



# Information Kerala Mission

(A Project under the Department of Local Self Government)

## ANNUAL REPORT

2007-2008

Pratheeksha, Near Govt. Engineering College  
Pangappara P.O., Thiruvananthapuram, Kerala Pin - 695 581  
Website: [www.infokerala.org](http://www.infokerala.org), Email: [ikm@infokerala.org](mailto:ikm@infokerala.org)

## Contents

<b>1. INTRODUCTION .....</b>	<b>5</b>
<b>2. THE ORGANISATIONAL SET UP, MANAGEMENT AND EXTENSION.....</b>	<b>7</b>
2.1 FUNCTIONAL ORGANISATION .....	7
2.2 OBJECTIVES .....	8
2.3 MANAGEMENT OF THE MISSION .....	9
2.4 EXTENSION OF TERM OF THE MISSION .....	10
2.5 PARTNERS .....	10
<b>3. HUMAN RESOURCE .....</b>	<b>11</b>
<b>4. DEPARTMENTS .....</b>	<b>13</b>
4.1 CORPORATE MANAGEMENT .....	13
4.2 IMPLEMENTATION .....	13
4.2.1 Corporations .....	14
4.2.2 Municipalities.....	14
4.2.3 Grama Panchayats .....	15
4.2.4 District & Block Panchayats .....	15
4.2.5 Civil Works Wing .....	15
4.3 LINE OF BUSINESS EXPERTISE (LOBE) & QUALITY ASSURANCE .....	16
4.3.1 Civil Registration Past Data Entry (PDE) .....	17
4.3.2 Kerala Panchayat Employees' Provident Fund (KPEPF).....	17
4.3.3 Hospital Kiosk .....	18
4.3.4 Sulekha Plan Monitoring Support .....	19
4.3.5 Web design & Updating .....	20
4.4 TRAINING.....	20
4.5 SOFTWARE DEVELOPMENT (SWD) .....	22
4.6 TECHNICAL SUPPORT & INFRASTRUCTURE MANAGEMENT (TSIM) .....	24
4.6.1 Geographical Information System (GIS) [attached to TSIM] ..	25
<b>5. MAJOR ACTIVITIES .....</b>	<b>27</b>
5.1 INFRASTRUCTURE IN LOCAL GOVERNMENTS .....	28
5.2 PROCESS REENGINEERING, INTEGRATION OF NEW SYSTEMS AND BUILDING RAPPORT WITH AGENCIES INVOLVED IN THE LOCAL GOVERNMENT .....	31
5.2.1 Civil registration .....	31
5.2.2 Saankhya - accounting .....	32
5.2.3 Property Tax reforms .....	32

5.2.4	Studies on permanent numbering scheme to buildings within the local government area .....	33
5.2.5	Sanchaya - Revenue Software .....	33
5.2.6	System study on Kerala Municipal Building Rules (KMBR) .....	33
5.2.7	Government Schemes implemented through Block Panchayats	34
5.2.8	Creation of Employee database .....	34
5.2.9	Sakarma Workshops .....	34
5.3	APPLICATION SOFTWARE DEVELOPMENT .....	34
5.3.1	Plan Formulation and Monitoring - Sulekha .....	35
5.3.2	Accounting .....	35
5.3.3	Integration of Accounting and Revenue .....	36
5.3.4	Provident Fund of Panchayat Employees .....	36
5.3.5	Sevana (Civil Registration) .....	37
5.3.6	Sanchitha (Version 2).....	37
5.3.7	Samveditha and other websites .....	37
5.4	QUALITY ASSURANCE .....	38
5.4.1	Training in QA .....	39
5.4.2	Product testing .....	39
5.4.3	Software Engineering Practices .....	39
5.4.4	Masters and Standardisation .....	40
5.5	DEPLOYMENT AND SUPPORT .....	41
5.5.1	JanasevanaKendram.....	41
5.5.2	Sutharya Information Centre.....	43
5.6	SOFTWARE INSTALLATIONS .....	43
5.6.1	Civil registrations .....	43
5.6.2	Past data entry .....	44
5.6.3	Hospital Kiosks .....	44
5.6.4	Social security Pensions.....	46
5.6.5	Accounting - Saankhya .....	47
5.6.6	Saankhya (KMAM) application.....	47
5.6.7	Sanchaya - revenue systems .....	48
5.6.8	Helpdesks .....	48
5.6.9	Support at the local governments.....	48
5.6.10	Internal Infrastructure, Helpdesk and Wide Area Network Connectivity .....	51

5.7	TRAINING.....	52
5.8	PHYSICAL ACHIEVEMENTS .....	53
5.8.1	Corporations .....	53
5.8.2	Municipality .....	54
5.8.3	Grama Panchayats .....	54
5.8.4	Block Panchayats .....	54
5.8.5	District Panchayats .....	55
5.8.6	Hospital Kiosk programme.....	55
5.8.7	Asset register .....	55
5.8.8	Kerala Panchayat Employees Provident Fund (PEPF) .....	55
5.8.9	Plan Monitoring .....	55
5.9	SERVICE AUTOMATION .....	56
6.	FINANCIAL SUPPORT AND APPLICATION.....	57
7.	ACCOUNTS STATEMENTS .....	60
8.	ACKNOWLEDGEMENT .....	61

## Chapter 1

### 1. INTRODUCTION

Information Kerala Mission (IKM), the flagship e-governance project of the Government of Kerala, is an attempt to strengthen local self-governance through Information Communication Technologies (ICT) applications. It envisages computerising and networking all the 1223 Local Government Institutions in Kerala. IKM is the largest and most comprehensive Local Body computerisation project in the country. It addresses the entire gamut of issues concerning Local Body governance, Decentralised Planning and Local Economic Development.

The local bodies should be enabled to have the advantage of good governance, which will become true only if e-governance is introduced. E-governance is the application of Information and Communication Technology (ICT) to improve the efficiency and accountability of the government. With this intention, the State Planning Board submitted a Project Proposal to the Planning Commission of India in October 1998, by name 'Kerala Information Network for Local Bodies' for setting up a computer network connecting all local bodies to the State Planning Board. The objectives of the Project were:

- i. To provide computer connectivity between State Planning Board and Local Bodies;
- ii. To develop a regular mechanism for monitoring of Plans of Local Bodies
- iii. To establish a mechanism for automating the various operations of local bodies; and
- iv. To provide trained manpower to local bodies for operating computer hardware and software.

The Planning Commission accepted the proposal as a gesture of appreciation of the decentralised planning process initiated in the State. The Planning Commission sanctioned a 'One-time Additional Central Assistance' of Rs.10

crore in 1998-1999 and 1999-2000 and a further amount of Rs.13 crore in 2000-01. That is, altogether, an amount of Rs. 33 crore was released by Planning Commission for this Project.

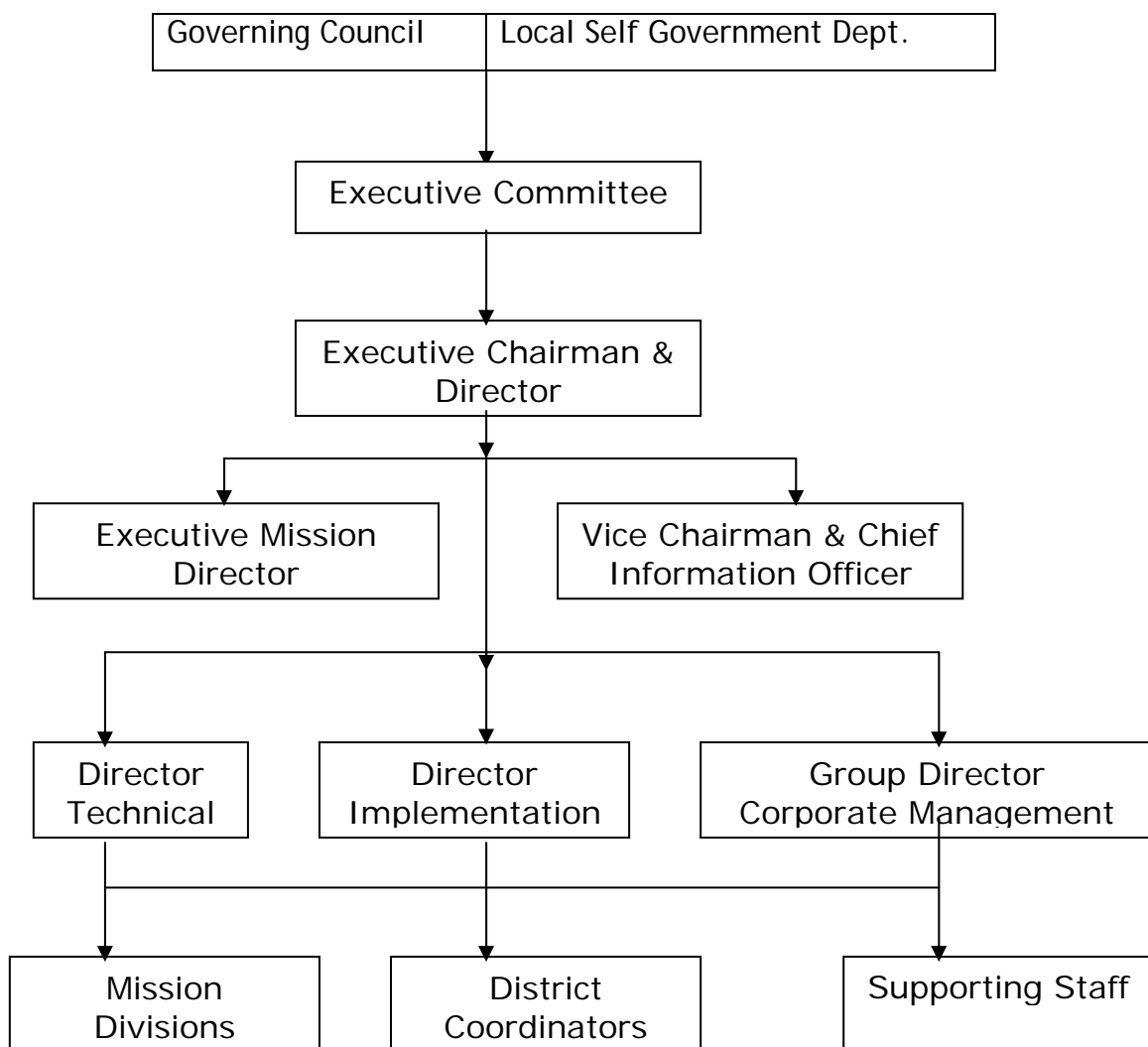
For effective implementation of e-governance programme in local bodies, Government have formed the Information Kerala Mission (IKM) as a Project of C-DIT (Centre for Development of Imaging Technology) on a mission mode on 1<sup>st</sup> August 1999 with Shri P.V Unnikrishnan who was the Registrar of C-DIT, as the Executive Mission Director (vide G.O. (MS) No. 38/99/Plg dated 12-08-1999). IKM is now headed by Prof. M K Prasad as Executive Chairman and Director (since 01.09.2006).

## Chapter 2

### 2. THE ORGANISATIONAL SET UP, MANAGEMENT AND EXTENSION

#### 2.1 Functional Organisation

The functional organisation of the project is shown below:



## 2.2 Objectives

The objectives of the Mission then detailed based on the core objectives to make the project touching the lives of 30 million people in Kerala through a human centred application of Information Communication Technologies, for fast and effective service delivery, transparency and empowerment of the citizen, efficient back-end processing, improved and fair decision making, responsive administration and good governance all leading to stronger and efficient local governments in the state, making local democracy more meaningful.

'ICT for Transparency and Efficiency' is the slogan coined by IKM for reflecting its vision. That is, IKM was established to provide Information Communication Technology (ICT) support to handle the new challenges of local governments while implementing their development programmes.

The Mission started functioning with the wider objectives such as

1. To establish a state-wide network connecting the State Planning Board and the District Planning Offices with the 1214 (later 1215) local bodies.
2. To establish a mechanism for automating various operations at local body level like accounting, finance project management, public services, statutory functions and general administration using appropriately developed information systems at the local body level, thereby making a quantum leap in accountability, transparency and efficiency in public services (Services automation).
3. To develop a mechanism for regular monitoring of local body plan implementation and targets achievement, over the network.
4. To develop an integrated micro-level resource based developmental information system, for meaningful decentralised planning at the local body level (Data Base level).



5. To provide trained manpower for operationalising the hardware and software.
6. To provide continued technical support to ensure that the network applications are up and running throughout.

IKM has certain characteristics that distinguish it from typical large-scale computerisation programmes elsewhere. These include:

- Its participatory approach to software development
- Emphasis on demystification of information and communication technologies (ICT)
- Use of local language for software and training
- Mobilising voluntary support mechanisms for various aspects of the project, and
- The significant emphasis on training.

These were based on the application of time-tested Participatory Technology Development and Application (PTDA) methodology, in the context of ICT dissemination in Kerala.

In addition to all these, the project did have no parallel in terms of its magnitude. Among other superlatives, it is definitely the **single largest**:

- computerisation programme for the local bodies in the country
- deployment of software developed in an Indian language
- information technology literacy programme in the country

### **2.3 Management of the Mission**

With the change of Government, in 2006, vide G.O (MS) No. 234/2006/LSGD dated 13-10-2006, a Governing Council was constituted with Shri. Paloli Mohamed Kutty, Honourable Minister for Local Administration as the Chairman and the Executive Mission Director as the Convenor. In the same Order, an Executive Committee was also constituted with Prof. M.K. Prasad, Executive Chairman, Information Kerala Mission as Chairman, the Principal Secretary,

Local self Government Department as Co-Chairman and the Executive Mission Director as the Convenor. The first meeting of the Governing Council was held on 13-12-2006 and then on 15.03.08. The Executive Committee met fifteen times during the period.

IKM is now headed by Prof. M.K Prasad as Executive Chairman and Director (EC&D) since 01-09-2006. Shri. P.V Unnikrishnan as Vice Chairman & Chief Informatics Officer (VC&CIO), Shri M. Sivasankar, IAS as the Executive Mission Director (EMD) and Shri Unneenkutty K as Group Director (Corporate Management) vide G.O. (MS) No.203/2006/LSGD dt.23.08.2006, G.O (Rt.) No. 7923/2006/GAD Dated 09-10-2006, G.O (MS) No. 234/2006/LSGD Dated.13-10-2006 and G.O (MS) No. 38/07/LSGD Dated 03-02-2007 respectively.

#### **2.4 Extension of Term of the Mission**

The term of the Mission which expired on 31.03.2001 and later extended for one year from 01-4-2004 as per G.O.(MS).No. 101/2004/LSGD Dated 20.03.2004. It was further extended for two years from 01-04-2005, vide G.O.(MS)No.204/05/LSGD dated 16-07-2005. The Governing Council held on 13.12.2006 resolved to approach the Government to extend the Mission's term up to 31.03.2010. It is under active consideration of the Government.

#### **2.5 Partners**

1. Kudumbashree Mission ([www.kudumbashree.org](http://www.kudumbashree.org))
2. Akshaya of IT Mission ([www.akshaya.net](http://www.akshaya.net))
3. Kerala State IT Mission ([www.keralaitmission.org](http://www.keralaitmission.org))

## Chapter 3

### 3. HUMAN RESOURCE

Prof. M.K. Prasad took charge as Executive Chairman and Director (EC&D) on 01.09.2006. Shri. P.V. Unnikrishnan continued as the Executive Mission Director (EMD) up to 23.11.2006 (He has been made as a full time member of the State Planning Board as per the G.O. (MS) 48/06/PIg. Dated 11.08.2006). But he was appointed as the Vice Chairman and Chief Informatics Officer (VC&CIO) of the Information Kerala Mission (IKM) in the G.O. (MS) No.234/2006/LSGD dated 13.10.2006. As the Chief Informatics Officer of IKM, he assists in design of the various applications of the Mission and their deployment and also advice on technology issues as contemplated in the G.O.

Shri. M. Sivasankar IAS, Director of Public Instructions was put in additional charge of the Executive Mission Director (EMD) of Information Kerala Mission vide G.O (Rt.) No.7923/2006/GAD dated 09.10.2006. Prof. G. Jayasankar, former Director of Technical Education, continued as Advisor.

The employees of the Information Kerala Mission consist of staff on deputation from C-DIT and other Departments, Project Staff, Supporting Staff/Software Staff and Consultant/Resource Persons. The staff strength as at the end of 31<sup>st</sup> March 2008 is given below:

**Table - 1**  
**Staff Strength as at the end of March 2008.**

Sl.No	Name of Post	Total No.
1	Executive Chairman & Director	1
2	Executive Mission Director	1
3	Vice Chairman & Chief Informatics Officer	1
4	Advisor	1
5	Group Director	1
7	Employees on Deputation (C-DIT)	2
8	Employees on Deputation (other Departments)	7
9	Project Staff	20
10	Consultant/Resource Persons	35
11	Supporting Staff/Software Staff	106
12	Technical Support	275
<b>Total</b>		<b>450</b>

## Chapter 4

### 4. DEPARTMENTS

The IKM has the followings six Divisions.

1. Corporate Management
2. Implementation
3. Line of Business Expertise (LOBE) & Quality Assurance
4. Training
5. Software Development
6. Technical Support and Infrastructure Management

The Functional Teams under each Division are indicated below

#### 4.1 Corporate Management

- a) Accounts and Audit
- b) Purchase and Works
- c) Logistics and In-house Management
- d) General Administration and Office Management
- e) EC & D's and EMD's Office

Shri K. Unneenkutty, Group Director is the Head of this Division

#### 4.2 Implementation

1. Corporation
2. Municipalities
3. Panchayats
4. District Panchayats & Block Panchayats
5. Civil Works Wing

In addition to this functional classification, the Implementation Division is also undertaking the implementation programme at Directorate of Panchayat, Deputy Directorate offices at Districts. Civil, electrical and networking works related to computerisation is handled by the experts available with Implementation Division.

Shri A. Shaji, Director (Implementation) is the Head of this Division.

#### **4.2.1 Corporations**

Shri A. Shaji, Director (Implementation) look after the implementation of IKM activities in Corporations during the period. The activities of the Team are:

1. Monitoring of installation of computers, peripherals and application software viz. Sahatha, Saankhya, Sevana (Registration), Sevana (Pension) Sulekha, Sanchitha, Sthapana, Soochika, Sakarma, Subhadra, Sujala in the five Municipal Corporations (including zonal offices)
2. To arrange collection of Masters needed for developing different application software.
3. To oversee data entry of past data
4. To coordinate training of staff and elected members in computer fundamentals and applications installed

#### **4.2.2 Municipalities**

Shri B. Kumaresan is the Team Leader of implementation in Municipalities. The activities of the Team are:

1. The duty of overseeing the supply and installation of Computer hardware / Software / Infrastructure required for the effective implementation of programme in municipalities.
2. To provide support and hand holding to the municipal staff both in domain and application related matters.
3. To prepare and forward the Utilisation Certificate for the funds received from municipalities.

4. To prepare Masters and to operationalise the application software developed by IKM viz. Sevana (Civil Registration), Sevana(Pension),
5. Saankhya, Sookhika, Sakarma and Sthapana.
6. Arranging training to municipal staff and elected representatives.

#### **4.2.3 Grama Panchayats**

Shri. Cherian Joseph is the Team Leader. The Team is mainly responsible for implementation of the Applications developed by the Information Kerala Mission in Grama Panchayats. Now the Application is being installed in Grama Panchayats on a pilot basis. The Sevana (Civil Registration) Application has been installed in 361 Grama Panchayats and online operation in 280 Grama Panchayats. Preliminary works for Implementation of the 'Sevana' Application in all Grama Panchayats in Wayanad and Palakkad Districts were completed. Timely action on problems (technical applications) faced in Grama Panchayats where Sevana application online-operation done is also met.

Collection of Sevana Local Masters from the Grama Panchayats for Sevana (Civil Registration) implementation were done by the Team.

#### **4.2.4 District & Block Panchayats**

Shri. Mohanan Nair.A.M monitors site readiness for computerisation, installation and working of various software applications at the 14 District Panchayats and 152 Block Panchayats of the state.

#### **4.2.5 Civil Works Wing**

Shri N. Appukuttan Pillai, Consultant is in charge of the Civil Works Wing which is shouldering the responsibility of providing interior arrangements for Janasevanakendrams in Municipalities. The Team is in charge of developing software for Kerala Municipality Building Rules (KMBR) and building a model for estimation (Sugama). It also looks after the works of civil engineering in nature and electrical works taken up by IKM. Many of the temporary works required for accommodation of office in the new premises near Engineering College, Kulathur and additional works in connection with introduction of Saankhya in

Corporations and Municipalities are the additional responsibilities taken up by the Wing. The Wing is actively engaged in fabricating and erecting Hospital Kiosks in the hospitals in Corporations, Municipalities and selected Grama Panchayats.

### 4.3 Line of Business Expertise (LOBE) & Quality Assurance

Shri S. U. Sanjeev is heading this Division.

This wing strives to establish software engineering practices within the Mission and to devise strategies to ensure that such practices are applied to organisational functioning, making perceptible improvements in requirements management,

- to change management, testing, version management and overall improvements in shortening of the software development life cycles.
- to facilitate mechanisms for benchmarking processes for the improvement of IKM applications viz. commissioning processes and operational processes and devise strategies for the compliance of these processes during implementation stage to ensure quality, reliability and replication.
- to document Government Process Re-engineering (GPR) efforts of the Mission, create appropriate documentation in the form of Circulars, Government Orders, Amendment to Acts and Rules, Notifications etc. in order to ensure completion of the GPR steps and to workout strategies for ensuring their effectiveness and proper implementation.

As a part of computerisation of the administrative setup in Grama Panchayats, the Information Kerala Mission has prepared the following seven Process Study Manuals. These manuals have been prepared after studying the Panchayat Raj Act and Rules, Government Guidelines and Circulars in detail.

1. വാർഷിക പദ്ധതി നടത്തിപ്പ്
2. അക്കൗണ്ടിംഗും ധനകാര്യ മാനേജ്മെന്റും
3. റവന്യൂ സംവിധാനം



4. സേവന സംവിധാനം
5. പൊതുഭരണവും എസ്റ്റാബ്ലിഷ്മെന്റും
6. പഞ്ചായത്ത് ഭരണസംവിധാനം
7. നിർമ്മാണ പ്രവൃത്തികളുടെ നിർവ്വഹണവും സാധനങ്ങൾ വാങ്ങലും
8. പഞ്ചായത്ത് ഭരണസംവിധാനം
9. നിർമ്മാണ പ്രവൃത്തികളുടെ നിർവ്വഹണവും സാധനങ്ങൾ വാങ്ങലും

#### 4.3.1 Civil Registration Past Data Entry (PDE)

- Sevana legacy data entry of Birth/ death registrations in 45 Grama Panchayats in Malappuram district, 17 Grama Panchayat in Kasargode district and integrate the data in to the Sevana data base.
- Sevana legacy data entry of Birth/ death registrations in Thiruvananthapuram, Kollam, Cochin and Thrissur Corporation and integrate the data in to the Sevana data base.
- Implementation of activities in Thiruvananthapuram Corporation.
- Implementation in Pilot Panchayats of Vellanadu and Talikulam (Grama Panchayats) and implementation in Thanalur Grama Panchayat.

#### 4.3.2 Kerala Panchayat Employees' Provident Fund (KPEPF)

The work of computerisation of KPEPF Accounts from 2001-02 onwards has been entrusted with the Information Kerala Mission in March 2004. Though the work started with the intention to complete with the least possible delay, it could not be fulfilled due to several reasons. The scheme, once operationalised, will be beneficial to about 11,000 employees of grama panchayats coming under the purview of the Kerala Panchayat Subordinate Service. The computerisation KPEPF Accounts has been launched recently by deploying the online Software application in five grama panchayats of Kannur district viz., Aralam, Ayyankunnu, Madayi, Malur and Vengad, office of the Deputy Director of Panchayats, Kannur and the Directorate of Panchayats, Thiruvananthapuram. Training has been given to the staff of the above institutions on handling of this Application.

### 4.3.3 Hospital Kiosk

As part of the Service Delivery Project (SDP), a fast track project of Modernising Government Programme (MGP), Government have initiated a programme for establishing Hospitals Kiosks for online registration of vital events in the hospitals of five Municipal Corporations in Kerala. As on 31.12.2005 there were 10 Hospital Kiosk in five Corporations covering nine Govt. and one Private Hospitals. Shri A. Surendran Pillai, Consultant was in charge of implementation of Hospital Kiosks.

Though the scheme was initially to establish Kiosks in Corporations, subsequently it was extended to Municipalities and Grama Panchayats. Hospital Kiosk was established in Perinthalmanna Municipality in July 2006 and in Thazhekkode Grama Panchayat in November 2006. As on 31.03.08, 243 Hospital Kiosks were functioning in 5 Corporations 17 Municipalities and 16 Grama Panchayats, covering 54 Government and 189 Private Hospitals. The progress of Hospital Kiosk installation is given below:

Table-2

#### Progress of Hospital Kiosk Installation up to March 2008

<u>Corporations</u>							
Sl. No.	Name of LB	LB TYPE	District	Date of Commissioning	Type of Hospital		Total
					Govt.	Pvt.	
1	Kollam	C	KLM	06/08/2005	3	10	13
2	Kochi	C	EKM	06/08/2005	5	33	38
3	Trissur	C	TCR	06/08/2005	2	15	17
4	Kozhikode	C	KKD	06/08/2005	7	14	21
5	Trivandrum	C	TVM	09/08/2005	12	28	40
<b>Total (A)</b>					<b>29</b>	<b>100</b>	<b>129</b>
<u>Municipalities</u>							
1	Perinthalmanna	M	MLP	06/07/2006	1	6	7
2	Thalasseri	M	KNR	25/11/2006	1	6	7
3	Alappuzha	M	ALP	20/12/2006	2	1	3
4	Manjeri	M	MLP	20/12/2006	1	4	5
5	Tirur	M	MLP	26/12/2006	1	5	6
6	Payyannur	M	KNR	25/02/2007	1	3	4
7	Ottapalam	M	PLK	01/04/2007	1	4	5
8	Palakkad	M	PLK	08/06/2007	1	3	4

9	Kasargod	M	KSG	14/06/2007	1	7	8
10	Kottayam	M	KTM	26/06/2007	1	2	3
11	Kanhangad	M	KSG	02/07/2007	1	5	6
12	Kalpetta	M	WYD	02/08/2007	1	4	5
13	Kodungallur	M	TCR	13/09/2007	1	3	4
14	Kannur	M	KNR	17/09/2007	0	6	6
15	North Parur	M	EKM	31/10/2007	1	1	2
16	Thodupuzha	M	IDK	21/02/2008	0	3	3
17	Malappuram	M	MLP	31/03/2008	0	1	1
<b>SUB TOTAL (M)</b>					<b>15</b>	<b>64</b>	<b>79</b>
<b><u>Grama Panchayats</u></b>							
1	Thazekkod	G	MLP	01/11/2006	0	2	2
2	Nilambur	G	MLP	19/01/2007	1	3	4
3	Cherukavu	G	MLP	15/03/2007	0	1	1
4	Arpookara	G	KTM	02/04/2007	1	0	1
5	Karunagappally	G	KLM	28/04/2007	1	3	4
6	Avannur	G	TCR	26/04/2007	1	0	1
7	Mundathikkode	G	TCR	25/04/2007	1	0	1
8	Kottarakkara	G	KLM	02/05/2007	1	5	6
9	Ajaanoor	G	KSG	22/07/2007	0	3	3
10	Kumbala	G	KSG	23/07/2007	0	1	1
11	Sulthanbathery	G	WYD	02/08/2007	1	5	6
12	Mananthawady	G	WYD	02/08/2007	1	0	1
13	Cheriyamundom	G	MLP	02/08/2007	0	1	1
14	Pallikkal	G	PTA	23/08/2007	0	1	1
15	Chirayikeezhu	G	TVM	10/11/2007	1	0	1
16	Nedunkandam	G	IDK	01/03/2008	1	0	1
<b>SUB TOTAL(GP)</b>					<b>10</b>	<b>25</b>	<b>35</b>
<b>TOTAL AS ON 31-3-08</b>					<b>54</b>	<b>189</b>	<b>243</b>

#### 4.3.4 Sulekha Plan Monitoring Support

The main activities are:

- Analysis of Plan Data and preparation of Comprehensive Report of IXth & Xth Plan of all local bodies.
- Reconciliation of IXth & Xth Plan Data with Treasury accounts
- Performance evaluation of expenditure on Sulekha (District wise & LB Type wise)
- Feasibility of preparing Plan Performance Index

- Provide domain support for implementing Sulekha LB Module in LSGIs (Monthly monitoring)
- Review of monthly expenditure captured through monthly monitoring system
- Collection of Future Staffing Data from remaining LSGIs, consolidation and report preparation
- Domain support of Allotment Module, 2007-08
- Sanchitha CD ROM updating (CD Package of G.Os)
- Expenditure Statements (prepare, print and forward to LSGIs)
- Collection and compilation of Expenditure Statements 2006-07.

#### 4.3.5 Web design & Updating

Maintenance and updating of the website [www.lsg.kerala.gov.in](http://www.lsg.kerala.gov.in) for the Local self Government Department is being by Information Kerala Mission. At present this is the only one official website of the State Government with maximum contents and home page in Malayalam. All Government Orders and Circulars of the LSG Department are published in this website immediately after the official release of such items. Details of plan implementation of local governments are also made available. Facility for publishing tenders, quotations etc. Of the local governments are also provided in this website which is regularly used by several local governments.

#### 4.4 Training

The Training division is an important division of the organisation which was formed in August 1999 as part of formation of IKM. The objective of the training division is to impart computer knowledge and skills to the local body staff as well as elected members so as to enable them to run independently the application Software developed by IKM. Two types of training programmes are conducted as mentioned below:

**Computer fundamentals** - Basic knowledge on computer, ICT, E-Governance, MS Office, ISM and Internet.

**Application Software Training** (*developed by IKM*) - Sevana (Civil Registrations and Hospital Kiosk), Sulekha (DPC, LB and web based plan monitoring modules), Soochika, Sthapana, Sahatha, Saankhya, Sanchitha and Samvedhitha.

These training programmes not only help the Local body staff to acquire the skills to operate the Applications installed in local bodies, but also to improve the quality and efficiency of the work being undertaken by them.

Though it was formed as a separate Division in the beginning, later on it was working as a part of the LOBE Division. From 23<sup>rd</sup> November 2006 onwards, a separate Training Division has been formed when Shri M.M. Sankunni, Co-ordinator (Training) took charge. So far training was given to 17396 persons (including Local body staff, elected representatives, Hospital staff, Kudumbashree staff and IKM staff)

The Training Division has revised the following Hand Books in Malayalam in consultation with LOBE and SWD

1. സേവന തപാൽ മോഡ്യൂൾ യൂസർ മാനുവൽ
2. സേവന തദ്ദേശഭരണസ്ഥാപന കിയോസ്ക് മോഡ്യൂൾ യൂസർ മാനുവൽ
3. സേവന തദ്ദേശഭരണസ്ഥാപന മോഡ്യൂൾ യൂസർ മാനുവൽ
4. സേവന ഹോസ്പ്പിറ്റൽ കിയോസ്ക് മോഡ്യൂൾ യൂസർ മാനുവൽ
5. എം.എസ് വിൻഡോസ് (മലയാളവും കന്നഡയും)
6. എം.എസ് വേർഡ് (മലയാളവും കന്നഡയും)
7. എം.എസ് വേർഡ് എക്സർസൈസ് ബുക്ക് (മലയാളവും കന്നഡയും)
8. എം.എസ് എക്സൽ (മലയാളവും കന്നഡയും)
9. എം.എസ് എക്സൽ എക്സർസൈസ് ബുക്ക് (മലയാളവും കന്നഡയും)
10. ഐ.എസ്.എം (പ്രാദേശിക ഭാഷാ സോഫ്റ്റ് വെയർ) (മലയാളവും കന്നഡയും)
11. ഇന്റർനെറ്റ്
12. കമ്പ്യൂട്ടർ പരിചയവും പ്രയോഗവും
13. സുലേഖ തദ്ദേശഭരണസ്ഥാപന മോഡ്യൂൾ
14. സുലേഖ തദ്ദേശഭരണസ്ഥാപന മോഡ്യൂൾ എക്സർസൈസ് ബുക്ക്
15. സേവന കൈപ്പുസ്തകം - പതിപ്പ് ഒന്ന്
16. സേവന പാസ്റ്റ് ഡേറ്റാ എൻട്രി കൈപ്പുസ്തകം

17. സേവന എക്സറൈസസ് ബുക്ക് - പതിപ്പ് ഒന്ന്
18. സാഫ്റ്റ്വെയർ കൈപ്പുസ്തകം
19. സാഫ്റ്റ്വെയർ - കൈപ്പുസ്തകം

#### 4.5 Software Development (SWD)

Shri N. Jayakumar is the Head of this Division. The Software Development Division is established to develop the following application software and their extension to local bodies.

Application suits and broad area of coverage

No	Name of Suite	Broad Area of Coverage
1	Sevana	<ol style="list-style-type: none"> <li>1. Handles registration of births, deaths, Hindu marriage and common marriages, minor and major corrections and issue of various types of certificates to the public. Handle statistical data required for compiling vital statistics. Kiosk mode operation at hospitals for online registration of births and deaths ( Hospital kiosk)</li> <li>2. Handle disbursement of various pensions handled by Local Governments like agricultural labour pension, national old age pension, widow pension, special disability pension, unemployment wages, pension for unmarried women above the age of fifty etc. and social welfare schemes like national maternity benefit, and other scheme</li> </ol>
2	Sthapana	Handles preparation of payroll of employees and transactions relating to provident fund like membership, nomination, subscription,

		temporary advances, non refundable advances, PF closure, settlement of claims of nominees, other service matters etc.
3	Sulekha	Handles various aspects of plan formulation, plan expenditure, and monitoring of annual plan of Local Governments
4	Sanchitha	Encyclopaedia on acts, rules, court orders, and Government orders on Local Government functioning
5	Saankhya	Application for handling accounts related operations in Local Governments including preparation of cash book, ledgers, annual financial statements  Saankhya (KMAS) - Application based on Kerala Municipal Accounts Manual. Capability for accrual based accounting system and financial reports
6	Sanchaya	Handles collection of various sources of revenue including property tax, profession tax, entertainment tax, advertisement tax issue of licenses relating dangerous and offensive trades, license for prevention of food adulteration, various other licenses, rent on land and buildings, fines & fees etc. Sanchaya works with Saankhya with backend integration
7	Samweditha	Portal on various aspects of Local Government functioning covering geography, local history, local institutions, policy, local economy and public services
8	Soochika	Workflow application handling file tracking, grievance handling and providing up to date information on status of public service

		transactions and backend operations.
9	Sachithra	Application for handling cadastral information based maps showing road network, junctions, landmarks, building wards
10	Sujala	Application for handling micro watershed management
11	Sakarma	Handles agenda notes and minutes of meetings of Local Government Committees, various Standing Committees and Grama Sabhas
12	Sanketham	Handles the process of issuing the building permit and related functions based on Kerala Municipal Building Rules (KMBR)
13	Sugama	Handles the issue of works & purchase of Local Governments. Can use for the preparation of estimation for works.
14	Samoohya	A community information system of the local community
15	Saphalya	Provides employment information within each local body with the particulars of the unemployed and details of opportunities for employment locally and elsewhere
16	Subhadra	Electronic budget integrating Local Government plan budget and own fund budget

#### 4.6 Technical Support & Infrastructure Management (TSIM)

Shri Premkumar.K, Director (Technical) is the head of this Division. The main functions are:

- Infrastructure strengthening and maintenance - in-house, and in- local governments and related institutions, including plan for sites, ensuring site readiness, etc.



- Field technical support- including application support, handholding, system administration and maintenance
- Testing of IKM applications and Help Desk
- General IT support - including trainings, workshops, etc.
- Commercial engineering support-including preparation of specifications, technical evaluation, preparation of statements, etc.

#### 4.6.1 Geographical Information System (GIS) [attached to TSIM]

Shri. Hiroshkumar K.S is in charge of GIS.

The department was established in the year 1999 for generating scale specific micro-level spatial data (hard copies and soft copies) for the requirement in managing natural resources, infrastructure development and local level administration. The information generated in the GIS lab would directly help the local body authorities for formulating their development plan, management and implementation in the spatial context (premises mapping, cadastral information system and ward delineation of urban local bodies and grama panchayats.)

The main objectives of the team include:

- Compilation of Cadastral maps in district level and FMBs in village level
- Creation of index maps of the local bodies
- To create accurate base maps for premises mapping program
- To generate an accurate spatial data base for linking tax related attributes for individual parcels
- Linking of tax related attributes with the buildings for tax redelivery of spatial formation
- Delivery of spatial and attributes data to the software development team for integrating it with the Sevana and other software for the implementation.

We have completed administrative maps of all urban local bodies based on cadastral maps updated with transportation network, delimitation data based

on 2005LB delimitation and major land marks except Kothamangalam Municipality. Also we have distributed all maps in hard and soft format to all Corporations and Municipalities.

Regarding Grama Panchayats, we have completed the cadastral maps of seven hundred grama Panchayat maps of which the distribution of Thiruvananthapuram, Kollam, Kasaragod and Malappuram Districts have been completed.

Premises mapping has been another activity work at Tanalur Grama Panchayat completed; Socio Economics survey and data finalisation is in progress.

Premises Mapping for Perinthalmanna Municipality is to be restarted with in a short span of time. The proprietary works are going on.

The division has undertaken a programme for preparing the maps related to the development plans and schemes as part of placing them in the Thiruvananthapuram Corporation Town Plan website. But the data correction from Town Planning is yet to be completed for the completion of the work.

## Chapter 5

### 5. MAJOR ACTIVITIES

The period from April 2007 to March 2008 was eventful for Information Kerala Mission. After the delay of nearly eight years, Government decided on the mode of procurement of hardware for the Panchayats. It was decided in January 2007 that Information Kerala Mission shall procure minimum infrastructure for 460 Grama Panchayats, 152 Block Panchayats and 14 District Panchayats. Following this, the Government permitted all local governments to procure hardware based on rate contracts of Directorate General of Supplies and Disposals (DGS&D) in June 2007. The installation and commissioning of the infrastructure is progressing.

The main thrust during the period had been on setting up the necessary infrastructure for deploying the e-governance applications. The extension of the programmes to more locations and incorporating changes in business rules into the application software (mainly for births and deaths registration, accounting and plan monitoring) in a time bound manner had also bear a highlight of the activities during this period.

More applications such as Sevana (Civil Registration), Sevana (Pension), Sanchitha, Sthapana, Sulekha etc were deployed on a larger scale during this period. Integration between various software modules has also reached a meaningful point.

Another highlight during the period was the capture of all plan projects as part of the decentralised planning programme in electronic form and the appraisal and approval utilising this data. The data is also being made use of for issuing the proceedings of the District Planning Committee (DPC) and monitoring of plan projects.

## 5.1 Infrastructure in Local Governments

As mentioned above, the main activity during the last twelve months had been the building of infrastructure in Panchayats for deploying the e-Governance applications.

All the Corporations and Municipalities have readied the basic infrastructure in 2002 and 2005 respectively. In the case of three - tier Panchayats infrastructure readying activities were confined to a few pilot Grama Panchayats.

The Government had considered various models in building the infrastructure in Panchayats numbering over 1100. After considering direct procurement by Government, procurement based on rate contract and a public-private partnership mode, during 1999 to 2005 the Government authorised Information Kerala Mission to procure the minimum hardware infrastructure for selected Panchayats in January 2007 (Circular no. 119/DP1/06/LSGD dated 13.01.2007 and no. 568/DP1/2007/LSGD dated 27.01.2007). The equipment included one server, printer and UPS for all Block Panchayats and District Panchayats, and for selected 470 Grama Panchayats which already had a few computers. The expenses for this were to be met by the Local Governments.

The equipments were delivered during the period February to April 2007. It was realized that although the Government had instructed Local Governments in July 2000 (G.O. (P) no. 207/200/LSGD dated 19.7.2000) to set up the necessary basic infrastructure such as server room, electrical wiring for UPS and earthing, very few had readied this and also many had deteriorated or were put to other uses.

In June 2007 Government issued fresh instructions regarding preparing basic infrastructure for installing the equipment (circular no. 23235/IB2/2007/LSGD dated 01.06.2007). This is being followed up through District Level Offices of LSGD and the status has considerably improved by February 2008.

In June 2007 Government issued orders (G.O. (MS) no. 168/2007/LSGD dated 25.06.2007) instructing the Local Governments to procure all the necessary hardware as per the rate contract of DGS&D, Government of India. Almost all

the Local Governments have initiated action to procure or already procured the equipment.

In the case of procurement directly by Local Governments also, the lack of basic infrastructure, i.e. the non-completion of site-readiness, is affecting the installation of software in the Panchayats.

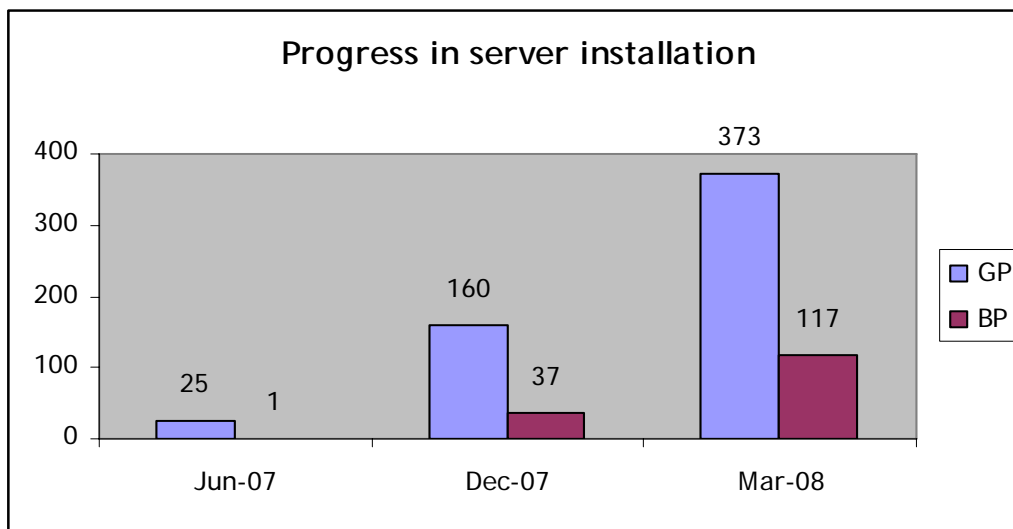
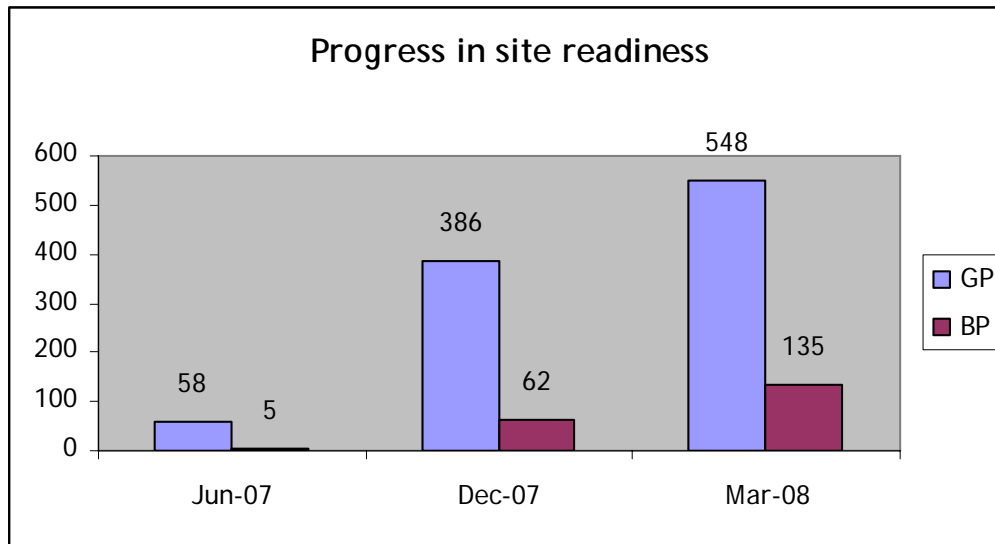
The meetings of the Executive Committee of Information Kerala Mission had been regularly discussing the issues in site readiness, and recommending measures to expedite the same.

The Executive Chairman & Director also held District level meetings to discuss the progress of e-Governance implementation with the District level Officers of LSGD, the Secretaries of Local Governments and also visited selected local governments to assess the problems on the spot.

Based on the feedback in these Government issued instructions to use the PWD Schedule of Rates (G.O. (Rt) No. 2861/2007/LSGD dated 22.10.2007) and obtain technical approval from Technical Advisory Groups (TAG) for electrical works, Government also constituted (G.O.(MS) No. 240/2007/LSGD dated 17.10.2007) District Level Committees headed by the District Collector to monitor the progress in site readiness.

District level coordinators were also positioned by Information Kerala Mission from February 2008 for following up and coordinating the e-Governance activities. District level Technical Officers were also positioned from March 2008 from among the senior Technical Assistants in Information Kerala Mission. Senior officers at Information Kerala Mission head quarters have also been given responsibility of 2 districts each to monitor the progress regularly (in addition to their regular functions).

The progress based on these initiatives is evident from the progress in status of site readiness and server installation from June 2007 to February 2008.



In locations where site readiness had been completed, Information Kerala Mission personnel (almost one Technical Assistant positioned per Block Panchayat) had been verifying the facilities arranged, testing the earth resistance and initiating further actions. The verification of hardware directly procured by local governments is done by the TA and installation is carried out in locations where the site is ready.

## 5.2 Process Reengineering, Integration of New Systems and Building Rapport with agencies involved in the Local Government

### 5.2.1 Civil registration

In 358 local governments civil registration processes are being done using *Sevana* (Civil registration) application software. Provision is also made in 227 hospitals covering 35 local governments for preparing and sending births and deaths reports electronically through the Hospital kiosks. *Sevana* (Civil registration) application that covers all legal requirements related to the civil registration process has been widely accepted since it supports mandatory requirements, archiving and efficient service delivery.

Online registrations using the *Sevana* (Civil Registration) application started in 2000. But there have been several ambiguities owing to lack of any clear-cut directions from the authorities with reference to the process reengineering requirements for accommodating e-governance systems in the civil registration. Because of this, there had been apprehensions about the validity of the e-governance processes among the employees. The issue of guidelines in this regard could be accomplished after continuous concerted efforts. The new guidelines (January 2008) approved the legality of electronic reports generated at the hospital kiosks and accept the transfer of statistical data in electronic form to the Economics & Statistics Department.

Nevertheless more executive orders, particularly approving the *locus standi* of electronic registers, are required for making the processes effortless, in avoiding duplication of work and making full use of the electronic facilities. Despite the fact that several suggestions were put forth for the improvement of present system through the use of *Sevana* (Civil registration) application, most of them have not been considered for implementation. Approval of *Sevana* (Civil registration) database as register, provision for issue of fresh extract under Section 12 of the Registration of

Births and Deaths Act (1969) incorporating the name of the child, when it is added subsequent to the registration of the birth, authorising more personnel to sign extracts under Section 17 are included in these suggestions.

Modifications were made during 2007 of the Kerala Registration of Births and Deaths Rules, 1999. These changes could be incorporated in the *Sevana* Software within the time schedule stipulated by the Chief Registrar of Births & Deaths. Following the deployment of modified version of application, grievances related to the inclusion of address in the extracts (certificate) were raised from several locations and the same was officially conveyed to the Chief Registrar (from January 2000 till the execution of new rules, address details were not registered in the birth registration records since there was no provision for the same). The Chief Registrar in turn obtained a clarification in this regard from the Registrar General of India and the same was communicated to Information Kerala Mission.

### **5.2.2 Saankhya - accounting**

New version of requirement documentation for Saankhya (Grama Panchayat Module) is being ready incorporating new accounts rules.

The Local Fund Audit Department has also initiated steps for obtaining training to its staff from the Information Kerala Mission on computer fundamentals and Information Kerala Mission application software.

### **5.2.3 Property Tax reforms**

Information Kerala Mission conducted the analysis of sample data collected for studying the impact of property tax reforms on the current revenue of different categories of local governments. This analysis was conducted for the Local Self Government Department. Results of the analysis were already communicated to the department. The Government has asked to do another analysis using another set of sample data, (especially related large commercial building) which would be done as soon as the sample data for the purpose is made available.



#### **5.2.4 Studies on permanent numbering scheme to buildings within the local government area**

As part of Property Tax reform process, Information Kerala Mission proposed a Permanent Numbering Scheme for the buildings on the basis of permanently defined land parcel units formed on the basis of geographic parameters. The permanent number becomes essential in the context of the continuously changing electoral wards and the existing scheme of building numbering based on ward numbers. This proposal was made after incorporating the field level experience gathered by the Geographic Information System (GIS) division of the institution. After considering this proposal the Government has authorised Information Kerala Mission to conduct a detailed study on the subject through pilots and to submit proposals.

#### **5.2.5 Sanchaya - Revenue Software**

Requirement documents for the first version of *Sanchaya* modules for trade related licenses and license under Prevention of Food Adulteration Act were prepared and the application software put into operation at Thiruvananthapuram Corporation.

As part of this a new common application form for the Licenses under various provisions was designed and the same was approved by the Thiruvananthapuram Corporation. Sample of this application form was also sent to all urban local bodies. Along with this, designing of new license forms for general licenses and license under PFA were completed. Also on request of the Thiruvananthapuram Corporation, stickers were designed for pasting on buildings that have taken general licences, licence under PFA and at land premises/building rented out by the corporation.

#### **5.2.6 System study on Kerala Municipal Building Rules (KMBR)**

Since the Government has extended the ambit of KMBR to all local governments in the state, an application for handling the process is required. For this purpose, preparation of a detailed system study document on the

subject has already been initiated. It is intended to deploy the first version of the application at one Municipality on pilot basis.

### **5.2.7 Government Schemes implemented through Block Panchayats**

Requirement of applications for monitoring centrally sponsored schemes implemented through Block Panchayats were discussed with the Commissioner of Rural Development. In continuation of that, interaction with experts were held for the customisation of schemes for the application development and first draft of the document is ready.

### **5.2.8 Creation of Employee database**

Data entry of personal information of employees in the Panchayats service has been completed. This was done along with the PF database preparation of Panchayat Employees. Discrepancies identified in the information received was also identified and the same is to be corrected and finalized. Information Kerala Mission is already having the personal information of all employees working in the urban local bodies. With this information, a combined Local government employees' information database can be created in line with the government policy of creating a Local Government Service. After compilation of information, digitized service book can be generated for the employees.

### **5.2.9 Sakarma Workshops**

*Sakarma* is the application that functions as decision support system. This consists of preparing agenda notes, issuing notice and recording minutes pertaining to meetings of statutory bodies functioning in the local governments. In this connection, a series of workshops were conducted with the participation of experts in local governance. As an output of these workshops 175 templates of agenda models were prepared. These have to be incorporated into the next version of application software.

## **5.3 Application Software Development**

Revised versions of many application software were developed and deployed during this period. The requirement for changes in the software include those

due to changes in business rules and processes, those due to requests for additional features and those brought about for improving the processes and data as realised by Information Kerala Mission as part of the implementation experience.

### **5.3.1 Plan Formulation and Monitoring - Sulekha**

One of the major efforts had been in developing an application software (*Sulekha*) for capturing details of nearly 1.5 lakh projects prepared by the local governments as part of decentralized planning programme. An entirely new application had to be developed to capture the details from over 39 types of formats, and generate over 50 types of reports from these formats. The application was developed in a short time utilising almost the entire development team. The application was intended to be deployed at TAG level for capturing data. The reports generated were used for appraisal by the Technical Advisory Group (TAG). The data was transferred to DPC Module of Sulekha where the details of DPC approval were captured and the proceedings generated. This module was for deployment in District Planning Offices.

A module for revision of projects was also developed.

The monthly expenditure and quarterly physical achievement monitoring module was also developed. This module transfers the information over dial-up to the server at the State e-Governance Data Centre utilising the State Information Infrastructure. This data would be made available over internet.

### **5.3.2 Accounting**

The Government had approved revised Municipal Accounting Rules based on the National Municipal Accounting Manual. The new system is double-entry accrual based. The accounting software Saankhya had been modified to suit these requirements.

In the case of Grama Panchayats, the Government had adopted the account heads suggested by the CAG. These heads had been incorporated into Saankhya at the pilot locations. The Government has also initiated action to further revise the account heads.

Information Kerala Mission has initiated action to modify the Saankhya software for Grama Panchayats as per this.

In the case of Block Panchayats and District Panchayats they have very limited own fund, but have many centrally and state sponsored schemes Saankhya needs to be customized along with the project monitoring module to suit these requirement, the work on which has started in consultation with the Rural Development Department.

### **5.3.3 Integration of Accounting and Revenue**

The accounting application Saankhya had been working with the revenue systems back end, except property tax. The bareness rules related to revenue systems have also been only partly implemented in the revenue application Sanchaya.

Based on the Property tax data in Thiruvananthapuram Corporation (its main office and six zonal offices) the integration of property tax database with the accounting (receipts) module is nearing completion. The issues in data were discussed with the staff of the corporation periodically and the problems are being cleared with their involvement.

Information Kerala Mission had prepared an application form for licenses for trade and related activities and licenses under Prevention of Food Adulteration Act, in consultation with the Corporation of Thiruvananthapuram. An application software to capture the details of these licenses was also deployed in Thiruvananthapuram Corporation, which would be used to issue the license.

### **5.3.4 Provident Fund of Panchayat Employees**

Information Kerala Mission had taken up the computerisation of the Kerala Panchayat Employees Provident Fund (KPEPF) accounts for the period from 2001. The digitization of the past accounts details till 2006 was done. The staff of the PF wing of Panchayats Directorate is now revising and approving the data through the software provided for that purpose. Once the verification of

data for a year complete, the data is hosted for access by employees over Internet ([www.lsg.kerala.gov.in/kpepf](http://www.lsg.kerala.gov.in/kpepf)).

The software for hosting the data on the Web was developed in open source technology.

The PF application would be integrated with the payroll application for deployment in Panchayats.

If required, these could be implemented in Urban Local Bodies also

### **5.3.5 Sevana (Civil Registration)**

Modifications were made in the application software for incorporating bilingual legal information including the address as specified in the amended rules. Changes were also made for generating annual reports as per the new formats prescribed by the Chief Registrar of Births and Deaths in a time bound manner.

### **5.3.6 Sanchitha (Version 2)**

*Sanchitha* is a CD-ROM based application. This is a repository of Acts, Rules, Government Orders, Circular, etc. relevant to local government systems. First version of *Sanchitha* was released in the year 2002. So it became imperative to release a new version with inclusion of new government orders, circulars, rules etc. along with incorporation of modified provisions in the acts and rules. In addition to this, additional information related to the service rules, Right to Information Act, Information Technology Act etc were added in the new version. The new version of *Sanchitha* is also more user-friendly and has features like general and keyword search facilities. New version of *Sanchitha* was released by the Hon: Union Minister for Panchayati Raj, Shri. Mani Shankar Iyer on the 18<sup>th</sup> of August 2007.

### **5.3.7 Samveditha and other websites**

Samveditha the official website of the local self Government department has changed its web address to [www.lsg.kerala.gov.in](http://www.lsg.kerala.gov.in). It is maintained by IKM. The site is a portal for all local governments in the state. Provision was made in

the application for publishing new government orders, circulars etc and tenders of local governments.

Using this facility 65 government orders and 38 circulars were published along with tenders/quotations from the local governments. Provident fund account details of the subscribers of Kerala Panchayat Employees Provident Fund (KPEPF) was also published in the website. Moreover local government wise data pertaining to 9<sup>th</sup> plan expenditure, 10<sup>th</sup> plan formulation and 10<sup>th</sup> Plan expenditure up to 2005-06 were also published in the website. This website has definitely become a reliable medium of communication for the local self government department and local governments as well as for the general public.

Website of all corporations except Kozhikode is maintained by Information Kerala Mission. Among the four remaining corporations, website for Kollam Corporation was registered and started functioning in the report period. In addition to this, website for the Town Planning department of the Thiruvananthapuram Corporation was also registered test hosted with plan scheme maps. Updating of all these websites are being done on the basis of information provided from the concerned corporation.

Website for all the 53 Municipalities were registered and hosted. But content development of these sites have been done only on a very limited basis, since the same was not made available by the respective municipalities.

In the case of Grama Panchayats independent websites for Vellanad and Talikulam Grama Panchayat are available. The website of Information Kerala Mission [www.infokerala.org](http://www.infokerala.org) is also being updated on a regular basis.

Website of Information Kerala Mission is already redesigned using open source code and the same is in progress in respect of website of local self government department

#### **5.4 Quality Assurance**

The Mission had formed a Quality Assurance team in 2005 for ensuring the process control for digitisation of very large databases such as Births, Deaths

and Marriages registration, assessment registers of Property Tax, etc. The masters for various applications such as *Saankhya*, *Sevana*, *Sthapana* are strictly verified by the

QA team and approved for integration with applications. Sampling plan based on MIL (MIL 105E - Normal Inspection) standards are being used for inspection. The team is managed centrally at Head Quarters and working under Line of Business Expertise (LOBE) Division.

#### **5.4.1 Training in QA**

Extensive training programme is arranged for the Quality Assurance team members. The team members are Diploma holders in Computer Science/ Computer Hardware/ Electronics/ Civil/ Commercial practice. The training programme contains the fundamentals of Quality Assurance, Quality System standards, Sampling plans, Statistical Quality Assurance practices, Local Body Domain. Training was also imparted in the area of interpersonal skills.

#### **5.4.2 Product testing**

Each product developed by the Software Development team is tested by the Product testing in association with the QA team. The Product Testing team is basically handled under the Technical Support and Infrastructure Management division. Test plans are prepared for testing the software product which is based on the business logic and the test cases. The same personnel are also involved in the helpdesk functions of the respective software.

#### **5.4.3 Software Engineering Practices**

Though the Mission started about 8 years back, the software engineering practices cannot be fully adopted in the process life cycle of the product development. This is basically because of the lack of trained persons to teach and practice the Software Engineering Process in the Mission. High rate of turnout of senior software professionals create non sustainability of all Software engineering process initiatives adopted by the Mission. It is high time to create an exclusive Software Engineering Process Group (SEPG) to attain

process capability maturity level (CMM levels) in very near future. The software tools procured (Rational suite) for Software Engineering Process has to be customised and utilised fully.

#### 5.4.4 Masters and Standardisation

Masters are standardised forms of particular information that may include terms and names to be entered in an application software, which are provided in the form of a list of options or as choices so that at all times that particular information can be entered only by selecting from among the options available. In the masters, structure and spelling of each of the available options would be predefined. This will avoid the situation where one particular information is captured in different forms and spellings. Since Information Kerala Mission widely uses masters in its application software, it is ensured that one particular information would be captured in a single format in all applications deployed at local bodies throughout kerala. This will ensure data quality and will be helpful in the analysis of data. There are global masters that are applicable in all locations and local masters that are applicable only to a particular local government.

Among global masters used in applications, list of countries [for Sevana (Civil Registration) application] was standardised and finalised on the basis of list available at the United Nations website during the report period. Masters for name (English & Malayalam) of all local governments in the state was finalised in consultation with the local governments. Master of states and districts in India was also updated on the basis of information available in the website of National Informatics Centre.

Local Masters for Sevana (Civil Registration) is being collected from all Grama Panchayats. For Sevana (Civil Registration) local master details from 1970 onwards are collected. This is because civil registration past records from 1970 are also intended to be digitized in phases. In the case of Corporation and Municipalities these masters were already finalized at the level of Information Kerala Mission. Out of 999 Grama Panchayats, *Sevana* (Civil Registration) local masters for 634 numbers are finalised by Information Kerala



Mission. These masters include details of Registrars from 1970, name of revenue villages, post offices having service area within the local body, list of hospitals and other institutions, officials responsible for reporting event from the hospitals and other institutions from 1970, Hindu Marriage places etc.,

*Saankhya* local master collection formats have been distributed to all Grama Panchayats. Local masters of post offices pertaining to *Sevana* (Social Security Pensions) for Municipalities were finalised during the period.

## 5.5 Deployment and Support

### 5.5.1 JanasevanaKendram

JanasevanaKendrams are functioning in all Corporations, Municipalities and some pilot Grama Panchayats. The JanasevanaKendram is a single point public access facility for all types of services from a local government. The Mission had initiated another programme, *Sutharya* information centre in Thiruvananthapuram, Thrissur, and Kozhikode Corporations, Kunnankulam and Punalur Municipalities, and Thalikulam and Thanalur Grama Panchayats, which strives to provide transparency in the operations and a space for public redressal in local governments. The *Sutharya* Information Centre in Kozhikode and Thrissur Corporations, and Thanalur Grama Panchayat has touch screen kiosk for public access. The combined operation of Janasevanakendram and *Sutharya* information centre would transform the public delivery system drastically.

In certain Municipalities, the idea of JanasevanaKendram as a good citizen delivery centre has not materialised and its functioning has deteriorated to that of the traditional government office setup which alienates the citizen from the good ambience of decent public access point. The issue has to be addressed very seriously and training programmes shall be initiated in this direction for elected representatives and the staff.

Government of Kerala had initiated the programme of JanasevanaKendram in LSGIs with the following objectives

1. To provide improved and efficient civic services to the citizens approaching the LSGIs for redressing their grievances and for availing public goods
2. To arrive at a system of benchmarking of service offerings in the JanasevanaKendrams and to arrive at a roadmap for achieving this.
3. To publicly declare the particulars of individual officers responsible for providing specific civic services in LSGI and also the supervisory officers responsible for handling complaints regarding service delivery.
4. To ensure that the services provided in Janasevanakendrams are of standards comparable to the benchmarks fixed and to establish institutional mechanisms to ensure that the quality of service offerings in the JanasevanaKendrams remain reliable, and suitable.
5. To widely publicise the diverse services offered by the JanasevanaKendrams, the standards for the service offerings, the criteria for service delivery, the backend mechanisms for providing the services, the decision making mechanisms involved, the expenses, and the limitations, if any.
6. To handle all grievances of the public promptly and to establish clear and effective mechanisms for redressing these grievances and also complaints relating to service delivery in JanasevanaKendrams.
7. To interact with public in an extremely decent, humane, hospitable, and helping manner and to extend a very friendly and pleasant ambience to them.
8. To ensure that the JanasevanaKendram is a clean and tidy citizen space and that it is maintained spotlessly neat and dust free with appropriate facilities for lighting and cooling and with provision for safe drinking water and sparkling clean toilets.
9. To make known the officers in the LSGI who are responsible for maintaining the JanasevanaKendram in a citizen friendly manner and to ensure the continuance and sustainability of the people centred service delivery system.
10. To ensure that the backend processing of official documentation including files, registers, and accounts arising from various transactions

in the JanasevanaKendrams are maintained in accordance with the norms prescribed from time to time systematically and without any gaps.

11. To devise mechanisms for empowerment of the masses by various means including regular broadcasting of comprehensive information on functioning of the LSGI using modern Information Communication technologies.
12. To devise systems for disclosing as much information, regarding the activities and programmes of LSGI, as possible, to the public thus accepting beyond doubt that citizens are absolute masters of the local self government systems.

Even in the context of not acquiring the spirit of JanasevanaKendram by the LSGIs, the working of JanasevanaKendram at Thiruvananthapuram Corporation is worth mentioning. The JanasevanaKendram at Thiruvananthapuram Corporation is working in two shifts (08.00 am - 02.00 pm & 02.00 pm - 07 pm) and has emerged as a role model for the Janasevanakendrams in the state. One day permit facility for issuing building permit is functioning at JanasevanaKendram at Thiruvananthapuram & Kozhikode Corporations

### **5.5.2 Sutharya Information Centre**

Sutharya Information Centre is a single point public access centre for the interaction of common public with the Local Governments. Sutharya Information is functioning at Thiruvananthapuram, Thrissur, Kozhikode Corporations; Kunnamkulam, Punalur Municipalities; and Vellanad, Thalikulam, and Thanalur Grama Panchayat.

## **5.6 Software Installations**

### **5.6.1 Civil registrations**

The civil registration software *Sevana* has the maximum number of installations. But very few new installations other than hospital kiosks had been initiated during this report period.

### 5.6.2 Past data entry

The digitization of past data of civil registrations is progressing in different local bodies. In Thiruvananthapuram, Kollam, Kochi, and Thrissur Corporations, the frame work creation and core data entry of past data during 1970- 2005 were completed. The Quality Assurance team completed 10 % sample verification of records for ensuring the correctness. The print out of the database has given to the concerned Corporations for verification by the staff. In Thiruvananthapuram Corporation, the staff verification for records from 2005 to 2003 was completed and ported for online application. In Kozhikode Corporation the data for 1995-2005 was completed, verified and the porting is in progress. The lapse in timely verification of printouts by the local body staff created a bottleneck to complete the data porting to *Sevana* Civil registration application.

In Municipalities 35 have been completed the frame work creation and core data entry for the period of 2000-2005 and submitted the print out for verification by the staff. The print out of 10 % sampling data was completed by the Quality Assurance team.

### 5.6.3 Hospital Kiosks

Hospital Kiosks were newly established in 24 LSGIs during 2007-2008 (11 Municipalities and 13 Grama Panchayats). Thus total number of LSGIs covered, as on 31.03.2008 is 38(5- Corporations, 17 Municipalities and 16 Grama Panchayats) Hospital Kiosks were established in 84 hospitals during 2007-2008 (15 Government hospitals and 69 Private hospitals). Thus the total number of Hospitals covered, as on 31.03.2008 were 243 (54 Government hospitals and 189 Private hospitals).

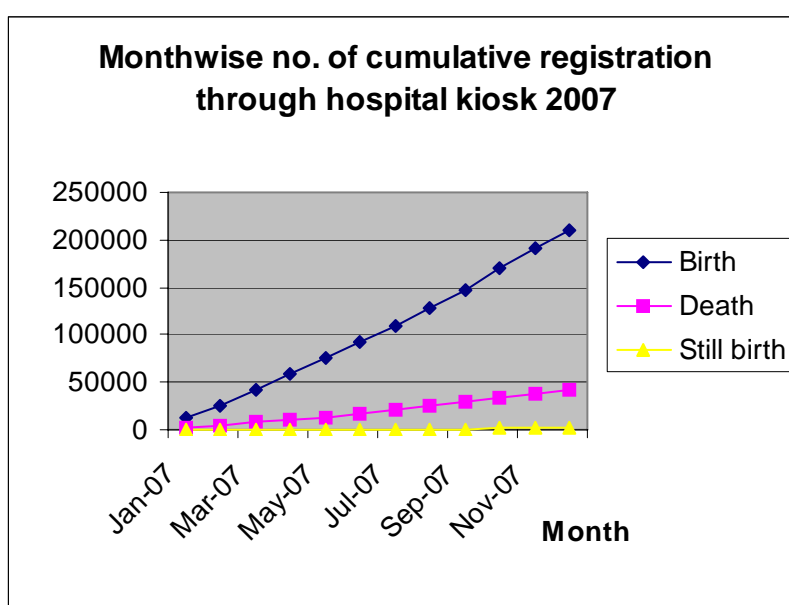
Monthly Registrations through Kiosks was to the tune of 25,000 compared to 16,000 in 2006-2007. Total registrations done through kiosk during the year 2007-2008 was 2.73 lakhs compared to 1.59 lakhs in 2006-2007. Registration since inception till 31-03-08 was 4.75 lakhs.

Training has been provided to Hospital staff with the assistance of Training team. 100 persons were trained during 2007- 2008. Total persons trained as on 31.03.2008 were 690.

A data audit of the events registered through the kiosk was first conducted in November 2006 in five corporation areas with the objective of improving quality by reviewing and assessing the process and product. In continuation a data audit was conducted in November 2007. The data audit covered 19 LSGIs for the period from 1.11.2006 to 30.6.2007. The total number of births audited was 120133, deaths 20,624 and still births 1043. A sample study was also conducted to ascertain the quality of data. Sample study covered 7327 births, 2608 deaths and 294 still births. There is considerable increase in quality of data. However some check points are to be devised to ensure full registration without duplication. With more interaction with the informants, quality can be more improved.

Representatives of IKM attended the review meetings of Hospital kiosks convened by Local bodies and gave valuable suggestions to improve quality and timeliness of Registration. Meetings were held at Thiruvananthapuram Corporation, Kozhikode, Sulthan Bathery and Palakkad.

Since stabilisation process is over. Government had ordered to hand over the Management of Hospital Kiosk to the LSGI's.



#### 5.6.4 Social security Pensions

The Mission had deployed the Sevana (Pension) application in Urban Local Bodies and a few Grama Panchayats where the master databases were completed for deployment. During the creation of social security pension database the Mission identified extensive data gaps to clearly establish the identity of the beneficiary in terms of postal address, date of birth and certain vital information required for the eligibility of the pension. The Mission initiated a proposal of having pension adalat camps for capturing these information. Adalats were conducted at North Paravur Municipality, Attingal Municipality, Kozhikode Corporation and Thiruvananthapuram Corporation. The methodology adopted in each these locations were different.

In North Paravur Municipality Medical camps were conducted in different part of the Municipality, and the beneficiaries from nearby wards were asked to report in the medical camps with the last money order coupon, ration card, electoral card, medical certificate (if applicable) and such other necessary documents. In the camps, a medical check-up was arranged for the pensioners and the information required for the pension database collected. Many hospitals in the Municipal area participated in the conduct of these health camps. A health card was issued to the pensioners and the hospitals had committed to ensure continued free treatment.

In Attingal Municipality, house to house survey was conducted by Kudumbashree workers. The required information was collected and the photograph of the pensioners was taken with the help of personnel engaged by IKM. Some discrepancies which were observed in the case of physically challenged pensioners are yet to be resolved for finalising the database. Eighteen physically challenged pensioners have not produced the medical certificate, and it was suggested that this can be sorted out by conducting a health camp, which has not materialised.

In Kozhikode Corporation, the pensioners were asked to report to Corporation office with specified documents based on the schedule informed to them through Money Order communication coupon. The details were collected to

clear data gaps and a photograph was also taken. The process of finalising the database is progressing.

In Thiruvananthapuram Corporation, regional adalat camps were conducted and the beneficiaries were informed to attend the camp with relevant documents. In the camp, the documents were verified, photograph taken and an ID card issued to each pensioner.

#### **5.6.5 Accounting - Saankhya**

The major implementation during the year is the deployment of *Saankhya* application in Municipalities. Presently *Saankhya* is working in 40 Municipalities and in the remaining locations arrangements (space, hardware, UPS and network points to be wired) need to be completed to deploy the application.

Presently *Saankhya* is operational in 4 Grama Panchayats. The deployment of *Saankhya* in other Grama Panchayats is planned for April 2008 onwards.

The earlier version of accounting application (*Sahatha*) is still functioning at 6 locations in Thrissur Corporation, one location in Kochi Corporation and one location at Kozhikode Corporation. In Kozhikode Corporation, the *Saankhya* application was deployed, but the operation is temporarily suspended due to variation in practice related to the calculation of fine for Property Tax. The matter was referred to government and clear instructions are awaited. The operationalisation of *Saankhya* is expected to start in one more zonal office of Kochi Corporation in the beginning of the next financial year. The six locations in Thrissur Corporation are also to be revamped with the *Saankhya* application in the beginning of the next financial year.

#### **5.6.6 Saankhya (KMAM) application**

The Mission had modified the *Saankhya* application to suit the new double entry based systems as per the Kerala Municipal Accounting Manual (KMAM) 2007 and deployed at Kozhikode Corporation on February 15, 2008 as trial. Parallel operation is progressing and can be ready for online operation from April 2008 onwards. The application modifications based on the trial can be

carried out and all Saankhya / Sahatha locations can be revamped to the *Saankhya* (KMAM) application through out the state.

#### **5.6.7 Sanchaya - revenue systems**

The Mission had developed Sanchaya application (initially without the business process for all streams of revenue) for integrating the revenue system to the new accounting application *Saankhya* (KMAM) and is under pilot testing with property tax database of Thiruvananthapuram Corporation. This will be operationalised at Thiruvananthapuram Corporation soon. The Sanchaya architecture is designed in such a way as to integrate it to provide web services in future.

#### **5.6.8 Helpdesks**

The support for application software deployed by IKM is provided at the locations by Technical Assistants. In the case of Corporations, Municipalities and District Planning Offices, a Technical Assistant is positioned continuously at the location for providing troubleshooting, maintenance and handholding.

In the case of Block Panchayats and Grama Panchayats one Technical Assistant is available per block for these support functions. They visit the locations periodically and also on call basis. The problems that they cannot solve locally are reported to the appropriate locations.

#### **5.6.9 Support at the local governments**

One of the major activities of the Technical Support & Infrastructure Management Division during the period had been the following up and testing of the readiness of the basic facilities in local governments for installing the IT infrastructure. In addition to this support for the applications running in the various local governments had been provided by the Technical Assistants positioned in the local governments. The Corporations have three to four TAs, and the Municipalities and District Planning Offices have one TA positioned full time in the office. For Panchayats, one TA is positioned per Block Panchayat (except in Block Panchayats with just two or three Grama Panchayats). The



support provided by the TA to the concerned offices include handholding in the operation of the application software during the initial stages of deployment, performing system administration functions such as backups, applying the patches, service packs and updates of the commercial off-the-shelf software such as operating system, database server, office suite, antivirus, etc., applying the updates and patches of application software developed by IKM, installation and configuration of IKM application software including the initialization of the software with the help of local government personnel, etc. Support for dataentry of local databases is also provided by the TA.

The problems related to hardware are to be reported to the relevant service provider. Most of the equipment was under warranty during the period. But the warranty of the equipment in Municipalities and Corporations has ended towards the end of this period. The TA assists the local government in identifying (wherever possible) and reporting the problem to the concerned call centre. As per the new procurement guidelines, penalties would be applicable for delay in problem rectification. The local governments have to maintain necessary documents to apply these penalties. Formats for this have been specified.

In the case of software related problems, any problem that cannot be rectified by the TA is escalated to the state level helpdesk.

One of the major efforts in addition to ensuring infrastructure readiness had been in the operationalising of the *Sulekha* formulation application across all the local governments. The application software was deployed at the Technical Advisory Group

(TAG) level - i.e. in all the 152 Block Panchayats, 53 Municipalities, 5 Corporations, 14 District Panchayats - and also the State Level TAG and all District Planning Offices. The dataentry was done by data entry operators arranged at the TAG level using hired computers. Training for data entry operators was arranged at the district level. The deployment and support for dataentry of the over 1.5 lakh projects was handled by the nearly 200 Technical Assistants within a period of one month. This data, ported to the

DPO module of *Sulekha*, was used to generate the proceedings after DPC approval.

Another major support activity had been in terms of the deployment of *Saankhya* module in 40 Municipalities and *Sevana* Pension module in all Municipalities (but operationalised only in 47 Municipalities).

One of the major applications deployed and supported in the local governments is the *Sevana* (Civil Registration). It is deployed in 358 local governments and 227 hospitals. A large number of support requests are handled for this application by the TAs in the field and the state level helpdesk. The dataentry of past records is also handled in the local governments. This is also managed by the TA. The electronic data is sent to IKM HQ once it is verified, corrected and the quality is assured. The data is then ported to the online application and deployed in the field.

The payroll application *Sthapana* has also a wide installation base. Support requests and feature additions are requested and updates provided periodically.

The *Soochika* and *Sakarma* application had a few more installations during the current period. Since the number of installations is few, and no major modifications had been done during the period, the support requests were few as the application has stabilised.

IKM had also handled the data entry of asset registers of all local governments, prepared by KILA. The software developed by IKM was deployed in various Kudumbashree units for data entry and verification by local governments, as a part of the programme of KILA. Technical support for dataentry was provided by IKM in all these locations by positioning a TA per dataentry centre for a period of nearly one year.

A number of training programmes for Technical Assistants was also carried out. There had been both induction training and refresher training programmes.

The main induction training programme had been with respect to the 93 Technical Assistants trainees selected by the District Collectors as part of the Plan formulation programme. Seven days' training was imparted to them in 4

batches. They were positioned in Block Panchayats after the training programme.

Refresher and application software related training programmes for TAs were also held on Sevana (Civil Registration and Pension), Sulekha, Sthapana, Sanchitha).

A few personnel had also attended external training programmes on networking, Linux, Web, etc. and also on the maintenance of the National Panchayat Portal of Union Ministry of Panchayati Raj.

#### **5.6.10 Internal Infrastructure, Helpdesk and Wide Area Network Connectivity**

The Internal I.T. infrastructure of Information Kerala Mission is arranged in various labs. These labs are all linked together in a local area network consisting of both UTP and optic fibre cables.

Information Kerala Mission has a small data centre. The data centre caters to all the internal data storage requirements of IKM and also acts as an interface for Internet and the State Wide Area Network connectivity. The data centre has rack mount servers and network attached storage device for storage of data and running of internal applications. The application Software source/version management and updates management is also done here.

A 512 MB leased line connectivity is available to Internet through the National Internet Backbone of BSNL. IKM's mail server and a few websites are hosted from this data centre. Internet access is provided internally through a firewall and proxy server. Physical access to the data centre is restricted through a smart card system to a few authorised personnel.

A leased line (2 Mbps line of BSNL) connection is available to the State E-Governance Data Centre.

A 64 kbps MPLS-VPN based line connectivity of BSNL is also available here for interconnecting the 5 Corporations. This is mainly for interconnecting the Zonal Offices of the Corporations to the main office, efforts for which are ongoing jointly with BSNL. Discussions with BSNL is in progress regarding this,

but there had been a lot of delays. More cooperation from the side of BSNL would be requested.

The connectivity of all the local governments are currently over dial-up to the State E-governance Data Centre. With the commissioning of the State Wide Area Network of the Government of Kerala the connectivity for the majority of local governments is expected to be available over this.

Mail server, the web server for the Local Government Portal, and web based applications (Plan Monitoring, Panchayats Employees Provident Fund etc) are hosted on servers co-located at the State E-Governance Data Centre. Internet based and Intranet based access over State Information Infrastructure is available for this.

Most of these facilities have stabilised during this period.

## **5.7 Training**

Training to the local government staff is one of the key areas taken up by IKM. IKM has developed many manuals and books related to computers training and specifically related to the applications software developed by IKM.

Training has been imparted to staff of local governments, elected representatives of local governments and also hospital staff as part of the hospital kiosk programme. The training covers computer fundamentals and specific applications software. The training is mostly hands-on in labs with 1:1 computer: trainee ratio. An on-site training is also given to the staff as part of the trial run at the local governments during commissioning of each software.

The training programmes are mainly held using the facilities at KILA and Kannur and those set up temporarily at Thiruvananthapuram.

The summary of personnel trained during the period 2007-2008 is given below

**Table -3**  
**Training Details 2007-08**

Sl. No.	LB Type	LB Staff	Elected Rep.	IKM Staff	Others	Grand Total
1	Block Panchayat	13				13
2	Corporation	368	42		7	417
3	Dist. Panchayat	80				80
4	Grama Panchayat	1497			5	1502
5	Municipality	288	42		2	332
6	Others			205	1712	1917
	<b>Grand Total</b>	<b>2246</b>	<b>84</b>	<b>205</b>	<b>1726</b>	<b>4261</b>

## 5.8 Physical Achievements

### 5.8.1 Corporations

- *Trivandrum Corporation:* The adalat for social welfare pensioners in Trivandrum Corporation was completed in the main office and in centres at different parts of the corporation.
- The verification of past data related to births and deaths registrations, data entry of which was completed, is being done by the staff of the Thiruvananthapuram, Kochi and Thrissur Corporations. The verified data is being ported to the online applications, book wise, after discrepancies are reported to the corporation.

### 5.8.2 Municipality

- Sanchaya (Property Tax data entry) application deployed in Ottappalam Municipality.
- Sevana Civil Registration application online in the Janasevanakendram
- Sulekha (Plan Monitoring) online in 53 Municipalities
- Sthapana (Paybill module) online in 53 Municipalities
- *Saankhya* Receipts have been operationalised in 41 Municipalities.
- Data entry of past records of birth and death registration is in progress. The records verified by the staff are ported to the online application book wise.
- Sevana Social Security pension: The application was installed in all Municipalities. 48 Municipalities have distributed Social Security Pension through this application.
- Sookhika (file tracking application) deployed in 3 Municipalities (i.e. Punalur, Kunnamkulam & Ottappalam)

### 5.8.3 Grama Panchayats

- *Sevana* births, deaths, marriages is online in 416 GPs (utilising existing computers).
- New equipment: Installation of UPS completed in 769 GPs.
- New equipment: Installation of server completed in 579 GPs.
- Site ready including earthing: 685 GPs
- Total number of staff trained to 5780.

### 5.8.4 Block Panchayats

- Site ready including earthing in 150 BPs.
- UPS alone was installed in 147 BPs.
- Installation of server completed in 137 BPs.

### **5.8.5 District Panchayats**

- New equipment delivered in 13. UPS and server was installed in Kottayam, Kozhikkode, Malappuram, Wayanad and Kannur and equipment already available and installed at Kasaragod.
- Discussions were held with Kannur, Kasaragod, Malappuram, Palakkad and Wayanad District Panchayats regarding the computerisation activities.

### **5.8.6 Hospital Kiosk programme**

Hospital kiosks have now been installed in 243 hospitals (54 Government and 189 private) spread over 37 local governments (5 Corporations, 16 Municipalities and 16 Grama Panchayats)

### **5.8.7 Asset register**

Asset register digitisation has been completed through Kudumbashree units for 1221 Local Governments (Vallapuzha and Cheranallur GPs remain to be done).

### **5.8.8 Kerala Panchayat Employees Provident Fund (PEPF)**

The application for verification, correction and finalisation of the digitised data from 2001 was deployed and operationalised. The PF Accounts Wing staff has completed the verification for 2001-2002 data (remittance and withdrawals). The 2002-2003 data (remittance and withdrawals) was also hosted on the LSGD website from 17/11/2007 in addition to the 2001-2002 data made available from September 2007. More than 1798 employees have checked their account details on the web. Credit card statement of 5488 employees for the period 2002-03 is ready to issue. After issuing the credit cards it is intended to rectify anomalies through adalaths.

### **5.8.9 Plan Monitoring**

It was decided that the Plan formulation data for 11<sup>th</sup> Plan would be captured electronically for appraisal and approval. An application with over 100

screens and over 50 types of reports was developed in a short span of time and deployed in 210 locations from September for data entry. The data entry of formulation 2007-08 was completed and DPC proceedings issued. The application software for revision of Plan was deployed subsequently in DPO's. The process was expected to be completed by first week of April, but still remains to be completed for 176 local governments.

## 5.9 Service automation

The position of deployment of IKM software as on 31/03/2008

Table-4

Software Applications	Corporations	District Panchayats	Block Panchayats	Municipalities	Panchayats
Sevana Birth & Death	5	-		53	416
Sevana Pension	5	-		48	51
Sulekha	5	14	147	53	
Saankhya	5	-		41	
Sthapana	5	4	83	53	63
Soochika	3	2		3	1
Sakarma	5	-		-	
Sanchaya	5	-		1	
Sanchitha	5	14	149	53	221
Samvedida		14		53	
Subhadra	5	-		-	
Hospital Kiosk	5	-	-	16	16
Distribution of Hardware/ Software	5	14	151	53	920



## Chapter 6

### 6. FINANCIAL SUPPORT AND APPLICATION

The sources of funds for the Information Kerala Mission are given below:

- a) Additional Central Assistance - utilized for the programme of KINLB
- b) State Plan Fund utilized for the administrative charges of IKM
- c) Project Funds for the purpose given in the Project Proposals
- d) Implementation Funds from Corporations, Municipalities, Panchayats etc.

Utilisation of Additional Central Assistance and the State Plan funds was controlled by the Budget Proposals approved by the Implementation Committee. Since 13-10-2006, it was monitored by the General Council constituted in place of the Implementation Committee.

So far (up to 31-03-2008), the Information Kerala Mission received a total amount of Rs. 40.656 crore of which Rs. 9.13 crore is from the State Plan Fund and the balance amount of Rs. 31.527 crore from the One-time Additional Central Assistance released by Government of India (Planning Commission) through the State Government. The total expenditure from 1999-2000 to 2007-08 comes to Rs. 37.05 crore consisting of Rs. 5.28 crore under Capital Expenditure and Rs. 31.77 crore under Revenue Expenditure.

The year-wise details of Receipt and Expenditure from Additional Central Assistance and State Plan funds as on 31<sup>st</sup> March 2008 are given hereunder:

**Table -5**  
**Fund Received from IKM CORE**

(Amount in Rupees)

Period	State Plan	A.C.A		Total
		Other Receipts		
1999-2000	--	41,47,000	2,55,999	44,02,999
2000-2001	--	2,19,78,652	9,89,175	2,29,67,827
2001-2002	--	79,60,000	2,16,959	81,76,959
2002-2003	1,48,00,000	2,39,82,057		3,87,82,057
2003-2004	1,00,00,000	2,37,36,250		3,37,36,250
2004-2005	85,00,000	5,00,00,000		5,85,00,000
2005-2006	1,00,00,000	18,34,63,750		19,34,63,750
2006-2007	80,00,000	--		80,00,000
2007-2008	4,00,00,000			4,00,00,000
<b>TOTAL</b>	<b>9,13,00,000</b>	<b>31,52,67,709</b>	<b>14,62,133.00</b>	<b>40,80,29,842</b>

**Table- 6**  
**Expenditure under State Plan**

(Amount in Rupees)

Sl.No	Period	Total Expenditure (Plan)
1.	2002-2003	1,48,00,000
2.	2003-2004	1,00,00,000
3.	2004-2005	85,00,000
4.	2005-2006	1,00,00,000
5.	2006-2007	80,00,000
6.	2007-2008	3,88,88,913
<b>TOTAL</b>		<b>9,01,88,913</b>

**Table -7**  
**Total Expenditure under ACA**

Period	Capital Expenditure	Revenue Expenditure	Total
1999-2000	10,49,788.96	66,72,121.59	77,21,910.55
2000-2001	88,07,120.00	1,77,31,516.90	2,65,38,636.90
2001-2002	6,54,430.00	1,02,42,326.00	1,08,96,756.00
2002-2003	0.00	1,45,00,000.00	1,45,00,000.00
2003-2004	1,62,90,526.00	2,31,17,269.50	3,94,07,795.50
2004-2005	1,69,25,176.00	3,86,56,804.00	5,55,81,980.00
2005-2006	11,50,253.00	5,02,26,338.00	5,13,76,591.00
2006-2007	73,01,880.00	3,40,79,516.00	4,13,81,396.00
2007-2008	6,59,735.00	3,22,45,018.00	3,29,04,753.00
<b>TOTAL</b>	<b>5,28,38,908.96</b>	<b>22,74,70,909.99</b>	<b>28,03,09,818.95</b>

## Chapter 7

### 7. ACCOUNTS STATEMENTS

The Information Kerala Mission had received a total amount of Rs.23,32,59,192 against the following Project Categories during 2007-08.

Table- 8

#### Grant Received for other IKM Projects

Sl. No.	Category	Amount (Rs.)
1.	Slate Plan Project	4,00,00,000.00
2.	Corporations	74,69,269.00
3.	Municipalities	93,92,981.00
4.	Grama Panchayats	16,82,46,681.00
5.	Other IKM Projects	81,50,261.00
<b>TOTAL</b>		<b>23,32,59,192.00</b>

The expenditure under IKM projects is given below:

Table- 9

#### Expenditure under IKM Projects

Sl. No.	Category	Expenditure (Rs.)
1.	State Plan Project	3,88,88,913.00
2.	ACA Project	3,29,04,753.00
3.	Corporations	42,57,992.00
4.	Municipalities	25,04,231.00
5.	Grama Panchayats	10,368,297.00
6.	Other IKM Projects	88,12,902.00
<b>TOTAL</b>		<b>9,77,37,089.00</b>

The Auditors Report and Statement of Accounts for the year 2007-2008 are attached as Annexure-1.

## Chapter 8

### 8. ACKNOWLEDGEMENT

The Information Kerala Mission wishes to record its gratitude for wholehearted guidance, support and patronage extended by the Government of India, Government of Kerala, Department of Urban Affairs, Department of Panchayats, Grama Panchayats, Block Panchayats, District Panchayats, Corporations and other agencies.

.....