

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

### NAME OF CATEGORY- INNOVATIVE USE OF ICT BY STATE GOVERNMENT PSUs/ COOPERATIVES/ FEDERATIONS/SOCIETIES

#### 1. Coverage – Geographical and Demographic

##### (i) Comprehensiveness of reach of delivery centres,

The main intention of implementation of the Project is to ensure timely delivery and transparency in the Services offered by the Police Department to the citizens who approach 520 stations, members of the police force and family. Accordingly web based solution has been designed and the beneficiaries are able to get the required information at their fingertips using Internet. However other than Internet, the public can also avail the required information from various police offices throughout Kerala State and the 42 Touch Screen Kiosks installed throughout the State.

##### (ii) Number of delivery centres

Services available round the clock over Internet and 42 Touch Screen Kiosks in Kerala State

##### (iii) Geographical

###### (a) National level – Number of State covered

1 (Kerala State)

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

14 Revenue District  
and 19 Police District  
in Kerala State

###### (c) District level- Number of Blocks covered

All blocks in all  
Districts of Kerala  
State

##### Please give specific details:-

Since the application is accessible through internet, there are no Geographical restrictions in its usage. It can be accessed from anywhere using the website address.

##### (iv) Demographic spread (percentage of population covered)

The Citizen Helpdesk services are accessible to the entire population of Kerala State and iAPS serves the entire staff of the Police Department

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

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- Citizen had to physically visit the concerned Police Station to file Petitions.
- Petitions could be submitted only to the Police Station having jurisdiction by citizens.
- Citizen could submit petitions only to a police station which was having jurisdiction over the matter under dispute.
- Citizen had to visit the Police Stations numerous times during various stages of the enquiry into their petition to get to know the progress of action on petitions.
- All work in Police stations was being done manually. Hence each process especially retrieval of information took a lot of time.
- In the Administrative Offices across the state handling service and welfare matters of the members of the force numbering more than 50,000, all procedures were being done manually with consequent delays and wastage of manpower.
- Each and every document had to move from bottom level to the top level of the hierarchy in a linear fashion. The multiplicity of levels made of a time consuming process and badly affected the delivery of results in a time bound manner.
- There was no scope for lateral movement of files and documents even when needed.
- Inter office and Inter Branch communications between different wings of the Department was a difficult and time consuming task.
- Archiving, storage and timely retrieval of information and documents were very difficult in manual operations.
- Most of the staff in the Department were technology shy and this led to a reluctance to change with the changing environment outside.

**3. Scope of Services/ Activities Covered** (Relevance of choice of application for clients/ PSU, extent of e-enablement in terms of number of processes/services, extent to which step in each service/process have been ICT- enabled #)

The application was tailor made for requirements of Department and is



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fully relevant. Digitization of the administrative work in the Department using the ICT methodologies. To make the activities in the Department more transparent and accessible to the public. Speedy settlement of petitions and files in the Department. Ensuring better services to the public who approach the Administrative offices and subordinate offices of the Police Department.

All process connected with acceptance, enquiry and disposal of petitions submitted by citizens have been IT Enabled.

All process connected with administrative services rendered by the administrative offices of the department have been ICT enabled.

#### **4. Strategy Adopted**

##### **(i) The details of base line study done,**

Base line study was done of the existing situations and also the broad user requirements of the department. On this basis detailed proposal was prepared and submitted to the State Government. Govt. of Kerala after considering the proposal accorded sanction for implementing a bouquet of three projects viz Internal Administrative Processing System (IAPS), ICT Enabled Citizen Helpdesk and Touch Screen Kiosks in public places. [GO(Rt) No. 2178/2010/Home Dtd 30/06/2010. Thereafter the projects were entrusted to the Project Officer and a State Level Team was constituted consisting officers from the Administrative branch who were to function as the "State Resource Persons" for the project. They had prior experience in implementation of Service and Pay Roll Administrative Repository for Kerala (SPARK), a centralized personnel and administrative application of the State of Kerala.

The State Resource persons under the guidance of the Project Officer conducted a Site Survey in all the Administrative Offices of Kerala Police as also of other Departments like Revenue Department where similar technologies were being introduced. Based on the System Study done by the implementation team, it was decided to develop a centralized web based solution to overcome the existing situation and thereby making the activities in the Department more transparent to the public.

Thereafter the implementation team prepared a detailed User Requirement Specification (URS) for the web application and submitted to the Kerala State IT Mission (KSITM) which is the nodal IT Agency of

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the State Government and which had been nominated as the State Designated Agency for this initiative. KELTRON and KSITM started developing the Software Modules as per the User Requirement Specification proposed by the Department.

### (ii) Problems identified,

- Manual processing and paper based functioning of offices of both executive and administrative offices as leading to delays, bottlenecks lack of transparency and gaps in quality of services rendered at all levels.
- Non availability of Information Technology enabling infrastructure in the offices.
- Negative attitude of employees towards change and adoption of technology.

### (iii) Roll out/implementation model,

Alongside development of Software for the application, the office infrastructure was modified for the smooth implementation of the project.

- Electrification and Networking was done in all bases based on the site survey conducted by the State Resource Persons.
- Sufficient Computers and peripherals were made available to the Administrative Offices and Police Stations.
- Reception Desks with a computer scanner and printer were made ready at each of the Police Stations across the State for facilitating a smooth public interface.
- 42 Touch Screen Kiosks were purchased and installed at identified locations throughout the State.
- Basic computer training was imparted to the employees of the Department by the State Resource Persons and they were brought into the main stream.
- Application oriented training based on the software given to the staff.
- Pilot phase of the Project started in 11/2011
- Project Rolled out to the entire department w.e.f 01/09/2012.



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

The public had been made aware of the implementation of this project through leading dailies and visual medias.

### References

1. Press Release dtd 28/07/2012 issued from Kerala Police Information Centre.
2. Report in Malayala Manorama & Kerala Koumudi Daily on 03/03/2013 [Touch Screen Kiosk inauguration in Thaliparamba, Kannur District]
3. Report in Malayala Manorama & Kerala Koumudi Daily on 26/03/2013 [Touch Screen inauguration in Vadakara, Kozhikkode District]
4. Report in Kerala Koumudi, Mathrubhumi, Malayala Manorama & Deshabhimani Dailies on 09/06/2013 [Touch Screen Inauguration in Kozhikkode District].

5. **Technology Platform used-**

(i) Description,

- Web Server Hosted in the State Data Centre of Kerala State.
- Platform : Java
- Database : MySQL
- Server : Apache/Linux

(ii) Interoperability

The application is a stand alone and data sharing with other databases/program not yet done. But the application is designed in such a manner that in future data sharing if required with other databases / program can be done.

(iii) Security concerns

Application using "https" protocol for SSL security

(iv) Any issue with the technology used

No issue with the technology used has been identified yet.

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

The implementation of the Project is being done in Phases. SLAs have been signed for each of the phases between the Department (the Purchaser), KELTRON (the Vendor) & KSITM (the State Designated Agency).

6. **Enhancement of Productivity** (Give details about impact on volume of transactions handled per employee, Productivity of machines/ resources#)

Due to faster processing and reduction in delays which arise due to the need for carrying the files from seat to seat in the manual system the employees are able to deal with more number of files increasing productivity.

7. **Efficiency Enhancement** (Give specific details about the following #)

- (i) Volume of transactions processed,

- A total number of 3827764 Currents / references registered in Administrative Offices throughout the state as on 31/07/2014
- A total number of 502773 Files digitally processed using this system as on 31/07/2014
- A total number of 299471 Petitions registered online in Police Stations throughout the State as on 31/07/2014
- Delays due to physical processing are avoided both in Petition and File Processing.
- Status of Petitions and Files are instantly available on the website and Touch Screen Kiosks on updating the same in the Police Stations and Administrative Offices.

- (ii) Coping with transaction volume growth

Necessary arrangements have been made through training of personnel and also answering scalability of hardware and software to cope with volume growth.

- (iii) Time taken to process transactions

Minimum necessary time to do the basic data input.



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(iv) Accuracy of output

Since calculations are not involved, output maintains total fidelity of the data put in.

(v) Number of delays in service delivery

The acceptance, registration, issue of acknowledgements / receipt are done instantaneously. Delays in processing are also reduced due to the ease of handling and digitized state of records. Delay in service delivery is thus reduced to the minimum.

**8. Service Delivery – Business/ Client Centricity** (Give details about improvement in interaction with clients and outcome for clients, relevance of access points, Length and Breadth of services provided online etc. #)

- Citizens not have to travel distant locations to submit petitions.
- All Police Stations and Police Offices in the State are access points for citizens and staff regardless of location of the office in which action is needed.
- The interface with citizens / users takes minimal time and waiting time is reduced drastically.
- The Help Desk provides facility for submitting, registering and monitoring progress of action on petitions of all offices along the length and breadth of the State.

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

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

- With the use of Internet, the users can get thre required information through website instantly in a simple manner.
- Physical effort and expenditure of time and money in travel, copyig and follow up visits reduced to the minimum.

(ii) Feedback/grievance redressal mechanism,

Feedback and grievances can be given to any of the Police Stations / Police Offices.

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(iii) Audit Trails,

Maintains a complete record of every action that takes place throughout a module lifecycle.

Authorized users can see the ongoing activity history, including what action was taken, by whom, and the date and time the action occurred.

(iv) Interactive platform for service delivery,

Citizens can ascertain details of action taken through the internet or through touch screen kiosks.

(v) Stakeholder consultation

Stakeholders have been consulted during all stages of development of the program.

10. **User convenience** (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

- Through official website of Kerala Police  
[<http://www.keralapolice.gov.in>]
- Through official website of iAPS  
[<https://www.iaps.keralapolice.gov.in/iaps>]

(ii) Completeness of information provided to the users,

- Regarding the petitions submitted by citizens, the details such as the details of the enquiry officer, stage of enquiry and decision taken and disposal details are provided to the users through website.

(iii) Accessibility (Time Window),

Round the clock

(iv) Distance required to travel to Access Points

Nearest Police Stations / Circle Offices / Sub Divisional Offices and District Offices.

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

Applicants need to visit nearest Police Station / Police office for submission of petitions. Online/offline download and online submission is not yet incorporated.

(vi) status tracking

- The petition status and File Status can be tracked through online using



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the official website of iAPS [<https://www.iaps.keralapolice.gov.in/iaps>]

- 11. Innovation** (Give details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

The role model for implementation of these Project was an application named "DC Suite" implemented in the District Collectorates in Kerala State by National Informatics Centre. During the time of system study, "DC Suite" application was running independently in each District Collectorates in the State and no inter connectivity was being provided. Putting a step forward, Police Department decided to adapt a centralized architecture for the work and decided to develop a web based environment to put all the Administrative Offices and Subordinate Offices in Police Department on a single window system. In DC Suite, the reports are generated is to be printed out and dispatched to other offices even to their Subordinate Offices in physical manner. This was causing delays in these reports reaching in their destination. However in iAPS and ICT Enabled Citizen Hepdesk, there is no need for Physical dispatch of petitions, reports and documents. All these can be done by a single click and documents and reports can be dispatched to the destination [Within Department] within seconds.

- 12. Defined and Achieved outcomes** (Give details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/ fulfill the requirements of planned beneficiaries etc. #)

The organizational objective of providing prompt and efficient service to the citizens and of maintaining transparency in operations is achieved to the full extent.

- 13. Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/ Encryption etc. #), Organization (hiring trained staff, training etc#), financial (Scope for revenue generation etc. #)

Application is developed in Java technology, completely free and open source technology which is fast, secure, and reliable. The Database used is MySql which is also an open source Relational Database Management System. The application uses HTTPS (Secure Socket

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Layer) for secured data transfer through web and strong encryptions for security and user privacy.

The training was imparted to the staff of the department with the help of State Resource Persons and selected Master Trainers within the Department. Since the application is service oriented to Citizens and Staff no fee is collected and hence no scope for revenue generation.

### 14. Adaptability Analysis

#### (i) Measures to ensure adaptability and scalability

Application is built on three tier architecture. So each layer is scalable and adaptable without affecting the software architecture

#### (ii) Measures to ensure replicability

Timely database backup and database logs are taken for disaster recovery.

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

There are no restrictions for database replication and scalability

#### (iv) Risk Analysis

It is an on going process. Risks are identified, analyzed and controlled by modifying project.

### 15. 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 functioning of the Administrative Offices and Subordinate offices integrated through a web portal. A web application was developed and implemented for this purpose (<https://www.iaps.keralapolice.gov.in/iaps>)
- Supervisory Officers can monitor the progress of enquiry on each and every petition / reference in their jurisdiction through this web application.
- Registers such as Petition Register, Current Register maintained in the Police Stations are automated through this application



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reducing the work load.

- The work load in the Administrative Offices and Police Stations are considerably reduced.
- Pendency and delay in offices is reduced.
- Various registers of the Administrative Office like Thapaal Distribution Register, Personal Register, Cash Book etc are automated through this application.
- Each and every document can be easily traced out using this application.
- All the documents received in an office are digitized and data readily available all the time.
- Files and Documents are totally digitized and can be forwarded to the higher officers according to the office hierarchy through this application. As such there is no time delay in the file movement in the offices.
- Communications can be sent to other offices in the department through this system. There is no delay in these operations.
- A total number of 3827764 Currents / references registered in Administrative Offices throughout the state as on 31/07/2014
- A total number of 502773 Files digitally processed using this system as on 31/07/2014

### (ii) To citizen

- Citizens can submit petitions to any intended for any police office of station in the state to any police station in Kerala State. Such petitions will be forwarded to the concerned Police Station / Office through this system and enquiry / processing will be conducted in that Police Station / Office
- Acknowledgements for Petitions are automatically generated from this application.
- A total number of 299471 Petitions registered online in Police Stations throughout the State as on 31/07/2014

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- Petitioner can know the status of the Petition from any Police Office / Stations in the State / Official website of Kerala Police / Official website of iAPS / Touch Screen Kiosks installed in various locations in the State.
- Through Touch Screen Kiosks the public can access the information pertaining to police Department such as Petition Status, File Status, Contact details of senior officers and other relevant matters. In addition to the information about Police Department, details of various other Government Departments like Tourism, Kerala Public Service Commission, Kerala Water Authority, Education and Entrance examinations are also made available through these Touch Screen Kiosks.

### (iii) Other stakeholders

NIL

16. **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 objective of the Project is fully fulfilled. Internal Administrative Processing System (iAPS) facilitates efficient G2G services. ICT Enabled Citizen Helpdesk & Touch Screen Kiosks in Public Places facilitates efficient G2C Services. Regarding ICT Enabled Citizen Helpdesk, the beneficiaries are the citizens and employees in Police Department. All citizens and all employees under Govt. of Kerala are beneficiaries of the Touch Screen Kiosk application. A total number of 3827764 currents, 502773 Files and 299471 Petitions digitally processed through this application as on 31/07/2014.

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

Category	Before Implementation	After Implementation
Petitions / Currents (Subordinate Offices)	Petitions intended to the same Police Station alone are accepted.	Petitions intended to any Police Stations are accepted in any Police Offices / Stations



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	Accepted petitions are physically registered and registers are physically maintained	Accepted petitions are registered in Citizen Helpdesk and registers are automatically generated. Petitions can be forwarded to concerned Police Station simultaneously.
	Acknowledgement is manually given which is often not done.	Acknowledgement is automatically available after registering the Petition.
	Petition Status is available only on visiting the Police Stations	Petition Status is made available to the Petitioner through website, Touch Screen Kiosks and any Police offices / Stations.
	Supervisory officer is able to monitor the petition status under their jurisdiction only on physical verification	A higher officer is able to monitor the petition status under their jurisdiction online and can able to issue directions online.
	Scope for manipulation during processing	No scope for manipulation since all actions are automated and time recorded
Thapaal (iAPS)	Manual Entry in Physical Registers	Once data is entered in iAPS, registers are automatically generated.
	Only a single person can assign Thapaal Number for an office.	Any user can obtain Thapaal Number through iAPS
	Thapaal Number is Physically assigned	Thapaal Number automatically generated
	Physical Searching of Thapaal	Searching facility incorporated in the

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		application. Time for searching thapaal can be saved.
	Higher officers cannot see the documents unless they are physically brought to their seats	Higher officers can view any documents under them at any time.
Files (iAPS)	Files are Physically submitted to higher officers	Files are digitally submitted to higher officers. As such file movement time is reduced to zero.
	Repetitive tasks are to be done manually	This can be done easily as simple as in word processing style
	Approved documents are dispatched to offices concerned in physical manner. Take a long time for receipt by the recipient office.	Electronically dispatched to the offices within the Department and the same is available there on the same time when it is despatched from the parent office.
	Supervisory Officers can see the files only if the file is submitted by their subordinates	Supervisory Officers can pull, view and take necessary action on any files with their subordinates.

18. **Other distinctive features/ accomplishments of the project:**

1. All activities in the Department made transparent
2. No other department in the State had ever introduced a centralized system for file processing.
3. Adopted latest technologies for the development of the software



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