



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

## January - 2015 Report

Total Receipts - 6.89 Crore

Total Disposals - 6.81 Crore



**No more delays... We deliver on time.**

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

Call Center : 080 - 4455 4455, Website : [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in), e-mail : [sakala@nic.in](mailto:sakala@nic.in)

SIDDARAMAIAH

CHIEF MINISTER

CM/PS/85/2015



VIDHANA SOUDHA  
BENGALURU - 560 001

Date : 17-03-2015

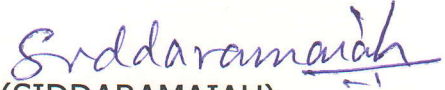
MESSAGE

Taking governance to people is the hallmark of a progressive State. Sakala is one important initiative that has taken Governance to people with a huge impact. Little wonder Sakala is so well known in the country and it is a initiative that other states want to emulate.

Service like Issue of IEM Acknowledgement for Micro, Small and Medium Enterprises (Part 1 and Part 2) is the most sought after service in the Department of Commerce and Industry. More than One Lakh of these services have already been delivered to citizens in a time bound manner through Sakala.

Our Government's commitment to this cause is assured. We have identified more services that can be brought under the Sakala fold and we are going to add these services under the Act for the maximum benefit of our citizens.

The number of citizens applying for Sakala services is increasing by leaps and bounds. It is imperative that with increased volumes, we should also ensure improved quality in our service delivery. Isn't it ?

  
(SIDDARAMAIAH)

The Principal Secretary to Government,  
Department of Personnel and Administrative Reforms  
(Administrative Reforms),  
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**T.B. JAYACHANDRA**  
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## -:Message:-


Reforms from the government are always aimed at helping and supporting our citizens.

The increasing number of services added under Sakala and the increasing volume of applications received is a testimony of the effectiveness of the Sakala Act in providing time bound services in a hassle free manner to citizens.

Services like “Senior Citizen Identity Card” and “Disability Certificates” are the most sought after services with more than 3 lakh of these services already delivered to citizen in a time bound manner.

Once citizens are aware of their rights and procedures, the more effective the said reforms will be. On this count, Sakala awareness programmes are being carried out in a regular basis across the State.

Empowered citizens are an important part of participative Governance. More awareness campaigns aimed at empowering citizens will enhance their participation in the Government.

  
(T.B. Jayachandra)



## FROM THE MISSION DIRECTOR'S DESK

**Ranking:** Chikkaballapura shows consistent performance and occupies the top position for 12 consecutive months from Feb 2014 onwards due to the sustained efforts of officers and employees of the district. Tumakuru has taken second position for 8 consecutive months from June 2014 and Udupi has taken third position.

Rank	District	District	Rank
1	Chikkaballapura	Raichur	28
2	Tumakuru	Belagavi	29
3	Udupi	Ballari	30

Records shown above as on 31/1/2015 12:00:00

### Applications and Disposal Trends:

	Receipts	Disposals
Month of Jan -15	24,35,626	23,77,442
Cumulative Count	6,89,56,684	6,81,30,119

Records shown above as on 31/1/2015 12:00:00

### Taluka Rankings:

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

Records shown above as on 31/1/2015 12:00:00

### Assembly Constituency Rankings:

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

Records shown above as on 31/1/2015 12:00:00

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

**Over Due:** A total of 11, 156 overdue were seen as at the close of the month. There has been slight increase from last month's 9,860. To address this issue Sakala review meetings are being held regularly by the DCs in the districts along

with departmental review meetings by the Sakala Mission on a regular basis at State level to reduce the number of overdues.

**Delayed Disposal:** 44,989 applications were delayed in disposal during the month compared with 47,530 of the previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 70% of total delayed disposals. This gives about 1.89% delayed disposals as compared to 1.91% of the previous month.

Revenue department with 29,354 delayed disposals contribute to 58% of delayed disposals. This impacts the State average. District of Bengaluru Rural with 6% delayed disposal tops the list and Udupi district with 0.07% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

**Rejections:** 5.53% is the rejection rate for January -15. This is a slight decrease as compared to 6.3% of previous month. District of Bidar tops the list with highest rejection rate of 10.15%. Services of **“Sandhya Surakha”** (3,774 received and 1,591 rejected- 46% rejection rate) and **“All types of Caste Certificate”** (10,523 received and 2400 rejected- 26 % rejection rate) are the most effected in the district of Bidar.

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

**Offices with 7 or more defaults:** 861 offices were found to have made defaults 7 or more times in the month of January-15. 916 offices were in this category in the month of December-14. Bengaluru Urban district tops the list with 143 offices. This accounts to almost 16% of total defaulting offices of the State. Revenue department has 437 defaulting offices, which are spread across the State. Service of **“Change of Khata - Undisputed Cases”** is affected as a result of this phenomenon. Action against erring officials is being taken as per the penal provisions prescribed in the Karnataka Sakala Services( Amendment )Act, 2014 and regular inspection of these offices are being undertaken.

## **Complaints, Appeals & Compensation**

**Complaints:** Out of 6,078 complaints received for Sakala, 5,087 have been resolved and 307 have been rejected amounting to disposal of 5,394 complaints showing 88% closure rate. 130 complaints are in the process of getting disposed and 554 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 21,114 complaints received for Non Sakala, 9,447 have been resolved and 1,670 have been rejected amounting to disposal of 11,117 complaints showing 52% closure rate. 909 complaints are in the process of getting disposed and 9,115 are overdue.

**Appeals:** Under Appeal -1 category 1,143 were received of which 994 are disposed (556 approved and 438 rejected). Out of 149 overdue appeals 107 appeals are with Revenue department. Bengaluru Urban district itself has 80 overdue appeals in Appeal 1 category, which are related to the services **“Conversion of agriculture land to non agriculture purpose”** and **“Transfer of Khatas”**.

Under Appeal -2 category 107 were received of which 50 are disposed (13 approved and 37 rejected). Out of 57 overdue appeals 55 appeals are with Revenue department. Deputy Commissioner, Raichur has 51 overdue appeals and Deputy Commissioner Davanagere has 10 over due appeals in Appeal 2 category, which are related to the service of **“All types of caste certificate”**. Regular monitoring is being done by Sakala mission for the timely disposal of appeals.

**Compensation:** 591 compensation claims have been made till date and amount of Rs. 73,560 has been paid as compensation to citizens.

**ISO Surveillance Audit** was conducted at Mission on 27.1.2015 by the external auditor of ISO certifying body. Sakala Mission was audited to ensure the ISO standards which were set last year were being complied with. Sakala mission has successfully completed the audit.

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





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## CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	No. of SAKALA receipts during the month (A)	No. of SAKALA disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/ One lakh population (E)	Ranking based on SAKALA Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) Rank for Jan 2015	Rank for Dec 2014	Trend
Chikkaballapura	74329	73265	0.4	4	6194	1	1	1	↔
Tumakuru	143610	140350	0.3	3	5523	3	2	2	↔
Udupi	50727	49308	0.1	1	4611	6	3	8	↑
Kolar	74222	72983	0.7	7	4948	4	4	3	↓
Gadag	47540	47099	0.6	5	4754	5	5	6	↑
Bengaluru Rural	50043	50966	6	30	5560	2	6	9	↑
Mandya	80160	77865	2	18	4453	8	7	15	↓
Bidar	77673	71230	2.9	25	4569	7	8	27	↑
Dakshina Kannada	85517	81499	1.8	17	4275	11	9	22	↑
Haveri	61520	65705	0.8	9	4101	15	10	4	↓
Hassan	73676	68360	2.1	21	4333	10	11	11	↔
Bengaluru	419301	404739	2.9	25	4413	9	12	24	↑
Dharwad	72561	72399	0.8	9	4031	16	13	14	↑
Shivamogga	69919	69266	1.7	16	4112	14	14	10	↓
Koppal	48891	54147	0.6	5	3760	19	15	5	↓
Uttara Kannada	51184	51230	0.1	1	3656	22	16	7	↓
Bagalkot	70003	69151	1.3	14	3889	17	17	18	↑
Ramanagara	42688	39983	3.3	28	4268	12	18	16	↓
Chikkamagaluru	46201	45905	3.1	27	4200	13	19	13	↓
Davanagere	70648	68867	0.8	9	3718	21	20	21	↑
Mysuru	112428	106633	2	18	3876	18	21	17	↓
Chamarajanagar	35146	35077	0.7	7	3514	24	22	12	↓
Chitradurga	58115	56681	1.5	15	3632	23	23	19	↓
Vijayapura	78676	74296	2.4	23	3746	20	24	20	↓
Kalaburagi	80242	74071	1.1	12	3209	29	25	23	↓
Yadgir	33506	31815	1.1	12	3046	30	26	26	↔
Kodagu	17473	16953	2.7	24	3494	25	27	29	↑
Raichur	65417	62332	2.3	22	3443	26	28	30	↑
Belagavi	159154	160798	2	18	3386	28	29	25	↓
Ballari	85056	84469	4.9	29	3402	27	30	28	↓

Records shown above as on 31/1/2015 12:00:00

### Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

## CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

### Top 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Chikkaballapura	Chikkaballapura	25954	23914	0	7	1235	6	1
2	Tumakuru	Tiptur	16365	15861	0.2	25	743	8	2
3	Tumakuru	Madhugiri	19041	18092	0.2	28	732	9	3
4	Gadag	Mundargi	12759	12732	0.4	35	981	7	4
5	Chikkaballapura	Gudibanda	3177	3934	0.1	12	635	17	5
6	Uttara Kannada	Karwar	10049	10063	0.2	23	669	14	6
7	Uttara Kannada	Haliyal	6472	6155	0.1	13	588	21	7
8	Tumakuru	Turuvekere	9326	8846	0.2	19	582	23	8
9	Dharwad	Dharwad	33062	33594	0.7	67	1377	5	9
10	Udupi	Udupi	31758	30847	0.1	18	567	26	10

Records shown above as on 31/1/2015 12:00:00

**Notes:** Chikkaballapura taluk of Chikkaballapura district has taken the top spot this month. Tiptur of Tumakuru district has taken 2nd place.

### Bottom 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Davanagere	Harapanahalli	6637	6862	1.7	116	221	167	168
2	Ballari	Sandur	6055	6077	1.9	122	224	165	169
3	Vijayapura	Basavana Bagevadi	7809	7349	2.3	132	229	161	170
4	Kalaburagi	Jevargi	6452	6298	1.9	123	222	166	171
5	Chikkamagaluru	Narasimharajapura	1471	1434	4.8	161	245	150	172
6	Bengaluru	Yelahanka	11985	11406	5.2	168	239	153	173
7	Ballari	Kudligi	7392	7684	5.7	171	231	159	174
8	Belagavi	Khanapur	4222	4006	2.2	129	168	177	175
9	Belagavi	Raybag	7431	7656	2.5	138	185	176	176
10	Kodagu	Virajpet	4136	3876	3.9	155	206	174	177

Records shown above as on 31/1/2015 12:00:00

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

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

S.N	Assembly	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))Jan -2015
1	Chamrajapet	38474	37779	0.1	9	1424	3	1
2	Udupi	30796	30012	0.1	9	1231	5	2
3	Gandhinagar	36410	36193	0.2	20	1300	4	3
4	Chikkaballapur	26810	24765	0.1	9	1031	10	4
5	Tumkur City	32194	31279	0.4	44	1073	8	5
6	Davanagere North	22993	21845	0.2	20	821	20	6
7	B.T.M Layout	28866	28710	0.2	20	801	21	7
8	Madhugiri	17936	17144	0.2	20	779	22	8
9	Tiptur	16365	15861	0.2	20	743	24	9
10	Kolar	26256	27470	0.6	61	937	12	10
11	Jamkhandi	18746	18407	0.4	44	721	25	11
12	Rajajinagar	20015	18375	0.5	51	769	23	12
13	Bijapur City	31256	28502	0.9	89	1041	9	13
14	Gadag	19816	19164	0.5	51	707	26	14
15	Hubli-Dharwad-Central	20009	20531	0.4	44	689	29	15
16	Gauribidanur	13872	15722	0.2	20	554	40	16
17	Gulbarga Dakshin	34363	30378	1.1	100	1145	7	17
18	Gubbi	12036	12852	0.2	20	547	44	18
19	Koppal	19243	18188	0.5	51	620	34	19
20	Kumta	11027	11044	0.1	9	501	52	20
21	Karwar	13632	14770	0.2	20	524	49	21
22	Chamaraja	29569	27692	1.2	109	953	11	22
23	Mandya	23763	22822	1.1	100	880	16	23
24	Chikkodi-Sadalga	18679	17758	0.8	78	691	28	24
25	Belgaum Uttar	35025	32189	1.6	131	1167	6	25

Records shown above as on 31/1/2015 12:00:00

## CHAPTER 2A: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bengaluru	11947214	11845037	11051463	791973	342	269	226	43	9	7	5	2	3817
Belagavi	4470150	4413698	4159070	254148	52	44	30	14	0	0	0	0	933
Mandya	2501748	2471783	2317567	154100	21	14	8	6	1	1	1	0	692
Bidar	1596010	1565062	1405103	159635	49	46	13	33	2	2	0	2	472
Ramanagara	1449953	1431747	1375048	56622	9	6	3	3	0	0	0	0	408
Vijayapura	2221106	2189593	2060410	129019	20	19	4	15	1	1	0	1	407
Bengaluru Rural	1159222	1143099	1081045	61760	21	20	19	1	0	0	0	0	405
Ballari	2597174	2564469	2433842	130462	56	46	24	22	5	5	0	5	401
Chikkamagaluru	1302829	1286152	1180162	105873	13	9	4	5	2	2	2	0	359
Dharwad	2044509	2024258	1926173	97856	9	5	1	4	1	1	0	1	341
Tumakuru	3318153	3272570	3062697	209718	35	33	26	7	0	0	0	0	327
Dakshina Kannada	2314685	2288003	2205650	82047	8	7	3	4	0	0	0	0	322
Shivamogga	1900042	1876924	1755473	121452	15	9	6	3	0	0	0	0	307
Hassan	2441874	2413660	2270889	142683	21	13	9	4	0	0	0	0	247
Mysuru	3395688	3355891	3202809	152698	39	39	22	17	0	0	0	0	231
Raichur	2052916	2027604	1913526	114001	100	99	44	55	54	3	3	0	225
Kalaburagi	2457172	2425215	2304492	120443	58	56	26	30	4	4	1	3	192
Chikkaballapura	1698161	1661716	1561696	99503	17	16	5	11	0	0	0	0	178
Chamarajanagar	1171994	1156449	1097503	58793	18	16	12	4	0	0	0	0	154
Davanagere	2135378	2108233	1987157	120931	103	98	10	88	20	17	0	17	133
Kolar	1850838	1828021	1726096	101592	34	34	19	15	3	3	0	3	131
Chitradurga	1908645	1883575	1783177	100305	18	15	6	9	0	0	0	0	106
Koppal	1523128	1505049	1443588	61188	3	3	0	3	0	0	0	0	102
Gadag	1213515	1199581	1153408	46116	8	8	5	3	0	0	0	0	83
Kodagu	599909	594075	563806	30180	3	1	0	1	0	0	0	0	82
Yadgir	1097506	1079824	1033260	46478	15	15	6	9	1	1	0	1	39
Haveri	1588774	1567427	1486182	80981	8	7	2	5	0	0	0	0	34
Bagalkot	1934046	1916182	1832360	83597	19	19	2	17	2	1	0	1	20
Udupi	1288362	1275338	1241062	34081	15	15	12	3	1	1	1	0	5
Uttara Kannada	1775983	1759884	1706496	53210	14	13	9	4	1	1	0	1	3
<b>Total</b>	<b>68956684</b>	<b>68130119</b>	<b>64316014</b>	<b>3801445</b>	<b>1143</b>	<b>994</b>	<b>556</b>	<b>438</b>	<b>107</b>	<b>50</b>	<b>13</b>	<b>37</b>	<b>11156</b>

Records shown above as on 31/1/2015 12:00:00

## CHAPTER 2B: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE	38132605	37514687	34884450	2624958	935	840	461	379	95	40	9	31	5130
HOME	2936520	2892453	2836210	55976	14	5	1	4	0	0	0	0	2798
RDPR	2625243	2592129	2515514	75172	76	63	39	24	5	4	2	2	1297
TRANSPORT	12237409	12153628	11861531	290309	7	3	1	2	0	0	0	0	650
EDUCATION	459856	449237	425434	23392	46	29	7	22	3	3	0	3	550
FOREST, ECOLOGY AND ENVIRONMENT	2955	2385	1935	446	0	0	0	0	0	0	0	0	180
HEALTH AND FAMILY WELFARE	732391	730726	722431	7829	0	0	0	0	0	0	0	0	141
URBAN DEVELOPMENT	2473438	2458427	2344212	113264	57	47	43	4	3	2	2	0	100
WOMEN AND CHILD WELFARE	604922	602374	601606	597	0	0	0	0	0	0	0	0	94
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	6327	5657	5296	361	0	0	0	0	0	0	0	0	89
LABOUR DEPARTMENT	482364	478443	470922	7456	0	0	0	0	0	0	0	0	80
FOOD AND CIVIL SUPPLIES	3164533	3164384	3125851	38339	2	2	2	0	1	1	0	1	20
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1129	1115	1115	0	0	0	0	0	0	0	0	0	14
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	227	220	217	3	0	0	0	0	0	0	0	0	3
HOUSING DEPARTMENT	7477	7420	7279	141	0	0	0	0	0	0	0	0	2
COMMERCIAL TAXES DEPARTMENT	4921913	4911468	4354238	555646	5	5	2	3	0	0	0	0	2
CO-OPERATION DEPARTMENT	27311	25602	24428	1161	0	0	0	0	0	0	0	0	2
COMMERCE AND INDUSTRIES DEPARTMENT	116478	116416	111202	5196	1	0	0	0	0	0	0	0	2
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1013	1011	951	60	0	0	0	0	0	0	0	0	1
HORTICULTURE DEPARTMENT	20182	19950	19602	348	0	0	0	0	0	0	0	0	1
KANNADA, CULTURE AND INFORMATION	2391	2387	1590	791	0	0	0	0	0	0	0	0	0
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>68956684</b>	<b>68130119</b>	<b>64316014</b>	<b>3801445</b>	<b>1143</b>	<b>994</b>	<b>556</b>	<b>438</b>	<b>107</b>	<b>50</b>	<b>13</b>	<b>37</b>	<b>11156</b>

Records shown above as on 31/1/2015 12:00:00



## CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECEIPTS	TOTAL NO. OF SAKALA DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	32952312	32348660	4442
2	HOME DEPARTMENT	2927951	2883885	2797
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2625243	2592129	1297
4	TRANSPORT DEPARTMENT	8909473	8826575	632
5	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	4000216	3998905	490
6	DEPARTMENT OF PUBLIC INSTRUCTION	194594	185849	374
7	SURVEY AND SETTLEMENT COMMISSIONER	1178633	1165420	198
8	KARNATAKA STATE POLLUTION CONTROL BOARD	2954	2384	180
9	HEALTH AND FAMILY WELFARE DEPARTMENT	701917	700472	130
10	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2011	1919	92
11	WOMEN AND CHILD WELFARE DEPARTMENT	235971	235586	92
12	FISHERIES DEPARTMENT	6327	5657	89
13	LABOUR DEPARTMENT	449546	447086	65
14	PRE-UNIVERSITY BOARD	121430	121017	40
15	CITY MUNICIPAL COUNCIL	903910	898006	32
16	HIGHER EDUCATION-COLLEGIATE EDUCATION	14561	14501	30
17	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	24272	24022	25
18	TOWN MUNICIPAL COUNCIL	650763	647025	21
19	FOOD AND CIVIL SUPPLIES DEPARTMENT	3164533	3164384	20
20	TRANSPORT CORPORATIONS(KSRTC)	1454559	1454040	17
21	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	27677	26365	15
22	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1129	1115	14
23	DRUGS CONTROL DEPARTMENT	28067	27863	10
24	BRUHAT BANGALORE MAHANAGARA PALIKE	265504	264340	8
25	CITY CORPORATION (Other than BBMP)	397224	394477	6
26	TOWN PANCHAYAT	226476	225340	5
27	UNIVERSITY EXAMINATION SECTION	87880	86874	5
28	PUBLIC LIBRARIES DEPARTMENT	26007	25901	5
29	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	227	220	3
30	UNIVERSITY FINANCE SECTION	243	240	3
31	BANGALORE DEVELOPMENT AUTHORITY	5204	5168	3
32	KARNATAKA HOUSING BOARD	6922	6874	2
33	REGISTRAR OF CO-OPERATIVE SOCIETIES	15669	14478	2
34	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	368882	366764	2
35	COMMERCE AND INDUSTRIES DEPARTMENT	116475	116416	2
36	SERICULTURE DEPARTMENT	20182	19950	1
37	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1013	1011	1
38	COMMERCIAL TAXES DEPARTMENT	4920534	4910183	1
39	UNIVERSITY ACADEMIC SECTION	4758	4757	1
40	FIRE SERVICES DEPARTMENT	8569	8568	1
41	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	1378	1284	1
42	AYUSH DEPARTMENT	2385	2378	1
43	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	452550	452352	1
<b>Total</b>				<b>11156</b>

Records shown above as on 31/1/2015 12:00:00

## CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR JANUARY-2015: DISTRICT WISE

S.N	District Name	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total (B)	% of delays for Jan 2015 (B/A)
1	Bengaluru Rural	50966	2343	271	219	143	83	3059	6.00%
2	Ballari	84469	3411	521	165	59	19	4175	4.94%
3	Ramanagara	39983	906	205	125	44	22	1302	3.26%
4	Chikkamagaluru	45905	966	201	154	70	33	1424	3.10%
5	Bengaluru	404739	8204	1635	872	465	538	11714	2.89%
6	Bidar	71230	1754	119	95	58	12	2038	2.86%
7	Kodagu	16953	363	36	31	11	12	453	2.67%
8	Vijayapura	74296	1253	311	134	42	51	1791	2.41%
9	Raichur	62332	973	167	147	92	75	1454	2.33%
10	Hassan	68360	1054	208	50	61	49	1422	2.08%
11	Mandya	77865	956	286	121	135	56	1554	2.00%
12	Mysuru	106633	1258	287	177	232	153	2107	1.98%
13	Belagavi	160798	1488	829	580	155	97	3149	1.96%
14	Dakshina Kannada	81499	822	371	153	89	27	1462	1.79%
15	Shivamogga	69266	833	210	89	51	14	1197	1.73%
16	Chitradurga	56681	767	45	23	15	18	868	1.53%
17	Bagalkot	69151	577	261	18	14	11	881	1.27%
18	Yadgir	31815	284	29	18	9	7	347	1.09%
19	Kalaburagi	74071	586	150	41	11	19	807	1.09%
20	Dharwad	72399	466	58	37	31	23	615	0.85%
21	Haveri	65705	401	41	37	23	8	510	0.78%
22	Davanagere	68867	460	31	12	6	8	517	0.75%
23	Kolar	72983	461	26	15	14	14	530	0.73%
24	Chamarajanagar	35077	167	30	14	9	10	230	0.66%
25	Koppal	54147	229	50	17	25	12	333	0.61%
26	Gadag	47099	242	25	11	3	3	284	0.60%
27	Chikkaballapura	73265	196	38	19	25	8	286	0.39%
28	Tumakuru	140350	303	53	11	20	12	399	0.28%
29	Uttara Kannada	51230	36	1	2	2	4	45	0.09%
30	Udupi	49308	2	4	6	14	10	36	0.07%
	<b>Total</b>	<b>2377442</b>	<b>31761</b>	<b>6499</b>	<b>3393</b>	<b>1928</b>	<b>1408</b>	<b>44989</b>	<b>1.89%</b>

Records shown above as on 31/1/2015 12:00:00

### Notes:

13 districts (S.N 1 to 13) are major contributors to the State delayed disposal rate of 1.89%. **Delayed disposal rate has increased from 1.91% in December to 1.89% in this month.** The respective district administration must concentrate on reducing the delayed disposals.

## CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR JANUARY -2015: DEPARTMENT WISE

S.N	Main Department	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total (B)	% of delays for Jan 2015 (B/A)
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	306	11	6	20	30	84	151	49.35%
2	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	31	1	0	1	1	1	4	12.90%
3	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	8	0	0	0	0	1	1	12.50%
4	HOME DEPARTMENT	94089	3776	1838	796	481	249	7140	7.59%
5	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1130	36	30	1	5	0	72	6.37%
6	EDUCATION DEPARTMENT	18128	609	215	129	66	43	1062	5.86%
7	REVENUE DEPARTMENT	1191127	22432	3262	1895	988	777	29354	2.46%
8	URBAN DEVELOPMENT	73774	897	113	106	47	12	1175	1.59%
9	RURAL DEVELOPMENT AND PANCHAYAT RAJ	192774	1920	354	193	93	49	2609	1.35%
10	WOMEN AND CHILD WELFARE	33484	284	57	44	22	2	409	1.22%
11	LABOUR DEPARTMENT	18991	141	34	37	9	2	223	1.17%
12	KANNADA, CULTURE AND INFORMATION DEPARTMENT	96	0	0	0	0	1	1	1.04%
13	HEALTH AND FAMILY WELFARE	29508	119	63	6	12	18	218	0.74%
14	CO-OPERATION DEPARTMENT	3399	13	8	2	0	0	23	0.68%
15	TRANSPORT DEPARTMENT	396337	1330	488	139	165	163	2285	0.58%
16	FOOD AND CIVIL SUPPLIES	59738	108	19	23	9	6	165	0.28%
17	COMMERCE AND INDUSTRIES DEPARTMENT	5011	6	6	0	0	0	12	0.24%
18	COMMERCIAL TAXES DEPARTMENT	257851	78	6	1	0	0	85	0.03%
	<b>Total</b>	<b>2377442</b>	<b>31761</b>	<b>6499</b>	<b>3393</b>	<b>1928</b>	<b>1408</b>	<b>44989</b>	<b>1.89%</b>

Records shown above as on 31/1/2015 12:00:00

### Notes:

The rate of delayed disposals in Jan -15 for the State is 1.89%.

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 70% of total delayed disposals. Revenue department with 29,354 delayed disposals specially relating to **“All types of Income and caste certificate”** service contribute to 58% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

## CHAPTER 2F: REPORT OF REJECTIONS FOR JANUARY 2015: DISTRICT WISE

S.N.	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)Jan -15
1	Bidar	77673	71230	7219	10.15
2	Hassan	73676	68360	5659	8.28
3	Davanagere	70648	68867	5224	7.59
4	Chikkamagaluru	46201	45905	3313	7.22
5	Yadgir	33506	31815	2270	7.13
6	Chitradurga	58115	56681	3845	6.78
7	Shivamogga	69919	69266	4650	6.75
8	Belagavi	159154	160798	10519	6.55
9	Bengaluru Rural	50043	50966	3266	6.42
10	Raichur	65417	62332	3818	6.26
11	Chikkaballapura	74329	73265	4549	6.21
12	Kalaburagi	80242	74071	4355	5.88
13	Mandya	80160	77865	4541	5.84
14	Bengaluru	419301	404739	22471	5.58
15	Haveri	61520	65705	3667	5.58
16	Vijayapura	78676	74296	4114	5.54
17	Tumakuru	143610	140350	7260	5.18
18	Ramanagara	42688	39983	2007	5.02
19	Chamarajanagar	35146	35077	1737	4.95
20	Ballari	85056	84469	3961	4.69
21	Kodagu	17473	16953	779	4.59
22	Kolar	74222	72983	3171	4.34
23	Mysuru	112428	106633	4578	4.29
24	Dharwad	72561	72399	3085	4.26
25	Bagalkot	70003	69151	2356	3.4
26	Uttara Kannada	51184	51230	1730	3.39
27	Koppal	48891	54147	1808	3.33
28	Gadag	47540	47099	1550	3.29
29	Dakshina Kannada	85517	81499	2604	3.2
30	Udupi	50727	49308	1156	2.36
	<b>Total</b>	<b>2435626</b>	<b>2377442</b>	<b>131262</b>	<b>5.53</b>

Records shown above as on 31/1/2015 12:00:00

### Notes:

16 districts (S.N 1 to 16 in the above table) have rejection rates greater than State's average of 5.53% for January-15. **The rejection rate in December was 6.3%**. The respective District administration should probe, analyze and check reasons for rejections. Services of **"Sandhya Surakha"** (3,774 received and 1,591 rejected- 46% rejection rate) and **"All types of Caste Certificate"** (10,523 received and 2400 rejected- 26 % rejection rate) are the most effected in the district of Bidar.

## CHAPTER 2G: REPORT OF REJECTIONS FOR JANUARY 2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)Jan -15
1	PRE-UNIVERSITY BOARD	13	5	1	20
2	KARNATAKA STATE POLLUTION CONTROL BOARD	294	306	49	16.01
3	REVENUE DEPARTMENT	1004179	970871	93295	9.61
4	TECHNICAL EDUCATION DEPARTMENT	259	180	17	9.44
5	DEPARTMENT OF PUBLIC INSTRUCTION	8726	10406	917	8.81
6	CITY MUNICIPAL COUNCIL	28576	28346	2089	7.37
7	CITY CORPORATION (Other than BBMP)	13756	13462	848	6.3
8	KANNADA AND CULTURE	58	54	3	5.56
9	TOWN MUNICIPAL COUNCIL	19223	19329	1017	5.26
10	FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	839	1057	55	5.2
11	COMMERCE AND INDUSTRIES DEPARTMENT	4901	5011	218	4.35
12	COMMERCIAL TAXES DEPARTMENT	258925	257224	10103	3.93
13	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	190989	192774	6693	3.47
14	TOWN PANCHAYAT	6054	6089	180	2.96
15	AGRICULTURAL MARKETING DEPARTMENT	668	1335	38	2.85
16	DRUGS CONTROL DEPARTMENT	717	755	21	2.78
17	TRANSPORT DEPARTMENT	400152	371229	9573	2.58
18	HIGHER EDUCATION-COLLEGIATE EDUCATION	566	570	14	2.46
19	BRUHAT BANGALORE MAHANAGARA PALIKE	5153	5387	131	2.43
20	HOME DEPARTMENT	97255	93749	2105	2.25
21	AYUSH DEPARTMENT	181	182	4	2.2
22	UNIVERSITY EXAMINATION SECTION	5174	4767	93	1.95
23	FISHERIES DEPARTMENT	386	1130	22	1.95
24	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	150138	150054	2158	1.44
25	FOOD AND CIVIL SUPPLIES DEPARTMENT	59730	59738	782	1.31
26	UNIVERSITY CONSTITUENT COLLEGES	160	155	2	1.29
27	LABOUR DEPARTMENT	17242	17718	220	1.24
28	HEALTH AND FAMILY WELFARE DEPARTMENT	28417	28570	339	1.19
29	BANGALORE DEVELOPMENT AUTHORITY	95	90	1	1.11
30	KARNATAKA HOUSING BOARD	111	103	1	0.97
31	REGISTRAR OF CO-OPERATIVE SOCIETIES	2668	2064	18	0.87
32	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1000	1071	7	0.65
33	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	118	216	1	0.46
34	SURVEY AND SETTLEMENT COMMISSIONER	67274	69789	201	0.29
35	SERICULTURE DEPARTMENT	1541	1527	3	0.2
36	WOMEN AND CHILD WELFARE DEPARTMENT	19697	19528	38	0.19
37	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	611	619	1	0.16
38	PUBLIC LIBRARIES DEPARTMENT	1880	1828	2	0.11
39	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	12326	13956	1	0.01
40	TRANSPORT CORPORATIONS(KSRTC)	14884	14448	1	0.01
	<b>Total</b>			<b>131262</b>	<b>5.53</b>

Records shown above as on 31/1/2015 12:00:00

**Notes: The rejection rate for the State is 5.53%. Rejection rate for December was 6.3%. The rejection rate for the State has decreased as compared to previous month. "Service of Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Green Category" is the only service which is affecting the rejection rates of the Karnataka State Pollution Control Board. HODs have to ensure that applications are being rejected by citing correct and logical reasons as per rules.**

## CHAPTER 2H: OFFICES WITH MORE THAN 7 DEFAULTS FOR JANUARY 2015: DISTRICT WISE

S.N	District Name	Designated Offices with 7 or more defaults (December-14)	Designated Offices with 7 or more defaults (January-15)
1	Bengaluru (U)	137	143
2	Vijayapura	59	50
3	Bidar	40	49
4	Ballari	46	45
5	Raichur	42	44
6	Belagavi	51	42
7	Mysuru	44	42
8	Hassan	52	40
9	Bengaluru Rural	36	38
10	Chikkamagaluru	60	35
11	Mandya	40	35
12	Kalaburagi	23	29
13	Ramanagara	24	28
14	Davanagere	23	27
15	Chitradurga	28	26
16	Dakshina Kannada	20	25
17	Kolar	16	20
18	Yadgir	13	17
19	Shivamogga	28	16
20	Bagalkot	8	15
21	Dharwad	22	15
22	Haveri	22	15
23	Koppal	13	14
24	Tumakuru	28	13
25	Gadag	20	12
26	Kodagu	12	12
27	Chamarajanagar	5	8
28	Chikkaballapura	2	4
29	Udupi	1	1
30	Uttara Kannada	1	1
	<b>Total</b>	<b>916</b>	<b>861</b>

Records shown above as on 31/1/2015 12:00:00

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

## CHAPTER 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR JANUARY 2015: DEPARTMENT WISE

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults (December-14)	Designated Offices with 7 or more defaults (January-15)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	334	437
		SURVEY AND SETTLEMENT COMMISSIONER	43	46
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	50	37
2	HOME DEPARTMENT	HOME DEPARTMENT	115	81
3	RDPR	RDPR	194	106
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	5	7
		CITY CORPORATION (Other than BBMP)	7	3
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	4	3
		BANGALORE DEVELOPMENT AUTHORITY	0	1
		TOWN MUNICIPAL COUNCIL	22	16
		CITY MUNICIPAL COUNCIL	10	7
5	FINANCE DEPARTMENT	COMMERCIAL TAXES DEPARTMENT	1	3
		KGID		2
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	47	42
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	38	37
		KSRTC	1	2
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	2	1
8	LABOUR DEPARTMENT	LABOUR DEPARTMENT	2	7
9	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	13	5
10	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	1	0
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	5	4
		EMPOWERMENT OF DIFFERENTLY ABLED & SENIOR CITIZEN	2	1
12	HOUSING DEPARTMENT	KARNATAKA SLUM BOARD	1	0
13	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	4	2
14	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	3	2
15	DRUGS CONTROL DEPARTMENT	DRUGS CONTROL DEPARTMENT	1	0
16	HORTICULTURE	SERICULTURE DEPARTMENT	2	0
17	FISHERIES	FISHERIES	1	6
<b>Total</b>			<b>916</b>	<b>861</b>

Records shown above as on 31/1/2015 12:00:00

**Notes:** Revenue department has 437 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 37 and 46 offices respectively sums up to 520 defaulting offices. This constitutes 60% of the total defaulting offices State wide.

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

S.N	Department Name	Number of Zero Default Offices
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1917
2	HEALTH AND FAMILY WELFARE DEPARTMENT	501
3	HOME DEPARTMENT	342
4	PUBLIC LIBRARIES DEPARTMENT	151
5	AYUSH DEPARTMENT	118
6	AGRICULTURAL MARKETING DEPARTMENT	100
7	DEPARTMENT OF PUBLIC INSTRUCTION	95
8	LABOUR DEPARTMENT	94
9	FISHERIES DEPARTMENT	74
10	SERICULTURE DEPARTMENT	73
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
12	FIRE SERVICES DEPARTMENT	50
13	WOMEN AND CHILD WELFARE DEPARTMENT	50
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	42
15	UNIVERSITY POST GRADUATION SECTION	42
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	38
17	TRANSPORT CORPORATIONS(KSRTC)	37
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	34
19	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	28
20	REVENUE DEPARTMENT	26
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	18
22	KARNATAKA HOUSING BOARD	17
23	SURVEY AND SETTELMENT COMMISSIONER	15
24	BRUHAT BANGALORE MAHANAGARA PALIKE	9
25	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	9
26	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
27	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	8
28	CITY CORPORATION (Other than BBMP)	8
29	KARNATAKA STATE WAREHOUSING CORPORATION	8
30	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	7
31	COMMERCIAL TAXES DEPARTMENT	7
32	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	7



S.N	Department Name	Number of Zero Default Offices
33	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	7
34	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
35	UNIVERSITY EXAMINATION SECTION	5
36	DRUGS CONTROL DEPARTMENT	4
37	UNIVERSITY CONSTITUENT COLLEGES	4
38	UNIVERSITY FINANCE SECTION	4
39	BANGALORE DEVELOPMENT AUTHORITY	3
40	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3
41	KANNADA AND CULTURE	3
42	KARNATAKA STATE POLLUTION CONTROL BOARD	3
43	UNIVERSITY ACADEMIC SECTION	3
44	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
45	COMMERCE AND INDUSTRIES DEPARTMENT	2
46	DEPARTMENT OF ARCHIVES	1
47	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
48	EXCISE DEPARTMENT	1
49	FOREST DEPARTMENT	1
50	CITY MUNICIPAL COUNCIL	1
51	TOWN MUNICIPAL COUNCIL	1
52	TECHNICAL EDUCATION DEPARTMENT	1
	<b>Total</b>	<b>4044</b>

Records shown above as on 31/1/2015 12:00:00

**Notes:**

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

## CHAPTER 2K: OFFICES WITH ZERO RECEIPTS (at the end of January-2015)

S.N	Department Name	Offices with zero receipts
1	HEALTH AND FAMILY WELFARE DEPARTMENT	1896
2	AYUSH DEPARTMENT	647
3	DEPARTMENT OF PUBLIC INSTRUCTION	605
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	601
5	FOREST DEPARTMENT	533
6	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	366
7	WATER RESOURCES DEPARTMENT	316
8	PUBLIC LIBRARIES DEPARTMENT	258
9	SERICULTURE DEPARTMENT	250
10	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	218
11	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	212
12	REVENUE DEPARTMENT	208
13	UNIVERSITY POST GRADUATION SECTION	188
14	HOME DEPARTMENT	171
15	FIRE SERVICES DEPARTMENT	157
16	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	150
17	WOMEN AND CHILD WELFARE DEPARTMENT	146
18	FISHERIES DEPARTMENT	141
19	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	122
20	LABOUR DEPARTMENT	118
21	TRANSPORT CORPORATIONS(KSRTC)	118
22	KARNATAKA STATE WAREHOUSING CORPORATION	118
23	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	97
24	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	90
25	AGRICULTURAL MARKETING DEPARTMENT	87
26	KARNATAKA STATE POLLUTION CONTROL BOARD	73
27	SURVEY AND SETTLEMENT COMMISSIONER	59
28	BRUHAT BANGALORE MAHANAGARA PALIKE	49
29	FOOD AND CIVIL SUPPLIES DEPARTMENT	48
30	KANNADA AND CULTURE	43
31	UNIVERSITY CONSTITUENT COLLEGES	42
32	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	41
33	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	39
34	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	35
35	STATE PROJECT OFFICE, CPI	35
36	UNIVERSITY FINANCE SECTION	34
37	KSHIP DIVISION & SUB DIVISION	32
38	UNIVERSITY ACADEMIC SECTION	32
39	UNIVERSITY EXAMINATION SECTION	32
40	COMMERCIAL TAXES DEPARTMENT	30
41	KARNATAKA HOUSING BOARD	29
42	BANGALORE DEVELOPMENT AUTHORITY	24
43	KARNATAKA GOVERNMENT INSURANCE	22

S.N	Department Name	Offices with zero receipts
	DEPARTMENT(Directorate)	
44	DRUGS CONTROL DEPARTMENT	20
45	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	18
46	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	14
47	REGISTRAR OF CO-OPERATIVE SOCIETIES	13
48	CITY CORPORATION (Other than BBMP)	12
49	TRANSPORT DEPARTMENT	12
50	TOWN MUNICIPAL COUNCIL	10
51	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	9
52	KARNATAKA SLUM DEVELOPMENT BOARD	9
53	COMMERCE AND INDUSTRIES DEPARTMENT	8
54	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	7
55	KSHIP Division	7
56	DEPARTMENT OF ARCHIVES	6
57	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
58	PRE-UNIVERSITY BOARD	5
59	INFORMATION DEPARTMENT	4
60	CITY MUNICIPAL COUNCIL	4
61	TOWN PANCHAYAT	4
62	TECHNICAL EDUCATION DEPARTMENT	3
63	BANGALORE METROPOLITAN TRANSPORT CORPORATION	2
64	DISTRICT INSURANCE OFFICES	1
65	EXCISE DEPARTMENT	1
	<b>Total</b>	<b>8686</b>

Records shown above as on 31/1/2015 12:00:00

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

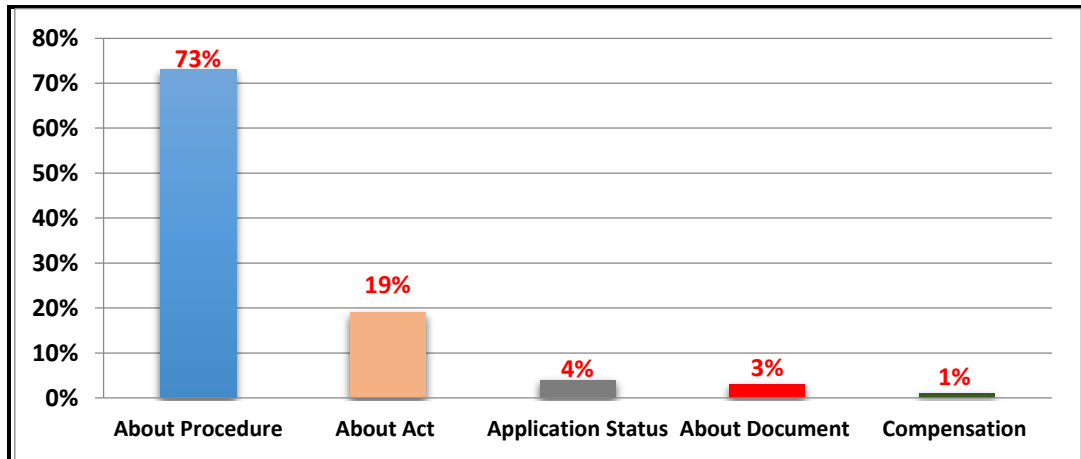
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
1	Gadag	5	98.08	3	100.00	1	150	1	16.67	13	31.20	7	55	8	38	1
2	Koppal	15	100.00	1	100.00	1	60	8	40.00	10	40.01	5	90	1	41	2
3	Belagavi	29	96.15	6	95.97	6	90	5	90.91	2	92.41	1	65	6	55	3
4	Chikkaballapura	1	95.33	7	97.52	3	51	11	100.00	1	6.88	21	50	11	55	3
5	Dharwad	13	83.87	12	96.15	5	68	7	33.33	12	66.05	3	75	4	56	4
6	Haveri	10	100.00	1	100.00	1	32	16	50.00	8	18.69	17	60	7	60	5
7	Uttara Kannada	16	100.00	1	100.00	1	26	18	0.00	14	91.83	1	32	17	68	6
8	Chamarajanager	22	100.00	1	97.30	4	32	16	80.00	4	20.27	15	60	7	69	7
9	Udupi	3	0.00	15	100.00	1	82	6	0.00	14	23.43	12	0	19	70	8
10	Chitradurga	23	100.00	1	100.00	1	26	18	42.86	9	74.02	2	0	19	73	9
11	Shivamogga	14	97.18	4	97.92	2	34	15	0.00	14	33.27	6	30	18	73	9
12	Ballari	30	97.16	5	100.00	1	11	22	75.00	5	30.27	8	80	3	74	10
13	Kolar	4	95.10	9	71.95	10	108	3	0.00	14	20.04	16	0	19	75	11
14	Hassan	11	0.00	15	0.00	15	110	2	0.00	14	24.28	11	35	16	84	12
15	Tumakuru	2	0.00	15	0.00	15	17	20	63.64	7	11.70	20	51	10	89	13
16	Mandya	7	20.00	14	0.00	14	46	13	0.00	14	17.31	19	52	9	90	14
17	Bidar	8	0.00	15	0.00	15	57	9	0.00	14	11.63	20	45	12	93	15
18	Dakshina Kannada	9	94.20	10	20.28	13	30	17	0.00	14	0.00	24	65	6	93	15
19	Yadgir	26	98.96	2	60.81	12	17	20	0.00	14	21.00	14	70	5	93	15
20	Vijayapura	24	91.25	11	95.95	7	56	10	66.67	6	4.70	22	40	14	94	16
21	Bagalkot	17	0.00	15	0.00	15	47	12	0.00	14	47.76	4	0	19	96	17
22	Davanagere	20	0.00	15	0.00	15	92	4	0.00	14	21.55	13	36	15	96	17
23	Kalaburagi	25	95.24	8	92.59	9	39	14	87.50	3	18.24	18	0	19	96	17
24	Bengaluru	12	0.00	15	0.00	15	0	25	0.00	14	31.18	7	42	13	101	18
25	Bengaluru Rural	6	0.00	15	0.00	15	23	19	0.00	14	21.56	13	0	19	101	18
26	Chikkamagaluru	19	100.00	1	93.02	8	12	21	37.50	11	3.83	23	0	19	102	19
27	Mysuru	21	0.00	15	0.00	15	32	16	0.00	14	28.08	10	42	13	104	20
28	Ramanagara	18	0.00	15	0.00	15	8	23	0.00	14	28.57	9	45	12	106	21
29	Raichur	28	0.00	15	0.00	15	5	24	0.00	14	24.43	11	82	2	109	22
30	Kodagu	27	77.78	13	66.67	11	23	19	0.00	14	0.00	24	0	19	127	23
<b>Total</b>							<b>1384</b>						<b>1202</b>			

Records shown above as on 31/1/2015 12:00:00

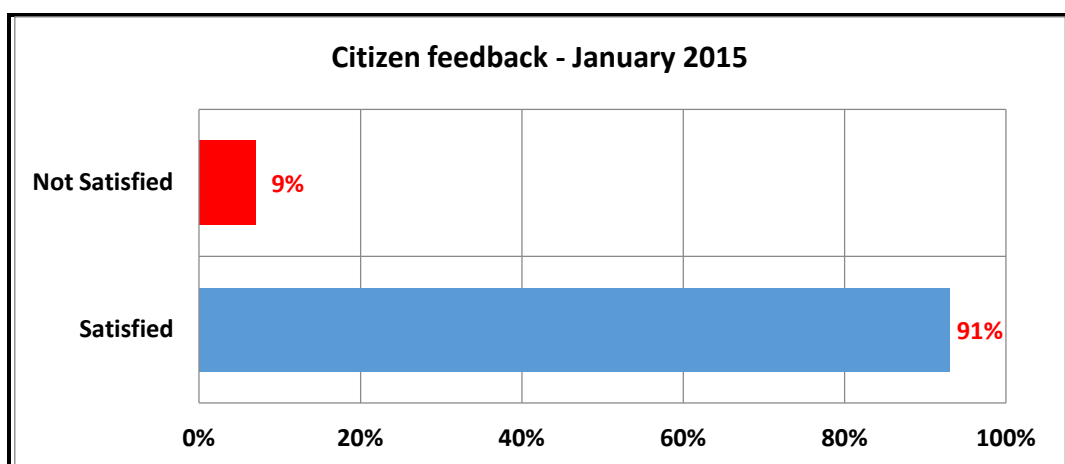
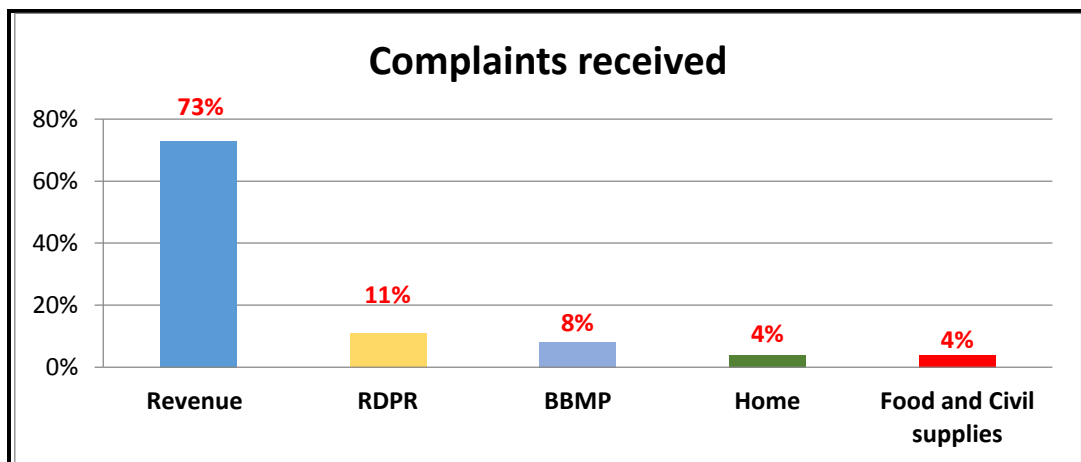
### CHAPTER 3: CALL CENTRE REPORT

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

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



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



### CHAPTER 3A: CALLS RECEIVED - DISTRICT WISE

S.N.	District	Calls received Count- January 2015
1	Bengaluru	24873
2	Bagalkot	5569
3	Davanagere	977
4	Belagavi	862
5	Ballari	537
6	Vijayapura	518
7	Chitradurga	442
8	Bengaluru Rural	435
9	Kalaburagi	401
10	Mysuru	357
11	Raichur	353
12	Chikkaballapura	329
13	Tumkur	312
14	Dakshina Kannada	303
15	Bidar	285
16	Mandya	271
17	Gadag	264
18	Hassan	242
19	Koppal	227
20	Kolar	221
21	Haveri	220
22	Shivamogga	218
23	Ramanagara	217
24	Chamarajanagar	192
25	Chikkamagaluru	167
26	Dharwad	153
27	Uttara Kannada	126
28	Udupi	84
29	Kodagu	67
30	Yadgiri	41
	<b>Grand Total</b>	<b>39263</b>

Records shown above as on 31/1/2015 12:00:00

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

## CHAPTER 3B: CALLS RECEIVED - DEPARTMENT WISE

S.N	Department	Calls received Count- January 2015
1	Revenue Department	22647
2	Transport Department	3646
3	BBMP	2597
4	Rural Development & Panchayat Raj Department	2458
5	Food & Civil Supplies Department	1823
6	Women & Child Welfare Department	954
7	Education Department	862
8	Home Department	674
9	BWSSB	538
10	Transport Corporation (KSRTC / BMTC)	357
11	Labour Department	347
12	Health & Family Welfare	316
13	City Municipal Council	304
14	Commercial Taxes Department	242
15	Town Panchayath	199
16	University academic section	171
17	Town Municipal Council	162
18	University finance section	120
19	City Corporation (Other than BBMP)	119
20	University of Post Graduation section	109
21	Ayush Department	107
22	University constituent colleges	104
23	University examination section	71
24	ESI - Employees State Insurance Corporation	70
25	Department of Factories & Boilers & Industrial Safety & Health	50
26	Pre University Board	50
27	Urban Development	35
28	Drugs Control Department.	24
29	Karnataka Housing Board	19
30	Municipal Corporations / CMC / TMC / Town Panchayat	19
31	Agriculture Department	15
32	Department of Personnel & Administrative Reforms	10
33	Fisheries Department	8
34	Public Works, Ports & Inland Water Transport Department	7
35	BDA	6
36	Department Of Public Instruction	6
37	Forest Department	5
38	Kannada Culture & information Department	5
39	Medical Education	3
40	Commerce and Industries	1
41	Higher Education-Collegiate Education	1
42	Karnataka Slum Development Board	1
43	Tourism	1
<b>Grand Total</b>		<b>39263</b>

Records shown above as on 31/1/2015 12:00:00

**Notes:** 60% of calls received for Revenue department were enquiries about **procedure to apply for a service**. 2905 calls out of 3646 (76%) calls received for Transport department were **enquiries about the services offered by Transport department** that are covered in the Act.

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

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	EJS	NON-SAKALA	8752	1843	871	2714	804	5234
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4445	2594	676	3270	0	1175
4	Online	SAKALA	1315	566	223	789	64	462
5	Online	NON-SAKALA	687	155	39	194	80	413
6	Call Center	NON-SAKALA	2993	2842	24	2866	25	99
7	Call Center	SAKALA	4464	4232	76	4308	66	90
8	Janagraha	SAKALA	78	76	0	76	0	2
9	E-Mail	NON-SAKALA	452	442	9	451	0	1
10	E-Mail	SAKALA	221	213	8	221	0	0
		<b>Total</b>	<b>27222</b>	<b>14534</b>	<b>1977</b>	<b>16511</b>	<b>1039</b>	<b>9669</b>

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		6078	5087	307	5394	130	554
Non Sakala		21144	9447	1670	11117	909	9115

Records shown above as on 31/1/2015 12:00:00

### Notes:

Out of 6,078 complaints received for Sakala, 5,087 have been resolved and 307 have been rejected amounting to disposal of 5,394 complaints showing 88% closure rate. 130 complaints are in the process of getting disposed and 554 complaints are overdue. Call centre is closely following up with complaints related to Sakala.

Out of 21,114 complaints received for Non Sakala, 9,447 have been resolved and 1,670 have been rejected amounting to disposal of 11,117 complaints showing 52% closure rate. 909 complaints are in the process of getting disposed and 9,115 are overdue.

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



### CHAPTER 3D: COMPENSATION CLAIMED STATUS

S.N	Department Name	No Appeals	Compensation
1	REVENUE DEPARTMENT	456	58400
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	40	4240
3	SURVEY AND SETTLEMENT COMMISSIONER	29	2040
4	DEPARTMENT OF PUBLIC INSTRUCTION	29	5180
5	BRUHAT BANGALORE MAHANAGARA PALIKE	25	2020
6	HOME DEPARTMENT	4	380
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TRANSPORT DEPARTMENT	2	640
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
10	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	60
11	CITY MUNICIPAL COUNCIL	1	320
	<b>TOTAL</b>	<b>591</b>	<b>73560</b>

Records shown above as on 31/1/2015 12:00:00

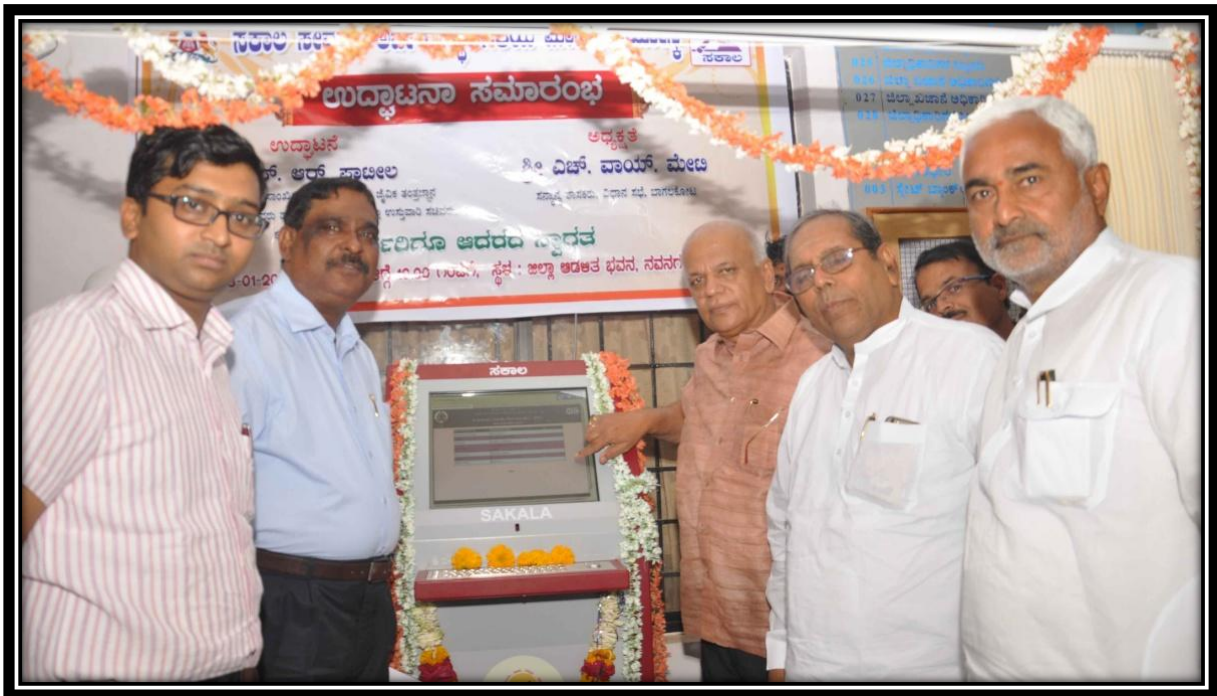
**Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal**

### CHAPTER 3E: CITIZEN FEEDBACK- JANUARY 2015

Name	Location	Complaint Category/ Department	Happy/ Not happy
1.Muhammed	Bagalkot	Revenue	Happy
<p><b>Remarks:</b> Muhammed got to know about Sakala through TV advertisement. He called up to enquire about Sandhya Suraksha and obtained the required information. He said that Sakala Scheme is very helpful to public to get information and services within stipulated time. Satisfied with Sakala service.</p>			
2. Ramalinge Gowda	Vijayapura	Revenue Department	Happy
<p><b>Remarks:</b> Citizen called Sakala to enquire about information regarding Survey measurement. Got to know about Sakala through TV ads. Citizen is satisfied with the service of Sakala Call centre because he received proper information.</p>			
3.Govinda Masi	Bengaluru	Revenue Department	Happy
<p><b>Remarks:</b> Citizen got to know about Sakala through newspaper. Called up to know about Act in General. Suggested to include more services in Sakala.</p>			
4.M.S Hiremutt	Dharwad	Revenue Department	Not Happy
<p><b>Remarks:</b> Got to know about Sakala through TV advertisement. Not happy about Sakala service delivery and said that Taluk office is neglecting Sakala initiative. Requested to give more publicity about Sakala in rural areas.</p>			
5.Praveen	Bengaluru	Food and Civil Supplies	Not Happy
<p><b>Remarks:</b> Got to know about Sakala through display boards. Said that he had applied for change in ration card. Did not get his service in time. So he is not satisfied with Sakala.</p>			

## CHAPTER 4: EVENTS AND NEWS CLIPS

1) 3.1.2015, Bagalkot: SAKALA KIOSK was inaugurated by Hon'ble Shri S.R.Patil, Minister for IT & BT and District Minister.



2) 6.1.2015, Shivamogga: SAKALA KIOSK was inaugurated Sri V P Ikkeri, Deputy Commissioner, Shivamogga. Additional DC Sri N M Nagaraj was also present on the occasion.



3) 22.1.2015, Kalaburagi: Review of Sakala initiative and its progress at the district level by the Deputy Commissioner and his team.



4) 14.1.2015, Shivamogga : Training on Sakala given to university staff along with Deputy Registrar and Asst Registrar by District IT consultant of Shivamogga. Registrar of Kuvempu University Prof..Mallika Ghanti assured that steps are being taken to implement Sakala in the university.



5) 21.1.2015, Bengaluru : ISO Internal Audit was conducted at Mission as a part of ISO surveillance audit , as per the requirements of ISO standards. Departments were reviewed by Sakala Mission with respect to the targets set and their achievements.



**5) 27.1.2015, Bengaluru : ISO Surveillance Audit** was conducted at Mission by the external auditor of ISO certifying body. Sakala Mission was audited to ensure the ISO standards which were set last year were being complied with. Sakala mission has successfully completed the audit.



Nodal officers of Food and Civil Supplies, BBMP, Revenue department, Commercial taxes and Transport department along with technical team of NIC were involved in the audit process. Activities of these 5 departments with respect to Sakala initiative were audited.

## News Clips

# CEO powers a 'toilet revolution' in Mandya

By Chetan R, Bangalore Mirror Bureau | Jan 7, 2015, 04.00 AM IST



*Mandya has 2.5 lakh households without toilets in the district.*

*The officer took it up as a mission after watching plight of women in the district; it will soon have more than one lakh new units, a national record*

A silent revolution took place recently in Mandya district, around 100 km south-west from Bengaluru. The district set a record of providing toilets to its households -- 141 per cent more than the target for the year 2014-15. And it is due to Mandya's feat that Karnataka secured the first place in the country in terms of providing toilets to households.

The target for the district was to set up lavatories in 31,425 households for the year 2014-15. As of now, the Mandya Zilla Panchayat has set up 44,504 units. Around 56,047 toilets are under progress and close to completion. By the end of July, the district will set a new record of having more than one lakh new toilets.

The person who executed the project is the Chief Executive Officer (CEO) of the panchayat, Sindhuri Dasari - a 2009 batch IAS officer - who took it up as a mission after witnessing the plight of women in the district.

Dasari's dogged pursuance ever since it was launched in Mandya as a campaign, 'Swabhimanakkagi Shouchalaya' (toilets for self-respect) has resulted in state featuring on top of Swachh Bharat Mission target versus achievement list, said a senior state government official. "Without the CEO, it would have been a difficult task. The credit goes to young officer and her staff," the bureaucrat explained.



## **Plight of women**

It was easy for her to relate to the plight, Dasari said. "This (toilet to every household) was not a top priority when I had landed in the district. However, a 6-year-old girl was raped later when she went out for toilet as their house had none. Within six to seven months, in Mandya alone, we have thousands of dog-bite cases due to lack of toilets. There are cases of snake bites too. Then it struck me. I thought that we should look at it as a doable thing and arrived at one lakh mark," she said.

Speaking to Bangalore Mirror on Mandya's achievement, she said it was "surprising but welcoming". "In a span of six months, it's a big thing. We have 2.5 lakh households without toilets in the district. So I thought we should try to achieve one lakh," Dasari said.

## **An effective campaign**

Officials of the panchayat, which has 232 grama panchayats and seven taluk panchayats, attributed the innovative mode of campaign by Dasari starting from schools till the upper echelons for the result. While school children were made to take an oath on getting toilets, school teachers and Block Education Officers were given a target to ensure at least 10 lavatories are constructed. Street plays enacted the importance of toilets in villages and the entire district officials including elected members, block-level officers, panchayat development officers, data entry operators, NGOs, schools and the students (who were given grace marks) were all involved.

"A planned, multi-level approach helped us achieve the target. The change was prominent because of the awareness among women and students. If the same model is replicated in all the districts, our state will secure the first position," an official said.

## **IN THE LIMELIGHT**

*Following this success, Mandya will be showcased in national conference by the ministry of rural development, Government of India on Mahatma Gandhi National Rural Employment Guarantee Act in Kerala this month.*

## Get learner's licence in 20 minutes

Bangalore Mirror Bureau | Jan 24, 2015, 04.00 AM IST



*Transport minister Ramalinga Reddy with a successful candidate*

*Test comprising 15 questions goes online to eradicate corruption; 10 right answers to pass*

Henceforth, you need not wait in a room at the RTO to write a learner's license test with paper and pen. Nor will you have to wait for days to get the licence issued. Getting the licence is now just matter of a few minutes.

All you need to do is walk into a kiosk, register and answer the test online. In a matter of a few minutes, the applicant will get a certificate of his marks! For the first time in Bengaluru, the LL test has gone online.

To begin with, the process was undertaken on Friday at Electronics City and KR Puram RTOs and will soon be implemented across all other RTOs in the State.

After applying online to get an LL, the applicant needs to visit the RTO with relevant documents. After paying the requisite fee, he or she will be asked to take a computer test. The computer will come up with a 15-question test and the duration will be of 15 minutes. We can take one minute to answer one question like a CET. The questions will be related to mandatory, cautionary, informatory signs and on the Motor Vehicles Act and rules.

If a candidate is able to give correct answers to 10 questions, the computer will declare him passed.

Within the next five minutes, photo and biometric details will be taken and a certificate issued on the spot.

### **How is it beneficial?**

The current LL test is a cumbersome practice that often leads to corruption. For example, candidates have to go through an application process following which they will be asked to write a test on paper. "I attended the test multiple times. As I had not paid money, I was never passed in the exam. However, I could see that those candidates who had come through driving schools and touts found it easy to pass the test within the same day. I think the online test will put a full stop to such corrupt practices. Moreover, once we write the paper test, we have to come the next day to collect the certificate," said Jagadish Gowda, a techie who had taken the test recently. It is also well-known that one has to pay a bribe through middlemen and wait for more than seven days to get a learner's license in city RTOs. To minimize human intervention and eradicate corruption in the process, the transport department has launched STALL (screen test aid for learner's license) which helps the applicant get an LL within 20 minutes.

### **50% fail on first day!**

On the first day of launch, 62 people took the exam at Electronics City RTO. Out of them, only 32 passed. "As the project is being introduced for the first time, there will be hiccups. Some people could not clear it because they could not follow the instructions. We are confident that in the coming days, the problem will not be there," said an RTO official.

