Information Kerala Mission

(A Project under the Department of Local Self Government)

ANNUAL REPORT

2009-2010

Contents

Chapter 1

1. INTRODUCTION

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

The local bodies should transform in centres of good governance, which can be done only through use of Information and Communication Technology (ICT) to improve the efficiency and accountability of the government. With this intention, the State Planning Board submitted a Project Proposal to the Planning Commission of India in October 1998, by name 'Kerala Information Network for Local Bodies' for setting up a computer network connecting all local bodies to the State Planning Board. The objectives of the Project were:

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

The Planning Commission accepted the proposal as a gesture of appreciation of the decentralised planning process initiated in the State. The Planning Commission sanctioned a 'One-time Additional Central Assistance' of Rs.10 crore in 1998-1999 and 1999-2000 and a further amount of Rs.13 crore in

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2000-01. That is, altogether, an amount of Rs. 33 crore was released by Planning Commission for this Project.

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

Chapter 2

2. THE ORGANISATIONAL SET UP, MANAGEMENT AND EXTENSION

2.1 Functional Organisation

The functional organisation of the project is shown below:

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┌─────────────────────┬──────────────────────────┐
│  Governing Council  │ Local Self Government Dept.│
└─────────────────────┴──────────────────────────┘
                           │
                           ▼
              ┌──────────────────────┐
              │ Executive Committee  │
              └──────────────────────┘
                           │
                           ▼
              ┌──────────────────────┐
              │ Executive Chairman & │
              │      Director        │
              └──────────────────────┘
                           │
        ┌──────────────────┼───────────────────┐
        │                  │                   │
        ▼                  │                   ▼
┌─────────────────┐        │         ┌──────────────────────┐
│ Executive Mission│       │         │ Vice Chairman & Chief │
│    Director     │        │         │ Information Officer   │
└─────────────────┘        │         └──────────────────────┘
                           │
   ┌───────────────────────┼────────────────────────────┐
   │                       │                            │
   ▼                       ▼                            ▼
┌──────────┐      ┌──────────────────┐      ┌─────────────────────┐
│ Director │      │    Director      │      │   Group Director    │
│Technical │      │ Implementation   │      │Corporate Management │
└──────────┘      └──────────────────┘      └─────────────────────┘
   │                       │                            │
   ▼                       ▼                            ▼
┌──────────┐      ┌──────────────────┐      ┌─────────────────────┐
│ Mission  │      │    District      │      │  Supporting Staff   │
│Divisions │      │  Coordinators    │      │                     │
└──────────┘      └──────────────────┘      └─────────────────────┘
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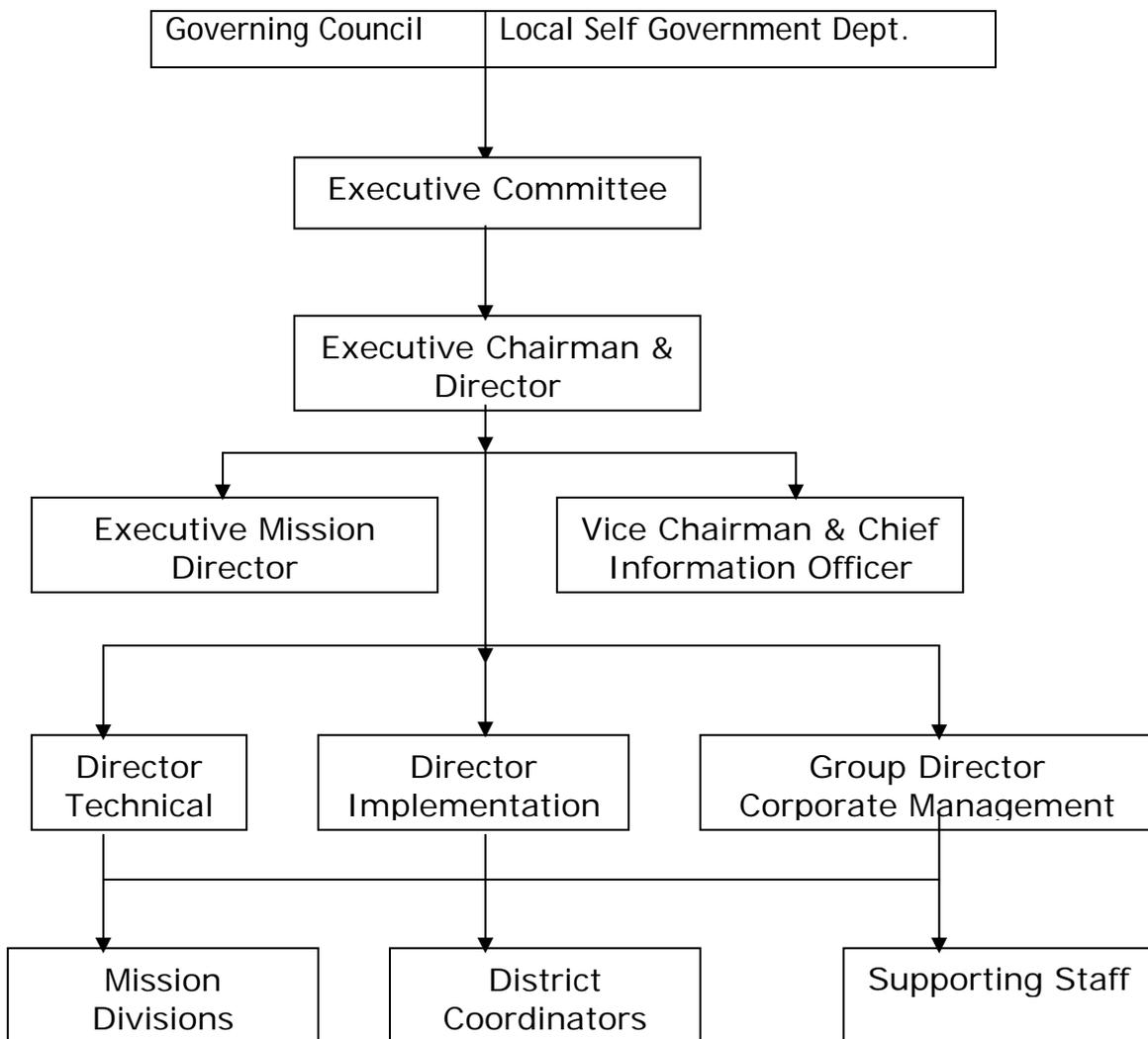
2.2 Objectives

The objective of the Mission, was the application of Information Communication Technologies for fast and effective service delivery, transparency and empowerment of the citizen, efficient back-end processing, improved and fair decision making, responsive administration and good governance all leading to stronger and efficient local governments in the state, making local democracy more meaningful. IKM provides support to local governments to handle the new challenges while implementing their development programmes.

'ICT for Transparency and Efficiency' is the slogan coined by IKM for reflecting its vision.

The Mission started functioning with the wider objectives such as

1. To establish a state-wide network connecting the State Planning Board and the District Planning Offices with the 1214 (later1215) local bodies.

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

3. To develop a mechanism for regular monitoring of local body plan implementation and targets achievement, over the network.

4. To develop an integrated micro-level resource based developmental information system, for meaningful decentralised planning at the local body level (Data Base level).

5. To provide trained manpower for operationalsing the hardware and software.

6. To provide continued technical support to ensure that the network applications are up and running throughout.

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

- Its participatory approach to software development

- Emphasis on demystification of information and communication technologies (ICT)

- Use of local language for software and training

- Mobilising voluntary support mechanisms for various aspects of the project, and

- The significant emphasis on training.

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

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

- computerisation programme for the local bodies in the country

- deployment of software developed in an Indian language

- information technology literacy programme in the country

2.3 Management of the Mission

In 2006, vide G.O (MS) No. 234/2006/LSGD dated 13-10-2006, a Governing Council was constituted with Shri. Paloli Mohamed Kutty, Honourable Minister for Local Administration as the Chairman and the Executive Mission Director as the Convenor. In the same Order, an Executive Committee was also constituted with Prof. M.K. Prasad, Executive Chairman, Information Kerala Mission as Chairman, the Principal Secretary, Local self Government Department as Co-Chairman and the Executive Mission Director as the Convenor.
During this period the Governing Council met on 24.03.2010 and the Executive Committee met Nine times.

IKM is now headed by Prof. M.K Prasad as Executive Chairman and Director (EC&D) since 01-09-2006. Shri. P.V Unnikrishnan as Vice Chairman & Chief

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Informatics Officer (VC&CIO), Shri M. Sivasankar, IAS as the Executive Mission Director (EMD) and Shri Eapen Francis as Group Director (Corporate Management) vide G.O. (MS) No.203/2006/LSGD dated .23.08.2006, G.O (Rt.) No. 7923/2006/GAD dated 09.10.2006, G.O (MS) No. 234/2006/LSGD dated 13.10.2006 and G.O (Rt) No.2341/09/LSGD dated 14.09.2009 respectively.

2.4 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. It is under active consideration of the Government.

2.5 Important Officials:

Name	Designation	Official Address	Phone/Mob. No	E-mail Address
Prof.M.K. Prasad	Executive Chairman & Director	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2595832 0471-2592230 9447793801	prasad_mk@hotmail.com prasadmk@ikm.gov.in
Shri.M.Sivasankar IAS	Executive Mission Director	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2596543 2595832/33 9847797000	sivasankar@keralatourism. org
Shri.P.V.Unnikrishnan	Vice Chairman & Chief Information Officer	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2531984 9447772818	pvunni@hotmail.com
Shri.Eapen Francis	Group Director (Corporate Management)	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2595832/33 9447165419	eapen@ikm.gov.in
Shri.A.Shaji	Director (Implementation)	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2595832/33 9447041550	shaji@ikm.gov.in
Shri.Premkumar.K	Director (Technical)	Information Kerala Mission, 'Pratheeksha', Kulathoor Road, Pangappara.P.O, Thiruvananthapuram-695581	0471-2595832/33 9447165420	prem@ikm.gov.in

2.6 Partners

1. Kudumbashree Mission (www.kudumbashree.org)

2. Akshaya of IT Mission (www.akshaya.net)

3. Kerala State IT Mission (www.keralaitmission.org)

Chapter 3

3. HUMAN RESOURCE

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

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

The employees of the Information Kerala Mission consist of staff on deputation from C-DIT and other Departments, Project Staff, Supporting Staff/Software Staff and Consultant/Resource Persons. The staff strength as at the end of 31st March 2010 is given below:

Table – 1

Staff Strength as at the end of March 2010.

SI.No	Name of Post	Total No.
1	Executive Chairman & Director	1
2	Executive Mission Director	1
3	Advisor	1
4	Group Director	1
5	Employees on Deputation (C-DIT)	1
6	Employees on Deputation (other Departments)	5
7	Consultant/Resource Persons	23
8	Supporting Staff/Software Staff	136
9	Technical Support	294
Total		**463**

Chapter 4

4. DEPARTMENTS

The IKM has the followings six Divisions.

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

The Functional Teams under each Division are indicated below

4.1 Corporate Management

a) Accounts and Audit
b) Purchase and Works
c) General Administration and Office Management

Shri. Eapen Francis, Group Director is the Head of this Division

4.2 Implementation

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

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

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related to computerisation is handled by the experts available with Implementation Division.

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

4.2.1 Corporations

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

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

4.2.2 Municipalities

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

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

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4.2.3 Grama Panchayats

Shri. Cherian Joseph Continued as Team Leader, Implementation, Grama Panchayat up to 25-08-2009.Shri N. Navaprakash is the team leader since 26-08-2009. The team is mainly responsible for implementation of the Applications developed by the Information Kerala Mission in Grama Panchayats. Now the Application is being installed in Grama Panchayats on pilot basis and regular basis. The Applications installed and online operation in Grama Panchayats are shown below.

S.No	Applications	Installed GPs	Online GPs
1	Sevana (Civil Registrations)	999	924
2	Sevana (Pension)	999	735
3	Sthapana	999	977
4	Sulekha	999	999
5	Samveditha	999	999
6	Sanchitha	999	999
7	Soochika	877	150
8	Sugama	999	-
9	Sachithra (Cadastral Maps)	762	762
10	Hospital Kiosks	26	26
11	Sankhya	5	5
12	Sakarma	2	1
13	Sanchaya	6	1
14	Subhadra	2	1

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

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

Proposals for computerisation of Grama Panchayat were issued. Implementation schemes/Project proposals etc were also issued. Detailed scheme for Property tax (Sanchaya) implementation issued to all Grama

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panchayats. Details of funds for including in the projects such as Technical support, website subscription, Training charges, Past data entry charges of Sanchaya & Sevana CR of the Grama panchayat is also issued.

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

4.2.4 District & Block Panchayats

Shri. Mohanan Nair A.M is the Team Leader of implementation District and 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.

The activities of the Team are:

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

4.2.5 Civil Works Wing

Shri N. Appukuttan Pillai, Consultant is in charge of the Civil Works Wing which is shouldering the responsibility of providing interior arrangements for Janasevanakendrams in Municipalities. The Team is in charge of developing software for Kerala Municipality Building Rules (KMBR) and building a model for estimation (Sugama). It also looks after the works of civil engineering in nature

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and electrical works taken up by IKM. Many of the temporary works required for accommodation of office in the new premises near Engineering College, Kulathur and additional works in connection with introduction of Saankhya in Corporations and Municipalities are the additional responsibilities taken up by the Wing. The Wing   is actively engaged in fabricating and erecting Hospital Kiosks in the hospitals   in Corporations, Municipalities and selected Grama Panchayats.

4.3   Line of Business Expertise (LOBE) & Quality Assurance

Shri S. U. Sanjeev is heading this Division.

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

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

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

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1. വാർഷിക പദ്ധതി നടത്തിപ്പ്
2. അക്കൗണ്ട്സും ധനകാര്യ മാനേജുമെന്റും
3. റവന്യു സംവിധാനം
4. സേവന സംവിധാനം
5. പൊതുഭരണവും എസ്റ്റാബ്ളിഷ്മെന്റും
6. പഞ്ചായിത്ത് ഭരണസംവിധാനം
7. നിർമ്മാണ പ്രവൃത്തികളുടെ നിർവ്വഹണവും സാധനങ്ങൾ വാങ്ങലും
8. പഞ്ചായിത്ത് ഭരണസംവിധാനം
9. നിർമ്മാണ പ്രവൃത്തികളുടെ നിർവ്വഹണവും സാധനങ്ങൾ വാങ്ങലും

4.3.1 Civil Registration Past Data Entry (PDE)

- Sevana legacy data entry of Birth/ death registrations in 45 Grama Panchayats in Malappuram district, 17 Grama Panchayat in Kasargode district and integrate the data in to the Sevana data base.

- Sevana legacy data entry of Birth/ death registrations in Thiruvananthapuram, Kollam, Cochin and Thrissur Corporation and integrate the data in to the Sevana data base.

- Implementation of activities in Thiruvananthapuram Corporation.

- Implementation in Pilot Panchayats of Vellanadu and Talikulam (Grama Panchayats) and implementation in Thanalur Grama Panchayat.

4.3.2 Hospital Kiosk

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

Though the scheme was initially to establish Kiosks in Corporations, subsequently it was extended to Municipalities and Grama Panchayats. Hospital Kiosk was established in Perinthalmanna Municipality in July 2006 and in Thazhekkode Grama Panchayat in November 2006. As on 31.03.2010, 313

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Hospital Kiosks were functioning in 5 Corporations 24 Municipalities and 38 Grama Panchayats, covering 59 Government and 254 Private Hospitals. The progress of Hospital Kiosk installation is given below:

Table-2

Progress of Hospital Kiosk Installation up to March 2010

Sl. No.	Name of LB	LB TYPE	District	Date of Commissioning	Type of Hospital		Total
					Govt.	Pvt.	
Corporations							
1	Kollam	C	KLM	06/08/2005	3	10	13
2	Kochi	C	EKM	06/08/2005	5	37	42
3	Trissur	C	TCR	06/08/2005	2	16	18
4	Kozhikode	C	KKD	06/08/2005	7	14	21
5	Trivandrum	C	TVM	09/08/2005	12	28	40
	Total (A)				29	105	134
Municipalities							
1	Perinthalmanna	M	MLP	06/07/2006	1	6	7
2	Thalasseri	M	KNR	25/11/2006	1	6	7
3	Alappuzha	M	ALP	20/12/2006	2	1	3
4	Manjeri	M	MLP	20/12/2006	1	3	4
5	Tirur	M	MLP	26/12/2006	1	6	7
6	Payyannur	M	KNR	25/02/2007	1	3	4
7	Ottapalam	M	PLK	01/04/2007	1	4	5
8	Palakkad	M	PLK	08/06/2007	1	6	7
9	Kasargod	M	KSG	14/06/2007	1	8	9
10	Kottayam	M	KTM	26/06/2007	1	2	3
11	kanhangad	M	KSG	02/07/2007	1	5	6
12	Kalpetta	M	WYD	02/08/2007	1	4	5
13	Kodungallur	M	TCR	13/09/2007	1	3	4
14	Kannur	M	KNR	17/09/2007	0	7	7
15	North Parur	M	EKM	31/10/2007	1	1	2
16	Thodupuzha	M	IDK	21/02/2008	1	4	5
17	Malappuram	M	MLP	31/03/2008	1	4	5
18	Punalur	M	KLM	08/08/2008	1	3	4
19	Chalakudy	M	TCR	05/11/2008	0	4	4
20	Thiruvalla	M	PTA	29/10/2009	0	2	2
21	Taliparamba	M	KNR	02/11/2009	1	3	4
22	Angamali	M	EKM	31/12/2009	0	3	3
23	Kunnamkulam	M	TSR	28/01/2009	0	1	1
24	Vadakara	M	KKD	29/03/2010	0	1	1
	SUB TOTAL (M)				20	92	112
Grama Panchayats							
1	Thazekkod	G	MLP	01/11/2006	0	2	2

2	Nilambur	G	MLP	19/01/2007	1	3	4
3	Cherukavu	G	MLP	15/03/2007	0	1	1
4	Arpookara	G	KTM	02/04/2007	1	0	1
5	Karunagappally	G	KLM	28/04/2007	1	3	4
6	Avannur	G	TCR	26/04/2007	1	0	1
7	Mundathikkode	G	TCR	25/04/2007	1	0	1
8	Kottarakkara	G	KLM	02/05/2007	1	5	6
9	Ajaanoor	G	KSG	22/07/2007	0	3	3
10	Kumbala	G	KSG	23/07/2007	0	1	1
11	Sulthanbathery	G	WYD	02/08/2007	1	5	6
12	Mananthawady	G	WYD	02/08/2007	1	1	2
13	Cheriyamundom	G	MLP	02/08/2007	0	1	1
14	Pallikkal	G	PTA	23/08/2007	0	1	1
15	Chirayikeezhu	G	TVM	10/11/2007	1	0	1
16	Nedunkandam	G	IDK	01/03/2008	1	0	1
17	Tirur Angadi	G	MLP	15/07/2008	0	3	3
18	Kattappana	G	IDK	16/10/2008	0	1	1
19	Mannarkkad	G	PLK	12/11/2008	0	2	2
20	Adicahnallur	G	KLM	28/11/2008	0	1	1
21	Kizhoor-Chavasseri	G	KNR	28/12/2008	0	1	1
22	Kadannapalli Panappuzha	G	KNR	26/02/2009	0	1	1
23	Njarakkal	G	EKM	27/02/2009	0	1	1
24	Nagilasseri	G	PLK	04/03/2009	0	1	1
25	Anchal	G	KLM	16/03/2009	0	2	2
26	Valancherry	G	MLP	24/03/2009	0	2	2
27	Kottakkal	G	MLP	01/04/2009	0	1	1
28	Angadippuram	G	MLP	01/06/2009	0	1	1
29	Parappnangadi	G	MLP	19/06/2009	0	2	2
30	Omasseri	G	KKD	03/07/2009	0	1	1
31	Parathode	G	KTM	27/09/2009	0	1	1
32	Pandalam	G	PTA	06/10/2009	0	2	2
33	Vattankulam	G	MLP	19/10/2009	0	1	1
34	Kannadi	G	PLK	31/12/2009	0	1	1
35	Ettumannur	G	KTM	04/01/2010	0	1	1
36	Maradu	G	EKM	06/01/2010	0	2	2
37	Kulathupuzha	G	EKM	07/01/2010	0	1	1
38	Oachira	G	KLM	25/03/2010	0	1	1
	SUB TOTAL(GP)	38			10	57	67
	TOTAL AS ON 31-3-2010				59	254	313

4.3.3 Sulekha Plan Monitoring Support

The main activities are:

- Analysis of Plan Data and preparation of Comprehensive Report of IXth ,Xth & XIth Plan of all local bodies.

- Reconciliation of IXth ,Xth & XIth Plan Data with Treasury accounts

- Performance evaluation of expenditure on Sulekha (District wise & LB Type wise)

- Feasibility of preparing Plan Performance Index

- Provide domain support for implementing Sulekha LB Module in LSGIs (Monthly monitoring)

- Review of monthly expenditure captured through monthly monitoring system

- Collection of Future Staffing Data from remaining LSGIs, consolidation and report preparation

- Sanchitha CD ROM updating (CD Package of G.Os)

- Expenditure Statements (prepare, print and forward to LSGIs)

- Collection and compilation of Expenditure Statements of XIth plan.

4.3.4 Web design & Updating

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

4.4   Training

Shri. T.P. Sudhakaran is the Head of this Division. The Training division is an important division of the organisation which was formed in August 1999 as part

of formation of IKM. The objective of the training division is to impart computer knowledge and skills to the local body staff as well as elected members so as to enable them to run independently the application Software developed by IKM. Two types of training programmes are conducted as mentioned below:

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

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

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

So far training was given to 14,556 persons (including Local body staff, elected representatives, Hospital staff, Kudumbashree staff and IKM staff). This activity year the total training imparted for 6,363 persons.

4.5   Software Development (SWD)

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

Application suits and broad area of coverage

No	Name of Suite	Broad Area of Coverage
1	Sevana	1. Handles registration of births, deaths, Hindu marriage and common marriages, minor and major corrections and issue of various types of certificates to the public. Handle statistical data required for compiling vital statistics. Kiosk mode operation at hospitals for online registration of births and deaths (Hospital kiosk) 2. Handle disbursement of various pensions handled by Local Governments like agricultural labour pension, national old age pension, widow pension, special disability pension, unemployment wages, pension for unmarried women above the age of fifty etc. and social welfare schemes like national maternity benefit, and other scheme
2	Sthapana	Handles preparation of payroll of employees and transactions relating to provident fund like membership, nomination, subscription, temporary advances, non refundable advances, PF closure, settlement of claims of nominees, other service matters etc.
3	Sulekha	Handles various aspects of plan formulation, plan expenditure, and monitoring of annual plan of Local Governments
4	Sanchitha	Encyclopaedia on acts, rules, court orders, and Government orders on Local Government functioning

5	Saankhya	Application for handling accounts related operations in Local Governments including preparation of cash book, ledgers, annual financial statements Saankhya (KMAS) – Application based on Kerala Municipal Accounts Manual. Capability for accrual based accounting system and financial reports
6	Sanchaya	Handles collection of various sources of revenue including property tax, profession tax, entertainment tax, advertisement tax issue of licenses relating dangerous and offensive trades, license for prevention of food adulteration, various other licenses, rent on land and buildings, fines & fees etc. Sanchaya works with Saankhya with backend integration
7	Samweditha	Portal on various aspects of Local Government functioning covering geography, local history, local institutions, policy, local economy and public services
8	Soochika	Workflow application handling file tracking, grievance handling and providing up to date information on status of public service transactions and backend operations.
9	Sachithra	Application for handling cadastral information based maps showing road network, junctions, landmarks, building wards
10	Sujala	Application for handling micro watershed management
11	Sakarma	Handles agenda notes and minutes of meetings of Local Government Committees, various Standing Committees and Grama Sabhas
12	Sanketham	Handles the process of issuing the building

		permit and related functions based on Kerala Municipal Building Rules (KMBR)
13	Sugama	Handles the issue of works & purchase of Local Governments. Can use for the preparation of estimation for works.
14	Samoohya	A community information system of the local community
15	Saphalya	Provides employment information within each local body with the particulars of the unemployed and details of opportunities for employment locally and elsewhere
16	Subhadra	Electronic budget integrating Local Government plan budget and own fund budget

4.6   Technical Support & Infrastructure Management (TSIM)

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

- Infrastructure strengthening and maintenance – in-house, and in- local governments and related institutions, including plan for sites, ensuring site readiness, etc.
- Field technical support– including application support, handholding, system administration and maintenance
- Testing of IKM applications and Help Desk
- General IT support – including trainings, workshops, etc.
- Commercial engineering support–including preparation of specifications, technical evaluation, preparation of statements, etc.

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

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

The department was established in the year 1999 for generating scale specific micro-level spatial data (hard copies and soft copies) for the requirement in

managing natural resources, infrastructure development and local level administration. The information generated in the GIS lab would directly help the local body authorities for formulating their development plan, management and implementation in the spatial context (premises mapping, cadastral information system and ward delineation of urban local bodies and grama panchayats.)

The main objectives of the team include:

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

We have completed administrative maps of all urban local bodies based on cadastral maps updated with transportation network, delimitation data based on 2005LB delimitation and major land marks except Kothamangalam Municipality. Also we have distributed all maps in hard and soft format to all Corporations and Municipalities.

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

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

Premises Mapping for Perinthalmanna Municipality is to be restarted with in a short span of time.

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

Chapter 5

5. MAJOR ACTIVITIES

A summary of the achievements of Information Kerala Mission till February 2009 was presented in the 3rd meeting of Governing Council held in March 2009.

The main achievement during the period from February 2009 to March 2010 can be summarised as the deployment of initial phases of applications in nearly 97% locations.

The extension of the programmes to a large number of locations and incorporating changes in business rules into the application software (mainly for births and deaths registration, accounting and plan monitoring) in a time bound manner had also been a highlight of the activities during this period. The software was modified to register marriages under the Registration of Marriages (Common) Rules 2008 and its subsequent amendments.

The capture of details of all plan projects as part of the decentralised planning programme in electronic form at the local government level and the appraisal and approval utilising this data TAG and DPC levels respectively, using *Sulekha*, continued with technical support provided by IKM. Necessary modifications as per the changes in guidelines were also incorporated. Sugama software for estimation of works was deployed in all local governments, integrated with *Sulekha*, much before the targeted dates and training was provided to engineers and overseers of local governments.

The application software for handling social welfare pensions was deployed in nearly 96% locations, and is used for handling all activities related to pensions in 80% locations where data entry was completed.

The deployment of application software for handling building permits and estimates of works has commenced on a pilot basis.

Special recognitions

National e- Governance Award of the Government of India

Sulekha (Plan Formulation and Monitoring System for Decentralised Planning of Local Governments) won the Gold award for 2009-10 under the category "Excellence in Government Process Re-Engineering".

Sevana (Civil Registration System and Hospital Kiosks) won Bronze award under the category "Outstanding performance in Citizen-Centric Service Delivery".

The awards were distributed in the 13th National Conference on e-Governance held at Jaipur on 18-Feb-2010.

CSI-Nihilent e-GOVERNANCE AWARDS 2008-09

Information Kerala Mission is the winner of 2008-09 award for excellence in the Government-to-Government project category for *Sulekha* plan monitoring software. The award winners felicitated at the CSI National Convention on 9th October 2009 in Pune.

The activities and achievements are discussed in detail below.

5.1 MEETINGS OF THE EXECUTIVE COMMITTEE OF IKM

Regular meetings of the Executive Committee have been held on the 1st Saturday of every month till November 2009, and from December 2009 on the 3rd Saturday of every month. (Only in a few months were it held on another day.)

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

S/N	Meeting	Date of meeting
1.	29th meeting of EC	22-May-2009
2.	30th meeting of EC	16-Jun-2009
3.	31st meeting of EC	04-Jul-2009
4.	32nd meeting of EC	19-Sep-2009
5.	33rd meeting of EC	05-Oct-2009
6.	34th meeting of EC	24-Dec-2009
7.	35th meeting of EC	20-Jan-2010
8.	36th meeting of EC	22-Feb-2010
9.	37th meeting of EC	20-Mar-2010

5.2 APPLICATION SOFTWARE DEVELOPMENT

Revised versions of a number of application software were developed and deployed during this period. The requirement for changes in the software include those due to changes in business rules and processes, those due to requests for additional features and those brought about for improving the processes and data as realised by Information Kerala Mission as part of the implementation experience.

The IT department has requested that the software in Malayalam be converted to use the Unicode character set, in conformance with the Malayalam computing guidelines of Government of Kerala. IKM had initiated a study on this aspect. It was found that it is not possible to convert VB6 applications to Unicode without procuring other third party controls. Or else, we need to use VB.NET. IT Mission has also provided a funding of Rs.5 lakh for this, including procuring a conversion tool for the database from C-DAC, Pune.

Highlights in the area of software development are mentioned briefly below:

5.2.1 Plan Formulation and Monitoring – Sulekha

The *Sulekha* formulation module software had to be modified to incorporate the more details for the special schemes of EMS Housing Scheme and for the road maintenance projects, as part of the revision process.

Another major software modification required was in terms of simultaneous handling of the projects for the upcoming financial year 2010-11 during the current year itself. This mode of formulation was ordered by the Government to avoid delays in commencing plan projects by local governments.

The monthly expenditure and quarterly physical achievement monitoring module was also modified and deployed which facilitates transfer of this information over dial-up or through the KSWAN (Kerala State Wide Area Network) to the server at the State e-Governance Data Centre utilising the State Information Infrastructure. This data is made available over Internet from the LSGD website.

5.2.2 Accounting

The approval for double entry Kerala Municipal Accounting Manual based Saankhya was given by Government and the implementation steps are in full swing, including the training of local government staff to commence operations from April 1, 2010 in all urban local governments.

Regarding the Panchayat accounts, the draft double entry based accounting

manual is in the process of being approved by Government. Saankhya customised for these rules is ready for piloting.

Trainings have been initiated along with KILA for personnel of the Local Fund Audit Department for familiarisation of its staff on computer fundamentals and Information Kerala Mission application software.

5.2.3 Sanchaya – Revenue Software

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

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

A Web module for querying the property tax database of local governments where the data has been finalised was made ready and deployed in the State Data Centre. This module has also integration with FRIENDS counter (application software by NIC) for collection of taxes with online link to the local government database.

5.2.4 Provident Fund of Panchayat and Municipal Employees

Information Kerala Mission had taken up the computerisation of the Kerala Panchayat Employees Provident Fund (KPEPF) accounts for the period from 2001. The digitisation of the past accounts details till 2008 was done. The data is verified and approved by the staff of the PF wing of Panchayats Directorate through the software provided for that purpose. Once the verification of data for a year complete, the data is hosted for access by employees over Internet (www.lsg.kerala.gov.in/kpepf). The software for hosting the data on the Web was developed in open source technology.

A web based application for capturing the Provident Fund details of Municipal employees was developed and deployed. The data entry has almost been completed from the Municipalities. The application provides for capturing the

details from 1982 onwards (i.e. right from the starting of centralised PF; unlike for Panchayat employees).

5.2.5 Sevana (Civil Registration)

The government had notified the Kerala Registration of Marriages (Common) Rules, 2008 which made the registration of marriages in the local governments applicable for non-Hindus also. Application software was developed incorporating the rules. During discussion with the Registrar General for marriages, the problems in the current rules were indicated. The application software was deployed in Thiruvananthapuram Corporation on a pilot basis after the approval of the Registrar General for Marriages. The application is deployed in other locations during the year 2009-10.

Website for Kerala Civil Registration is designed for publishing the digital data of civil registration in Kerala, where by the stakeholders can make queries for printing their certificate. The demo has been made in LSGD. Waiting to get necessary government order for operationalising the site.

5.2.6 Software for handling building permits as per the Kerala Municipal Building Rules (KMBR)

Since the Government has extended the ambit of KMBR to all local governments in the state, an application for handling the process was required. A software module *Sanketham*, for handling the applications for building permit was deployed in Thiruvananthapuram Corporation on a pilot basis. The Sanketham (KMBR) application is presented before the Chief Town Planner (CTP) and suggestion obtained for improvement. Based on the suggestion the application is being revamped to a web based application. IKM is planning to deploy the application from April 2010 onwards.

5.2.7 Sugama – estimation of works

The development of the Sugama software for estimation of works and its approval was developed and deployed in local governments. It provided links to the Sulekha database. The modules for preparation of works bill and linkage with accounting module Saankhya are in progress.

5.2.8 Sachitra – assets and maps

The application software *Sachitra* developed by IKM was used in the digitisation of asset registers prepared by the local governments under a programme of KILA. The software initially deployed to capture legacy data at the data entry

centres of Kudumbashree from the asset registers prepared by local governments have been modified to make updates in the assets and was deployed on a pilot basis in Alappuzha District Panchayat, Tanalur Grama Panchayat and Thalikulam Grama Panchayat. The application for correcting the earlier asset database for adding the assets newly created is deployed in all local bodies. The updating of the asset register is planning in April 2010.

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

5.2.9 Samveditha - websites

Samveditha the official website of the local self Government department, at www.lsg.kerala.gov.in, is maintained by IKM. The site is a portal for all local governments in the state. Provision was made in the application for publishing new government orders, circulars etc and tenders of local governments. Using this facility 65 government orders and 38 circulars were published along with tenders/quotations from the local governments. Provident fund account details of the subscribers of Kerala Panchayat Employees Provident Fund (KPEPF) was also published in the website. Moreover local government wise data pertaining to 9th plan expenditure, 10th plan formulation and 10th Plan expenditure up to 2005-06 were also published in the website. This website has definitely become a reliable medium of communication for the local self government department and local governments as well as for the general public.

With the regular monitoring from LSGD and instructions to the effect that all G.O.s are to be made available from the site, the number of people using the website has increased tremendously over the last one year. New interfaces for adding and viewing the G.O.s and circulars, and tenders have been implemented, which has greatly enhanced its acceptability. This was implemented using open source technologies.

Period No. of visitors

Visitors during the period 2002 to 2008 306754

Visitors during 2009 (Jan to Dec) 693206

Visitors during 2010 (March 22) 198800

Total 1198760

Website of all corporations except Kozhikode and Kollam are maintained by Information Kerala Mission. Among Website for Kollam Corporation was

registered and started functioning. In addition to this, website for the Town Planning department of the Thiruvananthapuram Corporation was also registered and test hosted development scheme maps. Updating of all these websites are being done on the basis of information provided from the concerned Corporations.

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

In the case of Grama Panchayats, independent websites for Vellanad, Talikulam and Madikkai Grama Panchayats are available.

The website of Information Kerala Mission www.infokerala.org is also being updated.

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

The Information Technology department had requested IKM to convert the Malayalam content on the LSGD website to Unicode format, in accordance with recently adopted Malayalam computing guidelines. This is possibly the largest local language website. Conversion to Unicode entails converting the entire database into Unicode, for which the help of the GIST division of C-DAC, Pune (makers of ISM used currently) was also requested. The home page of the site had been converted into Unicode.

5.2.10   Unicode conversion

IT Mission had provided funds to IKM to convert the existing Malayalam applications into Unicode. A tool was obtained from C-DAC for the database conversion, customised for the IKM's font of C-DAC. A generic tool for converting any MSSQL database was developed by IKM. An error in conversion of the hyphen character was noticed only when a pilot of the Sevana Pensions database conversion was done and is taken up with C-DAC for rectification. The Sevana Pensions application software has been converted into Unicode (interfaces, reports, etc.). Once the tool is finalised by C-DAC, pension databases in the local governments can be converted and new software deployed.

Most of the parts of the LSGD website has also been converted into Unicode.

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5.3 QUALITY ASSURANCE

The Mission had formed a Quality Assurance team in 2005 for ensuring the process control for digitisation of very large databases such as Births, Deaths and Marriages registration, assessment registers of Property Tax, etc. The masters for various applications such as *Saankhya*, *Sevana*, *Sthapana* are strictly verified by the QA team and approved for integration with applications. Sample verification of the database of *Sanchaya* prepared for making it online in a local body is also done. Sampling plan based on MIL (MIL 105E – Normal Inspection) standards are used for inspection. The team is managed centrally at Head Quarters and works under Line of Business Expertise (LOBE) Division.

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

Another major activity taken up was the quality check of the property tax database of Kozhikode and Kollam Corporations, Ottapalam, Perinthalmanna Municipalities and Thanalur Grama Panchayat.

5.3.1 Training in QA

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

5.3.2 Product testing

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

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5.3.3 Software Engineering Practices

Though the Mission started about 8 years back, the software engineering practices could not be fully adopted in the process life cycle of the product development. This is basically because of the lack of trained persons to teach and practice the Software Engineering Process in the Mission. High rate of turnout of senior software professionals create non sustainability of all Software engineering process initiatives adopted by the Mission. Complete life cycle management of software is yet to be put in place.

5.3.4 Masters and Standardisation

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

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

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

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hospitals and other institutions, officials responsible for reporting event from the hospitals and other institutions from 1970, Hindu Marriage places etc., *Saankhya* local master collection formats have been distributed to all Grama Panchayats. Local masters of post offices pertaining to *Sevana* (Social Security Pensions) for Municipalities were finalised during the period.

5.4 DEPLOYMENT AND SUPPORT

Taking up from the good progress in setting up infrastructure during 2008-09, the period during 2009-10 had been mainly taken up with completing the deployment of applications in the initial phases.

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

New software were developed and deployed like the *Sugama* software for work estimation and software for handling building permits. Updated versions of the software such as Sakarma, Sevana (Civil Registrtion), Sevana Pensions were also deployed based on changes in business rules.

5.4.1 Janasevanakendram

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

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

The JanasevanaKendram at Thiruvananthapuram Corporation continues to work

in two shifts (08.00 am – 02.00 pm & 02.00 pm – 07.00 pm) and has emerged as a role model for the Janasevanakendrams in the state.

5.4.2 Civil registrations

The civil registration software *Sevana* has now over 990 installations across the state. Hospitals kiosks were established in 15 more local governments (11 GPs and 4 Municipalities) taking the total to 65 local governments.

The new Kerala Registration of Marriages (Common) Rules, 2008 necessitated the modification of the software to suit registration under these rules. The matter regarding additional infrastructure requirement for this application and the practical problems in the rules were taken up with the Registrar General. The application is now deployed in many locations with necessary infrastructure. The amendments in the Rules were also incorporated into the applications software.

5.4.2.1 Past data entry

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

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

5.4.2.2 Hospital Kiosks

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

Though the scheme was initially to establish Kiosk in Corporations, subsequently it was extended to Municipalities and Grama Panchayats. Hospital Kiosk was established in Perinthalmanna Municipality in July 2006 and in Thazhekkode Grama Panchayat in November 2006. The management and assets

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of Hospital Kiosks were transferred to the local bodies during 2007-08. As on 31.03.2009, 279 Hospital Kiosk were functioning in 5 Corporations 19 Municipalities and 26 Grama Panchayats, covering 57 Government and 222 Private Hospitals. During the year 2009-2010 (Up to Feb 2010) the service was extended to 4 Municipalities and 11 Grama Panchayats covering 2 Government and 25 Private Hospitals. Thus there were 306 Hospitals Kiosks functioning in 5 Corporations, 23 Municipalities and 37 Grama Panchayats covering 59 Government 274 Private Hospitals as on 28.02.2010. Now the Registrations through Hospital Kiosk touches 30,000 families every month. The total number of registration through kiosks during 2009 (January to December 2009) were 3.44 lakhs compared to 3.11 during 2008. The total coverage up to 31.12.09 were 10.59 lakhs registrations. About 56 percent of birth registrations in the state is through Hospital kiosk. In Corporations the registration of birth through kiosk is 99.00% while death registration is about 85%. In Municipalities the birth registration through kiosk is 55%. 45 persons were trained during 2009. The total persons trained up to 2009 were 830. Besides this Hospitals Kiosks are ready to commissioning at Mavelikkara and Vadakra Municipalities, and Munniyur, Adat, Ochira, Mukkam, Kazhakkutam, Faroke, Vengara, Thalakkad, Kuzhimanna, Pandikkad, Nellenad and Bharanaganam Grama Panchayats.

The service delivery improvement brought by Hospital Kiosks in respect of Civil Registration bagged it the National e-governance award (Bronze) for 2010 in the category 'Outstanding performance in citizen-centric service delivery' from Government of India.

Hospital Kiosk in state wide (as on 31.03.2010)

No	Type of Local Body	No	Govt. Hospital	Pvt. Hospital	Total
1	Corporation	5	29	105	134
2	Municipalities	24	20	92	112
3	Grama Panchayat	38	10	57	67
	Total	67	59	254	313

5.4.3 Social security Pensions

The Mission had deployed the *Sevana* (Pension) application in Urban Local Bodies and a few Grama Panchayats where the master databases were completed for deployment. During the creation of social security pension database the Mission identified extensive data gaps to clearly establish the identity of the beneficiary in terms of postal address, date of birth and certain vital information required for the eligibility of the pension. A process for resolving the data gap is to be arranged at local bodies. IKM initiated pension adalat in selected local bodies and completed the data gaps. IN

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Thiruvananthapuram Corporation, photo identity card is distributing to each pensioner. The facility for generating report in .XML format for sending the e-money order has provided in the application.

The *Sevana* Pension application was made online in all 58 urban local governments. The application software was deployed in all Grama Panchayats. The data entry of details of current pensioners was completed in 757 Grama Panchayats and made online. In the remaining locations, also the application can be made online as soon as the Panchayat completes the data entry and verification of pensioner data.

5.4.4 Accounting - Saankhya

The deployment of *Saankhya* application was extended to 50 Municipalities. In the remaining 3 locations (Pathanamthitta, Adoor, and Perumbavoor), infrastructure arrangements (space, hardware, UPS and network points to be wired) need to be completed to deploy the application.

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

The Government has requested for implementation of double entry based *Saankhya* in Kannur Municipality and conversion of the receipt module to the new KMAM in Thalassery and Alappuzha Municipalities. The double entry accrual based accounting application is functioning at kozhikode Corporation and Kannur Municipality. The receipt side of the Saankhya (KMAM) is deployed at Thiruvananthapuram, and Kollam Corporations.

Saankhya continues to be operational in 4 Grama Panchayats. The deployment of *Saankhya* in other Grama Panchayats is planned in 2010 -11 financial year subject to the approval from Government.

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

The double entry based accounting application software for Panchayats (based on the draft rules being vetted by Government for approval) is ready for pilot deployment.

5.4.5 Sanchaya – revenue systems

The Mission had developed *Sanchaya* application (initially without the business process for all streams of revenue and as part of *Saankhya* Masters). The Sanchaya application with all functionalities related to property tax (including DCB preparation) was deployed in Kozhikode, Kollam and Thiruvananthapuram Corporations. The Sanchaya application is linked to the website in Thiruvananthapuram Corporation and the data is ready for Kollam, Kozhikode Corporation, Ottappalam and Kannur municipalities. The data for thanalur Grama Panchayat is also linked to the website.

5.4.6 Sugama – estimation

Even though the Sugama software was deployed in all local governments and training was imparted to engineers and overseers, it was not made use of for the estimation of works. The engineers had much appreciated the software during trainings but was hesitant to use it.

5.4.7 HELPDESKS

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

In the case of Block Panchayats and Grama Panchayats one Technical Assistant is available per block for these support functions. They visit the locations periodically and also on-call basis. The problems that they cannot solve locally are escalated to the appropriate locations. For example, in the case of hardware related problems, the concerned hardware warranty/ AMC service provider is informed. In the case of application software related problems it is reported to the District Technical Officer and if required escalated to the State level helpdesk of IKM functioning at IKM headquarters. The helpdesk records the problem and informs them an appropriate solution. In case application bug fixes are required, or a modification in software is required, the Implementation, Line of Business Expertise and Software Development divisions are informed and an appropriate solution arrived at. The patches and updates are distributed over the helpdesk website of IKM (support.ikm.in).

The functioning of the helpdesk is greatly under strain with the deployment now reaching over 1000 locations. The upgrade of the facility at state level is an urgent requirement with more applications being deployed to all local governments. District level helpdesks may also be required, as originally

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envisaged in the project. This could be under the control of the District Technical Officer.

5.4.8 Support at the local governments

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

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

The problems related to hardware are to be reported to the relevant service provider. Most of the equipment was under warranty during the period. But the warranty of the equipment in Municipalities and Corporations have ended towards the end of this period. There had been considerable delay in the Municipalities taking AMC even though they were informed well in advance. Now it has been decided that IKM shall take AMC for the Municipalities for the critical equipment such as servers and UPS to avoid the complete disruption of services in the Janasevanakendram.

The TA assists the local government in identifying (wherever possible) and reporting the problem to the concerned call centre. As per the new procurement guidelines, penalties would be applicable for delay in problem rectification. The local governments have to maintain necessary documents to apply these penalties. Formats for this have been specified.

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

One of the major efforts in addition to ensuring infrastructure readiness had

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been in the operationalising of the *Sulekha* formulation application across all the local governments. The application software was deployed at each of the 1223 local governments and also the State Level TAG (3 regions) and all 14 District Planning Offices. The dataentry was done by data entry operators engaged by Panchayats. Wherever hardware was not ready, the data entry was done using computers hired by the Panchayats. Training for data entry operators was arranged at the district level. The deployment and support for dataentry of the over 1.9 lakh projects was handled by the nearly 200 Technical Assistants within a period of one month. This data was ported to the TAG module for appraisal and then ported to the DPO module of *Sulekha*, which was used to generate the proceedings after DPC approval.

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 handholding the staff for preparing bills and money orders from the software. The electronic money order had simplified matters to some extent. Similar is the case of *Sthapana* which is deployed in all locations. The salary bill generation continues require handholding by the technical support personnel.

The dataentry of past records is also supported in the local governments by the TA. The electronic data is sent to IKM HQ once it is verified, corrected and the quality is assured. The data is then ported to the online application and deployed in the field.

The *Soochika* application deployed in front offices was made online in about 158 Panchayats, though deployed in over 900 locations. *Sakarma* application is also being deployed.

5.5 WIDE AREA NETWORK FOR LOCAL GOVERNMENTS

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

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

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in many of the Block Panchayats. Many of the Municipalities would are also connected to the KSWAN.

BSNL had submitted and offer for establishing a broadband-VPN connectivity for all Panchayats till such time the KSWAN is extended to GPs. Government has approved it. But the State Data Centre connectivity part is pending (due to non-availability of WAN ports?) and hence the connections have not been taken in local governments to avoid idling.

5.6 TRAINING -INTERNAL

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

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

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

A few personnel had also attended external training programmes and workshops on Linux, Web, security, Malayalam computing, etc.

IT Mission is conducting a training to software development team members of IKM in open source technologies, with the help of Keltron. A similar training on database and system administration is also being organised.

5.7 INTERNAL INFRASTRUCTURE, HELPDESK AND WIDE AREA NETWORK CONNECTIVITY OF IKM

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

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

Information Kerala Mission has a small data centre. The data centre caters to all the internal data storage requirements of IKM and also acts as an interface for Internet and the State Wide Area Network connectivity. The data centre has rack mount servers and network attached storage devices for storage of

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data and running of internal applications. The application software source/version management and updates management is also done here.

A 512 MB leased line Internet connectivity is available through the National Internet Backbone of BSNL. This is being upgraded to 2 Mbps. IKM's mail server and a few websites (e.g. the GIS maps of Municipalities) are hosted from this mini data centre. Internet access is provided internally through a firewall and proxy server. Physical access to the data centre is restricted through a smart card system to a few authorised personnel.

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

A 64 kbps MPLS-VPN based line connectivity of BSNL is also available here for interconnecting the 5 Corporations. 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 servers co-located at the State E-Governance Data Centre. Internet based and Intranet based access over State Information Infrastructure is available for this.

Most of these facilities have stabilised during this period.

In the case of software related problems, any problem that cannot be rectified by the TA is escalated to the state level helpdesk. The helpdesk has personnel experienced in each of the application software. The calls reported over telephone are noted and follow up action initiated in case a software update/ patch is required. The patches and updates are distributed from IKM over the Internet through its helpdesk website. There is also provision on the website to report the problems and can be tracked using the problem ID generated. Any hardware related problems are also followed up with the respective service provider when the problems are not cleared within the specified time frame. As per the new procurement guidelines, penalties would be applicable for delay in problem rectification. The local governments have to maintain necessary documents to apply these penalties.

5.8 TRAINING

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

Training has been imparted to staff of local governments, elected representatives of local governments and also hospital staff as part of the hospital kiosk programme. The training covers computer fundamentals and

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specific application software. The training is mostly hands-on in labs with 1:1 computer trainee ratio. An on-site training is also given to the staff as part of the pilot run at the local governments during commissioning of each software.

The venue was fixed at Agricultural Co-operative Staff Training Institute, Manvila, Thiruvananthapuram; Grameena Padana Kendram, Karakulam, Thiruvananthapuram; Centre of Science & Technology for Rural Development (COSTFORD), Ayyanthole, Thrissur; KILA, Thrissur; IRTC, Mundur, Palakkad; MS Swaminathan Research Foundation Community Agro Biodiversity Centre, Puthurvayal, Wayanad; and DITS, Kannur. The Content of the training programme includes the Computer fundamentals, MS-Office, ISM, Internet, IKM Methodology and Activities, and applications that are being deployed in the first phase such as Sevana Pension and Sevana Civil Registration. The duration of the training would be 5 days for elected representatives and 7 days for staff members. The training programmes were fully residential and the total number of trainees participated in the training programme during 2009-10 was 6273.

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 is progressing in KILA. This is carried out with the involvement of the State Performance Auditor Officer.

In some cases, the training programmes had to run with low attendance since the invited participants had not attended, even after communicating acceptance. This leads to wastage of resources. Many training programmes had also to be postponed indefinitely.

Chapter 6

6. FINANCIAL SUPPORT AND APPLICATION

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

a) State Plan Fund utilized for 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.

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

So far (up to 31-03-2010), the Information Kerala Mission received a total amount of Rs. 46.936 crore of which Rs. 15.41 crore is from the Slate Plan Fund and the balance amount of Rs. 31.526 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 2009-10 comes to Rs. 47.83 crore consisting of Rs. 5.29 crore under Capital Expenditure and Rs. 42.54 crore under Revenue Expenditure.

The year-wise details of Receipt and Expenditure from Additional Central Assistance and State Plan funds as on 31^{sl} March 2010 are given hereunder:

Table -5

Fund Received from IKM CORE

(Amount in Rupees)

Period	State Plan	A.C.A		Total
		Other Receipts		
1999-2000	--	41,47,000	2,55,999	44,02,999
2000-2001	--	2,19,78,652	9,89,175	2,29,67,827
2001-2002	--	79,60,000	2,16,959	81,76,959
2002-2003	1,48,00,000	2,39,82,057		3,87,82,057
2003-2004	1,00,00,000	2,37,36,250		3,37,36,250
2004-2005	85,00,000	5,00,00,000		5,85,00,000
2005-2006	1,00,00,000	18,34,63,750		19,34,63,750
2006-2007	80,00,000	--		80,00,000
2007-2008	4,00,00,000	--		4,00,00,000
2008-2009	2,00,00,000	--		2,00,00,000
2009-2010	4,28,00,000			4,28,00,000
TOTAL	15,41,00,000	31,52,67,709	14,62,133	47,08,29,842

Table- 6

Expenditure under State Plan   (Amount in Rupees)

Sl.No	Period	Total Expenditure (Plan)
1.	2002-2003	1,48,00,000
2.	2003-2004	1,00,00,000
3.	2004-2005	85,00,000
4.	2005-2006	1,00,00,000
5.	2006-2007	80,00,000
6.	2007-2008	3,88,88,913
7	2008-2009	2,22,95,956

8	2009-2010	5,05,63,289.54
	TOTAL	16,30,48,159

Table -7

Total Expenditure under ACA

Period	Capital Expenditure	Revenue Expenditure	Total
1999-2000	10,49,788.96	66,72,121.59	77,21,910.55
2000-2001	88,07,120.00	1,77,31,516.90	2,65,38,636.90
2001-2002	6,54,430.00	1,02,42,326.00	1,08,96,756.00
2002-2003	0.00	1,45,00,000.00	1,45,00,000.00
2003-2004	1,62,90,526.00	2,31,17,269.50	3,94,07,795.50
2004-2005	1,69,25,176.00	3,86,56,804.00	5,55,81,980.00
2005-2006	11,50,253.00	5,02,26,338.00	5,13,76,591.00
2006-2007	73,01,880.00	3,40,79,516.00	4,13,81,396.00
2007-2008	6,59,735.00	3,22,45,018.00	3,29,04,753.00
2008-2009	15,50,00	3,48,74,460.00	3,50,29,460.00
TOTAL	5,29,93,908.96	26,23,45,369.99	31,53,39,278.95

Chapter 7

7. ACCOUNTS STATEMENTS

The Information Kerala Mission had received a total amount of Rs.7,72,46,995 against the following Project Categories during 2009-10.

Table- 8

Grant Received for other IKM Projects

SI. No.	Category	Amount (Rs.)
1.	Slate Plan Project	4,28,00,000
2.	Corporations	35,35,273
3.	Municipalities	27,00,603
4.	Grama Panchayats, DP & BP	1,48,08,256
5.	Other IKM Projects	1,34,02,863
	TOTAL	7,72,46,995

The expenditure under IKM projects is given below:

Table- 9

Expenditure under IKM Projects

SI. No.	Category	Expenditure (Rs.)
I.	State Plan Project	5,05,63,289.54
2.	Corporations	50,43,839.75
3.	Municipalities	1,33,07,359.00
4.	Grama Panchayats	91,50,405.45
5.	Other IKM Projects	3,77,27,297.00
	TOTAL	11,57,92,189.74

Chapter 8

8. ACKNOWLEDGEMENT

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

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