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**GUIDELINES FOR  
RESULTS-FRAMEWORK DOCUMENT (RFD)  
2011-2012**

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(April 1, 2011 – March 31, 2012)



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Cabinet Secretariat  
Government of India

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# GUIDELINES FOR **RESULTS-FRAMEWORK DOCUMENT (RFD)** **2011-2012**

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## **Background**

The Prime Minister approved the outline of a “Performance Monitoring and Evaluation System (PMES) for Government Departments” vide PMO I.D. No. 1331721/PMO/2009-Pol dated 11.9.2009. Under PMES, each department is required to prepare a Results-Framework Document (RFD).

A RFD provides a summary of the most important results that a department/ministry expects to achieve during the financial year. This document has two main purposes: (a) move the focus of the department from process-orientation to results-orientation, and (b) provide an objective and fair basis to evaluate department’s overall performance at the end of the year.

The following Guidelines are divided into three broad sections: (I) Format of RFD; (II) Methodology for Evaluation; and (III) RFD Process and Timelines

## **I. Format of Results-Framework Document**

A Results-Framework Document (RFD) is essentially a record of understanding between a Minister representing the people’s mandate, and the Secretary of a Department responsible for implementing this mandate. This document contains not only the agreed objectives, policies, programs and projects but also success indicators and targets to measure progress in implementing them. To ensure the successful implementation of agreed actions, RFD may also include necessary operational autonomy.

The RFD seeks to address three basic questions: (a) What are department’s main objectives for the year? (b) What actions are proposed to achieve these objectives? (c) How would someone know at the end of the year the degree of progress made in implementing these actions? That is, what are the relevant success indicators and their targets?

The RFD should contain the following five sections:

- Section 1 Ministry’s Vision, Mission, Objectives and Functions.
- Section 2 *Inter se* priorities among key objectives, success indicators and targets.
- Section 3 Trend values of the success indicators.
- Section 4 Description and definition of success indicators and proposed measurement methodology.
- Section 5 Specific performance requirements from other departments that are critical for delivering agreed results.

## **Section 1: Ministry's Vision, Mission, Objectives and Functions**

This section provides the context and the background for the Results-Framework Document. Creating a Vision and Mission for a department is a significant enterprise. Ideally, Vision and Mission should be a byproduct of a strategic planning exercise undertaken by the department. Both concepts are interrelated and much has been written about them in management literature. Here we will provide some working guidelines to write this section of the RFD.

A *Vision* is an idealized state for the department. It is the big picture of what the leadership wants the department to look like in the future.

The department's *Mission* is the nuts and bolts of the vision. Mission is the who, what and why of the department's existence.

Vision is a symbol, and a cause to which we want to bond the stakeholders, (mostly employees and sometime other stake-holders). As they say, the people work best, when they are working for a cause, than for a goal. Vision provides them that cause.

Vision is a long-term statement and typically generic and grand. Therefore a vision statement does not change from year to year unless the department is dramatically restructured and is expected to undertake very different tasks in the future.

Vision should never carry the 'how' part of vision. For example ' To be the most admired brand in Aviation Industry' is a fine vision statement, which can be spoiled by extending it to 'To be the most admired brand in the Aviation Industry by providing world-class in-flight services'. The reason for not including 'how' is that the 'how' part of the vision may keep on changing with time.

Writing up a Vision statement is not difficult. The problem is to make employees engaged with it. Many a time, terms like vision, mission and strategy become more a subject of scorn than being looked up-to. This is primarily because leaders may not be able to make a connection between the vision/mission and people's every day work. Too often, employees see a gap between the vision, mission and their goals and priorities. Even if there is a valid/tactical reason for this mismatch, it is not explained. The leadership of the ministry (Minister and the Secretary) should therefore consult a wide cross section and come up with a Vision that can be owned by the employees of the ministry/department.

Vision should have a time horizon of 5-10 years. If it is less than that, it becomes tactical. If it has a horizon of 20+ years (say), it becomes difficult for the strategy to relate to the vision.

### **Features of a good vision statement:**

- Easy to read and understand.
- Compact and crisp to leave something to people's imagination.
- Gives the destination and not the road-map.
- Is meaningful and not too open ended and far-fetched.
- Excites people and makes them feel energized.
- Provides a motivating force, even in hard times.
- Is perceived as achievable and at the same time is challenging and compelling, stretching us beyond what is comfortable.

The entire process starting from the Vision down to the objectives is highly iterative. The question is from where we should start? We strongly recommend that vision and mission statement should be made first without being colored by constraints, capabilities and environment. It is akin to the vision of several armed forces: 'Keeping the country Safe and Secure from external threats'. This vision is non-negotiable and it drives the organization to find ways and means to achieve their vision, by overcoming constraints on capabilities and resources. Vision should be a stake in the ground, a position, a dream, which should be prudent, but should be non-negotiable barring few rare circumstances.

### **Mission follows the Vision:**

We strongly recommend that mission should follow the vision. This is because the purpose of the organization could change to achieve their vision. Ministry / Department's *mission* is the nuts and bolts of the vision. Mission is the who, what and why of your department's existence. The vision represents the big picture and the mission represents the necessary work.

Mission of the department is the purpose for which the department exists. It is in one way the road to achieve the vision.

### **Objectives:**

Objectives represent the developmental requirements to be achieved by the department in a particular sector by a selected set of policies and programmes over a specific period of time (short-medium-long). For example, objectives of the Ministry of Health & Family Welfare could include: (a) reducing the rate of infant mortality for children below five years; and (b) reducing the rate of maternity death by (30%) by the end of the development plan.

Objectives could be of two types: (a) Outcome Objectives address ends to achieved, and (b) Process Objectives specify the means to achieve the objectives. As far as possible, the department should focus on Outcome Objectives.<sup>1</sup>

Objectives should be directly related to attainment and support of the relevant national objectives stated in the relevant Five Year Plan, National Flagship Schemes, and relevant sector and departmental priorities and strategies, President's Address, the manifesto, and announcement/agenda as spelt out by the Government from time to time.

Objectives should be linked and derived from the Departmental Vision and Mission statements.

The functions of the department should also be listed in this section. These functions should be consistent with the allocation of business for the department / ministry.

## **Section 2: *Inter se* priorities among key objectives, success indicators and targets.**

The heart of the Section 2 of the RFD document consists of the Table 1. In what follows we describe the guidelines for each column of this Table.

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**Column 1: Select Key Departmental Objectives**

From the list of all objectives, select those key objectives that would be the focus for the current RFD. It is important to be selective and focus on the most important and relevant objectives only.

**Table 1: Format of the Results-Framework Document (RFD)**

| Objective   | Weight | Actions  | Success Indicator | Unit | Weight | Column 6                |           |      |      |      |
|-------------|--------|----------|-------------------|------|--------|-------------------------|-----------|------|------|------|
|             |        |          |                   |      |        | Target / Criteria Value |           |      |      |      |
|             |        |          |                   |      |        | Excellent               | Very Good | Good | Fair | Poor |
|             |        |          |                   |      |        | 100%                    | 90%       | 80%  | 70%  | 60%  |
| Objective 1 |        | Action 1 |                   |      |        |                         |           |      |      |      |
|             |        | Action 2 |                   |      |        |                         |           |      |      |      |
|             |        | Action 3 |                   |      |        |                         |           |      |      |      |
| Objective 2 |        | Action 1 |                   |      |        |                         |           |      |      |      |
|             |        | Action 2 |                   |      |        |                         |           |      |      |      |
|             |        | Action 3 |                   |      |        |                         |           |      |      |      |
| Objective 3 |        | Action 1 |                   |      |        |                         |           |      |      |      |
|             |        | Action 2 |                   |      |        |                         |           |      |      |      |
|             |        | Action 3 |                   |      |        |                         |           |      |      |      |

**Column 2: Assign Relative Weights to Objectives**

Objectives in the RFD should be ranked in a descending order of priority according to the degree of significance and specific weights should be attached to these objectives. The Minister in-charge will decide the *inter se* priorities among departmental objectives and all weights must add to 100.

**Column 3: Specify Means (Actions) for Achieving Departmental Objectives**

For each objective, the department must specify the required policies, programmes, schemes and projects. Often, an objective has one or more policies associated with it. Objective represents the desired “end” and associated policies, programs and projects represent the desired “means.” The latter are listed as “actions” under each objective.

**Column 4: Specify Success Indicators**

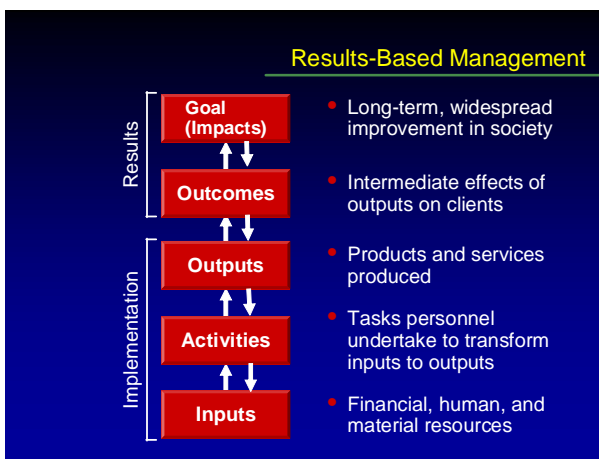
For each of the “action” specified in Column 3, the department must specify one or more “success indicators.” They are also known as “Key Performance Indicators (KPIs)” or “Key Result Indicators (KRIs)” A success indicator provides a means to evaluate progress in

achieving the policy, programme, scheme and project. Sometimes more than one success indicator may be required to tell the entire story.

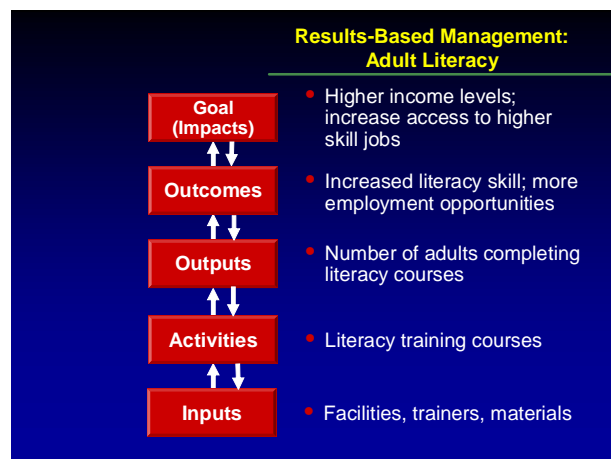
Success indicators are important management tools for driving improvements in departmental performance. They should represent the main business of the organization and should also aid accountability. If there are multiple actions associated with an objective, the weight assigned to a particular objective should be spread across the relevant success indicators.

Success indicators should consider both qualitative and quantitative aspects of departmental performance.

In selecting success indicators, any duplication should be avoided. For example, the usual chain for delivering results and performance is depicted in Figure 1. An example of this results chain is depicted in Figure 2.



**Figure 1:** Typical Results Chain



**Figure 2:** An Example of Results Chain

If we use Outcome (increased literacy) as a success indicator, then it would be duplicative to also use inputs and activities as additional success indicators.

Ideally, one should have success indicators that measure Outcomes and Impacts. However, sometimes due to lack of data one is able to only measure activities or output.

**Column 5: Assign relative Weights to Success Indicators**

If we have more than one action associated with an objective, each action should have one or more success indicators to measure progress in implementing these actions. In this case we will need to split the weight for the objective among various success indicators associated with the objective.

**Column 6: Specify Targets for Success Indicators**

The next step is to choose a target for each success indicator. Targets are tools for driving performance improvements. Target levels should, therefore, contain an element of stretch and ambition. However, they must also be achievable. It is possible that targets for radical

improvement may generate a level of discomfort associated with change, but excessively demanding or unrealistic targets may have a longer-term demoralizing effect.

The target should be presented as the following five-point scale

|           |           |      |      |      |
|-----------|-----------|------|------|------|
| Excellent | Very Good | Good | Fair | Poor |
| 100 %     | 90%       | 80%  | 70 % | 60 % |

It is expected that budgetary targets would be placed at 90% (Very Good). For any performance below 60%, the department would get a score of 0%.

### Section 3: Trend values of the success indicators

For every success indicator and the corresponding target, RFD must provide target values and actual values for the past two years and also projected values for two years in the future. The inclusion of target values for the past two years vis-a- vis the actual values will help in assessing the target value for the current year.

**Table 2: Trend Value for Success Indicators**

| Objective   | Actions  | Success Indicator | Unit | Actual Value for FY 09-10 | Actual Value for FY 10-11 (anticipated) | Target Value for FY 11/12 | Projected Value for FY 12/13 | Projected Value for FY 13/14 |
|-------------|----------|-------------------|------|---------------------------|---|---------------------------|------------------------------|------------------------------|
|             |          |                   |      |                           |   |                           |                              |                              |
| Objective 1 | Action 1 |                   |      |                           |   |                           |                              |                              |
|             | Action 2 |                   |      |                           |   |                           |                              |                              |
|             | Action 3 |                   |      |                           |   |                           |                              |                              |
|             |          |                   |      |                           |   |                           |                              |                              |
| Objective 2 | Action 1 |                   |      |                           |   |                           |                              |                              |
|             | Action 2 |                   |      |                           |   |                           |                              |                              |
|             | Action 3 |                   |      |                           |   |                           |                              |                              |
|             |          |                   |      |                           |   |                           |                              |                              |
| Objective 3 | Action 1 |                   |      |                           |   |                           |                              |                              |
|             | Action 2 |                   |      |                           |   |                           |                              |                              |
|             | Action 3 |                   |      |                           |   |                           |                              |                              |

### Section 4: Description and definition of success indicators and proposed measurement methodology.

RFD must contain a section giving detailed definitions of various success indicators and the proposed measurement methodology. Wherever possible, the rationale for using the proposed success indicators may be provided.

## **Section 5 Specific performance requirements from other departments that are critical for delivering agreed results.**

This section should contain expectations from other departments that impact on the department's performance. These expectations should be mentioned in quantifiable, specific, and measurable terms.

## **II. Evaluation Methodology**

At the end of the year, we look at the achievements of the government department, compare them with the targets, and determine the composite score. Table 3 provides an example from the health sector. For simplicity, we have taken on one objective to illustrate the evaluation methodology.

The Raw Score for Achievement in Column 6 of Table 3 is obtained by comparing the achievement with the agreed target values. For example, the achievement for first success indicator (% increase in primary health care centers) is 15 %. This achievement is between 80 % (Good) and 70 % (Fair) and hence the "Raw Score is" 75%.

The Weighted Raw Score for Achievement in Column 6 is obtained by multiplying the Raw Score with the relative weights. Thus for the first success indicator, the Weighted Raw Score is obtained by multiplying 75% by .50. This gives us a weighted score of 37.5%

Finally, the Composite Score is calculated by adding up all the weighted Raw Scores for achievements. In Table 3, the Composite Score is calculated to be 84.5.

The composite score shows the degree to which the government department in question was able to meet its objective. The fact that it got a score of 84.5 % in our hypothetical example implies that the department's performance vis-à-vis this objective was rated as "Very Good."

The methodology outlined above is transcendental in its application. Various Government departments will have a diverse set of objectives and corresponding success indicators. Yet, at the end of the year every department will be able to compute its Composite Score for the past year. This Composite Score will reflect the degree to which the department was able to achieve the promised results.

| <b>Departmental Rating</b> | <b>Value of Composite Score</b> |
|----------------------------|---------------------------------|
| Excellent =                | 100% - 96%                      |
| Very Good =                | 95% - 86%                       |
| Good =                     | 85 - 76%                        |
| Fair =                     | 75% - 66%                       |
| Poor =                     | 60% and below                   |

**Table 3:** Example of Performance Evaluation at the End of the Year

| Column 1                   | Column 2                              | Column 3                      |   | Column 4 | Column 5 |                          |           |      |      | Column 6 |              |           |                    |
|----------------------------|---------------------------------------|-------------------------------|---|----------|----------|--------------------------|-----------|------|------|----------|--------------|-----------|--------------------|
| Objective                  | Action                                | Criteria / Success Indicators |   | Unit     | Weight   | Target / Criteria Values |           |      |      |          | Achievement  | Raw Score | Weighted Raw Score |
|                            |                                       |                               |   |          |          | Excellent                | Very Good | Good | Fair | Poor     |              |           |                    |
|                            |                                       |                               |   |          |          | 100%                     | 90%       | 80%  | 70%  | 60%      |              |           |                    |
| <b>Better Rural Health</b> | Improve Access to Primary Health Care | 1                             | % Increase in number of primary health care centers                                 | %        | .50      | 30                       | 25        | 20   | 10   | 5        | 15           | 75%       | 37.5%              |
|                            |                                       | 2                             | % Increase in number of people with access to a primary health center within 20 KMs | %        | .30      | 20                       | 18        | 16   | 14   | 12       | 18           | 90%       | 27%                |
|                            |                                       | 3                             | Number of hospitals with ISO 9000 certification by December 31, 2009                | %        | .20      | 500                      | 450       | 400  | 300  | 250      | 600          | 100%      | 20%                |
| <b>Composite Score =</b>   |                                       |                               |   |          |          |                          |           |      |      |          | <b>84.5%</b> |           |                    |

### **III. RFD Process and Timelines**

#### **A. Beginning of the Year**

- At the beginning of each financial year, with the approval of the Minister concerned, each Department will prepare a Results-Framework Document (RFD) consistent with these guidelines.
- To achieve results commensurate with the priorities listed in the RFD, the Minister in-charge will approve the proposed activities and schemes for the Ministry/Department. The Ministers in-charge will also approve the corresponding success indicators (Key Result Areas – KRAs or Key Performance Indicators – KPIs) and time bound targets to measure progress in achieving these objectives.
- Based on the proposed budgetary allocations for the year in question, the drafts of RFDs will be completed by 5<sup>th</sup> of March every year. To ensure uniformity, consistency and coordinated action across various Departments, the Cabinet Secretariat will review these drafts and provide feedback to the *Ministries/Departments concerned*. This process will be completed by March 31 of each year.
- The final versions of all RFDs will be put up on the websites of the respective Ministries by the 15<sup>th</sup> of April each year.
- The Results Framework of each Department/Ministry will be submitted to the Cabinet Secretariat, by the 15<sup>th</sup> April of each year. It will take into account budget provisions and in particular the Outcome Budget. The Results-Framework Documents will be drawn up in such manner that quarterly monitoring becomes possible. Quarterly reports will be submitted to the Cabinet Secretariat.

#### **B. During the Year**

- After six months, the Results Framework as well as the achievements of each Ministry/Department against the performance goals laid down at the beginning of the year, will be reviewed by the High Power Committee on Government Performance consisting of the Cabinet Secretary, Finance Secretary, Expenditure Secretary, Secretary (Planning Commission), Secretary (Performance Management) and, if required, the Secretary of the Department concerned. At this stage, the Results-Framework Documents may have to be reviewed and the goals reset, taking into account the priorities at that point of time. This will enable to factor in unforeseen circumstances such as drought conditions, natural calamities or epidemics. The report of the High Power Committee on Government Performance will be submitted to the Prime Minister, through the concerned Minister, for further action as deemed necessary.

#### **C. End of the Year**

- At the end of the year, all Ministries/Departments will review and prepare a report listing the achievements of their ministry/department against the agreed results in the prescribed format. This report will be expected to be finalized by the 1<sup>st</sup> of May each year.

- After scrutiny by the Cabinet Secretariat, these results will be placed before the Cabinet for information by 1<sup>st</sup> of June each year.

#### IV. Time Table 2011-2012 RFDs

| WHEN |             | WHAT   | WHO                               |
|------|-------------|--|-----------------------------------|
| 2011 | March 5     | Submit final draft of Results-Framework (RF) document to Performance Management Division (PMD), Cabinet Secretariat. <i>(Since March 5, 2011, is a Saturday, RFD may be submitted by 5:30 PM on Monday, March 7, 2011)</i> | Departments/<br>Ministries        |
|      | March 15-31 | Review Meetings with the Ad-hoc Task Force (ATF) on Results Framework  | Departments /<br>Ministries / ATF |
|      | April 12    | Finalise Results–Framework document after incorporating suggestions of High Power Committee (HPC) on Government Performance  | Departments/<br>Ministries        |
|      | April 15    | Place Results-Framework document on departmental websites  | Departments/<br>Ministries        |
| 2012 | May 1       | Submit year-end evaluation report on progress during the year  | Departments/<br>Ministries        |
|      | May 10-18   | Review Meetings with the Ad-hoc Task Force (ATF) on year-end evaluation results  | Departments /<br>Ministries / ATF |
|      | May 28      | Finalise year-end evaluation results after incorporating suggestions of High Power Committee (HPC) on Government Performance   | Departments/<br>Ministries        |
|      | June 1      | Place the Evaluation Results before the Cabinet.   | Departments/<br>Ministries        |
|      | June 1      | Place the Evaluation Results on the website of the Ministry/Department.  | Departments/<br>Ministries        |

## V. Mandatory Success Indicators

Each RFD must contain the following mandatory indicators to promote enhanced and sustainable departmental performance levels.

| Objective   | Actions   | Success Indicator   | Unit | Weight | Target / Criteria Value |              |              |              |              |
|---|---|---|------|--------|-------------------------|--------------|--------------|--------------|--------------|
|   |   |   |      |        | Excellent               | Very Good    | Good         | Fair         | Poor         |
|   |   |   |      |        | 100%                    | 90%          | 80%          | 70%          | 60%          |
| 1<br>Efficient Functioning of the RFD System  | Timely submission of Draft for Approval   | On-time submission  | Date | 2%     | Mar. 7 2011             | Mar. 8 2011  | Mar. 9 2011  | Mar. 10 2011 | Mar. 11 2011 |
|   | Timely submission of Results  | On-time submission  | Date | 1%     | May 1 2011              | May 3 2011   | May 4 2011   | May 5 2011   | May 6 2011   |
| 2<br>Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department | Identify and Implement 3 major recommendations of ARC II relevant to the department                                   | Finalize 3 major recommendations of ARC II relevant to the department | Date | 2%     | Dec. 10 2011            | Dec. 15 2011 | Dec. 20 2011 | Dec. 24 2011 | Dec. 31 2011 |
|   | Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them | Finalize an action plan to mitigate potential areas of corruption.    | %    | 2%     | Dec. 10 2011            | Dec. 15 2011 | Dec. 20 2011 | Dec. 24 2011 | Dec. 31 2011 |
|   | Develop an action plan for e-office Implementation in the department / ministry                                       | Finalize an action plan for e-office                                  | Date | 2%     | Dec. 10 2011            | Dec. 15 2011 | Dec. 20 2011 | Dec. 24 2011 | Dec. 31 2011 |
|   | Develop an action plan to implement ISO 9001 certification  | Finalize an action plan to implement ISO 9001 certification           | Date | 2%     | Dec. 10 2011            | Dec. 15 2011 | Dec. 20 2011 | Dec. 24 2011 | Dec. 31 2011 |

| Objective  | Actions   | Success Indicator  | Unit | Weight   | Target / Criteria Value |           |      |      |      |    |    |
|--|---|--|------|--|-------------------------|-----------|------|------|------|----|----|
|  |   |  |      |  | Excellent               | Very Good | Good | Fair | Poor |    |    |
|  |   |  |      |  | 100%                    | 90%       | 80%  | 70%  | 60%  |    |    |
|  |   | Implementation of Sevottam   |      | Independent Audit of Implementation of Citizen's Charter                 | %                       | 1%        | 100  | 95   | 90   | 85 | 80 |
|  |   |  |      | Independent Audit of implementation of public grievance redressal system | %                       | 1%        | 100  | 95   | 90   | 85 | 80 |
| <b>Ensuring compliance to the Financial Accountability Framework</b> | Timely submission of ATNS on Audit paras of C&AG  | Percentage of ATNS submitted within due date ( 4 months) from date of presentation of Report to Parliament by CAG during the year. |      | .5   | 100                     | 90        | 80   | 70   | 60   |    |    |
|  | Timely submission of ATRs to the PAC Sectt. on PAC Reports.   | Percentage of ATRS submitted within due date ( 6 months) from date of presentation of Report to Parliament by PAC during the year. |      | .5   | 100                     | 90        | 80   | 70   | 60   |    |    |
|  | Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2011. | Percentage of outstanding ATNS disposed off during the year.   |      | .5   | 100                     | 90        | 80   | 70   | 60   |    |    |

| Objective            | Actions  | Success Indicator  | Unit | Weight     | Target / Criteria Value |           |      |      |      |
|----------------------|--|--|------|------------|-------------------------|-----------|------|------|------|
|                      |  |  |      |            | Excellent               | Very Good | Good | Fair | Poor |
|                      |  |  |      |            | 100%                    | 90%       | 80%  | 70%  | 60%  |
|                      | Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2011 | Percentage of outstanding ATRS disposed off during the year. |      | .5         | 100                     | 90        | 80   | 70   | 60   |
| <b>TOTAL WEIGHT=</b> |  |  |      | <b>15%</b> |                         |           |      |      |      |

1. For examples and background material on the *Performance Monitoring and Evaluation System*, please visit our website: [www.performance.gov.in](http://www.performance.gov.in)
2. Performance Management Division, Cabinet Secretariat, will conduct information / briefing sessions on these mandatory indicators.

## VI. RFD Submission Process

All RFDs must be submitted to the Performance Management Division, Cabinet Secretariat, by 5:30 PM on Monday, March 7, 2011 in the following formats:

- a. RFD data should be entered in the Results Framework Management System (RFMS). It will be locked at 5:30 PM on Monday, March 7, 2011. To avoid last minute computer glitches, early entry of the relevant RFD data will be much appreciated.
- b. Electronic copy of the RFD in PDF format should be sent to the following emails:
  - [performance-cabsec@nic.in](mailto:performance-cabsec@nic.in),
  - [prajapati.trivedi@nic.in](mailto:prajapati.trivedi@nic.in); and
  - [RFD-Cabsec@nic.in](mailto:RFD-Cabsec@nic.in)
- c. Printed Version (15 copies) hand delivered to Performance Management Division, Cabinet Secretariat, at the following address:

Performance Management Division  
Cabinet Secretariat  
Room 205 (5<sup>th</sup> Wing)  
The Hotel Janpath, Janpath  
New Delhi-110001

For information and assistance regarding RFD submission via RFMS, please call Mr. Kapil Sharma of National Informatics Centre (NIC) at +91-9818026015 or Mrs. Suchitra Pyarelal, Technical Director, +91-11-2436 5515, +91-11-2430 5808

Please refer all enquires relating to these guidelines to:

**S.B.Mandal**  
Deputy Secretary  
Performance Management Division  
Cabinet Secretariat  
5<sup>th</sup> Wing, The Hotel Janpath  
Janpath, New Delhi-110001  
Email: [sb.mondal@nic.in](mailto:sb.mondal@nic.in)

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