



# e-Governance Projects in the State of Kerala



KERALA STATE IT MISSION



**1** Status of e-Delivery Services ➤

**2** Status of the NeGP Components ➤

**3** Plan of Action for next 3 years ➤

**4** Challenges ➤



## Current Status of e-services of major projects

Sl No:	Project	Departments	No. of G2C Services	Status
1	<u>e-District</u>	Revenue Department Food & Supplies department Agriculture Department Home Department-police & passport Local Self Government Department .etc	45 Services	Pilot shall be completed by end of October 2010
2	<u>e-governance Project under IKM</u>	Local Self Government Department - Panchayats	9 Services	Roll out Completed
3	<u>JnNRUM Project</u>	Local Self Government Department- Corporations	18 Services	Tendering in progress
4	<u>FAST Project</u>	Transport Department	11 Services	Roll out Completed



## Current Status of e-services of major projects

Sl No:	Project	Departments	No. of G2C Services	Status
5	<a href="#"><u>Treasury Information System</u></a>	Treasuries Department	3 Services	Roll out Completed
6	<a href="#"><u>KVATIS</u></a>	Commercial Taxes Department	5 Services	Roll out Completed
7	<a href="#"><u>Tetra PDS</u></a>	Food & Supplies department	4 Services	Roll out Completed
8	<a href="#"><u>State Services Delivery Gateway</u></a>	13 Departments	57 Services	Tender to be released

# Status of the NeGP Components (1/4)

SL	NeGP Component	NeGP initiative	Current status	Status Notes
1.	Capacity Building Scheme	Kerala E-governance Roadmap (EGRM)	Completed	Completed on 5 <sup>th</sup> December 2005.
2.	Capacity Building Scheme	Kerala Capacity Building Roadmap (CBRM)	Completed	Completed on 5 <sup>th</sup> December 2005.
3.	Capacity Building Scheme	Formation of State e-Governance Mission Team (SEMT)	Completed	A 7 Member team of consultants has been appointed from M/s Wipro for filling the SEMT from August 2009.
4.	Capacity Building Scheme	Formation of Project e-Governance Mission Teams (PEMT)	In progress	The State Nodal Agency has initiated the process for PEMT formation under NeGP in the State.
5.	Core ICT Infrastructure	State Data Center (SDC)	Work order issued	A State funded SDC is operational in Kerala since 2005. Work order has been issued to M/s Sify for implementing another SDC under NeGP funding.

# Status of the NeGP Components (2/4)

SL	NeGP Component	NeGP initiative	Current status	Status Notes
6.	Core ICT Infrastructure	Kerala State Wide Area Network (KSWAN)	Operational	KSWAN implementation is complete in Kerala with integration complete across 3 NOCs, 14 District HQs and 152 Block offices.
7.	Core ICT Infrastructure	Community Service Centres (CSC)	Operational	2,200 Akshaya kendras, which has been given CSC status, are operational across the State.
8.	Core ICT Infrastructure	State Service Delivery Gateway (SSDG)	RFP preparation	M/s Ernst & Young is currently preparing the RFP for implementation.
9.	Mission Mode Project	e-District MMP	Implementation in progress	e-District implementation is progressing in the 2 pilot districts of Palakkad and Kannur.
10.	Mission Mode Project	e-Procurement MMP	Bid process	Though no funds have been provided directly from GOI under NeGP, technical assistance from GOI through NiSG was provided to the State in selecting vendors for implementation.

# Status of the NeGP Components (3/4)

SL	NeGP Component	NeGP Initiative	Current status	Status Notes
11.	Mission Mode Project	Agriculture	DPR submitted	The State is already implementing e-governance initiatives in Agriculture through its own funds and such initiatives as e-krishi, AGRISNET and Karshaka Information Systems Services And Networking (KISSAN) are under implementation.
12.	Mission Mode Project	Land Records	DPR submitted	A State initiative with envisaged support from GoI called 'Bhoomi Keralam' has been taken up by the Government for resurveying and computerization of Land records.
13.	Mission Mode Project	Transport	DPR submitted	An NIC developed application called SMART MOVE is being used across the State by the Motor Vehicle Department.
14.	Mission Mode Project	Treasuries	DPR submitted	An application called Treasury Information System (TIS) is operational in 205 treasuries across the State. A central repository for treasury transactions called Treasury Information Management (TRIM) has also been implemented.
15.	Mission Mode Project	Commercial Taxes	DPR submitted	An application called KVATIS is being used for automating departmental functions such as e-filing across various offices integrated through the KSWAN.



SL	NeGP Component	NeGP initiative	Current status	Status Notes
16.	Mission Mode Project	Gram Panchayats	DPR submitted	A separate entity under the Local Self Government department called Information Kerala Mission is handling automation of LSG bodies.
17.	Mission Mode Project	Municipalities	DPR submitted	A separate entity under the Local Self Government department called Information Kerala Mission is handling automation of LSG bodies.
18.	Mission Mode Project	Registration	DPR submitted	A software named 'Package for Effective Administration of Registration Laws' (PEARL) is used by the Registration department for tracking property registrations.
19.	Mission Mode Project	Police	DPR submitted	An application called Computer Aided Police Services (CAPS) has been implemented by the Kerala Police department.
20.	Mission Mode Project	Employment Exchange	DPR submitted	'Thozhil' is developed as a part of the total computerization of Employment Exchanges of Kerala, which covers the registration process as well as the selection process in the Employment Exchanges.



# Plan of action for the next 3 years (1/6)

SI No.	Service	Status	Plan of action		
			Year 1	Year 2	Year 3
1	New SDC	Implementation Partner selected. Implementation under progress	Implementation of new SDC	Departmental prioritization & application hosting and procurement of additional space as per requirement	Hosting of all applications & integration with SSDG
2	KSWAN	The vertical connectivity till Block PoP is almost over. A few of the departments are horizontally connected	All PoPs till block level to be functional and 30 % of the Departmental offices to be horizontally connected	Procurement of bandwidth & 60 % of the Departmental offices to be horizontally connected	Procurement of bandwidth & Horizontal connectivity in all departmental offices
3	KVATIS	Online Tax payment facility available	Modification/upgradation as per changing TAX laws. Identification of additional services to be implemented	e-enablement of the new services & implementation in pilot districts	State-wide roll out of the new services
4	Community Service Centres (CSC)	2,200 Akshaya kendras, which has been given CSC status, are operational across the State.	Identification of the services to be added and the portals to be included	Pilot implementation in selected CSCs	State wide Roll out

# Plan of action for the next 3 years (2/6)

SI No.	Service	Status	Plan of action		
			Year 1	Year 2	Year 3
5	Kerala Water Authority	e-payment facility for the payment of water bills in Trivandrum division	Integration of the e-payment facility for the payment of water bills in Trivandrum division with other portals such as e-district, akshaya etc.	Extension of the e-payment facility in selected circles	State-wide Extension of the e-payment facility for all other circles
6	SPARK - Payroll & Personnel Management System	The services book details of all the employees are being entered	The entry of service book details of the officers who are going to be the pensioners and the entry of salary details of all employees.	Integration with Core Banking Module of Treasuries for auto credit for pilot.	The entry of complete service book details of all employees and its integration with Core Banking Module of Treasuries for auto credit
7	e-mail facilities to Government employees	Around 6000 e-mail ids have been given to officers upto assistant level	e-mail facilities to all gazetted officers	e-mail facilities for 3 lakh employees	e-mail facilities for all employees (around 5.5 lakhs)

# Plan of action for the next 3 years (3/6)

SI No.	Service	Status	Plan of action		
			Year 1	Year 2	Year 3
8	Citizens Call Centre	Call Center in existence with limited services	Extension of existing call centre facilities with available services	Implementation of the already identified services to be added	Identification of new services to be added and implementation of the same
9	Mobile Governance	Already implemented in selected departments	Identification of additional departments and selection of services	e-enablement of the selected services and implementation	Implementation of services in all departments
10	Dr.SMS	An SMS based system operational in 12 districts	Implementation in all districts with available services	Include additional localized services like Vaccination notifications in pilot districts	Roll out Additional services in all the districts
11	Malayalam Computing	Currently running through selected Akshaya centres	Campaign through atleast 1000 Akshaya Centres	Campaign through atleast 2000 Akshaya Centres	Campaign through all 3500 Akshaya Centres
12	e-district	Software development is to be completed by NIC	Implementation of identified services in pilot districts	State-wide roll out of the identified services & identification of new services,BPR	State-wide Implementation of additional services

# Plan of action for the next 3 years (4/6)

SI No.	Service	Status	Plan of action		
			Year 1	Year 2	Year 3
13	JNNURM	The RFP for Cochin Corporation has been floated. The DPR completed for Tvm corporation & awaiting approval	Implementation in Cochin corporation & DPR preparation for Tvm corporation	Pilot implementation in Cochin & Tvm and DPR preparation & approval for other corporations	Implementation in all corporations
14	FAST (Motor Vehicles Department)	The offices are computerised with application software but in decentralized architecture	Movement from Decentralized to Centralized Architecture	Online application receipt facilities	e-payment & online service delivery facilities
15	Enforcement Automation (Motor Vehicles Department)	RFP floated for the selection of the implementation Partner	Implementation in pilot junctions and State control room set up.	State-wide roll out in all junctions	Facilities enhancement under the project
16	State Service Delivery Gateway	The DPR approved. The implementation Agency to be selected	Selection of the implementation agency and the SSDG implementation	Successful run in the pilot districts & its state-wide roll out. Integration with State Portal	Integration with NSDG(National Services Delivery Gateway)
17	e-procurement	RFP floated and in the process of identification of the implementation partner	Implementation of phase I covering 4 departments	Implementation of phase II covering 4 departments	Implementation in all other selected departments

# Plan of action for the next 3 years (5/6)

SI No.	Service	Status	Plan of action		
			Year 1	Year 2	Year 3
18	Core Banking Solution in Treasuries	DPR approved and RFP is under approval	Selection of the vendor & implementation of CBS in pilot districts with basic modules	State-wide roll out of the basic modules & Implementation of additional modules in pilot	State-wide roll out of all the modules in all treasuries
19	Core Financial Management Solution in Treasuries	DPR is yet to start	Preparation of the DPR, approval and selection of implementation partner	Implementation of CFMS in pilot locations with basic modules and its state-wide roll out	State-wide roll out of CFMS with all modules
20	KSEB	The agency for preparation of DPR preparation under progress	APDRP DPR preparation & implementation partner selection	Project implementation in pilot districts	State-wide roll out
21	Tetra PDS	Service identification	Identification of services for e-enablement, BPR, integration with e-district portal etc.	Online application receipt facilities	e-payment & online service delivery facilities

# Plan of action for the next 3 years (6/6)

SI No.	Service	Status	Plan of action		
			Year 1	Year 2	Year 3
22	Economics & Statistics Department	RFP for the standardization and digitization of the socio economic data has been prepared and pending approval	Selection of the implementation agency & data standardization	Project implementation in pilot districts with e-payment/internet banking facilities	State-wide roll out of the project
23	Disaster Recovery	Implementation planning for priority departments	DR strategy preparation & implementation for prioritized departments on voluntary basis	DR strategy preparation & implementation for Mission critical applications	DR strategy preparation & implementation for other selected applications
24	Capacity Building	SeMT Already in place. Project e-governance Mission Team Under formation	PeMT implementation in selected departments and necessary training	PeMT implementation in at least 50% of the departments and necessary training	PeMT implementation in all the departments and necessary training



- **Change Management issues**
  - Resistance to changing the existing processes
  - Lack of adequate capacity building
  - Lack of awareness of available facilities
  - Non-adherence to SLA
  
- **Legal issue related to Process Reengineering**
  - Current paper based processes strongly tied to Acts and Rules
  - Government Orders facilitating electronic delivery of services slow in propagation



- **Integration issues in service delivery**
  - Coordination issues between Government departments and agencies
  - Lack of policies for information sharing
- **Data migration/digitization**
  - Huge volume of data to be digitized before go-live
- **Funding issues**
  - Lack of proper IT Budgets in Departments
  - DPRs submitted to GOI yet to be approved



**Thank You**

