



**May - 2013 Report**

# **The Karnataka Sakala Services Act 2011**



Hon. Chief Minister Presenting the Sarvotam Award for DPAR

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

Department of Personnel and Administrative Reforms (Administrative Reforms)

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# The Karnataka Sakala Services Act 2011



## Report Card for the month of May 2013



ಶ್ರೀ ಸಿದ್ದರಾಮಯ್ಯ  
ಹನ್ನಾನ್ಯ ಮಂತ್ರಿಗಳು



**ಸಕಾಲ**  
265 ಸೇವೆಗಳು  
30 ಇಲಾಖೆಗಳು



ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಅಧಿನಿಯಮ -2011  
ಇಂದು... ನಾಳೆ... ಇನ್ನಿಲ್ಲ - ಹೇಳದ ದಿನ ತಪ್ಪೆಲ್ಲ

ಸಮಯಬದ್ಧ ಸೇವೆಗಳಿಗಾಗಿ  
**ಸಕಾಲ SAKALA**  
ಮಾಹಿತಿ / ದೂರುಗಳಿಗಾಗಿ ಸಂಪರ್ಕಿಸಿ  
**080-44554455**

ಬನ್ನಿ, ನಿಮ್ಮ ಹಕ್ಕು ಚಲಾಯಿಸಿ

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



SIDDARAMAIAH  
CHIEF MINISTER

CM/PS/01/2013



VIDHANA SOUDHA  
BANGALORE - 560 001

Date : 10-6-2013

**MESSAGE**

The Asset of a State is its People. Taking care of the welfare of its people will be accorded the top priority in my government. In building a prosperous Karnataka, my government is determined to provide a clean, stable, transparent, people friendly and corruption free administration.

While I appreciate Sakala has reached over 2.40 crore citizens, yet much needs to be done to improve the qualitative aspects of Sakala.

Many citizens have complained that officials are not taking applications under Sakala or are rejecting them on flimsy grounds. Turning citizens away will result in stern action against the concerned officials. As mentioned by me in my first DC conference, citizens' issues must be resolved in your own districts and they should not come to Bangalore. I direct all concerned Nodal officers to cater to people's needs first.

Provision of Online services is an important step forward in ensuring timely and convenient services. This will reduce the dependency of visiting offices and meeting officials.

Though it has been recorded the satisfaction level of Sakala is 89% in the survey conducted among citizens, it is alarming that only 39% of the citizens are aware of Sakala. An effort to improve awareness is the need of the hour. Publicity materials, display boards should be mandatorily placed in strategic locations to ensure every citizens, every government functionary understands the purpose of this Act.

During elections, the disposals have been delayed but now without any other excuses dispose applications in time to ensure that citizens are happy with the performance of our government.

*Siddaramaiah*  
(SIDDARAMAIAH)





### **Message**

Sakala is a powerful tool in the hands of common citizen. After Sakala's implementation, citizens running around unnecessarily to Government Offices is not only avoided but their valuable time saved too.

Government has become proactive by providing services speedily to common citizens which has avoided the menace of middlemen. In order to further strengthen Sakala and to provide the Government services to the last person, the Government will consider opening Help Desks at Gram Panchayat level.

Corruption free, transparent administration remains the first priority of the Government. As Sakala is a program aided by Information Technology, the speed of the services delivered naturally increases. Out of 1800 services identified by the Government, 265 services are now provided under Sakala. Out of them, 42 services relating to 6 departments will be available online to citizens. This is a unique scheme of delivering the services at citizen's doorstep.

I assure you that the Government will undertake all endeavours to raise the standard of living of our citizens by empathising with their needs sensitising the administration & Government machinery.

**Sri.T.B. Jayachandra**

*Hon. Minister for Law, Justice and Human Rights,  
Parliamentary Affairs, Legislation &  
Animal Husbandry*



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## Chapter 1:

### From the Desk of the Mission Director

May 2013 saw some significant developments in Sakala. Refer to my previous month's note, where we had huge pendency, now, there has been a significant fall in the pendency as well as delays. Some important aspects during the month are:

**Fall in Pendency:** from April's 55434 to 33227 in May 2013 is a good improvement. Over 22207 pendency has been cleared during the month. Most pendency in the current month mapped to PENSIONS (13958), CASTE & INCOME (7718) certificates, Registration of properties (1316). We have followed with the officials and they have promised to close them at the earliest.

**Ranking** for the month threw some surprises: The usual first rankers have stepped aside for fresher to take over. Mandya has shown lot of promise in the last few months and it is heartening to see them ranked # 2 this month. Tumkur & Chitradurga have shown good improvements. The last 3 rankers of Bidar, Yadgir & Raichur remains constant.

Rank	District	District	Rank
1	Udupi	Bidar	30
2	Mandya	Yadgir	29
3	Chamarajanagar	Bijapur	28

**Delayed Disposal Rate:** Stands at 9.82% in the current month. This has gone up marginally from last month's 9.57%. Clearing pendency will automatically reduce delays and visa versa. We are hopeful there will be a better improvement in the coming month.

**Rejections:** Also saw a shoot to 6% from 5.68 last month. Bidar (42%), Bijapur (13%), & Hassan (10%). Impacted services are Pensions, Caste, Form C & residency are high rejection area, these districts and services need a dedicated focus urgently.

**Complaints:** Total Complaints received under Sakala – 2055 (March -445, April - 379, May – 323)

- Total Complaints resolved- 1245
- Total Complaints pending -543
- Total Non Sakala Complaints received – 2345
- Appeals – 121 appeals are pending resolution.( In progress)

Complaints redressal mechanism needs to be strengthened in ensuring that staff immediately reacts to citizen complaints to ensure that only exceptional cases are highlighted as complaints.

**Performance Rating:** District IT consultants are the soldiers on the field. They need to be evaluated and rated based on their performance. Some of the parameters in rating them are Proactiveness on identifying & implementation of innovative practices to help SAKALA move ahead in right direction, assisting in synchronizing SAKALA IT system with their dept IT systems, Training & assisting officers (technical & implementation wise), following up on complaints, helping common man in all possible ways, reporting of challenges like bye-passes, non-implementation etc. These parameters will go a long way in building a long lasting relationship within the Mission.

**Awareness:** In an ATI sponsored Evaluation, it was found that only about 39% only was aware of Sakala services. New innovative methods in generating awareness need to be devised. The University of Chicago in its interim report had suggested that awareness and advertisement campaign need to be handed over to a professional agency to make inroads in spreading the word. *However 89% were happy with Sakala services.* The Sakala Mission along with some of its associates has been able to spread the word of Sakala through an awareness mail to over 40000 citizens across the state through the effective use of e mails. Similarly, with the help of FICCI, we were able to spread to word to over 65 institutions who are Associates, Association Members, & Corporates which includes some large organisations such as BEML, Kirloskar Electric, Infosys Technologies, Wipro Ltd, Titan Industries & Peenya Industrial Associations.

At last, it is an honour to share that Sakala made it to the **finalist** in the UN PUBLIC SERVICE AWARD. I have been invited to be part of the UN DAY celebration and interact with the dignitaries at a grand function to be organised at Bahrain.

United Nations  Nations Unies

Office of the Director  
Division for Public Administration and Development Management  
Department of Economic and Social Affairs  
Two United Nations Plaza, Room 1714, New York, NY 10017  
Tel.: 1 (212) 963.5761 • Fax: 1 (212) 963.9681

REFERENCE: DPADM-13/00132

28 May 2013

Dear Dr. Rajneesh,

It is my pleasure to invite you to this year's United Nations Public Service Forum, Day and Awards Ceremony, which will take place in Manama, the Kingdom of Bahrain, from 24 to 27 June 2013. This event, which will focus on the theme of "Transformative e-Government and Innovation: Creating a Better Future for All," is organized by the Division for Public Administration and Development Management of the United Nations Department of Economic and Social Affairs (DPADM/UNDESA), UN-WOMEN, and the United Nations Economic and Social Commission for Western Asia (ESCWA), with collaboration and support of the Government of the Kingdom of Bahrain.

Over 700 international and regional participants are expected to attend, including high-level United Nations officials and representatives of the Kingdom of Bahrain, as well as world leaders, ministers, senior government officials, mayors, and representatives from civil society, academia, the private sector, and international and regional organizations.

Should you have any questions, please contact: Mr. Gary Manukyan, the Coordinator of the Workshop, at [manukyan@un.org](mailto:manukyan@un.org), Tel. 1 212 963 5410 or Administrative Assistants Ms. Flor Velazco-Juarez at [velazco-juarez@un.org](mailto:velazco-juarez@un.org), Tel. 1 917 367 3004 and Ms. Nadine Manket at [manket@un.org](mailto:manket@un.org), Tel. 1 212 963 1702. Please find here attached the Aide-Memoire for this event.

We would greatly appreciate receiving your confirmation as soon as possible but not later than 30 May 2013.

I look forward to your positive response.

Yours sincerely,



John-Mary Kauzya  
Officer-in-Charge

## Overall Picture:

### Part A: Cumulative Institution wise Statement as of 30 May 2013

DEPARTMENT	Cumulative RECEIPTS	Cumulative GSC DISPOSALS
AYUSH DEPARTMENT	630	625
BDA	2548	2498
BMTC	381023	380142
BWSSB	11142	11033
BBMP	136468	134791
CITY CORPORATION (Other than BBMP)	161138	159179
CITY MUNICIPAL COUNCIL	355087	350093
COMMERCE AND INDUSTRIES	18164	18126
COMMERCIAL TAXES	2073093	2051801
FACTORIES,BOILERS & INDUSTRIAL SAFETY HEALTH	10859	10096
DEPARTMENT OF ARCHIVES	114	112
DPAR	467	453
DEPARTMENT OF PUBLIC INSTRUCTION	28615	26808
PRINTING & STATIONARY	1	1
DRUGS CONTROL DEPARTMENT	12081	11871
ESIC	358	102
FIRE SERVICES DEPARTMENT	1593	1592
FISHERIES DEPARTMENT	323	294
FOOD AND CIVIL SUPPLIES DEPARTMENT	1688998	1686546
HEALTH AND FAMILY WELFARE DEPARTMENT	220155	219445
HOME DEPARTMENT	1021950	1001625
INFORMATION DEPARTMENT	140	133
INSPECTOR GENERAL OF REGISTRATION	837500	834394
KANNADA AND CULTURE	193	181
KARNATAKA HOUSING BOARD	2204	2005
KARNATAKA SLUM DEVELOPMENT BOARD	124	103
KSPCB	296	268
LABOUR DEPARTMENT	143434	142126
NEKRTC	9783	9739
NWKRTC	4521	4519
PRE-UNIVERSITY BOARD	66031	51356
PUBLIC WORKS, PORTS & WATER TPT	263	253
REVENUE DEPARTMENT	11725731	11190660
RDPR	483583	473762
SECRETARIAT	1	1
SERVEY AND SETTELMENT COMMISSIONER	186106	177686
TOWN MUNICIPAL COUNCIL	258204	255151
TOWN PANCHAYAT	94260	93144
TRANSPORT CORPORATIONS(KSRTC/BMTC)	565610	565571
TRANSPORT DEPARTMENT	3195879	3140394
WOMEN AND CHILD WELFARE DEPARTMENT	110555	110205
<b>Total:</b>	<b>23809225</b>	<b>23118884</b>

## Chapter 2 – Ranking

### Overall Performance Ranking – Districts

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Udupi	47937	40137	2.9	6	4357	3	1
Mandya	80997	66122	5.5	11	4499	1	2
Chamarajanagar	41017	29350	3.1	8	4101	4	3
Chikkaballapura	43082	33907	0.6	2	3590	7	4
Bangalore Rural	34410	28650	6.8	13	3823	5	5
Chitradurga	55795	37795	2.9	6	3487	9	6
Hassan	75096	64938	13.7	26	4417	2	7
Mysore	102361	82402	6.3	12	3529	8	7
Uttara Kannada	44651	38575	0.4	1	3189	15	9
Chikmagalur	37925	33695	6.8	13	3447	11	10
Kodagu	17398	14125	7.6	16	3479	10	11
Dakshina Kannada	63270	56081	2.0	5	3163	16	12
Dharwad	52477	45032	1.5	3	2915	17	13
Bangalore	303553	280217	5.1	10	3195	14	13
Ramanagara	37127	33009	22.7	29	3712	6	15
Tumkur	88550	67661	8.0	18	3405	12	16
Haveri	42439	30603	1.7	4	2829	19	17
Koppal	42441	33871	9.2	22	3264	13	18
Davanagere	54474	48829	7.8	17	2867	18	19
Gadag	28180	20928	7.3	15	2818	20	20
Bagalkot	48775	44998	4.7	9	2709	23	21
Kolar	41501	35254	11.4	24	2766	21	22
Shimoga	46586	41425	10.8	23	2740	22	23
Belgaum	119833	103616	8.6	20	2549	25	24
Bellary	58863	49623	8.7	21	2354	26	25
Gulbarga	57698	50893	8.3	19	2307	27	26
Raichur	51139	47301	20.8	28	2691	24	27
Bijapur	46321	44539	12.3	25	2205	28	28
Yadgir	24113	20237	16.2	27	2192	29	29
Bidar	25353	34943	29.6	30	1491	30	30
<b>Total</b>	<b>1813362</b>	<b>1558756</b>	<b>9.82</b>				

*Notes: Uttara Kannada , Dakshina Kannada & Bagalkot – the 3 toppers of last month has fallen to lower positions fundamentally due to delay in disposals. Pendency has also added to the fall. Mandya has been most consistent. Tumkur & Chitradurga have shown good improvements. The last 3 rankers of Bidar, Yadgir & Raichur remains may look at improving their standings.*

## Performance Ranking – Taluks

The 177 Taluks are ranked according to performance and listed below:

Taluk	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Gudibanda	2901	2345	0	3	580	8	1
Karwar	8586	7892	0	7	572	9	2
Hubli	18806	16785	1	24	1343	4	3
Dharwad	23103	19916	1.4	28	962	5	4
Bangalore East	58824	58594	2.5	42	6536	1	5
Chikkaballapura	11100	8507	0.5	17	528	13	6
Bangalore South	116625	97632	3.1	46	6479	2	7
Haliyal	5522	4727	0.5	16	502	16	8
Chitradurga	21321	15462	1.6	32	507	15	9
Anekal	38736	37644	4.3	60	774	6	10
Mandya	22736	20333	3.2	50	554	11	11
Chamarajanagar	18384	13542	2.9	44	525	14	12
Haveri	12366	9778	0.6	18	441	27	13
Udupi	27204	24744	2.4	39	485	20	14
Chikmagalur	16515	15965	4.3	59	550	12	15
Gauribidanur	11556	8007	0	8	398	34	16
Madikeri	7894	7391	4.8	67	563	10	17
Maddur	12465	9554	1	23	429	30	18
Honavar	6092	5514	0.2	13	380	39	19
Uttara Kannada	80584	79340	7.7	102	2686	3	20
Puttur/	10368	10075	0	9	370	45	21
Sakleshpur	7134	5950	7.3	98	594	7	22
Bagalkot	11259	10403	2.4	38	402	33	23
Ramdurg	10897	7852	3.8	54	435	29	24
Nelamangala	9121	7225	4.6	64	456	25	25

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Yelandur	3388	2592	3.2	48	423	32	26
Channarayapatna	13559	11400	5.7	84	502	17	27
Hunsur	13169	10567	5.2	77	470	21	28
Malavalli/	12941	9684	5.2	76	462	23	29
Mangalore	37097	33748	2.4	40	378	40	30
Davanagere/	25474	22212	2	36	374	44	31
Kollegal	12146	8187	0.2	14	347	54	32
Tumkur	25106	20836	4.8	69	425	31	33
Sirsi	6295	5417	0.8	20	349	52	34
Belur	6901	4934	4.5	61	383	36	35
Yellapur	2240	1967	0	2	320	62	36
Kundapura	15239	10332	4.7	66	390	35	37
Ramanagara	12981	11966	7.9	106	499	18	38
Krishnarajpet	12996	9220	7.9	105	499	19	39
Tiptur	8098	6588	2.9	43	368	46	40
Mysore/	47788	43854	4	55	376	42	41
Devanahalli	7503	6298	4.2	57	375	43	42
Pandavapura	6873	5910	5.9	86	381	37	43
Shrirangapattana	7456	6099	9.5	115	438	28	44
Hadagalli	6194	4975	1.4	27	309	68	45
Gadag	13224	10205	5.6	80	367	47	46
Dod Ballapur	10930	8770	7.1	96	376	41	47
Alur	3758	2802	14.6	143	469	22	48
Sira	10760	7177	5	72	347	53	49
Mudigere	4281	3404	5.7	81	356	50	50

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Ranibennur	10245	6615	3.2	49	310	67	51
Bhatkal	4465	3683	0.4	15	279	82	52
Challakere	10112	7184	1	22	280	81	53
Gulbarga	25000	22914	3.2	51	301	72	54
Bilgi	5511	5097	6.2	89	344	56	55
Arkalgud	9120	7204	22.6	166	456	24	56
Hassan	17790	18121	21.7	163	456	26	57
Sagar	6843	6463	6.6	91	342	57	58
Gangawati	16666	14491	10.3	121	362	48	59
Madhugiri	9380	6808	10.3	120	360	49	60
Belgaum	30354	30561	6.1	88	319	64	61
Shimoga	17528	15756	10.4	123	350	51	62
Koppal	11665	10632	6.4	90	315	66	63
Arsikere	10699	9760	9.8	117	345	55	64
Bagepalli	4806	4657	1.4	26	267	94	65
Hirekerur	5850	3733	0	5	254	103	66
Hiriyur	7553	4234	1.7	33	269	92	67
Koratagere	6083	4083	17.8	160	380	38	68
Krishnarajanagara/	7133	5142	4.6	63	285	80	69
Molakalmuru	4473	2269	7.9	103	319	63	70
Piriyapatna	6911	4506	5	71	287	78	71
Gundlupet	7099	5029	8.6	111	322	61	72
Holalkere	6197	3780	6.8	94	309	69	73
Chintamani	7315	5709	0	6	252	108	74
Supa	1303	862	1.3	25	260	100	75



District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Karkal/	5494	5061	1.5	30	261	99	76
Narasapura	9204	6482	9.5	116	317	65	77
Savanur/	4019	2772	0.2	11	251	110	78
Kumta	3695	3361	0	4	246	114	79
Sidlaghatta	5404	4682	1.7	34	257	102	80
Hole Narsipur	6135	4767	14.2	141	340	58	81
Siddapur	2190	1365	0	1	243	118	82
Kadur	8390	6783	8.6	112	289	76	83
Hukeri/	9599	7319	0.9	21	246	115	84
Kolar	12891	12732	16.4	155	339	59	85
Bangarapet	11849	9663	4.8	68	263	97	86
Kunigal/	6583	5580	10.6	125	299	73	87
Hospet	12805	11235	7.7	101	278	84	88
Sulya	3336	2921	0.2	12	238	124	89
Bijapur	19581	18325	7.4	99	275	88	90
Hosdurga	6119	4846	5.7	83	266	95	91
Nagamangala	5530	5322	14	140	307	71	92
Sringeri	755	709	3.7	52	251	109	93
Hagaribommanahalli	5251	4544	7.9	104	276	87	94
Channapatna	8517	6887	27.4	171	327	60	95
Tirthahalli	3656	2779	5.9	85	261	98	96
Bellary	21095	17710	8.3	108	270	91	97
Yelbarga	6584	4087	5.2	74	253	106	98
Nanjangud	11302	6556	15.1	147	297	75	99
Byadgi	3636	2641	6.1	87	259	101	100

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Sindhur	11234	11144	14.7	144	288	77	101
Turuvekere	4444	3205	11.8	131	277	85	102
Ankola	2208	1922	0.1	10	220	137	103
Lingsugur	11757	9320	22.7	167	309	70	104
Navalgund	4373	3196	1.5	29	230	130	105
Magadi	5592	4044	13.6	139	279	83	106
Raichur	14674	15620	19.4	161	299	74	107
Gubbi	7223	5863	13	136	277	86	108
Jamkhandi	11726	11459	5.3	78	249	112	109
Pavagada	6092	4158	6.8	95	253	105	110
Malur	6321	4422	14.5	142	274	89	111
Ron	6246	3963	4.7	65	240	123	112
Honnali	5836	5593	8.8	113	253	104	113
Kanakapura	10037	10112	40.6	176	286	79	114
Chikodi	16944	16042	15.6	152	273	90	115
Shikarpur	5805	4494	5.7	82	241	121	116
Savadatti	8571	7035	6.7	92	244	117	117
Kushtagi	7526	4661	15.4	149	268	93	118
Muddebihal	6588	5372	4.3	58	227	132	119
Narasimharajapura	1394	1073	5.2	73	232	126	120
Badami	6843	5654	1.5	31	207	145	121
Heggadadevankote	6854	5295	15	146	263	96	122
Siruguppa	6013	3846	4.2	56	222	135	123
Hungund	7868	7273	8.3	107	245	116	124
Hosakote	6856	6357	11.3	129	253	107	125

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Mulbagal	5632	4735	5.2	75	225	133	126
Channagiri	7495	6272	11.1	128	249	111	127
Mundgod	2055	1865	3.2	47	205	146	128
Kalghatgi	2864	2239	1.9	35	190	155	129
Bantval	7502	5176	2.5	41	192	154	130
Sedam	4921	4553	8.5	110	234	125	131
Somvarpet	4864	3983	10.9	126	243	119	132
Basavana Bagevadi	7336	6632	5.6	79	215	140	133
Mudhol	5568	5112	4.6	62	198	150	134
Nargund	2469	1649	15.5	150	246	113	135
Virajpet	4640	2751	10	118	232	127	136
Hangal	3677	2705	0.7	19	141	170	137
Beltangadi	4745	3934	3.1	45	182	161	138
Athni	11355	7951	7.6	100	218	139	139
Kundgol	3094	2661	5	70	193	153	140
Gokak	14130	12634	11	127	231	129	141
Shiggaon	2646	2359	2.1	37	147	169	142
Srinivaspur	4808	3702	15.4	148	240	122	143
Raybag	6982	4381	3.8	53	174	164	144
Mundargi	2845	2055	9.1	114	218	138	145
Yadgir	9477	8353	17.2	157	243	120	146
Tarikere	5098	4362	14.8	145	231	128	147
Chiknayakanhalli	4781	3363	13.6	138	227	131	148
Koppa	1492	1399	7.2	97	186	157	149
Harapanahalli	6750	5399	15.7	153	225	134	150

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Harihar	5318	5880	12.9	135	212	142	151
Jevargi	5775	5073	11.4	130	199	149	152
Bailahongal	7644	6710	12.8	134	201	148	153
Bhadravati	7313	7358	21.9	164	221	136	154
Hosanagara	1763	1554	6.8	93	160	167	155
Chitapu	7615	6458	10.4	122	190	156	156
Jagalur	3601	3473	15.9	154	211	143	157
Sorab	3678	3021	10.1	119	183	159	158
Shahpur	6672	5089	12.6	133	185	158	159
Devadurga	5968	5011	33.9	174	213	141	160
Aland	6611	4757	15.6	151	194	151	161
Bidar	9748	10447	25.7	170	211	144	162
Manvi	7506	6206	22.1	165	202	147	163
Shirhatti	3396	3056	10.5	124	169	165	164
Afzalpur	4005	3893	13.4	137	182	160	165
Shorapur	7964	6795	17.7	158	194	152	166
Sandur	2975	2391	8.5	109	110	176	167
Basavakalyan	4536	4594	11.8	132	133	174	168
Indi	7526	9511	28.9	173	179	162	169
Chincholi	3771	3245	17.8	159	150	168	170
Yelahanka	8775	6990	27.6	172	175	163	171
Bhalki	4356	6251	24.4	169	161	166	172
Sindgi	5290	4699	16.5	156	135	172	173
Khanapur	3357	3131	21.2	162	134	173	174
Kudligi	4530	4922	23.9	168	141	171	175
Aurad	3288	5452	47.5	177	121	175	176
Homnabad	3425	8199	36.5	175	103	177	177

### Chapter 3:

## Departmental Performance Report

# Department wise performance Report

### *Revenue department:*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chamarajanagar	26219	14348	5.5	6	2621	3	1
Chitradurga	35835	20666	4.6	5	2239	4	2
Mandya	53840	31509	9.7	10	2991	2	3
Chikkaballapura	25331	17318	0.6	1	2110	6	4
Hassan	53603	42970	19.7	21	3153	1	5
BLR Rural	18439	12956	6.9	8	2048	7	6
Udupi	22096	14130	6.2	7	2008	9	7
Chikkamagalur	22114	16237	11.2	12	2010	8	8
Mysore	57124	28283	13.2	14	1969	10	9
Haveri	24331	13009	2	3	1622	15	10
Ramanagara	21334	16223	40	29	2133	5	11
Tumkur	49961	30350	13.9	15	1921	12	12
Gadag	17973	11432	12.6	13	1797	13	13
Koppal	25332	18293	15.4	19	1948	11	14
Uttara Kannada	19290	13677	1.2	2	1377	19	15
Dharwad	24186	17566	2.1	4	1343	21	16
Raichur	30855	25597	32.2	28	1623	14	17
Kolar	24120	18411	20.7	22	1608	17	18
Davanagere	26525	21941	16.1	20	1396	18	19
Kodagu	8091	3966	24.3	27	1618	16	20
Belgaum	64286	49201	15.3	18	1367	20	21
Bellary	32483	24666	14.8	17	1299	23	22
Bagalkot	18584	14988	10.9	11	1032	27	23
Gulbarga	29391	20553	14.4	16	1175	25	24
Dakshina Kannada	18715	10637	7.7	9	935	28	24
Yadgir	14519	10542	20.9	23	1319	22	24
Shimoga	21128	16679	22.7	26	1242	24	27
Bijapur	22969	20770	22.5	25	1093	26	28
BLR Urban	52823	41576	21.1	24	556	30	29
Bidar	12825	22313	44.7	30	754	29	30

**Notes:** Bidar & Kodagu shows huge delayed disposals in spite of low applications. Raichur also shows delayed disposal. Chikkaballapura shows best results in this department. Haveri, Dharwad, Uttara Kannada & Tumkur shows good results. All other districts need improvements.

## Inspector General of Registration

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Ramanagara	2745	2728	0	1	274	3	1
Udupi	2462	2461	0.1	4	223	5	2
Gadag	2218	2207	0.1	4	221	6	3
Kodagu	1101	1102	0.1	4	220	7	4
Mysore	8271	8293	0.9	19	285	2	5
BLR Urban	25164	25073	1.7	23	264	4	6
BLR Rural	3290	3592	16.6	30	365	1	6
Chikkaballapura	2224	2223	0	1	185	14	8
Shimoga	3681	3649	0.5	16	216	9	9
Chikkamagalur	2096	2092	0.2	11	190	13	10
Bagalkot	3925	3956	5.4	27	218	8	11
Hassan	3559	3572	1.2	21	209	11	12
Bidar	3078	3063	0.3	14	181	15	13
Raichur	3916	3812	1.2	21	206	12	13
Bijapur	3480	3401	0.1	4	165	20	15
Mandya	3814	3891	5.5	29	211	10	16
Haveri	2444	2423	0.1	4	162	21	17
Dakshina Kannada	3557	3556	0.2	11	177	18	17
Dharwad	3209	3199	1	20	178	16	19
Davanagere	3390	3309	2.6	25	178	16	20
Bellary	3738	3734	0.1	4	149	25	20
Kolar	2434	2428	0.5	16	162	21	22
Gulbarga	2862	2863	0	1	114	28	23
Chamarajanagar	1614	1611	0.4	15	161	23	24
Tumkur	4327	4317	5.4	27	166	19	25
Chitradurga	1734	1706	0.1	4	108	29	26
Yadgir	1301	1308	0.5	16	118	27	27
Koppal	2048	2055	1.8	24	157	24	28
Uttara Kannada	1330	1321	0.2	11	95	30	29
Belgaum	6093	6113	4	26	129	26	30

**Notes:** Bangalore Rural shows an abnormally high rate of delays. In our understanding, the Kaveri system does not permit holding registration pending. A review is required for this region urgently. Tumkur, Mandya & Bagalkot needs to review too.

### Survey & Settlement:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Uttara Kannada	1886	1657	0	1	134	1	1
Mandya	1358	919	8.3	11	75	4	2
Chitradurga	912	767	1	4	57	7	2
Udupi	905	593	14.3	18	82	2	4
BLR Rural	504	344	3.8	7	56	8	5
Shimoga	932	706	2.1	5	54	9	6
Tumkur	2132	1309	23.3	22	82	2	7
Chikkaballapura	883	721	11.1	15	73	5	7
Haveri	575	511	0	1	38	13	9
Hassan	1023	760	20.7	21	60	6	10
Kodagu	245	203	10.8	14	49	10	11
Koppal	596	441	8.6	12	45	11	12
Dakshina Kannada	694	588	2.4	6	34	16	13
Belgaum	1705	1527	10.2	13	36	15	14
Raichur	596	391	4.6	8	31	18	15
Chamarajanagar	309	225	0.9	3	30	21	16
Gulbarga	984	926	27	24	39	12	16
Bagalkot	570	437	11.2	16	31	18	18
Chikkamagalur	367	336	17	19	33	17	19
Mysore	1073	835	32.9	26	37	14	19
BLR Urban	2986	2210	45.1	27	31	18	21
Gadag	159	133	5.3	10	15	26	22
Kolar	319	220	17.7	20	21	23	23
Dharwad	234	208	4.8	9	13	28	24
Davanagere	310	244	26.2	23	16	24	25
Yadgir	313	392	88.5	29	28	22	26
Bellary	417	360	32.2	25	16	24	27
Bijapur	290	300	12.3	17	13	28	28
Ramanagara	159	103	100	30	15	26	29
Bidar	104	112	83	28	6	30	30

**Notes:** One of the most sought after services among citizens. Haveri's & Uttara Kannada's performance has been exceptional with 0% pendency. Chamarajanagar, Chitradurga also shows good disposals.

**Ramanagara shows 100% delay!, Yadgir shows 88%, Bidar is at 83%.** Steps may be taken to reduce delays.

## Transport Department (Core)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	9354	9927	0.1	4	467	4	1
Uttara Kannada	5105	4606	0	1	364	6	2
Udupi	5656	5697	0.2	10	514	3	3
BLR Urban	58494	61664	0.4	22	615	1	4
Kodagu	2891	2915	0.3	20	578	2	5
BLR Rural	2782	2508	0.1	4	309	10	6
Chikkamagalur	3289	3924	0.2	10	299	11	7
Hassan	4199	3873	0.1	4	247	14	8
Belgaum	13618	13055	0.2	10	289	12	9
Davanagere	6399	6160	0.3	20	336	8	10
Mandya	4645	4778	0.2	10	258	13	11
Shimoga	7038	6246	2.3	29	414	5	12
Haveri	3298	3704	0.1	4	219	16	13
Ramanagara	2088	2054	0	1	208	18	14
Chamarajanagar	2086	2046	0	1	208	18	14
Mysore	10349	11505	0.7	27	356	7	16
Tumkur	5987	5567	0.2	10	230	15	17
Dharwad	5874	5788	2.3	29	326	9	18
Bagalkot	3744	3857	0.2	10	208	18	19
Chikkaballapura	2409	1869	0.2	10	200	23	20
Bijapur	3548	3206	0.1	4	168	27	21
Chitradurga	3424	3438	1.2	28	214	17	22
Bidar	3060	3119	0.2	10	180	26	23
Yadgir	1579	1528	0.1	4	143	29	24
Gulbarga	5102	5231	0.5	25	204	21	25
Koppal	2139	2197	0.2	10	164	28	26
Bellary	5078	5317	0.5	25	203	22	27
Raichur	3739	3564	0.4	22	196	24	28
Kolar	1925	2016	0.2	10	128	30	29
Gadag	1897	1855	0.4	22	189	25	30

**Notes:** With the exception of Dharwad, Shimoga most other districts seem to have managed delays well. The department may gear up for the peak season in June/July.



**Transport Corporations:**

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chamarajanagar	1424	1424	0	14	142	1	1
Kolar	626	782	0	14	41	3	2
Chikkaballapura	393	394	0	14	32	4	3
Chikkamagalur	639	642	1.1	21	58	2	4
Bijapur	445	442	0	14	21	5	4
Mandya	236	245	0	14	13	6	6
Dakshina Kannada	132	131	0	14	6	10	7
Hassan	207	226	6.2	25	12	7	21
Mysore	295	287	1.4	23	10	8	22
Koppal	91	92	1.1	21	7	9	23
BLR Urban	58	58	0	14	0	16	24
Belgaum	190	191	6.3	26	4	11	25
Davanagere	19	21	4.8	24	1	12	26
Chitradurga	16	18	11.1	27	1	12	27
Gadag	15	19	21.1	28	1	12	28
Ramanagara	14	71	66.2	29	1	12	29

**Notes:** Dharwad, Gulbarga, Bagalkot, Bellary, Bidar, Raichur, Haveri, Kodagu, Shimoga, Tumkur, Udipi, Uttara Kannada & Bangalore Rural show zero receipts. Ramanagara with 66% delays. Chamarajanagar shows very good disposal rates. Gadag & Chitradurga need to see causes of delay and correct them.

**BMTCL:**

District	Receipts in the month	Disposals in the month	%age of delayed disposals
BLR Urban	4374	4380	0.4

**Notes:** Showing good progress.

## NEKRTC:

District	Receipts in the month	Disposals in the month	%age of delayed disposals
Yadgir	530	530	0
Gulbarga	426	422	0
Raichur	488	493	0.2
Bellary	318	310	0
Bidar	206	212	3.3
Koppal	0	0	0
Bijapur	190	194	2.1

**Notes:** Koppal shows NIL receipts. This is surprising. Bidar needs to review its progress.

## NWKRTC

District	Receipts in the month	Disposals in the month	%age of delayed disposals
Gadag	96	96	0
Haveri	89	87	0
Bagalkot	119	187	1.1
Uttara Kannada	66	78	0
Belgaum	0	0	0
Dharwad	27	29	6.9

**Notes:** Dharwad is showing high delayed disposal percentages in spite of very low receipts. Belgaum shows zero receipts. The department may review if applications are by passed.

## Rural Development & Panchayat Raj:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Davanagere	5548	5748	0	1	292	1	1
Mandya	3450	2649	0.1	5	191	2	2
Chamarajanagar	1721	1384	0.1	5	172	4	3
Bagalkot	2068	2381	0.1	5	114	5	4
Kodagu	370	392	0	1	74	9	5
Udupi	1216	1122	0.9	11	110	6	6
Dakshina Kannada	1600	1376	0.3	9	80	8	7
Hassan	1462	1553	1.2	13	86	7	8
Gulbarga	4662	4863	6	23	186	3	9
Uttara Kannada	781	839	0	1	55	13	10
Ramanagara	643	596	2	16	64	11	11
Gadag	437	522	0.2	8	43	15	12
Chikkamagalur	699	641	2.2	18	63	12	13
Chikkaballapura	489	396	0.3	9	40	17	14
Bijapur	1457	1597	9.5	27	69	10	15
Dharwad	364	369	0	1	20	22	16
Haveri	740	744	2.8	20	49	14	17
Koppal	351	403	1.2	13	27	18	18
Bellary	1053	1092	2.4	19	42	16	19
Chitradurga	358	342	0.9	11	22	20	20
Belgaum	990	985	2	16	21	21	21
BLR Rural	227	225	7.6	26	25	19	22
Kolar	242	234	1.3	15	16	25	23
Shimoga	289	204	2.9	21	17	24	24
Tumkur	501	469	18.8	28	19	23	25
Bidar	263	278	6.8	24	15	26	26
BLR Urban	252	224	3.1	22	2	28	27
Mysore	210	208	7.2	25	7	27	28
Yadgir	15	20	30	29	1	29	29
Raichur	10	36	30.6	30	0	30	30

**Notes:** RDPR continues to show very low applications. Gulbarga, Davanagere & Mandya are promising. However, Raichur, Yadgir, Mysore, Bidar, BLR rural are showing very low receipts. Overall in spite of very low applications, disposals are poor. Receipts of applications need review.

## Urban Development Department:

### 1) Bangalore Development Authority:

District	Receipts in the month	Disposals in the month	%age of delayed disposals
Bangalore	223	214	3.7

**Notes:** Delayed disposal need to be managed better.

### 2) Bangalore Water supply & sewage Board:

District	Receipts in the month	Disposals in the month	%age of delayed disposals
Bangalore	449	726	22.7

**Notes:** Huge delayed disposal rates for BWSSB. Though disposals are high and seem to be clearing, cause for delay may be shared with Mission and suitable suggestive study be done.

### 3) BBMP:

District	Receipts in the month	Disposals in the month	%age of delayed disposals
Bangalore	6410	6672	17.3

**Notes:** Not only is the delayed disposal percentage high, but applications are also low. Suitable action may be taken for reducing delays and increasing applications.

### City Corporations (other than BBMP)

District	Receipts in the month	Disposals in the month	%age of delayed disposals
Dakshina Kannada	2160	2103	0
Davanagere	1053	855	0.4
Belgaum	2250	2008	4.8
Dharwad	625	624	0.3
Gulbarga	725	573	9.6
Mysore	597	565	6.9
Bellary	405	527	38.7

**Note:** Bellary City Corporation needs urgent and critical review for delayed disposals. Huge delays seen.

**CMC:**

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Udupi	1046	1020	0	1	95	2	1
Uttara Kannada	1319	1514	0	1	94	3	2
Kolar	1370	1216	0	1	91	4	3
Kodagu	431	500	0	1	86	6	4
Ramanagara	1080	1110	0.9	16	108	1	5
Chikkaballapura	929	869	0	1	77	9	6
Shimoga	1508	1787	3.1	19	88	5	7
Bagalkot	1468	1502	0.5	15	81	7	8
Chitradurga	985	1116	0	1	61	15	9
Haveri	888	834	0	1	59	16	10
Chamarajanagar	815	718	6.5	23	81	7	11
Bijapur	1354	1371	0.1	12	64	13	12
Tumkur	1849	1806	2.5	18	71	11	13
Koppal	993	1019	8.3	24	76	10	14
Mandya	1197	1221	3.7	20	66	12	15
Chikkamagalur	690	647	1.2	17	62	14	16
Belgaum	971	1021	0	1	20	21	17
Bidar	897	974	0.1	12	52	17	18
Davanagere	208	214	0	1	10	23	19
Bellary	141	169	0	1	5	25	20
Gadag	341	347	0.3	14	34	20	21
Hassan	79	125	0	1	4	26	22
Raichur	947	902	6.2	22	49	18	23
BLR Rural	371	380	3.9	21	41	19	24
Yadgir	214	188	12.2	25	19	22	25
Gulbarga	211	193	29	26	8	24	26

**Notes:** Number of GSC applications is low in districts like Yadgir, Bellary, and Davanagere etc.

### Town Panchayat:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Uttara Kannada	1251	1266	0	1	89	1	1
Dakshina Kannada	339	349	0	1	16	4	2
Mandya	451	395	0.3	10	25	3	3
Dharwad	246	282	0	1	13	8	4
Bagalkot	289	281	1.1	11	16	4	5
Kodagu	293	304	5.3	18	58	2	6
Chitradurga	163	157	0	1	10	11	7
Davanagere	285	275	4.4	16	15	6	8
Haveri	142	140	0	1	9	13	9
Shimoga	210	206	1.5	13	12	9	10
Gadag	118	105	1.9	14	11	10	11
Chikkamagalur	157	175	10.9	22	14	7	12
Chamarajanagar	67	66	0	1	6	16	12
Hassan	93	81	0	1	5	19	14
Raichur	202	180	15.6	23	10	11	15
Belgaum	314	284	1.4	12	6	16	16
Tumkur	230	240	5	17	8	14	17
Chikkaballapura	36	35	0	1	3	21	18
Bellary	205	221	7.2	19	8	14	19
Udupi	14	8	0	1	1	24	20
Mysore	201	198	28.8	24	6	16	21
Yadgir	43	34	2.9	15	3	21	22
Bidar	74	75	8	20	4	20	23
Koppal	33	28	10.7	21	2	23	24
Gulbarga	47	70	30	25	1	24	25

**Notes:** Gulbarga, Mysore and Raichur show high delays. Low level of applications received in this department. Is awareness less or is bypass rampant? Udupi shows 14 applications.

**TMC:**

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	1432	1379	0.1	6	71	1	1
Udupi	703	732	0.1	6	63	3	2
BLR Rural	609	622	0.3	9	67	2	3
Uttara Kannada	700	642	0	1	50	6	4
Chitradurga	719	675	0	1	44	8	5
Haveri	574	545	0	1	38	11	6
Kolar	903	809	2.5	18	60	4	7
Belgaum	2243	2250	0.7	11	47	7	7
Gadag	581	600	2.3	17	58	5	9
Chikkaballapura	515	485	0.2	8	42	9	10
Ramanagara	339	300	0	1	33	13	11
Bagalkot	756	763	1.4	15	42	9	12
Mandya	608	592	0.5	10	33	13	13
Hassan	624	672	2.2	16	36	12	14
Chikkamagalur	311	296	0.7	11	28	16	15
Mysore	869	855	8.4	24	29	15	16
Bellary	379	366	4.9	20	15	18	17
Tumkur	397	433	6.9	22	15	18	18
Davanagere	217	215	0.9	13	11	22	19
Bijapur	385	381	8.7	25	18	17	20
Chamarajanagar	148	164	6.1	21	14	20	21
BLR Urban	308	303	0	1	3	29	22
Raichur	246	222	7.2	23	12	21	23
Dharwad	175	194	1	14	9	26	24
Shimoga	172	182	2.7	19	10	24	25
Gulbarga	289	237	16.5	26	11	22	26
Yadgir	117	108	38	29	10	24	27
Bidar	143	144	27.8	28	8	27	28
Koppal	95	96	18.8	27	7	28	29

*Notes:* Yadgir, Bidar and Gulbarga show very high delayed disposals. Koppal not only shows low receipts, but also heavy delayed disposals. Dakshina Kannada is best managed with high applications and low delayed disposals. Belgaum is showing good progress too. Applications count needs improvement.

*Home Department (Police)*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
BLR Rural	1568	1309	0	1	174	5	1
Udupi	2900	3027	0.6	12	263	1	2
Kodagu	1265	1127	0.5	10	253	3	3
Uttara Kannada	2301	2035	0	1	164	7	4
Mysore	5161	4493	2.8	19	177	4	5
Dakshina Kannada	5135	4451	3.8	24	256	2	6
Shimoga	2817	2501	1.4	16	165	6	7
Chikkamagalur	1473	1370	2.5	18	133	8	8
Davanagere	2109	1828	1.1	15	111	12	9
Kolar	1929	1269	2.9	20	128	10	10
Chitradurga	1352	1258	0.1	3	84	18	11
Chikkaballapura	1065	944	0.4	6	88	17	12
Ramanagara	1326	1202	6.4	27	132	9	13
Bagalkot	1093	1100	0.3	4	60	19	14
Dharwad	1870	1661	1.4	16	103	14	15
Mandya	2229	1937	4	25	123	11	16
Bellary	1484	1224	0.4	6	59	20	17
Hassan	1708	1677	3	21	100	15	18
BLR Urban	10286	10298	8.8	29	108	13	19
Tumkur	2443	2082	3.2	22	93	16	19
Bidar	946	874	0.5	10	55	22	21
Gulbarga	1454	1529	0.8	13	58	21	22
Haveri	724	611	0.3	4	48	26	23
Koppal	541	497	0.4	6	41	27	24
<i>Raichur</i>	735	718	0.4	6	38	28	25
Gadag	508	518	1	14	50	25	26
Chamarajanagar	526	498	3.2	22	52	24	27
Belgaum	2533	2803	17.1	30	53	23	28
Bijapur	726	777	5.7	26	34	29	29
Yadgir	354	400	7.8	28	32	30	30

**Notes:** Belgaum shows 17.1% & Bangalore Urban shows an 8.8% delay. This may be analysed and steps taken to reduce delays.



*Food & Civil Supplies:*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Udupi	5243	5241	0	476	2	1
Dakshina Kannada	8281	8248	0	414	3	2
BLR Urban	29399	29288	0	309	5	3
Koppal	3867	3558	0	297	6	4
Ramanagara	2759	2749	0	275	7	5
Uttara Kannada	3390	3389	0	242	8	6
Dharwad	4108	3690	0	228	9	7
Chikkaballapura	2703	2698	0	225	10	8
Chikkamagalur	2014	2013	0	183	11	9
Bagalkot	9033	8953	0.2	501	1	10
Bijapur	3416	3201	0	162	12	11
Tumkur	8259	7936	0.1	317	4	12
Kolar	2380	2361	0	158	14	13
Gulbarga	3792	3790	0	151	15	14
Mysore	4173	4167	0	143	17	15
Chamarajanagar	1418	1417	0	141	18	16
Belgaum	5975	5933	0	127	20	17
Hassan	1791	1787	0	105	22	18
Chitradurga	2585	2581	0.2	161	13	19
Haveri	1489	1488	0	99	24	20
BLR Rural	1361	1352	0.1	151	15	21
Kodagu	483	483	0	96	25	22
Davanagere	1386	1370	0	72	27	23
Mandya	1291	1197	0	71	28	24
Gadag	549	545	0	54	29	25
Bidar	459	421	0	27	30	26
Yadgir	1553	1678	7.5	141	18	27
Bellary	3127	2916	0.2	125	21	28
Shimoga	1732	1725	0.1	101	23	29
Raichur	1698	1475	1	89	26	30

**Notes:** with the exception of Yadgir, the department is doing well. However, an inspection by the food department to check if all applications are entered through Sakala may be determined. Low applications seen in Gadag & Bidar.

### Commerce & Industries Department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Hassan	121	122	0	4	7	1	1
Ramanagara	64	64	0	4	6	2	2
Udupi	74	74	0	4	6	2	2
Tumkur	131	131	0	4	5	4	4
Chikkamagalur	44	44	0	4	4	6	5
BLR Rural	41	41	0	4	4	6	5
Kolar	46	46	0	4	3	9	7
Uttara Kannada	50	50	0	4	3	9	7
Chikkaballapura	26	26	0	4	2	12	9
Shimoga	47	47	0	4	2	12	9
Haveri	33	32	0	4	2	12	9
BLR Urban	510	508	4.3	26	5	4	12
Gadag	47	47	4.3	26	4	6	13
Gulbarga	28	28	0	4	1	18	14
Bagalkot	30	30	0	4	1	18	14
Bijapur	30	29	0	4	1	18	14
Chamarajanagar	11	11	0	4	1	18	14
Koppal	14	14	0	4	1	18	14
Belgaum	139	135	0.7	23	2	12	19
Kodagu	16	17	23.5	30	3	9	19
Davanagere	41	41	2.4	24	2	12	21
Mysore	80	82	3.7	25	2	12	22
Dharwad	0	0	0	1	0	25	23
Chitradurga	0	0	0	1	0	25	23
Dakshina Kannada	0	0	0	1	0	25	23
Bellary	18	18	0	4	0	25	26
Bidar	16	16	0	4	0	25	26
Yadgir	8	8	0	4	0	25	26
Mandya	32	34	11.8	28	1	18	29
Raichur	27	24	16.7	29	1	18	30

**Notes:** Though Kodagu received only about 16 applications in the month, close to 23% is delayed! The root cause of the problem may be determined. Raichur, Mandya needs improvement.

**Commercial Taxes:**

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Dakshina Kannada	4637	4942	0	1	231	3	1
Mysore	4600	4589	0	1	158	4	2
Udupi	1504	1418	0	1	136	5	3
Ramanagara	631	594	0	1	63	10	4
BLR Urban	67280	66009	0.6	24	708	1	5
Dharwad	6086	5691	0.6	24	338	2	6
Bagalkot	958	1015	0	1	53	14	7
Bellary	2996	2904	0.5	22	119	6	8
Davanagere	1912	1794	0.3	18	100	8	9
Belgaum	5631	5293	0.6	24	119	6	10
BLR Rural	424	418	0	1	47	16	11
Shimoga	1286	1385	0.3	18	75	9	12
Bijapur	1339	1352	0.1	16	63	10	13
Chitradurga	728	683	0	1	45	17	14
Uttara Kannada	609	689	0	1	43	19	15
Koppal	547	594	0	1	42	20	16
Raichur	1201	1253	7.7	29	63	10	17
Bidar	545	503	0	1	32	22	17
Kodagu	155	135	0	1	31	23	19
Gulbarga	1257	1477	0.5	22	50	15	20
Chikkamagalur	330	332	0	1	30	25	21
Haveri	880	1067	19.5	30	58	13	22
Kolar	445	436	0	1	29	26	23
Tumkur	906	856	0.2	17	34	21	24
Chamarajanagar	157	154	0	1	15	29	25
Gadag	448	423	0.7	27	44	18	26
Chikkaballapura	171	116	0	1	14	30	27
Hassan	539	507	0.4	21	31	23	28
Mandya	374	340	0.3	18	20	27	29
Yadgir	228	236	5.9	28	20	27	30

**Notes:** Delayed disposals in some districts in spite of low receipt of applications may please be reviewed by department. Receipt of application in terms of quantity may be reviewed by the department.

*Labour Department:*

District	Receipts for the Month	Disposals for the Month	%age of delays
Uttara Kannada	1148	936	0
Ramanagara	241	241	0
Shimoga	386	393	0
Haveri	330	330	0
Bijapur	448	445	0
Hassan	335	260	0
Kolar	252	234	0
Tumkur	429	415	0
Dakshina Kannada	307	446	0
Gadag	141	141	0
Chitradurga	217	195	0
Mandya	239	147	0
Mysore	365	334	0
Dharwad	414	386	1
BLR Rural	104	102	0
Bellary	269	304	0
Chikkamagalur	116	128	0
Davanagere	175	170	0
Raichur	189	204	0
Udupi	70	129	0
Chikkaballapura	76	75	0
Bidar	105	155	0
Bagalkot	122	84	0
Yadgir	56	25	0
Chamarajanagar	12	21	0
Koppal	3	3	0
Belgaum	342	273	1.5
BLR Urban	551	492	0.6
Gulbarga	140	141	0.7
Kodagu	29	46	15.2

*Notes:* Most Applications receipts are slightly on a rising trend. Delays are mostly well managed. Huge scope for Kodagu for improvement.

**ESI:**

Districts	Receipts in the Month	Disposals in the Month
Tumkur	180	0

*Notes:* Very low application trends overall in the state. This may be reviewed by the department.

**Boilers & Industrial Safety:**

Districts	Receipts for the Month	Disposals for the Moth	Delayed %age
Dakshina Kannada	134	96	0
BLR Urban	379	403	0
Dharwad	38	30	0
Mysore	33	30	0
Davanagere	35	22	0
Shimoga	19	16	0
Tumkur	8	13	0
Belgaum	28	31	0
Bellary	7	6	0
Raichur	7	6	0
Gulbarga	22	27	0

*Notes:* The number of applications received Vs the number of registered factories could be compared to see if there is a bypass.

**Karnataka State Pollution Control Board:**

District	Receipts in the Moth	Disposals in the Month	%age of delays
Gadag	1	0	
Ramanagara	3	3	0
Udupi	2	2	0
Bagalkot	2	1	0
Davanagere	1	2	0
Dharwad	3	2	0
Bijapur	0	1	0
Belgaum	0	1	0
Bellary	2	2	0
Raichur	7	9	33.3
Mysore	0	1	100
Chikkamagalur	1	1	100
Chitradurga	0	1	100

*Notes:* Though very low applications are received, they are also delayed! The department may look into reasons for delays.

## Health & Family Welfare:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Chamarajanagar	693	691	0	1	69	1	1
Uttara Kannada	741	728	0	1	52	2	2
Haveri	738	710	0	1	49	4	3
Kolar	483	487	0	1	32	5	4
Chikkamagalur	280	280	0	1	25	9	5
Chikkaballapura	290	292	0	1	24	10	6
Dakshina Kannada	474	475	0	1	23	11	7
Bijapur	1085	1091	1.9	21	51	3	8
Gadag	226	230	0	1	22	12	9
Bellary	727	723	1.1	18	29	6	10
Shimoga	465	471	1.5	19	27	7	11
Chitradurga	281	260	0	1	17	15	12
Bagalkot	327	323	0.6	13	18	14	13
Raichur	521	525	67.8	30	27	7	14
Ramanagara	174	153	0.7	16	17	15	15
Tumkur	597	528	6.4	26	22	12	16
Davanagere	341	338	1.5	19	17	15	16
Yadgir	158	158	0.6	13	14	19	18
Mysore	369	368	0.3	12	12	21	19
Kodagu	75	76	5.3	24	15	18	20
Gulbarga	22	81	0	1	0	29	21
BLR Urban	63	61	0	1	0	29	21
Dharwad	192	175	0.6	13	10	24	23
Mandya	255	255	19.2	28	14	19	24
Belgaum	532	558	5.4	25	11	22	25
BLR Rural	100	110	6.4	26	11	22	26
Hassan	108	100	1	17	6	26	27
Bidar	165	166	4.8	23	9	25	28
Udupi	72	77	2.6	22	6	26	29
Koppal	88	240	20.4	29	6	26	30

**Notes:** Though delays are seen in quite a few districts, what is worrying the number of applications entered under Sakala. Gulbarga shows 22 applications for the month! Bijapur seem to be best with max applications in the month.

***Ayush Department:***

District	Receipts in the Month )	Disposals in the Month	Delay %age
Uttara Kannada	5	5	0
Shimoga	2	2	0
Belgaum	6	4	0
Bagalkot	2	2	0
BLR Urban	6	5	0
Mandya	3	3	0
Dharwad	3	3	0

**Notes:** Just 27 applications received for the Month

***Public Works department:***

District	Receipts in the Month	Disposals in the Month
Belgaum	7	8
Chitradurga	4	4
Tumkur	4	4
Dharwad	3	0
Bagalkot	3	3
Davanagere	2	0
Uttara Kannada	1	1
Gadag	1	1

**Notes:** Are application counts correct or bypass is rampant?

**Fire Services Department:**

District	Receipts	Disposals
Bidar	34	34
Chikkaballapura	24	24
Chikkamagalur	24	24
Koppal	50	50
Haveri	24	24
Kolar	13	13
Davanagere	9	9
Bellary	14	14
Mysore	26	26

*Women & Child Welfare department:*

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Chikkaballapura	1586	1588	0	3	132	2	1
Davanagere	412	226	0	3	21	3	2
Dharwad	340	299	0	3	18	4	3
Mysore	533	493	0	3	18	4	3
Haveri	244	213	0	3	16	6	5
Udupi	185	170	0	3	16	6	5
Mandya	268	268	0	3	14	8	7
Bijapur	278	266	0	3	13	9	8
Bagalkot	173	173	0	3	9	11	9
Gadag	94	94	0	3	9	11	9
Chitradurga	147	147	0	3	9	11	9
Dakshina Kannada	191	191	0	3	9	11	9
BLR Rural	1337	1470	12.8	30	148	1	13
Ramanagara	84	84	0	3	8	15	14
Tumkur	202	202	0	3	7	16	15
Chamarajanagar	77	76	0	3	7	16	15
Hassan	113	113	0	3	6	18	17
Shimoga	89	89	0	3	5	20	18
Koppal	70	70	0	3	5	20	18
Belgaum	634	640	3.9	29	13	9	20
BLR Urban	365	365	0	3	3	22	21
Kolar	36	36	0	3	2	24	22
Uttara Kannada	23	23	0	3	1	25	23
Gulbarga	26	26	0	3	1	25	23
Bidar	0	0	0	1	0	27	25
Yadgir	0	0	0	1	0	27	25
Kodagu	1	1	0	3	0	27	27
Bellary	22	22	0	3	0	27	27
Chikkamagalur	68	70	2.9	28	6	18	29
Raichur	63	63	1.6	27	3	22	30

**Notes:** Barring Bangalore Rural & Chikkaballapura, other districts show very poor receipts Bidar, Yadgir, Kodagu show NIL receipts. Strengthening this department is the need of the hour. Bangalore rural needs a deeper analysis in terms of staffing.



**Education Department**

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
Davanagere	19	7	0	1	1	5	1
Gadag	12	12	0	1	1	5	1
BLR Urban	1999	1195	1.6	17	21	1	3
BLR Rural	5	6	0	1	0	8	4
Chamaraja nagar	1	7	0	1	0	8	4
Chikkaballapura	3	7	0	1	0	8	4
Chikkamagalur	3	6	0	1	0	8	4
Bidar	3	4	0	1	0	8	4
Dakshina Kannada	18	30	0	1	0	8	4
Haveri	2	5	0	1	0	8	4
Koppal	7	3	0	1	0	8	4
Mandya	0	2	0	1	0	8	4
Raichur	7	4	0	1	0	8	4
Ramanagara	7	12	0	1	0	8	4
Uttara Kannada	6	9	0	1	0	8	4
Yadgir	2	2	0	1	0	8	4
Mysore	174	179	2.8	18	6	2	17
Belgaum	127	163	0.6	16	2	3	18
Gulbarga	73	85	8.2	21	2	3	19
Bijapur	28	116	7.8	20	1	5	20
Tumkur	22	13	7.7	19	0	8	21
Kolar	4	10	10	22	0	8	22
Hassan	11	8	12.5	23	0	8	23
Bagalkot	16	30	16.7	24	0	8	24
Chitradurga	3	15	20	25	0	8	25
Shimoga	5	14	21.4	26	0	8	26
Kodagu	1	7	28.6	27	0	8	27
Dharwad	11	7	28.6	27	0	8	27
Udupi	8	9	33.3	29	0	8	29
Bellary	8	12	66.7	30	0	8	30
<b>Pre University Board</b>							
Bangalore Urban	13849	107	87.9	NA	NA	NA	NA

**Notes:** Most applications come from Bangalore, Mysore & Belgaum. Other districts may review why other districts receive fewer applications?

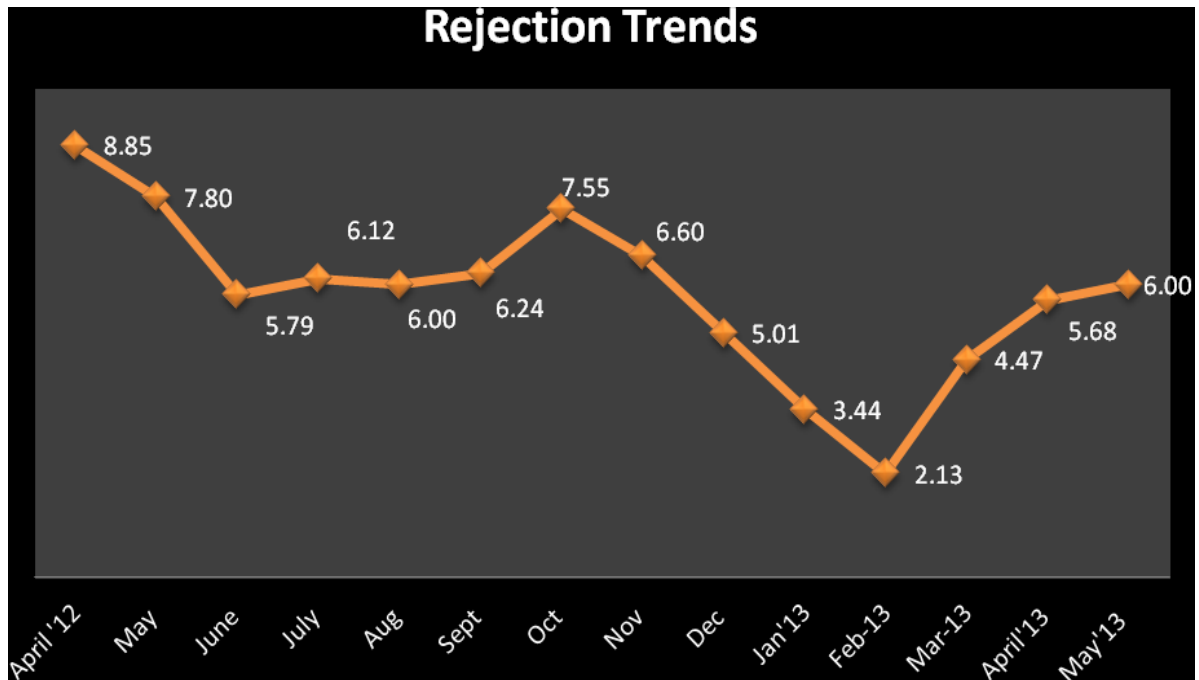
## Chapter 3A

### Rejection:

Rejections during the last two months have shown a slight rise. From 5.68% in April to 6% this month. Reasons are varied. Of course, Non acceptance of applications pertaining to Election is one reason, but why was applications accepted in the first place still lingers on.

District Name	Receipts during the Month	No. of Rejection during the Month	%age of Rejection
Bidar	22115	9477	42.85
Bijapur	39918	5208	13.05
Hassan	66542	6654	10.00
Kolar	35579	2826	7.94
Davanagere	48357	3829	7.92
Shimoga	39787	3089	7.76
Raichur	43278	3254	7.52
Belgaum	105023	7427	7.07
Chikmagalur	33122	2096	6.33
Koppal	34632	2183	6.30
Ramanagara	32449	2039	6.28
Mandya	70512	4128	5.85
Gadag	24701	1421	5.75
Chikkaballapura	36901	2088	5.66
Dharwad	46173	2583	5.59
Bellary	50725	2802	5.52
Bangalore	269202	14569	5.41
Yadgir	19637	891	4.54
Chitradurga	44953	2033	4.52
Bagalkot	41980	1739	4.14
Haveri	35515	1382	3.89
Kodagu	14492	535	3.69
Bangalore Rural	29681	1024	3.45
Chamarajanagar	34957	1158	3.31
Tumkur	73113	2331	3.19
Gulbarga	50350	1576	3.13
Mysore	90568	2633	2.91
Dk. Kannada	55659	1506	2.71
Uttara Kannada	38371	980	2.55
Udupi	42640	949	2.23
Total	1570932	94410	6.01

Taken as of 28 May 2013 -1600hrs



Some of the reasons for Rejections are: 1. Complicated software process to submit for a service. 2) Procedures not very clear (partly due to non availability of display boards. 3) officer's apathy for service delivery. 4) Lack of clarity from the officer's side for correct procedure.

Districts with Highest Rejection	Taluku where rejections are high and impacted services
Bidar	Humnabad , Aurad , Bidar TQ <i>1.Sandhya Suraksha -2.Destitute Widow pension</i>
Bijapur	Indi ,Bijapur <i>1.Sandhya Suraksha -2.Destitute Widow pension</i>
Hassan	Hassan Arisikere ,Arkalgud <i>1.Sandhya Suraksha -2.Destitute Widow pension</i>
Kolar	Kolar, Mulbagil: <i>Caste, Destitute &amp; Widow Pension.</i>
Mandya	Mandya, Malvalli, Nagamangala <i>Caste, Destitute &amp; Widow Pension.</i>
Davanagere	Davanagere,, Harihar, Honnali <i>Caste certificate &amp; Sandya Surkasha</i>

**Under Commercial Taxes Form C is the impacted service (11331 Applications)**

## Part B: Department & Service Wise Pendency

SL NO	Department	No. of Pendency After Due Date*	Impacted Services-Applications Count
1	REVENUE DEPARTMENT	27320	Sandhya Suraksha -7512
			Destitute Widow pension-5500
			All types of Caste Certificate-5320
			All types of Income Certificate-2398
			Residence Certificate-1677
			Conversion of agriculture land to non agriculture purpose-1236
			Indira Gandhi Old Age Pension-946
			No tenancy certificate-338
			RTC Typological errors corrections-324
			Change of Khatha (Undisputed cases)-310
			Agricultural Family member Certificate-268
			Small and Marginal Farmer Certificate-250
			Surviving Family member Certificate-249
			Mutation Extract-158
			Record of Rights Certificate-138
Agricultural Labour Certificate-101			
2	HOME DEPARTMENT	2142	Receipt and Disposal of Petitions-831
			Arms License Issue and Renewal Verification-411
			Service Verification -256
			NoC for Passport Verification-236
			License for Amplified Sound System-186
			NOC for petrol pump, gas agency,hotel,bar etc.-64
3	PRE-UNIVERSITY BOARD	1871	Photocopying answer scripts of the 2nd PUC final examination-1666
			Registration for Opening of new Private PU Colleges-201
4	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1316	Registration of Land / property -1316

SL NO	Department	No. of Pendency After Due Date*	Impacted Services-Applications Count
5	FOOD AND CIVIL SUPPLIES DEPARTMENT	164	Modification in Existing Ration Card-164
6	BRUHAT BANGALORE MAHANAGARA PALIKE	150	Transfer of Khatas-66
			Sanction of Building Plan in sites up to 2400 sq.ft. Dimension for residential single dwelling unit. (Not Computerized)-40
			Issue of Birth, Death and Still Birth Certificates at Registration centers within one calendar year from date of registration-20
7	SERVEY AND SETTELMENT COMMISSIONER	118	Issue of Duplicate Copies in Survey Section(Aakar Band)-39
			Issue of Duplicate Copies in Survey Section(Atlas)-29
			Issue of Duplicate Copies in Survey Section(Pakka Tippan)-21
8	TOWN PANCHAYAT	72	Khatha Extract-60
			Issue of Birth, Still Birth and Death Certificates-7
9	HEALTH AND FAMILY WELFARE DEPARTMENT	62	Issue of age certificate-39
			Issue of discharge certificate and sterilization certificate -12
10	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	62	Maintenance of Drinking Water -24
			Alternation to Assessment List -16
			Maintenance of Street Lights -15

\* Details as of 29/05/2013

## Part C: Proposed Point Based Ranking System for Sakala

In the light of 193 services out of 265 services being delivered before stipulated time, it may be good idea to incentivise efficient performance. The Mission has come up with a new formula to rank districts and departments for a more qualitative analysis of performance which includes the measurement of actual time taken Vis a Vis stipulated time. The officers can evaluate themselves against the average time taken in the state as a whole and devise their strategies for competing for the best delivery time benchmark.

### Definitions:

- **Service Average Time (SAT):** the average time taken for delivery of a service across the state for the past 1 year.
- **Best time delivery (BTD):** if a service is serviced before SAT, the service is considered as best time delivery. Best time delivery of a service will earn a point.
- **Late service Delivery (LSD):** Service delivered over the stipulated time. Late service delivery will get a negative point.

The new Ranking system has 4 parameter rankings and an overall ranking system. In this ranking system the district/ department/office can see their rankings based on individual parameters as well as overall ranking. They can then improve upon the parameters where they are ranked lower.

The ranking reports will be based on Department wise for the State/district/office. The ranking report also can be based on overall performance across departments of the District in the state.

The 4 parameter ranking is:

1. **Quantitative ranking:** The number of applications received and serviced before SAT and services which are LSD are taken into consideration. Total points earned are used for evaluating the district/ department/office ranking.
2. **Qualitative Ranking:** The percentage of number of services BTD over the total services for the period is taken. The evaluation and ranking of the department/ district/ office is based on the best time delivery %.

3. **Late service delivery ranking:** The percentage of number of services LSD over the total services for the period is taken. The evaluation and ranking of the department/ district/ office is based on the LSD %. The lowest % will be ranked first.
4. **Pending applications ranking:** The absolute numbers of applications that are yet to be delivered after the stipulated time are taken into account. The department/ district/ office with lowest number of pending applications are ranked first.

The overall ranking system is arrived by giving weightage to all the four parameters.

Proposed ranking weightage for the parameters are 55% for Quantitative ranking, 30% for Qualitative ranking, 10% for late service delivery ranking and 5% for pending applications ranking.

(Quantitative ranking is been given a higher weightage of 55%, this is keeping in mind the "Bypass issue" that was seen. By giving a higher weightage, district administration is encouraged to receive and service more applications under Sakala.)

Weightage to parameters in the overall ranking are configurable. It may be reconfigured as needed.

Shown below is a table of working based on data taken on 23 May 2013 as a sample.

**We solicit the response from all of you before we go ahead with the adoption of the same. The only catch is that the officials may develop a tendency to enter the application only after the work flow steps have been more or less completed. This may defeat the very purpose of the Act.**

District Name	Total DISP	Best Time DISP	Over the Time DISP	Net Service Points (NSP)	Quantitative Rank	Best Delivery time %	Qualitative rank	Overtime delivery %	Late service Rank	Equalization	Over All rank
Dharwad	56278	45908	198	45710	2	81.6	12	0.4	4	5.8	1
Dakshina Kannada	38003	31173	1258	29915	5	82	11	3.3	22	9.65	2
Raichur	14752	13611	204	13407	15	92.3	1	1.4	13	9.8	3
Gadag	39693	30158	180	29978	4	76	22	0.5	5	10.45	4
Mysore	34125	27325	1010	26315	6	80.1	14	3	21	11.05	5
Bangalore	220789	168934	7351	161583	1	76.5	21	3.3	23	11.3	6
Ramanagara	14824	13320	252	13068	16	89.9	3	1.7	17	11.6	7

## Chapter 4

### Training

a) Report from ATI on the plans for the year 2013-14

**Govt of Karnataka  
Administrative Training Institute, Mysore**

**Action Plan for Capacity Building of Dist Level, Taluk Level Officers &  
Cutting Edge Functionaries under**

# **Karnataka Sakala Services Act-2011**

**(KGSC ACT-2011)-PHASE-III**

**(Approved by the Director General- ATI)**

#### **Aims:**

Enable the Officers to upgrade working knowledge & skills for effective implementation of Karnataka Sakala Services Act-2011 & Rules & address issues related to the implementation and improve Service delivery mechanism.

Objectives: The participants will be able to

1. *Share the working experience of the Sakala Act*
2. *List various issues & challenges faced in the implementation of the Act*
3. *Analyze the causes for deficient services & suggest remedies,*
4. *Evolve a work flow processes for the listed services & adopt the same,*
5. *Design & implement PGRS for making Sakala implementation effectiveness*
6. *Describe the roles & responsibilities of officers under the KSS Rules*
7. *Explain the methods of monitoring adopted under Sakala*
8. *Adopt IT processes in delivery of Sakala Services*

### **Action Plan -CB Training Program for 19 SAKALA Implementing Departments during 2013-2014**

Sakala Phase-III training program has been drawn with the objective of enhancing the competency & effectiveness of the employees by improved service delivery mechanism, standardizing the services ensuring quality of services rationalizing the work flow processes. The training also aims at addressing the *Gaps in On-Line Services* & fine tuning the IT Applications with the support of the IT Stakeholders- Sakala Mission, NIC & the departmental Service Providers.



The proposed training will be in three formats: WORKSHOP AT DIVISIONAL LEVELS; TWO DAY TRAINING AT ATI FOR DIST & TALUK LEVEL OFFICERS IN 40 BATCHES & FOR EMPLOYEES THE TRAINING PROGRAMS WILL BE IN ALL DTIS.

### **Training strategy for Phase-III:**

**Part-I:** Eleven departments with 151 services are completing one year of implementation by April 2013 & the other 8 departments would complete 1 year by October 2013. There are many gaps in implementation. There is a need for Re-Structuring, Re-Engineering and up-gradation of many services included under Sakala-Phase-I. The concerned departments have to look into the requirements for improvement in delivery of Services.

**Duration:** It would be two day course. Day-1 is for sharing the departments experience both formally as well as informally, record the findings, identify the gaps through group activities & discussion.

**Day-2** will focus on the possible changes that can be brought in on the workflow process, time norms, and Service delivery mechanism, PGRS, Documentation, Reporting and Reviewing. The proceedings will be communicated to the concerned departments for follow up action under intimation to Sakala Mission.

**Part-II: Six Departments providing Online Services:** 2 days Training for six departments providing online services apart from the Part-I, will be held. The RPs would be the senior officers from the department, NIC, Sakala Mission Consultants, practitioners & experts including Faculty from ATI

Training programs will be held department wise and in case of bigger departments region wise. The Department officers have to study & plan the processes before attending the course and share their experiences. Even solutions that come out in the course will have to be considered by the departments for implementation so that SAKALA can be more effective and efficient. The Departments need to commit for this Phase of the training.

**Part-II-A: 3 Days Workshop on Experiences of SAKALA 2012-13:** It is proposed to hold four regional level Workshops on the experiences gained during the past one year of implementations and to make further improvements. The Workshop aims at bringing the all the stakeholders of the implementation of Sakala in the region and to share their experiences, gaps issues & challenges faced during the year. State level officers and the IT specialists would also take part in the workshop. The workshop also attempts to bring in transformation in the overall management of changes in the implementation of Sakala.

### **Part-III-Technical Training for departments providing On-Line Services:**

The Part III program is for fine tuning online services and also for integration with SAKALA. Essentially this is a Technical Training to be undertaken with active

support of Sakala Mission, NIC & Such other Stakeholders as deem fit. This program will be undertaken only after the Phase-II where the operative difficulties are expressed by the implementing officers. This will be further followed up by the Technical Training. It is tentatively fixed as 3 days program. Day-1: Identification of Technical Problems, defining, analyzing the causes; Day-2: Finding Technical solutions including Re-Structuring and Re-Engineering. The concerned departments have to support by active participation.

**Capacity building & up-gradation Training for SAKALA Implementing Officers of 19 departments, 2013-14, Phase –III: Direct Training of Implementing Officers of 19 departments (Including Police Dept): Part-I (Non-Technical)**

The Participating officers are:

1. **Designated Officers:** DOs of all 19 departments: (Dist level/Taluk level)
2. **Competent Officers:** COs of all 19 departments:
3. **Appellate Authorities:** AA s of all 19 departments:
- 4.
5. **Department Nodal Officers:** Nodal Officers s of all 30 Districts:

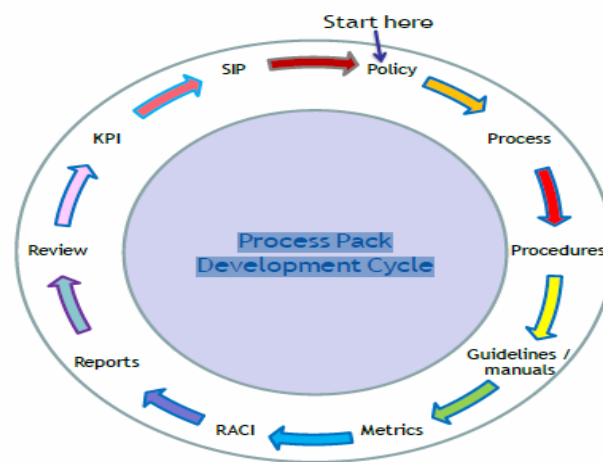
Given below, is a table showing the detailed breakup of the training schedules including data such as batches, size, no of batches, departments covered etc.



**2) KGSTI Training:** A training program conducted by the Karnataka Government Secretariat Training Institute in association with ENEX – a premier institute from Bangalore who specialises in human resource conducted a training program on 20 & 21 May 2013 consisting of Section Officers from the secretariat and officers from the Revenue, Police & Food Departments.

The Training was titled "Employee Engagement and Customer Centric Service Excellence":

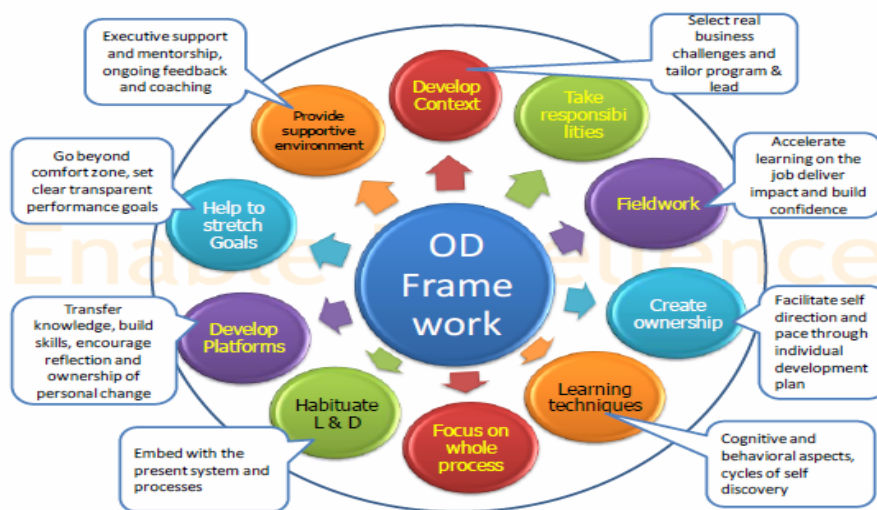
### Service lifecycle management



The brief outline of the same was:

- Create a congenial and enabling learning environment to Capture Clarify and Confirm the following
- Importance of Power of Observation, Power of Listening and Power of Articulation
- Create a Success Movement where participants are identifying the right steps to spot their Strength Statement and work on them.
- The Energy frame Work consisting of Physical Energy, Mental Energy, Emotional Energy and Spiritual Energy for Full Engagement.
- Identify areas of Service Excellence and how to excel one's own areas of work.
- Few selected Personality tests that potentially help to spot the Strength aspects.

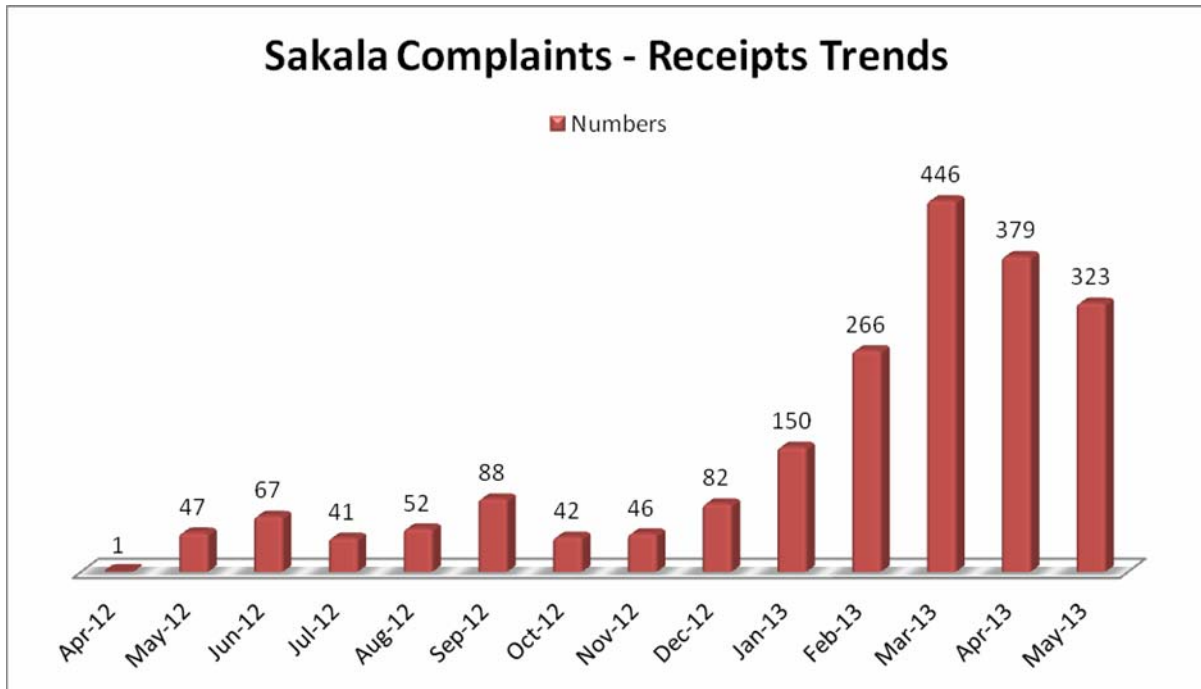
- > Both formal and informal feedback indicates the program as Positive, relevant and useful.
- > Ice breaking exercises helped the participants to appreciate and create, "A Safe and Learning Environment with Active Learning".
- > The three C's concept i.e. Capture, Clarify and Confirm facilitated to learn, How to know what my strengths are?
- > Every participant were administered six Personality Trait Tests in the areas- My Control, My Focus, My Tenacity, My Happiness, My Sincerity, My Tidiness and Me being Practical. The analysis will help the Strength and Success Movement.



Secretariat staff @ the KGSTI\_ENEX training at the KGSTI training hall.

## Chapter 5- Report from the Call Centre

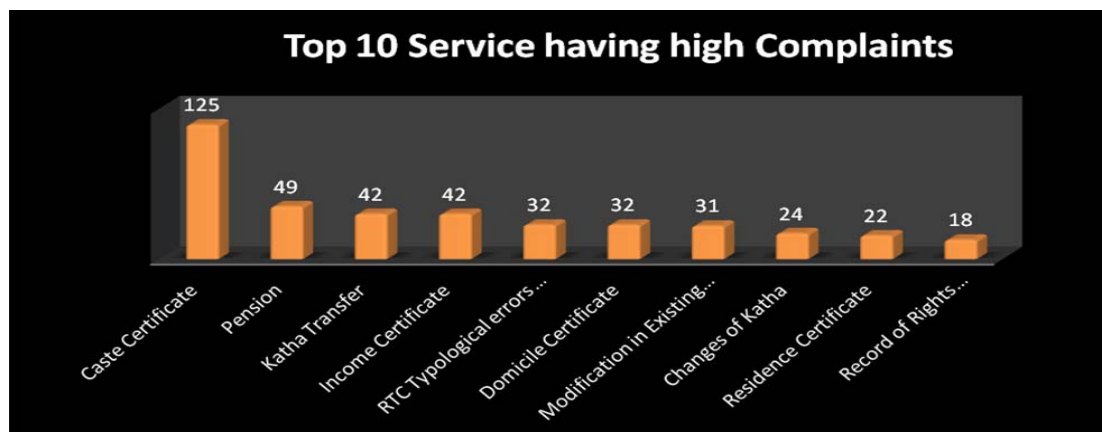
**Part A: Sakala Complaints:** Report from the Call Centre: Cumulatively, Sakala has received 2055 complaints as of end of May 2013. The trends in calls have been on the rise. March 2013 saw the highest calls pouring in.



Of the 2055 calls, **1222 calls have been resolved**, **558 are pending**. 40 are rejected. Bangalore received the highest complaints in the month with 131 complaints registered. Cumulatively, Bangalore (700 complaints), Davanagere (114) and Tumkur (104) lead in the districts in terms of Sakala Compliant.

Analysing the departments, Revenue department received 1225 complaints. The urban department received 191 complaints of which 142 belonged to BBMP, 42 to BWSSB and 7 to BDA.

Among Services, Caste, pension and Khatha transfer leads the race.

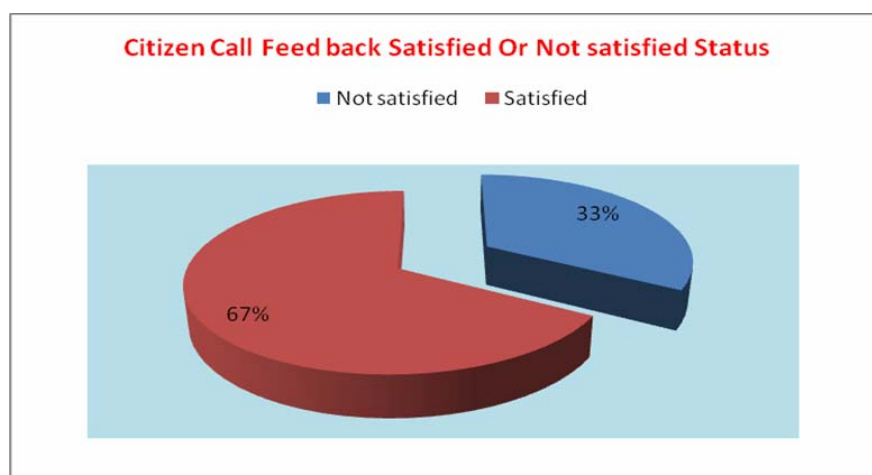


**Part B:** Non Sakala Complaints: In all 2342 complaints were received cumulatively. The table below explains the categorisation of the top services.

Department	Complaints	Category	Remarks
RDPR	109	Improper Supply of drinking water + Sanitation	Incl. Fresh water supply. New drainage pipes laying etc
Food & Civil Supplies	61	Issue of New Ration Card	
BBMP	317	Garbage disposal, improper maintenance of roads, sanitation, dog menace, A & B Khatha related, Property tax & Voter Id .	
Revenue	737	Pension ,New Surveys & survey related , Illegal documentation or forged documents , Khata related	Falling trend in the department seen.

**Part C:** Call Centre Feedback: In a sample feedback conducted by the Call centre in the month of May 2013, showed the following:

Status	Total
Not satisfied	63
Satisfied	127
<b>Grand Total</b>	<b>190</b>



*Observation:* There have been varying degrees of satisfaction levels. In the DITC conducted Feedback, Awareness showed low, while satisfaction levels showed an 89% satisfied level. While in the call centre, satisfaction level showed a lower percentile with 67% people being happy. A combination of various parameters, awareness levels of citizens as well as education levels could play a dominant role in the disparity.

### **Part D:**

Citizens are now more proactive in getting what they want. Some citizens even suggest what could be done. This is proactive participation. Citizens are free to open up and say what they expect from the government.

Here is a case where a citizen wanted to apply for a KHB property and was stuck for a reason. The issue was taken up by our Mission Director with the Principal Secretary Housing and a circular from KHB simplifying the requirement of domicile certificate easing citizen lives.

*I am Chartered Accountant residing in Bangalore since birth and i had applied for KHB site in the name of my wife and she was born in the city of Mysore and from Aug 2009 we are staying in Bangalore.*

*When I applied for Domicile Certificate i.e. Certificate stating that my wife is resident of the state of Karnataka for minimum of 10 years, the concerned revenue inspector of Hebbal Tahsildhar office is telling that they can give only from Aug 2009 i.e for 3 years and not for 10 years, When i requested with him that my wife is staying in the state of Karnataka since from birth and all the educational certificates are also submitted from 7th standard to Post Graduate along with present residential address proof like voters id, passport, marriage certificate but he is not accepting my request.*

*My humble request from my side whether concerned officer is correct in rejecting our application, whether we need to visit all the concerned officers of the state wherever we had*



*stayed for past 10 years and apply for domicile certificate only for those years? if yes why it should be called as Domicile Certificate which states that we are resident of Karnataka? It should be renamed only as residence certificate of the concerned jurisdictional Tahsildhar officer.*

*Madam, please let me know whom shall we approach for remedy? Kindly help us on the above issues.*

**Shown below is the circular clarifying Domicile certificate issue related to KHB.**

The Karnataka Housing Board has issued a Circular stating those citizens who are allotted housing plots or houses under various KHB schemes were originally required to produce a Domicile certificate stating that the citizens is a domicile of the state of Karnataka for a minimum of 10 years. This was a pre-requisite for completion of the allotment process by KHB.

However, after various feedback from Citizens which was causing inconvenience for the production of this document, it was decided to reengineer and simplify the process by simply producing a notarised Affidavit stating the years of the stay along with accompanying documents such as Ration Card or Voter's Id or Matriculation marks card or Passport which will be verified on a case to case basis.

A meeting under the chairmanship of the Principal Secretary, Housing dated 7/5/2013 in which a resolution was passed to this effect.

This is directed towards bringing in simpler processes that ease citizen's lives.

ಸುತ್ತೋಲೆ

ವಿಷಯ: ಕರ್ನಾಟಕ ಗೃಹ ಮಂಡಳಿಯಿಂದ ಮನೆ/ನಿವೇಶನಗಳನ್ನು ಹಂಚಿಕೆ ಪಡೆದ ಹಂಚಿಕೆದಾರರು ಹಂಚಿಕೆ ಪಡೆಯಲು ಸಲ್ಲಿಸಬೇಕಾದ ನಿವಾಸಿ ಪ್ರಮಾಣ ಪತ್ರ(Domicile Certificate)ದ ಕುರಿತು.

ಉಲ್ಲೇಖ: 1) ಸರ್ಕಾರದ ಪ್ರಧಾನ ಕಾರ್ಯದರ್ಶಿಗಳು, ವಸತಿ ಇಲಾಖೆ ರವರ ಅಧ್ಯಕ್ಷತೆಯಲ್ಲಿ ದಿನಾಂಕ 07-05-20132 ರಂದು ನಡೆದ ಸಭೆ ನಡವಳಿ.

2) ವಸತಿ ಇಲಾಖೆಯ ಪತ್ರದ ಸಂಖ್ಯೆ 128.ಕಗ್ಯಮಂ.2013 ದಿನಾಂಕ 18-05-2013.

\* \* \*

ಕರ್ನಾಟಕ ಗೃಹ ಮಂಡಳಿ ಹಮ್ಮಿಕೊಳ್ಳುವ ವಸತಿ ಯೋಜನೆಯಲ್ಲಿ ಮನೆ/ನಿವೇಶನಗಳನ್ನು ಹಂಚಿಕೆ ಮೂಲಕ ಪಡೆಯಲು ಇಚ್ಛಿಸುವ ಅರ್ಜಿದಾರರು ಕರ್ನಾಟಕ ರಾಜ್ಯದಲ್ಲಿ ಅರ್ಜಿ ಸಲ್ಲಿಸುವ ಪೂರ್ವದಲ್ಲಿ ಕನಿಷ್ಠ 10 ವರ್ಷಗಳ ಕಾಲ ವಾಸವಿರಬೇಕಿದೆ. ಈ ಹಿನ್ನೆಲೆಯಲ್ಲಿ ತಹಶೀಲ್ದಾರ್ ಕಛೇರಿಯಿಂದ ನೀಡಲಾಗುವ ನಿವಾಸಿ ಪ್ರಮಾಣ ಪತ್ರ(Domicile Certificate) ವನ್ನು ಹಂಚಿಕೆಯಾದ ನಂತರ ಒಂದು ತಿಂಗಳೊಳಗೆ ಸಲ್ಲಿಸಲು ಹಂಚಿಕೆದಾರರಿಗೆ ಮಂಡಳಿಯಲ್ಲಿ ಸೂಚಿಸಲಾಗುತ್ತಿದೆ.

ಇದರಿಂದ ಹಂಚಿಕೆದಾರರಿಗೆ ಅನಾನುಕೂಲ ಆಗುತ್ತಿರುವುದನ್ನು ಮನಗಂಡಿದ್ದು, ಹಂಚಿಕೆ ಪಡೆಯುವ ಸಲುವಾಗಿ ಪಾಲಿಸಬೇಕಾದ ಪ್ರಕ್ರಿಯೆಯನ್ನು ಸರಳಗೊಳಿಸಲು ಉಲ್ಲೇಖ (1) ಮತ್ತು (2) ರನ್ವಯ ಕರ್ನಾಟಕ ರಾಜ್ಯದಲ್ಲಿ ಕನಿಷ್ಠ 10 ವರ್ಷ ವಾಸವಿರುವ ಬಗ್ಗೆ ನೋಟರಿಯವರಿಂದ ಪ್ರಮಾಣ ಪತ್ರ ಪಡೆಯಲು, ಮತ್ತು ಪಡಿತರ ಚೀಟಿ ಅಥವಾ ಮತದಾರರ ಚೀಟಿ ಅಥವಾ ಎಸ್. ಎಸ್. ಎಲ್.ಸಿ ಅಂಕಪಟ್ಟಿ ಅಥವಾ ಪಾಸ್‌ಪೋರ್ಟ್ ಇಂತಹ ದಾಖಲಾತಿಗಳನ್ನು ಸಲ್ಲಿಸಿದಲ್ಲಿ ಸಂಧರ್ಭಾನುಸಾರ ಪರಿಶೀಲಿಸಿ, ಹಂಚಿಕೆದಾರರಿಗೆ ಹೆಚ್ಚಿನ ಮಟ್ಟದ ಅನಾನುಕೂಲತೆಗಳನ್ನು ತಪ್ಪಿಸಿ, ನಿವಾಸಿ ಪ್ರಮಾಣ ಪತ್ರವನ್ನು ಕಡ್ಡಾಯಗೊಳಿಸದೇ, ಹಂಚಿಕೆದಾರರು ಕರ್ನಾಟಕ ರಾಜ್ಯದಲ್ಲಿ ಕನಿಷ್ಠ 10 ವರ್ಷಗಳ ಕಾಲ ವಾಸವಾಗಿರುವ ಬಗ್ಗೆ ದೃಢೀಕರಿಸಿಕೊಳ್ಳುವುದರ ಮೂಲಕ ಸಾರ್ವಜನಿಕರಿಗೆ ಅನುಕೂಲ ಕಲ್ಪಿಸಿಕೊಡಲು ಈ ಮೂಲಕ ನಿರ್ದೇಶಿಸಲಾಗಿದೆ.



ಗೃಹ ಆಯುಕ್ತರು,  
ಕರ್ನಾಟಕ ಗೃಹ ಮಂಡಳಿ,  
ಬೆಂಗಳೂರು.

ಪ್ರತಿಯನ್ನು:

- 1) ಕಾರ್ಯದರ್ಶಿಗಳು, ಕಗ್ಯಮಂ, ಕೇಂದ್ರ ಕಛೇರಿ.
- 2) ಉಪ ಪ್ರಧಾನ ವ್ಯವಸ್ಥಾಪಕರು, (ಗ್ರಾನೇ), ಕಗ್ಯಮಂ, ಕೇಂದ್ರ ಕಛೇರಿ.
- 3) ಎಲ್ಲಾ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರು, ಕಗ್ಯಮಂ, ಸಮನ್ವಯ ಕಛೇರಿ.
- 4) ಎಲ್ಲಾ ಸಹಾಯಕ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರು, ಕಗ್ಯಮಂ, ಜಿಲ್ಲಾ ಯೋಜನಾ ಕಛೇರಿ.
- 5) ಕಂದಾಯ ಅಧಿಕಾರಿ -1 ಮತ್ತು 2, ಹಂಚಿಕೆ ಶಾಖೆ, ಕಗ್ಯಮಂ, ಕೇಂದ್ರ ಕಛೇರಿ.
- 6) ಕಡತಕ್ಕೆ.

## Chapter 6

### Citizen Interactions

a) Feedback is one of the most important drivers for Sakala. It is through feedback that we are able to understand the pulse of the citizens on satisfaction, what is expected and how we fare. Our DITCs collect feedback from a mix of citizens; those come to avail services, those who come to offices to know more. In a sample feedback collected district wise, we share the feedback as below in a crisp table.

Details of Response from Sample Feedback obtained from citizens during November 2012 to April 2013					
Location	RESPONSE	AWARE	Satisfaction		
District	Total Citizens Feedback	NEED Awareness	Happy	Neither Happy/ Unhappy	Not Happy
Bagalkot	392	34	320	57	15
Bangalore Rural	162	15	130	7	25
Bangalore Urban	150	9	140		10
Belgaum	174	9	128	38	8
Bellary	235	61	231		4
Bidar	246	49	228	2	16
Bijapur	247	61	205		42
Chamarajanagar	270	58	258		12
Chikkamagalur	89	37	80		9
Chikmagalur	483	245	479		4
Chitradurga	181	46	165		16
Dakshina kannada	311	55	299		12
Davanagere	430	102	337	41	52
Dharwad	120	13	110		10
Gadag	283	75	264		19
Gulbarga	399	214	362	15	22
Hassan	416	151	394	2	20
Haveri	259	126	241		18
Kodagu	156	22	139		17
Kolar	527	43	507	6	14
Koppal	272	52	204	58	10
Madikeri	36	3	22		14
Mandya	227	53	209		18
Mysore	284	9	268		16
Raichur	234	94	217	4	13
Ramanagara	321	5	288	11	22
Shimoga	478	104	260	199	19
Tumkur	233	31	219		14
Udupi	359	44	348	3	8
Uttara Kannada	515	52	492	9	14
Yadagiri	515	184	485	8	22
<b>Grand Total</b>	<b>9004</b>	<b>2056</b>	<b>8029</b>	<b>460</b>	<b>515</b>
<b>%age</b>	<b>100%</b>	<b>22%</b>	<b>89%</b>	<b>5%</b>	<b>6%</b>

## Chapter 7

### Evaluation:

**“Evaluation of Implementation and its Impact on Stakeholders (citizens and others)”**- The ATI conducted an evaluation of Sakala with a team of professional evaluators. Research was sponsored and funded by **the Department of Administrative Reforms and Public Grievances, Government of India**. Details are as below:

- ❑ **Project:** Evaluation of Sakala Training Programmes conducted by ATI and DTIs
- ❑ **Focus:** Implementation and Impact on Stakeholders, effectiveness with which Public Grievances are addressed
- ❑ **Department:** Revenue, Education and Transport departments & BBMP chosen for study
- ❑ **Research Methodology:** Formal & informal Interviews with Officials at the State, District and Taluk Level/s, Primary Survey of Citizens/ Applicants. Case Studies (of citizens compensated), Secondary Data analysis using Government Web Site [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in). and [www.sakala.kar.nic.in/gse\\_rpt](http://www.sakala.kar.nic.in/gse_rpt)
- ❑ **Research Tools:** Interview Schedules and Format for Informal interviews
- ❑ **Coverage:** 6 Districts, 2 Taluks in each district totaling 12 Taluks, 127 Villages and 2000 Applicants.
- ❑ **Districts Selected** Chitradurga, Dharwad, Hassan, Gulbarga, Dakshina Kannada, Kolar and BBMP (urban services)

### Department Specific Inputs on Evaluation:

#### *Revenue department:*

- ❑ Nemmadi is a precursor to KGSC.
- ❑ Atalji Janseva Kendra provides 36 services.
- ❑ This is managed by Tahsildhar II
- ❑ KGSC (Sakala) has improvised the existing pattern of services.
- ❑ Proper integration with the existing IT is required in the department. There is paradigm shift in service delivery

- Staff involvement is visible
- Use of resources to meet objectives is optimum.
- Middlemen have no role as services are directly delivered.
- Data management is well supported.
- Strong rooting of IT enabled Karnataka to move ahead of all other states in implementing KGSC Act.
- Augmenting departmental resources with additions of manpower and computer infrastructure.
- Training and Capacity Building Exercises of ATI from Day 1 i.e. simultaneously with the enactment of the Act helped in effective implementation.
- ATI trainings percolating to the grassroots.

### ***Education:***

- Earlier to KGSC, there was delay discrimination and misuse. KGSC has eliminated all these.
- KGSC Streamlined Service Delivery Mechanism.
- No intervention by Elected Representatives. People are now happy with timely Delivery and their Grievances are attended.
- Many felt that time line need a revision for recognition of school services.

### ***Transport:***

- Department had already introduced IT like SARATHY and VAHANA in services like smart card and computerization
- Dakshina Kannada is completely on ONLINE- Few hitches to be sorted out.
- Issue of LLRs, and DRs were streamlined and now time limit is put.
- Citizen Charter is in place and People Friendly.
- Transport Dept. was well prepared to adopt KGSC
- Differences between time lines committed e.g. in the Citizen Charter of Transport department and KGSC Act are glaring.

***Common observations;*** All three departments have custom made software e. g SARATHY and VAHANA in transport, Shiksha Vaahini in education, Bhoomi and RDC systems in Revenue. To integrate Sakala with these is taking time. Need to rethink on timelines prescribed at present in public instructions, Revenue and Transport departments.

### ***Critical Observations:***

- The Citizens Survey Reveals 89% Satisfaction Level on Sakala
- KGSC awareness limited to Literate only and those residing close to urban centers. Even in BBMP, Sakala awareness is only 39%
- Citizens feel more services should be brought under Sakala
- Frequent Transfer of Officials has an adverse impact on performance.
- Non involvement of NGOs at district level to elicit their views. Their role currently is providing manpower assistance
- IEC activities to make more impact to create awareness.
- Infrastructure needs to be given to all Departments like Revenue Dept.
- Trained Manpower to be provided to all Departments to implement KGSC.
- Workflow chart designed by the departments for implementing this Act has not percolated down to the grass root level.
- Department wise and service wise flow chart to be worked out.
- Robust time line suggested in Citizen Charter need to be retained and suggested time frame under this Act needs a fresh look.
- Act has long term implications to reduce corruption and weed out middlemen.
- Rethinking and recasting of some of the tenets are necessary to remain a forerunner among other states and to present the best practice picture for other states to emulate.

### ***Recommendations:***

#### Capacity Building

- *Department Officials to provide specific training for all their staff, including the cutting edge*
- *Existing Citizens Charter to be worked on to include compensation clause ( and not draw fresh charters)*
- *Regular IT skills to cover Group C employees too, in the long run this would help.*

#### IT:

- *Integrate different softwares of the departments with KGSC on a priority basis*
- *Careful reading and publishing of data necessary to remove data discrepancy (with clauses and explanations added)*

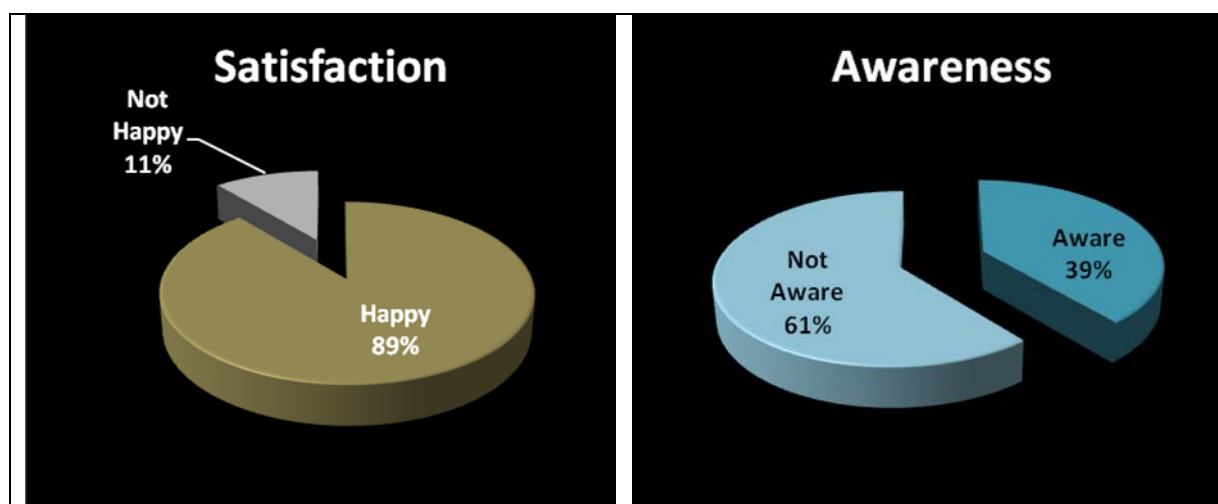
- *Progress of application for services like change of land use and land conversion to be informed through SMS/ e- mail.*
- *Use of Auto CAD and GIS by ULBs in giving Building License to be mandatory to overcome local political pressure on officials, corrupt practices and also prevention of building violations.*

### Governance Issues

*This study and experience of officials dealing with implementation of KGSC Act has thrown open a number of governance issues which need to be addressed viz :*

- Review procedures of issuing certificates (which are cumbersome), reduce number of documents to be submitted*
- All applications to identified departments to be treated as those coming under this Act*
- Bring all services rendered by Parastatals (Agencies, Boards and Corporations) under KGSC Act*
- More Awareness Building campaigns needed under departments IEC programs.*

*In a survey conducted as part of the study, ATI and its team found that 89% of citizens contacted were happy with sakala services. However, when it came to awareness the report revealed that only 39% of the citizens were fully aware of services under Sakala.*



## Chapter 8

### New Initiatives

**a) Addition of Services:** *Out of the services proposed for online delivery, currently, 42 services across six Institutions are ready with their software developed and their online portal linked to our Sakala portal.*

*Some important criteria were that these departments had their own IT divisions, which enabled them to develop their own software and offer services online. Another important point is that these services were simply to apply, most sought after and where GSC bypass were happening, thereby reducing the instances of bypass.*

*The mission is partnering with EDCS (B-1-K1) to enable a common payment gateway for all the online services. Some of the departments have their own payments gateway too, E.g. Commercial Tax department*

#### Abstract of Services under SAKALA ready to go ONLINE

SL No.	Departments Name	Department /Institutions	No of Services in Sakala	Online Services Ready
1	Urban Development Department	BBMP	7	7
2	Transport Department	Transport	11	5
3	Food & Civil supply Department	Food & Civil supply Department	4	4
4	Education Department	Primary Education Department	12	9
5	Finance Department	Commercial Tax Department	10	10
6	Commerce & Industries Department	Industries Department	7	7
		<b>TOTAL</b>	<b>51</b>	<b>42</b>





#### b) NEED FOR ADDITIONAL STAFF

In order to prop up the new initiatives, a staff augmentation is required and the following details have been submitted to the respected Chief Secretary. 428 posts are requested so far by various departments.

Department	Request for DEO	Justification
Revenue	79	High Applications Inflow receipts (53% of total applications under Sakala ) 1.3 crore applications from <i>revenue alone</i>
SSLR	72	Surveyors double up as DEO. Delays seen.
Health & Family	56	Pharmacists/Doctors double up as DEOs.
Transport	23	Sharp increase in Vehicles & spike in No. of RTOs in the state

C) Online Grievance redressal portal: [E-spandana](http://www.espandana.in)

[www.espandana.in](http://www.espandana.in).

## User Manual

# Public Grievance Management System

### Introduction:

e-Spandana is an integrated Government to Citizen Interaction portal. The portal is an integrated platform for Public Grievances, Right to Information Act and Sakala Analytics and Reporting.

e-Spandana is hosted at **State Data Centre** and the portal is accessible through URLs [www.espandana.in](http://www.espandana.in).

e-Spandana is a single point portal for all the public grievances in the Government of Karnataka system. Anywhere, Any method - the grievance is filed – a citizen can always query and see the status of its grievance.

### **Accessing e-Spandana Public Grievances System**

e-spandana System can receive public grievances from Citizens

A) Through an online Systems – Citizen themselves can file a complaint/grievance and monitor the status of the complaint

B) Citizen can go a Government office and submit their grievances which can subsequently be keyed by the office in the e-Spandana system.

C) Citizen can call the call centre – where call centre executives can take the grievance online and give the acknowledgement number from the e-Spandana system.

D) A citizen can also approach offices of Chief Minister/Minister and Principal Secretary/Secretary/Directorate offices. Depending on the location and type of the grievance it will automatically get routed to the concerned office.

e-Spandana systems find its way through the government offices for the right destination of the grievances. The status of the grievances can be monitored at any level.

Also e-Spandana system creates different buckets – like complaints received at CM office is put into a separate bucket, received at Principal Secretary/Secretary in a different bucket and from other offices/call centre into different bucket. This helps the government officers to prioritize the complaints if needed.



On the right side of the main page of e-Spandana Portal – there is a block of Online Applications.

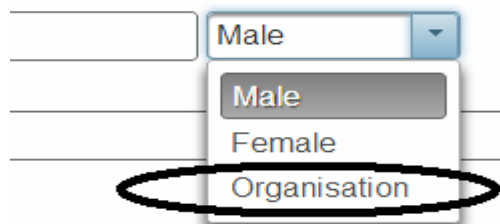
In the online Applications block – there is a link for Lodge Grievance. – In the screenshot shown above the link is circled.

Once this link is clicked the Grievance Petition Application gets opened : -



The mandatory field in the application has marked with \*. The same application will open also in offices login.

The grievance can also be filed by an Organization.



When filing the grievance organization can be selected as circled.

The screenshot shows a web browser window with the URL `127.0.0.1:6080/grievance/faces/grievance/grievanceDetailsInfoMB/goAddgrievanceDetailsInfo.jsf`. The form contains the following sections:

- ಜಿಲ್ಲೆ / District \*:** A dropdown menu with "Rural" selected.
- ಗ್ರಾಮ / Village \*:** A text input field.
- ವಿಳಾಸ ಸಾಲು / Address Line 1 \*:** A text input field.
- ವಿಳಾಸ ಸಾಲು / Address Line 2:** A text input field.
- ಗುರುತಿಸುವ (ಐಚ್ಛಿಕ) / Identification (Optional):**
  - ಚುನಾವಣೆಯಲ್ಲಿ / Election ID:** A text input field.
  - ಪರಿಶರದ ಕಾರ್ಡ್ / Ration Card No.:** A text input field.
  - UID:** A text input field.
- ಇಲಾಖೆ / ವಿಷಯ / Department / Subject:**
  - ವಿಭಾಗ / Department:** A dropdown menu with "[--Select--]" selected.
  - ವಿಷಯ / Subject:** A text input field.
- ಕಚೇರಿ ವಿವರಗಳು / Office Details:**
  - ನೀವು ವಿರುದ್ಧ ದೂರು ಬಯಸುತ್ತೀರಾ ಕಚೇರಿ (ಮೇಲೆ ತಿಳಿಸಿದ) ನಿಮ್ಮ ಜಿಲ್ಲೆಯಲ್ಲಿ ಅಥವಾ / Office You Want to Complain against is in your district (given above):** Radio buttons for Yes and No.
  - # ದೂರು ಇಲ್ಲಿ ಕಚೇರಿ / Office Where Complaint Exists:** A dropdown menu with a "ಕಚೇರಿ ಆಯ್ಕೆ / Select Office" button.
  - ನೀವು ಸರ್ಕಾರದ ಹೆಸರು ಗೊತ್ತು. ನೀವು ದೂರು ಬಯಸುವ ಸೇವೆ ವಿರುದ್ಧ / Do you know the name of Govt. Servant you want to complain against:** Radio buttons for Yes and No.

All the villages, Town Panchayat and Town Municipal Corporations has already been mapped into the System.

Once the fields of Name, Male/Female/Organization, Mobile/Phone number and emails are filled – the petitioner has to select the district

The close-up shows the "ಜಿಲ್ಲೆ / District \*:" field with a dropdown menu open. The dropdown list contains the following districts:

- Bidar
- Chitradurga
- Dakshina Kannada
- Davanagere
- Dharwad
- Gadag

The "Bidar" option is highlighted with a red circle, indicating it is the selected district.

District Selection is done by just typing one or two letters of district name in the box. As soon as one or two letters of district is typed – matching districts will automatically drop down. The districts can be selected here.

Once the district is selected – a user has to select whether he/she is from Rural or Urban.

Once a petitioner has selected rural or urban – e-Spandana system will automatically switch over to provide search on the basis of two letters in village or TPs and TMCs.

All the villages into that district matching the characters will appear in the drop down select. As soon as petitioner selects a village his Gram Panchayat and Taluk will automatically be popped up.

Now a petitioner can go ahead and fill address – like street etc and few optional fields of UID, Election ID Nos. etc. The application has kept the provisions to collect UIDs.

After that a petitioner can select the department -

UID :

**ಇಲಾಖೆ / ವಿಷಯ / Department/Subject**

ವಿಭಾಗ / Department: [-Select-]

ವಿಷಯ /Subject: [-Select-]

Yes  No

# ದೂರು ಇದ್ದಲ್ಲಿ ಕಚೇರಿ /Office Where Complaint Exists:  **ಕಚೇರಿ ಆಯ್ಕೆ /Select Office**

Once the department is selected – once can enter few characters and if a standard service of Sakala is matching that automatically gets popped up.

User has an option to enter the complaint other than Sakala by just ignoring the suggestion and typing the complaint.

As shown below e-Spandana System automatically figures out which office the grievances needs to be sent – based on two things Address and Nature of Grievance

**ಕಚೇರಿ ವಿವರಗಳು /Office Details**

ನೀವು ವಿರುದ್ಧ ದೂರು ಬಯಸುತ್ತೀರಾ ಕಚೇರಿ (ಮೇಲೆ ತಿಳಿಸಿದ) ನಿಮ್ಮ ಜಿಲ್ಲೆಯಲ್ಲಿ ಆಗಿದೆ /Office You Want to Complaint against is in your district (given above)  Yes  No

# ದೂರು ಇದ್ದಲ್ಲಿ ಕಚೇರಿ /Office Where Complaint Exists: **Tehsil Office (Belgaum-Savadatti ) [18158]** **ಕಚೇರಿ ಆಯ್ಕೆ /Select Office**

ನೀವು ಸರ್ಕಾರದ ಹೆಸರು ಗೊತ್ತು. ನೀವು ದೂರು ಬಯಸುವ ಸೇವಕ ವಿರುದ್ಧ /Do you know the name of Govt. Servant you want to complaint against:  Yes  No

ನೀವು ಹುದ್ದೆಯನ್ನು ಗೊತ್ತು /Do you know the designation:  Yes  No

**ದೂರು ಬಗ್ಗೆ ಹೆಚ್ಚಿನ ವಿವರಗಳು /More Details About Grievance**

Petitioner can also go ahead and attach any file if he/she needs to do.

**ದೂರು ಬಗ್ಗೆ ಹೆಚ್ಚಿನ ವಿವರಗಳು /More Details About Grievance**

**Attach A File / Image / Scan and Upload**

After that in the relief sought column the petitioner can provide the relief he/she wants and submit the form.

Once petition is submitted the acknowledgement is printed into the letter form as below.

Grievance No.:	666774	Status:	SUBMITTED
Submission Date:	27/02/2013	Expected Resolution Date:	29/03/2013
<b>Grievance Details</b>			
<b>To</b>			
Deputy Commissioner Office (Belgaum) [18123]			
Belgaum [1504]			
Sub.: All types of Income Certificate			
<b>Form</b>			
<b>Complainant / Petitioner Details</b>			
Name:	Satish Kumar	Sex:	Male
Mobile:	9742266140	E-Mail:	
Alternate Phone No.:		District:	Belgaum [1504]
Village:	URUBINAHATTI [1504005023001]	Taluk:	Gokak [1504005]
Gram Panchyaet:	BENACHINAMARADI(U)[1504005023]	Address Line 1:	address1
Address Line 2:			

## Processing of Grievance

Department Users or District IT consultants can login into the system and they will see their home page

Clicking on the link

<b>Grievance For Disposal</b>
CM Office [0]
Minister/Secretary Office [0]
Call Center/Local Auth./Others [7]

Here the segregated grievances can be seen.

Clicking on the link will take to the report of pending grievances

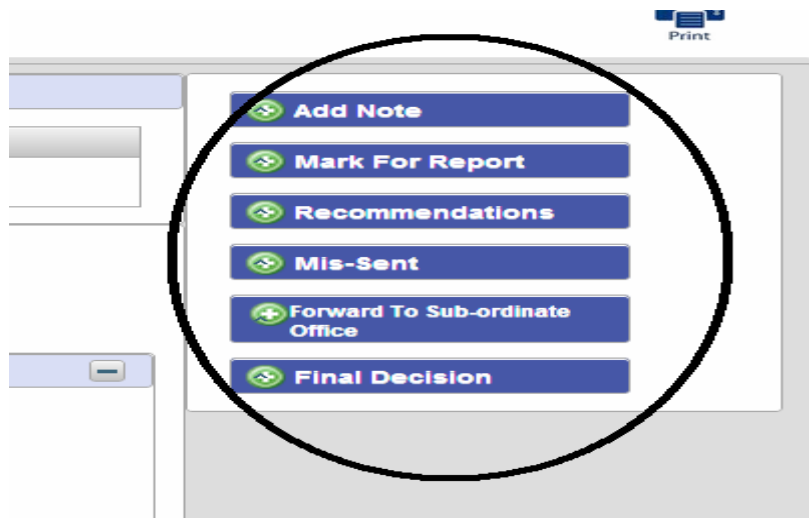
The screenshot shows the Jansampada Government of Karnataka web portal. The page title is "Process New Grievance Under Selected Conditions". The table below lists several grievances with their IDs, subjects, models, receipt dates, and resolution dates. Each row has a "Process" button and a "More" link.

ID	Subject	Model Of Receipt	Receipt Date & Time	Resolution Date & Time	More	Process
666768	satish kumar All types of Caste Certificate	Online	2013-02-15 08:35:32.0	SUBMITTED	More	Process
666769	test name Modification in Existing Ration Card	Online	2013-02-15 08:53:15.0	SUBMITTED	More	Process
666770	Satish Kumar All types of Caste Certificate	Online	2013-02-15 15:45:27.0	SUBMITTED	More	Process
666771	Satish Kumar	Online	2013-02-16 12:06:09.0	SUBMITTED	More	Process
666772	Satish Kumar telesatskerepokerker	Online	2013-02-21 17:13:00.0	SUBMITTED	More	Process
666773	satish Unemployment Certificate	Online	2013-02-22 13:06:57.0	SUBMITTED	More	Process
666774	Satish Kumar All types of Income Certificate	Online	2013-02-27 12:05:24.0	SUBMITTED	More	Process

Now when we click on the process – the main page of processing of grievances will open with options on the right side.

The screenshot shows the 'eJanspandana, Government of Karnataka' web application. The main content area displays a grievance record for 'Grievance No.: 666774' with a status of 'SUBMITTED'. The submission date is '27/02/2013' and the expected resolution date is '29/03/2013'. The grievance details include the recipient 'Deputy Commissioner Office (Belgaum) [18123]' and the complainant 'Satsish Kumar' from 'URUBINAHATTI'. On the right side, there is a vertical menu of action buttons: 'Add Note', 'Mark For Report', 'Recommendations', 'Mis-Sent', 'Forward To Sub-ordinate Office', and 'Final Decision'. A 'Print' icon is visible in the top right corner of the application area.

Which can seen as







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## 1 Login

The NGO HelpDesk system is access controlled so each of the NGO's using the NGO HelpDesk system shall have a Username and Password through which he/she can login into the NGO HelpDesk system.

### How to get a User Account?

The NGO's, who do not have any User account, may contact the district Admin to create a User account. The district level Admin, can contact their state headquarters to create a User account.

#### Instructions:

1. Open the NGO HelpDesk website ([http://www.kgsc.kar.nic.in/ngohd\\_training](http://www.kgsc.kar.nic.in/ngohd_training)). The NGO login page will be displayed (Refer Figure 1: NGO - Login page).

Government of Karnataka  
Guarantee of Services to Citizens(GSC) - HelpDesk

Login(Ver.1.A. Rel.01.03.13)

User Name

Password

Login Exit

Figure 1: NGO - Login page

2. Enter your **Username** and **Password** in appropriate boxes and click the **Login** button. The NGO HelpDesk Main menu for NGO'S will be displayed (Refer Figure 2: NGO - Main Menu).

Government of Karnataka  
Guarantee of Services to Citizens(GSC) - HelpDesk

ngo\_bng Bangalore Bangalore North test

Main Menu Sign Out

Services Others

Figure 2: NGO - Main Menu



**Note:**

- All fields marked in\* are mandatory fields.
- To log out of the NGO HelpDesk system, click **Sign Out** at the top right hand side of any page.
- To go to the main page of the NGO HelpDesk System, click **Main Page** at the top left hand side of any page.
- Click the **Exit** button in any page to exit from the respective page.

**Other Tips:**

- Any user who has not got a Username and Password can contact the Head Quarters.
- Keep your Username and Password securely. Do not share it with anybody. Ensure that only authorized person uses this to work on the NGO HelpDesk system.
- Change your password regularly, at least once in 30-45 days and maintain/remember the password.
- In case the user forgets the Username and Password, contact the Head Quarters for a new Username and Password.
- Remember to Sign Out/logout from the system after completion of your work.

## 2 Service

### 2.1 Daily Report Entry:

This module can be accessed by the NGO's to enter the Daily Report Entry into the NGO HelpDesk system.

**Instructions:**

1. In the main menu, hover the cursor over **Services** menu and then select **Daily Report Entry** option from the drop down list (Refer Figure 3: NGO – Daily Report Entry). The NGO Daily Report entry form will be displayed (Refer Figure 4: NGO – Daily Report Entry Form).





ngo_bng	Bangalore	Bangalore North
Main Menu	:.<<< Daily Report Entry >>>.:	
Sign Out		
Name Of Citizen:	<input type="text"/>	
Address of the Citizen:	<input type="text"/>	
Door no/Street Name:	<input type="text"/>	
District:	Bangalore	
Taluk:	select	
Hobli:	select	
Village:	<input type="text"/>	
Mobile No:	<input type="text"/>	
Department Name:	select	
Reason for Approaching help Desk:	select	
Nature Of Enquiry:	select	
Brief Summary Of Response / Service Rendered:	<input type="text"/>	
Nature of service Provided by Help Desk:	select	
Whether Suitable help/information Provided?	<input type="radio"/> Yes <input checked="" type="radio"/> No	
If No Reasons:	<input type="text"/>	
Date of Visit:	<input type="text"/>	
Time slot of Visit:	select	
Save Cancel		
IT Solution By National Informatics Centre, Bangalore		

Figure 5: NGO – Daily Report Entry Suitable help provided?

2. Enter all the citizen details like Name Of Citizen, address and Mobile Number then enter Helps provided details like Name of the Department, Reason for approaching, Nature of Service provided by helpdesk, date of visited and Time Slot of visit. Whether Suitable help/information is not provided select radio button NO and Enter Reason in the text Box provided and then click the save button (Refer Figure 5: NGO – Daily Report Entry Suitable help Provided?)

## 2.2 Monthly Activity Entry:

This module can be accessed by the NGO's to enter the Monthly Activity Entry into the NGO HelpDesk system.



### Instructions:

- 1 In the main menu, hover the cursor over **Services** menu and then select **Monthly Activity Entry** option from the drop down list (Refer Figure 6: NGO – Monthly Activity Entry Menu). The Monthly Activity Entry form will be displayed (Refer Figure 7: NGO – Monthly Activity Entry Form).



Figure 6: NGO – Monthly Activity Entry Menu

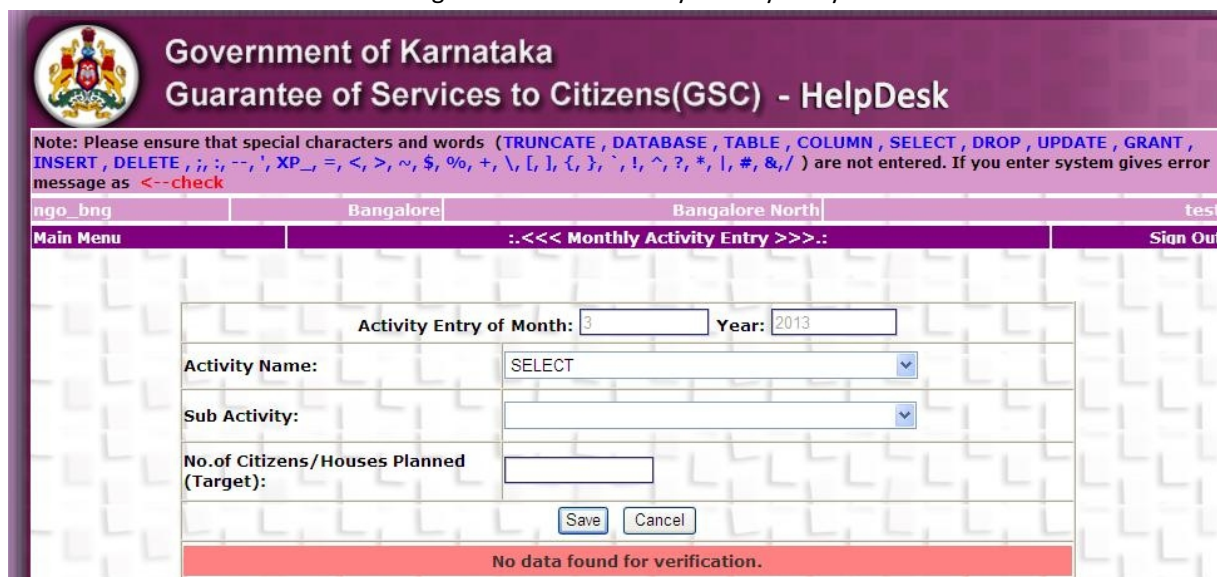


Figure 7: NGO – Monthly Activity Entry Form

- 2 Select the Activity from the **Activity name** drop down list ,select the subactivity from Sub Activity and enter Number of Citizens/Houses Planned(Target) for Particular Month( Refer Figure 8: NGO – Monthly Activity Entry) . This Form Entry is Available between current month of 1 to 10.





## 2.3 Monthly Progress Entry:

This module can be accessed by the NGO's to enter the Monthly Progress Entry into the NGO HelpDesk system.

### Instructions:

1. In the main menu, hover the cursor over **Services** menu and then select **Monthly Progress Entry** option from the drop down list (Refer Figure 10: NGO – Monthly Progress Entry). The Monthly Progress Entry form will be displayed (Refer Figure 11: NGO – Monthly Progress Entry Form).



Figure 10: NGO – Monthly Progress Entry

Activity name	Subactivity	Target	Achieved
<a href="#">Edit</a> testing	sub activity1	45	
<a href="#">Edit</a> act	test	55	
<a href="#">Edit</a> test1	ngo subactivity	66	

Figure 11: NGO – Monthly Progress Entry Form

2. For update Monthly Progress Entry **Click on Edit** link the corresponding activity's Achieved Text Box will Provided enter the achieved and the update. These option is avialable till current month of 10<sup>th</sup> .After updating all Activities Achieved then click on save Button(Refer Figure 12: NGO – Monthly Progress Entry Update Achieved).





Government of Karnataka  
Guarantee of Services to Citizens(GSC) - HelpDesk

Note: Please ensure that special characters and words (TRUNCATE, DATABASE, TABLE, COLUMN, SELECT, DROP, UPDATE, GRANT, INSERT, DELETE, ;, ;-, ;', XP\_, =, <, >, ~, \$, %, +, \, |, {, }, `', !, ^, ?, \*, !, #, &, / ) are not entered. If you enter system gives error message as <--check

ngo\_bng Bangalore Bangalore North test

Main Menu :.<<< Monthly Progress Entry >>>.: Sign Out

Progress Entry of Month: 3 Year: 2013

No. of Persons Visited Help Desk During the Month: 4

Highest Peak Hour Slot: 11-12 AM

	Activity name	Subactivity	Target	Achieved
Edit	testing	sub activity1	45	44
Edit	act	test	55	54
Update Cancel	test1	ngo subactivity	66	<input type="text"/>

Save Cancel

Figure 12: NGO – Monthly Progress Entry Update Achieved

### 3 Change Password

The Change Password option facilitates you to change the password of your user account. **All users should change their password regularly, at least once in 30-45 days.**

#### Instructions:

1. In the main menu, hover the cursor over **Others** menu and then select **Change Password** option from the drop down list (Refer Figure 13: Change Password). The Change Password page will be displayed (Refer Figure 14: Change Password page).

Government of Karnataka  
Guarantee of Services to Citizens(GSC) - HelpDesk

ngo\_bng Bangalore Bangalore North test

Main Menu :.<<< MAIN MENU >>>.: Sign Out

Services

Others  
Change Password

Click Here

Figure 13: Change Password



**Government of Karnataka**  
**Guarantee of Services to Citizens(GSC) - HelpDesk**

**Note: Please ensure that special characters and words (TRUNCATE , DATABASE , TABLE , COLUMN , SELECT , DROP , UPDATE , GRANT , INSERT , DELETE , XP\_ , = , < , > , @ , \$ , % , + , \ , [ , ] , { , } , ' , ~ , ^ , ? , \* , # , & / ) are not entered. If you enter system gives error message as <--check**

ngo_bng	Bangalore	Bangalore North	test	
Main Menu		:;<<< Change Password >>>:;		Sign Out


	Officer Logged In :	ngo_bng		
	Current Password :	<input type="password"/>		
	New Password :	<input type="password"/>		
	Re-enter New password :	<input type="password"/>		
		<input type="button" value="Change"/>	<input type="button" value="Clear"/>	<input type="button" value="Exit"/>

Figure 14: Change Password page

1. In the screen as shown in Figure: Change Password page, enter all the relevant details in appropriate fields and click the **Change** button. The password will be changed accordingly.

**Note:**

- The password should be of a minimum of 8 characters.
- Always use a unique password when you change your password to a new password. The new password field will not accept the password which has been used any time before.



## 4 DC Login

### Instructions:

1. Open the NGO HelpDesk website ([http://www.kgsc.kar.nic.in/ngohd\\_training](http://www.kgsc.kar.nic.in/ngohd_training)). The DC login page will be displayed (Refer Figure 1: NGO - Login page).
2. Enter your **Username** and **Password** in appropriate boxes and click the **Login** button. The NGO HelpDesk Main menu for DC will be displayed (Refer Figure 15: NGO –DC Main Menu).



Figure 15: NGO –DC Main Menu

### 4.1 DC Ratings And Comments

This module can be accessed by the DC to enter the DC Ratings and comments into the NGO HelpDesk system.

### Instructions:

- 1 In the main menu, hover the cursor over **Services** menu and then select **DC Comments** option from the drop down list (Refer Figure 16: NGO – DC Comments). The DC Comments form will be displayed (Refer Figure 17: NGO – DC Comments Form).



Figure 16: NGO – DC Comments



**Government of Karnataka**  
**Guarantee of Services to Citizens(GSC) - HelpDesk**

Note: Please ensure that special characters and words (TRUNCATE, DATABASE, TABLE, COLUMN, SELECT, DROP, UPDATE, GRANT, INSERT, DELETE, ;, ;--, ', XP\_, =, <, >, ~, \$, %, +, \, [, ], {, }, `', !, ^, ?, \*, |, #, &, / ) are not entered. If you enter system gives error message as <--check

ngonic\_admin Bangalore Bangalore East

Main Menu :.<<< DC Comments >>>.: Sign Out

Remarks Entry of Month:  Year:

No. of Persons Visited District Help Desks During the Month:

Highest Peak Hour Slot:

Taluk Name	Ngo Name	User Name	No Persons Visited	Peak Hour Slot	Target	Achieved	Ratings	Remarks
<a href="#">Edit</a> Bangalore North	test	ngo bangalore	4	11-12 AM	166	123		
<a href="#">Edit</a> Bangalore North	test	ngo bangalore	4	11-12 AM	166	123		

[Save](#) [Cancel](#)

Figure 17: NGO – DC Comments Form

- To Rating the NGO **Click on Edit** link the corresponding Taluk NGO's select rating from Ratings Dropdown list and then put Remarks. These option is available till current month of 10<sup>th</sup>. After rating of all Taluk NGO's click save Button. (Refer Figure 18: NGO – DC Comments Rating and Remarks).

**Government of Karnataka**  
**Guarantee of Services to Citizens(GSC) - HelpDesk**

Note: Please ensure that special characters and words (TRUNCATE, DATABASE, TABLE, COLUMN, SELECT, DROP, UPDATE, GRANT, INSERT, DELETE, ;, ;--, ', XP\_, =, <, >, ~, \$, %, +, \, [, ], {, }, `', !, ^, ?, \*, |, #, &, / ) are not entered. If you enter system gives error message as <--check

dc\_bng Bangalore

Main Menu :.<<< DC Comments >>>.: Sign Out

Remarks Entry of Month:  Year:

No. of Persons Visited District Help Desks During the Month:

Highest Peak Hour Slot:

Taluk Name	Ngo Name	User Name	No Persons Visited	Peak Hour Slot	Target	Achieved	Ratings	Remarks
<a href="#">Update</a> <a href="#">Cancel</a> Bangalore North	test	ngo bangalore	4	11-12 AM	166	123	Select Rating	
<a href="#">Edit</a> Bangalore North	test	ngo bangalore	4	11-12 AM	166	123		

[Save](#) [Cancel](#)

Figure 18: NGO – DC Comments Rating and Remarks





2. Select District, Month and Year from dropdown list and click the Process Button (Refer Figure 20: NGO Monthly HelpDesk Report Page). The details of that particular District NGO Monthly Details will be displayed accordingly (Refer Figure 21: NGO Monthly HelpDesk Report ).

Government of Karnataka  
Guarantee of Services to Citizens(GSC) - HelpDesk

Note: Please ensure that special characters and words (TRUNCATE , DATABASE , TABLE , COLUMN , SELECT , DROP , UPDATE , GRANT , INSERT , DELETE , ; , ;- , ; XP\_ , = , < , > , % , + , \ , [ , ] , ( , ) , ; , ^ , ? , \* , | , = , & / / ) are not entered. If you enter system gives error message as <--check

nic\_admin Shimoga Bhadravati ngo nic

Main Menu Sign Out

District ALL Month JANUARY Year 2013

PROCESS BACK

1 of 1 100% Find | Next


Month Wise Report

			2013			
			No Of Citizen Serviced	No Of Citizen Unable to Help	Peak Hour Slot	Rating BY DC ADC
Bangalore	Bangalore East	ngo nic	10	4	11-12 AM	Very Good
	Taluk Total		10	4	11-12 AM	Very Good
	Bangalore North	ngo4	6	2	12-01 PM	Good
	Taluk Total		6	2	12-01 PM	Good
Dist Total			16	6	12-01 PM	Good
Bangalore Rural	Dist Total		13	2	11-12 AM	Good
Grand Total			29	8		

Figure 21: NGO Monthly HelpDesk Report

3. NO of Citizens Serviced Hyperlink is Provided Click on link you will get Number of citizens Serviced during the month(Refer Figure 22: NGO NO of Citizens Serviced ) and No of Citizens Unable to Help Click on link you will get Number of citizens Unable to Get Help from Helpdesk during the month(Refer Figure 23: NGO NO of Citizens Unable to Serviced)





## Government of Karnataka Guarantee of Services to Citizens(GSC) - HelpDesk

**Note: Please ensure that special characters and words (TRUNCATE, DATABASE, TABLE, COLUMN, SELECT, DROP, UPDATE, GRANT, INSERT, DELETE, XP\_\*, \*, @, %, +, \, |, ', ", {, }, ^, ?, \*, |, #, &/) are not entered. If you enter system gives error message as <!--check**

nic\_admin Shimoga Bhadravati ngo nic

Main Menu Sign Out


District: ALL Month: JANUARY Year: 2013

---

No Of Citizen Service

S.no	Citizen Name	Mobile No	Date Visit	Service Name	Enquiry Name
1	citizen 3	1111111111	12/01/2013	SeviceNature2	Uses Benefits of Sakala
2	citizen 2	1111111111	12/01/2013	SeviceNature3	Uses Benefits of Sakala
3	citizen1	1111111111	12/01/2013	SeviceNature1	Appeals & Other actions
4	citizen 6	2222222222	12/01/2013	SeviceNature2	How to Fill Application Forms
5	citizen 4	1111111111	12/01/2013	SeviceNature2	What is CC?

Figure 22: NGO NO of Citizens Served



## Government of Karnataka Guarantee of Services to Citizens(GSC) - HelpDesk

**Note: Please ensure that special characters and words (TRUNCATE, DATABASE, TABLE, COLUMN, SELECT, DROP, UPDATE, GRANT, INSERT, DELETE, XP\_\*, \*, @, %, +, \, |, ', ", {, }, ^, ?, \*, |, #, &/) are not entered. If you enter system gives error message as <!--check**

nic\_admin Shimoga Bhadravati ngo nic

Main Menu Sign Out

District: ALL Month: JANUARY Year: 2013

---

No Of Citizen Unable to Help

S.No	Citizen Name	Date Visit	Mobile Number	Enquiry Name	Service Desc
1	citizen34	12/01/2013	1111111111	Location of Offices - Address Enquiry	SeviceNature2
2	citizen 6	12/01/2013	2222222222	How to Fill Application Forms	SeviceNature2
3	citizen 4	12/01/2013	1111111111	What is CC?	SeviceNature2

Figure 23: NGO NO of Citizens Unable to Serviced



## 5.2 Monthly Progress Report:

### Instructions:

1. In the main menu, hover the cursor over **MISReports** menu and on **Monthly Progress Report** option from the drop down list (Refer Figure 19: NGO Reports). The screen as shown in Figure 24: NGO Monthly Progress Report Page will be displayed.

Figure 24: NGO Monthly Progress Report Page

2. Select District, Month and Year from dropdown list and click the Process Button (Refer Figure 24: NGO Monthly Progress Report Page). The details of that particular District NGO Monthly Details will be displayed accordingly (Refer Figure 25: NGO Monthly Progress Report ).

Monthly Progress Report				2013	
				TARGET	ACHIEVED
Bangalore East	ngo nic	activity1	activity for nic	11	10
			sub activity1	22	23
		activity2	SUBACTIVITY1	33	34
		TEST	33		
		activity5		44	
		activity6		55	
Bangalore North	ngo4			545	558
Bangalore Rural				1121	1111

Figure 25: NGO Monthly Progress Report



**Reflections:** *A write up to the Harvard Business School on Sakala by Sri. Sridhar Pabbichetty – COO – Centre for Public Policy at the Indian Institute of Management*

## SAKALA

**Sakala-** *Karnataka Guarantee of Services to Citizens Act (2011) empowers citizens to avail services from the Government of Karnataka in a time-bound manner. The Act mandates the delivery of 265 services across 30 departments within a stipulated time. In case of a delay /default of a service request, the officer responsible is liable to pay a fine of Rs. 20 per day limited to a maximum of Rs. 500 to the citizen as compensation.*

*Whenever a citizen requests for a service, he/ she will receive an acknowledgement slip with GSC number. Using this number, the citizen can monitor the status of the application on the Sakala website. One can also check the status of the application by sending an SMS. In case the application is rejected or if the service is not provided within the stipulated time, the citizen may file an appeal to the next officer.*

*The primary goal of Sakala is to make the delivery of services citizen friendly. This flagship program of the Karnataka government intends to tackle corruption and arbitrariness at the roots and make the government more accountable to its citizens. Today, just about a year after the state wide launch of the Sakala services, about 20 million citizens of the state have availed of its timely deliverance across the departments.*

*Several universities of world repute have extensively researched Sakala and other Indian states have studied and are trying to emulate this delivery model. The team at Indian Institute of Management- Bangalore has been associated with Sakala since its inception and has focussed primarily on improvement and business process reengineering by conducting various field surveys, interacting with different stakeholders and submitting their reports to the government on a regular basis.*

*Taking their mission for good governance forward, the state government is preparing to provide around 120 services online, about 15 services on mobile phones and to introduce more and more services under this act.*

## Chapter 9

### Events & Press Coverage in Sakala:

#### 1) Mission Director's visit to LBSAA on 7 May 2013:

Dr Shalini Rajneesh – Mission Director addressed all officers at the level of collector and deputy collector from Bangladesh is getting training in our Mussoorie academy. Karnataka model has been selected by Lal bahadur Shastri national academy for Administration for showing best public service delivery. Participants felt that the Karnataka model is highly organised and well planned. It has used e governance tool effectively to monitor performance, call centre and help desks to bridge the gap between citizens and govt functionaries. It is learnt that the Hon. Prime minister office of Bangladesh has taken this program very seriously as its political commitment to its people.

In a return reciprocation, Bangladeshi officers, sent a PPT to Dr Shalini and wrote the following:

*“Dear Madam, Please accept our heartiest thanks for introducing KSS to the civil servants of Bangladesh who are currently undergoing a training programme at LBSNAA, Mussoorie.*

*It was really a wonderful session for the officers. We appreciate that you have been a key player in implementing the system in Karnataka in a very successful way.*

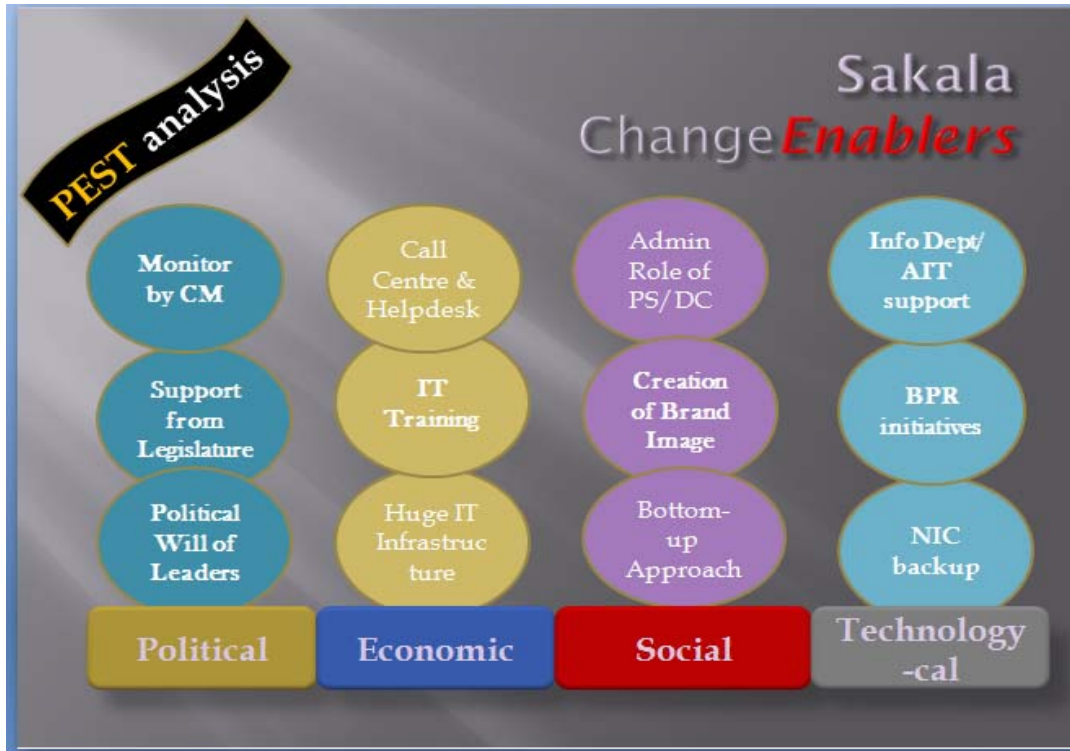
*Today, I recapitulated the topics you covered in the class yesterday. I mainly paraphrased your presentation. Here I am attaching a copy if it is of any interest to you. We also thank you for giving us the reports, a docudrama and papers on KSSA.”*



**Md Jahid Hossain Panir**  
Additional Deputy Commissioner  
(Education & ICT)  
Jessore

Cell : 01712 915194  
Phone : 0421-68522 (Work)  
          : 0421-63119 (Res.)  
Fax : 0421-66000  
e-mail : adc.e.jessore@gmail.com  
Web : www.jessore.gov.bd

Some interesting slides that the team paraphrased are shown below:



<p><b>KARNATAKA'S SERVICE ACCESS POINTS, INDIA</b></p> <ul style="list-style-type: none"> <li>16000 offices involved</li> <li>6000+ Gram Panchayat</li> <li>800 Citizen service centers at sub Taluk levels</li> <li>All District and Taluk offices</li> <li>On-line service through <a href="http://www.sakala.kar.nic.in">www.sakala.kar.nic.in</a></li> <li>Cyber cafes or any one with laptop &amp; data card</li> <li>Phone-in Program...</li> </ul>	<p><b>JESSORE DISTRICT ADMINISTRATION, BANGLADESH</b></p> <p>জেলা প্রশাসন, যশোর</p> <p>যশোর জেলার যে-কোন সরকারি দপ্তরের যে-কোন সেবার জন্য আবেদন এখন অনলাইনে দাখিল করতে</p> <p>লগইন করুন : <a href="http://www.dcjessore.gov.bd">www.dcjessore.gov.bd</a></p> <p>অনলাইনে আবেদনের সুবিধা :</p> <ul style="list-style-type: none"> <li>সময় ও ব্যয়সাথে খরচ কম</li> <li>হাজার কামেই সেবা</li> <li>হাজারির কামেই সৌ</li> <li>অভিযোগ জানাবার সুযোগ</li> </ul> <p>যে কোন সেবার আবেদন দাখিল করুন</p> <ul style="list-style-type: none"> <li>ইউসিএস তথা ও সেবা কেন্দ্র (USC) থেকে</li> <li>উপজেলা ই-সেবা কেন্দ্র থেকে</li> <li>যে কোন সাইবার ক্যাফে / ইন্টারনেট সংযুক্ত সেলফন থেকে</li> <li>ঘরে বসেই</li> </ul> <p>নে-কোন সেবার আবেদন যে-কোন স্থান থেকে দাখিল করা যাবে</p> <p>NESS National E-Service System</p>
---	--

**2. DITCs & Helpdesk staff video conference -6 May 2013:** In the meeting review of Applications received, Disposals, pendency, Delayed disposals, complaints were reviewed and corrective suggestions/action points given to the DITCs.

The meeting also has all the Helpdesk personnel attend the VC and they were given a training on using the Helpdesk portal and some guidance to improve their working. It was noted that any non performance of Helpdesk would not be tolerated and replaced at the right time. Dr Rajneesh assured that suitable infrastructure like printers, computers and UPS would be provided to these helpdesk to discharge their duties and also start working as an interface with citizens and the first point of contact.

AMD also noted that LMS and FMS should be computerised at the DC office for monitoring after due implementation.

**3. SIT – Tumkur – 17 May:** Dr. Shalini Rajneesh attended a conference titled “Ashwamedha” organised by the Department on Management Studies of the Siddaganga Institute of Technology and addressed the students. She stressed the need for student participation in government processes as they will be fresh, unique and said the future lies with them. She said that the Government’s Sakala initiative which heads has added many services under the education department for the benefit of the student community.



#### 4. CS meeting – 25 May

In a meeting chaired by the Respected Chief Secretary on 25 May 2013, he addressed all the Secretaries & HODs to review the progress made under Sakala as well as the online readiness of these departments in delivering public service. The function also was used to project the ATI capacity building and program for the year and the achievements. A book was released. The Following points were proposed and accepted in the meeting:

- Capacity building and skill development for staff for improvement in performance and bringing about attitudinal changes in staff was required. It was proposed to make training mandatory for all staff.
- Due to reengineering in the government processes 3 types of training plans was evolved such as State wide training plan, Training project Management and Self development plan.
- Training plans for every cadre and every new joinee is a must based on need basis. Hence every department needs to identify the training needs and get their staff from the specific training category.
- Dr Amita Prasad DG ATI assured that ATI would provide necessary support for creating a framework for training by department. She also said ATI would assist in implementing these programs.
- It is observed that most staff don't take training seriously and hence making training compulsory for evaluating the work by staff and carrying out a confidential report on duties discharged will ensure higher discipline she felt.

*Further the meeting continued with a review of Sakala. The Chief Secretary noted that:*

- Sakala scored high on an evaluation study conducted by ATI. About 91% of people contacted were happy.
- As of date 2.33 applications were received, 2.26 disposed in time were noted.
- Of the 30 departments 265 services, 17 departments are ready with their services to go online. 131 services are ready to go online. Of these 11 departments are ready with their portals.

- It was also noted that severe shortage of staff was seen and disparity between rural and urban offices were observed and shared with the respected CS.
- Complaints were on the rise and each department head was required to take action of pending complaints.
- Out of the 265 services, 203 services were being used by citizens. The rest 62 services were least use or not used.
- 4 Services from Revenue & 1 Service from Home were continuously delayed and required an increase in the stipulated time it was proposed.



*Sri. SV Ranganath releasing the Annual report of ATI. Seen along are Addl .Chief Secretary C.S Suranjan, Dr Amita Prasad & Dr Shalini Rajneesh.*

- However, in some services reduction stipulated time was suggested.
- Transport, Revenue & Education contributed in the increasing the revenue generation under Sakala, Dr Shalini noted.
- A New Ranking formula was also proposed and explained to the CS.
- Using student groups such as NCC, NSS, student groups, Teachers may be used for spreading awareness of Sakala, it was suggested. Using new modes of awareness also will be deliberated.

# Service in a jiffy!

Delivery of public utility services through multiple platforms including mobile phones, made quick and transparent through the 'Sakaala' scheme could vastly change the way Bangaloreans live

Kunal took a fleeting glance at the leaking water line outside his house and pressed an App on his smartphone. In 10 seconds, an SMS arrived, acknowledging the receipt of his complaint. The GPS on his phone had tracked the exact location for the Water Board, which transmitted it to the local office. Two hours later, the Board's men and machines had plugged the leak and delivered a "job done" message to Kunal's phone.

In a hurry to hit the road to Hubli, Rameshwar touched a KSRTC icon on his Tablet, bought a ticket through his bank's payment gateway as he checked the status of his 'Sakaala' application right there. The Morning Facebook page alerted him on the BBMP's latest khata turnaround. Posting a comment, he awaited the zonal commissioner's response which arrived in a minute!

Connected, quick response and luggery interactive. Wedded to technology, refreshed by a government change, Bangalore's enormously challenged public utility services could just be on the edge of a complete makeover. Delivering services quickly and seamlessly on the 'Sakaala' platform, networked socially to the tech-



work is very complex and thus difficult to monitor," he explains.

'Sakaala' or the Guarantee of Services to Citizens Act, 2011, to be precise, is designed to assist citizens access government services without hassles and within a pre-defined time. More importantly, the Act holds the government officials accountable if the service sought is not delivered on time. Almost all State government bodies, above can take action. The Act specifies

the time limits for different services. Delivery deadlines are set for the DO, CO and the AA. So, if an RTD (who is the DO for driver's license) fails to issue the DL, within 30 days, the applicant can appeal to the Deputy Commissioner of Transport, the CO. Even after 15 days, if a response is not forthcoming, the Joint Commissioner of Transport can be approached. But there is a deadline even for the AA, 30 days.

Launched on April 2, 2012, Sakaala covers hundreds of services across different State departments. That includes caste certificates, land record extracts, police FIRs and building plan approvals. The scheme has witnessed over 1.5 crore applications Statewide, although the numbers are modest in urban areas.

In the City, the BangaloreOne model has made an impact on the citizens for its ease of use. Moudgil explains that the BQue centre is an arm of the Sakaala for service delivery. But he wants the scheme to go beyond these centres, and adopt the STD-PCO model. "Today, anyone can open a STD-PCO, or a cyber centre. Lacks of students access the SSLC results without hassles. Let the service delivery be liberalised. There might be some who misuse, but why punish 98 per cent for what two per cent does?"

Of the 89 BangaloreOne centres, 30 work round-the-clock, offering 43 services

related to different departments. With online payment gateways becoming popular, more people are now accessing BangaloreOne portal as well. Services such as Bescom, JWSSE bill payments and BBMP property tax payments are well received by the public. But the gamechanger could be the mobile governance M-Gov initiative to be launched Statewide by the Department of e-governance by June 15.

Over 200 services will then be available on multiple platforms, including mobile phones, tablets and desktops.

"The entire governance will be on your fingertips. You can check your Sakaala application status, generate M forms for income certificates and more. Depending on the readiness of the departments to adopt the platform, more services can be added," explains D S Rameshwar, Chief Executive Officer, Centre for e-Governance.

Today, when technology is not a constraint at all, when smartphone and tablet prices are crashing, seamless integration of government departments and public utility services can work wonders. The time is just ripe for the new government to make services electronically deliverable. There can be no better way to minimise corruption and maximise ease of service delivery.

Rasheed Kappan

