



R F D

(Results-Framework Document)
for

Department of Administrative Reforms and
Public Grievances
(2013-2014)

Section 1: Vision, Mission, Objectives and Functions

Vision

Excellence in governance for the benefit of all citizens.

Mission

To foster excellence in governance and pursuit of administrative reforms through: Improvements in government policies, structures and process Promoting citizen-centric governance with emphasis on grievance redressal Innovations in e-Governance. Documentation and dissemination of best practices

Objectives

- 1 Promoting administrative reforms in government policies and processes as per recommendations of Administrative Reforms Commission (ARC)
- 2 Formulation of policy and coordination of issues relating to redress of grievances
- 3 Dissemination of governance knowledge and best practices
- 4 Promoting reforms through e-Governance

Functions

- 1 (i) Matters relating to administrative reforms. (ii) Servicing Core Group on Administrative Reforms and Group of Ministers. (iii) Follow up of matters relating to implementation of Reports/ recommendations of Second Administrative Reforms Commission. (iv) Organization of Civil Services Day, Chief Secretaries Conference, Conference of the Administrative Reforms Secretaries of the States/UTs, Collectors' Conference. (v) Inter Services Workshop. (vi) Capacity building, change management and Government Process Re-engineering to provide reform through e-Governance. (vii) e-Office Mission Mode Project under NeGP (viii) Organisation of National Conference on e-Governance and National awards on e-Governance. (ix) Management of Public Grievance Redressal Mechanism. (x) Documentation and dissemination of good practices – innovations, adoption and replication.

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[1] Promoting administrative reforms in government policies and processes as per recommendations of Administrative Reforms Commission (ARC)	33.00	[1.1] Monitoring and review of administrative reforms recommended by ARC.	[1.1.1] ATR on 125 accepted recommendations of ARC.	Number	4.00	02	01	00	00	00
		[1.2] Review meeting with the State AR Secretaries on implementation of ARC recommendations.	[1.2.1] Issue of State-wise status report on implementation of ARC recommendation.	Date	4.00	27/03/2014	28/03/2014	29/03/2014	30/03/2014	31/03/2014
		[1.3] Setting up institutional mechanism in the Central Govt. Ministries and States for regular review of the implementation of ARC recommendation.	[1.3.1] Number of States/ Central Government Ministries setting up institutional mechanism.	Number	4.00	10	07	05	03	02
		[1.4] Review meetings with the Central Govt Ministries/Departments on implementation of ARC recommendations.	[1.4.1] Issue of consolidated performance report on Ministries.	Date	2.00	27/03/2014	28/03/2014	29/03/2014	30/03/2014	31/03/2014
		[1.5] Review with States on implementation of ARC recommendations.	[1.5.1] Number of States for which ATR drawn up.	Number	2.00	05	04	03	02	01
		[1.6] Preparation of Research/ Background papers.	[1.6.1] Acceptance of papers.	Number	4.00	04	03	02	01	00
		[1.7] Prime Minister's Awards for Excellence in Public Administration.	[1.7.1] Selection of Awardees.	Date	4.00	10/04/2013	20/04/2013	27/04/2013	02/05/2013	07/05/2013
		[1.8] Compilation of case studies based on best practices in districts.	[1.8.1] Number of Case Study.	Number	5.00	03	02	01	00	00

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		[1.9] State Collaboration on implementation of ARC recommendations.	[1.9.1] Approval/Funding of projects.	Number	2.00	02	01	00	00	00
		[1.10] Authors' Conference.	[1.10.1] Organisation of Conference.	Number	2.00	01	00	00	00	00
[2] Formulation of policy and coordination of issues relating to redress of grievances	12.00	[2.1] Review of pendency of grievances in Ministries/ Departments/ Organisations (including all subordinate offices)	[2.1.1] Number of Ministries reviewed.	Number	3.00	50	45	40	30	25
		[2.2] Training of CPGRAM in Ministries.	[2.2.1] Number of Ministries.	Number	4.00	50	40	30	20	10
		[2.3] Capability building of State ATIs for bringing in service delivery in their respective State/ Government/ Department.	[2.3.1] Number of State ATIs.	Number	5.00	04	03	02	01	00
[3] Dissemination of governance knowledge and best practices	28.00	[3.1] Organising Civil Services Day	[3.1.1] Report on proceedings	Date	2.00	31/07/2013	14/08/2013	31/08/2013	15/09/2013	30/09/2013
		[3.2] Organizing Conference of Secretaries of Administrative Reforms of the States / UTs	[3.2.1] Issue of Minutes.	Date	2.00	31/12/2013	15/01/2014	31/01/2014	15/02/2014	28/02/2014
			[3.2.2] ATR on the minutes of 2012-13 meeting.	Date	2.00	31/12/2013	15/01/2014	31/01/2014	15/02/2014	28/02/2014
		[3.3] Providing financial assistance to States for documentation of good practices	[3.3.1] Timely sanction of projects	Number	2.00	05	04	03	02	01

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		[3.4] Organizing Regional Conferences on good practices.	[3.4.1] Organizing Regional Conference and participation of States	Number	2.00	02	01	00	00	00
		[3.5] Publication of quarterly journal – Management in Government (MIG), Monthly newsletter – Civil Services News (CSN) and a book on good practices	[3.5.1] Timely issue and putting up abstract of MIG on website	Number	4.00	17	15	13	11	10
		[3.6] Production of documentary films on good practices.	[3.6.1] Number of documentary films produced.	Number	2.00	05	04	03	02	01
		[3.7] Presentation on Best Practices.	[3.7.1] Timely Organisation.	Number	2.00	02	01	00	00	00
		[3.8] Entering into Memorandum of Understanding (MoU) with Government of Malaysia in the field of Public Administration and Governance	[3.8.1] Finalisation and signature of MoU.	Date	2.00	31/12/2013	15/01/2014	31/01/2014	15/02/2014	28/02/2014
		[3.9] Taking forward MOU with China; Ministerial Level Delegation from China to attend meetings with the Indian side for carrying forward exchange and cooperation between two sides in the areas of interest identified under Memorandum of	[3.9.1] Finalisation of the report/minutes of the meeting.	Date	2.00	31/12/2013	15/01/2014	31/01/2014	15/02/2014	28/02/2014

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		Understanding (MoU).								
		[3.10] Organization of meeting of India Brazil and South Africa (IBSA) Working Group on Public Administration .	[3.10.1] Finalization of report /minutes of the IBSA Working Group of Public Administration.	Date	2.00	31/05/2013	15/06/2013	30/06/2013	15/07/2013	31/07/2013
		[3.11] Organization of India Symposium on Public Service Excellence .	[3.11.1] Finalisation of the report on the Symposium.	Date	2.00	30/11/2013	15/12/2013	31/12/2013	15/01/2014	31/01/2014
		[3.12] Organization of meeting of the working Group under the India Singapore Cooperation Programme in the field of Personnel Management and Public Administration	[3.12.1] Finalisation of the report /minutes of the meeting.	Date	2.00	31/12/2013	15/01/2014	31/01/2014	15/02/2014	28/02/2014
[4] Promoting reforms through e-Governance	12.00	[4.1] Organizing National Conference on e-Governance and giving away of National Awards.	[4.1.1] Organisation of the Conference.	Date	4.00	01/03/2014	08/03/2014	15/03/2014	22/03/2014	29/03/2014
		[4.2] Interaction with awardees of previous and present year for adoption, replication and innovation.	[4.2.1] Compilation of deliberations.	Date	4.00	15/03/2014	22/03/2014	29/03/2014	30/03/2014	31/03/2014
		[4.3] Publishing of Compendium of select papers on issues of e-Governance, case studies of the previous year's awardees, compilation of national	[4.3.1] Release during the National Conference on e-Governance.	Date	4.00	01/03/2014	08/03/2014	15/03/2014	22/03/2014	29/03/2014

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		and international good practices on selected topic.								
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft RFD 2014-15 for Approval	On-time submission	Date	2.0	05/03/2014	06/03/2014	07/03/2014	08/03/2014	11/03/2014
		Timely submission of Results for 2012-13	On-time submission	Date	1.0	01/05/2013	02/05/2013	03/05/2013	06/05/2013	07/05/2013
* Improving Internal Efficiency/Responsiveness/ Transparency/Service delivery of Ministry/Department	6.00	Independent Audit of implementation of Citizens'/Clients' Charter (CCC)	% of implementation	%	2.0	100	95	90	85	80
		Independent Audit of implementation of Public Grievance Redressal System	% of implementation	%	2.0	100	95	90	85	90
		Update departmental strategy to align with 12th Plan priorities	Timely updation of the strategy	Date	2.0	10/09/2013	17/09/2013	24/09/2013	01/10/2013	08/10/2013
* Administrative Reforms	6.00	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	1.0	100	95	90	85	80
		Implement ISO 9001 as per the approved action plan	% of implementation	%	2.0	100	95	90	85	80
		Implement Innovation Action Plan (IAP)	% of milestones achieved	%	2.0	100	95	90	85	80
		Identification of core and non-core activities of the Ministry/Department as per 2nd ARC recommendations	Timely submission	Date	1.0	01/10/2013	15/10/2013	30/10/2013	10/11/2013	20/11/2013

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
[1] Promoting administrative reforms in government policies and processes as per recommendations of Administrative Reforms Commission (ARC)	[1.1] Monitoring and review of administrative reforms recommended by ARC.	[1.1.1] ATR on 125 accepted recommendations of ARC.	Number	00	00	02	02	02
	[1.2] Review meeting with the State AR Secretaries on implementation of ARC recommendations.	[1.2.1] Issue of State-wise status report on implementation of ARC recommendation.	Date	--	--	31/03/2014	31/03/2015	31/03/2016
	[1.3] Setting up institutional mechanism in the Central Govt. Ministries and States for regular review of the implementation of ARC recommendation.	[1.3.1] Number of States/ Central Government Ministries setting up institutional mechanism.	Number	00	00	10	11	12
	[1.4] Review meetings with the Central Govt Ministries/Departments on implementation of ARC recommendations.	[1.4.1] Issue of consolidated performance report on Ministries.	Date	--	--	31/03/2014	31/03/2015	31/03/2016
	[1.5] Review with States on implementation of ARC recommendations.	[1.5.1] Number of States for which ATR drawn up.	Number	00	00	05	06	07
	[1.6] Preparation of Research/ Background papers.	[1.6.1] Acceptance of papers.	Number	05	05	04	04	04

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
	[1.7] Prime Minister's Awards for Excellence in Public Administration.	[1.7.1] Selection of Awardees.	Date	10/04/2011	10/04/2012	10/04/2013	10/04/2014	10/04/2015
	[1.8] Compilation of case studies based on best practices in districts.	[1.8.1] Number of Case Study.	Number	00	00	03	03	03
	[1.9] State Collaboration on implementation of ARC recommendations.	[1.9.1] Approval/Funding of projects.	Number	00	00	02	02	02
	[1.10] Authors' Conference.	[1.10.1] Organisation of Conference.	Number	00	00	01	01	01
[2] Formulation of policy and coordination of issues relating to redress of grievances	[2.1] Review of pendency of grievances in Ministries/ Departments/ Organisations (including all subordinate offices)	[2.1.1] Number of Ministries reviewed.	Number	--	--	50	50	50
	[2.2] Training of CPGRAM in Ministries.	[2.2.1] Number of Ministries.	Number	--	--	50	50	50
	[2.3] Capability building of State ATIs for bringing in service delivery in their respective State/ Government/ Department.	[2.3.1] Number of State ATIs.	Number	--	05	04	04	04
[3] Dissemination of governance knowledge and best practices	[3.1] Organising Civil Services Day	[3.1.1] Report on proceedings	Date	31/07/2011	31/07/2012	31/07/2013	31/07/2014	31/07/2015
	[3.2] Organizing Conference of	[3.2.1] Issue of Minutes.	Date	31/12/2011	31/12/2012	31/12/2013	31/12/2014	31/12/2015

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
	Secretaries of Administrative Reforms of the States / UTs							
		[3.2.2] ATR on the minutes of 2012-13 meeting.	Date	--	--	31/12/2013	31/12/2014	31/12/2015
	[3.3] Providing financial assistance to States for documentation of good practices	[3.3.1] Timely sanction of projects	Number	--	09	05	05	05
	[3.4] Organizing Regional Conferences on good practices.	[3.4.1] Organizing Regional Conference and participation of States	Number	--	02	02	02	02
	[3.5] Publication of quarterly journal – Management in Government (MIG), Monthly newsletter – Civil Services News (CSN) and a book on good practices	[3.5.1] Timely issue and putting up abstract of MIG on website	Number	--	17	17	17	17
	[3.6] Production of documentary films on good practices.	[3.6.1] Number of documentary films produced.	Number	--	05	05	05	05
	[3.7] Presentation on Best Practices.	[3.7.1] Timely Organisation.	Number	00	00	02	02	02
	[3.8] Entering into Memorandum of Understanding (MoU) with Government of	[3.8.1] Finalisation and signature of MoU.	Date	--	--	31/12/2013	--	--

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
	Malaysia in the field of Public Administration and Governance							
	[3.9] Taking forward MOU with China; Ministerial Level Delegation from China to attend meetings with the Indian side for carrying forward exchange and cooperation between two sides in the areas of interest identified under Memorandum of Understanding (MoU).	[3.9.1] Finalisation of the report/minutes of the meeting.	Date	--	--	31/12/2013	--	--
	[3.10] Organization of meeting of India Brazil and South Africa (IBSA) Working Group on Public Administration .	[3.10.1] Finalization of report /minutes of the IBSA Working Group of Public Administration.	Date	--	--	31/05/2013	--	--
	[3.11] Organization of India Symposium on Public Service Excellence .	[3.11.1] Finalisation of the report on the Symposium.	Date	--	--	30/11/2013	--	--
	[3.12] Organization of meeting of the working Group under the India Singapore Cooperation Programme in the field of Personnel	[3.12.1] Finalisation of the report /minutes of the meeting.	Date	--	--	31/12/2013	--	--

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
	Management and Public Administration							
[4] Promoting reforms through e-Governance	[4.1] Organizing National Conference on e-Governance and giving away of National Awards.	[4.1.1] Organisation of the Conference.	Date	--	10/03/2013	01/03/2014	01/03/2015	01/03/2016
	[4.2] Interaction with awardees of previous and present year for adoption, replication and innovation.	[4.2.1] Compilation of deliberations.	Date	--	--	15/03/2014	15/03/2015	15/03/2016
	[4.3] Publishing of Compendium of select papers on issues of e-Governance, case studies of the previous year's awardees, compilation of national and international good practices on selected topic.	[4.3.1] Release during the National Conference on e-Governance.	Date	--	21/02/2013	01/03/2014	01/03/2015	01/03/2016
* Efficient Functioning of the RFD System	Timely submission of Draft RFD 2014-15 for Approval	On-time submission	Date	--	--	05/03/2014	--	--
	Timely submission of Results for 2012-13	On-time submission	Date	--	--	01/05/2013	--	--

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
* Improving Internal Efficiency/Responsiveness/ Transparency/Service delivery of Ministry/Department	Independent Audit of implementation of Citizens'/Clients' Charter (CCC)	% of implementation	%	--	--	95	--	--
	Independent Audit of implementation of Public Grievance Redressal System	% of implementation	%	--	--	95	--	--
	Update departmental strategy to align with 12th Plan priorities	Timely updation of the strategy	Date	--	--	10/09/2013	--	--
* Administrative Reforms	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	--	--	95	--	--
	Implement ISO 9001 as per the approved action plan	% of implementation	%	--	--	95	--	--
	Implement Innovation Action Plan (IAP)	% of milestones achieved	%	--	--	95	--	--
	Identification of core and non-core activities of the Ministry/Department as per 2nd ARC recommendations	Timely submission	Date	--	--	01/10/2013	--	--

* Mandatory Objective(s)

Section 4: Acronym

Sl.No	Acronym	Description
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Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
1	[1.1.1] ATR on 125 accepted recommendations of ARC.	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for revamping the public administration system in the country at all levels. The Commission had completed its term on 30.04.2009. It has presented 15 Reports to the Government. Final decision has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251. Out of these 1005 recommendations have been accepted by the Government.	Intensive monitoring of implementation of 2nd ARC recommendations has become essential. The mandate of the DARPG is to facilitate and monitor the implementation of the ARC recommendations. Committee of Secretaries has accordingly approved the institutional mechanism for the implementation and monitoring of the ARC recommendations. Government of India Secretaries at the central level and Chief Secretaries at the State level are to champion the implementation and monitor the progress. Responsibility of DARPG is to facilitate this process and take stock of the progress periodically. The Actions in the RFD have been included in keeping with this decision, remarketing the responsibilities of	ATR on 125 accepted recommendations of ARC.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
1	[1.1.1] ATR on 125 accepted recommendations of ARC.	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for revamping the public administration system in the country at all levels. The Commission had completed its term on 30.04.2009. It has presented 15 Reports to the Government. Final decision has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251. Out of these 1005 recommendations have been accepted by the Government.	DARPG and line Ministries/Departments. It has been decided therefore to have two video conferencing with States	ATR on 125 accepted recommendations of ARC.	
2	[1.2.1] Issue of State-wise status report on implementation of ARC recommendation.	Intensive monitoring of implementation of 2nd ARC recommendations has become essential. The mandate of the DARPG is to facilitate and monitor the implementation of the ARC recommendations. Committee of Secretaries has accordingly approved the institutional mechanism for the implementation and monitoring of the ARC recommendations. Government	Intensive monitoring of implementation of 2nd ARC recommendations has become essential. The mandate of the DARPG is to facilitate and monitor the implementation of the ARC recommendations. Committee of Secretaries has accordingly approved the institutional mechanism	Issue of State-wise status report on implementation of ARC recommendations.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
2	[1.2.1] Issue of State-wise status report on implementation of ARC recommendation.	of India Secretaries at the central level and Chief Secretaries at the State level are to champion the implementation and monitor the progress. Responsibility of DARPG is to facilitate this process and take stock of the progress periodically. The Actions in the RFD have been included in keeping with this decision, remarketing the responsibilities of DARPG and line Ministries/Departments. It has been decided therefore to have review meetings with States.	for the implementation and monitoring of the ARC recommendations. Government of India Secretaries at the central level and Chief Secretaries at the State level are to champion the implementation and monitor the progress. Responsibility of DARPG is to facilitate this process and take stock of the progress periodically. The Actions in the RFD have been included in keeping with this decision, remarketing the responsibilities of DARPG and line Ministries/Departments. It has been decided therefore to have review meetings with States.	Issue of State-wise status report on implementation of ARC recommendations.	
3	[1.3.1] Number of States/ Central Government Ministries setting up institutional mechanism.	Intensive monitoring of implementation of 2nd ARC recommendations has become essential. Institutional mechanism for the implementation and monitoring of the ARC recommendations. Government	Intensive monitoring of implementation of 2nd ARC recommendations has become essential. The mandate of the DARPG is to facilitate and monitor the implementation of the	Number of States/ Central Government Ministries setting up institutional mechanism.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
3	[1.3.1] Number of States/ Central Government Ministries setting up institutional mechanism.	of India Secretaries at the central level and Chief Secretaries at the State level are to champion the implementation and monitor the progress. Responsibility of DARPG is to facilitate this process and take stock of the progress periodically. The Actions in the RFD have been included in keeping with this decision, remarketing the responsibilities of DARPG and line Ministries/Departments.	ARC recommendations. Committee of Secretaries has accordingly approved the institutional mechanism for the implementation and monitoring of the ARC recommendations. Government of India Secretaries at the central level and Chief Secretaries at the State level are to champion the implementation and monitor the progress. Responsibility of DARPG is to facilitate this process and take stock of the progress periodically. The Actions in the RFD have been included in keeping with this decision, remarketing the responsibilities of DARPG and line Ministries/Departments.	Number of States/ Central Government Ministries setting up institutional mechanism.	
4	[1.4.1] Issue of consolidated performance report on Ministries.	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for revamping the public administration system in the	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for revamping the public	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
4	[1.4.1] Issue of consolidated performance report on Ministries.	country at all levels. The Commission had completed its term on 30.04.2009. It has presented 15 Reports to the Government. Final decision has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251. Out of these 1005 recommendations have been accepted by the Government.	<p>revamping the public administration system in the country at all levels. The Commission had completed its term on 30.04.2009. It has presented 15 Reports to the Government. Final decision has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251.</p> <p>Out of these 1005 recommendations have been accepted by the Government.</p> <p>Intensive monitoring of implementation of 2nd ARC recommendations has become essential. The mandate of the DARPG is to facilitate and monitor the implementation of the ARC recommendations.</p> <p>Committee of Secretaries has accordingly approved the institutional mechanism</p>	<p>administration system in the country at all levels. The Commission had completed its term on 30.04.2009. It has presented 15 Reports to the Government. Final decision has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251. Out of these 1005 recommendations have been accepted by the Government.</p> <p>Intensive monitoring of implementation of 2nd ARC recommendations has become essential. The mandate of the DARPG is to facilitate and monitor the implementation of the ARC recommendations. Committee of Secretaries has accordingly approved the institutional mechanism for the implementation and</p>	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
4	[1.4.1] Issue of consolidated performance report on Ministries.	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for revamping the public administration system in the country at all levels. The Commission had completed its term on 30.04.2009. It has presented 15 Reports to the Government. Final decision has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251. Out of these 1005 recommendations have been accepted by the Government.	for the implementation and monitoring of the ARC recommendations. Government of India Secretaries at the central level and Chief Secretaries at the State level are to champion the implementation and monitor the progress. Responsibility of DARPG is to facilitate this process and take stock of the progress periodically. The Actions in the RFD have been included in keeping with this decision, remarketing the responsibilities of DARPG and line Ministries/Departments.	monitoring of the ARC recommendations. Government of India Secretaries at the central level and Chief Secretaries at the State level are to champion the implementation and monitor the progress. Responsibility of DARPG is to facilitate this process and take stock of the progress periodically. The Actions in the RFD have been included in keeping with this decision, remarketing the responsibilities of DARPG and line Ministries/Departments.	
5	[1.5.1] Number of States for which ATR drawn up.	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for revamping the public administration system in the country at all levels. The Commission had completed its term on 30.04.2009. It has presented 15 Reports to the Government. Final decision	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for revamping the public administration system in the country at all levels. The Commission had completed its term	Number of States for which ATR drawn up	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
5	[1.5.1] Number of States for which ATR drawn up.	<p>has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251. Out of these 1005 recommendations have been accepted by the Government.</p> <p>Intensive monitoring of implementation of 2nd ARC recommendations has become essential.</p>	<p>on 30.04.2009. It has presented 15 Reports to the Government. Final decision has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251.</p> <p>Out of these 1005 recommendations have been accepted by the Government.</p> <p>Intensive monitoring of implementation of 2nd ARC recommendations has become essential. The mandate of the DARPG is to facilitate and monitor the implementation of the ARC recommendations.</p> <p>Committee of Secretaries has accordingly approved the institutional mechanism for the implementation and monitoring of the ARC recommendations.</p> <p>Government of India Secretaries at the central</p>	Number of States for which ATR drawn up	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
5	[1.5.1] Number of States for which ATR drawn up.	The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005 for making recommendations for revamping the public administration system in the country at all levels. The Commission had completed its term on 30.04.2009. It has presented 15 Reports to the Government. Final decision has been taken on 13 reports and decision on the remaining 2 Reports is awaited. Total number of recommendations contained in these 13 Reports is 1251. Out of these 1005 recommendations have been accepted by the Government. Intensive monitoring of implementation of 2nd ARC recommendations has become essential.	level and Chief Secretaries at the State level are to champion the implementation and monitor the progress. Responsibility of DARPG is to facilitate this process and take stock of the progress periodically. The Actions in the RFD have been included in keeping with this decision, remarketing the responsibilities of DARPG and line Ministries/Departments.	Number of States for which ATR drawn up	
6	[1.6.1] Acceptance of papers.	Preparation of Research/ Background papers.	The deliberations coming from interaction with various stakeholders during the meeting/conferences will be prepared as Research/ Background papers.	Number of Research/ Background papers accepted.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
7	[1.7.1] Selection of Awardees.	The Department organizes Civil Services Day every year since 2006 on 21st April which is attended by senior level civil servants from the Central and State Governments. On this occasion, Prime Minister's Awards for Excellence in Public Administration are conferred.	The Department organizes Civil Services Day every year since 2006 on 21st April which is attended by senior level civil servants from the Central and State Governments. On this occasion, Prime Minister's Awards for Excellence in Public Administration are conferred.		
8	[1.8.1] Number of Case Study.	Compilation of case studies based on best practices in districts.	The experiences of the officers at cutting age level shall be basis of the case study.	Number of Case Study.	
9	[1.9.1] Approval/Funding of projects.	State Collaboration on implementation of ARC recommendations.	The projects of State Govts. for implementation of ARC recommendations will be financed by this Department under the well defined guidelines.	Number of projects approved for funding.	
10	[1.10.1] Organisation of Conference.	A conference of authors from civil services writing in the field of Public Administration and Administrative Reforms will be organised for exchange of ideas and innovation.	The authors' Conference will provide insights into the process of administrative reforms through exchange of ideas.	Organisation of Conference.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
11	[2.1.1] Number of Ministries reviewed.	<p>The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) version 5.0 with Hindi interface has been launched in September 2012 at www.pgportal.nic.in. In February 2013, The CPGRAMS is functional in 105 Central Government Ministries / Departments / Organisations and in the 7227 subordinate offices under them. 34 State Governments and Union Territory Administrations also, have access to the CPGRAMS. This is a significant improvement from the position in 2006-07, when only 22 secretariats of Central Ministries /Departments had an online system for grievance redress. The salient features of version 5.0, include the facility to a citizen to upload a document along with the grievance application; Monitoring Dash Board for senior officers; Grievance Monitor to have a holistic view; enhanced operability; provision to forward multiple grievances to a single</p>	<p>Review of pendency of grievances in Ministries/ Departments/ Organisations (including all subordinate offices) .The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) version 5.0 with Hindi interface has been launched in September 2012 at www.pgportal.nic.in. In February 2013, The CPGRAMS is functional in 105 Central Government Ministries / Departments / Organisations and in the 7227 subordinate offices under them. 34 State Governments and Union Territory Administrations also, have access to the CPGRAMS. This is a significant improvement from the position in 2006-07, when only 22 secretariats of Central Ministries /Departments had an online system for</p>	Number of Ministries/Departments reviewed	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
11	[2.1.1] Number of Ministries reviewed.	department at a time; and provision to forward grievances to multiple departments.	grievance redress. The salient features of version 5.0, include the facility to a citizen to upload a document along with the grievance application; Monitoring Dash Board for senior officers; Grievance Monitor to have a holistic view; enhanced operability; provision to forward multiple grievances to a single department at a time; and provision to forward grievances to multiple departments. Through these additional features, the CPGRAMS has strengthened the monitoring role of DARPG as well as all nodal ministries / departments. CPGRAMS, with local language, interface has been launched in Haryana , Orissa , Rajasthan, Mizoram, Meghalaya, Uttarakhand Jharkhand, and the Union Territory of	Number of Ministries/Departments reviewed	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
11	[2.1.1] Number of Ministries reviewed.	<p>The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) version 5.0 with Hindi interface has been launched in September 2012 at www.pgportal.nic.in. In February 2013, The CPGRAMS is functional in 105 Central Government Ministries / Departments / Organisations and in the 7227 subordinate offices under them. 34 State Governments and Union Territory Administrations also, have access to the CPGRAMS. This is a significant improvement from the position in 2006-07, when only 22 secretariats of Central Ministries /Departments had an online system for grievance redress. The salient features of version 5.0, include the facility to a citizen to upload a document along with the grievance application; Monitoring Dash Board for senior officers; Grievance Monitor to have a holistic view; enhanced operability; provision to forward multiple grievances to a single</p>	<p>Puducherry, (total 8) The launch depends on the State Government's willingness to adopt the system. The Department has been requesting all States to indicate their willingness, and action as per responses received has been completed. Launch as pending in Punjab, Assam, West Bengal, and Uttar Pradesh will be completed outside the RFD. Also, in view of the legislation on the subject pending in Lok Sabha, separate launch of CPGRAMS may not be involved from 2013 onwards.</p>	<p>Number of Ministries/Departments reviewed</p>	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
11	[2.1.1] Number of Ministries reviewed.	department at a time; and provision to forward grievances to multiple departments.	Review of pendency of grievances in Ministries/ Departments/ Organisations (including all subordinate offices) .The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) version 5.0 with Hindi interface has been launched in September 2012 at www.pgportal.nic.in In February 2013, The CPGRAMS is functional in 105 Central Government Ministries / Departments / Organisations and in the 7227 subordinate offices under them. 34 State Governments and Union Territory Administrations also, have access to the CPGRAMS. This is a significant improvement from the position in 2006-07, when only 22 secretariats of Central Ministries /Departments had an online system for	Number of Ministries/Departments reviewed	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
11	[2.1.1] Number of Ministries reviewed.	<p>The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) version 5.0 with Hindi interface has been launched in September 2012 at www.pgportal.nic.in. In February 2013, The CPGRAMS is functional in 105 Central Government Ministries / Departments / Organisations and in the 7227 subordinate offices under them. 34 State Governments and Union Territory Administrations also, have access to the CPGRAMS. This is a significant improvement from the position in 2006-07, when only 22 secretariats of Central Ministries /Departments had an online system for grievance redress. The salient features of version 5.0, include the facility to a citizen to upload a document along with the grievance application; Monitoring Dash Board for senior officers; Grievance Monitor to have a holistic view; enhanced operability; provision to forward multiple grievances to a single</p>	<p>grievance redress. The salient features of version 5.0, include the facility to a citizen to upload a document along with the grievance application; Monitoring Dash Board for senior officers; Grievance Monitor to have a holistic view; enhanced operability; provision to forward multiple grievances to a single department at a time; and provision to forward grievances to multiple departments. Through these additional features, the CPGRAMS has strengthened the monitoring role of DARPG as well as all nodal ministries / departments. CPGRAMS, with local language, interface has been launched in Haryana , Orissa , Rajasthan, Mizoram, Meghalaya, Uttarakhand Jharkhand, and the Union Territory of</p>	Number of Ministries/Departments reviewed	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
11	[2.1.1] Number of Ministries reviewed.	department at a time; and provision to forward grievances to multiple departments.	Puducherry, (total 8) The launch depends on the State Government's willingness to adopt the system. The Department has been requesting all States to indicate their willingness, and action as per responses received has been completed. Launch as pending in Punjab, Assam, West Bengal, and Uttar Pradesh will be completed outside the RFD. Also, in view of the legislation on the subject pending in Lok Sabha, separate launch of CPGRAMS may not be involved from 2013 onwards.	Number of Ministries/Departments reviewed	
12	[2.2.1] Number of Ministries.	The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) version 5.0 with Hindi interface has been launched in September 2012 at www.pgportal.nic.in In February 2013, The CPGRAMS is functional in 105 Central Government Ministries /	Training of CPGRAM in Ministries. The proposed target for 2013-14 is 50 Ministries / Departments / Organizations on CPGRAMS are to be covered. In 2014-15 the remaining 50 are to be covered. As such, a ministry / department /	Number of Ministries trained on use of CPGRAM. The proposed target for 2013-14 is 50 Ministries / Departments / Organizations on CPGRAMS are to be covered. In 2014-15 the remaining 50 are to be covered. As such, a	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
12	[2.2.1] Number of Ministries.	Departments / Organisations and in the 7227 subordinate offices under them. 34 State Governments and Union Territory Administrations also, have access to the CPGRAMS. This is a significant improvement from the position in 2006-07, when only 22 secretariats of Central Ministries /Departments had an online system for grievance redress. The salient features of version 5.0, include the facility to a citizen to upload a document along with the grievance application; Monitoring Dash Board for senior officers; Grievance Monitor to have a holistic view; enhanced operability; provision to forward multiple grievances to a single department at a time; and provision to forward grievances to multiple departments.	organization would get reviewed every alternate year.	ministry / department / organization would get reviewed every alternate year.	
13	[2.3.1] Number of State ATIs.	Building capacity of State ATIs through funding them.	Capability building of State ATIs for bringing in service delivery in their respective State/ Government/ Department	Number of State ATIs covered.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
14	[3.1.1] Report on proceedings	The Department organizes Civil Services Day every year since 2006 on 21st April which is attended by senior level civil servants from the Central and State Governments. On this occasion, Prime Minister's Awards for Excellence in Public Administration are conferred.	Organising Civil Services Day.	Timely organisation and preparation of report on proceedings.	
15	[3.2.1] Issue of Minutes.	The Department also organizes Conference of Secretaries of Administrative Reforms annually in which issues pertaining to the administrative reforms and status of implementation of ARC Reports recommendations is discussed.	Organizing Conference of Secretaries of Administrative Reforms of the States / UTs.	Timely issue of Minutes.	
16	[3.2.2] ATR on the minutes of 2012-13 meeting.	The Department also organizes Conference of Secretaries of Administrative Reforms annually in which issues pertaining to the administrative reforms and status of implementation of ARC Reports recommendations is discussed.	The Department also organizes Conference of Secretaries of Administrative Reforms annually in which issues pertaining to the administrative reforms and status of implementation of ARC Reports recommendations is discussed.	ATR on the Minutes of previous year.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
17	[3.3.1] Timely sanction of projects	The Department provides financial support to State Governments for documentation of good practices under the plan scheme with a view to sharing experience with each other and replication.	<p>Providing Financial assistance to States for documentation of good practices. The objective of the scheme is to encourage the State /UT Governments to identify and document good governance initiatives. In the last few years it was noticed that the State Governments do not give priority to this activity. Therefore, the proposals are received only after a lot of persuasion. Getting the proposals from the State Governments itself is a success indicator of the involvement of State Governments in the process of identifying best practices and their documentation. Therefore, the success indicator for this activity may be timely sanction of proposals, where, sanction of proposals means obtaining proposals from the State/Union Territory Governments, screening</p>	Number of proposals finalised	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
17	[3.3.1] Timely sanction of projects	The Department provides financial support to State Governments for documentation of good practices under the plan scheme with a view to sharing experience with each other and replication.	and selection and release of funds for documentation.	Number of proposals finalised	
18	[3.4.1] Organizing Regional Conference and participation of States	The Regional Conferences are being organized with a view to bring National and State level organizations along with other stakeholders on the same platform to share experiences in the formulation and implementation of good governance practices. The status of implementation of the ARC recommendations is also discussed in this forum.	Organizing Regional Conferences on good practices.	Number of Regional Conferences organised.	
19	[3.5.1] Timely issue and putting up abstract of MIG on website	The Department brings out management publications like Civil Services News (monthly), Management of Government (quarterly) and a book on governance initiatives and good practices. The Civil Services News is being also circulated through email. The other two publications are prized publications. The abstract of the Management in Government is available on the	Publication of quarterly journal – Management in Government (MIG), Monthly newsletter- Civil Services News (CSN) and a book on good practices	Number of publications issued timely.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
19	[3.5.1] Timely issue and putting up abstract of MIG on website	website of the Department.	Publication of quarterly journal – Management in Government (MIG), Monthly newsletter- Civil Services News (CSN) and a book on good practices	Number of publications issued timely.	
20	[3.6.1] Number of documentary films produced.	The Department proposes to produce five documentary films on good practices in public administration with a view to disseminate the success stories to facilitate their replication elsewhere.	Production of Documentary Films on good practices.	Number of documentary films produced timely.	
21	[3.7.1] Timely Organisation.	In order to facilitate replication of the successful good governance initiatives in other state, the Department has been organizing Presentation on Best Practices. The presentations are organised before a select group of Secretaries and senior officers of State Governments and Central Government Departments. This is a useful platform for sharing of experiences of the champions of successful initiatives as also for learning lessons from the successes and failures.	Presentation on Best Practices.	Number of timely organisation.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
22	[3.8.1] Finalisation and signature of MoU.	A MoU on cooperation in the field of Public Administration and Governance is expected to be signed between Government of India and Government of Malaysia during this Year (2013).	Entering into Memorandum of Understanding (MoU) with Government of Malaysia in the field of Public Administration and Governance.	Timely finalisation and signature of MoU.	
23	[3.9.1] Finalisation of the report/minutes of the meeting.	A Memorandum of Understanding (MoU) between the Department of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievances & Pensions of the Government of Republic of India and the Ministry of Human Resources & Social Security of the People's Republic of China on cooperation in the field of Civil Services, Personnel Management and Public Administration was signed between the two sides on May 27, 2010. Under the Memorandum of Understanding (MoU), a five- member Chinese delegation visited India from 15 to 19 May, 2012. In the Ministerial meeting held on 16th May, 2012, both sides adopted the Plan of Action for exchange of cooperation in the field of Civil Services, Personnel	Taking forward MOU with China Ministerial Level Delegation from China to attend meetings with the Indian side for carrying forward exchange and cooperation between two sides in the areas of interest identified under Memorandum of Understanding (MoU) .A vice Ministerial level delegation from China is scheduled to visit India in May/June, 2013 for further implementation of MoU.	Timely finalisation of the report/minutes of the meeting.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
23	[3.9.1] Finalisation of the report/minutes of the meeting.	Management and Public Administration.A Ministerial level delegation headed by MoS(PP) visited China from 14 to 16 January, 2013 to carry forward the implementation of the MoU in the field of Civil Services, Personnel Management and Public Admn entered into between GOI and Govt. of China.	Taking forward MOU with China Ministerial Level Delegation from China to attend meetings with the Indian side for carrying forward exchange and cooperation between two sides in the areas of interest identified under Memorandum of Understanding (MoU) .A vice Ministerial level delegation from China is scheduled to visit India in May/June, 2013 for further implementation of MoU.	Timely finalisation of the report/minutes of the meeting.	
24	[3.10.1] Finalization of report /minutes of the IBSA Working Group of Public Administration.	An India- Brazil-South Africa (IBSA) MoU on cooperation in the field of Public Administration and Governance signed during the 2nd IBSA Summit held in South Africa on 17 October, 2007. The 8th Meeting of India- Brazil-South Africa (IBSA) Working Group on Public Administration is scheduled to be held on 10th April, 2013 in New Delhi for further implementation of MoU. The 6th IBSA Summit will be	Organization of meeting of India Brazil and South Africa (IBSA) Working Group on Public Administration	Timely finalisation of report/minutes of the IBSA Working Group of Public Administration.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
24	[3.10.1] Finalization of report /minutes of the IBSA Working Group of Public Administration.	hosted by Hon'ble Prime Minister in June, 2013 in New Delhi in which a progress report on cooperation in the field of public administration among three countries will be presented.	Organization of meeting of India Brazil and South Africa (IBSA) Working Group on Public Administration	Timely finalisation of report/minutes of the IBSA Working Group of Public Administration.	
25	[3.11.1] Finalisation of the report on the Symposium.	As an initiative of Government of India, the Department of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievances & Pensions proposes to institute an "India Symposium on Public Service Excellence" in collaboration with CAPAM, for participation from commonwealth countries for promoting professionalism and the visibility of public service, and the spirit of excellence in public administration and in doing so, to acknowledge, recognise and disseminate the extraordinary achievement and excellent work done by civil servants and public sector institutions in improving public service governance, and the quality of life of citizens and communities. The Symposium would be an annual event.	Organization of India Symposium on Public Service Excellence	Finalisation of the report on the Symposium.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
26	[3.12.1] Finalisation of the report /minutes of the meeting.	As a part of its international collaborative efforts, the Department of Administrative Reforms & Public Grievances explores the possibility of sharing and exchanging administrative experiences with other countries, particularly in the area of Public Administration and delivery of services, so as to improve upon the current system of governance and instill a greater sense of responsiveness, accountability, transparency, and achieving public service excellence in the context of public service delivery, good governance, public service reform, and capacity building and skills up-gradation. There are several areas of public administration and management where there could be exchange of information on good practices, as well as scope for significant learning with other countries.	Organization of meeting of the working Group under the India Singapore Cooperation Programme in the field of Personnel Management and Public Administration.	Timely finalisation of the report/minutes of the meeting.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
27	[4.1.1] Organisation of the Conference.	DARP&G in association with the Department of Electronics & Information Technology and one of the State Government also organizes National Conference on e-Governance every year. Further, National Awards on e-Governance are presented every year during the Conference to propagate good practices in e-Governance across India. The interactive session with awardees of previous year and present year has also been started for replication, adoption and innovation.	Organizing National Conference on e-Governance and giving away of National Awards.	Timely Organisation of the Conference	
28	[4.2.1] Compilation of deliberations.	The interactive session with awardees of previous year and present year has also been started for replication, adoption and innovation.	Interaction with awardees of previous and present year for adoption, replication and innovation.	Timely Compilation of deliberations.	
29	[4.3.1] Release during the National Conference on e-Governance.	Publishing of Compendium of selected papers on issues of e-Governance, case studies of the previous year's awardees, compilation of national and international good practices will be done during the Conference. Activities like Human Resource Development, Awareness and Assessment under National e-Governance Plan (NeGP) are	Publishing of Compendium of select papers on issues of e-Governance, case studies of the previous year's awardees, compilation of national and international good practices on selected topic.	Timely Release during the National Conference on e-Governance	null

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
29	[4.3.1] Release during the National Conference on e-Governance.	being implemented through National e-Governance Conference which is being held every year.	Publishing of Compendium of select papers on issues of e-Governance, case studies of the previous year's awardees, compilation of national and international good practices on selected topic.	Timely Release during the National Conference on e-Governance	null

Section 5 : Specific Performance Requirements from other Departments

Location Type	State	Organisation Type	Organisation Name	Relevant Success Indicator	What is your requirement from this organisation	Justification for this requirement	Please quantify your requirement from this Organisation	What happens if your requirement is not met.
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Section 6: Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 11/12	FY 12/13	FY 13/14	FY 14/15	FY 15/16
1 Improved redressal of public grievances received by DAR&PG through CPGRAMS only.	Jointly with Central Ministries/Departments.	A composite index to be evolved	TBD	N/A	TBD	TBD	TBD	TBD
		A composite index to be evolved.	TBD	N/A	TBD	TBD	TBD	TBD
2 Improved system of governance.	State Governments /Union Territories and Knowledge partners	Issue of State-wise status report on implementation of ARC recommendation.	Number	NIL	NIL	15	20	25
3 Effective Promotion & implementation of Administrative Reforms.	Central Ministries/Departments	Issue of a consolidated performance report on Ministries..	Number	NIL	NIL	10	15	20