

## FROM THE DESK OF MISSION DIRECTOR

### District Ranking:

Rank	District	District	Rank
1	Dharwad	Yadgir	28
2	Udupi	Koppal	29
3	Shivamogga	Bidar	30

Records shown above as on 31/10/2017 12:00:00

### Taluka Rankings:

Rank	Taluk	District
1	Sirsi	Uttara Kannada
2	Shimoga	Shivamogga
3	Sagar	Shivamogga

Records shown above as on 31/10/2017 12:00:00

### Assembly Constituency Rankings:

Rank	Assembly Constituency	District
1	Shimoga	Shimoga
2	Chamrajapet	Bengaluru
3	Rajajinagar	Bengaluru

Records shown above as on 31/10/2017 12:00:00

### Applications and Disposal Trends:

	Receipts	Disposals
Month of Oct -2017	18,78,888	19,17,587

Records shown above as on 31/10/2017 12:00:00

**Over Due:** A total of 33,256 overdue were seen at the close of the month.

**Delayed Disposal:** 74,268 applications were disposed with delay in this month.

3.87% is the delayed disposals rate for this month.

**Rejections:** 1,19,536 applications were rejected in this month. 6.24% is the rejection rate for this month

**Offices with 7 or more defaults:** 1,064 offices were found to have made defaults 7 or more times in this month.

### **Complaints, Appeals & Compensation**

<b>S.N</b>	<b>Category</b>	<b>Cumulative Receipts</b>	<b>Cumulative Resolved</b>	<b>Cumulative Rejected</b>	<b>Cumulative Disposed</b>	<b>In Progress</b>	<b>Overdue</b>
<b>1</b>	<b>Sakala</b>	11795	10232	356	10588	83	1124
<b>2</b>	<b>Non Sakala</b>	46680	16487	3005	19492	90	27095

**Compensation:** 766 compensation claims have been made till date and amount of Rs 93,640 has been paid as compensation to citizens.

**Rajeev Chawla, IAS**  
**Mission Director**  
**Sakala**

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**CHAPTER 1A: DISTRICT PERFORMANCE RANKING FOR OCTOBER 2017**

S N	District	Ranking based on In time disposals(A)	Ranking based on SAKALA Receipts/One lakh population(B)	Overall Ranking((A+B)/2)
1	Dharwad	6	4	1
2	Udupi	3	7	2
3	Shivamogga	1	9	3
4	Kolar	9	2	4
5	Bengaluru Rural	13	1	5
6	Chikkaballapura	10	5	6
7	Mandya	15	5	7
8	Uttara Kannada	2	19	8
9	Mysuru	13	10	9
10	Chamarajanagar	4	20	10
11	Tumakuru	24	3	11
12	Kodagu	18	11	12
13	Ramanagara	22	8	13
14	Dakshina Kannada	16	15	14
15	Bagalkot	4	28	15
16	Chikkamagaluru	16	17	16
17	Hassan	20	14	17
18	Kalaburagi	12	22	18
19	Chitradurga	8	26	19
20	Ballari	23	12	20
21	Belagavi	6	30	21
22	Davanagere	21	16	22
23	Haveri	10	29	23
24	Gadag	27	13	24
25	Bengaluru	26	18	25
26	Vijayapura	19	25	26
27	Raichur	25	21	27
28	Yadgir	30	23	28
29	Koppal	29	24	29
30	Bidar	28	27	30

Records shown above as on 31/10/2017 12:00:00

**CHAPTER 1B: TALUK PERFORMANCE RANKING FOR OCTOBER 2017  
(TOP 25)**

S N	District	Taluk	Ranking based on In time disposals(A)	Ranking based on SAKALA Receipts/Ten thousand population(B)	Overall Ranking(( 50% of A+ 50% of B)/2)
1	Uttara Kannada	Sirsi	2	12	1
2	Shivamogga	Shimoga	2	16	2
3	Shivamogga	Sagar	5	21	3
4	Kodagu	Madikeri	21	7	4
5	Uttara Kannada	Karwar	26	13	5
6	Uttara Kannada	Haliyal	5	35	6
7	Dharwad	Hubli	38	4	7
8	Uttara Kannada	Honavar	5	37	8
9	Udupi	Udupi	26	20	9
10	Kolar	Kolar	38	9	10
11	Chikkaballapura	Chikkaballapura	42	6	11
12	Ballari	Hospet	8	42	12
13	Bagalkot	Bagalkot	26	25	13
14	Mandya	Mandya	38	17	14
15	Haveri	Haveri	45	15	15
16	Dharwad	Dharwad	56	5	16
17	Mysuru	Hunsur	52	14	17
18	Bengaluru Rural	Devanahalli	47	23	18
19	Kolar	Bangarapet	32	39	19
20	Chamarajanagar	Chamarajanagar	42	33	20
21	Chikkamagaluru	Tarikere	25	50	21
22	Bengaluru Rural	Nelamangala	67	10	22
23	Dakshina Kannada	Puttur	58	27	23
24	Bagalkot	Bilgi	15	71	24
25	Bengaluru	Bangalore South	88	1	25

Records shown above as on 31/10/2017 12:00:00

**CHAPTER 1C: ASSEMBLY CONSTITUENCY PERFORMANCE RANKING FOR OCTOBER 2017 (TOP 25)**

<b>S N</b>	<b>Assembly</b>	<b>Ranking based on Intime disposals(A)</b>	<b>Ranking based on SAKALA Receipts/One lakhs population(B)</b>	<b>Overall Ranking((50% of A + 50% of B)/2)</b>
1	Shimoga	5	10	1
2	Chamrajapet	5	18	2
3	Rajajinagar	20	16	3
4	Sirsi	3	36	4
5	Udupi	38	2	5
6	Sagar	13	29	6
7	Vijayanagara	13	34	7
8	Bangarapet	42	9	8
9	Narasimharaja	28	27	9
10	Kolar	49	8	10
11	Mandya	49	12	11
12	Chikkodi-Sadalga	42	20	12
13	Kumta	20	45	13
14	Chikkaballapur	49	17	14
15	Gokak	16	51	15
16	Hubli-Dharwad-East	20	53	16
17	Gandhinagar	60	15	17
18	Bagalkot	39	43	18
19	Chamarajanagar	60	30	19
20	Karwar	36	54	20
21	Haveri	60	31	21
22	Bellary	32	61	22
23	Bijapur City	88	6	23
24	Puttur	49	46	24
25	Hunsur	71	25	25

Records shown above as on 31/10/2017 12:00:00

**CHAPTER 2A: RECEIPTS AND DISPOSALS FOR OCTOBER 2017-  
DISTRICT WISE**

S.N	District Name	No. of receipts during the month (A)	No. of disposals during the Month (B)
1	Bengaluru	283391	290786
2	Belagavi	120666	122148
3	Tumakuru	109421	106402
4	Mysuru	101338	98371
5	Ballari	83680	88382
6	Kalaburagi	71214	77291
7	Dharwad	69073	70364
8	Mandya	68158	67102
9	Kolar	66536	67813
10	Dakshina Kannada	63097	63762
11	Shivamogga	60623	59138
12	Davanagere	59756	62604
13	Vijayapura	57255	60584
14	Raichur	54663	61548
15	Hassan	53867	52809
16	Bagalkot	46478	48415
17	Chikkaballapura	45435	46496
18	Bidar	44155	48354
19	Chitradurga	43494	43800
20	Udupi	41570	44235
21	Uttara Kannada	41346	41439
22	Bengaluru Rural	40649	40388
23	Haveri	38566	38711
24	Koppal	36221	36032
25	Ramanagara	35892	35028
26	Chikkamagaluru	33264	33897
27	Gadag	32092	33776
28	Yadgir	30762	32903
29	Chamarajanagar	29246	29106
30	Kodagu	16980	15903
	<b>Total</b>	<b>1878888</b>	<b>1917587</b>

Records shown above as on 31/10/2017 12:00:00



**CHAPTER 2B: RECEIPTS AND DISPOSALS FOR SEPTEMBER 2017-  
DEPARTMENT WISE**

S.N	Main Department	No. of receipts during the month (A)	No. of disposals during the Month (B)
1	REVENUE DEPARTMENT	913292	949997
2	TRANSPORT DEPARTMENT	508374	504987
3	FINANCE DEPARTMENT	135409	138772
4	HOME DEPARTMENT	86631	86869
5	RURAL DEVELOPMENT AND PANCHAYAT RAJ	71106	71281
6	FOOD AND CIVIL SUPPLIES	67670	67763
7	URBAN DEVELOPMENT	39273	39590
8	WOMEN AND CHILD WELFARE	20545	22862
9	HEALTH AND FAMILY WELFARE	16052	16188
10	LABOUR DEPARTMENT	7264	5732
11	PRIMARY AND SECONDARY EDUCATION	6036	6618
12	HIGHER EDUCATION	3559	3343
13	CO-OPERATION DEPARTMENT	1457	1305
14	HORTICULTURE DEPARTMENT	1150	1236
15	FOREST, ECOLOGY AND ENVIRONMENT DEPARTMENT	542	576
16	ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT	239	184
17	COMMERCE AND INDUSTRIES DEPARTMENT	169	172
18	HOUSING DEPARTMENT	77	71
19	DEPARTMENT OF YOUTH EMPOWERMENT AND SPORTS	20	21
20	PUBLIC WORKS, PORTS AND INLAND WATER TRANSPORT DEPARTMENT	19	16
21	KANNADA, CULTURE AND INFORMATION DEPARTMENT	4	3
22	INFORMATION TECHNOLOGY, BIO TECHNOLOGY AND SCIENCE AND TECHNOLOGY DEPARTMENT	0	1
23	BACKWARD CLASSES WELFARE DEPARTMENT	0	0
24	DEPARMENT OF PERSONNEL & ADMINISTRATIVE REFORMS	0	0
25	MINES AND GEOLOGY DEPARTMENT	0	0
26	WATER RESOURCES DEPARTMENT	0	0
	<b>Total</b>	<b>1878888</b>	<b>1917587</b>

Records shown above as on 31/10/2017 12:00:00

**CHAPTER 2C: OVERDUE AS ON 30.10.2017- DISTRICT WISE**

<b>S N</b>	<b>DISTRICT</b>	<b>OVERDUE AFTER DUE DATE</b>
1	Bengaluru	7284
2	Mysuru	4214
3	Koppal	3125
4	Raichur	1869
5	Tumakuru	1822
6	Bidar	1376
7	Dakshina Kannada	1070
8	Ballary	1024
9	Ramanagara	1008
10	Vijayapura	966
11	Yadgir	959
12	Gadag	815
13	Kalaburagi	804
14	Belagavi	787
15	Dharwad	732
16	Hassan	631
17	Davanagere	626
18	Mandya	546
19	Chitradurga	464
20	Chikkamagaluru	447
21	Kodagu	440
22	Kolar	390
23	Haveri	387
24	Chikkaballapura	338
25	Udupi	258
26	Chamarajanagara	232
27	Bagalkot	223
28	Uttara Kannada	148
29	Shivamogga	138
30	Bengaluru Rural	133
	<b>Total</b>	<b>33256</b>

Records shown above as on 31/10/2017 12:00:00

**CHAPTER 2D: DELAYED DISPOSALS FOR OCTOBER 2017- DISTRICT WISE**

S N	DISTRICT	No. of receipts during the month (A)	No. of disposals during the Month (B)	Delayed Disposal for the month (C)	% of the Delayed Disposal (C/B)
1	Yadgir	30762	32903	3263	9.92
2	Koppal	36221	36032	2938	8.15
3	Gadag	32092	33776	2288	6.77
4	Bengaluru	283391	290786	18851	6.48
5	Bidar	44155	48354	2903	6.00
6	Raichur	54663	61548	3471	5.64
7	Ballary	83680	88382	4223	4.78
8	Tumakuru	109421	106402	4942	4.64
9	Ramanagara	35892	35028	1621	4.63
10	Hassan	53867	52809	2392	4.53
11	Davanagere	59756	62604	2764	4.42
12	Vijayapura	57255	60584	2485	4.10
13	Chikkamagaluru	33264	33897	1198	3.53
14	Dakshina Kannada	63097	63762	2228	3.49
15	Kodagu	16980	15903	529	3.33
16	Mandya	68158	67102	2207	3.29
17	Bengaluru Rural	40649	40388	1306	3.23
18	Kalaburagi	71214	77291	2029	2.63
19	Mysuru	101338	98371	2562	2.60
20	Chikkaballapura	45435	46496	1117	2.40
21	Kolar	66536	67813	1527	2.25
22	Dharwad	69073	70364	1448	2.06
23	Haveri	38566	38711	763	1.97
24	Belagavi	120666	122148	2292	1.88
25	Chitradurga	43494	43800	797	1.82
26	Chamarajanagar	29246	29106	506	1.74
27	Bagalkote	46478	48415	690	1.43
28	Udupi	41570	44235	556	1.26
29	Uttara Kannada	41346	41439	185	0.45
30	Shivamogga	60623	59138	181	0.31
	<b>Total</b>	<b>1878888</b>	<b>1917587</b>	<b>74268</b>	<b>3.87</b>

Records shown above as on 31/10/2017 12:00:00

## CHAPTER 2E: REJECTION RATES FOR OCTOBER 2017- DISTRICT WISE

S.N	District Name	No. of receipts during the month (A)	No. of disposals during the Month (B)	Total Rejections	Rejection Rate(%age)
1	Bidar	44155	48354	6616	13.68
2	Raichur	54663	61548	8029	13.06
3	Koppal	36221	36032	3787	10.51
4	Davanagere	59756	62604	6309	10.09
5	Kalaburagi	71214	77291	7282	9.42
6	Chikkaballapura	45435	46496	3484	7.5
7	Mandya	68158	67102	4888	7.29
8	Ballari	83680	88382	6372	7.21
9	Chikkamagaluru	33264	33897	2408	7.11
10	Tumakuru	109421	106402	7404	6.96
11	Hassan	53867	52809	3646	6.91
12	Vijayapura	57255	60584	4041	6.68
13	Yadgir	30762	32903	2161	6.57
14	Haveri	38566	38711	2489	6.44
15	Chitradurga	43494	43800	2745	6.27
16	Bengaluru	283391	290786	17707	6.09
17	Gadag	32092	33776	2034	6.03
18	Bengaluru Rural	40649	40388	2426	6.01
19	Chamarajanagar	29246	29106	1480	5.09
20	Mysuru	101338	98371	4951	5.04
21	Kolar	66536	67813	3030	4.48
22	Kodagu	16980	15903	668	4.2
23	Bagalkot	46478	48415	2014	4.16
24	Shivamogga	60623	59138	2375	4.03
25	Ramanagara	35892	35028	1227	3.51
26	Dharwad	69073	70364	2449	3.48
27	Belagavi	120666	122148	3819	3.13
28	Dakshina Kannada	63097	63762	1843	2.9
29	Uttara Kannada	41346	41439	1111	2.72
30	Udupi	41570	44235	741	1.68
	<b>Total</b>	<b>1878888</b>	<b>1917587</b>	<b>119536</b>	<b>6.24</b>

Records shown above as on 31/10/2017 12:00:00

**CHAPTER 2F: OFFICES WITH 7 OR MORE DEFAULTS FOR OCTOBER 2017- DISTRICT WISE**

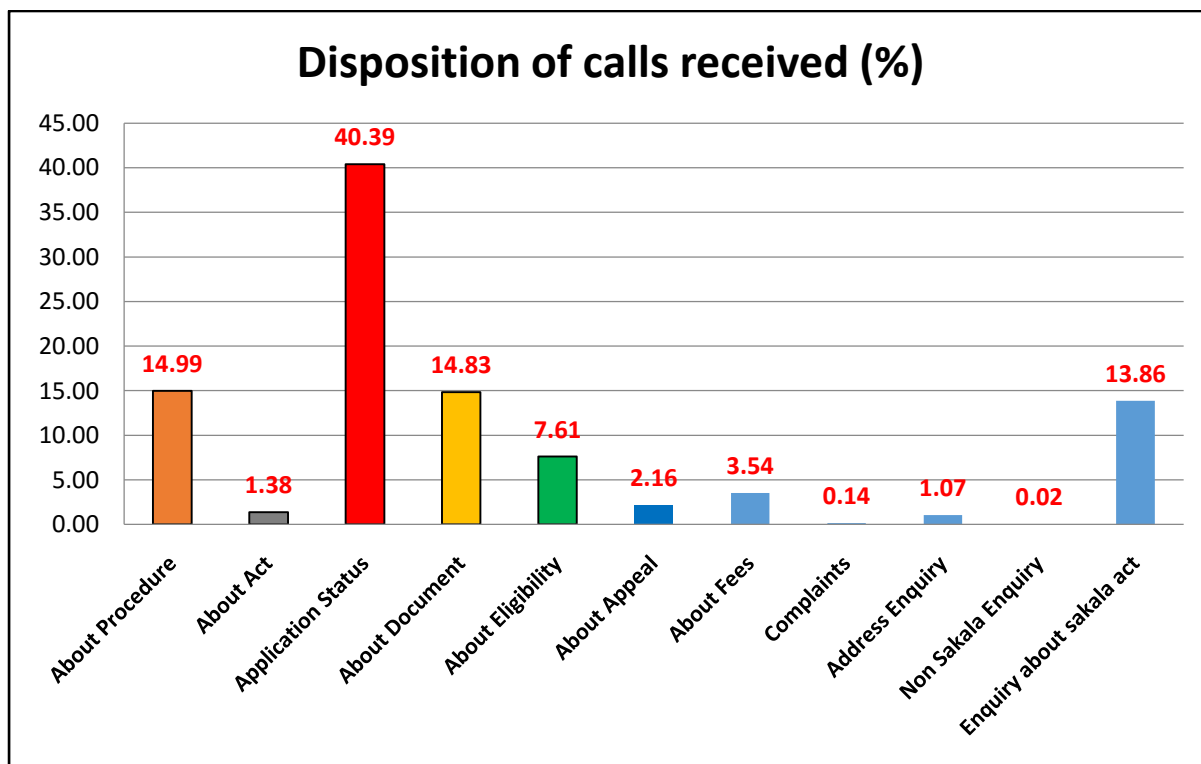
S.N	District Name	No. of Offices with 7 or more than 7 defaults
1	Bengaluru	154
2	Tumakuru	82
3	Mysuru	54
4	Kalaburagi	44
5	Hassan	44
6	Raichur	42
7	Ballari	41
8	Kolar	41
9	Vijayapura	37
10	Mandya	36
11	Bidar	36
12	Chikkaballapura	34
13	Koppal	34
14	Dharwad	32
15	Chikkamagaluru	31
16	Ramanagara	31
17	Chitradurga	30
18	Yadgir	30
19	Belagavi	30
20	Gadag	29
21	Dakshina Kannada	28
22	Davanagere	27
23	Bengaluru Rural	23
24	Bagalkot	17
25	Udupi	16
26	Chamarajanagar	16
27	Haveri	15
28	Kodagu	12
29	Shivamogga	11
30	Uttara Kannada	7
	<b>Total</b>	<b>1064</b>

Records shown above as on 31/10/2017 12:00:00

### CHAPTER 3: CALL CENTRE REPORT-OCTOBER 2017

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

Calls received by call centre under various heads/topics.



Records shown above as on 31/10/2017 12:00:00

### CHAPTER 3A: STATISTICS OF COMPLAINTS AT [www.espondana.in](http://www.espondana.in) (at end of October-2017)

S.N	Category	Cumulative Receipts	Cumulative Resolved	Cumulative Rejected	Cumulative Disposed	In Progress	Overdue
1	Sakala	11795	10232	356	10588	83	1124
2	Non Sakala	46680	16487	3005	19492	90	27095

Records shown above as on 31/10/2017 12:00:00

**CHAPTER 3B: CALLS RECEIVED IN CALL CENTRE- OCTOBER 2017-  
DISTRICT WISE**

S.N	District	Count of call received
1	Bengaluru	17227
2	Bagalkot	2365
3	Dakshina Kannada	817
4	Vijayapura	709
5	Bengaluru Rural	638
6	Shivamogga	620
7	Chitradurga	612
8	Mysuru	504
9	Belagavi	463
10	Davanagere	456
11	Mandya	452
12	Yadgiri	423
13	Tumakuru	417
14	Kalburgi	407
15	Dharwad	369
16	Haveri	362
17	Ballari	357
18	Chikkaballapura	347
19	Ramanagara	328
20	Udupi	317
21	Raichuru	314
22	Koppal	311
23	Chamarajanagar	282
24	Kolar	270
25	Hassan	269
26	Gadag	255
27	Uttara Kannada	249
28	Bidar	244
29	Chikmagalur	232
30	Kodagu	219
	<b>Grand Total</b>	<b>30835</b>

Records shown above as on 31/10/2017 12:00:00

### CHAPTER 3C: COMPENSATION CLAIMED STATUS

S.N	Department Name	No of applications for compensation	Compensation claimed (in Rs)
1	REVENUE DEPARTMENT	593	74420
2	RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT	59	6340
3	DEPARTMENT OF PUBLIC INSTRUCTION	36	6500
4	SURVEY AND SETTLEMENT COMMISSIONER	34	2420
5	BRUHAT BANGALORE MAHANAGARA PALIKE	27	2100
6	HOME DEPARTMENT	6	440
7	COMMERCIAL TAXES DEPARTMENT	3	260
8	TOWN MUNICIPAL COUNCIL	2	80
9	TRANSPORT DEPARTMENT	2	640
10	BANGALORE WATER SUPPLY AND SEWERAGE BOARD	1	20
11	CITY CORPORATION (other than BBMP)	1	40
12	FOOD AND CIVIL SUPPLIES DEPARTMENT	1	60
13	CITY MUNICIPAL COUNCIL	1	320
	<b>Total</b>	<b>766</b>	<b>93640</b>

Records shown above as on 31/10/2017 12:00:00

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