

# **National Awards for e-Governance 2014-15**

## **State-wide rollout of e-District Kerala**

### **Main Application Form**

## MAIN APPLICATION FORM FOR NATIONAL AWARDS FOR e- GOVERNANCE

1. Name of the Organization:  
Kerala State IT Mission
2. Name of the Department:  
Department of Information Technology
3. Name of State/UT/Central Government/Others:  
Kerala
4. Name of the Project :  
State-Wide Roll-Out of e-district Project, Kerala
5. Nature of the Project:  
e-Governance
6. Category of Award Applying for:  
Outstanding performance in Citizen-centric Service Delivery
7. Objective of the Project:

The objective of the project is to make available the high volume citizen-centric Government services to the citizens at or nearer to their home either through online or through Akshaya Common Service Centers (Akshaya CSCs). Eventhough the project was piloted in Kannur and Palakkad in Dec. 2010 with a few certificate services, the State had started the roll-out of the project in all the districts of the State with the certificate services and other online services such as RTI, Public grievance redressal, various payment services etc. during 4<sup>th</sup> Dec. 2012 onwards. Since then, there was an overwhelming response from the citizens and the project became a huge hit. Since State-wide roll-out, there were around 1 Crores transactions putting together the various services offered through the e-district portal.

Under the project, the citizens can avail various high volume certificate services, online RTI, Public Grievance redressal and hundreds of utility as well as fee payment services can be made online by accessing <https://edistrict.kerala.gov.in> or by visiting the nearby Akshaya CSC. The entire workflow is automated and the system ensures end-to-end service delivery right from application submission till delivery of the final output. The various departmental databases (such as Food & Civil Supplies, Motor Vehicles Department, Education Department etc.) are integrated for online verification purposes and also databases of BSNL, KSEB, Kerala Water Authority etc. are integrated for real-time data fetching for various payment services.

8. Date of Launch of Project:

4<sup>th</sup> Dec. 2012

9. Beneficiary of the Project:

Citizens who want to avail the various services offered by the Government of Kerala and other service providers such as BSNL etc.