



## May - 2015 Report

### *The Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014*

Total Receipts - 7.80 Crore

Total Disposals - 7.72 Crore



Officials from various departments interacting with the Mission headed by Mission Director regarding various aspects to make Sakala portal more effective. Proposals to bring in more services under Sakala were also discussed.

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

Department of Personnel and Administrative Reforms (Administrative Reforms)  
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SIDDARAMAIAH  
CHIEF MINISTER



VIDHANA SOUDHA  
BENGALURU - 560 001

CM/PS/15/1/2015

Date : 16-06-2015

MESSAGE

It is heartening to know that Sakala Mission has taken up the task of bringing new services under its fold with great enthusiasm. Meetings and discussions with various departments and institutions were held in the month of May 2015 and proposals from departments are expected in the days to come.

Bringing in new services will help citizens to take care of their needs for government service delivery. These new services will cater to a whole new segment of population. I hope the inclusion of new services will make the life of citizens much comfortable.

More than Seven Lakh citizens have availed the services of *All types of caste certificates* and *All types of Income certificates* provided by Revenue department in the month of May 2015. These services are of utmost importance during the school and college admissions for students and all such service requests must be complied with on top priority.

Services like the *Issue of Form F for Declaration*, has received more than 15,000 service requests and *Issue of Form H for Registration Certificate*, has received 5,000 service requests, under the *Karnataka Value Added Tax Act, 2003* in the Commercial Taxes Department - which are important services - in the month of May 2015.

It is really encouraging the way the public are making use of this Act, since its inception. This is clearly evident by the ever increasing number of citizens availing services under Sakala. It is also heartening to note that the Government's motive to provide a pro-people administration, which is more responsive to the demands of the public and adopt a new professional culture is being realized with the enforcement of Sakala Act.

*Siddaramaiah*  
(SIDDARAMAIAH)

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### MESSAGE

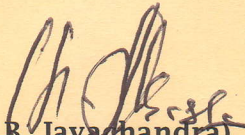
Creating awareness among citizens is a primary step towards success for any government initiative. With awareness comes participation and participation leads to empowerment.

Displaying of board with the list of services given by any particular office is mandatory under the Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014. Steps are being taken by the Mission to ensure that offices mandatorily install these notice boards. Notice boards with new designs are being prepared by Sakala Mission.

Service like "Issue of IEM Acknowledgement for Micro, Small and Medium Enterprises ( Part 1 and Part 2)" is the most sought after service in the Department of Commerce and Industry. More than 1 lakh services have already been delivered to citizens by the Department of Commerce and Industry in a time bound manner through Sakala.

Services of "Providing Employment To Unskilled Labours (MGNREGS)" and "Alteration To Assessment List" in Rural Development and Panchayat Raj Department has received more than 9,000 and 8,000 service requests respectively, in the month of May 2015 alone.

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

  
(T.B. Jayachandra)



## FROM THE MISSION DIRECTOR'S DESK

**Ranking:** Chikkaballapura shows consistent performance and occupies the top position for 16 consecutive months from February 2014 onwards due to the sustained efforts of officers and employees of the district. Kolar has taken second position and Tumakuru is in the third position.

Rank	District	District	Rank
1	Chikkaballapura	Haveri	28
2	Kolar	Vijayapura	29
3	Tumakuru	Bidar	30

Records shown above as on 31/05/2015 12:00:00

### Applications and Disposal Trends:

	Receipts	Disposals
Month of May -2015	22,05,748	21,97,198
Cumulative Count	7,80,42,379	7,72,84,767

Records shown above as on 31/05/2015 12:00:00

### Taluka Rankings:

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Madhugiri	Tumakuru
3	Tiptur	Tumakuru

Records shown above as on 31/05/2015 12:00:00

### Assembly Constituency Rankings:

Rank	Assembly Constituency	District
1	Chamarajpet	Bengaluru
2	Chikkaballapura	Chikkaballapura
3	Udupi	Udupi

Records shown above as on 31/05/2015 12:00:00

### Over Due, Delays, Rejections and Offices with 7 defaults:

**Over Due:** A total of 29,517 overdue were seen at the close of the month. There has been slight increase from last month's 18,135 due to large number of applications under Caste and income certificates being received. Services of Revenue and Home department constitute 70% of over dues. To address this issue Sakala review meetings are being held regularly by the DCs in the districts along with departmental review meetings by the Sakala Mission on a regular basis at State level to reduce the number of overdues.

**Delayed Disposal:** 61,774 applications were delayed in disposal during the month compared with 18,085 of the previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 65% of total delayed disposals. This gives about 2.81% delayed disposals as compared to 0.99% of the previous month.

Revenue department with 40,965 delayed disposals contribute to 66% of delayed disposals which impacts the State average. District of Chikkamagaluru with 6.44% delayed disposal tops the list and Udupi district with 0.05% delayed disposal has the lowest rate. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

**Rejections:** 5.25% is the rejection rate for May -2015. This is a slight decrease as compared to 7.65% of previous month. District of Bidar tops the list with highest rejection rate of 13.16% with rejections in services of “**Sandhya Suraksha**” and “**All types of Caste Certificate**” being the highest.

“**All types of Caste Certificate**”, “**Sandhya Suraksha**” and “**Providing Employment to Unskilled Labour (MGNREGS)**” are the affected services with high rejection rates in the State. Reasons for rejection are being monitored at Mission level and corrective steps are being taken. Awareness has to be created among citizens regarding service delivery procedures, mandatory documents needed for processing applications and appeal provisions available to them.

**Offices with 7 or more defaults:** 1,131 offices were found to have made defaults 7 or more times in the month of May 2015. 988 offices were in this category in the month of April-2015. Bengaluru Urban district tops the list with 153 offices. This accounts to almost 13% of total defaulting offices of the State. Revenue department has 594 defaulting offices, which are spread across the State. Service of “**Change of Khata - Undisputed Cases**” is affected as a result of this phenomenon. Action against erring officials is being taken as per the penal provisions prescribed in the Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014 and regular inspection of these offices are being undertaken.

## **Complaints, Appeals & Compensation**

**Complaints:** Out of 6,686 complaints received for Sakala, 5,598 have been resolved and 333 have been rejected amounting to disposal of 5,931 complaints showing 88% closure rate. 109 complaints are in the process of getting disposed and 646 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 24,470 complaints received for Non Sakala, 10,722 have been resolved and 1,811 have been rejected amounting to disposal of 12,533 complaints showing 52% closure rate. 109 complaints are in the process of getting disposed and 11,260 are overdue.

**Appeals:** Under Appeal -1 category 1,245 were received of which 1,107 are disposed (595 approved and 512 rejected). Out of 138 overdue appeals 102 appeals are with Revenue department. Bengaluru Urban district itself has 88 overdue appeals in Appeal 1 category, which are related to the services “**Conversion of agriculture land to non agriculture purpose**” and “**Transfer of Khatas**”.

Under Appeal -2 category 125 were received of which 69 are disposed (13 approved and 56 rejected). Out of 56 overdue appeals 21 appeals are with Revenue department. Deputy Commissioner, Davanagere has 11 overdue appeals in Appeal 2 category, which are related to the service of “**All types of caste certificate**”. Regular monitoring is being done by Sakala mission for the timely disposal of appeals.

**Compensation:** 615 compensation claims have been made till date and amount of Rs 76,640 has been paid as compensation to citizens. Rs 62,755 has been collected from erring officials.

**Addition of new services:** Several meetings/discussions were held with officials of various departments and proposals were sent by them to add new services under Sakala.

**M.V Jayanthi, IAS**  
**Mission Director**  
**Sakala**





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## CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

S. N	District	No. of SAKALA receipts during the month (A)	No. of SAKALA disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/One lakh population (E)	Ranking based on SAKALA Receipts/One lakh population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F)) Rank for May 2015	Rank for April 2015	Trend
1	Chikkaballapura	74432	75784	0.7	3	6202	1	1	1	↔
2	Kolar	81447	82409	1.6	7	5429	2	2	2	↔
3	Tumakuru	125361	130311	0.7	3	4821	4	3	3	↔
4	Bengaluru Rural	44288	43709	2.4	14	4920	3	4	12	↑
5	Gadag	39218	36916	1.2	6	3921	10	5	8	↑
6	Dharwad	70747	70398	1.8	9	3930	9	6	14	↑
7	Mandya	79091	84908	3.1	19	4393	5	7	6	↓
8	Hassan	69889	69565	3	17	4111	7	8	15	↑
9	Bengaluru	416841	405104	3.7	23	4387	6	9	10	↑
10	Udupi	39807	40216	0	1	3618	16	10	5	↓
11	Mysuru	118263	113426	3.3	20	4078	8	11	18	↑
12	Dakshina Kannada	75261	75304	3	17	3763	12	12	7	↓
13	Chamarajanagar	35304	36507	0.8	5	3530	18	13	17	↑
14	Shivamogga	64610	64963	3.6	22	3800	11	14	4	↓
15	Davanagere	68411	67362	1.9	10	3600	17	15	19	↑
16	Chitradurga	59622	61038	3.3	20	3726	13	16	20	↑
17	Bagalkot	58029	57586	1.6	7	3223	21	17	13	↓
18	Uttara Kannada	40575	42270	0.5	2	2898	24	18	11	↓
19	Kodagu	16330	14562	2.2	12	3266	20	19	21	↑
20	Ramanagara	36341	37505	4.2	25	3634	15	20	9	↓
21	Chikkamagaluru	40399	41024	6.4	30	3672	14	21	16	↓
22	Belagavi	137827	135334	2.6	15	2932	23	22	23	↑
23	Koppal	44565	45445	4.4	26	3428	19	23	26	↑
24	Kalaburagi	70113	69259	2	11	2804	27	24	25	↑
25	Ballari	71341	69695	2.9	16	2853	25	25	29	↑
26	Raichur	58830	55893	4.6	27	3096	22	26	28	↑
27	Yadgir	27796	26415	2.2	12	2526	29	27	27	↔
28	Haveri	42600	41556	5.3	28	2840	26	28	22	↓
29	Vijayapura	57438	56060	3.8	24	2735	28	29	24	↓
30	Bidar	40972	46674	5.9	29	2410	30	30	30	↔

Records shown above as on 31/05/2015 12:00:00

### Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

## CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

### Top 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Chikkaballapura	Chikkaballapura	31257	29832	0.2	11	1488	5	1
2	Tumakuru	Madhugiri	15852	16703	0.4	18	609	11	2
3	Tumakuru	Tiptur	12144	12562	0.4	15	552	16	3
4	Uttara Kannada	Karwar	8261	8438	0.3	13	550	17	4
5	Tumakuru	Tumkur	38632	39956	0.9	38	654	9	5
6	Chikkaballapura	Gudibanda	2639	2751	0	2	527	25	6
7	Chikkaballapura	Gauribidanur	15702	15415	0.4	16	541	22	7
8	Bengaluru	Bangalore South	183362	175916	1.4	63	10186	2	8
9	Kolar	Kolar	27557	28130	1.2	55	725	7	9
10	Bengaluru	Bangalore East	104648	103550	1.8	78	11627	1	10

Records shown above as on 31/05/2015 12:00:00

**Notes:** Chikkaballapura taluk of Chikkaballapura district has taken top spot this month. Madhugiri taluk of Tumakuru district has taken 2nd place.

### Bottom 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Belagavi	Ramdurg	5039	6002	11.2	168	201	157	168
2	Dakshina Kannada	Beltangadi	4480	4216	5.1	143	172	168	169
3	Belagavi	Raybag	6073	4960	3.9	130	151	174	170
4	Bidar	Homnabad	5265	6448	5.3	145	159	171	171
5	Haveri	Savanur	3163	3694	22.1	177	197	159	172
6	Bidar	Aurad	4824	6119	12.1	170	178	166	173
7	Vijayapura	Sindgi	6195	6403	7.3	158	158	172	174
8	Haveri	Shiggaon	2870	3109	10.5	167	159	170	175
9	Uttara Kannada	Supa	713	847	6.1	153	142	177	176
10	Haveri	Hangal	4058	4500	8	164	156	173	177

Records shown above as on 31/05/2015 12:00:00

**Notes:** Talukas in bottom 10 ranking are spread across the State. These talukas with low receipts have higher rate of delayed disposals.

## CHAPTER 1C: PERFORMANCE REPORT- ASSEMBLY CONSTITUENCY WISE (TOP 25)

S.N	Assembly	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))May -2015
1	Chamrajapet	36228	35681	0.1	5	1341	4	1
2	Chikkaballapur	32117	30802	0.2	11	1235	5	2
3	Udupi	24629	24270	0	1	985	10	3
4	Gandhinagar	46908	46508	0.4	20	1675	2	4
5	B.T.M Layout	26348	26072	0.3	16	731	20	5
6	Tumkur City	33184	34220	0.9	51	1106	8	6
7	Madhugiri	15341	16157	0.4	20	667	25	7
8	Shantinagar	17436	17510	0.5	27	645	26	8
9	Kolar	27557	28130	1.2	63	984	11	9
10	Davanagere North	18855	19256	0.6	36	673	23	10
11	Rajajinagar	15850	17185	0.5	27	609	29	11
12	Gauribidanur	14842	14445	0.4	20	593	32	12
13	Tiptur	12144	12562	0.4	20	552	34	13
14	Chamarajanagar	13658	13755	0.4	20	546	35	14
15	Gubbi	10837	10579	0.2	11	492	42	15
16	Gulbarga Dakshin	33309	31988	1.8	93	1110	7	16
17	Bangarapet	21759	21195	1.5	80	906	13	17
18	Gadag	21470	20777	1.3	72	766	19	18
19	Chamaraja	32882	31725	2	97	1060	9	19
20	Vijayanagara	15757	15043	0.4	20	492	42	20
21	Hubli-Dharwad-East	12287	11165	0.1	5	472	49	21
22	Davanagere South	11395	10953	0.2	11	474	47	22
23	Mandya	23966	26936	1.7	88	887	15	23
24	Koppal	19447	20120	1.1	58	627	28	24
25	Chikkodi-Sadalga	16227	16482	1.2	63	601	30	25

Records shown above as on 31/05/2015 12:00:00

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

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bengaluru	13569709	13466695	12586430	878893	359	278	234	44	9	7	5	2	10319
Mysuru	3836444	3792360	3617933	174045	40	39	22	17	0	0	0	0	1695
Dakshina Kannada	2647157	2620983	2522859	97976	8	7	3	4	0	0	0	0	1674
Mandya	2834741	2805943	2631375	174519	22	14	8	6	1	1	1	0	1656
Belagavi	5095467	5046139	4756558	289408	60	52	31	21	0	0	0	0	1472
Chikkamagaluru	1478528	1460296	1339447	120802	13	10	4	6	2	2	2	0	1329
Shivamogga	2164656	2143534	2005227	138181	15	9	6	3	0	0	0	0	1255
Raichur	2303930	2279396	2150094	129101	109	109	54	55	54	3	3	0	1113
Chitradurga	2126920	2105033	1991223	113771	18	18	7	11	0	0	0	0	1021
Ramanagara	1601413	1586548	1520142	66290	9	6	3	3	0	0	0	0	910
Haveri	1791909	1771067	1675358	95510	8	8	2	6	0	0	0	0	871
Ballari	2889795	2860532	2714309	146105	60	52	26	26	6	5	0	5	791
Vijayapura	2494203	2468811	2323162	145579	24	24	7	17	1	1	0	1	741
Kolar	2152092	2133052	2014593	118303	39	34	19	15	3	3	0	3	605
Bidar	1860544	1842158	1656512	185595	51	49	13	36	2	2	0	2	497
Tumakuru	3800156	3769048	3528002	240772	39	36	29	7	1	0	0	0	426
Hassan	2710965	2686476	2524743	161647	24	21	10	11	0	0	0	0	423
Kalaburagi	2748026	2719396	2578993	140277	59	59	29	30	4	4	1	3	402
Koppal	1698761	1682218	1610978	71144	5	4	1	3	0	0	0	0	362
Davanagere	2393332	2368138	2228776	139215	126	123	10	113	24	23	0	23	329
Yadgir	1212050	1197801	1142374	55419	16	16	7	9	1	1	0	1	294
Dharwad	2350851	2330814	2218665	111820	22	21	1	20	13	13	0	13	276
Bagalkot	2193678	2174271	2080001	94077	19	19	2	17	2	2	0	2	262
Bengaluru Rural	1321366	1307841	1236795	70853	21	20	19	1	0	0	0	0	221
Chikkaballapura	1974123	1942192	1826386	115617	18	18	6	12	0	0	0	0	177
Chamarajanagar	1311494	1297458	1232128	65142	19	19	14	5	0	0	0	0	135
Kodagu	662457	654509	620518	33968	3	3	1	2	0	0	0	0	99
Gadag	1383558	1367399	1313498	53852	8	8	5	3	0	0	0	0	91
Uttara Kannada	1964379	1948563	1887799	60577	16	16	10	6	1	1	0	1	65
Udupi	1469675	1456096	1415990	39981	15	15	12	3	1	1	1	0	6
	<b>78042379</b>	<b>77284767</b>	<b>72950868</b>	<b>4328439</b>	<b>1245</b>	<b>1107</b>	<b>595</b>	<b>512</b>	<b>125</b>	<b>69</b>	<b>13</b>	<b>56</b>	<b>29517</b>

Records shown above as on 31/05/2015 12:00:00

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

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE	42609581	42017909	39006461	3010724	1029	938	492	446	112	59	9	50	17121
HOME	3339184	3293484	3227167	66027	15	5	1	4	0	0	0	0	5382
EDUCATION	518411	506499	479414	26969	46	34	8	26	3	3	0	3	3409
RDPR	3193299	3174002	3071677	101172	82	72	46	26	6	4	2	2	1848
TRANSPORT	13987151	13930513	13599754	330225	7	3	1	2	0	0	0	0	834
URBAN DEVELOPMENT	2780319	2765440	2634015	130583	58	48	43	5	3	2	2	0	239
FOREST, ECOLOGY AND ENVIRONMENT	4009	3485	2834	647	0	0	0	0	0	0	0	0	202
HEALTH AND FAMILY WELFARE	830231	829264	819617	9438	0	0	0	0	0	0	0	0	121
WOMEN AND CHILD WELFARE	720219	718706	717840	662	0	0	0	0	0	0	0	0	87
COMMERCIAL TAXES	5879650	5870035	5275926	593050	5	5	2	3	0	0	0	0	80
COMMERCE AND INDUSTRIES DEPARTMENT	136054	135946	129923	6021	1	0	0	0	0	0	0	0	53
ANIMAL HUSBANDRY AND FISHERIES	7169	7054	6653	401	0	0	0	0	0	0	0	0	38
FOOD AND CIVIL SUPPLIES	3406241	3406182	3364489	41496	2	2	2	0	1	1	0	1	25
CO-OPERATION	41507	40210	38783	1396	0	0	0	0	0	0	0	0	22
LABOUR	554568	551356	543034	8244	0	0	0	0	0	0	0	0	22
DPAR	1150	1134	1134	0	0	0	0	0	0	0	0	0	16
KANNADA, CULTURE AND INFORMATION	2740	2730	1935	795	0	0	0	0	0	0	0	0	5
HOUSING	7985	7922	7758	147	0	0	0	0	0	0	0	0	4
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT	1116	1113	1049	64	0	0	0	0	0	0	0	0	3
HORTICULTURE	21452	21448	21073	375	0	0	0	0	0	0	0	0	3
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	343	335	332	3	0	0	0	0	0	0	0	0	3
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>78042379</b>	<b>77284767</b>	<b>72950868</b>	<b>4328439</b>	<b>1245</b>	<b>1107</b>	<b>595</b>	<b>512</b>	<b>125</b>	<b>69</b>	<b>13</b>	<b>56</b>	<b>29517</b>

Records shown above as on 31/05/2015 12:00:00



## CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECEIPTS	TOTAL NO. OF SAKALA DISPOSALS	PENDENCY AFTER DUE DATE
1	REVENUE DEPARTMENT	36555193	35969607	16210
2	HOME DEPARTMENT	3329572	3283802	5349
3	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	3193627	3174343	1846
4	PRE-UNIVERSITY BOARD	126141	121020	1804
5	DEPARTMENT OF PUBLIC INSTRUCTION	220989	214820	1371
6	TRANSPORT DEPARTMENT	10575618	10518904	691
7	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	4654646	4653109	559
8	SURVEY AND SETTLEMENT COMMISSIONER	1400387	1395459	333
9	KARNATAKA STATE POLLUTION CONTROL BOARD	3923	3405	200
10	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2171	1994	177
11	TRANSPORT CORPORATIONS(KSRTC)	1502045	1501588	123
12	TOWN MUNICIPAL COUNCIL	734588	730915	108
13	HEALTH AND FAMILY WELFARE DEPARTMENT	795961	795261	94
14	WOMEN AND CHILD WELFARE DEPARTMENT	303243	302869	77
15	COMMERCIAL TAXES DEPARTMENT	5876596	5867218	76
16	CITY MUNICIPAL COUNCIL	1030632	1024443	53
17	COMMERCE AND INDUSTRIES DEPARTMENT	136060	135946	53
18	PUBLIC LIBRARIES DEPARTMENT	34880	34769	48
19	FISHERIES DEPARTMENT	7169	7054	38
20	BANGALORE DEVELOPMENT AUTHORITY	5995	5892	35
21	FOOD AND CIVIL SUPPLIES DEPARTMENT	3406382	3406326	25
22	DRUGS CONTROL DEPARTMENT	31346	31106	24
23	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	26149	26066	19
24	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1150	1134	16
25	AGRICULTURAL MARKETING DEPARTMENT	21495	20533	13
26	TOWN PANCHAYAT	251817	250730	13
27	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	30774	29679	11
28	LABOUR DEPARTMENT	518214	516218	11
29	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	417160	415984	10
30	REGISTRAR OF CO-OPERATIVE SOCIETIES	19927	19585	9
31	BRUHAT BANGALORE MAHANAGARA PALIKE	282125	280962	7
32	KANNADA AND CULTURE	1907	1902	5
33	KARNATAKA HOUSING BOARD	7373	7314	4
34	HIGHER EDUCATION-COLLEGIATE EDUCATION	16330	16294	4
35	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	3500	3327	4
36	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	343	335	3
37	AYUSH DEPARTMENT	2959	2955	3
38	SERICULTURE DEPARTMENT	21452	21448	3
39	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1116	1113	3
40	FOREST DEPARTMENT	87	81	2
41	UNIVERSITY FINANCE SECTION	294	292	2
42	UNIVERSITY POST GRADUATION SECTION	4517	4515	2
43	UNIVERSITY EXAMINATION SECTION	102008	101818	1
<b>Total</b>				<b>29517</b>

Records shown above as on 31/05/2015 12:00:00

## CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR MAY-2015: DISTRICT WISE

S No	District Name	No. of disposals during the Month (A)	0-3 Days	4-7 Days	8-15 Days	16 - 30 Days	More than 30 Days	Total(B)	% of delays for May 2015 (B/A)
1	Chikkamagaluru	41024	1348	562	208	279	243	2640	6.44
2	Bidar	46674	2056	422	208	39	28	2753	5.90
3	Haveri	41556	1534	418	154	110	1	2217	5.33
4	Raichur	55893	2048	283	117	87	57	2592	4.64
5	Koppal	45445	968	287	356	382	8	2001	4.40
6	Ramanagara	37505	1112	170	91	130	75	1578	4.21
7	Vijayapura	56060	1532	334	83	137	32	2118	3.78
8	Bengaluru	405104	8614	2647	1591	1009	930	14791	3.65
9	Shivamogga	64963	1301	498	396	105	51	2351	3.62
10	Mysuru	113426	2175	676	269	262	415	3797	3.35
11	Chitradurga	61038	1722	189	77	23	20	2031	3.33
12	Mandya	84908	1687	339	276	247	118	2667	3.14
13	Dakshina Kannada	75304	1428	278	184	290	85	2265	3.01
14	Hassan	69565	1521	328	129	28	54	2060	2.96
15	Ballari	69695	1389	351	190	72	8	2010	2.88
16	Belagavi	135334	2156	544	241	244	283	3468	2.56
17	Bengaluru Rural	43709	794	157	82	28	6	1067	2.44
18	Yadgir	26415	506	44	15	11	8	584	2.21
19	Kodagu	14562	290	16	6	5	1	318	2.18
20	Kalaburagi	69259	755	412	120	52	22	1361	1.97
21	Davanagere	67362	992	204	46	5	2	1249	1.85
22	Dharwad	70398	878	207	92	80	32	1289	1.83
23	Kolar	82409	860	205	153	82	36	1336	1.62
24	Bagalkot	57586	686	94	47	36	37	900	1.56
25	Gadag	36916	414	36	0	3	2	455	1.23
26	Chamarajanagar	36507	185	23	26	18	29	281	0.77
27	Chikkaballapura	75784	392	54	53	11	7	517	0.68
28	Tumakuru	130311	644	106	70	28	13	861	0.66
29	Uttara Kannada	42270	183	1	5	4	5	198	0.47
30	Udupi	40216	13	1	0	1	4	19	0.05
	<b>Total</b>	<b>2197198</b>	<b>40183</b>	<b>9886</b>	<b>5285</b>	<b>3808</b>	<b>2612</b>	<b>61774</b>	<b>2.81</b>

Records shown above as on 31/05/2015 12:00:00

### Notes:

15 districts (S.N 1 to 15) are major contributors to the State delayed disposal rate of 2.81%. **Delayed disposal rate has increased from 0.99% in April to 2.81% in this month.** The respective district administration must concentrate on reducing the delayed disposals.

## CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR MAY-2015: DEPARTMENT WISE

S N	Main Department	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total(B)	% of delays for May 2015 (B/A)
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	249	15	6	12	18	22	73	29.32
2	HOME DEPARTMENT	102298	5407	2630	1484	973	776	11270	11.02
3	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	22	1	1	0	0	0	2	9.09
4	EDUCATION DEPARTMENT	10515	344	151	159	122	160	936	8.90
5	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	250	2	0	0	0	18	20	8.00
6	HORTICULTURE DEPARTMENT	106	0	0	0	7	1	8	7.55
7	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	89	2	0	1	0	1	4	4.49
8	CO-OPERATION DEPARTMENT	4802	152	8	16	7	7	190	3.96
9	REVENUE DEPARTMENT	1143512	28800	5719	2947	2199	1300	40965	3.58
10	HOUSING DEPARTMENT	126	2	0	0	0	2	4	3.17
11	URBAN DEVELOPMENT	76213	1821	247	139	180	7	2394	3.14
12	RDPR	102986	2064	411	234	101	35	2845	2.76
13	LABOUR DEPARTMENT	18013	253	189	11	5	4	462	2.56
14	HEALTH AND FAMILY WELFARE	19430	87	16	17	12	7	139	0.72
15	WOMEN AND CHILD WELFARE	26718	88	78	1	5	6	178	0.67
16	TRANSPORT DEPARTMENT	374292	861	408	250	176	262	1957	0.52
17	COMMERCE AND INDUSTRIES DEPARTMENT	3727	12	2	0	0	0	14	0.38
18	FOOD AND CIVIL SUPPLIES	44888	50	14	13	1	2	80	0.18
19	COMMERCIAL TAXES DEPARTMENT	268868	222	6	1	2	2	233	0.09
	<b>Total</b>	<b>2197198</b>	<b>40183</b>	<b>9886</b>	<b>5285</b>	<b>3808</b>	<b>2612</b>	<b>61774</b>	<b>2.81</b>

Records shown above as on 31/05/2015 12:00:00

**Notes:** The rate of delayed disposals in May -2015 for the State is 2.81%.

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 65% of total delayed disposals. Revenue department with 40,965 delayed disposals specially relating to **“All types of Income and caste certificate”** service contribute to 66% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

## CHAPTER 2F: REPORT OF REJECTIONS FOR MAY-2015: DISTRICT WISE

S.N.	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age)May -15
1	Bidar	40972	46674	6142	13.16
2	Yadgir	27796	26415	1911	7.23
3	Haveri	42600	41556	2908	7
4	Hassan	69889	69565	4597	6.61
5	Kalaburagi	70113	69259	4487	6.48
6	Kodagu	16330	14562	891	6.12
7	Chikkamagaluru	40399	41024	2511	6.12
8	Raichur	58830	55893	3349	5.99
9	Vijayapura	57438	56060	3335	5.95
10	Mandya	79091	84908	5023	5.92
11	Koppal	44565	45445	2659	5.85
12	Davanagere	68411	67362	3890	5.77
13	Kolar	81447	82409	4621	5.61
14	Shivamogga	64610	64963	3537	5.44
15	Chikkaballapura	74432	75784	4112	5.43
16	Belagavi	137827	135334	6965	5.15
17	Tumakuru	125361	130311	6611	5.07
18	Ramanagara	36341	37505	1896	5.06
19	Ballari	71341	69695	3489	5.01
20	Bengaluru	416841	405104	19461	4.8
21	Chitradurga	59622	61038	2876	4.71
22	Bengaluru Rural	44288	43709	2045	4.68
23	Chamarajanagar	35304	36507	1596	4.37
24	Mysuru	118263	113426	4919	4.34
25	Uttara Kannada	40575	42270	1746	4.13
26	Bagalkot	58029	57586	2270	3.94
27	Gadag	39218	36916	1347	3.65
28	Dharwad	70747	70398	2526	3.59
29	Dakshina Kannada	75261	75304	2524	3.35
30	Udupi	39807	40216	1000	2.49
	<b>Total</b>	<b>2205748</b>	<b>2197198</b>	<b>115244</b>	<b>5.25</b>

Records shown above as on 31/05/2015 12:00:00

### Notes:

15 districts (S.N 1 to 15 in the above table) have rejection rates greater than State's average of 5.25% for May-2015. **The rejection rate in April was 7.65%.** The respective District administration should probe, analyze and check reasons for rejections. Services of **"Sandhya Surakha"** and **"All types of Caste Certificate"** are the most effected in the district of Bidar.

## CHAPTER 2G: REPORT OF REJECTIONS FOR MAY-2015: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) May -15
1	KARNATAKA STATE POLLUTION CONTROL BOARD	234	220	45	20.45
2	TECHNICAL EDUCATION DEPARTMENT	102	84	10	11.9
3	HIGHER EDUCATION-COLLEGIATE EDUCATION	211	204	20	9.8
4	REVENUE DEPARTMENT	980805	937041	85940	9.17
5	DEPARTMENT OF PUBLIC INSTRUCTION	6218	6043	549	9.08
6	CITY MUNICIPAL COUNCIL	30666	32167	2387	7.42
7	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	619	628	42	6.69
8	CITY CORPORATION (Other than BBMP)	12789	12911	787	6.1
9	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	760	820	44	5.37
10	SERICULTURE DEPARTMENT	35	106	5	4.72
11	COMMERCE AND INDUSTRIES DEPARTMENT	3806	3727	152	4.08
12	TOWN MUNICIPAL COUNCIL	19989	20332	782	3.85
13	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	134	189	7	3.7
14	FOREST DEPARTMENT	29	29	1	3.45
15	COMMERCIAL TAXES DEPARTMENT	269023	268240	8982	3.35
16	UNIVERSITY ACADEMIC SECTION	31	31	1	3.23
17	KANNADA AND CULTURE	19	32	1	3.13
18	DRUGS CONTROL DEPARTMENT	808	766	20	2.61
19	HOME DEPARTMENT	94711	102046	2534	2.48
20	BRUHAT BANGALORE MAHANAGARA PALIKE	3893	3894	92	2.36
21	TRANSPORT DEPARTMENT	349328	360952	8468	2.35
22	TOWN PANCHAYAT	5829	6239	143	2.29
23	FISHERIES DEPARTMENT	177	250	5	2
24	HEALTH AND FAMILY WELFARE DEPARTMENT	18220	18518	364	1.97
25	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	152361	152763	2171	1.42
26	FOOD AND CIVIL SUPPLIES DEPARTMENT	44854	44888	612	1.36
27	KARNATAKA HOUSING BOARD	128	116	1	0.86
28	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	99289	102986	798	0.77
29	AGRICULTURAL MARKETING DEPARTMENT	934	3755	29	0.77
30	REGISTRAR OF CO-OPERATIVE SOCIETIES	907	1047	8	0.76
31	UNIVERSITY EXAMINATION SECTION	2175	2396	18	0.75
32	LABOUR DEPARTMENT	13724	17004	122	0.72
33	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	533	486	3	0.62
34	SURVEY AND SETTLEMENT COMMISSIONER	44927	53708	86	0.16
35	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	12586	12222	6	0.05
36	TRANSPORT CORPORATIONS(KSRTC)	7138	6885	3	0.04
37	WOMEN AND CHILD WELFARE DEPARTMENT	15040	14496	6	0.04
	<b>Total</b>	<b>2205748</b>	<b>2197198</b>	<b>115244</b>	<b>5.25</b>

Records shown above as on 31/05/2015 12:00:00

## CHAPTER 2H: OFFICES WITH MORE THAN 7 DEFAULTS FOR MAY-2015: DISTRICT WISE

S.N	District Name	Designated Offices with 7 or more defaults (April-15)	Designated Offices with 7 or more defaults (May-15)
1	Bengaluru	141	153
2	Mysuru	38	74
3	Chikkamagaluru	26	65
4	Raichur	36	64
5	Hassan	49	60
6	Mandya	29	51
7	Vijayapura	32	46
8	Bidar	37	44
9	Chitradurga	20	43
10	Shivamogga	26	42
11	Ballari	38	40
12	Belagavi	38	39
13	Dakshina Kannada	23	36
14	Ramanagara	24	36
15	Kalaburagi	28	35
16	Haveri	23	33
17	Kolar	19	32
18	Bagalkot	10	30
19	Koppal	12	28
20	Davanagere	19	27
21	Dharwad	18	24
22	Bengaluru Rural	32	23
23	Yadgir	14	22
24	Tumakuru	26	20
25	Gadag	21	19
26	Kodagu	10	15
27	Chikkaballapura	4	13
28	Chamarajanagar	7	9
29	Uttara Kannada	2	8
30	Udupi	6	0
	<b>Total</b>	<b>988</b>	<b>1131</b>

Records shown above as on 31/05/2015 12:00:00

**Notes:** Districts of Bengaluru (U), Mysuru, Chikkamagaluru, Raichur and Hassan are at the top of the list. The defaulting offices of Revenue Department are spread all across the State. Deputy Commissioners and Heads of Departments have to regularly monitor the activities of various departments and ensure action against the erring officials as per the penal provisions prescribed in The Karnataka Sakala Services Act, 2011 and (Amendment) Act, 2014.

## CHAPTER 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR MAY-2015: DEPARTMENT WISE

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults (April-15)	Designated Offices with 7 or more defaults (May-15)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	333	594
		SURVEY AND SETTLEMENT COMMISSIONER	42	52
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	47	50
2	HOME DEPARTMENT	HOME DEPARTMENT	88	128
3	RDPR	RDPR	115	111
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	9	4
		CITY CORPORATION (Other than BBMP)	4	3
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	2	1
		BANGALORE DEVELOPMENT AUTHORITY	1	1
		TOWN MUNICIPAL COUNCIL	17	29
		CITY MUNICIPAL COUNCIL	6	12
5	FINANCE DEPARTMENT	COMMERCIAL TAXES DEPARTMENT	2	5
		KGID		1
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	40	46
		COLLEGIATE EDUCATION	2	0
		COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	0	1
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	35	39
		KSRTC	3	0
		NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	0	1
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	2	1
8	CO-OPERATION DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	2	2
		AGRICULTURAL MARKETING DEPARTMENT	0	4
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	4	16
		EMPLOYEES STATE INSURANCE MEDICAL SERVICES	0	0
		DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	1	0
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	9	5
	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	1	0
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	5	7
		EMPOWERMENT OF DIFFERENTLY ABLED & SENIOR CITIZEN	1	0
14	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	3	4
15	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	2	1
16	DRUGS CONTROL DEPARTMENT	DRUGS CONTROL DEPARTMENT	1	1
17	HORTICULTURE	SERICULTURE DEPARTMENT	1	0
18	FISHERIES	FISHERIES	1	0
19	KANNADA & CULTURE	KANNADA & CULTURE	1	0
20	PUBLIC LIBRARY	PUBLIC LIBRARY	1	0
<b>Total</b>			<b>988</b>	<b>1131</b>

Records shown above as on 31/05/2015 12:00:00

**Notes:** Revenue department has 594 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 50 and 52 offices respectively sums up to 696 defaulting offices. This constitutes 61% of the total defaulting offices State wide.

## CHAPTER 2J: ZERO DEFAULTING OFFICES (at the end of May-2015)

S.N	Department Name	Zero Default
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	1604
2	HEALTH AND FAMILY WELFARE DEPARTMENT	498
3	HOME DEPARTMENT	300
4	PUBLIC LIBRARIES DEPARTMENT	164
5	AYUSH DEPARTMENT	135
6	LABOUR DEPARTMENT	86
7	DEPARTMENT OF PUBLIC INSTRUCTION	85
8	AGRICULTURAL MARKETING DEPARTMENT	84
9	SERICULTURE DEPARTMENT	72
10	FISHERIES DEPARTMENT	66
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	55
12	FIRE SERVICES DEPARTMENT	48
13	WOMEN AND CHILD WELFARE DEPARTMENT	47
14	UNIVERSITY POST GRADUATION SECTION	43
15	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	42
16	FOOD AND CIVIL SUPPLIES DEPARTMENT	37
17	TRANSPORT CORPORATIONS(KSRTC)	35
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	27
19	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	24
20	REVENUE DEPARTMENT	24
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	19
22	KARNATAKA HOUSING BOARD	15
23	SURVEY AND SETTLEMENT COMMISSIONER	15
24	FOREST DEPARTMENT	14
25	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
26	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	8
27	CITY CORPORATION (Other than BBMP)	8
28	KARNATAKA STATE WAREHOUSING CORPORATION	8
29	BRUHAT BANGALORE MAHANAGARA PALIKE	7
30	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	7
31	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	6
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6
33	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
34	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	5
35	COMMERCIAL TAXES DEPARTMENT	5
36	UNIVERSITY EXAMINATION SECTION	5
37	UNIVERSITY FINANCE SECTION	5
38	BANGALORE DEVELOPMENT AUTHORITY	3
39	DRUGS CONTROL DEPARTMENT	3
40	KANNADA AND CULTURE	3
41	KARNATAKA STATE POLLUTION CONTROL BOARD	3



S.N	Department Name	Zero Default
42	UNIVERSITY ACADEMIC SECTION	3
43	UNIVERSITY CONSTITUENT COLLEGES	3
44	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
45	COMMERCE AND INDUSTRIES DEPARTMENT	2
46	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	2
47	DEPARTMENT OF ARCHIVES	1
48	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
49	EXCISE DEPARTMENT	1
50	CITY MUNICIPAL COUNCIL	1
51	TOWN MUNICIPAL COUNCIL	1
	<b>Total</b>	<b>3652</b>

Records shown above as on 31/05/2015 12:00:00

**Notes:**

Offices with zero defaults must be visited by HODs of respective departments to study and find out the reasons for zero defaults. Models worth emulating can be identified and replicated in all other offices of the respective departments.

## CHAPTER 2K: ZERO RECEIPT OFFICES (at the end of May-2015)

S.N	Department Name	Zero receipts
1	HEALTH AND FAMILY WELFARE DEPARTMENT	1882
2	AYUSH DEPARTMENT	630
3	DEPARTMENT OF PUBLIC INSTRUCTION	606
4	HIGHER EDUCATION-COLLEGIATE EDUCATION	598
5	FOREST DEPARTMENT	554
6	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	363
7	WATER RESOURCES DEPARTMENT	316
8	PUBLIC LIBRARIES DEPARTMENT	250
9	SERICULTURE DEPARTMENT	250
10	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	218
11	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	211
12	REVENUE DEPARTMENT	207
13	UNIVERSITY POST GRADUATION SECTION	185
14	HOME DEPARTMENT	172
15	FIRE SERVICES DEPARTMENT	157
16	ADDITIONAL COMMISSIONERATE OF DHARWAD, CPI	150
17	WOMEN AND CHILD WELFARE DEPARTMENT	145
18	FISHERIES DEPARTMENT	140
19	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	121
20	LABOUR DEPARTMENT	118
21	TRANSPORT CORPORATIONS(KSRTC)	118
22	KARNATAKA STATE WAREHOUSING CORPORATION	118
23	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	97
24	ADDITIONAL COMMISSIONERATE OF GULBARGA, CPI	90
25	AGRICULTURAL MARKETING DEPARTMENT	84
26	KARNATAKA STATE POLLUTION CONTROL BOARD	73
27	SURVEY AND SETTLEMENT COMMISSIONER	59
28	BRUHAT BANGALORE MAHANAGARA PALIKE	49
29	FOOD AND CIVIL SUPPLIES DEPARTMENT	48
30	KANNADA AND CULTURE	43
31	UNIVERSITY CONSTITUENT COLLEGES	42
32	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	41
33	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	38
34	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	35
35	STATE PROJECT OFFICE, CPI	35
36	UNIVERSITY FINANCE SECTION	34
37	KSHIP DIVISION & SUB DIVISION	32
38	UNIVERSITY ACADEMIC SECTION	32

S.N	Department Name	Zero receipts
39	UNIVERSITY EXAMINATION SECTION	32
40	COMMERCIAL TAXES DEPARTMENT	30
41	KARNATAKA HOUSING BOARD	29
42	BANGALORE DEVELOPMENT AUTHORITY	24
43	DRUGS CONTROL DEPARTMENT	20
44	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	19
45	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	17
46	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	14
47	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	13
48	REGISTRAR OF CO-OPERATIVE SOCIETIES	13
49	CITY CORPORATION (Other than BBMP)	12
50	TRANSPORT DEPARTMENT	12
51	TOWN MUNICIPAL COUNCIL	10
52	KARNATAKA SLUM DEVELOPMENT BOARD	9
53	COMMERCE AND INDUSTRIES DEPARTMENT	8
54	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	7
55	KSHIP Division	7
56	DEPARTMENT OF ARCHIVES	6
57	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	5
58	PRE-UNIVERSITY BOARD	5
59	INFORMATION DEPARTMENT	4
60	CITY MUNICIPAL COUNCIL	4
61	TOWN PANCHAYAT	4
62	TECHNICAL EDUCATION DEPARTMENT	3
63	BANGALORE METROPOLITAN TRANSPORT CORPORATION	2
64	DISTRICT INSURANCE OFFICES	1
65	EXCISE DEPARTMENT	1
	<b>Total</b>	<b>8652</b>

Records shown above as on 31/05/2015 12:00:00

## CHAPTER 2L: DISTRICT IT CONSULTANT'S RANKING- MAY 2015

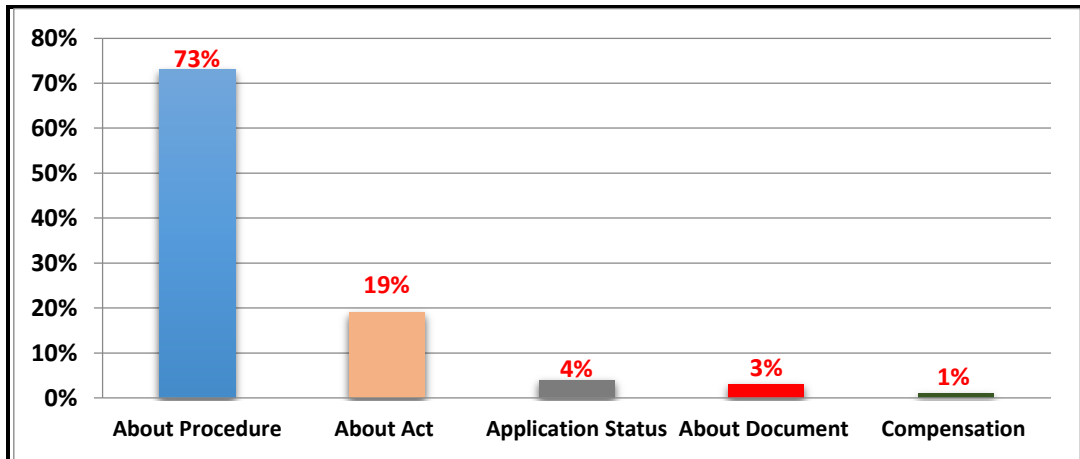
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Fi na l Rank
			Sakala Complai nts Resolved %	Ra nk	Non-Sakala Complai nts Resolved %	Ra nk	MO U Signed	Ra nk	Operat ional %	Ra nk	feedba ck collect ed %	Ra nk	Colle cted	Ra nk		
1	Belagavi	22	99.37	2	97.86	8	150	1	90.91	2	92.41	1	46	4	40	1
2	Dharwad	6	95.33	12	98.06	5	117	2	33.33	12	66.05	3	30	8	48	2
3	Tumakuru	3	96.96	10	98.95	2	82	5	0.00	14	11.70	20	42	5	59	3
4	Bagalkot	17	100.00	1	98.00	7	76	6	0.00	14	47.76	4	0	11	60	4
5	Shivamogga	14	97.62	8	95.45	12	59	8	0.00	14	33.27	6	54	2	64	5
6	Mysuru	11	50.00	18	100.00	1	51	10	0.00	14	28.08	10	58	1	65	6
7	Bengaluru	9	100.00	1	51.85	19	56	9	0.00	14	31.18	7	0	11	70	7
8	Gadag	5	98.63	5	96.23	9	11	22	16.67	13	31.20	7	0	11	72	8
9	Chamarajana gar	13	100.00	1	96.00	10	23	20	80.00	4	20.27	15	0	11	74	9
10	Kalaburagi	24	98.87	3	92.00	14	92	4	66.67	6	18.24	18	40	6	75	10
11	Chitradurga	16	23.68	19	98.80	3	17	21	42.86	9	74.02	2	15	9	79	11
12	Bidar	30	98.02	7	98.00	7	110	3	0.00	14	11.63	20	50	3	84	12
13	Haveri	28	100.00	1	100.00	1	25	19	50.00	8	18.69	17	0	11	85	13
14	Uttara Kannada	18	97.06	9	96.00	19	32	16	0.00	14	91.83	1	30	8	85	13
15	Davanagere	15	94.14	15	95.77	11	65	7	0.00	14	21.55	13	0	11	86	14
16	Ramanagara	20	96.58	11	98.04	6	26	18	0.00	14	28.57	9	30	8	86	14
17	Ballari	25	94.38	14	98.61	4	23	20	75.00	5	30.27	8	0	11	87	15
18	Bengaluru Rural	4	0.00	20	0.00	20	56	9	0.00	14	21.56	13	0	11	91	16
19	Chikkaballap ura	1	77.99	17	66.34	17	0	24	100.00	1	6.88	21	0	11	92	17
20	Koppal	23	95.00	13	87.18	16	34	15	0.00	14	40.01	5	40	6	92	17
21	Raichur	26	98.46	6	93.40	13	48	11	0.00	14	24.43	11	0	11	92	17
22	Udupi	10	0.00	20	0.00	20	47	12	63.64	7	23.43	12	0	11	92	17
23	Mandya	7	91.09	16	91.89	15	17	21	40.00	10	17.31	19	42	5	93	18
24	Vijayapura	29	98.79	4	96.00	10	65	7	0.00	14	4.70	22	10	10	96	19
25	Hassan	8	0.00	20	0.00	20	38	13	0.00	14	24.28	11	0	11	97	20
26	Yadgir	27	100.00	1	56.32	18	30	17	0.00	14	21.00	14	35	7	98	21
27	Kolar	2	0.00	20	0.00	20	32	16	0.00	14	20.04	16	0	11	99	22
28	Dakshina Kannada	12	23.68	19	0.00	20	37	14	0.00	14	0.00	24	0	11	114	23
29	Kodagu	19	0.00	20	0.00	20	5	23	87.50	3	0.00	24	0	11	120	24
30	Chikkamagal uru	21	0.00	20	0.00	20	0	24	37.50	11	3.83	23	0	11	130	25
<b>Total</b>							<b>1424</b>						<b>522</b>			

Records shown above as on 31/05/2015 12:00:00

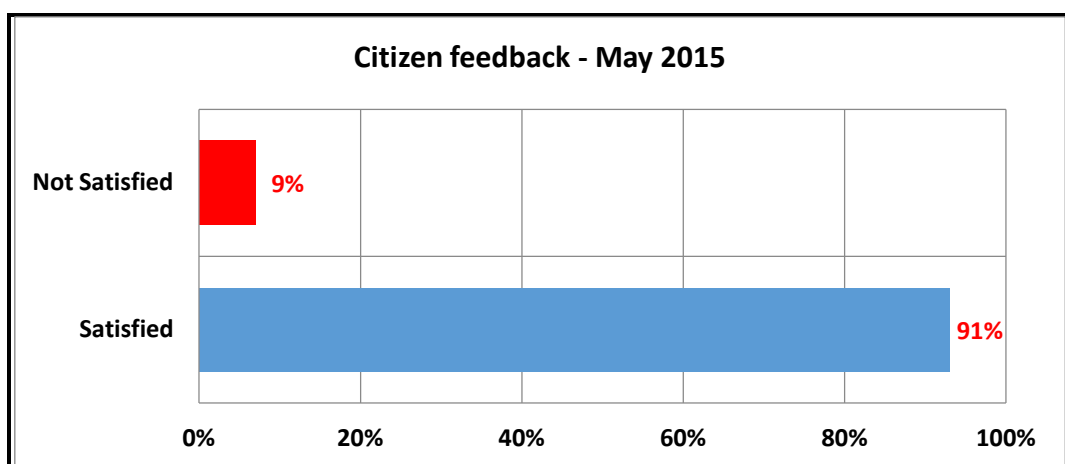
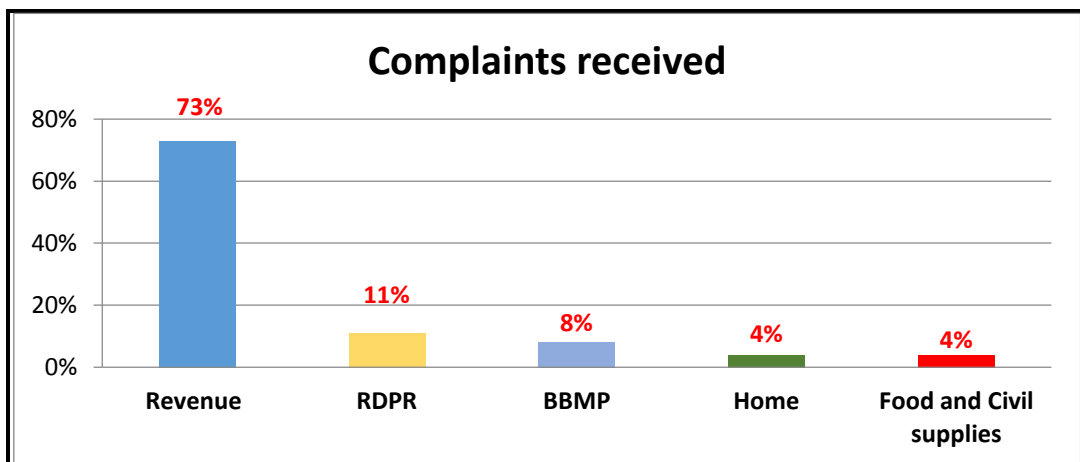
### CHAPTER 3: CALL CENTRE REPORT

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

Helpline's contribution has been good in creating awareness about the Act. Enquiries about the Act & queries about procedure together constitute 92% of the calls received.



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



### CHAPTER 3A: CALLS RECEIVED - DISTRICT WISE

S.N.	District	Calls received Count- May-15
1	Bengaluru	24264
2	Bagalkot	6350
3	Davanagere	927
4	Belagavi	836
5	Vijayapura	499
6	Ballari	494
7	Bengaluru Rural	426
8	Chitradurga	413
9	Kalaburagi	383
10	Mysuru	339
11	Raichur	327
12	Chikkaballapura	300
13	Dakshina Kannada	296
14	Tumkur	285
15	Bidar	273
16	Gadag	256
17	Mandya	256
18	Hassan	224
19	Koppal	218
20	Kolar	213
21	Shivamogga	211
22	Haveri	209
23	Ramanagara	196
24	Chamarajanagar	184
25	Chikkamagaluru	160
26	Dharwad	149
27	Uttara Kannada	114
28	Udupi	80
29	Kodagu	66
30	Yadgiri	39
	<b>Grand Total</b>	<b>38987</b>

Records shown above as on 31/05/2015 12:00:00

**Notes:** Awareness campaigns emphasizing the call centre number (080-44554455) can be carried out in districts of Udupi, Kodagu and Yadgiri. DITCs must work with district administration to carry out this activity.

## CHAPTER 3B: CALLS RECEIVED - DEPARTMENT WISE

S.N	Department	Count
1	Revenue Department	22510
2	Transport Department	4003
3	Urban Development	3710
4	Rural Development & Panchayat Raj	2349
5	Public Works, Ports & Inland Water Transport Department	1557
6	Women & Child Welfare Department	994
7	Education Department	897
8	Home Department	640
9	Higher Education-Collegiate Education	557
10	Labour Department	427
11	Health & Family Welfare	418
12	Transport Corporation (KSRTC / BMTC)	306
13	Commercial Taxes Department	234
14	Food & Civil Supplies Department	118
15	Co-operation Department	93
16	Agriculture Department	24
17	IT & BT	23
18	Karnataka Housing Board	23
19	Forest Department	13
20	Infrastructure Development	13
21	BWSSB	11
22	Co-operation	11
23	Kannada Culture & information Department	9
24	City Municipal Council	8
25	Department of Personnel & Administrative Reforms	6
26	Parliamentary affairs and legislation	6
27	Fisheries Department	5
28	Water Resources	5
29	Medical Education	4
30	Commerce and Industries	3
31	Kannada and Culture and Information	3
32	Department Of Public Instruction	2
33	BDA	1
34	City Corporation	1
35	Ecology & Environment	1
36	ESI - Employees State Insurance Corporation	1
37	Planning, Programme Monitoring and Statistics	1
	<b>Grand Total</b>	<b>38987</b>

Records shown above as on 31/05/2015 12:00:00

## CHAPTER 3C: STATUS OF COMPLAINTS (at the end of May-2015)

S.N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	EJS	NON-SAKALA	11715	2750	988	3738	622	7355
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4445	2761	680	3441	0	1004
4	Online	NON-SAKALA	1017	298	57	355	48	614
5	Online	SAKALA	1590	739	232	971	59	560
6	Call Center	NON-SAKALA	3008	2893	24	2917	3	85
7	Call Center	SAKALA	4788	4565	93	4658	50	80
8	E-Mail	NON-SAKALA	470	449	11	460	1	9
9	E-Mail	SAKALA	230	218	8	226	0	4
10	Janagraha	SAKALA	78	76	0	76	0	2
		<b>Total</b>	<b>31156</b>	<b>16320</b>	<b>2144</b>	<b>18464</b>	<b>783</b>	<b>11906</b>

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		6686	5598	333	5931	109	646
Non Sakala		24470	10722	1811	12533	109	11260

Records shown above as on 31/05/2015 12:00:00

### Notes:

Out of 6,686 complaints received for Sakala, 5,598 have been resolved and 333 have been rejected amounting to disposal of 5,931 complaints showing 88% closure rate. 109 complaints are in the process of getting disposed and 646 complaints are overdue. Call centre and the Mission is closely following up with complaints related to Sakala.

Out of 24,470 complaints received for Non Sakala, 10,722 have been resolved and 1,811 have been rejected amounting to disposal of 12,533 complaints showing 52% closure rate. 109 complaints are in the process of getting disposed and 11,260 are overdue.

HODs need to take a closer look at this issue and instruct concerned officers to resolve the overdue complaints.



### CHAPTER 3D: COMPENSATION CLAIMED STATUS

S.N	Department Name	No Appeals	Compensation
1	REVENUE DEPARTMENT	474	60360
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	43	4320
3	DEPARTMENT OF PUBLIC INSTRUCTION	32	6220
4	SURVEY AND SETTLEMENT COMMISSIONER	29	2040
5	BRUHAT BANGALORE MAHANAGARA PALIKE	25	2020
6	HOME DEPARTMENT	4	380
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TRANSPORT DEPARTMENT	2	640
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
10	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	60
11	CITY MUNICIPAL COUNCIL	1	320
	<b>TOTAL</b>	<b>615</b>	<b>76640</b>

Records shown above as on 31/05/2015 12:00:00

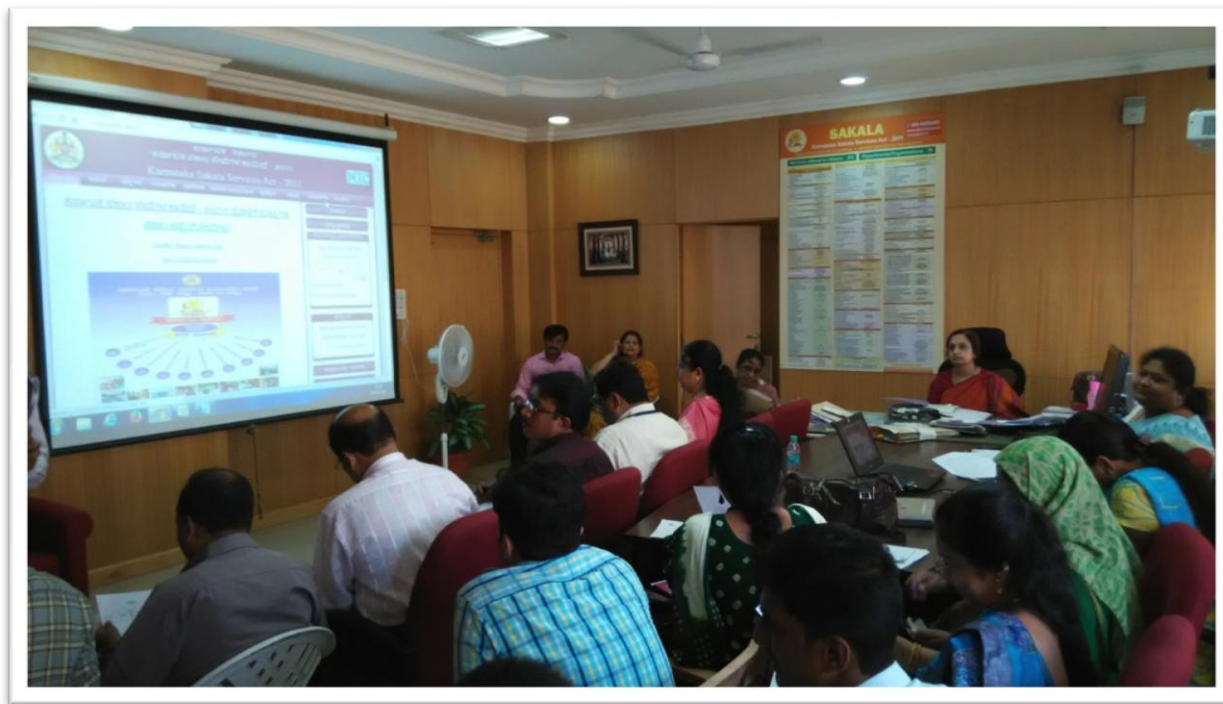
**Disclaimer: Data may vary due to Technical updates between portals of various Departments and differential time these reports are drawn from the portal**

### CHAPTER 3E: CITIZEN FEEDBACK- MAY 2015

Name	Location	Department	Complaint Category	Satisfied/Not Satisfied
Pradeep Jadhav	Bengaluru	BBMP	Building plan approval	Yes
Citizen called Sakala helpline to know procedure to apply for building plan approval. He was explained about the scheme appropriately. He also got the service within the given time limit. Citizen was satisfied & also happy.				
Poonam	Bengaluru	Revenue Department	Caste Certificate	Yes
Citizen called Sakala helpline to know information about caste certificate .She got to know about Sakala through media advertisement. She was provided with appropriate information. Hence she is happy with Sakala.				
Salim	Kalaburagi	Home Department	NOC for passport verification	Yes
Citizen called Sakala helpline to know status of his complaint for NOC for passport. He got to know about the Sakala through media advertisement. He got the service in the stipulated time. He is happy with the service provided to him.				
Kumar	Udupi	Revenue Department	No Objection Certificate Under Ptcl Act	Yes
Citizen named Mr.Kumar called Sakala helpline to know information regarding “No objection certificate”. He got to know about Sakala through media advertisement. Citizen was provided with appropriate information and explained about procedure. Hence he is happy with Sakala customer care service, also he says Government has done a great job by providing Sakala.				
Raju	Bengaluru	Revenue Department	Domicile certificate	No
He called Sakala helpline number to complain about domicile certificate. He got to know about Sakala through media advertisement. He is unhappy with Sakala as he did not get service in time.				
Mahesh	Koppal	Urban Development	Aadhar Card	Yes
He called Sakala helpline number to ask information regarding Aadhar card. As this act is not included in Sakala he was given Aadhaar help desk number. Citizen was happy with the service provided to him. Hence he is satisfied, he also stated this helpline is very beneficial.				

## CHAPTER 4: EVENTS AND NEWS CLIPS

1) 18.05.2015 to 21.05.2015; Bengaluru: Officials from various departments interacting with the Mission headed by Mission Director regarding various aspects to make Sakala portal more effective. Proposals to bring in more services under Sakala were also discussed.



**2) 16.05.2015; Belagavi : Health Department** officials of the district were given training by Sakala District IT consultant for effective implementation of Sakala.



**3) 05.05.2015; Chamarajnagar : Forest Department** officials of the district were given training by Sakala District IT consultant for effective implementation of Sakala.



