

प्रशासनिक सुधार और लोक शिकायत
विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav



NATIONAL GOOD GOVERNANCE WEBINAR SERIES 2022-23

"Improving Public Service Delivery"

April 28th 2022

"SAKALA"

Government of Karnataka

&

"e-SEVA"

Government of Andhra Pradesh

Organized by

National Centre for Good Governance (NCGG)
Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions
Government of India

BACKGROUND

To realize the vision of the **Hon'ble Prime Minister of India Shri Narendra Modi** of a self-reliant India, the NCGG under the aegis of the Department of Administrative Reforms and Public Grievances, Government of India is organizing the National Good Governance webinar series for the year 2022-2023. These webinars covering Award Winning Initiatives which will help different stakeholders to broaden their skills, as well as to attain new knowledge that can supplement or complement their work areas.

The thirteen webinars would be on different themes and sectors under the good governance initiative that have been felicitated with the Prime Minister's Award for Excellence in Public Administration. Award winning nominations under the PM Awards since the inception of the scheme which have proved replicable and sustainable will present their experiences.

The purpose of conducting the webinars is to highlight the best practices and award-winning achievements to create a precedence for other states to follow. Doing so would also infuse a new spirit and enthusiasm among administrators and other stakeholders involved in the implementation of different government governance schemes.

As a part of the National Good Governance Webinar Series (NGGWS), NCGG has convened the 1st Webinar on “Improving Public Service Delivery – Sakala of Government of Karnataka and e-Seva of Government of Andhra Pradesh” on April 28th 2022.

THEME – “IMPROVING PUBLIC SERVICE DELIVERY”

“Improving Public Service Delivery” aims to bring about significant improvements in service delivery and further empowerment of the citizens by ensuring that timely services are delivered in transparent manner, which is beneficial to the citizens. It has been the objective of the Government of India to bring to citizens, a multi-channel single window delivery structure for channelizing all types of government services at the local level in the most efficient manner possible using modern IT technology so that the citizens can access the services easily and conveniently at their doorstep. An effective, efficient and prompt service delivery system derives its moral and ethical basis.

INITIATIVE – “SAKALA – Government of Karnataka”

“Sakala” is an act which ensures that notified services shall be delivered within the prescribed stipulated time in default of which the applicant shall be paid compensatory cost (upon demand); the paid compensation is thereupon recovered from the public servant(s) responsible for the delayed. Sakala, made possible through the Karnataka Guarantee of Services to Citizens Act 2011 (amended in 2014), has

been an example of success in time-bound service delivery to citizens. Administered by the D/o Personnel and Administrative Reforms, Karnataka, the program is run in mission mode and deploys e-governance mechanisms effectively for service delivery by over 50 departments across all 30 districts of the state.

The objectives of the mission were, therefore, to reform the administrative set-up for ensuring good governance, create a single and easy-to-access monitoring system for service delivery, fix timelines for provisioning of services, fix accountability, reduce human interface by the use of information technology, prevent corrupt practices and empower citizens to avail services as a right.

INITIATIVE – “e-SEVA – Government of Andhra Pradesh”

“e-Seva” is a good governance initiative that incorporates the vision of National e-Gov plan “Public Services Closer to Home” and facilities single entry portal for entire range of G2C (Government to Citizens) and G2B (Government to Business) services.

The objective of e-Seva is to provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology. The initiative involves universal and non-discriminatory delivery of all government services to citizens & Businessmen of all strata and improved efficiency, transparency and accountability for the government. The initiative features transformed government-citizen interface at all levels of administration along with a shared governance model.

e-Seva adopts the concept of central pooling of all land records, registration records and records of socio-economic survey, digitally signing them with the digital signature certificates of the authorized officer, storing them in the database and rendering them using a web-service.

PROCEEDINGS – Webinar on “Improving Public Service Delivery”

- WELCOME AND INAUGURAL ADDRESS BY **SHRI V. SRINIVAS**, SECRETARY, DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES, GOVERNMENT OF INDIA & DIRECTOR GENERAL, NCGG

Shri V. Srinivas, Secretary, Department of Administrative Reforms & Public Grievances, Government of India and Director General, NCGG commenced the inaugural session by extending his warm and hearty welcome to the distinguished lead speakers, Directors of State ATIs, State AR Secretaries, State IT Secretaries, District Collectors, IAS Probationers from LBSNAA, Officer Trainees from State ATIs etc.

He mentioned that the Hon'ble Prime Minister of India Shri Narendra Modi on the auspicious occasion of Civil Services Day held on April 21st 2022 mandated DARPG to conduct virtual conferences with State Governments and District Collectors over the next twelve months, to disseminate award winning initiatives which have been conferred the Prime Minister's Award for Excellence in Public Administration in the past years since its inception in 2006.

More info at - http://ncgg.org.in/sites/default/files/lectures-document/Inaugural_Address.pdf

- **“SAKALA” – GOVERNMENT OF KARNATAKA**

Lead Speaker – **Dr. Mamatha Bahadur Ramachandra Gowda**, Additional Mission Director, Sakala, Inspector General of Stamps and Registration, Joint Director General of Administrative Training Institute, Government of Karnataka.

The speaker started by briefing how “Sakala” is one of the most coveted and prestigious programmes of Government of Karnataka. The tag line being “No more delays, we deliver on time”. She told that at present the Sakala covers 99 departments and 1115 services. It is supported by an Act i.e. Karnataka Guarantee of Services to Citizens bill passed in December, 2011, ‘SAKALA’ meaning ‘in time’ or ‘good time’ was selected for the service delivery across the State and it is Mandatory to provide Acknowledgement - Guarantee of Services to Citizen Number (GSC) for all applications seeking notified Sakala Services. As on 20-04-2022 Sakala has 1115 notified services – Highest ever in the Country under ‘Right to Service Act’.

The Significance of Act is to Standardize and Simplify Citizen Service delivery systems and make the Government more accountable to its citizens. Vision is to ensure Citizen friendly governance with time bound service guarantee and there is a robust IT system in place to bring all services online with assistance of NIC and Seva Sindhu, which at present has over 800 services online. The highlight is Sustainability of project for over 10 years, which reflects its acceptance by all stakeholders.

The speaker also acquainted the participants with the Sakala Service Delivery Process. She told how the citizens can apply for services i.e. by Citizens visiting to respective offices or Online through Citizen Service Centres such as through BangaloreOne/KarnatakaOne/GramaOne/Janasevaka and the Helpline Number 080- 4455 4455, meaning through the call centre. The citizen has to Submit application with credible mentioned documents and he gets a 15-digit acknowledgement number. Once the application is submitted there are various levels of approval in departments & Designated Officer discretion, wherein the service is either disposed or if there are delays the citizen can track his or her applications and get the status such as Approved/Rejected/Intermediate pendency.

The compensation is Rs. 20/- per day; Maximum up to Rs. 500/- and if still unsatisfied the citizen can again go for an appeal and ask for a compensation. She also told in detail about the organizational structure, where it is headed by a SAKALA Minister and Mission Director (Additional Chief Secretary, DPAR e-Governance). At the state level there are Additional Mission Directors, while at the District level there are District Commissioners and Additional District Commissioner supported by various levels of staff.

The Karnataka Sakala Service Act is very simple in its provisions and there are **20** Sections and about 28 Sub sections. There are Rules which govern/guide the enforcement and applicability of the Act to ensure standardization

The speaker detailed some important provisions of the Sakala Act:

- Right to obtain service within stipulated time limit: Every designated officer and his subordinate public servant of the Public Authority shall provide the citizen related services specified in the Schedule to the citizens eligible to obtain the service, within the stipulated time and also display the same on the notice board of their offices. - Section: 3(2).
- Providing services within the stipulated time: The stipulated time shall start from the date when required application for scheduled service is submitted to

the designated officer or to a person subordinate to him authorized to receive the application in such manner as may be prescribed. Such application shall be duly acknowledged - Section: 5(1)

- The designated officer on receipt of an application shall within the stipulated time either directly provide the service or through an officer duly authorized by him or reject the application and in case of rejection of application, shall record the reasons in writing and intimate to the applicant, the information about the period of making appeal against the decision and all the details of the competent officer to whom the first appeal lies - Section: 5(2)
- Liability to pay compensatory cost : Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.” -Section: 9
- Any person, whose application is rejected or who is not provided the service within the stipulated time, may file an appeal to the competent officer within thirty days from the date of rejection of application or the expiry of the stipulated time Limit-Section: 13(1)
- Procedure governing fixing of liability- Within a period of fifteen days of the payment of compensatory cost, the competent officer after conducting preliminary enquiry, shall issue a notice against the public servant found responsible for the delay in delivery of such citizen related services in such manner as may be prescribed, calling upon him as to why the compensatory cost paid to the citizen may not be recovered from him -Section: 11(1)
- An appeal against decision of competent officer shall lie to the appellate authority within sixty days from the date on which the decision was made - Section: 13(3)

The speaker also spoke at length about the process flow. It was elaborated how The Karnataka Sakala Services 2011 (Amendment) Act, 2014 ensures that notified services shall be disposed within the stipulated time in default of which the applicant shall be paid compensatory cost (upon demand). In-case of default, the paid compensation is thereupon recovered from the public servant responsible for the delayed decision. Sakala Mission Monitors this service delivery mechanism of Government of Karnataka.

She told how Sakala 2.0 aims at Strengthening Citizen Centricity and has various wings to support its vision such as Feedback & Grievance (Monitoring & Evaluation) Wing, Vigilance Wing, Technical Wing, Coordination Wing, Training Wing, Client Service and Training wing among others.

The speaker also spoke at length about the progress of the SAKALA such as Work Flow Based Mapping, Sakala, Appeal Prompt SMS, Compensation payment through DBT, Sakala Citizen Happiness Index (SCHI), Rejection Analysis Module, Sakala Mitra, Kiosk among others.

It was also told how SAKALA has receive several awards and recognition such as Prime Minister's Award for Excellence in Public Administration, National Award for e-Governance, Commonwealth Association for Public Administration and Management Award, Google Innovator Award, ELETS CLOUD GOV award, QCL-D. L Shah Quality Awards, Best Citizen Caring Government Departments Award. Also, Concurrent Evaluation & Training sessions at various stages have been conducted by – Administrative Training Institute Mysuru, Booth School of Economics, University of Chicago U.S.A, International Market Research Bureau (IMRB), Indian Institute of Development Management, Bhopal through DARPG (Government of India), Indian Institute of Management Bengaluru among others.

- **“e-SEVA” – GOVERNMENT OF ANDHRA PRADESH**

Lead Speaker – **Smt. G. Jaya Lakshmi**, Principal Secretary, Department of Information Technology, Government of Andhra Pradesh.

The speaker started by briefing about the E-Service Delivery Initiatives by Government of India. She spoke how the Vision of Digital India Programme is to transform India into a digitally empowered society & knowledge economy. The three broad vision areas are:

- Digital Infrastructure as a core utility to every citizen
- Digital empowerment of citizens
- Governance & Services on Demand

It was told how the Hon’ble Prime Minister believes that use of Technology in Service Delivery ensures fast, transparent & feedback-based system. She briefly also spoke about the existing IT-initiatives in service delivery by the government such as:

- E-Kranti – Electronic delivery of Services as an essential pillar of Digital India initiative
- Sevottam Model: to ensure that citizens directly engage in Good Governance via Mygov Citizen Portal
- DAPRG promoting excellence in e-governance by awarding Governments in e-Governance initiatives
- Pragati – multipurpose multi model platform for proactive governance and timely implementation

She also briefed everyone about the Evolution of e-Administration in Andhra Pradesh and emergence of AP as a LEADER in IT Initiatives. It was told how it all started in 1999 with 6 e-services to Mee Seva in 2011 wherein Integration of all Departments and services in one platform was done and Digital Signature & SLA

were introduced. She told how in 2022 it has become the AP SEVA PORTAL. It has Introduced Sub-SLA or the service level delivery, Tracking of Applications, Automation of application at all levels and Introduction of Digital Signature at all levels.

It was told that Under leadership of Hon'ble Chief Minister, the Government is committed to deliver welfare schemes and services meticulously at the doorsteps of its citizens, with strict adherence to quality and timelines. This Decentralized System aims to:

- Extend the benefits of welfare schemes to all eligible beneficiaries on a saturation basis.
- Providing various Government and other services at the doorsteps of Citizens through single window system.
- Mapping the field level functionaries with clearly specified roles.
- Ensure convergence amongst various parent departments.
- Preparation and timely implementation of village development plans.
- Redress citizen grievances at the secretariat level itself.

It was elaborated that to deliver doorstep deliveries they have Established 15,004 Secretariats initially village level secretariats [11,162 (74%) in rural and 3,842 (26%) in urban areas]. She also talked about the Workforce recruited for e-Seva via Village & Ward Secretariats, which was done through the public service commission and later the district administration. There are 11 functionaries in rural and 10 functionaries in urban areas and convergence with various departments such as Social Welfare & Tribal Welfare Dept, Agriculture & Cooperation Dept, revenue department etc is ensured. A total Workforce of ~4.25 Lakhs – Functionaries (1.6 Lakhs) and Volunteers (2.65 Lakhs) is at place.

She also talked about the secretariat hardware and infrastructure where Each Village / Ward Secretariat is provided with Own building, 4G Internet Connectivity,

Desktops, UPS, Multifunctional Printer, Laminating Machines, IRIS Reader, Fingerprint scanner, Smart Phone with a 4G SIM to Mahila Police, High-Security Stationery, Lamination Pouches, and other stationery.

The Department has provided each Grama/Ward Volunteer with a Smart Mobile with a 4G SIM, A Total 2.9 lakh Smart phones & 2.9 lakh FPS devices have been provided to all Volunteers and in addition to the mentioned IT and hardware infrastructure, each Village / Ward Secretariat is provided essential posters and assets to implement major schemes & Services.

The speaker also explained in detail about the Major Schemes & Services delivered electronically such as Integrated Certificate, Income Certificate, Arogya Sri Card Registration, Mutation and Title Deed cum PPB etc.

She briefed about the e – Grievances Redressal System for the state as well as central government related departments such as Water Supply, Sanitation, Streetlights, Awareness drives, Training & Capacity Building, Revenue related works, NREGs Work and Housing related works. It was told that citizen grievances are taken from 3 pm to 5 pm every day at Secretariats, the Toll-Free Number (1902) is available for registering grievances and Redressing all DBT and non-DBT scheme grievances is done and also have a Navasakam Beneficiary Management system in place.

She also talked at length about the IT initiatives such as: Monitoring the Service Level Agreement (SLA) – The period agreed by the Department to deliver the service to the citizen and the Sub-SLA – The period in which the respective Officer must clear the application at their end.

AP SEVA portal – One stop solution for every Government service and scheme wherein Implementing 540+ services pertaining to 35 Departments has been undertaken.

End to end integration - Automated all levels in the process – starting from taking application to delivery of services.

Eliminated physical movement of applications - curtailing any chances of corruption and Red-Tapism.

Trainings to staff - 1.6 lakh employees trained and 1.6 lakh logins created

The unique features which are citizen friendly include – Introduction of SMS facility to applicant at each stage, Applicant can check the status of application on mobile, Social Audit of all schemes and services, display of eligible and ineligible beneficiaries list with reasons, Introduction of Sub-SLA level monitoring, 1 Volunteer mapped to every 50 households in rural & 100 households in urban.

The Citizen Outreach Program (COP) includes Visit to all households, interact and explain about the Govt. schemes and services and Collecting grievances

The Beneficiary Outreach Program (BOP) includes Taking e-KYC of the applicant for all schemes.

The outcomes are in form of Department ensuring the delivery of benefits via 35 welfare schemes and a financial support of Rs.1,75,376 crores (DBT + Non DBT) to eligible beneficiaries in past 3 years. In the past Financial year 3.75 crore services have been delivered. Delivery of 540+ Services of 34 Departments is being done, Common Service Centers (CSC) provide 252 services (Passport, Pan Card, etc.), Aadhaar Seva Kendras (ASK) – 5 services, Registration services provided in 51 Secretariats - in I phase (37+14) and 613 Secretariats in II Phase, 100% Services delivery with 90% within SLA.

The speaker also highlighted the achievements in Covid 19 Management in form of Door-to-Door survey was conducted 44 times to ensure isolation & check for any possibility of virus spread, Distribution of 16 crore masks to citizens across the state, supported in establishing institutional quarantine centers for isolating COVID patients and Special assistance of Rs. 1,000 per family (total Rs. 1,350.88 crores) given to 1.35 crore families.

She also mentioned how several surveys were successfully conducted and the Spandana grievance redressal system where every day at Secretariats from 3 pm to 5 pm grievances are taken up. Also, Volunteers are assisting to AP MarkFed, Agriculture Department, Ration delivery (MDU) etc.,

She also talked about the extension of Village Secretariats wherein 10,778 Rythu Bharosa Kendra established – Seeds, Fertilizers, Pesticides, Fodder (Started), 2,450 Milk Procuring Centers – through SHG – In association with AMUL, 4,000 Digital Libraries – to facilitate work from Home, English Medium Schools (Revamping infra is under process, will be done in 3 phases), Multi-Purpose Facility Centers (Dry & Cold Storage, Drying platforms, Godowns, Agri Implements) and village markets are also about to start.

She concluded by saying how Government of Andhra Pradesh GoAP ultimately aims to bring Service Delivery from e-SEVA to m-SEVA (mobile) i.e. doorstep delivery of Services in a more transparent manner.

Prof. Poonam Singh from the National Centre for Good Governance (NCGG) proposed Vote of Thanks at the Webinar. She threw light on how these innovative initiatives led to become an example and serve as an opportunity for the officers to connect with and serve the poor people.

Before concluding she expressed her heartfelt gratitude to the eminent speakers who presented their views on “Sakala” & “e-Seva” at the webinar. On behalf of NCGG, she thanked all the participants of the webinar comprising of Chief Secretaries/Administrators of All States and UTs of India, District Collectors, IT Secretaries, AR Secretaries, Heads of Administrative Training Institute of All States and UTs of India, LBSNAA, Capacity Building Commission (CBC), Sr. Administrators, Eminent Academicians, Sr. Officials from DARPG and NCGG Team.

ANNEXURE – I – PRESENTATION – “SAKALA”





THE KARNATAKA SAKALA SERVICES 2011 (AMENDMENT) ACT, 2014

DEPARTMENT OF PERSONNEL AND ADMINISTRATIVE REFORMS
(E-GOVERNANCE)

99
Departments

1115
Services

No more delays....We deliver in time!



OVERVIEW

- **Sakala** is a flagship program of Government of Karnataka
- Karnataka Guarantee of **Services to Citizens** bill was passed in December, 2011
- ‘SAKALA’ meaning ‘**in time**’ or ‘**good time**’ was selected for the service delivery across the State
- **Mandatory to provide Acknowledgement - Guarantee of Services to Citizen Number (GSC)** for all applications seeking notified Sakala Services
- **As on 20-04-2022 Sakala has 1115 notified services** – Highest ever in the Country under ‘Right to Service Act’



OVERVIEW

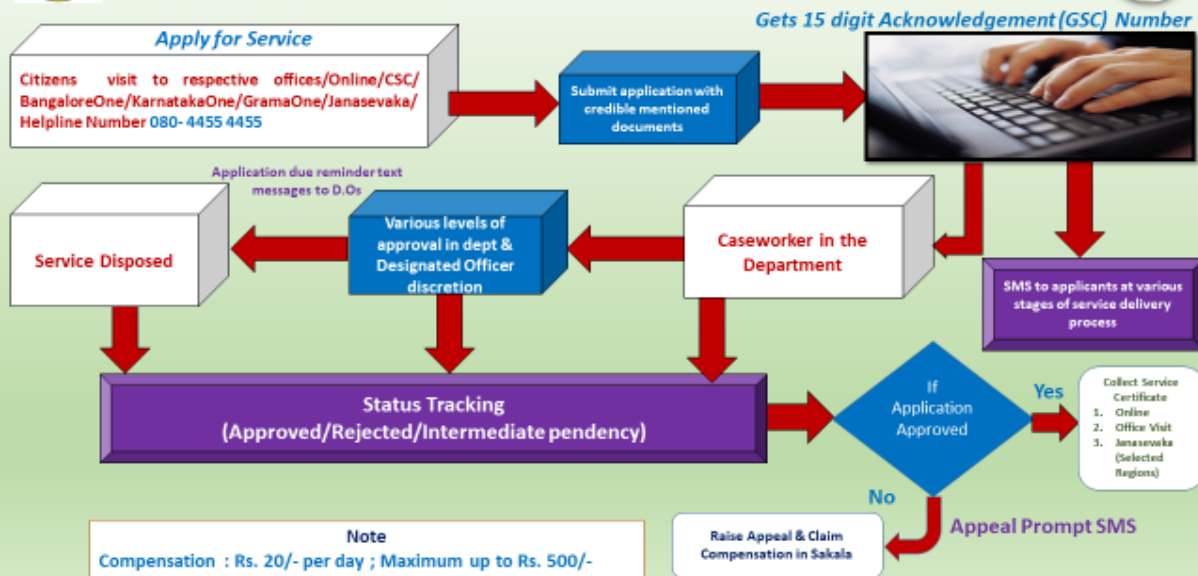


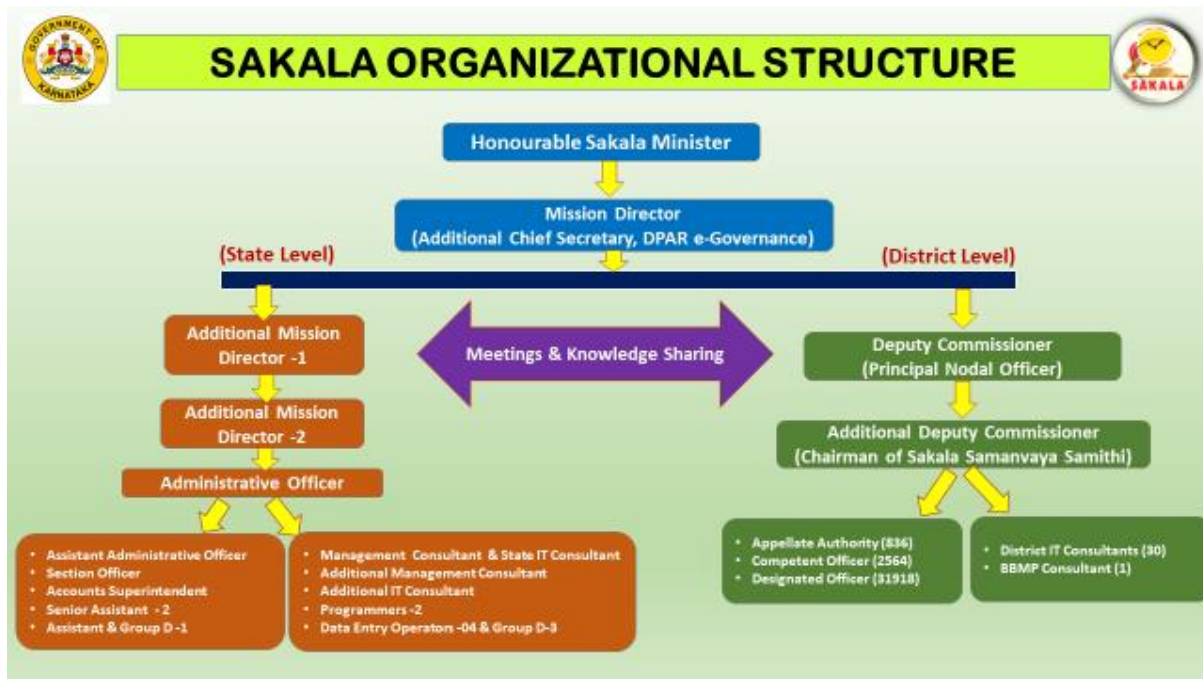
Significance of Act-

- **Standardize and Simplify Citizen Service** delivery systems and make the Government more accountable to its citizens
- **Vision is to ensure Citizen friendly governance** with time bound service guarantee
- **IT system in place** to bring all services online with assistance of NIC and Seva Sindhu
- **Sustainability of project for over 10 years** reflects its acceptance by all stakeholders



Sakala Service Delivery Process





THE KARNATAKA SAKALA SERVICES ACT

- The **Act is very simple** in its provisions
- There are **20 Sections** and about **28 Sub sections**
- There are **Rules** which govern/guide the enforcement and applicability of the Act to ensure standardization

Some important provisions of the Sakala Act:

- **Right to obtain service within stipulated time limit:** Every designated officer and his subordinate public servant of the Public Authority shall provide the citizen related services specified in the Schedule to the citizens eligible to obtain the service, within the stipulated time and also display the same on the notice board of their offices.- **Section: 3(2)**



THE KARNATAKA SAKALA SERVICES ACT



Some important provisions of the Sakala Act:

- **Providing services within the stipulated time:** The stipulated time shall start from the date when required application for scheduled service is submitted to the designated officer or to a person subordinate to him authorized to receive the application in such manner as may be prescribed. Such application shall be duly acknowledged - **Section: 5(1)**
- The designated officer on receipt of an application shall within the stipulated time either directly provide the service or through an officer duly authorized by him or reject the application and in case of rejection of application, shall record the reasons in writing and intimate to the applicant, the information about the period of making appeal against the decision and all the details of the competent officer to whom the first appeal lies - **Section: 5(2)**



THE KARNATAKA SAKALA SERVICES ACT



Some important provisions of the Sakala Act:

- **Liability to pay compensatory cost :** Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.” - **Section: 9**



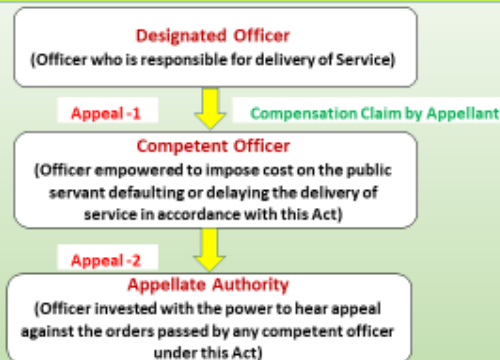
THE KARNATAKA SAKALA SERVICES ACT



- Any person, whose application is rejected or who is not provided the service within the stipulated time, may file an appeal to the competent officer within thirty days from the date of rejection of application or the expiry of the stipulated time limit-**Section: 13(1)**
- **Procedure governing fixing of liability-** Within a period of fifteen days of the payment of compensatory cost, the competent officer after conducting preliminary enquiry, shall issue a notice against the public servant found responsible for the delay in delivery of such citizen related services in such manner as may be prescribed, calling upon him as to why the compensatory cost paid to the citizen may not be recovered from him - **Section: 11(1)**
- An appeal against decision of competent officer shall lie to the appellate authority within sixty days from the date on which the decision was made -**Section: 13(3)**



Sakala Mission – Process Flow



- The Karnataka Sakala Services 2011 (Amendment) Act, 2014 ensures that notified services shall be disposed within the stipulated time in default of which the applicant shall be paid compensatory cost (upon demand)
- In-case of default, the paid compensation is thereupon recovered from the public servant responsible for the delayed decision
- Sakala Mission Monitors this service delivery mechanism of Government of Karnataka

NGGWS – Webinar Report



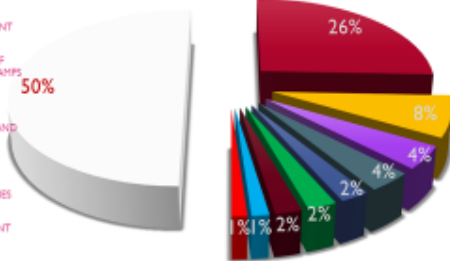
Sakala Statistics (Cumulative as on 28-02-2022)



Receipts	Disposals	Delayed Disposals	Delayed Disposal Percentage	In-time Disposition (Strike Rate)	Rejection	Rejection Rate	Overdue (as on 20-04-2022)	Compensation Paid
26,56,95,517	26,41,70,070	1,30,21,165	4.93%	95.07%	1,69,31,707	6.41%	79,187	3,37,649

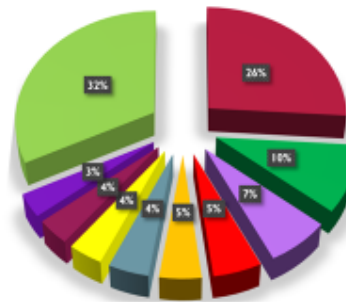
Major Service Providing Departments

- REVENUE DEPARTMENT
- TRANSPORT DEPARTMENT
- INSPECTOR GENERAL OF REGISTRATION AND STAMPS
- FINANCE DEPARTMENT
- RURAL DEVELOPMENT AND PANCHAYAT RAJ DEPARTMENT
- HOME DEPARTMENT
- FOOD AND CIVIL SUPPLIES DEPARTMENT
- SURVEY AND SETTLEMENT COMMISSIONER
- TRANSPORT CORPORATIONS (KSRTC)
- Others (Remaining Departments)



POPULAR SERVICES

- All types of Case Certificate
- Residence Certificate
- Update of Pledge and release details in RTC
- Update of Fhoed details in RTC
- All types of Income Certificate
- Sandhya Suraksha
- Learners License
- Driving License
- Crop Certificate
- Other Services (Remaining 1,106 Services)



Sakala 2.0 -Strengthening Citizen Centricity





SAKALA PROGRESS – SAKALA 2.0



- **Work flow Based Mapping** : This initiative shall assist citizens in tracing the intermediate stages of their service application. In the current system only Designated Officer is held responsible for disposal of service
- **Sakala Appeal Prompt SMS**: Initiative to increase Appeals in Sakala. If the application is delayed or rejected, an automated text message is delivered to applicant's mobile number with a link to raise Appeal in Sakala
- **Compensation payment through DBT**: As per sub section 3 of Section 6 of Sakala Act Citizens can file Appeal and seek compensation against delay in delivery of services. Under this compensation payment mechanism the compensation payment shall be delivered to citizens through DBT on approval of Nodal officers of respective departments without any delay
- **Sakala Citizen Happiness Index (SCHI)**: Pilot mode initiative to enhance quality of citizen service delivery. Result of Survey Conducted in the month of January 2022 (97.59% of Citizen were Satisfied in the month of January 2022)



SAKALA PROGRESS – SAKALA 2.0



- **Rejection Analysis Module**: 10% of rejected applications shall be automatically moved to the nominated officer's login on monthly basis. Provision shall be given to Nominated officers to view these rejections and verify their genuineness
- **Sakala Mitra**: An IEC initiative in association with Non Government Organizations to create door to door awareness and also conduct citizen requirement study through student volunteers
- **Sakala KIOSK**: To promote faceless & Cash less transaction
- **Sakala on Tesz**: Digital platform to resolve Citizen queries (Pilot Mode). Sakala has achieved over 1,00,000 views in this platform (Sakala has also received 'Best Citizen Caring Government Departments Award')
- **Sakala Internship Program**: Opportunity for Graduates/Post-Graduates to learn and contribute to the India's largest public sector service delivering entity
- **Sakala Samanvaya Samithi (S.S.)** – To keep a check on pendency, rejections, zero receipt offices & ensure in-time disposal of services. Over 400 Sakala Samanvaya Samanvaya Samithi Meetings have been conducted across state of Karnataka in last 11 months



SAKALA PROGRESS – SAKALA 2.0



- **Appreciation Certificates** for better performers
- **Automatic Generation of Show cause Notice for under performers**
- **Khata Service Reform: Introduction of Sakala Name Matcher feature to reduce the third party intervention during Khatha Application raising process**
- **Khata Registration Service Reform: Whenever another resident from the same apartment applies for 'Khata Registration' the applicant shall be provided the service by referring the previously approved 'Sub-Municipal Number'**
- **Sakala Training Sessions in Association with ATI, Mysuru & DTIs**



SAKALA PROGRESS – SAKALA 2.0



- **BBMP Joint Khata: Online upgradation for joint Khata applications with provision, insisting for all Khata holders e-sign at the time of submission of applications**
- **Sakala Service Compendium: One click knowledge repository of Sakala Act & Notified Services**
- **Sakala Sapthaha: Celebration of Citizen Service delivery in Karnataka**
- **Sakala Training Manual: To remove Obsolescence among officials and to familiarize new recruits with Sakala**
- **Khata Extract Service Reform: Option available in Admin login to view uploaded Khata Certificates**



RECOGNITION & EVALUATION



Awards Received – Prime Minister’s Award for Excellence in Public Administration, National Award for e-Governance, Commonwealth Association for Public Administration and Management Award, Google Innovator Award, ELETS CLOUDGOV award, QCL-D.L Shah Quality Awards, Best Citizen Caring Government Departments Award

Concurrent Evaluation & Training sessions at various stages have been conducted by – Administrative Training Institute Mysuru, Booth School of Economics, University of Chicago U.S.A , International Market Research Bureau (IMRB), Indian Institute of Development Management, Bhopal through DARPG (Government of India), Indian Institute of Management Bengaluru ,



@sakalamission



@Sakala.Official



sakala@nic.in

Website: www.sakala.kar.nic.in

Sakala Help Line Number- 080 4455 4455



THANK YOU

ANNEXURE – II – PRESENTATION – “e-SEVA”



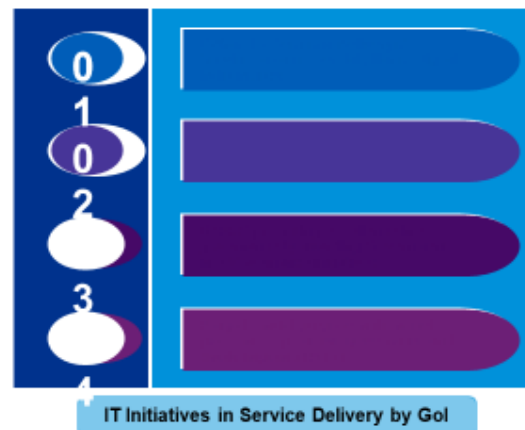
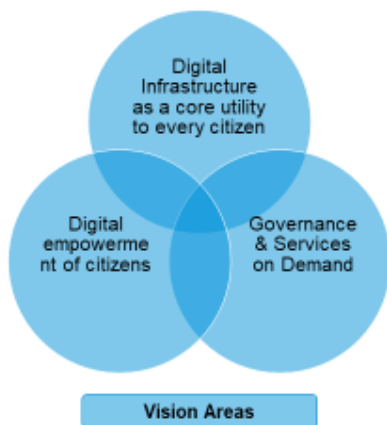
e-Seva Government of Andhra Pradesh DARPG National Good Governance Webinar Series on "Improving Public Service Delivery via e-SEVA"

E-Service Delivery Initiatives by Gol



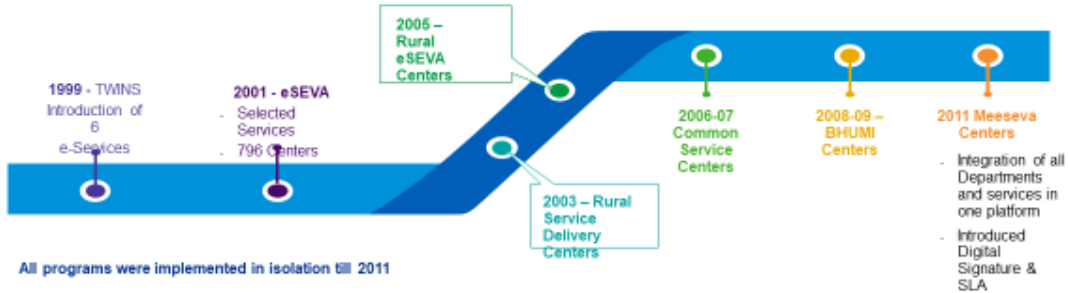
The Vision of Digital India programme is to transform India into a digitally empowered society & knowledge economy.

Hon'ble Prime Minister believes that use of Technology in Service Delivery ensures fast, transparent & feedback-based system.



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Evolution of e-Administration in Andhra Pradesh | AP as a LEADER in IT Initiatives



- Introduction of Sub-SLA
- Tracking of Applications
- Automation of application at all levels
- Introduction of Digital Signature at all levels

Need for Creating the Village Secretariat System

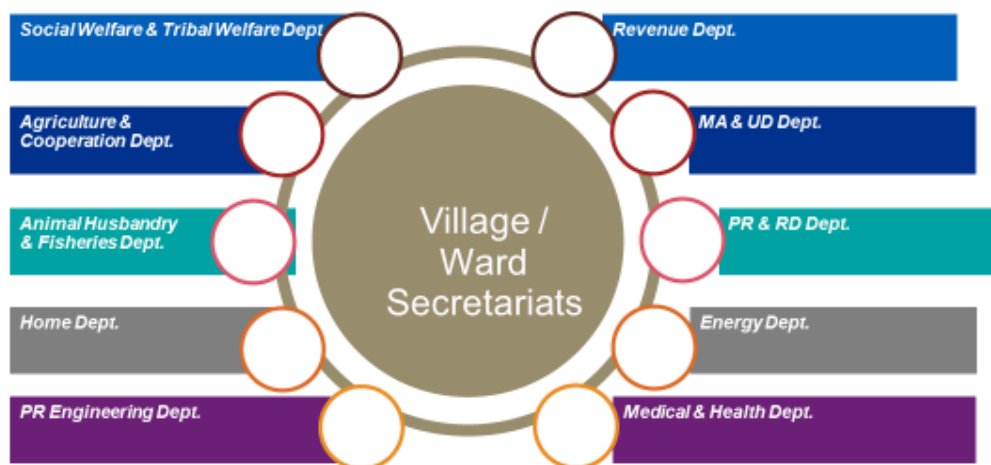
Under leadership of Hon'ble Chief Minister, the Government is committed to deliver welfare schemes and services meticulously at the doorsteps of its citizens, with strict adherence to quality and timelines

This Decentralized System aims to

- 1 Extend the benefits of welfare schemes to all eligible beneficiaries on a saturation basis.
- 2 Providing various Government and other services at the doorsteps of Citizens through single window system.
- 3 Mapping the field level functionaries with clearly specified roles.
- 4 Ensure convergence amongst various parent departments.
- 5 Preparation and timely implementation of village development plans.
- 6 Redress citizen grievances at the secretariat level itself.

Established **15,004** Secretariats [11,162 (74%) in rural and 3,842 (26%) in urban areas]

Workforce recruited for e-Seva via Village & Ward Secretariats



11 functionaries in rural and 10 functionaries in urban areas
Workforce of ~4.25 Lakhs – Functionaries (1.6 Lakhs) and Volunteers (2.65 Lakhs)

Secretariat Infrastructure & Hardware

- Each Village / Ward Secretariat is provided with
 - Own building
 - 4G Internet Connectivity
 - Desktops
 - UPS
 - Multifunctional Printer
 - Laminating Machines
 - IRIS Reader
 - Finger-print scanner
 - Smart Phone with a 4G SIM to Mahila Police
 - High-Security Stationery
 - Lamination Pouches, and
 - other stationery
- The Department has provided each Grama/Ward Volunteer with a Smart Mobile with a 4G SIM
 - Total 2.9 lakh Smart phones & 2.9 lakh FPS devices have been provided to all Volunteers
- In addition to the mentioned IT and hardware infrastructure, each Village / Ward Secretariat is provided essential posters and assets to implement major schemes & Services.



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Major Schemes & Services delivered electronically

	Schemes	Services
State Government	Ammavodi	Integrated Certificate
	YSR 'Sunna' Vaddi (SHGs)	Income Certificate
	YSR Pension Kanuka	Arogya Sri Card Registration
	Jagananna Vasati Deevana	Mutation and Title Deed cum PPB
	Jagananna Vidya Deevana	ROR-1B
	YSR Cheyutha	Member Addition in Rice Card
	YSR Asara	House Site Application
Central Government	PMSVANidhi	Birth & Death Certificate
	PM KISAN	NREGS Job card
	PMAY	CSC services
		Aadhaar services

e – Grievances Redressal System

	Regular Departmental Works	Grievances Redressal
State Government	Water supply	<ul style="list-style-type: none"> · Taking citizen grievances from 3pm to 5pm everyday at Secretariats · Toll Free Number (1902) is available for registering grievances · Redressing all DBT and non-DBT scheme grievances · Navasakam Beneficiary Management
	Sanitation	
	Streetlights	
	Revenue related works	
	Awareness drives	
	Training & Capacity Building	
Central Government	NREGS works	
	Housing related works	

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IT Initiatives

- **Monitoring**
 - Service Level Agreement (SLA) – The period agreed by the Department to deliver the service to the citizen
 - Sub-SLA – The period in which the respective Officer must clear the application at their end.
- **AP SEVA portal – One stop solution for every Government services and schemes**
 - Implementing 540+ services pertaining to 35 Departments.
- **End to end integration**
 - Automated all levels in the process – starting from taking application to delivery of services.
- **Eliminated physical movement of applications** curtailing any chances of corruption and Red-tapism.
- **Trainings to staff**
 - 1.6 lakh employees trained
 - 1.6 lakh logins created

Unique Citizen friendly measures taken by the Department

- Introduced **SMS facility** to applicant at each stage
- Applicant can check the **status of application** on mobile
- **Social Audit** of all schemes and services
- Display of eligible and ineligible **beneficiaries list** with reasons
- Introduction of **Sub-SLA level** monitoring
- 1 Volunteer mapped to every
 - 50 households in rural &
 - 100 households in urban
- **Citizen Outreach Program (COP)**
 - Visit all households, interact and explain at
 - Collecting grievances
- **Beneficiary Outreach Program (BOP)**
 - Taking e-KYC of the applicant for all schen

Transaction Details



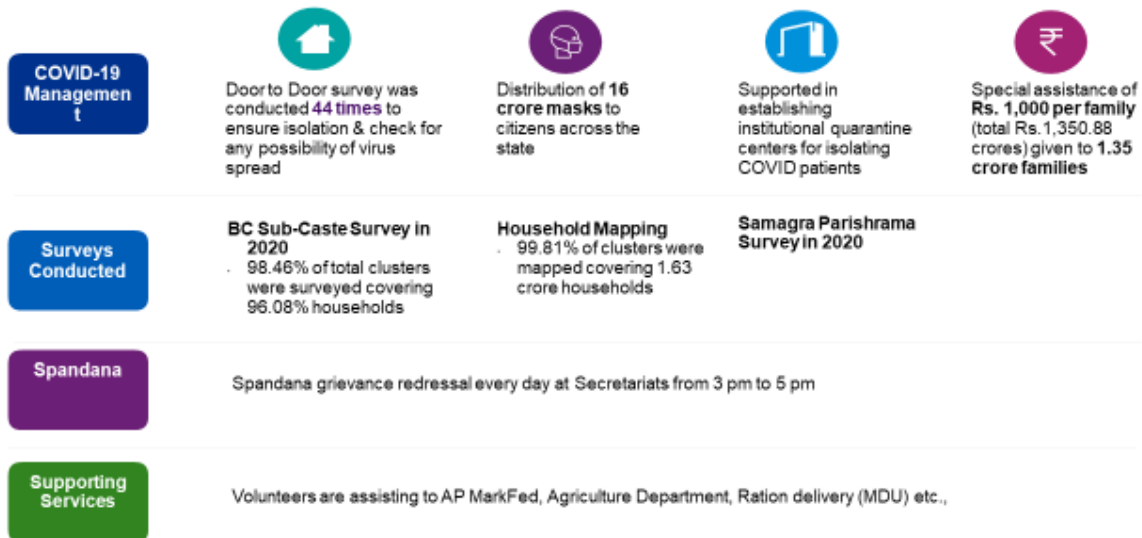
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Outcomes | Delivery of Welfare Schemes & Services

Department has been ensuring the delivery of benefits via 35 welfare schemes and a financial support of **Rs.1,75,376 crore (DBT + Non DBT)** to eligible beneficiaries in past 3 years



Achievements | COVID-19 Management, Volunteer Appreciation Program, Surveys and Spandana



Extension to Village Secretariats



Vision

GoAP ultimately aims to bring Service Delivery from e-SEVA to m-SEVA (mobile) i.e. doorstep delivery of Services in a more transparent manner.

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