OFFICE OF COLLECTOR RAIPUR

Letter no.   /DEGS/ 2025-26   **Date: 9.7.2025**

To,

Chief Executive office
Chhattisgarh Infotech Promotion Society(**CHiPS**),
3rd Floor,State Data Centre Building
New Circuit House, Civil Lines, **Raipur**-492001
Raipur

Subject: Request for Development of Performance Monitoring Module for Block Level Officers - Raipur District Administration

The aforementioned subject, Raipur District Administration is aiming to enhance its governance efficiency through the implementation of a digital **Key Performance Indicator (KPI) monitoring system** for its employees across various departments and functions.

The proposed module should include the following functionalities:

Pilot 1- The first pilot is to be carried out for Revenue Department officers mentioned below:–

- Sub-Divisional Magistrate (SDM) – 04
- Tehsildar – 13
- Nayab Tehsildar – 17
- (RI) – 42
- Patwari – 261

The performance of the aforementioned officers will be measured based on the following KPIs –

KPI for SDM	Mark	Disposal per month
व्यपवर्तन	*10*	*More than 50-10* *50 to 40-8Mk* *40 to 30 -6Mk* *30-20-5Mk* *20-10-3Mk* *Less than 10-1Mk*
अभिलेख दुरस्ती/ त्रुटिसुधार	*10*	*100%- 10 Mk* *10%- 1 Mk*
अपील निराकरण	*10*	*100%- 10 Mk* *10%- 1 Mk*
कुल प्रकरणों का निराकरण	*30*	*100%- 30 Mk* *10%-03Mk*
जाति प्रमाणपत्र	*10*	*100- 10 Mk* *90- 9 Mk and so on.*

आँगनबाड़ी/स्कुल/पीडीएस शॉप /स्वास्थ्य केंद्र निरीक्षण	*10*	*Maximum visit Per month -10Mk*
RBC 6(4)	*10*	*100%- 10Mk 10%-1 Mk*
टीएल/जनदर्शन/जनशिकायत/पीजी	*10*	*100%- 10Mk 10%-1 Mk*

KPI for Tehsildar/Nayab Tehsildar :

KPI	Mark	Disposal per month
बंटवारा	6	50 -6Mk 40-5Mk 30 -4Mk and so on.
नामान्तरण	6	50 -6Mk 40-5Mk 30 -4Mk and so on.
सीमांकन	6	50 -6Mk 40-5Mk 30 -4Mk and so on.
B1-121	6	50 -6Mk 40-5Mk 30 -4Mk and so on.
अभिलेख दुरुस्ती /त्रुटि सुधार	6	50 -6Mk 40-5Mk 30 -4Mk and so on.
कुल निराकरण	30	100%-30Mk 10%-3Mk
जाति प्रमाणपत्र	10	100-10Mk 10-1Mk
अवैध उत्खनन/अतिक्रमण	10	100-10Mk 10-1Mk
RBC 6(4)	10	100-10Mk 10-1Mk
टीएल/जनदर्शन/जनशिकायत/पीजी	10	100-10Mk 10-1Mk

KPI For RI :

KPI	Mark	Disposal per month
बटांकन	25	100-25Mk 90- 20Mk 80-15Mk And so on.
सीमांकन	50	100%- 50Mk 90%-45Mk 10%-5Mk
आरआई प्रतिवेदन	25	100%- 25Mk 10%-2.5Mk

KPI For Patwari :

बटांकन	25	100-25Mk 90- 20Mk 80-15Mk And so on.
डिजिटल हस्ताक्षर	25	100%- 25Mk 10%-2.5Mk
पटवारी प्रतिवेदन	25	100%- 25Mk 10%-2.5Mk
आधार सीडिंग	25	100%- 25Mk 10%-2.5Mk

Pilot 1 will involve development / re-purposing three modules mentioned below

1. Data Entry Portal
2. Dashboard
3. Performance Ranking

Data entry module will allow Nodal Officer to enter the data in a predefined template on a monthly basis for all the KPIs. API integration may be required based on technical feasibility.

The data entered in the data entry module or consumed via API will be visualized on a dashboard.

The dashboard will have the following key features –

1. Display Top 5% and Bottom 5% officers by designation based on the KPIs defined
2. Provide performance based (KPI) ranking of employees
3. Showcase the methodology for ranking the employees (Ranking and Performance Monitoring Methodology be defined by Raipur District Administration)
4. Provide performance and ranking calculation for each employee
5. Show historic performance and ranking

The dashboard will be accessible to Collector Raipur and a Designated Nodal Officer.

Pilot 2 – The second pilot will involve performance monitoring of Health Officers and adding a mobile interface for adding geo-tagged photos for field visits. The KPIs for Health Officers will be defined at a later stage

Please create the Performance Monitoring Module using above KPI's

Collector
Raipur