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GOVERNMENT OF KERALA

Abstract

Information Technology Department - State Service Delivery Gateway (SSDG) and State Portal - Implementation of Apex Committee meeting decisions - Approved-Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(Rt)No.116/2014/ITD. Dated, Thiruvananthapuram,28-05-14

- Read:1) G.O(Rt) No.95/2009/ITD dated 6.5.2009
2) G.O(Rt) No.101/2009/ITD dated 25.5.2009
3) Letter No. KSITM/SSDG/2008/5425/9/2443 dated 9.12.2013 from the Director, KSITM, Thiruvananthapuram.
4) Minutes of the Apex Committee meeting held on 26.12.2013

ORDER

As per G.O read as first paper above a State Apex Committee under the Chairmanship of Chief Secretary have been constituted for the implementation of SSDG project. Subsequently as per G.O read as second paper above Administrative Sanction was accorded for the deployment of State Portal and State Service Delivery Gateway(SSDG). The Apex Committee for State Service Delivery Gateway(SSDG),under the chairmanship of Chief Secretary held on 26.12.2013 had taken the following decisions for the smooth implementation of the SSDG Project.

1. Participating departments shall open bank account for implementing SSDG. Finance Department will issue necessary orders in this regard.
2. To permit the Technical Committee of KSITM for providing approvals to the operational documents created under the SSDG project which are submitted by the implementation agency M/s TCS and Project Consultant Ernst & Young, from time to time, on behalf of the Apex Committee.
3. To permit the Technical Committee of KSITM for providing approvals for SSDG related procurement or for making changes as per requirements identified, from time to time, to the state and district levels on behalf of the Apex Committee.

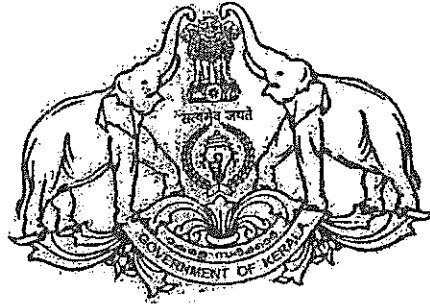
Annexure – 1: Revised portfolio of e-District services

SL	e-District Categories	Services
Mandatory Categories		
1.	Certificates	<ol style="list-style-type: none">1. Caste2. Residence3. Identity4. Relationship5. Nativity6. Legal Heir7. Solvency8. Location9. Domicile10. Income11. Possession12. Community13. Possession & Non-attachment14. Intercaste marriage15. Life16. Valuation17. Widow/Widower18. One and the same19. Caste conversion20. Destitute21. Family membership22. Dependency

SL	e-District Categories	Services
		23. Non re-marriage
2.	Revenue Court Cases	24. Issue of notices 25. Listing of cases 26. Adjournment of cases 27. Tracking status of execution orders 28. Stay and final orders of cases
3.	Ration Card	29. Issue of new ration card 30. Listing of duplicate ration card 31. Addition/Deletion/Change of Name
4.	RTI	32. Application for information under RTI
5.	Public Grievance	33. Grievance and complaints
Optional Categories		
6.	Motor Vehicle Department	34. Collection of various fees for non-transport vehicles 35. Collection of various fees for transport vehicles 36. Cess for all vehicles
7.	Electrical Inspectorate	37. Collection of miscellaneous fees for Electrical Inspectorate
8.	University services	38. Exam / General / Departmental remittances
9.	Utility services	39. Payment of water charges 40. Payment of Electricity Bills 41. Payment of Land phone 42. Payment of mobile bills 43. Payment of wireless bills
10.	LSG services	44. Payment of various fees/taxes for Corporation/ Municipalities/ Gram Panchayats

DEPARTMENT OF
INFORMATION TECHNOLOGY

GOVERNMENT OF KERALA



Operational Guidelines for
District e-Governance Societies (DeGS),
September 2013



E-DISTRICT STATEWIDE ROLLOUT, KERALA



Kerala State Information Technology Mission,

ICT Campus, Vellayambalam,

Thiruvananthapuram - 695 033



1. Operational Guidelines for District e-Governance Societies (DeGS)

National Rollout of e-District MMP was approved by Government of India and the scheme is to be implemented in 640 districts (including the 41 districts where e-District pilot projects have already been initiated) of the country within a period of 4 years. This MMP aims at electronic delivery of identified high volume citizen centric services, at district and sub-district level.

As mandated by DeitY, a District e-Governance Society (DeGS) headed by the Collector/District Magistrate has been established in each of the 14 districts in Kerala by the respective district administrations and registered under the Societies Act. The DeGS shall have the responsibility for the implementation and monitoring of the e-District project at the district level.

The DeGS shall work closely with stakeholders at State level, District level, Taluk/Village level, System Integrators, NIC, SPMU, NPMU etc. for the smooth rollout and operations of the project. A District Project Manager and a team of Handhold Support Engineers have been provisioned under each DeGS by the State for supporting the e-District project.

1.1. Roles and Responsibilities of DeGS

- i. The DeGS would implement the Project and ensure close linkages and co-ordination amongst the various stakeholders in the Project at field level. Provide commitment and support to bring-in the process changes.
- ii. Provide overall guidance to the Project at District level.
- iii. Work closely with the System Integrator/Implementing Agency to undertake the field work, comprehend the requirements, document the observations, prepare roadmap and redesign the processes.
- iv. Build capacity of the staff at various levels of the District Administration. DeGS and System Integrator would also work closely with the technical solution provider for developing and customizing the software and implement the technical solution.
- v. Manage, supervise and implement backend computerization of Government Departments with long term vision of Government.
- vi. The DeGS as owner of the Project at District level will be responsible for proper record keeping of all the assets including software artifacts created under the scheme at the District level.



- vii. Release funds to the implementing agencies on successful completion / installation of hardware, training and data digitization.
- viii. Support the Akshaya Kendras throughout the District for providing G2C services as per the Service Level Agreements between Departments / State Designated Agency (SDA) for CSCs and the Service Center Agency. It would identify and recommend the Citizen Services which can be provided in consultation and co-ordination with the concerned departments on priority and assist SCA in roll out of G2C services through CSCs.
- ix. Collect user charges as fixed by the State Government and keep audited accounts of the same.
- x. Take all publicity measures and campaigning through media like TV, radio, newspaper, conferences, seminars, public meetings, banners and posters etc. for creating awareness about transformation through e-Governance for the benefit of the rural masses.
- xi. Explore revenue streams for the sustenance of the District e-Governance Society and assist SDA in formulating policies accordingly.
- xii. The DeGS shall also ensure close tie-ups with all the Stakeholders in the project, to provide commitment and support, to bring-in the process changes and overall guidance to the project.

1.2. Fund utilization guidelines

An amount of Rs. 120 Lakhs has been released to the State from DeitY as Seed money as part of the 1st installment of e-District funds from which Rs. 10 Lakhs each has been disbursed to the DeGS accounts of all 12 rollout districts on completion of DeGS registration as specified in the e-District guidelines. For pilot districts, Rs. 10 Lakhs each had been transferred earlier as Seed money from the e-District pilot funds for those districts. DeitY has provisioned Seed capital for the smooth establishment and functioning of the society and as additional source of funds for funding the operating expenses of the DeGS, if not funded under any other head.

It has been suggested that the DeGS may use the remaining amount of the provisioned Seed capital, after accounting for initial establishment expenses, for the day to day e-District project related operational expenses till the same is fully utilized. Funds shall be transferred by the SDA annually to the DeGS, from the sustenance funds pool accumulated through transaction charges, for e-District operations based on the performance and number of transactions recorded in e-District for that particular district.



The primary source of meeting the operating expenses of the DeGS shall be the district specific share from the service fees / convenience charges levied as sustenance money for providing e-District services. Currently sustenance charges are collected for each service availed through e-District in line with the implementation guidelines issued by DeitY, and have been notified in the Kerala Information Technology (EDS) Rules, 2010. In Kerala, the project sustenance charges collected for e-District services are credited centrally to the SDA account through the FREES payment system of the Government of Kerala.

Certain broad guidelines have been formulated at the State level for optimal fund utilization and smooth functioning of the e-District project. Funds towards annual budget for DeGS operations shall be transferred to the DeGS account by the SDA against utilization certificates submitted for the previous financial year. The DeGS funds transferred for each district shall be in proportion to the number of e-District transactions recorded and subject to available funds in the State sustenance funds pool for the particular district.

The General Body shall approve the budget proposals against allocated funds and shall at a minimum include day-to-day operational expense requirements of the DeGS. For project proposals amounting to up to Rs. 50,000 the Chairperson may approve and ratify the same at a later date in the Governing Body, and for an amount up to Rs. 500,000 Governing Body approval needs to be sought. The funds shall strictly be utilized only for fulfilling e-District project related requirements, and proper audited accounts are expected to be maintained by the DeGS.

The operational activities related to the e-District project have been segregated between the SDA and DeGS for efficient fund utilization:

DeGS Scope

The General Body shall be responsible for the approval of budget proposals and expenditure. The Chairman along with the Governing Body shall oversee the utilization of the funds for the following activities at the district level:

- Organization of e-District trainings at district level - Expenses incurred for training activities including hiring of training hall and facilities; related travel and accommodation expenses; refreshments etc. are expected to be met from DeGS funds subject to reasonable limits. Expenses related to deployment of Master Trainers / Handhold Support Engineers or any other personnel from SDA for training or operations support purpose at districts, including all logistics expenditure, shall be borne from the DeGS funds. Kerala State Service rules may be applied accordingly to determine reimbursement limits for expenses.
- Annual Maintenance Contract (AMC) for e-District IT hardware – The DeGS may utilize the funds transferred from the SDA for all AMC related activities including obtaining



quotations and contracting of local vendors for maintaining the IT hardware deployed under e-District, renewal of AMC, miscellaneous repairs etc. with prior approval from the relevant DeGS authority.

- Procurement/Renewal of Digital Signature Certificates (DSC) – The DeGS may locally initiate processing of DSCs, from the transferred funds, required for e-District in that district through any of the vendors empanelled with the SDA at the notified rate.
- Organization of e-District awareness/publicity drives – The DeGS may organize awareness/publicity drives in the districts with the concurrence of the Governing body subject to availability of sufficient budget.
- e-District Awards – The DeGS may allocate funds for honoring employees who has shown outstanding performance in delivering services through e-District by constituting an e-District Award programme at the district level as a recognition to the good work they've put in.
- Site preparation requirements – The DeGS may utilize the funds for site preparation activities limited to provisioning of power sockets and network cabling for IT hardware provided under e-District on prior approval.
- Data digitization requirements – Any data digitization requirement pertaining to the e-District project identified at the district level may be covered using the DeGS funds based on prior approval.
- Local recruitment of HSEs – Expenses related to local recruitment of HSEs at districts based on guidelines furnished by the SDA may be borne from the DeGS funds on prior approval.

SDA Scope

The SDA shall carry out the following e-District related operational activities at the State level:

- The SDA shall centrally process the salaries of staff recruited and deployed at the district level under the DeGS including District Project Managers, Master Trainers, Handhold Support Engineers, and any other contract staff recruited for e-District operations support as required for the project. Salaries shall be processed against certified work done statements submitted monthly by the 25th to the SDA by the DeGS.
- Unless approved otherwise, all ICT Infrastructure related procurements and costs including IT hardware and VPN/KSWAN connectivity against requirements furnished from districts shall be managed centrally at the State level by the SDA in order to achieve the maximum cost benefit from bulk purchases. The DeGS shall be responsible for confirming the delivery of procured items and their proper commissioning at the district level to facilitate the payment process, and thereafter coordinate with the vendors locally for any future maintenance activities.



- In case of extreme budget constraints the DeGS may submit a proposal to the SDA quoting in detail the fund requirements for planned activities, with a request for advance payment, and shall be appraised based on the available funds for that district in the State pool. In such a scenario, an expense report shall be submitted to the SDA against completion of the approved activities and utilization of funds released for the purpose.

Any changes to this guideline shall be communicated by the SDA from time to time based on project requirements.

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Annexure - 3

Annexure 2: Revised costing for e-District Statewide rollout

SL	Description	Unit	No. of units	Year			Total Required (Lacs)	Funds Approved (Lacs)	Deficit in Funds (Lacs)
				1	2	3			
A	DPR Preparation								
	DPR Preparation	State	1	0.00			0.00	0.00	0.00
B	ICT Infrastructure								
	Hardware/ Computing Facility	District	12	1,505.80			1,505.80	1,056.00	-449.80
	Systems at SDC	State	1	149.35			149.35	174.35	25.00
	Systems support for 3 years	State	1	45.36	45.36	-45.36	136.08	72.00	-64.08
	Networking and Horizontal Connectivity	District	12	568.00			568.00	300.00	-268.00
C	Application Software								
	Software for Pilot States	State	1	23.00			23.00	15.00	-8.00
	Thurd Party/ STQC Testing	State	1	35.00			35.00	35.00	0.00
	Application Support	State	1	18.40	18.40	18.40	55.20	54.00	-1.20
D	Capacity Building								
	Training	District	12	102.28			102.28	180.00	77.72
	Seed Money to eGov Society	District	12	120.00			120.00	120.00	0.00
E	Rollout								
	Site Preparation	District	12	0.00			0.00	360.00	360.00
	Technical Support for 3 Years	District	12	86.40	86.40	86.40	259.20	86.40	-172.80
	Data Digitization	District	12	0.00			0.00	600.00	600.00

Sl.	Description	Unit	No of units	Year			Total Required (Lacs)	Funds Approved (Lacs)	Deficit in Funds (Lacs)
				1	2	3			
F	Program and Project Management								
	Project Mgmt Consultant (State PMU)	State	1	110.86			110.86	72.00	-38.86
	Project Manager for 3 years	District	12	43.20	43.20	43.20	129.60	129.60	0.00
G	Awareness and Communication								
	Awareness at District level	District	12	6.00			6.00	1.20	-4.80
	Awareness at State level	State	1	75.17			75.17	20.00	-55.17
	Baseline and Post Assessment	State	1	15.00			15.00	15.00	0.00
H	Contingency @ 3 %								
	District		12	80.73			80.73	85.00	-4.27
	State(SDA)		1	17.99			17.99	13.72	-4.27
Total Cost (in Lacs)							3,389.25	3,389.27	0.01

ADP's ready

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