

Monthly Performance Report



Kerala State

January 2016



14 Districts
75 Taluks
1543 Villages
3,33,87,677 Population

Total Transactions:
FY 2013-14 : 49,19,603
FY 2014-15 : 58,10,241
FY 2015-16 : 58,65,378
(Till the review month)

1.7 Crores Digital certificates and counting....



eDistrict Kerala

Kerala State IT Mission, Vellayambalam
Thiruvananthapuram



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EXECUTIVE SUMMARY



- In January 2016, there was an **increase in Service Reach by 1.5 person** per 1,000 population as compared to January 2015, as **more than 18 people received services** through e-District from every 1,000 people in the State
- The **overall SLA performance** for the State during January 2016 was **90.25%**, and individually also almost all the districts have maintained the **SLA above 90%**.
- The **Approval rate** during the month was an **increase of more than 0.5% from January 2015 at 87.41%**, also there was more than **9% increase in approvals quantity wise at 6.25 lakhs**
- During the month, there was a **rise of more than 8% certificate transactions** compared to January 2015, total transactions touching **7.1 lakhs**
- In January 2016, transactions under payment services were **> 3.13 lakhs**, with transacted amount crossing **> Rs. 25 Crores**.

- The performance of **Thrissur, Kottayam and Idukki** districts **continue to lag** in comparison to other districts as only around **13 to 15 persons** from 1,000 of the district population received services through e-District
- Around **1 Taluk Offices and 81 Village Offices had processed only less than 100 certificates** through e-District, with **16 Village Offices and 1 Taluk Offices with Zero issuance**
- Around **6.48%** of the applications received during the month had to be **returned for resubmission** during January'15
- The transactions under **RTI and Public Grievance** continue to be very less in January 2016.

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 1st of the following month.

1. E-DISTRICT PERFORMANCE – REVENUE CERTIFICATES



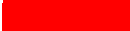
e-District performance parameters including **Reach, Quantity and Quality** of transactions recorded during the month in e-District across various project locations within districts have been presented in this section so as to aid stakeholders in the analysis of the overall State performance, while comparing 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 to 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 **January ‘15** is provided below:

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

 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.

Service uptake based on applications approved in Jan-16

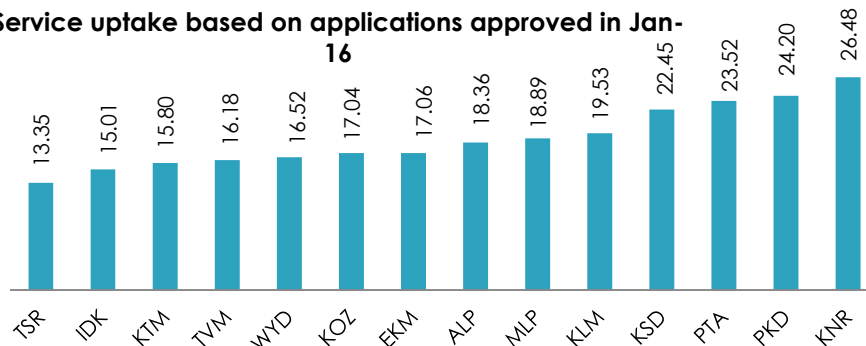


Figure 1: Service uptake based on population district-wise during the review month

Trend in Service Reach (Approval) in the State

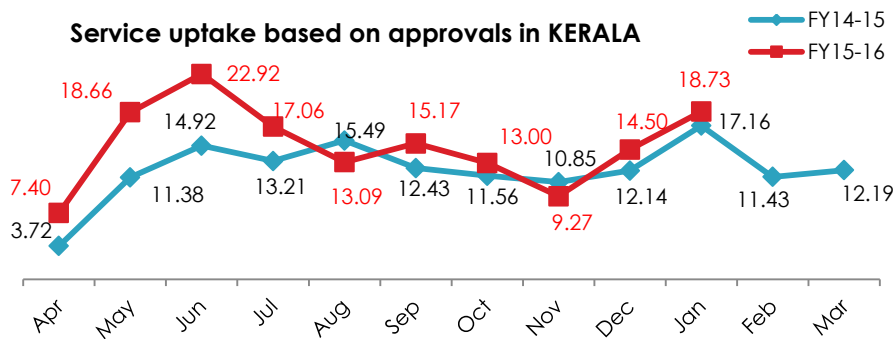


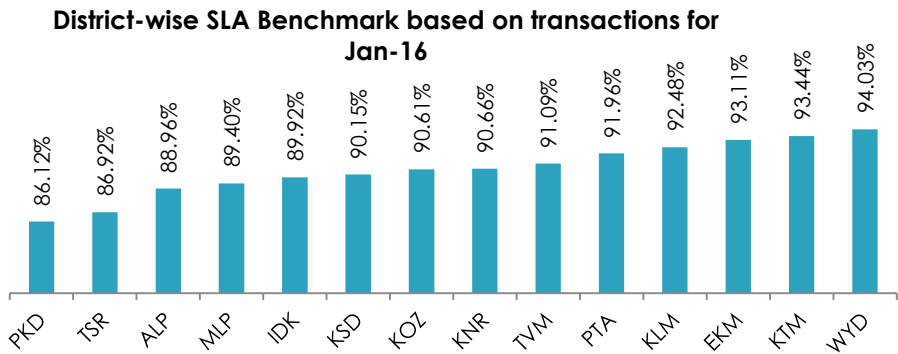
Figure 2: Break-up of No. of population served (per thousand)

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

Kannur district holds the 1st position in terms of service uptake based on approvals in January 2016, while Thrissur is at last position with just 13 persons served from 1000 of the district population. Overall the Service Reach for the entire State during January 2016 has increased by 1 person compared to January 2015.

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 January 2016 is 94.03% recorded in Wayanad, the State average being 90.25%.

Figure 3: District-wise SLA achievement – January 2016

Statewide SLA performance

The overall SLA performance for the State during January 2016 was 90.25%, and individually also almost all the districts have maintained the SLA above 90%.

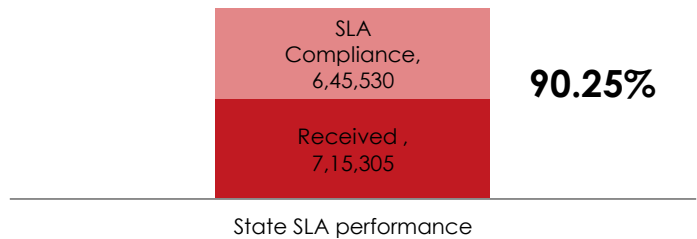
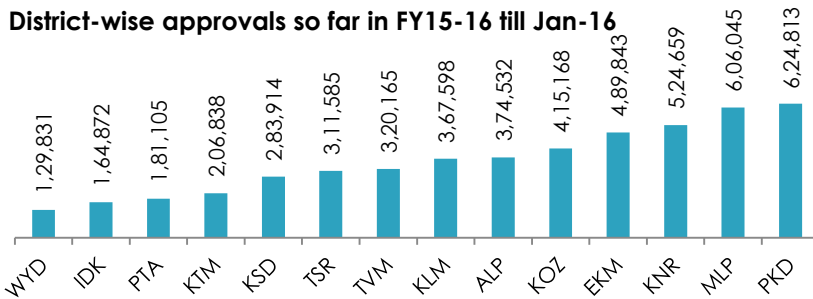


Figure 4: No. of certificates approved within SLA– January 2016

1.1.3. e-District Performance – Approval Quantity

District-wise application approvals so far in FY15-16



The total no. of approvals for FY 2015-16 till January in the State exceeds 50 lakhs. In terms of approval volume during the Financial Year, Palakkad is leading followed by Malappuram and Kannur.

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

District-wise application approvals in the month

The total no. of approvals for January 2016 in the State exceeds 6.25 lakhs. In terms of approval volume during the month, Malappuram is leading followed by Palakkad and Kannur.

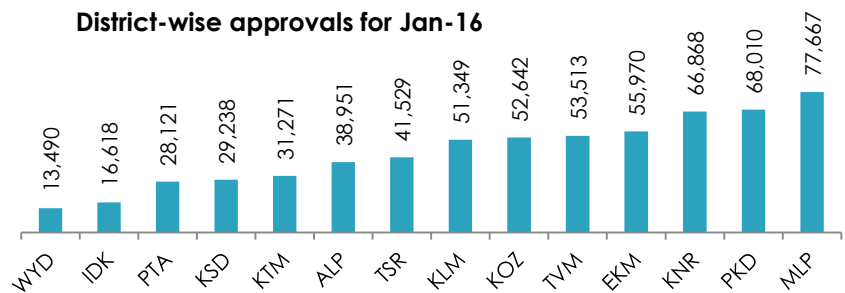
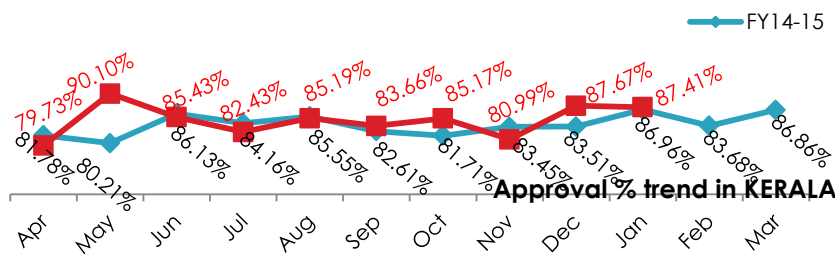


Figure 6: District-wise approvals – January 2016

Approval trend in the State for FY15-16



As per the statistics for the review month, there is more than 0.5% rise in approval performance during January 2016 as compared to the performance during January 2015.

Figure 7: Month-wise approvals

Month-on-Month approval performance for the State

It may be noted that there is more than 9% increase in approvals quantity wise based on the applications received, compared to the last year during January 2015.

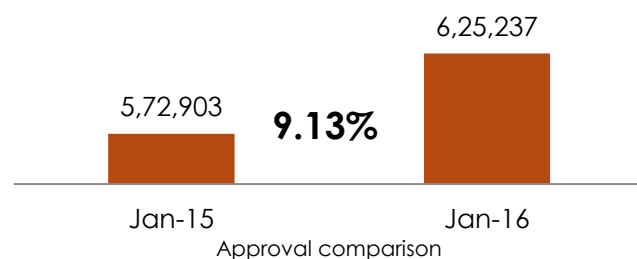
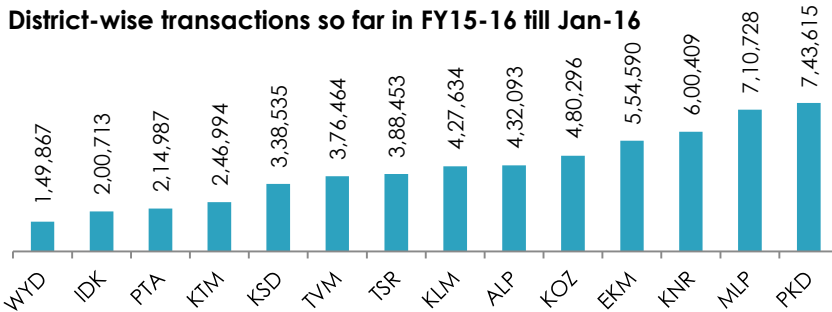


Figure 8: State approval performance- Month-on-Month

1.2. Akshaya Performance in the District – Application Quantity

District-wise application transactions so far in FY15-16



The total no. of certificate applications received for FY 2015-16 till January in the State exceeds 58 lakhs. In terms of transaction volume during the Financial Year, Palakkad is leading followed by Malappuram and Kannur.

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

District-wise application transactions in the month

The total no. of transactions for January 2016 in the State exceeds 7.15 lakhs. In terms of transaction volume during the month, Malappuram is leading followed by Palakkad and Kannur.

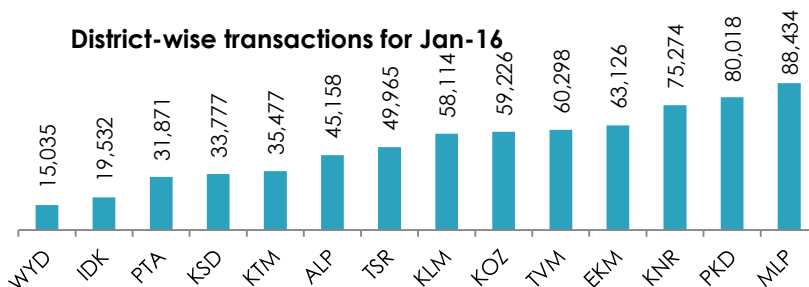


Figure 10: District-wise transactions – January 2016

Transactions trend in the State for FY15-16

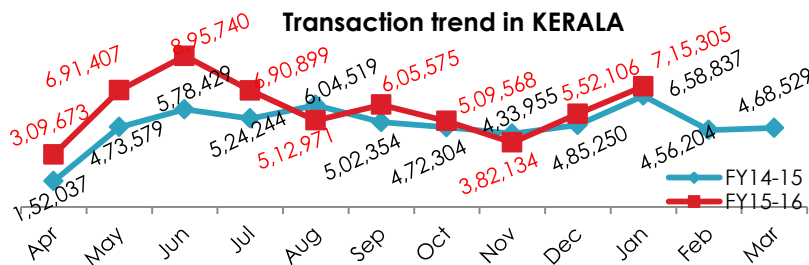


Figure 11: Month-wise total transactions

As per the statistics for the review month, there was more than 8% rise in transactions during January 2016 as compared to the performance during January 2015.

Districtwise rate of application returns for the month

Thiruvananthapuram ranks 1st in terms of the least number of applications returned during January 2016, while Idukki is at last position with returns as high as 9.03%.

District-wise % of returns for Jan-16

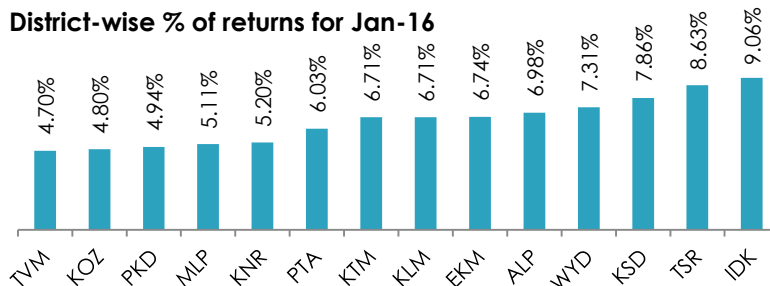


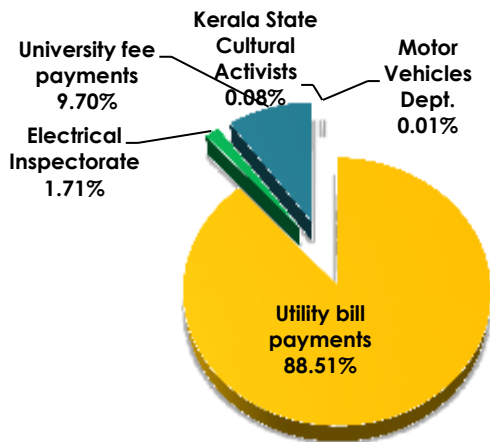
Figure 12: Application returns district-wise

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 January '15	- 3.13 Lakhs
Total amount transacted in January '15	- INR 25 Crores

Figure 13: Transactions Mix for Payment Services – January 2016

Utility bill payments

Utility bill payment

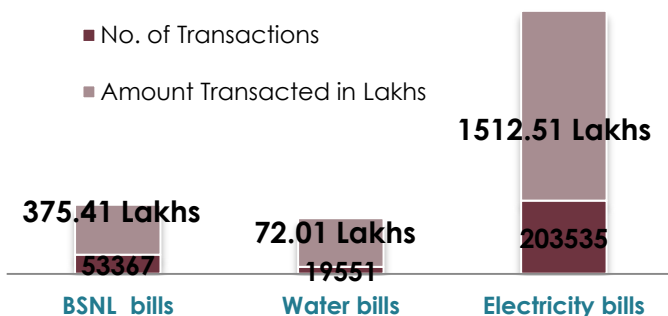


Figure 14: Utility Bill Payment transactions – January 2016

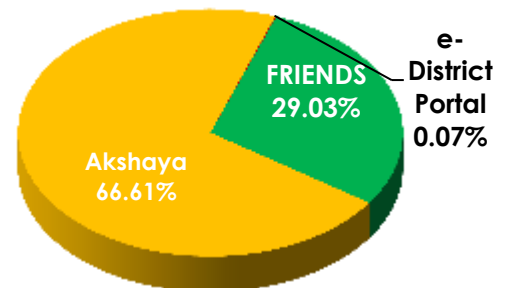


Figure 15: Utility Bill Payments transactions mix – January 2016

University Fee Payments

University Fee payments

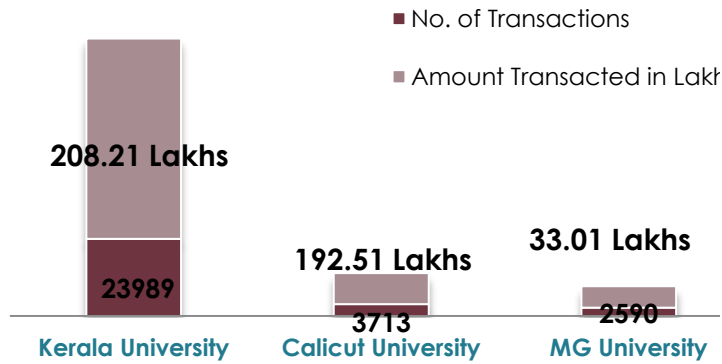


Figure16: University Fee Payments –Transactions Mix – January 2016

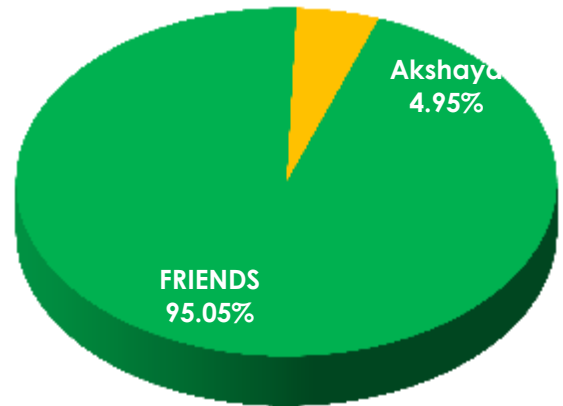


Figure17: University Fee Payment transactions – January 2016

Other Fee Payments

Other fee payments

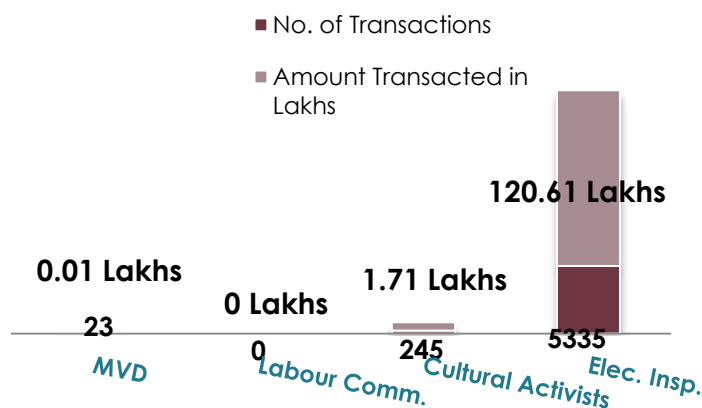


Figure 18: Other Dept. Payment Transactions – January 2016

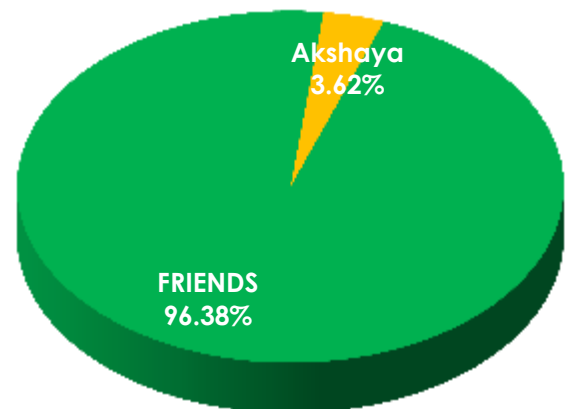


Figure 19: Other Dept. Payments –Transactions Mix – January 2016

3. AWARDS & RECOGNITION

3.1. Top performers in the State for the month

TOP 3 TAHASILDARS

	Sri. TP ASLAM TAHASILDAR, PALAKKAD TO PALAKKAD 1924 Nos.	1
	Smt. SAJEEV DAMODAR TAHSILDAR, KOYILANDI TO KOZHIKODE 1905 Nos.	2
	Sri. SURESH R P TAHASILDAR, CHITTUR TO PALAKKAD 1859 Nos.	3

Top Tahasildars with highest approvals

TOP VILLAGE OFFICERS IN THE STATE

 MANOHARAN THAMBI VO, KULATHUMMAL TVM 984	 MOHANAN P S VO, MANNANKANDAM IDK 709	 SHAMSUDEEN P VO, PONNANI NAGARAM MLP 1418
 HARISH VO, VADAKKEVILA KLM 1249	 SABAS LISSYMOL VO, THRIKKAKKARA NORTH EKM 1347	 SUJITH N VO, BEYPORE KOZ 1716
 BEENA B SVO, ERATHU PTA 1075	 T G SASIDHARAN VO, ARANATTUKARA TSR 861	 CHANDRAN A VO, NENMENI WYD 741
 SUBHASH S VO, PULINKUNNU ALP 1012	 KANNAN A VO, PATTANCHERRY PKD 1403	 FAISAL V VO, CHIRAKKAL KNR 1244
 KRISHNADAS V V VO, AYMANAM KTM 1110		 JAYASUDHA V VO, KUDLU KSD 705

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

TRIVANDRUM	<ul style="list-style-type: none"> •Kadakampalli (1228) •Chirayinkeezhu (1211) •Attingal (1161) 	<ul style="list-style-type: none"> •Aranattukara (1053) •Peechi (606) •Manavalasseri (563) 	THRISSUR
KOLLAM	<ul style="list-style-type: none"> •East kallada (1514) •Chavara (1511) •Vadakkevila (1441) 	<ul style="list-style-type: none"> •Akathethara 1 (1104) •Mulathara (903) •Ottappalam 2 (853) 	PALAKKAD
PATHANAMTHITTA	<ul style="list-style-type: none"> •Erathu (1224) •Pallickal (998) •Enadimangalam (863) 	<ul style="list-style-type: none"> •Tavanur (1270) •Tanur (1257) •Kavanur (1220) 	MALAPPURAM
ALAPPUZHA	<ul style="list-style-type: none"> •Amabalappuzha north (1036) •Edathua (1026) •Thaikkattusseri (974) 	<ul style="list-style-type: none"> •Chirakkal (1181) •Payyannur (1145) •Thalipparamba (1085) 	KANNUR
KOTTAYAM	<ul style="list-style-type: none"> •Aymanam (1212) •Manarcaud (1108) •Thrikkodithanam (781) 	<ul style="list-style-type: none"> •Kakkodi (1436) •Panthalayani (1241) •Atholi (1211) 	KOZHIKODE
ERANAKULAM	<ul style="list-style-type: none"> •Keezhmad (1194) •Manakunnam (1193) •Kottuvalli (1174) 	<ul style="list-style-type: none"> •Nenmeni (786) •Kuppadi (629) •Purakkadi (611) 	WAYANAD
IDUKKI	<ul style="list-style-type: none"> •Mannankandam (985) •Vannappuram (754) •Karikkod (693) 	<ul style="list-style-type: none"> •Kanjangad (713) •Neeleswaram (716) •Thekke thrikkarippur (670) 	KASARAGOD

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



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