



The Karnataka Sakala Services (Amendment) Act, 2014

November - 2014 Report

Total Receipts - 6.39 Crore

Total Disposals - 6.31 Crore



No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

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

SIDDARAMAIAH
CHIEF MINISTER



VIDHANA SOUDHA
BANGALORE - 560 001

CM/PS/17/2015

Date : 7-1-2015

MESSAGE

The most ambitious programme of the State Government Sakala delivers 668 services - pertaining to 50 departments - to citizens in a time-bound manner. **Caste Certificates** and **Income Certificates** are most sought after services. More than two crore of these services have already been delivered to citizens. Almost 20 lakh pension-related services like **Sandhya Suraksha, Destitute Widow Pension** and **Old Age Pension** are also delivered through Sakala. I am glad to learn that State Government officials have worked hard to deliver services, much before the stipulated time.

Governance in Karnataka is stepping in to Mobile-Governance. Service procedures have to be studied and proposals from the concerned departments have to be sent to remove redundant steps involved. This will improve the speed of service delivery and also bring in transparency in the system. Services delivered under Sakala shall be offered under mobile platform and I urge public to make the best use of it.

Government servants are expressing satisfaction over helping the citizens, who are in need of government services. Also, citizens are happy about this service.

I am wish that every citizen of the State will experience of Sakala, in getting time-bound service delivery.

Siddaramaiah
(SIDDARAMAIAH)

The Principal Secretary to Government,
Department of Personnel and Administrative Reforms
(Administrative Reforms),
Multi Storied Buildings,
Dr B. R. Ambedkar Road,
BENGALURU - 560 001.

T.B. JAYACHANDRA
Minister for Law, Parliamentary Affairs,
Animal Husbandry and Muzrai



Mail : lawministeroffice@gmail.com
Phone : Office : 22254661
22033439

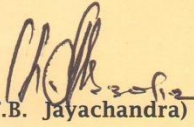
Room No. 327, 3rd Floor
Vidhana Soudha
Bangalore - 560 001

MESSAGE

For the last 33 months Karnataka has witnessed a revolution of sorts in the area of public service delivery. We have been able to deliver time bound Sakala services to 6.31 crore citizens. For the first time in the country live data of receipts and disposal for each and every department is being displayed to public at the entrance of Vidhana Soudha as a hallmark of transparency, accountability and good governance and steps have been taken to show live Sakala data at taluk offices across the State.

More than 55 lakh citizens have availed services such as "Birth and death certificate", "Driving License", "Trade license" in a time bound manner. There are around 1800 services which are listed under the citizens charter of different departments of the State. Our endeavour would be to bring majority of citizen centric services under the Act, so that the citizens can avail time bound delivery of essential services from the Government.

Sakala mission and its progress has been made possible only with the participation of our citizens who have come forward to believe in the system. As we move on, more innovation and citizen friendly initiatives should be taken up, m-governance service readiness is a good step in this direction.


(T.B. Jayachandra)

ಕಾಲು-ಬಾಯಿ ಜ್ವರ, ಚಪ್ಪೆ ಬೇನೆ, ಗಂಟಲು ಬೇನೆ ರೋಗದಿಂದ ರಕ್ಷಿಸಿ ಲಸಿಕೆ ಹಾಕಿಸಿ : ಪಶು ಸಂರಕ್ಷಣೆಯಲ್ಲಿದೆ - ಸರ್ವರ ಹಿತ
ಪಶು ಸಂಪತ್ತು - ದೇಶದ ಸಂಪತ್ತು : ಸಂರಕ್ಷಿಸಿ

FROM THE MISSION DIRECTOR'S DESK

Ranking: Chikkaballapura shows consistent performance and occupies the top position for 10 consecutive months from Feb 2014 onwards due to the sustained efforts of officers and employees of the district. Tumakuru has taken second position for 6 consecutive months from June 2014 and Kolar has taken third position for 4 consecutive months from Aug 2014.

Rank	District	District	Rank
1	Chikkaballapura	Bengaluru	28
2	Tumakuru	Belagavi	29
3	Kolar	Raichur	30

Records shown above as on 30/11/2014 12:00:00

Applications and Disposal Trends:

	Receipts	Disposals
Month of Nov -14	22,37,201	21,52,963
Cumulative Count	6,39,62,200	6,31,26,348

Records shown above as on 30/11/2014 12:00:00

Taluka Rankings:

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Gudibanda	Chikkaballapura
3	Dharwad	Dharwad

Records shown above as on 30/11/2014 12:00:00

Assembly Constituency Rankings:

Rank	Taluk	District
1	Chikkaballapura	Chikkaballapura
2	Udupi	Udupi
3	Chamarajpet	Bengaluru

Records shown above as on 30/11/2014 12:00:00

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

Over Due: A total of 10,724 overdue were seen as at the close of the month. There has been increase from last month's 8,742. This is a negative trend, and should be addressed by the Deputy Commissioners at the district level. Departmental review meetings are being conducted by the Sakala Mission on a regular basis.

Delayed Disposal: 42,722 applications were delayed in disposal during the month compared with 29,207 of the previous month. Most of the delayed disposals fall in the category of 1-3 days delay. This accounts for almost 75% of total delayed disposals. This gives about 1.98% delayed disposals as compared to 1.49% of previous month. There has been a slight increase in the delayed disposal rate.

Revenue department with 23,943 delayed disposals contribute to 56% of delayed disposals. This impacts the State average. District of Dakshina Kannada with 5.52% delayed disposal tops the list and Chikkaballapura district with 0.29% delayed disposal is the best performer. Concerted efforts by District administration will surely bring the delayed disposals to a minimum.

Rejections: 5.61 % is the rejection rate for November -14. This is a slight decrease as compared to 5.97 % of previous month. District of Chikkamagaluru tops the list with highest rejection rate of 16.32%. Services of **“Providing Employment to Unskilled Labours (MGNREGS)”** (6,696 received and 5,584 rejected- 83% rejection rate) and **“All types of Caste Certificate”** (5,447 received and 486 rejected- 9% rejection rate) are the most affected in the district of Chikkamagaluru.

“All types of Caste Certificate”, “Sandhya Suraksha” and “Providing Employment to Unskilled Labours (MGNREGS)” are the 3 most affected services with high rejection rates in the State. Rejections reasons are being monitored at Mission level and corrective steps are being taken. Awareness has to be created among citizens regarding service delivery procedures, mandatory documents needed for processing applications and appeal provisions available to them.

Offices with 7 or more defaults: 788 offices were found to have made defaults 7 or more times in the month of November-14. 602 offices were in this category in the month of October-14. Bengaluru Urban district tops the list with 121 offices. This accounts to almost 15% of total defaulting offices of the State. Revenue department has 333 defaulting offices, which are spread across the State. Service of **“Change of Khata - Undisputed Cases”** is affected as a result of this phenomenon. Action against erring officials is being taken as per the penal provisions prescribed in The Karnataka Sakala Services(Amendment)Act, 2014 and regular inspection of these offices are being undertaken.

Complaints, Appeals & Compensation

Complaints: Out of 5,623 complaints received for Sakala, 4,642 have been resolved and 289 have been rejected amounting to disposal of 4,931 complaints with 87% closure rate. 158 complaints are in the process of getting disposed and 534 complaints are overdue. Call centre is closely following up with complaints redressal related to Sakala.

Out of 19,208 complaints received for Non Sakala, 8,781 have been resolved and 1,552 have been rejected amounting to disposal of 10,333 complaints with 53% closure rate. 685 complaints are in the process of getting disposed and 8,187 are overdue. 1,506 complaints received in the category of Hon'ble CM Janatha Darshan are overdue.

Appeals: Under Appeal -1 category 1,062 were received of which 921 are disposed (520 approved and 401 rejected). Out of 141 overdue appeals 85 appeals are with Revenue department. Bengaluru Urban district itself has 59 overdue appeals in Appeal 1 category, which are related to the services **“Conversion of agriculture land to non agriculture purpose”** and **“Transfer of Khatas”**.

Under Appeal -2 category 103 were received of which 35 are disposed (13 approved and 22 rejected). Out of 68 overdue appeals 64 appeals are with Revenue department. Deputy Commissioner, Raichur and Deputy Commissioner, Davanagere have 51 and 13 overdue appeals in Appeal 2 category respectively, which are related to the service of **“All types of caste certificate”**. Regular monitoring is being done by Sakala mission for the timely disposal of appeals.

Compensation: 576 compensation claims have been made till date and amount of Rs. 72,960 has been paid as compensation to citizens.

Delegations: Representative of World Bank visited Karnataka to understand the Sakala initiative and its implementation. The representative witnessed the cutting edge functioning of Sakala initiative. He visited various offices delivering time bound Sakala services. He was impressed by the single window grievance management system i.e. e-Spandana.

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

CONTENTS

CHAPTER NO.	PARTICULARS	PAGE NO.
1A	PERFORMANCE RANKING-DISTRICTS	1
1B	PERFORMANCE RANKING-TALUKAS	2
1C	PERFORMANCE RANKING- ASSEMBLY CONSTITUENCY	3
2A	CUMULATIVE PROGRESS REPORT – DISTRICT WISE	4
2B	CUMULATIVE PROGRESS REPORT – DEPARTMENT WISE	5
2C	DEPARTMENT/INSTITUTION WISE OVERDUE	6
2D	DELAYED DISPOSAL TRENDS FOR NOV -2014 DISTRICT WISE	7
2E	DELAYED DISPOSAL TRENDS FOR NOV -2014 DEPARTMENT WISE	8
2F	REPORT OF REJECTIONS FOR NOV -2014 DISTRICT WISE	9
2G	REPORT OF REJECTIONS FOR NOV -2014 DEPARTMENT WISE	10
2H	OFFICES WITH 7 OR MORE THAN 7 DEFAULTS FOR NOV -2014 DISTRICT WISE	11
2I	OFFICES WITH 7 OR MORE THAN 7 DEFAULTS FOR NOV -2014 DEPARTMENT WISE	12
2J	ZERO DEFAULTING OFFICES (at the end of NOV -2014)	13
2K	DISTRICT IT CONSULTANT’S RANKING	15
3	CALL CENTRE REPORT	16
3A	CALLS RECEIVED - DISTRICT WISE	17
3B	CALLS RECEIVED - DEPARTMENT WISE	18
3C	STATUS OF COMPLAINTS (at the end of NOV -2014)	19
3D	COMPENSATION CLAIMED STATUS	20
3E	CITIZEN FEEDBACK	21
4	EVENTS AND NEWS CLIPS	23

CHAPTER 1A: PERFORMANCE RANKING – DISTRICTS

District	No. of SAKALA A receipts during the month (A)	No. of SAKALA A disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of SAKALA receipts/On e lakh population (E)	Ranking based on SAKALA Receipts/On e lakh population (F)	Final Ranking(30 % weightage on (D) and 70% weightage on (F)) Rank for Nov 2014	Rank for Oct 2014	Trend
Chikkaballapura	67343	63614	0.3	1	5611	1	1	1	↔
Tumakuru	130900	132528	0.6	2	5034	2	2	2	↔
Kolar	69461	69297	0.9	9	4630	5	3	3	↔
Shivamogga	71249	67345	0.9	9	4191	7	4	4	↔
Gadag	41379	38478	0.8	8	4137	8	5	12	↑
Hassan	80285	77108	1.8	20	4722	4	6	5	↓
Udupi	43829	44822	0.6	2	3984	12	7	9	↑
Haveri	61914	55311	1	11	4127	9	8	8	↔
Uttara Kannada	54890	51354	0.6	2	3920	13	9	23	↑
Chikkamagaluru	52981	49370	3.1	27	4816	3	10	18	↑
Koppal	48686	45650	0.7	5	3745	16	11	19	↑
Bengaluru Rural	40378	39928	4.7	29	4486	6	12	7	↓
Chitradurga	61807	57297	1.1	13	3862	14	13	17	↑
Ramanagara	40044	39414	2.1	21	4004	11	14	6	↓
Ballari	100992	81193	2.3	24	4039	10	15	25	↑
Davanagere	68507	66660	0.7	5	3605	19	16	10	↑
Mandya	69228	72693	1.6	19	3846	15	17	11	↓
Bagalkot	63967	63207	0.7	5	3553	21	18	22	↑
Vijayapura	75973	75506	2.1	21	3617	18	19	13	↓
Mysuru	103431	101166	1.5	18	3566	20	20	20	↔
Chamarajanagar	35118	34284	1.4	17	3511	22	21	15	↓
Kodagu	17345	17129	1.1	13	3469	24	22	27	↑
Dakshina Kannada	74508	73573	5.5	30	3725	17	23	16	↓
Dharwad	60381	59060	1.2	15	3354	26	24	14	↓
Bidar	59613	57537	3	26	3506	23	25	24	↓
Yadgir	30880	30013	1	11	2807	30	26	26	↔
Kalaburagi	75581	70665	1.3	16	3023	29	27	30	↑
Bengaluru	329030	321721	3.8	28	3463	25	28	21	↓
Belagavi	149125	140854	2.5	25	3172	27	29	29	↔
Raichur	58376	56186	2.2	23	3072	28	30	28	↓

Records shown above as on 30/11/2014 12:00:00

Legend

↔: Same as of last month

↓: Decreasing Trend

↑: Increasing Trend

CHAPTER 1B: PERFORMANCE RANKING -TALUKAS

Top 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weight age on (F))
1	Chikkaballapur	Chikkaballapur	20087	18050	0	8	956	6	1
2	Chikkaballapur	Gudibanda	3612	3755	0.2	17	722	10	2
3	Dharwad	Dharwad	29855	30215	0.4	32	1243	4	3
4	Tumakuru	Tiptur	14168	13814	0.2	20	644	14	4
5	Uttara Kannada	Haliyal	6272	5914	0	4	570	24	5
6	Tumakuru	Gubbi	15124	14620	0.1	16	581	22	6
7	Ballari	Hagaribommanahalli	14919	9112	0.8	65	785	7	7
8	Shivamogga	Sagar	12926	11999	0.6	51	646	13	8
9	Chikkaballapur	Sidlaghatta	11364	10530	0.1	15	541	30	9
10	Tumakuru	Madhugiri	14792	15385	0.4	29	568	26	10

Records shown above as on 30/11/2014 12:00:00

Notes: Chikkaballapura of Chikkaballapura district has taken the top spot this month. Gudibanda of Chikkaballapura district has dropped to 2nd place.

Bottom 10 Ranking Talukas

S.N	District	Taluk	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/Ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))
1	Ballari	Siruguppa	6438	5432	1.7	113	238	161	168
2	Dakshina Kannada	Sullya	3600	3175	2.7	150	257	147	169
3	Mysuru	Periyapatna	5867	5380	2.1	134	244	154	170
4	Kalaburagi	Aland	6369	6160	1.4	100	187	173	171
5	Belagavi	Khanapur	4220	4045	1.3	95	168	176	172
6	Mysuru	Nanjangud	8693	8317	1.9	124	228	165	173
7	Raichur	Manvi	8187	7929	3.2	158	221	166	174
8	Bengaluru	Yelahanka	10588	8125	4.5	169	211	167	175
9	Dakshina Kannada	Belthangadi	4499	4406	2.7	151	173	175	176
10	Vijayapura	Basavana Bagevadi	7054	8215	6.4	174	207	170	177

Records shown above as on 30/11/2014 12:00:00

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

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

S.N	Assembly	No. Of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F)) Nov - 2014
1	Chikkaballapur	20727	18820	0	1	797	15	1
2	Udupi	27239	27632	0.4	27	1089	5	2
3	Chamrajapet	21768	21841	0.2	15	806	13	3
4	Bijapur City	28732	28251	0.5	35	957	8	4
5	Gandhinagar	30914	30782	0.6	52	1104	3	5
6	Gubbi	14614	14089	0.1	8	664	23	6
7	Hubli-Dharwad-Central	19805	20652	0.3	20	682	21	7
8	Tiptur	14168	13814	0.2	15	644	28	8
9	Jamkhandi	16641	17001	0.2	15	640	29	9
10	Chikkodi-Sadalga	17497	15501	0.4	27	648	26	10
11	Rajajinagar	16143	17072	0.3	20	620	32	11
12	Gadag	20400	19000	0.6	52	728	20	12
13	Kolar	24003	24242	0.8	73	857	12	13
14	Davanagere North	21851	22026	0.7	63	780	17	14
15	Tumkur City	29396	31554	0.9	88	979	7	15
16	Shimoga	24165	22973	0.8	73	805	14	16
17	Gauribidanur	13070	12182	0	1	522	45	17
18	Madhugiri	14215	14770	0.4	27	618	34	18
19	Chitradurga	18950	17661	0.5	35	631	31	19
20	Koppal	20128	19364	0.6	52	649	25	20
21	Gulbarga Dakshin	30512	29161	1	97	1017	6	21
22	Bangarapet	16326	16316	0.7	63	680	22	22
23	Sirsi	11458	11452	0	1	498	50	23
24	Sagar	15718	14406	0.7	63	654	24	24
25	Hassan	22943	23724	1.2	113	882	11	25

Records shown above as on 30/11/2014 12:00:00

CHAPTER 2A: CUMULATIVE PROGRESS REPORT- DISTRICT WISE

DISTRICT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over Due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
Bengaluru	11141772	11042114	10299759	742343	318	258	215	43	9	7	5	2	4175
Belagavi	4133374	4070648	3840963	229684	52	37	26	11	0	0	0	0	1555
Bengaluru Rural	1055398	1040327	985645	54682	21	18	17	1	0	0	0	0	513
Chikkamagaluru	1196866	1179916	1092471	87445	12	9	4	5	2	2	2	0	484
Mandya	2339019	2314478	2170515	143963	21	14	8	6	1	1	1	0	398
Raichur	1926264	1901933	1796355	105578	99	98	43	55	54	3	3	0	353
Dakshina Kannada	2150474	2122532	2046039	76491	8	6	2	4	0	0	0	0	333
Bidar	1451338	1424999	1279441	145562	45	45	12	33	2	1	0	1	315
Hassan	2283157	2256764	2124643	132122	15	13	9	4	0	0	0	0	311
Vijayapura	2058689	2027275	1907650	119625	18	18	4	14	1	1	0	1	284
Ramanagara	1360928	1346601	1294159	52442	9	6	3	3	0	0	0	0	270
Ballari	2417321	2368105	2246844	121253	51	41	20	21	5	5	0	5	265
Shivamogga	1748924	1723476	1614280	109196	14	10	7	3	0	0	0	0	216
Tumakuru	3027793	2986812	2791269	195541	35	33	26	7	0	0	0	0	161
Dharwad	1898849	1876386	1784530	91863	9	5	1	4	1	1	0	1	144
Haveri	1453124	1425426	1352405	73021	7	7	2	5	0	0	0	0	120
Mysuru	3161514	3125444	2982828	142616	39	39	22	17	0	0	0	0	115
Gadag	1114254	1098532	1056095	42437	8	8	5	3	0	0	0	0	104
Davanagere	1991912	1963897	1853283	110603	83	71	6	65	16	3	0	3	99
Chamarajanagar	1093846	1078992	1023795	55197	18	13	10	3	0	0	0	0	95
Uttara Kannada	1659938	1640178	1590733	49445	10	8	6	2	1	1	0	1	89
Chitradurga	1786720	1760634	1668184	92459	12	11	6	5	0	0	0	0	76
Kalaburagi	2295272	2267232	2156569	110663	57	56	26	30	4	4	1	3	72
Koppal	1410888	1391652	1337117	54537	3	3	0	3	0	0	0	0	46
Kodagu	565948	560325	531791	28535	2	1	0	1	0	0	0	0	44
Chikkaballapura	1537014	1504974	1414550	90424	15	14	4	10	0	0	0	0	23
Yadgir	1028828	1010804	969179	41624	15	15	6	9	1	1	0	1	23
Kolar	1692649	1668455	1574164	94238	33	31	17	14	3	3	0	3	19
Udupi	1186163	1171789	1140222	31567	15	15	12	3	1	1	1	0	14
Bagalkot	1793964	1775648	1697399	78249	18	18	1	17	2	1	0	1	8
Total:	63962200	63126348	59622877	3503405	1062	921	520	401	103	35	13	22	10724

Records shown above as on 30/11/2014 12:00:00

CHAPTER 2B: CUMULATIVE PROGRESS REPORT- DEPARTMENT WISE

MAIN DEPARTMENT	NO. OF APPLICATIONS				NO. OF APPEALS-1				NO. OF APPEALS-2				Over due
	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	RECEIVED	DISPOSED	APPROVED	REJECTED	
REVENUE	35580592	34976791	32558752	2418050	863	782	437	345	91	25	9	16	5547
HOME	2733888	2694433	2642797	51612	14	5	1	4	0	0	0	0	2341
TRANSPORT	11384530	11278793	11011966	266823	7	3	1	2	0	0	0	0	968
EDUCATION	419000	408585	387466	21119	45	29	7	22	3	3	0	3	610
RDPR	2210371	2174375	2125223	49099	73	59	36	23	5	4	2	2	546
FOREST, ECOLOGY AND ENVIRONMENT	2367	1796	1453	343	0	0	0	0	0	0	0	0	213
URBAN	2318370	2302322	2198082	104240	52	36	34	2	3	2	2	0	165
HEALTH AND FAMILY WELFARE	667699	665916	658825	7091	0	0	0	0	0	0	0	0	114
LABOUR	442103	436915	429913	7002	0	0	0	0	0	0	0	0	68
COMMERCE AND INDUSTRIES	103712	102916	98684	4232	1	0	0	0	0	0	0	0	56
FOOD AND CIVIL SUPPLIES	3025874	3025722	2989297	36425	2	2	2	0	1	1	0	1	31
WOMEN AND CHILD WELFARE	530353	526091	525561	530	0	0	0	0	0	0	0	0	30
DPAR	1110	1095	1095	0	0	0	0	0	0	0	0	0	14
COMMERCIAL TAXES DEPARTMENT	4487921	4479799	3945237	534566	5	5	2	3	0	0	0	0	5
CO-OPERATION DEPARTMENT	21270	19455	18820	635	0	0	0	0	0	0	0	0	5
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	4717	3466	3157	309	0	0	0	0	0	0	0	0	3
DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	195	192	189	3	0	0	0	0	0	0	0	0	3
HOUSING DEPARTMENT	7222	7187	7049	138	0	0	0	0	0	0	0	0	2
KANNADA, CULTURE AND INFORMATION DEPARTMENT	2172	2168	1383	785	0	0	0	0	0	0	0	0	1
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	952	947	888	59	0	0	0	0	0	0	0	0	1
HORTICULTURE DEPARTMENT	17782	17384	17040	344	0	0	0	0	0	0	0	0	1
WATER RESOURCES	0	0	0	0	0	0	0	0	0	0	0	0	0
	63962200	63126348	59622877	3503405	1062	921	520	401	103	35	13	22	10724

Records shown above as on 30/11/2014 12:00:00

CHAPTER 2C: DEPARTMENT/INSTITUTION WISE OVERDUE

S.N	DEPARTMENT	TOTAL NO. OF SAKALA RECIEPTS	TOTAL NO. OF SAKALA DISPOSALS	OVERDUE
1	REVENUE DEPARTMENT	30871969	30284380	3578
2	HOME DEPARTMENT	2726015	2686560	2341
3	SURVEY AND SETTELMENT COMMISSIONER	1033402	1017893	1456
4	TRANSPORT DEPARTMENT	8107243	8001920	916
5	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2210371	2174375	546
6	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3675221	3674518	513
7	DEPARTMENT OF PUBLIC INSTRUCTION	170030	160579	430
8	KARNATAKA STATE POLLUTION CONTROL BOARD	2367	1796	213
9	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	2011	1905	99
10	HEALTH AND FAMILY WELFARE DEPARTMENT	639160	637650	82
11	LABOUR DEPARTMENT	411644	408251	58
12	COMMERCE AND INDUSTRIES DEPARTMENT	103712	102916	56
13	TRANSPORT CORPORATIONS(KSRTC)	1429281	1429004	52
14	CITY MUNICIPAL COUNCIL	845419	839543	51
15	PRE-UNIVERSITY BOARD	121056	121012	44
16	TOWN MUNICIPAL COUNCIL	609641	606023	35
17	HIGHER EDUCATION-COLLEGIATE EDUCATION	13636	13561	32
18	DRUGS CONTROL DEPARTMENT	26482	26218	31
19	FOOD AND CIVIL SUPPLIES DEPARTMENT	3025874	3025722	31
20	WOMEN AND CHILD WELFARE DEPARTMENT	195326	194879	29
21	TOWN PANCHAYAT	213509	212309	25
22	BRUHAT BANGALORE MAHANAGARA PALIKE	253826	252173	18
23	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	22236	22007	17
24	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	1110	1095	14
25	CITY CORPORATION (Other than BBMP)	368714	365294	13
26	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	25729	24166	9
27	BANGALORE DEVELOPMENT AUTHORITY	5025	4973	6
28	COMMERCIAL TAXES DEPARTMENT	4487849	4479737	5
29	AGRICULTURAL MARKETING DEPARTMENT	9610	8363	4
30	PUBLIC LIBRARIES DEPARTMENT	22272	22214	4
31	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	195	192	3
32	FISHERIES DEPARTMENT	4717	3466	3
33	KARNATAKA HOUSING BOARD	6699	6675	2
34	SERICULTURE DEPARTMENT	17782	17384	1
35	INFORMATION DEPARTMENT	339	338	1
36	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	952	947	1
37	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	335027	331212	1
38	REGISTRAR OF CO-OPERATIVE SOCIETIES	11583	11015	1
39	UNIVERSITY EXAMINATION SECTION	77765	77100	1
40	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	4730	4498	1
41	AYUSH DEPARTMENT	2057	2048	1
Total				10724

Records shown above as on 30/11/2014 12:00:00

CHAPTER 2D: DELAYED DISPOSAL TRENDS FOR NOVEMBER-14: DISTRICT WISE

S.N	District Name	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-15 Days	16 30 Days	More than 30 Days	Total (B)	% of delays for Nov 2014 (B/A)
1	Dakshina Kannada	73573	3551	311	76	71	50	4059	5.52%
2	Bengaluru Rural	39928	1470	146	97	99	69	1881	4.71%
3	Bengaluru	321721	8382	2464	867	312	324	12349	3.84%
4	Chikkamagaluru	49370	1280	114	73	57	4	1528	3.09%
5	Bidar	57537	1346	213	115	31	7	1712	2.98%
6	Belagavi	140854	2695	523	172	114	76	3580	2.54%
7	Ballari	81193	1652	129	55	27	13	1876	2.31%
8	Raichur	56186	1056	75	64	38	16	1249	2.22%
9	Ramanagara	39414	679	95	36	15	15	840	2.13%
10	Vijayapura	75506	1334	122	50	24	20	1550	2.05%
11	Hassan	77108	1176	90	35	53	0	1354	1.76%
12	Mandya	72693	784	127	71	95	88	1165	1.60%
13	Mysuru	101166	866	235	165	166	130	1562	1.54%
14	Chamarajanagar	34284	182	229	23	35	2	471	1.37%
15	Kalaburagi	70665	738	54	31	36	27	886	1.25%
16	Dharwad	59060	418	152	90	19	8	687	1.16%
17	Chitradurga	57297	572	42	10	7	7	638	1.11%
18	Kodagu	17129	143	10	18	16	3	190	1.11%
19	Haveri	55311	448	41	25	50	16	580	1.05%
20	Yadgir	30013	246	21	12	11	10	300	1.00%
21	Kolar	69297	503	30	31	37	42	643	0.93%
22	Shivamogga	67345	382	91	77	35	17	602	0.89%
23	Gadag	38478	234	25	18	4	12	293	0.76%
24	Koppal	45650	291	12	15	9	5	332	0.73%
25	Davanagere	66660	417	34	8	3	4	466	0.70%
26	Bagalkot	63207	395	25	8	8	4	440	0.70%
27	Uttara Kannada	51354	134	60	46	46	13	299	0.58%
28	Udupi	44822	212	17	8	10	11	258	0.58%
29	Tumakuru	132528	580	113	23	23	7	746	0.56%
30	Chikkaballapura	63614	110	13	38	16	9	186	0.29%
	Total	2152963	32276	5613	2357	1467	1009	42722	1.98%

Records shown above as on 30/11/2014 12:00:00

Notes:

5 districts of Dakshina Kannada, Bengaluru Rural, Bengaluru (U), Chikkamagaluru, and Bidar are major contributors to the State delayed disposal rate of 1.98%. **Delayed disposal rate has increased from 1.49% in October to 1.98% in this month.** The respective district administration must concentrate on keeping the delayed disposal rates to minimum.

CHAPTER 2E: DELAYED DISPOSAL TRENDS FOR NOVEMBER -14: DEPARTMENT WISE

S.N	Main Department	No. of disposals during the Month (A)	1-3 Days	4-7 Days	8-14 Days	15-30 Days	More than 30 Days	Total (B)	% of delays for Nov 2014 (B/A)
1	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	206	6	6	13	18	25	68	33.01%
2	KANNADA, CULTURE AND INFORMATION DEPARTMENT	185	15	11	0	0	0	26	14.05%
3	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	20	0	1	1	0	0	2	10.00%
4	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	447	27	9	0	3	1	40	8.95%
5	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	12	0	0	1	0	0	1	8.33%
6	HOME DEPARTMENT	86092	4783	1011	662	281	243	6980	8.11%
7	HORTICULTURE DEPARTMENT	276	17	2	3	0	0	22	7.97%
8	EDUCATION DEPARTMENT	21254	489	173	82	53	10	807	3.80%
9	CO-OPERATION DEPARTMENT	1628	31	14	5	0	0	50	3.07%
10	URBAN DEVELOPMENT	68996	1431	238	37	16	5	1727	2.50%
11	HOUSING DEPARTMENT	123	3	0	0	0	0	3	2.44%
12	REVENUE DEPARTMENT	1091851	18316	3018	1133	903	573	23943	2.19%
13	RURAL DEVELOPMENT AND PANCHAYAT RAJ	164400	2560	187	125	61	39	2972	1.81%
14	TRANSPORT DEPARTMENT	434840	4147	832	247	119	94	5439	1.25%
15	LABOUR DEPARTMENT	12852	71	15	9	3	0	98	0.76%
16	HEALTH AND FAMILY WELFARE	31510	153	24	18	5	17	217	0.69%
17	WOMEN AND CHILD WELFARE	33949	128	57	16	2	1	204	0.60%
18	COMMERCE AND INDUSTRIES DEPARTMENT	6103	12	0	0	0	0	12	0.20%
19	FOOD AND CIVIL SUPPLIES	46284	36	8	2	1	0	47	0.10%
20	COMMERCIAL TAXES DEPARTMENT	151918	51	7	3	2	1	64	0.04%
	Total	2152963	32276	5613	2357	1467	1009	42722	1.98%

Records shown above as on 30/11/2014 12:00:00

Notes: The rate of delayed disposals in Nov -14 for the State is 1.98%.

Most of the delayed disposals fall in the category of 1-3 days delay. This accounts to almost 75% of total delayed disposals. Revenue department with 23,943 delayed disposals specially relating to "All types of Income and caste certificate" service contribute to 56% of delayed disposals. This impacts the State average. Suitable work studies leading to Government Process Re-engineering can result in considerable reduction in the number of delayed disposal cases.

CHAPTER 2F: REPORT OF REJECTIONS FOR NOVEMBER 14: DISTRICT WISE

S.N.	District Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) Nov-14
1	Chikkamagaluru	52981	49370	8058	16.32
2	Bidar	59613	57537	6078	10.56
3	Chikkaballapura	67343	63614	4903	7.71
4	Vijayapura	75973	75506	5615	7.44
5	Shivamogga	71249	67345	4752	7.06
6	Raichur	58376	56186	3926	6.99
7	Davanagere	68507	66660	4314	6.47
8	Mandya	69228	72693	4706	6.47
9	Bengaluru	329030	321713	19209	5.97
10	Chitradurga	61807	57297	3273	5.71
11	Belagavi	149125	140854	7939	5.64
12	Ramanagara	40044	39414	2080	5.28
13	Bengaluru Rural	40378	39928	2014	5.04
14	Yadgir	30880	30013	1503	5.01
15	Haveri	61914	55311	2757	4.98
16	Hassan	80285	77108	3807	4.94
17	Koppal	48686	45650	2234	4.89
18	Kalaburagi	75581	70665	3321	4.7
19	Chamarajanagar	35118	34284	1588	4.63
20	Kolar	69461	69297	3075	4.44
21	Mysuru	103431	101166	4356	4.31
22	Tumakuru	130900	132528	5698	4.3
23	Dharwad	60381	59060	2371	4.01
24	Bagalkot	63967	63207	2519	3.99
25	Kodagu	17345	17129	683	3.99
26	Dakshina Kannada	74508	73573	2706	3.68
27	Ballari	100992	81193	2961	3.65
28	Gadag	41379	38478	1351	3.51
29	Uttara Kannada	54890	51354	1718	3.35
30	Udupi	43829	44822	1300	2.9
	Total	2237201	2152963	120815	5.61

Records shown above as on 30/11/2014 12:00:00

Notes: 11 districts (S.N 1 to 11 in the above table) have rejection rates greater than State's average of 5.61% for November-14. **The rejection rate in October was 5.97%.** The respective District administration should probe, analyze and check reasons for rejections. Services of Providing Employment to unskilled Labours (MGNREGS) (6,696 received and 5,584 rejected- 83% rejection rate) and all types of Caste Certificate (5,447 received and 486 rejected- 9% rejection rate) are the most effected in the district of Chikkamagaluru.

CHAPTER 2G: REPORT OF REJECTIONS FOR NOVEMBER -14: DEPARTMENT WISE

S.N	Department Name	Total Receipts	Total Disposals	Total Rejections	Rejection Rate(%age) Nov-14
1	KANNADA AND CULTURE	132	144	64	44.44
2	KARNATAKA STATE POLLUTION CONTROL BOARD	251	206	61	29.61
3	DEPARTMENT OF PUBLIC INSTRUCTION	11049	12601	2423	19.23
4	AGRICULTURAL MARKETING DEPARTMENT	409	381	54	14.17
5	COMMERCE AND INDUSTRIES DEPARTMENT	6055	6103	577	9.45
6	REVENUE DEPARTMENT	958286	872227	80814	9.27
7	CITY MUNICIPAL COUNCIL	24876	24627	1951	7.92
8	COMMERCIAL TAXES DEPARTMENT	151408	151857	9613	6.33
9	CITY CORPORATION (Other than BBMP)	14054	14045	735	5.23
10	BANGALORE DEVELOPMENT AUTHORITY	54	39	2	5.13
11	RDPR	168439	164400	8378	5.1
12	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	924	717	36	5.02
13	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	71	61	3	4.92
14	TOWN MUNICIPAL COUNCIL	18067	18347	808	4.4
15	TOWN PANCHAYAT	5613	5633	172	3.05
16	TRANSPORT DEPARTMENT	390488	393622	9782	2.49
17	UNIVERSITY EXAMINATION SECTION	5308	5236	115	2.2
18	DRUGS CONTROL DEPARTMENT	827	801	17	2.12
19	HIGHER EDUCATION-COLLEGIATE EDUCATION	337	472	10	2.12
20	HOME DEPARTMENT	85803	85971	1716	2
21	BRUHAT BANGALORE MAHANAGARA PALIKE	5951	5556	99	1.78
22	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	154476	156738	2294	1.46
23	HEALTH AND FAMILY WELFARE DEPARTMENT	30196	30402	319	1.05
24	REGISTRAR OF CO-OPERATIVE SOCIETIES	1320	1245	13	1.04
25	FOOD AND CIVIL SUPPLIES DEPARTMENT	46371	46284	456	0.99
26	FIRE SERVICES DEPARTMENT	112	112	1	0.89
27	SERICULTURE DEPARTMENT	517	276	2	0.72
28	LABOUR DEPARTMENT	13477	11931	63	0.53
29	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	187	204	1	0.49
30	FISHERIES DEPARTMENT	1058	447	2	0.45
31	SURVEY AND SETTLEMENT COMMISSIONER	64454	62887	200	0.32
32	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	873	749	1	0.13
33	WOMEN AND CHILD WELFARE DEPARTMENT	18096	17893	17	0.1
34	PUBLIC LIBRARIES DEPARTMENT	1899	2580	1	0.04
35	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	14970	16056	7	0.04
36	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	13916	14318	4	0.03
37	TRANSPORT CORPORATIONS(KSRTC)	16967	17657	4	0.02
Total				120815	5.61

Records shown above as on 30/11/2014 12:00:00

Notes: The rejection rate for the State is 5.61%. Rejection rate for October -14 was 5.97%. The rejection rate for the State has decreased as compared to previous month. Service of “Sponsored Programme (Sponsoring Artist Groups)” (112 received and 87 rejected) is the only service which is affecting the rejection rates of the Kannada and Culture department. HODs have to ensure that applications are being rejected by citing correct and logical reasons as per rules.

CHAPTER 2H: OFFICES WITH MORE THAN 7 DEFAULTS FOR NOVEMBER- 14: DISTRICT WISE

S.N	District	Designated Offices with 7 or more defaults (Sep-14)	Designated Offices with 7 or more defaults (Oct-14)	Designated Offices with 7 or more defaults (Nov-14)
1	Bengaluru	113	107	121
2	Hassan	35	30	49
3	Ballari	33	22	38
4	Belagavi	46	26	38
5	Mysuru	46	29	38
6	Bidar	38	20	37
7	Raichur	52	36	36
8	Bengaluru Rural	32	27	32
9	Vijayapura	43	32	32
10	Mandya	44	24	29
11	Kalaburagi	37	27	28
12	Chikkamagaluru	24	23	26
13	Shivamogga	24	12	26
14	Tumakuru	18	16	26
15	Ramanagara	20	13	24
16	Dakshina Kannada	28	20	23
17	Haveri	14	14	23
18	Gadag	15	10	21
19	Chitradurga	20	18	20
20	Davanagere	27	11	19
21	Kolar	12	15	19
22	Dharwad	10	9	18
23	Yadgir	21	10	14
24	Koppal	11	9	12
25	Bagalkot	31	8	10
26	Kodagu	10	8	10
27	Chamarajanagar	4	3	7
28	Udupi	13	15	6
29	Chikkaballapura	6	4	4
30	Uttara Kannada	2	4	2
	Total	829	602	788

Records shown above as on 30/11/2014 12:00:00

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

CHAPTER 2I: OFFICES WITH MORE THAN 7 DEFAULTS FOR NOVEMBER- 14: DEPARTMENT WISE

S.N	Department	Department/ sub department	Designated Offices with 7 or more defaults (Oct-14)	Designated Offices with 7 or more defaults (Nov-14)
1	REVENUE DEPARTMENT	REVENUE DEPARTMENT	247	333
		SURVEY AND SETTLEMENT COMMISSIONER	42	42
		INSPECTOR GENERAL OF REGISTRATION AND STAMPS	41	47
2	HOME DEPARTMENT	HOME DEPARTMENT	66	88
3	RDPR	RDPR	77	115
4	URBAN DEVELOPMENT DEPARTMENT	BRUHAT BANGALORE MAHANAGARA PALIKE	11	9
		CITY CORPORATION (Other than BBMP)	3	4
		BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	2
		BANGALORE DEVELOPMENT AUTHORITY	0	1
		TOWN MUNICIPAL COUNCIL	13	17
		CITY MUNICIPAL COUNCIL	5	6
5	FINANCE DEPARTMENT	TOWN PANCHAYAT	6	7
		COMMERCIAL TAXES DEPARTMENT	0	2
6	EDUCATION DEPARTMENT	DEPARTMENT OF PUBLIC INSTRUCTION	33	40
		UNIVERSITY EXAMINATION SECTION	1	0
		COLLEGIATE EDUCATION	0	2
7	TRANSPORT DEPARTMENT	TRANSPORT DEPARTMENT	32	35
		KSRTC	2	3
		NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	1	2
8	CO-OPERATION DEPARTMENT	REGISTRAR OF CO OPERATIVE SOCIETIES	1	2
9	LABOUR DEPARTMENT	LABOUR DEPARTMENT	3	4
		DEPARTMENT OF FACTORIES, BOILERS, INDUSTRIAL SAFETY AND HEALTH	0	1
10	HEALTH AND FAMILY WELFARE DEPARTMENT	HEALTH AND FAMILY WELFARE DEPARTMENT	5	9
	COMMERCE AND INDUSTRIES	COMMERCE AND INDUSTRIES	4	1
11	WOMEN AND CHILD WELFARE DEPARTMENT	WOMEN AND CHILD WELFARE DEPARTMENT	3	5
		EMPOWERMENT OF DIFFERENTLY ABLED & SENIOR CITIZEN	0	1
12	KARNATAKA STATE POLLUTION CONTROL BOARD	KARNATAKA STATE POLLUTION CONTROL BOARD	3	3
13	FOOD AND CIVIL SUPPLIES	FOOD AND CIVIL SUPPLIES	2	2
14	DRUGS CONTROL DEPARTMENT	DRUGS CONTROL DEPARTMENT	0	1
15	HORTICULTURE	SERICULTURE DEPARTMENT	0	1
16	FISHERIES	FISHERIES	0	1
17	KANNADA & CULTURE	KANNADA & CULTURE	0	1
18	PUBLIC LIBRARY	PUBLIC LIBRARY	0	1
Total			602	788

Records shown above as on 30/11/2014 12:00:00

Notes:

Revenue department has 333 field offices with more than 7 defaults. This along with IGR and Survey Settlement Commissioner with 47 and 42 offices respectively sums up to 422 defaulting offices. This constitutes 53% of the total defaulting offices State wide.

CHAPTER 2J: ZERO DEFAULTING OFFICES (at the end of November-14)

S.N	Department Name	Zero Default Offices Count
1	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	2080
2	HEALTH AND FAMILY WELFARE DEPARTMENT	487
3	HOME DEPARTMENT	362
4	PUBLIC LIBRARIES DEPARTMENT	147
5	DEPARTMENT OF PUBLIC INSTRUCTION	105
6	AYUSH DEPARTMENT	104
7	AGRICULTURAL MARKETING DEPARTMENT	99
8	LABOUR DEPARTMENT	96
9	FISHERIES DEPARTMENT	78
10	SERICULTURE DEPARTMENT	74
11	HIGHER EDUCATION-COLLEGIATE EDUCATION	59
12	FIRE SERVICES DEPARTMENT	52
13	WOMEN AND CHILD WELFARE DEPARTMENT	49
14	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	45
15	FOOD AND CIVIL SUPPLIES DEPARTMENT	39
16	UNIVERSITY POST GRADUATION SECTION	39
17	TRANSPORT CORPORATIONS(KSRTC)	37
18	REGISTRAR OF CO-OPERATIVE SOCIETIES	35
19	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	29
20	REVENUE DEPARTMENT	26
21	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	19
22	KARNATAKA HOUSING BOARD	17
23	SURVEY AND SETTLEMENT COMMISSIONER	16
24	KARNATAKA GOVERNMENT INSURANCE DEPARTMENT(Directorate)	10
25	BRUHAT BANGALORE MAHANAGARA PALIKE	9
26	DEPARTMENT FOR EMPOWERMENT OF DIFFERENTLY ABLED AND SENIOR CITIZEN	9
27	CITY CORPORATION (Other than BBMP)	9
28	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9
29	COMMERCIAL TAXES DEPARTMENT	8
30	KARNATAKA STATE WAREHOUSING CORPORATION	8

S.N	Department Name	Zero Default Offices Count
31	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	7
32	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	6
33	BANGALORE METROPOLITAN TRANSPORT CORPORATION	5
34	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	4
35	DRUGS CONTROL DEPARTMENT	4
36	COMMERCE AND INDUSTRIES DEPARTMENT	4
37	KARNATAKA STATE POLLUTION CONTROL BOARD	4
38	UNIVERSITY ACADEMIC SECTION	4
39	UNIVERSITY CONSTITUENT COLLEGES	4
40	UNIVERSITY FINANCE SECTION	4
41	BANGALORE DEVELOPMENT AUTHORITY	3
42	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	3
43	UNIVERSITY EXAMINATION SECTION	3
44	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	2
45	KANNADA AND CULTURE	2
46	DEPARTMENT OF ARCHIVES	1
47	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1
48	EXCISE DEPARTMENT	1
49	CITY MUNICIPAL COUNCIL	1
50	TOWN MUNICIPAL COUNCIL	1
51	KARNATAKA SLUM DEVELOPMENT BOARD	1
52	TECHNICAL EDUCATION DEPARTMENT	1
	Total	4222

Records shown above as on 30/11/2014 12:00:00

Notes:

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

CHAPTER 2K: DISTRICT IT CONSULTANT'S RANKING

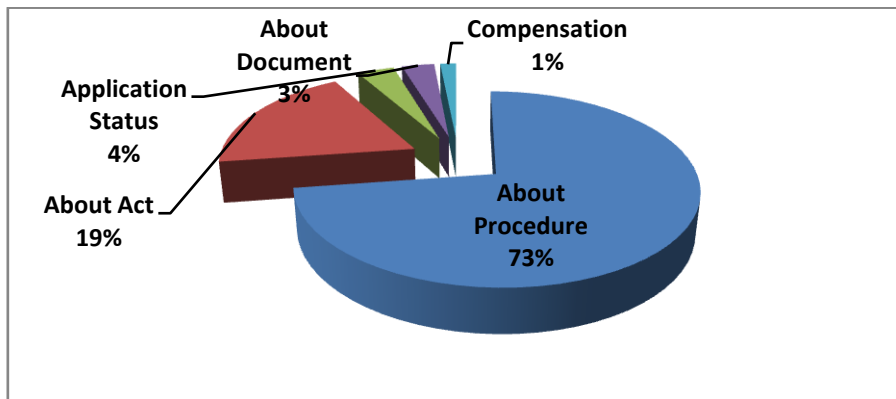
S.N	District	District Rank	Complaints				Cybercafe		Helpdesk				Citizen Feedback		Rank s Total	Final Rank
			Sakala Complaints Resolved %	Rank	Non-Sakala Complaints Resolved %	Rank	MO U Signed	Rank	Operational %	Rank	feedback collect ed %	Rank	Collected	Rank		
1	Gadag	5	89.66	19	93.81	12	150	1	90.91	2	92.41	1	55	9	49	1
2	Chikkaballapura	1	7.69	23	100.00	1	51	11	100.00	1	28.08	10	42	12	59	2
3	Hassan	6	97.14	8	89.36	14	110	2	33.33	12	66.05	3	35	15	60	3
4	Tumakuru	2	98.65	5	96.15	10	17	20	42.86	9	74.02	2	40	13	61	4
5	Haveri	8	96.88	9	91.84	13	32	16	58.33	7	91.83	1	55	9	63	5
6	Shivamogga	4	96.52	10	99.02	2	34	15	40.00	10	40.01	5	30	17	63	5
7	Bidar	25	100.00	1	100.00	1	57	9	0.00	16	47.76	4	45	12	68	6
8	Vijayapura	19	88.89	20	100.00	1	56	10	60.00	6	31.18	7	40	13	76	7
9	Dakshina Kannada	23	99.03	4	100.00	1	30	17	0.00	16	21.00	14	65	7	82	8
10	Ramanagara	14	98.37	6	97.89	6	8	23	100.00	1	6.88	21	45	12	83	9
11	Bengaluru Rural	12	95.68	13	98.57	3	23	19	80.00	4	20.27	15	0	18	84	10
12	Chamarajanagar	21	99.38	2	98.57	3	32	16	37.50	11	3.83	23	60	8	84	10
13	Koppal	11	75.00	22	54.99	17	60	8	66.67	5	4.70	22	90	1	86	11
14	Mandya	17	92.50	16	97.14	8	46	13	33.33	12	24.43	11	52	10	87	12
15	Bagalkot	18	96.39	11	100.00	1	47	12	0.00	16	23.43	12	0	18	88	13
16	Davanagere	16	94.85	15	27.46	18	92	4	87.50	3	18.24	18	36	14	88	13
17	Kodagu	22	100.00	1	98.00	5	23	19	0.00	16	30.27	8	0	18	89	14
18	Kolar	3	0.00	24	0.00	19	108	3	0.00	16	33.27	6	0	18	89	14
19	Uttara Kannada	9	95.56	14	96.88	9	26	18	50.00	8	18.69	17	32	16	91	15
20	Dharwad	24	90.50	18	94.12	11	68	7	0.00	16	21.55	13	75	5	94	16
21	Belagavi	29	92.47	17	100.00	1	90	5	0.00	16	11.63	20	65	7	95	17
22	Mysuru	20	96.32	12	98.29	4	32	16	0.00	16	20.04	16	42	12	96	18
23	Raichur	30	100.00	1	100.00	1	5	24	0.00	16	0.00	24	85	2	98	19
24	Ballari	15	0.00	24	0.00	19	11	22	16.67	15	31.20	7	80	3	105	20
25	Bengaluru(U)	28	97.28	7	97.76	7	0	25	0.00	16	24.28	11	46	11	105	20
26	Yadgir	26	99.09	3	61.18	16	17	20	0.00	16	17.31	19	70	6	106	21
27	Udupi	7	0.00	24	0.00	19	82	6	18.18	14	11.70	20	0	18	108	22
28	Chikkamagaluru	10	87.95	21	79.85	15	12	21	20.00	13	21.56	13	0	18	111	23
29	Chitradurga	13	0.00	24	0.00	19	26	18	0.00	16	28.57	9	0	18	117	24
30	Kalaburagi	27	0.00	24	0.00	19	39	14	0.00	16	0.00	24	0	18	142	25
Total							1384						1305			

Records shown above as on 30/11/2014 12:00:00

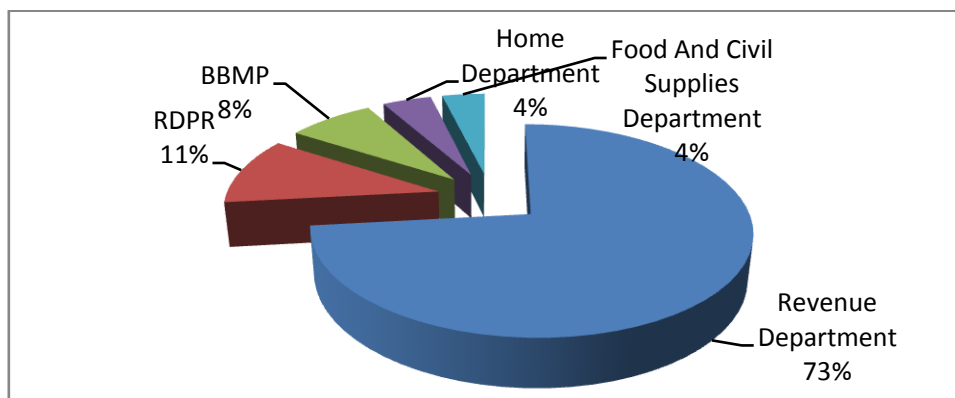
3. CALL CENTRE REPORT

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

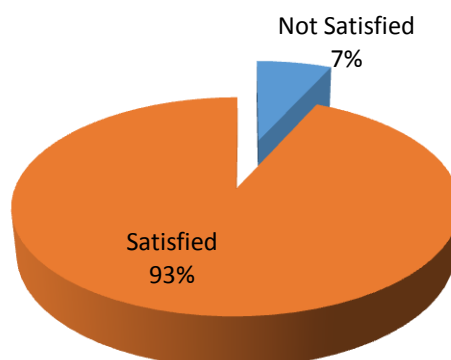
Helpline's contribution has been good in creating awareness about the Act. Enquiries about the Act & queries about procedure together constitute 92% of the calls received.



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



Feedback Status- November 2014



CHAPTER 3A: CALLS RECEIVED - DISTRICT WISE

S.N.	District	Calls received Count- Oct 2014	Calls received Count- Nov 2014
1	Bengaluru	30055	26806
2	Bagalkot	6740	5874
3	Davanagere	1236	1093
4	Belgaum	1056	947
5	Ballari	661	587
6	Vijayapura	623	561
7	Bengaluru Rural	524	483
8	Chitradurga	519	488
9	Kalaburagi	468	437
10	Mysuru	439	391
11	Raichur	423	384
12	Chikkaballapura	400	356
13	Tumakuru	371	354
14	Dakshina Kannada	363	342
15	Bidar	352	320
16	Mandya	323	295
17	Gadag	314	278
18	Hassan	296	263
19	Koppal	274	248
20	Haveri	273	245
21	Kolar	272	248
22	Shivamogga	269	246
23	Ramanagara	242	230
24	Chamarajanagar	232	211
25	Chikkamagaluru	203	179
26	Dharwad	194	176
27	Uttara Kannada	153	143
28	Udupi	111	97
29	Kodagu	74	74
30	Yadgiri	56	51
	Grand Total	47516	42407

Records shown above as on 30/11/2014 12:00:00

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

CHAPTER 3B: CALLS RECEIVED - DEPARTMENT WISE

S.N	Department/ Institution	Calls received - Nov 2014
1	Revenue Department	24538
2	Transport Department	3745
3	BBMP	2773
4	Rural Development & Panchayat Raj Department	2695
5	Food & Civil Supplies Department	2021
6	Women & Child Welfare Department	1051
7	Education Department	938
8	Home Department	720
9	BWSSB	587
10	Transport Corporation (KSRTC / BMTTC)	455
11	Health & Family Welfare	359
12	Labour Department	353
13	City Municipal Council	332
14	Commercial Taxes Department	265
15	Town Panchayath	212
16	University academic section	174
17	Town Municipal Council	167
18	City Corporation (Other than BBMP)	125
19	University finance section	125
20	University of Post Graduation section	117
21	University constituent colleges	116
22	Ayush Department	106
23	ESI - Employees State Insurance Corporation	79
24	University examination section	75
25	Pre University Board	53
26	Department of Factories & Boilers & Industrial Safety & Health	51
27	Urban Development	42
28	Drugs Control Department.	22
29	Agriculture Department	20
30	Municipal Corporations / CMC / TMC / Town Panchayat	20
31	Karnataka Housing Board	18
32	Department of Personnel & Administrative Reforms	9
33	Fisheries Department	9
34	Forest Department	9
35	Public Works, Ports & Inland Water Transport Department	7
36	Kannada Culture & information Department	5
37	Department Of Public Instruction	4
38	Medical Education	4
39	BDA	3
40	Higher Education - Collegiate Education	1
41	PWD	1
42	Tourism	1
	Grand Total	42407

Records shown above as on 30/11/2014 12:00:00

Notes:

63% of calls received for Revenue department were enquiries about procedure to apply for a service. 2938 calls out of 3745 calls received for transport department were enquiries about the services offered by transport department that are covered in the Act.

CHAPTER 3C: STATUS OF COMPLAINTS (at the end of November-14)

S. N	Submission Mode	Type	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	EJS	NON-SAKALA	7096	1585	791	2376	583	4137
2	Janagraha	NON-SAKALA	3815	1571	51	1622	0	2193
3	CM Janata Darshan	NON-SAKALA	4444	2280	658	2938	0	1506
4	Online	SAKALA	1129	526	207	733	68	328
5	Online	NON-SAKALA	475	117	20	137	90	248
6	Call Center	SAKALA	4195	3897	74	3971	90	134
7	Call Center	NON-SAKALA	2926	2786	23	2809	12	102
8	Janagraha	SAKALA	78	6	0	6	0	72
9	E-Mail	NON-SAKALA	452	442	9	451	0	1
10	E-Mail	SAKALA	221	213	8	221	0	0
		Total	24831	13423	1841	15264	843	8721

		Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
Sakala		5623	4642	289	4931	158	534
Non Sakala		19208	8781	1552	10333	685	8187

Records shown above as on 30/11/2014 12:00:00

Notes:

Out of 5,623 complaints received for Sakala, 4,642 have been resolved and 289 have been rejected amounting to disposal of 4,931 complaints showing 87% closure rate. 158 complaints are in the process of getting disposed and 534 complaints are overdue. Call centre is closely following up with complaints related to Sakala.

Out of 19,208 complaints received for Non Sakala, 8,781 have been resolved and 1,552 have been rejected amounting to disposal of 10,333 complaints showing 53% closure rate. 685 complaints are in the process of getting disposed and 8,187 are overdue. 1,506 complaints received in the category of CM Janatha Darshan are overdue.

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

CHAPTER 3D: COMPENSATION CLAIMED STATUS

S.N	Department Name	No Appeals	Compensation
1	REVENUE DEPARTMENT	451	58260
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	38	4040
3	SURVEY AND SETTLEMENT COMMISSIONER	29	2040
4	DEPARTMENT OF PUBLIC INSTRUCTION	27	5120
5	BRUHAT BANGALORE MAHANAGARA PALIKE	19	1820
6	HOME DEPARTMENT	4	380
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TRANSPORT DEPARTMENT	2	640
9	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
10	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	60
11	CITY MUNICIPAL COUNCIL	1	320
	TOTAL	576	72960

Records shown above as on 30/11/2014 12:00:00

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

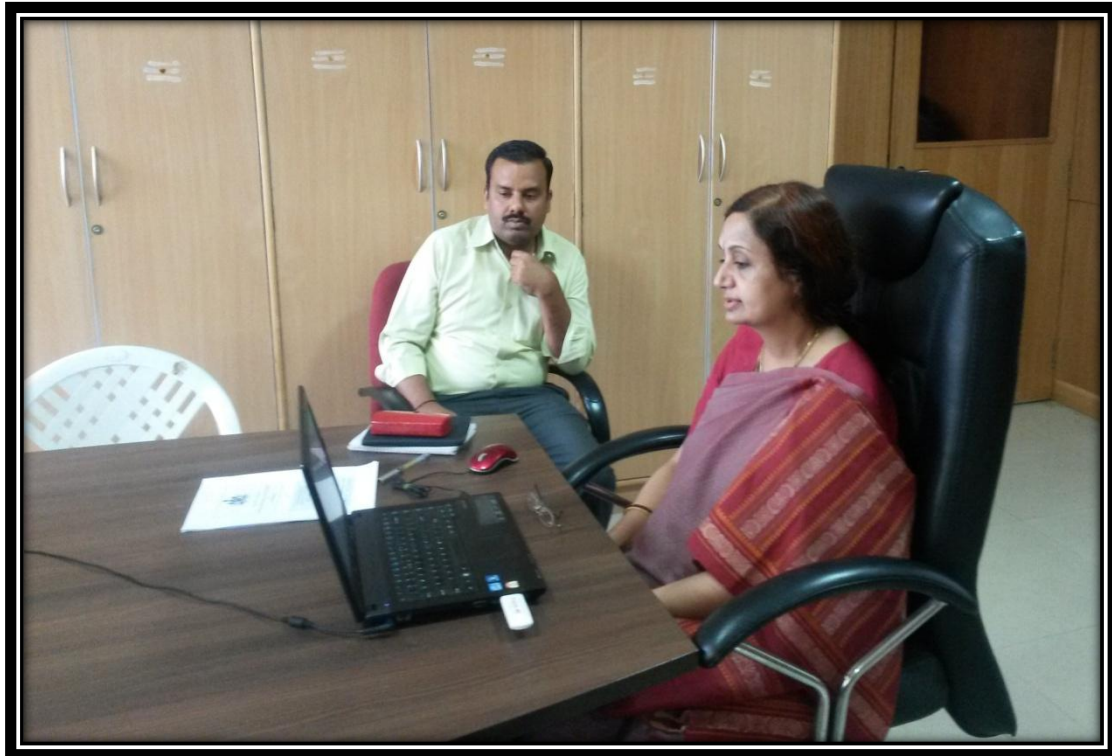
CHAPTER 3E: CITIZEN FEEDBACK

Name	District	Department	Category	Satisfied Yes/No	Remarks
Prashanth	Belagavi	General enquiry	Enquiry about Sakala Act	Yes	Citizen got to know about Sakala through TV advertisement. He called up to enquire about Sakala Act. He felt that Sakala scheme is very helpful to public to get information and services within stipulated time. He is satisfied with Sakala service.
Adityanath	Bengaluru	Home Department	NOC for passport Verification	Yes	Mr. Adityanath called up Sakala to know the procedure for passport verification. He got to know about Sakala through newspaper. He applied for service through Sakala and he got his service in stipulated time. He is happy with Sakala. He has suggested to include more services under Sakala.
Kumar	Mandya	Revenue Department	Displacement Certificate	Yes	Citizen got to know about Sakala through a friend. He had called Sakala to know about displacement certificate. He had applied through Sakala and got his service in stipulated time so citizen is happy with Sakala.
Krishna Gowda	Bengaluru	Janatha darshana	Janatha Darshana	Yes	Citizen named Mr.Krishna Gowda called Sakala helpline to know about the service delivered under Sakala. He got to know about Sakala through media advertisement. He said Sakala is a good citizen centric initiative.
Vinod Kumar Sanghi	Bengaluru	RDPR	Alteration To Assessment List	Yes	Mr.Vinod Kumar Sanghi got to know about Sakala through newspaper. He called to know the procedure to apply for alteration to assessment list. He is satisfied with Sakala.

Name	District	Department	Category	Satisfied Yes/No	Remarks
RAMESH	Bengaluru	UID	Aadhar Card	Yes	Citizen called to Sakala helpline number to ask information regarding Aadhar card. As this is not included under Sakala, he was given Aadhaar help desk number. Citizen was happy with the service provided
Hanumathappa	Koppal	Revenue Department	Project Displacement Certificate	No	Citizen named Mr.Hanumathappa called Sakala helpline to raise complaint regarding project displacement certificate. He got to know about Sakala from media. His complaint was registered & escalated to higher authority. Hence he is not satisfied.
Lakshmipathi	Chitradurga	RDPR	Animal Shed	No	Mr.Lakshmipathi had called Sakala helpline to know the status of his application. He got to know about Sakala through notice boards. He was not satisfied with the information provided by Sakala call centre.
Raghavendra	Bengaluru	BBMP	Issue related to Khata	No	Mr.Raghavendra had called Sakala helpline to know the status of his application. He got to know about Sakala through notice boards. His service is not delivered. Hence is unhappy with Sakala.
Yagrathi	Bengaluru	BBMP	Issue related to Khata	No	Mrs.Yagrathi had called Sakala helpline to know the status of her application. She got to know about Sakala through Sakala website. Her complaint was registered & escalated to higher authority. Citizen says she has not got the service yet. Hence she is not satisfied.

CHAPTER 4: EVENTS AND NEWS CLIPS

1) 03.11.2014, Bengaluru- Mission Director in a Skype video conference with civil service officers from Bangladesh accompanied by Administrative officer, Sakala Mission. These officers were attending mid career training programme, which was held in Lal Bahadur Shastri National Academy of Administration, Mussoorie.



2) 12.11.2014, Bengaluru- Officials from various departments interacting with the Mission team regarding technical aspects to make Sakala portal more effective.



3) 17.11.2014- Bengaluru-Representative from World Bank visited Karnataka to understand the Sakala initiative and its implementation. The representative witnessed the cutting edge functioning of Sakala initiative. He visited various offices delivering time bound Sakala services. He was impressed by the single window grievance management system i.e. e- Spandana.



BangaloreMirror

Karnataka shows the way - One app, access 4,281 services

By Niranjan Kaggere, Bangalore Mirror Bureau | Nov 20, 2014, 07.46 AM IST



Stung by criticism that he is not sufficiently industry-friendly, CM Siddaramaiah has fast-tracked the ambitious M-One project

Imagine this: A slum dweller checking his passport application status using his mobile phone. A bus conductor paying his electricity bill on his low-priced smartphone while issuing tickets. A school teacher checking her heart rate by swiping her finger on her mobile phone while in the classroom. Well, this is all set to become reality as Karnataka gears up to launch MobileOne (M-One), an initiative that aims to bring governance to the fingertips of the people through mobile technology.

The launch, which will be done in the presence of President Pranab Mukherjee on December 8 in Bengaluru, will catapult Karnataka's image as the first state in the country to implement m-governance.

The M-One project comes as a shot in the arm for Chief Minister Siddaramaiah who has received some bad Press for apparently 'focusing less' on industry. Desperate to build a tech-friendly image, Siddaramaiah decided to strike back at his detractors with speed and ferocity by fast-tracking the m-governance initiative that enables any mobile phone wielding

citizen to access and utilise government services on their screens.

"While all states are trying to paint themselves as a tech friendly, our CM wants to go one step ahead and show how government has taken its services to the masses using technology. He made it clear that the M-One project, which was initiated on a pilot-basis last year, be made successful and worthy of emulation," a bureaucrat in the chief minister's office (CMO) told Bangalore Mirror.

The CM's interest in the project is evident from the fact that he spent nearly three hours shooting a promotional video recently and has also given a green light to do a 3D hologram telecast of his inaugural speech in Mysuru -a la Narendra Modi's election campaign address! Detailing the technical aspects of M-One, official sources said the Karnataka government had decided to take advantage of the mobile internet penetration in the state: There are 55 million internet users on mobile phones in the state.

"All that the phone user has to do is to download the free M-One app on his device and access the government. We will be reaching out to 86 per cent of mobile internet users," the official said stating that the project would make a great difference to the public and open up more business opportunities for the industry.

"A total of 637 G2C (government to citizen) mobile services of different departments and 3,644 B2C (business to consumer) services have been enabled on the M-One platform. In a way we will become the largest government platform in the world to offer so many services," the official added.

The platform will also support multiple channels depending on the complexity of service, the official said and added: "If a citizen were to pay his electricity bill he can use any of the channels like SMS, interactive voice response (IVR), mobile web and smart client apps."

How will M-One work?

It is based on the one URL, one Short code and one App concept. In other words, a citizen can avail all the services through one access point and thereby eliminate the need to visit multiple web sites. The responsive screen has been designed to be suitable for all mobile screen sizes. The M-One platform is integrated with the central government's PayGov payment gateway and the payment modes include net banking, credit debit cards, IMPS and RuPay cash wallet. The entire platform is hosted securely on Karnataka State Data Centre and is implemented by Centre for e-Governance under the e-governance department.

Now, file FIRs from Online

Bangalore | Posted: November 15, 2014 1:32 am

Instead of going to a police station to file a complaint about a crime, people in Bangalore can now go to a mall. In its efforts to become more accessible the Bangalore police has launched a remote FIR registration system in a collaboration with IT networking giants Cisco.

The remote FIR filing system, located on a three month pilot basis at the popular Mantri Mall in west Bangalore, was inaugurated on Friday by Karnataka chief minister Siddaramaiah.

Using CISCO innovations like its telepresence technology and its Remote Expert Government Services (REGS) systems people filing complaints at the Mantri Mall will be virtually transported to a police headquarters where the complaint will be lodged after incorporating requirements as per law including digital signatures on written statements .

A complainant will be able to sign, print and scan documents virtually and can also review the complaint with an expert to ensure that the FIR filed is error free. Once filed the citizen will get a copy of the FIR as an instant acknowledgement.

The remote FIR kiosk had been promised by the Bangalore police in the wake of a series of sexual assaults that occurred in private schools in the city in recent months.

“Karnataka has been at the forefront of technology adoption for public service delivery. This kiosk will make it easy for citizens to file an FIR. It will also help improve citizen-police relationship,” chief minister Siddaramaiah said at the opening of the kiosk.

“A crime often goes unreported because citizens are worried about the hassle of going to a police station. The remote kiosk will make it easy for lodging of complaints and will help the police address crime faster and avoid unwanted paperwork,” home minister K J George said.

Apart from registering complaints, the remote kiosk at the Mantri Mall will also provide various online services already provided by the Bangalore police such as police verification certificates and police clearance certificates. Lost items can also be reported at the kiosk.

Equipped with Cisco technologies, high-definition video and high-quality audio, a touch screen, and a virtual keyboard the kiosk connect people to a designated police officer based at the Traffic Management Centre the technology headquarters of the Bangalore police.

The kiosk at the mall will be open 24×7 and will serve as the central location for FIRs related to 105 law and order police stations and 42 traffic police stations in Bangalore, police commissioner M N Reddi said. “It will provide a comfortable, confidential and safer environment for women and youth to access the police force,” he said.

The police Friday also inaugurated the centralised cell at the Traffic Management Centre which will serve as the fulcrum for directing remote FIRs to police stations of the city.

A roll out plan across the city for the remote kiosks will be created depending on the success of the pilot kiosk over the next three months the police commissioner said. As part of the inauguration of the kiosk the BCP demonstrated a live FIR registration from the remote kiosk on Friday.

Police have over the years been early adapters of technology and initially experimented with deploying palmtops to its traffic officers over a decade ago to monitor traffic violations before settling down on a Blackberry system for it e-challan services. The police also have in place an automated traffic monitoring system and a finger print identification system.

According to the police video surveillance and analytics has reduced the rate of fatal accidents in the city by 19 per cent in the last four years and accidents have over all reduced by 30 per cent.

Times of Bengaluru

Government to launch MobileOne, Offering 4281 Govt Services through an App

Bengaluru: Government is set to release their fast tracking mobile governance app, M-One (**Mobile-One**). The app will allow users to to access 637 Government-to-Citizen (G2C) mobile services across different departments and 3644 business-to-consumer (B2C) services.

The **M-One** mobile app will accumulate all the government we pages together in the app, hence a user can access all the government utilities. Integrated with the Central Government's **PayGov** payment gateway, the app will also support the payment modes including net banking, credit cards, debit cards, IMPS and RuPay cash wallet.



The **Karnatak Government** has already started distributing the press invitation for the event. With a subject line of Block the Date: 8th December, 2014, the mail mentioned **Mr. Pranab Mukherjee**, President of India will launch the app.

Last year the Karnataka Government had launched the pilot project for M-One where state citizens could use services via voice and internet platforms. The pilot project launched several essential government services like water, electricity, telephone and mobile bill payments, traffic fine payment including updates like bus routed and schedule, traffic alerts.

Earlier this year, the Karnataka Learning Partnership had launched a web app to facilitate the citizen to explore Public and Private school data of Karnataka.

