



**GOVERNMENT OF KERALA**

**Abstract**

Electronics & Information Technology Department - 'Certificate Retrieval Camps' at the flood affected areas in the State to provide a single point source to issue multiple certificates - Guidelines issued

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**ELECTRONICS & INFORMATION TECHNOLOGY (B) DEPARTMENT**  
**G.O.(Rt)No.238/2018/ITD Dated,Thiruvananthapuram, 14/09/2018**

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Read 1 GO(MS)No.13/2018/DMD dated 16.08.2018

2 GO(MS)No.21/2018/DMD dated 07.09.2018

3 GO(P)6/2018/ITD Dated 11/09/2018

3 Letter No:e-Gov/18/KSITM /2904 dated 10.09.2018 from the Head, e-Governance, Kerala State IT Mission.

**ORDER**

As the State witnessing the worst floods in nearly a century, apart from deaths and damages to property, many people have lost vital documents like Birth Certificates, Marriage Certificates, Election ID Cards, Land Deeds, Bank Documents, Ration Cards and other valuable documents. Thus the survivors are put in deep distress, being unable to avail many benefits / services from Government.

2. Government have already issued directions to various departments to make arrangements to reclaim important documents of the public damaged or lost due to floods. It has also been decided as per G.O read as first paper above to conduct Certificate/Document Retrieval Camps/Adalats in flood affected areas with the participation of LSGs, departments concerned, Kerala State IT Mission and Akshaya entrepreneurs in co-ordination with concerned District Administration. Electronics & IT Department has developed an application to facilitate search for documents of multiple departments from a single interface. It is also planned to facilitate Digi-Locker accounts for citizens, so as to ensure all the documents are electronically and seamlessly available to citizens. This will be a transformative shift from the conventional method to the fully IT enabled system in service delivery. The Kerala State IT Mission has requested to issue guidelines for conducting the adalats/camps for

Certificate retrieval as per the letter read as 4th paper above

3. Government have examined the matter in detail and decided to conduct Certificate/Document Retrieval Camps/Adalats in flood effected areas in the Statewide and are pleased to issue the following directions for better conduct of the adalats / camps for certificate retrieval : -

- i. The details of certificates lost/damaged during the natural calamity should be assessed and consolidated by Local Body concerned or by the Camp Nodal Officer concerned. In addition to this, assessment may also be done using the application through Whatsapp developed by the IT Mission.
- ii. The consolidated information of the details and requirements of lost/damaged certificates should be given to the District Collector concerned.
- iii. All Departments concerned should appoint an IT Nodal Officer for this project in District level and Taluk Level with topmost priority.
- iv. A district level committee should be formed for this purpose under the leadership of District Collector, composed of District Level Heads of Departments concerned, DIO of NIC, District Project Manager of Kerala State IT Mission and DTO of Information Kerala Mission. The District Project Manager, DeGS & KSITM will be the Nodal Officer who will provide necessary technical and managerial support to District Collector. The District Collector can setup suitable administrative arrangements required for the conduct of the program.
- v. The Committee should finalize the total number of Certificate Camps required at common convenient public locations in each district and should give necessary directions to the Revenue authorities/concerned department for making arrangements. It is suggested that the facilities available at the Block level may be leveraged in consultation with Rural Development Department
- vi. Registration, e-Aadhaar, Digi-Locker, Common Search Desks and Exit Counters will be manned by staff from Kerala State IT Mission, Akshaya and Departmental Service Desks will be manned by staff of the concerned department. The District Collector will make necessary arrangements for this purpose. Student Volunteers may also be deployed, if required.
- vii. Details of Adalat programs should be given wide publicity through I&PRD and LSGD with support of elected ward members.
- viii. Queue Management System for Adalat Camps will be based on 'First Come First Serve basis' Service Counters. Visitors need to do their basic registration with their Name, Gender, House Name, Contact

Number, Local Body, Village, Taluk, and Pincode. The service desks will be arranged sequentially in ascending order of their demands so as to ensure small queues at each service desk.

- ix. Manpower charge for the Akshaya Centre Entrepreneurs who are assigned for the Adalat will be provided by Kerala State IT Mission.
- x. All Departments should make arrangements to exempt service fee for the certificates as ordered in G.O read as second paper above, by providing an option called Flood Relief Adalat.
- xi. Physical Certificates will have to be sent by the Departments concerned to the addresses of the applicants.
- xii. An Information/Help Desk may be put up by District Information Officer to address the doubts related to disaster relief support and CMDRF.
- xiii. Daily consolidated report should be prepared and needs to be handed over to District Project Manager, DeGS & KSITM by the IT nodal officer of the Department concerned.

#### 4. Infrastructure Arrangements

- i. The responsibility of setting up infrastructure for Adalat will be with the district IT eGovernance Society which will arrange tables, chairs, lights, power plug points, drinking water facility etc at the camp. If Adalat is planned for the people of more than one local body, then venue can be identified based on the convenience of those local bodies.
- ii. The Department concerned needs to arrange the IT peripherals required in the departmental service desk. DeGS/KSITM will provide IT peripherals required for registration, e-Aadhaar, Digi-Locker, DB Search, exit counters and announcing systems, if required. Venues with internet and electricity facilities available will be given preference. Expenditure for conducting camps can be met out of the funds available with DeGS. Kerala State IT Mission will transfer funds to DeGS, based on requirement. The host Local Self Government Institution will provide other common facilities required for the Adalat. The District Collectors may also explore the possibilities of conducting the Adalats in Schools/Colleges.
- iii. Network connectivity shall be provided by BSNL and should also provide the LAN, connectivity ports/wifi at the Adalat camps. KSITM should make necessary arrangements for this at State level.
- iv. KSEB should ensure continuous power supply at the Adalat camps.
- v. Vehicle requirements for the transit of equipments and camp personnels of Akshaya Project should be taken care by the Revenue

Department.

5. Detailed Standard Operating Procedure will be provided by Kerala State IT Mission to the District Teams.

(By order of the Governor)  
**M. SIVASANKAR**  
**SECRETARY**

To:  
All Additional Chief Secretaries / Principal Secretaries / Secretaries / Special Secretaries  
All Head of Departments  
The Director of Panchayats, Thiruvananthapuram  
The Director of Urban Affairs, Thiruvananthapuram  
All District Collectors  
All Grama Panchayat Secretaries (Through Dir. of Panchayat)  
All Municipal secretaries (Through Dir. of Urban Affairs)  
All Corporation Secretaries  
The Chairman & Managing Director, Kerala State Electricity Board  
The Director, Kerala State IT Mission, Thiruvananthapuram  
The Director, Akshaya, Thiruvananthapuram  
The Executive Director, Information Kerala Mission, Thiruvananthapuram  
The Chairman, SLBC, SLBC Cell, Circle Office, Canara Bank Building, MG Road, Thiruvananthapuram-695001  
The Chief General Manager, BSNL, Thiruvananthapuram  
State Informatics Officer, NIC Kerala State Centre, Thiruvananthapuram  
The Principal Accountant General (A&E)/(G&SSA), Thiruvananthapuram  
The Director, I & PRD (for publicizing through a press release)  
The Information Officer, I & PRD (Web and New Media)  
Local Self Government Department  
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