e-District MMP Kerala

Case Study on implementation of Citizen centric services

19 September 2017

Krishnan B. Nair,
Domain Expert, KSITM
(Recognised Trainer in e-Governance, Government of India)
Agenda

- Project Overview
- e-District services
- Governance Structure & Role of DeGS
- Key Learning
Project Overview
e-District Kerala - Project overview

**e-District** aims at electronic delivery of identified high volume citizen centric services, at District and sub-district levels, which are not part of any other MMP

- A step towards making the NeGP’s Vision a Reality
  - Ensure easy, anywhere and anytime access to Govt. services (both information & transactional) in a reliable, efficient and transparent manner

- Leverages and utilizes the **4 pillars of e-infrastructure** under NeGP to deliver services:

<table>
<thead>
<tr>
<th>Kerala State Data Centre (KSDC)</th>
<th>Operational</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kerala State Wide Area Network (KSWAN)</td>
<td>Operational</td>
</tr>
<tr>
<td>State Service Delivery Gateway (SSDG)</td>
<td>Operational</td>
</tr>
<tr>
<td>Akshaya Kendras (CSC)</td>
<td>Operational</td>
</tr>
</tbody>
</table>
e-District Kerala – the journey

As on Sep 2017
3 Crore+ certificates processed through e-District across 14 districts in Kerala.

Pilot Launch In Kannur
Dec - 2010
The e-District pilot project went live in Kannur with 23 certificate services.

Pilot Launch In Palakkad
Mar - 2011
The e-District pilot project went live in Palakkad with 23 certificate services.

Launch of State-wide rollout
Dec - 2012
The e-District State-wide rollout was launched in Pathanamthitta
New Brand Identity

State-wide rollout Go-Live
Mar - 2013
Completed the rollout of certificate services in the remaining 12 districts

Launch of e-District Public Portal
Oct - 2013
e-District Public Portal launched with facilities to apply for e-services from home

1 Crore transactions crossed
Nov - 2014
1 Crore Certificates processed through e-District across Kerala.
e-District Kerala Today…

- In a State with a population of 3.3 Crores (Census 2011)
  - 70 Lakhs+ Certificate transactions per year
  - 40 Lakhs+ Payment transactions per year
  - New services currently being integrated.

**Coverage**
- 14 Districts
- 1600+ Village/Taluk Offices

**Service Delivery Channels**
- 2600+ Akshayas
- 14 FRIENDS Centers

**Services**
- Certificates, RTI, PG, Forest, Payment services

**Users**
- 500+ Departmental Users
- 3000+ Akshaya Users

**Transactions**
- 2600+ Akshaya Users
- 3 Crore+ Online certificate transactions
**Project benefits realized in Kerala**

- **Backend computerization** of District, Taluk and Village level offices to ensure electronic delivery of services
  - 14 Districts, 75 TOs, 1,600+ VOs, 1 Crore unique regn., 3 Cr+ transactions
  - 4,500+ Laptops/Desktops, 1,600+ BB/KSWAN connections, 3,000+ DSCs
  - Hosted at SDC, STQC certified, Free/Open Source

- **Government Process Reengineering** of identified services for efficient delivery of services with improved Service Levels
  - > 85% SLA, >90% issuance, FIFO, Online verification, e-Gov standards
  - Checks on corruption, Right to Service, EDS Rules issued, Audit trails

- **Extensive Capacity Building and training** of field staff
  - 3,000+ Govt officials, 2,600+ Akshaya / CSC operators, 14 DeGS
  - Master Trainers / Handhold Support / Training Centers

- Reducing **number of visits** to a Govt office for availing services
  - 2,600+ Akshayas (at least 2 in each panchayat), 24x7 Online public portal
  - Saving in Time/ Distance/ Costs, SMS Alerts, Mobile App

- Reducing **administrative burden, service fulfilment time & costs**
  - DB integration with SSLC, PDS, DL, EPIC; Ent-to-end Digital workflow; MIS Reports
  - Productivity improvement, Work flexibility
e-District services
1. Mandatory: Revenue Certificates

- **24 Revenue Certificate** services; including Income, Possession, Caste, Community, Nativity, etc.

<table>
<thead>
<tr>
<th>Rank</th>
<th>District</th>
<th>Reach</th>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PKD</td>
<td>1</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>2</td>
<td>KSD</td>
<td>2</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>3</td>
<td>KNR</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>IDK</td>
<td>4</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>PTA</td>
<td>5</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>6</td>
<td>WYD</td>
<td>6</td>
<td>14</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>KLM</td>
<td>7</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>MLP</td>
<td>8</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>9</td>
<td>EKM</td>
<td>9</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>10</td>
<td>ALP</td>
<td>10</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>11</td>
<td>KOZ</td>
<td>11</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>12</td>
<td>KTM</td>
<td>12</td>
<td>11</td>
<td>2</td>
</tr>
<tr>
<td>13</td>
<td>TSR</td>
<td>13</td>
<td>8</td>
<td>14</td>
</tr>
<tr>
<td>14</td>
<td>TVM</td>
<td>14</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

**Service uptake based on applications approved in Jan-17**

<table>
<thead>
<tr>
<th>District</th>
<th>Service Uptake</th>
</tr>
</thead>
<tbody>
<tr>
<td>TVM</td>
<td>8.57</td>
</tr>
<tr>
<td>KOZ</td>
<td>9.06</td>
</tr>
<tr>
<td>WYD</td>
<td>9.24</td>
</tr>
<tr>
<td>KTM</td>
<td>9.55</td>
</tr>
<tr>
<td>TSR</td>
<td>9.82</td>
</tr>
<tr>
<td>MLP</td>
<td>11.59</td>
</tr>
<tr>
<td>EKM</td>
<td>11.93</td>
</tr>
<tr>
<td>ALP</td>
<td>12.02</td>
</tr>
<tr>
<td>IDK</td>
<td>12.97</td>
</tr>
<tr>
<td>KLM</td>
<td>13.53</td>
</tr>
<tr>
<td>KNR</td>
<td>13.84</td>
</tr>
<tr>
<td>PTA</td>
<td>14.32</td>
</tr>
<tr>
<td>KSD</td>
<td>21.54</td>
</tr>
<tr>
<td>PKD</td>
<td>23.64</td>
</tr>
</tbody>
</table>

**District-wise SLA Benchmark based on transactions for Jan-17**

<table>
<thead>
<tr>
<th>District</th>
<th>SLA Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>KSD</td>
<td>81.72%</td>
</tr>
<tr>
<td>TSR</td>
<td>84.10%</td>
</tr>
<tr>
<td>TVM</td>
<td>84.12%</td>
</tr>
<tr>
<td>PTA</td>
<td>85.88%</td>
</tr>
<tr>
<td>PKD</td>
<td>86.01%</td>
</tr>
<tr>
<td>KOZ</td>
<td>88.14%</td>
</tr>
<tr>
<td>KNR</td>
<td>88.17%</td>
</tr>
<tr>
<td>KLM</td>
<td>88.22%</td>
</tr>
<tr>
<td>ALP</td>
<td>88.91%</td>
</tr>
<tr>
<td>MLP</td>
<td>89.97%</td>
</tr>
<tr>
<td>KTM</td>
<td>90.67%</td>
</tr>
<tr>
<td>IDK</td>
<td>90.73%</td>
</tr>
<tr>
<td>EKM</td>
<td>91.38%</td>
</tr>
<tr>
<td>WYD</td>
<td>92.39%</td>
</tr>
</tbody>
</table>
2. Mandatory: Online PG & RTI

- Online facility available under e-District, for District-level departments, to process Public Grievances and Information under RTI
- IT Hardware provided to District Collectorates and Taluk Offices for launching PG online at district level during March 2016.

Features include:

- Citizens can file Grievances/RTI from e-District public portal and Akshaya
- Ready to Use End-to-end workflow available for processing
- Status informed through SMS or through e-District public portal
- Digitally signed document as output
- Petitions can be forwarded online and offline across offices
- Supervisory dashboards available for monitoring compliance
- Provision for adding customizable MIS Reports.
3. Mandatory: Revenue Court Cases

- **Revenue Court Case** subjects: including Criminal Miscellaneous Petitions (CMP) – CrPc 133, Maintenance and Welfare of Senior Citizens petition (MWP), petitions under Wetland Conservation Act (WLC), and Appeal under Land Conservancy Act (ALC).

- **RCC Rollout strategy**
  - Phase 1 (Aug 2016): Rollout of services in the districts of PKD, KNR, WYD and IDK
    - To cover 6 RDOs
  - Phase 2 (Dec 2016): Rollout of services in the remaining 10 districts
    - To cover 15 RDOs

- **Constraints**
  - Delays in LAN Networking and Electrical wiring at RDOs.
  - Wi-Fi Network provided as temporary solution.
4. Optional: Payment services

- **500+ payment services**: including Utility bills, University fees, etc.
- Available through Akshaya and FRIENDS centers
- e-District public portal, integrated with payment gateway

Transactions mix for payment services in FY2016-17

<table>
<thead>
<tr>
<th></th>
<th>FY16-17</th>
<th>FY15-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Transactions</td>
<td>41.05</td>
<td>39.87</td>
</tr>
<tr>
<td>in Lakhs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total amount transacted</td>
<td>INR 322.23</td>
<td>INR 323.04</td>
</tr>
<tr>
<td>in Crores</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Utility bill payments

- Akshaya 73.74%
- FRIENDS 26.13%
- e-District Portal 0.13%

University fee payments

- Akshaya 11.07%
- FRIENDS 88.93%
e-District as a launchpad for e-services

- **e-District** implemented as per Central scheme
  - Compliant to **e-Gov standards** and **STQC certified**
  - Rollout after **successful pilots** in 2 districts
  - **Kerala Model is flexible** to be adopted by other States/UTs
  - **Knowledge sharing** sessions with States

- **Work in Progress:** Already being promoted as a **Universal platform** for **rapidly launching** new e-services in the State
  - Citizen-centric services from ST & Forest depts
  - Addition of **Non-Creamy layer certificate**
  - Integration with **Entrance Commission**
  - Fully featured **Mobile App.**
Additional State services

- **Forest Dept services (launched)**
  - Compensation for Crop Damage due to wildlife attack
  - Compensation for Loss of Property/House Damage
  - Compensation for injury of person(s) due to wildlife attack
  - Compensation for Death of person(s) due to wildlife attack
  - Compensation for Death of animal(s) due to wildlife attack.

- **ST Development Dept Scholarships (Ready for launch)**
  - Goll scholarships for 9th Std. - Monthly Stipend
  - Goll scholarships for 9th Std. - Lump sum payment
  - Goll scholarships for 10th Std. - Monthly Stipend
  - Goll scholarships for 10th Std. - Lump sum payment
  - Education Concession - Monthly payment
  - Education Concession - Lump sum payment.
Governance Structure & Role of DeGS
Implementation strategy

- **Decentralized Project Implementation**
  - District e-Governance Societies (DeGS) under DC
    - IT Cell/Cadre, NIC, Akshaya District Office
  - DPM /Master Trainers /Handhold Support deployed

- **Centralized Project Monitoring**
  - Programme Management Unit at KSITM
  - Citizen Call Centre and Technical Helpdesk
  - Daily SMS, MIS Reports, Real-time MIS Dashboards
  - Monthly Performance reports – State & District
  - Video Conferences for Performance Review
  - Site visits / Customer surveys for feedback
  - Awards / Recognition to top performers.
Governance structure for e-District (1/4)

- **National rollout of e-District MMP** identified districts as the primary delivery channel for online services

- **Kerala State IT Mission** is the **State Designated Agency (SDA)** for e-District implementation at State level
  - Coordinate with MeitY for project implementation
  - Coordinate with participating depts for e-service delivery
  - Programme Management of e-District component activities
  - Define guidelines and policies for operations.

- As per the scheme, a **District e-Governance Society (DeGS)** was required to be established in each district

- Provision for a **District Project Manager (DPM)** under each DeGS for efficient implementation of e-District.
Governance structure for e-District (2/4)
Governance structure for e-District (3/4)

- **District e-Governance Societies (DeGS) formed in all districts:**
  - Headed by **District Collector/Magistrate**
  - **Project ownership** at District level – infrastructure, staffing, funds, etc.
  - **Seed money** of Rs.10 Lakhs provided from MeitY as part of formation
  - Provision of **District Project Manager** for district level coordination
  - **Facilitate** Implementing Agencies
  - Coordinate **Capacity Building & Awareness** activities
  - Support **Akshaya Kendras** in rolling out services
  - Ensure **project sustenance** - collect user charges and keep audited accounts
  - **Release funds** to Implementing Agencies.

- **Formation of DeGS and related institutional capacity building instrumental for e-District implementation**

- **District level funds** are transferred to the **DeGS** and this provides the **flexibility to the DC/DMs** in managing the e-District project’s day-to-day affairs at the district level.
Governance structure for e-District (4/4)

- **Role of District Project Manager (DPM):**
  - Reports directly to **DC/DM** or **Nodal officer**
  - **Dedicated and skilled manpower (B-tech + Full-time MBA)** at the district level for coordination and progress monitoring
  - Coordinate with the SDA for **project implementation** and **operations**
  - Facilitate - **training, site preparation, data digitization, infrastructure deployment,** etc.
  - Management of **day-to-day operations** for smooth e-service delivery
  - Organize **project review meetings** at District level and participation at State level
  - **Manage risks,** including **infrastructure uptime,** and ensure sustained success of the project
  - **Monitor Service levels and performance** of e-services being provided at district level.
DeGS Status in Kerala

- **DeGS formation, as per e-District scheme:**
  - Draft **Memorandum of Association** for DeGS cleared by the Cabinet in 2012
  - **DeGS formation completed** in all 14 districts by 2013, with DC as Chairperson
  - **Operational guidelines** for DeGS approved by Apex Committee, was published by the SDA
  - Activities include district level **trainings**, **IT infrastructure maintenance**, **DSC issuance**, **awareness drives**, etc.
  - **Monthly reviews** with the DeGS held by the SDA, for progress monitoring
  - Funds released by the SDA to DeGSs for **operational expenses**, against UC issuance

- **Staffing:**
  - **DC/DM** is the **Chairman** of the DeGS
  - **Member Secretary** nominated by the District Administration
  - **IT Team** nominated by the District Administration
  - **1 DPM** and **5 e-District Handhold Support Engineers (HSE)** in each district
Key Learning
Implementation Challenges

- **District level challenges**
  - Keeping a check on manual issuance
  - Policy changes required in functioning of DeGS
  - e-District Fund management
  - Accounting practices / Audit
  - Recruitment of staff
  - Performance Management of staff
  - Incentive schemes / Awards
  - Legislations required for functioning
  - Support to multiple departments
Key Success Factors

- **Provisioning of adequate manpower**
  - DPM & 5 Handhold Support Engineers in each district

- **Improvement through feedback - Users & public**
  - Project evolution through suggestions
  - Citizen Surveys & Impact Assessment

- **Robust and cost-effective technology**
  - Free/Open Source technology leveraged
  - Hardware resource sizing based on future demand
  - Adequate infrastructure at project locations

- **Close Monitoring for project success**
  - Monthly Performance Reports, Dashboards, Daily SMS, VCs, etc.

Next level Challenges to the project

- Akshaya service delivery issues to be managed
- Demand growth to be handled.
### Dimensions: e-District Sustenance model

| People | • Dedicated **PMU** at KSITM  
          • State **Technical team**  
          • **DPM** / Master Trainers / Handhold Support |
|--------|--------------------------------------------------|
| Process| • **Govt Orders** issued  
          • Feature changes based on **feedback**  
          • Monthly **Performance Reviews**  
          • **Awards / Recognition** for motivation |
| Technology| • Scalable **server infrastructure** at SDC  
            • **Laptops/Desktops/Printers** deployed  
            • High speed **Broadband** / **KSWAN** connectivity  
            • Empanelment of CAs for **DSC** |
| Funding | • **Sustenance fee** charged per transaction  
          • **State funds** allocated annually  
          • Covers **Infrastructure** and **manpower** costs. |
Way Forward

- Rollout of more services
  - New services being identified and integrated.

- e-District Kerala 2.0
  - Application **feature changes** based on user suggestions
  - Integration with more **public databases**
  - Bringing about **simplification** in existing processes
    - Concept of Unified certificates, Validity, etc.
  - Better alignment to **e-Gov standards** and **Integrated Framework**
    - Adoption of **Government Enterprise Architecture**
    - Integration with **Aadhaar** based infrastructure – Digital Locker.
    - **State portal** & **SSDG** integration for existing services
    - Fully featured **Mobile App**
Three years on, e-District crosses major milestone

Two crore revenue certificates, 1.2 crore transactions for more than 500 payment services

T. NANDAKUMAR
Thiruvananthapuram: e-District Kerala, the flagship e-Governance project launched in 2013, has crossed a major milestone by processing 2 crore certificates through its online platform.

Currently 24 revenue certificate services including income, caste, and possession certificates are offered through more than 1,600 village and taluk offices and 2,500 Akshaya centres across the State. All certificates issued through e-District bear the digital signature of the issuing officer.

1.2 crore transactions
As many as 1.2 crore transactions have also been recorded for more than 500 payment services available through e-District including electricity bills, water bills, telephone bills and university fees. A State Mission Mode Project under the National e-Governance Plan (NeGP), e-District was launched as a pilot project in Kerala in Palakkad and Kannur districts in 2010 and rolled out across all remaining districts over the next three years. The objective of the project was to provide high volume citizen services with better efficiency, transparency, and reliability through an online channel and thereby introduce the concept of true single window delivery of government services.

E-GOVERNANCE INITIATIVE

<table>
<thead>
<tr>
<th>2 CRORE</th>
<th>Services through</th>
</tr>
</thead>
<tbody>
<tr>
<td>online certificates issued through e-District</td>
<td>Over 1,600</td>
</tr>
<tr>
<td>24 revenue certificate services</td>
<td>2,500 village, Akshaya centres</td>
</tr>
<tr>
<td>CENTRALIZED public grievance system being launched</td>
<td>New services being added</td>
</tr>
</tbody>
</table>

ONLINE SYSTEM for administering revenue court cases

Considering the population of the State, registering 3.2 crore online transactions in a span of just 3 years is a remarkable achievement, says K. Mohanam Y. Sairulla, Director, Kerala State IT Mission (KSTTM).

More than 4,500 computers were distributed to village, taluk and RDO offices across Kerala and high-speed broadband connectivity established in 1,600 project locations under e-District Kerala to provide online service delivery.

Mr. Mohammed said new services were continuously being added to the e-District service portfolio.

Centralised system
A centralised public grievance system is being launched by all Collectorate. The KSTTM is also in the process of rolling out an online system for administering revenue court cases across all the 21 revenue divisional offices in the State.

e-District Kerala is one of the major contributors of digital documents to the Aadhaar-based DigLocker initiative (https://diglockergov.in) of the Department of Electronics and IT (Deity), Government of India.
## Services under Kerala e-District (1/3)

<table>
<thead>
<tr>
<th>SL</th>
<th>Core Category</th>
<th>Srv No</th>
<th>Services</th>
<th>Srv No</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Caste Certificate</td>
<td>13</td>
<td>Possession &amp; Non-Attachment Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Residence Certificate</td>
<td>14</td>
<td>Intercaste marriage Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Identity Certificate</td>
<td>15</td>
<td>Life Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>Relationship Certificate</td>
<td>16</td>
<td>Valuation Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
<td>Nativity Certificate</td>
<td>17</td>
<td>Widow/Widower Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
<td>Legal Heir Certificate</td>
<td>18</td>
<td>One and the same Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7</td>
<td>Solvency Certificate</td>
<td>19</td>
<td>Caste Conversion Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8</td>
<td>Location Certificate</td>
<td>20</td>
<td>Destitute Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9</td>
<td>Domicile Certificate</td>
<td>21</td>
<td>Family Membership Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10</td>
<td>Income Certificate</td>
<td>22</td>
<td>Dependency Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11</td>
<td>Possession Certificate</td>
<td>23</td>
<td>Non-remarriage Certificate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12</td>
<td>Community Certificate</td>
<td>24</td>
<td>Minority Certificate</td>
</tr>
</tbody>
</table>

**Certificates - Revenue**
<table>
<thead>
<tr>
<th>SL</th>
<th>Core Category</th>
<th>Srv No</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>RTI</td>
<td>25</td>
<td>Application for Information under RTI</td>
</tr>
<tr>
<td>3</td>
<td>Grievance</td>
<td>26</td>
<td>Grievance and Complaints</td>
</tr>
<tr>
<td>4</td>
<td>Public Distribution System</td>
<td>27</td>
<td>Issue of New Ration Card</td>
</tr>
<tr>
<td></td>
<td></td>
<td>28</td>
<td>Issue of Duplicate Ration Card</td>
</tr>
<tr>
<td></td>
<td></td>
<td>29</td>
<td>Addition/Deletion/Change of Name</td>
</tr>
<tr>
<td>5</td>
<td>Revenue Court Cases</td>
<td>30</td>
<td>Issue of Notices</td>
</tr>
<tr>
<td></td>
<td></td>
<td>31</td>
<td>Listing of cases</td>
</tr>
<tr>
<td></td>
<td></td>
<td>32</td>
<td>Adjournment of cases</td>
</tr>
<tr>
<td></td>
<td></td>
<td>33</td>
<td>Tracking status of execution of orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>34</td>
<td>Stay and final orders of cases</td>
</tr>
</tbody>
</table>
Services under Kerala e-District (3/3)

<table>
<thead>
<tr>
<th>SL</th>
<th>Optional Category</th>
<th>Srv No</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td><strong>Utility Services</strong></td>
<td>35</td>
<td>Payment of water charges</td>
</tr>
<tr>
<td></td>
<td></td>
<td>36</td>
<td>Payment of Electricity Bills</td>
</tr>
<tr>
<td></td>
<td></td>
<td>37</td>
<td>Payment of Land phone</td>
</tr>
<tr>
<td></td>
<td></td>
<td>38</td>
<td>Payment of mobile bills</td>
</tr>
<tr>
<td></td>
<td></td>
<td>39</td>
<td>Payment of wireless bills</td>
</tr>
<tr>
<td>7</td>
<td><strong>Motor Vehicle Department services</strong></td>
<td>40</td>
<td>Collection of various fees for non-transport vehicles</td>
</tr>
<tr>
<td></td>
<td></td>
<td>41</td>
<td>Collection of various fees for transport vehicles</td>
</tr>
<tr>
<td></td>
<td></td>
<td>42</td>
<td>Cess for all vehicles</td>
</tr>
<tr>
<td>8</td>
<td><strong>Electrical Inspectorate</strong></td>
<td>43</td>
<td>Collection of miscellaneous fees for Electrical Inspectorate</td>
</tr>
<tr>
<td>9</td>
<td><strong>University services</strong></td>
<td>44</td>
<td>Exam / General / Departmental remittances</td>
</tr>
<tr>
<td>10</td>
<td><strong>LSG payments</strong></td>
<td>45</td>
<td>Payment of various fees/taxes for Corporation/ Municipalities/ Gram Panchayats</td>
</tr>
</tbody>
</table>

*500+ payment services delivered under e-District through Akshaya, Friends, and e-District public portal*