



October - 2013 Report

The Karnataka Sakala Services Act 2011

Total Receipts - 3.66 Crore

Total Disposals - 3.58 Crore



No more delays... We deliver on time.

Department of Personnel and Administrative Reforms (Administrative Reforms)

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

The Karnataka Sakala Services Act 2011



*Report Card for the month of
October 2013*



ಶ್ರೀ ಸಿದ್ದರಾಮಯ್ಯ
ಮುಖ್ಯಮಂತ್ರಿ, ಕರ್ನಾಟಕ



Message:

Reforms from the government are always aimed at helping and supporting our citizens. I am very happy to note that not a single Sakala service grievance is coming during my Janatha Darshan program which is conducted to meet the citizens face to face and understand their grievances.

I have time and again stressed that citizens should not travel from their places to Bangalore to solve their grievance. Going forward, my office will monitor the grievance redressal in a time bound manner. This will help in timely monitoring as well as quick resolution of people's problems.

Once citizens are aware of their rights and procedures, the more effective the reforms will be. On this count, Sakala awareness was carried out during Dasara festivities in Mysore where thousands of citizens were enlightened about Sakala. Pamphlets, Act copies were distributed to one and all. I advise more such campaigns on every such occasion, community festivals & Programs.

I have constituted a committee under the chairmanship of the Law minister to advise government on bringing about simplification and tracking of governmental programs.

I hope my government will bring in concrete change in the way we work in the coming days.

Siddaramiah
Chief Minister



T.B. JAYACHANDRA
Minister for Law, Justice and
Human Rights, Parliamentary Affairs &
Legislation, Animal Husbandry and
Tumkur District In-charge



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12.11.2013

Message

Having brought in 154 more services under Sakala, I have been personally talking to my cabinet colleagues to bring more services of their departments under Sakala. We are also considering various proposals to amend the Act in order to make it more effective, simple and user friendly.

To make the legislators' familiar with Sakala, a training program was conducted for about 40 first time legislators recently. Being a senior and heading the Law Ministry, I felt it was more of a mentoring that I was doing rather than enforce it to my newer peers.

To address the rural digital divide, we have come up with the concept of using the existing private cyber cafes to reach out to the rural areas in providing online services. We have also enabled rural youths to take up the job of Helpdesk operators at the Taluk level.

Delivery of services by post at a nominal cost is also on the cards. This will help citizens save a lot of time and reduce instances of their visit to the offices time and again. Village level service centres are also planned to help every citizen in the nook and corner of the state to apply for the desired service through Sakala.

Integrating Database of various departments will help in data being available in one location with greater reliability. This

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will not only ease work for the staff that can get info at the click of a mouse, but also reduce the complexity of documents for citizens. Duplications and rejections can be brought to the bare minimum.

Carrying out work study based on workload, encouraging good and consistent performers through the 'Sarvottam Seva Award' as well as automatic deduction of compensatory costs for defaulting employees is being thought of as a part of long term administrative reforms.

We have proposed to do away with the need for setting up commissions to adjudicate upon delays as the officials have taken full responsibility to monitor service delivery and reduce pendency to bare minimum with a citizen centric approach.

I am glad the single nodal Call centre complaint management is well managed with nearly 95% of the complaints resolved. Feedback received from citizens is used by the Mission to improvise/standardize or simplify processes.

Sakala, being the pioneer in providing citizen centric services in the country, can guide any State wanting to implement Right to Public services in their states.


(T.B. JAYACHANDRA)

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CHAPTER 1

FROM THE MISSION DIRECTOR'S DESK

This month saw lot of hectic activities in Sakala. We have started the training programs for the LMS/FMS for all departments; we gave an update of Sakala to first time MLAs and many more programmes.

Ranking: Coming to this month's Highlights, Chikkaballapura continues to hold the first rank this month too. Davanagere rose up from 8th position last month to 3rd this month. Uttara Kannada came 2nd in the month's Ranking.

12 Districts have retained their positions with no major shakeup in the ranking. While 8 districts have shown improvements from last month's ranking including Bangalore, the rest have slipped their positions showing a downward trend. We have compared the last month's ranks with this month to see where the districts have positioned themselves in the chapter further in the report.

Rank	District	District	Rank
1	Chikkaballapura	Bidar	30
2	Uttara Kannada	Yadgir	29
3	Davanagere	Raichur	28

Applications & Disposals trends:

Cumulative Receipts – 3, 66, 90,718

Cumulative Disposals – 3, 58, 80,965

Total Applications Received in the Month – 17, 79,829

Total Applications Disposed in the Month – 18, 35,389

Taluk Rankings: Among Taluks, Rankings showed Gudibanda of Chikkaballapura again RANKED FIRST this month, followed by Chikkaballapura Taluk and the third spot is held by KARWAR of Uttara Kannada. In a meeting convened in early November, we tried to analyse the reasons for low

performance specifically where Taluks within the same Districts showed huge variations. The Indian Institute of Management Bangalore, Some Tahsildhars came together in a brain storming session to analyse these issues and understand ground realities. There is a need for more delegation of powers to Village Accountants, Revenue Inspectors, & Deputy Tahsildhars, fill up vacancies and train designated Officers (D.O) & Appellate Authorities (AA) in Sakala Analytics.

Overdue Applications: As of end October, 14215 applications were pending. This was higher than last month's closing of 12202 though lower applications were received this month as compared to the last month.

In time Disposal Rate stood at 97.58% with 46697 cases of delayed disposals seen in the month. A detailed delayed disposal report analysis can be seen in Chapter 2C.

Complaints & Appeals: Under the Sakala Complaints Category, 129 complaints were received during the month. Out of the total 2723 complaints received, 2587 has been resolved with 136 complaints are pending as of end of October. There has been acceleration in closing complaints. Nearly 95% of the complaints stand resolved as District IT consultants are actively pursuing the cases, with the support of Deputy Commissioners.

Under the Non Sakala complaints, there has been a constant fall in the complaints received. As more Sakala services get added, Non Sakala complaints would eventually reduce. Out of the total 2955 complaints received under the Non Sakala Category, 2311 calls have been closed while 644 complaints are pending to be resolved and the team is working on the same. Sakala places equal importance to non Sakala complaints too by requesting the concerned department to look into the issue and close the case.

Cyber Cafes & helpdesks: Over 200 Helpdesk personnel have been identified and in many locations they have started functioning in a full fledged manner. Many helpdesks will start in early November. Helpdesks would have additional responsibilities of updating citizens on the status of their applications by reviewing the portal, helping apply services online etc.

Training and Awareness Generation: In a training program to over 40 first time Legislators, I had the opportunity to show the progress Sakala has made and the impact it has had on people. Other programs were a RTI & Sakala centred program at Bangalore, Training program at the AG's office besides conducting a Sakala based program at IIM Ahmadabad.

The Sakala Stall at Mysore attracted thousands of citizens. Pamphlets, Stickers, and brochures were handed over to citizens to know more of Sakala.

Online registration of sakala application was also facilitated on this counter.










This month end the bid farewell to our respected Chief Secretary who has been the strongest votary of right of services of citizens and has persistently pursued the creation, expansion and consolidation of sakala. Our heartfelt gratitude.

Dr Shalini Rajneesh IAS
Director – Sakala Mission &
Secretary – Department of Administrative Reforms.

Chapter 1 A

Districts Ranking for the Month with Analysis




District	Receipts during the month (A)	Disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts / One lakh population (F)	October Ranking (Current Month)	September Ranking (Previous Month)	Trend
Chikka ballapura	47957	50925	0.3	3	3996	2	1	1	↔
Uttara Kannada	50604	47492	0.1	1	3614	5	2	4	↑
Davanagere	72686	69165	0.7	7	3825	3	3	8	↑
Chamaraja nagar	34169	38946	0.2	2	3416	8	4	2	↓
Chitradurga	55495	58030	1.5	12	3468	7	5	13	↑
Ramanagara	41166	42222	6.4	28	4116	1	6	7	↓
Mandya	67089	66623	4	25	3727	4	7	3	↓
Hassan	59541	63471	3.6	24	3502	6	8	6	↓
Kolar	47801	49988	2.4	16	3186	10	9	9	↔
Koppal	39679	41798	0.3	3	3052	16	10	20	↑
Bagalkot	56542	55807	1.5	12	3141	13	11	17	↑
Bijapur	67021	68876	3.2	22	3191	9	12	12	↔
Mysore	91921	97701	3.2	22	3169	11	13	19	↑
Shimoga	50719	54739	0.8	9	2983	17	14	5	↓
Gadag	28610	29679	0.5	6	2861	20	15	14	↔
Bangalore	300999	289396	4.1	26	3168	12	16	30	↑
Udupi	31825	30248	1.5	12	2893	18	17	16	↔
Tumkur	79916	82614	3	21	3073	15	18	10	↓
Haveri	42423	48692	0.7	7	2828	22	19	11	↓
Dharwad	49707	54481	0.3	3	2761	25	20	25	↑
Bangalore Rural	27732	28608	7	30	3081	14	21	15	↓
Dakshina Kannada	56734	58777	1.8	15	2836	21	22	21	↔

District	Receipts during the month (A)	Disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts / One lakh population (F)	October Ranking (Current Month)	September Ranking (Previous Month)	Trend
Kodagu	14419	15046	2.9	20	2883	19	23	22	
Belgaum	131034	138666	1	10	2787	24	24	23	
Bellary	70460	76991	2.6	17	2818	23	25	26	
Gulbarga	67310	77802	1	10	2692	28	26	18	
Chikmagalur	30138	32310	2.6	17	2739	26	27	28	
Raichur	52037	60271	2.8	19	2738	27	28	27	
Yadgir	27981	30063	6.4	28	2543	29	29	29	
Bidar	36728	46323	4.1	26	2160	30	30	24	
Total	1830443	1905750	2.42%						



Notes: 12 Districts have retained their positions irrespective of their ranking positions (with no major shakeup in the ranking). Chikkaballapura continues to be ranked #1 for the second month. Davanagere has improved multiple ranks to be placed at # 3. While 8 districts have shown improvements from last month's ranking lead by Bangalore, the Rest have slipped their positions showing a downward trend. We have compared the last month's ranks with this month to see where the districts have positioned themselves. The current Month's Ranking is marked in Blue.

Legend:

Fall - 
 Retain 
 Rise 

Chapter 1B

Department wise Status of Applications Receipts, Disposals & Pendency for the Month

Records shown below as on 31/10/2013 17:30:00

MAIN DEPARTMENT	NO. OF GSC RECIEPTS DURING THE DAY	NO. OF GSC DISPOSALS DURING THE DAY	NO. OF GSC RECIEPTS DURING THE MONTH	NO. OF GSC DISPOSALS DURING THE MONTH	PENDENCY AFTER DUE DATE
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	9	0	77	77	1
CO-OPERATION DEPARTMENT	0	0	0	0	1
COMMERCE AND INDUSTRIES DEPARTMENT	370	243	3950	3736	2
COMMERCIAL TAXES DEPARTMENT	4583	5418	140195	130672	25
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	0	0	66	108	18
EDUCATION DEPARTMENT	1608	845	15926	15206	123
FOOD AND CIVIL SUPPLIES	1684	1713	48113	48452	9
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	0	0	36	35	13
HEALTH AND FAMILY WELFARE	1211	1399	27291	27224	123
HOME DEPARTMENT	1636	1534	79345	77819	1757
HORTICULTURE DEPARTMENT	44	17	590	493	0
HOUSING DEPARTMENT	6	8	168	235	24
KANNADA, CULTURE AND INFORMATION DEPARTMENT	0	0	15	38	3
LABOUR DEPARTMENT	805	1173	15939	15947	82
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	1	0	28	28	4
REVENUE DEPARTMENT	5077	7303	1038049	1133233	8947
RURAL DEVELOPMENT AND PANCHAYAT RAJ	0	131	65651	57838	3478
TRANSPORT DEPARTMENT	7651	5637	264081	244175	113
URBAN DEVELOPMENT	3054	2767	65988	65922	191
WOMEN AND CHILD WELFARE	423	301	14321	14151	1
Total	28162	28489	1779829	1835389	14915

Notes: A Detailed pendency Analysis has been carried out by department and follows this chapter. Due to technical integrations from other departments, there could be small data variations in the No. of Applications Receipts, Disposals as well as Pendency from what is seen as historical data for that month.

Chapter 1C

Institution wise Cumulative Receipts, Disposals & Pendency as of 31 Oct 2013

Department	Institution/ Sub Department	TOTAL NO. OF GSC RECEIPTS	TOTAL NO. OF GSC DISPOSALS	PENDENCY
Revenue	REVENUE DEPARTMENT	18534892	17919790	8547
	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	1634476	1633737	371
	SURVEY AND SETTLEMENT COMMISSIONER	412643	401148	29
Finance	COMMERCIAL TAXES DEPARTMENT	2737488	2716067	24
	EXCISE DEPARTMENT	1	0	1
Transport	TRANSPORT DEPARTMENT	4285396	4210662	92
	TRANSPORT CORPORATIONS(KSRTC)	926214	926181	20
	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	181856	181613	1
	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	63515	62735	0
	BANGALORE METROPOLITAN TRANSPORT CORPORATION	763556	762676	0
Food	FOOD AND CIVIL SUPPLIES DEPARTMENT	2462515	2462238	9
Home	HOME DEPARTMENT	1468455	1436148	1756
	FIRE SERVICES DEPARTMENT	2539	2537	1
RDPR	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	818348	793721	3478
Urban	BRUHAT BANGALORE MAHANAGARA PALIKE	180126	177546	76
	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	13507	13210	76
	CITY MUNICIPAL COUNCIL	492479	487304	17
	BANGALORE DEVELOPMENT AUTHORITY	3638	3604	15
	TOWN MUNICIPAL COUNCIL	363868	360526	3
	CITY CORPORATION (Other than BBMP)	222386	220322	2
	TOWN PANCHAYAT	131949	130715	2
C & I	COMMERCE AND INDUSTRIES DEPARTMENT	40768	40563	2
Health	HEALTH AND FAMILY WELFARE DEPARTMENT	345745	344653	113
	DRUGS CONTROL DEPARTMENT	15975	15780	10
	AYUSH DEPARTMENT	919	913	0
Labour	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	1922	1665	59
	LABOUR DEPARTMENT	212672	209646	23
	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	14942	13843	0

Department	Institution/ Sub Department	TOTAL NO. OF GSC RECIPTS	TOTAL NO. OF GSC DISPOSALS	PENDENCY
Housing	KARNATAKA SLUM DEVELOPMENT BOARD	284	246	22
	KARNATAKA HOUSING BOARD	4190	4100	2
W & C	WOMEN AND CHILD WELFARE DEPARTMENT	185035	184564	1
DPAR	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	823	799	18
Kan & Culture	INFORMATION DEPARTMENT	277	274	3
	KANNADA AND CULTURE	303	303	0
	DEPARTMENT OF ARCHIVES	124	122	0
Education	DEPARTMENT OF PUBLIC INSTRUCTION	55300	50283	87
	PRE-UNIVERSITY BOARD	85146	85114	32
	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	57	1	2
	UNIVERSITY POST GRADUATION SECTION	1321	1318	1
	HIGHER EDUCATION-COLLEGIATE EDUCATION	748	675	1
	UNIVERSITY EXAMINATION SECTION	15898	15617	0
	UNIVERSITY CONSTITUENT COLLEGES	1592	1587	0
	UNIVERSITY ACADEMIC SECTION	902	901	0
	UNIVERSITY FINANCE SECTION	71	71	0
	PUBLIC LIBRARIES DEPARTMENT	2753	2666	0
Co operation	DIRECTORATE OF PRINTING, STATIONARIES AND PUBLISHING	1	1	0
	KARNATAKA STATE WAREHOUSING CORPORATION	6	5	1
AH & F	FISHERIES DEPARTMENT	1383	1336	1
Horticulture	SERICULTURE DEPARTMENT	768	535	0
Forest	KARNATAKA STATE POLLUTION CONTROL BOARD	482	452	13
PWD	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	464	452	4
Total:		36690718	35880965	14915

Notes: A sudden shoot in the pendency of Rural development Department from last month 208 pendency. Home department and Revenue department also high number of pendency. Overall pendency has gone up by 2000+ from the last month's 12202. A detailed analysis of pendency by department can be seen in Chapter 2B.

Chapter 1D

Taluk Ranking for the Month of October 2013

District	Taluk	Receipts during the month (A)	Disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts /Ten thousand population (E)	Ranking based on GSC Receipts /Ten thousand population (F)	Final Ranking (30% weightage on (D) and 70% weightage on (F))
Top 10 Performing Taluks for October								
Chikkaballapura	Gudibanda	2848	3566	0	6	569	9	1
Chikkaballapura	Chikkaballapura	13700	14694	0.1	21	652	7	2
Uttara Kannada	Karwar	11882	8234	0.3	30	792	5	3
Uttara Kannada	Haliyal	5468	5563	0.1	18	497	11	4
Dharwad	Hubli	19738	22409	0.3	37	1409	4	5
Uttara Kannada	Honavar	6704	7094	0	13	419	20	6
Dharwad	Dharwad	18436	19028	0.5	49	768	6	7
Uttara Kannada	Yellapur	2678	2807	0	4	382	31	8
Koppal	Koppal	15431	16480	0.3	35	417	22	9
Bangalore	Bangalore East	70492	60818	1.5	90	7832	1	10
Bottom Performing Taluks for October								
Bidar	Basavakalyan	6389	9037	2.4	115	187	167	166
Bellary	Siruguppa	5848	7061	4.7	160	216	148	167
Raichur	Manvi	7624	9847	3.5	140	206	158	168
Udupi	Karkal	3693	3707	2.2	110	175	171	169
Dakshina Kannada	Beltangadi	4083	4686	2	106	157	174	170
Bellary	Kudligi	6158	6702	2.9	128	192	165	171
Bidar	Aurad	5541	7168	4.7	161	205	159	172
Chikmagalur	Tarikere	4282	4986	4.2	153	194	164	173
Chikmagalur	Narasimharajapura	998	1139	3.2	132	166	173	174
Bellary	Sandur	3792	4570	2.8	125	140	176	175
Yadgir	Shorapur	8342	9057	12.5	175	203	160	176
Bangalore	Yelahanka	6666	7417	8.8	172	133	177	177

Notes: Gudibanda and Chikkaballapura Taluk from Chikkaballapura District continue to dominate the Taluk Ranking. Uttara Kannada's Karwar and Haliyal (Last month's first Ranker) always seem to have a close competition between them. Four out of Uttara Kannada's 8 districts are in the top 10. Heartening to see Bangalore East in the Top 10. While Bangalore east's Sibling Yelahanka continues to sit in last position. A deeper Analysis was carried out and some critical understanding of these rankings is seen in the next chapter.

Chapter 1E




Analysis & report on Consistent Non Performing Taluks - Last 3 months									
District	Taluk	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ten thousand population (E)	Ranking based on GSC Receipts/Ten thousand population (F)	Final Ranking(30% weightage on (D) and 70% weightage on (F))	No of Instances in the bottom 20 in the last 3 months
Bangalore	Yelahanka	6666	7421	8.8	171	133	177	177	3
Bangalore Rural	Hosakote	8510	8331	3.2	144	315	129	157	2
Bellary	Kudligi	6146	6675	2.9	128	192	164	170	3
Bellary	Sandur	3766	4541	2.8	125	139	176	173	3
Chikmagalur	Tarikere	4206	4922	4.2	152	191	165	174	3
Chikmagalur	Koppa	1600	1893	2.5	116	200	160	162	2
Chikmagalur	Narasimharajapura	984	1129	3.3	134	164	173	175	2
Dakshina Kannada	Bantval	6094	7092	1.2	81	156	174	161	3
Dakshina Kannada	Beltangadi	4049	4627	2.1	107	155	175	171	2
Kodagu	Somvarpet	3763	4108	1.8	98	188	166	160	3
Raichur	Manvi	7587	9785	3.5	140	205	156	167	3
Raichur	Devadurga	6171	7777	3.5	139	220	145	158	2
Shimoga	Tirthahalli	2861	3174	3.2	132	204	157	165	2
Tumkur	Sira	6117	6620	2.4	113	197	162	164	2
Yadgir	Shorapur	8340	9031	12.5	175	203	159	176	3

In the Analysis above, we have considered the last 3 months data for determining the consistent 'need improvement performers'. Those who have appeared only one in either of the 3 months have been kept out, while those who have appeared in the last 10 ranks for two months or more is listed. The last column gives you how many times in the last 3 months they have appeared. For example Yadgir's Shorapur has appeared all the 3 times in the last 10 ranks in the last 3 months.

Chapter 1F
Receipts and Disposal analysis
Receipts & Disposal Trends comparing the last 3 months

Receipts Trends:	Aug-13	Sept	October	Disposal Trends	Aug	sept	Oct	Trend
Main Department	Receipts during AUGUST	Receipts during SEPT	Receipts during OCT	Main Department	Disposals during AUGUST	Disposals during SEPT	Disposals during OCT	Trend
<u>ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT</u>	331	116	77	<u>ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT</u>	378	123	77	↓
<u>CO-OPERATION DEPARTMENT</u>	6	0	0	<u>CO-OPERATION DEPARTMENT</u>	5	0	0	↓ No Applications in the last 2 months!
<u>COMMERCE AND INDUSTRIES DEPARTMENT</u>	4390	4369	3977	<u>COMMERCE AND INDUSTRIES DEPARTMENT</u>	4384	4385	3975	↓
<u>COMMERCIAL TAXES DEPARTMENT</u>	141921	94131	141504	<u>COMMERCIAL TAXES DEPARTMENT</u>	144700	96297	132207	↓
<u>DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS</u>	139	105	66	<u>DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS</u>	106	129	108	↓
<u>EDUCATION DEPARTMENT</u>	12516	17458	16821	<u>EDUCATION DEPARTMENT</u>	11590	15608	15314	↓ Slight fall, more or less mapping
<u>FOOD AND CIVIL SUPPLIES</u>	103608	77840	48240	<u>FOOD AND CIVIL SUPPLIES</u>	104804	78063	48629	↓
<u>FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT</u>	47	27	36	<u>FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT</u>	36	24	35	↓

Receipts Trends:		Aug-13	Sept	October		Disposal Trends			Oct		
Main Department		Receipts during AUGUST	Receipts during SEPT	Receipts during OCT	Trend	Main Department			Disposals during SEPT	Disposals during OCT	Trend
<u>HEALTH AND FAMILY WELFARE</u>		22717	29329	27365	↓	<u>HEALTH AND FAMILY WELFARE</u>	22924	29081	27370	↓	
<u>HOME DEPARTMENT</u>		89281	86779	81054	↓	<u>HOME DEPARTMENT</u>	87944	97499	79259	↓	
<u>HORTICULTURE DEPARTMENT</u>		13	165	590	↑	<u>HORTICULTURE DEPARTMENT</u>	11	31	493	↑	
<u>HOUSING DEPARTMENT</u>		599	334	168	↓	<u>HOUSING DEPARTMENT</u>	571	319	235	↓	
<u>KANNADA, CULTURE AND INFORMATION DEPARTMENT</u>		59	60	15	↓	<u>KANNADA, CULTURE AND INFORMATION DEPARTMENT</u>	83	35	38	↓	
<u>LABOUR DEPARTMENT</u>		15167	16822	15986	Slight fall, more or less mapping	<u>LABOUR DEPARTMENT</u>	14547	15656	16206	Slight fall, more or less mapping	
<u>PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT</u>		32	40	28	Slight fall, more or less mapping	<u>PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT</u>	28	37	28	Slight fall, more or less mapping	
<u>REVENUE DEPARTMENT</u>		1345167	1336435	1077663	↓	<u>REVENUE DEPARTMENT</u>	1484898	1282461	1188561	↓	
<u>RURAL DEVELOPMENT AND PANCHAYAT RAJ</u>		86364	87972	69026	↓	<u>RURAL DEVELOPMENT AND PANCHAYAT RAJ</u>	84270	87451	62701	↓	

Receipts Trends:	Aug-13	Sept	October		Disposal Trends	Aug	sept	Oct	
Main Department	Receipts during AUGUST	Receipts during SEPT	Receipts during OCT	Trend	Main Department	Disposals during AUGUST	Disposals during SEPT	Disposals during OCT	Trend
<u>TRANSPORT DEPARTMENT</u>	402060	279601	267426	Slight fall, more or less mapping	<u>TRANSPORT DEPARTMENT</u>	397249	278976	250217	
<u>URBAN DEVELOPMENT</u>	73631	71335	66076		<u>URBAN DEVELOPMENT</u>	73932	70127	66146	
<u>WOMEN AND CHILD WELFARE</u>	14543	15189	14325	Slight fall, more or less mapping	<u>WOMEN AND CHILD WELFARE</u>	14419	15319	14151	Slight fall, more or less mapping
Total	2312591	2118107	1830443		Total	2446879	2071621	1905750	

Notes: Overall One can observe that there is no drastic fall in disposals as against receipts. However, most departments see a fall in receipts and a corresponding fall in disposals. The disposals trend comparing the last two months shows a small variation of 0.10% which is not very significant.

Receipts vs. Disposals

It may also be observed that in the month of September alone, there has been a trend where disposals are lesser than receipts, while August & October have greater disposals.

Receipts: Commercial tax, Forest and Ecology & Horticulture has seen a rise in applications during the month. 5 Departments showed neither an increase or fall.

Disposal : Commercial tax, Forest and Ecology & Horticulture correspondingly show rise in application disposal. (Matching with receipts) 4 departments showed neither increase or fall.

District IT consultants are the eyes and ears for Sakala at the district level. The Mission has come up with a ranking pattern for these consultants in the lines of District Ranking. This, we believe will provide the spirit of competition and accountability in them.

Chapter 1E: DITC Ranking Sheet

District	District Rank	Rejections		Sakala Complaints Resolved %	Sakala Complaints Ranking	Non-Sakala Complaints Resolved %	Non-Sakala Complaints Ranking	Appeals			Cybercafé			Helpdesk		Citizen Feedback		Final Rank			
		% of Rejections	Rejections Ranking					Rank	Appeals - 1 Pending %	Appeals - 2 Pending %	Rank	Applications	Rank	Inspections	Rank	Deployed %	Rank		Collected	Rank	Ranks Total
Davanagere	3	5.50	11	49.98	18	277.69	9	18.01	1	Nil	1	105	6	102	2	100.00	1	42	4	56	1
Mysore	13	5.47	10	54.75	6	912.43	1	1.83	7	Nil	1	185	2	0	21	66.67	5	46	2	68	2
Gadag	15	4.24	3	141.28	4	3532.00	10	7.08	6	Nil	1	66	10	66	5	83.33	2	19	17	73	3
Dharwad	20	5.00	7	71.39	1	7138.90	28	39.22	1	Nil	1	131	4	78	4	100.00	1	31	8	75	4
Koppal	10	4.79	6	79.80	8	997.53	2	2.51	1	Nil	1	35	21	8	19	66.67	5	32	7	80	5
Uttara Kannada	2	3.06	1	306.26	20	1531.29	3	0.98	1	0	1	50	17	46	11	0.00	9	18	18	83	6
Belgaum	24	7.29	21	34.69	3	1156.39	7	20.18	5	Nil	1	92	8	88	3	100.00	1	27	11	84	7
Chamarajanagar	4	5.83	13	44.86	19	236.09	16	35.67	1	Nil	1	66	10	66	5	100.00	1	23	14	84	7
Shimoga	14	8.21	24	34.22	14	244.43	4	11.69	13	Nil	1	95	7	62	7	37.50	8	64	1	93	8
Udupi	17	3.59	2	179.61	12	1496.73	8	4.45	1	0	1	54	16	53	9	0.00	9	18	18	93	8
Chitradurga	5	6.11	14	43.61	1	4361.33	11	25.22	12	Nil	1	24	24	24	14	100.00	1	26	12	95	9
Bagalkot	11	4.66	4	116.41	21	554.32	14	12.03	17	Nil	1	59	13	20	16	100.00	1	24	13	111	10

CHAPTER 2 - ANALYTICS

2A. Pendency Analysis for the month of October 2013

MAIN DEPARTMENT	GSC DISPOSALS September	GSC DISPOSALS October	PENDENCY as of September	PENDENCY as of October	%age of Pendency September	%age of Pendency October	Trend
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	123	77	1	1	0.81	1.30	
CO-OPERATION DEPARTMENT	0	0	1	1	100.00	100.00	
COMMERCE AND INDUSTRIES DEPARTMENT	4310	3736	2	2	0.05	0.05	
COMMERCIAL TAXES DEPARTMENT	95504	130672	46	25	0.05	0.02	
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	186	108	7	18	3.76	16.67	
EDUCATION DEPARTMENT	15594	15206	80	123	0.51	0.81	
FOOD AND CIVIL SUPPLIES	77901	48452	10	9	0.01	0.02	
FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	24	35	10	13	41.67	37.14	
HEALTH AND FAMILY WELFARE	28905	27224	72	123	0.25	0.45	
HOME DEPARTMENT	95888	77819	1577	1757	1.64	2.26	
HORTICULTURE DEPARTMENT	14	493	0	0	0.00	0.00	
HOUSING DEPARTMENT	319	235	9	24	2.82	10.21	

MAIN DEPARTMENT	GSC DISPOSALS September	GSC DISPOSALS October	PENDENCY as of September	PENDENCY as of October	%age of Pendancy September	%age of Pendancy October	Trend
KANNADA, CULTURE AND INFORMATION DEPARTMENT	35	38	13	3	37.14	7.89	↓
LABOUR DEPARTMENT	15544	15947	152	82	0.98	0.51	↓
PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	37	28	2	4	5.41	14.29	↑
REVENUE DEPARTMENT	1218097	1133233	9715	8947	0.80	0.79	↔
RURAL DEVELOPMENT AND PANCHAYAT RAJ	81145	57838	208	3478	0.26	6.01	↑
TRANSPORT DEPARTMENT	264212	244175	133	113	0.05	0.05	↔
URBAN DEVELOPMENT	70029	65922	162	191	0.23	0.29	↑
WOMEN AND CHILD WELFARE	15316	14151	2	1	0.01	0.01	↔
Total	1983183	1835389	12202	14915	0.62	0.81	↑

Notes: An UP arrow indicates a negative trend (Increase in pendency) . Though an overall decline in the number of applications are seen by over 1 lakh comparing to the last months. However, there is an increase in the number of pendency as of the end of the month showing an increase from last month's 0.62% to 0.81%. While Revenue has been mostly consistent with 0.80%, RDPR shows a huge increase in pendency from 208 pendency last month to 3478 applications during the month, thereby showing a increase from 0.26% to 6% in the current month. DPAR, Public Works, Housing are the other biggest defaulters in the month causing the increase in pendency.

11 departments shows an increase in pendency. 6 departments show neither fall / rise. Commercial tax, forest and Kannada and Culture show fall in pendency. One case in co-operation department has not been disposed for 2 months. Also Co-operative department shows 0 receipts in last 2 months.

Chapter 2B

Department wise Delayed Disposal analysis by Service as a percentage of Disposals

Main Department	No. of receipts during October	TOTAL disposals during October for the DEPT	Delays in OCT	Service wise Disposal Count	Service Impacted	Count of Delay	%age of Delay based on Disposal	Delivery in time (count of applications)	In time Disposal %age	Delayed disposals rate and service
REVENUE DEPARTMENT	1079908	1194024	37239	438499	All types of Caste Certificate	6156	1.40	432343	98.60	Pension services in the department has a high disposal rate with nearly 7%
					Sandhya Suraksha	4872	6.82	66579	93.18	
					Change of Khata (Undisputed cases)	4196	5.12	77818	94.88	
TRANSPORT DEPARTMENT	268176	250929	585	248775	All types of Income Certificate	3102	1.25	245673	98.75	The department may look into to see all the listed services to see if one day delivery is possible.
				85300	Registration of Vehicle	204	0.24	85096	99.76	
				28782	Issue of Bus Passes to School Children	113	0.39	28669	99.61	
				61405	Learning Licence	103	0.17	61302	99.83	
COMMERCIAL TAXES DEPARTMENT	141504	132208	78	7200	Issue of registration under the KVAT Act, 2003.	46	0.64	7154	99.36	Rate of disposals are seen with near 99% accuracy even for the Highly sought Form C.
				107349	Issue of C Form declarations under the CST Act, 1956.	15	0.01	107334	99.99	
				1175	Issue of No Due Certificate under the KVAT Act, 2003.	14	1.19	1161	98.81	
HOME DEPARTMENT	81095	79302	4175	20796	NoC for Passport Verification	1677	8.06	19119	91.94	Service Verification + Passport Verification shows a high delayed disposal rate.
				21127	Receipt and Disposal of Petitions	1261	5.97	19866	94.03	
				4861	Service Verification	621	12.78	4240	87.22	
URBAN DEVELOPMENT	66076	66146	1038	39316	Issue of Birth, Still Birth and Death Certificates	198	0.50	39118	99.50	Khata related services has the lowest in time disposal %age. It has a 17% delayed disposal rate which is very high.
				1107	Transfer of Khatas	195	17.62	912	82.38	
				15600	Khatha Extract	155	0.99	15445	99.01	
				1196	Khatha Extract/Certificate	117	9.78	1079	90.22	
				2567	New Building Licence upto 2400 sqft residential for single dwelling unit	92	3.58	2475	96.42	













Main Department	No. of receipts during October	TOTAL disposals during October for the DEPT	Delays in OCT	Service wise Disposal Count	Service Impacted	Count of Delay	%age of Delay based on Disposal	Delivery in time (count of applications)	In time Disposal %age	Delayed disposals rate and service
RURAL DEVELOPMENT AND PANCHAYAT RAJ	69254	62701	1669	1497	E-PAYMENT FOR THE WORK EXECUTED UNDER DEVELOPMENTAL SCHEMES	897	59.92	600	40.08	The biggest delay in the RDPR department is towards the E payment which shows a high 59% delayed disposal rate. Out of 1497 cases disposed, 897 were delayed. This may be urgently reviewed.
				11315	ALTERATION TO ASSESSMENT LIST	248	2.19	11067	97.81	
				8960	MAINTENANCE OF DRINKING WATER	196	2.19	8764	97.81	
				10798	MAINTENANCE OF STREET LIGHTS	150	1.39	10648	98.61	
FOOD AND CIVIL SUPPLIES	48240	48629	357	135867	Modification in Existing Ration Card	357	0.26	135510	99.74	Shows a 99% in time disposal rate. This may be verified by the department to see if receipts are entered after it is delivered.
				16141	Issue of age certificate	324	2.01	15817	97.99	
HEALTH AND FAMILY WELFARE	27367	27374	464	6149	Issue of discharge certificate and sterilization certificate	110	1.79	6039	98.21	A healthy Trend seen, though issue of Age certificate can be better.
				3846	Issue of Disability Certificate	20	0.52	3826	99.48	
				577	Sanction of Medical Reimbursements Bill of IPs	336	58.23	241	41.77	
LABOUR DEPARTMENT	15986	16206	459	10791	Registration of Building and other Construction Workers	62	0.57	10729	99.43	The ESI related service shows high delays with nearly 58%, which needs critical review.
				2256	Renewal of Registration under Karnataka Shops and Commercial Establishments Act,1961	33	1.46	2223	98.54	

Main Department	No. of receipts during October	TOTAL disposals during October for the DEPT	Delays in OCT	Service wise Disposal Count	Service Impacted	Count of Delay	%age of Delay based on Disposal	Delivery in time (count of applications)	In time Disposal %age	Delayed disposals rate and service
EDUCATION DEPARTMENT	16821	15314	460	1562	Sanction of 10/15/20 Years Time Bound Promotion	171	10.95	1391	89.05	Much can be done to improve the delayed disposals. An average 10% delayed disposal rate is seen, which is high.
				516	Renewal of recognition for Schools	70	13.57	446	86.43	
				508	Vehicle Purchase/GPF/KGID/Computer and Other Advances	47	9.25	461	90.75	
WOMEN AND CHILD WELFARE	14325	14151	21	630	Enrollment of 3 to 6 years children in anganwadi centres	9	1.43	621	98.57	A healthy Trend seen with the services.
				1280	Enrollment of 0 to 3 years children in Anganwadi centers	8	0.63	1272	99.38	
COMMERCE AND INDUSTRIES DEPARTMENT	3977	3975	22	1812	Issue of IEM Part-I Acknowledgment for Micro, Small and Medium Enterprises	36	1.99	1776	98.01	A healthy Trend seen with the services.
				1924	Issue of IEM Part-II Acknowledgment for Micro, Small and Medium Enterprises	12	0.62	1912	99.38	
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	66	107	28	49	Sanction of Festival Advance	16	32.65	33	67.35	Huge delayed disposal rates are seen for the department in the current month.
				9	Sanction Of Earned Leave/Committed Leave for a period of 6 months(excluding Deputed Officials)	7	77.78	2	22.22	
ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	77	77	22	54	Issue of registration/ licenses to boats	22	40.74	32	59.26	A delay of 40% is seen for the department. Review of processes
				13	Sponsored Programme (Sponsoring Artist Groups)	13	100.00	0	0.00	
KANNADA, CULTURE AND INFORMATION DEPARTMENT	15	38	15	9	Issue of Railway concession letter to Artists	2	22.22	7	77.78	Delayed disposal shows a high rate, which may be reviewed urgently. Since application counts are low, corrective action may be taken now.

Chapter 2C

District wise - Rejection Trend Analysis

District Name	No. of Approvals during SEPTEMBER	No. of Approvals during OCTOBER	No. of Rejection during SEPTEMBER	No. of Rejection during OCTOBER	Rank in SEPT	Rank in OCT	%ge of Rejection SEPTEMBER	%age of Rejections OCTOBER	Trend
Bagalkot	55202	49847	2391	2321	25	27	4.33	4.66	↔
Bangalore	245653	259771	17237	17239	5	14	7.02	6.64	↓
BLR Rural	28958	25674	1513	1616	20	16	5.22	6.29	↑
Belgaum	129450	121959	8330	8885	9	10	6.43	7.29	↑
Bellary	70614	68224	4469	3682	10	22	6.33	5.40	↓
Bidar	46927	38170	5367	6295	1	1	11.44	16.49	↑
Bijapur	71438	59422	4166	5344	16	3	5.83	8.99	↑
Chamarajanagar	38965	35360	1910	2062	23	18	4.90	5.83	↑
Chikkaballapura	44108	45206	3022	3188	6	12	6.85	7.05	↑
Chikmagalur	29430	27784	2695	2807	2	2	9.16	10.10	↑
Chitradurga	49280	51901	3221	3169	7	17	6.54	6.11	↔
Dakshina Kannada	66327	52977	2605	2517	27	26	3.93	4.75	↑

District Name	No. of Approvals during SEPTEMBER	No. of Approvals during OCTOBER	No. of Rejection during SEPTEMBER	No. of Rejection during OCTOBER	Rank in SEPT	Rank in OCT	%ge of Rejection SEPTEMBER	%age of Rejections OCTOBER	Trend
Davanagere	59950	62237	3312	3422	18	20	5.52	5.50	
Dharwad	50880	48767	3063	2437	14	24	6.02	5.00	
Gadag	31569	27534	1342	1167	26	28	4.25	4.24	
Gulbarga	77043	70015	4169	4645	19	15	5.41	6.63	
Hassan	70768	56126	4200	4787	15	4	5.93	8.53	
Haveri	42609	43007	2652	3073	12	11	6.22	7.15	
Kodagu	17912	13230	1088	971	13	9	6.07	7.34	
Kolar	46267	44672	2903	2986	11	13	6.27	6.68	
Koppal	40839	37781	2020	1809	22	25	4.95	4.79	
Mandya	74045	57841	6293	4765	3	6	8.50	8.24	
Mysore	85314	86600	4435	4741	21	21	5.20	5.47	
Raichur	52563	52599	3879	4342	4	5	7.38	8.25	

District Name	No. of Approvals during SEPTEMBER	No. of Approvals during OCTOBER	No. of Rejection during SEPTEMBER	No. of Rejection during OCTOBER	Rank in SEPT	Rank in OCT	%ge of Rejection SEPTEMBER	%age of Rejections OCTOBER	Trend
Ramanagara	46712	38223	1346	1973	28	23	2.88	5.16	↑
Shimoga	58164	48144	3789	3954	8	7	6.51	8.21	↑
Tumkur	86401	71547	4831	5531	17	8	5.59	7.73	↑
Udupi	34537	27922	974	1003	29	29	2.82	3.59	↑
Uttara Kannada	51491	43852	1420	1343	30	30	2.76	3.06	↑
Yadgir	31550	26885	1494	1549	24	19	4.74	5.76	↑
Total	1834966	1693277	110136	113623			6.00	6.71	↑

Notes: Barring Bangalore, Bellary & Dharwad, 19 districts show a negative trend in Rejection Management. This means, Rejection rates have gone up in these 19 districts. There are 8 districts that are fence sitters. The overall Rejection rate has thus gone up for the state from 6.00% last month to 6.71% this month.

A Comparative statement for both the months on 4 parameters has been listed. Though Udupi & Uttara Kannada are the best managers of Rejections, they too show an upward trend this month and hence show a increase. Bidar and Chikmagalur has the highest rejections rates from the 2 last months.

Chapter 2D

Sakala Delivery Offices having 7 or more defaults

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

Developing culture to deliver services within fixed period:

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

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

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

The list of Department with 450 designated officers, who have defaulted more than 7 times in an alphabetical order is enclosed.

Department	No of offices with more than 7 defaults
BDA	2
BWSSB	2
BBMP	5
City Corporations	3
CMC	6
DPI	8
Fisheries	1
Food	3
Health & Family	10
Higher Education	1
Home	49
IGR	18
Labour	2
NEKRTC	3
NWKRTC	2
Revenue	243
RDPR	22
Survey	53
TMC	7
Town Panchayat	3
Transport	11
Women & Child	1
Total	455

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

Notes: The List of Offices who have more than 7 defaults is listed. This has been sorted by each department (Alphabetical order and in the highest receipts for that Office). In all there are 455 offices that have more than 7 defaults for the month. The Revenue department leads with 243 offices, followed by Survey department's 53, Home with 49, Urban 28, RDPR 22, IGR 18, Transport 16, Education 8 are the major departments

Chapter 2E – Mobile Number Collections

District Wise Mobile Receipts (%) October 2013				
S.No	District	Receipts	Receipts Having Mobiles	Mobile Receipts (%)
1	Bangalore	261082	101745	39
2	Udupi	28418	9746	34
3	Dakshina Kannada	50049	17165	34
4	Davanagere	65461	21719	33
5	Koppal	36186	10856	30
6	Dharwad	45078	13345	30
7	Ramanagara	36900	11039	30
8	Belgaum	117456	32829	28
9	Mysore	81277	21720	27
10	Chikkaballapura	42926	11069	26
11	Bagalkot	49723	12405	25
12	Uttara Kannada	45870	11434	25
13	Shimoga	45887	11323	25
14	Kodagu	12590	3137	25
15	Mandya	59373	12030	20
16	Bijapur	60429	11722	19
17	Gadag	26183	4974	19
18	Chitradurga	49839	9230	19
19	Gulbarga	60381	11338	19
20	Bangalore Rural	23985	4517	19
21	Haveri	38726	6581	17
22	Bellary	62890	10127	16
23	Tumkur	70998	11420	16
24	Kolar	42319	6268	15
25	Bidar	32681	4438	14
26	Raichur	47041	6394	14
27	Chikmagalur	27108	3434	13
28	Hassan	52877	5939	11
29	Yadgir	24922	2396	10
30	Chamarajanagar	29848	2409	8
		1628503	402749	

Chapter 2F

Department wise Mobile Percentage Report - October 2013

S.No	Department Name	Receipts	Receipts having mobile	Percentage
1	REVENUE DEPARTMENT	808057	12063	1%
2	DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	66	4	6%
3	COMMISSIONERATE OF BANGALORE AND MYSORE, CPI	36	3	8%
4	TRANSPORT CORPORATIONS(KSRTC)	18318	1616	9%
5	BANGALORE METROPOLITAN TRANSPORT CORPORATION	28402	4153	15%
6	INSPECTOR GENERAL OF REGISTRATION AND STAMPS	114845	17368	15%
7	TRANSPORT DEPARTMENT	180498	28856	16%
8	UNIVERSITY POST GRADUATION SECTION	467	75	16%
9	HEALTH AND FAMILY WELFARE DEPARTMENT	23968	5005	21%
10	BANGALORE DEVELOPMENT AUTHORITY	85	20	24%
11	FISHERIES DEPARTMENT	50	13	26%
12	WOMEN AND CHILD WELFARE DEPARTMENT	13246	3686	28%
13	NORTH-EAST KARNATAKA ROAD TRANSPORT CORPORATION	9178	3722	41%
14	SURVEY AND SETTELMENT COMMISSIONER	35789	14907	42%
15	UNIVERSITY ACADEMIC SECTION	65	28	43%
16	TOWN PANCHAYAT	5730	2667	47%
17	CITY CORPORATION (Other than BBMP)	8844	4175	47%
18	BRUHAT BANGALORE MAHANAGARA PALIKE	7140	3372	47%
19	COMMERCE AND INDUSTRIES DEPARTMENT	3179	1644	52%
20	LABOUR DEPARTMENT	12781	7079	55%
21	DEPARTMENT OF PUBLIC INSTRUCTION	5947	3400	57%
22	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	438	258	59%
23	SERICULTURE DEPARTMENT	481	285	59%
24	CITY MUNICIPAL COUNCIL	20332	12106	60%

S.No	Department Name	Receipts	Receipts having mobile	Percentage
25	HOME DEPARTMENT	72461	45896	63%
26	TOWN MUNICIPAL COUNCIL	16629	11159	67%
27	NORTH-WEST KARNATAKA ROAD TRANSPORT CORPORATION	5487	3760	69%
28	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	27	19	70%
29	HIGHER EDUCATION-COLLEGIATE EDUCATION	173	125	72%
30	FIRE SERVICES DEPARTMENT	391	287	73%
31	KARNATAKA HOUSING BOARD	143	106	74%
32	PUBLIC LIBRARIES DEPARTMENT	1026	780	76%
33	UNIVERSITY EXAMINATION SECTION	4876	3717	76%
34	UNIVERSITY FINANCE SECTION	9	7	78%
35	KARNATAKA STATE POLLUTION CONTROL BOARD	34	27	79%
36	KARNATAKA SLUM DEVELOPMENT BOARD	15	12	80%
37	COMMERCIAL TAXES DEPARTMENT	118114	99346	84%
38	DEPARTMENT OF FACTORIES,BOILERS,INDUSTRIAL SAFETY AND HEALTH	759	674	89%
39	UNIVERSITY CONSTITUENT COLLEGES	522	464	89%
40	EMPLOYEES STATE INSURANCE MEDICAL SERVICES	296	267	90%
41	DRUGS CONTROL DEPARTMENT	642	641	100%
42	FOOD AND CIVIL SUPPLIES DEPARTMENT	44265	44265	100%
43	INFORMATION DEPARTMENT	13	13	100%
44	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	64679	64679	100%
	Notes: it is imperative that contact numbers are collected from Citizens, not just to collect the all important feedback, but in many cases, we find that when Complaints/grievance are placed, our team contacts and follows up these complaints and ensure the services are ready. However officers are unable to contact them and advise that the service is ready. This leads to some complaints/grievances remaining unresolved, while they actually are resolved.			

Chapter 2G
Abstract of Zero Default offices in Oct

Section 14 (3) of the Act reads as below: *“To encourage and enhance the efficiency of the designated officer, a letter of appreciation for not a single default reported may be issued and entered in his Annual Performance Report by the head of the Public Authority”*

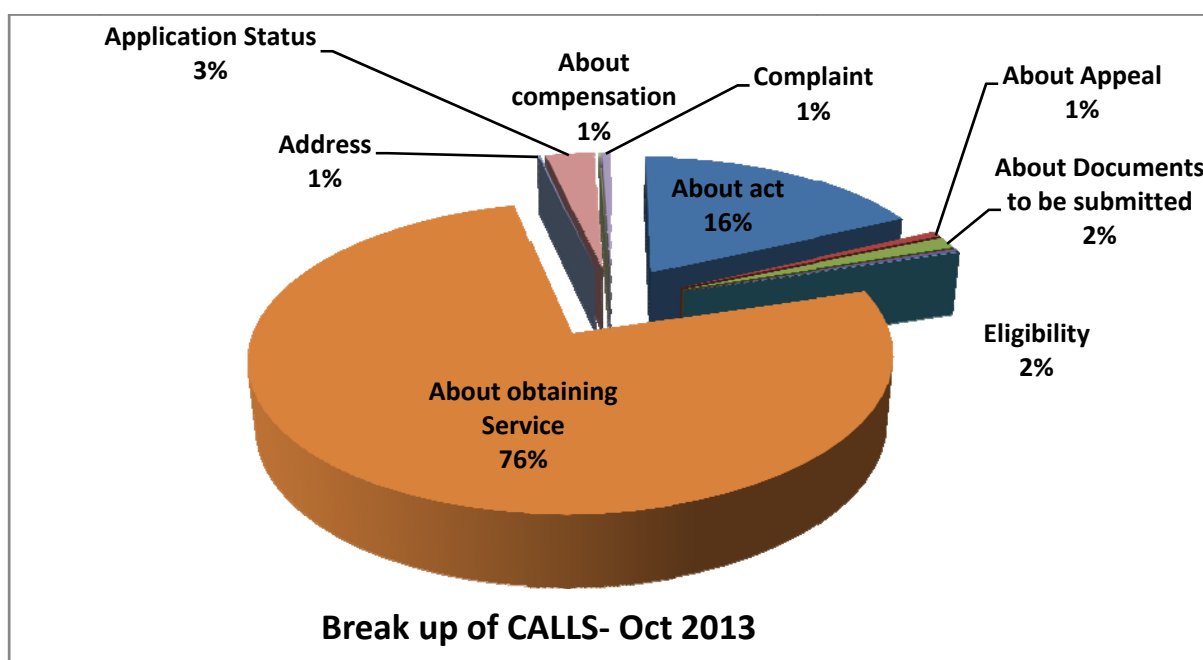
The chart below reveals the offices that have not a single default in the entire month. We have seen an increase in the number of offices having Zero defaults from 49 in August to 1090 in September to 6390 during the current month which is a very positive development.

Department	Sub department/Inst	No of Offices
Urban	BDA	2
	TMC	69
	TP	54
	BBMP	91
	City Corporations (Other than BBMP)	19
	CMC	34
C & I	Commerce & Industry	26
C Tax	Commercial Tax	128
Education	CPI	4
	DPI	175
	University Sections	20
	Higher Education	17
	Library (Collegiate Education)	57
Labour	ESI	6
	Labour	197
	Factories	37
AH & Fisheries	Fisheries	4
Food	Food	163
Health	Health & Family	374
DPAR	DPAR	3
Home	Home	861
	Fire Services	35
Kannada & INF Dept	Info Department	1
Housing	KHB	22
	Slum Board	6
Forest	KSPCB	10
Revenue	IGR	180
	Revenue	439
	Survey	103
PWD	Ports & PWD	16
RDPR	RDPR	3061
Horticulture	Sericulture	19
Transport	NEKRTC	33
	MWKRTC	25
	Transport Corporations	41
	Transport	23
	BMTC	1
W & C	Women & Child	34
Total		6390

Chapter 3

A Report from the Call Centre:

The Call Centre received a total of 24081 calls during the month. The Breakup of these calls is shown below. 76% of the calls are about obtaining services, while 18% is about the Act. There has been a marked shift in the call patterns over the last few months, where the calls are seen DECREASING to know about the ACT and the next stage of using the Services (after knowing the Act) is seen increasing steadily. This is clear indication of the awareness and publicity activity paying off slowly, but steadily.



The Department –wise break up of these calls is given below:

Department	Calls	Department	Calls
Agriculture	21	Higher Education	339
City Municipal Council	3	Home Department	383
Commerce and Industries	3	Housing Department	8
Commercial Taxes Department	130	Infrastructure Development	10
Co-operation	90	IT & BT	16
Department of Personnel & Administrative Reforms	2	Kannada and Culture and Information	1
Ecology & Environment	3	kannada Culture information Department	2
Education Department	587	Labour Department	245
ESI - Employees State Insurance Corporation	1	Mines	1
Fisheries	5	Parliamentary affairs and legislation	1

Food & Civil Supplies	100	Planning, Programme Monitoring and Statistics	1
Public & Administrative Reforms (AR)	11	Transport Corporation (KSRTC / BMTTC)	2
Public works	665	Transport Department	2028
Public Works, Ports & Inland Water Transport Department	525	Urban Development	2294
Revenue Department	14151	Water Resources	18
Rural Development & Panchayat Raj	1571	Women & Child Welfare	583
		Youth Services and Sports	3
Grand Total			
24081			

Sakala Complaints: In the month, **129 calls** were registered in the call centre: The Break of Districts wise Service category is shown below:

Sakala District, Department and Category Wise Report for the Month of October-13

District	Department	Category	Count	Total
Bagalkot	Revenue Department			
		Caste Certificate	6	
		Sandhya Suraksha	1	7
Bangalore Rural	City Municipal Council			
		Khatha Extract/Certificate	1	1
	RDPR			
		Alteration to Assessment List	1	1
Bangalore	BBMP			
		Death Certificate	1	
		Khatha Extract	1	
		Khatha Extract/Certificate	2	
		Khatha Registration	2	
		Khatha Transfer	3	
	BWSSB	Clearing of blockage of Under Ground Drainage pipelines	1	
		Clearing of blockage of Under Ground Drainage pipelines and replacement of Damage pipelines	2	
		Clearing of blockage of Under Ground Drainage pipelines and replacement of Damaged or Missing Manhole Cover	2	

District	Department	Category	Count	Total
		Permission for new connection/Additional Connection for water supply	1	
		Permission for new connection/Additional Connection for water supply	1	
	Department of Public Instruction Department			
		Reimbursement of Medical Expenses	1	
	Food And Civil Supplies Department			
		Modification in Existing Ration Card	1	
	Higher Education - Collegiate Education			
		Issue of Degree Marks Cards	2	
	Home Department			
		Missing Report of documents, Mobile phone etc	1	
		Service Verification	1	
	RDPR	Alteration to Assessment List	2	
		Maintenance of Street Lights	1	
	Revenue Department			
		Caste Certificate	1	
		Change of Khatha	1	
		Death Certificate	1	
		Domicile Certificate	2	
		Income Certificate	1	
		Khatha Transfer	1	
		Mutation Extract	1	
		Project Displacement Certificate	1	
		Record of Rights Certificate	2	
		Residence Certificate	1	
		Sandhya Suraksha	1	
		Surviving Family member certificate	1	39
Belgaum	Home Department			
		NOC for Passport Verification	1	
	Revenue Department			
		Record of Rights Certificate	1	
		Sandhya Suraksha	1	

District	Department	Category	Count	Total
		Surviving Family Member Certificate	1	4
Bellary	City Corporation (Other than BBMP)			
		Khatha Extract/Certificate	1	
	RDPR			
		Maintenance of Street Lights	1	2
Bidar	Revenue Department			
		Caste Certificate	1	
		Domicile Certificate	1	
		Mutation Extract	1	3
Bijapur	Department of Public Instruction Department			
		Disbursement of Salary	2	
	Revenue Department			
		Caste Certificate	3	
		RTC Typological errors corrections	1	6
Chamaraja Nagara	Revenue Department			
		Conversion of agriculture land to non agriculture purpose	1	1
Chikkaballapura	Revenue Department			
		Sandhya Suraksha	1	
	Town Municipal Council			
		Building License	1	2
Chikkamagalur	RDPR			
		Building License	2	
	Revenue Department			
		Pension	1	3
Davanagere	Revenue Department			
		Landless Certificate	1	1
Dharwad	Revenue Department			
		Change of Khatha	2	2
Gadag	Technical Education Department			
		Issue of Diploma Certificate	1	1
Gulbarga	City Corporation (Other than BBMP)			
		Birth Certificate	1	
	City Corporation			
		Birth Certificate	1	
	Revenue Department			
		Caste Certificate	6	
		Income Certificate	1	9

District	Department	Category	Count	Total
Haveri	Revenue Department			
		Agricultural Labour Certificate	1	1
Kolar	Revenue Department			
		RTC Typological errors corrections	1	
		Sandhya Suraksha	1	2
Koppala	Revenue Department			
		Pension	1	1
Mandya	Revenue Department			
		Change of Khatha	3	
		Death Certificate	2	
		Residence Certificate	1	
		RTC Typological errors corrections	2	
	Transport Department			
		Learning Licence	1	
		Registration of Vehicle	1	10
Mysore	Education Department			
		Service Register	1	
	Revenue Department			
		Caste Certificate	2	
		Income Certificate	2	
		Sandhya Suraksha	1	
	Town Panchayath			
		Building License	1	7
Raichur	Revenue Department			
		Caste Certificate	23	
		Conversion of agriculture land to non agriculture purpose	1	
		Income Certificate	23	47
Ramanagara	Department of Public Instruction Department			
		Duplicate Marks Card /Provisional Marks Card-SSLC	1	
		Retirement Benefits(GPF Advance, Group insurance,Etc) & Pension Proposal and Services	1	
	RDPR			
		Alteration to Assessment List	1	
	Revenue Department			
		Caste Certificate	1	
		Income Certificate	3	

District	Department	Category	Count	Total
		Pension	1	8
Shimoga	Department of Public Instruction Department			
		Medical Re-Imbursement Bill	1	
	Revenue Department			
		RTC Typological errors corrections	1	2
Tumkur	Revenue Department			
		Duplicate Copies in Survey Section (Aakar Band & Tippan)	1	
		Record of Rights Certificate	2	
		RTC Typological errors corrections	1	4
Udupi	Food And Civil Supplies Department			
		Modification in Existing Ration Card	1	
	RDPR			
		Maintenance of Street Lights	1	
	Revenue Department			
		Change of Khatha	1	
		Mutation Extract	1	4
Uttara Kannada	City Municipal Council			
		Trade License	1	
	Revenue Department			
		Conversion of agriculture land to non agriculture purpose	1	
		Residence Certificate	1	3
Yadgir	RDPR			
		Maintenance Of Drinking Water	1	1
Grand Total			172	172

Non Sakala Complaints: Out of the total 2955 complaints received under the Non Sakala Category, 2311 calls have been closed while 644 complaints are pending to be resolved and the team is working on the same. Sakala places equal importance to non Sakala complaints too by requesting the concerned department to look into the issue and close the case. Eventually, when services get added into Sakala, Non Sakala complaints fall. Taking March 2013 as an example, there were 287 non Sakala calls that were registered, however this has seen a drastic fall in the month with 129 calls. We are confident that this would further fall.

Compensation paid Cost:

So far 256 compensation claims have been paid to citizens.

CHAPTER 3A - INTERACTIONS AND FEEDBACK:

PART A; CITIZEN FEEDBACK

Chinmai Athreyas in a email to the Mission Director shared his thoughts on awareness generation in the following mail: Chinmay and such like minded people are growing are coming forward to see if they can pitch their might in this noble cause:

“As I went through the Sakala material provided by your good-self and it is a very good initiative by the Government of Karnataka to make sure that each citizen deserves work to be completed within that stipulated time.

As we discussed, Sakala is to be delivered to each and every individual of our State. People who fall into the educated category, i.e. who are accessible with smart-phones, Internet, newspapers are the easiest to catch. But our main aim should be to reach people who do not have any knowledge about the latest advances in technology. If we are able to reach this class of people, what we have achieved will be phenomenal and will give us also a complete sense of satisfaction. I was thinking about how we could reach out to people.

1) As discussed, we could have a competition where people could compose a tune and send it for Sakala. But again this would reach a class of people who would be in touch with the print or electronic media.

2) Another option we could think of is having stage programmes across the State as a medium for publicising Sakala so that everyone knows what this is about. We can plan musical concerts across the State. In rural areas, people want a source of entertainment. A musical concert with a Sakala presentation would be perfect.

3) A big musical event in Namma Bengalooru which will announce Sakala to the world in a wider angle. I would be happy to perform with my band.

4) We can also try to involve the youth all over the State, brief them about Sakala and send them across to most of the meeting places of people in rural areas. For e.g.: As we have known, elders in a village sit around a Banyan tree discussing various topics. We can send our Sakala team and just tell them in 2 minutes what this is about so that this can be spread further by them in the village/city.

5) Hoardings across the state having a brand ambassador who could give information about Sakala.

6) Our main aim should be to reach people and get them talking about it. If we are able to achieve that. Then, I am sure that Sakala will be talked about Sadaakaala.

Please do let me know as to in which way you would like me to involve myself. I would deem it as a privilege to be associated with Sakala and work towards a better State which will aid its citizens aptly in time.

Warm Regards,
Chinmai Athreyas. A

The Applicant got this service in a single day. he is happy with the Sakala service and he said he got a sms alert once the service was ready and he was aware of Sakala - KITTU .S ,
Channapatna L20990000469970 (Birth Certificates)

<p>Applicant got the service in-time and she is aware of Sakala. <u>She was also very happy that the government collects Feedback from citizens which help them to share their issues.</u> Vanajakshamma. PR011000762808. HIRIYUR (Maintenance of street lights)</p>
<p>Citizen got to know about Sakala through TV advertisement, he called up to the call centre enquiry about Sakala act, also he got required information through one single call, he says that he is very happy about Sakala. <u>He is requesting to give a more publicity in Rural areas.</u> Manju. Dharwad (General Enquiry)</p>
<p>Citizen got to know about Sakala through Taluk office. He said there are huge boards placed which help citizens to know about Sakala. He applied for a Mutation Extract. He got it in time. He is satisfied with Sakala he say's "because of Sakala we are getting on time service", <u>but the concerned officers should start to work sincerely.</u> he quipped. They are efficient but lazy, they postpone too much" <u>he also suggested to reduce Sakala service's time limit.</u> Suresh Chikkaballapura (Mutation Extract)</p>
<p>Citizen got to know about Sakala through media advertisement. He said his family members applied for service and they got it in time. He said he had called the call centre once and he was very glad to for getting all the required information in one single call. <u>He also suggested to project Sakala's display boards in all the bus stops and in public areas – Anand Chitradurga</u></p>
<p>Though Sakala is very effectively, stricter action should be taken on officers who cause problems to citizens. They should be punished. Please tell Sakala to do this, this is very important. Otherwise officers will take Sakala very easy and not do their work. Madan - Bagalkot</p>
<p>"I got my job in one single day – this is difficult to believe". I am so happy. <i>PROVIDING EMPLOYMENT TO UNSKILLED LABOURS (MGNREGS) – Manjappa – Davanagere</i></p>
<p>The Fire department's time help in helping a cow which fell in a well accidently helped a lot. Though i did not know Sakala much, I still tired. Thanks to Sakala. Sri. Ashok Kolar</p>
<p>"I originally got scared when the Drug Office Called me for renewing my licence – then I went there and saw the officer, he explained me all the steps. I am so happy. Sakala has changed the way deliver service. It is very nice. Officers should be given a few assistants I feel, so that they can do work more efficiently. Ashwini General & Medical Stores (Office of the Assistant Drugs Controller, KOLAR CIRCLE)</p>
<p>When I Called up 44554455, all my questions were answered. They are good ad it is unheard in the government service for someone to answer so patiently. An NGO from Bangalore</p>
<p>Citizen Got To Know About Sakala Through TV Advertisement; He Called up to enquire about Sakala Act. He felt that Sakala scheme is very helpful to public to get information and service's with in stipulated time. he is satisfied with Sakala service. <u>he suggested to provide officers contact numbers to the citizens.</u></p>
<p>Sakala is very good. There is an overall improvement at least in the way officers behave. They know we have rights too.</p>

Sakala Mitra Corps (SMC)

A Concept Outline

1. Objectives

- a. Spread the Sakala (KGSC Act, 2011) net and appeal to citizens across the State in every village and town through a network of volunteers and enable the Sakala Mission to propel a *Sakala Movement*.
- b. Train and develop a corps of volunteers who would carry the message and benefits of the Sakala Act and Mission to every nook and corner of the State
- c. Recognise and institutionalise the voluntary efforts of citizens and Civil society to make use of Sakala among the citizens popular and habitual.
- d. Provide a platform for citizens of all ages, particularly the young and the senior citizens, to participate in the democratic governance system to make it clean, transparent and accountable.

2. Timeline

- a. The Campaign may be planned for one year initially, extendable to 3 years based on review/evaluation towards the end of one year.
- b. Start/launch date could coincide with the start of the 3rd year of the KGSC Act, i.e. 2-Jan-2014.
- c. The period up to the run-up to the launch to be utilised to develop capacity and awareness among the citizenry.

3. Structure and Functioning of SMC

- a. 1-2 Sakala Mitra (SM) to be identified / nominated for a year from each Taluka, to start with. Initial enrolment could be around 200-300 volunteers
- b. Helpdesk staff already hired can form the seed base of the SMC
- c. RASTR and its network organisations can come up with seed groups of Sakala Mitras in districts of Bengaluru Urban, Bengalooru Rural, Mandya, Mysore, Tumkur, Dharwad, Gulbarga, Haveri, Shimoga, and Chikkaballapura.
- d. Gradually, one Sakala Mitra to be identified for every Gram Panchayat and for every ward in Municipal limits. The number could grow to 10,000 when all ~5500 GPs and all wards in the ~200 ULBs are reached. These SMs have to be brought under a Lead Sakala Mitra (LSM) at the Taluka level.
- e. One Sakala Mitra to be identified as Lead SM (LSM) at the Taluka level
- f. DITCs shall play a lead role to all SMs in the districts
- g. SMC Council (SMCC) consisting of LSMs at the Taluka level may meet with Mission officials on a fixed day every month via Video Conference and discuss on progress, implementation issues, opportunities, etc.
- h. There could be one SMC State level coordinator to guide and motivate the corps in Mission mode while leading the volunteers as a movement. This is a tactical deployment to motivate, monitor, inspire, encourage and keep the SMC in motion to expand the Sakala reach, as also its penetration among the citizenry and listen to their issues and help address them in Mission Mode.

- i. Generate monthly **Sakala Citizen Report Card (SCRCs)** for each nodal office/taluka/district implementing Sakala based on standard Checklist. The feed from all SCRCs must lead to a Sakala Citizen Index, which may be monitored every month as a Citizen Satisfaction Index (CSI) every month. The CSI must be an important indicator in the monthly Sakala reports & Taluka/District/department ranking released by the Mission. The SCRC Checklist may consist of important interface, awareness and service parameters as listed below. A focussed meeting of the Mission and Civil society may be called to draw up the CL.
 - i. Publicity material / Sakala Chart displayed or not
 - ii. Audio-visual awareness (TV, etc.) functioning or not
 - iii. Sakala Counter Down rate or Up rate
 - iv. Stationery available or not
 - v. Officials responsive to Citizens or not
 - vi. GSC number default rate
 - vii. Helpdesk responsiveness
 - viii. Etc....
- j. Conduct **Sakala Habba** every month in 2-3 districts on rotation across the State. This should be a day long all-hands meet of all SMs in the district with Mission leadership and key district and taluka officials like DC, Tahsildar, ZP CEO, TP CEO, ULB Commissioners, Department heads, PSU heads and also open invite to public/citizens. Wide advertisement in district media could be provided. This could be used as an opportunity to receive feedback from SMs and Citizens and reconcile issues with the officials as in say a *Lok Adalat*.

4. Duties of Sakala Mitras

- a. Assist Citizens in Sakala online and offline applications
- b. Act as Citizen Auditors and assist Mission to generate Sakala Citizen Report Card for offices in their area/ward/GP/Taluka on rotational basis against a standard checklist.
- c. Conduct Sakala Awareness Camps/Shivirs in various offices (say 2-4 per month), particularly in remote areas and where Helpdesks are not provided; Mission to provide support in the form of publicity material, stationery, logistics and incidentals.

5. Identifying of Sakala Mitras & Competency building

- a. Eligibility: Computer literate and say 10th or 12th pass
- b. PU & Degree college students, NSS Volunteers, NCC Cadets, NGO members, Senior Citizens, members of Apartment/housing society associations, retired government/PSU officials, Literate/educated youth registered with Employment exchanges, etc. may be targeted to enrol as SMs
- c. Volunteers from existing network may be brought into the SMC fold. Besides this, advertisements may be floated in local newspapers and people from different background may be selected
- d. Selected SMs to be trained on Sakala

6. Empowerment/Enablers/Incentives/Recognition required for Sakala Mitras:

- a. SMC Identity Card / letter to access offices interact with officials and facilitate citizens without fear or obstructions.

- b. SMs may be enrolled online via the Sakala portal by filling out online forms or submitting scanned copy of forms online. Mission to verify and send post I-cards online.
- c. Recognition based incentives like incremental recognition for increased performance, say a certificate of recognition and cash reward for first 50 cases of verifiable Sakala success stories or first 10 Sakala Camps/seminars (to be handed over by Mission leadership during Sakala Habba in every district); a certificate of recognition, a Sakala memento or some other prize awarded by higher leadership (say the H'ble minister) at the state level. Incentives to progress further based on continued or improved performance
- d. Login id for Sakala Mission Portal to file reports, complaints and suggestions. A separate reporting tool can be added on the portal.
- e. Support to conduct Sakala Shivirs in the form of publicity material, stationery, AV equipment, furniture, logistics and incidentals.

7. Code of Conduct

- a. A Code of Conduct (along with DOs & DON'Ts) may be defined by the Mission to guide the SMs.
- b. Every citizen enrolled as a SM to take an Oath/Pledge as may be defined by the Mission particularly to maintain honesty, transparency, accountability in her/his conduct as a SM.
- c. Every SM shall sign a undertaking that he may be liable to penal action under applicable laws (Mission to define/identify) if found/proved to be violating the code of conduct or breaches the Oath.

Chapter 4:

Events & News clips:

1) *29 October 2013: September Monthly report Release by Respected Chief Secretary: Outgoing Chief Secretary Sri SV Ranganath* released the September monthly report and noted that good progress has been made during the month such as Increase in the zero default offices, reduction in the more than 7 default offices etc. Sri. Ranganath said that Sakala will soon be ISO certified through a central team and departments should actively engage in improving qualitative performance.



Sri SV Ranganath addressing the Secretaries in the meeting held on 29 October 2013

2) *Training Program on 25 & 26 October for First Time MLAs:* The Government had planned to train all its new MLAs on some critical enactments such as RTI & Sakala etc. The program was inaugurated by the Hon. CM. The meeting was presided the Hon. Speaker, Dy. Speaker by senior ministers and other senior legislators. Many Questions and answers followed the talk. Some of the critical Qs were: Is there a difficulty is issuing an Income Certificate along with Caste certificate? Though Caste is permanent, Income changes over time, hence the two can't be clubbed.

The Legislators stressed on field visits to check if actual delivery of services is being effected through Sakala, and felt that those evading rendering of services to Citizens should be strictly dealt with. There was a consensus to bring all services under Sakala. In the coming days including secretariat files disposal and complaints redressal.



First Time MLAs taking part in the training program

3) *29 October 2013*: Awareness program with Women for Women! An Awareness generation program was held at Gundlupet (Chamarajanagar) on Sakala to spread the word. Several awareness aids such as pamphlets, Stickers and brochures were handed over to the Mahila groups to be used for awareness generation. Out DITC Sri. B Nagasundara was present on the occasion to educate the group. Mission Director recommends that this should be replicated in all Districts



Women seen reviewing the Sakala material in Chamarajanagar.

4) *Seminar at Indian Institute of Management – Ahmadabad. 5th October 2013*: Dr Shalini Rajneesh – Director Sakala was invited to a seminar titled “Redressing 30 million grievances in time - Sakala innovation experiment of Karnataka” as the guest Speaker. She was accompanied by Addl. Mission Director Sri Manoj. They addressed the students and faculty of the premier institute in the background of accountability of public institutions towards citizens becoming an urgent concern in India because of rising social expectations. Society is no more willing to accept either corruption in public services or undue delay. The quality and the speed of providing 419 services under the Karnataka Guarantee of Services to Citizens Act 2011, viz., Sakala has been constantly improving. The Mission Director stressed that people’s participation is the key to success of any government initiative which touches most lives. 4 groups were formed to brainstorm on the way forward to public service delivery Reforms.



Dr Shalini Rajneesh & Sri Manoj seen interacting with students in IIM Ahmadabad

Some of the recommendations of the groups were:

- **Enhancing Citizen Awareness –**
 - Engage a advertising & publicity agency
 - Hoardings to carry less text and more visuals
 - Target Kirana shops, Milk booths Farmer’s association for awareness generation.
 - Print the top 100 services in posters
 - Print Sakala matter behind water bills, phone bills etc.
- **Employee - Centered Excellence:**
 - Face book to compile employee contribution
 - Declare employee of the month in each office
 - Cheer bells in offices by satisfied citizens (as in Pizza Hut)
 - Seminars for Top & Bottom performers.
 - Rotation scheme for widening horizon for distribution of work burden.
 - Award for Team performance

□ **Analytics:**

- Calculate Benchmark for each service delivery.
- Identify problems in delays, Rejections, Pendency etc
- Provide dashboards to DO/Cos/AAs.
- Track inter dependencies in work flows
- Resource Allocation Vs Service Quantum.
- Employee Vs Basket of Services

□ **Grievance Redressal Management:**

- Sakala within Sakala (Timely grievance redressal)
- 30 seconds waiting time escalation of calls > escalation of calls to Senior Management.
- Post offices to take complaints/Mission pay for service Charges.
- Respective departments should call their clients to get feedback for improvement

5) Sakala Seminar/ Program in JSS Law College on 30 October: Dr Shalini Rajneesh while addressing the NSS students, co coordinators and office seniors of the NSS Law College at Mysore stressed the need for awareness as a mode to equip citizens with power to demand what is within the law. She said that Sakala has serviced more than 3.5 crore citizens of Karnataka and this has been possible only with the wholehearted support of govt. employees in making Sakala a grand success. She said Sakala is an example for many states and countries, trying to replicate this model.

Prof. Nagendramurthy – Associate Professor at JSS College, said that using NSS volunteers to spread the word of Sakala would go a long way as NSS is present in almost all colleges and conduct camps in most remote and tribal areas. He said that, to start with, JSS Law College, Mysore will take the initiative in this direction through their legal clinic center & MYCAB (Mysore Citizens' Advisory Bureau) with the help of CREAT headed by Sri Muralidharan.

6) RTI Workshop on 8th October: Dr Shalini Rajneesh addressed a set of senior officers in a program in Bangalore organized by the KGSTI. She said that RTI and Sakala are complementary to each other as both eventually serve citizens. Transparency is the key to both these landmark Acts. She said that there was pressure from the public to include RTI also under Sakala; however, the central Citizen Charter is pending approval. She said that Citizen Feedback is a critical decision making factor in Sakala – this empowers people making governance more people friendly.

7) Addressing Bangladesh Civil Services Officers through Video Conference: Dr Rajneesh addressed the Civil Servants of Bangladesh through a Video conference. The Officers were part of a training program conducted by NIAR – LBSNAA. She talked at length on the public service delivery Bill in Karnataka titled Sakala and explained it's working. She stressed the need for sensitizing govt. officials in working towards a public cause.



Dr Rajneesh addressing the Officers through VC.

8) *'Vigilance Awareness Week' at the Accountant General's Office, Bangalore*



Dr Shalini Rajneesh delivered a speech at the AGs office on Sakala and transparency in Governance and how Sakala has contributed to the cause.

NAL: On the same topic Mission Director was invited to another seminar organised by NAL on 31st Oct 2013.

'Sakala needs commitment and timeliness'

● IAS officer Shalini Rajaneesh enlightened the Mysoreans on Sakala

Kuvempunagara: "There are several citizen-friendly acts. For an effective utilisation of the rules, acts or programmes, cooperation between the public and the government is vital. Both the government and citizens should take an active part in implementation of laws," said Shalini Rajaneesh, IAS officer.

She was speaking during a special presentation on 'Awareness of Sakala' (Karnataka Guarantee of Services to Citizens Act 2011) for NSS Officers, Volunteers and Office Superintendents of colleges was organised in JSS Law College.

IAS Officer Dr Shalini Rajaneesh, who is the Principal Secretary of Department of Panchayat Raj and Rural



DPAR Principal Secretary Dr Shalini Rajaneesh presented a PowerPoint presentation on Sakala Services in JSS Law College Auditorium, Executive Secretary, JSS MVP BN Betkerur, Principal of JSS Law College Prof KS Suresh were present on the occasion.

She told that even the government officials are happy and their work has reduced after introducing Sakala because of the technological, computerised approach.

Shalini Rajaneesh explained the gathering about the usage of the Sakala services with the examples and also put up a PowerPoint presentation on Sakala services.

The crowd was found very curious about Sakala. Shalini Rajaneesh's presentation was more of an interactive session than just a speech. She interacted with students and answered their doubts.

JSS MVP executive Secretary, B N Betkerur and JSS Law College principal Prof K S Suresh were present on the occasion.



Soon after launching the Sakala programme 3.5 crore applications were registered and it was successful. If any of the Sakala services failed to serve the applicant before the given time, then the officer in-charge will be held responsible and he will be fined. More importantly, commitment and timeliness is very important for the success of the Sakala.

- Shalini Rajaneesh, Principal Secretary, DPAR

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Citizens get crash course on RTI, Sakala

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MYSORE: Aimed at creating awareness on two important citizen initiatives from the Centre and state governments - Right to Information (RTI) Act and Sakala - a day-long workshop was organized by Vivekananda Institute for Leadership Development here on Saturday.

Although RTI and Sakala were introduced in 2002 and 2011, respectively, the organizers felt not everybody were aware of the procedures involved in using the initiatives.

RTI Centre Trustee N Vikram Simha, one of the speakers, said: "Not everybody knows what RTI is. The Act introduced by the Centre provides people with the right to information and replaces the erstwhile Freedom of Information Act 2002. Under this Act, any citizen can request information from a public authority within 30 days."

B M Nataraj, another resource person, said: "Sakala - Karnataka Guaranteed Services to Citizens Act, 2011, is state government's initiative to ensure that people avail off government services and get their grievances redressed within a said time frame." He added that earlier getting any service from a government department consumed a lot of time and Sakala was introduced cater to several services like acquiring certificates, obtaining land record extracts, building plan approvals and the like within a stipulated time.

G M Mahadeva, a social worker who attended the workshop said he wanted to build a house and even got a plan designed, but didn't know whom to approach for the plan approval. "This workshop has helped me learn something. There must be more programmes like this," he said. The programme was attended by about 60 people.

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