



1. Executive Summary

About Sakala ACT

Karnataka State Legislature has passed a bill to provide guarantee of services to citizens in the State of Karnataka within the stipulated time limit. This Act is called the Karnataka Sakala Services Act, 2011 and is commonly referred to as Sakala. Karnataka is the tenth state to incorporate an act under Right to Public Services legislation.

The Sakala Services was implemented on a pilot basis in four Taluks/Blocks of 4 districts. The pilot phase of the Sakala was launched on 1 March 2012 in northern most backward Taluk of Aurad in Bidar district and in three other Taluks of Chitradurga, Dharwad and Dakshin Kannada districts. The program was fully launched on April 1, 2012 covering 151 services in 11 departments. The Second phase began on 2 November 2012 wherein 114 additional services were added taking the total to 265. The Third phase began on 16 August 2013 wherein another 110 services were added taking the total to 375. In the Fourth phase, in September 2013, another 44 services were added and 28 more services added in the fifth phase. Later on, in the sixth phase, additional 32 services were added and the same was expanded to include 478 services, covering 47 departments, sub-departments and corporations.

A comprehensive IT solution has been developed by National Informatics Centre (NIC), to enable implementation of the Act by providing a transparent



on-line monitoring mechanism for the services requested by a citizen. Whenever the request for a service is made, the citizen receives an acknowledgement slip with a unique 15 digit number called the Guarantee of Services to Citizen (GSC) number.

With the help of GSC number, a citizen can monitor the status of his application on the website, which also has all information about the Act, department, services, time frames, service procedures, checklists of documents to be submitted and frequently asked questions etc. This system has a mobile interface as well. Citizens can check the status of their application by sending an SMS from a mobile phone by typing their 15 digit GSC number. The system will send a reply back to them with current status of the application. Citizens can also contact the Call Centre at 080-44554455. Citizens are encouraged to give their mobile numbers at the time of registration so that they can be automatically intimated about the interim status of their applications, thereby reducing their number of visits to office.

In case the application is rejected or if the service is not provided within the stipulated time, citizens can file an appeal before the competent officer (CO) to redress their grievance quoting the GSC number. The competent officer will hear the appeal and redress the grievance within the specified time. Citizens are also eligible for a compensatory cost of Rs. 20 per day for the delayed period subject to a maximum of Rs. 500 from the CO, upfront. The same shall



be deducted from the salary of the designated officer or his subordinate responsible for delay or default, within 30 days.

Need for the study

Karnataka Evaluation Authority (KEA) commissioned an evaluation to understand whether the ACT is currently meeting the citizens' expectations in terms of service delivery and to gauge the level of overall performance pertaining to each Citizen Experience touch point. The purpose of the intended evaluation was to diagnose the reasons behind this un-steady performance (if any) and take steps to ensure that citizens in Karnataka State get all the services they need in time and on demand. In order to provide a professional, objective and impartial assessment of the prevailing ground situation and make suitable recommendations to achieve these objectives, KEA entrusted IMRB International to conduct the evaluation.

Methodology

A mix of qualitative and quantitative methods has been adopted in this study. The study began with a qualitative phase where a visit was made to the Sakala office in Bangalore for discussions with the internal stakeholders. The purpose of the discussion was to understand in detail the needs and expectations from the survey in terms of the deliverables from the study. Based on the inputs from the exploratory phase, a draft questionnaire was designed.



It was decided to conduct a Pilot study before the main phase to test the response level of citizens and administration of the questionnaire parameters. The Pilot study was conducted among the citizens who had availed the services under Sakala. The data for the Field work was collected manually (random sampling was done) from the Nemmadi Kendras/Gram Panchayat offices and BBMP offices. Face to face interviews were conducted with the citizens with the help of a structured questionnaire. The pilot phase was conducted in Bangalore district, covering 2 departments, namely Revenue and RDPR. The findings of the Pilot phase were presented before KEA & DPAR for their approval, post which the main phase was initiated.

Internal discussions were conducted with DPAR for the inclusion of additional parameters in the questionnaire and the same was finalized by IMRB with the consent of DPAR & KEA after multiple reviews. Face to face interviews were conducted with the citizens to assess their current satisfaction level with respect to the various services offered through Sakala website. The survey was conducted covering 117 services under 17 departments across 6 districts viz. Belgaum, Bengaluru, Chamrajnagar, Dakshin Kannada, Davengere & Gulbarga.

The list of 117 services covering all departments were selected randomly from the list of services under Sakala in consultation with DPAR. The districts were identified in such a manner that there is a fair representation of all zones in the State.



Profile of citizens surveyed

A sample of 10000 citizens in 6 districts viz. Bangalore, Belgaum, Chamarajanagar, Dakshin Kannada, Davengere & Gulbarga who have availed any of the services under consideration for the survey, under the Sakala initiative were selected at random from the database provided by DPAR to understand the effectiveness of Sakala ACT and also understand their current satisfaction level with respect to the various services offered through Sakala. These citizens were also asked whether they had availed any services before the introduction of Sakala and if yes, such citizens were asked to rate their experience on the services availed before the introduction of Sakala (Pre-Sakala experience). Personal interviews were conducted with these citizens, post taking appointments from them, using a structured questionnaire designed for the survey. Majority of the citizens surveyed were Male (82%). Higher percentage of citizens was in the age group of 30-34 years. OBCs were the largest social group (42%), followed by FC (27%) and SC (13%). 41% of the citizens surveyed are from Villages, followed by 31% from City, 20% from Town and 8% from Large city. 22% of the citizens belong to SEC C and 65% of them are Below Poverty Line.



Key outcomes of the study

The awareness about the ACT by name “Sakala” was higher among the citizens (70%). The major source of awareness for Sakala was through Reference (63%), followed by Neighbor/friend & Newspaper (40%) and Notice boards (34%). 99% of the citizens were happy/very happy with the delivery of service.

For getting information on preliminary process and procedures, most of the citizens (76%) contacted the official/staff at application counter. Majority of the citizens (90%) received the unique 15 digit number (GSC) as an acknowledgement to their service request.

93% of the citizens did not face any delay/default in the delivery of the service. Citizens have obtained timely services from Departments of RDPR, Labour Department, Home Department and Commercial Tax. A few citizens (18%) proactively followed-up from their end on the status of the application.

Coming to the profile of the citizens who availed services under Sakala, 18 % of citizens who availed various services are women. Citizens belonging to OBC, SC and ST categories represent 42%, 13% and 7 % respectively of the total citizens availing services. 19 % of citizens who have availed services belong to 30-34 years, 16% to 25-29 years, and 15% to 35-39 year age category. Hence almost 50 % of citizens availing services belong to 25-39 year age category. 65% of citizens availing services are in the BPL category and 41% of the citizens availing services are from villages.