



Jagadish Shettar
Chief Minister



SAKALA REPORT CARD

July - 2012



No more delays... We deliver on time.



The Karnataka Guarantee of Services to Citizens Act 2011



Report Card for the month of July 2012:

Message

Sakala has made good strides in the minds of the people. Applications in the month touched a near 25 lakh by the end of July. On a cumulative note, the total number of applications received nearly coming up to 75 Lakh applications. It is truly rewarding to see so many people benefiting out of this single initiative. This has truly inspired us to think of more such programs. It is after all our Government's primary objective to serve people- and serve them in earnestness.

The Month of July 2012 saw a more 'stable' Sakala. With most admissions of schools and colleges closing their formalities in the month of June itself, July was mostly stable with services coming back to its normal demand scales.

As mentioned in my earlier note to you, we are working hard towards adding more services to the 151 services already under Sakala. The process is in its final stages as many issues including shortage of staff – is working against us. However, we have a resolute determination to add these services to ensure you are all benefitted by this addition. This will give Sakala the right impetus at this time. It is also important that quality of services already added does not fall in this light. The mission has invented and invested in many analytical tools that help them monitor the quality as well as the quantitative aspects of these deliveries.

I congratulate the mission on their tireless efforts in this endeavour and you as Citizens of this State to have made Sakala what it is today.

Jagdish Shettar

Chief Minister of Karnataka

Date: 7 August 2012

Place: Bangalore

S. Sureshkumar
Minister for Urban Development,
BWSSB, Law and Parliamentary Affairs and
Chikmagalur District In-charge Minister



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Date

Foreword

The Rajya Sabha parliamentary standing committee on personnel Public grievances, Law & Justice – examination of **The Rights of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011** in its meeting dated 01 August at New Delhi took the presentation of the states of Madhya Pradesh, Uttar Pradesh, Punjab & Karnataka.


I am proud to let you know that Karnataka was rated the BEST in introducing SAKALA – Karnataka Guarantee of Services Act. The committee headed by Sri. Shantaram Naik and 16 other members lauded the efforts of the Karnataka government on this front.

It is a matter of honour that the committee has decided to emulate our **SAKALA's unique features** in amending and incorporating to the Central Act. Our Act has some very unique points which no other state in the country has. This has been possible by my teams' effort in trying to understand the Central Charter, understand the laws of various states and coming up with this unique Act.

This puts Karnataka in a higher Stratum and thus exposes us to greater challenge of setting standards which we are well known for. It is a true reward for our hard work. It is soulful to realise that people of Karnataka have accepted it and equally encouraging that our staff too have stuck to their promise and delivered.

I also take this opportunity to share with you that the 'Karnataka Guarantee of Services to Citizens' Act is now called "The Karnataka Sakala Act". 'Sakala' as you would recollect was named by a Citizen – now this is a true measure of respecting people's wish and their needs.

I congratulate each one of you, my staff and many heroes behind the screens for this great success and wish we will cover more services and add value to your life here in Karnataka.


(S. Suresh Kumar)

Chapter 1

Introduction:

The Month of July is more of a 'settled' month where, most admissions to schools and colleges are complete, hence the demand or rush for services are lower. We see a small dip in the applications that have come in this month.

Month	Applications Received	%age
April	8,06,355	11.07
May	15,34,804	21.07
June	25,25,477	34.67
July	24,17,589	33.19
Total	72,84,225	100.00

The table below shows the **fall in applications** by department with a percentage in variance. You will observe that Education, Home & Revenue show a fall in applications.

Main Department	Applications - JULY	Applications- JUNE	Difference	%age variance
EDUCATION DEPARTMENT	1672	42359	-40687	-96.05278689
HOME DEPARTMENT	54220	64855	-10635	-16.39811888
REVENUE DEPARTMENT	1470586	1578165	-107579	-6.816714349
URBAN DEVELOPMENT	85612	86679	-1067	-1.230978668
TRANSPORT DEPARTMENT	564005	536037	27968	5.217550281
COMMERCIAL TAXES DEPARTMENT	177604	168113	9491	5.645607419
WOMEN AND CHILD WELFARE	6813	6117	696	11.37812653
LABOUR DEPARTMENT	10660	9552	1108	11.59966499
RDPR	14447	12679	1768	13.94431738
FOOD AND CIVIL SUPPLIES	12183	8839	3344	37.83233397
HEALTH AND FAMILY WELFARE	19787	12082	7705	63.77255421

Overall there is a fall of **1, 07,888 applications** in the month.

As expected, the Education department shows a sharp decline (infact, back to its normal trends). The Home department & Revenue are showing low applications this month. **The services that were less sought during the month were:**

Revenue:

- Overall there is a fall of **6.81%** in Applications received. (1, 07,579 Applications).
- There is a fall in disposal rate by 7.24% (1,84,013 Applications Disposed)
- There has been a fall in the delivery of Income Certificates by 11.21%, followed by Death Certificates by 8.25% during the month of July as compared to the previous month of June 2012.

The reasons could be attributed to the close of admissions for colleges and Schools where the demand for services under this department is high. However, Drop in Delivery rates needs to be analysed.

Home:

- Overall there is fall of 16.39% in applications received (10635 Applications)
- There is fall in Disposals rate by 2.90% (9475 Applications Disposed).
- There is a fall in the delivery of Issue of NOC for licences for Amusement Parks by 36.45 % ,Permission for peaceful procession by 36% NOC to Petrol pumps by 21%
- In all the above cases, it is to be noted that in the month of June - backlog of applications received in May also were cleared (disposed), hence these are indicative values.

Education:

- Photocopying of Answer scripts of 2 PUC final Exams were high in demand during the month in June, while it dropped in July- which is quite natural, Revaluation of Exam papers was another service that came down during July. These were the reasons for the drop of 96% applications during July 2012 as compared to June 2012.

Other departments more or less remained in its normal path. It is interesting to note that **Health & Family welfare** (grew by 63%) and **Food & Civil Supplies** (grew by 37%) during the month of July as compared to June 2012.

Health & Family welfare- Issue of Age Certificate (5515 Applications) , Issue of Disability Certificate (1603 cases) Issue of Discharge & Sterilisation certificate (733 cases) saw a rise in July 2012.

Food & Civil Supplies - Modification in Existing Ration Card saw a rise of 37% increase under the service Modifications to existing Ration Card (12183 cases in July 2012 as compared to 8839 in June 2012).

Addition of services is in its final stages. A team from Bangladesh visited Karnataka to study the various empowerment schemes that the government has brought about. This included study of many departments, one of them of course was SAKALA and they were impressed with the way SAKALA was being managed and monitored.

BEEDHI NATAKA were carried out in various locations of the state to bring about more awareness and make people more empowered.

As always Complaint management & Feedback has been a focus area for us and we have a chapter each dedicated for these areas.

Chapter 2

July Statistics

During the month of July, we saw a drop in the receipts of applications. This could be attributed to end of Admission seasons, where the demand for Income & Caste certificates are higher, the education department itself saw a drop of around 96% in applications received over the last month.

Shown below is a table of statistics drawn as of the end of July 2012:

Main Department	No. of receipts during the month	No. of disposals during the Month	Delayed disposals during the Month
COMMERCIAL TAXES DEPARTMENT	177604	178948	19061
EDUCATION DEPARTMENT	1672	13902	1020
FOOD AND CIVIL SUPPLIES	12183	11934	1153
HEALTH AND FAMILY WELFARE	19787	19393	58
HOME DEPARTMENT	57855	55254	8178
LABOUR DEPARTMENT	10660	10696	514
REVENUE DEPARTMENT	1470586	1299863	115015
RURAL DEVELOPMENT AND PANCHAYAT RAJ	14447	13410	1363
TRANSPORT DEPARTMENT	564987	566557	20303
URBAN DEVELOPMENT	85612	84290	7467
WOMEN AND CHILD WELFARE	6813	7081	218
Total	24,22,206	22,61,328	174350

Evaluation Methodology:

The performance of the districts and the departments has been evaluated broadly using the following criteria, namely,

1. Default %age includes both "Pending beyond deadline" and "Disposed with delay"
2. For overall district wise ranking it gives 70% weightage to "Default %age' and 30% to "Rcpt per lakh population.
3. Each department wise ranking gives 50% weightage to both these factors.

Additional Notes:

- ❖ Column D in the table below “Ranking based on delayed disposals” have multiple rankings for every department have ranks that are similar. This is because the departments have performed equally considering the above evaluation criteria.
- ❖ Even if applications are disposed, but delayed, the percentages would show as delayed disposals based on the above criteria.
- ❖ The Transport department (Sl no 2 in this Chapter) has been categorised into 3 divisions (the Core Transport department, Transport Corporations & BMTC) - this is to give you a inside view of how these divisions work specially in the season where there was high inflow of applications.
- ❖ Similarly, the Urban Department (Sl no 11 in this Chapter) has also been categorised into 5 divisions. Details by each division are mentioned.

Given below is a write up on each department and how each District has fared under that department & ranked.

Overall Ranking of Districts:

District	Total No. of receipts during July (except Commercial Taxes) (A)	No. of disposal during July (except Commercial Taxes)(B)	% of delayed disposals in July (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70 % weightage on (D) and 30% weightage on (F))
Chikkaballapura	46266	43369	0.30%	2	3856	16	1
Uttara Kannada	46507	41437	0.21%	1	3322	22	2
Kolar	69728	61405	1.92%	9	4648	5	3
Bangalore Rural	37727	30477	1.62%	7	4192	11	4
Bangalore	388260	354301	1.19%	6	4087	14	5
Chamarajanagar	47795	40985	2.21%	11	4780	3	6
Mysore	131255	115302	2.21%	10	4526	6	7
Haveri	48087	43831	0.41%	3	3206	24	8
Dakshina Kannada	59144	59063	0.67%	4	2958	28	9
Udupi	27910	30018	1.12%	5	2537	29	10
Chitradurga	68531	67715	3.12%	14	4283	9	11
Bagalkot	57232	53916	1.83%	8	3180	25	12
Gadag	44738	37609	3.16%	16	4474	7	13
Mandya	85374	79743	3.61%	18	4743	4	14
Ramanagara	47867	47297	3.73%	19	4787	2	15
Kodagu	18382	17461	3.13%	15	3676	17	16
Bijapur	69357	65853	2.87%	13	3303	23	17
Chikmagalur	46501	47970	4.09%	20	4228	10	18
Belgaum	110323	108744	2.24%	12	2347	30	19
Hassan	91240	84634	5.30%	25	5367	1	20
Gulbarga	84650	72659	3.34%	17	3386	21	21
Bellary	103214	82257	4.37%	22	4128	13	22
Raichur	79544	70861	4.52%	24	4187	12	23
Yadgir	37332	37451	4.12%	21	3393	20	24
Davanagere	82684	80006	7.19%	27	4352	8	25
Tumkur	101280	98410	5.88%	26	3896	15	26
Shimoga	53165	50830	4.45%	23	3128	27	27
Koppal	44585	46395	7.71%	28	3430	19	28
Dharwad	62477	58022	7.96%	30	3470	18	29
Bidar	53176	53753	7.87%	29	3128	26	30
State Total	2244331	2081774	3.25%				

Department wise Performance of Districts:

Revenue department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Chikkaballapura	32636	29927	0.3	2	2719	14	1
Chamarajanagar	40163	33314	2.2	8	4016	2	2
Bangalore Rural	28776	21709	1.9	6	3197	9	3
Haveri	36406	32625	0.4	4	2427	18	4
Uttara Kannada	31077	26280	0.3	2	2219	24	5
Dakshina Kannada	20785	21167	0.2	1	1039	30	6
Mysore	86445	70578	2.5	10	2980	12	7
Bagalkot	42171	38754	2	7	2342	20	8
Kolar	45624	37279	2.8	12	3041	11	9
Gadag	37048	29876	3.6	16	3704	3	10
Udupi	14671	17036	1.8	5	1333	29	11
Chitradurga	54103	53171	3.7	17	3381	5	12
Mandya	62414	57010	4.7	18	3467	4	13
Gulbarga	66429	54560	3.3	14	2657	15	14
Bangalore	150454	107561	2.3	9	1583	28	15
Belgaum	77793	76047	2.7	11	1655	27	16
Ramanagara	30948	30218	4.9	19	3094	10	17
Kodagu	9603	8938	3.2	13	1920	26	18
Hassan	69078	61977	5.9	24	4063	1	19
Bijapur	48462	45271	3.5	15	2307	22	19
Raichur	61629	53232	5.5	22	3243	7	21
Bellary	80045	59369	5.5	22	3201	8	22
Yadgir	26613	26490	5.2	20	2419	19	23
Davanagere	63544	60696	9.3	28	3344	6	24
Shimoga	38602	36676	5.4	21	2270	23	25
Tumkur	73708	72570	6.9	26	2834	13	26
Chikmagalur	28641	29753	6.2	25	2603	16	27
Dharwad	46522	41846	10.7	30	2584	17	28
Bidar	35927	34505	7.4	27	2113	25	29
Koppal	30269	31437	10.3	29	2328	21	30
TOTAL	1470586	1299872					

Transport department:

a) Transport Corporations:

District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70 % weightage on (D) and 30% weightage on (F))
Chikmagalur	7628	7820	0	1	693	4	1
Chikkaballapura	8197	7691	0	1	683	6	2
Dakshina Kannada	12000	11794	0	1	600	8	3
Kolar	14594	14584	0.1	7	972	2	4
Chamarajanagar	1233	1232	0	1	123	21	5
Mandya	10452	10451	0.1	7	580	9	6
Mysore	16699	16552	0.1	7	575	10	7
Uttara Kannada	835	900	0	1	59	26	8
Yadgir	6028	6058	0.1	7	548	12	8
Udupi	426	526	0	1	38	29	10
Ramanagara	9861	10141	0.8	17	986	1	11
Shimoga	1062	1028	0.1	7	62	25	12
Bijapur	8528	8539	0.2	12	406	16	13
Davanagere	6580	6568	0.3	13	346	17	14
Bangalore Rural	2739	2695	0.4	16	304	18	15
Haveri	886	898	0.3	13	59	26	16
Bellary	10758	10724	1	19	430	15	17
Bangalore	1842	1848	0.3	13	19	30	18
Gadag	880	878	0.8	17	88	23	19
Koppal	7309	7261	1.5	23	562	11	20
Gulbarga	6405	6473	1.3	21	256	19	21
Hassan	12628	13257	4.8	28	742	3	22
Raichur	9717	9648	1.7	24	511	13	23
Dharwad	1410	1365	1.1	20	78	24	24
Bagalkot	2156	2239	1.3	21	119	22	25
Kodagu	3450	3428	6.4	29	690	5	26
Tumkur	13062	13818	3.4	26	502	14	27
Belgaum	2454	2550	3.5	27	52	28	30
Total	192541	195701					

b) Transport Department (Core)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Davanagere	7257	7151	0	1	381	9	1
Uttara Kannada	4935	4936	0	1	352	10	2
Haveri	4979	4970	0	1	331	12	3
Bangalore	85961	85880	0.1	8	904	1	4
Dakshina Kannada	11918	12000	0.1	8	595	2	5
Chamarajanagar	2807	2831	0	1	280	19	6
Udupi	6005	5880	0.1	8	545	3	7
Dharwad	8123	8488	0.1	8	451	7	8
Chikmagalur	4477	4777	0.1	8	407	8	9
Ramanagara	2471	2463	0	1	247	26	10
Chikkaballapura	2352	2688	0	1	196	28	11
Kolar	2498	2704	0	1	166	29	12
Bagalkot	5490	5620	0.1	8	305	13	13
Bijapur	6424	6111	0.1	8	305	13	13
Raichur	5528	5456	0.1	8	290	17	15
Gulbarga	7172	6876	0.1	8	286	18	16
Bellary	6989	7021	0.1	8	279	20	17
Mandya	4657	4807	0.1	8	258	24	18
Chitradurga	4097	4200	0.1	8	256	25	19
Kodagu	2553	2294	0.3	23	510	5	20
Bangalore Rural	2750	2673	0.2	20	305	13	21
Mysore	15524	15755	0.4	25	535	4	22
Hassan	4639	4532	0.2	20	272	22	23
Shimoga	7816	7575	0.7	27	459	6	24
Belgaum	16454	17039	0.4	25	350	11	25
Gadag	3022	3041	0.3	23	302	16	26
Yadgir	2183	2351	0.2	20	198	27	27
Koppal	3428	4180	2.6	28	263	23	28
Tumkur	7108	21979	57.5	30	273	21	29
Bidar	2699	2814	6.1	29	158	30	30
Total	252316	269092					

c) Bangalore Metropolitan Transport Corporation:

- ❖ Total Applications Received in the month – 121580.
- ❖ Total Applications Disposed during the month – 120905.

3) Commercial Taxes

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	7978	7104	0	1	398	3	1
Uttara Kannada	1061	1030	0	1	75	13	2
Gadag	743	752	0	1	74	14	3
Chikkaballapura	296	378	0	1	24	26	4
Mysore	7345	7573	0.5	11	253	4	5
Bijapur	1815	1858	0.3	8	86	12	6
Bagalkot	1151	1106	0.2	6	63	18	7
Chamarajanagar	189	128	0	1	18	30	8
Bangalore Rural	542	443	0.2	6	60	19	9
Belgaum	9466	9873	0.6	13	201	5	10
Udupi	2159	2098	0.8	15	196	6	11
Kolar	601	588	0.3	8	40	23	12
Chitradurga	745	571	0.4	10	46	21	13
Bellary	4655	4400	1	17	186	7	14
Kodagu	195	186	0.5	11	39	24	15
Bangalore	112929	115097	3.3	21	1188	1	16
Tumkur	1555	1534	0.7	14	59	20	17
Ramanagara	897	946	2.3	19	89	11	18
Shimoga	1984	2066	3.1	20	116	9	19
Dharwad	11088	10915	6.3	25	616	2	20
Raichur	1743	1758	3.9	22	91	10	21
Yadgir	232	212	0.9	16	21	28	22
Davanagere	2408	2149	7.6	26	126	8	23
Hassan	1094	1087	5.3	23	64	17	24
Mandya	363	346	1.2	18	20	29	25
Gulbarga	1873	1836	9.7	28	74	14	26
Chikmagalur	426	482	5.6	24	38	25	27
Koppal	944	1069	11.9	30	72	16	28
Bidar	791	883	9.9	29	46	21	29
Haveri	336	480	8.8	27	22	27	30
Total	177604	178948					

4) Rural Development & Panchayat Raj:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Udupi	1181	1096	0	1	107	3	1
Kodagu	244	240	0	1	48	5	2
Dakshina Kannada	968	934	0	1	48	5	2
Uttara Kannada	587	564	0	1	41	9	4
Mandya	2163	1965	0.1	6	120	2	5
Haveri	1948	1384	0.8	8	129	1	6
Bagalkot	250	227	0	1	13	18	7
Koppal	568	452	0.7	7	43	8	8
Ramanagara	477	436	1.6	11	47	7	9
Chikmagalur	677	729	2.9	14	61	4	10
Hassan	600	502	1.8	12	35	13	11
Shimoga	188	183	1.1	9	11	20	11
Bangalore Rural	377	475	2.9	14	41	9	13
Davanagere	476	491	1.8	12	25	15	14
Chikkaballapura	39	87	1.1	9	3	26	15
Kolar	331	386	3.6	16	22	16	16
Bijapur	593	568	7	18	28	14	17
Bidar	680	626	7.3	20	40	11	18
Mysore	383	365	6.3	17	13	18	18
Chitradurga	239	312	7.1	19	14	17	20
Yadgir	102	165	7.9	21	9	21	21
Gadag	399	226	15.9	26	39	12	22
Dharwad	146	147	10.9	23	8	22	23
Tumkur	210	178	12.4	24	8	22	24
Bangalore	183	257	8.9	22	1	27	25
Gulbarga	188	167	15	25	7	25	26
Bellary	202	190	17.9	27	8	22	27
Belgaum	28	37	21.6	28	0	29	28
Chamarajanagar	15	18	27.8	29	1	27	29
Raichur	5	3	33.3	30	0	29	30
Total	14447	13410					

5) Home Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70 % weightage on (D) and 30% weightage on (F))
Bangalore Rural	1753	1698	0.9	2	194	5	1
Kodagu	1516	1545	1.3	5	303	1	2
Udupi	2903	2787	1.3	5	263	3	3
Uttara Kannada	2355	2147	1.1	4	168	8	4
Chikmagalur	1916	1880	2.1	9	174	6	5
Koppal	673	646	0.9	2	51	26	6
Raichur	825	728	0.8	1	43	29	7
Kolar	2423	2302	2.2	11	161	9	8
Shimoga	2261	2139	2.2	11	133	12	9
Chikkaballapura	1182	1168	2.1	9	98	17	10
Bellary	1847	1650	2	8	73	20	11
Tumkur	2989	2878	2.2	11	114	14	12
Gadag	562	529	1.7	7	56	24	13
Chitradurga	1684	1689	2.5	14	105	15	14
Mandya	2529	2564	4.9	19	140	10	15
Dakshina Kannada	5715	5785	5.9	23	285	2	16
Belgaum	3503	3301	3.7	17	74	19	17
Bidar	1043	990	3.4	16	61	22	18
Davanagere	1998	2075	4.9	19	105	15	18
Dharwad	2207	2222	5.4	21	122	13	20
Haveri	723	745	3	15	48	27	20
Hassan	2338	2517	5.7	22	137	11	22
Bagalkot	867	881	4.7	18	48	27	23
Mysore	6769	6771	9.3	28	233	4	24
Ramanagara	1722	1761	10.1	29	172	7	25
Chamarajanagar	644	649	6	24	64	21	26
Bangalore	7786	7521	7	26	81	18	27
Bijapur	1166	1147	6.1	25	55	25	28
Gulbarga	1467	1600	8	27	58	23	29
Yadgir	378	447	12.8	30	34	30	30
Total	65744	64762					

6) Labour Department:

Data as of 31 July 2012

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Kolar	426	426	0	1	28	1	1
Chikkaballapura	312	311	0	1	26	2	2
Dakshina Kannada	524	478	0	1	26	2	2
Ramanagara	245	245	0	1	24	5	4
Dharwad	418	423	0	1	23	7	5
Mysore	502	562	0	1	17	9	6
Hassan	272	272	0	1	16	11	7
Mandya	282	157	0	1	15	13	8
Uttara Kannada	205	221	0	1	14	15	9
Shimoga	225	220	0	1	13	16	10
Haveri	200	264	0	1	13	16	10
Yadgir	142	117	0	1	12	19	12
Udupi	112	120	0	1	10	21	13
Gadag	85	91	0	1	8	23	14
Kodagu	38	39	0	1	7	24	15
Bagalkot	119	127	0	1	6	25	16
Koppal	78	88	0	1	6	25	16
Chamarajanagar	11	15	0	1	1	30	18
Bijapur	521	540	0.2	19	24	5	19
Tumkur	591	568	0.2	19	22	8	20
Bangalore	2489	2533	1.1	24	26	2	21
Chitradurga	257	272	1.1	24	16	11	22
Chikmagalur	149	116	0.9	22	13	16	23
Gulbarga	285	284	0.7	21	11	20	24
Bellary	442	439	1.6	26	17	9	25
Belgaum	474	493	1	23	10	21	26
Bidar	263	299	41.5	29	15	13	27
Raichur	77	79	2.5	27	4	28	28
Davanagere	107	117	2.6	28	5	27	29
Bangalore Rural	27	41	41.5	29	3	29	30
Total	9878	9957					

Labour Department:

b) Department of Factories, Boilers, Industrial Safety & Health:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	99	94	0	1	4	1	1
Dharwad	60	36	0	1	3	3	2
Davanagere	47	36	0	1	2	4	3
Gulbarga	33	26	0	1	1	5	4
Shimoga	21	21	0	1	1	5	4
Raichur	11	18	0	1	0	8	6
Belgaum	39	61	0	1	0	8	6
Bellary	12	12	0	1	0	8	6
Bangalore	384	363	1.1	9	4	1	9
Mysore	54	53	1.9	10	1	5	10
Tumkur	15	19	15.8	11	0	8	11
Total	775	739					

Applications to ESIC was nearly nil for the month. Kolar received 6 Applications and Belgaum received 1 application during the month.

7) Women & Child Welfare:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Chitradurga	1371	1371	0	8	85	1	1
Haveri	371	331	0	8	24	3	2
Dakshina Kannada	437	436	0	8	21	4	3
Davanagere	406	406	0	8	21	4	3
Gulbarga	0	0	0	1	0	23	5
Hassan	0	0	0	1	0	23	5
Bagalkot	0	0	0	1	0	23	5
Bellary	0	0	0	1	0	23	5
Bidar	0	0	0	1	0	23	5
Raichur	0	0	0	1	0	23	5
Uttara Kannada	0	0	0	1	0	23	5
Dharwad	353	353	0	8	19	7	12
Ramanagara	162	159	0	8	16	10	13
Mysore	345	349	0	8	11	12	14
Kodagu	47	47	0	8	9	15	15
Udupi	97	119	0	8	8	17	16
Chikkaballapura	73	73	0	8	6	18	17
Bijapur	86	84	0	8	4	20	18
Belgaum	149	149	0	8	3	21	19
Kolar	58	57	0	8	3	21	19
Chikmagalur	836	841	0.1	21	76	2	21
Shimoga	281	446	0.2	22	16	10	22
Mandya	321	278	0.4	24	17	9	23
Bangalore Rural	162	233	0.9	26	18	8	24
Tumkur	234	235	0.4	24	9	15	25
Chamarajanagar	204	205	3.9	28	20	6	26
Bangalore	555	596	0.3	23	5	19	27
Gadag	111	112	0.9	26	11	12	27
Koppal	154	200	7	29	11	12	29
Yadgir	0	1	100	30	0	23	30
Total	6813	7081					

8) Food & Civil Supplies:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	1928	2001	0	1	96	1	1
Bagalkot	950	952	0	1	52	4	2
Ramanagara	472	469	0	1	47	5	3
Uttara Kannada	645	652	0	1	46	6	4
Chitradurga	682	635	0	1	42	7	5
Chamarajanagar	379	379	0	1	37	8	6
Mysore	699	687	0	1	24	10	7
Chikkaballapura	191	190	0	1	15	12	8
Belgaum	748	719	0	1	15	12	8
Mandya	256	252	0	1	14	14	10
Gadag	133	97	0	1	13	15	11
Hassan	233	230	0	1	13	15	11
Kolar	188	184	0	1	12	17	13
Tumkur	324	319	0	1	12	17	13
Yadgir	103	103	0	1	9	20	15
Haveri	143	143	0	1	9	20	15
Gulbarga	175	170	0	1	7	23	17
Bidar	75	75	0	1	4	24	18
Koppal	64	66	0	1	4	24	18
Raichur	65	65	0	1	3	26	20
Bijapur	71	70	0	1	3	26	20
Kodagu	12	12	0	1	2	28	22
Bangalore Rural	21	19	0	1	2	28	22
Davanagere	35	35	0	1	1	30	24
Udupi	744	722	0.1	25	67	2	25
Chikmagalur	590	588	0.3	27	53	3	26
Shimoga	607	511	0.6	28	35	9	27
Bangalore	1099	1095	0.1	25	11	19	28
Dharwad	305	275	0.7	29	16	11	29
Bellary	246	219	0.9	30	9	20	30
Total	12183	11934					

9) Health & Family Welfare:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	980	988	0	1	70	4	1
Chitradurga	1534	1620	0.3	8	95	3	2
Chikkaballapura	257	234	0	1	21	20	3
Haveri	265	256	0	1	17	21	4
Gulbarga	106	92	0	1	4	27	5
Bangalore Rural	373	365	0.5	9	41	10	6
Raichur	23	23	0	1	1	29	7
Gadag	3	3	0	1	0	30	8
Dakshina Kannada	603	620	0.2	7	30	17	9
Hassan	652	619	0.6	10	38	12	10
Belgaum	2085	2027	1.1	12	44	9	11
Kolar	1610	1526	1.6	15	107	2	11
Koppal	482	473	0.8	11	37	13	13
Mandya	463	460	1.5	13	25	18	14
Udupi	133	133	1.5	13	12	24	15
Yadgir	361	333	2.1	17	32	16	16
Tumkur	870	872	2.2	18	33	14	17
Ramanagara	555	504	4	22	55	6	18
Dharwad	252	246	1.6	15	14	23	19
Chikmagalur	589	571	4.4	23	53	7	20
Kodagu	168	168	3	20	33	14	20
Chamarajanagar	1377	1384	7.2	26	137	1	22
Bagalkot	924	906	5.5	25	51	8	23
Davanagere	312	274	2.9	19	16	22	23
Mysore	727	664	3.9	21	25	18	25
Bijapur	1355	1299	7.3	27	64	5	26
Bellary	1023	1020	9.3	28	40	11	27
Shimoga	112	112	4.5	24	6	26	28
Bangalore	382	381	11	29	4	27	29
Bidar	161	161	14.3	30	9	25	30
Total	18737	18334					

Health & Family Welfare: *Drugs Control*:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Bangalore Rural	13	10	0	3	1	3	1
Bidar	25	22	0	3	1	3	1
Bijapur	24	25	0	3	1	3	1
Chikmagalur	11	11	0	3	1	3	1
Mysore	30	29	0	3	1	3	1
Kodagu	0	0	0	1	0	9	6
Hassan	0	0	0	1	0	9	6
Haveri	14	16	0	3	0	9	8
Kolar	4	4	0	3	0	9	8
Koppal	11	11	0	3	0	9	8
Mandya	12	15	0	3	0	9	8
Raichur	18	18	0	3	0	9	8
Ramanagara	9	9	0	3	0	9	8
Shimoga	15	13	0	3	0	9	8
Tumkur	2	2	0	3	0	9	8
Udupi	6	8	0	3	0	9	8
Uttara Kannada	7	6	0	3	0	9	8
Yadgir	10	10	0	3	0	9	8
Chitradurga	3	2	0	3	0	9	8
Dakshina Kannada	19	17	0	3	0	9	8
Bellary	20	11	0	3	0	9	8
Gadag	6	4	0	3	0	9	8
Gulbarga	18	22	0	3	0	9	8
Chamarajanagar	2	7	0	3	0	9	8
Chikkaballapura	11	13	0	3	0	9	8
Bangalore	241	257	0.8	26	2	1	26
Dharwad	38	47	2.1	27	2	1	27
Davanagere	25	21	4.8	30	1	3	28
Belgaum	45	36	2.8	28	0	9	29
Bagalkot	16	23	4.3	29	0	9	30
Total	655	669					

10) Education Department

Note: Applications received during the previous month was disposed of in the current month as per delivered timelines.

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Kodagu	5	0	0	1	1	4	1
Bangalore	1226	2132	0	4	12	1	2
Belgaum	0	0	0	1	0	9	3
Chikkaballapura	1	0	0	1	0	9	3
Gulbarga	128	154	0	4	5	2	3
Bagalkot	37	38	0	4	2	3	6
Bidar	23	4	0	4	1	4	7
Gadag	13	8	0	4	1	4	7
Chikmagalur	18	10	0	4	1	4	7
Kolar	21	2	0	4	1	4	7
Koppal	1	3	0	4	0	9	11
Mandya	4	5	0	4	0	9	11
Mysore	28	9	0	4	0	9	11
Raichur	12	1	0	4	0	9	11
Ramanagara	6	2	0	4	0	9	11
Shimoga	12	2	0	4	0	9	11
Tumkur	9	2	0	4	0	9	11
Udupi	2	6	0	4	0	9	11
Uttara Kannada	12	7	0	4	0	9	11
Yadgir	2	1	0	4	0	9	11
Chitradurga	4	11	0	4	0	9	11
Dakshina Kannada	5	3	0	4	0	9	11
Bellary	4	1	0	4	0	9	11
Bangalore Rural	5	5	0	4	0	9	11
Hassan	14	9	0	4	0	9	11
Haveri	2	6	0	4	0	9	11
Bijapur	9	5	0	4	0	9	11
Dharwad	3	2	0	4	0	9	11
Davanagere	13	14	7.1	29	0	9	29
Chamarajanagar	4	8	12.5	30	0	9	30
Bangalore (PU BOARD)	49	11451	0.2	1	0	1	1
Total	1672	13901					

11) Urban Development

In this chapter, The Urban Development department's information has been produced as per the Entity of the department.

1) City Municipal Council:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Ramanagara	944	933	0	1	94	5	1
Udupi	938	910	0	1	85	7	2
Chitradurga	1187	1216	0	1	74	10	3
Haveri	1084	1115	0	1	72	13	4
Uttara Kannada	1898	1956	0.2	9	135	1	5
Chikkaballapura	602	623	0	1	50	20	6
Hassan	296	338	0	1	17	23	7
Davanagere	293	294	0	1	15	24	8
Bellary	268	277	0	1	10	25	9
Kodagu	371	404	0.2	9	74	10	10
Bagalkot	2446	2535	1.1	15	135	1	11
Kolar	1277	1297	0.4	13	85	7	12
Mandya	1009	1007	0.2	9	56	17	13
Belgaum	1282	1242	0.2	9	27	22	14
Chamarajanagar	914	895	1.6	16	91	6	15
Bangalore Rural	509	473	0.4	13	56	17	16
Bijapur	1558	1607	3.2	18	74	10	17
Koppal	1441	1465	8.5	22	110	3	18
Bidar	1438	1433	3.8	20	84	9	19
Gadag	696	757	3.2	18	69	14	20
Shimoga	1826	1818	8.7	23	107	4	21
Chikmagalur	584	562	2.5	17	53	19	22
Raichur	1168	1225	6.6	21	61	16	23
Tumkur	1631	1779	11.4	25	62	15	24
Yadgir	399	393	18.6	26	36	21	25
Gulbarga	150	131	10.7	24	6	26	26
Total	26209	26685					

2) Town Municipal Council:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	1604	1536	0	1	80	3	1
Uttara Kannada	1525	1454	0.1	4	108	2	2
Chikkaballapura	555	536	0	1	46	11	3
Gadag	1553	1770	0.3	7	155	1	4
Kolar	870	835	0.2	5	58	9	5
Chitradurga	899	906	0.2	5	56	10	6
Udupi	824	806	0.4	9	74	4	7
Haveri	950	965	0.4	9	63	6	8
Bangalore Rural	574	563	0.4	9	63	6	8
Davanagere	194	201	0	1	10	27	10
Ramanagara	357	345	0.3	7	35	14	11
Hassan	718	678	0.6	12	42	12	12
Bagalkot	1324	1315	1.5	16	73	5	13
Belgaum	2818	2772	1.2	15	59	8	14
Mandya	769	760	0.7	14	42	12	15
Koppal	145	170	0.6	12	11	25	16
Mysore	741	733	2.5	19	25	17	17
Shimoga	188	156	1.9	17	11	25	18
Yadgir	239	233	3	20	21	19	19
Bellary	519	517	3.3	21	20	21	20
Bijapur	743	791	3.8	24	35	14	20
Dharwad	380	395	3.5	22	21	19	22
Bangalore	321	300	2.3	18	3	29	23
Chikmagalur	348	344	4.7	25	31	16	24
Tumkur	440	479	3.5	22	16	23	24
Raichur	430	452	7.1	28	22	18	26
Bidar	284	268	5.2	26	16	23	27
Gulbarga	519	513	5.7	27	20	21	28
Chamarajanagar	74	93	10.8	29	7	28	29
Total	20905	20886					

3) Town Panchayat:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/On e lakh population (E)	Ranking based on GSC Receipts/On e lakh population (F)	Final Ranking(70 % weightage on (D) and 30% weightage on (F))
Davanagere	404	415	0	1	21	7	1
Dakshina Kannada	222	216	0	1	11	15	2
Haveri	161	161	0	1	10	17	3
Uttara Kannada	1597	1522	0.1	9	114	1	4
Hassan	118	112	0	1	6	20	5
Koppal	70	65	0	1	5	21	6
Bidar	88	74	0	1	5	21	6
Chikkaballapura	49	51	0	1	4	23	8
Bagalkot	544	580	0.2	10	30	3	9
Raichur	65	55	0	1	3	24	9
Dharwad	397	385	0.3	11	22	6	11
Mandya	460	461	0.4	13	25	5	12
Kodagu	474	479	0.6	15	94	2	13
Mysore	366	349	0.3	11	12	13	14
Gadag	283	271	1.1	16	28	4	15
Shimoga	247	239	0.4	13	14	11	15
Belgaum	839	827	2.3	19	17	8	17
Chitradurga	198	185	1.6	18	12	13	18
Chikmagalur	191	197	3	21	17	8	19
Tumkur	349	359	2.8	20	13	12	20
Yadgir	78	68	1.5	17	7	19	20
Bellary	435	409	5.4	22	17	8	22
Chamarajanagar	89	85	14.1	23	8	18	23
Gulbarga	277	231	15.2	25	11	15	24
Udupi	12	14	14.3	24	1	25	25
Total	8013	7810					

4) BBMP, BWSSB & City Corporations (other than BBMP)

BBMP							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Bangalore	16678	15071	2.9	NA	175	NA	NA
BWSSB							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Bangalore	1111	1063	68.8	NA	11	NA	NA
City Corporations (other than BBMP)							
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	2625	2502	0	1	131	1	1
Mysore	2561	2561	0	1	88	3	2
Dharwad	2035	1990	0.1	3	113	2	3
Belgaum	2166	2084	0.1	3	46	6	4
Davanagere	1363	1587	0.2	5	71	4	5
Bellary	540	574	15.9	6	21	7	6
Gulbarga	1406	1477	24.6	7	56	5	7
Total	12696	12775					

Chapter 3

Service Delivery – A bird's view

In this chapter, there are 2 parts that need your attention. In the first part, we have tried to give you a bird's view of all the 151 services and its usage patterns over the last 4 month from when Sakala has been in force. Apart from this, we have also given you a quick snapshot of the rejections of Applications by departments. A collative analysis is being carried out to get an in-depth understanding of the same.

Services- Department wise	Sum of TOTAL NO. OF GSC RECEIPTS	Sum of TOTAL NO. OF GSC Disposals	Overdue	Delayed Disposals
Commercial Tax (Total)	833969	799273	414	19061
Issue of C Form declarations under the CST Act, 1956.	713596	685686	283	13150
Issue of form E1 and E2 Certificates.	5662	5478	1	275
Issue of form F Declaration	61452	58437	15	1484
Issue of form H Certificates	16934	15572	4	924
Issue of No Due Certificate under the KVAT Act, 2003.	5872	5700	7	290
Issue of permit under the Karnataka Entertainments Tax Act, 1958.	198	193	3	38
Issue of registration under Karnataka Tax on Luxuries Act, 1979.	323	305	1	20
Issue of registration under the CST Act,1956	100	93	Nil	6
Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.	4169	3960	16	779
Issue of registration under the KVAT Act, 2003.	25663	23849	82	2095

Education (Total)	57151	55017	2	1020
First Recognition of Schools	95	32	Nil	3
Issue of Duplicate marks card	19	19	Nil	Nil
Issue of Duplicate Marks Card /Provisional Marks Card	3229	3014	Nil	2
Photocopying answer scripts of the 2nd PUC final examination	40212	38992	Nil	465
Recognition Renewal of Private Pre University Colleges	10	10	Nil	Nil
Registration of Schools	28	11	Nil	Nil
Renewal of recognition for Schools	636	316	2	4
Re-totalling answer scripts of the 2nd PUC final examination	597	597	Nil	546
Re-totalling of marks secured in examination	877	877	Nil	Nil
Revaluation of answer scripts of the 2nd PUC final examination	8330	8323	Nil	Nil
Revaluation of Examination Papers	3118	2826	Nil	Nil

Services- Department wise	Sum of TOTAL NO. OF GSC RECEIPTS	Sum of TOTAL NO. OF GSC Disposals	Overdue	Delayed Disposals
Food & Civil Supplies (Total)	35472	34942	Nil	1153
Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution System) Control Order 1992.	6	6	Nil	Nil
Issue of licence under Karnataka Essential Commodities Licensing order 1986 to Retail dealers in foodgrains, pulses, edible oils and Kerosene.	5	5	Nil	Nil
Modification in Existing Ration Card	35461	34931	Nil	60
Health & Family Welfare	55324	53707	Nil	Nil
Change addition/deletion of Competent person	61	59	Nil	3
Change addition/deletion of Registered Pharmacist	514	505	Nil	18
Issue of age certificate	22018	21484	Nil	753
Issue of Disability Certificate	10834	10010	Nil	65
Issue of discharge certificate and sterilization certificate	17235	17187	Nil	Nil
Issue of License for Sales establishment.	1469	1371	Nil	14
Issue of Medical Certificate	262	260	Nil	8
Issue of performance and no conviction certificates as per Drugs and Cosmetics Act and Rules there under	11	11	Nil	Nil
Issue of wound Certificate	2039	2010	Nil	226
License for establishment of Drug Store	8	7	Nil	Nil
Name Change	26	26	Nil	1
Renewal of License	847	777	Nil	5

Home Department (Total)	246714	227197	Nil	8178
Arms License Issue and Renewal Verification	720	254	Nil	84
Issue of copy of FIR to the complainant	60109	59919	Nil	3
License for Amplified Sound System	3355	3264	Nil	293
License for Amusement	208	179	Nil	24
Missing Report of documents, Mobile phone etc	15603	15393	Nil	16
NoC for Passport Verification	47822	40707	Nil	3350
NOC for petrol pump, gas agency,hotel,bar etc.	151	95	Nil	83
NOC for Residential Permit Extension	1304	1286	Nil	277
Permission for Peaceful Assembly and procession	632	563	Nil	42
Receipt and Disposal of Petitions	98787	89488	Nil	4006
Service Verification	18023	16049	Nil	Nil

Services- Department wise	Sum of TOTAL NO. OF GSC RECIEPTS	Sum of TOTAL NO. OF GSC Disposals	Overdue	Delayed Disposals
Labour (Total)	37802	35527	Nil	514
Amendment/Transfer of licence/Issue of duplicate Licence	517	357	Nil	8
Approval of Boiler and Pressure part Manufacturing drawing/Steam pipeline and pipeline layout drawings	195	155	Nil	Nil
Approval of Factory plans	764	499	Nil	Nil
Disposal of Complaints	34	24	Nil	2
Issue of Boiler Certificate on Annual inspection	918	853	Nil	6
License to the contractor under the Contract Labour Act,1970	733	690	Nil	5
License under ISMW Act,1979	5	2	Nil	Nil
Licenses to Industrial premises under the Beedi and Cigar(Conditions of Employment) Workers Act,1966	66	64	Nil	7
Registration ISMW Act, 1979	3	3	Nil	Nil
Registration of Boilers, Economisers and Steam pipelines	177	93	Nil	Nil
Registration of Building and other Construction Workers	18792	17927	Nil	306
Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act,1996	222	209	Nil	8
Registration of Factories and Issue of licence	430	264	Nil	Nil
Registration of plantation under the Plantation Labour Act,1951	2	2	Nil	Nil
Registration of Principal employer under Contract Labour Act	318	303	Nil	3
Registration under Motor Transport Workers Act,1961	9	6	Nil	Nil
Registration under the Karnataka Shops and Commercial Establishments Act, 1961	9884	9541	Nil	104
Registration under the Trade Union Act,1926	44	38	Nil	7
Renewal of Licence to the contractor under the Contract Labour Act,1971	1559	1497	Nil	28
Renewal of Registration under Karnataka Shops and Commercial Establishments Act,1961	3103	2989	Nil	30
Sanction of Medical Reimbursements Bill of IPs	22	9	Nil	Nil
Submission of Super Speciality Medical Reimbursement bills	4	1	Nil	Nil
Submission towards sanction of Deposits for Super Speciality Treatment to ESIC	1	1	Nil	Nil

Services- Department wise	Sum of TOTAL NO. OF GSC RECEIPTS	Sum of TOTAL NO. OF GSC Disposals	Overdue	Delayed Disposals
Rural Development & Panchayat Raj (RDPR)	49287	40865	34	1363
ALTERATION TO ASSESSMENT LIST	15984	11818	25	177
BUILDING LICENCE	5774	4505	1	19
E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES	370	109	Nil	7
GENERAL LICENCE (TRADE LICENCE)	4170	3477	4	27
ISSUING OF RECORDS (POPULATION,CROP,CATTLE CENSUS,BPL LIST)	2550	2351	Nil	28
MAINTENANCE OF DRINKING WATER	5675	5595	Nil	695
MAINTENANCE OF STREET LIGHTS	3297	3234	4	306
MAINTENANCE OF VILLAGE SANITATION	1569	1509	Nil	43
NOC TO ESCOMS	7346	6163	Nil	20
PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)	2552	2104	Nil	41

Transport (Total)	1660842	1604265	222	20303
Accident Relief Fund	64	57	1	5
Driving Licence	209456	197964	60	2328
Duplicate Licence	9165	8562	11	179
Duplicate Registration Certificate	5655	5151	13	131
Issue of Bus Passes to Physically challenged	3359	3268	Nil	69
Issue of Bus Passes to School Children	351042	348643	8	3594
Issue of Free Bus Passes to freedom fighters	268	267	Nil	7
Issue of Student Concessional Pass	315911	314191	Nil	1
Learning Licence	383684	377078	69	7366
Registration of Vehicle	382238	349084	60	6623

Women & Child Welfare (Total)	24683	24591	Nil	218
Disability Certificate and identity Card for Differently Abled Persons	10222	10153	Nil	110
Enrollment of 0 to 3 years children in Anganwadi centres	569	569	Nil	43
Enrollment of 3 to 6 years children in anganwadi centres	392	392	Nil	17
Enrollment of pregnant and lactating mothers in anganwadi centres	1517	1516	Nil	Nil
Senior Citizen Identity card	11983	11961	Nil	48

Services- Department wise	Sum of TOTAL NO. OF GSC RECIEPTS	Sum of TOTAL NO. OF GSC Disposals	Overdue	Delayed Disposals
Revenue (Total)	4775320	4088733	9096	115015
Agricultural Family member Certificate	14631	14008	107	2566
Agricultural Labour Certificate	4979	4671	38	945
Agriculturist Certificate	6197	5929	38	925
All types of Caste Certificate	2622069	2314478	3877	42454
All types of Income Certificate	1739266	1388523	3562	22558
Birth Certificate	490	465	6	95
Conversion of agriculture land to non agriculture purpose	8892	3381	1	10
Death Certificate	1273	1198	25	219
Domicile Certificate	10971	10741	9	463
Landless Certificate	3262	3076	45	718
Living Certificate	192	177	4	54
Mutation Extract	14411	13717	8	844
No Government Job Certificate for Compassionate Appointments	1619	1512	21	412
No tenancy certificate	14673	13778	113	2204
Non-Creamy layer Certificate	3716	3580	23	504
Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	213	203	Nil	1
Population Certificate	6	6	Nil	6
Record of Rights Certificate	12284	10170	10	497
Residence Certificate	259827	244674	860	27654
Small and Marginal Farmer Certificate	28140	26872	211	5849
Surviving Family member Certificate	26456	25930	119	5784
Unemployment Certificate	1072	986	19	233
Verification/Validity of Caste Certificate	681	658	Nil	20

Services- Department wise	Sum of TOTAL NO. OF GSC RECIEPTS	Sum of TOTAL NO. OF GSC Disposals	Overdue	Delayed Disposals
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Urban Development (Total)	337239	324967	1076	7467
Grant of trade licence specified category under rules	1528	1239	37	27
Issue of Birth,Death and Still Birth Certificates at Registration centres after one calendar year from date of registration	6977	5953	212	826
Issue of Birth,Death and Still Birth Certificates at Registration centres within one calendar year from date of registration	16482	16134	170	746
Issue of Birth, Still Birth and Death Certificates	192141	189870	3	2595
Issue of Trade licence	6930	6249	23	125
Issue of Trade licence as per the delegation of powers	4353	3726	2	41
Issue of Trade licence as prescribed	1698	1515	Nil	12
Khatha Extract	71595	69563	2	200
Khatha Extract/Certificate	9198	8509	404	110
New Building Licence upto 2400 sqft residential for single dwelling unit	12321	9967	15	1052
Permission for new connection/Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.	15	14	Nil	1
Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	3065	2518	192	1198
Permission for water supply and UGD connection for residential buildings single dwelling unit	9959	9090	4	474
Sanction of Building Plan in sites upto 2400 sq.ft. Dimension for residential single dwelling unit. (Not Computerized)	977	620	12	60

Grand Total	8113803	7289084	10842	174292
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B) Rejection Analysis – a Snapshot:

The Rejection Analysis was carried out for 2 consecutive months to study and analyze the rejection patterns.

In the following slides, we have given you a quick update for each Department for the month of JULY.

Some of the most important reasons found by our IT consultant's site visit reveals the following;

- Improper submission Documents
- Incomplete data
- Improper data/Missing data (e.g. Name in address proof {Ration Card/other, Signature})
- Fake Documents submitted by Citizens.

1. Revenue department:

1. The Revenue department's Rejection rate sits at 7.41% this month (72000 Applications)
2. Some talukas within the same districts are showing high rejections (e.g. Basavakalyan- 34.9%), while others are showing really good progress (Balki - 9.37%).
3. Kodagu also received the least number of applications in the entire State, yet showing high rejection rates.
4. KOPPAL where 21248 applications are received in July, and only 823 are rejected. **This is just 3.73% rejection.**
5. what is it that citizens at BHALKI or Koppal understood that citizens in Basavakalyan did not?
6. 10 Districts have higher rejection rates than the Average for the department (Bidar, Chikmagalur, Kodagu, Tumkur, Kolar, Hassan, Shimoga, Mandya, Chikkaballapura, Chamarajanagar).

2. Transport Department:

1. The department's Rejection Rate stands at 5.47% (13470 Applications).
2. Most rejections related to Bus passes to School children, Learner's Licence.
3. Among Transport Corporations – Shimoga showed high rejections at 3.48%. Mysore Kolar managed their rejections very well with 0.4% rejection rate.
4. In the Core Transport Departments (RTO etc)- Tumkur showed very high rejection rate @53.13% (*1920 applications rejected out of the 3614 applied*) followed by Bijapur, Chikkaballapura, Chitradurga & Bangalore.
5. Tumkur rejected all the applications that came – 1833/1833!
6. In a Special analysis on Bangalore – Under the LEARNER'S LICENCE category – Bangalore EAST showed least rejection rates (3.47%), while Bangalore SOUTH showed 22.40% Rejection!!
7. Procedurally, are there different ways that these RTO offices work within the department?
8. Taking Mysore as another Example, HUNSUR rejected 1 application(out of 2061) during the month, while Mysore rejected 477 applications(out of 9518).

3. Commercial Taxes:

1. The CT Department's rejection is the highest among all departments – 24.55% (41274 Applications).
2. 6 Districts are above the departments' average of 24.55%.(Ramanagara,Mysore,Chikmagalur,Hassan,Bangalore,Kodagu)
3. Ramanagara is showing highest rejections for the second month in succession (39.31%), followed by Mysore at 29%.
4. Raichur which has received 4 times **more** applications has the **least** rejection rate (1.85%)!
5. Incomplete data, statutory compliance, nonpayment of taxes are assigned reasons for Rejection – Is the Commercial Tax software complicated and it is unclear and difficult to follow?

4. Education department:

1. DPI – 43 Rejections (out of 2183 Applications).
2. The emphasis is not rejections alone, but the Pattern of receipts of Applications.
3. Bangalore received 1936 of these applications, and Gulbarga 134.
4. There is a definite need for more publicity and create awareness among parents & Students and guide the student community.
5. Bangalore alone being the highest recipient of applications will lead to unequal workload distribution.
6. Creation of Kiosks at convenient locations could be thought of.
7. Another point to note is Bangalore NORTH (among Bangalore) received almost all the applications – The department may please provide a feedback.
8. Is the centre for applying only Bangalore? How is the workload managed? These may be clarified.

5. Women & Child:

- The cumulative rejection for this department is 139 this comes to 0.6% rejection. Beyond the rejection rates...
- Mandya accounts to high rejection rates.
- Is the Documentation very complex for people to understand?
- Holding camps at Taluk level could be thought of to provide easier access to these Disabled citizens.
- Linking the service to RDPR & Health dept could be explored.

6. Urban Development: The chart below shows the approvals in July for various divisions under the UD:

Department Name	No. of Approvals during the month	No. of Rejection during the Month	%age rejection	Total
BANGALORE WATER SUPPLY AND SEWERAGE BOARD	615	0	0.00	615
BRUHAT BANGALORE MAHANAGARA PALIKE	11198	14	0.12	11220
CITY CORPORATION(Other than BBMP)	9666	366	3.65	10032
CITY MUNICIPAL COUNCIL	19554	1379	6.58	20967
MUNICIPAL CORPORATIONS/CMC/TMC/TOWN PANCHAYAT	0	0	0.00	0
TOWN MUNICIPAL COUNCIL	15635	803	4.88	16445
TOWN PANCHAYAT	5943	178	2.91	6125
Total	62611	2740	4.19	65404

a) CMC

1. There are 6 Districts under CMC that show high rejection rates.
2. Chamarajanagar with 35%, Bidar (19%) and Shimoga (13%), besides Chikkaballapura, Uttara Kannada, Kodagu showing higher than the average rate of 4.19%.
3. Kollegal in Chamarajanagar accounts to 151 and Bidar shows 191 cases rejected Khatha Extract service.

Bijapur(12/1260 applications) is showing exceptional Rejection Management –which received 3 times more applications than Chamarajanagar.

b) TMC

1. There are 12 Districts under TMC that show high rejection rates.
2. Shimoga with 25.56 %, Tumkur (15%) and Chikkaballapura (14), shows higher than the average rate of 4.88%.
3. Uttara Kannada, Bagalkot is well managed
4. In a overall view of the Urban department, TMCs & CMCs show higher rejections rates.
5. What impacts these local bodies need to be understood and resolved. This map not only to Rejections, but also overdue & delayed disposals.

7. Women & Child Welfare:

- **The cumulative rejection for this department is 139 this comes to 0.6% rejection. Beyond the rejection rates...**
- **Mandya accounts to high rejection rates.**
- **Is the Documentation very complex for people to understand.**
- **Holding camps at Taluk level could be thought of to provide easier access to these Disabled citizens .**
- **Linking the service to RDPR & Health dept could be explored.**

8. Rural Development & Panchayat Raj:

1. RDPR accounts to 1210 rejections so far. This is 2.11% of applications received.
2. There are 7 Districts who are above the Department average on rejections.
3. Hassan (6.38) Mandya (4.46%), Chikmagalur (5.16%), Udupi (4.06%) are high on rejections.
4. Rejections for services such as Alteration to Assessment list, Maintenance of Drinking water, Street light, NOC to ESCOMS are seen rejected.
5. On what grounds services such as street light could be rejected is to be understood.

KOPPAL rejected 20 applications (of 46) under providing employment to unskilled labourers under MGREGS during the month.

9. Food & Civil Supplies:

1. The Rejection rate for this department stands at 3.07%.
2. Considering the number of applications, this is a high number.
3. There are 9 Districts whose rejection rates are higher than the departments rate. (Bidar, Tumkur, Hassan, Mysore, Dakshina Kannada, Koppal, Kolar, Bangalore, Bellary).
4. Bidar Tops the rejection arte with 10.64%.
5. Chitradurga is an exception in managing its rejections.
6. Impacted Services are Modification to Ration cards.

10. Home Department:

- The Department's rejection stands at 2296 applications (0.78% rejections).
- Mysore, Dakshina Kannada & Bangalore show high rejection rates.
- Specifically Bangalore (North) Mangalore (in DK) and Mysore show high on rejections.
- Mysore & Mangalore's rejections attributed to NOC to Passport verifications, while Bangalore rejections mostly accounted for Service Verification.
- Uttar Kannada, Davanagere. Kolar is managing its rejection rates well.

11. Labour Department

- 1235 Rejections so far for the Department.
- Dept of Factory & Boilers in Bangalore South (20) account to most rejections.
- Renewal of licence for boilers, Approval of factory plans are the service impacted.
- Under the Labour department – Renewal of shops licence, Licence to contractors account to most rejections.
- Most rejections are from Bangalore (East).

The mission on its part will be talking to existing users, general public, officials and collecting feedback which would help in reducing the rejections in an objective and problem solving mode and submit its report to these departments. Citizens are free to provide their feedbacks to sakala@nic.in in case they have any feedback on applications being rejected.

Chapter 4

An Independent Evaluation of SAKALA Implementation

by



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CENTRE FOR
PUBLIC
POLICY

Assessment of the Usage and Implementation of SAKALA

District Spotlight: Dharwad

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Introduction

Further to the in-depth assessment of Sakala's implementation and functioning in Puttur and Mangalore city conducted in April, a field visit to Hubli-Dharwad was undertaken from 28 – 30 May 2012.

As per census 2011¹, the twin cities are the third largest urban agglomeration in Karnataka with a population of 943,857. Dharwad taluk was included in the pilot phase and in the month of March received 13,530 service requests – second highest amongst the four pilot talukas. Since the pilot phase, Dharwad district was placed 10th and 8th in terms of number of applications received applications in April and May, respectively.

The visit involved interviews with a cross-section of officers from seven departments on the advantages of Sakala and the challenges in its successful implementation. The study ascertained areas where additional assistance is required for better performance and best practices that have been introduced to improve the delivery of Sakala. The seven departments assessed were Revenue, Women & Child Welfare, Education, Labour, Home, Rural Development and Panchayat Raj and Municipal Corporation.

¹ http://censusindia.gov.in/2011-prov-results/paper2/data_files/India2/Table_3_PR_UA_Cities_1Lakh_and_Above.pdf

Performance Comparison: April and May

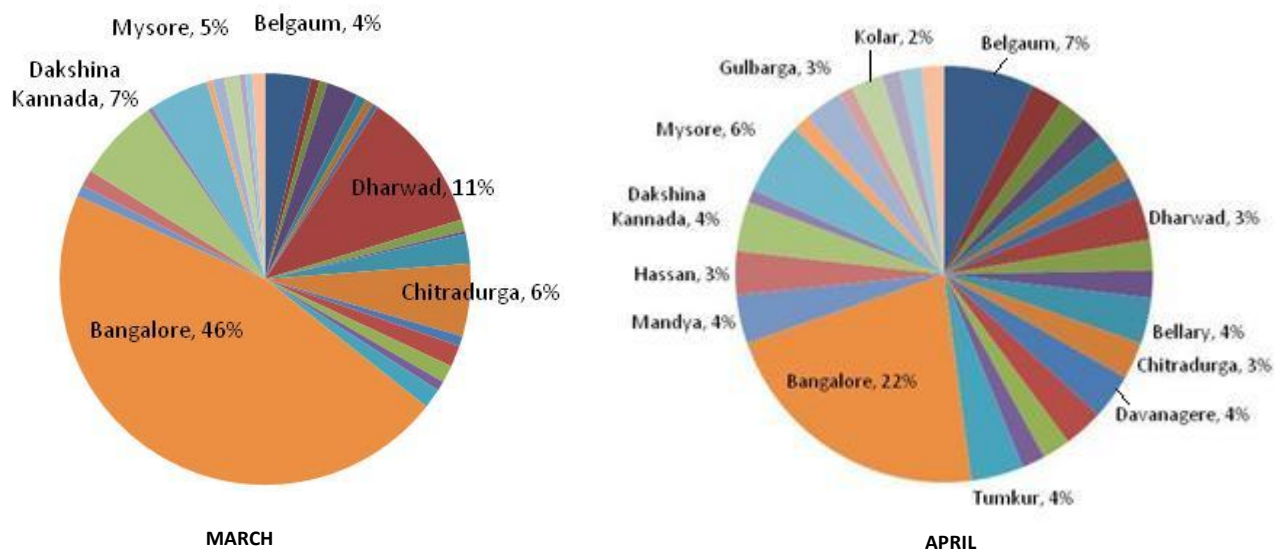
With Sakala coming into force across the state starting from April 2nd 2012, there has been a significant increase in the number of applications for services under Sakala up from 165,673 in March 2012 to 780,056 in April 2012. Similarly the number of disposals has gone up from 133,400 in March 2012 to 599,502 in April 2012.

Receipts by Department

The top 5 departments for which services were most requested were Revenue Department (47%), Transport Department (23%), Commercial Taxes Department (17%) and Urban Development Department (8%). The Commercial Taxes Department rolled out Sakala state-wide during the month of March, accounted for 67% of requests. For the month of April the department's share has gone down to 17%.

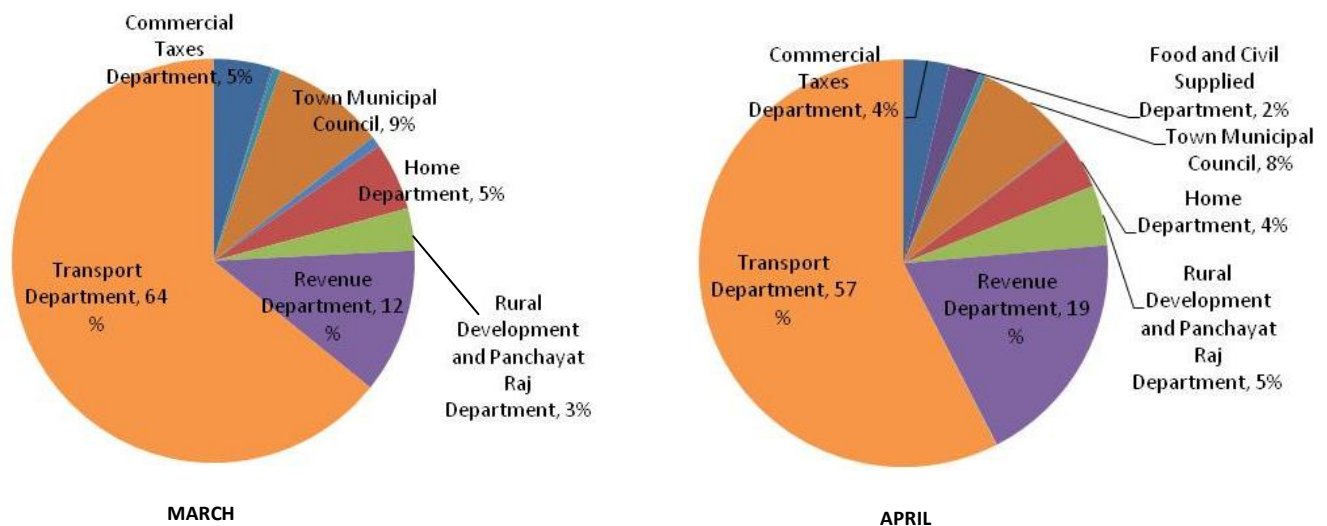
Receipts by District

During the pilot phase the top 3 districts receiving applications for Sakala services were Bangalore (46%), Dharwad (11%) and Dakshina Kannada (7%). In the month of April, Bangalore (22%) retained the top spot followed by Belgaum (7%) and Mysore (6%) as the top 3 districts.



Dharwad: Receipts by Department

While Transport, Revenue and Town Municipal Council remained the top 3 departments for both the months of March and April, their respective share has changed from 64%, 12% and 9% to 57%, 19% and 8%. We now see significant number of services being requested from the Food and Civil Supplies, Rural and Panchayat Raj and Home Departments.



Dharwad: Receipts by Taluk

Transport department continues to be the most sought after department in Puttur. In absolute terms, the number of services requested went down from 3,753 in March to 3,139 in April. Amongst the services of the Transport department - Learning License, Registration of Vehicle and Driving License are the most sought after services.

Findings as per Department

Revenue Department, Dharwad

Although the Hubli-Dharwad Municipal Corporation (HDMC) services are computerised, HD-One Centres have not been integrated with the GSC system. The Centres receive applications for New Water Connection and Issuance of Birth / Death certificates – these services under the purview of Sakala are being rendered without a GSC acknowledgement.

Sakala appears to have brought to the fore the need for changes in the process of delivering certain services. Examples of such ‘business process re-engineering’ changes implemented in the District includes the case of Land Conversion wherein, with the assistance of NIC, the Revenue Department developed a software – Bhoomi Parivartane – that accepts applications online and allows for tracking of status. The software enabled the Department to reduce the number of supporting documents to be provided by the citizen from 18 to 6. Although all 18 documents are mandatory for provision of service, 12 documents would be procured by the Revenue Department directly from other government bodies. Previously, it was the responsibility of the citizens to obtain these 12 documents from different government bodies. Once the application is submitted, the citizen is invited to the following Friday’s Bhoomi Parivartane meeting chaired by the DC. Prior to the meeting all concerned department heads are required to have inspected or verified requests for land conversion. At the meeting, the department heads are expected to raise objections if any, for each of the applications, if not a favourable decision is taken.

Information asymmetry benefiting middle-men, especially in departments receiving a high-volume of applications, was highlighted in the discussions. It was suggested that helpdesks manned by

citizen volunteers be strengthened with standardised checklists to provide crucial details such as documents required, and where and to whom to submit applications.

Tahsildars and the DCs spend considerable amount of time issuing various certificates on the basis of affidavits submitted by the applicant. Hence, it was suggested that a number of certificates provided by the Revenue department could be provided as an over-the-counter service. Another suggestion was to replace these certificates with self-declarations as in the cases of Income Tax and Property Tax (Self-Assessment Scheme).

The list of login ids created for Dharwad has non-existent users such as Deputy Tahsildar, Aminbhavi. This list has to be re-verified and unnecessary and incorrect logins have to be deleted.

The lack of digital signatures has led to delays in approving documents and hence, pending applications.

City Municipal Corporation, Hubli-Dharwad

Mandatory documents required for certain services such as water connection are not stipulated in the Karnataka Municipal Corporations Act, 1976. Prerequisites are based on bye-laws, which vary from one Urban Local Body (ULB) to the other. However, under Sakala the mandatory documents are not in line with the ULB-specific requirements.

For building plan approval of G+1 and above, GSC mandates the approved plan of the ground floor. In case of a new building, applications cannot be accepted under the following option. Given this constraint, HDMC Joint Commissioner stated that discretion was used to accept such applications outside of Sakala.

Water connections are provided by the water board. However, the designated officer under Sakala is the Assistant Executive Engineer from the City Municipal Corporation, which needs to be addressed.

Women & Child Welfare Department, Dharwad

In Hubli-Dharwad there are 1,429 Anganwadis, 127 Gram Panchayats (GPs) and 28 Primary Health Centres (PHCs). For the 1,429 Anganwadis there are only 500 designated buildings.

Discussions revealed certain systemic issues hindering integration of Sakala and child enrolment at Anganwadi centres. Lack of IT infrastructure and skills at these centres resulted in manual registration of new children, outside the ambit of Sakala. As a result, it was suggested that the service be transferred to PHCs or GP Offices and these offices be equipped with better IT infrastructure and data-entry staff. Once admitted on this paper-based system, the data is being fed into the Health department's Mother & Child Tracking System (MCTS). The MCTS should be integrated with the Sakala as well as the Women & Child Welfare department's own system. Additionally, Anganwadis need to be strengthened to be able to monitor critical parameters such as ante-natal care.

There is need for additional training particularly for staff delivering services that are yet to be automated.

Rural Development and Panchayat Raj Department – Zilla Parishad, Dharwad

According to Sakala, Panchayat Development Officers (PDOs) are the designated officers. To ensure successful implementation of services Gram Panchayat Presidents, who are responsible for budget allocations, should be made Joint-Designated Officers.

Records relating to census of population, crop and cattle, and persons below poverty line are maintained by the Department of Economics and Statistics. Hence, there is need for better coordination between the District Statistics Officer and the PDO, who is the designated officer.

The stipulated time to deliver services under Sakala is more than time stipulated under Citizens Charter thereby providing relief to the officials.

Services such as maintenance of street lights, drinking water and village sanitation are being delivered without being recorded in the GSC system due to lack of orientation and training on the importance of Sakala.

Improved synchronisation between Panchatantra and GSC with respect to mandatory documents for RDPR services is necessary.

Field officers should be issued circulars when changes are made to the GSC system.

Labour Department, Hubli

Registration under the Inter-state migrant workmen Act 1979 and Licence under the Inter-state migrant workmen Act 1980 are services provided by the Labour department that require a Recruitment Licence from other states. Hitherto, only two such licences have been issued in Hubli erroneously.

There are only two computers for the entire Labour Department office.

Dharwad Senior Labour Office's BSNL internet connection removed.

A request for registration was accepted as a renewal erroneously. The issue was resolved by cancelling the request and submitting a letter to the Nodal Officer.

Education Department, Dharwad

For 3 services under the Education Department with designated officers as Deputy Director of Public Instruction (DDPI), Block Education Officers (BEOs) are responsible for receiving, scrutinising and forwards applications to the DDPI for further processing.

Home Department, Hubli

Petitions appear to constitute a majority of the Home Department's pending applications. It was suggested that petitions not be included under Sakala or given additional time for disposal until systemic issues are resolved. Also, connections between the Police Department and other departments are missing, which are crucial to petition cases.

Transport Department, Dharwad

Services provided by the Transport department such as learner's licence and driving licence are provided at the district headquarters. It was recommended that these services be decentralised to the Taluka level to avoid the need for citizens to travel to district HQs.

Overall Recommendations

The focus of Sakala Mission should be on stabilising the delivery of services that receive a high-volume of applications and complaints, following which the scope can be expanded to cover other services.

Departments are not aware of State-level Nodal Officers for their respective departments.

At the district level, the Tahsildar and one case worker have been trained during the pilot phase. They in-turn trained others. However, there is need for ATI to conduct more in-depth department-wise training.

Officers should be motivated to perform well with regards to Sakala through incentives such as recognition. Incentives could not only ensure that requests are disposed within time but also that all requests are captured by the system.

To address the issue of low awareness levels amongst the general public, there is a need for targeted advertising. Sakala could be advertised at bus-stops and other public places to increase visibility.

Appendix 1: Officers Interviewed

REVENUE DEPARTMENT
Deputy Commissioner
Assistant Deputy Commissioner
WOMEN & CHILD WELFARE DEPARTMENT
Deputy Director
Child Development Officer
District Programme Officer
District Disabled Welfare Officer
LABOUR DEPARTMENT
Assistant Labour Commissioner
Senior Labour Inspector
HOME DEPARTMENT, HUBLI
Assistant Commissioner of Police
RURAL DEPARTMENT AND PANCHAYAT RAJ
Chief Executive Officer, Zilla Parishad
EDUCATION DEPARTMENT
Deputy Director of Public Instruction, Dharwad
Block Education Officer, Hubli-urban
Block Education Officer, Hubli-rural
CITY MUNICIPAL CORPORATION
Joint Commissioner

Appendix 2: Questionnaire (Officials)

Date:

Name:

Department:

Designation:

Email / Phone:

Address:

General:

- What in your opinion are the advantages and disadvantages of Sakala?
- What do you think are the necessary preconditions for the success of such an initiative?
- What is level of interaction and knowledge transfer within Karnataka (between districts) and with other States that have implemented the RTS Act?

Pilot Project:

- Can you elaborate on what the pilot phase entailed (including training provided to DCs and other staff)?
- Which departments and services were covered under the pilot?
- What were the findings/conclusions/results derived from the pilot project?

Implementation and Monitoring:

- What measures have been implemented to improve the efficacy of the system post the pilot phase?
- What are the major challenges faced in the implementation of Sakala? How are they being overcome?
- Is there a monitoring system in place to assess the efficacy of the implementation and usage of Sakala? If yes, can you explain the monitoring system in place? If no, are there any plans of introducing a monitoring system – please elaborate?
- Who is responsible for monitoring the adequate usage of Sakala?
- What parameters of service delivery are monitored?
- When there is an under-performing department (in terms of receipts and defaults), what corrective action is taken and who is responsible for taking corrective action?
- What are the formal and informal methods by which citizens' and staff feedback is collected and assessed?
- How are citizens' and staff perceptions ascertained and managed?

Capacity Building and Awareness Creation:

- Software has been integrated with departmental database to monitor details about applications. How was this integration carried out?
- Who is responsible for technological troubleshooting?
- How many more departments and services are planned to be covered?
- Are there any vacancies in the department? If yes, at what level?
- How many vacancies have been filled since the launch of Sakala?
- Were officials given any training? If yes, what did the training entail?
- What are the major enhancements planned for the future? In terms of:
 - Systems
 - Training
- What efforts were made to generate awareness among citizens about the Act and their ability to track the status of their applications?

Impact and Next Steps:

- What are the major achievements of Sakala?
- What has been its impact on:
 - Government departments
 - Service delivery procedures
 - Citizens
- What would enable you to ensure successful implementation and usage of Sakala?

Chapter 5

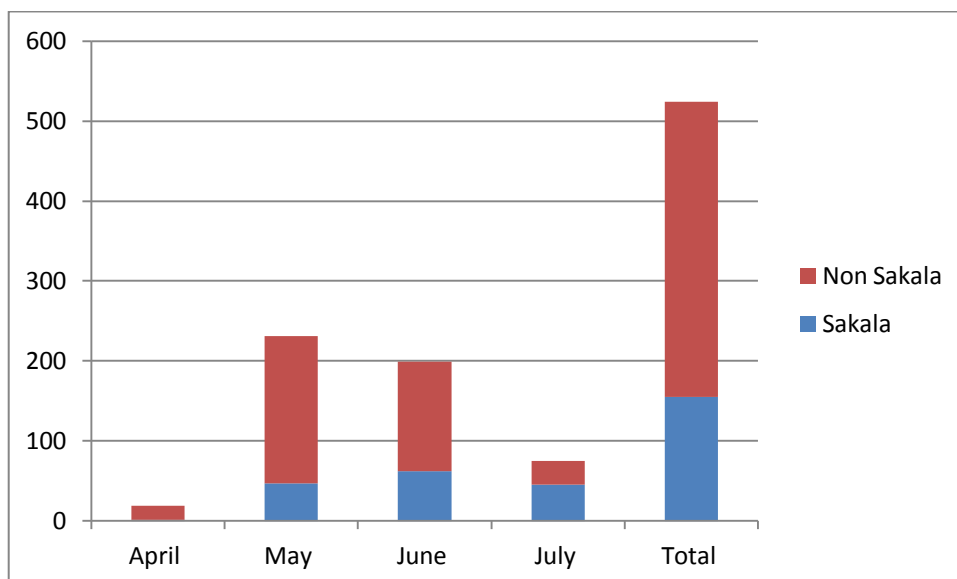
Complaints Management

There is a downward trend in the number of complaints received. An effective complaint management has always been one of the top priorities of the Sakala mission.

Sakala's independent Call centre which acts as a Nodal point for citizens to access information, lodge complaints and suggest feedback has provided the following information .

Following is the statistics of the complaints from the date of implementation at a glance:

Type	No of Complaints received in APRIL	No of Complaints received in MAY	No of Complaints received in JUNE	No of Complaints received in JULY	Cumulative	Remarks
Sakala	1	47	62	26	136	Complaints placed by citizens relating to services coming under Sakala
Non Sakala	18	184	137	62	401	Complaints placed by citizens of services NOT coming under Sakala.
Total	19	231	199	88	537	



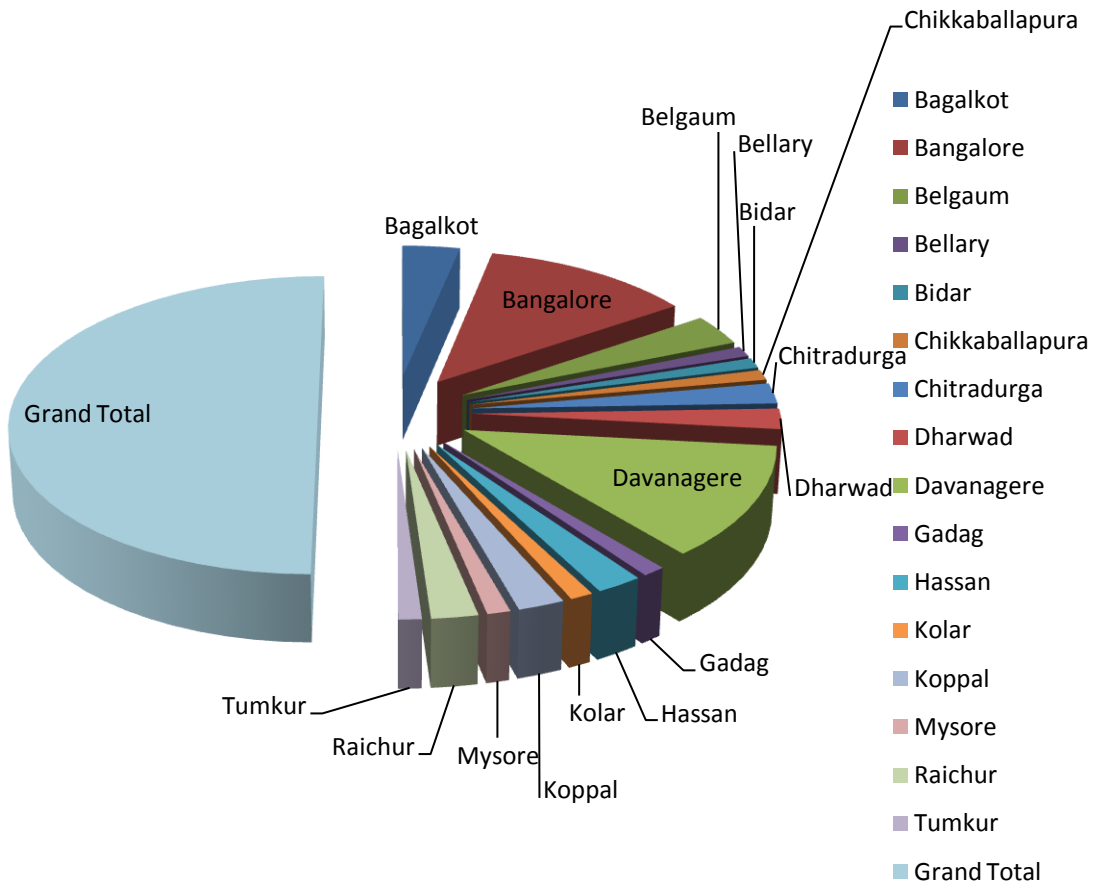
Out of 88 complaints received in July, 62 are categorised as NON SAKALA complaints & 26 count is pertaining to SAKALA related Service. Till date, 59 of these complaints are resolved and the rest are in the process of being resolved.

The complainant and the officer concerned are being contacted and working need to be addressed.

District-wise & Department-wise break up is as under:

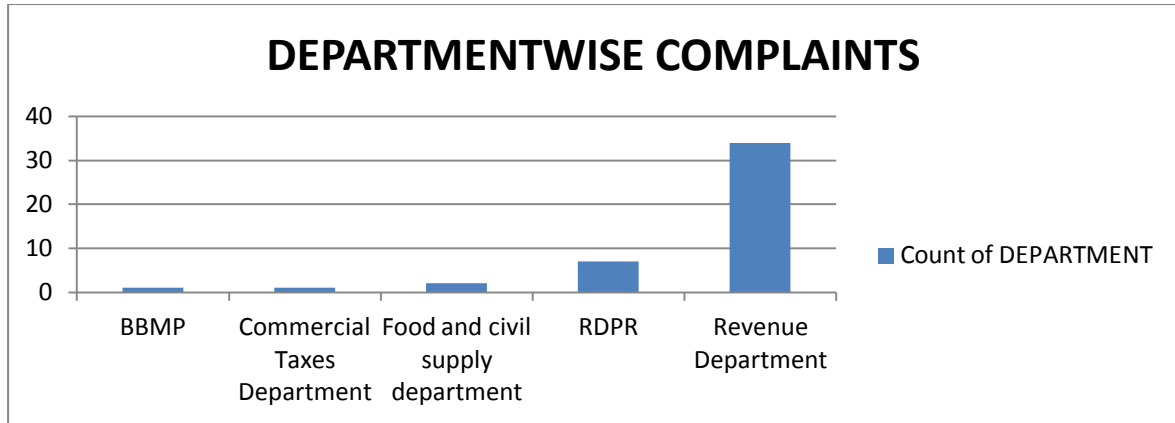
District	Count of DISTRICT	District	Count of DISTRICT
Bagalkot	3	Dharwad	2
Bangalore	11	Davanagere	11
Belgaum	3	Gadag	1
Bellary	1	Hassan	2
Bidar	1	Kolar	1
Chikkaballapura	1	Koppal	2
Chitradurga	2	Mysore	1
Tumkur	1	Raichur	2
	Grand Total	45	

DISTRICT-wise Complaints



Following is the details of complaints by Departments:-

Department	Count of DEPARTMENT
BBMP	1
Commercial Taxes Department	1
Food and civil supply department	2
RDPR	7
Revenue Department	34
Grand Total	45



The table below gives you a picture of the source of calls (By District)

Districts	Total	District	Total
Bangalore	4994	Shimoga	204
Belgaum	614	Gulbarga	200
Davanagere	600	Bidar	192
Mysore	491	Chikkaballapura	183
Tumkur	454	Gadag	177
Bagalkot	438	Uttara Kannada	174
Bijapur	318	Dharwad	158
Bellary	296	Udupi	117
Kolar	290	Yadgir	107
Chitradurga	282	Chikmagalur	99
Raichur	279	Ramanagara	92
Bangalore Rural	274	Chamarajanagar	69
Hassan	257	Kodagu	56
Koppal	242	Mangalore	21
Mandya	238	Karwar	14
Haveri	215	Hubli	9
Dakshina Kannada	207	Mumbai	2
	Grand Total		12363

Annexure A gives you the details of each complaint and its status consisting of both SAKALA & NON SAKALA complaints received in July 2012.

Chapter 6

Applicant Feedback:

In this Chapter we have collected a sample feedback from every district from applicants who have availed the service and what they feel about the service they have rendered. Normally ,about 60 feedback per district per month is collected by our District IT consultants from all the 30 districts. This is about 1800 feedback. Of these, a sample random pick is done and reproduced below. These are verbatim feedback received.

In a shift from the feedback that we used to receive in the earlier months and published in our monthly reports, we see a marked shift in the way people are looking at SAKALA. From merely accepting it to a good service, they have now started giving constructive feedback and “asking for more”. This is definitely a welcome change.

Positive feedback received	Negative feedback Received
<p>"Received the requested service in 7 days" "SERVICE DELIVER SYSTEM IS GOOD NOW" (GSC # RD0028820000495) Revenue- Applicant: H.Y.Yatin, Madikeri</p>	<p>"Got the service In time (birth certificate) but earlier he has applied for ration card 1 year back and following up also, which is not given till date. According to him ration (fair price grocery) is essential need of middle man which is not at all getting provided". More critical services are important under SAKALA. "(GSC #L4099000026647) Town Panchayat- Applicant: D.S.Ambarish, Somvarpet.</p>
<p>"SAKALA is very good system she knows little about Sakala and says awareness needs to improve. Interior villages do not know it yet. She said. She visited the office for three times as she is been told that required service will be ready on 21st. Finally she got the service on 23rd. (GSC # RD0028268001526 Applicant: Jyothi KS, Tarikere Revenue Dept</p>	<p>"Not yet got the certificate," The Applicant's wife said that her husband was unable to climb the stairs so was unable to go to that respective office, one of their neighbor helped to go to that office and submit the application ". Govt staff needs to be more sensitive to our needs. When someone cannot climb, it must be made easier. You should also train these people on how to be sensitive and accommodative. Sakala team have given the call centre # to contact further.(GSC #WC0990000015378) Women & Child Dev - Applicant: TA Gopal, Bangalore North</p>
<p>The Applicant was originally very scared if she would ever get his service, however, as things got clear, she was confident and he got her service well in time. Thanks to Sakala.</p> <p>(GSC #WC0990000015379) Women & Child Welfare - Applicant: Manjula.</p>	<p>Applied for a drug store new licence, not yet checked whether it is ready or not. The applicant also said he was looking at change to another location for which he did not know the process nor was there anyone to guide him. Officials were not responding properly. The process was not clear. (GSC #DD0990000001121) Drugs Controller dept - Applicant: C.Ashok B Kapsi, Bangalore North</p>
<p>Applicant received acknowledgment for the service and he got his service after 2 days he said he applied for Disability Certificate and identity Card for Differently Abled Persons. Ramaraje Urs –</p>	<p>Maintenance of Village Sanitation – "Citizens themselves have completed their work, when they ask PDO; he refuses to work or comment. This is bad, They have to be responsible for their work"</p>

Ramanagara WC0990000022289

PR0011000025030, HORAKERAPPA - GP, T.NULUNURU

Rakesh and Suresh of Somvarpet had applied for the Maintenance of drinking water which is resolved within stipulated time "happy about the Service delivery". Even if one of us applies for the service under Sakala- Many people benefit. This is great! **(GSC #PR0011000040487) RDPR- Applicant: Satish, Somavarpet.**

"Given Application till date not got the requested service(MAINTENANCE OF DRINKING WATER), officers PDO & Secretary (Mr.Ramachandrappa & Mr. Ali told within 10-15 days going to be attended , not done till now " given call centre # for further complaint.

(GSC #PR0011000030553) -GRAMA PANCHAYAT OFFICE, JAVANAGONDANA HALLI Applicant: Rajappa bin Jayanna.



Tracking the Application through Mobile is a boon. It helps us to do so many things instead of running to the office every now and then. **Smitha from Davanagere who applied for a Birth Certificate.**

Asking for Affidavits is a big pain. Getting the right persons to sign and the location to get these papers is really difficult. I got my service. But Affidavit for income certificate is burden for students. Affidavit should not be mandatory for income certificate. ***Sakala Mission kindly consider this issue broadly and help the student community please.***

GSC: FD0011000016731 Applicant: Gururaj Damodhar Shanbag, Siddapur (Food & Civil Supplies).



<p>The tracking by system is excellent. We, as officials, feel responsible for every application that comes and able to know what is in store for the day. This is true use of Technology.</p> <p>Staff from Puttur District.</p>	<p>Systematic Delivery of services adds essence to good Governances. Things have to improve lots more, but this is good start. Everyone needs to change, including us public, not just the government. Achyut Subray Bhatta Bhatkal (Food & Civil Supply)GSCFD0011000016</p>
<p>Work should be fast. We cannot keep visiting offices frequently; Sakala Act really helped us in this matter. Government of Karnataka has done wonderful work. The food & Civil Supplies is very good. Kudos to them also. They are finally showing efficiency and character. GSC: FD0011000022090</p> <p>Applicant: Manjunath Dyama Chalavadi, Chalavadigalli- Sirsi (FSC)</p>	<p>Process Mismatch is a big issue. There has to be a study to understand and map these dependant services. He applied for a BPL card and many documents are being asked which should be made easier. He has to receive the service. He knows about sakala. When he asking about the service they are saying that BPL card have to ready and come after some time. GSC No. FD0028268001037, Applicant: Sudha Chikmagalur. Food & Civil Supplies</p>
<p>Permission for Water supply connection for residential single dwelling unit was sought. He said that after launching of Sakala they are getting all services quickly. Service Provided by Departments is in Stipulated time.</p> <p>Sampathkumar TMC-Tarikere, GSC L30990000053486</p>	<p>You must provide more staff to NEMMADI counters. The Queue is huge and it really takes long. There are power breakdowns. You must bring in a 'Whole' approach is resolving public issues. The system is good, but more need to be done. I got my job done with lots of trouble. GSC No. RD0028268001470, Applicant: Pavithra MB (Chikmagalur) – Revenue Dept</p>
<p>Sakala Act will help all people. Karnataka Government has done wonderful work and must continue for long time. GSC : TR0300000003644 RAVIKUMAR Kadri-Karwar (RTO-North Canara)</p>	<p>Delay to do survey form past 1 year, from harihara TP, melabennuru hobli, bellodi grama.(survey no:70/1) officer name: Mr.Somashekhar.(Non Sakala) from Shanmukha-bellodi grama,Harihara, Davanagere.</p>

<p>The applicant got the service within one day and happy with the service because he applied for the same service before also that time it was taken a week.Happy.</p> <p>SHRI. CHANDRASHEKAR. S. RONAD- L10990000037091- Khatha Extract -Dharwad</p>	<p>The applicant has applied for Maintenance of Drinking Water in T D Kote GP, Dhamapura Hobli on 4/6/2012, but still know they didn't get GSC no. Even he visited more than 3 times to collect the GSC no, Whenever he will go they are giving Reason as no Internet connection, System Problem.(PDO:Vivek Tejasvi)</p> <p>H V Revanna-T D Kote Grama.Hiriyur</p>
<p>MODIFICATION OF EXISTING RC (DELETION / ADDITION OF A MEMBER, CHANGE OF ADDRESS WITHIN THE SAME TALUK) - The applicant got the service within a fraction of seconds and is very happy with the service. Shivappa Shishunal - FD0011000016511 – KUNDGOL – Food & Civil Supplies.</p>	<p>Delay in MAINTENANCE OF DRINKING WATER, Still now he has not Receive any Service, now he Required Water Service. Chikkamedur GP. B N Girish-Chikkameduru,Beluru, HASSAN</p>
<p>Change addition/deletion of Registered Pharmacist –The service delivered was exceptional.</p>	<p>Delay in issue of the Small and Marginal Farmer Certificate from past 23/6/2012 from, huvina adagadi nemmadi center. Applicant name Sshivanandappapura village, Huvina hagali, Bellary. RD0028455007530 & Appeal no: RDF1100019.</p>
<p>Since Sakala came, things at the Labour department have got easy. Things are looking good now and services are faster and the staff is also really cooperative. Gurushiddayya V Mathapath L20990000070317, Haveri.</p>	<p>In order to give bhagyalakshmi bond paper to citizen the <u>Anqanavadi karyakarthe is asking Rs: 3000/- as a bribe and she is demanding to give some materials also besides the money to the anqanvadi centre. Women & Child</u></p> <p>Moinuddin Krushinagar vidnal grama Krushinagar vidnal hobli.</p>
<p>Applicant is happy with the service and he knows about Sakala he applied Issue of C Form declarations under the CST Act, 1956 and got it in time. CT0010000698105 – Mandya- B LINGEGOWDA</p>	<p>Old age Pension Not Received from past 4 month. They need to understand our problems too. Purushotham parappa koti-Gothe village, Jamakandi, Bagalkot. Women & Child Welfare.</p>

In another complaint received, one complaint had to say the following:

Dr Shalini Rajmish
Secretary (Panchayat)
RDP&R. GOK.
Bangalore.

Madam,
After Lodging the complaint with your office, I have received a phone call from me of the Staff & Society, & also in the Evening by Mr Nagaraj who it seems working as P.D.O. Kanuru Panchayat.

The culprit has returned the balance of bribe due Rs. 1000/- (one thousand rupees) I have received it.

Further you may initiate any fitting & Needful (the Party Deserves) action with a severe warning or so.

I am sending them to you for final disposal (for him to appear before you & face reprimand) or what-ever your highest position takes the views.

I am thankful to you all for a Nice treatment you gave me over phone.
God Bless You.

Yours faithfully
S

Chapter 7

Events@ Sakala

During the month there were a few interesting meetings and events that took place and Sakala was in the centre stage as usual. Here are a few important events that took place during the month.

1) Review Committee of parliamentary Affairs : The Rajya Sabha Parliamentary Standing Committee on Personnel Public Grievances, Law and Justice –examination of The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011, in its meeting dated 1st August, 2012 took the presentation of States of MP, UP, Punjab and Karnataka. Mission Director Dr. Shalini Rajneesh represented the state in this meeting.

The Chairman Shri. Shantaram Naik and other 16 members present in the Committee lauded SAKALA - Karnataka Guarantee of services to Citizens Act, 2011 and requested us to suggest and help modify and upgrade the Central Act applicable across the country.

2) Bangladesh Team of Administrative Officers: A team consisting of senior Bangladesh officers visited Karnataka to understand the citizen centric efforts that we have taken in the state. Various departments like Agriculture, Revenue, Transport, Planning, e Governance (e-Procurement, Bangalore one), Health & RDPR besides SAKALA were presented to the visiting officials. Additional Mission Director of SAKALA Sri. Munish Moudgil presented the benefits of Sakala to the visiting team. The team was very curious of the way Sakala was managed and asked various Qs on how it was being monitored, co-ordinate, integrated etc. Mr Moudgil not only advised the visiting team on Sakala, but overall gave a plan that could be adopted. Site visits of various departments like Bangalore one, Commercial taxes, BMTC were also carried out to show how these services were rendered to citizens.



Sri. Subir Hari Singh- Addl Chief Secretary, Govt of Karnataka interacting with the Bangladesh delegates.

3) BEEDHI NATAKA: A series of 17 Beedhi Nataka was organised by the Information department in various locations. Beedhi Natakas have turned out to be one of the best modes of spreading awareness among the rural lot. Details of the date and place of these Natakas are scheduled below:

BEEDHI NATAKAs			
Sl. No.	Date	Taluk	Gramas
1.	15.06.2012	Tumkur	Nagavalli, Tumkur (Executive Director Office Hall, Taluk Panchayat)
2.	16.06.2012	-Do-	Urdigere, kuruvellu
3.	17.06.2012	-Do-	Kesturu, Gowragoundana halli
4.	18.06.2012	Gubbi Taluk	Chandrashekarapura, C.Kodigehalli.
5.	19.06.2012	-Do-	Nittur, Benachagere,
6.	21.06.2012	-Do-	Haglavadi, Shivarampura
7.	22.06.2012	Turvekere Taluk	Kanttur, K.Mavinahalli
8.	23.06.2012	-Do-	B.Hosahalli, Honnenahalli
9.	24.06.2012	-Do-	aremallanahalli, Ranganathapur
10.	26.06.2012	Kunigal Taluk	Vaddarakuppe, Vanigere
11.	09.07.2012	Kunigal Taluk	Heruru, Shettegenahalli
12.	10.07.2012	-Do-	Sante Mavattur, Moduru
13.	11.07.2012	Koratgere Taluk	Anchihalli, Bodabandenahalli
14.	12.07.2012	-Do-	Vahhakurike, Huluvangalu
15.	13.07.2012	-Do-	Baichapur, Gudrehalli
16.	14.07.2012	Madugiri Taluk	Purava Doddahosalli
17.	15.07.2012	-Do-	Midigeshi, Hanumanthapura
18.	16.07.2012	-Do- Pavagada Taluk	Kodigenahalli, naliganahalli
19.	17.07.2012	Pavagada Taluk	Mangalavada, Y.N.Hoskote
20.	18.07.2012	-Do- Sira Taluk	Venkatapura, Hulikunte

21.	19.07.2012	-Do-	Pattanayakanahalli, Bhuvanahalli
22.	20.07.2012	-Do- Chikkanayakanahalli, Taluk	Huil dore dasodi
23.	21.07.2012	-Do-	Hoysalakatte, mattigatta
24.	22.07.2012	-Do-	Doddabidre, Chikkabidre
25.	23.07.2012	Tiptur Taluk	Kibbanahalli, Biligere
26.	24.07.2012	-Do-	Sidlehalli, Nonavinakere
27.	25.07.2012	-Do-	Nellikere, Mattihalli.

