



Report Card for the Month of October 2012

The Karnataka Sakala Services Act 2011



“I am happy to note that the “Sakala” programme implemented in accordance with the Guarantee of Citizens' Services Act by the Karnataka Government has been a success”

Sri.Pranab Mukherjee – President of India

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.com

The Karnataka Guarantee of Services to Citizens Act 2011



Report Card for the month of October 2012

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MESSAGE

I am happy to announce that in the month of October the 1st rank under Sakala goes to Dakshina Kannada, 2nd rank goes to Uttara Kannada & 3rd rank goes to Udupi.

I would like to congratulate all Deputy Commissioners for their dedication and sincerity in making Sakala a grand success. I would specifically like all of you to understand how Deputy Commissioner, Bidar, has brought the district from 29th rank to 14th in one month's time!

I urge the district administration and other officials to take Sakala in all earnestness. Sakala directly benefits citizens and no stone should be left unturned in this endeavour. I advise that you spend quality time on Sakala reviews and ensure all the offices function to citizens' satisfaction. Keep the Mission informed of all defaulting officers so that we can take suitable action against them.

With the Addition of 114 more services under Sakala, taking the total to 265 services, we have reached the zenith in citizen services in the country. We were already the highest among other States even before the addition. With this addition in seven months we have a new brought out a culture of Citizen centric governance for other States and countries to follow.

The New additions are not only going to bring more transparency in governance, but also reduce public grievances, in the long run. I do hope that all Government departments would become more modern, efficient and respected, in the days to come.

JAGADISH SHETTAR
CHIEF MINISTER



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Minister for Urban Development,
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No.

05.11.2012
Date

MESSAGE

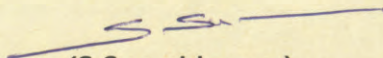
The last 7 months have witnessed a revolution of sorts in the Administration of Karnataka. 1.25 Crore satisfied citizens in a State of 1 crore households – Sakala through 151 services has probably reached every family!

Now, We are all set to provide 265 services to our citizens in a time bound manner. These services are bound to change the quality of life of our people. Services such as Registration and Transfer of Khatha under the Revenue department, Free Bus pass for the blind; Registration of Properties etc are some landmark services that every citizen will use at one time or the other.

Delegations from various countries are visiting the State for a deeper understanding on the working of Sakala. Recently a team from Afghanistan came visiting the State to understand citizen centric governance taken up by the State under Sakala. It is a matter of great pride that the Additional Mission Director of Sakala -Sri. Munish Moudgil is slated to visit Dhaka, Bangladesh on 28 & 29 Nov to guide that country in initiating similar measures.

I am happy to see that at least 2 citizens have come forward to claim compensatory cost for delay in services, while others are happier getting their services, though a bit late. I am sure, our government machinery will live up to the expectations of the citizens and improve their delivery time in the days to come.

I would be taking direct phone calls from citizens every first Wednesday of the month in Chandana TV channel between 8am -9 am. This is to empower the citizens to have direct access to govt, if our field functionaries do not respond positively!


(S.Sureshkumar)

Report 1

October Highlights:

From the Desk of the Mission Director

1. Cumulative Applications Received – 1,25,71,585 and Disposed - 1,22,35,146 in a time bound delivery mode.
2. Due to seasonal trends in citizen demands, we see a fall by **4.94 lakh applications** during the month. Simultaneously, Commercial Taxes applications went up by 50000(54%), Food & Civil supplies by 30000+(54%) and education by 1000 + applications
3. The reduction in demand is noticed in the following departments:
 - a. Revenue Department – 4.90 lakh applications (49% fall)
 - b. Transport department – 64000 applications.(24% fall)
 - c. Urban development – 9000+ applications(13% fall)
 - d. Home department – 10000 + applications (12%fall)
 - e. RDPR & Labour together down by 1000 + applications.
4. The Demand for the following services has seen a decline:

SERVICE WISE FALL IN APPLICATIONS:

Department	Service	Fall in Appl. (Nos)
Revenue	Caste Certificate	2,73,781
Revenue	Income Certificate	2,10,626
Revenue	Residency certificates	9399
Transport	Bus passes to School children	29000
Transport	Driving Licence	4700
Transport	Concession passes to Children	9000
Transport	Learners' Licence	14000
Urban	Birth/Death Certificates	4500

Department	Service	Fall in Appl. (Nos)
Urban	Khatha extract	1800
Urban	Underground drain or Addl. Water connection	1800
Home	Receipts/Disposals of Petitions	4300
Home	Passport Verifications	1000
Home	Amplified sound system	3100
Home	missing documents & mobile phone	1000

INCREASE in APPLICATIONS:

Department	Service	Increase in Appl.(No's)
Commercial Taxes	Form C Declaration	48000
Food & Civil Supplies	Modification of RC	31000

5. Dakshina Kannada stands first this month, followed by Uttara Kannada in the second place and Udupi in the third place. Tumkur, Koppal & Yadgir are the last 3 in the performance ranking.
6. Call centre Feedback information: In a random feedback taken from citizens by the call centre, out of the 130 respondents, 116 were happy and 14 were not happy with the services. That is, 90% of the citizens were happy. Delay in services was the main cause of unhappiness.
7. During the month of October, the number of complaints came down by 50% i.e. from 88 in Sept to 41 in Oct. This indicates the improvement in service delivery at the cutting edge. Bangalore followed by Davanagere, Tumkur shows a high flow of complaints during the period.

Cumulative Complaints received	Resolved	Pending resolution
362	315	41

8. Appeals: In all there are 109 cases of appeals that are received. Of these only 9 of them have claimed compensation but refused to encash after the delivery of delayed service, despite Missions provocation. This reiterates the philosophy of the Act that service delivery is more precious to the citizen than extracting compensatory cost from govt officials. Till date, there are no second appeals filed. 31 appeals are pending to be resolved.
9. The President of India, Shri Pranab Mukherjee on the occasion of inauguration of Suvarna Soudha in Belgaum, has recognized Sakala: *“Our Governance mechanisms must become citizen friendly, quick and accountable. I am happy to note that the “Sakala” programme implemented in accordance with the Guarantee of Citizens’ Services Act by the Karnataka Government has been a success”*



10. **Helpdesk:** About 112 Helpdesks have been set up and working for the benefit of citizens in various locations across the state. Only Davanagere DC has been regularly sending the progress report in prescribed format, others

need to get started to ensure that the illiterate and ignorant citizens do not get in the trap of agents and middle-men.

11. **Phone** – The Hon Law Minister has been specifically answering queries on Sakala every first Wednesday of the month between 8am to 9am. Sufficient publicity needs to be given to citizens about the same.

12. A total of 112 online forms have been uploaded in the Sakala portal for availing services from various departments. For more information please visit www.sakala.kar.nic.in > Forms.

13. Another Claim for Compensation was made during the month details as below

Name	Sri. Thayappa
Location	Yadgir Taluk, Yadgir District
Amount of Compensation Claim	Rs. 260/-
Mode of Payment	Cheque
Service	Delay in issue of Small & Marginal Farmer's certificate
Date of Payment	31 Oct 2012

As always, we have shared the feedback from Media, general public and citizens in general in this report.

Dr. Shalini Rajneesh, IAS
Mission Director – Sakala & Secretary DPAR (AR)

Report 2 A – October Statistics

Overall Ranking

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts /One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking(70 % weightage on (D) and 30% weightage on (F))
Dakshina Kannada	53059	55184	0.3	2	2652	2	1
Uttara Kannada	35318	36517	0.3	2	2522	3	2
Udupi	22996	22092	1	6	2090	7	3
Kodagu	14484	17528	1.3	9	2896	1	4
Chitradurga	28121	33714	0.1	1	1757	20	5
Haveri	27289	31640	0.4	4	1819	18	6
Chikka ballapura	22933	24903	0.7	5	1911	17	7
Davana gere	36719	45282	1.2	8	1932	14	8
Dharwad	36611	39518	1.4	11	2033	9	9
Bagalkot	32132	37670	1.1	7	1785	19	10
Shimoga	34457	30977	2.5	15	2026	11	11
Gadag	16759	21935	1.5	12	1675	22	12
Bangalore	214371	205514	4.7	19	2256	6	13
Bidar	22595	27917	1.3	9	1329	30	14
Gulbarga	43045	50998	2.1	13	1721	21	15
Hassan	41368	45697	5.1	22	2433	4	16
Bellary	48293	67030	4.5	18	1931	15	17
Kolar	33861	40165	5.7	23	2257	5	18
Belgaum	70563	80800	2.4	14	1501	29	19
Mysore	48302	65815	3.4	17	1665	23	20
Bijapur	32271	40817	3	16	1536	27	21
Rama nagara	20661	26271	6.4	26	2066	8	22
Mandya	35500	33885	5.9	24	1972	13	23
Bangalore Rural	14595	15561	4.7	19	1621	25	24
Raichur	38599	51004	6.8	27	2031	10	25
Chik magalur	17769	20790	4.9	21	1615	26	26
Chamaraja nagar	20067	24114	7.4	28	2006	12	27
Yadgir	21229	28042	8.5	29	1929	16	28
Koppal	19837	27268	6	25	1525	28	29
Tumkur	43045	50957	11.5	30	1655	24	30

Revenue department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts / One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Chitradurga	17657	23619	0.1	2	1103	11	1
Chikka ballapura	12345	14697	0.2	4	1028	12	2
Uttara Kannada	11880	13746	0	1	848	20	3
Haveri	14227	18505	0.4	5	948	18	4
Davana gere	18937	28536	1.5	7	996	15	5
Gadag	10018	15307	1.6	8	1001	14	6
Gulbarga	29591	38099	1.9	11	1183	8	7
Dakshina Kannada	7812	12239	0.1	2	390	29	7
Kodagu	5901	9238	1.9	11	1180	9	9
Bidar	13635	18977	0.6	6	802	23	10
Bagalkot	13737	19405	1.7	9	763	24	11
Dharwad	14657	18847	1.8	10	814	22	12
Hassan	26554	31391	6.3	19	1562	1	12
Shimoga	19387	16389	3.8	16	1140	10	14
Bellary	31227	50134	5.8	18	1249	6	15
Bijapur	20092	29652	3.5	15	956	17	16
Belgaum	34282	48001	3.1	13	729	26	17
Chamaraja nagar	14082	18276	8.2	23	1408	4	18
Kolar	20330	26485	8.2	23	1355	5	19
Raichur	28133	40968	8.3	25	1480	2	20
Udupi	5636	5958	3.2	14	512	28	21
Yadgir	16233	23244	9.7	27	1475	3	22
Mysore	20007	39553	5.1	17	689	27	23
Mandya	21483	19622	9.5	26	1193	7	24
Bangalore Rural	7406	8640	6.6	20	822	21	24
Koppal	11921	19858	7.5	21	917	19	26
Chik magalur	8382	11869	7.9	22	762	25	27
Rama nagara	9577	15269	10.1	28	957	16	28
Tumkur	26168	33895	15.2	30	1006	13	29
Bangalore	27894	40371	13.3	29	293	30	30

A. Core Transport

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts / One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Udupi	6101	5561	0	1	554	2	1
Dakshina Kannada	10565	10526	0.1	4	528	3	2
Haveri	4112	3855	0	1	274	12	3
Davana gere	5859	5611	0.1	4	308	8	4
Hassan	4620	4164	0.1	4	271	13	5
Gulbarga	4977	4680	0	1	199	23	6
Bagalkot	4165	3949	0.1	4	231	16	6
Tumkur	5825	5868	0.1	4	224	18	8
Chitra durga	3537	3132	0.1	4	221	19	9
Bijapur	4594	4004	0.1	4	218	20	10
Raichur	4053	3992	0.1	4	213	21	11
Kodagu	2124	1960	0.2	14	424	4	12
Kolar	2158	2078	0.1	4	143	29	13
Yadgir	1442	1314	0.1	4	131	30	14
Mysore	10752	9793	0.2	14	370	7	15
Gadag	2409	2298	0.2	14	240	15	16
Mandya	4061	4200	0.2	14	225	17	17
Rama nagara	2062	2141	0.2	14	206	22	18
Shimoga	6392	6051	0.3	22	376	6	19
Chamaraja nagar	1945	1774	0.2	14	194	25	20
Bellary	4400	4802	0.2	14	176	27	21
Chikka ballapura	2061	1758	0.2	14	171	28	22
Bangalore	60377	53848	0.6	26	635	1	23
Chik magalur	3079	2866	0.3	22	279	11	24
Dharwad	4812	4808	0.3	22	267	14	25
Uttara Kannada	5555	4967	1.8	28	396	5	26
Belgaum	13958	13278	1.1	27	296	10	27
Bangalore Rural	2691	2670	2.8	29	299	9	28
Koppal	2564	2185	0.4	25	197	24	29
Bidar	3301	3715	4.3	30	194	25	30

B. Transport Corporations

District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts /One lakh population (E)	Ranking based on GSC Receipts /One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Kodagu	236	236	0	1	47	6	1
Dakshina Kannada	398	397	0	1	19	14	2
Mysore	453	450	0	1	15	17	3
Bagalkot	223	223	0	1	12	18	4
Chitradurga	188	188	0	1	11	19	5
Chik magalur	113	113	0	1	10	20	6
Gadag	95	95	0	1	9	21	7
Bangalore Rural	89	88	0	1	9	21	7
Shimoga	103	102	0	1	6	24	9
Uttara Kannada	79	106	0	1	5	25	10
Bangalore	279	279	0	1	2	27	11
Chamaraja nagar	5	5	0	1	0	29	12
Udupi	4	4	0	1	0	29	12
Bellary	855	855	0.1	14	34	7	14
Davanagere	638	638	0.2	15	33	9	15
Mandya	568	567	0.2	15	31	10	16
Gulbarga	652	591	0.2	15	26	11	17
Koppal	756	755	0.3	18	58	5	18
Bijapur	729	728	0.3	18	34	7	19
Raichur	1667	1677	0.5	21	87	4	20
Bidar	325	326	0.3	18	19	14	21
Chikka ballapura	2237	2258	0.9	24	186	2	22
Kolar	3112	3354	1.8	25	207	1	23
Yadgir	214	215	0.5	21	19	14	24
Hassan	2634	2704	11.4	28	154	3	25
Tumkur	626	636	2.2	26	24	12	26
Haveri	140	141	0.7	23	9	21	27
Rama nagara	205	205	4.9	27	20	13	28
Belgaum	70	73	21.9	29	1	28	29
Dharwad	78	132	41.7	30	4	26	30

Commercial Taxes

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	6100	4385	0	1	305	3	1
Mysore	5445	4961	0	1	187	4	2
Udupi	2047	1434	0	1	186	5	3
Kodagu	598	576	0	1	119	9	4
Bijapur	1558	1240	0	1	74	12	5
Uttara Kannada	928	797	0	1	66	14	6
Bangalore Rural	526	388	0	1	58	17	7
Gadag	529	501	0	1	52	20	8
Bidar	661	631	0	1	38	23	9
Chitradurga	459	407	0	1	28	25	10
Kolar	397	424	0	1	26	27	11
Yadgir	237	235	0	1	21	28	12
Chamaraja nagar	188	232	0	1	18	29	13
Belgaum	8605	6334	0.1	14	183	6	14
Gulbarga	2075	1832	0.1	14	83	10	15
Bellary	3569	3138	0.3	18	142	7	16
Davanagere	2302	1901	0.3	18	121	8	17
Bagalkot	1022	1012	0.1	14	56	18	18
Haveri	1137	1061	0.2	17	75	11	18
Dharwad	8801	7433	0.6	24	488	2	20
Bangalore	89268	73948	0.9	26	939	1	21
Shimoga	1229	1104	0.4	21	72	13	22
Rama nagara	656	503	0.4	21	65	15	23
Tumkur	1017	972	0.4	21	39	22	24
Mandya	340	330	0.3	18	18	29	24
Raichur	1080	883	0.6	24	56	18	26
Koppal	503	431	0.9	26	38	23	27
Chikka ballapura	765	711	14.5	30	63	16	28
Chik magalur	477	301	1.7	29	43	21	29
Hassan	465	458	1.1	28	27	26	30

Health & Family Welfare

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts / One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	900	921	0	1	64	5	1
Dakshina Kannada	583	556	0	1	29	18	2
Kolar	1881	1939	0.2	8	125	2	3
Chitradurga	953	963	0.2	8	59	6	4
Udupi	173	167	0	1	15	25	5
Haveri	663	755	0.1	7	44	12	6
Chikka ballapura	169	177	0	1	14	26	6
Bidar	108	113	0	1	6	27	8
Gulbarga	62	101	0	1	2	29	9
Bagalkot	961	991	0.4	12	53	9	10
Raichur	410	402	0.2	8	21	20	11
Rama nagara	841	831	1	15	84	4	12
Chikmagalur	441	447	0.9	14	40	13	13
Davanagere	310	312	0.3	11	16	23	14
Yadgir	1085	1087	3.4	23	98	3	15
Bellary	910	893	1.6	18	36	16	16
Dharwad	400	370	1.4	17	22	19	17
Hassan	331	332	1.2	16	19	22	18
Bangalore	249	252	0.8	13	2	29	18
Bijapur	1230	1193	3.4	23	58	7	20
Belgaum	1572	1575	2	19	33	17	21
Bangalore Rural	192	199	2	19	21	20	22
Chamaraja nagar	1373	1383	10.2	28	137	1	23
Koppal	621	548	3.6	25	47	11	24
Gadag	481	422	4.7	27	48	10	25
Mysore	473	446	3.1	22	16	23	26
Mandya	681	666	4.5	26	37	15	27
Shimoga	99	102	2.9	21	5	28	28
Tumkur	1423	1805	18.7	30	54	8	29
Kodagu	195	193	14.5	29	39	14	30

Women & Child

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Haveri	737	732	0	6	49	1	1
Chitradurga	761	761	0	6	47	2	2
Dakshina Kannada	783	785	0	6	39	3	3
Koppal	245	245	0	6	18	4	4
Chikmagalur	182	182	0	6	16	5	5
Davanagere	303	305	0	6	15	7	6
Kodagu	76	76	0	6	15	7	6
Gadag	148	148	0	6	14	9	8
Dharwad	230	230	0	6	12	10	9
Mysore	326	326	0	6	11	12	10
Udupi	127	150	0	6	11	12	10
Yadgir	0	0	0	1	0	25	12
Raichur	0	0	0	1	0	25	12
Gulbarga	0	0	0	1	0	25	12
Hassan	0	0	0	1	0	25	12
Bidar	0	0	0	1	0	25	12
Chamaraja nagar	104	84	0	6	10	15	17
Ramanagara	90	90	0	6	9	16	18
Mandya	161	162	0	6	8	17	19
Bijapur	161	141	0	6	7	19	20
Chikka ballapura	77	77	0	6	6	20	21
Bagalkot	120	120	0	6	6	20	21
Uttara Kannada	56	56	0	6	4	22	23
Shimoga	58	55	0	6	3	23	24
Bellary	5	3	0	6	0	25	25
Belgaum	598	599	0.3	26	12	10	26
Bangalore Rural	145	64	1.6	30	16	5	27
Kolar	166	166	1.2	29	11	12	28
Tumkur	230	231	0.4	27	8	17	29
Bangalore	323	327	0.9	28	3	23	30

RDPR (Rural Development)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1974	1901	0	1	141	2	1
Kodagu	315	312	0	1	63	6	2
Dakshina Kannada	1007	1136	0	1	50	8	3
Udipi	1285	1261	0.3	7	116	4	4
Hassan	733	651	0.2	6	43	9	5
Mandya	1902	2125	0.4	8	105	5	6
Chikmagalur	594	569	0.4	8	54	7	7
Bagalkot	114	106	0	1	6	25	8
Raichur	23	31	0	1	1	29	9
Haveri	2141	2497	1.4	14	142	1	10
Chitradurga	385	462	0.9	11	24	14	11
Gulbarga	494	428	0.7	10	19	17	12
Davanagere	2396	2424	2.6	17	126	3	13
Kolar	250	262	1.1	12	16	19	14
Ramanagara	382	512	4.1	19	38	10	15
Shimoga	164	155	1.9	16	9	22	16
Bangalore	135	155	1.3	13	1	29	16
Bidar	650	689	4.9	22	38	10	18
Belgaum	161	166	1.8	15	3	28	19
Chikka ballapura	86	88	3.4	18	7	23	20
Bijapur	240	219	4.6	21	11	20	21
Bangalore Rural	344	425	6.6	26	38	10	22
Mysore	195	191	4.2	20	6	25	23
Koppal	278	372	6.5	25	21	16	24
Bellary	260	188	5.3	23	10	21	25
Gadag	257	307	7.5	27	25	13	26
Yadgir	83	70	5.7	24	7	23	27
Chamaraja nagar	233	233	7.7	28	23	15	28
Tumkur	499	505	10.5	30	19	17	29
Dharwad	78	118	9.3	29	4	27	30

Labour Department

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	656	732	0	1	46	1	1
Dakshina Kannada	584	569	0	1	29	2	2
Udupi	283	226	0	1	25	4	3
Bijapur	497	541	0	1	23	6	4
Bellary	476	424	0	1	19	8	5
Shimoga	301	330	0	1	17	9	6
Kolar	240	240	0	1	16	10	7
Chitradurga	235	227	0	1	14	11	8
Ramanagara	140	140	0	1	14	11	8
Bagalkot	255	341	0	1	14	11	8
Chikka ballapura	175	175	0	1	14	11	8
Haveri	200	132	0	1	13	15	12
Gadag	121	130	0	1	12	16	13
Gulbarga	314	315	0	1	12	16	13
Belgaum	585	602	0	1	12	16	13
Tumkur	323	282	0	1	12	16	13
Hassan	199	199	0	1	11	20	17
Chikmagalur	127	138	0	1	11	20	17
Kodagu	53	53	0	1	10	23	19
Chamaraja nagar	107	121	0	1	10	23	19
Raichur	171	166	0	1	9	25	21
Yadgir	104	146	0	1	9	25	21
Mandya	110	110	0	1	6	27	23
Davanagere	130	122	0	1	6	27	23
Bangalore Rural	47	22	0	1	5	29	25
Koppal	13	15	0	1	1	30	26
Dharwad	452	432	0.2	27	25	4	27
Bangalore	2232	2199	0.2	27	23	6	28
Bidar	468	382	0.3	29	27	3	29
Mysore	330	331	1.8	30	11	20	30

Home (Police)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	2233	2286	0.2	1	159	6	1
Udupi	2785	2944	0.6	4	253	1	2
Kodagu	1197	1184	0.8	7	239	3	3
Tumkur	2615	2450	0.4	2	100	15	4
Chitradurga	1373	1446	0.5	3	85	17	5
Bangalore Rural	1523	1511	1.1	10	169	5	6
Chikka ballapura	980	953	0.8	7	81	18	7
Bagalkot	1301	1191	0.8	7	72	19	8
Raichur	922	869	0.7	5	48	25	9
Hassan	2027	1955	1.2	11	119	12	10
Haveri	585	562	0.7	5	39	29	11
Davanagere	2133	1965	1.6	12	112	13	12
Kolar	1804	1717	1.8	14	120	11	13
Chik magalur	1525	1531	2.1	18	138	8	14
Mysore	5824	5465	2.3	20	200	4	15
Dakshina Kannada	5017	4425	2.7	21	250	2	16
Dharwad	1840	1763	2	16	102	14	17
Bellary	1358	1352	1.8	14	54	22	18
Bidar	1234	1135	2	16	72	19	19
Gadag	470	483	1.7	13	47	26	19
Shimoga	2208	2075	3.3	22	129	9	21
Mandya	2319	2319	3.8	24	128	10	22
Koppal	609	571	2.1	18	46	27	23
Rama nagara	1537	1389	5.2	27	153	7	24
Chamaraja nagar	549	589	3.7	23	54	22	25
Bangalore	9355	9287	4.7	26	98	16	26
Belgaum	2872	2675	4.3	25	61	21	27
Gulbarga	1230	1446	6.6	28	49	24	28
Bijapur	864	850	8.4	29	41	28	29
Yadgir	372	354	9.3	30	33	30	30

Urban Development Department

A. BWSSB

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Bangalore	282	484	41.9	1	2	1	1

B. BBMP

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Bangalore Rural	0	0		1	0	2	1
Bangalore	10235	10914	24.8	2	107	1	2

C. City Corpn - other than BBMP

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	2614	2392	0	1	130	1	1
Mysore	1850	1811	0.1	2	63	4	2
Dharwad	1609	1669	1.7	3	89	2	3
Davanagere	1266	1115	2.7	4	66	3	4
Bellary	687	663	5.7	5	27	6	5
Belgaum	987	976	9.3	6	21	7	6
Gulbarga	952	934	16.8	7	38	5	7

D. CMC

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1486	1474	0	1	106	2	1
Udupi	845	765	0	1	76	7	2
Haveri	926	950	0	1	61	11	3
Kodagu	306	247	0	1	61	11	3
Chitradurga	828	803	0	1	51	15	5
Bangalore Rural	421	415	0	1	46	17	6
Mandya	796	766	0	1	44	18	7
Chikka ballapura	439	427	0	1	36	19	8
Belgaum	1057	1034	0	1	22	22	9
Davanagere	219	229	0	1	11	23	10
Bellary	154	175	0	1	6	26	11
Kolar	1255	1248	0.1	12	83	5	12
Raichur	1198	1111	0.1	12	63	9	13
Bagalkot	1997	1941	0.7	16	110	1	14
Bijapur	1380	1391	0.5	14	65	8	15
Bidar	1078	1084	0.5	14	63	9	16
Ramanagara	908	911	1.8	17	90	4	17
Koppal	1316	1328	4.7	23	101	3	18
Shimoga	1359	1292	4.3	22	79	6	19
Gadag	490	582	2.1	18	49	16	20
Tumkur	1552	1505	3.9	21	59	13	21
Chik magalur	370	314	3.8	20	33	20	22
Hassan	127	149	2.7	19	7	24	23
Chamaraja nagar	525	513	9.2	25	52	14	24
Yadgir	370	318	7.5	24	33	20	25
Gulbarga	197	201	10.4	26	7	24	26

E. TMC

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	1476	1355	0	1	73	2	1
Udupi	712	700	0	1	64	3	2
Uttara Kannada	863	849	0	1	61	4	3
Kolar	731	715	0	1	48	6	4
Haveri	666	705	0	1	44	9	5
Chitradurga	687	696	0	1	42	10	6
Mandya	591	579	0	1	32	11	7
Chikka ballapura	325	303	0	1	27	12	8
Hassan	399	412	0	1	23	15	9
Dharwad	204	201	0	1	11	23	10
Davanagere	193	186	0	1	10	25	11
Bagalkot	837	852	0.1	12	46	7	12
Belgaum	2384	2273	0.3	13	50	5	13
Gadag	843	764	1.4	18	84	1	14
Bangalore Rural	409	418	1	16	45	8	15
Bellary	482	529	0.8	14	19	17	16
Shimoga	137	128	0.8	14	8	27	17
Chik magalur	255	268	1.9	20	23	15	18
Rama nagara	244	255	3.1	21	24	14	19
Bidar	211	225	1.8	19	12	22	20
Bijapur	548	534	7.3	23	26	13	21
Bangalore	324	327	1.2	17	3	28	22
Mysore	516	476	7.1	22	17	18	23
Gulbarga	420	409	8.1	25	16	19	24
Yadgir	182	184	10.9	27	16	19	25
Koppal	48	39	7.7	24	3	28	26
Tumkur	394	397	14.1	28	15	21	27
Chamaraja nagar	95	85	10.6	26	9	26	28
Raichur	215	232	17.7	29	11	23	29

F. Town Panchayat

District	No.of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No.of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1347	1374	0	1	96	1	1
Davanagere	466	399	0	1	24	4	2
Bagalkot	317	324	0	1	17	5	3
Dakshina Kannada	238	228	0	1	11	10	4
Haveri	177	172	0	1	11	10	4
Belgaum	477	462	0	1	10	13	6
Chitradurga	130	128	0	1	8	15	7
Hassan	87	96	0	1	5	19	8
Bidar	75	76	0	1	4	21	9
Chikka ballapura	37	28	0	1	3	23	10
Raichur	27	36	0	1	1	24	11
Udupi	14	18	0	1	1	24	11
Dharwad	282	272	0.4	13	15	7	13
Mandya	264	271	0.4	13	14	8	14
Kodagu	228	218	0.5	16	45	2	15
Tumkur	301	267	0.4	13	11	10	16
Shimoga	219	232	0.9	17	12	9	17
Chik magalur	192	187	3.2	19	17	5	18
Gadag	271	281	3.6	20	27	3	19
Bellary	229	223	1.3	18	9	14	20
Mysore	181	167	3.6	20	6	18	21
Yadgir	85	84	4.8	23	7	16	22
Gulbarga	184	174	18.4	24	7	16	23
Koppal	54	48	4.2	22	4	21	24
Chamaraja nagar	51	70	60	25	5	19	25

Food and Civil Supplies

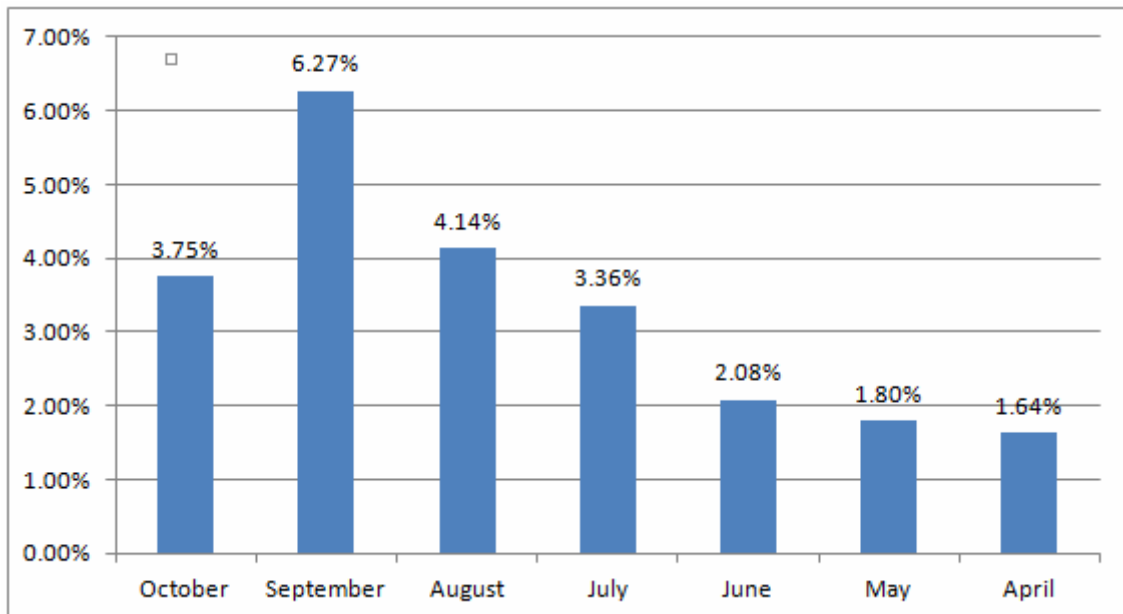
District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/ One lakh population (F)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	15742	16078	0	1	787	1	1
Uttara Kannada	7326	7289	0	1	523	3	2
Ramanagara	3986	4003	0	1	398	4	3
Chikka ballapura	3225	3242	0	1	268	7	4
Mandya	2178	2154	0	1	121	13	5
Haveri	1560	1559	0	1	104	14	6
Kolar	1489	1499	0	1	99	15	7
Chamaraja nagar	778	728	0	1	77	18	8
Davanagere	1436	1433	0	1	75	20	9
Gulbarga	1593	1600	0	1	63	23	10
Mysore	1740	1738	0	1	60	24	11
Gadag	607	600	0	1	60	24	11
Bijapur	256	255	0	1	12	30	13
Chik magalur	2011	1991	0.1	14	182	9	14
Kodagu	3233	3227	0.2	18	646	2	15
Bangalore	8360	8456	0.1	14	88	16	16
Dharwad	3031	3119	0.2	18	168	10	17
Shimoga	2697	2903	0.2	18	158	11	18
Yadgir	756	748	0.1	14	68	21	19
Bellary	3611	3617	0.2	18	144	12	20
Udupi	2966	2888	0.4	22	269	6	21
Chitradurga	873	858	0.1	14	54	26	22
Hassan	3162	3169	0.4	22	186	8	23
Bagalkot	6979	7142	0.5	25	387	5	24
Belgaum	2441	2421	0.4	22	51	27	25
Bangalore Rural	702	703	4	29	78	17	26
Koppal	874	864	0.7	27	67	22	27
Raichur	612	602	0.5	25	32	28	28
Tumkur	1988	2068	6.8	30	76	19	29
Bidar	290	284	1.4	28	17	29	30

Report 2 B:

Department wise Disposal Analytics for October

In the analytics produced below, there is a departmental review of delayed disposals. Delayed disposals are critical in the monitoring of Sakala to know that services are delivered, but delivered in a delayed fashion. Many citizens felt that improvement in the timely disposals would go a long way in citizen satisfaction. It is heartening to note that there has a drastic reduction in the delayed disposals in this month. (a drop from 6.27 to 3.75 is seen)

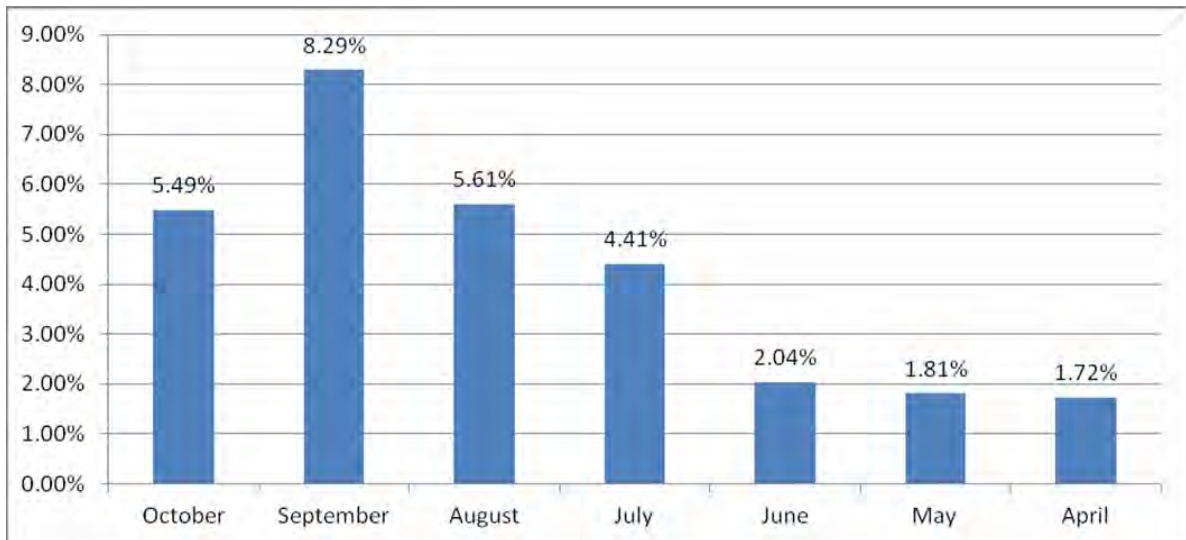
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
October	1141057	1290276	48387	3.75%
September	1153712	1302776	81633	6.27%
August	2337689	2251669	93125	4.14%
July	2437511	2285836	76699	3.36%
June	2528615	2443478	50873	2.08%
May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



a. Revenue Department :

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	519191	710791	39002	5.49%	55.09%
September	770187	906911	75189	8.29%	69.61%
August	1535329	1442224	80850	5.61%	64.05%
July	1470586	1301790	57423	4.41%	56.95%
June	1578165	1504081	30698	2.04%	61.55%
May	913431	641118	11594	1.81%	52.16%
April	358819	253507	4362	1.72%	40.87%

**Revenue Department - % Delayed Disposal -
Improvement of 2.8%**

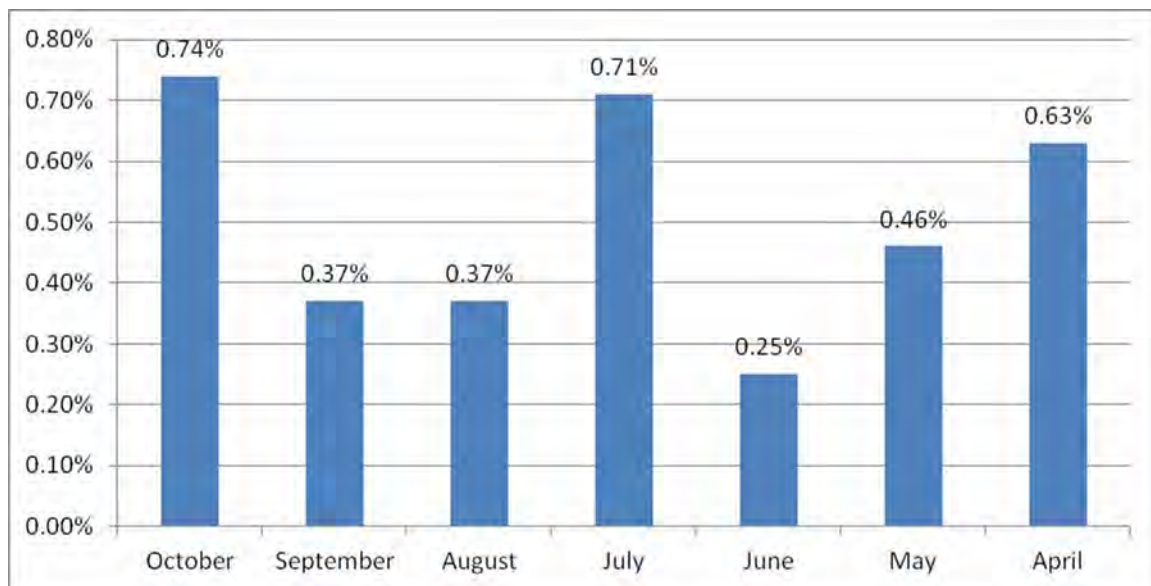


Note: A drop in the share of delayed disposals is seen for the department. There is more disposals than receipts during the month.

b. Transport Department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	211208	195686	1453	0.74%	15.17%
September	164662	171350	626	0.37%	13.15%
August	400642	397524	1469	0.37%	17.65%
July	567206	573773	4096	0.71%	25.10%
June	536038	535719	1364	0.25%	21.92%
May	227354	221398	1024	0.46%	18.01%
April	187545	138259	875	0.63%	22.29%

Transport Department - 0.37% Increase in delayed disposal rate

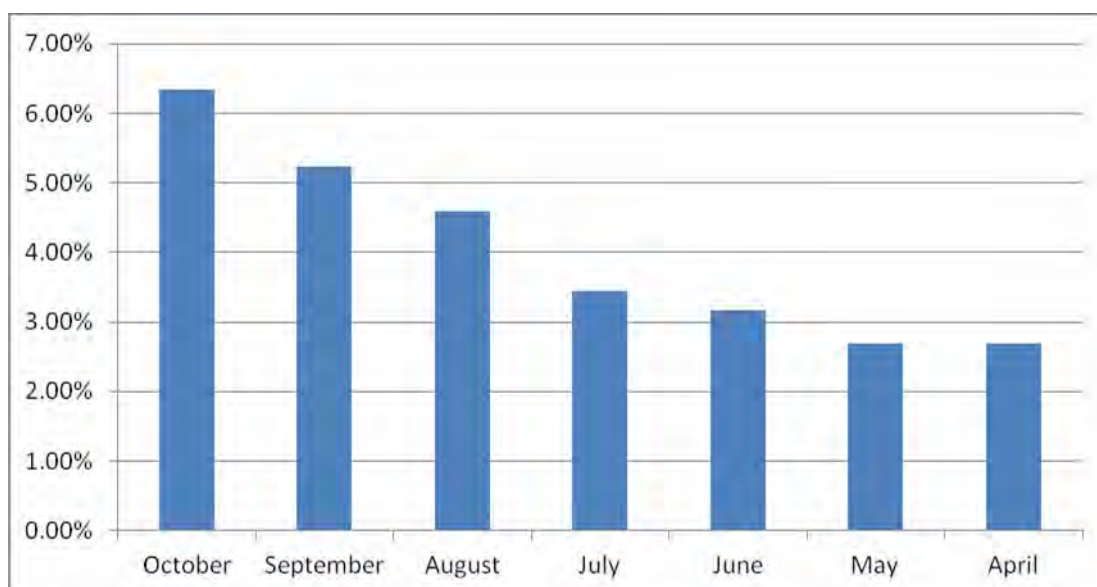


Note: Fall in application and rise in delays needs analysis.

c. Urban Development department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	63405	63062	3992	6.33%	4.89%
September	48888	49614	2599	5.24%	3.81%
August	82509	79863	3660	4.58%	3.55%
July	85612	84290	2910	3.45%	3.69%
June	86679	86670	2743	3.16%	3.55%
May	77979	75267	2015	2.68%	6.12%
April	58559	51829	1393	2.69%	8.35%

Urban Development - 1.09% increase in delayed disposals

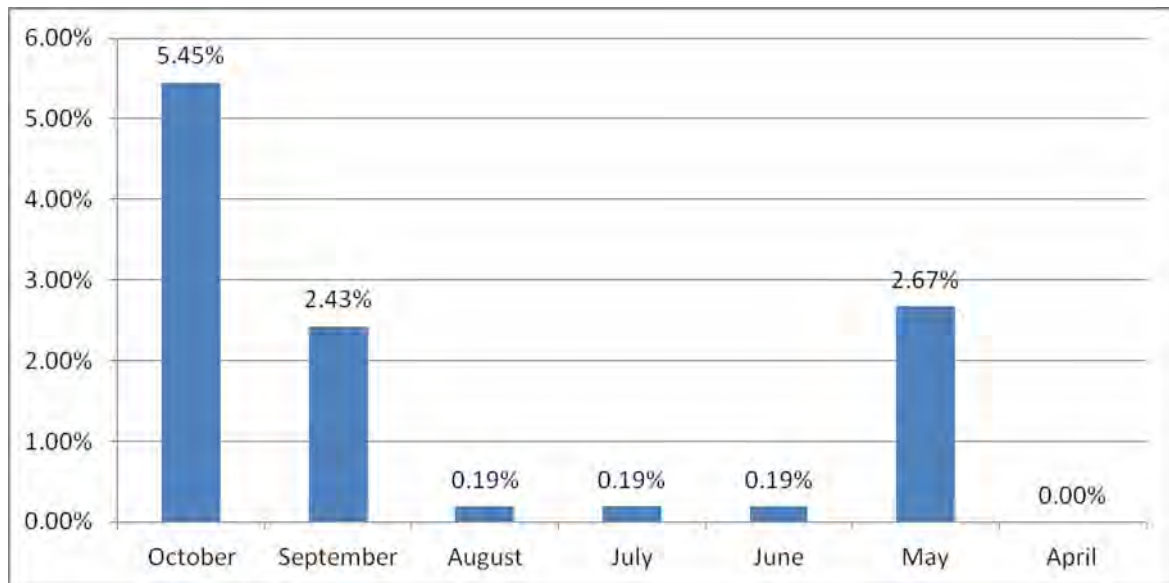


Note: A steady rise in the share of delayed disposals is seen for the department.

d. Education department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	2665	1376	75	5.45%	0.11%
September	1137	782	19	2.43%	0.06%
August	1672	13902	27	0.19%	0.61%
July	1672	13902	27	0.19%	0.61%
June	1672	13902	27	0.19%	0.61%
May	42359	36910	986	2.67%	1.51%
April	485	356	0	0.00%	0.06%

Education Department - 3.02 % Increase in delayed disposals

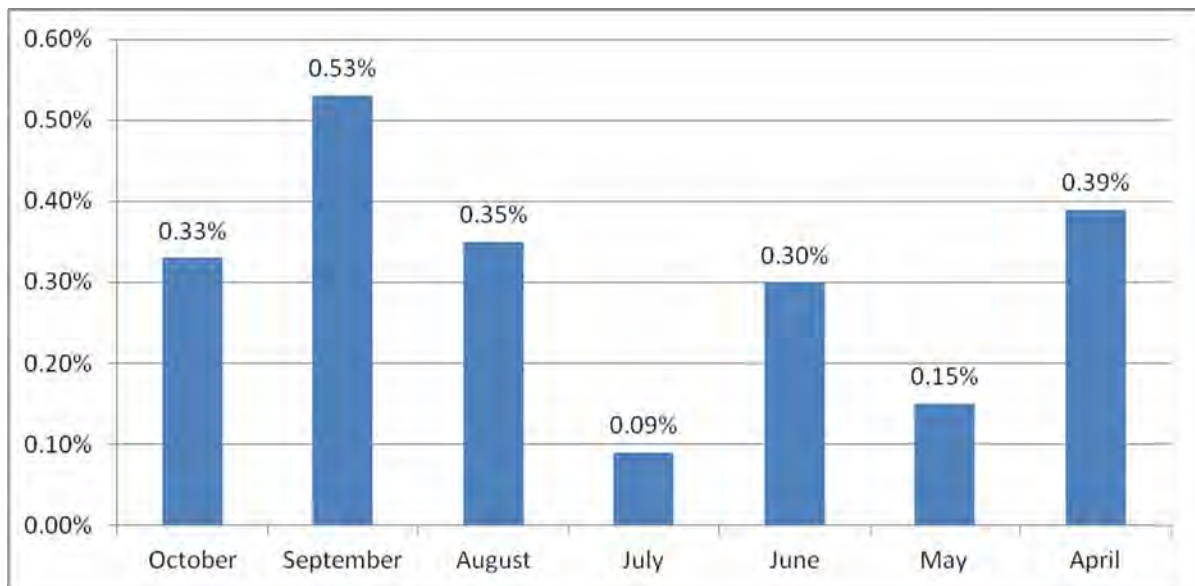


Note: A spike in the applications as well as delayed disposals is seen for the department. This need close monitoring.

e. Food & Civil Supplies:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	86502	87238	289	0.33%	6.76%
September	32723	33186	177	0.53%	2.55%
August	33544	32927	115	0.35%	1.46%
July	12183	11934	11	0.09%	0.52%
June	8839	8697	26	0.30%	0.36%
May	5920	5919	9	0.15%	0.48%
April	1606	1539	6	0.39%	0.25%

Food and Civil Supplies -0.20 % improvement in delayed disposal

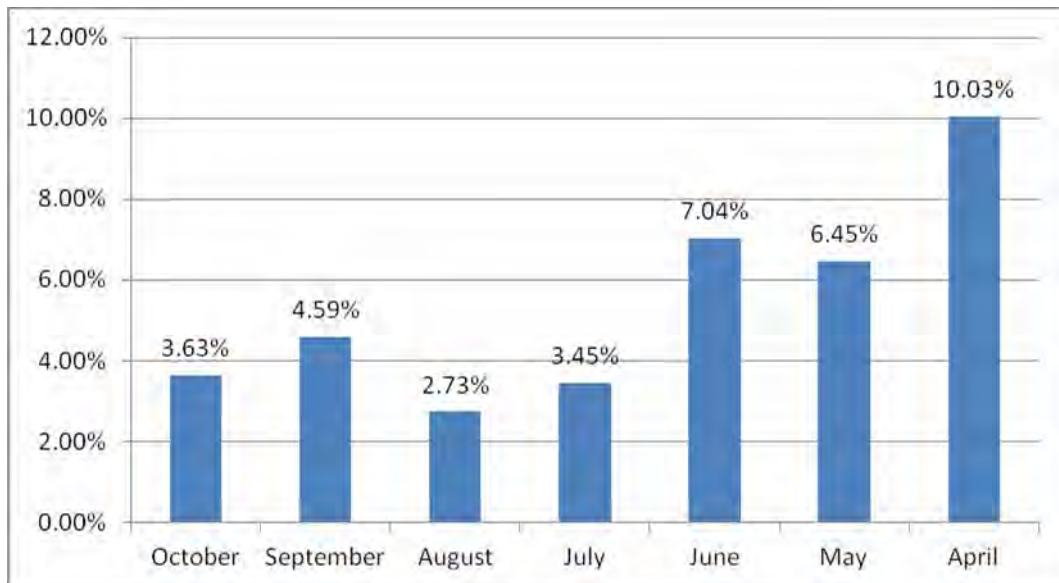


Note: In spite of a shoot in the receipts of applications there is a fall in the delayed disposals, which is a great sign.

f. Health & Family Welfare:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	20678	21010	762	3.63%	1.63%
September	12190	12409	570	4.59%	0.95%
August	22142	21846	597	2.73%	0.97%
July	19787	19393	669	3.45%	0.85%
June	12082	12037	848	7.04%	0.49%
May	11223	10937	705	6.45%	0.89%
April	4212	3950	396	10.03%	0.64%

Health and Family Welfare - 0.96% Improvement in delayed disposals



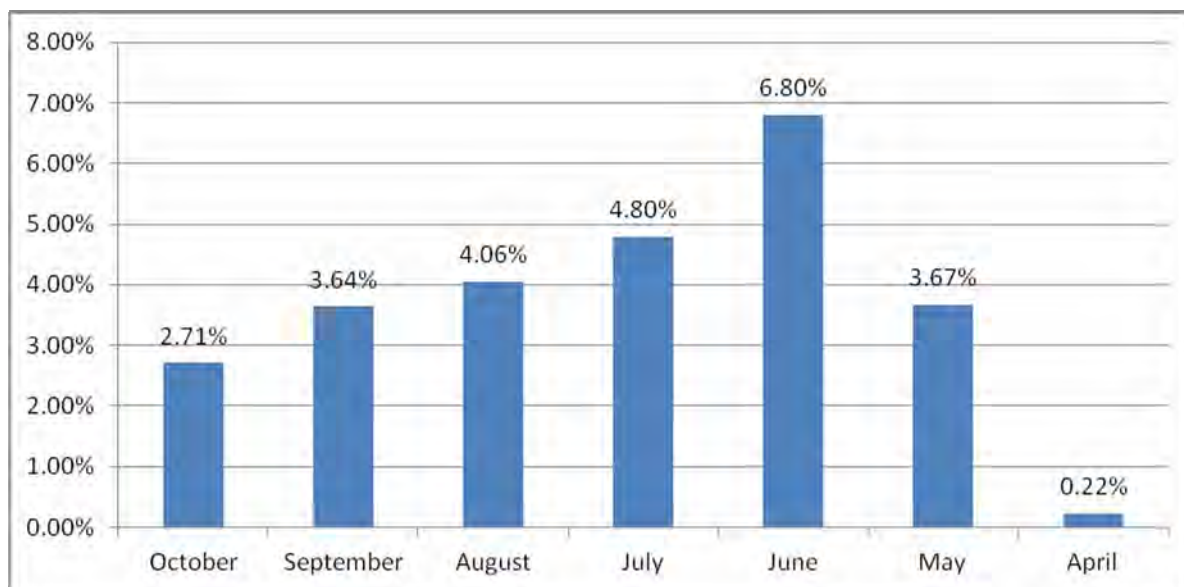
Note: In spite of a shoot in the receipts of applications there is a fall in the delayed disposals, which is a great sign.

g. Home Department

(Police)

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	59662	57339	1556	2.71%	4.44%
September	39741	35484	1292	3.64%	2.72%
August	66939	68076	2762	4.06%	3.02%
July	70941	70618	3391	4.80%	3.09%
June	67992	67568	4598	6.80%	2.77%
May	61890	58504	2150	3.67%	4.76%
April	53181	44446	97	0.22%	7.16%

Home Department - 0.93 % Increase in Delayed Disposal

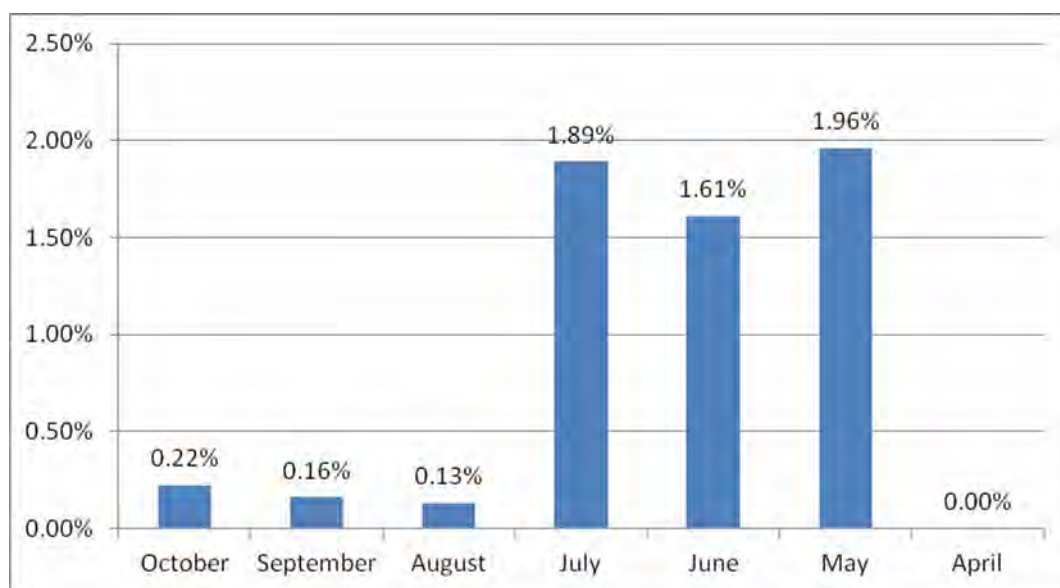


Note: In spite of a fall in applications during the month, there is a rise in the delayed disposals, which requires analysis and examination

h. Labour Department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	10892	10549	23	0.22%	0.82%
September	7314	6801	11	0.16%	0.52%
August	11388	11233	15	0.13%	0.50%
July	10660	10696	202	1.89%	0.47%
June	9552	9392	151	1.61%	0.38%
May	8283	8157	160	1.96%	0.66%
April	5626	4174	0	0.00%	0.67%

Labour Department - 0.06% increase in delayed disposal

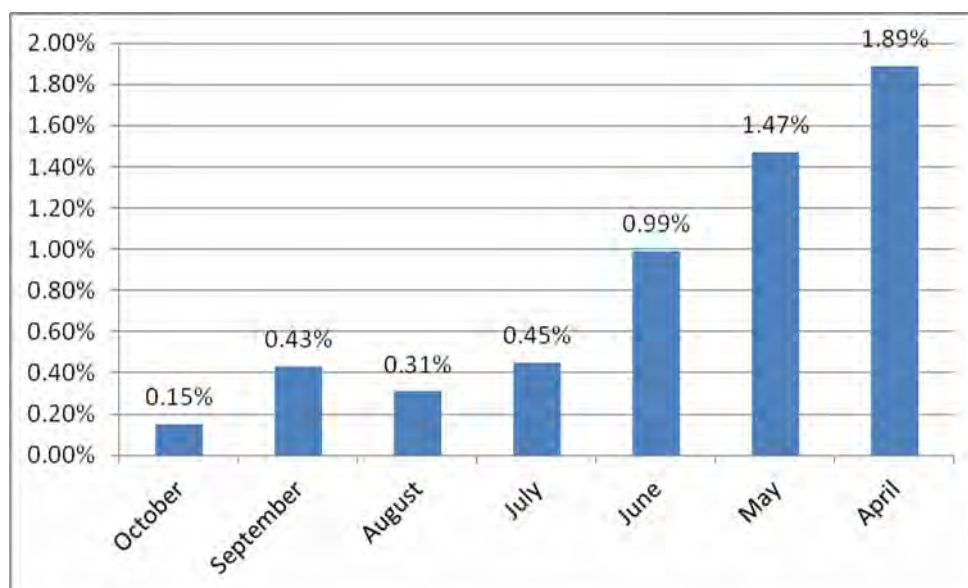


Note: Increase in applications and also increased in delayed disposals is seen this needs careful balance and analysis

i) Women & Child Welfare Department:

Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
October	6212	6115	9	0.15%	0.47%
September	5224	5139	22	0.43%	0.39%
August	6827	6836	21	0.31%	0.30%
July	6813	7081	32	0.45%	0.31%
June	6117	5867	58	0.99%	0.24%
May	4469	4436	65	1.47%	0.36%
April	4693	4615	87	1.89%	0.74%

W&CD Department - 0.28% improvement in delayed disposals



Note: In spite of a shoot in the receipts of applications there is a fall in the delayed disposals.

Report 3 District wise analytics of performance and list of poor performing offices:

Details of District wise performance as on October 2012.

District Name	Receipts in October	Disposals in October	Overdue Applications	Non performing offices/Overdue applications count	Delayed Disposal	Non performing offices/Delayed Disposals applications count with details of Services impacted.	Cumulative RECEIPTS	Cumulative DISPOSALS	Rejection %As on 26/10/2012	September ranking (previous month)	Complaints
Bagalkot	26574	31363	6	RTO - Bagalkot-4,TAHSILDAR OFFICE,MUDHOL 2	359	Jamkhandi (116)& Badami(72) (Impacted services are Income, Caste & Residency Certificate)	318753	312197	1705	9	6
Bangalore	148610	149485	4035	RTO - Bangalore Central-333,Deputy Tahsildar -Kasaba-246,Deputy Tahsildar Office-Varthuru-164,Deputy Tahsildar Office-Beguru141,Deputy Tahsildar Office-Kasaba-109,RTO - Bangalore South-98,District Police Office Bangalore-95,RTO - K.R.Puram, Bangalore.-84, Deputy Tahsildar Office-Yelahanka-Kasba79,Krishnarapura-82,Deputy Tahsildar Office-81,Deputy Tahsildar Office-Bidarahalli-79.	8221	Bangalore East (1069)Bangalore North (2319), Bangalore South (2972). Yelahanka(1066) Impacted services - BBMP (1066 cases) - Khata extract & Birth/Death certificates, Police - Service Verification, Petitions & BWSSB -New connections for water under BWSSB.	2387605	2327030	15940	30	92

District Name	Receipts in October	Disposals in October	Overdue Applications	Non performing offices/Overdue applications count	Delayed Disposal	Non performing offices/Delayed Disposals applications count with details of Services impacted.	Cumulative RECEIPTS	Cumulative DISPOSALS	Rejection #As on 26/10/2012	September ranking (previous month)	Complaints
				Note: Delays in Commissioner Of Police Bangalore City-466 cases.							
Bangalore Rural	11883	13086	256	RTO - Devanahalli-77, Bangalore Dist-32,Deputy Tahsildar Office-Vijayapura - 17	592	Devanahalli (202), Nelamangala(216) & Doddaballapur(116) (Impacted services (Residency certificate, Income & Conversion from Agri to Non Agri)	187897	184002	1022	12	3
Belgaum	54356	64568	240	Deputy Tahsildar Office-Gokak-41,District Police Office Belgaum-34,RTO - Belgaum,Deputy Tahsildar Office-Ankalagi-14.	1580	Belgaum (901), Gokak(163), Chikodi(126) & Savadatti(161) (Impacted services - Caste,Income certificates, Birth & death certificates & Passport/Service verification)	743561	717778	4184	17	13
Bellary	40358	55962	350	Deputy Tahsildar Office-Bellary-45,Deputy Tahsildar Office-Kasaba 1-31,Deputy Tahsildar Office-Kampli-28,Deputy Tahsildar Office-Hospet-26,Deputy Tahsildar Office-Ittagi-24	2803	Hadagalli (1172), Bellary (715) & Sandur(275) Impacted services: Caste, Income & Residency certificates)	518462	503615	3422	10	11

District Name	Receipts in October	Disposals in October	Overdue Applications	Non performing offices/Overdue applications count	Delayed Disposal	Non performing offices/Delayed Disposals applications count with details of Services impacted.	Cumulative RECEIPTS	Cumulative DISPOSALS	Rejection #As on 26/10/2012	September ranking (previous month)	Complaints
Bidar	18395	23236	10	District Police Office Bidar-3,Deputy Tahsildar Office-Chitguppa 2	325	Aurad (47) & Bidar (42) Impacted services: are Caste/Residency & Learner's licence)	256517	247246	2652	28	6
Bijapur	22731	30694	358	RTO - Bijapur-208,Deputy Tahsildar Office-Kolhar-28,District Police Office Bijapur-27	1075	Sindgi(454), Indi(111) & Bijapur (191) Impacted services: Caste,Income, Residency certificates & Passport verification under Police department.	360274	350707	1465	15	8
Chamarajanaagar	16255	19759	125	Town Pachayath Hanur-36,Deputy Tahsildar Office - Chamarajanagar-22	1581	Chamarajanagar (1285), Kollegal(80) Impacted services: Khata extract, Caste Certificates, Income certificate & Residency.	220972	215399	1454	6	2
Chikka ballapura	19208	20714	16	District Police Office Chickballapura-4	25	Sidlaghata (16) cases Impacted services: Bus passes to school children & Caste & Income Certificate.	242243	236647	2136	4	4
Chikmagalur	14570	17425	120	LVO 485-Challekare-2,Deputy Tahsildar Office-Kasaba-2	830	Tarikere(361),Kadur(237) & Chikmagalur (131) Impacted services: Caste, Residency & Small farmer certificate, passport verification.	233330	227923	2150	23	1

District Name	Receipts in October	Disposals in October	Overdue Applications	Non performing offices/Overdue applications count	Delayed Disposal	Non performing offices/Delayed Disposals applications count with details of Services impacted.	Cumulative RECEIPTS	Cumulative DISPOSALS	Rejection #As on 26/10/2012	September ranking (previous month)	Complaints
Chitradurga	23278	28844	15	Deputy Tahsildar Office-Molakalmuru-3,Deputy Tahsildar Office-Kasaba-3	28	Chitradurga (14), Hiriyur (13) Impacted Services: Receipt and Disposal of Petitions, All types of Caste Certificate	356271	349435	1680	1	17
Dakshina Kannada	40942	43173	88	District Police Office Dakshina Kannada-62,Commissioner Of Police Mangalore City-13,Mangalore East PS Police Station 5	121	Mangalore(31),Puttur (10) Impacted Services: NoC for Passport Verification, Learning Licence	402075	390668	1250	3	2
Davangere	28968	36916	81	Deputy Tahsildar Office-JAGALUR-21,Deputy Tahsildar Office-Bilichodu 20,District Police Office Davangere-6	459	Jagalur (205)Davanagere (89), Harappanahalli (91) Impacted Service: NoC for Passport Verification, Home , License for Amplified Sound System	396337	383106	3381	6	35
Dharwad	28755	31866	40	RTO - Dharwar-6,Commissioner Of Police Hubli-Dharwad City-6,District Police Office Dharwad-5,GARAG Police Station-5	521	Hubli (217),Dharwad(157), Kundgol(84) Impacted Service: Home - NoC for Passport Verification, Receipt and Disposal of Petitions, Income certificates, Caste certificates, Bus passes to school children.	391175	381043	2142	24	2

District Name	Receipts in October	Disposals in October	Overdue Applications	Non performing offices/Overdue applications count	Delayed Disposal	Non performing offices/Delayed Disposals applications count with details of Services impacted.	Cumulative RECEIPTS	Cumulative DISPOSALS	Rejection #As on 26/10/2012	September ranking (previous month)	Complaints
Gadag	11882	16356	29	Deputy Tahsildar Office-Naragund-9,Town Pachayath Shirahatti-6,Deputy Tahsildar Office-Gajendragad 3,	275	Gadag (110), Shirhatti (77),Naragundh taluk (72) Impacted services: Caste, Income & residency certificate.	219920	215016	623	19	4
Gulbarga	35543	43124	381	Deputy Tahsildar Office-Ainapur-96,District Police Office Gulbarga-74,Deputy Tahsildar Office-Nimbarga 56	866	Gulbarga (451),Chincholi (116), Chitapur (107). Impacted services: No tenancy certificate, Residence certificate,All type of cast certificates .	428539	414903	1696	21	6
Hassan	33224	37661	452	Deputy Tahsildar Office-Kasaba-164, RTO - Hassan 31, Deputy Tahsildar office kasaba29	2202	Hassan (1643),Arasikere 241 Impacted Services: Caste, income, Residency , Birth & death Certificates under CMC.	466478	456429	3699	22	10
Haveri	22245	25480	11	Deputy Tahsildar Office-Savanur-5,GRAMA PANCHAYAT OFFICE,SUNAKALBI DIRI 3,	90	Byadgi 40, Hirekerur 17, Revenue 14. Impacted services: Caste & income certificates.	262266	253478	1690	6	3
Kodagu	11825	14275	11	District Police Office Kodagu-7	184	Somavarpet (152) , Impacted Services: Residence certificate Caste & Income.	110172	106703	815	4	2

District Name	Receipts in October	Disposals in October	Overdue Applications	Non performing offices/Overdue applications count	Delayed Disposal	Non performing offices/Delayed Disposals applications count with details of Services impacted.	Cumulative RECEIPTS	Cumulative DISPOSALS	Rejection #As on 26/10/2012	September ranking (previous month)	Comments
Kolar	27297	32756	728	Deputy Tahsildar Office-Kasaba-408,Deputy Tahsildar Office-Ronur-115,Deputy Tahsildar Office-Nelavanki -72	2133	Kolar (1460) , Bangarpet 348, Srinivasapur (255) Impacted Services: caste, Income & Residency certificate.	344971	332716	2256	16	10
Koppal	16362	23162	79	Deputy Tahsildar Office-Karatgi-14,Deputy Tahsildar Office-Hanamsagar 12,Deputy Tahsildar Office-Marali 10	1512	Kushtagi (1047),Gangavati 265, Yelbarga (147) Impacted Services: Caste, Income & Residency Certificates, Issue of birth & death certificate, New building licences.	249385	243477	757	25	6
Mandya	27863	26776	2103	Deputy Tahsildar Office-Kasaba-982,Deputy Tahsildar Office-Kirugavalu 284, Deputy Tahsildar Office-B.G.Pura 288,Deputy Tahsildar Office-Halaguru 200.	1626	Maddur 551 ,Mandya 444, Nagamangala (219), Srirangapatna(188) Residency Certificate, Caste certificates, Passport verification, Death Certificates (Under Revenue department)	448450	434628	2168	18	6
Mysore	37859	54192	240	Deputy Commissioner of Police Mysore City 75,Deputy Tahsildar Office-Bettadapura 15,District Police Office Mysore 13	2112	Mysore(1282), Hunsur (295),Nanjangud (205) Impacted Services: Caste & Residency certificates. Petitions, passport verification.	61	625032	2938	26	15

District Name	Receipts in October	Disposals in October	Overdue Applications	Non performing offices/Overdue applications count	Delayed Disposal	Non performing offices/Delayed Disposals applications count with details of Services impacted.	Cumulative RECEIPTS	Cumulative DISPOSALS	Rejection #As on 26/10/2012	September ranking (previous month)	Comments
Raichur	32357	44759	262	Deputy Tahsildar Office-Devadurga 45, Deputy Tahsildar Office-Sindhaur 30,RTO - Raichur 21,Deputy Tahsildar Office-Balaganur-20	3227	Manvi (1483) , Devdurg(899) Impacted Services: Caste, Income & residency certificates and khatha Extract from CMC.	406621	393531	2128	13	16
Ramanagara	16743	21053	147	Deputy Tahsildar Office-Kasaba-38, RTO - Ramanagar, Bangalore Rural District 19,District Police Office Ramanagar 18	1514	Magadi (915),Kanakapura (292), Chennapatna(186) Impacted Services: Caste, Income & residency certificates.	258905	252884	737	14	3
Shimoga	26850	26395	221	Deputy Tahsildar Office-Kasaba,71,Deputy Tahsildar Office-Ulavi-22,District Police Office Shimoga-13,Taluk Office , Bhadravati-12	667	Sagar(254),Hosanagara (183),Thirthalli (84), Shikaripur(50) Impacted Services: Caste, Income, Residency, Passport verification, Service Verification.	290308	281150	1940	20	5
Tumkur	32610	38674	597	Deputy Tahsildar Office-Kasaba-108,Deputy Tahsildar Office-Gowdagere-57,RTO - Tiptur, Tumkur District-34,Deputy Tahsildar Office-Huilikunte-28,Deputy Tahsildar	5397	Sira (1883), Tumkur (876)Madhugiri(876), Chikkanayakahalli (469), Pavagada(499) Impacted Caste, Income & Residency certificate, Khatha extract , New Building Licence.	502966	490184	4401	29	23

District Name	Receipts in October	Disposals in October	Overdue Applications	Non performing offices/Overdue applications count	Delayed Disposal	Non performing offices/Delayed Disposals applications count with details of Services impacted.	Cumulative RECEIPTS	Cumulative DISPOSALS	Rejection #As on 26/10/2012	September ranking (previous month)	Complaints
Udupi	17750	16647	47	Office-Dodderi-22,Deputy Tahsildar Office-Kallambella-21 Taluk Office , Udupi-20,Deputy Tahsildar Office-Udupi -7, Deputy Tahsildar Office-Kaup/Kundapur-3,3	174	Udupi (131), Kundapura (48) Impacted Services: Caste certificates, Mutation Extract & Surviving Family Member certificate.	202130	194727	525	11	7
Uttara Kannada	28408	29416	7	Deputy Tahsildar Office-Kumta-2	66	Sirsi (60), Impacted services: Transport department's DL, LL & Regn of new vehicles.	276394	269390	1414	2	0
Yadgir	17722	23705	154	Deputy Tahsildar Office-Shahapur-34,Deputy Tahsildar Office-Hunasgi-19,Deputy Tahsildar Office-Yadgiri-16,Deputy Tahsildar Office-Balichakra-13,District Police Office Yadgiri-12	2153	Yadgir (1043), Shorapur (811), Impacted services: Caste , Income, Residency Certificates.	193433	185933	767	27	2
Total	891423	1041522	11209		42349		12316306	11976977	73137		322

* Data could vary a little as information was taken and analysed at various points during a period.

Report 4

Additional Services

Services available under the first phase and Added during the second phase of Karnataka Sakala Services Act 2011 are listed below:

Sl No.	Department Name	Services which are currently available	No of Additional Services	Total No of Services
1.	Urban Development Department	27	14	41
2.	Food & Civil Supply	04	-	04
3.	Transport Department	09	02	11
4.	Revenue Department	24	25	49
5.	Home Department	12	11	23
6.	Education Department	12	06	18
7.	Health & Family Welfare	12	-	12
8.	RDPR	10	01	11
9.	Finance Department	10	-	10
10.	Labour Department	25	-	25
11.	Women & Child Welfare Department	06	-	06
Total		151	59	210

Additional Services introduced in the second phase of Karnataka Sakala Services Act 2011

SL No			No of Additional Services	Total No of Services
12.	Housing Department	-	06	06
13.	Animal Husbandry & Fisheries Department	-	03	03
14.	PWD, Ports & Inland Water transport Department	-	02	02
15.	Forest Ecology, Environment	-	05	05
16.	Commerce & Industries Department	-	07	07
17.	Kannada & Culture Department	-	11	11
18.	DPAR	-	21	21
Total		-	55	-
Total		In first stage 151	In second stage 114	265

Government of Karnataka

DPAR 119 NaSeKha 2012

Karnataka Government Secretariat
6th Floor, Multistoried Buildings,
Bangalore, Dated: 26-10-2012

NOTIFICATION

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

1. Under the heading "1-Urban Development Department"

- (a) Under the sub-heading "1. Local Authority- Bruhath Bangalore Mahanagara Palike" after the entries relating to Service at Sl.No.5, the following service and the entries thereto shall be inserted. Namely:-

Sl. No	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
6.	Registration and Transfer of Khatas	Assistant Revenue Officer	30 Working Days	Revenue Officer	30 Working Days	Additional/ Joint Commissioner of the Division	30 Working days

- (b) Under the sub-heading "II- Local Authority: Bangalore Water Supply and Sewerage Board", after the entries relating to services at Serial No. 2, the following service and the entries thereto shall be inserted. Namely:-

Sl. No	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
"3.	Clearing of blockage of Under Ground Drainage (UGD) pipelines and replacement of Damaged/ missing Manhole Cover	Assistant Executive Engineer	03 working days	Executive Engineer	03 working days	Additional Chief Engineer	04 working days"

(c) After the sub-heading “VI- Local authority: Town Panchayat”, the following sub-heading and entries relating to the services shall be inserted. Namely:-

“VII - Local authority: Bangalore Development Authority

Sl. No.	List of Services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	Building plan approval for sites and Civic Amenities Sites in BDA Layouts and BDA approved private layouts not handed over to BBMP, yet.	30x40 and below: Assistant Executive Engineer	15 working days	Executive Engineer	15 working days	Engineer Member	15 working days
Above 30x40 and below 40x60: Executive Engineer		Engineer Officer		Engineer member			
Above 60x40: Engineer Officer		Engineer member		Commissioner			
2.	Building Plan approval for sites in BDA layouts and BDA approved private layouts, not handed over to BBMP yet, where the height of the proposed building is upto 15 meters.	Engineer Officer	30 working days	Engineer member	15 working days	Commissioner	15 working days
3.	Building Plan approval for sites in BDA layouts and BDA approved private layouts, not handed over to BBMP, yet, where height of the proposed building is above 15 meters	Engineer Officer	30 working days	Engineer member	15 working days	Commissioner	15 working days
4.	Obtaining Possession Certificate in respect of cases where site has been allotted on Lease cum Sale basis and Lease	Deputy Secretary	07 working days	Secretary	15 working days	Commissioner	15 working days

	-cum-sale deed agreement (LCSA) is executed.						
5.	Obtaining khatha for properties in BDA Layouts and BDA approved private layouts, not handed over to BBMP yet.	Revenue Officer -East Revenue Officer-West Revenue Officer-North Revenue Office -South	15 working days	Deputy Secretary-1 Deputy Secretary-3 Deputy Secretary-4 Deputy Secretary-2	15 working days	Secretary	15 working days
6.	Obtaining transfer of Khatha following death of a property owner or based on the WILL of the deceased .	Revenue Officer -East Revenue Officer -West Revenue Officer-North Revenue Officer-South	30 working days	Deputy Secretary-1 Deputy Secretary-3 Deputy Secretary-4 Deputy Secretary-2	15 working days	Secretary	15 working days
7.	Obtaining Khatha Transfer for properties sold or gifted in respect of those properties in BDA layouts or BDA approved private layouts.	Revenue Officer -East Revenue Officer -West Revenue Officer-North Revenue Office -South	30 working days	Deputy Secretary-1 Deputy Secretary-3 Deputy Secretary-4 Deputy Secretary-2	15 working days	Secretary	15 working days
8.	To obtain ' <u>Commencement Certificate</u> ' for beginning the construction work in respect of cases where Building plan approval is already obtained.	Engineer officer	12 working days	Engineer Member	15 working days	Commissioner	15 working days
9.	To obtain ' <u>Occupancy Certificate</u> ' for the buildings completed.	Engineer Officer	12 working days	Engineer Member	15 working days	Commissioner	15 working days
10.	To obtain approval for <u>Subdivision of a site</u> or <u>Amalgamation of sites</u> in BDA layouts and BDA approved private layouts.	Joint Director	30 Working days	Town Planner member	15 working days	Commissioner	15 working days
11.	Sending required information to Revenue	Assistant Director	7 working days	Joint Director	15 working days	Town planner Member	15 Working days

	Department in respect of those cases where citizens have applied for alienation of land with the revenue authorities.						
12	As per Section 14a(3) of KTCP Act 1961, obtaining commencement certificate for the land where change of land use is already approved.	Joint Director	30 Working days	Town Planner member	15 Working days	Commissioner	15 working days”

2. Under the Heading “ 2- Transport Department”, after the entries relating to Sl.No.9, the entries of following services shall be inserted. Namely:-

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
10	Free Bus pass for the blind	Divisional Traffic Officer	07 working days	Divisional Controller	15 working days	Chief Traffic Officer	30 working days
11.	Free Travel coupon worth Rs.2000/- to the Wives /widows of freedom fighters	Divisional Traffic Officer	07 working days	Divisional Controller	15 working days	Chief Traffic Officer	30 working days”

3. Under the Heading “ 4- Revenue Department”, after the entries relating to Sl.No.24, the entries of following services shall be inserted. Namely:-

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
25	Registration of Properties	Sub-Registrar	01 day	District Registrar	07 working days	Inspector General of Registrations	07 working days

26.	Change of Khata (Undisputed cases)	Tahsildar	60 working days	Assistant Commissioner	30 working days	Deputy Commissioner	30 working days
27.	Project Displacement Certificate	Tahsildar	21 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
28.	Natural Calamity Relief/Claims-Crop Loss	Tahsildar	21 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
29.	Natural Calamity Relief/Claims-Loss of Human Life	Tahsildar	15 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
30.	Natural Calamity Relief/Claims-House damage	Tahsildar	21 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
31.	Natural Calamity Relief/Claims-Animal Loss	Tahsildar	15 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
32.	Solvency Certificate	Tahsildar	21 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
33.	RTC Typological errors corrections	Assistant Commissioner	40 working days	Deputy Commissioner	15 working days	Regional Commissioner	15 working days
34..	Issue of Duplicate copies in Survey Section (Aakar- Band)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
35.	Issue of Duplicate copies in Survey Section (Index of Land Records)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
36.	Issue of Duplicate copies in Survey Section (Tippan)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
37.	Issue of Duplicate copies in Survey Section (Pakka Tippan)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
38.	Issue of Duplicate copies in Survey Section (Atlas)	Survey Supervisor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days

39.	Issue of Duplicate copies in Survey Section (Village Map)	Survey Superv-isor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
40.	Issue of Duplicate copies in Survey Section (Kharab Utar)	Survey Superv-isor	07 working days	Tahsildar	07 working days	Assistant Commissioner	07 working days
41.	No Objection Certificate under PTCL Act	Tahsildar	21 working days	Assistant Commissioner	07 working days	Deputy Commissioner	07 working days
42.	No Objection Certificate under LRF Grant	Tahsildar	21 working days	Assistant Commissioner	07 working days	Deputy Commissioner	07 working days
43.	No Objection Certificate under General Grant Land transaction	Tahsildar	21 working days	Assistant Commissioner	07 working days	Deputy Commissioner	07 working days
44.	Permission to set up Petrol Pump	Deputy Commissioner	21 working days	Regional Commissioner	15 working days	Government	30 working days
45.	Issuance of Arms License	Deputy Commissioner	55 working days	Regional Commissioner	15 working days	Government	30 working days
46.	Indira Gandhi Old Age Pension	Deputy Tahsildar /Tahsil-dar	70 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
47.	Destitute Widow pension	Deputy Tahsildar /Tahsil-dar	70 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
48..	Pension for disabled persons	Deputy Tahsildar /Tahsil-dar	70 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days
49.	Sandhya Suraksha	Deputy Tahsildar /Tahsil-dar	70 working days	Assistant Commissioner	15 working days	Deputy Commissioner	15 working days”

4. Under the Heading “ 5- Home Department”

(a) For serial No. 7, the following service and the entries shall be inserted. Namely:-

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
“7	No obligation to return to India (NORI)	PI DSB in Districts ACP/PI CSB in	20 working days	Additional SP or Dy. SP HQRs. in Districts	07 Working days	SP	07 working days”

	Certificate	Commissionerates		Additional SP or Dy. SP HQRs. in Districts DCP Int. in Bangalore City & DCP (L&O) in other Commissionerates		SP Addl CP Admn in Bangalore City/ Commissioner of Police in other Commissionerates	
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(b) After the entries relating to Services at Sl.No.12, the following services and the entries thereto shall be inserted. Namely:-

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
“13.	Police Verification Certificate for domestic servants/house keeping	PI DSB in Districts ACP/PI CSB in Commissionerates	20 Working days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in Bangalore City and DCP L&O in other Commissionerates	07 working days	SP Addl.CP Admn in Bnagalore City / Commissioner of Police in other Commissionerates.	07 Working days.
14.	Police Verification Certificate for Institutions/ Companies	PI DSB in Districts ACP/PI CSB in Commissionerates	20 Working days	Additional SP or Dy.SP HQRs. in districts DCP .Int. in Bangalore City and DCP L&O in other Commissionerates	07 working days	SP Addl.CP Admn in Bangalore City / Commissioner of Police in other Commissionerates	07 Working days.
15.	Police verification Certificate for Marriage Alliances	PI DSB in Districts ACP/PI CSB in	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP Addl.CP Admn. in B'lore City /	07 Working days.

		Commissi- -onerates		DCP .Int. in B'lore City and DCP L&O in other Commissi- -onerates		Commissi- -oner of Police in other Commissi- -onerates	
16.	Police verification Certificate for Training Apprenticeship at Public Undertakings /for trainees/ Workers working on daily wages at Govt. Institutions	PI DSB in Districts	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP	07 Working days.
		ACP/PI CSB in Commissi on-erates		DCP .Int. in Bangalore City and DCP L&O in other Commissi- -onerates		Addl.CP Admn. in Bangalore City / Commissi oner of Police in other Commissi -onerates	
17.	Police verification Certificate for Coolies/Load er/ Class IV Security Staff/ Supervisor at Airport (Individual applicants only)	PI DSB in Districts	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP	07 Working days. 07 Working days.
		ACP/PI CSB in Commissi on-erates		DCP .Int. in Bangalore City and DCP L&O in other Commissi- -onerates		Addl.CP Admn. in Bangalore City / Commissi -oner of Police in other Commissi onerates.	
18.	PVC for Central /State Govt. employees if request is received directly by the employee	PI DSB in Districts	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP	07 Working days.
		ACP/PI CSB in Commissi on-erates		DCP .Int. in Bangalore City and DCP L&O in other Commissi- -onerates		Addl.CP Admn. in Bangalore City / Commissi oner of Police in other Commissi -onerates	

19.	Police Clearance Certificate for going abroad (Visa for studies)/ Police Clearance Certificate for Foreign Nationals	PI DSB in Districts	20 Working days	Additional SP or Dy.SP HQRs. in districts	07 working days	SP	07 Working days.
		ACP/PI CSB in Commissionerates		DCP .Int. in B'lore City and DCP L&O in other Commissionerates		Addl.CP Admn. in Bangalore City / Commissioner of Police in other Commissionerates	
20.	Certification of Finger Print	Dy.Sp / Pls FPB in Districts	20 Working days	Additional SP /SP	07 Working days	SP	07 Working days
		ACP /PI FPB in Commissionerates		DCP Int. in Bangalore City and DCP (L&O) in other Commissionerates		Addl CP Admin in Bangalore City / Commissioner of Police in Other Commissionerates	
21.	No objection to return to India permission in respect of Tibetans	PI DSB in Districts	20 Working days	Additional SP/SP	07 Working days	SP	07 Working days
		ACP/PI CSB in Commissionerates		DCP Int. in Bangalore City and DCP (L&O) in other Commissionerates		Addl CP Admin in Bangalore City/ Commissioner of Police in other Commissionerates.	
22.	Response to Fire & Emergency Calls	Fire Station Officer	01 Hour excluding travel time	District Fire Officer	1 Hour excluding travel time	Regional Fire Officer	48 Hours excluding travel time
23.	Accident, Natural Disaster, Rescue Work and Disaster Emergency Calls	Fire Station Officer	1 hour excluding travel time	District Fire Officer	24 hours excluding travel time	Regional Fire Officer	48 Hours excluding travel time”

5. Under the Heading “6- Education Department”, sub-heading “II-Commissioner for Public Instruction”, after the entries relating to Service No. 6, the following services and the entries thereto shall be inserted. Namely:-

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
“7	Retotalling of marks of the following Exams conducted by the Director (Other Exams) A) D.Ed. Exam B) K.O.S. Exam	Senior Assistant Director, (D.Ed Exams), Other Exams, KSEEB, Bangalore.	15 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
	C) Commerce Exam D) Hindi Shikshak E) Arabic Exam F) Film Acting Exam G) Rangashikshana H) Sanskrit Exam	Senior Asst. Director, (Commerce Exams), Other Exams, KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
	I) D.P.Ed Exam J) Music Exam K) Drawing Exam	Asst. Director (W Section), Other Exams, KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
8.	Revaluation of Answer Scripts of the following Exams conducted by the Director (Other Exams) A) D.Ed. Exam B) K.O.S. Exam	Senior Assistant Director, (D.Ed. Exams), Other Exams, KSEEB, Bangalore.	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
	C) Commerce Exam D) Hindi Shikshak E) Arabic Exam F) Film Acting Exam G) Rangashikshana H) Sanskrit Exam	Senior Asst. Director, (Commerce Exams), Other Exams, KSEEB, Bangalore	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.

	I) D.P.Ed Exam J) Music Exam K) Drawing Exam	Asst. Director (W Section), Other Exams, KSEEB, Bangalore	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
9.	Issue of duplicate Marks card of the following Exams conducted by the Director (Other Exams) A) D.Ed. Exam B) K.O.S. Exam	Senior Assistant Director, (D.Ed. Exams), Other Exams, KSEEB, Bangalore.	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
	C) Commerce Exam D) Hindi Shikshak E) Arabic Exam F) Film Acting Exam G) Rangashikshana H) Sanskrit Exam	Senior Asst. Director, (Commerce Exams), Other Exams, KSEEB, Bangalore	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
	I) D.P.Ed Exam J) Music Exam K) Drawing Exam	Asst. Director (W. Section), Other Exams, KSEEB, Bangalore.	30 working days	Secretary, KSEEB, Bangalore	15 working days	Director, (Other Exams), KSEEB, Bangalore	15 working days.
10.	Issue of Migration Certificates of the following Exams conducted by the Director (Other Exams) K.O.S. Exam	Senior Assistant Director, (D.Ed. Exams), Other Exams, KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	10 working days	Director, (Other Exams), KSEEB, Bangalore	10 working days.
11.	Issue of migration Certificates pertaining to SSLC Exam conducted by the Director (Exams) S.S.L.C Examination	DDPI (Administra- tion), KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	10 working days	Director, (Exams), KSEEB, Bangalore	10 working days.
12.	Issue of Date of Birth Certificates pertaining to SSLC Exam conducted by the Director (Exams) S.S.L.C. Examination	DDPI (Administra- tion), KSEEB, Bangalore	15 working days	Secretary, KSEEB, Bangalore	10 working days	Director, (Exams), KSEEB, Bangalore	10 working days”

6. Under the Heading “8-Rural Development & Panchayat Raj Department” after the Services at Sl.No.10, the following service and entries thereto shall be inserted. Namely:-

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
“11	Registration and Issue of Job Card to the family of unskilled labour under MGNREGS	Panchayat Development Officer, GP.	30 working days	Executive Officer, Taluk Panchayat.	30 working days	Chief Executive Officer, Zilla Panchayat.	15 working days”

7. After the Heading “11-Women & Child Development Department” entries relating to the following Departments and their services shall be inserted. Namely:-

“12. Housing Department

(a) Karnataka Housing Board

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	Approval of Building Plan for construction of house in sites of 250 Sq.M area.	Assistant Executive Engineer, Chief of Town Planning Office	30 working days	Executive Engineer	15 working days	Chief Engineer	30 working days
2.	Issue of Draft sale Deed for allotment in respect of House /Site /Flat, etc.	Assistant Executive Engineer, Chief of Town Planning Office	30 working days	Executive Engineer	15 working days	Chief Engineer	15 working days
3.	Refund	Accounts Officer	30 working days	Controller of Accounts	15 working days	Housing Commissioner	

(b) Karnataka Slum Development Board

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	NOC to repair the house as per Section 5(b) of the Karnataka Slum Areas (Improvement and Clearance) Act, 1973.	Executive Engineer	30 working days	Joint Commissioner	10 Working Days	Commissioner	07 working days
2.	Absolute Sale Deed to those who have paid full amount fixed by Government and issued Hakku Pathras by the Board for the Houses constructed by the Slum dwellers in the declared slum areas.	Executive Engineer	30 working days	Technical Director	15 Working Days	Commissioner	10 working days
3.	Transfer of Title to the houses for those who are living purchased the houses from the original allottees of the Board.	Assistant Commissioner	30 working days	Joint Commissioner	15 Working days	Commissioner	10 working days

13. Animal Husbandry & Fisheries Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	Issue of Registration/ Licenses to Boats	Assistant Director of Fisheries Grade-II	15 Working Days	Deputy Director of Fisheries	15 Working days	Director of Fisheries	30 Working days

2.	Issue of Licenses for fishing in Reservoirs	Assistant Director of Fisheries Grade-I & II	10 Working days	Senior Assistant Director of Fisheries	15 Working days	Deputy Director of Fisheries	30 Working days
3.	Issue of order for the disposal of fishing rights under the jurisdiction of District level Officer	Assistant Director of Fisheries Grade-II	45 working days	Assistant Director of Fisheries Grade-II and Senior Assistant Director of Fisheries	15 Working Days	Deputy Director of Fisheries	30 Working days.

14. Public Works, Ports & Inland Water Transport Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Compe-tent Officer	Time limit for disposal by the Compe-tent Officer	Appellate Authority	Time limit for disposal by the Appella te Authority
1	2	3	4	5	6	7	8
1.	Permission for Road cutting on National Highways, State Highways and Major District Roads	Assistant Executive Engineer	15 working days	Executive Engineer	07 working days	Superintending Engineer	07 working days
2.	Permission for erection of hoardings and construction of structures along National Highways, State Highways and Major District Roads.	Executive Engineer of Highways	30 working days	Superintending Engineer	07 Working days	Chief Engineer	10 working days

15. Forest, Ecology & Environment Department

Karnataka State Pollution Control Board

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	Disposal of Consent for Establishment/ Consent for Expansion Applications- Green Category	Regional Officer	30 working days	Divisional Senior Environment Officer	15 working days	Member-Secretary	15 working days

2.	Disposal of Consent for Establishment/ Consent for Expansion Applications- Orange Category excluding Garments Washing units	Divisional Senior Environment Officer	40 working days	Chief Environment Officer	15 working days	member Secretary	15 working days
3.	Disposal of Consent for Establishment/ Consent for Expansion Applications- for Red Category EIA Projects	Concerned Section Head	70 working days	Member Secretary	15 working days	Chairman	20 working days
4.	Disposal of Consent for Establishment/ Consent for Expansion Applications for Red Category Non-EIA (with TAC Projects	Concerned Section Head	100 working days	Member Secretary	15 working days	Chairman	20 working days
5.	Disposal of Consent for Establishment/ Consent for Expansion Applications for Red Category Non-EIA (Without TAC) Projects	Concerned Section Head	120 working days	Member Secretary	15 working days	Chairman	20 working days

16. Commerce & Industries Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by Competent the Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	Sanction of Investment Promotion subsidy for Micro, Small and Medium Enterprises	Joint Director, District Industries Centre	30 working days	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore.	20 working days	Commissioner of Industries & Commerce, Head Office, Bangalore	15 working days

2.	Stamp duty exemption and Registration fees exemption Certificate a. DLSWCC/ SLSWCC Approved Projects	Joint Director, District Industries Centre	10 working days	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore.	07 working days	Commissi -oner of Industries & Commerc e, Head Office, Bangalore	07 working days
	b. SHLCC Approved Projects	Joint Director, Industrial Development , Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commission er of Industries and Commerce, Head Office, Bangalore	07 working days	Principal secretary to Governme nt, Commerc e & Industries Departme nt	07 working days
3.	Entry Tax Exemption Certificate a. DLSWCC /SLSWCC Approved Projects	Joint Director, District Industries Centre	10 working days	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore.	07 working days	Commissi -oner of Industries & Commerc e, Head Office, Bangalore	07 working days
	b. SHLCC Approved projects	Joint Director, Industrial Development , Department of Industries and Commerce, Head Office, Bangalore.	10 working days	Commission er of Industries and Commerce, Head Office, Bangalore.	07 working days	Principal secretary to Governme nt, Commerc e & Industries Departme nt	07 working days
4..	Agricultural Produce Marketing Tax Exemption Certificate a., DLSWCC/ SLSWCC Approved Projects	Joint Director, District Industries Centre	10 working days	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore.	07 working days	Commissi -oner of Industries & Commerc e, Head Office, Bangalore	07 working days

	b. SHLCC Approved projects	Joint Director, Industrial Development, Department of Industries and Commerce, Head Office, Bangalore	10 working days	Commissioner of Industries and Commerce, Head Office, Bangalore	07 working days	Principal Secretary to Government, Commerce & Industries Department	07 working days
5.	Electricity Exemption Certificate	Joint Director, District Industries Centre	05 working days	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore.	05 working days	Commissioner of Industries & Commerce, Head Office, Bangalore	07 working days
6.	Issue of IEM Part-I Acknowledgement for Micro, Small and Medium Enterprises	Joint Director, District Industries Centre	01 day	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore.	05 working days	Commissioner of Industries & Commerce, Head Office, Bangalore	07 working days
7.	Issue of IEM Part-II Acknowledgement for Micro, Small & Medium Enterprises	Joint Director, District Industries Centre	01 day	Additional Director (MSME), Department of Industries & Commerce, Head Office, Bangalore.	05 working days	Commissioner of Industries & Commerce, Head Office, Bangalore	07 working days

17. Kannada, Culture and Information Department

a) Kannada and Culture Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	Issue of Railway concession letter to Artists	Assistant Director (Training)	03 working days	Joint Director (Programmes)	04 working days	Commissioner, Kannada & Culture Department	03 working days
2.	Issue of Identity Cards to Artists	Assistant Director (Training)	02 working days	Joint Director (Programmes)	03 working days	Commissioner, Kannada & Culture Department	03 working days

3.	Reimbursement of medical expenditure to Writers/ Artists	Assistant Director (Training)	03 working days	Joint Director (Programmes)	05 working days	Commissioner, Kannada & Culture Department	03 working days
4.	Nayana reservation	Manager, Ravindra Kalakshetra	2 working days	Joint Director (Admn)	03 working days	Joint Director (Admn)	03 working days
5.	Sponsored Programme (Sponsoring Artist Groups)	Manager, Ravindra Kalakshetra	03 working days	Joint Director (Admn)	03 working days	Commissioner, Kannada & Culture Department	02 working days

b) Karnataka State Archives Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	To provide copies of historical document, digitization copies and microfilms copies and copy of the preserved document of historical importance to public	Assistant Archivist	15 working days	Archivist	15 working days	Director, Department of State Archives	15 working days

c. Information Department

Sl. No	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	Issue of accreditation letter to Journalists	Deputy Director, (Press and News Section)	Within 90 days from the receipt of the application	Joint Director, (Press and News Section)	03 working days	Director of Information Department	02 working days

2.	Providing financial assistance to Senior Journalists from the Senior Journalists Welfare Fund	Deputy Director, (Press and News Section)	Within 90 days from the receipt of the application	Joint Director, (Press and News Section)	03 working days	Director of Information Department	02 working days
3.	Providing financial assistance to Working Journalists from the Working Journalists Welfare Fund	Deputy Director, (Press and News Section)	Within 90 days from the receipt of the application	Joint Director, (Press and News Section)	03 working days	Director of Information Department	02 working days
4.	Issuing permission letter to film shooting within the State	Deputy Director. (Films Section)	within 15 working days from the receipt of application	Joint Director (Films Section)	03 working days	Director of Information Department	02 working days (Single window System)
5.	Issue of Certified copies for getting 100% Entertainment Tax Exemption for films	Deputy Director. (Films Section)	within 15 working days from the receipt of application	Joint Director (Films Section)	03 working days	Director of Information Department	02 working days (Single window System)

18. Department of Personnel & Administrative Reforms

Sl. No.	List of services	Designated Officer	Time limit for disposal by the Designated Officer	Competent Officer	Time limit for disposal by the Competent Officer	Appellate Authority	Time limit for disposal by the Appellate Authority
1	2	3	4	5	6	7	8
1.	Disbursement of Salary 1. Class-I/ AIS/HoDs	Under Secretary to Govt.	03 working days from due date	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	10 Working Days	Principal Secretary/ Secretary to Govt.	10 Working days

	2. Group-B, C and D	Section Officer	10 Working days from due date	Under Secretary to Govt.	03 working days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	10 Working days
2.	Sanction of Time bound Advancement 1. Class-I/ AIS/ HoDs	Under Secretary to Govt.	15 working days from due date	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	15 Working Days	Principal Secretary/ Secretary to Govt.	30 working days
	2. Group-B, C and D	Under Secretary to Govt.	30 Working days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	15 Working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	30 working days
3.	Sanction of Senior Scale Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	15 working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	30 working days
4.	Sanction of Annual Increment Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	15 Working Days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	30 working days
5.	Sanction of Earned Leave/ Commuted Leave for a period of 6 months excluding deputed Officials) 1. Class-I/ AIS/ HoDs	Under Secretary to Govt.	10 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 Working Days	Principal Secretary/ Secretary to Govt.	10 working days

	2. Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	07 working Days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	10 working days
6.	Medical Reimbursement (in cases where the treatment taken in Govt. Hospitals/ Govt. Autonomous Medical Institutions and in the Hospitals recognized by the Govt. as per CGHS norms) 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary/ Additional Secretary to Govt.	15 working Days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days
7.	TA Claims (HTC, LTC, Training, Tours) 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working Days	Special Secretary/ Secretary/ Principal Secretary to Govt	10 working days

8.	Pension Papers to AG (excluding death cases) 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	DS/JS/AS	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	10 working days
9.	Sanction of GPF Advance/Partial and final withdrawals. 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	10 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	15 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 Working Days	Special Secretary/ Secretary/ Principal Secretary to Govt.	10 working days
10.	Sanction of Festival Advance 1. Class-I/ HoDs	Under Secretary to Govt.	07 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.		Principal Secretary/ Secretary to Govt.	
	2. Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	15 working Days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
11.	Issue of Last Pay Certificate on transfer/ deputation 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	15 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 Working Days	Principal Secretary/ Secretary to Govt.	10 working days

	2. Group-B, C and D	Section Officer	10 working days	Under Secretary to Govt.	07 Working Days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
12.	Forwardal of Service Register 1. Class-I/ HoDs	Under Secretary to Govt.	15 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 Working Days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	07 Working Days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
13.	Declaration of Probationary period 1. Class-I/ AIS / HoDs	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days	Principal Secretary/ Secretary to Govt.	15 working days	Chief Secretary	15 working days
	2. Group-B and C	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days
	3. Group- D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working days	Special Secretary/ Secretary /Principal Secretary to Govt.	15 working days
14.	Declaration of Officiating period 1. Class-I/ AIS / HoDs.	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days	Principal Secretary/ Secretary to Govt.	15 working days	Chief Secretary to Govt.	15 working days

	2. Group-B and C	Under Secretary to Govt	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days
	3. Group-D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	15 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days
15.	Issue of Salary Certificate 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	03 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Section Officer	03 working days	Under Secretary to Govt.	07 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
16.	Sanction of Leave Salary on Surrendered leave 1. Class-I/ AIS / HoDs	Under Secretary to Govt.	15 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	10 working days
17.	Forwarding of Application through Proper Channel (KGID proposals/GPF proposals, etc.) 1. Class-I/ AIS / HoDs.	Under Secretary to Govt.	07 working days from the date of submission	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days	Principal Secretary/ Secretary to Govt.	10 working days

	2. Group-B, C and D	Section Officer	07 working days	Under Secretary to Govt.	10 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
18.	Sanction of HTC /LTC without relaxation of rules 1. Class-I/ AIS / HoDs.	Under Secretary to Govt.	10 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Section Officer	15 working days	Under Secretary to Govt.	07 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	10 working days
19.	Charge Allowance (upto 6 months) 1. Class-I/ AIS / HODs	Under Secretary to Govt.	10 working days from the date of submission of completed application	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Principal Secretary/ Secretary to Govt.	10 working days
	2. Group-B, C and D	Under Secretary to Govt.	10 working days from the date of submission of completed application	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	07 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	10 working days
20.	Sanction of arrears of pay (For Secretariat Staff)	Section Officer	90 working days from the date of submission in detail.	Under Secretary to Govt.	30 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days
21.	Compassionate Appointment (barring without nomination/ disputed/ Court cases) (a) Group-C	Under Secretary to Govt.	90 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days

	(b) Group-D	Under Secretary to Govt.	90 working days	Deputy Secretary/ Joint Secretary / Additional Secretary to Govt.	30 working days	Special Secretary/ Secretary/ Principal Secretary to Govt.	15 working days”
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By order and in the name of
the Governor of Karnataka

(K.G. Shashikala)
Under Secretary to Government
Department of Personnel & Administrative
Reforms (AR-Citizen Services)

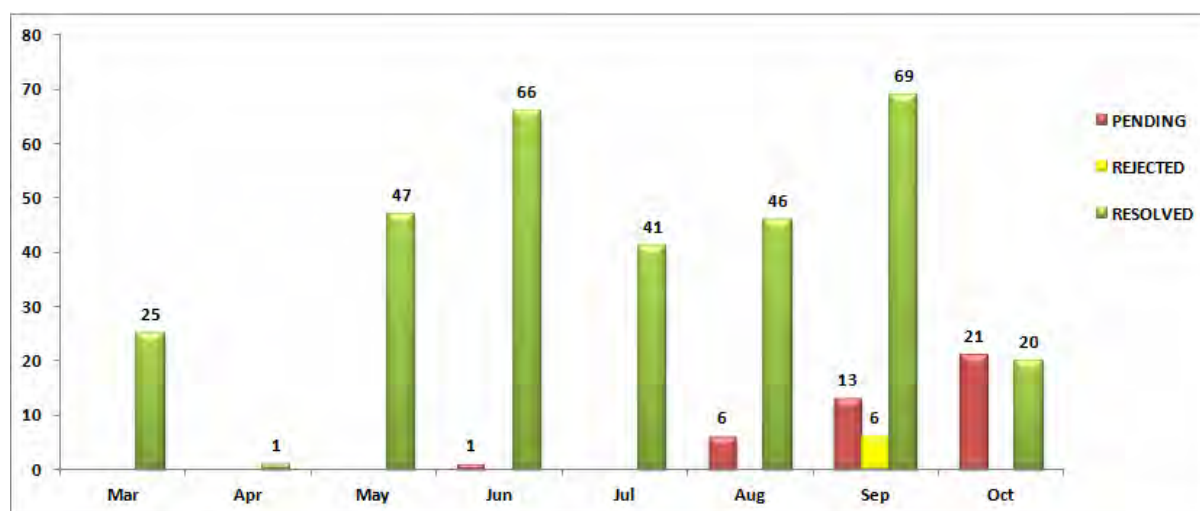
Report 5

From the Call Centre

The Sakala Call centre – 080 4455 4455 received about 41 Sakala complaints and 147 non Sakala complaints during the month of October.

1) Sakala Complaints: 315 of the 362 complaints received till date has been resolved. The status is shown below:

Month	PENDING	REJECTED	RESOLVED	Grand Total
Mar	0		25	25
Apr	0		1	1
May	0		47	47
Jun	1		66	67
Jul	0		41	41
Aug	6		46	52
Sep	13	6	69	88
Oct	21		20	41
Grand Total	41	6	315	362



It may be noted that the complaints are fluctuating in numbers and the trend in October is a lower complaints. The numbers came down from 88 in Sept to 41 in Oct. 50% of the pending complaints maps to October, which is being worked upon by the Mission.

The district wise break up of complaints received is given below:

District	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Grand Total
Bagalkot			2		3		1		6
Bangalore								1	1
Bangalore Rural			1				2	2	5
Bangalore	4		14	8	11	14	40	15	106
Belgaum	2		1	3	3	1	3	2	15
Bellary				5	1	2	3	6	17
Bidar	3		2		1				6
Bijapur	3		1	1		2	1		8
Chamaraja nagara						1	1	2	4
Chikkaballapura				1	1	1	1	1	5
Chikkamanglur			1						1
Chitradurga	2		3		1	5	6		17
Dakshina Kannada	1					1		1	3
Dharwad				1	1				2
Davanagere				15	10	1	9	1	36
Delhi			1						1
Gadag			1	2	1				4
Gulbarga	2		1	1		2			6
Hassan	2		1	1	2		4	1	11
Haveri			2				1		3
Kodagu	1		1					2	4
Kolar			3	2	1	2	2	1	11
Koppal			2		2		2	3	9
Mail						1			1
Mandya	1		1	1		2	1	1	7
Mysore	2		3	2	1	5	2		15
Raichur		1	2	4	1	3	5		16
Ramanagara				1			2		3
Shimoga				3		1	1	1	6
Tumkur	2		3	13	1	3	1	1	24
Udupi			1	1		5			7
Yadgir				2					2
Grand Total	25	1	47	67	41	52	88	41	362

Bangalore followed by Davanagere, Tumkur shows a high flow of complaints during the period.

2) Non Sakala Complaints:

Giving equal importance to Non Sakala complaints by using them as feedback for additional services & improvements in the working of other departments has always been an aim for the Mission. Given below is some data on the Non Sakala complaints.

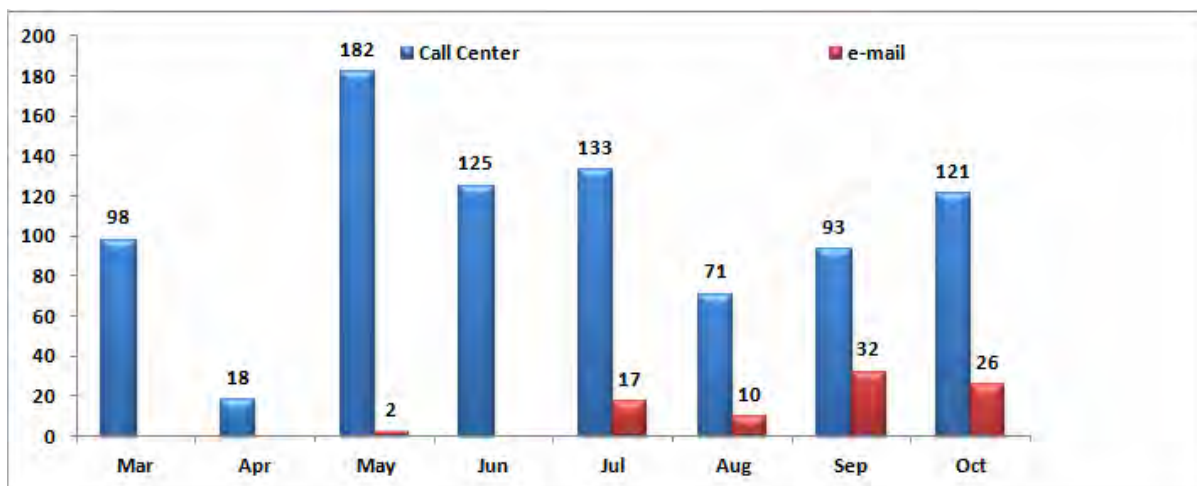
Given below is a table of departments from where citizen expect more services.

Department	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Grand Total
U ID							1		1
Animal Husbandry								1	1
B D A							1		1
BANK	1								1
BBMP	8	4	43	9	16	5	17	46	148
BDA	2		2						4
BWSSB	5		17	13	9	3	3	9	59
CM OFFICE	1								1
Commercial Taxes Department	2	1	1	3			1	2	10
Education Department	5	1	3	2	4	1	7	3	26
Food And Civil Supplies Department	9	3	2	1	2	1	7	14	39
Government Press	1								1
Health & Family Welfare Department	3		6	2	1	1	7		20
Home Department			2	6	2	2	3	4	19
KPSC	1								1
KPTCL	3		2	1	3	1			10
Labour department	2				1				3
Major Irrigation (KBJNL)				1					1
Minor Irrigation	1			1					2
Public & Administrative Reforms (AR)	1		1						2
RDPR	17	4	14	11	15	17	8	10	96
Revenue Department	24	2	75	66	76	40	54	41	378
Social welfare	1		1		1				3
Transport Corporation (KSRTC AND BMTC)			2						2
Transport Department			1	3	6	5	3	6	24
Urban Development	5		10	4	5	5	11	9	49
Women And Child Welfare Department	6	3	2	2	8		1		22
Mail					1		1	2	4
Grand Total	98	18	184	125	150	81	125	147	928

It is with this feedback that more services were added in the Sakala scheme.

The details of the month wise report are seen below: It is interesting to note that the complaints by e mail are on an increasing trend.

Month	Call Centre	e-mail	Grand Total
Mar	98		98
Apr	18		18
May	182	2	184
Jun	125		125
Jul	133	17	150
Aug	71	10	81
Sep	93	32	125
Oct	121	26	147
Grand Total	841	87	928



In a random feedback obtained from citizens, the call centre made 130 random calls, of which 116 were happy, and 14 were not happy, due to delay in delivery of services. This is a 90% satisfaction level.

Details of complaints can be seen at the portal : www.sakala.kar.nic.in

Report 6

Events @ Sakala:

1. September 13, 2012: Training of Nodal officers for additional services. The training session was lead by Addl. Mission Director Sri. Munish Moudgil who gave in-depth knowledge of the new services and its capabilities. The meeting was addressed by the Mission Director Dr Shalini Rajneesh.



2. On 26 September 2012, the Chief Secretary sri. SV Ranganath discussed the addition of services for government staff (DPAR services) at length and understood the views of the Principal officers and the meeting was also attended by the Principal AG who gave his views on the addition of 21 services under Sakala



3. Meeting of citizens through CIVIC: A meeting was organised by Civic on 16th October and Sakala team presented the participants on the benefits and uses of Sakala. 11 feedbacks and complaints were collected and the team worked on some of them, while others are being investigated.

4. Tableaux at Mysore Dasara: In the traditional Mysore Dasara procession Sakala was exhibited in the form of tableaux: shown below are samples.





Many other events were carried out in the month. Details can be seen in the portal.

Report 7

Sakala in the News!

a) From the field:

In Response to a questionnaire the Deputy Commissioner, Karwar – replied as below on being a consistent performer in Sakala service month on month.



How do you manage your day to day routine? Has Sakala changed the way you manage your day? If yes, can you please tell us how?

What are the challenges that one faces as a DC? Specifically Uttara Kannada – what is specific about your region.

As you maybe aware Uttara Kannada is, geographically, one of the largest districts in the State. There is also a multitude of Ethnically and linguistically diverse resident communities in the district. As a district administrator, I see myself as the link between social welfare and policy making in a way, essentially, addressing the needs and concerns of such diverse communities. My district is also relatively backward in the economic development calculus of the State, therefore, without any hesitation I would point out economic development with social inclusiveness as the biggest challenge we are striving to overcome on a daily basis. Besides this, 80 percent of the district is forest area so there is a lot of pressure on the limited available land, hence trying to maintain a balance between development and conservation is also another major challenge.

Why Sakala for citizens? How do you think it helps them sir?

In a district like Uttara Kannada, Sakala is a boon. Where in the past, people has to traverse long distance and time and time again to get a simple certificate, with Sakala the citizen knows when he is going to it hence saving precious time and money. This infact is one of the reasons why I constantly monitor Sakala regularly.

Once the message trickles down that you mean business, the system automatically falls into place. Initially when Sakala was rolled out I attended the training programmes and tried to understand first hand how the system worked. Then was constant follow up with all departments right down to the last man in the chain. I think that sent the message across that this programme meant a lot to me.

You manage 15 taluqs under your District - one of the highest in any district? How do you review the status and direct your staff?

I believe success in Public Administration runs co-terminus with sub-delegation of authority and responsibility. Being a large district, every sub-division and taluk has specific socio-economic issues which need local solutions complementing the relevant social fabric. This administrative mechanism, more often than not, ensures greater motivation to public officials along with instilling a sense of responsibility in public service delivery.

How has training helped? Is there an improvement that you can suggest?

If you were to advise Sakala on two aspects for increased/improved effectiveness - what would they be?

One of the problems cited has been that there are a lot of rejections. Take the instance of caste certificate, the software only allows us to accept or reject the caste sought by the applicant. The software should allow us to enter reasons for rejection or give a revised certificate if required following field enquiry.

Secondly, during my interactions with the people I am often faced with complaints of how certain time bound documents are being delayed. This indicates that Sakala is still being bypassed. Hence we need to seriously think of a cutoff date and a system from whence only documents generated through Sakala become valid documents.



INKHONLA JANNA (a)
Deputy Commissioner
Uttara Kannada, Karwar

2) The DC of Bidar simply put it as: “There is no magic. Just 15 minutes every morning. No notice, no shouting”

b) A Helpdesk report sent by the DC –Davanagere.



ದಾವಣಗೆರೆ ಸಂಖ್ಯೆ 08192 - 272954
 Phone Number 257778
 ಫ್ಯಾಕ್ಸ್ / Fax : 08192 - 272957

ಜಿಲ್ಲಾಧಿಕಾರಿಗಳ ಕಾರ್ಯಾಲಯ, ದಾವಣಗೆರೆ ಜಿಲ್ಲೆ
 ರೈತ ಭವನ, ದಾವಣಗೆರೆ - ೫೭೭ ೦೦೨.
OFFICE OF THE DEPUTY COMMISSIONER, DAVANGERE DISTRICT
 Raita Bhavana, Davangere. Pin Code - 577 002.

ಸಕಾಲ ಸಹಾಯವಾಣಿ/ಸಿಆರ್-೦೧/೨೦೧೨-೧೩ ದಿನಾಂಕ: 10.10.2012

ಗೆ,
 ನಿರ್ದೇಶಕರು,
 ಸಕಾಲ ಮಿಷನ್,
 ಬಹುಮಹಡಿಗಳ ಕಟ್ಟಡ,
 ಅಂಪೇಡ್ಡರ್ ವೀದಿ,
 ಬೆಂಗಳೂರು-1

ಮಾನ್ಯರೆ.

ವಿಷಯ: ಸೆಪ್ಟೆಂಬರ್-೨೦೧೨ರ ಮಾಹೆಯ ದಾವಣಗೆರೆ ಜಿಲ್ಲಾಧಿಕಾರಿಗಳ
 ಕಛೇರಿಯ ಸಕಾಲ ಸಹಾಯವಾಣಿಯ ಮಾಹಿತಿ ಸಲ್ಲಿಸುವ ಬಗ್ಗೆ.

ದಾವಣಗೆರೆ ಜಿಲ್ಲಾಧಿಕಾರಿಗಳ ಕಛೇರಿಯ ಸಕಾಲ ಸಹಾಯವಾಣಿಯ ಅಗಸ್ಟ್-೨೦೧೨ರ
 ಮಾಹೆಯ ಮಾಹಿತಿಯನ್ನು ನಿಗದಿತ ನಮೂನೆಯಲ್ಲಿ ಲಗತ್ತಿಸಿ ತಮ್ಮ ಅವಗಾಹನೆಗೆ ಸಲ್ಲಿಸಿದೆ.


ತಮ್ಮ ವಿಶ್ವಾಸಿ.


 (ಎಸ್. ಎಚ್. ವಿಠಯಣ್ಣಪ್ಪ)
 ಅಪರ ಜಿಲ್ಲಾಧಿಕಾರಿಗಳು
 ದಾವಣಗೆರೆ ಜಿಲ್ಲೆ.



**September-2012 Summary Report –submitted Sakala Helpdesk
DC Office Davangere**

Activity		Details		Remarks
1	No of people Catered	60		
2	No of Grievances addressed	60		
2A	Category of Grievance/Need	Category	Number	
		About the Act	52	
		Procedure for Service	-	
		Procedure for Complaint /Appeal	-	
		Fees	-	
		Application Filing	-	
		Checklist of documents to be submitted	-	
		Others	Income Certificate- 2 Caste Certificate - 2 Ration Card - 3 Birth Certificate - 1	
2B	Nature of Service Provided	Oral		
3	No of Grievance NOT addressed	0		
3A	Reasons for Not addressing			
4	Roadblocks Faced	No		
5	Other comments	To spread knowledge about Sakala we have prepared distributed a pamphlet to the citizens.		
6	DC/ADC Remarks			
7	Details of people visited (by hour)	Hour	No of People	
		10-11	2	
		11-12	25	
		12-1	14	
		1-2	3	
		2-3		
		3-4	11	
		4-5	5	
5-6				


 Deputy District Collector
 Davangere

c) Sakala in the Print!

Sakala Receives Ten Million Applications

Express News Service

Bangalore: "The launch of the Sakala has brought smiles for over ten million citizens in the state," said Law and Parliamentary Affairs Minister S Suresh Kumar on Tuesday.

He said on September 4, Sakala achieved a milestone when the number of applications had reached 1 crore.

Terming September a 'consolidation month', he said it had not only completed six months, but also witnessed a higher disposal of applications than the receipts. "While the cumulative receipts of the applications under Sakala reached 1,14,18,551 in September, the disposal in time also crossed 109,27,615 in the same month," he said.

Complimenting the Saka-

la team for making the implementation of the scheme as "grand success", the minister said that recognition to the scheme is not only pouring in from other states but also from other countries.

"Bangladesh had invited Sakala mission officials from Karnataka to be their resource person in implanting a system similar to Sakala in their country," he said.

Outlining the performance of the scheme in the state, he said that at the end of September 2012, Chitradurga is ranked first followed by Uttara Kannada and Dakshina Kannada.

He said, "Till today as many as 124,61,806 applications were received and the disposal stood at 121,16,458." The state government has decided to include another 114 services under Sakala.

2)

PAGES OF INDIA, BANGALORE
W, SEPTEMBER 26, 2012

Police services an SMS away

Get Alerts On 11 Services Under Sakala Scheme From October 10

By Anandashankar Iyer

Bangalore to a 100 per cent free mobile alert service to facilitate and streamline procedures for the services provided by the police department, an 11-point automated alert service message (SMS) service has been introduced.

The SMS facility will carry over to the department and begin from October 10 and be re-

11 services under the scheme and 16 more will be added soon," additional director general of police (deputy commissioner) Praveen Gowda told TOI.

From a mobile application or internet website, citizens, including filing a complaint, the applicant or complainant will be asked to provide his/her mobile number. The number will register under the alert on the website of the police department. He explained that just like the railway PNR number or bank account number, a citizen's SMS registration number (in citizen's number) will be assigned to individual citizens/patrons. "People can access the status of their cases through internet or use get SMS alerts from time to time."

"The SMS facility will provide multiple alerts to citizens. We will provide an 11-point service where citizens can keep track of their cases for various services and even get regulated the service status," he said.

CITIZEN FRIENDLY

used under the Sakala scheme. It will be to prevent gross delay in delivery of services which are provided through a process system. 11 more services will be brought under the facility by November 1.

"We hope to provide an excellent service to citizens — that is, the information on our services can be just a phone call — both on the internet or the mobile by the citizen. At present, we have



THE SERVICES IN SAKALA BASKET

- Access to police and fire services
- Public address system
- Ticket for bus/rail
- Business licence
- Driving licence
- Driving test
- No-objection certificate for job agents
- No-objection certificate for shops
- Passport verification
- Permission for using old passport
- Release of visa
- Release of passport
- Verification for job agents

ON THE CARDS

- No objection to return to India (NORI) certificate
- Verification certificate for domestic help/contract labour
- Verification certificate for getting an Indian passport
- Verification for passport issuance to first arrivals/depart of Indian passport
- Verification for sending applicants to all government employees
- Verification for local bus routes, television, cable TV and regulatory jobs of airports
- Verification for essential state government employees
- Clearance for going abroad for studies
- Clearance for foreign students
- Passport verification required for foreign countries for issue of visa
- No objection to return to India in respect of IT sector

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Karnataka to bring more services under 'Sakala'

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MANGALORE, OCT. 30: The Karnataka Government will bring 116 more services under the 'Sakala' programme to provide services to citizens within a stipulated timeframe.

The additional 116 services will be brought under 'Sakala' on a pilot basis in four taluks of the State from November 2. The programme is implemented under the Karnataka Guarantee of Services to Citizens Act.

N.S. Channappa Gowda, Deputy Commissioner of Dakshina Kannada district, said here that as of now 151 services are under 'Sakala'.

Another 116 services will be brought under Sakala in four taluks, including Puttur taluk in Dakshina Kannada district, in the State from November 2. The other taluks are from Dharwad, Chitradurga and Bidar districts.

Services provided by various departments in the State come under Sakala. The decision to bring services provided by the Social Welfare Department and the Mangalore Electricity Supply Company (Mescom) will be taken soon, he said.

It may be mentioned here that Puttur taluk in Dakshina Kannada was one among the four taluks in the State to implement this programme on a pilot basis in March this year. Later on, the government extended the programme to other parts of the State.

vinayak.aj@thehindu.co.in

Keywords: Sakala programme in Karnataka,

4) In an unique program held in Mysore, Sakala and RTI was discussed.



Mysore Against Corruption

MIG-891, CITB 2nd Stage, Kuvempunagara, Mysore 570023

October 15th 2012

Sri Naganaik,
Additional Deputy Commissioner,
Mysore.

Sir,

Sub: Your support to RTI Festival in Mysore

A day long RTI Festival was held in Mysore on 14th October 2012 to spread awareness on RTI and SAKALA, which was a huge success. 186 registered participants took active part in the deliberations while many more floating visitors walked in and out. A total 46 RTI applications were drafted in the camp by trained volunteers on behalf of aggrieved public, which also included 20 Appeals.

After I made a presentations on SAKALA, there were many queries from public, which were ably answered by Sri D. R. Vijay, IT Consultant from your office and we are thankful to him.

A detailed report on the Fest is carried in today's issue of Star of Mysore on Page 5.

We also wish to place on record our appreciation of your support to the Festival by sending Sri D. R. Vijay to the Fest. Though no display material or handouts were available at the venue, his presence to answer their queries, was appreciated by the general public.

Thanking you for your cooperation.

Yours truly,

For Mysore Against Corruption

G. R. Vidyaranya
Convener
Mob: 97310 61861

5) A coverage on Sakala's Call centre:

Incorrect data entry, wrong house owner

BBMP Records Show Professor's House In Another Person's Name Due To Error In The Khata Number

Sumithra Rao R | TMW

Bangalore: This law professor based in Ireland got the shock of his life last week when he was unable to pay the property tax for his house in the city. Reason? The BBMP records said that for property was in someone else's name. The mistake was not a clerical error, it raised two important issues: one, how a careless clerical error can change property ownership, and two, how through Sakala, the government services scheme, this case was resolved in four days even though this particular service doesn't directly come under its purview.

The anomaly in records came to light when Sandeep Sopani, head of the Department of Urban Planning, City of Ireland, Mayo, who owns a property near Kasturba Road in Bangalore was informed by his mother that she was unable to pay the property tax for his house last week. Sandeep has been paying tax to the same property for many years, and was shocked to further learn that the BBMP documents suddenly showed up someone else's name for the property.

A worried Sandeep sent a mail four days ago to BBMP commissioner Rajneesh Goel and also to Shalini Rajneesh, secretary to government in administrative reforms and head of Sakala. Referring to possible fraudulent activity involving his flat in Galdon Orchid Apartments on Kasturba Road, Sandeep wrote, "My mother went to your offices in the Utility Building to pay the property tax for this year, when she was told, much to her astonishment, that the property was transferred to another person's name. The name given was Dr. Krishnamaswamy Prasad. We have no idea who this person is or why the records show his name against my property."

TIMES VIEW

Six months on, the Sakala helpline has received over a lakh queries and this is proof that the scheme is an idea whose time had long come. At the end of the day, people want good governance and Sakala helps bridge the gap between the public and administration. With those manning the helpline going the extra mile to help citizens for complaints that fall under Sakala's ambit, it is hopes that such earnestness is sustained.

The case was moved by Shalini to the Sakala cell centre Transact Global, run by Darshan Chinnappa, who investigated the case. "The mistake had occurred during data entry of the PID number (or Khata number) by an operator. When we checked with the original khata, we found that the name was there. We directed BBMP officials to make necessary changes in the khata extracts that was showing Krishna Prasad's name for the property belonging to Sandeep. BBMP took two more days to rectify the error. It was an error made in uploading PID number, that caused ownership change," explained Darshan. "This is one of the many complaints that we attend to."

Sandeep mentioned in his mail that his family was asked to give bribe at the property tax centre. A Rhodes Scholar at Oxford University, Sandeep is an alumnus of IIS, Bangalore. After the issue was resolved in four days, Sandeep wrote to Sakala team saying, "I appreciate your swift resolution of this situation as it caused some stress to me."

Sumithra Rao R | TMW

Bangalore: It's 8 am on Friday morning. Vikas Trivrasgar, 23, has several problems on hand: garbage not lifted, citizens who have not got their khata, widows who have not received their pension. "Similar" complaints are pouring in for seven other youngsters sitting in an office near Anandapur flyover. Most of them are trying to find outside solutions to their problems. This team runs a call centre for the Sakala helpline.

The youngsters work from 8 am to 6 pm receiving calls from across the state. In the last ten days, the helpline has got 383 complaint calls on garbage, from 100 to 150. This team carries Sakala messages to the general public every day. "About 29 percent of the calls pertain to problems in procuring khata certificate, about 29 percent each pertains to land survey related problems and water supply while 6 percent of callers seek information on



MAY I HELP YOU? Helpline staffers cater to the entire state

DIAL FOR HELP Sakala helpline number is this-1455-4455. You can ring this number to register procedural queries or delay in the delivery of services of the government under Sakala scheme. Sakala, the applicant first receives an acknowledgment slip with a unique number. This ensures that the request for service will be tracked. It is specified days. Sakala takes care of 151 services of 11 departments. In a month's time, 118 new services will come under its ambit. The cost of services is borne by the government and compensation is sought.

Majority of the calls made to the call centre are from Bangalore, though in terms of applications, the government is getting more responses from North Karnataka region.

6 months on, Sakala going strong

concerned," said Darshan Chinnappa, director of Transact Global, a call centre for Sakala. There are instances where callers weep on the phone and seek for solutions to problems that don't come under Sakala, says Vikas. "An elderly woman from Bangalore rural district had called me complaining about the problems she was facing in getting widow pension. For them, calling up the Sakala helpline is a way to get the government's services."

Though the helpline is a success story, there are issues of the services covered under Sakala. We brought the issue to the notice of the pension authorities," said Vikas. Since its inception in April this year, the Sakala helpline has received over a lakh queries. Of the 1,17,941 complaints, it has registered 119 appeals. Appeals are registered in case of delays in the delivery of services and compensation is sought.

Majority of the calls made to the call centre are from Bangalore, though in terms of applications, the government is getting more responses from North Karnataka region.

Kontraris or delay in the payment of MNPREGA wages. These are all non-Sakala complaints, which we bring to notice of the officials

