GOVERNMENT OF KERALA

Abstract

Information Technology Department – Mobile Governance – Administrative sanction accorded - orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G O (MS)No. 26/2010/ITD.   Dated, Thiruvananthapuram, 16.08 2010

Read Order No. 8(4)/2008 – EG-I dated 27 02.2008 issued by Department of Information Technology, Government of India.

ORDER

As per the order read above, Department of Information Technology, Government of India have issued Administrative approval for the Mobile Governance for providing citizen services using Mobile Technology in Kerala at a total estimated outlay of Rs. 113 75 lakhs to be implemented by KSITM to create an integrated IT platform at the state level for various citizen interfacing departments using mobile technology so as to increase information quality, improve overall efficiency and effectiveness in the Government processes with convenience in operations The scope of the project and deliverables are as follows -

Scope:

- Provide services on a "Any Time Any Where" basis
- Streamline the processes to automate the information access by citizens
- Assess and develop a framework for legal, Regulatory & Security issues related to providing services on mobile platform
- Develop a self sustainable model for roll-out of other services

Deliverables:

- Dissemination of information to a larger number of people (mobile) at a very short time
- Reduction of average service processing time and cost for services
- Reduction in number of public complaints
- Increased transparency in the delivery system
- Releasing for bandwidth for public servants to focus on processing the information

Government of Kerala have initiated the project to utilise mobile penetration using the concept of, always in connection for delivery of G2C, G2B, G2G services to the citizens. The project is to be implemented through a Mobile Value Added Service Provider (MVASP). M/s MobME Wireless Solution Private Ltd. was identified as Mobile Value Added Service Provider The Mobile Value Added Service Provider has to undertake the setting up of Managed Mobile Service Delivery Platform, implementation of Pilot projects for M-Governance services in Kerala and to manage the infrastructure to leverage mobile technologies to increase information quality, improve overall efficiency and effectiveness of Government services. The following 21 priority Departments have been identified for implementation, having maximum citizen interface·-

   (i) Motor Vehicles Department
  (ii) KSRTC
 (iii) KSFDC.
  (iv) Kerala Police
   (v) KTDC
  (vi) KFC
 (vii) Forest Department
(viii) Tourism Department
  (ix) KPSC
   (x) Kerala State Lotteries
  (xi) University of Kerala
 (xii) KWA
(xiii) Commissionerate of Entrance Exam
 (xiv) I&PRD
  (xv) Civil Supplies Department
 (xvi) Fisheries Department
(xvii) Revenue Department
(xviii) District Administration, Trivandrum
 (xix) Agriculture Department
  (xx) KSEB
 (xxi) Common Bulk SMS Platform for all Departments.

Now Government are pleased to accord Administrative Sanction for the Mobile Governance project subject to the following conditions:

1. After the pilot operation, the charges to the vendor should be limited to the following

   a) Annual maintenance charges (AMC) for hardware: maximum 10% of the hardware cost, i e, Rs 2 lakh

   b) Software support charges: maximum 20% of the software/customization cost, i.e, Rs 6 lakh

2. For incoming SMS, the rates shall be fixed by the Administrative Department based on competitive bidding process. Administrative Department shall ensure that the rate fixed is the lowest in the industry and will not be a burden to the public.

3. Administrative Department shall ensure that the infrastructure is utilized in a self sustaining model by limiting the outgoing SMS charges≤ the revenue share from operators – (AMC charges + Support charges + any other charges)

4. Administrative Department shall ensure that the revenue share in excess of the expenses incurred annually, shall be deposited in the Government account.

5. The selection of the service provider should be done in a fair and transparent manner.

6. Government of Kerala will not provide any funds for the project, as the amount has already been released by Government of India to Kerala State Information Technology Mission (KSITM).

7. The ownership of the project will remain vested with KSITM/Information Technology Department in Government.
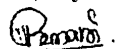
(By Order of the Governor)
Dr. AJAY KUMAR.
Principal Secretary to Government

To

The Director, Kerala State IT Mission
All Departments/Heads of Departments
The Principal Accountant General (Audit), Kerala, Thiruvananthapuram
The Accountant General (A&E), Kerala, Thiruvananthapuram
The Finance Department
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Forwarded/ By Order

Section Officer.