AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- OUTSTANDING E-GOVERNANCE INITIATIVE BY ACADEMIC AND RESEARCH INSTITUTIONS

1. **Coverage – Geographical and Demographic** :-
   (i) Comprehensiveness of reach of delivery centres

   > e-Governance literacy imparted to around 14,000 people/ households indirectly covering nearly 56,000 persons assuming an average of four members per household in four districts.

   (ii) Number of delivery centres

   > **106 which includes 86 schools and 20 civic groups**

   (iii) Geographical

   (a)National level – Number of State covered ⟶ 1

   (b) State/UT level- Number of District covered ⟶ 4

   (c) District level- Number of Blocks covered ⟶ ☐

   Please give specific details:-

   > e-Jaalakam team, during its **first two phases**, has successfully **completed training sessions for around 20 civic groups covering nearly 2000 persons**. During its **third phase** it has imparted e-Governance literacy to around **12, 000 households through their children studying in class ten in 86 Government and State aided schools** in Ernakulam educational district. Besides Ernakulam, the project has succeeded in **creating three other e- Jaalakam chapters in higher educational institutions in the districts of Calicut, Kottayam and Alleppey**

(iv)Demographic spread (percentage of population covered)

1.70% of population in Ernakulam District

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

Studies indicate that the women of Kerala, despite performing well on measures like literacy, health parameters and Gender Development Index, have trailed behind in direct measures of autonomy including household decision making, mobility and control over money. For instance Kerala ranked 10th among 25 states in women participation in household decisions making (Human Development Report, Kerala 2005) revealing that academic achievements in the state are often not transmitted into decision making. Thus what the state needs is programmes aiming at gender empowerment in decision making and participation.

It is also observed that men at some stage or the other do interact with various government offices / local bodies to access many of the services offered. On the other hand most women get bogged down with family obligations and lack of time, social constraints etc: and leave such matters completely to their fathers/ husbands/ sons. Developments in e- Governance holds immense scope for overcoming such isolation and enables women to benefit from the various e- services offered by the Government. This project intended to highlight such windows of opportunity to girl students and women in Kerala in the belief that it will benefit them at some stage in their life, help increase their agency and promote gender inclusion in Governance.

Set in this background, the department undertook some research on implementation of Civil registration- one of the most successful e-

Governance initiatives in Kerala. The study revealed that, despite its wide implementation and success in registration, very few people had knowledge about it or accessed it. A survey conducted among the students of our college -who being located in an urban area have greater exposure to computers and the web- revealed that very few of them accessed these sites.

These findings prompted the department to initiate a project for empowering girl students in our institution. The idea was to catch them young when they have the time and capacity to absorb new technology and concepts. Since the institution has nearly a century of experience in women empowerment through education, it was felt that we should go one step ahead and focus on e- literacy which will increase women's agency.

This prompted us to organize a workshop for students in the college. A major bottleneck faced at this point was lack of clarity on what exactly should be focused on since this was a novel concept. Another was getting resource persons for conducting the workshop since State e-Governance Mission Teams were more into conducting training sessions for Government officials and had not ever conducted such programmes for the general public.

Once these initial obstacles were overcome and initial workshop was held, it was followed by trail awareness sessions for the faculty and around 300 fellow students in the campus. Feedback from them imparted confidence to venture into the next phase where such information was shared with the public. Interaction with public revealed that lack of awareness of e- Governance services was applicable equally to both men and women needing effective IEC campaigns.

3. Scope of Services/ Activities Covered (Relevance of application for end users/citizens, extent of e-enablement in terms of number of services/activities, extent to which step in each service/activity have been ICT- enabled #)

Literacy was imparted on e-governance services in varied areas and offered by various departments such as Health, Education, Local-self Governance, Pension, Transportation, Ration Card, Aadhaar, Voter's ID, Passport, Taxes, Travel, Payment of utility bills, Employment, e-District, High Court, Police, Women's Commission etc. The focus was on services which would be of use to an average citizen in his/ her lifecycle.

e- Governance literacy was imparted to around 14,000 people directly, in turn reaching out to approximately 56,000 persons, by the creation of the following e-learning tools which demystify the method of access and inspire people's confidence in accessing various e-Governance services :

- ✓ **e- Jaalakam data bank** which furnishes the hyperlink and briefs the services available in around 60 Government websites a person may need in her/ his lifetime. This was demonstrated to them through a user-friendly Power point presentation which followed a life cycle approach.
- ✓ **e- Jaalakam pamphlet** which compiles the URLs of more than 100 useful websites which was further divided on the basis of function, purpose and utility of different sites
- ✓ **Vivara Nidhi-** the citizen's handbook on e- Governance illustrates all the steps involved in accessing the various sites in a flow chart model taking the layman through the step -by – step process of access
- ✓ **e- Mithram** - the student's handbook on e- Governance in vernacular language stressed on the sites relevant to students
- ✓ **e- Mithram training module**, which has tutorials of various e-

Governance sites prepared with screen capture software.

4.   Strategy Adopted

(i) The details of base line study done,

Surveys were conducted among the students and the civic groups on usage of various e-governance services.

(ii) Problems identified,

e Governance service delivery in the case of many G2C services becomes complete only when the citizens actually access the services online thereby realizing its objective of reduction in time, effort, cost and corruption. However many online services remain underutilised at present due to lack of awareness about the availability of service/ method of access.

(iii) Roll out/implementation model,

Creation of user--friendly tools and their demonstration. For this purpose, a group of Student Master Trainers was formed and awareness classes were conducted for students and civic groups in and around Ernakulam district which then spread to few other districts as well.

The project, launched in 2012, was implemented in a phased manner and consists of the following three phases

Phase I- Workshop on e-Governance, Awareness Sessions in St. Teresa'sCollege, 2012

In its first phase, a two day training programme on accessing various e-Governance services was conducted in the college with financial support from Kerala State IT Mission on 19 and 20 September, 2012 during which 20 students were trained as Master Trainers by a the training team from State e- Governance Mission Team-Kerala.

Newly generated awareness of award winning e-Governance projects such as Sevana - civil registration - led the department to undertake some research on its implementation in the state in general and among students in St. Teresa's college in particular. This revealed that despite its wide implementation and success in registration, very few people

had accessed the certificates online. These findings prompted the department to organize trail awareness sessions for the faculty and around 1000 fellow students in the campus. Feedback from them imparted confidence to venture into the next phase and the subsequent six months were spent learning to access greater number of online government sites and services.The databank of relevant Governance sites was expanded as per the advice of Ernakulam District Collector Shri Sheik Pareeth IAS. A training module of relevant sites and an e-Jaalakam pamphlet which furnishes the URL of more than 100 relevant e- governance sites were prepared as initial tools for promoting e- Governance awareness among public.

Phase-II-e-Jaalakam-Campus to Community Phase , July - December 2013

The second phase – (C2C) campus to community phase- was implemented in association with The Federal Bank Ltd. and launched by Shri .P.H Kurian, I. A. S, Principal Secretary, Department of Information Technology, Government of Kerala on 17th July. During this phase these citizen engagement tools were shared with various civic groups.17 sessions were held covering around 1000 people which included housewives, representatives of various residents associations, students, professionals and elected representatives of local bodies. Three e- Jaalakam chapters were created in higher educational institutions in Kottayam, Alleppey and Calicut districts which in turn are spreading awareness among their fellow students. Feedback collected from a sample of participants indicated that the programme was indeed very useful.

A significant comment that came up from many adult citizens during the training sessions was that, since the need to access online services is not frequent, they are liable to forget what was demonstrated. They

thus requested written instructions which could be used as and when required. This led to conceptualization, design and release of Vivara Nidhi- A Citizen's handbook on e- Governance.The book was released by Shri Kapil Sibal, Union Minister for IT, on September 10 , 2013.

Vivara Nidhi details, in the form of simple flow charts that even a layman can follow easily, the various steps one has to follow to access online services which may prove useful to citizens at various stages in their life cycle, such as downloading birth, marriage and death certificates, filing and tracking cases with Vanitha (women's) Commission, online tracking of case status in high courts, tracking files in Government office, checking status and updating of Aadhaar card, ration card, electoral roll, passport, payment of utility bills, booking railway tickets, filing of income tax returns etc.

Training sessions organized with the aid of this handbook evoked greater interest than otherwise.At this stage, some segments of the public opined that a handbook in the local language would be acceptable to the large majority of the general public as compared to the English version that we had prepared. Correspondingly an attempt was made to meet this public demand during which it was observed that only around three to five of the twenty three services outlined in the handbook had the corresponding web interface in Malayalam while all others were in English. Surprisingly, despite Kerala having one of the highest enrolment in Aadhaar in India, the website was noted to have an option of many languages such as English, Hindi, Tamil, Kannada, Gujarati, Marathi, Bengali - but not Malayalam. Consequently, the department of economics took a significant step towards promotion of citizen engagement in the true sense of the term where the demands of the public were communicated to the Government. Letters communicating this user's need were dispatched

to concerned ministries in Kerala requesting for necessary action. Thus the project facilitated gradual transformation of citizens from mere acceptors of services to demand generators who strive to influence the type and quality of services

The e- Jaalakam team also took on the role of a citizen's watch group that would keep abreast of latest e-Governance services launched by Kerala Government, profile the mode of access in simple terms and make it available to the public. For instance, when the new public portal for e- District was launched, the handbook was updated to incorporate the changes. Right now we are incorporating latest changes such as State Service Delivery gateway and State portal.

Phase III- Students Handbook- e- Mithram and e-Jaalakam@School, January 2014

Phase three modified the project so as to incorporate the feedback of phase two and address constraints that became apparent during implementation and was implemented in association with IT@School Project of Department of General Education, Govt of Kerala and jointly funded by Rainbow Publishers Pvt Ltd and Greater Cochin Round Table 102.

Thus phase three consisted of

a) **Design and publication of e- Mithram** – a student's handbook on e- Governance which introduced the world of e- Governance to students and strived to capture their interest by detailing the steps one has to follow in accessing services which are of immediate use to them such as applying for entrance exams, checking of results, application for driving / duplicate license and so on.

b) **Design of e- Mithram training module** with tutorials of

various e- governance sites prepared with screen capture software.

c)   **e- Jaalakam@School**- which scaled up the programme to cover all students- around 12000 in number- studying in class ten in all 86 Government and aided schools in Ernakulam Educational district. The student's handbook e Mithram was distributed to all students and introduced to them through training sessions organized in their schools. The sessions were handled by around 70 resource persons which included undergraduate students of Department of Economics, St. Teresa's College as well as master trainers of IT@School. Feedback was collected from both the educational institutions and students with help of separate forms designed for both groups

(iii) Communication and dissemination strategy and approach used.):

In order to ensure wider reach out across diverse social groups, target population was stratified and varied strategies devised to access different groups

 The active presence of youth on social networking sites such as face book was used to generate awareness among them.

e-jaalakam facebook page-- **https://www.facebook.com/eJaalakam**

 Websites and links were developed for the process of communication and dissemination. Handbooks and pamphlet have been uploaded on the following webpages where it is freely downloadable for all since it has a creative commons license

1) Department of Economics, St Teresa's College

   http://www.teresas.ac.in/main/eJaalakam.asp

2) The Knowledge Repository of NeGD, India

https://www.negp.gov.in/repository/repository_result.php?flag=1&st=13&key=0

3) Kerala State IT Mission**. www.it**mission.kerala**.gov.in**

4) e- Jaalakam website **www.**ejaalakam**.in**

Older generation are being sensitised through traditional training sessions, handbooks and demonstrations.

5. **Technology Platform used-**
   (i) Description,

   Initially the team used Power Point Presentation with live demo of accessing various services. Due to slow internet connectivity at times leading to long delay during demonstration in turn led to reduction in interest of the audience. To overcome the issue a training module with tutorials of various e- Governance sites which were prepared using screen capture software during the third phase of the project.

   (ii) Interoperability

   NA

   (iii) Security concerns

   NA

   (iv) Any issue with the technology used

   A major constraint observed was slow internet connectivity during the sessions.

   (v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

   NA

6. Service Delivery – user orientation (Give details about improvement in interaction with end user and outcome, relevance of access points, Length and Breadth of services provided online etc. #)

   The whole project has been designed and carried out in such a way that it enables the end user (citizens) to comprehend the method of access. The physical and in-person demonstration

using the e-jaalakam data bank provides opportunities to the citizens to clear their queries directly and without delay. Creation of Vivara Nidhi and e- Mithram made it simpler for the people to access the sites without any dependence and helped to boost their confidence in using e-governance services. To make it more accessible, the team has created official website for e-jaalakam and has also upload the tools aforementioned in other e-governance related sites.

7. Citizen Centricity (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user,

- Time saving

- Easy access since the user is enabled with a step by step process.

- Cost free since Handbooks and pamphlets are freely downloadable from the related webpages.

  Thus the project completely focuses on citizen comfort and social responsibility. The only time consumption is the time spent on browsing through the demonstration which is beneficial to them.

(ii) Feedback/grievance redressal mechanism,

- Feedback was collected in the form of physical questionnaires.

- Queries can be clarified through social networking sites .

(iii) Audit Trails,

NA

(iv) Interactive platform for service delivery,

e-jaalakam is interactive as it tries to transfer government services to citizens in the most effective manner. The classes taken by Master Trainers are structured in such a way so as to orchestrate interaction between the service providers and users. Every form of uncertainty is gone through by the team to avoid ambiguity and help the people get to the intended end using technological mediums such as websites, social networking sites apart from the direct queries received during

sessions.

(v) Stakeholder consultation

Main stakeholders are the general public who stand to benefit from use of the citizen engagement tools developed.

The Citizens handbook Vivara Nidhi was a product of inter action and consultation with members of various residents associations in Ernakulam district.

Our other main stakeholders are students of various educational institutions- both school and college level. Incorporation of demands of school students led to design of a separate student specific handbook focusing on entrance exams and designing of a training module based on screen capture software.

8. **User convenience** (Give specific details about the followings #)
   (i) Service delivery channels (Web, email, SMS etc.)

   Websites and Social Networking Websites.

   1) Department of Economics, St Teresa's College

      http://www.teresas.ac.in/main/eJaalakam.asp

   2) The Knowledge Repository of NeGD, India

   https://www.negp.gov.in/repository/repository_result.php?flag=1&st=13&key=0

   3) Kerala State IT Mission**. www.it**mission**.kerala.gov.in**

   4) e- Jaalakam website **www.**ejaalakam**.in**

   5) e-jaalakam facebook page **https://www.facebook.com/eJaalakam**

   (ii) Completeness of information provided to the users,

   The whole content created by the team are transparently and wholly transmitted to the ultimate beneficiaries.

   (iii) Accessibility (Time Window),

   Easy accessibility - Handbooks and pamphlet have been uploaded on

the following webpages where it is freely downloadable for all . There exist no time window as the content can be totally downloaded and used 24/7 without a time restraint.

(iv) Distance required to travel to Access Points

As it is available over the web, Hand books and live demonstration there is minimal requirement to travel to the access points. For classroom trainings actual distance covered to training points

(v) Facility for online/offline download and online submission of forms,

There is facility for online download to all citizen and people who do not have access to internet are given handbooks containing equivalent information and is also given the option to avail or copy it according to their convenience to other mediums (namely CDs, Pen drives etc.)

(vi) status tracking

NA

9. **Efficiency Enhancement** (Give specific details about the following #)
   (i) Volume of transactions processed,

   NA

   (ii) Coping with transaction volume growth

   NA

   (iii) Time taken to process transactions,

   NA

   (iv) Accuracy of output,

   NA

   (v) Number of delays in service delivery

   NA

10. Accessibility (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc.#)

The citizen engagement tools are uploaded on various sites where it is freely accessible to all.

1) Department of Economics, St Teresa's College

   http://www.teresas.ac.in/main/eJaalakam.asp

2) The Knowledge Repository of NeGD, India

https://www.negp.gov.in/repository/repository_result.php?flag=1&st=13&key=0

3) Kerala State IT Mission**. www.it**mission.kerala**.gov.in**

4) e- Jaalakam website **www.**ejaalakam**.in**

5) e-jaalakam facebook page **https://www.facebook.com/eJaalakam**

11. Innovations(Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects , give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks / give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project)

- Designing of handbook on e- Governance- introduced the world of e-Governance to people and strived to capture their interest by detailing the steps one has to follow in accessing services which are of immediate use to them.
- Pamphlet compiles all the important URLs which enabled reduced user effort in identifying authentic sites
- Training module which demonstrates process of access
- a training module with tutorials of various e- Governance sites - prepared using screen capture software.

Bottlenecks faced and strategies used to overcome them

Bottlenecks	Strategy adopted
Lack of well defined content being a completely novel project Difficulty in choosing services and presenting these to the public in such	Life cycle approach

a manner as to capture their interest and motivate access			
Limited availability of Government funds	Tapping in on Corporate Social Responsibility funds. Once this obstacle was overcome, it emerged as a major achievement of the project in that large part was funded from Non Government sources.		
General tendency of educational institutions to confine activities to their own campus and reluctance of many staff and students to spare their valuable time for social causes.	Leverage the emphasis given to Social Outreach Programmes by University Grants Commission and National Assessment and Accreditation Council		
Tendency of people to forget demonstrations due to infrequent nature of usage.	Design of a handbook which furnished methods of access in simple flow chart form		
Difficulty in sustaining interest of diverse age groups with a single handbook	Design of different handbook for students as compared to the general one for citizens The content for students included sites which could spark and sustain their interest and cover was also designed to make it attractive yet simple for them		
Ensuring utility to people not well versed with English language	Translation of the handbook to Malayalam.		

12. Sustainability (Give details about Self sustainability of these w.r.t Institution (hiring trained staff, training etc.), financial (Scope for revenue generation), Saving of time and money etc. #)

- Sustainability of the initiative in the college is facilitated with senior batches of master trainers grooming their juniors when they join so that the group of master trainers continues even

when the present students pass out.

- Linked to total e-literacy campaign by PN Panicker Vigyan Vigas Kendra, Govt.of Kerala.

- Kerala State IT Mission has been requested to include it in the syllabus of women resource centres existing in various colleges

13. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

Adaptability - Citizen watch group will adapt the citizen engagement tools to periodic developments in e Governance. They will monitor such developments, make necessary modifications in the learning tools and upload on web pages periodically

Scalability- Linkage to well established and much acclaimed programme- IT@School Project, Government of Kerala ensured scalability.

Grooming of student master trainers in higher educational institutions in other districts who would take forward the activities in their localities.

(ii) Measures to ensure replicability

Presentations in other states- with encouragement from Centre for Innovations in Public Systems, Hyderabad- has resulted in the handbook being considered for replication in Andhra Pradesh and Bangalore.

 NeGP is also considering replication of the project in other universities across the country thereby making students as brand ambassadors of e- governance in India.

(iii) Restrictions, if any, in replication and or scalability

None

(iv)   Risk Analysis

NA

14. **Result Achieved/ Value Delivered** to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i)   To organization

The project re-inforces our institution's motto of women empowerment

(ii)   To citizen

The tools help to change citizens attitude towards e- Governance services from an "I don't know / I can't/ it is too complicated" mode to "How easy !"

(iii)   Other stakeholders

It has increased the confidence of the student master trainers and made them really empowered young women who can play a positive role in society.

It compiles the various services offered by various Government departments and brings it under one single umbrella

15.   Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

The Project has served full justification to its objectives which is reflected in its achievements listed below:

 1) The project e- Jaalakam has **developed following e-learning tools** which demystify the method of access and inspire peoples confidence in accessing various e- Governance services.

2) e- Jaalakam team, during its first two phases, has successfully completed training sessions for around 20 civic groups covering nearly 2000 persons.

3) During its third phase it has imparted e- Governance literacy to around 12, 000 households through their children studying in class ten in 86 Government and State aided schools in Ernakulam educational district.

4) It has led to evolution of a citizen engagement group in the Department of Economics, St. Teresa's College who communicate the demands of citizens to the Government and function as a citizen's watch group

5) The project highlights the need for holding awareness sessions for the public for realisation of potential benefits of G2C initiatives.

6) Besides Ernakulam, the project has succeeded in creating three other e-Jaalakam chapters in higher educational institutions in the districts of Calicut, Kottayam and Alleppey. Success in inspiring all these students to take up the social cause of spreading e- governance literacy is one of the greatest achievements of the project.

 7) Potential model for other states –The citizen engagement tools developed have attracted interest at the National level

The phase wise impact of the project is highlighted below:

Impact of Phase .

Phase 1 had the following impact

1) Grooming of a team of e- Governance Master Trainers in St Teresa's college
2) Awareness sessions for around 1000 students/ faculty in St. Teresa's College
3) Realisation that public awareness of e- Governance initiativesis rather low necessitating IEC campaigns to realize its potential benefits
4) Development of a training module based on life cycle approach
5) Design of e- Jaalakam pamphlet compiling the URL of more than 100 relevant websites.

Impact of phase II include the following

1) e- Governance literacy imparted to around 1000 people/ households indirectly covering nearly 4000 persons assuming an average of four members per household.

2) Creation of three e- Jaalakam chapters in higher educational institutions in Kottayam, Alleppey and Calicut districts which in turn are spreading awareness among fellow students.

3) Conceptualisation, design and release of Vivara Nidhi- A Citizen's handbook on e- Governance in response to suggestions from various residents associations during the awareness sessions. It literally handholds the public in their efforts to access 23 core e-Governance services by detailing the various steps one has to follow in accessing these services. These are arranged based on the lifecycle needs of a citizen at various stages of his life from birth to death. The handbook was released by Shri Kapil Sibal, Union Minister of Communication and Information Technology and Law and Justice, Government of India, on Sept 10 2013.

4) Evolution of the Jaalakam team at St. Teresa's College into a citizen engagement movement in the true sense of the terms who communicate the demands of the public to the Government and try to influence the quality of services they get from the Government.

Impact of Phase III

1) Design and release of a student specific handbook on e- Governance e- Mithram in vernacular language

2) Design of e- Mithram training module which reduced dependence on internet connectivity

3) e- Governance literacy imparted to around 12000 students in turn reaching out to equal number of households or approximately 48000 persons

4) Printing and distribution of e- Mithram to all 12000 students/ households

16.   Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations

17.   Other distinctive features/ accomplishments of the project:

1) The citizen engagement tools developed have attracted interest at the National level. Thus

   a) Project has been currently shortlisted for Kerala State e- Governance awards 2011-13 and for Chief Minister's award for Innovations in Public Services 2012-13 and results are awaited.

   b) A brief on the project was published in the Newsletter of CSC:

   http://csc.gov.in/images/csc_weekly_newsletter/state-scan-7july14.html

   c) The project is under consideration by NeGP for replication in various Universities across the country.

   d) The Citizens handbook -Vivara Nidhi has been included in the National e- Governance Division (Dept of Electronics and IT (Deity) Min of IT, Govt of India) portal's knowledge repository section.

   e) The citizen engagement tools have been uploaded on Kerala State IT Mission webpage under the heading e- Jaalakam. www.it**mission**.**kerala**.gov.in

   f) Christ University Bangalore and Villa Marie Education Society, Hyderabad have come forward to replicate the initiative and produce similar handbooks for Karnataka and Andhra Pradesh respectively.

   g) It was an invited presentation at a seminar organized at BIDAR in Karnataka December 2014 by Center for Innovations in Public Systems

(CIPS) Hyderabad and Administrative Training Institute (ATI) Mysore where the latter has expressed interest in developing on the handbook in Karnataka.

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h) It was an invited presentation at *"Two Day programme on Innovative Practices in e-Governance"* at Centre for Innovations in Public Systems, Hyderabad on the 7th and 8th February, 2014 where various participants from Hyderabad, Chattisgarh, Bihar and Orissa have expressed interest in developing similar handbooks for their respective states.

i) An invited presentation at a workshop organized at Haryana Institute of Public Administration (HIPA) Gurgaon on 27-28 March 2014 organised by HIPA along with Centre for Innovations in Public Systems (CIPS), Hyderabad.

j) Information Kerala Mission has helped in organizing a refresher workshop for e- jaalakam master trainers on August 5, 2014

k)   The project was exhibited at the 17th National Conference on e-Governance, January 30-31, Kochi where it was generally appreciated as a good initiative for taking e- Governance to the masses. Ahsraya project representative of Lakshwadweep has expressed interest in developing similar handbook for Lakshwadweep

2) e- Jaalakam team, during its first two phases, has successfully completed training sessions for around 17 civic groups covering nearly 2000 persons.

3) During its third phase it has imparted e- Governance literacy to around 12, 000 households through their children studying in class ten in 86 Government and State aided schools in Ernakulam educational district.

4) It has led to evolution of a citizen engagement group in the Department of Economics, St. Teresa's College who communicate the demands of citizens to the Government and function as a citizen watch group

5) The project highlights the need for holding awareness sessions for the public

6) Besides Ernakulam, the project has succeeded in creating three other e-Jaalakam chapters in higher educational institutions in the districts of Calicut, Kottayam and Alleppy. Success in inspiring all these students to take up the social cause of spreading e- governance literacy is one of the greatest achievements of the project.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

18. Way forward -Action plans and projects expected

Projects expected

Have submitted a project to NeGP for holding a state level workshop in Kerala so as to create a chain of e-Governance Master Trainers in higher educational institutions throughout Kerala. These students in turn can function as brand ambassadors of e-governance in their districts/ regions

Have submitted a proposal to NegD for state wide roll out to all students studying in class ten in Kerala. Had received a letter requesting additional clarifications and stating that they will consider it for funding subject to availability of funds. Have submitted the revised proposal and are awaiting further communication

NeGP CEO, Mr Anoop Kumar Agarwal had a Skype conference with us wherein he said that they are considering replication of the project across various universities in India

We are also submitting a proposal to Kerala state e- Governance secretary- Shri Somasundaram, IAS to spread the movement across various colleges in Kerala

Plans for the future

• Periodical workshops for updating them in e- and m-Governance

- Creation of short animation films for each service which will further simplify access

- Radio sessions to answer public queries related to accessing various services

(With Technical support from State e-Governance Mission Team – Kerala and Kerala State IT Mission and personnel support from IT@School project, Department of General Education, Government of Kerala.)

19. Key players in the project

The project is the outcome of the team work of a large number of people who in one way or the other shaped its development. They are

- Staff and students of the Department of Economics, St Teresa's College Ernakulam.

- 34 students and 3 teachers played a pivotal role in implementation of the entire project. Of these, eight undergraduate students played the key role of student leaders who co-ordinated the project and a total of twenty girls including these leaders formed the core team who developed the content of both the citizen's and student's hand book. The entire student team functioned as resource persons for conducting training sessions for various groups.

- Rev. Dr. Helan A. P, Principal, St. Teresa's College and current principal Dr Sr Vinitha were strong pillars of support and motivation for the entire team.

- Dr. Nirmala Padmanabhan, Head of the Department of Economics was the staff co-ordinator of the overall project. She conceived the idea, shaped various phases, established linkages with all helping institutions, accompanied students on training sessions and edited the content of the handbooks.

- Miss. Pearly Antony, Assistant Professor was assistant staff co-ordinator and played a key role in the genesis of the project.

- Ms. Geethu Das, guest lecturer accompanied the students in sessions and helped in content development of the handbooks. Other staff members Dr. Thushara

George, Smt. Mary Liya. C.A, Smt. Anupa Jacob, Dr. Swathy Varma P.R, Smt. Sreepriya. C.S and Ms. Tresa Betsy functioned as the advisory committee for the project.

- 28 Master trainers and District co- ordinator of IT@School Project Ernakulam-Shri Joseph Antony were an integral part for implementation of third phase- e-Jaalakam@School which conducted training sessions in 86 schools in Ernakulam district.

- State e-Governance Mission Team – Kerala led by Shri Jayachandran, Principal Consultant & Head, Mr Vinod Raj and Mr Krishnakumar Consultants steered our initial journey into e- Governance. Mr Vinod Raj helped verify the contents of the handbooks.

- Ms. K. Ambili, Assistant Mission coordinator and Former Director Dr. Jayasankar Prasad of KSITM played a key role in facilitating genesis of e- Jaalakam, while support from former director Shri. Balakiran IAS, made the citizens handbook a reality. Mr. Josisus Benny Kittan, manager e- governance, KSITM helped shape the citizen engagement tools with his concept of life cycle approach.

- Shri. Sheikh Pareed, IAS, District Collector and Shri. Hibi Eden, MLA Ernakulam were great sources of support for the entire project

- Ernakulam District Residents Association Apex council and other educational institutions helped in organising training sessions

- Shri. Biju Prabhakar IAS, Director of Public Instruction, Dr.Babu Sebastian, Executive Director, IT@School project, Kerala and Mr. Joseph Antony, Co-ordinator, Regional Resource Centre, IT@School Ernakulam played key roles in realisation of e- Jaalakam@School.

- The Federal Bank Ltd, Rainbow Publishers Pvt Ltd and Greater Cochin Round table 102 provided sponsorship for various phases.