



R F D

(Results-Framework Document)

for

Department of Official Language

(2012-2013)

Section 1:

Vision, Mission, Objectives and Functions

Vision

To create an enabling environment for the progressive use of Hindi for official purposes of the Union in accordance with constitutional and statutory provisions regarding official Language, so that it may serve as a medium of expression for all the elements of the composite culture of the country.

Mission

To promote the incremental use of Hindi by meeting its statutory obligations of bilingual functioning in the Central Government Ministries/Departments/ Organizations; by creating awareness, and sensitizing the stakeholders through dissemination of information about the Official Language policy, programmes and activities; by undertaking capacitybuilding/ enhancement of the Central Government personnel at various levels of seniority in multiple areas of expertise viz. Hindi Language, Typing, Shorthand and use of IT tools; and by building synergy with Ministries/Departments/Organizations which share this Department's mandate to a certain extent.

Objectives

- 1 To promote the progressive use of Hindi in the Central Government Ministries/ Departments /Organisations through persuasion, incentives and motivations.
- 2 To provide direction and guidance to the said entities of the Central Government for the use of Hindi.
- 3 To impart training at induction level and in-service training in Hindi language, Typing/ Shorthand and IT tools and devising a better incentive system for participants of Hindi training.
- 4 To promote understanding of records and documentation in English among Hindi users.
- 5 Follow up of the recommendations of President's orders passed in the light of recommendations made by the Committee on Official Language (COL), and the decision taken by the Kendriya Hindi Samiti (KHS)
- 6 To maximize the satisfaction of citizens and clients with regard to the functioning of Department of Official Language (DOL), and its subordinate offices Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), Regional Implementation Offices (RIOs), and Secretariat of the Committee on Official Language (COL), through continuous interface with stakeholders.
- 7 To develop dynamic framework of personnel policy and management, and ceaseless pursuit of qualitative strengthening of Central Secretariat Official Language Services (CSOLS), and officers and officials of Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), Regional Implementation Offices (RIOs), and Secretariat

Section 1: Vision, Mission, Objectives and Functions

of the Committee on Official Language (COL).

8 Promotion of ICT applications in the use of Official Language

Functions

- 1 Celebrating Hindi Diwas for conferment of awards and organizing region -wise Zonal Felicitation Functions & Colloquia. (ZFF&C;).
- 2 Preparation of Annual Programme and Annual Assessment Report.
- 3 Organising various long/short term courses for Hindi Language, type-writing, word-processing on computer, training in translation.
4. Translation (mainly from English to Hindi) of Procedural literature (codes, Manuals, Rules, Regulations, Training Material and users guides).
- 5 Organising meetings with HRD/Law/I&NIC/DIT/CDAC and other Departments concerned.
- 6 Develop RFDs and Citizens'/ Clients' Charter and their Implementation for all Responsibility Centers (Subordinate Offices) namely CHTI, CTB, RIOs and CPOL.
- 7 Constitution/updating of Kendriya Hindi Samiti (KHS) and submission of proposal for meeting of KHS, Conducting meetings of COLIC, Constitution of TOLICS, Examining Quarterly Progress Reports and conducting Inspections
- 8 Updating regularly the Citizens'/ Clients' Charter, Status of RTI applications, timely submission of ATRs on Audit Para, putting up Seniority lists of all the cadres managed by the DOL on the website.
- 9 Obtaining information from the Subordinate Offices and other relevant sources for updating the Web-site and regular meetings of the Editorial Board of web site headed by Secretary DOL.
- 10 Creation of clean and aesthetic atmosphere, practice energy conservation and water saving and putting up of Posters/Messages
- 11 (i) Revision of Recruitment Rules non-CSOLS officers and officials of DOL . (ii) Management of personnel policy such as : a) Grant of Adhoc promotions to CSOLS and non-CSOLS. b) Grant of MACP to officers and staff of subordinate offices. c) Submission of proposal of regular promotion /appointment to UPSC. d) Submission of proposal of regular promotion /appointment to SSC.

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

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[1] To promote the progressive use of Hindi in the Central Government Ministries/Departments /Organisations through persuasion, incentives and motivations.	10.00	[1.1] Celebrating Hindi Diwas for conferment of a) Indira Gandhi RajBhasha Shields b) Rajiv Gandhi Rashtriya Gyan-Vigyan Maulik Pustak Lekhan Puraskar c) Best in-house Journal Award	[1.1.1] Hindi Day Celebration	Timeline ss	4.00	14/09/2012	--	--	--	--
		[1.2] Organizing region wise Zonal Felicitation Functions & Colloquia (ZFF&C)	[1.2.1] Two ZFF and Colloquia before 31, December, 2012	Timeline ss	3.00	31/12/2012	15/01/2013	31/01/2013	15/02/2013	28/02/2013
			[1.2.2] Remaining two by 15th March, 2013	Timeline ss	3.00	15/03/2013	25/03/2013	27/03/2013	29/03/2013	31/03/2013
		[2.1] Preparation of Annual Programme.	[2.1.1] 30/04/2012	Timeline ss	5.00	30/04/2012	15/05/2012	31/05/2012	15/06/2012	30/06/2012
		[2.2] Preparation of Annual Assessment Report.	[2.2.1] 31/08 of the succeeding year	Timeline ss	5.00	31/08/2012	30/09/2012	31/10/2012	30/11/2012	31/12/2012
[2] To provide direction and guidance to the said entities of the Central Government for the use of Hindi.	10.00	[3.1] Long/ short-term (intensive) training in Hindi language learning	[3.1.1] No. of Programmes	Number	3.00	5	4	3	2	1
		[3.2] Hindi language learning through correspondence course	[3.2.1] No. of Programmes	Number	1.00	1	--	--	--	--
		[3.3] Training in Hindi typewriting/word processing on computers	[3.3.1] No. of Programmes	Number	2.00	5	4	3	2	1
		[3.4] Basic and advanced trainings in computers	[3.4.1] No. of Programmes	Number	3.00	100	80	70	60	50
		[3.5] Long/medium/short- term trainings in Translation	[3.5.1] No. of Programmes	Number	2.00	40	35	30	25	20
[3] To impart training at induction level and in-service training in Hindi language, Typing/Shorthand and IT tools and devising a better incentive system for participants of Hindi training.	16.00									

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

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[4] To promote understanding of records and documentation in English among Hindi users.	8.00	[3.6] Workshops/Orientation programmes/Refresher programmes/TOT	[3.6.1] No. of Programmes	Number	2.00	46	40	35	30	25
		[3.7] Evaluation of the training programmes of CHTI and CTB by February, 2013	[3.7.1] Percentage	Percentage	3.00	100	90	80	70	60
		[4.1] Translation (mainly from English to Hindi) of Procedural literature (codes, Manuals, Rules, Regulations, Training Material and users guides)	[4.1.1] 55000 Number of pages	Number	8.00	55000	50000	45000	40000	35000
[5] Follow up of the recommendations of President's orders passed in the light of recommendations made by the Committee on Official Language (COL), and the decision taken by the Kendriya Hindi Samiti (KHS)	6.00	[5.1] Holding half-yearly meetings with HRD/Law/I&B and other Department concerned	[5.1.1] No. of meetings	Number	3.00	2	1	--	--	--
		[5.2] Quarterly meetings with NIC/DIT/ CDAC	[5.2.1] No. of meetings	Number	3.00	4	3	2	1	--
[6] To maximize the satisfaction of citizens and clients with regard to the functioning of Department of Official Language (DOL), and its subordinate offices Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), Regional Implementation Offices (RIOs), and Secretariat of the Committee on Official Language (COL), through continuous interface with stakeholders.	20.00	[6.1] Updation of DOL website.	[6.1.1] Update every fortnight	No. of Days	5.00	15	20	25	30	45
		[6.2] Half yearly coordination meetings with Central Hindi Training Institute (CHTI), Central Translation Bureau	[6.2.1] No. of meetings: 02	Number	4.00	2	1	--	--	--

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

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[7] To develop dynamic framework of personnel policy and management, and ceaseless pursuit of qualitative strengthening of Central Secretariat Official Language Services (CSOLS), and officers and officials of Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), Regional Implementation Offices (RIOs), and Secretariat of the Committee on Official Language (COL).	10.00	(CTB), Regional Implementation Offices (RIOs) and Secretariat of Committee of Parliament on Official Language (CPOL)								
		[6.3] Conducting meetings of COLIC	[6.3.1] 01 meeting in a year	Number	3.00	1	--	--	--	--
		[6.4] Constitution of TOLICs	[6.4.1] 12 in a year	Number	3.00	12	10	8	6	4
		[6.5] Monitoring the targets fixed in Annual Programme through Quarterly Progress Reports	[6.5.1] 02 months after the conclusion of Quarter	Number	2.00	60	70	80	85	90
		[6.6] Monitoring the targets fixed in Annual Programme through Inspections	[6.6.1] 1800 in a year	Number	3.00	1800	1600	1400	1200	1000
		[7.1] Submission of proposal for rationalization and management of cadres of Subordinate offices viz. CHTI, CTB & RIOs	[7.1.1] 31 Dec, 12	Timeline ss	5.00	31/12/2012	15/01/2013	28/02/2013	15/03/2013	31/03/2013
[8] Promotion of ICT applications in the use of Official Language	5.00	[7.2] Revision of Recruitment Rules for qualitative augmentation in CSOLS, CHTI, CTB & RIOs.	[7.2.1] 31 Mar, 2013	Timeline ss	5.00	15/03/2013	20/03/2013	25/03/2013	29/03/2013	31/03/2013
		[8.1] Development of MIS for Online monitoring of Quarterly Progress	[8.1.1] Development of MIS 31-12-2012	Timeline ss	1.25	31/12/2012	15/01/2013	31/01/2013	15/02/2013	28/02/2013

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

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
		Report and Annual Assessment Report	[8.1.2] Implementation of MIS by 31-03-2013	Timeline ss	1.25		20/03/2013	25/03/2013	29/03/2013	31/03/2013
		[8.2] Development of Language Application Tools for promotion of Hindi	[8.2.1] e-Mahashadkosh : Education, Sports, Culture, Railway, Commerce, Social Welfare and Science & Technology Domains	Timeline ss	1.25	15/03/2013	20/03/2013	25/03/2013	29/03/2013	31/03/2013
			[8.2.2] Improvement in Mantra-Rajbhasha (English to Hindi Translation Tools)	Timeline ss	1.25	15/03/2013	20/03/2013	25/03/2013	29/03/2013	31/03/2013
* Efficient Functioning of the RFD System	5.00	Timely submission of Draft for Approval	On-time submission	Date	2.0	05/03/2012	06/03/2012	07/03/2012	08/03/2012	09/03/2012
		Timely submission of Results for the year 2011-12 RFD	On-time submission	Date	1.0	01/05/2012	03/05/2012	04/05/2012	05/05/2012	06/05/2012
		Review the Strategic Plan	Finalise review of the Strategic plan for the next 5 years.	Date	2.0	10/12/2012	15/12/2012	20/12/2012	24/12/2012	31/12/2012
* Administrative Reforms	6.00	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	2.0	100	95	90	85	80
		Develop an action plan to implement ISO 9001 certification	Finalize an action plan to implement ISO 9001 certification	Date	2.0	10/12/2012	15/12/2012	20/12/2012	24/12/2012	31/12/2012
		Identify, design and implement major innovations	Preparation of Action Plan	Date	0.5	05/07/2012	06/07/2012	07/07/2012	08/07/2012	09/07/2012

* Mandatory Objective(s)

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

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	2.00	Implementation of Sevottam	Beginning of Implementation	Date	1.5	05/03/2013	06/03/2013	07/03/2013	08/03/2013	09/03/2013
			Review and resubmission of Citizen's Charter	Date	1.0	10/12/2012	15/12/2012	20/12/2012	24/12/2012	31/12/2012
			Independent Audit of implementation of public grievance redressal system	%	1.0	100	95	90	85	80
* Ensuring compliance to the Financial Accountability Framework	2.00	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.	%	0.5	100	90	80	70	60
			Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	0.5	100	90	80	70	60
			Percentage of outstanding ATNs disposed off during the year.	%	0.5	100	90	80	70	60
			Percentage of outstanding ATRS disposed off during the year.	%	0.5	100	90	80	70	60
* Mandatory Objective(s)		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of pending ATNs on PAC Reports presented to Parliament before 31.3.2012	%	0.5	100	90	80	70	60
			Percentage of pending ATRS on PAC Reports presented to Parliament before 31.3.2012	%	0.5	100	90	80	70	60

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
[1] To promote the progressive use of Hindi in the Central Government Ministries/Departments /Organisations through persuasion, incentives and motivations.	[1.1] Celebrating Hindi Diwas for conferment of a) Indira Gandhi RajBhasha Shields b) Rajiv Gandhi Rashtriya Gyan-Vigyan Maulik Pustak Lekhan Puraskar c) Best in-house Journal Award	[1.1.1] Hindi Day Celebration	Timelines	14/09/2010	14/09/2011	14/09/2012	14/09/2013	14/09/2014
	[1.2] Organizing region wise Zonal Felicitation Functions & Colloquia (ZFF&C)	[1.2.1] Two ZFF and Colloquia before 31, December, 2012	Timelines	07/01/2011	21/01/2011	31/12/2012	31/12/2013	31/12/2014
		[1.2.2] Remaining two by 15th March, 2013	Timelines	21/03/2011	28/03/2012	31/03/2013	31/03/2014	31/03/2015
[2] To provide direction and guidance to the said entities of the Central Government for the use of Hindi.	[2.1] Preparation of Annual Programme.	[2.1.1] 30/04/2012	Timelines	--	15/03/2011	30/04/2012	30/04/2013	30/04/2014
	[2.2] Preparation of Annual Assessment Report.	[2.2.1] 31/08 of the succeeding year	Timelines	28/05/2010	30/09/2012	30/09/2012	30/09/2013	30/09/2014
	[3.1] Long/ short-term (intensive) training in Hindi language learning	[3.1.1] No. of Programmes	Number	5	5	5	5	5
[3] To impart training at induction level and in-service training in Hindi language, Typing/Shorthand and IT tools and devising a better incentive system for participants of Hindi training.	[3.2] Hindi language learning through correspondence course	[3.2.1] No. of Programmes	Number	1	1	1	1	1
	[3.3] Training in Hindi typewriting/word processing on computers	[3.3.1] No. of Programmes	Number	7	7	7	7	7

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
	[3.4] Basic and advanced trainings in computers	[3.4.1] No. of Programmes	Number	54	125	100	100	100
	[3.5] Long/medium/short- term trainings in Translation	[3.5.1] No. of Programmes	Number	40	40	40	40	40
	[3.6] Workshops/Orientation programmes/Refresher programmes/TOT	[3.6.1] No. of Programmes	Number	46	46	46	46	46
	[3.7] Evaluation of the training programmes of CHTI and CTB by February, 2013	[3.7.1] Percentage	Percentage	--	--	100	--	--
[4] To promote understanding of records and documentation in English among Hindi users.	[4.1] Translation (mainly from English to Hindi) of Procedural literature (codes, Manuals, Rules, Regulations, Training Material and users guides)	[4.1.1] 55000 Number of pages	Number	47163	48000	50200	53000	55000
[5] Follow up of the recommendations of President's orders passed in the light of recommendations made by the Committee on Official Language (COL), and the decision taken by the Kendriya Hindi Samiti (KHS)	[5.1] Holding half-yearly meetings with HRD/Law/I&B and other Department concerned	[5.1.1] No. of meetings	Number	2	2	2	2	2
	[5.2] Quarterly meetings with NIC/ DIT/ CDAC	[5.2.1] No. of meetings	Number	4	4	4	4	4
[6] To maximize the satisfaction of citizens and clients with regard to the functioning of Department of Official Language (DOL), and its subordinate offices Central Hindi Training Institute	[6.1] Updation of DOL website.	[6.1.1] Update every fortnight	No. of Days	15	15	15	15	15

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
(CHTI), Central Translation Bureau (CTB), Regional Implementation Offices (RIOs), and Secretariat of the Committee on Official Language (COL), through continuous interface with stakeholders.								
	[6.2] Half yearly coordination meetings with Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), Regional Implementation Offices (RIOs) and Secretariat of Committee of Parliament on Official Language (CPOL)	[6.2.1] No. of meetings: 02	Number	2	2	2	2	2
	[6.3] Conducting meetings of COLIC	[6.3.1] 01 meeting in a year	Number	1	1	1	1	1
	[6.4] Constitution of TOLICs	[6.4.1] 12 in a year	Number	18	24	12	12	12
	[6.5] Monitoring the targets fixed in Annual Programme through Quarterly Progress Reports	[6.5.1] 02 months after the conclusion of Quarter	Number	--	--	70	--	--
	[6.6] Monitoring the targets fixed in Annual Programme through Inspections	[6.6.1] 1800 in a year	Number	--	1600	1800	1900	2000
[7] To develop dynamic framework of personnel policy and management, and ceaseless pursuit of	[7.1] Submission of proposal for rationalization and management of	[7.1.1] 31 Dec. 12	Timelines	--	--	15/01/2013	--	--

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
qualitative strengthening of Central Secretariat Official Language Services (CSOLS), and officers and officials of Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), Regional Implementation Offices (RIOs), and Secretariat of the Committee on Official Language (COL).	cadres of Subordinate offices viz. CHTI, CTB & RIOs							
	[7.2] Revision of Recruitment Rules for qualitative augmentation in CSOLS, CHTI, CTB & RIOs.	[7.2.1] 31 Mar, 2013	Timelines	--	--	15/03/2013	--	--
[8] Promotion of ICT applications in the use of Official Language	[8.1] Development of MIS for Online monitoring of Quarterly Progress Report and Annual Assessment Report	[8.1.1] Development of MIS 31-12-2012	Timelines	--	--	31/12/2012	--	--
		[8.1.2] Implementation of MIS by 31-03-2013	Timelines	--	--	31/03/2013	--	--
	[8.2] Development of Language Application Tools for promotion of Hindi	[8.2.1] e-Mahashabakosh : Education, Sports, Culture, Railway, Commerce, Social Welfare and Science & Technology Domains	Timelines	--	--	31/03/2013	--	--
		[8.2.2] Improvement in Mantra-Rajbhasha (English to Hindi Translation Tools)	Timelines	--	--	31/03/2013	--	--

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
* Efficient Functioning of the RFD System	Timely submission of Draft for Approval	On-time submission	Date	--	--	31/03/2012	--	--
	Timely submission of Results for the year 2011-12 RFD	On-time submission	Date	--	--	03/05/2012	--	--
	Review the Strategic Plan	Finalise review of the Strategic plan for the next 5 years.	Date	--	--	15/12/2012	--	--
* Administrative Reforms	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	--	--	95	--	--
	Develop an action plan to implement ISO 9001 certification	Finalize an action plan to implement ISO 9001 certification	Date	--	--	15/12/2012	--	--
	Identify, design and implement major innovations	Preparation of Action Plan	Date	--	--	31/12/2012	--	--
		Beginning of Implementation	Date	--	--	31/03/2013	--	--
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	Implementation of Sevottam	Review and resubmission of Citizen's Charter	Date	--	--	31/12/2012	--	--
		Independent Audit of implementation of public grievance redressal system	%	--	--	95	--	--
* Ensuring compliance to the Financial Accountability Framework	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.	%	--	--	95	--	--
		Percentage of ATRs submitted within due	%	--	--	95	--	--

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
	PAC Reports	date (6 months) from date of presentation of Report to Parliament by PAC during the year.						
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	--	--	95	--	--
	Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRs disposed off during the year.	%	--	--	95	--	--

* Mandatory Objective(s)

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

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

Objective Number	Description of Success Indicator
1.	The Hindi Day is celebrated on 14th September every year and the colloquium functions are to be taken up in a time bound manner hence the success indicator is defined in terms of date/time lines.
2.	Adherence to time schedule for preparation of Annual Programme and Annual Report is the key for uploading the same on the website hence the success indicators have been defined in terms of date/time lines.
3.	Training is imparted by organized various training programme and hence the success indicator is defined in terms of numbers.
4.	The key responsibility of Central Translation Bureau is translation of manuals, rules and regulations, training material and user guide and their performance can be assessed from the number of pages actually translated hence the success indicator is defined in terms of numbers.
5.	Coordination with concerned Ministries/Departments is intended to be made by discussion on and review of Presidential Orders by Organizing meetings. Hence the success indicator is defined in terms of numbers.

Section 4:

Description and Definition of Success Indicators and Proposed Measurement Methodology

6.	a) The updation of the information about activities of the Department for general public is critical for the governance. Hence the success indicator for updation of the website has been defined in terms of time lines/number of days. b) Coordination with subordinate offices is intended to be made through quarterly meetings and hence the success indicators is defined in terms of time lines/numbers.
7.	The clients' satisfaction is maximized best in terms of timelines.
8.	Development/Implementation of ICT applications by outside agencies namely HCL & C-DAC depends upon the time to be taken by them. Hence the success indicator is defined in terms of timeliness.

Section 5: Specific Performance Requirements from other Departments

Section 5 : Specific Performance Requirements from other Departments

S.No.	Action	Office on which Dependent	Result of non performance
1.	(ii) Organization of Zonal felicitation Functions and Colloquia (ZFF&C)	RIOs and Central Government Offices concerned	If data is not received from Central Government Offices through RIOs, the organization of ZFF&Cs can get delayed. Alternatively ZFF&Cs may get organized on the basis of incomplete data.
2.	(ii) Preparation of Annual Assessment Report	All Ministries/Departments	The Annual Assessment Report is normally laid on the Table of the Parliament in the Monsoon session. Non-receipt of reports from all the Ministries/Departments in time can hinder the action.

Section 5:

Specific Performance Requirements from other Departments

S.No.	Action	Office on which Dependent	Result of non performance
4.	Translation (mainly from English to Hindi) of Procedural literature (Codes, Manuals, Rules, Regulations, Training Material and users guides) (35000 pages from CTB staff and 20000 pages translation through outsource)	(a) Availability of external translators (b) SSC	a) A substantial contribution is by external translators. In the event of willing experts for translation work at Govt. approved rates not responding, the volume of output will get seriously affected. b) Depletion in staff strength on account of retirement etc. and SSC taking unduly long to fill up vacancies of Translators, the output of internal translators will get affected.
6.	v) Constitution of TOLICs	RIOs/Central Government Offices	If proposals are not received from the field due to a variety of factors which may include disinterest of Central Government Offices concerned, the targeted number of TOLICs may not get constituted.
6.	vi) Quarterly Progress Report	RIOs/Central Government Offices	If QPR is not received from Central Government Offices through RIOs, the Review of the QPRs will get delayed.

Section 5:

Specific Performance Requirements from other Departments

S.No.	Action	Office on which Dependent	Result of non performance
7.	i) Submission of proposal for rationalization and management of cadre of non-CSOLS officers and officials of Sub-ordinate offices of DOL. ii) Revision of RRs	DOP&T Deptt. Of Expenditure UPSC Ministry of Law	Since various proposals relating to rationalization and cadre management require consultation with DOP&T, Deptt. Of Expenditure, UPSC & Ministry of Law, their clearance will depend on them. Likewise personnel policy matters also need timely action by these agencies.
8.	Development/Implementation of ICT applications	HCL C-DAC	Timeline limit has been set out in the contract but in case they take unduly long time for reasons whatsoever, the implementation of ICT applications may be delayed.

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 10/11	FY 11/12	FY 12/13	FY 13/14	FY 14/15
1 Promote use of Official Language Hindi	All Ministries/Departments/Banks/ Undertakings/Subordinate Offices, Attached Offices and Autonomous Bodies substantially owned/controlled by the Central Government	Increase in the use of Hindi to the extent of 3% during 2011-12 and an increase of 0.5% per year thereafter till 2015-16, reaching a level of 4% increase by 2013-14 & 5% by 2015-16	Percentage		3	3.5	4	4.5