GOVERNMENT OF KERALA
Abstract

Revenue Department – eDistrict Project – Approved guidelines for the online delivery of 23 services rendered from taluk and village offices-Orders issued

REVENUE (E) DEPARTMENT

G.O. (Rt) No.2213/2012/RD   Dated, Thiruvananthapuram, 13/04/2012

Read: [1] GO (P) No.24/2010/ITD dated 04.08.2010

[2] GO (P) No. 14/2011/ITD dated 15.03.2011

[3] GO [Rt] 4611/10/Rev dated 11.10.2010

ORDER

As per the Government orders read as Ist and 2nd above the eDistrict project has been launched in Kerala under the National eGovernance Plan (NeGP). Out of the total 45 identified services in 6 departments, the 28 services now being rendered by the Department of Revenue is highly critical in nature. In order to ensure smooth, uninterrupted, error free, fast and transparent services to the citizens the following stakeholder wise guidelines are issued for strict compliance.

DISTRICT COLLECTOR (DC)

The envisaged roles and responsibilities of District Collector for services under e-District Project are listed below:

1. District Collector (DC) would have the overall responsibility for administering and delivery of selected services under the e-District Project.

2. DC would be responsible to ensure that all government policies, Rules, government orders, etc are followed in essence while administering these services.

3. DC should regularly log into the e-District application and perform work functions related to services under DC.

4. DC should take appropriate action against auto escalation triggered against any service under e-District.

5. DC should review the district wise MIS [Management Information System] reports generated for various services under e-District Project and take appropriate action.

6. DC should protect his user name and password and should not allow any unauthorized usages. If the account is compromised the DC should contact the concerned authority immediately.

7. DC would be responsible for the following action on the e-District application common to all the services under his purview–

- Review the service request marked to DC by e-District application.

- Retrieve the scanned supporting documents attached with the application if he/she so desires.

- Retrieve and review the database details of the applicant if he/she so desires.

- Review the remarks of the sub ordinate officials pertaining to the service.

- Upload remarks for approval/rejection of service.

- Approve/ reject the service request using Digital Signatures.

- Mark service request for physical verification to sub ordinate officials.

- Carefully study the physical verification report and enter remarks for approval/ rejection

- Update remarks of the verification report or details of interview of applicant.

8. DC should check the original case file and supporting documents before approving or rejecting any service request if he/she so desires.

9. DC should keep and preserve the Digital Signatures in good working condition.

10. DC would be responsible for taking appropriate action on the grievance filed and undertake all necessary steps for redressal of the grievance satisfactorily.

11. DC as the Chairperson of DeGS [District eGovernance Society] is responsible to take action against the vendor if the IT infrastructure – Computers, printers, scanners, etc is not in a good working condition or Service Level Agreement [SLA] defined in contract is not met.

12. DC should preferably call monthly review meetings of Tahsildars and Village officers where e-District Project has been implemented to discuss the constraints and pendency for various services.

13. DC would delegate his/her duties to or change the role and responsibilities of any subordinate officer by using digital signatures.

14. DC should forward the request for any changes proposed in the software for e-Delivery of services under e-district Project to DoIT, GoK.

15. DC should ensure that the DS [Digital Signature] is arranged for the newly reported employees within the shortest period of time

16. It should be ensured that the person planned to be posted to a post requiring digital signature should not be given charge until he/she has received the DS. Parallel to this it should be ensured that the person holding charge of the post at that time should not be relieved until the new officer is in possession of the DS and is ready to take charge

17. The eDistrict administrator must be informed well in advance of all the transfers effected so that access rights may be modified/blocked for an officer.

TAHSILDAR

It is mandatory that the Tahsildars are trained well in use of computers and application on assuming charge in an eDistrict. The following are roles and responsibilities of Tahsildar for service delivery in the automated scenario:

1. Tahsildar should keep his user ID and password confidentially and prevent unauthorized use/ access of their account by anyone else.

   - He/She should report to the district administration/ concerned authorities in case of any unauthorized use or hacking of his/her account.

   - He/She should give full support and coordination to the authorities during investigation of any such untoward event.

2. Tahsildars should ensure with the help of District IT cells that, the computers in village offices are in working condition with adequate stock of consumables and are connected online. This should be done on a regular basis.

3. Tahsildar should strictly adhere to service levels defined for respective services and should timely upload the remarks/ status & process application as per the defined service level.

4. Tahsildar should login to eDistrict web account on regular basis so that he/she can process the new/ pending service requests in timely manner.

5. Tahsildar should ensure that he/she has successfully logged out from the eDistrict web Portal after completion of required activities to prevent any misuse of the account

   a. He/she should ensure that their desktops are locked if not in their seat to prevent any misuse of account and leakage of information.

6. Tahsildar should not attempt to tamper or modify any remarks/information or report with the help of backend support team. If found guilty then strict action would be taken against the employee and the backend support team.

7. Tahsildar should maintain highest level of integrity in undertaking the e Governance activities without any favour, which is against the Rules and regulations governing service

   a.   Any such actions if reported directly or indirectly appropriate disciplinary actions would be initiated against the employee.

   b.   For cases where the service output is already been availed, the output will be cancelled and appropriate actions will be undertaken against the employee.

   c.   For cases where the service output is not availed but processed further, the output would be hold or cancelled based on the charges proved against the government employee and/or citizen.

8. Tahsildar should cooperate and furnish all the activities and information related to services to the concerned stakeholders.

9. Tahsildar should maintain and keep the updated file records systematically and securely in the file cabinet.

10. Tahsildar should adhere to all government Rules, Regulations, Government Orders, provisions of Act, etc while discharging service related functions.

11. Tahsildar should be responsible to maintain and preserve the IT infrastructure Computers, printers, scanners, connectivity etc in good working condition in his jurisdiction.

    a. Tahsildar should report and inform appropriate agency for any repair etc.

    b. Tahsildar must inform NIC, District headquarters/ designated agency immediately about eDistrict application default, breakdown or undeserved speed.

12. Tahsildar should in all essence follow the directions of the reporting officer and deliver services online.

13. Tahsildar should follow appropriate/prescribed stock management procedures (preparation of stock registers, maintenance of stock registers, and updation of stock registers etc.) for all IT infrastructures in the taluk office.

14. Tahsildar must keep track of the stationary and consumables in the office and take prescribed activities to replenish the same.

15. Tahsildar must ensure that electricity and telephone charges are paid in time for his office and village offices under his/her jurisdiction.

16. Tahsildar must make use of the online verification facility using databases (if available) for verifying an applicant at the time of application processing.

17. Tahsildar must intimate the eDistrict administrator, support engineers posted in the district and NIC District team about all transfers/ postings effected without lapse of time.

18. The process for issuing digital signature for all new officers by obtaining application form and single passport size photograph must also be initiated along with the posting process.

19. The Tahsildar must initiate the processing of a service request immediately upon receipt of the record in his/her work space and should not wait for the hardcopy of the supporting documents to reach him/her. The scan copies of the supporting documents will be sufficient to initiate the processing. The hardcopies of the documents will reach the office within 3 to 4 working days of receipt of the online application form.

20. The Tahsildar must keep all documents received (hardcopies) for all future references.

21. The Tahsildar should perform following actions for online issuance of certificates:-

    a. Reject the application if the supporting documents are not as per the service requirement and the same is not forwarded by the Village Officer.

    b. Should check the complete application details and the supporting documents attached with the application before approving/rejecting the case

    c. Should review the comments & remarks of Village Officer before processing the application further

    d. Should timely update the status & remarks in e-District application

    e. Should not insist for fresh records if the available database is sufficient to provide the service for the second time onwards

ADDITIONAL TAHSILDAR

The duties of Additional Tahsildar under the eDistrict programme are almost same as that of Tahsildar. At times Tahsildar can designate his/her powers to Additional Tahsildar to share his/her workload or during his/her absence.

VILLAGE OFFICER (VO)

It is mandatory that the Village Officers (VOs) are trained well in advance for the use of computers and application before assuming charge in an eVillage. Under the e-District Project various services of VO have been included, where VO has different roles and responsibilities as listed below;

1. Village Officer (VO) would be responsible for administering and delivering citizen centric services at village level.

2. VO would be responsible to ensure that all government policies, Rules, Government Orders, etc are followed in essence in his/her area of jurisdiction.

3. He/She should ensure that laid down procedures as directed by the District Administration is followed for services delivered by him/her.

4. VO should regularly log into the eDistrict application and perform work functions related to service requests assigned through eDistrict application.

5. VO would be responsible for maintaining operational functions like maintaining service levels, appropriate action on auto escalation, physical verification etc related to the services.

6. VO should protect his/her user name and password and should not allow any unauthorized usages.

    a. Should contact the district administration immediately, if they find unauthorized usages of their account.

    b. Should co-operate with the appropriate authority in consultation with District Administration and provide all information and support during investigation of such incidences.

7. VO would be responsible for the following action on the eDistrict application common to all the services under his/her purview –

    a. Review the service request initiated by eDistrict application.

    b. Retrieve the scanned supporting documents attached with the application if he/she so desires.

    c. Retrieve and review the database details of the applicant if he/she so desires.

    d. Review the remarks of the higher officials pertaining to the service.

    e. Upload remarks for approval/rejection of service.

    f. Call for the records in original if he/she so desires only under special cases.

    g. Should not insist for fresh records if the available database is sufficient to provide the service for the second time onwards

8. VO would be responsible to provide all relevant information on regular basis to the concerned authority for updation on the website.

9. Village Officer should maintain highest level of integrity in undertaking the e Governance activities without any favour which is against the Rules and regulations governing service.

   a. Any such actions if reported directly or indirectly, appropriate disciplinary actions would be initiated against the employee.

   b. For cases where the service output is already been availed, the output will be cancelled and appropriate actions will be taken against the employee.

   c. For cases where the service output is not availed but processed further, the output would be withheld or cancelled as per the charges against the government employee.

10. VO should be responsible to maintain and preserve the IT infrastructure - Computers, printers, scanners, consumables etc in good working condition at the village office.

    a. VO should report and inform appropriate agency for any repair etc.

    b. VO must inform NIC District headquarters/ designated agency/ District IT Cell immediately about eDistrict application default, breakdown or undeserved speed.

    c. A logbook of complaint should be maintained in this respect

11. VO should ensure that he/she has been successfully logged out of the e-District application after carrying out desired activities, so as to prevent any misuse of his/her account.

12. VO should not attempt to tamper or modify any remarks/information stored in the database with the help of back end support team.

    a. If found guilty then strict disciplinary actions would be taken against the employee.

13. VO should follow appropriate/prescribed stock management procedures (preparation of stock registers, maintenance of stock registers, and updation of stock registers etc.) for all IT infrastructures in the village office.

14. VO must keep track of the stationary and consumables in the office and take prescribed activities to replenish the same. This must also be informed to the Tahsildar.

15. Village Officer must ensure that electricity and telephone charges are paid in time of his/her office.

16. Village Officer must make use of the online verification facility using databases (if available) for verifying an applicant at the time of application processing for the second time.

17. The Village Officer must initiate the processing of a service request immediately upon receipt of the record in his/her work space and not wait for the hardcopy of the supporting documents to reach him/her. The scan copies of the supporting documents will be sufficient to initiate the processing. The hardcopies of the documents if needed will reach the office within 3 to 4 working days of receipt of the online application form.

18. VO should ensure that the information about the applicant is collected directly through field visit by him/her or his/her authorized agents like Village Assistants etc.

19. VO should upload the data related to the applicant in the e-district portal with his/her remarks.

20. VO should also maintain the physical record registers regularly as per the prescribed format.

21. The Village Officer must keep all documents received (hardcopies) for all future references.

22. The Village Officer should perform following actions for online issue of certificates:-

    a. Village Officer (VO) should supervise the work of VAs, check the recommendations of VA on service request, add his/her own recommendation and forward it to the Tahsildar. The role of VO would be to approve/reject and transform physical recommendations to electronic recommendations (Approval and Rejection).

    b. Access e-District application regularly and check for the recommendations made by the VA who work under him.

    c. Approve/ Reject application for which he/she has the authority.

    d. Enter recommendations (acceptance/rejection) for the service request and electronically forward the application to the certificate issuing authority (Tahsildar/ Additional Tahsildar) using the eDistrict application.

SPECIAL VILLAGE OFFICER

The duties of Special Village Officer [SVO] are almost same as that of Village Officer in the absence of Village Officer or till the newly posted Village Officer is assigned with the Digital Signature.

VILLAGE ASSISTANT

Broad roles and responsibilities of VAs after the introduction of e-District programme are,

1. Access e-District application regularly and check for the service requests posted by citizens that are assigned to him/her.

2. Perform physical verification and update all information related to the citizen and his/her family. This data should be exhaustive as per the physical verification check list and uploaded in e-District application.

3. Receive all the physical supporting documents submitted by the citizen and forwarded by Common Service Centre (CSC).

4. The VA should verify the document serial number on all pages of the physical form, with the document serial number in the soft copy.

5. Compare the information provided in the e-District application, the physical forms submitted and the actual result of physical verification.

6. Enter recommendations (acceptance/rejection) for the service request and electronically forward the application to the Village Officer.

General Roles and Responsibilities of Special Village Officer / Village Officer/ Tahsildar / Additional Tahsildar

The general roles and responsibilities of the certificate issuing authority are,

1. Login to e-District web account on regular basis so that he/she can process the new/ pending service requests in a timely manner

2. Only digitally signed certificates are to be issued from the village offices and Taluk Offices unless and until there is a specific direction from the District Collector on account of logistic issues

3. Adherence to all Government Rules, Regulations, Government Orders, provisions of Act etc while discharging service related function.

4. The officer may call for physical verification, database verification, re verification etc. during the processing of the application.

5. Follow the First In First Out [FIFO] Principle in providing the services to the citizens

6. Make sure that the services are delivered within the time prescribed in the Citizen Charter as per GO [Rt]4611/10/Rev dated 11.10.2010.

7. Review the recommendations of the VA/VO (as the case may be) and approve or reject the issuance of certificate.

8. Use the Digital Signature with due care and understand that this new technology is legally binding on him/her.

9. Make use of the online verification facility using database (if available) for verifying details of an applicant at the time of application processing.

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By Order of the Governor,
DR. NIVEDITA P. HARAN
Additional Chief Secretary to Government.

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To

Commissioner of Land Revenue, Thiruvananthapuram
Director of Survey and Land Records, Thiruvananthapuram
Project Director, KLIM, Thiruvananthapuram
Inspector General of Registration, Thiruvananthapuram
All District Collectors
Director, Kerala State IT Mission
Taxes Department
Finance Department
Information Technology Department
Accountant General (A & E), Thiruvananthapuram
Principal Accountant General (Audit), Thiruvananthapuram
Secretary, Kerala Legislative Assembly (with C/L)
Advocate General, Eranakulam (with C/L)
Stock File/ Office Copy

Forwarded/ By Order

Section Officer

Copy to
Private Secretary to Minister (Revenue)
PA to Additional Chief Secretary (Rev & DM)