



## **INFORMATION KERALA MISSION**

*(an autonomous Institution under the Local Self Government Department, Govt. of Kerala)*

## **ACTIVITY REPORT 2019-20**

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## Chapter 1

### INTRODUCTION

Information Kerala Mission is a pioneering e-governance project set up by the Government of Kerala for implementing the computerisation activities of the Local Self Government Institutions of Kerala. As per the G.O(Rt)No.343/2012/LSGD dated 22/12/2012, on 10<sup>th</sup> February 2014, IKM was registered as an autonomous body under the Travancore - Cochin Literary, Scientific and Charitable Societies Registration Act, 1955. With registering as a Society, all e-governance programs of the Mission Group namely, developing software for efficient and responsive systems for smart governance and improving public service delivery with comprehensive citizen interface covering various activities of the Local Self Governments shall now on be carried out by the IKM Society.

#### **Objective**

1. 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.
2. Develop synergies with local ICT institutions to involve them in strengthening such e-governance initiatives.
3. 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.
4. 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.
5. To provide continued technical support to ensure network applications are up and running throughout, through district/ state level help desk.

## Chapter 2

### Application Software Development

In the domain of e-governance IKM has developed the following software applications which are under various stages of roll out.

- Online birth, death registration through the Hospital Kiosk
- Online birth/death/ marriage registration & certificate issue
- e-filing of common marriage through Akshaya, internet kiosks, personal computer etc.
- Birth, death and marriage certificates of all local bodies of Kerala for public access through web-based services
- Registration clock for online count of birth/death registration
- Accrual based double entry accounting application
- Formulation, expenditure tracking, monitoring of annual plans
- Workflow application handling file tracking over web, eSMS integration, grievance handling
- Disbursement of social welfare pensions with eMo integration and Direct Beneficiary Transfer using CPSMS platform of Govt. of India
- Capture details tax payee, demand and e-payment of property tax based on demand note through payment gateway through debit card/credit card and internet banking
- Linkages for property tax payment through FRIENDS, SPARSH, Akshaya and India Post
- Online processing and issuing building permit
- PF legacy details of Municipal and Panchayath employees with provision for credit card, PF statements and report
- Preparation of agenda notes and minutes of meetings
- Web site of Local Self Government
- Website for the 1200 local bodies of Kerala
- Cadastral information based maps and asset Register
- Preparation of payroll of employees and establishment
- Personnel database linked to service book including leave particulars, service matters, disciplinary issues, promotion etc.
- Asset management system
- Encyclopaedia of Acts, Rules, Court Orders, G.O's
- Deployed "Surekha" the web platform for citizen for the services such as downloading birth, death, marriage certificates, e-filing facility to submit application for the registration of marriage, e-payment.
- Deployed "Samanwaya" a software reporting the study tools and services for LSGIs applications.
- A web based software using Free and Open Source technology to manage attendance and exam details of students of schools. The key facility in this

software is to send SMS to parents about their student's activities. There is provision to send instant SMS to PTA members and parents of the absentees.

### **m-Governance**

- Facility for sending SMS on registering the birth/death/marriage
- Facility for sending the SMS on payment of property tax through e-payment gateway
- Facility for reminding the parents of the immunization schedule of the new born.
- Status of file information to the public through SMS
- SMS facility for user registration, site verification, application rejection and demand in permit fee.
- "Samagra" which facilitate e-governance services offered by LSGs through mobile.

### **2.1 DECENTRALISED PLANNING (SULEKHA)**

Sulekha is the developmental information systems for the local government plan projects addressing the felt needs of the local community identified through a grassroots level appraisal strategy. Monitoring of developmental projects with focus on Gender budgeting, slum development, urban planning, environmental appraisal, projects included in the anti poverty sub-plan and those having an impact on children and the aged are given special attention. The plan monitoring system is a comprehensive e-governance initiative for effective real time formulation, approval and expenditure tracking process of the Five Year Plan projects of Local Self Government Institutions. The planning and accounting software were integrated for online expenditure tracking.

### **2.2 CIVIL REGISTRATION (SEVANA)**

The Civil Registration System handles essential statutory documents relating to citizenship, age, name, parental details, place of birth, financial rights etc. Kerala State has achieved a unique status in birth registration with 92% of the births and 90% of the deaths being registered. Kerala has the largest emigrant population of 1.4 million with current annual migration of nearly one hundred thousand. Birth and Marriage certificates are invariably required by them. Every year 0.5 million children get enrolled in schools. All of them require birth certificates. Number of death registrations come to nearly 0.2 million every year. Thus on an average 25 persons out of 1000 require these services every year. For the same reason civil registration has emerged as a priority area for computerisation by LSGs. Birth, Death and Marriage registration using Sevana is one of the main services provided through '[Janasevanakendrams](#)' and '[Hospital Kiosks](#)'.

### **2.3 SOCIAL WELFARE PENSIONS (SEVANA PENSION)**

Sevana Social Welfare Pension is the application software deployed in the local governments within the Kerala state with the intention of providing efficient and transparent mechanism in the social security services executed through them. Currently this application covers seven schemes with more than 16 lakhs beneficiaries, who are belonging to the weaker sections in the society. Implementation of this application has

resulted in the total improvement in the efficiency and service delivery of local governments in this sphere.

- The Government of Kerala introduced social security schemes in order to give comfort to very poor family members
- Sevana Pension online application is a web based application developed and supported by Information Kerala Mission for Distribution of social security pensions to beneficiaries of kerala
- Currently six types of social security pensions are being distributed through local bodies (Grama panchayats, Municipalities and Corporations) through Sevana Pension application

## **2.4 ACCRUAL BASED DOUBLE ENTRY ACCOUNTING (SAANKHYA)**

With the devolution of substantial resources to the local governments an average local government which was handling half a million Indian Rupees has started handling nearly ten fold of the amount. Most of the local governments are facing shortage of manpower in handling day to day operations resulting in substantial delays in closing of annual accounts.

## **2.5 FILE TRACKING/ GRIEVANCE REDRESSAL (SOOCHIKA)**

Workflow application handling file track, grievance handling and providing up to date information on status of public service transactions and back end operations

Facilities faster, accountable and traceable decision making...

- Inward entry tracking, reports
- Outward entry, reports and stamp accounts
- Attendance logging, reports
- Category wise filing and reports like personal register, pending files
- Job assignment and tracking
- Integration with Sthapana, Sanchaya, Sakarma, Sevana, Sulekha, Saankhya and Sugama
- Linkages with annual monthly calendar of activities and periodic reports
- Personal schedules, alarms
- Provision for public tracking of services and representations on the web

## **2.6 REVENUE AND LICENCE SYSTEM (SANCHAYA)**

The Revenue and Licence System Sanchaya” is an application software suite developed for the computerisation of Revenue System in local governments. This application handles property tax, profession tax, rent on Land and building and licenses such as Dangerous and Offensive (D&O), Prevention of food Adulteration (PFA) and Advertisement tax etc. Utility payment services like Hall booking, ambulance, vehicles, crematorium, payment on water bill etc, can also be done through this software.

## **2.7 STHAPANA (PF ACCOUNTING AND PAY ROLL)**

The software is Preparation of payroll and provident Fund accounting of the employees of both Panchayats and Municipalities.

- Personnel database linked to service book including leave particulars, service matters, disciplinary issues, promotions etc.
- Payroll with all deductions and allowances, leave account reports
- Linkages with P F accounts at Directorates

## **2.7 | DECISION SUPPORT FOR MEETINGS – SAKARMA**

The responsibilities of local government councils and grass root level fora have substantially increased in areas of decision making and the need for keeping clear and complete records of the decisions have become more and more significant. The application Sakarma is a decision support system creation tool relying on recording agenda notes for meetings, as well as minutes, mapped to a series of keywords based on which precedences and best practices in decision making could be identified and shared across local governments.

## **2.8 BUILDING PERMIT (SANKETHAM)**

Sanketham Software for granting building permits by local governments in a transparent and standardised manner strictly following the Kerala Municipal Building Rules (KMBR). Delivers innovative and value-added solutions to the public/client, through the use of technology.

## **2.9 SCHOOL MANAGEMENT SYSTEM (SAHAAYA SMS)**

A web based software using Free and Open Source technology to manage attendance and exam details of students of schools. The key facility in this software is to send SMS to parents about their student's activities.

## **2.10 ASSET MANAGEMENT (SACHITHRA)**

Sachithra Asset is an Application for monitoring assets of the local bodies. As per the Government an order required modifications were made in the software application for updating asset databases of all the local governments. During the period under consideration, the following activities were carried out:

## **2.11 SUBHADRA – APPLICATION FOR BUDGET CALCULATION.**

- Budget Application forms design and coding
- Data Entry Forms testing and error correction
- Modifications after presentation
- Reports Generation
- User Creation and Approval Process

- Master Updations, Demo version hosting
- Final testing and Updations

## **2.12 SPATIAL DATABASE- PREMISES MAPPING (SACHITHRA MAP SUITE):**

The ward maps compiled by Department of Survey and Land Records are overlaid into satellite map to delineate accurate boundaries based on the delimitation orders of 2015 for all districts. Entire map has been redrawn using satellite image as background. Standardized local body boundary supplied by Kerala State Landuse Board is taken as the base for this purpose. The final data need to be verified by the concerned authorities for implementation. This will help the state to take decisions to be made with reference to the district/ local body/electoral wards etc

## **2.13 E-TICKETING**

LSGD in Kerala is a unique concept where the delegation of power goes on to the local body at the grass root level. Each local body takes care of providing amenities and tax collection in their respective areas. This includes the cinema theatres that do business of entertaining citizens and pays tax to the local body. The tax is collected in advance based on the project numbers by the respective theatres.

The current system not able to collecting the actual entertainment tax from theaters due to different reasons such as lack of proper theater inspection from Local Bodies, false declaration of ticket numbers by some theaters , misappropriation of tax collection etc. The introducing new e-ticketing system will be designed to enhance the effectiveness and efficiency of the cinema ticketing process and Entertainment Tax, Cess collection smoothly and transparently for all stakeholders.

## **2.14 ILGMS (Integrated Local Governance Management system)**

Integrated Local Governance Management System (ILGMS) is a vision for typical governance management with a suite of satellite software applications integrated to a stem software application (workflow platform.)

The ILGMS Software consist of

1. Work Flow (Stem module)
2. Civil Registrations
3. Finance & Accounting
4. Social Security Pension and Schemes
5. Decentralised Plans
6. License and Permissions
7. Human Resource
8. Meeting management
9. Building permit



## 10.Assets

The first phase includes Work flow, Civil Registration and Finance modules.The Successful piloting of the first phase of the application software was started in Chemaruthy Grama Panchayat on May 20th 2020 and completed on August 24th 2020.The first phase of the application software is currently getting deployed across 150 LBS as part of the 100 days program of the Honourable CM.

### **2.15 LIFE Project**

Project aims to transfer funds to beneficiaries' part of life mission initiative. Beneficiary approval, completion marking, fund disbursement is part of this project

### **2.16 Rebuild Kerala Project**

Survey of flood impacted people through mobile app and disbursement of fund to them through direct benefit transfer.

### **2.17 ULB Transfer Project**

To enable the hassle free transfer of LB staff in the Urban Local bodies.

### **2.18 Audit Application for LSGs**

Digitize the audit proforma for the local bodies

## Chapter 3

### **Major Accomplishment during the 2019-2020**

The following Features are incorporated in the Existing application deployed in local Bodies.

#### **Sevana Pension**

- Module for social security pension Survey using Tab.

#### **Integrations**

- UID Authentication (Iris authentication using tab - (ekyc))
- Motor Vehicle Department
- Civil Supplies Department
- Dashboard for monitoring Survey Progress (State level, District Level, Local body level)
- e-mustering Service for Life certificate .
- Manual mustering facility included in application for life certificate.
- Welfare fund Board DBT Module.
- Recoupment module for pension refund.

#### **Sanchaya**

- Roll out of Property Tax module at Urban Local bodies - 38 local bodies working Online. 34 Municipalities and 4 Corporations
- D&O Licence Urban Module – 60 local bodies working Online. 56 Municipalities and 4 Corporations
- Integration with Friends - Web service provided for Property tax integration with Friends
- Profession Tax – Arrear Demand Generation and Collection Posting facility provided

#### **Sthapana**

- Error correction module (For rectifying common requirements and incorrect transaction)
- correction of prior period for reducing tickets)
- NPS processing of deputation employees.
- NPS processing of arrears such as DA arrear, Increment Arrear, Grade arrear etc

- Pen number inclusion in all deduction and chalan reports.
- Modifications in Sthapana web for processing NPS of LB merge cases.
- Category wise NPS processing option in Sthapana web.
- Health insurance data entry for Panchayat employees, DDP, ADP and directorate.
- Data sharing with PRISM for sharing details of employees in Sthapana.
- Processing Pension of employees online through Sthapana Web – Ongoing.
- Option for promotion of part time employees to full time.
- Duplicate id deletion and deactivation option in Sthapana web.

### **Saankhya Double Entry Accounting System**

- Various reports given to finance department
- Integration of Saankhya with Sanchaya Profession tax Employees.
- Various Report done such as card transactions, GST collection and Rent collection
- Given Option to collect advance amount in Rent.
- Saankhya -Soochika Integration modified for Service delivery date
- New Account heads like flood cess, Donation to flood etc. are given.

### **Sulekha**

- Sulekha application modifications as per Govt. orders and SRG decisions
- Plan Dashboard updation
- Economic Review, AG Reports and other reports to Departments
- Awards on Ardram, Best Panchayat etc.

### **Sahaaya SMS**

- The System extended to 861 Schools in the year 2019-20
- Students Exam Details Entry Updated
- Facility for Progress Report Generation for students

### **Sanketham**

- Update for technology migration with Airports Authority of India [NOCAS]  
(<http://api.lsgkerala.gov.in/Sanketham/AAIWebservice/Service.aspx>)

- Kerala State Fire and Rescue Department [NOC portal] integrated with Sanketham (<https://api.lsgkerala.gov.in/Sanketham/FireNOC/service.aspx>)
- DashBoard for Sanketham Project
- (<http://buildingpermit.lsgkerala.gov.in/dashboard/pdashboard.aspx>)
- Urban dash board for monthly monitoring updated by urban localbody
- (<http://buildingpermit.lsgkerala.gov.in/monthlyreporting>)
- Update Kerala Building Rules 2019 in Sanketham (<https://buildingpermit.lsgkerala.gov.in>)
- Integration with SSDG for online citizen service from Sanketham
- (<http://api.lsgkerala.gov.in/sanketham/ssdg/service.aspx>)
- Sanketham Integration with ILGMS receipt module update in test server
- (<https://demo.lsgkerala.gov.in/sanketham/ERPWS/service.aspx>)

#### **Status of Sanketham implementation in Local bodies**

- Permit 219455 out of 664350
- Corporation 0 out of 6 (IBPMS and Suvega Sanketham disabled)
- Municipality 83 out of 87
- \*(Alappuzha, Palakkad, Guruvayur in thrissur district, Erattupetta in kottayam district)
- Municipality 941 out of 940 \*(Edamalakuzhi in idukki district)

## Chapter 4

### Human resources

As per GO(Rt) No. 176/2017/LSGD dated 31.08.2017 Government had issued orders for sanctioning restructuring of IKM and implementation of Pay revision. On the basis of the direction contained in the Government order restructuring has been implemented vide order no.695/Ed/2019/IKM dated 22.10.2019.

Employees of the information Kerala Mission consist of Staffs on deputation from Government Secretariat and Directorate of Panchayat, IKM staffs and contract Staffs. The staff strength as on March 2020 given below:-

Designation	Mode of Appointment	Strength
Executive Director	Additional Charge	1
Controller of Administration	Deputation	1
Deputy Director (Technical)	Contract	1
<b>Total</b>		<b>3</b>

Division	Sub Division	Mode of Appointment	Strength
<b>Research &amp; Development</b>	Deputy Director (R&D)	Deputation/ Direct Recruitment/ career progression	<b>Vacant</b>
	Research	IKM Staffs	3
	Software & Development	IKM Staffs	29
	Testing & Quality Control	IKM Staffs	19
	GIS & remote sensing	IKM Staffs	4
<b>Total</b>			<b>55</b>

Division	Sub Division	Mode of Appointment	Strength
<b>Operation &amp; Maintenance</b>	Deputy Director (O&M)	Deputation/ Direct Recruitment/ career progression	<b>Vacant</b>
	IT & Web management	IKM Staffs	3
	Technical Management & Facility Management	IKM Staffs	252
	Capacity Building (Training)	IKM Staffs	7
	Help Desk	IKM Staffs	4
<b>Total</b>			<b>266</b>

Division	Sub Division	Mode of Appointment	Strength
<b>Human Resources (HR)</b>	<b>Establishment</b>		
	Administrative Officer	Deputation	1
	Establishment	IKM Staffs	14
	<b>Finance</b>		
	Finance Officer	Deputation	1
	Finance	IKM Staffs	8
	<b>Plan &amp; Procurement</b>		
	Purchase Officer	Deputation	1
	Plan & Procurement	IKM Staffs	3
<b>Total</b>			<b>28</b>

Sl.No	Mode of Appointment	Strength
1	Domain Expert ( On deputation from Panchayat Dept)	3
2	Domain Expert ( On deputation from Panchayat Dept)	1
3	Contract Staff For ILGMS and other Projects	6
4	Interns	3
<b>Total</b>		<b>13</b>

The above list of Staffs include the core staff of IKM stationed at Headquarters, the staff deployed in Block Panchayats, Municipal Corporations, Municipalities, District Panchayats, District Planning Committee Offices and Deputation staffs for providing local level and hand holding support.

In the context of transforming IKM applications in to an enterprise suite adopting open source technology and to transform IKM to a competent software development wing of Government, it was decided to recruit professionals from open market. This was placed in the 12th Executive Committee held on 26th August 2017 and as per the minutes of the 12th Executive Committee, 19 positions via, Enterprise Architect, Technical Architect, Sr. Database Experts, Junior Database Experts, Senior Developer, Quality Manager, Business Analyst and Developer (Help Desk) were advertised in all the important dailies and websites. The details of recruitment and the selected candidates for different positions listed as follows:-

Sl.No.	Post	Remarks
1	Enterprise Architect	Vacant - Suitable Candidates not identified
2	Technical Architect	Sri Ashok Vishnu Namboodiri has been selected as Technical Architect. He has joined IKM on 01.01.2018 and relieved on 31.12.2019
3	Sr. Database Experts	Vacant - Suitable Candidates not identified
4	Jr. Database Experts	Vacant - Suitable Candidates not identified
5	Senior Developer	Sri. Rajeesh V R joined on 25.10.2017 and continuing on contract basis. Smt. Regitha G S joined on 22.01.2018 and continuing on contract basis. 2 vacancy re-notified – suitable candidates not identified.
6	Quality Manager	Sri Abhilash S A and joined on 27.02.2018 and relieved on 30.11.2019
7	Business Analyst	Deepthy B joined on 6.11.2017 and relieved on 29.06.2019
8	Developer (Help Desk)	1. Sreedhanya R.G joined on 17.11.2017 and continuing on contract basis. 2. Joy R L joined on 30.11.2017 and continuing on contract basis. 3. Vishnu A R joined on 14.02.2018 and continuing on contract basis.
9	User Interface Developer	Dipin Joy joined on 26.11.2018 and continuing on contract basis.

**The following Executives joined the Organization:**

## **Human Resources**

### **Establishment Section:-**

1. Sri. M P Ajithkumar, Additional Director of Panchayat posted as Group Director and later renamed as Controller of Administration and relieved on 30.12.2019 FN.
2. Smt. Josnamol S, Joint Director to Panchayat posted as Controller of Administration on deputation basis and Joined duty on 30.12.2019AN and relieved on 15.06.2020.
3. Smt. Leena Litty. D, Joint Secretary to Government joined as Team Leader(Administration) on deputation basis and Joined duty on 08.10.2018 and relieved on 21.07.2019.
4. Sri. Muhammed Anzari, Joint Secretary to Government is posted as Team Leader (Administration) on deputation basis and Joined duty on 22.07.2019 and relieved on 31.12.2019.
5. Sri. M Sainullabdeen, Under Secretary to Government is posted as Administrative Officer on deputation basis and Joined duty on 16.09.2019 and continuing.

### **Finance Section**

1. Sri. Ajikumar K J, Under Secretary to Government joined as Team Leader Accounts on deputation basis and Joined duty on 16.05.2018 and relieved on 15.05.2019.
2. Smt. Sumi Austin, Deputy Secretary to Government is posted as Finance officer (Accounts) on deputation basis and Joined duty on 01.07.2019 and relieved on 30.3.2020.

### **Plan & Procurement**

1. Smt. Rajila Beevi S, Under Secretary to Government is posted as Team Leader, Planning, Purchase and Works and Joined duty on 07.05.2018 and relieved on 06/05/2019.
2. Sri. Shanavas Khan E, Under Secretary to Government is posted as Team Leader, Planning, Purchase and Works) on deputation basis and Joined duty on 27.06.2019 and continuing.

## **Meetings of the Executive Committee**

Executive Committee Meeting of the IKM was held on 12.06.2020 during the financial year.

Sl.No.	Meeting	Date of Meeting
1	20 <sup>th</sup> EC after formation of Society	12.06.2020



## Chapter 5

### Implementation Status (Software and Hardware)

#### Connectivity status of Local Bodies as on 01.04.2019 to 31.03.2020

	KSWAN	LSGWAN	BBNL	Total	%	Total no. of LBs	Remaining
	210	861	907	1978	100.00	1200	0

#### Application status of ULBs as on 31.03.2020

SI No	Software Application	ULBs	Deployed	Functional	Coverage
1	Sulekha-Plan Monitoring System	93	93	93	100.00
2	Sevana-Civil Registration System	93	93	93	100.00
3	Sevana-Social Welfare Pension	93	93	93	100.00
4	Sevana-Common Marriage	93	93	93	100.00
5	Saankhya-Accrual Based Double Entry Accounting	93	93	93	100.00
6	Sthapana-Establishment	93	93	93	100.00
7	Soochika-File Tracking System	93	93	93	100.00
8	Sachithra-Asset Management	93	93	93	100.00
9	Sachithra-Map Suite	93	93	93	100.00
10	Sugama-Cost Estimation Tool				
11	Sanchaya-Web	93	93	93	100.00
12	Sanchaya-e Payment	93	Web service	45	48.38
13	Common Marriage-e filing	93	93	93	100.00
14	Sevana-Hospital Kiosk	93	74	74	79.56
15	Sanchitha-Act and Rule	93	93	93	100.00
16	Samveditha-LSGD Portal	93	93	93	100.00
17	Sanketham-Building permits	93	Online Application	85	91.39
18	Sanchaya D&O Licence	93	Online Application	38	40.86
19	Sahaaya School Management System	93	09	09	

**Status of Hospital Kiosk for online Birth/Death registration as on 31.03.2020**

Local Body Type	Online	Govt	Private	Total
Corporations	6	34	109	143
Municipalities + Kannur Cantonment	68	55	213	268
Grama Panchayat	107	15	143	158
<b>TOTAL</b>	<b>181</b>	<b>104</b>	<b>465</b>	<b>569</b>

**Application status of all LSGIs as on 31.03.2020**

SI No	Software Application	LSGIs	Deployed	Functional	Coverage
1	Sulekha-Plan Monitoring System	1200	1200	1200	100.00
2	Sevana-Civil Registration LB Module	1034	1034	1033	99.92
3	Sevana Pension Web Transfer	1034	1034	1034	100.00
4	Common Marriage-e filing	1034	1033	1032	99.80
5	Saankhya-Accrual Based Double Entry Accounting	1200	1200	1200	100.00
6	Sthapana-Establishment	1200	1055	1051	87.58
7	Soochika-File Tracking System	1200	1060	1060	88.33
8	Sachithra-Asset Management	1200	1198	1198	99.83
9	Sachithra – Map Suite	1200	1200	1200	100.00
10	Sugama-Cost Estimation Tool				
11	Sanchaya-Web	1034	1033	1033	99.92
12	Sanchaya-e Payment	1034	981	981	81.75
13	Sevana-Common Marriage	1034	1034	1034	100.00
14	Sevana-Hospital Kiosk	1034	193	181	17.35
15	Sanchitha-Act and Rule	1200	1200	1200	100.00
16	Samveditha-LSGD Portal	1200	1200	1200	100.00
17	Sanketham-Building permits	1200	Online Application	794	66.17
18	Sanchaya D&O Licence	1034	Online Application	38	03.67
19	Sahaaya School Management System	1200	16	16	01.33
20	Sakarma	1200	1133	977	81.42
21	Sanchaya Saankhya Integration	1034	993	919	76.58
22	Sevana Pension Web Transfer	1034	1034	1034	100.00
23	Sevana Web Transfer	1034	1034	1034	100.00
24	Soochika Back End	1200	521	435	36.25