

# SAKOON

Processing & Disbursement of Disaster Relief through  
Integrated IT Platform

(<https://sakoon.in>)



1

*Conceptualized & Implemented  
By  
District Administration Udhampur  
J&K*

# DISTRICT UDHAMPUR

<b>Population</b>	<b>5,54,985*</b>
<b>Height Above Sea Level</b>	<b>Varies From 600-3000 mts</b>
<b>Temperature</b>	<b>Varies From -5° To 40° C</b>
<b>Annual Rainfall</b>	<b>130 Cm</b>
<b>Tehsils</b>	<b>08</b>
<b>Area</b>	<b>2380 Sq Kms</b>



## GEOGRAPHICAL/OTHER CHALLENGES

- ❖ Far Flung remote areas.
- ❖ Harsh weather conditions - Prone to Land slides ,Snow Damages
- ❖ For Example : Tehsil Basantgarh is 95 Kms from District HQ with average Altitude of 2500 mts , remains snow bound for 3-4 months during winters .
- ❖ Law & Order Vulnerability



# What is Sakoon ?

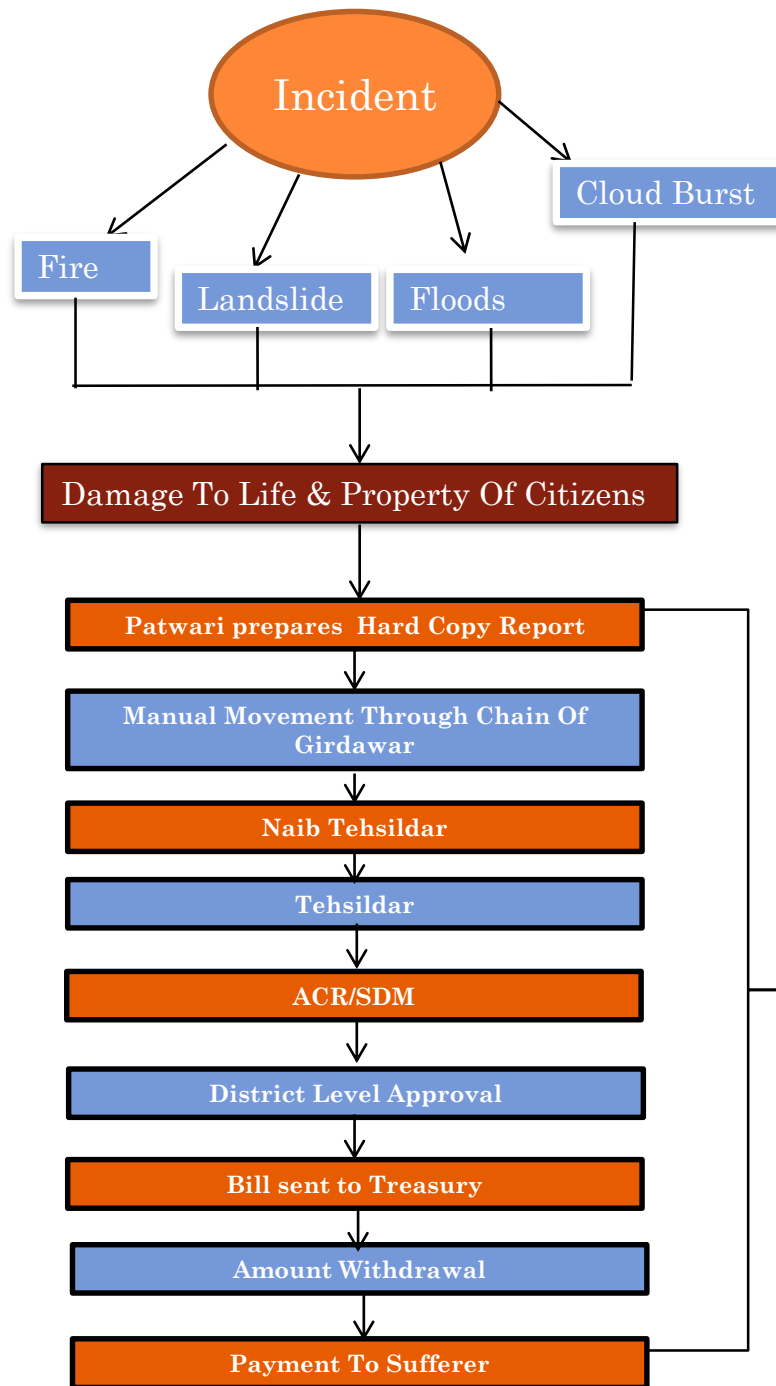
Sakoon' is a technology platform **enabling quick and accurate processing of “Relief” cases** and subsequently the release of funds to the victims of a disaster/calamity leading to loss/damages, as per the guidelines of SDRF (State Disaster Response Fund).

This platform brings key functionaries of the Govt on a single Digital Platform for :

- Quick capturing and processing of relief case.(**G2G process strengthening**) – *“Substantial Reduction from Date Of Incidence To Final Disbursement”*
- Strengthened G2C Interface - DBT, Case Tracking By Citizen .
- Creating C2G Interface – Citizen Corner

**SPEEDY SERVICE TO PEOPLE IN  
DISTRESS/ DISASTER AFFECTED**

**OLD  
SYSTEM  
FOR  
DISASTER  
RELIEF  
DISBURSEMENT**



**Processing  
Time  
Approx  
> 6 months**

# Present System - Problems

The processing of relief cases in up-chain and down-chain hierarchy is **time consuming** without real time monitoring of each case.

“Date of incidence to final disbursement of payment in beneficiaries’ bank account” is colossal – **up to ~ 5-6 months.**

**Low accountability** w. r. t delay on a case at a particular level.

**No digitization of data for analysis** and review.

**No arrangement** to prevent/detect cases of false reporting.

# SAKOON- APP LOGIN



Sakoon

Mobiquel Productivity

3+

Install

This app is compatible with all of your devices

Add to wishlist

Official Login

DISTRICT ADMINISTRATION UDHAMPUR

प्रलय से शीघ्र प्रबंधन की ओर  
SAKOON  
एक प्रयास

For Citizen

SEARCH CASES ADD CASES

Official Sign In

Enter mobile number

Enter Password

Forgot password?

Remember me

LOG IN

An initiative of District Udhampur

Citizen Login

- Patwari
- Nb. Tehsildar
- Tehsildar
- ACR-SDM
- ADC
- DC

# OFFICIAL'S INTERFACE

10:55 | 3.4KB/s

← Add Incident

1 Details 2 Damage 3 Beneficiary 4 Upload

Note: Fields marked with \* are mandatory

**STEP 1: Please enter the information of incident**

Incident Date \*

yyyy-mm-dd

Name of Relief Claimant \*

Type of Natural Calamity \*

Avalanches

Number of Beneficiaries \*

1

Relief Claimant mobile

Relief Claimant parent name \*

First Aid

BACK NEXT

10:56 | 0.3KB/s

← Add Incident

1 Details 2 Damage 3 Beneficiary 4 Upload

Note: Fields marked with \* are mandatory

**STEP 1: Please enter the information of incident**

Incident Date \*

08-01-2020

Name of Relief Claimant \*

ASHRAF

Avalanches

Cyclone

Earthquake

Tsunami

Fire

Hailstorm

Landslides

Pest Attacks

Cloud Burst

Floods

10:56 | 0.0KB/s

← Add Incident

1 Details 2 Damage 3 Beneficiary 4 Upload

Note: Fields marked with \* are mandatory

**STEP 2: Please enter the damage details**

Property Type

Category \* Housing

Type \* Cattle Shed attached with House  
Amount allocated: ₹ 2100

Description

Quantity \* 1

UPDATE

BACK NEXT

# OFFICIAL'S INTERFACE

← Add Incident

Details ✓ Damage ✓ Beneficiary 3 Upload 4

Note: Fields marked with \* are mandatory

**STEP 2: Add Beneficiary**  
Enter Adhar Card Info or Scan QR code Scan

Beneficiary No 1

Name of Person \*

Gender  
 Male  Female

Aadhaar Number \*

Address \*

Contact Number

Pin Code \*

Select amount of share (in %age) \*

11:12 | 1.8KB/s

← Add Incident

Details ✓ Damage ✓ Beneficiary ✓ Upload 4

Note: Fields marked with \* are mandatory

**STEP 3: UPLOAD RELEVANT DOCUMENTS**  
Please upload the documents as per heads mentioned below:

Incident Photo 1 Upload  
\* Required

Incident Photo 2 Upload  
\* Required

Incident Photo 3 Upload  
\* Required

Rojnamcha Upload  
Optional

Report Upload  
\* Required

Aadhar Card Upload  
\* Required

FIR/Diary Report Upload

BACK SUBMIT

11:13 | 0.1KB/s

← Add Incident

Details ✓ Damage ✓ Beneficiary ✓ Upload 4

Note: Fields marked with \* are mandatory

**STEP 3: UPLOAD RELEVANT DOCUMENTS**  
Please upload the documents as per heads mentioned below:

Incident Photo 1 Upload  
\* Required

Choose media from where you want to pick image!

Camera Gallery

Report Upload  
\* Required

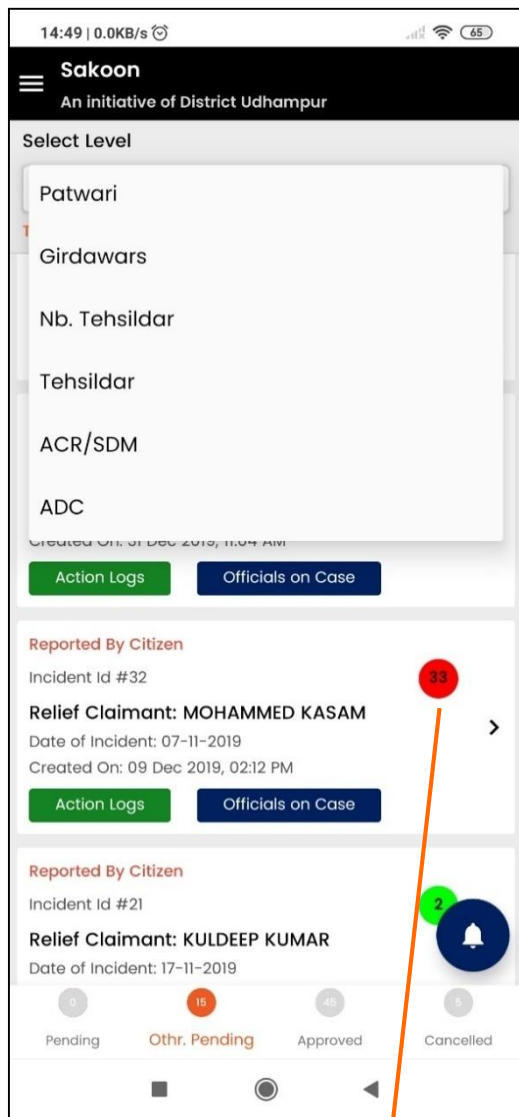
Aadhar Card Upload  
\* Required

FIR/Diary Report Upload

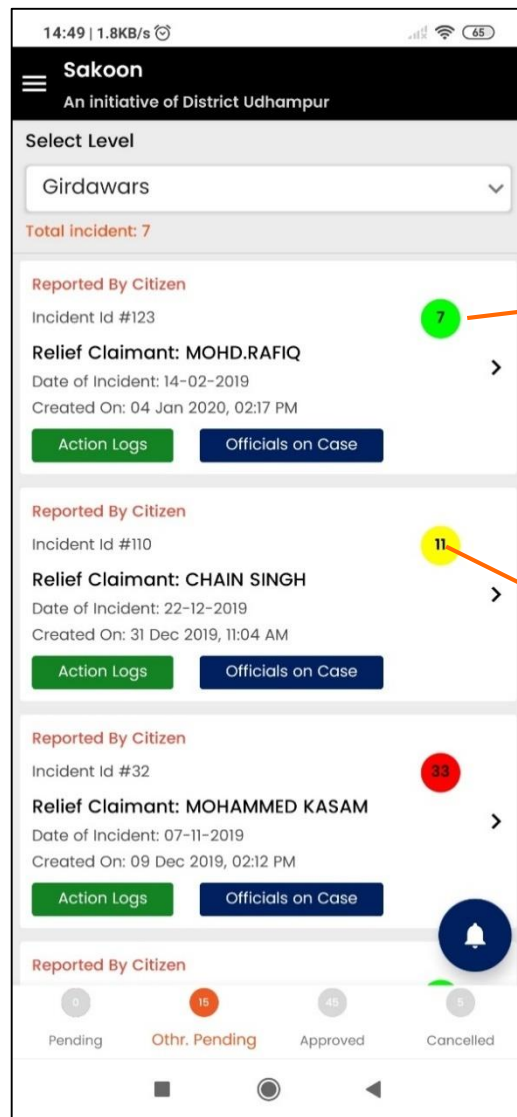
BACK SUBMIT



# SAKOON Color Coding (DC Login)



Red For >14 days



Green For < 7 days

Yellow For >7 & <14 days

# CITIZEN INTERFACE

15:08 | 0.1KB/s

← हादसा दर्ज करें

English हिंदी

जिला चुनें

Udhampur

तहसील का चयन करें

Udhampur

naibat का चयन करें

Udhampur

पटवारी हलका का चयन करें

Udhampur

गाँव का चयन करें

Udhampur

विवरण दर्ज करें

विवरण दर्ज करें

सत्यापन के लिए प्रस्तुत करें

16:53 | 21.8KB/s

← Notification

Incident Id #24 **APPROVED**

Relief Claimant: KRISHAN LAL  
 Relief Claimant Mobile: 9797507601  
 Date of Incident: 17-11-2019  
 Village: KANSAL  
 First-Aid:  
 Tent  
 Patwari: MOhd Salim  
 Mobile: 8493097595  
 Created On: 21 Nov 2019, 04:57 PM

Incident Id #23 **REJECTED**

Relief Claimant: JYOTI KUMAR  
 Relief Claimant Mobile: 9149847432  
 Date of Incident: 17-11-2019  
 Village: KANSAL  
 First-Aid:  
 Tent  
 Patwari: MOhd Salim  
 Mobile: 8493097595  
 Created On: 21 Nov 2019, 04:45 PM

Incident Id #22 **APPROVED**

Relief Claimant: SHANKER DASS  
 Relief Claimant Mobile: 7889445605  
 Date of Incident: 17-11-2019  
 Village: KANSAL  
 First-Aid:  
 Tent

13:39 | 0.0KB/s

## Sakoan Citizen Application Status

Citizen Mobile : 9858144035

Incidents Id #126 **PENDING**

Reported By	9858144035
Description	House Damage
Official Name	Rakesh Mehra
Designation	Patwari
Mobile	9000000001

Incidents Id #125 **CANCELLED**

Reported By	9858144035
-------------	------------

# SAKOON (Web Interface)

(<https://sakoon.in>)

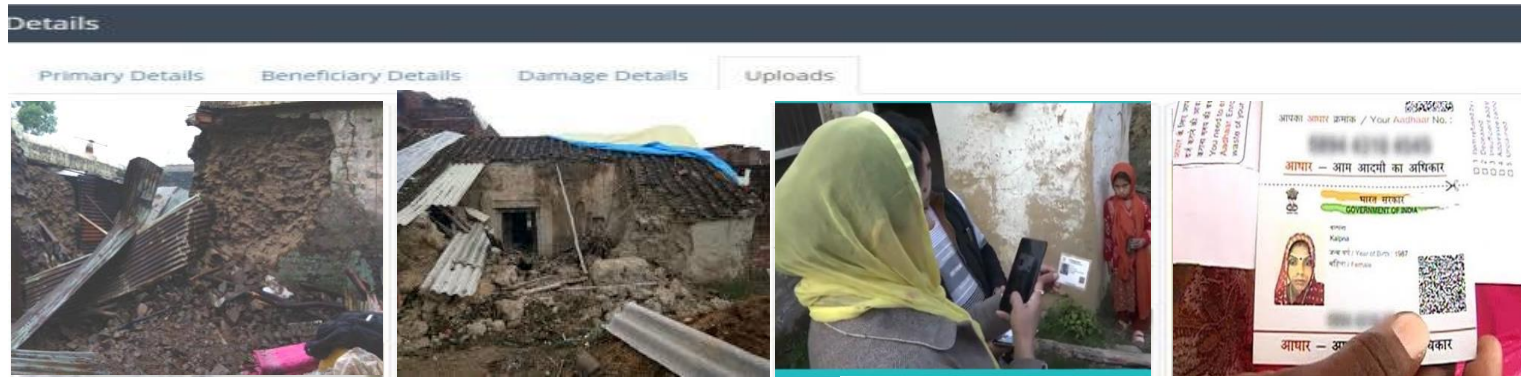
The image displays the SAKOON web interface. On the left, there is a background image of a historical site with three stone structures. The main content area shows the login page for the District Administration of Udhampur. The login page features the SAKOON logo, which includes icons for a house, a hand holding a phone, a fire, and a person, with the text "DISTRICT ADMINISTRATION UDHAMPUR" and "SAKOON एक प्रयास". Below the logo is the "Web Login" section with fields for "Username" and "Password", a "reCAPTCHA" widget, and buttons for "ADMIN", "OFFICIAL", "Forgot Password?", and "SIGN IN".

Below the login page, the dashboard is visible. The dashboard has a green header with "Sakoon CMS" and a user profile "admin@udhampur.nic.in". The main content area shows three red cards representing incident statistics:

Incident Status	Count
Pending Incident	15
Approved Incident	45
Cancelled Incident	5

The dashboard also includes a sidebar menu with the following items: Dashboard, Citizen Cases, Official, Area Management, Damage Config, Incident, and Incident Report.

# SAKOON (Web Interface)



Home » Incident Details

Home » Incident Details

**Details**

Primary Details
Beneficiary Details
Damage Details
Uploads

**→ Damage Item 1**

**Type :** Hilly Area- Fully/Severely Damaged Kuccha/Pakka House

**Description :** one katcha house damaged due to fite

**Unit Cost :** ₹ 101900/-

**Quantity :** 1

**Total Cost :** ₹ 101900/-

---

**→ Damage Item 2**

**Type :** Household Goods/Utensils

**Description :** house hold goods destroyed

**Unit Cost :** ₹ 2000/-

**Quantity :** 1

**Total Cost :** ₹ 2000/-

---

**Grand Total**    ₹ 103900/-

**Details**

Primary Details
Beneficiary Details
Damage Details
Uploads

**→ Beneficiary 1**

**Name :** SHOBHA DEVI

**Gender :** Female

**Aadhar Number :** 435946733653

**Address :** Chenani

**Contact Number :**

**Pincode :** 182161

**Percentage Share :** 100

**Account Holder :** SHOBHADEVI

**Account No. :** 0220040150001142

**Relation :** Self

**Bank Name :** JKBANK

**Branch Name :**

**IFSC Code :** JAKAOLATTEE



# PROCESS FLOW

DISASTER  
(HOUSE DAMAGE)



DATA COLLECTION  
& SITE VISIT



PROCESSING BY  
TEHSILDAR/SDM/ADC



FINAL APPROVAL  
BY DC

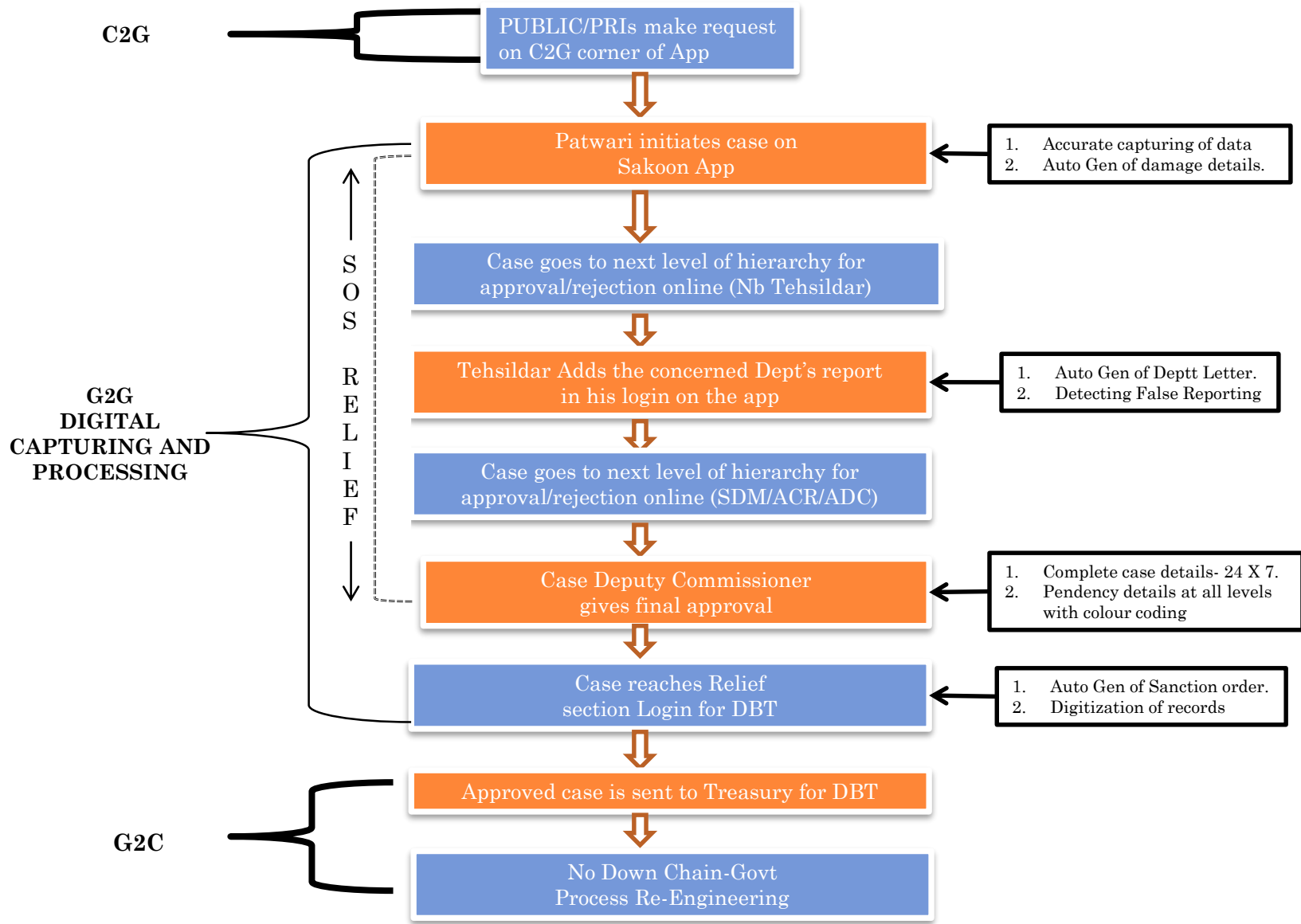


PROCESSING AT  
RELIEF SECTION



BACKEND AT NIC

# SAKOON PLATFORM



## SAKOON NEW SYSTEM FOR DISASTER RELIEF DISBURSEMENT

# WHAT SAKOON OFFERS

## For Government

- Digital capturing , processing & final disbursement doesn't take more than 15-20 days
- Accuracy & Completeness of captured Data at initial ground level- Prevents recurring cost to the system due to return of cases .
- Central Dashboard monitoring ensures Transparency & Accountability at each level of hierarchy.
- Green E-Governance.
- Digital Processing & DBT –Financial Transparency.
- Non value addition processes eliminated – GPR.
- Auto Calculation of relief amount- Ease & Reducing chances of error .
- Legible record keeping in Digital form.
- High Replicability & Scalability .

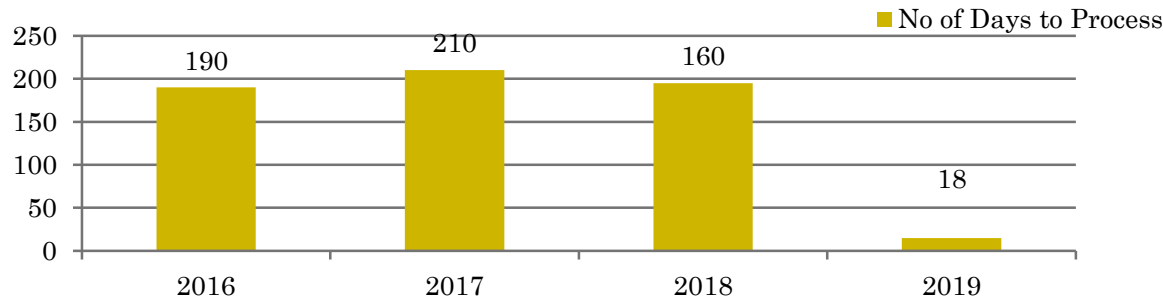
## For Citizens

- Speedy Delivery Of Service .
- Reduction in time of receipt of relief payment .
- Almost Zero travel cost .
- Almost Zero “*Cost Of Chasing*” the case.
- Tracking the status of relief case processing in Govt hierarchy .
- C2G interface allows common public to make request for reporting as well as highlighting any disaster related case .
- SOS Feature Allows availing of immediate relief articles like Tents/Blankets .

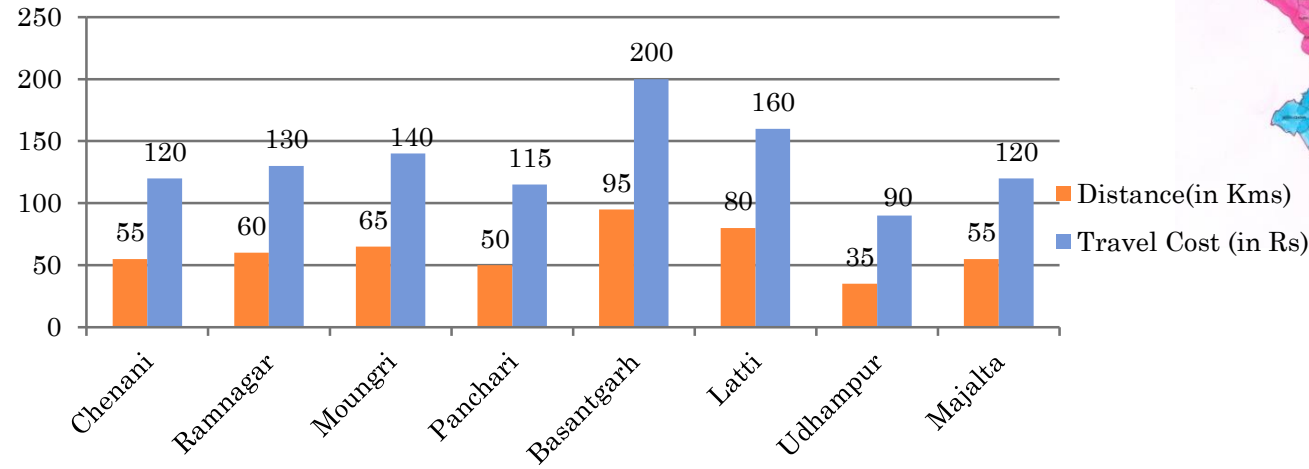
# MATRIX & CHARTS

Cost to User	High	Low
Time of Service	More	Less
Distance required to travel	Depends on distance	Almost Nil
Mode of service delivery	Manual Processing	Digital Processing
	Pre Sakoon	Post Sakoon

## Year Wise Average Processing Time (in days)

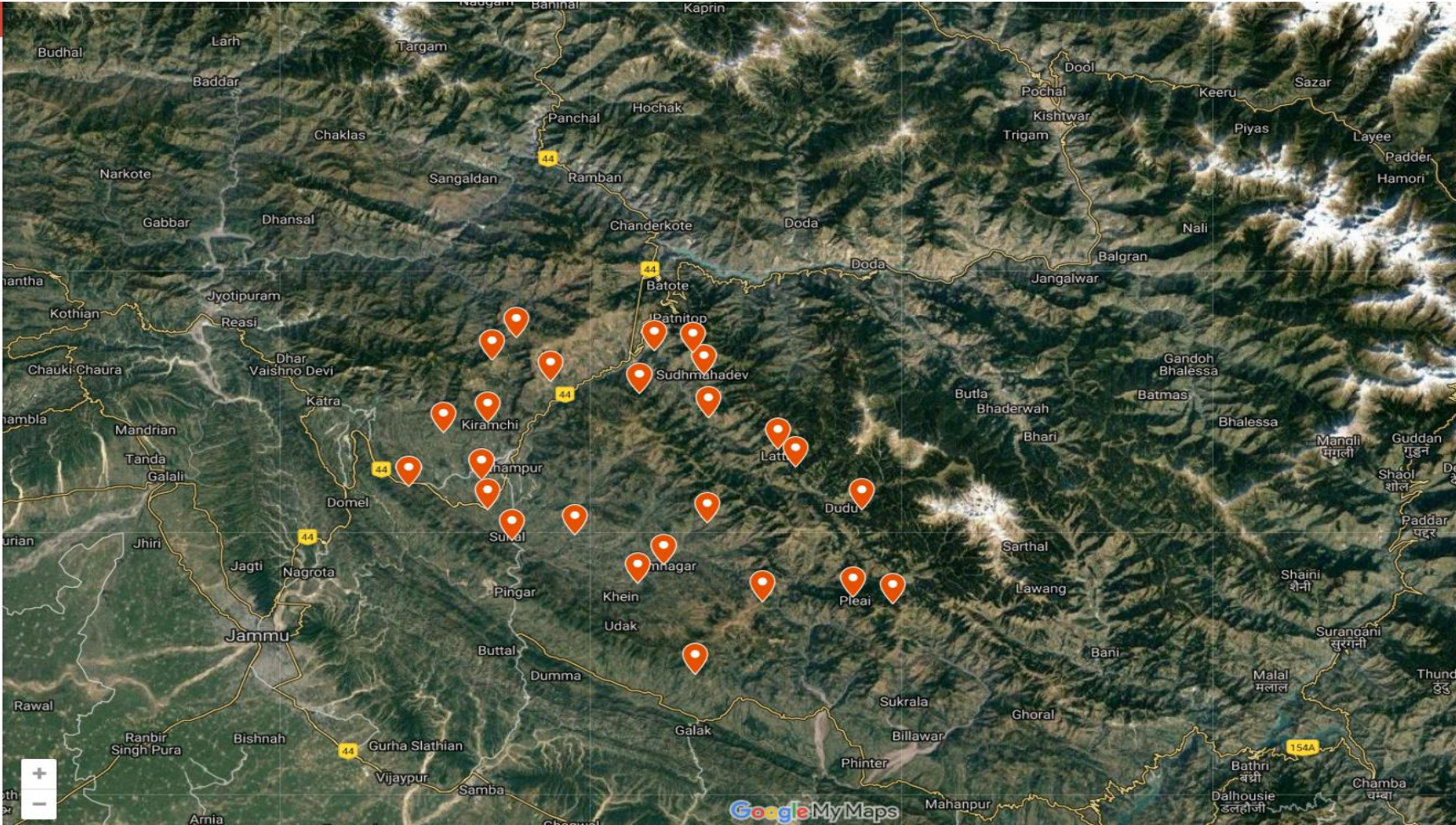


## Average Travel Cost From Tehsil HQ



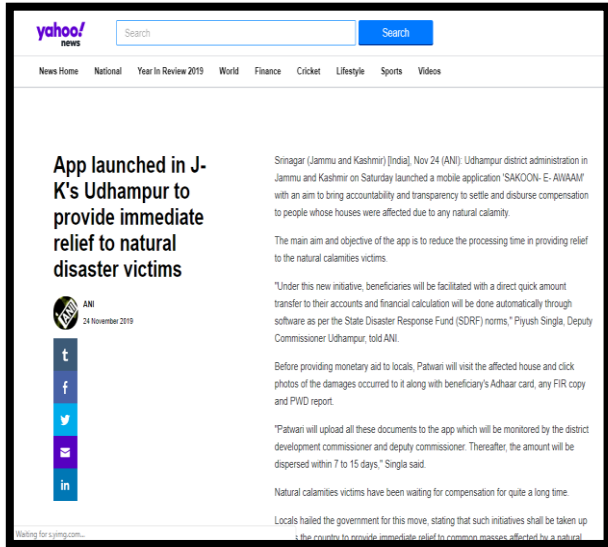


# GPS Location of Reported Cases





# MEDIA CORNER



**App launched in J-K's Udhampur to provide immediate relief to natural disaster victims**

Srinagar (Jammu and Kashmir) [India], Nov 24 (ANI) Udhampur district administration in Jammu and Kashmir on Saturday launched a mobile application 'SAKOON- E- AWAAM' with an aim to bring accountability and transparency to settle and disburse compensation to people whose houses were affected due to any natural calamity.

The main aim and objective of the app is to reduce the processing time in providing relief to the natural calamities victims.

"Under this new initiative, beneficiaries will be facilitated with a direct quick amount transfer to their accounts and financial calculation will be done automatically through software as per the State Disaster Response Fund (SDRF) norms," Piyush Singla, Deputy Commissioner Udhampur, told ANI.

Before providing monetary aid to locals, Patwari will visit the affected house and click photos of the damages occurred to it along with beneficiary's Adhaar card, any FIR copy and PWD report.

"Patwari will upload all these documents to the app which will be monitored by the district development commissioner and deputy commissioner. Thereafter, the amount will be dispersed within 7 to 15 days," Singla said.

Natural calamities victims have been waiting for compensation for quite a long time.

Locals hailed the government for this move, stating that such initiatives shall be taken up by the country to provide immediate relief to common masses affected by a natural calamity.



**उधमपुर में प्रशासन ने लांच किया सुकून ऐप**

उधमपुर। राजस्व विभाग के कामकाज और प्रगति की समीक्षा करने और उन्हें कारगर बनाने के लिए जिला विकास आयुक्त डा. पीयूष सिंगला ने राजस्व विभाग के फील्ड अधिकारियों सहित सभी राजस्व अधिकारियों के साथ बैठक की। इससे जमाबन्दी, भूमि अधिग्रहण के मामलों की प्रगति, गिरदावरी के लेखन की स्थिति, राजस्व रिकॉर्ड के निरीक्षण की प्रगति सहित विभिन्न मुद्दों पर विस्तृत चर्चा की गई। इस अवसर पर डीसी ने प्रभावी सार्वजनिक सेवा को बढ़ावा देने के लिए 'सुकून आवांम ऐप' को भी लांच किया गया। ब्यूरो



UDHAMPUR, JAMMU AND KASHMIR

**App launched in J-K's Udhampur to provide immediate relief to natural disaster victims**

ANI | Updated: Nov 24, 2019 10:00 IST

Srinagar (Jammu and Kashmir) [India], Nov 24 (ANI): Udhampur district administration in Jammu and Kashmir on Saturday launched a mobile application 'SAKOON- E- AWAAM' with an aim to bring accountability and transparency to settle and disburse compensation to people whose houses were affected due to any natural calamity.

The main aim and objective of the app is to reduce the processing time in providing relief to the natural calamities victims.

"Under this new initiative, beneficiaries will be facilitated with a direct quick amount transfer to their accounts and financial calculation will be done automatically through software as per the State Disaster Response Fund (SDRF) norms," Piyush Singla, Deputy Commissioner Udhampur, told ANI.

Before providing monetary aid to locals, Patwari will visit the affected house and click photos of the damages occurred to it along with beneficiary's Adhaar card, any FIR copy and PWD report.

**App launched in Jammu and Kashmir's Udhampur to provide immediate relief to natural disaster victims**

ANI | Nov 24, 2019, 13:21 IST



SRINAGAR: Udhampur district administration in Jammu and Kashmir on Saturday launched a mobile application 'SAKOON- E- AWAAM' with an aim to bring accountability and transparency to settle and disburse compensation to people whose houses were affected due to any natural calamity.

TOI+ Want The Times of India Without Ads? Get 1 month free trial of Prime Membership

# प्रलय से शीघ्र प्रबंधन की ओर..... 'सकून' एक प्रयास !

## Sakoon Documentary

### YOUTUBE :

<https://www.youtube.com/watch?v=Ci3CodVEKss>

<https://www.youtube.com/watch?v=5Us9PhZ2d-Y>

<https://www.youtube.com/watch?v=fLXqtIqmNyw>

[https://youtu.be/y4R\\_jx\\_NTAA](https://youtu.be/y4R_jx_NTAA)

### Contact :-



9469081000



01992-270212(O)



01992-271845(Fax)



udhampur@nic.in



<https://www.udhampur.gov.in>