GOVERNMENT OF KERALA

CIRCULAR

Sub: Information Technology Department – Guidelines/Best practices for delivering public services in Indian languages using mobile. - reg

As part of the National e-Governance Plan (NeGP), Government of India has been laying emphasis on the implementation of a large number of e-Governance programs through various ministries and departments. In cognizance of the vast mobile phone subscriber base in the country the Government has also decided to provision for access of public services through mobile devices in local languages. But, the complexity of Indian scripts in terms of inputting, storage and display has been the major challenge while giving support of Indian languages on mobiles.

Department of Electronics and Information Technology, Government of India has published the following two Guidelines/Best practices for delivering public services in Indian languages using mobile.

a) 'Best Practices for Localization of Mobile Web Applications"

The "Best Practices for Localization of Mobile Web Applications" document defines the general guidelines to help Software Designers / Engineers to understand and evaluate Localization areas. Testing and QA Engineers to define test plans and test cases keeping Localization in mind and Mobile App Developers and VAS Providers to ensure seamless Indian languages support.

b) "Guidelines for Delivery Channels for Provision of Public Services through Mobile Devices"

The "Guidelines for Delivery Channels for Provision of Public Services through Mobile Devices" document details guidelines for various delivery channels through mobile like SMS, MMS, Unstructured Supplementary Service Data (USSD), Interactive Voice Response System (IVRS) and Mobile Apps. This will help Software Designers/Engineers to understand and evaluate various Delivery channels for enabling integration of mobile applications and Testing and QA Engineers to define test plans and test cases based on the various delivery channels.

In the circumstances above all departments and Public Sector Undertakings are requested to ensure that the software developers and the designers implementing e-Governance applications in our State to follow these best practices and guidelines which is available at https://egovstandards.gov.in/published-documents/guidelines to create applications/products that are localized and delivered using mobile delivery channels.

SUBHASH JOHN MATHEW
Additional Secretary To Government

To
All Additional Chief Secretaries/Principal Secretaries/Secretaries
All Heads of Department/All Heads of PSUs.
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