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15/7/14



GOVERNMENT OF KERALA

Abstract

Information Technology Department – State Service Delivery Gateway (SSDG) and State Portal –
Launching of new web portal “www.eservices.kerala.gov.in” - Approved-Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(Ms)No.21/2014/ITD.

Dated, Thiruvananthapuram, 04-07-2014

- Read: 1) G.O(Rt) 248/08/ITD dated 29.11.2008
2) G.O(Rt) No.95/2009/ITD dated 6.5.2009
3) G.O(Rt) No.101/2009/ITD dated 25.5.2009
4) G.O(Ms) 32/13/ITD, dated 26.10.2013
5) Letter No. KSITM/1420/2014/9/3264 dated 28.5.2014 from the Director,
Kerala State IT Mission, Thiruvananthapuram.

ORDER

The State Service Delivery Gateway (SSDG) project has been formulated under the National e-Governance Plan (NeGP) to fulfill the vision of providing easy and convenient services to the citizens through remote access by enabling e-forms, State Portal and a common service delivery gateway. State Portals and State Service Delivery Gateway (SSDG) project will facilitate citizen to download forms and submit his/her application electronically through a common gateway via State Portal (SP). This important initiative with regards to electronic service delivery will provide significant benefit to the citizens. State Portal and SSDG will not only facilitate the usage of the common infrastructure (SWAN, SDC and CSC) that is being created at the State level but would also help to provide a single gateway to citizen for service delivery.

2. As per G.O read as first paper above Government have designated Kerala State IT Mission as the nodal agency to implement the State Portal and State Service Delivery Gateway project in our state as envisaged in DIT guidelines. As per G.O read as second paper above a State APEX Committee under the Chairmanship of Chief Secretary have been constituted for the implementation of the project.

3. DIT, Government of India had issued Administrative approval for the project at a total estimated cost of Rs. 1552.92 Lakhs. DIT contribution as grant-in-aid would be Rs. 776.46 Lakhs and ACA share would come to Rs. 776.46 Lakhs. As per G.O read as third paper above Administrative Sanction was accorded for the deployment of State Portal and SSDG, as part of NeGP.

4. State portal is one of the project components of SSDG. The portal will provide information about Government departments, line ministries, and web links to these departments. It will provide information about Government structure in the state, service offerings, key notifications etc to the business and citizen community. The portal will be available 24 hours a day, 7 days a week, and accessible from anywhere in the world through internet. The portal can be accessed from a variety of established channels, including Individual users (through PCs), Common Service Centres, Government Service delivery counters, mobile phones etc.

5. The content Architecture of the portal shall be in accordance with State Portal Framework(SPF) which act as a single point of interface for all information and services related to state government.

6. As per letter read as fifth paper above Director, KSITM has informed that Kerala's Official web portal www.kerala.gov.in, may be used for SSDG project ideally , but there are issues related to ownership, STQC approval and compliance with State Portal Framework(SPF). Hence Director, KSITM suggested an alternate option to develop an exclusive portal "www.eservices.kerala.gov.in" as the service portal for SSDG.

7. Government have examined the proposal in detail. It is felt that a separate and exclusive portal for ensuring effective delivery of services to citizens is required as providing services from the existing state portal is not advisable as its objectives are different. In the circumstances Government are pleased to permit the Director, Kerala State IT Mission to design and operate "www.eservices.kerala.gov.in" as the state service portal for SSDG, for launching services to citizens identified under SSDG.

8. The contents (data/information) which is being captured by the I&PRD for the state portal viz www.kerala.gov.in shall be shared to the Kerala State IT Mission(KSITM) for replicating the same in the service delivery portal viz, www.eservices.kerala.gov.in, as envisaged in the GO read as 4th paper above.

(BY ORDER OF THE GOVERNOR)


K.S SRINIVAS

Secretary to Government

To

The Director, I&PRD, Thiruvananthapuram.
The Director, Kerala State IT Mission, Thiruvananthapuram.
The Principal Accountant General (Audit) Kerala, Thiruvananthapuram.
The Accountant General (A&E), Kerala, Thiruvananthapuram.
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