



# e-District Kerala



## MONTHLY PERFORMANCE REPORT

**April 2015**



14 Districts

74 Taluks

1,537 Villages

3,33,87,677 Population

# KERALA

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## EXECUTIVE SUMMARY



- In April 2015, there was **an increase in Service Reach by 4 persons** per 1,000 population as compared to April 2014, as **more than 7 people received services** through e-District from every 1,000 people in the State
- The **overall SLA performance** for the State during April 2015 was **83.81%**, and individually also almost all the districts have maintained the **SLA above 80%**.
- The **Approval rate** during the month was an **improvement by more than 5% from April 2014 at 79.73%**, while there was more than **117% increase in approvals quantity wise** at 2.46 lakhs
- During the month, there was a **rise of more than 50% certificate transactions** compared to April 2014, total transactions touching 3.09 lakhs
- In April 2015, transactions under payment services were **> 3.17 lakhs**, with transacted amount crossing **> Rs. 25.4 Crores**.

- The performance of **Thiruvananthapuram, Kottayam and Thrissur** districts **continue to lag** in comparison to other districts as only around **4 persons** from 1,000 of the district population received services through e-District
- Around **4 Taluk Offices and 444 Village Offices** had processed **only less than 100 certificates** through e-District, with **43 Village Offices and 1 Taluk Office with Zero issuance**
- Around **7%** of the applications received during the month had to be **returned for resubmission** during April'15
- The transactions under **RTI and Public Grievance** continue to be very less in April 2015.

A detailed Performance Assessment is provided in the subsequent sections.

Note: The statistics has been compiled based on the actual transactions data for the review month generated as on the 1<sup>st</sup> of the following month.

## 1. E-DISTRICT PERFORMANCE – REVENUE CERTIFICATES



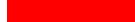
e-District performance parameters including **Reach, Quantity and Quality** of transactions recorded during the month in e-District across various project locations within districts have been presented in this section so as to aid stakeholders in the analysis of the overall State performance, while comparing the data recorded in various districts.

### 1.1. e-District Ranking Matrix

The e-District ranking matrix provides the overall ranking of the districts for the month based on three performance parameters, viz. **Reach, Quantity & Quality**. Reach is the primary measure on which the districts are ranked, while quantity and quality of transactions are factors dependent on the same. Generally, any district which achieves high Reach in terms of service penetration through e-District consistently with more than 80% service level achievement is considered to be performing well, and 90% or more service level achievement may be considered as excellent performance.

Based on the ranking for each of these parameters, the districts are classified into three broad categories, the best performing districts, the average performing districts, and those that need improvement. The best performing districts marked in Green are expected to strive to maintain their position, whereas the average performing ones marked in Orange as well as the lagging districts marked in Red are expected to take appropriate measures to move up to the 'top four' league. The ranking matrix for the month of **April '15** is provided below:

Rank	District	Reach	Quality	Quantity
1	ALP	1	7	3
2	PKD	2	13	1
3	KSD	3	10	9
4	KNR	4	4	4
5	MLP	5	3	2
6	WYD	6	2	14
7	PTA	7	8	12
8	EKM	8	1	5
9	IDK	9	11	13
10	KLM	10	6	7
11	KOZ	11	9	6
12	TSR	12	12	8
13	KTM	13	5	11
14	TVM	14	14	10

 Best performing  
 Average performing  
 Needs improvement

**1.1.1. e-District Performance – Service Reach**

**Service Reach based on applications approved in the State**

The district-wise breakup of the no. of people served in terms of applications approved; per thousand of the district population for the month is examined here.

For e.g. If there are 1 lakh people in a district and if the no. of applications approved for the month is 2000, then the no. of people served per thousand shall be  $(2000/1\text{lakh}) * 1000 = 20$ . Higher the no. of people served, better the performance.

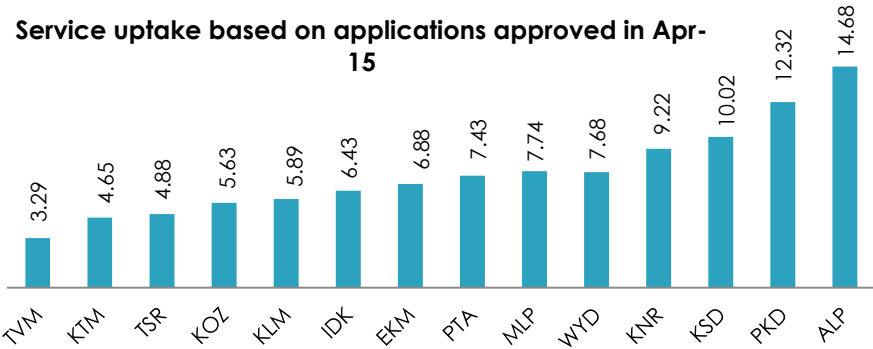


Figure 1: Service uptake based on population district-wise during the review month

**Trend in Service Reach (Approval) in the State**

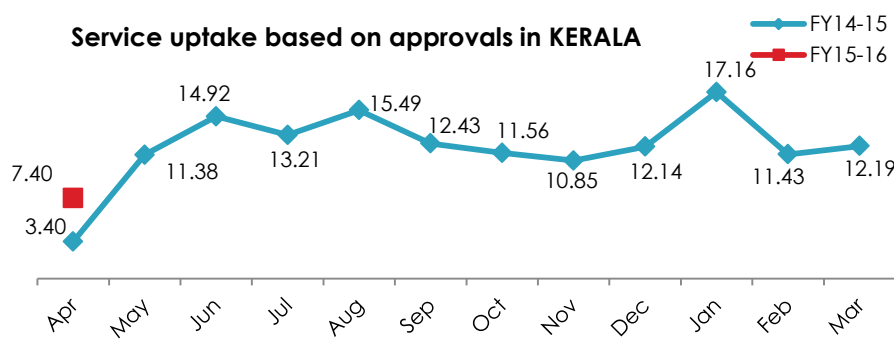


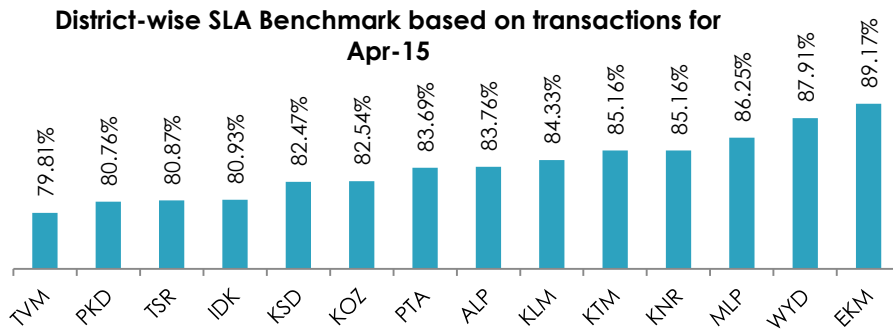
Figure 2: Break-up of No. of population served (per thousand)

This shows the trend in Service Reach based on approvals for the State compared to the last Financial Year 14-15.

Alappuzha district holds the 1<sup>st</sup> position in terms of service uptake based on approvals in April 2015, while Thiruvananthapuram is at last position with just 3.4 persons served from 1000 of the district population. Overall the Service Reach for the entire State during April 2015 has improved by 4 persons compared to April 2014.

### 1.1.2. e-District Performance – Service Quality

#### District-wise SLA Benchmark based on processing in the State



The State best for SLA compliance during April 2015 is 89.17% recorded in Ernakulam, the State average being 83.77%.

Figure 3: District-wise SLA achievement – April 2015

#### Statewide SLA performance

The overall SLA performance for the State during April 2015 was 83.81%, and individually also almost all the districts have maintained the SLA above 80%.

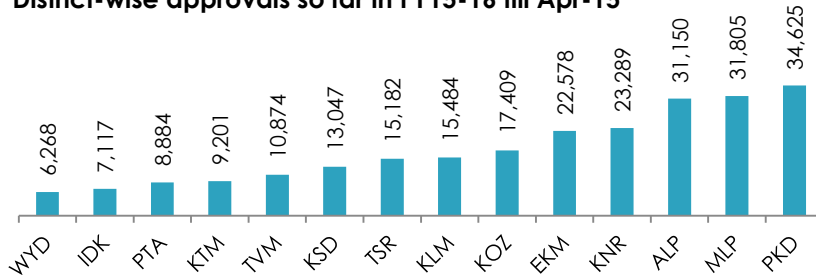


Figure 4: No. of certificates approved within SLA– April 2015

### 1.1.3. e-District Performance – Approval Quantity

#### District-wise application approvals so far in FY15-16

District-wise approvals so far in FY15-16 till Apr-15



The total no. of approvals for FY 2015-16 till April in the State exceeds 2.46 lakhs. In terms of approval volume during the Financial Year, Palakkad is leading followed by Malappuram and Alappuzha.

Figure 5: District-wise approvals so far during FY 2015 -2016

#### District-wise application approvals in the month

The total no. of approvals for April 2015 in the State exceeds 2.46 lakhs. In terms of approval volume during the month, Palakkad is leading followed by Malappuram and Alappuzha.

District-wise approvals for Apr-15

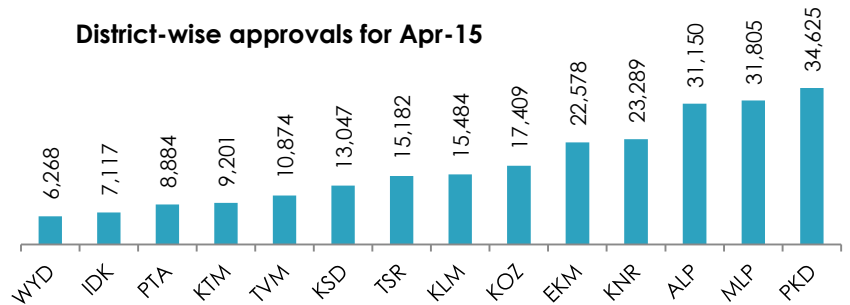


Figure 6: District-wise approvals – April 2015

#### Approval trend in the State for FY15-16

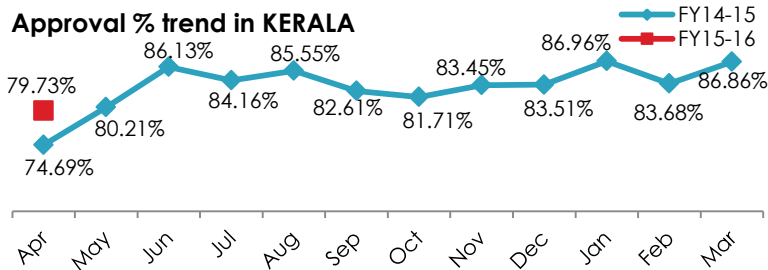


Figure 7: Month-wise approvals

As per the statistics for the review month, there is more than 5% rise in approval performance during April 2015 as compared to the performance during April 2014.

#### Month-on-Month approval performance for the State

It may be noted that there is more than 117% rise in approvals quantity wise based on the applications received, compared to the last year during April 2014.

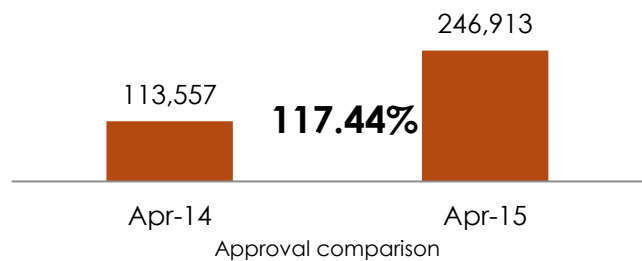


Figure 8: State approval performance- Month-on-Month

## 1.2. Akshaya Performance in the District – Application Quantity

### District-wise application transactions so far in FY15-16

District-wise transactions so far in FY15-16 till Apr-15

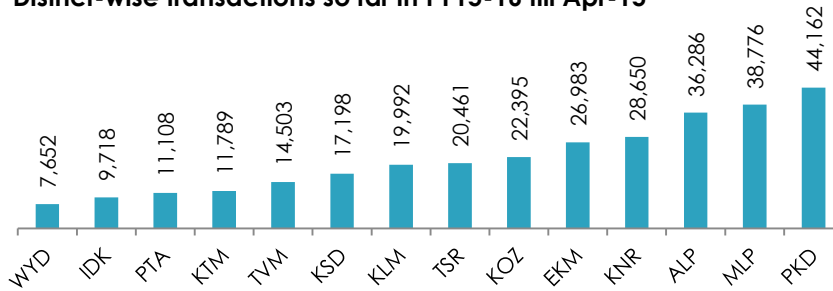


Figure 9: District-wise transactions so far during FY 2015 -2016

The total no. of certificate applications received for FY 2015-16 till April in the State exceeds 3.09 lakhs. In terms of transaction volume during the Financial Year, Palakkad is leading followed by Malappuram and Alappuzha.

### District-wise application transactions in the month

The total no. of transactions for April 2015 in the State exceeds 3.09 lakhs. In terms of transaction volume during the month, Palakkad is leading followed by Malappuram and Alappuzha.

District-wise transactions for Apr-15

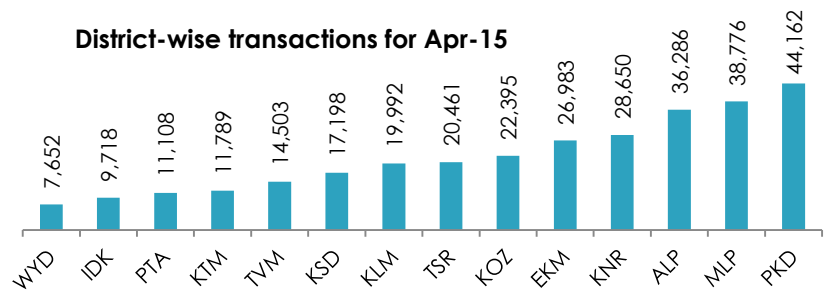


Figure 10: District-wise transactions – April 2015

### Transactions trend in the State for FY15-16

Transaction trend in KERALA

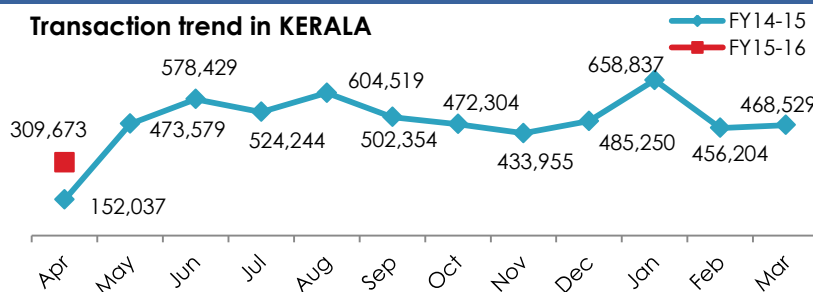


Figure 11: Month-wise total transactions

As per the statistics for the review month, there was more than 50% rise in transactions during April 2015 as compared to the performance during April 2014.

### Districtwise rate of application returns for the month

Alappuzha ranks 1<sup>st</sup> in terms of the least number of applications returned during April 2015, while Idukki is at last position with returns as high as 11%.

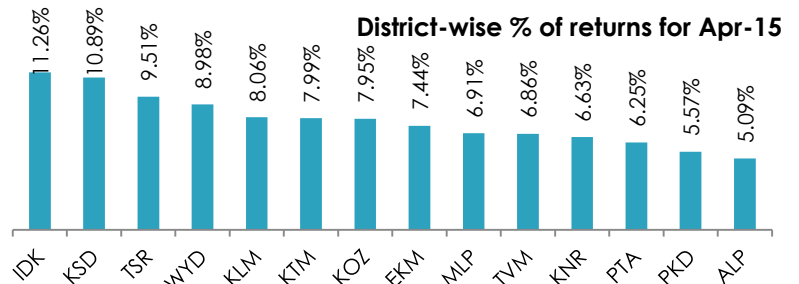


Figure 12: Application returns district-wise

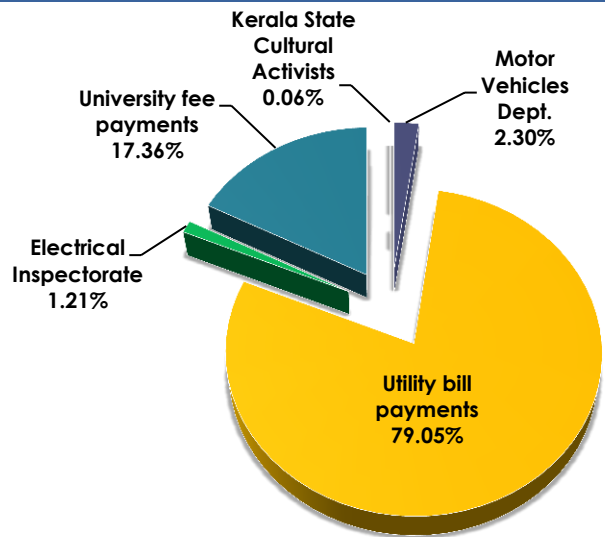


## 2. E-DISTRICT PERFORMANCE – PAYMENT SERVICES

The **Friends Re-Engineered and Enterprise Enabled Software (FREES)** application used exclusively in the FRIENDS Centers was integrated with the e-District application, thereby enabling the citizens to avail the various fee payment services through Akshaya CSCs and e-District public portal as well.

The various payment services that are presently made available through the FRIENDS Centers, Akshaya CSCs as well as the e-District Portal are Utility bill payment services (BSNL phone, mobile & wireless bills, Water bills, Electricity Bills, etc.), University fee payments (Kerala, MG and Calicut University), Motor Vehicle Department fee/tax payments, payments related to the Kerala State Culture Welfare Board, Electrical Inspectorate payments, various payments related to the Labour Commissionerate, e-challan payment for MVD, etc. The details of the transactions under e-district pertaining to the payment services are detailed in the ensuing section.

### Transactions mix for payment services



Total Transactions in April'15	- 3.17 Lakhs
Total amount transacted in April'15	- INR 25.4 Crores

Figure 13: Transactions Mix for Payment Services – April 2015

### Utility bill payments

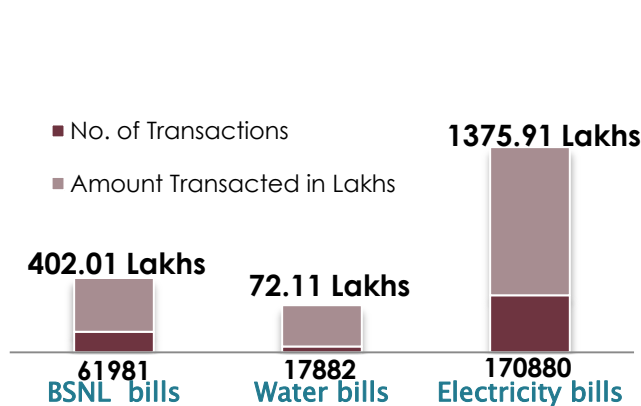


Figure 14: Utility Bill Payment transactions – April 2015

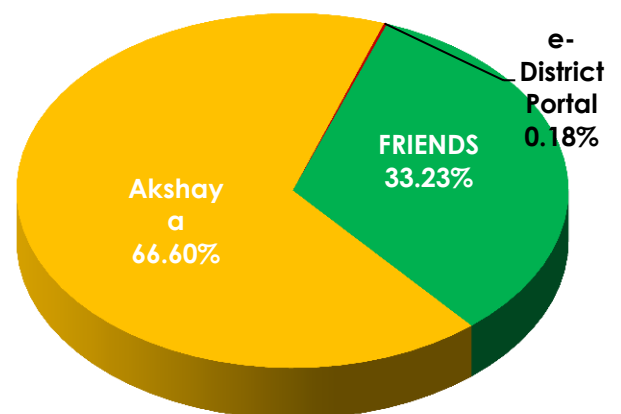


Figure 15: Utility Bill Payments transactions mix – April 2015

## University Fee Payments

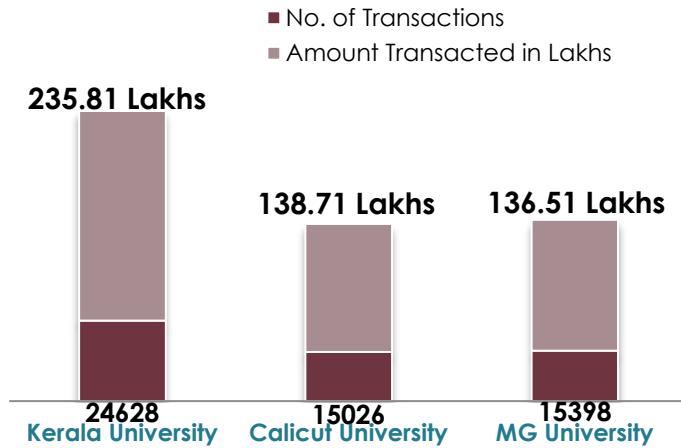


Figure16: University Fee Payments –Transactions Mix – April 2015

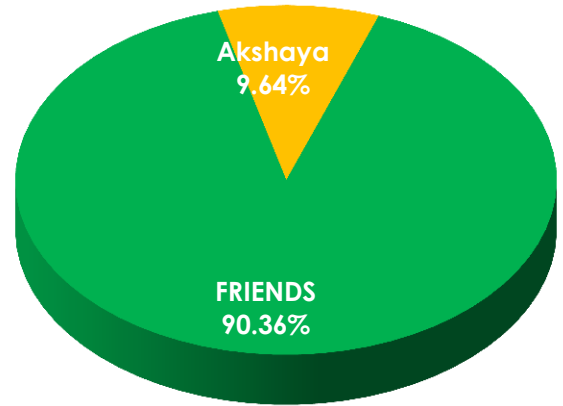


Figure17: University Fee Payment transactions – April 2015

## Other Fee Payments

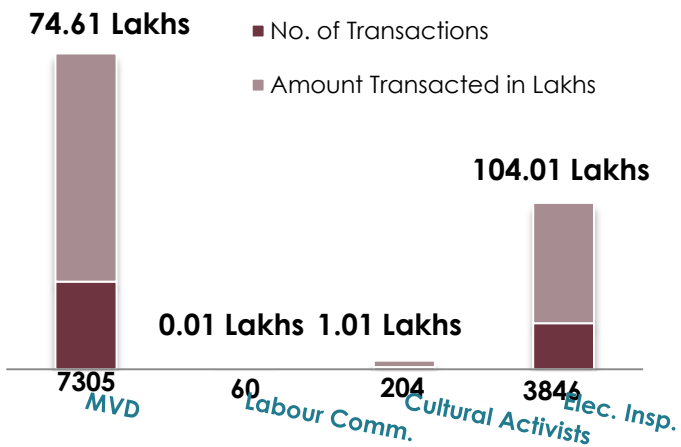


Figure 18: Other Dept. Payment Transactions – April 2015




Figure 19: Other Dept. Payments –Transactions Mix – April 2015

### 3. AWARDS & RECOGNITION















#### 3.1. Top performers in the State for the month

##### TOP 3 TAHASILDARS

	<b>Sri. TP ASLAM</b> TAHASILDAR, PALAKKAD TO PALAKKAD <b>1429 Nos.</b>	<b>1</b>
	<b>Smt. ROSHNI NARAYANAN</b> TAHSILDAR, KOZHICODE TO KOZHICODE <b>1242 Nos.</b>	<b>2</b>
	<b>Sri. RADHAKRISHNAN K</b> TAHASILDAR, TALIPARAMBA TO KANNUR <b>905 Nos.</b>	<b>3</b>

Top Tahasildars with highest approvals

##### TOP VILLAGE OFFICERS IN THE STATE

	SANOOZI A VO, VARAKKALA TVM <b>655</b>		GEORLY MATHEW VO, KARIKKOD IDK <b>280</b>		SHAMSUDHEEN P VO, PONNANI NAGARAM MLP <b>594</b>
	SUBHASH C VO, SAKTHIKULANGARA KLM <b>555</b>		RETHNAMMA K M VO, PALLIPPURAM EKM <b>636</b>		RETHEESH VO, ATHOLI KOZ <b>419</b>
	JOHN SAM VO, PALLICKAL PTA <b>406</b>		GEEVER VO, KUTTOOR TSR <b>309</b>		PRAVEEN KUMAR AK VO, CHERUTHAZHAM KNR <b>497</b>
	SATHYACHANDRAN P VO, MARARIKKULAM VADAKKU ALP <b>1491</b>		PAZHANIMALA C VO, PALLASSANA PKD <b>1112</b>		ANTONY KM VO, KANIYEMBETTA WYD <b>342</b>
	SMITHA R NAIR VO, VECHOOR KTM <b>515</b>				ANIL KUMAR VO, KAYYAR KSD <b>388</b>

Top Village Officers in each district with highest approvals.

(In order to ensure a fair chance to all the officials in the Monthly e-District Awards programme, the number of times an individual is entitled to receive the top performer award has been restricted to 2 in a year. The overall top performers of the year shall be eligible for the Annual e-District State Awards programme under various categories.)

**TOP VILLAGE OFFICES IN THE STATE DISTRICT-WISE**

<b>TRIVANDRUM</b>	<ul style="list-style-type: none"> <li>•Varkala (890)</li> </ul>	<ul style="list-style-type: none"> <li>•Kuttoor (313)</li> </ul>	<b>THRISSUR</b>
<b>KOLLAM</b>	<ul style="list-style-type: none"> <li>•Sasthamcotta (585)</li> <li>•Chavara (554)</li> <li>•Poruvazhi (401)</li> </ul>	<ul style="list-style-type: none"> <li>•Kizhakkenchery 1 (517)</li> <li>•Chittur (464)</li> <li>•Alathur (461)</li> </ul>	<b>PALAKKAD</b>
<b>PATHANAMTHITTA</b>	<ul style="list-style-type: none"> <li>•Pallickal (454)</li> </ul>	<ul style="list-style-type: none"> <li>•Nilambur (604)</li> <li>•Kavanur (522)</li> <li>•Pulamanthole (433)</li> </ul>	<b>MALAPPURAM</b>
<b>ALAPPUZHA</b>	<ul style="list-style-type: none"> <li>•Pattanakkad (1295)</li> <li>•Thuravoor South (1222)</li> <li>•Arthunkal (1035)</li> </ul>	<ul style="list-style-type: none"> <li>•Eruvasseri (570)</li> <li>•Chirakkal (353)</li> <li>•Pappinisseri (339)</li> </ul>	<b>KANNUR</b>
<b>KOTTAYAM</b>	<ul style="list-style-type: none"> <li>•Vechoor (533)</li> </ul>	<ul style="list-style-type: none"> <li>•Chorode (514)</li> <li>•Koyilandi (440)</li> <li>•Vadakara (300)</li> </ul>	<b>KOZHIKODE</b>
<b>ERANAKULAM</b>	<ul style="list-style-type: none"> <li>•Vazhakkala (540)</li> <li>•Kottuvally (501)</li> <li>•Kumbalanghi (472)</li> </ul>	<ul style="list-style-type: none"> <li>•Kaniyambatta (433)</li> </ul>	<b>WAYANAD</b>
<b>IDUKKI</b>	<ul style="list-style-type: none"> <li>•None</li> </ul>	<ul style="list-style-type: none"> <li>•None</li> </ul>	<b>KASARAGOD</b>

Top 3 Gold/Silver rated Village Offices in each district with highest processing.



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