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Chapter 1 INTRODUCTION

Information Kerala Mission (IKM), a flagship e-governance project of the Government of Kerala has been established with a mandate to strengthen the local governance through ICT applications. It is largest and most comprehensive local body computerization project in the country, which envisage computerizing and networking the 1209 local self government institutions in Kerala. It is not only about computerizing the local bodies, but also the technology application for monitoring developmental projects, accounting and budgeting, financial management, human resource management thereby enhancing accountability, improving productivity and ensuring better service delivery.

Strategies

IKM methodology places the employees and functionaries at the central stage of this transformation and focuses on their empowerment and capacity building as the mechanism for improving performance. The software applications are developed through active user participation, with emphasis on demystification of technologies, vertical and horizontal integration across products as well and also by promoting the outreach concepts like information kiosks and counters.

1. Focus

- Transform local bodies into effective institutions of self-governance by providing transparent, efficient and responsive mechanisms for governance and citizen service delivery at local bodies in a time bound manner.
- Develop synergies with local ICT institutions to involve them in strengthening such e-governance initiatives.
- To establish a mechanism for automating and monitoring various operations at the local body level like plan monitoring and management, accounting, finance, public services, purchase, works and other e-governance related tasks, thereby making a quantum leap in accountability, transparency and efficiency in public service and considerably strengthening the social security network.
- Improve revenue generation, resource identification and utilization capabilities of local bodies and provide inputs to bring about substantial administrative reforms and modernization of government through re-engineering of business processes.
- To provide continued technical support to ensure network applications are up and running throughout, through district/ state level help desk.

1.1 Extension of Term of the Mission

The term of the Mission which expired on 31.03.2001 was 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 and was subsequently extended for 4 years as per the GO (MS) No.303/2010/LSGD dated 20.12.2010. As per G.O (MS) No.82/2011/LSGD dated 28.03.2011 the term was again extended for one year with effect from 01.04.2011. As per G.O (MS) No. 164/2012/LSGD dated 12.06.2012 the term was extended till 01.04.2013.

Chapter 2 HUMAN RESOURCE

Managing of the human resources continues to be a challenge with high turnover in the IT field. Many software development and technical support personnel have left the organisation. The unprecedented leaving of technical support personnel has affected the support activities extended by IKM in the local governments. Due to lack of manpower, the technical support personnel are not able to visit the panchayats as per the requirement of the LBs, since, at times, about 8-10 panchayats are serviced by one technical assistant.

The exit of software development personnel has adversely affected the customisation and implementation of business process changes in software as per schedule.

Considering the issues in the giving timely support to the LBs, for achieving flexibility and efficiency in implementing the e-governance programme of the State, deployment of one technical assistant each in a Panchayat id under the active consideration of the Government.

As part of the KLGSDP project funded by the World Bank one accountant cum IT expert in each revenue blocks of Kerala is being deployed. Based on a written test and interview, 152 personnel were short listed for appointment.

Dr M Samsuddin took charge as Executive Chairman and Director (EC&D) on 08.08.2011 and continued.

Prof.M.K.Prasad continued as Executive Chairman and Director (EC&D) from 1.09.2006 up to 01.08.2011.

Shri.Rajesh Kumar Singh, Secretary, LSGD was put in charge as Executive Mission Director, IKM as per G.O (Rt) No.1594/2011/LSGD dated 04.07.2011

The employees of the Information Kerala Mission consist of staff on deputation from other Departments, Project Staff, Supporting Staff/Software Staff and Consultant/Resource Persons. The staff strength as at the end of 31st March 2012 is given below:

Staff Strength as at the end of March 2012			
SI.No	Name of Post	Total No.	
1	Executive Chairman & Director	1	
2	Executive Mission Director	1	
3	Group Director	1	
4	Employees on Deputation (C-DIT)	1	
5	Employees on Deputation (other Departments)	5	
6	Consultant/Resource Persons	21	
7	Supporting Staff/Software Staff	89	
8	Technical Support	334	
	Total	453	

The following executives left the organization during the period under report:

- After serving the institution for a period of 5 years from 01.09.2006 to 01.08.2011 Prof.M.K Prasad, Executive Chairman, relinquished his Services
- Shri. K Premkumar who was on deputation from ANERT was relieved of his services in IKM to join his parent department
- > Shri. Hirosh Kumar was on deputation from Kerala State Agricultural University was relieved of his services in IKM to join his parent department
- > Shri. Sanjeev S U was on deputation from Kerala State Agricultural Department was relieved of his services in IKM to join his parent department

The following executives joined the organization:

- ➤ Dr.M.Samsuddin, Head Central Geomatics, Centre for Earth Science Studies joined as the Executive Chairman & Director on 08.08.2011
- > Shri. M P Ajithkumar, joined as Group Director, on 19.09.2011
- Shri. K Sreekumaran Nair, joined as Administrative Officer, Reported on 23.09.2011
- Shri Cherian C George joined as Purchase Officer on 12.01.2012
- > Shri. P K Abdul Basheer reported as Team Leader (GP Implementation) on 26.09.2011
- Shri Abdul Kalam Azad reported as Technical Director on 08.03.2012

Chapter 3 WORK COMPONENTS

3. DEPARTMENTS

The IKM has the following 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:

3.1 Corporate Management

- 1. Accounts and Audit
- 2. Purchase and Works
- 3. General Administration and Office Management

3.2 Implementation

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

The Implementation Division is also undertaking the implementation programme at Directorate of Panchayats, Deputy Directorate offices at Districts. Civil, electrical and networking works related to computerisation. The implementation division consists of the following groups:

3.2.1 Corporations

The activities of the Team are:

- 1. Monitoring of installation of computers, peripherals and application software viz. Saankhya, Sevana (Registration), Sevana (Pension), Sulekha, Sanchitha, Sthapana, Soochika, Sakarma, 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

3.2.2 Municipalities

The activities of the team are:

- 1. The duty of overseeing the supply and installation of Computer hardware/ Software/Infrastructure required for the effective implementation of programme in municipalities.
- 2. To provide support and hand holding to the municipal staff both in domain and application related matters.
- 3. To prepare Masters and to operationalising the application software developed by IKM viz. Sevana (Civil Registration), Sevana (Pension), Saankhya, Soochika, Sakarma, Sthapana and Sulekha.
- 4. Arranging training to municipal staff and elected representatives.

3.2.3 Grama Panchayats

The team is mainly responsible for the roll out of the applications software in the Grama Panchayats. The applications are being installed in Grama Panchayats on pilot basis as well as regular basis. The details of applications installed in Grama Panchayats during the year are shown below:

S.No	Applications	Installed GPs	Functional
1	Sulekha	1209	1209
2	Sevana (Civil Registrations)	1042	1042
3	Sevana (Pension)	1042	1039
4	Sevana Common Marriage	709	709
5	Hospital Kiosks	115	115
6	Sanchaya	29	29
7	Sanchaya e-payment	8	7
8	Sthapana	1056	1010
9	Samveditha	1208	1208
10	Sanchitha	1208	1208
11	Sugama	1206	-
12	Saankhya	448	448
13	Soochika	892	360
14	Sachithra Asset	1208	1208
15	Sachithra (Cadastral Maps)	727	643
16	Sakarma	4	4

Work related to earthing, electrification, server installations, client installations, hardware procurements etc in Grama Panchayats is attended to by this group and monitored closely by the Group.

3.2.4 District & Block Panchayats

Monitors site readiness for computerisation, installation and working of various software applications at the 14 District Panchayats and 152 Block Panchayats of the State.

Activities of the Team are:

- The duty of overseeing the supply and installation of computer hardware/ software/infrastructure required for the effective implementation of programme in District and Block Panchayats.
- To provide support and hand holding to the District and Block Panchayats staff both in domain and application related matters.

3.2.5 Civil Works Wing

Civil Works Wing shoulders the responsibility of providing interior arrangements for Janasevana Kendrams in Municipalities. The team provides technical support for developing software for Kerala Municipality Building Rules (KMBR) and for building a module for estimation of works (Sugama). It also looks after the works related to civil engineering and also the electrical works taken up by IKM on behalf of the local bodies. Many of the works required for accommodating the front office and assessing additional infrastructure requirement in the local bodies in connection with deployment of Saankhya software are also responsibilities of the Wing. The Wing is actively engaged in fabricating and erecting Hospital Kiosks in the hospitals in Corporations, Municipalities and selected Grama Panchayats.

3.3 Line of Business Expertise & Quality Assurance (LoBE & QA)

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. The following are the responsibilities of the group:

- To provide domain support 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, 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.

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- Overall interface management including general stakeholder consultation, interaction with partner organisation, clarification to the public, press, stakeholders, government functionaries legislators, members of the parliamentary, statutory bodies etc.
- Ensure systems for project management including preparation of project documents, preparation of progress reports, completion reports and annual reports.
- Co ordinating the activities of IKM by acting as an interface between the Executive Chairman's Office, other divisions.
- Designing, vetting and finalising newsletters, handouts and brochure etc related to IKM.
- Organise Seminars, symposia, inter/intra departmental meetings and monthly/bimonthly technical/non technical review meetings.
- This division also strives to provide continuous domain support for software development, quality assurance, Sevana past data entry support, Sanchaya and Sevana quality check and also continuous process involvements in Sulekha.

As per the decision of the 55th Executive Committee of IKM held on 24.11.2011, Quality Assurance Section was abolished and around 31 staff were redeployed to various other divisions of IKM.

3.3.1 Web Management

Maintenance and updation of the website (<u>www.lsg.kerala.gov.in</u>) of the Local self Government Department is the responsibility of Information Kerala Mission. At present this is the only 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 its official release. Details of plan implementation of local governments are also made available on line. Facility for publishing tenders, quotations of the local governments are also provided in this website.

3.4 Training Division

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 the application software developed by IKM independently. 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), Saankhya, Soochika, Sthapana, Sanchitha and Samvedhitha.

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

Training is now organised through KILA, and IKM provides the content and faculty for the training. This activity year training was imparted to 2301 persons. As a part of the Saankhya implementation, peer evaluation programmes have been widely conducted. During the period under report 1226 persons participated in the peer evaluation programme.

3.5 Software Development (SWD)

The Software Development Division is established to develop the application software as per the locally felt needs. The software division takes care of the application development, releasing new versions and patches supplementing the requirements of the Government and solving issues that emanate from field level implementation. In the domain of e-governance IKM has developed the following software applications which are under various stages of roll out.

- Online Birth Registration & Certificate issue
- Online Death Registration & Certificate issue
- Online Hindu Marriage Registration & Certificate issue
- Online Common marriage Registration & Certificate issue
- e-filing of common marriage through Akshaya, Kudumbasree, internet kiosks, personal computer etc.
- Online birth, death registration through the Hospital Kiosk
- Birth, death and marriage certificates of all local bodies of Kerala for public access through web-based services
- Online marriage registration
- Registration clock for online count of birth/death registration
- Accrual based double entry accounting application
- Formulation expenditure, and monitoring of annual plans for decentralized planning at local level
- Workflow application handling file tracking over web, eSMS integration, grievance handling
- Disbursement of social welfare pensions with eMo integration
- Capture details tax payee, demand and e-payment of property tax based on demand note through payment gateway
- Linkages for property tax payment through FRIENDS, SPARSH, Akshaya and India Post
- Processing of D & O Licences
- Preparation of estimate of work and cost estimation
- Online processing and issuing building permit
- PF legacy details of Municipal employees with provision for credit card, PF statements and report

- PF legacy details of Panchayat employees with provision for credit card, PF statements and report
- Preparation of agenda notes and minutes of meetings
- Portal on Local Self Governments
- Website for the 1209 local bodies of Kerala
- Monitoring the assets of Local Self Government Institutions
- Cadastral information based maps and asset Register
- Preparation of payroll of employees and establishment
- Personnel database linked to service book including leave particulars, service matters, disciplinary issues, promotion etc.
- Encyclopaedia on acts, rules, Court orders, G.O's

m-Governance

- Facility for sending SMS on registering the birth/death/marriage
- Facility for sending the SMS on paying the property tax through e-payment
- Facility for reminding the parents of the immunization schedule of the new born.
- Online file tracking mechanism and Status of file information to the public through SMS

3.6 Technical Support & Infrastructure Management (TSIM)

The main functions are:

- Infrastructure strengthening and maintenance of both in-house, and at local governments and related institutions
- Field technical support, including application support, hand holding, system administration and maintenance
- Testing of applications and running Help Desk functions
- General IT support, in conducting trainings, workshops, etc.
- Commercial engineering support, including preparation of specifications, technical evaluation, preparation of statements, etc.

3.6.1 Help Desk & Testing:

The persons engaged in attending field level issues as part of the state level help desk are also put in charge of testing of applications. It functions as centralised technical helpdesk as a support system for e-governance programmes LSGs. Software testing, testing of .exe files, scripts and patches before its release to the field is the major responsibility of this group. The above testers also function as faculties in their respective subjects/applications whenever training programmes are held.

The Help desk functions in three stages. The level 1 is managed by the call attenders. The second level manages. Managing bug reports, reproducing bugs reported from local governments, and communication with software development, to sort out the issues.

Second level includes the testers who are responsible for providing solutions to the queries that are escalated from the first level. Managing bug reports, reproducing bugs reported from local governments and communication with software department to sort out the issues on software testing and release of application software and patches/scripts are part of their responsibilities. Documentation like preparing test cases shall also be done by HD-2.

Duties of the third level include database related issues, domain and connectivity support software testing, scrutiny applications/patches/ scripts and release of and uploading to website, building up standards and systems for software reengineering. The HD-3 a team will be responsible for QA of applications/patches/scripts before it is released.

3.6.2 Infrastructure Management (Internal)

Internal infrastructure management group look after all hardware, software and network related issues. Installation and upgradation of software and hardware, Annual Maintenance Contract (AMC) is also taken care of. Besides the above activities, this group provides technical support to training programs by maintaining the network connectivity like MPLS, VPNoBB, Leased line with SDC etc. both at LSGI-level and at IKM level.

3.6.3 Infrastructure Management (External)

This team takes care of electrification, networking AMC/ warranty related issues in the local bodies. In addition, it looks after the activities relating to commercial engineering as per the requirement.

3.6.4 Web Administration

This team takes care of the following

- Development of websites and web applications
- Maintenance and modifications of websites as per requirement
- Testing and release of websites and application software
- Content creation for website, newsletter and publication materials
- Provide field support for web related queries
- User interface design for software applications and websites
- Creating themes, graphics and illustrations for websites
- Registration, renewal and management of internet domain, DNS hosting and all related matters
- Training to internal and external as an when required
- Building up and maintaining of standards in websites, application software and content
- Internal capability building

- Ensuring the registration and renewal of web-server domain names, SSL, DNS hosting and all related matters Training to internal and external as an when required
- Coordinating with external agencies such as IT Mission, NIC, CERT, and Domain / Certificate Registrars, and on linking up various applications, including its administration and security
- Acceptance of web-applications for hosting on web-server especially with respect
 to security of data and server. Should also advise on adherence of web sites to the
 web hosting guidelines of Government websites
- Interconnecting local bodies with IKM using Voip phone network.

3.6.5 Geographical Information System (GIS) [attached to TSIM]

The department was established for generating micro-level spatial for the sustainable management of the natural resources, infrastructure development and local level administration. The information thus generated would directly help the local body authorities in formulating their development plan, management and implementation of projects in the spatial context (premises mapping, cadastral information). The main objectives are:

- Integration 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 programme
- To generate 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
- Develop interactive software for data retrieval and analysis through user defined queries

Chapter 4 MAJOR ACTIVITIES DURING THE PERIOD

The Information Kerala Mission (IKM) has been established for developing efficient and responsive systems for good governance and improving public service with comprehensive computerisation programme covering various activities of the local bodies of Kerala.

The following are the specific achievements during the period April 2011- March 2012.

- 1. Saankhya double entry- Deployed double entry accrual based accounting software in 420 local self government institutions.
- 2. An online application form for gathering information regarding deficit grama panchayats for granting Gap Fund has also been implemented.
- 3. Implementing web based module of the Saankhya for online updation and analysis is in progress
- 4. Mapping of database of Saankhya and PRIASoft for interoperability as a part of the e-Panchayat programme
- 5. Vertical and horizontal Integration of Sulekha, Sthapana, Sevana(CR), Sanchaya, Sugama and Soochika software with Saankhya
- 6. Conducted Peer Evaluation in 186 Grama Panchayats with the participation of the Accountants for ensuring correctness of the transactions recorded through Saankhya
- 7. Massive training programmes in 342 Grama Panchayats has been conducted on Saankhya.
- 8. Online application software for collecting information related to DBO (Finance) for submission to MoPR was deployed
- 9. As part of the KLGSDP project funded by the World Bank one accountant cum IT expert in each revenue blocks of Kerala is being deployed. Based on a written test and interview, 152 personnel were short listed for appointment.
- 10. e-Payment (Sanchaya): Electronic payment gateway for property tax payment introduced in 3 Corporations, 2 Municipalities and in two Grama Panchayats. With this facility, the public can make payment of property tax due the to local governments over internet using credit cards, debit cards or Internet banking. Online search facilities are also available.
- 11. Developed the Sanchaya application software e-filing of plinth area based property tax self assessment return by local public through Akshaya centres, browsing centres etc. Conducted series of discussions with local body officials and departments and incorporated their suggestions. The software is deployed in the field for user feedback before implementation
- 12. Initiated development of modules for providing web-based D & O, machine installation, paramedical, tutorial registration licenses, online payment of profession tax, rent on land and building entertainment and advertisement tax
- 13. A State-level Help Desk established for handling all queries related to hardware and networking and application software developed by IKM, hardware and networking issues originating from the local bodies.
- 14. KSWAN/VPN Connectivity established in 1101 local bodies. Others are being implemented through BSNL.
- 15. Deployment and implementation of e-filing facility for common marriage registration utilizing state-wide Akshaya centres.

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- 16. Initiated mobile e-governance programme for birth registration which includes SMS facility intimating the registration details and alerts for immunisation schedule of new born.
- 17. Deployment of online module for revenue collection through nearly 1300 computerised India post offices in Kerala
- 18. Updated version of work estimation software (Sugama) is being introduced by incorporating the department feedbacks based on government schedules of rates in all the local bodies after obtaining the user feed back
- 19. A comprehensive spatial information touch screen kiosk is being established in Tanalur Grama Panchayat for extracting household- based building tax details.
- 20. Independent web sites of the 1209 local self government institutions, comprising local level statistics, maps, demography, administration and resource management.
- 21. Websites of all Local Governments developed using Open Source Content Management System is being maintained.
- 22. As a part of the KPEPF computerisation, credit card details and credit cards for the year 2010-11 has been finalised and updated in the website.
- 23. Inauguration of the State Level Help Desk and KPEPF online application was conducted on 5/09/2011 by Dr M K Muneer, Hon'ble Minister for Social Welfare and Panchayats.
- 24. Inauguration of the Sevana Common Marriage e-filing application on 9.01.2012 at Kadinamkulam grama panchayat by Dr M K Muneer, Hon'ble Minister for Social Welfare and Panchayats.
- 25. e-filing of Marriage registration initiated in 2 Corporations, 24 Municipalities and in 121 gramapanchayats
- 26. Deployment of web based interface module for Sulekha (plan formulation and monitoring) software and real time user defined query based data analysis through graphs and charts.
- 27. Handed over the websites based on Drupal to the entire Urban Local Bodies facilitating user defined query processing.
- 28. State Registration Clock for extracting and viewing consolidated details such as number of birth & death registration at State, District and Local Body level in real time is made online
- 29. Established New hospital kiosks which results to the total tally of hospital kiosks in Kerala to 423
- 30. Software for collection of revenue through Hand held services from the field has been initiated.
- 31. Customised information system for the Muziris Heritage project and Perinthalmanna Municipality enabling retrieval of citizen data base as per user needs.
- 32. Premises mapping projects of Perinthalmanna Municipality, Attingal Municipality and Tanalur grama panchayat finalised.
- 33. Facility for website updation handed over to more than 850 grama panchayats.
- 34. Version finalisation of the Sevana Software is in progress.
- 35. Modified version of Soochika is being implemented in IKM
- 36. New programmes for the automation of Legal systems, Satellite based premises mapping for the local bodies of Kerala has been initiated.
- 37. Field data collection on household-level socio-economic parameters, mapping of parameters concerning the premises mapping such as, land use land cover, road network, building foot prints, utility mapping, spatial location of health, education

- institutions, govt. offices, etc. has been completed in Malappuram Municipality. Established a principal reference point and 41 ground control points through DGPS survey for geo-referencing the images and cadastry.
- 38. Premises mapping has commenced in Puzhakkattiri Grama Panchayat and the process of identifying Principal Reference Point and Ground Control Point is being done in the field at present.
- 39. Online application for capturing the number of Nilathezhuthassan Pallikoodams schools, teachers, allotted grant etc existing in the locality of local self government institutions has been developed.

4.0 Activity Report based on Software Applications

4.1 Plan Formulation and Monitoring - Sulekha

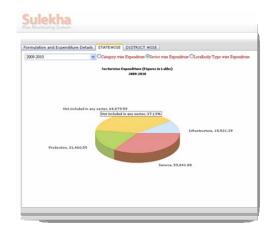
All aspects related to decentralised planning, from the stage of formulation to appraisal, approval, reporting of expenditure, and calculation of shortfall-compensation details, are handled by the *Sulekha* software in all local governments. About 2 lakh projects are handled every year. All the details regarding the Plan projects implemented by the local governments during 11th plan period are made available online on the LSGD website. The details related to the 9th and 10th Five Year Plan, which have been compiled by IKM with the help of the State Planning Board and the Directorates, are also made available on the website http://plan.lsgkerala.gov.in in the form of consolidated reports as per the user requirement. Integration of the *Sulekha* software with other software, especially *Saankhya* accounting module is made operable during this period. Integration with *Sugama* estimation module and *Sachithra* assets module are in the final stage. Continued support for *Sulekha* operations is also being given to all local governments. With 100% coverage of the local governments and mandatory use insisted by the government, it is an electronic G2G facility in full operation.

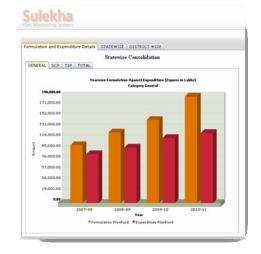
During the period under consideration, the following activities were carried out:

- A web module developed for user defined query processing which facilitates generating outputs in the form of graphs, charts and pie diagram and real time data analysis possible through graphs and charts.
- Modification of the application incorporating the user feedbacks and based on government guidelines, orders and circulars
- Simplification of the data entry forms, amalgamation of micro-sector and asset codes and making appropriate modification in software
- Incorporation of web based module, user defined query processing and result analysis through graphs and charts
- Modification of software to incorporate the additional changes in the 12th five year plan initiated
- A web service has been initiated for replacing the manual backup system is under the testing phase and will be implemented during 12th plan process



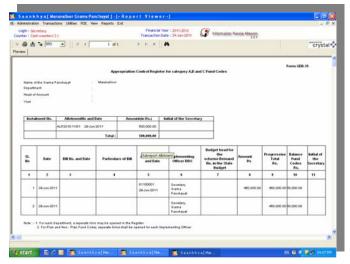






4.2 Accrual Based Double Entry Accounting -Saankhya

The Government have decided to introduce double entry accrual based accounting in all

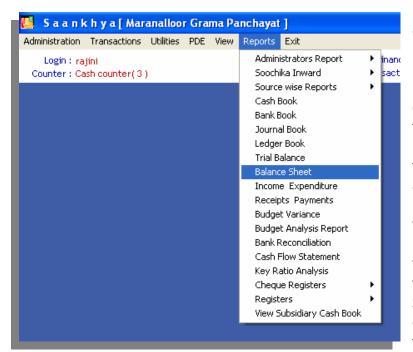


payments and generating reports.

In 324 Grama Panchayats, 9 block panchayats and 12 district panchayats Saankhya has been deployed and is fully functional. A new feature on Appropriation

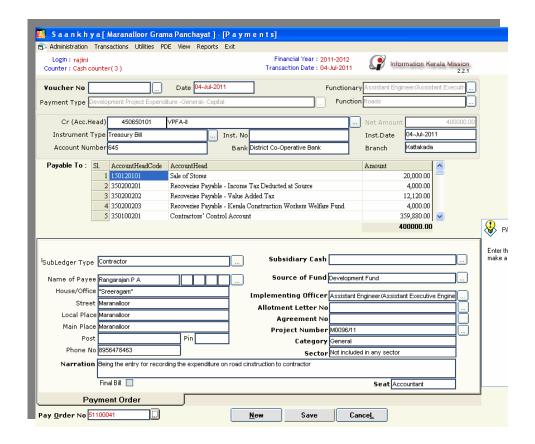
Panchayats from the financial year 2011-12. The Saankhya software for handling accrual based double entry accounting was deployed in all the 60 Municipalities and 5 Corporations. All the Municipalities and Corporations are now using Saankhya double entry accrual based accounting software for all accounting functions, including handling of receipts, making

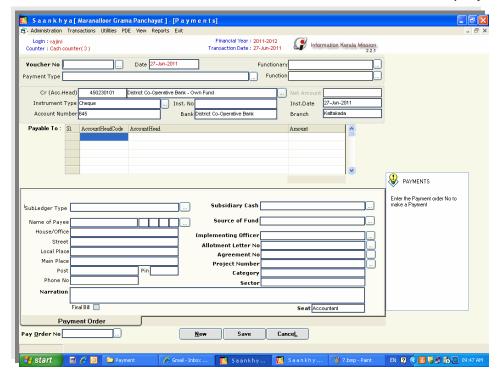
Control Register has been added in the application.



In addition to this, an online application form for gathering information regarding deficit grama panchayats for granting Gap fund has also been implemented. The data entry for obtaining the GAP fund has been done by the respective grama panchayats and they are being examined and approved by the Directorate of Local Fund Audit. Developing online forms for collecting information on DBO finance for forwarding report to the Ministry of Panchayat Raj is another initiative through Saankhya. Also conducted peer evaluation with the participation of Accountants for the ensuring

corrections of the transactions recorded through Saankhya. Prepared various government orders as a part of the business process re-engineering aspects.





During the period under consideration the following activities were carried out:

- Inauguration of state level deployment of the Saankhya software in the Panchayats of Kerala
- The Saankhya software implementation is done in all the local bodies in the Kasargod District. Kasargod is all set to become the first District in the country to implement the accrual based double entry software in all the local bodies. A State-level function is being planned.
- Online application software for collecting information related to DBO (Finance) for submission to MoPR was deployed.
- Till date Saankhya has been deployed in 395 grama panchayats, out of which 313 is fully functional and 82 are progressing; out of the 65 urban local bodies, Saankhya is fully functional in 64 and in one, it is progressing.
- Conducted a series of user level review meetings to expedite the implementation
- Mapping of database of Saankhya and PriyaSoft for interoperability completed
- · Implementing web based module of the Saankhya for online updation and analysis
- Vertical and horizontal Integration of Sulekha, Sthapana, Sevana(CR), Sanchaya, Sugama and Soochika software with Saankhya
- Technical support for resolving the field level issues
- Conversion process from single entry to double entry
- Bank reconciliation module for Panchayats
- Transaction of year end/beginning process automation process of the budgeting module
- Deployment of a module for real time access of local body-level Plan and Accounts related information by the decision makers through web based services

4.3 Revenue Software – Sanchaya

Electronic payment gateway for property tax payment introduced in 3 Corporations, 2 Municipalities and in 2 Grama Panchayats. With this facility, the public can make payment of property tax to local governments over internet using credit cards, debit cards or Internet

banking. Online search facilities are also available. The preparation of revenue database using Sanchaya is progressing in many local governments. Manjeswaram is the first grama panchayat in India to introduce e-payment for receiving the taxes from the citizens.

The preparation of property tax database was completed in Thiruvananthapuram, Kollam and Kozhikkode Corporations, Kannur, Ottapalam Guruvayur, Kanhangad and Kasaragod Municipalities, and in Tanalur, Manjeswaram, and Thumpamon Grama Panchayats. The database is now integrated with Saankhya for automating property tax receipts in the collection register and for automatic generation of Demand-Collection-Balance (DCB) statements. The finalisation of databases of a various revenue sources including taxes and licenses would be given high priority. The accounting software can be utilised to its full extent, only with the availability of qualified databases for revenue. With the Kerala Local Government Strengthening Programme, this activity is expected to be completed within the coming year itself.

State-wide roll out of the Sanchaya application software for plinth area based assessment of property tax with additional module for providing D&O licenses, e-payment of land/building tax, profession tax, rent on land and entertainment tax has been initiated. The local governments have to finalise the databases of various revenue sources such as property tax, profession tax, D&O license, PFA license, rent on land and buildings, etc., to make full use of the accounting software.

- Developed the Sanchaya application software e-filing of plinth area based property tax self assessment return by local public through Akshaya centres, browsing centres etc. Conducted series of discussions with local body officials and departments and incorporated their suggestions. The software is deployed in the field for user feedback before implementation
- Initiated development of modules for providing web-based D&O, machine installation, paramedical institution registration license, tutorial registration licenses, online payment of profession tax, rent on land and building, entertainment tax and advertisement tax.
- e-payment facility introduced in Kasaragod and Ottapalam municipalities and in Manjeswaram & Thumpamon Grama Panchayats.
- Held discussion with the officials of State Bank of India for facilitating state-wide e-payment through i-collect programme.
- Facility for Web-based ownership certificate introduced
- An interface developed for Regional Cancer Centre for research purposes enabling consolidating state-level death cause list.
- Developed an interface module linked to Sanchaya software for web-based revenue collection to the local bodies through nearly 1300 computerised post offices in Kerala
- Development of the Unicode version of D & O licensing of municipalities is progressing
- Series of meeting of the domain experts for the scrutiny of the LB Module Sanchaya (property tax) conducted





4.4 Payroll-Sthapana

The application software is being used in all urban local governments and 977 Grama Panchayats for preparing the pay bills of employees.

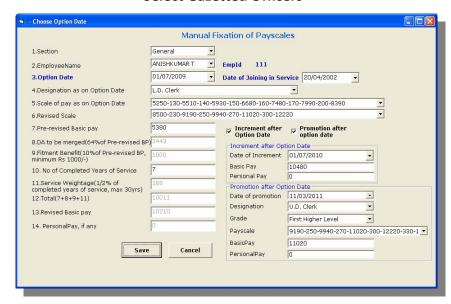
The following new features are added:



Select Employees for Engineering Section separate Pay bill



Select Gazetted Officers



Pay Fixation:-Select Option Date

Pay Fixation:-Save Option Date

ection	General	Retired/Resigned	d/Expired Employees
Sl No:	Employee Name	EmpId	Select All 🔽
1	ASOKAN K V	182	✓
2	CHANDRAN C V	201	✓
3	GIRIJA A C	162	✓
4	JAMES N A	177	✓
5	KARTHIKEYAN V K	146	✓
6	LIJESH V R	161	~
7	MANOJ M	157	~
8	SETHU V B	210	•
9	SREEDEVI P	5	~
10	SREEJA V A	193	~

Select Employees for Pay revision Arrear

4.5 Civil Registration - Sevana

The registration of birth, death and marriage (Marriages under Hindu Marriage Act and Marriages under common Marriage Rule) and related functions is one of the mandatory functions of the local governments in Kerala. The software, Sevana (Civil Registration) has been developed by IKM for doing these functions effectively to improve the service delivery systems. The application is used in the State by all registration units except two and 99.9 percent current events of birth, death and still birth are registered electronically.

A unique programme for online reporting of birth and death from hospitals (Hospital Kiosks) was introduced in 2005. It has been newly implemented in 8 Municipalities and 15 Grama Panchayats to make the total coverage of local bodies to 115. It covers 423 hospitals including 65 Government Hospitals. This system has handled 19.63 lakh registrations up to

December 2011. The monthly coverage is 40,000 registrations and the total coverage up to December 2011 is 4.85 lakhs. More than 75% of the births occurring in the state are registered using the hospital kiosk system.

The Sevana(Civil Registration) application suite is capable of carrying out all the operations as per the acts and rules related to civil registration. The registrations under Hindu Marriage Act is done using the software applications in all except two. The registrations under Common Marriage Rule is done using the software application in 4 corporations (except Kochi Corporation), 57 Municipalities (except Punalur, Cherthala, and Kottakkal) and 630 Grama Panchayats as on 29.02.2012. Total registration units covered for common marriages are 691.

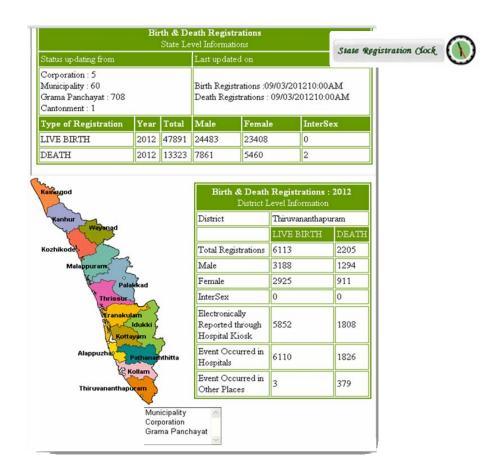
Information regarding statistical and legal aspects is utilized by Department of Economics and Statistics (Additional Chief Registrar) for furnishing reports to Registrar General of India. The certificates of birth and death registered since 2005 from all urban registration units are readily available for the citizen through internet and in most cases from 2000 and in some cases from 1970 onwards. 709 rural registration units are also connected to the State Data Centre and registration certificates of these units are also available through the sites. The digitization of past data of civil registrations is completed in all local bodies and legacy data has been ported to the online application is in progressing.

The process of converting manual registers of birth, death and marriages to electronic form is in progress in all local governments. The authenticated birth and death registration certificates are made available through internet to the public through the website www.cr.lsgkerala.gov.in. Many departments are making use of this facility to verify authenticity of certificates. The Education Department has already approved such certificates for official use.

During the period under consideration the following activities were carried out:

- New feature for reporting of events through web based services and mobile interface for sending SMS. i.e. SMS alerts to the parents of the new born regarding registration of birth and the immunization schedules.
- e-filing of marriage application has been introduced which facilitates the online submission of application forms through state-wide Akshaya centres, browsing centres and personal computers.
- A State Registration clock for extracting and viewing consolidated details such as number of birth & death at state, district and local body level through registration clock
- New hospital kiosks have been established at Pala, Attingal, Adoor, Aluva, Perumbavoor, Pathanamthitta, Pattambi, Chirakkadavu, Kuzhimanna and Kizhakkambalam
- Facility is also being developed for providing data access of statistical part to Directorate of Economics and Statistics directly from the centralized database from the data centre.
- Digitization of past data of birth, death and marriage since 1970 is progressing in all registration units.
- Development of application software in Unicode version is in progress
- Development of a web application software for e-filing of birth and death through hospitals is in progress
- Development of multi lingual application in Tamil and Kannada is in progress

- An interface is developed for facilitating authorized officers to verify the authenticity of birth, death and marriage certificates using the web module
- Based on the user requirements and technology changes IKM developed a new version of Sevana (CR) application suite (Version 8.0) adding some new features.
- The process of migration to the new version is in progress. The migration process includes database audit of the 1209 LBs and a comprehensive training to the Technical Assistants of IKM



4.6 Kerala Municipal Building Rules (KMBR) - Sanketham

Under the ambit of KMBR, a software module named Sanketham was developed for issuing building permit which was deployed in Thiruvananthapuram Corporation on a pilot basis. The Sanketham (KMBR) application is presented before the Chief Town Planner (CTP), based on the suggestions of whom, the software was modified.



Office Module Menu

4.7 Estimation of works - Sugama

In consequence of decentralization and sharing of finance to local bodies, the duties and responsibilities of engineering wing of Local Self Governments have been increased many fold. In addition to implementation of developments schemes using the State Government resources, they are responsible for executing many projects using Central Government funds, local development funds of MPs, MLAs etc. Time bound execution of the engineering works in the LSGs has become a herculian task to the engineers. During this context, Sugama has been taken up as a project for mitigating the woes of engineering wing of LSGs and also to make their activities transparent. The first part of Sugama was developed and deployed in 2009-2010 covering the estimate portion. Updating and adding more details in the estimate portion was continued in 2010 -11. It has since been developed incorporating tender schedule, selection process of executing agency, agreement process, recording of measurements and preparation of bills etc in 2011-12. The Sugama software has been integrated with Sulekha and Saankhya.

The developed version of Sugama has been deployed in selected Local bodies for application and response. It is expected that the final version can be deployed in the coming months.

During the financial year the following additions are incorporated:

- Prepared manual on Sugama 2.0.5 version
- Form work Sub data with actual calculation
- ward selection including multiple year

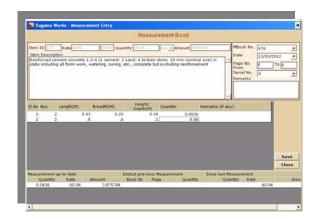
- Search facility to select projects from a grid to detailed estimate Steel data to angles and channels
- updating ward master, project details, ward selection & summary reports
- Work transfer to another Login by Administrator.

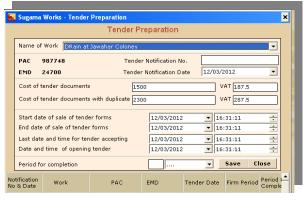
LB Module and TS Module (Implemented at CE Office)

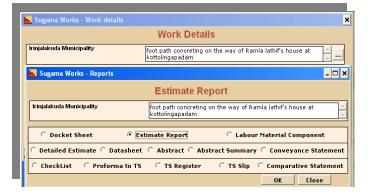
- Admin Integration, Proforma to TS, Checklist, TS, Revised Estimate, TS Module, Report Correction – Common to LB Module and TS Module,
- Print option in Data rate, Data rate form- Taluk selection
- Tender, Measurement and Bill Module (All reports and forms)

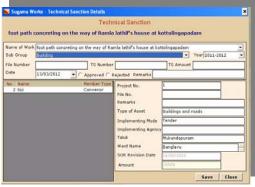
Tender Module

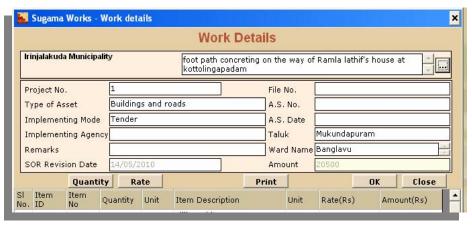
Tender preparation, tender extension, sale of tender form, rates quoted, selection details, selection notice, agreement details, tender list









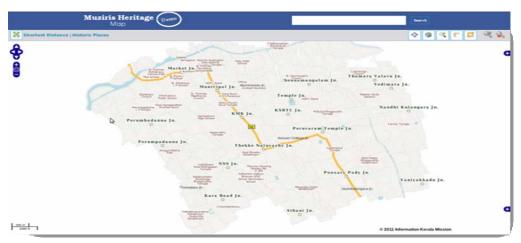


The following features are added:

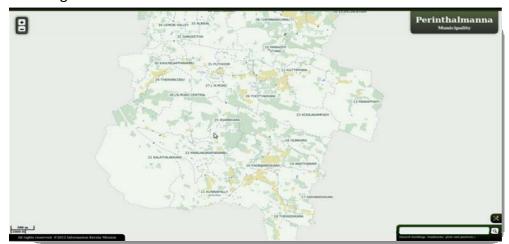
- M-Book (measurement entry, check measurement, bill preparation, demand generation)
- TS Module (Local body Settings, Check list Verification)
- Estimate Report, Labour Material Component, Detailed Estimate, Data Sheet, Abstract
- Conveyance Statement, Checklist, Proforma to Technical Sanction, TS Register, TS Slip
- Technical Sanction
- Work Status

4.8 Sachithra - Maps

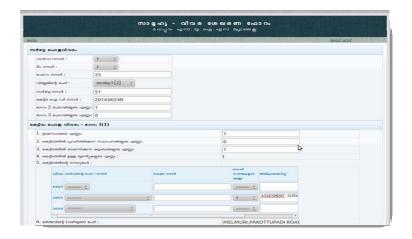
Muziris cultural heritage zone mapping has been completed in 8 grama panchayats and 2 municipalities as a project for the Tourism Department. Customised information system for the Muziris Heritage project enabling retrieval of citizen data base as per user needs. 240 Ground Control Point using GPS has been captured from the entire Muziris heritage project area. Verification process has been completed and data updation is in progress. Application software for data entry of the building description collected through the survey has been developed and the data entry has been completed. Demo website for North Paravur Municipality has been developed and hosted the data.



Perinthalmanna Municipality: Database conversion and geo-referencing of the data collected through field survey completed. Application development for data presentation is on the final stage.



Malappuram Municipality: Field data collection on household-level socio-economic parameters, mapping of parameters concerning the premises mapping such as, land use land cover, road network, building foot prints, utility mapping, spatial location of health, education institutions, govt. offices, etc. has been completed. Data entry of the socio-economic data is progressing. Established a principal reference point and 41 ground control points through DGPS survey for geo-referencing the images and cadastry. Field verification is in progress.



Acomprehensive spatial information touch screen kiosk is established in Tanalur Grama Panchayat for extracting household- based building tax details. In Attingal Municipality the database conversion and georeferencing of the data collected through field survey were completed. Application development for data presentation is on the final stage. In Talikulam Grama Panchayat Data collected through premises mapping field survey during 2005 has been submitted, in the form of an interactive application, to the Panchayat.

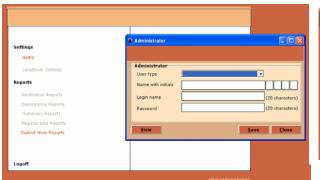


In Puzhakkattiri Grama Panchayat the Premises mapping has commenced on 09/03/12. The process of identifying Principal Reference Point and Ground Control Point is being done in the field at present. GPS survey of entire road network will follow this. An application developed for tax collection on the go with a hand held device.

4.9 Sachithra Asset Management

An Application for monitoring assets of the local body. Government had issued an order during the current year to update the asset databases of all local governments and as per this the latest modifications done in the software application are the following:

- Local body masters updated in all local bodies.
- Depreciation module 2010-11 for data entry deployed in all local government institution.







4.10 Websites -Samveditha

Maintaining of the portal of LSGD and local governments, with many local governments also having individual websites, is also an important activity. The website currently is being accessed by a large number of users including the public, officials, and the academic community. Update facility is now available for individual local governments directly and also through various application software routinely used by them. The local governments need not take special efforts to update the website, in many cases. Many of the data on the website are kept updated by synchronising with the various application software used by the local governments for their day-to-day computerised functions. The local databases are synchronised with the web data using the KSWAN or BSNL's VPN or wide area network connectivity. From the above, it could be seen that the setting up of WAN connectivity and building of back-end databases by local governments are of prime importance to make available the services over Internet.



The website also serves as a portal for various online services. Details of the social welfare pensioners, decentralised plan projects (including expenditure), property tax, government orders, file status, provident fund accounts of employees, details of elected representatives, GIS maps, civil registration certificates, etc. are available from the web portal. Websites of all Local Governments developed using Open Source Content Management System is being maintained.



Activities During the period under report:

- A web portal, the biggest web site in Malayalam with more than one lakh pages has been developed and maintained with independent web sites of the 1209 local government institutions.
- Independent web sites of the 1209 local government institutions, comprising local level statistics, maps, demography, administration and resource management

CMS websites

- Completed all Gramapanchayat, block panchayat and district panchayat websites as sub domain of <u>www.lsg.kerala.gov.in</u> in wordpress, the content management frame work
- Considering the data security and to upgrade the look and feel of local body websites introduced Drupal CMS package and redesigned Websites for Thrissur and Thiruvananthapuram Corporations.
- Developed a new website in Drupal for Kollam Corporation
- 60 Municipal Websites in Drupal -Content Management Frame work completed
- Handed over the content management system based website to all the urban local bodies facilitating user defined processing.
- Facility for website updation handed over to more than 850 Grama Panchayats.

The following online web services are updated and maintained:

Birth-Death-Marriage Certificates / Common Marriage e-filing	www.cr.lsgkerala.gov.in
e-payment of property tax	www.tax.lsgkerala.gov.in
Plan Monitoring	www.plan.lsgkerala.gov.in
Social Security Pension	www.welfarepension.lsgkerala.gov.in
Accrual Based Double Entry Accounting	www.finance.lsgkerala.gov.in
File tracking	www.filetracking.lsgkerala.gov.in
Panchayat Employees PF	www.kpepf.lsgkerala.gov.in
Municipal Employees PF	www.kmpecpf.lsgkerala.gov.in
Building Permits	www.lsgkerala.gov.in/kmbr
GIS Maps	www.gis.lsgkerala.gov.in
Local Self Government Department	www.lsgkerala.gov.in
Electronic Legal Advisor	www.lsgkerala.gov.in/sanchitha2
Government Orders	www.go.lsgkerala.gov.in
Tender notifications	www.tender.lsgkerala.gov.in



Unique Visitors of LSGD website Isgkerala.gov.in in 2011





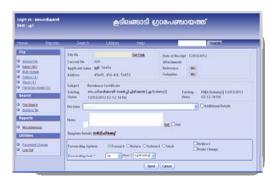
4.11 File Tracking - Soochika

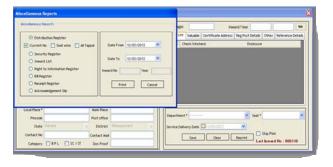
The application software *Soochika* for recording and acknowledging all inwards/tapaals received in an office and also handling the workflow related to that is deployed in all local governments. This is functional in 4 Corporations, 33 Municipalities and 308 Grama Panchayats. This is mostly handled in the Janasevanakendrams and the 'front offices'. Full update of the details of each file was successfully done in Guruvayur Municipality, and it was made accessible to the public through a touch screen in the Janasevanakendram and also on the municipality website.

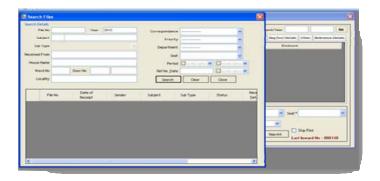
The features included in the current year are as follows:

Unicode version implemented in all the 345 locations

- Integrated with Saankhya, Sevana (Civil Registration), Sanchaya and Sanketham
- Updated provision for issuing Ownership Certificates, Residential Certificates, Non Availability certificates etc.



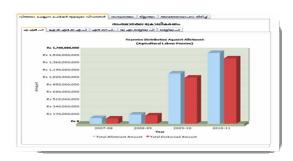




4.12 Social Welfare Pension - Sevana

The Government had paid particular attention to the disbursement of social welfare pensions. The database for this was finalised using the *Sevana* (Pension) software in all urban local governments and 977 Grama Panchayats. The software is being used by all urban governments except Kochi Corporation. This software eliminates the drudgery of manual filling up of the hundreds or thousands of money order forms for the pensioners. The software can instantly generate the money order forms including electronic money orders (eMO) accepted by a majority of post offices. The software also handles all processes related to pension administration, maintains full accounting details related to the pensions and also generates documents and reports such as the treasury bills, requisitions, utilisation statements, etc. Personnel/establishment.





The web based version was launched in August 2011 (www.welfarepension.lsgkerala.gov.in) which enables online updating of information to both the State Data Centre and website by LBs themselves. The pension data base has been completely converted to Unicode version. Subsequently 3 Corporations, 48 Municipalities, 588 grama panchayats changed the version to web service module while the rest are in the process of converting. Total Pensioner covered as on 1.03.2011 is 17,92,293. The current website is in Malayalam and steps have been initiated to make it bi-lingual. From current year onwards the pension data is being transferred to the pension website by making use of the pension data transfer module. Development of Unicode Pension Adalath module is ongoing for all local bodies. Steps have been initiated to computerise the unemployment wages also.

4.13 Provident Fund of Panchayat and Municipal Employees – Sthapana

Kerala Panchayat Employees Provident Fund Rules, 1976 was introduced with effect from 01.04.1978, per G.O. (Ms) No. 259/76/ LA&SWD dated 26.10.1976, for the use of the Employees under Panchayat Common Service. Total number of subscribers under this scheme as on 31.03.2012 is 22476, out of which closed accounts are 9803 and the remaining live members are 12673. K.P.E.P.F. Accounts from 01.04.2001 have been computerized using the software developed, and with the Technical Support of IKM. Accounts prior to 01.04.2001 are kept as manual data at Panchayat Directorate (P.F. section). The closing balance of each individual as on 31.03.2001, as in the manual data has taken as opening balance as on 01.04.2001 in the computer data. Credit details and Credit Cards up to 2011-2012 have been published in the LSGD website on 17.07.2012. Refresher training on Software application was conducted by IKM on 16th & 17th of November.2012 at the PF section of Panchayat Directorate for the employees working there.

Kerala Municipal Pensionable Employees Central Provident Fund Rules, 1981 have come into force with effect from 01.12.1981. Number of live subscribers as on 31.03.2011 is 12874. As per G.O (Rt.) No. 2304/09 dated 09.09.2009 Govt. have authorized IKM for the computerization of Kerala Municipal Pensionable Employees Central Provident Fund. IKM developed an online application for the computerization and hosted the same at LSGD website on 13.11.2009. Data entry, primary verification and approval are being done in the Urban Local Bodies and the online data sent to the Directorate for final verification and approval there. The work is in progress.

4.14 LINKING IMPLEMENTING OFFICES

IKM had implemented a pilot programme for linking all the implementing offices in a local government at Kizhuvilam. The aim was to provide network connectivity for all implementing offices to the local government and handle all plan related transactions electronically. IKM had conducted a pilot at Kizhuvilam Grama Panchayat in Thiruvananthapuram district, for connecting the Implementing Offices to the Grama Panchayat during 2009-10. A programme for extending it to one more local body in other districts is ongoing as part of the current year programme. This activity is planned to extend the programme to all other districts. Hardware, connectivity, deployment of software and training of staff needs to be provided to local government and Implementing Office personnel for operationalising this programme. Once the system is implemented, the Implementing Officers can process their fund request for development projects, and

settlement of accounts through this system. The local body can electronically process the fund request and release the allotment letter.

The list of Grama Panchayats selected in Districts for linking implementing offices are shown below:

SI No	District	Grama Panchayat
1.	Thiruvananthapuram	Cherunniyoor
2.	Kollam	Alappad
3.	Pathanamthitta	Vadasserikkara
4.	Alappuzha	Mararikkulam
5.	Kottayam	Vijayapuram
6.	Idukki	Kumili
7.	Ernakulam	Pallippuram
8.	Thrissur	Thalikkulam
9.	Palakkad	Elappulli
10.	Malappuram	Tanalur
11.	Kozhikkode	Perambra
12.	Wayanad	Edavaka
13.	Kannur	Keezhoor Chavasseri
14.	Kasaragod	Madikkai

4.15 Unicode conversion

The existing Malayalam applications, which is created using ISFOC fonts are converted into Unicode. An API was obtained from C-DAC for converting ISFOC data to Unicode, Apart from the normal ISFOC ML-TTRevathi font, IKM is using customized ML-TTRevathi font developed by C-DAC. A generic tool for converting the MsSQL/MySQL database was developed. An error in conversion of the hyphen character was noticed during the pilot implementation of the Sevana Pensions which was taken up with C-DAC for rectification. The Sevana Pensions application software was converted into Unicode (interfaces, reports, etc.). Most of the contents of the LSGD website have also been converted into Unicode format. An online tool was also developed for converting the ISFOC to Unicode which is available at http://lsgkerala.gov.in/unicode.

4.16 Geographical Information system (GIS)





Land use Pattern: The usage pattern of each and every survey fields was collected.

4.17 Quality Assurance

The Mission had formed a Quality Assurance team in 2005 for ensuring the process control for digitization 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, and Sthapana were verified and approved for integration with applications. Sample verification of the database of Sanchaya prepared for making it online in a local body has also been carried out. Sampling plan based on MIL (MIL 105E – Normal Inspection) standards are used for inspection.

Sample verification of legacy birth, death and marriage data, was carried out in all Corporations, 60 Municipalities and 978 Grama Panchayats. Quality check of the digitized property tax assessment register data at various locations has been completed. The activities continued till March 2012.

4.18 Product Testing

Every product developed by the software development team is tested by the product testing group in association with the QA team. 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 recording and answering queries that emanate for the field which are related to various software issues.

4.19 Masters and Standardisation

Masters are standardized forms of particular information that may include terms and names to be entered in application software, which are provided in the form of a list of options or as choices so that at all times a particular information can be entered by selecting from among the options available. In the masters, structure and spelling of each of

the available options would be predefined. This would avoid the situation where particular information is captured in different forms and spellings. Since Information Kerala Mission widely uses masters in its application software, utmost care is taken to ensure that particular information is captured in a single format in all applications deployed at local bodies throughout Kerala. This will in turn ensure data quality. There are global masters that are applicable in all locations and local masters that are applicable only to a particular local government. As per the demand from the Local Governments periodic updations of the local and global masters are done.

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.

The Masters include 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 since 1970, Hindu Marriage places etc. For *Saankhya* database local master collection formats have been distributed to all Grama Panchayats. Local masters of post offices pertaining to *Sevana* for local bodes has been finalized during the period.

4.20 IMPLEMENTATION STATUS (SOFTWARE AND HARDWARE)

a) Status of Hospital Kiosk (as on March 2012)

S.No.	Local Body		Government Private T		Total
3.110.	Туре	Coverage	Government	Private	TOtal
1	Corporation	5	29	106	135
2	Municipality + Cantonment	43	26	155	181
3	Grama Panchayat	67	10	97	107
	Total	115	65	358	423

b) Infrastructure Deployment Status – Local Self Governments

S.No	District	Installation Status				
		No. of LBs	Connectivity	Networking	Server	Clients
1	District Panchayats	14	14	14	14	-
2	Block Panchayats	152	140	1	152	-
3	Urban Local Bodies	65	58	65	-	-
4	Grama Panchayats	978	889	888	966	5536
	Total	1209	1101			

c) Connectivity Status

	State wide					
S. No	LB Type	LBs	Connecti	ivity Es	tablished	Percentage
			KSWAN	VPN	Total	Covered
1	Municipal Corporations	5	3	2	5	100
2	Municipalities	60	33	20	53	88.33
3	District Panchayats	14	14	-	14	100
4	Block Panchayats	152	140	-	140	92.11
5	Grama Panchayats	978	66	823	889	90.9
	Grand Total	1209	256	845	1101	88.59

d) Distribution of Connectivity Status Across District (as on Mar 2012)

	Connectivity						
Dist Name	LBs	KSWAN	VPN	Total	To be Established		
Thiruvananthapuram	90	25	46	71	19		
Kollam	86	12	74	86	0		
Pathanamthitta	66	14	46	60	6		
Alappuzha	91	21	65	86	5		
Kottayam	89	20	68	88	1		
Idukki	63	15	34	49	14		
Ernakulam	111	20	90	110	1		
Trissur	112	27	85	112	0		
Palakkad	109	30	59	89	20		
Malappuram	123	25	84	109	14		
Kozhikkode	91	14	69	83	8		
Wayanad	31	5	24	29	2		
Kannur	99	15	72	87	12		
Kasaragod	48	13	29	42	6		
	1209	256	845	1101	108		

e) Software Application Coverage In Local Government Institution – March 2012

S. No	Software Application	LBs	Deployed	Functional	Coverage %
1	Sulekha - Plan Monitoring System	1209	1209	1209	100.00
2	Sevana - Civil Registration System	1043	1042	1041	99.81
3	Sevana - Hospital Kiosk	1043	162	162	15.53
4	Sevana - Social Welfare Pension	1043	1042	1039	99.62
5	Sevana - Common Marriage	1043	691	691	66.25
6	Saankhya - Accrual Based Accounting	1209	485	398	32.92
7	Sthapana - Establishment	1057	1042	993	93.95
8	Sthapana - Provident Fund	1057	1039	990	93.66
9	Soochika - File Tracking System	1209	920	345	28.54
10	Sanchitha - Act and Rule	1209	1042	1042	86.19
11	Samveditha - LSGD Portal	1209	1201	1201	99.34
12	Sachithra - Asset Management	1209	1208	1208	99.92
13	Sachithra - Map Suite	1209	874	874	72.29
14	Sugama - Cost Estimation Tool	1209	1040	1040	86.02
15	Sanchaya - Revenue & License System	1209	22	22	1.82

f) Application Coverage In Urban Local Governments

S. No	Software Application	ULB	Deployed	Functional	Coverage %
1	Sulekha - Plan Monitoring System	65	65	65	100.00
2	Sevana - Civil Registration System	65	65	65	100.00
3	Sevana - Hospital Kiosk	65	47	47	72.31
4	Sevana - Social Welfare Pension	65	65	65	100.00
5	Sevana - Common Marriage	65	61	61	93.85
6	Saankhya - Accrual Based Accounting	65	65	65	100.00
7	Sthapana - Establishment	65	65	65	100.00
8	Sthapana - Provident Fund	65	62	62	95.38
9	Soochika - File Tracking System	65	37	37	56.92
10	Sanchitha - Act and Rule	65	65	65	100.00
11	Samveditha - LSGD Portal	65	65	65	100.00
12	Sachithra - Asset Management	65	65	65	100.00
13	Sachithra - Map Suite	65	65	65	100.00
14	Sugama - Cost Estimation Tool	65	63	63	96.92
15	Sanchaya - Revenue & License System	65	16	16	24.62

4.21 Deployment and support

Good progress was made in setting up infrastructure facilities in the local bodies. Many softwares are made operational. The technical assistants deployed at block level provides necessary handholding support for operationalising the software.

Deployed the Sugama software for work estimation and updated versions of the software such as Sakarma, Sevana (Civil Registration), Sevana Pensions were also deployed by incorporating the changes in business rules.

4.21.1 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 Kozhikkode Corporations, Kunnamkulam and Punalur Municipalities Thalikulam, and Tanalur 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 Tanalur, Kumbala and Thumpamon 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.

4.22 Help Desk

The handholding for the application software deployed by IKM is provided at the field by the Block Technical Assistants. In the case of Corporations, Municipalities and District Panchayat, a Technical Assistant is positioned permanently at the location for providing troubleshooting, maintenance and handholding. A technical assistant is also positioned at the District Planning Offices and District Panchayats.

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 provide 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 consulted and an appropriate solution arrived at. The patches, scripts and updates are distributed over the helpdesk website of IKM (www.support.ikm.in).

The functioning of the helpdesk is greatly under strain with the deployment now reaching over 1209 locations. District level helpdesks has also been initiated during the period considering the number of transactions.

4.23 Support at the local governments

One of the major activities of the Technical Support & Infrastructure Management Division during the period had been the follow 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 Technical Assistants, and the Municipalities and District Planning Offices have one Technical Assistant positioned full time in the office. For Panchayats, one Technical Assistant is positioned per Block Panchayat (except in Block Panchayats with just two or three Grama Panchayats). One Technical Assistant is positioned at all District Panchayats as well.

The support provided by the Technical Assistant to the concerned offices include handholding in the operation of the application software during the initial stages of deployment, performing system administration functions such as backups, applying the patches, service packs and updates of the commercial off-the-shelf software such as operating system, database server, office suite, antivirus, etc., applying the updates and patches of application software developed by IKM, installation and configuration of IKM

application software including the initialization of the software with the help of local government personnel, etc. Support for data entry of local databases is also provided by the Technical Assistant. Examining the specifications of systems that are procured by local bodies is also done by the Technical Assistant.

The problems related to hardware are to be reported to the relevant service provider. Most of the equipment was under warranty during the period. But the warranty of the equipment in Municipalities and Corporations has ended towards the end of this period. There had been considerable delay in the Municipalities taking AMC even though they were informed well in advance.

The Technical Assistant 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 Technical Assistant 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 local governments and also the State Level TAG (3 regions) and all 14 District Planning Offices. The data entry was entered by the 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 data entry 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.

The Sugama application software was also deployed in all local governments. Another major support activity had been in the deployment of Sevana Pensions software in all local governments and technical support for data entry of the pensioner details. Considerable effort is put in, in giving hand holding to the staff for preparing bills and money orders from the software. The electronic money order had simplified the matters to great extent. The salary bill generation continuously require hand holding by the technical support personnel.

The data entry of past records is also supported in the local governments by the Technical Assistant. The electronic data is sent to IKM Head Quarters once it is verified, corrected and the quality is assured. The data is then ported to the online application and deployed.

The Soochika application deployed in front offices was made online in about 158

Panchayats, though deployed in over 900 locations. Sakarma application is also being deployed.

4.24 Internal Infrastructure & Wide Area Network Connectivity

Various labs in IKM are all linked together in a local area network consisting of both UTP and optic fiber cables. IKM has a biometric fingerprint attendance marking and access control system, which is now operational successfully for more than 3 years now.

IKM 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 Kbps leased line Internet connectivity is available through the National Internet Backbone of BSNL. This is being upgraded to 1 Mbps. IKM's mail server and a few websites (e.g. the GIS maps of Municipalities) and test application are hosted from this mini data centre. Those are kept in a perimeter network for keeping data secure. Internet access is provided internally through a firewall and proxy server. Physical access to the data centre is restricted through a biometric access system to a few authorised personnel.

A 2 Mbps leased line connection of BSNL 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. Mail server, the web server for the Local Government Portal, and web based applications (Plan Monitoring, Panchayats Employees Provident Fund, Provident Fund of Municipal employees, Property tax online database, etc.) are hosted on co-located servers 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 stabilized during this period. During the period under report connectivity with the State data centre had been established in 1101 local governments.

4.25 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. In addition to in-house training programme for staff, LB functionaries training for elected representatives are being conducted.

As per G.O (Rt) No.02/11/LSGD dated 01.01.2011 it has been decided to shift the responsibility for conduct of e-governance training to local body staff from IKM to KILA. As per G.O (Ms) No. 128/2011/LSGD dated 06/07/2011, the implementation of Saankhya is the joint effort of LSGD, KILA and IKM and IKM has been providing faculty and master trainers besides providing materials for user manuals and handbooks. In this case, training calendar

for staff has been jointly prepared by Directorate of Panchayats, Commissionerate of Rural Development, KILA and IKM. In addition to this, IT training to elected representatives is also conducted jointly by IKM and KILA. 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. A major training programme was that of Sugama — works estimation software — for the engineers and overseers of local governments. This was done in association with KILA. The training programme on double entry accrual based accounting software Saankhya for urban local government personnel were held in KILA to local body staff, C Bulb & ICWA trainees and municipal Technical Assistants.

Training on computer use and use of application software has been imparted to 1815 officials of local governments, 206 elected representatives, and 18 officials of local fund audit. Internal training has also been organised for 142 staff of IKM. Details of training conducted given in the following table:

4.26 Meetings of the Executive Committee of IKM

Regular meetings of the Executive Committee were held. The dates of the meetings during the period since the last Governing Council are as follows.

S/N	Meeting	Date of Meeting
1	49 th meeting of EC	30.04.2011
2	50 th meeting of EC	28.05.2011
3	51 st meeting of EC	28.06.2011
4	52 nd meeting of EC	28.07.2011
5	53 rd meeting of EC	26.08.2011
6	54 th meeting of EC	27.09.2011
7	55 th meeting of EC	24.11.2011
8	56 th meeting of EC	23.02.2012
9	57 th meeting of EC	26.03.2012

4.26.1 MEETINGS ATTENDED:

- > Dr.M.Samsuddin, ECD attended the 15th National Conference on e-governance held at Orissa during 9.02.2012 to 11.02.2012.
- ➤ Dr.M.Samsuddin, ECD attended the Indian Express Technology Sabha, a National Conference on e-governance programme held at Bangalore during 16.02.2012 to 18.02.2012.
- ➤ Sri. Narayanan Nampoothiri, attended the workshop on PES applications held on 21.02.2012 to 23.02.2012 at Hyderabad
- ➤ Participated in the 24th Kerala Science Congress-Science Expo at Kottayam from 28.01.2012 to 31.01.2012.

4.27 NEW PROGRAMMES:

a) Digital data updation for local level development:

This Geoinformatics project is aimed at creating spatial and non-spatial digital data base for the entire stretch of Kerala State for implementing various planning activities for eco-friendly and sustainable development.

The spatial/non-spatial data gathered, digitized and integrated using Geographic Information System (GIS) as digital layers, linked to database and field validated. Spatial locations of assets, service and infrastructure facilities as discerned from the imageries would be demarcated and attribute field validated. The spatial and non-spatial information thus derived be integrated with cadastre in 1:3960/1:5000 scale for local level application. The database will be updated through field survey.

A customized web based customized software with user-friendly interface would be developed and deployed at centralized location for the use of planning officials, in which plot-level spatial/non-spatial information can be retrieved, displayed and analyzed. This information can be updated as and when necessary. The digital database would be transformed to open standard for integration to the common digital database of the Kerala State Spatial Data Infrastructure.

The proposal has been submitted to the World bank for funding through the KLGSDP Project

b) Automation of election process:

Developing an online application on voters list coming under the local self government institutions for the entire Kerala State. The application is proposed to be fully web based which facilitates online updated status of the ward wise voters list after ward demarcation.

c) Legal Systems

Developing online application software intended to handle the procedures of various cases of Prosecution, Civil Suits, Ombudsman, Tribunal etc handled by the local governments. As a first step, the tracking of court cases and building up of advocate repository, Case repository, court repository etc are intended. File no, case no with year, name of court, type of case, station of court, brief description of the case, date of filing of case, name and plaintiff/ complainant, Petitioner/ Name and respondent/accused/opposite party, details of Advocate/Govt Pleader, no and date of resolution of grama panchayat for entrusting advocate, date of filings by Grama Panchayat, date of hearing, details of fees given to advocate, details of interim orders, date of Judgement/ Order, nature of order or disposal etc are proposed to be traced out using the application. Integrations with other applications like Soochika, Saankhya etc are also proposed.

d) Nilathezhuthassan Pallikkoodams

Nilathezhuthassan Pallikkoodams which teach the children to read and write Malayalam in a traditional way are dying out. Even though grants are being given to the teachers of this category timely by the Government. Online application for capturing the details of number of schools, teachers, allotted grant etc existing in the locality of local self government institutions are proposed to be captured using this application. The data will be provided

from the Panchayat Directorate. Online facility to public through LSGD website has been envisioned.

4.28 OTHER PROGRAMMES:

- A State-level Help Desk for handling all queries related to hardware and networking and application software developed by IKM, hardware and networking issues originating from the local bodies has been inaugurated by the Hon'ble Minister of Panchayat and Social Welfare
- As a part of the KPEPF computerisation, Credit card details and Credit cards for the year 2010-11 has been finalised and updated in the website
- ➤ Inauguration of the State Level Help Desk and KPEPF online application was conducted on 5/09/2011 by Dr M K Muneer, Hon'ble Minister for Social Welfare and Panchayats
- Inauguration of the Sevana Common Marriage e-filing application on 9.01.2012 at Kadinamkulam Grama Panchayat by Dr M K Muneer, Hon'ble Minister for Social Welfare and Panchayats.
- South African Delegation visited IKM in order to study the e-governance initiatives of local Self Governments of Kerala

Chapter 5

FINANCIAL SUPPORT AND APPLICATION

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

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

Utilization 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 31-03-2012), the Information Kerala Mission received a total amount of Rs. 54.08 crore of which Rs. 22.41 crore is from the Slate Plan Fund and the balance amount of Rs. 31.52 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 2011-12 comes to Rs.57.49 crore consisting of Rs.5.29 crore under Capital Expenditure and Rs. 52.20 crore under Revenue Expenditure.

The year-wise details of Receipt and Expenditure from Additional Central Assistance and State Plan funds as on 31st March 2012 are given hereunder:

Table -5
Fund Received from IKM CORE
(Amount in Rupees)

Period	State Plan	A.C.A	Other Receipts	Total
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
2009-2010	4,28,00,000			4,28,00,000
2010-2011	4,50,00,000			4,50,00,000
2011-2012	2,50,00,000			2,50,00,000
TOTAL	22,41,00,000	31,52,67,709	14,62,133	54,08,29,842

Table- 6: Expenditure under State Plan

(Amount in Rupees)

SI. No	Period	Expenditure (Plan)	Total Expenditure (Plan)	Excess Expenditure (Plan)	Remarks
1	2002-2003	14800000	14800000	0	
2	2003-2004	10000000	10000000	0	
3	2004-2005	8500000	8500000	0	
4	2005-2006	10000000	10000000	0	
5	2006-2007	8000000	8000000	0	
6	2007-2008	4000000	38888913	0	
7	2008-2009	20000000	22295956	2295956	The excess expenditure of Rs.22,95,956 was met from other project funds available with IKM.
8	2009-2010	42800000	50563289.54	7763289.54	The excess expenditure of Rs.77,63,289.54 was met from other project funds available with IKM.
9	2010-2011	45000000	48542105.55	3542105.55	The excess expenditure of Rs.35,42,105.55 was met from other project funds available with IKM.
10	2011-2012	25000000	48130257.5	23130257.5	The excess expenditure of Rs.2,31,30,257.5 was met from other project funds available with IKM.
	TOTAL	22,41,00,000	25,97,20,521.60	36731608.59	

Note: The excess expenditure of Rs.3,67,31,608.59 was met from other project funds available with IKM. Request for supplementary grant was forwarded to Government in our letter No.IKM/Budget/ 2012-13/6312 dated 07.12.2012.

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	1,55,000	3,48,74,460.00	3,50,29,460.00
TOTAL	5,29,93,908.96	26,23,45,369.99	31,53,39,278.95

Chapter 6

ACCOUNTS STATEMENTS

The Information Kerala Mission had received a total amount of Rs.7,22,63,012/- against the following Project Categories during 2011-12.

Table-8: Grant Received for other IKM Projects

SI. No.	Category	Amount (Rs.)
1.	State Plan Project	2,50,00,000
2.	Corporations	1,21,94,843
3.	Municipalities	96,45,726
4.	Grama Panchayats, DP & BP	1,63,90,512
5.	Other IKM Projects	90,31,931
	TOTAL	7,22,63,012

The expenditure under IKM projects is given below:

Table- 9: Expenditure under IKM Projects

SI. No.	Category	Expenditure (Rs.)
l.	State Plan Project	4,81,30,257.50
2.	Corporations	60,78,579.00
3.	Municipalities	40,47,853.00
4.	Grama Panchayats	24,93,690.00
5.	Other IKM Projects	79,05,635.00
TOTAL		6,86,56,014.50

ACKNOWLEDGEMENT

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