

KERALA: ICT in the land of Backwaters

Kerala "Gods Own Country", is the first Indian State to achieve total literacy. NIC Kerala was established in 1987 as part of nationwide computer and communication network, NICNET. NIC district centers are located in the 14 district head quarters attached to the collectorate.



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NIC one of the total solution providers of Government of Kerala, is actively involved in most of the IT enabled applications and has changed the mindset of the working community in the Government to make use of the latest state of the art technology in their day to day activities to provide better services to the citizens of Kerala.

Network & Data Centre

Network Operations Centre (NOC) & Data Centre, with 24 x 7 operation support, has been established at NIC Kerala State Centre for strengthening the network and services to user departments. The National Network Backbone has been enhanced to 2.5 GBPS as a part of the National Knowledge Network. 2 MBPS leased line network has been established in Kerala which includes 14 NIC District Centres, High Court, NITC, Lakshadweep, 116 Post Offices, 4 Passport Offices, BOI, DGFT, PAO, PQS, VSSC (node of NKN) etc.

- Studio based Video Conferencing facility at State Centre and EVCS (Executive Video Conferencing System) facility at NIC District Centres, Chief Secretary's office and CPMG office are being extensively used.
- Data Centre with 3.5 TB & 21 servers provide web hosting, antivirus support, radius authentication, single sign on, update services etc.

Webhosting Services

NIC Kerala is providing web site development and hosting services to various Government Departments / District administration on both Linux and WINDOWS platforms. 35 websites on Linux and 20 on windows platform are hosted at NIC Kerala Data Center. Services also include Registration of domains, uploading facility on <http://tenders.gov.in> portal, state specific contents of National portal of India, Publication of 23 results of various boards and universities.

Excerpt of the letter from Sh. Kodyeri Balakrishnan, Hon'ble Minister for Home, Vigilance and Tourism, Government of Kerala

I am proud to announce that the Kerala Prison Department has launched its official website. The website provides a modern and efficient interface between the Department and General Public. The website enables the people to learn more about the mission, vision, resources and various activities carried out by the Prison Department.

I wish all success to this venture.



Content Management Framework (CMF)

NIC Kerala has been developing websites using open source CMF since 2005. All the sites are updated regularly by the respective user

departments and hence there is a feeling of ownership by them. Government of Kerala has migrated most of the department websites to CMF in 2009. It is found to be a very cost effective solution.



*Inauguration of CMF based Prison website by
Hon'ble Home Minister*



**Excerpt of the letter from Hon'ble
Education Minister of Govt of Kerala,
Sh.M.A.Baby**

*The Education Department,
Government of Kerala, with the*

technical support of NIC Kerala State Centre, could successfully implement various IT enabled projects like Result processing of SSLC & Higher Secondary, hsCAPnic, CAPnic for professional courses, Lateral Entry for B.Tech. Courses, Online application form for various entrance examinations, scholarship schemes, teachers' transfer etc.

I wish all the success to NIC Kerala Team.

LCAPnic: This is a web based application for conducting online counseling for the allotment of seats for Lateral Entry Admission to B. Tech courses in Kerala.

FISHNET: It is work flow based system for the Department of Fisheries, using LAPP. The project components include knowledge based Portal with online site administration facility and ReALCraft Application (Registration and Licensing of Fishing Craft). It helps in the registration of fishing vessels and for issuing fishing licence based on Kerala Marine Fisheries Regulation Act. This system is in place in all 9 marine districts of the state and around 20 thousand vessels are already got registered. Recommendation of the ISDA-95 Conference gets realization in the State of Kerala in 2009 and becomes a "Kerala Model" for replication in all the Maritime states of India".

Targeted Efficient Transparent Rationing and Allocation Public Distribution System

ICT Initiatives

hsCAPnic: It is a 'Single Window System' which facilitates submitting single application for admission to any school. By using the system, plus-one admission service was given to about 4.5 lakh applicants in the academic year 2009-2010. There were about 45 lakh options for about 2.25 lakh seats in the 1,200 Higher Secondary Schools with 46 Course Combinations.



Hon'ble CM of Kerala, Sh.V.S. Achuthanandan Felicitating NIC Kerala in the presence of Hon'ble Education Minister, Sh. M.A. Baby for the successful implementation of hsCAPnic Project.

(TETRAPDS) is a comprehensive package for automating the activities of the Taluk Supply Offices, District Supply Offices and Commissionerate of Civil Supplies. The Civil Supplies Department has created a Central database in the State of around 70 lakhs ration cardholders and 3 Crore family members. The details of all the ration cardholders and their family members can be accessed online from anywhere.

Information and Data Exchange Advanced System (IDEAS) is a web based application developed in LAMP to track the status of Petition/ Tapal/ File at the core with many add on features. System supports G2E & G2C services - Meeting Management, Knowledge Management, Dash board, Reminder Service, Notice Board, Messaging, Search Facility, Immediate attention, Transfer details, visitors pass, security checkups and Officer Alerts. It is successfully implemented in all the departments of Govt. Secretariat and proceeding for all other departments in the State.

Effective Management of LOC Issuance (EMLI): <http://sics.kerala.gov.in/emli> is a workflow based web application developed for Finance Department for automating the Issuance of Letter of Credit (LOC) based on the bills submitted online by the work executing departments. 230 Division offices coming under departments like PWD, Forest etc. are using this application. In the current financial year more than 20,000 bills have been processed and the LOC for Rs. 925 Crores have been issued using the system.

Scholarship Management System (<http://dcescholarship.kerala.gov.in>): The system facilitates the registration, selection and disbursement of various scholarships instituted by Government of Kerala and Central government. The system generates the file required to be submitted to the Bank for electronic transfer of funds to the bank account of the students and institutions. The key information of the application is bar-coded and printed on the web-registration printout, which is used for tracing the applications and verifications.

Excerpt of message from Principal Secretary Higher Education, Government of Kerala Sh. Kuruvila John, IAS

"I would like to appreciate the commendable work done by the National Informatics Centre, Kerala State unit for developing the Scholarship management system and implement the same in a very short time....."

SEVANA is a portal (<http://sevana.gov.in>) where registered users can contribute information that they



Hon'ble Minister for Revenue Sh. K.P. Rajendran inaugurated the website of SEVANA in the presence of Hon. Chief Minister of Kerala Sh. V.S Achuthanandan

wish to share with others. Anybody who owns any public utility firm or offers any service can register their details in the site. Hospitals, hotels, supermarkets, etc or service such as advocates, doctors, and tree climbers can register. Registration is totally free and can be done from any one of the AKSHAYA centers.

'Patta': A software for helping the district administrations in selecting the eligible candidates for the issuance of 'Patta' (land assignment) at 6 locations in Munnar area of Idukki district.

BPL Survey 2009: The software has been developed on LAPP platform, for the Rural Development Department for preparing the BPL list based on various social & economical indicators identified by the government.

SAND: is a fully computerized centralized mechanism for booking and monitoring of river based sand in the district. The System completely eliminates the presence of middle men and reduces the price to an affordable rate. The software is developed using LAMP.



District Collector Thrissur at the SAND counter

Dr .SMS Project (<http://drsms.kerala.gov.in>): it is a health information portal for the information delivery of health facility spread over Kerala. An SMS with requested facility/specialty sent to the specified number will receive the details of nearest centers with the requirement. The facility centers are identified based on the Pin code specified by the requester. Information includes Emergencies, Diagnostics Procedures, Laboratory service, General services etc spread in the various system of medicine, the details of Doctors working in respective specialties, Blood Donor details.



Hon. Chief Minister of Kerala Sh.V.S. Achuthanandan inaugurates the statewide launch of the Dr.SMS services

***NET:** It facilitates natural resource management activities - on line and implants e-Governance solution in the Directorate and field offices of Soil Conservation Unit. It is developed using LAPP. The project components are Scheme Monitoring System for Watershed Project Implementation System, Budget Monitoring System and Budget Estimates for the coming financial year.

Taluk*Suite: It is an application for Modernization and Computerization of Taluk/Village and an extension of DC*Suite. All approved documents are prepared with bar code and timestamps which can be verified at any point of time. Counter, KIOSK, Web, SMS and WAP based Citizen service services are provided. The project is implemented in Palakkad District using LAPP.

RR Online: RR Online is a G2G e-service from District Revenue Administration for online submission of Form24 to all Requisition departments coming under RR Act. It is linked to DC*suite through an online tapal module which will take RR data to DC*suite. The service started in Malappuram District and presently 65 Banks submitted 1361 RR cases for an amount of Rs 5,03,31,149 in online.

SPARK: Service and Payroll Administrative Repository for Kerala (SPARK) is a G2E web based Personnel Administration and accounts software covering 5.25 lakhs employees. Permanent Employee Number (PEN) for all employees are allotted through the system. The system addresses all requirements in HR, salary, Income Tax, generating Identity Cards and Establishment Accounts matters. Technology used: SQL Server 2005, ASP.NET. As on date spark is used for salary processing in 78 departments, 4003 offices

and catering to 84940 employees.

Examination Management System : Examination Management System is a comprehensive package for candidate registration, processing and dissemination of results of SSLC, Higher Secondary, Vocational Higher Secondary, TTC, A-Level (SSLC Equivalency) Examinations conducted by the respective Boards of Government of Kerala. System requires capturing of candidates' data and marks alone. Parallel tabulation and data entry permits result publishing in the shortest possible time.

Early Warning System(EWS): Community based Early Warning System is a G2C service developed on LAMP. EWS is a part of disaster management system for district administration and it will provide disaster based authentic information to the target audience through EWS alerts or group SMS. The system is initially



Hon'bl Revenue Minister Sh. K.P. Rajendran inaugurating EWS at Trissur

Friends Re-engineered and Enterprise Enabled Software (FREES): It is a “single window scheme” where citizens have the opportunity to pay all the taxes and other dues to Government. The salient feature of the project is the effective integration of IT and logistics for citizen services. Major Services to be Offered through FRESS are KSEB (Power) bill, KWA (Water) bill, BSNL - Land Phone and Post paid Mobile Phone Bills, 134 Services of Motor Vehicles Department, tax collection for Corporation & board of Revenue, 35 services for civil supplies department and university dues.

e-District - Palakkad and Kannur are the two districts in Kerala selected for the pilot implementation of the e-District project in Kerala. The project aims an integrated, seamless and online delivery of citizen services at the district level through automation of workflow, back-end digitization, integration and process redesign. It is proposed to make available identified 42 G2C services through the Akshaya Centres, relieving people of the need to go to various offices to get their work done. The citizen will be able to track the status of their applications through the e-District Web portal.

MESSAGE : MESSAGE is an “Integrated File-Flow Management System” with an intranet based centralized application for the internal use of offices and internet based application for the citizen services. Major modules in the application are, Workflow based File/ Tapal/ Petition movement, Document Management, Meeting Management, Knowledge Management, Dash board, Reminder Service, Notice Board, Messaging, Search Facility etc. MESSAGE application is developed in LAMP.

Integrated Service Delivery from Revenue-Registration-Survey Project: The system is designed to integrate the existing packages viz. PEARL implemented and operational in all the 308 Sub Registrar Offices in Kerala and BHUREKHA the land records of Kerala implemented in Village/Taluk Offices. Property and ownership details can be cross verified at SRO prior to registration, Data can be transferred online to update village records after registration thereby automating mutation, Updated land records database can be made available for providing services to citizen.

District Collectorate Suite (DC*Suite): DC*Suite (District Collectorate Suite) is an integrated suite of applications for the District Collectorate. From a Tapal / Dak to the File and upto the disposal of the File, the entire flow is handled through the system. DC*Suite has been implemented in 13 out of 14 districts in Kerala. This has also been implemented in the state of Goa for which NIC Kerala has extended all assistances.

Central Projects: NIC Kerala is also implementing several central projects like eCourt, CIPA, NREGA, e-PRI, Agmarknet, Immigration, PlanPlus etc.

Awards and Felicitations

Excerpt of Message from Chief Secretary, Govt. of Kerala, Smt. Neela Gangadharan, IAS

I would like to congratulate NIC Kerala for the CSI-Nihilent e-Governance award 2008-2009 bagged for the hsCAPNIC project under G2C category.



- CSI-Nihilent e-Governance award 2008-2009 for hsCAPNIC under G2C category.
- CSI-Nihilent Award for the Customized Vahan-Sarathi Project in the year 2008.
- CSI-Nihilent Award for the Message (Integrated File-Flow Management System) Project in the year 2008. **i**

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