

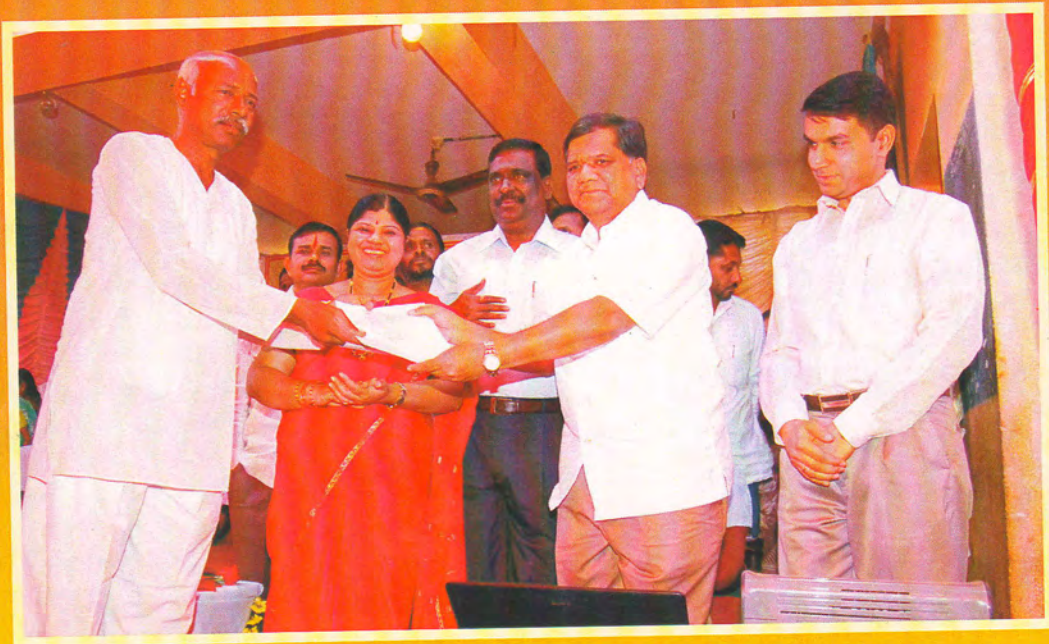


**Jagadish Shettar**  
Chief Minister



# **SAKALA REPORT CARD**

June - 2012



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



## The Karnataka Guarantee of Services to Citizens Act 2011



Report Card for the month of June 2012:

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## CHAPTER I

# Introduction

With the calendar reading 30 June 2012, we bring this report to you. This is a special report that we have tried to bring forth. June 30, not only marks the end of another month, but also end of the first ever Quarter after Sakala touched every Karnataka Citizens' life. The fact that ***over 50 Lakh Citizens*** have availed these services in the first 3 months of its inception is truly a very rewarding feeling. We have not just stopped here, we are pushing for more. An analysis of services to be included is being done by every department and in the words of the respected Chief Secretary of Karnataka - ***the services that touch the poor and most needy, deserves to be prioritised and included.*** The departments are looking into these aspects and working out practical ways to enable a smooth service delivery. After the consent of the legislature, these services would get added.

***On the Analysis and continuous monitoring mechanism,*** we have been providing lot of inputs and analysis for every department and district to utilise and work towards corrective mechanisms and smarter working methodologies. This apart, inspection of display boards by our staff as well as a monitoring team formed by the Information department to evaluate the awareness and corrective action that needs to be taken is an ongoing exercise.

***On June 11, 2012, consumer forums representatives from all districts*** met at Jakkur's MGIRED campus to discuss ways and means to reach the message of Sakala to the remotest of villages in Karnataka. A panel has been formed with eminent personalities from the public space to guide and advise the monitoring and working of these helpdesks. Support from the Mission in this regard has been assured and these consumer forums have shown great enthusiasm in carrying the message of Sakala to every citizen- as a consumer of Govt services!

**Information, Education Communication** is the hallmark of Sakala. Many events like interactions with school students and officials of department of Education in spreading the message of Sakala, in the most creative way, have been planned out.

In the following chapter, we have attempted to cover the mandatory statistics of June month - fulfilling our commitment to transparency. We have also looked at this report from the aspects of services to citizens, feedback received and a special chapter on Complaints management. We have added a user manual as a chapter to facilitate easier understanding of the Sakala software.

**Proposed Amendments to the KGSC Act:**

(a) In view of huge demand for addition of more and more services it is anticipated that such demand will continue in foreseeable future. Therefore, in order, to meet the aspirations of the People, it is proposed to amend section 4 to time-to-time allow the Government to add, modify and delete and make other relevant changes in time-limits etc

(b) The citizen have to be provided option to apply on-line/electronically for the notified services of Sakala. Accordingly, it is proposed to amend section 7 to make it mandatory to offer on-line receipt of services covered under Sakala latest by 31st March 2013.Both of these proposed amendments are driven by demand of the Citizens and are, accordingly, proposed.

Dr Shalini Rajneesh IAS,

Mission Director Sakala.

## CHAPTER II

### June Monthly Statistics:

During the month of June, we saw a 61% jump in the overall receipts of Applications as compared to May. A total of 25 lakh applications were received in June compared to 15 lakh in May. The service delivery has been to the tune of 98.1% compared to 98.5% in May.

All the departments showed a substantial increase in receipts during the month. As expected, the education department showed a 25% increase in receipts during the month due to SSLC, PUC results, admissions and school & college opening season. Revenue showed a 57% increase and Transport showed a 42% rise in applications- which has been the trend since Sakala begin. The table below gives you the values in June (values of May in Bracket).

Department	Values in June ( May)
COMMERCIAL TAXES DEPARTMENT	168113 (203671)
EDUCATION DEPARTMENT	42359 (10710)
FOOD AND CIVIL SUPPLIES	8839 (5920)
HEALTH AND FAMILY WELFARE	12082 (11223)
HOME DEPARTMENT	56775 (57878)
LABOUR DEPARTMENT	9552 (8283)
REVENUE DEPARTMENT	1577933 (913431)
RURAL DEVELOPMENT AND PANCHAYAT RAJ	12679 (11811)
TRANSPORT DEPARTMENT	534828 (227354)
URBAN DEVELOPMENT	86679 (77979)
WOMEN AND CHILD WELFARE	6117 (4469)

#### Evaluation Methodology:

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

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

The implementation of the Act completes its first Quarter on 2-7-2012. Given below is a write up on each department and how each District has fared under that department & ranked.

## Overall Performance of the State - Ranking-District Wise:

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total Disposal	Rank in default as %age of total Disposal	Rcpt per lakh population (except Com.Tax)	Rank in Rcpt per lakh population	Overall Rank
Chikkaballapura	50145	49557	0.09%	1	3965	13	1
Chitradurga	78029	67331	0.62%	5	4652	4	2
Uttara Kannada	50848	53027	0.29%	2	3475	16	3
Ramanagara	59622	57510	1.05%	8	5407	3	4
Chamarajanagar	43017	38924	0.75%	6	4205	9	5
Mandya	103129	102755	1.08%	9	5681	2	6
Haveri	50580	51268	0.39%	3	3102	24	7
Bangalore Rural	38129	38801	0.82%	7	3820	15	8
Mysore	130212	126934	1.19%	12	4124	10	9
Dakshina Kannada	63145	62540	0.41%	4	2702	30	10
Kolar	63985	63661	1.20%	13	4110	11	11
Bangalore	528403	508216	2.03%	16	4397	7	12
Udupi	39509	41710	1.14%	11	3191	21	13
Kodagu	16337	16580	1.12%	10	2913	28	14
Hassan	103660	102056	3.00%	22	5753	1	15
Bellary	90346	87190	1.84%	15	3396	18	16
Chikmagalur	52023	49298	2.99%	21	4536	5	17
Belgaum	150268	154300	1.33%	14	2959	26	18
Bagalkot	60760	62015	2.03%	17	3161	22	19
Bijapur	73005	66587	2.20%	18	3276	20	20
Raichur	77508	75641	3.15%	23	3946	14	21
Davanagere	79731	64900	3.20%	24	3970	12	22
Gadag	47697	44301	3.46%	27	4405	6	23
Dharwad	65797	60724	2.92%	19	3016	25	24
Shimoga	53296	48842	2.97%	20	2933	27	25
Yadgir	40935	39559	3.21%	25	3451	17	26
Tumkur	117336	109546	3.61%	29	4333	8	27
Gulbarga	82342	79083	3.38%	26	3140	23	28
Koppal	47243	46974	3.56%	28	3319	19	29
Bidar	48051	35646	4.22%	30	2785	29	30
<b>State</b>	<b>2505088</b>	<b>2405476</b>	<b>1.99%</b>		<b>3823</b>		

## Department - wise Information and Statistics:

### Dept 1. Revenue Department:

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total Rcpt	Rank in default as %age of total Rcpt	Rcpt per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Chitradurga	65602	54831	0.69%	6	3951	3	1
Chamarajanagar	37771	34192	0.84%	7	3700	4	2
Chikkaballapura	39975	40036	0.08%	2	3187	11	3
Mandya	75392	75915	1.58%	12	4168	2	4
Ramanagara	39411	38131	1.55%	11	3640	5	5
Mysore	92608	89142	0.69%	5	3092	12	6
Uttara Kannada	36244	38341	0.03%	1	2522	19	7
Bangalore Rural	28479	29784	1.03%	8	2885	14	8
Kolar	46428	46220	1.22%	10	3014	13	9
Hassan	82529	82056	3.97%	23	4646	1	10
Raichur	65656	64251	3.22%	19	3411	8	11
Haveri	36818	37075	0.21%	4	2303	23	12
Gadag	38395	35725	4.08%	24	3604	6	13
Belgaum	110355	110935	1.22%	9	2309	22	14
Dakshina Kannada	25076	25745	0.18%	3	1203	29	15
Tumkur	96124	90253	4.55%	26	3585	7	16
Bellary	72724	69467	2.77%	18	2872	16	17
Chikmagalur	37234	34595	4.13%	25	3273	9	18
Bijapur	54866	48864	2.52%	17	2522	20	19
Bagalkot	45352	46133	2.33%	16	2399	21	20
Gulbarga	65945	62868	3.32%	21	2571	18	21
Davanagere	62485	46702	4.92%	30	3209	10	22
Udupi	23203	24761	1.98%	14	1970	28	23
Kodagu	11093	11336	2.19%	15	2000	27	24
Bangalore	101567	97660	1.74%	13	1059	30	25
Koppal	40014	40073	4.57%	28	2876	15	26
Bidar	37685	27334	3.72%	22	2217	24	27
Shimoga	35722	31263	3.30%	20	2035	26	28
Yadgir	32877	31827	4.75%	29	2803	17	29
Dharwad	40303	35925	4.57%	27	2182	25	30
<b>Total</b>	<b>1577933</b>	<b>1501440</b>	<b>2.44%</b>		<b>2581</b>		

The Revenue department's applications have nearly doubled. The Department's average is at 2.44% delayed disposals. None of the districts have crossed the 5% delayed disposal mark, which is a positive sign.



## Dept 2. Transport Department:

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total rcpt	Rank in default as %age of total rcpt	Rcpt per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Dakshina Kannada	19729	19112	0.02%	4	947	3	1
Mandya	19815	19472	0.04%	7	1096	2	2
Udupi	8204	8821	0.01%	3	696	7	3
Chikmagalur	9003	9102	0.07%	9	791	6	4
Kolar	10560	10402	0.08%	10	686	8	5
Yadgir	6083	6004	0.03%	6	519	13	6
Chikkaballapura	6107	5592	0.03%	5	487	16	7
Kodagu	2300	2267	0.00%	2	415	19	8
Mysore	20104	20275	0.10%	13	671	9	9
Bangalore Rural	5196	4988	0.08%	11	526	11	10
Uttara Kannada	5563	5689	0.00%	1	387	22	11
Bangalore	84550	81867	0.22%	21	882	4	12
Ramanagara	14796	14580	0.47%	25	1367	1	13
Dharwad	9019	8788	0.11%	14	488	15	14
Bijapur	10983	10433	0.12%	16	505	14	15
Haveri	7103	7722	0.10%	12	444	18	16
Hassan	14445	13838	0.93%	26	813	5	17
Tumkur	13944	12331	0.30%	23	520	12	18
Davanagere	9102	9864	0.16%	18	468	17	19
Chitradurga	4352	4543	0.05%	8	262	28	20
Shimoga	9799	9924	2.10%	27	558	10	21
Raichur	7550	7295	0.17%	19	392	20	22
Gulbarga	9961	10255	0.29%	22	388	21	23
Bagalkot	7239	7763	0.19%	20	383	23	24
Gadag	3663	3409	0.14%	17	344	27	25
Chamarajanagar	2638	2143	0.11%	15	258	29	26
Bellary	9295	9329	0.36%	24	367	26	27
Belgaum	17610	19520	2.28%	28	369	25	28
Bidar	6427	4407	13.83%	30	378	24	29
Koppal	2831	2702	5.69%	29	203	30	30
<b>Total</b>	<b>357971</b>	<b>352437</b>	<b>0.64%</b>		<b>586</b>		

Notes: with the exception of Bidar and Koppal, the department's rates of delayed disposals in other districts are low. The department's overall delayed disposal itself is very low in spite of an increase in the applications during the month.

### Dept 3. Commercial Taxes:

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total rcpt	Rank in default as %age of total rcpt	Rcpt per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Dakshina Kannada	6838	7078	0.03%	3	328	3	1
Mysore	6703	6568	0.12%	4	224	4	2
Belgaum	8869	10125	0.15%	6	186	5	3
Hassan	1479	1417	0.14%	5	83	11	4
Uttara Kannada	918	882	0.00%	1	64	17	5
Davanagere	2443	2520	0.78%	12	125	8	6
Udupi	1918	2366	1.15%	14	163	7	7
Dharwad	10097	10096	2.37%	20	547	2	8
Chitradurga	793	828	0.00%	2	48	20	9
Gadag	776	799	0.26%	9	73	15	10
Bellary	4344	4585	2.35%	19	172	6	11
Bangalore	106746	101581	6.04%	26	1113	1	12
Kolar	680	718	0.15%	7	44	21	13
Bijapur	1746	2138	2.06%	18	80	13	14
Bangalore Rural	413	439	0.24%	8	42	23	15
Ramanagara	1075	1092	2.88%	22	99	10	16
Bagalkot	989	1037	0.91%	13	52	19	17
Bidar	709	753	0.56%	10	42	24	18
Shimoga	1801	1996	6.33%	27	103	9	19
Tumkur	1160	1248	1.64%	17	43	22	20
Kodagu	176	163	0.57%	11	32	28	21
Yadgir	450	472	1.56%	16	38	25	22
Raichur	1552	1562	26.87%	30	81	12	23
Haveri	998	1093	3.91%	24	62	18	24
Koppal	1067	1163	13.40%	29	77	14	25
Gulbarga	1816	1521	10.85%	28	71	16	26
Mandya	373	387	1.34%	15	21	29	27
Chikkaballapura	411	390	2.68%	21	33	27	28
Chikmagalur	416	483	5.05%	25	37	26	29
Chamarajanagar	87	100	3.45%	23	9	30	30
<b>Total</b>	<b>167843</b>	<b>165600</b>	<b>4.72%</b>		<b>275</b>		

Notes: The department's rates of delayed disposals are comparatively higher than other departments. Raichur, Gulbarga & Koppal show high delayed disposals, while Chitradurga, Uttara Kannada, Kolar, Belgaum & Gadag have maintained a pretty good disposal rates.

## Dept 4. Urban Development:

### a. Urban Development Dept All Urban Local Bodies (including BBMP)

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total rcpt	Rank in default as %age of total rcpt	Rcpt per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Uttara Kannada	4733	4839	0.00%	1	329	1	1
Dakshina Kannada	4182	4488	0.11%	3	201	4	2
Gadag	3363	3219	0.43%	5	316	2	3
Chitradurga	2824	3021	0.43%	4	170	7	4
Bagalkot	4790	4781	1.13%	10	253	3	5
Dharwad	3168	3211	0.65%	8	172	6	6
Mandya	3046	3088	0.45%	6	168	8	7
Haveri	2692	2662	0.75%	9	168	9	8
Chikkaballapura	1652	1589	0.06%	2	132	18	9
Davanagere	2846	2988	0.54%	7	146	15	10
Belgaum	7701	7775	1.40%	12	161	11	11
Udupi	1948	2036	1.52%	14	165	10	12
Kodagu	866	856	1.52%	13	156	12	13
Bijapur	2920	2875	1.29%	11	134	17	14
Shimoga	2635	2705	2.11%	15	150	13	15
Kolar	2884	2983	9.08%	26	187	5	16
Ramanagara	1605	1552	4.51%	21	148	14	17
Mysore	3639	3629	3.39%	18	122	20	18
Koppal	1995	1843	6.02%	23	143	16	19
Bangalore	9502	9238	2.63%	16	99	24	20
Bidar	1685	1623	3.64%	19	99	23	21
Hassan	1658	1653	2.84%	17	93	27	22
Chikmagalur	1406	1542	7.00%	25	124	19	23
Bangalore Rural	1158	1153	6.07%	24	117	21	24
Raichur	1841	1675	5.25%	22	96	26	25
Yadgir	785	779	4.36%	20	67	30	26
Chamarajanagar	1196	1173	24.04%	29	117	22	27
Gulbarga	2473	2597	30.30%	30	96	25	28
Tumkur	2474	2397	10.89%	28	92	28	29
Bellary	1965	1882	9.14%	27	78	29	30
<b>Total</b>	<b>85632</b>	<b>85852</b>	<b>2.24%</b>		<b>140</b>		

Notes: Chamarajanagar, Gulbarga & Tumkur & Kolar are showing higher delayed disposals. Uttara Kannada, Davanagere, Chikkaballapura have done well in this count.

. An analysis on the Urban Department on all Major Urban Local Bodies is given below:

<b>DISTRICT</b>	<b>NO. OF GSC RECEIPTS DURING THE MONTH</b>	<b>NO. OF GSC DISPOSALS DURING THE MONTH</b>	<b>Default (delayed disposal) as %age of total disposal</b>
BWSSB	1047	818	33.86%
BBMP	9135	8855	8.19%
6-Corporations	12973	13487	3.82%
CMCs	30814	30710	2.12%
TMCs	23944	23881	1.82%
Town Panchayat	8766	8919	1.58%
Total	86679	86670	3.16%

Notes on Urban Bodies other than BBMP:

The combination of City Corporations, CMCs, TMCs, and TPs accounted to 1458 cases out of the total 1848 cases that were disposed after the due date. This is about 78% of the delayed cases. This is a high percentage of delayed disposals. CMC of Koppal, Shimoga ranked high on these counts, Town Municipal Council of Raichur & Bijapur and Chikmagalur needed more timely delivery. Gulbarga & Tumkur needed improvement at the Town Panchayat level.

The City Corporations other than BBMP – Gulbarga & Bellary show high delayed disposals.

## Dept 5. Rural Development & Panchayat Raj:

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total Rcpt	Rank in default as %age of total Rcpt	Rcpt X10 per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Chikmagalur	884	686	0.0%	1	777	3	1
Udupi	1132	987	0.1%	5	961	1	2
Kodagu	423	447	0.0%	4	762	4	3
Mandya	1566	1134	0.4%	7	866	2	4
Dakshina Kannada	840	815	0.0%	2	403	10	5
Uttara Kannada	614	529	0.0%	3	427	9	6
Haveri	1078	922	0.6%	8	674	5	7
Gadag	507	214	0.2%	6	476	8	8
Ramanagara	715	653	1.8%	10	660	6	9
Bangalore Rural	517	442	4.1%	16	524	7	10
Hassan	372	271	1.3%	9	209	14	11
Koppal	355	298	2.3%	12	255	11	12
Mysore	756	669	4.6%	17	252	12	13
Chitradurga	342	336	3.2%	14	206	15	14
Davanagere	256	166	2.3%	13	131	17	15
Bijapur	432	411	3.9%	15	199	16	16
Kolar	343	317	7.6%	23	223	13	17
Dharwad	89	66	2.2%	11	48	25	18
Yadgir	121	80	5.0%	19	103	19	19
Tumkur	194	148	4.6%	18	72	22	20
Bidar	176	139	6.8%	22	104	18	21
Shimoga	122	145	6.6%	20	69	23	22
Gulbarga	259	304	27.8%	26	101	20	23
Bangalore	254	256	6.7%	21	26	27	24
Bagalkot	102	79	7.8%	24	54	24	25
Chikkaballapura	91	122	29.7%	27	73	21	26
Chamarajanagar	11	12	9.1%	25	11	28	27
Bellary	85	98	36.5%	28	34	26	28
Belgaum	33	37	45.5%	29	7	29	29
Raichur	10	12	90.0%	30	5	30	30
<b>Total</b>	<b>12679</b>	<b>10795</b>	<b>2.9%</b>		<b>207</b>		

Notes: Although Raichur has disposed all applications, the delay in these disposals caused a high percentage of default. Belgaum, Chikkaballapura & Bellary need to deliver in time. Udupi, Gadag, Dakshina Kannada & Kodagu have done well.

## Dept 6. Home Department: (Police)

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total rcpt	Rank in default as %age of total rcpt	Rcpt per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Udupi	2056	1736	4.84%	1	175	2	1
Kodagu	1196	1206	9.12%	4	216	1	2
Shimoga	2053	1851	13.51%	5	117	10	3
Uttara Kannada	1706	1714	13.54%	6	119	9	4
Tumkur	2442	2224	9.08%	3	91	14	5
Kolar	1956	1888	16.53%	10	127	7	6
Dakshina Kannada	3253	2201	17.95%	15	156	4	7
Bangalore Rural	1719	1355	20.52%	18	174	3	8
Chikkaballapura	1073	987	14.89%	8	86	17	9
Bellary	1332	1268	14.35%	7	53	21	10
Belgaum	3084	3246	16.57%	11	65	19	11
Hassan	2115	1763	23.09%	22	119	8	12
Raichur	648	600	8.00%	2	34	28	13
Mandya	2000	1727	22.87%	21	111	11	14
Chikmagalur	1551	1378	30.77%	26	136	6	15
Mysore	4658	4804	35.14%	28	156	5	16
Davanagere	1714	1780	22.70%	20	88	15	17
Bagalkot	775	694	16.86%	12	41	24	18
Haveri	593	577	16.46%	9	37	27	19
Dharwad	1771	1312	29.04%	25	96	13	20
Chamarajanagar	414	421	17.58%	13	41	25	21
Gulbarga	1224	882	20.18%	17	48	22	22
Gadag	467	418	18.66%	16	44	23	23
Koppal	523	441	17.91%	14	38	26	24
Ramanagara	1094	571	198.07%	30	101	12	25
Chitradurga	1458	1170	33.16%	27	88	16	26
Bidar	987	1002	25.85%	23	58	20	27
Bangalore	6690	5138	74.23%	29	70	18	28
Bijapur	700	565	21.77%	19	32	30	29
Yadgir	388	159	26.42%	24	33	29	30
<b>Total</b>	<b>51640</b>	<b>45078</b>	<b>28.57%</b>		<b>84</b>		

Notes: The Police department shows high delayed disposals. While most of these relate to Petitions, the numbers still seem high. Ramanagara shows very high delayed disposals rates, Followed by Bangalore & Bangalore rural. The relatively less populous Raichur & Haveri have done well.

## Dept 7. Food & Civil Supplies:

DISTRICT	Appl. Rcvd in June	Appl. Displ in June	Default as %age of total rcpt	Rank in default as %age of total rcpt	Rcpt X 10 per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Dakshina Kannada	1925	1835	0.00%	1	924	1	1
Udupi	595	592	0.00%	2	505	2	2
Uttara Kannada	424	418	0.00%	4	295	4	3
Ramanagara	355	348	0.00%	6	328	3	4
Mysore	574	580	0.00%	3	192	10	5
Hassan	382	382	0.00%	5	215	8	6
Chikmagalur	265	266	0.00%	8	233	6	7
Dharwad	350	344	0.00%	7	189	11	8
Chamarajanagar	197	200	0.00%	9	193	9	9
Kolar	192	192	0.00%	10	125	13	10
Chikkaballapura	309	321	0.62%	22	246	5	11
Chitradurga	153	145	0.00%	11	92	16	12
Shimoga	390	349	0.57%	21	222	7	13
Bagalkot	330	336	0.30%	19	175	12	14
Belgaum	492	481	0.21%	18	103	15	15
Bellary	113	111	0.00%	12	45	21	16
Mandya	86	86	0.00%	13	48	20	17
Bangalore	1010	1011	0.40%	20	105	14	18
Haveri	66	65	0.00%	14	41	22	19
Yadgir	30	30	0.00%	15	26	25	20
Tumkur	159	147	0.68%	23	59	18	21
Gadag	92	100	4.00%	26	86	17	22
Bidar	23	25	0.00%	16	14	27	23
Gulbarga	138	141	1.42%	25	54	19	24
Davanagere	79	82	1.22%	24	41	23	25
Koppal	10	8	0.00%	17	7	30	26
Bangalore Rural	34	34	5.88%	28	34	24	27
Raichur	36	38	10.53%	29	19	26	28
Bijapur	25	25	4.00%	27	11	28	29
Kodagu	5	5	20.00%	30	9	29	30
<b>Total</b>	<b>8839</b>	<b>8697</b>	<b>0.30%</b>		<b>145</b>	<b>98</b>	

Notes: The Number of Applications under this department is low. Most of the services used related to 'Modifications to existing Ration Cards', whose numbers read low. Kodagu, although disposed of all cases, still has delayed in these disposals.

## Dept 8. Women & Child Development:

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total rcpt	Rank in default as %age of total rcpt	Rcpt per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Chitradurga	1304	1304	0.00%	1	79	1	1
Haveri	702	705	0.00%	2	44	3	2
Chikmagalur	506	501	0.00%	3	44	2	3
Shimoga	467	307	0.00%	4	27	5	4
Dharwad	408	408	0.00%	5	22	7	5
Bangalore Rural	230	209	0.00%	7	23	6	6
Dakshina Kannada	253	252	0.00%	6	12	11	7
Kodagu	73	73	0.00%	12	13	10	8
Tumkur	166	165	0.00%	8	6	16	9
Udupi	109	106	0.00%	10	9	14	10
Bangalore	163	127	0.00%	9	2	18	11
Belgaum	95	95	0.00%	11	2	17	12
Mandya	381	398	0.25%	22	21	8	13
Gadag	338	337	3.26%	26	32	4	14
Chamarajanagar	3	0	0.00%	13	0	19	15
Davanagere	407	407	2.21%	25	21	9	16
Yadgir	1	0	0.00%	14	0	20	17
Mysore	286	282	0.35%	23	10	12	18
Bellary	0	0	0.00%	15	0	22	19
Ramanagara	92	93	1.08%	24	8	15	20
Bidar	0	0	0.00%	16	0	23	21
Koppal	132	97	12.37%	27	9	13	22
Bijapur	0	0	0.00%	17	0	24	23
Gulbarga	0	0	0.00%	18	0	26	24
Hassan	0	0	0.00%	19	0	27	25
Kolar	0	0	0.00%	20	0	28	26
Bagalkot	1	1	100%	28	0	21	27
Uttara Kannada	0	0	0.00%	21	0	30	28
Chikkaballapura	0	0	0.00%	-	0	25	-
Raichur	0	0	0.00%	-	0	29	-
Total	6117	5867	0.99%		10	96	

Notes: Quite a few districts showed nil receipts during the month. Koppal could show a speedier disposal rate.



Dept 9. Labour Department:

DISTRICT	Appl. Rcvd in June	Appl. Disposal in June	Default as %age of total Rcpt	Rank in default as %age of total Rcpt	Rcpt X 10 per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Kolar	412	414	0.00%	2	267	1	1
Hassan	372	372	0.00%	4	209	3	2
Bellary	413	376	0.00%	1	163	11	3
Dharwad	345	304	0.00%	6	187	6	4
Udupi	227	205	0.00%	8	193	4	5
Dakshina Kannada	350	336	0.00%	5	168	10	6
Haveri	284	210	0.00%	7	178	8	7
Tumkur	397	390	0.00%	3	148	13	8
Ramanagara	197	197	0.00%	9	182	7	9
Bangalore	2426	2368	0.59%	21	253	2	10
Chitradurga	316	300	0.33%	18	190	5	11
Chikkaballapura	179	180	0.00%	10	143	14	12
Uttara Kannada	170	158	0.00%	11	118	17	13
Kodagu	78	99	0.00%	15	141	15	14
Yadgir	115	111	0.00%	12	98	19	15
Mysore	472	598	0.50%	20	158	12	16
Chikmagalur	105	91	0.00%	13	92	21	17
Bijapur	380	344	2.91%	26	175	9	18
Gadag	78	64	0.00%	14	73	24	19
Gulbarga	196	200	0.50%	19	76	23	20
Shimoga	189	190	2.11%	24	108	18	21
Mandya	144	224	0.89%	22	80	22	22
Bidar	229	241	25.73%	29	135	16	23
Koppal	33	55	0.00%	16	24	29	24
Chamarajanagar	12	21	0.00%	17	12	30	25
Bangalore Rural	94	96	12.50%	28	95	20	26
Belgaum	304	285	1.05%	23	64	26	27
Davanagere	127	123	3.25%	27	65	25	28
Raichur	64	72	2.78%	25	33	28	29
Bagalkot	75	107	26.17%	30	40	27	30
<b>Total</b>	<b>8783</b>	<b>8731</b>	<b>1.67%</b>		<b>144</b>		

Notes: Most districts showed good performance with the exception of Bidar, Bagalkot & Bangalore Rural.

Dept 10. Health & Family Welfare:

DISTRICT	Applications Rcvd in June	Applications Disposal in June	Default as %age of total Rcpt	Rank in default as %age of total Rcpt	Rcpt per lakh population	Rank in Rcpt per lakh population	Overall Rank (Equal weight to two ranks)
Dharwad	169	167	0.59%	7	67	1	1
Gulbarga	111	125	0.00%	3	34	5	2
Uttara Kannada	460	445	0.22%	6	43	4	3
Dakshina Kannada	592	576	0.00%	2	27	9	4
Shimoga	82	83	3.66%	9	56	2	5
Mandya	319	319	3.76%	10	51	3	6
Davanagere	204	206	3.43%	8	27	10	7
Kodagu	124	125	4.03%	11	28	8	8
Tumkur	250	219	7.20%	19	34	6	9
Chitradurga	854	823	0.00%	1	3	27	10
Gadag	11	11	0.00%	5	6	23	11
Chamarajanagar	679	658	7.07%	18	22	12	12
Raichur	41	41	4.88%	12	10	18	13
Bellary	52	45	5.77%	16	17	16	14
Koppal	274	284	7.30%	20	20	13	15
Udupi	103	87	0.00%	4	2	29	16
Belgaum	1646	1722	6.01%	17	14	17	17
Chikmagalur	637	639	5.02%	13	9	21	18
Bijapur	932	920	27.15%	28	32	7	19
Kolar	520	520	9.04%	24	24	11	20
Bagalkot	1047	1062	7.35%	21	18	15	21
Mysore	293	289	8.53%	22	10	19	22
Yadgir	73	85	5.48%	15	4	26	23
Hassan	299	298	5.35%	14	1	30	24
Bidar	107	106	37.38%	30	18	14	25
Ramanagara	261	277	10.34%	26	9	20	26
Chikkaballapura	335	328	12.24%	27	9	22	27
Bangalore Rural	269	284	9.29%	25	5	25	28
Bangalore	328	323	8.84%	23	2	28	29
Haveri	225	219	28.44%	29	6	24	30
<b>Total</b>	<b>11297</b>	<b>11286</b>	<b>7.96%</b>				

Notes: Gulbarga, Dakshina Kannada, Udupi, Gadag & Chitradurga showed 0% delay in this department. Bidar, Haveri & Bijapur showed higher delays in disposals.

## Dept 11. Education Department:

<b>DISTRICT</b>	<b>Appl. Rcvd in June</b>	<b>Appl. Disposal in June</b>	<b>Default as %age of total Rcpt</b>	<b>Rank in default as %age of total Rcpt</b>
Bagalkot	41	12	0.00%	2
Bangalore	42034	36702	2.76%	29
Bangalore Rural	11	5	0.00%	6
Belgaum	0	0	0.00%	22
Bellary	0	0	0.00%	23
Bidar	6	0	0.00%	11
Bijapur	4	1	0.00%	13
Chamarajanagar	0	0	0.00%	24
Chikkaballapura	0	0	0.00%	25
Chikmagalur	4	3	0.00%	14
Chitradurga	9	6	0.00%	7
Dakshina Kannada	3	0	0.00%	17
Davanagere	16	9	0.00%	3
Dharwad	1	1	100%	30
Gadag	2	0	0.00%	19
Gulbarga	159	145	0.00%	1
Hassan	7	4	0.00%	9
Haveri	4	1	0.00%	15
Kodagu	0	0	0.00%	26
Kolar	2	1	0.00%	20
Koppal	1	0	0.00%	21
Mandya	0	1	0.00%	27
Mysore	16	6	0.00%	4
Raichur	7	0	0.00%	10
Ramanagara	12	6	0.00%	5
Shimoga	8	2	0.00%	8
Tumkur	5	4	0.00%	12
Udupi	3	0	0.00%	18
Uttara Kannada	4	0	0.00%	16
Yadgir	0	1	0.00%	28
<b>Total</b>	<b>42359</b>	<b>36910</b>	<b>2.75%</b>	

Notes: During the month of June- the Department saw a sharp rise in applications received due to the commencement of the academic year for schools & Colleges. Overall Ranking of this department is not given. This is a seasonal service sought by the student community and will vary among months. Many districts show nil Receipts & Nil payments. Although Bangalore received the maximum applications during the month, it had a relatively high rate of delayed disposal.

## CHAPTER III

# Services under Sakala - A Study

In order to understand the usage patterns and the delivery patterns of Services coming under Sakala, we have given here, a department-wise break up of how each department and the services coming under it are performing.

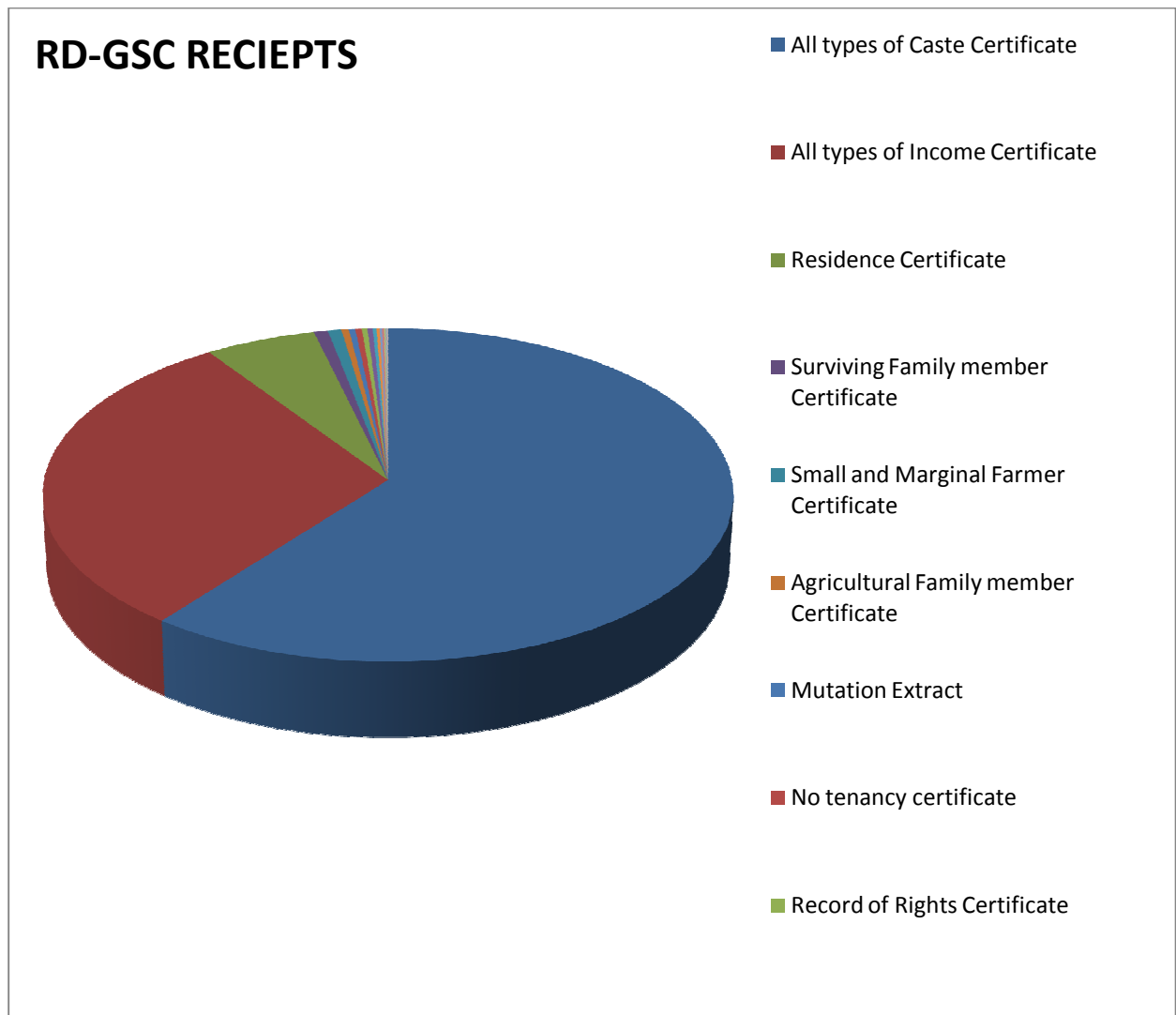
## I. Revenue Department:

The Revenue department has over 29 lakh applications serviced during the Quarter by providing services as below:

SERVICE	TOTAL NO. OF GSC RECEIPTS
All types of Caste Certificate	1793862
All types of Income Certificate	893470
Residence Certificate	168096
Surviving Family member Certificate	21267
Small and Marginal Farmer Certificate	20497
Agricultural Family member Certificate	11081
Mutation Extract	9752
No tenancy certificate	9725
Record of Rights Certificate	8376
Domicile Certificate	7960
Conversion of agriculture land to non agriculture purpose	5632
Agriculturist Certificate	4692
Agricultural Labour Certificate	3524
Non-Creamy layer Certificate	3232
Landless Certificate	2314
No Government Job Certificate for Compassionate Appointments	1090
Death Certificate	857
Unemployment Certificate	673
Birth Certificate	384
Verification/Validity of Caste Certificate	322
Living Certificate	143
Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	91
Population Certificate	6
<b>Total:</b>	<b>2967046</b>

The Revenue department ranks first in terms of usage by Citizens: It accounts to over 60% of the total applications received under Sakala.

**Revenue department - Services Share for the Quarter –April to June 2012.**



Given below is a list of Issues faced by the department while collecting applications forms, due to which rejections of applications are accounted: The total number of Rejections in June for this department stood at 38096.

1. Improper Documents
2. Incomplete Information
3. Non affixing of Signature
4. Improper data/Missing data (e.g. Name in address proof {Ration Card} does not have the applicants details.
5. Improper data – wrong DOB, Address, Duplicate entry
6. Fake Documents.

Observations on Revenue department:

(i) Birth & Death registration is almost NIL - both by-pass and non-provision of service is happening. The VA is the Designated Officer, but service appears to be totally ignored in Revenue Dept

(ii) The service "RTC Copy/Extract" - while manual RTC extract has NOT BEEN IMPLEMENTED (though covered under Sakala), the computerised RTC (Bhoomi) is not being reported to Sakala portal.

(iii) Conversion of Agriculture land to Non-Agriculture - Tens and even more than hundred old applications are pending in each of the districts but they have not entered these old pending applications in Sakala.

(iv) The services other than those covered in Nemmadi are very low in reporting. In fact, all talukas are delivering these four non-Nemmadi services virtually without reporting about them. Eg: Domicile Certificate, Land Acquisition payments etc)

(v) There is a huge jump in default percentage in Revenue Department (close to 3% default rate in June which was about 1.4% in May)

(vi) There is MASSIVE demand for inclusion of (a) "Khatha Transfer/Mutation" (b) 11-E sketch (c) Other Important Services - under Sakala - Revenue Department has to formally give its feedback on this issue.

(vii) The applications disposed of in Nemmadi software are not accurately reported by the "Routing Framework" of the revenue department.

## II. Transport Department:

The Transport department has accepted over 9.66 Lakh applications during the quarter. Details of the services provided are below. It is important to note that the Transport department includes its important divisions like BMTC, Transport Corporations (KSRTC, NWKSRTC, NEKSRTC etc) and of course the core Transport Department.

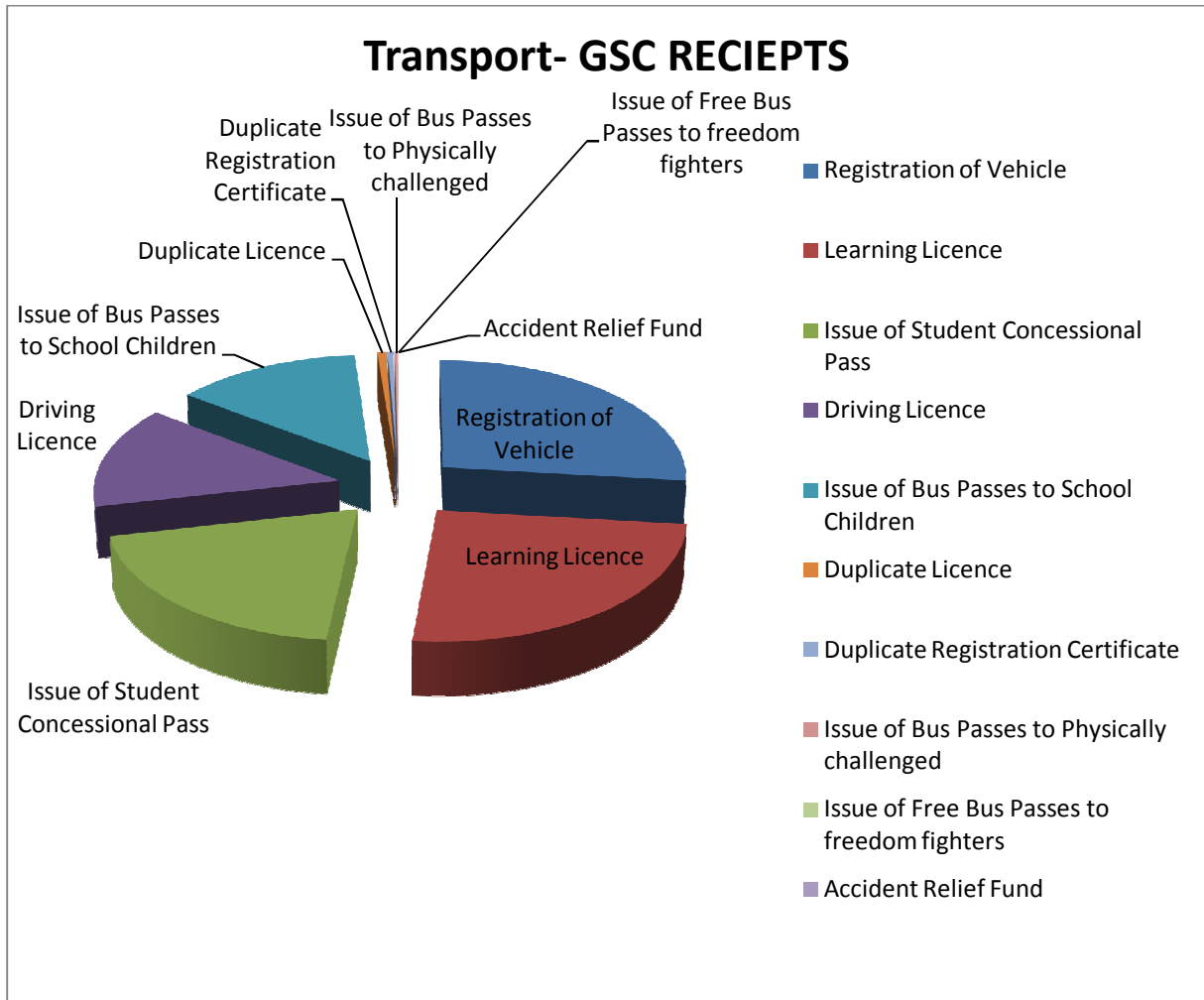
	SERVICE	TOTAL NO. OF GSC RECIEPTS
The	Registration of Vehicle	278949
	Learning Licence	258410
	Issue of Student Concessional Pass	206500
	Driving Licence	144623
	Issue of Bus Passes to School Children	139348
	Duplicate Licence	6243
	Duplicate Registration Certificate	4051
	Issue of Bus Passes to Physically challenged	2252
	Issue of Free Bus Passes to freedom fighters	134
	Accident Relief Fund	34
	<b>Total</b>	<b>1040544</b>

Transport Department ranks the second in terms of the most used citizen services.

### Observations on Transport department:

(i) The rejection rate and default rate is close to NIL. This is so as the RTOs do not accept and enter in "Saarathi" and "Vahani" Transport Dept software an application until it is all ready and fit for approval. The Transport department software does not permit rejections of services once treasury challan is deposited. This needs to be changed. At least - temporary rejection needs to be built into Transport Department Software. This will give more authentic picture of state of service delivery to citizens.

NWKRTC & NEKRTC have not put into plan computer systems with DEOs in depots. This needs immediate attention.



Given below is a list of Issues faced by the department while collecting applications forms, due to which rejections of applications are accounted: The total rejections were 6740.

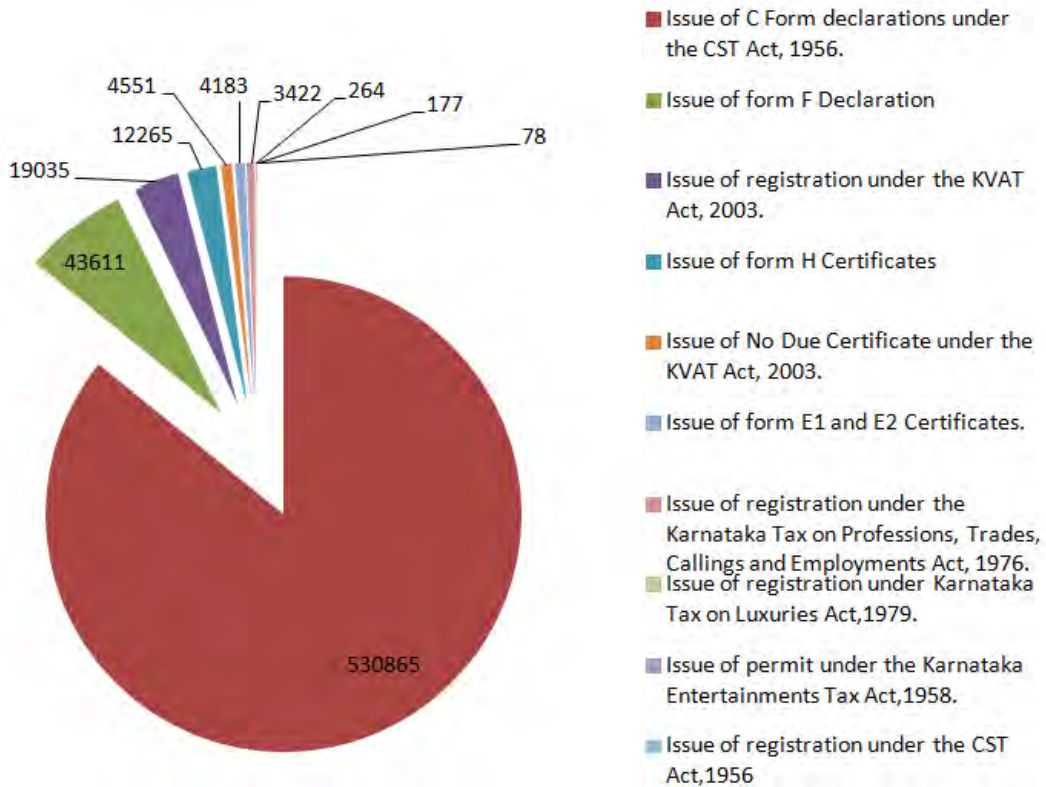
1. Licence Aspirants are not well versed with traffic rules – hence they fail the test and the applications are rejected.
2. Improper documents while submitting for Licence.
3. Physically unfit for obtaining licence ( age/sight etc)
4. The aspirants are not well prepared for the test and they fail.
5. Incomplete information like address, signature, age etc.



### III. Commercial Taxes:

The Commercial Tax department ranks 3rd in terms of highest usage by Citizens during the Quarter. The Department has collected over 6 lakh Applications so far in the Quarter and provided the services as below:

#### Commercial Taxes - Services share for the Quarter - April -June 2012



Given below is a list of Issues faced by the department while collecting applications forms, due to which rejections of applications are accounted: The total rejections in the month were 20400.

1. Improper submission of documents – Almost all Districts face this issue where relevant documents are not submitted by citizens.
2. Incomplete Data – Either the required columns are not correctly filled or are missing/incorrect.
3. Relevant statutory compliance not adhered to ( e.g. Non Payment of Profession Tax/Filing of returns)
4. State Code/PIN number mentioned incorrectly.
5. Incorrect payment of taxes –resulting in short payment.
6. Incorrect VAT or Tax registration Number.

**Services share for the Quarter - April -June 2012**

<b>SERVICE</b>	<b>TOTAL NO. OF GSC RECEIPTS</b>
Issue of C Form declarations under the CST Act, 1956.	530865
Issue of form F Declaration	43611
Issue of registration under the KVAT Act, 2003.	19035
Issue of form H Certificates	12265
Issue of No Due Certificate under the KVAT Act, 2003.	4551
Issue of form E1 and E2 Certificates.	4183
Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.	3422
Issue of registration under Karnataka Tax on Luxuries Act, 1979.	264
Issue of permit under the Karnataka Entertainments Tax Act, 1958.	177
Issue of registration under the CST Act,1956	78

**Observations for Commercial Tax departments:**

(i) The default (delayed disposal rate) is very uneven - across the districts - while Chitradurga has default rate of ZERO %, Raichur has more than 26%, Koppal & Gulbarga each more than 10%. The Department needs to follow up on high delayed disposal and defaulting districts and take follow up action

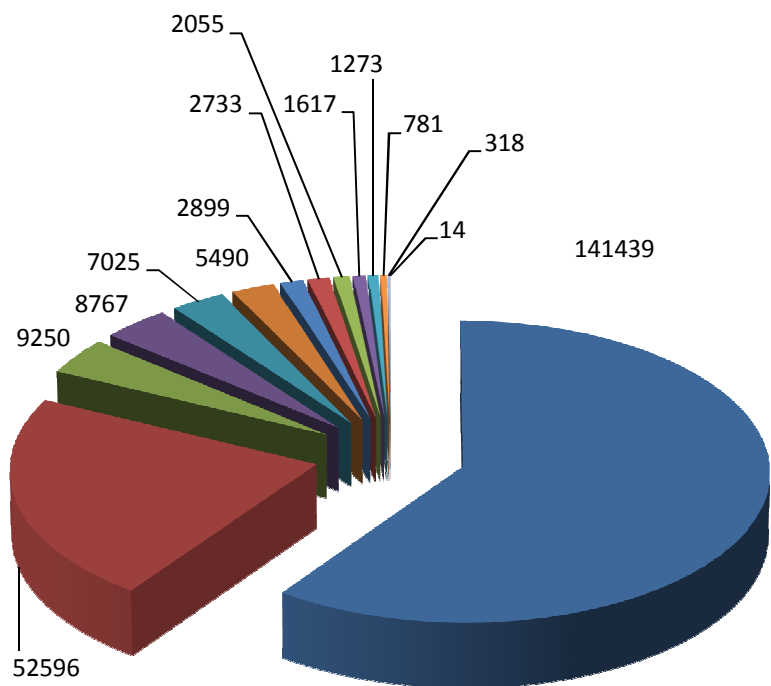
(ii) The rejection rate in this department is more than 25%. This needs to be analyzed and high rejection rate districts need to be trained and followed up.

## IV. Urban Development:

The Urban Development Department has all the Urban Local bodies under it. During the Quarter ending June 2012, the department had received about 2.25 lakh applications.

SERVICE	TOTAL NO. OF GSC RECEIPTS
Issue of Birth, Still Birth and Death Certificates	141439
Khatha Extract	52596
Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration	9250
New Building Licence up to 2400 sqft residential for single dwelling unit	8767
Permission for water supply and UGD connection for residential buildings single dwelling unit	7025
Issue of Trade licence	5490
Khatha Extract/Certificate	2899
Issue of Trade licence as per the delegation of powers	2733
Issue of Birth, Death and Still Birth Certificates at Registration centers after one calendar year from date of registration	2055
Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments	1617
Issue of Trade licence as prescribed	1273
Grant of trade licence specified category under rules	781
Sanction of Building Plan in sites up to 2400 sq.ft. Dimension for residential single dwelling unit. (Not Computerized)	318
Permission for new connection/Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.	14
<b>Total:</b>	<b>236257</b>

## Urban - GSC RECIEPTS



- Issue of Birth, Still Birth and Death Certificates
- Khatha Extract
- Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration
- New Building Licence upto 2400 sqft residential for single dwelling unit
- Permsion for water supply and UGD connection for residential buildings single dwelling unit
- Issue of Trade licence
- Khatha Extract/Certificate
- Issue of Trade licence as per the delegation of powers
- Issue of Birth, Death and Still Birth Certificates at Registration centers after one calendar year from date of registration
- Permission for new connection/Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments
- Issue of Trade licence asprescribed
- Grant of trade licence specified category under rules
- Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized)

Given below is a list of Issues faced by the department while collecting applications forms, due to which rejections of applications are accounted. The total Rejections during the month was 3813.

1. No proper supporting documents
2. Tax is not paid as required
3. Service fees not paid/remitted
4. Information furnished in insufficient/incomplete
5. Records in the department's register are not found.
6. Signature not matching.
7. Fake documents submitted

Observations on Urban development:

**Urban Development Department:**

- (i) There is by-pass in death and birth registration. Plus no of services availed is low
- (ii) Some of the Urban Local Bodies (eg Gulbarga) show high rejection and default rate. The Department needs to track and follow up on high default rate districts and offices.
- (iii) There is massive demand to include "Khatha Transfer" as new service under Sakala.

**BBMP**

- (i) There are no dedicated computers and DEOs who are working on receipt of applications from the citizens. This was checked by DPAR (AR) team on 3rd July and same situation was seen firsthand. There is large by-pass and also default rate (about 8%) is very high even for those services which are reported in Sakala portal.
- (ii) The availing of services such as Trade Licences, Khatha Extract is too low. It is apprehended that by-pass of Sakala is happening in these services.
- (iii) "Khatha Transfer" is a massive demand of citizen for inclusion under Sakala.
- (iv) There is a major issue of **by pass** in the BBMP. Our team from DPAR visited various offices of the BBMP on 01 July and 02 July 2012 and found that many services were provided without accounting in the Sakala system.

## V. Rural Development & Panchayat Raj:

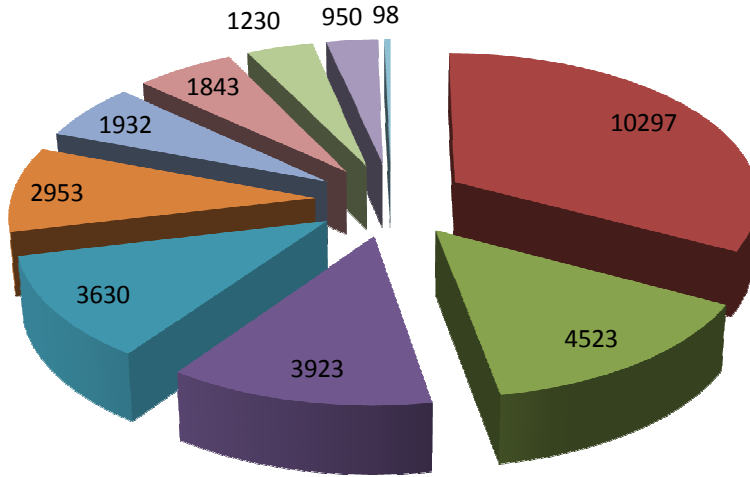
The Rural Development department has received over 30000 applications in the quarter relating to the services given below:

SERVICE	TOTAL NO. OF GSC RECIEPTS
ALTERATION TO ASSESSMENT LIST	10297
NOC TO ESCOMS	4523
MAINTENANCE OF DRINKING WATER	3923
BUILDING LICENCE	3630
GENERAL LICENCE (TRADE LICENCE)	2953
MAINTENANCE OF STREET LIGHTS	1932
ISSUING OF RECORDS (POPULATION,CROP,CATTLE CENSUS,BPL LIST)	1843
PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)	1230
MAINTENANCE OF VILLAGE SANITATION	950
E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES	98
<b>Total:</b>	<b>31379</b>

Given below is a list of Issues faced by the department while collecting applications forms, due to which rejections of applications are accounted: The total rejections for the month stood at 209.

1. Improper submission of Documents.
2. Redundant formats are being used to submit applications
3. Mismatch in Records
4. Tax not paid up to the required period.
5. Duplicate entry
6. Non production of NOC
7. The Applicant does not show up in person where required.

## RDPR- GSC RECIEPTS



- 
- ALTERATION TO ASSESSMENT LIST
- NOC TO ESCOMS
- MAINTENANCE OF DRINKING WATER
- BUILDING LICENCE
- GENERAL LICENCE (TRADE LICENCE)
- MAINTENANCE OF STREET LIGHTS
- ISSUING OF RECORDS (POPULATION,CROP,CATTLE CENSUS,BPL LIST)
- PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)
- MAINTENANCE OF VILLAGE SANITATION
- E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES

*Observations for RDPR:* There is a high rate of delayed disposals noticed in certain services like Alteration to Assessment list. Bangalore rural shows high rates here. . Low receipts in certain services are also noticed like Cattle Records, Trade licences etc.

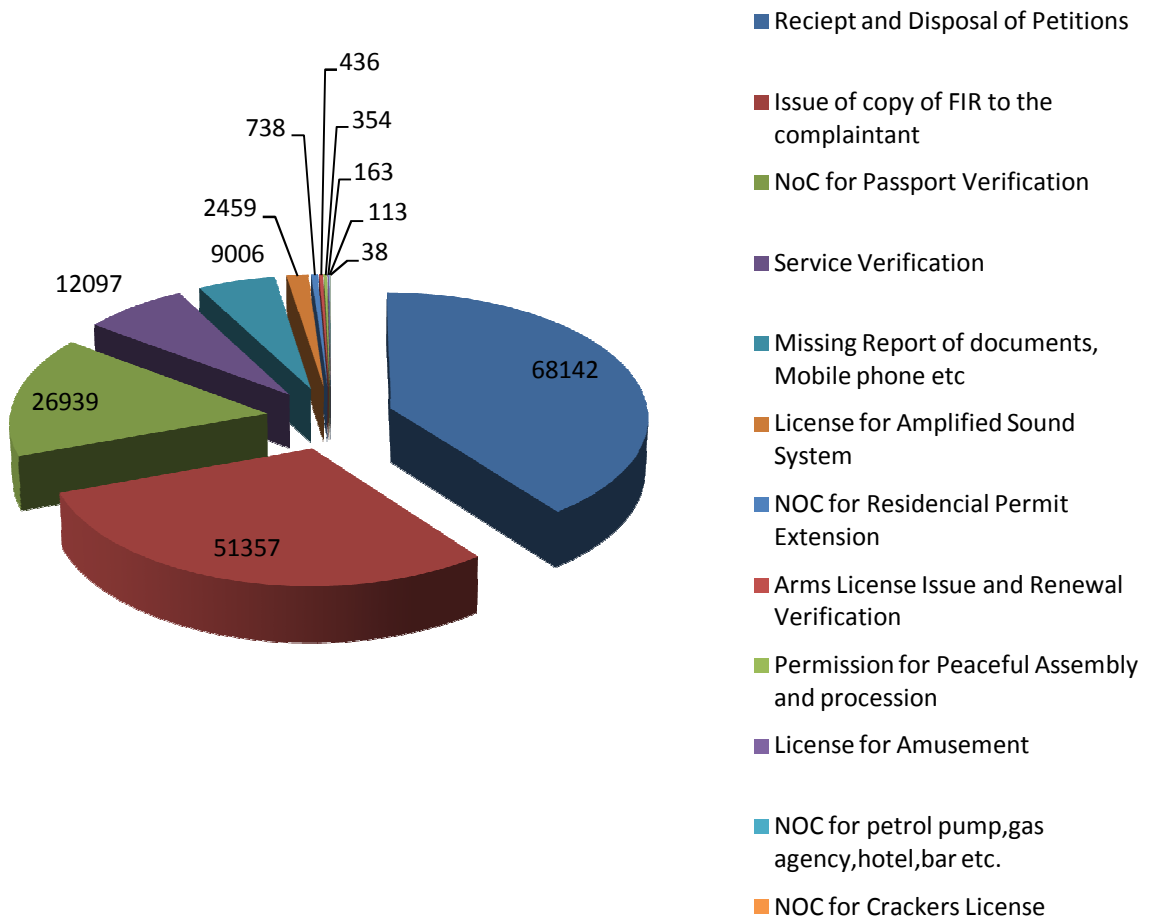
## VI. Home Department:

The Home Department is represented by the Police department. So far, about 1.70 lakh of applications are received in the quarter.

SERVICE	TOTAL NO. OF GSC RECEIPTS
Receipt and Disposal of Petitions	68142
Issue of copy of FIR to the complainant	51357
NoC for Passport Verification	26939
Service Verification	12097
Missing Report of documents, Mobile phone etc	9006
License for Amplified Sound System	2459
NOC for Residential Permit Extension	738
Arms License Issue and Renewal Verification	436
Permission for Peaceful Assembly and procession	354
License for Amusement	163
NOC for petrol pump, gas agency, hotel, bar etc.	113
NOC for Crackers License	38
Total:	171842



## Police -GSC RECIEPTS



### *Observations on the Home department:*

#### Police Department

The extremely high default rate is at 25%PLUS. The pending application beyond deadline is more than 8500. Almost half of the total applications pending beyond prescribed time-limit in the whole State at a given point of time. The answer lies in proper training of SHOs as majority of the pending applications are "Petition by Citizens" - Police department urgently needs to conduct training of SHOs and other police officers to - (a) Train them how to effectively dispose off "Petitions" (b) Sensitize to Sakala Act and in-time service delivery promise.

The Rejections for the Home department were basically attributed to false complaints, verifications failures such as address or other credentials. The total Rejections for the month stood at 411 for the month of June.

## VII. Education Department:

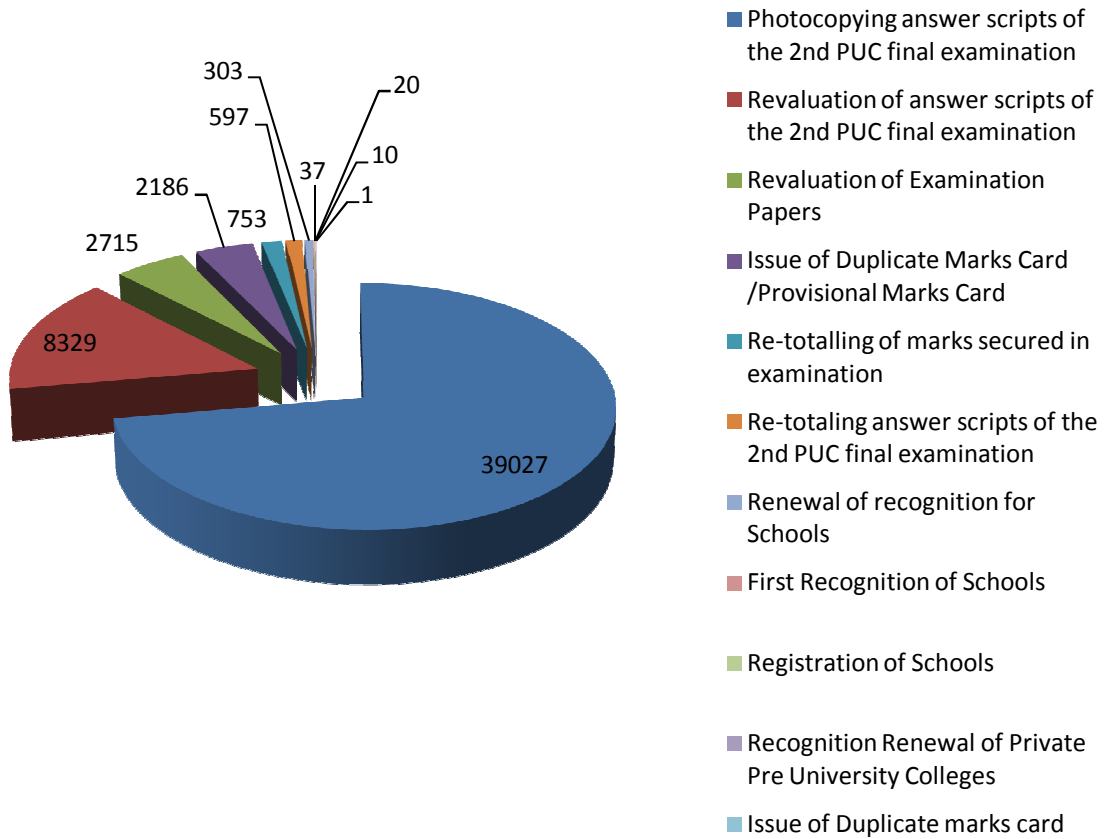
The education department has received over 50000 applications during the quarter. Although the services of this department are seasonal, there has been a spike in the applications during the month of June.

SERVICE	TOTAL NO. OF GSC RECEIPTS
Photocopying answer scripts of the 2nd PUC final examination	39027
Revaluation of answer scripts of the 2nd PUC final examination	8329
Revaluation of Examination Papers	2715
Issue of Duplicate Marks Card /Provisional Marks Card	2186
Re-totalling of marks secured in examination	753
Re-totalling answer scripts of the 2nd PUC final examination	597
Renewal of recognition for Schools	303
First Recognition of Schools	37
Registration of Schools	20
Recognition Renewal of Private Pre University Colleges	10
Issue of Duplicate marks card	1
<b>Total:</b>	<b>53978</b>

Given below is a list of Issues faced by the department while collecting applications forms, due to which rejections of applications are accounted: The department's rejection stood at 27 during the month.

1. School building being unsafe for starting of Schools.
2. Applications for Renewal of schools also does not meet basic safety/hygiene standard.
3. Improper documents submitted.
4. Incomplete documentation - non submission of records etc.
5. Minimum strength of children not met for start/renewal of school.

## TOTAL NO. OF GSC RECEIPTS



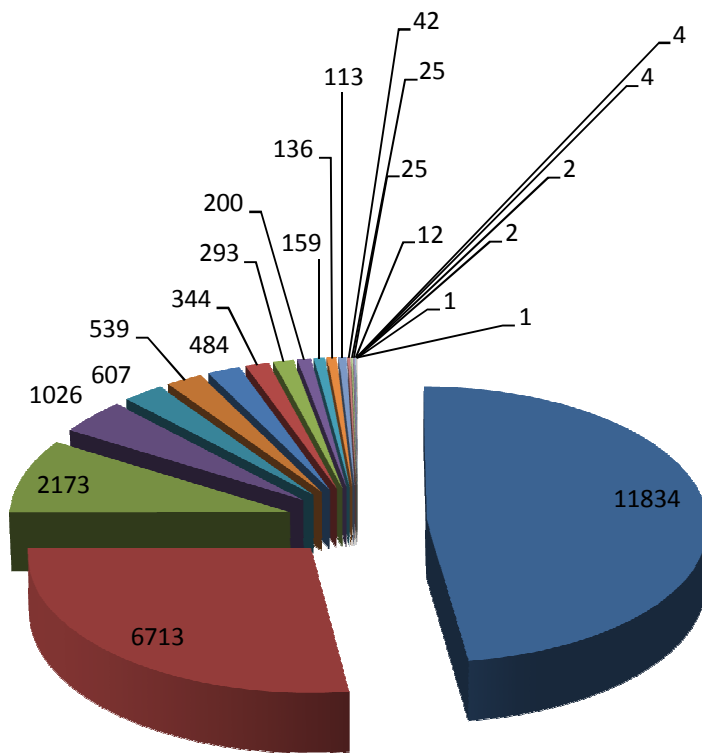
On a general Note applications are low for this department. A study could be initiated as to reasons. The receipts are really low in non Bangalore regions.

A high percentage of delayed disposals in the services of Photocopying answer scripts for II PUC answer scripts as well as retotaling of answer scripts for II PUC were 2 services delayed in the disposal of applications.

## VIII. Labour Department:

The labour department has so far collected about 25000 applications during the Quarter. The list of services provided by the department and its receipts are shown below:

SERVICE	TOTAL NO. OF GSC RECEIPTS
Registration of Building and other Construction Workers	11834
Registration under the Karnataka Shops and Commercial Establishments Act, 1961	6713
Renewal of Registration under Karnataka Shops and Commercial Establishments Act,1961	2173
Renewal of Licence to the contractor under the Contract Labour Act,1971	1026
Issue of Boiler Certificate on Annual inspection	607
Approval of Factory plans	539
License to the contractor under the Contract Labour Act,1970	484
Amendment/Transfer of licence/Issue of duplicate Licence	344
Registration of Factories and Issue of licence	293
Registration of Principal employer under Contract Labour Act	200
Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act,1996	159
Approval of Boiler and Pressure part Manufacturing drawing/Steam pipeline and pipeline layout drawings	136
Registration of Boilers, Economisers and Steam pipelines	113
Licenses to Industrial premise under the Beedi and Cigar(Conditions of Employment) Workers Act,1966	42
Disposal of Complaints	25
Registration under the Trade Union Act,1926	25
Sanction of Medical Reimbursements Bill of IPs	12
Registration under Motor Transport Workers Act,1961	4
Submission of Super Speciality Medical Reimbursement bills	4
Registration ISMW Act, 1979	2
Registration of plantation under the Plantation Labour Act,1951	2
License under ISMW Act,1979	1
Submission towards sanction of Deposits for Super Speciality Treatment to ESIC	1
<b>Total:</b>	<b>24739</b>



- Registration of Building and other Construction Workers
- Registration under the Karnataka Shops and Commercial Establishments Act, 1961
- Renewal of Registration under Karnataka Shops and Commercial Establishments Act, 1961
- Renewal of Licence to the contractor under the Contract Labour Act, 1971
- Issue of Boiler Certificate on Annual inspection
- Approval of Factory plans
- License to the contractor under the Contract Labour Act, 1970
- Amendment/Transfer of licence/Issue of duplicate Licence
- Registration of Factories and Issue of licence
- Registration of Principal employer under Contract Labour Act
- Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act, 1996
- Approval of Boiler and Pressure part Manufacturing drawing/Steam pipeline and pipeline layout drawings
- Registration of Boilers, Economisers and Steam pipelines
- Licenses to Industrial premises under the Beedi and Cigar(Conditions of Employment) Workers Act, 1966
- Disposal of Complaints
- Registration under the Trade Union Act, 1926

### **Observations for Labour Department:**

There is apprehension of huge by-pass of reporting to Sakala about services rendered by this Department under - Shops and Comm. Establishment Act 1961. There are close to 6Lakh such establishments. They come for renewal once in 5 years. This means each year there should be on average 1.5Lakh renewals. This translates into about 15000 renewals each month. This is not happening

(ii) The drive to cover all security and labour agencies by this Department means that there are even more registrations and renewals by Labour Departments. These renewals and registrations are not getting reflected in reports to Sakala

(iii) There is demand for computerization of each talukas office of Labour Dept. This has not been done as yet. There are demands for DEOs also. KEONICs has not yet placed DEOs with Labour Dept

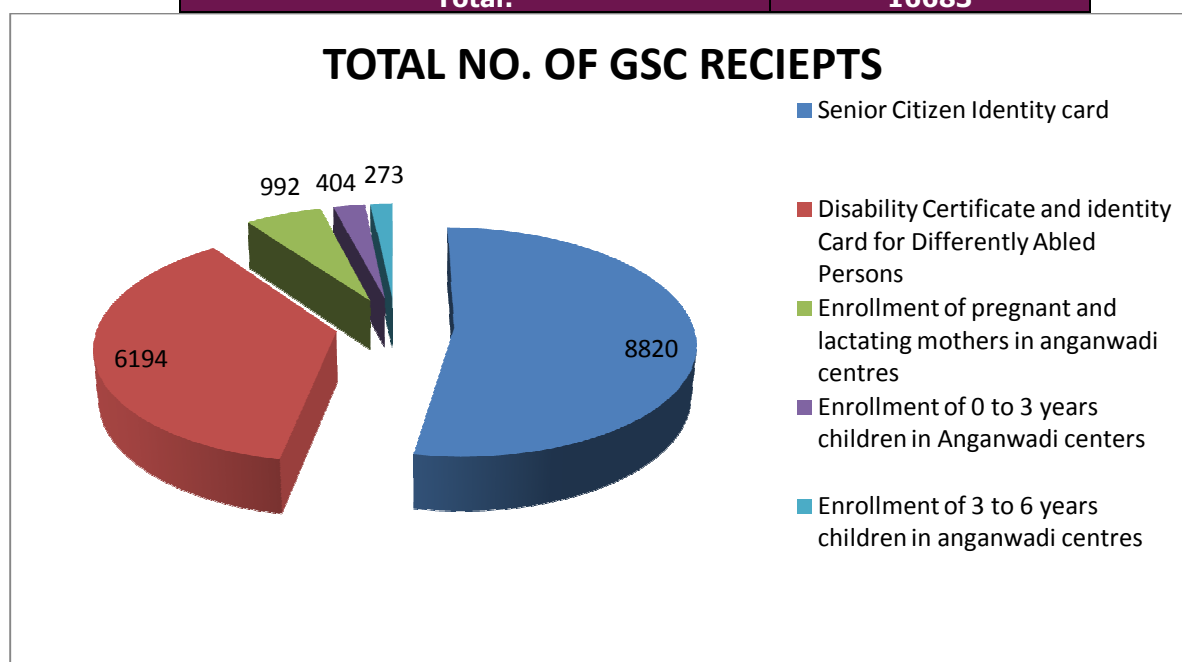
(iv) ESI Medical reimbursement is being delivered but almost NIL reporting is happening to Sakala Services. This is so as there are no computers etc with ESI hospitals. This needs to be solved.

The total number of Rejections during the month of June was at 301 for this department. These relate to improper documents submitted and irregular statutory payments\* A deeper understanding of these issues will be carried out.

## IX. Women & Child Welfare:

The department received about 16000 applications during the quarter ending June 2012. The share of services used by citizens is mentioned below:

SERVICE	TOTAL NO. OF GSC RECEIPTS
<b>Senior Citizen Identity card</b>	<b>8820</b>
Disability Certificate and identity Card for Differently Abled Persons	6194
Enrolment of pregnant and lactating mothers in anganwadi centres	992
Enrolment of 0 to 3 years children in Anganwadi centres	404
Enrolment of 3 to 6 years children in anganwadi centres	273
<b>Total:</b>	<b>16683</b>



### Observations for the department:

- (i) The fact that registration of children in Angawadis is not being reported was pointed out in each review and report of MISSION.
- (ii) (ii) Similarly the registration of pregnant and lactating mothers is also not being adequately reported to Sakala.
- (iii) Delayed disposals are noticed in services like Discharge & sterilisation certificates.

These services are proposed be dropped as there is more of supply than demand in case of anganwadi enrolment and registration of pregnant and lactating mothers is done at village level not by CDPO who is shown as the designated official. The number of rejections in the month for this department stood at 26, mainly pertaining to the Department of Disabled Welfare.

## X. Health & Family Welfare:

The Health & family welfare department received about 29000 applications during the quarter and the department's list of services and the applications for these services is listed below:

SERVICE	TOTAL NO. OF GSC RECEIPTS
Issue of discharge certificate and sterilization certificate	11328
Issue of age certificate	9211
Issue of Disability Certificate	5786
Issue of wound Certificate	1230
Issue of License for Sales establishment.	1060
Renewal of License	632
Change addition/deletion of Registered Pharmacist	378
Issue of Medical Certificate	174
Change addition/deletion of Competent person	46
Name Change	19
Issue of performance and no conviction certificates as per Drugs and Cosmetics Act and Rules there under	7
License for establishment of Drug Store	6
<b>Total:</b>	<b>29877</b>

### Observation for the Department:

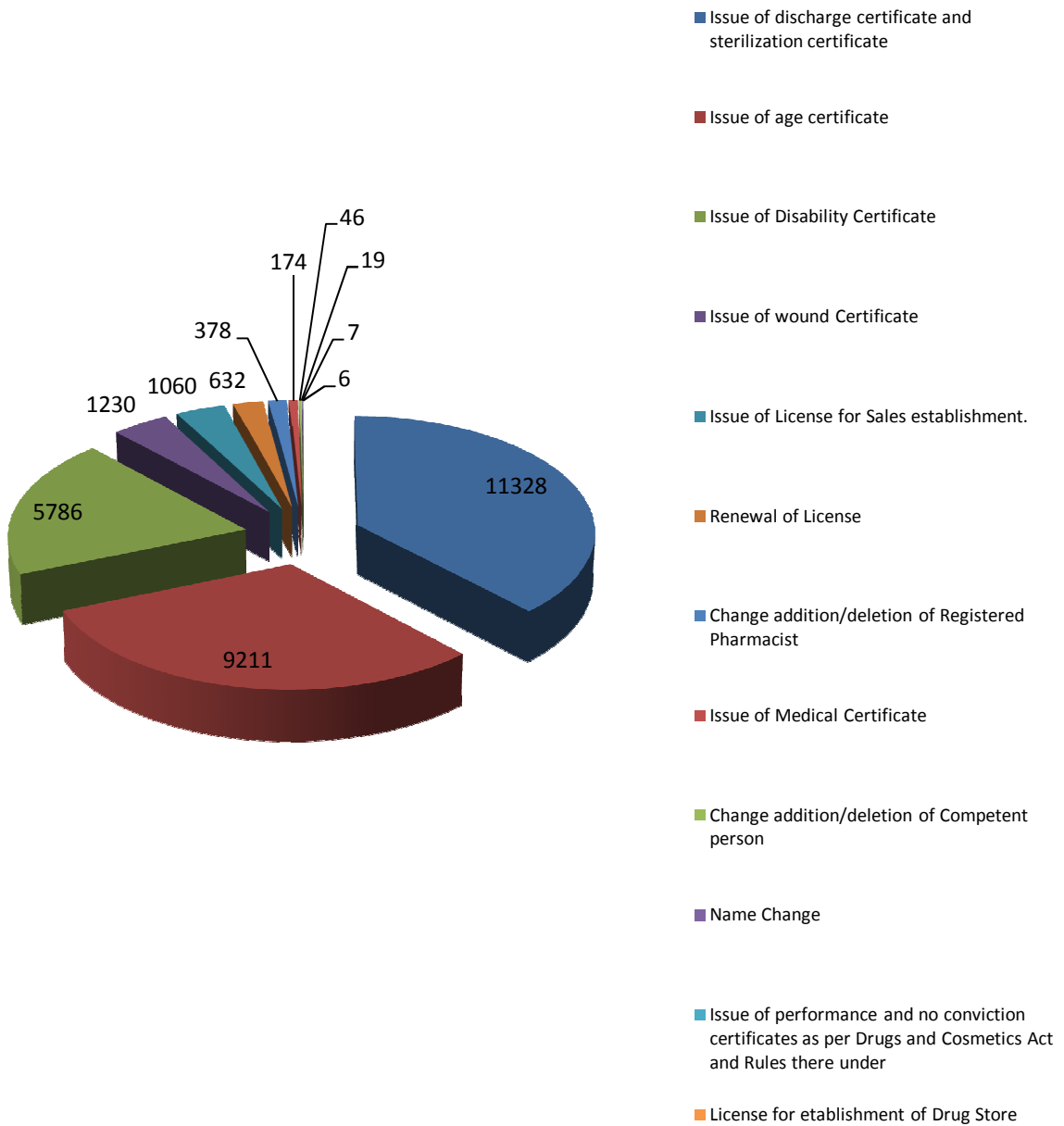
(i) There is issue of reporting by-pass as MO is busy serving patients and it become tough for him to report the service transactions to Sakala. So the result is that there is a lot of by-pass in reporting.

(ii) Certain pockets like Muddebihal in Bijapur account for very high rates of delayed disposals. Belgaum, Haveri &Kolar also needs to pay attention here.

**The total rejections for the department during the month stood at 95.**



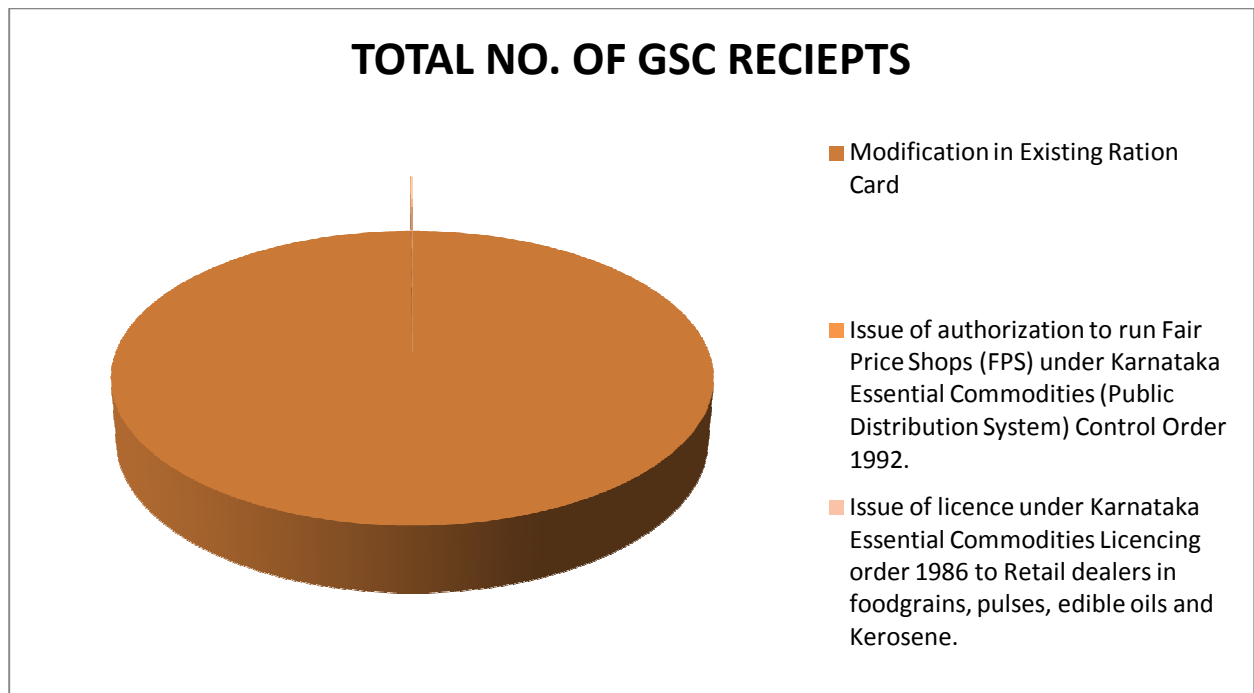
## H & FW-GSC RECIEPTS



## XI. Food & Civil Supplies:

The Food & Civil Supplies department received about 17000 applications during the Quarter. The services sought by the citizens in this department are given below:

SERVICE	TOTAL NO. OF GSC RECEIPTS
Modification in Existing Ration Card	17119
Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution System) Control Order 1992.	6
Issue of licence under Karnataka Essential Commodities Licensing order 1986 to Retail dealers in foodgrains, pulses, edible oils and Kerosene.	5
<b>Total:</b>	<b>17130</b>



### Observations for the Department:

The transactions with respect to notified services is very small and not impacting and meeting the needs of the citizens at large.

The APL card issuance is a service that needs to be brought under Sakala. The plea that APL gets KEROSENE at subsidized rates and therefore, APL cards cannot be issued "On-Demand" is not really tenable in the sense subsidized KEROSENE provision for APL card holders can be REMOVED as hardly any APL family actually uses KEROSENE in practice. Else, condition could be put that APL Card under Sakala will have no provision of any subsidized essential commodity. The APL card is badly needed by families as it serves as proof of family and residence etc.

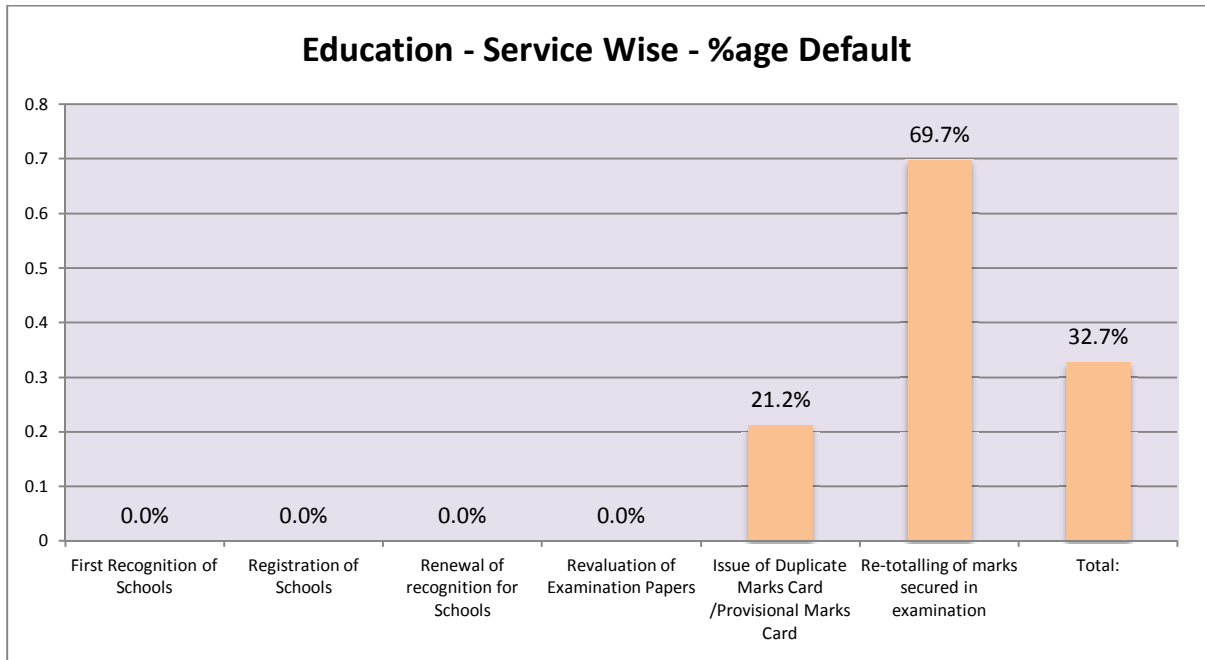
## CHAPTER IV

# Services Delivery - an Analysis

In this chapter, we have attempted to give you a perspective of the nature of services and the Receipts & Disposals in relation to these services and the trends associated with this for each of the departments.

### **LEDUCATION DEPARTMENT**

Nature of Service	%age Default	NO. OF RECEIPTS DURING THE MONTH	NO. OF DISPOSALS DURING THE MONTH	Default (nos)
First Recognition of Schools	0.00%	32	24	0
Registration of Schools	0.00%	2345	2072	440
Renewal of recognition for Schools	0.00%	2219	783	546
Revaluation of Examination Papers	0.00%	4	4	0
Issue of Duplicate Marks Card /Provisional Marks Card	21.24%	328	127	0
Re-totalling of marks secured in examination	69.73%	854	4	0
<b>Total:</b>	<b>32.71%</b>	<b>5782</b>	<b>3014</b>	<b>986</b>
Issue of Duplicate marks card	0.00%	0	0	0
Photocopying answer scripts of the 2nd PUC final examination	0.00%	36462	9995	0
Re-totalling answer scripts of the 2nd PUC final examination	0.00%	59	4	0
Recognition Renewal of Private Pre University Colleges	0.00%	28	0	0
Registration for Opening of new Private PU Colleges	0.00%	0	0	0
Revaluation of answer scripts of the 2nd PUC final examination	0.00%	28	4	0
<b>Total:</b>	<b>0.00%</b>	<b>36577</b>	<b>10002</b>	



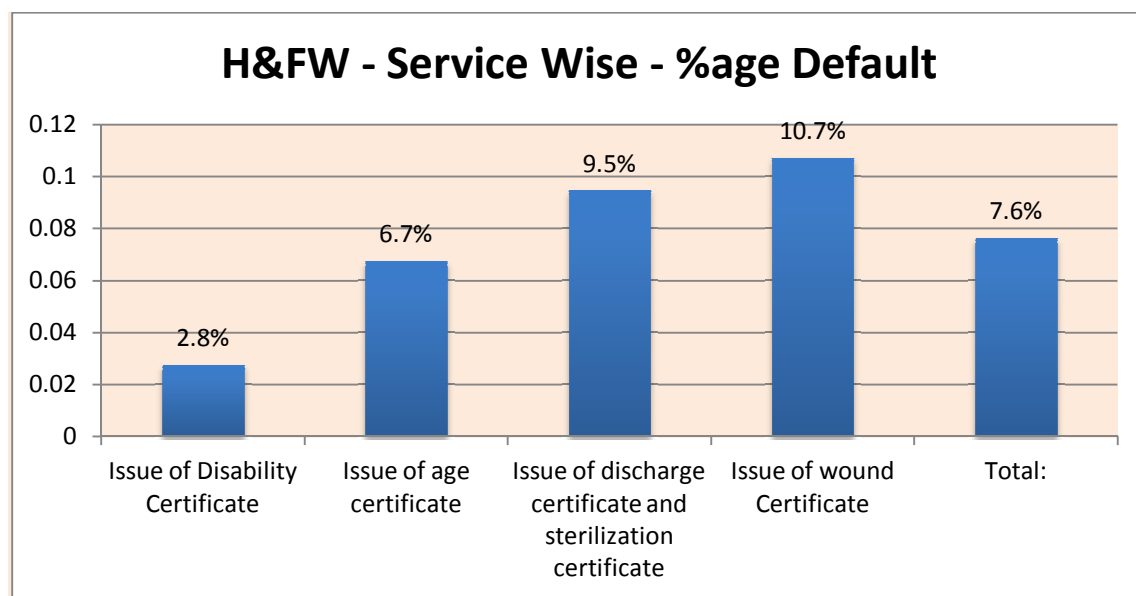
**ii.FOOD & CIVIL SUPPLY**

Nature of Service	%age Default	NO. OF RECIEPTS DURING THE MONTH	NO. OF DISPOSALS DURING THE MONTH	Default (nos)
Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution System) Control Order 1992.	0.00%	0	0	0
Issue of licence under Karnataka Essential Commodities Licencing order 1986 to Retail dealers in foodgrains, pulses, edible oils and Kerosene.	0.00%	0	0	0
Issue of licence under Karnataka Essential Commodities Licencing Order 1986, licence to wholesale dealers in foodgrains, pulses, edible oils and Kerosene.	0.00%	0	0	0
Modification in Existing Ration Card	0.29%	8838	8835	26
Total:	0.29%	8838	8835	26

### iii. Health & Family Welfare:

Nature of Service	%age Default	NO. OF RECIEPTS DURING THE MONTH	NO. OF DISPOSALS DURING THE MONTH	Default (nos)
Change addition/deletion of Registered Pharmacist	0.00%	14	15	1
Name Change	0.00%	138	140	0
Renewal of License	0.00%	391	391	6
Issue of License for Sales establishment.	1.53%	8	8	0
Change addition/deletion of Competent person	6.67%	251	243	0
<b>Total:</b>	<b>0.88%</b>	<b>801</b>	<b>797</b>	<b>7</b>

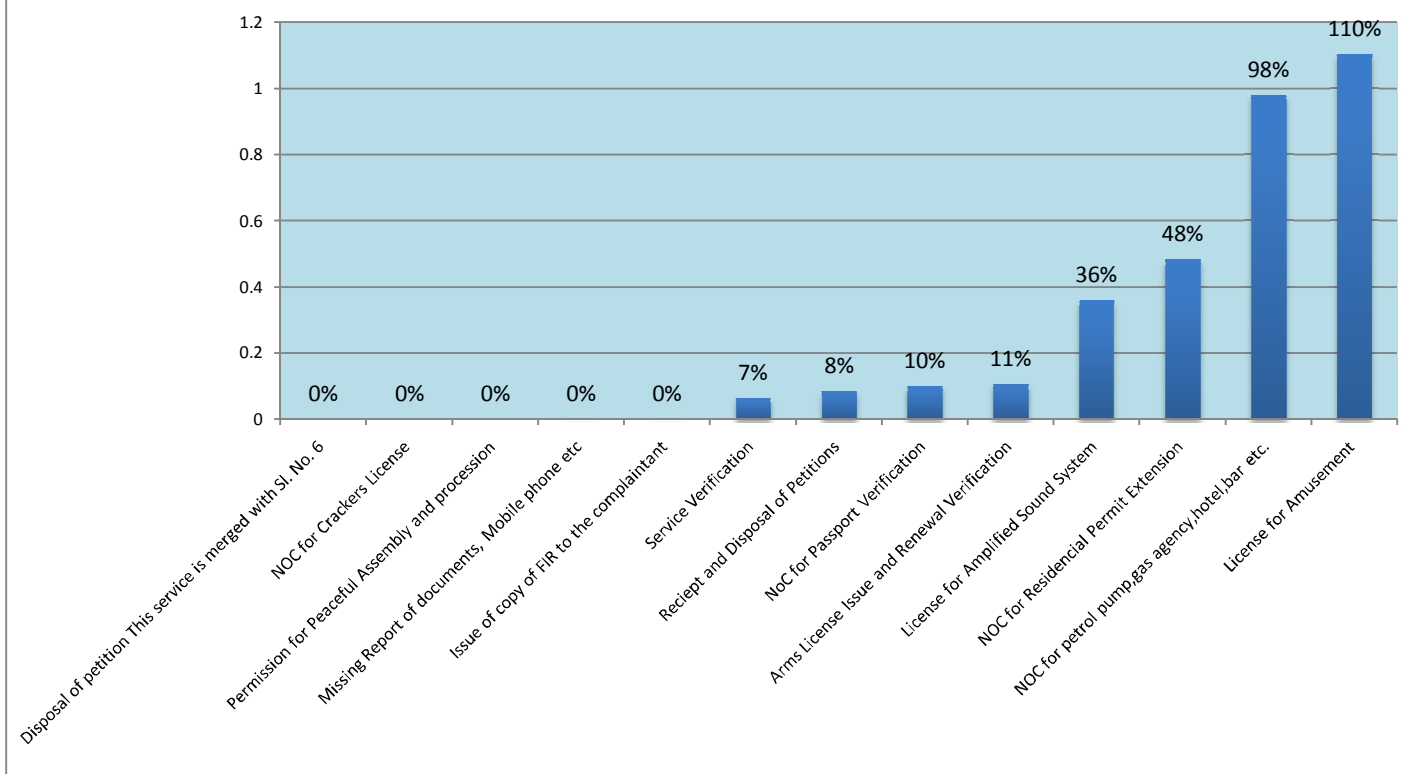
Issue of Disability Certificate	2.75%	3016	2956	199
Issue of age certificate	6.73%	2100	1889	52
Issue of discharge certificate and sterilization certificate	9.46%	5581	5562	526
Issue of wound Certificate	10.71%	548	532	57
<b>Total:</b>	<b>7.62%</b>	<b>11246</b>	<b>10940</b>	<b>834</b>



**iv.HOME DEPARTMENT (POLICE)**

Nature of Service	%age Default	NO. OF RECIEPTS DURING THE MONTH	NO. OF DISPOSALS DURING THE MONTH	Default (nos)
Disposal of petition This service is merged with Sl. No. 6	10.76%	65	21	7
NOC for Crackers License	0.00%	0	0	0
Permission for Peaceful Assembly and procession	0.00%	881	1127	1
Missing Report of documents, Mobile phone etc	0.08%	294	271	106
Issue of copy of FIR to the complainant	0.11%	16	21	18
Service Verification	6.53%	3785	4674	3
NoC for Passport Verification	9.91%	131	396	63
Arms License Issue and Renewal Verification	10.73%	33	42	32
License for Amplified Sound System	36.09%	15483	10829	1534
NOC for petrol pump, gas agency,hotel,bar etc.	98.07%	17197	12457	1444
License for Amusement	110.32%	6738	4757	440
<b>Total:</b>	<b>8.26%</b>	<b>44623</b>	<b>34595</b>	<b>3687</b>

**Police -Service Wise - %age Default**

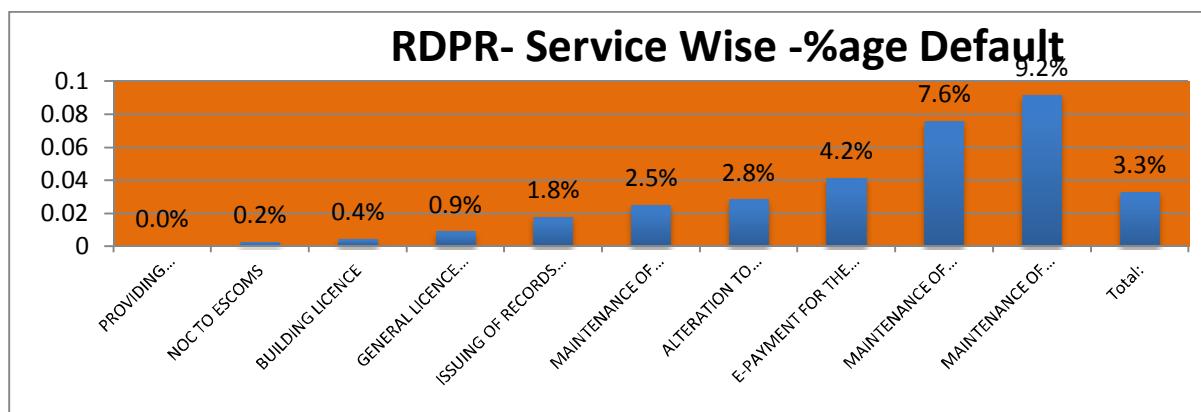


**V.LABOUR DEPARTMENT**

<b>Service</b>	<b>Nature of Service</b>	<b>%age Default</b>	<b>NO. OF RECIEPTS DURING THE MONTH</b>	<b>NO. OF DISPOSALS DURING THE MONTH</b>	<b>Default (nos)</b>
<b>ESI</b>	Sanction of Medical Reimbursements Bill of IPs	0.00%	2	0	0
<b>ESI</b>	Submission of Super Specialty Medical Reimbursement bills	0.00%	3	0	0
<b>ESI</b>	Submission towards sanction of Deposits for Super Specialty Treatment to ESIC	0.00%	0	0	0
<b>Factories</b>	Issue of Boiler Certificate on Annual inspection	0.76%	123	60	1
<b>Factories</b>	Amendment/Transfer of licence/Issue of duplicate Licence	1.67%	47	47	4
<b>Factories</b>	Approval of Factory plans	3.03%	176	99	3
<b>Factories</b>	Registration of Factories and Issue of licence	5.00%	9	7	1
<b>Factories</b>	Approval of Boiler and Pressure part Manufacturing drawing/Steam pipeline and pipeline layout drawings	8.51%	251	263	2

**vi.RDPR DEPARTMENT**

Nature of Service	%age Default	NO. OF RECIEPTS DURING THE MONTH	NO. OF DIAPOSALS DURING THE MONTH	Default (nos)
PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS)	0.00%	4019	2046	58
NOC TO ESCOMS	0.23%	1411	936	4
BUILDING LICENCE	0.43%	21	24	1
GENERAL LICENCE (TRADE LICENCE)	0.88%	1099	1022	9
ISSUING OF RECORDS (POPULATION,CROP,CATTLE CENSUS,BPL LIST)	1.81%	647	554	10
MAINTENANCE OF VILLAGE SANITATION	2.49%	1739	1757	161
ALTERATION TO ASSESSMENT LIST	2.83%	871	882	67
E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES	4.17%	440	441	11
MAINTENANCE OF STREET LIGHTS	7.60%	1783	1315	3
MAINTENANCE OF DRINKING WATER	9.16%	649	787	0
<b>Total:</b>	<b>3.32%</b>	<b>12680</b>	<b>9764</b>	<b>324</b>

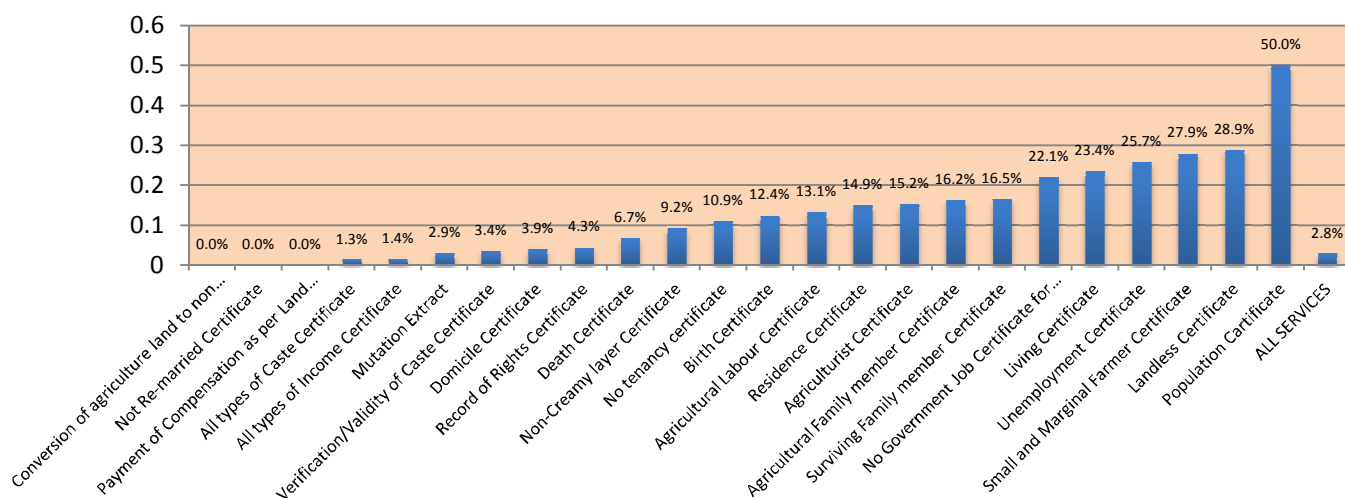




**Vii.REVENUE DEPARTMENT**

<b>Nature of Service</b>	<b>%age Default</b>	<b>NO. OF RECIEPTS DURING THE MONTH</b>	<b>NO. OF DISPOSALS DURING THE MONTH</b>	<b>Default (nos)</b>
Conversion of agriculture land to non agriculture purpose	0.00%	5556	5336	863
Not Re-married Certificate	0.00%	2216	1883	247
Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	0.00%	2228	2089	318
All types of Caste Certificate	1.34%	989820	659424	8864
All types of Income Certificate	1.41%	444230	298676	4211
Mutation Extract	2.94%	3460	1064	0
Verification/Validity of Caste Certificate	3.45%	392	387	26
Domicile Certificate	3.91%	4719	4174	163
Record of Rights Certificate	4.31%	812	807	233
Death Certificate	6.72%	73	64	15
Non-Creamy layer Certificate	9.18%	5803	5925	174
No tenancy certificate	10.90%	632	580	128
Birth Certificate	12.38%	6259	5770	629
Agricultural Labour Certificate	13.12%	2133	2287	210
Residence Certificate	14.86%	0	0	0
Agriculturist Certificate	15.22%	60	38	0
Agricultural Family member Certificate	16.17%	5	2	1
Surviving Family member Certificate	16.49%	5027	3899	168
No Government Job Certificate for Compassionate Appointments	22.07%	79398	67627	10046
				2051
Living Certificate	23.44%	8938	7357	
Unemployment Certificate	25.74%	12322	11476	1892
Small and Marginal Farmer Certificate	27.88%	1574684	1079478	30331
Landless Certificate	28.87%	244	237	61
Population Certificate	50.00%	161	174	6
ALL SERVICES	2.81%	195	202	25

## Revenue - Service Wise -%age Default

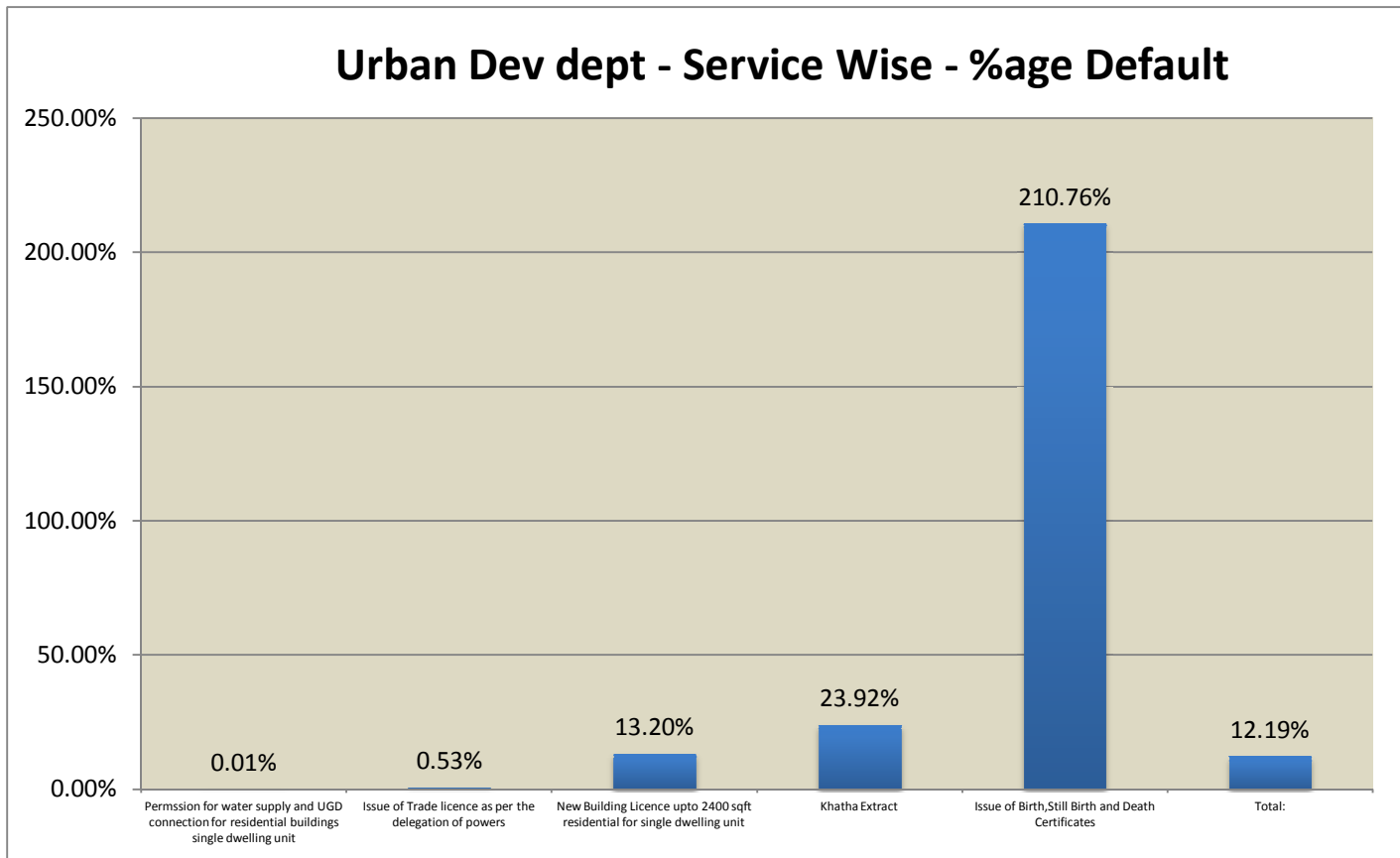


### Viii. Transport Department:

Service	Nature of Service	%age Default	NO. OF RECEIPTS DURING THE MONTH	NO. OF DISPOSALS DURING THE MONTH	Default (nos)
<b>BMTC</b>	Accident Relief Fund	0.00%	0	0	0
<b>BMTC</b>	Issue of Bus Passes to Physically challenged	0.00%	6	6	0
<b>BMTC</b>	Issue of Free Bus Passes to freedom fighters	0.00%	2	2	0
<b>BMTC</b>	Issue of Student Concessional Pass	0.00%	171386	170545	0
<b>BMTC</b>	Total	0.00%	171394	170553	0
<b>Transport</b>	Issue of Bus Passes to School Children	0.00%	111309	104348	67
<b>Transport</b>	Issue of Bus Passes to Physically challenged	0.00%	5018	4952	11
<b>Transport</b>	Learning Licence	0.00%	3267	2762	12
<b>Transport</b>	Driving Licence	0.06%	0	0	217
<b>Transport</b>	Duplicate Licence	0.22%	0	0	7
<b>Transport</b>	Registration of Vehicle	0.29%	194802	194927	0
<b>Transport</b>	Duplicate Registration Certificate	0.43%	211871	195235	573
<b>Transport</b>	Total:	0.27%	526268	502224	1371

### ix.Urban Development

<b>Nature of Service</b>	<b>%age Default</b>	<b>NO. OF RECIEPTS DURING THE MONTH</b>	<b>NO. OF DISPOSALS DURING THE MONTH</b>	<b>Default (nos)</b>
Permission for water supply and UGD connection for residential buildings single dwelling unit	0.01%	794	316	666
Issue of Trade licence as per the delegation of powers	0.53%	12435	12361	66
New Building Licence upto 2400 sqft residential for single dwelling unit	13.20%	2297	2015	482
Khatha Extract	23.92%	3364	3060	404
Issue of Birth, Still Birth and Death Certificates	210.76%	7283	7207	1
<b>Total:</b>	<b>12.19%</b>	<b>13283</b>	<b>12154</b>	<b>1619</b>



**x.Women & Child Development**

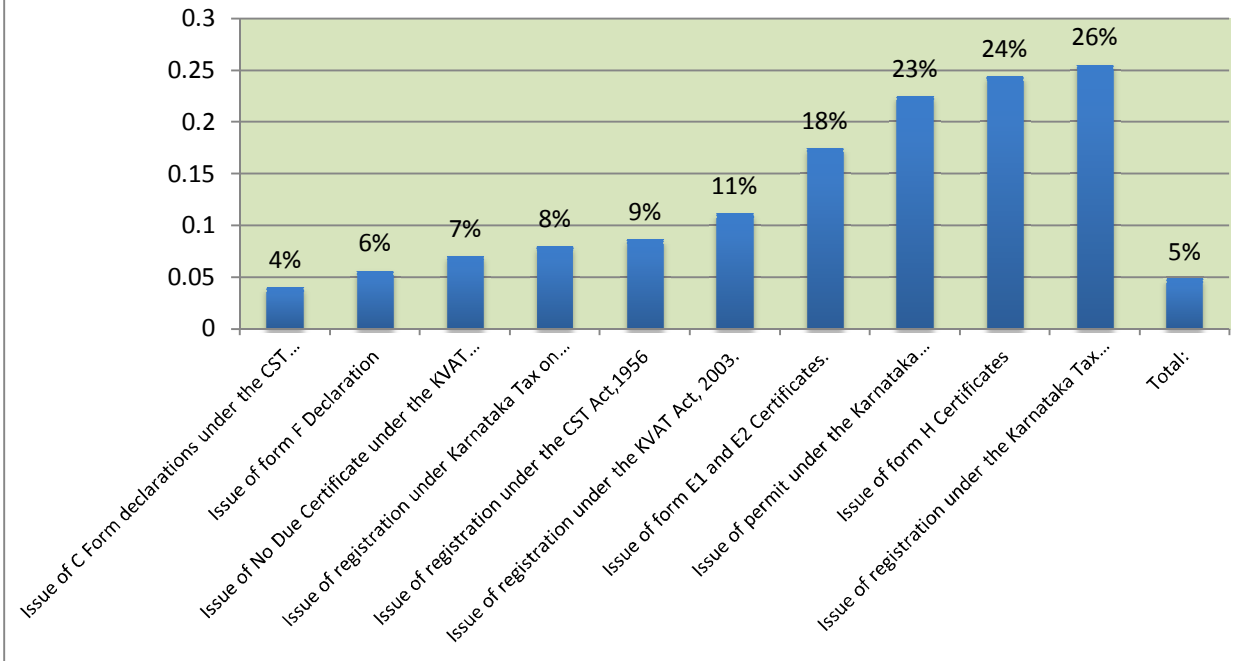
<b>Nature of Service</b>	<b>%age Default</b>	<b>NO. OF RECIEPTS DURING THE MONTH</b>	<b>NO. OF DISPOSALS DURING THE MONTH</b>	<b>Default (nos)</b>
Disability Certificate and identity Card for Differently Abled Persons	0.00%	2380	2312	0
Enrolment of 0 to 3 years children in Anganwadi centers	0.00%	114	155	0
Enrolment of 3 to 6 years children in anganwadi centres	0.00%	127	149	0
Enrolment of pregnant and lactating mothers in anganwadi centres	0.00%	312	323	0
Senior Citizen Identity card	0.00%	3184	3133	0
<b>Total:</b>	<b>0.00%</b>	<b>6117</b>	<b>6072</b>	<b>0</b>

Bangalore North & Koppal showed high rates of delayed disposals for the department. Services relating to issue of disability certificates and enrolment of children in Anganwadi centres were the services where delay was noticed.

**Xi.Commercial Taxes:**

<b>Service</b>	<b>%age Default</b>	<b>NO. OF RECIEPTS DURING THE MONTH</b>	<b>NO. OF DISPOSALS DURING THE MONTH</b>	<b>Default</b>
Issue of C Form declarations under the CST Act, 1956.	4.03%	145928	137195	5525
Issue of form F Declaration	5.63%	1099	994	174
Issue of No Due Certificate under the KVAT Act, 2003.	7.04%	10973	10337	582
Issue of registration under Karnataka Tax on Luxuries Act, 1979.	8.00%	3080	2166	529
Issue of registration under the CST Act,1956	8.70%	1268	1278	90
Issue of registration under the KVAT Act, 2003.	11.16%	36	40	9
Issue of form E1 and E2 Certificates.	17.51%	49	50	4
Issue of permit under the Karnataka Entertainments Tax Act, 1958.	22.50%	26	23	2
Issue of form H Certificates	24.42%	777	904	231
Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.	25.55%	4675	4768	532
<b>Total:</b>	<b>4.87%</b>	<b>167911</b>	<b>157755</b>	<b>7678</b>

## Commercial Tax Service-Wise %age Default

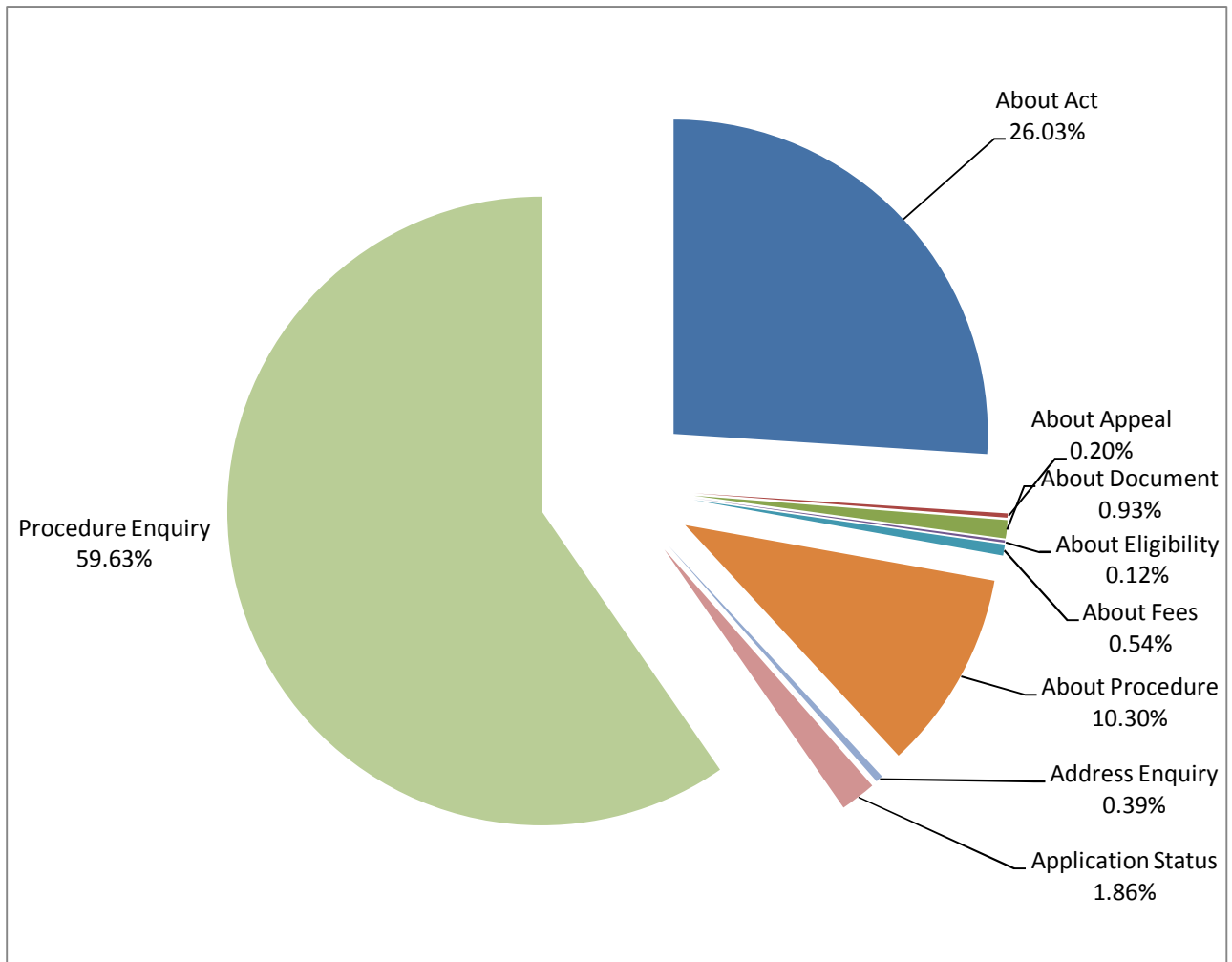


## CHAPTER V

### Call Centre Data:

Cumulatively, the Call centre has received over 43235 calls up to date. Calls in June accounted for 19101 calls.

Details on the Disposition of calls are as below:



- Procedural enquiries (59.63%) continued to be the maximum share in the calls received, while enquiries about the Act accounted for 26.03%.
- Of the 19101 calls, 199 calls were Complaints.
- Complaints could further be broken into Complaints relating to Sakala (Service deficiency out of services offered under Sakala) and Non Sakala.

Type	No of Complaints received in APRIL	No of Complaints received in MAY	No of Complaints received in JUNE	Cumulative	Remarks
Sakala	1	47	62	110	Complaints placed by citizens relating to services coming under Sakala
Non Sakala	18	184	137	339	Complaints placed by citizens of services NOT coming under Sakala.
Total	19	231	199	449	

The Breakup of Complaints under Sakala for the month of June related to:

Sl No	Department	No of Complaints*	Nature of Service
1	BBMP	2	Non Acceptance of Applications for trade licence, on issue of GSC numbers
	Commercial Taxes	1	Delay in Issue of registration under the KVAT Act, 2003
	Education	3	Issue of Duplicate Marks Card /Provisional Marks Card (2), Re- Valuation(1)
	Home	1	Delay in Acknowledging FIR
	RDPR	5	Water Supply (2), Street Light (2) & Village sanitation(1)
	Revenue	43	Delay in Issue of Caste Certificate (21), Income Certificate (8), Small & marginal Farmers (2), Mutation certificate (6), Residency, Domicile, Record of Rights, Family member 1 each), Conversion from Agri to Non Agri (2).
	Transport	1	Delay in issue of DL
	Urban ( Incl. CMCs, TMC,TP etc)	6	Khatha Extract ( 4) , Birth Certificate (2)
	<b>Total</b>	<b>62</b>	

\*26 Cases did not have GSC numbers referred to it.

A gist of Complaints under Non Sakala related to – **Revenue Department** (Delay in Carrying out Surveys, delay in Issue of Khatha Certificate, Preference to files coming from Agents, No proper response), **Urban Development {BBMP}** (Delay in Khatha Transfer, Garbage cleaning), **Commercial Taxes** (delay in Rectification and correction of Assessment order for 25 lakhs, Food & Civil Supplies (Illegal sale of Kerosene), **Health & Family Welfare** ( Lack of Doctors in Health centre), **Home Department** ( Gun Licence, Non acceptance/response of complaints), **Urban Development {BWSSB,KPTCL,BDA}**(water supply, Sanitation, electric Meter),**Irrigation Department** ( Non payment under irrigation payments) **RDPR** (Delay to sanction bill amount under Basava Vasathi Yojane) **Transport** (Non response of Officers) & **Women & Child welfare** (Delay in sanction of old age pension).

Please refer to a separate chapter on the status of these Complaints and its current status.

## Complaints Management

An independent Call centre which acts as a Nodal point for citizens to access information, lodge complaints and suggest feedback was required to ensure the information/suggestion/grievance passed on was free and fair. The call Centre as of the month end has serviced over 43000 customers. In the Previous chapter we have given you information on the type of calls and other data.

We would like to get a step further and help you understand how our Complaint management system works and the follow up methodology that we adopt:

- a. The Sakala System at the Call Centre receives complaints via Phone, SMS, Online, Post & e mail.
- b. All complaints are examined and categorised as (i) Sakala (ii) Non Sakala {Sakala Complaints are those for which Services under Sakala is provided & Non Sakala are those complaints for which services under Sakala is not yet provided}. However, we do not distinguish or discourage the non Sakala calls. All are welcome.
- c. As the Next step, these complaints are then marked to the concerned department, district, Taluk and ZP offices.
- d. The duly categorised complaints are sent to – ( Multiple & Parallel copies are sent)
  - (i) State Level Nodal Officers of the department
  - (ii) Concerned DCs and/or CEOs of Zilla Parishads.
  - (iii) Concerned District Head of the department
  - (iv) District IT consultants of Sakala
  - (v) Concerned CO/DO officer.
- e. The complaints are sent by Fax/Post as well as e mail to the above officers.
- f. The District IT consultants follow up on these complaints on a daily basis at the appropriate level for each of the complaints coming under his district.
- g. In addition the Mission also follows up by calling each of the complainants and understanding their issues and provides necessary support.
- h. The Call centre also calls us citizens on a random basis and understands the status and provides a detailed report on its status.
- i. Status of complaints are updated on a daily basis and followed up.

The overarching aim is to ensure disposal and delivery of services and an efficient and transparent redressal of grievances.



Under the NON SAKALA complaints, the break up is as follows:

Department	No of Complaints
BBMP ( Urban department)	11
BDA	1
BWSSB	14
Commercial Taxes	3
Education	3
Food & Civil Supplies	1
Health & Family Welfare	2
Home department	7
KPTCL	1
Major & Minor Irrigation	2
RDPR	12
Revenue	70
Urban	4
Transport	3
Women & Child Welfare	3

The Breakup of Complaints under Sakala for the month of June related to:

Sl No	Department	No of Complaints*	Nature of Service
1	BBMP	2	Non Acceptance of Applications for trade licence, on issue of GSC numbers
	Commercial Taxes	1	Delay in Issue of registration under the KVAT Act, 2003
	Education	3	Issue of Duplicate Marks Card /Provisional Marks Card (2), Re- Valuation(1)
	Home	1	Delay in Acknowledging FIR
	RDPR	5	Water Supply (2), Street Light (2) & Village sanitation(1)
	Revenue	43	Delay in Issue of Caste Certificate (21), Income Certificate (8), Small & marginal Farmers (2), Mutation certificate (6), Residency, Domicile, Record of Rights, Family member 1 each), Conversion from Agri to Non Agri (2).
	Transport	1	Delay in issue of DL
	Urban ( Incl. CMCs, TMC,TP etc)	6	Khatha Extract ( 4) , Birth Certificate (2)
	<b>Total</b>	<b>62</b>	

A detail of every complaint is given in Annexure A.

## CHAPTER – VII

### EVENTS & HAPPENINGS:

1. **Consumer forum meeting on 11 June 2012:** In order to create more awareness and spread the word of Sakala – the Mission had issued a Government order for the setting up of Helpdesks in order to facilitate the efforts of the District Administration. In this regard, the modalities of selection, training, aid to be provided and the method of monitoring the impacts of these consumer forums are being formulated.

To identify and initiate the first step, a seminar was organised by the Department of Administrative Reforms in partnership with the Indian Institute of Management (IIM)'s Centre for Public Policy. The seminar was conducted at the premises of Mahatma Gandhi Institute of Rural Energy Development (MGIRED) at Jakkur, Bangalore.



A total of 55 participants took part in the full day seminar representing almost all the districts of the state. The geographical coverage aspect was well taken care of.

The objective of the meeting was:

- ❖ Identify groups that work on consumer issues and spread the word of Sakala.
- ❖ These groups would attend the seminar/training & capacity building workshop to work on reach out programs that benefit Citizens in their districts and Taluk.
- ❖ They will be used to run and manage the HELPDESKS that is being set up by the Sakala Mission and work to be an interface with the Government & Citizens. Helpdesks in every district and talukas are proposed to be set up at a cost of 1.68 crores by the Department of Administrative Reforms, GOK.

- ❖ Share the lessons learnt from the pilot phase districts by IIM and their recommendations.
- ❖ Facilitate the exchange of experiences, views and suggestions
- ❖ Training & Capacity building mechanisms and knowledge sharing processes.
- ❖ To help citizens avail these services with the aid of these Helpdesks.
- ❖ To remove the menace of Middlemen in the process.

Experiences with Sakala and the way forward were shared with these participants by some senior Bureaucrats, Educationalists, as well as prominent Citizens. Some of them included:

Sri Pradeep Singh Kharola – Former Commissioner of Commercial Taxes (Commercial Taxes was the first department to launch Sakala services state wide on 1 march, while other all other departments followed on 2 April 2012) on his department’s quest with the Information Technology aspects.

Sri. Raikar – Commissioner Mysore City Corporation on his innovation and best practices adopted at Mysore City.

Sri. Vipul Bhasal – Deputy Commissioner – Chitradurga district on the challenges faced by his districts and the way it was overcome.

Mr. Sridhar – Chief Operating Officer of IIM’s Centre of Public Policy spoke at length of their experiences on field visits made to Dakshina Kannada, Dharwad- Hubli Region. He along with his team prepared & presented a snapshot of Sakala called ‘Sakala Primer’ to all participants which was very useful.

Dr Shalini Rajneesh – the Mission Director personally encouraged every member to come up with their suggestions and provide feedback for consideration. Sri. K Jairaj - former Additional Chief Secretary also advised the consumer forums in his valedictory speech.

Some of the feedbacks we received are given below:

From:  
G.G.Hegde Kadekadi,  
President.  
Balake darara Hitarakshak Sangha  
CP Bazar,  
SIRSI-581 401

“Madam,

I am very pleased to say that the workshop was very useful in enriching the knowledge regarding SAKALA. Implementation of SAKALA was need of the hour. Work shop was fruitful because we could discuss the problems and the hindrances faced by the common people, freely and frankly. The work shop also taught the consumer organization how to assert to the applicants and not to have only the negative view points. Now we want to be associated with SAKALA”.

U.Vishwanath Rao, Bangalore  
Mob: 9845919342  
Mail: [Vishwa.2007@hotmail.com](mailto:Vishwa.2007@hotmail.com)

"I attended today's seminar on SAKALA. It was very enriching experience for me. I have acquired much more information regarding SAKALA after I attended the pre launching seminar of SAKALA in March.

The effectiveness of SAKALA has been marvellous, fantastic. Seminars of this type spread more awareness among citizens. I, on my part shall start spreading this message among my friends, organization around me like CAF. I thank all the guest faculties who talk to us and shared their knowledge.

My suggestion is to include KHATHA transfer (B Khatha abolition) of BBMP as well as passport issue under SAKALA. I would like to participate in such seminars in future and be update with my information base and be of assistance to follow citizens"

Thanking you.

From:  
Lokesh.N.  
Secretary  
T.Narapura taluk, Grahakara Vedike (R)  
T Narasipura – 571124  
Mysore Dist.  
Mobile: 9448247267.

"It is a very good programme conducted by your leadership to consumer organizations about SAKALA to pass the message of SAKALA to grass root level in rural areas. For this thank you very much to you and your team.

My humble suggestion about Sakala is please give more publicity in media both in electronic & printing so that let everyone know about the benefit of Sakala.

**In my opinion Sakala is very good please continue and create awareness among the educated and educate people.**

Thanking you".

## 2. Beedhi Nataka:

Beedhi Nataka (street plays) were organized throughout the state by the Information department. These plays were enacted in public gatherings such as this:

Beedhi Nataka: At a location in Yadgir – Karnataka



During the month of June 2012 – Beedhi Natakas were organized at the following locations:

Location	Date
Mandya	16 June
Bantwal	27 June
Bangalore Urban	29 June
Chamarajanagar	20 June
Devanahalli ( BLR Rural)	21 June
Yadgir	12 June
Bellary	19 June
Bidar	20 June

### **3. Engagement of Students for Sakala:**

Under the school's curriculum called "socially useful projects" – students of Class 11 of **Aditi Mallaya School, Yelahanka** have purposefully engaged themselves in the communication action plan of the Information department. The children will be involved in the door-to-door campaign of Sakala and its purposes in the Yelahanka locality. They will basically analyze the impacts of the communication reach. These students will be engaged with the department of Information for one year, during which they will meet every Wednesday from 1-3 pm for interaction and updates with the department officials.



Similarly, students of the **Mahaveer Jain College** also are engaged with the department of Information for creating awareness among citizens through **Facebook**.

**4. Visit of the Chief Secretary of Orissa:** The Respected chief Secretary of Orissa along with his team carried out a visit for a detailed study and implementation methodology of Sakala in Karnataka to emulate the same in Orissa. Karnataka was deemed the role model for its neighbour. The meeting was held 26 June 2012. The respected Chief Secretary of Karnataka Sri SV Ranganath, Director Sakala Mission -Dr Shalini Rajneesh & Addl. Mission Director - Sri Munish Moudgil along with other department heads apprised the visiting team of the initiative and the roadblocks faced and the ways to overcome them.

## CHAPTER VII

### User Feedback:



Here are some feedbacks that the users of the Sakala services gave in an interaction with them:



Contacted the applicant and on speaking to applicant's son (Mr. Manjunath) he told that they have got the required document in stipulated time and he is very happy about the systems provided by Sakala under the Education Department.

They want some more services (related to food & civil supply, Health &

GSC No. L4099000012 Applicant: Kaveri, SOMAVARPET



Spoken with Mr. AnanthRam, “ I work with a NGO.I totally applied for 3 disability certificates (for 3 disabled people) which I got it same day, after submitting the right documents - I got very good services, The officials were kind and courteous” (WOMAN AND CHILD)



“Although I have availed a service under Sakala and happy with it, I am NOT much aware of it. I just went to the office and applied for my service under the Food Department and got my service. Later, after you called, I know this was done through Sakala”. Pls. spread more awareness”

GSC No. FD0011000004406 Applicant: RAGHU B. K,  
Nelamangala





Spoke to Layaq Ali of Basavakalyan in Bidar - HE SAID THAT HE GOT SERVICE WITHIN TIME, HE DIDN T PAID MONEY FOR OFFICIALS in the CMC.

GSC No L20990000043991, Applicant: Layaq Ali – Bidar



Bringing more services under the Sakala is a very important step the government should take. Look how useful these services have become to us. Everyone should be equal and treated well by the Govt offices. We can respect them if they do good work. But many many more services should come under Sakala. “

GSC No. RD0990000024043 Applicant: Malagiah of Gubbi District.



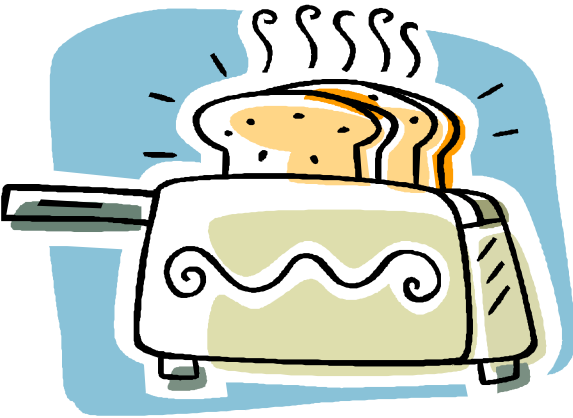
“I applied for a Trade Licence under the Labour Department. Although the receipt was given for Rs 500/- , he collected Rs 700/-. What I want to say is there must be stricter monitoring.” The system is good, but needs to be improved. Bribery should stop”

GSC No L40990000015021 Applicant: CHANDRAKANTH, AURAD (Bidar)

“This is super. I exactly know what the status of my application is. Earlier, we did not even know if our application were accepted in the first place. This is the most useful service that I have used- Excellent”



GSC No. RD0028025001425  
Applicant: Annie D Souza –  
Bangalore Urban



“Applied for a Duplicate Marks card service and I have not been able to collect it. But the system is good. I hope more educational services will be added”  
  
(We advised him to check in the Portal on the status of his application).

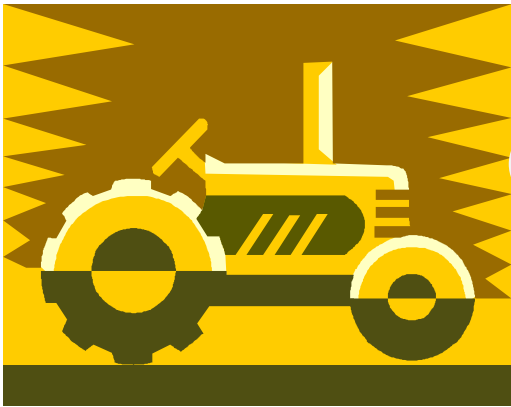
GSC No. ED0990000004966 Applicant: Nagaraja Rao –  
Bangalore Rural



“The Transport department stills needs to wake up. They are still the same. Permits and licences take its own time. No display boards, still many middlemen – this needs to change”.

GSC No. TR0190000021966 Applicant: Dr.Janardhana –  
Mangalore – Dakshina Kannada.

“Of course it’s helping people. More than that -Sakala gave power to people also that we can give complaint against officers also.”



GSC No. TR0430000000011  
Applicant: MURALI MOHAN N,  
Devanahalli



“Best Act, good development. Need not to visit office more often. Good Response. For some services (like income, residence) affidavit should not be mandatory. It’s very difficult for poor people to get that”

GSC NO. RD0023047000502 Applicant: Vishal  
Gajanana Bhatt, Jagalpet, Joida, Taluk Office SUPA.



She is happy with this system what govt as introduced the act. She told that keep helping people by providing this kind of services.

GSC No. RD0028899000611, Applicant: Vidya  
sree G, Nelamangala

< User Manual Here >

ANNEXURE A

Complaints status (Refer to Complaints Management chapter)

ANNEXURE B

Sakala@ work!



After a complaint received from a Citizen from Thanakushanoor – the PDO officer acted on the same and water provision is seen made to the citizens!



Under a complaint made by a citizen in J Thammasandra in Kolar, the drains are seen being cleared.



A section of the Public at Bagalkot in the Sakala Counter.



Citizens seen availing services at a Nemmadi Centre

# Thirty more services to be added to Sakala

The default rate in delivering services under the scheme is only 1.1 per cent

Special Correspondent

**BANGALORE:** The jurisdiction of Karnataka Guarantee of Services to Citizens Act (Sakala) that promises delivery of certain services to people within prescribed deadlines is set to grow. The Act that presently covers 151 services will have another 30 to 32 services under its ambit by this month-end.

Disclosing this to media-persons on the sidelines of a seminar organised by the IIM-Bangalore and Department of Personnel and Administrative Reforms, to build a network of consumer forum representatives for effective dissemination of information on the Act, Sakala Mission Director Shalini Rajneesh said. "One-hundred and fifty-one (the present number of services being covered under Sakala) is not the final limit. The list is bound to grow."

The process of gearing up the departments concerned to include the new services has commenced. The list of new services to be included under Sakala had been prepared based on the public demand ascertained through various measures, including enquiries made at the Sakala call centres, she said.

About 52 lakh requests had been disposed of under Sakala within three months of enforcement of the Act, she said.

Only 1.1 per cent of defaulting had been reported while delivering these services, which was the lowest when compared with the defaulting percentage of other States

that are implementing Sakala, she said.

To prepare the government departments for the spin and effective delivery of services, priority was being given to attending issues such as staff shortages.

Bangalore Development Authority Commissioner Pradyep Singh Khurda on the main challenge in implementation of Sakala was bringing about uniformity in the speed of delivery of services among all the departments. While some departments had gone ahead with the process of internal reforms, especially e-administration, to expedite service delivery mechanism, some others were yet to bring the entire organisation under e-GM-S Centre for Public Policy's Chief Operating Officer Shilpa Pathisri, who has studied the implementation of Sakala in the States.

## Helpdesks in district, taluk centres

Special Correspondent

**BANGALORE:** In a bid to provide assistance to service seekers under the Karnataka Guarantee of Services to Citizens Act and also get their feedback, the State government will set up helpdesks comprising representatives of consumer forums at all the taluk and district centres.

Disclosing this to media-persons here on Monday, Sakala Mission

Director Shalini Rajneesh said the government wanted consumer forums to be part of the helpdesks mainly to bring about transparency and also to know the problems of the system from the user's perspective. Such desks would now be set up at 176 taluks and 80 district centres, she said.

### Remuneration

The consumer organisations would get some remuneration for

operating these desks. In addition to granting space, a one-time grant of Rs. 10,000 would be given for buying furniture. An allowance of Rs. 2,000 towards stationary and a grant of Rs. 10,000 towards the salary of staff would be provided every month from the government for maintaining these helpdesks, she said.

The State government was trying to get grants from the Centre for maintaining the helpdesks.

*The Hindu  
12-6-2012*

## MEGA CORP DIGEST

# Students join awareness drive on SAKALA

The public awareness drive conducted by the Department of Information (DIP) on the newly formulated 'Guaranteed Services Act' (SAKALA) of the Karnataka Government got a shot in the arm with class 11 students of an international school near Yelahanka, Bangalore chipping in to do their bit.

B R Mamtha, Jt. Director, DIP, says that the students are working in groups to develop posters, placards, slogans, street plays, door to door campaign etc. They also plan to use social media networks and chain mails to create awareness on SAKALA.

According to a DIP release, Dr. Shalini Rajneesh,



Dr. Shalini Rajneesh, Principal Secy, DPAR explains SAKALA to students while Vishukumar, Director, DIP looks on

Principal Secretary, DPAR SAKALA answered questions raised by the students

on the Act. In the last two months, around 52 lakh applications have been received and only 65 complaints so far on non-compliance. Explaining SAKALA to the kids, Dr. Shalini commented on the critical part played by citizens to the success of any government programme. "The project or Act will fail if people do not have enough awareness about it" she is to have also observed.

A film on SAKALA was screened on the occasion along with Radio jingles and TV spots. Also present at the meet were N R Vishukumar, Director, DIP and other senior officers.



