

## *Kannur District, Kerala*

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### **I) Overview**

Kannur, is a city and a municipality in Kannur district in the Indian state of Kerala. It is the administrative headquarters of the district of Kannur. It is known as “Land of Looms and Lores”. During British rule in India, Kannur was known by its portuguese name of Cannanore, which is still in fairly common usage. Kannur is the fourth largest urban agglomeration in Kerala after Kochi, Thiruvananthapuram and Kozhikode, and has a population of 87,592. Kannur is popularly known as the city of Looms and Lores. Kannur is famous for its pristine beaches, its native performing art Theyyam, and its handloom industry.

According to the 2001 census of India, Kannur has a population of 63,795. Males constitute 48% of the population and females 52%. Kannur has an average literacy rate of 83%, higher than the national average of 59.5%: male literacy is 84%, and female literacy is 83%. In Kannur, 12% of the population is under 6 years of age.

### **II) Result Indicators**

#### **e-Governance Initiatives in the District**

##### **DC\*Suite**

DC\*Suite was initiated under the Modernization in Government Programme. DC\*Suite is an integrated suite of applications for the Collectorate covering all functional areas and activities of the Collectorate seamlessly integrated to workflow based file management system. Transparent administration and faster service delivery is the key feature of the project. It is a web-enabled solution built entirely on open source platform.

E-Services layer is the front-end layer of DC\*Suite which interacts with citizens and offers services to the citizens. The services are offered over touch screen kiosks, SMS, Internet and front-end counters.

A 24x7 data centre is operational as part of DC\*Suite at Collectorate. A Disaster Recovery Centre is functional at the District Collector's Camp office. Wi-fi connectivity to the DC\*Suite is provided at the DC's Camp office.

### **District Portal**

This portal serves both the administration as well as the public. DC\* Suite services are provided to the public. The file/tapal status, beneficiary search, GO search are online facilities provided using DC\*Suite database. Portal contains Hospital facilities in Kannur, Panchayath level statistics. Panchayath beneficiary list is one of the major information services available in Kannur Services Portal. <http://kannurservices.gov.in>

### **Industry Portal**

The portal is intended to introduce and propel a wide range of commercial products of the SSI units of Kannur District in the national and global market.

The District Industries Centre (DIC) moderates the content being uploaded in the portal. The posting in the portal is exclusively for the industries/organisation registered under the SSI scheme. The Akshaya District Project Office co-ordinates with the participating agencies. The web page design and data collection is being done by Akshaya Entrepreneurs. The Kerala Small Scale Industries Association (KSSIA), Kannur district unit propagates and promotes the web portal.

District Administration has imparted training to the Akshaya entrepreneurs for content management and design.

### **Akshaya Project**

'Akshaya' a project introduced to e-literate the citizens of Kannur has achieved 100% e-literacy in the district. Akshaya Project is functioning through 150 Akshaya Centres (ICT centres) in Kannur District. The Akshaya Centres are having its presence in all the villages and local bodies. All the Akshaya centres are equipped with facilities like Internet connectivity, Web Camera, Printer, Scanner, etc. The Akshaya Centres are offering world-class courses like Medical Transcription, DOEACC, Tally etc.

Also, the Akshaya centres are working as Common Service Centres, for the general public. 102 Akshaya centres have initiated e-payment facility, for the collection of utility bills like KSEB, Kerala Water Authority, BSNL (Landline and Mobile) etc.

Some of the entrepreneurs have started online reservation of Railway and Air tickets and Online Passport Application, Online Entrance Counseling, Online Exam Results, Online Option facility, etc..

Kannur is piloting Malayalam Computing Project through the Akshaya Centres in the District, which would help the people from all walks of life to easily interact with computers in Malayalam. Hence, G2C, C2G and C2C schemes can be easily and smoothly implemented through the Akshaya Centres in the local language. This would also boost content development in Malayalam and enable entrepreneurs to innovate and discover fresh avenues for employment generations.

Services through Akshaya Centres also include:

1. E-Payment
2. E-Krishi
3. Community Web Portal ([www.entegramam.gov.in](http://www.entegramam.gov.in))
4. Industry Portal ([www.kannurindustry.gov.in](http://www.kannurindustry.gov.in))
5. Online Passport application
6. Online Ticket reservation
7. Data entry works of LSGI and the general public
8. Career Counseling and Psychometric Profiling
9. Arrangements of job fairs
10. Online Exam results, Counseling, job applications.

### **Friends Centre**

FRIENDS is an initiative of Kerala State IT Mission to facilitate citizen services. A Friends Centre is functioning at Kannur. Payments of electricity bills, water bills, RTO receipts, BSNL phone bills and municipal taxes are collecting through Friends centre.

### **Taluk Office**

All the three Taluks in Kannur are provided with a network of 21 nodes at present. In addition to this a Land Records Computer Centre is also operational at the Taluks. Land Records database is operational at these Taluk centers. Offline Land Records are being done using the software 'Bhurekha'.

### **Registration Offices**

District Registrar office is at present equipped with 3 computers, 3 printers, 1 scanner and UPS.

PEARL software is a tool, providing a transparent, efficient and vibrant public interface, bringing in efficiency at the Sub Registrar Office level by doing away with the dreary manual routine of filing, searching, accounting, reporting etc. thereby enabling SRO to provide prompt and reliable response to the General Public. The main emphasis is on the issue of Encumbrance certificates, Registration of all categories of documents and issue of certified copies.

PEARL s/w is implemented in all the 23 Sub-Registrar offices in the district for registration activities. The infrastructure available in each of these offices includes 1 server m/c, 2 client m/c, printers, scanner, UPS. In addition 1 computer and digital image printer/scanner is available for issue of certified copies. LAN is also in place to connect the above.

Online Registraion, Encumbrance Certificate generation and issue of certified copies are being done at all the SROs.

### **Regional Transport Office (RTO)**

This office has a fully automated system (Smart-Move) for rendering all the services in the department such as online learner's license test, license issue, registration of vehicles and tax collection. Database on the above services provided are available on a LAN with around 50 computers. It includes one Main Server (Domain controller), one Backup Server (Additional Domain Controller) and one KIOSK (Touch Screen).

### **District Industries Centre**

Permanent Registration, Margin Money Loan, State Investment Subsidy, PMRY Loan, Single Window Clearance/Green Channel Committee, Development Plot, Court Case, Tapal, Society Registration were computerized.

## **Dy. Commissioner of Commercial Taxes**

Areas Computerized: All Commercial Tax Offices under jurisdiction of this office. Database of filed Returns is available. KVATIS – online s/w for e-filing is implemented.

Registration, Renewal, Online return filing, Audit Assessment and checkpost data management are implemented in the Commercial Taxes office. Website: <http://www.keralataxes.in>

## **Civil Supplies**

TETRAPDS (Targeted Efficient Transparent Ration Allocation PDS) for the management of Ration Cards is implemented. The TETRAPDS contains the database on Ration cards issued to APL and BPL families.

OFFTAKE is the software developed for management and monitoring of the lifting of commodities from the Food Corporation of India (FCI) warehouses. The Distribution and demand details are available in the database.

## **Treasury Information System**

Treasury online is implemented in the two District Treasuries in Kannur. The Online system takes care of all the activities of the District Treasury.

The Treasury Information Management (TRIM) is a computer based system to provide various services to Government Departments and Public. The G2G and G2C services offered are provided. Information required for the public who transact with Treasuries is provided. All the Treasury bill forms can be downloaded from the site. The public can get information on any of the Treasuries in Kerala. SB & FD Interest orders are provided. Information required for the Government Departments and various offices are provided through authorized user logins.

## **Integrated Disease Surveillance Project (IDSP)**

This is an online system for monitoring the communicable diseases. An IDSP cell is operational in the district attached to the District Medical Office. Video Conferencing, e-learning and IVRS facilities are available.

## **Dr SMS – M-Health application**

The Dr SMS/SMS based m-Health application piloted earlier in Kozhikode district was extended to Kannur. The Dr. SMS service and its associated health geo-portal is intended to provide information on health facilities through SMS and

Internet. This is one of the most demanded G2C services which helps the citizens to know the hospitals, facilities and doctors available in the district.

## **Projects in Pipeline**

### **Software for SAND Distribution**

SAND is a complete web solution developed for the restricted centralized distribution of river sand. It refers to a “System for ‘Attumanal’ Neutral Distribution”. As the name suggests, SAND is used to distribute ‘Attumanal’ or river based sand to the general public at reasonable rates for construction purposes. It also helps the administration to restrict the distribution of river sand across the District. SAND is one of the outcomes of National Informatics Centre’s continuous commitment to the citizens. The sincere and dedicated support extended by the revenue department and the local self government for a true citizen service resulted in ‘SAND’.

SAND ensures consumers the required sand at reasonable rates

SAND helps to avoid mediators and lobbying in Kannur

- Software has to be implemented at the Panchayath Office
- Consumer can approach a Sand Token issuing counter at the Panchayath for getting sand allotment
- The Consumer’s credentials are verified before issuing the tokens (Voter Card, Building plan, Approval, estimate of quantity, etc.)
- Facility to fix rates for sand from different kadavu
- The varying load quantity starting from 1 ton is available depending on the type of vehicle used for transport
- The quota to Panchayath and PWD shall be fixed for a desired period
- Registration of vehicles at each Panchayath to be done and only registered vehicles will be allowed to lift the sand from the Kadavu
- Consumer is provided with list for choosing the vehicle for transporting his quota to the destination site
- Lorry pass will be issued along with the sand token to the consumer

- Consumer will be able to lift the sand from any Kadavu within the Panchayath
- Barcode/Security key in the Tokens to ensure Authenticity.

### III) Enabler Indicators

The district administration use free and open source software, wherever possible, most of the applications deployed are on FOSS. So almost all government initiatives towards e-governance make use of FOSS, this is in compliance to the State IT policy 2007. District administration makes use of ICT to ensure transparency, efficiency and quality of services to the citizens and also tries to enhance productivity and efficiency with the help of ICT tools.

The data centre setup by the Kerala Govt is being leveraged for providing District administration services by way of server sharing, server co-location, SAN based mass storage, automated backup and also rides on the Kerala State wide area Network with abundant backbone bandwidth, where ever possible to transfer data between office within the district and as well as with other district offices.

The applications deployed are subjected to standardization and the applications which are in use as mentioned above can be utilized by any participating departments in the district as well as the state.

Regular district level workshops are also organized for the benefit of the district employees and Askshaya entrepreneur to absorb the new technology and equip them in handling ICT tools effectively.

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