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DIGITAL KERALA PLAN - M-governance initiative: Govt begins hunt for vendors

Thiruvananthapuram:
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The Kerala State IT Mission has published online tenders for selecting the vendor for its unique mobile application and mobile governance platform services that would be put in place as part of the government's `Digital Kerala' initiative. The tender is to select the agency for implementing a state-of-the-art mobile governance service in Kerala.

Bringing governance to the fingertips, the IT Mission will roll out a unique and single interface mobile cross-platform application to deliver variety of services from various departments to the general public. The services will be delivered through a mobile app complemented by SMS, interactive voice response (IVR) and unstructured supplementary data (USSD) channels so that users with or without smart phones can avail the services through their mobile phones, said a statement issued by the IT Mission here on Monday . "Once the project is launched, various government department services will be accessible through mobile phones, on a 24X7 basis, rather than the users having to visit offices. The app will be a multi-platform application compatible with Android, iOS, Windows and Blackberry . The proposed application is an intuitive one with simple interface and navigation allowing the user to easily avail the service," the statement said.

Users without smart phones also can avail the services through SMS, IVR and USSD.The citizens wouldn't need to download apps from various departments and services. They will be able to personalize the application and receive alerts as push messages or SMS for various services.

The existing services of various government departments, including certificate services, information services, payment services for utilities (KSEB, Kerala Water Authority , LSGD & IKM, KSRTC, Kerala Police, Motor Vehicles Department and any others) will be made available in the mobile app as well as SMS, IVR and USSD platforms.

Apart from government services, common services like mobile recharge, IRCTC ticket booking, income tax information and payments, passport services, FRRO foreigners' registration etc will be included in the common app.