

# KERALA STATE IT MISSION

DEPARTMENT OF ELECTRONICS AND INFORMATION TECHNOLOGY

Leading the way in e-governance solutions, transforming the state's digital landscape



# Kerala State IT Mission

## Fueling Kerala's Progress: Where Technology Meets Governance Excellence

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 Information Technology Mission (KSITM) is a Society registered under the Travancore Cochin Literary Scientific & Charitable Societies Registration Act (Act 12 of 1955). It is an autonomous nodal IT implementation agency for Department of Information Technology, Government of Kerala which provides managerial support to various initiatives of the Department.



Kerala State IT Mission is a team of professionals from the industry and the Government and is headed by the Director, with the Secretary-IT as the Chairman. The Governing body of KSITM is chaired by the Hon'ble Minister for IT. The Principal Secretary – IT is the Chairman of the Executive Committee of KSITM. The Director KSITM is the Convenor of the meetings of the General Body and Executive Committee.

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, investor interactions 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.

**Shri.Sandip Kumar IAS**  
Director, Kerala State IT Mission



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#### KSITM's primary responsibilities are:

1. Interfacing between the Government and the industry
2. Interacting with potential investors
3. Strengthening the IT / ITES industry base
4. ICT dissemination to bridge the digital divide
5. E - Governance
6. Developing Human Resources for IT & ITES
7. Advising the Government on policy matters



The complex and changing technology landscape, growth in internet and smart mobile phones penetration in the State, together with the proactive measures of the Government to digitally empower the citizens had helped the State to make significant strides in turning Kerala a Total eGoverned state.

#### Core Infrastructure:

- SDC - State Data Centre
- KSWAN - Kerala State Wide Area Network
- SECWAN - Secretariat WAN
- DEPWAN - Department WAN
- KFI - Kerala Public Wi-Fi

#### Core Applications

- eDistrict : [edistrict.kerala.gov.in](http://edistrict.kerala.gov.in)
- eOffice : [eoffice.kerala.gov.in](http://eoffice.kerala.gov.in)
- eProcurement : [etenders.kerala.gov.in](http://etenders.kerala.gov.in)
- eSevanam : [services.kerala.gov.in](http://services.kerala.gov.in)
- mSevanam : mobile App
- Dashboard : [dashboard.kerala.gov.in](http://dashboard.kerala.gov.in)
- CPRCS : [cprcs.kerala.gov.in](http://cprcs.kerala.gov.in)

#### SERVICE DELIVERY PLATFORMS

- Akshaya
- FRIENDS
- GCCK

#### OTHER INITIATIVES

- Aadhaar & Digi locker
- CERT-K
- KSDI
- Video Conferencing
- Capacity Building

#### INNOVATIVE INITIATIVES

- Aadhaar Vault
- Unified Registry
- Digital Kerala Architecture
- ROW

## • SDC

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 Union Territories by consolidating the services, applications and infrastructure on a single platform.

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.

## • KSWAN

Provided connectivity to around 5000 Govt. institutions across the State and doing its operations and management. KSWAN is maintaining the core backbone consists of One Network operations Centre(NOC), 14 DHQ's, 140 BHQ's and 60 mPoP's.

## • SecWAN

State of the Art Network operating Centre at Government Secretariat with a vision to improve the quality and availability of IT-enabled-Services at its administrative Head Quarters. Secretariat public WiFi services is providing to Public as well as government officers.

## • DepWAN

A state-of-the-art structured network using the Optical Fibre backbone in Public Office Building & Vikas Bhavan Building at Thiruvananthapuram.

- Consist of Independent Networks, Desktop PCs, Servers, etc belonging to various Govt. Departments.
- Providing departments with connectivity to KSWAN through Department WAN.
- Ensuring efficient management and monitoring of the network and seamless access to services available through KSWAN.



## KFi – Public wifi

KSITM had established 2023 free WIFI hotspots in public places in two phases across Kerala for ensuring seamless internet connectivity. BSNL was engaged as operator for maintaining these hotspots. The project covers the entire state of Kerala through 2023 Wi-Fi hotspots spread across all the 14 districts of the state.

- 44000+ maximum unique visitors are using per day and up to 8 TB data consumption per day.
- User can experience hassle-free internet connectivity and can use free data upto 500MB
- Over the free data limit, access to government e-governance sites remains free.
- Another set of 2000+ free WIFI hot spots are also progressing under government.



### ET Government DigiTech Awards '25

Under Digital Initiative for Ensuring  
Rural Connectivity & Digital Services



HELPLINE  
NUMBER

1800 425 5300



[www.itmission.kerala.gov.in](http://www.itmission.kerala.gov.in)



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## e-District project

e-District was conceptualized to provide integrated, seamless, and online delivery of citizen services at the district level through automation of workflow, backend digitization, integration and process redesign. The project targets delivery of high volume citizen services provided by the district administration, at Taluk or Village level, through back-end computerization to enable online availability of these services through Common Service Centres (CSC) and State portal.

### Current Services:

- Revenue Certificate services: 23 nos.
- Forest Department services: 6 nos.
- Utility services (KWA, KSEB, WFB, BSNL etc.)
- RTI online Module
- Public Grievance Module
- Revenue Court Case Monitoring Module

[www.edistrict.kerala.gov.in](http://www.edistrict.kerala.gov.in)



[www.itmission.kerala.gov.in](http://www.itmission.kerala.gov.in)

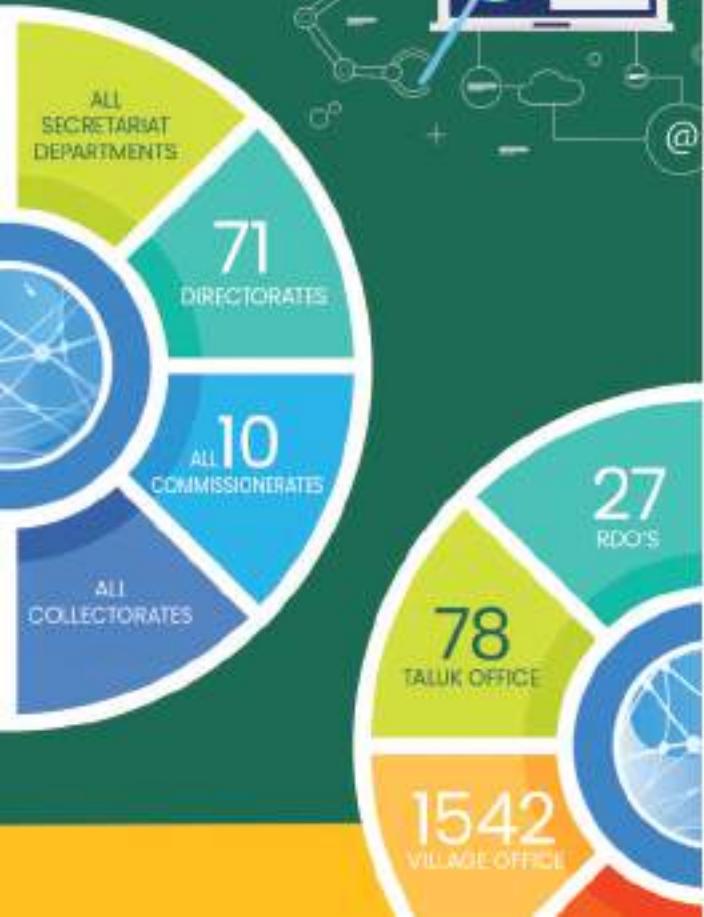


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# eOffice

## Electronic file flow system for Government

e-Office File Management system (e-File) is a Digital Workplace Solution to automate File Management in Government offices. The e-Office project in Kerala envisions modernizing government offices and getting rid of manual paper file processing and replacing it with a digital workflow system. In the process, the government offices will be transformed to 'paperless office' gaining the immense benefits of faster decision making aided by electronic mode of communication



e-office citizen portal provides the facility to Real-time receipts/file status search, GO/Circular search for the public.

[www.eoffice.kerala.gov.in](http://www.eoffice.kerala.gov.in)



[www.itmission.kerala.gov.in](http://www.itmission.kerala.gov.in)



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# Kerala Shines Bright!

Kerala received the prestigious National Governance Award 2024 for the exemplary performance in the e-tender system. This recognition is a testament to the commitment towards efficient governance.

[www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)



## e-procurement

e-Government Procurement (e-GP) is a Mission Mode Project (MMP) under National e-Governance Plan (NeGP) and is initiated by the Ministry of Commerce, Government of India (GoI). The 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.

### Services Provided:

- Enrolment of Government officials & bidders
- Tender creation & publishing
- Publishing of corrigendum
- Publishing of pre-bid meeting documents
- Clarification on the tenders published
- Online bid submission/re submission.
- Facility for Online payment collection through bank payment gateway
- Automated Tender Fee/EMD Refund/Settlement.
- Facility for single/multiple cover bid system
- Withdrawal of bids
- Tender opening online
- Award of the Contract (AOC)
- Mail/SMS alerts at different stages
- Technical Assistance and Support by the eproc Helpdesk



Q | [www.services.kerala.gov.in](http://www.services.kerala.gov.in)

Accessing online services from various government departments through their individual websites presents practical difficulties for citizens. In response, the Government of Kerala has taken a progressive step by introducing the centralized 'eSevanam' Kerala Service Portal. This innovative platform seamlessly integrates 937 services from over 81 departments, offering a user-friendly experience for all, including persons with disabilities. Complementing this initiative, the mobile application 'mSevanam' has also been developed to ensure mobile-friendly access to these services

#### Services Provided:

- 937 services of 81 departments in E-Sevanam



## e-Services Dashboard

A first level statistics of all online application services provided by the state government departments and agencies under it.

Effective and time-bound delivery of services and addressing the grievances of citizens is the prime responsibility of government servants. Through this e-Services dashboard, a stepping stone is laid to monitor the timely delivery of e-services in the state.



[www.dashboard.kerala.gov.in](http://www.dashboard.kerala.gov.in)



## Centralized Procurement Rate Contract System

A comprehensive online platform that facilitates the procurement of commonly used hardware items for various government departments and agencies in the state of Kerala. The solution is aimed at streamlining the procurement process, standardizing rates, and ensuring cost-effectiveness and transparency in the acquisition of IT equipment. The project introduces an online portal (<http://cprcs.kerala.gov.in/>) accessible to all authorized government personnel. This portal serves as the central hub for all hardware item procurement activities.

CPRCS Facilitates the procurement of commonly used hardware items for various government departments and agencies in the state of Kerala.




**Akshaya** won  
**DIGITAL**  
TRANSFORMATION AWARD  
for e-Governance Initiative of the Year 2023

[www.akshaya.kerala.gov.in](http://www.akshaya.kerala.gov.in)



Akshaya Project, first started in 2002 in Malappuram district of Kerala and now spread across the state, is the first district-level e-literacy project in India and one of the largest known Internet Protocol (IP) based wireless networks in the world. In November 2002, the Kerala State Government implemented the Akshaya Project on a pilot basis in Malappuram, with the aim of making at least one person in every family computer literate in that district. Malappuram is now said to be India's first e-literate district. Later, the scheme was very successfully rolled out across Kerala and made Kerala the first e-literate state in India.

Today there are more than 2900 Akshaya Kendras spread across the state and Akshaya is working as a single window system that provides online access to most of the government services. Social Security Pension Mastering, Election Webcasting, Aadhaar Enrollment and Vathilppadi Sevanam (door step service delivery), ABCD campaign, KSMART service, KEAM, Wayanad Certificate Adalath, e-Shram registration etc are the few notable achievements made by Akshaya. Today Akshaya has become a model CSC for the country.



## Services Offered

General Numbers | Legal Metrology  
155300/0471-2335523 | 1800-425-4835

State Consumer | Entrance  
Helpline | Commissionerate  
1800-425-1550 | 0471-2525300

AADHAAR/UID | Food safety  
1800-4251-1800 | 1800-425-1125

Centralised Election Call Center  
Toll Free Number - 1950



## Government Contact Centre Kerala(GCC-K)

The Government Contact Centre – Kerala (GCC-K), the 'State-of-the-Art' Contact Centre for Kerala Government, commissioned on May 2005, is a bilingual, multichannel, 24 X 7, single window IT enabled facility intended to meet the informational as well as grievance redressal needs of the common man of the state and to act as an interface between the Citizens and Government to interact effectively through well-trained professionals and the latest contact centre technology.

### Available client services:

- Hon'ble Chief Minister's Office/Chief Minister's Distress Relief Fund (CMO/CMDRF)
- Directorate of Civil Supplies
- Commissionerate of Entrance Examinations
- University of Calicut
- Food Safety Department
- Legal Metrology
- Akshaya
- Aadhaar/UID
- Motor Vehicle Department
- Labour Department etc.



### Sahaja Call centre

Specifically for working women to report their grievances at their workplace.



### Revenue Call Centre

'Revenue Information Service', for handling calls related to revenue services of Kerala.



## • 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 will help 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.

## • PG Diploma in e-Governance

State Government has proposed Capacity Building in the individual level by starting a Diploma/Degree programme on e-Governance.

The objective of the course is to help the participants to understand how to manage e-Governance projects implemented in the state. The course is spread over 2 Semester with a total duration of one year.

## • VIRTUAL IT CADRE:

Successfully completed 4 batches comprising 120 Government Employees. Government of Kerala has created 'Virtual IT Cadre' for the state. This 'Virtual IT Cadre' will act as the strong in-house team to conceptualise, implement and manage e-Governance projects within the state government. The team is formed through internal selection from skilled & qualified employees within departments and to deploy them as 'Virtual IT Cadre' for the department. The team shall manage the project implementation with the support from Department of Information Technology & Kerala State IT Mission.

## Digital Identity and Aadhaar enabled Services

IT Department Kerala has been approved as the nodal department and Kerala State IT Mission (KSITM) has been approved as the nodal agency for Aadhaar enrolment in the state. Akshaya Project under KSITM acts as the Enrolment agency and conducts Aadhaar enrolment through the Akshaya Centres. Kerala has achieved about 100% of Aadhaar generation.

### Aadhaar based Services:

- e-PDS scheme
- Life Certificate mechanism for pensioners
- LSGD for Welfare Pensioners
- SPARK Payroll for Government Employees
- Election Commission
- Food and Civil Supplies departments
- IT@School
- e-District
- Dairy Farmers Welfare Fund Board

and many other departments have used the services for de-duplication of beneficiaries.

✉ uidhelpdesk@kerala.gov.in

📞 1800 - 4251 - 1800 Tollfree



[www.itmission.kerala.gov.in](http://www.itmission.kerala.gov.in)



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**DigiLocker**  
Your documents anytime, anywhere

www.digilocker.gov.in

## DigiLocker

DigiLocker facility enables sharing of certificates/documents by issuing authorities to the holder of certificate and to verifying departments/authorities and ensures that only authentic details are shared. Universities like NUALS, Kerala University, Kannur university, Kerala Veterinary and Animal Science University, CUSAT have integrated all or some of their certificates into NAD DigiLocker. Integration of Birth, Death and Marriage certificates, School Sports and Cultural certificates into DigiLocker are underway.

### Services Provided:

#### Issuers of Certificates

- e-District project - revenue certificates.
- Food and Civil Supplies Dept – Ration Card
- Pareeksha Bhavan – SSLC, THSLC, CTET
- PSC – Registration, One Time Verification, Departmental Test Certificates
- Motor Vehicle Department – Driving Licence and Vehicle Registration
- HSE – Plus Two Certificate
- VHSE – Plus Two Certificate

#### Verifier of Certificates

- PSC
- National Employment Service



# CERT-R

## Computer Emergency Response Team Kerala

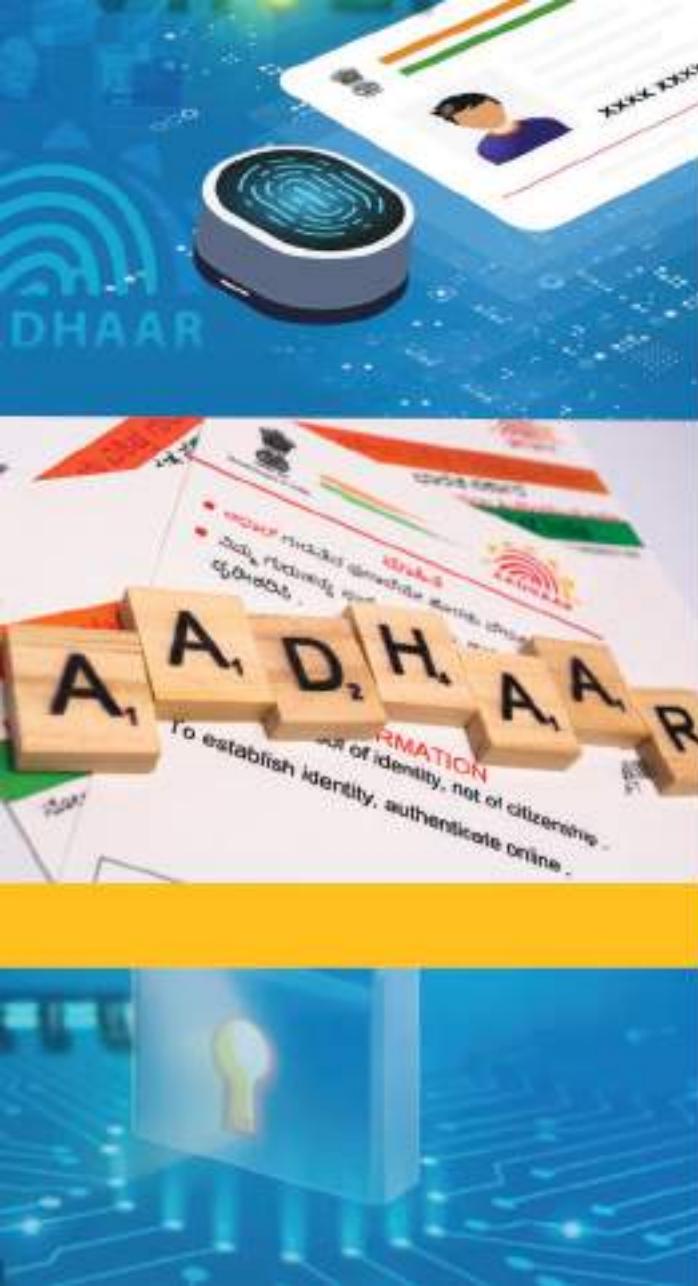


CERT-K has become the state center to address the state's information security needs and safeguard the local society drive towards technological excellence. CERT-K is working to harmonize the secure use of technology through best practices, standard policies, risk mitigations and dissemination of valuable information. CERT-K helps to protect citizens as well as critical businesses and organizations against cyber security risks. It also contributes to the national cyber security posture, advices on policies and security standards and empowers the confidence in technology users.

### Services Provided:

- Security Auditing
- Incident Management
- Security Awareness & Training
- Policy Making
- Infrastructure audit
- Vulnerability Assessment





## Aadhaar Data Vault

Even though Aadhaar number has been identified as "Identity Information", it cannot be stored as such or even in encrypted form or masked format. UIDAI, vide its circular made it compulsory for the departments to start using Reference Numbers instead of Aadhaar Numbers in their database. Hence a Statewide Aadhar Vault has been established by KSITM and each beneficiary is now identified by a Reference ID against the Aadhaar number. However there is no direct link between Reference ID and Aadhaar number.

- More than 17 departmental applications were integrated.
- 3.5 Cr Aadhaar reference numbers were generated.





Unique Social Protection ID  
for Citizen (SPID) for seamless access



## Unified registry system

Transforming Kerala's Social Welfare System  
for building an Inclusive Future

With the introduction of a unified registry system, a centralized repository of all beneficiary and scheme data is readily available as well as efficient monitoring of project implementation and delivery - 'who got what'. Better planning and coordination of social protection programs will also made possible on this. One government experience based on "one login, one profile, one portal" for citizens is the core of this concept.



## AWARDS & ACCOLADES

■ Government  
DigiTech  
Awards '25



ET-GOVERNMENT DIGITECH AWARD-2025  
KERALA PUBLIC WI-FI

■ Technology  
Sabha  
Awards  
e-SEVANAM



TECHNOLOGY SABHA AWARD-2024  
E - SEVANAM





## Kerala, The Total E-GOVERNANCE STATE



Chief Minister Shri Pinarayi Vijayan declared Kerala as  
a Total e-Governance state



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