



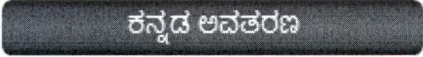
## Sakala

‘The Karnataka Sakala Services Act 2011’ provides for guarantee of services to citizens in the State of Karnataka. April 02, 2012, saw the horizon of Sakala, in the first phase 151 services were included, later in December 2012, and The Second phase saw an addition of another 114 additional services taking the total to 265.

### What is SAKALA?

Sakala is a legislation which assures timely delivery of government services to citizens by the Government departments concerned. This basically means all the services that are covered under Sakala can be got without paying a single rupee as bribe and in time! In all, Sakala offers 265 services under various departments which are most needed by the citizens. In Short, It is an Act to empower the citizens in getting what they want in the time defined.

To know what these 265 services are: Log on to: [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in) . Various tabs/links are available and each will give you details. For example: Under ‘Office’ > you could select the department & the Service you wish to avail, this will give you information on the list of offices and their phone numbers where you could contact. The Website is also available in

Kannada click on  in the same link. The Best option though, is to call the Sakala Call centre 080 4455 4455.

How do you Identify Sakala? the logo says it all....



In the event of any delay, the hammer of justice falls on the designated official, who has to cough up @ Rs 20 for every days delay upto Rs 500. Today, we are close to touching 2 crore citizens who have used Sakala as a means for getting what they want! 6 have claimed compensation!

## How Does Sakala Work? – A few tips

❖ 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.



❖ Whenever the request for the 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 the GSC number, a citizen can monitor the status of his application on the web-site [www.sakala.kar.nic.in](http://www.sakala.kar.nic.in)

❖ This system also has a mobile interface. Citizens can check the status of their application by sending an SMS to 92123 57123 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 are encouraged to give their mobile numbers at the time of registrations so that they can be automatically informed about the interim status of their applications, through SMS. Hence their visits to offices are reduced (gain in Carbon Credits).

❖ In case the application is rejected without a valid reason or if the service is not provided within the stipulated time, citizens can call or simply call the call Centre – 080 4455 4455. The competent officer(CO) will hear the appeal and redress the grievance within the specified time.

❖ Citizens can claim the 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, next month after a summary enquiry.

## The Sakala Management

In order to accord it a high priority - A Mission has been constituted to assist Department of Administrative reforms in the implementation of this Act. This Mission is led by a Senior IAS officer -Dr. Shalini Rajneesh, Secretary Administrative Reforms Department as ex-officio Mission Director, assisted by Mr. Munish Moudgil, IAS as the Addl. Mission Director, they are assisted by core team of 3 members to manage the everyday affairs.

Moving forward, The Mission will soon go online where citizens can apply for select services coming under Sakala at the convenience of their homes or cyber cafes. We have developed some analytical tools to understand and get to the depth of problems and resolve them to make citizens life easier!

