

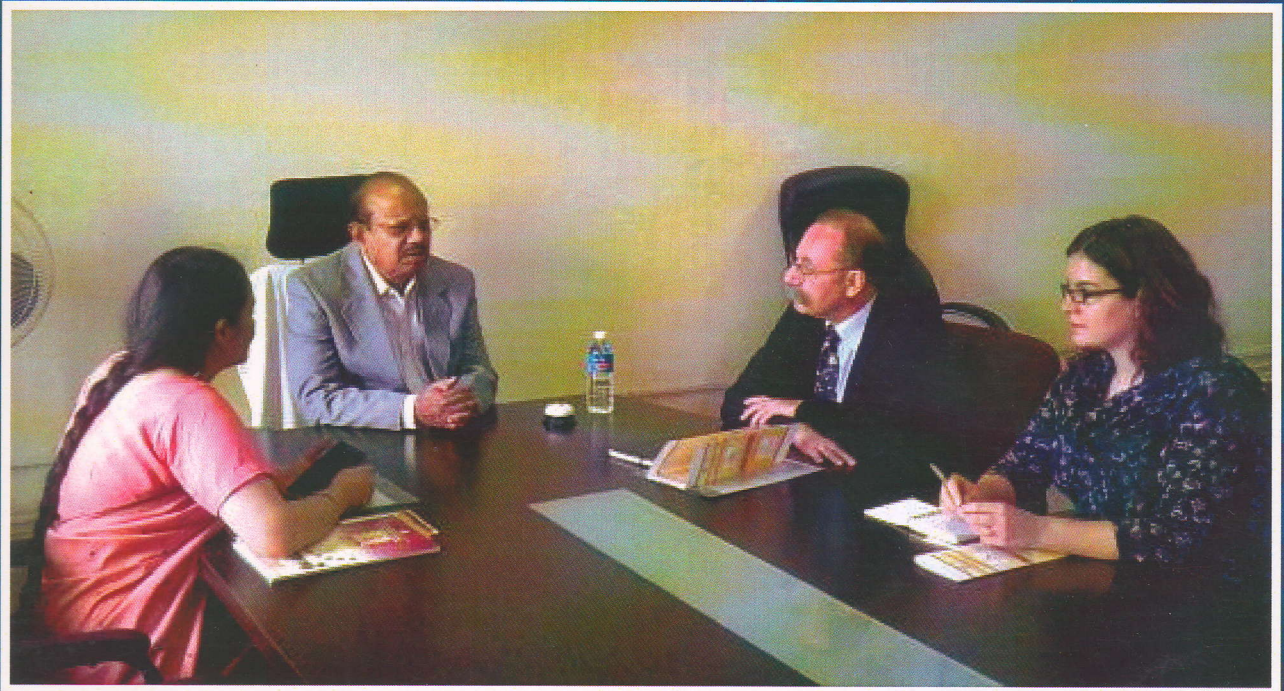


## *July - 2014 Report*

# *The Karnataka Sakala Services Act, 2011*

**Total Receipts - 5.45 Crore**

**Total Disposals - 5.36 Crore**



**Hon' Law Minister interacting with Consul General of France regarding their proposal to send French students for internship in Sakala Mission**

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

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



## MESSAGE

We had a month long legislative session in July. The two houses have unanimously passed the Amendments to Sakala Services Act, 2011. It was felt necessary to automate certain processes like online receipt and despatch of services, online deduction of compensatory cost from salary of defaulters, making 1<sup>st</sup> and 2<sup>nd</sup> appellate authorities accountable to Citizens for timely disposal of appeals. The most important decision of both houses is to fix a deadline of 1 month for taking disciplinary action against those defaulting more than 7 times wilfully.

Government has sent a very strong signal to those few who have been taking it easy on the Act and causing undue hassles to the Citizens by delaying services delivery beyond the stipulated time. This will go a long way in building the confidence of the Citizens in the Government machinery.

In the coming days, we propose to empower our legislators to monitor progress under Sakala within their constituencies for better results.

Community police is now being involved in Citizens grievance redressal by Sakala, as yet another initiative to empower communities for making our State as the Best Governed State in the Country.

**Siddaramaiah**  
**Chief Minister**





## MESSAGE

Various initiatives are underway to bring in more services under Sakala. Currently 135 online services are being provided under Sakala. Proposals have been sent to departments to bring in more services in online format. Similarly including more need-based services under Sakala is also on the anvil. This would go a long way in making Government services available to the citizens as per their convenience.

We have found that there are 1800 services which are listed under the Citizens' charter of different departments of the State. Departments have been informed to bring in more services under Sakala according to their respective Citizen Charters. Our endeavour would be to bring majority of them under the Act, so that the services to Citizens can be increased.

I am happy to note that French Consulate has shown interest in sending 100 interns to Sakala for training in Governance, as France does not have Right to services Act.

With students, women, consumer organisations embracing the cause of Sakala, I am sure not a single citizen of the State shall remain untouched by the pleasant experience of getting time bound service delivery.

**T.B. Jayachandra**

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



## FROM THE MISSION DIRECTOR'S DESK

**Ranking:** During the Month, we have the following performance ranking:

Rank	District	District	Rank
1	Chikkaballapura	Gulbarga	30
2	Tumkur	Bidar	29
3	Hassan	Bellary	28

Chikkaballapura has consistently retained 1<sup>st</sup> rank for 6 consecutive months. Tumkur has shown consistent performance and has retained 2<sup>nd</sup> rank for 3 consecutive months. Ramanagar and Mandya have risen and taken slot in top 10 ranks. Kolar has shown very good performance and has taken 8<sup>th</sup> rank compared to 23<sup>rd</sup> rank of previous month. **Efforts eventually show!**

On the other hand, Bagalkot has dropped from 10<sup>th</sup> rank to 18<sup>th</sup> rank. Bidar and Gulbarga are featuring in the last ranks. The district administration should take steps to motivate employees to do better and efforts should be made to ensure that Sakala reaches every household

**Disposal Rates:** With a total of 66,393 applications delayed during the month, the disposal rate stands at 97.52% disposals in time. Most of the delays relate to the Revenue Department with 33,104 applications delayed, Home Department showing 3,787 applications delayed and 8,535 delays from the Education Department. These delays were mostly due to technical glitches, that is, either upgradation of the Legacy software, or changes to the existing software and problems in integrating departmental disposals with the Sakala portal. These issues have since been resolved by the service providers.

**Rejections:** This has further fallen from 3.8% in December to 3.5% this month. Process improvements, updating of checklists has seen a good progress in this area. In Video conference meeting with the Helpdesk, we have reiterated that rejections other than for genuine causes should be near zero. Citizens must get the service, the very first time they approach the offices.

**Field Visits:** Several Team visits by Sakala Mission were carried out during the month with the research team from IIMB. One of the major findings in these visits were shortage of staff, System configurations to be upgraded, Necessary infrastructure needs to be added like printers, scanners etc. Helpdesk were reasonably working and even citizens felt that there was a change in the way they get service under Sakala, while some felt more could be done with help from local administration.

**Complaints:** During the month, I took a decision to improve the quality of the feedback received. I guided my team to make specific calls and collect specific feedbacks. A sample of these is shared in Chapter 3. One clear observation that we could make is that people are very participative. People feel a program like Sakala needs to be in place for all spheres of public interactions.

Sakala Complaints have gone up during the month with the introduction of new departments. Correspondingly, Non Sakala complaints have seen a fall. However, some have shared that their complaints are yet to be resolved; some said that attitude of employees needs to change. Further, action points are noted and suitable instructions have been issued to correct these as soon as possible.

#### **Events:**

1. **Constituency Ranking:** The ranking of designated officers within each constituency has been provided on line. The Dcs are requested to train the PAs of all MLAs in using the tool meaningfully.

2. **Amerikannodtsava and Global Investors Meet Organized by NAVIKA (North American Viswa Kannada Organisation):** Karnataka is providing optimistic business environment for NRI's and is also offering opening for youth to participate in governance. SAKALA and its initiatives were explained to the NRI gathering and Global investor participants.

**3. Community Police to join hands with the Government to address Citizen Grievances:** Project of The Dedicated Servants of India's initiative to distribute free Complaint boxes to community police teams and to collect complaints so that they can be directed to the integrated complaints redressal portal e-Janaspandana, has been initiated for greater Citizen Participation in Governance.

**4. Best of Bangalore:** Book showcasing Sakala was released in ITC Gardenia. Mission Director accompanied by other representatives from various corporate organisations. The Corporates were explained about various models of engagement with Sakala Mission to carry out their CSR activities.

***“There never is a good time for tough decisions. You have to pick courage and do it. Good Governance is about taking tough, even unpopular, decisions”- Jairam Ramesh, Economist***

**Dr. Shalini Rajneesh**

**Mission Director – Sakala**



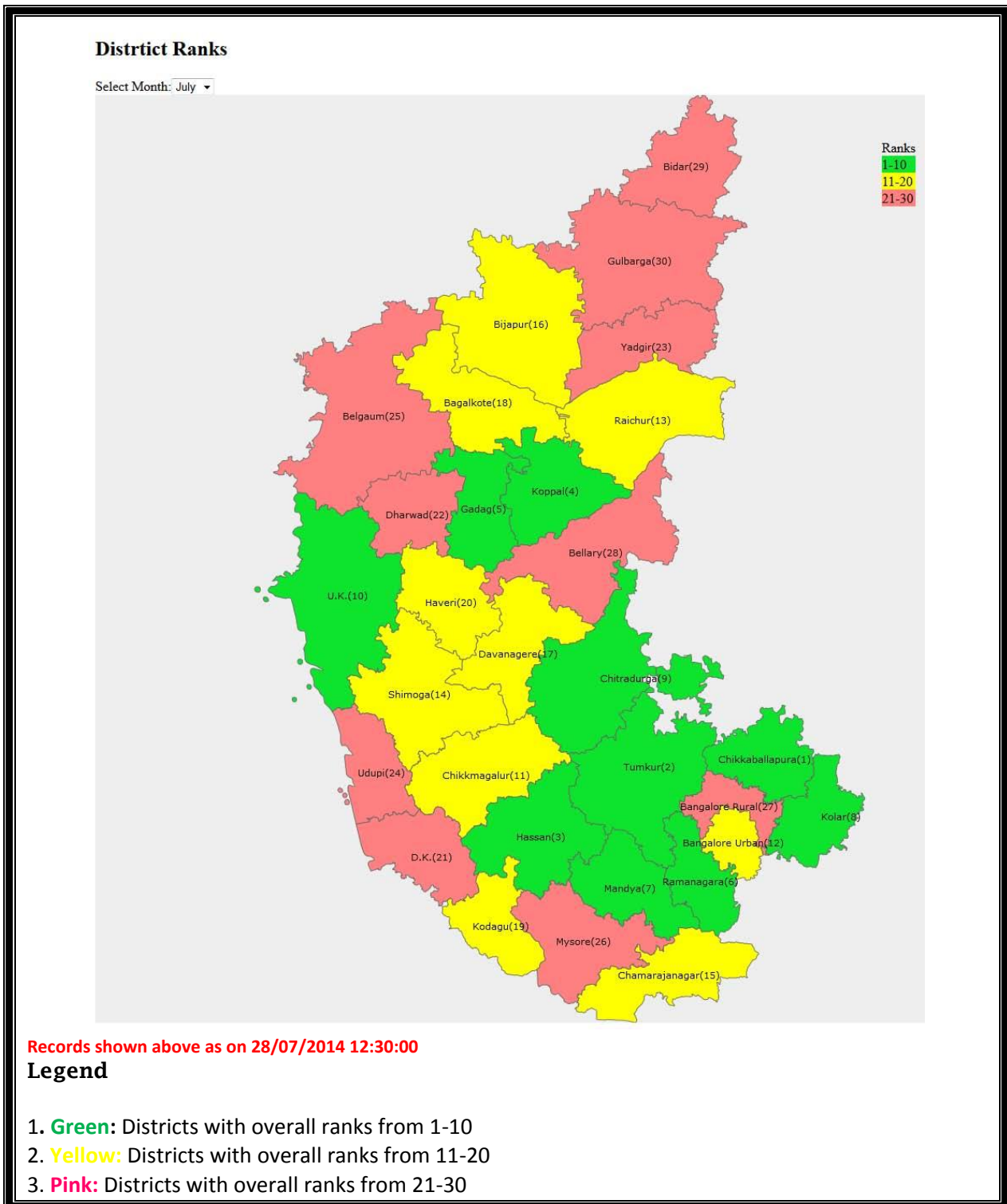


## CONTENTS

CHAPTER NO.	PARTICULARS	PAGE NO.
1A	PERFORMANCE RANKING-DISTRICTS	1
1B	PERFORMANCE RANKING-TALUKAS	2
1C	ASSEMBLY CONSTITUENCY WISE RANKING -TOP 24	3
2A	CUMULATIVE PROGRESS REPORT – DEPARTMENT WISE	4
2B	CUMULATIVE PROGRESS REPORT – DISTRICT WISE	5
2C	OVER DUE STATUS- DEPARTMENT/ INSTITUTION WISE	6
2D	DELAYED DISPOSAL TRENDS FOR JULY -2014 DISTRICT WISE	7
2E	DELAYED DISPOSAL TRENDS FOR JULY -2014 DEPARTMENT WISE	8
2F	REPORT OF REJECTIONS FOR JULY-2014- DISTRICT WISE	9
2G	REPORT OF REJECTIONS FOR JULY-2014- DEPARTMENT WISE	10
2H	REPORT OF REJECTIONS FOR JULY-2014- SERVICE WISE	11
2I	OFFICES WITH MORE THAN 7 DEFAULTS FOR JULY-2014 – DISTRICT WISE	12
2J	OFFICES WITH MORE THAN 7 DEFAULTS FOR JULY-2014 – DEPARTMENT WISE	14
2K	DISTRICT IT CONSULTANT’S RANKING	15
3	CALL CENTRE REPORT	16
3A	CALLS RECEIVED - DEPARTMENT WISE	17
3B	STATUS OF COMPLAINTS – JULY 2014	18
3C	COMPENSATION CLAIMED STATUS	19
3D	CITIZEN FEEDBACK	22
4	EVENTS AND NEWS CLIPS	24
ANNEXURE A	PRESS ADVERTISEMENTS	47



## CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS



**Notes:** Chikkaballapur has retained first rank for last 6 months. Tumkur has retained 2<sup>nd</sup> place for 3 consecutive months. Ramanagar has risen to 6<sup>th</sup> rank from 11<sup>th</sup> rank as compared to previous month. Mandya has risen from 14<sup>th</sup> rank to 7<sup>th</sup> rank in this month. Kolar has shown better performance and has taken 8<sup>th</sup> rank compared to 23<sup>rd</sup> rank of previous month. Bagalkot has dropped from 10<sup>th</sup> rank to 18<sup>th</sup> rank. Hassan has risen from 5<sup>th</sup> rank to 3<sup>rd</sup> rank.

## CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

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	4043	3721	0	3	808	8	1
Chikkaballapura	Chikkaballapura	23981	22187	0	8	1141	6	2
Uttara Kannada	Haliyal	7094	7259	0	6	644	19	3
Dharwad	Dharwad	31194	29530	0.6	49	1299	5	4
Uttara Kannada	Karwar	11294	11860	0.4	26	752	15	5
Dharwad	Hubli	21226	23725	0.7	55	1516	4	6
Uttara Kannada	Sirsi	13131	13634	0.4	27	729	17	7
Tumkur	Tumkur	46496	46041	0.6	50	788	11	8
Dakshina Kannada	Puttur	21424	18654	0.6	48	765	13	9
Tumkur	Tiptur	12490	11302	0.2	17	567	28	10

Records shown above as on 28/07/2014 12:30:00

**Notes:** Talukas of Tumkur, Chikkaballapura, Dharwad and Uttara Kannada have dominated the top 10 Taluk list with consistent performance, with 2, 2, 2 and 3 Talukas each respectively. Gudibanda of Chikkaballapura has retained 1<sup>st</sup> place.

### Bottom 10 Ranking Talukas

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))
Bangalore Rural	Hosakote	8334	7898	6.3	162	308	149	167
Gulbarga	Chitapur	12343	13778	5.6	160	308	151	168
Bangalore	Anekal	15973	15311	13.2	177	319	145	169
Dakshina Kannada	Sulya	3744	4150	4	141	267	165	170
Gulbarga	Jevargi	7841	7605	4.9	153	270	163	171
Mysore	Nanjangud	10521	9903	6.9	165	276	160	172
Belgaum	Khanapur	5951	5965	4.2	144	238	170	173
Dakshina Kannada	Bantval	10034	11456	7.4	168	257	168	174
Bagalkot	Hungund	7447	7444	6.1	161	232	172	175
Gulbarga	Aland	9098	8138	10.2	176	267	166	176
Bangalore	Yelahanka	11485	8807	7.4	166	229	173	177

Records shown above as on 28/07/2014 12:30:00

**Notes:** Talukas in bottom 10 ranking are spread across the State. Yelahanka of Bangalore, again has taken the last place among all the Talukas.

## CHAPTER 1C: ASSEMBLY CONSTITUENCY WISE RANKING- TOP 24

Assembly	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) July -2014
Gandhinagar	211718	212255	0	1	7561	1	1
Chikkaballapur	24434	22621	0	1	939	10	2
Tumkur City	39911	39739	0.6	46	1330	3	3
Puttur	20285	17649	0.5	36	780	18	4
Bijapur City	33911	32379	1	76	1130	6	5
Hassan	24667	24855	0.9	71	948	9	6
Chitradurga	20536	20360	0.4	28	684	30	7
Jamkhandi	21517	21786	0.9	71	827	15	8
Rajajinagar	18324	19573	0.6	46	704	26	9
Udupi	25738	25330	1.2	91	1029	7	10
Sirsi	14980	15560	0.4	28	651	34	11
Gulbarga Dakshin	38697	38906	1.3	100	1289	4	12
Belgaum Uttar	28844	27434	1.2	91	961	8	13
Koppal	19005	20022	0.3	21	613	38	14
Bidar	20626	18267	0.6	46	687	29	15
Chamarajanagar	15437	14043	0.5	36	617	37	16
Tiptur	12490	11302	0.2	13	567	47	17
Madhugiri	15112	14723	0.6	46	657	33	18
Hubli-Dharwad-Central	16825	17072	0.3	21	580	45	19
Kolar	21096	20978	1.1	82	753	19	20
Gauribidanur	13558	11893	0	1	542	55	21
Davanagere South	14647	14049	0.6	46	610	39	22
Kunigal	17347	16529	1.3	100	788	16	23
Karwar	14647	15357	0.4	28	563	49	24

Records shown above as on 28/07/2014 12:30:00

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

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE	30689625	29990517	27947672	2040030	746	626	337	289	75	21	8	13	6045
EDUCATION	323852	316434	299893	16007	41	27	6	21	3	3	0	3	1365
HOME	2363771	2327436	2282423	44047	13	4	1	3	0	0	0	0	1363
RDPR	1583546	1550250	1517812	30553	62	49	27	22	5	4	2	2	423
TRANSPORT	9298107	9213835	8982268	228128	4	3	1	2	0	0	0	0	296
HEALTH AND FAMILY WELFARE	556211	554034	547974	5711	0	0	0	0	0	0	0	0	177
URBAN DEVELOPMENT	2045595	2030982	1939373	90542	48	35	33	2	3	2	2	0	154
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	1463	1011	859	142	0	0	0	0	0	0	0	0	149
DPAR	1065	1021	1021	0	0	0	0	0	0	0	0	0	38
LABOUR	387757	384478	377722	6537	0	0	0	0	0	0	0	0	21
FOOD AND CIVIL SUPPLIES	2801302	2801087	2767500	33343	2	1	1	0	1	1	0	1	10
COMMERCE AND INDUSTRIES	80405	79751	77328	2412	1	0	0	0	0	0	0	0	10
WOMEN AND CHILD WELFARE	366531	362271	361345	442	0	0	0	0	0	0	0	0	7
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	856	844	796	47	0	0	0	0	0	0	0	0	6
KANNADA, CULTURE AND INFORMATION	1597	1584	1085	499	0	0	0	0	0	0	0	0	5
CO-OPERATION DEPARTMENT	14447	13548	13164	360	0	0	0	0	0	0	0	0	1
ANIMAL HUSBANDRY AND FISHERIES	2252	2161	1876	284	0	0	0	0	0	0	0	0	1
HOUSING DEPARTMENT	6678	6618	6485	132	0	0	0	0	0	0	0	0	1
COMMERCIAL TAXES	4010972	4002855	3500602	501254	5	5	2	3	0	0	0	0	0
HORTICULTURE	13680	12765	12456	293	0	0	0	0	0	0	0	0	0
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	129	127	124	3	0	0	0	0	0	0	0	0	0
	<b>54549841</b>	<b>53653609</b>	<b>50639778</b>	<b>3000766</b>	<b>922</b>	<b>750</b>	<b>408</b>	<b>342</b>	<b>87</b>	<b>31</b>	<b>12</b>	<b>19</b>	<b>10072</b>

Records shown above as on 30/06/2014 12:30:00

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

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bangalore	9716350	9618849	8954505	662366	288	196	172	24	9	7	5	2	3811
Mandya	2030581	1998156	1874200	123512	20	14	8	6	1	1	1	0	1001
Belgaum	3483206	3417786	3221914	195299	43	29	19	10	0	0	0	0	695
Raichur	1649710	1613319	1525625	87325	98	94	40	54	54	3	3	0	527
Ramanagara	1172910	1151659	1109008	42336	9	6	3	3	0	0	0	0	431
Mysore	2725684	2683112	2558735	123558	36	31	18	13	0	0	0	0	333
Gulbarga	1951978	1919605	1824437	94925	53	47	18	29	4	4	1	3	317
Dakshina Kannada	1831003	1796386	1730699	65134	7	5	1	4	0	0	0	0	308
Bangalore Rural	893063	875471	829341	45994	12	5	5	0	0	0	0	0	281
Yadgir	881758	863042	827572	35273	12	11	5	6	1	1	0	1	248
Bijapur	1732292	1699522	1601696	97340	18	18	4	14	1	1	0	1	222
Bellary	2063531	2026431	1921483	104655	49	37	16	21	5	5	0	5	210
Chikmagalur	997173	979686	908649	70826	9	8	3	5	2	1	1	0	192
Bidar	1204767	1177490	1054691	122635	41	40	8	32	2	1	0	1	184
Bagalkot	1516405	1492065	1428252	63402	18	18	1	17	2	1	0	1	172
Hassan	1953605	1927821	1811107	116366	12	7	3	4	0	0	0	0	145
Shimoga	1469899	1443620	1352905	90590	12	10	7	3	0	0	0	0	136
Tumkur	2472889	2427779	2257118	169803	33	31	23	8	0	0	0	0	126
Gadag	947840	929256	892684	36404	8	8	5	3	0	0	0	0	103
Dharwad	1647591	1624933	1542628	82004	9	4	1	3	1	1	0	1	90
Haveri	1209016	1183277	1123011	59982	7	7	2	5	0	0	0	0	82
Kolar	1393544	1371959	1290559	80809	27	27	13	14	3	3	0	3	76
Udupi	1006552	990381	963642	26447	14	14	11	3	1	1	1	0	76
Chitradurga	1543371	1514690	1436330	78071	10	10	6	4	0	0	0	0	65
Davanagere	1705549	1670283	1578552	91375	42	40	2	38	0	0	0	0	58
Koppal	1206818	1183988	1139482	44069	3	3	0	3	0	0	0	0	57
Chikkaballapura	1260180	1229432	1155048	73702	13	13	3	10	0	0	0	0	50
Chamarajanagar	938101	922580	873993	48315	9	8	5	3	0	0	0	0	45
Kodagu	490085	484582	459383	24927	2	1	0	1	0	0	0	0	16
Uttara Kannada	1454390	1436449	1392611	43322	8	8	6	2	1	1	0	1	15
	<b>54549841</b>	<b>53653609</b>	<b>50639860</b>	<b>3000766</b>	<b>922</b>	<b>750</b>	<b>408</b>	<b>342</b>	<b>87</b>	<b>31</b>	<b>12</b>	<b>19</b>	<b>10072</b>

Records shown above as on 28/07/2014 12:30:00



## CHAPTER 2C: OVER DUE STATUS- DEPARTMENT/INSTITUTION WISE

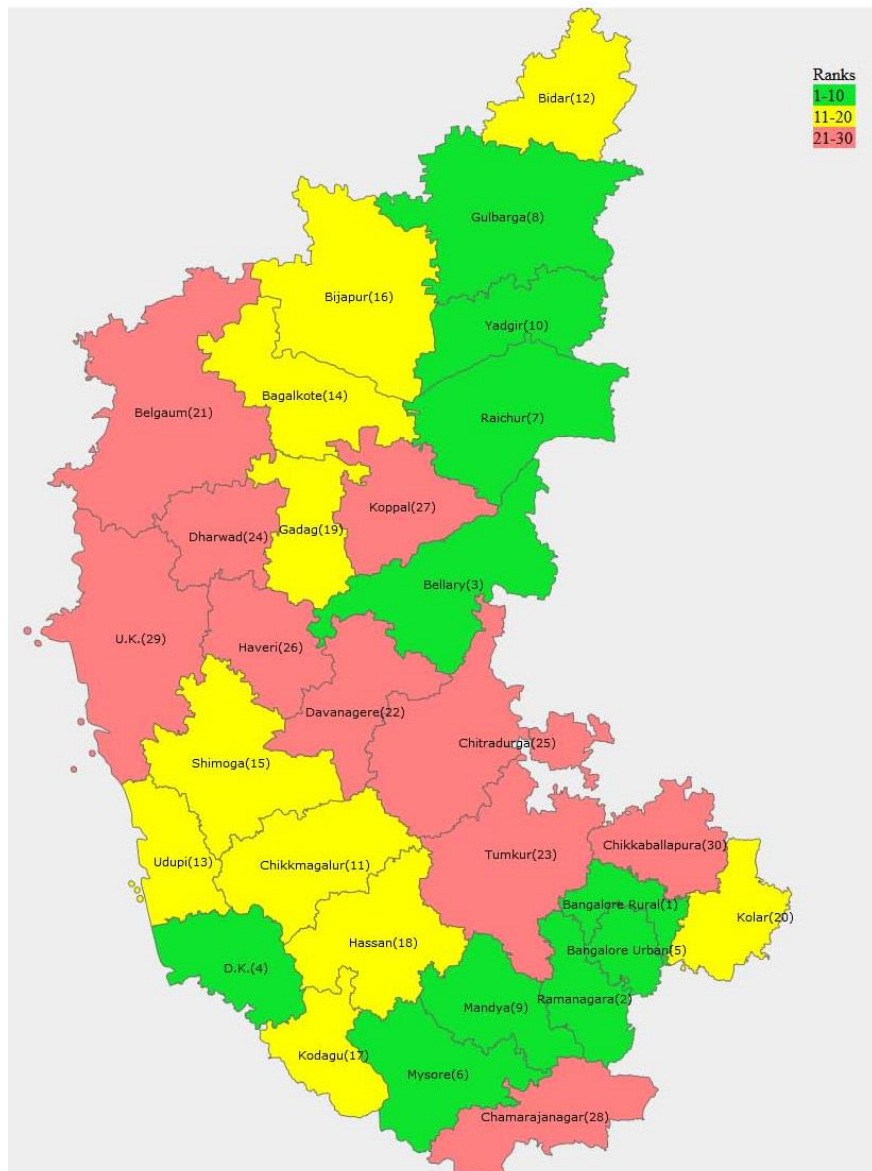
S.N	DEPARTMENT	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	OVER DUE
1	REVENUE DEPARTMENT	26851749	26166638	5131
2	HOME DEPARTMENT	2357800	2321124	1335
3	PRE-UNIVERSITY BOARD	116900	115919	981
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3029651	3027082	711
5	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1583936	1550597	413
6	TRANSPORT DEPARTMENT	6609618	6537019	222
7	DEPARTMENT OF PUBLIC INSTRUCTION	124828	119449	214
8	SURVEY AND SETTLEMENT COMMISSIONER	809028	797085	202
9	KARNATAKA STATE POLLUTION CONTROL BOARD	1463	1012	149
10	HEALTH AND FAMILY WELFARE DEPARTMENT	532414	530348	147
11	CITY MUNICIPAL COUNCIL	741919	735925	82
12	TRANSPORT CORPORATIONS(KSRTC)	1207084	1198731	55
13	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1065	1021	38
14	DRUGS CONTROL DEPARTMENT	22483	22342	30
15	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	1912	1787	24
16	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	19033	18806	20
17	BRUHAT BANGALORE MAHANAGARA PALIKE	234042	232260	19
18	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	22126	21099	16
19	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	331424	329214	14
20	BANGALORE DEVELOPMENT AUTHORITY	4617	4566	12
21	HIGHER EDUCATION-COLLEGIATE EDUCATION	9079	8924	12
22	TOWN MUNICIPAL COUNCIL	536071	532516	11
23	COMMERCE AND INDUSTRIES DEPARTMENT	80415	79752	10
24	FOOD AND CIVIL SUPPLIES DEPARTMENT	2802519	2802337	9
25	PUBLIC LIBRARIES DEPARTMENT	15495	15366	7
26	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	856	844	6
27	WOMEN AND CHILD WELFARE DEPARTMENT	366674	362441	6
28	TOWN PANCHAYAT	189911	188718	5
29	LABOUR DEPARTMENT	362020	359863	5
30	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	163955	162450	5
31	KANNADA AND CULTURE	1146	1136	5
32	UNIVERSITY ACADEMIC SECTION	2640	2624	4
33	UNIVERSITY CONSTITUENT COLLEGES	3377	3374	2
34	UNIVERSITY EXAMINATION SECTION	46746	46263	1
35	FISHERIES DEPARTMENT	2252	2161	1
36	FIRE SERVICES DEPARTMENT	6319	6318	1
37	CITY CORPORATION (Other than BBMP)	320245	318305	1
38	KARNATAKA HOUSING BOARD	6200	6148	1
39	REGISTRAR OF CO-OPERATIVE SOCIETIES	7280	6954	1
<b>Total:</b>		<b>49526292</b>	<b>48638518</b>	<b>10072</b>

Records shown above as on 28/07/2014 13:00:00

**Notes:** The above table shows overdue in services in various departments/ institutions. The pendency is huge in Revenue, Home department, IGR and Transport department. 50% of overdue cases are from Revenue department.

Departments/Institutions (**Highlighted S.N 24 to S.N 39**) in the above table have very less overdue. These departments, with little effort can clear them and increase the number of departments/institutions with zero pendency.

## CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR JUL14-DISTRICT WISE



Records shown above as on 28/07/2014 13:30:00

### Legend

1. **Pink:** Districts with low delayed disposal rates
2. **Yellow:** Districts with medium delayed disposal rates
3. **Green:** Districts with high delayed disposal rates

### Notes:

5 districts of Bangalore, Bellary, Dakshina Kannada, Bangalore Rural and Ramanagara are major contributors to the State delayed disposal rate of 2.48%. **Delayed disposal rate has decreased from 2.86% (June-14) to 2.48% in this month.** These districts have around 6 lakhs disposals in this month of July-14. This is about 23% of total State disposals.

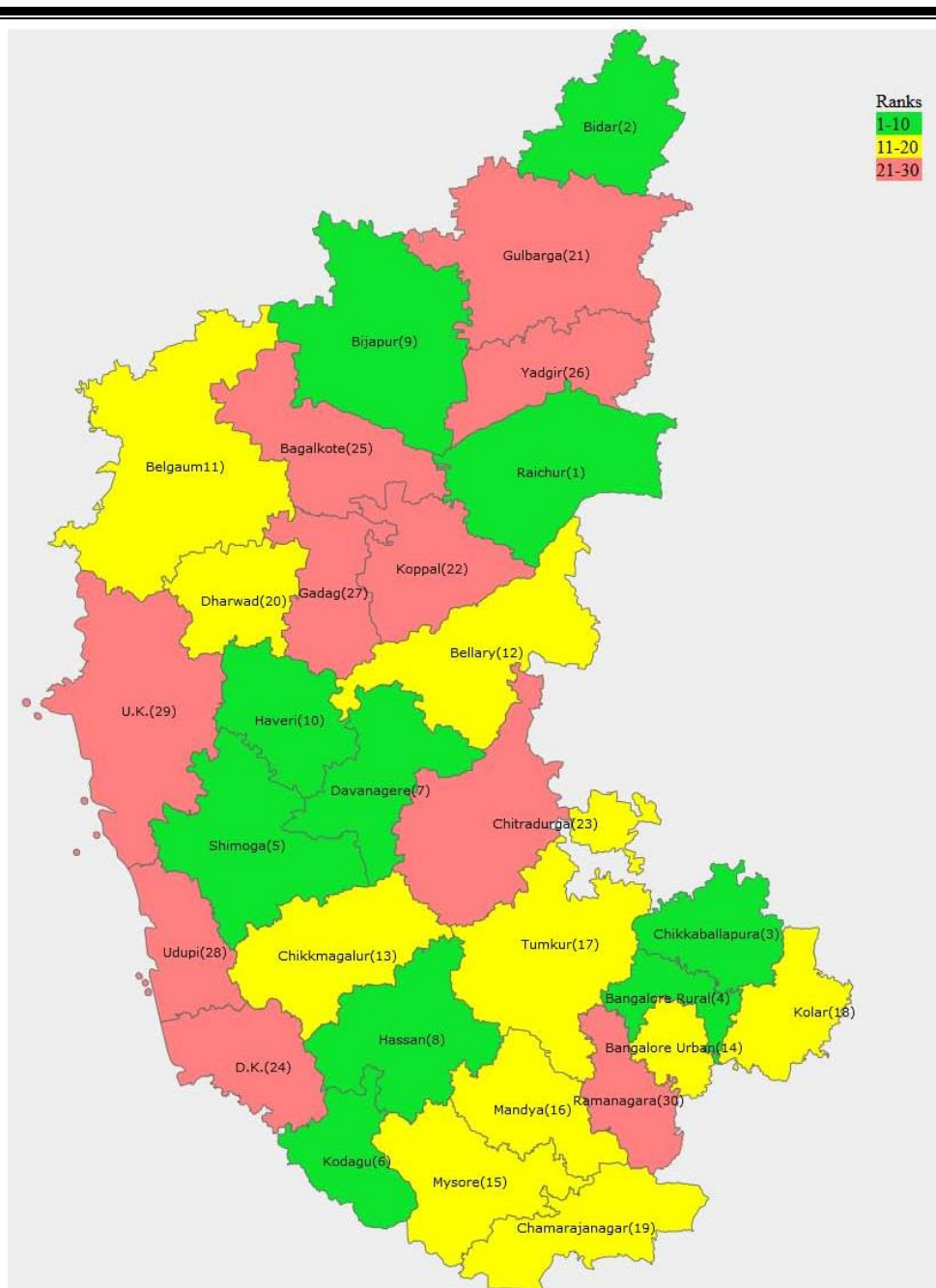
## CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR JULY 14-DEPARTMENT WISE

S.N	Main Department	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total (B)	% of delays for July 2014 (B/A)
1	EDUCATION DEPARTMENT	30143	8535	317	100	51	64	9067	30.08%
2	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	172	10	14	12	12	2	50	29.07%
3	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	14	0	3	0	1	0	4	28.57%
4	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	21	2	0	1	0	0	3	14.29%
5	HOUSING DEPARTMENT	122	9	0	0	0	0	9	7.38%
6	HOME DEPARTMENT	97667	3787	1178	656	426	300	6347	6.50%
7	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	55	1	0	1	0	0	2	3.64%
8	REVENUE DEPARTMENT	1348434	33104	6192	1781	1281	1494	43852	3.25%
9	HEALTH AND FAMILY WELFARE	23774	537	58	17	4	12	628	2.64%
10	CO-OPERATION DEPARTMENT	1592	17	22	0	2	0	41	2.58%
11	URBAN DEVELOPMENT	70393	1318	194	32	16	3	1563	2.22%
12	RURAL DEVELOPMENT AND PANCHAYAT RAJ	96319	1591	206	52	18	19	1886	1.96%
13	LABOUR DEPARTMENT	12153	114	1	0	1	4	120	0.99%
14	KANNADA AND CULTURE	152	1	0	0	0	0	1	0.66%
15	WOMEN AND CHILD WELFARE	28602	123	21	2	0	0	146	0.51%
16	COMMERCE AND INDUSTRIES DEPARTMENT	4169	6	4	1	0	4	15	0.36%
17	TRANSPORT DEPARTMENT	788302	1836	285	194	57	93	2465	0.31%
18	FOOD AND CIVIL SUPPLIES	66479	100	13	11	2	0	126	0.19%
19	HORTICULTURE DEPARTMENT	3510	5	0	0	0	0	5	0.14%
20	COMMERCIAL TAXES DEPARTMENT	107534	60	1	1	0	1	63	0.06%
	<b>Total</b>	<b>2679607</b>	<b>51156</b>	<b>8509</b>	<b>2861</b>	<b>1871</b>	<b>1996</b>	<b>66393</b>	<b>2.48%</b>

Records shown above as on 28/07/2014 13:30:00

**Notes:** The rate of delayed disposals in July -14 for the State is 2.48%. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 77% of total delayed disposals. Education, Home and Revenue departments, with high volume of receipts contribute to 90% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

## CHAPTER 2F: REPORT OF REJECTIONS FOR JUL-14- DISTRICT WISE



Records shown above as on 28/07/2014 13:30:00

### Legend

1. **Pink:** Districts with low rejection rates
2. **Yellow:** Districts with medium rejection rates
3. **Green:** Districts with high rejection rates

**Notes:** 15 districts have rejection rates greater than State's average of 3.58% for July-14. **The rejection rates has dropped from 3.8% in June -14 to 3.58% in July-14.** The respective District administration should probe, analyze and check reasons for rejections if done on malifide grounds.

## CHAPTER 2G: REPORT OF REJECTIONS FOR JULY-14- DEPARTMENT WISE

Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
COMMERCIAL TAXES DEPARTMENT	104040	105430	8194	7.77
CITY MUNICIPAL COUNCIL	27624	28102	1797	6.39
DEPARTMENT OF PUBLIC INSTRUCTION	8522	9108	553	6.07
COMMERCE AND INDUSTRIES DEPARTMENT	4204	4066	244	6
REVENUE DEPARTMENT	1207427	1144444	64655	5.65
CITY CORPORATION (Other than BBMP)	9815	10091	545	5.4
RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	103453	93209	4739	5.08
TOWN MUNICIPAL COUNCIL	17915	18043	743	4.12
TOWN PANCHAYAT	6294	6415	154	2.4
HOME DEPARTMENT	96844	96605	2127	2.2
TRANSPORT DEPARTMENT	335112	332989	6734	2.02

Records shown above as on 28/07/2014 13:30:00

### Notes:

Major departments with higher rejection rates is shown above .The rejection rate in July - 14 for the State is 3.58%. Rejection rate for June-14 was 3.8%. The rejection rate for the State has decreased as compared to previous month. The departments/Institutions are Revenue Department, Commercial Taxes and City Municipal Council have huge receipts with almost 60% of total receipts of the State. This impacts the State rejection rate. Departments with less receipts like Kannada and Culture, Fisheries and Pollution Control Board (not in the list) are minor contributors to the rejection rate.

## CHAPTER 2H: REPORT OF REJECTIONS FOR JULY14- SERVICE WISE

S.N	Service Name	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)
1	ISSUE OF JOB CARD TO UNSKILLED LABOURES UNDER MGNREGS	RDPR	12820	9296	2660	28.61
2	Small and Marginal Farmer Certificate	REVENUE DEPARTMENT	12315	13093	3197	24.42
3	Issue of form F Declaration	COMMERCIAL TAXES DEPARTMENT	10825	11752	2548	21.68
4	Sandhya Suraksha	REVENUE DEPARTMENT	69182	23477	4105	17.49
5	Indira Gandhi Old Age Pension	REVENUE DEPARTMENT	11184	4142	636	15.35
6	Destitute Widow pension	REVENUE DEPARTMENT	28857	11015	1282	11.64
7	Pension for disabled persons	REVENUE DEPARTMENT	14320	5282	564	10.68
8	ALTERATION TO ASSESSMENT LIST	RDPR	14003	11790	925	7.85
9	PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)	RDPR	16154	13272	801	6.04
10	Domicile Certificate	REVENUE DEPARTMENT	12312	11032	653	5.92
11	All types of Caste Certificate	REVENUE DEPARTMENT	503924	542949	29681	5.47
12	Issue of C Form declarations under the CST Act, 1956.	COMMERCIAL TAXES DEPARTMENT	83152	83341	4169	5
13	Residence Certificate	REVENUE DEPARTMENT	110286	112799	4999	4.43
14	NoC for Passport Verification	HOME DEPARTMENT	35586	34311	1435	4.18
15	Transfer of Ownership	TRANSPORT DEPARTMENT	40187	40027	1648	4.12
16	Change of Khata (Undisputed cases)	REVENUE DEPARTMENT	138345	112969	4061	3.59
17	Issue of Birth,Still Birth and Death Certificates	CITY MUNICIPAL COUNCIL	17570	17869	616	3.45
18	All types of Income Certificate	REVENUE DEPARTMENT	257590	259822	8872	3.41
19	Learning Licence	TRANSPORT DEPARTMENT	84350	83005	2587	3.12

Records shown above as on 28/07/2014 13:30:00

**Notes: Services which are affected by high rejection rates are shown in the above table.**

Service wise rejection rate sheds light for respective HODs to probe, analyze and check reasons for rejections if done on malifide grounds. If necessary, process re-engineering should be done to prevent cases of rejections.

## **CHAPTER 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR JULY 14-DISTRICT WISE**

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

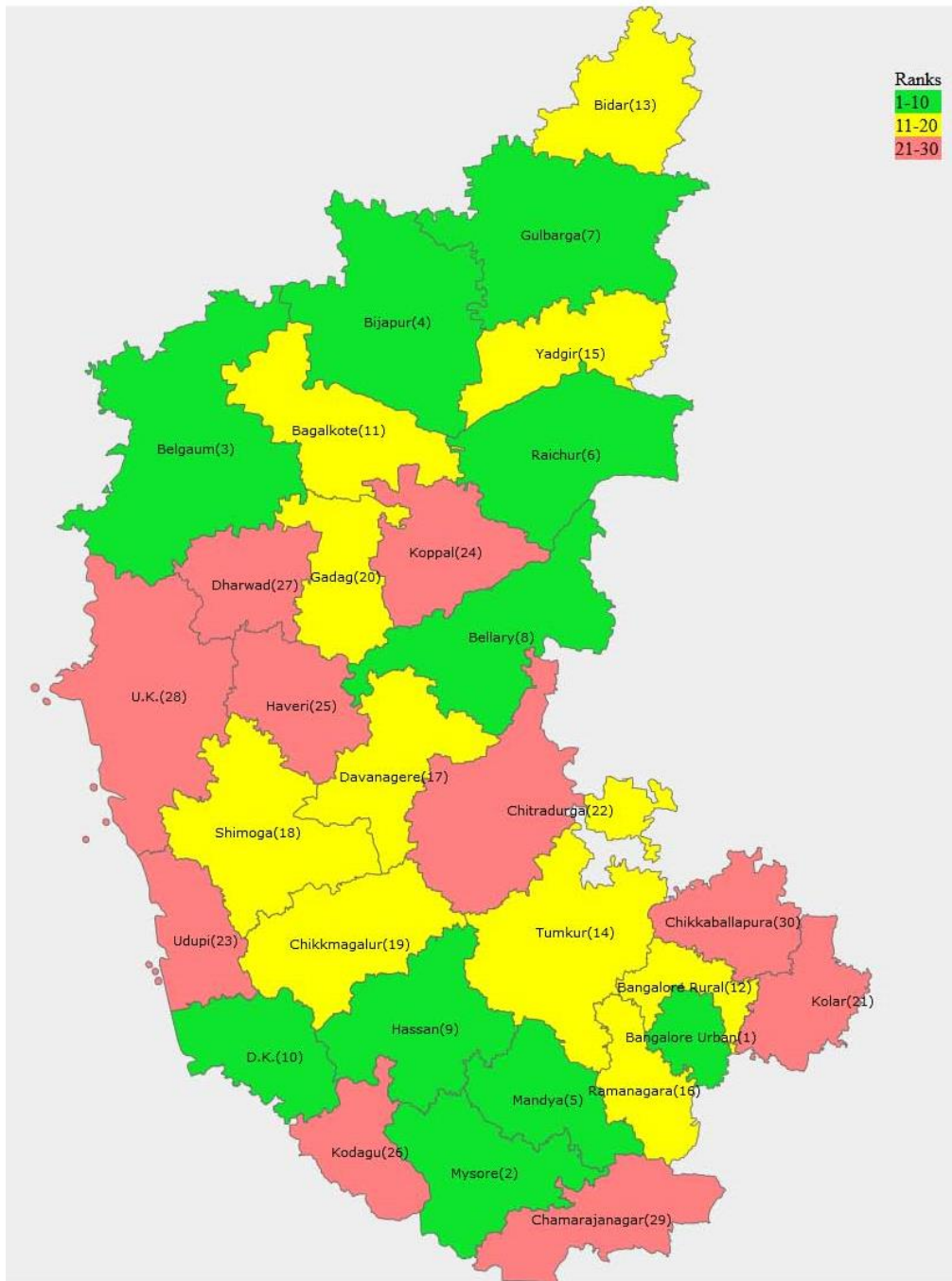
***Developing culture to deliver services within fixed period:***

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

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

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

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



Records shown above as on 28/07/2014 13:30:00

**Legend**

1. **Pink:** Districts with low number of defaulting offices
2. **Yellow:** Districts with medium number of defaulting offices
3. **Green:** Districts with high number of defaulting offices

**Notes:** Districts of Bangalore, Bangalore Rural, Bagalkot, Belgaum and Bellary have occupied the Top 5 places in the list. The receipts in the districts of Bangalore and Belgaum are high compared to other districts. The defaulting offices of Revenue Department are spread all across the State. DCs have to regularly monitor the activities of various departments in their district.



## CHAPTER 2J: OFFICES WITH MORE THAN 7 DEFAULTS FOR JULY 14- DEPARTMENT WISE

The list shows the departments with number of offices (Total of 925), who have defaulted more than 7 times in the month of July -14.

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults ( June-14)	Designated Offices with 7 or more defaults ( July-14)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	517	466
		SURVEY AND SETTLEMENT COMMISSIONER	58	58
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	92	48
2	HOME DEPARTMENT	HOME DEPARTMENT	116	96
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	44	68
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	19	15
		CITY CORPORATION (Other than BBMP)	5	5
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	4	4
		BANGALORE DEVELOPMENT AUTHORITY	2	2
		TOWN MUNICIPAL COUNCIL	17	11
		CITY MUNICIPAL COUNCIL	10	7
5	FINANCE DEPARTMENT	TOWN PANCHAYAT	6	12
		COMMERCIAL TAXES DEPARTMENT	7	3
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	38	27
		PU BOARD	1	1
		UNIVERSITY ACADEMIC SECTION	1	0
		HIGHER EDUCATION	0	1
		COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2	2
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	37	35
		KSRTC	3	15
		NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	0	5
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	1	8
8	CO-OPERATION DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	1	1
		AGRICULTURAL MARKETING DEPARTMENT	2	0
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	6	2
		EMPLOYEES STATE INSURANCE MEDICAL SERVICES	0	0
		DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	0	0
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	7	16
	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	2	0
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	5	6
12	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1	1
13	HOUSING DEPARTMENT	KARNATAKA HOUSING BOARD	1	0
14	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	0	6
15	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	0	3
16	DRUGS CONTROL DEPARTMENT	DRUGS CONTROL DEPARTMENT	0	1
17	HORTICULTURE DEPARTMENT	SERICULTURE DEPARTMENT	1	0
<b>Total</b>			<b>1006</b>	<b>925</b>

Records shown above as on 28/07/2014 13:30:00

**Notes:** Core Revenue department has 466 offices with more than 7 defaults. This along with IGR and Survey settlement Commissioner with 48 and 58 offices respectively sums up to 572 defaulting offices. This constitutes 62% of the total defaulting Offices State wide.

## CHAPTER 2K: DITC RANKING FOR JULY 2014

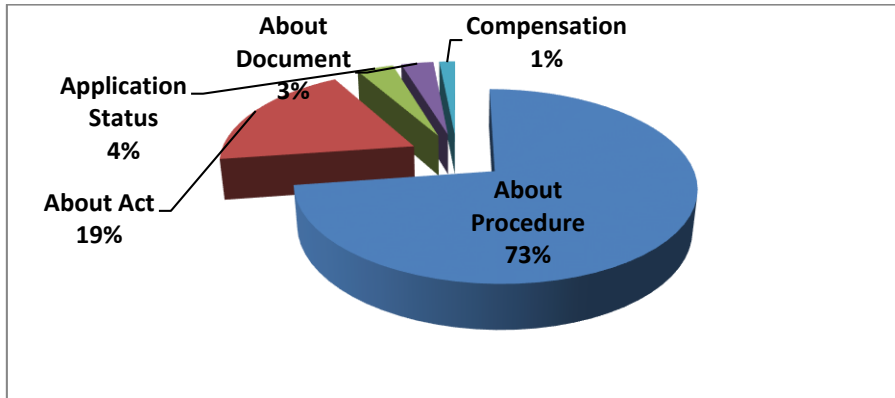
District	District Rank	Complaints				Cybercafé		Helpdesk				Citizen Feedback		Ranks Total	Final Rank
		Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MOU Signed	Rank	Operational %	Rank	feedback collected %	Rank	Collected	Rank		
Koppal	4	100	1	100.00	1	34	15	40.0	10	40.01	5	58	7	43	1
Chitradurga	9	100	1	100.00	1	17	21	42.8	9	74.02	2	80	3	46	2
Belgaum	25	96.15	6	95.97	6	115	1	90.9	2	92.41	1	56	8	49	3
Shimoga	14	97.18	4	97.92	2	56	9	0.0	14	33.27	6	53	9	58	4
Dharwad	22	83.87	12	96.15	5	110	2	33.3	12	66.05	3	80	3	59	5
Uttara Kannada	10	100	1	100.00	1	33	16	0.0	14	91.83	1	30	16	59	5
Gadag	5	98.08	3	100.00	1	11	22	16.6	13	31.20	7	32	15	66	6
Bijapur	16	91.25	11	95.95	7	60	7	66.6	6	4.70	22	85	1	70	7
Chikkaballapura	1	95.33	7	97.52	3	8	23	100.0	1	6.88	21	33	14	70	7
Bangalore	12	0.00	15	0.00	15	56	9	0.0	14	31.18	7	78	4	76	8
Chamarajanagar	15	100	1	97.30	4	23	20	80.0	4	20.27	15	0	17	76	8
Gulbarga	30	95.24	8	92.59	9	92	3	87.5	3	18.24	18	60	5	76	8
Kolar	8	95.10	9	71.95	10	32	17	0.0	14	20.04	16	85	2	76	8
Tumkur	2	0.00	15	0.00	15	82	5	63.6	7	11.70	20	0	17	81	9
Haveri	20	100.00	1	100.00	1	26	19	50.0	8	18.69	17	30	16	82	10
Bellary	28	97.16	5	100.00	1	23	20	75.0	5	30.27	8	30	16	83	11
Hassan	3	0.00	15	0.00	15	38	14	0.0	14	24.28	11	0	17	89	12
Bagalkot	18	0.00	15	0.00	15	59	8	0.0	14	47.76	4	0	17	91	13
Chikmagalur	11	100.00	1	93.02	8	0	25	37.5	11	3.83	23	40	12	91	13
Yadgir	23	98.96	2	60.81	12	30	18	0.0	14	21.00	14	48	10	93	14
Udupi	24	0.00	15	100.00	1	47	11	0.0	14	23.43	12	0	17	94	15
Mandya	7	20.00	14	0.00	14	17	21	0.0	14	17.31	19	59	6	95	16
Ramanagara	6	0.00	15	0.00	15	26	19	0.0	14	28.57	9	0	17	95	16
Davanagere	17	0.00	15	0.00	15	64	6	0.0	14	21.55	13	0	17	97	17
Raichur	13	0.00	15	0.00	15	46	12	0.0	14	24.43	11	0	17	97	17
Mysore	26	0.00	15	0.00	15	51	10	0.0	14	28.08	10	0	17	107	18
Dakshina Kannada	21	94.20	10	20.28	13	39	13	0.0	14	0.00	24	34	13	108	19
Bangalore Rural	27	0.00	15	0.00	15	56	9	0.0	14	21.56	13	0	17	110	20
Bidar	29	0.00	15	0.00	15	88	4	0.0	14	11.63	20	0	17	114	21
Kodagu	19	77.78	13	66.67	11	3	24	0.0	14	0.00	24	41	11	116	22
<b>Total</b>						<b>1342</b>						<b>1012</b>			

Records shown above as on 30/07/2014 15:30:00

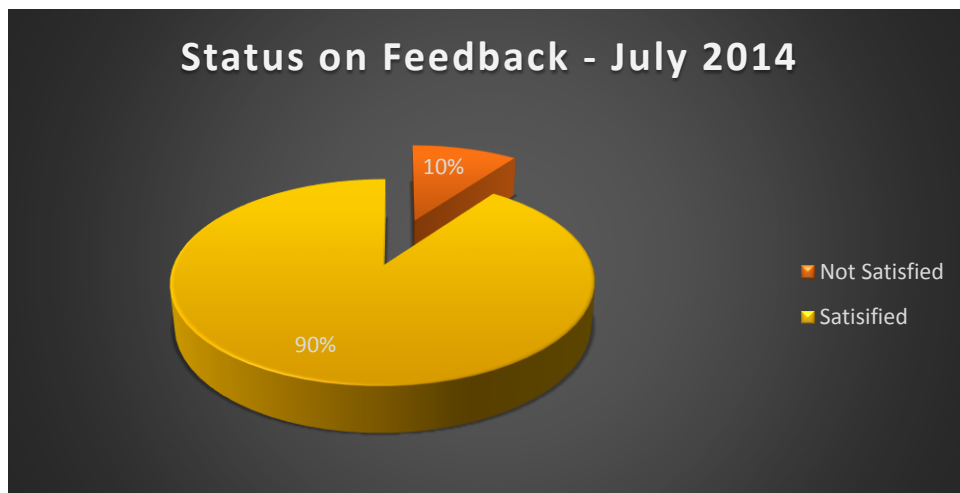
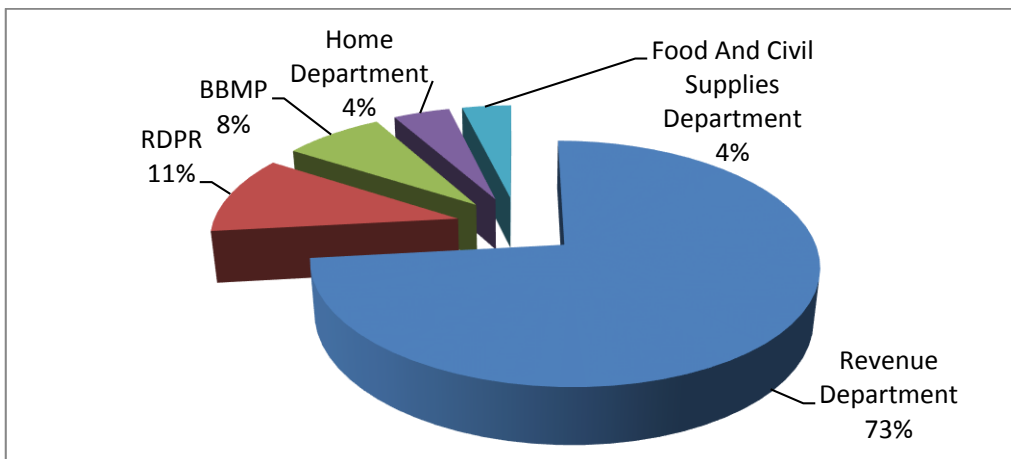
### 3. CALL CENTRE REPORT

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

Helpline's contribution has been virtuous in creating the awareness of the Act, enquiries about the Act & Procedures constitutes to 92% of the calls received.



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



## CHAPTER 3A: CALLS RECEIVED- DEPARTMENT WISE

Detailed Department wise breakup of calls logged by Call Centre for the July 2014.

Sub Department	Call Count July -14
Revenue Department	23521
Urban Development	3676
Transport Department	3037
R DPR	2469
Public Works, Ports & Inland Water Transport Department	1854
Education Department	920
Women & Child Welfare	892
Home Department	622
Home	622
Health & Family Welfare	426
Labour Department	424
Commercial Taxes Department	225
Food & Civil Supplies Department	147
Co-operation department	144
Pre University Board	63
IT and BT	33
Agricultural Department	30
Water resources	27
Housing	17
IDD	16
City Municipal Council	15
Forest Department	15
Bruhat Bangalore Mahanagara Palike	12
Transport Corporation (KSRTC / BMTC)	10
DPI	7
Fisheries	7
Kannada and Culture Department	7
City Corporation (Other than BBMP)	6
DPAR	5
Commerce and Industries	4
Ecology and Environment	3
Parliamentary affairs	3
Youth Services and Sports	3
Medical Education	3
Irrigation Department	2
Bangalore Water Supply & Sewerage Board	1
Town Municipal Council	1
Planning and Statistics	1
ESI - Employees State Insurance Corporation	1
University examination section	1
<b>Grand Total</b>	<b>39292</b>

Records shown above as on 31/07/2014 18:30:00

## CHAPTER 3B: STATUS OF COMPLAINTS

Table showing status of Complaints- Both Sakala and Non Sakala as of end of July 2014

Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
CM Janata Darshan	NON-SAKALA	3026	1992	610	2602	0	424
Call Center	SAKALA	3648	3482	69	3551	73	24
Call Center	NON-SAKALA	2769	2693	18	2711	54	1
E-Mail	SAKALA	221	213	8	221	0	0
E-Mail	NON-SAKALA	452	442	9	451	1	0
EJS	NON-SAKALA	5172	1051	649	1700	229	3246
Janagraha	NON-SAKALA	3075	1400	31	1431	0	1644
Online	SAKALA	817	442	186	628	66	123
Online	NON-SAKALA	152	78	8	86	44	22
	<b>Total</b>	<b>19332</b>	<b>11793</b>	<b>1588</b>	<b>13381</b>	<b>467</b>	<b>5484</b>

Grievances		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
	Sakala	4686	4137	263	4400	139	147
Non Sakala	14646	7656	1325	8981	328	5337	

Records shown above as on 28/07/2014 11:30:00

<b>Resolved</b> - Complaints are resolved. Delivery may be in time or delayed.	<b>Rejected</b> -Complaints are rejected due to insufficient information/documents.
<b>In Progress</b> – Grievance redressal in progress but no violations of timeline.	<b>Overdue</b> - Grievance redressal is in progress but violations of timeline.

### Notes:

Out of 4686 complaints received for Sakala, 4137 have been resolved and 263 have been rejected. Hence 4400 complaints have been disposed. Hence 93% closure rate is seen. 139 complaints are in progress and 147 complaints are overdue.

Out of 14646 complaints received for Non Sakala, 7656 have been resolved and 1325 have been rejected. Hence 8981 complaints have been disposed. Hence 62% closure rate is seen. 328 complaints are in progress and 5337 are overdue. This is because of EJS and Janagraha. These complaints are being followed up closely and results are expected in a few days.

### CHAPTER 3C: COMPENSATION CLAIMED STATUS

S.N	Department Name	No. of Compensation Claims	Compensation Claimed by Citizens (Rs)
1	REVENUE DEPARTMENT	365	49340
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	27	3040
3	SURVEY AND SETTLEMENT COMMISSIONER	25	1900
4	DEPARTMENT OF PUBLIC INSTRUCTION	25	4620
5	BRUHAT BANGALORE MAHANAGARA PALIKE	17	1600
6	HOME DEPARTMENT	4	380
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TRANSPORT DEPARTMENT	2	640
9	FOOD AND CIVIL SUPPLIES	1	60
10	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
11	CITY MUNICIPAL COUNCIL	1	320
	<b>Total</b>	<b>471</b>	<b>62180</b>

Records shown above as on 28/08/2014 11:30:00

## Complaints / Results

**Date:** 08-07-2014

**Name:** Dharmendra s/o Siddarammu

**Place:** Chamaraj Nagar

**Department:** RDPR

**Service:** Maintenance of Village Sanitation

**Source of Complaint:** Call Centre

**Details:** PR0011001437491 & Error in 1st Appeal no: This GSC Application is approved by the Department.



*[Handwritten Signature]*  
ಪಂಚಾಯತ್ ಅಭಿವೃದ್ಧಿ ಅಧಿಕಾರಿ  
ವಿಜಯನಗರ ಗ್ರಾಮ ಪಂಚಾಯತ್  
ಚಾಮರಾಜನಗರ ತಾಲ್ಲೂಕು

**Name:** Vishwanath

**Place:** Gadag

**Department:** Revenue Department

**Service:** Fixing Boundary for a property- **Hadbastu Certificate**

**Source of Complaint:** Call Centre- Non Sakala

**Complaint addressed to Mission Director: Hadbastu Certificate**

Dear Dr.Mrs.Shalini Rajneesh,

Time and again, I hereby regret to inform you on the below issue that has not yielded 'assured' results so far. I failed to understand if the administration at Nargund Taluka Office and Gadag DC/AC/ADLR office cannot stand by their words and my request as to provide a convincing rather legal solution to it after chasing restlessly for more than 2.5 months now.

**Questions:**

1. Is this the heights of failure of governance what fellow citizens like me are relying on?
2. Should I settle down for the officially unofficial alternative that is offered, boundary fixing without accepting application (afsaat) and not issuing hadbastu certificate after? If yes, I could have done myself the measurement/boundary fixing using a well calibrated tape why I had to wait for such long time patiently?.

I am into deep confusion over rigid, cumbersome, insensible procedures which seems to be a big hurdle to receive services in this case.

Thanks,

Vishwanath

**Final Result: *A happy Citizen***

Special thanks to Dr.Shalini Rajneesh, Miss. Sindhu (Sakala team) and everyone who directly or indirectly took my concern to the foreground and supported me throughout in getting the service.

@Prashant (Sakala team, Gadag): You can please move the grievance status to closed as the boundary fixing was done and encroachment by the adjacent owner however minor not shown in the hadbastu certificate being set-rated among the parties and encroached party agreed to clear the entitled area in presence of five members (pancharu) and the statement was signed at the end.

Thanks,

Vishwanath



### 3D. CITIZEN FEEDBACK

Name	Location	Complaint Category/ Department	Happy/ Not happy
1. Shamashad Begam	Bagalkot	Transport	Happy
<p><b>Remarks:</b> Ms. Shamshad Begum got to know about Sakala through TV advertisement. She called up to Enquire about Driving license. Said that Sakala Scheme is very helpful to public to get information and services with in stipulated time. Satisfied with Sakala service. Suggested to provide contact numbers of officers to the citizen.</p>			
2. Babuji	Uttara Kannada	Revenue Department	Not Happy
<p><b>Remarks:</b> Citizen called Sakala to enquire about information regarding Caste Certificate. Got to know about Sakala through the TV ads. Citizen applied for service and is not satisfied with Sakala service because he has not received the service in Stipulated time.</p>			
3. Rajesh	Udupi	City Municipal council	Happy
<p><b>Remarks:</b> Citizen got to know about Sakala through Newspaper. Called up to know about Birth Certificate. Got his service in stipulated time. Said that because of Sakala Citizens are getting services on time service. Suggested to include more services in Sakala.</p>			
4. Sudeer Bhatt	Bangalore	Home Department	Happy
<p><b>Remarks:</b> Got to know about Sakala through TV advertisement. Got required information through one single call. Very glad about Sakala service delivery and is satisfied with Sakala. Requested to give a more publicity in Rural areas</p>			
5. Sayed Nasrulla	Chitradurga	City Municipal council	Happy
<p><b>Remarks:</b> Got to Know about Sakala through display boards. Said that he had applied for Khata Extract. Complained about delayed service. Got his grievance resolved from Sakala Mission. So he is happy &amp; Satisfied with Sakala.</p>			
6. Sandya	Bangalore	BBMP	Happy
<p><b>Remarks:</b> Got to know about Sakala through TV. Said that she had applied for Birth Certificate at BBMP office and got the service in time. Said that Sakala is very good &amp; helpful scheme.</p>			
7. Patha Nayaka	Chitradurga	Revenue Department	Happy
<p><b>Remarks:</b> Got to know about Sakala through TV advertisement. Called to enquire about Living Certificate, he is glad about Sakala for its work. Sakala empowers people to get services in stipulated time. Citizen suggested to give more publicity.</p>			

Name	Location	Complaint Category/ Department	Happy/ Not happy
8.Paramesh	Tumkur	Revenue Department	Not Happy
<p><b>Remarks:</b> Got to know about Sakala through News Paper. Called up to know the procedure of Conversion Of Agriculture land to non-agriculture purpose. Applied for service and since he did not get his service. Citizen stated that the concerned officers are not responding to public problems. Citizen is not satisfied with Sakala.</p>			
9.Shekhar Kaipadi	Udupi	Revenue Department	Happy
<p><b>Remarks:</b> Citizen got to know about Sakala through Newspaper. Called up to know about "No tenancy certificate" also he got the service in stipulated time. Said that "Because of Sakala Citizens get our service easily and is very happy with Sakala".</p>			
10. Basavaraju	Koppal	Rural Development And Panchayath Raj	Happy
<p><b>Remarks:</b> Got to Know about Sakala through TV advertisement. Citizen called up to enquire about "Alteration to Assessment list" and got proper Information and good response by Sakala. Citizen stated that Sakala is providing very helpful service to public. So citizen is satisfied with Sakala.</p>			
11.Hasnen	Bangalore Rural	Transport Department	Not Happy
<p><b>Remarks:</b> Citizen called Sakala helpline to register a complaint regarding Vehicle registration. Got to know about Sakala through newspaper. Complained for delayed services. Not satisfied with Sakala. Suggested to take severe action against officers.</p>			
12. Chakrapani	Bangalore Rural	BBMP	Happy
<p><b>Remarks:</b> Got to know about Sakala through TV advertisement. Citizen called up to Enquire about Khata Extract/Certificate and got good response by Sakala. Told that Sakala is doing good service to public problems. Citizen requested to include all departments under Sakala also reduce time limit of Sakala services.</p>			
13.Sharanu	Gulbarga	Revenue Department	Happy
<p><b>Remarks:</b> Citizen came to know about Sakala through Newspaper. Called Sakala helpline to know about procedure of "Old Age Pension". Got the required information, also is very happy with Sakala. Stated that Sakala call centre is useful to rural area people to get the information through a single Phone call.</p>			

## 4. EVENTS AND NEWS CLIPS

### 1. Consul General of France hints at a cultural exchange of students

**BENGALURU, 18<sup>TH</sup> JULY 2014**

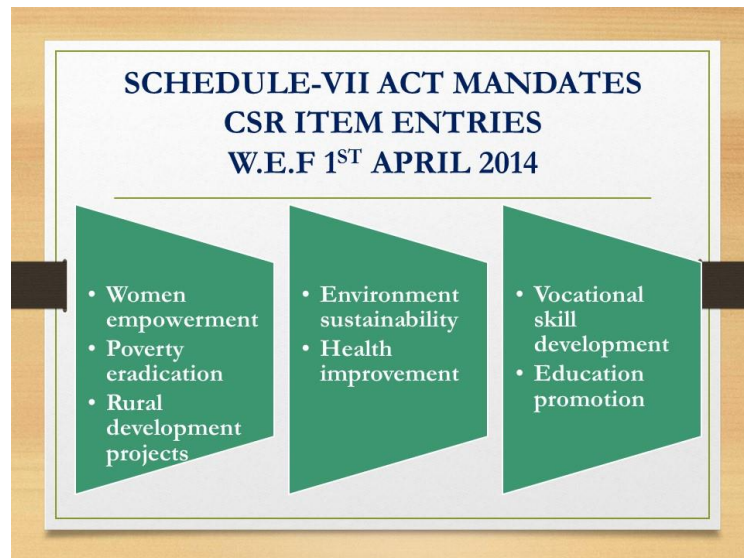
Mr. Eric Lavertu, Consul General of France and Dr. Jenifer Clark, Attache for Science and Technology called upon Hon'ble Law Minister, Sri T.B. Jayachandra at Vidhana Soudha and proposed to send 100 French Interns to work with Sakala Mission, in this academic year at their expense.

Hon'ble Law Minister expressed his happiness about the initiative and assured the French team regarding complete support from the State Government for the student interns.



Dr. SHALINI RAJNEESH, informed that Sakala has already partnered with IIT, Chennai and Delhi school of Economics on internship project of 8 weeks each.

The interns from these institutes have completed their internship and have submitted report to the Sakala Mission on Corporate Social Responsibility. A website is soon being launched to offer different models of Sakala – CSR partnership



The Consul General appreciated the Mission’s internship program as France doesnot have the Right ot ServicesLegislation unlike U.K and expressed that French students have to mandatorily undertake projects in their fourth year of University study. He said that he will send a communication to the Universities/Schools in France to identify the interested students. He mentioned that 50 French companies are based in Karnataka and Andhrapradesh and around 20 students are alreadyworking in French companies as interns. **Also, he spoke on the exclusive Immigration/Visa arrangements to be made for the students to travel to India for which they would move the Ministry of External Affairs.**

Mr.Nitin Pai, Director of Takshashila Foundation offered 1 or 2 days warm-up training on Indian administrative practices and Culture overview for interested French student interns in their institution before they take up a project under Sakala Mission.

## 2. Amerikannodtsava and Global Investors Meet Organized By NAVIKA (North American Viswa Kannada Organisation)

**Bangalore, July 12:** Karnataka is providing optimistic business environment for NRI's and is also offering opening for youth to participate in governance said Mr.Ramalingareddy, Minister for Transport on the occasion of **AMERIKANNODTSAVA AND GLOBAL INVESTORS MEET organized by NAVIKA (NORTH AMERICAN VISWA KANNADA ORGANISATION) at RAVINDRA KALAKSHETRA.** He requested NRI's to invest to create a better future for the younger generation of India either in home town or abroad.

Dr.Shalini Rajneesh, Principal Secretary, DPAR, Kannada, culture and Information, spoke about SAKALA and its initiatives to the NRI gathering and Global investor meet participants. **Spanish Movie and Sakala Movie snippets** were displayed to the audience, how Sakala combats corruption, **red tapism in government sector and brings about transparent, accountable governance to the citizen's doorstep.** She also addressed the gathering on **Destination Karnataka–Initiative** on attracting Investment by creating a **friendly and transparent business environment.** She also said on the occasion that shortly a **new Citizen Charter Bill** will be introduced by the central government which gives each Citizen a right to exercise the power in a time bound hassle free manner. **Sakala's achievement of serving 52 million citizens in Karnataka and 50 government departments, 669 citizen services added till date** has been studied by other developing countries like Afghanistan, Pakistan for replication.

### GLOBAL INVESTOR'S MEET PANEL DISCUSSION ORGANIZED BY NAVIKA



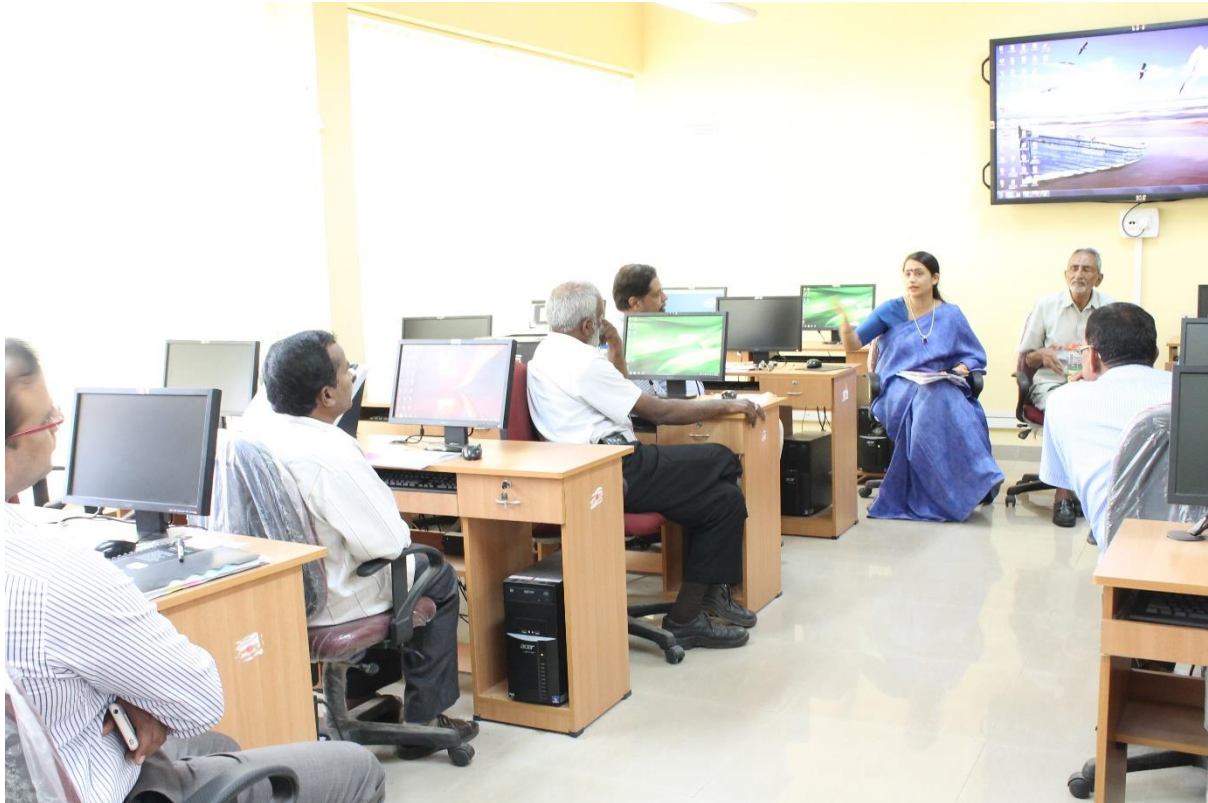
The other participants were **Mukhyamantru Chandru** noted film personality, **Sri V.C.Prakash**, **NRI forum**, **Govt. of Karnataka**, **Dr.Muralidhar**, **Member Secretary**, **NRI forum**, **GOK**, **Sri Rajan Narayan**, **Actor**, **Hollywood**, **U.S.A**, **Sri Ramesh Babu**, **President**, **Hongkong**, **Kannada Sangha**, **Sri Ashwin Mehra Dy.M.D**, **SBI**, **Dr.Nagan Goudar**, **CEO**, **Pharmaceutical Company**, **USA etc.**

She spoke in brief of two new initiatives exercised by Sakala, **one on Business Process Re-engineering and other on Student Internship**. She requested the NRI forum to send their children for internship and provide opportunity to participate in Governance.

Sri Maheswar Rao, Commissioner, Department of Industries and Commerce, addressed the gathering on importance of setting up enterprises in Karnataka in Agriculture, machine tools, pharmaceutical and textile sectors. He also spoke on Tumkur being shortlisted for upgrading the city to be a more investor friendly state in terms of connectivity, land availability, training and adequate infrastructure. He mentioned that reforms in Industrial policy have been undertaken to create **Single window clearance mechanism for NRIs**. He assured that based on NRIs interest in investment in Karnataka, **he would facilitate and add online NRI services in association with SAKALA**.

Mr.Shiva Prakash, an NRI and Ph.D in economics gave a presentation on the investment scenario in Karnataka. **From high growth to depression and again reflecting optimistic curve in terms of GDP, pointing at the need for reforms required in the government policies and the opportunities for long term investment in various industrial sectors**. These include sectors like banking, insurance, construction, telecom, software, infrastructure and electronic system and designing hardwares.

### 3. Community Police to join hands with the Government to address Citizen Grievances.



**Bangalore 24, July:** Community police should join hands with the Government to improve the law and order situation in society, said Dr. Shalini Rajneesh, Director, Sakala Mission, Principal Secretary, DPAR, Kannada, Culture, Information and Public Relations .

She was speaking at the special training programme organized for community police at the Sakala Training Centre here today.

Commending the proposal of **'The Dedicated Servants of India's initiative'** to distribute free Complaint boxes to community police teams, Dr. Shalini Rajneesh said that the complaints collected in these boxes can be directed to the integrated complaints redressal portal **e-Janaspandana**. A single window Grievance Redressal mechanism is adopted for Sakala. Public can contact call centre at number **44554455** to air the complaints, she explained.

Mr. Shreif, Secretary, Dedicated Servants of India, said that the organization intends to distribute 5000 complaints boxes to community police.

4. 23.07.2014, Bangalore: “Best of Bangalore” book was released in ITC Gardenia by Mission Director, Sakala, Mr Sanjay Maini- Chairman CII, Mr Ashok Soota- Chairman Happiest Minds and other Industry leaders were present on the occasion. Mission Director explained the various models of engagement that corporates can use to work with Sakala Mission to carry out their CSR activities.



The second edition published by Rain Tree Media showcases the Innovations in Industry, health, Art, Culture, Governance – all in Bangalore!



## Excerpts from “Best of Bangalore”



Technology

### Transforming governance

Sakala is a citizen friendly administrative initiative that has made Karnataka a role model, demonstrating a consistent decline in both grievances and rejections of applications. States like Odisha, Punjab, Jharkhand, Rajasthan, Kerala and Andhra Pradesh, and countries like Pakistan, Bangladesh and Afghanistan are looking to replicate this model.



Innovative measures like street theatre have been used to spread awareness about Sakala.

The notorious red tape of bureaucracy has brought many citizens to their knees and is so common as to have become an accepted fact. Two such instances were when an old widow seeking pension and another person seeking a disability certificate travelled as far as 500 km to meet the Chief Minister at the *Janatha Darshan*. This was the trigger that led to the birth of Sakala.

Sakala has been people-centric, much before the Act was formalised. Its name was conceived by the people, as the Government held an open competition to choose it. 'Sakala' which in Kannada means 'In time or good time' was chosen as the best entry. The logo was also suggested by the citizens and shows a clock which symbolises 'time consciousness' and a hammer which signifies that officials who do not comply with deadlines

will face consequences for their tardiness. Sakala's slogan "No more Delays; we deliver on Time" has redefined the work ethics of the Government employees.

Launched in April 2012 by the Department of Administrative Reforms, Government of Karnataka, Sakala or the Karnataka Guarantee of Services to Citizens Act (KGSC Act), 2011, has rapidly become successful.

It redresses grievances of citizens about a range of government services and, true to its name, the initiative promises that there shall be 'no more delays, delivery within the promised time'.

Sakala has a multipronged approach - converging all departments into a single electronic platform to ensure accountability and traceability. No longer can applications



Law, Justice & Parliamentary Affairs and Animal Husbandry Minister TB Jayachandra at a phone-in programme about Sakala conducted by DoorDarshan.

or files go missing as every citizen gets a computerised acknowledgement receipt that records the due date of delivery.

Help desks and call centres provide hassle-free service

from 47 departments offering 478 services, with more to be added over time. Each of the 40,000 Government offices has information boards at the help desks, and services are available online at [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in). All information related to

**AWARDS**

Sakala's e-governance platform received the National Award in the Government category at the Quality Council of India-DL Shah Quality awards in 2014. It also received the National e-Governance award in 2014 and the Google Innovation award in 2013.

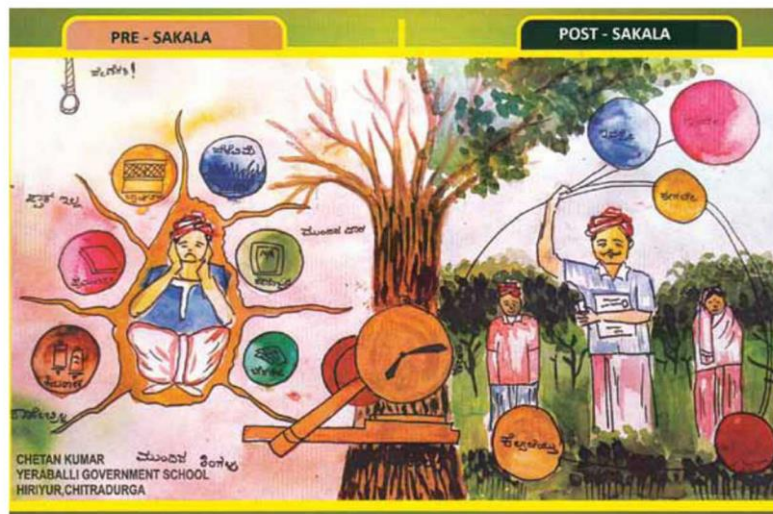
the departments, their services and procedures, along with the tracking of the status of application facility is available on the portal in real time. Citizens who are not IT- savvy, can call the call centre at 080-44554455 which is a one stop shop for giving information as well as redressing complaints. Sakala claims that within 20 months of its launch, 44 million applications have been addressed in time. Over 300 citizens have claimed cash compensation for delays and defaults which are recovered from the salaries of the erring officials. The government issues a public report card on the monthly performance ranking of districts, and there is a friendly rivalry amongst them to improve their rank.

The state-owned TV network Doordarshan also conducts a phone-in programme with the Law Minister on alternate Wednesdays to facilitate direct interaction with citizens. Concurrent evaluation by IIM Bangalore and Chicago University ensures that the Sakala initiative lives up to its promise.

Sakala relies on proactive citizen feedback to continuously implement reforms as well as



(L-R) Former Minister, Department of Personnel and Training, Narayana Swamy, Government of India, Chief Minister of Karnataka Siddaramaiah, Chief Secretary Kaushik, Mukherjee and Shalini Rajneesh, Principal Secretary, DPAR(AR) & Mission Director, Sakala Mission at a regional conference.



Posters drawn by children depicting the benefits of Sakala

add to its list of services. An independent evaluation study found 99 percent citizens satisfied with the initiative. Employees were also found to be happy with the new system, so much so that 93 percent

citizens stated that the officials at the counter were courteous and helpful.

Sakala is not a case of isolated success; it is replicable and its standardisation and

process documentation earned it the ISO 9001 certification. Karnataka is all set to be 100 percent Sakala compliant.

**Tel: +91 80 4455 4455**  
**www.sakala.kar.nic.in**

**INNOVATION**

Dr Shalini Rajneesh of the Department of Administrative Reforms, which implemented Sakala, says, "We have imbibed most of the recommendations of the Second Administrative Reforms Commission, to transform governance into a citizen-friendly and outcome oriented activity. We followed the Government of India's Sevottam model to make the employees decide the standards of service delivery through a bottom-up approach.

The State government employees' association joined the capacity building exercise to transform the bureaucratic mindset to a

service-oriented mentality. An innovative media that includes social media, extensively empowers citizens. Citizens working in IT companies and corporates are part of the Sakala-awareness drive, modelled on American scholar Everett M Rogers' Diffusion of Innovations, and help make Sakala go viral.

Some citizens have become Sakala Mitras (friends of Sakala) and assist in simplifying governance. For example, life time caste certificate is now issued instead of yearly validity, the Revenue Department does not seek affidavits for its online service, services are accessible anytime and anywhere through cyber cafes.

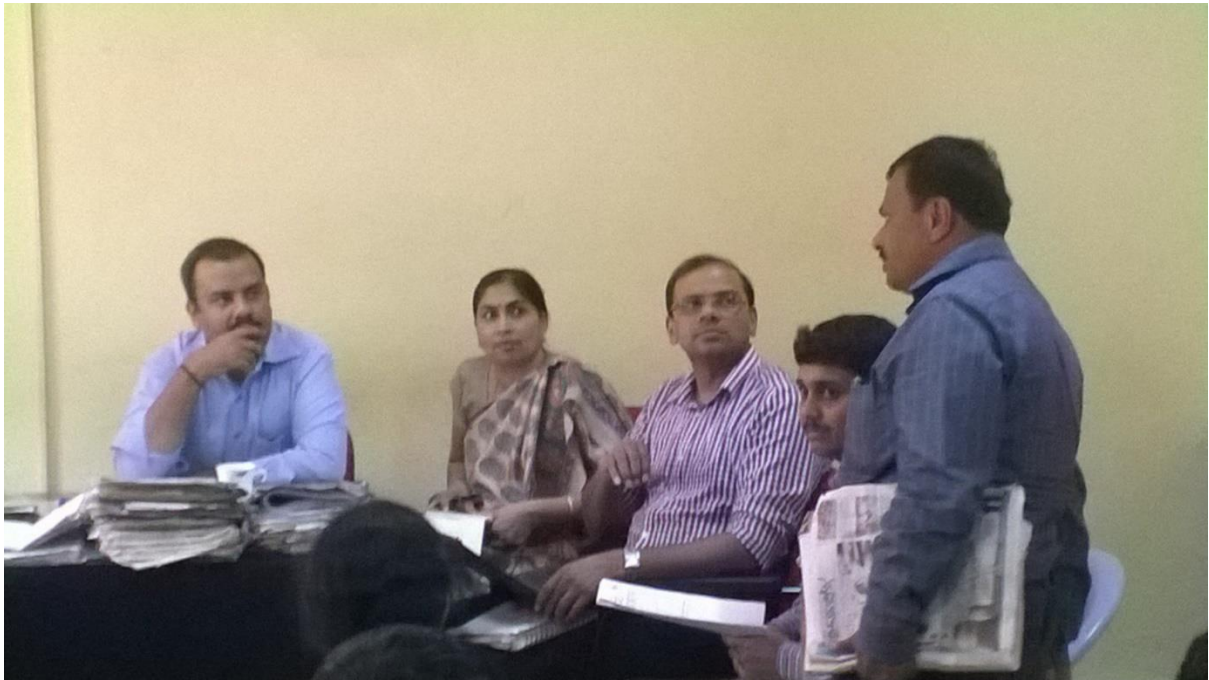
**5. 30.07.2014, Bangalore: K.V Jayalakshmi, Joint Secretary DPAR (AR) retired from service. She completed 38 years of active service. Sakala Mission benefitted immensely from her experience. She was felicitated by the Mission Director on the occasion of farewell accompanied by Administrative officer of Sakala Mission and Under Secretary, Inspection.**



**6. 24.07.2014, Bangalore: Field Visit by Sakala Mission to Bangalore- South Taluk office. Varaprasad Reddy KAS, Administrative officer of Sakala Mission headed the visit accompanied by Ranjini C.R, IIMB researcher and Management Consultant of Sakala Mission. Dr. L.C Nagaraj KAS, Assistant Commissioner, Bangalore South Sub division and Dr. Dayanand KAS, Tahsildhar of Bangalore South in discussion with Deputy Tahsildhars, Revenue Inspectors and other field officers of Revenue department.**



**7. 25.07.2014, Bangalore: Field Visit by Sakala Mission to Anekal Taluk Office. Varaprasad Reddy KAS, Administrative officer of Sakala Mission headed the visit accompanied by Ranjini C.R, IIMB researcher and State IT Consultant of Sakala Mission. Shri Anil Kumar KAS, Tahsildhar of Anekal Taluk and his entire staff were involved in discussion. The purpose of this visit was to understand the reasons behind huge overdues and delayed disposals caused in delivering Sakala services in Anekal Taluk.**



## NEWS CLIPS

# The Statesman

STATESMAN NEWS SERVICE

Bangalore, 18 July

### France to learn from Karnataka's Sakala

Sakala or on-time service initiative of the state government, has now attracted France which is getting ready to send its students to learn from the programme.

This follows a meeting between the state law minister, Mr TB Jaychandra, and Consul General of France, Mr Eric Lavertu, here today. A team of French diplomats spent time with the authorities here to know more about the successful programme under which more than 400 government services are covered and which ensures delivery of service within a stipulated time. France showed interest in sending students to learn more about the Sakala mission besides understanding its success in responding to over four crore applicants since its launch merely two years ago. Mr Jaychandra assured full support from the government in this endeavour.

Dr. Shalini Rajneesh, mission director, Sakala, on her part, said that under the on-time service initiative the state government had already partnered with IIT, Chennai, and Delhi School of Economics on an eight week long internship project. The students from these institutes had completed their internship and submitted a report.

In the event the officials concerned fail to provide the service including a birth or death certificate or a relevant permit, for example, they are penalised with the amount being deducted from their salary.



## Government to extend Sakala to Secretariat

**services-** Bangalore, July 23, 2014

Minister for Law and Parliamentary Affairs T.B. Jayachandra on Tuesday assured the Legislative Council of extending the services of Sakala programme to the Secretariat services.

Replying to members on the Karnataka Sakala (amendment) Bill, he said the aim of the government was to check corruption as much as possible in all departments. — Special Correspondent

## AAP Starts Training Election Aspirants

By Express News Service; Published: 06th July 2014 08:52 AM



**BANGALORE:** With just nine months left for the present Bruhat Bangalore Mahanagara Palike (BBMP) councillors to complete their term, Aam Aadmi Party (AAP), Karnataka, is already gearing up to train aspirants willing to contest the BBMP elections next year. At present, AAP-Karnataka is offering a two-day leadership programme limited to active volunteers of AAP-Bangalore. Party spokesperson Shanthala Damle told Express that 25 volunteers participated in the first training batch that was completed two weeks ago. "Weekend classes will be conducted for free. We are also planning to start residential classes soon," she added. Shantala said former IAS officer T R Raghunandan was the brain behind the training module.

"He trained us and we will now train the applicants. At the two-day programme, the vision of AAP and Mission BBMP concept as well as the concept of Swaraj will be explained. We will also discuss political decentralisation which is new in India. There will be a series of sessions on understanding systemic corruption," she said.

"We will also provide course material related to the BBMP budget, Karnataka Municipal Corporation Act and other materials needed to understand BBMP better," she said. There will be a half-day session on initiatives like **Sakala**, RTI and other public user-friendly initiatives.

"We will also inform them of ward profiling which will help them understand wards better," she said. Shantala said they were expecting around 1,000 people to participate in batches. "It is not necessary that these candidates should contest. We are open to the public interested in contesting, we shall train them later which includes campaign training. Bangalore has been chosen on an experimental basis and the training module will be run across the country," she said. Interested can fill the online application form available on the Facebook page of Aam Aadmi Party.

# Running around for affidavits to end, self-declaration to take off soon

Soon there will be a day when affidavits and notary attestations are not required for most works in Karnataka. Government has implemented self-declaration system.

[Nikita Malusare](#)

, 25 Jun 2014 , Citizen Matters

The Karnataka government introduced provision for self declaration in many services by various departments recently. The scheme is expected to be implemented in most departments by mid-July. However, here is the hitch: the mechanism to check the truthfulness of the statement made in the declaration is not foolproof yet. This calls for more transparency from the government, in order to prevent corruption.



The first department to fall in line is the Revenue Department. An official from the Department of Administrative Reforms says, "Revenue department has already introduced this initiative with citizens getting most of the certificates (caste, income, profession etc), social security pensions (old age pension, destitute widow pension, physically handicap pension, Sandhya Suraksha Yojana) etc without submitting affidavits with application. Instead they can just give one self-declaration in plain white paper, and an identity card."

## **Scheme meant to be citizen-friendly**

Once the scheme takes off, one does not have to run from pillar to post to notarise affidavits for availing many basic services. On April 28, 2014, after receiving approval from the State Cabinet and 25 government departments, Karnataka's Law and Parliamentary Affairs Minister, T B Jayachandra had briefed the press that in two months, the need to submit self-

sworn affidavits for basic services would be gone and all the departments would soon accept self-declaration. This act of making administration citizen-friendly was taken following a proposal by the Department of Public Administration and Reforms, Government of India, which followed the successful implementation of the self-declaration programme in Punjab.

### **Aiming to save time and money**

Until now, to avail certificates from government departments, one had to submit affidavits attested by notaries or magistrates. Many a times, procuring such a simple document would cause unnecessary delay and spending of money. Buying Rs.20 stamp paper, locating a deed typewriter and paying whatever sum the notary or the magistrate would demand as their fee — were tiresome. With the new procedure, the government aims to eliminate all these and makes it as easy as taking a white sheet, pen, writing it and handing it over. State cabinet has ordered all departments to study their services and report back within two months about the services that can make use of self-declarations instead of sworn affidavits.

### **How are the self-declarations checked?**

Once the documents are submitted along with a self-declaration, the enquiry officers appointed in each department will go on field and verify the documents. They will make their report on the findings of their field visit and submit it to the officer in charge of sanctioning the certificates. Therefore, the onus lies with the department officer. In Revenue Department's case, it is the Assistant Revenue Officer or Revenue Officer who will sanction certificates.

Principal Secretary of Department of Public Administrative Reforms Shalini Rajneesh explains how the department will check false declarations. "We have our own staff who is appointed and paid to carry out local enquiry. Each service has stipulated time period for enquiry and they need to investigate within that time frame." So isn't there a scope for corruption? Yes. If somebody wants to be corrupt, they can. And if a citizen wants to be a victim or a fraudster, he/she can.

### **Will countering corruption be a challenge?**

Says an official on condition of anonymity: "If the verifying officer takes money against the law, it would be very difficult to catch hold of him. What can we do of such people? There is always an escape for such people but with the help of citizens we can handle such corruption... Corruption is an internal problem at the grass root level. It is possible to tackle it only with the help of proactive citizens. Citizens can complain against such officers to their higher authorities in such cases, make use of Sakala and RTI to get to know the right procedures to follow, etc."



"Notarising the documents doesn't add any value to the process. The government should trust its citizen directly rather than relying a notary," says Sridhar Pabbisetty, who is the Chief Enabler of Centre for Inclusive Governance, supporting the decision of the government to do away with affidavits. "The next step is to ensure transparency in the system, where one can look up all the declarations that impact one's life," he adds, suggesting means to tackle corruption in all levels through RTI, Sakala and other ways.

"Government should also focus on making it easier for citizens to access the information that impacts them," he suggests, pointing that section 4.1.a and 4.1.b of the RTI act should be followed by all government departments, which is not done at present.

The above sections mandate the government departments to make public the particulars of the organization, functions and duties, rules, regulations, instructions, manuals and records, statements of boards, councils, committees, directory of officers and employees, their monthly remuneration details, budget details for the financial year, particulars of facilities available to citizens, name and designation of Public Information Officers. These help the public in countering the irregularities.

### **Important services not included in self declaration**

Not all services can be brought under self-declaration program. An official from the Department of Administrative Reforms said, "Services that statutorily demand affidavits will be exempted from this programme." These services include, "Signing MOU (agreement) in affidavit to get work orders after tender process is over, site allotment from BDA and other urban development authorities, receipt of payments as compensation from government (especially after land acquisition-KIADB) etc." Citing more examples, Principal Secretary of Department of Public Administrative Reforms Shalini Rajneesh says that services that may pose risk to the security of public at large will need affidavits. She says, "In case of arms licence, self-declarations will not be accepted. The affidavit is legally necessary as risk to the security of public at large is involved."

### **How should one give self-declarations?**

Such an initiative is already implemented by central government agencies like Passport and Income Tax Department. These agencies provide declaration forms, while Government of Karnataka has not provided declaration forms. Self-declarations can be given in plain white paper duly signed by the applicant. The letter must have the personal details like name, age, place of residence, taluk, state and what does he or she want to procure.

At the end of every declaration, one needs to write one statement stating that, "All the information provided is true to the best of my knowledge. If any information is found to be false, I understand that it will be held punishable under the appropriate IPC code."

Shalini Rajneesh confirms that there is not going to be any standard declaration form: "We don't have any standard text format, as every service has a different format to follow. So we can't standardise them. They have to make their own declaration." According to DPAR, this will not cause any problem. An official on condition of anonymity, adds: "However, the departments cannot reject the declaration given by the citizens, for having no standard text. Based on the given declaration, the officers need to go on field visit and verify the documents and submit their report." It is also possible that over time, each department can develop their own standard declaration forms. One can also put the text that would have gone into the notarised affidavit.

### **Can we self-attest the certificates?**

This self-declaration programme doesn't give power to the deponent or the individual applying for certificates to attest his own documents or certificates. It is also not applicable to affidavits before the Court. Officials from the Department said there is difference between self-attestation and self-declaration. "Do not confuse self-attestation with self-declaration. One cannot self-attest the documents in these programmes. You can only declare that the information given is true."

### **What if the information provided is false?**

Government has gone ahead with this program as penal provision for providing false information is already in place. Indian Penal Code sections such as 177, 193, 199 and 200 deal with the implications of any false information/ evidence/ disclosure/ declaration made by the people. The imposition of penalties, fines, registration of criminal cases and even imprisonment can be done.

#### **Section 177:**

If the information submitted is found by the officer to be false then the deponent will be punished with an imprisonment for a term which may extend to six months, or with fine which may extend to Rs. 1000/- or both.

#### **Section 193**

Whoever intentionally gives false evidence in any stage of a judicial proceeding, or fabricates false evidence can be punished with imprisonment extending upto seven years, and will be liable to fine. Whoever intentionally gives or fabricates false evidence in any other case, shall be punished with imprisonment for a term which may extend to three years, and shall also be liable to fine.

### Section 199:

False statement made in declaration which is by law receivable as evidence — whoever, in any declaration made or subscribed by him, that will be given to any court or public servant or other person as evidence of any fact, makes any statement which is false with full knowledge of it being false, can be punished in the same manner as in the case of false evidence.

### **Project to take off in mid-July**

The government authorities have asked all the departments to gear up for the process, Shalini Rajneesh, Principal Secretary Department of Administrative Reforms says: “Two months’ time was given to implement this plan. Already a month has been passed. By mid-July, we want all the departments to do away with the need to procure notarised affidavit for some services at least. We have sent notification to all the heads of departments to soon adopt the programme and issue notices that will ban the use notarised affidavits and start accepting self declarations instead, wherever possible.”



## **Two Bills tabled in Karnataka**

Updated: July 1, 2014 11:51 IST

The Karnataka Sakala Services (Amendment) Bill, 2014, was tabled in the Legislative Assembly on Monday to encourage public authorities to deliver services electronically or through post to the citizen.

Minister for Law and Parliamentary Affairs and Animal Husbandry T. B. Jayachandra tabled the Bill and said it envisaged recovering compensatory cost from guilty officials and punish those who defeat the purpose of the Act. The other objective of the Bill is to initiate disciplinary proceedings against the designated officer or competent officer or Appellate Authority for failing to deliver citizen-related services, or dispose of appeals within the stipulated time.

## *Minister in Karnataka's first BJP government recalls Narendra Modi's lessons on governance & integrity*

Author: S Suresh Kumar

**Publication: The Economic Times**

**Date: June 1, 2014**

URL: <http://economictimes.indiatimes.com/news/politics-and-nation/minister-in-karnatakas-first-bjp-government-recalls-narendra-modis-lessons-on-governance-integrity/articleshow/35855746.cms>

All that Narendra Modi spent to get Ratan Tata to relocate his dream Nano project to Gujarat was 50 paise — which was the cost of an SMS then. Modi's message read Suswagatam.

Later, Tata had remarked it would have been foolish for investors to overlook the immense investment potential Gujarat provided. Five years ago, all of us — the ministers in Karnataka's first BJP government — had the opportunity of listening to and interacting with Modi at a day-long event split into two sessions on the broad topics of governance and integrity.

Since we had mostly sat in the opposition until then, most of us had little exposure to the life on the other side of the fence. At Karnataka government's special invitation, Modi — Gujarat chief minister at that time — flew down to Bangalore, and addressed us in Suttur, near Mysore. He shared some very useful tips on aspects of governance.

### Being Professional

He said all of us should go well prepared to official meetings, and not cancel any of them. If one had to cancel, for reasons beyond one's control, it could happen only with sufficient prior notice. His logic was simple: a lot of preparations go into organizing a meeting or an event. Cancelling would mean all of that effort going waste.

In hindsight, I realize how true is what today's prime minister had said then. In the election season this year, he addressed a total of 437 rallies; not one of them was cancelled or postponed. It is no child's play for someone to start off from Ahmedabad, address four to five election rallies a day across the country, and return home in the evening. That shows the man's infinite energy.

At the "saha chintan shibir", as the Suttur session was called, Modi told us we must value our as well as others' time, and manage it well. He disapproves of ministers attending to mobile calls during official meetings — something he would never like to do. Only twice did he veer off this rule — when he had to take calls from LK Advani and the then prime minister, Manmohan Singh.

As Gujarat CM, Modi was known for scrupulously adhering to project deadlines. He shared those secrets: as ministers, he said, we must demonstrate the same kind of enthusiasm through a project's execution that we show at the time of launching it.

People should see a project as their own, not that of a minister. Modi gave us the example of how thousands of people poured in when his government opened a small stretch of road — Gaurav Path — in Ahmedabad in February 2009 because people saw it as their own.

In short, he told us don't cut ribbons for a project and then forget about it. Review it until its completion. I recall another anecdote. In May 2011, as a minister, I visited Gujarat on the occasion of 50th anniversary of the formation of the state. On that day, he announced a `60-crore Gandhi Bhavan project in Gandhinagar. He announced the government would throw it open on the same day next year.

On the targeted day, the bhavan was ready. In the days to come, we will see the PM giving greater freedom and security of tenure to competent bureaucrats. This is something he diligently practised in Gujarat. He is against ministers using transfer as a weapon of punishment against bureaucrats.

At the session, Modi told us that by transferring an official we have issues with, we would not be solving the problem. Modi believes a good 4-5 years of tenure for an able bureaucrat in a position would allow him to deliver the goods. We also came to know from him that in Gujarat, once a year, the CM met all officers and ministers at a mega interaction. Officers were encouraged to give their ideas for innovation across sectors and departments.

Once a year, he would also lead ministers and bureaucrats on a week-long visit to villages and camp at these places. Modi also urged his ministers to share their room with officials from different departments to encourage closer interaction and understanding. The farmers were constantly educated about the latest farming techniques available. The result is evident: when the country had a growth of 3% in agriculture, Gujarat often recorded double-digit growth.

#### For the People

At a personal level, I once had the opportunity to spend about 45 minutes with him. On that occasion, he mentioned three things: states should not fight with each other on border or water-related issues. If at all they had to compete, that should be for new projects, economic growth and in human development indices.

Gujarat, he proudly said, would not see any state as its rival in terms of growth, but competed with the Southeast Asian tiger economies. Like we have one-day cricket, Gujarat practised a one-day governance mela.

What this served was if a citizen made an application for a service in the morning, he or she would get that by the evening. This revelation sowed the seeds of Sakala services (right to services) in my mind. We launched Sakala in Karnataka two years ago covering 151 services. The project has progressed to include 478 services today, and I am glad it is doing so well.

## Now, State publicity relations in all of 140 characters

BANGALORE, July 15, 2014

Apart from a Twitter handle, DIPR to host YouTube channel, Facebook page



Chief Minister Siddaramaiah, Minister for Information R. Roshan Baig and Principal Secretary, DIPR, Shalini Rajneesh, at the launch of social media in the Department of Information and Public Relations in Bangalore on Monday.— Photo: K. Murali Kumar

“Your government goes social now. Connect with your government here.” This tweet, attributed to Chief Minister Siddaramaiah, is among the first that went out from the twitter account of Karnataka’s Department of Information and Public Relations ([www.twitter.com/karnatakavarte](http://www.twitter.com/karnatakavarte)), which was officially launched on Monday.

Earlier, on July 1, the Twitter account saw a soft launch with tweets from Minister for Information R. Roshan Baig. The government has also re-launched a new and improved website ([www.karnatakavarthe.org](http://www.karnatakavarthe.org)); YouTube ([www.youtube.com/karnatakavarthe](http://www.youtube.com/karnatakavarthe)), and Facebook ([www.facebook.com/karnatakavarthe.official](http://www.facebook.com/karnatakavarthe.official)). The account already has about 360 followers.

Speaking at the launch, Mr. Siddaramaiah said, “I rarely use social media. But, now I have decided to plunge in, considering its influence,” he said. His updates are available on Government of Karnataka’s Twitter account @GOKUpdates, which was launched in June this year. In this short span, it has about 1,300 followers and is abuzz with updates about all that happens in the legislature as well as re-tweets of other Ministers who are active on social media. The rethink on social media appears to be a result of the offline impact of Prime Minister Narendra Modi’s online campaign. Alluding to the way the Bharatiya Janata Party (BJP) exploited the social media in the run-up to Lok Sabha elections, the Chief Minister conceded: “Everybody is now aware of the importance of social media, considering the impact the networking sites made recently.” He was adapting to a new world of technology, just to reach more people and get feedback from them, he said.

Appreciating the DIPR for entering the world of social networking, he said the endeavour will help in reacting or responding to people’s needs, instead of merely restricting itself to mere publicity of the importance of social media.

# THE TIMES OF INDIA

## Siddaramaiah shakes hands with social media

**BANGALORE JULY 14<sup>th</sup>:** Marking his late entry to the new world of social media, chief minister Siddaramaiah is all set to embrace Facebook, Twitter and WhatsApp beginning from Monday.

Call it peer pressure, or the TINA (there is no alternative) factor, escaping social media is becoming harder by the day for political parties and governments. And, with the central government's overwhelming presence on the web increasing the heat, Siddaramaiah will resort to using Facebook and Twitter, besides having a website.

"Not just that, there will be a dedicated number (9591989090) for WhatsApp," a source said. While Siddaramaiah himself might not have been keen initially, some of his party colleagues such as Dinesh Gundurao, Krishna Byre Gowda and Ramya are quite active on social media.

"It's natural," experts say. Suraj Nambiar of Interactive Avenues, who was in Bangalore recently to speak about the role of social media in governance, had said: "If people want to ignore it, they will lose out. We've seen the kind of impact social media has had on the general election."

B G Mahesh of OneIndia, who was part of Narendra Modi's campaign, says: "But the important thing is to customise content on these channels. One cannot copy paste material meant for banners or hoardings here."

Having understood this, Siddaramaiah will have a dedicated team working on this. Speaking to TOI, information and public relations minister Roshan Baig said: "Initially, a team of 5-6 officials from the information department will handle these accounts. But we are eventually looking at increasing this. We are working on modalities to have a full-time dedicated team so that sharing information and reacting to things do not stop even on public holidays."

Baig said Siddaramaiah is not keen on the number of likes or dislikes or comments. "We are entering this sphere to share information with responsibility and increase transparency. The number of followers and likes will come along the way, but we are not bothered about those things."

## Government Gets Tech-savvy

By Express News Service Published: 15th July 2014 08:29 AM



Chief Minister Siddaramaiah re-launching Information Department's website in Bangalore on Monday. Principal Secretary Shalini Rajneesh and Minister Roshan Baig look on. Nagesh Polali | ENS

**BANGALORE:** Chief Minister Siddaramaiah launched the social media interface for the Information and Public Relations Department at a function in Vidhana Soudha on Monday.

He tweeted, *Nimma sarakara idhiga samajika jalathanadallide* (Your government is connected by social media now). He said: "People can now interact with the government."

According to the Chief Minister, social media platforms would facilitate interaction with Kannadigas residing outside the state and would enable the government to know their aspirations. "We should also progress as technology advances," he added.

"I rarely use Facebook and Twitter. The popularity of leaders has increased owing to social media," he said.

The public can interact with the government by logging on to [www.karnatakavarthe.org](http://www.karnatakavarthe.org), [www.karnatakainformation.gov.in](http://www.karnatakainformation.gov.in), [www.facebook.com/karnatakavarthe.official](http://www.facebook.com/karnatakavarthe.official), [www.youtube.com/karnatakavarthe](http://www.youtube.com/karnatakavarthe) and [www.twitter.com/karnatakavarthe](http://www.twitter.com/karnatakavarthe).



# Karnataka Assembly Passes Bill to Deliver Public Services Electronically

**Updated: July 04, 2014 00:57 IST**

**Bangalore:** A bill seeking to encourage public authorities to deliver services electronically or through post to the citizens and providing for disciplinary action against officials for failure to act in a stipulated time was today passed by the Karnataka Assembly.

The Karnataka Sakala Services (Amendment) Bill, 2014, passed by voice-vote, also envisaged recovering compensatory cost from the guilty officers and punish the officials who defeat the purpose of the Act.





"The Bill will encourage public authorities to deliver services electronically or through post to the citizen in phased manner," Law and Parliamentary Minister T B Jayachandra told the assembly.


The other aim of the Bill was to initiate disciplinary proceedings against designated officer or competent officer or appellate authority who fails to deliver citizen-related services or dispose appeal within stipulated time, Mr Jayachandra said.

"Every appellate authority or competent officer designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of Rs. 2 per day for the period of delay subject to a maximum of Rs. 500 per application, in aggregate, if there is no ban or restriction from the government to provide the same," he said.

"If any officer fails to deliver the citizen related service or dispose appeals within the stipulated time for more than seven times, he shall be subject to inquiry by the concerned disciplinary authority and if found guilty, prepare a report against the concerned officer and submit it to the government, Mr Jayachandra added.

# ANNEXURE A: PRESS ADVERTISEMENTS



**SAKALA**  
2 years of committed service  
NO MORE DELAYS... WE DELIVER ON TIME

**ADVANTAGE CITIZENS National Level Workshop**

Date 13th June 2014  
Time - 10 am  
Venue: Conference Hall, Vidhana Soudha

Inauguration By  
**Sri T.B. Jayachandra**  
Hon'ble Minister for Law, Justice, Parliamentary Affairs & Animal Husbandary.

Presided By  
**Sri Kaushik Mukherjee, IAS**  
Chief Secretary  
Government Of Karnataka

Valedictory Function  
Presided by  
**Sri Roshan Baig**  
Hon'ble Minister for Information, Infrastructure & Hqj

Live streaming of National Workshop on  
[www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)

**SAKALA Awards Galore**


- 1 **GOOGLE CUB INNOVATOR AWARD (2012)**
- 2 **NATIONAL E-GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)**
- 3 **NATIONAL AWARD FOR THE GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA D.L.SHAH QUALITY AWARDS (2014)**

**SAKALA**  
**Karnataka Model-Nation's Pride**

**478 Services**  
**47 Departments**  
**5,00,00,000 Beneficiaries**

**No More Delays. We Deliver on Time**

**By the people**



SAKALA  
NAMED BY THE PEOPLE.  
ISO-9001-2008 certified (2014)

**Of the people**

- Services within the stipulated time
- Issuance of acknowledgment to applicants mandatory
- List of services with details on the notice Board
- For the delay in delivering services cash compensation
- Attending to applicant's appeal within stipulated time.

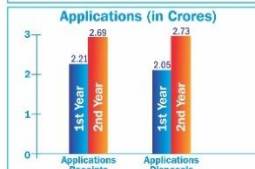
**For the people**

- Officials are bound by time to deliver services
- Compensation at ₹20/- per day up to ₹500/-
- Help Desks at District and taluk levels
- For information complaints contact  
**Call Centre (080-44554455)**
- Disposal of petitions within stipulated time.

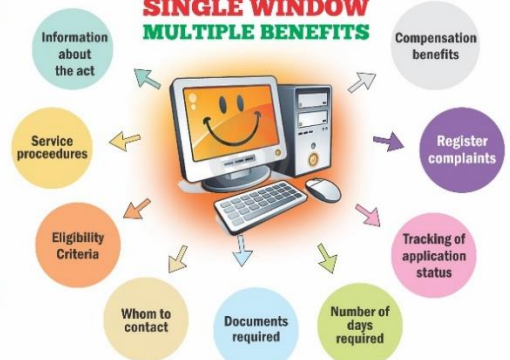
**SAKALA - people's favourite**

Addition of Services (started with 151)

1st Year: 114  
2nd Year: 213



**SINGLE WINDOW MULTIPLE BENEFITS**



**SAKALA Proactive, Progressive**

- Self declarations in place of Affidavit
- Services earlier given in Taluk now in Hobli
- Birth Certificates at Government hospitals after delivery
- Exemption of Domicile Certificate by Housing Board
- Police verification for passport application-time reduced from 90 to 20 days

**SAKALA - Ahead of time**

SERVICE DELIVERY	STIPULATED TIME	AVERAGE TIME
Residence Certificate	7	5
Issue of C Form Declaration	10	3
NOC for Passport Verification	20	11
Caste Certificate	21	10
Income Certificate	21	9
Vehicle Registration	30	11
Driving License	30	4
Receipt/Disposal of Petitions	45	8
Change of Khata	60	21
Sandhya Saraksha	70	44

**IMRB Survey**

- 99% of citizens are happy/very happy with SAKALA
- 99% of citizens found employees polite and helpful
- 95% of citizens found it easy to apply now

**For Information / Complaints Contact : 080-44554455**

Website : [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in) E-mail : [sakala@nic.in](mailto:sakala@nic.in)

[www.facebook.com/pages/Sakala-Government-of-Karnataka/518317854873012](https://www.facebook.com/pages/Sakala-Government-of-Karnataka/518317854873012)

<http://youtube.com/kwUr1abtiw> <https://twitter.com/ShaliniRajneesh>

Published by : Director, Department of Information karnataka information



**SAKALA**  
No more delays... We deliver on Time

**2 Years**

DEDICATED TO CITIZENS



# Karnataka Model. Nation's Pride

## Highlights

47 Departments

478 Services

5,00,00,000 Beneficiaries



**Sri. Siddaramalsh**  
Hon'ble Chief Minister



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



**Sri. R. Roshan Baig**  
Hon'ble Minister for Information,  
Infrastructure Development and Haj



### BY THE PEOPLE

KARNATAKA SAKALA SERVICES ACT 2011  
NAMED BY THE PEOPLE.

### OF THE PEOPLE-RESPONSIBILITY OF EMPLOYEES

- List of services on office notice board
- Issuance of computerized acknowledgement to the applicants mandatory
- Provide services within the stipulated time
- Cash compensation for delay in service delivery
- Attend appeal/complaints within stipulated time

### FOR THE PEOPLE-EASY STEPS FOR CITIZEN SERVICES

- Time bound citizen services now a matter of Right
- Helpdesks at district/taluk levels
- Computer generated acknowledgement receipt. Register your mobile number for SMS updates and application tracking
- For info/complaints call helpline 080-44554455
- Compensation of Rs.20/- per day upto maximum of Rs.500/- for each day of delay
- Assured time bound disposal of appeals by competent officer and appellate authority

## IMRB Survey



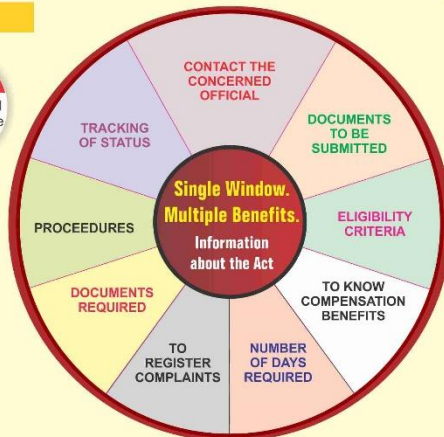
**99%**  
of citizens are very happy

**95%**  
of citizens found it easy to apply

**99%**  
of citizens found employees polite and helpful

### SAKALA - Proactive, Progressive.

- Self declarations in place of Affidavit
  - Services earlier given in Taluk now in Hobli
  - Birth Certificates issues at government hospitals after delivery
  - Exemption of Domicile Certificate by Housing Board
- Police verification for passport application-time reduced from 90 to 20 days



### SAKALA - Awards Galore

- ISO 9001 : 2008 CERTIFIED
- GOOGLE CUB INNOVATOR AWARD
- NATIONAL E-GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)(2012)
- NATIONAL AWARD FOR THE GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA
- D.L. SHAH QUALITY AWARDS (2014)

### Advantage Citizens

#### National Level Workshop on the occasion of 2nd Year Anniversary of SAKALA

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

Presided by: **Sri. Kaushik Mukherji, IAS**  
Chief Secretary, Government of Karnataka

Venue : Conference Hall, Vidhana Soudha

Date : 13th June 2014 | Time: 10:00 a.m.

Valedictory Function

Presided by: **Sri. Roshan Baig**  
Hon'ble Minister for Information, Infrastructure & Haj

SAKALA - Ahead of Time Service Delivery	STIPULATED Time	AVERAGE Time
	(No. of Days)	
Residence Certificate	7	5
Issue of C Form Declaration	10	3
NOC for Passport Verification	20	11
Caste Certificate	21	10
Income Certificate	21	9
Vehicle Registration	30	11
Driving License	30	4
Receipt/Disposal of Petitions	45	8
Change of Khata	60	21
Sandhya Suraksha	70	44

Contact SAKALA: 080-2203 2825

E-mail : sakala@nic.in

Website: www.sakala.kar.nic.in




Published by: Director, Department of Information karnataka information


No more delays... We deliver on time.

# KARNATAKA MODEL, NATION'S PRIDE.

SUCCESSFUL  
**2**  
YEARS



**Sakala**



GOVERNMENT OF  
**KARNATAKA**

SINGLE WINDOW.  
MULTIPLE  
BENEFITS

TO KNOW  
COMPENSATION  
BENEFITS

INFORMATION  
ABOUT THE ACT

TO REGISTER  
COMPLAINTS

TRACKING OF  
APPLICATION  
STATUS

NUMBER  
OF DAYS  
REQUIRED

DOCUMENTS  
TO BE  
SUBMITTED

DOCUMENTS  
REQUIRED


WHOM TO  
CONTACT

ELIGIBILITY  
CRITERIA

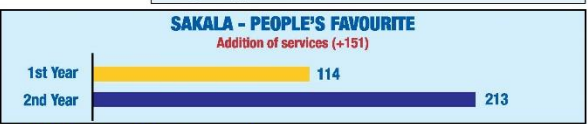
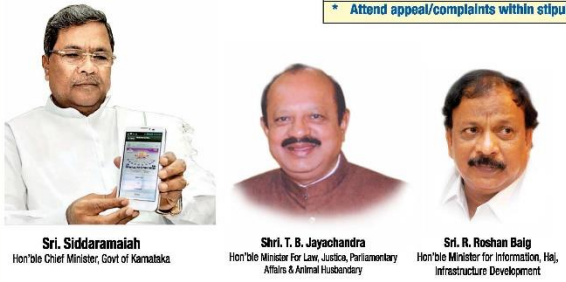
PROCEDURES/  
SERVICES

**CELEBRATING THE MOST  
SUCCESSFUL SAKALA  
DEDICATED TO CITIZENS**

**47 Departments  
478 Services  
5,00,00,000 Beneficiaries**



BY THE PEOPLE	OF THE PEOPLE	FOR THE PEOPLE
<p><b>KARNATAKA SAKALA SERVICES ACT 2011 NAMED BY THE PEOPLE</b></p>  <p>Sakala is ISO 9001-2008 Certified (2014)</p>	<p><b>RESPONSIBILITY OF EMPLOYEES</b></p> <ul style="list-style-type: none"> <li>* List of services on office notice board</li> <li>* Computerized acknowledgement to the applicants Mandatory</li> <li>* Provide services within the stipulated time</li> <li>* Cash compensation for delay in service delivery</li> <li>* Attend appeal/complaints within stipulated time</li> </ul>	<p><b>EASY STEPS FOR CITIZENS</b></p> <ul style="list-style-type: none"> <li>* Time bound citizen services now a matter of Right</li> <li>* Helpdesks at district/taluk levels for citizens</li> <li>* Register your mobile number for SMS updates and application tracking</li> <li>* Compensation of Rs.20/- per day for each day of delay/default up to maximum of Rs.500/- by the Government</li> <li>* Register appeals on 080-44554455</li> </ul>

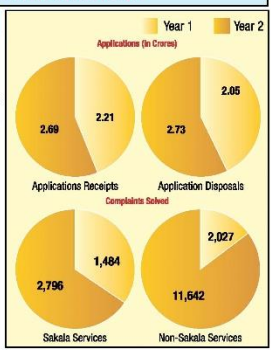


- SAKALA - Proactive. Progressive.**
- \* Self declarations in place of Affidavit
  - \* Services earlier given in Taluk now in Hobli
  - \* Birth Certificates at government hospitals after delivery
  - \* Exemption of Domicile Certificate by Housing Board
  - \* Police verification for passport application-time reduced from 90 to 20 days

- SAKALA - AWARDS GALORE**
- GOOGLE CUB INNOVATOR AWARD (2012)
  - NATIONAL E-GOVERNANCE AWARD FOR OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE (2013)
  - NATIONAL AWARD IN GOVERNMENT CATEGORY OF THE QUALITY COUNCIL OF INDIA D.L.SHAH QUALITY AWARDS (2014)

**IMRB SURVEY**

- \* 99% of citizens are happy/very happy with SAKALA
- \* 99% of citizens found employees polite and helpful
- \* 96% of citizens found it easy to apply now



**ADVANTAGE CITIZENS**

**NATIONAL LEVEL WORKSHOP**  
on the occasion of 2nd Anniversary of SAKALA

Inauguration By **Shri. T. B. Jayachandra**  
Hon'ble Minister For Law, Justice, Parliamentary Affairs & Animal Husbandary

Presided By **Shri. Kaushik Mukherjee, IAS**  
Chief Secretary, Government Of Karnataka

Venue: **Conference Hall, Vidhana Soudha** • Date: **13-06-2014** • Time: **10 am**

**Valedictory Function**  
Presided by:  
**Shri R. Roshan Baig**  
Hon'ble Minister for Information, Infrastructure Development & I&J

Live streaming of National workshop on .....

**FOR INFO AND COMPLAINTS CALL 080-4455 4455**

[www.facebook.com/pages/sakala-government-of-karnataka/518317854873012](https://www.facebook.com/pages/sakala-government-of-karnataka/518317854873012)  
[YouTube - http://youtu.be/krwUrtabtiw](https://www.youtube.com/watch?v=krwUrtabtiw)   
 [Twitter - https://twitter.com/ShainiRajneesh](https://twitter.com/ShainiRajneesh)  
 Web - [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)   
 Mail - [prsar-dpar@karnataka.gov.in](mailto:prsar-dpar@karnataka.gov.in) / [sakala@nic.in](mailto:sakala@nic.in)   
 App - mobile.karnataka.gov.in



**Sri Siddaramaiah**  
Hon'ble Chief Minister



## KARNATAKA MODEL. NATION'S PRIDE.

# SAKALA

No more delays... We deliver on time.



**Sri T. B. Jayachandra**  
Hon'ble Minister for  
Law, Justice,  
Parliamentary Affairs &  
Animal Husbandary.



**Sri R. Roshan Baig**  
Hon'ble Minister for  
Infrastructure Development,  
Information & Haj



DEDICATED TO CITIZENS

**47 DEPARTMENTS**  
**478 SERVICES**  
**5 BENEFICIARIES**

### BY THE PEOPLE

Sakala is ISO 9001:2008 certified (2014)

**KARNATAKA CITIZEN SERVICES ACT 2011 NAMED BY THE PEOPLE.**

### OF THE PEOPLE

#### RESPONSIBILITY OF EMPLOYEES

- List of services on office notice board
- Computerized acknowledgement to the applicants mandatory
- Provide services within the stipulated time
- Cash compensation for delay in service delivery
- Attend appeal/complaints within stipulated time

### FOR THE PEOPLE

#### EASY STEPS FOR CITIZENS

- Time bound citizen services now a matter of Right
- Helpdesks at district/taluk levels for citizens
- Register your mobile number for SMS updates and application tracking
- Compensation of Rs.20/- per day for each day of delay/default upto a maximum of Rs.500/- by the Government
- Register appeals on 080-44554455

### SAKALA - People's Favourite

**Addition of Services (+151)**

1st Year	114
2nd Year	213

**Applications (in Crores)**

Category	1st Year	2nd Year
Application Receipts	2.21	2.69
Application Disposals	2.05	2.73

**Complaints Solved**

Category	1st Year	2nd Year
Sakala Services	1484	2796
Non Sakala Services	2027	11642

### SINGLE WINDOW. MULTIPLE BENEFITS.

- INFORMATION ABOUT THE ACT
- TRACKING OF APPLICATION STATUS
- DOCUMENTS TO BE SUBMITTED
- WHOM TO CONTACT
- ELIGIBILITY CRITERIA
- PROCEDURES / SERVICES
- NUMBER OF DAYS REQUIRED

**FOR INFO & COMPLAINTS CALL - 080 4455 4455**

Web - [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)

Mail - [prsar-dpar@karnataka.gov.in](mailto:prsar-dpar@karnataka.gov.in) / [sakala@nic.in](mailto:sakala@nic.in)

App - [mobile.karnataka.gov.in](http://mobile.karnataka.gov.in)

Facebook - [www.facebook.com/pages/sakala-government-of-karnataka/518317854873012](http://www.facebook.com/pages/sakala-government-of-karnataka/518317854873012)

YouTube - <http://youtu.be/krwU1abtiv>

Twitter - <https://twitter.com/ShaliniRajneesh>

### SAKALA - Ahead of time

SERVICE DELIVERY	Time in days	
	STIPULATED TIME	AVERAGE TIME
Residence Certificate	7	5
Issue of C Form Declaration	10	3
NOC for Passport Verification	20	11
Caste Certificate	21	10
Income Certificate	21	9
Vehicle Registration	30	11
Driving License	30	4
Receipt/Disposal of Petitions	45	8
Change of Khata	60	21
Sandhya Suraksha	70	44

### SAKALA - Proactive. Progressive.

- Self declarations in place of Affidavit
- Services earlier given in Taluk now in Hobli
- Birth Certificates at Government hospitals after delivery
- Exemption of Domicile Certificate by Housing Board
- Police verification for passport application-time reduced from 90 to 20 days

### IMRB SURVEY

- 99% of citizens are happy/very happy with SAKALA
- 99% of citizens found employees polite and helpful
- 95% of citizens found it easy to apply now

### ADVANTAGE CITIZENS National Level Workshop

on the occasion of 2nd Anniversary of SAKALA

**Inauguration By :**  
Shri T. B. Jayachandra  
Hon'ble Minister for Law, Justice, Parliamentary Affairs & Animal Husbandary.

**Presided By :**  
Shri Kaushik Mukherjee, IAS  
Chief Secretary, Government Of Karnataka

**Venue:**  
Conference Hall, Vidhana Soudha  
Date 13th June 2014 Time - 10 am

**Valedictory Function Presided by:**  
Shri R. Roshan Baig  
Hon'ble Minister for Infrastructure Development, Information & Haj

**Live streaming of National workshop on**

# KARNATAKA SAKALA SERVICES ACT - 2011



Efficiency & Speed is what Counts



## Health and Family Welfare Department

Sl. No	LIST OF IMPORTANT DEPARTMENT SERVICES	DESIGNATED OFFICER	Stipulated time for designated officer (Working Days)
1	Issue of Disability Certificate	a) Taluk Medical Board b) District Medical Board	30
2	Issue of wound Certificate-Minor Wound	Medical Officer	3
3	Issue of Discharge Certificate and Sterilization Certificate	Medical Officer	1
4	Issue of Age Certificate	Medical Officer	3
5	Issue of Licence	Assistant Drugs Controller	30
6	Renewal of Licence	Assistant Drugs Controller	30



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

For information or complaint contact us @

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

☎ 080 44554455  
✉ sakala@nic.in  
🌐 www.sakala.kar.nic.in

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

2014	AUGUST																				
	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						