Good governance is the key factor that regulates the success rate of any organization and this term has many implications in devising the management strategies to effectively managing a system. Good governance is said to have eight major characteristics, which include participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive services and follows the rule of law. Good governance ensures that corruption is minimized and transparency is maximized in the system. Information Communication Technology (ICT) has become an inevitable enabler along with these basic features for good governance to reach its next level. When technologies act as an enabler for good governance, which ensures efficiency and transparency in the system is called e governance. E-Governance is not meant only for introducing or using technological tools, but it also fundamentally strives to bring about a change in the mindset and work culture to integrate government processes and functions to serve the citizens better.

There are four phases in e-Governance. In the first phase, Information, e-governance means being present on the website, providing the relevant information to the G2C and G2B. Here the service provided by a Government/Department was informed to the people through websites. In the second phase - Interaction, the government interacted with the public through the website formed earlier. People could submit their queries and grievances through email or specially designed forms, and check the status of their grievance, voice their opinion and help in policy formulation on important issues through online opinion polls and discussion forums and avail a whole range of online services. As a third phase transactions were done through online web sites like e-payment of examination fees through the site of Treasury. Now we are at the fourth phase of e-governance – Transformation. This final phase would strive to achieve the true vision of e-Governance. A single point of contact to constituent entities would provide an integrated platform for government services totally transparent to citizens and businesses. Focus on ‘virtual agencies’ where government information is readily available to all allowing a seamless interface to respective agencies involved in the transactions. Through information communication technologies the boundaries between different departments have been vanished. Now the data once each department handled as their own is shared with other departments. This makes the public to get a speedy service.
There was a time when people had to rush between different Government Departments to get various needs done. Though this condition is not completely changed, e-Governance could make a difference to a large extend. This was made possible when various Departments started sharing information seamlessly. At this situation the significance of DigiLocker has great importance.

What is DigiLocker? Digitalization in all walks of life from a retail shop to international business or village administration to foreign affairs is being increased day by day. It connects people together and helps in swift data transfer and sharing of information. Digital technologies like cloud computing and mobile applications have catalytic effect in achieving rapid economic growth and citizen empowerment across the globe.

DigiLocker is one of the ambitious aspects of Digital India Programme. Targeted at the idea of paperless governance, DigiLocker is a platform for issuance and verification of documents & certificates in a digital way, thus eliminating the use of physical documents. Indian citizen who sign up for a DigiLocker account get a dedicated cloud storage space. It provides a secure dedicated personal online storage space for storing the documents of resident Indian citizens and this is linked to the Aadhar number of the user.

Organizations that are registered with DigiLocker can push electronic copies of documents and certificates directly into citizen’s lockers. Citizen can also upload scanned copies of their legacy documents in their accounts. These legacy documents can be signed using the eSign facility. The virtual space can be utilized for storing personal documents like University certificates, PAN cards, voter id cards, driving licence etc., and the URI's of the e-documents issued by various issuer departments.

Key Benefits of DigiLocker
DigiLocker will provide secure access to Government issued documents. It uses authentic services provided by Aadhar. DigiLocker will minimize the use of physical documents by replacing it with the electronic documents. It is easy to validate the authenticity of these documents as they will be issued directly by the registered issuers. DigiLocker will reduce the administrative overhead of Government departments and agencies created due to paper work. It will also make it easy for the residents to receive services by saving time and effort as their documents will now be available anytime, anywhere and can be shared electronically. Citizen can upload pdf, JPEG, png, bmp, and GIF types of files. URI or Uniform Resource Indicator is an authentication of your loaded documents from respective departments or agencies. For example Income Tax Department will verify your PAN. After verification, you will only see the URL not the image. You just need to click and share it with the agency of your choice while sharing.
**Stakeholders of DigiLocker**

**Issuer:**
These are the agencies or Govt organizations, which have rights to issue authorized documents in standard format. Issuers can be – Registrar office, Income Tax department, RTO, Educational institutions etc., *(Issuer is an entity issuing e-documents to individuals in a standard format and making them electronically available)*

**Requester:**
Agency which requests authorized documents from individual. Requesters of documents can be – Employers, Universities, Passport Office etc., *(Requester is an entity requesting secure access to a particular e-document stored in the repository)*. For example, when an individual apply for higher studies, then the college or university may ask for the qualification certificates and documents.

**Resident:**
Resident is the individual to whom the issuer issues documents and who uses the Digital Locker service based on Aadhar and OTP (one time password) authentication.

Post deluge Kerala created an extensive reach for the use of DigiLocker. A lot of enquiries came up on that and a number of people activated DigiLocker id within a week. People who lost every valid document downloaded their RC Book, Driving licence, Gas connection details, PAN verification certificates from DigiLocker.

A student who passes out a degree course from a University is made liable to prove the authenticity of the degree certificate issued by the University while applying for post-graduation course in the same University. This is going to be changed. The University authorities would verify the date of birth of the applicant from the certificate issued by the Local Self Government via internet, the Mark sheet from the certificate issued by the University and the caste and nativity from the certificate issued by the Village officer. All these verifications are going to be done through DigiLocker. And this is no more a dream but a reality. We are stepping towards that reality. Every Government might be having the information of a citizen like his place of birth, time of birth, taluk, village etc. but still it has become the citizen’s liability to prove his identity again and again when he approaches various departments for different needs/services. A system of handling same data and same repetitive process by different departments is in vogue.

When more departments get registered as issuer in DigiLocker, the scrutiny of certificates will be made possible in G2G means through DigiLocker. Let’s hope that DigiLocker will become a transformative governance game-changer and make the lives of citizens simpler and more convenient than before. It will also lead to eliminate non value added items such as Transportation, Redundancy, Inspection and Preparation time or time lag from Government process.
Recent Software Updates & Improvements

4th instalment of pay revision arrear arrear- PR 2014 module updation
SPARK PMU has enabled the option for processing the 4th instalment of Pay Revision arrears and its interest in accordance with the G.O (P) No. 146/2018/Fin dated 16/09/2016. On preparing and e-submitting the 4th instalment of PR arrear bill through PR arrear module, the 4th instalment of PR arrear and interest amount thereon will be paid in cash to employees.

4th instalment of terminal surrender arrear (PR 2014)
SPARK PMU has facilitated the preparation of 4th instalment terminal surrender arrear (PR 2014) claim bills through Accounts---- >'Make bill from approved claims'. The TSP claim details of employees, who have encashed up to their 3rd instalment of terminal surrender arrear (PR2014), will be listed in 'Make bill from approved claims', User can prepare the claim bill through the aforesaid option and can e-submit the bill.

PART bill (PAT claim) for Temporary employees
Provision for processing part bills has been facilitated in PAT claim processing option. In the case of temporary employees terminated from an office, and joined in another office in the same month, in such cases employees part bills from both the offices can now be processed through SPARK, with the condition that first part bill has to be taken from the first office and 2nd part from the newly joined office.

Nil Bill e-submission of salary bills:
Earlier, e-submission of nil bills has been restricted in SPARK system. SPARK PMU has now given software update enabling the Nil bill e-submission based on G.O. (P) No. 155/2018/Fin dated 04/10/2018.

Re-employment employees salary processing
Earlier SPARK system had issues in handling the salary processing of reemployed employees. SPARK PMU has rectified this issue and now users can update reemployed details and can process their salary without back end editing through SPARK PMU office.

Option for changing Approving authority for pending requests of Leave/OD/COff
- ‘Change Reporting Officer/Approving authority’ option now facilitated for individual login for pending requests of Leave/OD/COff
- Change Approving authority provision given for Reporting officer

DSC registration/renewal form
DSC registration/renewal facility is now activated in SPARK, under the menu Administration --- > DSC registration /Renewal form.
Prerequisite for registering DSC is the installation of DSC signer tool and provision for downloading DSC signer tool for Windows, Ubuntu and MacOS separately is also made available in this option. After the installation of DSC signer tool, the users can register their DSC in SPARK on clicking ‘New DSC Registration/Renewal’ button. E submission with DSC will be available soon after setting the mentioned prerequisites.

Manual bill preparation (Pre 2/2011) enabled for the bills from the year 1990
SPARK PMU has modified the manual bill preparation (pre 2/2011) option to facilitate the preparation of manual bills starting from the year 1990, with respect to employees having PEN.

PF related claims of employees in Panchayat Department, such cases authorization slips are not being updated by AG, user enters sanction order details in claim entry page and inserts the claim. Now user can’t insert the sanction order details, the columns for entering PF details seen as inactive.
Change Name/DoB of temporary employee option
Option for correcting temporary employee's name/date of Birth 'Change Name/DoB of temporary Employee option', has updated in SPARK system, under 'Accounts' menu. On selecting the employee through this option, employee's name and date of Birth and Aadhar updated in SPARK will be displayed on the screen. Name and Date of Birth fields will be in editable format; DDO can make corrections on these fields and has to click on 'Verify Aadhar' button. If name and Date of birth entered found matching with the data in aadhar, details gets verified and then DDO has to click on 'Update' button to save the changes made in Name/Date of Birth.

Work in Progress

PF NRA withdrawal to CMDRF
Employees who have opted to contribute their PF NRA withdrawal to CMDRF, while updating CMDRF contribution details, such employees PR NRA withdrawal to CMDRF claim processing option will be activated soon in SPARK. The GPF authorization process and electronic updation of authorization slips from Accountant General Office are in progress. SPARK PMU will activate the claim, after the authorization slip integration processes gets completed from Accountant General Office.

Edit option for NPS arrear recovery entry
Edit option will soon activate in ‘NPS arrear Recovery ‘option, which will enable the DDO's to make corrections in the NPS arrear details of employees. This will facilitate the DDO to close the existing NPS arrear loan and able to re enter the NPS arrear recovery details for the same employee based on NPS arrear balance amount to be recovered.

Leave surrender column in Manual Bill Preparation (Pre 2/2011) option
A Column for entering earn leave surrender details will be included in manual bill preparation (Pre 2/2011) option, so that DDO's can enter the leave surrender amount details separately through this option and can draw its arrear along with salary arrears.

PR arrear /Terminal Surrender arrear bills - Department change cases (ICDS->WCD)
Software update to rectify the following issues aroused due to department change ICDS to WCD, will soon receive in SPARK system
- The PR arrear bills processed from ICDS department are not listing in WCD’s PR arrear bill generation option.
- The PR arrear bills processed from ICDS department are not listing in encashment updation option to update encashment details
- Employee’s excluded through ICDS login not listing in reprocessing option of the new department to reprocess the PR arrear bills
Latest Events

**SPARK Training conducted for KTWWFB, held on 06.10.2018**

SPARK PMU organized a half day SPARK training session for the officers of Kerala Toddy Workers Welfare Fund Board, the training was held on the 06th of October 2018 at Centre for Training in Financial Management. Sri. Sunil T. K., Master Trainer, SPARK PMU handled the training session and gave a quick overview of SPARK application to the attendees.

![Training Images]

**Induction programme for the new recruits of SPARK PMU**

An induction programme was conducted for newly recruited SPARK master trainers to equip them handling their role as master trainers. Training program was held in 2 days, ie on 08th and 9th October 2018 at Centre for Training in Financial Management. The training sessions were handled by Sri. Sunil T. K, Master Trainer, SPARK.

![Induction Images]
SPARK Training organized for Irinjalakkuda Edn District

As per the requests of SPARK users from various schools working under Irinjalakkuda Edn Dist, SPARK PMU has arranged SPARK Trainings for Irinjalakkuda Edn District on 17th and 20th of Oct 2018 at the training centre of C-DIT, Irinjalakkuda Vanitha Vidya Peetam. Mr. Sanoj Soman, Master Trainer, SPARK, led the training session, hands on training was also given for the participants and 28 participants were attended for the training.

Two days DMT training programme arranged for DMTs

SPARK PMU conducted two days SPARK training programme for DMTs on 15th and 16th of October 2018, at C –DIT training centre, Thripunithura, Ernakulam. Sri. Sanoj Soman, Master Trainer, SPARK PMU handled the training session. SPARK menus in detail and new updates on the system were discussed in the training programme. 15 DMTs from various departments took part in the training and got benefitted from the training session.
Upcoming Events

SPARK training scheduled on 8th & 9th of November 2018 at Palakkad Education district:

SPARK training scheduled to be held on 8th & 9th of November 2018 at Palakkad Education dist. The training will be venued at Keltron Knowledge Centre, Chundakkayil complex Manjakkulan Road, Palakkad. Resource person for this training will be Sri. Ratheesh R., Department Master Trainer. This training has been scheduled for the SPARK users of schools working under Palakkad Educational district.

Vital Statistics of volume of transactions and the bills processed through SPARK

As per SPARK database records, 31994 salary bills, 21641 arrear bills (including DA arrear, Salary arrears and Pay revision arrear) , 2423 other allowances bill and 38704 claim bills were processed through SPARK during the month of September 2018.
Important Circulars & Govt Orders

Finance Department - Nil’ bill submission to treasuries by the Drawing and Disbursing Officers - Permission granted - Orders issued.

Through this Go, Government issued orders permitting 'NIL' bill submission to treasuries for drawing DA arrears / Pay Revision arrears which are to be credited to the GPF accounts and also any claims wherein the net amount payable would be zero, henceforth. This order mentions that facility for such bill generation and processing would be facilitated in all applications such as SPARK, BIMS, Core TIS, EMLI, SANKHYA etc. This GO instructed the Director of Treasuries to issue necessary directions to all the treasury officers concerned in this regard.

GO (P) No.157/2018/Fin dated 05/10/2018
Sub:-GPF (Kerala) rules, 2011 - Contribution to CMDRF - Issuing Temporary Advance from PF - Special sanction accorded

Considering the requests to withdraw temporary advance from PF account for making CMDRF contribution, government has accorded special sanction for adding a condition 'Contribution to CMDRF' along with conditions specified in rule 15, 2011, GPF (Kerala) rules and necessary amendments will also be made in GPF rules, 2011. This will facilitate drawing temporary advance amount equivalent to employee’s gross salary of 9/2018 from PF account, and contributing this PF temporary advance amount to CMDRF.

G.O. (P) No 151/2018/Fin dated 26/09/2018
Sub: - GPF (Kerala) rules, 2011- CMDRF contribution-Special sanction for issuing NRA from PF account- Orders issued

As per this GO, employees, who are at present not eligible to claim PF NRA withdrawal, can now apply for PF NRA withdrawal claim from their PF account, for an amount equivalent to employees September month gross salary and can contribute to the CMDRF fund.
Circular No 87/2018/Fin dated 19/09/2018
Sub: - Finance Department— SPARK PMU - Ensuring the correctness of data entered in SPARK- Instructions issued.

In order to deter the users from making careless and unauthorized entries in SPARK, the following directions were issued for strict compliance:

- From 1st October 2018 onwards SPARK PMU shall not accept data correction requests direct from DDOs. Data correction requests will be processed only if the officials concerned forward such requests through proper channel to Finance (SPARK PMU) Department in Government.
- The officers concerned should forward the data change requests through proper channel only after proper entries with countersignature are made by the approving authority in the service book, or any other related physical record and attested copy of the same should also be produced along with the data change requests.
- DDOs / Controlling Officers / Employees who have SPARK access to carry out data changes and processes shall be personally responsible for any overpayment / short payment to employees because of erroneous data input for triggering wrong processes.
- If over payment is made based on the mistake committed by the DDO / Controlling officer / other SPARK Users, the same may be recouped from the beneficiary employee in lump (not as instalments). The challan in proof of such remittances should also be forwarded with the request for data change.
- DDOs should take utmost care while processing and preparing bills and ensure that proper verification is done which include checking of arithmetic accuracy in each bill generated from SPARK as the accuracy of the processed data depends upon the accuracy of data input by processing officials. If any discrepancy is found in the processed bills, the relevant data forms of the respective employees in SPARK should be rechecked to ensure no wrong data input is made by the users. If the processing officials are not able to identify and rectify the data input errors by themselves following the notified procedures for the same, the matter should also be reported to SPARK PMU immediately. If any discrepancy is found in bills, such bills should not be presented to Treasury for encashment.
- The reason that the bill was generated from SPARK will not spare the DDOs from the responsibility of ensuring accuracy of the claim under proper, appropriation head of account and in proper bill format as per relevant codal provisions in Kerala Treasury Code, Kerala financial code, Kerala Budget Manual etc. Any over payment / short payment done based on a mistake committed by the DDO will be treated as personal liability of the DDO concerned.

This circular mentions that all Heads of the Departments / DDOs are directed to observe the said instructions without fail. Also this warns the users that the mistakes as given above will be viewed seriously by Government and stringent actions will be taken against officers committing such mistakes.
Circular No. 92/2018/Fin dated 06/10/2018
Sub: Finance Department- CMDRF - One Month Salary Challenge- Reg

Through this circular Government now reiterate that there would not be any compulsion on government employees to make contribution to CMDRF. All HoDs/DDOs and other Heads of intuitions are directed not to prepare and publish details/lists of employees unwilling to contribute to CMDRF. This circular also warns that any instance to the contrary shall be viewed seriously and strict action shall be taken against those responsible for such action.

Circular No. 95/2018/Fin dated 16/10/2018
Sub: Finance Department - Pay Revision arrears fourth installment - Directions to process the same in SPARK-Issued.

This circular provides directions for processing the fourth installment of Pay revision arrears (including terminal surrender arrears) in SPARK. The instructions mentioned in the circular are as follows;

- The fourth installment can be drawn from the office from where the first, second and third installment had drawn. The employees will be listed in SPARK accordingly.
- The employees, whose first, second and third installments are encashed, alone will be listed in SPARK for fourth installment processing.
- In the case of employees who have opted fourth installment of PR arrears as contribution towards CMDRF, the same will have to be processed by the DDO by whom the rest of the arrears of the employee were drawn.
- The request for correcting the irregular/wrong marking of the PR arrear contribution to CMDRF in SPARK by the DDO of the employee currently working will not be entertained. Hence the DDOs generating PR arrear bills with option to CMDRF should ensure that the option marked by the current DDO of the employee is in order.
- If irregular drawal of first or second or third installment (either excess drawal or short drawal) is already made, then such cases are to be reported by the DDO concerned, to Finance Department through proper channel with PEN, bill copy and drawn particulars, reason for nonobservance, immediately. In such cases the processing of fourth installment in SPARK is to be avoided, till further directions to encash the same are issued.
- The facility for generating fourth installment bill with statutory deductions, if any, will be available in SPARK with effect from 16-10-2018. The procedure to be followed in SPARK for generating fourth installment (including terminal surrender arrears) bills will be issued by SPARK PMU and the same will be uploaded in www.spark.gov.in/webspark and www.info.spark.gov.in. All Head of Departments & DDOS are directed to observe these instructions without fail.
SPARK PMU has enabled the option for processing the 4th instalment of Pay Revision arrears as per G.O (P) No. 146/2018/Fin dated 16/09/2016 & Circular No. 95/2018/Fin dated 16/10/2018. The 4th instalment of PR arrear amount along with interest @ 7.6% per annum, for the period from 01. 04.2018 to 30.09.2018 will be paid in cash to the employees. Pending balance dues of previous instalments due to the rounding off figures will also adjusted in 4th PR amount. ‘Exclude employee’ option has facilitated under 4th instalment option to exclude the irregular drawal (excess/short) cases of previous instalments from the current bill. SPARK PMU has also added a provision to update employee’s income tax on PR arrear amount (all instalments) through this fourth instalment option.

4th instalment of Pay revision arrear bill preparation steps are discussed below;

**Step1: Encashment Updation**

Confirm encashment details of 3rd instalment of PR arrear bill, the DDO can confirm encashment details of the pay revision arrear bills through the option;

**Salary matters--- > Encashment Details**

(Select SPARK code of the first processed PR arrear bill, if it is a reprocessed bill, then select the reprocessed bill and confirm encashment details)

![Figure 1: Screen shot of the Encashment Updation page](image-url)
On updating the encashment details, the 4th instalment bill will be listed in ‘Make bill from payroll’ option also the DDO/head of the institution/Establishment user may able to view the description of schedules in the pay revision arrear bill generation, but bill generation will be possible only after doing “Make bill” option for the 4th instalment bill. Draft bill generation option is not activated for 4th instalment pay revision arrears, if employees’ previous pay revision instalments up to 3rd instalment of arrears processed correctly through SPARK, then the user may proceed with Make bill option for the 4th instalment.

**Step 2: Make 4th instalment of Pay revision Arrear Bill**

*Accounts*--->*Make Bill from Pay Roll*

For generating the 4th instalment bill, please go to *Accounts*--> *Make Bill from Pay roll option*. Encashment updated bills will be listed in ‘Make Bill from Pay roll’ option for doing make bill.

**Points to be noted:**

- If Irregular drawal made in previous instalments (either excess drawal or short drawal), such cases have to be excluded from 4th instalment. Click the check box seen with employee details to exclude the employee from the bill. **On clicking the check box in Exclude employee option, the employees selected will get excluded from the bill**, So DDOs should give almost care while processing ‘Exclude Employee’ step.

- Reprocessed cases will not be listed in Exclude Employee option.

- Pending balances of the previous instalments due to the rounding off figures will be adjusted from 4th instalment arrear amount.

- Income tax amount updation option has facilitated in 4th instalment. The income tax amount entered through this option will be deducted from employee’s 4th instalment pay revision arrear amount. Income tax amount can be updated for Reprocessed cases also. But excluding not permitted for reprocessed bills. **Click ‘Make Bill’ option only after updating the income tax amount for the employees’ whose income tax on PR arrears has to be deducted.**

- Employees who have contributed their 4th instalment pay revision arrear to CMDRF, such employees are exempted from income tax on PR arrear, so for employees who have contributed their 4th instalment to CMDRF, the income tax amount updation column and check box to exclude will be seen as disabled fields.
After this, click on “Make bill” button and then you may able to view the links for generating the Bills and Schedules in the ‘Make bill from Pay Roll” option itself, 

User can also generate the Bills and schedules through the option; Salary Matters--> Pay revision arrear 2014 bill generation option.
Figure 4: Pay revision Arrear Bill generation option through Salary Matters-> Pay revision 2014 Bill generation option

Bill description seen through Salary Matters--- >Pay revision arrear 2014 bill generation option.

Figure 5: Pay revision Arrear Bill generation option through Salary Matters-> Pay revision 2014 Bill generation option (Description wise option)

Step 3: E-submit
Accounts ----> Bills-----> E submit Bill

Being this the final instalment of Pay revision Arrear, all DDO are requested to make sure that the Pay revision Arrear 4th instalment is correct in all aspects before e-
On passing the 4th instalment PR arrear bills with CMDRF contribution by treasury, the CMDRF contribution amount in the processed bills will be automatically credited to the CMDRF Flood relief fund.

**Step 4: View bill status**

_accounts__ > _Bills_ > _View submitted Pay bills_

If the bill status seen as treasury objected, then this bill can be cancelled through the Option; _Accounts_ _> Cancel bill_

**4th instalment of Terminal surrenders arrear (PR 2014) claim**

Follow the below mentioned steps to prepare the 4th instalment of terminal surrender arrear (PR 2014) claim;

**Step 1: Prepare the 4th instalment of terminal surrender arrear (PR 2014) through Make Bill from Approved Claim option**

_accounts__ > _Bills_ > _Make Bill from Approved Claim_

Select Nature of claim as 'Terminal surrender Arrear (PR 2014)', the claims will be listed in left side of the window (claim nature will be displayed as TSP (Instalment 4), click on 'Select' button to choose the claim.

**Figure A: Screen shot of ‘Make bill’ option window**
Click on ‘Make Bill’ button to prepare the claim bill.

**Step 2: Bill generation TSP 4th instalment**

**Accounts-- > Bills---- > View prepared contingent Claims**

On selecting the TSP claim, claim details will be displayed on the screen along with bill generating option, see the below displayed figure. On clicking the ‘Due Drawn Statement’ link due drawn statement of this TSP claim can be generated.
Step 3: E-submit
Accounts ----> Bills----> E submit Bill

Being this the final instalment of Pay revision Arrear, all DDO are requested to make sure that the Pay revision Arrear 4th instalment is correct in all aspects before e-submission, if any discrepancy found in the bill, that BILL shall not be presented before the treasury officials. E-submission will only be enabled by 20th October 2018.

Step 4: View bill status

Accounts--- > Bills-- > View prepared contingent claims

If the bill status seen as treasury objected, then this bill can be cancelled through the Option; Accounts------> Cancel bill option