

# Computerised Lok Ayukta Information Management System (CLAIMS)

**V S Raghunathan**

Senior Technical Director, NIC Kerala

**A Nisarudeen**

Principal Systems Analyst, NIC Kerala

## ABSTRACT

*CLAIMS* is a computer-based system developed for the Kerala *Lok Ayukta*. It is one of the open-source initiatives of NIC Kerala. The software is developed as a LAMP (Linux, Apache, MySQL and PHP)-based system. *CLAIMS* is developed as a product that can be implemented in any of the courts and *Lok Ayuktas* across the country. The URL of the web site is <http://lokayuktakerala.gov.in>.

## Brief Description of the Project

The Kerala *Lok Ayukta* registers complaints against government servants, elected members, and executes judgments for the following types of complaints

- Corruption
- Allegation
- Mal administration
- Bribery
- Forgery
- Pension grievances
- Undue delay
- Biased action of public servants
- Inaction

All the reports required for the various purposes of the courts are generated from the application form.

Public servants and staff of institutions come under the jurisdiction of Kerala *Lok Ayukta*. It is mandatory to declare movable and immovable properties of the public servant and his or her family once in 2 years.

## Stakeholders

The chief stakeholders are the judges and staff of the Kerala *Lok Ayukta*. Advocates who appear for various cases are also stakeholders of the project.

### *Government-to-Citizen (G2C)*

Case status and details can be provided to the citizen. Advocates are able to view the details of the cases, and can generate a 'Cause List' pertaining to them. Advocates can also generate a case diary from the system.

### *Government-to-Government (G2G)*

Various departments of the government can know the status of the cases by providing the case number. The office of a *Lok Ayukta* is able to generate a 'Cause List' for the period.

## Objectives

The objective of the project is to keep track of the court case information in the office of Kerala *Lok Ayukta*. In addition, this project monitors the property statements submitted by public servants who come under the jurisdiction of Kerala *Lok Ayukta*.

## Technology

- LAMP-based system
- Linux OS
- Linux desktops in the office of Kerala *Lok Ayukta*
- Data is uploaded to web server
- The application is customisable
- Very user-friendly and menu-driven application
- User authentication necessary

## Implementation

Date of starting the project in the office of *Lok Ayukta*: May 2005

Roll out schedule: 1 year

Date of implementation in the office of *Lok Ayukta*: February 1, 2006

Total number of sites: 1

Number of department users: 30

## Training

Training has been given to the entire staff of Kerala *Lok Ayukta*. This includes the senior judges (*Lok Ayukta* and UPA *Lok Ayuktas*), registrar and other staff of the department. A 1-day awareness programme was arranged for the last-grade servants of the department.

## Storage

On an average, 3000 cases are registered every year. The details of these cases are stored in the system.

## Future Plans

- Replication in other *Lok Ayuktas* across the country
- Touch-screen services

## Conclusion

The CLAIMS application, developed and implemented in the office of Kerala *Lok Ayukta*, meets the requirements of the office. The management of cases and the monitoring of property statement information are the major part of the office work and it is now manageable using this application.