

Talking interoperability

In Focus: Karnataka State, India | 15 Mar 2022

Answers to questions pending from the session

Data validity/quality

- Is the verification done by a department enough or do you actually need to get out and verify anything again (in the field at any point) because of missing information in your existing systems?

The attributes are grouped into two – those which are provided by a source system and are treated as valid and authentic – e.g., Caste, Income, Land Holding etc. and the attributes which are self-declared and have no source system - for eg., Gender, marital status. Self-declared attributes are verified using Confidence Score (the attribute is same across databases i.e. Gender is same in multiple databases).

Several departments in the Government carry out survey – to identify children out of school, to assess health of the population etc. The data in Social Registry is provided for these surveys which ensures the self-declared data gets validated and missing information gets updated.

- When beneficiary clicks edit on his/her data on the Kutumba portal - how does that process relay to the data owners - for updating - is this validated in the regular broadcast for cross verification?

Kutumba has enabled data owners to update the data from source system by calling the APIs. For example, if the data owner intends to update her income, he inputs the Income Certificate Number issued by Revenue Department and Kutumba fetches the data from source system, carries out the match process and if matched, updates the same. For self-declared data if not supported by proof of document (Example: Marital Status updated as Married without submitting marriage certificate) it is sent to the notified verifiers and approvers for verification and confirmation.

- How do you ensure the validity of the data submitted during self-registration, i.e., where an applicant applies to Kutumba online?

Kutumba has a simplified process of enrolment seeking minimal data. The data submitted during enrolment is sent for field verification and thus validated.

- How are those found suo-moto eligible by Kutumba notified? (e.g. students eligible for scholarships)?

Eligible Beneficiaries paid under suo-moto delivery are notified through SMS. The beneficiary list is also published on the concerned portal for public viewing.

Inclusion

- For those with no access to internet/illiterate, what are the processes in place for them to validate/update their data (what does the non-digital face of the system look like

A data owner who is illiterate/has no internet may access/update her/his data by using the "Assisted Mode" of service enabled through Citizen Service Centres in the state.

APIs

- How do departments discover the available APIs and data fields for interoperability?

As on date, the departments contact the Kutumba Project Management Unit and discover the APIs and data fields available. Going forward, the departments would be able to discover the APIs and the available data fields using the Enterprise Service Bus system being implemented.

Capacity building

- Would it be possible to outline the key aspects of capacity building and training within the department and how it was carried out?

The key aspect of capacity building was to ensure one-to-one training and handholding of the departments during the integration process. Training of field functionaries was carried out on the changed processes in their application. User manual, FAQs and a help line was set up to support the teams wherever required. Further, the e-Governance consultants in the district were trained to act as a SPOC to user departments.

- Does Kutumba share the resource burden of participating agencies to adapt to the data sharing/standards requirements - capacity development etc?

No department has so far asked for financial support. The Center for e-Governance handholds the departments for integration.

Miscellaneous

- Is Kutumba integrated with the state-wise accounting and state-wise budgeting systems used by the Government of Karnataka?

No, Kutumba is not integrated with the Accounting/Budgeting systems of Govt of Karnataka

- How does Kutumba interface with the State Resident Data Hub?

Kutumba does not interface with the State Resident Data Hub.

- Does the Kutumba ID function as a federated ID for the citizen, in some sense?

Kutumba ID does not function as a federated ID for the citizen. In Karnataka, Aadhaar is used as a federated Identity in the context of Single Sign On.