

EFFICIENT CITIZEN SERVICE DELIVERY SYSTEM TO MAKE GOVERNMENT MORE ACCOUNTABLE TO ITS CITIZEN.

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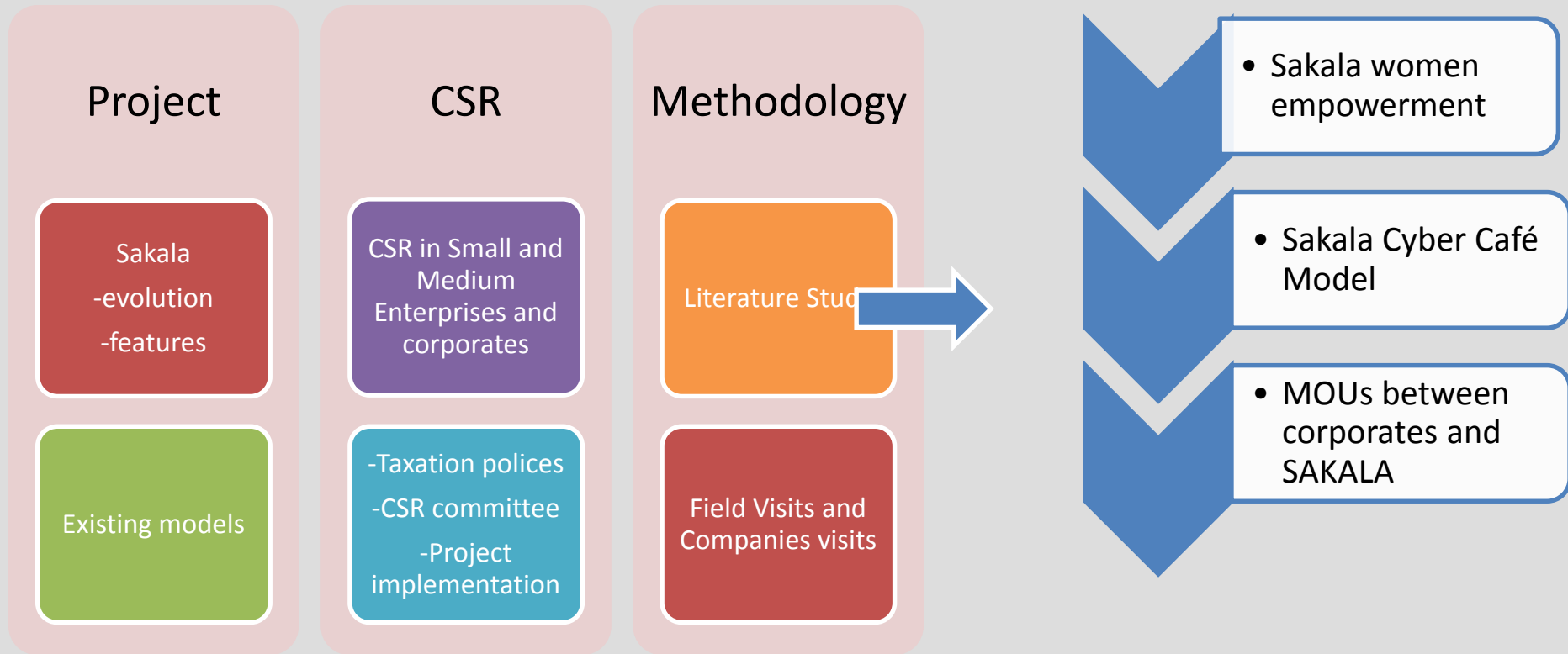
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Presentation Date: 15.07.2014



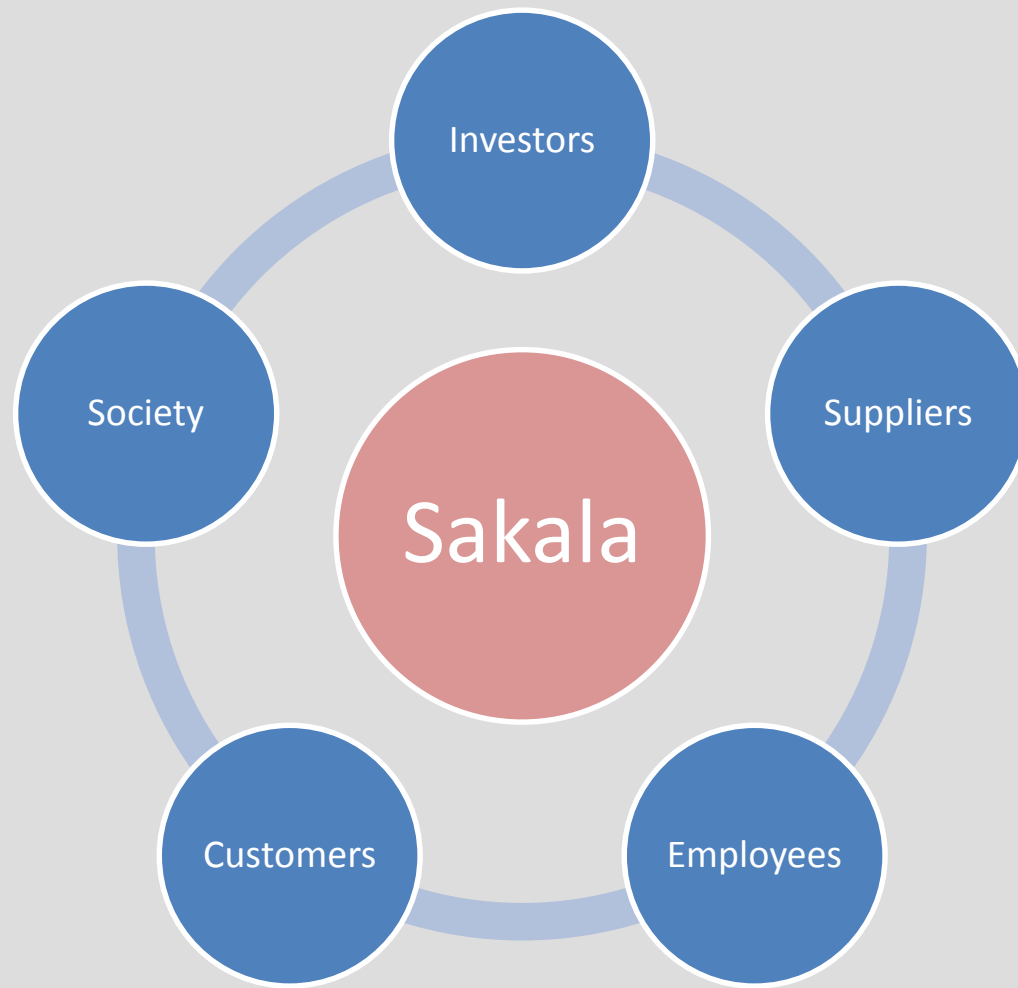
Overview of the Presentation



What?

Why CSR?

HOW?



- **SAKALA (Karnataka Citizen Service Act 2011)**
- Time bound service delivery to citizens
- 478 services, 47 departments, 150 online services
- Compensation of Rs. 20 per day for delay in service



The screenshot shows the official website for the Karnataka Sakala Services Act - 2011. The header includes the state emblem and the text 'ಕರ್ನಾಟಕ ಸರ್ಕಾರ ಕರ್ನಾಟಕ ಸಕಾಲ ಸೇವೆಗಳ ಕಾಯಿದೆ - ೨೦೧೧' and 'Karnataka Sakala Services Act - 2011'. The NIC logo is also present. The navigation menu includes Home, About Act, FAQ, Departments, Services, Office, Service Procedure, Feedback, Search, Forms, and Contact Us. The main content area features a welcome message and links to 'Sakala Online Services', 'SAKALA ANALYTICS AND COMPLAINTS', and 'Download Sakala App(Android) NEW'. A central graphic displays 'Karnataka Sakala Services Act - 2011' with the slogan 'No More Delays ... We Deliver In Time' and 'SAKALA NOW GIVEN IN TIME'. It highlights '47 DEPARTMENTS INSTITUTIONS' and '478 GOVERNMENT SERVICES'. A circular diagram lists various services with their respective timeframes: Police (11 days), Fire (3 days), Health (3 days), Education (3-7 days), Transport (7 days), Agriculture (15 days), PDS (15 days), and others. At the bottom, it provides contact information: 'Citizens, come, exercise your rights' with contact details (080-44554455, www.sakala.kyf.nic.in) and 'Employees Compensate Citizens @ Rs. 200 (up to Rs. 2000) for every day's delay in services'. The right sidebar contains interactive buttons: 'ಕನ್ನಡ ಅವತರಣಿ', 'Interactive', 'Check Services Request Status' (with a form to enter GSC/FAP/SAP No.), 'Call Center' (with contact number 080-4455 4455), 'Visitor No : 636485', 'Sakala Clock', 'Public Reports', and 'May 2014 Report Card'.

- Companies act 2013, section 135
- Schedule VII activities

- Women empowerment
- Poverty eradication

- Environment sustainability
- Health improvement

- Vocational skill development
- Education promotion

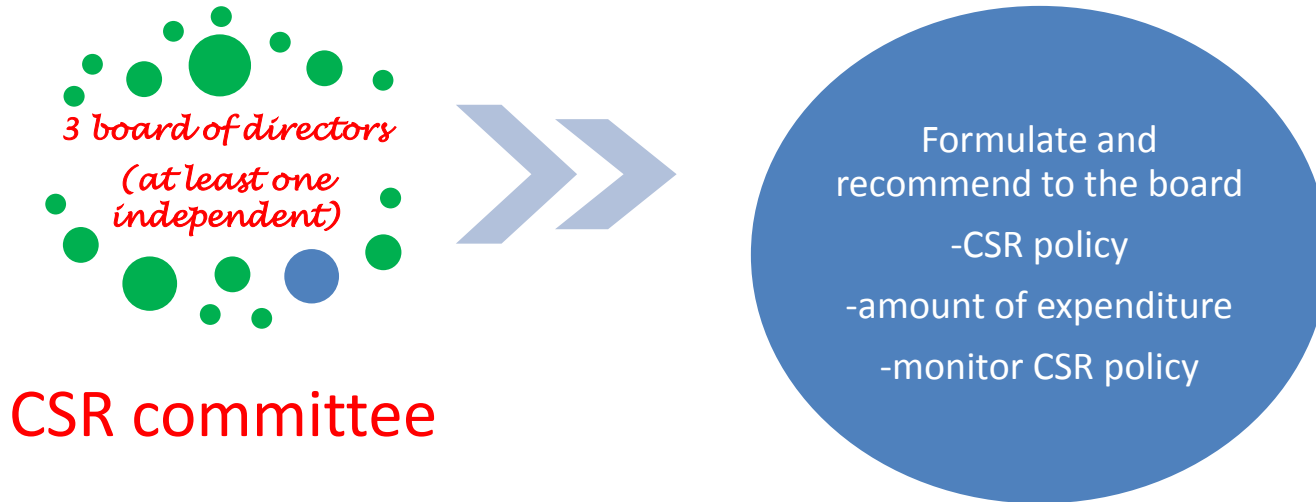
Turnover more than Rs 1000 crore

Net worth of Rs 500 crore or more

Net profits of Rs 5 crore or more

- Net profit shall be computed as per section 198 of the Companies Act
- 'Company' includes foreign company having a branch or office in India.
- Dividend income received from another Indian company or profits made by the company from its overseas branches have been excluded.

2% of average net profits of previous three years



It is mandatory for companies to disclose their CSR policy, programs/ projects undertaken and amount spent in their report and the CSR rules provide for a separate format for this

The revised CSR and sustainability budgetary allocation for CPSEs is as under:-

Net Profit in the previous year	Budgetary allocation as a % of net profit in previous year
Less than ₹ 100 Crs	3% - 5%
₹ 100 Crs - ₹ 500 Crs	2% - 3%
₹ 500 Crs and above	1% - 2%

Source: Department of Public Enterprises, Guidelines on CSR and Sustainability for CPSEs

- Any surplus arising out of CSR activities will not be considered as business profit for the spending.
- Companies are permitted to train their employees to build CSR capabilities.(expenditure ceiling 5% in one financial year)

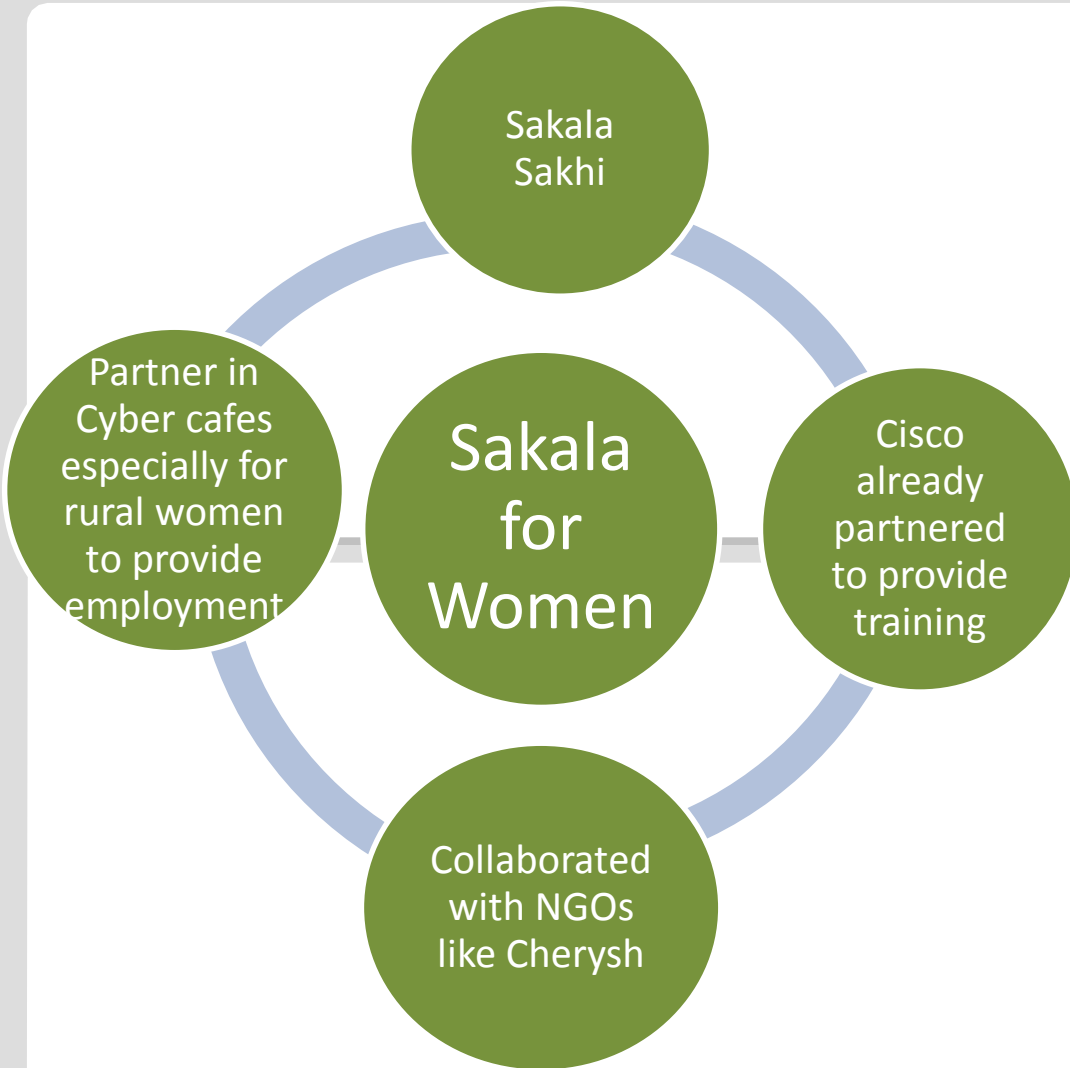


Obligation of business to society/ simply philanthropic charity

Pooling Resources

Collaborating with other companies for undertaking CSR projects or programs is also permitted subject to the condition that the collaborating companies are in a position to report separately as per the reporting requirements under the act.





- Train about Sakala services
- Special cyber cafes can be setup where women will be employed
- One women can train and aware two others.
- Can contact self help groups and NGOs already working with Sakala



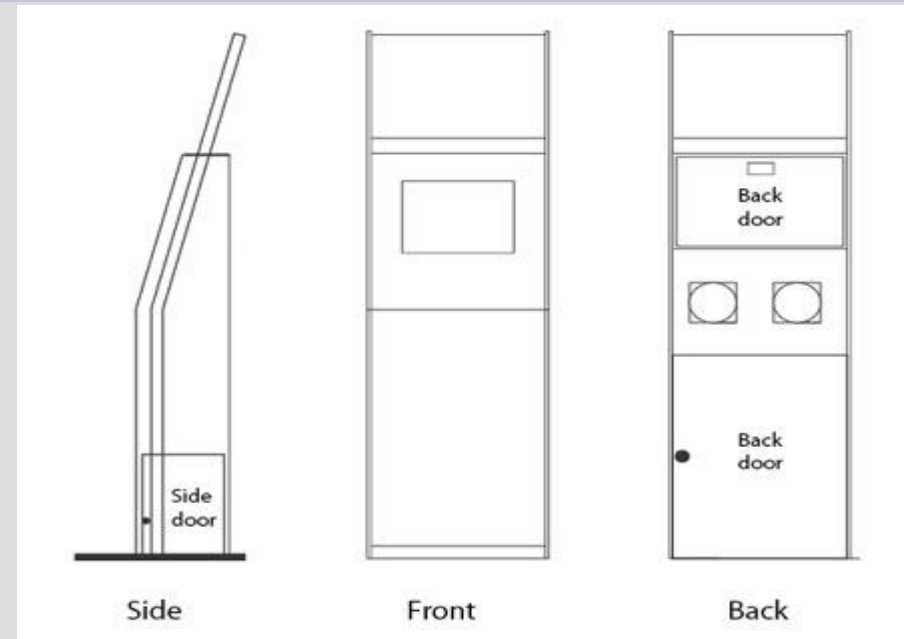
Cyber Café model

- On the basis of estimated numbers of transactions per day, chargeable can be arrived.
- Expenses such as infrastructure, server cost, maintenance, hardware and software cost and customer helpdesk should be considered.
- Minimum requirements are computer, internet connection, printer, scanner, camera.
- Extensive training, landholdings and support can be provided to the stakeholders for their comfort.
- Educate vendors about importance of e-governance.
- Initial periodic and later frequent review and inspection visits.
- Awareness can be intrinsic part of project by hoardings, boards.



Information Kiosk

- Improves transparency between government and citizen.
- Provides information about citizen services at their doorsteps specially in rural areas.
- In commercial location, the distance between 2 kiosks should be at least 500 m.
- In residential location it should be at least 1 km.
- Location with high number of footfalls, the distance can be reduced to 250 m.
- Company logo can be show cased @ Rs 1 lakh per kiosk
- The information support can be provided by Sakala.



**Any service
Any time
Any where
Any One!!**





- Helpdesks are at every taluk in government offices where personnel will assist in delivering efficient citizen services. The application process can be explained and the documents required will be specified to avoid rejections.



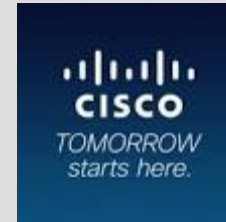
- Companies specially related to IT can donate their obsolete technology like laptop, desktop, softwares can be donated for training rural youth.



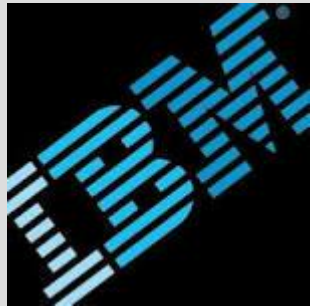
- Employees of companies can become mitras (ambassadors) who can volunteer to spread awareness about Sakala services and train youth (specially women) for using available government programs.

- I went to Bangalore for 1 week. Visited 17 companies to get to know what the are firms who will be interested to partner with SAKALA for CSR.
- Major drawback was short duration of the visit. It takes a long time to follow up.
- I made a questionnaire which can be filled online. It can be used by Sakala CSR team for future works.
- Attended national level workshop and met officials from FKCCI, CISCO, Vodafone. FKCCI can help to get industrialists who fall under the mandate to participate in Sakala projects.
- Major contribution of the project is to coordinate with IICA to conduct a one day workshop in Bangalore on 3rd September for SMEs ,NGOs training them as to how to implement CSR projects.

Current partners of Sakala



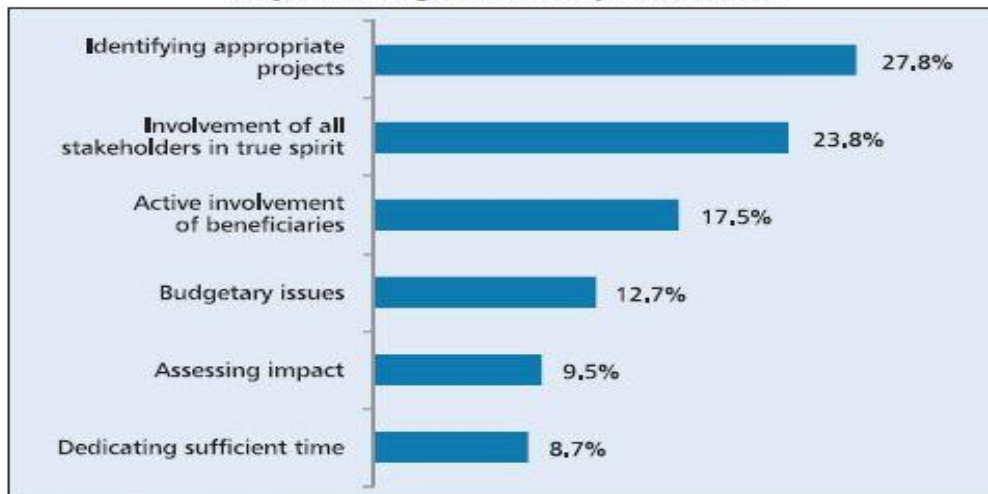
Prospective clients visited in Bangalore



- Companies awareness about Sakala and the impact they have seen in day to day life due to transparent and accountable governance.
- Particular questions related to their experience in receiving services.
- Areas they are doing CSR spending.
- Percentage of net profits they are spending in CSR.
- Specifications about their CSR committee if any.
- How the companies process , approach and screen CSR applications.
- Whether they are planning to expand current CSR spending?
- What are the major factors taken into account while partnering in CSR projects.

- Companies mostly route their projects through NGOs.
- They look into previous interactions and past relations with the organisations before partnering for a social project.
- Many companies are not taking CSR activity on an urgent basis. They will plan it next year , towards the end of the financial year.
- Companies do not trust government to provide efficient implementation and regular guidance and support.

Major challenges in CSR implementation



Source: D&B Research

SAKALA CSR



- 1 year project
- The company can choose from the already prepared models of Sakala or can come with their own innovative model which should be in accordance of vision and mission.
- The companies should regularly update Sakala about performance.
- Sakala holds authority to review the on ground outcomes by interviewing and inspecting the stakeholders.
- Vendors/ partners should maintain complete balance sheet.
- The contract will be renewed each year with the consent of both parties.
- Sakala will hold proprietary control of Project Innovation Intellectual property rights.
- Training, information and conceptual support can be provided by Sakala.



Way forward- Sakala one day workshop in Bangalore

- To be held on 3rd September in Bangalore
- Will be conducted by IICA National Foundation for CSR team to train Corporates, NGOs, MSMEs regarding the new mandate, legal features, how to implement CSR projects, how it will help them, how SAKALA provides various option to companies to choose according to their interests.
- It will also help Sakala to understand and frame review and renewal mechanism that are corporate friendly and promote interest of companies in Sakala .

Time	Topics
08:30 - 09:00	Registration
09:00 - 09:05	Welcome
09:05 - 9:30	Address by the chief-guest
9:30 - 09:45	Introduction, Welcome, Goal & Expectation setting
09:45 - 10:45	Overview of the Section 135 of the Companies Act, 2013 and CSR Rules (Ms. Gayatri Subramaniam)
10:45 - 11:00	Question Answer/FAQs (Ms. Geetanjali Gaur)
11:00 - 11:15	Tea & Networking
11:15 - 12:30	CSR Policy and Formulation of Strategy (Ms. Geetanjali Gaur)
12:30 - 13:00	Discussion on Project/s identification (Ms. Gayatri Subramaniam)
13:00 - 13:45	Lunch & Networking
13:45 - 14:30	Scope for IAs in CSR Partnerships – Corporate Connect (Ms. Geetanjali Gaur & Ms. Gayatri Subramaniam)
14:30 - 15:30	Project Development/ Concept note writing and defining the project (Ms. Gayatri Subramaniam)
15:30 - 15:45	Tea & Networking
15:45 - 16:30	Monitoring and Evaluation (Ms. Gayatri Subramaniam)
16:30 - 17:00	Mandatory Reporting (Ms. Geetanjali Gaur)
17:00 - 17:30	Conclusion and Closure (Ms. Gayatri Subramaniam)

Thank You!

RAKSHAK
FOUNDATION

