



January - 2014 Report

The Karnataka Sakala Services Act, 2011

Total Receipts - 4.21 Crore

Total Disposals - 4.12 Crore



Honorable Chief Minister and Honorable Union Minister of State
DOPT releasing Sakala On Mobile on 22.01.2014

No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

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



Message

It is a great pleasure for me to announce that 32 more services are being added under Sakala by department of Forest, Fisheries & Transport, thereby bringing the total number of services to 479. This is one more step closer to the bringing all the services of Government under Sakala. I am very happy to learn that Sakala has been selected for e-Governance award, which is a much deserved recognition towards ensuring speedy delivery of Services to citizens.

Recently I inaugurated a two day Regional Conference on “Learning from Successes“ held in Bengaluru, which was graced by Sri V. Narayanaswamy, Minister of State (PMO & PP) and top ranking officials from Centre and 19 other states. Hon. Union Minister had lauded the efforts of Sakala in bringing a marked change in the delivery of services.

The country is looking at Sakala as a role model. Hence we need to excel in all aspects. Although, 98% in time service delivery has been achieved, focus should be on the remaining 2% so as to meet our commitment of “No more Delays, We deliver on Time”. I urge each designated officer to be actively involved by spending 15 minutes every morning seeing the pending applications to be delivered, appeals made by citizens to be disposed and details of compensation to be paid to Citizens. Self monitoring alone at grass root level will yield fruitful results for the people at large.

It is noticed that there is 4% rejection rate, despite collecting applications with all the mandatory and supporting documents at the counter. The education of Citizens about various procedures to obtain various Government services and at the same time sensitizing our employees to empathize with needs and demands of people, is the need of the hour.

If we simplify our procedures, I am sure that, in days to come, employees will also be benefitted with the reduction of work burden and pressure, while citizens will have higher ‘Happiness Index’.

I would like to congratulate all the winners of Sarvottama Seva Award, 2014 and wish that they inspire other employees to achieve excellence in their work.

Siddaramaiah
Chief Minister



Message

In the month of January, the 1st rank under Sakala goes to Uttara Kannada, 2nd rank goes to Chikkaballapur & 3rd rank goes to Kolar district. I would like to congratulate all Deputy Commissioners for their dedication and sincerity in making Sakala initiative a success. I urge the district administration and other officials to ensure that Sakala benefits all citizens and no stone should be left unturned, in this endeavour.

As more and more services are being added under Sakala, it will not only will bring more transparency in Governance, but reduce public grievances, in the long run. I do hope that all Government departments would become more modern, efficient and respected, in the days to come.

In order to involve more and more citizens/ volunteers in awareness building exercise a new concept of enrolling "Sakala Mitras" is being initiated. At every Gram Panchayat level, Sakala Mission will train one volunteer to disseminate information about Right to services and bring grievances of people for speedy redressal.

Many Seminars and conferences were held during the month. An exhibition was organised in Vidhana Soudha for delegates from various States and media to showcase the achievements of various departments of Karnataka. The visit of top ranking officials from various States has brought many success stories to light. These best practices acted upon, by respective departments keeping Citizen Centricity as their hallmark.

I am taking direct phone calls from Citizens, every first and third Wednesday of the month in Chandana TV channel between 8 am to 9 am. This has empowered the citizens to have direct access to Government and alerted the lethargic officials, lest they are complained against. Let us together eliminate public grievances and create a healthy environment for growth and prosperity.

T.B. Jayachandra

Hon Minister for Law, Justice &
Human Rights, Parliamentary Affairs &
Animal Husbandry services

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FROM THE MISSION DIRECTOR'S DESK

32 new services have been listed and will be added to the growing list of Services under Sakala. This will bring the total number of services under Sakala to 479 (List Enclosed).

Ranking: Uttara Kannada shows consistent performance and occupies the top position this month. This shows the continuous efforts of employees of the district. Chikkaballapura and Kolar have taken up second and third spots respectively. Kolar has shown good performance by leaping from 7th to 3rd place. 10 districts have shown positive performance. This is a result of more disposals done. Kodagu is not showing any signs of improvement and has taken a spot in the last liners.

Rank	District	District	Rank
1	Uttara Kannada	Bidar	30
2	Chikkaballapura	Kodagu	29
3	Kolar	Yadgir	28

Applications and Disposal Trends:

	Receipts	Disposals
Month of January -14	20,31,888	18,77,470
Cumulative Count	4,21,36,964	4,12,61,626

Taluka Rankings: Talukas of Uttara Kannada and Chikkaballapura have dominated the top 12 Taluk list with consistent performance, with 6 & 3 Talukas respectively. Yellapura of Uttara Kannada has taken the top spot.

Pendency, Delays and Rejections:

Pendency: A total of 11291 pendencies were seen as at the close of the month. There has been an increase from last month's 9584. This is a disturbing trend, which needs to be addressed.

Delayed Disposal: 37067 applications were delayed in disposal during the month compared with 38774 of the previous month. There has been an improvement from the previous month's delay rates. This gives about 98.13% in time delivery compared to 97.80% of previous month.

Rejections: 6% is the rejection rate for January. This is an increase as compared to 5.45% of December 2013. There is a need to take strict measures to reduce rejections at counter. Bangalore has 829 rejections at counter. Awareness has to be created among citizens regarding mandatory documents needed for application process.

Complaints, Appeals & Compensation

Complaints: 2880 complaints out of 3122 have been resolved. This is a closure rate of 94%. This is a slightly better performance, compared to last month closure rate of 92%.

Appeals: Under Appeal -1 category 652 were received of which 289 were approved, 260 were rejected and 103 are in process. Under Appeal -2 category 48 were received of which 20 were approved, 17 were rejected and 11 were in progress. Appellate Authority must update the appeal status in the portal and issue debit notices to defaulters for recovery within 30 days.

Compensation: 330 compensation claims have been made till date.

Receipts with Mobile Numbers: Although giving mobile numbers is mandatory, yet only 23.5% of receipts are with mobile numbers. Training to data operators is required to rectify this issue.

Cyber Cafes: The MOU's with cyber cafes w.r.t 3000 applications received need early execution.

Business Process Re engineering: Suo motu Birth Certificate at Birth in Govt. hospitals will reduce waiting time to obtain a birth certificate. This facility can eventually be extended to private hospitals linked with Urban Bodies electronically.

New experiment: Efforts are being made to compile Constituency wise performance report.

Sakala moves with Time: An article written by N Niranjan Nikam, Senior Journalist gives the Sakala story in a snapshot since inception.

Amendments to Act: Proposed Amendments to the Act is enclosed for suggestions.

Awards: Sarvottam Seva Awards for the year 2014 were given away to best performers on 26th January 2014, Raj Bhavan, Bengaluru by His Excellency the Governor and Hon. Chief Minister of Karnataka.

E- Governance award: Sakala has been given the prestigious award on 31.1.2014 at Cochin.

ISO Certification: We have successfully finished the ISO auditing process for the Departments with higher share of receipts like Revenue, Food & Civil Supplies, Commercial Taxes, Transport, BBMP, Information, ATI and NIC departments in providing “Sakala Services” (Report enclosed).

Seminars & Conferences: Month of January has seen major activities in terms of seminars and conferences.

National Level Conference of “**Learning from Success**” in Vidhanasoudha , Bengaluru was a source of new success stories from across India. These success stories will be a source of inspiration for employees of Government of Karnataka

Seminar on “**Coalition against Corruption**” in Bengaluru has shown the commitment of SAKALA towards good Governance.

Workshop on “**Implementation of Right to Public services Act**” at Ranchi, Jharkhand highlighted Sakala and its Implementation.

Seminar on “**Corporate Social responsibility**” has ensured that SAKALA will benefit from the Multi National Companies and their CSR activities.

DR. SHALINI RAJNEESH
MISSION DIRECTOR – SAKALA

CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	Receipts in Jan-14 (A)	Disposals in Jan-14(B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of receipts/ One lakh population (E)	Ranking based on Receipts /One lakh population (F)	Final Ranking(30 % on (D) and 70% on (F)) Ranking for Jan-14	Final Ranking(30 % on (D) and 70% on (F)) Ranking for Dec-13	Trend
Uttara Kannada	59776	61299	0.1	1	4269	1	1	1	↔
Chikka ballapura	50461	49721	0.4	4	4205	2	2	2	↔
Kolar	47730	47288	2.2	16	3182	8	3	7	↑
Hassan	58752	60204	2.7	21	3456	6	4	8	↑
Gadag	30087	29392	2.5	18	3008	14	5	15	↑
Mandya	65897	69029	2.9	22	3660	4	6	5	↓
Rama nagara	40228	42082	3.6	26	4022	3	7	6	↓
Chitra durga	48152	49743	0.6	5	3009	13	8	9	↑
Davana gere	64236	64735	0.9	10	3380	7	9	4	↓
Bangalore Rural	32697	31286	9.7	30	3633	5	10	11	↑
Koppal	35132	34134	0.3	3	2702	23	11	18	↑
Shimoga	51640	49993	0.7	8	3037	12	12	10	↓
Tumkur	81917	80276	3.5	25	3150	9	13	13	↔
Chamaraja nagar	30841	30874	0.1	1	3084	10	14	3	↓
Mysore	89104	85201	2.6	20	3072	11	15	12	↓
Bijapur	62595	59673	2.3	17	2980	15	16	16	↔
Udupi	32743	32720	0.8	9	2976	16	17	14	↓
Haveri	40736	39688	0.6	5	2715	22	18	17	↓
Bangalore	271808	277437	3.3	24	2861	18	19	24	↑
Bagalkot	49276	48240	1.2	12	2737	20	20	21	↑
Chik magalur	30661	31190	1.7	14	2787	19	21	20	↓
Bellary	60893	58834	2	15	2435	27	22	26	↑

District	Receipts in Jan-14 (A)	Disposals in Jan-14(B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of receipts/ One lakh population (E)	Ranking based on Receipts /One lakh population (F)	Final Ranking(30 % on (D) and 70% on (F)) Ranking for Jan-14	Final Ranking(30 % on (D) and 70% on (F)) Ranking for Dec-13	Trend
Dakshina Kannada	58498	61104	2.5	18	2924	17	23	19	↓
Dharwad	48070	46175	0.6	5	2670	24	24	22	↓
Belgaum	124810	121492	1	11	2655	25	25	25	↔
Raichur	41829	43054	2.9	22	2201	29	26	28	↑
Gulbarga	68102	68421	1.4	13	2724	21	27	23	↓
Yadgir	25110	26297	5.3	28	2282	28	28	29	↑
Kodagu	12940	13304	5.4	29	2588	26	29	27	↓
Bidar	34610	36085	4.3	27	2035	30	30	30	↔

Records shown below as on 30/01/2014 09:30:00

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

Legend:

↔: Same as of last month,

↓: Decreasing Trend,

↑: Increasing Trend,

Notes :

- Uttara Kannada and Chikkaballapura districts have shown consistent performance by staying in 1st and 2nd ranks respectively in months of January & December.
- Kodagu has joined Yadgir and Bidar have as poor performers staying in last rankers.
- Tumkur and Bijapur have maintained consistency in their performance by staying in 13th and 16th ranks.

CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

Top 12 performing Talukas

District	Taluk	Receipts during the month (A)	Disposals during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	Receipts/ Ten thousand population (E)	Ranking based on Receipts/Ten thousand population (F)	Final Ranking (30% on (D) and 70% on (F))
Uttara Kannada	Yellapur	5504	5565	0	7	786	8	1
Uttara Kannada	Haliyal	9042	9034	0	11	822	7	2
Chikka ballapura	Gudibanda	2906	2745	0	2	581	14	3
Uttara Kannada	Mundgod	4976	4471	0	5	497	21	4
Dharwad	Dharwad	21555	20910	0.4	45	898	6	5
Uttara Kannada	Ankola	4632	4075	0	4	463	25	6
Mandya	Maddur	14523	14824	0.1	19	500	19	7
Uttara Kannada	Karwar	15607	15246	0.5	52	1040	5	8
Chikka ballapura	Chikka ballapura	14590	13561	0.4	44	694	9	9
Chikkaballapura	Sidlaghatta	13918	13053	0.4	43	662	11	10
Uttara Kannada	Honavar	7038	7013	0	9	439	32	11
Haveri	Haveri	14355	12882	0.4	42	512	18	12

Records shown below as on 30/01/2014 09:30:00

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Notes:

Talukas of Uttara Kannada and Chikkaballapura have dominated the top 12 Taluk list with consistent performance, with 6 & 3 Talukas respectively. Yellapura of Uttara Kannada has taken the top spot.

Bottom 12 Ranking Talukas

District	Taluk	Receipts during the month (A)	Disposals during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	Receipts/ Ten thousand population (E)	Ranking based on Receipts/ Ten thousand population (F)	Final Ranking (30% on (D) and 70% on (F))
Kodagu	Somvarpet	3932	3597	1.5	103	196	163	166
Belgaum	Khanapur	3765	3739	0.9	74	150	177	167
Gulbarga	Jevargi	5553	5693	1.4	98	191	168	168
Bangalore	Yelahanka	11837	9371	12.8	176	236	136	169
Udupi	Karkal	4087	4260	1.7	112	194	164	170
Bidar	Homnabad	6427	6262	1.8	119	194	165	171
Bidar	Basavakalyan	7168	6265	4.3	165	210	149	172
Chik magalur	Narasimharaja pura	1145	1075	2	130	190	169	173
Bellary	Kudligi	6319	4964	2.8	151	197	161	174
Yadgir	Shorapur	8377	7343	5.1	168	204	155	175
Shimoga	Hosanagara	2204	2007	5.5	169	200	158	176
Dakshina Kannada	Beltangadi	4350	3998	2	131	167	175	177

Records shown below as on 30/01/2014 09:30:00

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

Notes:

Belthangadi Taluka of Dakshina Kannada has taken the last spot in list. Two talukas of Bidar also feature in bottom 12 list. Close monitoring is needed , which will handhold them to perform better in the coming days.

CHAPTER 2A: RECEIPTS AND DISPOSAL TRENDS FOR JAN-14

Main Department	Receipts			Disposals		
	Dec -13	Jan-14	Trends	Dec -13	Jan-14	Trends
REVENUE DEPARTMENT	1010838	1209218	↑	1003850	1099489	↑
TRANSPORT DEPARTMENT	222855	260156	↑	246020	223462	↓
COMMERCIAL TAXES DEPARTMENT	134501	151162	↑	135909	146336	↑
RDPR	86459	105241	↑	85179	101678	↑
HOME DEPARTMENT	86402	86021	↓	86641	84023	↓
URBAN DEVELOPMENT	76619	77249	↑	74604	78075	↑
FOOD AND CIVIL SUPPLIES	40694	50601	↑	40792	50470	↑
HEALTH AND FAMILY WELFARE	27779	25289	↓	25465	26837	↑
LABOUR DEPARTMENT	23163	22383	↓	20305	24353	↑
WOMEN AND CHILD WELFARE	18023	22730	↑	17776	21061	↑
EDUCATION DEPARTMENT	15372	13397	↓	14128	14405	↑
COMMERCE AND INDUSTRIES DEPARTMENT	5101	5233	↑	5090	5157	↑
HORTICULTURE DEPARTMENT	1251	1637	↑	951	909	↓
HOUSING DEPARTMENT	457	273	↓	305	420	↑
ANIMAL HUSBANDRY AND FISHERIES	111	255	↑	69	293	↑
FOREST, ECOLOGY AND ENVIRONMENT	41	40	↓	43	40	↓

Main Department	Receipts			Disposals		
	Dec -13	Jan-14	Trends	Dec -13	Jan-14	Trends
PUBLIC WORKS, PORTS AND INLAND WATER	39	51	↑	38	47	↑
DPAR	24	4	↓	54	7	↓
KANNADA, CULTURE AND INFORMATION DEPARTMENT	22	60	↑	21	55	↑
CO-OPERATION DEPARTMENT	16	888	↑	13	353	↑
Total	1749767	2031888	↑	1757253	1877470	↑

Records shown below as on 30/01/2014 12:00:00

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

Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

Notes : Receipts and disposals have seen a considerable increase in numbers as compared with previous month.

- **Receipts:** Co operation department has seen huge influx of receipts along with regular big timers like revenue and transport department.
- **Disposals:** Revenue department is the major contributor in number of Disposals.

CHAPTER 2B: DEPARTMENT & SERVICE WISE PENDENCY

Sl. NO	DEPARTMENT	PENDENCY AFTER DUE DATE for Dec -13	PENDENCY AFTER DUE DATE for Jan -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Dec-13	Pendency for Jan-14
1	Revenue Department	5520	7179	Change of Khata (Undisputed cases)	4034	3122
				Conversion of agriculture land to non agriculture purpose	459	275
				Sandhya Suraksha	194	212
				All types of Caste Certificate	183	768
				Destitute Widow pension	120	107
				Record of Rights Certificate	69	99
				Issuance of Arms License	67	107
				Residence Certificate	66	1220
				No tenancy certificate	50	114
				Mutation Extract	45	41
				Small and Marginal Farmer Certificate	45	212
				All types of Income Certificate	41	354
				Pension for disabled persons	40	58
				Surviving Family member Certificate	21	109
Indira Gandhi Old Age Pension	18	49				
2	Inspector General of Registration and stamps	668	937	Registration of Land / property	668	937

Sl. NO	DEPARTMENT	PENDENCY AFTER DUE DATE for Dec -13	PENDENCY AFTER DUE DATE for Jan -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Dec-13	Pendency for Jan-14
3	Home Department	1490	1524	Reciept and Disposal of Petitions	442	511
				Arms License Issue and Renewal Verification	384	315
				NoC for Passport Verification	254	401
				Service Verification	248	193
				Issue of copy of FIR to the complainant	30	1
				NOC for petrol pump,gas agency,hotel,bar etc.	29	16
				Police Verification Certificate for domestic servants/house keeping	26	12
				Issue of Duplicate Copies in Survey Section(Aakar Band)	176	492
				Issue of Duplicate Copies in Survey Section(Atlas)	59	163
				Issue of Duplicate Copies in Survey Section(Pakka Tippan)	33	137
4	Survey and Settlement Commissioner	319	1226	Issue of Duplicate Copies in Survey Section(Tippan)	29	336
				Issue of Duplicate Copies in Survey Section(Village Map))	13	29
				Issue of Duplicate Copies in Survey (Kharab Utar))	9	32

Sl. NO	DEPARTMENT	PENDENCY AFTER DUE DATE for Dec -13	PENDENCY AFTER DUE DATE for Jan -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Dec-13	Pendency for Jan-14
5	Rural Development and Panchayat Raj Department	356	154	maintenance of street lights	112	13
				maintenance of drinking water	107	4
				alteration to assessment list	61	77
				maintenance of village sanitation	37	8
				noc to escoms	11	5
				providing employment to unskilled labours (mgnregs)	9	26
				general licence (trade licence)	6	2
				building licence	5	1
				issue of job card to unskilled laboures	4	13
				Sanction of Medical Reimbursements Bill of IPS	142	288
6	Employee state insurance medical services	144	292	Submission of Super Speciality Medical Reimbursement bills	2	4
7	Health and Family Welfare Department	71	84	Issue of age certificate	63	62
8	Commissionerate of Bangalore and Mysore, CPI	206	79	Issue of Disability Certificate	6	2
				Issue certificate of discharge & sterilization	1	21
				Reimbursement of Medical Expenses	83	10
				Vehicle Purchase/GPF/KGID/Computer & Advances	81	29
				Sanction of 10/15/20 Years Time Bound Promotion	24	13

Sl. NO	DEPARTMENT	PENDENCY AFTER DUE DATE for Dec -13	PENDENCY AFTER DUE DATE for Jan -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Dec-13	Pendency for Jan-14
9	Department of Public instruction	112	142	Reimbursement of Medical Expenses	41	37
				Renewal of recognition for Schools	17	30
				Vehicle Purchase/GPF/KGID/Computer and Advances	14	14
				Sanction of 10/15/20 Years Time Bound Promotion	9	9
				First Recognition of Schools	8	41
				Issuing Salary Certificate	6	2
				Pension Proposal and Services	3	4
				Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration	47	32
				Transfer of Khatas	31	13
10	Bruhat Bangalore Mahanagara Palike	167	68	Khatha Extract/Certificate	25	6
				Sanction of Building Plan in sites up to 2400 sq.ft dimension for residential single dwelling unit. (Not Computerized)	22	17

Sl. NO	DEPARTMENT	PENDENCY AFTER DUE DATE for Dec -13	PENDENCY AFTER DUE DATE for Jan -14	IMPACTED SERVICES- APPLICATION COUNT		
				Service	Pendency for Dec-13	Pendency for Jan-14
11	Bangalore water supply and sewage board	157	50	Permission for new connection/Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.	80	45
				Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	77	5
12	North east Karnataka Road Transportation	105	10	Free Bus Pass For the Blind	37	6
				Issue of Bus Passes to School Children	5	6
13	Transport Department	35	39	Registration of Vehicle	25	27
				Duplicate Registration Certificate	8	9
				Learning Licence	1	3

Records shown below as on 30/01/2014 11:00:00

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

Notes:

The above table shows most sought after services in various departments. The pendencies are huge in Revenue department and ESI services. ESI services are showing increase in pendencies due to lack of funds in the department.. Other departments like Transport, BWSSB and BBMP have performed considerably well and have seen considerable reduction in pendencies.

CHAPTER 2C: DELAYED DISPOSAL – DEPARTMENT WISE FOR JAN -2014

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 2014 (B/A)
REVENUE DEPARTMENT	1208405	18284	2721	1435	1107	1531	25078	2.08%
HOME DEPARTMENT	85660	2371	803	479	306	327	4286	5.00%
HEALTH AND FAMILY WELFARE	25209	2200	21	6	5	8	2240	8.89%
URBAN DEVELOPMENT	76902	1312	233	106	63	114	1828	2.38%
TRANSPORT DEPARTMENT	259435	754	261	68	74	69	1226	0.47%
RDPR	104520	723	78	26	25	17	869	0.83%
EDUCATION DEPARTMENT	13329	309	138	55	30	43	575	4.31%
COMMERCIAL TAXES DEPARTMENT	151162	489	12	1	1	3	506	0.33%
LABOUR DEPARTMENT	22272	71	57	78	70	5	281	1.26%
HORTICULTURE DEPARTMENT	1625	50	1	0	0	0	51	3.14%
WOMEN AND CHILD WELFARE	22611	37	3	1	0	0	41	0.18%
FOOD AND CIVIL SUPPLIES	50241	29	4	0	0	0	33	0.07%
COMMERCE AND INDUSTRIES DEPARTMENT	5206	20	2	1	0	0	23	0.44%
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	255	0	3	9	0	0	12	4.71%
HOUSING DEPARTMENT	266	2	0	0	0	4	6	2.26%
KANNADA, CULTURE AND INFORMATION DEPARTMENT	60	6	0	0	0	0	6	10.00%
DPAR	4	0	0	4	0	0	4	100.00%
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	40	0	0	0	0	1	1	2.50%
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	51	0	0	0	1	0	1	1.96%
CO-OPERATION DEPARTMENT	881	0	0	0	0	0	0	0.00%
Total	2028134	26657	4337	2269	1682	2122	37067	1.83%

Records shown below as on 30/01/2014 11:30:00

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

Notes: Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 72% of total delayed disposals. Efforts are being made to tackle this problem. BPR is a tool by which departments can show considerable quickness in reducing delayed disposal.

CHAPTER 2D: CUMULATIVE DELAYED DISPOSALS - DEPARTMENT WISE

Main Department	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total
REVENUE DEPARTMENT	500665	149928	87484	65792	35455	839324
URBAN DEVELOPMENT	60324	11488	4229	2604	2050	80695
HOME DEPARTMENT	36080	16232	10587	8383	5649	76931
TRANSPORT DEPARTMENT	16937	4980	1983	2498	6192	32590
EDUCATION DEPARTMENT	12711	5035	619	391	540	19296
COMMERCIAL TAXES DEPARTMENT	11976	2799	1908	1481	461	18625
RDRP	10738	1300	560	303	105	13006
HEALTH AND FAMILY WELFARE	6810	1152	561	281	230	9034
FOOD AND CIVIL SUPPLIES	7536	933	154	5	10	8638
LABOUR DEPARTMENT	1193	468	512	532	316	3021
WOMEN AND CHILD WELFARE	964	261	263	13	8	1509
COMMERCE AND INDUSTRIES DEPARTMENT	453	62	23	3	3	544
DPAR	12	24	49	11	124	220
HOUSING DEPARTMENT	51	27	9	10	40	137
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	79	23	19	2	0	123
KANNADA, CULTURE AND INFORMATION DEPARTMENT	34	17	6	27	7	91
HORTICULTURE DEPARTMENT	72	2	0	0	0	74
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	13	8	6	7	14	48
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	22	11	6	7	2	48
Total	666670	194750	108978	82350	51206	1103954

Records shown below as on 30/01/2014 12:00

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

Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 60 % of total delayed disposals. Efforts are being made to tackle this problem. BPR is a tool by which departments can show considerable quickness in reducing delayed disposal.

CHAPTER 2E : CUMULATIVE DELAYED DISPOSALS - DISTRICT WISE

District Name	0-3 Days	4-7 Days	8-15 Days	16- 30 Days	More than 30 Days	Total
Bangalore	156972	53912	26269	19402	14266	270821
Tumkur	46316	12529	7036	5127	3604	74612
Raichur	31900	9135	6637	4830	3442	55944
Belgaum	31448	10276	6538	3567	1607	53436
Mysore	35049	7315	4447	3893	2255	52959
Hassan	29982	9303	5430	4554	2995	52264
Bellary	28602	9059	4680	3408	1654	47403
Bidar	24417	7851	5910	3190	1457	42825
Mandya	26300	7626	3737	2846	1254	41763
Gulbarga	27826	5873	3032	2360	1174	40265
Ramanagara	19656	7153	4996	4342	2351	38498
Yadgir	23718	6171	2973	1849	1010	35721
Bijapur	19051	5679	3280	2864	2486	33360
Davanagere	23102	4138	2509	1717	397	31863
Bangalore Rural	18170	4714	3171	2754	2475	31284
Kolar	17058	5018	2763	2407	1118	28364
Shimoga	13626	4663	2592	1834	1258	23973
Koppal	14878	5250	1502	1446	631	23707
Chikmagalur	11480	3119	1550	1750	752	18651
Dakshina Kannada	11267	2044	1809	1457	1136	17713
Dharwad	11410	2397	1551	1063	708	17129
Bagalkot	9515	2224	1306	1329	731	15105
Chitradurga	8529	1970	1090	635	309	12533
Gadag	6935	1660	920	1066	593	11174
Kodagu	4696	1601	788	920	416	8421
Udupi	5588	1033	508	425	208	7762
Chamarajanagar	3237	1645	940	522	258	6602
Haveri	2837	551	344	184	132	4048
Chikkaballapura	1082	288	288	304	303	2265
Uttara Kannada	1381	217	124	91	162	1975
Total	666670	194750	108978	82350	51206	1103954

Records shown below as on 30/01/2014 12:00

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

Notes:

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 60% of total delayed disposals. Efforts are being made to tackle this problem. BPR is a tool by which departments can show considerable quickness in reducing delayed disposal.

CHAPTER 2F: REPORT OF REJECTIONS- DISTRICT WISE FOR JAN-2014

Sl.No	DISTRICT	RECIEPTS (A)	DISPOSALS (B)	REJECTIONS (C)	REJECTIONS AT COUNTER (D)	REJECTION RATE ((C+D)/B)%
1	Bangalore	333301	293637	15680	829	6
2	Belgaum	129107	126318	8194	142	7
3	Mysore	109862	102734	4523	116	5
4	Tumkur	95074	88663	6507	88	7
5	Mandya	79812	74095	4986	34	7
6	Bellary	79795	67469	3052	40	5
7	Bijapur	71441	62525	1234	15	2
8	Uttara Kannada	68913	67274	3438	36	5
9	Hassan	68375	65468	4589	35	7
10	Davanagere	68307	61884	5117	46	8
11	Gulbarga	65858	62093	3301	34	5
12	Chikkaballapura	64454	58380	2819	65	5
13	Dakshina Kannada	63120	58173	2541	34	4
14	Kolar	58207	56841	5602	29	10
15	Shimoga	57323	53958	3239	46	6
16	Chitradurga	56389	57271	3966	86	7
17	Bagalkot	53677	49779	2514	35	5
18	Raichur	53124	44688	2757	42	6
19	Dharwad	52547	51962	3016	65	6
20	Ramanagara	46621	44106	2070	61	5
21	Haveri	44235	40886	2467	20	6
22	Bidar	43901	35689	2175	101	6
23	Koppal	42672	38231	1918	35	5
24	Bangalore Rural	41183	40543	1149	33	3
25	Udupi	37093	36061	4724	38	13
26	Gadag	36080	34643	1384	23	4
27	Chikmagalur	35722	33465	1857	36	6
28	Chamarajanagar	32368	32667	2254	18	7
29	Yadgir	30119	25325	1467	19	6
30	Kodagu	13208	12642	837	7	7
Total		2031888	1877470	109377	2208	6

Records shown below as on 30/01/2014 12:30

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

Notes: 10 districts have rejection rates greater than state average of 6% for Jan-14. Rejection at counter , if worked upon will decrease the State average. If districts can reduce their rejection rates, it will directly affect the cumulative rejection rate of the State (currently at 4%) reduce.

CHAPTER 2G: RECEIPTS WITH MOBILE PERCENTAGES

S.No	District	Receipts	Receipts Having Mobiles	Mobile Receipts (%) Dec -13	Mobile Receipts (%) Jan -14
1	Bangalore	306508	108140	40	35
2	Dakshina Kannada	58603	20088	36	34
3	Udupi	34121	11623	39	34
4	Mysore	101171	32905	30	33
5	Gadag	33131	11089	31	33
6	Kodagu	11829	3814	31	32
7	Ramanagara	43402	13426	35	31
8	Uttara Kannada	63990	19265	30	30
9	Chikkaballapura	58448	17422	33	30
10	Dharwad	48888	14873	30	30
11	Bagalkot	50026	14323	28	29
12	Davanagere	62687	17191	36	27
13	Mandya	74265	19119	26	26
14	Belgaum	120928	29813	28	25
15	Haveri	40432	9125	20	23
16	Koppal	39745	8731	26	22
17	Shimoga	53088	11315	23	21
18	Tumkur	89126	17800	21	20
19	Bijapur	65634	12835	18	20
20	Bellary	73286	13856	18	19
21	Kolar	53741	10277	14	19
22	Chikmagalur	33018	6314	18	19
23	Gulbarga	60433	10444	18	17
24	Hassan	62454	9700	16	16
25	Chamarajanagar	29429	4595	17	16
26	Chitradurga	51542	7568	16	15
27	Bangalore Rural	37976	5618	21	15
28	Bidar	40104	5539	13	14
29	Raichur	49398	6567	14	13
30	Yadgir	28085	2481	10	9

Records shown below as on 29/01/2014 12:30

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

Notes: The state average for receipts having mobile numbers is around 23.5 %. Since giving mobile numbers has become mandatory, this should increase in the coming days.

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

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

Developing culture to deliver services within fixed period:

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

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

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

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

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

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

Department	Office/ sub department	Designate d Offices with 7 or more defaults (Dec -13)	Designate d Offices with 7 or more defaults (Jan-14)
URBAN	BWSSB	3	3
	BDA	0	1
	BBMP	17	24
	City corporation (other than BBMP)	9	8
	CMC	24	30
	TMC	22	31
	Town Panchayat	7	15
Finance	Commerce and industries	0	1
	Commercial tax	13	33
Education	Department of public instruction	26	34
	Higher Education Collegiate	0	1
	Public libraries Department	0	1
Food	Food and civil supplies	3	1
Animal Husbandry and Fisheries	Fisheries	1	2
Health and family welfare	Health and family welfare department	11	10
Home	Home department	49	72
Horticulture	Sericulture	1	1
Labour	Labour department	1	10
Revenue	Revenue department	237	317
	Survey and settlement commissioner	95	96
	Inspector general of registration and stamps	44	24
	CPI	0	1
RDPR	RDPR	58	37
Transport	Transport inclusive: transport corporations	17	26
Women and child	Women and child department	5	10
Total		643	789

Records shown below as on 30/01/2014 12:30

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

Note : There has been an increase of 22.70% of Nodal Offices, in comparison to previous month ,which have defaulted 7 or more than 7 times.

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

CHAPTER 2I: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2			
	REC	DIS	APP	REJ	REC	DIS	APP	REJ	REC	DIS	APP	REJ
REVENUE DEPARTMENT	23742400	23068339	21509086	1559191	528	450	238	212	20	19	8	11
TRANSPORT DEPARTMENT	6951034	6865705	6668624	197019	3	2	1	1	0	0	0	0
COMMERCIAL TAXES DEPARTMENT	3159410	3138766	2705483	433165	5	5	2	3	0	0	0	0
FOOD AND CIVIL SUPPLIES	2592110	2591877	2561455	30344	2	0	0	0	1	1	0	1
HOME DEPARTMENT	1725898	1690975	1660605	30341	5	3	1	2	0	0	0	0
URBAN DEVELOPMENT	1624064	1607317	1537371	69938	31	24	23	1	3	2	2	0
RDPR	1100139	1076917	1057607	19252	45	39	18	21	5	4	2	2
HEALTH AND FAMILY WELFARE	439107	437389	433004	4367	0	0	0	0	0	0	0	0
LABOUR DEPARTMENT	288667	283011	277563	5448	0	0	0	0	0	0	0	0
WOMEN AND CHILD WELFARE	238136	235784	235395	353	0	0	0	0	0	0	0	0
EDUCATION DEPARTMENT	205688	197311	186981	10330	17	16	1	15	3	3	0	3
COMMERCE AND INDUSTRIES DEPARTMENT	55037	54973	53693	1280	0	0	0	0	0	0	0	0
HOUSING DEPARTMENT	5462	5340	5239	101	0	0	0	0	0	0	0	0
HORTICULTURE DEPARTMENT	4243	2976	2950	26	0	0	0	0	0	0	0	0
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1794	1767	1507	260	0	0	0	0	0	0	0	0

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2			
	REC	DIS	APP	REJ	REC	DIS	APP	REJ	REC	DIS	APP	REJ
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	900	876	876	0	0	0	0	0	0	0	0	0
CO-OPERATION DEPARTMENT	895	364	322	42	0	0	0	0	0	0	0	0
KANNADA, CULTURE AND INFORMATION DEPARTMENT	792	785	651	134	0	0	0	0	0	0	0	0
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	595	581	544	37	0	0	0	0	0	0	0	0
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	593	573	502	71	0	0	0	0	0	0	0	0
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	0	0	0	0	0	0	0	0	0	0	0	0
Total:	42136964	41261626	38899458	2361699	636	539	284	255	32	29	12	17

Records shown below as on 30/01/2014 09:30:00

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

CHAPTER 2J: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS					NO.OF APPEALS -1					NO.OF APPEALS -2				
	REC	DIS	APP	REJ		REC	DIS	APP	REJ		REC	DIS	APP	REJ	
Bangalore	7544260	7425569	6886855	538602		189	152	133	19		9	7	5	2	
Belgaum	2685252	2632156	2479278	152856		22	17	12	5		0	0	0	0	
Mysore	2107751	2062900	1968095	94762		25	23	13	10		0	0	0	0	
Tumkur	1869410	1824358	1686857	137490		24	19	11	8		0	0	0	0	
Mandya	1601464	1571051	1471418	99630		12	9	3	6		1	1	1	0	
Bellary	1592286	1551341	1470266	81074		33	31	11	20		5	5	0	5	
Hassan	1531613	1505612	1410238	95371		6	6	2	4		0	0	0	0	
Gulbarga	1507040	1465937	1395233	70691		37	37	13	24		4	4	1	3	
Dakshina Kannada	1412063	1384278	1333654	50619		1	1	1	0		0	0	0	0	
Davanagere	1320681	1286133	1213516	72616		34	34	0	34		0	0	0	0	
Bijapur	1305078	1267816	1199035	68654		14	12	4	8		1	1	0	1	
Dharwad	1296613	1277553	1212917	64640		3	3	1	2		1	1	0	1	
Raichur	1291932	1266292	1199725	66548		86	82	34	48		3	3	3	0	
Chitradurga	1200263	1178531	1113202	65337		9	9	5	4		0	0	0	0	
Bagalkot	1153706	1131431	1083703	47715		15	1	0	1		0	0	0	0	
Uttara Kannada	1128780	1108948	1073780	35168		6	6	4	2		1	1	0	1	
Shimoga	1116831	1095467	1024002	71464		5	3	3	0		0	0	0	0	

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS -1							NO. OF APPEALS -2						
	REC	DIS	APP	REJ	REC	DIS	APP	REJ	REC	DIS	APP	REJ	REC	DIS	APP	REJ		
Kolar	1087774	1065406	1001611	63758	17	17	7	10	3	3	3	0	3	3	0	3		
Haveri	930196	908355	861914	46432	7	7	2	5	0	0	0	0	0	0	0	0		
Chikka ballapur	928292	903174	848641	54497	10	6	1	5	0	0	0	0	0	0	0	0		
Ramanagara	922704	899751	867981	31768	8	5	3	2	0	0	0	0	0	0	0	0		
Koppal	921529	903214	871932	31281	2	2	0	2	0	0	0	0	0	0	0	0		
Bidar	883490	852575	759684	92895	27	22	0	22	1	0	0	0	0	0	0	0		
Udupi	768718	752364	731550	20800	8	8	5	3	1	1	1	1	1	1	1	0		
Chikmagalur	765972	751847	694383	57460	6	2	0	2	1	1	1	1	1	1	1	0		
Chamarajanagar	762493	747979	708442	39529	8	8	5	3	0	0	0	0	0	0	0	0		
Gadag	734453	719248	690450	28798	8	8	5	3	0	0	0	0	0	0	0	0		
Bangalore Rural	692909	674827	640254	34573	6	4	4	0	0	0	0	0	0	0	0	0		
Yadgir	680142	659753	632786	26967	5	4	2	2	1	1	1	1	1	0	0	1		
Kodagu	393269	387760	368056	19704	1	1	0	1	0	0	0	0	0	0	0	0		
Total:	42136964	41261626	38899458	2361699	634	539	284	255	32	29	12	17	32	29	12	17		

Records shown below as on 30/01/2014 09:30:00

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

CHAPTER 2K: DITC RANKING FOR JANUARY 2014

District	District Rank	Rejections		Complaints				Appeals			Cyber cafe		Helpdesk		Citizen Feedback		Rank's Total	Final Rank	
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Rank	Appeals - 2 Resolution %	Rank	MOU Signed	Rank	Deployed %	Rank	Collected			Rank
Chitradurga	8	9.83	8	100.00	1	100.00	1	100.00	1	0.00	3	0	9	71.43	5	70	4	40	1
Hassan	4	5.31	4	95.12	11	94.52	11	100.00	1	0.00	3	0	9	100.00	1	152	2	46	2
Chamarajanagar	14	6.96	6	95.45	10	100.00	1	100.00	1	0.00	3	23	5	100.00	1	40	8	49	3
UttaraKannada	1	1.86	1	91.30	19	91.30	14	100.00	1	100.00	1	0	9	75.00	4	187	1	51	4
Davanagere	9	5.39	4	98.62	2	94.81	10	100.00	1	0.00	3	0	9	100.00	1	21	14	53	5
Kolar	3	5.78	5	100.00	1	84.85	20	100.00	1	100.00	1	0	9	66.67	6	41	7	53	5
Mysore	15	4.52	4	94.83	12	96.49	5	92.00	4	0.00	3	18	6	100.00	1	105	3	53	5
Dharwad	24	4.91	4	100.00	1	100.00	1	100.00	1	100.00	1	0	9	66.67	6	35	11	58	6
Gadag	5	4.06	3	95.56	9	75.61	23	100.00	1	0.00	3	0	9	100.00	1	70	4	58	6
Haveri	18	6.08	5	100.00	1	100.00	1	100.00	1	0.00	3	26	4	50.00	9	0	16	58	6
Bangalore Rural	10	5.61	5	95.92	7	95.56	7	66.67	12	0.00	3	0	9	60.00	8	50	6	67	7
Tumkur	13	7.44	6	92.96	16	97.08	3	79.17	9	0.00	3	53	2	100.00	1	0	16	69	8
Udupi	17	3.28	2	100.00	1	82.86	22	100.00	1	100.00	1	0	9	100.00	1	0	16	70	9
Raichur	26	6.89	6	98.61	3	90.70	15	95.35	2	100.00	1	0	9	83.33	3	50	6	71	10
Mandya	6	6.78	6	86.14	21	96.83	4	75.00	11	100.00	1	17	7	100.00	1	0	16	73	11
Yadgir	28	5.87	5	95.83	8	100.00	1	80.00	8	100.00	1	26	4	50.00	9	38	9	73	11

District	District Rank	Rejections		Complaints				Appeals			Cyber cafe		Helpdesk		Citizen Feedback		Rank s Total		Final Rank
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Resolution %	Rank	Appeals - 2 Resolution %	Rank	MOU Signed	Rank	Deployed %	Rank	Collected	Rank	Rank s Total	
Bellary	22	4.58	4	92.66	16	97.26	2	93.94	3	100.00	1	0	9	62.50	7	30	12	76	12
Bijapur	16	7.40	6	97.26	4	89.47	16	85.71	5	100.00	1	0	9	83.33	3	0	16	76	12
Chikka ballapura	2	4.94	4	78.95	23	100.00	1	60.00	14	0.00	3	6	8	71.43	5	0	16	76	12
Dakshina Kannada	23	4.43	3	91.67	18	96.08	6	100.00	1	0.00	3	37	3	50.00	9	37	10	76	12
Belgaum	25	6.60	6	94.44	13	93.44	13	77.27	10	0.00	3	57	1	100.00	1	69	5	77	13
Shimoga	12	7.51	7	78.67	24	100.00	1	60.00	14	0.00	3	0	9	87.50	2	50	6	78	14
Bangalore	19	5.62	5	93.82	14	95.19	9	80.42	7	77.78	2	0	9	83.33	3	23	13	81	15
Gulbarga	27	8.31	7	96.26	6	86.67	17	100.00	1	100.00	1	0	9	100.00	1	0	16	85	16
Koppal	11	5.11	4	84.00	22	82.86	21	100.00	1	0.00	3	0	9	100.00	1	0	16	88	17
Ramanagara	7	4.83	4	90.63	20	93.81	12	62.50	13	0.00	3	0	9	0.00	11	16	15	94	18
Kodagu	29	6.68	6	100.00	1	85.71	19	100.00	1	0.00	3	0	9	0.00	11	0	16	95	19
Bagalkot	20	5.62	5	97.18	5	75.00	24	6.67	16	0.00	3	0	9	100.00	1	0	16	99	20
Bidar	30	13.34	9	92.59	17	95.35	8	81.48	6	0.00	3	0	9	100.00	1	0	16	99	20
Chikmagalur	21	5.66	5	93.75	15	86.05	18	33.33	15	100.00	1	0	9	37.50	10	0	16	110	21
Total												263				1084			

Records shown below as on 30/01/2014 12:30 Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal.

Monthly wise report of complaints										
Month	Sakala					Non Sakala				
	In Progress	Pending	Rejected	Resolved	Grand Total	In Progress	Pending	Rejected	Resolved	Grand Total
Jul-13	0	0	0	134	134	0	8	0	78	86
Aug-13	0	0	1	106	107	0	10	0	51	61
Sep-13	0	0	0	188	188	0	32	1	95	128
Oct 13	0	14	0	178	192	0	63	0	84	147
Nov-13	0	15	3	136	154	0	38	0	69	107
Dec 13	3	65	0	49	117	9	51	0	38	98
Jan-14	90	0	0	21	111	83	0	0	6	89
Grand Total	93	95	54	2880	3122	92	248	15	2911	3266

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

Notes: . The red line demarcates the Sakala & Non Sakala complaints and their status. In all there are 188 complaints which are in progress.

Out of 3122 complaints received for Sakala, 2880 have been resolved and 54 have been rejected. Hence having a disposal rate of 94% closure rate. Departments have been urged to look into Non Sakala complaints too.

B. Detailed Department wise breakup of 32026 calls logged by the call Centre is as shown below.

SI NO	Sub Department	Call Count Dec -13	Call Count Jan-14
1	Revenue Department	18214	18356
2	Transport Department	2589	2677
3	RDPR	2132	2105
4	Bruhat Bangalore Mahanagara Palike	2080	2062
5	Food & Civil Supplies Department	1902	2041
6	Women & Child Welfare	773	767
7	Education Department	736	733
8	Home Department	510	532
9	Bangalore Water Supply & Sewerage Board	428	445
10	City Municipal Council	292	282
11	Health & Family Welfare	284	275
12	Labour Department	250	251
13	Town Panchayat	194	175
14	Commercial Taxes Department	180	185
15	Town Municipal Council	135	140
16	University acamadic section	105	133
17	University finance section	98	108
18	University of Post Graduation section	90	101
19	City Corporation (Other than BBMP)	87	92
20	University constituent colleges	84	110
21	Ayush Department	68	76
22	ESI - Employees State Insurance Corporation	61	64
23	Pre University Board	50	47
24	Transport Corporation (KSRTC / BMTc)	48	72
25	University examination section	46	55
26	Urban Development	34	23
27	Department of Factories& Industrial Safety & Health	32	29
28	Drugs Control Department.	23	17
29	Municipal Corporations / CMC / TMC / Town Panchayat	14	16
30	Karnataka Housing Board	9	8
31	Fisheries	5	7
32	Public Works, Ports & Inland Water Transport Department	4	8
33	Medical Education	3	2
34	Bangalore Development Authority	2	1
35	Housing	2	1
36	Kannada and Culture Department	2	1
37	Tourism	2	1
38	Agricultural Marketing Department	0	23
39	Department of Personnel and Administratie Reforms	0	5
Grand Total		31568	32026

C. Complaints received for Top 50 Services – Cumulative record

Service	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14
Caste Certificate	4	5	1	22	14	16	22	10	2	3	16	49	80	70	60	11	29	13	15	48	16	9	14
Income Certificate			2	9	9	6	19	5	3	1	1	21	47	7	9	2	6	2	1	30	2		
Katha Transfer										1	12	11	16	21	16	9	4	4	3	6	3	1	4
RTC Typological errors corrections										1			17	21	19	8	6	7	14	7	6		
Record of Rights Certificate	1	2	5	3	1	1		2		1	13	10	9	7	7	4	1	4	8	5	4	9	6
Modification in Existing Ration Card	1	2	3		2	2	4	2	9	8	7	11	22	8	8	4	3		1	2			
Khata Extract/ Certificate			5	4		2	5	2		4	13	2	14	7	6	4	3	5	7	5	3	5	1
Maintenance Of Drinking Water	4	3	8	4	4	1	3	4	2	5		5	7	11	5	3	5	7	5	1	2	2	1
Change of Khata											7	1	6	11	13	5	4	7	11	8	3		1
Sandhya Suraksha										2	2	3	8	1	10	6	4	4	8	6	4	15	4
Residence Certificate			2	1		1	1	1	5		5	8	17	12	6	3		1	2	3	2	1	3
Disabled Pension										4	2	12	8	6	5	4	1	3	3	2	9	8	3
Domicile Certificate				1							4	1	9	23	16	5	1	1	2	3	1	3	
Birth Certificate			1	1		2	3	4	4	3	6	3	5	11	10	2	1		4	2	2		1

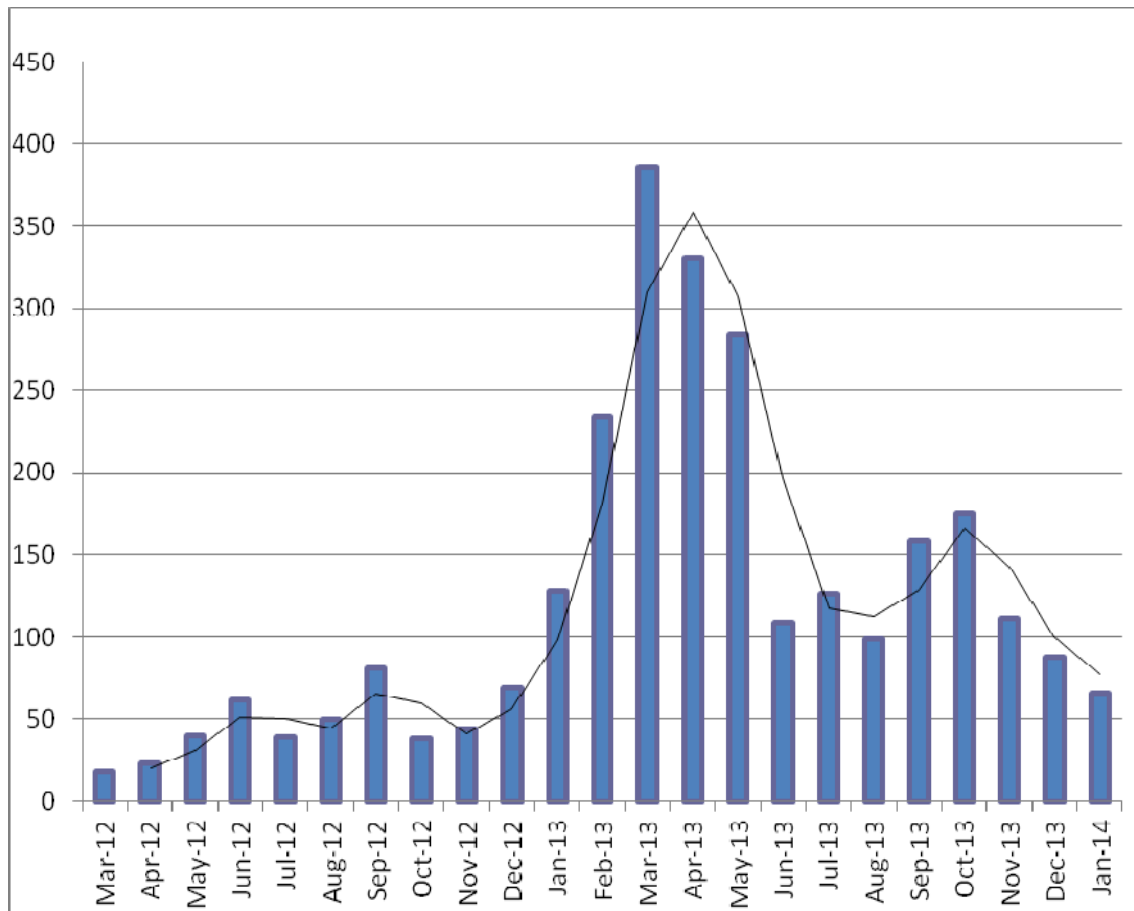
Service	Mar 12	Apr 12	Ma y12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14
Alteration to Assessment List						1	1	1	1	2	1	1	7	5	6	1	5	1	5	4	10	3	3
Caste & Income Certificate	4	3			2		5	1		2	3	15	14	6	2				1				
Mutation Extract	1	3	1	6	1	2			2	3	1	4	3	4		2	2	2	6	5	3	4	2
Destitute Widow Pension											1	4	4	3	18	3	4	2	2	2	5	1	1
Conversion of agriculture land to non agriculture purpose				2						3	1	3	2	2	8	2	4	2	3	3	4	3	5
Maintenance Of Village Sanitation			3	1		2	2	2		1	7	4	1	3	6	2	3		3		2	1	3
Clearing & Repairing of blockage of Under Ground Drainage pipelines																3	4	2	5	6	1	3	
Death Certificate			2		1	2	4	1	1	1		2	3	4	2	3	1		6	5	2		
Surviving Family Member Certificate						1	1			3	6	2	4	6	1	1	2		3	2		2	3
Maintenance of Street Lights	1	1		1	1	3	2	1	2	3		2	1	3	1	3	1		5	3	2	1	
Missing Report of document, etc							1		3			3	2	4	2	1	3	4	4	1		4	4
Driving License			2	1					1	1	3	3	10	6	6	1		1	1				
Small and Marginal Farmer Certificate				2	1		4	1			1	11	5	1			2	1	1			1	

Service	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	
Duplicate Copies in Survey Section(ATLAS)											1	1	5			1	1	16	1			2	1	
Duplicate copies in Survey Section (Tippa)											1	6	1	2	1		3	1	6			4	3	
Building License			2	1		3			1	1	1	4	2	2	1		2			4		1		
Katha Registration												4	3	8	4	3			1		2			
Duplicate Copies in Survey Section(Aakar Band)											3	3	2		2		1	2	4	1		4	1	1
Duplicate Copies in Survey Section(Pakka Tippa)												1	1	8			7	1	3			3		
FIR Copy			1	1					1	1		2	7	5	3	1		1	1					
New connection for water							1	1				4	3	5	3	1		1		2				
NOC for Passport									1	6		2	3		3		1	1	2	1		1		
Agricultural Family member Certificate				1		3			1	2	1		1	3	2	1			3	2				
No Tenancy Certificate						1	1				3		2	6	1	1			1			2		1
Medical Re-Imbursement Bill			1							1		2	1	1	6			1	2	1		1		
Registration of Schools													5	5	5	2								
New Building License							2		1	2	1	3	1	3			1	1				1	1	

Service	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	
Issue of Duplicate Marks Card SSLC				1		1			1	1	1	1	2				3	1	2			1		
Project Displacement Certificate										2	2	2	2	2		1	1		1	1			2	
Vehicle Registration	1	2	1							1			3	7	1									
Verification/Validity of Caste Certificate	1	2			2				1				4	1	2	1			1			1		
Receipt and Disposal of Petitions									2					1		2	2					1		
Indira Gandhi Old Age Pension										1	1	1	1			2	1				2	1		2
Copies in Survey (Kharab Utar)															1					1				
Landless Certificate					1						1	2	2	1						1	1			1
NOC under LRF Grant												2	2			1	4		1					
Total	18	23	40	62	39	50	81	38	44	69	128	234	386	330	284	109	126	99	158	175	111	88	66	

Note: 2,758 Complaints have been received for Top 50 services .

Graph showing the variation of complaints pertaining to top 50 Services- Cumulative



Note:

- In the months of February to April 2013, some Sakala services were banned due to Election Code of Conduct. Hence the rise in count of Grievances is seen.
- Despite the huge influx of applications for Caste & Income certificates for school & college admission purposes from May to July 2013, speedy delivery led to higher satisfaction levels.

D. Compensation paid details: Compensation claims of total of 330 people have been approved and Compensation has been paid.

Sl	Department Name	Total
1	REVENUE DEPARTMENT	256
2	SERVEY AND SETTELMENT COMMISSIONER	24
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	20
4	BRUHAT BANGALORE MAHANAGARA PALIKE	12
5	DEPARTMENT OF PUBLIC INSTRUCTION	10
6	COMMERCIAL TAXES DEPARTMENT	3
7	HOME DEPARTMENT	2
8	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
9	CITY MUNICIPAL COUNCIL	1
10	TRANSPORT DEPARTMENT	1
Grand Total		330

District Name	Total
Bangalore	126
Raichur	26
Gulbarga	23
Mysore	19
Bellary	18
Tumkur	18
Davanagere	15
Bidar	14
Kolar	13
Belgaum	9
Bijapur	6
Chitradurga	6
Mandya	5
Ramanagara	5
Haveri	4
Udupi	4
Gadag	3
Yadgir	3
Bangalore Rural	2
Chamarajanagar	2
Dharwad	2
Hassan	2
Shimoga	2
Bagalkot	1
Chikkaballapura	1
Chikmagalur	1
Grand Total	330

Records shown below as on 30/01/2014 13:30:00

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

CHAPTER 4 : RESPONSES AND CITIZEN FEEDBACK

A. Excerpts from the Chandana TV's phone in programme on 08.01.2014. Hon. Law Minister answered direct questions from Citizens. All of these Grievances are noted and sent to the respective departments for suitable action and resolution.

Sl. No.	Name & Address	Grievance/ Complaint
1	Ellappa Nagappa Poojari Belgaum	<p>The caller complained that he was trying to get a Ration Card from 5 years. Now he has obtained one. He claims that he has spent Rs. 5000/- for this work. He requests to make arrangements to get that refunded.</p> <p>He also says that he is admitted as an inpatient from past 3 years. The hospital staff report that the medicines needed are out of stock and have asked him to get it from other place.</p>
2	Manju Nayak Tumkur	<p>Applicant claims that his father was granted 4 acres of Land under SC Quota. In 1976-77 the same land was purchased by first party by deceit. Then the property has changed 3 hands. A Legal case is pending in court, which gets postponed often. Caller wants the issue to be resolved .</p>
3	Jagadish Elager	<p>Callers father had received 5 acres of land as part of his ancestral property. In 1975 Members of Grama Panchayat have convinced my father to allow others to build houses on his property. Now caller wants to build a house in 10 Guntas of remaining land. He says that he is being asked to give away the ownership of 5 acres or he will not be permitted to build the house.</p>
4	Jayapraksh	<p>Caller is working as assistant teacher . He has enquired about applying for 10 years time bound salary.</p>

Sl. No.	Name & Address	Grievance/ Complaint
5	Sumangala .G Bengaluru-560090	Caller had applied for Aadhar Card 6 months ago. She has not been issued one.
6	Harish Bengaluru	Caller's father was having a small box shop in MySugar complex. The director has fixed a rent of 7500/- per month with 20% increase every 6 months. Callers father was handicapped and has requested the director to re consider , which was not fruitful. We went for a appeal in the court and in 2001 the shop was demolished. Caller said this has severely affected their livelihood.
7	Vishwanath Bhadravathi	Callers father had donated land near Nelamangala in 1954 to Government for burial ground purposes. Currently this place is being used for other purposes. Caller says that he is currently in economic difficulties and has requested compensation for the land.
8	Huchappa Magadi	Caller has applied to get his land surveyed. This has not been done till now.
10	Anna Rao Patil Gulbarga	Agricultural department was subsidizing farmers up to 50% in buying equipments. From January 2014 this subsidy has been called off . Hence the farmer has to pay 100% for equipment. Caller has asked the old scheme to be continued to assist farmers.
11	Nagaraj S.Hembadi Gulbarga	Caller has complained that applications for Services like Akarband are not being taken under Sakala in Survey office and the delivery is also being delayed.
12	Pattabhi Bengaluru	BWSSB supplies water only once per week in our locality. But for a locality which is apart by only 100 feet gets water 3 times a week. Contacted the BWSSB office of Fraser town. Still no action has been taken.

B. Citizen feedbacks- Excepts

Name	Location	Complaint category	Remarks	Happy / Not happy
Gajanana Anatha Shetty	Uttara Kannada	Revenue Department	Mutation extract can be given in 7 days. Department has currently fixed 30 days. This has to be discussed and revised.	Not happy
M.K .Nayak	Uttara Kannada	Survey and Settlement	Plan has been sanctioned within stipulated time. Mission is responding to Citizens needs.	happy
Santosh	Gulbarga	Revenue Department	Application for Caste certificate was rejected because of the lack of mandatory documents. Please inform the citizens in advance about the mandatory documents.	Not happy
Ramesh .K.N	Gulbarga	Revenue Department	Applied for Caste certificate , which has been delivered within stipulated time. Sakala has to distribute pamphlets in front of offices to create awareness.	happy
Poornima	Yellapura	Revenue Department	Applied and got Caste certificate in time. Stipulated time in 21 days. Proper staffing will ensure much quicker delivery .	happy
P.D. Joshi Tandur	Muddebihal	Food and Civil supplies	Having good opinion about SAKALA . Obtained ration card.	happy
Basavaraj H Mannur	Bijapur	CMC	Applied for commercial license. Spent Rs 500/- for it. No information displayed regarding fees and procedures in office.	Not happy

Name	Location	Complaint category	Remarks	Happy / Not happy
Nanjundappa	Bijapur	Factories , Boilers & Safety	Got the certificate under Sakala . Work process is easy and clear. Citizen saves time and money .	happy
Franki	Shimogga	Home Department	Got FIR in time. Sakala is a good initiative by Government. Thanks to Government and Mission	happy
Kushendra Prabhu	Hubli	CMC	Got trade license after running to office 3 times. Was not knowing about Sakala. Sakala is a feather in the cap of the Government.	happy
Virupaksha B Hebballi	Navalgund	TMC	Knew about Sakala. Good to know that services are being delivered quickly.	happy
Nagesh Rao	Kundapura	Revenue Department	Happy that revenue department is delivering its certificate services under Sakala.	happy

CHAPTER 5: EVENTS & NEWS CLIPS

1. **Regional Conference on “Learning from Successes”, Vidhanasoudha on 22.01.2014:**
Attended by Hon . Chief Minister along with DOPT Minister, GOI and other High ranking officials from various States accompanied by Mission Director.



2. **Release of Sakala Mobile App, Vidhanasoudha on 22.01.2014 :** Hon. Chief Minister accompanied by Hon. Minister of IDD with Chief secretary accompanied by Mission Director.



3. Release of Sakala Calendar, Vidhanasoudha on 22.01.2014 : Hon . Chief Minister along with DOPT Minister, GOI and Chief secretary accompanied by Mission Director.



4. Sarvottama Seva Award Ceremony , Raj Bhavan on 26.01.2014: Hon . Governor with Hon. Chief Minister along with Chief Secretary accompanied by Mission Director with other award winners in the ceremony.



5.E-Governance Award Ceremony, Kochi, 31 January 2014: Mission Director receiving the award.



6. The Regional Workshop on Delivery of Public Services, The Capitol, Bangalore, 10 January 2014 . Hon .Law Minister accompanied by Assistant Mission Director.



7. The Coalition Against Corruption (CoCo) Conference, The Chancery Pavilion, Bangalore, 13-15 January 2014 . Mission Director speaking about SAKALA & its ways to combat corruption.



8. Corporate Social Responsibility , Windsor Manor, Bangalore, 17 January 2014 . Mission Director speaking about Good Governance Solution.



9. Workshop on “Implementation of Right to Public services Act” at Ranchi, Jharkhand on 10.1.2014 . State IT Consultant being part of the Key Speaker Panel.



10. Sakala Sakhi Initiative: Sakhis to spread awareness at District, Hobli and Taluk levels.

2 **TIMES CITY**
25.01.2014

MARK YOUR DIARY **THEATRE** | **THE TICKLE MINDED:** When a Tamilian grows up in a small town, moves to a big city, gets married, has a child and works in the corporate world, his destiny is made! His aim then is to tickle your mind. **Catch the play at Alliance Francaise, 7pm**

MUSIC | **YAMINI:** Listen to L. Subramaniam (Carnatic violin), Hyderabad Brothers (Carnatic vocal), Kaushiki Chakraborty (Hindustani vocal) Tarun Bhattacharya (Hindustani santoor) and Gotipua (folk dance). **Today at Open Air Theatre, IIM, 7pm**

CONCERT | **ILLUSIONS:** Tabla maestro Zakir Hussain will collaborate with veena exponent Jayanthi Kumaresh to create music that represents the meeting of virtuosity and divinity. **Today at Chowdaiah Memorial Hall, 7pm**

Siddi women to be first Sakala Sakhis

Will Take Scheme To People Of Haliyal Taluk
Sunitha Rao R | TNN

Bangalore: Siddi tribal women of African origin are all set to become Sakala Sakhis, brand ambassadors for the government's time-bound service-delivery scheme.

These Sakhis from Uttara Kanna- da district will take the 465-plus ser- vices, including widow pension and scholarships, to their fellow tribals in Haliyal taluk. They'll ensure the list- ed services are delivered within the stipulated time. Haliyal is an under-

THEY ARE FRIENDS OF DEVELOPMENT

LEAGUE OF THEIR OWN: Siddi women will run the Sakala scheme

Sakala Sakhis will function as friends of development. Stationed at district, taluk and hobli head- quarters, they'll help villagers get benefits from government schemes dedicated to women and children.

"We are looking at setting up a network of over 40,000 women across the state to function as Sakala Sakhis. To begin with, women from Haliyal will be leading the project," said Sakala Mission director Shalini Rajneesh.

Cheryll Rebello, CEO, CheRysh Trust, which will train these women, said informal training is already on.

Mary Bagches Garibahe (39), a Sid- di woman trained in guiding villagers about the scheme, said: "We'll help vil- lage seniors and widows get pension, and assist them with other services under the scheme. There's absolutely no scope for bribe." Mary, along with her fellow tribals, Lurdin Salu, 33, and Anusuya Manven Siddi, 29, is eager to take the plunge.

"We chose Haliyal taluk because it has hardly seen any development for years together. Poor accessibility is a big issue. But the women there are hard-working and many are gradu- ates," said Cheryll.

Subsequently, the project will be taken across Karnataka.

privileged taluk with 111 villages.

The pilot project of training Saka- la Sakhis will begin in the taluk on Sat- urday. Sakhis will be selected from other communities as well; of the 300 Sakhis, 180 will be Siddi women. A helpline will be set up at the taluk headquarters.

11. Development Dialogue in Hubli on 20-22.01.2014. A stall was organised during the event through Deshpande Foundation. Sakala Act book, posters, pamphlets, literature book were distributed to delegates during this event.



12. Sakala Awareness Training given at APMC,DD office ,Chitradurga.



13. Sakala Awareness Training given at Hubli Tahasilder Office.



14. Empowering Citizens: Sakala at Gram Panchayat Level.

DAY, JANUARY 20, 2014

THE HINDU

Taking Sakala services to the doorstep of village residents

Citizen Service Centres to be set up in all 5,630 gram panchayats

T.S. Ranganna

BANGALORE: The Department of e-Governance will set up Citizen Service Centres (CSCs) in all the 5,630 gram panchayats to take online services of Sakala to the doorstep of village residents. Principal Secretary, Department of Personnel and Administrative Reforms Shalini Rajneesh told *The Hindu* that after the CSCs were set up, village residents need not go to the Deputy Commissioner, tahsildar or shirastedar for information.

Youth to be roped in

She said that some 24,000 villages were under the 5,630 gram panchayats and the government may find it difficult to immediately take the services to all the villages. Hence, private unemployed men and women, equipped with laptop and other facilities, would be roped in to help in the process.

Ms. Rajneesh, who also holds the additional charge of Sakala Mission Director, said the Deputy Commissioner, who had been entrusted with the responsibility of implementing Sakala, would enter into a memorandum of understanding with any individual for starting such service, if he/she had the necessary infrastructure.

She said the Sakala programme got a fillip during the Eighth International Conference on Corporate Social Responsibility, organised by the Institute of Directors and attended by members of the Confederation of Women Entrepreneurs and the African Global Business Forum.

Corporate companies such as DLF and Mahindra had responded to her request to part with old laptops, computers, printers and UPS systems for donating them to unemployed rural youth to start the centres.

Ms. Rajneesh said corporate employees could work as Sakala Mitras. Some 300 companies had sent their e-mail addresses to help the department would communicate with them.

Training

She said that companies had come forward to rural youth in using computers, monitoring Sakala applications online, adding villages, and putting kiosks to help monitor applications online.

EMPOWERING CITIZENS

Karnataka to start Citizen Service Centres in **5,630** gram panchayats

24,000 villages in 5,630 GPs

500 services of different departments to be under Sakala soon

CORPORATES WILLING TO DONATE USED COMPUTERS, PRINTERS, UPS ETC.

Corporate employees can work as 'Sakala Mitra'

Nearly 500 services to be under Sakala soon

Special Correspondent

BANGALORE: Soon, the departments of Social Welfare and Agriculture will also be brought under Sakala.

This will take the total number of services under the programme to nearly 500. As of now, 447 services of various departments are under Sakala.

15. Drawing Competition conducted under Pratibha karnaji initiative for preparing Sakala Poster.



16. SAKALA Awareness Program conducted in a school function by our Davanagere Dist.- Harihar taluk help desk.



17. Sakala Awareness Programme from our Sakala helpdesk in Krishnarajpet Taluk.



News Clips

Karnataka CM assures extending of Sakala service to highest level of govt

[Anil Kumar M](#), TNN Jan 23, 2014, 08.44PM IST

BANGALORE: Chief minister Siddaramaiah announced that the Sakala services — timely delivery services to citizens — will be extended to the state secretariat also, resulting in transparency at the highest level.

Replying to Kota Srinivasa Poojari (BJP) in the legislative council on Thursday, Siddaramaiah said that there was no question of delaying the implementation of Sakala services in secretariat and it would happen soon for speedy disposal of files.



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BANGALORE, January 24, 2014

Updated: January 24, 2014 13:35 IST

Sakala to be extended to services in Secretariat soon

Six services of the Department of Finance are already under purview of the Karnataka Sakala Services Act

Services rendered by the Secretariat will be brought under the purview of the Karnataka Sakala Services Act, 2011, at the earliest, Chief Minister Siddaramaiah told the Legislative Council on Thursday.

Responding to a question by Kota Srinivas Pujari, the Chief Minister said 21 services under the Department of Personnel and Administrative Reforms and six services of the Department of Finance are already under Sakala. While 447 services relating to 46 departments are under Sakala, another 1,000 services have to be brought under the Sakala purview and it would be done in a phased manner.

Mr. Pujari said non-implementation of Sakala at the Secretariat has been creating numerous problems not only to citizens, but also to elected representatives. In fact, legislators do not get responses to their queries even after a fortnight, he said.

Plea for timeframe

Leader of the Opposition in the Legislative Council D.V. Sadananda Gowda made a passionate appeal to the Chief Minister to spell out the timeframe for bringing services of the Secretariat under Sakala. He told the Chief Minister: “You as the Leader of the Opposition in the previous government had urged the then government to take Sakala to the highest level in administration. Time-bound delivery of government services under Sakala helps curb corruption by 75 per cent.”

He added: “You might face obstacles from the bureaucracy to extend Sakala in the Secretariat, which I too had faced. Please spell out the timeframe and I would be happy to note it down in my diary.” Responding to Mr. Siddaramaiah’s statement on phased extension, Mr. Gowda said the initial hiccups in the implementation of the scheme have been addressed and what has remained is only extending this time-tested mechanism to other departments.

Mr. Siddaramaiah said he is committed to extend the scheme to all departments.

Keywords: [Karnataka Sakala Services Act](#), [Chief Minister Siddaramaiah](#), [Kota Srinivas Pujari](#), [Karnataka Secretariat](#)

The screenshot shows a news article on the newsR website. At the top, there is a navigation bar with 'HOME', 'NATIONAL', 'WORLD', 'SPORTS', 'POLITICS', 'BUSINESS', and 'PEOPLE'. Below this is a sub-header 'India National'. The article title is 'Karnataka's Sakala scheme to be replicated at national level: V.Narayanaswamy'. The article text states: 'The Union Minister of State for Personnel, Public Grievances and Pension, V.Narayanaswamy has said that Karnatakas Sakala scheme that ensures timely government services to the citizens, will be replicated at the national level also. Speaking at the inauguration of regional conference on learning from success in Bangalore today, the Minister said that right of citizens for time bound delivery of services and redressal of their grievances Bill, 2011 will be tabled in the next session of Parliament.' There are social media sharing buttons for Facebook and Twitter, and a 'Full news story' link. A sidebar on the left contains a 'CURRENT TOPICS' list with items like 'Somnath Bharti', 'Pakistan', 'Akkineni', 'Nageswara Rao', 'Kumar Vishwas', 'Neel Kashkari', and 'Taliban'. There is also a 'Bookmark now' button and a 'Our Facebook Page' section with a 'LIKE us now:' button.

‘Public services delivery under Sakala is 98% in Karnataka’

The Sakala Services Act ensures that the citizens are entitled to a certain standard of services and within a specified time. Bangalore, Jan. 12:

“There is a unanimous opinion among the policymakers to improve the service delivery mechanism like Sakala in the state,” said T.B. Jayachandra, Karnataka Minister for Law and Parliamentary Affairs.

Speaking at a workshop organised by the Administrative Training Institute, Mysore, and the State government on ‘Delivery of Public Services’, Jayachandra said illiteracy among rural masses lead to the exploitation by middlemen which can be reduced. The passing of the act (Sakala Services Act) has led to services delivery picking up in the last eight months and has paved the way for adding more services to the list.

He further said the delivery of services is to the tune of 98 per cent of the applications received which has also helped in receiving the silver medal for the best e-initiative at the national level. Further participants from other countries like Pakistan have started showing keen interest in the Scheme. He felt that there is a need to add more services to the list.

“Such initiatives will also help in strengthening democracy at the grassroots level and would help in reduction of corruption at various levels,” said Jayachandra.

He appreciated the role of capacity building initiatives of the Administrative Training Institute.

The Sakala Services Act ensures that the citizens are entitled to a certain standard of services and within a specified time. The Act passed in 2011 and the mission mode of its implementation is an improvement over other e- governance measures such as Nemadi, Janspandana, Janamitra etc., on timely delivery of services.

Amita Prasad, Director General, ATI Mysore, said, “It is also pertinent to state that 11 other states in the country have also passed the service delivery act but Karnataka state is ahead of other states not only in the number of services but also integrating with e governance.”

“It is nearly two years since the Act came into force and how far the Act is effective and what lessons one could learn in order to improve the delivery of services are the main issues,” she added.

Today nearly 447 Services are covered by 42 departments. The Sakala Mission Directorate of the Government of Karnataka with IT support has taken all the care to see that the Act is implemented in all sincerity and citizens are not put to any difficulty.

About 180 participants participated in the workshop. The participants were from 42 departments comprising the Designated Officers, Competent Officers and Appellate officers of the respective departments. Representatives from the states of Madhya Pradesh, Jammu and Kashmir, Punjab and Bihar were invited to share the experiences in their States. anil.u@thehindu.co.in (This article was published on January 12, 2014)

THE TIMES OF INDIA

Sakala bags e-governance award

The writer has posted comments on this article [Sunitha Rao R](#) Sunitha Rao R, TNN | Jan 6, 2014, 09.42 PM IST

READ MORE [Sakala](#) | [IAS officer Shalini Rajneesh](#) | [citizen service delivery](#)

BANGALORE: [Sakala](#), the most ambitious project of Karnataka government has been awarded Silver, national award on e-governance, by the government of India. The project headed by [IAS officer Shalini Rajneesh](#) was chosen for its "outstanding performance in [citizen service delivery](#), 2013-14."

It is a scheme under Karnataka Guarantee of Services to Citizens System, bill passed by the Karnataka State Legislature in 2011, to provide guarantee of services to citizens in the State of Karnataka within the stipulated time limit for citizen related services as mentioned in the schedule. Sakala, which means 'at the right time' aptly describes the goal of the project to deliver the services in time. In case of any delay or default in delivering the service, applicant can seek a compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate from the designated officer. The service also updates you on the progress of applicant's service request, through a SMS to the mobile number specified in the application. It includes totally 375 services like issuance of birth, death certificate, khata, land conversion certificate, ration card.

The award will be presented during the 17th national conference on e-governance scheduled to be held in Kochi, Kerala on January 30, 31, 2014.

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Home › GovNext › eGov › Guarantee of services project recognized by national awards on e-governance

Guarantee of services project recognized by national awards on e-governance

In total, 375 services have been covered under the scheme

GN BUREAU | JANUARY 07 2014

Sakala project of the Karnataka government has been conferred silver award by the national award on e-governance co-organised by the departments of administrative reforms, personnel and grievances and electronics and information technology, government of India, according to a report in the Times of India.

Sakala, which means 'at the right time', is the name given to a scheme under Karnataka Guarantee of Services to Citizens System, which was approved legislative assembly in 2011, to provide guarantee of services to citizens within the stipulated time limit.

If an applicant doesn't get the service within stipulated time frame, a penalty of Rs 20 will be imposed on the designated official on a daily basis. The amount is given to the applicant as compensation.

In total, 375 services which includes birth and death certificate, land conversion certificate and ration card, have been covered under the scheme.



Government feels appy: Info on Sakala on phone

Thursday, Jan 23, 2014, 14:11 IST | Place: Bangalore | Agency: DNA

DNA Correspondent



Chief minister Siddaramaiah releases 'Sakala on Mobile' app, which provides information on the govt's time-bound service delivery facility. - Mohan Kumar B N/DNA

Chief minister Siddaramaiah on Wednesday launched Sakala on Mobile, an application that enables accessing Sakala-related information on Android smartphones.

Speaking after inaugurating the two-day regional conference on 'Learning from Success', Siddaramaiah said the innovation would be the key to success in governance, adding that the days of statusquoism are over.

“We have to find innovative yet pragmatic solutions to the citizens’ problems, especially in the areas of health, education, agriculture and rural development. Along with the change in usage of technology in ministration, behavioural changes and attitude of government employees are required to make the government citizen-friendly,” the chief minister said.

He said Karnataka was the first state to include personnel services under the Karnataka Sakala Services Act. “This inculcates a sense of their duty towards delivering services in a time-bound manner to the citizens,” he said.

Stating that Sakala has a success rate of 98%, Siddaramaiah said about four crore applications from citizens have been addressed on time in the past one-and-half years.

“We are going to add more services under Sakala besides focusing more on government process re-engineering, thus making service delivery citizen friendly,” he said.

App of all services

The app enables users to know more about government services right on their mobile phones. It will greatly benefit citizens to access Sakala services and related information such as list of department-wise services, service procedure, fees, designated officer and appellate officers, along with the websites of the department.

It has three major modules:

Service-based search: Search on services and related procedures based on service name or department name.

Department-based search: Search on services and related procedures based on department and services related to a department.

Information module: It provides information on Sakala, forms, FAQs, contact info etc.

To download the app

The Android app can be accessed by typing the link: <http://sakala.kar.nic.in/Apps/skl.apk> on the mobile browser.



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Today's Paper » NATIONAL » KARNATAKA

BANGALORE, January 14, 2014

Information technology enables a people-friendly Janaspandana

Programme stands out against AAP's Janata Darbar

Delhi Chief Minister Arvind Kejriwal may have scrapped a formal Janata Darbar after the experiment on Saturday ended up in chaos but Karnataka true to being the information technology (IT) capital has used IT to enable a people-friendly Janata Darshan.

Grievance-stricken people waiting at the doors of the Chief Minister's home office, "Krishna", can now return home satisfied and so is the Chief Minister who is able to resolve as many grievances as possible within a quick time.

REAL-TIME MANAGEMENT OF INFORMATION SYSTEM AT CITIZENS GRIEVANCE MEETING



CITIZENS REGISTER their grievances with personnel manning the 8 to 10 counters at Chief Minister's residence

CITIZENS GET an SMS acknowledgement with grievance number and also

an electronically printed slip

GRIEVANCES immediately routed to office of relevant department and also concerned Deputy Commissioner of the district electronically

CHIEF MINISTER'S remarks on the grievances are also entered into the system

CITIZENS can track their grievance by calling the call centre on Ph: 080-44554455

The programme, normally scheduled on alternate Tuesdays, commences with people from far and near queuing up behind one of the eight to 10 counters set up on the premises to lodge their grievances and receive an acknowledgement through SMS with the grievance number, and also a printed slip.

By the time their turn to meet the Chief Minister comes, the IT-enabled service ensures that their complaints are sent to the relevant department with a quick feedback.

“When they meet the Chief Minister, his remarks are also entered into the system. This way, we are able to attend to all complaints. Visitors can track their complaints by calling Sakala call centre on Ph: 080-44554455,” said Shalini Rajneesh, Mission Director of Sakala, the flagship project guaranteeing services to citizens within a stipulated time. During the last two Janata Darshan, now named Janaspandana, 523 and 685 grievances had been received and 126 and 89 of them resolved, respectively. As many as 97 of the more than 1,200 grievances had been rejected as they were found “ineligible”. The remaining grievances are in various stages of redressal.

Ms. Rajneesh sought to compare the orderly Janaspandana with the reported chaos at the Aam Aadmi Party Government’s first Janata Darbar in Delhi. The programme here is managed through an electronic web-based and SMS-enabled software. “Right from receipt of applications, queue control, routing of complaints to the office, district and department concerned and resolution is electronic,” she said.

Bhimarao Shinde, a key official in the Chief Minister’s office tasked with the arrangements for Janaspandana, that said people started arriving for the programme at 6.30 a.m., though the programme starts by 9 a.m. “The visitors are served tea and given refreshments while they wait. We categorise people into disabled, senior citizens, and the Chief Minister himself goes to them and hears them out,” she said.

Ms. Rajneesh said that a majority of the citizens attending the programmes request for houses, sites and employment. “These obviously can’t be given off the shelf. There is a system in place to identify the beneficiaries and this programme helps putting them in the loop,” she added.

CHAPTER 5A: SAKALA ON MOBILE

Introduction

This mobile application “Sakala on Mobile” launched by the honourable Chief Minister of Karnataka is an proactive citizen friendly initiative to reach to the mobile generation for accessing Sakala related information on their mobile phones. We believe in empowering the citizens by making them informed of their right, That's right to services.

The app is user friendly, enabling citizens know more about government services right on their mobile phones. This mobile app will greatly benefit citizens to access sakala services and related information like list of departmentwise services, Service procedure, Fees, designated officer and appellate officers along with the websites of the department.

Accessing the App

Pre-requisites For Android App

- Android phone with version greater than 2.2 (Froyo)
- Optional internet connection for viewing Information Module (Only). Service & department based searches do not require active internet connection

Accessing the App

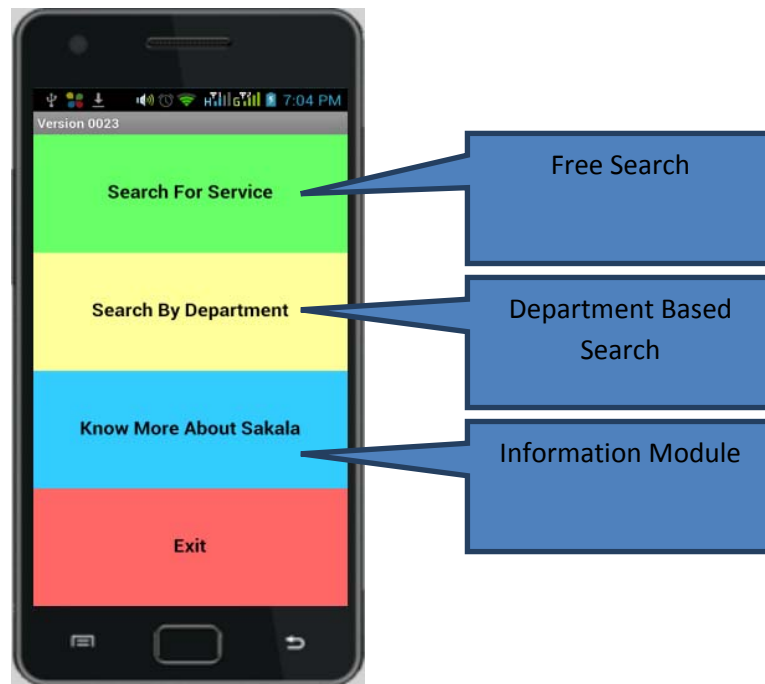
- The Android app can be accessed by typing the link : <http://sakala.kar.nic.in/Apps/skl.apk> on the mobile browser

Features of App

The app has three major modules

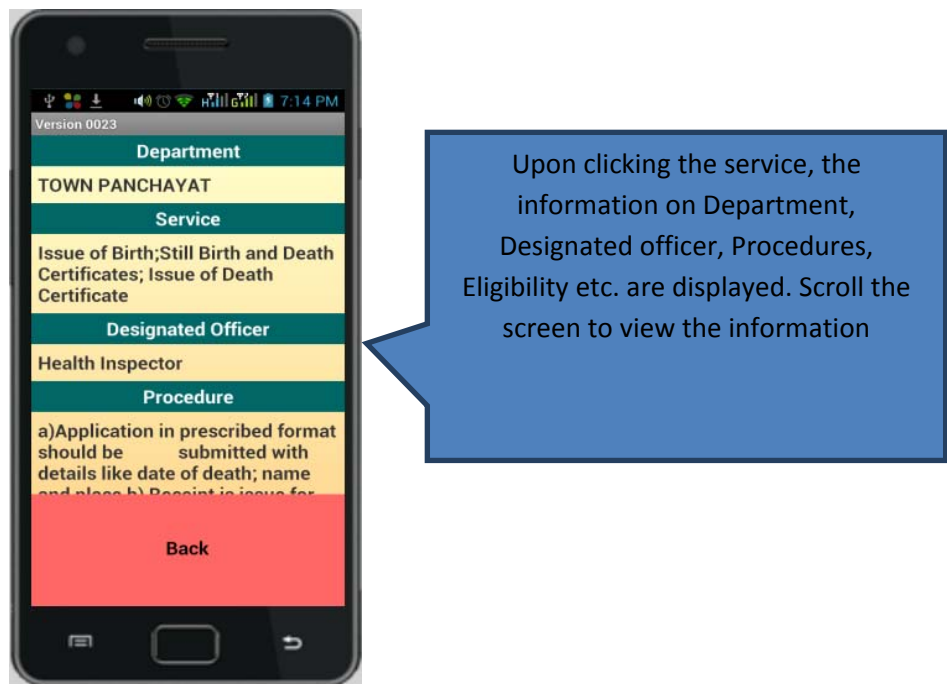
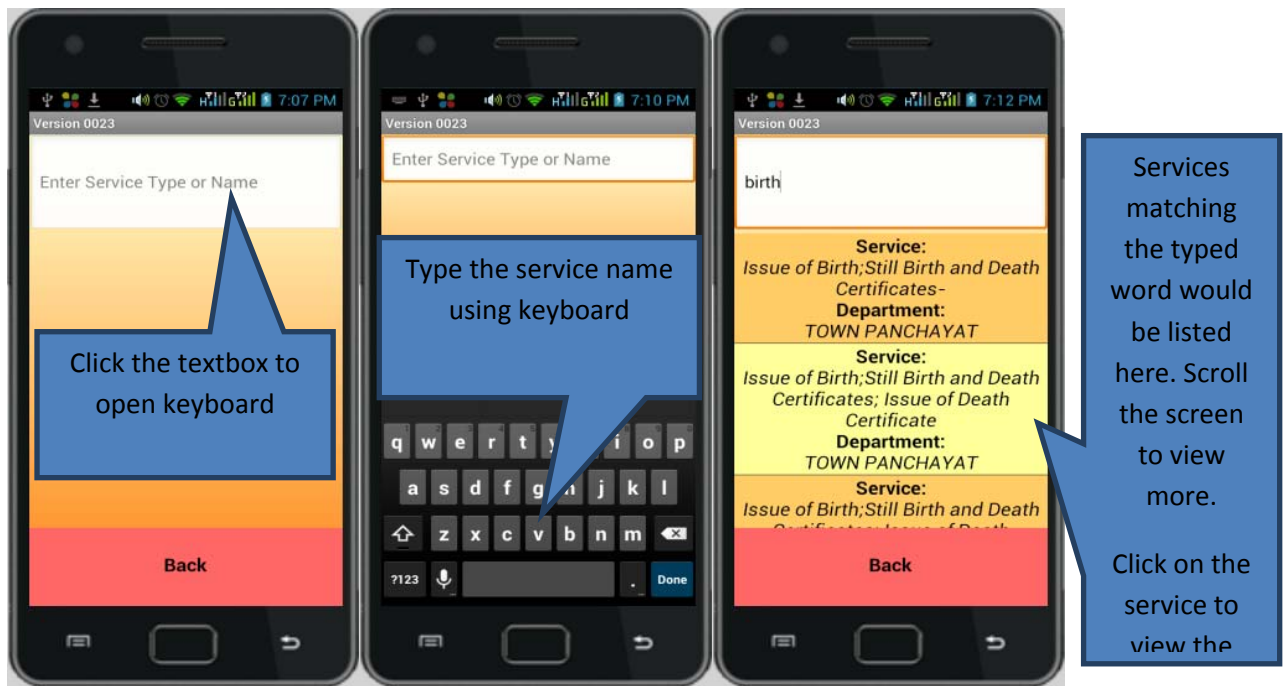
1. **Service based Search** : Search on services and related procedures based on service name or department name
2. **Department Based Search** : Search on services and related procedures based on Department and Services related to a Department
3. **Information Module** : This modules provides information on Sakala, forms, FAQs, Contact info etc

The home screen contains three buttons using which the above features can be accessed.



Search For Service Module (Free Search)

Using **Search for Service** Module, the citizen can search for service by typing in service name or department name on a text box. Services which match or contain the text which is typed, would be listed in a choice box below.



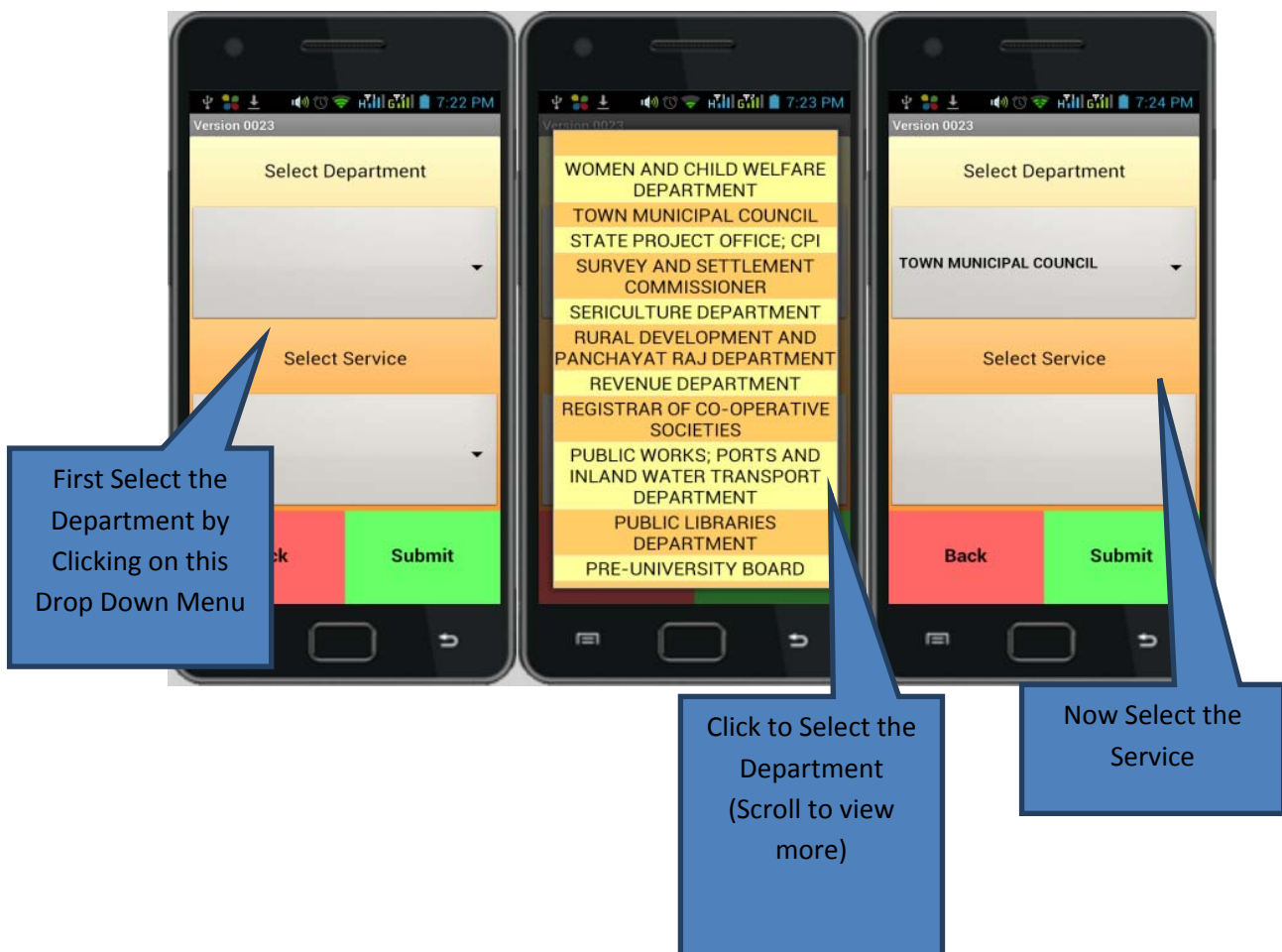
Upon clicking the service which is filtered, the information screen open up, which lists the following information about the service :

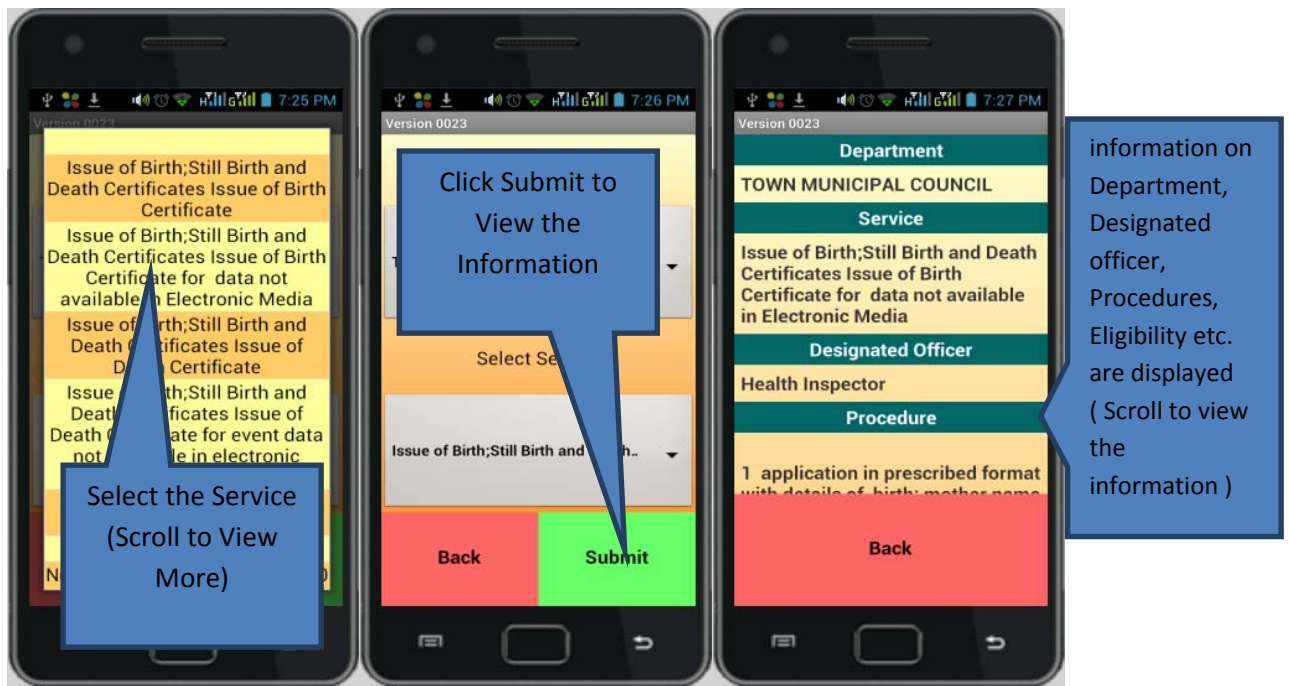
1. Department Name
2. Service Name
3. Designated officer
4. Procedure
5. Eligibility Criteria

6. Fees & Charges
7. Service Delivery period (In Days)
8. Competent officer (Whom to approach in case of an appeal)
9. Website/more info

Search by Department Module

Using **Search by Department** module, a citizen can shortlist the list of services offered by a department. The 'Search by Department' module enables a citizen to first select a department from a drop down menu and then select a service under the selected department.





Upon selecting the department and the related service, the citizen has to click submit button to view the information / procedures related to the service.

The following information is presented about the service :

1. Department Name
2. Service Name
3. Designated officer
4. Procedure
5. Eligibility Criteria
6. Fees & Charges
7. Service Delivery period (In Days)
8. Competent officer (Whom to approach in case of an appeal)
9. Website/more info

Know More About Sakala (information Module)

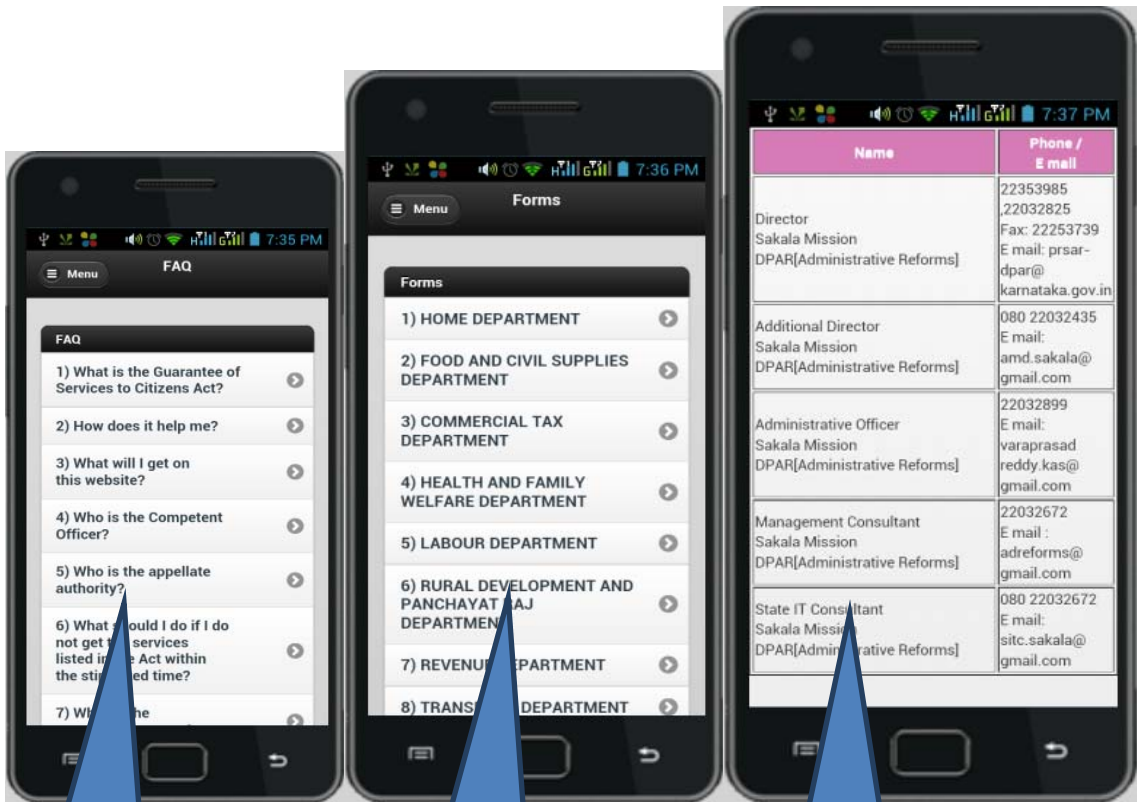
The information module provides information regarding

1. the Act
2. FAQs
3. Feedback options
4. Forms
5. Contact information



Main Menu

Information on the Act



FAQs

Forms

Contact Information

Active Internet connection maybe required to access certain documents and information.

Advantages

- **Android app** provides **offline access** to important service and department information in a very user-friendly user interface
- Multiple means to search for information : department based and free service search based on a text match
- Simple to get started with the operation
- Crucial information and services contacts available at the finger tips, on the move
- More detailed information Sakala and links to download pdf forms in a structured web app

CHAPTER 5B: THE SAKALA STORY

The Success Story covers various milestones Sakala has seen since Inception. Success Story Released by DOPT Minister of State – GOI, Hon. CM , Cheif Secretary accompanied by Mission Director.



The Sakala Story
The Karnataka Sakala Services Act 2011

Karnataka Sakala Services Act - 2011
"No More Delays ... We Deliver In Time"

42 GOVERNMENT DEPARTMENTS
447 GOVERNMENT SERVICES

Sri Siddaramaiah
Hon'ble Chief Minister

Sri T.B. Jayachandra
Hon'ble Minister for Law, Justice, Parliamentary Affairs and Animal Husbandry

Now Given In Time

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

Sakala Story "Sakala moves with Time" – By N Niranjana Nikam , Senior Journalist

The very word 'Sakala' has a tone of confidence around it. It is being carried forward with missionary zeal even as the Karnataka Government celebrates the second year of this Public Service Delivery Act. Sakala which means "In-time or Good-time," in Kannada, has come to the aid of lakhs of citizens through its guarantee of services to the public within a stipulated timeframe.

Believing in the dictum Democracy is not merely periodic elections but continuous people oriented governance, the then Chief Minister Mr Sadananda Gowda strived to bring smiles on the faces of the citizens by passing the Karnataka Guarantee of Services to Citizens Act 2011. The pilot launch of Sakala was done on March 2, 2012 and the State-wide launch on April 2, 2012.

Sakala Mission Director Dr Shalini Rajneesh who is involved with the implementation of this scheme since its inception is the main driving force who believes that when the governance is at crossroads, political will and citizen participation is the key in any government initiative to be a success and Sakala enjoys both. Initially 44 departments were brought into its ambit and 151 services were introduced. Today it has grown to 447 services and soon departments of Social Welfare and Agriculture will also be brought under Sakala. This will take the total number of services under the programme to nearly 500.

One of the main reasons for the glowing terms in which the State Government's flagship scheme Sakala is talked about in the length and breadth of the country and also abroad is the way not only the political class and the bureaucrats who have responded but it is also because of the unexpected wholehearted support of the employees of the State Government. The Karnataka State Employees Association President Mr L Byrappa strongly feels that 80 per cent of the employees are good. Unfortunately it is the black sheep who are always projected in the media. It was his call to change the brand image of Karnataka that has seen a sea change in the attitude of the employees who have won the praise of senior officials as the achievement around the scheme is 98 per cent.

Some of the services that Sakala offers includes issuance of birth and death certificates, khata, land conversion certificate, old age, widow, destitute, physically challenged pension schemes and if there is a delay or default in delivering service, the applicant can seek a compensatory cost at the rate of Rs 20 per day for the period of delay subject to a maximum of Rs 500 per application, in aggregate from the designated officer. The service also updates the applicant on the progress of the service request through a SMS to the mobile number given in the application.

As one looks at Sakala closely the question to ask is what prompted the need for change? It is the dreaded word "Corruption," on everyone's lips and the blame game that it follows which leaves the Aam Aadmi wondering as to who is the real culprit. The government of the day then asked a more serious question: What improves citizen service? It found that speedy grievance redressal, 100 per cent transparency, certainty in service delivery, fixed time limits and 100 per cent accountability were the answers.

The then Law Minister Mr S Suresh Kumar who firmly believed in the Sakala and since Law Minister's supervision on behalf of the Chief Minister regarding its implementation is detailed, his commitment was total. Monitoring the scheme, he had instructed the government officials not to accept bunches of applications under the scheme to prevent

touts from meddling with Sakala. This he did as there were complaints that touts were trying to manipulate the system by convincing service-seekers to route the Sakala applications through them. The new Law Minister Mr T B Jayachandra who has acknowledged the contribution of Mr Suresh Kumar publicly for laying a strong foundation to Sakala is as much committed to see the implementation process more vigorously.

In his article on Sakala, Prof Anil K Gupta, Founder Honey Bee Network says, "The Sakala scheme of public accountability in Karnataka seems to have created a new global benchmark in raising expectation of the people and then meeting them in almost 98 per cent of the cases." And then he asks, "Why were different departments competing with each other to become more and more accountable? There was a small fine of Rs 20 to be deducted from the personal salary of the staff concerned who delayed a particular request by a day. Issue was not just the amount but the stigma that it was perceived to attach. As if results were not sufficient guarantee of performance, IIM Bangalore was requested to evaluate the performance every month. What would be the motivation for Shalini Rajneesh, the Mission Director in charge of the Sakala scheme to constrain herself through such institutional arrangements of accountability? Wouldn't it be easy to have a compliant academic institution to give a good report rather than entrust one of the most reputed institution to do the performance audit concurrently?"

And Prof Gupta goes on to answer, "A new idiom of accountability is emerging in the country. Excellence, efficiency, empathy and equity in provision of services make the entire chain of administrators feel good about themselves. *Swanthah Sukhay*, for one's own inner happiness seems to be the most sustainable intrinsic motivation for bringing about social or professional change."

"Karnataka is the 10th State in the country to implement the Act but in terms of implementation it has galloped ahead of all other states. Today nearly 447 services are covered by 42 departments. The Sakala Mission Directorate of the Government of Karnataka with IT support has taken all care to see the Act is implemented in all seriousness and citizens are not put to any difficulty," said Dr Shalini Rajneesh.

The key objectives and the outcome of the Sakala Act and its capacity building initiatives was highlighted by Director General, ATI Mysore, Dr Amita Prasad at a one day workshop organised by the Administrative Training Institute, Mysore and Government of Karnataka on "Delivery of Public Services Sakala on January 10, 2014. She said, "The successful implementation of the act was also preceded by the Right to Information Act and the Citizen Charter initiatives. The enactment of Sakala Act was backed by political will and was well supported by bureaucrats and ensured that the state positioned itself among the best performing states in terms of service delivery. The successful implementation of the act was due to the Mission mode approach that was followed by adequate publicity and supporting staff provided to key departments."

At an interaction session with students from Myanmar consisting of doctors, businessmen as well as engineers, Dr Shalini Rajneesh said, "The Government has an important role in making lives of citizens more user-friendly and there was a need to demystify the government process. In the absence of documentation, no one will have an idea of what is happening. Monitoring is a requisite tool in any initiative." In another

interaction with the students of Political Science department of St Joseph's College, Bangalore, she asked if students had collected the GSC (Guarantee of Services to Citizens) numbers and when they said no, Dr Shalini Rajneesh insisted that GSC numbers must be collected as it is the passport for in time service. She further told the students, "In the event officials refuse to give GSC number, you can always call 080 4455 4455 and lodge a complaint."

The two questions that Dr Shalini Rajneesh replied to in an interaction with the members of the Federation of Karnataka Chambers of Commerce & Industry are very pertinent. Asked "How do you insulate Sakala against political and other leadership changes?" She replied, "Citizens have to rise and ensure that it is a right to them and should not give up. No one will be able to scrap a statute when it means so much to people. The initial euphoria should not die down."

To another question, "What should one do to be more participative as citizen?" Her answer was, "Feedback from you all will surely make Sakala more participative. Spreading the word of good work, bringing back work to our notice is the best ways to show participation. 114 new services were brought to you purely on feedback from citizens."

Mission Sakala is drawing worldwide response and this was clearly in evidence when the Mission Director Dr Shalini Rajneesh was invited for the UN Day ceremony. However, due to official commitments, she was unable to attend it. But what the Newsletter says is worth noting. "Combating corruption and going along with the people's aspirations is the basis of the success of electronic governments. The ministers and the officials of the information technology and communications bodies participating in the forum all agreed that for any country to shift from traditional methods in providing public services to citizens to the methods of the electronic government requires adoption of four methods. These methods are: Fighting administrative corruption, keeping abreast of the citizens' advanced aspirations, developing the creative and cultural elements of the provider of the service and the recipient, and benefiting from the successful experiences in drawing upon the appropriate models for practical application."

World Bank representative Mr Roland Lomme met Sakala officers to take the Establishing a Community of Practice proposal forward. Mr Lomme had earlier suggested that Sakala should lead the way for establishing such a practice which will enable not only different states of India share ideas on public service delivery, but also across the globe other nations could emulate Sakala by customising to their needs.

Thus the delegates from Afghanistan, Bangladesh and Pakistan have visited Karnataka to study the success of Sakala. Even the University of Chicago has shown interest in pursuing some academic research on the topic Right to Public Services that have been introduced in various Indian states over the last few years. They have identified Sakala in Karnataka as an important illustrative and exploratory case study.

The National Informatics Centre has been the key player in disseminating information and the Sakala scheme has been shared with NIC which in turn has shared with six to seven other states, said Dr Shalini Rajneesh.

With so much of praise coming for Sakala is everything hunky dory about the scheme? Let us just take two criticisms to put it in proper perspective. An article by Nafis Hassan of Azim Premji University “Sakala, Uncertainty and Bureaucratic Indifference,” raises some issues. She talks about the limits of Sakala. “To be sure, Sakala (Karnataka Guarantee of Services to Citizens, Act, 2011), in its attempt to control the time taken by the bureaucracy to deliver a service to a citizen, is restricting its role to the process of service delivery, and not extending itself to the outcome. The clock starts ticking only from the moment an application along with necessary documents is accepted by a bureaucrat to the time till a written communication (either the service like a certificate or an explanation for non-delivery) is produced, either in printed form or a hand written document. If this process exceeds the stipulated time for a particular service, there is a possibility for remedial action at the behest of the applicant. Sakala does not concern itself with the time and effort taken to submit an application along with prescribed documents in the first place nor with the time elapsed between the production of an outcome and its recipient by the applicant. We would like to propose that by imposing a fixed time within which the process for the delivery of a service must be completed; Sakala is squarely attempting to reduce uncertainty within the bureaucratic process.”

In an article by Shashikala Sitaram in Deccan Herald titled “Time-bound govt services, at last,” she argues, “The Act has some interesting features such as penalizing the bureaucrats for delaying delivery of public services and compensating the citizens monetarily for waiting to access services intended for them. The premise is that a hole in the pay packet of the babus would reduce delays and thereby corruption.

The punishment and reward concepts are a part of the behavioral management principles and one wonders if it can be applied to the Indian bureaucracy. In the five month period that the Act has been in operation, there have been no deductions from the salaries of the bureaucrats, as confirmed by the officials of the revenue and education departments. The Act calls for Rs 20 to be cut from the functionaries pay pocket for a day’s delay, going up to Rs 500 per application. The bureaucrats claim that this is because they adhered to time lines.

But then who specified the time for each of the 151 services which have been singled out? In informal conversations, high echelons bureaucrats admit, that the ‘stipulated time’ was arrived at by holding short consultations among colleagues within each of the 11 departments. The master minds ensure that they chose a time frame which cannot nail them to any awkward situation.”

In spite of such criticisms, Sakala has been a runaway success. The Sakala scheme has been shortlisted for the Prime Minister’s award and it has also won the national award on e-Governance as it has been awarded silver under category “Outstanding performance in citizen centric service delivery.”

It is just not the award but the rewards that the State Government and the people serving it look to when they see the smiles on the people’s faces.

CHAPTER 5C: AMENDMENTS TO THE ACT

THE KARNATAKA SAKAALA SERVICES (AMENDMENT) BILL, 2013

A Bill further to amend the Karnataka Sakaala Services Act, 2011.

Whereas, it is expedient to amend the Karnataka Sakaala Services Act, 2011 (Karnataka Act 1 of 2012) for the purpose hereinafter appearing;

Be it enacted by the Karnataka State Legislature in the sixty-fourth year of the Republic of India as follows:-

1. Short title and commencement.- (1) This Act may be called the Karnataka Sakaala Services (Amendment) Act, 2013.

(2) It shall come into force at once.

2. Substitution of section 7.- In the Karnataka Sakaala Services Act, 2011 (Karnataka Act 1 of 2012) (herein after referred to as the Principal Act), for section 7 the following shall be substituted, namely:-

“7. **E-governance of services.-** As a part of E-Governance, the Government shall endeavor and encourage the public Authorities, to deliver their citizen related services through internet in a phased manner and in such other manner as may be prescribed subject to payment of such fees as may be prescribed.”

3. Substitution of section 9.- For section 9 of the Principal Act, the following shall be substituted, namely:-

“9. **Liability to pay compensatory cost.-** Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.”

4. Amendment of section 11.- In section 11 of the Principal Act, after sub-section(3), the following shall be inserted, namely:-

“(4) After giving compensatory cost to the aggrieved Citizen and within thirty days thereafter, the competent officer shall update debit note in the HRMS Software against the officer found guilty by following the principles of Natural Justice”.

5. Amendment of section 14.- In section 14 of the Principal Act, after sub-section(3), the following shall be inserted, namely:-

“(4) If any Designated officer or Competent officer or Appellate authority fails to deliver the Citizen related service or dispose appeals within the stipulated time for more than seven times, he shall be subject to enquiry by the concerned disciplinary Authority and if found guilty a report against the concerned officer shall be submitted to the Government.”

CHAPTER 5D: 32 NEW SERVICES

Karnataka Sakala Services Act 2011, List of Departments and addition of 32 new services in 2014.

Sl No.	Secretariat Departments	Sl. No.	Department / Territory Department/ Institutions	April 2012	December 2012	August 2013	September 2013	November 2013	2014	Total	
1	Urban Development Department	1	Bruhat Bangalore Mahanagara Palike	6	1	-	-	-	-	7	
		2	BWSSB	2	1	-	-	-	-	3	
		3	Local Authority (Municipal Administration)	20	-	-	-	-	-	20	
2	Transport Department	4	Bangalore Development Authority	-	12	-	-	-	-	12	
		5	Transport	9	2	-	-	-	20	31	
3	Food & Civil supply Department	6	Food & Civil supply Department	4	-	-	-	-	-	4	
4	Revenue Department	7	Revenue Department	24	25	-	-	-	-	49	
5	Home Department	8	Home Department	12	11	-	-	-	-	23	
		9	Fire-Service	-	-	-	-	-	-	-	-
6	Education Department	10	Department of Pre-University Education	6	-	-	-	-	-	6	
		11	Commissioner of Public Instruction	6	6	20	-	-	-	-	32
		12	Director, Central Govt., Press, Bangalore	-	1	-	-	-	-	-	1
		13	Public Library	-	-	2	-	-	-	-	2
		14	Higher Education – "Collegiate Education"	-	-	18	-	-	-	-	18
		15	Technical Education Department	-	-	10	-	-	-	-	10
		16	University Constituent Colleges	-	-	14	-	-	-	-	14
		17	University Post Graduate Section	-	-	12	-	-	-	-	12
		18	University Examination Section	-	-	11	-	-	-	-	11
		19	University Finance Section	-	-	5	-	-	-	-	5
		20	University Academic Section	-	-	6	-	-	-	-	6

SL No.	Secretariat Departments	Sl. No.	Department / Territory Department/ Institutions	April 2012	December 2012	August 2013	September 2013	November 2013	2014	Total
7	Health & Family Welfare Department	21	Health & Family Welfare Department	4	-	-	-	-	-	4
22		Drugs Control Department	5	-	-	-	-	-	-	5
23		Ayush Department	3	-	-	-	-	-	-	3
8	RDPDR	24	District Panchayat/Village Panchayat	10	1	-	1	-	-	12
9	Finance Department	25	Commercial Tax Department	10	-	-	-	-	-	10
		26	Excise Department	-	-	6	-	-	-	6
		27	Labour Department	13	-	-	-	-	-	13
10	Labour Department	28	ESIS	5	-	-	-	-	-	5
		29	Department of Factories, Boilers	7	2	-	-	-	-	9
11	Women & Child Department	30	Women & Child Department	5	-	-	-	-	-	5
12	Housing Department	31	Karnataka Housing Board	-	3	-	-	-	-	3
		32	Karnataka Slum Development Board	-	3	-	-	-	-	3
13	Animal Husbandry & Fisheries Department	33	Fisheries Department	-	3	-	-	-	06	09
14	Public works, Ports and Inland Water Transport Department	34	Public works Department	-	2	-	-	-	-	2
15	Forest, Ecology and Environment Department	35	Karnataka State Pollution Control Board	-	5	-	-	-	-	5
		36	Forest	-	-	-	-	-	06	06

SL No.	Secretariat Departments	Sl. No.	Department / Territory Department/ Institutions	April 2012	December 2012	August 2013	September 2013	November 2013	2014	Total
16	Commerce & Industries Department	37	Industries Department	-	7	-	-	03	-	10
17	Kannada, Culture & Information Department	38	Kannada, Culture & Information Department	-	5	-	-	-	-	5
		39	General Record Section	-	1	-	-	-	-	1
		40	Information Department	-	2	-	-	-	-	2
18	Department of Personnel & Administrative Reforms	41	Department of Personnel & Administrative Reforms	-	21	-	-	-	-	21
19	Department of Co operation	42	Karnataka State Warehouse Corporation	-	-	1	2	-	-	3
		43	Agriculture Marketing Department	-	-	-	27	-	-	27
		44	Registrar of Co-operative Societies	-	-	-	9	-	-	9
20	Horticulture	45	Department of Sericulture	-	-	5	5	-	-	10
21	Water Resources Department	46	Water Resources Department	-	-	-	-	22	-	22
22	Department of Youth Empowerment and Sports	47	Department of Youth Empowerment and Sports	-	-	-	-	03	-	03
			Total	151	114	110	44	28	32	479

List of 32 New services being added is as shown below.

“Transport Department” : The following services are being added.

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	Duplicate copy of Learning Licence	RTO/ARTO	7 Working days	DCT	15 Working days	JCT	30 Working days
2	Including New part in Learning Licence	RTO/ARTO	30 Working days	DCT	15 Working days	JCT	30 Working days
3	Change of Address note in Learning Licence	RTO/ARTO	7 Working days	DCT	15 Working days	JCT	30 Working days
4	Issue of PSV Badge to Drivers	RTO/ARTO	30 Working days	DCT	15 Working days	JCT	30 Working days
5	Issue of duplicate PSV Badge to Drivers	RTO/ARTO	30 Working days	DCT	15 Working days	JCT	30 Working days
6	License of opening for New Driving Schools	RTO	45 Working days	DCT	30 Working days	JCT	30 Working days
7	Renewal for Driving School Learning Licence	RTO	30 Working days	DCT	30 Working days	JCT	30 Working days
8	Conductor License and Badge Distribution	RTO/ARTO	30 Working days	DCT	15 Working days	JCT	30 Working days
9	Renewal for conductor Licence	RTO/ARTO	30 Working days	DCT	15 Working days	JCT	30 Working days
10	Change of Address in Conductor Licence	RTO/ARTO	15 Working days	DCT	15 Working days	JCT	30 Working days

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
11	Duplicate copy of Conductor Licence and Badge	RTO/ARTO	15 Working days	DCT	15 Working days	JCT	30 Working days
12	International Driving Licence Permit	RTO/ARTO	7 Working days	DCT	15 Working days	JCT	30 Working days
13	Temporary Registration	RTO/ARTO	7 Working days	DCT	15 Working days	JCT	30 Working days
14	New Registration assignment for Inter-state Vehicle	RTO/ARTO	45 Working days	DCT	15 Working days	JCT	30 Working days
15	Transfer for Ownership	RTO/ARTO	30 Working days	DCT	15 Working days	JCT	30 Working days
16	Transfer note for ownership after the death of Vehicle Owner	RTO/ARTO	60 Working days	DCT	15 Working days	JCT	30 Working days
17	Change Ownership of the Vehicle purchasing in public auction (Karnataka State)	RTO/ARTO	30 Working days	DCT	15 Working days	JCT	30 Working days
18	B-Register (Extract)	RTO/ARTO	7 Working days	DCT	15 Working days	JCT	15 Working days
19	Hypothication Entry/Lease Agreement	RTO/ARTO	15 Working days	DCT	15 Working days	JCT	30 Working days
20	Distributing Clearance/ Releasing Certificate	RTO/ARTO	30 Working days	DCT	15 Working days	JCT	30 Working days

“Animal Husbandry & Fisheries Department (Fisheries)” : The following services are being added.

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	Subsidy for purchase of fish seed	Assistant Director of Fisheries, Grade-II	70 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days
2	Approval of Beneficiary for Distribution of fishery requisite kits (SS)	Assistant Director of Fisheries, Grade-II	60 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days
3	Registration of fish seed production and rearing farms	Assistant Director of Fisheries, Grade-II	60 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days
4	Registration of ornamental fish farm/hatchery/shop	Assistant Director of Fisheries, Grade-II	60 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days
5	Providing relief to distress fishermen	Assistant Director of Fisheries, Grade-II	90 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Director of Fisheries	30 Working Days
6	Approval of Beneficiary for Assistance to purchase of life saving equipments	Assistant Director of Fisheries, Grade-II	60 Working Days	Senior Assistant Director of Fisheries/Assistant Director of Fisheries, Grade-I	15 Working Days	Deputy Director of Fisheries	30 Working Days

(Karnataka State Pollution Control Board) under "Forest, Ecology and Environment Department :
The following services are being added.

Sl. No	List of Services	Designated officer	Stipulated time for designated officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	Distribution of seedlings to public-issue of orders	R.F.O	7 working days	R.F.O	7 working days	DCF/ACF	7 working days
2	Ex-gratia to be sanctioned to the concerned for crop damages caused by wild animals	R.F.O	30 working days	ACF/DCF/CF	30 working days	APCCF (Wildlife)/PC CF (Wildlife)	30 working days
3	Ex-gratia to be sanctioned in case of cattle killed by wild animals	R.F.O	15 working days	ACF/DCF/CF/CCF	20 working days	APCCF(Wildlife)/ PCCF (Wildlife)	30 working days
4	Ex-gratia to be sanctioned in case of human death permanent disability caused by wild animals	R.F.O	15 working days	ACF/DCF/CF/CCF	20 working days	APCCF(Wildlife)/ PCCF (Wildlife)	30 working days
5	Permission for cutting trees	R.F.O/ DCF (Tree Officer)	90 working days	CCF (Tree Authority)	90 working days	PCCF	30 working days
6	Transit permit	R.F.O/ DCF	42 working days	CCF	60 working days	PCCF	30 working days

CHAPTER 5E: TOP 100 SERVICES OFFERED UNDER SAKALA

TOP 100 Service of SAKALA			Karnataka Sakala Services Act - 2011				
Sr. No.	Department & Service	Designated officer	Stipulated time for designated officer	Sr. No.	Department & Service	Designated officer	Stipulated time for designated officer
1	Ayush Issue of Medical Certificate	Medical Officer, Resident Medical Officer	5 Days	49	Information Department Giving permission for film shooting	Deputy Director (Film Section)	15 Days
2	BBMP Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration	Medical Officer of Health / Deputy Health Officer and Superintendents of Major Hospitals	3 working days for event data available in electronic media 7 working days for event data which is not available in electronic media	50	Kannada & Culture Issue of Railway concession letter to Artists	Assistant Director	3 Days
3	Khatha Extract/Certificate	Assistant Revenue Officer	3 working days for data available in electronic media	51	Karnataka Housing Board Issue of Draft and Deed for allotment in respect of HOUSES/FLATS etc.	Assistant Executive Engineer, Chief of Town Planning office	30 Days
4	Issue of Birth, Death and Still Birth Certificates at Registration centers after one calendar year from date of registration	Assistant Statistical Officer	3 working days for event data available in electronic media 7 working days for event data which is not available in the electronic media	52	KARNATAKA SLUM DEVELOPMENT BOARD Absolute Sale Deed after payment of cost fixed by the Govt. after issue of Haku Patra by the Board of the house constructed under various schemes and the house constructed by the slum owners in the declared slum area	Executive Engineer	30 Days
5	Transfer of Khatha	Assistant Revenue Officer	30 working days	53	KARNATAKA STATE POLLUTION CONTROL BOARD Disposal of Consent for Establishment/Consent for Extension Applications under Water Act 1974 and Air Act 1981-Green Category.	Regional Officer	30 Days
6	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit, (Not Computerized)	Assistant Executive Engineer	30 working days	54	Karnataka State Warehouse Corporation To Establish Warehouse Centers within the State of Karnataka to store agricultural produce, seeds, manures, fertilizers, agricultural implements and other notified commodities and preserve them by scientific means	Ware House Manager	15 Days
7	Grant of trade license specified category under rules	Medical Officer of Health or Deputy Health Officer	30 working days	55	Labour Department Registration of Building and other Construction Workers	Labour Inspector/Senior Labour Inspector/ Labour Officer	15 Days
8	Khatha Registration	Assistant Revenue Officer	30 working days	56	Registration under the Karnataka Shops & Commercial Establishments Act, 1961	Labour Inspector/Senior Labour Inspector/ Labour Officer	15 Days
9	Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts	Revenue Officer- East Revenue Officer-West Revenue Officer - North Revenue Officer South	30 working days	57	Renewal of Registration under Karnataka Shops and Commercial Establishments Act, 1961	Labour Inspector/Senior Labour Inspector/ Labour Officer	15 Days
10	Obtaining Khatha for properties in BDA layouts and BDA approved private layouts, not handed over to BBMP yet	Revenue Officer- East Revenue Officer-West Revenue Officer - North Revenue Officer South	15 working days	58	North East Transport Issue of Bus Passes to School Children	Depot Manager	7 Days
11	BMTC Issue of Student Concessional Pass	Depot Manager	15 working days	59	North West Issue of Bus Passes to School Children	Depot Manager	7 Days
12	BWSSB Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	Assistant Executive Engineer	7 working days	60	Pre-University Board Photocopy answer scripts of the 2nd PUC final examination	Deputy Director(Exam), Dept of Pre-University Education	15 Days
13	Issue of Birth, Still Birth and Death Certificates	Zonal Assistant Commissioner/ Medical Officer, Environmental Engineer / Health Inspector / Assistant Health Officer	3 working days for event data available in electronic media	61	Public Library Library Membership	Concerned Library Staff, Library care takers	20 Days
14	Khatha Extract	Assistant Revenue Officer	3 working days for event data available in electronic media	62	Public Works Permission for road cutting along NHs, SHs and MDRs	Assistant Executive Engineer	15 Days
15	Issue of Birth, Still Birth and Death Certificates	Medical Officer	3 Days	63	RDRP Providing Employment to Unskilled Labour (MGNREGS)	Panchayat Development Officer/ Secretary, Gram Panchayat	15 Days
16	Khatha Extract	Revenue Officer	3 Days	64	Maintenance Of Drinking Water	Panchayat Development Officer/ Secretary, Gram Panchayat	3 Days
17	Commerce & Industries Issue of EM Part A Acknowledgment for Micro, Small and Medium Enterprises	Joint Director, District Industries Centre	1 Days	65	Maintenance Of Street Lights	Panchayat Development Officer/ Secretary, Gram Panchayat	3 Days
18	Issue of EM Part B Acknowledgment for Micro, Small and Medium Enterprises	Joint Director, District Industries Centre	1 Days	66	Alteration To Assessment List	Panchayat Development Officer/ Secretary, Gram Panchayat	45 Days
19	Issue of C Form declarations under the CST Act, 1956.	Judicial Local VAT Officer (LV VAT Sub Officer) (VSO)	10 Days	67	Maintenance Of Village Sanitation	Panchayat Development Officer/ Secretary, Gram Panchayat	7 Days
20	Issue of form F Declaration	Judicial Local VAT Officer (LV VAT Sub Officer) (VSO)	10 Days	68	Registrar of Cooperative Societies 2. Amendment of co-operative societies under COA Act, 1969	Sub-Registrar	89 Days
21	Issue of registration under the KVAT Act, 2003.	Judicial Local VAT Officer (LV VAT Sub Officer) (VSO)	25 Days	69	All types of Caste Certificate	Tahsildar	21 Days
22	Issue of form H Certificates	Judicial Local VAT Officer (LV VAT Sub Officer) (VSO)	10 Days	70	All types of Income Certificate	Tahsildar	21 Days
COMMISSIONERATE OF BANGALORE AND MYSORE				71	Residence Certificate	Tahsildar	7 Days
23	Reimbursement of Medical Expenses	BEO/High Schools Head Masters	30 Days	72	Sandhya Sanksha	Deputy Tahsildar/Tahsildar	70 Days
24	Vehicle Purchase(GP/KGB)/Computer and Other Advances	BEO/High Schools Head Masters	30 Days	73	Change of Khata (undisputed cases)	Tahsildar	60 Days
25	Issue of Duplicate Marks Card / Provisional Marks Card-SLIC	DOPI in the office of JD in case of Belgaum, Mysore, Gulbarga, 1 to 7th SK, SBC	30 Days	74	Destitute Widow pension	Deputy Tahsildar/Tahsildar	70 Days
26	Renewal of recognition for Schools	DOPI in the office of JD in case of Belgaum, Mysore, Gulbarga, 1 to 7th SK, SBC	60 Days	75	RTC Typographical errors corrections	Assistant Commissioner	40 Days
27	DEPARTMENT OF ARCHIVES Issue of copies of records, digitization copies, microfilms and conserved documents to the citizens on requests	Assistant Archivist	15 Days	76	Small and Marginal Farmer Certificate	Tahsildar/Deputy Tahsildar	7 Days
28	Department of Factories Issue of Boiler Certificate on Annual Inspection	Assistant Director/ Senior Assistant Director/ Deputy Director	17 Days	77	Record of Rights Certificate	Tahsildar	30 Days
29	DIRECTORATE OF PRINTING Karnataka state gazette publication	Assistant Director, Government Central Press, Unit-2, Bangalore-560039	15 Days	78	Surviving Family member Certificate	Tahsildar	7 Days
30	DPAR Sanction of leave salary on Summured Leave	Under Secretary to Govt	3 Days	79	Pension for disabled persons	Deputy Tahsildar/Tahsildar	70 Days
31	Sanction of Festival Advance	Under Secretary to Govt	7 Days	80	Mutation Extract	Deputy Tahsildar/Tahsildar	7 Days
32	Drugs Controller Department Issue of License for Sales establishment	Assistant Drugs Controller	30 Days	81	Domicile Certificate	Deputy Tahsildar/Tahsildar	7 Days
33	Renewal of License	Assistant Drugs Controller	30 Days	82	AGRICULTURE DEPARTMENT Issue of Pass books to the Sericulturists	Sericulture Extension Officer	15 Days
34	ESB Sanction of Medical Reimbursements of IP's	Administrative Medical Officer	15 Days	83	Survey & Settlement Issue of Duplicate Copies in Survey Section(Aakar Band)	Survey Supervisor	7 Days
35	Excise Department Approval of time bound Inremnet of Group A officers	Under Secretary to Govt	15 Days	84	Issue of Duplicate Copies in Survey Section(A&S)	Survey Supervisor	7 Days
36	Fire Department Response To Fire	Fire Station Officers	1 Hour	85	Issue of Birth, Still Birth and Death Certificates	Health Inspector	3 Days
37	Fisheries Department Issue of registration/ license to boats	Assistant Director of Fisheries Grade-II	15 Days	86	Khatha Extract	Revenue Officer	3 Days
38	Food & Civil supplies Modification in Existing Ration Card	Deputation Commissioners in district	7 Days	87	Town Panchayath Issue of Birth, Still Birth and Death Certificates	Health officer	3 Days
39	Health & Family welfare Issue of age certificate	Medical Officer	3 Days	88	Khatha Extract	Revenue Inspector	3 Days
40	Issue of discharge certificate and still birth certificate	Medical Officer	1 Day	89	Transport Corporation Issue of Bus Passes to School Children	Depot Manager	7 Days
41	Higher Education COLLEGIATE EDUCATION Department Study Certificate	Principal	5 Days	90	Transport Dept Registration of Vehicle	RTO/ARTO	30 Days
42	Forwarded of Transfer Certificate	Principal	6 Days	91	Learning Licence	RTO/ARTO	7 Days
43	Sanction of Medical Reimbursement	Principal/Joint Director	60 Days	92	University Academic Section Eligibility Certificate	Deputy Registrar	6 Days
44	Home Department Receipt and Disposal of Petitions	SHO/CPI	45 Days	93	Re-Admission	Deputy Registrar	6 Days
45	NoC for Pleasport Verification	PI/DSD am Districts	20 Days	94	University Constituent Colleges Distribution of Marks card	Principal	3 Days
46	Issue of copy of FIR to the complainant	S.H.O	Registration Presently	95	University of Finance Section Provisional Degree Certificate (P.D.C.)	Registrar (Evaluation)	6 Days
47	Missing Report of documents, Mobile phone etc	S.H.O	1 Days	96	University of Finance Section Issue of Salary Certificate	Finance officer	3 Days
48	IGR Registration of Land / property	Sub-Registrar	1 Days	97	University Post Graduation Section Forwarding of applications of students/ staff to the higher authorities	Director	2 Days
				98	Study Certificate	Director	2 Days
				99	Women & Child Senior Citizen Identity Card	District Disabled Welfare Officer/2	7 Days
				100	Disability Certificate and Identity Card for Differently Abled Persons	District Disabled Welfare Officer/1	7 Days

CHAPTER 5: ISO CERTIFICATION

ISO 9001: International Organization for Standardization (ISO) is the world's largest developer of International Standards.

ISO is a network of the national standards institutes of 161 countries, one member per country, with a Central Secretariat in Geneva, Switzerland, that coordinates the system. ISO is a non-governmental organization that forms a bridge between the public and private sectors. On the one hand, many of its member institutes are part of the governmental structure of their countries, or are mandated by their government. On the other hand, other members have their roots uniquely in the private sector, having been set up by national partnerships of industry associations.

Why ISO for Sakala ?

ISO 9001 is a process management system that covers the international best practices to deliver quality and timely services.

SAKALA Service Quality Policy:

We, at Sakala mission is committed to excel in delivery of time bound quality services to citizens by practicing values of;

- Work Ethics
- Transparency
- Accountability, Capacity Building
- Efficiency and citizen centricity
- Collaborative partnership
- Incentivizing Innovation and Improvements

Sakala Mission shall review the effectiveness of management systems for continual improvement.

Scope of ISO 9001 Certification:

Co-ordination activities in KARNATAKA SAKALA MISSION covering 'Sakala Services' in Revenue, Commercial taxes, Food & Civil supplies, Transport, BBMP (Urban Department), Information, ATI and NIC departments.

SAKALA Service Objectives:

- To enhance service oriented approach among all service providers
- To build capacity by adopting state of art technology to ensure transparent, efficient and simplification
- To continually improve service delivery standards
- To promote accountability in service delivery
- To monitor and evaluate the performance of service providers
- To recognize the best service providers
- To empower citizens about their right to services

Co-ordination at SAKALA covers the following processes:

1. Facilitate Identification of services, service components and service delivery levels in government departments
2. Training and attitudinal change of employees at State, District , Talukas , Hobli and village levels.
3. Facilitating / Providing Infrastructural support wherever required for effective and efficient delivery of services,
4. Generating service delivery reports and review of service levels through analytics,
5. Facilitate / Providing feedback to applicants, departments and to the Sakala mission
6. Facilitation of Remedial actions connected with service delivery in case of delay including payment of compensation to applicants,
7. Awareness campaigns for potential service delivery recipients.
8. Conduct customer surveys and evaluate services delivered by departments at different level
9. Selection of best service providers and award ceremonies.



Sakala Mission ISO 9001 Project



SAKALA

Vision

Citizen friendly governance with time bound service guarantee

Mission

To ensure in-time delivery of Government services to citizens by practicing innovative and efficient management systems through capacity building in Government and empowering citizens to exercise their right to service

Standard Operating Procedures :

List of Standard Operating Procedures defined and audited under ISO.

1. Standard Operating Procedures for Control of documents.
2. Standard Operating Procedures for Control of records
3. Standard Operating Procedures for Internal Audit
4. Standard Operating Procedures for Control of Non Confirming Services
5. Standard Operating Procedures for Corrective & Preventive Action
6. Standard Operating Procedures for New Service
7. Standard Operating Procedures for Information Education & Communication
8. Standard Operating Procedures for Feedback
9. Standard Operating Procedures for Remedial Action
10. Standard Operating Procedures for Training
11. Standard Operating Procedures for Surveys
12. Standard Operating Procedures for Infrastructure Support
13. Standard Operating Procedures for MIS & Analytics
14. Standard Operating Procedures for Recognition.

* * * * *

KARNATAKA SAKALA SERVICES ACT - 2011



Committed to Timely Services



Rural Development and Panchayat Raj Department



Sl. No	LIST OF IMPORTANT DEPARTMENT SERVICES	DESIGNATED OFFICER	Stipulated time for designated officer (Working Days)
1	Building licence	Panchayath Development Officer/ Secretary, Gram Panchayath	60
2	General licence (trade licence)	Panchayath Development Officer/ Secretary, Gram Panchayath	45
3	Maintenance of drinking water	Panchayath Development Officer/ Secretary, Gram Panchayath	3
4	Maintenance of street lights	Panchayath Development Officer/ Secretary, Gram Panchayath	3
5	Maintenance of village sanitation	Panchayath Development Officer/ Secretary, Gram Panchayath	7
6	Issuing of records (Population, Crop, Cattle, Census, BPL list)	Panchayath Development Officer/ Secretary, Gram Panchayath	30
7	Providing employment to unskilled labours (MGNREGS)	Panchayath Development Officer/ Secretary, Gram Panchayath	15
8	NOC to ESCOMS	Panchayath Development Officer/ Secretary, Gram Panchayath	45

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

For information or complaint contact us @

If delayed !!
Compensation will be given to citizens @ Rs. 20/- per day per case up to Rs. 500/- by Government Servants.

☎ 080 44554455

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🌐 www.sakala.kar.nic.in

"Ask for 15 digit Acknowledgment Slip. It is your Right."

2014 FEBRUARY

S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
16	17	18	19	20	21	22	23	24	25	26	27	28								