



GOVERNMENT OF KERALA

Abstract

Disaster Management Department - Proactive delivery of essential certificates to survivors of landslide at Wayanad through a Certificate retrieval campaign - Orders issued.

DISASTER MANAGEMENT (A) DEPARTMENT

G.O.(Ms)No.142/2024/RD Dated,Thiruvananthapuram, 07-08-2024

Read 1 G.O.(Ms) No.238/2018/ITD dated 14/09/2018

2 Minutes of the meeting convened by Secretary Electronics & IT Department on 04.08.2024.

ORDER

The catastrophic landslide that struck Wayanad caused enough damage to both life and property overnight. Alongside the physical destruction, many of the survivors have lost their critical documents and important personal records such as ration cards, aadhaar cards, bank passbooks, certificates proving their educational qualifications besides other civic documents like birth certificates, death certificates, marriage certificates, land deeds, etc.

2. To address this, the Government is pleased to announce that a proactive Certificate Reclamation and Retrieval process will be implemented in the affected wards similar to the camps conducted after the floods in 2018 & 2019. This will streamline the process of issuing replacement certificates and other crucial documents, assisting the families in overcoming the challenges of obtaining these crucial records following their loss.

3. The Government is taking a proactive approach to address the issue. Camps shall be set up at the relief centers to assist people in retrieving their documents instantly with the help of a portal that integrates data from various departments. Kerala State IT Mission, Akshaya, Revenue Department, Kerala State Disaster Management Authority, and other supporting departments will collaborate to provide a seamless, single interface solution. There may be instances of loss of crucial documents for people living outside the camps. In such cases, certificate retrieval camps can be arranged at suitable places by the district administration in the disaster-affected area.

4. Certificates and documents such as Ration cards, Aadhaar cards, Birth

certificates, Death certificates, Health cards, etc. which can be processed using the existing data, will be printed and distributed in the relief camps. For cases where the original certificates can only be issued by the concerned agency after processing the collected information, provisional certificates will be provided. The originals of the reclaimed/retrieved certificates shall be delivered within 30 days following the camps. Additionally, the certificates delivered shall also be made available in the Digi Locker portal to ensure its safety for future use.

List of Certificates/documents

As part of the Wayanad Certificate Retrieval Camps, the following certificates and documents shall be made readily available to the affected citizens.

Aadhaar Card, Ration card, Voters ID card (EPIC Card), UDID Card, Vehicle Registration (RC Book), Driving License, Health Card, Mahatma Gandhi NREGS Job Card, Employment registration card, Birth Certificate, Death Certificate, Marriage Certificate, Ownership Certificate, Caste Certificate, Community Certificate, Land Deeds, Certificates and Mark lists proving educational qualifications issued by the Pareeksha Bhavan - SSLC, THSLC, KTET, TTC, DEd, DEEd, KGTE (Type writing), Arabic Language Teacher Exam, NTEC etc, Certificates and mark lists of Plus Two (HSE), VHSE, ITI, Polytechnic certificates and Bank Passbooks/ATM cards.

The District Administration shall take steps to facilitate reclamation of documents like Passport, PAN card, LPG card in the next phase.

Methodology for data retrieval

1. Keeping the ration card data (RCMS) available with the Food and Civil Supplies Department as the base data, the Digital University Kerala will develop a unified repository to integrate and collate data pertaining to certificates/civic documents available with the concerned departments using data dumps/APIs in cases where data dumps are not available. SSLC and allied educational qualification data available with Pareeksha Bhavan will also be integrated in the repository for easy access and retrieval. This will be the primary database for issuance of certificates and documents.

2. Unique identifiers like names, date of birth, address, mobile number, Aadhaar number, ration card number, family member names, pin code, ward no. etc will be used to intelligently search the unified repository and matching certificates/documents issued by the departments will be identified.

The certificates/documents hence retrieved will be handed over to the survivors in the relief camps itself. Other certificates which require processing time will be delivered within 30 days after the camps.

3. Considering the exigency, departments will issue orders to rely on unique identifiers to regenerate the documents and avoid regular formalities like SMS and OTP authentication along with other references.

Methodology for distribution of documents

- The details of certificates lost/damaged during the landslide shall be assessed and consolidated by the concerned Relief Camp Nodal Officer from the survivors, along with the available data in the format attached as Annexure I. Details of survivors already moved out of camps may also be collected.
- The District Project Manager KSITM will consolidate the details and submit to the District Collector and Director Kerala State IT Mission.
- This data will be used to cross-verify the data available in the unified repository.
- Once documents/certificates are verified, printouts will be taken and distributed at the camps.
- Digital copies of all possible documents will be pushed to the Digi Locker.

Methodology for the conduct of camps

While survivors will receive their documents/certificates in the relief camps, certificate retrieval camps consisting of department officials and other stakeholders will be set up adjacent to the relief camps in the following manner:

1. Registration Counter

Applicant details will be registered on this counter in an application developed exclusively for this purpose. These counters will be manned by Akshaya District Officials.

2. Aadhaar Counter

Using Aadhaar number and fingerprint, e-Aadhaar will be retrieved and

got printed. This can be manned by Akshaya District Officers and Akshaya Entrepreneurs or Akshaya Centre staff. The Akshaya staff will make necessary arrangements to collect the fingerprints of the survivors without bringing them to the camps.

3. Digi Locker Counter

Digi Locker account will be created using the eAadhaar generated.

4. Search Counter

Using Unique identifiers already collected, the unified repository will be used to list out the maximum possible documents/certificates. The listed documents/certificates will be shared with the staff in the department counters.

5. Department Counters

This counter will process the certificates/documents listed after the search carried out in the repository. The counter shall be manned by Department officials who shall have credentials and access to their department systems for any search facility or printing of certificates. They shall be supported by Akshaya Entrepreneurs or Akshaya Centre staff. For documents which need time for processing, a provisional certificate will be given along with an acknowledgement. The original documents will be processed and shared within the next 30 days. Digital copies of the same will be pushed to the Digi Locker for future use.

Departments/Boards involved

The following departments, boards, other offices will work in coordination with the technology partners/TSPs to complete the process.

Departments - Electronics & IT, Revenue, Local Self Government, Food and Civil Supplies, Motor Vehicles, Registration, Health and Family Welfare, Social Justice, Employment, Scheduled Caste Development, Scheduled Tribe Development, General Education, Higher Education, Collegiate Education, Technical Education.

Boards- Kerala Pareeksha Bhavan, Boards of Higher Secondary Examination, Vocational Higher Secondary Examination & Technical Education.

Other Stakeholders- Kerala Social Security Mission, Lead Bank of Wayanad District.

Technology partners and relevant stakeholders - Digital University Kerala, National Informatics Centre Kerala, Information Kerala Mission, CDIT, State Health Agency and KELTRON.

Duties and Responsibilities

1. Kerala State IT Mission will coordinate all the activities.
2. Digital University Kerala will develop the unified repository/application interface. DUK will also circulate a data format to enable data sharing from the departments and technology partners.
3. The concerned departments should share the data dumps/APIs in cases where data dumps are not available to DUK with the technical support of technology partners. Formal approvals, if required, may be issued for the same.
4. The concerned departments may nominate an IT Nodal Officer and share the details with KSITM. They will coordinate with their respective Technology Partner/TSP and timely sharing of data to Digital University.
5. The concerned Technology Partner/TSP (National Informatics Center, Pareeksha Bhavan, Information Kerala Mission, CDIT, etc) will provide technical support for generation of the required data dump or sharing APIs.
6. All partnering/participating departments should issue Government Orders for waiving fees and to avoid regular formalities to issue the documents to the survivors.
7. The District Administration will make necessary arrangements for the conduct of camps of departments and other stakeholders.
8. The concerned local body will set up infrastructure for the camps. They will arrange Shamiyanas, Tables, Chairs, drinking water, free food for the survivors and staff, adequate electrification with lights and power plug points, Computers, Printers, Internet, Stationery, Power backup etc in the camp.
9. District Project Manager (DPM) KSITM and Akshaya will ensure adequate number of KSITM officials and Akshaya Entrepreneurs for the conduct of camps.
10. Network connectivity and LAN connectivity ports/wifi will be provided by BSNL.
11. KSEB will ensure uninterrupted power supply at the camps.
12. Vehicle requirements for the transit of equipment and camp staff of Akshaya Project should be taken care of by the Revenue Department.
13. KSITM will provide adequate funds for the District e-Governance Society (DeGS) to ensure smooth conduct of the certificate retrieval

campaign.

Additional support along with the certificate retrieval program

1. The District Administration may convene a meeting to bring all major Telecom Service Providers to explore possibilities to provide duplicate SIM cards based on the certificates issued.
2. Lead Bank Manager and bank branches may facilitate issuance of bank passbooks, cheque books, ATM cards to the concerned affected individuals. The District Administration to facilitate this.
3. Sponsorship shall be sought from Private/ Public sector enterprises for providing smart phones at cheaper rates to the affected individuals and which can be used as a process to push the certificates provided to individuals digitally into their accounts
4. The team in charge of the conduct of certificate retrieval camp shall take note of the losses of everyone that they incurred such as house, farm, cattle, vehicle, textbooks, etc. for proactive delivery of services as a next immediate phase.

Sri.S.Sanob KAS, Director in Charge, Kerala State IT Mission (Mobile No. 9895174293, Email – head-ir.ksitm@kerala.gov.in) will be the Nodal Officer to coordinate all the activities under the supervision of the Secretary, Electronics & IT Department.

(By order of the Governor)
TINKU BISWAL
PRINCIPAL SECRETARY

1. All Secretaries and HODs of the concerned Departments
2. Vice Chancellor, Digital University of Kerala
3. Chief Executive Officer, UIDAI, Head Office, New Delhi
4. Principal Director, LSGD Kerala
5. The District Collector, Wayanad
6. Secretary, Kerala Pareeksha Bhavan
7. Controller of Examinations – Higher Secondary Board
8. Controller of Examinations – Vocational Higher Secondary Board
9. Controller of Examinations – Technical Education
10. State Informatics Officer, NIC
11. Executive Director, Information Kerala Mission
12. Mission Director, Mahatma Gandhi NREGS Kerala
13. Director Kerala State IT Mission
14. Director Kerala Social Security Mission

15. Director CDIT
16. State Lead Bank Manager, Kerala
17. Lead Bank Manager, Wayanad District
18. Chief General Manager BSNL Kerala Circle
19. Chairman KSEB Limited
20. Principal Accountant General (Audit), Thiruvananthapuram
21. Accountant General (A&E), Thiruvananthapuram
22. Stock file.

Forwarded /By order

Section Officer