



# SAKALA REPORT CARD

May - 2012



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



## The Karnataka Guarantee of Services to Citizens Act 2011



*Report Card for the month of May 2012:*

# Table of Contents:

<b>Foreword</b> ❖ The Hon. Chief Minister of Karnataka	
<b>Message</b> ❖ The Hon. Law & Parliamentary Affairs Minister	
<b>A Tribute to the Architect- By Dr. Shalini Rajneesh – Mission Director.</b>	
Introduction	1
<i>Chapter 1:</i> Pilot project – Reflections	4
<i>Chapter 2:</i> A State wide Launch	6
<i>Chapter 3:</i> The Month of May – Statistics & Analysis	9
<i>Chapter 4:</i> Services utilised under Sakala – A Deep Dive	25
<i>Chapter 5:</i> Most sought after List of services demanded by Citizens:	30
<i>Chapter 6:</i> A Project Evaluation Report by IIM’s Centre for Public Policy -Site Visit to Dakshina Kannada.	33
<i>Chapter 7:</i> Call Centre data Analysis:	35
<i>Chapter 8:</i> Citizen Feedback – a Compilation by Dist .IT Consultants	39
<i>Chapter 9:</i> Events & Happenings	43
<i>Chapter 10:</i> Some Important Sections of the Act & Rules governing the Act:	46
<i>Chapter 11:</i> The Road Ahead – by Sri. Munish Moudgil – Addl. Mission Director	48
<i>Chapter 12:</i> Reaching out;	51
<b>Annexure to the Report</b>	
a) Details of IT Consultants & Contact Information	53
b) Details of Nodal Officers & Contact Information	54
c) Details of Complaints received & Its status	56
d) The Mission Team	61



Photo of CM



## FOREWORD

All Rules and Regulations and Laws are made keeping in mind the well being of people. However, the knowledge of these laws is restricted to a few people like the officialdom alone, which defeats the very purpose for which it has been enacted. Knowledge has been the tool of oppression for a long time and officialdom is no exception to this.

It has become a practice of the official class which has acquired knowledge of laws to oppress the public who have no knowledge of these laws. To avoid denial of the benefits of Government schemes and programmes to the beneficiaries, the common man should be made aware of his rights. It is my Government's commitment to ensure that the citizens get their rightful benefits.

The Government operationalised Karnataka Guarantee of Services to Citizens Act-2011 under the name of SAKALA since April 2012. Thus citizens should get the benefits from the Government without any hurdles and unnecessary delays. This would bring down corruption in the officialdom and increase transparency in administration as we go along.

It is really encouraging the way the public have made use of this Act since its inception. It is heartening to note that the Government's motive to provide a pro-people administration which is more responsive to the demands of the public and adopt a new professional culture is being realized with the enforcement of this Act.

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What are the steps taken since implementation of this Act has come into force? How many have benefitted from this? What are the salient features of this Act? I feel that the publication being brought out by the Department of Personnel and Administrative Reforms is a reflection of the salient features - "SAKALA" has so far achieved. The very fact that more than 25 lakh applications have been received from the public of which 19 lakhs have been disposed of, well before time is a testimony to the success of "SAKALA".

I heartily wish that the public benefit from SAKALA in a big way and Karnataka occupies the prime position in Good Governance in the entire Country.

D.V. SADANANDA GOWDA  
CHIEF MINISTER

**Date: 6 June 2012**

**Place: Bangalore**



<Photo>

## MESSAGE

A Transparent, People friendly and progressive administration is our Government's promise & Objective.

The Government of Karnataka has brought into force a new Act called "The Karnataka Guarantee of Services to Citizens Act, 2011" with the intention of curtailing the corruption in the system and to avoid unnecessary harassment to the public who avail the services at the various Government offices and get their work done with minimal efforts.

This SAKALA Act is implemented with the intention of providing essential services without any delay. This Act which provides for payment of compensation to the public by the Government servants who fail to provide such services is truly people friendly.

Karnataka which is known for Progressive administrative practices has excelled in implementation and progress of this Act. SAKALA is a strong weapon in the hands of its Citizens. A steady rise in the number of applications received and their disposal from the date of its inception to this day is a classic example.

The booklet being published by the Department of Personnel and Administrative Reforms is an attempt to give insights on the working of the Sakala Mission.

I look forward to the awareness level of SAKALA amongst the citizens to increase further. We also anticipate including many more services of more departments in addition to the existing 151 citizen services. Let SAKALA be a means for all Citizens to be empowered.

**S.SURESH KUMAR**

Hon. Minister for Law & Parliamentary Affairs,  
Urban Development & BWSSB



ಮುಖ್ಯ... ಸಾರ್ವಜನಿಕ... ಸೇವೆಗಳ... ಕಾರ್ಯಾಲಯ

**TRIBUTE TO SRI K.JAIRAJ, IAS., ADDITIONAL CHIEF SECRETARY, GOVERNMENT OF KARNATAKA**

Sri K.Jairaj had been nominated by Hon'ble Chief Minister as the State Nodal Officer for spearheading, supervising and monitoring the Introduction of Guarantee of Services to Citizens Act, 2011. Sr' Jairaj who is well known for his people centric approach, dynamic leadership qualities and quick decision making has guided Department of Administrative Reforms as well as Principal Secretaries of 11 departments which have been included under the Act. Due to his commitment to the cause and deep understanding of administrative issues, he has been able to strike a balance between the constraints and demands to ensure the deliverables.

He has ably briefed Hon'ble Chief Minister, Law Minister and the Chief Secretary about prompt interventions required at the policy level. He has been able to prevail upon the Finance Department to ensure that funds are never a constraint for implementing the Act. His emphasis on media campaign has ensured that the citizens have been made aware of the provisions of the Act in a right based approach. His tech-savvy pre disposition has helped in navigating creation of a strong IT backbone for online monitoring of the applications received and disposed across the State. Being a role model, the entire Employees Association has rallied behind him with unequivocal support for the programme. As a practical person, he led the delegation of officers to Bihar alongwith the Hon'ble Law Minister to see for himself the n.tly gritty of implementation at the grass root level.

The creation of SAKALA Mission has been entirely to his credit. His vision to set up a strong administrative structure with adequate flexibility has been realised in terms of delivering time bound services to the citizens in a short span of three months. The entire team of officers are indebted to Sri K. Jairaj who is laying down his office on 31<sup>st</sup> of May, 2012.

*Shal*

(Dr.SHAHINI RAJNEESH)  
Principal Secretary to Govt.,  
JPAR(AR)

# Introduction

## Democratisation of Administration

Accountability of Administration to the Citizens has always been an elusive goal of Indian Democracy as inherited from the British Raj. For the first time the citizens of Karnataka feel that the official machinery is sensitive to their needs and the officials feel that there is an objective mechanism for monitoring their performance – good or bad. And the credit goes to successful implementation of **The Karnataka Guarantee of Services to Citizens Act (KGSC) 2011**.

## HIGHLIGHTS

- Provides 151 services through 11 departments within a stipulated time.
- Mandatory notice boards displayed in each office describing the services included in the Act, time allocated and the officials responsible for the same.
- Reducing human interface in collection of application and delivery of service by use of IT.
- Bottom-up approach in defining workflow and responsibilities for each service, given the administrative constraints.
- Need- based capacity building of officials coupled with IT software/hardware
- Empowering the citizen with a 15 digit computerised acknowledgement number for his application guaranteeing the services in a time bound manner.
- **SMS based tracking** of citizens application status- type GSC No. 9243355223/09212357123
- Call centre No. **080-44554455** provided for seeking information, lodging complaints and getting compliance.
- Compensating the citizen @ Rs. 20/- per day up to Rs. 500/- for every default.

## NEED FOR THE INNOVATION-CITIZEN'S PERSPECTIVE

- Most citizens are not happy with Govt. service due to Undue delays, Lack of responsiveness, accountability and transparency.
- Citizens experience too many levels of bureaucracy and very complicated procedures.
- No defined timelines for services (**I decide – you abide**)
- Many services are inaccessible, lack of awareness among citizens on whom to contact and when.



- Attitude of the Employees – **passing the buck, 'Not my Job'**.
- Multiple agencies for a single service & inefficient delivery mechanisms.
- Lack of Single Window Solutions for issues.

### **NEED FOR INNOVATION – ADMINISTRATIVE PERSPECTIVE**

- Government staff suffers from excess workload and poor staff support.
- Inadequate automation leading to manual work burden.
- Frequent transfers resulting in loss of corporate memory.
- Decision making at higher level without taking into confidence the cutting edge.
- Lack of incentive for good work and disincentive for poor performance.

### **OUTCOME OF THE INNOVATION**

- Bidding goodbye to prolonged delays & Bureaucratic Red-tapism
- Instead of people chasing files, sms chases citizens with the status of their file.
- Instead of people paying officials for the work, officials pay for non delivery.
- Enhanced accountability, responsibility & transparency – the essence of Good Governance.
- Lakhs of satisfied citizens who received services even before the fixed time limit.
- Reduction in quantum of public grievances.

Karnataka State Legislature in 2011 passed the Karnataka Guarantee of Services to Citizens Act (KGSC) to provide guarantee of services to citizens in the State of Karnataka within a stipulated time limit for citizen related services. A comprehensive IT Solution enables implementation of the Act by providing a transparent monitoring mechanism for the services requested by a citizen. Whenever the request for the service is made, the citizen receives an acknowledgement slip with a unique number called the Guarantee Services to Citizen (GSC) number. With the help of the GSC number, a citizen can monitor the status of his application on the web-site [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in). This system also has a mobile interface. Citizens can check the status of their application by sending an SMS from a mobile phone by typing their 15 GSC digit number. The system will send a reply back to them with current status of the application.

In case the application is rejected or if the service is not provided within the stipulated time, citizens can file an appeal before the competent officer (CO) to redress their grievance quoting the GSC number. For the use for a large number of

people who may be unable to use either the SMS mode or the website, a call centre is available to assist the citizens( 080-4455 4455) The competent officer will hear the appeal and redress the grievance within the specified time. Citizens can claim the compensatory cost of Rs. 20 per day for the delayed period subject to a maximum of Rs. 500 from the CO, upfront. The designated officer shall be liable to pay the citizens, the said compensatory cost, at the end of the month through his salary, after a summary enquiry by the CO.

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***Note: In this report, we take you through the initial Pilot phase, Snippets of April and then the highlights for the Month of May 2012 with other chapters dedicated to each area of working.***

## Chapter 1

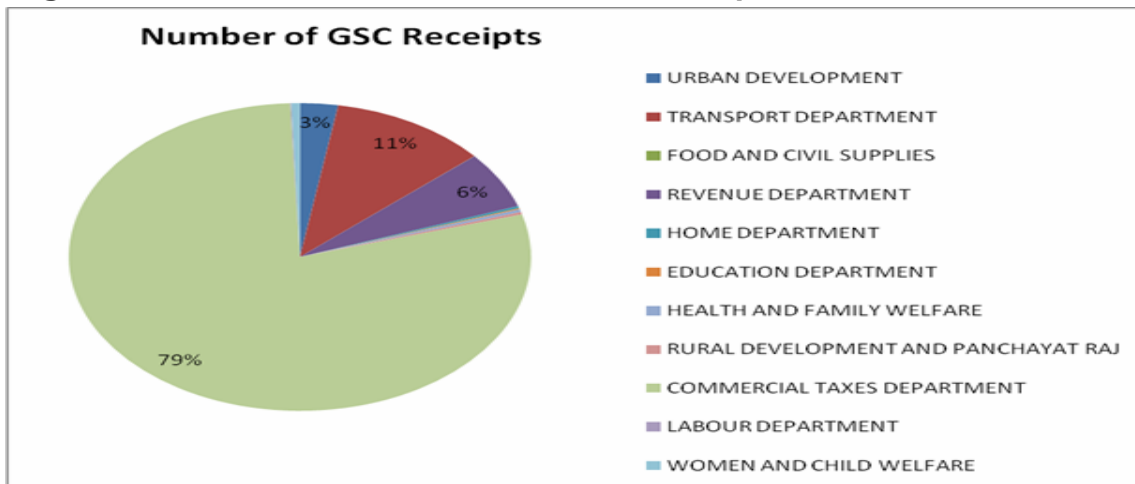
# Pilot Project - A Reflection

### Background:

The Pilot project was launched on the 1st of March 2012 in Aurad Taluk in Bidar district, Chitradurga Taluk in Chitradurga district, Puttur in Dakshina Kannada District and Dharwad Taluk in Dharwad District and BBMP's Bangalore –Jayanagar. This represented each Division.

An assessment of the usage of the Sakala project in the **Pilot Phase (March 2012)** was carried out by the **Indian Institute of Management, Bangalore (IIMB)**, which submitted its findings to the Mission.

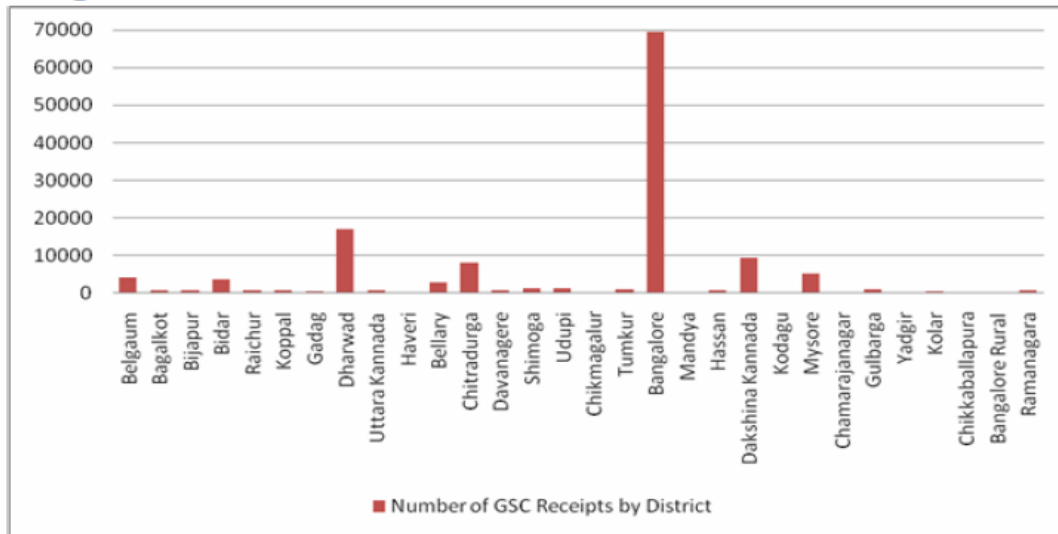
### Usage of the Sakala Act across various departments



A total of 1, 63,000 applications were received and 99% were disposed well before time. Citizens- during the pilot phase used maximum services from Revenue, Transport and Local Municipal Corporations.

**The Commercial Taxes Department had rolled out Sakala across the entire state of Karnataka and this saw a 79% share in the total applications received. The district wise distribution of applications is shown below:**

### Usage of the Sakala Act across various districts



### Recommendations:

1. While there has been a considerable pace of delivery of services, the defaults need to be analyzed further to understand the root causes. **A systematic Preventive and Corrective action-taking mechanism for default management will assist in making the system robust and error proof.**
2. In certain cases it has been observed the definition of disposal of a service has to be redefined when the process is complete but **the citizen has not yet come back to pick up the requested certificate or service.**
3. An analysis of the processes being followed in 151 services need to be undertaken to see if there are steps that can be simplified. **A business processing reengineering exercise will help in identifying simplifications that can be undertaken.**
4. A roadmap has to be established to **enlarge the number of services** that are covered under Sakala from the 11 departments as well as bring in other departments in Government of Karnataka under the ambit of Sakala.

### Action Taken:

Constant monitoring by the Mission on each and every delay / default from top to bottom using IT tools, has sensitised the departments towards prevention of default by going to the root causes. **Simplification of steps, changes in the rules through Government orders, circulars, amendments, etc is an ongoing process.**

## Chapter 2

# A State Wide Launch -April:

On April 2 2012, the Honourable Chief Minister of Karnataka Sri. Sadananada Gowda inaugurated the State wide launch of the Sakala Act covering all 30 districts and 151 services in the selected 11 departments.

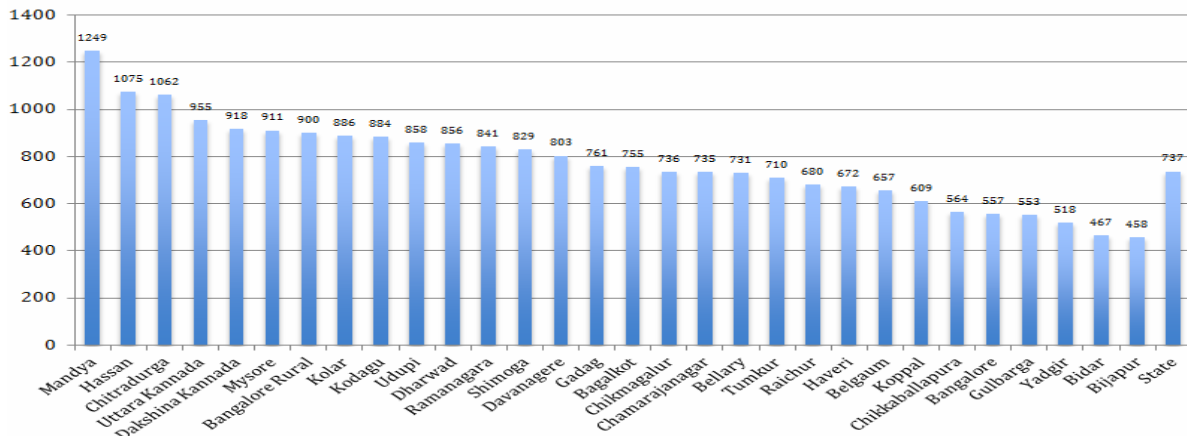


**Hon. CM receiving the first Application from a Citizen to provide Sakala Service.**

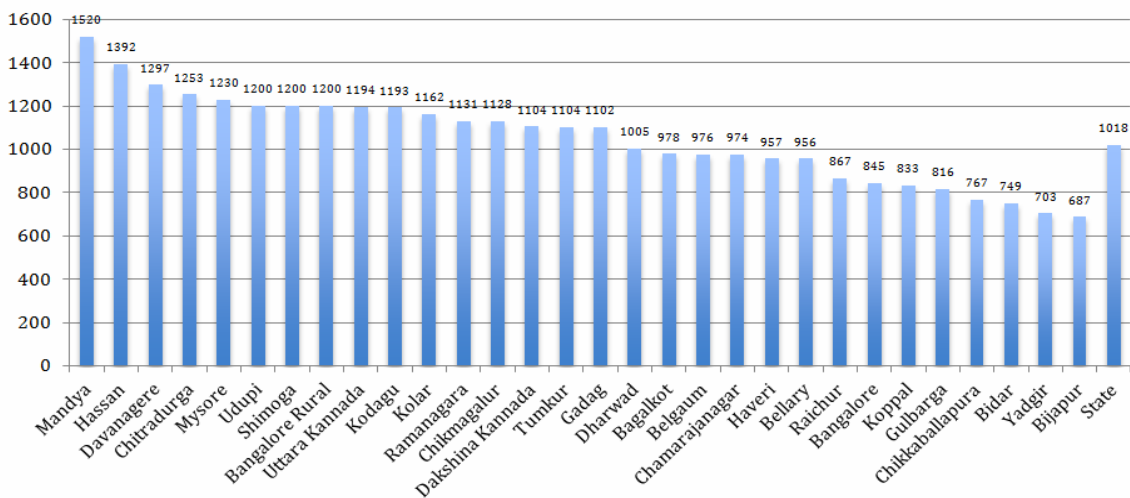
In Our April report, we gave you a very detailed picture of each district and the details of the department used. Up to the end of April, we had about 10 Lakh applications that were received and 98.59% of these were delivered. The Hon Law minister Sri. Suresh Kumar addressed the press and updated the citizens on the progress made in this unique project. An evaluation based on 4 important criteria was used to assess the performance of the department and districts in the month of April as given below:

1. **In Terms of Application receipts in Districts** –Mandya, Hassan and Davanagere received the highest receipts of applications, while Bidar, Yadgir, & Bijapur needed improvement in terms of collections of applications.
2. **In Terms of Best Performing Districts** Dharwad, Chitradurga came first, followed by Dakshina Kannada & Mandya. Davanagere, Bidar, Tumkur and Chikkamagalur needed improvements.
3. **In Terms of highest services (department-wise) used by citizens** – Revenue department came first, followed by Commercial Taxes and then Transport.

### Overall-Disposal per Lakh Population



### Overall - Rcpt per Lakh Population



Detailed report for April can be had by logging on to: <http://sakala.kar.nic.in> > Reports.

**Citizen's feedback:**

During the month of April 2012, the call centre received over 23000 calls from citizens. The Call centre is contactable at **080 – 44554455**. The General Analysis reveals that 41% of the calls were related to General Enquiries, while 31% related to Procedural enquiries, 21% callers enquired about the Act and its applicability, with the rest %age relating to Address details, fees & website details. **A random sample of 100 callers were contacted through the call centre to check if they were satisfied with the information so provided. 70% expressed their satisfaction while 30% did not find the services they wanted to avail under Sakala eg pensions....**

### Chapter 3

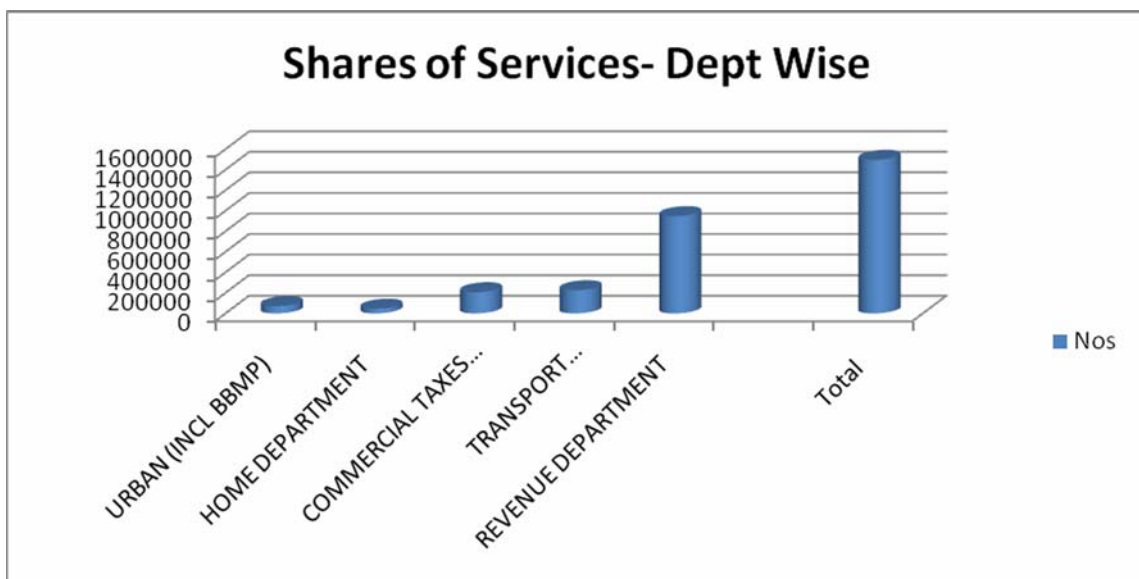
# The Month of May – Statistics & Analysis:

## Overall and Department Wise District Performance Ranks

**Overall Summary:** As of 31 May, 2012, a total of 15, 52,515 applications were received and 11, 89,170 applications were disposed before the due date. The Month of May saw **98.9% success rate** in disposals (Improved over April's 98.5%).

Given below is a table of the percentage of services delivered by department and its usage patterns:

Department	%age
Revenue	63.35
Transport	15.07
Commercial Tax	13.78
Urban Development ( Incl BBMP)	4.75
Home Department	3.03
<b>Total</b>	<b>100</b>





Department wise Summary statement from the Portal as of 31 May 2012:

Month <input type="text" value="May"/>		
<input checked="" type="radio"/> Department-Wise <input type="radio"/> District-Wise		
Main Department	No. of receipts during the month	No. of disposals during the Month
<u>COMMERCIAL TAXES DEPARTMENT</u>	203671	191069
<u>EDUCATION DEPARTMENT</u>	10710	3291
<u>FOOD AND CIVIL SUPPLIES</u>	5918	5916
<u>HEALTH AND FAMILY WELFARE</u>	11223	10937
<u>HOME DEPARTMENT</u>	53522	44544
<u>LABOUR DEPARTMENT</u>	8283	8157
<u>REVENUE DEPARTMENT</u>	913431	626449
<u>RURAL DEVELOPMENT AND PANCHAYAT RAJ</u>	11811	9086
<u>TRANSPORT DEPARTMENT</u>	227351	218295
<u>URBAN DEVELOPMENT</u>	77979	75268
<u>WOMEN AND CHILD WELFARE</u>	4469	4436

## District wise Summary statement from the Portal as of 31 May 2012:

Month <input type="text" value="May"/>		
<input type="radio"/> Department-Wise <input checked="" type="radio"/> District-Wise		
District Name	No. of receipts during the month	No. of disposals during the Month
<a href="#">Bagalkot</a>	41057	31748
<a href="#">Bangalore</a>	283616	245737
<a href="#">Bangalore Rural</a>	24065	16001
<a href="#">Belgaum</a>	116341	87697
<a href="#">Bellary</a>	57394	43711
<a href="#">Bidar</a>	22410	19204
<a href="#">Bijapur</a>	40422	32007
<a href="#">Chamarajanagar</a>	21425	16398
<a href="#">Chikkaballapura</a>	25268	19232
<a href="#">Chikmagalur</a>	30862	23625
<a href="#">Chitradurga</a>	42455	31401
<a href="#">Dakshina Kannada</a>	50643	44857
<a href="#">Davanagere</a>	48612	36897
<a href="#">Dharwad</a>	51527	41771
<a href="#">Gadag</a>	31307	22012
<a href="#">Gulbarga</a>	50287	39030
<a href="#">Hassan</a>	56683	44251
<a href="#">Haveri</a>	33364	26162
<a href="#">Kodagu</a>	12815	10668
<a href="#">Kolar</a>	35516	25195
<a href="#">Koppal</a>	32255	21159
<a href="#">Mandya</a>	58860	47160
<a href="#">Mysore</a>	84833	62783
<a href="#">Raichur</a>	44349	32554
<a href="#">Ramanagara</a>	34305	21664
<a href="#">Shimoga</a>	36128	31815
<a href="#">Tumkur</a>	64958	47490
<a href="#">Udupi</a>	34371	27203
<a href="#">Uttara Kannada</a>	39324	32018
<a href="#">Yadgir</a>	22897	15997

The implementation of the Act completes second month on 2-6-2012, and, overall satisfactory performance of 99.1% (delayed disposal as percentage of total disposal) in-time delivery of service requests has been achieved. This write-up is an attempt to go deeper into performance of each of the 11-departments and, also, individual performance of each of the 30 districts. The Police Department has been integrated with Sakala on 28/29th May and the evaluation of the department needs some time before a clear conclusion could be given.

### **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.

## Overall Performance Ranking of Districts:

May Report Card for 30 Districts - Overall Performance Ranks (All Depts. except Commercial Taxes)

DISTRICT	Appln Rcd in May	Appln Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popln (except Comm TAX)	Rank in Rcpt per lakh popltn	Overall Rank
Uttara Kannada	39606	31297	0.13%	2	2671	7	1
Udupi	35184	27233	0.36%	3	2750	5	2
Mandya	60073	46421	0.54%	5	3284	1	3
Chitradurga	43506	31368	0.60%	7	2552	9	4
Dakshina Kannada	51460	45133	0.02%	1	2041	24	5
Haveri	33832	26061	0.36%	4	2060	23	6
Kodagu	13077	10397	0.68%	9	2308	14	7
Dharwad	52446	42306	0.64%	8	2254	17	8
Chikkaballapura	26339	19099	0.58%	6	2078	22	9
Gadag	32086	21933	1.05%	14	2932	4	10
Kolar	36613	24889	0.83%	12	2349	13	11
Hassan	58222	44008	1.15%	17	3222	2	12
Davanagere	49420	36449	1.03%	13	2378	12	13
Belgaum	116827	85915	0.78%	11	2143	18	14
Bagalkot	41507	31680	0.76%	10	2096	21	15
Koppal	32860	21106	1.26%	19	2284	16	16
Ramanagara	34961	21629	1.76%	25	3155	3	17
Mysore	85724	62136	1.45%	24	2595	8	18
Bangalore	285191	244904	1.06%	15	1722	29	19
Tumkur	66752	47132	1.30%	23	2425	11	20
Bijapur	40809	31611	1.07%	16	1729	28	21
Shimoga	36593	31656	1.19%	18	1919	26	22
Bellary	58618	43518	1.29%	21	2099	20	23
Chamarajanagar	22160	16256	1.30%	22	2138	19	24
Bangalore Rural	24584	15712	1.83%	26	2443	10	25
Yadgir	23291	15830	1.28%	20	1965	25	26
Chikmagalur	31476	23363	2.20%	29	2716	6	27
Raichur	45454	32084	2.07%	27	2289	15	28
Bidar	22886	19017	2.18%	28	1264	30	29
Gulbarga	50939	39027	2.70%	30	1903	27	30
<b>Total</b>	<b>1552515</b>	<b>1189170</b>	<b>1.09%</b>				

**Uttara Kannada (99.87%), Udupi (99.63%) and Mandya (99.46%)** have scored very well in the Month. These districts have not only shown insignificant default %age but they have also witnessed more applications per lakh of population. While Bidar, Gulbarga & Raichur needs to improve their numbers and work towards generation of awareness of Sakala.

## 1. Revenue Department:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Ramanagara	25480	14297	0.58%	7	2353	3	1
Uttara Kannada	23709	16103	0.08%	1	1650	13	2
Chitradurga	28746	18260	0.50%	6	1731	8	3
Mandya	44217	31389	0.84%	12	2445	2	4
Mysore	51320	31893	0.45%	5	1714	10	5
Chamarajanagar	18135	12893	0.83%	11	1776	6	6
Chikkaballapura	19539	14244	0.24%	3	1558	16	7
Hassan	44943	28412	1.69%	19	2530	1	8
Kolar	26175	15828	0.81%	10	1699	11	9
Bangalore Rural	15353	8531	0.79%	8	1555	17	10
Gadag	21333	13324	2.03%	22	2003	4	11
Haveri	20813	13727	0.26%	4	1302	23	12
Chikmagalur	19575	12536	1.67%	18	1720	9	13
Dakshina Kannada	20009	13847	0.08%	2	960	28	14
Tumkur	47762	31649	2.33%	25	1781	5	15
Udupi	18877	13992	1.25%	16	1603	15	16
Davanagere	31552	20678	1.42%	17	1621	14	17
Belgaum	64265	44173	1.12%	13	1345	21	18
Koppal	22996	12716	2.04%	23	1653	12	19
Raichur	33669	22514	3.97%	29	1749	7	20
Bellary	38981	27898	1.85%	20	1539	18	21
Bangalore	56439	39149	0.80%	9	589	30	22
Bagalkot	23187	14105	1.21%	14	1226	25	23
Kodagu	6927	4555	1.21%	15	1249	24	24
Dharwad	25447	16187	2.32%	24	1378	20	25
Yadgir	17357	11702	2.69%	26	1480	19	26
Bijapur	24178	17621	1.86%	21	1112	26	27
Gulbarga	34090	25051	3.88%	28	1329	22	28
Shimoga	18458	13885	3.04%	27	1051	27	29
Bidar	13702	10705	4.90%	30	806	29	30
State	857234	571864	1.51%		1402		

*Summary:* Ramanagara, Uttar Kannada & Chitradurga have done very well in the month with less than the state average. It may be noted that Haveri has also done exceptional in this department.

Bidar, Shimoga & Gulbarga need to improve their numbers in accelerating their disposal rates.

## 2. Transport Department:

District	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Dakshina Kannada	12006	12051	0.00%	1	576	2	1
Uttara Kannada	4754	4540	0.00%	2	331	11	2
Udupi	6375	6075	0.03%	10	541	3	3
Mysore	10697	10492	0.03%	9	357	8	4
Tumkur	7172	6686	0.00%	3	267	15	5
Gadag	2682	2354	0.00%	4	252	16	6
Bangalore Rural	3792	3263	0.05%	14	384	7	7
Hassan	4179	4667	0.00%	5	235	18	8
Gulbarga	5812	5362	0.00%	6	227	19	9
Davanagere	5963	5204	0.05%	13	306	12	10
Bangalore	71579	68038	0.76%	26	746	1	11
Dharwad	7925	7678	0.25%	23	429	5	12
Bagalkot	5584	4953	0.07%	16	295	14	13
Bellary	5178	4789	0.04%	11	204	21	14
Haveri	4776	4689	0.13%	19	299	13	15
Kodagu	2558	2824	1.29%	28	461	4	16
Belgaum	16326	13513	0.49%	24	342	9	17
Shimoga	7489	7417	0.91%	27	427	6	18
Yadgir	1720	1483	0.00%	7	147	27	19
Ramanagara	2060	2132	0.05%	12	190	25	20
Chamarajanagar	0	52	0.00%	8	0	30	21
Bijapur	4235	4112	0.07%	15	195	24	22
Chikmagalur	3822	4190	1.86%	29	336	10	23
Chitradurga	3647	2845	0.16%	22	220	20	24
Mandya	4272	4155	0.56%	25	236	17	25
Raichur	3322	3572	0.12%	18	173	26	26
Koppal	2741	2484	0.15%	21	197	23	27
Kolar	2046	1894	0.10%	17	133	28	28
Chikkaballapura	771	486	0.13%	20	61	29	29
Bidar	3468	3490	1.93%	30	204	22	30
<b>State</b>	<b>216951</b>	<b>205490</b>	<b>0.38%</b>		<b>355</b>		

*Summary:* Dakshina Kannada, Uttara Kannada & Udupi have excelled in this department .There are many districts which is showing a 0% default too. . Bidar, Chikkaballapura & Kolar need to improve their numbers in accelerating their disposal rates.

### 3. Commercial Taxes:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Dakshina Kannada	8927	9161	0.00%	4	428	3	1
Mysore	8005	7439	0.05%	6	267	5	2
Bagalkot	1870	1799	0.00%	1	99	11	3
Uttara Kannada	1235	1229	0.00%	2	86	12	4
Udupi	2790	2457	0.18%	9	237	6	5
Belgaum	14414	12016	0.28%	11	302	4	6
Dharwad	10810	10263	0.41%	13	585	2	7
Bijapur	3204	2736	0.12%	8	147	10	8
Bangalore	120045	115742	1.74%	20	1252	1	9
Gadag	850	792	0.12%	7	80	15	10
Bidar	1398	1243	0.50%	14	82	14	11
Kodagu	272	256	0.00%	5	49	24	12
Davanagere	3123	2958	1.83%	22	160	9	13
Shimoga	2913	2638	1.92%	23	166	8	14
Chikkaballapura	269	248	0.00%	3	21	29	15
Ramanagara	800	649	1.13%	17	74	17	16
Bellary	5470	5695	3.69%	27	216	7	17
Bangalore Rural	470	452	0.21%	10	48	25	18
Hassan	987	1017	0.61%	15	56	22	19
Chamarajanagar	332	376	0.30%	12	33	27	20
Tumkur	1718	1654	1.80%	21	64	20	21
Mandya	670	552	1.04%	16	37	26	22
Chikmagalur	579	502	1.21%	19	51	23	23
Chitradurga	1126	1029	2.49%	24	68	19	24
Gulbarga	2121	2128	6.69%	30	83	13	25
Koppal	1089	901	6.61%	29	78	16	26
Kolar	427	457	1.17%	18	28	28	27
Raichur	1387	1256	4.76%	28	72	18	28
Haveri	910	825	2.53%	26	57	21	29
Yadgir	238	213	2.52%	25	20	30	30
State	198449	188683	1.47%		325		

*Summary:* Commercial Taxes was the first department to launch the Sakala scheme across the whole state. Dakshina Kannada, Mysore, Bagalkot, Uttar Kannada have done very well in the department. Not far away Kodagu. Chikkaballapura & Chamarajanagar. However on the other side, Yadgir, Haveri, Raichur & Koppal needs improvement in its default numbers.

## 4. Urban Development:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Uttara Kannada	4549	4413	0.00%	1	317	1	1
Udupi	2248	2223	1.39%	11	191	4	2
Gadag	2676	2452	0.57%	6	251	2	3
Belgaum	7931	7719	1.41%	12	166	8	4
Dharwad	2951	2907	0.72%	8	160	11	5
Chitradurga	2794	2639	0.49%	4	168	7	6
Kodagu	768	768	1.69%	13	138	12	7
Bagalkot	4366	4092	3.20%	16	231	3	8
Dakshina Kannada	3856	3414	0.15%	3	185	5	9
Haveri	2570	2474	0.81%	9	161	10	10
Ramanagara	1446	1494	4.69%	19	134	15	11
Shimoga	2369	2357	2.42%	15	135	14	12
Chikkaballapura	1710	1616	0.06%	2	136	13	13
Davanagere	3137	2842	0.56%	5	161	9	14
Bangalore Rural	1253	1311	5.34%	21	127	19	15
Bijapur	2800	2703	1.37%	10	129	17	16
Kolar	2671	2514	10.78%	28	173	6	17
Hassan	1934	1965	2.39%	14	109	22	18
Mysore	3525	3561	3.45%	17	118	21	19
Mandya	2285	2201	0.64%	7	126	20	20
Tumkur	3563	3392	7.69%	23	133	16	21
Bidar	1718	1658	3.56%	18	101	24	22
Bellary	1951	1984	8.67%	26	77	28	23
Gulbarga	2326	2305	34.14%	30	91	26	24
Raichur	1512	1463	6.02%	22	79	27	25
Chikmagalur	1456	1309	8.25%	25	128	18	26
Chamarajanagar	1071	991	28.46%	29	105	23	27
Yadgir	744	676	5.03%	20	63	29	28
Koppal	1405	1201	9.24%	27	101	25	29
Bangalore	3772	3156	7.70%	24	39	30	30
State	73985	71023	2.71%		121		

*Summary:* Uttara Kannada again is among the firsts in this department too. followed by Udupi, Gadag. Districts like Dakshina Kannada, Chikkaballapura & Mandya have also done well in terms of Default management.



## 5. Rural Development & Panchayat Raj:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Udupi	604	399	0.0%	1	51	4	1
Uttara Kannada	737	585	0.0%	2	51	3	2
Kodagu	580	540	0.5%	6	105	1	3
Dakshina Kannada	791	683	0.1%	4	38	8	4
Mandya	909	458	0.8%	8	50	5	5
Ramanagara	532	315	0.8%	7	49	7	6
Haveri	1084	739	2.3%	13	68	2	7
Gadag	297	412	0.3%	5	28	11	8
Bangalore Rural	367	309	1.9%	12	37	9	9
Chikkaballapura	149	71	0.0%	3	12	20	10
Koppal	267	133	1.1%	10	19	14	11
Chitradurga	586	458	2.6%	14	35	10	12
Chikmagalur	569	416	3.7%	18	50	6	13
Hassan	338	198	1.2%	11	19	15	14
Kolar	330	247	3.0%	16	21	12	15
Davanagere	208	162	1.0%	9	11	21	16
Yadgir	239	214	4.2%	19	20	13	17
Shimoga	214	189	2.8%	15	12	19	18
Mysore	426	386	6.3%	22	14	18	19
Bijapur	330	287	6.4%	23	15	17	20
Dharwad	88	52	3.4%	17	5	26	21
Gulbarga	399	338	21.6%	29	16	16	22
Bangalore	326	286	5.8%	21	3	27	23
Belgaum	61	47	4.9%	20	1	29	24
Bagalkot	109	136	7.3%	24	6	25	25
Tumkur	170	139	10.0%	25	6	24	26
Bidar	113	101	10.6%	26	7	23	27
Bellary	194	177	20.6%	28	8	22	28
Chamarajanagar	25	17	12.0%	27	2	28	29
Raichur	1	2	600.0%	30	0	30	30
<b>State</b>	<b>11043</b>	<b>8496</b>	<b>3.3%</b>		<b>18</b>		

*Summary:* Udupi, Uttar Kannada & Kodagu have done well in this department. Chikkaballapura, Gadag & Dakshina Kannada have also done well with near zero default in disposal. While Raichur Chamarajanagar, Bellary & Gulbarga needs to improve. Raichur is showing an exceptionally high rate of default.

## 6. Labour Department:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Kolar	636	737	0.00%	1	41	1	1
Hassan	305	231	0.00%	2	17	4	2
Dakshina Kannada	341	451	0.00%	3	16	5	3
Udupi	148	130	0.00%	4	13	9	4
Uttara Kannada	156	145	0.00%	5	11	11	5
Davanagere	211	183	0.00%	6	11	12	6
Mysore	623	626	0.87%	16	21	2	7
Dharwad	271	273	0.39%	14	15	7	8
Bellary	193	197	0.00%	7	8	16	9
Ramanagara	154	157	1.07%	18	14	8	10
Bijapur	339	252	1.55%	21	16	6	11
Bangalore	1938	1821	2.43%	26	20	3	12
Gadag	64	64	0.00%	8	6	22	13
Haveri	93	83	0.00%	9	6	23	14
Chitradurga	108	118	0.87%	15	7	19	15
Mandya	174	94	1.21%	20	10	15	16
Chamarajanagar	45	32	0.00%	10	4	26	17
Koppal	134	157	1.56%	22	10	14	18
Chikkaballapura	126	115	2.39%	25	10	13	19
Raichur	61	131	0.00%	11	3	28	20
Bidar	186	163	8.57%	30	11	10	21
Gulbarga	59	55	0.00%	12	2	29	22
Tumkur	186	253	1.73%	23	7	18	23
Belgaum	225	262	0.97%	17	5	25	24
Kodagu	6	4	0.00%	13	1	30	25
Bagalkot	119	79	2.11%	24	6	20	26
Shimoga	127	134	3.21%	27	7	17	27
Chikmagalur	40	42	1.13%	19	4	27	28
Yadgir	71	78	8.33%	29	6	21	29
Bangalore Rural	57	44	3.31%	28	6	24	30
<b>State</b>	<b>7196</b>	<b>7111</b>	<b>1.51%</b>		<b>12</b>		

*Summary:* Kolar, Hassan & Dakshina Kannada are leading the race, not far away are other districts like Udupi, Uttar Kannada, Davanagere, Bellary and many more. Yadgir, Bangalore Rural, Shimoga & Bidar are high here. This needs to be worked upon by these districts.

## 7. Women & Child Welfare Development:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Gadag	196	196	0.00%	1	18	3	1
Davanagere	351	351	0.00%	2	18	4	2
Kodagu	43	49	0.00%	3	8	10	3
Mysore	216	216	0.00%	4	7	11	4
Chitradurga	1069	1051	0.07%	17	64	1	5
Udupi	71	63	0.00%	5	6	14	6
Bangalore	183	183	0.00%	6	2	18	7
Dharwad	239	239	0.18%	19	13	6	8
Uttara Kannada	25	25	0.00%	7	2	19	9
Shimoga	302	305	0.55%	21	17	5	10
Dakshina Kannada	261	262	0.21%	20	13	7	11
Bagalkot	0	0	0.00%	8	0	20	12
Bellary	0	0	0.00%	9	0	21	13
Haveri	105	105	0.11%	18	7	12	14
Mandya	220	216	0.82%	22	12	8	15
Chikmagalur	246	301	23.01%	28	22	2	16
Bidar	0	0	0.00%	10	0	22	17
Bangalore Rural	95	59	2.26%	23	10	9	18
Bijapur	0	0	0.00%	11	0	23	19
Chamarajanagar	0	0	0.00%	12	0	24	20
Chikkaballapura	0	0	0.00%	13	0	25	21
Koppal	89	92	2.86%	25	6	13	22
Tumkur	111	116	2.40%	24	4	15	23
Gulbarga	0	0	0.00%	14	0	26	24
Belgaum	176	176	3.38%	26	4	16	25
Kolar	0	0	0.00%	15	0	28	26
Ramanagara	35	34	3.92%	27	3	17	27
Raichur	0	0	0.00%	16	0	29	28
Hassan	0	0	100%	29	0	27	29
Yadgir	0	0	100%	30	0	30	30
<b>State</b>	<b>4033</b>	<b>4039</b>	<b>1.65%</b>		<b>7</b>		

*Summary:* Most districts that have receipts of services show a 0% default. However, **there are many districts that show NIL receipts**, they seem mostly in remote Karnataka regions. Awareness could be a cause for such nil receipts.

## 8. Food & Civil Supplies Department:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Dakshina Kannada	995	989	0.00%	1	48	1	1
Udupi	449	457	0.00%	2	38	2	2
Uttara Kannada	341	341	0.00%	3	24	3	3
Mysore	526	520	0.00%	4	18	5	4.5
Chikkaballapura	214	214	0.00%	5	17	6	5.5
Bagalkot	269	253	0.00%	6	14	8	7
Hassan	229	229	0.00%	7	13	9	8
Ramanagara	129	130	0.00%	8	12	10	9
Gadag	78	66	0.00%	9	7	12	10.5
Kolar	108	107	0.00%	10	7	13	11.5
Belgaum	312	308	0.00%	11	7	14	12.5
Chamarajanagar	56	54	0.00%	12	5	15	13.5
Shimoga	334	363	0.21%	23	19	4	13.5
Kodagu	27	27	0.00%	13	5	17	15
Davanagere	85	83	0.00%	14	4	18	16
Chikmagalur	190	190	0.85%	25	17	7	16
Bangalore	846	846	0.10%	22	9	11	16.5
Haveri	58	58	0.00%	15	4	21	18
Mandya	60	60	0.00%	16	3	22	19
Bangalore Rural	24	24	0.00%	17	2	23	20
Tumkur	47	48	0.00%	18	2	24	21
Chitradurga	84	83	0.90%	26	5	16	21
Gulbarga	103	103	0.73%	24	4	20	22
Raichur	16	14	0.00%	19	1	27	23
Bellary	104	105	1.97%	27	4	19	23
Yadgir	5	5	0.00%	20	0	28	24
Koppal	0	0	0.00%	21	0	30	25.5
Dharwad	25	25	3.45%	28	1	26	27
Bidar	27	27	4.65%	29	2	25	27
Bijapur	3	5	11.11%	30	0	29	29.5
State	5744	5734	0.17%		9		

*Summary:* Bijapur, Dharwad & Bidar are showing high default rates, while Koppal shows NIL receipt. Most of the other districts are showing near 0% defaults.

## 9. Home Department:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Ramanagara	1063	579	32.30%	3	98	8	1
Bangalore Rural	2020	1388	15.16%	13	205	1	2
Chitradurga	1501	1232	9.57%	5	90	10	3
Hassan	1747	1148	13.79%	8	98	7	4
Kodagu	980	746	3.34%	14	177	2	5
Tumkur	2004	1641	1.89%	4	75	14	6
Dharwad	1612	1119	3.73%	6	87	12	7
Chikmagalur	999	697	15.87%	9	88	11	8
Shimoga	1710	1411	6.81%	17	97	9	9
Davanagere	940	838	3.05%	7	48	20	10
Kolar	1931	1575	5.71%	26	125	3	11
Mysore	3692	2160	20.87%	25	123	4	12
Gulbarga	577	515	2.30%	2	22	28	13
Yadgir	191	184	1.47%	1	16	30	14
Chikkaballapura	802	743	7.03%	15	64	16	15
Bangalore	6174	4752	20.39%	16	64	15	16
Udupi	1341	1338	2.30%	27	114	5	17
Uttara Kannada	1215	1154	1.14%	20	85	13	18
Gadag	496	406	5.90%	12	47	21	19
Mandya	1850	1612	4.13%	28	102	6	20
Bidar	626	484	9.65%	10	37	25	21
Chamarajanagar	556	490	6.78%	19	54	18	22
Bijapur	417	334	1.60%	11	19	29	23
Dakshina Kannada	1225	1106	3.38%	24	59	17	24
Belgaum	1806	1140	10.55%	18	38	23	25
Bellary	1334	1263	8.09%	23	53	19	26
Haveri	647	510	6.88%	21	40	22	27
Koppal	373	353	3.55%	22	27	27	28
Bagalkot	707	672	4.92%	29	37	24	29
Raichur	685	695	3.49%	30	36	26	30
State	41221	32285	10.66%		67		

*Summary:* The department's performance in terms of default may please not be taken at face value. Integration between the Police department's software and Sakala is being carried out resulting in such values.

## 10. Health & Family Welfare Department:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	May Default as %age of total rcpt	Rank in Default as %age of total rcpt	Rcpt per lakh popltn	Rank in Rcpt per lakh popltn	Overall Rank (Equal weight to two ranks)
Chikmagalur	1577	1567	1.66%	7	139	1	1
Uttara Kannada	280	283	0.00%	1	19	10	2
Koppal	451	412	0.21%	4	32	7	3
Chitradurga	594	545	1.35%	6	36	6	4
Kodagu	202	200	2.46%	8	36	5	5
Udupi	143	144	1.12%	5	12	12	6
Belgaum	1268	1255	2.53%	9	27	9	7
Dakshina Kannada	637	641	2.88%	10	31	8	8
Bijapur	1297	1292	11.22%	21	60	2	9
Gulbarga	86	40	0.00%	2	3	25	10
Chikkaballapura	146	144	4.23%	12	12	15	11
Ramanagara	191	180	7.92%	17	18	11	12
Bagalkot	1080	1059	15.08%	25	57	3	13
Hassan	178	180	4.73%	15	10	17	14
Mandya	803	803	18.97%	28	44	4	15
Bellary	0	0	0.00%	3	0	30	16
Shimoga	95	93	4.17%	11	5	23	17
Davanagere	228	226	8.80%	20	12	14	18
Dharwad	106	109	4.32%	14	6	22	19
Bidar	108	105	8.55%	18	6	20	20
Chamarajanagar	120	120	17.88%	27	12	13	21
Raichur	22	22	4.26%	13	1	29	22
Bangalore Rural	100	90	15.60%	26	10	16	23
Mysore	142	143	8.70%	19	5	24	24
Tumkur	170	127	11.56%	22	6	21	25
Yadgir	78	54	14.12%	24	7	19	26
Bangalore	123	109	7.56%	16	1	28	27
Kolar	108	106	21.15%	29	7	18	28
Haveri	50	44	12.28%	23	3	26	29
Gadag	31	32	48.84%	30	3	27	30

*Summary:* Chikkamagalur, Uttar Kannada & Koppal are shown as the first 3 rankers. However, Gulbarga, Chitradurga & Udupi have also fared well here. Gadag, Mandya, Kolar, Haveri needs to show better values.

## 11. Education Department:

DISTRICT	Appltn Rcvd in May	Appltn Displ in May	Default as %age of total rcpt	Rank in default as %age of total rcpt
Bagalkot	27	15	0.00%	1
Bangalore Rural	4	0	0.00%	2
Belgaum	0	0	0.00%	3
Bellary	0	0	0.00%	4
Bidar	3	1	0.00%	5
Bijapur	4	0	0.00%	6
Chamarajanagar	9	3	0.00%	7
Chikkaballapura	0	0	0.00%	8
Chikmagalur	4	2	0.00%	9
Chitradurga	15	2	0.00%	10
Dakshina Kannada	0	0	0.00%	11
Davanagere	10	4	0.00%	12
Dharwad	1	1	0.00%	13
Gadag	6	2	0.00%	14
Gulbarga	222	191	0.00%	15
Hassan	3	1	0.00%	16
Haveri	2	0	0.00%	17
Kodagu	0	0	0.00%	18
Kolar	1	0	0.00%	19
Koppal	1	0	0.00%	20
Mandya	4	1	0.00%	21
Mysore	19	8	0.00%	22
Raichur	1	0	0.00%	23
Ramanagara	2	1	0.00%	24
Shimoga	3	0	0.00%	25
Tumkur	8	5	0.00%	26
Udupi	2	1	0.00%	27
Uttara Kannada	4	3	0.00%	28
Yadgir	1	0	0.00%	29
Bangalore	10839	3406	0.02%	30
<b>Total</b>	<b>11195</b>	<b>3647</b>	<b>0.03%</b>	

*Summary:* The education department's values are mostly seasonal. They will spurt in months of admissions and results, while they will lie low in other months. However, Bangalore shows a high number of receipts.

### Chapter 4

# Services utilised under Sakala – A Deep Dive

There are basically 2 sub chapters under this Chapter. The first chapter talks about the 3 services most used among the top 5 departments. Chapter 2 talks of services that could be utilised more as per our analysis,

*Sub Chapter 1: List of most used Services among the 5 most departments:*

#### 1. Revenue:

Service Used	Percentage used
Issue of All types of Caste Certificates	65%
All types of Income Certificates	29%
Residency Certificates	5%
Other Services	1%

#### 2. Transport:

Service Used	Percentage used
Learners' Licence	38%
Registration of Vehicles	41%
Driving Licence	20%
Other Services	1%



**3. Commercial Taxes:**

<b>Service Used</b>	<b>Percentage used</b>
Issue of Form C declarations	85%
Issue of Form F declarations	8%
Registration Under KVIT	4%
Other Services	3%

**4. Urban Development:**

<b>Service Used</b>	<b>Percentage used</b>
Birth & Death Certificates	72%
Khatha Extract	18%
Building Plans Approval	5%
Other Services	5%

**5. Rural Development & Panchayat Raj:**

<b>Service Used</b>	<b>Percentage used</b>
Alterations to Assessment List	35%
NOC to ESCOM	16%
Provision of Drinking Water	11%
Services relating to MNREGS	10%
Provision of Street Light	10%
Other Services	18%

*Sub Chapter 2: List of Services that are under –utilised, which according to Analysis, should have been used in a greater count;*

SI.No	Department	Service	NO. OF RECIEPTS DURING THE MONTH	NO. OF DISPOSALS DURING THE MONTH
1	<b>Ayush</b>	License for establishment of Drug Store	1	0
2	<b>Ayush</b>	Issue of performance and no conviction certificates as per Drugs and Cosmetics Act and Rules there under	6	6
3	<b>Ayush</b>	Issue of Medical Certificate	31	30
4	<b>BBMP</b>	Grant of trade licence specified category under rules	69	18
5	<b>BBMP</b>	Sanction of Building Plan in sites up to 2400 sq.ft. Dimension for residential single dwelling unit. (Not Computerized)	109	25
6	<b>BBMP</b>	Khatha Extract/Certificate	185	183
7	<b>BMTC</b>	Accident Relief Fund	0	0
8	<b>BMTC</b>	Issue of Free Bus Passes to freedom fighters	0	0
9	<b>BMTC</b>	Issue of Bus Passes to Physically challenged	1	1
10	<b>BMTC</b>	Issue of Student Concessional Pass	16	13
11	<b>BMTC</b>	Total:	17	14
12	<b>BWSSB</b>	Permission for new connection/Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.	10	10
13	<b>Commercial</b>	Issue of registration under the CST Act,1956	31	28
14	<b>Commercial</b>	Issue of permit under the Karnataka Entertainments Tax Act, 1958.	44	48
15	<b>Commercial</b>	Issue of registration under Karnataka Tax on Luxuries Act, 1979.	59	60
16	<b>DPI (Edu)</b>	Registration of Schools	1	1
17	<b>DPI (Edu)</b>	First Recognition of Schools	8	6
18	<b>DPI (Edu)</b>	Renewal of recognition for Schools	83	32
19	<b>Drugs Dept</b>	Name Change	7	<b>7</b>
20	<b>Drugs Dept</b>	Change addition/deletion of Competent person	13	<b>14</b>
21	<b>Drugs Dept</b>	Change addition/deletion of Registered Pharmacist	128	<b>130</b>

SI.No	Department	Service	NO. OF RECEIPTS DURING THE MONTH	NO. OF DISPOSALS DURING THE MONTH
22	<b>ESI</b>	Submission towards sanction of Deposits for Super Specialty Treatment to ESIC	0	0
23	<b>ESI</b>	Sanction of Medical Reimbursements Bill of IPs	2	0
24	<b>ESI</b>	Submission of Super Specialty Medical Reimbursement bills	3	0
25	<b>F&amp;CS</b>	Issue of authorization to run Fair Price Shops (FPS) under Karnataka Essential Commodities (Public Distribution System) Control Order 1992.	0	0
26	<b>F&amp;CS</b>	Issue of licence under Karnataka Essential Commodities Licensing order 1986 to Retail dealers in food grains, pulses, edible oils and Kerosene.	0	0
27	<b>F&amp;CS</b>	Issue of licence under Karnataka Essential Commodities Licensing Order 1986, licence to wholesale dealers in food grains, pulses, edible oils and Kerosene.	0	0
28	<b>Factories</b>	Disposal of Complaints	8	6
29	<b>Factories</b>	Approval of Boiler and Pressure part Manufacturing drawing/Steam pipeline and pipeline layout drawings	41	41
30	<b>Factories</b>	Registration of Boilers,Economisers and Steam pipelines	42	10
31	<b>Factories</b>	Registration of Factories and Issue of licence	83	35
32	<b>Factories</b>	Amendment/Transfer of licence/Issue of duplicate Licence	107	52
33	<b>Factories</b>	Approval of Factory plans	153	86
34	<b>Labour</b>	License under ISMW Act, 1979	0	0
35	<b>Labour</b>	Registration ISMW Act, 1979	0	0
36	<b>Labour</b>	Registration of plantation under the Plantation Labour Act,1951	1	1
37	<b>Labour</b>	Registration under Motor Transport Workers Act,1961	1	1
38	<b>Labour</b>	Licenses to Industrial premises under the Beedi and Cigar(Conditions of Employment) Workers Act,1966	6	13
39	<b>Labour</b>	Registration under the Trade Union Act,1926	16	12

SI.No	Department	Service	NO. OF RECEIPTS DURING THE MONTH	NO. OF DISPOSALS DURING THE MONTH
40	<b>Labour</b>	Registration of Establishment under the Building and Other Construction Workers(Regulation of employment and Conditions) Act,1996	52	51
41	<b>Labour</b>	Registration of Principal employer under Contract Labour Act	62	59
42	<b>Labour</b>	License to the contractor under the Contract Labour Act,1970	154	142
43	<b>Police</b>	Disposal of petition	0	0
44	<b>Police</b>	NOC for Crackers License	20	12
45	<b>Police</b>	NOC for petrol pump, gas agency,hotel,bar etc.	37	11
46	<b>Police</b>	License for Amusement	57	19
47	<b>Police</b>	Permission for Peaceful Assembly and procession	98	36
48	<b>Police</b>	Arms License Verification District	129	2
49	<b>Police</b>	NOC for Extension of Visa	158	193
50	<b>PU Board</b>	Issue of Duplicate marks card	0	0
51	<b>PU Board</b>	Registration for Opening of new Private PU Colleges	0	0
52	<b>PU Board</b>	Recognition Renewal of Private Pre University Colleges	7	0
53	<b>PU Board</b>	Revaluation of answer scripts of the 2nd PUC final examination	7	1
54	<b>PU Board</b>	Re-totaling answer scripts of the 2nd PUC final examination	15	1
55	<b>RDPR</b>	E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES	20	22
56	<b>REVENUE</b>	Not Re-married Certificate	0	0
57	<b>REVENUE</b>	Population Certificate	3	1
58	<b>REVENUE</b>	Payment of Compensation as per Land Acquisition Act after the issue of 12(2) notice in undisputed cases	35	22
59	<b>REVENUE</b>	Living Certificate	42	37
60	<b>REVENUE</b>	Verification/Validity of Caste Certificate	93	101
61	<b>REVENUE</b>	Birth Certificate	113	117
62	<b>REVENUE</b>	Unemployment Certificate	141	137
63	<b>W&amp;CD</b>	Enrollment of 0 to 3 years children in Anganwadi centers	83	113
64	<b>W&amp;CD</b>	Enrollment of 3 to 6 years children in anganwadi centre	93	109

*Chapter 5*

## Most sought after List of services demanded by Citizens:

**List of Services demanded to be added under Sakala by Citizens:**

Sl No	Department	Service Requested	Remarks
1	Revenue	Project Displacement certificate	15 days – 20 days.
2	Revenue	Character Certificate	7 days
3	Revenue	Agriculture Income Certificate	30 days
4	Revenue	Natural Calamity Relief/ Claims	Crop & other damages - 15- 20 days Death – 1 day
5	Revenue	Solvency Certificate	7 days
6	Revenue	social security schemes(Old age pension, Destitute widow pension,Sandhya suraksha yojana,Physically handicap pension,anthya samskara,national family benefit scheme.)	1 month
7	Revenue	Khatha change IMP cases Disputed cases	30 days 60days 6months
8	Revenue	Issue of 11 E Sketch ( Pre-mutation sketch)	30 days
9	Revenue	RTC – Corrections ( Typological Errors)	30 days
10	Revenue	Issue of Duplicates in Survey section ( Akar Bandh, LR- Pakka Tippan, RR Pakka Tippan, Atlas, Village Map, Kharab Utar, etc	7-10 days
11	Revenue	Family member certificate	7 days

Sl No	Department	Service Requested	Remarks
12	Revenue/BBMP	Additions, Deletions, Modification ,and shifting of voters name in the electoral roll.(Form-6,7,8,8A)	30days
13	Urban local self bodies	Khatha changes	15days
14	BBMP	Garbage clearance in Civic areas	1 day
15	BBMP	Repair of bad roads	30 days
16	RDPR	Timely release of workers' payment (MNREGA)	5 days
17	Transport	Registration of new Vehicle	3 days
18	Food and civil supplies	Issuing APL card	15 days
19	Energy Department	Sanction of new connection of power supply A) Where extension of line is not required. B) Where extension of lines or constructions of stations is required, the time limit is stipulated by KERC is as follows.  a)Low tension supply b)11KV supply c)33KV supply(HT) d)Extra High tension (EHT)supply	1 month    45 days 60days 90 days 180 days
20	Energy Department	Transfer of ownership and conversion of service/category	7 days
21	Energy Department	Conversion of LT single phase LT 3 phase/LT to HT & vice versa	30 days
22	Energy Department	Normal Fuse-off a) Cities and Towns b) Rural areas	7 days 15 days

Sl No	Department	Service Requested	Remarks
23	Energy Department	Re connection of supply following disconnection	in cities & towns on the same day and in rural areas within 24 hours of receipt of payment from the consumer
24	Energy Department	Re-fund of deposit	within 60 days of receipt of request
25	Energy Department	Issue of certificates	on the same day of receipt of application
26	Energy Department	Meter complaint	(a) checking correctness 7 days (b) replacing slow meter 10 days (c) replacement of burnt meter 7 days, if fault not attributable to consumer (d) replacement of burnt meter in other cases within 24 hours of payment of charges
27	Energy Department	Line break down	city 6 hours, rural areas 24 hours
28	Energy Department	Transformer failure	within city 24 hours, in rural areas 72 hours
29	RDPR	Approval for Construction of Individual Toilets	10 Days
30	Revenue	Registration of Property	Same day

***Notes: The Individual departments will analyse and list out all the citizen oriented services rendered by them and proposes for inclusion under the Act.***

## *Chapter 6*

# Evaluation Report by IIMB's *Centre for Public Policy (CPP)* - Visit to Dakshina Kannada

Indian Institute of Management (IIM), Bangalore, after their initial analysis of the usage of Sakala in pilot phase ( refer Chapter 1); they carried out an in-depth assessment of its implementation and functioning in the pilot Taluk of Puttur and Mangalore city in Dakshina Kannada district. The assessment involved interviews with a cross-section of officers from four departments on the advantages of Sakala and the challenges in its successful implementation. Excerpts of the Study document is reproduced below: The study ascertained areas where additional assistance is required for better performance and best practices that have been introduced to improve the delivery of Sakala. In addition the study also included interviews of citizens who were at the various government offices for availing Sakala services, to gain an understanding of the level of awareness of Sakala.

### **Summary of Findings on its field study:**

The key findings by IIM on its interaction with officials and citizens were as follows:

- Speaking to citizens who were availing services at the time of field visit, many responded by saying that they were not facing any particular difficulty or delay in availing the services in Puttur and Mangalore. However the level of awareness of Sakala was minimal, with majority of the citizens unaware of Sakala and unable to identify the symbol and the caption.
- IIM recommended to provide a department- specific training and create training manual identifying the workflow for each of the service under Sakala. This was concluded based on a study they carried out in the Revenue and Transport department.
- The Revenue department in Puttur and the City Corporation in Mangalore observed that due to their erstwhile legacy of being with the Madras Province,



many of the documents mandated by Sakala for Revenue and City Municipal Corporation services needed a review.

- The biggest benefit of Sakala is the ease of monitoring the delivery of services. Many Departments use the practice of going through the reports of “due for today and due for tomorrow” to find any requests that may have not already been delivered. Senior departmental staff found it helpful that the software enabled all staff to self-monitor any delays in the applications they were handling.
- Officials felt that Sakala empowers and recognises officers who have been performing conscientiously, and also found that interaction and cooperation between team members increased since the introduction of Sakala.
- Step-wise tracking of applications is not available. Application status tracking phone no. should be included on the display board for citizens. Acknowledgement printout of application receipt should include information on status tracking such as phone no. and website.
- Sakala implementation faces some hindrances due to delay in delivery of materials. Example – Cards for Smart Cards are supplied by Rosemerta from Bangalore and any delay in the availability of the smartcards will result in pending applications.

**Recommendations:**

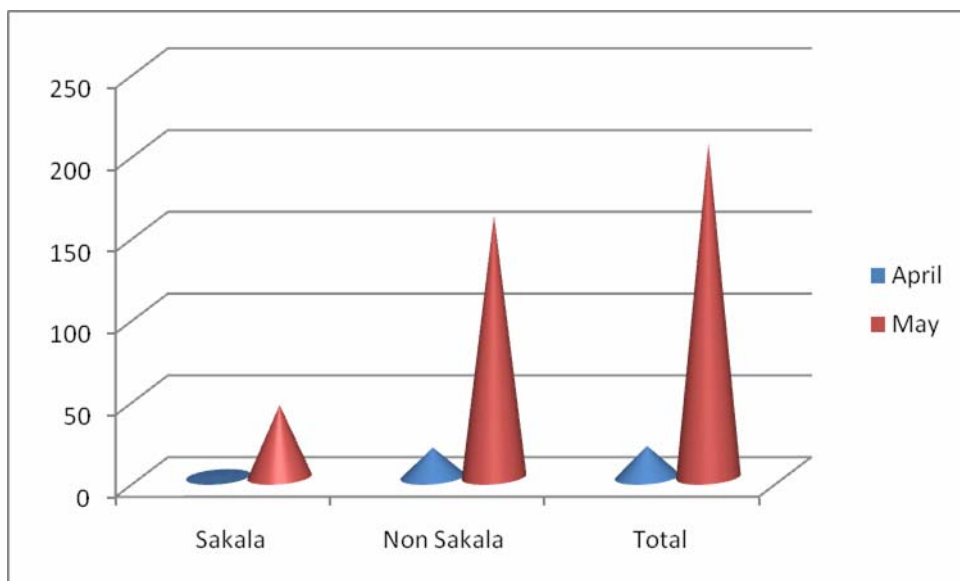
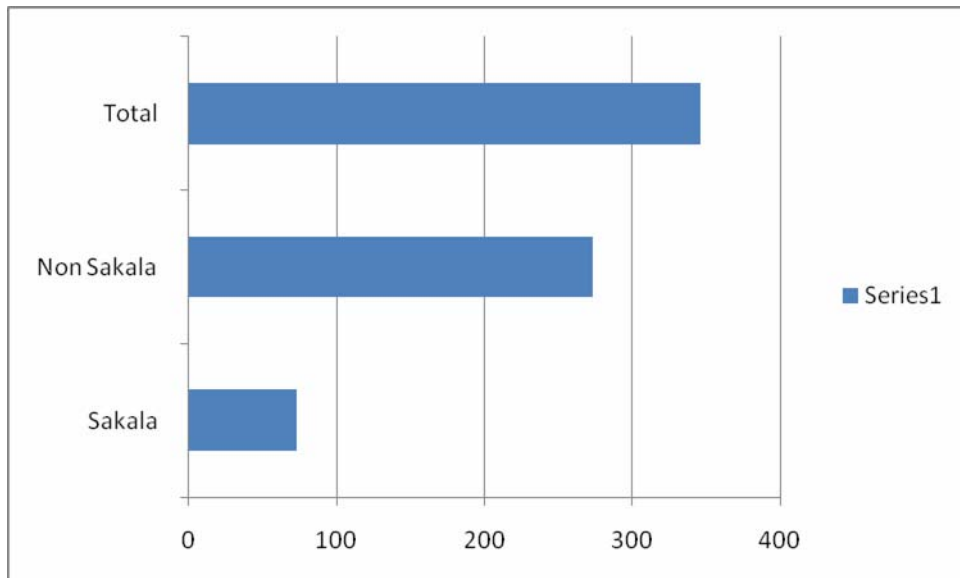
- There is need for tailored training along with a manual specific to the department. If transfer of ownership of migrated vehicles and issue of clearance certificate services are included under Sakala, there will be a need to integrate the RTO system with the Police IT system.
- Need for further decentralisation of Administration for efficient delivery of services.
- Resolving technical glitches relating to incomplete integration of existing departmental software and the Sakala System should be taken up on a priority basis to ensure the benefits of Sakala is fully met.
- Unfilled staff vacancies have led to a severe shortage that is overburdening existing staff across departments. If additional services are to be included under Sakala then recruitment of IT-skilled staff is imperative.

## Chapter 7

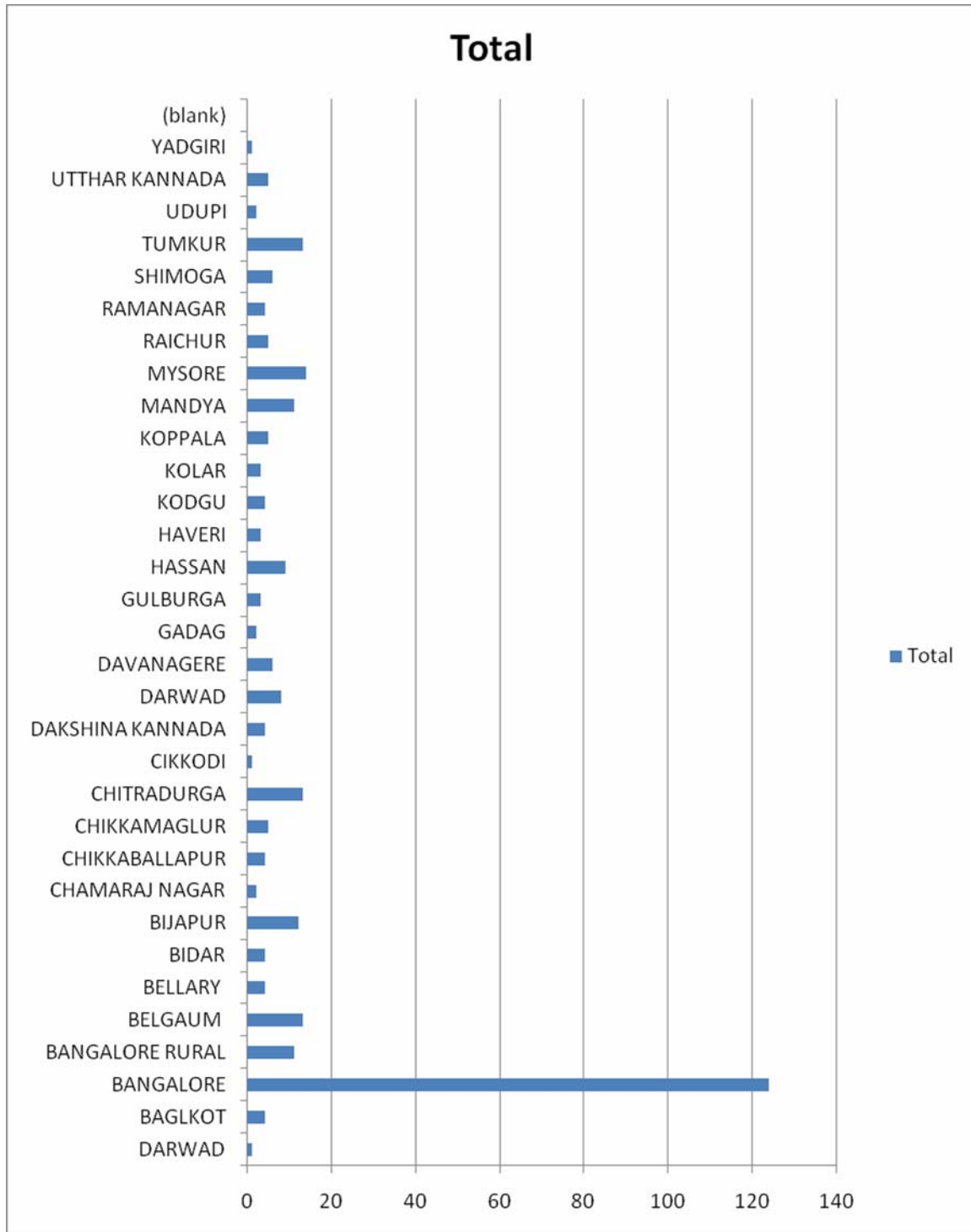
# Call Centre data Analysis:

In all, the Call centre (080 -4455 4455) received a total of 37000+ calls up to date of which 346 calls were in the nature of complaints.

The breakup of complaints further is shown below: 273 were not related to Sakala (complaints received, however they did not relate to services coming under the Sakala Act) and 73 of them were related to services coming under Sakala.

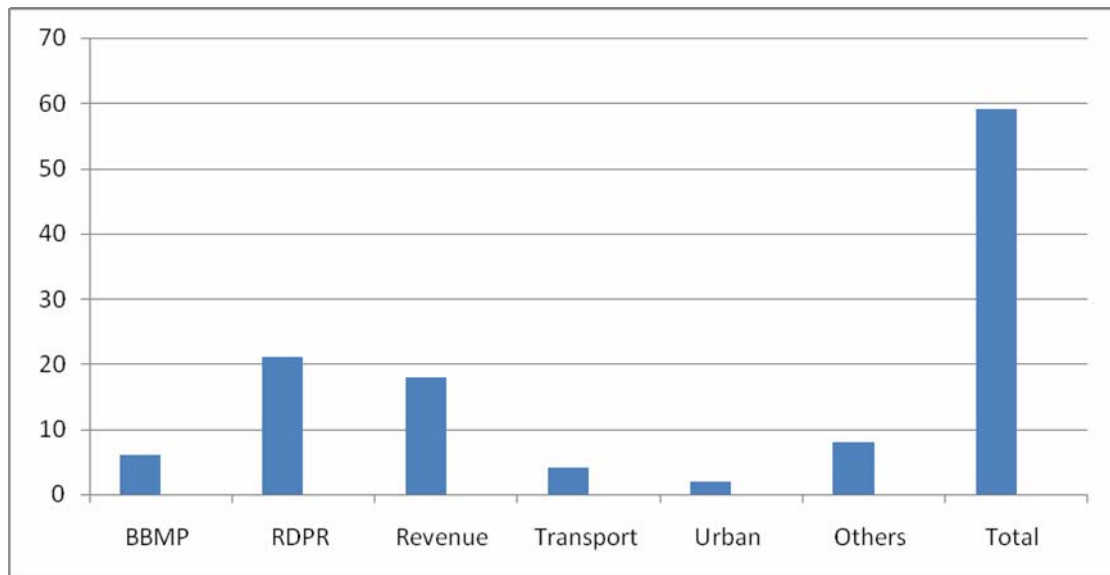


The district wise breakup of complaints received is shown below:



### **Analysis of complaints received for the month of May, 2012**

In the month of May 47 complaints were received at the call centre out of which 21 complaints were found to be disposed of. With respect to 11 complaints, the complainants were un-contactable because of various reasons. Remaining 15 complaints remain undisposed till date.

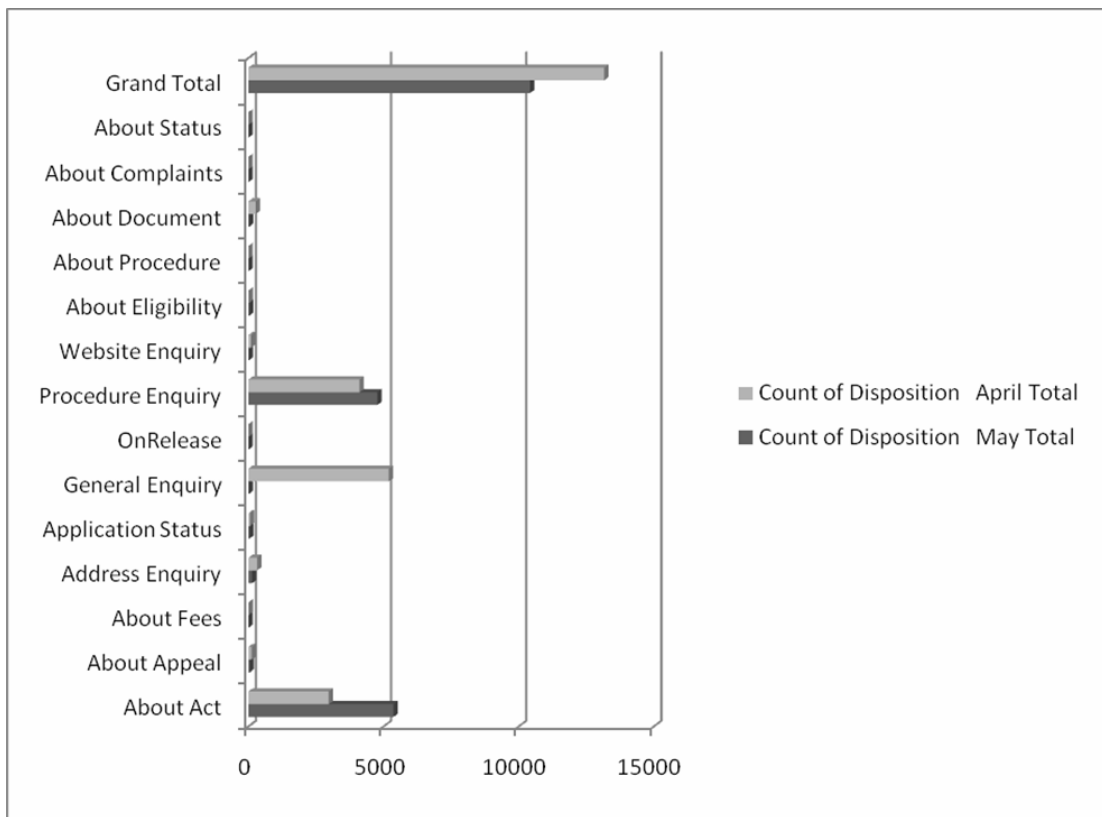
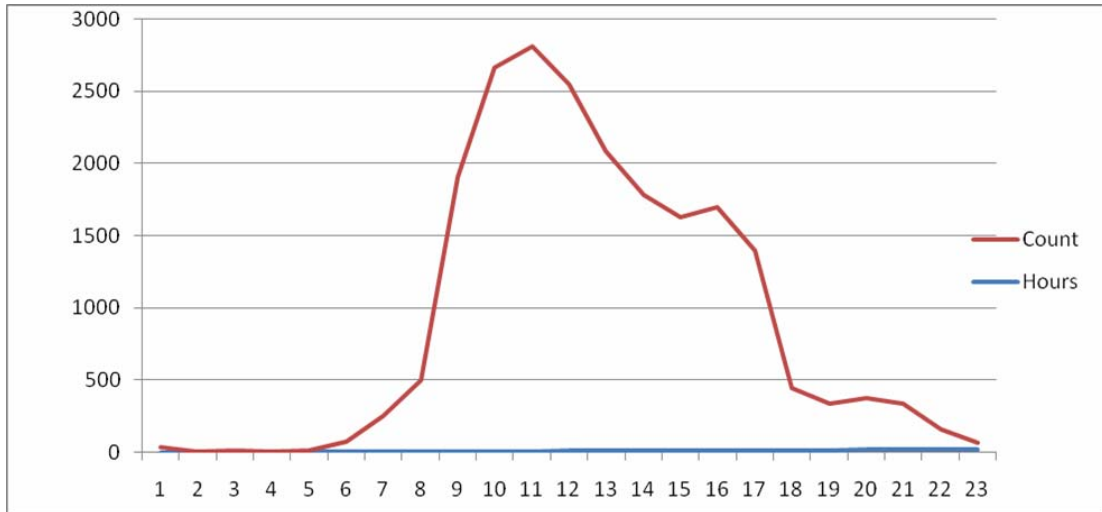


Out of 15 complaints, 1 complaint relates to transport department dealing with vehicle registration. Food & Civil Supplies department is yet to dispose 3 applications which relates to correction of entries in the ration card. Revenue Department has to dispose 3 complaints - 1 with respect to issuance of validity certificate, another one with respect to issuance of duplicate of RTC, another complaint relates to non issue of GSC No. to the applications seeking RTC. RD & PR has to is yet to settle 8 cases, 2 cases with respect to providing sanitation at villages, another 4 complaints related to providing drinking water facility, remaining 2 complaints still lie un attended, as the portal information tells that the services are delivered but the complainant alleges the services are yet to be delivered.

In the month of April out of total calls received by the public at the call centre, 70% of citizens expressed their happiness about the timely delivery of services. But in the month of May there is significant increase in the percentage of public appreciating the services of Sakala with 97% of citizens calling at call centre expressing their gratitude for the timely delivery of services. This trend is highly welcome.

In an analysis of the peak time of calls to the call centre, we found that most calls on Sakala are received between 9am to 5 pm. The same trend continued for all months.

Based on a random feedback obtained by our Call centre – it was learnt that about 70% of the people were happy with Sakala in April 2012, however in the month of **May 2012** the feedback revealed that **97%** people were happy with the Sakala services. This is tremendous improvement. With addition of services, we are hopeful to meet every citizens needs.



On an analysis of how the calls could be categorised, we can observe that enquiries on procedures & information about the Act constituted more than 50% of the calls received. Another interesting observation is the General Enquiries have come down drastically in May. (April – 5195 calls and in May we had just 6 calls), the same applies to Address enquiries, Appeal enquiries. However, we can note that the Enquiries about the Act have doubled. This shows that the general awareness of Sakala has grown and overall the acceptance of the Act by the general public is showing an upward trend. This is positive.

*Chapter 8*

# Citizen Feedback – a Compilation

<p>"The services after Sakala has come have improved. I am Happy" SRI RAJALAXMI ENGINEERING WORKS -Bagalkot</p>	<p>GSC No;CT0010000131642 Issue of C Form declarations under the CST Act, 1956.</p>
<p>"I got certificate on the very next day itself. I am so happy." Jakanna S Gurikar Bagalkot</p>	<p>GSC No:L20990000001781 Issue of Birth Certificate</p>
<p>"My application has been rejected but for the first time, I got the reason for the same. However, I feel SAKALA should reach to village level" - ASHOK BEKINAL - Gulbarga</p>	<p>GSC NO: D0011000001686- DUPLICATE RATION CARD</p>
<p>"I am Happy , but service is OK as the data entry operators are not entering the data correctly" Vithal Budhappa Sundakar - Belgaum</p>	<p>GSC No:RD0990000004440 Domicile Certificate</p>

"I received SMS , have little idea about SAKALA and more publishing (publicity) is required in more areas"  
- **Brahmaprakasha Jayapala** -  
**Afzalpur - Gulbarga**

GSC No: L40990000007252  
New Building Licence up to  
2400 sqft residential for single  
dwelling unit

"My application has been serviced and I am yet to collect the same - this Sakala has got a good change"  
- **Mubeena - Chikkamagalur**

GSC No: RD0028273002798  
INCOME Certificate

This Applicant received a message that her service is ready - She said "This is a very good system - we need not go upto the office frequently - only when the service is ready, we just can go this is very useful" -  
**R Jayamma - Chikkamagalur**

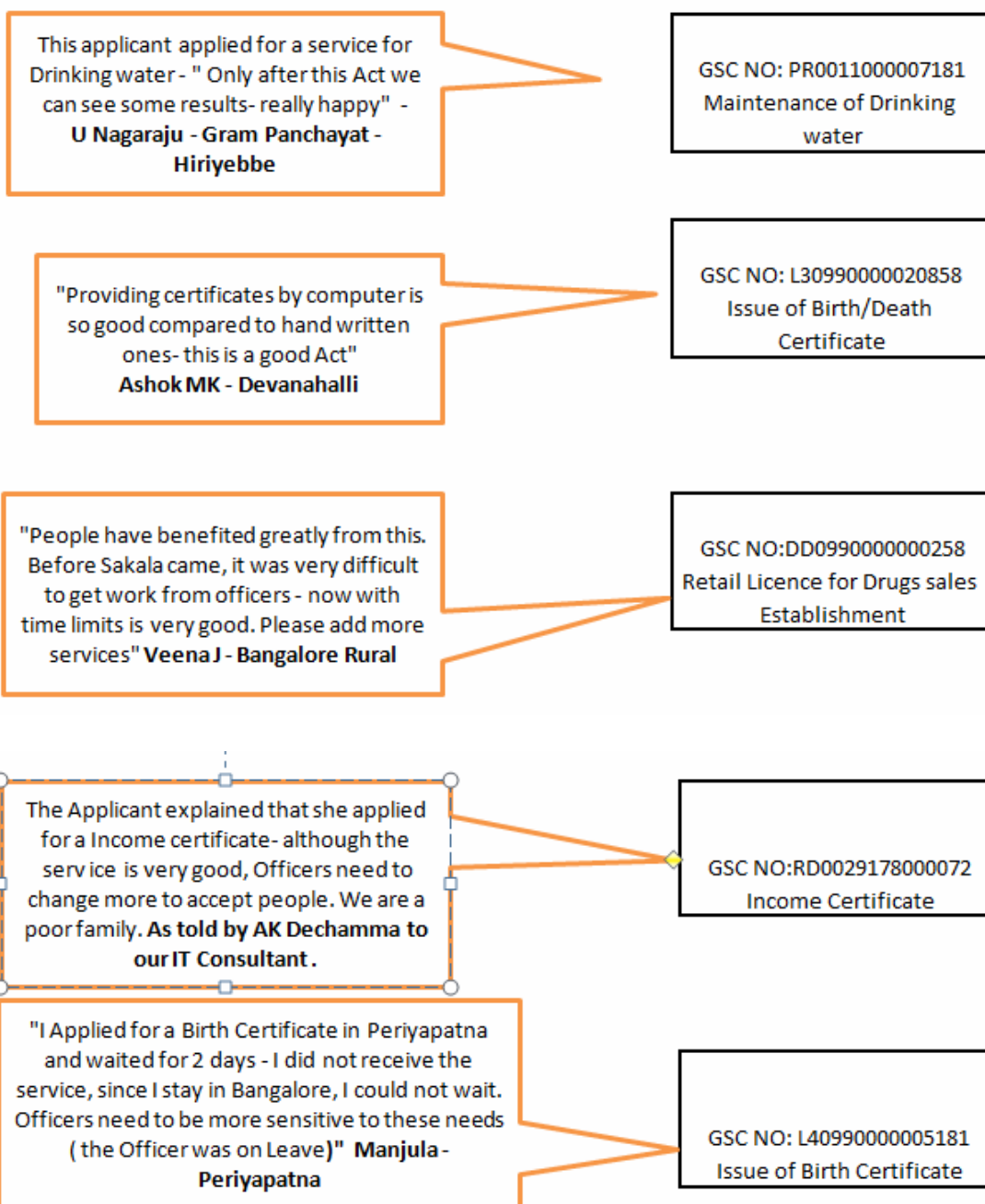
GSC NO:RD0028273002871  
Certificate from Revenue  
department

"When I applied for a Visual disability certificate- the officers treated me well and gave it really fast - i was thrilled" - **Aktar Ismail Baig** -  
**Belgaum**

GSC No: HF0990000002204  
Issue of Disability Certificate

"While the service is a guarantee for getting your job done - it will be good if time limits for certain services are made short ( School renewal for instance" - can be made for 30 days "  
- **Secretary Sri Sugureshwara Edu trust.**

GSC No: ED099000000958  
Renewal of school  
registration





"The Citizen applied for Sanitation service - it is really useful. People are now reacting to our problems"  
**Hulamani Nasappa - HB Halli (Bellary)**

GSC No: PR0011000012866  
Maintenance of Village Sanitation

"I wanted to apply for Domicile certificate- but the operator told me to come another day - Officers need to be equally responsible" - **As told by Pratap Matru Patil to our DIST IT Consultant.**

GSC NO:RD0990000013972  
Domicile Certificate

*Chapter 9*

## Events & Happenings:

### a. Interactive session with Citizen Bodies:

An Interactive session with the India Against corruption Karnataka branch was held on 6 May 2012 Sunday at Vartha Bhavan, Bangalore. The session saw a set of senior experienced persons attending the session who are very active in the areas of citizen welfare and civic responsibilities. The session was introduced by Dr. Shalini Rajneesh and the session went on for over 2 hours of constructive discussion and deliberations. At the end of this session, a team of IAC volunteers who knew the working of Sakala and would eventually spread the message among citizens of the benefits of Sakala. The other outcome of this interaction was a set of feedback that was received which the Mission Administration actively considered. These issues pertained to adding certain more critical services to be included in the Sakala Act.

### b. Review meetings by the Hon. Law Min, Resp. CS and other senior Bureaucrats.

Several Meetings and review mechanisms are in vogue at the mission. These review meetings are conducted in detail and action points noted for every department head and issues and concerns that may come up will be discussed in detail.

1. The Hon Law Minister's Address to the Press on 4 May 2012: Excerpts as below:

- ✓ Hon. Minister gave the press a detailed update on the progress and the improvement areas during the month of April 2012.
- ✓ Hon. Law Minister also insisted that all departments in all districts must display the services board and this was made compulsory. It was noted by some present that there were many places w/o these board and the Hon Law Minister assured action.
- ✓ The Law Minister also said he would look into the demand of adding services in to the Sakala Act at the earliest.
- ✓ The Law Minister noted that there are practical difficulties like dry bore wells in dry areas was an issue in delivering timely services as it

was beyond control. However, any laxity in the service by officials will not be tolerated.

- ✓ The Law Minister also stressed the need to create more awareness to ensure citizens have a right to this act. This way the reach is more and the success and the very purpose of this act are fully met.

2. The Respected Chief Secretary's Meeting of all Department heads to review Sakala on 18 May 2012:

- ✓ The CS took a note of the District Wise, Department wise performance as of date.
- ✓ Details of pendency was sought and reasons for the same was understood and guidance given.
- ✓ Software issues like Integration of Sakala Software with other pre-existing software (Like Vahana for Transport or Nemmadi for Revenue) needed a closer watch and to ensure it was done in time and accurately.
- ✓ Review of Awareness related issues were noted and guided.
- ✓ The CS also insisted on continuous training to staff to ensure scaling of efficiency by introducing them to higher technology.

3. Several awareness creation plans are in the cards which are planned in the month of June 2012.

4. The BBMP- RWA- Sakala Meeting on 8 May 2012: The meeting was called in the Conference Hall of Vidhana Soudha with the Honourable Law Minister presiding the meeting and along with him were the Worshipful Mayor of Bangalore City, The Commissioner of BBMP, and other Senior Bureaucrats. It was a resounding success to see more than **44 RWA** actively participating in the meeting with over 120 people attending and speaking our passionately. This was a Session organised by the Sakala Mission taking the BBMP and the RWA to come to a common platform and discuss issues of common citizens. One good take away of this meeting was feedbacks received –which formed the basis of adding services to the Sakala Act.



Sri. Suresh Kumar – Hon. Law Minister addressing the Gathering

**Some of the Issues that came to the Fore during this meeting were:**

- ✓ Addition and inclusion of some critical services like Ration card issuance.
- ✓ Renewal of Licence in the transport department.
- ✓ Improvement in the services of the Civic bodies like BBMP, CMCs etc.
- ✓ Khatha Transfer services to be included.
- ✓ More Apathy towards citizens by Govt officials was voiced



The Hon Law Minister with his Senior Team intently listening to Citizens.

**One of the most unique feature of this meeting was that the respective Ward officers, Joint Commissioners of BBMP were present and answered some queries on the spot posed by the Media as well as Citizens.**

## *Chapter 10*

# Some Important Sections of the Act & Rules governing the Act:

- The Act is very simple in its provisions. There are 20 Sections and about 27 Sub sections.
- There are Rules which govern/guide the enforcement and applicability of the Act by prescribing forms and formats to ensure standardization.
- The Entire process is automated to reduce workload and increase efficiency monitoring.

Important sections of the Act:

- Right to Service: Sec 3 -Right to obtain Citizen related Services within the stipulated time specified in the Schedule:
- Stipulated Time: Sec 5 – Max. Time to provide the Service by a Govt. Servant or to decide the appeal.
- Monitoring the Status of the Application – Sec 6: every citizen having applied for a service shall be provided an application number known as the GSC number and shall be entitled to monitor the progress of his application from time to time.
- Payment of Compensation Cost to Citizens: Sec 8: Citizens having applied for services shall be entitled to seek compensatory cost @Rs 20 per case per day, in case of delay or default up to Rs 500.
- Appreciation Letter recorded in ACR for no default.

## B. The Karnataka Guarantee of Services to Citizens Rules 2012

- Public Authority shall :
  1. Section 3 :Display the schedule of services with time frame, check list of documents, prescribed fees, application form for compensatory cost and contact details of CO and AA, for the citizen in the Notice Board.
  2. Section 4: Provide computerized acknowledgement with 15 digit unique number known as the GSC number.

3. Section 4(3): Designated Officer shall within the stipulated time, either provide service, or reject the application recording the reason in writing & intimate to the applicant the procedure for approaching CO.

4. Section 16 - Maintain status of all applications and update the status as and when action is taken through an online tracking system.

*KGSC Rules – Important Forms*

- Form A – Display of Services.
- Form B – Acknowledgement by designated Officer.
- Form C - Notice of recovery of Compensation cost
- Form D – Format of the Order of Appellate Authority.
- Form E -1 – Register to be maintained by designated officer.
- Form E -2 - Register to be maintained by competent officer.
- Form E -3 - Register to be maintained by Appellate Authority.
- Form E-7 – Format of Appreciation Letter.

**Important Sections of the Rules**

- **Section -6 - Manner of seeking payment of Compensatory Cost:-** Citizen having applied for citizen related services shall be entitled to seek compensatory cost by submitting a copy of Form-B to the Competent Officer or filing a complaint with the acknowledgement Number through Call Centre.
- **Section – 7- Manner of giving notice ( By mail, SMS, Portal)**
- **Section -15- Recovery of Compensatory Cost:-** The Competent Officer shall cause to recover the compensatory cost from the salary or honorarium or remuneration as the case may be from the defaulting staff.
- **Section -18 – Monitoring of Implementation.**

*Chapter 11*

## The Road Ahead

The central idea of future development of Sakala Mission is that the interface of citizen with government and its agencies becomes a pleasant and enriching experience for the citizen. With this goal in mind the Mission is gearing up to hand-hold the citizen in his quest for service delivery from the Government.

The present impression of government being a complex and complicated entity with enigma attached to delivery of services to the citizens is sought to be replaced by transparent, predictable and pleasant experience. A paradigm shift in citizen-government interaction is the goal.

The central thrust to achieve this covers the following –

1. The citizen interface points – be it regular government offices or Special Citizen Service Centres (like Nemmadi) – become better equipped from both infrastructure and staffing point of view to give full support to the citizens seeking services.
2. Citizen Help Desks as well as On-line information makes it possible for citizen to obtain the services he desires in single or at the most two visits. The citizen shall not need to visit more than twice for any service (Call Centre is already operational)
3. On-line as well Call Centre based acceptance of applications for services from the citizens. In due course, this facility is aimed to be extended to the delivery of services as well.
4. It is well understood in Mission that timely service delivery is critically dependent on modifying/replacing old archaic procedures of service processing and delivery. Mission is working on “Business Process Reengineering” of processes to rationalise the decision making so that not only the citizen gets timely delivery of services but at the same time the government officials’ work burden also comes down.
5. The Information Technology will form the backbone to sub serve citizens better. The information on each step of processing of a given application by a citizen will be made available On-line as well as through Call Centre and SMS.

6. The application forms for all the services will be standardized and converted into On-line E-Forms. These application forms will be in a universal and common format, and, therefore, the citizen will find them user-friendly and easy to use/fill. For example – at present the application forms for different services tend to be very different from each other. This makes it a herculean task to decipher and fill each application form which is different for different services. MISSION will develop a universal and easy to use E-format for all services. This E-format will be usable in the manual system as well.
7. MISSION will attempt universalization of use of Digital Signatures Certificates, and, thus, maximization of e-delivery of services. However, the transition from present manual system to e-systems will be seamless and smooth for all the users.
8. Mission will support Mobile based access to government services.
9. Mission aims at leveraging existing databases of government departments to harness information therein to accurately, quickly/over-the-counter, deliver public services. For example – in case of an applicant seeking repeat service or a applicant seeking repeat service which his family member have already availed, then the Mission's system will be able to correlate with the existing requests and facilitate quick/over-the-counter decisions. This will greatly help citizen in services such as caste certificates, income certificates, etc.
10. Mission aims to achieve inter-operability and cross-communication of multiple databases of government and private systems to use the information therein to accurately and quickly/on-line deliver services in a secure fashion.
11. Mission, together with government departments, aims to provide interface to receive and make payments for any of the government services electronically/on-line. In fact, the claims of compensatory cost payments for delayed disposal of service request will also be payable to the citizen on-line/electronically.
12. The government servants will be provided full support to discharge their duties by providing actionable information in due time as well as by other support such as emails, login accounts etc. Mission has planned out regular and continuous training programmes for all stakeholders.
13. The citizens interface with the government (or its agencies) broadly for the following (i) Public Services – these are the services to be provided to the citizens pursuant to Acts, Rules, Government Orders, Schemes, Circulars etc (ii) Public Grievances – these broadly arise in relation to interaction of the citizens with the government or its agencies but do not constitute public



services by themselves. For example allegation of lack of cordial behaviour against a public servant by a citizen will fall in this category (though the dividing line between the public services and grievances is a thin one) (iii) Information seeking requests – this is generally covered by Right to Information Act, 2005 & Rules there under (iv) Any correspondence from citizen due to or in connection with affairs of the government. Mission aims to become a single point solution to facilitate handling all these interactions, keep a track of the same on the lines of notified services.

It is expected that the number of departments and services under the ambit of Sakala Services Act will expand continuously and rapidly. The strides are already underway to include applications under “Right to Information Act” as well the disposals of State Secretariat (including file movement). These simple but path-breaking changes will usher in transparent, people oriented, predictable administration and governance.

The State of Karnataka has Karnataka State Wide Area Network (KSWAN) and State Data Centre – these IT infrastructures are being leveraged for better and reliable delivery of services to the citizens.

*Chapter 12*

## Reaching out

### a) Street plays that Reach every ear!

The Pioneer to start this unique activity was Belgaum district. The Street plays (known as Beedhi Nataka) are plays that convey the relevance and importance of Sakala among the remotest villages in Karnataka.



**A Beedhi Nataka at one of the Gram offices in Gadag in May 2012**

These plays are enacted during important public congregations where citizen presence is the maximum. The theme of these plays is to make citizens aware of their rights as a citizen and the mode to avail them. These have a huge success and though the plays commenced in April, it accelerated in May. A detailed plan of such plays across the state has been planned and executed across the whole state. For example: During the period 14 May to 24 May 2012- All talukas in the Mangalore region was covered in the Plan. Similar such plans are drawn for other districts too. More of these can be accessed at the following website: <http://www.facebook.com/karnatakacitizenservice>



b) Helpdesks: Help desks have been approved to be set up. The Helpdesk would serve as a bridge between the nodal points of Sakala service and the citizens. These Helpdesks are being set up at a cost of 1.68 crores and would be manned by retired govt officials and recognised NGOs. A formal training would be provided to these helpdesks to explain the nature of their duties and how they could help the common man apart from being a bridge between the citizens and the DC offices. The mission is in the process of identifying these individuals to man the Helpdesks.

c) Display Boards – incl ads in City: Display boards are being put in every department nodal point and in every service point. While this is still 'work in progress' sincere and concrete efforts are on by the Mission and the respective departments to ensure they are in place. As per the Act, this is mandatory and in every review meetings these points are emphasised upon. A sample display board in one of the departments is shown below.

d) Details of Posters, Booklets distributed: As part of making sure the services of Sakala is available across every corner of the state, we printed posters, booklets, rules copies to ensure people are aware. So far, over 11800 posters have been distributed to be displayed at various locations. Similarly, over 6500 copies of the Act copies have been handed over to various departments and given to citizens and forums.

# Annexure to the Report: 1

## Details of IT consultants and their contacts details:

Details of IT Consultants State-wide				
Sl. No.	District	Name of IT Consultant	Mobile No.	E-mail I.D.
1.	Bangalore Urban	Vittala.R.	9538006128	vittala.mca86@gmail.com
2.	Bangalore Rural	Pavan kumar	9741239060	kgscbangalorerural@gmail.com
3.	Belgaum	Radhika.K.	9538517628	kgscbelgaum@gmail.com
4.	Bellary	Basavaraja.L.M.	9535439767	lmbasavaraj.mca@gmail.com
5.	Bidar	Veerendrabomma,BE (CS)	9538753252	veeru.bomma1989@gmail.com
6.	Bijapur	Gayathri Chavan	9880180220	kgsc.bij@gmail.com
7.	Bagalkote	Managouda.S.Janali	8197546777	muttu.janali@gmail.com
8.	Chikkamagalur	S.V.L Durga	8123317883	svaralakshmidurga@gmail.com
9.	Chitradurga	Aravinda Reddy.B.K.	8123561176	arvindis005@gmail.com
10.	Chamarajanagar	Not Joined yet	-	-
11.	Chikkaballapur	Vasanth Kumar.N.	9743328514	vasanthkumar0404@gmail.com
12.	Dakshina Kannada	Rupesh.K.R.M.	8722622521	roopeshkrm@gmail.com
13.	Dharwad	R.V.Srikara	9480324383	rvsrikara2@gmail.com
14.	Davanagere	Prem narayankar	9844833448	sakalavg1@gmail.com
15.	Gulbarga	Vidya.B.Devpur	8880613553	kgscgulbarga@gmail.com
16.	Gadag	Anand.R.Chikkannagowdar	09738488084	aanu.rc@gmail.com
17.	Hassan	Vasanth Kumar.S.	8050418692	vasanth.vasu11@gmail.com
18.	Haveri	Vijay Kumar.D.S.	9742508496	vijayds.ec@gmail.com
19.	Kodagu	Dena N.D.	8105691344	dena.ndv@gmail.com
20.	Kolar	Venktesha Babu.K.	9964424567	venkykgf@gmail.com
21.	Koppal	Shashidar C	9731310712	kgscKoppal@gmail.com
22.	Mandya	Sudha	9742781382	Sudhamaha97@gmail.com
23.	Mysore	Vijay.D.R.	9986437945	vijaydr.mysore@gmail.com
24.	Raichur	Aisha Siddiqa	9972583153	aishasiddiqa17@gmail.com
25.	Ramanagara	Gowthami .H.K	9538105310	Hk.Gowthami02@gmail.com
26.	Shimoga	Chandan Sandoor	9742038039	Chandan3103@gmail.com
27.	Tumkur	B.R.Chandana	7676737375	Chandan.sakala@gmail.com
28.	Uttara Kannada	Gopala Krishna.V.Kenikar	9886948767	itconsultantkgscuk@gmail.com
29.	Udupi	Harsh Raj	9880417532	kgscitconsultant@gmail.com
30.	Yadgiri	Ragavendra K.	9481643054	Raghukul4323@gmail.com

## Annexure to Report 2

Details of Nodal Officers for KGSC Act are provided as under:

Sl. No.	Name	Designation	KGSC ACT-2011 - NODAL OFFICERS	Contact No.			e-mail
			Office	Mobile	Fax		
1	S.N. Krishnakumar	Dy. Secy to Govt. Revenue Dept.	080-22253713	98863 28494	22256384	<a href="mailto:snkk_us2006@yahoo.co.in">snkk_us2006@yahoo.co.in</a>	
2	Dr. Karur B.V.	Joint Director (M)	080-22874196	94498 43145	22874196	<a href="mailto:jointdirectormedical@gmail.com">jointdirectormedical@gmail.com</a>	
3	G.S. Dakshayini Devi	Joint Director, PU Edu. Dept.	080-23361858	99808 25859		<a href="mailto:jdadmnpue.kar.nic.in">jdadmnpue.kar.nic.in</a>	
4	M. Narasimha Nayak	Dy. Director PU Edu. Dept.	080-23361858	94488 80364		<a href="mailto:jdadmnpue.kar.nic.in">jdadmnpue.kar.nic.in</a>	
5	B.S. Ramachandra	Joint Director, Dept. Factories & Boilers	080-26531208	93412 34851	26531202	<a href="mailto:bsrchandra@rediffmail.com">bsrchandra@rediffmail.com</a>	
6	Anuradha R.	Dy. Labour Commissioner (P & S), Dept. of Training & Employment	080-26531256	94483 14920	26531256	<a href="mailto:dlcbangalore@gmail.com">dlcbangalore@gmail.com</a>	
7	K. Eshwar Prasad	Sup. of Police, S.C.R.B.	080-22254790	94808 00430	22353877	<a href="mailto:spscrb@ksp.gov.in">spscrb@ksp.gov.in</a>	
8	Govindaraju K.H.	Commissioner, Dept. of Food, Civil Supplies & Consumers Affairs	080-22262187	99020 10029	22267205	<a href="mailto:foodcom.kar@gmail.com">foodcom.kar@gmail.com</a>	
9	Dr. V. Sridevi	Dy. Director (ESIS),	080-23324325	99012 15812		<a href="mailto:veerasridevi@gmail.com">veerasridevi@gmail.com</a>	
10	C.G. Suprasanna	Joint Director, Directorate of Municipal Administration	080-22863731	94481 11080	22861665	<a href="mailto:jdd_dma@yahoo.co.in">jdd_dma@yahoo.co.in</a>	
11	Shankarappa B.	Joint Director, BBMP		94806 83189		<a href="mailto:jdstatistics10@gmail.com">jdstatistics10@gmail.com</a>	
12	R. Venkatesh	Technical Director, NIC	080-22863218	94498 15148	22863382	<a href="mailto:r.venkatesh@nic.in">r.venkatesh@nic.in</a>	
13	Usha R. Patavari	Joint Director, ICDS Women & Child Development	080-22353780	90080 02602	22370228	<a href="mailto:jd.icds.dwcd@gmail.com">jd.icds.dwcd@gmail.com</a>	
14	Smt Manasa H	Dy Director, Dept. for the Empowerment of Differently Abled & SeniorCitizens, Women & Child Dept		9448311788		<a href="mailto:manasahalambi@gmail.com">manasahalambi@gmail.com</a>	

Sl. No.	Name	Designation	KGSC ACT-2011 - NODAL OFFICERS	Contact No.			e-mail
				Office	Mobile	Fax	
				15	C.N. Vijayakumar	DDPI, K.S.E.E.B.	
16	Shashikala H.	Asst. Director, e-gov.		94489 99439			
17	S.R.S. Nadhan	Sr. Asst. Director, C.P.I.	080-22214352	98452 77999	22211086	<a href="mailto:srsnadhan@gmail.com">srsnadhan@gmail.com</a>	
18	M. Vadivelu	Dy. Drugs Controller	080-22262846	94485 41864	22286492	<a href="mailto:ddchq3.dcd-ka@nic.in">ddchq3.dcd-ka@nic.in</a>	
19	Kumar P.	Director (PR), R.D.P.R.	080-22353925	99000 12464	22353925	<a href="mailto:pr.kar@nic.in">pr.kar@nic.in</a>	
20	A.M. Prasad	ADGP (Crime & Tech. Services)	080-22942102		22212227	<a href="mailto:adgpcts@ksp.gov.in">adgpcts@ksp.gov.in</a>	
21	S.G. Mangalgi	Joint Director(M) Ayush		9449529815			
22	Shri B N Biradar	Asst Commnr Commercial Tax Dept.		9449834338		<a href="mailto:bn.biradar@nic.in">&lt;bn.biradar@nic.in&gt;</a>	
23	Shri R V D'Souza	Jt. Commnr, Transport Dept.		9481782999		<a href="mailto:dsouzarv@rediffmail.com">&lt;dsouzarv@rediffmail.com&gt;</a>	
24	Shri K.G.S. Murthy	Co-ordinator, e-gov.	080-22032087	98440 39755		<a href="mailto:hvmurthy10@gmail.com">hvmurthy10@gmail.com</a>	
25	Shri Prakash	KSRTC		7760990023			
26	Shri Abdul Nasir C	Executive Engineer, BWSSB	080-22945116	9845444138		<a href="mailto:pmwac@bwssb.org">pmwac@bwssb.org</a>	

## Annexure to Report 3

### Details of Complaints Received and it's Status:

NAME	DISTRICT	DEPARTMENT	Complaint Details	FOLLOWUP-STATUS
PRAVEEN	BANGALORE	TRANSPORT	DEALY TO ISSUE VEHICLE REGISTRATION SINCE MARCH 15, ( ELECTRONIC CITY OFFICE ,KA 51, MB 4861)	NOT SOLVED
CHUODA REDDY	KOLAR	RDPR	DELAY IN SERVICE MAINTENANCE OF VILLEGE SANITATION,FROM LAST 09/04/2012. (GSC NO; PR0011000001585, THIMMASANDRA GP )	NOT SOLVED
PRAKHASH	HASSAN	FOOD AND CIVIL SUPPLIES	DELAY OF NAME DELETION IN BPL Ration Card FROM PAST 6 MONTH .HASSAN TP FOOD INSPECTOR IS NOT RESPONDING PROPERLY.	NOT SOLVED
PRAKHASH	CHITRADURGA	URBAN DEVELOPMENT	TO GET A LIVING CERTIFICATE THE PRESCRIBED FEE IS Rs 15 ONLY, BUT THE CONCERNED TOWN PANCHAYATH OFFICER Mr VEERAYYA HAS TAKEN Rs 50, IT MEANS HE TOOK MORE THAN THE PRESCRIBED FEE . PLEASE LOOK INTO IT.	SOLVED
GURULINGA	BIDAR	RDPR	THERE IS NO PROPER WATER SUPPLY PAST FROM 1 MONTH . ( THANAPUSHANURU, GP )	NOT SOLVED
PRAVEEN	BANGALORE	FOOD AND CIVIL SUPPLIES	DELAY TO ISSUE TRANSFER OF RATION CARD TO-OTHER AREA, PAST FROM 2 MONTH ( K R PURAM, TP)	NOT SOLVED
CHUODA REDDY	KOLAR	RDPR	DELAY IN SERVICE MAINTENANCE OF VILLEGE SANITATION,FROM LAST 09/04/2012. (GSC NO; PR0011000001585, THIMMASANDRA GP )	NOT SOLVED
GURULINGA	BIDAR	RDPR	PLEASE FIND THE GSC NO,WHICH SHOWS STATUS AS APPROVED , BUT CITIZENS NOT RECEIVED ANY SERVICE DELIVERED (GSC NO:PR0011000015096, THANAPUSHANURU, GP)	NOT SOLVED
NAGARAJ SHETTY	UDUPI	WOMEN AND CHILD WELFARE	NIRANJAN BHATT ( OFFICER) ASKING 50 RUPPES FOR Senior CITIZEN CARD.	SOLVED
NARASIM SETTY	BANGALORE	BBMP	ARAKERE MYCO LAYOUT, BBMP OFFICERS ARE NOT RESPONDING PROPERLY DELAY TO KATHA EXTRACT FROM LAST 2 YEARS.	SOLVED

NAME	DISTRICT	DEPARTMENT	Complaint Details	FOLLOWUP-STATUS
PUNDALIK MHADAR	BAGLKOT	RDPR	DELAY OF PAYMENT IN MGNREGS FROM LAST 1 MONTH, (LAXSHATTI GP)	SOLVED
B R KRISHNA	BANGALORE RURAL	REVENUE DEPARTMENT	RTC has been forged BY DEPARTMENT, FROM PAST 6 MONTH.	Non-Contactable
VENKATESH	TUMKUR	URBAN DEVELOPMENT	DELAY TO ISSUE KATHA EXTRACT , Citizen is Demanding for Compensation as per Sakala.	SOLVED
SUDHAKAR	MANDYA	URBAN DEVELOPMENT	DELAY TO ISSUE DEATH CERTIFICATE FROM LAST 3 MONTH,& OFFICERS NOT DOING ANY THING.	SOLVED
PRADEEP	BANGALORE	RDPR	HE HAS APPLIED FOR WATER CONNECTION AND STREET LIGHTS IN THE APPLICATION IT IS APPROVED BUT NO WATER CONNECTION AND STRRET LIGHT	NOT SOLVED
PRATHIBA	MYSORE	RDPR	NO PROPER WATER SUPPLY FROM 1 MONTH,(AALANALLI ,GP)	Non-Contactable
PRASANNA VENKATEH	BANGALORE	TRANSPORT	DELAY TO ISSUE DL SINCE 26/3/2012,(INDRA NAGAR RTO OFFICE , NO;1689412)	SOLVED
MUNIYAPPA	KOLAR	RDPR	DELAY OF PAYMENT IN MGNREGS FROM LAST 1 YEAR. (MAARIKUPPA GP)	SOLVED
NAGARAJ	HAVERI	REVENUE DEPARTMENT	DELAY TO ISSUE RESIDENCE CERTIFICATE SINCE 14TH FEB 2012, AND NO RESPONSE FROM THE CONCERNED OFFICER	SOLVED
SAI RAM	BANGALORE	BBMP	DELAY TO ISSUE KHATHA CERTIFICATE SINCE,27/04/2012. (BOMMANALLI ZONE DIVISION NO;174 , RECIEPT NO;179-12-13)	SOLVED
NAGMURTHYAPPA MHADAPPA PANCHAL	BIJAPUR	RDPR	DELAY IN SERVICE MAINTENANCE OF VILLEGE SANITATION, FROM LAST 04/05/2012. ( THIGALURU, GP )	Non-Contactable
GOURI SHANKAR	BANGALORE	REVENUE DEPARTMENT	DELAY TO ISSUE VALIDITY OF CAST CERTIFICATE SINCE ,5/04/2012, FROM K R PURAM TP. ( R.I ANIL, OFFICER NOT RESPONDING PROPERLY)	NOT SOLVED
H S ARAS	MYSORE	REVENUE DEPARTMENT	DELAY TO ISSUE RTC SINCE 20/11/2011 FROM NARASIPURA TP,( OFFICER NOT RESPONDING PROPERLY,)	NOT SOLVED



NAME	DISTRICT	DEPARTMENT	Complaint Details	FOLLOWUP-STATUS
KARTHIK	BANGALORE	BBMP	DELAY TO ISSUE BUILDING PLAN FROM PAST 6 MONTH,( 30X40 SITE, RAJARAJESWARI BBMP OFFICE)	Non-Contactable
RAVI SHANKAR	BANGALORE	HEALTH & FAMILY WELFARE	DELAY IN REIMBURSEMENT FROM PAST 3 MONTH.	Non-Contactable
BALAPPA	GADAG	RDPR	THERE IS NO PROPER WATER SUPPLY ( BASARAKODA ,GP)	NOT SOLVED
SANJEEV KUMAR	GULBURGA	REVENUE DEPARTMENT	IN JEVARGI TP OFFICERS ARE NOT ISSUING GSC NO's FOR RTC. (OFFICER NAME; ANADA)	NOT SOLVED
ADITYA	BANGALORE	COMMERCIAL TAXES DEPARTMENT	CITIZEN HAS APPLIED FOR TAX CERTIFICATE(Issue of registration under the Karnataka Tax on Professions, Trades, Callings and Employments Act, 1976.) ON 24/4/2012 AND TAT GIVEN WAS 15 WORKING DAYS, BUT STILL HE HAVEN'T RECEIVED ANY SERVICES. WHEN HE IS TRYING TO APPEAL IN THE KGSC PORTAL ITS SHOWS "GSC Application is not rejected or crossed the due date"	SOLVED
RAKESH	CHIKKAMAGLUR	REVENUE DEPARTMENT	DELAY TO ISSUE RTC FROM PAST 2 MONTH, MANJUNATH (V. A ) HE ALSO TOOK Rs 2,000 BRIBE , BUT FROM 80 DAYS HE IS NOT DOING ANY WORK FOR THE CONSULT PERSON.	Non-Contactable
MUTTHU MHAHALINGA	BANGALORE	BBMP	THE APPLICANT AS MADE A COMPLAINT ON BBMP OFFICER THAT HE IS NOT ACCEPTING SANCTION OF BUILDING PLAN ,(MHAHADEVPUR BBMP OFFICE)	SOLVED
M E ABBAS	KODGU	REVENUE DEPARTMENT	DELAY TO ISSUE RTC PAST FROM 10 YEARS .	Non-Contactable
MALLIKARJUNA Y THOTAGANTI	HAVERI	HOME DEPARTMENT	DELAY TO ISSUE OF FIR TO THE COMPLAINANT SINCE 1/5/2012 FROM RANEBENNUR SUB-POLICE STATION .	SOLVED
RAVI KUMAR	TUMKUR	HEALTH & FAMILY WELFARE	DEALY IN ISSUE OF WOUND CERTIFICATE FROM TUMKUR DISTRICT HOSPITAL.(GSC NO;HF0990000008512)	SOLVED
VIJAY K S	CHITRADURGA	TRANSPORT	DELAY TO ISSUE DL PAST FROM 2 MONTH.( GSC NO; TR0160000003153)	Non-Contactable
VIDYA SHANKAR	BANGALORE	BBMP	DELAY TO ISSUE DEATH CERTIFICATE ,(GSC NO;BB0990000002803)	SOLVED

NAME	DISTRICT	DEPARTMENT	Complaint Details	FOLLOWUP-STATUS
S B MAYACHARI	BANGALORE	FOOD AND CIVIL SUPPLIES	DELAY TO ISSUE TRANSFER RATION CARD TO-OTHER AREA,SINCE 19/9/2011 FROM K R PURAM TP.	NOT SOLVED
NAYEEM SHET	MYSORE	URBAN DEVELOPMENT	DELAY TO ISSUE KHATHA EXTRACT SINCE 14/4/2012 FROM MYSORE CITY CORPORATION.( GL NO;69/12-13.)	SOLVED
NARASIMA RAO KULKARNI	RAICHUR	REVENUE DEPARTMENT	DELAY TO ISSUE MUTATION EXTRACT PAST FROM 4 MONTHS. OFFICERS ARE INFORMING TO CITIZENS THERE IS A SYSTEM PROBLEM , THEY ARE NOT ISSUING MUTATION EXTRACT(SINDANUR, TP)	Non-Contactable
K RAGAVENDRA	RAICHUR	URBAN DEVELOPMENT	DELAY TO ISSUE KHATHA EXTRACT FROM RAICHUR CMC(GSC NO; L2099-00000-25059, APPEAL 1 NO; L2F1100001)	Non-Contactable
VASANTH KUMAR	BAGLKOT	REVENUE DEPARTMENT	DELAY TO ISSUE RESIDENCE CERTIFICATE SINCE 16/5/2012, FROM BHADHAMI TP & THEY ARE NOT PROVIDING GSC NO,WHEN THE CITIZENS ARE ASKING ABOUT THE GSC NO.THEY ARE SAYING THAT THE SYSTEM IS NOT WORKING. (APPLICATION NO; C-222282)	SOLVED
JAMADAGNI	KOPPALA	RDPR	PLEASE FIND THE GSC NO,WHICH SHOWS STATUS AS APPROVED , BUT CITIZENS NOT RECEIVED ANY SERVICE DELIVERED (KHARTAGI, GP)GSC NO;PR0011000010032,	NOT SOLVED
BASAPPA CHOBHARI	BELGAUM	RDPR	THE CONSULT PERSON HAD A COMPLAINT THAT HE HAS WATER PROBLEM PAST FROM 8 YEARS .HE HAS BEEN PAYING THE WATER BILL EVERY YEAR WITHOUT DUE & HE GAVE A COMPLAINT IN NASARGI GP,THREE TIMES (10/12/2010,16/8/2011, 23/12/2011) THERE IS NO RESPONS.	NOT SOLVED
RAGU	TUMKUR	RDPR	DELAY IN SERVICE MAINTENANCE OF DRINKING WATER FROM PAST 1 MONTH & THEY ARE NOT PROVIDING GSC NO,WHEN THE CITIZENS ARE ASKING ABOUT THE GSC NO.THEY ARE SAYING THAT THE SYSTEM IS NOT WORKING. ( LAKSMI PURA ,GP)	SOLVED
A ALEXANDER	BANGALORE	BBMP	DELAY TO ISSUE BIRTH CERTIFICATE SINCE 19/5/2012 & THEY ARE NOT PROVIDING GSC NO. (RAMAMURTHI NAGAR, BBMP OFFCE)	SOLVED

NAME	DISTRICT	DEPARTMENT	Complaint Details	FOLLOWUP-STATUS
SHAMBU	KOPPLA	REVENUE DEPARTMENT	PLEASE FIND THE GSC NO,WHICH SHOWS STATUS AS APPROVED , BUT CITIZENS NOT RECEIVED ANY SERVICE DELIVERED (GSC NO;RD0028730001218, GANGAVATHI, TP)	SOLVED
MOHAN K B	CHITRADURGA	REVENUE DEPARTMENT	This is to keep you informed when customer try to check the status of his complaint through online "Status Description is not reflecting" but when we go to Appeal page and click on option Appeal it shows "THIS GSC APPLICATION IS APPROVED BY THE DEPARTMENT". Please look into it and rectify the problem ASAP.(GSC NO:RD0028529000540)	SOLVED
DEEPAK	Bangalore	COMMERCIAL TAXES DEPARTMENT	PLEASE FIND THE GSC NO,WHICH SHOWS STATUS AS PENDING , BUT WHEN WE GO TO APPEAL PAGE AND CLICK ON OPTION APPEAL IT SHOWS GSC Application is not rejected or crossed the due date. PLEASE LOOK INTO IT AND RECTIFY THE PROBLEM ASAP.(GSC NO:CT0010000218490)	Non-Contactable

**MISSION TEAM**