

Performance Management in Government

OR

How to bell the cat?

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Why measure Performance in Government?

- What is measured engages attention
- Assessing performance in Govt is very 'Complex' i.e Real + Imaginary
- All of us are not self actualised
- In Govt. Newton's 1st law works in reverse

We therefore need “An external force” pushing ‘it’ i.e. performance

It also needs to be ‘external’ so as to take a ‘big canvass’ view – Hence the PMD

How does one measure the performance?

- This exercise began in the PMD in 2009-10 with the RFD (Result Framework Document)
- RFD made the Departments
 - i) **Prioritise** their activities,
 - ii) **quantify** the outcome using,
 - iii) success **indicators** and
 - iv) assign **weightage** to these
- This was done in **mutual agreement** with an “external force” called the ATF

Can the SoE and the Government systems of performance management **learn from each other?**

- **Distribution** : Are the scores distributed normally as we move into the fifth year? (**not 1st!**)
- **Soft targetting**: As yearly trends get analysed can soft targetting get weeded out?
- **Analysis**: Can we do innovative analysis?
- **Mark-mix**: What is an ideal mix between
 - i) Departmental activities,
 - ii) Convergence and
 - iii) Mandatory indicators

Miles to go before we sleep (or slip 😊 !)

What are the challenges?

- **Customising RFD** to individual sector
- **Mapping** Department's performance onto;
 - i) Individual performance
 - ii) Attached office performance
 - lii) SoE performance
- **Raising the bar:** When we see a consistently high performance is it not the time to raise the bar?
- **Mark-mix:** Changing the current system of 85 (Sectoral) and 15 (Mandatory) to 60 (Sectoral) 25 (Mandatory) and 15 (Cross – sectoral)
- **Innovations** and
- **Minimising** corruption.

These issues are also relevant to the SoEs though somewhat less complex.

We hope to learn from the deliberations

We also hope you find these questions challenging

May we usher in a better tomorrow.

THANK YOU FOR YOUR PATIENCE

Department of Consumer Affairs

S. No	Objective		2009 - 10	2010-11	2011-12	2012-13
Total Composite Score (a. Department Specific + b. Mandatory)		W		100.00	100.00	100.00
		A		59.51	77.57	85.19
a.	Total Composite Score (Department Specific)	W		89.00	85.00	87.00
		A		49.16	67.27	82.19
b.	Total Composite Score (Mandatory)	W		11.00	15.00	13.00
		A		10.35	10.30	3.00
1	Strengthening of National Test House (NTH) laboratories	W		9.00	14.00	7.00
		A		6.66	5.75	6.86
2	Provision of effective, inexpensive and speedy redressal system to consumers	W		25.00	19.00	20.00
		A		7.40	18.60	18.45
3	To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009	W		15.00	16.00	17.00
		A		6.40	16.00	15.30
4	Enhancement of awareness of consumers about their rights and responsibilities	W		23.00	7.00	10.00
		A		20.00	4.32	10.00
5	Efficient Regulation of Commodity Futures Markets	W		4.00	4.00	4.00
		A		4.00	3.80	4.00
6	Strengthening of Forward Markets and Forward Markets Commission	W		8.00	12.00	12.00
		A		4.70	5.80	10.58
7	To promote and protect the interests of consumers through various Schemes	W			3.00	5.00
		A			3.00	5.00
8	Completion of an independent evaluation of NTH Lab	W				7.00
		A				7.00
9	Formulate Standards and strengthen Conformity Assessment of Products and Services	W		5.00	10.00	5.00
		A		0.00	10.00	5.00