

## 1. Kerala – Vital Statistics



Number of Districts	- 14
No. of Taluk Offices	- 75
No. of Village Offices	- 1512*
Population (as per 2011 census)	-3,33,87,677

\* Does not include Group and newly formed Villages

## 2. District Highlights - AUGUST 2014



- ✦ In Aug. '14, there is a rise of more than 1.20 lakhs transactions compared to July '14, total transactions touching 6 lakhs
- ✦ There is around 20 % rise in transactions in Aug. '14 compared to the last year transactions during Aug. '13
- ✦ An average of more than 89% of the certificates are approved within the SLA
- ✦ In more than 12 districts, more than 15 out of 1000 people has used the certificate services under e-District during Aug. '14
- ✦ In Aug. '14, transactions under payment services were > 1.63 lakhs, with transacted amount crossing > 19.71 crores

- ✦ **Around 15 Taluk Offices and 100 Village Offices had almost not transacted under e-district during August 2014 out of which around 40% comes under Kottayam district**
- ✦ The transactions under RTI and Public Grievance continues to be very less in Aug.'14

## A. E-DISTRICT RANKING MATRIX – AUGUST '14

The ranking matrix provides the overall ranking of the districts in terms of the issue of certificates for the month of August '14 based on the three parameters, viz; Quantity, Reach & Quality. 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 the poor performing districts.

The best performing districts should strive to continue to remain in the same position, whereas the average performing as well as the poor performing districts should strive to reach to the 'top four' league.

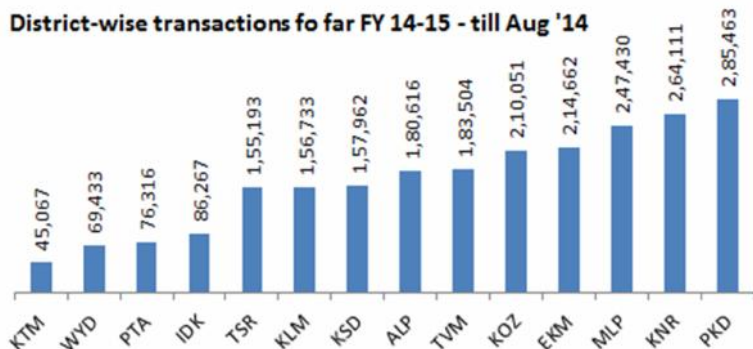
The ranking matrix for the month of August '14 is given below:

Sl No.	District	Reach	Quantity	Quality
1	PKD	1	2	13
2	KSD	2	10	14
3	KNR	3	3	8
4	WYD	4	13	5
5	MLP	5	1	7
6	ALP	6	8	3
7	PTA	7	11	12
8	IDK	8	12	10
9	KLM	9	7	1
10	KOZ	10	4	9
11	TSR	11	5	11
12	EKM	12	6	2
13	TVM	13	9	6
14	KTM	14	14	4

	Best performing
	Average performing
	Poor performing

## B. E-DISTRICT PERFORMANCE – QUANTITY

District-wise transactions fo far FY 14-15 - till Aug '14



Total no. of transactions for the FY 2014-15 comes to more than 23 lakhs. Palakkad is leading followed by Kannur and Malapuram

Figure 1: District-wise transactions during FY 2014-'15

Malapuram lead in terms of the total no. of transactions during August '14, followed by Palakkad and Kannur

District-wise transactions for Aug '14

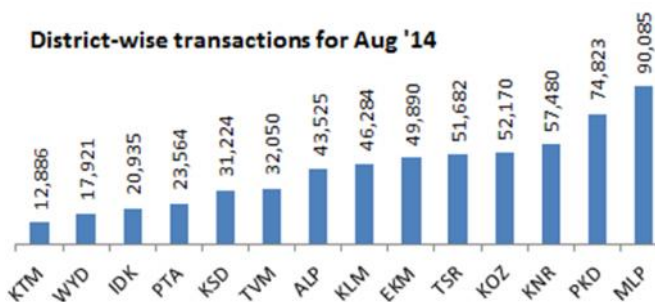
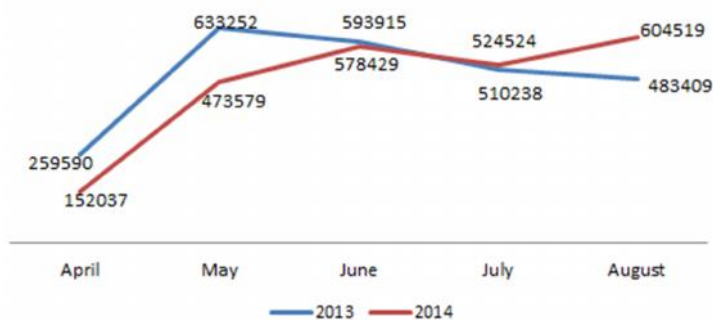


Figure 2: District-wise transactions – August 2014



In Aug. '14, there is a rise of more than 1.20 lakhs transactions compared to July '14.

Figure 3: Month-wise Total transactions - Kerala

There is around 20 % rise in transactions in Aug. '14 compared to the last year transactions during Aug. '13



Figure 4: Performance of the State- Month-on-Month

## B. E-DISTRICT PERFORMANCE – REACH

### How this is calculated?

Reach means the percentage of the population availing the services through e-district. For example, if there are 1 lakh people in a district and if the no. of transactions for the year in the district is 20,000, then the service uptake shall be  $(20000/1\text{lakh}) \times 100 = 20\%$ . Higher the service uptake, better the performance

Service uptake based on population in Aug-14

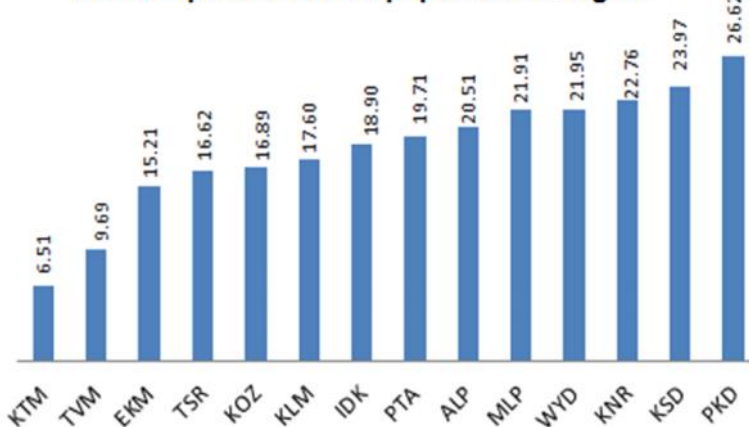


Figure 5: No. of population served (per thousand) –all districts - Aug'14

## C. E-DISTRICT PERFORMANCE - QUALITY

District-wise transactions SLA Benchmark for Aug-14

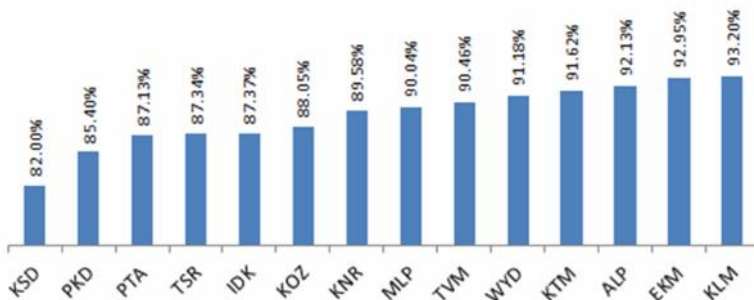


Figure 6: District-wise SLA achievement – August 2014

The State best for SLA compliance during August 2014 is 93.20% recorded in Kollam, the State average being 89.18%, compared to 88.90% last month

## D. E-DISTRICT PERFORMANCE-PAYMENT SERVICES

The Friends Re-Engineered and Enterprise Enabled Software (FREES) application used in the FRIENDS Centres was integrated at the back-end of the e-district application, thereby enabling the citizens to avail the various fee payment services through the Akshaya CSCs and e-district public portal also, which was otherwise made available only through the FRIENDS Centres.

The various payment services that are presently made available through the FRIENDS Centres, Akshaya CSCs as well as the e-District Portal are the utility bill payment services (BSNL phone, mobile & wireless bills, Water bills, Electricity Bills), 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 etc.

The details of the transactions under e-district pertaining to the payment services are detailed in the ensuing section.

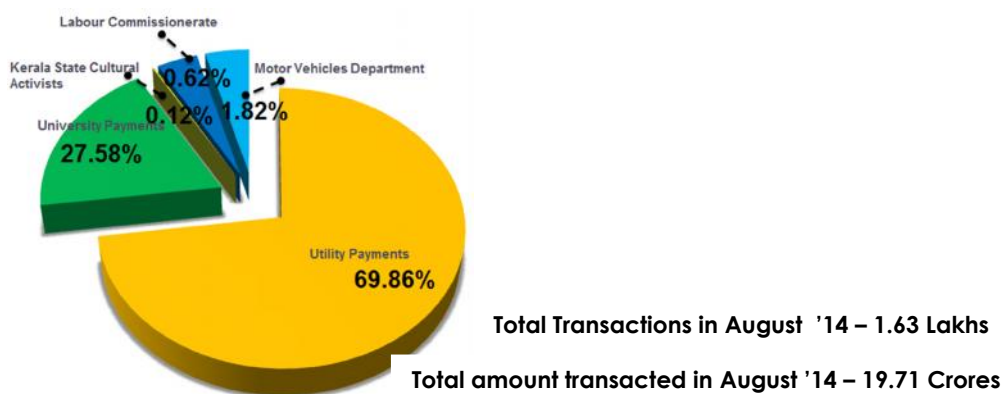


Figure 7: Transactions Mix – Payment Services - August '14

### a. Utility Bill Payments

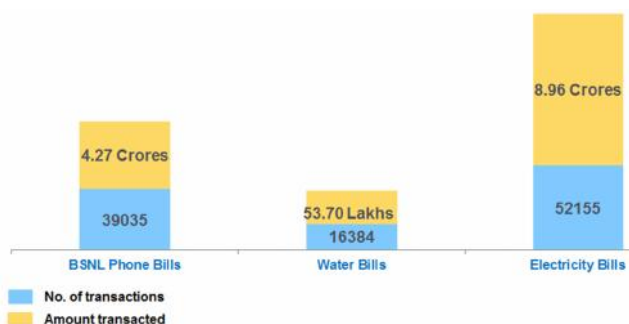


Figure 7: Utility Bill Payment transactions – Aug. '14

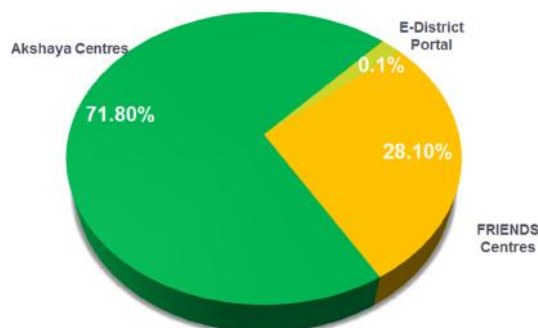


Figure 8: Utility Bill Payments – Transactions Mix – Aug. '14

**b. University Fee Payments**

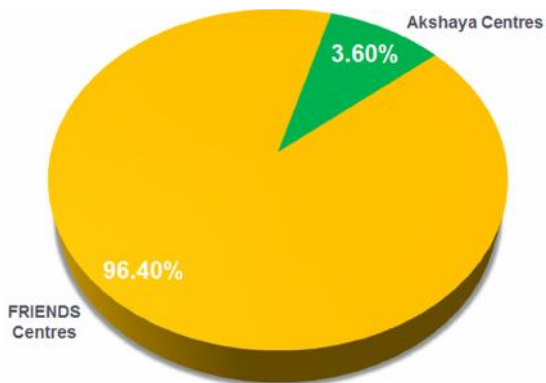


Figure 9: University Fee Payments –Transactions Mix – Aug. '14

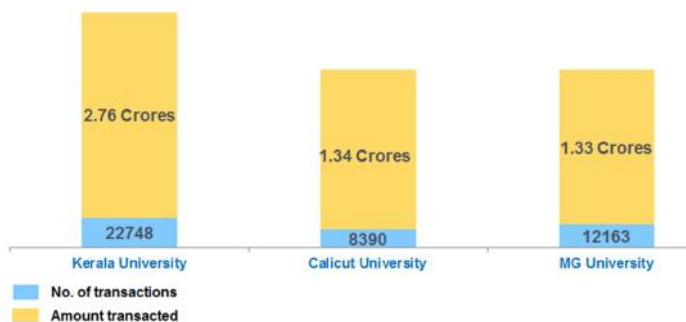


Figure 10: University Fee Payment Transactions – Aug. '14

**c. Other Payments**



Figure 11: Other Dept. Payment Transactions – Aug. '14

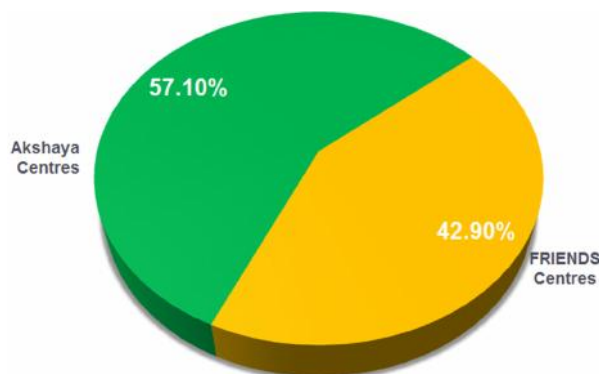


Figure 12: Other Dept. Payments –Transactions Mix – Aug. '14



## Top performers in e-District Kerala – August '14

### State Champions

	<b>Smt. SINDHUMOL T</b> VILLAGE OFFICER, ARATTUPUZHA VO ALAPUZHA	<b>1</b>	<b>1711 Nos.</b>
	<b>Sri. ABDUL SALAM M</b> TAHSILDAR, NILAMBUR TO MALAPPURAM	<b>2</b>	<b>1701 Nos.</b>
	<b>Smt. ROSHNI NARAYANAN</b> TAHSILDAR, KOZHIKODE TO KOZHIKODE	<b>3</b>	<b>1646 Nos.</b>
	<b>Sri. RADHAKRISHNAN K</b> TAHSILDAR, TALIPARAMBA TO KANNUR	<b>4</b>	<b>1586 Nos.</b>
	<b>Smt. GIRIJA J</b> TAHSILDAR, KOLLAM TO KOLLAM	<b>5</b>	<b>1584 Nos.</b>

### Best Villages for transactions and Service level

TRIVANDRUM	KIZHUVALLAM	733 Nos.	CHAYARA	1069 Nos.	KOLLAM
	KARAKULAM	641 Nos.	SAKTHIKULANGARA	893 Nos.	
	KOLLAYIL	99.68% (28 Nos.)	PATTAZI	100.00% (452 Nos.)	
PATHANAMTHITTA	NAVAIKULAM	99.55% (448 Nos.)	SASTHAMCOTTA	99.85% (378 Nos.)	ALAPUZHA
	PALLICKAL	748 Nos.	ARATTUPUZHA	1713 Nos.	
	PATHANAMTHITTA	719 Nos.	ARYAD SOUTH	1572 Nos.	
ERNAKULAM	CHENNERKKARA	98.87% (288 Nos.)	KARUMADI	99.61% (78 Nos.)	IDUKKI
	PANDALAM THEKKKARA	98.55% (348 Nos.)	KUMARAPURAM	99.50% (337 Nos.)	
	ALUVA EAST	1443 Nos.	KARUNAPURAM	820 Nos.	
KOTTAYAM	AYYAMPUZHA	784 Nos.	MANNANKANDAM	805 Nos.	THRISSUR
	MARAMBILLY	99.18% (48 Nos.)	KALKONTHAL	100.00% (438 Nos.)	
	ASHAMANOOR	98.90% (438 Nos.)	KATTAPPANA	99.68% (328 Nos.)	
PALAKKAD	AYARKUNNAM	522 Nos.	VARANTHARAPPILLY	1057 Nos.	MALAPURAM
	MANARCADU	474 Nos.	KODAKARA	709 Nos.	
	KURUVILANGADU	99.41% (233 Nos.)	PUZHAKKAL	98.42% (278 Nos.)	
WAYANAD	KIDANGOOR	98.41% (288 Nos.)	KALLUR VADAKKUMMURI	98.40% (278 Nos.)	KOZHIKODE
	KARAKKURISSI	1217 Nos.	NARUKARA	2117 Nos.	
	PIRIYARI	1163 Nos.	WANDOOR	1433 Nos.	
KANNUR	THIRUMITTAKODE 2	99.68% (288 Nos.)	ELAMKULAM	99.69% (233 Nos.)	KASARAGOD
	KARIMPUZHA I	98.88% (447 Nos.)	EDAPPATTA	99.64% (238 Nos.)	
	PADICHIRA	1076 Nos.	CHOROODE	927 Nos.	
KOLLAM	KANIYAMBATTA	929 Nos.	NADAKKUTHAZHE	904 Nos.	KAZHAKKOD
	EDAVAKA	100.00% (343 Nos.)	SIVAPURAM	99.56% (288 Nos.)	
	KIDANGANADU	99.67% (337 Nos.)	VBNGERI	99.09% (427 Nos.)	
KANNUR	EDIKKADU	963 Nos.	KUOLU	858 Nos.	KASARAGOD
	THALUPPARAMBU	604 Nos.	UPPALA	768 Nos.	
	AZHIKKODE SOUTH	99.33% (388 Nos.)	NELESWARAM	96.87% (42 Nos.)	
KANNUR	KALYASSERI	99.25% (378 Nos.)	VADAKKETHRIKKARIPPUR	96.00% (48 Nos.)	KASARAGOD

Tahsildars/ Village Officers with maximum no. of applications processed

Village Offices with maximum no. of applications processed in a district  
 Village Offices with Highest SLA percentage for the no. of applications processed (min 300)



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