

## e - Governance Award 2009 for Department of Electrical Inspectorate



**Shri. M. Vijayakumar, Honourable Minister for Public Works and Law presenting  
e- Governance Award 2009**

( Special Jury Award The Electrical Inspectorate Department for the in-house development  
and maintenance of cost-effective touch screen information kiosks .)

**to Sri.K.K.Unni, Chief Electrical Inspector to Government of Kerala on 4 th November 2010**



*Page from e governance Award 2010 brochure*

### **Kiosk at Electrical Inspectorate, a quiet hit with customers**



Sometimes the best way to share information and serve the citizen may not be the most technologically advanced. The challenge is to serve a need in the most cost effective manner.

The Information Kiosk has been set up in the office of the Chief Electrical Inspectorate , in Thiruvananthapuram is a shining example of such „Appropriate“ technology, created in-house, at a fraction of the cost of comparable commercial systems.

“Information @ Fingertips” as it is called provides detailed information such as the structure of the department, important telephone numbers, e-mail IDs of Chief Office, district office and Meter Testing and Standards Laboratory. The details of formalities and procedures for obtaining various licenses such as for wireman / supervisor / contractor licenses are also provided in the system.

The Information Kiosk provides the details of various fees like inspection fee for electrical installation, cinema operators examination fee and all other fee related to Kerala State Electricity Licensing Board and the respective heads of account for fee remittance. The details pertaining to all examinations conducted by Kerala State Electricity Licensing Board results are also provided in it.. “Electricity Safety tips ” are displayed on the system during idle period.

The entire system was developed on simple PC hardware in house with skill sets of the Engineers in the department. The only device specially used was a TFT touch screen. The entire GUIs, information and menu structure and hyperlinks with all front ends were developed by R.K.Subramonian, Deputy Electrical Inspector . No special utility or software, was purchased for the development and it was integrated in cost effective way. The entire structure is mounted on an independently designed ergonomic wooden stand. The system was integrated in house with intuitive ideas of the department staff without any proprietary hard ware.

Since August 2009, the kiosk has filled a need for unmanned information dissemination, simply and cost- effectively, harnessing off the shelf computer tools and – the skills of the Electrical Inspectorate’s own staff. Jai ho to that!