



GOVERNMENT OF KERALA

Abstract

Information Technology Department - Kerala IT (Electronic Delivery of Service) Rules, 2010-Inclusion of additional services, revision of service charge etc under e-District and launching of e-District public portal-Approved-Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(MS)No. 31 /2013/ITD.

Dated, Thiruvananthapuram, 17.10.2013

- Read: (1) G.O.(P)No. 24/2010/ITD, Dated 04.08.2010.  
(2) Representation dated 16-02-12 received from Sri. Chandran through Sri. K. Achuthan, MLA.  
(3) Minutes of the steering committee on e-Governance headed by Chief Minister held on 09-07-13.  
(4) Minutes of the meeting convened by ACS on improving service delivery under e-district held on 27-07-13.  
(5) Letter numbers 3680/13/KSITM/1508,1507, dated 12-08-13 of Director, KSITM.

ORDER

Government of Kerala has framed the Kerala Information Technology (Electronic Delivery of Service) Rules 2010 for the overall governance of the service delivery under the e-District project. 23 revenue services have been made online throughout the state under e-District project. These 23 revenue services has been specified as '**e-services**' as per Kerala Information Technology (Electronic Delivery of Service) Rules 2010. Pilot implementation of e-district project reveals that making more citizen oriented Government services as '**e-services**' will enhance the transparency and efficiency of the Governance. As part of extending e-Governance in the State it has been decided in the Steering Committee meeting headed by Chief Minister held on 09-07-13 to roll out more services under e-District.

2. As per letter read as 4th paper above, Director, Kerala State IT Mission has furnished a detailed proposal with regard to addition of more services under e-district, revision of service charge payable to service under e-District, notification of utility bill payment services as e-Services and launching of e-district public portal that enables the public to avail services online by amending the Kerala Information Technology (Electronic Delivery of Service) Rules 2010.

4. Government after having examined the case in details are pleased to order as follows:

- (i) The following services and other Services notified by Government as 'e-services' from time to time as prescribed in Kerala Information Technology(Electronic Delivery of Service Rules)2010 will be delivered electronically to the public under e-district project
- (1) Minority Certificate of Revenue Department.(In form No. 25-C)
  - (2) RTI Application of all departments.(In form No. 26/27)
  - (3) Public grievances application of all departments.(In form No. 28)
- (ii) The service charge for direct online application for availing services under e-district/e-District public portal/ payment gateway services through Akshaya Centres is revised to Rs. 17(Rs. 2 Government share + Rs. 5 as value of court fee stamp + Rs. 10 as service providers' share).The share of Government and service provider will be Rs. 7 and Rs. 10 respectively.
- (iii) Affixing court fee stamp on application form 1A prescribed under e-district is done away with. The applicants will pay equal value of the court fee stamp as service charge under Government share.
- (iv) In case of RTI application, applicants are required to pay Rs.22 (Rs. 10 as share of service provider charge+ Rs. 10 as application fee under RTI + Rs. 2 as Government share) (except those categories exempted from paying application fee as per RTI Act 2005 and rules thereunder)subject to the amendment of Kerala Right to Information (Regulation of fee and cost) Rules 2006.
- (v) Persons belonging to SC/ST and BPL categories are exempted from paying Government share of service charges, provided they shall produce valid certificate to prove that they belong to eligible SC/ ST/ BPL categories.
- (vi)Government departments shall identify the services that can be delivered electronically and notify such services as 'e-services'. All utility bill payment services of all departments and services notified under right to Service Act shall invariably be notified as 'e-services'.
- (vii) Director, Kerala State IT Mission is authorized to launch e-District public portal so as to enable the public to avail the online services offered under e-District, by paying service charge of Rs. 10 plus payment gateway charges.



5. Necessary amendment to the Kerala Information Technology (Electronic Delivery of Service) Rules 2010 will be issued in due course. Form numbers 25-C to 28 are also appended herewith.

**By Order of the Governor**

**V.Somasundaran**

**Additional Chief Secretary to Government**

To

All Additional Chief Secretaries/Principal Secretaries/Secretaries  
All Heads of Departments  
All District Collectors  
The Director, Kerala State IT Mission, Thiruvananthapuram.  
The Head, SeMT, Thiruvananthapuram.  
The Director, Akshaya, Thiruvananthapuram.  
The State Informatics Officer, NIC, Thiruvananthapuram.  
The Secretary, State Information Commission, Thiruvananthapuram.  
The Convener, SLBC, Thiruvananthapuram.  
The General Manager, SBT, Poojapura, Thiruvananthapuram.  
The Finance Department  
The Revenue Department  
The SC/ST Department  
The Law Department  
The General Administration (Cord) Department  
Accountant General (Audit) & (A&E) Thiruvananthapuram.  
Director, Information & Public Relations Department *(for publishing in  
the official website)*  
Stock File / Office Copy.

**Forwarded by Order**

**Section Officer**

Copy to:

The Private Secretary to Chief Minister  
The Private Secretary to Minister (Ind & IT)  
The Private Secretary to Minister (Finance & Law)  
The Private Secretary to Minister (Revenue)  
The Additional Secretary to Chief Secretary  
The PA to ACS (Fin & IT)

FORM 25 C  
(See Rule 3)



GOVERNMENT OF KERALA

<Name of Issuing Office>

MINORITY CERTIFICATE



No.....

Date :.....

This is to certify that the person with the following details belongs to the community which is included in the list of Minority Communities as per Clause (C) of Section 2, National Commission for Minorities Act 1992(19 of 1992) read with Notification on "Minority Communities":1993-SO No.816(E),F.No.1/11/93-MC(D),dated 23.10.1993 by Government of India.

Name of Person to whom certificate is issued	
Gender	
Name of Father/Mother	
Address	
Name of Local body	
Village	
Taluk	
District	
Community	
Religion	
Date of Issue of Certificate	
Designation of the Issuing Officer	
Purpose issued for	

This certificate is issued on the basis of the details given in the application and further verifications. If any details given in the application and attached/ submitted documents are found to be incorrect at a later date, the competent authority has all the right to cancel the certificate without prior intimation".

Security Code

Signature/Digital Signature of the  
Certifying Authority

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), 0471155300(from BSNL mobile), 04712335523/04712115094/04712115098(from other networks) and quote the Certificate Number to the operator.



FORM 26



GOVERNMENT OF KERALA  
INFORMATION UNDER RIGHT TO INFORMATION ACT, 2005

No.

Date:

From,

<Address of the Public Information Officer>

To,

<Name and Address of the applicant>

Subject:

Ref:

Details of Information:

Appeal Authority Office

Security Code

Signature/Digital Signature of  
the Approving Authority

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 <https://edistrict.kerala.gov.in/>
3. *Disclaimer: This is a digitally signed document and does not require hand written signatures. The responsibility of verification of the document, before accepting the same for any legal purpose, would rest with the Institution or Organization or Company or any other entity where this document is produced.*

Appeal should be submitted within 30 days from dd/mm/yyyy

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FORM 27



GOVERNMENT OF KERALA  
RIGHT TO INFORMATION -FIRST APPEAL

No.

Date:

From,

<Details of the Appellate Authority>

To,

<Name and Address of the applicant>

Ref:

Sir / Madam

<Disposal Details>

Security Code

Signature/Digital Signature of  
the Approving Authority

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 <https://edistrict.kerala.gov.in/>

*Disclaimer: This is a digitally signed document and does not require hand written signatures. The responsibility of verification of the document, before accepting the same for any legal purpose, would rest with the Institution or Organization or Company or any other entity where this document is produced.*

Appellate Office : State Information Commission, Punnen Road, Thiruvananthapuram – 1

Appeal if any shall be submitted within 90 days from dd/mm/yyyy



FORM 28



GOVERNMENT OF KERALA  
GRIEVANCE

No.

Date:

<Details of the Office>

From,

<Address of the Grievance Redressal Officer>

To,

<Details of the Applicant>

Sub:

Ref:

Sir/Madam,

<Details of Information>

Security Code

Signature/Digital Signature of  
the Approving Authority

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/>

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(3) In FORM 1RF, the words "for all print out related to e-services, the charges shall be Rs. 2 (Rupees Two only) per page and for all scanning of documents related to e-services, the charges shall be Rs. 2 (Rupees Two only) per page" shall be inserted above the word Note.

By order of the Governor  
<Secretary Name>

Secretary to Government.