

Palakkad, Kerala

Empowering Palakkad: Innovating for a Digital Future

NIC Palakkad, established in 1988, has played a pivotal role in the technological transformation of the district. For over three decades, this centre has been at the forefront of developing and implementing a wide array of information technology projects, significantly contributing to the digital infrastructure of the region. Its expertise has not only been confined to the local sphere but has also extended to designing, developing, and executing various state-level projects. The NIC Palakkad District Centre stands as a testament to the progressive integration of technology in governance and public services, marking a significant stride in the district's journey towards digital empowerment.

State Level Initiatives

ReLIS

ReLIS (Revenue Land Information System) is a key initiative under the Digital India Land Records Modernization Programme (DILRMP), aimed at modernizing and digitizing land records. This project enables online services for landowners, including mutation, tax payments, and accessing the Record of Right. It integrates revenue and registration processes for efficient management and offers comprehensive land records management. ReLIS also interfaces with various systems beyond property registration, covering aspects like land acquisition, assignment, relinquishment, and legal heirship. The system has successfully digitized basic land records for

NIC Palakkad has played a pivotal role in transforming e-Governance and IT infrastructure in the region. Key achievements include developing systems for land record digitization and management, enhancing survey and land records processes, and implementing a unified land management platform. Additionally, it has innovated in electoral processes and upgraded district websites to modern standards, significantly improving public service delivery and administrative efficiency.

all villages in Kerala, making online mutation and other services readily accessible.

RMS

RMS (ReSurvey Records Management System) is a workflow system developed for the Department of Survey and Land Records. It is integrated with ReLIS to streamline and enhance the efficiency of resurvey activities.

ILMS

ILMS (Integrated Land Management System) is a unified platform that consolidates major land-related applications from the Registration, Revenue, and Survey departments. It offers a one-stop portal for citizens to access all land services efficiently.

Key District Level Initiatives

Polling Booth Status Checker

The Polling Booth Status Checker is a progressive web application (PWA) created for the 2019 General Election, allowing users to check queue status at polling booths in real-time.

Palakkad District Website

The District website was successfully migrated to the S3WaaS framework, retaining its original content while incorporating new features required by the framework.

Entry Tickets Accounting Software

Entry Tickets Accounting software is a web-based application for issuing entry tickets and managing accounts for Malampuzha Aquarium. It efficiently generates necessary registers and various reports for back-office use and has been running successfully for several years.

CARE

It is an online platform designed to assist flood-affected individuals in Palakkad district. It serves as a unique portal for sponsoring household and other essential items to those impacted by the deluge.

Other Key Initiatives

eOffice

eOffice is a comprehensive web application that automates government file processing workflows, including Tapal creation, file creation, processing, and order issuance. It has been successfully implemented across all departments in the district.

e-District

e-District is an initiative for delivering integrated, online citizen services at the district level, featuring automated workflows, backend digitization, and process redesign. Palakkad district, a pilot for this initiative, offers G2C services like certificate issuance and RTI & public grievance filings, with over 16.51 lakh digitally signed certificates issued.

SPARK

SPARK (Service and Payroll Administrative Re-



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▲ Fig 4.1 : Live streaming of Viksit Bharat Sankalp Yatra's inauguration held on 15th November 2023 at Attappadi Block, Palakkad

pository for Kerala) is an integrated system providing personnel, payroll, and accounts services to all state government employees, including payroll and income tax details. This project has been successfully implemented in the district.

PARIVAHAN

PARIVAHAN has been implemented for RTO computerization in all 8 offices, PEARL in 23 Sub Registrar Offices, PDS in 8 Civil Supplies offices, and Treasury Information System across all Sub and District Treasuries.

The Entejilla App is deployed for public feedback, AEBAS in all offices, and a Revenue Recovery Application. Additionally, the District Centre actively participated in Local Bodies and General Elections.

Other successful projects in the district include the National Database of Arms License (NDAL/ALIS), MGNREGS, eAuction, eTender, Indian Citizen Application, iRAD/eDAR, and the implementation of the Forest Rights Act 2005.

The District Centre also coordinated and participated in the Vikasit Bharat Sankalp Yatra, a Government of India programme, in the district from 15th November 2023 to 10th January 2024, providing training and support for portal use, and facilitating video conferencing and live streaming

across various district locations.

Accolades

- Awarded the Chief Minister's Award for Innovations in Public Policy in 2019
- Received the inaugural Kerala State e-Governance Award in 2008 in the Digital File Flow category
- Received first-ever CSI-Nihilent e-District Award in 2007-2008 for its e-Governance initiatives
- Received the CSI-Nihilent Best Project award in 2006-2007 for implementation of DC Suite project in Palakkad District

Way Forward

As NIC Palakkad moves forward, its future roadmap is focused on further integrating advanced technologies to enhance e-Governance and public service delivery. The centre aims to expand its digital infrastructure, incorporating AI, IoT, and cloud computing to streamline processes and make services more accessible. There is also a strong emphasis on cybersecurity to protect data and privacy. Collaborating with local communities and stakeholders, NIC Palakkad plans to develop more citizen-centric applications, ensuring that

▼ Fig 4.2 : Inauguration of Revenue eServices & Mobile App in order to facilitate the users with easy access of the revenue services



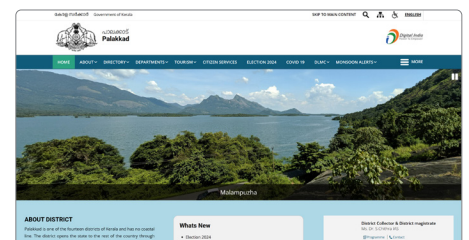
The NIC, Palakkad has played a vital role in organizing e-Governance activities within the district. The web and mobile applications like ReLIS, Revenue e-payment and Revenue e-services etc developed and implemented in the district, are now being used all over the State. Many other initiatives like Care for Palakkad, an online platform for helping affected people of deluge, Aadhaar Enabled Attendance System (AEBAS) for State Government employees which was a pilot programme in the district etc are also being used all over Kerala now. The role of District NIC team in the development and maintenance of District Website, Resurvey Management System, support to General Elections to Lok Sabha, Assembly and Local Bodies are worth mentioning. The dedication and pro-active approach of the NIC team have been instrumental in navigating through the COVID times and other disasters faced in the district. In addition to all the works in district, they have also been giving support for the usage of web applications across the state.



Dr. S.Chithra, IAS
District Collector & District Magistrate Palakkad, Kerala

digital advancements are inclusive and beneficial to all. By staying abreast of emerging tech trends and continuously innovating, NIC Palakkad is set to redefine the landscape of digital governance in the region.

▼ Fig 4.3 : Palakkad district website homepage



Contact for more details

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