



November - 2013 Report

The Karnataka Sakala Services Act 2011

Total Receipts - 3,83,22,298

Total Disposals - 3,75,81,295



Karnataka Sakala Services Act - 2011

"No More Delays ... We Deliver In Time"



SAKALA

NOW GIVEN IN TIME

42 DEPARTMENTS / INSTITUTIONS

419 GOVERNMENT SERVICES

Immediately after Registration

Police F.I.R. copy to the complainants



Home Department

3 Working Days

Age certificate



Revenue Department

3 Working Days

Maintenance of drinking water in rural areas



Local Authority

3-7 Working Days

Birth/Death Certificate



Rural Development and Panchayat Raj

7 Working Days

Duplicate Ration Card



Department of Food & Civil Supplies

15 Working Days

Tax Clearance Certificate



Women & Child Welfare Department

15 Working Days

Recording of the examination marks



Education Department

17 Working Days

Identity cards for senior citizens



Department of Health & Family Welfare

21 Working Days

Caste Certificate



Labour Department

30 Working Days

Vehicle Driving Licence



Transport Department

SMS facility available

Citizens, come, exercise your rights

Contact for information / Complaints

080-44554455

Website : www.sakala.kar.nic.in

e-mail: sakala@nic.in

Employees Compensate Citizens @ Rs. 20/- (up to Rs. 500/-) for every day's delay in services

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



Message

Its almost two years that the Karnataka Assembly passed the Karnataka Guarantee of Services to Citizens Act 2011 (now popular as Karnataka Sakala Services Act 2011). It is a matter of great pleasure to know that during this period more than 42 departments/Institutions have come forward to dispense 419 services to citizens. A total of 3.83 crore of applications were received till date; out of which 3.75 crore applications have been disposed in time. It always has been our endeavour to bring more departments under the ambit of Sakala.

Compared to other States having right to citizen services, Karnataka has a uniqueness of having employee related services under sakala. This enables them to get these personal related services on time and focus their energies on citizen related services. We have considered even our employees as citizens. If they do not get the services which personally affect them, they would be psychologically disturbed. This would affect their performance vis-à-vis service giving delivery to citizens. Hence, to alleviate this negative tendency and to imbibe citizen friendly initiatives, I have already given instructions to include the staff related services under the Act.

Further it is the desire of our Government to see that Citizens are able to secure Government services online within the precincts of their home or offices without having to travel long distances into various offices. Through e-Governance department, Mobile applications and Citizen Service centres at gram Panchayat level are planned in the near future.

We are committed to enforce Transparency and Citizen friendly governance. For quick and effective grievance redressal in my Janatha Darshan sessions, I have initiated monitoring on Sakala pattern so that the grievances are reduced to the maximum and our staff will be motivated to provide excellent service to Citizens for all times to come.

Siddaramaiah
Chief Minister



Message

Achievements under the Karnataka Sakala Service Act 2011 have brought laurels to the State, both within the Nation as well as at International level. However, it is a matter of concern that in some services we are not being able to achieve time bound disposal. Especially we observe some amount of delays in Khatha transfer and land registration. Similarly there are bottlenecks in the timely delivery of services especially due to large number of applications received from the BPL families for pensions and for ration cards.

In this direction, we are re-assessing the procedures of delivery of services. We are trying our best to provide the revenue services "Online" through citizen service centres. In order to encourage the start-up entrepreneurs, we will initiate measures for the easy and speedy conversion of agricultural lands. On these lines, all our cabinet colleagues are emphasizing the need for simplification and tracking in their respective departments. In such a novel programme, we have involved our newly elected MLAs as active participants. We may expect good results in the coming days.

This year too Sarvothama Seva Cash award will be presented to the best performing officials. I hope that those serving under Sakala will bag these prizes for their good work done. We intend to motivate all our employees to innovate in respective departments and to bring reforms which will give a smile to each of our Citizens!

T.B. Jayachandra
Hon Minister for Law, Justice &
Human Rights, Parliamentary Affairs &
Animal Husbandry services.

Contents

Chapter	Particulars	Page No.
1	From the Desk of the Mission Director	1
	A Poem for Sakala	4
1A	District Ranking	5
2	Trends & Analysis	7
2A	Receipts & Disposal Trends	7
2B	Department wise Status for the month	9
2C	Service wise pendency statement	11
2D	Defaulting Offices	14
2E	Consolidated Statement – Department & District	16
2F	Taluk Ranking	19
2G	Non performing Taluks	20
2H	DITC Ranking	21
3A	Call centre report	23
3B	Citizen Feedback	26
3C	ISO Certification	32
4	Events & News clips	36

Chapter 1

From the Desk of the Mission Director:

Consolidation of Sakala has been the mantra for this month.

PM Award: I am glad to let you know that we have been shortlisted for the Prime Minister Award for Excellence in Public Governance for 2013. A team designated by Government of India for spot study. They visited various Sakala Service delivery offices, met officials and had a detailed meeting with stakeholders. Later, they met the honourable Law minister who also gave his insights on the future of Sakala.

ISO 9001 Certification: In another significant development this month, we have got into a full fledged effort of implementing ISO 9001 for Sakala. A training program was conducted with nodal officers of 5 departments i.e. Revenue, Transport, Urban, Commercial Tax & Food as first phase of implementation. The training involved service providers including ATI, Info department, NIC, & the Call Centre.

Poor Performers' Review: Eager to understand the actual issues faced at the ground level by lowest ranking Taluks, we convened a meeting of a select group of Tahsildhars/Deputy Tahsildhars to share their concerns & views on the working of Sakala. This was more of a brain storming session where Sri. Basavaraj – Principal Secretary, Revenue department was also present along with Prof. Ramesh – Chairman of Centre for public Policy – IIMB, Dr. Ranjani Raghavendra, Post doctoral fellow with IIMB. Action has been initiated to implement the recommendations.

Reporting Review: IIM's CPP Team has suggested certain refinements in the reporting of Sakala's progress. The focus was on exception reporting: Some suggestions were:

- Prepare Weekly reports specifically to District in charge Ministers, District In charge Secretaries, HODs, and DCs. Similar frequency could be decided for ACS/CS.
- The weekly report should not exceed 5 pages with clear, crisp actionable points.
- Top 10 services based on Applications should be alerted to the HODs, DCs based on Pendency, Rejections & delays, Exceptional offices, any other.
- Specific points for HODs/DCs for action through portal.

- Action taken report by the DC can be shared with District in charge minister and Secretary & Regional Commissioners.
- Problems reported by departments/Districts can be highlighted justifying poor performance.

CM Janatha Darshan: eJanaspandana (The same portal that is used to monitor the complaints under Sakala) was also used to directly record, track and monitor all the complaints that were lodged. In all, 690 complaints were received during the day and as per media reports this is one the highest in terms of grievances under the program.

Progress report: Coming to this month's progress, here are some quick snapshots:

Sarvottam Seva Award Shortlisting: The shortlisting of eligible candidates from various departments & Districts is shared with respective Departmental Heads & Deputy Commissioners for recommendation.

1. Ranking:

District	District
Chikkaballapura - 1st Rank	Bidar - 30 th Rank
Uttara Kannada - 2nd Rank	Yadgir- 29 th Rank
Ramanagara- 3 rd Rank	Bellary- 28 th Rank

For the very first time in the history of Sakala, Chikkaballapura has secured the first place for 3 consecutive times in a row. No other district has achieved this distinction so far.

2. Taluk Ranking:

Uttara Kannada's **KARWAR** and Chikkaballapura **GUDIBANDA** continue to dominate the top Taluk ranking, while Dharwad's Hubli has been showing good promise.

3. Pendency, delays & Rejections:

Pendency: 17862 applications with majority pending with Revenue, Home & Urban Departments.

Delays: 48421 applications that were delayed disposed in the month. This is about 97.01% in time Delivery.

Rejections: Overall, there has been no change in the rejection rates. Big departments like Commercial Taxes, Food department have reduced their rejection rate which is good news. Currently, rejection rate for the state stands at 6.67%.

5. Complaints, Appeals & Compensation:

Complaints: Of the 3075 complaints received so far, 2644 complaints have been resolved. This is nearly 86% of the complaints being resolved.

Appeals: Under the Appeal -1 Category, 578 appeals were received of which 481 has been disposed and 97 in progress. Under the Appeal- 2 category, 48 appeals were received, of which 31 has been disposed and 17 remain to be addressed.

Compensation: 282 compensation claims have been made so far. The more citizens are aware, the more will be they be empowered.

In the current month, we have a set of activities lined up to take Sakala forward. The Internal Auditor training for ISO will be held this month and so on. We expect to bring in more changes as we progress.

A poem written by Sri. BN Jagdeesh Prasad of QCI Bangalore is printed in the report. The Mission expresses its thanks to Sri. Prasad for the gesture.

In the Words Henry Ford *"Coming together is a beginning; keeping together is progress; working together is success"*.

DR. SHALINI RAJNEESH

MISSION DIRECTOR- SAKALA

A Poem for Sakala

Timely Services for Citizens from Karnataka Govt



Good governance is the crying **need**.

To achieve this, Sakala gives the **lead**.

An initiative under Karnataka's Sakala Services Act,

To help citizens, great has been its **impact**.

Timeliness is the essence of Total Quality **Management**.

Transparency is a part of Culture building **movement**.

Innumerable are the services - citizens seek from **Government**.

Lack of the two, causes untold suffering and **disappointment**.

Bribe & delay – two faces of public harassment **being**,

Focus on their elimination, in Sakala we are **seeing**.

With **419** services coming under its **ambit**,

From speedy implementation, Citizens will surely **benefit**.

Mere good intentions – results, cannot **produce**.

Efficient action is vital – public grievances, to **reduce**.

Concern & Care for citizens - reigning his heart,

Chief Minister is providing thrust from the start.

For the good implementation of a great **innovation**,

Sakala Team deserves our hearty **congratulation**.

Poem authored by B.N.Jagadesh Prasad

Formerly Hon Vice Chairman & Mentor QCI

1A - District ranking for the month of November 2013

District	Receipts during the month (A)	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)	Current Month Final Rank	Last month's Ranking	Trend
Chikkaballapura	43724	44075	0.6	5	3643	2	1	1	↔
Uttara Kannada	46711	46823	0.2	1	3336	4	2	2	↔
Ramanagara	37374	34518	4.5	25	3737	1	3	6	↑
Davanagere	60296	66483	1.8	11	3173	7	4	3	↔
Mandya	61695	62965	5.4	27	3427	3	5	7	↑
Hassan	56634	57570	4.2	24	3331	5	6	8	↑
Dakshina Kannada	54297	53499	1.8	11	2714	11	7	22	↑
Chamarajanagar	26123	26497	0.5	4	2612	14	8	4	↓
Tumkur	75171	73975	3.8	20	2891	8	9	18	↑
Mysore	81697	86621	3.8	20	2817	9	10	13	↑
Shimoga	44162	43634	0.7	6	2597	15	11	14	↑
Bangalore Rural	29945	28791	7.3	29	3327	6	12	21	↑
Bangalore	261038	273822	4	22	2747	10	13	16	↑
Kodagu	13381	13858	3.1	18	2676	12	14	23	↑
Udupi	28891	29293	2.8	16	2626	13	15	17	↑
Chikmagalur	27454	27758	1.7	10	2495	18	16	27	↑

District	Receipts during the month (A)	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)	Current Month Final Rank	Last month's Ranking	Trend
Chitradurga	41424	46172	2.5	15	2589	16	17	5	↓
Gadag	24794	24888	0.9	7	2479	20	18	15	↓
Dharwad	40693	38955	0.4	3	2260	23	19	20	↔
Bagalkot	44698	45707	2.2	14	2483	19	20	11	↓
Gulbarga	61150	57590	2	13	2446	22	21	26	↑
Belgaum	105747	111776	1.4	9	2249	24	22	24	↑
Koppal	27967	27467	0.3	2	2151	27	23	10	↓
Kolar	38558	41206	4.6	26	2570	17	24	9	↓
Haveri	32545	35565	1.3	8	2169	26	25	19	↓
Bijapur	51917	56206	4	22	2472	21	26	12	↓
Raichur	41691	47532	3	17	2194	25	27	28	↔
Bellary	50246	53911	3.4	19	2009	29	28	25	↓
Yadgir	23086	24846	8.6	30	2098	28	29	29	↔
Bidar	33136	34174	5.8	28	1949	30	30	30	↔

Notes: 13 Districts have overall shown an improvement in the Month (marked as ↓), while 10 districts have shown a fall (marked as ↓) and the rest 7 have retained their positions. Chikkaballapura has for the third consecutive time retained the first position - the first ever district to do so. Very good improvements in ranking seen in Tumkur, Dakshina Kannada, Bangalore Rural & Chikmagalur, while a corresponding fall in seen in Chitradurga, Kolar, Bijapur, Bagalkot. Chamarajanagar has slipped, while the others have shuffled between ranks. Yadgir's disposal rates need urgent attention. Kolar's high delayed disposal has pulled it down in its ranking. Higher count of applications in Dakshina Kannada & Tumkur has seen it surging up.

Chapter 2 Trends – A. Receipts & Disposal Trends comparing the last 3 months

Main Department	Receipts Trends			Trend	Disposal Trends			Trend
	Receipts during SEPT	Receipts during OCT	Receipts during NOV		Disposals during SEPT	Disposals during OCT	Disposals during NOV	
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	116	77	45	↓	123	77	69	↓
CO-OPERATION DEPARTMENT	0	0	0	Third consecutive month of NIL Receipts	0	0	0	↔
COMMERCE AND INDUSTRIES DEPARTMENT	4369	3977	3983	↑	4385	3975	3977	↑
COMMERCIAL TAXES DEPARTMENT	94131	141504	136101	↓	96297	132207	140217	↑
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	105	66	50	↓	129	108	82	↑
EDUCATION DEPARTMENT	17458	16821	12406	↓	15608	15314	10411	↓
FOOD AND CIVIL SUPPLIES	77840	48240	38560	↓	78063	48629	38589	↓
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	27	36	30	↓	24	35	38	↑
HEALTH AND FAMILY WELFARE	29329	27365	23586	↓	29081	27370	23744	↓
HOME DEPARTMENT	86779	81054	79426	↓	97499	79259	79358	↑
HORTICULTURE DEPARTMENT	165	590	616	↑	31	493	611	↑
HOUSING DEPARTMENT	334	168	271	↑	319	235	277	↑

Receipts Trends				Disposal Trends				Trend
Main Department	Receipts during SEPT	Receipts during OCT	Receipts during NOV	Main Department	Disposals during SEPT	Disposals during OCT	Disposals during NOV	
KANNADA, CULTURE AND INFORMATION DEPARTMENT	60	15	6	KANNADA, CULTURE AND INFORMATION DEPARTMENT	35	38	10	↑
LABOUR DEPARTMENT	16822	15986	13764	LABOUR DEPARTMENT	15656	16206	13261	↓
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	40	28	41	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	37	28	44	↑
REVENUE DEPARTMENT	1336435	1077663	896561	REVENUE DEPARTMENT	1282461	1188561	950686	↓
RURAL DEVELOPMENT AND PANCHAYAT RAJ	87972	69026	76804	RURAL DEVELOPMENT AND PANCHAYAT RAJ	87451	62701	78413	↑
TRANSPORT DEPARTMENT	279601	267426	208437	TRANSPORT DEPARTMENT	278976	250217	201755	↓
URBAN DEVELOPMENT	71335	66076	63006	URBAN DEVELOPMENT	70127	66146	62189	↓
WOMEN AND CHILD WELFARE	15189	14325	12552	WOMEN AND CHILD WELFARE	15319	14151	12446	↓
Total	2118107	1830443	1566245	Total	2071621	1905750	1616177	↓

Notes: Receipts of applications are showing a continuous falling trend. The Big departments of Revenue, Food, C.Tax, Transport lead the fall in applications. With the exception of 5 departments, all others show a falling trend. It is interesting to note that Rural Development is showing a significant rise in application receipts. This is good news.

Disposals: Commercial Taxes, DPAR, Forest & Home Department have increased their disposal rate during the month. This means the applications disposed during the month has exceeded the applications disposed in the last month though there is a fall in the receipts. These departments have kept up the tempo of disposals during the month. Overall, an increase/decrease in application receipts has corresponded with a increase/decrease in disposals.

2B - Department wise status of Applications Receipts, Disposals, Pending, Pendency & Rejections for the Month

Main Department	Applications			Pendency			Rejections					Trend
	Receipts during the month	Disposals during the Month	Pendency for the Current Month	Pendency for October Previous Month)	Pendency %age for the Current Month	Pendency %age for October (Previous Month)	Trend	Rejection for the Current Month	Rejections for October (Previous Month)	Rejection %age for the Current Month	Rejection %age for October (Previous Month)	
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	45	69	6	1	8.70	1.45	↑	0	1	0.00	1.30	↓
CO-OPERATION DEPARTMENT	0	0	1	1	100.00	100.00	↔	0	0	0.00	0.00	↔
COMMERCE AND INDUSTRIES DEPARTMENT	3983	3977	4	2	0.10	0.05	↑	138	163	3.47	4.10	↓
COMMERCIAL TAXES DEPARTMENT	136101	140217	148	25	0.11	0.02	↑	8842	8793	6.31	6.64	↓
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	50	82	22	18	26.83	21.95	↑	0	0	0.00	0.00	↔
EDUCATION DEPARTMENT	12406	10411	186	123	1.79	1.18	↑	683	561	6.56	3.66	↑
FOOD AND CIVIL SUPPLIES	38560	38589	26	9	0.07	0.02	↑	409	865	1.06	1.78	↓
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	30	38	10	13	26.32	34.21	↓	2	1	5.26	2.86	↑
HEALTH AND FAMILY WELFARE	23586	23744	176	123	0.74	0.52	↑	247	184	1.04	0.67	↑
HOME DEPARTMENT	79426	79358	2088	1757	2.63	2.21	↑		1438	0.00	1.81	↑

HORTICULTURE DEPARTMENT	616	611	1	0	0.16	0.00	↑	8	5	1.31	1.01	↑
HOUSING DEPARTMENT	271	277	3	24	1.08	8.66	↓	17	4	6.14	1.70	↑
KANNADA, CULTURE AND INFORMATION DEPARTMENT	6	10	0	3	0.00	30.00	↓	3	8	30.00	21.05	↑
LABOUR DEPARTMENT	13764	13261	143	82	1.08	0.62	↑	132	183	1.00	1.13	↓
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	41	44	2	4	4.55	9.09	↓	3	2	6.82	7.14	↓
REVENUE DEPARTMENT	896561	950686	13449	8947	1.41	0.94	↑	84516	90100	8.89	7.54	↑
RURAL DEVELOPMENT AND PANCHAYAT RAJ	76804	78413	447	3478	0.57	4.44	↓	1993	1420	2.54	1.74	↑
TRANSPORT DEPARTMENT	208437	201755	257	113	0.13	0.06	↑	6505	7322	3.22	2.84	↑
URBAN DEVELOPMENT	63006	62189	886	191	1.42	0.31	↑	2531	2566	4.07	3.88	↑
WOMEN AND CHILD WELFARE	12552	12446	7	1	0.06	0.01	↑	7	7	0.06	0.05	↔
Total	1566245	1616177	17862	14915	1.11	0.92	↑	106036	113623	6.56	6.71	↔

Notes: Overall we observe an increase in pendency in the month. The State Average has jumped from 0.92% to 1.11% this month. This is in spite of lower applications during the month.

Rejections: Overall there has neither been a shoot or fall in the state average for rejections during the month. Barring a few departments like Animal Husbandary, Commercial Tax, Commerce & Industry. Food & public Works, most others show a rise in rejections, however fall in applications has negated the effect resulting in the overall state average.

Records shown above are as on 30/11/2013 16:00 hours. Due to technical integrations from other departments, there could be small changes in the Applications Receipts, Disposals as well as Pendency from what is seen as historical data for that month.

Chapter-2C

I. Department & Service Impacted Wise Pendency for **November 2013**

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
1	REVENUE DEPARTMENT	8368	Change of Khatha (Undisputed cases)-4683
			All types of Caste Certificate-819
			Conversion of agriculture land to non agriculture purpose-569
			Residence Certificate-511
			Sandhya Suraksha-404
			All types of Income Certificate-237
			Destitute Widow pension-222
			Small and Marginal Farmer Certificate-143
			Mutation Extract-101
			Pension for disabled persons-100
			Record of Rights Certificate-89
			No tenancy certificate-89
			Surviving Family member Certificate-81
			Indira Gandhi Old Age Pension-62
			Agricultural Family member Certificate-56
			Issuance of Arms License-53
Domicile Certificate-50			
2	HOME DEPARTMENT	1627	Receipt and Disposal of Petitions-483
			Arms License Issue and Renewal Verification-404
			Service Verification-404
			NoC for Passport Verification-194
			NOC for petrol pump,gas agency,hotel,bar etc.-26
			Police verification Certificate for Coolies/Loader/Class IV Security Staff/ Supervisor at Airport (Individual applicants only)-20
3	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	687	Registration of Land / property-687

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
4	SERVEY AND SETTELMENT COMMISSIONER	564	Issue of Duplicate Copies in Survey Section (Aakar Band)-283
			Issue of Duplicate Copies in Survey Section (Tippan)-94
			Issue of Duplicate Copies in Survey Section(Pakka Tippan)-80
			Issue of Duplicate Copies in Survey Section(Atlas)-77
			Issue of Duplicate Copies in Survey Section(Village Map))-16
5	TRANSPORT DEPARTMENT	295	Learning Licence-235
			Registration of Vehicle-54
6	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	223	Maintenance of Street Lights-83
			Alternation to Assessment List-40
			Maintenance of Drinking Water-38
			Maintenance of Village Sanitation-19
			Issue of Job card to Unskilled labours under MGNREGS-10
7	BRUHAT BANGALORE MAHANAGARA PALIKE	149	Transfer of Khatas-64
			Issue of Birth,Death and Still Birth Certificates at Registration centers within one calendar year from date of registration-44
			Khatha Extract/Certificate-22
8	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	147	Permission for new connection/ Additional Connection for water supply and under Ground Drainage for residential buildings excluding Apartments-79
			Permission for new connection/ Additional Connection for water supply and under Ground Drainage for multi-storied Buildings.-68

SL NO	Department	No. of Pendency After Due Date	Impacted Services-Applications Count
9	DEPARTMENT OF PUBLIC INSTRUCTION	110	Reimbursement of Medical Expenses-28
			Vehicle Purchase/GPF/KGID/Computer and Other Advances-24
			Renewal of recognition for Schools-22
			Sanction of 10/15/20 Years Time Bound Promotion-18
10	HEALTH AND FAMILY WELFARE DEPARTMENT	105	Issue of age certificate-81
			Issue of Disability Certificate-13
11	COMMERCIAL TAXES DEPARTMENT	55	Issue of form F Declaration-27
			Issue of C Form declarations under the CST Act, 1956.-12
			Issue of registration under the KVAT Act, 2003.-8
12	CITY MUNICIPAL COUNCIL	41	New Building Licence upto 2400 sqft residential for single dwelling unit-35
			Permission for water supply and UGD connection for residential buildings single dwelling unit-4

* Details as of 30/11/2013, 11.30 AM. There could be small variations in the data shown above as against the portal, this is due to technical updates that will happen post 1130 hrs when this report was taken.

Chapter 2D - Offices defaulting more than 7 times during the Month.

Section 14 (2) read with Rule 16 is reproduced below:

Developing culture to deliver services within fixed period:

14(2): In case of any designated officer who is a habitual and willful defaulter, without any reasonable cause and persistently failed to receive an application or has failed to provide service within the stipulated time or intentionally denied the request for the service or delayed inordinately, the head of the Public Authority concerned shall be competent to take appropriate disciplinary action after recording a finding to this effect but not before giving a show cause notice and opportunity of hearing to the defaulting officer.

*Rule 16: **Maintenance of records of all disposed cases under the Act:** The Designated Officer, Competent Officer and Appellate Authority shall maintain records of all the cases in Form E-1, Form E-2 and Form E-3 respectively and specially Form E-1 with regard to the action taken in respect of delay/default cases and shall send a periodical report to the Head of the Public Authority. Show cause notice through e-mail in Form E-4 shall be issued to the public servants who have defaulted/delayed in more than 7 cases. Disciplinary action shall be initiated in cases where reasons are not justifiable.*

Show Cause notice through e-mail in Form E-5 shall be issued to the Competent Officer/Appellate Authority who have exceeded the time limit. Report of such cases shall be intimated to DPAR in Form E-6 at the end of the month.

The Following is the list of Department with number of offices, who have defaulted more than 7 times in an alphabetical order.

Action to be taken: Deputy Commissioners may send automated show-cause notices to defaulters from Sakala Portal take explanations and send a report to the Mission for those officials who are under their administrative control. Disciplinary action for other departmental officials needs to be taken up by respective HODs/Principal Secretaries.

Section 14(2) read with Rule 16 is reproduced below: **ADD NOTES HERE & CHAPTER NAME**

DEPT	Office/Sub department	No of offices with more than 7 defaults
Urban	BDA	1
	BWSSB	2
	BBMP	20
	CITY CORPORATION (Other than BBMP)	9
	CMC	15
	TMC	13
	TOWN PANCHAYAT	5
Finance	C Tax	2
DPAR	DPAR	1
Education	DEPARTMENT OF PUBLIC INSTRUCTION	25
	Education department	1
Food	Food & Civil Supplies	3
H & F welfare	HEALTH AND FAMILY WELFARE DEPARTMENT	14
Home	Home Department	61
Housing	Slum Board	1
Labour	Labour department	5
Revenue	Revenue Department	349
	SURVEY AND SETTLEMENT COMMISSIONER	75
	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	29
RDPR	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	36
Transport	Transport incl. Transport Corporations	14
Women & Child	Women & Child	3
Total		684

Notes: A department wise listing of the number of offices that have defaulted in the month more than 7 times. There has been a small jump as compared to the last month. Respective HODs and DCs may look into these issues and take corrective action.

MAIN DEPARTMENT	TOTAL NO. OF RECEIPTS	TOTAL NO. OF DISPOSALS	TOTAL NO. OF RECEIPTS APPROVED	TOTAL NO. OF RECEIPTS REJECTED	TOTAL NO. OF APPEALS RECEIVED	TOTAL NO. OF APPEALS DISPOSALS	TOTAL NO. OF APPEALS APPROVED	TOTAL NO. OF APPEALS REJECTED	TOTAL NO. OF APPEALS RECEIVED	TOTAL NO. OF APPEALS DISPOSALS	TOTAL NO. OF APPEALS APPROVED	TOTAL NO. OF APPEALS REJECTED	TOTAL NO. OF PENDING AFTER DUE DATE
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	1428	1405	1378	27	0	0	0	0	0	0	0	0	4
HORTICULTURE DEPARTMENT	1384	1146	1128	18	0	0	0	0	0	0	0	0	1
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	872	819	819	0	0	0	0	0	0	0	0	0	19
KANNADA, CULTURE AND INFORMATION DEPARTMENT	710	709	606	103	0	0	0	0	0	0	0	0	0
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	512	490	429	61	0	0	0	0	0	0	0	0	9
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	505	496	460	36	0	0	0	0	0	0	0	0	2
CO-OPERATION DEPARTMENT	6	5	5	0	0	0	0	0	0	0	0	0	1
Total:	38322298	37581295	35447559	2133743	562	468	238	230	32	23	11	12	12413

Notes: This is quick snap summary of Department and District wise details such as applications, Appeals, Pendency. This gives one a dashboard of the working of each department and district for the month.

Chapter 2 E: Consolidated Statement - CUMULATIVE ALL District wise

DISTRICT	TOTAL NO. OF RECEIPTS	TOTAL NO. OF DISPOSALS	TOTAL NO. OF RECEIPTS APPROVED	TOTAL NO. OF RECEIPTS REJECTED	TOTAL NO. OF APPEAL RECEIVED	TOTAL NO. OF APPEAL DISPOSALS	TOTAL NO. OF APPEAL_1 RECEIVED	TOTAL NO. OF APPEAL_1 REJECTED	TOTAL NO. OF APPEAL_1 RECEIVED	TOTAL NO. OF APPEAL_1 REJECTED	TOTAL NO. OF APPEAL_2 RECEIVED	TOTAL NO. OF APPEAL_2 DISPOSALS	TOTAL NO. OF APPEAL_2 APPROVED	TOTAL NO. OF APPEAL_2 REJECTED	NO. OF PENDING AFTER DUE DATE
Bangalore	6978928	6884192	6377747	506937	159	134	118	16	9	7	5	2	7976		
Belgaum	2452410	2403407	2265935	137227	17	14	10	4	0	0	0	0	381		
Mysore	1922874	1886060	1800058	85738	21	19	10	9	0	0	0	0	465		
Tumkur	1704634	1663704	1538626	124849	23	16	8	8	0	0	0	0	609		
Mandya	1464863	1436304	1346376	89804	10	8	2	2	1	0	0	0	874		
Bellary	1461444	1434410	1359326	74960	31	31	11	20	5	0	0	0	535		
Hassan	1415187	1391262	1302846	88278	6	6	2	4	0	0	0	0	235		
Gulbarga	1386289	1348016	1286822	61085	36	33	11	22	4	4	1	3	216		
Dakshina Kannada	1300859	1275516	1229415	45898	1	1	1	0	0	0	0	0	669		
Raichur	1204512	1184247	1123115	61022	84	81	33	48	3	3	3	0	424		
Dharwad	1204115	1187798	1127340	60389	3	2	1	1	1	1	0	1	20		
Davanagere	1193643	1162512	1096417	65952	34	32	0	32	0	0	0	0	85		
Bijapur	1181671	1154296	1094067	60155	10	9	3	6	1	1	0	1	356		
Chitradurga	1104375	1078730	1021792	56918	9	6	2	4	0	0	0	0	69		
Bagalkot	1058333	1038805	997722	40973	14	1	0	0	0	0	0	0	105		
Shimoga	1016980	1000098	935587	64405	5	3	3	0	0	0	0	0	290		
Uttara Kannada	1011263	991942	958778	32769	6	5	3	2	1	1	0	1	12		
Kolar	988615	967452	909569	57798	16	12	7	5	3	3	0	3	415		
Haveri	852913	833556	791408	42093	6	6	2	4	0	0	0	0	31		
Koppal	850215	836850	809214	27578	2	2	0	2	0	0	0	0	6		
Ramanagara	842208	819269	791439	27622	7	5	3	2	0	0	0	0	512		
Chikkaballapura	821881	804695	755484	49039	6	4	0	4	0	0	0	0	200		
Bidar	811376	786394	702433	83953	22	15	0	15	1	0	0	0	214		
Chamarajanagar	704787	689241	653899	35329	8	7	5	2	0	0	0	0	4		
Udupi	704751	689544	670719	18675	5	5	2	3	1	1	1	0	46		
Chikmagalur	703668	691310	637540	53709	6	1	0	1	1	1	1	0	47		
Gadag	673262	660733	633909	26795	8	8	5	3	0	0	0	0	18		
Yadgir	628976	612654	588532	24119	4	4	2	2	1	1	0	1	179		
Bangalore Rural	624187	606880	576011	30843	5	2	2	0	0	0	0	0	2077		
Kodagu	369920	364317	346230	18034	1	1	0	1	0	0	0	0	252		
Total:	38639139	37884194	35728356	2152946	565	473	246	227	32	23	11	12	17322		

Chapter 2 F : Taluk Ranking for the Month

District	Taluk	Receipts during the month (A)	Disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/ Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Top 10 Performing Taluks for November								
Uttara Kannada	Karwar	11690	14145	0.2	21	779	5	1
Chikkaballapura	Gudibanda	2600	2718	0.2	17	520	7	2
Dharwad	Hubli	15822	16062	0.3	29	1130	4	3
Dharwad	Dharwad	16386	14259	0.3	28	682	6	4
Chikkaballapura	Chikkaballapura	10451	9738	0.3	26	497	8	5
Uttara Kannada	Honavar	6064	5537	0	5	379	18	6
Chikkaballapura	Sidlaghatta	10051	10030	0.3	27	478	9	7
Uttara Kannada	Haliyal	5082	4980	0.5	34	462	11	8
Dakshina Kannada	Puttur	10196	9535	0.1	14	364	24	9
Bangalore	Bangalore East	61986	71199	1.5	79	6887	1	10
Bottom Performing Taluks for November								
Tumkur	Sira	5382	5904	5.3	151	173	149	168
Bidar	Basavakalyan	5190	5436	3.8	131	152	165	169
Bidar	Aurad	4495	5582	6.4	157	166	154	170
Haveri	Shiggaon	2785	2989	4.4	137	154	163	171
Bijapur	Muddebihal	5242	6516	13.6	177	180	146	172
Yadgir	Shorapur	6939	7729	10.7	173	169	152	173
Udupi	Karkal	2996	2790	4.2	136	142	169	174
Bellary	Siruguppa	3514	4348	4.8	142	130	173	175
Bangalore	Yelahanka	6802	6336	10.9	174	136	172	176
Bellary	Sandur	2613	2350	7.1	163	96	177	177

Notes: Though Tumkur has seen itself positioned well this month in the overall district ranking, Sira taluk is an exception to this & ranked in the last 10. Bangalore's Yelahanka, Bijapur's Muddebihal & Yadgir's shorapur shows very high delayed disposal rates. Haveri's Shiggaon, Bijapur's muddebihal & Tumkur's sira are new entrants in this space and a quick understanding of the issues may be carried out to ensure non continuity of these taluks in the last rankers. The other Taluks have remained in this space. All Taluks under Uttara Kannada do not exceed 0.1% delayed disposals. They could be mentors for the others.

Chapter 2G: Analysis & report on Consistent Non Performing Taluks - Last 3 months

District	Taluk	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts /Ten thousand population (E)	Ranking based on GSC Receipts/ Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))	Nov 13 Rank	Trend
Bangalore	Yelahanka	6666	7421	8.8	171	133	177	177	176	↔
Bangalore Rural	Hosakote	8510	8331	3.2	144	315	129	157	52	↑
Bellary	Kudligi	6146	6675	2.9	128	192	164	170	166	↑
Bellary	Sandur	3766	4541	2.8	125	139	176	173	177	↓
Chikmagalur	Tarikere	4206	4922	4.2	152	191	165		155	↑
Chikmagalur	Koppa	1600	1893	2.5	116	200	160	162	161	↑
Chikmagalur	Narasimharajapura	984	1129	3.3	134	164	173	175	162	↑
Dakshina Kannada	Bantval	6094	7092	1.2	81	156	174	161	128	↑
Dakshina Kannada	Beltangadi	4049	4627	2.1	107	155	175	171	160	↑
Kodagu	Somvarpet	3763	4108	1.8	98	188	166	160	144	↑
Raichur	Manvi	7587	9785	3.5	140	205	156	167	154	↑
Raichur	Devadurga	6171	7777	3.5	139	220	145	158	146	↑
Shimoga	Tirthahalli	2861	3174	3.2	132	204	157	165	143	↑
Tumkur	Sira	6117	6620	2.4	113	197	162	164	168	↓
Yadgir	Shorapur	8340	9031	12.5	175	203	159	176	173	↑

Notes: It is interesting to note that 12 Taluks have shown progress in their ranking as compared to the last month. These Officers were called for a meeting in the month to understand their problems. It is imperative that constant monitoring and interactions would help in producing better results. A meeting of the Top performers with the bottom performers can be convened for a healthy interaction and self resolution of issues.

Chapter 2H: DITC Ranking Sheet for the Month

District	District Rank	Rejections		Complaints				Appeals		Cybercafé		Helpdesk		Citizen Feedback		Ranks Total		Final Rank
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Pendency %	Rank	Inspection %	Rank	Deployed %	Rank	Collected	Rank	Ranks Total		
Gadag	18	5.31	6	100.00	2	94.12	6	0.00	2	100.00	1	87.50	4	24	12	51	1	
Mysore	10	5.42	8	97.20	10	98.09	2	0.10	10	100.00	1	66.67	8	64	2	51	1	
Chitradurga	16	6.25	14	100.00	1	94.59	5	0.33	16	100.00	1	100.00	1	61	3	57	2	
UttaraKannada	2	3.26	1	93.18	24	97.73	3	0.17	12	100.00	1	37.50	12	22	13	68	3	
Davanagere	4	5.33	7	95.77	15	86.30	22	0.09	9	100.00	1	90.91	2	25	11	71	4	
Hassan	5	7.38	21	97.26	9	85.07	23	0.00	3	100.00	1	75.00	5	51	5	72	5	
Bangalore Rural	11	5.43	9	97.83	7	92.05	12	14.60	21	100.00	1	100.00	1	20	14	76	6	
Chamarajanagar	8	4.83	4	89.74	26	93.33	8	13.00	20	100.00	1	100.00	1	30	8	76	6	
Koppal	24	6.47	15	100.00	4	93.55	7	0.00	5	100.00	1	66.67	8	0	17	81	7	
Shimoga	13	7.16	20	97.01	12	98.44	1	0.40	18	89.80	4	50.00	10	57	4	82	8	
Udupi	15	3.58	2	92.11	25	90.63	15	0.00	3	100.00	1	40.00	11	0	17	89	9	
Bellary	28	5.78	13	95.15	17	89.71	17	0.00	1	82.26	7	100.00	1	30	8	92	10	
Mandya	6	6.82	17	94.44	21	92.62	10	0.20	13	100.00	1	66.67	8	0	17	93	11	
Chikmagalur	17	8.29	24	100.00	3	87.18	21	83.00	26	100.00	1	100.00	1	80	1	94	12	
Haveri	25	6.86	19	97.50	8	90.00	16	0.00	3	95.24	2	71.43	6	0	17	96	13	
Belgaum	23	7.98	23	96.12	14	94.78	4	18.00	22	100.00	1	100.00	1	26	10	98	14	

Chapter 2H: DITC Ranking Sheet for the Month

District	District Rank	Rejections		Complaints				Appeals		Cybercafé		Helpdesk		Citizen Feedback		Ranks Total	Final Rank
		% of Rejections	Rejections Ranking	Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals - 1 Pendency %	Rank	Inspection %	Rank	Deployed %	Rank	Collected	Rank		
Tumkur	9	7.66	22	97.01	11	81.06	26	0.30	15	100.00	1	50.00	10	35	7	101	15
Kolar	21	8.35	25	96.23	13	93.10	9	0.25	14	100.00	1	71.40	7	22	13	103	16
Dakshina Kannada	7	5.56	10	88.89	28	82.00	25	0.00	6	28.89	10	100.00	1	0	17	104	17
Raichur	27	11.63	29	97.86	6	91.03	14	0.04	7	90.20	3	62.50	9	25	11	106	18
Bangalore	12	5.76	12	94.80	20	91.38	13	60.00	25	74.29	8	100.00	1	0	17	108	19
Chikka ballapura	1	6.84	18	89.36	27	92.11	11	20.00	23	0.00	11	100.00	1	0	17	109	20
Ramanagara	3	4.18	3	93.22	23	80.65	27	0.38	17	40.74	9	62.50	10	0	17	109	20
Gulbarga	22	8.67	27	95.05	18	88.89	18	0.08	8	83.25	6	75.00	5	37	6	110	21
Dharwad	19	5.58	11	95.00	19	61.80	30	0.17	11	86.33	5	90.90	3	22	13	111	22
Bagalkot	20	5.19	5	83.58	29	87.50	20	86.00	27	100.00	1	100.00	1	24	12	115	23
Yadgir	29	6.53	16	95.65	16	74.07	28	0.00	4	100.00	1	37.50	12	29	9	115	23
Bijapur	26	8.67	28	98.46	5	88.73	19	10.00	19	100.00	1	100.00	1	0	17	116	24
Kodagu	14	8.38	26	93.75	22	84.62	24	0.00	6	0.00	11	71.40	7	30	8	118	25
Bidar	30	14.65	30	82.67	30	62.50	29	30.00	24	100.00	1	100.00	1	12	15	160	26

Notes: The DITC ranking is stated above. The Ranking is done to measure the activity done by the DITCs based on the 4 important parameters. This gives them a clear direction to channelize their energies and bring about better results.

Chapter 3

A. Report from the Call Centre:

1) Table Showing status of Complaints – both Sakala and Non Sakala as of end of November 2013.

Monthly Wise Report of complaints											
Sakala							Non Sakala				
Month	IN PROG RESS	PEND ING	REJE CTED	RESO LVED	Grand Total		IN PROG RESS	PEND ING	REJEC TED	RESO LVED	Grand Total
Mar-12	0	0	0	25	25		0	0	0	97	97
Apr-12	0	0	0	1	1		0	0	1	18	19
May-12	0	0	0	47	47		0	0	1	183	184
Jun-12	0	0	0	66	66		0	0	0	125	125
Jul-12	0	0	0	39	39		0	1	0	149	150
Aug-12	0	0	0	52	52		0	0	0	81	81
Sep-12	0	0	6	81	87		0	0	0	124	124
Oct-12	0	0	1	41	42		0	0	0	157	157
Nov-12	0	0	0	46	46		0	2	0	182	184
Dec-12	0	0	0	78	78		0	1	5	255	261
Jan-13	0	0	2	143	145		0	7	3	189	199
Feb-13	0	0	2	257	259		0	8	0	151	159
Mar-13	0	0	23	406	429		0	10	0	277	287
Apr-13	0	0	7	355	362		0	14	1	204	219
May-13	0	0	5	310	315		0	14	3	161	178
Jun-13	0	0	4	121	125		0	13	0	113	126
Jul-13	0	0	0	134	134		0	13	0	73	86
Aug-13	0	0	1	106	107		0	24	0	37	61
Sep-13	0	0	0	188	188		0	56	0	72	128
Oct-13	0	26	0	166	192		0	93	0	54	147
Nov-13	120		2	32	154		65	0	0	38	103
Grand Total	120	26	53	2694	2893		65	256	14	2740	3075

Notes: The Table above reveals the month wise receipts and disposals of Complaints. The Yellow line demarcates the Sakala & Non Sakala complaints and its status. In all there are 146 complaints which are work in progress out of the 2893 complaints received so far. This is a 95% closure rate. You may observe that during the election time, the complaints peaked after that there has been a drastic fall in the complaints. The complaints show variations in terms of receipts.

Departments have been urged to look into Non Sakala complaints too.

II. Compensation Paid details: In all there 286 cases of compensation paid till date. The breakup of compensation is shown below:

District	No of cases of compensation paid
Bangalore	109
Raichur	25
Gulbarga	21
Bellary	18
Mysore	15
Tumkur	14
Davanagere	14
Kolar	12
Bidar	10
Belgaum	8
Bijapur	6
Mandya	5
Ramanagara	5
Haveri	4
Gadag	3
Chitradurga	3
Yadgir	3
Chamarajanagar	2
Dharwad	2
Shimoga	2
Hassan	2
Udupi	1
Chikkamagalur	1
Bagalkot	1
Total	286

Notes: The population/Application receipts are NOT a measure of compensation payment cases. Though it is accepted that Bangalore receives the highest applications among all districts and hence the number of compensation paid cases are high, Belgaum ranks second in terms of application receipts; however has very low compensation claims paid. Raichur shows high compensation paid cases though ranked 11 in terms of applications receipts. Dharwad has also done well. Uttara Kannada & Dakshina Kannada have not a single case of compensation paid so far. 6 Districts have no compensation cost paid so far.

III. Appeals: Details of Appeals 1 & 2 is shown below: Appeals 1 Pending are 91, while Appeals 2 are 11 cases.

Appeal -1					Appeal 2				
District	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending	No. of Appeals-1 Received	No. of Appeals-1 Approved	No. of Appeals-1 Rejected	No. of Appeals-1 Pending	
Bangalore	157	118	16	23	11	5	2	4	
Raichur	84	33	48	3	3	3	0	0	
Gulbarga	36	11	23	2	12	9	3	0	
Davanagere	34	0	33	1					
Bellary	31	11	20	0	5	0	0	5	
Bidar	23	0	18	5	1	0	0	1	
Tumkur	23	8	8	7	0	0	0	0	
Mysore	21	10	9	2	0	0	0	0	
Belgaum	17	10	4	3	0	0	0	0	
Kolar	16	7	5	4	3	0	3	0	
Bagalkot	15	1	1	13	0	0	0	0	
Bijapur	10	3	6	1	1	0	1	0	
Mandya	10	2	6	2	1	0	0	1	
Chitradurga	9	2	4	3	0	0	0	0	
Chamaraja nagar	8	5	2	1	0	0	0	0	
Gadag	8	5	3	0	0	0	0	0	
Ramanagara	8	3	2	3	0	0	0	0	
Chikkaballapura	5	0	4	3	0	0	0	0	
Chikmagalur	6	0	1	5	1	1	0	0	
Dharwad	6	1	4	1	0	0	0	0	
Hassan	6	2	4	0	0	0	0	0	
Haveri	6	2	4	0	0	0	0	0	
Udupi	6	3	3	0	1	1	0	0	
Uttara Kannada	6	4	2	0	1	0	1	0	
Bangalore Rural	5	2	0	3	0	0	0	0	
Shimoga	5	3	0	2	0	0	0	0	
Yadgir	4	2	2	0	1	0	1	0	
Koppal	2	0	2	0	0	0	0	0	
Dakshina Kannada	1	1	0	0	0	0	0	0	
Kodagu	1	0	1	0	0	0	0	0	
Total:	569	248	230	91	41	19	11	11	

Chapter 3 B Citizen Feedback:

Complaint Category	Department	Satisfied Yes/No	Remarks	Happy/Not Happy	Location
Pipeline Connection	BWSSB	Yes	Citizen got to know about Sakala through display boards, he said that he had applied for new pipeline connection for building & got the service within the time limit ,citizen is happy & says that it is very good & satisfied with the services.	Happy	Bangalore
RTC	RDPR	Yes	Mr. Arun got to know about Sakala through TV advertisement, he called up to Enquire about Sakala Act & RTC. He says that Sakala Scheme is very helpful to public to get information and service's with in stipulated time. he is satisfied with sakala service.	Happy	Uttara Kannada
Sandhya Suraksha	Revenue Department	Yes	Citizen got to know about Sakala through Taluk office, he called up to Enquire about Sandya Suraksha yojane .he got his service in stipulated time. He is satisfied with sakala he says that because of "Sakala we are getting on time service", but the concerned officers should start to work sincerely. He suggested to reduce sakala service's time limit.	Happy	Davanagere
Caste Certificate	Revenue Department	Yes	Citizen came to know about sakala through News paper, he called sakala helpline to know about procedure for availing Caste certificate, he got the required information, also he is very happy with sakala, he stated that sakala is useful to rural area people to get their information through Phone call easily. Citizen is suggested to include more service's under Sakala to help the public	Happy	Hassan
Caste Certificate	Revenue Department	Yes	Citizen called up to Enquire about Katha,he got know about sakala through TV advertisement.he say's that he is happy with Sakala also it is giving information spontaneously. Citizen is not happy with the Concerned officers as he say's officers are not working sincerely so he is requested to make them as sincere.	Happy	Mysore

Complaint Category	Department	Satisfied Yes/No	Remarks	Happy/Not Happy	Location
Surviving Family Member Certificate	Revenue Department	Yes	Citizen got to know about Sakala through Taluk office,he called up to Enquire about Surviving family member certificate. He is satisfied with sakala he say's that because of Sakala we are getting on time service, but the concerned officers should start to work sincerely.he suggested to reduce sakala service's time limit.	Happy	Gulbarga
Alteration To Assesment List	Revenue Department	Yes	Mr.Nagaraju called up to Sakala to know about Alteration to Assesment list, he got to know about Sakala through News Paper.he is happy with sakala also this service is very helpful to public to get their service's in stipulated time. He had requested to add more service's in Sakala.	Happy	Dharwad
Change Of Khata	Revenue Department	Yes	Citizen got to know about Sakala through News Paper.he called up to know about Sandya Suraksha yojane,he is satisfied with information given by Sakala. According to Citizen Sakala is a good scheme,he say's that we are getting good service through Sakala.	Happy	Mysore
Caste Certificate	Revenue Department	Yes	Mr. sowmya got to know about sakala through her friends,she said that she had applied for caste certificate & got the service within the time limit,she is very glad to sakala for getting the servie on time. & she appriciated sakala for helping the public.	Happy	Kolar
Caste & Income Certificate	Revenue Department	Yes	Citizen had called up to enquire about Caste & income certificate. she is satisfied with sakala she say's that because of Sakala we are getting on time services, it is very good & helpfull.	Happy	Kolar
General Enquiry	Revenue Department	Yes	Citizen informed that he called up to Enquire about Sakala act, he got a good response from Sakala. he has good opinion about sakala. Citizen requesting to give more publicity for Sakala.	Happy	Kodagu

Complaint Category	Department	Satisfied Yes/No	Remarks	Happy/Not Happy	Location
Caste & Income Certificate	Revenue Department	Yes	Citizen stated that he Came to know about Sakala through Sakala display Boards.Citizen called up to Enquire about Caste certificate, and he got information and good response by Sakala. Citizen stating that sakala is providing very helpful service to public problems. Citizen requesting to include more services under Sakala.	Happy	C'nagar
Caste Certificate	Revenue Department	Yes	Mr. Thimmaraju Got To Know About Sakala Through News Paper,He Called Up To Know The Procedure for availing a Caste certificate, He Got good response from Sakala. He Is Requested to include more services under sakala.	Happy	Mangalore
Caste Certificate	Revenue Department	Yes	Mr. Vijay got to Know about sakala through ,he said that he had applied for caste certificate & got the service within the time limit, he is happy with sakala pro getting his service on time without paying any bribe, he is satisfied with sakala	Happy	Nelamangala
General Enquiry	Revenue Department	Yes	Citizen got to Know about Sakala through display boards,he said that he had applied for pension ,he got the service. citizen told that it is very good and helpfull Act for a common citizens. he is satisfied with sakala services.He got to know from Tv .	Happy	Anekal
General Enquiry	Revenue Department	Yes	Citizen got to know about Sakala through news paper, he called up to Enquire about sakala,also he got his information with best response. he is satisfied with the service's that given by sakala. Sakala is working spontaneously. Citizen informing to reduce service,s time limit.	Happy	Bangalore
Sanitation	RDPR	Yes	These days the middlemen interference is reduced. This has helped us a lot.	Happy	Haveri

Complaint Category	Department	Satisfied Yes/No	Remarks	Happy/Not Happy	Location
Income Certificate	Revenue	Yes	Got my service in time. I learnt about Sakala from the Internet.	Happy	Mandya
Caste Certificate	Revenue	Yes	I had applied for a Caste Certificate. I called the call centre and got all details, got my documents in place and got my service also in time.	Happy	Tumkur
Ration Card	Food & Civil Supplies	No	Mr. Rudraiah Got to know about sakala through News paper, he said that he had called sakala to complain regarding ration card but Still he didn't received any response from the sakala from so the citizen is saying that it is not helping the people as he Didn't get the service	Not Happy	Tumkur
Modification In Existing Ration Card	Food & Civil Supplies Department	No	Citizen got to know about Sakala through .he Called Up To Know The Procedure to get Modification in ration card , still his problem has not got resolved he say's the concerned officers are not worried about Sakala,sakal is also not taking any kind of action on that kind of officers,so he is not satisfied.	Not Happy	Bidar
Sandhya Suraksha	Revenue Department	No	Citizen got to know about Sakala through News Paper,he called up to know about Sandya Suraksha Yojane ,he say's that he is not satisfied with Sakala he had applied through sakala also he did not get his service in stipulated time also the concerned officers are not responding to public problems they are very rude no one is worried about Sakala. for this all reason citizen is not satisfied with Sakala.	Not Happy	Bidar
Change Of Khata	Revenue Department	No	Citizen got to know about Sakala through News Paper,he called up to know the procedure of Changes of Khata and he did not get the information properly also the concerned officers are not responding to public problems they are very rude.he requested to reduce sakala service's time limit.	Not Happy	Belgaum

Complaint Category	Department	Satisfied Yes/No	Remarks	Happy/Not Happy	Location
General Enquiry	Revenue Department	No	Mr. Sathyanarayana was basically from Ramnagar, he said that sakala is good it is helping the public in various sectors but officers are not giving any sakala services on time, they are delaying to do their work, Sakala has to take strict action on the officers. Complaints has to get resolved in stipulated time.	Not Happy	Ramanagara
Conversion Of Agriculture Land To Non Agricultural.	Revenue Department	No	citizen said that he had applied for conversion of agriculture land to non agricultural, but he didn't get the service within the time limit, he gave complaint to sakala but still he didn't get the service so he is not satisfied.	Not Happy	Bangalore
Death Certificate	Revenue Department	No	citizen said that he had applied for death certificate, but he didn't get the service within the time limit, so he is not satisfied.	Not Happy	Ramanagara
Sandhya Suraksha	Revenue Department	No	citizen said that he had applied for Sandhya suraksha under sakala but the officers didn't take any action regarding the application & he has complain also but there is no response, so the citizen is not satisfied & requested to take strict action on the officers.	Not Happy	Haveri
Survey	Revenue Department	NO	Citizen got to know about sakala through Display boards at Taluk Office. He had applied for the service of survey, but still the issue is not resolved he didn't get the service, he is not satisfied he suggested to Make officers more sincere on their work.	Not Happy	Bellary
Survey	Revenue	NO	When I travelled from Kundapura to Mangalore to get a Atlas service, we had to travel many times. The rich pay and get things done in one day. We wait for day together.	Not Happy	Mangalore
Urban department services	Urban	No	I got my service in time, but what I observe is that officers need to be bribed else they will not work. If Money is paid, we get documents and help, otherwise, they reject.	Not Happy	Kadur
Employment related	RDPR	No	When we applied for Job cards, they refuse to give us a GSC number. PDO refuses to give the service. We contacted the Mission team and they advised us to lodge the call centre. Now we got the GSC number now.	Neither Happy nor Unhappy	Raichur

I. Mail sent to the concerned department by the Citizen:

Dear Sir

My son Sanath Manjunath was allotted a medical seat in the 2nd round of counseling at Tadikela Subbaiah Medical College, Shimoga.

As he also has a seat allotment in KMC Mangalore at later date, through their entrance exams, we prefer to admit him at KMC Mangalore and therefore forego the seat allotted above by KEA.

In view of the above, through this e mail and below details, we hereby surrender the seat so that the same be utilized for another eligible candidate for the next round or whatsoever.

We request the refund of the fee amount paid already which is Rs 46,000/-.

I am also attaching necessary documents below for your ready reference.

Request you kindly to do the needful and refund the fee paid.

Regards Manjunath C R

Kindly do the needful.

Dear Sir

>> It has been 8 days since I requested to surrender the seat and refund of the fee paid. Unfortunately no reply is received till now.

>> Kindly respond as I need refund of the fee paid.

II . Third Reminder by the Citizen to the Department:

Dear Sir

> Please advise the status of refund of the fee paid as per the below details. My son's allotted seat has been timely surrendered already and has been considered for subsequent seat allotment rounds. In view of this kindly look in to the matter and refund the money.

>

> Regards

> Manjunath C R

III. After the mail was forwarded to us and intervention of the Senior Mission Members, who took pains to intervene and get the refund for the citizen.

From: Manju <crmanjunatha@gmail.com>

Date: 13/11/2013 12:23 (GMT+05:30)

To: keaauthority-ka@nic.in

Cc: dmekarnataka@yahoo.com,as-edu@karnataka.gov.in,shalini_rajneesh@hotmail.com

Subject: Re: Surrendering of Medical seat

We received the cheque.

Thank you

Regards

Manjunath C R

Chapter 3C:

ISO 9001- 2008 scope document

Sakala has got into a full fledged effort of implementing ISO 9001 for Sakala. A training program was conducted with nodal officers of 5 departments' i.e. Revenue, Transport, Urban, Commercial Tax & Food as first phase of implementation. The training involved service providers including ATI, Info department, NIC, & the Call Centre. Given below are some of the outcomes of the meeting which defines the Scope, Objectives, Mission Statement etc.

Sakala Mission ISO 9001 Project



Vision

Citizen friendly governance with service guarantee

Mission

To ensure in-time delivery of government services to citizens by practicing innovative and efficient management systems through capacity building in government and empowering citizens to exercise their right to service.

Quality & Service Policy

We, at Sakala mission are committed to excel in delivery of time bound quality services to our citizens by practicing values of;

- Ethics
- Transparency
- Accountability
- Efficiency
- Collaborative partnership

We shall review the effectiveness of management systems for continual improvement.

Place: Bangalore

Date : 15th November 2013

Scope - ISO 9001 Certification

Co-ordination activities in KARNATAKA SAKALA MISSION covering 'Sakala Services' in Revenue, Commercial taxes, Food & Civil supplies, Transport, BBMP (Urban Department), Information, ATI and NIC departments.

Co-ordination at SAKALA covers the following processes:

1. Facilitate Identification of services, service components and service delivery levels in government departments
2. Training and attitudinal change of employees at State, District , Talukas , Hobli and village levels.
3. Facilitating / Providing Infrastructural support wherever required for effective and efficient delivery of services,
4. Generating service delivery reports and review of service levels through analytics,
5. Facilitate / Providing feedback to applicants, departments and to the Sakala mission
6. Facilitation of Remedial actions connected with service delivery in case of delay including payment of compensation to applicants,
7. Awareness campaigns for potential service delivery recipients.
8. Conduct customer surveys and evaluate services delivered by departments at different level
9. Selection of best service providers and award ceremonies.

Objectives

- To enhance service oriented approach among all service providers
- To build capacity by adopting state of art technology to ensure transparent, efficient and simplification
- To continually improve service delivery standards
- To promote accountability in service delivery
- To monitor and evaluate the performance of service providers
- To recognize the best service providers
- To empower citizens about their right to services

Stakeholders

This coordination activity is carried by the following stakeholders. Therefore, they will be covered by the ISO 9001 Certification.

1. Principal Secretary DARPG and her second in Command (2)
2. Employees working in the Sakala Mission – 5
3. Administrative Training Institute / KGSTI – 2 (1 each)
4. CEO – Center for e-Governance
5. Center for public policy, IIM-B – 2
6. President – Employees Association
7. Nodal officers in Revenue Department – 4 + 1
8. Nodal officers in Transport Department – 2
9. Nodal officers from Commercial Taxes department – 2
10. Nodal officers from Food Department – 2
11. Nodal officers from Urban Development / Bangalore Municipal area – 2
12. Nodal officers of Information - 2
13. Nodal officers of NIC – 2
14. AO – Karnataka Evaluation Authority

Targets – March 2015

- Service delivery orientation training for all stake holders.
- Add 200 more services
- Reduce service delivery time by 20%
- Reduce 50% of the top 10 grievances
- Recognize and reward the best performers in District / Department
- Re-engineering of 10 non-value added processes in service work-flows
- Integrate heterogeneous systems for delivering common objectives
- Daily, Weekly and monthly Review, Monitoring and evaluation of the progress of service delivery.
- Conduct awareness campaigns through TV, Radio, Print, Social and non-conventional media.

Chapter 4

Events & Newsclips

❖ Janatha Darshan at the Hon CM's office: 11 November 2013:



Hon. CM Sri. Siddaramiah at the Janatha Darshan at his office.



Sri. Varapasad- AO Sakala & other officers inspecting the grievance receiving counters a the Janatha Darshan

- ❖ **7 November 2013: PM Award Committee:** *A committee headed by Prof. Mishra & Sri Shukla, Dy. Secretary DOPT, Government of India visited Sakala offices and delivery centers to understand the working of Sakala and its impacts. This was in connection with Sakala being nominated for the Hon. Prime Minister's award for excellence in public Administration. They later met Sri TB Jayachandra – Hon. Law minister who gave them a deeper perspective in terms of Sakala's future plans, plans to address challenges etc.*

The meeting was attended by other senior officers from various departments and they too spoke the difference Sakala made in the working of their respective departments.

Sri. TB Jayachandra made the following points:

- *Sakala is a flagship project in Karnataka. Successive governments have encouraged and supported Sakala.*
- *We have brought 154 more services under Sakala; I am personally talking to my other cabinet colleagues to bring more services of their departments under Sakala.*
- *We have also proposed necessary amendments to the Act in order to make it more effective, simplify and user friendly.*
- *To address the rural digital divide, we have come up with the concept of using the existing private cyber cafes to reach out to the rural areas in providing online services.*
- *We have also enabled rural youths to take up the job of Helpdesk operators at the Taluk level.*
- *Today we have 419 services under Sakala, The highest in the country. We have identified around 1800 types of services being rendered to citizens by the government; we plan to include all services under Sakala to ensure citizens are benefitted the most. This would include secretariat File Clearance through LMS & FMS.*
- *Sakala is the first to introduce Personnel related services under the Act. The idea being that the officials/staff do not run after their files!*
- *We have laid paramount importance to Training.*

- *Delivery of services by Post at a nominal cost is also in the cards. This will help citizens save a lot of time and reduce instances of their visit to the offices time and again.*
- *To ensure Sakala services are used by one and all, Village level service centre are planned. This will help every citizen in the nook and corner of the state to apply for the desired service through Sakala.*
- *Integrating Database of various departments will help in data being available in one location and the reliability is established. This will not only ease work for the staff that can get info at the click of a mouse, but also reduce the complexity of documents for citizens. Duplications and rejections can be brought to the bare minimum.*
- *Carrying out work study on staff needs based on workload, encouraging good and consistent performers through the Sarvottam Seva award as well as automatic deduction of compensatory costs for defaulting employees is being thought. The Sarvottam Seva awards commenced last year for outstanding performers.*
- *We have done away with the need for setting up commissions to adjudicate upon delays as the officials have taken full responsibility to monitor service delivery and reduce pendency to bare minimum with a citizen centric approach.*
- *We have kept the compensatory cost very nominal because what matters to govt servant is the service record in the long run. We are encouraging govt servants to develop a positive WORK CULTURE.*
- *The single nodal Call centre complaint management is well managed with nearly 95% of the complaints resolved. Feedback received from citizens is used by the Mission to improvise/standardize or simplify processes.*
- *Sakala, being the pioneer in providing citizen centric services in the country, can guide any state wanting to implement Right to Public services in their state.*



Sri. T.B Jayachandra with the officers of the PM Award Committee.

❖ **7 November 2013: Meeting held with Taluk Level Officers:**

Invitees: Sri. Basavaraj – Principal Secretary – Revenue department, Dr Shalini Rajneesh – Mission Director Sakala, Sri. Sinha DoPT- Government of India, Prof Ramesh & Prof Ranjani –from IIM Bangalore, Sri Sridhar Pabbisetty – Centre for Inclusive Governance, Smt. Katyayani devi – Nodal Officer Revenue department and 12 Tahsildhars based on September report. (Kadur, Sandur, Shorapur, NRpura, Bantval, Chincholi, Devadurga, Yelahanka, Tarikere, Manvi, Kudalgi & Khanapur)

The meeting started with Dr Rajneesh opening the meeting stating that the meeting is conveyed to understand the issues behind poor performance and not to pin point the last rankers.

The Officers came up with the following concerns:

- **Internet Connectivity issues** – Due to non payment, Disconnection of internet and phone connections are regular, due to which work gets impacted. VPN connectivity is lost. This impacts quite a few districts. The Officers said that they have no authority to pay the bills and it is usually done by the DC office.
 - *Some of the Suggestions received were: the DC office could release payments for every 6 months to Tahsildhars to take care of such regular expenses. Alternately centralized payment for all Thasils from the DC office could also be made but in a timely manner.*
- **Vacancy at the Dy. Tahsildhar level.** *This has caused tremendous pressure among Tahsildhars in performing their duties. They are required to double up and Dy. Tahsildhars have to travel from place to place to sign documents, which is taking away time and resources. As a result,*

pendency/delays are mounting. They said that promotions are not effected in some regions which have to be done by the RCs/DCs.

- **Vacancy of Grade 2 Tahsildhars** – They are the competent Officers for critical Sakala services viz caste and income certificates, due to huge vacancy/non promotions –
 - Principal Secretary Revenue said that Promotions by RC will be pursued with them to ensure DT quota is filled up.
 - DPC of Grade 2 Tahsildhars (about 60-70) out of 114 posts has been done.
 - Delay in KPSC to recruit Grade 2 Tahsildhar is badly affecting vacancies.
 - Another 144 Tahsildhar appointments are pending. This may take long to fill the Principal Secretary said.
- **Data import and some technical** glitches in Bhoomi Vs Sakala was observed. Data push to Sakala and Pull by Sakala was not effective. Sometimes, there are huge differences the Officials noted esp. Yelahanka which is ranked the last.
- **Delays in Income & Caste Certificates** – On this topic Mission Director said that delegation of these services at the Hobli Level can ease the pressure at the Taluk level. Verification and cross-verification process is easier and faster.
 - Nodal Officer –RD also said that a notification to this effect was already issued by the department
 - As per the SC/ST/OBC central government Act, the certificates shall be issued only by the Tahsildhar and cannot be issued at the Hobli level. Amendment needs to be proposed to GOI.
 - **However Income Certificates are already delegated to the Hobli level.**
- **Yelahanka** -18.7% delayed disposal Why? The Tahsildhar replied that sufficient staff and infrastructure were present and he has only 33 cases pending.
- IIM Prof said an audit should be made and hopefully the clearance is not sporadic or impulsive or incomplete to attract any legal cases.
- The delays are seen bordering in the 0-3 days observed Mr. Sridhar and can be easily managed.
- **Other Requests/Issues:**
- **Survival family member certificates** – Increasing the days from 7 days to more days will truly help echoed the officers. They said they were unable to receive objections from general public which is mandatory and doing this in a hurry could result in an error of judgement. In cases of Objections, This can authenticated and rejected with an endorsement. The discussion that followed came up with the options as below:
 - In cases of death, undue delay to obtain or continue other basic facilities (like Gas, Bank Accounts) can be affected.
 - One officer suggested that the duration can be differentiated based on need. For certificates for purposes of gas/bank etc it can be seven days, for Khatha or pension it can be 30 days and so on. This can be obtained as a declaration for the citizen and the issued specific to that purpose.
 - Individual tracking by VA may not be a very feasible option to track the population of every village and know the family. It may be difficult said another Officer.
 - **RTC** – before 1998 is manual and needs 30 days, others can be delivered in time. Hence the variation in delivery of services.

- **Better performing Taluks Vs lower performers:** The Mission Director suggested to compare the numbers with other Taluks like Hubli, Karwar where applications are higher in count (18000 etc) however same issues are being handled well, this can be cross verified as to how they were managing it well.
- **Phone numbers** – all Tahsildhars agreed that numbers of every citizen are collected and it was concluded that Bhoomi & other software is not picking up the required fields which NIC should work on .Instructions to Data entry operators and receiving clerks to be specifically given to collect numbers without fail was made. Nodal Officer RD said such a notice has already been served. Principal Secretary to RD also agreed that that was required.
- **Khatha transfer** – being done in one day. This is against the law the officers agreed. It was suggested that The Bhoomi software should not allow for print of certificate if the days (date of application – Date of issue) is less than 30. However, If AC endorsement is available then it can be done in lesser days that 30 days.
- **Training:** It was quite clear that all officers have not been fully trained on use of Sakala Portal. None of the Tahsildhars knew their logins!! This was quite clear that training was either insufficient or incomplete. The Nodal Officer said that Officers must be more involved and this alone can improve their performance!
- Tahsildhars don't seem to review appeals under their name. This has caused delays in solving appeals. This again seems to point to Lack of Training Pointed Mr Sridhar.
- Going forward, **CM Janatha Darshan** will login complaints in the system at the time of the face to face meet– officers should look into the issues and update the same within a stipulated time so as to respond back to the citizens. It was felt that this will reduce habitual defaulters.



The Meeting in progress with senior officers.

Principal Secretary to Revenue Department: *Highlighted the following points:*

- *On Time Limits: He said that there was no need to revise time limits and the current time limits were sufficient with exceptions of course.*
- *Staff of RD goes to the door step to the deliver services. This means more work and this is different from how other departments work.*
- *Staff issues are present and hits the bottom-line – RD contributes the most to Sakala program – managing the highest number of beneficiaries. Serves max. Citizens.*
- *He said that Shortage of Surveyors is a major cause of delays as reported the DC Bangalore in his meeting this morning. While population is one aspect for Bangalore Urban besides poor population to officer ratio. However, Bangalore Rural and Ramanagara need improvement.*
- *Total vacancy is about 4000 he said for the department.*
- *Caste certificates verification –he said time limits is fine need not be reduced.*
- *Delegation of authority is a continuous process and in some cases already done.*
- *On going online by the Department – online applications and sanctions of certificates could start with easy or fundamental services – a few schemes will be done shortly the PS assured.*

Mission Director brought the following issues to the Notice of the Principal Secretary:

- *If the department is going to have its own Call centre –then it may be published so that citizens will know where to go after the stipulated dates matures for complaints/grievances.*
- *Non issue of GSC numbers was an important issue mission Director requested PS to direct his staff.*
- *There are 3 application counters- Sakala, Bhoomi & AJSK -this could be integrated into one single point.*
- *Mobile numbers not collected by DEOs at counter. PS may please instruct his staff to instruct the DEOs to please update/collect the numbers.*
- *Enhancement of Server capacity will help in speedier and efficient disposals. DSC cards to be made available.*

❖ **Brahmakumaris join Hands with Sakala:** In a unique initiative the Bhramakumari prajapitha organized a cycle rally followed by a meeting conference. Dr Shalini Rajneesh addressed the gathering and spoke on Sakala. She said that every citizen should and will be empowered by the Act.



❖ **Training for the Education Department officers at Udupi:**



Sri. Harshraj- DITC training the officers of the education department in Udupi.

❖ **Interaction with Students from Myanmar 17 November 2013:**

Dr. Ranjani Raghavendra – Post Doctoral fellow with the Centre for Public Policy – Indian Institute of Management Bangalore accompanied 22 students pursuing their MBA with the University of Mandalay in Myanmar. The program was organized as part of an international study tour to understand the Economic, Social and Business atmosphere in India.

The participants were here in MS building to understand governance at the root level. They visited the Bangalore One centre and understood the service delivery mechanism there. Later, they were addressed by Dr Shalini Rajneesh – Director Sakala and Secretary DPAR who explained them the concept of Sakala and the public delivery system here in India. She stated that government has an important role in making lives of citizens more user-friendly and there was a need to demystify the government processes. In the absence of documentation, no one will have an idea of what is happening. Monitoring is a requisite tool in any initiative she advised.

The Students were curious about funding of the project, the duration it took to take off (after approval) and the mechanisms adopted for training such a huge team of officers belonging to the Government. They were also interested in knowing how many other states in the country had this program and was it named Sakala all over the country.

The students were from diversified groups such as Doctors, Businessmen as well as engineers. They were later taken to a 'Bhoomi Kendra' where the working of the system and actual insights into the application receipts were shown.

These students would be in Bangalore from November 17 to 30 2013 as part of this program.



Dr. Shalini Rajneesh with Students from Myanmar after the interaction session.

❖ **KGSTI Training: 23.11.2013**

A Secretariat level training was carried out for the staff by Sakala Team.



Sri. Pavan – DITC BLR Rural explaining a point a senior officer in the KGSTI training.

- ❖ **Conference of Northern States – Chandigarh:** On 25th & 26th November, Dr Shalini Rajneesh attended a conference organized by the DARPG for all the Northern States. The Mission Director spoke at length the challenges, means to overcome these challenges while implementing the RTPS.



29 Nov 2013: Interaction Program at St. Joseph College, Bangalore

Dr. Shalini Rajneesh interacted with students of the Political Science department of the college and tried to gauge the minds of the students. Some students said that personally they had difficulties in obtaining services. Asked if GSC numbers were collected by the students, they said NO. Dr Rajneesh insisted that GSC numbers must be collected as it is the passport for in time service. She said, in the event officials refuse to give GSC number, they can always call 080 4455 4455 and lodge a complaint. She asked students if they observed the Display boards to which they replied in the affirmative.

Some students were inquisitive on the behavior of Officers. Dr Shalini explained that it was the 'Chair' (as in Authority/power) that they behave that way. She said that continuous efforts are being done by the government to change the attitudinal changes of these officers. The students thanked Dr Shalini for her informative insights in government working.

Dakshina Kannada in Action:



The Dharmastala Grameenabivridi Yojane organised a program in which Sakala program was discussed in detail. The program gave details on how to avail pensions, caste, income certificates. The helpdesk personnel there aided the citizens with information. All the citizens who had already availed services from Sakala expressed their happiness on its working.



Another Awareness program in Dakshina Kannada with Citizens.

Gadag in Action: Innovative Helpdesk personnel spreading awareness to citizens. Seen below is spreading awareness among Auto & Bus passengers:



Hassan in Action: In a program organized by the Helpdesk in Bellipete in Sakleshpura limits, citizens were distributed pamphlets and posters spreading awareness of Sakala.



Chamarajanagar in Action: In a program organized for 'Pension Adalat' on 23 November 2013, a program at the Taluk office was attended by over 200 citizens. The meeting was organized by the Helpdesk, which was attended by senior officers such as Tahsildhars, Urban Department officials, besides officials from the Taluk office of Chamarajanagar. The Meeting also saw the distribution of pamphlets, Act copies etc.



In another program held on 25 November in the city limits, a program to spread the awareness of Sakala was carried out in the Central Library premises.



❖ **Udupi in Action:**



Women Power! Citizens – in particular Women being empowered in a program organised to spread awareness of Sakala in Udupi.

❖ **Mysore in Action:** School Children taking part in a road march in Mysore to spread the awareness of Sakala:



- ❖ *Radio Active CR 90.4 MHz, in association with APSA organized a Sakala Awareness in the end of October 2013. Sri. Varaprasad Reddy, Administrative Officer addressed the gathering and explained the features of Sakala and encouraged women to be the change makers in this landmark legislation.*



Radio Active CR 90.4 MHz
Bangalore's First Community Radio Station

Home About Us Active People ON AIR Outreach Reach Us

Radio Active
CR 90.4 MHz
Get Active!

October 24, 2013

Beyond Broadcasting – Sakala Awareness

When Yashoda first saw the audio recorder, her surprise and curiosity was not hidden. Host of the weekly radio program, Masada Kai, Yashoda is one of the thousand [domestic workers](#) of Bangalore!

It was through Stree Mahila Jagriti Samiti that domestic workers began their engagement with Radio Active as community broadcasters. With the beginning through a capacity building workshop in May 2012, Masada Kai is now a weekly program with community RJs. The radio programme focuses on the lives of the domestic workers – their stories, experiences, issues of concern, rights and entitlements. In addition to Stree Mahila Jagriti Samiti, domestic workers who are a part of Association for Promoting Social Action (APSA) are now active radio producers of Masada Kai.

Being true to its vision of engaging with the communities beyond broadcasting, Radio Active CR 90.4 MHz, in association with APSA organized a Sakala Awareness for more than 100 domestic workers at All India Women's Conference Hall, Jayanagar 1st Block, Tilak Nagar between 03:00pm at 05:00pm on October 23, 2013.



Mr. Vara Prasad Reddy, Administrative Officer, and Ex-Officio Under Secretary DPAR (Administrative Reforms) addressed the gathering introducing the Sakala Campaign, its features and the Sakala helpline. He also gave an overview of the 375 departments included under Sakala and urged the women to use the services under Sakala. He also took out ample time to clear the queries of the women.

To know more about Sakala, visit <http://www.sakala.kar.nic.in/>

You can listen to Masada Kayi every Wednesday from 03:30pm to 04:00pm.

For more photographs from the awareness program, visit Radio Active's FB page <https://www.facebook.com/media/set/?set=a.10151985173253764.1073741992.367482348763&type=1&l=6c3a36a5d2>

Part B: Newsclips:

DECCAN Chronicle

Saturday, Nov 30, 2013 | Last Update : 10:30 AM IST

[Home](#) » [News](#) » [Current Affairs](#)

'Revenue dept most laggardly', says SAKALA

Bangalore: *An analysis of SAKALA, the Karnataka Guarantee of Services to Citizens initiative launched two years ago, shows that it is officials in the Revenue Department who have had to pay out the most for deficiency in service. Even though delay in delivering services was reported from all departments, the revenue department officials topped the list of laggards.*

According to the SAKALA Act, if an officer fails to provide the required service to a citizen within the stipulated period prescribed under the law, that particular officer has to pay compensation to the applicant.

According to the data published by the SAKALA mission, in the last two years 270 applicants were paid compensation by the concerned officials for delay in delivering services. Of these, 221 cases were related to the revenue department. Even though BBMP and BWSSB officials are also finding it difficult to meet the deadline, there are much fewer complaints against them.

An officer from the revenue department told this newspaper that most of the cases relate to income and caste certificates and khatha transfer. "No one is aware why officials are causing delay in issuing the certificates. There are many theories. Prior to the implementation of the Right to Education, caste and income certificates were like a goldmine for the officials to mint money from poor people. Under the changed circumstances and law, it is highly impossible to generate a single rupee from these. This might be the problem," he said

InformationWeek

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Sakala brushes the cobwebs off government offices

by **Ayushman Baruah**, InformationWeek, November 11, 2013

With Sakala e-governance initiative, the government of Karnataka has transformed citizen services making it a model for good governance and quick delivery

Sakala brushes the cobwebs off government offices by Ayushman Baruah, InformationWeek, November 11, 2013

Ayushman Baruah Principal Correspondent View Author's Page with Sakala e-governance initiative, the government of Karnataka has transformed citizen services making it a model for good governance and quick. The Karnataka government is doing something phenomenal for the common man whose life has never been easy in government offices. The common citizen often had to go through the rigmarole of knocking the doors of various government departments to get his rightful job done. It's always been a daunting task when he had to approach the Revenue department for getting a caste or income certificate, or when he had to approach the urban local bodies before building a house. It's no brainer that his work often got delayed, neglected, or worse rejected without any reason. To overcome this problem, the government of Karnataka has come forward for "making the administration more accessible and less cumbersome" for the people through the enactment and implementation of the Karnataka Sakala Services Act 2011." The core of the Act is aptly defined by Sakala in the statement – "The notified services shall be delivered (or rejected) within the prescribed maximum stipulated time in default of which the applicant shall be paid compensatory cost (upon demand); the paid compensation is, thereupon, recovered from the public servant(s) responsible for the delayed decision." The name Sakala which in Kannada means "in time" or "good time" has been selected through an open competition participated by the people. The Act comprises of 419 set of services, the largest ever offered to citizens in any other state of India. Out of this, effective August

2013, 69 services are now available online. In a span of one year and four months, more than 32 million applications have been received and out of these, over 98.43 percent have been disposed on time, often even before the stipulated time. According to Sakala officials, the delay of 1.53 percent is generally due to technical issues such as "connectivity problems, staff shortage, citizens' unavailability for clarifications, etc. These hiccups would soon resolve, as we are committed to achieving 100 percent success rate in the days to come." The government of Karnataka had initially allocated Rs 50 million for the project. This amount was increased to a total sum of Rs 150 million to cover all costs associated with the project including hardware, software, capacity building and publicity. To ensure the Act is successfully implemented, a Mission led by Indian Administrative Services officer Dr. Shalini Rajneesh, has been set up to assist the department of Personnel and Administrative Reforms (DPAR). THE E-GOVERNANCE SOLUTION With IT as the backbone, a comprehensive e-governance solution has been developed by National Informatics Centre (NIC) in the form of a public portal www.sakala.kar.nic.in which connects to various departments to register the application of a citizen as per a pre-designed application format. Whenever request for a service is made, the citizen receives an acknowledgment slip with a unique 15 digit number called the Guarantee of Services to Citizen (GSC) number indicating the due date for delivery. "Earlier, there was no tool to measure the effectiveness of government offices on a real-time basis. With the e-governance initiative, we are changing the dynamics of how government department functions with a citizen centric approach," says Dr. Rajneesh who is also the Principal Secretary to DPAR. With the help of the GSC number, the citizen can track the status of his application on the website www.sakala.kar.nic.in. The system also has a mobile interface where citizens can check the status of their application by sending an SMS from a mobile phone by keying in their 15 digit GSC number. The system will then reply to them with the current status of the application. For those who are not well versed with the Internet can also contact the call center at 080-44554455. A team of 15 IT professionals is involved in the design, development, coding, implementation, and data center maintenance and support services. Given the massive amount of diverse and unorganized data involved, in addition to the existing technology silos in government departments, it was a tough task at hand for the IT team from NIC. "Creating the awareness and capturing the requirements as per the Sakala Act from all the relevant departments is one of the challenges. However, the biggest challenge is integrating the heterogeneous e-governance applications used in various departments and bring them all into Sakala for state-level querying and reporting and analytics. The same has been managed using Service Oriented Architectures (SOA) and web technologies," says the NIC officer-in-charge of Sakala Project who requested anonymity. Despite the massive size of the project, NIC did not face any storage-related challenges. According to NIC, the entire application is hosted in the state-of-the-art NIC data center with Storage Area Network (SAN), which is a high-speed special-purpose network that interconnects different data storage devices with associated servers and other computing devices. Servers located in the data center are using this centralized storage as its external disk storage through Giga Bits Fibre Channel Network. The additional storage provisioning can be done to the connected servers based on the requirements without any downtime. The prioritization of services is done in two categories. "Appeal 1 and Appeal 2 requests have been formed as per the prescribed stipulated time under the Sakala Act. The Sakala software helps the officers to know the pendency status which includes due for today, due for tomorrow, and overdue

cases, etc, as well as performance based ranking,” says the same NIC officer-in-charge of Sakala Project.

ROAD AHEAD

As part of their future plans, the mission aims at leveraging the existing databases of government departments to deliver public services quickly/ over the counter. For example, in case of an applicant seeking repeat service or in case of a service which his/her family member has already availed of, the mission’s system will be able to correlate with the existing request and facilitate quick/over the counter decisions. “By integrating databases of different departments, we aim at minimizing the need for submission of documents or shuttling of citizens from one office to another. The mission, along with government departments, aims to provide interface to receive and make payments for any government services electronically. In fact, the claims of compensatory cost payments for delayed disposal of service request will also be payable to the citizens online. There will also be universal use of digital signature certificates,” Dr. Rajneesh told InformationWeek. “The next step is to create village level service centers for giving all services at citizens’ doorsteps,” she says. According to Dr. Rajneesh, there is also a demand from citizens to include RTI , voter card and other flagship programs under Sakala but the Central Act vide "citizen charter bill" is still awaited. “We have done away with the need for setting up commissions to adjudicate upon delays as the officials have taken full responsibility to monitor service delivery and reduce pendency to bare minimum with a citizen centric approach. We have kept the compensatory cost very nominal because what matters to a government servant in the long run is the service record. We are encouraging government servants to develop a positive work culture.” With so much already delivered and so much more in the pipeline, Sakala has indeed managed to brush the cobwebs off government offices. For many of the babus accustomed to their cushy chairs, the tea breaks would have shortened and working hours stretched but for the citizens, it’s been an eternal blessing that came right “in time”. Pre/ Post comparison of Governance in Karnataka Before introduction of Sakala After introduction of Sakala Poor disposal rate of citizen services not crossing 50 percent Disposal rate has reached 98 percent and increasing Sense of helplessness among citizens as they could do nothing about a non performing official Now there is 100 percent accountability of each and every government official. 190 citizens have been paid compensatory cost. Transparency was lacking in the system 100 percent transparency has crept into the system. Transfer to portal/call center/ help desks Money swindling was rampant due to maintenance of manual registers Revenue generation has gone up because every application seeking service is accounted for in the system No method to estimate reach of government services Out of a population of 6 crore, 3.2 crore citizens have availed of Sakala services in 16 months. Indefinite time taken for service delivery Services are now delivered 4 times faster on an average

Read more at: http://www.informationweek.in/informationweek/news-analysis/286110/sakala-brushes-cobwebs-government-offices/page/2?utm_source=reference_article

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THE HINDU

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Bangalore, November 20, 2013

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Quick survey on why people are not getting services in their areas

T. S. Ranganna



We will re-frame rules to help provide better service to people, says Kaushik Mukherjee
TOPICS

The State government has ordered a quick sample survey in Mysore district to know why people are not given relief they sought for at the level of the village panchayat, taluk or hobli and are brought all the way to the district headquarters or the Vidhana Soudha in Bangalore. The government is contemplating changes in rules based on the survey results to make the process easy.

Chief Secretary Kaushik Mukherjee on Monday said that the government was willing to re-frame the rules if it helped in providing better service to the people, especially in the villages, so that they are not compelled to make unnecessary trips to Bangalore for even small tasks.

Speaking to The Hindu, Mr. Mukherjee said that this decision was taken during his visit to Mysore on Saturday.

Mr. Mukherjee said that the survey would be carried out in the offices of Deputy Commissioner at the headquarters, taluk and nada kacheri at the hobli level and 500 prospective applicants would be asked to give their reasons to why they visit these offices.

He said that their replies such as the work and whether they were given relief at the lower level or if there was delay in the movement of files and the problems they faced in the process would be recorded during the three-day survey.

He said that a probationary IAS officer, Annies Kanmani Joy, in the Mysore Deputy Commissioner's office had been entrusted with the job and she would submit a report to him after a day or two. The Chief Secretary said that he wanted to know why "we are unable to give services at the grassroots level then and there." He said that the rules would be re-framed for the strict implementation of Sakala. He said that services should be available to the people at the village panchayat, hobli or taluk levels and not in the offices of the Chief Secretary or the Ministers at the Vidhana Soudha. He said that people were forced to waste their time, energy and money visiting district headquarters and offices in Bangalore for no fault of theirs. It is all the more difficult if they had physical disabilities, he said.

"Setting our house in order should be important. Mere disposal of files without giving relief sought for by the applicant is of no use. I will see whether grievances are being redressed or not," he said. The Chief Secretary said that he had appealed to the heads of department, especially the secretaries, to give sufficient powers to the local authorities, to make the system work.

Keywords: [Chief Secretary Kaushik Mukherjee](#), [government relief](#), [Karnataka government services survey](#)

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Thursday, November 21, 2013 | 05:02 PM IST

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BS Reporter | Mysore

October 31, 2013 Last Updated at 20:29 IST

'Sakala' to cover more services

The innovative scheme presently covers over 375 services of 42 depts and organisations of K'taka govt

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'Sakala', [Karnataka government's innovative scheme](#), which promises timely delivery of government services to citizens, will be expanded to cover more services under various departments.

The scheme that has been lauded for bringing transparency and accountability in the system, presently covers over 375 services of 42 departments and organizations of the state government.

The process to bring more services under the [Sakala Mission](#), introduced under the Karnataka Guarantee of Services Act 2011, was in progress, Mission Director Shalini Rajneesh said in Mysore.

Addressing an awareness programme at JSS Law College, she said, about 100,000 applications were received under the public service delivery system and an equal amount of applications were being disposed off everyday. The service delivery was happening in a time-bound framework.

Despite efforts to create awareness on Sakala among the people with wide publicity, she lamented that it had not brought about the desired effect and people continued to lack awareness about the scheme which guarantees government services. She called on the

general public to participate in the system by availing of timely delivery of government services that comprised over 1,800 services delivered to the 60 million people of the state by its departments and also spread the mission's objective to others and help expand public awareness on Sakala.

Shalini Rajneesh, who is also the Principal Secretary to the Department of Personnel and Administrative Reforms (DPAR), explained the various aspects of Sakala and said it helped to build up public confidence in the state's governance. She called upon the state departments to implement the scheme with dedication and with a sense of moral obligation to the people, than seeing it as a legal commitment.

She said, some services were also being made available online and public can view all the details of Sakala scheme in its website.



Sakala: Bangalore Urban last in disposal of applications



BANGALORE, November 5: Despite its proximity to power as well as location of head offices of various departments, Bangalore Urban district ranked last in the State in September in the implementation of Sakala scheme, which ensures time-bound service to the public under the Karnataka Sakala Services Act 2011.

Chikkaballapura, Chamarajanagar and Mandya bagged the top three ranks, respectively, while Chikmagalur, Yadgir and Bangalore Urban secured the 28th, 29th and 30th ranks, respectively.

The Department of Personnel and Administration Reforms (DPAR) published a report of September 2013 on all districts taking into account their performance. Ranking was given to districts based on the number of applications received and disposal. While weightage is 70 per cent for number of applications received per lakh population, it was 30 per cent for disposal.

Officials of the DPAR said that 30 districts received 21.17 lakh applications and disposed of 20.64 lakh (97 per cent) in September. The cumulative receipts of applications and disposals stood at 3.48 crore and 3.39 crore, respectively.

Offices of the Bangalore Urban district received 2,64,790 applications in the month and they disposed of 2,78,014 (including the previous month pending). Delayed disposal percentage was 7.2.

Pendency of applications related to revenue and khata certificates were major reasons for the poor performance of the district.

Chickballapur district received 56,598 applications and disposed of 50,838 during the month. Delayed disposal was 0.5 per cent.

Officials said that among the taluks, Haliyal in Uttara Kannada has secured the top spot, while Gudibanda in Chickballapur district and Karwar in Uttara Kannada district secured the second and third positions, respectively. In August, Gudibanda taluk secured the first place.

At the end of September, 0.59 per cent of applications (12,202) were pending to be delivered beyond its due date.

The major departments with pendency are 72 per cent from Revenue, 15 per cent from Survey, 14 per cent from Home, and five per cent from Transport, the officials said.

The number of officers having more than seven defaults declined from 1,491 in August to 548 in September. The major complaints received during the month pertained to caste certificates, khata certificates, pension-related, RTC connections and birth and death certificates.

Cyber cafes

The DPAR has received more than 3,000 applications from citizens for operating cyber cafes and the department is in the process of finalising memorandums of understanding. The department has decided to set up cyber cafes in rural areas to receive applications from the public.

Helpdesks at the district and taluk-level have been operating since October with the added component of online services, the officials said.

* * *

