

WELCOME

**e-GOVENANCE IN ULGs OF
KERALA**

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Initiatives

Information Kerala Mission-IKM estd.in 1998 is responsible for computerization Of LSGs

- Developed several software for LSGS
- SPARK developed by NIC
- All the LSGs have Front end office
- All the LSGs have websites

: E Governance

- Computerization of accounts
- Computerization of property database-
- Computerization of issue of marriage, birth and death certificates
- Single window payment of utility bills
- E-modules introduced in Cities

Software Developed:

1. Sulekha for Plan Monitoring,
2. Sevana for Registration of B&D and Marriage,
3. Sookhika for Work flow application,
4. Sanchaya for Revenue Collection,
5. Sahatha & Sankhya for Accounting

Contd..

- 7 Sthapana for Payroll & Establishment
- 8 Sanchita for-Electronic legal advisor
- 9 Sookhika for Work flow
- 10 Sugama for Estimate preparation
- 11 Sanketha for Building Permit
- 12 Smvedita for LSG Website

E -Procurement and E -Payments

Websites are updated frequently

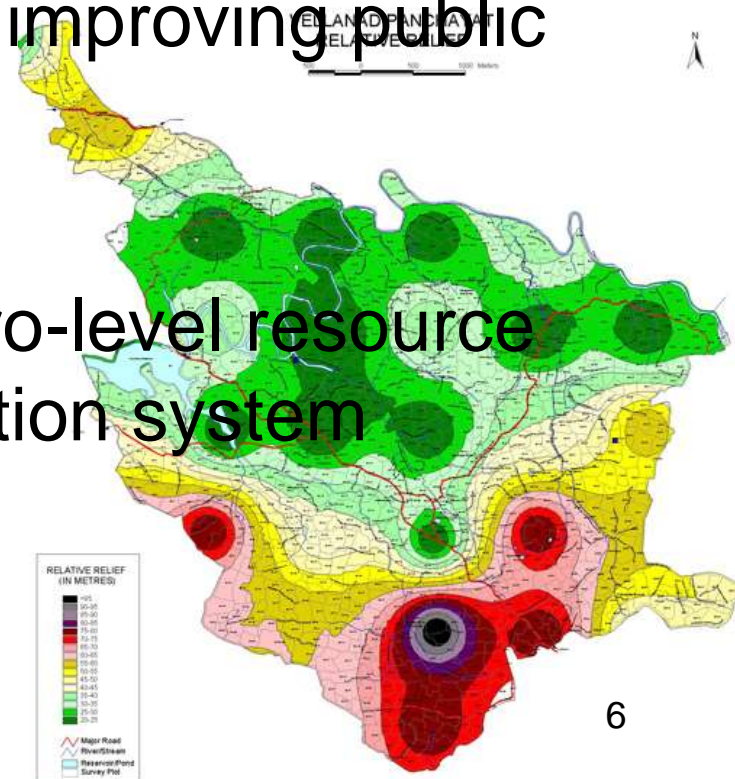
Samveditha

Website: www.corporationoftrivandrum.in

- One of the largest local-language government websites
- Linkage with Portal for all local governments and the Local Self Government Department which has Over 1 lakh 'pages'
www.localgovkerala.net
- participative content management
- Daily updation of the site with transaction details.

Priorities and purposes

- Establishing efficient and responsive systems for good governance in the ULBS
- Establishing a mechanism for improving public service delivery
- Developing an integrated micro-level resource based developmental information system



- **Major Achievements**
 1. ***Janasevanakendram***
 2. **Hospital Kiosks**
 3. **Pensions and social welfare schemes**
 4. **Plan process**
 5. **Online Certificates**
 6. **Online payments**

Achievements



- *Janasevanakendram*
 - No. of sites: Corporation office and zonal offices- 7
 - No. of computerised counters: 27
 - Seating for customer: 72 in Main office and 6 each in zonal offices
 - Automated electronic queue management (Main office)
 - Single Window Service
 - Multiple Shifts
 - Extended Service Window 8 am to 7 pm



Impact

- Customer feedback shows acceptance of improved ambience in all locations.
- Perceptible improvement of services in 60% cases (Main reason for reduced impact being non-availability of legacy data in electronic form)

: Property Tax

- Base for Property Tax assessment modified to area based assessment as per Kerala Municipality Act, 1994
- Computerization of current list of assesseees and tax payment accounts
- Facility for online verification of Property Tax payment details by public
- Completion of GIS data base and updating Building location in maps
- Elimination of exemptions and Setting up a non discretionary method
- Tax payer education programme & dispute resolution mechanism
- **Achieved 85% coverage ratio and 90%of collection ratio**
- Improvement in collection of arrears
- Property Tax Board initiated as an advisory body

Screenshot of 'Sanchaya' – Online Property Tax Application – Thiruvananthapuram Corporation

സഞ്ചയ

District: Thiruvananthapuram
Local Body: Thiruvananthapuram Corporation

Property Tax

Search Details

Zonal Office*

Ward No.*/Door No./Sub No. / /

Owner Name

***Mandatory Fields- Zonal Office & Ward Number**

Content Owned, Maintained and Updated By: Corporation of Thiruvananthapuram.
Software Design, Development and Hosting Services By: Information Kerala Mission, Network Services by State e-Governance Data Center.

PreDCR – Software Application for creating Architectural Plan as per ‘AutoDCR’

തിരുവനന്തപുരം നഗരസഭ

പൊതുവിവരങ്ങൾ ചരിത്രം വിവരണം സ്ഥിതിവിവരക്കണക്കുകൾ തൊഴിൽസൃഷ്ടിവിവരങ്ങൾ

PreDCR

Drawing the architectural plan in DWG format as per AutoDCR software requirements

PreDCR is software application used to create the architectural plan as per AutoDCR software requirements. It works under AutoCAD environment with additional menu & toolbar.

Using PreDCR commands user can create all the required layers in one click. Once all the layers are created in the drawing user can use AutoCAD commands to draw layout plan. As per AutoDCR requirement all building items like proposed plot, proposed work should be drawn on corresponding layer. Short commands are provided to activate any layer in PreDCR. At any time user can verify if the drawn entities are properly closed or not, if proper name text has been written inside all closed poly or not etc. PreDCR will highlight all the failed entities if any.

- Architect Login
- Download PreDCR Software
- Download Architect Utility
- PreDCR Help Manual

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Sevana (Births, Deaths and Marriages) **(From July 2005 to 05/11/2008)**

- No. of registration records :
Birth – **309527** Death – **42153** Marriage - **6822**
- No. of certificates issued :
Birth:Sec12 – **110101** Sec 17 – **49474**
Death:Sec 12 – **21808** Sec 17 - **33363**
Marriage : **7089**

Impact

- Time for issuing new certificate:
Reduced from 4 – 5 days
to 5-10 minutes
- Time for issuing old certificate:
Reduced by 50%

Case study 1 (contd.2)



Soochika (workflow, file tracking) **(From August 2006 to 05/11/2008)**

- No. of sites: 1 (main office)
- No. of files: 145729
- *Sutharya* information centre
- Touch screen

Impact

- Time for status search :: Reduced from over a day to few seconds
- Information centre for the citizens

Achievements 2



Hospital Kiosks

- Number of sites : 41
 - Government Hospitals : 13
 - Private Hospitals : 28
- Number of transactions : 131489

(From August 2005 to 05/11/2008)

Impacts

- It covers 98% of the Birth and deaths in the corporation



Hospital Kiosks (2)

The project is unique in that it covers:

- The issue of quality of civil registration
- Improving public service delivery
- Universal birth registration
- Universal death registration

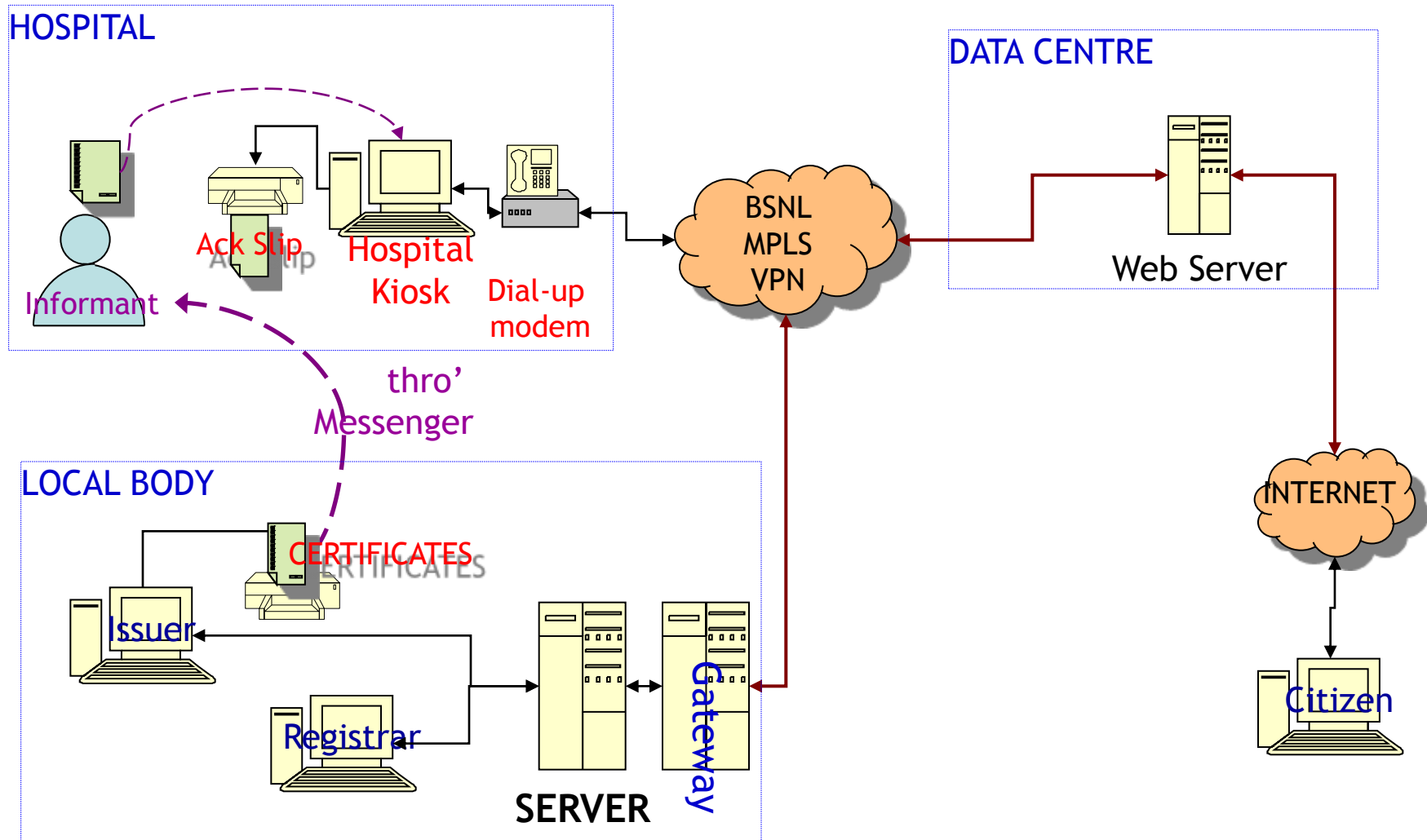
- Section 12 Certificate through hospitals
- Verification report by the parties
- Delay in registration-audit
- Delay in services – messenger and postal arrangements

Hospital Kiosks

(3)

Case study 2

(contd.3)



Achievement 2 (contd.4)

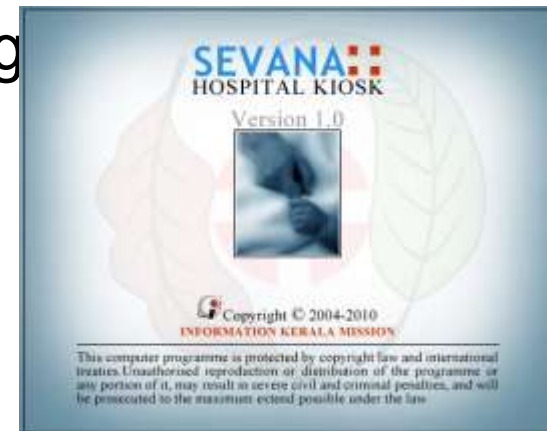


Hospital Kiosks (4)

- Detailed process and data audit
- Findings help for process improvements

Issues

- Data entry and certificate delivery being institutionalised (Kudumbasree)
- Streamlining the process in hospitals



Sevana(Pensions)

Pensions and Social Welfare Schemes

- No. of Active pensioners as on **05/11/2008**
- + Agri.Labour Pension: **1118 (1115 ID Card Issued)**
- + Widow Pension: **5133 (5030 ID Card Issued)**
- + Physically Handicapped: **2593(2572 ID Card Issued)**
- + National Old Age: **4734(4322 ID Card Issued)**
- + Unmarried women: **325(319 ID Card Issued)**
- + Mentally Challenged :**41(41 ID Card Issued)**
- + Unemployment wage earners:**6924**

Achievement 3

Pension Adalath

- Issues in data quality
- Adalath at Main Office
- Total No of Pensioners:**13944**
- ID Card issued:**13399**
- No.of duplicate Pensioners identified:**160**
- No.of Pensioners died:**953**
- Pension allotment, distribution and Money order printing by using Application

Sulekha – Plan Monitoring

Preparation of Accounts of 10th Plan

Year	Allotment	Expenditure
2001-02	150336000	113478400
2002-03	225624750	225488199
2003-04	316077367	155364316
2004-05	546069000	191810469
2005-06	310630000	168370134

Accounting

- Double entry accrual based accounting from 2007-08 financial year
- Receipts and Payments taken from Janasevanakendram and Accounts section
- Preparation of DCB



Saankhya

(Accounting)

(From November 2004 to October 2008)

- No. of sites: **7**
- No. of transactions: **571753**
- Total amount transacted: **Rs. 161.21 Crore**

Impact

- Time for daily statement generation :: Reduced from one hour to few minutes
- Time for consolidated statement :: Reduced from one hour to few minutes

Upgradation of Software for Monitoring Customer Grievances

Implementing Agency: Kerala Water Authority

Objectives	Details	Costing	
<ul style="list-style-type: none"> •Improve tracking of complaints closure •To categorize complaints •To integrate complaints from multiple sources 	Existing software to be upgraded to include relevant fields for categorizing nature and status of complaints		
	Synchronize with ABACUS software	Upgradation of software testing and training	500000
	Time frame 8 months	TOTAL	500000

INDICATORS	CURRENT	PROPOSED
Coverage of Toilets	B	A
Collection efficiency of waste water network	NA	-

Installation of RFID to Monitor Coverage of SWM Collection

Implementing Agency: Thiruvananthapuram Municipal Corporation

Objectives	Details	Costing	
<ul style="list-style-type: none"> To monitor coverage To monitor waste generation 	Provide RFID tags in 200000 households Waste collectors to log into the tags to enable monitoring of coverage and lead to effective collection Time frame 8 months	RFID Tags places in all households @ Rs 10 for 200000	2000000
		Card reader @ Rs 5000 for 1000 nos	5000000
		Procurement and installation charges and campaign	500000
		TOTAL	7500000

INDICATORS	CURRENT	PROPOSED
Coverage –waste generated, transported and treated	A	To strengthen

Comprehensive software to monitor MSWM

Implementing Agency: Thiruvananthapuram Municipal Corporation

Objectives	Details	Costing	
<ul style="list-style-type: none"> •To design, install and use a comprehensive MIS and software to monitor all aspects of municipal solid waste management services 	<ul style="list-style-type: none"> •Development of software modules-administration, inventory, workers; mgt, collection, transportation, asset management, complaints redressal •Mobile phones •Computer /accessories •Training <p>Time frame : One Year</p>		
		Seven modules	1560000
		Mobiles	200000
		Training	100000
		Computers/Accessories	2750000
		TOTAL	4610000

INDICATORS	CURRENT	PROPOSED
Efficiency in redressal of complaints	B	A
Extent of cost recovery	NA	A
Efficiency in collection of SWM charges	NA	A

Way Forward

- Introducing DCR Software to all the ulgs
- Online Payments of Prop.Tax to all ulgs
- Data entry of Past Datas

THANK YOU