



IMPACT OF SAKALA IN INCREASING TRANSPARENCY IN ADMINISTRATION - A MACRO LEVEL ANALYSIS

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Abstract

The evidently found that in the present 21st century is witnessing the revolution in information communication technology. The revolution of ICT has far reaching impacts on the Indian society. Even the political system of India also has been influenced by such a new change. There have been many significant efforts in utilizing ICT in providing governance to the citizens. In this effort in 2011 Karnataka Government has brought out the programme of Sakala which had brought greater changes in the lives of the people of Karnataka state. Hence, in the present study an attempt is made to examine the overall functioning of Sakala programme and also to analyse the role it plays in bringing transparency in the administration in the state. The sources of secondary data have been used and content analysis method had helped to analyse such aspects in a systematic manner. It was found that the programme of Sakala had changed the model of bureaucracy.

Keywords: E-governance, Sakala, ICT, Bureaucracy, Administration.

I. INTRODUCTION:

The advancement of ICTs in the present scenario has gotten huge upgrades human improvement through providing information. The expanding use of ICTs has acquired significant changes the general public by enabling the majority and enlarging the scope of common society everywhere throughout the world. The cutting edge innovations like web and other web offices have improved the association of residents with the administration (Bertot; 2008).

Currently the society is witnessing revolution in ICT. Things which are not dynamic are considered as mortal. The ascent of e government has been a standout amongst the most striking improvements of the web. Global movements towards expanded sending of IT by governments developed in the nineties, with the coming of the World Wide Web. The innovation just as egovernance activities have made considerable progress from that point forward.

Perceiving the expanding significance of gadgets, the Government of India set up the Department of Electronics in 1970. The consequent foundation of the National Informatics focus (NIc) in 1977 was the primary significant advance towards e-Governance in India as it brought 'data' and its correspondence in core interest (Dwivedi & Bharti; 2010)

E- governance is turning into a popular expression. Over the world, we have been catching wind of e-governance as financial issues' growing everyday, each legislature has begun to broaden its organization from abnormal state to low dimension for relieving of the different sorts of issues of financial, science and innovation, and so forth with gigantic utilization of electronic gadgets (ICT). Truth be told, for the most part on the planet, both created and creating economies broadly utilizing a wide range of electronic gadgets to make government organization quicker, straightforward and responsible (Wikipedia.org)

With regards to India, being the one of the biggest nations democratically, demographically and topographically; as expressed, despite everything it has hole of utilizing govt. administrations to its huge populace. Notwithstanding it, there are still issues identified with financial winning in the nation like joblessness, destitution, training, wellbeing, banking and business, and so forth. Therefore, govt. of India has been propelling the different activities so as to conquer these issues with least govt. furthermore, most extreme administration by colossal utilization of electronic gadgets. "E-Governance is comprehensively characterized as an utilization of Information Technology to the working of the Government. E-government not just cultivates the straightforwardness in the administration forms yet additionally enable the natives to take an interest in the political procedures" (Singh; 2010)

With the help of it, each state, in the nation, has propelled various activities (tasks of egovernance) so as to give administrations to its enormous services. Despite this compelling procedure, as said the issues above, hindering the accomplishment of e-administration somewhat. The present paper will examine the advancement, activities, issues-difficulties, and future prospects of programme of SAKALA in Karnataka state in a macro level.

II. BACKGROUND OF THE STUDY:

Karnataka passed the Service Guarantee Act in 2011. The mission method of executing this Act titled SAKALA – meaning in time-has been in task in all the 30 regions of the State from April 2012. At the absolute starting point, the State included upwards of 151 administrations, a credit to its as no other State endeavored this numerous administrations. 11 divisions – Revenue, Food and Civil Supplies, Women and Child Welfare, Education, Health, Urban Development, Home, Finance, Labor, Transport and Rural Development offered numerous administrations which would be conveyed inside a stipulated time. In the event that the offices neglected to submit to the guaranteed time, the residents would be remunerated with a measure of Rs 20 every day, the most extreme measure of pay is fixed at Rs.500 per application (Wikipedia.org)

The State of Karnataka has had the benefit of being a pioneer in the IT division. It has been positioned second, as the pioneer in e-Readiness in the nation. There are numerous zones where ICT has been connected to encourage administration. So as to improve administration conveyance and change open complaints, the State has actualized a few e-Governance undertakings like Bhoomi, Nemmadi and Bangalore One. The State has taken up other online administration activities, for example, the Jan Mitra by the R D and P R office, open complaint redressal frameworks that help natives document their complaints by means of a helpline, site, versatile or through post. The Citizen Charters have been actualized in 35 divisions (Iyer; 2017)

Be that as it may, these activities have not had the option to fulfill the common people. Convenient administrations have been missing adding to the agonies and issues of the natives. This made the administration to reconsider and present an Act which has residents as essential issue of accentuation wherein they are ensured of the conveyance of open administrations on schedule.

The Karnataka Guarantee of Service to Citizens Act 2011, additionally alluded to as Sakala Act was put on the administration scene in the State to connect the polarity between the natives and the organization. This emerged with the developing acknowledgment of the civil servants that "all isn't well", that the residents were thinking that its terrible to go to the administration workplaces as they "observed the local officials to be generic, paper situated and could escape when they didn't convey benefits on schedule and additionally when they didn't convey by any means." The tragedies and burdens of the general population were unnoticed to and there was a tendency to move more towards privatization (SAKALA ACT – 2011).

The complaint redressal instruments also were getting limited to enlisting complaints at the Chief Ministers Office which could deliver just 15 to 20% of it. "Perform or die" – is the reasonable signs that administrators read and made them welcome the administration ensure Act. They found in the Act a chance to "all in all improve their image picture".

The time bound conveyance of administration likewise entitles that administration quality is improved. This is finished by tending to different procedures engaged with looking for and conveying administrations, for example, giving data on the workplace and authority to approach for getting to the administration, data on the archives that should be connected to help the administration demand, knowing the status of the administration demand, subtleties of the call focus and help work area for activity and for administration redressal.

Utilizing the media and by method for the Citizen Charter showed at each open specialist, the rundown of administrations accessible under Sakala is made known to the native. The Citizen Charter has the subtleties of the assigned officer who could be reached, and the time inside which the administration would be conveyed and the rundown of the records required to be submitted (Kalsi, Kiran & Vaidya; 2009)

III. OBJECTIVES OF THE STUDY:

- To examine the programme of Sakala in Karnataka State.
- To study the role of Sakala in improving transparency in administration.

IV. METHODOLOGY OF THE STUDY:

To fulfill the above stated objectives the researcher has obtained secondary data from various sources. The following are the sources of secondary data: Books, Articles, Reports, etc. Method of content analysis had been employed to gather required secondary data.

V. Results and Discussion:

The Implementation of the Programme of Sakala in Karnataka State

The program of Sakala has altogether modified the technique for working of different divisions with reference to satisfying needs of people in general.

In its first year, the Sakala website got more than 20 million forms of which 96.55% were provided with in the stipulated time (KGSC).

Under Sakala the services were those that people required to get to different focused on social plans, for example, Caste certificate, Income declaration, enlistment of birth and death, driving licenses, FIR related copies, and so forth. A group from the Center for Public Policy at IIM Bangalore had conducted field visits, investigate the information on how they had performed created through the gateway and assess the rollout of the program.

In 2014, the programme was additionally granted ISO confirmation and a review directed by the Indian Market Research Bureau uncovered that of the 4.38 crore applicants who looked for services under the Karnataka Sakala Services Act over the most recent 20 months, 99 percent were happy with the services (The Hindu: 2014).

Notwithstanding the thankfulness showed by the people who got to the program, Sakala got the 2013-14 National e-Governance Award, the 2014 Commonwealth Association for Public Administration and Management's global advancement grant and in 2015, there was dynamic thought to receive a comparative model at the Center (Hebbar: 2015).

VI. The Major Strengths of the Programme of Sakala:

The following are the major strengths of the programme of Sakala, which have been identified by numerous studies indicating special features which enable the common people to get various government services:

- It works in mission mode and has distinguished the district magistrate as the main nodal officer in each one of the thirty districts. Further, it has a devoted IT experts just as elite information section administrators as it depends on a far reaching IT arrangement which gives a straightforward web based checking system for the preparing of administration demands.
- An acknowledgement slip with a one of a kind 15 digit number called the Guarantee of Services to Citizen (GSC) number is concurred to each administration demand, which upgrades transparency.
- The bilingual website is accessible to people in both English just as Kannada.
- There is additionally a SMS-based checking facility wherein the framework sends message refreshes each time the status of an application changes.
- Further, a committed helpline helps candidates by means of a ring focus set at each Taluk.
- An in-person help work area is controlled by customer gatherings, previous government authorities and NGOs at the Taluk level.

- A complaint redressal component is incorporated with the Sakala Services Act, which qualifies residents for remuneration on the off chance that pre-fixed timetables have not been clung to.
- This developing mass of uninformed residents keeps on using existent structures of bureaucratic system, which regularly traps them in delayed cycles of formality and helpless before agents.
- In addition, preparing of authorities constantly to keep pace with quick innovative advancement demonstrates to be a test, particularly as the conveyance of these abilities was uneven among different branches of the legislature at the dispatch of the program.
- Developing dangers to the undertaking are not only innovative but rather identify with the frames of mind of workers to figure out how to adjust to another framework.

VII. Conclusion:

As it was mentioned earlier that in the present scenario the usage of ICT has been increasing significantly. Part of this revolution E-Governance has obtained momentum in India. Particularly the state of Karnataka has excelled in this stream by launching the programme of Sakala. During the study it was found that the Sakala had fulfilled the needs of the people in Karnataka state and providing paradigm shift in working of bureaucracy.

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