

DC*Suite

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ABSTRACT

The project titled 'DC*Suite' envisages an integrated set of applications covering all areas of collectorate work. The programme is aimed at making all services more accessible to citizens. With the total computerisation of the district administration, people will be able to track the status of a file or an application in the collectorate from anywhere in the world. The government has decided to execute the programme, and NIC is entrusted with the development of DC*Suite.

Introduction/Background

The work for the total computerisation of the collectorate, under the Modernising Government Programme (MGP), began in May 2003, after the government accorded sanction for the project. The status paper on service delivery project in the Revenue Sector by MGP has identified the scope for improvement in service delivery by computerisation and infrastructure improvement including buildings and furniture, communication facilities, etc.

DC*Suite is an integrated suite of applications for the collectorate. It is based on an integrated solution architecture covering all functional areas and activities in the collectorate. Twenty-one functional areas are identified including work-flow-based file management system, public grievances monitoring system, and revenue recovery management. In addition, there are add-on optional modules for knowledge management, district portals, etc. Generally, priority is given to areas where common people interact with the collectorate or government.

Areas Covered

Major areas covered in DC*Suite include:

- File management
- License information
- Natural calamity management

- Public grievances
- Revenue recovery management
- Pay roll and personnel management
- Land management
- Inventory management
- Financial management
- Certificates
- Pension schemes
- Court case management
- Housing
- Assets management
- Natural resource management
- Elections and electoral analysis
- Law and order
- National security
- Development works
- Public information portals and district portals

The work structure has been modified scientifically and systematically for the benefit of citizens. Information is made available through multi-channel service delivery access points like touch-screen kiosks, interactive voice response system (IVRS), SMS, service counters, e-mail and internet kiosks. Agencies such as SWAN, FRIENDS, *Akshaya* Centres and *Kudumbasree* units will also become service delivery points.

Vision and Objective of the Project

- Better working ambience
- Quick access to information
- Common discussion facility
- Common video conference (VC) facility
- Continuous training facility
- Better records maintenance
- Traceability
- Less paper
- Better collaboration
- Correspondence in local language

Overall Description

DC*Suite Architecture

- e-Services layer is the front-end layer of DC*Suite, which interacts with citizens and offer services to the citizens. There are several meth-

ods proposed in DC*Suite. The services are offered over touch-screen kiosks, IVRS, the internet and front end counters.

- Middle layer is the intranet services layer that offers lot of collaboration services and tools. E-mail, messaging, chat, video conferencing and bulletin boards are some worth mentioning.
- Back-office layer is the key functional area comprising all 21 functional modules with which the government staff are to work and carry out the back end operations.

Technology Used

The software is developed using web and portals technologies along with a proven RDBMS. Open software technologies are utilised wherever appropriate. The applications that are of public interest will be given access through internet, IVRS and touch-screen-based kiosks using standard software and web interfaces. DC*Suite is developed in Linux, Apache, MySQL and PHP (LAMP).

Implementation Activities

1. Restructuring of collectorate activities was done by a team of officers under the guidance of the district collector before commencement of the project.
2. Six management divisions were formed depending on the major activities in the collectorate by grouping together the related major subject heads:
 - a) Personal management
 - b) Civil management
 - c) Land management
 - d) Revenue recovery management
 - e) Election management
 - f) Finance management
3. Reorganisation of the seats and subjects was carried out and an office order was issued to enforce the same in tune with computerisation.
4. Every employee of the collectorate is provided with a PC/Thin client to access the intranet.
5. Every section is provided with a printer and scanner as a part of the network
6. Thin clients are provided with OS images to suit Unicode Malayalam (local language) support and a Mapped-to-Rack Server through Samba.
7. Suggestions on changes required in DOM to incorporate e-file flow-based process were submitted to the government. The Government of Kerala has passed an order to effect the changes for the smooth running of DC*Suite.

Training Activity

Systematic training programmes were arranged as follows:

- Identifying few master trainers and training them in DC*Suite.
- All staff of the collectorate were given training in batches (18 persons in one batch).
- All officers were given training separately.
- Continuous training is given on DC*Suite as a refresher programme and for new users.
- All staff are trained well in Open Office2.0 with Malayalam.
- Self-tutors are prepared for the major modules and applications.

Disaster Recovery

- Disaster Recovery Centre is established with replication in a geographically different location through MySQL replication.

Implementation Status

A fully computerised, modern collectorate was inaugurated by the Honourable Chief Minister on 26 October 2004 at Palakkad. The following facilities are available:

- DC*Suite District Data Centre
- DC*Suite Academic Centre
- DC*Suite Touch Screen Services
- DC*Suite IT Modern Collectorate (a modern site with terminal on each table of the collectorate staff)
- Video Conference Facility at the Collectorate
- DC*Suite Open Source Software for paper-less office management

Future Plans (DC*Suite Extension)

- DC*Suite will be extended to *taluk* and village levels.
- Replicate DC*Suite in all districts of Kerala.
- Connectivity to extension centres will be established through 2 mbps leased lines.
- Replicate to other geographical locations with the help of experts.
- Integrated citizen services from the district through SMS, IVRS, internet, kiosks and all government offices.

Conclusion

- All services of the collectorate automated through computerisation
- All the modules are integrated in one package
- Work-flow model implemented
- Paper-less office concept introduced