

## 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 - JULY 2014



- + There is around 3 % rise in transactions in certificate services compared to the last year transactions during July '13
- + An average of more than 88% of the certificates are approved within the SLA
- + In more than 9 districts, more than 15 out of 1000 people has used the certificate services under e-District during July '14
- + In July '14, the transactions under the payment services were more than 1.43 lakhs, with transacted amount crossing more than 18.31 crores

- + There is a small dip in transactions during July '14 compared to June '14 as the peak demand ended in June
- + **Around 15 Taluk Offices and 100 Village Offices had almost not transacted under e-district during July 2014 out of which around 40% comes under Kottayam district**
- + The transactions under RTI and Public Grievance continues to be very less in July '14

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

The ranking matrix provides the overall ranking of the districts in terms of the issue of certificates for the month of July '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.

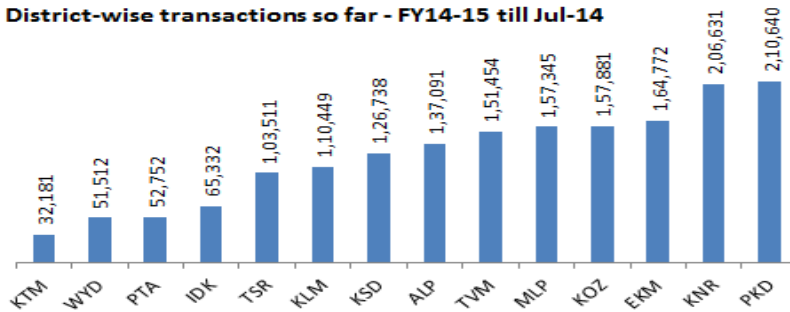
The ranking matrix for the month of July '14 is given below:

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

	Best performing
	Average performing
	Poor performing

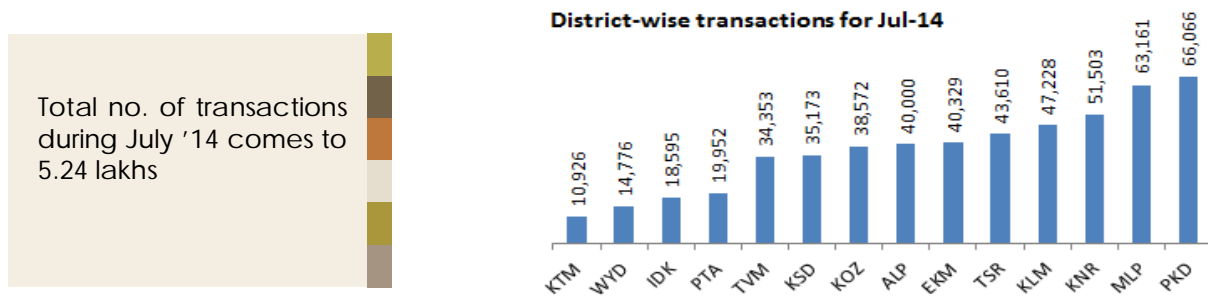
## B. E-DISTRICT PERFORMANCE – QUANTITY

District-wise transactions so far - FY14-15 till Jul-14



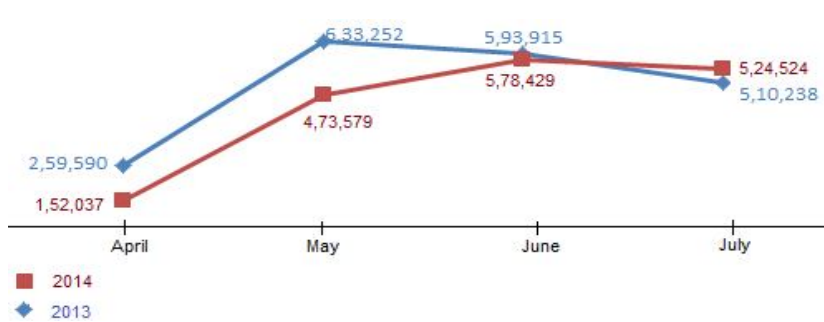
Total no. of transactions for the FY 2014-15 comes to more than 17 lakhs. Palakkad is leading followed by Kannur and Ernakulam

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



Total no. of transactions during July '14 comes to 5.24 lakhs

Figure 2: District-wise transactions – July 2014



Eventhough for the past 3 months, the transactions in 2014 was less compared to the transactions in 2013 for the same period, in July '14, transactions are more compared to July '13

Figure 3: Month-wise Total transactions - Kerala



There is around 3% rise in transactions in July '14 compared to the last year transactions during July '13

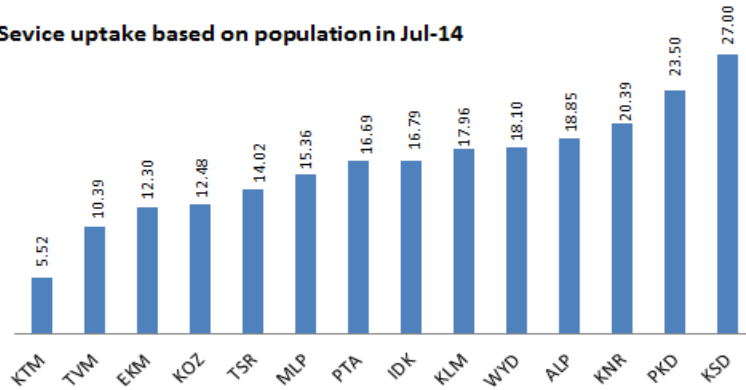
Figure 4: Performance of the State- Month-on-Month

## 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 Jul-14



Service uptake based on population (per thousand) –all districts - July'14

## C. E-DISTRICT PERFORMANCE - QUALITY

District-wise transactions SLA Benchmark for Jul-14

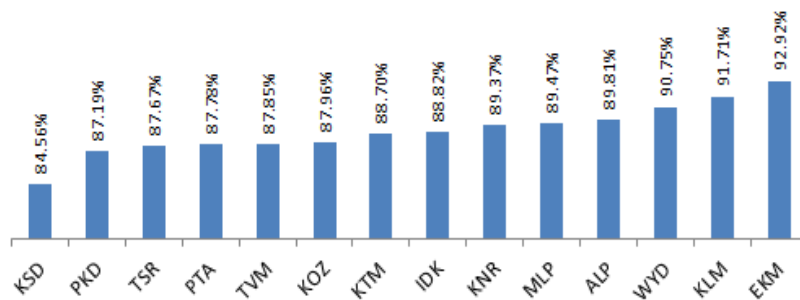
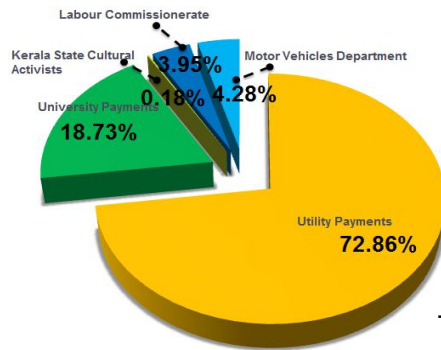


Figure 6: District-wise SLA achievement – July 2014

The State best for SLA compliance during June 2014 is 92.92% recorded in Ernakulam, the State average being 88.90% to, compared to 77% last month

## D. E-DISTRICT PERFORMANCE-PAYMENT SERVICES



Total Transactions in July '14 – 1.43 Lakhs  
Total amount transacted in July '14 – 18.31 Crores

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

### a. Utility Bill Payments

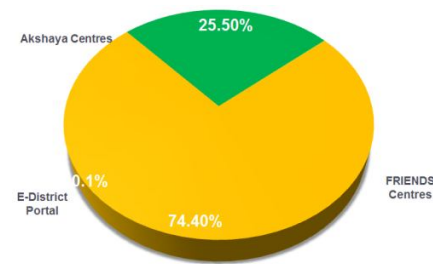
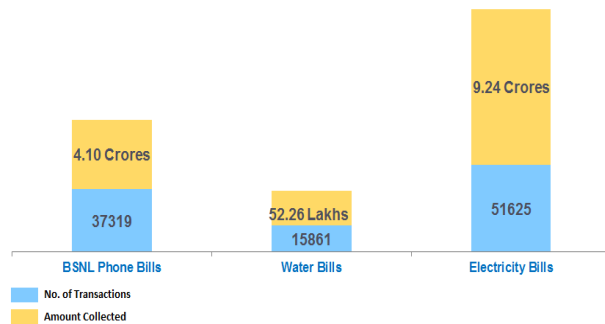


Figure 7: Utility Bill Payment transactions - July '14

Figure 8: Utility Bill Payments – Transactions Mix - July '14

### b. University Fee Payments

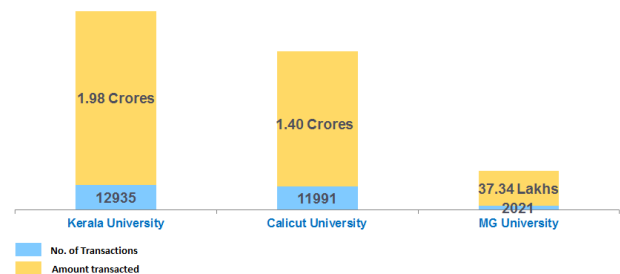
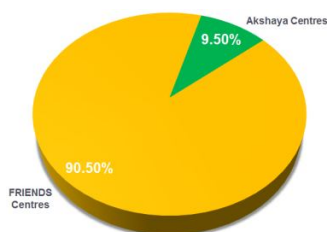


Figure 9: University Fee Payments –Transactions Mix - July '14

Figure 10: University Fee Payment Transactions - July '14

### c. Other Payments

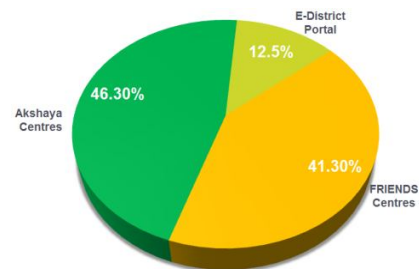
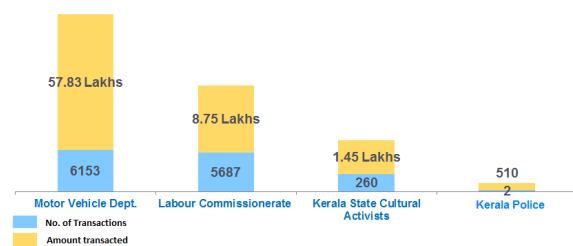


Figure 11: Other Dept. Payment Transactions - July '14

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

## E. E-DISTRICT PERFORMANCE-OTHER SERVICES

### a. Right to Information (RTI) Services

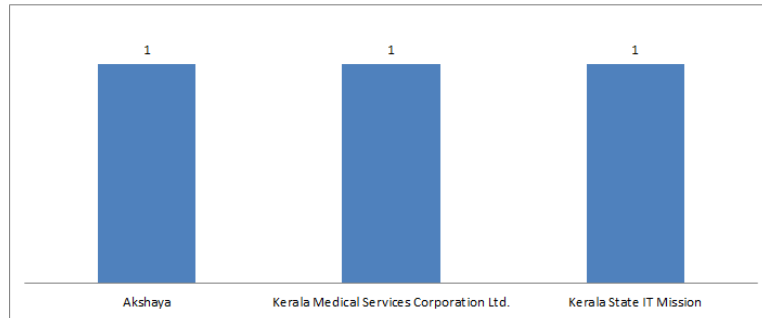


Figure 13: Transactions under Right to Information services- July 2014

### b. Public Grievance (PG) Services

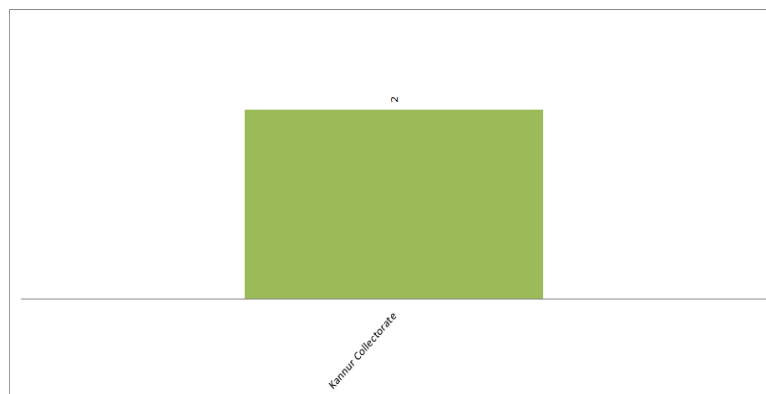


Figure 14: Transactions under Public Grievance services- July 2014

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

### State Champions

	<b>Smt. GIRIJA J</b> TAHSILDAR, KOLLAM TO KOLLAM	<b>1</b>	<b>3012 Nos.</b>
	<b>Sri. GOPINATHAN C M</b> ADDTNL. TAHSILDAR, KANNUR TO KANNUR	<b>2</b>	<b>2180 Nos.</b>
	<b>Sri. SOMASUNDARAN PILLAI K</b> TAHSILDAR, KOTTARAKKARA TO KOLLAM	<b>3</b>	<b>1979 Nos.</b>
	<b>Smt. ROSHNI NARAYANAN</b> TAHSILDAR, KOZHIKODE TO KOZHIKODE	<b>4</b>	<b>1791 Nos.</b>
	<b>Smt. P PRASANNA KUMARI</b> ADDTL. TAHSILDAR, NILAMBUR TO MALAPPURAM	<b>5</b>	<b>1721 Nos.</b>

### Best Villages for transactions and Service level

TRIVANDRUM	KIZHUVALLAM	1011 Nos.	CHAVARA	897 Nos.	KOLLAM
	THOLIKODE	915 Nos.	POOTHAKKULAM	869 Nos.	
	AYIRURPARA	99.11% (327 Nos.)	ELAMADU	99.64% (543 Nos.)	
PATHANAMTHITTA	CHENKAL	98.73% (199 Nos.)	EDAMULAKKAL	99.42% (342 Nos.)	ALAPUZHA
	BNADIMANGALAM	753 Nos.	ARYAD SOUTH	1230 Nos.	
	PALICKAL	661 Nos.	PURAKKAD	811 Nos.	
ERNAKULAM	CHENNEERKKARA	98.58% (422 Nos.)	PUNNAPRA	99.60% (752 Nos.)	IDUKKI
	AYIROOR	98.48% (125 Nos.)	CHERTHALA VADAKKU	99.48% (378 Nos.)	
	ALUVA EAST	1128 Nos.	MANNANKANDAM	835 Nos.	
KOTTAYAM	PARAKKADAVU	756 Nos.	KARUNAPURAM	669 Nos.	THRISSUR
	VADAKKUMBHAGAM	99.69% (122 Nos.)	KATTAPPANA	98.44% (838 Nos.)	
	VAZHAKKALA	99.04% (829 Nos.)	THANKAMANI	98.06% (597 Nos.)	
PALAKKAD	MANARCADU	487 Nos.	VARANTHARAPPILLY	690 Nos.	MALAPURAM
	PAMPADY	440 Nos.	KODAKARA	671 Nos.	
	CHETHIPUZHA	96.78% (382 Nos.)	ALUR	99.17% (479 Nos.)	
WAYANAD	AYARKUNNAM	95.45% (423 Nos.)	URAKAM	98.89% (338 Nos.)	KOZHIKODE
	ALATHUR	1223 Nos.	WANDOOD	1133 Nos.	
	PIRIYARI	1085 Nos.	NILAMBUR	993 Nos.	
KANNUR	ANAKKARA	99.78% (418 Nos.)	EDAPPATTA	99.53% (427 Nos.)	KASARAGOD
	VANDAZHI 2	99.72% (359 Nos.)	PULAMANTHOLE	98.85% (888 Nos.)	
	PULPALLY	741 Nos.	CHEMANCHERI	815 Nos.	
KANNUR	PADICHIRA	629 Nos.	PUTHIYANGADI	803 Nos.	KASARAGOD
	EDAVAKA	98.58% (349 Nos.)	CHORODE	98.99% (584 Nos.)	
	KANIYAMBATTA	96.83% (897 Nos.)	SIVAPURAM	98.85% (395 Nos.)	
KANNUR	CHIRAKKAL	842 Nos.	CHERUVATHUR	1238 Nos.	KASARAGOD
	THIRUVANGADU	761 Nos.	KALLAR	857 Nos.	
	MORAZHA	98.55% (410 Nos.)	NELESWARAM	99.51% (888 Nos.)	
KANNUR	VAYAKKARA	98.63% (891 Nos.)	VADAKKETHRIKKARIPPU	98.07% (397 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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