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

ANNUAL REPORT

2010-2011

Chapter 1
INTRODUCTION

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

Strategies

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

1.   Focus

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

1.1   Extension of Term of the Mission

The term of the Mission which expired on 31.03.2001 was later extended for one year from 01.4.2004 as per G.O.(MS).No. 101/2004/LSGD dated 20.03.2004. It was further extended for two years from 01.04.2005, vide G.O. (MS) No.204/05/LSGD dated 16.07.2005. The Governing Council held on 13.12.2006 resolved to approach the Government to extend the Mission's term up to 31.03.2010 and was subsequently extended for 4 years as per the GO (MS) No.303/2010/LSGD dated 20.12.2010. As per G.O (MS) No.82/2011/LSGD dated 28.03.2011 the term was again extended for one year with effect from 01.04.2011. Further extension is under the consideration of the Government.

Chapter 2
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 was appointed as a full time member of the State Planning Board as per the G.O. (MS) 48/06/Plg. Dated 11.08.2006). At the same time, 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 other Departments, Project Staff, Supporting Staff/Software Staff and Consultant/Resource Persons. The staff strength as at the end of 31st March 2011 is given below:

Staff Strength as at the end of March 2011

Sl.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	21
8	Supporting Staff/Software Staff	136
9	Technical Support	294
Total		**461**

Chapter 3
WORK COMPONENTS

3. DEPARTMENTS

The IKM has the following six Divisions:

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

The Functional Teams under each Division are indicated below:

3.1 Corporate Management

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

3.2 Implementation

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

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

3.2.1 Corporations

The activities of the Team are:

1. Monitoring of installation of computers, peripherals and application software viz. 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

3.2.2 Municipalities

The activities of the team are:

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

3.2.3 Grama Panchayats

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

S.No	Applications	Installed GPs	Online GPs
1	Sevana (Civil Registrations)	977	966
2	Sevana (Pension)	977	961
3	Sthapana	977	938
4	Sulekha	977	977
5	Samveditha	977	977
6	Sanchitha	977	977
7	Soochika	861	155
8	Sugama	977	-
9	Sachithra (Cadastral Maps)	756	756
10	Hospital Kiosks	52	52
11	Sankhya	5	5
12	Sakarma	2	1
13	Sanchaya	6	1
14	Subhadra	2	1
15	Sachithra Asset	977	-

Sulekha, Samveditha (website), Sanchitha Applications have been installed in all 977 Grama Panchayats. The Sevana (Civil Registration) application installed in all 977 Grama Panchayats are fully functional in all Grama Panchayats in Alappuzha, Thrissur, Palakkad, Malappuram, Kozhikode and Wayanad District.

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

3.2.4   District & Block Panchayats

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

Activities of the Team are:

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

3.2.5   Civil Works Wing

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

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

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

- To provide domain support to change management, testing, version management and overall improvements in shortening of the software development life cycles.

- To facilitate mechanisms for benchmarking processes for the improvement of IKM applications viz. commissioning processes and operational processes and devise strategies for the compliance of these processes during implementation stage to ensure quality, reliability and replication.

- To document Government Process Re-engineering (GPR) efforts, create appropriate documentation in the form of Circulars, Government Orders, Amendment to Acts and Rules, Notifications etc. in order to ensure completion of the GPR steps and to workout strategies for ensuring their effectiveness and proper implementation.

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

- This division also strives to provide continuous domain support for software development, quality assurance, Sevana past data entry support, Sanchaya and Sevana quality check and also continuous process involvements in Sulekha.

3.3.1 Web Management

Maintenance and updation of the website (www.lsg.kerala.gov.in) of the Local self Government Department is the responsibility of Information Kerala Mission. At present this is the only official website of the State Government with maximum contents and home page in Malayalam. All Government Orders and Circulars of the LSG Department are published in this website immediately after its official release. Details of plan implementation of local governments are also made available on line. Facility for publishing tenders, quotations of the local governments are also provided in this website.

3.4   Training Division

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

- Computer fundamentals-basic knowledge on computer, ICT, e-Governance, MS Office, ISM and Internet.

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

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

So far training was given to 29931 persons (including local body staff, elected representatives, hospital staff, Kudumbasree staff and IKM staff). This activity year training was imparted to 2337 persons.

3.5   Software Development (SWD)

The Software Development Division is established to develop the application software as per the locally felt needs. The software division takes care of the application development, releasing new versions and patches supplementing the requirements of the Government and solving issues that emanate from field level implementation. The following software were deployed in the local bodies, which are under various stages of roll out.

No.	Name of Suite	Broad Area of Coverage
1	Sevana	Civil Registration: 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) Social Welfare Pension: Handle disbursement of various social security pensions handled by Local Governments like agricultural labour pension, national old age pension, widow pension, special disability pension, pension for unmarried women above the age of fifty, etc. and social welfare schemes like unemployment wages, national maternity benefit etc.,
2	Sthapana	Handles preparation of payroll of employees of LSGs Handles 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, appraisal, approval, 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	Accrual based application for handling accounts related operations in Local Governments including preparation of cash book, ledgers, annual financial statements Saankhya (KMAM): Application based on Kerala Municipal Accounts Manual. Capability for accrual based accounting system and financial reports for municipalities and municipal corporations.

No.	Name of Suite	Broad Area of Coverage
		Saankhya (KPRAR): Application based on Kerala Panchayat Raj (Accounts) Rules. Capability for accrual based double entry accounting system for the three tier Panchayats.
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 on backend integration with Saankhya
7	Samveditha	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, buildings, 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 process of issuing the building permit and related functions based on Kerala Municipal Building Rules (KMBR) and Kerala Panchayat Building Rule (KPBR)
13	Sugama	Handles the issue of works & purchase of Local Governments. Can be 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

3.6 Technical Support & Infrastructure Management (TSIM)

The main functions are:

- Infrastructure strengthening and maintenance of both in-house, and at local governments and related institutions
- Field technical support, including application support, hand holding, system administration and maintenance

- Testing of applications and running Help Desk functions
- General IT support, in conducting trainings, workshops, etc.
- Commercial engineering support, including preparation of specifications, technical evaluation, preparation of statements, etc.

3.6.1   Help Desk & Testing:

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

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

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

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

3.6.2   Infrastructure Management (Internal)

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

3.6.3 Infrastructure Management (External)

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

3.6.4 Web Administration

Duties and responsibilities of the group are as follows:

- Development of websites and web applications
- Maintenance and modifications of websites as per requirement
- Testing and release of websites and application software
- Content creation for website, newsletter and publication materials
- Provide field support for web related queries
- User interface design for software applications and websites
- Creating themes, graphics and illustrations for websites
- Registration, renewal and management of internet domain, DNS hosting and all related matters
- Training to internal and external as an when required
- Building up and maintaining of standards in websites, application software and content
- Internal capability building
- Ensuring the registration and renewal of web-server domain names, SSL, DNS hosting and all related matters Training to internal and external as an when required
- Coordinating with external agencies such as IT Mission, NIC, CERT, and Domain / Certificate Registrars, and on linking up various applications, including its administration and security
- Acceptance of web-applications for hosting on web-server – especially with respect to security of data and server. Should also advise on adherence of web sites to the web hosting guidelines of Government websites
- Interconnecting local bodies with IKM using Voip phone network.

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

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

- Integration of cadastral maps in district level and FMBs in village level
- Creation of index maps of the local bodies
- To create accurate base maps for premises mapping programme
- To generate spatial data base for linking tax related attributes for individual parcels
- Linking of tax related attributes with the buildings for tax redelivery of spatial formation
- Develop interactive software for data retrival and analysis through user defined queries

Chapter 4
MAJOR ACTIVITIES DURING THE PERIOD

Main achievements during the period from April 2010 to March 2011 are:

- Software development and its roll out, connectivity establishments, deployment of web services, providing Grama Panchayat level hand holding etc.

- Introduced accrual based double entry accounting system (Saankhya) and Sanchaya software for revenue and license module in local governments.

- Deployment of e-payment system in urban local bodies using the Sanchaya software.

- 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.

- Support for Plan formulation, appraisal, approval, plan expenditure and monitoring of annual plan of Local Governments through Sulekha

- Sugama software 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 98% locations,. The deployment of application software for handling building permits and estimates of works has commenced on a pilot basis.

Major division-wise activities are described below:

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

The following activities are undertaken in close association with other divisions for the period under consideration.

4.1.1 Civil Registration (Sevana)

Sevana Civil Registration application is intended for registration of birth, death and marriages and issue of certificates thereon. LOBE provided domain inputs as per the revised rules or guidelines and gave necessary domain support to the software team for the development of new modules for civil registration and other transactions under the Kerala Registration of Marriages (Common) Rules, 2008.

Generated statistical data from electronic database based on the requirements from the Economics & Statistics department by incorporating official codes. Prepared instructions for the digitisation process of past records of civil registration and finalised the global and local

masters related to civil registration in unicode which corresponds to the national codes. Updated the master of the local body name on the basis of block rearrangement.

4.1.2 Plan Monitoring (Sulekha)

- Day to day updation of code list and provide guidelines on the basis of directions received from the Government from time to time. Analysis of plan data and preparation of comprehensive report of IXth, X[th] and XIth plan of all local bodies
- Providing domain inputs for restructuring Sulekha application software, additional application (viz. EMS housing schemes and road maintenance plan) installation etc as per the guideline provided by Govt.
- In association with Sulekha team prepared short fall and compensation details of LSGs 2010-11. Issued necessary queries for adding spill over projects prior to 2008-09 on the basis of Government direction and correction process was attended to in various stages of plan approval. Prepared various reports for the State Planning Board, State Resource Group, District Planning Offices, Panchayat Directorate etc.
- Prepared of answers for LA interpellation regarding decentralised planning.
- Prepared district wise plan approval status for submitting in Executive Committee and at Government level.

4.1.3 Social Welfare Pension (Sevana)

- Streamlined the processes involved in the approval, disbursement and return of money order, and refund of pension at local governments.
- Final verification of digitised database of partial details of beneficiaries at Grama Panchayats level.

4.1.4 Accrual Based Double Entry Accounting (Saankhya)

- As part of the commencement operations in the Saankhya (double entry) application, background paper ware prepared for preparation of opening balances in all the Municipalities. LOBE played a key role in drafting submitting the Kerala Panchyatii Raj (Accounts) Rules
- Customization of requirements of Saankhya application in urban local Governments and Panchayats was finalized
- Through domain inputs at all stages provided support to the Software Department in improving and adding additional features in Saankhya.
- Supported the Training Division and KILA by drafting hand books and manuals and by providing faculty.
- Supported implementation of Saankhya (Double Entry)–receipt module at Thiruvananthapuram and Kollam Municipal Corporations where the overall accounting is done through software developed by an external agency.
- Improved the financial and Management Information System (MIS) reports of Saankhya (Double entry) application software.

- Prescribed domain requirements involved in the development of Saankhya for Panchayat Raj Institutions.
- As part of commencement of operation in the Saankhya (Double Entry) application, background support was provided for the preparation of opening balances in all Municipalities.
- Actively involved in the preparation and submission of improvements in the draft Kerala Panchayat Raj Accounts Rules customization requirements of the Saankhya (Double entry) application in urban local governments and Panchayats.
- LOBE provided the necessary input, culminating in the issue of G.O. (Ms) 308/200/2010/lSGD dated 23.12.2010 presenting that Saankhya and Sulekha will be mandatory from the next financial year viz.,2011-2012 in all the urban local bodies and Panchayat.

4.1.5   Provident Fund (Sthapana)

a) **Kerala Panchayat Employees Provident Fund Computerisation**: Provided domain inputs for credit details and credit cards up to 2009-10, which was later   published in the LSGD website Furnished queries to software team for modification in the application software as per the government direction. Coordinated the refreshment training on Software application for the employees working in PF section of Panchayat Directorate.

b) **Kerala Municipal Pensionable Employees Central Provident Fund computerisation:** Provided domain inputs for draft credit particulars of each employee. The entire period (year wise) was published in the official web-site. Provident Fund Annual Statement of the employee, whose transactions was approved by the Secretaries of Urban Local bodies till 22.12.2010 (with out gaps) were also made available in LSGD web-site.

c) **Kerala Aided School Employees Provident Fund Computerisation:** As per the request of the Director of Public Instructions, prepared a proposal and estimate for development of open source software for the computerization of Kerala Aided School Employees Provident Fund.

d) **Kerala Aided Higher Secondary School (+2) Employees Provident Fund Computerisation:** Prepared a proposal and estimate for the computerization of Kerala Aided Higher Secondary School (+2) Employees Provident Fund

4.1.6   Taxes and Licence (Sanchaya)

Domain support provided for digitisation of past records in the property tax assessment registers was provided. Prepared draft guidelines for pre-processing and data entry of property tax assessment registers for approval at government level. Domain inputs for Sanchaya were provided for incorporating new method of property tax assessment on the basis of plinth area, zone, road and self assessment and development of Profession tax

module. Provided support to the development team for the development and customisation of licence module for the pilot deployment at Thiruvananthapuram Corporation. Supported preparation of a separate application form for trade and other licences from the urban local governments and Grama Panchayats.

4.1.7 File tracking (Soochika)

Standardisation and grouping of file masters for incorporating in the Application Software.

4.1.8 Kerala Building Permit (Sanketham)

Provided domain input for the development of application software and supported in customisation of the pilot programme run in Thiruvananthapuram Corporation.

4.1.9 Quality Assurance

The following quality assurance activities are carried out:

- Sevana new PDE (Civil Registration) of Grama Panchayats, Municipalities and Corporation
- Property tax assessment data at Kozhikode, Kollam and Thiruvananthapuram corporations and Attingal, Ottappalam and Perinthalmanna municipalities.
- Assessment register at Tanalur Grama Panchayat completed.
- Samoohya (Socio-economic survey) of Tanalur Grama Panchayats completed.
- Digitised service particulars of employees under Kerala Panchayat Subordinate Service Rules.
- Functionality testing of new Sevana (Civil Registration) – PDE and Common Marriage Rule Module.
- Premises mapping data at Tanalur Grama Panchayat

4.1.10 Web Design & Updation

Major Activities of web division grouped in the following headings

- GP, BP, DP websites - Content management
- Municipal websites - Content management
- Thrissur Corporation website management
- Kochi Corporation website management
- Thiruvananthapuram Corporation website management
- Maintained www.lsg.kerala.gov.in
- Special programme organised to collect 2010 Election details
- Activated www.lsgkerala.gov.in/electionupdates
- State-wide programme and training for election data collection arranged
- Collected details of 21648 ward member's details
- Created a central database of election details for department and published
- Arrange ID card printing facility to all elected members.

- Arranged training for web content management and updating using word press to all District Technical Officers.

4.2 Application Software Development

Provided domain support for updating versions of application software during this period. The changes necessitated due to changes in business rules and processes and requests for incorporation of additional features and those brought about for improving the processes and data.

4.2.1 Plan Formulation and Monitoring – Sulekha

The Sulekha plan formulation module software was modified to incorporate details for incorporating the special schemes on EMS Housing and for the road maintenance projects. In the case of road renovation projects, additional fund was allotted to Corporations, Municipalities and Block panchayats, whose road maintenance projects are approved by government as per the GO.(Rt.)No. 1906/2010/LSGD dt.09/06/2010. This feature was incorporated in sulekha. As per the GO(Rt).No.3568/2010/LSGD, dt.15/11/2010, a web based application was developed for online reporting repayment of loan availed through the EMS Housing Projects Modifications were also made in the software as and when direction are received from government from time to time

Domain support was given for accounting the simultaneous handling of the projects for the upcoming financial year 2011-12. This mode of formulation was to be incorporated by the Government to avoid delays in commencing plan projects by local governments. Base on the GO. (MS.)No.258/2010/LSGD, dt.08/11/2010Rearranged the list of the Local Self Government Institutions in all Sulekha Application Modules.

The monthly expenditure and quarterly physical achievement monitoring module was also modified and deployed which facilitates to transfer the information via the dial-up or through the KSWAN (Kerala State Wide Area Network). This data was made available over the web through the LSGD website www.sulekhaweb.lsgkerala.gov.in

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4.2.2 Accrual Based Double Entry Accounting –Saankhya

Accrual based double entry accounting application for Municipalities (Saankhya – KMAM) and for Panchayats (Saankhya –KPRAR) is capable of providing up-to-date and accurate information on the financial transactions of the local governments. A process- based application Saankhya captures incomes, expenditure, liabilities and accruals in real time. All features required for the local governments as prescribed in the Kerala Municipal Accounts Manual, in the Kerala Panchayat (Accounts) Rules and in the various Government Orders issued from time to time have been incorporated in Saankhya. Saankhya works in integration with Sanchaya, Sulekha, Sevana, Sthapana, Sanketham and all the other Application developed by Information Kerala Mission. All entries in Saankhya are made by the LGSGI staff themselves as and when the transactions occur.

Cash book, bank book, balance sheet, income & expenditure statements, appropriation control register etc are updated in real time as and when transaction takes place. Consequently the accounts of the local government are upto-date at any given point of time. Inputs from the local government employees obtained during the process of peer evaluation have been incorporated into the Saankhya to make it more user friendly.

4.2.3   Revenue Software – Sanchaya

Sanchaya-Arrear Version

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

The property tax database was verified and finalized in the Thiruvananthapuram and Kollam Corporations and integrated with Saankhya receipts for generation of DCB statements. The business rules and work flow related to revenue systems was implemented through the revenue application Sanchaya.

A Web module for querying the property tax database at local governments level was made ready. This module with online link to the FRIENDS (application software by NIC) enabling collection of taxes to the local government database.

Sanchaya – VB Version

4.2.4 Provident Fund of Panchayat and Municipal Employees - Sthapana

Information Kerala Mission has initiated computerization of the Kerala Panchayat Employees Provident Fund (KPEPF) accounts. The digitization of the past accounts details between 2001- 2008 was completed. The data was verified and approved by the staff of the PF wing of Panchayats Directorate. On verification of the data it is hosted 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 pertaining Provident Fund Data of the Municipalities was completed. The application has been provided with the facility for capturing details from 1982 onwards (i.e. right from the starting of centralized PF). Developed an online application for reconciliation of treasury with AG and treasury with Individual account was also developed. The online KPEPF module was inaugurated.

Dynamic generation of annual statements

4.2.5 Payroll – Sthapana

Developed and implemented Sthapana proceedings application, through which. proceedings of all transactions can be printed. The pay revision module with updated masters of pay scales, designation pay scale mapping, and allowance was developed. Pay fixation based on Government norms was incorporated, The module has facility to automatically fix the pay of an employee with provision for choosing a option date. When employee chooses pay revision, Pay and allowances are automatically updated. Implemented A module for calculation and payment of pay revision arrears and dearness allowance arrear was developed. The software was integrated with Saankhya.

Modified Sthapana application for generatingseparate pay bills of engineering staff in municipalities and Corporations. Provided sustained field level support to Sthapana which includes bug fixing, application modification based on valid requirements, addition of new features etc.,.

4.2.6 Civil Registration – Sevana

During this period, the application has been modified as per by taking modification of Government rule and field requirements. The following improvisation were attempted:

Web Module

- Sevana Civil Registration web site was launched
- Online Birth Certificates are permitted as a valid age proof document for School admission procedures
- State death cause details was consolidated through our website.(RCC is utilizing the data from our website using their own login)
- Module for official verification procedure was added

Official module (LB Module)

- Pet name correction is added.
- Statistical data correction is added.
- Ported data correction is added.
- Annual Reports are modified according to the new formats.
- New security features are added.
- Data Transfer web services are added to sent data from LB's to Data Centre.

Data Entry Module (LB Kiosk)

- Communication details are added.(Provision to add phone number and e-mail address)

Hospital Kiosk Module

- Web services are added to transfer data from Hospitals to LB's instead of DTS.
- Communication details are added.(Provision to add ph no and e-mail address)

4.2.7 Handling building permits as per the Kerala Municipal Building Rules (KMBR) - Sanketham

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

Office Module Menu

4.2.8 Estimation of works – Sugama

Sugama software was developed for estimation of works and its approval. The software was deployed in the local governments. It was integrated with Sulekha, Sthapana and Saankhya. Facility for bitumen rate calculation with or without container at the time of datasheet preparation was also incorporated into the software.
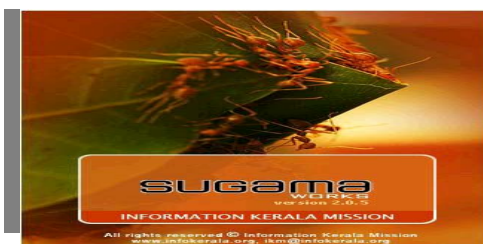
Even though the Sugama software was deployed in all the local governments and training imparted to engineers and overseers, it was not made use of for estimation of work in the local bodies.

4.2.9 Assets and maps – Sachithra

This application software was used in the digitization of asset registers of the local governments. The software was initially deployed to capture legacy data from the asset registers at the data entry centres of Kudumbasree, which was later modified to update

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asset details. The software 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 and for adding assets was created was deployed in all local bodies. The updating of the asset register is planned in April 2010.

The digital ward maps of local governments were prepared with cadastral maps as the base. The assets were linked to the spatial database through a field mapping exercise.
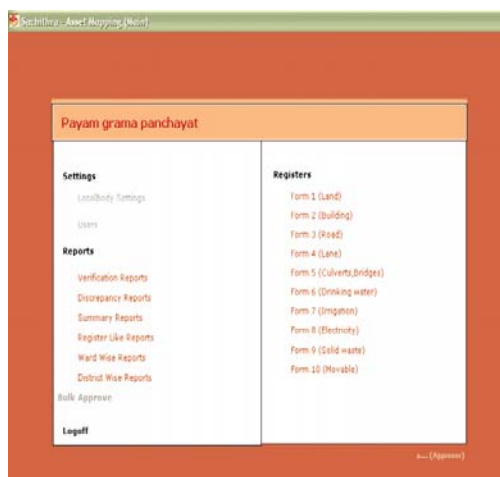
4.2.10 Websites -Samveditha

Samveditha (www.lsgkerala.gov.in), the official web portal of Local Self Government Department is maintained by IKM. The portal is the store house of government orders, circulars etc and tenders concerning the local governments. Provident fund account details of the subscribers of Kerala Panchayat Employees Provident Fund (KPEPF) are also published in the website. This website has become a reliable mode of communication between the Local Self Government Department and Local Governments as well as for the general public. The state level consolidations of available information are also uploaded to this portal. Profiles of elected members of the local bodies with their photographs are uploaded to their respective web sites.

With regular monitoring of the portal by the LSGD, number of visitors using the website has tremendously increased over the past one year. New interfaces were added for viewing the G.O.s, circulars, and tenders, which has greatly enhanced its acceptability. This development of the module was carried out under open source platform.

No. of unique visitors during the period under consideration was 10.18 Lakhs

Website of all the Corporations except Kozhikode and Kollam are developed and maintained by Information Kerala Mission. In addition to this, websites of all the Municipalities and Town and Country Planning Department is also registered and hosted. Contents of these websites are being updated on the basis of information provided from the concerned LSGIs as and when made available. Independent websites for Vellanad, Talikulam and Madikkai Grama Panchayats was launched. Website of Information Kerala Mission was redesigned

using open source technologies. The conversion is progressing in respect of website of local self government department.

In accordance with recently adopted Malayalam computing guidelines the Malayalam content on the LSGD website is being transformed to Unicode format. The home page of the portal had already been converted into Unicode.

4.2.11 File Tracking – Soochika

In the workflow based office management system the following modifications were incorporated during the period under consideration. Provision is made in the software for issuing ownership certificates, residential certificates, BPL certificates and non availability certificates. Set up the front office with touch Screen facility for citizen-centric facilities. The software (Sathwaram) addressing the grievance to the Mayor through a redressal system was deployed in the Thiruvananthapuram Corporation as a pilot. The activity of transforming the Soochika to a Unicode format has been initiated. A new facility for SMS alert for informing status of the file to the concerned has been added. A module for searching and finding out the status of files through web based services was also deployed. Initiated action for integrating the software with Saankhya, Sanchaya, Sevana and Sanketham.

4.2.12 Social Welfare Pension – Sevana (Pension)

As part of the decentralization process, major social security pension schemes which were implemented through various departments of the State Government were now transferred to the Local Governments. As part of this transfer of power, primary selection of beneficiaries and distribution of pension became the responsibility of the Local Governments. The following Social Security pensions are distributed through the Local Self Governments:

1. National Old Age Pension
2. Widow Pension
3. Pension to Unmarried Women above 50 years
4. Pension to the Physically Challenged Persons
5. Pension to the Mentally Challenged Persons
6. Agriculture Labour Pension
7. Unemployment wages

Of these, except unemployment wages, selection of beneficiaries and distribution of pension are handled through the Sevana (Social Security Pension) application. During the period under consideration, the software was updated by taking into consideration various demands from the field and requirement from Government. Facility for data base back up, handling data from multiple local bodies, steps for integrating with Saankhya etc was incorporated in the software. Constant support to the field team was provided to resolve the problems arising from the field. Verification of the databases was completed. Other

activities include monthly generation of arrears, priority based bill generation, modification of all the reports, unit testing and regression testing of online application etc.

Database audit of the 943 local bodies was undertaken and the database was merged. An interface was also provided for transfer data to central data base. In the past data entry module testing has been completed transferring the to the data centre. Testing of Sevana Pension Version 3 Build 1 (Version 2 Build 13 with Unicode), was completed. Modified reports were made available in Unicode Malayalam font '*meera*'. Pilot implementation was undertaken.
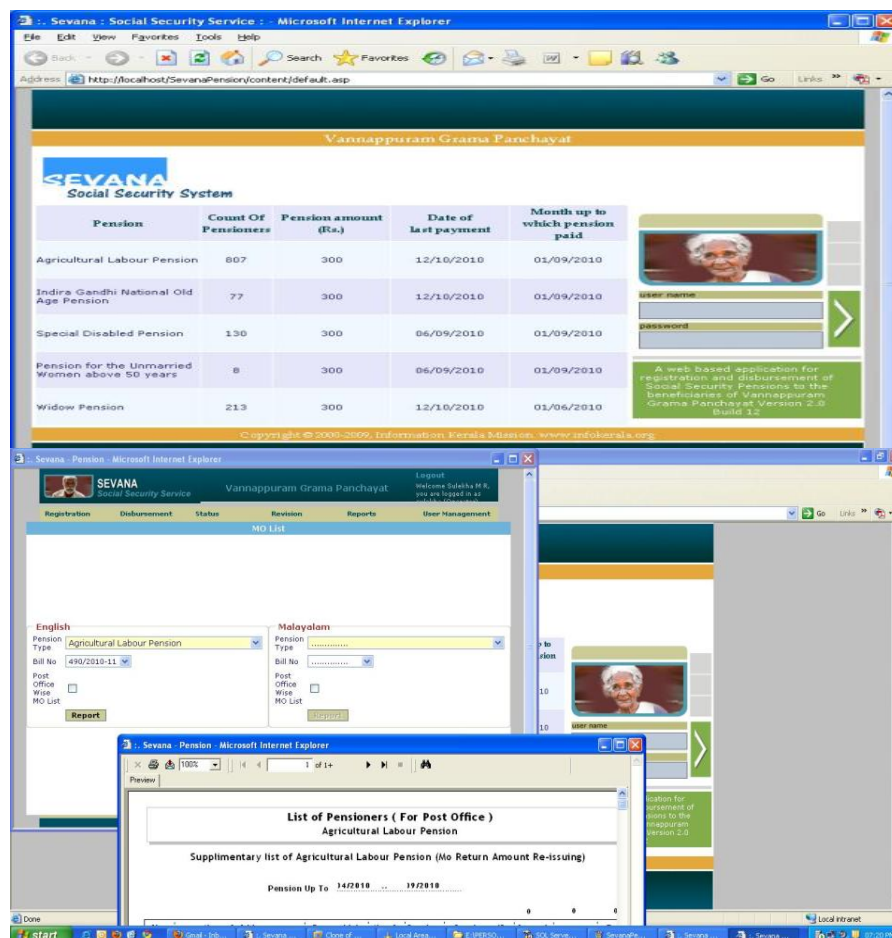
4.3 Unicode conversion

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

was also developed for converting the ISFOC to Unicode which is available at http://lsgkerala.gov.in/unicode.

4.4 Geographical Information system (GIS)

The main activities during the period include the following:

a)   Attingal/Perinthalmanna Municipality Premises mapping:-

This was implemented for building an Information System through the premises mapping. Base data creation and field data collection were completed by March 2010. The work completed during 2010-2011 is as follows

- o Map updating with the field data
- o Data entry of the Property Tax Card
- o Thematic layers preparation
- o Partial finalization of Transformer and electric post data, with the help of KSEB authorities
- o Attribute linking

In Perinthalmanna Police beat boundary was also demarcate

b) Collected the base maps of 842 (local bodies under delimitation order of 2005, from Department of Survey and Land Records. These maps were scanned and digitized in AutoCAD format. During 2010-11, these AutoCAD files were standardized with reference to the layer information and converted into database. These data are available now in shape file format, without geo referencing information.

c) Muziris Heritage Project:

IKM has been entrusted to complete the resource mapping of the Muziris Heritage area comprising of two municipalities and 7 grama panchayats -. They were Kodungallur and North Paravur Municipalities, Mathilakom, Sree Narayanapuram, Methala, Pallipuram, Eriyad, Chennamangalam and Chittattukara grama panchayats. Methala has been later included into Kodungallur Municipality.

The nature of data collected includes the following:

Details of buildings: Year of construction, usage, roof type, ownership etc. Along with this, availability of well with its exact position form the building was also recorded. Historical importance, if any, of the building was also captured.

Water resources: Basic record on the water resources like sea, lake, river, pond, stream etc including drinking water distribution system was captured.

Road network: Details on all the roads with their type, such as National Highway, State Highway, Tar road, Kutcha road, concrete road, pathway, etc were collected

Others:

Prepared a 'Spatial Information Kiosk Application' for Tanalur Grama panchayat, for their Touch Screen Kiosk. This has been prepared with the data collected through premises mapping..
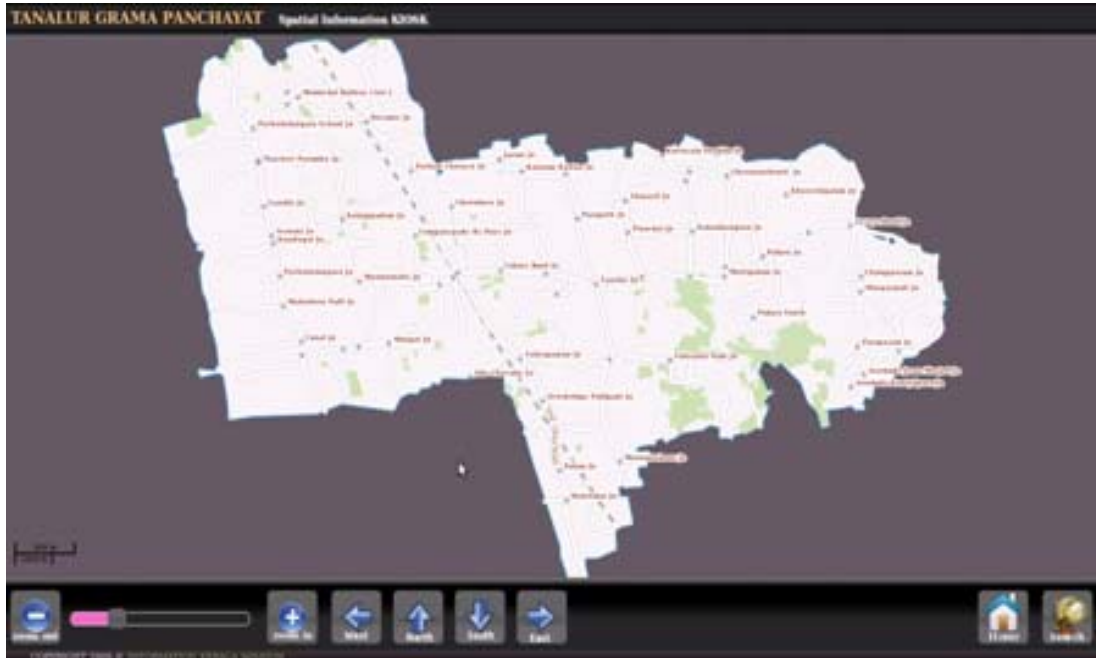
Landuse Pattern: The usage pattern of each and every survey fields was collected.

4.5 Quality Assurance

The Mission had formed a Quality Assurance team in 2005 for ensuring the process control for digitization of very large databases such as births, deaths and marriages registration, assessment registers of property tax, etc. The masters for various applications such as Saankhya, Sevana, and Sthapana were verified and approved for integration with applications. Sample verification of the database of Sanchaya prepared for making it online in a local body has also been carried out. Sampling plan based on MIL (MIL 105E – Normal Inspection) standards are used for inspection..

Sample verification of legacy birth data was carried out in all Corporations, 60 Municipalities and 997 Grama Panchayats. Quality check of the digitized property tax assessment register data at Thiruvananthapuram, Kollam and Kozhikode corporations and Attingal, Ottappalam and Perinthalmanna municipalities were completed.

4.6 Product Testing

Every product developed by the software development team is tested by the product testing group in association with the QA team. Test plans are prepared for testing the software product which is based on the business logic and the test cases. The product version is released for deployment only after the testing team has cleared the product. The same personnel are also involved in recording and answering queries that emanate for the field which are related to various software issues.

4.7 Masters and Standardisation

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

Among global masters used in applications, list of countries for Sevana (Civil Registration) application was standardized and finalized on the basis of the available list at the United Nations website. Masters for name (English & Malayalam) of all local governments in the state was finalized 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 finalized. These masters include name of revenue villages, post offices having service area within the local body, list of hospitals and other institutions, officials responsible for reporting event from the hospitals and other institutions since 1970, Hindu Marriage places etc. For *Saankhya* database local master collection formats have been distributed to all Grama Panchayats. Local masters of post offices pertaining to *Sevana* (Social Security Pensions) for Municipalities were finalized during the period.

4.8   Deployment and support

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

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

4.8.1   Janasevanakendram

Janasevanakendrams are functioning in all Corporations, Municipalities and some pilot Grama Panchayats. The Janasevanakendram is a single point public access facility for all types of services from a local government. The Mission had initiated another programme, *Sutharya* information centre in Thiruvananthapuram, Thrissur, and Kozhikkode Corporations, Kunnamkulam and Punalur Municipalities Thalikulam, and Tanalur Grama Panchayats, which strives to provide transparency in the operations and a space for public redressal in local governments. The *Sutharya* Information Centre in Kozhikode and Thrissur Corporations, and Tanalur, Kumbala and Thumbamon 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.

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.

4.8.2 Civil Registration – Sevana

The civil registration software Sevana has now over 99% installations across the state. Hospitals kiosks were established in more than 92 local governments. The application is now deployed in many locations with necessary infrastructure. The amendments in the Rules were also incorporated into the applications software as and when made. Sevana Civil Registration Application suit is for performing all operations related to registration and issue of certificates of birth, death and marriage. The Application covers registration of birth and death, registration under Hindu marriages act and registration under common marriage rules. There is a provision for doing current registrations as well as for capturing data in old manual registers from 1970 under past data entry module mode.

The application is deployed in all the LSGIs Edamalakudy, the new Grama Panchayat formed in October 2010.   As regards birth, death and Hindu marriages, the application is operational in all Urban Local bodies since 2005. The Applications was made operational in the Grama Panchayat's in a phased manner. As on 31.03.2010 it is working in 924 Grama Panchayat's**.**

During August-September 2010 a special drive was made to make registration of birth and deaths online in all registration units with the active involvement of Chief Registrar of Birth and Death. As a result of which, all local bodies (Registration Units) became online except Edamalakudy and Anchuthengu Grama Panchayat's. Thus Sevana Civil Registration birth and death is operational and working in 5 Corporations, 60 Municipalities and 966 Grama Panchayats and it is also operational in Kannur Cantonment also.

During August 2010 web version of the Sevana Civil Registration was launched that facilitated downloading of birth, death and marriage certificates from the web site (www.cr.lsgkerala.gov.in). This facility requires connectivity of the local body with that of the State Data Centre through KSWAN or VPN. Though the Government has issued permissive sanction for taking connectivity, the programme is under implementation in many of the local bodies.   Education department and Chief Registrar have approved the down loaded certificates as valid proof for birth and death. As on 31.03.2010 the birth, death and marriage details of all urban local bodies and 458 Grama Panchayat's were made available in the website.

Sevana past data entry module is for computerizing old manual registration records to electronic form. The module is used by 5 Corporations 32 Municipalities 537 Grama Panchayats for converting data to electronic form.   Once the data is ported to online data base, it can be used for issuing certificate etc electronically using Sevana Civil Registration Application. The data is also being uploaded to the Data Centre and made available to the public for downloading certificates from the site.

Sevana common marriage module is for registration under Common marriage rules 2008. Government has issued detailed guidelines for making use of Common Marriage module for registration vide GO.(RT) No. 3477/2010/LSGD dt 04.11.2010. As on 31.03.2010 common marriage is online in 4 Corporations 25 Municipalities and 246 Grama Panchayats.

Sevana Past data entry

The digitization of past data of civil registrations is completed in all local bodies and legacy data has been ported to the online application is in progressing. In all Municipalities the frame work creation and core data entry for the period from 1970 to 2005 was completed.

Hospital Kiosk

As part of the Service Delivery Project (SDP) the Government have initiated a programme for establishing Hospital Kiosks for online registration of vital events in the hospitals in 2005 a through a fast track project "Modernizing Government Programme (MGP)". As on 31.03.2011, 377 Hospital Kiosk are functioning in 5 Corporations 34 Municipalities, 1 Cantonment and 52 Grama Panchayats, covering 63 Government 314 Private Hospitals. Total number of registration through kiosks during 2010 (January to December 2010) were 3.44 lakhs. The total coverage up to 31.12.10 was nearly 14.50 lakhs registrations. About 56 percent of birth registrations in the State is through Hospital kiosk. Nearly 99.00% of the registration of birth in Corporations is carried out through kiosk, while death registration it is about 85%. In the Municipalities nearly 65% of the birth registration is done through the hospital kiosk.

Improvement in service delivery through the Hospital Kiosks in respect of Civil Registration has bagged 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 31.03.2011)

No	Type of Local Body	No	Govt. Hospital	Pvt. Hospital	Total
1	Corporation	5	29	105	134
2	Municipalities	34	23	133	156
3	Grama Panchayat	52	10	76	86
4	Cantonment	1	1	0	1
	Total	92	63	314	377

4.8.3 Social Welfare Pension - Sevana

The *Sevana* Pension application was made online in 58 urban local governments. The application software was deployed in all Grama Panchayats. The data entry of details of current pensioners was completed in 961 Grama Panchayats and made online. In the remaining locations the application can be made online as soon as the Panchayat completes the data entry and verification of the pensioner data.

4.8.4 Accrual Based Double Entry Accounting - Saankhya

The Government has directed to implement 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 is operational in 4 Grama Panchayats. The deployment of *Saankhya* in other Grama Panchayats is planned in 2011-12 financial year subject to the approval from the 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 is ready for pilot deployment. The of *Saankhya* application deployed in 53 Municipalities.

4.8.5 Revenue Software -Sanchaya

The Sanchaya application with all its functionalities related to property tax (including DCB preparation) was deployed in Kozhikode, Kollam and Thiruvananthapuram Corporations. A Proposal for implementing the e-payment facility of property tax was submitted to Government.

4.9 Help Desk

The handholding for the application software deployed by IKM is provided at the field by the Block Technical Assistants. In the case of Corporations, Municipalities and District Panchayat, a Technical Assistant is positioned 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 provide an appropriate solution. In case application bug fixes are required, or a modification in software is required, the Implementation, Line of Business Expertise and Software Development divisions are consulted and an appropriate solution arrived at. The patches 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 1209 locations. District level helpdesks has also been initiated during the period considering the number of transactions.

4.10 Support at the local governments

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

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

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

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

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

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

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

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

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

4.11 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 been extended at the block level. The local area network connecting the block Panchayat server to the KSWAN has been done in many of the Block Panchayats. Many of the Municipalities would are also connected to the KSWAN.

Broadband- VPN connectivity is established in the rest of the Local bodies by BSNL

4.11.1 Internal Infrastructure, Helpdesk & Wide Area Network Connectivity

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

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

A 512 Kbps leased line Internet connectivity is available through the National Internet Backbone of BSNL. This is being upgraded to 1 Mbps. IKM's mail server and a few websites (e.g. the GIS maps of Municipalities) and test application are hosted from this mini data centre. Those are kept in a perimeter network for keeping data secure. Internet access is provided internally through a firewall and proxy server. Physical access to the data centre is restricted through a biometric access system to a few authorised personnel.

A 2 Mbps leased line connection of BSNL is available to the State E-Governance Data Centre. A 64 kbps MPLS-VPN based line connectivity of BSNL is also available here for interconnecting the 5 Corporations. Mail server, the web server for the Local Government Portal, and web based applications (Plan Monitoring, Panchayats Employees Provident Fund, Provident Fund of Municipal employees, Property tax online database, etc.) are hosted on co-located servers at the State E-Governance Data Centre. Internet based and Intranet based access over State Information Infrastructure is available for this. Most of these facilities have stabilized during this period.

4.12 Training

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

Training has been imparted to staff of local governments, elected representatives of local governments and also hospital staff as part of the hospital kiosk programme. The training covers computer fundamentals and specific application software. The training is mostly hands-on in labs with 1:1 computer trainee ratio. An on-site training is also given to the staff as part of the pilot run at the local governments during commissioning of each Software. Local body staff and elected representatives training were organized by KILA. The extended the support of faculties.

The venue has been fixed at Grameena Padana Kendram, Karakulam, KILA, Thrissur Thiruvananthapuram, IRTC Mundur, Palakkad, MS Swaminathan Research Foundation

Community Agro Biodiversity Centre, Puthurvayal, Wayanad.

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 2010-11 was 2337.

A major training programme was that of *Sugama* – works estimation software – for the engineers and overseers of local governments. This was done in association with KILA. The training programme on double entry accrual based accounting software *Saankhya* for urban local government personnel were held in KILA to local body staff, C Bulb & ICWA trainees and municipal Technical Assistants.

4.12.1 Training –Internal

Both induction training and refresher training programmes are conducted for the Technical Assistants. . The main induction training programme had been with respect to the 500 Technical Assistants trainees. Ten days' of 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. Refresher and application software related training programmes for TAs were also held on Sevana (Civil Registration and Pension), Sulekha, Sthapana, Sanchitha).

4.13 Meetings of the Executive Committee of IKM

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

S/N	Meeting	Date of meeting
1	38th meeting of EC	19.04.2010
2	39th meeting of EC	22.05.2010
3	40th meeting of EC	24.06.2010
4	41st meeting of EC	21.07.2010
5	42nd meeting of EC	21.08.2010
6	43rd meeting of EC	18.09.2010
7	44th meeting of EC	26.10.2010
8	45th meeting of EC	27.12.2010
9	46th meeting of EC	17.01.2011
10	47th meeting of EC	26.02.2011
11	48th meeting of EC	10.03.2011

Chapter 5

FINANCIAL SUPPORT AND APPLICATION

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

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

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

So far (up to 31-03-2011), the Information Kerala Mission received a total amount of Rs. 51.58 crore of which Rs. 19.91 crore is from the Slate Plan Fund and the balance amount of Rs. 31.52 crore from the One-time Additional Central Assistance released by Government of India (Planning Commission) through the State Government. The total expenditure from 1999-2000 to 2010-11 comes to Rs. 52.68 crore consisting of Rs. 5.29 crore under Capital Expenditure and Rs. 47.39 crore under Revenue Expenditure.

The year-wise details of Receipt and Expenditure from Additional Central Assistance and State Plan funds as on 31st March 2011 are given hereunder:

Table -5
Fund Received from IKM CORE

(Amount in Rupees)

Period	State Plan	A.C.A	Other Receipts	Total
1999-2000	--	41,47,000	2,55,999	44,02,999
2000-2001	--	2,19,78,652	9,89,175	2,29,67,827
2001-2002	--	79,60,000	2,16,959	81,76,959
2002-2003	1,48,00,000	2,39,82,057		3,87,82,057
2003-2004	1,00,00,000	2,37,36,250		3,37,36,250
2004-2005	85,00,000	5,00,00,000		5,85,00,000
2005-2006	1,00,00,000	18,34,63,750		19,34,63,750
2006-2007	80,00,000	--		80,00,000
2007-2008	4,00,00,000	--		4,00,00,000
2008-2009	2,00,00,000	--		2,00,00,000
2009-2010	4,28,00,000			4,28,00,000
2010-2011	4,50,00,000			4,50,00,000
TOTAL	**19,91,00,000**	**31,52,67,709**	**14,62,133**	**51,58,29,842**

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
9	2010-2011	4,85,42,105.55
	TOTAL	**21,15,90,264.09**

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

Period	Capital Expenditure	Revenue Expenditure	Total
1999-2000	10,49,788.96	66,72,121.59	77,21,910.55
2000-2001	88,07,120.00	1,77,31,516.90	2,65,38,636.90
2001-2002	6,54,430.00	1,02,42,326.00	1,08,96,756.00
2002-2003	0.00	1,45,00,000.00	1,45,00,000.00
2003-2004	1,62,90,526.00	2,31,17,269.50	3,94,07,795.50
2004-2005	1,69,25,176.00	3,86,56,804.00	5,55,81,980.00
2005-2006	11,50,253.00	5,02,26,338.00	5,13,76,591.00
2006-2007	73,01,880.00	3,40,79,516.00	4,13,81,396.00
2007-2008	6,59,735.00	3,22,45,018.00	3,29,04,753.00
2008-2009	1,55,000	3,48,74,460.00	3,50,29,460.00
TOTAL	5,29,93,908.96	26,23,45,369.99	31,53,39,278.95

Chapter 6

ACCOUNTS STATEMENTS

The Information Kerala Mission had received a total amount of Rs.9,06,65,499/- against the following Project Categories during 2010-11.

Table- 8: Grant Received for other IKM Projects

SI. No.	Category	Amount (Rs.)
1.	State Plan Project	4,50,00,000
2.	Corporations	1,44,53,336
3.	Municipalities	26,63,393
4.	Grama Panchayats, DP & BP	1,91,65,368
5.	Other IKM Projects	93,83,402
	TOTAL	**9,06,65,499**

The expenditure under IKM projects is given below:

Table- 9: Expenditure under IKM Projects

SI. No.	Category	Expenditure (Rs.)
I.	State Plan Project	4,85,42,105.55
2.	Corporations	53,38,181.00
3.	Municipalities	61,48,680.00
4.	Grama Panchayats	62,34,110.00
5.	Other IKM Projects	89,23,171.00
	TOTAL	**7,51,86,247.55**

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