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**KERALA STATE IT MISSION**

NODAL AGENCY TO  
DEPARTMENT OF E&IT FOR  
E-GOVERNANCE

**NeWSLETTER**

Vol  
6

# SUGAMA

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Single window portal to facilitate road cutting and utility shifting permission across Kerala

An initiative that would vastly improve the communication infrastructure for development of e-governance and IT enabled services, Kerala State IT Mission Software Development team has successfully developed a single window clearance system - SUGAMA - for applicants to deal with the issues of road cutting and utility shifting across the length and breadth of state in a time-bound and hassle-free manner.





At present, an agency that requires road cutting / RoW (Rights of Way) permission needs to visit multiple offices of different road owning agencies, with varied documentation requirements and different rates adopted by agencies. At times, there is no time limit specified for the approval of applications.



KSITM has developed the portal which ensures online submission of application for road cutting / RoW permission without the need of approaching any office. It also facilitates online submission of relevant documents such as road sketch and GIS map of cutting to provide permission within the stipulated time limit. Users can utilize the online application for obtaining approval in a transparent, time-bound and uncomplicated way. SUGAMA also facilitate the applicants to download the final signed approval certificate/order online.

**“This online single window facility will give a huge fillip to the development of telecom and other infrastructure providers in Kerala. In particular, it will help the laying of underground cables across the expanse of the state which is a sheer imperative for the proliferation of telecom infrastructure mainly.”**



At present, securing permission for laying underground cables and utility shifting is a major hurdle faced by Telecom Service Providers (TSPs) and other Infrastructure providers as such authority is vested with an array of state government offices such as PWD, KSTP, KRFB, NHAI, Forest, Harbour Engineering and Local self-government bodies etc. The delay in processing of these manually submitted applications for getting road cutting permissions from various authorities is a tedious and time-consuming process. The stretches for which road cutting and utility shifting applied can extend from Thiruvananthapuram to Kasaragod, each stretch being under the administrative control of various local bodies like corporation, municipalities, Gram Panchayats and other state road authorities. Applying for road cutting permission by TSPs, infrastructure providers, private builders and individual house holders warrants separate application to be submitted for each and every stretch of a single route with the respective local bodies/state government.

This is a cumbersome and time-consuming process and also does not provide the applicants with the permission for all stretches of a single route within a time limit. Mostly, this forces the applicants to wait indefinitely as non-completion of a single stretch prevents the continuity in that route. The denial or delay in getting permission for any one stretch of a single route can derail the expansion activities of applicants, adversely affecting the development of telecom infrastructure and others in the state.

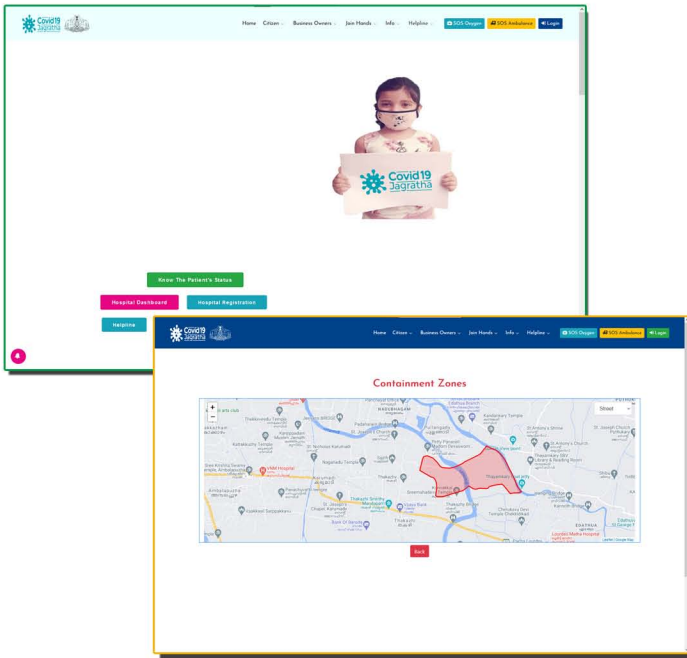
Moreover, in the absence of any standard rate, there is no uniformity in the charges levied by local bodies from the TSPs. Taking these factors into account, the Government of India modified the India Telecom Act, 1895, mandating the state governments to set up single window clearance for the speedy disposal of Right of Way applications from TSPs and other stakeholders to accelerate the growth of telecom and other infrastructure in the state.

SUGAMA is the KSITM's practicable solution for the applicants to secure road cutting permission & utility shifting while avoiding the existing hurdles and clutter. The communication infrastructure forms the backbone for development of e-governance and IT enabled services. It is important to provide Telecom Service Providers & other infrastructure providers with an atmosphere conducive for proliferation of the communication facility throughout the state.”





## OXYGEN WAR ROOM AT GOVERNMENT SECRETARIATE



Covid 19 Jagratha Portal, a unique initiative of Kozhikode district administration and NIC during the COVID-19 pandemic regime, integrates the Oxygen Supply management System in order to ensure smooth supply and delivery of oxygen at hospitals on a war-foot basis, coordinating hospitals and its nodal officers, suppliers, manufacturers, distributors, plants etc. At the district level, KSITM DPMs were actively involved in this crisis situation by coordinating at district oxygen war rooms and state-level oxygen war room. The state war room coordinates different departments, MDV, Health, Industries, Police etc. with technical support on a real-time basis with KSITM officials deployed at the state war room on a 24/7 basis. The IT Secretary and IT Mission Director coordinated the whole IT activities centrally at the state war room with constant reviews with NIC, DPM Kozhikode, District Collector-Kozhikode, DPMs, stakeholders, State DPM, Assistant Mission Coordinator (KSITM) along with other officials, with hospitals, manufacturers, distributors, and updated the Jagratha portal successfully to meet the requirements raised by various stakeholders. KSITM officials (eOffice team) also provided the technical support for the state WAR rooms to generate timely reports and DPMs coordinated at district War rooms on a 24/7 war-foot basis. The IT Secretary and KSITM Director monitored the whole IT enablement's at the state war room.

## VIDYAKIRANAM

The Vidyakiranam Scheme by the Government of Kerala seeks to empower young students without the economic means to be a part of the new wave of education powered by digital technology. By urging the participation of individuals, groups, associations, or organizations alike, the government hopes to enable these students with quality laptops/tablets to put them on the same starting line as the rest of the students in the world. A laptop to change their future. KSITM through its CPRCS project supported this great initiative by empaneling the OEMs and suppliers to supply Laptops and Tabs with standard specifications at a significantly subsidized price. Accordingly, KSITM has invited request for proposal for Supply, Installation, Commissioning, and Maintenance of Students Laptops with comprehensive manufacturer warranty under CPRCS project from OEMs and authorized suppliers and to empanel them accordingly.





## LIVE WEBCASTING OF KERALA ASSEMBLY ELECTION

KSITM has initiated live webcasting from sensitive booths for the Assembly election 2021. 50% of the total polling booths, (20441 booths) were suggested by ECE for live webcasting. During the last assembly election 2016, webcasting was done in 3137 sensitive polling booths. There are sensitive booths, critical booths and booths which are LWE (Left Wing Extremist prone). KSITM has initiated this great live webcasting initiative through AKSHAYA, with Keltron and BSNL, well co-ordinated by District Project Managers at districts with respective district administration. KSITM state office co-ordinated the activities at state level in conjunction with State Election Commission Office. KSITM director, Head eGovernance, Service Delivery Manager (Akshaya) State DPM and KSITM IT Manager, Mission Co-ordinators Assistant Mission Co-ordinator, e-Office Staffs etc have co-ordinated the entire activities at state level. Those booths where internet connectivity is not available, video recording has been arranged. The webcasting solutions are provided by Keltron and internet connectivity was offered by BSNL and un-interrupted power supply was ensured by KSEB. At district level there are control rooms were set up by district administration to regulate and monitor the entire streaming process with the help of District Project Managers and the centralised monitoring is done by CEC. IT Mission director, being the nodal officer for IT enabled election initiatives, looked after the entire initiatives centrally at state office and co-ordinate with CEC office. Akshaya entrepreneurs have done the webcasting at the booth level and they have played a crucial role in identifying the key web service providers to meet the excess requirements to be deployed at districts, and were timely trained on webcasting aspects. Series of load testing were done in order to ensure uninterrupted connectivity and power supply. Government Contact Center (GCC) has actively supported the Webcasting activities on requirement basis. Kannur district having maximum number of webcasting booths followed by Thiruvananthapuram and Ernakulam districts. Webcasting has been completed successfully which is another feather in the leap of KSITM.

A series of web and mobile applications were used for the state assembly elections were well supported, monitored, implemented and managed by KSITM officials mainly IT Manager, Mission co-ordinators, Assistant Mission Co-ordinator (SW), eOffice and edistrict application engineers successfully at state election commission office.



### WEB CASTING ID CARD- LAC ELECTION 2021



This application has provided ID cards for Webcasting operators and Control room officials in polling booths for LAC Election 2021. The user can fill the details and apply for the pass using the portal. After the verification by District administration, the approval/ rejection status will be updated via SMS. The user can download the ID card from the link in the SMS.



# KERALA STATE SPATIAL DATA INFRASTRUCTURE (KSDI)

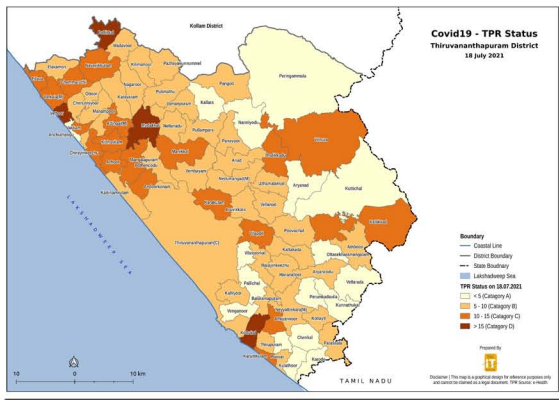


**Mapathon Keralam:** Mapathon Keralam is aimed to create detailed living map of Kerala through a participatory process. With the help of various voluntary and community organizations mapping groups will be created across Kerala. In addition to any geo-spatial data that is developed, campaign will leave behind local capability in mapping at every local body on the state.

- Mapping activities are being carried out in local bodies. Map of 15 themes including most of the roads and water resources across Kerala.
- High resolution LSG boundary map of local bodies (1:4000 scale) enabling local body level planning is completed.
- Developed variety of maps for analysis and communication with regards to Covid pandemic in responds to needs of National Health Mission (NHM), C-DIT, District Administrations, Department of Health Services (DHS) etc.

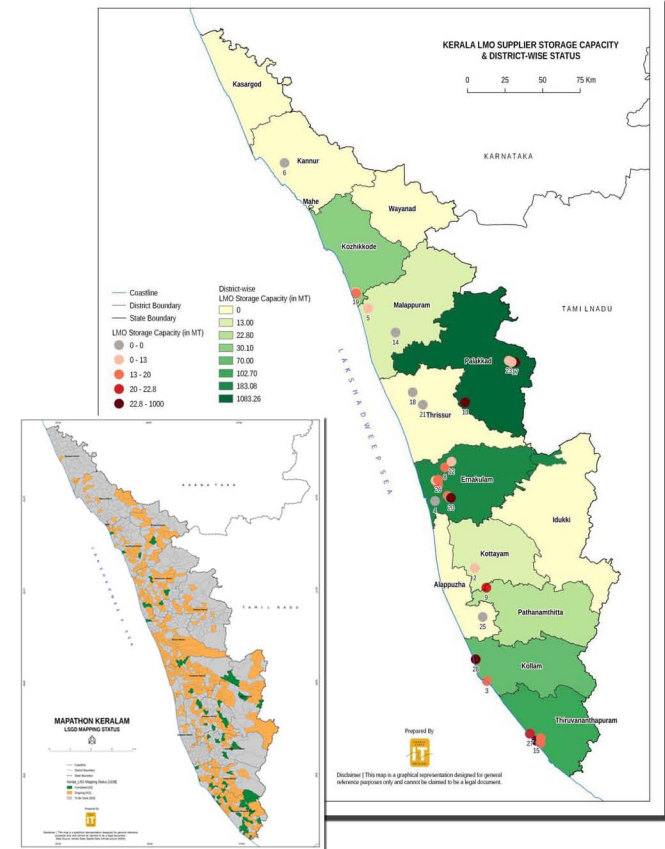
**Kerala Geoportal (OpenSDI)** / MIS Development: Spatial Data Infrastructure was ungraded leveraging latest technologies. New Geo-Portal based on Free and Open Source Software (FOSS) platforms developed jointly with International Center for Free and Open Source Software (ICFOSS).

Developed a **Map information system for Town and Country Planning Department.** The scope of the portal is to utilize GIS technology to make access the information within the department including zones and regulations for public and departmental people.



## Other On-going initiatives:

- Geospatial OSM mapping of Akshaya Centers across the state by District Project Managers in coordination with KSDI-KSITM with proper tags and names.
- Survey of Tribal settlements by DPMs in districts on Internet connectivity to ensure hassle free online education to all children at tribal settlements by enabling un interrupted seamless internet connectivity.
- OSM mapping of Health Centers across the state with the support of eHealth








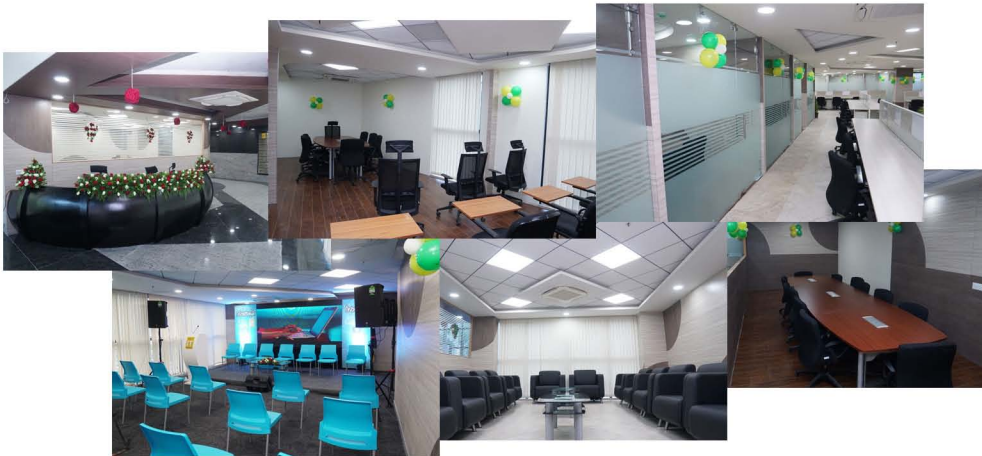




- **SKOCH Award 2021-** Order Of Merit was conferred to KSITM for its Social Media Campaigns during Covid Pandemic-Munneraam Digitalaayi.
- **CSI SIG e Governance Awards 2020:** Nomination for e District project was shortlisted for Award of Appreciation, under sustenance Category- state Government entity.
- **SKOCH AWARD 2020:** KSITM conferred with Order Of Merit Award (semifinalists) for Mapathon Keralam and Covid-19 Emergency Management

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