

SAKALA ONE ACT MANY REFORMS

Let me take you through Sakala One Act Many Reforms the citizen centric innovation of department of Administrative Reforms, Government of Karnataka that addresses the Governance challenges, Strategies, Outcomes and replicability of such initiative.

The Sakala journey unfolds as to how One Act can lead to many reforms. The residents of Karnataka, have been now **“empowered”** for availing 700 time-bound public services from 52 Departments. The Citizens have themselves given the **name, logo and slogan** for the Karnataka Sakala Services Act, 2011. The name Sakala in Kannada means **“in time or good time”**. Our slogan is **“no more delays we deliver in time”** else the hammer of justice will strike on the defaulters

What triggered the need for this initiative?

It was a very “common” incident of an old widow seeking pension and a handicapped person asking for a disability certificate, travelling as **far as 500 kms, to meet the Chief Ministers at the Janata darshan**. The **“uncommon”** response however of the CM to this situation was that this should not happen in future! This led to the birth of Sakala.

We found that the **employees’ insensitivity and absence of monitoring** mechanism for service delivery were mainly responsible for citizens grievances. **Our Mantra- "What gets Measured, gets Done!"** Our strategic solution ensured **“convergence”** of all departments into a single electronic platform, www.sakala.kar.nic.in developed by NIC. Accountability and

traceability was ensured through a computerised acknowledgement receipt for every citizen, recording the due date of delivery.

Secondly we followed the Government of India's Sevottam model to make the employees decide the Time frame for each step in through a **bottom-up approach**.

Thirdly, our employees association joined the capacity building exercise to change the bureaucratic "**mindset**" into a "**service mentality**". Simultaneously we reached out to the citizens on a "**Right based campaign mode**" to empower them to use the Act effectively.

Finally we imbibed most of the recommendations of the 2nd Administrative Reforms Commission, to **transform governance, by simplifying procedures, minimising levels of decision making and using e governance for end to end solution**.

An Amount of 10 crores was spent on this initiative- 2.5 crores on Awareness building, 2.5 crores for providing electronic equipment, 2 crores for Capacity building, 2.5 crores for salaries of Sakala counter operators and District IT Consultants.

Focussing on the business of service delivery, **we recognize each citizen as our esteemed customer**. In effectively reaching out to the citizens, the "**Sakala help desks**" and "**call centres**" have been designed to assist and empower the common man to obtain hassle free service. Governance is now just a call away! **080-44554455** is a one stop shop for all information and complaints regarding Government service deliveries.

Each of the 40,000 offices have put up the service related boards at the Sakala counters, as mandated under the Act. The Citizens **mobile number** is taken for ensuring a two way communication, so that multiple visits to offices seeking "file status" is eliminated! Government has become responsive through mobile connectivity.

Today 90 million applications have been delivered within the stipulated time as can be seen online at the Portal www.sakala.kar.nic.in itself.

There is a consistent decline in both grievances and rejections of applications. Now no more Sakala services grievances are received in Chief Minister's Janata Darshans! 600 citizens have already claimed compensation so far for delayed service deliveries.

A recent independent evaluation study of 10,000 users found 99% citizens satisfied with Sakala. Also the employees are found to be happy with the new system.

What made us accomplish this unique feat? And how are we different from others.

- Firstly, our performance monitoring system is entirely in the public domain
- Secondly, our employees' related 21 personnel services have been included in the Act.
- Thirdly, Healthy competition among districts has been created by way of Monthly progress Report.
- The Hon'ble Law Minister conducts regular Phone-in Programmes at Doordarshan
- Concurrent evaluation by IIM-Bangalore and Chicago University.

- Proactive citizen feedback through call centre has led to continuous reforms

Some citizens who benefit from Sakala, have **become 'Sakala Mitras'** and prompt us to simplify governance. For example life time caste certificate, no affidavits, service any time and any where etc., are some of the reforms led by the people.

Sakala is replicable. Standardisation and process documentation has earned **ISO 9001 certification**. Karnataka is, all set to be Sakala compliant. Our e-governance platform has been lauded, both nationally and internationally. This can become a prototype for implementing the proposed **Central bill**. 12 States are taking our consultancy, apart from countries like Pakistan, Bangladesh and Afghanistan.

The **corporate social responsibility** projects are helping us in our endeavour towards awareness creation and service delivery at Citizens doorsteps through Cyber cafes.

We solicit your comments and suggestions.

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