# Kerala State IT Mission

*ICT Campus, Nandavanam, Vellayambalam,*
*Thiruvananthapuram, Kerala 695033*

Kerala
**The Most 'e' Ready State**

digitalkerala
DIGITAL LIFE FOR ALL

# KSITM's primary responsibilities are:

1. The nodel agency to implement e goverenace in the state and interfacing between the Goverment

2. Strengthening the IT / ITES industry base

3. ICT dissemination to bridge the digital divide

4. E- Governance

5. Developing Human Resources for IT & ITES

6. Advising the Government on policy matters

# MESSAGE

The Government of Kerala acknowledges the critical importance of Information Technology as an instrument for the State's overall development and remains deeply committed to its dissemination, both as a crucial engine of economic growth and as a tool for increasing productivity, speed & transparency in governance and improved quality of life for the common man. Kerala State IT Mission(KSITM) performs diverse roles including, e-governance and development of human resources, disseminating information across citizens and Government, interfacing between Government and industry, bridging digital divide, investointeractions and achieving speed and transparency in governance. The activity of thrust is e- governance ; conceptualization and implementation have been guided by citizen centricity and enhancing citizens' efficiency. Responsiveness ofthe governments to the trends of this digital revolution, its drive to enable this transformation in the governance will be critical in determining the citizen orientation of the government, its ability to spur the economic development of the society. Government of Kerala, in consonance with this, in its latest IT policy envisioned establishing knowledge powered Digital Kerala to enable Digital life style for all the citizens through application of digital technologies in the areas of Digital Citizenship within the governing principles of ubiquity, inclusion, freedom. The policy also lays out establishment of a citizen centric digital government to persistently improve service delivery standards and service quality through adoption of latest digital technologies.

**Dr.S.Chithra.I.A.S**
**Director-Kerala State IT Mission.**

# Mapathon:

Mapathon Keralam is being implemented by the Kerala State IT Mission,which has utilized advanced technologies to effectively address the floods in the State. Mapathon Keralam, implemented with the concept of 'Let Us Make Our Map', is meant to be implemented the benefits of e-Governance with public participation.

Through the Mapathon Keralam, the Government of Kerala aims to create extensive local maps of Kerala including physical infrastructure natural resources and othe r information that are useful for planning and other developments. The free online map, Open Street Map, is used for this mapping event as part of Kerala government policy to strengthen activities focused on free knowledge and Free and Open Source Software. The project is being led by the Kerala State Spatial Data Infrastructure (KSDI)under the Kerala State IT Mission and supported by other institutions such as International Centre for Free and OpenSource Software (ICFOSS)and National Service Scheme (NSS). As a pre-campaign program,a crowdsourced mapping ofgovernment offices in the state was launchedcalled Map My Office was launched with the participation of government employees.

First campaign of Mapathon Keralam is being launched today with the partnership of National Service Scheme (NSS). Students under the NSS will be taking leadership in organizing local mapping session at various colleges and develop skilled volunteers who can carry out mapping activities. Selected faculties from nearly 80 colleges underwent the master training program and training of colleges. It is expected that more organizations communities and individuals shall take up this campaign and hold programs of their own developing local maps.

# E-government procurement(E-GP) project

*e-Government Procurement is a Mission Mode Project (MMP) under National   e-Governance Plan (NeGP)*

*of  Government of India.*

Government of Kerala has implemented the e-Government Procurement system to enhance transparency and efficiency in public procurement activities and monitor the same on a real-time basis.

E tendering: E-Government Procurement (E-GP), 53 Govt. Departments and 220 PSUs/ Autonomous Bodies/ Govt. agencies are utilizing the common e-Procurement system. 1764 offices (under various  Govt. Departments & Govt. Bodies) have been mapped into the e-Procurement system.  The usage  of the e-Procurement portal has grown steadily since inception.

Owing to the critical nature and quantum of work, a professional Program Management Unit (PMU) has been set up to manage its proper implementation thus ensuring  timely deliverables and minimizing the risks. The PMU is managing the implementation of the project across the State including its support and hand-holding activities.

# KFi
### PUBLIC WiFi ( Hotspots )

Government of Kerala established 2000 public wifi hotspots across the state which will provide free internet services to the citizen and tourists. The hotspots locations are identified by the District Collectors which includes bus stands, tourist places, Parks, Public places, Jana SevanaKendras, Govt. offices etc. In addition Public WiFi facility will also be made available in 222 fishing villages along the Kerala coast.

*Benefits to the public:*

• Citizen can able to access 1GB free internet per day from the Hotspots using their smart phones, mobile devices or Laptops and perform social and business activities.

• Access various e-Governance, m-governance services, public content available in the State Data Centres without any limit from the Hotspot locations.

• Tourists can avail information on the major destinations, hotels, ticket and travel bookings using the hotspot services.

The citizens can easily connect with common service centers, government offices, government services, websites, on line payment modes etc on a faster and economic mode.

Kerala State IT Mission is looking forward with great hopes and enthusiasm for the successful implementation of the project for the well being of the citizens of the state.

Kerala's Own Wi-Fi
God's Own Country

FREE

1 GB DATA DAILY!

Now available at 2000 Public Wi-Fi Hotspots across Kerala.

Government of Kerala

Keralas Public Wi-Fi

For the people by Goverment of kerala

digitalkerala
DIGITAL LIFE FOR ALL

KERALA STATE IT MISSION

# KERALA STATE WIDE
# AREA NETWORK
### – Connecting the Dots

The State Wide Area Network (SWAN) is a state-of-the-art framework that allows the provision of Wide Area Network (WAN)connectivity and associated services to the public sector in the State.This will improve Government efficiency. In 2005, Government of India mandated the establishment of State Wide Area Network throughout the Country with an intention to connect each of India's States and Union Territories to support National e-Governance Plan (NEGP) initiatives for Government-to-Government and Government-to-Consumer services. SWAN project focuses mainly on high service delivery.

Accordingly, in 2008, Government of Kerala had set up a State Wide Area Network to extend the State Information Infrastructure (SII - consisting of three NOCs at Thiruvananthapuram, Kochi and Kozhikode and the e-Governance Data Centre at Thiruvananthapuram) to the 14 District Headquarters and the 152 Block Headquarters of Kerala.

Kerala State IT Mission is the State Implementation Agency for Kerala SWAN.

# Government Services
# at your fingertips

**m-keralam**
*One app, many services*

"**mKeralam**" – The unified Mobile Application launched by Kerala State IT Mission, brings together all the services rendered by different Government departments under a single umbrella. Citizens can access 100 services from 17 departments through this application. Bill payments of KSEB, KWA including payment services of Revenue Department and Calicut University are available.

## A unique mobile app for Government Services

| | |
|---|---|
| Easy to use with Single sign-on | More than 100 Services from 17 Departments |
| 24 Revenue Department Certificates | Calicut University Services |
| Utility Payments | Various Department schemes |
| Easy and convenient | Safe and Secure |

GET IT ON **Google Play**     Download on the **App Store**

# Government
# **Services** 24x7

## State Portal

The **State Portal** provides a single window access to all information and services provided by Government of Kerala. State Portal as part of State Service Delivery Gateway (SSDG), fulfills the vision of providing easy and hassle-free services to citizens of the state.

Log on to  *https://www.kerala.gov.in/servicenew*

## State Portal | Benefits to Citizens

| Single sign-on with One time Registration | Easy, anywhere and anytime access to Government services including 58 transactional services |
|---|---|
| 24 Revenue Department Certificates | Driving License, permits & many more |
| Utility Payments | Calicut University services |
| Life Events Model Services like Birth Certificate, Marriage Certificate, Education , Health etc. | |

# UIDAI AADHAAR SERVICES – KERALA STATE RESIDENTS DATA HUB *(My Aadhaar, My Identity & My Rights)*

Aadhaar is a 12-digit unique number issued by the Unique Identification Authority of India (UIDAI).The unique identification number is generated based on a person's biometric details such as iris scan and fingerprints, and demographic information like date of birth and address, taken at the time of enrolment. This number will beserved as a Citizen's proof of identity and address, anywhere in India. Now, Government of India hasmandated Aadhaar enrolment for all citizens including infants. Aadhaar card can be used as a single identification document through out the Country. The services/transactions that require Aadhaar linkage ranges from a person's Mobile Number to his/her Bank Account details, and the list keeps on increasing daily. The UIDAI has also come up with the e-KYC (e- Know Your Customer) service to improvise customer services.Kerala State IT Mission (KSITM) is the nodal agency for the implementation of Kerala UID launched in February 2011. As a pilot phase,Aadhaar enrolment was initiated in Thiruvananthapuram and Alappuzha districts and subsequently covered all the districts in Kerala. In Kerala, all the Aadhaar based services are being hosted through KSITM.

## Services Include:

- In Kerala, Akshaya is the authorized agency designated for Aadhaar/UID enrolments.

- Through e-KYC, an individual having Aadhaar Number can disclose his / her personal information to service providers who wish to activate services such as mobile connections, bank accounts, etc. instantly.

- Child enrolment is being undertaken with the assistance of Anganwadi and District administration.

- Mobile Akshaya Center units are available to deliver doorstep services for those who are either bedridden or suffering from serious illnesses. Enrolment for Bedridden/Challenged residents is being undertaken with the assistance of Panchayats, Municipalities, Corporations and District Administration.

## Aadhaar generation:

Kerala has achieved more than 99% of Aadhaar generation. There are about 754 Permanent Enrolment Centres, 300 Child Enrolment Centres and 1,200 Update Centres by Akshaya CSCs to facilitate Aadhaar Enrolment and changes to details in Aadhaar.

## Aadhaar Enrolment for age group 0-5 years old:

Kerala Government has given focus for enrolment to 0-5 years old by conducting Aadhaar enrolment camps with the help of Anganwadis and Akshaya Centres. Many camps have been conducted in all the districts and further camps are being conducted to target the remaining population.

Recently Child Enrolment at District Hospitals have started. The plan is to rollout Aadhaar Enrolment services to all government and private hospitals with maternity wards.

## Aadhaar Enrolment for new entrants in schools:

Kerala government had arranged Aadhaar enrolment camps at Schools with the help of Education Department and Akshaya for new entrants in schools for standard one and other classes. This is a regular yearly exercise.

## Aadhaar Enrolment for bedridden/challenged/aged:

Currently Aadhaar enrolments of Bedridden/Challenged/Aged are being undertaken by visiting their homes and conducting enrolments.This is done with the assistance of LSGIs. Requests for special consideration for bedridden cases are taken up with UIDAI.

## Aadhaar based Services:

Kerala State IT Mission is an approved Authentication User Agency and eKYC User Agency and provides authentication and e-KYC services. Currently about 28 departments have on boarded for using these services. About 3.5 Crore transactions have been conducted so far.

# Centralised Procurement Rate Contract System (CPRCS)

During November 2017, the Government had directed to initiate & set-up an on-line procurement system based on rate contract, for the IT products commonly being procured by the line depts, autonomous bodies,agencies, PSUs etc for use in thei r offices. The necessity for increased IT procurement by all the departments arose because of the emphasis on e-Governance & also due to the roll-out of e-Office across depts. in the state.

This is an IT system, wherein the user depts. generate their requirement, place their work order, remit payment on-line. The delivery to consignees, After sales service management including AMC are carried out on-line.

The work of finalising the products/models as well as the rates for the same were carried out using the e-tendering system of the Govt. of Kerala; the same was completed during March 2018. As per Government directions, supply of items were spread out among the L1/L2/L3 bidders, with L2 & L3 bidders matching the Li price, so as to prevent any vendor monopoly/locking.

The supply of IT products to various departments through CPRCS began in April 2018.
The items that were included in the Rate Contract system were :

· Desktop Computers - with Ubuntu & Windows OS

· Laptop Computers - with Ubuntu & Windows OS

· Printers -A3 & A4

· Scanners - Sheet fed

· Photocopiers

· UPS - 3 types

# Capacity Building

As part of capacity building in the realm of e-Governance, Kerala State IT Mission has identified a number of initiatives that can be implemented and that willhelp enhance skills and knowledge of the employee workforce as well as in creating general awareness and appreciation about e-Governance in Society.

This plan has been prepared considering the effective re-use of the state infrastructure and capabilities for the execution and dissemination of various CB programmes towards a comprehensive enhancement of skills and knowledge required in e-Governance.

# eOffice

## A DIGITAL WORK PLACE SOLUTION

E-office, is an integrated digital workflow management suite designed exclusively to handle the operations of government departments. It was deployed with a vision of achieving one government - one-file flow system, which aims a t enhancing governanc e through more effective and transparent office procedures, enabled through a mobile and virtual digital office.

Current Status

* Departments in Secretariat (100%)
* Collectorates (100%)
* Sub Collectorates /RDOs(15)
* Directorates/Commissionerate/Other Government offices (64 implemented)
  Taluks /Village Offices (Piloted)
* Training on e-Office imparted to > 30,000 end-users
* Electronic file movements > 500,000 per month

## VIDEO CONFERENCING

### -- Experience Seemless Collaboration

For any Government body, communication is a fundamental and imperative requirement. Efficient and secure communication forms the foundation stone for the inter-departmental exchange of ideas. Every move within the Government is guided by thoughtful, strong and effective communication. To crack the walls of conventional conference rooms, Government of Kerala has collaboratively crept into Video Conferencing Solutions.

The Video Conferencing initiative was implemented for Government of Kerala by KSITM in 2005. It changed the entire outlook of the scenario for faster and smooth inter-departmental communication, information sharing within different Government agencies leading to faster decision making.

# KERALA STATE DATA CENTRE

*- Government Cloud - one stop for all hosting requirements*

The State Data Centre project was mandated by the Government of India to provide the core infrastructure for the e-Governance initiatives of the National e-Governance Plan (NeGP). The mission is to provide efficient electronic delivery of Government-to-Government (G2G), Government-to-citizen (G2C) and Government-to-business (G2B) services in each of the States and UTs by consolidating the services, applications and infrastructure on a single platform.

Kerala became the first State in the country to have a state-of-the-art Data Centre exclusively for e-Governance activities. It acts as a Central repository of the State. All the Government services are made interoperable and are rendered through this central platform seamlessly supported by core Connectivity Infrastructure such as Kerala State Wide Area Network (KSWAN) and Common Service Centers (CSC). Aggregation of all IT Infrastructure resources and Management resources into a single platform thus ensures faster delivery of services at reduced costs.

In Kerala, there are two State Data Centers, both monitored and managed by Kerala State IT Mission. The first data centre, SDC-1 was established in 2005 and the second one SDC-2 in 2012.

**The key services being offered by State Data Centers in Kerala are:**

ì Cloud Hosting: Cloud-enabled facilities to make available of demand infrastructure for hosting the application

ì Improved infrastructure utilization with multiple Virtual machines (VMs)

ì Secured and Reliable Data Storage established through pro-active monitoring of threats on 24 x 7 basis through Security Operations Centre (SOC)

ì Co-Hosting: Shared hosting facility for web applications and websites

ì Co-Location: Server space provided for Government department to place their procured servers inside the premise.

ì 24*7 support for data and application availability through Integrated Command and Control Centre (ICCC)

ì Disaster Recovery

ì Remote Management and Service Integration

# FRIENDS

## *(Fast Reliable Instant Efficient Network for Disbursement of Services)*

FRIENDS is a single window 'no queue' integrated remittance centre, where the citizens have the opportunity to pay all taxes and other dues to the Government, under one roof at no extra cost. An on going project of KSITM, FRIENDS is now operational in all 14 districts of Kerala.

FRIENDS accept payments of the Kerala University, MG University, Calicut University, Local Bodies, Kerala State Electricity Board, Kerala Water Authority, Revenue, Civil Supplies, Motor Vehicles, Electrical Inspectorate and BSNL. Railway reservations can also be made in the three centres at Wayanad, Pathanamthitta and Malappuram. The computerized counters work from 8.00 am to7.00pm,including all Sundays.

Pilot at Thiruvananthapuram in June 2000, this centre has now earned the benchmark ISO 9001: 2000 certification.KSITM joins hands with the IT Department of the Government for the project implementation.A year later, all 14 districts had one centre each.

The recently launched enterprise enabled 'any-where any -payment system' titled 'FRIENDS Re-Engineered and Enterprise Enabled Software' (FREES), developed by National Informatics Centre, Kerala is a centralised web enabled system that help the citizens to pay utility bills at anyFRIENDS centre.FREES Application has centralised database system with the feature utility payment can be done on an FRIENDS or AKSHAYA all over Kerala with a single user interface. Through this system new services or agency can be added without changing the software. It has online data fetching and updation from and to the departmental servers- for Vehicle Tax, Water Bill and Property Tax. The FREES facility is available in FRIENDS Janasevanakendram at Thiruvananthapuram, Kollam, Pathanamthitta, Alappuzha, Idukki, Malappuram and Wayanad.

# GOVERNMENT CONTACT CENTER (GCC) – 24 X 7

**- ensuring Credible. Professional. Quality service.**

The relevance of a Government Contact Centre increased in the context of e-Governance and with the implementation of the Right to Information Act 2005 for providing information to the citizens in a user-friendly manner. The Citizen Call Centre at Thiruvananthapuram was established in May 2005, envisaged as a Government to Citizen (G2C) interface. It serves as a single window IT-enabled facility enables quick dissemination of critical Government information, which is otherwise either inaccessible or difficult for the citizens to access. GCC covers the services of around 64 departments.

The facilities provided by the call centre are:

- Act as information helpline to the common public in both English and Malayalam

- Provide informational services and complaint registry services

- Round the clock services by trained executives

- Access from anywhere in Kerala without any queue and delay at local call rates

Complaint Registry:

The CCC serves as a front end to receive complaints in both English and Malayalam for senior officials/ Ministers of the government. The complaints received are transferred to the concerned person. The complainant can make further enquiries on the action taken.

The Call Centre is available at 155300 and is accessible from anywhere in Kerala at local call rates. Networks other than BSNL may use 0471 - 2335523, 0471 - 2115054 or 0471 – 2115098. The State Consumer Helpline can be accessed through the toll-free number 1800-425-1550 and National Consumerhelpline through 1967.

The value to the public is that Government information is publicly accessible; processes are well explained and thus ensuring more transparency, which improves democracy and service.

# IPMC:

The project Investment Promotion Management Cell (IPMC) aims to put in place a package of incentives, which will make Kerala one of the most attractive destinations in IT in the country. The activities envisaged in the cell include disbursement of incentives to eligible IT units administration and contingent expenditure, support for IT Units etc.IPMC online service was piloted on Service Plus platform of NIC. A three member project team has been formed for taking up assignments to utilize Service Plus platform in developing Applications using the Rapid Application Development framework provided by Service Plus.

## Certificate Adalat &Digilocker

കേരള സർക്കാരിനു വേണ്ടി
സംസ്ഥാന ഐ.ടി. വകുപ്പ് സംഘടിപ്പിക്കുന്ന അദാലത്തിൽ പങ്കെടുത്ത്
**നഷ്ടപ്പെട്ട സർട്ടിഫിക്കറ്റുകൾ വീണ്ടെടുക്കാം.**

ഇതിനായി കേരള സർക്കാർ നിയന്ത്രണത്തിലുള്ള
സിറ്റിസൺ കാൾ സെന്റർ നമ്പരായ **155300** ബന്ധപ്പെട്ട്
നഷ്ടപ്പെട്ട സർട്ടിഫിക്കറ്റുകളുടെ വിവരങ്ങൾ നൽകി
അപേക്ഷ രജിസ്റ്റർ ചെയ്യണം.

Hundreds of basic documents lost in floods restored by Certificate Adalats In a technology-powered drive, hundreds of basic documents and certificates lost or damaged during the floods this year have been retrieved and digitized by Certificates Retrieval Adalats conducted by district administrations jointly with Kerala State I T Mission in different parts of the state.The restored documents, which included ration cards, mark lists, birth and marriage certificates and property documents, have been safely kept in DigiLocker accounts opened for the beneficiaries, so that they can be downloaded whenever needed.A total of 1,797 documents were restored during the campaign,from 2012 applications. In all, 859 DigiLocker accounts were opened to keep these documents as part of the drive, which concluded in Malappuram earlier this week.
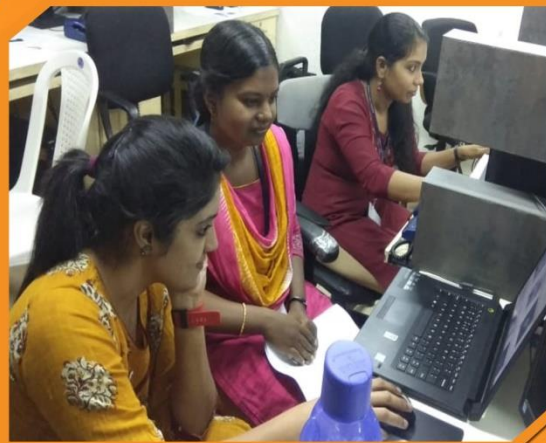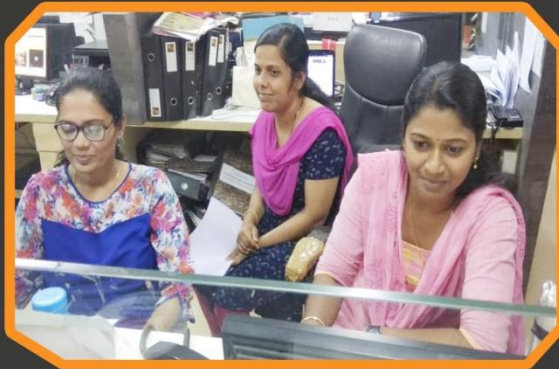
# CERT-K:

CERT-K has been tasked with handling cyber security matters in e-Governance initiatives of the Government and was established in 2010. CERT-K provided safe to host reports of more than 200 websites / applications of various Government Departments.CERT-K reports and analyses defacement incidents .CERT-K has created Online Cyber security awareness videos in collaboration with IIITM-K for rollout across Govt. organization, through an online web portal.Provided Cyber security awareness training to 350 Govt employees from 90 plus departments across 9 batches. Purchase of SSL certificate to Government websites. Collaborates with CERT-In and Cyber Crime Police Station in investigation of cyber security incidents.

LIFE MISSION PG SERVECE LAUNCH

RECOGNISING THE LEADERS WHO HAVE SET
THE BENCHMARKS FOR E-GOVERNANCE

Tech sabha award

ROW Workshop

# ELECTION LIVE WEBCASTING MONITORING

ഒന്നാണ് നമ്മൾ ഒരുമിച്ചു നിൽക്കാം .....

IT Mission - Call Centre War Room for Flood Relief.....

# Workshop on Aadhaar Overview ;Applications and Future jointly organized by UIDAI,Govt of India and KSITM @ Trivandrum.



best employee of the month Mr.Krishna Pillai (e-office manager)

# AWARDS

### SKOCH - 2019

The SKOCH 2018 order of merit award has conferred to KSITM for its e-Governance project e-Procurement.

### DIGITAL INDIA AWARDS - 2019

Kerala has won the Digital India Awards under the State/Union Territory category. The award was conferred to Kerala for the set of exemplary initiatives carried out in the State for providing a comprehensive web and mobile based services seamlessly to it's citizens. The seamless flow of electronic files facilitated though the implementation of E-office up to the grassroots level offices was also flagged. The jury also acknowledged the high level of accountability in terms of quantity quality spectrum of coverage, depth of coverage, security integration with electronic authentication and digital payments, personalisation and level of convenience provided to the citizen for avaling the services from the user experience perspective. Inclusive accessibility and citizen engagement for decision making was also the unique selling preposition which led to the award.

### TECH SABHA 2019

25th edition of technology Sabah 2019 was hosted by government of Kerala, Department of IT at Cochin on Feb 14-16,2019. The event was basically aimed at recognizing the leaderswho have set the benchmarks for E-GOVERNANCE. The event was inaugurated by the secretary for IT Shri.M.Sivasankar IAS. Shri.Sabarish K , Head e Governance receives the award under enterprise mobility category. This award was for co coordinating the flood damage assessment survey process with major contributors as IKM,KSITM,IIITMK, DTOS and DPMs who worked together to manage the flood damage assessment.

### SKOCH 2018

The SKOCH 2018 order of merit award has conferred to KSITM for its key e-Governance projects Akshaya , Cert-k ,KSDI.

## Governance Now Digital Transformation Awards -2019

under the category Digital State- Kerala" shortlisted for K-Fi - digital infra,Kerala State Portal & M-Keralam Mobile App and Centralised Procurement rate Contract System of KSITM

## MeITY-Best performing states

Government Of Kerala has been selected as one of the best performing states by MeITY and NIC, based on electronic tendering carried out in the year April 2016 to March 2017 under state procuring entities.

# Kerala State IT Mission

*ICT Campus, Nandavanam, Vellayambalam,*
*Thiruvananthapuram, Kerala 695033*

**Editing & Design by J.L.Sonu,Master Trainer,KSITM**