Information Kerala Mission
Local Self Government Department

Webinar on "Enhancing Service Delivery through Integrated Digitalization" organised by NIUA

26th July 2023

www.ikm.gov.in

E-Governance application Software

- **Sulekha :** Annual plan formulation, Approval, Project Implementation, Monitoring, etc.

- **Sevana CR :** Birth, Death & Marriage registration and certificates.

- **Sevana Pension :** Social Security Pension disbursement

- **Sanchaya :** Property tax, Profession tax, Licences, etc like revenue

- **Sanketham :** Building permit

- **Sakarma :** Meeting management

- **Soochika :** Workflow and file processing in front office, Touch screen& FIle tracking

- **Saankhya :** Accrual based double entry accounting

- **Sthapana :** Establishment and HR

- **Samveditha :** Websites and Portals

- **Sachithra Maps :** Cadastral maps, ward maps, administrative atlas of LSGIs

- **Sanchitha :** Encyclopaedia on Act, Rules and Gos.

- **ULB Transfer :** Transfer and Promotion of Urban employees

- **Hospital Kiosk :** Capturing data for birth and Death registration from Hospitals.

E-Governance Software - Contd

- **LIFE MIS** : Transfer funds to beneficiaries' part of LIFE Project. Beneficiary approval, completion marking, fund disbursement, etc

- **eTicketing :** Ticketing application for Theatres, Direct Entertainment tax collection by local bodies.

- **Suchitwa Jagratha Portal :** To enable the LSGI department to monitor the pre-monsoon sanitation activities and take corrective actions.

- **ULB Transfer :** To enable the hassle free transfer of LB staff in the Urban Local bodies .

- **Gramasabha Portal :** To bring information to the Grama sabha / Ward sabha from persons anywhere in the world. Citizen can post/chat with their elected members, express their opinions and view what actions are taken to their comments.

- **Rebuild Kerala :** Survey of flood impacted people through mobile app and disbursement of fund to them through direct benefit transfer

- **Nilaavu :** MIS platform to collecting the demand from KSEB and to monitor the status of shifting in to LED lights.

- **SJD Census :** Disability Census application is used to record the data collected by the Social Justice department during the survey conducted with the modified survey forms.

- **RABC :** For licensing / vaccination of pets.

- **Pandemic MIS :** An MIS application developed and deployed to collect Isolation / Community Kitchen details in connection with Covid-19.

- **Digital Payments :** Implementation of digital payment system in LSGIs

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ILGMS – Integrated Local Governance Management System

https://ilgms.lsgkerala.gov.in/

ILGMS is implemented in all 941 (100%) Grama Panchayats.

ILGMS (Integrated Local Governance Management System) is an Enterprise Digital Platform for Local Government Institutions to cater their entire requirement of governance. ILGMS consists of one horizontal domain and many vertical domains, which comprises their entire day-to-day activities. The software developed in a three-tier architecture using opensource technologies.

- Integrate G2C and G2G services.
- Citizen e-Filing for Services through Citizen Service Portal
- Integrated with Citizen Centres like Akshaya, Hospital Kiosks. Multi channel for Service Access and Service Delivery.
- Service delivery time is printed along with Acknowledgement slip.
- e-Payment facility.
- Unified e-File movement
- File Process automation and auto noting
- Configurable workflow mapped with Office functions and Citizen Charter wise SLAs
- Contextual checklist and Deficiency Report in real time.

ILGMS Main Modules

- ILGMS Core File Management System
- Citizen Service Portal
- Civil Registration Module
- Finance Module
- Front Office Management
- Dispatch Management

ILGMS – Integrated Local Governance Management System

- Single Sign On for connecting different functional modules and existing legacy applications on a single platform.

- Inter office connectivity and File Processing.

- Streamlining functions at District Level Office, Allied institutions and Directorate (Stateless office)

- Online Application Submission through multiple channels.

- Auto routing based on nature of file classification.

- Analytic engine for deficiency reporting and predictions of SLA

- Monitoring, Alerts and Escalations

Additional features of ILMGS

- Login facility provided to Health Department for taking birth and death report in ILGMS.
- Provided state level login facility in ILGMS for Kerala State Audit Department.
- Developed PDE Module in Civil Registration at ILGMS
- Kerala State Audit Department and Performance Unit have introduced online auditing facility in ILGMS.
- A facility has been made available to the Chief Registrar to obtain the annual report of births and deaths.
- Janparichay Public login is integrated with ILGMS.

Citizen Service Portal

https://citizen.lsgkerala.gov.in/

250+
Citizen Services ONLINE

includes 38 services under RTS Act

- Common portal for all Citizen services of Local Government Institutions.
- Citizen can request/submit their application online and will get the response online. Also available through Akshaya Centres.
- Facility to submit required supporting document.
- All electronic documents can be given with Digital Signature.
- e-Payment facility available if there is any fee required for the service.
- Email and SMS alert on response.
- Dashboard for monitoring.
- Compliance with Right to Service Act.
- State level to LB level monitoring through Dashboard.
- CSP can be directly integrate to the back end software through API if there is backend software.
- API to GoK Portal.

e-Sevanam: https://services.kerala.gov.in

Certificates
- Birth Certificate
- Death Certificate
- Marriage Certificate
- Ownership Certificate
- Building Age Certificate
- Occupancy Certificate

E-Payment
- Property Tax ePayment
- Digital payments in Front Office

E-Filing
- Marriage Registration
- Name Inclusion
- Building Permit
- Trade Licence (D&O)

Licence & Permits
- Building permit
- Trade Licence (D&O)

E-Services
- Annual Plan Projects
- Government Orders
- Social Security Pensions
- Tenders
- File Tracking

Establishment
- Sthapana Establishment
- Sthapana PF (Panchayat & Municipality Employee PF)
- Urban Transfer

Governance
- ILGMS
- Saankhya - Double Entry Accounting
- Sulekha - Plan Formulation
- Sakarma - Meeting Management
- Sevana Pension - Social Security Pensions
- Sanchaya - Property tax Assessment
- Sanchaya - Licence
- Sanketham - Building Permit
- Soochika - Front office management
- LIFE Mission MIS
- Nilaavu - Filament free Streetlight
- Rebuild – Survey of Flood affected houses
- Grama Sabha Portal
- Suchitwa Jagratha Portal

K-SMART

Kerala-Solutions for Managing Administrative Reformation and Transformation

- Comprehensive ERP Suite

- 25 Data Centric Workflow based Functional Modules.

- Build on UPAYOG Platform

- Open with Facial Bio Metrics / Fingerprint / Aadhaar OTP/ OTP

- Using Emerging Technologies

- Micro service Architecture and DevOps Engineering.

Highlights

- Mobile Native Cloud ERP

- Data Driven Digital Governance & Decision Support System

- Platform based & Common Data Registry Approach
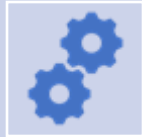
- Micro services Architecture & DevOps Engineering

K-SMART - Current Status

The following Modules will be launched in the first phase on 1st November 2023.

1. Civil Registration
2. Business facilitation Module (IFTEOS License)
3. Public Grievance Redressal
4. HR Management
5. Digital File Management
6. Financial Management
7. Building Regulation
8. Tax Module (Property Tax)
9. Citizen Welfare Module (Pensions, Allowances)

K-SMART - Modules in 2nd phase

Steps are being taken to deploy the remaining modules including citizen service modules in a phased manner by March 2024.

1. Meeting Management
2. Surveys & Forms
3. GIS Data & Rule Engines
   Workflow based GIS & Spatially enabled e-Governance Platform
4. Waste Management Module
5. Disaster Management Module
6. Tax Module (Profession Tax, Entertainment Tax)
7. Rent and lease
8. Business Facilitation(Installation Permission, Tutorial Registration, Paramedical Registration etc.)
9. Pet license

K-SMART - Modules in 3rd phase

Public Infrastructure and Civic Amenities & Services

Developmental Planning & Project Management

Public Works, Procurement and Selection Management

Ksmart Digital Transformation
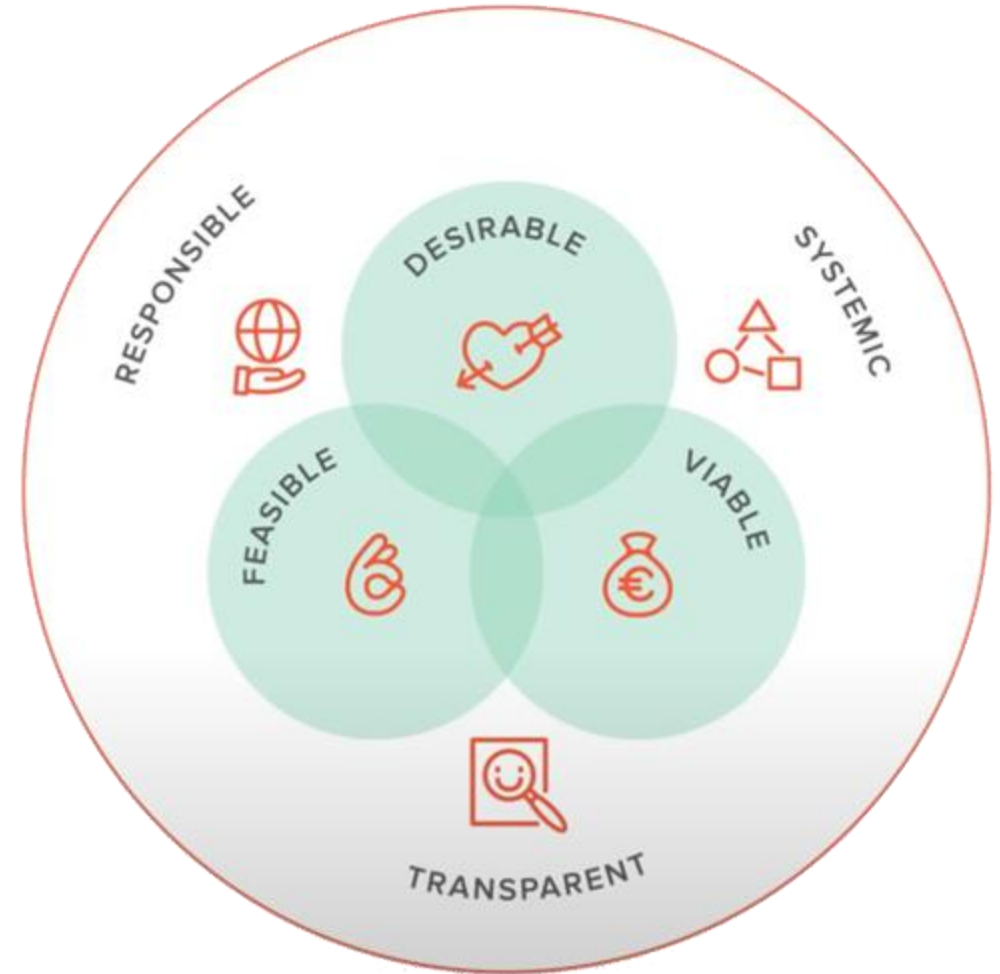
Transformations are hard, and digital ones are harder

✓ Desirable
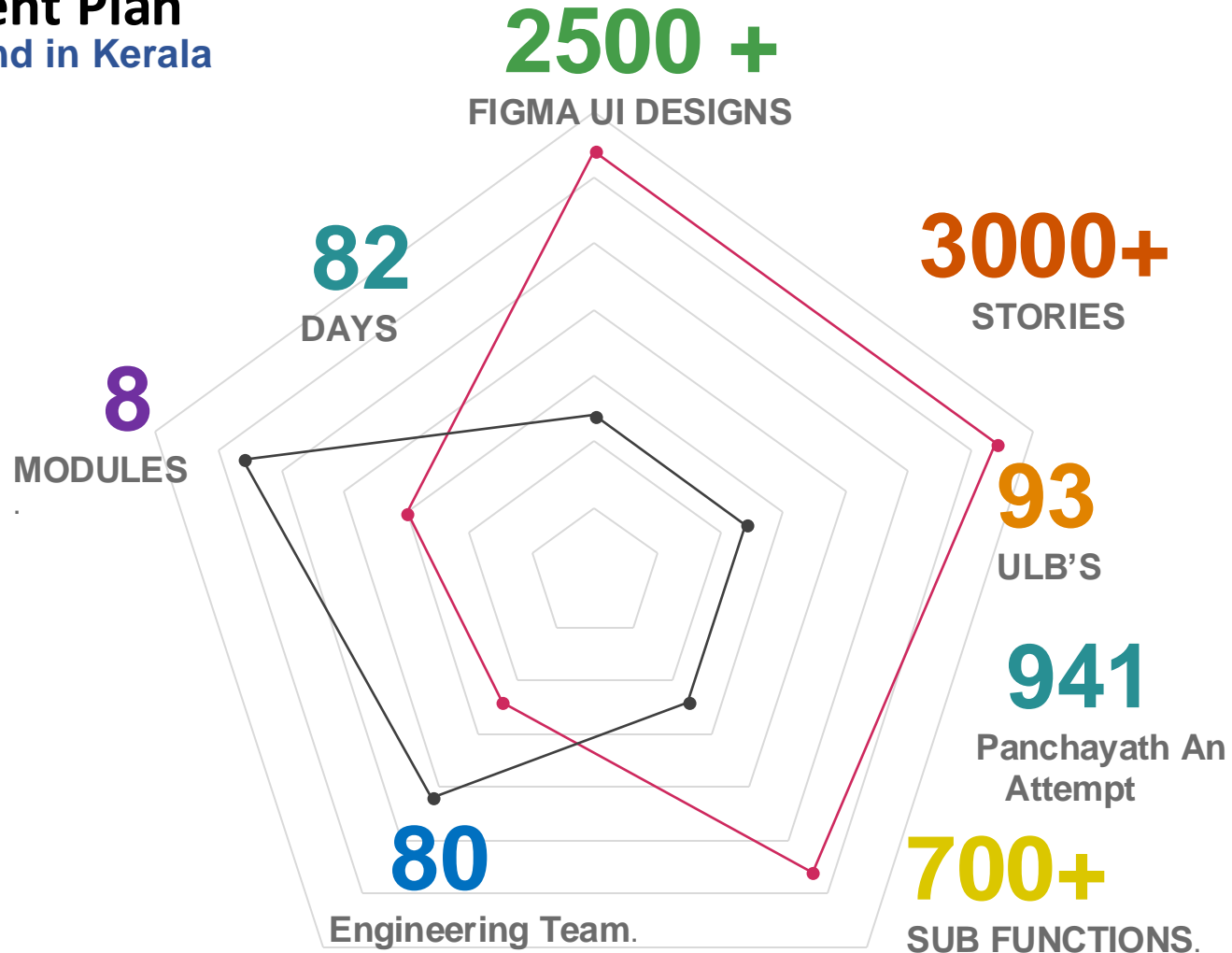
✓ Feasible

✓ Systemic

✓ Transparent

✓ Responsible

📈 Summary

Module	SRS	Figma	Development Status	
CR	950	750	60%	✓
TL	80	100	60%	✓
PTX	1200	900	50%	✓
PGR	40	75	50%	✓
FINANCE	110	160	20%	✓
BPA	900	450	10%	✓
HRMS	60	80	50%	✓
FILE	60	74	40%	✓
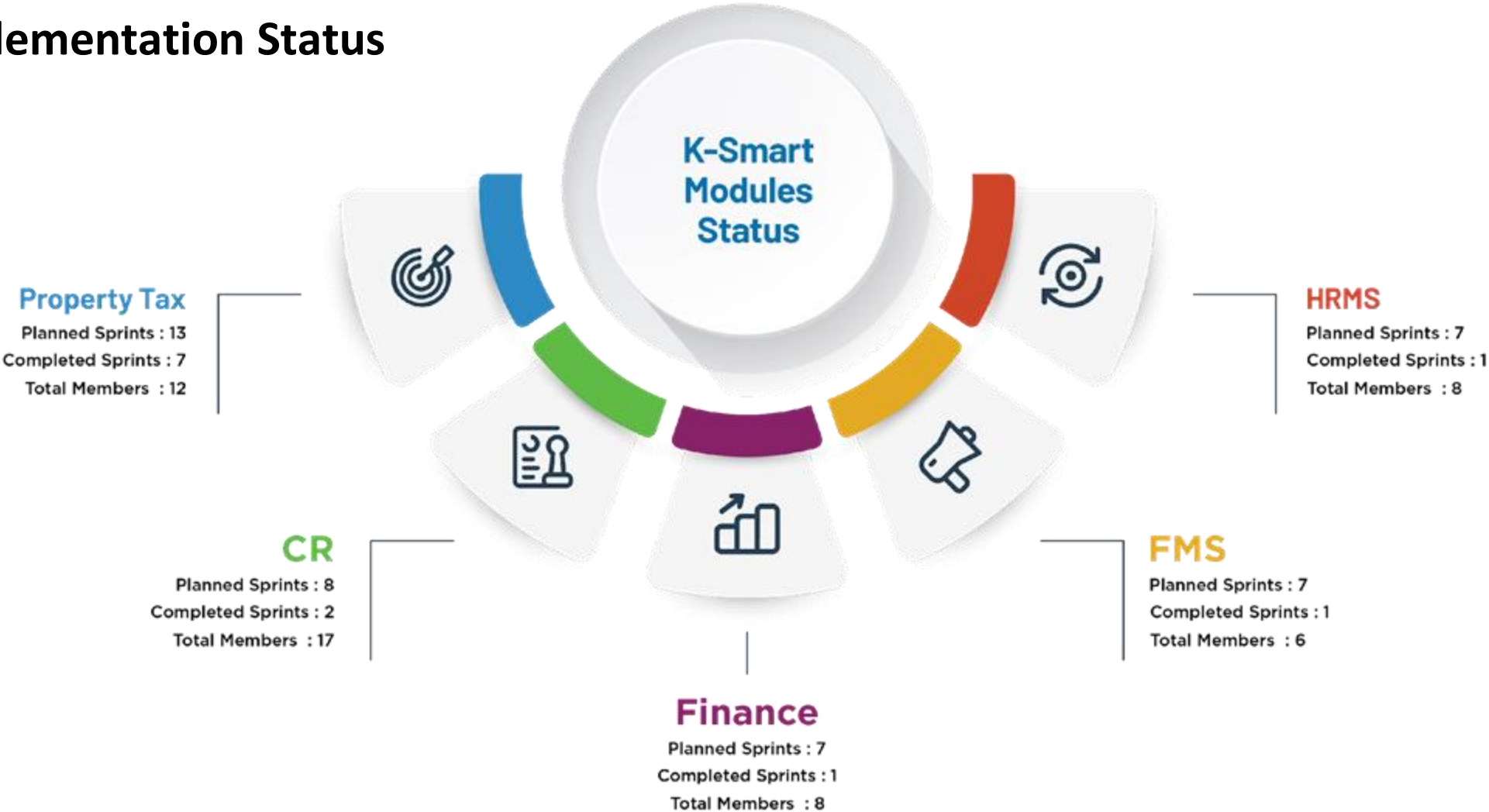
Implementation Status

K-Smart Modules Status

Property Tax
Planned Sprints : 13
Completed Sprints : 7
Total Members : 12

HRMS
Planned Sprints : 7
Completed Sprints : 1
Total Members : 8

CR
Planned Sprints : 8
Completed Sprints : 2
Total Members : 17

FMS
Planned Sprints : 7
Completed Sprints : 1
Total Members : 6

Finance
Planned Sprints : 7
Completed Sprints : 1
Total Members : 8

Implementation Status

Building Permit
Planned Sprints : 9
Completed Sprints : 3
Total Members : 6

PGR
Planned Sprints : 4
Completed Sprints : 1
Total Members : 4

EDCR
Planned Sprints : 10
Completed Sprints : 4
Total Members : 4

Business Facilitation
Planned Sprints : 8
Completed Sprints : 3
Total Members : 5

Licensee
Planned Sprints : 4
Completed Sprints : 1
Total Members : 2

K-Smart Modules Status

Ksmart GIS Rule Engine First Time in India

Ksmart GIS Plan

STAGE 1	STAGE 2	STAGE 3	STAGE 4
Automated Schema Migration	Automated Attribute Standardization	Manual Attribute Standardization	Integrations
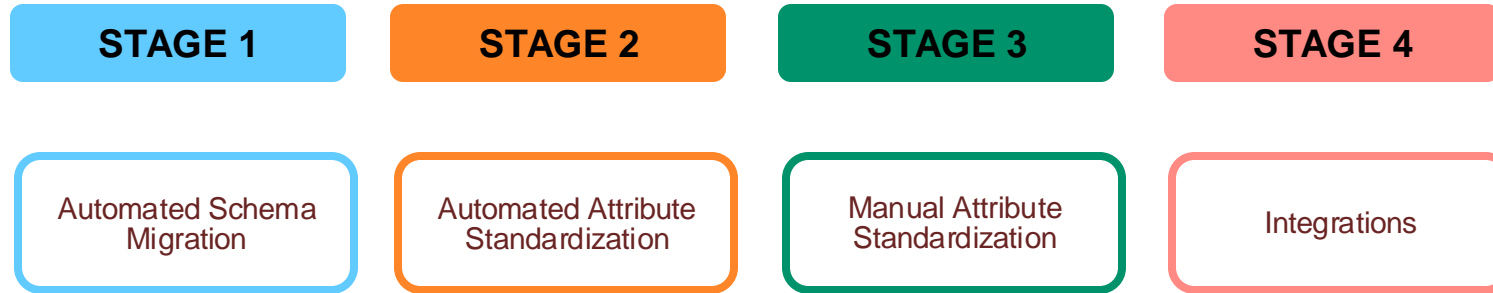
✔ Land Details Can Be Identified from GIS rule engine

✔ GIS Data prepared by departments using various Base Map /satellite Imagery/Drone imagery at different periods and different Scales

✔ A Standardization of Schema (Database)and Attributes

Ksmart One App -

✔ Multi Users

✔ User Engagement

✔ Payments and Ecommerce

✔ Analytic Tools

✔ Integrations & Security

✔ Multi Device Synchronization

✔ Push Notifications

✔ Accessibility Features

Unexpected Challenge

Domain Extended the scope of FMS and HRMS into a complete ERP Model gives us an additional effort of 20-30 %

Extended Scope	Result	Action Plan
HRMS	Additional Efforts Identified	Recruitment started - Hiring 4 Resources
FMS	Additional Efforts Identified	Recruitment started - Hiring 4 Resources
Building Permit	Additional Efforts Identified	Recruitment started - Hiring 6 Resources

Back up Plan ✔ Additional Resource required and Two Shift Duty planned from August 1st