



**Jagadish Shettar**  
Chief Minister



## **SAKALA REPORT CARD**

September - 2012



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# The Karnataka Guarantee of Services to Citizens Act 2011



*Report Card for the month of September 2012*



## Contents

	Message from the Hon'ble Chief Minister	
	Press clipping by Hon'ble Law Minister	
1)	Quick Summary - From of the Desk of the Mission Director	1
2)	Report No. 1 - September Statistics	4
3)	Report No. 2A – Performance based analysis	22
4)	Report No. 2B – Department disposal analysis	27
5)	Report No. 3 – Information from the call centre	40
6)	Report No. 4 – Sakala at work	44
7)	Report No. 5 – Feedback from citizens & Press clippings	51
8)	Report No. 6 – Help Desks	59
9)	Annexure A – Summary of Complaints	62
10)	Annexure B – Details of Appeals	68
11)	Annexure C – Sakala Pamplet	79



## Message

With the teeming millions coming to SAKALA for availing their required services, it is more than satisfying to state that Sakala has brought smiles to more than 1 crore citizens. The credit goes to the entire Government machinery which has tirelessly worked to make Sakala a grand success. In the September report, you will observe that *it is not just one crore applications **Received**, but also 1 crore application **Delivered!*** My compliments to each and every staff, employee Associations, DCs, Principal Secretaries, Addl. Chief Secretaries & the Chief Secretary for their constant hard work & selfless service to the public of Karnataka.

Recognition to Sakala is not only pouring in from other states within India, but also from other Countries. Bangladesh has invited Sakala Mission officials to be their resource person in implanting a system similar to Sakala in their country.

I understand that the Sakala Mission personally contacts many of you and seeks your feedback. Based upon these feedbacks, we are in the process of adding more departments & services under Sakala. The constant personal intervention, advice and monitoring by the Sakala Mission has also added value to delivery of time bound services to citizens.

My colleague – Hon. Law Minister Sri. Suresh Kumar or myself are available on every first Wednesday from 8 A.M. to 9 A.M. in the ‘Phone in’ program of Doordarshan and you may feel free to get in touch with me if you have anything to share on Sakala.

Let us together make Karnataka the Best governed state in India!

**Jagdish Shettar**  
Chief Minister of Karnataka



## Officials told not to bypass Sakala while providing services

SPECIAL CORRESPONDENT

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S. Suresh Kumar

The State government on Tuesday instructed officials of urban local bodies (ULBs) not to bypass Sakala, a citizens charter of services, while issuing trade licences and building approval plans.

Officials of the various ULBs have been providing numerous services, including trade licences and building approval plans, but not under the government's flagship programme, Sakala, Minister for Law and Parliamentary Affairs and Urban Development S. Suresh Kumar said here after the inauguration of a workshop on waste management in ULBs.

It was mandatory on the part of ULBs to display Sakala boards in offices and set up application counters. Action would be taken against officials who fail to deliver services under Sakala, Mr. Suresh Kumar said.

A few days ago, officials of the Union government and West Bengal government visited the State to study the implementation of Sakala.

The Union government has been drafting citizens charters studying the implementation of Sakala, he said.

Shalini Rajneesh, Mission Director, Sakala, who made a presentation on Sakala, said that a few urban local bodies in Gulbarga, Yadgir, Chamarajanagar, Kolar, Chikmagalur and Tumkur lagged behind in providing services under the programme.

The presence of middlemen was one of the major reasons for officials bypassing Sakala, she said.

While ULBs in Udipi and Dakshina Kannada continued to secure top ranks in delivery of services under Sakala, she said that Aland taluk in Gulbarga, Kadur taluk in Chikmagalur, Manvi taluk in Raichur, Pavagada taluk in Tumkur, Kollegal taluk in Chamarajanagar, Bidar taluk, Kolar taluk and Basavakalyan taluk have been delaying delivery of services.

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## ***From the Desk of the Mission Director***

### **Quick Summary**

The month of September is a consolidation month. Sakala Completes 6 months! Many Districts and departments cleared pending applications. In many cases you will see a higher disposal number than the Receipts. Here is a quick summary of the Report:

1. Application Details: Cumulative Receipts – 1, 14, 18,551 & Disposals in time is 1, 09, 27, 615. This is 94% intime delivery.
2. Services: There are 151 services existing and many more services involving BDA, Karnataka Slum Development Board, Karnataka Housing Board, Commerce & Industries Department, DPAR, and added services under Revenue Department & BBMP are under consideration for addition under Sakala.
3. Ranking: For the month of September, Chitradurga is Ranked First, Followed by Uttara Kannada (2nd) & Dakshina Kannada (3rd).

#### 4. Helpdesk:

<b>Location</b>	<b>Established</b>	<b>Yet to Establish</b>
District	10	20
Taluk	97	79

#### 5] Delayed Disposals – Highest 5 Districts:

	<b>District</b>	<b>Delayed Disposal Numbers</b>
1	Bangalore	117399
2	Tumkur	27115
3	Hassan	20551
4	Mysore	18905
5	Bidar	18283

## 6] Overdue – Highest 5 Districts:

	<b>District</b>	<b>No of Pendency</b>
1	Bangalore Urban	3603
2	Mandya	1107
3	Hassan	804
4	Tumkur	768
5	Ramanagara	487

## 7] Rejections: Highest 5 Districts:

District Name	Rejections
Bangalore	202774
Tumkur	37542
Belgaum	35263
Mysore	31064
Hassan	29156

## 8] Pendency - Appeals – Top 3 Department

	<b>Department</b>	<b>Appeals Pending</b>
1	Revenue	23
2	RDPR	6
3	Food	1

## 9] Call Centre Data: (Sakala Complaints)

	<b>District</b>	<b>Number of Complaints</b>
1	Bangalore	92
2	Davanagere	35
3	Raichur	16
4	Mysore	15

## 10] Call Centre Data: (Non Sakala Complaints)

	<b>District</b>	<b>Number of Complaints</b>
1	Bangalore urban	270
2	Mandya	45
3	Mysore	41
4	Bangalore Rural	35
5	Tumkur	33

11. District performance has been marked based on some important criteria in Chapter 3(A). In Chapter 3 (B) –we have carried out a detailed analysis on Delayed disposals analysing each department and its trend. Delayed disposals are a very critical area for Sakala.

There is a chapter dedicated to the positive impacts on citizens due to Sakala and of course the Feedback that we collected from a cross section of People – both users and potential users.

This report will further the existing healthy competition among the districts under the leadership of the Deputy Commissioners vying to outperform each other. Our Salutes to each and every government servant who has untiringly and smilingly served the esteemed citizens of Karnataka!

**Dr: Shalini Rajneesh**

Mission Director

Sakala Mission



**Report # 1****September Statistics**

District	Total No. of receipts during September (except Commercial Taxes) (A)	No. of disposal during September (except Commercial Taxes) (B)	% of delayed disposals in September (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	48749	58333	0.10%	2	3047	7	1
Uttara Kannada	40284	45596	0.10%	1	2877	11	2
Dakshina Kannada	56614	64261	1.06%	5	2830	13	3
Chikkaballapura	30338	42699	0.40%	3	2528	21	4
Kodagu	17763	19597	3.25%	12	3552	1	5
Chamarajanagar	30746	40171	2.40%	10	3074	6	6
Haveri	38436	46200	0.85%	4	2562	20	7
Davanagere	53768	63909	1.38%	7	2830	14	8
Bagalkot	48414	57182	1.63%	9	2689	17	9
Udupi	25958	28194	1.23%	6	2359	26	10
Bellary	84567	85853	3.61%	16	3383	3	11
Bangalore Rural	21908	28378	1.62%	8	2434	24	12
Raichur	65570	73523	5.77%	19	3451	2	13
Bijapur	58722	66333	3.44%	14	2796	15	14
Ramanagara	30168	41197	5.16%	18	3017	8	15
Kolar	49809	62468	6.12%	21	3321	5	16
Belgaum	91898	112862	2.61%	11	1955	29	17
Mandya	52942	58573	6.02%	20	2941	10	18
Gadag	26809	39411	4.84%	17	2681	18	19
Shimoga	37487	46656	3.32%	13	2205	28	20
Gulbarga	60712	77265	3.46%	15	2429	25	21
Hassan	56570	71928	7.01%	25	3327	4	22
Chikmagalur	31183	36134	6.32%	23	2835	12	23
Koppal	38699	45700	7.14%	26	2977	9	24
Mysore	71718	94954	6.27%	22	2473	22	25
Dharwad	46920	59487	6.51%	24	2607	19	26
Yadgir	30564	31622	12.24%	29	2779	16	27
Bidar	41995	53249	11.20%	28	2470	23	28
Tumkur	58073	73699	10.69%	27	2234	27	29
Bangalore	174539	232311	23.91%	30	1838	30	30
<b>State Total</b>	<b>1521923</b>	<b>1857745</b>	<b>6.86%</b>				

*Evaluation Methodology:*

The performance of the districts and the departments has been evaluated broadly using the following criteria, namely,

1. Default %age includes both "Pending beyond deadline" and "Disposed with delay"
2. For overall district wise ranking it gives 70% weightage to "Default %age' and 30% to "Rcpt per lakh population.
3. Each department wise ranking gives 50% weightage to both these factors.

*Additional Notes:*

- ❖ Column D in the table below “Ranking based on delayed disposals” have multiple rankings for every department have ranks that are similar. This is because the departments have performed equally considering the above evaluation criteria.
- ❖ Even if applications are disposed, but delayed, the percentages would show as delayed disposals based on the above criteria.
- ❖ The Transport department (Sl no 4 in this Chapter) has been categorised into 3 divisions (the Core Transport department, Transport Corporations & BMTC) - this is to give you a inside view of how these divisions work
- ❖ Similarly, the Urban Department (Sl no 11 in this Chapter) has also been categorised into 5 divisions. Details by each division are mentioned.

Given below is a write up on each department and how each District has fared under that department & ranked.

## ***District –wise department Performance:***

### **1. 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	37868	46920	0.1	1	2366	7	1
Chikkaballapura	22947	34946	0.1	1	1912	15	2
Davanagere	38005	48015	1.4	5	2000	13	3
Uttara Kannada	21816	27167	0.1	1	1558	24	4
Haveri	26763	34272	0.8	4	1784	18	5
Chamarajanagar	24383	33787	2.4	10	2438	6	6
Kodagu	12489	14252	4	14	2497	4	7
Bangalore Rural	14536	21222	1.7	6	1615	23	8
Bellary	68128	69417	4.3	16	2725	2	9
Bijapur	46427	54232	3.9	13	2210	11	10
Gulbarga	48272	64414	3.2	12	1930	14	11
Bagalkot	29401	37061	2.2	9	1633	22	12
Raichur	55730	63557	6	18	2933	1	12
Udupi	11675	14723	1.8	7	1061	28	14
Dakshina Kannada	18006	26528	1.8	7	900	29	15
Gadag	23284	35336	5.2	17	2328	9	16
Kolar	36725	49674	7.5	20	2448	5	17
Belgaum	67693	85503	3	11	1440	26	17
Mandya	38565	45532	7.5	20	2142	12	19
Ramanagara	18761	30010	6.4	19	1876	16	20
Hassan	43437	59117	8.4	25	2555	3	21
Shimoga	23524	32448	4.1	15	1383	27	22
Koppal	30091	36755	8.3	23	2314	10	23
Dharwad	33250	45236	7.9	22	1847	17	24
Yadgir	25760	26861	14.1	29	2341	8	25
Mysore	44764	67653	8.3	23	1543	25	26
Chikmagalur	18786	23627	9.1	26	1707	21	27
Tumkur	45134	61519	11.9	27	1735	20	28
Bidar	29861	41730	13.8	28	1756	19	29
Bangalore	58309	115353	44.2	30	613	30	30

## II. 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	3225	3865	0	1	161	3	1
Kodagu	340	323	0	1	68	7	2
Bangalore Rural	351	391	0	1	39	13	3
Uttara Kannada	479	530	0	1	34	17	4
Bijapur	698	718	0	1	33	18	5
Gadag	316	316	0	1	31	19	6
Bidar	374	468	0	1	22	21	7
Chitradurga	271	277	0	1	16	25	8
Chamarajanagar	143	52	0	1	14	27	9
Belgaum	4631	5048	0.1	10	98	6	9
Bagalkot	1208	1221	0.1	10	67	9	11
Udupi	661	748	0.1	10	60	10	12
Bellary	3012	3124	0.4	13	120	4	13
Bangalore	61842	66306	0.9	18	650	1	14
Mysore	3245	3314	1.1	19	111	5	15
Raichur	708	950	0.5	16	37	15	16
Ramanagara	688	668	1.2	20	68	7	17
Mandya	229	255	0.4	13	12	28	18
Chikkaballapura	140	248	0.4	13	11	29	19
Tumkur	716	703	0.7	17	27	20	20
Shimoga	698	781	1.9	23	41	12	21
Davanagere	756	835	3.2	24	39	13	22
Koppal	580	578	4	25	44	11	23
Dharwad	5226	5733	6.4	30	290	2	24
Kolar	250	237	1.3	21	16	25	25
Yadgir	130	135	1.5	22	11	29	26
Chikmagalur	226	275	4	25	20	22	26
Gulbarga	898	1137	6.3	29	35	16	28
Hassan	306	363	4.7	27	18	23	29
Haveri	276	409	5.9	28	18	23	30



### 3. Rural Development & Panchayat Raj:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/ One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1208	1111	0	1	86	5	1
Kodagu	302	248	0	1	60	6	2
Mandya	2040	1882	0.1	5	113	3	3
Udupi	1092	1054	0.1	5	99	4	4
Dakshina Kannada	1165	1115	0.3	7	58	8	5
Chikkaballapura	104	104	0	1	8	23	6
Chikmagalur	615	585	0.3	7	55	9	6
Raichur	35	32	0	1	1	29	8
Ramanagara	557	553	1.6	11	55	9	9
Hassan	726	656	0.8	10	42	13	10
Davanagere	2834	2747	2.6	15	149	2	11
Gadag	204	149	0.7	9	20	17	12
Bangalore Rural	435	423	2.1	12	48	11	13
Chitradurga	430	440	2.3	13	26	14	14
Haveri	2432	2381	4.7	20	162	1	15
Bagalkot	169	197	2.5	14	9	22	16
Yadgir	216	238	3.8	19	19	19	17
Shimoga	141	170	3.5	18	8	23	18
Bangalore	216	182	2.7	16	2	28	19
Belgaum	146	130	3.1	17	3	26	20
Chamarajanagar	590	622	11.6	26	59	7	21
Kolar	308	258	6.2	22	20	17	22
Bijapur	326	371	5.7	21	15	20	23
Koppal	284	294	7.8	23	21	16	24
Bidar	776	768	10.8	25	45	12	25
Tumkur	611	405	8.9	24	23	15	26
Mysore	114	105	12.4	27	3	26	27
Bellary	148	119	14.3	28	5	25	28
Dharwad	194	164	19.5	30	10	21	29
Gulbarga	22	55	14.5	29	0	30	30

#### 4. (a) Transport Department: (Core)

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	6320	5610	0	1	574	2	1
Uttara Kannada	5319	5528	0	1	379	6	2
Haveri	4201	4630	0	1	280	12	3
Ramanagara	2261	2184	0	1	226	21	4
Koppal	2772	2948	0	1	213	22	5
Chikkaballapura	2060	2422	0	1	171	24	6
Raichur	4724	4625	0.1	7	248	14	7
Bellary	6089	6165	0.1	7	243	15	8
Gulbarga	6084	6554	0.1	7	243	15	8
Chamarajanagar	2401	2254	0.1	7	240	17	10
Bangalore	60179	62494	0.3	14	633	1	11
Chitradurga	3795	3741	0.1	7	237	18	12
Dakshina Kannada	10872	10340	0.3	14	543	3	13
Mysore	11553	11491	0.3	14	398	5	14
Yadgir	1667	1620	0.1	7	151	25	15
Hassan	4619	4335	0.3	14	271	13	16
Mandya	4115	3039	0.3	14	228	20	17
Bangalore Rural	2819	2826	0.4	20	313	9	18
Kolar	1781	1783	0.2	13	118	26	19
Bagalkot	5422	6487	0.5	21	301	10	20
Tumkur	1998	1836	0.3	14	76	27	21
Shimoga	6174	6203	0.7	23	363	7	22
Chikmagalur	3763	4011	0.7	23	342	8	23
Dharwad	5261	5963	0.7	23	292	11	24
Belgaum	10055	12968	0.6	22	213	22	25
Kodagu	2126	2216	2.1	30	425	4	26
Bidar	3958	3420	1.9	29	232	19	27
Davanagere	0	381	0.8	26	0	30	28
Gadag	318	1008	1.1	27	31	28	29
Bijapur	316	275	1.1	27	15	29	30

#### 4(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))
Bijapur	6613	6614	0	1	314	1	1
Bellary	4342	4346	0	1	173	4	2
Dakshina Kannada	1686	1731	0	1	84	13	3
Bangalore Rural	593	593	0	1	65	16	4
Haveri	418	417	0	1	27	21	5
Shimoga	338	338	0	1	19	23	6
Uttara Kannada	225	219	0	1	16	25	7
Koppal	2037	2061	0.1	10	156	5	8
Ramanagara	1501	1496	0.1	10	150	6	9
Udupi	22	25	0	1	2	29	10
Kodagu	0	62	0	1	0	30	11
Mysore	3248	3406	0.1	10	112	10	12
Davanagere	1662	1662	0.1	10	87	12	13
Kolar	3981	3814	0.3	17	265	2	14
Raichur	2213	2209	0.3	17	116	9	15
Gulbarga	1648	1647	0.2	14	65	16	15
Bidar	4118	4130	0.4	20	242	3	17
Yadgir	541	585	0.2	14	49	19	18
Mandya	2314	2316	0.4	20	128	8	19
Dharwad	370	445	0.2	14	20	22	19
Chikmagalur	1039	1044	0.5	22	94	11	21
Hassan	2523	2469	0.6	24	148	7	22
Bagalkot	1308	1311	0.5	22	72	15	23
Bangalore	399	399	0.3	17	4	28	24
Tumkur	1680	1660	0.8	25	64	18	25
Chikkaballapura	1017	1117	8.8	30	84	13	26
Gadag	359	389	1.8	27	35	20	26
Chamarajanagar	94	95	1.1	26	9	26	28
Chitradurga	319	439	6.2	29	19	23	29
Belgaum	447	483	3.3	28	9	26	30

The BMTC Received 13062 Applications during the month and disposed 13367 applications during the month.

## 5. Women & Child Welfare Department:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Haveri	609	590	0	6	40	2	1
Dakshina Kannada	757	756	0	6	37	3	2
Chitradurga	495	495	0	6	30	4	3
Dharwad	366	366	0	6	20	5	4
Bangalore Rural	180	183	0	6	20	5	4
Shimoga	340	341	0	6	20	5	4
Davanagere	349	347	0	6	18	8	7
Chamarajanagar	177	179	0	6	17	9	8
Mysore	521	521	0	6	17	9	8
Ramanagara	151	151	0	6	15	11	10
Raichur	0	0	0	1	0	24	11
Chikkaballapura	0	0	0	1	0	24	11
Bidar	0	0	0	1	0	24	11
Gulbarga	0	0	0	1	0	24	11
Hassan	0	0	0	1	0	24	11
Gadag	149	150	0	6	14	13	16
Udupi	157	134	0	6	14	13	16
Tumkur	308	307	0	6	11	16	18
Kolar	176	176	0	6	11	16	18
Bijapur	246	266	0	6	11	16	18
Mandya	174	173	0	6	9	19	21
Kodagu	44	44	0	6	8	20	22
Bagalkot	123	123	0	6	6	21	23
Uttara Kannada	72	80	0	6	5	23	24
Yadgir	8	8	0	6	0	24	25
Bellary	6	6	0	6	0	24	25
Chikmagalur	633	633	0.6	27	57	1	27
Koppal	195	202	3.5	30	15	11	28
Belgaum	646	644	1.7	29	13	15	29
Bangalore	652	670	0.7	28	6	21	30



## 6. 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)
Bangalore	1968	2664	60.3

### b. City Corporations other than BBMP:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Dakshina Kannada	2482	2577	0	1	124	1	1
Dharwad	1892	1861	0.2	2	105	2	2
Mysore	1781	1896	0.9	3	61	3	3
Belgaum	1835	2010	1.8	4	39	5	4
Davanagere	1078	1028	7.8	6	56	4	5
Bellary	764	758	3	5	30	7	6
Gulbarga	823	831	49	7	32	6	7

## c) City Municipal Council:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70 % weightage on (D) and 30% weightage on (F))
Bagalkot	2100	2180	0	1	116	1	1
Uttara Kannada	1557	1589	0	1	111	2	2
Ramanagara	960	934	0	1	96	4	3
Kolar	1408	1426	0	1	93	5	4
Udupi	848	872	0	1	77	9	5
Haveri	1071	1045	0	1	71	10	6
Kodagu	328	352	0	1	65	12	7
Bangalore Rural	543	560	0	1	60	14	8
Chitradurga	912	948	0	1	57	15	9
Mandya	796	794	0	1	44	18	10
Chikkaballapura	438	465	0	1	36	20	11
Bellary	146	107	0	1	5	26	12
Bijapur	1641	1645	0.3	13	78	8	13
Bidar	1352	1398	1	15	79	7	14
Chamarajanagar	702	873	1.4	17	70	11	15
Belgaum	996	1012	0.3	13	21	22	16
Shimoga	1469	1456	4.7	20	86	6	17
Tumkur	1682	1644	1.6	18	64	13	18
Koppal	1343	1332	7.8	24	103	3	19
Davanagere	200	188	1.1	16	10	23	20
Hassan	184	247	1.6	18	10	23	21
Chikmagalur	487	387	5.2	21	44	18	22
Gadag	576	443	7.2	23	57	15	23
Yadgir	404	437	5.9	22	36	20	24
Raichur	1098	1449	27.5	26	57	15	25
Gulbarga	168	158	8.2	25	6	25	26

## d) BBMP:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	No. of GSC receipts/One lakh population (E)
Bangalore Rural	0	0		0
Bangalore	14129	14272	15.1	148

## e) Town Panchayats:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1418	1375	0	1	101	1	1
Kodagu	238	258	0	1	47	2	2
Bagalkot	434	500	0	1	24	3	3
Dharwad	363	358	0	1	20	4	4
Davanagere	344	360	0	1	18	5	5
Mandya	305	317	0	1	16	8	6
Dakshina Kannada	271	273	0	1	13	10	7
Haveri	109	107	0	1	7	15	8
Bidar	78	84	0	1	4	20	9
Udupi	28	26	0	1	2	23	10
Raichur	54	43	0	1	2	23	10
Chikkaballapura	21	37	0	1	1	25	12
Gadag	170	193	0.5	13	17	7	13
Shimoga	313	328	0.9	15	18	5	14
Belgaum	544	590	0.8	14	11	11	15
Chitradurga	118	142	1.4	16	7	15	16
Tumkur	283	290	3.1	19	10	12	17
Bellary	266	294	3.4	20	10	12	18
Hassan	69	66	1.5	17	4	20	19
Chikmagalur	180	182	7.7	23	16	8	20
Koppal	44	51	2	18	3	22	21
Mysore	174	215	3.7	21	6	17	22
Gulbarga	162	182	4.9	22	6	17	23
Chamarajanagar	87	61	16.4	24	8	14	24
Yadgir	73	65	18.5	25	6	17	25

## f) Town Municipal Council:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	1067	1051	0	1	76	2	1
Dakshina Kannada	1409	1403	0	1	70	3	2
Chitradurga	738	748	0	1	46	9	3
Haveri	660	728	0	1	44	10	4
Chikkaballapura	452	445	0	1	37	11	5
Udupi	727	733	0.1	8	66	4	6
Gadag	915	930	0.3	10	91	1	7
Dharwad	227	209	0	1	12	23	8
Davanagere	165	158	0	1	8	25	9
Bagalkot	1146	1158	0.3	10	63	5	10
Belgaum	2303	2370	0.5	12	49	8	11
Kolar	786	809	0.6	13	52	6	12
Mysore	547	573	0.2	9	18	18	13
Bangalore Rural	454	435	0.7	14	50	7	14
Mandya	551	571	0.7	14	30	12	15
Hassan	410	475	1.3	16	24	16	16
Chikmagalur	294	323	2.2	17	26	14	17
Ramanagara	267	250	2.4	18	26	14	18
Bellary	546	527	2.5	19	21	17	19
Bijapur	575	593	5.2	21	27	13	20
Raichur	314	351	3.7	20	16	20	21
Shimoga	147	146	6.8	22	8	25	22
Yadgir	169	161	7.5	24	15	21	23
Bangalore	374	369	7.3	23	3	29	24
Gulbarga	460	469	14.1	28	18	18	25
Bidar	197	195	9.7	26	11	24	26
Tumkur	371	358	10.9	27	14	22	27
Koppal	73	99	8.1	25	5	28	28
Chamarajanagar	71	55	20	29	7	27	29

## 7) Food & Civil Supplies:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Uttara Kannada	3842	3871	0	1	274	4	1
Mysore	1996	2002	0	1	68	12	2
Bellary	1613	1576	0	1	64	13	3
Koppal	795	793	0	1	61	14	4
Dakshina Kannada	13458	13074	0.1	8	672	1	5
Ramanagara	2896	2865	0.1	8	289	3	6
Kolar	534	517	0	1	35	21	7
Gulbarga	853	839	0	1	34	22	8
Bijapur	306	307	0	1	14	27	9
Mandya	950	950	0.1	8	52	15	10
Chikkaballapura	1695	1620	0.2	12	141	8	11
Chitradurga	771	831	0.1	8	48	18	12
Hassan	1350	1345	0.2	12	79	11	13
Bagalkot	5769	5681	0.4	17	320	2	14
Chikmagalur	2810	2863	0.3	16	255	5	15
Bangalore	4803	4665	0.2	12	50	16	16
Yadgir	552	554	0.2	12	50	16	16
Kodagu	770	763	0.4	17	154	6	18
Dharwad	1749	1682	0.8	21	97	10	19
Davanagere	500	501	0.8	21	26	23	20
Haveri	324	325	0.6	20	21	26	21
Bidar	202	200	0.5	19	11	29	22
Shimoga	2030	2002	1.5	28	119	9	23
Udupi	1643	1680	1.9	29	149	7	24
Gadag	117	118	0.8	21	11	29	25
Belgaum	1734	1730	1.2	25	36	20	26
Bangalore Rural	210	207	1	24	23	24	27
Chamarajanagar	222	231	1.3	26	22	25	28
Raichur	233	226	1.3	26	12	28	29
Tumkur	1091	998	3.9	30	41	19	30

## 8) Health & Family Welfare:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Chitradurga	1547	1574	0	1	96	3	1
Haveri	553	459	0	1	36	12	2
Dakshina Kannada	582	576	0	1	29	16	3
Chikkaballapura	268	268	0	1	22	19	4
Kolar	1711	1657	0.4	9	114	2	5
Uttara Kannada	809	811	0.1	8	57	6	6
Bidar	68	62	0	1	4	27	7
Gadag	36	34	0	1	3	28	8
Gulbarga	93	113	0	1	3	28	8
Chamarajanagar	1319	1380	1.7	15	131	1	10
Chikmagalur	379	373	0.5	10	34	14	11
Hassan	623	693	0.6	11	36	12	12
Mandya	423	422	0.7	12	23	18	13
Kodagu	166	166	1.8	16	33	15	14
Yadgir	550	518	4.4	20	50	8	15
Raichur	129	129	0.8	13	6	25	16
Davanagere	359	369	1.4	14	18	23	17
Udupi	226	225	1.8	16	20	21	18
Bijapur	896	864	4.9	21	42	10	19
Bellary	744	762	3.1	19	29	16	20
Bagalkot	960	1028	5	23	53	7	21
Dharwad	355	362	2.8	18	19	22	22
Belgaum	1991	2026	6.4	25	42	10	23
Ramanagara	710	745	8.9	28	71	4	24
Mysore	492	485	4.9	21	16	24	25
Tumkur	1607	1424	18.9	30	61	5	26
Bangalore Rural	415	404	9.9	29	46	9	27
Koppal	295	351	7.1	26	22	19	28
Shimoga	86	87	5.7	24	5	26	29
Bangalore	291	273	8.1	27	3	28	30



## b) Drugs Control:

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Bellary	28	28	0	1
Bangalore Rural	12	13	0	1
Koppal	15	16	0	1
Mysore	30	28	0	1
Yadgir	11	11	0	1
Raichur	13	12	0	6
Shimoga	14	12	0	6
Tumku	21	5	0	6
Udupi	8	5	0	6
Uttara Kannada	9	6	0	6
Mandya	10	13	0	6
Haveri	12	11	0	6
Kodagu	2	2	0	6
Kolar	5	8	0	6
Belgaum	39	30	0	6
Bagalkot	15	11	0	6
Bidar/	9	8	0	6
Bijapur	19	14	0	6
Chamarajanagar	5	5	0	6
Chikkaballapura	6	8	0	6
Chikmagalur	6	6	0	6
Chitradurga	7	9	0	6
Dakshina Kannada	19	24	0	6
Davanagere	16	13	0	6
Dharwad	5	8	0	6
Gadag	8	9	0	6
Bangalore	196	202	0.5	27
Gulbarga	21	26	11.5	28
Ramanagara	8	6	16.7	29
Hassan	6	5	20	30

### 9) Home Department (Police)

District	No. of GSC receipts during the month (A)	No. of GSC disposal during the month (B)	% of delayed disposals (C)	Ranking based on delayed disposals (D)	No. of GSC receipts/One lakh population (E)	Ranking based on GSC Receipts/One lakh population (F)	Final Ranking(70% weightage on (D) and 30% weightage on (F))
Kodagu	1226	1174	0.4	4	245	3	1
Uttara Kannada	2278	2108	0.5	5	162	6	2
Chitradurga	1376	1219	0	1	86	18	3
Udupi	2851	2923	1.5	10	259	1	4
Bagalkot	1077	1036	0.3	3	59	21	5
Hassan	2272	2111	1.3	8	133	10	6
Haveri	709	673	0.1	2	47	25	7
Bangalore Rural	1642	1424	1.6	11	182	5	8
Kolar	1892	1775	1.4	9	126	11	9
Koppal	621	641	0.5	5	47	25	10
Shimoga	2289	1883	1.7	12	134	9	11
Dakshina Kannada	5058	4802	2.2	16	252	2	12
Raichur	789	773	0.5	5	41	28	13
Chikmagalur	1790	1738	2.2	16	162	6	14
Chikkaballapura	1099	982	1.9	13	91	17	15
Bellary	1364	1402	1.9	13	54	22	16
Mysore	5683	5592	4	23	195	4	17
Gadag	524	494	2	15	52	23	18
Mandya	2273	2101	3.4	21	126	11	19
Davanagere	1782	1781	2.8	19	93	16	20
Bidar	891	792	2.5	18	52	23	21
Tumkur	2936	2734	4	23	112	14	22
Chamarajanagar	612	556	3.6	22	61	20	23
Bangalore	10075	8841	5.5	25	106	15	24
Ramanagara	1543	1466	7.8	28	154	8	24
Belgaum	2122	2239	3	20	45	27	26
Gulbarga	1585	1432	7.7	27	63	19	27
Dharwad	2226	2148	10.6	30	123	13	28
Yadgir	317	303	7.3	26	28	30	29
Bijapur	724	611	10	29	34	29	30

**10) Education: a) Department of Public Instruction:**

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))
Belgaum	241	129	0	3	5	2	1
Gulbarga	141	137	0	3	5	2	1
Chikmagalur	12	25	0	3	1	6	3
Chitradurga	16	9	0	3	1	6	3
Davanagere	32	9	0	3	1	6	3
Kolar	27	17	0	3	1	6	3
Gadag	15	12	0	3	1	6	3
Yadgir	11	3	0	3	1	6	3
Koppal	0	0		1	0	18	9
Dharwad	1	0		1	0	18	9
Dakshina Kannada	15	3	0	3	0	18	11
Hassan	13	14	0	3	0	18	11
Haveri	7	5	0	3	0	18	11
Bellary	3	1	0	3	0	18	11
Chamarajanagar	9	2	0	3	0	18	11
Chikkaballapura	4	3	0	3	0	18	11
Mandya	6	6	0	3	0	18	11
Tumkur	11	8	0	3	0	18	11
Udupi	3	2	0	3	0	18	11
Uttara Kannada	11	21	0	3	0	18	11
Bangalore	667	647	0.3	21	7	1	21
Bagalkot	35	38	5.3	22	1	6	22
Mysore	66	25	8	23	2	4	23
Raichur	30	9	11.1	25	1	6	24
Bangalore Rural	9	8	12.5	26	1	6	25
Shimoga	42	5	20	27	2	4	26
Kodagu	5	5	20	27	1	6	27
Ramanagara	18	11	45.5	29	1	6	28
Bijapur	17	12	8.3	24	0	18	29
Bidar	20	17	64.7	30	1	6	30
<b>PU BOARD</b>							
Bangalore	185	228	56.1	NA	NA	NA	NA

## 11) 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))
Dakshina Kannada	60	51	0	1	3	2	1
Davanagere	33	34	0	1	1	4	2
Gulbarga	27	12	0	1	1	4	2
Mysore	19	17	0	1	0	6	4
Raichur	17	7	0	1	0	6	4
Shimoga	15	24	0	1	0	6	4
Tumkur	11	11	0	1	0	6	4
Belgaum	41	55	0	1	0	6	4
Bellary	12	5	0	1	0	6	4
Bangalore	428	367	0.3	10	4	1	10
Dharwad	37	33	6.1	11	2	3	11

ESI: With the exception of Kolar, no other District in the state had applications pertaining to ESI.

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)	Final Ranking (70% weightage on (D) and 30% weightage on (F))
<b>Kolar</b>	<b>15</b>	<b>6</b>	<b>0</b>	<b>NA</b>	<b>NA</b>

## Report 2A – Performance based Analysis

District	Receipt for the Month of Sept	Disposals for the Month of Sept	Over due	Delayed Disposals	Cumulative Receipt	Cumulative Disposal	Share	Rejection for Sep	Aug Ranking	Specific Offices	Services Impacted
Bagalkot	49544	58335	19	926	296845	285710	3.1	1703	13	Deputy Tahsildhar Office-Ilakal, Deputy Tahsildhar Office-Amingad, Savalagi Police Station, Deputy Tahsildhar Office-Karadi, RTO Bagalkot	All types of Caste Certificate-5, Receipt and Disposal of Petitions-3, Dup Driving Licence-4
Bangalore	230444	294463	4062	56212	2260036	2196780	14.4	19037	27	Deputy Tahsildhar Office-Beguru, Deputy Tahsildhar Office-Jala, Deputy Tahsildhar Office-Utharahalli, Deputy Tahsildhar Office-Dasanapura-2 & 1, Deputy Tahsildhar Office-Beguru & Kasab, ASSISTANT STATISTICAL OFFICER, ARO - HAL Airport, Hegganahalli, Kadugondanahalli, C.V.Raman Nagar, Commissioner Of Police Bangalore City, THILAK NAGAR POLICE STATION Police Station	All types of Caste Certificate(147,131,102) All types of Income Certificate(70,47,32), Issue of Birth, Death and Still Birth Certificates at Registration centres after one calendar year from date of registration -320, Khatha Extract/Certificate-47,35,33, Receipt and Disposal of Petitions 90+18+, Service Verification 150
Bangalore Rural	22238	28703	295	452	177992	172572	1.39	1642	6	RTO - Devanahalli, Bangalore Rural District., Deputy Tahsildhar Office-Tippasandra., Deputy Tahsildhar Office-Kundana, Deputy Tahsildhar Office-Kasaba,	All types of Caste Certificate, All types of Income Certificate, Driving Licence, Residence Certificate
Dakshina Kannada	59737	67961	41	654	367475	354835	3.73	2059	4	District Police Office Dakshina Kannada	Arms License Issue and Renewal Verification-20,, NoC for Passport Verification-16,
Dharwad	52095	65129	116	4258	366635	355838	3.25	3700	29	Commissioner Of Police Hubli-Dharwad City, District Police Office Dharwad, GARAG /Hubli Police Station	Issue of C Form declarations under the CST Act, 1956-4., Receipt and Disposal of Petitions-3, Service Verification-3

District	Receipt for the Month of Sept	Disposals for the Month of Sept	Over due	Delayed Disposals	Cumulative Receipt	Cumulative Disposal	Share	Rejection for Sep	Aug Ranking	Specific Offices	Services Impacted
Gadag	27116	39710	33	1897	210321	201908	1.69	1530	20	Deputy Tahsildar Office-Laxmeshwar,MULAGUND Police Station	All types of Caste Certificate-5,Receipt and Disposal of Petitions-4
Gulbarga	61601	78349	123	2778	398985	379389	3.85	2462	16	District Police Office Gulbarga,District Police Office Gulbarga,District Police Office Gulbarga	Receipt and Disposal of Petitions-39,NoC for Passport Verification-19,Service Verification-8
Hassan	56826	72217	726	5032	439077	425337	3.55	5706	22	Deputy Tahsildar Office-Kasaba,Deputy Tahsildar Office-Shanthigrama,Deputy Tahsildar Office-Dudda,Deputy Tahsildar Office-Kasaba,Deputy Tahsildar Office-Kattaya,,Deputy Tahsildar Office-Hattikuni	All types of Caste Certificate-55,57,45,Agricultural Family member Certificate-25,Residence Certificate-23
Haveri	38701	46590	20	416	243789	231574	2.42	2887	10	Deputy Tahsildar Office-Byadgi,Deputy Tahsildar Office-Savanur	All types of Caste Certificate-6,5
Kodagu	18064	19887	29	634	100437	94895	1.13	1253	1	Deputy Tahsildar Office-Kushalnagar	Residence Certificate-10
Kolar	50030	62615	253	3803	321481	304770	3.13	4379	5	Deputy Tahsildar Office-Bangarpet,Deputy Tahsildar Office-Robertsonpet,Deputy Tahsildar Office-Vokkleri,Deputy Tahsildar Office-Kasaba	All types of Income Certificate- 50+,All types of Caste Certificate-39,Residence Certificate-22
Koppal	39275	46269	411	3267	236081	224447	2.45	1221	21	Deputy Tahsildar Office-Hanamsagar,Deputy Tahsildar Office-Tavarager,Deputy Tahsildar Office-Hanamanal	All types of Caste Certificate-54,25,All types of Income Certificate-21
Mandya	53017	58645	557	3512	424610	412302	3.31	4500	12	Deputy Tahsildar Office-Kasaba,Deputy Tahsildar Office-Maddur (Gejjalagere),Deputy Tahsildar Office-C.A.\Kere,District Police Office Mandya, Deputy Tahsildar Office-B.G.Pura	NoC for Passport Verification-20+ ,Residence Certificate-100+,Death Certificate-29,27,Deputy Tahsildhar Office-B.G.Pura

District	Receipt for the Month of Sept	Disposals for the Month of Sept	Over due	Delayed Disposals	Cumulative Receipt	Cumulative Disposal	Share	Rejection for Sep	Aug Ranking	Specific Offices	Services Impacted
Mysore	74838	98053	224	6008	609282	581257	4.68	5045	25	Deputy Commissioner of Police Mysore City, Deputy Tahsildar Office-Bilikere	Receipt and Disposal of Petitions-21,Arms License Issue and Renewal Verification-14,No tenancy certificate-12
Raichur	66261	74445	282	4245	379849	355921	4.14	3023	15	Deputy Tahsildar Office-Sirwar,Deputy Tahsildar Office-Halapur,Deputy Tahsildar Office-Hirekotnekal,Deputy Tahsildar Office-Devadurga,Deputy Tahsildar Office-Jalahalli	All types of Income Certificate-50+,Deputy Tahsildhar Office-Hirekotnekal-36,Caste Certificate-38,Residence Certificate25+
Chitradurga	49020	58610	9	3596	326518	309452	2.9	3350	6	Srirampura Police Station, Deputy Tahsildar Office-Kasaba	Receipt and Disposal of Petitions 1, All types of Income Certificate-1
Uttarakannada	40763	46126	31	640	239627	229957	2.1	2565	3	Dandeli Town Police Station, District Police Office Uttar Kannada,Kumta Police Station, Deputy Tahsildar Office-Belekeri,Deputy Tahsildar Office-Gokarna	Receipt and Disposal of Petitions-3,All types of Income Certificate-1,Residence Certificate-1
Chikkaballapura	30478	42947	12	708	218362	207484	1.9	2872	2	District Police Office Chikkaballapura, Chikkaballapura Rural Police Station	NOC for Residential Permit Extension-4,Reciept and Disposal of Petitions-2,Arms License Issue and Renewal Verification-1,Service Verification-1
Chamarajnagar	30889	40223	376	4164	198685	189837	1.7	2725	8	Deputy Tahsildar Office - SANTHE MARALLI, Deputy Tahsildar Office - Chandakavadi,Deputy Tahsildar Office - Harave,Deputy Tahsildar Office - Chamarajanagar,GUNDLUPET , THLUK GENERAL HOSPITAL SULTHAN BATHERI ROAD GUNDLUPET TQ CHAMARAJANAGAR DIST	All types of Caste Certificate-24,Deputy Tahsildhar Office - Chandakavadi,All types of Income Certificate-19,Surviving Family member Certificate-12,Issue of age certificate-19

District	Receipt for the Month of Sept	Disposals for the Month of Sept	Over due	Delayed Disposals	Cumulative Receipt	Cumulative Disposal	Share	Rejection for Sep	Aug Ranking	Specific Offices	Services Impacted
Bellary	87579	88977	1456	16805	463542	428239	4.1	4009	24	Deputy Tahsildar Office-Kasaba Hadagali,Deputy Tahsildar Office-Tornagallu	All types of Caste Certificate-144,All types of Income Certificate-126,Residence Certificate, Small and Marginal Farmer Certificate-12
Davanagere	54524	64744	151	10800	351196	326421	3.1	3715	11	Deputy Tahsildar Office-Bilichodu,Deputy Tahsildar Office-JAGALUR,RTO Davanagere,	All types of Caste Certificate-19,12,Learning Licence-12
Udupi	26619	28942	40	1895	179211	172575	1.6	621	9	Deputy Tahsildar Office-Brahmavara Kasaba,	All types of Caste Certificate-7,All types of Income Certificate-6.
Bijapur	59420	67051	166	8196	328174	305835	2.9	2178	14	District Police Office Bijapur, Deputy Tahsildar Office-Indi, Deputy Tahsildar â€ Moratagi	NoC for Passport Verification-36,All types of Caste Certificate-12,Deputy Tahsildar â€ Moratagi-11
Ramanagara	30856	41865	641	7343	235816	224770	2.1	1682	18	Deputy Tahsildar Office-Kasaba, District Police Office Ramanagar	All types of Caste Certificate-15,Reciept and Disposal of Petitions-16,No tenancy certificate-7
Belgaum	96529	117910	225	15994	669156	626385	6	5289	26	RTO - Gokak, Belgaum Dist.Taluk Office , Belgaum, Deputy Tahsildar Office-Saundatti,District Police Office Belgaum	Learning Licence-65,All types of Caste Certificate-40+,All types of Income Certificate-20,Service Verification-19
Shimoga	38185	47437	316	8974	256098	244033	2.3	4432	23	Deputy Tahsildar Office-Nagara,District Police Office Shimoga, Deputy Tahsildar Office-Kasaba	Residence Certificate-38,NoC for Passport Verification-24,All types of Income Certificate-20
Chikmagalur	31409	36409	214	8828	212476	202254	1.9	3129	19	Deputy Tahsildar Office-Kasaba, District Police Office Chikmagalur, District Police Office Chikmagalur	All types of Caste Certificate-45,Reciept and Disposal of Petitions-11,Service Verification-12



District	Receipt for the Month of Sept	Disposals for the Month of Sept	Over due	Delayed Disposals	Cumulative Receipt	Cumulative Disposal	Share	Rejection for Sep	Aug Ranking	Specific Offices	Services Impacted
Yadgir	30694	31757	274	9548	171194	154692	1.5	818	17	Deputy Tahsildar Office-Yadgiri, Deputy Tahsildar Office-Saidapur	All types of Income Certificate-61, All types of Caste Certificate-56, No tenancy certificate-22
Bidar	42369	53717	15	18266	231429	214903	2	5396	30	Deputy Tahsildar Office-Bidar South, District Police Office Bidar	All types of Caste Certificate-3, Receipt and Disposal of Petitions-2
Tumkur	58789	74402	1351	25575	459855	440181	4.1	6178	28	Deputy Tahsildar Office-Kasaba, Deputy Tahsildar Office-Hagalavadi, RTO - Tiptur, Tumkur District, District Surgeon, District Hospital Tumkur, Deputy Tahsildar Office-Kodigenahalli	Residence Certificate 50+, Small and Marginal Farmer Certificate-25, Learning Licence-20, Issue of age certificate-29, All types of Income Certificate-32, 16, All types of Caste Certificate-72,

## **Report 2B - Delayed Disposal Analysis - By department**

### **B) Analysis on Delayed Disposals- First Six Months (April to September)**

Here is a very pointed trend analysis of all 11 Departments under Sakala . and also overall trend in –

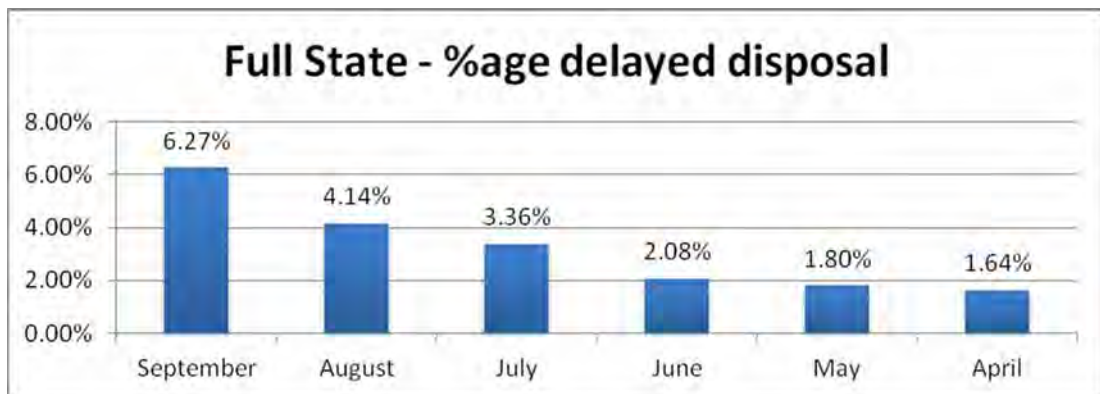
- (i) % age Delayed Disposals
- (ii) %age share of a dept in overall disposal

*We find that*

1. Revenue & Urban Development Dept have shown consistent trend towards increased default rate (delayed disposal rate). As both are core citizen centric departments, the focus of poor performing districts will resolve a lot of issues as it is found the delayed disposal rates are very high in some of the districts.
2. All other departments have either improved their delayed disposal rates or maintained their delayed disposal rates. Take Revenue - from 1.72% in April to 8.29% of delayed disposal in September is an increasing trend, what is worrying is the department's applications is only half (7.70 lakh) in September when compared to August (15.5 lakh), however the delay have shot up from 5.61 to 8.29%. This will need a very critical analysis. Considering Revenue department being the highest service provider under Sakala, this impacts other performing districts and Departments.
3. However, even though increasing trend is not seen in delayed disposals in some of the departments, yet the delayed disposal rate continue to remain higher than what Department themselves would be happy with – these departments are
  - a. Health & Family Welfare Dept (4.59% in Sept)
  - b. Police Dept (3.64% in Sept)
  - c. RDPR (3.84% in Sept)

### All 11 Dept of Sakala

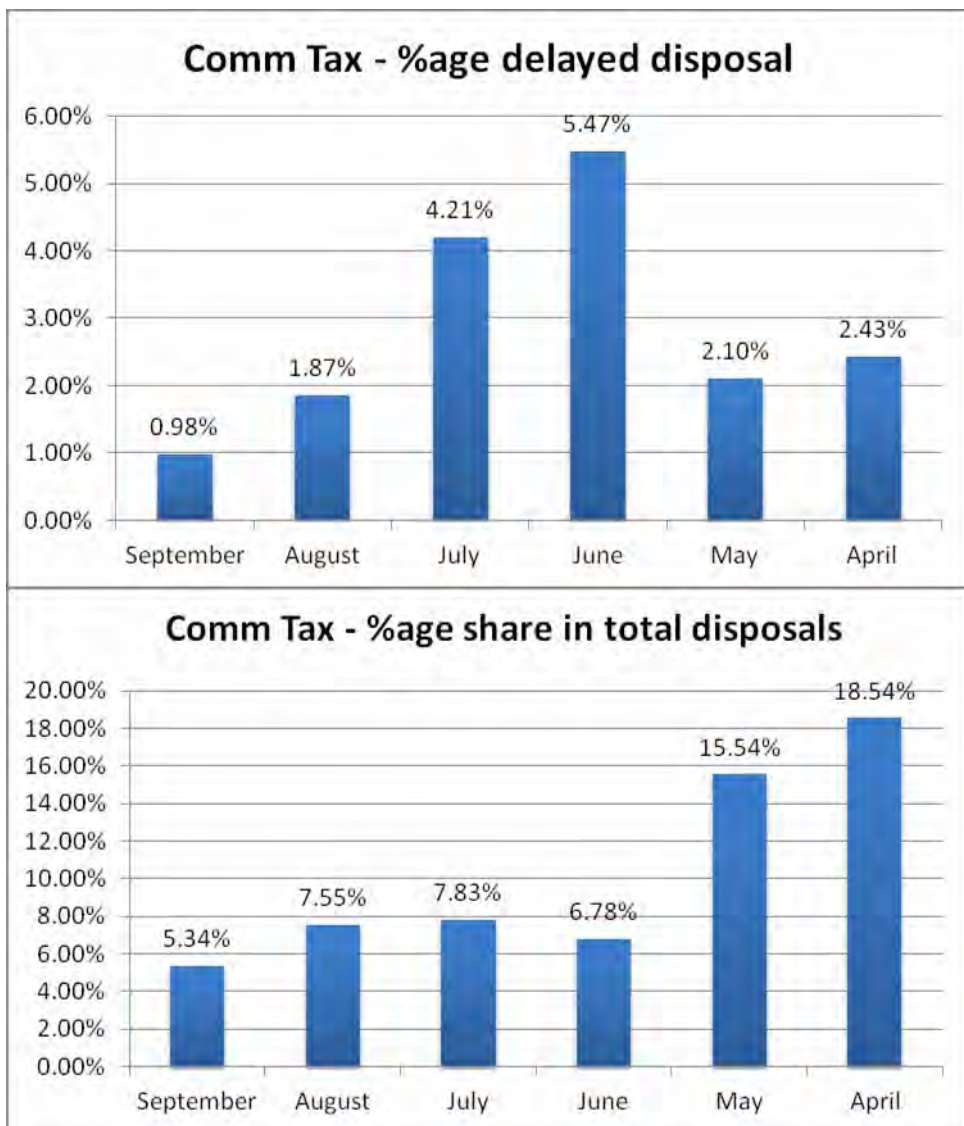
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal
September	1153712	1302776	81633	6.27%
August	2337689	2251669	93125	4.14%
July	2437511	2285836	76699	3.36%
June	2528615	2443478	50873	2.08%
May	1536741	1229183	22098	1.80%
April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



The trend is a steady rise from 1.64% in April to 6.27% delays in September.

**I. Commercial Taxes:**

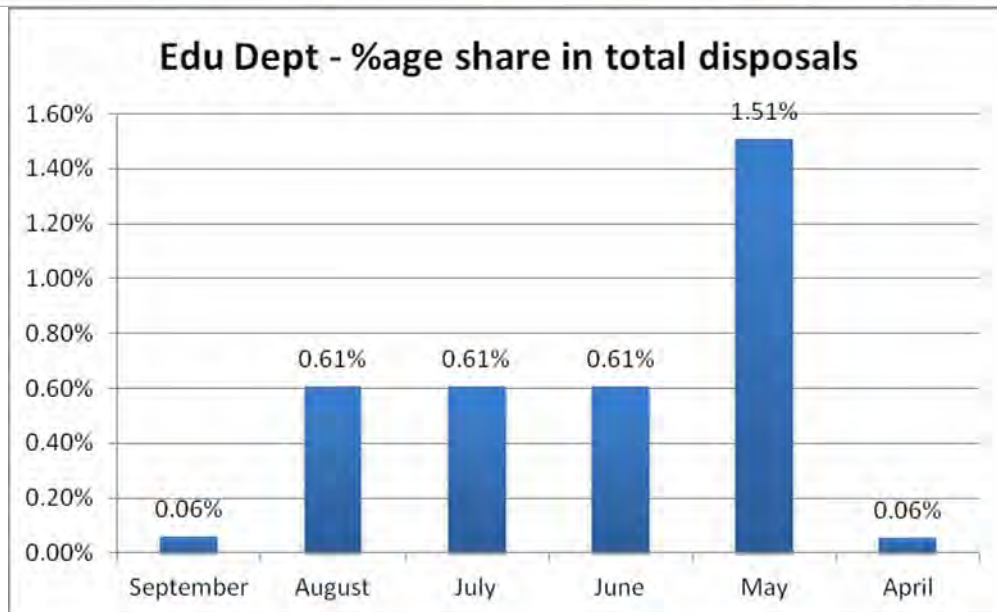
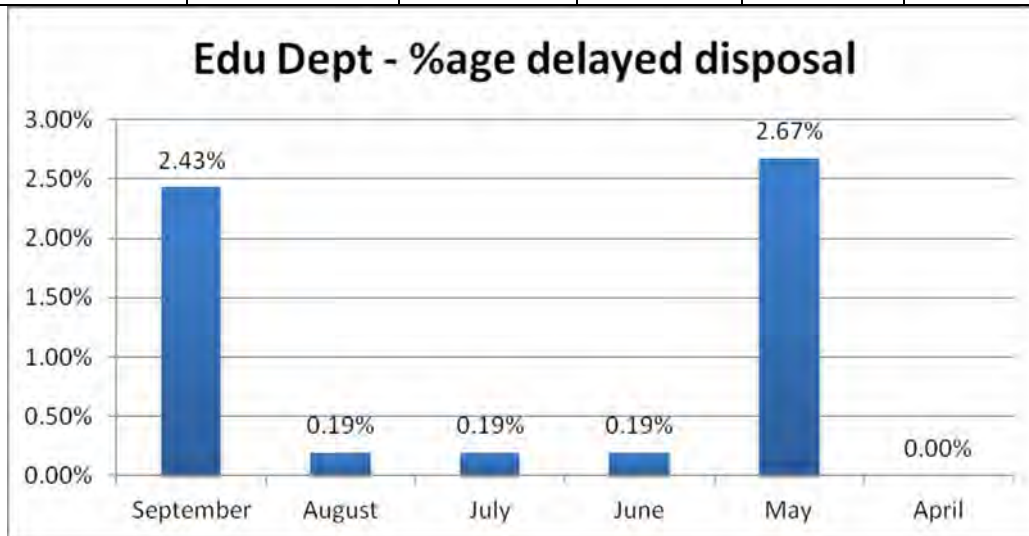
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
September	59670	69532	684	0.98%	5.34%
August	156971	170000	3171	1.87%	7.55%
July	177604	178949	7527	4.21%	7.83%
June	168113	165743	9069	5.47%	6.78%
May	203671	191072	4016	2.10%	15.54%
April	127983	115024	2797	2.43%	18.54%



The Commercial Taxes department’s trend is a near Bell curve where there is a significant improvement in its handling of delayed disposals. It is a heartening downward slide from 5.47% to 0.98%

## II. Education Department:

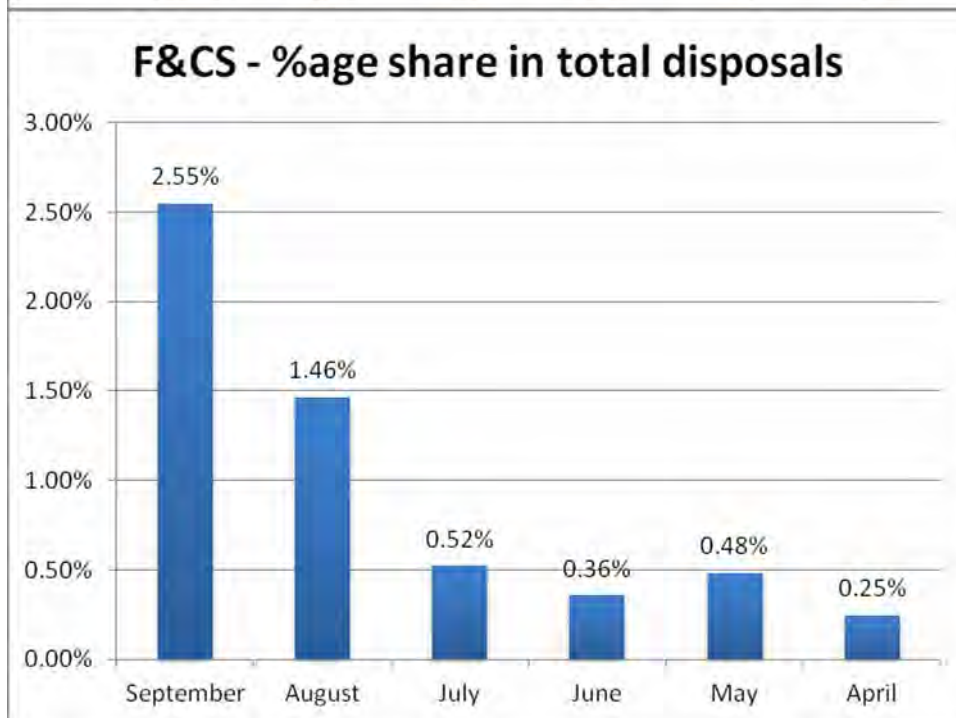
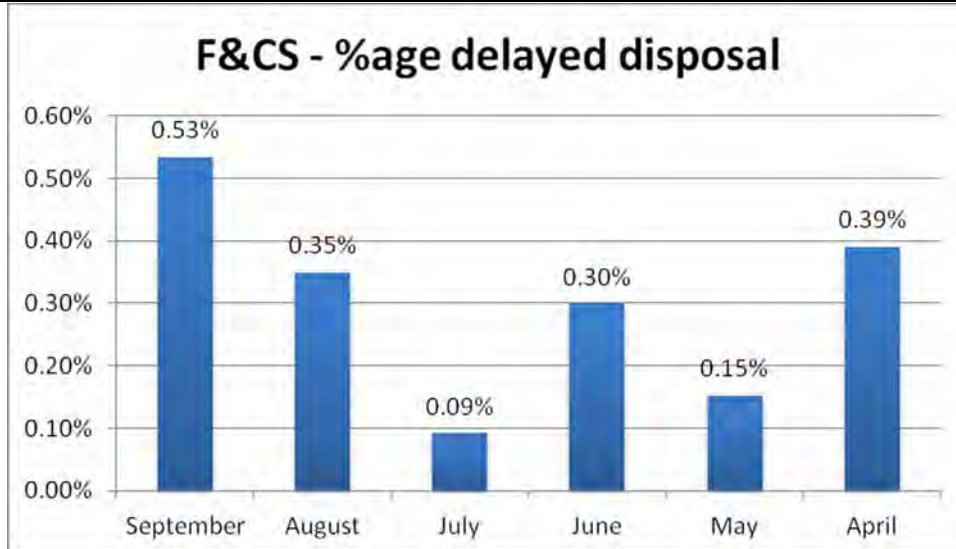
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
September	1137	782	19	2.43%	0.06%
August	1672	13902	27	0.19%	0.61%
July	1672	13902	27	0.19%	0.61%
June	1672	13902	27	0.19%	0.61%
May	42359	36910	986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



The education department's slide up is understandable for the month of May reading a delayed disposals rate of 2.67% with huge inflow of applications. However, with the number of applications almost stable in September, the department will need to look into causes of delay reading 2.43%.

### III. Food & Civil Supplies Department:

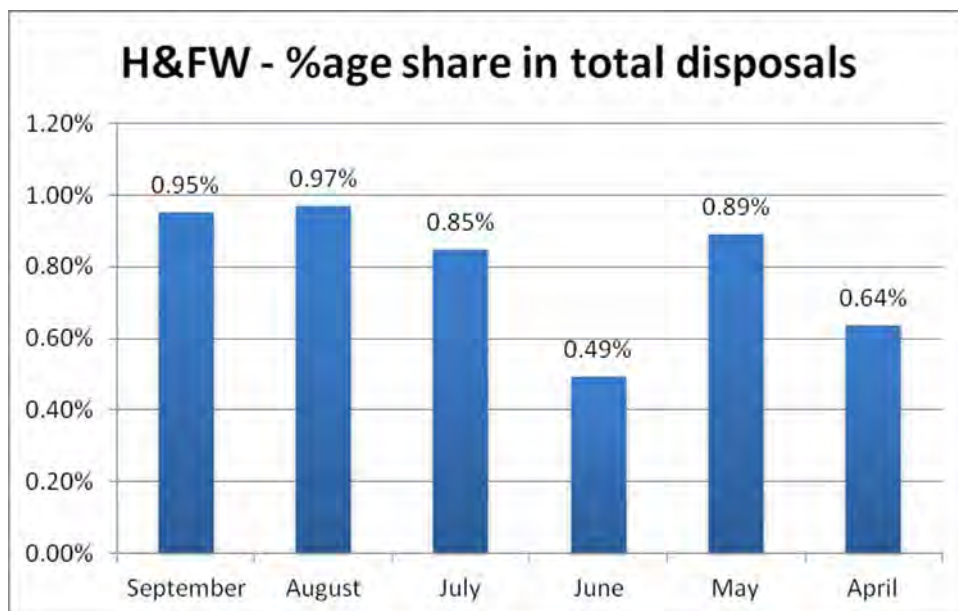
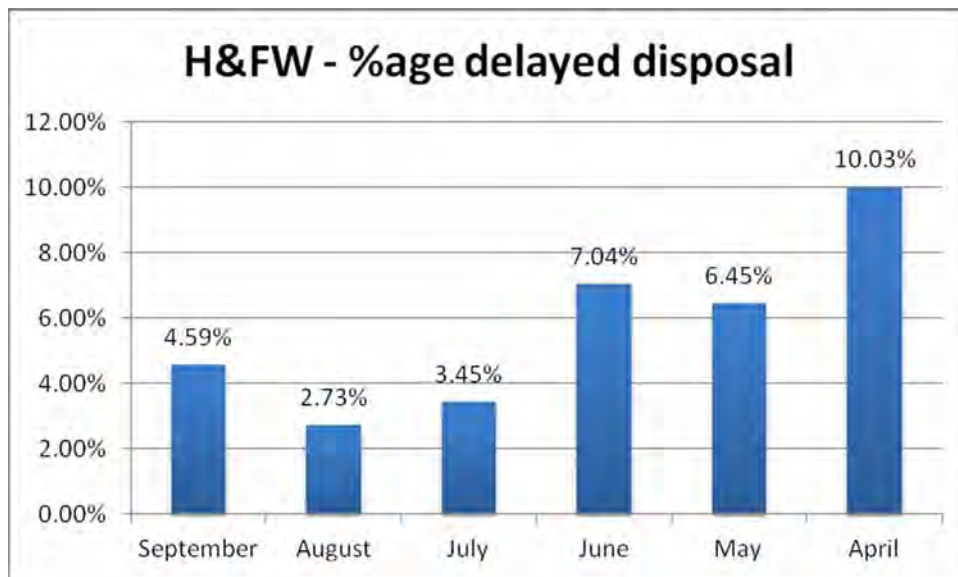
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
September	32723	33186	177	0.53%	2.55%
August	33544	32927	115	0.35%	1.46%
July	12183	11934	11	0.09%	0.52%
June	8839	8697	26	0.30%	0.36%
May	5920	5919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



With the increase in applications, the delays also seem increasing for F & CS. With some corrective action, the department can get over the delays and counter its delays.

#### IV. 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
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%

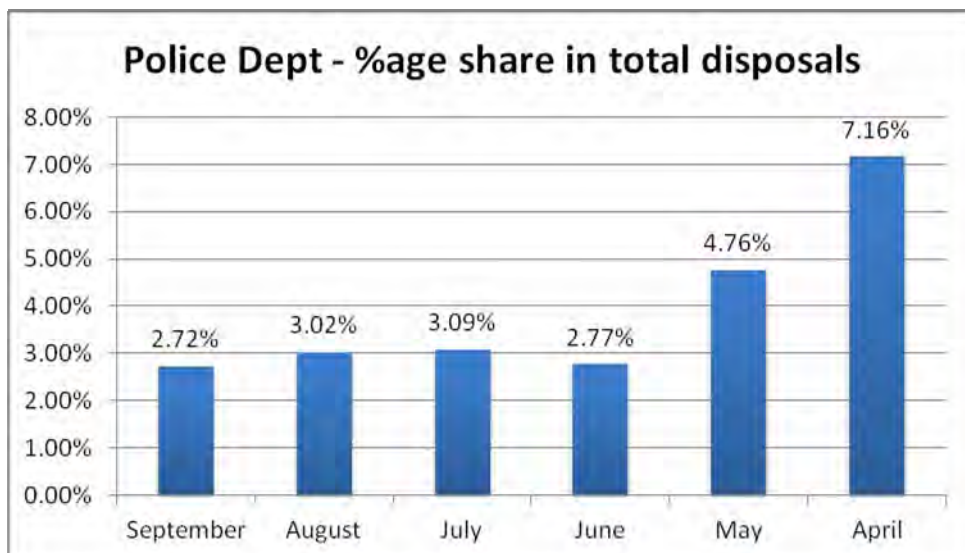
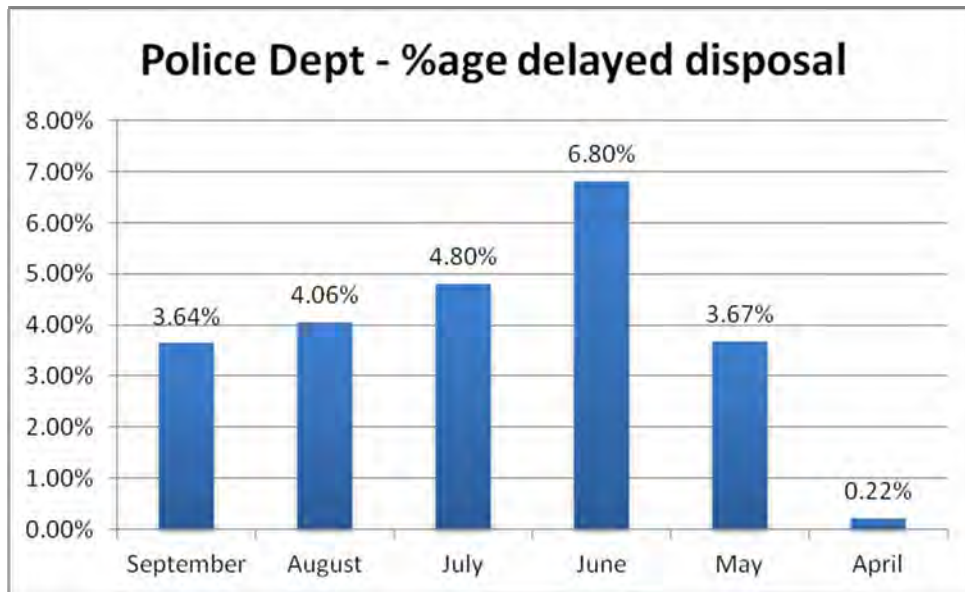


September has seen a near 50% drop in applications, however delayed %ages seem to be maintained. The department may please look into causes of delay and take corrective action.



### V: Home (Police) 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
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%

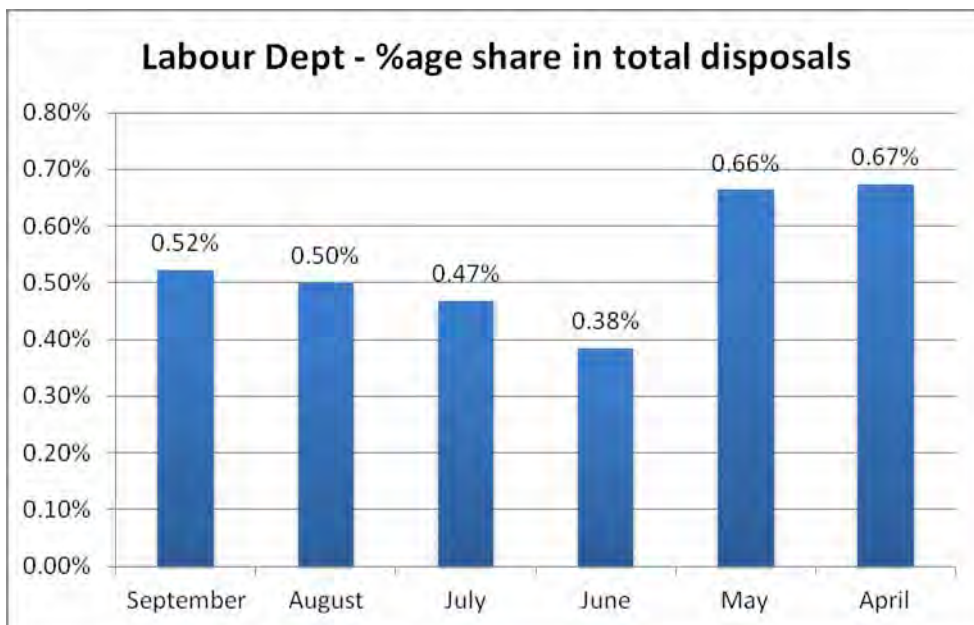
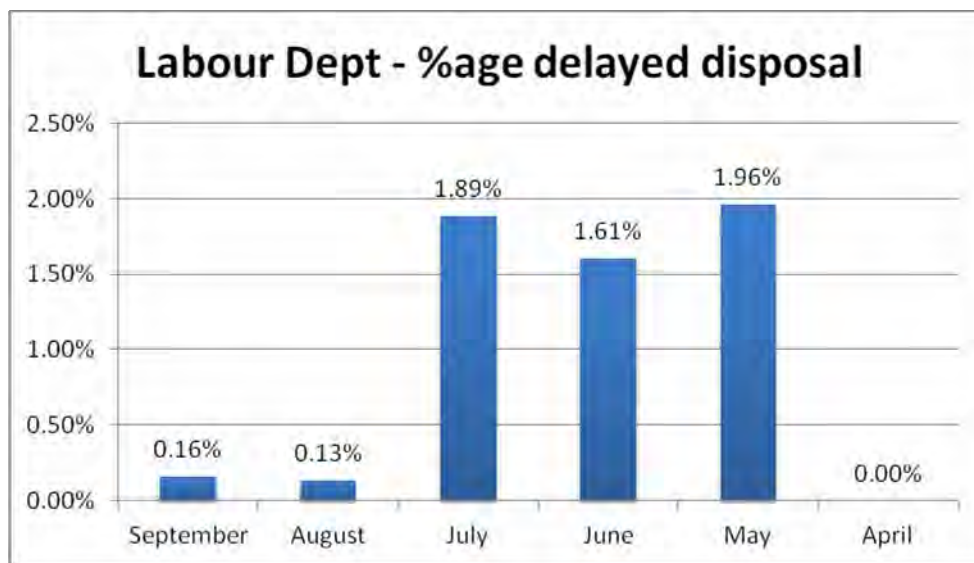


Though good to see a downward trend in delayed disposals, with the decrease of applications in September by 40%, a further decrease in delays would have been ideal. Nearly 30% of delays from this department happen in the first slab of 1-3 days. This could be worked upon.



**VI: Labour Department:**

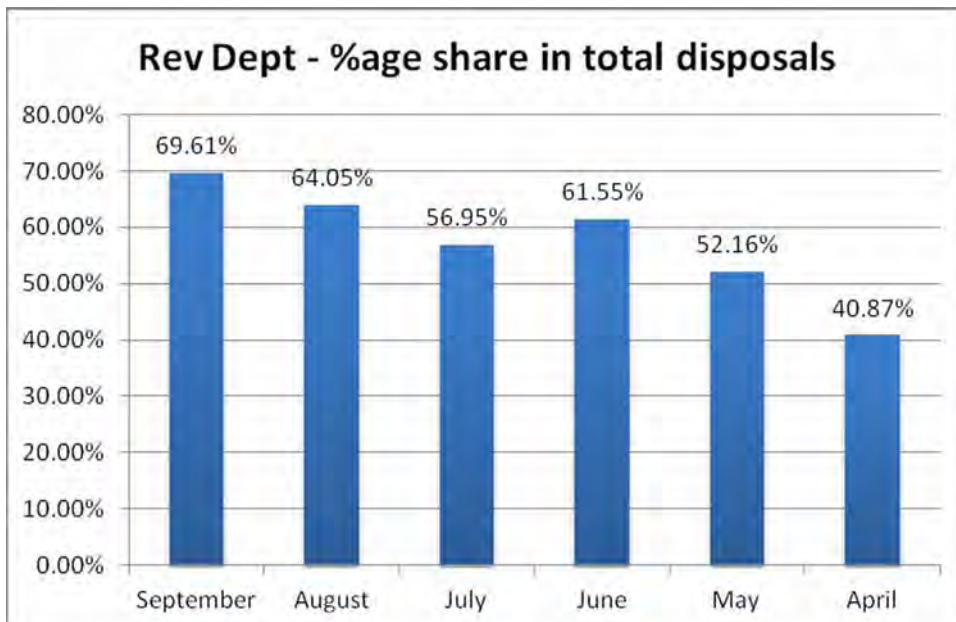
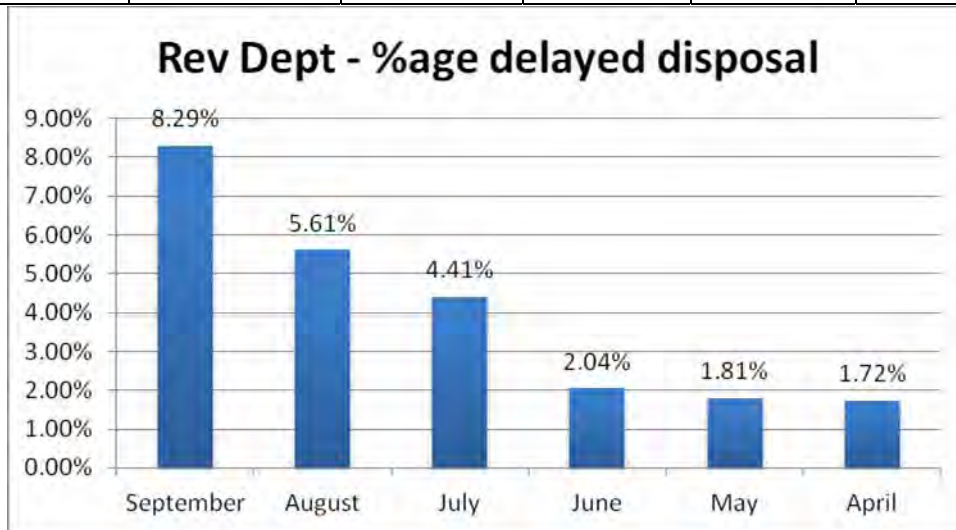
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
September	7314	6801	11	0.16%	0.52%
August	11388	11233	15	0.13%	0.50%
July	10660	10696	202	1.89%	0.47%
June	9552	9392	151	1.61%	0.38%
May	8283	8157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



Showing good improvement in disposal trends.

## VII: Revenue Department:

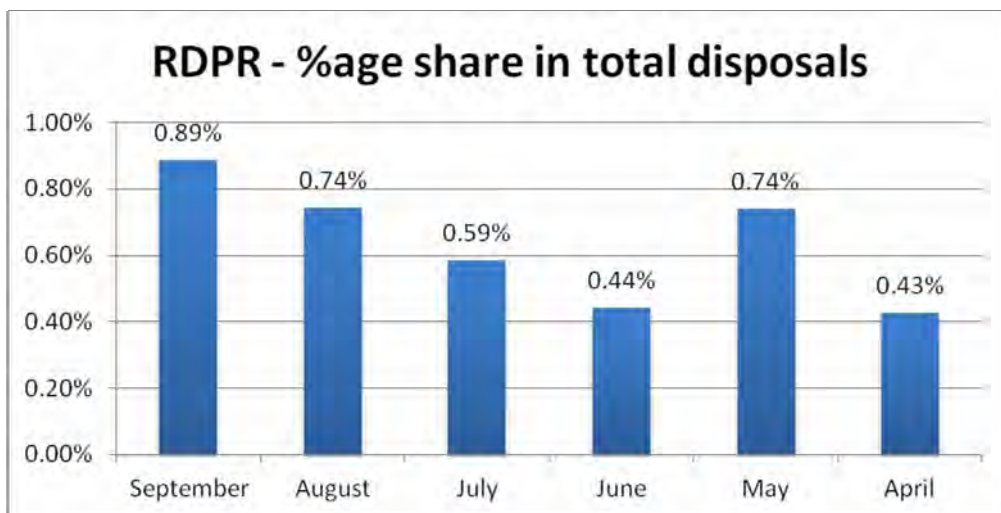
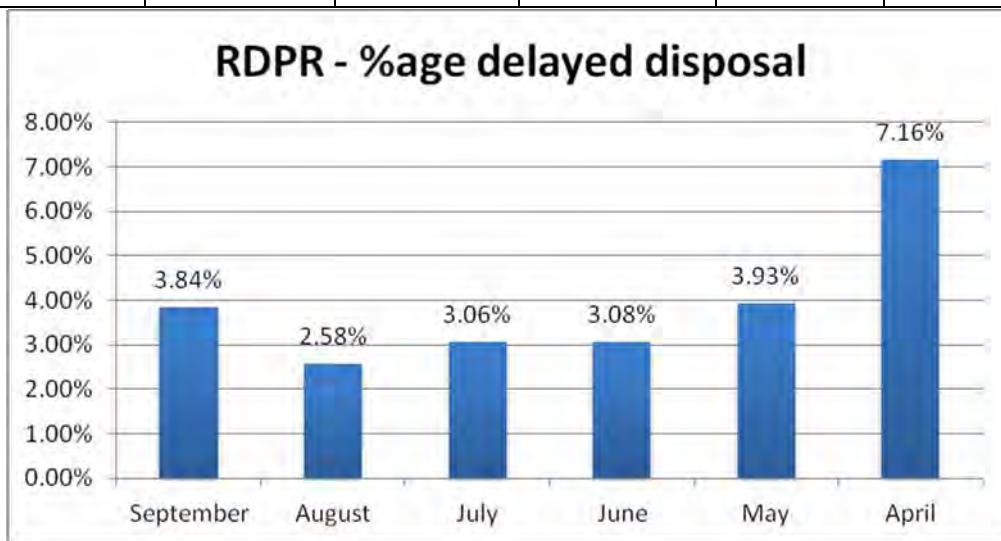
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
September	770187	906911	75189	8.29%	69.61%
August	1535329	1442224	80850	5.61%	64.05%
July	1470586	1301790	57423	4.41%	56.95%
June	1578165	1504081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



The Department's delayed disposal trend is on the rise. With nearly 50% applications received less in September (as compared to Aug) > the delays have only gone up from 5.61% to 8.29%. This is worrying as the biggest service provider is RD under Sakala.

### VIII. Rural Development & Panchayat Raj:

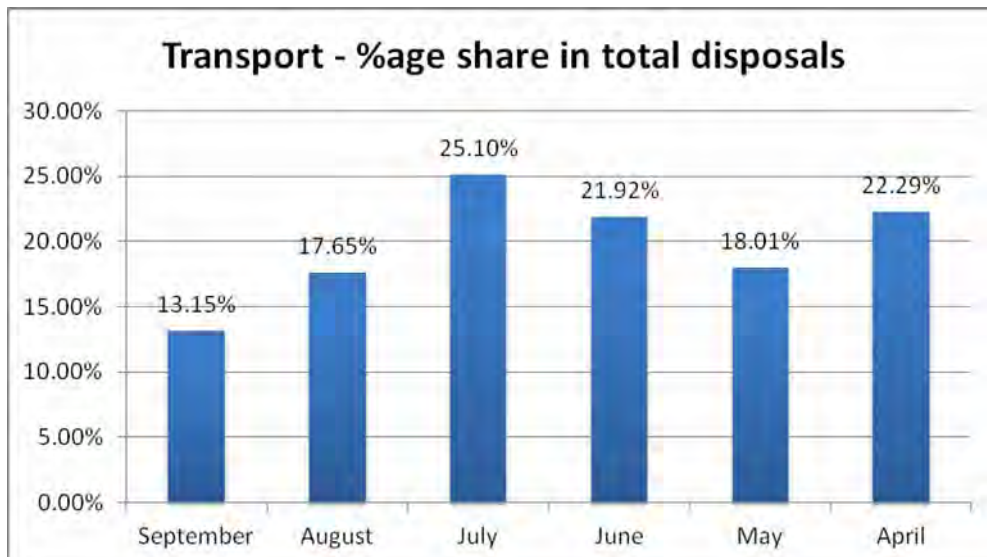
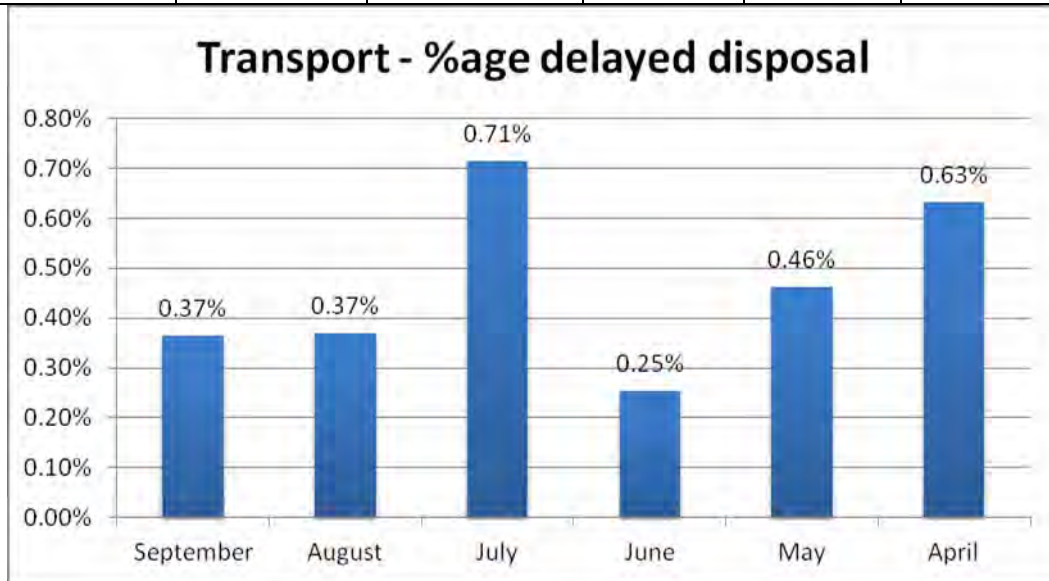
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
September	11976	11568	444	3.84%	0.89%
August	17000	16725	432	2.58%	0.74%
July	14447	13410	411	3.06%	0.59%
June	12679	10794	332	3.08%	0.44%
May	11811	9084	357	3.93%	0.74%
April	5078	2638	189	7.16%	0.43%



With 6000 applications received less in September, the delayed disposals has increased. This is a double effect on increasing one's delayed disposal. Reduction in application but an increase in delays is worrying. The department may look into this trend.

## IX: 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
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%

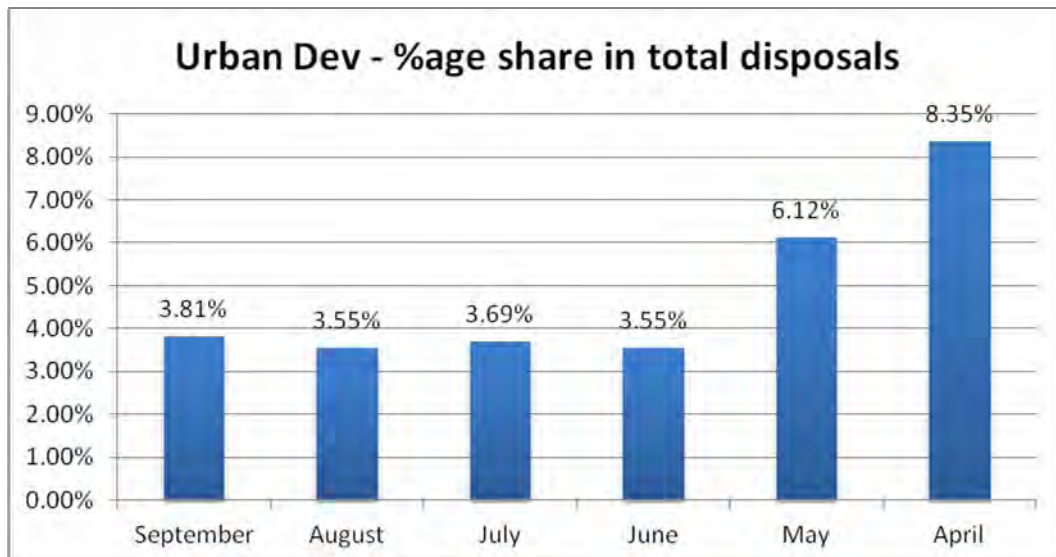
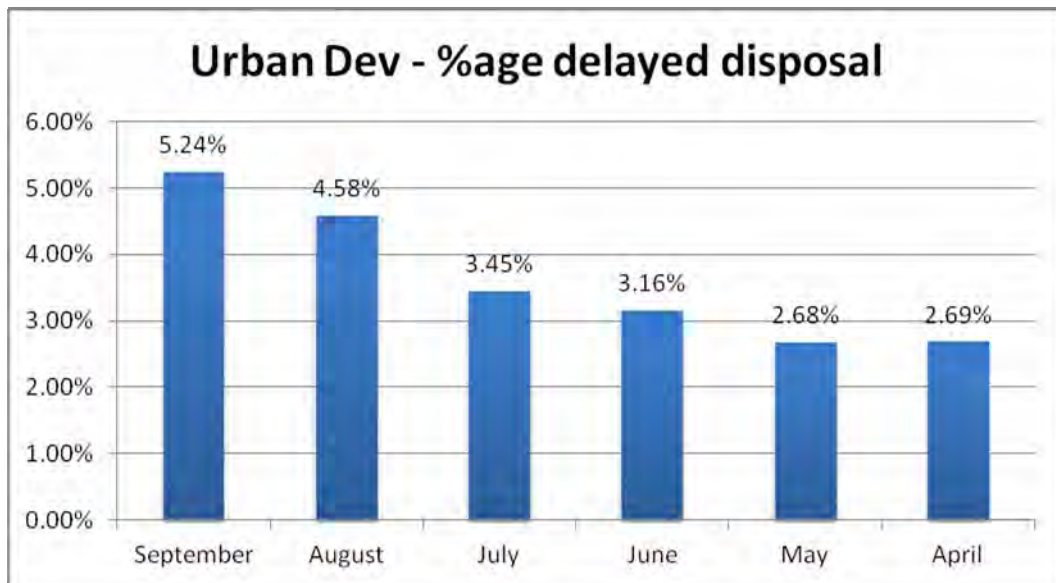


The Month of August was a good month for Transport. With over 4 lakh applications, its delay was standing at 0.37%. This month saw the same %age of delayed disposal, but with a near 35% drop in receipts of applications. This may be corrected and looked into to prevent a further fall.



**X: Urban Development:**

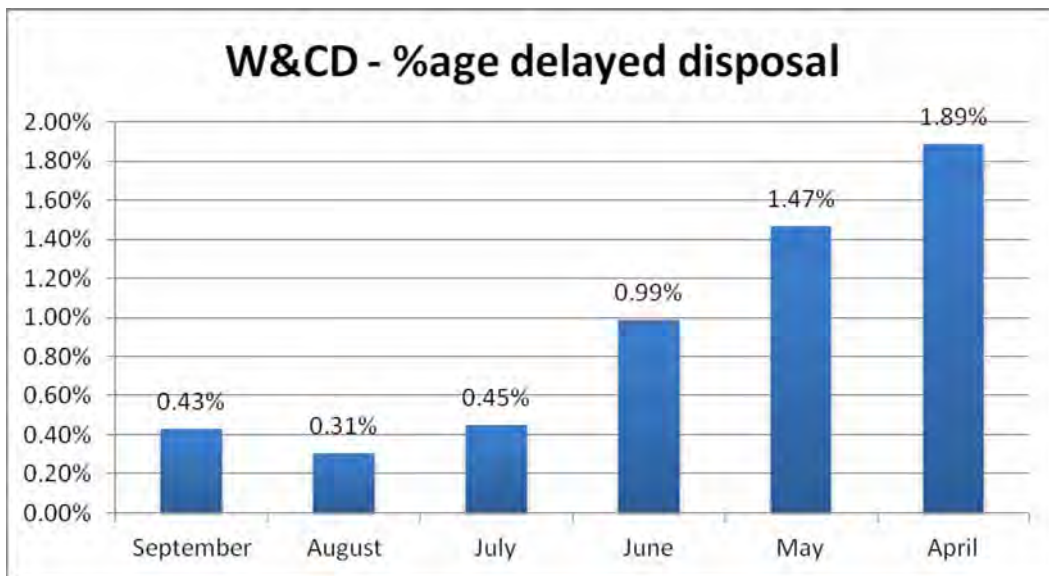
Month	No. of receipts during the Month	No. of disposals during the Month	Delayed Disposal in the Month	%age delayed disposal	%age share in total disposals
September	48888	49614	2599	5.24%	3.81%
August	82509	79863	3660	4.58%	3.55%
July	85612	84290	2910	3.45%	3.69%
June	86679	86670	2743	3.16%	3.55%
May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



Urban, like Revenue is on the upward trend. While the disposal rate has come down ( Graph 2), the delayed disposals has increased ( Graph 1).With a near 40% drop in applications, the trend is unhealthy and will need a serious look into issues causing delay.

## XII: Women & Child Development:

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
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%



A downward slope is good to see, however seem to be fence sitter. Concrete steps could be taken to reduce delays. August proved to be a good month with the highest applications received, but the least delayed rates.

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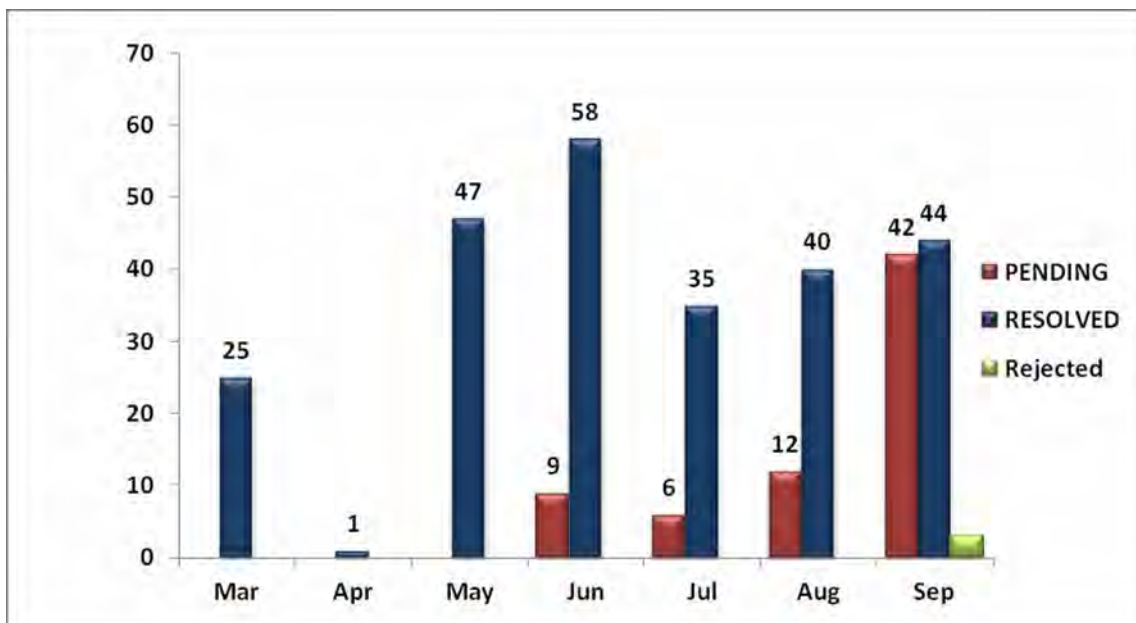
## Report # 3

# Information from the Call Centre:

Overall, Sakala has to date received 779 Non Sakala complaints and 322 Sakala complaints. The total number of calls received by the call Centre is 1, 11,941 calls on enquiry, procedures, appeals, information, Act etc.

### a. Sakala Complaints:

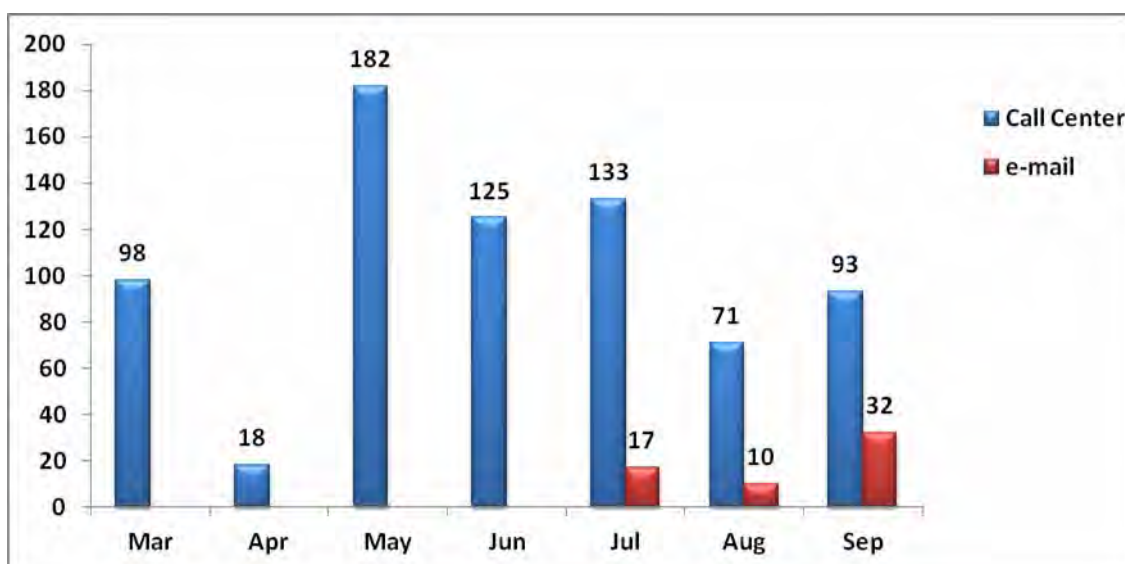
Month	PENDING	RESOLVED	Rejected	Grand Total
Mar		25		25
Apr		1		1
May		47		47
Jun	9	58		67
Jul	6	35		41
Aug	12	40		52
Sep	42	44	3	89
<b>Grand Total</b>	<b>69</b>	<b>250</b>	<b>3</b>	<b>322</b>



Bangalore, followed by Davanagere, Chitradurga, Belgaum, Raichur and Mysore are high on Complaints. Bagalkot & Chikmagalur are districts with least complaints so far.

**b. Non Sakala Complaints:** The breakup of Non Sakala complaints is as below:

Districts	Call Centre	e-mail	Grand Total
Mar	98		98
Apr	18		18
May	182		182
Jun	125		125
Jul	133	17	150
Aug	71	10	81
Sep	93	32	125
<b>Grand Total</b>	<b>720</b>	<b>59</b>	<b>779</b>



Bangalore continues to lead the non Sakala complaints too; Bangalore Rural, Mandya, Hassan, Tumkur, Belgaum & Mysore have a good number of calls to complaint against service not falling under Sakala.

The Breakup of department-wise pending complaints is stated below for Sakala & Non Sakala.



## SAKALA=303

SI No.	Department	Resolved	Pending
1.	Urban Development Department=38	28	10
2.	Commercial Tax Department=4	3	1
3.	Education Department=4	2	2
4.	Food & Civil Supply Department=11	7	4
5.	Health & Family Welfare Department=3	3	0
6.	Home Department=3	2	1
7.	Labour Department=1	1	0
8.	RDPR=51	42	9
9.	Revenue Department=182	116	66
10.	Transport Department= 5	5	0
11.	Women & Child Welfare Department=1	1	0

## NON SAKALA=736

SI No.	Department	No. of Complaints
1.	Urban Development Department	205
2.	Commercial Tax Department	8
3.	Education Department	20
4.	Food & Civil Supply Department	21
5.	Health & Family Welfare Department	19
6.	Home Department	13
7.	Labour Department	3
8.	RDPR	81
9.	Revenue Department	322
10.	Transport Department	19
11.	Women & Child Welfare Department	22
12.	Social Welfare Department	3

The breakup of **Revenue Department's** complaints is given below:

1.	Khatha	116 (36%)
2.	Survey	124 (38%)
3.	RTC	29
4.	Land conversion & acquisition	10
5.	pension	23
6.	Nemmadi problems	30
7.	U-Form	1
8.	NOC	1
9.	Dependency Certificate	1
10.	Cast & Income	12

**Under the Urban development** - 48 citizens complained on Khatha transfer (65%), 18 cases mapped to Sanitation related issues (incl. Garbage clearance) coming under the **BBMP**.

Under **BWSSB**, 42 cases were registered for irregular water supply (20%) and 28 cases for drainage related issues (18%). Other cases included non collection of taxes, residents dumping garbage on roads etc.

**Addition of these services into Sakala based on Citizen Feedback and is a true victory of Citizens in its true sense.**

**Details of the complaints are in Annexure A as part of this report.**

## Report # 4

### Sakala @Work

#### **Part A: Here are a select few cases on how Sakala positively impacted citizens and changed their lives!**

1. In a complaint lodged in Chitradurga District on unfair practices of a specific fair price shop - Sakala team brought this to the notice of the Deputy Director – Food & Civil Supplies and the **Action taken report is given below:**



**Office of the Deputy Director – Chitradurga District, Chitradurga.  
Food & Civil Supplies & Consumer Affairs Department**

No CSD:3: CR-25/2012-13

Date:24-09-2012.

To

**Addl.Mission Director**

SAKALA – DPAR ( AR)

Sakala Mission

Government of Karnataka

Bangalore

Dear Sir,

**Subject: Complaint against Fair price Shop – Complaint dated 7/6/2012 – Action Taken report as per Sakala Act. Holalkere Taluk – Amruthapura Village.**

**Reference: 1. Basavaraj Bin Thimmappa, Amruthapura, Holalkere Taluk, RTI Service requested dated 21-06-2012.**

**2. Your letter dated Sakala:CR:6:2012-13 dated 26/6/2012**

With reference to the complaint lodged by Sri T Basavaraj Bin Thimmappa, Amruthapura Village, Holalkere Taluk complaint dated 6/6/2012 on irregular distribution of commodities under the Fair price shop. The inspection of the said shop was carried out on 7/6/2012 and found the discrepancy and irregularity in the said ration shop.

Based on the veracity of the complaint and the inspection report thereafter, **The Licence for running the fair price shop has been CANCELLED** and alternate arrangements for consumers mapped to the cancelled shop has been diverted to another fair price shop in the same village.

The said complainant has also filed a RTI application on 21/6/2012 asking what action has been taken on the said default fair shop. He has requested for the Government Order. This has been provided on 27/6/2012 to the complainant.

This is for your information. There has been no delay in compliance.

Sd/-

**Dy. Director**

Food & Civil Supplies department  
Chitradurga.

CC: Secretary to the Government, Food & Civil Supplies Department, Vikas Soudha, Bangalore – for Reference.

2. In another Revenue Department Specific case – here is how a grievance got redressed after nearly 18 months of struggle. This case is showcased to show the two sides of the same coin. How certain government officials refused to work (although it was part of their duty) while how some others in the same government service selflessly helped the person to build his dream home. The Complainant was in constant touch with Sakala team for guidance and reassurance.

*The History: "I was an NRI, for the past 3 decades, and came to Mangalore, in 2010, to settle down, and I worked hard, that my dream was to build a house on my own, and started my paper process.*

*When I first met my contractor, to start the work, he pointed out, its better to get my handwritten RTC, to a COMPUTERIZED one, in the month of March-2011, and accordingly I went to Mangalore Taluk office, and at the inquiry counter, that I need to forward a letter, requesting for computerized RTC, and I did submit a letter, at the Bhoomi document counter, and they told me, to come back after 15 days.*

*I visited them, after 15 days, and told me documents are not ready, come back after a week, and I had to travel from pillar to post and time and over again. My district is DAKSHINA KANNADA, TALUK-MANGALORE, HOBLI-GURPURA, VILLAGE 77 PACHANADY.*

*I travelled to that place, and the officer in charge(S) told me to submit an application, and he told me to get back after a week, and I pleaded for their land line no, to which he said, we are not allowed to give any of our nos. However after 1 week, I again visited to **gurpura office**, and my papers were still not ready, and told me to come back after a week, and I did so, and got my COPY OF RTC stamped on 17-10-2011, and came back to Mangalore Taluk office, and they told me now I need to submit another application to Bhoomi section, requesting for handwritten RTC to be computerised.*

*The Grind: ON 02-06-2102, AC order was passed vide CDS-BHOOMI 173/12-13, and my file shifted to Bhoomi section. My computerised Application was rejected (the approval above was manual) and was asked to go to meet the Village accountant. As my file will be sent there for further verification to him.*

*Since my number was noted. I got a call, from the village accountant, and told me to meet him. Accordingly I visited him the following day. **He was such a nice young and dynamic officer, named Mahesh**, We had a formal talk. I explained to him, and he found mine to be a genuine case. and wanted some more documents to be able to process. We then went to get the required documents back to the office, where*

*the official was rude, and I walked out along with my wife. A **Lady Tahsildhar named Mrs.Bharathi**, saw us in a sad state, asked us, what happened, so we explained ,to her, we need documents, asked by village accountant, and she intervened, and told this same official ( who was rule in the earlier occasion),to give me the photocopies, to which he obliged, and we paid the fees, and gave back to village accountant, to which he said, within 3 days, he will close the file, and send back to Gurpura Tahsildhar and revenue inspector for their consent. Finally all documents were verified, and sent back to Mangalore Taluk office, Bhoomi section.*

*The Close: It was a collective job done by Gurpura Tahsildhar Ms.Bharathi, and Mr.Mahesh, an energetic village accountant.*

**First of A VERY BIG THANK YOU, for all the support extended to me, finally, yesterday evening,26-09-2012 at 17:51 hrs, I got my computerized RTC! "**

Best Regards Always,

Rolland Montero

3) **Garbage clearance: AURAD – BIDAR**: In another complaint that Garbage was never removed from the past 11 months in Aurad Village in Bidar District filed by Mr Patil – the district swung into action with the intervention of the DC and we see the action as below:





With Citizen Participation and information, Not Just Sakala, but anyone would be able to come up with solutions and show greater progress rather than sit on the fence and judge the other.

4) Seminar on Socio Economic Change in IIM's Centre for Public Policy:

Sakala was discussed in detail and a presentation made. Most participants welcomed the initiative. The learning from this meeting was to organise more meetings for RWA and groups so that the reach is more in urban areas. One participant felt that group activities could be encouraged rather than single out a individual. Eg: Allow A RWA to file for a Sakala service for the benefit of a community- Garbage clearance for instance.

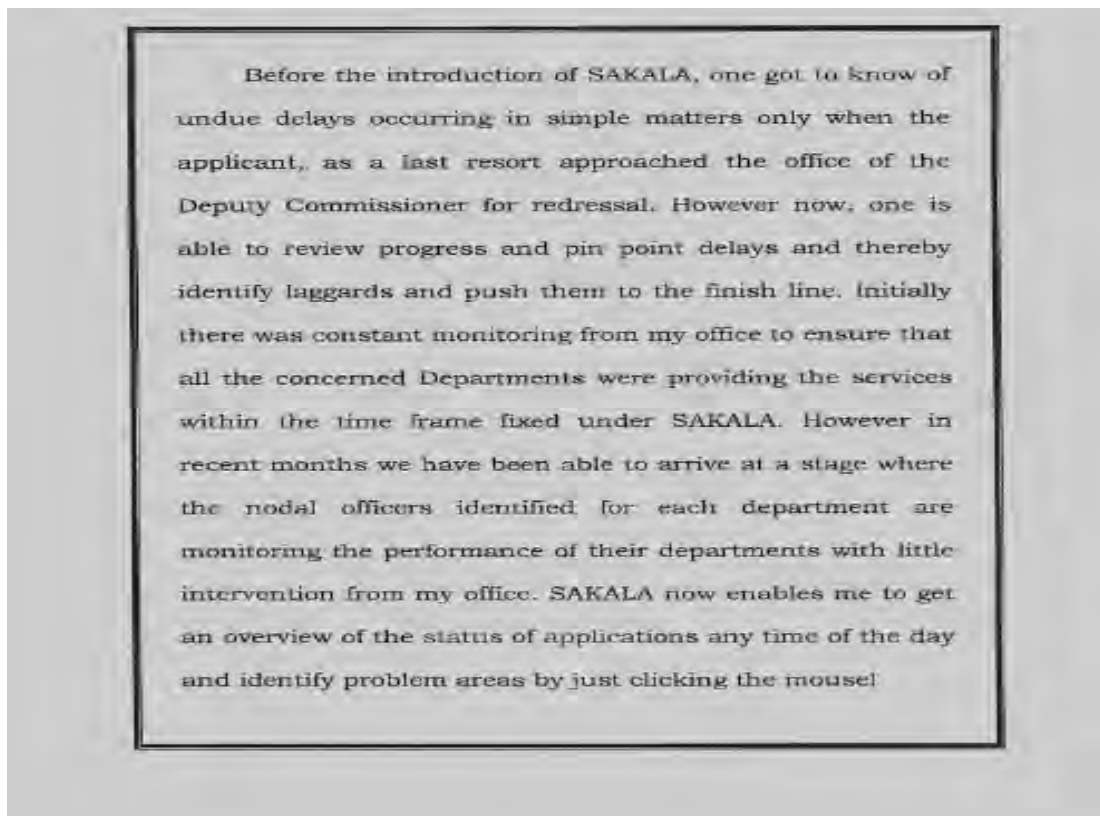
5) In another seminar in Mid August – The Centre for Research-Projects of Christ University, Bangalore presented a collection of their research papers to Dr Shalini Rajneesh on various topics of public interest like education. The meeting was attended by other senior department heads to help in using these research papers in furthering public service.

6) Training on inclusion of additonal services – The district IT consultants were trained on all the new services likely to be added along with other important legislations like RTI, e-governance, etc., through video conferencing. The meeting was addressed by Dr: Shalini Rajneesh.

## Feedback from Officials who have shared the impact of Sakala:

### Feedback from Deputy Commissioners on Sakala

#### 1. Comments from the DC Karwar - Sri. I.K. Zameer



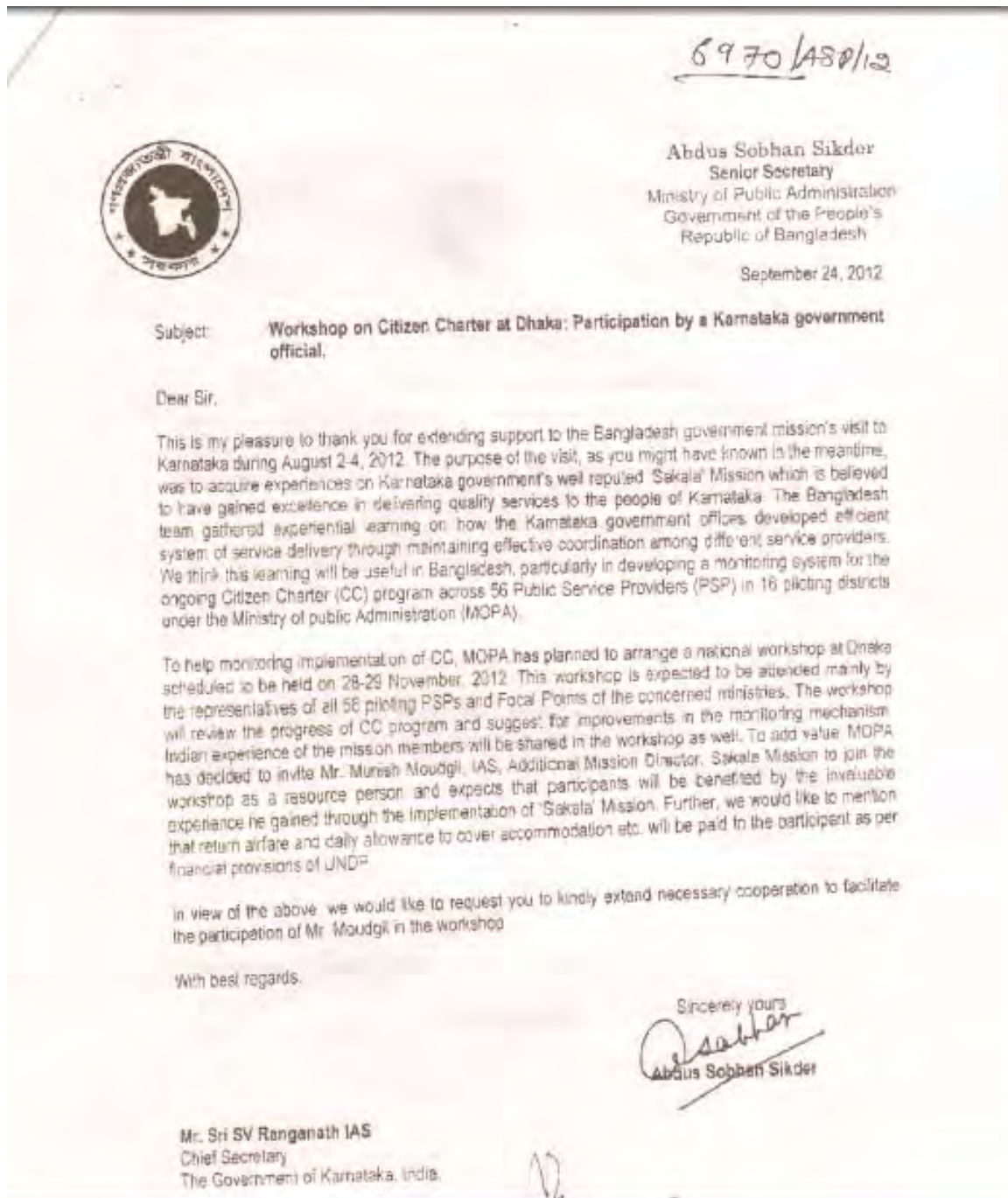
#### 2. NOTE ON SAKALA – by DC Udupi on the benefits of Sakala: Sri. M. T Reju I.A .S

“Sakala online reports has become a single platform to check the speed of file processing , efficiency of various district level officers and Taluks, the quantum of delay if any etc. Until now meetings were the only way to do the same. More to this, the analysis reports provided by the Sakala mission every month end, help the district officials to evaluate themselves and identify the missing links. In-built alert system facility to notify the pending applications helps me to warn the officials to avoid the delays. As the information is visible to all, it also helps to fix responsibility-- an indirect way of pressurizing officials to attend the last file also. Ranking system instils a confidence in better performing districts/departments. More than everything, Sakala dispensation underlined the importance of systemic corrections within the office – Office has become more organised, the files are better catalogued and kept, responsibilities are more clearly defined and ownerships are more asserted”.

## Part B – Moving Forward:

Here is a snap of where we want to get moving forward and the encouragement and accolades that we received.

### 3. Letter from the Bangladesh Government inviting Sakala's Addl. Mission Director to be their resource person in their efforts to bring a model of Karnataka's Sakala:





4. Letter from the DAPG – Government of India on Karnataka’s progress on the e Janaspanadana program which is currently being developed by the Mission.



### Comparative list of Services guaranteed by other States\*:

\* Data collected from the Search Engines- may differ from Actual current data.

State	Numbers of Service	State	Number of Service
Karnataka	151	Madhya Pradesh	52
Rajasthan	108	Bihar	50
Delhi	70	Jammu & Kashmir	45
Punjab	67	Haryana	36
Uttarakhand	60	Kerala	22
Jharkhand	54	Uttar Pradesh	17

## Report # 5

### Feedback from Citizens & Press Clippings:

A) Feedback: Here is a window of feedback we collected from various users and non users, complainants and general public to get a feel of what they think of Sakala.

Citizen Details	Details of Feedback
<b>Eramuddanna-Maddihalli village, Hiriyr.</b> <b>PR0011000042462 &amp; Appeal no:</b> <b>PRF1100019.</b>	Delay in maintenance of Drinking from P D kote Gram Panchayat.(Please find the GSC NO, which shows status as approved, but citizens says has not received the service.
<b>Hanumathu- Sangapura Village,Manvi.</b> <b>RD0028859002243</b>	Delay in issue of the caste certificate from manvi Taluk office.(Please find the GSC NO, which shows status as approved, but citizens says has not received the service
<b>Chandrasekhar C M-Bilichodu Village, Jagalur.</b> <b>GSC NO. Not Provided by Citizen</b>	The concerned officers in Grama Panchayat are not issuing the GSC no. To the citizen for the service of Maintenance of the street light.(Bilichodu Grama Panchayat) (Applied on:23/8/2012).
<b>RD0029212021853 Wodeyar S K-Davanagere.</b> ..(Vinoba Nagar Nemmadi Center)..	The concerned citizen has applied for Income & caste certificate on 19/8/2012.even the nemmadi center officers have issued the GSC no. But when we tried to go for checking the status it is showing as the number does not exist same thing is happening from past 4 days. When the citizen enquired about this in nemmadi Kendra the officers are said that the application has not been saved because of server problem. Citizen is questioning will they need 1 month to save the application & when he could get the certificate. Please have a look on this issue. It is not for only one citizen same problem is facing by many citizen
<b>B.Chandrakala L30990000085736 - Srinivas pura.</b>	Delay in issue of the New Building Licence from Srinivas pura Town Municipal Council.

Citizen Details	Details of Feedback
Anand - <b>GSC NO. Not Provided</b>	The concerned officers in BWSSB are not issuing the GSC no. To the citizen for the service of NEW WATER CONNECTION .(KALYAN NAGAR M BWSSB) (Applied on:28/7/2012) – Name of the AEE – Malla Reddy
<b>Punith Kumar-Bangalore. GSC NO. Not Provided</b>	This is regarding the irresponsibility behavior of BBMP Officers. The death of the person has taken place in St.Johns Hospital, Koramanagala.so its comes under Madivala BBMP Jurisdiction. But when the citizen went to Madivala BBMP office to apply for the Death Certificate on 23/8/2012.the officers has sent him to the BBMP office, Brigade Road from Brigade Road to J C Nagar BBMP. Again J C Nagar parking to Madivala BBMP office. When the citizen came to Madivala BBMP office the officers informed that they can not receive any application as they were shifting the office & informed that they will receive the application after 4 days.the citizen is questioning cant they inform earlier? More than 1 week the citizen has suffered in order know where to apply. Everyone has given same reason as out of jurisdiction.
<b>Anil Kumar-Bhairunagi Village, Indi - GSC NO. Not Provided</b>	The concerned officers in Nemmadi Center are not issuing the GSC no. To the citizen for the service of Cast & Income Certificate.(Ballolli Nemmadi Center ) (Applied on: 12/7/2012).
<b>RD0028487005829 &amp; Appeal no: RDF1100072 Oppetheshwara- Asarkodu Village, Agribommanahalli.</b>	Citizen has applied for the service of Small and Marginal Farmer Certificate in Thambrailli Nemmadi Center on 7/9/2012, but the application status is showing has Rejected on 24/9/2012,the citizen has not satisfied with the reason given by the designated officer as he said that he has submitted all the required documents
<b>. Mallegowda-Mutthurayana Hosalli,Hunasur (Kalla Halli Grama Panchayath). GSC NO. Not Provided</b>	The concerned officers in Gram Panchayat are not issuing the GSC no. To the citizen for the service of Maintenance of Drinking water and the

Citizen Details	Details of Feedback
	concerned PDO has not responding properly. (Kalla Halli Grama Panchayat ) (Applied on: 21/9/2012)Mutthurayana Hosalli Village. The concerned officers in Gram Panchayat are not issuing the GSC no. To the citizen for the service of Maintenance of Drinking water and the concerned PDO has not responding properly) (Applied on: 21/9/2012) Mutthurayana Hosalli Village.
<b>Anusha -Bangalore, BB0990000050641 GSC Application is not rejected or not crossed the due date.</b>	Delay in issue of the Birth Certificate from M H O Nagpura,Near navarag,Rajaji nagar.(The officers has charged Rs.200/- ( for additional 5 copies) as a fee but they didn't provide the receipt for amount they have collected.(as per rules they have to collect 10/- each for the additional copies but here they are charging Rs.30/-)
<b>Prasanna kumar-kappagere Village,Hosdurga, GSC NO. Not Provided</b>	The concerned officers in Taluk office are not issuing the GSC no. To the citizen for the service of Death certificate (Hosadurga Taluk office) (Applied on: 12/9/2012)
<b>Sagar Punith- Mote Bennur Village,Byadgi. GSC NO. Not Provided</b>	The concerned officers in Nemmadi Center are not issuing the GSC no. To the citizen for the service of Cast Certificate.(Byadgi Nemmadi Center) (Applied on: 1/9/2012) Mote Bennur Village.
<b>Yalappa-Maradinagala pura Village- GSC NO. Not Provided</b>	The concerned officers in Nemmadi Center are not issuing the GSC no. To the citizen for the service of Cast & Income Certificate.(Nesaragi Nemmadi Center
<b>Sumanth-Bangalore BB0990000053009</b>	Delay in issue of the Birth Certificate from Jayanagar BBMP Office.
<b>Non Sakala feedback</b>	
<b>Ramesh -C S Pura Village, Gubbi.</b>	This is regarding C S Pura Gram Panchayat PDO asking for Rs.5000 as a bribe to the Ashraya Yojana scheme.
<b>Nataraj -Bangalore</b>	Delay in issue of the R C Book from Jayanagar RTO Office. Still now there is no response.

Citizen Details	Details of Feedback
<b>Rudresh</b> - Magadi Taluk	Delay to do Khatha transfer from past 1 year from Magadi Taluk office.Kuggur Hobli,Malingana Halli Village.(Survey no:45)
<b>Sridhar</b> – Bidar	The concerned citizen is requesting for to provide proper water supply & proper maintenance of sanitation, construction of roads etc.
<b>M.Venkata Chala Rao</b> –Bangalore	Delay in issue of Permanent Ration Card. Applied on 22/9/2012. Delay in issue of Permanent Ration Card. Applied on 22/9/2012.
<b>M.Ramanujam</b>	Delay to do correction in degree certificate from Bangalore University,(LLB,studied in Sheshadripuram Law College)
<b>Vinay-Mysore</b>	Improper Maintenance of street light even the citizen has lodged the complaint in MUDA,Kuvempu Nagar on 11/6/2012.but still now the citizen has not received the service.(Receipt no.10681)
<b>Prasanna Gopal B R</b> -Bangalore	Delay in issue of Ration card from Chamrajpet Food office, applied on 16/6/2012,even he took family photo.when he went to inquired about this the food officer informed him to come after receiving message(allotment of ration card).but citizen claims that till now that message also he has not received. When he went to ask about message there is no response from the officers.
<b>Nagaraj</b> - Ramena Halli Village,Hebbur Hobli.Tumkur	The concerned citizen has applied for the service Maintenance of Street light & Maintenance of Drinking Water in kanakuppe Gram Panchayat but the concerned PDO: Mr.Sunil Kumar is not Accepting the Application.
<b>Kantirava</b> -Mysore	Improper water supply past from 15 days. Even the citizen has lodged the complaint in Mysore City Municipal corporation. (#P6, 2nd main, 2nd cross, jayanagar, Mysore-14) ward-8.

Citizen Details	Details of Feedback
Kiran Krishna	"I would like to appreciate your hard work in implementing Sakala. I would like to bring a few points to your notice regarding the publicity of SAKALA.I have identified more than 75% of the citizens do not know of Sakala did not find any information handout,Pamphlets, Hoardings or notice boards about Sakala in the District Library – which is the best place for knowledge and idea sharing. When I visited Chikmagalur District Library, no official of the library knows of Sakala. I feel that some action should be taken for more publicity of SAKALA.
S Vishwanath Rao	<b>Suvarna Khatha B</b> is a must inclusion. There are many citizens who are suffering at the hands of officials and have no option. I earnestly request you to please have this service included which is going to benefit many many citizens. Please do the needful.

### Specific Feedbacks/Complaints:

1. One Citizen Asked "BWSSB water supply - How can residents survive with half filled sump tank for 8 days more? -complaint nr ID: W29975 dtd 05-10- 2012 and my Email to your CMD dtd 04-10-2012"

"I fail to understand how water supply cannot be given in Yelahanaka New Town at least once in a week where as BWSSB is able to give the water supply alternate days in the neighboring areas like Yeshwantpur and Basaveshwar Nagar in Bangalore City. This shows that BWSSB is not technically capable of providing equitable water distribution of water in Bangalore city which is a high tech city! If there is any maintenance problem on a particular day say on 1st October, BWSSB shall be able to resume water supply on the next day with full supply. On the other hand BWSSB expects the citizens to co-op with half filled sump tank for next 8 days which is ridiculous.

I hope your AEE will respond some time at least to my cell phone calls and do the needful to supply water immediately without making the residents to wait for water supply for the next 8 days! With half filled tanks!"

## 2. This was a feedback on the Transport Department:

"Dear Dr. Shalini Ma'am,

It was with much satisfaction that I read the Sakala success report on yesterday's TOI and the promise to take in another 218 services into its folds.

Our Congratulations on behalf of IAC Karnataka. Dedication and hard work at the bureaucratic level is a different arena than political operations. This is not a compliment but a true statement when I say it is your handiwork in perfection. It certainly has the merit to be adopted all over the nation as a gift to the people from the interested governments who acknowledge the efficiency and transparency of the system. Heartening to see the lead is from Karnataka.

In the mean time, I had a chance to renew my Driving License that had expired beyond grace period. While I made out and submitted the application on 15th Sep 2012 at RTO, Electronic City Office, I noted the following:

1. I was not given a 15 digit GSA number. The officials I talked to were not aware of it. I called 44554455 and was told that DL renewal does not fall into Sakala scheme as of now.
2. Unlike Jayanagar RTO, no touts approached. I was advised to pay the prescribed fee of Rs [200+100+50] as applicable and collected the receipt.
3. I was advised to attach a Self Address envelope available from the shop downstairs for Rs 25. The envelope I bought had Rs 12/- postage on it, although I paid Rs 25/-.
4. As shown in the attached extract from the RTO Revised Citizen Charter of 28 March 2012, the DL with smart card will be delivered only by Speed Post on the NEXT Day. However, I have still not received the renewed DL after seven days.

This one is more of a feedback to you and a copy is marked to the Commissioner, for his kind information and update.

So you can be pleased if this is the way it is expected to work or take appropriate steps if it is deviating from the way it is expected to work".

Appreciate your time.

With best regards, Salahuddin Mhmd, M: 90353 09084

**Action Taken:** This was taken up with the transport department and the response is as below:

Mission Director On Sep 22, 2012 7:00 PM, wrote to the Principal Secretary Transport - Sir, for your kind attention and needful action.

Principal Secretary Transport replied back - Date: Sun, 23 Sep 2012 12:39:42 +0530

Subject: Re: Fwd: Sakala Implementation Feedback

Dear Shalini, Very interesting. I will handle it.



## B) Press Clippings:





# Bangalore Urban performs poorly under Sakala

Special Correspondent

**BANGALORE:** Bangalore Urban District, headquarters for many State government departments and agencies, has performed poorly in the disposal of applications under Sakala scheme in August and is ranked 29th among 30 districts.

Minister for Law and Parliamentary Affairs Minister S. Suresh Kumar, who also holds the Urban Development portfolio, on Friday released the Sakala report card for August and reviewed performance of the scheme. Sakala Mission Director Shalini

• **Bangalore Urban ranked last in the disposal of applications related to Revenue Department**

• **1.12 crore applications have been received under the scheme since April 2**

Rajneesh was present.

Kodagu, Chickballapur, Uttara Kannada, Dakshina Kannada and Kolar are top performing districts in August while Bidar (30th rank), Bangalore Urban (29), Dharwad (28), Hassan (27) and Mysore (26) performed poorly.

Bangalore Urban has received 3,17,301 applications

posals of 8.46 per cent of total applications received in Bangalore Urban in August compared to just 0.20 per cent in Kodagu, which topped the list. Bidar district ranked last with the delay in the disposal of 11.08 per cent of total applications (50,629) received, the report said.

Bangalore Urban ranked last in the disposal of applications related to the Revenue Department. There was a delay in the disposal of 15.9 per cent of the total applications (1,47,694) while Chikballapur stood first with a delay in the disposal of 0.1 per cent of applications.

While BWSSB has received 5,451 applications and disposed of 4,551, the BBMP has received 59,150 applications and disposed of 55,603. Delayed disposal constituted 8.86 per cent while pendency was 2.60 per cent in the BBMP.

A total of 1.12 crore applications were received since April 2 and of that 1.7 crore applications were disposed of in time. He said rejection rates had declined from 7.49 per cent in April to 5.83 per cent in August. With the inclusion of 118 services recently, 265 services come under Sakala, the Minister said.

(excluding commercial department) and disposed of 3,01,437, which accounted for 20.41 per cent of the total applications received in the State in August, with most inquiries related to the Bangalore Water Supply Sewerage Board, Bangalore Development Authority and Revenue Department.

There was delay in the dis-

## Chapter 6

### Helpdesk

A) Update on Sakala: Helpdesk are set up and the current update is as below:

Location	Established	Yet to Establish
District	10	20
Taluk	97	79

It is observed that clerical staff is being hired to man the helpdesk instead of NGO/Consumer forums – this practice should be discontinued. The objective of building a bridge between the citizens and government is defeated in such cases.

The only districts that have appointed NGO/Consumer forums in the right spirit of this concept are Mandya, Haveri, Dharwad, Chikmagalur & Udupi.

B) Photos of Haveri's Helpdesk functioning:



c) Reporting format:

**I. Summary Report –To be submitted by the Helpdesk**

	<i>Activity</i>	<i>Details</i>		<i>Remarks</i>
1	No of people Catered			
2	No of Grievances addressed			
2A	Category of Grievance/Need	<b>Category</b>	<b>Number</b>	
		About the Act		
		Procedure for Service		
		Procedure for Complaint /Appeal		
		Fees		
		Application Filing		
		Checklist of documents to be submitted		
		Others		
2B	Nature of Service Provided			
3	No of Grievance NOT addressed			
3A	Reasons for Not addressing			
4	Roadblocks Faced			
5	Other comments			
6	DC/ADC Remarks			

7	Details of people visited ( by hour)	Hour	No of People	
		10-11		
		11-12		
		12-1		
		1-2		
		2-3		
		3-4		
		4-5		
		5-6		

**II. Details to be collected while providing service (by the Helpdesk from Citizens).**

Name	
District	
Location/Taluk	
Village from	
Nature of Enquiry/Grievances	
Department	
Contact Info	
Brief summary of Service sought	
Reason for approaching Helpdesk	
Nature of service provided by Helpdesk	
Did the Helpdesk solve your issue	
Reasons for not solving	
Date & Time of visit	

## Annexure A - Details of Sakala Complaints - September 2012

for complete details of complaints please visit [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)

DATE	APPLICANT NAME	TALUK	DISTRICT	DEPARTMENT	GSC NO	Complaint Details	Mode of Complaint	Action	Status
9/8/2012	Naveen kumar A.S	Bangalore	Bangalore	Revenue Department	rd0028211014369 & Appeal status:GSC Application is not rejected or not crossed the due date.	Delay in issue of the caste certificate from Banashnkari Nemmadi Center Bangalore.	e-mail	snkk_us2006@yahoo.co.in	RESOLVED
9/8/2012	Naveen kumar A.S		Hassan	Revenue Department	RD0029246004751 & Appeal Status:GSC Application is not rejected or not crossed the due date.	Dealy in issue of the Caste certificate. (Please find the GSC NO, which shows status as approved, but citizens has not received the service.)	e-mail	snkk_us2006@yahoo.co.in	RESOLVED
9/8/2012	Chandrashekar C M-Bilichodu Village,Jagalur.	Jagalur	Davanagere	RDPR	GSC NO. Not Provided	The concerned officers in Grama Panchayath are not issuing the GSC no. To the citizen for the serviece of Maintenance of the street light.(Bilichodu Grama Panchayath) (Applied on:23/8/2012)Bilichodu Hobli,Bilichodu Village.	Call Center	Mail Sent - >pr.kar@nic.in	PENDING
9/10/2012	Chandra kanth-Bangalore	Yalahanka	Bangalore	Food And Civil Supplies Department	FD0011000034641 & Appeal status:This GSC Application is approved by the Department.	Delay in issue of the Modification in Existing Ration Card(Transfer ration card Taluk to other taluk) from Yalahanka Taluk office,Bangalore.	Call Center	This GSC Application is approved by the Department.	RESOLVED

DATE	APPLICANT NAME	TALUK	DISTRICT	DEPARTMENT	GSC NO	Complaint Details	Mode of Complaint	Action	Status
9/10/2012	Kumar Narayan Kurabar -Belgaum.	Belgaum	Belgaum	Revenue Department	GSC NO. Not Provided	The concerned officers in Nemmadi center are not issuing the GSC no. To the citizen for the service of Small and Marginal Farmer Certificate.(Nesargi Nemmadi Center) (Applied on:7/5/2012)Belagaum. And even he given a complaint Bylahongala A C on 21/5/2012 and D C:Mr,Anub Kumar on 2/7/2012 but still now he didn't get the GSC no. And the officer are saying that the application has been rejected and they are not providing the reason.	Call Center	Mail Sent - >snkk_us2006@yahoo.co.in	PENDING
9/10/2012	Raju patter-Raichur	Raichur	Raichur	Urban Development	GSC NO. Not Provided	The concerned officers in C M C are not issuing the GSC no. To the citizen for the service of Building Licence .(Raichur city municipal Town) (Applied on:18/6/2012)Raichur.(Applicant name:sayyed mehabuub Beer)	Call Center	Mail Sent - >jdd_dma@yahoo.co.in	PENDING

DATE	APPLICANT NAME	TALUK	DISTRICT	DEPARTMENT	GSC NO	Complaint Details	Mode of Complaint	Action	Status
9/11/2012	Hemanth-Bangalore	Bangalore	Bangalore	Revenue Department	RD0028079002974 & Appeal status:GSC Application is not rejected or not crossed the due date.	Dealy in issue of the caste certificate fron Yalahanka Bangalore1 office.(Applicant name:Prem Kishore V)	Call Center	GSC Application is not rejected or not crossed the due date.	Rejected
9/11/2012	Hemanth-Bangalore	Bangalore	Bangalore	Revenue Department	RD0028079002972 & Appeal status:GSC Application is not rejected or not crossed the due date.	Dealy in issue of the caste certificate fron Yalahanka Bangalore1 office.	Call Center	GSC Application is not rejected or not crossed the due date.	Rejected
9/11/2012	Odeyar S K-Davangere	Davangere	Davanagere	Revenue Department	RD0029212021853	The concerned citizen has applied for Income & caste certificate on 19/8/2012.even the nemmadi center officers have issued the GSC no. But when we tried to go for checking the status it is showing as the number does not exist same thing is happening from past 4 days.when the citizen enquired about this in nemmadi kendra the officers are said that the application has not been saved because of server problem.citizen is questioning will they need 1 month to save the application & when he	Call Center	Mail Sent - >snkk_us2006@yahoo.co.in	PENDING



DATE	APPLICANT NAME	TALUK	DISTRICT	DEPARTMENT	GSC NO	Complaint Details	Mode of Complaint	Action	Status
						could get the certificate.please have a look on this issue. It is not for only one citizen same problem is facing by many citizen.(Vinoba Nagar Nemmadi Center).			
9/11/2012	Kenchappa-Bangalore	K R Puram	Bangalore	Revenue Department	RD0029215009333 & Appeal no:RDF1100067	Delay in issue of Income Certificate(please find the GSC no. Which status shows as approved but still the citizen has not received the certificate) from K R Puram Nemmadi Center. (Applied on 7/8/2012)	Call Center	RDF1100067	RESOLVED

## Details of Non Sakala Complaints for the month of Sept 2012

for complete details of complaints please visit [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)

DATE	APPLICANT NAME	TALUK	DISTRICT	DEPARTMENT	Complaint Details	Action	Mode of Complaint
9/1/2012	Manjunath-Gokak	Gokak	Belgaum	Revenue Department	Delay to do Survey no. Change in RTC from past 22/6/2012 from Gokak Taluk Office.(survey no:221A/1A/1A)Gokak Hobli.Gokak.	Mail send to nodal officer	Call Center
9/1/2012	Ramesh -C S Pura Village,Gubbi .	Gubbi .	Tumkur	RDPR	This is regarding C S Pura Gram panchayath PDO asking for Rs.5000as a bribe to the Ashraya Yojana scheme, C S Pura Hobli,C S Pura Village.	Mail send to nodal officer	Call Center
9/1/2012	Nataraj -Bangalore	Bangalore	Bangalore	Transport Department	Delay in issue of the R C Book from Jaynagar RTO Office.Still now there is no response.	Mail send to nodal officer	Call Center
9/1/2012	H C Mahadev-Bommana Halli Village, T Narasipura Thaluk	T Narsipura	Mysore	Revenue Department	Delay to do katha transfer from past 6 months Taluk office T Narasipura.(Survey no :155/2,142/2).Sosale Hobli,Bommahalli Village.	Mail send to nodal officer	Call Center
9/1/2012	Vyasa Raj-Thakkal kote Village,	Shiruguppa	Bellary	Revenue Department	Delay to do katha transfer from past 5/5/2012 from Shiruguppa Taluk office.(Survey no:917) Thakkal kote Hobli,Thakkal kote Village..	Mail send to nodal officer	Call Center
9/2/2012	M Sunder	Kalyan nagar	Bangalore	BWSSB	Improper Maintainance of sanitation past from 15/12/2011.the citizen has given a complaint to Mr,Mala Reddy,AWE,BWSSB,E-1,Sub Divison,Kalyanagar,Bangalore.	pmwac@bwssb.org	e-mail
9/3/2012	Prakash-Ramanagar	Ramanagar	Ramanagara	Revenue Department	Delay to do katha transfer from past 3 months from Ramangar Taluk office.(Sutrvey no:217/4)Ramanagar.	Mail send to nodal officer	Call Center

DATE	APPLICANT NAME	TALUK	DISTRICT	DEPARTMENT	Complaint Details	Action	Mode of Complaint
9/4/2012	Kantirava-Mysore	Mysore	Mysore	Urban Development	Improper water supply past from 15 days.even the citizen has lodged the complaint in Mysore City Municipal corporation.(#P6,2nd main ,2nd cross,jayanagar,Mysore-14)ward-8.	Mail send to nodal officer	Call Center
9/4/2012	Rajamma-Kallipura Village-T Narasipura	T Narsipura	Mysore	Revenue Department	Delay to do Katha Transfer from past 29/5/2012,from T Narasipura Taluk office.(Survey no.163) Sosale Hobli,Kallipura Village.	Mail send to nodal officer	Call Center
9/4/2012	Nagayya-Bangalore	Bangalore	Bangalore	BBMP	Improper maintainance of sanitation from past 4days.even the citizen has lodged the complaint in BBMP office,puttahalli,R B I layout,J P nagar,(ward no.195Address:#7/A,2nd cross,near govt school,Suprajanagar.	Mail send to nodal officer	Call Center
9/4/2012	Rudresh-	Magadi	Ramanagara	Revenue Department	Delay to do katha transfer from past 1 year from Magadi Taluk office.Kuggur Hobli,Malingana Halli Village.(Survey no:45)	Mail send to nodal officer	Call Center
9/4/2012	Venkata Ramanappa-Vaddara Palya,Bangalore.	Bangalore south	Bangalore	Revenue Department	Delay to do Katha transfer from past 10 months from K G Road Taluk office.(Survey no:175)Uttarahalli Hobli,Vaddara Palya.( The concerned VA:Mr.Madashetty is asking Rs:50,000 as a bribe to do this work)	Mail send to nodal officer	Call Center
Action Taken: Information & Follow up notice sent to respective Department for appropriate action.							

### Annexure B - (Appeal Details)

Details of Appeals in the stage by citizens is mentioned below. The status of the same is also mentioned. The pending status means that the case is under work

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
1	CTF11000 01	5/3/2012	COMMERCIAL TAXES DEPARTMENT	Deputy Commissioner of Commercial Taxes(Audit)- 2.1,DVO 2,Banglore	Issue of C Form declarations under the CST Act, 1956.	HIRA HOLOVISION ,		Service Request	Received	Closed. The Applicant says that there was a software problem that was told by the Department for over 15 days - which he felt was not true. Hence he appealed. However, he received the service and is happy now. He felt that there should be a review of these issues so that they are not used as an excuse for not delivering.
2	BBF11000 01	5/19/2012	BRUHAT BANGALORE MAHANAGARA PALIKE	ASSISTANT STATISTICAL OFFICER	Issue of Birth,Death and Still Birth Certificates at Registration centers after one calender year from date of registration	NISAR AHMED		Service Request	Received	Closed. Although there was delay of a few days - he got his service and the current status of this appeal is closed. He does not wish to go for compensation.
3	L2F11000 01	5/24/2012	CITY MUNICIPAL COUNCIL	Municipal Commissioner, City Municipal Council Raichur	Khatha Extract	K.Raghavendra		Service Request	Received	the applicant say, already done work, he was very happy
4	RDF11000 10	6/21/2012	REVENUE DEPARTMENT	Sub Division Office, Bangalore south	All types of Income Certificate	Raghu BS		Service Request and Compensa tion	Pending	Not contactable - Phone Switched off

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
5	PRF1100004	6/21/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,HAGA RIBOMMANAHALLI	MAINTENANCE OF STREET LIGHTS	Oppateshwara		Service Request	Received	The first time, we got the job done. But the problem has recurred. We will complain again.
6	CTF1100002	6/25/2012	COMMERCIAL TAXES DEPARTMENT	Deputy Commissioner of Commercial Taxes(Audit),DVO Davanagere	Issue of registration under the KVAT Act, 2003.	M/S J K SPICES		Service Request and Compensation	Received	applicant says , work done after 30days. Does not want compensation - happy the job is done.
7	RDF1100011	6/30/2012	REVENUE DEPARTMENT	Sub Division Office , Yadgir	Small and Marginal Farmer Certificate	Thayappa		Service Request and Compensation	Pending	Not contactable - Phone Switched off
8	RDF1100016	7/6/2012	REVENUE DEPARTMENT	Sub Division Office , Hassan	All types of Caste Certificate	ND Chetu		Service Request and Compensation	Received	the applicant says 60 after days work done.
9	CTF1100003	7/9/2012	COMMERCIAL TAXES DEPARTMENT	Deputy Commissioner of Commercial Taxes(Audit)-4.1,DVO 4,Banglore	Issue of registration under the KVAT Act, 2003.	M/S. SIGMA HOME APPLIANCES	CT0010000534212	Service Request and Compensation	Received	the applicant says after we give the complaint to sakala our problem is solved, thanks for sakala
10	RDF1100021	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore south	All types of Caste Certificate	Manjunath R	RD0029215001833	Service Request and Compensation	Received	Service Received. Please do not call us often, pls update your system!

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
11	RDF11000 22	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore south	All types of Income Certificate	M Rajashekar	RD002921 5001834	Service Request and Compensa tion	Pending	he got a service from sakala mission
12	FDF11000 02	7/17/2012	FOOD AND CIVIL SUPPLIES DEPARTMENT	Taluk Office , Bidar	Modification in Existing Ration Card	Santosh	FD001100 0011745	Service Request and Compensa tion	Pending	I wanted this service for Ration card - however, the clerk is screaming against us for lodging a compliant. Pls take action.
13	RDF11000 24	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	C Eshwara Nayak	RD002834 2003981	Compensa tion	Pending	Not contactable - Phone switched off
14	RDF11000 25	7/17/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	S Vijayakumar	RD002921 1001707	Compensa tion	Received	Service Received.
15	PRF11000 06	7/17/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,KOLA R	MAINTENANCE OF DRINKING WATER	VM Venkatarreddy	PR001100 0003896	Service Request and Compensa tion	pending	The officials are lying showing some other photo and saying the service delivered. However, this is still due. We need Action.
16	RDF11000 27	7/19/2012	REVENUE DEPARTMENT	Sub Division Office , Bylahongala	All types of Caste Certificate	Anil Bhimappa Chaklabbi	RD002895 2005151	Service Request and Compensa tion	Received	Applied under another application and received the service.
17	RDF11000 29	7/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Income Certificate	Dhanush M	RD002920 4001828,	Service Request and Compensa tion	Received	Received the service. No compensation claim required.

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
18	RDF11000 31	7/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	Muniraju	RD002920 4001830	Service Request and Compensa tion	Received	Service Received.
19	RDF11000 32	7/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Income Certificate	Muniraju	RD002920 4001831	Service Request and Compensa tion	Received	Service Received.
20	RDF11000 33	7/24/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Parashuram	RD002921 1001986	Compensa tion	Citizen has not gone to the office to check.	Service required for applying for ration card. Now not required. I have not checked the status
21	PRF11000 07	7/25/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,GANG AVATHI	MAINTENANCE OF DRINKING WATER	Jamadagni	PR001100 0010032	Service Request and Compensa tion	Received	Delayed service, we had to continuously follow up, later the officials came and got it done.
22	PRF11000 08	7/25/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,GANG AVATHI	MAINTENANCE OF DRINKING WATER	Jamadagni	PR001100 0010040	Service Request	Received	Delayed service, we had to continuously follow up, later the officials came and got it done.
23	RDF11000 34	7/27/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Caste Certificate	Kartik GS	RD002833 2003355	Service Request and Compensa tion	Pending	Unable to contact as the number in the application is wrong.



S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
24	RDF11000 35	7/27/2012	REVENUE DEPARTMENT	Sub Division Office , Bagalkot	Record of Rights Certificate	S.M.Guru murthy	RD099000 0017512,	Service Request and Compensa tion	Pending	Not contactable - Phone not reachable
25	PRF11000 09	7/28/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,CHINT AMANI	MAINTENANCE OF STREET LIGHTS	SR Ramesh	PR001100 0041610	Service Request and Compensa tion	Pending	Service not delivered yet. I don't know what the officials are doing.
26	RDF11000 36	7/28/2012	REVENUE DEPARTMENT	Sub Division Office , Tiptur	Mutation Extract	Dinesh Babu	RD099000 0038313	Service Request and Compensa tion	Pending	Not contactable - Phone not reachable
27	RDF11000 39	7/31/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	KG Hanuiman thappa	RD002833 2006943	Service Request and Compensa tion	Received	he got the service as per GSC rules call to be closed
28	RDF11000 40	7/31/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore south	All types of Income Certificate	Venkatachaliah	RD002811 3005979	Service Request	Received	Service delivered.
29	PRF11000 10	8/1/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,BANG ALORE SOUTH	MAINTENANCE OF DRINKING WATER	Venkatesh A.	PR001100 0008885	Compensa tion	Pending	Service not delivered yet.

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
30	RDF11000 43	8/4/2012	REVENUE DEPARTMENT	Sub Division Office , Bagalkot	Record of Rights Certificate	Manjunatha	RD099000 0027667	Service Request and Compensa tion	Pending	he didn't get service tell into department he says come today or tomorrow
31	RDF11000 44	8/4/2012	REVENUE DEPARTMENT	Sub Division Office , Tumkur	Mutation Extract	Manjunatha	RD099000 0027670	Service Request and Compensa tion	Pending	he didn't get service tell into department he says come today or tomorrow
32	PRF11000 11	8/7/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,BANG ALORE SOUTH	ALTERATION TO ASSESSMENT LIST	Mahendra Kumar Jain	PR001100 0019730	Service Request and Compensa tion	Pending	Taxes will be paid, but the department is not permitting us to do it. Need action.
33	PRF11000 12	8/8/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,BANG ALORE SOUTH	ALTERATION TO ASSESSMENT LIST	KISHORE PHARMA PRODUCTS PVT LTD	PR001100 0024025	Service Request	Pending	spoke to the applicant and she said he was coming office talk to the concerd person
34	RDF11000 45	8/8/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	MAHESH K	RD002806 8002986	Service Request and Compensa tion	Pending	spoke to the applicant not get service

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
35	BBF11000 02	8/8/2012	BRUHAT BANGALORE MAHANAGARA PALIKE	ADC - West Zone	Issue of Birth,Death and Still Birth Certificates at Registration centers within one calender year from date of registration	MANJULA. M.V.	BB099000 0028917	Service Request and Compensa tion	Received	Spoke to the Applicant and she said she has received the service. Although there was a dleay of over 3 weeks - she is okj,. Mission has spoken to her and asked her to call mission office if she wants to file for compensation.
36	RDF11000 46	8/8/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	ANUPAMA K	RD002806 8002984	Service Request and Compensa tion	Pending	
37	RDF11000 49	8/16/2012	REVENUE DEPARTMENT	Sub Division Office , Bijapur	Agricultural Labour Certificate	Ramappa	RD002880 4002465	Service Request and Compensa tion	Pending	
38	RDF11000 53	8/18/2012	REVENUE DEPARTMENT	Sub Division Office , Hospet	All types of Caste Certificate	B Raju	RD002855 0006353	Compensa tion	Pending	
39	RDF11000 54	8/18/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	Surviving Family member Certificate	Vijayamma	RD002818 8045303	Service Request and Compensa tion	Pending	The service is yet to be delivered.
40	RDF11000 55	8/21/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	All types of Caste Certificate	Indramma		Service Request and Compensa tion	Pending	Not contactable - Phone switched off

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
41	RDF11000 57	8/21/2012	REVENUE DEPARTMENT	Sub Division Office , Mysore	All types of Caste Certificate	Zareena	RD002888 2027139	Service Request and Compensa tion	Pending	Not contactable - Phone switched off
42	RDF11000 58	8/23/2012	REVENUE DEPARTMENT	Sub Division Office , Chitradurga	All types of Income Certificate	Thimmakka	RD002827 9012728	Service Request and Compensa tion	Pending	Not contactable - Phone switched off
43	RDF11000 59	8/23/2012	REVENUE DEPARTMENT	Sub Division Office , Chitradurga	All types of Caste Certificate	Thimmaraju H	RD002827 9012726	Service Request and Compensa tion	Pending	Not contactable - Phone switched off
44	RDF11000 60	8/23/2012	REVENUE DEPARTMENT	Sub Division Office , Mysore	All types of Caste Certificate	Kairunnissa	RD002888 2030420	Service Request and Compensa tion	Received	Received the service, but with delay. Not going in for compensation
45	PRF11000 19	9/4/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,GANG AVATHI	MAINTENANCE OF DRINKING WATER	Eremudanna	PR001100 0042462,	Compensa tion	Pending	Service Pending. The drinking water facility is still not resolved. ( Valve not provided to enable water supply)
47	RDF11000 61	9/8/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Jayamma	RD002811 5009874	Compensa tion	Received	Received the service, but with delay. Not going in for compensation
48	RDF11000 62	9/8/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Jamuna	RD002811 5009875	Compensa tion	Received	Received the service, but with delay. Not going in for compensation

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
49	RDF11000 65	9/10/2012	REVENUE DEPARTMENT	Sub Division Office , Bagalkot	Record of Rights Certificate	Syed sumair		Compensa tion	Pending	Same person applying from different locations.
50	RDF11000 66	9/10/2012	REVENUE DEPARTMENT	Sub Division Office , Tumkur	Mutation Extract	Syed Sumair		Compensa tion	Received	Received the service 10 days ago.
51	RDF11000 67	9/11/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	Kenchappa	RD002921 5009333	Compensa tion	Pending	Not contactable - Phone switched off
52	RDF11000 68	9/12/2012	REVENUE DEPARTMENT	Sub Division Office , Davanagere	All types of Income Certificate	As Naveenkumar	RD002924 6004752	Compensa tion	Received	Service Received. Happy
53	RDF11000 69	9/12/2012	REVENUE DEPARTMENT	Sub Division Office , Raichur	All types of Caste Certificate	Bibijan	RD002832 1009325	Service Request	Pending	Service still not delivered. The delay is much now.
54	RDF11000 73	9/28/2012	REVENUE DEPARTMENT	Sub Division Office , Kollegal	All types of Caste Certificate	B GURU	RD002852 1004141	Service Request	Pending	The Officials are asking for the appeal to be withdrawn, if he does that, they will provide service.
55	RDF11000 74	9/29/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore south	All types of Income Certificate	Muniramanna	RD002811 3020638	Service Request	Pending	Not contactable - Phone switched off
56	PRF11000 21	9/29/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,SHRIR ANGAPATTANA	ALTERATION TO ASSESSMENT LIST	Nagaraj	PR001100 0036813	Service Request	Received	Service Received. Does not want to go for compensation.

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
57	L3F11000 01	4/13/2012	TOWN MUNICIPAL COUNCIL	Chief Officer, Town Municipal Council Devadurga	Khatha Extract	Shrisha		Service Request	Received	Closed
58	L3F11000 02	4/17/2012	TOWN MUNICIPAL COUNCIL	Chief Officer, Town Municipal Council Devadurga	Khatha Extract	Shrisha		Service Request	Received	Closed
59	RDF11000 08	4/25/2012	REVENUE DEPARTMENT	Sub Division Office, Bangalore North	Residence Certificate	SOMASHREE NANDY		Service Request	Rejected	Application Duplicate
60	RDF11000 09	4/25/2012	REVENUE DEPARTMENT	Sub Division Office , Bangalore North	Residence Certificate	M. MANJUNATH		Service Request	Rejected	Application Duplicate
61	L3F11000 03	5/5/2012	TOWN MUNICIPAL COUNCIL	Chief Officer, Town Municipal Council K R Nagara	New Building Licence upto 2400 sqft residential for single dwelling unit	Zakiulla.		Service Request	Received	Closed
62	RDF11000 12	7/4/2012	REVENUE DEPARTMENT	Sub Division Office , Belgaum	Landless Certificate	Vinayak Vijay Amashi		Service Request and Compensation	Rejected	Application Duplicate
63	PRF11000 05	7/5/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER,BELUR	MAINTENANCE OF DRINKING WATER	BS Girish	PR001100 0014373	Service Request	Rejected	Closed
64	RDF11000 42	8/2/2012	REVENUE DEPARTMENT	Sub Division Office, Haveri	All types of Caste Certificate	Deepa Hanuman thappa	RD002847 8002134	Compensation	Rejected	test case

S No	FAP No	FAP DATE	DEPARTMENT	COMPETENT OFFICER	SERVICE REQUESTED	APPEAL BY	APPEAL DETAILS	APPEAL TYPE	APPEAL STATUS	Remarks
65	RDF11000 51	8/17/2012	REVENUE DEPARTMENT	Sub Division Office, Indi	All types of Income Certificate	Mahantesh	RD002903 8004088	Service Request	Rejected	SERVICE DELIVERED ON 18/07/2012- WITHIN STIPULATED TIME - 21 DYS - FRM 03/07/2012
66	PRF11000 13	8/22/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER, CHIC KMAGALUR	MAINTENANCE OF DRINKING WATER	Sr.Dharmastala Gramina abhivridhi		Compensation	Rejected	Closed
67	PRF11000 14	8/22/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER, KUNDAPURA	MAINTENANCE OF STREET LIGHTS	M Ravichandra	PR001100 0023708		Rejected	SERVICE DELIVERED WITHIN STIPULATED TIME
68	PRF11000 15	8/22/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER, KUNDAPURA	MAINTENANCE OF STREET LIGHTS	M Ravindra	PR001100 0023972, 82542754 11		Rejected	SERVICE DELIVERED WITHIN STIPULATED TIME
69	PRF11000 16	8/22/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER, KUNDAPURA	MAINTENANCE OF STREET LIGHTS	M Ravindra	PR001100 0024364		Rejected	SERVICE DELIVERED WITHIN STIPULATED TIME
70	PRF11000 18	8/23/2012	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	EXECUTIVE OFFICER, KOLAR	MAINTENANCE OF STREET LIGHTS	S.H.Chowdappa	PR001100 0034122	Compensation	Rejected	Service is provided to the Applicant and he is satisfied with the service.



## Annexure – C (Sample of Pamphlets for Sakala)





**ಸಕಾಲ**



**Jagdish Shettar**  
Chief Minister of Karnataka



**Hundreds of Services....  
Now delivered on time!  
Crores of citizens have exercised  
their rights, what about you?**

**Tips for availing services**

- Call 080-44554455 or log on to [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in) or contact Taluk/District Help Desks for getting service details/lodging complaints.
- Watch out for Sakala display board in front of all Government offices.
- List of notified services, officers responsible for delivery within fixed time is publicized on the board.
- Citizens gets compensatory cost @ Rs. 20/- per day upto Rs. 500/- for any delay/default in service delivery.
- Inform Call Centre 080-44554455 or Competent Officer whenever there is delay/default, giving your acknowledgement number.
- Inform Call Centre/Appellate Authority if Competent Officer fails to help you.
- Contact [www.sakala.nic.in](http://www.sakala.nic.in), Ph: 080-22353985 if none of the above works.

**“No more delays, we deliver on time”**

Departments	List of Services	Stipulated time
Health & Family Welfare Department	Age certificate	3
Food & Civil Supplies Department	Duplicate Ration Card	7
Urban Development Department	Water supply & underground drainage	15
Women & Child Welfare	Identity cards for Senior Citizens	17
Revenue Department	Caste Certificate	21
Rural Development & Panchayath Raj	Maintenance of drinking water in rural areas	3
Commercial Taxes	Tax Clearance Certificate	15
Labour Department	Registration of building and other construction workers	15
Transport Department	Driving Licence	30
Education Department	Recounting of the examination marks	15
Police Department	NoC for passport verification	20
Housing Department	Issue of Draft sale Deed for allotment	30
Public Works Department	Permission for erection of hoardings and construction of structures	30
Department of Personnel & Administrative Reforms	Disbursement of Salary	03
Forest, Ecology & Environment Department	Disposal of Consent for Establishment	30
Commerce & Industries Department	Sanction of Investment Promotion subsidy for Micro, Small and Medium Enterprises	30
Fisheries Department	Issue of Registration/Licenses to Boats	15

Contact [www.sakala.nic.in](http://www.sakala.nic.in), Ph: 080-22353985

**“No more delays, we deliver on time”**



