Information Kerala Mission
(A Project under the Department of Local Self Government)

ANNUAL REPORT

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INDEX

1.   <u>INTRODUCTION</u>

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

IKM envisages a phased transformation of the existing systems to electronic system. It has developed methodologies that suit this purpose. It has adopted a human centred approach to e-governance. This approach is characterised by the holistic and pro-active evaluation of the existing systems and legacy systems, attempts to simplify and transform the existing systems and effecting integration of systems. Systematic attempts at process reforms is also part of it. These would enable faster and objective decision making, more citizen-friendly interfaces and better accountability.

 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.   Emphasis is placed on demystification of technologies and establishing adequate technical support systems. Training and handholding are given high priority. IKM has taken out extensive pilot deployment of its application suites.   With twelve software applications ready, State level implementation is going on.

2.   The Organisational Set UP

2.1   Formation

Government in the Order G.O (MS) No.38/99/Plg (Planning & Economics Affiairs 'B' Department) Dated 12.08.1999 accorded sanction for the formation of a mission group " Information Kerala Mission" in C-DIT (Centre for Development of Imaging Technology) for computerising the local bodies in the State, visualised as a sequel to the decentralised plan campaign.

The project which was intended for setting up a computer network connecting all local bodies in the State to the State Planning Board, has the following objectives.

(i)   To provide computer connectivity between State Planning Board and the local bodies.

(ii)   To establish a mechanism for automating various operations at local body level like accounting, finance project management, public services, statutory functions and general administration using appropriately developed information systems at the local body level, thereby making a quantum leap in accountability, transparency and efficiency in public services (Services automation).

(iii)   To develop an integrated micro level resource based developmental information system which could facilitate meaningful decentralised planning at the local body level (Data base level).

(iv)   To develop a mechanism for regular monitoring of plan targets achieved by the local bodies over the net work (Plan Monitoring)

(v)   To provide trained manpower for operationalsing the Hardware and Software.

(vi)   To provide continued technical support to ensure that the network application is up and is running throughout (Support)

The executive committee of the C-DIT in its 34th meeting held on 04.06.1999 approved the proposal to take up the implementation of the project and to set up an "Information Kerala Mission" group in C-DIT for the implementation of the programme.

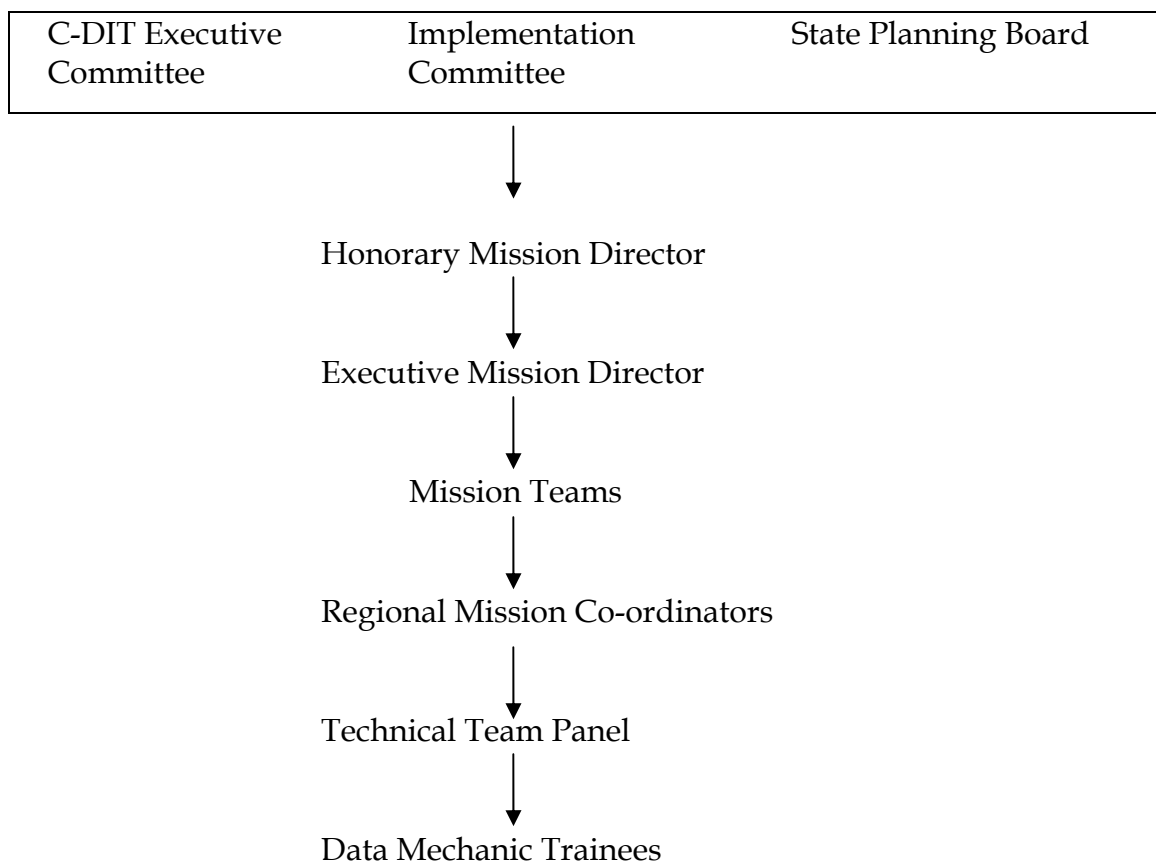## 2.2   State Level Implementation of Decentralised Planning (SLIDE)

A small modest programme "State Level Implementation of Decentralised Planning" was already undertaken by C-DIT in Kumarakom Grama Panchayat in 2000. Based on the experience gained through Kumarakom experiment, the Mission group started developing software with right earnest with an organisational form with six project teams in a flat structure, viz……software Development, Support, Training, Management, Geographic Information System and non- spatial data base management.

The earlier C-DIT programme prepared for each team was firmed up in the session at the Institute of Management in Government (IMG) on 26.05.1999. Sri.E.M.Sreedharan, Member State Planning Board, Dr.T.M.Thomas Isaac, Member State Planning Board, Dr.K.Sivaraman, Prof.G.Jayasankar, and Sri.E.C.Karunakaran attended the session.
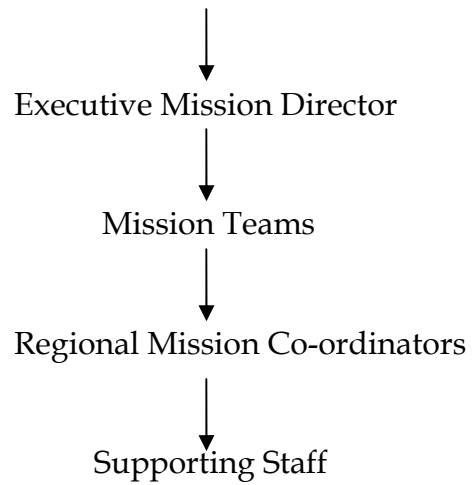
A broad strategy of training for Information Kerala Mission was also discussed and finalised in the meeting held on 20.04.1999. S/Sri. E.M.Sreedharan, T.M.Thomas Isaac, C.P.Narayanan, K.Sivaraman, P.V.Unnikrishnan, T.P.Sudhakaran, Shibu P.S, S.Saijth and Prof.G.Jayasankar attended the meeting.

2.3   <u>Functional Organisation</u>

The functional organisation at the beginning of the project was as shown below.

C-DIT Executive Committee	Implementation Committee	State Planning Board

↓

Honorary Mission Director

↓

Executive Mission Director

↓

Mission Teams

↓

Regional Mission Co-ordinators

↓

Technical Team Panel

↓

Data Mechanic Trainees

The present set up as on 31-03-2004 is

Implementation Committee	Local Self Government Dept.

Executive Mission Director

Mission Teams

Regional Mission Co-ordinators

Supporting Staff
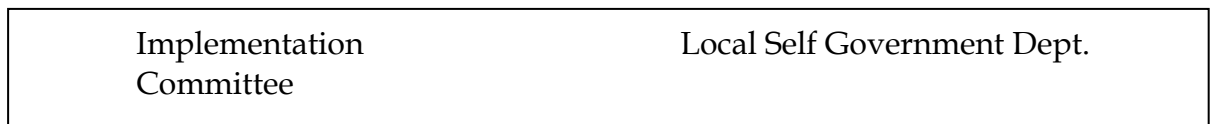
3.   Management of the Mission

4.1 In order to have an effective monitoring of the implementation of the project, Govt. in the Order G.O (MS) No.38/99/Plg (Planning and Economic Affairs 'B') Dated 12.08.1999 constituted an Implementation Committee with the Hon' Minister for Local Bodies as Chairman and Sri.P.V.Unnikrishnan, EMD as Convenor. Besides the Secretaries of LSG, Finance and Information Technology Departments, Sri.I.S.Gulathi the former Vice Chairman, State Planning Board, Dr. T.M.Thomas Isaac, E.M.Sreedharan, Members of State Planning Board were also included in the Committee.

The administrative control of the Information Kerala Mission (IKM) was transferred to the Local Self Government Department as per the G.O.(MS) No.24/2001/plg/Dated 18.07.2001. The Implementation Committee was also reconstituted with Sri.Cherkulam Abdulla, Hon. Minister for LSGD as Chairman.

Consequent on change of guard in Govt, the Committee was again re-constituted when Sri.Kutty Ahemed Kutty was taken charge as Minister for Local bodies.

The Committee had altogether held twelve sittings during the period from 29.09.1999 to 12.02.2004, for reviewing the progress of Implementation of the Computerisation programmes and for giving guidance for effective and Co-ordianted programme management. The budget, action plan, activity report, and statement of expenditure of Information Kerala Mission were approved by the Committee. The number. of sittings during the year 2003-2004 was four.

4.2 Extension of Term of the Mission

The term of the Mission which expired on 31.03.2001 [G.O. (MS) No.24/2001 (G.O.(MS) No.38/99/Plg. Dated 12.08.1999] was extended for one year in G.O.(MS) No.24/2001/Plg. dated 18.07.2001 and was again extended by one year as per the G.O.(MS).No.101/2004/LSGD Dated 20.03.2004.

4.   Man Power

The details of original manpower earmarked for constituting the Mission group by C-DIT was approved in its 34th Executive Committee Meeting. Sri.P.V.Unnikrishnan continued as Executive Mission Director throughout the period. The staff strength was subsequently augmented by appointing retired Govt. Servants having extensive knowledge of Domain as consultants and by drafting serving persons on Deputation. The staff strength as at the end of March 2004 is given below.

Sl.No.	Name of Post	Total No.
1	Executive Mission Director	1
2	Employees on Deputation (C-DIT)	8
3	Employees on Deputation (Other Department)	7
4	Project Staff	30
5	Supporting Staff /Software Staff	47
6	Consultant/Resource Persons	20
	TOTAL	**113**

5. Programmes and Activities – E-governance to Local Bodies step by step

5.1 Implementation of Pilot Programmes

5.1.1 Vellanad Experiment

The Pilot project implementation of Vellanad Grama Panchayat continued during the reporting year also.

The second phase implementation of Vellanad Grama Panchayat had been the major activity taken up during the reporting period (2003-04). The Mission has been able to complete a major portion of the activities planned for the second phase at Vellanad Grama Panchayat, as given below.

1. Counter Operations

One of the major achievements in Vellanad implementation has been making the counter operational with the full involvement of the staff of the Panchayat. All the tax receipts are now being remitted through "Sahatha" at the counter. The Birth, Death, and Marriage certificates are also issued through the "Sevana" software at the counters. All backlogs of pensions and registrations have now been cleared and data have been made up to date. The grievances submitted by the public are now being forwarded through "Soochika" for ensuring prompt action and quick decisions, thereby making the decision making process more transparent and the system more responsive.

2. Finalisation of databases

Another challenge for the Mission as far as the Vellanad pilot is concerned, was the cleaning up of the legacy databases and linking them with one another along with exhaustive transaction history. However, the non co-operation of the staff has delayed the process inordinately. The Mission has now set up another mechanism for the process. The Mission has succeeded in building up a domain level team comprising of retired officials from the Local Fund Audit Department and a handful of retired Secretaries of LSGIs. The team was given orientation on the methodology adopted by the Mission in terms of making the manual processes

into electronic and the issues involved in such transition. The team has been able to look into the various aspects of the electronic data by relating them with the original records. Comprehensive documentation on the discrepancies noted in the manual data is being finalised.

Regarding the birth, death, and marriage data, discrepancies such as incomplete entries, wrong order in numbering of records, wrong registration dates, overwriting of records and inadequate entry of remarks for special records involving delayed registrations, name corrections, name changes, name inclusions etc. have been brought to the notice of the Secretary. Mechanisms to correct such data have also been taken up. The gaps in the data on various pensions and welfare schemes were filled up by sending pre-paid reply cards to all the pensioners in the local body. The discrepancies in the pension data include serious process violations viz., distribution of pensions to unauthorized persons, pension distribution without the approval of the Panchayat Committee and so on. The issues have been brought to the notice of the executive authority of the local body.

Another major venture taken up during the reporting period had been the consolidation of the own fund accounts of the local body from 1993 onwards. The consolidation of ten-year's accounts data had been a very challenging task especially when there are no proper systems for maintaining book of accounts and when the system varies from year to year. The conversion of the manual data into electronic form had to undergo a series of revisions before the final statements of accounts were finalised. However, the Mission has been able to evolve a common methodology for pre-processing data consolidation and analysis based on the Vellanad experience which could be replicated for the State level one time accounts updation proposed by the Modernising Government Programme (MGP). The work was carried out with the active involvement of experienced persons from Local Fund Audit (LFA) Department and qualified Chartered Accountants hired for the purpose. The discrepancies in the book of accounts have been identified and documented in detail.

The databases on Building tax, Profession tax, Rent on land and buildings, and auctions have been finalised. Discrepancies in the data are being documented by the LFA team.

3. <u>Premises Mapping</u>

Data on premises mapping has been updated. The data has been linked with the Building Tax Assessment Register data, data on ownership of land parcels from the Basic Tax Register as well as registration data from the index books maintained in the Sub Registrar's Offices. A scheme for re-numbering of houses has been planned. A committee comprising of Shri Kasturirangan (Rtd. Chief Town Planner), Shri Jayakrishnan (Architect), and Ms. Ressy George (Scientist, ANERT) has devised a mechanism for re-numbering of houses. As per the new scheme all land parcels will be numbered, as well as the buildings within the land parcel by which process each building will have a unique number for identification. The numbering of roads and junctions to the land parcels has been completed. After completing re-numbering, new Assessment Registers will be finalized.

4. <u>The Vellanad Website</u>

One of the very significant pre-implementation initiatives was the conceptualisation of the Vellanad Website. Vellanad is an area rich in culture and history. The place has been the epicentre of several Art and Cultural movements in the state. Given this background, IKM with the support of Kerala Cultural and Heritage Research Centre (KCHR) conceptualised a programme of hosting Vellanad's history on a website. For this purpose, several prominent senior citizens and other stake holders were made to participate in panel discussions outlining important historical and cultural milestones in the development of the area. The documentation is in the process of completion and the Website will be hosted in the coming months.

5.   Vellanad Vision 2020

As a part of the Kerala Development Plan, it was decided to evolve a long term Development Plan for Vellanad with the active participation of the intellectuals and distinguished people of Vellanad. The entire initiative was given the name Vision 2020, providing the long-term framework under which people could evolve a vision for Vellanad. The vision would outline important goals with sectoral priorities and set targets for their achievement. Along with that, the region would strive to establish adequate infrastructure and resources to bring about a high quality of life. The process would also outline the development priorities for Vellanad and how these issues would be addressed through specific programmes and initiatives. As an initial step, the data relating to the developmental projects and schemes implemented at the local body have been consolidated from the implementing offices. The documentation on the programme is going on. However, it has to be noted that with such a strong conceptual foundation, the IKM implementation programme has found acceptance and active participation among a large section of the people at Vellanad.

6. Training

IKM has conducted several training programmes for the staff of Vellanad Panchayat on various aspects of the E- governance programme starting with basics of handling computers. The staff were also oriented on the functionalities of the new E-governance applications and how they need to be operated on. Now the day-to-day counter operations are being carried out by the staff themselves without the support of IKM. A second level refresher training was also given for all the staff and members of the Panchayat.

IKM has managed to maintain a good working relationship with the Secretary and staff of Vellanad. This was done through good interpersonal interactions and by making meaningful interventions in taking over priority assignments and demonstrating the benefits of the electronic process.

7. **Bio diversity Register**

Another effort taken up at Vellanad has been the study on the bio- diversity of the Panchayat. The study is progressing under the supervision of Prof. M.K. Prasad (Rtd, Pro-Vice Chancellor, Calicut University). Selected volunteers have been deployed in all the wards for the data collection process.

5.1.2   Implementation of Sevana

Computerisation of civil registrations was one of the earliest initiatives of IKM. The application "Sevana" developed for the purpose has the following modules: -

- ❏ *Sevana* Past Data Entry module
- ❏ *Sevana* Hospital Kiosk module
- ❏ *Sevana* Local Body Kiosk module
- ❏ *Sevana* District module
- ❏ *Sevana* Panchayat Directorate module

The application has been installed and is being used regularly in Vellanad Grama Panchayat in Thiruvananthapuram District as well as in four Corporations of Kozhikode, Thrissur, Kochi, and Kollam where computerised public service counters called *Janasevanakendram* have been set up. This has significantly enhanced the effectiveness of civil registration in these LSGIs.

The implementation of Sevana past data taken up in the selected six local bodies in Kasaragod, Kollam, and Malappuram Districts is also nearing completion. Trained Master Trainers and Technical Assistants have been deployed at these local bodies for supervising the pre-processing, data entry and verification work. The data entry is being carried out at *Kudumbasree* units identified by the local bodies. The implementation is progressing in accordance with the initial methodology set by IKM which includes training of the local body staff and data entry operators on the strategies followed for the implementation of the programme, careful pre-processing of legacy data, provision of both capturing the data as is recorded in the register and also coding of the data as per the standards set so as to ensure maximum data quality and data entry of records with proper

norms set for the management of the data entry. The norms include controls on users, shifts and book keeping, verification of the report by the local body staff to ensure the authenticity of data, error logging to minimise errors, data correction and finally 1% sample verification by IKM which is extremely effective in improving the data quality. The methodology was discussed and approved by the local body officials before the commencement of the programme. The work was initiated in all the six local bodies viz, Vazhakkad, Kumbla, Ajanoor, Kottarakkara, Guruvayoor Municipality and Kannur Municipality in the month of May 2003 after signing a contract between the local body and the *Kudumbasree*. A mechanism for regular review of the progress of the work has been devised. Fortnightly reviews of the Technical Assistants in charge of each local body were arranged with the Team Leaders of Programme Management, Software Development, Implementation, and Support to discuss both technical and non-technical issues involved in the implementation of the programme. The District Co-ordinator directly monitors the progress of the work in order to ensure easy reporting and effective interfacing between the local body and the Mission.

The main drawback in Vellanad Implementation programme had been the poor involvement of the staff and elected representatives. However, the Mission has succeeded in bridging this gap. Programmes have been devised with the objective of making the stakeholders aware of the intended benefits and impact of E-Governance, thereby securing their commitment and cooperation for the project. As a first step, the counter operations of the Vellanad Grama Panchayat are now being made operational by the staffs themselves.

The status of the activity at the local bodies is provided below: -

Sl. No.	Name of the local body	Total number of records	Pre-processing	Data entry	Verification by LB staff	Data correction	1 % sample verification by IKM
1.	Vazhakkad GP	23030	Completed	Completed	Ongoing	Ongoing	To be initiated
2.	Kottarakkara GP	385600	Completed	Completed	Ongoing	Ongoing	To be initiated
3.	Guruvayoor Municipality	44062	Completed	Completed	Ongoing	Ongoing	To be initiated
4.	Kannur Municipality	143306	Completed	Completed	Ongoing	Ongoing	To be initiated
5.	Kumbla GP	28357	Completed	Completed	Completed	Completed	Completed
6.	Ajannur GP	65949	Completed	Completed	Ongoing	Ongoing	To be initiated

5.1.2.1 Best practices adopted for Sevana implementation

In spite of being a traditional responsibility of LSGIs, the book keeping practices in various offices show considerable variance with the procedures laid down in the Birth and Death Act 1969, The Kerala State Birth and Death Rules 1970 and The Kerala State Birth and Death Rules 1999. The main lapses in maintenance of the Register include incomplete entries, wrong order in numbering of records, wrong registration dates, overwriting of records and inadequate entry of remarks for special records involving delayed registrations, name corrections, name changes, name inclusions etc. Widely repeated particulars like place of birth, name of hospital or institution where birth happens are documented in a non-standard manner creating ambiguities in building up a database providing meaningful facilities for search. Extensive mistakes also occur in recording statistical informations like occupation and educational qualifications of parents, type of pregnancy care, and cause of death.

After examining the first level data of these local bodies and the data ported in the four Corporations, certain modifications in the methodology has been

proposed for ensuring the effectiveness of the transition from non-electronic to electronic process. The "Sevana" software has also been put through a number of modifications based on the new framework.

1.   Standardisation for improved data quality and improved search options

The birth and death registers, being statutory documents with well laid down procedures (though quite often not meticulously followed) devising a process for standardisation of data in searchable fields, was a tricky issue. This would create a situation where the electronic database would have records that show some discrepancies with the manual register raising ambiguities in verification and authentication of the final database. This was circumvented by providing an option for recording the fields that are being standardised in the same form as recorded in the register as well as in the standardised form so that vagueness in verification and authentication of the database could be fully resolved. The standardisation involved fixing centralised standards for most database fields like Names of Districts, Villages, Towns, Local Bodies, Classes of Occupation, Literacy levels, Religion, Nationality, Type of Pregnancy care, Gender, Marital status, Cause of death, Details of health care prior to death etc. However for certain fields like Name of local hospital or local institution, Local place name, Place of marriage etc centralised standards were not feasible and so provision was made for local customisation. Validations were provided in the application to handle absurdities like Registration Date prior to Date of birth and Date of death, unacceptable values of Age at marriage, Age at conception and Order of birth. The objectionable values are corrected through a process and details of rectifications noted with appropriate orders in both the electronic form and the manuscript.

2. Creation of a framework for pre-processing, data entry and verification

A framework was evolved through serial numbering of registers, pages in the registers and records in the pages to create a frame of reference for relating the electronic version with the manuscript unambiguously. The deficiencies in the

registers like gaps in data, exceptions like remarks and discontinuities in registration numbering, records involving special processes like late registrations, name corrections, name changes, adoption, sex changes, multiple births, and illegitimate births are captured and revalidated during data entry. The number of records page wise, starting registration number and closing registration numbers in each page and register, starting registration date and closing registration date in each register etc are validated during data entry. Creation of the framework helps to segregate the data in the register into several data blocks which prevents overflow of errors helping management of data entry, verification and correction substantially leading to stage wise process control and improved overall quality control.

3. <u>Random sampling of output and assessment of quality of final output</u>

After data entry and first level verification of the data by the data entry operator and by the LSGI staff, a one percent random sample of the output data is drawn and an assessment of the data quality made while porting the database into the *Sevana* application during the commissioning of the public services. The errors identified through the study of the sample would be classified into three;

a) Errors in character fields
b) Errors in numeric fields
c) Errors due to improper selection from the masters

Errors due to improper selection from the masters could be further classified into the following: -

i. Type 1 errors: Blank records in electronic records whereas records are not blank in the original records (Blank for Non-Blank)

ii. Type 2 errors: Non-blank records in electronic records whereas records are blank in the original records (Non-Blank for Blank)

iii. Type 3 errors: Wrong information entered in electronic database where the original record is non-blank (Non-Blank 1 for Non-Blank- 2)

If the percentage of error is greater than a threshold the database is not accepted for commissioning and a fresh cycle of data verification and quality check would be initiated.

4.   Archiving of past data and indexing of scanned manuscripts

The legacy records kept at the LSGI office shall be scanned and maintained as in an archive. Re-verification and electronic validation together with archiving would enhance the reliability and quality of the *Sevan*a database substantially.

The second component was data audit to identify data security and shortcomings in using the application. The study focussed on the following three aspects:

     i. Detailed examination of records in the Sevana database, which have undergone alterations after porting and identification of process lapses, if any, in the change management.

     ii. Identification of mistakes in the day-to-day counter operation of updating of the Sevana database.

     iii. Detection of mistakes in the manuscript document based on application of registration rules.

Several areas that require further intervention for strengthening the process have been identified through the study.

1. Legacy data handling should be done diligently. Careful pre-processing of legacy data and ensuring validations would help in reducing mistakes during data entry.

2. One percent sample verification done by the IKM team is extremely effective in ensuring quality of data entry.

3. Information in the handwritten records that are not legally tenable, needs to be corrected as per the existing procedure before data entry.

4. The new information that is added into the database after deployment of the application should be made completely error-free before data entry. This is necessary to maintain data quality.

5. The primary purpose of database management is to minimise corrections in a database. The best way to minimise corrections is to validate the data at source itself. In the case of registrations that happen at institutions, the possibility for doing this is to enter information into computers at the reporting stage itself and validate the information by cross checking with the informer.

6. A clear set of instructions has to be drawn out regarding additions and corrections in the database after the deployment of *Sevana* application. It is also essential to ensure that these instructions are strictly followed. It should be possible to fix responsibility for corrections and additions in the database. User controls should be provided in a manner so that audit trail of corrections and additions can be used for fixing responsibilities very clearly.

7. Putting in place a concurrent quality control system at the counters is possible only through regular comparison of the electronic records with the original manuscript records. This needs to be done on a daily basis. Facility for sampling, verification and corrections should be incorporated in the software as a process.

8. The legacy records kept at the local bodies should be scanned and maintained in an archive. Re-verification and electronic validation together with archiving would enhance the reliability and quality of the *Sevan*a database substantially.

9. Coding is necessary for standardising particulars regarding occupation, education, and causes of death in the statistical information. The use of National Occupations Code and International Code on Diseases can enhance the quality of the database considerably.

10. Linking civil registration system with a universal registration system involving a unique personal identification number for each citizen would help in drastically increasing the value of civil registration and vital statistics. In order to facilitate this the electoral number, ration card

number, and building tax number of citizens should be linked to the civil registration system.

The framework creation has been initiated in Thrissur and Kozhikode Corporations, Kasaragod Municipality, and the six pilot local bodies where Sevana has been implemented. The data would be integrated with the existing database of the local bodies.

A major implementation activity planned during the reporting period had been the implementation of Sevana (birth only) at all the local bodies in the Malappuram District by making use of the infrastructural facilities of the Akshaya centres. The programme was launched considering the decision of the Government of India. As a part of Children's Day celebration, Government of India decided to issue birth certificates to children under the age of 10 all over the country in a campaign mode during 14th to 21st November 2003. In accordance with this, the District authorities of Malappuram requested the Information Kerala Mission for computerising the birth records registered in the local bodies in this period.

In connection with this, IKM decided to impart training on Sevana to 20 selected Technical Assistants who would later on act as Master Trainers to impart training to the selected data entry operators of Akshaya centres. Four days' training on the various aspects of Sevana tied up with a system-oriented approach was imparted to the trainees from 10th November 2003 to 13th November 2003. Formal training on the registration system, preprocessing and data entry was provided to the Akshaya entrepreneurs as a part of the programme. However, the programme had to be postponed due to lack of a Government Order for implementation of the programme. Non-availability of data entry operators to be deployed at all the Akshaya centres had also been a major limitation for the implementation of the programme in a time bound manner. The Government has now decided to implement *"Sevana"* in three districts namely Kasaragod, Malappuram, and Thiruvananthapuram. Around twenty-three Technical Assistants were selected from Malappuram District to provide technical support for the programme at

various local bodies. The second batch training of the Technical Assistants of Malappuram was conducted from February 20th to 24th and the framework creation and data entry at Malappuram initiated.

Detailed plan of action for the district level implementation of *"Sevana"* in Kasaragod and Thiruvananthapuram districts is being prepared. The pre-processing and data entry in Kasaragod and Thiruvananthapuram would be carried out on a centralised mode.

5.1.3 <u>One-time updating of Accounts</u>

As outlined in the future programme approved by the Fifth Implementation Committee, the Mission had been entrusted with the computerisation of accounts as part of the attempts of the Government to initiate one-time updating of accounts in all the local bodies in the State to finalise the integrated financial statement across various years and also to prepare cash books for earlier years for reconciliation between various treasuries and bank accounts and regularisation and updation of current balances. IKM proposed that a pilot could be implemented in Poovachal Grama Panchayat of Thiruvananthapuram district and the issues confronted in the pilot shall be consolidated before a state level rollout is undertaken. The initial methodology tried out in Poovachal Panchayat had to be reworked completely. Forms were designed for the initial collection of data. Treasury passbook was considered as the primary source data for receipts and cheque counterfoil as the primary source data for payments. However, when the pre-processing forms were tried out in Poovachal, it was noticed that there were discrepancies among the various sources of data in recording particulars of payments and receipts.

<u>Major discrepancies noted in recording primary transactions</u>
The crucial issue in data collection was that archiving in the office is very poor and quite often it was not even easy to ascertain whether a document is available or not. Gaps in data are substantial in the case of allotment letters and authorisations. This has made it almost impossible to segregate scheme transactions as plan and non-plan and scheme wise.

Analysis of receipt data revealed the following: -

- ❏ Mismatches in the balances of Cash Book and Treasury Pass Book.
- ❏ Duplication of transactions in the Treasury Pass Book.
- ❏ Entries missing in Treasury Pass Book/Cash Book.
- ❏ Mistakes in the amount recorded in Treasury Pass Book and Cash Book.
- ❏ Unavailability of allotment letters for all the receipt transactions.
- ❏ Impossible to separate the receipts scheme wise or project wise.
- ❏ Mismatches in the same transaction across various sources.
- ❏ Unable to identify the source from where the allotment has been received.

Analysis of payment data revealed the following: -

- ❏ Single cheque issued for multiple projects.
- ❏ Cheque issued from PD III of Secretary for a payment from General PD.
- ❏ Cheques directly issued from PD II of Secretary for meeting the expenses of Non plan Schemes.
- ❏ Entry mistakes in the amount/cheque number in Treasury Pass Book/Cash Book.
- ❏ Mismatches in the cheque counterfoil, cash book and pass book.
- ❏ Vouchers missing for transactions.
- ❏ Duplication in transactions in cash book and pass book.
- ❏ Purpose of the cheque issued not recorded in most of the cheque counterfoils. As a result, payments could not be linked with projects or schemes.

Hence it was decided to capture data from multiple sources in order to have a complete picture of receipts and payments respectively. The methodology had to be completely reworked based on the analysis of the data of Poovachal Grama Panchayat. The receipt and payment data were mutually linked with all the multiple sources for the creation of a master receipt and payment database. In the

case of receipt data, the following documents were collected for the finalisation of master receipts database: -

1. Treasury Passbook
2. Cash Book
3. Allotment letters
4. Allotments collected from district offices
5. Allotment registers
6. Treasury Bill book
7. Chalan register
8. Subsidiary registers which includes Appropriation register, VPF passbook and cash book, VPF Receipt Register and Payment Register.
9. Treasury Ledgers

For the finalisation of master payment database, the following documents have been consolidated: -

1. Cheque counterfoils
2. Cheque issue register
3. Treasury Passbook
4. Cash Book
5. Vouchers
6. VPF passbook and cashbook.

All the above records have been mutually linked for tracing out the discrepancies in the book of accounts.

The following activities have been undertaken so far with regard to accounts implementation: -

➢ Extensive system study has been carried out based on the data of Poovachal Grama Panchayat and Chengala Grama Panchayat to analyse the variations in the book keeping practices and also to evolve common methodology for the statewide consolidation of plan data. The study has

been documented in detail with the active involvement of a few retired Grama Panchayat Secretaries from across the State.

- Accordingly, new methodology for the pre-processing of both plan data as well as own fund data has been frozen. The methodology has been vetted by experts from the Local Fund Audit and Performance Audit Department. The methodology will be adopted for the statewide accounts implementation.

- A panel of Resource Persons with sufficient experience in the local body accounting system have been identified for the statewide implementation of the programme.

- Devised an Information Technology Strategy for consolidating plan data from records available in the LSGIs. The application is undergoing modifications based on the plan data of Poovachal and Vellanad Grama Panchayats of Thiruvananthapuram District and Chengala Grama Panchayat of Kasaragod District. The application encompasses a number of features such as linking of receipts and payments across various sources of data such as Treasury Pass Book, Cash Book, Cheque Registers, Vouchers, Treasury Bill Book, Allotment letters, Project files etc, identifying the discrepancies across various books of accounts, reconciliation of the accounts maintained in the local body with that of the treasury ledgers, preparing scheme wise/project wise expenditure statements, cross checking of allotments from the district level offices and those available at the local body, creation of a project database with both financial and physical achievements, creation of a public works database with details of advances and deposits paid and finally preparing an integrated financial statement of the local body as devised by the State Performance Audit Office. The accounts database may be directly linked to the Treasury accounts once all the treasuries become computerised. Thus, the reconciliation process could be carried out on an online basis in future.

> ➤ Initial level consolidation of plan data of Kazhakuttam and Kumbla Grama Panchayats has been completed. First level pre-processing of data of Kasaragod Municipality, Cochin Corporation and Thiruvananthapuram District Panchayat has also been completed.

> ➤ Modified *Sankhya* for the consolidation of own fund accounts based on the data of Vellanad Grama Panchayat. The application would be later linked to the *Sulekha* plan accounts application. The pre-processing of own fund data has been completed at Chengala Grama Panchayat. Data entry is ongoing.

> ➤ A detailed report of the plan data consolidation of Poovachal Grama Panchayat, Vellanad Grama Panchayat, and Chengala Grama Panchayat is being prepared. The report will be handed over to the Local Fund Audit and Performance Audit Departments for further interventions.

> ➤ The current status of the implementation programme in the pilot local bodies is as follows.

Sl. No.	Name of the local body	Plan fund (preprocessing)	Plan fund (Data entry)	Plan fund (consolidation)	Own fund (Preprocessing)	Own fund (Data entry)	Own fund (Consolidation)	Report finalisation
1.	Poovachal Grama Panchayat	Completed	Completed	Completed	Completed	Completed	Ongoing	Ongoing
2.	Vellanad Grama Panchayat	Completed	Completed	Completed	Completed	Completed	Completed	Ongoing
3.	Chengala Grama Panchayat	Completed	Completed	Completed	Completed	Ongoing	To be initiated	Ongoing
4.	Kumbla Grama Panchayat	Completed	1st level Completed	Ongoing	To be initiated	To be initiated	Tobe initiated	To be initiated
5.	Kazhakuttam Grama Panchayat	1st level Completed	1st level Completed	To be initiated	To be initiated	To be initiated	To be initiated	To be initiated
6.	Trivandrum District Panchayat	1stlevel Completed	To be initiated	To be initiated	To be initiated	To be initiated	To be initiated	To be initiated
7.	Kasaragod Municipality	1stlevel Completed	To be initiated	To be initiated	To be initiated	To be initiated	To be initiated	To be initiated
8.	Other pilot Grama Panchayats	To be initiated	To be initiated	To be initiated	To be initiated	To be initiated	To be initiated	To be initiated

5.1.4   Plan formulation and expenditure data of IXth and Xth Five year plans

5.1.4.1   Plan formulation of tenth plan – 1st year (2002-03)

Errors identified in the first year (2002-03) formulation data of the tenth five-year plan have been consolidated and sent to the local bodies for correction. The error reports were rectified by the local bodies. The corrections in the formulation data are being incorporated in the software.

5.1.4.2   Plan formulation of tenth plan – 2nd year (2003-04)

The application for data entry and consolidation of the second year plan formulation data (2003-04) has been modified based on the inputs from the first year plan data. The new methodology for pre-processing of data has also been finalised. The consolidation of the data would be carried out on a centralised basis. The formulation forms have been collected from all the local bodies with the assistance of field staff deployed for the purpose. Local level doubt clearing session, data verification, data collection and pre-processing were done to ensure maximum data quality. Validation rules were finalised and were incorporated in the software. The pre-processing of formulation data of Thrissur and Kasaragod districts has been completed. The overall consolidation of the formulation data of the remaining districts would be completed during the coming months.

5.1.4.3   9th plan expenditure data

The error statements of the ninth plan expenditure data sent to the local bodies have been corrected and returned. The corrections have been incorporated in the database and data has been finalised. Data for the economic review has also been consolidated.

5.1.4.4   10th plan expenditure data

The proforma of the tenth plan expenditure data sent to the local bodies during the month of September 2003, has been consolidated. Extensive pre-processing of data was carried out to ensure maximum accuracy of the data. The data entry of

the expenditure forms was carried out at three different data entry centres at Thiruvananthapuram after placing work orders with these centres. Consolidated error reports in Annual Expenditure Statements are being prepared which will be sent to the local bodies for closer examination and correction.

5.1.5   Implementation in Urban Local Bodies

Though the computerisation of urban local bodies had been included only in the second phase, the implementation programme initiated in the four Corporations namely Kollam, Kochi, Thrissur, and Kozhikode is showing visible outputs. However, as mentioned in the activity report approved by the seventh Implementation Committee, mere automation of the collection process would not meet the requirements of a full-fledged computerisation envisaged by the Mission. Capturing of legacy data of all the processes in the local body is vital for the creation of an Integrated Citizens Database which is the ultimate intention behind the use of IT in these local bodies.

In the activity report approved by the seventh Implementation Committee, it was stated that a detailed process audit of the counter operations of all the Corporations would be carried out so as to overcome the constraints and laxities in the functioning of the counters and also to improve the effectiveness of the counter operations. Accordingly, process audit was conducted in Corporations under the supervision of the LOBE team. 1 % sample verification of the birth and death registration data already ported in the "*Sevana"* software of all the four Corporations has also been completed.

The following activities have also been initiated in the following urban local bodies.

5.1.5.1 Kochi Corporation

The following activities have been initiated at Kochi Corporation

1. Pre-processing and data entry of all the Assessment Registers of Property Tax.

2. Counter installation process for birth, death and marriage registration through Sevana at Mattancherry zonal office is progressing.

3. Data entry of the current year records of Mattancherry zonal office has been completed. Clearing of the pending certificates in Mattancherry zonal office is ongoing.

4. All backlogs of Central zone have been completed.

5. A meeting of the representatives of hospitals for operationalising the Hospital Kiosks has been organised for making the registration process more effective.

6. In connection with Premises mapping, the following activities have been completed: -

   a. Collection of Cadastral map for all villages.
   b. Collection of FMB for all villages.
   c. Road Mapping.
   d. Delineation of revenue wards.
   e. Road Numbering.
   f. Sample checking and correction work in ward boundaries.
   g. Road Numbering - Level II.
   h. Replotting of Map.

5.1.5.2 Kozhikode Corporation

1. The counter operations are running effectively.
2. The pre-processing of birth, death and marriage records in the new pre-processing forms is progressing.

The following activities will have to be initiated as early as possible

1. Pre-processing and data entry of property tax with arrear details in all divisions.
2. Data entry of various pensions and welfare schemes.

5.1.5.3 Thrissur Corporation

The following activities are in various stages of progress: -

1. Data entry of Birth, Death and Marriage registers of zonal Offices for the period August 2002 to December 2002 has been completed.

2. Data verification and sample verification of birth and death registration records of the zonal offices has been completed.

3. Pre-processing of registration data with the new framework has been initiated.

4. Training of Officers of the Zonal Offices has been completed.

5. The machines of the Zonal Offices have been re-installed and online training has also been provided to the Officers.

6. Second phase preprocessing of the Assessment Registers of all the 104 wards has been completed.

7. Data entry, verification and correction of the Assessment Register of the pilot ward completed. Data entry of the remaining wards is progressing.

8. Meeting of the hospital administrators for discussing the concepts on hospital kiosks.

9. Premises mapping of the pilot ward has been completed and the map of the pilot ward has been finalised.

10. Ward delineation work for the old Panchayat area and Municipal area has been completed.

11. The data collection for the web site of Thrissur Corporation is also progressing.

5.1.5.4 Kasaragod Municipality

The following activities are being carried out in the Kasaragod Municipality

1. Data entry and verification of birth, death and marriage registrations. The new methodology of preprocessing of the registration records is being implemented at Kasaragod Municipality. Data entry of the pre-processed records has also been completed.

2. Preprocessing of the Assessment registers of all the 32 wards has been completed. Data entry and verification of the assessment register of the pilot ward has been completed.

3. Past data entry on pensions, welfare schemes and unemployment wages.

4. Past data entry of profession tax details.

5. Installation work of Janasevana Kendram has been finished.

5.1.5.5 Thiruvananthapuram Corporation

Though the implementation at Thiruvananthapuram Corporation has been delayed, the work is currently progressing at a good pace. The following is the status of activities.

1. Data entry of the past records on birth, death and marriage has been completed.

2. The verification of the reports by the Corporation staff and 1 % sample verification by IKM has also been completed.

3. Work relating to the setting up of Janasevana Kendram has been finished including the Landscaping work in front of the counter.

4. Collection of FMB data from the survey offices is progressing.

5.1.6 Workshops and Training on Implementation

As mentioned in the activity report approved by the Seventh Implementation Committee, continuous orientation has been provided to the implementation team on the various local body practices, system integration, software application functionalities, pre-processing, data entry management, human resource management, operationalisation, change management, transition process and logistics. All the district level operations are carried out by the Implementation team positioned at each district. Workshops of the implementation team are organised on a regular basis so as to ensure better follow-up of the district level activities and also to ensure focused implementation.

The regular progress of the implementation activities are monitored by conducting fortnightly workshops of the district implementing officers. The workshops conducted during the period are as follows.

1. Five days residential workshop organised at Peachy, Thrissur for discussing the progress of the present implementation activities and also to finalise the future plan of action for each district. The workshop was conducted from 10/09/2003 to 14/09/2003. The new methodology for the implementation of one time accounts updation was also finalised at the workshop. Initiatives of each team were also discussed and finalised at the workshop.

2. Meeting of the District co-ordinators on – February 5th 2004 was conducted to review the progress of the activities of each district. The additional budget requirement for each district was also discussed in detail.

3. A workshop of the Administration and Accounts team of the Mission was organised at Kerala State Agricultural Co-operative Society, Monvila for the completion of the pending activities. The workshop was organised from 08/02/2004 to 15/02/2004. Efforts were under taken for the consolidation of corporate information; cost center based reporting and relating of individual expenditure to outputs.

5.1.7   Training Programmes

1. A number of major training programmes were organised during the reporting period. The major one had been the State level training programme on Sulekha expenditure consolidation conducted from February 5th to February 10th 2004. The training programme was organised keeping in view of making the plan monitoring reporting system more effective at the local bodies by using Information Technology for the quicker and effective consolidation of the progress of plan monitoring system both at the district level as well as the State level. The new reporting system would be operationalised through the web based "*Sulekha*" software developed by Information Kerala Mission. The training programme had

been initiated as a part of the implementation programmes initiated at the Central and State level.

Apart from the conventional training programmes organised by the Mission, this training programme stands a way out in the methodology followed. Resource persons with sufficient experience in decentralised planning were identified from various districts and were trained on the aspects of the new reporting system on plan monitoring. These persons will be deployed for the state level training programme thereby building up a domain level team for the implementation of the new reporting system on plan monitoring. The major objectives of the training programme may be summarised as follows: -

1. To finalise the official procedures of the new management information system.
2. To discuss the feasibility of the data collection process and the problems associated with the process.
3. To become skilled at the Information Technology used for the consolidation of data.
4. To create a framework of the various activities in connection with the data collection and appraisal of plan projects at the local body level.

The programme was officially inaugurated by the Hon`ble Minister for Local Self Government on February 5th 2004. It was proposed that a tie up with the block level functionaries with Plan Monitoring System would make the reporting at the block level much more effective. Accordingly, officials from the Economics and Statistics Department in the rank of Research Assistants/ Extension Officers (P&M) deployed at the Block Panchayats and officials in the rank of UD Compilers in the Municipalities and Corporations were given two days orientation on the new reporting system.

Apart from this, each official in charge of decentralised planning at the local body would be given five days training on the various aspects of the new plan monitoring reporting system and also on the Information Technology used for reporting. The training for the officials would be conducted at various State centres identified for the purpose. Five State centres had been identified at

Thiruvananthapuram, Ernakulam, Thrissur, Kozhikode and Kannur districts. The content of the state level training programme has been finalised. Training materials have also been finalised after a series of modifications based on the inputs drawn from the training programme conducted to the block level officers.

The training programme for the staff of Grama Panchayats of Thiruvananthapuram, Kollam, Pathanamthitta, and Kottayam Districts is organised at the training centre of Thiruvananthapuram District .

The training programme for the remaining local bodies will be conducted from April 2004 onwards. The new system of web based reporting would be made operational from June 2004 onwards.

2. Another major training programme conducted during the reporting period had been the training to the staff of Cochin Corporation (on behalf of UPAD). 233 staff numbers were trained in ten batches covering 50 training days.

5.2 Line of Business Expertise

Line of Business Expertise (LOBE) team has been functioning with the objective of evolving methodologies for pre-processing, data entry, system integration and making the software applications operational at the local bodies. The significance of the team in the present implementation mode of the Mission has been explained in detail in the activity report approved by the Implementation Committee. The team has been actively involved in most of the major activities during the reporting period.

The activities of the team during the period are summarised below

1.   Design of Sevana PDE (Version 3.00)

The team has been continuously involved in providing system level inputs for the modification of the past data entry module of *"Sevana"*. The software has been subject to various levels of functionality testing. The validations of the new version of Sevana PDE have been fixed. The masters have been updated and labels modified. The team has also come out with a change document describing the comparison of the different versions of the *"Sevana"* software with explanations on

why each change has been introduced in the software. Based on the inputs of the LOBE team, the "*Sevana*" software is now being recoded. In order to ensure better data quality, register wise pre-processing has been devised. This will help in rectifying the crucial mistakes in the existing data such as Data of Birth greater than the Date of Registration, blank certificate fields, registrations without the signature of the Registrar etc, before carrying out the data entry. The new mode of pre-processing is being carried out in Kasaragod Municipality, Kozhikode Corporation and Kumbla Grama Panchayat. The pre-processed data would be incorporated in the new version of "*Sevana*".

The new version of *Sevana PDE* encompasses the framework for handling the status of records, the new pre-processing methodology, the errors in the existing records so as to ensure maximum data quality. The software has also been put through various levels of system as well as process testing under the supervision of the LOBE team. The errors noted in the testing are being documented in detail for further modifications in the software.

2. Sevana District level Module and State level Module

The functionality documents for the Sevana software to be deployed in the District Registrar's and Chief Registrar's Office has been finalised. The new pre-processing document and operation manual is being prepared.

3. Sevana ASP Module

As mentioned earlier in the report, a process audit was conducted by the LOBE team in all the four Corporations to evaluate the operations of the *Janasevanakendram*. Several problems in the database and records were identified in the critical evaluation. Certain changes were suggested by the LOBE team which includes the control on the various types of users so as to ensure maximum authenticity of the data. The changes suggested were incorporated in the new version of Sevana ASP module and has been deployed at the four Corporations.

4. Sevana Hospital Kiosk Module

A major work taken up by the LOBE team during the reporting period has been the documentation relating to the Sevana module to be deployed at the hospitals for making the registration process much more effective. Functionality documentation for the hospital kiosk module of Sevana has been prepared. Masters were updated and two levels of testing of the software have also been completed under the supervision of LOBE. A state level workshop was organised in March 2004 involving Mayors, Deputy Mayors, Secretaries, Health Officers of all the five Corporations, Chief Registrar of Birth & Death, Additional Registrar, Census Director and other officials from the Economics and Statistics Department. The accuracy of data in the present system of registration, scope of simplifying the existing processes and the mechanism for the improvement of the existing system etc. were be discussed in detail in the workshop. The Sevana hospital kiosk module was also demonstrated to the officials and the system inputs drawn from the group discussions shall be incorporated in the software.

5. Property Tax PDE

System inputs were provided for the software on Property Tax. Operation manual and pre-processing formats were finalised and extensive training on pre-processing and data entry has been provided for the consolidation of property tax at Cochin and Thrissur Corporations and also at Kasaragod Municipality.

The system study on property tax reforms has been completed. Self-declaration forms for calculating property tax based on plinth area along with detailed instructions have been finalised. System inputs for the software on property tax card and self-declaration forms provided to the software team. The application is ready for testing.

6. Sulekha PDE

"Sulekha" software has been subject to a lot of modifications based on the system inputs provided by the LOBE team. Validations and masters have been finalised for the tenth plan expenditure module. The module for the tenth plan formulation data is now being modified based on the system inputs provided by LOBE after

verifying the first year data. System manual and operation manual has also been finalised. Another major activity initiated during the reporting period has been *"Sulekha"* web-based software for monthly reporting of the plan monitoring system. The LOBE team has been continuously involved in the finalisation of the expenditure forms for the data consolidation, preparation of systems and operations manuals, finalisation of masters and testing of the application. The State level training for the implementation of the programme is being conducted under the supervision of the LOBE team. The details of the training are already given the report. The team has also put forward certain modifications based on the inputs drawn from the discussions of the block level experts.

7.   **Panchayat Provident Fund Computerisation**

In connection with the computerisation of the Panchayat Directorate, it has been proposed to make the Panchayat Employees Provident Fund online by June 2004. Accordingly, system level activities were initiated by the LOBE team. The user requirement document and software requirement specification is being prepared. Initial level pre-processing has been completed. Around 20000 records will have to be entered and consolidated from 1977 to 2002. Detailed plan of action for the programme is being prepared. It is expected that the credit card shall be issued to the employees by June 2004.

The team has also been continuously involved in providing system level inputs for the other software applications which are being developed such as Sakarma, Profession Tax module, Sulekha Plan accounts module and Soochika.

5.3   **Software Development**

A substantial quantum of work has been carried out in the software development team during the reporting period. Many of the major packages are ready for roll out. The team has now been expanded with a number of professionals with ample software experience and is functioning in a workshop mode for the quicker completion of the targets assigned. The team is divided into groups based on the products to be delivered under the supervision of a group leader for each group.

Frequent interactions with the group leader, LOBE team and the Testing team are conducted to ensure prompt delivery of error free products to the Implementation team.

The following are the activities taken up by the development team during the period September 2003 to February 2004.

5.3.1 Property Tax PDE

The software has been modified with the new pre-processing framework put forward by the LOBE team. The new version has been tested thoroughly and is now being implemented in Kochi Corporation, Thrissur Corporation and Kasaragod Municipality.

5.3.2 Sevana Module

The Sevana application consists of the following modules.

- *Sevana* Past Data Entry module
- *Sevana* Hospital Kiosk module
- *Sevana* Local Body Kiosk module
- *Sevana* District module
- *Sevana* Panchayat Directorate module

All the above modules have been finalised and are ready for roll out. The main ASP version of "Sevana" has now been divided into two separate modules viz Registration module and Pensions and Schemes module. The modification in the new version is progressing. The application deployed at the four Corporations has been modified based on the comments put forward by the LOBE team as a part of the process audit.

5.3.3 Sakarma (Phase I)

Sakarma is the Decision Support System centered around the statutory bodies. The first phase of Sakarma has been completed. Second phase has been initiated. First phase of the application has been implemented at Vellanad Grama Panchayat.

5.3.4 Soochika

Soochika is the application for tracking the flow of work in the local bodies. The application has been deployed and made operational in Vellanad Grama Panchayat, Municipal Directorate and Minister's Office.

5.3.5 Sulekha

The Sulekha application consists of the following modules: -

- ➤ Sulekha tenth plan formulation module.
- ➤ Sulekha tenth plan expenditure module.
- ➤ Sulekha ninth plan expenditure module.
- ➤ Sulekha web based monthly reporting module.
- ➤ Sulekha plan accounts module.

The modifications in the above application as put forward by the LOBE team are now being incorporated. The new version of Sulekha tenth plan expenditure module with validations has been finalised. All the other modules are being modified in accordance with the system inputs provided by LOBE and testing team.

5.3.6 Data entry management module

A package for the management of data entry at the data entry centres has been finalised. This is a common package which will be integrated with all the PDE packages. Data entry centre management, user management, shift management, back up and restore facilities are the main features of the module. The package has been implemented at Cochin and Thrissur Corporations and also at Kasaragod Municipality.

Other ongoing activities

1. Subadra: - Application for monitoring the annual budget in the local bodies is nearing completion.

2. <u>Sankhya PDE: -</u> Only receipts module has been finalised and is now been implemented at Chengala Grama Panchayat. Modifications in the payments module are ongoing.

3. <u>Sachithra: -</u> The application for premises mapping in local bodies is being modified.

4. <u>Profession tax module: -</u> The English version of the application has been completed. Modifications are ongoing.

5. <u>Property Tax Card and Self-Declaration Card data entry module: -</u> The application has been finalised and is now ready for testing.

6. <u>Property Tax online module:</u> - The module has been finalised based on the system inputs provided by the LOBE team. The new property tax reforms have also been incorporated in the module. The module is now ready for testing.

7. <u>Citizens database module: -</u> A module for citizens database is being finalised for Vellanad Grama Panchayat incorporating Electoral data, BPL data, Ration card data, Samoohya data, Electricity data, Pensions and Schemes database and finally the Building tax database of Vellanad Grama Panchayat.

8. <u>Integration of Sulekha with Sankhya: -</u> The Sulekha plan accounts module being developed will be integrated with Sankhya for the creation of integrated financial statements. The direct linking of Plan Monitoring System with the Treasury accounts is also been thought of as and when all the treasuries are computerised. Thus, the reconciliation with the treasury accounts could be made online. Full-scale integration with Works and Workflow modules would be attempted later.

5.4 <u>Activities related to Technical Support and Handholding</u>

1. Preparation of manuals and computer based training materials for the applications developed by IKM. This was done with the help of software development team using special software tool.

2. For strengthening internal infrastructure of IKM and setting up regional offices and state level helpdesk, purchase committees with representatives from the Local Self Government Department, Finance Department, IT Department, Prof. G. Jayasankar, and the Joint Director and team leader of technical support team of IKM were constituted. Tenders were invited with the approval of the purchase committee. Around 70 % of the items have been procured. Connectivity to the annex office of IKM and the improvement of GIS facility was also completed.

3. Infrastructure set up for workflow pilot implementation in the office of the LSG Minister.

4. Testing of the new version of Sevana Past Data Entry application has been carried out. Continous technical support is being provided to the local bodies where Sevana PDE has been implemented. A trained TA is stationed at each of these locations for technical supervision of data entry and technical support.

5. Functionality document and use cases have been finalised with the support of the development and LOBE team. The software has been modified based on the inputs provided by the testing team of support division.

6. Testing of the new version of Property Tax data entry application has been completed. The new application has been installed at the data entry centre set up for the purpose at Kochi Corporation and data entry process is going on for all the wards of Kochi Corporation. Training was provided to TAs for technical support during data entry and technical supervision.

7. Testing of the various modules of Sulekha application viz, Sulekha tenth plan PDE, Sulekha tenth plan expenditure module, Sulekha ninth plan expenditure module has been completed. Test report handed over to the development team.

8. The infrastructural facilities have been set up at IKM's regional office, Thrissur.

9. The procurement of tools for strengthening software engineering has been completed. The tools will be implemented on completion of the supporting documentation.

10. The Request For Proposal (RFP) document for the Build-Operate-Lease-Transfer (BOLT) mode of computerisation of Local Self Government Institutions has been revised based on the comments of the Departments of IT, Store Purchase, Law and LSGD. A bid document for appointing consultants for BOLT tendering has been prepared and handed over to KSIDC. Accordingly, KSIDC published a notification inviting bids for consultants in November 2003. Five firms submitted bids and the technical bids were opened on 08/01/2004. The presentation by the consultants was also conducted on the same day. Four of the bidders were short-listed and their commercial bids were opened on 27/01/2004. After conducting personal interview of the personnel's, a consultant has been appointed by KSIDC for finalising the RFP document.

11. Technical support in terms of backups and system maintenance is being provided for the following activities: -

    a. Preparation of cadastral information system using GIS application.
    b. Vellanad workshop conducted at Maria Rani Centre, Chavadimukku.
    c. State level training of Sulekha expenditure module conducted at Kerala State Agricultural Co-operative Society, Monvila.
    d. Data entry of tenth plan expenditure conducted at three data entry centres at Thiruvananthapuram.
    e. Implementation of Plan Accounts at Vellanad, Chengala and Kumbla Grama Panchayats.

f. Pre-processing and data entry of Sevana at Kasaragod Municipality and Kozhikode Corporation based on the new framework.

g. Counter operations at the four Corporations viz Kollam, Kochi, Thrissur and Kozhikode.

h. Updation of registration and pension data at the pilot Panchayats viz Amboori, Madavoor, Kattakada and Vilavoorkal.

i. Technical support at Vellanad Grama Panchayat.

j. Support for the proper implementation of Soochika at Municipal Directorate and LSG Minister's office.

k. Data entry of Panchayat Employees Provident Fund System in connection with the computerisation of Panchayat Directorate.

l. Hardware and software maintenance at the Mission Head Quarters.

6. Financial Support & Application

IKM sources of funds are as follows

(i) Additional Central assistance - utilised for the Programme of KINLB

(ii) State Plan Fund - utilised for the administrative Charges of IKM

(iii) Project Funds for the purpose given in the project proposal.

(iv) Implementation funds from Corporation, Municipality, Panchayat etc.

Expenditure from the Additional Central Assistance and State Plan funds are controlled by the Budget proposal approved by the Implementation Committee.

Year wise details of Report & Expenditure from Additional Central Assistance & State Plan funds as on 31.03.2004 is given below.

 Fund Received IKM CORE

Period	SPC	ACA	Total
1999-2000		4,147,000.00	**4,147,000.00**
2000-2001		21,978,652.00	**21,978,652.00**
2001-2002		7,960,000.00	**7,960.000.00**
2002-2003	14,80,000.00	23,982,057.00	**38,782,057.00**

| 2003-2004 | 10,00,000.00 | 23,736,250.00 | **33,736,250.00** |

Expenditure State Plan

Sl. No.	Period	Total
1.	2002-2003	14,800,000.00
2.	2003-2004	10,000,000.00

Total Expenditure

ACA			
Period	Capital Expenditure	Revenue Expenditure	Total
1999-2000	1,049,788.96	6,672,121.59	**7,721,910.55**
2000-2001	8,807,120.00	17,731,516.90	**26,538,636.90**
2001-2002	654,430.00	10,242,326.00	**10,896,756.00**
2002-2003	0.00	0.00	**0.00**
2003-2004	16,290,526.00	23,117,269.50	39,407,795.50

7. Accounts & Auditor Statement

The Auditor's Report and Statement of Accounts for the year 2003-04 are attached As **Annexure-I**

8. Acknowledgement

The Information Kerala Mission records its gratitude for the support and patronage extended by the Govt.of India, Govt. of Kerala , Department of Urban Affairs, Department of Panchayat , District Panchayat, Block Panchayat, Grama Panchayat and other agencies.