



July - 2013 Report

The Karnataka Sakala Services Act 2011

Total Receipts - 3,03,93,021

Total Disposals - 2,94,13,128

Form E - 7 Appreciation letter

It is matter of great pride that you have delivered the services under the Karnataka Sakala Services Act, 2011 in time to the citizens throughout the year. Because of the best services rendered by you, the Department and the Government have earned good name and has resulted in promoting good faith among the citizens towards the Act as well as the administrative reform measures taken by the Government. It is assumed that other employees will get encouragement and enthusiasm from your exemplary service. I would like to place on record the Government appreciation for the default free service rendered by you in the year 2013

Wishing you many more successes in future.

Secretary of the Department

No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

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

The Karnataka Sakala Services Act 2011



Report Card for the month of July
2013



Message:

I am very happy to note that in the month of July, 2013, 3.00 crore citizen application have been received under Karnataka Sakala Services Act and 98% of them have been disposed off within the stipulated time. I congratulate the citizens for availing the benefits under the Act in large numbers and also the employees of the State Government for building the trust and confidence of the citizens in the new system.

The purpose of the Act was to create a new culture of service delivery among the Government departments. To that extent, the figures speak for themselves. Surely, at least 98% of our employees attached to Sakala Services are not lethargic, inefficient, corrupt and insensitive to the needs of our citizens. The focus of the Government is now on the remaining 2%, because of which the citizens continue to face delays and defaults in service delivery. The Department of Administrative Reforms is committed to analyse the problem areas and improve performance by simplifying rules and procedures as well as upgrading technological skills of our employees.

We are planning to bring in certain amendments to the Act to ensure that the provisions of the Act are seriously adhered to by all employees in letter and spirit. We should ensure that the services of all departments are made "online" so that more and more service providers can facilitate the delivery of services at the door steps of the citizens. We should say good bye to long queues and painful waiting time spent by the citizens in individual offices. We will also be strengthening the monitoring system to ensure good quality with quantitative output in our governance.

Siddaramiah
Chief Minister



The month of July has seen the largest ever number of applications received under Sakala Services Act, totalling 33 lakhs. This shows that every day at least one lakh people are coming to various Government offices for taking different services. If we calculate the amount spent by the citizens in going to and from the Government offices, at least twice per service, the citizen ends up spending about Rs.100/- on transportation and loses wages at the rate of at least Rs.200/- for those days. This amounts to an expenditure of Rs.1500 crore at the rate of Rs.500/- per citizen covering nearly 3 crore applications disposed till the end of July, 2013.

The Government has taken up a new initiative to provide the Sakala Services through the Sakala portal in an online manner. The new slogan is “**be online and not inline**”. This would ensure that citizens do not have to wait in long queues before the counters set up in the Government Departments. Nor they will have to go from one office to another to avail different services at the same time. Instead, Sakala online portal www.sakala.kar.nic.in would provide all departments services in one go. All that is needed is a computer with internet facility. The prescribed forms have been made available on the portal and payment of Government prescribed fees can be done at Bangalore-one/Karnataka-One centres or the nationalised banks/treasury. Prescribed list of documents if required can be uploaded and the application can be submitted online.

I am sure, Karnataka which boasts of having the Silicon Valley of India in Bangalore, will embrace this innovation with an open arm. The educated computer literate youngsters will join hands with the Government to take governance to the door steps of the people.

I am extremely happy to note that in the last two months the number of citizens availing compensatory costs has been doubling every month. The citizens have finally understood that the Government has given them a right to avail time bound services and they should exercise this right to improve governance in general and their quality of life in particular. My best wishes to the sincere and hard working employees who are sparing no pains to deliver the promise given by the State to its people.

(T.B.JAYACHANDRA)
Minister for Law, Parliamentary Affairs,
Human Rights and Animal Husbandry

Contents

Chapter	Particulars	Page No.
1	From the Desk of the Mission Director	1
1A	Cumulative Snapshot	4
1B	Overall District Performance	5
1C	District Pendency Status	6
1D	Service impacted – Statement	7
1E	Delayed Disposal – Department	9
2	Performance Ranking	12
2A	Taluk Ranking	12
2B	Helpdesk Ranking	13
2C	Speed of Services	15
3	Departmental Performance	29
4	Citizen Interactions	54
5	Default trend and Compensation paid details	56
6	Citizen feedback	58
7	News Clips & Events	72

Chapter 1

From the Desk of the Mission Director

I am delighted to share that this month we have received the highest ever response from citizens with 33 lakh applications coming in as receipts and 32 lakh applications disposed of in time. Another great news is that our disposal rate has risen to **98.47%** - one of the highest in recent months.

It is also very heartening to note that as many as 49 citizens from various locations have claimed compensatory cost on account of delays and defaults on the part of the officials.

1. RANKING: The month's ranking stands below:

Rank	District	District	Rank
1	<i>Chamarajanagar</i>	<i>Bidar</i>	30
2	<i>Mandya</i>	<i>Belgaum</i>	29
3	<i>Uttara Kannada</i>	<i>Udupi</i>	28

It is a matter of pleasant surprise that even this month; Chamarajanagar continues to hold the first Rank for the second time. Mandya & Uttara Kannada have bounced back to share the 2nd Rank. Dakshina Kannada has advanced from 27th rank last month to 14th this month – a good leap. It is however a matter of great concern that Bangalore & Belgaum has slipped down in ranks. Bidar is maintaining status Quo at the 30th Rank. Raichur, Koppal and Chitradurga continue to maintain a steady ranking.

2. PENDENCY: A nominal 0.25% pendency is seen out of the total applications. At the end of the month pendency stood at 8140 applications.

3. FALL IN DELAYED DISPOSALS: This Month has seen one of the lowest delayed disposal percentages in the recent months. i.e.1.53% which indicates more time –consciousness among our employees.

4. REJECTIONS: has been mostly consistent. This month's rejection rate stands at 3.69% as against 3.76% of the last month. However considering the increase in applications by about 3 lakhs compared to the last month, there is an actual fall in the rejection of applications.

5. COMPLAINTS: About 134 complaints have been received this month. Of the 2252 complaints received so far, about 224 are yet to be resolved and our team is working on the same. Bangalore & Gulbarga districts however show high receipts of complaints and relate mainly to Revenue department this month.

6. HELPDESK: In order to help the citizens avail more quality services, Helpdesk have been functional since April 2012. We have seen a rise in the coverage patterns from the last month by about 10%. Additional parameters in evaluating the Helpdesks have been documented to improve the quality of delivery. A detailed report is annexed in the report.

We also have a new member in the Sakala team. Mr Bharat Ram Sankar joins us as State IT Consultant and would be handling the technology aspects for Sakala. He has 15 years of experience and has worked in various MNCs and specialises in public sector project implementation.

In the events this month, we had Mrs. Aruna Roy – who is the protagonist of the ‘Right to Hearing Act’ in Rajasthan here with her team to visit us this month. Mrs. Roy reviewed the Sakala program and had some good words for us. She also suggested some more innovative means of addressing citizen grievances to make Sakala reach the masses and make it effective.

On the same note, the Secretary, Department of Administrative Reforms & Grievances, Government of India who visited us last month was very appreciative of Sakala and its impacts. A copy of the letter by the Secretary is reproduced in the report.

*Dr Shalini Rajneesh IAS
Mission Director -Sakala*

संजय कोठारी
Sanjay Kothari



सत्यमेव जयते

सचिव
SECRETARY

CS | 5230 | Comp | 2013
6 | 07 | 2013

D. O. No. K-11022/74/2013-AR.

भारत सरकार,
कार्मिक, लोक शिकायत तथा पेंशन पंचालय,
प्रशासनिक सुधार, लोक शिकायत और पेंशन विभाग
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली-110001

GOVERNMENT OF INDIA,
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS, PG
& PENSIONS
SARDAR PATEL BHAVAN, SANSAID MARG,
NEW DELHI-110001

1st July, 2013.

Dear Sri S.V. Ranganath.

I will like to profusely thank you for conducting the first meeting of ARC and giving clear cut directions for proactive reforms. This will certainly set the tone for similar meetings in other States.

2. I had the opportunity to see the functioning of 'SAKALA' in District Transport Office and Periyapatna Taluka at Mysore and Municipal Office and Taluka Office at Madikeri. I am quite impressed with the involvement and dedication of the field level functionaries in delivering services to the citizens of the State. I would like to complement your leadership in making such service 'to happen'. Ms. Shalini Rajneesh is fully involved in this venture and continuously monitors and guides the officers/officials.

3. I had an occasion to see the ATI, Mysore and as per my expectations it is the best ATI, I have seen till now. The faculty under the leadership of Dr. Ameeta Prasad, DG, ATI is ready to take new challenges.

In the end, I will like to say that it was a very educative tour for me.

Thanking you and your officers once again.

With warm regards

Yours sincerely,

Sanjay Kothari
11/7/2013
(Sanjay Kothari)

Shri S.V. Ranganath,
Chief Secretary,
Government of Karnataka,
Bangalore.

FAX - 080-22258913



सूचना का
अधिकार

Please Visit Our Websites : <http://dtapgnic.in>; <http://dtapgnic.gov.in>; <http://www.gocharters.net.in>

टेलीफोन/Telefax : ++91 11 2374 2133; ++91 11 2374 2546

Chapter 1 A – Cumulative Snapshot

Department wise Receipts & Disposals summary with Pendency Status as of 31 July 2013.

DEPARTMENT	GSC RECEIPTS DURING THE MONTH (July)	GSC DISPOSALS DURING THE MONTH (July)	Cumulative RECEIPTS	Cumulative DISPOSALS	Total No of Pendency	%age of pendency as a % age of monthly disposal
REVENUE DEPARTMENT	1670886	1583056	15279000	14463880	4130	0.26
TRANSPORT DEPARTMENT	233627	248829	3687688	3639624	33	0.01
COMMERCIAL TAXES DEPT	147152	151638	2360430	2342929	12	0.01
FOOD AND CIVIL DEPARTMENT	255003	255320	2232833	2230752	6	0.00
IGR	195043	194761	1221590	1220580	208	0.11
HOME DEPARTMENT	95279	70663	1211513	1170225	1945	2.75
TRANSPORT CORP.(KSRTC)	139282	137677	772265	768763	193	0.14
BMTC	121505	121505	656280	655400	0	0.00
RDPR	55868	51414	576203	559087	55	0.11
CITY MUNICIPAL COUNCIL	31467	31436	419969	414972	18	0.06
TOWN MUNICIPAL COUNCIL	23895	23998	306685	303920	0	0.00
SURVEY	54049	52708	286734	275222	892	1.69
HEALTH AND FAMILY DEPARTMENT	29541	29306	268802	267797	45	0.15
CITY CORPN (Other than BBMP)	13414	13560	187764	185708	2	0.01
LABOUR DEPARTMENT	14003	14683	168173	166972	9	0.06
BBMP	10257	10021	155416	152746	122	1.22
WOMEN AND CHILD DEPT.	17117	17065	140982	140675	0	0.00
NEKRTC	75275	74980	113156	112481	0	0.00
TOWN PANCHAYAT	8265	8383	111718	110691	7	0.08
PRE-UNIVERSITY BOARD	7159	11329	81396	81093	70	0.62
NWKRTC	19446	19578	38665	37895	4	0.02
DPI	3413	3082	36492	34725	7	0.23
COMMERCE AND IND. DEPT	4843	4816	28034	27962	2	0.04
DRUGS CONTROL DEPARTMENT	862	907	13716	13532	3	0.33
DEPARTMENT OF FACTORIES	866	854	12563	11741	0	0.00
BWSSB	471	618	12297	12176	23	3.72
KARNATAKA HOUSING BOARD	425	461	3174	3067	0	0.00
BDA	384	278	3149	2967	46	16.55
FIRE SERVICES DEPARTMENT	121	122	1841	1840	1	0.82
ESI	296	144	866	282	335	232.64
FISHERIES DEPARTMENT	423	352	859	758	0	0.00
AYUSH DEPARTMENT	51	50	750	747	0	0.00
DPAR	9	10	512	504	5	50.00
KSPCB	34	47	372	357	3	6.38
PWD & PORTS	50	55	364	359	0	0.00
KANNADA AND CULTURE	52	36	254	238	0	0.00
INFORMATION DEPARTMENT	22	15	199	188	2	13.33
KARNATAKA SLUM DEVT BOARD	43	30	198	154	9	30.00
DEPARTMENT OF ARCHIVES	1	1	117	117	0	0.00
PRINTING, STATIONARIES AND PUBLISHING	0	0	1	1	0	0.00
SECRETARIAT	0	0	1	1	0	0.00
Total:	3229899	3133788	30393021	29413128	8140	0.25

Chapter 1 B

Overall District Performance Ranking

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C) <i>30% weightage</i>	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E) <i>70% weightage</i>	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Chamarajanagar	73052	72082	0.1	3	7305	2	1
Mandya	134782	131588	0.8	15	7487	1	2
Uttara Kannada	94938	90698	0	1	6781	7	2
Chikkaballapura	76429	72829	0	1	6369	9	4
Hassan	119139	120364	0.9	18	7008	3	5
Koppal	88867	91963	0.8	15	6835	6	6
Raichur	130176	131499	1.7	21	6851	5	7
Chitradurga	98285	103234	0.4	8	6142	12	8
Ramanagara	68668	66600	3	29	6866	4	9
Gadag	56019	53046	0.2	5	5601	15	10
Mysore	179494	175294	1.6	20	6189	10	11
Kodagu	30923	31058	1.7	21	6184	11	12
Tumkur	168780	158232	3.2	30	6491	8	13
Dakshina Kannada	107684	97453	0.5	12	5384	18	14
Haveri	76428	75023	0.1	3	5095	22	15
Chikmagalur	59418	59406	0.8	15	5401	17	16
Dharwad	94094	85932	0.3	6	5227	21	17
Yadgir	63589	69701	2.3	27	5780	13	18
Bangalore Rural	51201	50830	1.9	25	5689	14	19
Kolar	81761	81858	1.9	25	5450	16	20
Shimoga	82768	82315	0.4	8	4868	25	21
Bellary	130845	126337	1.8	23	5233	20	22
Bijapur	102895	111399	0.6	14	4899	24	23
Bagalkot	85064	80297	0.4	8	4725	27	24
Davanagere	87260	84084	0.3	6	4592	28	25
Bangalore	506749	487195	2.4	28	5334	19	26
Gulbarga	123935	117468	1.5	19	4957	23	27
Udupi	49675	46702	0.4	8	4515	29	28
Belgaum	210249	211555	0.5	12	4473	30	29
Bidar	82066	79224	1.8	23	4827	26	30
Total	3315233	3245266	1.53				

Notes: Chamarajanagar continues to hold the first Rank for the second consecutive month. Mandya & Uttara Kannada has bounced back to share the 2nd Rank. Dakshina Kannada has bounced from 27th rank last month to 14 this month – a good leap. Bangalore & Belgaum has seen a further slip. Bidar is status Quo on 30. Raichur, Koppal and Chitradurga continue to maintain a steady ranking.

Chapter 1 C

District wise Receipts & Disposals summary with Pendency Status as of 31 July 2013.

DISTRICT	GSC RECEIPTS DURING THE MONTH	GSC DISPOSALS DURING THE MONTH	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	Total No Of PEND ENCY	%age of Pendency (On the month's disposal)
Bangalore	499699	481019	5716531	5616261	2211	0.46
Belgaum	205496	204290	1885479	1813724	243	0.12
Mysore	175880	167185	1520123	1462947	729	0.44
Tumkur	164332	150622	1318613	1260962	1262	0.84
Bellary	128489	123204	1160883	1118723	456	0.37
Mandya	132191	126507	1152959	1115036	72	0.06
Hassan	112764	114125	1121808	1086256	380	0.33
Gulbarga	120993	113679	1056954	1014300	277	0.24
Dakshina Kannada	104806	95257	1029287	996901	198	0.21
Dharwad	92364	84045	980282	950136	71	0.08
Raichur	127268	125424	961809	924985	466	0.37
Davanagere	85622	82423	902671	869826	12	0.01
Bijapur	100292	107370	885791	856782	109	0.10
Chitradurga	94271	98953	867452	833148	77	0.08
Bagalkot	83477	77180	822840	799043	41	0.05
Uttara Kannada	90661	86344	782788	761905	13	0.02
Kolar	78970	80499	764882	743473	23	0.03
Shimoga	81269	78840	764114	741816	295	0.37
Koppal	86827	89502	677875	654792	39	0.04
Haveri	74464	72350	661334	634040	4	0.01
Ramanagara	66168	64636	646981	626921	324	0.50
Bidar	80706	76445	612700	581233	201	0.26
Chikkaballapura	73827	70576	612440	591298	0	0.00
Chikmagalur	58323	56841	568492	551136	71	0.12
Udupi	48436	45172	556125	541558	22	0.05
Chamarajanagar	70610	70050	549407	522812	13	0.02
Gadag	54617	50639	537176	517054	0	0.00
Yadgir	60762	65849	495863	472389	166	0.25
Bangalore Rural	50257	49874	486705	471628	219	0.44
Kodagu	29602	29662	297645	287906	146	0.49
Total:	3233443	3138562	30393021	29413128	8140	0.25

Notes: The pendency rates are high for those districts marked in Red. The average pendency is 0.25% based on the receipts for the month. Chikkaballapura, Gadag, have zero pendency which is good. Tumkur shows a high pendency.

Chapter 1 D

Department & Service Impacted Wise Pendency

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
1	REVENUE DEPARTMENT	3844	All types of Caste Certificate-1059 Change of Khatha (Undisputed cases)-616 Conversion of agriculture land to non agriculture purpose-577 Residence Certificate-389 All types of Income Certificate-359 Small and Marginal Farmer Certificate-202 Surviving Family member Certificate-110 Record of Rights Certificate-79 No tenancy certificate-76 Destitute Widow pension-51 Sandhya Suraksha-40 Agricultural Family member Certificate-40 Mutation Extract-33 Landless Certificate-32 Issuance of Arms License-30 Domicile Certificate-24
2	HOME DEPARTMENT	1862	NoC for Passport Verification-858 Receipt and Disposal of Petitions-351 Service Verification-253 Arms License Issue and Renewal Verification-214 NOC for petrol pump, gas agency, hotel, bar etc-42 PVC for Central /State Govt. employees if request is received directly by the employee-33 Police verification Certificate for Coolies/Loader/Class IV Security Staff/Supervisor at Airport (Individual applicants only)-25

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
3	SERVEY AND SETTELMENT COMMISSIONER	653	Issue of Duplicate Copies in Survey Section(Aakar Band)-189
			Issue of Duplicate Copies in Survey Section(Tippan)-162
			Issue of Duplicate Copies in Survey Section(Atlas)-107
			Issue of Duplicate Copies in Survey Section(Pakka Tippan)-104
			Issue of Duplicate Copies in Survey Section(Kharab Utar)-72
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	295	Registration of Land / property-284
5	ESI	276	Sanction of Medical Reimbursements Bill of IPs-276
6	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	130	Maintenance of Drinking Water -50
			Maintenance of Street Lights -31
			Maintenance of Village Sanitation -19
7	BRUHAT BANGALORE MAHANAGARA PALIKE	129	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)-36
			Khatha Extract/Certificate-33
			Transfer of Khatas-30
8	PRE-UNIVERSITY BOARD	72	Registration for Opening of new Private PU Colleges-69
9	WOMEN AND CHILD WELFARE DEPARTMENT	37	Enrollment of 0 to 3 years children in Anganwadi centers-21
10	BANGALORE DEVELOPMENT AUTHORITY	36	Obtaining Possession Certificate in respect of cases where a site has been allotted by BDA on Lease Cum Sale basis and the Lease Cum Sale Deed Agreement (LCSA) is registered-20
			Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts-14
11	HEALTH AND FAMILY WELFARE DEPARTMENT	36	Issue of age certificate-28
			Issue of Disability Certificate-7
12	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	26	Permission for new connection/ Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments-24

* Data as of 27/07/2013

Chapter 1 E

Delayed Disposals for the Month of JULY 2013

Main Department	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total
REVENUE DEPARTMENT	23438	4092	1251	509	659	29949
EDUCATION DEPARTMENT	2523	1027	5	3	3	3561
HOME DEPARTMENT	1395	437	270	96	272	2470
URBAN DEVELOPMENT	1525	299	137	27	14	2002
TRANSPORT DEPARTMENT	1098	167	54	98	222	1639
RURAL DEVELOPMENT AND PANCHAYAT RAJ	697	57	16	7	0	777
COMMERCIAL TAXES DEPARTMENT	316	7	0	0	2	325
LABOUR DEPARTMENT	105	3	8	73	56	245
FOOD AND CIVIL SUPPLIES	182	51	4	0	1	238
HEALTH AND FAMILY WELFARE	157	21	42	3	1	224
WOMEN AND CHILD WELFARE	76	1	0	0	0	77
COMMERCE AND INDUSTRIES DEPARTMENT	39	2	1	0	0	42
HOUSING DEPARTMENT	2	3	0	0	2	7
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	5	0	0	0	0	5
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	0	2	1	0	0	3
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	2	1	0	0	0	3
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1	0	1	0	0	2
KANNADA, CULTURE AND INFORMATION DEPARTMENT	1	0	0	0	0	1
Total	31562	6170	1790	816	1232	41570

Notes: Delayed disposals for the month stands at 1.53%. You will observe that 76% of the delays are in the first 3 days of the due date.

The Revenue department's Delayed services are:

Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Agricultural Family member Certificate	7	222	46	14	8	0	290
Agricultural Labour Certificate	7	147	25	8	4	0	184
Agriculturist Certificate	7	98	17	3	1	0	119
All types of Caste Certificate	21	6975	972	311	53	49	8360
All types of Income Certificate	21	2624	344	134	25	0	3127
Change of Khatha (Undisputed cases)	60	73	68	45	135	222	543
Conversion of agriculture land to non agriculture purpose	120	339	111	75	87	238	850
Destitute Widow pension	70	27	18	166	48	23	282
Domicile Certificate	7	152	20	6	0	0	178
Indira Gandhi Old Age Pension	70	0	0	1	3	3	7
Issuance of Arms License	55	0	1	1	3	26	31
Issue of Duplicate Copies in Survey Section(Aakar Band)	7	1782	396	17	1	0	2196
Issue of Duplicate Copies in Survey Section(Atlas)	7	491	227	3	0	0	721
Issue of Duplicate Copies in Survey Section(Index of Land Records))	7	103	0	0	0	0	103
Issue of Duplicate Copies in Survey Section(Kharab Utar))	7	152	137	0	0	0	289
Issue of Duplicate Copies in Survey Section(Pakka Tippan)	7	590	221	8	0	0	819
Issue of Duplicate Copies in Survey Section(Tippan)	7	644	311	7	0	0	962
Issue of Duplicate Copies in Survey Section (Village Map))	7	115	11	2	0	0	128
Landless Certificate	7	91	24	10	3	1	129
Living Certificate	7	7	1	0	0	0	8
Mutation Extract	7	914	119	10	2	1	1046
Natural Calamity Relief Claims - Animal Loss	15	1	0	0	0	0	1
Natural Calamity Relief Claims - Crop Loss	21	16	0	0	0	0	16

Service Name	Stipulated Time	0-3 Days	4-7 Days	8-15 Days	16-30 Days	More than 30 Days	Total
Natural Calamity Relief Claims - House damage	21	6	0	0	0	2	8
No Government Job Certificate for Compassionate Appointments	7	49	10	2	0	0	61
No objection Certificate under General Land transaction	21	1	0	0	0	0	1
No Objection Certificate under LRF Grant	21	50	2	1	0	0	53
No Objection Certificate under PTCL Act	21	92	40	0	0	0	132
No tenancy certificate	7	430	68	42	8	5	553
Not Re-married Certificate	7	27	5	2	0	0	34
Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	30	7	2	0	1	0	10
Pension for disabled persons	70	2	9	30	0	0	41
Permission to setup Petrol Pump	60	1	0	0	0	1	2
Population Certificate	7	4	0	0	0	0	4
Project Displacement Certificate	21	8	1	0	0	0	9
Record of Rights Certificate	30	1131	33	3	1	5	1173
Registration of Land / property	1	1792	170	82	61	43	2148
Residence Certificate	7	2953	316	57	7	0	3333
RTC Typological errors corrections	40	7	0	0	0	6	13
Sandhya Suraksha	70	35	104	104	50	27	320
Small and Marginal Farmer Certificate	7	819	145	48	4	0	1016
Solvency Certificate	21	10	7	1	0	0	18
Surviving Family member Certificate	7	376	87	51	2	0	516
Unemployment Certificate	7	50	10	4	0	0	64
Verification/Validity of Caste Certificate	15	25	14	3	2	7	51
Total	NA	23438	4092	1251	509	659	29949

Chapter 2 – Performance Ranking:

2A - Taluk Ranking

Top 10 Best performing Taluks

District	Taluk	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chikkaballapura	Gudibanda	4532	4234	0	5	906	11	1
Uttara Kannada	Kumta	16515	14811	0	22	1101	7	2
Chikkaballapura	Chikkaballapura	23825	23446	0	28	1134	6	3
Uttara Kannada	Yellapur	6032	5654	0	6	861	16	4
Uttara Kannada	Haliyal	9210	10085	0	16	837	18	5
Dharwad	Hubli	33554	29462	0.1	49	2396	4	6
Dakshina Kannada	Puttur	24838	22873	0	27	887	14	7
Mandya	Malavalli	22733	22352	0	26	811	20	8
Uttara Kannada	Ankola	7414	6646	0	7	741	30	9
Chamarajanagar	Yelandur	6399	5748	0.1	32	799	21	10

Bottom 10 Ranked (Needs improvement) Taluks

District	Taluk	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Bijapur	Sindgi	15354	16182	0.8	111	393	157	166
Belgaum	Belgaum	40800	39358	1.5	140	429	146	167
Bellary	Kudligi	11280	10695	0.7	106	352	162	168
Raichur	Devadurga	12265	13435	3.7	168	438	140	169
Gulbarga	Chincholi	10515	9336	1.8	145	420	151	170
Kodagu	Somvarpet	7521	7849	1.5	136	376	158	171
Gulbarga	Aland	14588	14211	4.7	171	429	145	172
Davanagere	Channagiri	9597	8713	1.2	125	319	167	173
Kolar	Malur	9825	12821	7.4	176	427	147	174
Chikmagalur	Tarikere	7665	7384	2.3	153	348	163	175
Bellary	Sandur	6423	6634	1.6	141	237	176	176
Bangalore	Yelahanka	11107	8758	11.1	177	222	177	177

Notes: 4 Taluks of Uttara Kannada dominate the first 10 Taluk ranking. This has got UK to the top ranking. 2 Districts of Bellary, besides Gulbarga & Bangalore's Yelahanka are seen in the bottom. (Consistently in the bottom 10). Specific Improvements in areas of weak links may be looked by the District administration to ensure it adds to the overall district performance, apart from plugging deficiencies specific to a service.

2B - Helpdesk Ranking

Helpdesk ranking for the current month has been based on the coverage made in terms of reach and the citizens. Going forward, factors such as online submission of Reports and its accuracy, Innovative methods used for awareness /Activities carried out & Satisfaction levels of citizens contacted.

As compared to the last month, there has been a improvement in coverage by about 10% making the coverage as a ratio of population to 0.72% (from 0.62%). In all, 4.37 lakh citizens have benefitted from the Helpdesks.



A Helpdesk program at Kundapura at the higher primary school on 7 July 2013.



A Helpdesk Staff explaining how to fill application forms in Malvalli Taluk in Mandya

Sl. No.	District	Population	June No. of People Catered	Total catered so far	%AGE OF PEOPLE VISITED ACCORDING TO POPULATION	Ranking based on % of population catered
1	Hassan	17,76,421	3892	50987	2.87	1
2	Uttara Kannada	14,37,169	2156	40455	2.81	2
3	Shimoga	17,52,753	2100	40212	2.29	3
4	Bellary	24,52,595	4378	50816	2.07	4
5	Dak. Kannada	20,89,649	4335	30055	1.44	5
6	Belgaum	47,79,661	9558	67660	1.42	6
7	Kolar	15,36,401	2453	21030	1.37	7
8	Udupi	11,77,361	720	10204	0.87	8
9	Tumkur	26,78,980	1079	21303	0.80	9
10	Gadag	10,64,570	1017	6954	0.65	10
11	Kodagu	5,54,519	107	3392	0.61	11
12	Mandya	18,05,769	864	10324	0.57	12
13	Chikkamagalur	11,37,961	415	6384	0.56	13
14	Chamarajnagar	10,20,791	478	4358	0.43	14
15	Bagalkot	18,89,752	328	7757	0.41	15
16	Davanagere	19,45,497	742	7881	0.41	15
17	Gulbarga	25,66,326	1497	9503	0.37	17
18	Mysore	30,01,127	862	9764	0.33	18
19	BIDAR	17,03,300	499	5371	0.32	19
20	Chikkaballapura	12,55,104	1091	3720	0.30	20
21	Ramanagara	10,82,636	Team Change	2952	0.27	21
22	Yadgir	11,74,271	Not Sent	2832	0.24	22
23	Bijapur	21,77,331	640	5123	0.24	22
24	Haveri	15,97,668	643	3428	0.21	24
25	Raichur	19,28,812	216	3247	0.17	25
26	KOPPAL	13,89,920	279	1812	0.13	26
27	Dharwad	18,47,023	198	2015	0.11	27
28	BLR Urban	96,21,551	2235	10325	0.11	27
29	BLR Rural	9,90,923	398	398	0.04	NA
30	Chitradurga	16,59,456	Team Identified	0	0.00	NA
	Total	6,10,95,297	43180	437889	0.72	

Notes: There has been an improvement in the coverage from last month's 0.62% to 0.72% this month. The criteria in the current ranking is only the coverage of population, however in the coming months we plan to include Online submission of Reports, Innovative methods used for awareness /Activities & Satisfaction levels of citizens contacted.

*2C Speed of Services ****Average Service Delivery Time (For Financial Year 2012) April 2012 - March 2013**

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
1	AYUSH DEPARTMENT	Issue of Medical Certificate	323	5	1
2	AYUSH DEPARTMENT	Issue of performance and no conviction certificates as per Drugs and Cosmetics Act and Rules there under	18	30	7
3	AYUSH DEPARTMENT	License for establishment of Drug Store	13	30	27
4	BANGALORE DEVELOPMENT AUTHORITY	Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts	1045	30	5
5	BANGALORE DEVELOPMENT AUTHORITY	Obtaining Khatha for properties in BDA layouts and BDA approved private layouts, not handed over to BBMP yet	578	15	4
6	BANGALORE DEVELOPMENT AUTHORITY	Obtaining Possession Certificate in respect of cases where a site has been allotted by BDA on Lease Cum Sale basis and the Lease Cum Sale Deed Agreement (LCSA) is registered.	61	7	3
7	BANGALORE DEVELOPMENT AUTHORITY	Obtaining transfer of Khatha following death of a property owner or based on the WILL of the deceased	11	30	9
8	BANGALORE DEVELOPMENT AUTHORITY	Building plan approval for Sites and Civic Amenities Sites in BDA Layouts and BDA approved private layouts not handed over to BBMP, yet.	4	15	4
9	BANGALORE METROPOLITAN TRANSPORT CORPORATION	Issue of Student Concessional Pass	331395	2	1
10	BANGALORE METROPOLITAN TRANSPORT CORPORATION	Issue of Bus Passes to Physically challenged	13	15	1
11	BANGALORE METROPOLITAN TRANSPORT CORPORATION	Issue of Free Bus Passes to freedom fighters	5	15	1
12	BANGALORE METROPOLITAN TRANSPORT CORPORATION	Accident Relief Fund	1	30	1

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
13	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	5614	7	4
14	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	Permission for new connection/Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.	23	21	7
15	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	Clearing of blockage of Under Ground Drainage pipelines and replacement of Damaged or Missing Manhole Cover	2	3	1
16	BRUHAT BANGALORE MAHANAGARA PALIKE	Issue of Birth,Death and Still Birth Certificates at Registration centers within one calender year from date of registration	52640	7	2
17	BRUHAT BANGALORE MAHANAGARA PALIKE	Khatha Extract/Certificate	24774	7	2
18	BRUHAT BANGALORE MAHANAGARA PALIKE	Issue of Birth,Death and Still Birth Certificates at Registration centers after one calender year from date of registration	14263	7	5
19	BRUHAT BANGALORE MAHANAGARA PALIKE	Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)	6099	30	9
20	BRUHAT BANGALORE MAHANAGARA PALIKE	Transfer of Khatas	3471	30	12
21	BRUHAT BANGALORE MAHANAGARA PALIKE	Grant of trade licence specified category under rules	3267	30	8
22	CITY CORPORATION (Other than BBMP)	Issue of Birth,Still Birth and Death Certificates	88928	7	2
23	CITY CORPORATION (Other than BBMP)	Khatha Extract	23819	5	2
24	CITY CORPORATION (Other than BBMP)	Permssion for water supply and UGD connection for residential buildings single dwelling unit	8978	15	6
25	CITY CORPORATION (Other than BBMP)	Issue of Trade licence as per the delegation of powers	4627	15	8
26	CITY CORPORATION (Other than BBMP)	New Building Licence upto 2400 sqft residential for single dwelling unit	3644	30	14

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
27	CITY MUNICIPAL COUNCIL	Issue of Birth,Still Birth and Death Certificates	183385	7	2
28	CITY MUNICIPAL COUNCIL	Khatha Extract	55489	7	4
29	CITY MUNICIPAL COUNCIL	Issue of Trade licence	11309	30	13
30	CITY MUNICIPAL COUNCIL	Permsion for water supply and UGD connection for residential buildings single dwelling unit	9408	15	10
31	CITY MUNICIPAL COUNCIL	New Building Licence upto 2400 sqft residential for single dwelling unit	8286	30	21
32	COMMERCE AND INDUSTRIES DEPARTMENT	Issue of IEM Part-I Acknowledgment for Micro, Small and Medium Enterprises	6331	1	1
33	COMMERCE AND INDUSTRIES DEPARTMENT	Issue of IEM Part-II Acknowledge-ment for Micro, Small and Medium Enterprises	6043	1	1
34	COMMERCE AND INDUSTRIES DEPARTMENT	Stamp Duty Exemption and Registration Fees Concession Certificate	364	10	2
35	COMMERCE AND INDUSTRIES DEPARTMENT	Entry Tax Exemption Certificate	211	10	2
36	COMMERCE AND INDUSTRIES DEPARTMENT	Sanction of Investment Promotion subsidy for Micro, Small and Medium Enterprises	173	30	7
37	COMMERCE AND INDUSTRIES DEPARTMENT	Electricity Duty Exemption Certificate	32	5	2
38	COMMERCE AND INDUSTRIES DEPARTMENT	Agricultural Produce Marketing Cess Exemption Certificate	29	10	2
39	COMMERCIAL TAXES DEPARTMENT	Issue of C Form declarations under the CST Act, 1956.	1141916	10	4
40	COMMERCIAL TAXES DEPARTMENT	Issue of form F Declaration	135514	10	4
41	COMMERCIAL TAXES DEPARTMENT	Issue of form H Certificates	46339	10	4
42	COMMERCIAL TAXES DEPARTMENT	Issue of registration under the KVAT Act, 2003.	43820	25	7
43	COMMERCIAL TAXES DEPARTMENT	Issue of form E1 and E2 Certificates.	11494	10	4
44	COMMERCIAL TAXES DEPARTMENT	Issue of No Due Certificate under the KVAT Act, 2003.	9796	15	3

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
45	COMMERCIAL TAXES DEPARTMENT	Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.	5820	25	7
46	COMMERCIAL TAXES DEPARTMENT	Issue of permit under the Karnataka Entertainments Tax Act,1958.	535	25	4
47	COMMERCIAL TAXES DEPARTMENT	Issue of registration under Karnataka Tax on Luxuries Act,1979.	508	25	6
48	COMMERCIAL TAXES DEPARTMENT	Issue of registration under the CST Act,1956	129	25	3
49	DEPARTMENT OF FACTORIES,BOILER S,INDUSTRIAL SAFETY AND HEALTH	Issue of Boiler Certificate on Annual inspection	2379	17	5
50	DEPARTMENT OF FACTORIES,BOILER S,INDUSTRIAL SAFETY AND HEALTH	Amendment/Transfer of licence/Issue of duplicate Licence	1805	90	27
51	DEPARTMENT OF FACTORIES,BOILER S,INDUSTRIAL SAFETY AND HEALTH	Approval of Factory plans	1790	90	28
52	DEPARTMENT OF FACTORIES,BOILER S,INDUSTRIAL SAFETY AND HEALTH	Registration of Factories and Issue of licence	949	90	29
53	DEPARTMENT OF FACTORIES,BOILER S,INDUSTRIAL SAFETY AND HEALTH	Approval of Boiler and Pressure part Manufacturing drawing/Steam pipeline and pipeline layout drawings	471	60	22
54	DEPARTMENT OF FACTORIES,BOILER S,INDUSTRIAL SAFETY AND HEALTH	Registration of Boilers,Economisers and Steam pipelines	325	90	48
55	DEPARTMENT OF FACTORIES,BOILER S,INDUSTRIAL SAFETY AND HEALTH	Disposal of Complaints	62	60	37
56	DEPARTMENT OF ARCHIVES	Issue of copies of old records, degitisation copies, microfilms and conserved documents to the citizens on requests	43	15	4
57	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of leave salary on Surrendered Leave	153	30	5

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
58	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of Festival Advance	49	15	3
59	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction Of Earned Leave/ Commuted Leave for a period of 6 months(excluding Deputed Officials)	29	15	5
60	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of Charge Allowance (for 6 months)	28	10	2
61	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Medical Reimbursement (in the cases where the treatment taken in Govt. Hospitals/ Govt. Autonomous Medical Institutions and in the hospitals recognized by the Govt. as per CGHS rates lists)	21	30	7
62	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Forwarding the Pension Papers to AG (excluding death cases)	11	30	5
63	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of GPF Advances / Partial Final withdrawals	6	15	1
64	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of annual increment	5	15	1
65	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Disbursement of Salary	2	13	7
66	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Declaration of Probationary Period	1	30	1
67	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Sanction of senior scale	1	30	1
68	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	Forwarding the Service Register	1	15	1
69	DEPARTMENT OF PUBLIC INSTRUCTION	Issue of Duplicate Marks Card /Provisional Marks Card-SSLC	9565	30	6
70	DEPARTMENT OF PUBLIC INSTRUCTION	Revaluation of Examination Papers-SSLC	2824	30	9
71	DEPARTMENT OF PUBLIC INSTRUCTION	Renewal of recognition for Schools	2101	60	24

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
72	DEPARTMENT OF PUBLIC INSTRUCTION	Re-totalling of marks secured in examination-SSLC	718	30	6
73	DEPARTMENT OF PUBLIC INSTRUCTION	Registration of Schools	530	90	20
74	DEPARTMENT OF PUBLIC INSTRUCTION	First Recognition of Schools	463	60	23
75	DEPARTMENT OF PUBLIC INSTRUCTION	Issuing Migration Certificate	124	15	7
76	DEPARTMENT OF PUBLIC INSTRUCTION	Issuing Duplicate MarksCard - General Case - Other Exams	82	30	5
77	DEPARTMENT OF PUBLIC INSTRUCTION	Retotalling of Marks Secured- Other Examinations	45	15	4
78	DEPARTMENT OF PUBLIC INSTRUCTION	Revaluation of Answer Scripts - Other Examination	19	30	17
79	DEPARTMENT OF PUBLIC INSTRUCTION	Issuing Duplicate MarksCard - Urgent Case - Other Exams	7	5	2
80	DRUGS CONTROL DEPARTMENT	Renewal of License	4532	30	9
81	DRUGS CONTROL DEPARTMENT	Issue of License for Sales establishment.	3723	30	7
82	DRUGS CONTROL DEPARTMENT	Change addition/deletion of Registered Pharmacist	1234	7	3
83	DRUGS CONTROL DEPARTMENT	Change addition/deletion of Competent person	150	7	3
84	DRUGS CONTROL DEPARTMENT	Name Change	66	7	2
85	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	Sanction of Medical Reimbursements Bill of IPs	73	60	20
86	FIRE SERVICES DEPARTMENT	RESPONSE TO FIRECALLS	827	1	1
87	FIRE SERVICES DEPARTMENT	RESPONSE TO RESCUE/ SPECIAL CALLS	33	1	1
88	FIRE SERVICES DEPARTMENT	NOC for Crackers License	23	7	1
89	FISHERIES DEPARTMENT	Issue of registration/ licenses to boats	132	15	4
90	FISHERIES DEPARTMENT	Issue of order for disposal of fishing rights under the jurisdiction of district level officer.	11	45	15
91	FISHERIES DEPARTMENT	Issue of licences for fishing in Reservoirs	1	10	1

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
92	FOOD AND CIVIL SUPPLIES DEPARTMENT	Modification in Existing Ration Card	1454201	7	1
93	FOOD AND CIVIL SUPPLIES DEPARTMENT	Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution System) Control Order 1992.	1	30	1
94	HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of age certificate	97132	3	1
95	HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of discharge certificate and sterilization certificate	47615	1	1
96	HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of Disability Certificate	31729	30	4
97	HEALTH AND FAMILY WELFARE DEPARTMENT	Issue of wound Certificate	6452	3	1
98	HOME DEPARTMENT	Reciept and Disposal of Petitions	278314	45	4
99	HOME DEPARTMENT	Issue of copy of FIR to the complaintant	205971	1	1
100	HOME DEPARTMENT	NoC for Passport Verification	170074	20	8
101	HOME DEPARTMENT	Missing Report of documents, Mobile phone etc	67861	1	1
102	HOME DEPARTMENT	Service Verification	46425	20	6
103	HOME DEPARTMENT	License for Amplified Sound System	15417	3	1
104	HOME DEPARTMENT	PVC for Central /State Govt. employees if request is received directly by the employee	3195	20	4
105	HOME DEPARTMENT	Police Verification Certificate for Institutions/ Companies	2907	20	4
106	HOME DEPARTMENT	NOC for Residencial Permit Extension	2745	7	3
107	HOME DEPARTMENT	Permission for Peaceful Assembly and procession	2049	15	2
108	HOME DEPARTMENT	Police verification Certificate for Training Apprenticeship at Public Undertakings /for trainees/ Workers working on daily wages at Govt. Institutions	1701	20	4
109	HOME DEPARTMENT	Arms License Issue and Renewal Verification	1095	30	6

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
110	HOME DEPARTMENT	Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	951	20	4
111	HOME DEPARTMENT	Police verification Certificate for Coolies/Loader/Class IV Security Staff/ Supervisor at Airport (Individual applicants only)	829	20	4
112	HOME DEPARTMENT	Police Verification Certificate for domestic servants/house keeping	567	20	6
113	HOME DEPARTMENT	License for Amusement	403	15	2
114	HOME DEPARTMENT	Police verification Certificate for Marriage Alliances	82	20	6
115	HOME DEPARTMENT	NOC for petrol pump,gas agency,hotel,bar etc.	75	7	5
116	HOME DEPARTMENT	No obligation to return to India (NORI) Certificate	70	20	5
117	HOME DEPARTMENT	No objection to return to India permission in respect of Tibetans	35	20	4
118	HOME DEPARTMENT	Certification of Finger Print	30	20	5
119	INFORMATION DEPARTMENT	Giving permission for film shooting	82	15	2
120	INFORMATION DEPARTMENT	Issue of Certificate for 100 percent Enterta-inment Tax Exemption for films	10	15	4
121	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	Registration of Land / property	548513	1	1
122	KANNADA AND CULTURE	Sponsored Programme (Sponsoring Artist Groups)	27	3	1
123	KANNADA AND CULTURE	Payment of medical expenses to artists	21	3	3
124	KANNADA AND CULTURE	Issue of Railway concession letter to Artists	16	3	1
125	KANNADA AND CULTURE	Nayana reservation	14	2	1
126	KANNADA AND CULTURE	Issue of Identity Cards to Artists	12	2	2
127	KARNATAKA HOUSING BOARD	ISSUE OF DRAFT SALEDEEDS FOR ALLOTMENT IN RESPECT OF HOUSE/SITE/FLAT etc..	755	30	5
128	KARNATAKA HOUSING BOARD	REFUND	174	30	5

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
129	KARNATAKA HOUSING BOARD	Approval of Building Plan for construction of House in sites of 250 Sq.mtrs of area	42	30	4
130	KARNATAKA SLUM DEVELOPMENT BOARD	Absolute Sale Deed after payment of cost fixed by the Govt. after issue of Hakku Pathra by the Board o the house constructed under various schemes and the house constructed by the slum dwellers in the decalred slum area	65	40	6
131	KARNATAKA SLUM DEVELOPMENT BOARD	No. Objection certificate to repair the houses under section 5B of the Karnataka Slum Areas (Improvement and Clearance) Act 1973	1	30	1
132	KARNATAKA STATE POLLUTION CONTROL BOARD	Disposal of Consent for Establishment/Consent for Expansion Applications under Water Act 1974 and Air Act 1981-Green Category.	142	30	8
133	LABOUR DEPARTMENT	Registration of Building and other Construction Workers	65604	15	3
134	LABOUR DEPARTMENT	Registration under the Karnataka Shops and Commercial Establishments Act, 1961	27591	15	3
135	LABOUR DEPARTMENT	Renewal of Registration under Karnataka Shops and Commercial Establishments Act,1961	16413	15	3
136	LABOUR DEPARTMENT	Renewal of Licence to the contractor under the Contract Labour Act,1971	4125	15	5
137	LABOUR DEPARTMENT	License to the contractor under the Contract Labour Act,1970	1809	15	5
138	LABOUR DEPARTMENT	Registration of Principal employer under Contract Labour Act	732	15	6
139	LABOUR DEPARTMENT	Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act,1996	543	15	4
140	LABOUR DEPARTMENT	Licenses to Industrial premies under the Beedi and Cigar(Conditions of Employment) Workers Act,1966	167	7	3
141	LABOUR DEPARTMENT	Registration under the Trade Union Act,1926	94	15	9
142	LABOUR DEPARTMENT	Registration ISMW Act, 1979	52	15	7
143	LABOUR DEPARTMENT	Registration under Motor Transport Workers Act,1961	42	30	6

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
144	LABOUR DEPARTMENT	License under ISMW Act,1979	9	15	5
145	LABOUR DEPARTMENT	Registration of plantation under the Plantation Labour Act,1951	4	15	1
146	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Bus Passes to School Children	547	7	1
147	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Bus Passes to Physically challenged	92	15	1
148	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Free Bus Pass For the Blind	36	7	1
149	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Free Bus Passes to freedom fighters	11	15	1
150	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	Accident Relief Fund	1	30	1
151	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Bus Passes to School Children	243	7	1
152	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Bus Passes to Physically challenged	71	15	1
153	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Free Bus Pass for Blind Person	24	15	1
154	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Issue of Free Bus Passes to freedom fighters	3	15	1
155	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	Accident Relief Fund	1	30	20
156	PRE-UNIVERSITY BOARD	Photocopying answer scripts of the 2nd PUC final examination	37369	10	6
157	PRE-UNIVERSITY BOARD	Revaluation of answer scripts of the 2nd PUC final examination	8693	30	9
158	PRE-UNIVERSITY BOARD	Issue of Duplicate marks card	159	15	13
159	PRE-UNIVERSITY BOARD	Re-totalling answer scripts of the 2nd PUC final examination	139	10	5
160	PRE-UNIVERSITY BOARD	Recognition Renewal of Private Pre University Colleges	8	30	14

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
161	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	Permission for road cutting along NHs, SHs and MDRs	141	15	2
162	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	Permission for erection of Hoardings and Construction of structures along NHs, SHs and MDRs	2	30	10
163	REVENUE DEPARTMENT	All types of Caste Certificate	4561495	21	8
164	REVENUE DEPARTMENT	All types of Income Certificate	2971475	21	8
165	REVENUE DEPARTMENT	Residence Certificate	591204	7	4
166	REVENUE DEPARTMENT	RTC Typological errors corrections	180140	40	10
167	REVENUE DEPARTMENT	Surviving Family member Certificate	42178	7	4
168	REVENUE DEPARTMENT	Mutation Extract	41823	7	4
169	REVENUE DEPARTMENT	Small and Marginal Farmer Certificate	41216	7	4
170	REVENUE DEPARTMENT	Record of Rights Certificate	28948	30	15
171	REVENUE DEPARTMENT	No tenancy certificate	26662	7	4
172	REVENUE DEPARTMENT	Domicile Certificate	24177	7	3
173	REVENUE DEPARTMENT	Agricultural Family member Certificate	19581	7	4
174	REVENUE DEPARTMENT	Sandhya Suraksha	17676	70	17
175	REVENUE DEPARTMENT	Destitute Widow pension	14017	70	17
176	REVENUE DEPARTMENT	Conversion of agriculture land to non agriculture purpose	11773	120	44
177	REVENUE DEPARTMENT	Solvency Certificate	10645	21	4
178	REVENUE DEPARTMENT	Agriculturist Certificate	9312	7	4
179	REVENUE DEPARTMENT	Agricultural Labour Certificate	5414	7	4
180	REVENUE DEPARTMENT	Landless Certificate	4918	7	4
181	REVENUE DEPARTMENT	Non-Creamy layer Certificate	4217	7	4
182	REVENUE DEPARTMENT	Indira Gandhi Old Age Pension	2966	70	17
183	REVENUE DEPARTMENT	No Government Job Certificate for Compassionate Appointments	2670	7	4
184	REVENUE DEPARTMENT	Unemployment Certificate	2469	7	4

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
185	REVENUE DEPARTMENT	Verification/Validity of Caste Certificate	2104	15	6
186	REVENUE DEPARTMENT	Death Certificate	1753	7	3
187	REVENUE DEPARTMENT	Change of Khata (Undisputed cases)	1060	60	6
188	REVENUE DEPARTMENT	No Objection Certificate under PTCL Act	782	21	11
189	REVENUE DEPARTMENT	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	761	30	7
190	REVENUE DEPARTMENT	Birth Certificate	428	7	3
191	REVENUE DEPARTMENT	Project Displacement Certificate	371	21	15
192	REVENUE DEPARTMENT	No Objection Certificate under LRF Grant	358	21	12
193	REVENUE DEPARTMENT	Not Re-married Certificate	337	7	4
194	REVENUE DEPARTMENT	Living Certificate	248	7	4
195	REVENUE DEPARTMENT	No objection Certificate under General Land transaction	164	21	17
196	REVENUE DEPARTMENT	Natural Calamity Relief Claims - Crop Loss	86	21	6
197	REVENUE DEPARTMENT	Pension for disabled persons	82	70	2
198	REVENUE DEPARTMENT	Natural Calamity Relief Claims - House damage	30	21	10
199	REVENUE DEPARTMENT	Population Certificate	10	7	3
200	REVENUE DEPARTMENT	Issuance of Arms License	8	55	25
201	REVENUE DEPARTMENT	Natural Calamity Relief Claims - Animal Loss	2	15	12
202	REVENUE DEPARTMENT	Natural Calamity Relief Claims - Loss of Human Life	1	15	13
203	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)	119528	15	4
204	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ALTERATION TO ASSESSMENT LIST	52099	45	17
205	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF DRINKING WATER	41635	3	1
206	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF STREET LIGHTS	33554	3	1

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
207	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	NOC TO ESCOMS	29507	45	10
208	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	BUILDING LICENCE	28623	60	13
209	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	MAINTENANCE OF VILLAGE SANITATION	21120	7	2
210	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ISSUE OF JOB CARD TO UNSKILLED LABOURES UNDER MGNREGS	19133	30	4
211	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	GENERAL LICENCE (TRADE LICENCE)	11767	45	11
212	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	ISSUING OF RECORDS (POPULATION,CROP,CATTLE CENSUS,BPL LIST)	8062	30	6
213	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES	3105	15	5
214	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Aakar Band)	42459	7	4
215	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Atlas)	29580	7	4
216	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Tippan)	16366	7	4
217	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Pakka Tippan)	9016	7	4
218	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Village Map))	5929	7	4
219	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Index of Land Records))	2000	7	4
220	SERVEY AND SETTELMENT COMMISSIONER	Issue of Duplicate Copies in Survey Section(Kharab Utar))	1414	7	4
221	TOWN MUNICIPAL COUNCIL	Issue of Birth,Still Birth and Death Certificates	123416	7	2
222	TOWN MUNICIPAL COUNCIL	Khatha Extract	53598	7	3
223	TOWN MUNICIPAL COUNCIL	New Building Licence upto 2400 sqft residential for single dwelling unit	8225	30	17
224	TOWN MUNICIPAL COUNCIL	Permssion for water supply and UGD connection for residential buildings single dwelling unit	7886	15	8
225	TOWN MUNICIPAL COUNCIL	Issue of Trade licence as per the delegation of powers	5709	30	12

	Department Name	Service Name	In Time Approvals	Stip. Time	Avg. Time
226	TOWN PANCHAYAT	Issue of Birth,Still Birth and Death Certificates	40563	7	1
227	TOWN PANCHAYAT	Khatha Extract	25391	7	3
228	TOWN PANCHAYAT	New Building Licence upto 2400 sqft residential for single dwelling unit	3325	30	16
229	TOWN PANCHAYAT	Issue of Trade licence asprescribed	3201	30	10
230	TOWN PANCHAYAT	Permmision for water supply and UGD connection for residential buildings single dwelling unit	2833	15	8
231	TRANSPORT CORPORATIONS(KS RTC/BMTC)	Issue of Bus Passes to School Children	499905	7	1
232	TRANSPORT CORPORATIONS(KS RTC/BMTC)	Issue of Bus Passes to Physically challenged	4519	15	2
233	TRANSPORT CORPORATIONS(KS RTC/BMTC)	Issue of Free Bus Pass for Blind Person	719	15	1
234	TRANSPORT CORPORATIONS(KS RTC/BMTC)	Issue of Free Bus Passes to freedom fighters	514	15	2
235	TRANSPORT CORPORATIONS(KS RTC/BMTC)	Accident Relief Fund	94	30	9
236	TRANSPORT CORPORATIONS(KS RTC/BMTC)	Issue of Rs. 2000 worth of Free Bus Coupons to wives/widows of Freedom Fighters	2	15	1
237	TRANSPORT DEPARTMENT	Registration of Vehicle	963125	30	11
238	TRANSPORT DEPARTMENT	Learning Licence	937685	7	2
239	TRANSPORT DEPARTMENT	Driving Licence	530959	30	4
240	TRANSPORT DEPARTMENT	Duplicate Licence	22670	30	5
241	TRANSPORT DEPARTMENT	Duplicate Registration Certificate	12650	30	8
242	WOMEN AND CHILD WELFARE DEPARTMENT	Senior Citizen Identity card	44814	7	1
243	WOMEN AND CHILD WELFARE DEPARTMENT	Disability Certificate and identity Card for Differently Abled Persons	34285	7	1
244	WOMEN AND CHILD WELFARE DEPARTMENT	Enrollment of pregnant and lactating mothers in anganwadi centres	3117	3	1
245	WOMEN AND CHILD WELFARE DEPARTMENT	Enrollment of 0 to 3 years children in Anganwadi centers	1740	3	1
246	WOMEN AND CHILD WELFARE DEPARTMENT	Enrollment of 3 to 6 years children in anganwadi centres	928	3	1

Chapter 3

Departmental Performance:

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 (30% weightage on (D) and 70% weightage on (F))
Chamarajanagar	49120	46913	0.1	5	4912	1	1
Mandya	77846	74421	1	17	4324	2	2
Uttara Kannada	47992	43303	0	1	3428	9	3
Hassan	72628	72963	0.9	16	4272	3	4
Chitradurga	62576	66732	0.4	12	3911	5	5
Raichur	76884	74213	1.4	19	4046	4	6
Koppal	49565	51884	0.8	15	3812	6	7
Gadag	31193	27486	0.1	5	3119	12	8
Chikkaballapura	33978	30863	0	1	2831	16	9
Yadgir	38526	43334	2.8	26	3502	7	10
Kodagu	17136	18558	1.4	19	3427	10	10
Haveri	40469	40469	0	1	2697	18	12
Mysore	95500	89091	1.4	19	3293	11	13
Tumkur	90136	75786	4	28	3466	8	14
Dharwad	48056	39068	0.2	8	2669	19	15
Gulbarga	73136	65565	1.9	22	2925	14	16
Chikmagalur	29945	29415	1	17	2722	17	17
Bidar	49101	44705	2.4	24	2888	15	18
Ramanagara	29703	29078	5.3	30	2970	13	19
Belgaum	116141	116054	0.1	5	2471	24	20
Bijapur	52543	61761	0.7	13	2502	22	21
Shimoga	41268	39079	0.2	8	2427	25	22
Bangalore Rural	23100	22844	1.9	22	2566	20	23
Dakshina Kannada	30155	25203	0	1	1507	29	23
Davanagere	45968	42252	0.3	10	2419	26	25
Kolar	38154	39903	2.8	26	2543	21	26
Udupi	22081	19904	0.3	10	2007	28	27
Bagalkot	42548	37771	0.7	13	2363	27	28
Bellary	62054	60006	2.6	25	2482	23	29
Bangalore Urban	69040	51466	4.4	29	726	30	30
Total	1556542	1480090	-	-	-	-	-

Notes: With the exception of Ramanagara, Bangalore Urban, Yadgir & Kolar most of other districts is well managed in terms of delays. Delays have come down from 54287 delays last month to 29949 this month.

2) Inspector General of Registration

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Gadag	4381	4369	0.1	3	438	5	1
Ramanagara	5151	5145	0.2	10	515	2	1
Haveri	5003	4989	0	1	333	8	3
Bagalkot	5929	5925	0.1	3	329	9	4
Mysore	12755	12731	0.5	19	439	4	5
Bangalore Rural	5483	5528	4.2	28	609	1	6
Yadgir	3158	3144	0.1	3	287	12	7
Dharwad	6678	6688	0.4	15	371	7	8
Chikkaballapura	3380	3371	0.1	3	281	13	9
Raichur	9159	9122	5.8	30	482	3	10
Bangalore Urban	36907	36839	1.1	24	388	6	11
Bidar	5391	5407	0.4	15	317	10	12
Dakshina Kannada	5244	5235	0.1	3	262	17	13
Mandya	5010	5005	0.2	10	278	14	13
Tumkur	7567	7670	1.7	26	291	11	15
Hassan	4245	4202	0.1	3	249	21	16
Bijapur	5552	5559	0.5	19	264	16	17
Shimoga	4188	4157	0.1	3	246	23	18
Bellary	6523	6544	0.4	15	260	18	19
Koppal	3521	3516	1.7	26	270	15	20
Chamarajanagar	2165	2165	0	1	216	26	21
Kodagu	1239	1235	0.3	14	247	22	22
Udupi	2849	2851	0.8	22	259	19	23
Chikmagalur	2469	2458	0.2	10	224	25	24
Davanagere	4840	4836	0.9	23	254	20	25
Uttara Kannada	1539	1535	0.2	10	109	30	26
Chitradurga	2725	2727	0.4	15	170	29	27
Gulbarga	5114	5115	0.6	21	204	27	28
Kolar	3670	3729	4.7	29	244	24	29
Belgaum	8942	8875	1.1	24	190	28	30
Total	180777	180672					

Notes:- Raichur, Kolar, Bangalore Rural show fluctuations in delayed disposals . Reasons for the same may be determined and corrective action taken. Ideally, there should be no delays in this service.

3) Survey & Settlement Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chikkaballapura	2347	2244	0	1	195	1	1
Uttara Kannada	2658	2593	0	1	189	2	2
Udupi	1402	1321	0.2	7	127	5	3
Mandya	2744	2910	3.3	18	152	3	4
Chitradurga	1888	2031	0.9	10	118	7	5
Shimoga	1506	1412	0	1	88	11	6
Dakshina Kannada	1612	1600	0	1	80	12	7
Koppal	1553	1646	3	17	119	6	8
Tumkur	3962	4024	18.3	28	152	3	9
Hassan	2022	2119	7.8	23	118	7	10
Bangalore Rural	1051	1022	5.8	21	116	9	11
Raichur	1403	1358	0.8	9	73	15	12
Haveri	1071	1106	0.2	7	71	16	13
Gadag	787	750	1.9	15	78	13	14
Chikmagalur	752	753	0.1	6	68	18	15
Mysore	2976	2521	11.6	25	102	10	16
Bagalkot	1249	1214	1.5	13	69	17	17
Chamarajanagar	598	633	0	1	59	24	18
Bijapur	1371	1418	1	11	65	21	19
Belgaum	3073	3248	1.1	12	65	21	20
Kolar	1023	920	4.6	19	68	18	20
Bangalore Urban	7102	6386	40.7	30	74	14	22
Kodagu	343	345	8.1	24	68	18	23
Yadgir	710	801	11.6	25	64	23	24
Dharwad	539	514	1.8	14	29	28	25
Gulbarga	1464	1582	6.4	22	58	25	26
Davanagere	408	371	2.2	16	21	30	27
Bidar	386	426	5.4	20	22	29	28
Ramanagara	570	472	17.8	27	57	26	28
Bellary	1070	1038	20.4	29	42	27	30
Total	49640	48778					

Notes: - Bangalore Urban, Bellary shows highest percentage of delays immediate necessary steps to be taken to control the same. Bellary, Mysore, Tumkur Ramanagara, Yadgir are also high on delayed disposal rates. Uttara Kannada and Chikkaballapura show consistent performance.

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(30% weightage on (D) and 70% weightage on (F))
Udupi	5561	6244	0	1	505	3	1
Dakshina Kannada	10546	10687	0.1	6	527	2	2
Bangalore Rural	4032	3774	0.1	6	448	4	3
Bangalore Urban	74041	67019	0.3	15	779	1	4
Uttara Kannada	5124	5259	0	1	366	9	5
Kodagu	1991	1944	0.3	15	398	6	6
Haveri	4801	4128	0	1	320	14	7
Davanagere	7127	7437	0.3	15	375	8	7
Chikkamagalur	3784	3892	0.2	11	344	10	9
Mysore	9993	9746	0.3	15	344	10	10
Dharwad	7018	6748	0.8	24	389	7	11
Shimoga	7591	7704	2.9	29	446	5	12
Hassan	4667	5076	0	1	274	18	13
Chikkaballapura	3297	3235	0.1	6	274	18	14
Bellary	6981	6729	0.2	11	279	17	15
Belgaum	16136	15292	0.8	24	343	12	16
Raichur	5552	5038	0.3	15	292	16	17
Mandya	5653	5665	0.4	20	314	15	18
Bagalkot	5866	5189	1.3	26	325	13	19
Tumkur	6905	6413	0.2	11	265	21	20
Chamarajanagar	2351	2374	0	1	235	27	21
Gulbarga	6524	7145	0.1	6	260	25	22
Yadgir	1862	1635	0.1	6	169	28	23
Ramanagara	2514	2381	0.2	11	251	26	24
Gadag	2641	2712	0.7	23	264	22	25
Chitradurga	4296	4031	2.8	28	268	20	26
Koppal	3404	3095	0.5	22	261	24	27
Bijapur	5518	5414	2.5	27	262	23	28
Bidar	2669	2864	0.4	20	157	29	29
Kolar	1973	2037	4.6	30	131	30	30
Total	230418	220907					

Notes: Kolar, Chitradurga, Shimoga, Bijapur show delays. Kolar also shows very little applications during the month. Though high in application count, Bangalore Urban, Dakshina Kannada delay is well controlled.

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 (30% weightage on (D) and 70% weightage on (F))
Chikkaballapura	15836	15847	0	11	1319	1	1
Kolar	13764	14057	0	11	917	3	2
Dakshina Kannada	23223	19663	0.1	17	1161	2	3
Ramanagara	8275	7940	0.1	17	827	4	4
Chikmagalur	7329	7338	0.1	17	666	5	5
Mandya	11896	11819	0.1	17	660	6	6
Chamarajanagar	2312	2317	0	11	231	13	7
Davanagere	5291	5313	0.1	17	278	11	8
Hassan	8844	8858	0.8	27	520	7	9
Tumkur	11540	11554	0.4	26	443	8	10
Bijapur	2026	2026	0	11	96	15	11
Udupi	1044	1128	0	11	94	16	12
Chitradurga	2305	2311	0.1	17	144	14	13
Kodagu	1915	2115	4.4	30	383	9	24
Bangalore Rural	2973	2965	1.2	28	330	10	25
Bangalore Urban	3135	3135	0	11	33	19	26
Mysore	7324	7164	2.7	29	252	12	27
Shimoga	1604	1598	0.3	25	94	16	28
Belgaum	1272	1272	0.1	17	27	20	29
Gadag	505	505	0.2	24	50	18	30
Total	132413	128925					

Notes: Chikkaballapura and Kolar show high applications but with zero delays. Gadag shows very little applications, Kodagu needs improvement in delayed disposals.

BMTC

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Bangalore Urban	111311	111311	0

Notes: As always, BMTC shows consistent and zero delays performance.

NEKRTC

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Yadgir	9213	9195	0
Raichur	14609	14613	0
Bidar	10287	10082	0
Bellary	16156	16111	0.4
Gulbarga	8951	9026	0
Koppal	5927	5693	0.1
Bijapur	3954	3985	0.4
Total	69097	68705	

Notes: Raichur and Bidar show good performance. Bijapur & Koppal show fewer applications. Overall delays are well managed.

NWKRTC

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Uttara Kannada	11448	11522	0
Haveri	3514	3631	0.1
Dharwad	1053	1055	0
Bagalkot	982	983	0
Gadag	639	686	6.9
Belgaum	536	545	6.8
Total	18172	18422	

Notes: - Though Uttara Kannada shows high receipts, delays are zero. Gadag as a district is overall showing very less applications under all divisions of the transport department. This may be looked into urgently.

Commercial Tax Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	5863	5995	0	1	293	3	1
Udupi	2323	2466	0	1	211	4	2
Mysore	5449	5759	0	1	187	5	3
Bellary	3326	3389	0	1	133	7	4
Davanagere	1819	1872	0	1	95	9	5
Bijapur	1937	1881	0	1	92	10	6
Dharwad	9016	9733	0.1	22	500	2	7
Ramanagara	847	899	0	1	84	11	7
Bangalore Urban	81688	84843	0.3	28	859	1	9
Gadag	742	815	0	1	74	13	10
Raichur	1388	1381	0	1	73	14	11
Gulbarga	1749	1957	0	1	69	15	12
Belgaum	7560	7623	0.1	22	160	6	12
Uttara Kannada	936	956	0	1	66	16	14
Shimoga	1861	1944	0.1	22	109	8	15
Bangalore Rural	543	560	0	1	60	17	15
Bidar	982	1053	0	1	57	18	17
Tumkur	1345	1311	0	1	51	20	18
Bagalkot	1363	1511	0.1	22	75	12	19
Hassan	772	706	0	1	45	21	19
Chitradurga	659	635	0	1	41	23	21
Chikmagalur	412	399	0	1	37	24	22
Haveri	552	562	0	1	36	25	23
Kolar	470	487	0	1	31	26	24
Chamarajanagar	254	279	0	1	25	27	25
Chikkaballapura	284	292	0	1	23	28	26
Koppal	701	829	0.2	26	53	19	27
Kodagu	227	284	0.7	30	45	21	28
Mandya	399	442	0.2	26	22	29	29
Yadgir	190	201	0.5	29	17	30	30
Total	135657	141064					

Notes: Though Delays are managed very well, application counts may be reviewed and mapped to registrations in a district etc. Yadgir, Kodagu, Chamarajanagar, Chikkaballapura show very low applications.

Rural Development & Panchayat Raj Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Davanagere	3912	3628	0	1	205	3	1
Ramanagara	3637	3048	0.3	10	363	1	2
Mandya	3936	3695	0.1	8	218	2	3
Uttara Kannada	1897	1581	0	1	135	7	4
Haveri	3052	2134	0.4	12	203	4	5
Shimoga	3079	2507	0.6	13	181	5	6
Dakshina Kannada	2048	1996	0	1	102	11	7
Udupi	1337	1334	0.3	10	121	8	8
Dharwad	1436	1339	0	1	79	15	9
Bellary	2959	2728	1.3	17	118	9	10
Chikkaballapura	855	772	0	1	71	17	11
Gulbarga	4423	4101	5.9	27	176	6	12
Chamarajanagar	865	1118	0.2	9	86	14	13
Hassan	1948	1848	1.5	20	114	10	14
Bagalkot	1218	1210	0	1	67	20	15
Gadag	593	589	0	1	59	22	16
Kodagu	392	411	1	15	78	16	16
Tumkur	2532	2037	3.3	25	97	12	18
Mysore	2528	2364	4.2	26	87	13	19
Chikmagalur	790	762	1.4	18	71	17	20
Bijapur	1503	1495	2.5	23	71	17	21
Belgaum	2824	2639	3.2	24	60	21	22
Kolar	680	590	1.4	18	45	24	23
Bidar	356	346	0.6	13	20	27	24
Koppal	544	730	1.2	16	41	26	25
Chitradurga	710	754	1.5	20	44	25	26
Bangalore Rural	431	266	6.8	29	47	23	27
Yadgir	46	47	2.1	22	4	28	28
Raichur	90	39	12.8	30	4	28	29
Bangalore Urban	236	240	6.7	28	2	30	30
Total	50857	46348					

Notes: The department is showing gradual positive improvements in terms of application receipts. Raichur, Yadgir show poor receipts.

Urban Development Bangalore Development Authority

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Bangalore Urban	365	278	10.8

Notes: Delayed disposals on the rise.

BWSSB:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Bangalore Urban	418	610	23.8

Notes: Huge delayed disposals seen. Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments is the impacted service.

BBMP

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)
Bangalore Urban	9632	9432
Bangalore Rural	1	1
Total	9633	9433

Notes: The most impacted service for BBMP is the Khatha related services showing 10.1% delays.

City Corporation (Except BBMP)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Dakshina Kannada	2398	2366	0
Dharwad	1222	1238	0.4
Belgaum	4185	4319	3.5
Davanagere	1023	1073	0.7
Gulbarga	987	960	0.3
Bellary	1284	1272	4.2
Mysore	1237	1221	3.4
Total	12336	12449	

Notes: Bellary & Belgaum show high delays. Dakshina Kannada as usual is managed very well.

CMC:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Kolar	2025	2098	0	1	135	2	1
Udupi	1238	1155	0	1	112	4	2
Bagalkot	2593	2513	0.1	12	144	1	3
Uttara Kannada	1344	1415	0	1	96	7	4
Tumkur	2498	2113	0	1	96	7	4
Shimoga	1782	1889	0.4	17	104	5	6
Chikkaballapura	994	1051	0	1	82	12	7
Kodagu	393	398	0	1	78	13	8
Ramanagara	977	973	0.8	18	97	6	9
Koppal	1548	1574	6.1	26	119	3	10
Haveri	1398	1350	0.1	12	93	9	10
Gadag	736	708	0	1	73	15	12
Chamarajanagar	844	1163	0.1	12	84	11	13
Chitradurga	1119	1114	0	1	69	16	14
Bijapur	1830	1811	0.2	15	87	10	14
Bidar	1104	1123	0	1	64	19	16
Belgaum	1376	1381	0	1	29	22	17
Mandya	1365	1358	1.2	21	75	14	18
Hassan	185	207	0	1	10	24	19
Raichur	1287	1361	1	19	67	17	20
Bangalore Rural	561	469	1.1	20	62	20	21
Chikmagalur	734	724	5.1	25	66	18	22
Davanagere	339	326	0.3	16	17	23	23
Yadgir	398	365	1.4	22	36	21	24
Gulbarga	260	265	2.6	24	10	24	25
Bellary	204	207	1.4	22	8	26	26
Total	29132	29111					

Notes: Koppal & Chikmagalur show high delayed disposals. Hassan & Bellary shows very low applications.

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/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Uttara Kannada	1442	1458	0	1	103	1	1
Kodagu	317	327	0	1	63	2	2
Mandya	657	652	0	1	36	3	3
Bagalkot	562	565	0	1	31	4	4
Dakshina Kannada	437	422	0	1	21	6	5
Davanagere	380	353	0	1	20	7	6
Dharwad	364	343	0	1	20	7	6
Gadag	269	286	0.3	13	26	5	8
Chamarajanagar	107	83	0	1	10	15	9
Shimoga	285	293	0.3	13	16	10	10
Chikmagalur	205	212	2.8	19	18	9	11
Belgaum	711	706	0.7	17	15	11	12
Yadgir	62	59	0	1	5	19	13
Chitradurga	211	249	1.6	18	13	12	14
Tumkur	268	304	0.3	13	10	15	15
Haveri	191	195	0.5	16	12	14	16
Koppal	62	72	0	1	4	21	17
Bellary	332	352	7.1	22	13	12	17
Chikkaballapura	27	28	0	1	2	24	19
Udupi	10	17	0	1	0	25	20
Hassan	165	168	9.5	23	9	17	21
Bidar	99	72	2.8	19	5	19	22
Mysore	259	278	12.6	24	8	18	23
Gulbarga	113	108	5.6	21	4	21	24
Raichur	80	98	30.6	25	4	21	25
Total	7615	7700					

Notes: Raichur, Mysore and Hassan show high delayed disposals. Yadgir, Udupi show very low receipts.

TMC

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Belgaum	3742	3673	0	1	79	4	1
Bangalore Rural	794	837	0.1	13	88	2	2
Chitradurga	1122	1185	0	1	70	8	3
Haveri	836	805	0	1	55	9	4
Gadag	917	872	0.5	20	91	1	5
Mandya	923	929	0	1	51	10	6
Kolar	1154	1136	0.1	13	76	5	7
Dakshina Kannada	1683	1697	0.4	19	84	3	8
Chikkaballapura	567	547	0	1	47	12	9
Ramanagara	475	460	0	1	47	12	9
Bagalkot	1326	1311	0.2	16	73	6	11
Uttara Kannada	620	617	0	1	44	14	12
Udupi	809	784	1.3	21	73	6	13
Hassan	818	891	0.1	13	48	11	14
Chamarajanagar	395	421	1.9	22	39	15	15
Shimoga	286	275	0	1	16	25	16
Bidar	255	257	0	1	15	26	17
Mysore	1137	1114	4	27	39	15	18
Bellary	590	604	0.3	18	23	19	19
Dharwad	409	401	0.2	16	22	20	20
Davanagere	252	260	0	1	13	27	21
Chikmagalur	390	408	3.2	25	35	17	22
Koppal	160	173	0	1	12	28	23
BLR URBAN	459	437	0	1	4	29	24
Bijapur	543	535	4.5	28	25	18	25
Tumkur	531	533	2.6	24	20	21	26
Gulbarga	480	480	1.9	22	19	22	27
Raichur	374	439	3.6	26	19	22	28
Yadagir	203	189	10.6	29	18	24	29
Total	22250	22270					

Notes: Koppal & Yadgir show very low applications and .Yadgir's delays are also high.

Home Department (Police)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Udupi	3011	2277	1.2	9	273	3	1
Kodagu	2078	1347	1.8	15	415	1	2
Bangalore Rural	2017	1917	0.4	4	224	8	3
Chikmagalur	2595	2246	1.7	12	235	6	4
Bangalore Urban	25725	14484	3.2	21	270	4	5
Uttara Kannada	2185	1865	1.3	10	156	10	6
Dakshina Kannada	6250	4144	8.2	30	312	2	7
Mysore	6720	5365	2.6	19	231	7	8
Chikkaballapura	1498	1356	0.3	2	124	15	9
Hassan	2637	2267	1.7	12	155	11	10
Davanagere	2554	2404	1	8	134	14	11
Ramanagara	2430	2211	7.7	29	243	5	11
Mandya	2777	2652	2	16	154	12	13
Chitradurga	1327	1272	0	1	82	19	14
Chamarajanagar	953	848	0.4	4	95	18	15
Shimoga	3026	2586	5.1	27	178	9	16
Dharwad	2024	1599	1.5	11	112	16	17
Bagalkot	1233	1133	0.3	2	68	21	18
Kolar	2098	2027	6	28	139	13	19
Tumkur	2934	2642	4.2	24	112	16	20
Gadag	595	549	0.9	7	59	25	21
Gulbarga	1624	1023	2.1	17	64	23	22
Bellary	1655	1295	2.8	20	66	22	23
Raichur	798	635	0.6	6	42	28	23
Koppal	599	537	1.7	12	46	26	25
Belgaum	3760	3023	4.7	26	80	20	25
Bidar	1094	1230	4.4	25	64	23	27
Haveri	694	643	2.5	18	46	26	27
Yadgir	434	387	4.1	23	39	29	29
Bijapur	780	488	3.3	22	37	30	30
Total	88105	66452					

Notes: A general trend of increased delays is seen. Dakshina Kannada & Ramanagara need specific focus.

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 (30% weightage on (D) and 70% weightage on (F))
Koppal	14870	14894	0	1	1143	1	1
Mandya	10608	10609	0	1	589	3	2
Uttara Kannada	7937	7931	0	1	566	4	3
Bijapur	11829	11620	0	1	563	5	4
Gadag	5288	5285	0	1	528	6	5
Ramanagara	5040	5039	0	1	504	7	6
Mysore	14212	14404	0	1	490	8	7
Tumkur	18584	18940	0.1	22	714	2	8
Gulbarga	11325	11323	0	1	453	11	8
Chikmagalur	4607	4602	0	1	418	12	10
Dharwad	7039	6898	0	1	391	14	11
Hassan	6486	6478	0	1	381	15	12
Kolar	5650	5465	0	1	376	16	13
Chikkaballapura	4504	4504	0	1	375	17	14
Bagalkot	8648	8706	0.1	22	480	9	15
Belgaum	16803	16740	0	1	357	18	15
Bellary	11890	12149	0.1	22	475	10	17
Bangalore Rural	3068	3060	0	1	340	19	17
Yadgir	3673	3818	0	1	333	21	19
Shimoga	5539	5547	0	1	325	22	20
Raichur	7936	8174	0.1	22	417	13	20
Chamarajanagar	3235	3236	0	1	323	23	22
Haveri	3708	3713	0	1	247	25	23
Dakshina Kannada	4729	4730	0	1	236	26	24
Udupi	2448	2448	0	1	222	27	25
BLR Urban	31921	32006	0.4	30	336	20	26
Chitradurga	4978	5131	0.2	27	311	24	27
Bidar	1778	1757	0.1	22	104	30	28
Kodagu	1074	1074	0.2	27	214	28	29
Davanagere	3217	3215	0.2	27	169	29	30
Total	242624	243496					

Notes: overall delayed disposals are well managed. Bidar continues to show low receipts.

Commerce & Industry

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F))
Dakshina Kannada	288	287	0	1	14	1	1
Dharwad	203	203	0	1	11	2	2
Kolar	171	174	0	1	11	2	2
Mysore	297	304	0	1	10	4	4
Udupi	113	113	0	1	10	4	4
Bagalkot	169	164	0	1	9	6	6
Shimoga	149	140	0	1	8	8	7
Ramanagara	73	72	0	1	7	9	8
Hassan	125	108	0	1	7	9	8
Bangalore Rural	55	54	0	1	6	13	10
Tumkur	162	175	0	1	6	13	10
Uttara Kannada	77	77	0	1	5	16	12
Koppal	70	68	0	1	5	16	12
Bellary	147	147	0	1	5	16	12
Chikkaballapura	66	68	0	1	5	16	12
Chikmagalur	63	62	0	1	5	16	12
Bangalore Urban	937	931	2.3	27	9	6	17
Belgaum	344	343	1.7	24	7	9	18
Haveri	63	64	0	1	4	21	19
Kodagu	24	25	0	1	4	21	19
Gadag	70	70	2.9	29	7	9	19
Davanagere	116	116	0.9	23	6	13	22
Chitradurga	53	53	0	1	3	24	23
Bidar	57	57	0	1	3	24	23
Bijapur	73	72	0	1	3	24	23
Yadgir	20	20	0	1	1	29	26
Mandya	81	82	2.4	28	4	21	27
Raichur	65	54	1.9	26	3	24	28
Gulbarga	60	60	1.7	24	2	28	29
Chamarajanagar	17	23	4.3	30	1	29	30
Total	4208	4186					

Notes: Application receipts may be reviewed by the departments comparing with the number of establishments in the district.

Labour department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	1161	1302	0	1	58	1	1
Uttara Kannada	823	771	0	1	58	1	1
Chikmagalur	312	283	0	1	28	8	3
Shimoga	470	452	0	1	27	9	4
Kolar	395	388	0	1	26	10	5
Hassan	442	363	0	1	26	10	5
Dharwad	662	719	0.1	16	36	5	7
Bijapur	958	958	0.5	23	45	3	8
Ramanagara	237	237	0	1	23	13	9
Bidar	554	603	0.2	17	32	7	10
Mysore	1230	1143	1.9	25	42	4	11
Tumkur	685	541	0.2	17	26	10	12
Haveri	505	352	3.4	27	33	6	13
Davanagere	356	333	0	1	18	18	14
Gulbarga	474	491	0	1	18	18	14
Raichur	326	307	0	1	17	20	16
Bellary	532	922	0.2	17	21	14	17
Gadag	105	89	0	1	10	24	18
Chitradurga	312	369	0.3	20	19	16	19
Udupi	229	293	1.7	24	20	15	20
Kodagu	48	37	0	1	9	25	21
Bagalkot	349	255	0.4	22	19	16	21
Belgaum	306	433	0	1	6	26	23
Chikkaballapura	81	84	0	1	6	26	23
Chamarajanagar	56	61	0	1	5	29	25
Mandya	286	381	0.3	20	15	22	26
Yadgir	195	220	4.1	28	17	20	27
Koppal	167	273	13.9	30	12	23	28
Bangalore Urban	640	588	2.4	26	6	26	29
Bangalore Rural	22	22	4.5	29	2	30	30
Total	12918	13270					

Notes: Koppal, Yadgir & Haveri show poor disposal rates. Applications count may need a review Bangalore Rural, Chikkaballapura including Bangalore Urban.

ESI

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Tumkur	244	140	93.6
Bangalore Urban	50	2	0
Kolar	2	2	0
Total	296	144	

Notes: A gradual improvement in the receipts of applications are seen with Tumkur showing good numbers, Bangalore urban also joining receiving applications

Boilers & Industrial Safety

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)
Dakshina Kannada	92	102
Bangalore Urban	379	387
Davanagere	53	50
Dharwad	45	59
Gulbarga	25	20
Mysore	50	58
Belgaum	80	74
Bellary	38	16
Shimoga	24	16
Tumkur	10	9
Raichur	12	5
Total	808	796

Notes: Only 11 districts have received the applications in the month. Department may please review if this is correct.

Pollution Control Board

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)
Hassan	1	1
Belgaum	1	1
Mysore	2	2
Dharwad	3	4
Bijapur	3	3
Ramanagara	3	5
Raichur	4	3
Udupi	5	7
Bellary	8	10
Total	30	42

Notes: Only 11 districts have received the applications in the month. Department may please review if this is correct. Reasons for the same also be shared.

Ayush Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Uttara Kannada	6	6	0
Bagalkot	5	5	0
Bangalore Urban	5	5	0
Shimoga	16	16	0
Mandya	2	2	0
Dharwad	10	10	0
Total	44	44	

Notes: Only 6 Districts show receipts under the and that too in minimal numbers.

Health & Family Welfare department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Chamarajanagar	4417	4438	0	1	441	1	1
Uttara Kannada	926	906	0	1	66	6	2
Haveri	859	834	0	1	57	8	3
Tumkur	3138	3082	0.6	16	120	2	4
Kolar	1202	1201	0.2	10	80	5	5
Ramanagara	913	901	0.3	13	91	4	6
Chitradurga	898	900	0.2	10	56	9	7
Shimoga	1772	1782	1.5	25	104	3	8
Bidar	710	712	0	1	41	14	9
Bagalkot	938	936	0.3	13	52	10	10
Gadag	640	618	1.1	20	64	7	10
Chikmagalur	435	433	0	1	39	16	12
Dakshina Kannada	815	814	0.2	10	40	15	13
Udupi	370	353	0	1	33	19	14
Chikkaballapura	381	381	0	1	31	21	15
Bijapur	892	894	1.1	20	42	13	16
Kodagu	134	132	0	1	26	22	17
Belgaum	2285	2317	1.5	25	48	12	18
Raichur	978	978	2.7	28	51	11	19
Bellary	966	969	1.3	23	38	17	20
Davanagere	640	641	1.1	20	33	19	21
Gulbarga	158	151	0	1	6	29	22
Bangalore Rural	321	315	1.9	27	35	18	23
Dharwad	293	290	0.7	17	16	25	24
Mysore	482	548	0.9	19	16	25	25
Koppal	201	118	0.8	18	15	27	26
Mandya	454	472	4.4	30	25	23	27
Yadagir	266	263	2.7	28	24	24	28
Bangalore Urban	537	529	0.4	15	5	30	29
Hassan	212	215	1.4	24	12	28	30
Total	27233	27123					

Notes: With the exception of Chamarajanagar, Tumkur, Kolar Shimoga & Belgaum, most other district seem to be low on applications. Delays also need review.

Women & Child Welfare department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Haveri	2241	2103	0	2	149	2	1
Chikkaballapura	1210	1210	0	2	100	3	2
Chitradurga	1423	1422	0	2	88	4	3
Dakshina Kannada	1143	1142	0	2	57	5	4
Davanagere	1006	1000	0	2	52	6	5
Gadag	498	497	0	2	49	7	6
Hassan	714	714	0	2	42	8	7
Bagalkot	700	700	0	2	38	9	8
Ramanagara	382	381	0	2	38	9	8
Mandya	672	672	0	2	37	11	10
Dharwad	654	654	0	2	36	12	11
Chamarajanagar	278	248	0	2	27	13	12
Bangalore Rural	1442	1476	4.2	30	160	1	12
Chikmagalur	290	290	0	2	26	14	14
Shimoga	368	368	0	2	21	15	15
Koppal	265	277	0	2	20	16	16
Tumkur	467	467	0	2	17	18	17
Mysore	472	423	0	2	16	19	18
Udupi	157	145	0	2	14	20	19
Kodagu	62	60	0	2	12	21	20
Kolar	133	136	0	2	8	22	21
Raichur	137	137	0	2	7	24	22
Bijapur	106	110	0	2	5	25	23
Bangalore Urban	419	419	0	2	4	26	24
Belgaum	954	958	0.5	27	20	16	25
Yadgir	39	39	0	2	3	27	26
Uttara Kannada	36	36	0	2	2	28	27
Bidar	0	0		1	0	30	28
Bellary	217	217	3.7	29	8	22	29
Gulbarga	67	68	1.5	28	2	28	30
Total	16552	16369					

Notes: Bidar, Yadgir, Uttara Kannada, Kodagu & Gulbarga show NIL or least receipts. Review may be required to spot reasons.

Kannada & Culture

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)
Bangalore	36	36

Notes: Nil delays!

Fire Services

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Chikmagalur	11	11	0
Uttara Kannada	4	4	0
Kolar	7	7	0
Koppal	3	3	0
Davanagere	9	9	0
Haveri	3	3	0
Chikkaballapura	5	5	0
Bidar	6	6	0
Bijapur	10	10	0
Bangalore Urban	7	7	0
Mysore	34	35	2.9
Shimoga	7	7	14.3
Bellary	3	3	33.3
Total	109	110	

Notes: The department may review if all districts are covered in the program and if there are any instances of Bypass. Only 13 districts listed.

Housing department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)
Dharwad	43	64	0
Koppal	37	37	0
Gulbarga	38	35	0
Shimoga	19	24	0
Raichur	17	0	
Chikmagalur	7	15	0
Chitradurga	6	14	0
Dakshina Kannada	10	16	0
Davanagere	0	2	0
Bagalkot	0	2	0
Bangalore Urban	81	57	0
Bellary	24	26	0
Bidar	6	13	0
Mysore	14	15	0
Hassan	12	7	0
Haveri	5	15	0
Gadag	9	11	0
Uttara Kannada	8	6	0
Yadgir	4	4	0
Ramanagara	8	7	0
Tumkur	6	8	0
Belgaum	47	52	1.9
Mandya	7	10	40
Total	408	440	

Notes: Except Mandya, delays are well managed. However, the application receipts may require a review. Zero applications in Davanagere, Bagalkot. Yadgir, Haveri & Mandya also shows minimal applications

Education Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chitradurga	61	23	0	1	3	5	1
Chikkaballapura	29	30	0	1	2	6	2
Yadgir	25	10	0	1	2	6	2
Mysore	517	441	2	18	17	1	4
Gulbarga	402	383	1.3	17	16	2	5
Bangalore Urban	1194	1208	0.4	16	12	3	6
Bidar	30	6	0	1	1	11	7
Chamarajanagar	12	11	0	1	1	11	7
Udupi	13	5	0	1	1	11	7
Uttara Kannada	25	19	0	1	1	11	7
Belgaum	447	418	2.9	19	9	4	11
Shimoga	42	20	10	23	2	6	12
Bijapur	54	27	14.8	25	2	6	13
Tumkur	54	38	23.7	27	2	6	14
Raichur	10	12	0	1	0	19	15
Haveri	5	7	0	1	0	19	15
Kodagu	4	1	0	1	0	19	15
Kolar	11	4	0	1	0	19	15
Dharwad	15	3	0	1	0	19	15
Gadag	6	8	0	1	0	19	15
Chikmagalur	8	7	0	1	0	19	15
Dakshina Kannada	15	25	0	1	0	19	15
Davanagere	31	19	5.3	20	1	11	23
Koppal	13	18	5.6	21	1	11	24
Hassan	28	21	9.5	22	1	11	25
Bagalkot	35	28	14.3	24	1	11	26
Bangalore Rural	8	12	16.7	26	0	19	27
Bellary	15	11	27.3	28	0	19	28
Mandya	12	6	33.3	29	0	19	29
Ramanagara	8	10	40	30	0	19	30
Total	3129	2831					

Notes: Barring a few districts, very low applications are seen. Mandya, Bellary, Bagalkot, Tumkur show high delayed disposals in spite of low applications. The department may please look into this. Also very low applications in Gadag, Chikmagalur, BLR rural, Ramanagara, Haveri & Kodagu.

Chapter 3 A : *Additional Services:*

The proposed services to be added to Sakala stands revised as below:

ABSTRACT				
SL.No.	DEPARTMENT Name	Services already in SAKALA	Services Proposed for addition in SAKALA	Services Identified from E-GOV list & citizen charter for NEXT phase
1	Rajiv Gandhi Rural Housing Corporation Ltd.	0	0	4
2	Karnataka Housing Board	3	0	7
3	Karnataka State Finance Corporation	0	0	16
4	Commercial Tax Department	10	0	15
5	Sericulture Department	0	5	3
6	Ambedkar Development Corporation	0	0	110
7	Treasury Department	0	0	39
8	AYUSH DEPARTMENT	3	0	21
9	Fisheries Department	3	0	42
10	Public Instruction	12	0	86
11	FOOD AND CIVIL SUPPLIES DEPARTMENT	4	0	34
12	Health and Family Welfare	4	1	1
13	Industries and Commerce	7	0	17
14	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1	0	4
15	Karnataka Industrial Area Development Board	0	0	8
16	MUNICIPAL CORPORATIONS/CMC/TMC/TOWN PANCHAYAT	20	0	4
17	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	11	0	79
18	TRANSPORT DEPARTMENT	11	0	128
19	WOMEN AND CHILD WELFARE DEPARTMENT	5	0	50
20	Govt Press	1	0	0
21	BBMP	7	0	0
22	BDA	12	0	0
23	BWSSB	3	0	0
24	Revenue Dept	48	0	2
25	Home Dept	23	0	0

ABSTRACT				
SL.No.	DEPARTMENT Name	Services already in SAKALA	Services Proposed for addition in SAKALA	Services Identified from E-GOV list & citizen charter for NEXT phase
26	P.U Board	6	0	0
27	Drugs Control Dept	5	0	0
28	Labour Dept	13	0	0
29	ESI	5	0	0
30	Fact & Boilers	9	0	1
31	PWD	2	0	0
32	KSPCB	5	0	0
33	Kan & Culture, Archives	6	0	0
34	Info Dept	2	0	0
35	DPAR	21	0	0
36	Karnataka Slum Dev Board	3	0	0
37	Dept of collegiate Education	0	18	0
38	Co-operative dept - warehouse corp	0	2	0
39	Co-operative dept - RCS	0	9	0
40	Co-operative dept - Ag Mktng	0	27	0
41	Dept of Libraries	0	2	0
42	CPI -emp services	0	21	0
43	Excise Dept -emp services	0	21	0
44	Energy Dept -emp services	0	21	0
45	Higher_Education_Dept	0	73	81
46	Dept. of Backward Classes and Welfare	0	0	25
47	Department of Animal Husbandry & Dairy	0	0	2
48	Central Social Welfare Board	0	0	12
49	Tourism Department	0	0	12
	TOTAL	265	200	803

Chapter 4

Citizen Interactions

Call Centre report Citizen Feedback

The election time of March, April & May saw a jump in the number of complaints, understandably due to delays in delivery of service. Some of the services like (Land conversions, Pensions to name a few) were forbidden to be delivered under the election code of conduct. Also most of the Revenue department staff being mobilised for carrying our elections.

However as expected, we see a fall in the complaints over the last 2 months. In the current month, we saw 134 complaints. Here is a report from the Call centre:

Complaints for the Month

Sakala - 134

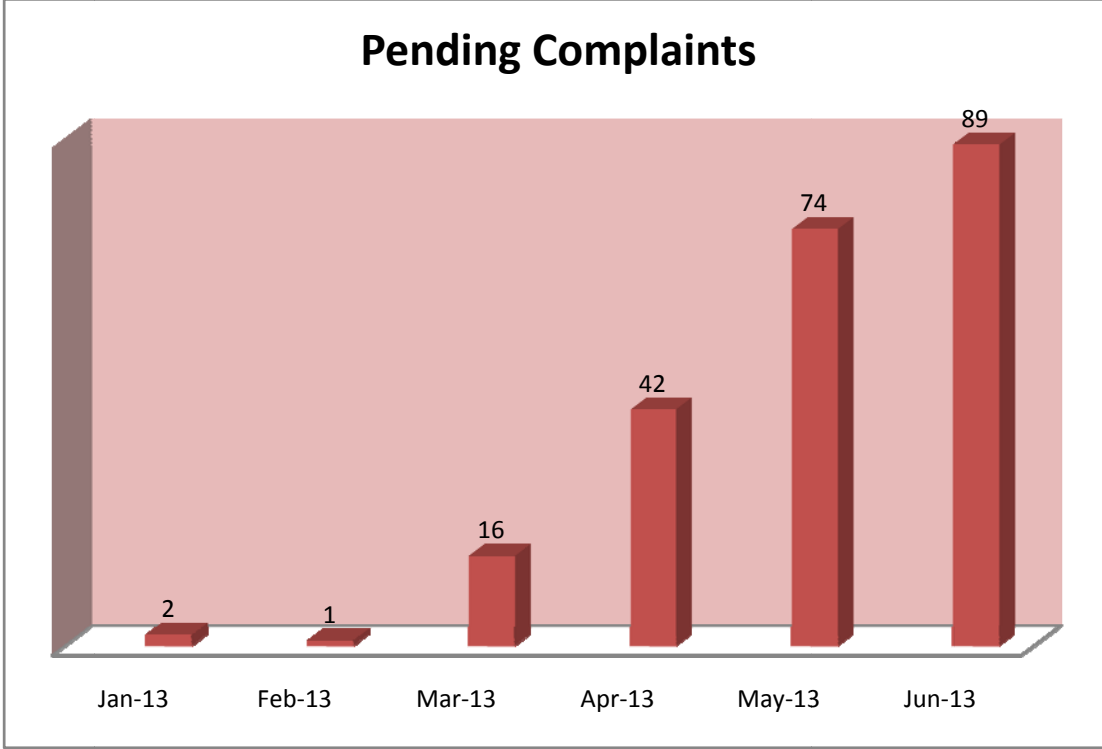
Non Sakala - 88

Sakala - Department wise receipts of Complaints:

Department	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Grand Total
Ayush Department			1			1
BBMP	26	29	21	10	4	159
BDA	2	3				7
BWSSB	7	12	10	5	4	51
Commercial Tax Department			1			7
Department Of Factories, Boilers Industrial Safety And Health						1
Education Department	11	6	11	3	4	42
Employees State Insurance Medical Service	1	1	6			11
Fisheries Department	1					1
Food And Civil Supplies Department	25	9	10	5	4	109
Health And Family Welfare Department	1	3	1			9
Home Department	14	13	9	8	7	80
Karnataka Housing Board	4	2	4			11
Karnataka Slum Development Board						1
Labour Department	1	1	1			8
RDPR	22	24	19	9	18	206
Revenue Department	280	227	203	80	87	1390
Transport Corporation(KSRTC/BMTC)		1				1
Transport Department	18	16	9	3	1	63
Urban Development	16	15	9	2	4	92
Women And Child Welfare Department						1
Revenue department.					1	1
Grand Total	429	362	315	125	134	2252

Revenue receives the highest complaints being the largest service provider, while RDPR and BBMP also have a good pile of complaints.

Pending Sakala Complaints:

**Appeals:**

Under Appeals - 1 - Out of the total 385 appeals, there are 145 appeals pending, while the rest has been compensated or service delivered. As mentioned earlier 49 citizens have been compensated after an appeal.

Under Appeals -2 - Out of the 47 appeals received, 37 are work in progress.

Appeal-1 Summary				
<input checked="" type="radio"/> Department-Wise <input type="radio"/> District-Wise				
Department	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending
<u>COMMERCIAL TAXES DEPARTMENT/ವಾಣಿಜ್ಯ ತೆರಿಗೆ ಇಲಾಖೆ</u>	4	2	2	0
<u>EDUCATION DEPARTMENT/ಶಿಕ್ಷಣ ಇಲಾಖೆ</u>	15	0	6	9
<u>FOOD AND CIVIL SUPPLIES/ಆಹಾರ ಮತ್ತು ನಾಗರಿಕ ಸರಬರಾಜು ಇಲಾಖೆ</u>	8	2	4	2
<u>HOME DEPARTMENT/ಒಲಾಡಳಿತ ಇಲಾಖೆ</u>	3	0	1	2
<u>REVENUE DEPARTMENT/ಕಂದಾಯ ಇಲಾಖೆ</u>	294	93	90	111
<u>RURAL DEVELOPMENT AND PANCHAYAT RAJ/ಗ್ರಾಮೀಣಾಭಿವೃದ್ಧಿ ಮತ್ತು ಪಂಚಾಯತ್ ರಾಜ್ ಇಲಾಖೆ</u>	38	11	18	9
<u>TRANSPORT DEPARTMENT/ಸಾರಿಗೆ ಇಲಾಖೆ</u>	1	1	0	0
<u>URBAN DEVELOPMENT/ನಗರಾಭಿವೃದ್ಧಿ ಇಲಾಖೆ</u>	22	10	0	12
Total:	385	119	121	145

Chapter 5

A. Defaulters Trend & Compensation paid details

Report: Trend of Number of offices having more than Seven (7) Defaulting Sakala Applications

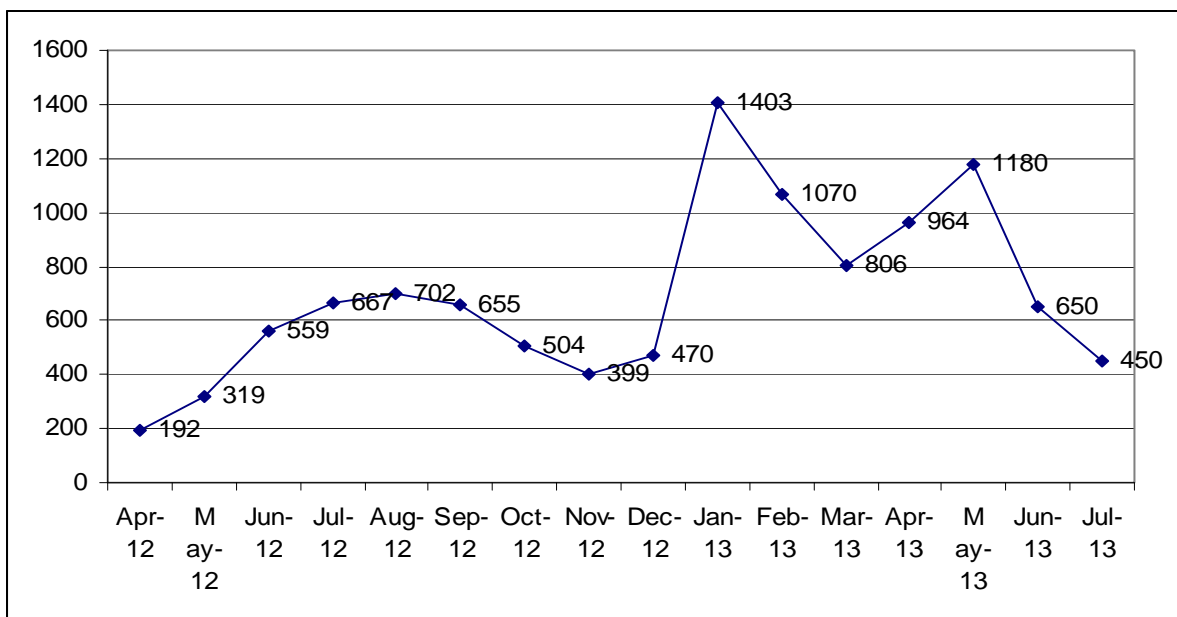
Section 14 of the KGSC Act has penal provisions for initiating disciplinary action against officials who commit more than 7 defaults (applications disposed beyond stipulated time). The report is the count of Sakala delivery offices which had not disposed more than 7 applications beyond stipulated time.

Any office within which has more than seven defaults in a month has been counted as one defaulting office.

This report is a graphical depiction of trend starting from April 2012 till July 2013.

In August 2012 – the number of defaulting offices having more than 7 defaults were 667. In January 2013 – the number of defaulting offices are 1403. In May 2013 it was 1180 and it is continuously declining after that. In July 2013, it is 450.

Each number on the trend chart shows the number of defaulting offices in that month having more than 7 defaults.



The head of the departments have ben asked to initiate enquiry and report to the mission as to the reason for such defaults, whether they were intentional or system related and the action taken to prevent the default in future.

B. Compensation paid details:

List of officers who have paid compensation to citizens and service impacted due to delay in services under Sakala.

Designation of the officer	No of cases where compensation paid
DC	1
Tahsildhar	31
Revenue Inspector	4
Sr. Div Clerk (RTO)	1
PDO	4
Village Accountant	2
Case Worker	6
Total	49

Service	Count
Income Certificate	7
Caste Certificate	23
Small Farmer's Certificate	4
Land Conversion	1
Residency Certificate	1
Family Member Certificate	1
Mutation	3
Drinking water	3
RTC	3
Vehicle Registration	1
Record of Rights	1
Street Light	1

Chapter 6

Citizen feedback:

As part of a continuous feedback mechanism that we collect from Citizens through various sources like Call centre, District IT consultants, Mission Staff , we get an insight into what the expectations of the citizens are and what their reactions are. The call centre collects about 200 verbatim feedbacks, and the DITC collect about 5 feedbacks every 2 days across 30 districts totalling about 2000 calls per month. Lastly our Law Minister also directly interacts with citizens every 1st and 3rd Wednesday in Doordarshans Chandana lasting one hour.

An extract of some success stories is reproduced below.

Part I: Success Stories:

1. **BBMP tax payment** Roysten Prabhu, a NRI, had picked up a flat from a well-known developer in 2003. He had left to Saudi Arabia immediately after the property registration. He realized recently that his property tax payments were due since 2003. He sent his son over to clear the dues. To his surprise, BBMP accepted taxes only from 2008 -2013 and declined to accept dues before 2008. The reasoning that was given to him was that there were no records of the property available before 2008. Mr Prabhu was shocked as he had registered the property in 2003 and that he had all records to substantiate it. How could the records get generated all of a sudden in 2008 was his question. He tried to approach a lot of officials at BBMP but all in Vain.

He later figured out Ms. Shalini Rajneesh's email from some Gov website and pleaded her intervention. This case was forwarded by her to me (Transact Global, Helpline for BBMP & Sakala). On investigation it was revealed that the computerization of tax receipts had happened in 2008. The system would not accept the taxes before 2008 as it had to be manually calculated. Apparently some officials at BBMP were ignorant of the method. To shun the matter the officials declared that there were no records available for them to accept taxes.

We later took up the matter with H N Nagendra (Revenue Inspector at BBMP) and briefed him about the same. He was more than glad to do the calculation manually. Today, Roysten Prabhu has cleared all his dues. I remember that during our first telecon, all he could talk about was the harrowing ordeal that he underwent. He had also told me that would never invest here in India as there was a lot of corruption, unapproachable bureaucrats & loose systems.

At a sharp contrast to the tone of the said conversation, pleasantly enough, now the last few lines of his email written to me reads "Now I feel confident that anything will work provided we proceed in the right direction and approach the right people.....just like it happened between the two of us. Please accept this small note of ours as a token of appreciation for all that you have done. Will surely try and meet you in person."

Needless to mention, he is now a relieved man with a reposed faith in the system.

2. Non Sakala - parking rights: This was yet another case of an unsuspecting common citizen being taken for a ride by the builder as the parking space that was promised earlier to her by the builder was never handed over.

The Problem: Her issue about the parking lot is quite explicitly narrated in the email that she has written to Ms. Shalini Rajneesh whom she approached via email as a last-ditch attempt after knocking every door at BBMP in vain. This email was sent to me (Darshan Chinnappa of Transact Global which handles the Call centre for Sakala) on 6th of Feb 2013.

On investigation, it emerged that she was duped by the builder as there was no parking space marked for her flat # 201. We then pulled out the docs from BBMP to see if a plan was submitted before getting the approval. To our surprise we got to know that a proper plan was never submitted to BBMP. However the sale deed did make a mention of a parking lot. With the help of local police officials we tried to locate the builder and pulled out the site plan after a lot of negotiation. This plan was later given to BBMP for their record purpose.

With the help of local police and intervention of BBMP officials the parking lot was then properly earmarked. This entire activity took nearly four months to be resolved. My team members Devraj, Bopanna & Sandeep had to handle the case & follow up with the officials @ BBMP & the Police department on a regular basis/consistently. Digging out necessary records was the most challenging part in the entire episode which needed consistent follow up.

This probably could not have been possible had it not been for the dogged efforts and consistent follow-up of my team that handled it.

This is what the Citizen had to say – of course with a sigh of big relief!

Without your support I would not have been aware also of common man's rights.

In my fight to get a car parking according to my sales deed I have met honest officers. Mr Naqaraju, ARO BBMP, Mr Bhimesh Senior Executive Engineer. They did a wonderful job. However the troublemaker team did not accept that. Then police team consisting of Sub Inspector Rama Devi and head constable Mr Rama Krishna from Bypannahalli police station both made an unbiased decision in our favour.

I wish to state that India has changed and government officers support the righteous common man without any bribe or influence. - Sangita Gupta

Part II: Details of Feedback obtained from the Call centre & DITCs.

Name	Taluk	Service	Department	Status	Remarks
Rohit	T.Narsipura	Drainage work	PWD Department	Satisfied	Citizen got to know about Sakala through media advertisements, he contacted for Drainage problem. He was very glad to for getting the issue resolved the issue in one single call.
Siddalingaiyya	Gouribidhnoor	Survey Section	Revenue Department	Not Satisfied	Mr. siddalingaiah from Chikkaballapura, he got to know about Sakala through media advertisement, he called up 44554455 call Centre to enquire about New Survey, but since the services was not under Sakala so he was unable to get required service. He requested to add the same service under Sakala.
Bettappa	Sindhagi	MGNREGA	RDPR	Satisfied	Mr Bettapa from Bijapur knew about Sakala through media advertisement, he called Sakala to know the procedure of MGNREGA Act. He got required information
Shivraj	Lingasur	Income certificate	Revenue Department	Satisfied	Citizen had applied for income certificate through Sakala, he got to know about Sakala through news paper, He received the service on time, Citizen requested to add more services.
Kallesh	Chitradurga	Survey sketch	Revenue Department	Not Satisfied	Citizen got to know about Sakala through <u>Sakala display boards</u> , applied for the service of survey sketch copy on 12-2-2012, but still the issue resolved yet. <u>he stated that the Concerned department Officers are not responding properly and they will not care for public.</u>
Rajanna	Gouribidnur	Water problem	RDPR	Not Satisfied	Mr.Rajanna got to know about Sakala through media advertisement, he had applied for the service of Drinking Water (Non Sakala), but he didn't get the service yet. Concerned officers were not responding to him properly, he is not happy with Sakala.

Name	Taluk	Service	Department	Status	Remarks
Ashwath	Malur	Birth certificate	Revenue Department	Can't Say	Mr. Ashwath applied for RTC corrections in Malur Taluk office, he got to know about Sakala through Media advertisement but he didn't get the service yet, the Concerned officers are working on it.
Venkatesh	Maddur	Agriculture to non-agriculture	Revenue Department	Not Satisfied	Citizen got to know about Sakala through news paper, he had applied for the conversion of Agriculture land to Non agriculture purpose. But he didn't receive the service within the stipulated time. He complained against officers saying that they are not responding properly, they are not taking immediate action on complaints.
Murali	Bangalore	Driving licence	Transport Department	Satisfied	Citizen got to know about Sakala through News paper. He called Sakala Call centre to know about procedure of Driving Licence, he is satisfied with the information given by Sakala call centre and says Sakala is very useful for the people but needs to improve in rural areas.
Nandish	Mandya	Income certificate	Revenue Department	Satisfied	Citizen got to know about Sakala through media advertisement, Citizen applied for income certificate through Sakala, and got his service within the stipulated time, Citizen was very glad to Sakala for getting all the required information in one single call., <u>he also suggested to put Sakala boards in all bus stops.</u>
Murthy	Pavgada	Residence Certificate	Revenue department	Satisfied	Citizen came to know about Sakala through newspaper. He stated that he had applied for the service of Residence Certificate; he received the required information through Sakala call centre. <u>He requested to include more services under Sakala, so that public can get them easily..</u>
Sandya	Bangalore	Katha Transfer	BBMP	Not Satisfied	Citizen got to know about Sakala through News paper. She approached Sakala call centre to get solution for his Khatha issue, currently she is dissatisfied because her case is still unresolved.

Name	Taluk	Service	Department	Status	Remarks
Mohammad Ali	Bellary	Caste Certificate	Revenue Department	Satisfied	Citizen got to know about Sakala through media advertisements. He applied for Caste Certificate, he is satisfied with the information given by Sakala Call Centre and he says Sakala is very useful for the people.
Basavaraju	Basavanabage wadi	Birth Certificate	Revenue Department	Satisfied	Citizen got to know about Sakala through News paper. He called Sakala call centre to know about procedure of Birth Certificate. He suggested <u>advertising about Sakala in rural area where the people don't much know about Sakala.</u>
Basha Patel	Jervargi	KEB issue	Energy Department	Satisfied	Citizen has seen the advertisement in News Paper, TV advertisement. According to the Citizen Sakala is very helpful scheme for poor people & requested to include more services under Sakala., Citizen called up to Call centre to know about KEB information (Non Sakala) but could not get exact information.
Bheemappa	Gokak	Caste certificate	Revenue Department	Not Satisfied	Citizen got to know about Sakala through news paper, he had applied for the service of caste certificate on in March'13 but the issue is still not resolved. He says the Department officers are not responding properly, he says <u>"Sakala is the only act which can directly take an action on the govt. officers who are not responding to the public concerns"</u> .
Srinivas	Shidlagatta	Khatha Transfer & Katha Extract	Revenue Department	Satisfied	Citizen stated that he came to know about Sakala through Sakala display Boards and TV advertisements, Citizen had called up to raise a Complaint regarding Katha transfer and Katha Extract, Citizen had received a good response under Sakala act. He happily said that Sakala is a helpful scheme.

Part 3: Interaction with citizens by the Hon. Law Minister in Doordarshan's Chandana TV on 19/7/2013:

SI No	Name of the Citizen	Location	Dept.	Nature of Grievance
1	Yelappa Poojari	Belgaum	Food	Change of ration card from APL to BPL has not happened since 2009. The paper rests with the Tahsildhar. This may be looked into. Pls help Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.
2	Ravindra	Bidar	Education	In the revaluation of marks, if the student has obtained more than 6 marks, the fees should be reimbursed, however this has not happened in his case. Action Taken: The Department has issued a letter for the refund of the same.
3	Rajkumar	Bidar	Revenue	Rejection of Caste certificate due to non production of Mahjar report (Panchanama) . Report: The DC reports that the citizen was not eligible for the certificate
4	Ravindra Singh	Mysore	Food	In Mysore peoples are expected to stand in long queues for getting kerosene and the shop owner is insensitive to our needs. The shop owner by a mere phone call informs that the shop will not open coz there is no stock. Action may be taken please. Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.
5	Syed Salim	Bhatkal	General	In spite of the service being part of Sakala, the officials are not accepting the same. They are asking for more money than the stipulated fees and don't provide any receipts. Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.
6	Muniraju	Dasarahalli	Education	Although he has a RTE admission for his child, he is asked to pay Rs 1800 as fees every month. This may be looked into. Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.
7	Rakesh	Banswadi	Commerce & Industries	The industries department is seeking money to provide TIN number. This defeats the purpose of Sakala. Similarly, the Village accountants are misusing the mobile numbers provided in the sakala portal by calling up. Strict action may be taken. Lastly, Marriage certificates may be provided online. Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.

SI No	Name of the Citizen	Location	Dept.	Nature of Grievance
8	Krishna	Anekal	Food	<p>Unequal and biased distribution of BPL cards. Owners of large buildings have a BPL card! Those who deserve don't have one~</p> <p>Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.</p>
9	Mahesh	Belgaum	RDPR	<p>Computer operators who are hired through NGOs in Panchayat offices. They are not paid fully and there are huge cuts in their salary.</p> <p>Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.</p>
10	Jayalakshmi	Kurubarahalli	Urban	<p>The applicant resides in Bangalore, while her father passed away in Kollegal. When applied for a death certificate in the Malemadeshwara Police Station, they are dodging in spite of all clear hospital records.</p> <p>Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.</p>
11	Nagaratna	Hanumanth nagara	Eduction	<p>Her only son is serving as a teacher in Madhugiri. However in spite of several years of service, he is not regularised in his services, while others are being done. There is injustice here she complained.</p> <p>Action Taken: The Department has been informed for suitable action.</p>
12	Ramesh	Bijapur	Transport	<p>When getting vehicle registration done, there are agents who seek up to 3000/- as fees and officials are also refusing to register vehicle registration if they are not through agents. This is a menace and strict action may be taken please .</p> <p>Action Taken: An action taken report has been sought from the concerned officer/department by the Mission.</p>

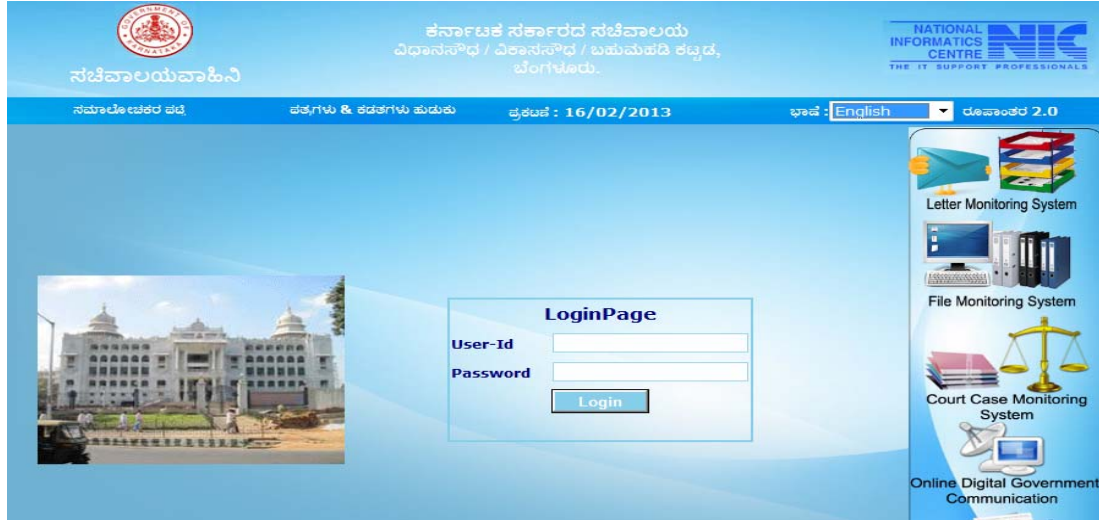
**Additional Info:
The User Manual of the LMS is given below:**

Sachivalayavahini(LPO) with Sakala Services

21 service matters have now been made on line for Secretariat Staff. The following steps will help in applying for the same.

Login to LPO:

As shown in the right side of the screen, select Language as **English /Kannada** from the dropdown list. Enter **User-Id and Password** then click on the **Login** Button.



Fig(1)

After Logging, Fig (2) appears, It shows the Selected Post, Select Post you held and below we can view **Application Entry, Queries and GSC Acknowledgement** links.

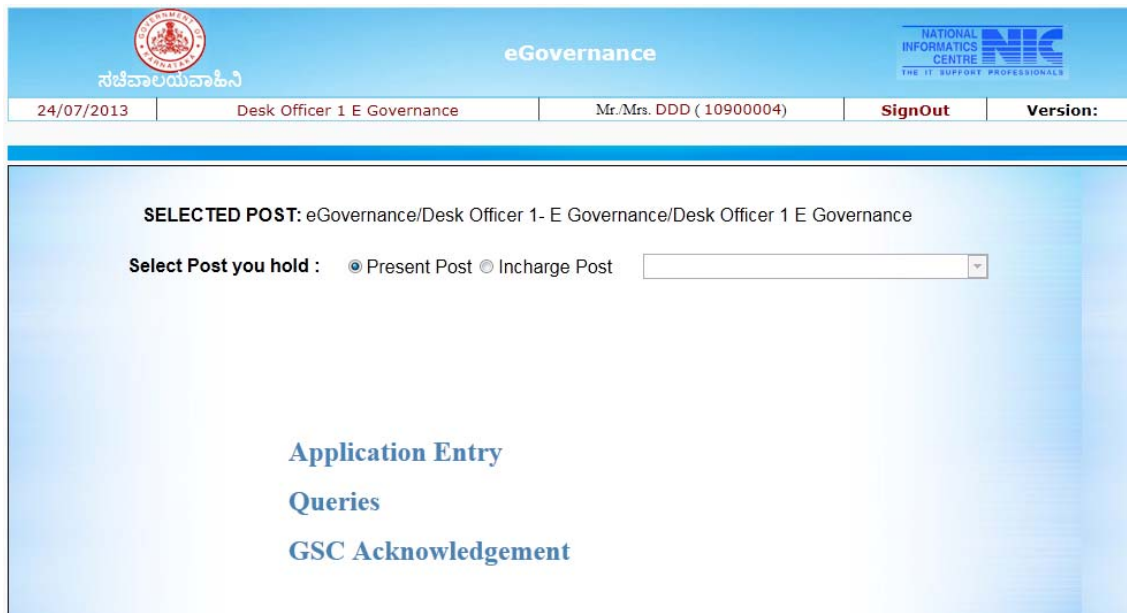


Fig (2)

By Clicking on Application Entry link in Fig(2) the following page in Fig(3) can be viewed. The letter details of the letter received are entered using this screen. If services are provided from your department then click on **Yes**, if services are not provided from your department then click on **NO**. Choose Sakala Services and Sub Service from the dropdown list. Enter the **Applicant Name**, **Applicant Mobile No.**, **Sender Address** and Click on **the documents to be attached** to the selected Sakala Service.

The "Action Details" portion in the screen shows the letter/s to be sent to the Departments/Sections, Section, Post, Remarks, and then click on Add button under the "To" list for Action purposes ,Upload the scanned Image of the Letter and then click on Send button.

ಸಚಿವಾಲಯವಾಹಿನಿ		eGovernance		NATIONAL INFORMATICS CENTRE THE IT SUPPORT PROFESSIONALS	
25/07/2013	Desk Officer 1 E Governance	Mr./Mrs. DDD (10900004)	SignOut	Version:	

Letter Details :

Letter No : Letter Date :

Received Date : Entered Date :

Priority :

Sakala Services : Services Your Dept : Yes No

Any Enclosures : Yes No Sub Service:

Subject Description :

Applicant Name : Applicant Mobile No :

Sender Address :

Documents To Be Attached LEAVE APPLICATION FORMAT UNDER RULE 175, FORM-1A OF KCSR ALONG WITH DUE RECOMMENDATION BY HIGHER OFFICER

Action Details :

Major Department : To:

Minor Department : Add

Division : Remove

Sub Division :

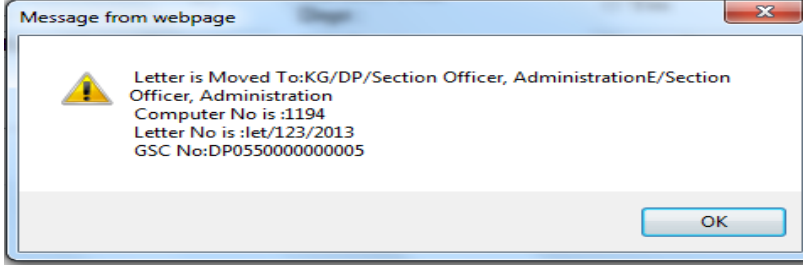
Section :

Post :

Remarks :

Upload Scanned Image of the Letter : Browse... Image Unloaded

A Letter no, Unique Computer No and GSC No will be generated for the letter, as shown below.



Fig(3)

As you click on Save & Send in Fig(3), along with Computer NO and GSC No, GSC Acknowledgment Slip is generated as shown in Fig (4). User may print the Acknowledgment Slip by clicking Print button.

GSC Acknowledgement Slip	
Office Name /ಕಛೇರಿ ಹೆಸರು:	Section Officer, AdministrationE
GSC No /ಡಿ.ಎಸ್.ಸಿ ಸಂಖ್ಯೆ:	DP0550000000005
GSC Date /ಡಿ.ಎಸ್.ಸಿ ದಿನಾಂಕ :	25/07/2013
Letter Computer No :	EG/1194/2013
Service Requested /ವಿನಂತಿಸಿದ ಸೇವೆ:	Sanction Of Earned Leave/Commuted Leave for a period of 6 months(excluding Deputed Officials)
Name of the Applicant /ಅರ್ಜಿದಾರರ ಹೆಸರು:	Ramu
Address of the Applicant /ಅರ್ಜಿದಾರರ ವಿಳಾಸ:	Bangalore01
Mobile No /ಮೊಬೈಲ್ ಸಂಖ್ಯೆ:	9876543210
Documents submitted:	Yes
Application/ Documents scrutinized and accepted? /ಅರ್ಜಿ / ದಾಖಲೆಗಳನ್ನು ಪರಿಶೀಲಿಸಲ್ಪಟ್ಟು ಸ್ವೀಕಾರಾರ್ಹವೇ?:	Yes
If Non Acceptable, Reasons/ ಅರ್ಜಿ ರದ್ದತಿಗೆ ಕಾರಣಗಳು:	
<p>Note:</p> <p>1: This service request will be processed within 15 working days. (Probable date : 14/08/2013) ಈ ವಿನಂತಿಯನ್ನು 15 ಕೆಲಸದ ದಿನಗಳಲ್ಲಿ ಸಂಸ್ಕರಿಸಲಾಗುತ್ತದೆ .:</p> <p>2: You can check the status of this service request on website http://kgsc.kar.nic.in or by sending SMS as GSC to 9243355223/9212357123(Check the website for more details) ಈ ಅರ್ಜಿಯ ಸ್ಥಿತಿಯನ್ನು ತಿಳಿಯಲು http://kgsc.kar.nic.in ಈ ವೆಬ್ ಸೈಟ್ ಗೆ ಭೇಟಿ ನೀಡಿ ಅಥವಾ GSC ಎಂದು ಟೆಕ್ಸ್ಟ್ ಮಾಡಿ 9243355223/9212357123 ಈ ನಂಬರ್ ಗೆ ಎಸ್.ಎಮ್.ಎಸ್ ಕಳಿಸಿ (ಹೆಚ್ಚಿನ ಮಾಹಿತಿಗಾಗಿ ವೆಬ್ ಸೈಟ್ ಗೆ ಭೇಟಿ ನೀಡಿ)</p> <p>3: You can appeal to competent officer in case your application is rejected/delayed/defaulted by this designated officer.</p>	

Fig(4)

Generated Letter can be searched by clicking on **Queries link** in Fig (2), When Clicked on Queries link the following screen appears as shown in Fig (6)

Fig(6)

Searching of letters using Letter Computer No can be done in the following manner, click on Letter Computer No option button, enter the letter computer no, letter year in the appropriate text boxes and click on search button. Fig (7) shows How to search a letter using Letter Computer No.

MinDeptCd	Computer No.	LetYr	Letter Number	Subject	Sender	Letter Previous Image	Letter History	Letter Date	Recieved Date	Letter Recent Status	EnClosures
EG	1194	2013	let/123/2013	Sanction Of Earned Leave/Commuted Leave for a period of 6 months(excluding Deputed Officials)	Ramu,Bangalore01,9876543210	Image	History	25/07/2013	25/07/2013	Sent To/Section Officer, AdministrationE	

Fig(7)

Details	From Minor Dept	From Section	From Officer	To Minor Dept	To Section	To Officer	Sent Date	Action Date	Status	Remarks	Document	ViewDoc
1	EG	Desk Officer 1- E Governance	Desk Officer 1 E Governance	DP	Section Officer, AdministrationE	Section Officer, Administration-E	25/07/2013		Sent	For Necessary Action		View

Details	From Minor Dept	From Section	From Officer	To Minor Dept	To Section	To Officer	Sent Date	Action Date	Status	Remarks	Document	ViewDoc
1	EG	Desk Officer 1- E Governance	Desk Officer 1 E Governance	DP	Section Officer, AdministrationE	Section Officer, Administration-E	25/07/2013		Sent	For Necessary Action		View

SELECTED POST: eGovernance/Desk Officer 1- E Governance/Desk Officer 1 E Governance

Select Post you hold : Present Post Incharge Post

Application Entry


Queries

GSC Acknowledgement

GSC Acknowledgement Slip :

Fig(9)

When Clicked on GSC Acknowledgment link in fig (9), GSC Acknowledgement Slip can be viewed by entering the generated GSC Acknowledgement Slip No in the text box and click on **GO** to view the acknowledgement. GSC Acknowledgement Slip and can be taken print by clicking on Print button.

	
ಕರ್ನಾಟಕ ಸರ್ಕಾರ DPAR Section Officer, AdministrationE	
GSC Acknowledgement Slip	
Office Name /ಕಛೇರಿ ಹೆಸರು:	Section Officer, AdministrationE
GSC No /ಜಿ.ಎಸ್.ಸಿ ಸಂಖ್ಯೆ:	DP0550000000005
GSC Date /ಜಿ.ಎಸ್.ಸಿ ದಿನಾಂಕ :	25/07/2013
Letter Computer No :	EG/1194/2013
Service Requested /ವಿನಂತಿಸಿದ ಸೇವೆ:	Sanction Of Earned Leave/Commuted Leave for a period of 6 months(excluding Deputed Officials)
Name of the Applicant /ಅರ್ಜಿದಾರರ ಹೆಸರು:	Ramu
Address of the Applicant /ಅರ್ಜಿದಾರರ ವಿಳಾಸ:	Bangalore01
Mobile No /ಮೊಬೈಲ್ ಸಂಖ್ಯೆ:	9876543210
Documents submitted:	Yes
Application/ Documents scrutinized and accepted? /ಅರ್ಜಿ / ದಾಖಲೆಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಸ್ವೀಕಾರಾರ್ಹವೇ?:	Yes
If Non Acceptable, Reasons/ ಅರ್ಜಿ ರದ್ದತಿಗೆ ಕಾರಣಗಳು:	
Note: 1: This service request will be processed within 15 working days. (Probable date : 14/08/2013) ಈ ವಿನಂತಿಯನ್ನು 15 ಕೆಲಸದ ದಿನಗಳಲ್ಲಿ ಸಂಸ್ಕರಿಸಲಾಗುತ್ತದೆ .. 2: You can check the status of this service request on website http://kgsc.kar.nic.in or by sending SMS as GSC to 9243355223/9212357123(Check the website for more details) ಈ ಅರ್ಜಿಯ ಸ್ಥಿತಿಯನ್ನು ತಿಳಿಯಲು http://kgsc.kar.nic.in ಈ ವೆಬ್ ಸೈಟ್ ಗೆ ಭೇಟಿ ನೀಡಿ ಅಥವಾ GSC ಎಂದು ಟೆಕ್ಸ್ಟ್ ಮಾಡಿ 9243355223/9212357123 ಈ ನಂಬರ್ ಗೆ ಎಸ್.ಎಮ್.ಎಸ್ ಕಳಿಸಿ (ಹೆಚ್ಚಿನ ಮಾಹಿತಿಗಾಗಿ ವೆಬ್ ಸೈಟ್ ಗೆ ಭೇಟಿ ನೀಡಿ) 3: You can appeal to competent officer in case your application is rejected/delayed/defaulted by this designated officer.	
For Office Use only	
DPAR Section Officer, AdministrationE	
GSC No & Date ಜಿ.ಎಸ್.ಸಿ ಸಂಖ್ಯೆ & ದಿನಾಂಕ:	DP0550000000005 & 25/07/2013
Name of the Applicant ಅರ್ಜಿದಾರರ ಹೆಸರು:	Ramu
Service Requested ವಿನಂತಿಸಿದ ಸೇವೆ:	Sanction Of Earned Leave/Commuted Leave for a period of 6 months(excluding Deputed Officials)
Mobile No ಮೊಬೈಲ್ ಸಂಖ್ಯೆ:	9876543210

Print Exit

Fig(10)

User may check the status of the application on Sakala portal : <http://sakala.kar.nic.in>. He/she may enter the GSC No and Click button 'GO' . Fig(11) depicts the scenario.

The screenshot shows the homepage of the Karnataka Sakala Services Act - 2011. At the top, there is a header with the state emblem and the text 'ಕರ್ನಾಟಕ ಸರ್ಕಾರ ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧' and 'Karnataka Sakala Services Act - 2011'. Below the header is a navigation menu with links like Home, About Act, FAQ, etc. The main content area has a welcome message and a central banner for 'Sakala Online Services' with a clock icon and the slogan 'No More Delays ... We Deliver On Time'. The banner also lists '42 DEPARTMENTS INSTITUTIONS' and '375 GOVERNMENT SERVICES'. A sidebar on the right contains several buttons for user services, including 'Check Services Request Status', 'Call Center', 'Sakala Clock', and 'Public Reports'.

The screenshot shows the 'Check KGSC/FAP/SAP Status' page. It features a table with the following data:

KGSC/FAP/SAP No.	DP0550000000004
KGSC/FAP/SAP Date	24/07/2013
Department	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
Service Requested	Sanction of time bound advancement
Applicant Name	sdf
Applicant Address	sdf
Application Status	PENDING
Status Description	Letter Sent to Section Officer, AdministrationA/Section Officer, Administration-A on (24/7/2013)

At the bottom of the table, there is a 'Print' button.

Fig(11)

Chapter 7

News clips & Events

Business Standard

Friday, July 19, 2013 | 02:52 PM IST

110 more govt services brought under Sakala initiative

[Karnataka](#) government today decided to bring additional 110 government services under the Sakala initiative for their delivery in a time-bound manner, taking the number to 365.

The previous [BJP](#) government had implemented the initiative in regard to 265 services in 30 departments for the benefit of citizens across the state.

At a cabinet meeting, chaired by Chief Minister [Siddaramaiah](#), it was decided to bring 110 additional services, including those in the departments of education, urban development and food, under the scheme's ambit, [Law](#) Minister T B Jayachandra said in a media briefing.

He expected 100 more services to come under the initiative in the next 15 days.

"1,800 services have been identified (to be brought under Sakala)", Jayachandra said.

The government said earlier this month that second generation reforms would be introduced to bring qualitative improvements in Sakala Services Act-2011, to make all government services hassle-free and time-bound but gave no timeline.

According to government officials, Karnataka is in the forefront in the country in implementation of the scheme by providing maximum government services within a stipulated time.

Based on Sakala initiative, the Central government is contemplating to bring into effect amendments to laws relating to public grievances. World Bank, representatives from Bangladesh, Chicago and California University have applauded the Sakala scheme, they said.

Meanwhile, Jayachandra said the Cabinet left it to the Chief Minister to pick the new Chief Secretary from a panel of 14 names.

Sudhir Krishna, currently Secretary to the Union Ministry of Urban Development, is said to be the front-runner. Incumbent S V Ranganath is retiring this month-end.

More Services Under Sakala

Express News Service

Mangalore: Another 110 services will be added to the Sakala scheme and will come into effect from August 16, said Department of Personnel and Administrative Reforms (DPAR) secretary Shalini Rajneesh.

She told reporters at the Deputy Commissioner's office on Monday that after the implementation of the new services, over 375 services from 21 government departments will be provided for the general public through Sakala. Among them, 76 services will be in the higher education category, five in sericulture, two related to libraries and one from the marketing department.

For the proper implementation of these services in every district, training will be



DPAR secretary Shalini Rajneesh addressing reporters at Deputy Commissioner's office on Monday.

provided to the officials, she said.

During its initial stage, the Sakala scheme was not implemented properly and as a result, the government started a 'Help Desk' to provide people with information about the schemes. So far, over 25,000 people have benefited from these help-

desks, she said.

Dakshina Kannada, which used to be fifth in the efficient implementation of Sakala, has now slipped to 27th position. Shalini urged officials to become more active and dispose Sakala applications at the earliest.

The state has received over 2.84 crore Sakala applica-

tions so far and around 2.75 crore have been dealt with. In Dakshina Kannada, of 9,64,555 applications, as many as 9,39,401 have been processed.

Online service

Shalini said that the government intends to provide Sakala service online as well. So far, we have been able to provide online assistance only for 31 services, but by August, all the 375 services will be covered, she said.

She added that government facilities can be utilised properly only if people are made aware of them.

For this purpose, the DPAR will provide ₹1 crore each for districts to set up 'Padasales' through which information on various government facilities can be given.

District slips in Sakala ranking

TIMES NEWS NETWORK

Mangalore: The Dakshina Kannada district has slipped in Sakala ranking. From being either the topper or in the top five, the district in June plummeted to new depths and now it is ranked at the 30th position and last in terms of GSC receipts per lakh population.

In the final ranking for June that is based on delayed disposals that carries 30% weightage and ranking based on GSC receipts/1 lakh population with a weightage of 70%, Dakshina Kannada was ranked 27, the same rank as neighbouring Udupi.

However, the district's ranking based on delayed disposal was fifth last month during which a total of 71,091 GSC receipts were disposed as against 72,672 GSC receipts received.

Expressing concern at this drop in performance, Shalini Rajneesh, secretary to the department of personnel and general administration (administrative reforms) directed deputy commissioner N Prakash to redouble efforts in spreading awareness

DK in June plummeted to new depths and now it is ranked at the 30th position and last in terms of GSC receipts per lakh population

about the government scheme. "The rankings are not a reflector on the administration," Shalini said, adding that there is a need for a little push to get people to make use of this scheme.

KA Dayananda, additional DC and nodal officer for Sakala said the number of GSC receipts in the district was less compared to the number one ranked Chamarajnar in June.

"We have already initiated paperless office concept at the DCs office and are not able to integrate this with Sakala network. The pendency in two policing units in the district too is affecting our ranking," he said.

Observing that the pendency mounted during elections when Election Commission of India put a brake on a few services, Shalini said the aim of Sakala is not to go for quality at the cost of quantity.

375 services to come under Sakaala ambit from Aug 16

University staff will be trained to deal with Sakaala, says official

MANGALORE: Come August 16, additional 110 government services will be brought under Sakaala initiative under the Karnataka Guarantee of Services to Citizens Act, 2011, thus taking the total number of services provided in Sakaala to 375. At present, 265 services in 30 departments are provided to citizens.

Speaking to mediapersons here on Monday, Department of Personnel and Administrative Reforms Secretary and Karnataka Mission Director of Sakaala Shalini Rajneesh said the higher education department (76 services), sericulture (five services), library (two) and Co-operative departments (one) will be included under Sakaala in next 30 days.

Training is provided to the principals, college authorities and university staff on implementing Sakaala in the higher education institutions.

Though there is variation in the administration patterns followed by colleges and univer-



Shalini Rajneesh

sities, a uniform model will be followed state-wide while implementing Sakaala, she said.

Online requests

Sakaala programme has now become completely online, where citizens can make online requests for availing various services. Till recently, citizens had to apply for availing a particular service at the offices of

the departments concerned. Briefing about the online system under the slogan 'be online, not in line,' Shalini Rajneesh said under the online initiative, citizens can submit applications online on the Sakaala web portal.

Necessary documents should be scanned and uploaded and the fee payment can be made via internet banking.

The system is now functioning on trial basis. The department has decided to go for partnership with computer centres and institutions for offering internet services to the citizens who would like to opt for sending online requests.

Computer literate youth too can come forward with proposals to tie-up with the district administration by opening online units. They can develop units using grants under the schemes offered by RDPR and Urban Development departments, she said.

On the Sakaala help desk which had initially failed to draw people's attention, the

DK pushed to 27th position!

Dakshina Kannada district which used to top the graph in implementing Sakaala till recently, has witnessed a sudden downfall in ranking from last three months. The district which was in top five position till April, declined to 12th position in May and to 27th position in June. The ranking is given on the basis of receipt of applications from the citizens and their disposal by the authorities.

Surprised at the poor performance, Shalini Rajneesh, asked the deputy commissioner for effective monitoring of Sakaala system. Out of the total 136 pending applications, 126 applications are pending with the police department. Additional Deputy Commissioner Dayanand said the district has witnessed a decline in the number of applications received in last three months.

Districts like Mandya, Chamarajanagara, Hassan and Yadgir which were in the bottom list, have now occupied top positions.

Mission Director said, the help desk has been receiving good response off late. Over 25,000 citizens have used the help desk in DK in the last one year. The percentage of population who have used help desk in DK is 1.23 as against the state average of 0.63 per cent.

The district has received 9,64,555 applications, of which 9,39,401 applications have been disposed. There are cases of rejection of applications, despite submitting necessary documents which has to be tackled, she said.

DH News Service

THE TIMES OF INDIA

31 services of six more departments join Sakala

The writer has posted comments on this article TNN | Jul 16, 2013, 05.10 AM IST

MANGALORE: The Sakala Mission is on a roll - 31 services of six more departments can now be availed online, but more needs to be done. Thanks to this initiative under the department of personnel and general administration (administrative reforms), these services rolled out under the tagline - 'Be online, not in line' — underscoring the fact that citizens can now use these services at the click of a mouse rather than spend time and energy shuttling between departments.

The six departments brought on board include transport, urban development, education, labour, commercial taxes and commerce & industry. Currently, citizens can avail 265 services of 18 departments and this number will go up to 375 services of 21 departments, said Shalini Rajneesh, secretary to the department and director, Sakala Mission. The additional 110 services will come on board from August 16.

These services had a soft launch a fortnight ago, Shalini told reporters here, adding that the department through the respective deputy commissioners will enter into MoUs with entrepreneurs who can help people avail benefits of these online services. "A standard MoU has been uploaded on the Sakala portal www.sakala.kar.nic.in," she said. Network partners will be trained to make these online services popular, she added.

Network partners will receive training in scanning and uploading documents and any cyber cafe in the neighbourhood with minimal investment or with their existing infrastructure can become one, she said. The documents are in English and in Kannada making it easier for those using this service, Shalini said, adding that more services will be added soon. What makes this exciting, Shalini said, is the fact that one can make payment for online services through internet banking.

THE HINDU

[National](#) » [Karnataka](#)

Kolar, June 30, 2013

Sakala scheme: Kolar ranks 22nd in implementation

Vishwa Kundapura



The HinduThe Sakala Mission office, located at Deputy Commissioner's office premises, in Kolar. Photo: Vishwa Kundapura

Kolar stands 22nd among the districts as far as implementation of Sakala scheme, which ensures time-bound service to the public under the Karnataka Guarantee of Services to Citizens Act 2011.

The Department of Personnel and Administration Reforms (DPAR) published a report in May 2013 on all districts taking into account their performance.

The report has been put on the website, www.sakala.kar.nic.in.

The ranking, given on the basis of the receipt of applications from the public by the authorities concerned and their disposal, points at how effective the implementation of the scheme has been in the district.

Over 375 services of 33 departments are covered under this scheme.

While Kolar ranked 22nd, neighbouring Chikkaballapura district, carved out of Kolar district a few years ago, has secured the fourth place.

Udupi, Mandya and Chamarajanagar districts have taken the first three places. Kolar was placed fourth among six districts that have rejected the maximum applications submitted under Sakala. Among the rejected applications, those seeking caste certificates and widow pension accounts form a large portion, according to the report.

There are many complaints against authorities not issuing caste certificates in Kolar and Mulbagal Taluks. The DPAR report substantiates this. As many as 41,501 Sakala applications were received in May and 35,254 were disposed of. Of them, 11.4 per cent applications were disposed of beyond the stipulated time.

All the taluks in the State have been given ranks based on efficiency in implementing the scheme. The following is the taluk-wise ranks: Kolar 85, Bangarpet 86, Malur 11, Mulbagal 111 and Srinivasapur 143. The report has classified the department-wise performance too and has given rankings accordingly.

Sakala scheme, a huge hit in Dharwad district

TNN | Jul 5, 2013, 04.06 AM IST

HUBLI: Sakala service has received good response in Dharwad district: 97.46% applications have been disposed of till date. Most of the applications related to seeking of death certificate, birth certificate, income certificate, tax submission and land extracts have been disposed of.

The scheme, launched under the Karnataka Guarantee of Services to Citizens Act, relates to the delivery of government services to citizens within a stipulated time.

The departments of revenue, commercial tax, food and civil supplies, transport and home have received more number of applications in the district. In the past 16 months till date, the district has received 8,94,970 applications and disposed of 8,72,225 applications in district.

Most applications have been disposed of within seven working days which has made people happy. Mahesh Totad, a PU student, said that he was under intense pressure to submit his caste certificate within 10 days to get a fee concession. "But when I applied for the caste certificate, I was told to come and collect it within seven days but surprisingly, I got the certificate, within five days, and submitted it to the college authorities," he said.

"I am happy with the Sakala service. Earlier I used to stand in long queues in front of the government offices and I had to spend hundreds of rupees to get my income certificate. But recently I had to get a fresh income certificate to avail of the reservation facility in government jobs. Within seven days, I got it and applied for a government job under reservation category," said Ashok, working in a private firm in Hubli.

Prakash Hiregoudar, a private employee, said that he lost his DL and was fined by the traffic police several times for not possessing a DL. "Later, I applied for a duplicate licence in Sakala and got it in a week," he said.

"We plan to convene a meeting with the Tahsildhars to review the performance of all departments because we want to be No. 1 in the state in providing better service through Sakala," Sameer Shukla, [deputy commissioner](#).

Events:

1) Mrs Aruna Roy – NAC member's visit & review of Sakala - 6 July 2013.

Purpose of the Visit: Mrs. Roy said that the purpose of the visit is to contribute more ideas to the current working of Sakala.

- AMD presented the Sakala footsteps PPT and the team was appreciative of the efforts and were particularly interested in the Grievance redressal mechanism.
- AMD explained the Call centre concept, e Janaspanadana concept as well as the SMS and feedback mechanisms in place not only to redress complaints, but also to elicit feedback. He explained the concept of District IT consultant.

Mrs Aruna Roy's advice/Suggestions:

- A single window redressal mechanism with the following features:
 - Citizens should go to the closest office and get Acknowledgement for service sought. This could be through Facilitation centres at every village level.
 - There should be an independent appeal mechanism – this could be outside the administrative mechanism.
 - Penalty mechanism to be stronger.
 - Group Grievance acceptance/Redressal to be encouraged.
- Drawing reference to the '**Right to Hearing Act**' – she said the following points are worthy of noting and emulating.
 - A weekly hearing of Complaints received through post, verbal, written applications needs to be collated and addressed in the public office – preferably Panchayat offices.
 - A dated receipt for having received the complaint as well as a date of hearing would be given.
 - The grievance redressal officers would come together and meet the citizens who have come together and issues discussed. PDO/BDO will be ideal besides Tahsildhars.
 - This would facilitate a face to face interaction and a faster interactive mechanism.
 - A written answer if the service can be delivered is worthy of note. This is not necessary to resolve the issue – it is a communication of info about the ability or inability of the same.
 - There is no distinction between Sakala & Non Sakala complaints in Rajasthan. Every complaint needs to be answered, but deliver will be in say 3 months.



Mrs Aruna Roy & team reviewing Sakala on 6 July at Sakala Office.

2) Nodal Officers meeting – 27 July

- A nodal officers meeting was convened and an appreciation certificates for all the good performers under the Sakala program was distributed.
- The agenda of the meeting included discussion of additional services proposed to be added.
- Need for addition of data entry operators.
- A discussion on delayed disposals was carried out where officers said that a need into the procedures will held curtail the delays to a great extend. Dr Shalini pointed out that 75.46% of the delays came in the first slab of 1-3 days which, if reengineered, could give great benefits to Citizens.
- A proposal to add the list of defaulters list of over 7 times in the portal was discussed.
- Appeals through Website and online submission for ease in public grievance
- All department user/Service manuals to be available in the departmental portal besides in the sakala portal.
- All nominations for the next year's Sarvottam Seva awards to be made online for submission by applicants to ensure higher participation.
- Any innovative methods for improvement of citizen services would be encouraged through the challenge funds. Nodal Officers are encouraged to make use .
- ISO and Quality certification is to be implemented for Sakala. Nodal officers were asked for their opinion. Most nodal officers welcomed the move.
- Dr Shalini also suggested that ISO related quality processes should also be implemented for time bound projects which will ensure that benefits reach the citizens in a time bound manner.



Nodal Officers attending the meeting held on 27 July 2013

3) Field Visit – Mangalore

Observations at Puttur:

- Affidavits are still being collected by the staff. The staff said that citizens are readily coming with it and hence they are forced to accept it.
- Integration of BHOO MI and SAKALA software is satisfactory; however cross reference could be improved.
- AJS Kendra is giving the acknowledgement, however date of delivery is not mentioned.
- Sakala applications for records room are not being tracked.
- Old applications are still seen in stray cases. Tahsildhar may look into the issue
- For issue of TPCL/LR5 documents still require RTC documents, which should be obtained from the office.
- Records pertaining to previous records are still being bypassed in Sakala.
- Awareness should be improved for Sakala.
- Helpdesk:** The staff was enthusiastic and knowledgeable
- Supply of stationary was seen to be an issue. Timely supply of Cartridges, paper will help in better functioning the helpdesk, the staff felt
- Salary is delayed for the Helpdesk. Currently the practice is to issue salary only once in 3 months.
- Use of Helpdesk staff for data entry in Atalji Kendra was seen. This reduced the efficiency of the helpdesk .Outdoor activities is an issue as one staff always remains in the counter and the other could undertake outdoor tasks, this is not happening now.
- Checklist need to be updated in the Sakala portal on documents to be carried by citizens.



Puttur Tahsildhar listening intently to a citizen's woes while Sakala's Administrative officer looks on.

* * * * *

