“Role of Akshaya in service delivery”
Kerala - God’s Own Country

- State with highest life expectancy
- State with lowest birth rate
- State with lowest infant mortality
- State with hospital facility in every village
- Robust Communication Infrastructure

First Indian State to achieve universal literacy.
The strong conviction of scholars that socio-economic development in Kerala was possible only by removing the digital divide in the society, motivated Government of Kerala to launch a project to reach the benefits of Information and Communication Technology to common man.
Launch of Akshaya
MISSION
To Bridge the Digital Divide
Proactive citizen Services
Vision Statement

Gateway to Opportunities

Gateway to Opportunities
Akshaya state Project Office
Thiruvananthapuram

DIRECTOR
ZONAL COORDINATORS
FINANCE OFFICER
PROJECT ASSISTANTS
DISTRICT OFFICES-14
District collector- CC
District Planning Officer - DC
ADC
AKSHAYA COORDINATOR
APC GENERAL
APC A&A
BLOCK COORDINATORS
PROJECT ASSISTANTS
Kerala: 14 districts, 63 taluks & 1453 villages

ONE e-CENTRE covers about **2-4 sq. KMs** serving **1,500 -3000 households**

**Akshaya Centers** - **2000+**

80% Akshaya e-centre’s (80%) are in **rural areas**
AKSHAYA EVOLVING as Citizen Service Center

Akshaya took a natural transition, necessitated by the needs of the society and sustainability of the Akshaya entrepreneurs by tying up with renowned educational institutions to impart various courses and to deliver G2C services.
Specific Objectives

- 100% e-literacy
- Delivering of G2C Services
- Single window for all services
- Friendly Face of Government
- Empowering citizen through ICT
Major Outcome

- Digital Empowerment in the state
- One stop shop for citizen services
- Touched the lives of more than 75% of Population
- Generation of 15000+ employment opportunities
- Women Empowerment - 55% of Akshaya centers are run by them
E- LITERACY Akshaya evolved as a e-literacy project in 2002 with the mandate to train one member in each of the 6.4 million families e-Literate.

- Survey was conducted with the help of LSGIs to identify the beneficiaries
- Total Trained – 3.5 million
e-learning

• **IGNOU Courses**
  - Education to the rural people.
  - **Over 4000** students
  - Largest partner of IGNOU in Kerala.

• **Intel Learning**
  - Intel Education Initiative imparting internationally renowned computer courses.
  - **Over 100 thousand** students trained.
e-learning Contd...

- **E-vidya**
  - Govt certificate course in Office Management
  - In-depth training on the different aspects of computer
  - Trained more than 6000 students so far

- **Medical Transcription**
  - Major job oriented courses in association with KELTRON
Intel Learn program
Making leaders of tomorrow

✓ Akshaya launched Intel Learn Program in Malappuram in 2004

✓ Success of Malappuram soon replicated in other districts – 2007 to 201

✓ Coupled the strengths of Akshaya and Intel
  ▪ Akshaya’s reach & network
  ▪ State of the art curriculum from Intel.

Achievements:
✓ Improving Digital Literacy. The Program has provided digital literacy to over 1lac children through hands-on experience

✓ Improving Decision Making and problem solving abilities. encourages learners to imbibe processes
designed to boost them to engage in systematic problem solving of issues relevant to their lives.
Malayalam Computing
- Akshaya centers are the focal point of this campaign
- Enabling Malayalam in Government offices, colleges etc.
- Imparting Training to 19000 government officials

INSIGHT
- Train visually challenged to earn better livelihood
- FOSS based; 140 hours
DOEACC

• Training 12 different courses through Akshaya.
• started in March 2009
Akshaya – Kudumbashree Computer training
AKSHAYA EVOLVING AS CSC (KIOSK)

- Single window for All Services on 2 July 2009 through a Govt Order

- Institutional Mechanism to Hand hold AKSHAYA.
SPARK

- SPARK- Service and Payroll Administrative Repository of Kerala training through Akshaya.

- A web based G2E integrated solution for Service and Payroll Management.

- Completed Training of 100 thousand employees.

www.akshaya.kerala.gov.in
KVATIS

- Kerala is the 1st State to introduce e-Filing of VAT returns to all registered VAT Dealers.

- Service launched on Jan 1st, 2009 for all the 14 districts.
- Total no. Of transactions - **916 thousand**
- Website: [www.comtax.kerala.gov.in](http://www.comtax.kerala.gov.in)

E-PAYMENT

- E-payment platform (Semi Automated) covers utility bills like KSEB, KWA, BSNL, University fees etc.
- 1st to Implement an system without the backend being automated.
- Total No. of transactions so far - 4.5 million
- Total value of transaction so far - Rs. 2.5 billion
- Website: [http://www.e-kendra.org/](http://www.e-kendra.org/)
CHIAK- BPL Registration

- Registration of CHIS is started with the target of 1 million families from 1st Dec 2011. Covered 364 thousand families so far
- Akshaya on behalf of Chiak registered 2 million BPL families
- Covered 1.4 million families
- Reached the benefit to more than more 20 million citizens
- Renewal of BPL families for the year 2012- 3.5 million families
CHIAK- APL Enrollment

- Comprehensive Health Insurance Agency of Kerala
- Nodal agency for the Implementation of the Rashtriya Swasthya Bima Yojna
- APL beneficiaries enrollment through Akshaya E-centers.

- Total No of APL enrollments: 160 thousand
- Website: www.chiak.org

Doing Renewal of APL families under RSBY for the year 2012
ENTE GRAMAM

- Online community portal launched by Akshaya in Malayalam.
- Maintained by the citizens of each village.
- Philanthropic editors upload the articles on the portal.
- Detailed information of the Panchayat.
- It is moved into a self sustaining model in Kozhikkod.

Website: http://entegramam.gov.in

LABOR PORTAL

- Online community portal launched by IT Mission through Akshaya.
- Piloted in Kannur
- More than 9000 Laborers registered.
- Website: www.labourbank.entegramam.gov.in
RATION CARD - ONLINE

- Department of Civil Supplies has launched the facility to submit online Application for Ration card through Akshaya.

- Rolled out from first week of August

- Online Application 834129

- Website: http://www.civilsupplieskerala.gov.in
NRK Welfare Fund

- Collection of Monthly Contribution from registered Members of Kerala Non Resident Keralites Welfare Fund (KNRK welfare Fund)

- No. of Transactions 40868
- Value of Transactions so far - Rs52 million

- website: [www.pravasiwelfarefund.org](http://www.pravasiwelfarefund.org)
Aam Admi Bima Yojana is entitled for the rural families who own 5 cents or less. Through Akshaya 340940 applications have been registered till date.
Online Kerala Entrance Admit Card

• Engaged with Commissioner for Entrance Examinations to provide Admit Cards to the Students appearing for Medical, Engineering Entrance
• No. of admit cards disbursed by the Entrepreneurs within 7 days: 16,000
• Website: www.cee-kerala.org

Online Application for MG University Admission

• Website: //www.cap.mgu.ac.in
E- GRANTZ

• SC/ST welfare department.

• Online registrations

• Stipend for Post Metric SC/ST students of Kerala.

• No. of application filed: 400 thousand

• Website: www.egrantz.kerala.gov.in
E - DISTRICT SERVICES

Inaugurated on 17th Dec 2010 in Kannur

More than 20,000 thousand certificates issued so far

Website: https://www.edistrict.kerala.gov.in/

- Possession Certificate
- Possession & non Attachment Certificate
- Inter-Caste Marriage Certificate
- Life Certificate
- Widow-Widower Certificate
- One-and-the-same- Certificate
- Conversation Certificate
- Destitute Certificate
- Family Membership Certificate
- Dependency Certificate
- Caste Certificate
- Community Certificate
- Residency Certificates
- Identity Certificates
- Relationship Certificates
- Nativity Certificates
- Legal Heir Certificate
- Solvency Certificate
- Location Certificate
- Valuation Certificate
- Non-remarriage Certificate
- Identity Certificates
- Relationship Certificates
- Nativity Certificates
- Legal Heir Certificate
- Solvency Certificate
- Location Certificate
- Valuation Certificate
- Non-remarriage Certificate
FORM 9 C
(See Rule 3)

GOVERNMENT OF KERALA
ALAKKODE VILLAGE OFFICE
DOMICILE CERTIFICATE

Date: 0

Certified that the person with the details mentioned below is a domicile of the State of Kerala.

<table>
<thead>
<tr>
<th>Name of Person to whom certificate is issued</th>
<th>NELSON FRANCIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Age</td>
<td>25</td>
</tr>
<tr>
<td>Name of Father</td>
<td>FRANCIS</td>
</tr>
<tr>
<td>Address</td>
<td>VADAKKAN, 458/16, KOONAMMOOCHI</td>
</tr>
<tr>
<td>Post Office with Pin code</td>
<td>ALAKKODE, 123345</td>
</tr>
<tr>
<td>Name of Localbody</td>
<td>Alakode</td>
</tr>
<tr>
<td>Village</td>
<td>Alakode</td>
</tr>
<tr>
<td>Taluk</td>
<td>Thaliparambu</td>
</tr>
<tr>
<td>District</td>
<td>Kannur</td>
</tr>
<tr>
<td>Date of Issue of Certificate</td>
<td>03/07/2012</td>
</tr>
<tr>
<td>Designation of the Issuing officer</td>
<td>Village Officer</td>
</tr>
<tr>
<td>Purpose for which the certificate is issued for</td>
<td>for college</td>
</tr>
</tbody>
</table>

This certificate is issued based on the details given in the application, local enquiry, facts and records produced.

Security Code: TSY85

Signature valid
Digitally signed by Murali P A
Date: 2012.07.03 21:49:40 GMT+05:30

NOTE:
1. This digitally signed document is legally valid as per the Information Technology (IT) Act, 2000.
2. Authenticity of this document can be verified from http://edistrict.kerala.gov.in/ and submitting the Certificate Number and Security code. Alternatively, please call the numbers 155300(from BSNL landline), 0471155900(from BSNL mobile), 047 12335529/12115594/047 12115508 (from other networks) and quote the Certificate Number to the operator.
UID Enrollment

- Unique Identification Number (UID)
- Akshaya Centers are the Enrollment agency’s for the Rural Kerala.

2.86 Crores
Website: [http://uidai.gov.in/](http://uidai.gov.in/)
**e-Business**

- BSNL Product sales centers
- Started distribution of Idea, Vodafone, Airtel, IFFCO (Green Card) products through Akshaya centers.
- Tours and travels facility
- BSNL Key System
- Money Transfer
USP of Akshaya

a. Ubiquitous network

- 2-4 sq. Kms  2,500 -3000
- 2000+
- 80% rural areas
USP of Akshaya contd

a. Proactive citizen services

- Citizen can avail the service 24/7 basis.

- Flexible working hours. Citizen may contact AEs over phone.
c. Government face with corporate heart

d. Invested around Rs.2lacs/- by the Entrepreneurs for the infrastructure

Creation of Micro enterprise

a. Cooperative Approach
   - non-linear growth
   - Revenue increase by over tenfold.
USP of Akshaya Contd

e. Win-win situation for Citizens, Governments and Entrepreneurs

To the Citizens:
• One stop shop
• Flexible office time to avail services

To the Govt:
• A credible delivery channel monitored by the Govt
• No investment required to set up service delivery centers and human resources

To the Entrepreneur
• Means of livelihood
• Social Recognition

Thank you very much for the valuable co-operation extended by you as well as your institution for providing the facilities of Akshaya Centres across the State for assisting the students for on-line registration and related works in connection with the Centralised Allotment Process for the undergraduate and postgraduate programmes in the affiliated colleges for the academic year 2011-12. Reports from various stakeholders vouchsafe that the allotment process is free from complaints. On behalf of the Mahatma Gandhi University, I express our gratitude for the services extended by your institution for the successful completion of the endeavor.

“A proactive decision to involve entrepreneurs of Akshaya, the information and communication technology (ICT) project of the State Government, has ensured Kerala achieve 100 per cent coverage in e-filing of commercial tax returns. “

“e-governance initiative of the Government of Kerala,”

Dr N. Ramalingam and Dr C. S. Venkiteswaran Gulati Institute of Finance and Taxation (Gift)
FUTURE PLANS.
FUTURE PLANS

• Tele Medicine
• Business Correspondent
• e-learning
• E-business
• Complete UID Enrolment
• E-governance
• Offer Expertise to other states
Thank You

Nowshad P M, Manager e governance & Zonal Coordinator

m-egov@akshaya.net 9495029275