



# e-District Kerala



## MONTHLY PERFORMANCE REPORT

**June 2015**



14 Districts

74 Taluks

1,538 Villages

3,33,87,677 Population

# KERALA

## Table of Contents

<b>EXECUTIVE SUMMARY</b> .....	3
<b>1. E-DISTRICT PERFORMANCE – REVENUE CERTIFICATES</b> .....	4
<b>1.1. e-District Ranking Matrix</b> .....	4
<b>1.1.1. e-District Performance – Service Reach</b> .....	5
<b>1.1.2. e-District Performance – Service Quality</b> .....	6
<b>1.1.3. e-District Performance – Approval Quantity</b> .....	7
<b>1.2. Akshaya Performance in the District – Application Quantity</b> .....	8
<b>2. E-DISTRICT PERFORMANCE – PAYMENT SERVICES</b> .....	9
<b>3. AWARDS &amp; RECOGNITION</b> .....	11
<b>3.1. Top performers in the State for the month</b> .....	11

## EXECUTIVE SUMMARY



- In June 2015, there was **an increase in Service Reach by 8 persons** per 1,000 population as compared to June 2014, as **more than 22 people received services** through e-District from every 1,000 people in the State
- The **overall SLA performance** for the State during June 2015 was **82.88%**, and individually also almost all the districts have maintained the **SLA above 80%**.
- The **Approval rate** during the month was a **decrease of more than 0.7% from June 2014 at 85.43%**, while there was more than **53% increase in approvals quantity wise** at 7.6 lakhs
- During the month, there was a **rise of more than 54% certificate transactions** compared to June 2014, total transactions touching 8.9 lakhs
- In June 2015, transactions under payment services were **> 3.11 lakhs**, with transacted amount crossing **> Rs. 24 Crores**.

- The performance of **Thiruvananthapuram, Kottayam and Thrissur** districts **continue to lag** in comparison to other districts as only around **12 to 16 persons** from 1,000 of the district population received services through e-District
- Around **3 Taluk Offices and 148 Village Offices had processed only less than 100 certificates** through e-District, with **43 Village Offices and 3 Taluk Office with Zero issuance**
- Around **7%** of the applications received during the month had to be **returned for resubmission** during June'15
- The transactions under **RTI and Public Grievance** continue to be very less in June 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



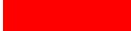
e-District performance parameters including **Reach, Quantity and Quality** of transactions recorded during the month in e-District across various project locations within districts have been presented in this section so as to aid stakeholders in the analysis of the overall State performance, while comparing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

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

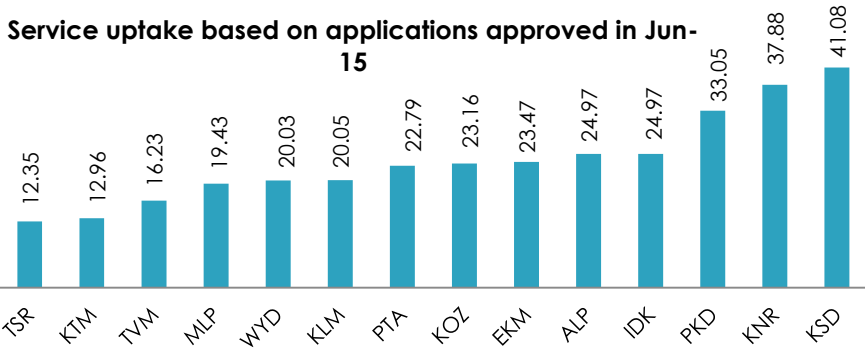


Figure 1: Service uptake based on population district-wise during the review month

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

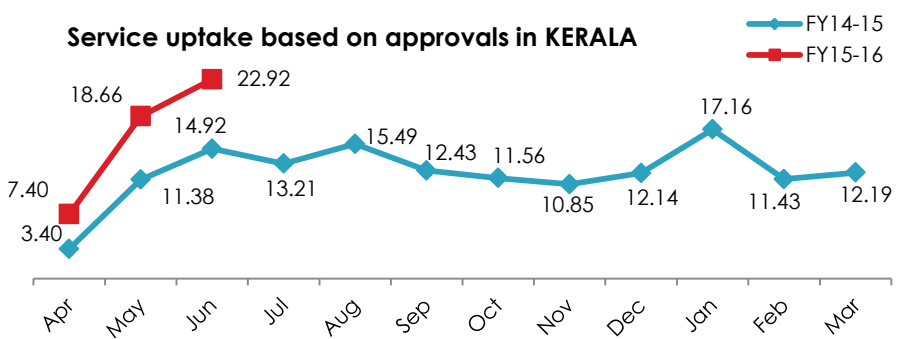


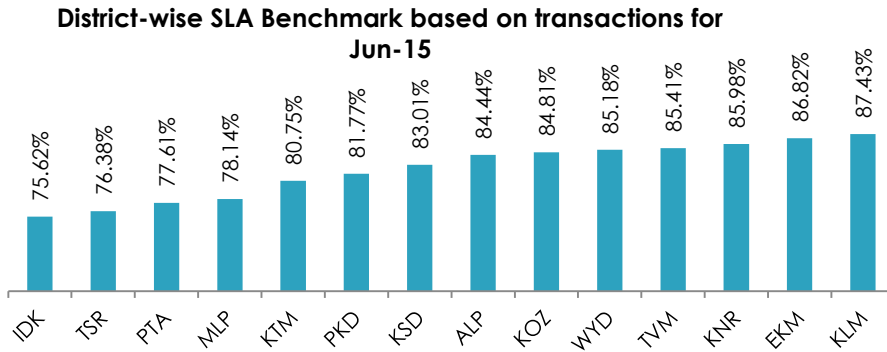
Figure 2: Break-up of No. of population served (per thousand)

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

Kasaragod district holds the 1<sup>st</sup> position in terms of service uptake based on approvals in June 2015, while Thrissur is at last position with just 12.35 persons served from 1000 of the district population. Overall the Service Reach for the entire State during June 2015 has improved by 8 persons compared to June 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 June 2015 is 87.43% recorded in Kollam, the State average being 82.38%.

Figure 3: District-wise SLA achievement – June 2015

**Statewide SLA performance**

The overall SLA performance for the State during June 2015 was 82.88%, and individually also almost all the districts have maintained the SLA above 80%.

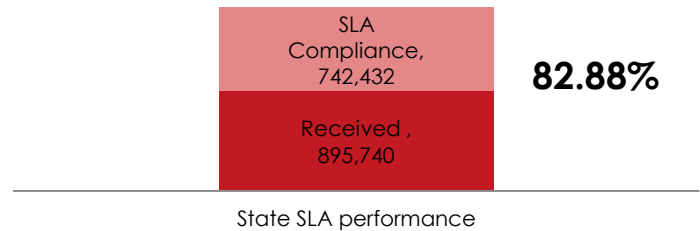
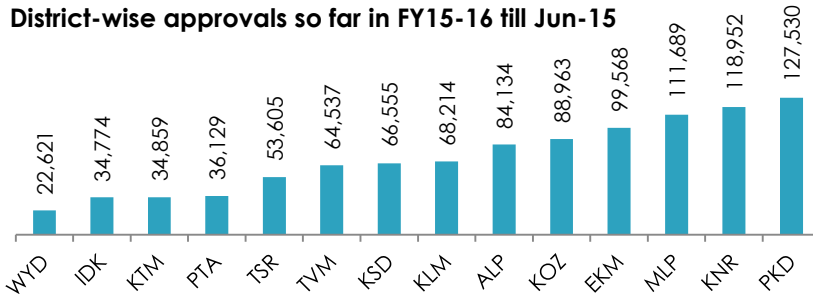


Figure 4: No. of certificates approved within SLA– June 2015

### 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 June in the State exceeds 16.3 lakhs. In terms of approval volume during the Financial Year, Palakkad is leading followed by Kannur and Malappuram.

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

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

The total no. of approvals for June 2015 in the State exceeds 7.6 lakhs. In terms of approval volume during the month, Kannur is leading followed by Palakkad and Malappuram.

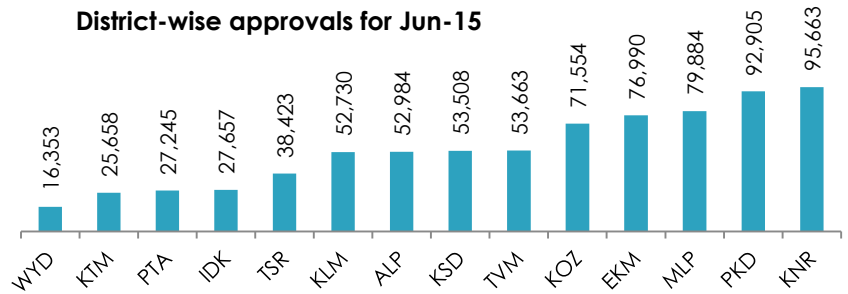
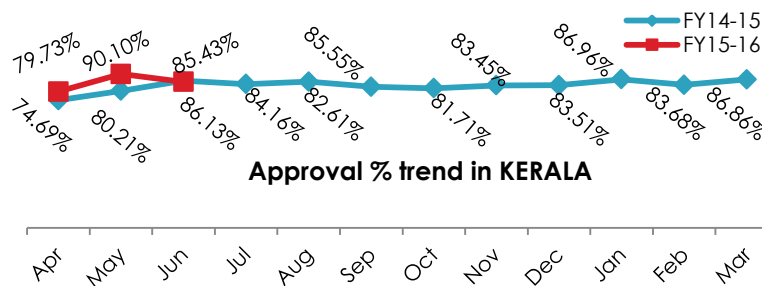


Figure 6: District-wise approvals – June 2015

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



As per the statistics for the review month, there is more than 0.7% dip in approval performance during June 2015 as compared to the performance during June 2014.

Figure 7: Month-wise approvals

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

It may be noted that there is more than 53% rise in approvals quantity wise based on the applications received, compared to the last year during June 2014.

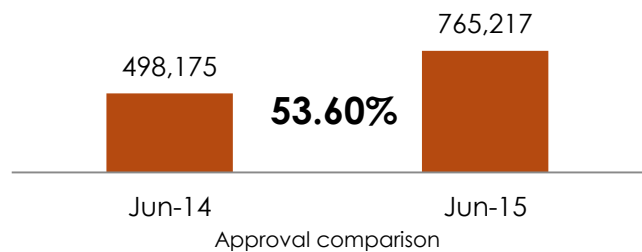


Figure 8: State approval performance- Month-on-Month

## 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 Jun-15

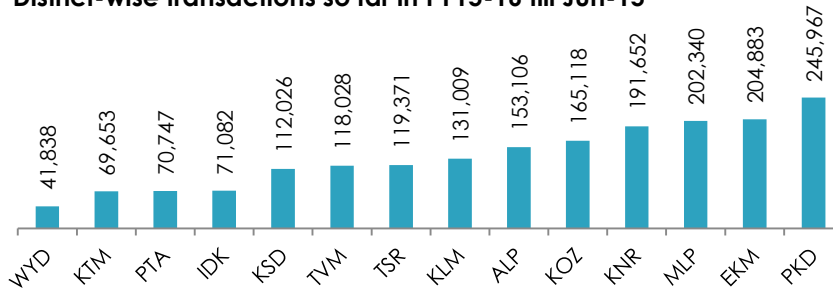


Figure 9: District-wise transactions so far during FY 2015 -2016

The total no. of certificate applications received for FY 2015-16 till June in the State exceeds 18.96 lakhs. In terms of transaction volume during the Financial Year, Palakkad is leading followed by Ernakulam and Malappuram.

### District-wise application transactions in the month

The total no. of transactions for June 2015 in the State exceeds 8.95 lakhs. In terms of transaction volume during the month, Palakkad is leading followed by Kannur and Malappuram.

District-wise transactions for Jun-15

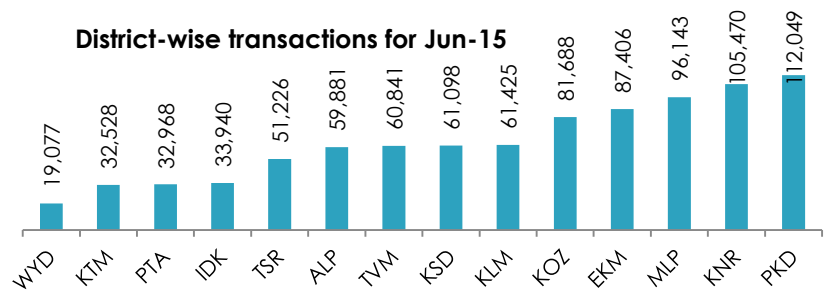


Figure 10: District-wise transactions – June 2015

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

Transaction trend in KERALA

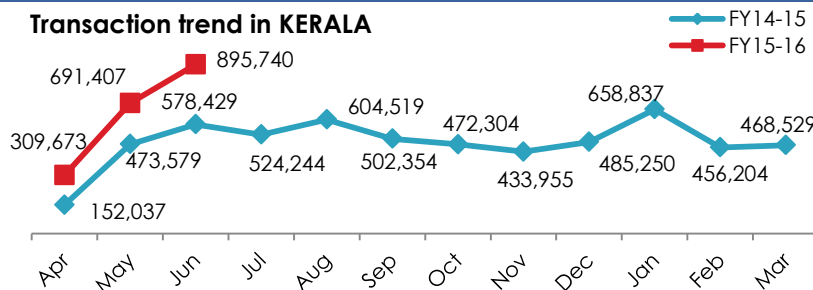


Figure 11: Month-wise total transactions

As per the statistics for the review month, there was more than 54% rise in transactions during June 2015 as compared to the performance during June 2014.

### Districtwise rate of application returns for the month

Kannur ranks 1<sup>st</sup> in terms of the least number of applications returned during June 2015, while Thrissur is at last position with returns as high as 10%.

District-wise % of returns for Jun-15

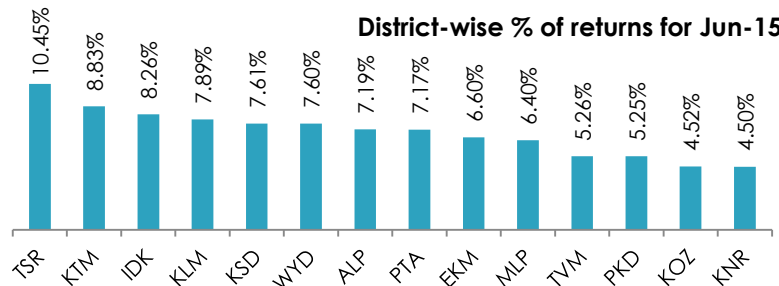


Figure 12: Application returns district-wise

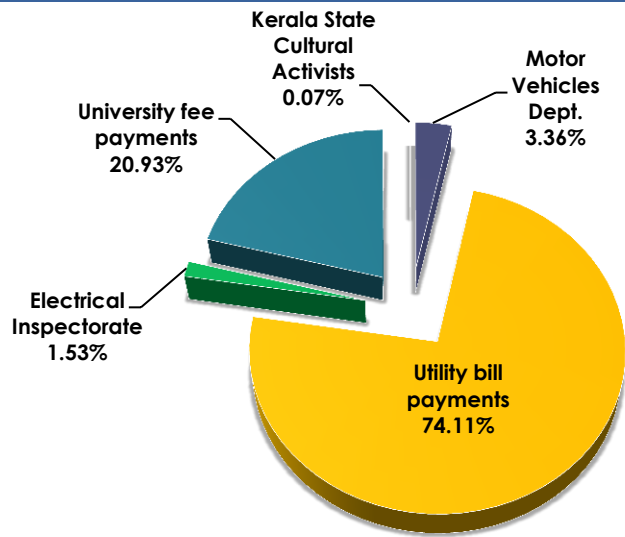


## 2. E-DISTRICT PERFORMANCE – PAYMENT SERVICES

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 June'15	- 3.11 Lakhs
Total amount transacted in June'15	- INR 24 Crores

Figure 13: Transactions Mix for Payment Services – June 2015

### Utility bill payments

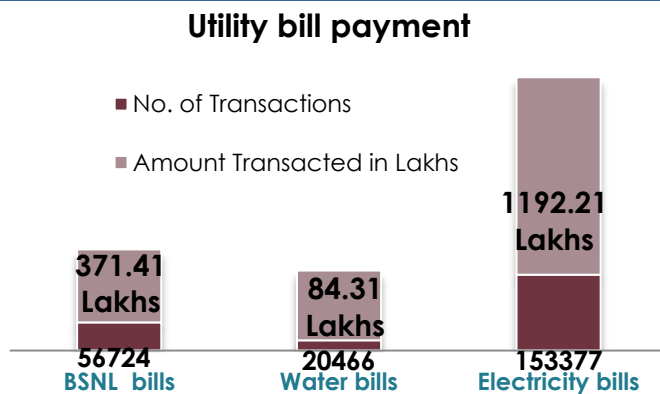


Figure 14: Utility Bill Payment transactions – June 2015

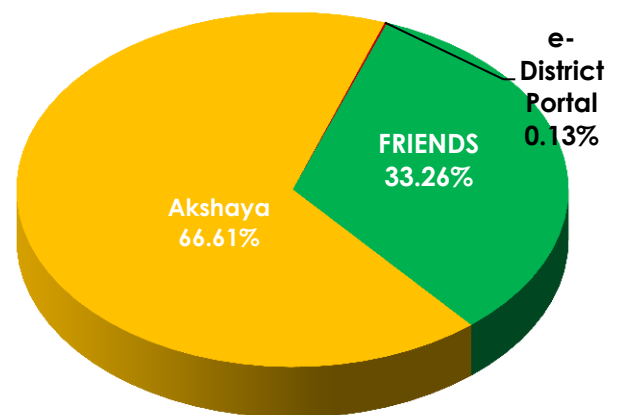


Figure 15: Utility Bill Payments transactions mix – June 2015

## University Fee Payments

### University Fee payments

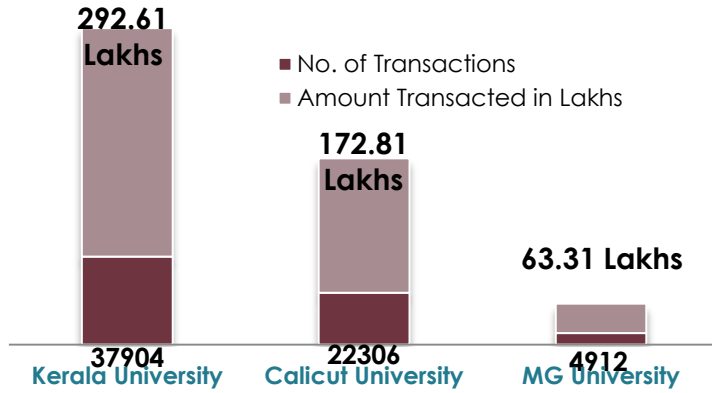


Figure 16: University Fee Payments –Transactions Mix – June 2015

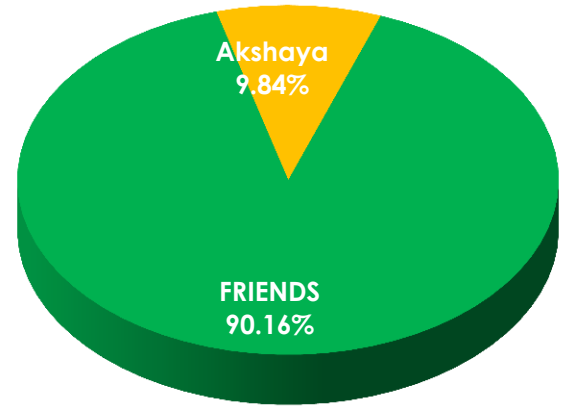


Figure 17: University Fee Payment transactions – June 2015

## Other Fee Payments

### Other fee payments

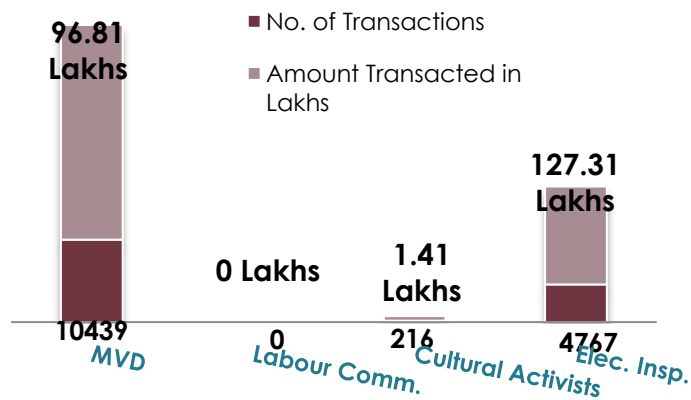


Figure 18: Other Dept. Payment Transactions – June 2015

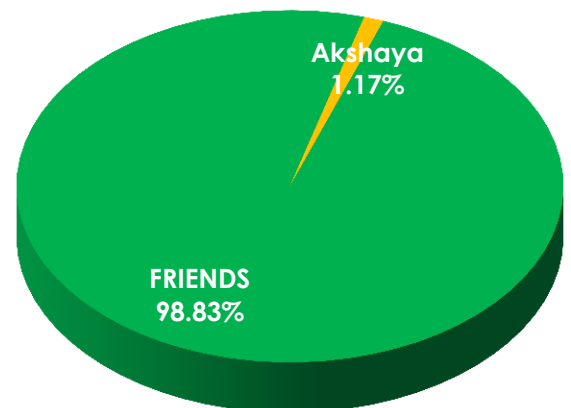


Figure 19: Other Dept. Payments –Transactions Mix – June 2015

### 3. AWARDS & RECOGNITION

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

##### TOP 3 TAHASILDARS

	<p><b>Sri. MH SHANAVAS KHAN</b> TAHASILDAR, KOLLAM TO KOLLAM</p> <p><b>1</b></p> <p><b>5936 Nos.</b></p>
	<p><b>Sri. CM GOPINATHAN</b> TAHSILDAR, KANNUR TO KANNUR</p> <p><b>2</b></p> <p><b>4542 Nos.</b></p>
	<p><b>Smt. ROSHNI NARAYANAN</b> TAHASILDAR, KOZHIKODE TO KOZHIKODE</p> <p><b>3</b></p> <p><b>3831 Nos.</b></p>

Top Tahasildars with highest approvals

##### TOP VILLAGE OFFICERS IN THE STATE

 SHIBU C SVO, KIZHUVILAM TVM 1198	 GLADWIN PA VO, MANNANKANDAM IDK 1603	 MUKUNDAN M VO, KAVANUR MLP 2721
 ARUN BABU VO, CHAVARA KLM 1586	 SADANANDAN GOUTHAMAN VO, KOTTUVALLY EKM 1842	 SMITHA MOLE VO, CHERUVANNOOR KOZ 2081
 SATHEESH G VO, PERINGANADU PTA 1795	 GOPAKUMAR B VO, VALAPPAD TSR 889	 A RAJEEVAN VO, CHIRAKKAL KNR 2248
 SURESH KUMAR S VO, RAMANKARI ALP 1448	 RAJAN C SVO, MUTHALAMADA 1 PKD 1707	 PRAKASH TB VO, THOMATTUCHAL WYD 822
 MOHANDAS EK VO, PERUMPAYIKADU KTM 934		 SAJEEVAN TV VO, CHERUVATHOOR KSD 1691

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>•Chemmaruthi(1260)</li> <li>•Navaikulam (940)</li> <li>•Nemom (887)</li> </ul>	<ul style="list-style-type: none"> <li>•Varantharappilly (575)</li> <li>•Panjaal (570)</li> <li>•Vadakkakkad (422)</li> </ul>	<b>THRISSUR</b>
<b>KOLLAM</b>	<ul style="list-style-type: none"> <li>•Chavara (1513)</li> <li>•Mulavana(1154)</li> <li>•Thrikkovilvattom (1068)</li> </ul>	<ul style="list-style-type: none"> <li>•Muthalamada 2 (1611)</li> <li>•Chittur (1560)</li> <li>•Alathur (1511)</li> </ul>	<b>PALAKKAD</b>
<b>PATHANAMTHITTA</b>	<ul style="list-style-type: none"> <li>•Kunnamthanam(799)</li> <li>•Kottangal (720)</li> <li>•Ayiroor (660)</li> </ul>	<ul style="list-style-type: none"> <li>•Kavanur (1890)</li> <li>•Pulpatta (1340)</li> <li>•Kuzhimanna (1339)</li> </ul>	<b>MALAPPURAM</b>
<b>ALAPPUZHA</b>	<ul style="list-style-type: none"> <li>•Kottuvally(2103)</li> <li>•Manakkunnam(1802)</li> <li>•Puthenvelikkara(1673)</li> </ul>	<ul style="list-style-type: none"> <li>•Chirakkal (1906)</li> <li>•Edakkad (1835)</li> <li>•Cheruthazham (1822)</li> </ul>	<b>KANNUR</b>
<b>KOTTAYAM</b>	<ul style="list-style-type: none"> <li>•Manarcadu (968)</li> <li>•Ayarkunnam (921)</li> <li>•T. V. Puram (911)</li> </ul>	<ul style="list-style-type: none"> <li>•Chelannur (2064)</li> <li>•Cheruvannoor (1992)</li> <li>•Elathur (1596)</li> </ul>	<b>KOZHIKODE</b>
<b>ERANAKULAM</b>	<ul style="list-style-type: none"> <li>•Kottuvally (2103)</li> <li>•Manakkunnam (1802)</li> <li>•Puthenvelikkara (1673)</li> </ul>	<ul style="list-style-type: none"> <li>•Purakkady (861)</li> <li>•Thomattuchal (665)</li> <li>•Nalloornadu (664)</li> </ul>	<b>WAYANAD</b>
<b>IDUKKI</b>	<ul style="list-style-type: none"> <li>•Vannappuram (1115)</li> <li>•Kumali (1074)</li> <li>•Udumbannur (994)</li> </ul>	<ul style="list-style-type: none"> <li>•Cheruvathur (1887)</li> <li>•Kanjangad (1638)</li> <li>•Neeleswaram (1409)</li> </ul>	<b>KASARAGOD</b>

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



**Kerala State Information Technology Mission**

ICT Campus, Vellayambalam, Thiruvananthapuram-695003, Kerala, India

Tel: +91 471 2726881, 2314307 Fax: +91 471 2314284

Web: [www.itmission.kerala.gov.in](http://www.itmission.kerala.gov.in)

For more details, please log on to <https://edistrict.kerala.gov.in>

Also catch us at [f](https://www.facebook.com/eDistrictMMP.Kerala)/eDistrictMMP.Kerala [t](https://www.twitter.com/eDistrictKerala)/eDistrictKerala