

**“SAKALA ACT – A TOOL FOR SOCIAL CHANGE AND PUBLIC ADMINISTRATION: A Case Study of Karwar District”**

**(Karnataka Guarantee of Services to Citizens Act-2011)**



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*By*

**SRI. IRAPPA. R. KAJAGAR.**

**M.A.,M.Phil.**

**Asst. Professor of Political Science,  
SES's MAHASATEE ARTS COMMERCE AND SCIENCE COLLEGE,  
ULGA, KARWAR-581328.**

**(Affiliated to Karnataka University, DHARWAD)**

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***SAKALA ACT (In Time or Good Time): A TOOL FOR SOCIAL CHANGE AND PUBLIC ADMINISTRATION- A CASE STUDY OF KARWAR DISTRICT***

Modern states are called as “welfare states” and the motto of bureaucratic administration is to introduce welfare measures for the benefit of the society. ‘**Democracy**’ is a peculiar form of government. Democracy is aimed at bringing a lot of changes into the living style of the people. The government organs create awareness among the people to safeguard their fundamental rights as enumerated in the Indian constitution. The global policies like Globalization, Privatization and Liberalization have made some negative impacts on society and have affected to the public administration of the states. In this juncture, people seek administrative support to lead day-today life. The new technical initiatives of the government have directly helped the people to get the information and services from the government machinery, such as the Bhoomi project, RTI, RTE, and E-seva etc.

Public Administration is the heart of the modern states. The meaning of “**Administration**” is “**To care for**” or “**To look after the people**”. The word is derived from the latin word ‘**Ad+ministrare**’ which means “**To serve**”. According to L.D.White “*Administration is a moral act and administrator is a moral agent*” {White L.D. Introduction to the Study of Public Administration, 4<sup>th</sup> Ed.,P,.xvi} Democracy is a style of life. The expectations of the people should be fulfilled through the government administration. People generally expect speedy services and more transparency from the government. In the era of Globalization democratic administration and public welfare put in crisis

Because of information technology citizens are directly linked with the administration. The 1999 Bhoomi Project established best relations with 67 lakh farmers and it has saved 8 to 9 crores of rupees to the public exchequer in the year 1999-2000.

A person holding public office funded by public money cannot be free from public accountability and he has to be very meticulous about transparency and fairness in duty. Today in Globalized era, modern government is spending 50% to 60% of their income for public services. Because of administrative hurdles, the government services are not reaching properly to all class of people. Citizens are threatened by market chaos under economic and social pressures caused by globalization.

Even after 68 years of Independence Indians are not enjoying many Rights like right to employment, right to food, pure drinking water, right to shelter, and health. The condition of rural people is still very critical, majority of families are depending on agriculture, the idea of good governance has not reached to their locality. Recently Government of Karnataka has passed SAKALA ACT (In time service or In good time) to provide speedy government services for citizens. Information and communication Technologies (ICT) has recognized as potential tool of empowerment. Government operations have to be transparent and decent.

### **Aim of Sakala:**

The main aim of the introduction of Sakala was to cater to various services like, obtaining land record extracts, building plan approvals, certificates etc. All of these activities consumed a lot of peoples' time and in order to curb this, the Karnataka Guarantee of Services Act – Sakala was introduced. This will guarantee the delivery of citizen services in a short span of time.

This Act tries to fulfill the partial desire of the people to get time bound services from the Government machinery. Democratic nature of government has to function in its own way as per the wish and will of the people.

**Accountability:**

A SAKALA Act must lay down clearly on the principle of accountability. That is, it must state specifically as to who is responsible for providing the particular services. Penalties should be imposed for officials who delay without just cause the giving of information or refuse on unwarranted grounds. The law must contain a provision for timely rendering of services. The concerned public officials should face a penalty in case the service is not given on time. The time limit should be reasonable and should not jeopardize a person's rights. Time limits should be set in order of urgency and accessibility.

The will of the people shall be the basis of the authority of the government and reiterates that everyone has a right to take part in the government and that everyone has the right of equal access in the public service. Thus the relationship between citizen and governance is largely appreciated at this juncture. Getting in time service by the government machinery is a constitutional right of every citizen and for that they are paying tax.

India is the country where we see 73% of total population living in villages. We can raise some questions with regard to SAKALA ACT in administration. In what way the citizens are being benefited by this Act? Can we expect non-corrupt and in time service by the Government by this Act? Can we say new administrative procedures leads to social change and equality? These questions are based mainly on practical implication of Sakala administration.

Hence it is felt necessary that, thorough study of public administrative procedures of departments can give only solution for these questions.

### **OBJECTIVES:**

Concerns to study of this research paper some objectives are framed. They are as follows:

1. To study the level of awareness among citizens towards general public administration.
2. To assess and examine the impact of SAKALA Act on public administration.
3. To study the level of accountability and transparency.
4. To study about the behavior of the general public, political leaders and local officers about corrupt services.
5. To study the impact of SAKALA on Social justice and equality through good governance.

### **1.11 Hypothesis:**

Some hypothesis has been framed to conduct analysis on SAKALA Act:

1. There is a free flow of link between acts and developments.
2. Some acts may lead to change public administration into more transparent and accountable.
3. Time bound services by government may change the life style of rural people.
4. Government programmes lead to create more awareness and bring social justice.
5. More participation by public leads to maintain quality management by government to keep documents.

### **1.12 Scope of the study:**

After enactment of SAKALA Act (In Time/good time) immense scope availed to the researcher to examine and study the impact of this Act on public administration and society; this research study limits to the rights and awareness of people. A sincere attempt will be made to

study the general structure of Democracy and public administration. The Accountability, Transparency, Equality, Social justice and Social audits will be focused in brief. An attempt will be made to find out loopholes and suggestions. Now districts are to be considered as unique administrative units of the nation. So the impact on one district may show the result of act at all level. So this study limits to Uttar Kannada district only.

### **SIGNIFICANCE OF THE STUDY:**

This research paper would help in bridging the huge gap between the public and the officials it will give good scope to the subject to examine and study the impact of act on modern society and how the government machinery would react with its employees. In the era of globalization it is challenging to the modern government to provide speedy and non-corrupt administration.

Since corruption is a major and serious problem of the country, one has to take some initiatives to eradicate it forever in order to get the public works done on the basis of priority. This is a very bottle neck situation in India as to who is to knot the bells to the cats. why should not one combat corruption through the popular initiation of the Jana Lokpal Bill the parliamentary history of India? The people across the country have extended their overwhelming support to the civil leaders like Anna Hazare and Yoga Guru Ramdev to continue their fight against corruption and bring back money which has been staked in international banks for the over all development of the country. But the Sakala Aact which is passed by the Karnataka state helps to eradicate corruption at some level. This research study limits to study about the impact of Sakala Act on administrative machinery and society and suggest measures for non corrupt services.

## **The Plan of the Study:**

The material gathered from various sources and from the adoption of different research techniques has been arranged for the purpose of the convenience of the study and analysis put in VI Chapter. No chapter in independent but organic link between one chapter and the next so that they all together make a single integrated whole. The underlying current of the whole research work is the examination of the change in the procedures of government administration and definitely the Sakala Act is the main source for changing democracy and society into speedy manner. It establishes the transparency in the procedures of the administration.

The plan of research work is designed in the following chapters:

- CHAPTER I : INTRODUCTION
- CHAPTER II : SAKALA ACT IN KARNATAKA-An overview
- CHAPTER III : UTTAR KANNADA DISTRICT-A PROFILE
- CHAPTER IV : SAKALA ACT AND SOCIAL CHANGE: An X-ray
- CHAPTER V : DATA ANALYSIS AND INTERPRETATION
- CHAPTER VI : CONCLUSION AND SUGGESTIONS

The 2005 Right to Information (RTI) Act represents one of the country's most critical achievements in the fight against corruption in recent years. Under the provisions of the Act, any citizen may request information from a "public authority" which is required to reply

expeditiously or within 30 days. The Act also requires every public authority to computerize their records for wide dissemination and to proactively publish certain categories of information for easy citizen access. This act provides citizens with a mechanism to control public spending.

### **Transparency International**

This study about corruption covers 31 states and union territories and is focused on poor and rural areas. It includes below poverty line peoples in both rural areas and urban slums. (TI India-CMS 2007 Corruption Studies) (2008) – MDRA Study on Corruption in Trucking Operations (2006) This report is based on a study to assess the nature and extent of corruption in trucking operations, using both quantitative and qualitative research methods. The report found that, for every kilometre covered by commercial trucks, an average Re. 0.70 per km is paid out in bribes

UNCAC Gap Analysis was conducted by TI India in 2007 to identify the legal and institutional gaps existing between the convention's requirements and India's legal and institutional framework. ([http://www.transparencyindia.org/Global Corruption Report 2008](http://www.transparencyindia.org/Global%20Corruption%20Report%202008) and 2007). The country report section of TI's Global Corruption Report provides an overview of corruption-related issues in a selection of countries, worldwide including India.

The Accountability of local officers, Transparency, Equality, Social justice and Social audits will be focused in brief. An attempt is made to find out loopholes of administrative procedures and suggestions. They would help to improve the effective implementation of government administration. Now Government of Karnataka passed SAKALA Act, (In time or Good time) this Act has great impact on the general public administration and acts as a tool for social change



and development. Even after 68 years of independence the modern states have not given speedy administrative services for citizens.

Present administrative procedures are associated with traditional mode so that it leads to red tapism and, corrupt practices. Due to new inventions in the technology the government administration can do more work, with least staff and in short duration. Government has to render its service to the citizens with utmost care. RTI and SAKALA are the best instruments they can change the nature of public administration and face of the democracy. This act intends to change the whole administrative structure. Not only this much, it aims to protect the interest of the public rather than the employees. It is being challenging task to the government in the era of globalization for implementing this type of acts.

The SAKALA Act has increased the need of innovation in administrative procedures. Now all the government departments have to keep open their process and to provide service / information to the citizens when demanded. So, innovations in public administration are an effective agency for bringing development and social transformation. So it has acquired greater significance.

SAKALA Act largely helps the society in getting the following benefits.

- a) It makes convenient to citizens while communicating and dealing with the government departments.
- b) It increases the transparency of work in the government and reduces the corruption at the lower levels of bureaucracy.

- c) It also increases activeness and accountability among all the government servants.
- d) It gives equal powers to all the category of people.
- e) It helps to develop the feeling of equality and helps to gain social justice.

When government allows the people in the process by **e-Democracy** it encourages the all class of people to establish good rapport with government machinery, it means that it is encouraging **e-governance** and speedy services towards public without any hindrances. Village Panchayats have used as an instrument to implement government programs at grass route level.

Tremendous progress in the field of science and technology has made our life quite comfortable. During Rajiv Gandhi's ruling a kind of communication revolution took place. Computerization in public services made all information available to the people in a very short time. However Right to Information Act (2005) opened up new gate and people could not only know but question the government regarding the programmes and functions it under took. The freedom fighters had dreamed of a free India as "**Ram Rajya**" But soon after independence all moral and ethical values were thrown to winds. People in general and politician in particular became selfish, self-centered and nepotists. As a result of rampant corruption made its way in to all walks of life.

Government has to give its services towards citizen through its department, but the same is not receiving by the public in time. Employees were not accountable if not services provided to public and no harm for their salary and services in traditional system. To activate the administrative machinery and implementing transparency government of Karnataka introduced KGSCA in 2011. In India Madhya Pradesh is the first state to implement this type of services under the 'Lokseva ki Guarantee Act in the year 2010. But Karnataka state has taken one step

ahead to implement more no of services under Sakala. This Act advocated inducement for good officials and punishment for failures.

At the beginning 151 services of 11 departments brought under Sakala in the year 2012. The government of Karnataka spends Rs.1 Crore for advertisement on TV, Radio Press about Sakala Act. Recently Sakala mission successfully completed Two years of term with good achievements .Now citizens get 668 services by the 50 departments under Sakala .It has received many awards and certified with ISO. To know the status of application of citizens call center was established by the department of personnel administration and training (DPAR).

Now this mission started new method to provide some services on spot like Birth certificates from the Hospital, time span reduced 90 days to 20 for Visa enquiry by police. and many services are going to be extended at Hoobli level. As per the survey from the IMRB 99% of citizens are satisfied with Sakala services and the mentality of employees get changed as citizen friendly. For delay in services compensation should be given in the form of cash to citizen. And instruction is issued to give compulsory acknowledgement for all applications.

Now the voice of the citizen is added with the process of governance and every department of the government is expected to respond to the needs and requirements of the people. The Right to access the service in time through SAKALA Act is though late, as empowered by the people and have may be rightly called as “**Peoples’ property**”. SAKALA Act support to the developmental administration. Which refer to change the organization structure, behavior of employees and socio-economic status of the people.

The mass media is a strong pillar of democracy. And the success of democracy depends on free and frank media. This has not given more propaganda about the SAKALA Act. After independence numerous administrative innovations have been initiated and introduced in the

state and central administration. Administrative capability has to be enhanced to handle effectively the problems of development and social change.

### **6.7 Suggestions:**

On the basis of the findings and conclusions of this study, some of the following suggestions were given below:

1. Government has to take keen interest in creating awareness among the rural people. All departments must display on notice boards instructions about the procedures of services under SAKALA Act. The application formats should be supplied free of cost in all government offices.
2. The present need of the hour is to think at implementing the SAKALA Act at the grass root level. Decentralized governance is not working effectively. There is a general complaint that corruption is largely practiced at Panchayat level and there is no proper co-ordination among the officials and the people.
3. As in consumer protection act, the process of this act should be speed up to implementation of detailed manifesto of SAKALA Act in speedy manner and the fine mentioned in this Act is very meager so it should be increased as per Basic pay of the present year of each employee when he failed in his duty.
4. Political Parties are essential to run the democracy in an ideal manner and they are supposed to work in accordance with the election manifestos. To keep their promises they should activate on transparent manner. These party offices should give detail information about the departmental

procedures of various departments and programmes of the government declared every year in detail manner. Always political parties are close contact with the local people.

5. Politicians need to have some political ethics. The aim ultimately of all the political parties is the overall development of the people. Ethics should be taught to our leaders, which type of the decisions should be taken with bureaucrats inculcating the public opinion while in power.

6. Records related to land, below poverty line families, economically weaker section family records should be maintained separately to make plans for future. Free flow of information about agriculture, seeds, technology, fertilizer, market prices and weather forecast etc should be provided easily at grass root level.

7. The public administration is heart of democracy. But government not involved the public while fixing the fees for services provide through various departments Ex: Land Survey, heavy fee for small farmers, so in future opportunity should be given for public. This Act increases the Accountability among the employees but side by side develops way for speedy corruption for some departments.

8. In the light of the SAKALA Act, the accountability, transparency, secular and time bound services were increased but corruption not vanished completely and service mentality of bureaucrats should not increased up to the expected level.

### **Topics for Further Study:**

The present research study insists to conduct further research in the following aspects, if any one desires to conduct and continue to study on SAKALA Act:

1. SAKALA Act Safeguard for Indian democracy: Need of the Hour
2. The impact of SAKALA Act on working of the local self government
3. SAKALA Act of Karnataka and non-politicized administration; A Comparative Study

4. An Evaluative Study of traditional and e-administration.
5. A Survey on openness and Developmental administration studies.
6. SAKALA Act is a Oxygen for Democratic Administration.

**Signature of the  
Principal Investigator**