

HR & IT Technical Support for various e-governance projects - Proposal

The Department of Social Justice under Government of Kerala is the nodal agency for implementing various schemes/programmes for the well-being of Senior Citizens, Persons with Disabilities, Transgender Persons, Socially Deviants and other Marginalized groups of the society. In order to focus on effective implementation and timely door step delivery of services to the beneficiaries, the Department is planning to develop various e-governance softwares which would streamline the G2C (Government to Citizen) activities. The Department is also planning to develop an IT wing which would play a pivotal role in coordinating and implementing several e-governance softwares developed exclusively for the Department. Brief description of the various e-governance projects are detailed below:

NEW PROJECTS IDENTIFIED FOR DEVELOPMENT

- 1) **"SUGAMYAM" portal:** The Department of Social Justice is the Nodal agency for supervising and monitoring the functioning of Institutions registered based on norms mandated in Rights of persons with Disabilities Act, 2016. The Department is planning to develop "SUGAMYAM" portal, an e-Service portal for New Registration/Renewal of NGO-run institutions catering services to Persons with Disabilities coming under the purview of RPwD Act 2016.

The purpose of this e-governance software is to streamline process of New Registration/Renewal procedures, Management of Staff & Residents, Preparation of Individual Care Plan for Residents and management of Grant-in-aid (Fund requisition, Allotment and Disbursement).

- 2) **"E-DANAM" portal:** The Department has 31 Govt-run Welfare Institutions catering services to the beneficiaries all over the state. The welfare institutions are categorized mainly as:-

Asha Bhavan	6 nos	Pratheeksha Bhavan	1 no
Vocational Training Centres	2 nos	Prathysha Bhavan	1 no
Home for Physically Handicapped	3 nos	Punya Bhavan	1 no
Oldage Home	16 nos	Care Home Disabled Children	1 no

The general public can donate cash and transfer payments online directly to the welfare institutions through the 'e-danam' service portal. The Volunteers who are willing to offer free voluntary services to the beneficiaries can also register in this software. Another key feature of the software is Individual Care Plan (ICP) preparation for all beneficiaries residing in the welfare institutions. The public can also donate materials

EXISTING PROJECTS IDENTIFIED FOR TECHNICAL SUPPORT

1. **"SUNEETHI" portal:** The Department of Social Justice has developed the 'Suneethi' citizen centric portal to ensure effective delivery of services at doorstep of beneficiaries like Persons with Disabilities, Senior Citizens, Transgender persons, socially deviants and other marginalized groups. The general public will be able to know the details of individual beneficiary schemes & programmes of the department and submit applications online through the portal. The services of the department will be directly available to the beneficiaries by selecting the deserving ones from among the applicants in a transparent and time bound manner.

During initial phase of the project, 31 Individual beneficiary schemes have been made online and the service delivery system operates on G2C (Government to Citizen) basis. The Beneficiary wise details of welfare schemes that have been digitized online are given below:

SL No.	Target Group	Schemes in Suneethi portal
A.	Persons with Disabilities	14 nos
B.	Transgender Persons	6 nos
C.	Socially Deviants	8 nos
D.	Senior Citizens	2 nos
E.	Other Marginalized Groups	1 no

2. **ICP portal for PwDs:** The Department has developed the ICP portal for preparation of detailed Individual Care Plan database of all Persons with Disabilities all over the State. The data that has already been collected at field level has to be updated through data entry in the digitized application form in ICP portal. The data will be scrutinized at various user levels and the foolproof data can be used by the department and Other stakeholder Departments for formulation of various schemes and programmes for Persons with Disabilities.
3. **National Trust web portal:** The Department of Social Justice has developed this web portal for monitoring and evaluating all activities coming under the purview of National Trust Act, 1999. The portal is exclusively developed for streamlining the Issuance of Legal Guardianship Certificates, Fund management, Enrollment and Renewal of Niramaya health Insurance within the State.
4. **E-kshema software:** This project aims to automate all the governance activities and operations of offices under Social Justice Department through the medium of Internet. This software aims to provide seamless integration and collaboration among offices under the department. This system will increase efficiency and transparency in sub offices, speed up operations, provide cost effective resource sharing and be always connected with the remotely located offices.

ROLES & RESPONSIBILITIES OF TECHNICAL WING

- 1) SDC hosting and Maintenance of e-governance softwares.
- 2) Error testing of softwares.
- 3) Liaison between Department and Software Development team.
- 4) Software Training for department personnel.
- 5) Procurement of IT infrastructure (E-tender, CPRCS, GeM, etc.)
- 6) Technical Support of Department's all IT related Activities.
- 7) Support for E-office portal.
- 8) Identifying scope of new IT projects based on Department's requirements.