



Government of Kerala

Abstract

Local Self Government Department - Special Working Group Meeting - Computerization of 3 tier Panchayats - Administrative sanction accorded - Orders issued.

Local Self Government (IB) Department

G.O.(Rt) No. 2873/2015/LSGD

Dated, Thiruvananthapuram, 19.09.2015.

Read: - 1. Letter No. 1842/Plan/2015/IKM dated 02.07.2015 from the Executive Director, Information Kerala Mission.

2. Minutes of the Special Working Group meeting held on 23.07.2015.

ORDER

In the current year's Budget, an amount of Rs. 750.00 lakh has been provided under the head of account 2515-00-800-86-99(P) for IKM. The Executive Director, Information Kerala Mission had furnished components of the scheme 'Computerization of 3 tier Panchayats' to place before the Special Working Group as detailed below:

Sl. No	Name of Component	Estimates		Total (in Lakh)
		Non-Recurring	Recurring	
1.	Application Software Development and Management	-	150.00	150.00
2	Technical Support, Testing & Quality Control	-	150.00	150.00
3	Infrastructure and Management	-	250.00	250.00
4	Implementation and monitoring	-	200.00	200.00
	Grand Total	-	750.00	750.00

The Special Working Group Meeting held on 23.07.2015 considered the proposal and approved the above scheme for issuance of Administrative Sanction for Rs. 750 lakh subject to certain conditions.

In the above circumstances, administrative sanction is accorded to the scheme 'Computerization of 3 tier Panchayats' for an amount of Rs. 750 lakh for the year 2015-16 under the head of account 2515-00-800-86-99(P) subject to the following conditions:

- The expenditure would be met from the provision available under the appropriate head of account.
- The fund release will be based on actual requirement and the fund released should not be parked in banks.

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19/9/15

- Store Purchase Rules shall be strictly adhered to.
- Tender/e-tender and other stipulated formalities shall be followed wherever necessary.
- For civil works, CPWD rates shall be followed.
- Post creation and purchase of vehicles are not admissible under the scheme (s).

Information Kerala Mission will be the Implementing Agency of the schemes and Local Self Government and Finance Departments in Government will monitor the implementation.

The Executive Director, Information Kerala Mission will furnish proposal for release of funds based on above conditions and actual requirement.

The components and other details of the scheme are appended.

By Order of the Governor.

P. KRISHNA SHARMA
Additional Secretary to Government

To

- ✓ The Executive Director, Information Kerala Mission.
- The Director of Panchayats, Thiruvananthapuram.
- The Finance (Development) Department
- The Finance (Planning B) Department
- The Planning & Economic Affairs Department
- The Principal Accountant General (Audit) Kerala, Thiruvananthapuram
- The Principal Accountant General (A & E) Kerala, Thiruvananthapuram
- SF/OC.

Forwarded / By Order


Section Officer

INFORMATION KERALA MISSION**Annual Plan proposals 2015-16 - Scheme wise details**

1	Name of the Scheme	Computerization of 3 tier Panchayats
2	New / Continuing / Spill over / Continuing scheme with modifications	Continuing
3	Type of the Scheme (State Plan Scheme / CSS / ACA / SCA / EAP)	State Plan
4	Funding Pattern other than State Plan Scheme (In case of CSS, specify State Share)	Not applicable
5	Financial Target / Outlay	750 lakhs
6	Physical Target (unit)	Attached
7	Scheme / Project phasing (year - wise)	2015-16
8	Details about implementing agency & Monitoring Mechanism	Information Kerala Mission Local Self Government Department Finance Department

9. Component wise breakup and details

Sl No.	Components	Financial Target (Rs.in Lakhs)	Physical Targets (In units)
1.	Application Software Development and Management	150	<i>Attached</i>
2	Technical Support, Testing & Quality Control	150	
3	Infrastructure and Management	250	
4	Implementation and monitoring	200	
Grand Total		750	

The components and activity wise split ups for the period 2015-16 are provided below:

Sl. No.	Components	Activities
1	Application Software Development and Management	Software Development Technology Migration Linking of spatial database

2	Technical Support , Testing and Quality Control	Helpdesk Software application testing and quality control Web administration and management
3	Infrastructure Management	Infrastructure development and upgradation Infrastructure maintenance
4	Implementation and Monitoring	Project implementation Piloting of New softwares and schemes Field level monitoring Training , workshops and conferences Public Relations

1.0 Application Software Development and Management

1.1 Software development

As a part of the e-governance in LSGIs, IKM has so far developed and deployed almost sixteen software which can be effectively used in various levels of government. Many of these applications are in various stages of rollout. Emphasis will be given to the customisation of the existing software to a fully web based system to form an enterprise level functionality, and setting up a central database for providing Internet based services. Various new modules are also envisaged as a part of this.

Objectives

1. To ensure that customisation and change requirements are met by modifying the software as required
2. Update the software based on any bug reports or feature requests from the operational locations.
3. Making available a centralised database for each application area for providing Internet based services.
4. Modifications in the existing applications based on the rule changes from time to time.
5. Development of new software applications for LSGs

Various components as a part of the development of new applications includes System study, finalisation of system requirements, development of proto model, stakeholder consultations, finalisation of requirements, development, testing, evaluation and QA of applications, piloting at selected local bodies, workshops for stakeholder consultation, application deployment, feedback and rectification, training and hand holding support.

Physical target

E-governance services at 1209 local governments

Financial target: 130 .00 lakhs

1.2 Technology migration

Technological upgradations results more diversity and higher quality in the

organization's services. There is also a need to keep an open mind to the option of Free and Open software solutions to ICT's along with the proprietary solutions that are in place. IKM envisages a planned transformation of selected softwares to open source and other technologies as per demand.

Various components includes development of proto model, finalisation of requirements, testing, evaluation and QA of applications, piloting at selected local bodies, feedback and rectification, training and handholding.

Physical target

Technology up gradation which results scope for extended use at other locations

Financial target : 10.00 lakhs

1.3 Linking of Spatial Database

The Premises mapping activities has been completed in the LSGs like Malappuram, Perinthalmanna, and Attingal municipalities and in Tanalur GP after the field validation the data linked with Sanchaya and steps to be published in the web server is progressing. Also The GIS data prepared for Urban Local Bodies consisting of 5 corporations and 53 municipalities with reference to the delimitation orders of 2005 has already been published through LSGD web portal. The data have not updated till date in the server. Steps has to be taken to update the data along with newly formed and/or extended urban local bodies with the help of open street map, convert into PostgreSQL and publish the same through our web server.

Collection and digitization of cadastral maps or field measurement books of currently missing 158 villages is also envisaged to complete the digital database of cadastral maps in the state.

Physical target

Availability of GIS based software tools for better development programme formulation and management.

Financial target: 10.00 lakhs

2.0 Technical Support, Testing and Handholding

2.1 Helpdesk

Constant technical support is being extended to the LSGIs through DTOs, DCs and Technical Officers in the field for the smooth running and successful implementation of various software applications in local bodies. A State-level Help Desk have been successfully functioning for handling all queries related to a) application software developed by IKM, and b) hardware and networking issues originating from the local bodies. The helpdesk of IKM attends to the field level issues in hardware, software and domain related matters related to the software.

The state level helpdesk is operational at IKM headquarters for each application. It handles queries from the local governments and other offices in which the applications are operational. The helpdesk facility at headquarters acts as the level-3 support for application

transactions such as login form or registration forms etc, any area where large amount of users can access the Software simultaneously should be automated. Furthermore all GUI items, connections with databases, field validations etc can be efficiently tested by automating the manual process. In IKM scenario, we are using manual testing so far. Migrating to test automation comes a drastic change in software quality and decrease man power and time.

Physical target

Improved quality of software, conformance of software for integrating with other websites for web based transactions

Financial target: 40.00 lakhs

2.3 Web administration and management

Development and maintaining of the portal of LSGD and local governments, with many local governments also having individual websites, is also an important activity. The website currently is being accessed by a large number of users including the public, officials, and the academic community. Update facility is now available for individual local governments directly and also through various application software routinely used by them. The local governments need not take special efforts to update the website, in many cases. Many of the data on the website are kept updated by synchronising with the various application software used by the local governments for their day-to-day computerised functions. The local databases are synchronised with the web data using the Local Government Wide Area Network (LGWAN) through KSWAN and LSGVPN. From the above, it could be seen that the setting up of WAN connectivity and building of back-end databases by local governments are of prime importance to make available the services over Internet.

The website also serves as a portal for various online services. Details of the social welfare pensioners, decentralised plan projects (including expenditure), property tax, government orders, file status, provident fund accounts of employees, details of elected representatives, GIS maps, civil registration certificates, Government orders, tender notification of various local bodies, etc. are available from the web portal. In the coming year, major softwares will be moving to Online services. Maintenance and management of these online services is a competitive task.

Physical target

All service deliverables to the citizens will be available at their finger tips by providing necessary information on the web.

Financial target : 10.00 lakhs

3.0 Infrastructure Development

- ☐☐ Implementing automated software testing
- ☐☐ Security and Process audit of IT Infrastructure, e-governance Software and its process in LSGs as well as IKM
- ☐☐ Security audit of Servers, Network and entire IT infrastructure in IKM & Data Centre co-located servers periodically by External agency in every 6 months.
- ☐☐ Building MIS of IT equipment in LSGs.

3.1 Infrastructure development and upgradation

Today's IT environment makes it imperative that the dynamic IT infrastructure requirements align with our needs to help deliver measurable value through IT to the citizens. Hence, the need for strengthening our internal IT infrastructure so as to deliver end-to-end, effective and reliable solutions that can transform our citizen service delivery operations are the need of the hour.

The citizen service oriented processes heavily depend on the IT infrastructure, which are getting increasingly complex and specialized, is putting increasing demands on the performance, capacity, availability, and agility of underlying IT infrastructure in IKM. Citizen Service availability and continuity is critically poised on and depends on the capacity, availability and reliability of IKM's IT Infrastructure. The existing servers and Network Attached Storage (NAS) is too old. Since Intranet Applications, data base, production, mail and source control servers are hosted and being running in these servers, these servers are not enough for the requirement. New servers and SAN storage along with necessary software are required to upgrade the infrastructure since dealing with more web services than earlier.

Physical targets: Improved technical facility at IKM/LSGs and Improvements in operational efficiency. Efficiency in Citizen Centric Services.

Financial targets: 200.00 lakhs

3.2 Infrastructure Maintenance

IKM has to manage a wide area network (WAN) covering 1209 local bodies (Corporations have zonal and circle office in addition), 14 district planning offices and other offices of the Local Self Government Department. Also ensures follow-up and testing of the readiness of the basic facilities in local governments for installing the IT infrastructure.

The networks are to be integrated with the State Information Infrastructure (SII) and the State Wide Area Network being set up by the Government of Kerala. In this context, it is highly essential that IKM has the minimum facility to test, simulate and troubleshoot network problems. Network management and monitoring software, and some equipment would be required for managing the LAN and WAN. Also protection tools for the network such as firewall and antivirus software also would have to be updated. The components includes renewal and updations of annual maintenance contracts, Internal infrastructure maintenance and data centre maintenance etc

Physical target

Improved technical facility at IKM/LSGs and Improvements in operational efficiency.

Financial target : 50.00 lakhs

4.0 Implementation and Monitoring

It is necessary to impart proper training to the officils and elected representatives of local bodies for the proper the effective implementation of the plan and application in

LSGs. Also it is very much essential for the staff of IKM both in development, administrative and fields have to updated with the latest technologies and the recent developments. It includes

- Providing technical and handholding support to the officials of LSGs in case of existing applications as well as new applications
- Training programmes for elected representatives
- Capacity building programmes for Field staff
- Capacity building for administrative staff
- Capacity building for software developers and associates
- Conducting exhibitions and visits

4.1 Project implementation

The computerisation of local governments in Kerala is pioneering in several aspects. IKM has initiated an iterative procedure of trying out its applications in pilot locations and improving it steadily through repeated trials. Mainly responsible for implementation of the applications developed by the Information Kerala Mission in all the LSGs. To organise mechanisms for commissioning and operationalisation of the various IKM application suites in various local governments and institutions with standardisation of processes, handling of the changes in practices, and also enabling new processes to be established including pre-installation activities like stakeholder consultations. The activities include:

- + general implementation support of the softwares deployed and to be deploy intended for logistic support
- + intend for connectivity
- + intends for manuals
- + intends for site preparation including electrification, networking and earthing
- + intends for stakeholder consultation
- + intends for orientation of stakeholders

Physical target

Outcome based, customer friendly efficient system of governance

Financial target: 65.00 lakhs

4.2 Finding of new software and schemes

Development of the new softwares and the piloting in LSGs are envisaged. IKM envisaged a phased transformation of the existing systems to electronic systems and has developed methodologies that suit this purpose. The deployment of the software and its operationalisation involves readying of infrastructure, network connectivity, training to the staff, and handholding and support for its continued operation, for which the respective local governments play an important role.

One of the pre-conditions for full scale implementation is Pilot implementation before full scale rollout because of the massiveness of the scale of implementation (1209 locations) spread over the state.

Physical target

Commissioning of new softwares with emphasis on citizen services

Financial target: 19.00 lakhs

4.3 Field level monitoring

Monitoring of the softwares deployed in field as well as the assessment of the Technical Staff deployed to smoothen e-governance systems. Currently Sahaaya an application for field management supportive system exists to follow up and get a track of the field activities.

Physical targets: Trouble free operations in the 1209 locations

Financial target: 10.00 lakhs

4.4 Training , workshops and conferences

Apart from the other organisations, Information Kerala Mission gives much importance to training and hand holding support after the deployment of the applications to LSGs. Here the focus will be given to the domain level support as well as the technical training to the end users. A lot of internal training and external training are planned during the next financial year to ensure efficiency enhancement with in the team and for the end-users. Training for the technology upgrade and improvement of processes in all divisions are envisaged. Areas covered include IT Systems, security systems, database management, software engineering systems, etc. The field support team has to be given regular refresher trainings based on the update of software applications. Strengthening of information repository is also part of this activity. Also includes internal capacity building in technology and decentralised training programme for the staff of LSGs so as to make them fully capable to handle the software independently.

Components and Schedule

- Preparation and management of training material of application software, based on updates
- Finalisation of computer based training material
- Strengthening information repository
- Conducting training programme through KILA

Physical target

Demystification of technology which ensures accuracy and sustainability of the deployed applications

Financial target: 78.00 lakhs

4.5 Public Relations

Investing on Public relations will help the organisation to achieve its objective effectively and smoothly. It's an aim to create and maintain a positive image and create a strong relationship with the endusers and the public. The main activities includes conduct of exhibitions, presentations, workshops, preparation of brochures and leaflets etc. The

professional public relation activity will ensure the benefit to the citizens, for whom the policies or services are meant for.

Though the organisation product or services are good it need an effective Public Relations campaign for attracting, motivating the public to the product or service or towards the purpose of the programme. To organise environment management and advocacy including designing vetting and finalising newsletters, websites, handouts, brochures etc. for IKM. Preparations of materials for various campaigns, including a series of advertisements in newspapers, Videos and documentaries to be telecasted through all the prominent channels, Press releases etc. are the activities covered. Overall environment management including press briefings, press notes, television interviews, phone in programmes, radio programmes etc. are also aimed. Entire co-ordination between the Organisation and the stake holders, Government, allied departments, Public. The components also includes

- ⊛ Framing and Documentation of new business proposals
- ⊛ Preparing strategy for the Customisation and modification in the existing software subject to the rule changes
- ⊛ To undertake action research programmes for finalising systems for the development of new softwares
- ⊛ Overall interface management including general stakeholder consultation, interaction with partner organisation, vendors, clarifications to the public, press, stakeholders, government functionaries, legislators, members of the parliamentary, statutory bodies etc.

Physical target

Building awareness to the Public regarding the various e-governance services offered by

IKM

Financial target: 28.00 lakhs

