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KERALA WATER AUTHORITY

Jalabhavan
Thiruvananthapuram-695033
Kerala

No. 12662/PA TO MD/2021/KWA

Dated: 10.01.2022

CIRCULAR

Sub:- Total e-Governance - Implementation - Reg

Ref :- Directions in the review meeting on Online Services by Chief secretary on 10/01/2022,
10:00 AM.

Honourable Chief Minister of Kerala has decided to declared Kerala as Total Digitally Governed State by 15th August, 2022. Accordingly, Chief secretary of Kerala in his review meeting held on 10/01/2022 has conveyed that all consumer services should be made Online. He also informed that, for improving the ease of delivery of services, online service delivery should become universal. Physical touch points to be totally eliminated in all the activities offered by government.

Chief Secretary has given the following directions considering the Covid protocol and green protocol.

1. All payments should be only through online mode and there should be multiple channels for payments.
2. All bills are to be issued electronically.
3. All receipts are to be issued electronically & all certificates to be issued online and
4. All Files should be only in digital mode.

A Dashboard is to be there for all online services. The feedback of services to be received electronically. All unnecessary certificates / documents for services are to be eliminated and essential services are to be made fast and online



The review and disposal of services are to be made faster and in a time bound manner. Services should reach the people online and we must eliminate consumers physical presence for services..

In the above circumstances, it is hereby directed that all the officers of Kerala Water Authority should follow the above instructions in letter and spirit to accomplish the goal of Total Digitally Governed State.

The Data Base Administrator shall co-ordinate for the speedy implementation of online services in tune with above directions.

Venkatesapathy S. IAS
Managing Director

To

The Secretary, KWA

Copy to:-

Chief Engineer (HRD&GL / P&O / SR / CR / NR / Sewerage, PPD & WASCON) / FM & CAO.
DBA for information and necessary action.

PIO to arrange public awareness in this regard following due procedures.

PA to MD / TM / AM.

