. Perhaps Info department could get a count of all such empty spaces as of date & fill them up with Sakala info. A huge logo of Sakala, Call centre number and website address will be enough to create a big impact (as this is a highway and people may not stop to read).



III. Sagar

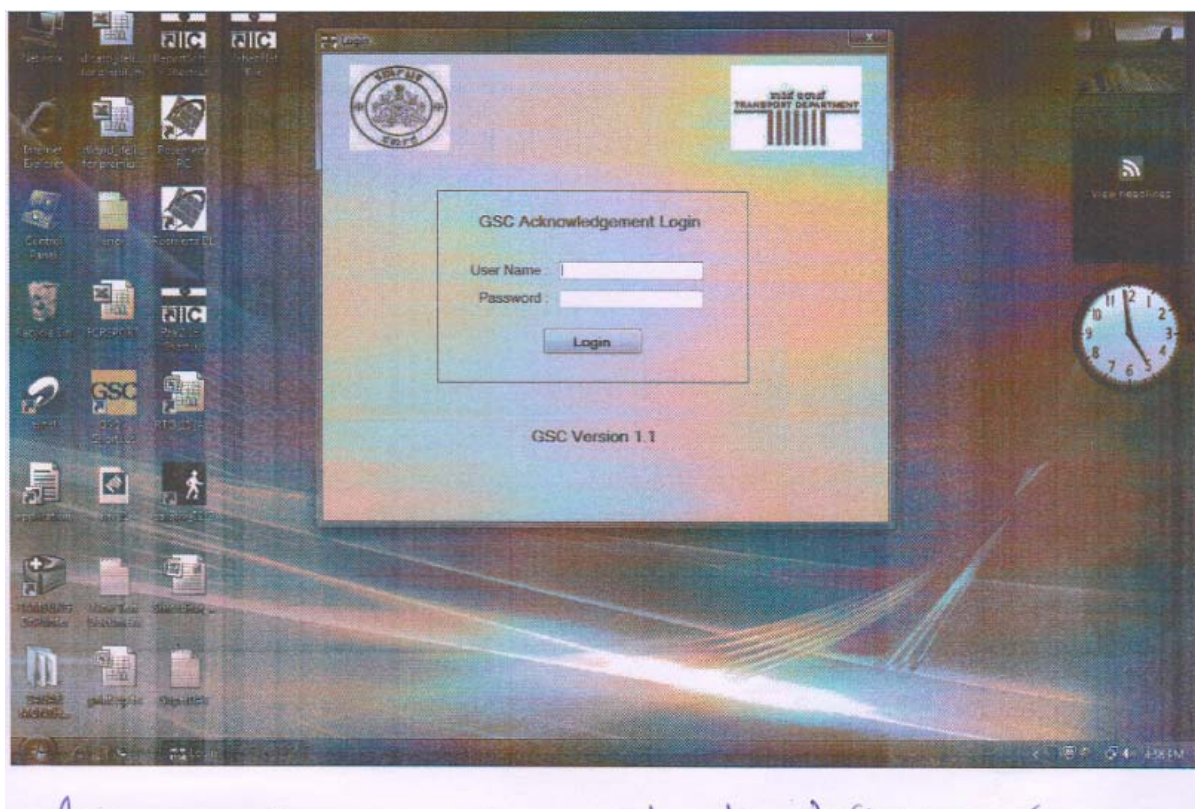
1. RTO Office – Sagar

On Visiting the RTO office at Sagar, we met the Sri. DharmeGowda – ARTO and the following points were discussed in the meeting. We also had one of the consultants from the Transport department who joined in.

1. Multiple Camps are conducted for LL issue across the district, which brings in close to about 300 applications per day on an average for all services.
2. Presence of only one Data entry operator to do all these tasks is very difficult. The process is designed in such a way that multiple logins are required for getting one transaction completed. For instance

Hypothecation and dehypothecation when transfer of ownership is a service. The design is to ensure that no frauds happen. But the point here is that the staffs is not enough to do these tasks!

3. Availability of Systems is another issue. The transport department entries, Sakala Entries are all done from one single system. This makes one person wait for another to complete and take up his work. This may need an urgent resolution by the department to provide one system and staff.
4. KSWAN is really weak, we were told. It is intermittent and connection problems caused more time delays.
5. A Unique software called "GSC" is in operation in the office. This basically updates the Sakala system from Vaahini/Saarathi, I am told. However, the biggest glitch that we observed here is that there are no credentials for accepting, rejecting or any action that one can mandate and this is across designations. Screenshot of the system was obtained and attached for reference. This needs immediate verification and review.



The System opened without any credentials!!

Action Points/Suggestions:

1) State IT consultant and NIC to look into the *GSC software issue*.

2) The department should review the staff requirements and augment, where required. Staffing should be a certain percentage of vehicle density for that area for RTO. This way, the workload is also balanced. Same principle can be applied for other departments too.

2. Helpdesk review: The Sagar Helpdesk is handled by two young persons. They are highly enthusiastic and they have a good understanding of the Sakala process. I personally saw them answering some Qs to citizens and overall they seem to be of good help to the administration also. They said they helped the AC whenever they needed. They have prepared their own notes for answering queries.

1. Most of the Queries to the Helpdesk come for Ration Cards, Adhaar Cards, Voter ID, obtaining previous records (from the record room) , guidance for obtaining Encumbrance certificates etc.
2. No help from Nagaraj or anyone else. They have been self learners.
3. Salary for the Months of June to November has been paid, they are not too sure of the Salary from December onwards.
4. They said that they do not get any funds specifically for Cartridge or paper (part of the 2000/- for stationary needs. Though they get paper from the

Tahsildhar office, other aspects such as funds for carrying out propaganda, pamphlets printing or other unique programs could be undertaken.

5. Mission has advised that since they are 2 of them in the Helpdesk, they could work out a plan to ensure one of them does outside propagation while the other sits in the helpdesk counter to cater to citizens. They could share their plans for any guidance.

3. Keonics issues.

- As in other locations, KEONICS has seldom paid its staff in time. The employees whom I met at various offices who work for KEONICS complain that payment of salary is delayed up to 2 months and sometimes up to three months.
- Keonics has also huge deductions in the agreed salary Vs actual paid Salary. For a Technical Person the agreed salary is 15000/- he is just paid 11000/- and that too after a delay of over 3 months. Salary agreed for 11000 gets paid 7000/-. The employees are highly frustrated and de-motivated lot.
- Keonics does not directly appoint staff under itself. It outsources to another agency who cuts its commission, Keonics gets its commission and then the staff are ultimately paid!

When Mission staff called the selected candidates for the post of DEO (after the DEO Test for Sakala) each one had only one Q – *Is this appointment through Keonics – If yes, we are not interested*. This is the public standing of Keonics in the eyes of the public. Seems true with the 3 district visits – the issue is common across all places. The Management may please take cognisance of this problem as this is seriously impacting the morale of staff. **Mission instructions are very clear- Keonics is eligible for 12% service charge from Mission, not staff.**

IV. Meeting with the DC and ADC – Review points

The following points were discussed with the Respected DC.

- The DC admitted that he was not happy with the number of applications from the district. He said he has already had a review meeting with each of the department and given strict instructions for improving not only numbers but also quality of services under Sakala.
- He said he targetted Shimoga to be Ranked # 1 by March.
- He felt that Technical issues with Nemmadi/Atalji has dogged for some time and this should be resolved at the earliest. Integration issues seem to be a bottleneck. This should be given top priority.
- He felt that DITC can be given delegation of tasks to track and monitor issues such as duplication of GSC numbers, and overall monitoring & other verification tasks. This will give a more focused approach on districts and strengths and weaknesses can be addressed quickly.

- The DC also suggested that any delay in delivering a service should be compensated, irrespective of whether the Citizens claims or not. **The default claimant for delayed service should be the DC, as the authorised representative of the public.** The DC would have a central account which will house the funds collected. The funds will be used for Sakala purposes only. He felt that since citizen participation on the compensation part was so less (referring to 7 claims so far for the entire state) this would be a good model to ensure accountability and people will wake up and claim it themselves and make Sakala more effective and punitive.

V. Request to the DC:

1. A better place of work for the DITC – currently working from a small place within the helpdesk space, which is inconvenient.
2. Salary Payment to Helpdesk & DITC: The helpdesk got their salary at one go for the months of June to November in December 2012 – this was after working for 6 months without salary! It will be great if salary is paid out before the 10th of the month to both DITCs as well as Helpdesk. The DC may please instruct respective Tahsildhar to streamline the process and hasten the payouts.
3. Release of the funds for pamphlet printing and innovations for the helpdesks. Since the salary alone is paid, the helpdesks are unable to do anything innovative. This may please be looked into.
4. Action on Sri. BL Nagaraj, who demands commission from helpdesk staff @ Rs 500/- per month out of their salary.

VI. Other Observations: (Technical)

1. The Bhoomi Consultant required some clarifications – Referred the issue to State IT consultant for resolution.
2. The Nemmadi issues have been updated to Sri Chandrasekhar – State IT consultant.
3. The RTO software issue needs advice/Resolution by State IT consultant.
4. Technical issues faced by the Nadakacheri operator needs to be sorted by State IT Consultant.
5. Telephone numbers and screenshots/relevant documents provided to State IT Consultant for further advice/Action.

2) Chitradurga Report:

Here are some citizen centric grievances observed during SAKALA MISSION's visit to two villages in Chitradurga taluk (villages : Belagatti & Gonuru)

1. An ENGLISH report was pasted in ration depot mentioning the families whose ration cards had been cancelled/suspended. Then I checked about this with FI, he said there is no PROVISION in SW to get this report in KANNADA.

2. There was a "REASON FOR REJECTION/SUSPENSION" column in the report, out of 150 records I verified ONLY 10 records had reasons, rest being EMPTY, FI says he is NOT aware why system gives such INCOMPLETE reports

3. The reasons data was like "NO POWER", which FI himself couldn't explain what it means, so he can't inform citizens on why their RC is REJECTED/SUSPENDED

3. When I asked FI, how can a citizen gets enrolled back he said he is NOT aware of that process, so obviously he can't HELP citizens in getting back into the PDS system. EVERYONE there WANTED to know how to get enrolled,

4. Coming to the PDS for the rest, it was full of irregularities, viz

a) Unclear amounts & weights mentioned in the bills (for many citizens bills itself NOT given) denied change & more amount taken.

b) Ration Card entries irregular/incorrect

c) Quoting supply shortage, most of the time CLOSED ration shops.

d) Mismatching data with FI & vendor on released supplies.

Chapter 3

Taluk Ranking

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))
Honavar	6848	6428	0	18	428	12	1
Ankola	3430	3048	0	12	343	15	2
Karwar	9080	8968	0.1	31	605	9	3
Kalghatgi	15128	14243	0.2	40	1008	6	4
Dharwad	21946	20355	0.3	51	914	7	5
Navalgund	8885	8380	0.3	49	467	10	6
Puttur	9249	9155	0.1	33	330	17	7
Yelbarga	8005	7378	0	19	307	23	8
Ramanagara	10647	10244	0.3	50	409	13	9
Madikeri	6327	6381	0.4	55	451	11	10
Sirsi	5882	5655	0.2	39	326	18	11
Haliyal	3230	2748	0	11	293	30	12
Kumta	4451	4179	0	16	296	28	13
Bangalore East	62412	64567	1	85	6934	1	14
Mandya	15884	15087	0.4	56	387	14	15
Hubli	18854	20587	0.9	80	1346	4	16
Somvarpet	6150	5889	0.3	47	307	22	17
Mangalore	33576	33150	0.5	62	342	16	18
Kundgol	10149	9905	1	84	634	8	19
Bangalore South	102142	104423	1.4	99	5674	2	20
Chikkaballapura	6019	5643	0.1	29	286	35	21
Udupi	15793	16762	0.1	34	282	37	22
Chitradurga	12565	11487	0.5	61	299	26	23

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))
Supa	1125	1080	0	2	225	53	24
Koppal	9413	9082	0.1	32	254	42	25
Sakleshpur	3732	3459	1	82	311	21	26
Channapatna	7672	7018	0.6	67	295	29	27
Gadag	10388	9474	0.5	60	288	33	28
Byadgi	3534	3089	0.2	37	252	44	29
Haveri	8072	7655	0.6	68	288	32	30
Yellapur	1444	1296	0	4	206	60	31
Bangalore North	64196	60686	3	138	2139	3	32
Gudibanda	964	786	0	1	192	65	33
Anekal	66543	66015	3.6	143	1330	5	34
Kanakapura	8649	7784	0.3	48	247	46	35
Mundargi	2954	2423	0.2	36	227	52	36
Magadi	4767	4146	0.3	45	238	49	37
Bagalkot	8784	8847	1.9	115	313	20	38
Kundapura	8262	8105	0.1	30	211	58	39
Virajpet	5293	5214	0.8	76	264	39	40
Siddapur	1707	1592	0	6	189	69	41
Maddur	5962	4926	0.1	28	205	61	42
Tumkur	17989	16826	1.8	114	304	25	43
Ramdurg	5465	4962	0.3	46	218	55	44
Sidlaghatta	3840	3449	0	14	182	72	45
Shiggaon	3624	3424	0.2	38	201	62	46
Hassan	11205	10656	1.5	104	287	34	47

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))
Bhatkal	2982	2756	0.1	23	186	70	48
Sagar	6113	6126	2.7	131	305	24	49
Karkal	3875	3725	0.1	26	184	71	50
Tiptur	6440	6380	2.1	122	292	31	51
Nelamangala	6489	6175	5.2	152	324	19	52
Shimoga	14992	15587	2.9	136	299	27	53
Mysore	31923	33163	1.4	98	251	45	54
Hospet	11896	13259	1.9	116	258	41	55
Mudhol	7423	6959	2.4	128	265	38	56
Hunsur	7396	7209	2.2	126	264	40	57
Chamarajanagar	8463	7644	1.6	108	241	48	58
Jamkhandi	8968	11070	0.6	69	190	67	59
Devadurga	6468	5604	1.6	107	231	51	60
Hole Narsipur	2833	2381	0.1	21	157	88	61
Sringeri	593	500	1	81	197	64	62
Belgaum	27225	28910	3.9	147	286	36	63
Channarayapatna	4527	3677	0.3	44	167	81	64
Beltangadi	4092	3683	0.1	25	157	90	65
Davanagere	17210	23454	2.9	137	253	43	66
Nargund	1908	1542	1.1	86	190	66	67
Chikmagalur	6210	6022	1.5	103	207	59	68
Yelandur	1213	903	0.1	20	151	97	69
Malavalli	4276	3200	0.1	24	152	96	70
Nagamangala	3615	3233	1.6	105	200	63	71

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))
Gulbarga	15851	15910	1.3	94	190	68	72
Mundgod	1451	1241	0	3	145	107	73
Alur	1438	1112	0.9	78	179	75	74
Raichur	10650	10533	2.2	127	217	56	75
Bantval	5807	5479	0	17	148	104	76
Heggadadevankote	4383	3744	0.8	74	168	80	77
Narasimharajapura	940	808	0.4	52	156	91	78
Bagepalli	2594	2188	0	10	144	109	79
Gauribidanur	4205	3609	0	15	145	108	80
Bellary	18990	21482	7.3	161	243	47	81
Chintamani	4266	3760	0.1	27	147	106	82
Bidar	7683	9667	1.2	88	167	82	83
Turuvekere	2882	2655	1.7	110	180	73	84
Devanahalli	4499	4069	5.7	157	224	54	85
Sulya	1924	1755	0	9	137	118	86
Krishnarajpet	4701	3806	1.8	113	180	74	87
Hosakote	5811	5376	5.3	155	215	57	88
Pandavapura	3178	3200	1.7	111	176	76	89
Kolar	8936	10668	16.4	174	235	50	90
Tirumakudal – Narsipur	4915	4922	2	119	169	79	91
Harihar	4044	4391	1.6	106	161	86	92
Arsikere	4447	3620	0.4	54	143	110	93
Malur	3494	3765	1	83	151	98	94
Ranibennur	4076	3367	0	13	123	128	95

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))
Gangawati	6973	6311	1.3	93	151	99	96
Mudigere	1799	1523	1.3	89	149	101	97
Mulbagal	3937	4294	2	118	157	89	98
Afzalpur	3791	2914	4.2	148	172	78	99
Holalkere	2138	1608	0	7	106	140	100
Hungund	5297	5218	3.6	142	165	83	101
Chikodi	9973	9298	2.9	135	160	87	102
Badami	4896	4365	1.5	101	148	102	103
Bhalki	3561	3150	0.4	53	131	123	104
Tarikere	2962	2590	0.5	59	134	121	105
Shrirangapattana	2944	2347	7.5	162	173	77	106
Bailahongal	5648	5900	1.5	102	148	103	107
Jagalur	2761	2273	4.9	150	162	84	108
Piriyapatna	3652	3280	2.2	125	152	95	109
Kadur	3358	2862	0.3	43	115	132	110
Kollegal	3615	2687	0.1	22	103	142	111
Gokak	9252	8871	2.1	123	151	100	112
Bijapur	10885	10726	3.4	139	153	94	113
Aurad	2446	1468	0	5	90	152	114
Challakere	3999	2701	0.3	42	111	139	115
Aland	4419	4027	0.8	75	129	125	116
Savanur	2173	2241	1.2	87	135	120	117
Hosdurga	2060	1616	0	8	89	154	118
Jevargi	4053	3546	1.4	97	139	116	119

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))
Channagiri	3186	2559	0.3	41	106	141	120
Gubbi	4216	4539	12.8	172	162	85	121
Krishnarajanagara	2473	2171	0.2	35	98	145	122
Koratagere	1915	1921	0.7	71	119	130	123
Sindhur	5175	4367	1.3	92	132	122	124
Bilgi	2497	2478	8	165	156	92	125
Kushtagi	3196	2602	0.6	66	114	135	126
Shorapur	6338	6378	11.4	167	154	93	127
Hiriyur	3124	2188	0.7	72	111	137	128
Kunigal	2743	1989	1.4	96	124	127	129
Bhadravati	4705	4125	2.9	134	142	111	130
Shikarpur	3330	2815	2.1	120	138	117	131
Belur	2137	1748	1.3	91	118	131	132
Yadgir	5565	6915	3.5	141	142	112	133
Srinivasapur	2955	3925	6.2	159	147	105	134
Shirhatti	2821	2207	3.7	145	141	113	135
Hangal	2609	2422	0.7	73	100	144	136
Ron	2369	1585	0.5	57	91	151	137
Koppa	1020	971	2.2	124	127	126	138
Sedam	2963	2550	5.3	153	141	114	139
Siruguppa	2448	2357	0.6	65	90	153	140
Sira	4362	4084	5.3	154	140	115	141
Hosanagara	975	808	0.6	63	88	156	142
Gundlupet	1943	1624	0.6	64	88	158	143

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))
Tirthahalli	1666	1468	2.9	133	119	129	144
Bangarapet	5909	6562	4.5	149	131	124	145
Muddebihal	3222	3137	2.1	121	111	138	146
Indi	3175	1863	0.5	58	75	166	147
Dod Ballapur	3966	3621	16.7	175	136	119	148
Harapanahalli	2787	2013	1.7	109	92	150	149
Chiknayakanhalli	2398	2253	5.1	151	114	134	150
Lingsugur	3883	3112	2.7	130	102	143	151
Pavagada	2027	1586	1.3	90	84	161	152
Hadagalli	1750	1531	1.4	95	87	159	153
Arkalgud	2292	1353	8.7	166	114	133	154
Hagaribommanahalli	1204	803	0.9	77	63	172	155
Chitapur	4574	4170	7.5	163	114	136	156
Raybag	3120	3320	1.5	100	78	163	157
Homnabad	1717	1529	0.7	70	52	176	158
Basavakalyan	2158	2059	0.9	79	63	173	159
Savadatti	3316	2589	3.5	140	94	148	160
Honnali	2170	2031	6.2	158	94	147	161
Hirekerur	1584	1202	1.8	112	68	171	162
Hukeri	2744	2849	2	117	70	169	163
Chincholi	2390	2960	12.9	173	95	146	164
Kudligi	2455	1897	2.8	132	76	164	165
Madhugiri	2408	2094	12.8	171	92	149	166
Athni	3951	3585	2.6	129	75	167	167

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))
Khanapur	2145	2113	5.4	156	85	160	168
Sorab	1773	2063	7.9	164	88	157	169
Shahpur	3233	3669	21	176	89	155	170
Nanjangud	2884	2195	6.3	160	75	165	171
Molakalmuru	1112	881	12.3	169	79	162	172
Basavana Bagevadi	2133	2120	3.7	144	62	174	173
Sandur	1421	1285	3.9	146	52	175	174
Manvi	2774	2387	12.5	170	74	168	175
Sindgi	2711	2185	11.5	168	69	170	176
Yelahanka	1506	613	30.3	177	30	177	177

Chapter 4- Call Centre Report

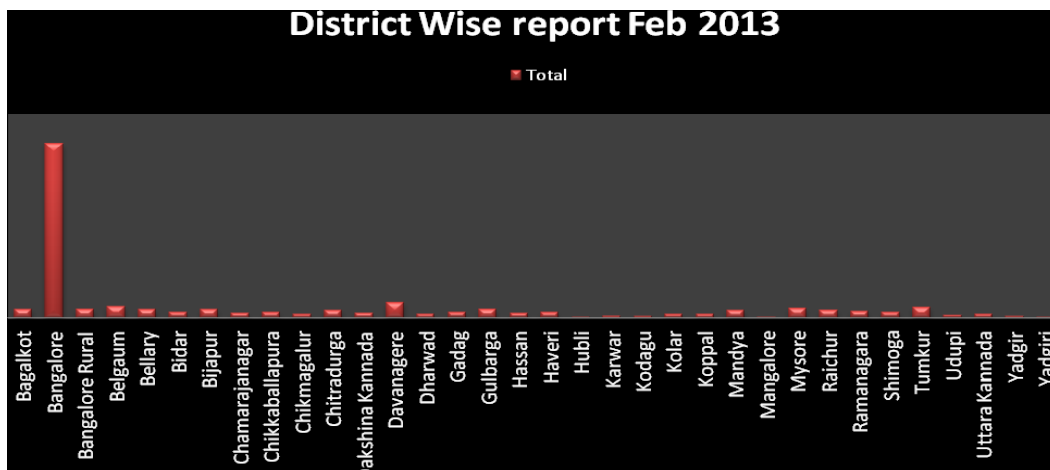
The Call Centre – 080 4455 4455 has received over **2,39,189** calls so far from inception. The call details includes enquiries on the Act, Procedures, How to appeal, Location of offices etc. The Call centre also acts as a nodal agency for receiving and resolution of complaints received through it.



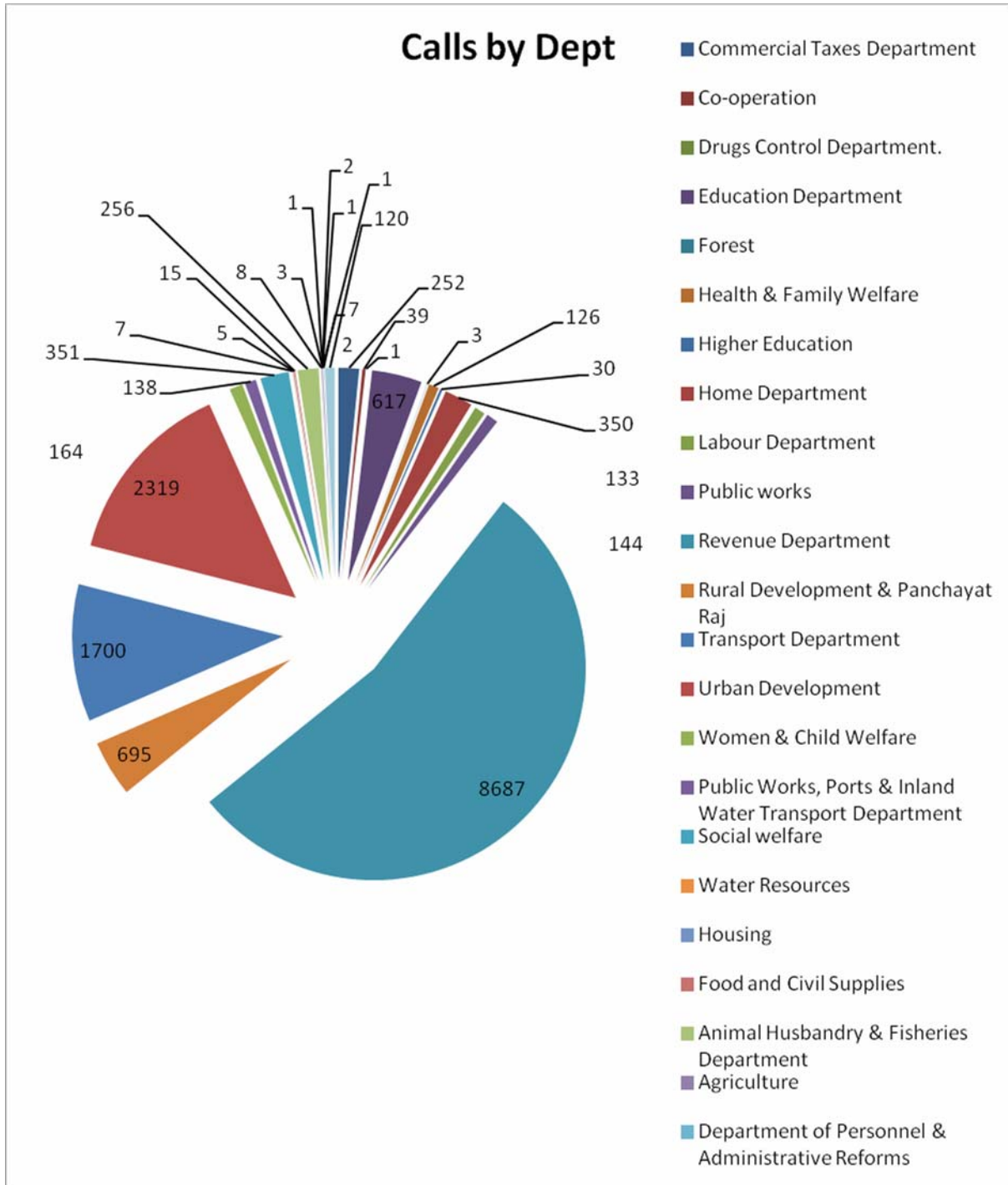
There are two types of complaints that are received. 1) Sakala Complaints 2) Non Sakala Complaints.

Type	Resolved /Action Taken	Not Resolved	Total
Sakala Complaints	519	346	865
Non Sakala Complaints	1449	253	1703

1) **The District Wise Break** Up of calls in the month is reproduced below in the form of a graph. You will observe that Bangalore receives the maximum calls, followed by Davanagere & Tumkur.



2) Department wise Calls received in the month:



During the month, It may be noted that the Complaints under the Non Sakala category has come down, due to addition of services.

Part A) Complaints Information:

*As on 25.02.2013

Sakala Complaints

Revenue Department		
1.	Katha	8
2.	RTC	4
3.	Duplicate Copies in Survey Section	14
4.	No Tenancy Certificate	1
5.	Caste & Income Certificate	71
6.	Mutation Extract	6
7.	Nemmadi Problems	9
8.	Pension (Disabled Pension, Indira Gandhi Old age Pension, Order Copy (Widow Pension, Sandya Suraksha Yojane)	19
9.	Birth Certificate	2
10.	Tenancy Certificate	1
11.	Agricultural Family member Certificate	2
12.	Surviving Family Member	5
13.	Land issues	8
14.	Record of Rights Certificate	2
RDPR		
1.	Drinking Water	9
2.	Street Lights	7
3.	Village Sanitation	6
4.	Drainage & Road Problem	4
5.	EMPLOYMENT TO UNSKILLED LABOURS	2
6.	Grama Panchayat issues	8
7.	ALTERATION TO ASSESSMENT LIST	3
Urban Development Department		
1.	Katha	4

2.	Building License & Trade license	5
3.	Birth Certificate	3
BBMP		
1.	Birth & Death Certificate	3
2.	Katha	18
BDA		
1.	Possession Certificate	1
BWSSB		
1.	New Connection of Water Supply & Improper Maintenance of Drinking Water	3
2.	Maintenance of Sanitation	2
Food & Civil Supply		
1.	Modification in Existing Ration Card	22
2.	compensation	1
Department Of Factories, Boilers Industrial Safety And Health		
1.	Approval of Factory Plans	1
Home Department		
1.	Disposal of Petitions	2
2.	FIR	4
3.	Passport issues	2
4.	Amusement Licence	1
5.	Missing Mobile Phone	4
Transport Dept.,		
1.	Driving Licence	3
Education Department		
1.	Delay in issue of Duplicate Marks Card-SSLC	2
Health & Family Welfare		
1.	Disability Certificate	1
DPAR		
1.	Delay in Processing Pension Papers In AG Office	1
2.	Sanction of GPF Advance	1

3.	Disbursement of Salary	3
4.	Forwardal of Service Register & Pension	2
5.	Medical Reimbursement	1
6.	Sanction of leave salary on Surrendered	1
ESI		
7.	Medical Reimbursement	1
8.	Refund Application	1

Non Sakala

Revenue		
1.	Khatha	220
2.	Survey	160
3.	RTC Corrections	106
4.	Land conversion & acquisition	9
5.	Ration Card issues	18
6.	pension (Social security pensions)	78
7.	11 E Sketch	1
8.	Caste & Income	12
9.	Birth & Death	5
10.	NOC	3
11.	Dependency Certificate	1
12.	DDL R	3
13.	Cancelation of Hypothication in RTC	2
14.	Others	93
RDPR		
1.	Drinking Water	10
2.	Street Lights	2
3.	Village Sanitation	2
4.	Khatha	41
5.	Road issues	6

6.	illegal construction of the toilet	2
7.	Payment/Sanction Bill Amount	24
8.	Others	32
Urban Development		
1.	Khatha	32
2.	Sanitation problem	16
3.	Drinking water	17
4.	Street Light	6
5.	Road Problems	11
6.	CC & TSC	3
7.	Others	8
BDA		
1.	Katha	2
2.	about Sites	4
3.	NOC	2
BWSSB		
1.	Water Supply	71
2.	Sanitation Problem	29
3.	Drainage	2
4.	Others	6
BBMP		
1.	Katha	75
2.	Garbage Cleaning	40
3.	Sanitation	9
4.	Water Supply	3
5.	Voter ID	19
6.	Street Light	6
7.	Ration Card issues	1
8.	TSC	3
9.	Property Tax	8
10.	Trade License	1

11.	Road Problem	7
12.	Drainage Problem	9
13.	Building Plan	5
14.	Income Certificate	3
15.	Birth & Death	6
16.	Others	41
Food & Civil Supply		
1.	Ration Card issues	101
2.	Kerosene Licence	3
Commercial Tax		
1.	Amendment Registration Certificate	1
Education Dept.,		
1.	Medical re-imburement	6
2.	Teachers absence	1
3.	VRS Payment & Arrears not received	2
4.	Transfer & Retire	1
5.	Marks Card issue & Revaluation of answer script	20
6.	Others	6
Home Dept.,		
1.	Gun License	6
2.	Mobile missing	4
3.	Vehicle missing	2
4.	misconduct & injustice	2
5.	Land Registration	1
6.	GPF, Cadre change & FIR	10
7.	Passport issue	23
8.	Transfer of Arms Licence	1
9.	Others	15
Health & Family Welfare		
1.	Doctors were not available & Negligence	6
2.	Provide basic facilities	4

3.	Medical Re-imburement	2
4.	Arrears & Payment	4
5.	Others	5
KPTCL		
1.	Electric Problem & improper power supply	5
2.	Transformer repair & put new transformer	4
3.	Delay to make payment	1
Labour		
1.	Annual Increment	1
2.	Sanction Tools fund	1
Minor irrigation		
1.	bill to get the money under the project Of JALA SAMMVARDHANA YOJANE	1
Social Welfare		
1.	Scholarship & Sanction of post matric scholarship	5
2.	Validity of cast certificate & sanction of Payment Under Ganga Kalyana Scheme	4
Transport		
1.	Renewal of driving license & Name change in DL	14
2.	No proper bus services	5
3.	Vehicle registration	3
4.	Vehicle tax & Transfer of Vehicle	4
5.	RTO Officer problem	5
6.	RC Book & Smart Card	4
7.	Heavy corruption in Attibele Checkpost	2
8.	Clearance Certificate & Cancellation of Hypothication	8
9.	Others	9
Women & Child		
1.	Bhagya lakshmi bond paper issue	4

DPAR		
1.	Delay in the service of Forwardal of Pension Papers Disbursement of Salary	17
Housing Department		
1.	Delay to Alotte a site by the Karnataka Housing Board,Kaveri Bhavan,Bangalore under the scheme of Navile Joint Venture & Delay to Sanction Refund	4
2.	Delay in Allotment of site	1
Drugs Control		
1.	Delay in Issue NOC for Participation in Tender	1
Kannada, Culture and information Department		
1.	Delay to release fund for Sponsored Programme (Sponsoring Artist Groups)	1
ESI		
1.	Medical Reimbursement Bill	1
Energy Dept.,		
1.	Delay to provide RR number for new connection of Electricity	1
2.	Illegal electric connection, Electric Poles & Re-Install all the Transformers	3
KSSIDC		
1.	Delay in Issue ale Deed/Possession letter	1
Agriculture Department		
1.	Delay to Provide Crop Loss Report	1
Forest Department		
1.	Park Maintainance	1
Government Press		
1.	DELAY OF GPF	1
Directorate Of Printing, Stationeries And Publishing		
1.	Permission to establish press	1
Forest Department		
2.	Park Maintenance	1

SAKALA COMPLAINTS

SI No.	Department	No. of Complaints
1.	Revenue	152
2.	RDPR	39
3.	Food & Civil Supply Department	23
4.	Department Of Factories, Boilers Industrial Safety And Health	1
5.	Urban Development	12
6.	BBMP	21
7.	BWSSB	5
8.	BDA	1
9.	Home Department	13
10.	Transport	3
11.	DPAR	9
12.	Health & Family welfare Department	1
13.	Education Department	2
14.	ESI	1
15.	Housing	1

NON SAKALA COMPLAINTS

SI No.	Department	No. of Complaints
1.	Urban Development Department	93
2.	Commercial Tax Department	1
3.	Education Department	36
4.	Food & Civil Supply Department	104
5.	Health & Family Welfare Department	21
6.	Home Department	64
7.	Labour Department	2
8.	RDPR	119
9.	Revenue Department	711
10.	Transport Department	54
11.	Women & Child Welfare Department	4
12.	Social Welfare Department	9
13.	BDA	8

14.	BBMP	236
15.	BWSSB	108
16.	KPTCL	10
17.	Minor Irrigation	1
18.	DPAR	17
19.	Drugs Control Department	1
20.	Housing Department	5
21.	Kannada, Culture and information Department	1
22.	ESI	1
23.	Energy Department	4
24.	KSSIDC	1
25.	Agriculture Department	1
26.	Forest Department	1
27.	Directorate Of Printing, Stationaries And Publishing	1
28.	Govt., Press	1

Part B)

Help Desk Activity			
Sl. No.	District	Number of people catered	
		January 2013	December 2012
1	Bellary	20843	3495
2	Tumkur	4208	#N/A
3	Yadgir	1032	702
4	Shimoga	11017	9212
5	Bijapur	919	#N/A
6	Udupi	1580	1476
7	Gulbarga	1462	606
8	Davanagere	1398	1284
9	Chamarajnagar	492	#N/A
10	Chikkamagalur	513	#N/A
11	Dharwad	177	139
12	Gadag	694	#N/A
13	Ramanagar	170	#N/A

14	Haveri	326	#N/A
15	Chickballapur	265	#N/A
16	Bagalkot	1425	1270
17	Mysore	4243	965
18	Raichur	1251	892
19	Uttar Kannada	4938	#N/A
20	Bangalore Urban	1256	#N/A
21	Dakshina Kannada	3582	#N/A
22	Belgaum	4300	#N/A
23	Kodagu	779	672
24	Hassan	6430	6913
25	Mandya	3953	#N/A
	Total	77253	29885

Service Catered:

- Explained about Procedure - Ration , RTC , Income , Caste , Marginal farmer , Survey , RTI, Domicilin, Form Filling , Check list , Appeal , etc (services comes under Sakala). At DC office explained the appeal procedure.
- Giving information about: Where to give appeal, what is the Help line number ,what are the benefits of the appeal. what is the outcome of the appeal.
- Explaining the people to check the status using phone and Internet.
- Udupi conducted Training programme for Sakala awareness among students and staffs.

Chapter 5

Events in Sakala:

1. Video Conference with Helpdesks & DITCs – 01 February 2013. A conference to address the helpdesks that are working across the state to aid citizens in availing Sakala services was addressed by Dr. Shalini Rajneesh – Director Sakala Mission. She stressed the need for helping citizens and reducing the menace of Middlemen who exploit the poor and needy. She said that application rejection should come down with the formation of Helpdesks. The meeting was attended by over 160 helpdesk staff and about 30 DITC.

2. Sakala Clock Inauguration– 6 Feb 2013: The Honourable Chief Minister threw open a Sakala Clock for the benefit of Citizens in the west gate of Vidhana Soudha. He said that everyone entering Vidhana Soudha must take a note of the clock and remind oneself of the impending responsibility of every elected representative towards Citizens.



The Sakala Clock at Vidhana Soudha

3. **Address on Involvement of women in governance** - Dr Shalini Rajneesh addressed a Self Help group called CHERYSH - Self Help Groups purely we need to involve more and more women SHGs in reaching out Sakala awareness in every household. She said that Women are instrumental in bringing in a change in society. Programs of the Government of Karnataka like Women & Child tracking System:

- Karnataka has 50% reservation for women as Panchayat heads/Gram Panchayat members.
- Organizing Gram Sabha on Children Issues with the Help of women organizations.
- Involvement of many women's' Organizations in the running of Helpdesk is sought/used for Sakala.



- Many women organizations (as NGO) have come forward to spread the word of Sakala in their own special way.
- The Mother & Child Tracking System (MCTS) is one of the best programs in governance involving women. In short it can be termed: "By the Women – for the Women".
- Critical involvement of The Auxiliary Nurse Midwife (ANM) who registers the pregnant women for Ante Natal Care (ANC).
- Around 8870 ANMs are actively involved in this project registering about 8.25 lakh pregnant women!

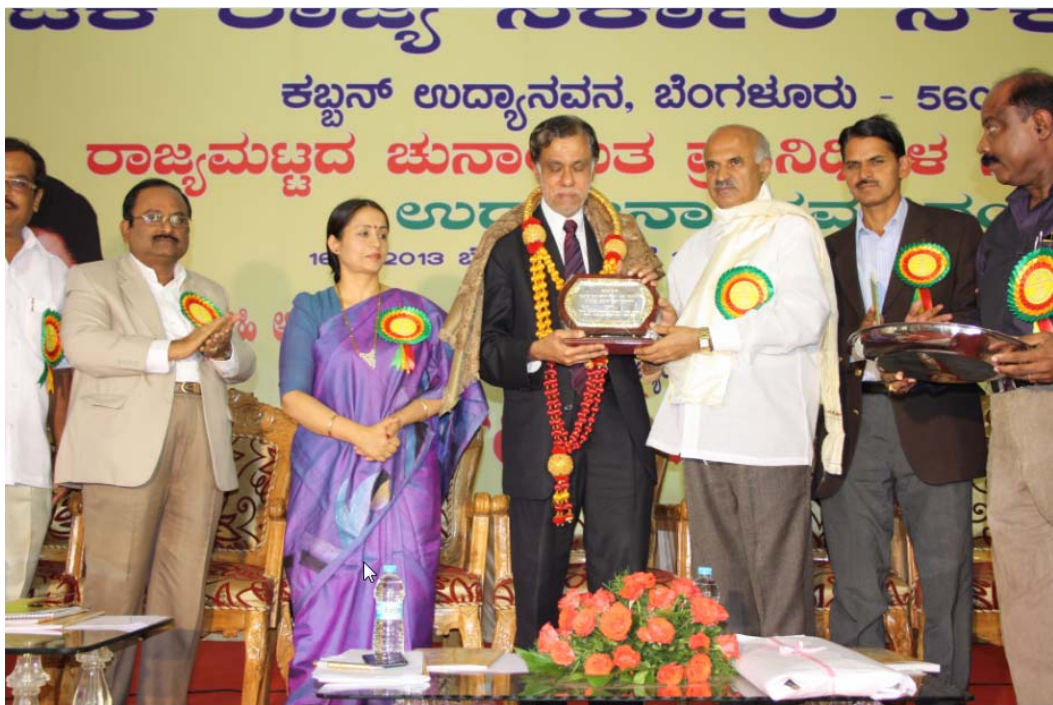
3. **Online Readiness review** – An online readiness review meeting was conducted with all the Departments coming under Sakala. The idea was to understand the

needs, possibility and assistance required to make services Online at the earliest under Sakala. This will reduce manipulation to a great extent. Each service was to be categorised

4. DITC training – 16 Feb 2013: All the DITCs attended a meeting convened at the office to understand the Letter Management System, File Management System, e Janaspanadana, RTI & HRMS. The meeting was addressed by Dr Shalini Rajneesh who said that DITC are like the blood vessels that carry the message of Sakala and its working to every district. She stressed the need to know the services and help the citizens to the best possible extent. Helping the District administration with timely and accurate information will go a long way in meeting the needs of the citizens. Additional Mission Director Sri. Munish Moudgil advised that DITCs should open up their thought process and help in making Sakala services easier and more accessible. He gave a through ear to the issues faced by the districts and suggested some ways to resolve them.

5. Training of Sakala on MCTS to Women & Child Department: 15 Feb 2013 Using the Health department's MCTS system, work at the Anganwadi level can be eased and made more productive. This was said by Dr Shalini Rajneesh who addressed the CPDOs of Bangalore Rural District. She said that information should be used on an inter- departmental basis so that benefits could be shared and work load reduced.

6. Sakala Training and orientation to Employees organised by Employees Association. A huge gathering of employees from all corners of the state participated in the event and some crisp points on the working of Sakala and its benefits were shared by various invitees who attended the function. The Chief Minister along with his cabinet colleagues attended the function. The program also saw the respected Chief Secretary calling for dedicated service from the employees and said the government initiatives will only be successful with the wholehearted participation of the its staff.



7. Review of the Housing department - 22 Feb: Principal Secretary – Housing Department & PS to the Hon CM - Sri. Lakshminarayana, Dr Shalini Rajneesh – Director Sakala Mission & Secretary DPAR, Sri. Munish Moudgil – Addl. Mission Director and other officers from the Karnataka Housing Board & Karnataka Slum Board.

8. Address to Graduating students at St Martha's on 22 February: Dr Shalini Rajneesh addressed the nursing students at St. Martha's, on their graduation day and explained the provisions of the Sakala Act. She talked at length the services that the Health department provides and said that young professional play a dominant role in the service to citizens. She urged the young students to dedicate themselves in serving the needy and set an example for the younger generations. The college came forward to publicize Sakala among their patients!



The Graduating Students at St. Martha's.

9. Report Release: 25 Feb 2013: Review Meeting on the Results Framework Document – On this occasion, Sri Shantanu Consul –retired as Secretary DoPT, Government of India and Sri Mohandas Pai – Member Special Task group, released the January Report of Sakala in the presence of Dr Shalini Rajneesh. The meeting was convened to discuss the progress made by the Administrative department as a whole and Sakala as a subject. The expert panel suggested more awareness, removal of redundant processes, sharing of data and analytics with district administration besides Conducting Evaluation Studies & Enhancing Human Resource Capacity & Training.



Sri. Shantanu Consul, Dr Shalini Rajneesh and Dr. Mohandas Pai releasing the January Report.

Press coverage:




Feb 04, 2013|04:50:PM

Latest News **Urgent need for effective law to save women, punish guilty, says Chidambaram**

Home National Political Entertainment International Business Sports Technology Regional Language

Karnataka: 98% fulfilment in Sakala scheme



Karnataka's additional chief secretary, K Jairaj said the state government's flagship scheme Sakala was a success.

According to him, Sakala, which was formulated to deliver state services on time-bound programmes since its introduction received eight lakh petitions from citizens. Over seven lakh applications have been cleared so far.

Speaking to newsmen on Monday, Jairaj said the response from both the public and state government employees programme was overwhelming.

As many as 151 services have been notified under the Sakala scheme, which envisages disbursement of public petitions within the time-bound programme, he revealed.

"The rate of success in the disbursement of the petitions in relation to delivery of services stood at 98 per cent," he said.

www.indiaonline.in

Karnataka financial status sound, says governor

Bangalore, Feb 4 (IANS) With tax revenues doubling over the last five years, the financial status of Karnataka is sound, Governor H.R. Bhardwaj said Monday.

"Tax revenue is 10 percent of the gross state domestic product (GSDP), which is among the highest in the country," Bhardwaj said in his customary joint address to the state legislature.

Noting that the plan size had increased by 2.5 times during the rule of the Bharatiya Janata Party (BJP) government, Bhardwaj said per capita plan expenditure of Rs.6,810 was among the highest in India.

"The state government has also been appreciated by one and all for making citizens' right to services through the Karnataka Sakala Services Act a dream come true," he said.

"In just nine months, over 16.5 million citizens have availed 265 services in a time-bound manner across the state, which is the highest achievement in the country."

Lauding the government for empowering people through amendment bills like the guarantee of services to citizens and prohibiting land grabbing, the governor said legislations to set up new universities in law, higher education, horticulture, agriculture and natural resources were noteworthy as they would go a long way in benefiting the people.

Referring to the pro-active policies of the government spanning industries, mining, textiles, IT, semi-conductors, tourism and youth, he said a centre of good governance was being set up.

"The various initiatives of the state had been recognized at national and international levels in diverse sectors such as e-governance, transport, health, rural and urban development and water supply," he said.

The governor also appreciated the setting up of more centres under Bangalore-One and Karnataka-One to provide electronic one-stop services to citizens across the state as transactions worth Rs.163,000 crore (Rs.1.6 trillion) through e-procurement saved 10 percent of state exchequer"

THE HINDU

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Today's Paper» NATIONAL» KARNATAKA

Published: February 17, 2013 00:00 IST | Updated: February 17, 2013 05:08 IST
Bangalore, February 17, 2013

Daily wage employees' welfare Bill gets the nod

Beneficial to employees who have put in more than 10 years



'Be service-oriented': Government employees participating in a seminar on Sakala in Bangalore on Saturday.— Photo: V. Sreenivasa Murthy

Governor H.D. Bhardwaj has given his assent to the Karnataka Daily Wage Employees' Welfare Bill, 2012, that provides better welfare for daily wage employees working for more than 10 years in various establishments.

This is a culmination of a long wait for such employees in several government departments, Chief Minister Jagadish Shettar announced at a programme here on Saturday.

The legislature passed the Bill in a session held in Belgaum in December last year. Over 23,000 daily wage employees are expected to benefit from the new legislation.

Speaking after inaugurating a function organized by the Karnataka State Government Employees' Association (KSGEA) at the Banquet Hall of the Secretariat, Mr. Shettar said the Bill provides minimum security of tenure for daily wage employees, better wages and social security on termination from long public service. The Karnataka State Government Daily Wage Employees' Union first made the demand for regularization of services of daily wage workers in 2005. Mr. Shettar said the government would consider the demand for house rent allowance for employees residing in Bangalore Rural district.

With increased urbanization, rents in industrial towns such as Hoskote, Devanahalli and Nelamangala in the outskirts of Bangalore, had increased manifold, employees said in a memorandum to Mr. Shettar.

The Chief Minister appealed to employees to cooperate with implementation of various schemes, particularly Sakala. Nearly 5 per cent of applications get rejected under Sakala. The government would earn a good name if the employees work efficiently and discharge services effectively, he said.

The KSGEA demanded implementation of the Jyothi Sanjeevini, a health scheme for providing medical allowances for employees, and filling over a lakh vacant posts in various government departments.

KSGEA president L. Byrappa spoke and urged the government to implement revised pay scales with effect from January 1, 2012 and not from April 1, 2012.

A training programme on providing services under the Sakala programme was organized for government employees.



Government of Karnataka Invites applications for the following positions in Centre for Good Governance and Innovations, Bangalore.

Sl. No.	Designation	Requirements	No. of Posts	Remuneration per month (including all allowances)
1	Director General	<ul style="list-style-type: none"> 30 years of experience in All India Services or Governance Knowledge and acumen in Policy Formulating and Implementation 	01	Rs. 1 Lakh
2	Executive Director (Administration)	15 years experience in administration	01	Rs. 50,000/-
3	Executive Director (Research)	15 years experience in Research	01	Rs. 50,000/-
4	Deputy Executive Directors/ Consultants a. Policy & Governance b. Finance & Budgeting c. Transparency, Quality Assurance d. e-Governance Initiatives e. Social sector (PA, Women, Child & Gender concerns) f. Natural Resources Management	<ul style="list-style-type: none"> 10 years field experience in respective subjects Experience in training / IEC promotion / documentation 	06	Rs. 40,000/-
5	Research Officers	10 years experience in Research	02	Rs. 30,000/-
6	Research Assistants	10 years experience as Research Assistant	10	Rs. 15,000/-
7	Data Entry Operators	Qualification: PUC, Computer literacy skills both in Kannada & English	05	Rs. 10,000/-
8	Office Assistants	Qualification : SSLC	04	Rs. 8,000/-

Contract Period : 1 year (renewable)

**Last date for submitting applications
10 days from the date of this publication**

Contact : Secretary

Department of Personnel and Administrative Reforms

6th Floor, 1st Gate, Multi Storied Buildings, Dr. Ambedkar Veedhi,
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Karnataka Sakala Services Act - 2011



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1 URBAN DEVELOPMENT DEPARTMENT

Sl. No.	List of Services	Designated officer	W. days
I. LOCAL AUTHORITY : BRUHAT BANGALORE MAHANAGARA PALIKE			
1	Issue of Birth, Death & Certificates	Medical Officer / Deputy Health Officer (48 Centres)	3-7
2	Issue of Birth, Death & Certificates	Assistant Statistical Officer (Head Office)	3-7
3	Grant of trade licence	Medical Officer / Deputy Health Officer	3-7
4	Khatha Extract / Certificate	Assistant Revenue Officer	30
5	Sanction of Building Plan upto 2400 sq.ft. single dwelling unit.	Assistant Executive Engineer	30
6	Khatha Registration	Assistant Revenue Officer	30
7	Transfer of Khathas	Assistant Revenue Officer	30
II. LOCAL AUTHORITY / PUBLIC AUTHORITY : MUNICIPAL CORPORATIONS OTHER THAN BRUHAT BANGALORE MAHANAGARA PALIKE			
8	Issue of Birth & Death Certificates	Zonal Assistant Commissioner/ Medical Officer/ Environmental Engineer/ Health Inspector/ Assistant Health Officer	3-7
9	Grant of Trade licence	ZAC/ ARO / RI	3-7
10	Khatha Extract	Town Planning Director/ AEE/AE	30
11	New Building Licence upto 2400 sq.ft. for single dwelling unit	Executive Engineer/ Junior Engineer	15
12	Permission for Residential Building for water supply and UDG in service area.	Executive Engineer/ Junior Engineer	15
III. LOCAL AUTHORITY/PUBLIC AUTHORITY : CITY MUNICIPAL COUNCIL			
13	As in Sl. No. 8 to 12	Health Inspector (Sl. No. 13 - 14)	As above
14	As in Sl. No. 8 to 12	Revenue Officer (Sl. No. 15)	As above
15	As in Sl. No. 8 to 12	AEE (Sl. No. 16-17)	As above
IV. LOCAL AUTHORITY/PUBLIC AUTHORITY : TOWN MUNICIPAL COUNCIL			
16	As in Sl. No. 8 to 12	Health Inspector (Sl. No. 18 - 19)	As above
17	As in Sl. No. 8 to 12	Revenue Officer (Sl. No. 20)	As above
18	As in Sl. No. 8 to 12	AEE (Sl. No. 21-22)	As above
V. LOCAL AUTHORITY : TOWN PANCHAYAT			
19	As in Sl. No. 8 to 12	Health Inspector (Sl. No. 23 - 24)	As above
20	As in Sl. No. 8 to 12	Revenue Officer (Sl. No. 25)	As above
21	As in Sl. No. 8 to 12	AEE (Sl. No. 26-27)	As above
VI. LOCAL AUTHORITY : BANGALORE WATER SUPPLY AND SEWERAGE BOARD			
22	Permission for new water connection/ for residential buildings excluding Apartments	Assistant Executive Engineer	7
23	Permission for new water connections for multi-storied buildings.	Assistant Executive Engineer	21
24	Clearing Drainage (UGD) and replacing Manhole Cover	Assistant Executive Engineer	3
VII - LOCAL AUTHORITY: BANGALORE DEVELOPMENT AUTHORITY			
25	Building plan approval for sites and Civic Amenities Sites	30x40 and below: AEE Above 30x40 and below 40x60: EE Above 60x40: Engineer Officer	15
26	Building Plan approval where the height of the proposed building is upto 15 mts.	EO	30
27	Building Plan approval where the height of the proposed building is more than 15 mts.	EO	30
28	Possession Certificate	Deputy Secretary	7
29	Khatha for properties	RO - East, RO - West RO - North, RO - South	15
30	Transfer of Khatha	RO - East, RO - West RO - North, RO - South	30
31	Khatha Transfer sold or gifted	Engineer Officer	12
32	'Commencement Certificate'	Engineer Officer	12
33	'Occupancy Certificate'	Engineer Officer	12
34	Approval for Subdivision of a site or Amalgamation of sites	Joint Director	30
35	Sending information to Revenue Dept. in respect of alienation of land	Assistant Director	7
36	As per Section 14a(3) of KTCP Act 1961, commencement certificate	Joint Director	30

2 TRANSPORT DEPARTMENT

43	Learning Licence	Regional Transport Officer (RTO)	7
44	Driving Licence	Regional Transport Officer (RTO)	30
45	Registration of Vehicle	Assistant Regional Transport Officer (ARTO)	30
46	Duplicate Licence	Assistant Regional Transport Officer (ARTO)	30
47	Duplicate Registration Certificate	Assistant Regional Transport Officer (ARTO)	30
48	Bus pass for school children	Depot Manager	7
49	Free Bus pass for Freedom Fighters	Depot Manager	7
50	Concession Bus pass for the physically challenged	Depot Manager	7
51	Accident relief Fund	Divisional Traffic Officer	30
52	Free Bus pass for the blind	Divisional Traffic Officer	30
53	Free Travel coupon worth Rs.2000/- to the Wives / widows of freedom fighters	Divisional Traffic Officer	7

3 FOOD & CIVIL SUPPLIES DEPARTMENT

54	Ration Card : Issue / Transfer	Concerned Food Inspector	7
55	Issue of Licence to Wholesale Dealers	DCs / Addl./Joint Director of Food & Civil Supplies Informal Rationing Areas in B'lore	30
56	Issue of Licence to Retail Dealers	DD/AD/Tahsildar	35
57	Issue of authorization to run Fair Price Shops (FPS)	DC / Additional Director	30

4 REVENUE DEPARTMENT

58	Record of Rights Certificate	Tahsildar	30
59	Conversion of agriculture land to non-agriculture purpose	Deputy Commissioner	120
60	All types of Caste Certificate	Tahsildar	21
61	All types of Income Certificate	Tahsildar	21
62	Verification / Validity of Caste Certificate	Committee headed DC	15
63	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	Assistant Commissioner/ Special Land Acquisition Officer	30
64	Birth Certificate	Village Accountant	7-14
65	Death Certificate	Village Accountant	7-14
66	Population Certificate	Tahsildar	30
67	Domicile Certificate	Tahsildar/ Deputy Tahsildar	30
68	No tenancy Certificate	Tahsildar	30
69	Living Certificate	Tahsildar	30
70	Agricultural Family member Certificate	Tahsildar/ Deputy Tahsildar	30
71	Not re-married Certificate	Tahsildar/ Deputy Tahsildar	30
72	Landless Certificate	Tahsildar	30
73	Surviving Family member Certificate	Tahsildar	30
74	Unemployment Certificate	Tahsildar	7
75	No Govt. Job Certificate	Tahsildar	30
76	Agriculturist Certificate	Tahsildar/ Deputy Tahsildar	30
77	Small & Marginal Farmer Certificate	Tahsildar/ Deputy Tahsildar	30
78	Agricultural Labour Certificate	Tahsildar	30
79	Non-creamy layer Certificate	Tahsildar	30
80	Residence Certificate	Tahsildar/ Deputy Tahsildar	30
81	Mutation Extract	Tahsildar/ Deputy Tahsildar	30
82	Registration of Immovable Properties	Sub-Registrar	1
83	Change of Khata (Undisputed cases)	Sub-Registrar	60
84	Project Displacement Certificate	Sub-Registrar	21
85	Natural Calamity Relief (Crop Loss)	Tahsildar	15
86	Natural Calamity Relief (Loss of Human Life)	Tahsildar	21
87	Natural Calamity Relief (House damage)	Tahsildar	21
88	Natural Calamity Relief (Animal Loss)	Tahsildar	21
89	Solvency Certificate	Tahsildar	21
90	RTC Topological errors corrections	Assistant Commissioner	40
91	Duplicate copies in Survey Section (Aakar- Band)	Assistant Commissioner	40
92	Index of Land Records	Assistant Commissioner	40
93	Tippan	Survey Supervisor	7
94	Pakka Tippan	Survey Supervisor	7
95	Atlas	Survey Supervisor	7
96	Village Map	Survey Supervisor	7
97	Kharab land extract	Survey Supervisor	7
98	No Objection Certificate under PTCL Act	Survey Supervisor	7
99	NoC for land reform transaction	Tahsildar	21
100	NoC for General Grant Land transaction	Tahsildar	21
101	Permission to set up Petrol Pump	Deputy Commissioner	60
102	Issuance of Arms Licence	Deputy Commissioner	55
103	Indira Gandhi Old Age Pension	Deputy Tahsildar / Tahsildar	70
104	Destitute Widow pension	Deputy Tahsildar / Tahsildar	70
105	Pension for disabled persons	Deputy Tahsildar / Tahsildar	70
106	Sandhya Suraksha Sanction	Deputy Tahsildar / Tahsildar	70

5 HOME DEPARTMENT

107	Copy of FIR to the complainant	S.H.O.	Immediate
108	License for Amplified Sound System	SHO / CPI / SDPO / Addl.SP / SP / Jurisdictional DCPs	3
109	NoC for License for Amusement	SHO / CPI / SDPO / AAOs in DPOs AO / AAO in CoPs	15
110	Permission for peaceful assembly and procession	SHO / CPI / SDPO / AAOs in DPOs AO / AAO in CoPs	15
111	NoC/Extension of Residential Permit of foreigners	PI, DSB in DPOs ACP/ PI CSB in CoPs	7

112	Disposal of petitions	SHO / CPI / SDPO / ACP / SP / Jurisdictional DCPs	45
113	No obligation to return to India (NORI) Certificate	PI DSB in Districts / ACP / PI CSB in Commissionerates	20
114	NOC for Passport Verification	PI DSB in Districts / ACP / PI CSB in CoPs	20
115	Service Verification	PI DSB in Dist.s / ACP / PI CSB in CoPs	45
116	NOC for petrol pump, gas agency hotel, bar etc.	AAOs in Districts AO / AAO in CoPs	7
117	NOC Arms License Verification	SHO in Districts AO / AAO in CoPs	30
118	Missing Report of documents, Mobile phone etc.	SHO	1
119	Police Verification Certificate (PVC) for domestic servants/ house keeping	SHO	1
120	PVC for Institutions/ Companies	SHO	1
121	PVC for Marriage Alliances	SHO	1
122	PVC for Training Apprenticeship	PI DSB in Districts / ACP/PI CSB in Commissionerates	20
123	PVC for Coolies/ Loader/ Class IV Security Staff/ Supervisor at Airport	PI DSB in Districts / ACP/PI CSB in Commissionerates	20
124	PVC for Central/State Govt. employees	PI DSB in Districts / ACP/PI CSB in Commissionerates	20
125	Police Clearance Certificate for going abroad (Visa for studies)	PI DSB in Districts / ACP/PI CSB in Commissionerates	20
126	Certification of Finger Print	Dy.Sp / PIs FPB in Districts ACP/ PI FPB in Commissionerates	20
127	No objection to return to India in respect of Tibetans	PI DSB in Districts / ACP/PI CSB in Commissionerates	20
128	Response to Fire & Emergency Calls	Fire Station Officer	1 hr. (Excluding travel time)
129	Accident, Natural Disaster, Rescue Work & Disaster Emergency Call Response	Fire Station Officer	1 hr. (Excluding travel time)

6 EDUCATION DEPARTMENT

I. DEPARTMENT OF PRE-UNIVERSITY EDUCATION			
130	Photo copying answer scripts	Deputy Director (Exams), Dept. of Pre-University Education	15
131	Re-totalling answer scripts	Deputy Director (Exams), Dept. of Pre-University Education	10
132	Revaluation of answer scripts	Deputy Director (Exams), Dept. of Pre-University Education	30
133	Issue of Duplicate Marks Card	Deputy Director (Exams), Dept. of Pre-University Education	15
134	Disposal of application for recognition of new educational institutions	Director, Dept. of PU Education	60
135	Renewal of recognition	Deputy Director (Recognition)	90
II. COMMISSIONER FOR PUBLIC INSTRUCTION			
136	Re-totalling of marks secured in the examination	DDPI, SSLC Board	15
137	Revaluation of Examination papers	DDPI, SSLC Board	15
138	Issue of Duplicate Marks Card / Provisional Marks Card	DDPI / JD / DDPI, SSLC Board	30
139	Disposal of application for Registration of new educational institutions	- 1 to 5th Std, DDPI - 6 to 7th Std. (Except English-M), DDPI (Adm) - 6 to 7th Std. (English-M), DPM(Pri)	90
140	Recognition of Schools	- 1 to 7th Std, BEO	60
141	Renewal of School recognition	- 8 to 10th Std, DDPI (Adm.)	60
142	Retotalling of marks D.Ed. Exam, K.O.S. Exam	Senior Assistant, Director, (D.Ed Exams), Other Exams KSEEB, B'lore	15
143	Revaluation of Marks As in Sl. No. 142	Senior Asst. Director, (Commerce Exams), Other Exams, KSEEB, B'lore	15
144	Issue of duplicate marks card As in Sl. No. 142	Asst. Director (W Section), Other Exams, KSEEB, B'lore	15
145	Issue of Migration Certificates K.O.S. Exam	As in Sl. No.142	15
146	Issue of migration Certificates pertaining to SSLC Exam	DDPI (Administration) KSEEB, Bangalore	15
147	Issue of Date of Birth Certificates pertaining to SSLC Exam	DDPI (Administration) KSEEB, Bangalore	15
III. PRINTING, STATIONERY AND PUBLICATIONS, GOVERNMENT CENTRAL PRESS, BANGALORE			
148	"Publication in Karnataka Gazette" a) Change of Name (b) Publication concerning Insurance c) Publications issued from Courts, other publication, Publications relating to transaction of Government business	Assistant Director, Government Central Press, Unit-2, Bangalore-560059	15

7 HEALTH AND FAMILY WELFARE DEPARTMENT

I. HEALTH AND FAMILY WELFARE DEPARTMENT			
149	Disability Certificate	(a) Taluk / (b) District Medical Board	30
150	Wound Certificate - "minor wound"	Medical Officer	3
151	Discharge certificate and sterilization certificate	Medical Officer	1
152	Age certificate "where specialist opinion is not required"	Medical Officer	3
II. DRUGS CONTROL DEPARTMENT			
Issue/Renewal of Licenses for establishment of Medical Stores/Chemist & Druggists			
153	Issue of License	Assistant Drugs Controller	30
154	Renewal of License	Assistant Drugs Controller	30
155	Change addition / deletion of Registered Pharmacist	Assistant Drugs Controller	7
156	Change addition / deletion of Competent person	Assistant Drugs Controller	7
157	Name Change	Assistant Drugs Controller	7
III. AYUSH DEPARTMENT			
158	Medical Certificate a) At Dispensary / Hospital level	Medical Officer	5
159	Medical Certificate b) At Teaching College/ Hospital level	Resident medical Officer	5
160	License for establishment of Drug Store	Drugs Licensing Authority	30
161	Performance & no conviction certificates	Drugs Licensing Authority	30

8 RURAL DEVELOPMENT AND PANCHAYATH RAJ DEPARTMENT (GRAM PANCHAYATH)

161	Alteration of Assessment list		45
162	Building licence		60
163	General licence (Trade Licence)	Panchayath Development Officer / Secretary, Gram Panchayath	45
164	Maintenance of Drinking Water - Minor repairs * 1	Panchayath Development Officer / Secretary, Gram Panchayath	3
165	Maintenance of Street lights- Minor repairs	Panchayath Development Officer / Secretary, Gram Panchayath	3
166	Maintenance of Village sanitation	Panchayath Development Officer / Secretary, Gram Panchayath	7
167	Issuing of records	Panchayath Development Officer / Secretary, Gram Panchayath	15
168	Providing employment to unskilled labourers (MGNREGS)	Panchayath Development Officer / Secretary, Gram Panchayath	15
169	NOC to Escoms	Panchayath Development Officer / Secretary, Gram Panchayath	45
170	e-payment for the work executed	Panchayath Development Officer / Secretary, Gram Panchayath	15
171	Registration and Issue of Job Card under MGNREGS	Panchayath Development Officer, GP.	30

9 FINANCE DEPARTMENT [Department of Commercial Taxes]

172	Registration under the KVATA 2003		15
173	Clearance Certificate under the KVATA 2003		15
174	Registration under the CSTA	Jurisdictional Local VAT Officer (LVO)/ VAT Sub Officer(VSO)	15
175	C Forms under the CSTA	Jurisdictional Local VAT Officer (LVO)/ VAT Sub Officer(VSO)	15
176	H Forms under the CSTA	Jurisdictional Local VAT Officer (LVO)/ VAT Sub Officer(VSO)	15
177	F Forms under the CSTA	Jurisdictional Local VAT Officer (LVO)/ VAT Sub Officer(VSO)	15
178	E-I & E-II Forms under the CSTA	Jurisdictional Local VAT Officer (LVO)/ VAT Sub Officer(VSO)	15
179	Registration under the Karnataka Luxury Tax Act, 1979	JACCT / LTO / LVO / VSO	15
180	Permit under the Karnataka Entertainments Tax Act, 1958	ETO/CTO	15
181	Registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976	Profession Tax Officer (PTO) / CTO	15

10 LABOUR DEPARTMENT

182	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	Labour Inspector/ Senior Labour Inspector	15
183	Renewal of Registration	Labour Inspector/ Senior Labour Inspector	15
184	Registration of Principal employer (Regulation & Abolition) Act, 1970	Assistant Labour Commissioner	15
185	License to the contractor	Assistant Labour Commissioner	15
186	Renewal of Licence	Assistant Labour Commissioner	15
187	Registration of establishment under the Building & other Construction Workers (Regulation of Employment & Conditions) Act, 1996	Labour Officer	15
188	Registration of Building and other Construction Workers	LI / SLI / LO	15
189	Registration of plantations under the Plantation Labour Act, 1951	Labour Officer	15
190	Registration under the Trade Union Act, 1926	Labour Officer	15
191	Registration under Motor Transport Workers Act, 1961	Labour Officer	15
192	Registration under the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979	Asst. Labour Commissioner	15
193	License under the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1980	Asst. Labour Commissioner	15
194	Licenses to industrial premises under the Beedi and Cigar (Conditions of Employment) Workers Act, 1966	Asst. Labour Commissioner	7

11 DIRECTORATE OF ESIS (MEDICAL) SERVICES

1. DISPENSARY LEVEL			
195	Submission of Medical Reimbursement Bills (MRB) of IP's	Administrative Medical Officer	15
2. HOSPITAL LEVEL			
196	Sanction of MRB	MS, ESI Hospitals / Diagnostic Centre	60
197	Submission of Super Speciality MRB to Directorate / ESIC	AMO/MS, ESI Hospitals / Diagnostic Centre	30
198	Submission towards sanction of Deposits for Super Speciality Treatment to ESIC	MS, ESI Hospitals / Diagnostic Centre	3

3. DIRECTORATE LEVEL			
199	Sanction of MRB	Office Superintendents of Concern	

