



# **Information Kerala Mission**

**(A Project under the Department of Local Self  
Government)**

## **ANNUAL REPORT**

**2008-2009**

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## 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 the computerising and networking of 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.

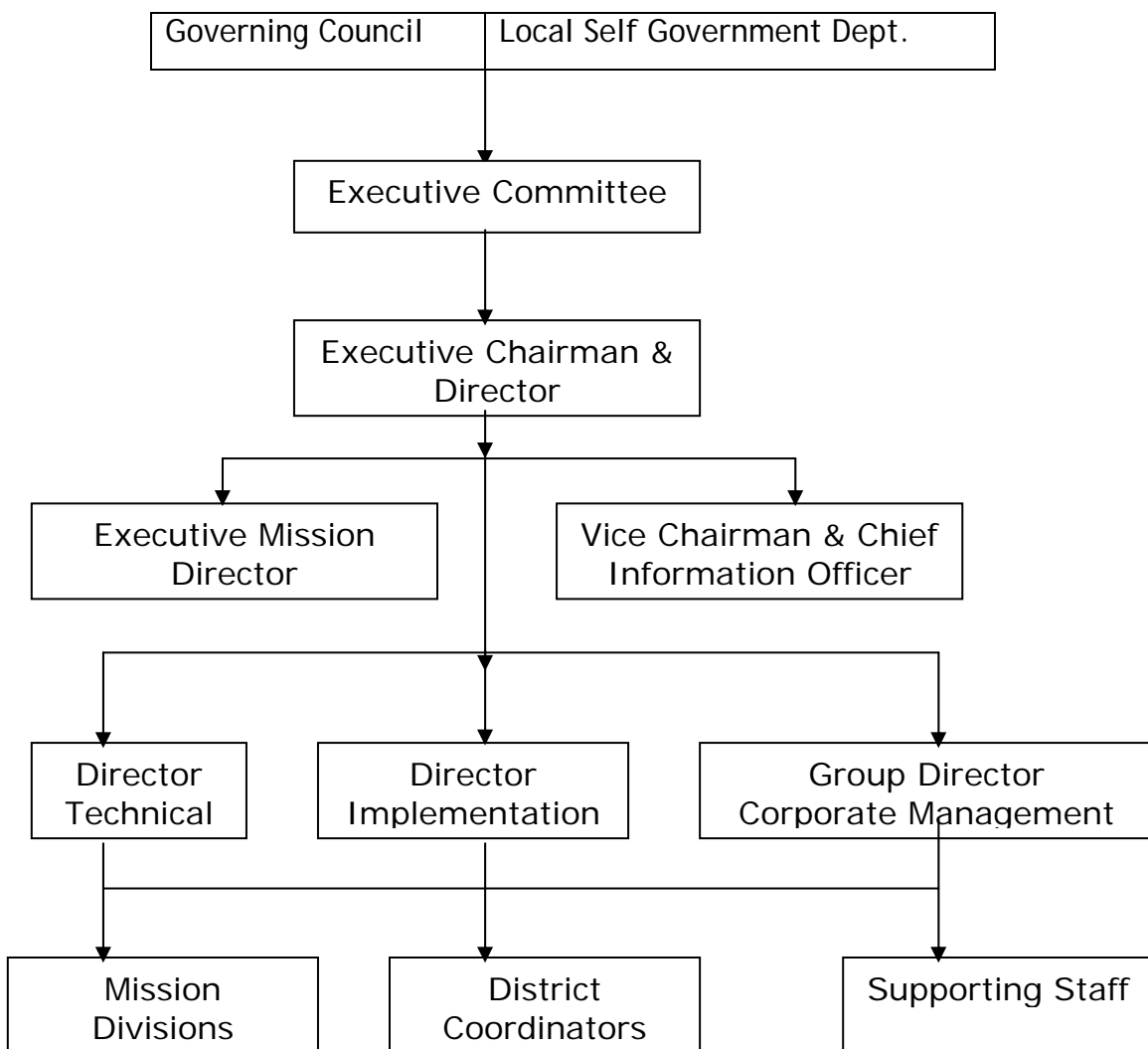
For effective implementation of e-governance programme in local bodies, Government have formed the Information Kerala Mission (IKM) as a Project of C-DIT (Centre for Development of Imaging Technology) on a mission mode on 1<sup>st</sup> August 1999 with Shri P.V Unnikrishnan who was the Registrar of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

## 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 the second on 15.03.08. The Executive Committee met fifteen times during the period.

IKM has been 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 Important Officials:

Name	Designation	Official Address	Phone/Mob. No	E-mail Address
Prof.M.K. Prasad	Executive Chairman & Director	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2595832 0471-2592230 9447793801	<a href="mailto:prasad_mk@hotmail.com">prasad_mk@hotmail.com</a> <a href="mailto:prasadm@ikm.gov.in">prasadm@ikm.gov.in</a>
Shri.M.Sivasankar IAS	Executive Mission Director	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2596543 2595832/33 9847797000	<a href="mailto:sivasankar@keralatourism.org">sivasankar@keralatourism.org</a>
Shri.P.V.Unnikrishnan	Vice Chairman & Chief Informatics Officer	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2531984 9447772818	<a href="mailto:pvunni@hotmail.com">pvunni@hotmail.com</a>

Shri.K.Unneenkutty	Group Director (Corporate Management)	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471- 2595832/33  9947690330	<a href="mailto:unneenkutty@ikm.gov.in">unneenkutty@ikm.gov.in</a>
Shri.A.Shaji	Director (Implementation)	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471- 2595832/33  9447041550	<a href="mailto:shaji@ikm.gov.in">shaji@ikm.gov.in</a>
Shri.Premkumar.K	Director (Technical)	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471- 2595832/33  9447165420	<a href="mailto:prem@ikm.gov.in">prem@ikm.gov.in</a>

## 2.6 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/Plg. 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 Tourism 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, Supporting Staff/Software Staff, Technical Support and Consultant/Resource Persons. The staff strength as at the end of 31<sup>st</sup> March 2009 is given below:

**Table - 1**  
**Staff Strength as at the end of March 2009.**

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)	5
9	Supporting Staff/Software Staff	146
10	Technical Support	282
11	Consultant/Resource Persons	23
<b>Total</b>		<b>463</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) General Administration and Office Management
- b) Accounts and Audit
- c) Purchase and Works

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

#### 4.2 Implementation

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

In addition to this functional classification, the Implementation Division is also undertaking the implementation e-governance 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) looks 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 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),Saankhya, Soochika, Sakarma and Sthapana.
5. Arranging training to municipal staff and elected representatives.

### 4.2.3 Grama Panchayats

Shri. Cherian Joseph continued as 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 pilot basis and regular basis. The Sevana (Civil Registration) Application has been installed in 946 Grama Panchayats and online operation in 622 Grama Panchayats. The Applications installed and online operation in Grama Panchayats are shown below.

S.No	Applications	Installed	Online
1	Sevana (Civil Registrations)	946	622
2	Sevana (Pension)	941	237
3	Sthapana	952	566
4	Sulekha	999	999
5	Sankhya	4	4
6	Samveditha	999	999
7	Sanchitha	999	999
8	Sakarma	1	
9	Sachithra (Cadastral Maps)	352	352
10	Soochika	7	7
11	Sanchaya	-	-
12	Subhadra	1	-
13	Hospital Kiosks	-	26

Sulekha, Samveditha (website), Sanchitha Applications has been installed and online in all 999 Grama panchayats. Sevana (Civil Registration) Application has been installed in all Grama Panchayats in Kasaragod, Wayanad, Palakkad and Thrissur Districts and online in all Grama Panchayat s in Kasaragod, Wayanad and Palakkad Districts. Timely action on problems (Technical and Application) faced in Grama Panchayats where Sevana (Civil Registration), Sevana (Pension) and Sthapana Applications where online operations done is also met.



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

Proposals for computerisation of Grama panchayat were issued. Schemes for implementation, Project proposals etc were also issued.

Earthing, Electrification, Server Installations, Client Installations, Hardware procurements etc in Grama Panchayats were monitored and action initiated by the team to rectify the same. Funds due from Grama Panchayats towards various schemes of Information Kerala Mission were monitored and timely action for the collection taken by the team. The activities of the Grama Panchayats selected for total computerisation including Socio-Economic Survey is dealt with by the team.

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

Shri. Mohanan Nair.A.M is the Team Leader of implementation in District Panchayats and Block Panchayats. 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 District Panchayats and Block Panchayats.
2. To provide support and hand holding to the District Panchayats and Block Panchayats staff both in domain and application related matters.
3. To forward the Utilisation Certificate for the funds received from District Panchayats and Block Panchayats.
4. Arranging training to District Panchayats and Block Panchayats staff and elected representatives.

#### **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. അക്കൗണ്ട്സും ധനകാര്യ മാനേജ്മെന്റും
3. റവന്യൂ സംവിധാനം
4. സേവന സംവിധാനം
5. പൊതുഭരണവും എസ്റ്റാബ്ലിഷ്മെന്റും
6. പഞ്ചായത്ത് ഭരണസംവിധാനം
7. 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 31.03.09, 279 Hospital Kiosks were functioning in 5 Corporations 19 Municipalities and 26 Grama Panchayats, covering 57 Government and 222 Private Hospitals. The progress of Hospital Kiosk installation is given below:

**Table-2**  
**Progress of Hospital Kiosk Installation up to March 2009**

<b>Corporations</b>							
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	16	18
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>101</b>	<b>130</b>

<b>Municipalities</b>							
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	3	4
5	Tirur	M	MLP	26/12/2006	1	6	7
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	6	7
9	Kasargod	M	KSG	14/06/2007	1	8	9
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	7	7
15	North Parur	M	EKM	31/10/2007	1	1	2
16	Thodupuzha	M	IDK	21/02/2008	1	4	5
17	Malappuram	M	MLP	31/03/2008	1	4	5
18	Punalur	M	KLM	08/08/2008	1	3	4
19	Chalakydy	M	TCR	05/11/2008	0	4	4
<b>SUB TOTAL (M)</b>					<b>18</b>	<b>80</b>	<b>98</b>
<b>Grama Panchayats</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	1	2
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
17	Tirur Angadi	G	MLP	15/07/2008	0	3	3
18	Kattappana	G	IDK	16/10/2008	0	1	1
19	Mannarkkad	G	PLK	12/11/2008	0	2	2
20	Adicahnallur	G	KLM	28/11/2008	0	1	1
21	Kizhoor-Chavasseri	G	KNR	28/12/2008	0	1	1
22	Kadannapalli Panappuzha	G	KNR	26/02/2009	0	1	1

23	Njarakkal	G	EKM	27/02/2009	0	1	1
24	Nagilasseri	G	PLK	04/03/2009	0	1	1
25	Anchal	G	KLM	16/03/2009	0	2	2
26	Valancherry	G	MLP	24/03/2009	0	2	2
	<b>SUB TOTAL(GP)</b>				<b>10</b>	<b>41</b>	<b>51</b>
	<b>TOTAL AS ON 31-3-2009</b>				<b>57</b>	<b>222</b>	<b>279</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
- Redesigning of the existing formats used for project formulation was took up and completed in the reporting period. This resulted in the reduction of total number of forms used for the preparation of various categories of projects from 39 to 3. Furthermore, the task of reducing the complexity of forms also realized to make them simple for field level use. Revision and updating of guidelines and code list are being done at the time of restructuring of project formulation formats and then in line with the government directions from time to time.
- prepared guidelines for Technical Advisory Group (TAG)
- Provided domain support in the development and customisation of modules intended for collecting expenditure details, TAG reports and monthly monitoring for the years 2008-09.

- Provided domain support in the data entry of projects of all local governments at the formulation stages (1<sup>st</sup> and 2<sup>nd</sup> phases) of years 2008-09
- Rendered support in the process of approval of projects of all local governments within the state at the District Planning Committee (DPC) during the 1<sup>st</sup> and 2<sup>nd</sup> phases in the years 2008-09. Moreover, domain support imparted in the course of revision of plan formulation projects during 2008-09.
- All change requirements owing to modifications in the guidelines/directions from the government and applicable to the plan project formulation and approval processes in the application software are provided to the software development division as and when required.
- Various types of statements and reports designed and generated from the information available in the Sulekha database based on requirements from various statutory bodies and government institutions like State Planning Board, Local Self Government Department, State Resource Group, Directorate of Panchayats etc.

#### **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

Shri. T.P. Sudhakaran is the Head of this Division. 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.

So far training was given to 22021 persons (which include Local body staff, elected representatives of LBs, Hospital staffs, Kudumbashree staff engaged in Hospital Koisk 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 ഹോസ്പിറ്റൽ 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 എക്സർസൈസ് 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</li> </ol>

		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
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 main achievement during the period from April 2008 to March 2009 has been that necessary Information Technology infrastructure could be put in place in more than 97% locations.

The main thrust has been on setting up the necessary infrastructure for deploying the e-governance applications. The extension of the programmes to a large number of 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 been a highlight of the activities during this period.

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

The application software for handling social welfare pensions was deployed in nearly 96% locations, and is used for handling all activities related to pensions as soon as the data entry of the pensioner details is completed.

The activities and achievements are discussed below:

#### 5.1 Meetings of the Executive Committee of IKM

Regular meetings of the Executive Committee take place on the 1<sup>st</sup> Saturday of every month.

The dates of the meetings during the period since the last Governing Council are as follows.

S/N	Meeting	Date of meeting
•	16 <sup>th</sup> meeting of EC	5-Apr-2008
•	17 <sup>th</sup> meeting of EC	3-May-2008
•	18 <sup>th</sup> meeting of EC	19-Jun-2008
•	19 <sup>th</sup> meeting of EC	7-Jul-2008
•	20 <sup>th</sup> meeting of EC	8-Aug-2008
•	21 <sup>st</sup> meeting of EC	9-Sep-2008
•	22 <sup>nd</sup> meeting of EC	4-Oct-2008
•	23 <sup>rd</sup> meeting of EC	1-Nov-2008
•	24 <sup>th</sup> meeting of EC	17-Dec-2008
•	25 <sup>th</sup> meeting of EC	3-Jan-2009
•	26 <sup>th</sup> meeting of EC	7-Feb-2009
•	27 <sup>th</sup> meeting of EC	7-Mar-2009

## 5.2 Restructuring of staff and pay Revision

The 11<sup>th</sup> meeting of the Executive Committee of IKM held on 10.10.2007 (item 11.5) had considered the situation where many technical personnel in IKM leave the organisation for better prospects, which is greatly affecting its functioning. In view of the serious nature the EC decided to entrust Centre for Management Development (CMD) for studying and submitting a report on the restructuring of the staff of IKM, and revising the pay received by them.

The report on Rationalisation of remuneration pattern in IKM submitted by CMD in April 2008 was considered by the 17<sup>th</sup> meeting of the EC held on 03.05.2008 and recommended to Government to consider its implementation.

The Government had ordered the implementation of the recommendations by CMD with some modifications, along with a restructuring of the staff pattern, vide 4 Governments orders as namely:

- i. G.O. (Rt) No. 3865/08/LSGD dated 3.11.2008 - regarding the restructuring of IKM and reclassification of designations for Project staff.
- ii. G.O. (Rt) No. 3866/08/LSGD dated 3.11.2008 - Mobilisation of resources from local governments for the support provided towards e-governance and committee constituted to look into all aspects.

- iii. G.O. (Rt) No. 3867/08/LSGD dated 3.11.2008 -IKM finalising the roadmap for completing ongoing activities, changing the mission mode and bringing it under the control of LSGD - committee constituted to study and recommended.
- iv. G.O. (MS) No. 320/08/LSGD dated 3.12.2008 revision of remuneration of the Project Staff.

### 5.3 I.T. 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 had readied the basic infrastructure in 2002 and 2005 respectively. In the case of three-tier Panchayats infrastructure readying activities were proceeding quite slowly.

The Government had considered various models in building the infrastructure in Panchayats numbering over 1100. Government had allowed the Local Governments to procure all the necessary hardware as per the rate contract of DGS&D, Government of India in June 2007. Almost all the Local Governments had initiated action to procure or had already procured the equipment.

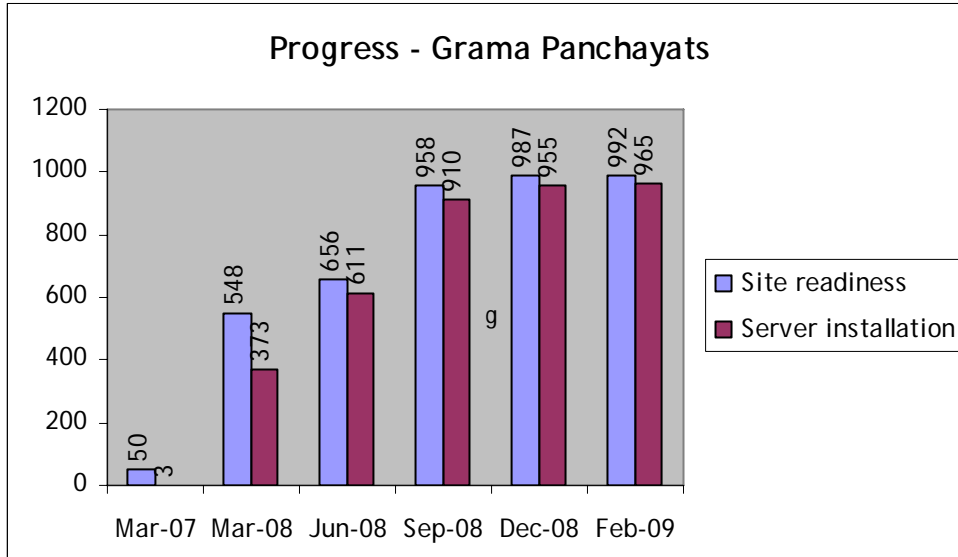
In the case of procurement directly by Local Governments also, the lack of basic infrastructure, i.e. the non-completion of site-readiness, affected the installation of software in the Panchayats.

The meetings of the Executive Committee of Information Kerala Mission had regularly discussed the progress in site readiness, and recommended measures to expedite the same.

The positioning of District Technical Officers by IKM in February 2008 and the regular follow-up by the Commissioner for Rural Development and the Director of Panchayats at the state level, and the Assistant Development Commissioners and the Deputy Directors of Panchayats at the district level, helped in speeding up the site readiness.



The progress based on these initiatives is evident from the progress in status of site readiness and server installation in Grama Panchayats from March 2007 to February 2009.



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, testing the equipment supplied, and installing the equipment and software. 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.

The software is made operational with the entry of necessary data required for the software. The technical assistant also provides necessary handholding support for operationalising the software in the initial stages.

## 5.4 PROCESS REENGINEERING, INTEGRATION OF NEW SYSTEMS AND BUILDING RAPPORT WITH AGENCIES INVOLVED IN THE LOCAL GOVERNMENT SYSTEM

### 5.4.1 Civil registration

In more than 700 local governments, civil registration processes are being done using *Sevana* (Civil registration) application software. Provision is also made in 279 hospitals covering 57 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.

The new Kerala Registration of Marriages (Common) Rules, 2008 necessitated the modification of the software to suit registration under these rules. The matter regarding additional infrastructure requirement for this application and the practical problems in the rules were taken up with the Registrar General. The application is being pilot at Thiruvananthapuram Corporation.

Online registrations using the *Sevana* (Civil Registration) application software 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 guidelines (January 2008) issued by the Chief Registrar approves the legality of electronic reports generated at the hospital kiosks and accepts the transfer of statistical data in electronic form to the Economics & Statistics Department.

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. Many of the suggestions put forth for the improvement of present system through the use of *Sevana* (Civil registration) application, remains to be implemented.

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.

The conversion of manual processes at the district and state levels into electronic process also needs to be implemented.

#### **5.4.2 *Saankhya* - accounting**

Discussions are being held with functionaries of LSGD, the Panchayats, the Directorate and Local Fund Audit, to develop an application for accounting in Panchayats. The application is expected to be finalised in a few months, with the government approving the new accounting rules for Panchayats.

Training was started in partnership with KILA for personnel of the Local Fund Audit Department for familiarisation of its staff on computer fundamentals and Information Kerala Mission application software.

Necessary work was also done to customise the *Saankhya* software for double entry accrual based accounting as per the Kerala Municipal Accounting Rules in urban local governments.

#### **5.4.3 Property Tax reforms**

Information Kerala Mission had 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. The sample data has been collected by the Director of Panchayats and the Director of Urban Affairs. Results of the analysis were already communicated to the department. The Government had subsequently collected another set of sample data, (especially related to large commercial buildings), which was also analysed and a report submitted. The property tax rates have been revised accordingly by government for commercial buildings, and notified.

#### 5.4.4 Government Schemes implemented through Block Panchayats

Requirement of applications for monitoring schemes and programmes implemented through Block Panchayats are being discussed with the Commissioner of Rural Development.

### 5.5 APPLICATION SOFTWARE DEVELOPMENT

Revised versions of a number of 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.

The IT department has requested that the software in Malayalam be converted to use the Unicode character set. IKM had initiated a study on this aspect. It was found that it is not possible to convert VB6 applications to Unicode without procuring other third party controls. Or else, we need to use VB.NET. A detailed programme for this is proposed for this in the coming year.

The deployment of application software for handling building permits and estimates of works has commenced on a pilot basis. Highlights in the area of software development are mentioned briefly below:

#### 5.5.1 Plan Formulation and Monitoring - Sulekha

The formats for plan formulation during the 2<sup>nd</sup> year of the 11<sup>th</sup> Five Year Plan were changed from the previous years' formats. The application software suite *Sulekha* had to be considerably changed in this context. The 32 types of formats for capturing physical assets during 1<sup>st</sup> year of 11<sup>th</sup> plan have been combined into a single form, with coding for the assets. There had been a few other changes also, which required that the design had to be modified. The application development was completed by the team, against all odds, in a short time period of about 40 days.

This year, there had also been the complication that the government permitted a partial plan formulation for the first phase for priority areas and spill-over projects. The government also decided to use the formats for 2007-08 for this stage of plan formulation. Subsequently this database had to be combined with the newly designed application for the second phase of formulation which had the total plan for the local governments.

For the first time the formulation data was captured at the local governments in all 1223 locations. The application modules were also deployed at TAG level for generating appraisal reports and at the DPC (District) level for generating agenda for DPC meetings and preparing the DPC proceedings.

A web-based application software was hosted on the Data Centre server to generate the shortfall and compensation details of each local government based on the project-wise expenditure of the previous year (2007-08) reported by them using *Sulekha* and transferred to the Data Centre. The local governments also could submit the sector-wise allocation for the 2008-09 plan which is verified and applied to the *Sulekha* web module by the DPO. These details are then downloaded to the formulation module at the local governments.

The formulation module has a validation report to be generated at the local government level, which validated the sector-wise and special programme allocations with the data downloaded by the web module, before submission to the TAG. This validation ensures that most of the sector and special programmes related guidelines are adhered to by the local government in the plan.

The *Sulekha* formulation module software was subsequently modified to allow for revision of projects after the first level approval was completed.

The monthly expenditure and quarterly physical achievement monitoring module was also modified and deployed which facilitates transfer of this information over dial-up or through the KSWAN (Kerala State Wide Area Network) to the server at the State e-Governance Data Centre utilising the

State Information Infrastructure. This data is made available over Internet from the LSGD website.

### 5.5.2 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. The deployment of this software is being done on a pilot basis at Kozhikode Corporation from September 2008. Government has also allowed deployment of this software in Kannur Municipality (where the data entry is in progress for various master data) and the receipt part alone in the other 4 Corporations.

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. The Principal Secretary, LSGD had organised a workshop with personnel from IKM, Panchayat Directorate, Local Fund Audit and the Panchayat functionaries on 20-Feb-2009 regarding the development of application software based on these account heads and IKM has initiated action to modify the *Saankhya* software for Panchayats.

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.

### 5.5.3 Sanchaya - Revenue Software

*Sanchaya* modules for trade related licenses and licenses under Prevention of Food Adulteration Act were developed and the application software put into operation at Thiruvananthapuram Corporation.

Application software for handling trade license applications was deployed in Thiruvananthapuram Corporation towards the end of last year. After processing, the software was used to issue the licenses in pre-printed stationery and also print stickers for affixing on the buildings.

The property tax database was finalised in Thiruvananthapuram and Kollam Corporations and integrated with *Saankhya* receipts. The accounting application *Saankhya* had been working with the revenue systems back end, except property tax, till 2008. Now the property tax data has also been integrated with the *Saankhya* receipts for generation of DCB statements, wherever the data had be entered and certified by the staff. The business rules and workflow related to revenue systems have been implemented in the revenue application *Sanchaya*.

For 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 was completed. The integrated software would help in generation of Demand-Collection-Balance statements with the click of a button. Verification of data is in progress in Kozhikode Corporation and Ottapalam Municipality, where it can be integrated with the receipts module of *Saankhya* as soon as verification is completed. Data entry is in progress in Kannur and Perinthalmanna Municipalities.

#### **5.5.4 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 digitisation of the past accounts details till 2008 was done. The data is verified and approved by the staff of the PF wing of Panchayats Directorate 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.

#### **5.5.5 Sevana (Civil Registration)**

The government had notified the Kerala Registration of Marriages (Common) Rules, 2008 which made the registration of marriages in the local governments applicable for non-Hindus also. An application software was developed incorporating the rules. During discussion with the Registrar General for marriages, the problems in the current rules were indicated. The application software was deployed in Thiruvananthapuram Corporation on a pilot basis after the approval of the Registrar General for Marriages. For the deployment of this software, additional hardware such as scanner and laser printer are required to handle the photos of husband and wife. Instructions have been issued to all Grama Panchayats and Urban Local Governments to procure the hardware. This application module can be deployed in all the registration units, once the pilot is successfully completed in about a month, the training to staff is organised, and the hardware is in place.

#### **5.5.6 Software for handling building permits as per the 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 was required. A software module *Sanketham*, for handling the applications for building permit was deployed in Thiruvananthapuram Corporation on a pilot basis. Once the pilot is successfully completed in about a month, the application software can be deployed in all urban local governments and Grama Panchayats in a phased manner.



### 5.5.7 Sachitra - assets and maps

The application software *Sachitra* developed by IKM was used in the digitisation of asset registers prepared by the local governments under a programme of KILA. The software initially deployed to capture legacy data at the data entry centres of Kudumbashree from the asset registers prepared by local governments have been modified to make updates in the assets and was deployed on a pilot basis in Alappuzha District Panchayat, Tanalur Grama Panchayat and Thalikulam Grama Panchayat.

The digital ward maps of local governments, prepared with cadastral maps as the base, can be deployed in local governments using the *Sachitra* map application to view it. The assets have to be linked to the spatial database through a field mapping exercise.

### 5.5.8 Samveditha - websites

*Samveditha* the official website of the local self Government department, at [www.lsg.kerala.gov.in](http://www.lsg.kerala.gov.in), 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.

With the regular monitoring from LSGD and instructions to the effect that all G.O.s are to be made available from the site, the number of people using the website has increased tremendously over the last one year. New interfaces for adding and viewing the G.O.s and circulars, and tenders have been

implemented, which has greatly enhanced its acceptability. This was implemented using open source technologies.

Period	No. of visitors
Visitors during the period 2002 to 2007	112067
Visitors during 2008 (Jan to Dec)	198305
Visitors during 2009 (two months - till 28-Feb-2009)	47690
<b>Total</b>	<b>358062</b>

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

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, Talikulam and Madikkari Grama Panchayats are available.

The website of Information Kerala Mission [www.infokerala.org](http://www.infokerala.org) is also being updated.

Website of Information Kerala Mission was already redesigned using open source code and the conversion is progressing in respect of website of local self government department (*Samveditha*).

The Information Technology department had requested IKM to convert the Malayalam content on the LSGD website to Unicode format, in accordance with recently adopted Malayalam computing guidelines. This is possibly the largest

local language website. Conversion to Unicode entails converting the entire database into Unicode, for which the help of the GIST division of C-DAC, Pune (makers of ISM used currently) was also requested. The home page of the site had been converted into Unicode.

List of websites hosted and maintained by Information Kerala Mission is as follows.

LIST OF WEBSITES MAINTAINED BY IKM

Sl.No	Name of Organisation/ Department	Website	Language used
1	Local Self Government Department	<a href="http://www.lsg.kerala.gov.in">www.lsg.kerala.gov.in</a>	Malayalam
2	Information Kerala Mission	<a href="http://www.infokerala.org">www.infokerala.org</a>	English
3	Thiruvananthapuram Corporation	<a href="http://www.corporationoftrivandrum.in">www.corporationoftrivandrum.in</a>	Malayalam
4	Kochi Corporation	<a href="http://www.corporationofcochin.net">www.corporationofcochin.net</a>	Malayalam
		<a href="http://www.corporationofcochin.org">www.corporationofcochin.org</a>	English
5	Thrissur Corporation	<a href="http://www.corporationofthrissur.net">www.corporationofthrissur.net</a>	Malayalam
6	Adoor Municipality	<a href="http://www.adoormunicipality.in">www.adoormunicipality.in</a>	Malayalam
7	Alappuzha Municipality	<a href="http://www.alappuzhamunicipality.in">www.alappuzhamunicipality.in</a>	Malayalam
8	Aluva Municipality	<a href="http://www.aluvamunicipality.in">www.aluvamunicipality.in</a>	Malayalam
9	Angamaly Municipality	<a href="http://www.angamalyunicipality.in">www.angamalyunicipality.in</a>	Malayalam
10	Attingal Municipality	<a href="http://www.attingalmunicipality.in">www.attingalmunicipality.in</a>	Malayalam
11	Chalakyudy Municipality	<a href="http://www.chalakyudmunicipality.in">www.chalakyudmunicipality.in</a>	Malayalam
12	Changanassery Municipality	<a href="http://www.changanasserymunicipality.in">www.changanasserymunicipality.in</a>	Malayalam
13	Chavakkad Municipality	<a href="http://www.chavakkadmunicipality.in">www.chavakkadmunicipality.in</a>	Malayalam
14	Chengannur Municipality	<a href="http://www.chengannurmunicipality.in">www.chengannurmunicipality.in</a>	Malayalam
15	Cherthala Municipality	<a href="http://www.cherthalamunicipality.in">www.cherthalamunicipality.in</a>	Malayalam
16	Chittur Thathamangalam Municipality	<a href="http://www.chitturthathamangalam.in">www.chitturthathamangalam.in</a>	Malayalam
17	Guruvayoor Municipality	<a href="http://www.guruvayoormunicipality.in">www.guruvayoormunicipality.in</a>	Malayalam
18	Irinjalakuda Municipality	<a href="http://www.irinjalakudamunicipality.in">www.irinjalakudamunicipality.in</a>	Malayalam
19	Kalamassery Municipality	<a href="http://www.kalamasserymunicipality.in">www.kalamasserymunicipality.in</a>	Malayalam
20	Kalpetta Municipality	<a href="http://www.kalpettamunicipality.in">www.kalpettamunicipality.in</a>	Malayalam
21	Kanhangad Municipality	<a href="http://www.kanhangadmunicipality.in">www.kanhangadmunicipality.in</a>	Malayalam
22	Kannur Municipality	<a href="http://www.kannurmunicipality.in">www.kannurmunicipality.in</a>	Malayalam
23	Kasaragod Municipality	<a href="http://www.kasaragadmunicipality.in">www.kasaragadmunicipality.in</a>	Malayalam
24	Kayamkulam Municipality	<a href="http://www.kayamkulammunicipality.in">www.kayamkulammunicipality.in</a>	Malayalam
25	Kodungalloor Municipality	<a href="http://www.kodungalloormunicipality.in">www.kodungalloormunicipality.in</a>	Malayalam
26	Koothuparamba Municipality	<a href="http://www.koothuparambamunicipality.in">www.koothuparambamunicipality.in</a>	Malayalam
27	Kothamangalam Municipality	<a href="http://www.kothamangalammunicipality.in">www.kothamangalammunicipality.in</a>	Malayalam
28	Kottayam Municipality	<a href="http://www.kottayammunicipality.in">www.kottayammunicipality.in</a>	Malayalam
29	Kunnamkulam Municipality	<a href="http://www.kunnamkulammunicipality.in">www.kunnamkulammunicipality.in</a>	Malayalam
30	Malappuram Municipality	<a href="http://www.malappurammunicipality.in">www.malappurammunicipality.in</a>	Malayalam
31	Manjeri Municipality	<a href="http://www.manjerimunicipality.in">www.manjerimunicipality.in</a>	Malayalam
32	Mattannur Municipality	<a href="http://www.mattannurmunicipality.in">www.mattannurmunicipality.in</a>	Malayalam
33	Mavelikara Municipality	<a href="http://www.mavelikaramunicipality.in">www.mavelikaramunicipality.in</a>	Malayalam
34	Muvattupuzha Municipality	<a href="http://www.muvattupuzhamunicipality.in">www.muvattupuzhamunicipality.in</a>	Malayalam
35	Nedumangad Municipality	<a href="http://www.nedumangadmunicipality.in">www.nedumangadmunicipality.in</a>	Malayalam
36	Neyyattinkara Municipality	<a href="http://www.neyyattinkaramunicipality.in">www.neyyattinkaramunicipality.in</a>	Malayalam
37	Northparavur Municipality	<a href="http://www.northparavurmunicipality.in">www.northparavurmunicipality.in</a>	Malayalam
38	Ottapalam Municipality	<a href="http://www.ottapalammunicipality.in">www.ottapalammunicipality.in</a>	Malayalam
39	Palakkad Municipality	<a href="http://www.palakkadmunicipality.in">www.palakkadmunicipality.in</a>	Malayalam
40	Pala Municipality	<a href="http://www.palamunicipality.in">www.palamunicipality.in</a>	Malayalam

Sl.No	Name of Organisation/ Department	Website	Language used
41	Paravur Municipality	<a href="http://www.paravurmunicipality.in">www.paravurmunicipality.in</a>	Malayalam
42	Pathanamthitta Municipality	<a href="http://www.pathanamthittamunicipality.in">www.pathanamthittamunicipality.in</a>	Malayalam
43	Payyanur Municipality	<a href="http://www.payyanurmunicipality.in">www.payyanurmunicipality.in</a>	Malayalam
44	Perinthalmanna Municipality	<a href="http://www.perinthalmanmunicipality.in">www.perinthalmanmunicipality.in</a>	Malayalam
45	Perumbavoor Municipality	<a href="http://www.perumbavoormunicipality.in">www.perumbavoormunicipality.in</a>	Malayalam
46	Ponnani Municipality	<a href="http://www.ponnanimunicipality.in">www.ponnanimunicipality.in</a>	Malayalam
47	Punalur Municipality	<a href="http://www.punalurmunicipality.in">www.punalurmunicipality.in</a>	Malayalam
48	Quilandy Municipality	<a href="http://www.quilandymunicipality.in">www.quilandymunicipality.in</a>	Malayalam
49	Shornur Municipality	<a href="http://www.shornurmunicipality.in">www.shornurmunicipality.in</a>	Malayalam
50	Taliparamba Municipality	<a href="http://www.taliparambamunicipality.in">www.taliparambamunicipality.in</a>	Malayalam
51	Thalassery Municipality	<a href="http://www.thalasserymunicipality.in">www.thalasserymunicipality.in</a>	Malayalam
52	Thiruvalla Municipality	<a href="http://www.thiruvallamunicipality.in">www.thiruvallamunicipality.in</a>	Malayalam
53	Thodupuzha Municipality	<a href="http://www.thodupuzhamunicipality.in">www.thodupuzhamunicipality.in</a>	Malayalam
54	Thrippunithura Municipality	<a href="http://www.thrippunithuramunicipality.in">www.thrippunithuramunicipality.in</a>	Malayalam
55	Tirur Municipality	<a href="http://www.tirurmunicipality.in">www.tirurmunicipality.in</a>	Malayalam
56	Vadakara Municipality	<a href="http://www.vadakaramunicipality.in">www.vadakaramunicipality.in</a>	Malayalam
57	Vaikom Municipality	<a href="http://www.vaikommunicipality.in">www.vaikommunicipality.in</a>	Malayalam
58	Varkala Municipality	<a href="http://www.varkalamunicipality.in">www.varkalamunicipality.in</a>	Malayalam
59	Vellanad Grama Panchayat	<a href="http://www.vellanad.org">www.vellanad.org</a>	Malayalam
60	Thalikkulam Grama Panchayat	<a href="http://www.thalikkulampanchayat.in">www.thalikkulampanchayat.in</a>	Malayalam
61	Janasevanakendrams of Municipalities and Corporations	<a href="http://www.janasevanakendram.net">www.janasevanakendram.net</a>	English
62	Madikkari Grama Panchayat	<a href="http://www.madikaipanchayat.in">www.madikaipanchayat.in</a>	Malayalam

## 5.6 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. Sample verification of the database of Sanchaya prepared for making it online in a local body is also done. Sampling plan based on MIL (MIL 105E - Normal Inspection) standards are used for inspection. The team is managed centrally at Head Quarters and works under Line of Business Expertise (LOBE) Division.

One of the main activities of the team during the period had been the sample verification of legacy births data which was digitised for porting to the application software to make it online. This was carried out in three Corporations, a few Municipalities and Grama Panchayats in Malappuram, Kasaragod, Thiruvananthapuram and Kannur districts.

Another major activity taken up was the quality check of the property tax database of Kozhikode and Kollam Corporations, Ottapalam Municipality and Sreekrishnapuram Grama Panchayat. It has commenced in Kannur and Perinthalmanna Municipalities.

### **5.6.1 Training in QA**

Extensive training programmes were arranged for the Quality Assurance team members as part of their induction and also as refresher. 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.

### **5.6.2 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 currently functioning 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 product version is released for deployment only after the testing team has cleared the product. The same personnel are also involved in the helpdesk functions of the respective software.

### **5.6.3 Software Engineering Practices**

Though the Mission started about 8 years back, the software engineering practices could not 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. Complete life cycle management of software is yet to be put in place.

#### 5.6.4 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.

## 5.7 Deployment and Support

### 5.7.1 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.

The JanasevanaKendram at Thiruvananthapuram Corporation continues to work in two shifts (08.00 am - 02.00 pm & 02.00 pm - 07.00 pm) and has emerged as a role model for the Janasevanakendrams in the state.

Details related to the computerisation in Corporations, Municipalities, Block Panchayats, District Panchayats and Grama Panchayat are given below.

#### CORPORATION IMPLEMENTATION

Information Kerala Mission has undertaken the e-governance activities in Corporations since 2001 and submitted detailed project report to five Corporations in the state. The Corporation council has approved the proposal after detailed discussion. Based on the approved project proposal, IKM had initiated the implementation activities at Corporations since then and commissioned the Janasevana Kendram in December 2002 - January 2003 except Thiruvananthapuram Corporation which started functioning in November 2004. The details of commissioning the Janasevana Kendram at various Corporations are listed below

No	Name of Corporation /Zonal office	Inaugurated on	Online operation on
1	Kozhikode -Main Office	Dec 24, 2002	Jan 01, 2003
2	Kozhikode - Panniyankara zonal Office	Not started	Not started
3	Kozhikode - Karaparamba zonal Office	Not started	Not started
4	Kozhikode - Medical College zonal Office	Not started	Not started
5	Thrisur - Main Office	Jan 04, 2003	Feb 07, 2003
6	Thrisur - Ayyanthole zonal office	-	Jun 28, 2004
7	Thrisur - Vilvattom zonal office	-	Jun 29, 2004
8	Thrisur - Koorkancherry zonal office	-	Jun 29, 2004
9	Thrisur - Ollur zonal office	Jul 31, 2004	Jul 31, 2004
10	Thrissur - Ollukkara zonal office	-	Jun 29, 2004
11	Kochi - Main Office	Dec 12, 2002	Jan 13, 2003
12	Kochi - Mattancherry zonal office	May 07, 2005	May 07, 2005
13	Kochi - Fortkochi zonal office	Aug 28, 2005	Aug 28, 2005
14	Kochi - Palluruthy zonal office	Aug 08, 2005	Aug 08, 2005
15	Kochi - Vyttila zonal office	Oct 22, 2007	Oct 25, 2007
16	Kochi - Edappally zonal office	Not started	Not started
17	Kochi - Pachalam zonal office	Not started	Not started
18	Kollam - Main office	Jan 01, 2003	Jan 20, 2003
19	Kollam -Eravipuram zonal office	Not started	Not started
20	Kollam -Vadakkevila zonal office	Not started	Not started
21	Kollam -Sakthikulangara zonal office	Not started	Not started
22	Kollam -Killikollor zonal office	Not started	Not started
23	Thiruvananthapuram - Main office	Aug 09, 2005	Nov 09, 2004
24	Thiruvananthapuram - Thiruvallam zonal	Jan 02, 2006	Jan 02, 2006



25	Thiruvananthapuram - Nemom zonal	Jan 02, 2006	Jan 02, 2006
26	Thiruvananthapuram - Fort zonal	Jan 02, 2006	Jan 02, 2006
27	Thiruvananthapuram - Ulloor zonal	Jan 02, 2006	Jan 02, 2006
28	Thiruvananthapuram - Kadakampally zonal	-	Jan 02, 2006
29	Thiruvananthapuram - Attipra zonal	-	Jan 02, 2006

### Janasevana Kendram

Information Keala Mission had formulated an idea of setting up of Janasevana Kendram in each office as a citizen friendly front office for improving service delivery. Clean and tidy office with modern counter setup, drinking water facility, bathroom facility, visiting chair for the citizen coming to the Janasevana Kendram were arranged. Following are the facility arranged in different locations.

No	Facility	TVM	KLM	KCH	TSR	KZD
1	Janasevana Kendram area (Sq.mtr)	201.25	166.34	139.00	162.64	150.00
2	No of Counters	12	12	11	12	12
3	Air Conditioning	Yes	Nil	Yes	Yes	Yes
4	Q Management	Yes	Nil	Nil	Yes	Yes
5	Visitors Chair	Yes	Yes	Nil	Yes	Yes
6	Drinking water facility	Nil	Nil	Yes	Nil	Yes
7	Bathroom facility	Nil	Yes	Yes	Yes	Yes
8	Information Centre	Yes	Nil	Nil	Yes	Yes
9	Touch screen facility	Nil	Nil	Nil	Yes	Yes
10	Electronic display system	YES	Nil	Nil	Nil	Nil
11	Display board for counter service	YES	Nil	Nil	YES	Nil
12	Generator Supply	YES	Nil	YES	YES	YES

*TVM - Thiruvananthapuram, KLM - Kollam, KCH - Kochy, TSR - Thrissur, KZD - Kozhikode*

### Janasevana Kendram at zonal offices

All Corporations except Kollam & Kozhikode Corporation are having zonal offices and the settings up of Janasevana Kendram at Kollam & Kozhokode Corporation's zonal offices are below. In Kozhikode Corporation it is decided to start zonal Offices at Panniyankara ,Karaparamba, and Medical College area. The civil work at Karaparamb has completed and the work at other locations progressing. Kollam Corporation has approved a proposal to computerize the

zonal offices at Sakthikulangara, Killikollar, vadakkevila and Eravipuram and tendering work is progressing. The Edappally zonal office under Kochi Corporation is waiting for commissioning for the last one year and the location for Pachalam office not yet decided.

### *Thrissur Corporation*

No	Facility	Ollur	Ollukara	Vilvattom	Koorkanchery	Ayanthole
1	Janasevana Kendram area	-	-	-	-	-
2	No of Counters	2	2	2	2	2
3	Visitors Chair	Yes	Yes	Yes	Yes	Yes

### *Kochi Corporation*

No	Facility	Mattanchery	Fortkochi	Palluruthy	Vyttila	Edappally	Pachalam
1	Janasevana Kendram area	-	-	-	-	-	-
2	No of Counters	6	2	2	1	1	-
3	Visitors Chair	Yes	Yes	Yes	Yes	Yes	-

### *Thiruvananthapuram Corporation*

No	Facility	Attipra	Ullioore	Kadakkampally	Fort	Nemom	Thiruvallam
1	Janasevana Kendram area	23.2	19.8	12.5	3.1	24.9	23.5
2	No of Counters	2	2	2	2	2	2
3	Visitors Chair	Yes	Yes	Yes	Yes	Yes	Yes

### Information Centre

Sutharya Information centres were started at Thiruvananthapuram, Thrissur Kollam and Kozhikode Corporations as part of transparency in the operations and single point public access facility in the Corporations. All correspondence / petitions / request to the Corporation are received at the Sutharya Information Centre and an acknowledgement slip will be issuing to the citizen after marking in the computer system. The citizen can verify the status of his request / petition / application by keying the acknowledgement number in the touch screen kiosk provided at the Information Centre at a later point of time. This facility at the Sutharya Information Centre will improve the transparency and service delivery. Proposal has given for setting up of Information Centre at Kochi Corporation and it is under the consideration of council.

No	Name of Corporation /Zonal office	Area	Inaugurated on
1	Kozhikode	54.46 sq.mtr	Jan 01,2006
2	Thrisur	48.00 sq.mtr	Aug 25, 2005
3	Thiruvananthapuram	38.10 sq.mtr	NA
4	Kollam	20.00 Sq.mtr	Not started
5	Kochi	-	Not started

### Software applications

Following are the various applications developed and deployed at Corporations

No	Application	Purpose	Remarks
1	Sulekha	Using for monitoring the plan details like formulation, expenditure, physical targets etc.	Plan approval process completely computerised and issuing the proceedings. Also updating the expenditure status from the Corporations.
2	Sevana (Registration)	Using for the registration of birth, death, still birth and marriage.	
3	Sevana (Pension)	Handling social security pensions. The money order generation is possible from the database	
4	Sanchitha	Sanchitha is a compact disk	

No	Application	Purpose	Remarks
		based encyclopaedic information repository for local self-governance.	
5	Sanchaya	Sanchaya is the application for handling the property tax, profession tax, D&O PFA	
6	Saankhya	All receipts and payments are carried out by using this application.	The earlier accounting application Sahatha is being revamped.
7	Saankhya (KMAM)	Accounting application developed based on Kerala Municipal Accounting Manual.	The application is deployed at Kozhikode Corporation The receipt module deployed at Kollam and Thiruvanthapuram Corporation.
8	Soochika	Soochika is a user-friendly workflow application, which handles entire correspondence and file management in the organisation.	
9	Sakarma	Sakarma is a decision support System Integrated with a complete Management Information System for the Corporation centred on proceedings of the council meetings and standing committee meetings.	
10	Sthapana	Sthapana is a software package for handling the establishment related matters.	
11	Sugama (Estimation)	Sugama (Estimation) Software handles to prepare the Estimate for works.	A Beta Version is Deployed at Kozhikode Corporation.
12	Sanketham (KMBR)	Sanketham (KMBR) handles the building permit applications.	A Beta Version deployed at Thiruvanthapuram Corporation.
13	Sevana (Common Marriage)	Sevana (Common Marriage) handles the registration of Common Marriages.	First Version deployed at Thiruvanthapuram Corporation.
14	Subhadra	Subhadra application software is designed for the preparation of the Budget of the local body.	

No	Application	Purpose	Remarks
15	Sujala	Using for managing the water supply.	Applicable only at Thrissur Corporation

### Applications deployed in Corporations (Main office)

No	Software application	TVM	KLM	KCH	TSR	KZD
1	Saankhya	Yes	No	No	No	yes
2	Sevana (Registration)	Yes	Yes	Yes	Yes	Yes
3	Sulekha	Yes	Yes	Yes	Yes	Yes
4	Sanchitha Ver.1	Yes	Yes	Yes	Yes	Yes
5	Sthapana	Yes	Yes	Yes	Yes	Yes
6	Soochika	Yes	No	No	Yes	Yes
7	Sakarma Ver.1	No	No	No	Yes	No
8	Sevana (Pension) Ver.1	YES	No	YES	No	No
9	Subhadra	No	No	No	Yes	No
10	Sujala	NA	NA	NA	Yes	NA
11	Hospital Kiosk	Yes	Yes	Yes	Yes	Yes
12	Saankhya double entry Accounting System	Yes	Yes	No	No	Yes
13	Sugama (Estimation)	NA	NA	NA	NA	Yes
14	Sanketham(KMBR)	Yes	NA	NA	NA	NA
15	Sanchaya (Property Tax)	Yes	Yes	NA	NA	Yes
16	Sanchaya (D&O,PFA)	Yes	NA	NA	NA	NA
17	Sanchaya (Advt Tax))	Yes	NA	NA	NA	NA

TVM - Thiruvananthapuram, KLM - Kollam, KCH - Kochy, TSR - Thrissur, KZD - Kozhikode

### Application deployed in Zonal offices - Thrissur Corporations

No	Software application	Ollur	Ollukara	Vilvattom	Koorkanchery	Ayanthole
1	Sahatha	YES	YES	YES	YES	YES
2	Sevana (Registration)	YES	YES	YES	YES	YES
3	Sthapana	YES	YES	YES	YES	YES
4	Hospital Kiosk	YES	YES	YES	YES	YES

### Application deployed in Zonal offices - Kochi Corporations

No	Software application	Mattanchery	Fortkochi	Palluruthy	Vyttila	Edappally	Pachalam
1	Saankhya	YES	YES	YES	NO	NO	NO
2	Sevana (Registration)	YES	NA	NA	NA	NA	NA

### Application deployed in Zonal offices - Thiruvananthapuram Corporations

No	Software application	Attipra	Ulloore	Kadakampally	Fort	Nemom	Thiruvallam
1	Saankhya	YES	YES	YES	YES	YES	YES
2	Soochika	YES	YES	YES	YES	YES	YES
3	KMBR	NA	NA	NA	NA	YES	NA
4	Saankya Double Entry	NA	NA	NA	NA	YES	NA
5	Sanchaya	YES	YES	YES	YES	YES	YES

### Sanchaya (Property Tax)

The Sanchaya (Property Tax) database shall be integrated to the Saankhya/Sahatha for full online operation. The preparation of Assessment Register database was completed for Kochi and Thrissur Corporation. The updation of new assessment made recently is being carried out at Kochi and Thrisur Corporations. Kochi and Thrisur Corporations had completed the Demand Collection Balance (DCB) up to 2004-05. The demand and arrear can be placed in the Sanchaya (Property Tax) database and it can be deployed for operational use once the verification and update is completed.

## Saankhya (Masters)

The Sahatha (receipts) application working in Kochi (Main office), Thrisur (Main & zonal) are to be migrated to Saankhya (KMAM) application. Saankhya application is designed to cater the needs of double entry accounting system. The various revenue sources and expenditure are classified into different masters. The details pertaining to each master shall be captured for building the database of Sanchaya which will be integrated to Saankhya for back end support. The revenue collection at Janasevana Kendram is done based on the generation of demands in the respective departments. The completeness of the masters is mandatory to generate the demand with clear payee identity. The master data for locations where Saankhya is functioning contains a sizable amount of gaps. The details of the gaps observed in the masters are already communicated to the Corporations for filling the gaps. The collected masters for new locations are also containing gaps and the gap filling process is ongoing. The Saankhya application deployment at new locations depend on the clearing of these gaps. The Edappally zonal office under Kochi Corporation is ready for online operation but pending clearance from Corporation. The site for JanasevanaKendram at Pachalam Zonal office is not yet decided by the Kochi Corporation.

## Hospital Kiosk

No	Name of Corporation	No of Govt. Hospital	No of Pvt. Hospital	Total	No of Registration			
					Birth	Death	Still Birth	Total
1	Thiruvananthapuram	12	28	40	101866	28799	1158	131823
2	Kollam	3	10	13	42135	4676	156	46967
3	Kochi	5	33	38	43525	15115	413	59053
4	Thrisur	2	16	18	41687	7878	26	49591
5	Kozhikode	7	14	21	119962	14549	48618	183129
<b>Total</b>		<b>29</b>	<b>101</b>	<b>130</b>	<b>349175</b>	<b>71017</b>	<b>50371</b>	<b>470563</b>

## Premises mapping

The Premises mapping work at Corporations was stopped by IKM due to the similar work being taken up by KSUDP in Corporations. The data collected through KSUDP would be integrated with IKM applications once finalised.

## Training

Training was imparted to the Corporation staff in Saankhya, Sthapana, Sulekha, Sevana (Hospital Kiosk), Sookhika applications, Sugama (Estimation), Sanketham (KMBR) and in computer fundamentals. In addition to this training was also given in ISM multilingual package.

## Website

The website of Thiruvananthapuram and Kochi Corporations was revamped with additional information.

### Major Activities in 2008-09 in Corporations

Following are the activities covered in Corporations

#### *Thiruvananthapuram*

- Establishment of Information Centre
- Database creation of Property Tax at all zonal offices
- Completion of preprocessing of Birth, Death and Marriage records from 1970 to current.
- Creation of database for Birth, Death and Marriage records
- Collection of masters for Saankhya
- Extension of Sookhika application to more departments.
- Data collection for deploying Sakarma
- Revamping of website
- Handing over the Sthapana application to the staff
- Staff training
- Implementation Saankhya (KMAM).
- Implementation of Sanchaya(Property Tax)
- Integration of Sanchaya & Saankhya
- Implementation of Sanketham (KMBR)
- Implementation of Sanchaya (D&O,PFA)
- Implementation of Entertainment taxes.
- Sanchaya integration to web site
- Preparation of DCB.



***Kollam Corporation***

- Implementation of Saankhya (KMAM)
- Implementation of Sanchaya (Property Tax)
- Intergration of Sanchaya & Saankhya.
- Implementation of Soochika.
- Setting up of Information Centre.
- Data porting, Quality Control on Civil registration on data lease.
- Preparation of DCB

***Kochi Corporation***

- Routine support function.

***Thrissur Corporation***

- Routine support function.

***Kozhikode Corporation***

- Implementation of Saankhya(KMAM).
- Implementation Of Sugama (Estimation)
- Implementation of Sanchaya(Property Tax)
- Implementation of Sanchaya (Rent on Land & Buildings)
- Integration of Saankhya and Sanchaya
- Preparation of DCB.
- Setting up of zonal Offices at Panniyankara, Karaparamba and Medical College.
- Staff Training.

**Fund position**

The fund received from different Corporations and its usage is shown below

**Consolidated Statement of Income, Expenditure & Balance in respect of Corporations as on 31.12.2008**

Corporation	Receipt (Rs)	Expenditure (Rs)	Balance to be received from Corporations (Rs)	Balance with IKM (Rs)
Thiruvananthapuram	15391728	15823275	431547	0
Kollam	10899826	9874073	0	1025753

Kochi	8244786	14473001	6228215	0
Thrissur	16904301	20643632	3739331	0
Kozhikode	10345392	10556910	211518	0
<b>Total</b>	<b>61786033</b>	<b>7137089</b> <b>1</b>	<b>1,06,10,611</b>	<b>10,25,753</b>

## MUNICIPALITY IMPLEMENTATION

The Mission has undertaken the second phase of computerisation in Municipalities in the reporting year. Implementation of *Saankhya* accounting application, backend database building for *Sevana* (Civil Registration), Property Tax, and Social Security pensions were undertaken during the reporting year.

The past data entry of civil registration details from 1970 onwards could not be completed in all Municipalities. The lack of initiative or the difficulty in identifying the data entry centres (Kudumbashree/ Akshaya), executing agreement with them for pre-processing & data entry and delay in verifying the printouts by the staff for signoff the database for online application creates the delay in completion of the activity.

The *Saankhya* receipt application was deployed in all Municipalities except Perumbavoor, Cherthala, Adoor and Pathanamthitta Municipalities. The reasons are different in each location. Adoor and Pathanamthitta Municipalities are not showing any interest to deploying the application. Cherthala Municipality has not completed the Masters for the application. A new location is identified in a building which is under construction at Perumbavoor Municipality for locating the cash counter. *Sevana* (Pension) is deployed in all Municipalities and is being used for processing the pension distribution. The data gaps identified in the pension database are to be filled in majority of Municipalities.

*Sanchaya* (Property Tax) application deployed in Ottappalam Municipality, linked to the receipts. The database building process is progressing at Perinthalmanna and Kannur Municipalities.

Training was given to the staff and elected members on computer fundamentals and application software in 2008-09 also.

The completion of the second phase activities can only be possible by the proactive cooperation from the Municipalities.

### Soochika

*Soochika* application software has been deployed and operationalised in the following 7 Municipalities. Application presentation was made before the council and orientation training given to the staff.

- Kunnankulam
- Punalur
- Ottappalam
- Kannur
- Mattanur
- Koothuparamba
- Thrippunithura

### Sevana (PDE)

*Sevana* Past Data Entry has been completed and data ported in the following Municipalities for the years noted.

Sl. No.	Name of Municipality	Years ported
1	Kasaragod	1995 to 2005
2	Kanchangad	2000-2001
3	Payyannur	2000-2001
4	Thaliparamba	2000 to 2001
5	Mattannur	2000 to 2005
6	Kannur	2000 to 2002
7	Thalassery	2000, 2002 circle I
8	Kalpetta	2002, 2003, 2005
9	Ponnani	2000
10	Chittur-Thathamangalam	2000 to 2005
11	Ottapalam	2005
12	Guruvayoor	2000 to 2005
13	Chavakkad	2000 to 2005
14	Irinjalakkuda	2000 to 2001
15	Shornur	2000 to 2001
16	Angamali	2001, 2002, 2003, 2005
17	Alappuzha	2003

18	Paravur	2000 to 2005
19	Changanassery	2003, 2005
20	Attingal	2000 to 2001
21	Nedumangad	2000 to 2005
22	Neyyattinkara	2000 to 2001
23	Varkala	2000 to 2001
24	Kothamangalam	2001
25	Vaikom	2000 to 2005
26	Kottayam	2001
27	Pala	2003
28	Chalakyudy	2000
29	Koothuparamba	2002 to 2005

## DISTRICT PANCHAYAT & BLOCK PANCHAYAT IMPLEMENTATION

### Implementation in District Panchayats

All District Panchayats have procured Hardware required for computerisation and the following application software pertaining to their area of operation.

- Sulekha - 14
- Sanchitha - 14
- Sookhika - 2
- Sthapana - 4
- Samveditha - 14

Server Computers were installed in 14 District Panchayats. The Mission had imparted training for 126 staff members and 73 elected representatives in Block Panchayat.

### Block Panchayats

Hardware installation was completed in all block Panchayats and the following software applications were deployed pertaining to their area of operation.

- Sulekha
- Samveditha
- Sanchitha

The Mission had conducted a workshop for developing an accounting application for Block Panchayat especially for centrally sponsored schemes and projects.

The Mission had imparted training for 125 staff members and 93 elected representatives in Block Panchayat.

### Grama Panchayat Implementation

Hard ware procurement has been done 983 Grama Panchayats and Server installation done in 974 Grama Panchayats. Networking completed in 839 Grama Panchayats. Earth Testing passed in 994 Grama Panchayats.

More application, such as Sevana (Civil Registration) Sevana (Pension), Sthapana, Sookhika, Samveditha, Sachithra etc were deployed on a larger scale during this period.

Functions related to the declaration of computerisation of all Grama Panchayats in Kasaragod, Wayanad, Palakkad, Kannur and Eranakulam Districts were held during the year as shown below.

Sl.No	Name of Districts	Functions held Local body	Date of Function
1	Palakkad	Sreekrishnapuram Block Panchayat	17.06.2008
2	Kasaragod	Madikkai Grama Panchayat	22.08.2008
3	Wayanad	Panamaram Grama Panchayat	28.10.2008
4	Ernakulam	Pallippuram Grama Panchayat	12.07.2008
5	Kannur	Kizhoor - Chavassery	08.09.2008

State Ministers, M.L.A's, Elected representatives of the Local Bodies participated in the functions held in Connection with the declaration of the computerisation of the Grama Panchayats in the above 5 Districts.

Photo identity cards in respect of 538 Social Security pensioners of Tanalur Grama Panchayat were issued.

Hardwares procured in all Grama Panchayats were inspected by the Technical Assistants and verification reports issued.

## Infrastructure

The progress achieved in site readiness including earthing and server installation during the year is 309 and 395 respectively.

### Progress in Application Deployment.

Sl.No	Name of Application	Total No. of GP's deployed	deployed during 2008-2009
1	Sevana (Civil Registration)	622	206
2	Sevana (Pension)	237	217
3	Sthapana	566	562
4	Soochika	7	7
5	Hospital Kiosks	26	10

### 5.7.2 Civil registrations

The civil registration software *Sevana* has now over 700 installations across the state.

#### 5.7.2.1 Past data entry

The digitisation of past data of civil registrations is progressing in different local bodies. The progress has been extremely slow in Municipalities. Substantial legacy data has been ported to the online application in Thiruvananthapuram and Kollam Corporations.

In 37 Municipalities the frame work creation was completed for 2 to 10 years and for the entire period (from 1970 to 2005) in one Municipality. Verification of data is ongoing after entry of the core registration data for the period 2000-2005 in 4 Municipalities. There is no significant progress for completing the legacy data in more than 40 Municipalities.

#### 5.7.2.2 Hospital Kiosks

Hospital Kiosks were established in 12 LSGIs during 2008-09 (2 Municipalities and 10 Grama Panchayats). Thus total number of LSGIs covered, as on 31-13-09 is 50 (5-Corporations, 19 Municipalities and 26 Grama Panchayats). Hospital Kiosks were established in 36 hospitals during 2008-09 (3 Government hospitals and 33 Private hospitals). Thus the total number of Hospitals covered, as on 31.03.2009 is 279 (57 Government Hospitals and 222 private hospitals.)

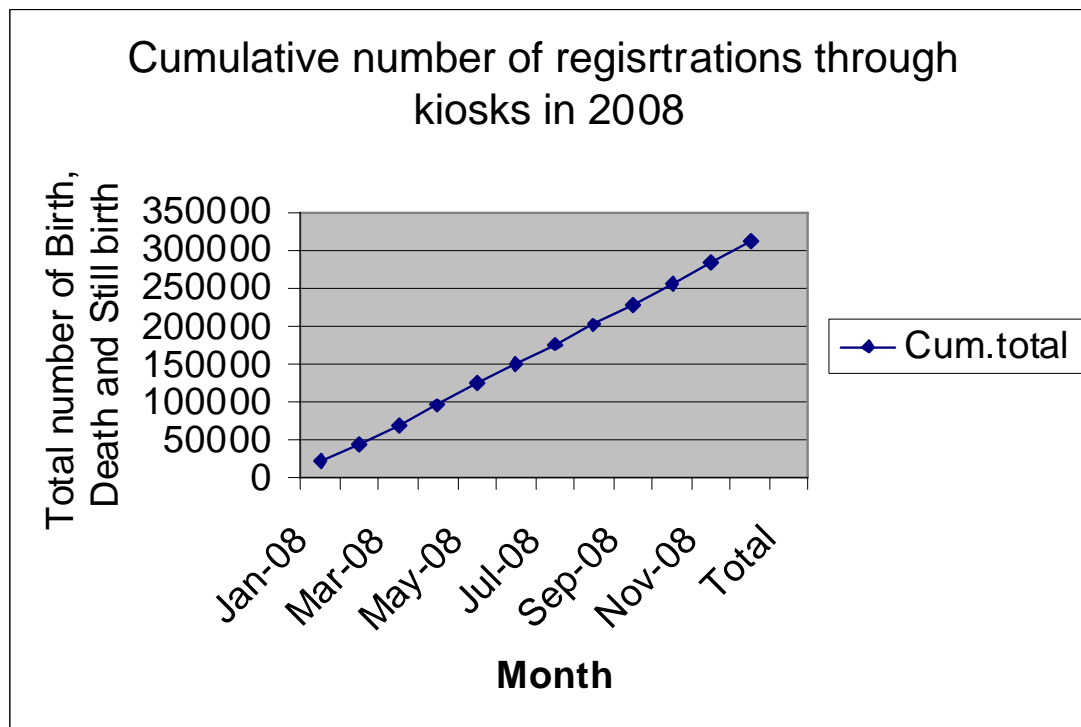
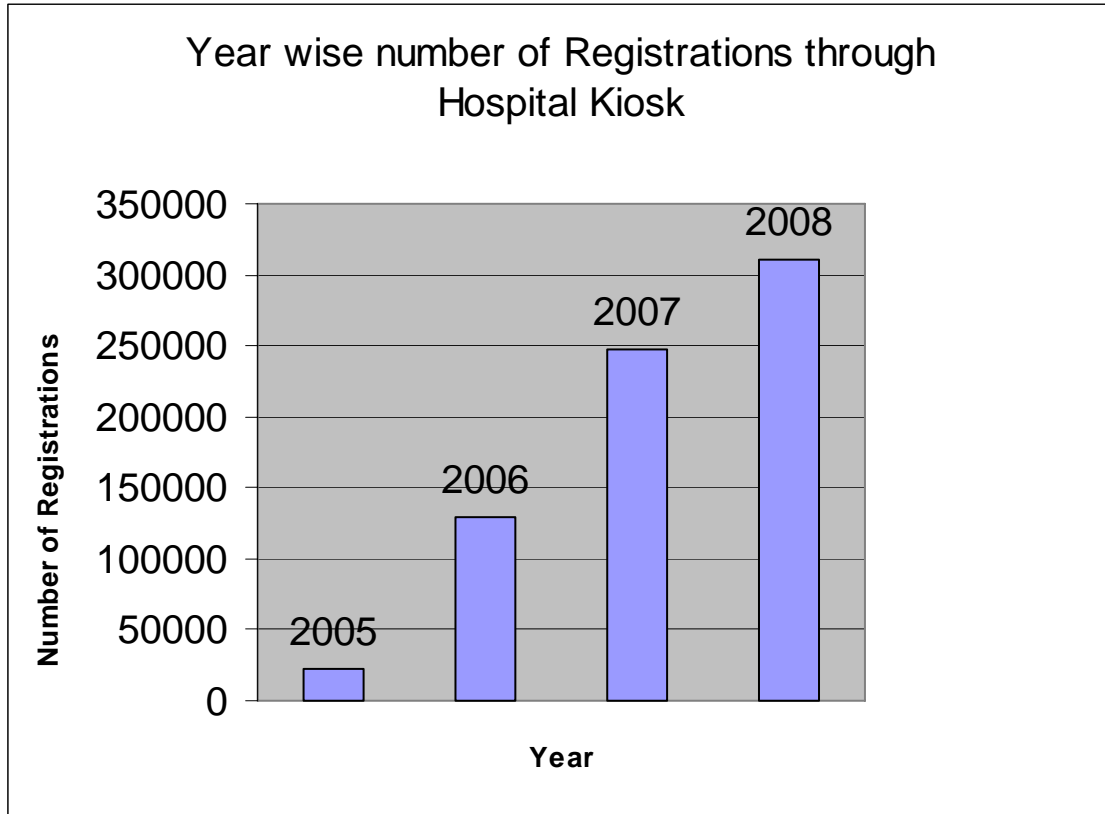
Monthly Registrations through Kiosks was to the tune of 27,000 compared to 25,000 in 2007. Total registrations done through kiosk during the year 2008-09 was 3.23 lakhs compared to 2.53 lakhs in 2007. Registration since inception till 31-03-09 was 8.11 lakhs. At present Hospital Kiosk covers about 54% of birth in the state.

Training has been provided to Hospital staff with the assistance of Training team. 69 persons were trained during 2008-09 at 11 locations; besides handholding was also provided.

Since the operation of Hospital Kiosk was more or less stabilised, the management of already established Kiosks were ordered to be transferred to the concerned local governments. All the assets created as part of Hospital Kiosk was transferred to the local bodies. The data entry and the messenger services were ordered to be arranged with the help of Kudumbasree. The thrust of action during 2008 was to effect the transfer of management. By 31.07.2008 IKM was able to complete the process. New Hospital Kiosks are established under the management of concerned local bodies. They also meet the expenses related to the dial-up connectivity.

For effecting the management transfer, training was conducted for the Kudumbasree personnel in April 2008 and 55 participants were attended. Chief registrar of Birth & Death conducted a review of the Nodal officers of Hospital kiosk in the local bodies in June 2008 and review the functioning.

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.





### 5.7.3 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 with different methodologies were conducted at North Paravur Municipality, Attingal Municipality, Kozhikode Corporation and Thiruvananthapuram Corporation till 2008.

The *Sevana* Pension application was made online in all 58 urban local governments. The application software was deployed in 940 of 999 Grama Panchayats. The data entry of details of current pensioners was completed in 176 Grama Panchayats and made online. In the remaining locations, also the application can be made online as soon as the Panchayat completes the data entry and verification of pensioner data.

### 5.7.4 Accounting - Saankhya

The deployment of *Saankhya* application was extended to 49 Municipalities (9 more during the reporting period). In the remaining 4 locations (Pathanamthitta, Adoor, Cherthala and Perumbavoor), infrastructure arrangements (space, hardware, UPS and network points to be wired) need to be completed to deploy the application.

In certain locations the *Saankhya* counters are working outside the JanasevanaKendram premises as part of the old cash counter. This is due to the shortage of space in JanasevanaKendram and in a few other locations the Municipality is against integration of the cash counter with the JanasevanaKendram which is a clear negation of the objectives of JanasevanaKendram specified in the GO.(Rt).1288/2005/LSGD dated 31.03.2005.

The Government has requested for implementation of double entry based *Saankhya* in Kannur Municipality and conversion of the receipt module to the new KMAM in Thalassery and Alappuzha Municipalities. The preparatory work has commenced in Kannur Municipality.

*Saankhya* continues to be operational in 4 Grama Panchayats. The deployment of *Saankhya* in other Grama Panchayats is planned from April/May 2009 onwards.

The earlier version of accounting application (*Sahatha*) is still functioning at 6 locations in Thrissur Corporation, and one location in Kochi Corporation. In Kozhikode Corporation, the double entry based *Saankhya* application was deployed

#### **5.7.5 Sanchaya - revenue systems**

The Mission had developed *Sanchaya* application (initially without the business process for all streams of revenue and as part of *Saankhya* Masters). The *Sanchaya* application with all functionalities related to property tax (including DCB preparation) was deployed in Kozhikode, Kollam and Thiruvananthapuram Corporations. In Kozhikode, the data verification is not complete and hence is not fully online, unlike in the other 2 Corporations. The *Sanchaya* architecture is designed in such a way as to integrate it to provide web services in future. It is also planned to be linked to spatial data where the premises mapping has been completed.

#### **5.7.6 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 escalated to the appropriate locations. For example, in the case of hardware related problems, the concerned hardware warranty/ AMC service provider is informed. In the case of application software related problems it is reported to the District Technical Officer and if required escalated to the State level helpdesk of IKM functioning at IKM headquarters. The helpdesk records the problem and informs them an appropriate solution. In case application bug fixes are required, or a modification in software is required, the Implementation, Line of Business Expertise and Software Development divisions are informed and an appropriate solution arrived at. The patches and updates are distributed over the helpdesk website of IKM.

The functioning of the helpdesk is greatly under strain with the deployment now reaching over 1000 locations. The upgrade of the facility at state level is an urgent requirement with more applications being deployed to over 1000 locations. Now with the impending deployment in most of the local governments, district level helpdesks are also required, as originally envisaged in the project. This could be under the control of the District Technical Officer.

#### **5.7.7 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 initialisation of the software with the help of local government personnel, etc. Support for data entry 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 have ended towards the end of this period. There had been considerable delay in the Municipalities taking AMC even though they were informed well in advance. Now it has been decided that IKM shall take AMC for the Municipalities for the critical equipment such as servers and UPS to avoid the complete disruption of services in the Janasevanakendram.

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 each of the 1223 local governments and also the State Level TAG (3 regions) and all 14 District Planning Offices. The dataentry was done by data entry operators engaged by Panchayats. Wherever hardware was not ready, the data entry was done using computers hired by the Panchayats. Training for data entry operators was arranged at the district level. The deployment and support for

dataentry of the over 1.9 lakh projects was handled by the nearly 200 Technical Assistants within a period of one month. This data was ported to the TAG module for appraisal and then ported to the DPO module of *Sulekha*, which was used to generate the proceedings after DPC approval.

Another major support activity had been in terms of the verification of site readiness in nearly 700 locations and verification of the hardware procured by the local governments. The deployment of *Saankhya* module in Municipalities, *Sevana* Pension module and *Sthapana* payroll module in almost all Grama Panchayats, *Sevana* Civil registrations in about 300 additional Grama Panchayats, had been the other major deployments.

The dataentry of past records is also supported in the local governments 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 *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.

### **5.8 Wide area network for local governments**

IKM had initiated the setting up of a wide area network interconnecting the six zonal offices of Thiruvananthapuram Corporation. The VPN-broadband connectivity of BSNL is used for this, which provides a relatively fast, secure connectivity.

For most of the other local governments the wide area connectivity, dial-up connectivity is used. The dial-in facility of the State Information Infrastructure is used to connect to the data centre. The Kerala State Wide Area (KSWAN) network of the IT Mission has now extended to the block level. The local area network connecting the block Panchayat server to the KSWAN is being done by

the Block Panchayats and it is expected to be completed by March 2009. Many of the Municipalities would also get wireless connectivity to the KSWAN.

As per the recommendation of the Executive Committee of IKM, discussions have been initiated with BSNL for establishing a broadband-VPN connectivity for all Panchayats till such time the KSWAN is extended to GPs.

### **5.9 Training**

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 58 Technical Assistants trainees. Ten days' training was imparted to them in 4 batches. They were positioned in Block Panchayats after the training programme. There had been considerable outflow of manpower from the team. Almost the entire batch of TAs selected through campus interviews left the organisation within a few days after joining.

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 and workshops on Linux, Web, security, Malayalam computing, etc.

### **5.10 Internal Infrastructure, Helpdesk and wide area network connectivity of IKM**

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.

IKM has a biometric fingerprint attendance marking and access control system, which is now operational successfully for more than 2 years now.

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 devices 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.

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.

In the case of software related problems, any problem that cannot be rectified by the TA is escalated to the state level helpdesk. The helpdesk has personnel experienced in each of the application software. The calls reported over telephone are noted and follow up action initiated in case a software update/

patch is required. The patches and updates are distributed from IKM over the Internet through its helpdesk website. There is also provision on the website to report the problems and can be tracked using the problem ID generated. Any hardware related problems are also followed up with the respective service provider when the problems are not cleared within the specified time frame. 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.

### 5.11 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 computer 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 application 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 pilot run at the local governments during commissioning of each software.

The venue was fixed at Agricultural Co-operative Staff Training Institute, Manvila, Thiruvananthapuram; Love Shore, Thrissur; Adhyapaka Bhavan, Ernakulam; KILA, Thrissur; DIET, Thrissur; IRTC, Mundur, Palakkad; and DITS, Kannur. The Content of the training programme includes the Computer fundamentals, MS-Office, ISM, Internet, IKM Methodology and Activities, and applications that are being deployed in the first phase such as Sevana Pension and Sevana Civil Registration. The duration of the training would be 5 days for elected representatives and 7 days for staff members. The training programmes were fully residential and the total number of trainees participated in the training programme during 2008-09 was 4449.

In many cases, the training programmes had to run with low attendance since the invited participants had not attended for after acceptance. This leads



wastage of resources. IKM had also been finding it difficult to organise the training programmes in coordination with the Directorates. With the intended plan of the Local Self Government Department to have a high level mechanism to coordinate the training programmes of local government staff, these problems are expected to be sorted out.

The summary of personnel trained during the period 2008-2009 is given below:

Sl.No.	Particulars	No. of Participants
1	GP staff	1878
2	GP Elected Representatives	681
3	BP staff	125
4	BP Elected Representatives	93
5	DP staff	126
6	DP Elected Reps.	73
7	Municipal staff	189
8	Municipality Elected Reps.	409
9	Corporation staff	55
10	Hospital staff (Hospital kiosk project)	129
11	IKM Internal training ( TAs, TRs, Jr Prgr)	691
<b>Total</b>		<b>4449</b>

#### Concept building:

At present all the training programmes commence with a presentation on IKM methodology and Activities which elaborates the following topics.

- Concept of e-governance
- People centered methodology adopted by IKM
- Comparison between IKM and other e-governance initiatives in Kerala and other states
- futuristic perspective of IKM
- Sessions on concept building are carefully interspersed in between the theory and hands on sessions.
- Use of Malayalam as the medium of instruction
- Emphasis on hands on training

### **Evaluation on Feed back and proficiency**

A post training evaluation was done at the end of the training programme to assess the feedback of the trainees and to analyse the skills acquired by them during the programme. Suggestions on the content, methodology, and implementation of the programme were also sought from the trainees. The trainees were asked to record their perceived level of confidence in performing 43 major skills included in the programme.

### **Content of the training programme**

The content of the training programme was finalised as follows:

- IKM Methodology And Activities
- Computer Fundamentals
- Windows 2000
- MS Word
- MS Excel
- ISM (Regional Language Software)
- Internet
- IKM Application (Sevana Civil Registration and Sevana Pension)

## 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, Grama 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 has been monitored by the General Council constituted in place of the Implementation Committee.

So far (up to 31-03-2009), the Information Kerala Mission received a total amount of Rs. 42.656 crore of which Rs. 11.13 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 2008-09 comes to Rs. 42.78 crore consisting of Rs. 5.29 crore under Capital Expenditure and Rs. 37.48 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 2009 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
2008-2009	2,00,00,000	--		2,00,00,000
<b>TOTAL</b>	<b>11,13,00,000</b>	<b>31,52,67,709</b>	<b>14,62,133.00</b>	<b>42,80,29,842</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
7	2008-2009	2,22,95,956
<b>TOTAL</b>		<b>11,24,84,869</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
2008-2009	15,50,00	3,48,74,460.00	3,50,29,460.00
<b>TOTAL</b>	<b>5,29,93,908.96</b>	<b>26,23,45,369.99</b>	<b>31,53,39,278.95</b>

## Chapter 7

### 7. ACCOUNTS STATEMENTS

The Information Kerala Mission had received a total amount of Rs.9,56,21,867 against the following Project Categories during 2008-09.

Table- 8

#### Grant Received for other IKM Projects

Sl. No.	Category	Amount (Rs.)
1.	Slate Plan Project	2,00,00,000
2.	Corporations	83,48,094
3.	Municipalities	96,39,902
4.	Grama Panchayats	5,20,52,062
5.	Other IKM Projects	55,81,809
<b>TOTAL</b>		<b>9,56,21,867</b>

The expenditure under IKM projects is given below:

Table- 9

#### Expenditure under IKM Projects

Sl. No.	Category	Expenditure (Rs.)
1.	State Plan Project	2,22,95,956
2.	ACA Project	3,50,29,460
3.	Corporations	67,28,371
4.	Municipalities	1,79,12,749
5.	Grama Panchayats	3,87,93,204
6.	Other IKM Projects	19,92,697
<b>TOTAL</b>		<b>12,27,52,437.00</b>

## Chapter 8

### 8. ACKNOWLEDGEMENT

The Information Kerala Mission wishes to record its gratitude for 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, Municipalities, Corporations and other agencies.

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