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Corporation moving towards e-governance

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KOCHI: Now the civic body will help you to register your grievances and suggestions online with an immediate acknowledgement. And they will be transferred online to the officer concerned through a workflow system. The Union Ministry of Urban Development has sanctioned a detailed project report (DPR) on e-governance prepared by the Kochi Corporation with the help of IT major Wipro. The Ministry has sanctioned Rs 8.7 crore for the project which is included under the Jawaharlal Nehru National Urban Renewal Mission (JNNURM). The Centre has instructed the Corporation to complete the implementation of the project within one year. Once it is implemented, Kochi will become the first Corporation in Kerala to have its main office as well as zonal offices fully computerised. "As the first step, Wipro has been appointed as the programme management consultancy for the project. The Council has approved the proposal submitted by Wipro which agreed to undertake the work at a consultancy fee of Rs 71.6 lakh," Mayor Mercy Williams said.

She said that the consultancy would be responsible for suggesting the desired changes in each department for the implementation of the project and technical expertise needed in both hardware and software sectors. Further, the programme management consultancy will prepare the tender documents and will monitor the project, she added.

“Separate tenders will be floated for hardware and software installation. As the project progresses, staff will be given training.

The first phase of implementation will be completed in October this year,” the Mayor said. The major online services that will be brought under the e-governance system include utility management, property tax, registration of births and deaths, water supply and other utilities, grievances and suggestions and building approvals.

“Most of these services are done manually now. Once the project is implemented, all certificates can be issued online and all the data will be available through the application system. Utility bills will be available online and payment can be made using credit cards and electronic banking system,” said Sahuji, project manager, JNNURM.

Sahuji said that the e-governance system will be helpful in submitting building plans for scrutiny and approval online.

“Further, the system will help in monitoring development

projects by the Kerala Sustainable Urban Development Plan (KSUDP), JNNURM and the Corporation.

The project status will be updated online within 24 hours,” he added.

Other services include monitoring of various health programmes organised by the Health Department. The system will help in solid waste management by online scheduling for collection and disposal of solid waste. Personnel information system, which will help in accessing information related to payroll, pension and attendance, will be incorporated online.