

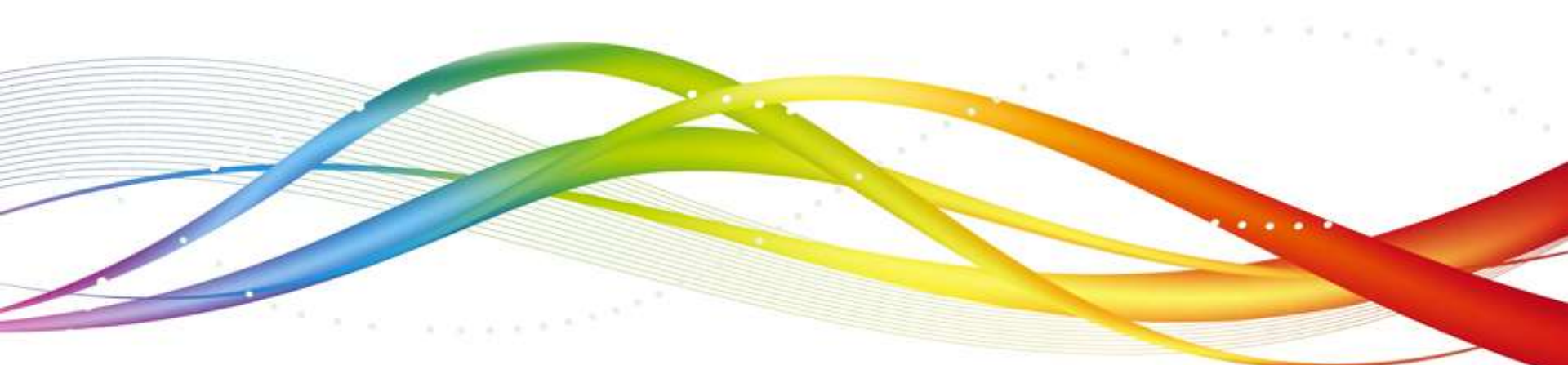


State-wide rollout of e-District MMP in Kerala

Project Overview

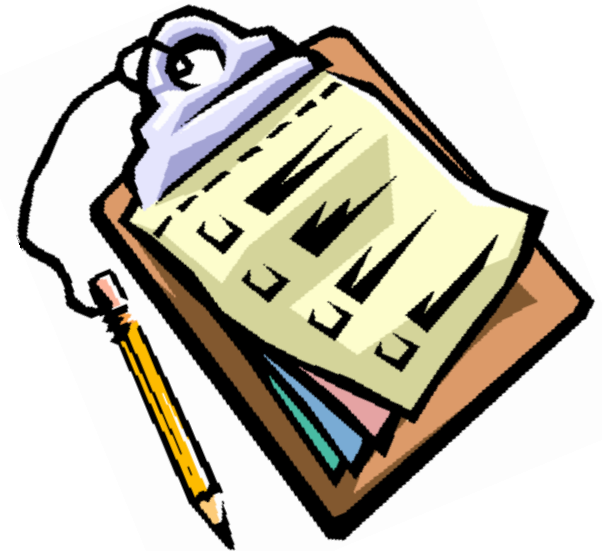
October 2015

K. Mohammed Y Safirulla IAS,
Director, Kerala State IT Mission,
Government of Kerala



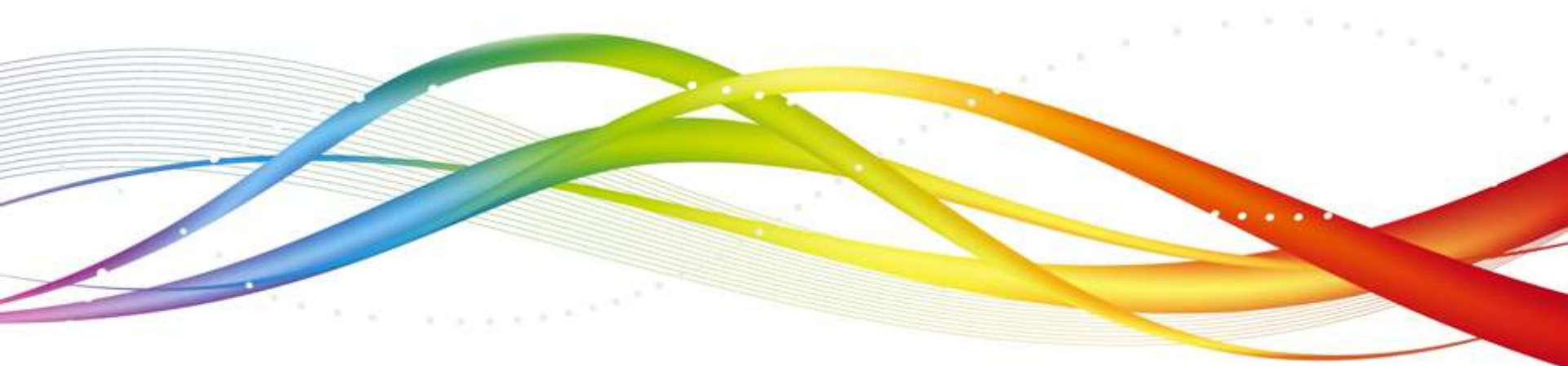
Agenda

- **Project Background and Objectives**
- **e-District Services**
- **Major Milestones & Present Status**
- **e-District – Some Interesting Facts**
- **Key Success Factors**
- **Way Forward**





e-District Background & Objectives



e-District – Background

- 31 Mission Mode Projects (MMP) approved under NeGP
- e-District is a State MMP

CENTRAL - 11	STATE - 13	INTEGRATED - 7
<ul style="list-style-type: none">■ Banking*■ Insurance*■ Income Tax■ Central Excise■ MCA 21■ Pensions■ Passport■ e-office■ National ID / UID■ Immigration /Visa■ e-Posts	<ul style="list-style-type: none">■ Land Rec./NLRMP■ Transport■ e-District■ Commercial Taxes■ Treasuries■ Municipalities■ Agriculture■ Police – CCTNS■ PDS■ e-Panchayat■ Employment Exch.■ Health■ Education	<ul style="list-style-type: none">■ India Portal■ NSDG■ CSC■ e-Courts■ EDI■ e-Procurement■ e-Biz



■ MMPs Delivering Services (* Industry Initiative)

■ MMPs Delivering Services partially

■ Design & Development

■ Under Implementation

■ DPR Stage

source: negp.gov.in

Project Objectives (1/2)

e-District aims at ***electronic delivery*** of identified ***high volume*** citizen centric services, at ***District and sub-district*** levels, which are ***not part of any other MMP***

- A step towards making the **NeGP's Vision** a Reality
 - Ensure easy, anywhere and anytime access to Govt. services (both information & transactional) in a **reliable, efficient and transparent** manner
- Leverages and utilizes the **4 pillars of e-infrastructure** under NeGP to deliver services:

Kerala State Data Centre (KSDC)	Operational	✓
Kerala State Wide Area Network (KSWAN)	Operational	✓
State Service Delivery Gateway (SSDG)	Operational	✓
Akshaya Kendras (CSC)	Operational	✓



Project Objectives (2/2)



- **Backend computerization** of District, Taluk and Village level offices to ensure electronic delivery of services



- **Government Process Reengineering** of identified services for efficient delivery of services with improved Service Levels



- Extensive **Capacity Building and training** of field level functionaries:
 - to ensure smooth migration to electronic delivery
 - phasing out manual delivery of services.



- Reducing **number of visits** of citizens to a Government office / department for availing services



- Reducing **administrative burden, service fulfilment time & costs.**

Challenges prior to implementation

Large time investment required for availing a service with untracked SLAs



Higher cost to the citizen in availing a service

Limited Accessibility to the services (time window)

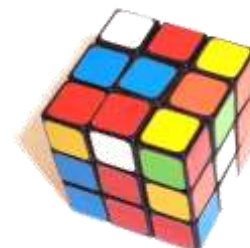


Travel required to access point for availing service

Higher likelihood of corruption in service delivery



Lack of clarity in application process






Kerala e-District Services




Services under Kerala e-District (1/3)

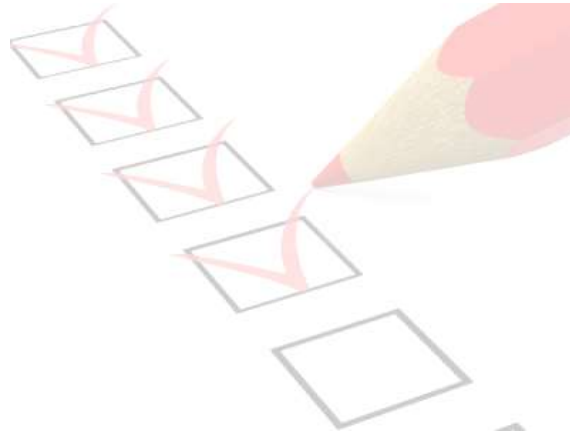
SL	Core Category	Srv No	Services	Srv No	Services 
1	Certificates - Revenue	1	Caste Certificate	13	Possession & Non-Attachment Certificate
		2	Residence Certificate	14	Intercaste marriage Certificate
		3	Identity Certificate	15	Life Certificate
		4	Relationship Certificate	16	Valuation Certificate
		5	Nativity Certificate	17	Widow/Widower Certificate
		6	Legal Heir Certificate	18	One and the same Certificate
		7	Solvency Certificate	19	Caste Conversion Certificate
		8	Location Certificate	20	Destitute Certificate
		9	Domicile Certificate	21	Family Membership Certificate
		10	Income Certificate	22	Dependency Certificate
		11	Possession Certificate	23	Non-remarriage Certificate
		12	Community Certificate	24	Minority Certificate

Services under Kerala e-District (2/3)

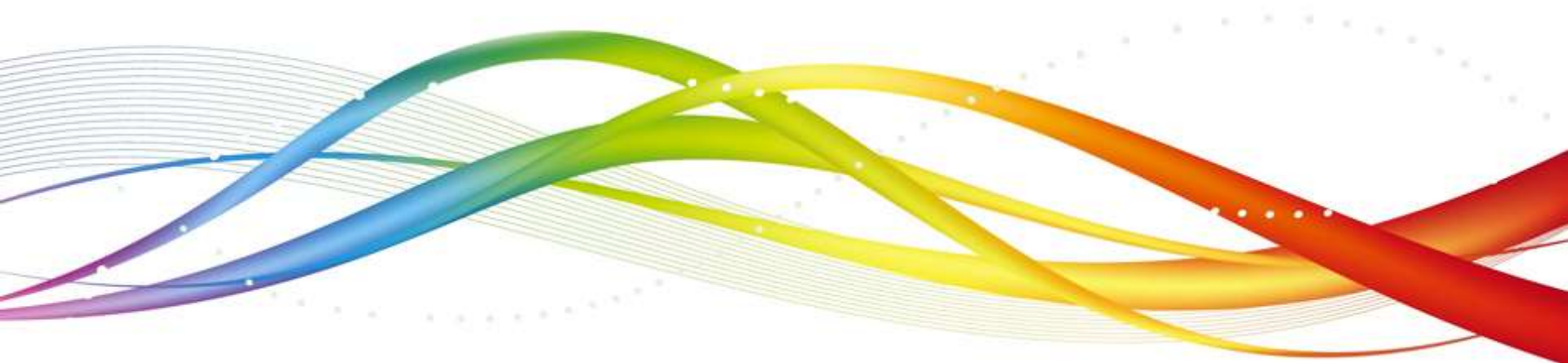
SL	Core Category	Srv No	Services	
2	RTI	25	Application for Information under RTI	
3	Grievance	26	Grievance and Complaints	
4	Public Distribution System	27	Issue of New Ration Card	
		28	Issue of Duplicate Ration Card	
		29	Addition/Deletion/Change of Name	
5	Revenue Court Cases	30	Issue of Notices	
		31	Listing of cases	
		32	Adjournment of cases	
		33	Tracking status of execution of orders	
		34	Stay and final orders of cases	

Services under Kerala e-District (3/3)

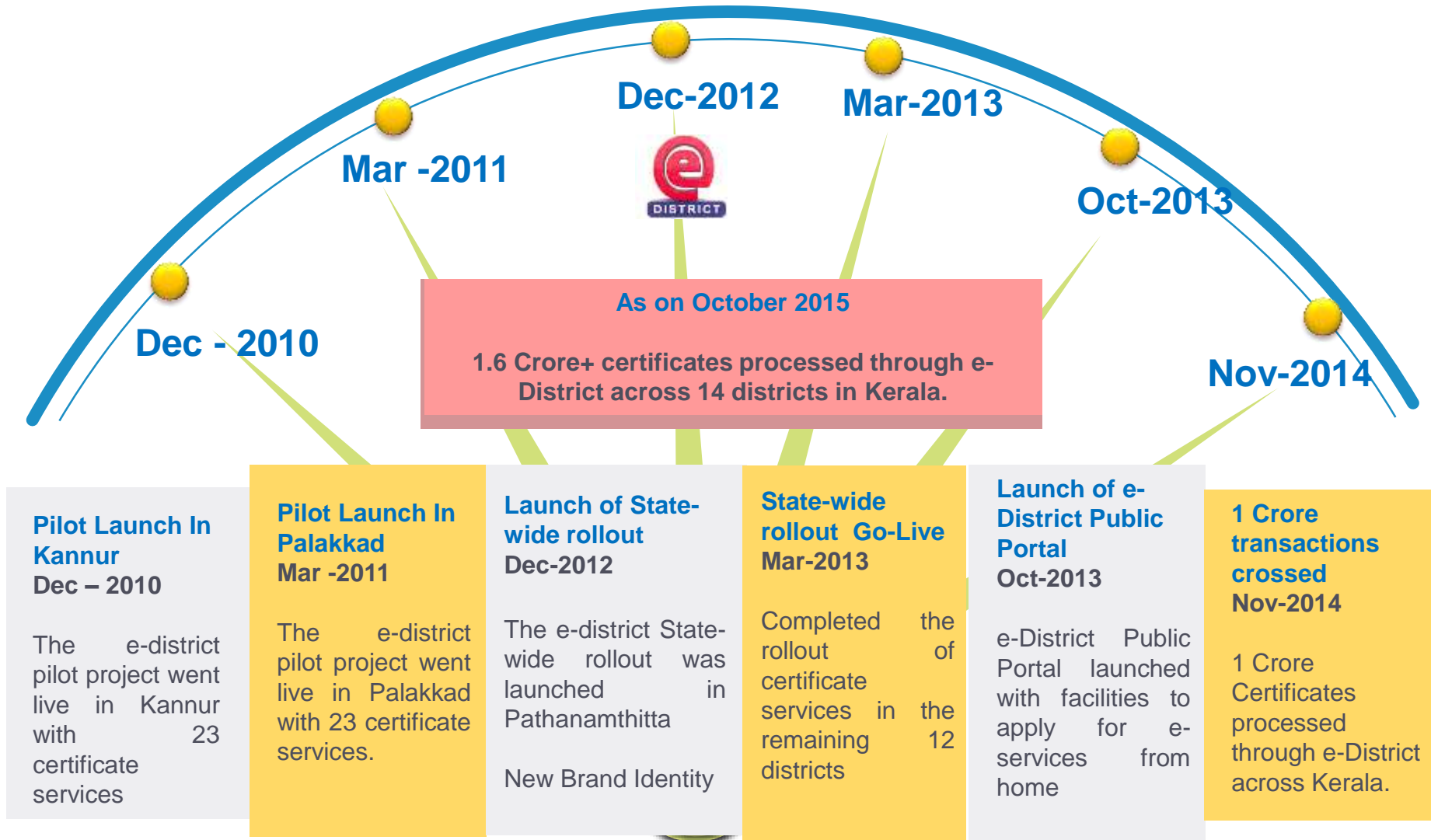
SL	Optional Category	Srv No	Services	
6	Utility Services	35	Payment of water charges	
		36	Payment of Electricity Bills	
		37	Payment of Land phone	
		38	Payment of mobile bills	
		39	Payment of wireless bills	
7	Motor Vehicle Department services	40	Collection of various fees for non-transport vehicles	
		41	Collection of various fees for transport vehicles	
		42	Cess for all vehicles	
8	Electrical Inspectorate	43	Collection of miscellaneous fees for Electrical Inspectorate	
9	University services	44	Exam / General / Departmental remittances	
10	LSG payments	45	Payment of various fees/taxes for Corporation/ Municipalities/ Gram Panchayats	



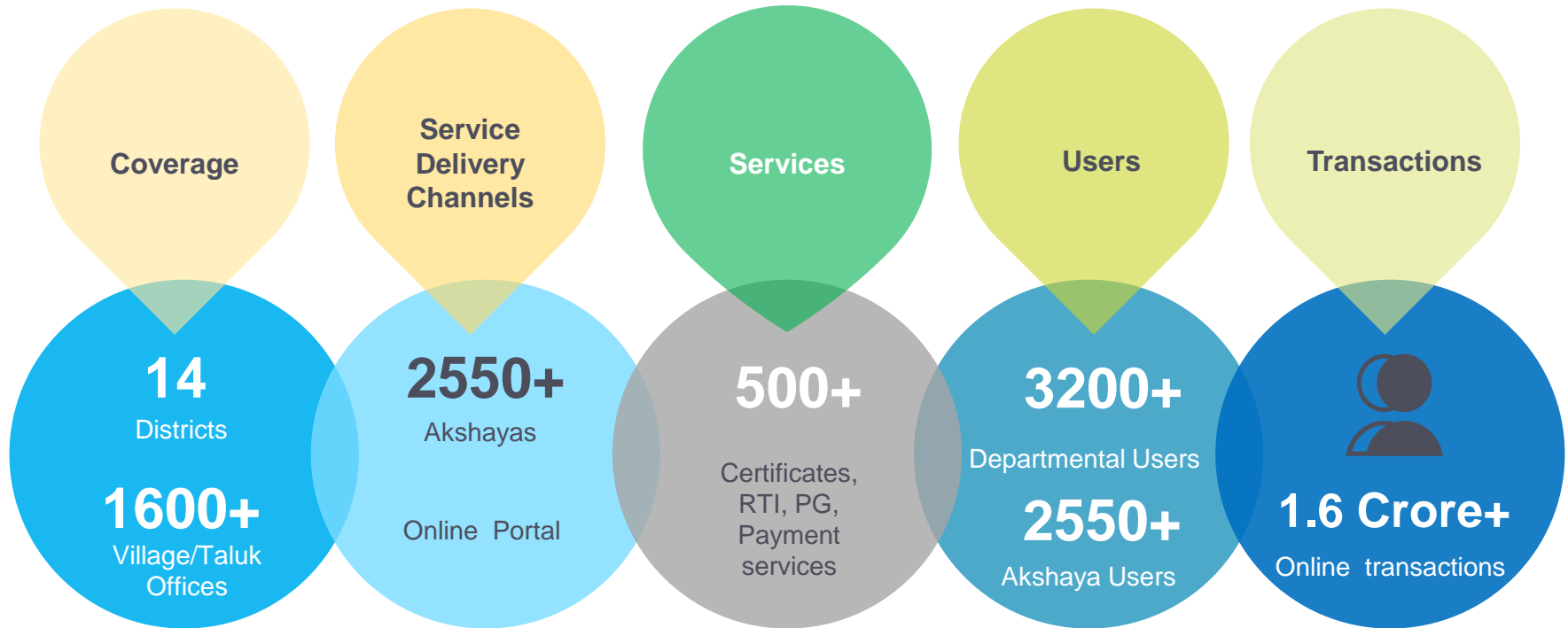
Kerala e-District: Major Milestones & Present Status



e-District – Major Milestones

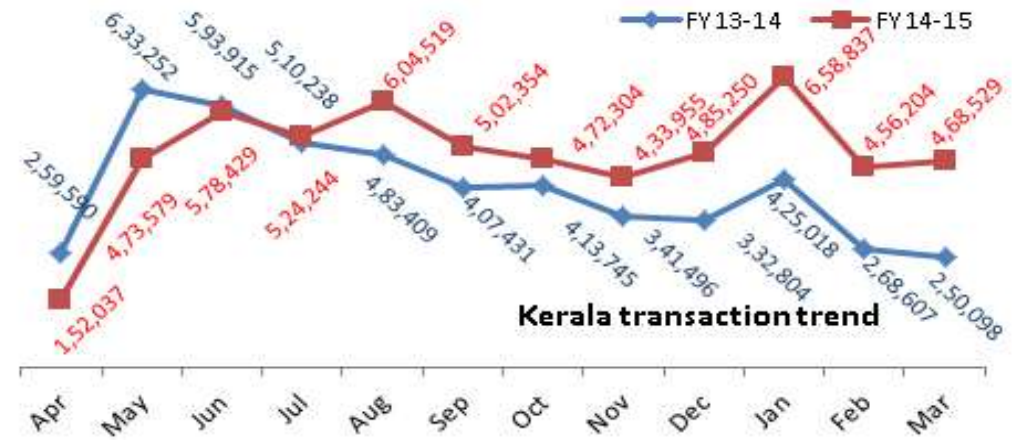
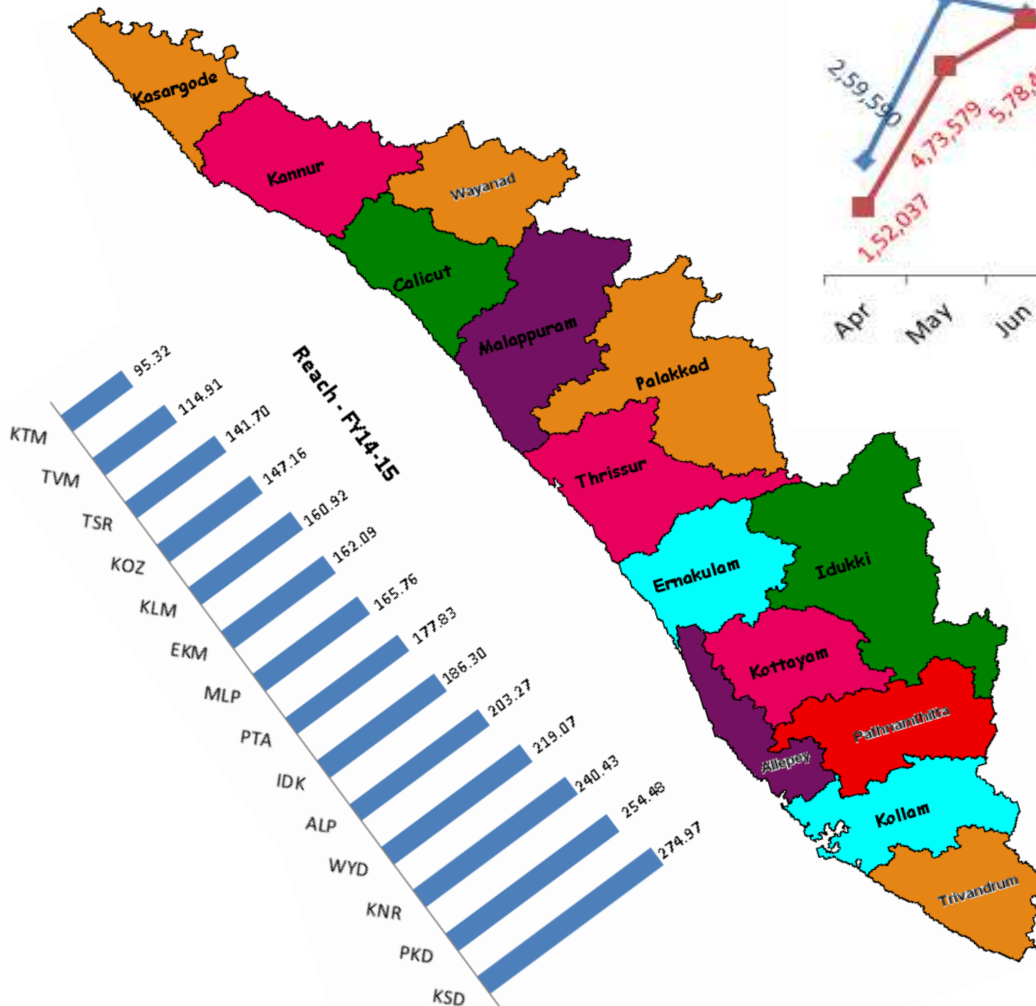


e-District Today...



e- District Performance – FY 2014-15

An overview of transactions for the FY 2014-2015 under e-district







State Average of

- 25,000 transactions per day
- 4 lacs transactions per month

More than





- 90% Approval rate
- 85% SLA compliance.

Benefits realized vs Objectives (1/3)

Expectations		Outcomes	
1.	 <p>Undertake Backend computerization of District and Taluk level offices to ensure electronic delivery of high volume citizen centric services at the district level</p>	<ul style="list-style-type: none"> ✓ 14 Districts ✓ 75 Taluk Offices ✓ 1,500+ Village offices ✓ 1.6+ Crore transactions 	
2.	 <p>Efficient delivery of services with Improved Service Levels by undertaking extensive Business Process Reengineering of identified services</p>	<ul style="list-style-type: none"> ✓ Extensive BPR ✓ > 85% Service level ✓ Right to Service 	
3.	 <p>Extensive Capacity Building and training of field level functionaries to ensure smooth migration to electronic delivery of e-District services and phasing out manual delivery of services</p>	<ul style="list-style-type: none"> ✓ 3,000+ Govt officials ✓ 2,550+ Akshaya CSCs ✓ Master Trainers / Training Centers ✓ Handhold Support 	
4.	 <p>Delivery of services through Common Service Centres (CSCs) by leveraging the common infrastructure of SWAN, SDC, and SSDG</p>	<ul style="list-style-type: none"> ✓ 2,550+ Akshaya CSCs ✓ 14 Friends Centres ✓ SDC/KSWAN up ✓ SSDG/State portal up 	






Benefits realized vs Objectives (2/3)

Expectations		Outcomes	
5.	 <p>Development of applications to be hosted at the State Data Centres for delivery of services</p>	<ul style="list-style-type: none">✓ 24 Certificates✓ 500+ payment services✓ RTI/PG/RCC	
6.	 <p>Delivery of all public services at District/ Sub District level in electronic form through State Portals by using the State Service Delivery Gateways</p>	<ul style="list-style-type: none">✓ e-District public portal up✓ SSDG/State portal up	
7.	 <p>Providing Easy, anywhere and anytime access to Government Services (both Information & Transactional) to ensure reliability, efficiency, transparency and accountability</p>	<ul style="list-style-type: none">✓ Hosted at SDC✓ KSWAN/Broadband✓ Live in 1,600+ locations✓ e-District public portal up	
8.	 <p>Reducing number of visits of citizens to a Government office / department for availing the services and thereby eliminating harassment</p>	<ul style="list-style-type: none">✓ 2,550+ CSCs (at least 2 in each panchayat)✓ Online public portal✓ Information through SMS✓ Saving in Time / Distance / Cost✓ GOs issued	

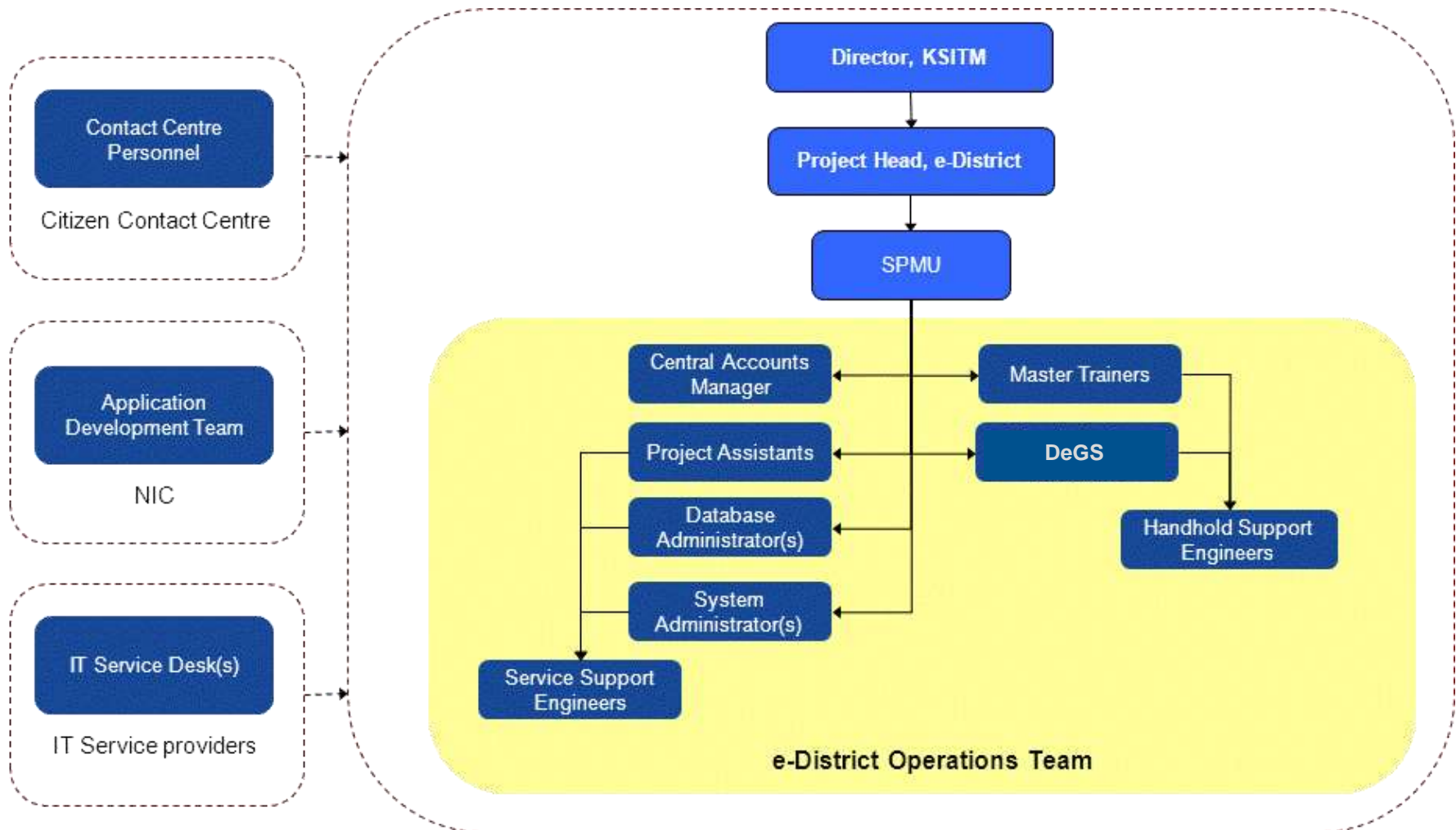


Benefits realized vs Objectives (3/3)

	Expectations	Outcomes
<p>9.</p> 	<p>Reducing administrative burden and service fulfilment time & costs for the Government, Citizens & Businesses</p>	<ul style="list-style-type: none"> ✓ Delivery through CSCs ✓ End-to-end Paperless workflow / FIFO ✓ Database integration ✓ Online verification ✓ Laptops provided
<p>10.</p> 	<p>Reducing direct interaction of citizen with the Government and encourage 'e'-interaction and efficient communication through portal</p>	<ul style="list-style-type: none"> ✓ Online submission ✓ Database integration ✓ Info through SMS ✓ Digitally signed documents ✓ Online verification
<p>11.</p> 	<p>Enhancing perception & image of the Government and its constituent Departments.</p>	<ul style="list-style-type: none"> ✓ Publicity campaigns ✓ Citizen surveys – 95% satisfaction ✓ Impact Assessments ✓ Reduced corruption ✓ Improved transparency.



e-District PMU



Technology Infrastructure for e-District

■ Software Application stack:

- Java2 Enterprise Edition (J2EE)
- JBoss Application Server
- PostGreSQL RDBMS
- Linux Operating System



Infrastructure deployed:

■ At SDC

- 11 State-of-the-Art **Web, Application and Database** servers



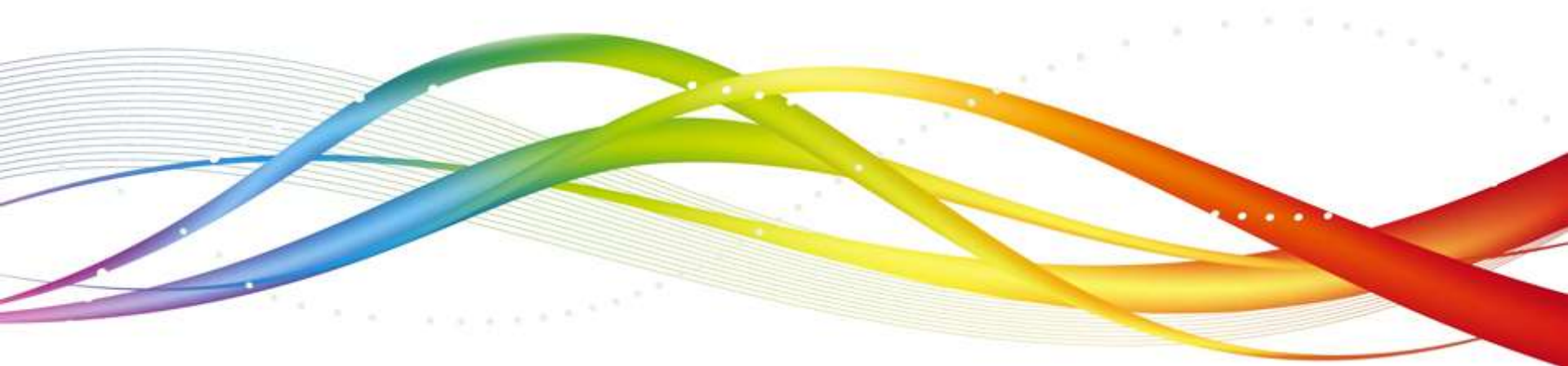
■ At Project locations

- 2,000+ **Laptops/Desktops** across 1,600+ locations
- **High Speed Broadband** connectivity at 1,500+ Village Offices
- **KSWAN** connectivity at 75 Taluk Offices
- 3,000+ active **Digital Signature** e-tokens.





Kerala e-District – Some Interesting Facts



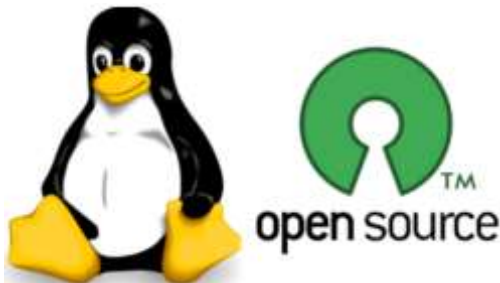
Interesting facts (1/2)

More than **1.6 Crore** applications for certificates alone received under e-District out of which more than **90%** certificates issued



There are around **1 Crore unique user registrations** under e-District, which covers more than 1/4th of the entire population

Under e-District, there is **>1 transaction every second** on any normal working day



One of the largest **Open Source** e-Governance implementations in the country.



Public portal under e-District MMP in the entire country

e-District in the country to touch **>1.6 Crore** Transactions

e-District in the country to roll out in all Districts of any State

Project in the State to ***integrate AADHAAR*** for authentication purpose

Project in the State to ***integrate various databases (EPIC, SSLC, Ration Card, Driving License, etc.)*** for online verification purpose

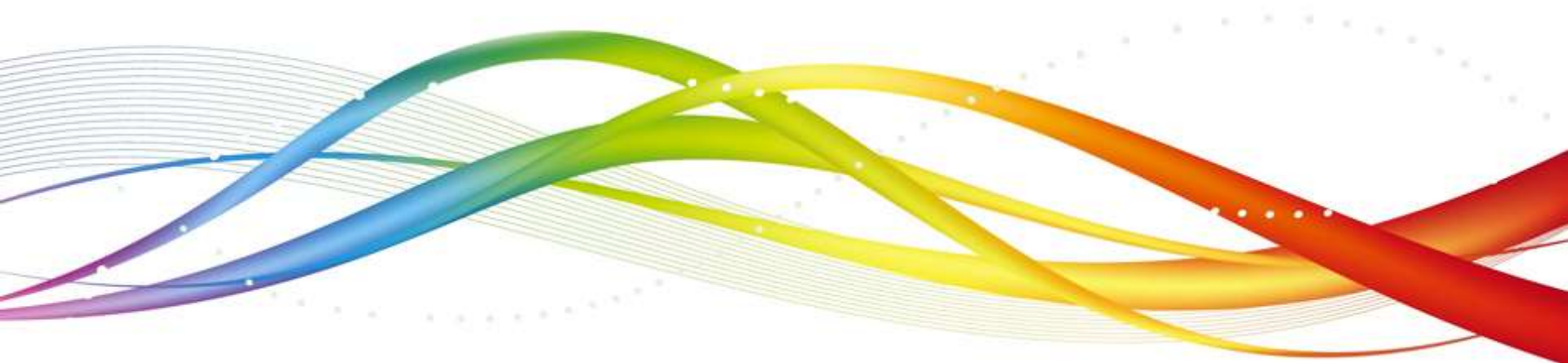
Project in the State to ***integrate NDML e-payment gateway*** for online payment purpose

Project in the State to ***issue maximum Digital Signatures (more than 3000)*** for the officers

1st

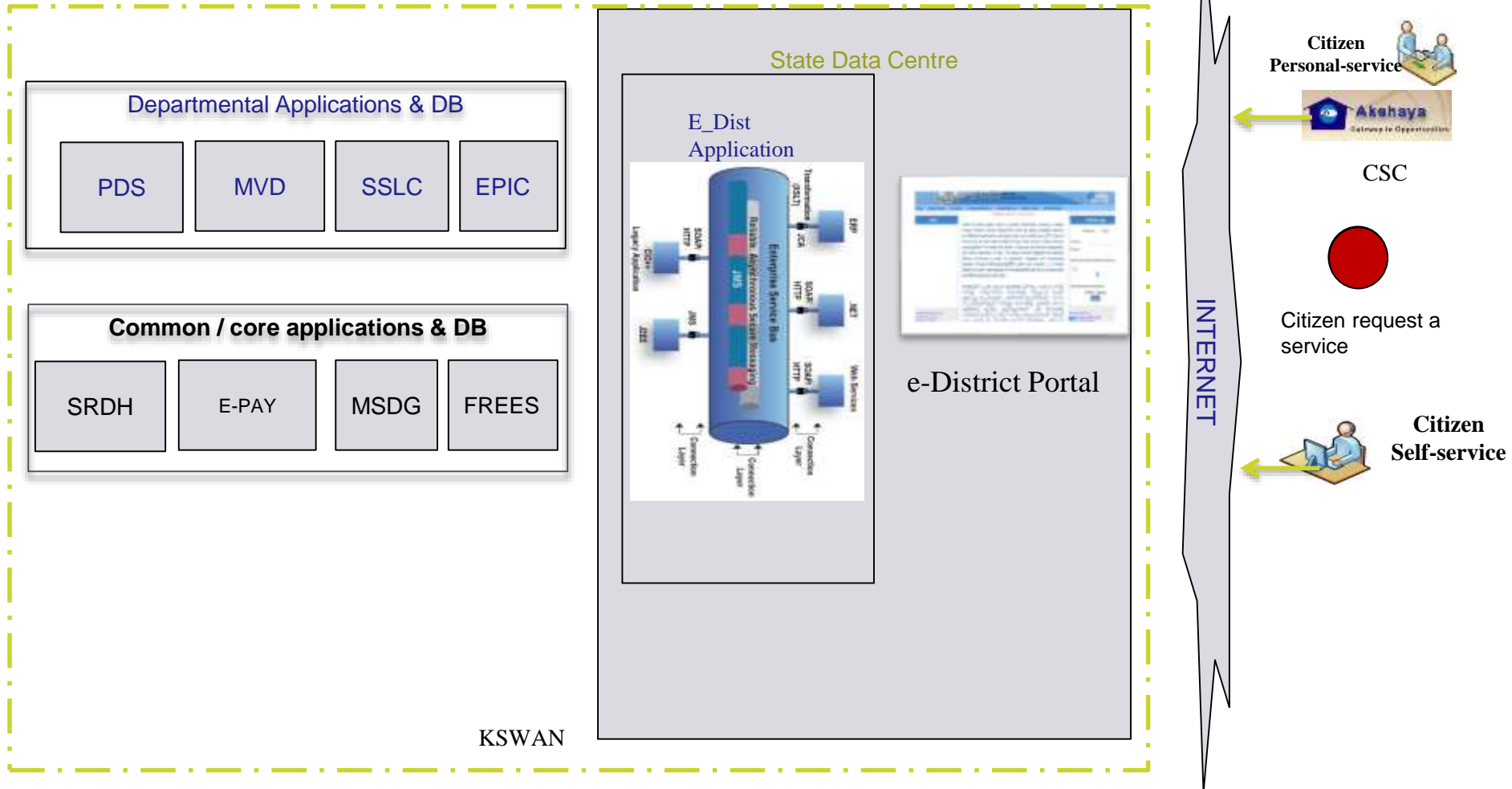


Kerala e-District – Key Success Factors



Key Success Factors (1/6)

How Common Infrastructure is leveraged ?



Key Success Factors (2/6)

Seamless Integration

FRONT END

- **AADHAAR** Authentication for user creation
- **One Time Password (OTP)** for Mobile verification
- **Mobile Service Delivery Gateway (MSDG)** integration for SMS alerts

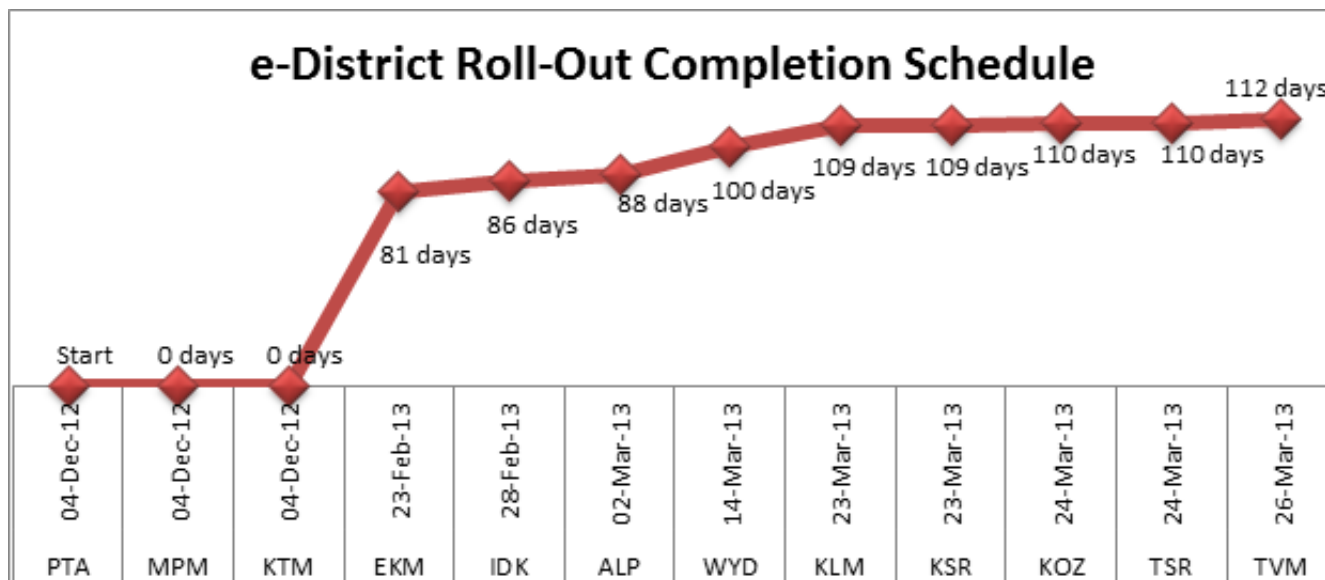


BACKEND

- Integration with **EPIC, Ration Card, Driving License and SSLC** data for Online Database Verification purposes
- Integration with **KYR** details of **AADHAAR** underway

Key Success Factors (3/6)

Think Big, Start Small, Scale Fast

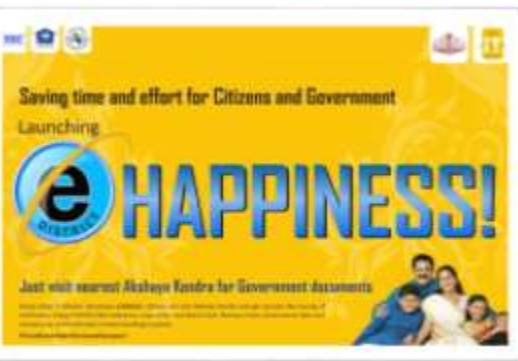


- *E-District was piloted in Kannur and Palakkad in Dec-2010 and Feb -2011 respectively.*
- *The State-wide roll out of Kerala e-district started on Dec. 2012*
- *Completed roll-out of 23 services in 12 remaining districts within a period of 112 days*
- *Rollout covered establishment of network connectivity in around 1200 offices, training to around 3000 officials and issuance of around 3000 Digital Signatures*

Key Success Factors (4/6)

Innovative Publicity & Awareness campaigns

-Unique awareness campaigns through print media, visual media, FM, banners, posters etc.

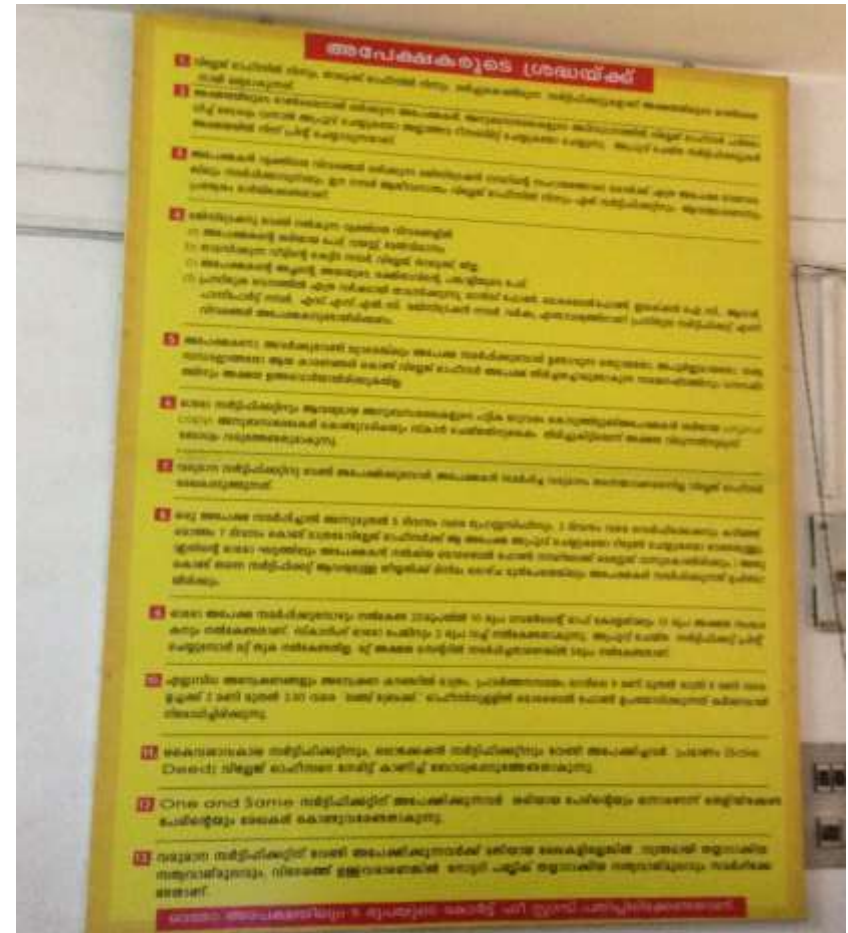


Key Success Factors (5/6)

Awareness for the end users



Display of Rate Charts in local language @ Akshaya Centres



Display of service details in local language @ Akshaya Centres

Key Success Factors (6/6)

Motivational Measures



Awards

- Monthly Certificates of Appreciation for top performers of State
- E-District Annual Awards functions

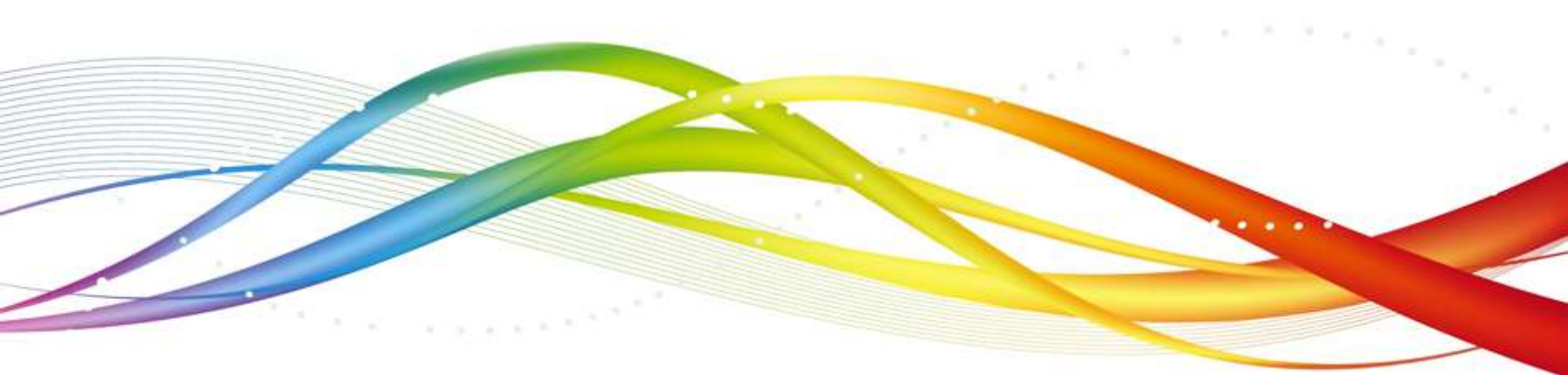
Recognition

Publishing list of Top performers & best offices of the Month in Monthly reports and made available online.

	Sri. RADHAKRISHNAN K. TAHASELDAR, TALIPARAMBA TO KANNUR	1 4137 Nos.
	Sri. GOPINATHAN CM TAHASELDAR, KANNUR TO KANNUR	2 3397 Nos.
	Smt. GIRIJA J. TAHASELDAR, KOLLAM TO KOLLAM	3 3030 Nos.
	Smt. ROSHNI NARAYANAN TAHASELDAR, KOZHIKODE TO KOZHIKODE	4 2838 Nos.
	Sri. JANIL KUMAR TAHASELDAR, THALASSERY TO KANNUR	5 2822 Nos.

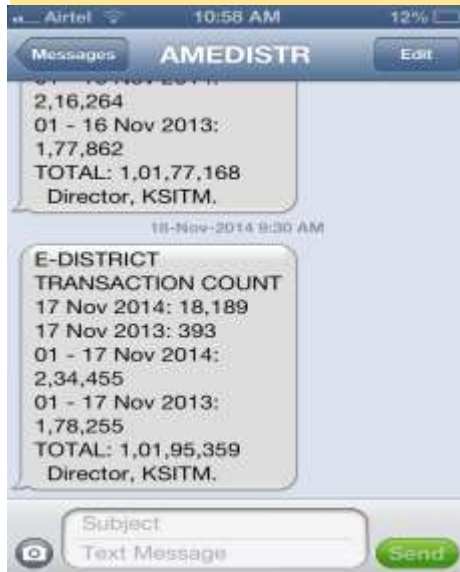


Monitoring & Reporting



Monitoring & Reporting Mechanisms (1/3)

System generated Daily SMS alerts



- **State level to**
 - Ministers, Secretaries, and other stakeholders
- **District level to**
 - Collectors, DeGS, and Project members.

MIS Dashboard for the senior officials

Total Transactions/മുഴുവൻ ട്രാൻസാക്ഷനുകൾ			
2014/11/18 11:33:11			
Total Transactions So Far	Transactions During This Year	Transactions In This Month	Today's Transactions
1,40,72,285	65,16,412	3,14,128	7,259
Certificate Applications/സർട്ടിഫിക്കറ്റ് അപേക്ഷകൾ			
Transactions So Far	Transactions During This Year	Transactions In This Month	Today's Transactions
1,02,00,170	44,90,456	2,39,266	4,811

Monthly Performance Reports

State-wide and individual district-specific Reports being published from Apr '14 onwards.

- Shared with District Collectors for review
- State level monitoring and project steering.



Monitoring & Reporting Mechanisms (3/3)



Video Conferencing

- **Video Conferencing** with districts on a monthly basis
- Follow-up and action reporting within a week of VC

- District level **e-District Administrators**
- District-level **Technical Support** Engineers
- State level **System Administrators** for issue resolutions
- 12 X 6 **Helpdesk** support for e-District
- **Customer feedback** through outbound calling



Prompt Technical Support

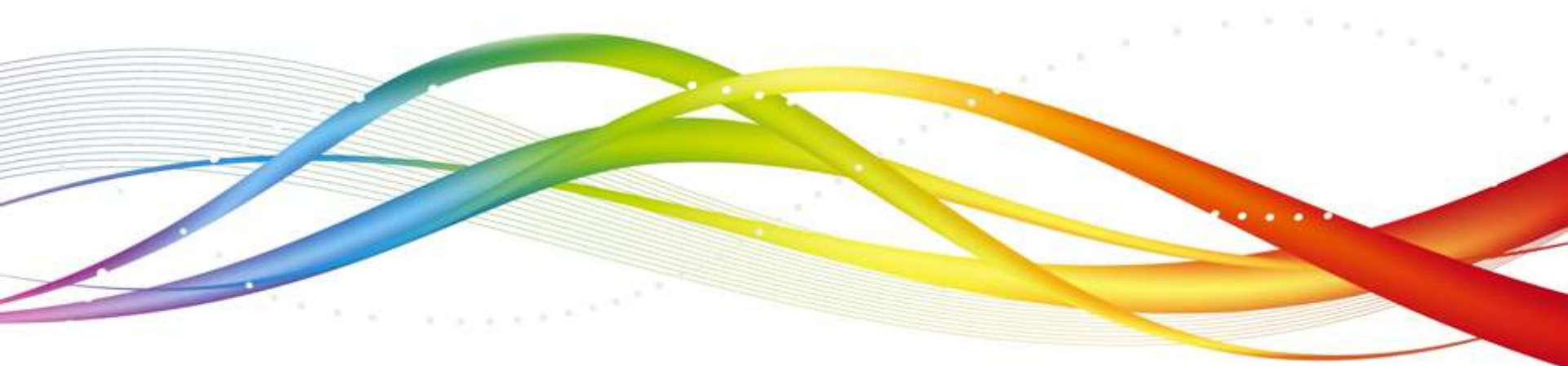


De-centralized Implementation

- Decentralized implementation model through **District eGovernance Societies (DeGS)**
- IT Cell, Revenue Department, District Information Officers (DIOs), NIC & Akshaya District Coordinators.



Kerala e-District Statewide Rollout – Way Forward



Introduction of **Public Grievance services** across 14 District Collectorates

Rollout of **Revenue Court Cases** across 21 locations

Promote e-District as a universal platform by launching **additional eservices** from other departments

Introduction of **Unified certificates**, and **defining validity**

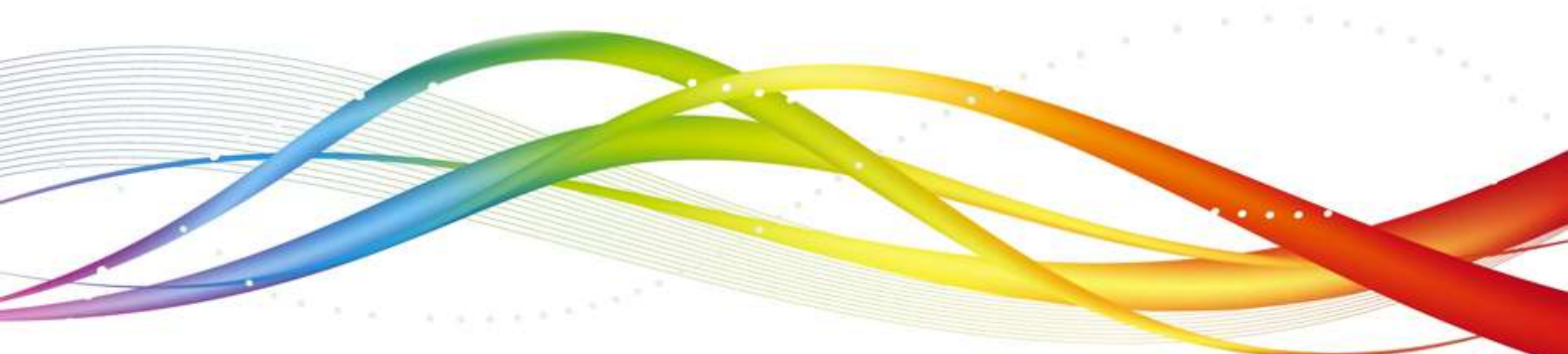
Making e-District services **available through SSDG / State portal.**

Project Partners





*K. Mohammed Y Safirulla IAS,
Director, Kerala State IT Mission
Government of Kerala*



How to avail e-district Services from Home? (1/3)

A. PORTAL USER CREATION

1. Ligon to <https://edistrict.kerala.gov.in>

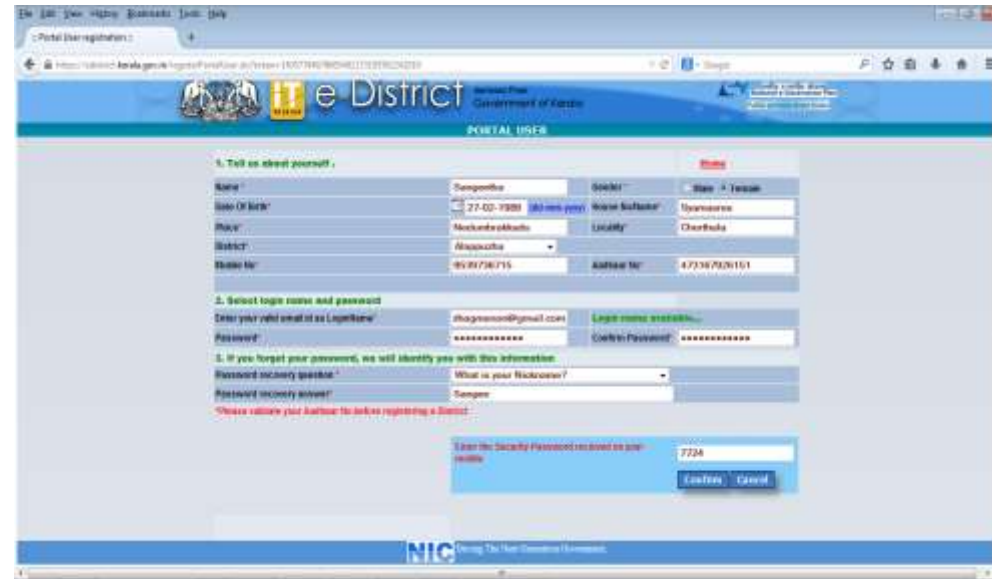


2. Select 'Portal User Creation' in Home Page

3. Fill the details and Validate AADHAAR details.

How to avail e-district Services from Home? (2/3)

4. Once the Aadhaar gets validated, Click **'Register'**. The system shall send a One Time Password (OTP) to the registered Mobile No. Enter OTP



The screenshot shows the 'e-District' portal for the Government of Kerala. The page is titled 'PORTAL USER' and contains a registration form. The form is divided into three main sections: 1. 'Tell us about yourself', 2. 'Select login name and password', and 3. 'If you forget your password, we will identify you with this information'. In the first section, fields for Name, Date Of Birth, Sex, State, Locality, District, and Aadhaar No. are filled. In the second section, the email address and password are entered. In the third section, the password security question and answer are provided. A 'Register' button is visible at the bottom right of the form.

User Creation is Successfull

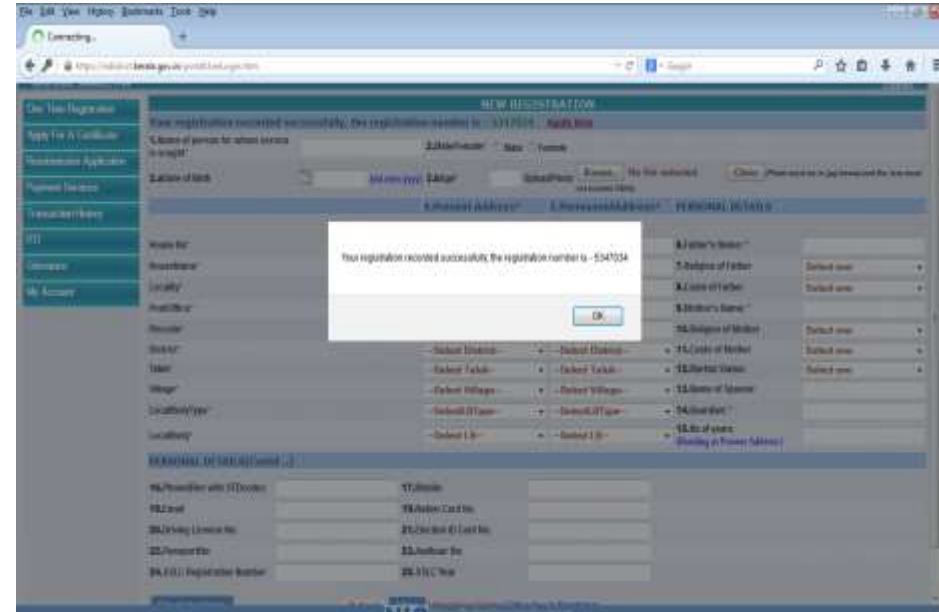
[For Login Click Here!!](#)

5. The user gets created successfully

How to avail e-district Services from Home? (3/3)

B. ONE TIME REGISTRATION

1. After logging in using username and password, undergo 'One Time Registration' for whom the service needs to be availed and upload documents under 'Enclosure'.



2. Now enjoy applying for any certificate under e-District by selecting 'Apply for a Certificate' link



