SAKOON
Processing & Disbursement of Disaster Relief through
Integrated IT Platform
(https://sakoon.in)

Conceptualized & Implemented
By
District Administration Udhampur
J&K
# DISTRICT UDHAMPUR

<table>
<thead>
<tr>
<th>Population</th>
<th>5,54,985*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height Above Sea Level</td>
<td>Varies From 600-3000 mts</td>
</tr>
<tr>
<td>Temperature</td>
<td>Varies From -5º To 40º C</td>
</tr>
<tr>
<td>Annual Rainfall</td>
<td>130 Cm</td>
</tr>
<tr>
<td>Tehsils</td>
<td>08</td>
</tr>
<tr>
<td>Area</td>
<td>2380 Sq Kms</td>
</tr>
</tbody>
</table>

## 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
Incident

- Fire
- Landslide
- Floods
- Cloud Burst

Damage To Life & Property Of Citizens

- Patwari prepares Hard Copy Report
- Manual Movement Through Chain Of Girdawar
- Naib Tehsildar
- Tehsildar
- ACR/SDM
- District Level Approval
- Bill sent to Treasury
- Amount Withdrawal
- Payment To Sufferer

Processing Time Approx > 6 months

OLD SYSTEM FOR DISASTER RELIEF DISBURSEMENT
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**

- **Google Play:**
  - Sakoon
  - Mobiqual Productivity
  - Install
  - This app is compatible with all of your devices
  - Add to wishlist

- **Official Login:**
  - Official Sign In
  - Enter mobile number
  - Enter Password
  - Remember me
  - LOG IN

- **Citizen Login:**
  - Patwari
  - Nb. Tehsildar
  - Tehsildar
  - ACR-SDM
  - ADC
  - DC
OFFICIAL’S INTERFACE

Add Incident

Details

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

Add Incident

Details

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

Hallstorm

Landslides

Pest Attacks

Cloud Burst

Floods

Property Type

Category *

Housing

Type *

Cattle Shed attached with House

Amount allocated: ₹ 2100

Description

Quantity *

1

BACK NEXT

Add Incident

Details

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
OFFICIAL’S INTERFACE

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

Beneficiary No 1

Name of Person *

Gender

Male  Female

Aadhaar Number *

Address *

Contact Number

Pin Code *

Select amount of share (in %age) *

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

Incident Photo 1
* Required

Incident Photo 2
* Required

Incident Photo 3
* Required

Rojnamcha
Optional

Report
* Required

Aadhar Card
* Required

FIR/Diary Report

Choose media from where you want to pick image!

Camera  Gallery

Report
* Required

Aadhar Card
* Required

FIR/Diary Report

Back  Submit
SAKOON Color Coding (DC Login)

Red For >14 days

Green For < 7 days

Yellow For >7 & <14 days
SAKOON (Web Interface)  (https://sakoon.in)
### Details

**Primary Details**

<table>
<thead>
<tr>
<th>Item</th>
<th>Type</th>
<th>Description</th>
<th>Unit Cost</th>
<th>Quantity</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damage Item 1</td>
<td>Hilly Area-Fully Severely Damaged Kutchha/Pakka House</td>
<td>one katcha house damaged due to fire</td>
<td>₹ 101900/-</td>
<td>1</td>
<td>₹ 101900/-</td>
</tr>
<tr>
<td>Damage Item 2</td>
<td>Household Goods/Utensils</td>
<td>house hold goods destroyed</td>
<td>₹ 2000/-</td>
<td>1</td>
<td>₹ 2000/-</td>
</tr>
</tbody>
</table>

**Grand Total** ₹ 103900/-

### Beneficiary Details

- **Name**: SHOBHA DEVI
- **Gender**: Female
- **Aadhar Number**: 455946733653
- **Address**: Cherianil
- **Contact Number**: 182161
- **Percentage Share**: 100%
- **Account Holder**: SHOBHadevi
- **Account No.**: 020040150011142
- **Relation**: Self
- **Bank Name**: JKBANK
- **Branch Name**: JAKAOLATTEE

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SAKOON (Web Interface)
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
C2G
PUBLIC/PRIs make request on C2G corner of App

Sakoon App

Patwari initiates case on Sakoon App

Case goes to next level of hierarchy for approval/rejection online (Nb Tehsildar)

Tehsildar Adds the concerned Dept’s report in his login on the app

Case goes to next level of hierarchy for approval/rejection online (SDM/ACR/ADC)

Case Deputy Commissioner gives final approval

Case reaches Relief section Login for DBT

Approved case is sent to Treasury for DBT

G2G
DIGITAL CAPTURING AND PROCESSING

1. Accurate capturing of data
2. Auto Gen of damage details.

SOS

Tehsildar Adds the concerned Dept’s report in his login on the app

1. Auto Gen of Deptt Letter.
2. Detecting False Reporting

RELIEF

Case goes to next level of hierarchy for approval/rejection online (SDM/ACR/ADC)

2. Pendency details at all levels with colour coding

1. Auto Gen of Sanction order.
2. Digitization of records

G2C

No Down Chain-Govt Process Re-Engineering

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.
- 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.
<table>
<thead>
<tr>
<th></th>
<th>High</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost to User</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Time of Service</strong></td>
<td>More</td>
<td>Less</td>
</tr>
<tr>
<td><strong>Distance required to travel</strong></td>
<td>Depends on distance</td>
<td>Almost Nil</td>
</tr>
<tr>
<td><strong>Mode of service delivery</strong></td>
<td>Manual Processing</td>
<td>Digital Processing</td>
</tr>
</tbody>
</table>

**Year Wise Average Processing Time (in days)**

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days</td>
<td>190</td>
<td>210</td>
<td>160</td>
<td>18</td>
</tr>
</tbody>
</table>

**Average Travel Cost From Tehsil HQ**

<table>
<thead>
<tr>
<th>Location</th>
<th>Chenani</th>
<th>Ramnagar</th>
<th>Moungr</th>
<th>Panchari</th>
<th>Basantgarh</th>
<th>Latti</th>
<th>Udhampur</th>
<th>Majalta</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distance (in Kms)</td>
<td>55</td>
<td>60</td>
<td>65</td>
<td>50</td>
<td>95</td>
<td>80</td>
<td>35</td>
<td>55</td>
</tr>
<tr>
<td>Travel Cost (in Rs)</td>
<td>120</td>
<td>130</td>
<td>140</td>
<td>115</td>
<td>200</td>
<td>160</td>
<td>90</td>
<td>120</td>
</tr>
</tbody>
</table>
GPS Location of Reported Cases
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.
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

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