

## ಕರ್ನಾಟಕ ಸರ್ಕಾರ

ಸಂಖ್ಯೆ: ಸಿಆಸುಇ 79 ಎಸ್‌ಎಎಂಎಸ್ 2020

ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸಚಿವಾಲಯ,  
ಸಿಬ್ಬಂದಿ ಮತ್ತು ಆಡಳಿತ ಸುಧಾರಣೆ ಇಲಾಖೆ (ಇ-ಆಡಳಿತ  
2ನೇ ಹಂತ, 6ನೇ ಮಹಡಿ, ಕೊರಡಿ ಸಂಖ್ಯೆ:607,  
ಬೆಂಗಳೂರು, ದಿನಾಂಕ: 06-11.2020

ಇವರಿಂದ,

ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿಗಳು  
ಸಿ.ಆ.ಸು ಇಲಾಖೆ (ಇ-ಆಡಳಿತ),  
ಸಕಾಲ ಮಿಷನ್.

ಇವರಿಗೆ,

ಜಿ.ಎ ಸುದರ್ಶನ್, ಭಾ.ಆ ಸೇ  
ಮುಖ್ಯ ಮೌಲ್ಯಮಾಪನಾಧಿಕಾರಿಗಳು,  
ಕರ್ನಾಟಕ ಮೌಲ್ಯ ಮಾಪನ ಪ್ರಾಧಿಕಾರ,  
2ನೇ ಮಹಡಿ, 2ನೇ ಹಂತ,  
ಬಹುಮಹಡಿ ಕಟ್ಟಡ, ಬೆಂಗಳೂರು.

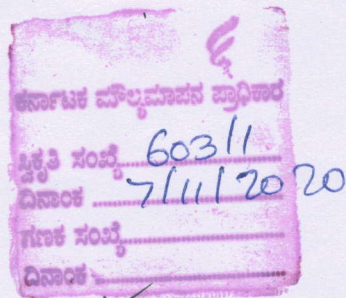
ಮಾನ್ಯರೇ,

ವಿಷಯ: ಮೌಲ್ಯ ಮಾಪನ ಅಧ್ಯಯನಗಳ ಶಿಫಾರಸ್ಸುಗಳ ಮೇಲೆ ಕ್ರಮ ಕೈಗೊಂಡ ವರದಿಗಳ ಬಗ್ಗೆ.

ಉಲ್ಲೇಖ: ಅರೆ ಸರ್ಕಾರಿ ಪತ್ರ ಸಂಖ್ಯೆ:ಕೆಇಎ 51 ಎ ಟಿ ಆರ್ 2019, ದಿನಾಂಕ:25-08-2020.

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ಮೇಲ್ಕಂಡ ವಿಷಯಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ಉಲ್ಲೇಖಿತ ಅರೆ ಸರ್ಕಾರಿ ಪತ್ರದಲ್ಲಿ ಸಿಬ್ಬಂದಿ ಮತ್ತು ಆಡಳಿತ ಸುಧಾರಣಾ ಇಲಾಖೆಗೆ ಸಂಬಂಧಿಸಿದಂತೆ ಸಕಾಲ ಸೇವೆಗಳ ಮೌಲ್ಯ ಮಾಪನವನ್ನು 2018-19 ರಲ್ಲಿ ಕೈಗೊಳ್ಳಲಾಗಿದ್ದು, ವರದಿಯ ಮೇಲೆ ಕೈಗೊಂಡ ಕ್ರಮಗಳ ಮಾಹಿತಿ ಒದಗಿಸುವಂತೆ ಕೋರಲಾಗಿದೆ. ಆದುದರಿಂದ ಸಕಾಲ ಮಿಷನ್ ಗೆ ಸಂಬಂಧಿಸಿದಂತೆ ಕೈಗೊಂಡ ಕ್ರಮಗಳ ವರದಿಯ ಮಾಹಿತಿಯನ್ನು ಇದರೊಂದಿಗೆ ಲಗತ್ತಿಸಿ ಕಳುಹಿಸಲು ನಿರ್ದೇಶಿಸಲ್ಪಟ್ಟಿದ್ದೇನೆ.



ತಮ್ಮ ವಿಶ್ವಾಸಿ,

*(Handwritten Signature)*  
(ಸೀಮಾ ನಾಯಕ್. ಬಿ)

ಆಡಳಿತಾಧಿಕಾರಿ

ಸಕಾಲ ಮಿಷನ್

ಸಿಬ್ಬಂದಿ ಮತ್ತು ಆಡಳಿತ ಸುಧಾರಣಾ ಇಲಾಖೆ (ಇ-ಆಡಳಿತ)

*(Handwritten Mark)*

## Karnataka Evaluation Authority Report – Response from Sakala Mission

### Awareness

Recommendations/Issues	Action Taken
<ul style="list-style-type: none"> <li>• There is a need for a greater increase in awareness of the act's name - particularly in Davengere (45%), Chamarajanagar (59%) &amp; Bangalore (60%). Helpdesks should be more proactive &amp; improve visibility of Notice Board, as only 41% Citizens have noticed them.</li> <li>• Need to create increased awareness among citizens on Sakala through a combination of sources like posters, TV ads and notice boards at Nemmadi Kendras since a combination of these three is likely to have a higher and wider reach among citizens.</li> <li>• only 18% of applicants were women. Greater attention should be provided for Women to empower them.</li> </ul>	<ul style="list-style-type: none"> <li>• IEC Wing has been proposed for creating awareness &amp; Educating citizens about Sakala.</li> <li>• Sakala Facebook page and Twitter pages are being used as a tool to strengthen Sakala.</li> <li>• An aggressive I E C Campaign has been designed for citizen education.</li> <li>• Awareness Campaign has been scheduled with self help groups of Women and Child Welfare Department, co-operative Societies, Milk Unions, teachers from Department of Education, and National Rural Livelihood Mission to educate people about Sakala.</li> <li>• Sakala Notice Board installation percentage has been about 89% in the year 2020.</li> <li>• Helpline number 080 4455 4455 has been popular and every month the mission has been receiving calls from all over Karnataka.</li> <li>• Sakala has been receiving highest number of applications from Bengaluru Urban district (on an average 4,00,000 applications per month)</li> </ul>
<ul style="list-style-type: none"> <li>• Although giving mobile numbers is mandatory, only 25% of citizens have given their Mobile number during the time of submitting applications. Need to create awareness among citizens as well as training to data operators is required to rectify this issue.</li> <li>• Steps should also reduce the menace of agents</li> </ul>	<ul style="list-style-type: none"> <li>• e-sign is being introduced in Sakala to avoid middleman interference and will be introducing Sakala Sakhi to increase the word of mouth awareness.</li> <li>• Call centre will be used as interpersonal communication tool to create awareness about Sakala.</li> <li>• e-sign will be effective for application processing to avoid wrong entry of mobile numbers and avoid agent interference to quite an extent.</li> </ul>

<ul style="list-style-type: none"> <li>• Since 40% of the citizens came to know through Neighbors/Friends, word of mouth publicity will also increase the level of awareness (a <b>happy citizen</b> is a positive source of awareness). Road shows can also be conducted at prominent locations to increase the level of awareness.</li> <li>• Promotion can be done through Government utility bills etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Concept of “Sakala Citizen Happiness Index” has been proposed to evaluate the quality of service received by citizen via Sakala.</li> <li>• There has been a proposal for mandatory acknowledgement of service certificates with Corresponding GSC numbers. This will act as an enabler for word of mouth publicity.</li> <li>• Proposal has been made for compulsory inclusion of GSC number on Service certificate. Government utility bills could be considered as an alternative option.</li> </ul>
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### Proof of acknowledgement

Recommendations/Issues	Action Taken
<ul style="list-style-type: none"> <li>• Still 8% of the citizens are receiving acknowledgement through slip and chit. Frequent audits should be put in place to ensure that this practice is completely eradicated.</li> </ul>	<p>An SMS alert system is already in place and citizen do receive the acknowledgement (Provided Citizens give correct mobile number)</p>

### Reason for rejection

Recommendations/Issues	Action Taken
<ul style="list-style-type: none"> <li>• Though a small proportion, but citizens whose application is getting rejected, almost half of such citizens do not receive a satisfactory reason for rejection. This situation is more serious in Bangalore and Davanagere.</li> <li>• For 64% of such citizens whose application is rejected, the reason was “documents not provided” – proper citizen education is lacking at the time of submission which is still an area of improvement!</li> </ul>	<ul style="list-style-type: none"> <li>• In BBMP cases the officer logins have been equipped with a drop down for rejections remarks.</li> <li>• For all the other districts Officers have been provided with a text box to enter the reason for rejections.</li> <li>• Also a Gate keeping mechanism has been proposed to reduce the rejection rate. (Rejection Rate for last two years has been 6.9%)</li> <li>• Gate Keeping mechanism is an initiative to keep citizens well aware about the reason why their application could be rejected and how it can be avoided.</li> <li>• Rejection rate analysis reports are used by senior officials including Chief Secretary to Govt., of Karnataka during various Departmental review meetings (Sample proceedings enclosed). Thus according high priority to qualitative disposal of citizen requests.</li> </ul>

<ul style="list-style-type: none"> <li>• There is a need to deep dive and further analyze with such customers on what is it that they were unhappy about.</li> </ul>	<ul style="list-style-type: none"> <li>• Proposed Sakala Citizen Happiness Index (SCHI) will largely focus on Citizen centricity highlighting the Citizen Happiness Index for Sakala on Monthly basis.</li> <li>• Feedback is being taken from citizens through Sakala Call Centre to sense the sentiments and feelings of citizens. This feedback forms basis for route cause analysis of citizens unhappiness, etc.</li> </ul>
<ul style="list-style-type: none"> <li>• If it is a knowledge concern, more regular trainings need to be put into place. However, if it is otherwise, audits should help catch such staff.</li> </ul>	<ul style="list-style-type: none"> <li>• A structured training system is in place in association with Administrative Training Institutes and District Training Institutes. District IT consultants conduct regular trainings at District Level whenever new services are added, service procedures are amended besides interacting with the officials concerned on day-to-day basis. Electronic modes of training like Video Conference based Training is used for training employees spread across the state.</li> <li>• has been proposed to avoid obsolescence among internal as well as external staff/officials.</li> <li>• Sakala Vigilance Wing has been created to conduct regular inspections.</li> </ul>

### Compensation

Recommendations/Issues	Action Taken
<ul style="list-style-type: none"> <li>• Awareness about the compensation is extremely low. However, those who are aware have availed the compensation.</li> <li>• Create awareness among citizens on the steps to be followed in case of delay in service delivery. The process flow chart can be displayed at the notice boards in Nemmadi Kendras or citizens can be provided with hand-outs on what has to be done in case of any delay in the service delivery. This should be done at the time of application submission.</li> </ul>	<ul style="list-style-type: none"> <li>• Sakala Automated Text Message to Citizens with 'Appeal Prompt' has been already proposed.</li> <li>• Reminder messages to be delivered to citizen saying that he is eligible for compensation and in cases where application is pending even after the stipulated period or rejected, the citizen will be receiving a text message along with a link to raise an appeal.</li> <li>• Also Sakala Call centre number 080 4455 4455 is being projected in Notice Boards displaced across the designated offices.</li> </ul>