GOVERNMENT OF KERALA
Abstract

Information Technology Department – 2nd Administrative Reforms Commission (ARC) - 11th Report - implementation of recommendations relating to e-Governance - approved - Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(MS)No: 25/2009/ITD. Dated, Thiruvananthapuram 06.10.2009.

ORDER

The Second Administrative Reforms Commission (ARC) in its 11th Report entitled " Promoting e-Governance The Smart Way Forward" has interalia made recommendations cited below. Government have examined these recommendations and are pleased to issue orders as follows with regard to each recommendation :-

Recommendation No.1:-Para (6.4.16)Business Process Re-engineering

a. *For every function a Government Organization performs and every service or information it is required to provide, there should be step-by-step analysis of each process to ensure its rationality and simplicity.*

b. *Such analysis should incorporate the view points of all stakeholders, while maintaining the citizen-centricity of the exercise.*

c. *After identifying steps which are redundant or which require simplification, and which are adaptable to e-Governance the provisions of the law, rules, regulations, Instructions, codes, manuals etc. which form their basis should also be identified.*

d. *Following this exercise, governmental forms, processes and structures should be re-designed to make them adaptable e-Governance, backed by procedural, institutional and legal changes.*

In this regard Government are pleased to constitute a Business Process Re-engineering Cell under the IT Department which shall have the power to make recommendations for Business Process Re-engineering for all departments. This Cell will report to the SLEC headed by **Chief Secretary** and comprising of:

i. The Principal Secretary (Finance)	**- Member**
ii. The Principal Secretary (P&ARD)	**-Member**
iii. Secretary (Law)	**- Member**
iv. Secretaries of the concerned Departments	**- Member**
v. Secretary (IT)	**- Convener**
vi. State Informatics Officer, NIC, Thiruvananthapuram	**- Member**

The SLEC shall make recommendations regarding the Business Process Re-engineering to the Council of Ministers for approval.

Orders regarding the structure of the Business Process Re-engineering Cell will be issued later.

Recommendation No 2:-:- Para(7.3.3.8) Mission Mode Projects

a. *State Governments should first provide a clear mandate for reforms that must precede the e-Governance initiatives. This would involve, if necessary, changing procedures and even structures and statutes. Therefore as a first step, these issues need to be analysed, decision points identified and political approval taken.*

b. *The major decisions involved in (a) above should be identified by the State Level Apex Committee and approval of the State Government obtained within six months.*

c. *The Secretaries of the concerned departments should be entrusted with the responsibility of project implementation in unambiguous terms. They should be provided with the requisite authority and resources for project implementation.*

d. *Thereafter, the business process re-engineering and capacity building exercise should be completed by the concerned department within a maximum period of one year. The IT component of these projects should not be funded until this step is completed.*

e. *The Annual Performance Appraisal Report (APR) of public servants entrusted with the responsibility of project implementation under NeGP should have a separate entry for evaluation of their performance in this regard.*

Government are pleased to entrust action in this regard to the Business Process Re-engineering Cell constituted as above.

Recommendation No.3:-:- Para(6.5.22(b) Capacity Building and Creating Awareness

"Each Government Organisation must conduct a capacity assessment which should form the basis for training their personnel. Such capacity assessment may be carried out by the State Department of Information Technology in case of State Governments, and the Union Department of Information Technology in the Centre. Organisations should prepare a roadmap for enhancing the capabilities of both their employees and the organisations".

In this regard Government are pleased to order that Kerala State IT Mission, National Informatics Centre, Departments shall identify needs, plan and undertake systematic capacity building with special focus on Mission Mode Projects.

Recommendation No.4: Para(6.5.22(c))

"A network of training institutions needs to be created in the States with the Administrative Training Institutes at the apex. The Administrative Training Institutes in various States should take up capacity building programmes in e-Governance, by establishing strong e-Governance wings. ATIs need to be strengthened under the NeGP".

Government order that the Director, Institute of Management in Government shall take necessary action in this regard and also that all training institutions under the State Government Departments shall participate in the network.

Recommendation No.5:- Para(7.3.2.3.16(d)) The Common Support Infrastructure

"State Governments should make available a large bouquet of G2C services through the CSCs. In doing so, they should adopt the approach outlined in this Report while discussing identification and prioritization of e-Governance projects".

In this regard Government order that all G2C Services shall only be frontended through Akshaya Kiosks and separate Department wise kiosks shall not be set up. Government further order that all Departments shall identify G2C Service that can be made available through Akshaya Centres and SLEC shall monitor this periodically.

Recommendation No.6:-Para(7.3.4.1.23) Mission Mode Project on Computerisation on Land Records.

a. *Surveys and measurements need to be carried out in a mission mode utilizing modern technology to arrive at a correct picture of land holdings and land parcels and rectification of outdated maps.*

b. *This need to be accompanied by an analysis of the existing mechanism for updating land records- which varies from State to State to be supplanted by an improved and strengthened mechanism which ensures that all future transaction in titles are immediately reflected in the land records. Such a system should be able to detect changes in the titles through various means- namely, succession, will, partition, gift, survivorship etc and update records accordingly.*

c. *The dispute resolution mechanism with regard to land titles needs to be strengthened in order to be compatible with the demands made on it.*

d. *In case of urban areas, a similar exercise needs to be undertaken especially since measurements and surveys have not been done in many of such areas and even records of titles is not available in most cities.*

Government order that Revenue Department will take necessary action in this regard and will issue further orders.

Recommendation No.7:- Para(7.3.4.3.12(a)) Unique National Identity Number/Card

"The proposed Unique ID Authority should evolve a database of UIDs on the basis of permanent identifiers such as date of birth, place of birth etc. as described in paragraph 7.3.4.3.11".

Government are pleased to nominate Information Technology Department as the Nodal Department, for the work relating to the issue of Unique National Identity Number/Card.

By Order of the Governor
NEELA GANGADHARAN
Chief Secretary

To

All Additional Chief Secretaries/Principal Secretaries/ Secretaries.
All Departments in the Secretariat
The Revenue Department (for further action)
The Director, Kerala State IT Mission (To put the Government Order on the Website).
State Informatics Officer, National Informatics Centre, Thiruvananthapuram
The Director, IMG.
The Director, Akshaya
The General Administration (SC) Department

Stock File/Office copy.

Forwarded/By order

Section Officer