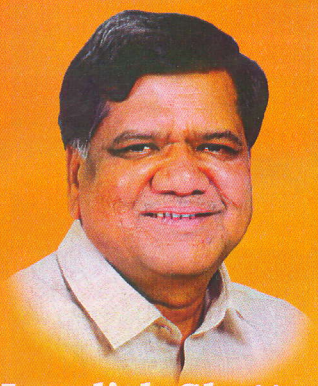


Jagadish Shettar
Chief Minister

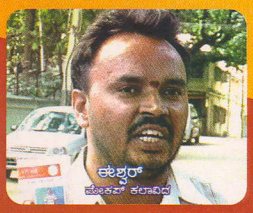
GOVERNMENT OF KARNATAKA

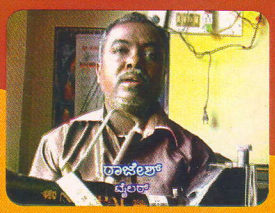
No more delays ... We deliver on time

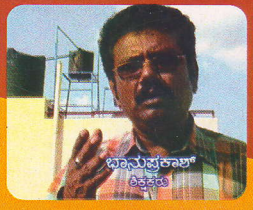
SAKALA

The Karnataka Sakala Services Act 2011

November 2012 Report







1,32,15,551 Smiles

No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

Call Center : 080 - 4455 4455, Website : sakala.kar.nic.in e-mail : sakala@nic.in

The Karnataka Sakala Services Act 2011

Report Card for the month of November 2012

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MESSAGE

It is indeed a matter of great pride and satisfaction that my Government is dedicating 265 services under 30 departments / institutions for time bound delivery. Already 1.32 crore citizens have satisfactorily received various services in the 7 months and from December, 2012 onwards we offer something for everyone.

- **Our farmers** can get their property registration, change of khatas or surveys done through Revenue Department under Sakala.
- **Destitute widows, aged persons and differently abled people** will now get pensions within Sakala time limits.
- **Unskilled labourers** in villages are assured of wages at the rate of Rs.150 per day under NAREGA.
- **Houseless Persons** can now proceed with their house construction activities without any delay.
- **Slum dwellers** will also have time bound approvals for house repairs, site possession certificates or change of property rights.
- **Fishermen** would be able to register their boats and get fishing licenses under Sakala.
- **Small and medium industrialists** will be able to register their projects and get Government subsidy / exemptions through Sakala.
- **Public Works Department** will be giving time bound permission for digging of roads or putting up advertisements along the highways.
- **Police Department** with 21 services will become more citizen friendly in the coming days.
- **Our Freedom Fighters and blind people** will get free travel coupon worth Rs.2000/- within 7 days.
- **Citizens of Bangalore** will be getting many services of BDA / BBMP / BWSSB under Sakala.
- **Students** appearing for various examinations will be getting their re-valuations and re-totaling done within 15-30 days.
- Film shooting permissions will also be given in time**.**
- **Old records** available with State Achieves Department would be given to citizens within 15 days.
- **Secretariat employees** would be given time bound personnel benefits through 21 services.

I am sure, while the employees work hard to bring smiles to the citizens under Sakala services, it will also encourage them to do a much better job to change the brand image of our Government as citizen centric, transparent, accountable and efficient.

JAGADISH SHETTAR
CHIEF MINISTER

MESSAGE

With the Intention to motivate and reward sincere efforts from our Staff, our Government has instituted **'Sarvottam Seva Prashashthi'** for outstanding civil servants who have carried out their duty selflessly and innovatively setting the benchmark for the others to follow suit. The award will be presented on the event of Republic day - 26th January of every year and the first award ceremony will be on the 26th Jan 2013. There are 3 categories for this award – State Award, District Award and Department Award.

Thinking of 'Seva' – one cannot bypass SAKALA. The Month of November has been a very active month for Sakala. In all, there have been 5 Citizens who have come forward and claimed compensation for delayed service. This truly shows a progression in citizen empowerment.

Overall in the month, there has been acceleration in the disposal of applications which has resulted in lowering the percentage of delayed service. We also see a reduction in the rejection rates, pendency. I would like to pat every official for their sincere efforts in reducing the difficulties of every citizen of our state.

Many Seminars and conferences were held during the month. The visit of the Afghanistan team, addressing the World Bank organised event at Odisha by our Mission Director, right now the Addl. Mission Director is in Dhaka guiding Bangladesh for Sakala there, Visit of the Chief Secretary of Gujarat on 30th nov to bangaluru to study Sakala are some highlights. On the same note, Professor of Economics from Booth School of Business, University of Chicago would be visiting us during the middle of December, for studying the impacts of Sakala on citizens.

Lastly, the Pilot for our new 114 services is progressing well and all measures and corrective steps are being taken for a smooth state wide launch on 3rd December.

S. SURESH KUMAR
Minister for Law & Parliamentary Affairs

Chapter 1

Introduction

From the Desk of the Mission Director

November has been a very eventful month. Not only from the point of view of increase in disposal rates (Fall in delays), but also attending various events like seminars, conferences by both me as well as our Addl. Mission Director taking Sakala to outside Karnataka too. New Service additions also reaching the public is a landmark for this month.

In this month, we have considered all aspects for reporting as of 25th of November and not the customary last day of the month. This was necessitated due to some logistical constraints for the start of the winter session at Belgaum. This is an exception for this month.

In the report for the month of November, we have given you a gist of the activities through various chapters. Some of the highlights are listed below:

1. Performance ranking for the month.

Rank	District	Rank	District
1	Uttara Kannada	30	Raichur
2	Kodagu	29	Yadgir
3	Chitradurga	28	Tumkur

2. Applications Details:

- Cumulative Applications received – 1,35,23, 754
- Cumulative Applications Disposed – 1,32,15,551
- Month wise Receipts & Disposals

Month	Receipts	Disposals	Disposal rate
April	808439	620825	98.59
May	1537466	1229796	98.91
June	2529622	2444171	98.01
July	2440874	2288183	96.75

Month	Receipts	Disposals	Disposal rate
Aug	2352212	2269982	95.63
September	1636394	1983124	93.51
October	1149448	1305614	96.29
November (up to 25 Nov 2012)	928673	949046	97.35
Total	1,35,23, 754	1,32,15,551	

3. Increase in Disposal Rates:

In the table below, we can observe an increase in the disposal rate (fall in delayed disposal)

Month	*Disposal %age*	*Remarks*
September	93.51	Delayed disposal was 6.49%
October	96.29	Delayed disposal was 3.71%
November	97.35	Delayed disposal is 2.65%

4. Fall in Overdue: It is significant to note the fall in the pending applications during the recent months. In the month of October, we had overall pending applications of 11209, which has drastically come down to 6849. *This is a fall in pendency by 39%* which is an excellent progress.

5. Fall in Rejection Rates: *It is also heartening to note a fall in rejection rates during the month. In the month of October, the rejection rates was standing at 7.55%, however this month has seen a fall to 6.55%. This is 24484 applications.*

6. Call Centre Information:

- Total Call received so far – 1,25,382
- Complaints –
  - Sakala Complaints- 396
    - Resolved – 337, Pending -59
  - Non Sakala Complaints – 1071
    - Action Taken – 1019, Pending action - 52
- The trend in complaints is on a decline. Comparing the month of September (88), October (42) & November (33)

7. Appeals:

Of the 119 appeals so far, 82 are resolved and 37 are pending.

8. Helpdesk:

- Set up and functional – 125
- In Progress – 82
- Monthly reports are being sent by some districts.

9. Compensation Claims:

Citizens have finally begun to exercise their rights through Sakala. In all, we have 5 claims for compensation for delayed service. Details in the table below:

Sl No	*Name of the Citizen*	*Amount*	*Date of Payment*	*Remarks*
1	T Raju	40.00	26/08/2012	Hospet
2	Thayappa	260.00	31/10/2012	Yadgir
3	Mahendra Javaraiah	140.00	02/11/2012	Tumkur
4	Shekar T	520.00	02/11/2012	Tumkur
5	Manjunath	500.00	02/11/2012	Tumkur

10. Recognition and Mentoring:

Sakala has continued to be the leader in delivering time bound services to citizens in a citizen centric fashion.

The State has been a host for many other states and countries to emulate the Guarantee of Services in that state/Country. The Government of India has sought recommendations from the state to bring in the model of Karnataka to the entire country. The states of Bihar, Punjab & Orissa have come/plans to the state to understand the working. Countries such as Bangladesh, Afghanistan have also come to study the working and implement in that country.

As Mission Director – I was invited by the World Bank to the UNDP and World Bank organised workshop on "*Experience Sharing on the Implementation of Right to Service Acts"* on 23 November at Bhubaneswar, Orissa.

On the same Note, Our Additional Mission Director Sri. Munish Moudgil is visiting Bangladesh on 29 & 30 November to mentor that country in implanting a similar system there.

11. Satisfaction Survey: The Call centre selected a sample of citizens and did a satisfaction survey. The survey revealed that 95% of the citizens who have availed service are happy, while 5% felt more improvement is required.

Satisfied Y/N	Count	%age
Yes	440	95%
No	21	5%
Total	**461**	**100%**

Overall Sakala has made progress in leaps and bounds. With more services added, the total services under Sakala has now touched 265 – the highest ever in the country. Details of the new departments and its progress are given below:

Department Name	Receipts during the Month
Commerce & Industry	76
DPAR	4
Forest, Ecology & Environment	5
Kannada & Culture	1

Housing, Animal Husbandry & Social welfare departments are yet to open their account. The BDA received the highest applications among the new departments with a count of 257 during the month.

12. The University of Chicago has shown interest in studying the Sakala services and its impact to citizens. The study team is headed by Marianne Bertrand & Chris P. Dialynas Professors from the University of Chicago. The study will involve meeting citizens from various parts the state and getting their feedback. The activity is likely to begin in the first week of December 2012.

Dr. Shalini Rajneesh
Mission Director – SAKALA

Chapter – 2 - Statistics

Overall Performance Ranking - November 2012

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 (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	27432	27088	0.1	1	1959	6	1
Kodagu	11653	12315	0.2	5	2330	1	2
Chitradurga	26301	24204	0.1	1	1643	11	3
Dakshina Kannada	44055	44386	0.4	7	2202	2	4
Chikkaballapura	16436	15695	0.1	1	1369	17	5
Chamarajanagar	17044	17010	0.2	5	1704	9	6
Haveri	18711	19218	0.1	1	1247	22	7
Dharwad	25845	27331	0.8	8	1435	16	8
Davanagere	28372	30079	1.4	10	1493	13	9
Udupi	20274	19739	1.7	14	1843	8	10
Ramanagara	21487	20103	2.1	17	2148	3	11
Mysore	43161	42616	1.7	14	1488	14	12
Belgaum	50411	53537	1.4	10	1072	27	13
Bangalore	203066	205252	2.4	20	2137	4	14
Bidar	16064	16838	1.2	9	944	30	15
Gadag	11717	12890	1.5	12	1171	25	16
Bagalkot	21885	22062	1.6	13	1215	23	17
Gulbarga	33482	33614	2.3	18	1339	19	18
Bangalore Rural	11879	11875	2.3	18	1319	20	19
Hassan	34849	36171	3.3	25	2049	5	20
Shimoga	28295	29749	3.1	24	1664	10	21
Koppal	13223	15206	1.8	16	1017	29	22
Chikmagalur	14954	15558	2.8	22	1359	18	23
Kolar	23644	25273	5.7	27	1576	12	24
Mandya	33503	39850	11.4	30	1861	7	25
Bijapur	22253	23837	2.7	21	1059	28	25
Bellary	28821	30309	3	23	1152	26	27
Tumkur	37920	33590	7.6	29	1458	15	28
Yadgir	13311	14233	5.2	26	1210	24	29
Raichur	24947	26083	6.5	28	1313	21	30
Total	**924995**	**945711**	**2.65**				

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 (70% weightage on (D) and 30% weightage on (F))
Chitradurga	17756	15978	0.1	3	1109	4	1
Chamarajanagar	11905	11946	0.2	5	1190	3	2
Chikkaballapura	8648	8757	0	1	720	15	3
Haveri	9531	10573	0	1	635	21	4
Uttara Kannada	9416	9023	0.1	3	672	17	5
Kodagu	4174	4766	0.4	7	834	12	6
Dharwad	9763	11159	0.2	5	542	23	7
Gulbarga	22145	22977	2.3	11	885	9	7
Davanagere	13780	14889	2.4	12	725	14	9
Gadag	6669	7291	2.2	10	666	19	10
Dakshina Kannada	6757	6200	0.4	7	337	29	11
Bidar	9002	9958	1.9	9	529	25	12
Hassan	22277	23377	5.1	22	1310	1	13
Mysore	19423	17061	2.8	15	669	18	14
Koppal	7033	8576	2.5	13	541	24	15
Shimoga	15807	17772	5	21	929	7	16
Belgaum	23186	25789	2.5	13	493	26	17
Bellary	19514	21122	4.6	19	780	13	18
Bijapur	13594	15548	3.4	16	647	20	18
Ramanagara	8557	8004	4.8	20	855	11	20
Bangalore Rural	6105	5954	4.2	18	678	16	21
Kolar	15352	16978	8.3	26	1023	5	22
Bagalkot	8491	9001	3.8	17	471	27	23
Yadgir	9646	10463	6.9	25	876	10	24
Raichur	18053	18655	9.3	27	950	6	25
Mandya	22930	29434	15.3	30	1273	2	26
Tumkur	23266	21295	11	29	894	8	27
Chikmagalur	6566	7044	5.2	23	596	22	27
Udupi	4375	4380	5.3	24	397	28	29
Bangalore	20487	22870	9.6	28	215	30	30
Total	**394208**	**416840**					

Commercial Tax

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 (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	5391	6453	0	1	269	3	1
Mysore	4376	4968	0	1	150	4	2
Belgaum	6104	8122	0	1	129	6	3
Bijapur	1196	1364	0	1	56	10	4
Kodagu	255	258	0	1	51	11	5
Bangalore Rural	444	554	0	1	49	13	6
Raichur	875	972	0	1	46	15	7
Bidar	710	674	0	1	41	17	8
Gulbarga	1040	1211	0	1	41	17	8
Bagalkot	746	695	0	1	41	17	8
Uttara Kannada	535	654	0	1	38	21	11
Gadag	314	336	0	1	31	22	12
Yadgir	218	223	0	1	19	26	13
Mandya	327	274	0	1	18	27	14
Chamarajanagar	178	235	0	1	17	28	15
Chikkaballapura	163	156	0	1	13	30	16
Udupi	1438	1812	0.1	17	130	5	17
Bellary	2636	2862	0.1	17	105	7	18
Bangalore	77163	83365	0.2	20	812	1	19
Shimoga	1612	1640	0.1	17	94	8	19
Ramanagara	514	638	0.2	20	51	11	21
Chitradurga	675	663	0.2	20	42	16	22
Davanagere	1382	1815	0.3	23	72	9	22
Dharwad	6289	6817	0.4	26	349	2	22
Koppal	545	602	0.3	23	41	17	25
Tumkur	1226	1248	0.5	27	47	14	26
Haveri	316	357	0.3	23	21	25	27
Kolar	336	291	1	29	22	24	28
Chikmagalur	293	418	1.4	30	26	23	29
Hassan	276	297	0.7	28	16	29	30
Total	**117573**	**129974**					

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 (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	2017	1859	0	1	144	2	1
Mandya	2444	2171	0	1	135	4	2
Udupi	1172	1165	0	1	106	5	3
Kodagu	340	341	0	1	68	6	4
Dakshina Kannada	878	793	0	1	43	9	5
Hassan	561	614	0	1	33	14	6
Chitradurga	437	345	0	1	27	16	7
Chikkaballapura	104	114	0	1	8	21	8
Bagalkot	132	125	0	1	7	24	9
Yadgir	46	48	0	1	4	26	10
Haveri	2414	1884	0.3	12	160	1	11
Raichur	31	31	0	1	1	29	12
Chikmagalur	559	580	1	15	50	8	13
Davanagere	2705	2651	1.4	19	142	3	14
Koppal	445	297	1	15	34	13	15
Kolar	151	149	0.7	13	10	19	16
Chamarajanagar	366	280	1.1	17	36	12	17
Bellary	273	335	0.9	14	10	19	17
Ramanagara	396	454	1.5	20	39	11	19
Bidar	546	461	1.7	21	32	15	20
Bangalore Rural	395	347	4	25	43	9	21
Bijapur	387	392	2	22	18	18	22
Mysore	86	80	1.3	18	2	28	23
Gulbarga	1414	1300	6.5	28	56	7	24
Shimoga	146	159	2.5	23	8	21	25
Gadag	86	73	4.1	26	8	21	26
Belgaum	164	143	2.8	24	3	27	27
Tumkur	531	518	11.2	29	20	17	28
Bangalore	140	143	6.3	27	1	29	29
Dharwad	95	161	50.9	30	5	25	30
Total	**19461**	**18013**					

Food & Civil Supplies

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 (70% weightage on (D) and 30% weightage on (F))
Ramanagara	7390	7130	0	1	739	2	1
Dakshina Kannada	13441	13631	0	1	672	3	2
Uttara Kannada	6417	6425	0	1	458	4	3
Chikkaballapura	3804	3630	0	1	317	7	4
Bagalkot	5482	5548	0	1	304	8	5
Chikmagalur	2200	2223	0	1	200	9	6
Hassan	3028	3024	0	1	178	10	7
Mysore	3044	3037	0	1	104	14	8
Yadgir	951	917	0	1	86	17	9
Shimoga	1459	1564	0	1	85	19	10
Haveri	1272	1272	0	1	84	20	11
Gulbarga	2084	2094	0	1	83	21	12
Mandya	1263	1275	0	1	70	23	13
Bangalore Rural	494	495	0	1	54	26	14
Belgaum	2399	2465	0	1	51	27	15
Chamarajanagar	517	565	0	1	51	27	15
Kodagu	3777	3783	0.1	17	755	1	17
Kolar	1753	1750	0.1	17	116	13	18
Gadag	891	897	0.1	17	89	16	19
Dharwad	1558	1597	0.1	17	86	17	20
Davanagere	1568	1564	0.1	17	82	22	21
Chitradurga	1047	1017	0.1	17	65	25	22
Bellary	2303	2329	0.2	23	92	15	23
Bangalore	31263	29770	0.8	28	329	6	24
Tumkur	3342	3361	0.5	26	128	11	25
Udupi	4171	4262	2.2	30	379	5	26
Koppal	1647	1653	0.6	27	126	12	26
Raichur	1270	1279	0.2	23	66	24	28
Bidar	357	358	0.3	25	21	29	29
Bijapur	233	233	1.3	29	11	30	30
Total	**110425**	**109148**					

Department of Public Instructions - 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 (70% weightage on (D) and 30% weightage on (F))
Kodagu	40	12	0	1	8	1	1
Ramanagara	46	22	0	1	4	6	2
Yadgir	48	7	0	1	4	6	2
Bagalkot	78	50	0	1	4	6	2
Chitradurga	69	19	0	1	4	6	2
Shimoga	57	33	0	1	3	13	6
Kolar	39	48	0	1	2	16	7
Dakshina Kannada	51	18	0	1	2	16	7
Dharwad	37	17	0	1	2	16	7
Chikkaballapura	34	26	0	1	2	16	7
Chikmagalur	26	17	0	1	2	16	7
Bangalore Rural	16	3	0	1	1	22	12
Chamarajanaga	14	6	0	1	1	22	12
Haveri	19	8	0	1	1	22	12
Udupi	14	3	0	1	1	22	12
Uttara Kannada	17	11	0	1	1	22	12
Koppal	9	2	0	1	0	28	17
Mandya	14	14	0	1	0	28	17
Bidar	16	13	0	1	0	28	17
Bangalore	499	492	0.6	20	5	4	20
Belgaum	323	271	1.5	21	6	2	21
Gulbarga	155	139	2.9	22	6	2	22
Davanagere	83	24	4.2	23	4	6	23
Hassan	75	29	6.9	24	4	6	24
Gadag	58	22	13.6	27	5	4	25
Tumkur	88	39	7.7	25	3	13	26
Raichur	81	48	16.7	28	4	6	26
Mysore	91	82	8.5	26	3	13	28
Bellary	67	4	50	30	2	16	29
Bijapur	28	22	22.7	29	1	22	30
Total	**2192**	**1501**					
PU Board:							
Bangalore	329	5	100	NA	NA	NA	NA

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 (70% weightage on (D) and 30% weightage on (F))
Chitradurga	940	900	0	1	58	3	1
Uttara Kannada	570	545	0	1	40	7	2
Haveri	469	489	0	1	31	10	3
Dakshina Kannada	461	494	0	1	23	16	4
Chamarajanagar	1046	1045	0.5	9	104	1	5
Chikkaballapura	161	159	0	1	13	22	6
Bidar	163	153	0	1	9	24	7
Ramanagara	584	582	0.9	11	58	3	8
Gadag	385	396	0.5	9	38	9	9
Gulbarga	58	41	0	1	2	29	10
Kolar	1223	1301	1.2	14	81	2	11
Chikmagalur	344	349	0.9	11	31	10	12
Davanagere	283	275	0.4	8	14	21	13
Bagalkot	499	458	1.1	13	27	13	14
Belgaum	1000	991	1.2	14	21	18	15
Kodagu	127	130	1.5	17	25	15	16
Mysore	373	400	1.3	16	12	23	17
Yadgir	557	575	4.2	24	50	6	18
Bellary	701	726	3.7	23	28	12	19
Udupi/	105	115	1.7	18	9	24	20
Koppal	299	234	3.4	22	23	16	21
Hassan	168	169	1.8	19	9	24	22
Bijapur	855	924	5.2	28	40	7	23
Tumkur	1326	1260	6.6	29	51	5	24
Raichur	185	188	3.2	21	9	24	25
Mandya	470	485	4.9	26	26	14	26
Shimoga	83	81	2.5	20	4	28	26
Dharwad	275	339	4.7	25	15	19	28
Bangalore Rural	138	139	5	27	15	19	29
Bangalore	91	95	10.5	30	0	30	30
Total	**13939**	**14038**					

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 (70% weightage on (D) and 30% weightage on (F))
Kodagu	1055	961	0.4	5	211	1	1
Udupi	2330	2294	0.4	5	211	1	1
Uttara Kannada	1609	1579	0.3	3	114	8	3
Bangalore Rural	1414	1140	0.4	5	157	4	4
Bagalkot	944	954	0	1	52	20	5
Chitradurga	1123	1049	0.3	3	70	17	6
Haveri	620	494	0	1	41	24	7
Bidar	989	896	0.4	5	58	19	8
Tumkur	2053	1811	0.5	9	78	16	9
Chikkaballapura	775	655	0.8	10	64	18	10
Shimoga	1906	1834	1.1	14	112	9	11
Hassan	1796	1587	1.1	14	105	11	12
Davanagere	1599	1592	1.1	14	84	14	13
Mandya	2082	1911	1.5	18	115	7	14
Gadag	352	360	0.8	10	35	26	15
Dakshina Kannada	3802	3595	2.6	21	190	3	16
Chikmagalur	1228	1153	1.9	19	111	10	17
Bellary	1024	1010	1	13	40	25	18
Raichur	532	586	0.9	12	28	29	19
Dharwad	1536	1457	2.3	20	85	13	20
Mysore	4519	4188	3.3	24	155	5	21
Chamarajanagar	433	413	1.2	17	43	23	22
Kolar	1400	1204	2.7	22	93	12	23
Ramanagara	1230	896	5.9	29	123	6	24
Belgaum	2367	2051	4.5	25	50	21	25
Koppal	393	380	2.9	23	30	27	26
Bangalore	7889	6876	6.1	30	83	15	27
Gulbarga	1186	1031	5.1	27	47	22	27
Yadgir	329	273	4.8	26	29	28	29
Bijapur	500	602	5.5	28	23	30	30
Total	**49015**	**44832**					

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 (70% weightage on (D) and 30% weightage on (F))
Chamarajanagar	956	956	0	3	95	2	1
Chikkaballapura	346	345	0	3	28	6	2
Yadgir	159	159	0	3	14	9	3
Dakshina Kannada	134	134	0	3	6	13	4
Gadag	50	47	0	3	5	14	5
Bidar	96	95	0	3	5	14	5
Uttara Kannada	83	84	0	3	5	14	5
Ramanagara	58	65	0	3	5	14	5
Kodagu	23	23	0	3	4	20	9
Bagalkot	73	74	0	3	4	20	9
Chitradurga	55	55	0	3	3	23	11
Bangalore Rural	0	0		1	0	28	12
Chikmagalur	0	0		1	0	28	12
Belgaum	100	100	0	3	2	24	14
Dharwad	37	38	0	3	2	24	14
Haveri	22	22	0	3	1	26	16
Bangalore	122	122	0	3	1	26	16
Udupi	1	1	0	3	0	28	18
Hassan	3095	3096	0.2	19	182	1	19
Davanagere	1213	1205	0.2	19	63	3	20
Kolar	774	778	0.4	22	51	4	21
Koppal	362	363	0.3	21	27	7	22
Mysore	894	893	0.4	22	30	5	23
Bijapur	547	546	0.4	22	26	8	24
Raichur	181	181	0.6	25	9	11	25
Mandya	185	192	4.2	27	10	10	26
Tumkur	149	162	8.6	28	5	14	27
Gulbarga	216	277	22.4	29	8	12	28
Bellary	118	119	0.8	26	4	20	29
Shimoga	96	97	38.1	30	5	14	30
Total	**10145**	**10229**					

Core Transport 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 (70% weightage on (D) and 30% weightage on (F))
Udupi	6400	5329	0	1	581	1	1
Kodagu	2061	2123	0.1	5	412	4	2
Chitradurga	3428	3397	0	1	214	14	3
Uttara Kannada	5143	5280	0.1	5	367	6	4
Hassan	4703	4951	0.1	5	276	11	5
Belgaum	11036	9601	0.1	5	234	13	6
Tumkur	5532	2720	0.1	5	212	15	7
Haveri	2755	3075	0	1	183	26	8
Chikkaballapura	2498	1772	0.1	5	208	17	9
Koppal	1988	2447	0	1	152	27	10
Ramanagara	2065	1696	0.1	5	206	18	11
Gulbarga	5163	4735	0.1	5	206	18	11
Bidar	3358	3374	0.1	5	197	21	13
Gadag	1926	2163	0.1	5	192	22	14
Chamarajanagar	1880	1829	0.1	5	188	23	15
Raichur	3517	3666	0.1	5	185	25	16
Yadgir	1410	1454	0.1	5	128	28	17
Shimoga	6266	6049	0.2	18	368	5	18
Mysore	9265	10517	0.2	18	319	7	19
Davanagere	5019	5584	0.2	18	264	12	20
Dakshina Kannada	10971	10892	0.4	23	548	3	21
Bangalore Rural	2509	2672	0.3	22	278	10	22
Dharwad	5163	4453	0.4	23	286	9	23
Bagalkot	3374	3240	0.2	18	187	24	24
Mandya	3796	3889	0.4	23	210	16	25
Bangalore	54469	51063	1.7	30	573	2	26
Chikmagalur	3361	3360	0.8	28	305	8	27
Kolar	1596	1581	0.4	23	106	29	28
Bellary	2037	2057	0.4	23	81	30	29
Bijapur	4205	3567	1.4	29	200	20	30
Total	**176894**	**168536**					

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 (70% weightage on (D) and 30% weightage on (F))
Chitradurga	676	676	0	5	42	1	1
Haveri	642	566	0	5	42	1	1
Davanagere	330	306	0	5	17	4	3
Gadag	162	162	0	5	16	5	4
Kolar	237	237	0	5	15	6	5
Koppal	196	184	0	5	15	6	5
Udupi	160	153	0	5	14	8	7
Ramanagara	138	138	0	5	13	9	8
Shimoga	211	214	0	5	12	10	9
Dakshina Kannada	226	226	0	5	11	11	10
Chikmagalur	129	129	0	5	11	11	10
Chamarajanagar	115	133	0	5	11	11	10
Bijapur	212	200	0	5	10	14	13
Dharwad	194	194	0	5	10	14	13
Gulbarga	0	0	0	1	0	24	15
Hassan	0	0	0	1	0	24	15
Bidar	0	0	0	1	0	24	15
Raichur	0	0	0	1	0	24	15
Tumkur	251	251	0	5	9	16	19
Mysore	205	194	0	5	7	17	20
Bagalkot	97	96	0	5	5	19	21
Mandya	77	77	0	5	4	20	22
Kodagu	24	24	0	5	4	20	22
Bangalore	200	200	0	5	2	22	24
Uttara Kannada	14	14	0	5	1	23	25
Yadgir	1	1	0	5	0	24	26
Bellary	5	5	0	5	0	24	26
Chikkaballapura	4	4	0	5	0	24	26
Bangalore Rural	297	334	0.3	29	33	3	29
Belgaum	324	324	2.5	30	6	18	30
Total	**5127**	**5042**					

A. Town Municipal Council

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 (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	1438	1449	0	1	71	2	1
Uttara Kannada	746	753	0	1	53	3	2
Udupi	568	568	0	1	51	4	3
Chitradurga	622	634	0	1	38	9	4
Haveri	528	488	0	1	35	10	5
Hassan	344	322	0	1	20	16	6
Chamarajanagar	130	119	0	1	13	21	7
Dharwad	166	172	0	1	9	23	8
Davanagere	156	170	0	1	8	25	9
Koppal	56	55	0	1	4	28	10
Belgaum	1932	1995	0.2	11	41	8	11
Mandya	484	473	0.2	11	26	12	12
Kolar	709	667	0.6	16	47	5	13
Chikkaballapura	289	311	0.3	13	24	14	14
Gadag	830	881	1	19	83	1	15
Ramanagara	270	272	0.4	15	27	11	16
Bangalore Rural	378	388	0.8	17	42	7	17
Bagalkot	777	778	1.4	21	43	6	18
Bangalore	330	290	0.3	13	3	29	19
Bijapur	540	544	1.8	22	25	13	20
Shimoga	129	120	0.8	17	7	26	21
Bellary	355	346	1.2	20	14	20	22
Chikmagalur	235	229	2.2	23	21	15	23
Mysore	508	502	3.2	24	17	17	24
Gulbarga	393	350	8.3	26	15	19	25
Bidar	163	174	4	25	9	23	26
Tumkur	357	362	8.3	26	13	21	27
Yadgir	186	191	11	28	16	18	28
Raichur	108	117	21.4	29	5	27	29
Total	**13727**	**13720**					

B. Town Panchayats

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 (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	921	988	0	1	65	1	1
Davanagere	325	369	0	1	17	4	2
Mandya	295	286	0	1	16	6	3
Dharwad	234	231	0	1	13	7	4
Bagalkot	238	228	0	1	13	7	4
Dakshina Kannada	240	244	0	1	12	9	6
Haveri	138	132	0	1	9	12	7
Chitradurga	106	82	0	1	6	14	8
Bidar	88	69	0	1	5	17	9
Yadgir	53	63	0	1	4	18	10
Chikkaballapura	32	35	0	1	2	21	11
Koppal	38	35	0	1	2	21	11
Udupi	12	14	0	1	1	24	13
Raichur	21	25	0	1	1	24	13
Kodagu	265	251	0.4	15	53	2	15
Gadag	200	190	0.5	16	20	3	16
Shimoga	178	163	0.6	17	10	10	17
Chikmagalur	196	182	2.2	21	17	4	18
Tumkur	281	269	1.9	19	10	10	19
Belgaum	379	365	0.8	18	8	13	20
Bellary	168	153	2	20	6	14	21
Mysore	192	198	5.6	24	6	14	22
Chamarajanagar	37	45	4.4	22	3	19	23
Hassan	42	41	4.9	23	2	21	24
Gulbarga	97	107	14	25	3	19	25
Total	**4776**	**4765**					

C. 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 (70% weightage on (D) and 30% weightage on (F))
Udupi	900	905	0	1	81	4	1
Kolar	1011	1021	0	1	67	7	2
Kodagu	318	327	0	1	63	8	3
Chamarajanagar	566	534	0	1	56	9	4
Bidar	912	903	0	1	53	11	5
Haveri	737	772	0	1	49	14	6
Chitradurga	749	715	0	1	46	15	7
Bangalore Rural	351	348	0	1	39	18	8
Chikkaballapura	465	452	0	1	38	19	9
Belgaum	998	1017	0	1	21	22	10
Davanagere	213	198	0	1	11	23	11
Hassan	134	129	0	1	7	24	12
Bellary	128	136	0	1	5	25	13
Bagalkot	1860	1840	0.1	14	103	1	14
Ramanagara	995	929	0.1	14	99	2	15
Uttara Kannada	1250	1238	0.1	14	89	3	16
Shimoga	1242	1202	2.4	21	73	5	17
Bijapur	1118	1096	1.6	19	53	11	18
Mandya	782	776	0.4	17	43	17	19
Gadag	451	462	1.5	18	45	16	20
Koppal	957	1004	3	23	73	5	21
Raichur	1065	911	2.6	22	56	9	22
Yadgir	404	391	1.8	20	36	20	23
Tumkur	1380	1297	3.9	25	53	11	24
Chikmagalur	391	476	3.4	24	35	21	25
Gulbarga	146	127	7.1	26	5	25	26
Total	**19523**	**19206**					

D. City Corporations (other than BBMP)

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 (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	2664	2694	0	1	133	1	1
Gulbarga	849	864	0	1	33	6	2
Dharwad	1331	1340	0.1	3	73	2	3
Belgaum	2000	1902	0.3	4	42	5	4
Davanagere	1258	1227	2.4	6	66	3	5
Bellary	633	612	1.5	5	25	7	6
Mysore	1767	1669	5.2	7	60	4	7

E. BDA

NEW

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 (70% weightage on (D) and 30% weightage on (F))
Bangalore	263	157	0	NA	NA	NA	NA

F. BWSSB

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 (70% weightage on (D) and 30% weightage on (F))
Bangalore	253	209	47.8	NA	NA	NA	NA

G. BBMP

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 (70% weightage on (D) and 30% weightage on (F))
Bangalore	8162	8573	12.9	2	85	1	2

Labour 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 (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	482	361	0	2	34	1	1
Dakshina Kannada	649	393	0	2	32	2	2
Dharwad	494	422	0	2	27	3	3
Ramanagara	224	224	0	2	22	4	4
Mysore	517	426	0	2	17	6	5
Bidar	290	193	0	2	17	6	5
Chitradurga	246	237	0	2	15	8	7
Raichur	270	281	0	2	14	9	8
Kolar	208	175	0	2	13	10	9
Shimoga	233	201	0	2	13	10	9
Gadag	136	119	0	2	13	10	9
Bijapur	253	239	0	2	12	13	12
Hassan	200	200	0	2	11	14	13
Udupi	128	154	0	2	11	14	13
Gulbarga	225	223	0	2	9	16	15
Mandya	157	106	0	2	8	17	16
Yadgir	92	80	0	2	8	17	16
Tumkur	192	215	0	2	7	20	18
Chikkaballapura	91	91	0	2	7	20	18
Chamarajanagar	64	54	0	2	6	22	20
Chikmagalur	56	58	0	2	5	23	21
Bagalkot	98	99	0	2	5	23	21
Bellary	132	187	0	2	5	23	21
Haveri	61	163	0	2	4	26	24
Bangalore Rural	29	55	0	2	3	27	25
Koppal	0	0		1	0	30	26
Kodagu	11	11	0	2	2	28	27
Bangalore	2078	2043	0.1	28	21	5	28
Belgaum	402	425	0.5	29	8	17	29
Davanagere	43	45	2.2	30	2	28	30
Total	8061	7480					

ESIC

Kolar	5	13	7.7	23	0	1	23

All others districts show show zero receipts

Factories, Boilers

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 (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	85	55	0	1	4	1	1
Bangalore	345	330	0	1	3	2	2
Dharwad	64	27	0	1	3	2	2
Mysore	53	48	0	1	1	4	4
Shimoga	28	8	0	1	1	4	4
Tumkur	13	16	0	1	0	6	6
Raichur	12	20	0	1	0	6	6
Belgaum	26	28	0	1	0	6	6
Bellary	21	19	0	1	0	6	6
Davanagere	15	29	0	1	0	6	6
Gulbarga	19	38	2.6	11	0	6	11
Total	681	618					

Chapter 3

DISTRICTWISE ANALYSIS OF PERFORMANCE - LIST OF POOR PERFORMING OFFICES – AS OF 25TH NOVEMBER 2012

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
Bagalkot	25879	26195	5	Deputy Tahsildar Office-Angawadi, Kerur *Impacted Service - Surviving Family member Certificate,Residency Certificate*	302	Mudhol - 127, Bagalkot - 91,Hungund-45	338545	333409	528	10	6
Bangalore	247403	246059	3459	RTO - Bangalore Central-317,Deputy Tahsildar Office-Dasanapura-2-155,District Police Office Bangalore-99,Deputy Tahsildar Office-Beguru-96,AEE - Vidyaranyapura-85,Deputy Tahsildar Office-Kasaba-73,Deputy Tahsildar Office-Utharahalli-66,Deputy Tahsildar Office-Dasanapura-1-63,Deputy Tahsildar Office-Yelahanka-Kasba-54,RTO - BAngalore East-54,RTO - Bangalore South = 53,MHO - BTM Layout-47,MHO - Padmanabha nagar-44,Halasurgate Police station Police Station-38,Deputy Tahsildar - Kasaba-37,MHO - Bommanahalli-37,AEE - Shivajinagar-36,Deputy Tahsildar Office-Varthuru-35 *Impacted Services: (Reciept and Disposal of Petitions,All*	3112	Bangalore East, North South (North is having highested count of delay >30 days),985,1311,872	2591170	2528285	10747	14	121

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
				types of Income Certificate,Registration of Vehicle,Sanction of Building Plan in sites upto 2400 sq.ft. dimension for residential single dwelling unit. (Not Computerized),All types of Caste Certificate,Grant of trade licence specified category under rules,Issue of Birth,Death and Still Birth Certificates at Registration centers within one calender year from date of registration,Arms License Issue and Renewal Verification,Service Verification,Khatha Extract/Certificate. ***Note: The Commissioner Of Police Bangalore City has over 600 pendencies.***							
Bangalore Rural	14753	14740	129	Deputy Tahsildar Office-Kasaba-29,Deputy Commissioner Office ,Bangalore Rural-21,Deputy Tahsildar Office-Channarayapatana-15,Harohalli-15,Virupakshipura-13,Tubagere-10, *Impacted Services: Issue of age certificate, Reciept and Disposal of Petitions, All types of Caste Certificate, Conversion of agriculture land to non agriculture*	195	Nelamangala - 115,Devanahalli - 81	198686	194534	564	24	5

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
				purpose, Arms License Issue and Renewal Verification, Surviving Family member Certificate,							
Belgaum	59214	61835	160	District Police Office Belgaum-21,RTO - Belgaum-19,Deputy Tahsildar Office-Corparation-14,Deputy Tahsildar Office-ATMC-13,Deputy Tahsildar Office-Murgod-10, All types of Caste Certificate,Learning Licence, Registration of Vehicle	516	Belgaum-233,Gokak-92,Chikodi-70	792690	770241	1996	19	15
Bellary	36665	35742	431	Taluk Office , Bellary-67,Deputy Tahsildar Office-Tornagallu-60,Deputy Tahsildar Office-Bellary-43,Deputy Tahsildar Office-Kampli-29,Deputy Tahsildar Office-Kasaba-27,Deputy Tahsildar Office-Kasaba 1-27,Deputy Tahsildar Office-Kamalapura-18,Deputy Tahsildar Office-Hospet-17, *Impacted Services: All types of Caste Certificate,Small and Marginal Farmer Certificate,All types of Income Certificate,Residence Certificate,Agricultural Family member Certificate*	371	Hadagali -116, Bellary - 127	546258	534090	1549	17	18
Bidar	18861	19060	25	Deputy Thasildhar Office - MUDBI - 19 *Impacted Service - Caste & Income* certificates	174	Bidar-148	271407	262982	1193	15	9

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
Bijapur	26844	28434	76	District Police Office Bijapur-12,Deputy Tahsildar Office-Kolhar-7,Deputy Tahsildar Office-Bijapur-6,Taluk Office , Sindgi-6,Deputy Tahsildar Office-BasavanaBagewadi-5, *Impacted Services: Service Verification, Surviving Family member Certificate,All types of Caste Certificate.*	425	Bijapur - 185,Basavana bagewadi-134	388429	381276	1005	21	8
Chamaraja nagar	20863	20486	0	NA	34	Chamarajnagar-20	236830	230792	612	27	5
Chikka ballapura	19743	19040	4	District Police Office - Chikkaballapura *Impacted Service: Reciept and Disposal of Petitions*	10	Chickballapur-6	257273	251499	799	7	5
Chikmagalur	17574	17771	21	District Police Office Chikmagalur-10 Impacted Service: Reciept and Disposal of Petitions,Service Verifications	333	Chickmagalur-147,Tarikere-143	246867	241905	1148	25	1

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
Chitradurga	31465	28731	61	Deputy Tahsildar Office-Kasaba-50, *Impacted Service: All types of Caste Certificate, All types of Income Certificate*	11	Hiriyur-8	378897	369166	835	5	17
Dakshina Kannada	53654	53189	84	District Police Office Dakshina Kannada-35,Commissioner Of Police Mangalore City-26, *Impacted Service: Arms License Issue and Renewal Verification,Service Verification, Reciept and Disposal of Petitions*	115	Mangalore - 67,Puttur-37	443788	432852	623	1	3
Davanagere	33377	34449	22	Deputy Tahsildar Office-Bilichodu-8,Deputy Tahsildar Office-Kasaba-5,District Police Office - Davangere *Impacted Service: All types of Caste Certificate, Small and Marginal Farmer Certificate*, NOC to Passports	360	Harapanahalli 105,Jagalur-114	423061	411350	1505	8	42
Dharwad	30964	32025	47	REGIONAL FIRE OFFICER, HUBLI RANGE-13, LVO HUBLI - 6 South-2 Kottanurdinne-11,Commissioner Of Police Hubli-Dharwad City- 4 . *Services Impacted: Reciept and Disposal of Petitions,NOC for petrol pump,gas agency,hotel,bar etc.*	189	Kundgol-82,Dharwad-52	415485	406634	1020	9	2
Gadag	14203	14868	1	NA	124	Shirhatti-43,Gadag-36	234657	230512	424	12	4

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
Gulbarga	40258	37588	117	District Police Office Gulbarga-104 *Impacted Service Reciept and Disposal of Petitions,*	607	Sedam-253,Gulbarga-101,Aland-81	457727	445857	1143	13	8
Hassan	41466	41652	274	Deputy Tahsildar Office-Kasaba-105,KONANUR Police Station-49,Deputy Commissioner Office ,Hassan-28. *Impacted Services: Reciept and Disposal of Petitions, Conversion of agriculture land to non agriculture purpose*	905	Hassan-401,Arkalgud-291,Holenarsipur-138	498567	488352	2163	16	11
Haveri	22137	22900	2	NA	8	Haveri-5	279633	273059	552	6	3
Kodagu	13650	14319	9	Deputy Tahsildar Office-Sampaje-4 *Impacted Service - Caste & Income Certificate,*	14	Madikeri-6,Somavarpet-6	121516	118509	334	3	4
Kolar	28026	29783	66	Deputy Tahsildar Office-Kasaba-20,District Police Office Kolar-8, *Impacted Service: Arms License Issue and Renewal Verification,Residence Certificate,Conversion of agriculture land to non agriculture purpose,*	1300	Srinivaspur-153,Kolar-136	368159	358365	1263	18	11
Koppal	16156	17657	27	District Police Office Koppal-8,Deputy Tahsildar Office-Karatgi-7,Deputy Tahsildar Office-Kukanoor-4 *Impacted Service: Service Verification, All types of Caste Certificate*	199	Gangavathi-75,Kustagi-50	261439	257653	313	29	9

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
Mandya	40105	45523	232	Taluk Office , Mandya-77,District Police Office Mandya-13,Deputy Tahsildar Office-Maddur (Gejjalagere)-9, Death Certificate,NoC for Passport Verification,Residence Certificate	4090	Malavalli-3503,Mandya-290	480176	470613	2244	23	7
Mysore	51454	49710	177	Deputy Commissioner of Police Mysore City-36,District Police Office Mysore-21,Deputy Tahsildar Office-Saraswathi Puram-14,Deputy Tahsildar Office-Mysore Town-10, Arms License Issue and Renewal Verification,Reciept and Disposal of Petitions,All types of Income Certificate,Surviving Family member Certificate	494	Mysore 322, Heggadadevanakote - 65	679504	662531	1169	20	15
Raichur	29032	30285	303	CMC Raichur - 43, Deputy Tahsildar Office-Guragunta-32,Deputy Tahsildar Office-Maski-24,Deputy Tahsildar Office-Raichur-23,Deputy Commissioner Office ,Raichur-20,Deputy Tahsildar Office-Lingasguru-20,RTO - Raichur-19,Deputy Tahsildar Office-Balaganur-11 *Impacted Service: All types of Caste Certificate,New Building licence (upto 2400 Sq feet)*	879	Manvi-361, Raichur-303	428859	416643	1389	25	20

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
Ramanagara	25577	24283	149	District Police Office Ramanagar-45,Deputy Tahsildar Office-Kasaba-16, DC office Ramanagara -10 , Deputy Tahsildar Office-8 - KASABA *Impacted Service: NoC for Passport Verification,All types of Caste Certificate,Conversion of agriculture land to non agriculture purpose.Petitions*	253	Kanakapura-117,Magadi-65	277312	271838	374	22	3
Shimoga	32650	34697	317	Deputy Tahsildar Office-Kasaba-63,Deputy Tahsildar Office-Anavatti-27,District Police Office Shimoga-23,RTO - Sagar-20,ASSISTANT COMMISSIONERS OFFICE, SHIMOGA-10,,Deputy Tahsildar Office-Anandapuram *Services Impacted: Learning Licence,All types of Income Certificate,Residence Certificate,petitions, Arms Licence.*	628	Sorab - 540, Sagar 105	318705	306100	1315	11	7
Tumkur	45165	39540	457	Deputy Tahsildar Office-Kasaba-109, Deputy Tahsildar Office-Kodigeneahalli - 95,Deputy Tahsildar Office-Hulikunte-23,Deputy Tahsildar Office-Uardigere-17,,Deputy Tahsildar Office Dodderi - 64, ,Deputy Tahsildar Office	1926	Sira -722, Gubbi -414, Madhugiri - 265	549746	534918	2638	30	24

District Name	RCTS in Nov	DISP in Nov	**Pendency (Overdue)**	Non Performing Offices (Offices with high overdue in that District) with details of Services impacted	**Delayed Disposal (Nov)**	Non Performing offices/ Delayed Disposals applications count	Cumm Rects	Cumm Disp	Rejections as on 19.11.2012	October Ranking (previous Month)	Cummulative Complaints
				Puravara - 50 *Impacted Service: All types of Caste/ Income Certificate,Residence Certificate*							
Udupi	24611	24114	13	Deputy Tahsildar Office-Udupi-8, *Impacted Services: Surviving Family member Certificate*	294	Udupi - 149,Kundapura-145	221206	213634	420	4	7
Uttara Kannada	33389	32977	2	NA	5	Supa-3,Karwar-2	301131	293640	636	2	0
Yadgir	15566	16122	229	Deputy Tahsildar Office-Hunasgi-82,Deputy Tahsildar Office-Kodekal-55,Deputy Tahsildar Office-Shorapur-19,Deputy Tahsildar Office-Gurmitkal-17,,Deputy Tahsildar Office GOGI K - 75, ,Deputy Tahsildar Office Shahpur - 115 *Impacted Services: Residence Certificate, All types of Caste Certificate,Small and Marginal Farmer Certificate*	416	Shahapur - 137,Shorapur 158,Yadgir-141	**206047**	**200120**	498	28	2
Total	**1110704**	**1115774**	**7115**		**18289**		13213770	12891359	**40999**		396

***Data collated between 25 to 27 November 2012**

Chapter 3B

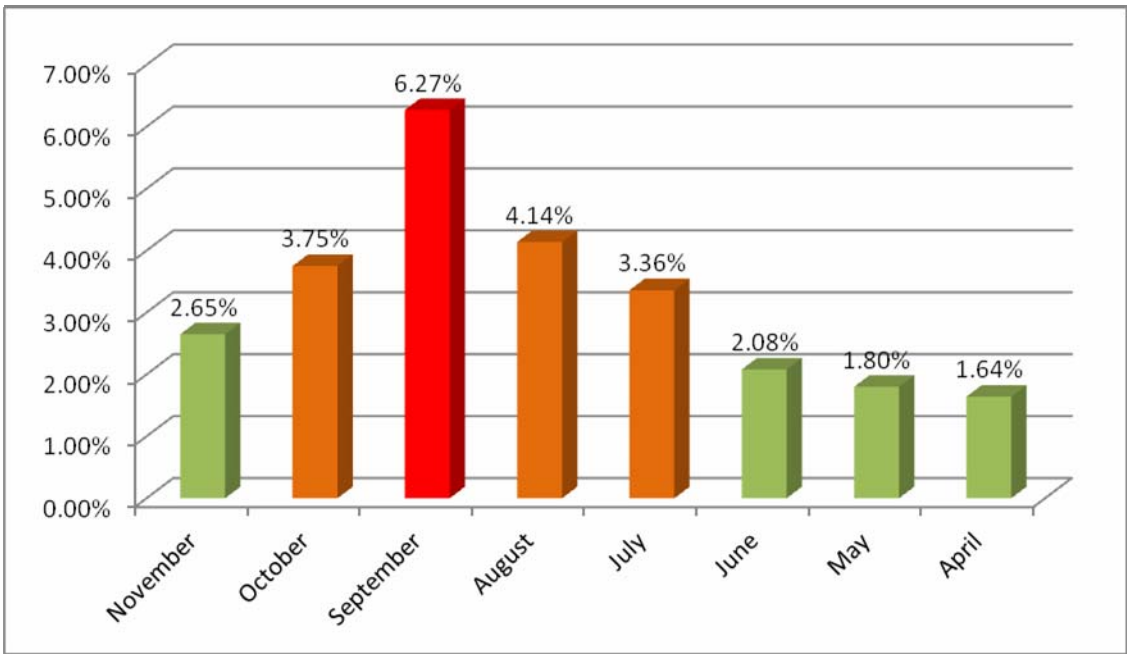
Department wise Disposal Analytics

Further to our last month's report as well as continuous monitoring and action taken by DCs and other officials, the disposal rate has further come down during the month. The Disposal rate is at a healthy 97.35% - which means 97 out of every 100 applications is disposed within the defined time. This was 96.25 in the last month.

The Pictorial representations below give us a clear view of the same:

The Overall picture is shown below by Month:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	928673	949046	25149	2.65%
October	1141057	1290276	48387	3.75%
September	1153712	1302776	81633	6.27%
August	2337689	2251669	93125	4.14%
July	2437511	2285836	76699	3.36%
June	2528615	2443478	50873	2.08%
May	1536741	1229183	22098	1.80%
April	807787	620337	10202	1.64%

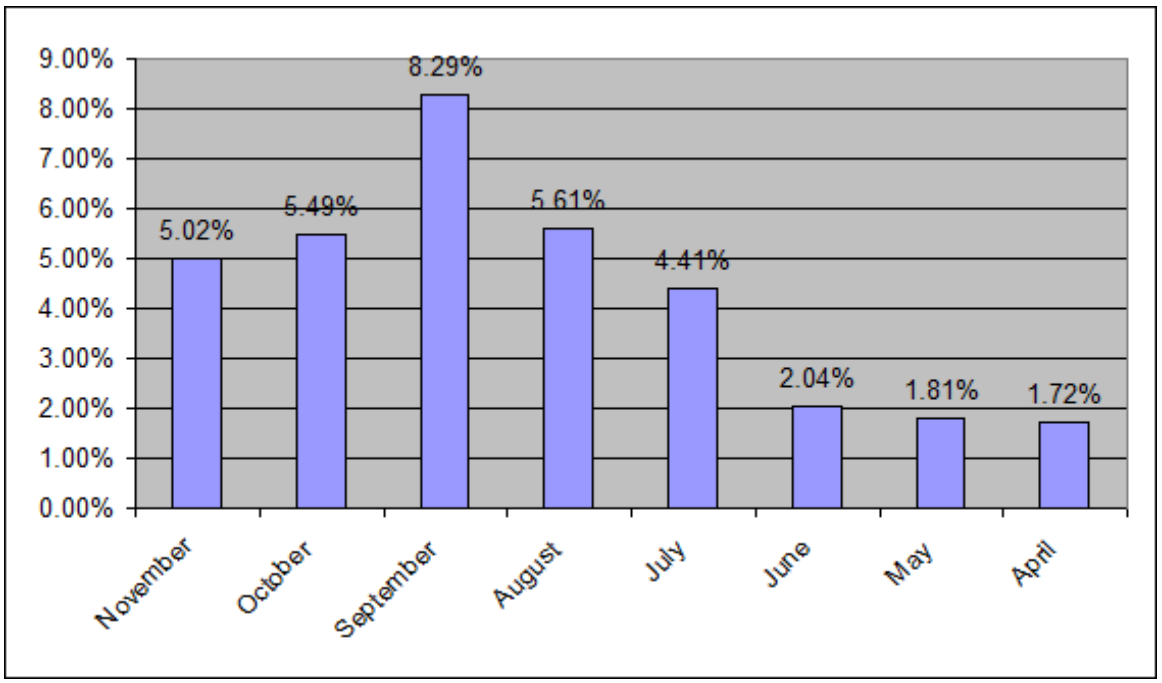


There is a fall in 1.10% in delayed disposal %age. This means about

Here is the Department wise analysis of Disposals and its trends:

Revenue Department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	373825	399609	20073	5.02%
October	519191	710791	39002	5.49%
September	770187	906911	75189	8.29%
August	1535329	1442224	80850	5.61%
July	1470586	1301790	57423	4.41%
June	1578165	1504081	30698	2.04%
May	913431	641118	11594	1.81%
April	358819	253507	4362	1.72%

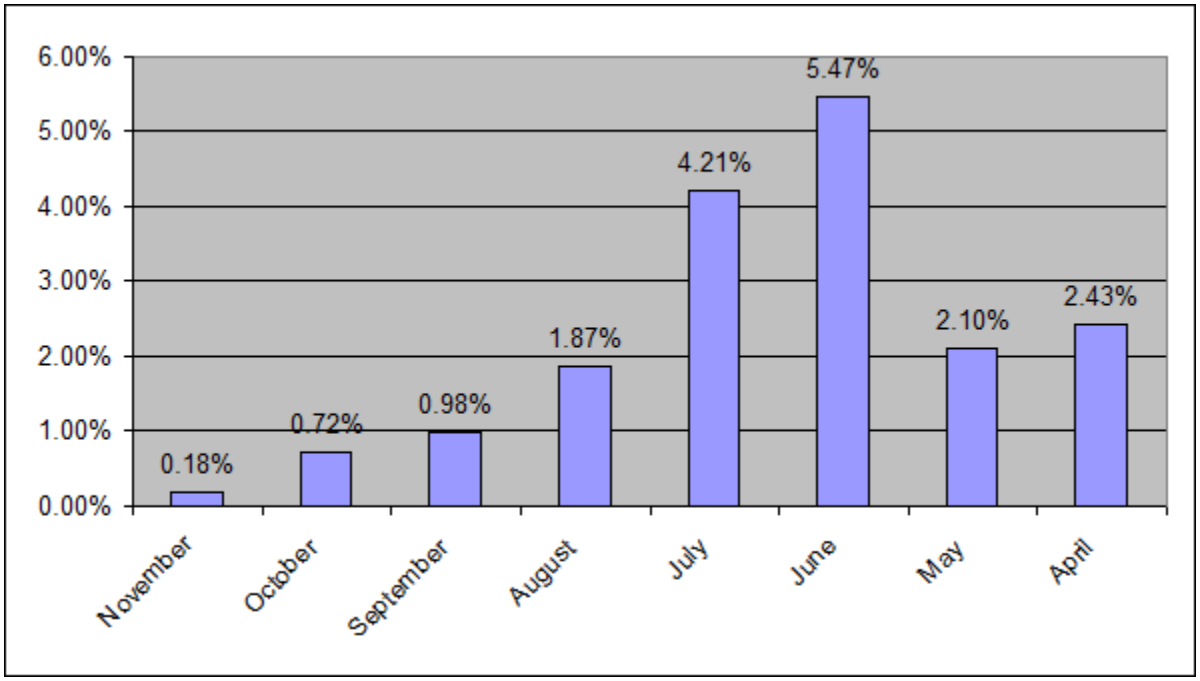


Note: Fall in Application with a marginal fall in the delayed disposals needs review.

Commercial Taxes:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	111622	124272	220	0.18%
October	142984	118552	848	0.72%
September	59670	69532	684	0.98%
August	156971	170000	3171	1.87%
July	177604	178949	7527	4.21%
June	168113	165743	9069	5.47%
May	203671	191072	4016	2.10%
April	127983	115024	2797	2.43%

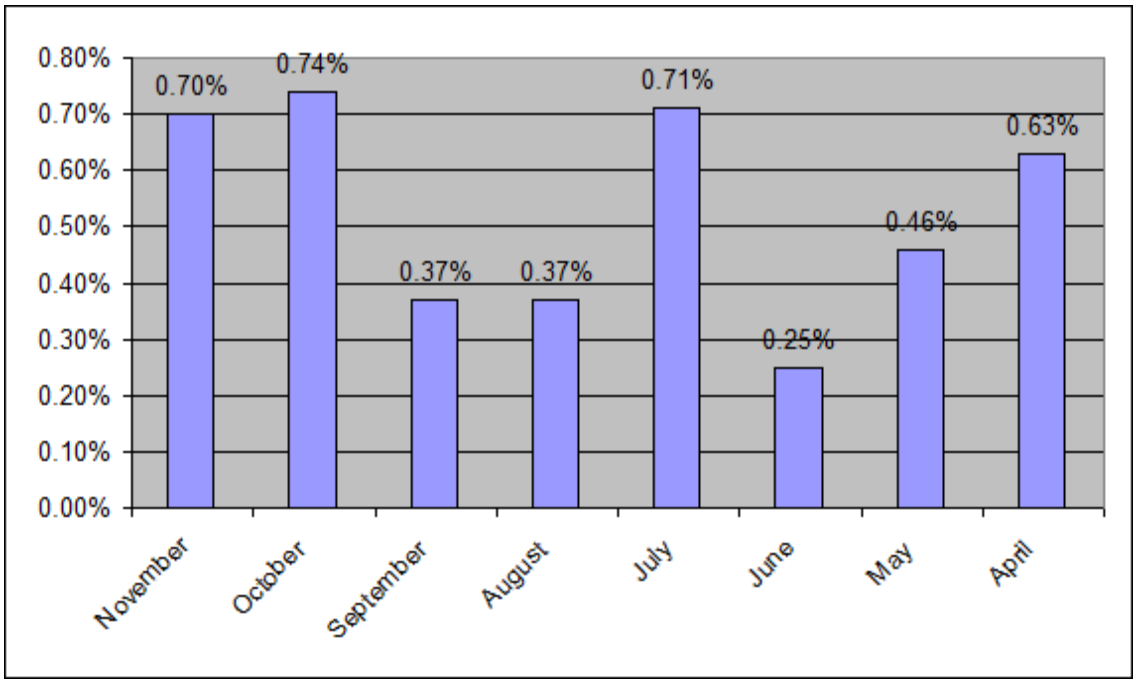
Note: Drastic fall in Delayed disposal %age is welcome!



Transport Department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	169267	160132	1124	0.70%
October	211208	195686	1453	0.74%
September	164662	171350	626	0.37%
August	400642	397524	1469	0.37%
July	567206	573773	4096	0.71%
June	536038	535719	1364	0.25%
May	227354	221398	1024	0.46%
April	187545	138259	875	0.63%

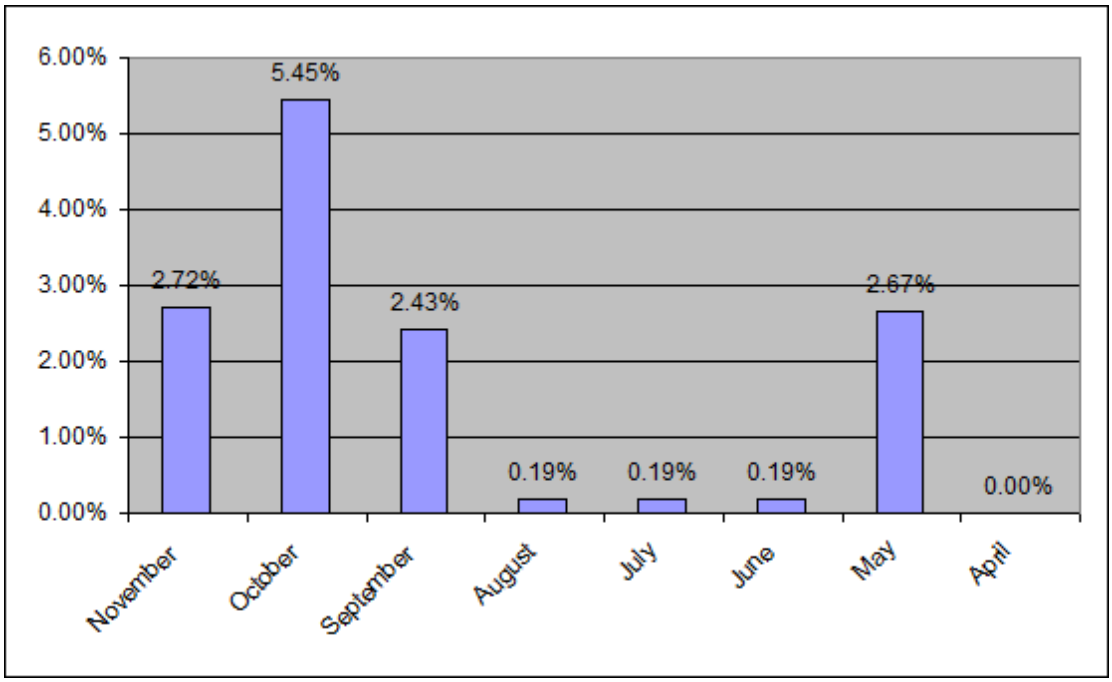
Note: Marginal Fall in Delayed disposal %age nets off with fall in application receipts. The department may look into this.



Education department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	2000	1358	37	2.72%
October	2665	1376	75	5.45%
September	1137	782	19	2.43%
August	4398	4415	33	0.19%
July	1672	13902	27	0.19%
June	42359	36910	986	2.67%
May	10710	3291	3	0.09%

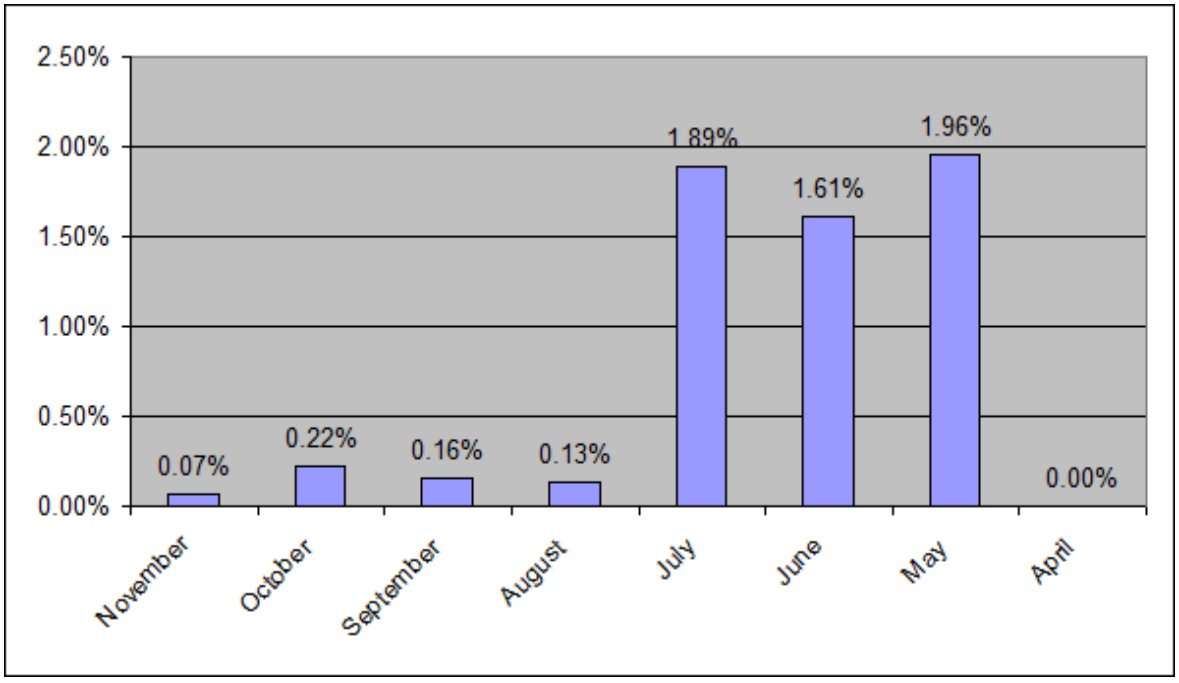
Note: Very good progress seen in the control of Delayed disposal



Labour department:

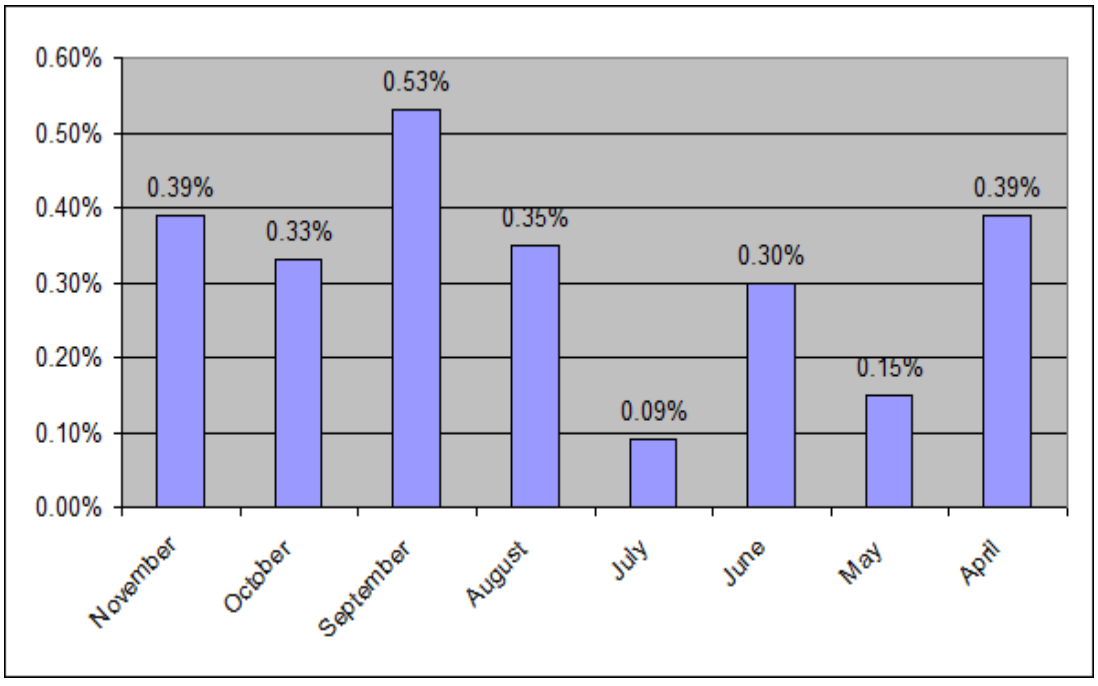
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	7585	6857	5	0.07%
October	10892	10549	23	0.22%
September	7314	6801	11	0.16%
August	11388	11233	15	0.13%
July	10660	10696	202	1.89%
June	9552	9392	151	1.61%
May	8283	8157	160	1.96%
April	5626	4174	0	0.00%

Note: Good progress seen in control of delayed disposals



Food & Civil Supplies:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	102999	102247	394	0.39%
October	86502	87238	289	0.33%
September	32723	33186	177	0.53%
August	33544	32927	115	0.35%
July	12183	11934	11	0.09%
June	8839	8697	26	0.30%
May	5920	5919	9	0.15%
April	1606	1539	6	0.39%

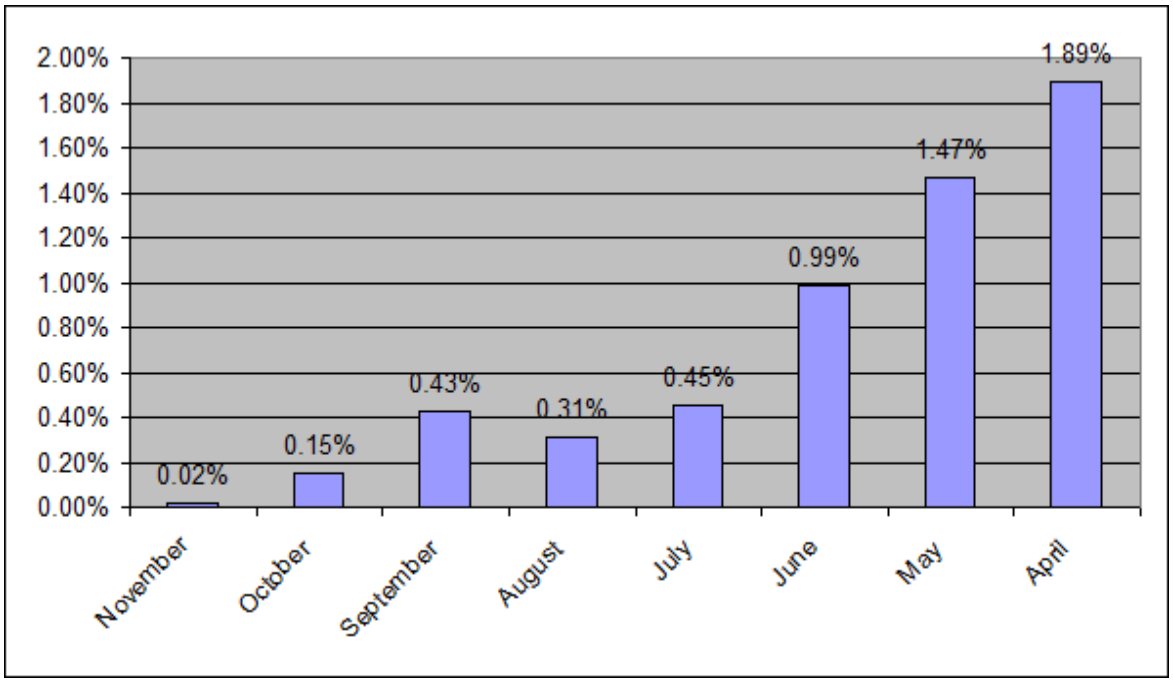


Note: Steady Rise in Application count over the months is seen. The trend is fluctuating, however fine tuning delays could be evaluated to see greater progress.

Women & Child Welfare:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	4774	4791	1	0.02%
October	6212	6115	9	0.15%
September	5224	5139	22	0.43%
August	6827	6836	21	0.31%
July	6813	7081	32	0.45%
June	6117	5867	58	0.99%
May	4469	4436	65	1.47%
April	4693	4615	87	1.89%

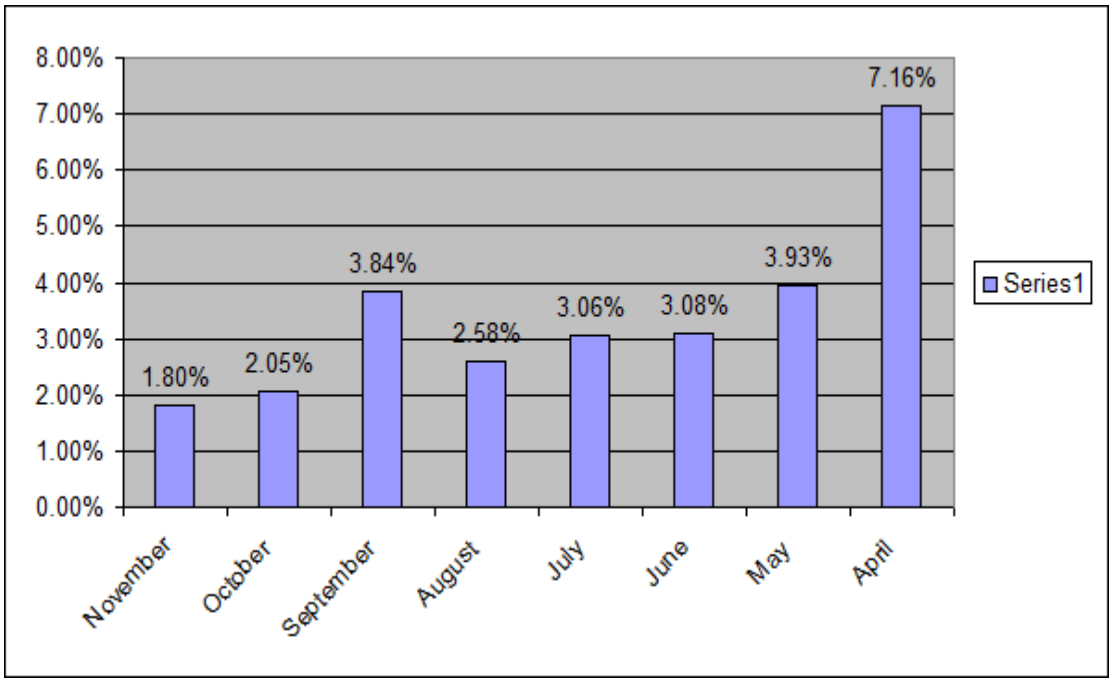
Note: Excellent progress in control of Delayed disposals.



Rural Development & Panchayat Raj:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	18183	16804	302	1.80%
October	17658	18558	378	2.05%
September	11976	11568	444	3.84%
August	17000	16725	432	2.58%
July	14447	13410	411	3.06%
June	12679	10794	332	3.08%
May	11811	9084	357	3.93%
April	5078	2638	189	7.16%

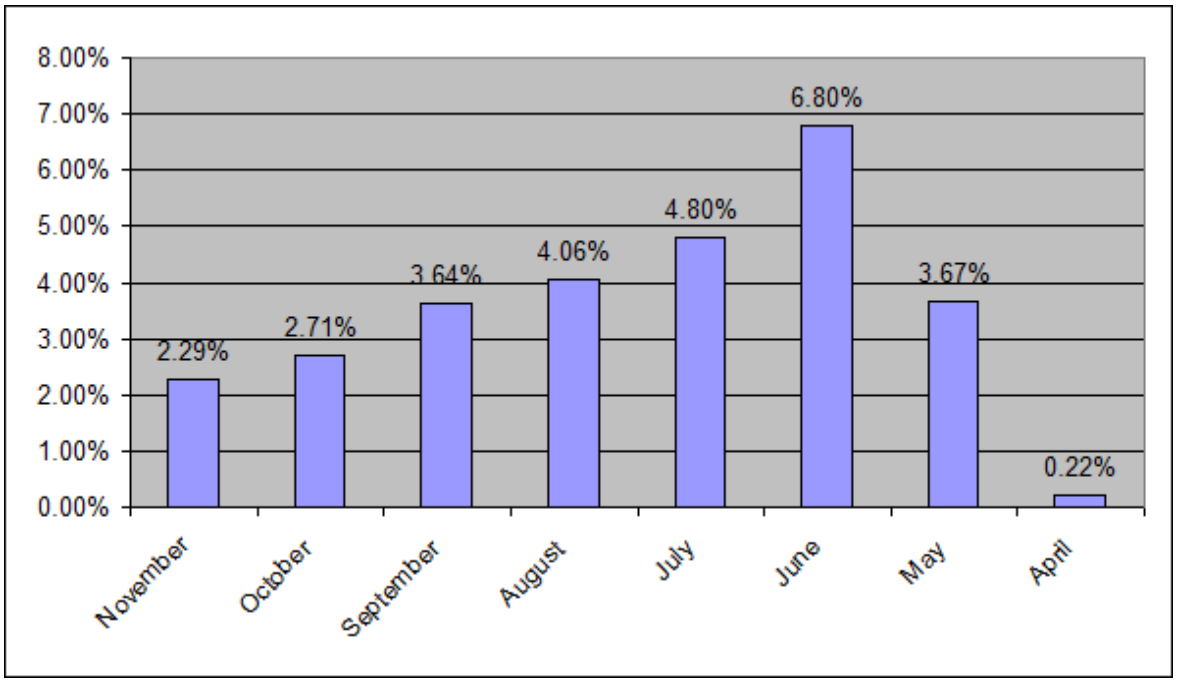
Note: Gradual fall in the delayed disposal is welcome



Home Department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	46573	42107	966	2.29%
October	59662	57339	1556	2.71%
September	39741	35484	1292	3.64%
August	66939	68076	2762	4.06%
July	70941	70618	3391	4.80%
June	67992	67568	4598	6.80%
May	61890	58504	2150	3.67%
April	53181	44446	97	0.22%

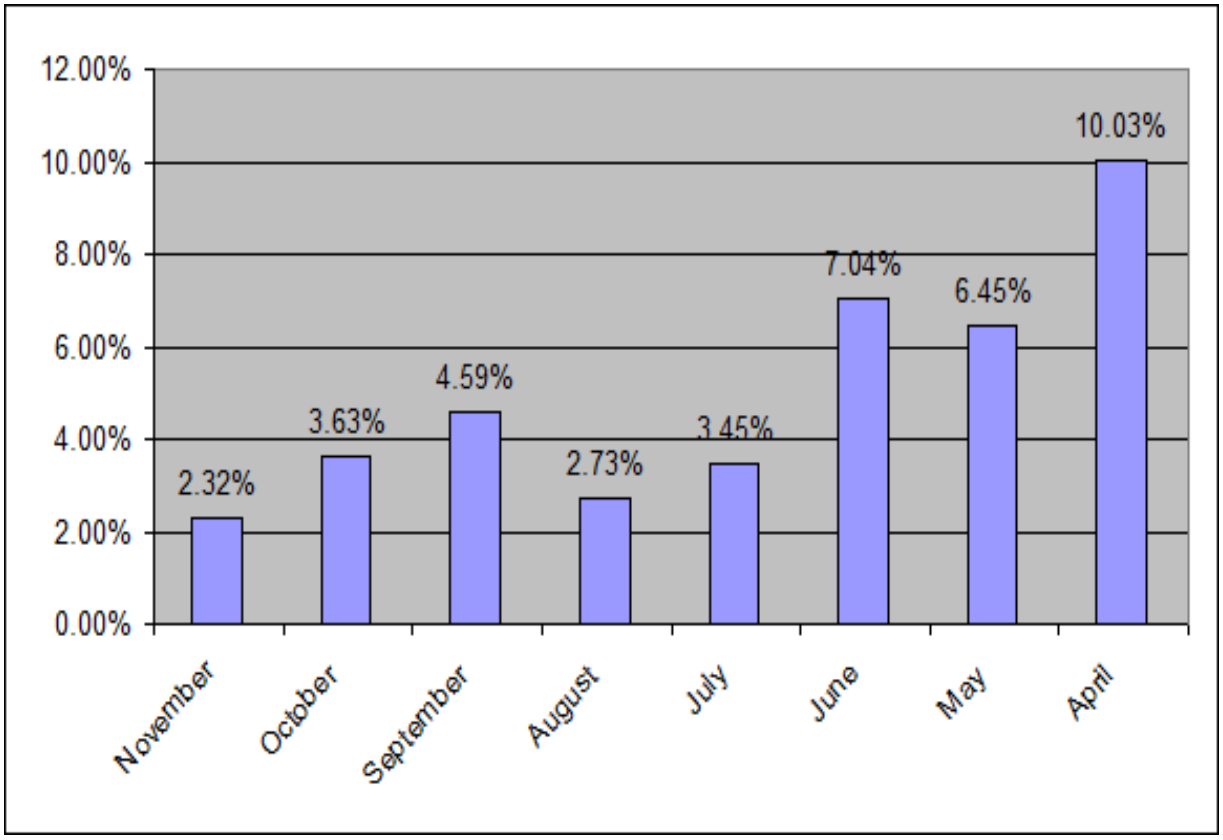
Note: Fall in application is net off with fall in delayed disposal %age. This may need a analysis.



Health & Family Welfare:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
November	13293	13379	310	2.32%
October	20678	21010	762	3.63%
September	12190	12409	570	4.59%
August	22142	21846	597	2.73%
July	19787	19393	669	3.45%
June	12082	12037	848	7.04%
May	11223	10937	705	6.45%
April	4212	3950	396	10.03%

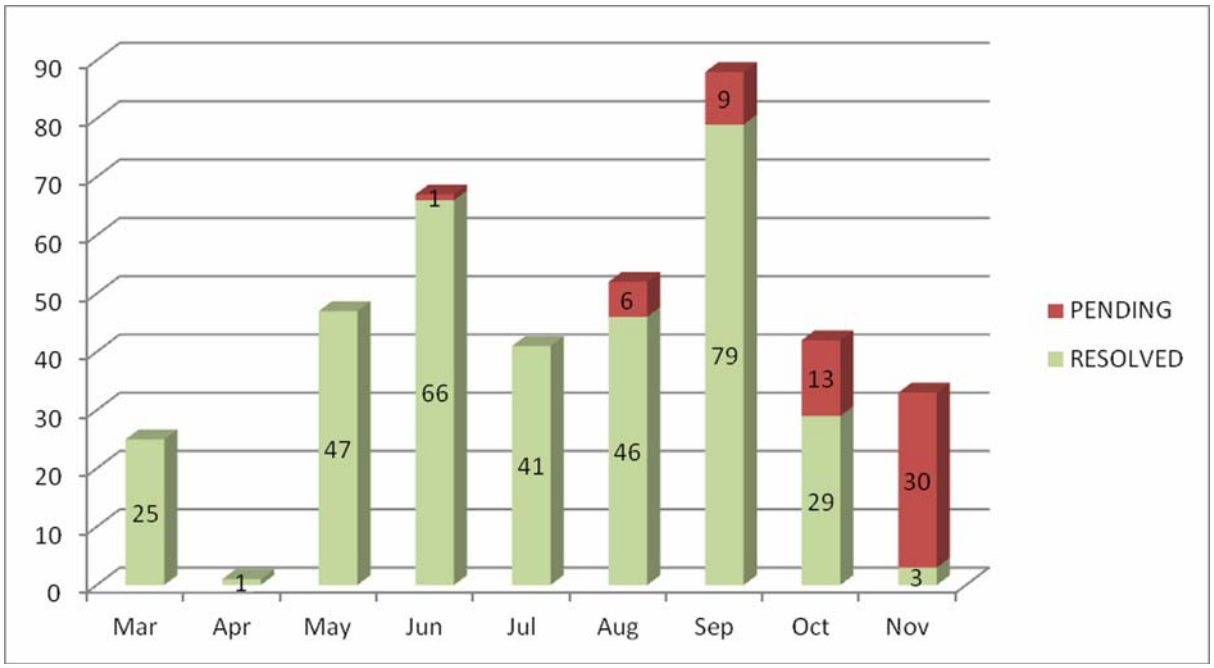
Note: Fall in applications needs review firstly. Fall in delayed %age is not noticeable.



Chapter 4

From the Call centre:

The Sakala Call Centre – 080 4455 4455 received about 33 complaints and 133 Non Sakala Complaints during the month. You may note that the complaints have come down further in this month (33) as compared to October's 42. Prompt action taken by the Call centre, Mission as well as by officials are responsible for reposing faith in the system and under the feedback chapter, you will see the feedback received for citizens on some of these positive feedback received.



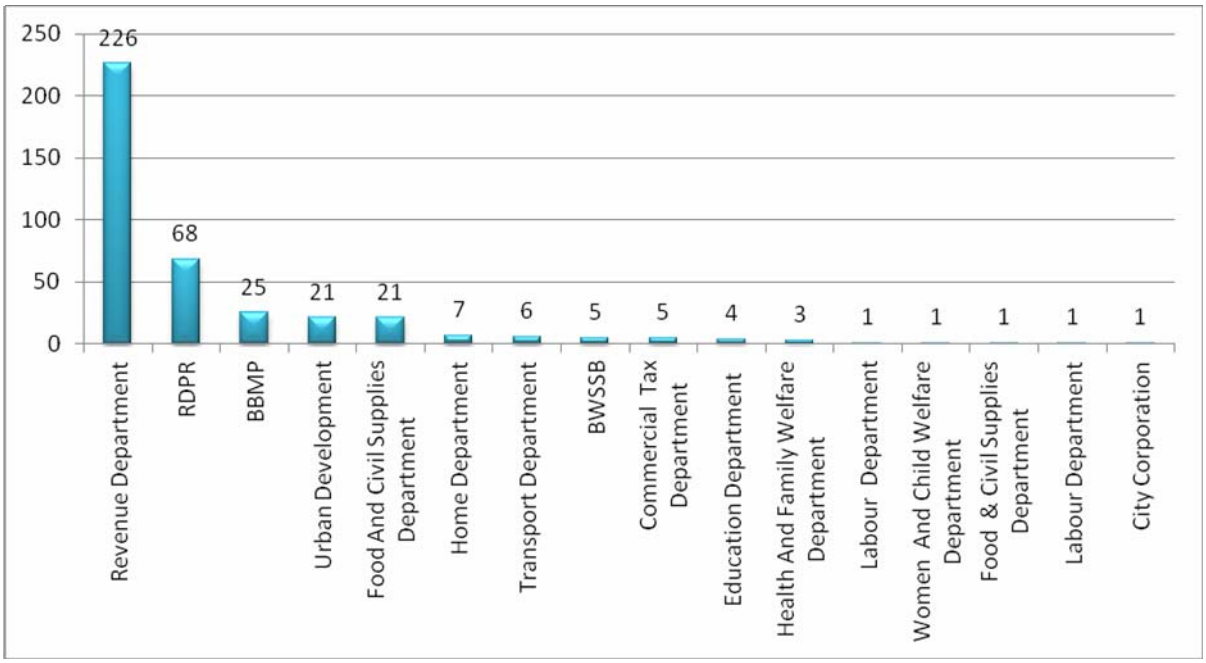
Overall Summary: Total Call received so far – 1, 25,382

Complaints –

- Sakala Complaints- 396
  - Resolved – 337, Pending -59
- Non Sakala Complaints – 1071
  - Action Taken – 1019, Pending action - 52

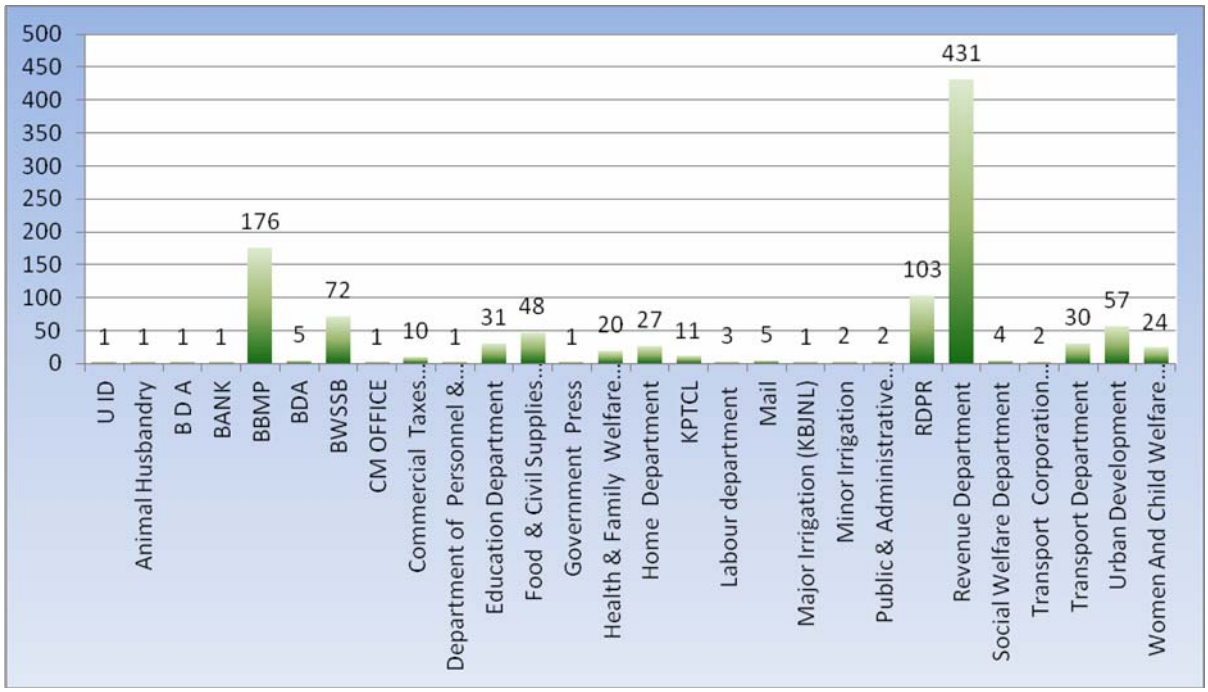
Last month, we shared the District wise information of complaints, this month we would like to share the Department wise information. This will give our readers a full view of how the Mission works and get a holistic view.

a) SAKALA Complaints Break up – Department wise.



It can be observed that the Revenue department has the highest number of calls – naturally so, as the department's share in Sakala services is 58% in the month. This is followed by RDPR- which again is a very citizen oriented department.

b) Non Sakala Complaints – Break Up department wise.



c) Satisfaction Levels

In a Random feedback obtained from a cross section of Citizens (who called the call centre either for enquiry, or for placing a complaint, the feedback revealed that 95% of the citizens were happy, while 5% felt more services need to done to cater to specific needs.

Feedback	Count	Percentage
Yes	440	95%
No	21	5%
Total	461	100%

Chapter 5

Feedback

Part A; Feedback from Citizens who benefitted from Sakala:

1. A feedback from one citizen who got his EPIC (Voter Cards) card job done with the intervention of efficient and responsive officers.

I cannot believe that I am now a holder of Voter Id. It looks like a miracle. I have stood in queue for hours together for submission of applications for Voter Ids, visited 2 to 3 Offices several times to enquire the procedures , in trying to furnish the required documents, and for follow up etc. Finally in a flash I understand that I am the proud holder of a Voter Id. My profound Thanks to you and to Madam Dr Shalini Rajneesh in particular for this great job done.

Thanking you once again for the quick action, ***with best regards, U. Vishwanath Rao***

The issue was closed with Sakala Mission Director – Dr Shalini Rajneesh & one officer from BBMP – Mr Elisha Andrews working to a close.

2. SK Raghavendra – A disabled person was denied his arrears- on writing to Sakala – his cases of reviewed and his happiness can be seen below:

Respected Sir,

I am happy to inform you that as per the requisition letter submitted by me i.e. S.K.Raghavendra a physically challenged person working as Stenographer in Mysore, with respect to my pay fixation issue, our Management has sanctioned all my arrears and soon I am expecting the 6th pay scale also. I once again thank you for your concern shown on me and I am here by withdrawing my complaint against my employer as they have agreed to implement the 6th pay scale and already they have cleared my all dues with respect to my salary part. Finally I got the justice with your kind blessings and support for my petition filed.

Once again I and my family members will be glad to you forever for extending your support in a positive manner. Kindly go through the attachment file (it's for your kind information).

Note: This was possible due to the personal intervention of our Sakala Mysore District IT consultant Sri. DS Vijayakumar.

3. *in another feedback that we received from a departmental IT Consultant on the Police department's 'Don't Care' attitude to problems, he said that the Madivala Police Station did not register his case of theft in a bus. They refused to accept a complaint. When the Said employee called the respected BBMP Commissioner for help and told him of the issue – on his intervention, the Police Inspector to accepted the complaint. By accepting the compliant the number of crimes would go up to the department however for the citizens, he cannot get a duplicate of his DL or ATM card or other personal effects- manojjoon@gmail.com*

4. *Mr Yatish Kumar B S from Bangalore had an issue with the issue of Khata.*

"I recently was gifted an apartment, in Chandra Layout, from my father. This was registered under "gift-deed". I have applied for a Khatha transfer one month back. Till date nothing has happened. Whenever I go to the BBMP office I am given the same reply that the SDC is not in office or on leave. The office concerned is BBMP office in Vijayanagar, above swimming pool. I have an acknowledgement (pink sheet with a reg. number on top) got when my application was accepted.

I want to know if I can file a complaint for the delay caused under the Guarantee of services act. If so, what is the procedure?"

On the Sakala team working on this issue, the citizen wrote back as below:

With regard to the above query I heard from the concerned BBMP ward office that this email was sent to them asking for an explanation.

I would like to inform you since I have mailed you this query my work at the ***BBMP office has been resolved to my fullest satisfaction.*** *Hence I have no complaint to make. You can close this case from my end.* ***Thanks a lot to you for following up with the case with the BBMP.***

5. *In another complaint received from* ***Sri. Sabber Basha from Thandahalli from Bellary*** *against the RDPR department- he said that though the service of providing employment to unskilled labourers came under Sakala – Officials don't care for citizen needs, This is more relevant as rains have failed and no one is bothered about our plight. He said that he is a social worker and has seen many people who do not get jobs under the MGREGS scheme. If you know someone you will land a job!*

6. *In another complaint received on data entry mistake by the* ***CMC Savanur Davanagere, the complainant Jayaprakash*** *said that in the Birth certificate of his child – the Mother's name was wrongly typed, however the staff there did not accept the same and said that he needs to file a Affidavit through the court. He feels this is not fair as the application that was submitted was correct, since the data entry operators made a mistake; it should them who should correct it too. Things like this should change. Sakala should also ensure quality and take up these cases. Please do the needful.*

7. *In a written complaint by* ***C.P Thippeswamy of Chitradurga****, he said that in the BALEGHATTA village Panchayat* ***office refuses to give GSC number*** *for citizens. He said that he applied for provision of drinking water and some his villagers also applied for other services like employment under NREGA, none of these are issued with GSC. Action must be taken against such erring officials who cannot respect law. He said that* ***Display Boards are not displayed*** *in offices of Turavnur, Muddapura, Belaghatta & GR Halli. He said that a thorough check up of display boards and contact details of officials must be displayed.*

Part B: Feedback from Senior Government machinery & Action Taken report:

a) From the Office of the Regional Commissioner – Belgaum Region:

- *On Display Boards -The Commissioner said that arrangement for placing display boards in all centres of Sakala at the District as well as Taluk centres have made..*
- *Setting up of Helpdesks: at all Zilla & Taluk levels Helpdesk have been set up completely in Gadag, Belgaum & Haveri. The other districts are following suit in the region.*
- *Timely delivery Using Sakala Portal all applications coming under Sakala will be handled in a time bound manner.*
- *Review –* Based on the monthly report, Instructions to all offices listed in the report for better citizen services have been made.

b) From the Deputy Commissioner – Bijapur: (In his letter to the Regional Commissioner)

- *On Display Boards -The Deputy Commissioner said that all Offices in the Bijapur region have the display boards in place.*
- *Setting up of Helpdesks: all helpdesk and suitable staff have been appointed for the effective functioning of the helpdesk.*
- *Timely delivery Using Sakala Portal all applications coming under Sakala will be handled in a time bound manner.*

From the Deputy Commissioner Dharwad (In his letter to the Regional Commissioner):

- *Timely Delivery of Services*: Appropriate action and instructions to all Taluk and district level officials have been made to ensure timely delivery of services.
- *Notice Boards*: All Notice Boards have been placed for the benefit of Citizens to know details of services.
- *Helpdesks:* Helpdesks will be set up soon for the benefit of Citizens in all Taluks. He noted that at the District office a Helpdesk has been set up, however t the Taluk level, progress is made for the setting up.

From the Deputy Commissioner Chitradurga (In his letter to the Secretary, DPAR)

- *Delayed Disposals*: (Urban Development) The DC noted that 431 cases out of 434 cases have been disposed – this was for the service of Birth/death Certificate. Similarly, more than 50% of the delayed applications for the

service of Issue of shop licence under the commercial taxes have been made. The others are being worked upon.

- Similarly, under the Transport department – all applications have been serviced and there is no pendency. Similarly all departments that require action have been taken and appropriate steps to reduce delays.

From the Commissioner Commercial Taxes – Bangalore (In his letter to the Secretary DPAR)

For all the 9 non Sakala complaints pending disposal by the Commercial taxes, the commissioner said that action and closure formalities has been taken and there are no pending cases for the department. For instance in the case of one complaint from one Mr. Shanbhog who applied for a registration certificate under the LVO 150 has been delivered the service on 1/8/2012 and there are no delays whatsoever in this specific case. The Department has closed all the cases with clear specific reasons for closure.

Part C: Feedback from one of our important 'Catalysts'

-The National Informatics Centre (NIC)

The National Informatics centre – the Nodal agency for Sakala's portal has contributed significantly towards the efficient and accurate functioning of Sakala's Portal. The Portal is not only showcased as the primary tool for monitoring, but also its simple, lucid structuring has enabled many citizens to access information to their needs. Karnataka's Sakala portal is one of its kind where information is available online and virtually real time. This has been possible by the efforts of NIC – the team in Bangalore contributed significantly towards this endeavour.

The feedback is two fold _ - First NIC has explained how they used technology and what has gone into the portal. Second, to a specific questionnaire they have given their responses.

Part I: Write Up:

As soon as the Karnataka Legislative Assembly passed the GSC (Karnataka Guarantee of Services to Citizens bill) in December 2011 named SAKALA(meaning 'on time' in kannada), NIC was expecting and hungry for an opportunity to provide application software solution to the above flagship project of the government as it serves the citizens of the entire state. As expected, DPAR requested NIC to provide the IT solution including the Data Centre facility. To put this project in track, senior staff of the NIC including the SIO & DDG, Karnataka accepted and accorded the highest priority to complete the project in a shortest possible time.

The business requirements gathering tasks involving highly experienced IT professionals of NIC earlier involved in citizen centric applications who completed the study, design and development of the application software within the span of four weeks by adopting latest Agile methodology. The software is developed using Microsoft technology and tools. *Putting the best brains together -*

The Sakala Portal was implemented in toto in the entire state from 2nd April 2012 after successful completion of the pilot run in four talukas from 1st to 31st March 2012.

Coming to details the SAKALA system has three major functionalities namely (1) web portal based data gathering/dissemination, (2) The integration of the existing heterogeneous citizen centric applications of all government departments seamlessly with the portal as back-end database operations and (3) The provision for the SMS integration for instantaneous SMS and MIS Reports for dissemination respectively to provide the status, pendency statistics, etc.

In addition to officers of NIC state unit, all the NIC district officers were also actively involved to enable the district administration to implement the above system by providing training to end users, data porting and integration of the various network infrastructure using KSWAN and Broadband networks besides fixing small issues found by users within the shortest possible time.

The system is designed in such a way that the scalability, portability and upgradability would be very easy. It also enable the developer to adopt work-flow based environment as and when need arises. There are umpteen number of reports/queries built into the system using the matrix/drill-down method to strengthen the Designated Officers (DOs), Competent Officers (COs), Appellate Authority (AA) in addition to the SAKALA Mission and the government. At present, more than 1.3 crore citizens have been served through the Sakala portal and the system has enabled the mission to identify the default officials and to monitor the penalty payment process. More than 1000 concurrent users are accessing the portal regularly.

To conclude, NIC is very proud & happy to be associated in this kind of successful citizen centric IT enabled projects.

Part II: Questionnaire:

1. What were your **first reactions** when you were informed that Sakala portal would have to be developed by you?

When DPAR requested NIC to design and develop the IT solution for the Sakala during the second week of Jan 2012, NIC was thrilled about the project and SIO accepted this offer as a challenge. Being a service oriented organization; NIC felt it is a great opportunity to serve the citizens of the state.

2. What were the **difficulties that you faced /hurdles** that you overcame as part of building this portal.

NIC had faced number of challenges and hurdles while developing this system. The first challenge was *developing the portal and application in flat one month time that is by 15th Feb.,* so as to train the officers of the pilot talukas for launch on 1st March. The second challenge was to *understand the GSC Act* and develop the system as there were no formats and procedures defined and prepared initially. The third challenge was building the interface with the *existing online e-governance systems without affecting their processes and procedures and still meeting the requirements of the GSC Act.*

The fourth challenge was providing IT training and awareness on this system to the officers/officials of the all the concerned departments. *There were around 10,000 officers/officials who were trained in batches during 3rd and 4th week of March 2012*. For this purpose**, District Informatics Officers of NIC had played important role.** Incidentally staffs of some of the departments were first time users of the IT system. It was one whole team effort for one big purpose!

3. **How did it all start** and how many candles did you burn to get this happening by 1 March? What challenges you faced?

NIC started on this project seriously from 20th of Jan 2012. The conceptualization, design, development, testing, deployment, SMS interface, training and operationalisation of the portal and application system took about 3 and half months. The NIC with human resource crunch had hectic job in making this project a grand success without any major IT hurdles. Coffee mugs over coffee mugs and deliberations resulted in this portal.

4. One Crore + transactions and growing by the minute - **did you expect** such huge numbers and how do you still manage

As NIC is handling number of e-governance projects of Karnataka, it had anticipated that sooner this system will reach One Crore transactions and it requires 10,000+ users to operate on daily basis. Keeping these aspects in mind, IT solution had been designed and deployed with rugged IT infrastructure in-house so that scalability can be handled.

5. Who are your **core team members** and their contributions

SIO/DDG of NIC, Karnataka had closely monitored and involved all the wings of NIC-Karnataka for smooth operationalisation of the system. It was a great team work from NIC.Like we had mentioned, every DIO of NIC was involved in training more than 10000 staff in a short span.

6. What is your **satisfaction level** with what you have done so far and how do you plan to add value to Sakala.

The response from the citizens for this esteemed project is the decisive factor. Satisfaction to the common man is the yardstick for this.

7. What challenges do you expect **in the future** and how would you help?

Future challenges will be there and NIC will triumph over them.

8. Are you **proud** that you are working for a project that have changed so many lives? and how do your friends react to this?

NIC is proud to associate with this project as this is serving the citizens of the state directly meeting their needs in-time.

Chapter 6:

Press Releases & Events:

I. Press Clippings

Soudha services to come under Sakaala

Deccan Herald 3 Nov 2012

Afghanistan, Bangladesh evince interest in emulating time-bound delivery model

BANGALORE: The number of services under the Sakaala went up to 265 with the inclusion of 114 services on Friday.

Some services at the Secretariat too will come under the flagship scheme of the Karnataka government, Law and Parliamentary Affairs Minister S Suresh Kumar has said.

Speaking at a function to mark the inclusion of more services under Sakaala here on Friday, Suresh Kumar said success of the scheme has impressed the Union government as well as Bangladesh that they want to emulate the Karnataka model of time- bound service delivery.

"It is a proud occasion for us when Manish Mudgal, Additional Secretary, Department of Personnel and Administrative Reforms will help Bangladesh implement Sakaala scheme," he added.

About the success rate, the minister quipped, "Our strike rate is much higher than (Mahendra Singh) Dhoni and (Virender) Sehwag. Since the launch of the scheme till date we have received as many as 1.25 crore applications, of which 1.22 crore applications have been disposed."

Recalling an incident which compelled him to introduce Sakaala in Karnataka, Suresh Kumar said a man born blind from Chikmagalur came to him complaining that the village accountant demanded a bribe of Rs 2,000 to grant him pension.

"This made me think of services, which could be implemented on a time-bound fashion," the minister said.

Bangalore South MP Ananth Kumar said Sakaala was unique as it offered a wide range of services, which are not available in any other state. He demanded the Union government to implement Citizens' Charter at the national level as well as Lokpal Bill.

Deputy Chief Minister R Ashoka said Sakaala would prevent people from knocking the doors of the politicians.

Afghan delegation

Governors from 14 provinces of Afghanistan on Friday attended an informative session on civic administration, including the Sakaala services, on Friday.

The Afghan delegates are in the country as part of a bilateral programme between India and Afghanistan wherein administrators from the Islamic country are imparted training by their Indian counterparts.

The delegation, which is being trained at the Indian Institute of Public Administration (IIPA), New Delhi, was sent to Bangalore to learn about the various 'innovative systems' put in place by the Government of Karnataka.

Addressing the visiting delegation, Mounish Moudgil, Additional Mission Director, Citizen-Oriented Service, Karnataka, said that the State was striving at putting in place various systems that would enhance the dialogue between the government representatives and the public.

The members of the delegation were introduced to the Karnataka Guarantee of Service to Citizens Act, 2011, and the Sakaala scheme.

Syed Mohammad Rafat, a member of the delegation, sought information on the way the government caters to needs of citizens in tribal areas and the process of recruiting civil servants for such areas.

The Afghans were given a presentation on the kind of infrastructure required to put in place a system that would further citizen-government interaction.

Moudgil suggested that they could go for a technology-driven solution and also have a call centre in Bangalore.

DH News Service

Deccan Herald – Dated 3 November 2012

After B'desh, Afghanistan now wants to implement Sakala

Deccan chronicle 3 NOV 2012

DC CORRESPONDENT
BENGALURU, NOV. 2

After Bangladesh, it is the turn of Afghanistan to evince interest in implementing the Sakala scheme for timely delivery of citizen services being implemented in Karnataka.

A 16-member delegation from that country attended a seminar on Sakala in the city. The delegation which included governors and deputy governors of various districts in Afghanistan, was welcomed by Munish Moudgil - additional mission director, Sakala. Mr Moudgil explained the citizen centric programme which was followed by a power point presentation on Sakala.

The visiting dignitaries wanted to know how recruitments are made in government, how reservation is done and how judges and attorneys are selected, to which the answers were provided by Dr Shalini Rajneesh - mission director.

Mr Sridhar Pabbisetty – COO, Centre for public policy - IIMB stressed the need for education in a developing nation. He also explained how the RTE process works in India.

The meeting was organised under a programme titled "Indo-Afghan Partnership for strengthening sub-national governance in Afghanistan".

■ 'Sakala' which is a Guarantee of Services to Citizens scheme within a stipulated time limit. Sakala has 151 services across 11 government departments under it.

■ Mr Suresh Kumar also announced that 'Sakala' will be extended to the state secretariat by March end. BJP general secretary and MP H.N. Ananth Kumar said there was a need for citizen charter at the national level too.

SAKALA WILL GO ONLINE FROM MARCH 31 NEXT

The Sakala scheme, aimed at delivering government-related services in a stipulated time, will be made online from March 31 next year, said Law and Parliamentary Affairs Minister S. Suresh Kumar on Friday. He launched 114 services, including 12 under the BDA under Sakala on Friday. With this, 265 services are now under Sakala. Ever since Sakala was launched on April 2, around 1.25 crore applications have been received. Of these, 1.22 crore applications have been cleared, said Mr Kumar and added in a lighter vein, "The strike rate of Sakala is better than that of Indian cricket maestros M.S. Dhoni and Virendra Sehwag."

"The success of Sakala in the state has attracted teams from Bihar and Odisha to study and replicate it in their states. Manish Mudgal, Additional Secretary, DPAR, is being sent on invitation to Bangladesh to assist that country implement Sakala. The Centre is keen on setting up a Citizens' Charter at the national level, and a team was in the state recently to study our system," he said.

In an Article by the **Deccan Chronicle** Newspaper dated 3 November 2012 – covering the Afghanistan team visit to study Sakala

Sakala to Go Online from March: Minister

As many as 1.25 crore applications were received under the scheme

3 NOV 2012

Express News Service

Bangalore: The guarantee of government services to citizens under the Sakala scheme will go online from March 2013, Minister for Urban Development and Law S Suresh Kumar said here on Friday.

Sakala was launched to deliver government services to citizens within a stipulated time. The online version of the scheme, which recently crossed the one crore applications mark, will allow citizens to file applications online, besides tracking the status of those applications, which is a feature already available online.

"By March, 2013, the scheme will go online in an attempt to take 265 government services in over 20 departments to the doorsteps of citizens," Suresh Kumar said at a programme to mark the inclusion of 12 Bangalore Development Authority (BDA) services into the scheme.

A team from Bihar, the chief secretary of Odisha and a team from the Centre have already visited Karnataka to study Sakala. "The Centre has assured us that the impending Citizen Charter Bill will be based on our Sakala model," he added.

(From Left) Urban Development and Law Minister S Suresh Kumar, MP Chandre Gowda,Deputy CM R Ashok at a programme to mark the inclusion of 12 BDA services under Sakala scheme in Bangalore on Friday | Nagaraja Gadekal

On Friday, six services of the Housing Department, 11 services of Kannada, Culture and Information Department, seven services of the Commerce and Industries Department, five services of the Forest, Environment and Ecology Department, three services of the Animal Husbandry and Fisheries Department, two services of Ports and Inland Water Transport Department and 21 services of the Department of Personnel and Administrative Reforms were formally included in the Sakala scheme. For details, visit www.sakala.kar.nic.in or call 080-44554455.

Till Friday, as many as 1.25 crore applications were received under Sakala of which 1.22 crore applications were successfully disposed of. "Our strike rate is better than Virender Sehwag," said Suresh Kumar.

Bangalore South MP H N Ananthkumar added that he would bat for the passage of an effective Jan Lokpal Bill and Citizen Charter in the upcoming winter session of Parliament.

> THE SCHEME WILL GO ONLINE IN AN ATTEMPT TO TAKE 265 GOVERNMENT SERVICES IN OVER 20 DEPARTMENTS TO THE CITIZENS — Suresh Kumar, Minister

Deputy Chief Minister R Ashok, Mayor D Venkatesh Murthy, BDA chairman Subhir Hari Singh, BDA commissioner T Sham Bhatt, Sakala Mission Director Shalini Rajaneesh and other officials were present.

The Indian Express covering the BDA Launch program

STATES » KARNATAKA

BANGALORE, November 3, 2012

114 new services under Sakala

STAFF REPORTER

Participants at inauguration of 'SAKALA' at BDA Head Office on 2, November, 2012. Photo:V Sreenivasa Murthy

TOPICS

Lokpal

India

Karnataka

government

civil and public service

government departments

Soon, the citizen services offered at the State Secretariat level will be brought under Sakala. That's not all, come March 31, 2013, all Sakala services will be made available online.

This was announced by S. Suresh Kumar, Minister for BWSSB, Law and Parliamentary Affairs, after 114 new services, including 12 offered by the Bangalore Development Authority (BDA), were included under Sakala here on Friday. With this, 265 services are now offered under Sakala.

He said that since Sakala was launched on April 2, 1.25 crore applications (at 10 a.m., Friday) for various services have been received from the citizens. Of these, 1.22 crore applications have been disposed of.

He said that other States, including Bihar and Orissa, had sent teams to study the Sakala scheme and its successful implementation in the State to replicate it in their States. "What is more, Manish Mudgal, Additional Secretary, DPAR, is going to Bangladesh on invitation to help them implement Sakala there. The Union government is keen on setting up a citizens' charter at the national level, and a team was in the State recently to study our system. Karnataka's charter will be a model for the national citizens' charter," he added.

Bangalore South MP H.N. Ananth Kumar said that though other States had similar versions of Sakala, none offered so many citizens' services. He stressed the need to have a citizens' charter at the national level, besides passing of the Lokpal Bill. He claimed that the Union government was being indifferent to the needs of the State. "Both Bangalore North MP D.B. Chandre Gowda and I will raise this issue on behalf of the State at Parliament's Winter Session that will be held soon," he said.

Minister for Home and Transport R. Ashok, who is district in-charge, said that with Sakala, citizens no longer have to run from pillar to post for essential services from the various departments. "The BJP government has received a lot of brickbats from all quarters. They even labelled Vidhana Soudha 'Nidhana (slow) Soudha'. I would like to tell these detractors that this unique scheme is in place only because of the State government," he said.

THE TIMES OF INDIA, BANGALORE
MONDAY, NOVEMBER 12, 2012

The helping hand: Interns with Sakala ease workload

Aparajita Ray | TNN

Enthused, DPAR Plans To Take In More Of Them For New Ideas

Bangalore: Sakala, which has only half a dozen brains working in the core team to handle complaints and oversee timely delivery of services, had taken the services of two interns to ease its load. The idea has obviously worked for the Department of Personal and Administrative Reforms (DPAR). It now plans to take in more interns who can imbue new thoughts and simplify the process of complaint management and documentation.

"We had two boys who are doing their PG in media studies and they left a great impression on us. The youth had fresh ideas which they candidly shared with us to help improve our ways of working. It helps us if we get more people to work," said Shalini Rajneesh, secretary, DPAR.

Shalini has now sent proposals of internship with the department to colleges like Bhartiya Vidya Bhavan Management College and Christ University. "There are students who are already doing some research in various social areas. They have great ideas and experience in the kind of work that we need in Sakala. We have elicited good response from students and principals," she added.

For the students too, it was a satisfying stint. They said they learnt a lot from the experiences of handling people's grievances and government officials. Getting services delivered on time was nothing short of a challenge, they said.

"We did have difficulties initially in trying to understand what Sakala is and how we can work towards solving people's complaints through the various government agencies. But the three-day training on understanding the Sakala systems made it easy for us," said Ravi AN, student of media studies in Presidency College.

Although Ravi wants to be a journalist in future, he says that this internship helped him sharpen his skills in field work, reporting, documenting, editing and translating. Recalling his first assignment, Ravi said, "For the first time I went to a BBMP office in KR Puram to see whether khata and tax services were delivered to citizens on time, without hassles. We posed as common people and spoke to citizens who confided their complaints to us. Later officials also opened up."

Balaram Keshava DN, another second year PG student in media studies of the same college, says such work is satisfying as he was able to solve real-time issues. "Given an opportunity, I'd love to be absorbed in the DPAR," he said.

Their trainer Subramanian Srilal, management consultant in Sakala, said that this sort of internship would benefit the department to get fresh ideas as well as students from any stream. "These boys showed us we could scan or photograph the complaints and cases to document them and reduce paperwork. If such bright candidates are absorbed in DPAR, we can later depute them in various departments where they can help improve the service delivery of the departments," he said.

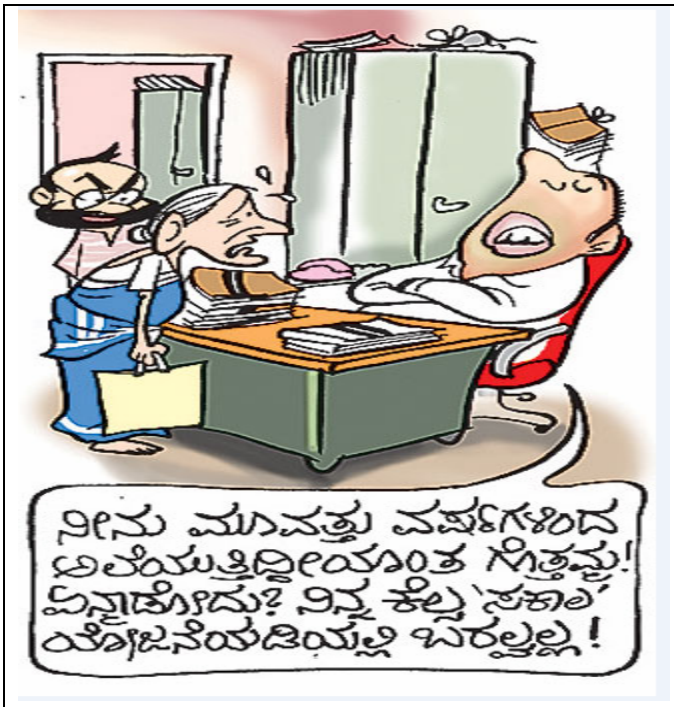
ON THE JOB: The Sakala call centre at Yeshwantpur, Bangalore

> We got to meet people and ask them about their issues, apart from calling many over phone to know their grievances
> **Ravi AN** | PG STUDENT, MEDIA STUDIES, PRESIDENCY COLLEGE

> When I received a genuine complaint from an ordinary citizen and helped solve it, I felt satisfied
> **Balaram Keshava DN** | PG STUDENT, MEDIA STUDIES, PRESIDENCY COLLEGE

The **TOI** covering the Internship @ Sakala

A Cartoon that appeared in **Prajavani** – a popular daily in Kannada:

	It reads "I know you have been running from pillar to post from the last 30 years! But what to do.....the work you are here for does not come under Sakala"

An article in Prajavani

"Spandanadinda Sakalakke" (from Spandana to Sakala)

	In a candid interview **Sri. Munish Moudgil – Additional Mission Director and Director MGNREGS** to **Prajavani Newspaper** (which appeared in the newspapers on 22 Nov 2012).

Much before the Madhya Pradesh promulgated Citizen Services in its state (in 2010), or, even much before Bihar introduced RTPS (in 2011); Karnataka (we) started and functionalised a similar program, without any hype or show, in the northern most part of Karnataka – Bidar District. This was about 6 years ago (2006).

What was then a local district level imaginative initiative for citizen centric service delivery in the form of *Spandana Counter*, not many could dream that a bigger and more organised ***SAKALA*** would be implemented across the state after some years! **The Deputy Commissioner at that time was Sri. Munish Moudgil – IAS** recalls commonality with today's' Sakala.

When asked whether the roots of present *Sakala* lie in *Spandana* that he introduced in Bidar, his humble answer is a firm NO. He says *Sakala* was conceptualised by the then **Chief Minister Sri. Sadananada Gowda** and **Sri Suresh Kumar, Law Minister**, who are the Architects of ***SAKALA*** program. However, when asked by the Chief Secretary whether he would be willing to work for this project – he wholeheartedly jumped into the initiative.

Much before the dawn of Sakala – it is interesting to understand why Sri. Munish Moudgil started a citizen centric service? Munish replies that when his father passed away in 2006 – he had to take up all tasks right from pension related issues to Khatha transfers – he did not use his IAS tag, and, approached the whole thing as a common man – in the process he realized how tedious and difficult it is for a common man to get simplest of the things from government offices. He understood that if at least a date of delivery was given for the applications which he was submitting, then he could plan his leave, travel and stay to his home state. However, even this was not to be as government work, he realized, was totally unpredictable and enigma to a common citizen. The file would stop at each desk and needed to be personally pushed. This kindled a fire in him to offer citizen-orinetned and predictable service delivery in his district where he was Deputy Commissioner. Therefore, initiative by the name "SPANDANA" was launched in Bidar DC office. This was on exactly same lines as Sakala of today – viz, (i) About 20 services of Revenue Dept & Municipality were selected (ii) "Checklist" of each service was drawn-up which citizen was supposed to submit while seeking a specific service (iii) Acknowledgment was issued – for all applications (iv) Spl Teams of Shirestedar, FDAs and VAs tracked the application from receipt up to delivery/decision (v) None could pose un-necessary queries once submission was as per "checklist" (vi) Review was done each Saturday, and, each application was tracked and defaulters were to be acted against (however, not a single action needed to be initiated as government servants rose to the challenge. In fact, about 99% in-time service delivery was achieved)

He wonders that when our systems can harass even an IAS officer, therefore, fate of a common man is even more precarious. He says that the greatest problem that a common man has is that he is forced to run from pillar to post. There is lack of transparency and information on services. In order to get over this, a 'Single window' concept was started in| Spandana at Bidar. One could file any service request to this "Spandana Counter", and,

delivery could be taken on a pre-assigned fixed date from the same counter. The citizen did not need to run from one office to another.

Mr Moudgil confirms that what is critical for a citizen is transparently and accepting applications in citizen friendly manner – however, the office that renders the service should prepare a checklist in order to ensure timely delivery. In order to get this in order, Mr Munish recollects that in his first ever posting at Orissa's Naxal ridden MAKANGIRI district – *he would travel in 2 wheeler to provide the land documents to farmers in these areas. He recollects with pride that he used the 2 wheelers to avoid the country bombs that the Naxals would use to blow up officials!*

Today Mr Munish Moudgil proudly is part Sakala's leadership team sharing his experiences of Spandana and is playing his part in driving Sakala to greater heights!

An Article from the Statesman Newspaper:

Karnataka cops launch SMS gateway on FIRs

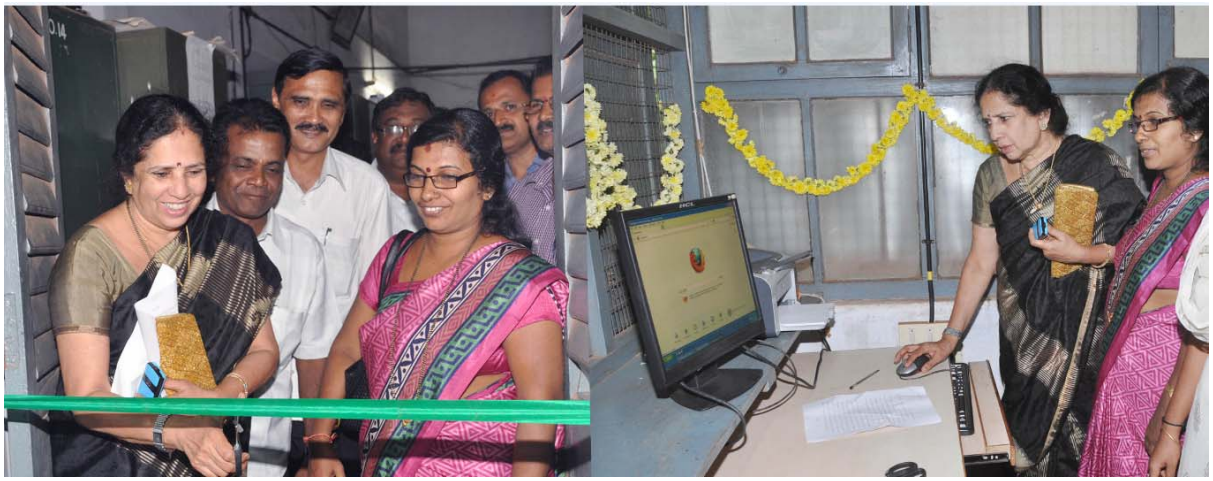
27 November 2012statesman news service BANGALORE, 27 NOV: The Karnataka police today became the first security force in the country to launch an SMS gateway with which to empower citizens with status information about service requests and progress of first information reports. Its counterparts from other states have already begun showing interest in this all-important e-governance initiative. The SMS gateway is linked to the ongoing Sakala or "on time" scheme that it has launched, under which 21 citizen centric services connected with the police department across the state are covered and delivered under the Crime and Criminal Tracking Network System. As per the e-governance scheme, once a Sakala application is submitted under any category, including the filing of a complaint with police, the applicant or, for that matter, the complainant is asked to provide his or her mobile number. This number is required to send or auto generate a 15-digit Guarantee of Services to Citizens numeral by way of receipt to the complainant. This is akin to a PNR number of a railway ticket. On the basis of the GSC number, citizens can access the status of their cases through Internet or an SMS alert. These indicate the position of the application concerned. Once the service is ready for delivery, an SMS alert is sent to the applicant. At present, citizens have to make several trips to police stations and even after that there is little guarantee of getting the correct status of their application or charge-sheet. The SMS gateway covers the 21 services that are connected with the police department under Sakala, including investigation of cases. According to Mr Praveen Sood, ADG, police computer wing, this was the most pro-active, cheapest and convenient method of providing information to the citizens without requiring any manual intervention by police. This is because it is totally automated in CCTNS. Karnataka, incidentally, is the first state to have networked all its police stations and higher offices through the Internet. The application form, whether for an FIR copy or a No-Objection Certificate for extension of visa, to give but one example, can be downloaded from www.ksp.gov.in. The required fee can be paid at any Bangalore One or Karnataka One and related websites.

II. Events:

1) Afghanistan Team visit on 2 Nov to MS buildings to understand Sakala and governance in General:

The meeting was organised under the program titled “Indo- Afghan Partnership for strengthening sub national governance in Afghanistan”. This program was sponsored by the Ministry of External Affairs, Government of India and conducted by IIPA, New Delhi. The delegation consisted of District Governors from that country.

2) *Inauguration of New Services under Sakala - SNAPS from Dakshina Kannada – 5 Nov 2012:*



3) Release of the monthly report of Sakala containing progress report of Sakala for October. The DCM released the book in the meeting convened to address all the DC and RCs of the state on 6 November, 2012,

The Hon. Dy. CM Sri. Eshwarappa releasing the October report. Also seen is Mr Suresh Kumar and other Senior Officers.

4. Phone In Program – The Hon Law Minister answering a Query from Bijapur. Mission Director Dr. Shalini Rajneesh is also seen along.

The Hon. Law Minister discussing a point in the 'Hello Geleyare" (Phone in Program) in the Chandana TV channel on 7/11/2012 (The program is on the first Wednesdays between 8-9am). Some of the Questions that came up were as listed below:

Name	Calling from	Complaint
Sri. Marigeppa Kumbhara	Gadag	Problems in the Drainage systems which gets clogged too often.
Sri. Sudheendra	Bijapur	Non issue of GSC number by offices when approached for services.
Sri.Ramakrishna	Bhadravathi	Inclusion of Procession certificates under BDA – is it included and the problem faced by citizens.
Sri.Raju	Yadgir	Timely disbursement of salary to Govt Staff.
Sri.Jagdeesh	Belgaum	Water problems
Smt. Asha	Chitradurga	Non availability of quality food and nutrition to children at Anganwadi centres
Ramesh	Chellakere	Delay in issue of NOC for ESCOMS.

5. In an attempt to woo citizens to apply for services, which are relatively less in numbers, the Sakala Mission adopted **to *print special pamphlets*** to spread the message that services exist under Sakala for every citizen.

6. The Hon CM releasing Karnataka's Citizen Centric Innovations book- compiled by DPAR on 5 November 2012.

7. SAKALA Training on 23/11/2012 and 24/11/2012 in DTI, Bangalore Rural District:

A two day training program was conducted by the District Traning Institute (DTI) bangalore Rural Kanakapura road to train the staff of the newly added departments on the portal information of Sakala. The training will gie a detailed outline of the newly added 114 services to all the Nodal officers as well as data entry operatores and other staff.

8. UNDP program at Bubaneshwar – Orissa –

Workshop on Experience Sharing on the Implementation of Right to Service Acts in Bhubaneswar: 23 November 2012

A one day workshop to facilitate Experience Sharing on the implementation of Right to Service Acts on November 23, 2012 was organised jointly by the UNDP and the World Bank, in collaboration with the Government of Odisha at Mayfair Lagoon Hotel in Bhubaneswar. The event was inaugurated by the Honourable Chief Minister of Odisha.

The workshop focussed on implementation challenges such as: (i) ensuring access to service delivery, (ii) outcome monitoring and performance evaluation of RTS implementation, (iii) re-engineering back-end administrative process, and (iv) building on other governance reforms to ensure the effectiveness of the Right to Service.

Dr Shalini Rajneesh – Secretary, Department of Administrative Reforms and Mission Director SAKALA, represented the Government of Karnataka. She was invited by the World Bank to spell out the expert advice that she has, specifically on the topic "monitoring of the Guarantee of Services to Citizens Act".

Dr. Shalini Rajneesh making a point at the Conference in Odisha.

Dr. Shalini Rajneesh stressed the need for inclusive participation of the citizens in policy making. She said that Sakala is a program where citizen participation has always been a high agenda. She said that based on the feedback received from citizens collected through various means besides conducting seminars and conferences involving Resident Welfare Associations, Consumer forums & NGO , addition of another 114 services was added under the ambit of Sakala taking the total services to 265 – the highest ever in the country. She said leveraging

Information Technology was critical to ensure accurate and timely information for effective monitoring.

In all, about 60 participants were present in the conference, which included senior secretaries of the Odisha State Government, senior officials from the Central Government departments (DARPG, DoPT, Dept. of IT, etc.) senior officials from the States with similar Acts in place/pipeline, representatives from UNDP India, World Bank, Civil Society Organisations working on issues of accountability and service delivery, as well as academic/research institutions.

9. Bangladesh mentoring by AMD: The Addl. Mission Director Sri. Munish Moudgil has been invited by the Bangladesh Government for mentoring them into citizen cetric services. **In a program titled " National workshop on Citizen Charter"** The AMD would be present in a two day conference at Dhaka. The program has a schedule like this:

Mr. Moudgil will cover among other topics on issues like

1. Complaint and Grievance Redress Mechanism (Effective complaints handling)
2. Public Duties and Responsibilities of Nodal Officer
3. Service delivery system in India
4. Duties and Responsibilities of Nodal Officer
5. How to make the Charter a Success (Lesson learned in quality assurance from example)
6. Citizen's Charter – Some Best Practices
7. Status of Implementation of Citizen's Charter (Some key institutions implementing charter)
8. Evaluation and Monitoring of Citizen's Charter implementation (Checklist of charter, Assessment parameters, Monitoring tools and techniques)

10. Inauguration of the addtional services under SAKALA and ONLINE services introduced from the Police department:

In a Home department organised function, Services under Sakala added under the Police Department as well as launching SMS gateway for services from the Police department was inaugurated by the Hon. Dy. Chief Minister Sri. R Ashok. Seen with him is Sri. Suresh Kumar – Law & Parliamentary affairs.

11. Proposal to Study Sakala by the University of Chicago: The Planning Commission has appointed University of Chicago to evaluate Sakala and its effectiveness in delivering service under the 'Right to Public Services" (as known internationally) . They said that The case of Karnataka is of particular interest to them. The Study will be headed by two professors from the University.

The study would basically encompass Surveying some of the citizens that have experienced RTPS to better understand how RTPS is working, access to the disaggregated, application-level, data that is maintained by the government of Karnataka. This would include contacting some of the citizens that are applying for services and survey their experiences. The team said they were interested in visiting some of the key state-level and a random set of district-level offices to get a better sense of how RTPS is being implemented in the field during the month of December.

13.Phone in Program in FM Radio – The program was aired on 21 Nov between 1 -2 pm .The Questions were handled by Dr Shalini Rajneesh – Mission Director Sakala Mission. She talked about the 114 new services that were added into the Sakala fold. The questions and the participation were very encouraging.

ANNEXURE A - AMENDMENTS TO ADDITIONAL SERVICES:

Government of Karnataka

DPAR 197 Na Se Kha 2012

Karnataka Government Secretariat
6th Floor, Multistoried Buildings,
Bangalore, Dated: -11-2012

NOTIFICATION

In exercise of the powers conferred by the Section 4 of the Karnataka Sakala Services Act, 2011 (Karnataka Act No.01, 2012) and Section 21 of the Karnataka General Clauses Act, 1899 (KA.III.1899), Government of Karnataka hereby amends the Schedule to the said Act. Namely**:-**

I. Under the Heading "1-Urban Development Department" sub-heading "Local Authority - Bruhath Bangalore Mahanagara Palike", for the entries at Sl. No. 6, the following entries shall be substituted, namely,-

Sl. No	**List of Services**	**Designated Officer**	**Time limit for disposal by the Designated Officer**	**Competent Officer**	**Time limit for disposal by the Competent Officer**	**Appe-llate Autho-rity**	**Time limit for disposal by the Appellate Authority**
1	**2**	**3**	**4**	**5**	**6**	**7**	**8**
6.	Registration of Khatha	Assistant Revenue Officer	30 Working Days	Deputy Commissioner of the Division	30 Working Days	Special Commissioner (Planning)	30 Working days"
7.	Transfer of Khatha	Assistant Revenue Officer	30 Working Days	Revenue Officer	30 Working Days	Additional/ Joint Commissioner of the Division	30 Working days

II. Under the Heading "**4-Revenue Department**",

(a) for the entries **"21 days**' in column 4 of Sl. No. 44, the entries **"60 working days**" shall be substituted.

(b) After the entries "55 working days" appearing in column (4) of Service at Sl. No. 45, the entries" Time limit shall commence after receipt of permission from the Police Department" shall be inserted.

III. Under the Heading **"5-Home Department**", for the entries **"21 working days**" appearing in Column 4 of Service at Sl. No. 6, **"Disposal of petitions",** the entries **"45 working days"** shall be substituted.

IV. Under the Heading **"6- Education Department**" the entries relating to the following Department and its service shall be inserted, namely,-

"III. – Office of the Director of Printing, Stationery and Publications, Government Central Press, Bangalore.

Sl. No	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appe-llate Autho-rity	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	"Publication in Karnataka Gazette" a) Change of Name b) Publication concerning Insurance c) Publications issued from Courts, other publication, Publications relating to transaction of Government business	Assistant Director, Government Central Press, Unit-2, Bangalore-560059	15 working days.	Joint Director, Government Central Press, Unit-2, Bangalore-560059	15 working days	Director, Government Central Press, Unit-2, Bangalore-560059	30 working days"

V. Under the Heading **"9-Finance Department**: **Commercial Taxes Department":-**

a) Under serial No.(1), column (4), for the entries **"15 working days from the date of filing the application"**, the entries **"25 working days**" shall be substituted;

b) Under serial No.(3), column (4), for the entries **"15 working days from the date of filing the application"**, the entries **"25 working days"** shall be substituted;

c) Under serial No.(8), column (4), for the entries **"15 working days from the date of filing the application"**, the entries **"25 working days"** shall be substituted;

d) Under serial No.(9), column (4), for the entries **"15 working days from the date of filing the application"**, the entries **"25 working days"** shall be substituted;

e) Under serial No.(10), column (4), for the entries **"15 working days from the date of filing the application**", the entries **"25 working days**" shall be substituted**;**

VI. Under the Heading **"10-Labour Department"** sub-heading "**II-Department of Factories, Boilers, Industrial Safety and Health:**

(a) For the entries relating to serial No. 3, the following services and their entries shall substituted, namely,-

Sl. No	List of Services	Designated Officer	Time limit for disposal by the Designa-ted Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appe-llate Autho-rity	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
3	Amendment of license	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days
8.	b) Transfer of license	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days
9.	Issue of duplicate license	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days

b) For the entries relating to Service at Sl. No.6, the following entries shall be substituted, namely,-

Sl. No	List of Services	Designate d Officer	Time limit for disposal by the Designated Officer	Comp-etent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
6.	a) Registration of Boilers/ Economizers b) Registration of Steam Pipelines	Assistant Director/ Senior Assistant Director/ Deputy Director	90 working days	Joint Director	60 working days	Director	60 working days

VII. Under the Heading "Animal Husbandry and Fisheries Department, Fisheries Department, under Sl No. 1, after the entries at Column (2) the following entries shall be inserted, namely,-

a) Fresh registration of fishing boats;
b) Registration of
c) Modification;
d) Change of registration from oneport to another;
e) Change of ownership;

f) Change of names of fishing boats;
g) Issue of duplicate registration Certificate;

VIII. Under the Heading "16 - Commerce and Industries Department" for the entries relating to Services at Sl. No. (2), (3) and (4), the following entries shall be substituted, namely,-

Sl. No	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Comp-etent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
2.	**Stamp duty exemption and Registration fees Concession Certificate**						
	1. FOR REGISTRAYION OF LOAN AGREEMENTS,CREDIT DEEDS, MORTGAGE AND HYPOTHICATION DEED (DLSWCC /SLSWCC Approved Projects)	Joint Director, District Industries Centre	10 working days	Additional Director (MSME) Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	**07 working days**
	2. FOR REGISTRATION OF LAND, PURCHASED UNDER SECTION 109 OF KLR ACT. (DLSWCC/ SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days
	3.FOR REGISTRATION OF LEASE CUM SALE DEED IN CASE OF SHED, LAND AND PLOT ALLOTED BY KIABD/KSSIDC/ KEONICS/KSSIIDC/INDUSTRIAL COOPERATIVE/ APPROVED PRIVATE INDUSTRIAL ESTATE. (DLSWCC /SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days

	4. FOR REGISTRATION OF ABSOLUTE SALE DEED IN CASE OF SHED, LAND AND PLOT ALLOTED BY KIABD/KSSIDC/ KEONICS/KSSIIDC/INDUSTRIAL CO OPERATIVE/ APPROVED PRIVATE INDUSTRIAL ESTATE. (DLSWCC/ SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days
	5.FOR REGISTRATION OF LOAN AGREEMENT, CREDIT DEEDS, MORTGAGE AND HYPOTHICATION DEED (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government , Commerce and Industries Department.	7 working days
	6. FOR REGISTRATION OF LAND, PURCHASED UNDER SECTION 109 OF KLR ACT. (SHLCC Approved Projects)	Joint Director (Industrial Develop-ment), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government , Commerce and Industries Department.	7 working days
	7. FOR REGISTRATION OF LEASE CUM SALE DEED IN CASE OF SHED, LAND AND PLOT ALLOTED BY KIABD/KSSIDC/ KEONICS/ KSSIIDC/ INDUSTRIAL COOPERATIVE/ APPROVED PRIVATE INDUSTRIAL	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government , Commerce and Industries Department.	**07 working days**

	ESTATE. (SHLCC Approved Projects)						
	8. FOR REGISTRA-TION OF ABSOLUTE SALE DEED IN CASE OF SHED, LAND AND PLOT ALLOTED BY KIABD/KSSIDC/ KEONICS/KSSIID C/INDUSTRIAL CO-OPERATIVE/ APPROVED PRIVATE INDUSTRIAL ESTATE. (SHLCC Approved Projects)	Joint Director (Industrial Developmen t), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commission er for industrial Developmen t and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government , Commerce and Industries Department.	7 working days
3.	**Entry Tax Exemption Certificate**						
	1. Entry Tax Exemption Certificate for new units under implementation phase (DLSWCC/SLSW CC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commission er for industrial Developmen t and Director of Industries and Commerce, Head Office, Bangalore	7 working days
	2.Entry Tax Exemption Certificate for expansion/ modernization / diversification units under implementation phase (DLSWCC/SLSW CC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commission er for industrial Developmen t and Director of Industries and Commerce, Head Office, Bangalore	7 working days
	3.Entry Tax Exemption Certificate for new units under Operational phase (DLSWCC/SLSW CC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commission er for industrial Developmen t and Director of Industries and Commerce, Head Office, Bangalore	7 working days
	4.Entry Tax Exemption	Joint Director ,	10 working days	Additional Director	7 working	Commission er for	7 working days

	Certificate for expansion/ modernization / diversification units under Operational phase (DLSWCC/SLSWCC Approved Projects)	District Industries Centre		(MSME), Department of Industries and Commerce, Head Office, Bangalore	days	industrial Development and Director of Industries and Commerce, Head Office, Bangalore	
	5.Entry Tax Exemption Certificate for new units under implementation phase (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government, Commerce and Industries Department.	7 working days
	6.Entry Tax Exemption Certificate for expansion/ modernization / diversification units under implementation phase (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government, Commerce and Industries Department.	7 working days
	7.Entry Tax Exemption Certificate for new units under Operational phase (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government, Commerce and Industries Department.	7 working days
	8.Entry Tax Exemption Certificate for expansion/ modernization / diversification units under Operational phase (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government, Commerce and Industries Department.	7 working days

4.	**APMC Cess Exemption Certificate**						
	1.For new units (DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days
	2. For expansion/ modernization / diversification units(DLSWCC/SLSWCC Approved Projects)	Joint Director , District Industries Centre	10 working days	Additional Director (MSME), Department of Industries and Commerce, Head Office, Bangalore	7 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days
	3.For new units (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government , Commerce and Industries Department.	7 working days
	4. For expansion/ modernization / diversification units (SHLCC Approved Projects)	Joint Director (Industrial Development), Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner for industrial Development and Director of Industries and Commerce, Head Office, Bangalore	7 working days	Principal Secretary to Government , Commerce and Industries Department.	7 working days

IX. Under the Heading "17- Kannada, Culture and Information Department" sub heading " (c)- Information Department" Services at Sl.No.(1), (2) and (3) are hereby withdrawn from the list of services.

X. Under Heading "**18-Department of Personnel and Administrative Reforms"** for the entries **"1.Group-A/AIS /HoDs"** at column 2 of Services at Sl. No. (1), (2), (5), (8), (13), (14), (15) and (17), the words **"1.Class-I Officers/ HoDs**" shall be substituted.

Annexure B – Details of Sarvotta Seva State Awards

PROCEEDINGS OF THE GOVERNMENT OF KARNATAKA

Sub: Special scheme of State awards 'Sarvottam Seva Prashashthi' for outstanding civil servants.

READ:

1. G.O.No.DPAR 34 AAR 2002 dated: 13.08.2003.
2. G.O.No.DPAR 63 AAR 2008 dated:04.03.2011.

PREAMBLE:

In the Government Order No.DPAR 34 AAR 2002 dated:13.08.2003 read at (1) above. A special scheme of State awards for outstanding civil servants was established, wherein awards/incentives were given only once to all the employees below and including the level of Additional Secretary/Joint Secretary/Deputy Secretary to Government and equivalent ranks in the departments outside the Secretariat who had put in the service of 5 years. The performance of the employees and his/her meritorious service was the sole criteria and no objective parameters for measuring self were indicated. The scheme was not applicable to All India Services (AIS) officers. The awards instituted in each category was as follows:

Cadre	No.of awards	Amount at District level	Amount at State level
Non-Gazetted	2	Rs.20,000-00	Rs. 40,000-00
Gazetted Class-2	2	Rs.20,000-00	Rs. 40,000-00
Gazetted Class-1	2	Rs.20,000-00	Rs. 40,000-00
	Total	Rs.60,000-00	Rs.1,20,000-00

2. The total expenditure incurred per year was Rs. 60000 x30 districts = Rs.18,00,000-00 + Rs.1,20,000-00 = **Rs.19,20,000-00.**

The Prime Minister's Award for Excellence in Public Administration was initiated by Government of India in the year 2006-07.It had called of the Revised Award Scheme for Central Government employees as well as members of public introduced by the Department of Administrative Reforms & Public Grievances vide Office Memorandum No.33011/1/98 dated:21-01-1998 and Office Memorandum No. 33011/1/2005-O&M dated: 19-08-2010. Following suit, Government of Karnataka withdrew the Special Scheme of State awards for outstanding civil servants vide Government Order No. DPAR 63 AAR 2008 dated:04-03-2011 read at (2) above.

It is a known fact that under the Prime Minister's Award for excellence in Public Administration scheme, only one person may get an award from each state per year. In case of Karnataka only two persons have been awarded the Prime Minister's Award for excellence in Public Administration scheme since its inception. It was felt a new **'Sarvottam Seva Prashashthi'** scheme should be formulated. Hence, the following Government Order.

GOVERNMENT ORDER NO.DPAR:105:AAR:2011, BANGALORE.
DATED:20.11.2012.

Accordingly the following guidelines are formulated for awards/incentives to the civil servants who have done outstanding work:-

1) The award shall be presented every year on Republic Day i.e., 26th January and the presentation of these awards for the first time shall be made on 26.01.2013.
2) Except for Police personnel, Fire Force personnel and Education Department (Teachers) who have their own scheme of awards, employees of all other departments including ministerial staff shall be eligible for this award.
3) This scheme is not applicable to All India Service (AIS) Officers.

2) Karnataka State is having a strength of about 6 lakhs employees consisting of Group-A, Group-B, Group-C and Group-D. It is felt imperative that establishing **"Sarvottam Seva Prashashthi"** Scheme at this juncture would be suitable, which will encourage and motivate government employees. It is envisaged to recognize the extraordinary and innovative work done by Officers/Officials of the State Government in the following spheres:

- Implementation of innovative schemes/projects;
- Bringing in perceptible systemic changes and building up institutions;
- Making public delivery systems efficient and citizen friendly and corruption free;
- Showing innovation and adaptation to meet the stakeholders requirements;
- Extraordinary performance in emergent situations like floods, earthquake and other natural calamities etc.,
- Setting high standards of services and continued improvement, showing high leadership qualities and improving employee motivation etc.,

3) Nominations will be in the prescribed format and can be either self-nomination or by any other person familiar with the work of the individual. Multiple nominations in favour of one individual will be clubbed and treated as one nomination during that year. For each of the nominations, the achievements will be mentioned under the following parameters.

- Taking Leadership and initiative to innovate.
- Information analysis of existing problems and finding possible solutions.
- Strategic Planning for short and long term goal achievement.
- Human resource development to improve productivity and efficiency.
- Process management to simplify and expedite results.
- Operational results in qualitative and quantitative terms.
- Benefits to the Citizen: direct or indirect
- Savings to the Government or Public.

4) A pre and post analysis on above parameters is mandatory. This would be subjected to verification by the Evaluation Committee. The initiative/project should have been in successful implementation for at least one year, as on the date of nomination.

Awards under this scheme will be of 3 categories as follows:

Awards	No. of Awards	Amount per award	Total
1. District Awards (Per district for 30 dist)	6	Rs.10000-00	Rs.1,80,0000-00
2.Department Awards	30	Rs.15000-00	Rs.4,50,000-00
3.State Awards	3	Rs.25000-00	Rs. 75,000-00
Total	**39**	**Rs.50,000-00**	**Rs.23,25,000-00**

5) **District Awards:** The evaluation committee at the district level will be constituted and headed by the District-in-charge Secretary and other members will be the Deputy Commissioner and the Chief Executive Officer and 2 persons of eminence from the district. Citizens can also nominate Officials / Officers for this Awards. The evaluation committee shall invite nominations for the district awards, select the awardees among the nominations received and make necessary arrangements to distribute the award at the district headquarters by the District-in-Charge Minister on 26th January of each year. The proposals which have been awarded may be sent for Departmental Award also.
6) **Department Awards:** The evaluation committee will be constituted and headed by the Principal Secretary/Secretary of the concerned department, HOD and two persons of eminence. The evaluation committee shall invite nominations for the Department awards, select the awardees among the nominations received and send the list to DPAR-AR. The Principal Secretary/Secretary of the concerned department will make necessary arrangements to distribute the award at their level by the concerned Hon'ble Minister of the department during one of their important departmental functions. The proposals which have been awarded may also be sent for State Award also. List of departments (except Education & Police department) which come under the purview of this awards scheme is listed at Annexure-I.
7) **State Award:** A State awards committee to be chaired by the Chief Secretary and Additional Chief Secretary as Vice Chairman and consisting of two other members of eminence will decide the winners at State level among the proposals which have been awarded at the District level and Department level. The State Level award will be distributed by His Excellency the Governor of Karnataka and the Honarable Chief Minister of Karnataka on 26th January of each year. It is the prerogative of the State Awards Committee to seek evaluation of the initiative/project from Centre for Good Governance & Innovations or Karnataka Evaluation Authority or any other agency. Apart from the cash awards, Selected awardees will be sent to a reputed institution for upgradation of skills through training and exposure programme in their own field of expertise.
8) The expenditure to be incurred for the said scheme will be borne out of Administrative Reforms Challenge Fund Other Expenses under Head of Account – "2052-00-090-0-25-059".

9) This order issues with the concurrence of Finance Department vide their Note No. FD:851: Expenditure-12/ 2012 dated.22.09.2012.

By Order and in the name of the
Governor of Karnataka

(Dr.Geetha.L.)
Under Secretary to Government,
DPAR-AR(Training)

Annexure-I

SARVOTTAM SEVA PRASHASHTHI SCHEME

1. Animal Husbandry and Fisheries Department.
2. Agriculture Department.
3. All Secretariat Departments.
4. Commerce and Industries Department.
5. Co-operation Department.
6. Department of Public Enterprises.
7. Department of Parliamentary Affair & Legislation.
8. Energy Department..
9. Finance Department.
10. Food and Civil Supplies Department.
11. Forest, Environment & Ecology.
12. Health & Family Welfare Department & Medical Education.
13. Horticulture Department.
14. Housing Department.
15. IT & BT
16. Infrastructure Development Department.
17. Kannada, Culture & Information Department.
18. Labour Department.
19. Law, Justice & Human Rights Department.
20. Minority Welfare Department.
21. Planning Department.
22. Public Works port & Inland Water Transport Department.
23. Revenue Department.
24. Rural Development & Panchayat Raj
25. Social Welfare Department.
26. Tourism Department.
27. Urban Development Department.
28. Water Recourses Development Department.
29. Women & Child Development Department.
30. Youth Services Department.

Annexure-II

Nomination form for the year 2012-13

1. **Details of the Nominee.**
   a) Name of the nominee.
   b) Designation of the nominee at the time of the initiative.
   c) Department/Organization/ of the nominee at the time of the initiative, with complete postal address.
   d) Nominee currently posted at.
   e) Current designation
   f) Present postal address with Pin code.
   g) Contact details (Phone & Fax Nos, e-mail ID, Mobile Phone Nos).
2. **Nominating Authority:**
   a) Name of the nominating authority.
   b) Name of the Department/Organization.
   c) Designation of the Nominating Authority.
   d) Complete postal address with Pin Code.
   e) Contact details (Phone & Fax Nos, e-mail ID, Mobile Phone Nos).
3. **Please furnish the details about the initiative, strictly under the subheads prescribed below: (The entire description and narration should not exceed five one –side A4 size paper).**
   a) Title of the initiative.
   b) Department/Organization where the initiative was implemented.
   c) Background of the initiative
   d) Motivator(s) for the project initiative.
   e) Purpose & priorities of the initiative.
   f) Date of implementation of the initiative.
   g) Strategies adopted for bringing about the transformation and positive impact.
   h) Role of various stakeholders-most importantly, role and details of involvement of the nominee in the initiative.
   i) Highlights/positive features of the initiative under each of the following important dimensions and their outcomes:
      - Transparency and stakeholder participation along with beneficiaries feedback
      - Simplified procedures: Innovativeness of the initiative and its replicability
      - Increased efficiency of outputs/processes and effectiveness of outcomes, Improvement in measurable indicators and Improvement in delivery time of services
      - Display of leadership/Teamwork by the nominee
      - Sustainability of the initiative.
4. **Was this initiative or nominee winner of any other Award(s)**

   Yes

   No

   (If yes, details of the award won)

Department of Printing, Stationery and Publications, Bangalore