



GOVERNMENT OF KERALA

Abstract

Electronics & Information Technology Department – Implementation of Kerala State Unified Communication Service (KCS) in the State – In principle sanction accorded – Orders issued.

ELECTRONICS & INFORMATION TECHNOLOGY (IT- CELL) DEPARTMENT

G.O.(Ms)No.20/2021/ITD

Dated,Thiruvananthapuram, 04/07/2021

Read:- 1. GO(Ms) No.17/2021/ITD dated 20.05.2021.

2. GO(MS) No.18/2021/ITD dated 27.05.2021.

ORDER

Kerala is a forerunner in reforms in education, socio-cultural and governance aspects, in the country. The State has pioneered implementation of numerous people centric e-Governance projects to improve performance, efficiency and quality of service delivery.

As per Government order read as 1st paper above, orders have been issued for the development of an online Platform through a transparent procedure for making the file processing and Government correspondences flawless and fast. The system is targeted to be implemented before 30th September 2021. Order have also been issued as per Government order read as 2nd paper above, to implement a people friendly online platform to deliver all citizen services to citizen at their doorsteps, before 2nd October 2021.

Kerala State Unified Communication Service (KCS) is a delivery platform envisaged with focus on seamless and faster inter office correspondences and communication among all offices in the State to act as a routing manager for all the offices and for delivery of the documents to recipients based on the delivery mechanism configured for the office.

Many offices in Kerala operate with their own electronic filing mechanism to manage the internal processing of Files (For example e-Office in Secretariat, Sookhika in LSG, iAPS in Police, Jail & Vigilance and DDFS

in Technical Education Departments). However, majority of the offices are working without any electronic file-flow mechanisms. The objective of KCS is to integrate all these offices, irrespective of whether they use electronic filing systems at present, through a single digital platform. In short, it shall be a G2G platform providing routing and distribution logic for dispatch and receipt of tapals between government offices, replacing the existing practice of sending physical inter-office tapals / correspondence .

KCS engine will provide the required routing and distribution logic for dispatches from different offices. It will connect to existing filing systems through a Gateway API. The existing e-filing applications in different offices will act as KCS agents. Those offices with no e-filing solutions will be provided with a default KCS agent application to provide minimum functionalities for sending and receiving documents to and from other offices. In addition to the core distribution engine, KCS also proposed to provide a KCS portal to all its users which will provide the analytics and collaboration services.

I. Functionality offered by KCS can be categorized as follows:

1. Enhancement of existing Filing systems
 - Provision to dispatch documents via KCS to external offices.
 - To receive inwards from external offices.
2. Functionalities provided to an employee using an electronic Filing System.
 - Access to KCS portal.
 - Collaboration between government employees.
 - Reports on dispatches and inwards (tapal) sent to and received via KCS.
3. Functionalities provided to an employee in an office with no electronic Filing System.
 - Access to KCS portal
 - Collaboration between employees across Kerala.

- Reports on dispatches and inwards sent to and received via KCS.
- Receive external dispatches as Tapals.
- Minimum processing features on Tapal.
- Despatch documents to external offices.

Every KCS user will have a KCS inbox based on the corresponding seat they are handling in the respective departments. All users will have an inbox and the despatches addressed to the seat will be listed in the inward menu.

II. Process of Tapal Creation

1. In case of an existing e-Office Implementation

In case of an office with existing e-Office implemented, the Tapal will be created in the existing e-Office seat with the help of API integration. Also, the user will have an option to add the new tapals to an existing file.

2. In case of an office without e-Office Implementation

In case of an office without e-Office Implementation the Tapal will be automatically created in the KCS Agent application provided as part of KCS.

The scope of KCS, phases and the timeline proposed for implementation are as follows:

Scope	Phase	Timeline
Enabling Inter office communication in all offices at all levels in all Departments	Phase 1	30 th September, 2021
Implementation of Add on features like Public Grievance and Online RTI Portals	Phase 2	1 st January, 2022

Government have examined the matter in detail and are pleased to accord in principle sanction for the implementation of Kerala State Unified Communication Service (KCS) in the State subject to following conditions:

1. The C-DIT shall develop/ cause to develop the KCS.
2. The in-house team/ team with contract from C-DIT deputed for the development of KCS shall be positioned in Kerala State IT Mission.
3. The Kerala State IT Mission shall be the Nodal Agency for

implementation of KCS in the State.

4. The KCS will be developed using open-source platforms/licensed platform as decided later, and it will be under the propriety of Government in Electronics & IT Department.

The Registrar, C-DIT shall furnish a comprehensive proposal in this regard to Government within one week.

(By order of the Governor)
Bishwanath Sinha
Principal Secretary

To:

The Director, Kerala State IT Mission, Thiruvananthapuram

The Registrar, C-DIT, Thiruvananthapuram

The Principal Accountant General (Audit) Kerala, Thiruvananthapuram.

The Accountant General (A & E) Kerala, Thiruvananthapuram.

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Signed by Sajeev.k.

Date: 06-07-2021 06:07:32

Reassessed by
Section Officer