

**NATIONAL STATISTICS BUREAU  
ROYAL GOVERNMENT OF BHUTAN**

**PERFORMANCE AGREEMENT  
BETWEEN  
DIRECTOR GENERAL AND  
OFFICIATING HEAD, SECRETARIAT SERVICES (AFD)**

**(July 1, 2016 □ June 30, 2017)**

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**Preamble**

The Performance Agreement is entered into between the Director General and Officiating Head of the AFD, National Statistics Bureau (NSB).

The objectives of this Performance Agreement are:

- a) To establish clarity and consensus about annual priorities for the AFD consistent with the 2016-17 Annual Performance Agreement (APA), NSB's 11<sup>th</sup> Five Year Plan and the Government's other priorities;
- b) To make the AFD fully responsible for driving implementation and delivering the results against the annual priorities; and
- c) To provide an objective and fair basis for evaluating the AFD's overall performance at the end of the year;

The Performance Agreement represents an important accountability mechanism for inculcating a performance based culture at all levels of government.

**THEREFORE**, the parties hereto agree as follows:

## **Section 1: Vision, Mission and Objectives**

### **Vision**

- Support evidence-based policy/decision making in the country; and
- Be a key provider of world class statistical information.

### **Mission**

- Provide timely, relevant and reliable statistics consistent with international principles and standard for effective decision making and monitoring; and
- Be a key provider of internationally comparable statistical information.

### **Objectives**

- 1) To ensure availability of timely, relevant and reliable official statistics;
- 2) To institutionalize standard data collection system;
- 3) To enable effective and efficient public service delivery;
- 4) To provide effective and efficient direction and operational services;
- 5) To create a conducive environment for gender equality and child protection; and
- 6) To prevent corruption.

**Mandates of the AFD are to:**

1. Provide and facilitate day-to-day administrative services;
2. Provide accounts and finance services;
3. Developing and managing the human resources;
4. Providing ICT services; and
5. Any other support services related to the efficient administration and management.

**The success indicators of the AFD are to:**

1. Timeline by which monthly pay & allowances is credited into individual account;
2. TAT for bill clearance;
3. Internet Uptime;
4. TAT for budget revision services for projects and programs;
5. TAT for ICT troubleshooting services;
6. TAT for HR services;
7. TAT for procurement services;
8. Timeline by which Childcare center (crèche) for the employees is provided<sup>1</sup>;
9. Timeline by which internal framework to address gender related issues faced by the employee within the sector concerned is developed<sup>2</sup>; and
10. Percentage of recommendations/action plans emanating from IDT implemented<sup>3</sup>.

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<sup>1</sup> Mandatory success indicator (SI) from NCWC/Cabinet.

<sup>2</sup> Mandatory SI from NCWC/Cabinet.

<sup>3</sup> Mandatory SI from ACC/Cabinet.

## Section 2: Objectives, Success Indicators & Target

Objective	Weight	Action	Success Indicator	Unit	Weight	Excellent [100%]	Very Good [90%]	Good [80%]	Fair [70%]	Poor [60%]
To provide effective and efficient direction and operational services	2	Provide effective and efficient administration and finance services	Timeline by which monthly pay & allowances is credited into individual account	Date	0.25	4th week of every month	---	---	---	First week of next month
			TAT for bill clearance	Date	0.25	Within 5 working days	---	---	---	More than 5 days
			Percentage of days for which all pool vehicles are kept under running condition	Percent	0.25	100%	---	---	---	90%
			Internet Uptime	Percent	0.25	100%	---	---	---	90%
			TAT for budget revision services for projects and programs	Date	0.25	Within 3 working days	---	---	---	More than 3 working days
			TAT for ICT troubleshooting services	Date	0.25	Within half a day	---	---	---	More than 1 day
			TAT for HR services	Date	0.25	Within 3 working days	---	---	---	More than 3 working days
			TAT for procurement services	Date	0.25	Within 3 working days	---	---	---	More than 3 working days
To create a conducive environment for gender equality and child protection	2	Institutionalize integration of gender equality and child protection concerns	Timeline by which Childcare center (crèche) for the employees is provided	Date	1	30 Apr. 2017	-	30 May. 2017	-	30 Jun. 2017
			Timeline by which internal framework to address gender related issues faced by the employee within the sector concerned is developed	Date	1	31 May. 2017	-	-	-	30 Jun. 2017

To prevent corruption	2	Implement action plan adopted after the conduct of Integrity Diagnostic Testing (IDT)	Percentage of recommendations/action plans emanating from IDT implemented	Percent	2	90-100	80-90	70-80	60-70	<60
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### Section 3: Trend values of success indicators

Objective	Action	Success Indicator	Unit	Actual Values [FY 2013-14]	Actual Values [FY 2014-15]	Target Values [FY 2015-16]	Projected Values [FY 2016-17]	Projected Values [FY 2017-18]
To provide effective and efficient direction and operational services	Provide effective and efficient administration and finance services	Timeline by which monthly pay & allowances is credited into individual account	Date	NA	NA	NA	4th week of every month	4th week of every month
		TAT for bill clearance	Date	NA	NA	NA	Within 5 working days	Within 5 working days
		Percentage of days for which all pool vehicles are kept under running condition	Percent	NA	NA	NA	100%	100%
		Internet Uptime	Percent	NA	NA	NA	100%	100%
		TAT for budget revision services for projects and programs	Date	NA	NA	NA	Within 3 working days	Within 3 working days
		TAT for ICT troubleshooting services	Date	NA	NA	NA	Within half a day	Within half a day
		TAT for HR services	Date	NA	NA	NA	Within 3 working days	Within 3 working days
		TAT for procurement services	Date	NA	NA	NA	Within 3 working days	Within 3 working days
To create a conducive environment for gender equality and child protection	Institutionalize integration of gender equality and child protection concerns	Timeline by which Childcare center (crèche) for the employees is provided	Date	-	-	-	30 Apr. 2017	-
		Timeline by which internal framework to address gender related issues faced by the employee within the sector concerned is developed	Date	-	-	-	31 May. 2017	-



To prevent corruption	Implement action plan adopted after the conduct of Integrity Diagnostic Testing (IDT)	Percentage of recommendations/action plans emanating from IDT implemented	Percent	-	-	-	100	100
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#### Section 4: Definition of Success Indicators

Success Indicator	Description	Data Collection Methodology	Data Collection Frequency	Data Source
TAT for budget revision services for projects and programs	---	---	Annually	Administrative records maintained by Admin & Finance Division & office staff/survey opinion
TAT for ICT troubleshooting services	---	---	Annually	Administrative records maintained by Admin & Finance Division & office staff/survey opinion
TAT for HR services	---	---	Annually	Administrative records maintained by HR Services/survey opinion
TAT for procurement services	---	---	Annually	Administrative records maintained by AFD, office staff/survey opinion
Internet Uptime	---	---	Annually	Administrative records maintained by ICT Services//survey opinion
Timeline by which Childcare center (crèche) for the employees is provided	This includes setting up of childcare centers in their respective offices (or centrally located centers where there are many offices together).	Agency data/record and reports by Gender (GFP) and Child focal points of the different sectors.	Annually	Physical Verification or Gender Monitoring System.
Timeline by which internal framework to address gender related issues faced by the employee within the sector concerned is developed	This includes setting up of childcare centers in their respective offices (or centrally located centers where there are many offices together).	Agency data/record and reports by Gender (GFP) and Child focal points of the different sectors.	Annually	Physical Verification or Gender Monitoring System

**Section 5: Requirements from other Ministries, Agencies, Dzongkhags and Divisions**


<b>Organisation Name</b>	<b>Relevant Success Indicator</b>	<b>Requirement from the Organisation</b>	<b>Justification for the Requirement</b>	<b>Requirement detail</b>	<b>Impact (If Not Met)</b>
NATIONAL COMMISSION FOR WOMEN & CHILDREN	Timeline by which Childcare center (crèche) for the employees is provided	Will require funding support to establish Child Care Centre with basic facilities and also the monthly salary for the child care giver	Requires a room with basic necessary facilities to deliver the service	Funding support required is 100%	Without financial support, it will quite difficult to establish a child care centre
NATIONAL COMMISSION FOR WOMEN & CHILDREN	Timeline by which internal framework to address gender related issues faced by the employee within the sector concerned is developed	Will require collaboration in order to come up with the best framework to address the gender issues	Will need better ideas and advise to develop the best framework to address the gender related issues	Collaboration and support requirement is 100%	May not have the best frame work to address the gender related issues developed
ANTI-CORRUPTION COMMISSION	Percentage of recommendations/action plans emanating from IDT implemented	Need advice and guidance in developing and implementing the IDT action plan	Needed to come up with the best suitable IDT action plan and achieve the intended objective	ACC's guidance and advise needed is 10% in coming up with the best IDT action plan	Cannot come up with the best IDT action plan and achieve the objective

**Whereas,**

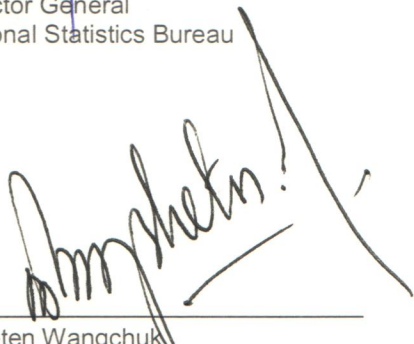
I, the Officiating Head, Secretariat Services (AFD), commit to the Director General, National Statistics Bureau to deliver the results described in this Annual Performance Agreement.

I, the Director General, commit to the Officiating Head, Secretariat Services (AFD), on behalf of the National Statistics Bureau and the Royal Government of Bhutan, to provide the necessary fund and resources for delivery of the results described in this Annual Performance Agreement.

**SIGNED:**

  
\_\_\_\_\_  
Kuenga Tshering  
Director General  
National Statistics Bureau

13/07/2016  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Tsheten Wangchuk  
Officiating Head, Secretariat  
Services (AFD)

13/07/2016  
\_\_\_\_\_  
Date