

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

### **Vision**

A prosperous community living in harmony with diverse culture and safe environment

### **Mission**

To ensure socio-economic, environmental and cultural well-being of the people through easy access and equal distribution of amenities/resources in a sustainable way

### **Objectives**

- 1) To enhance transparent, effective and efficient public service delivery
- 2) To ensure full utilization of Budget
- 3) To institutionalize and strengthen Government Performance Management System
- 4) གཞུང་གི་ལས་ཁུངས་ཚུན་ནང་ རྫོང་ཁའི་ལག་ལེན་གྱི་སྒྲིབ་གཏང་ནི།

## 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 enhance transparent, effective and efficient public service delivery	90	Enhance delivery of G2C services on civil registration & census	Timeline by which issuance of new Citizenship Identity Card (CID)/Special Residency Permit Card is processed.	Days	10	1	3	7	9	After 9 Days
			Timeline by which annual census is conducted	Days	10	Before February	Before March	Before April	Before May	After June
			Timeline by which change of individual information is processed	Days	10	1	2	3	4	After 5 days
			Timeline by which birth registration is processed and verified	Days	10	3	5	7	9	After 9 Days
			Timeline by which death registration is processed and verified	Days	10	3	5	7	9	After 9 Days
			Timeline by which census transfer is processed and approved	Days	10	3	5	7	9	After 9 Days
			Timeline by which nationality certificate issued	Days	10	1	2	3	4	5
			Timeline by which change of head of household is processed	Days	10	3	5	7	9	After 9 Days
			Timeline by which change of name and date of birth is processed	Days	10	1	2	3	4	5
To ensure full utilization of Budget	6	Ensure Annual Budget Utilization	Percentage of annual budget utilization	Percent	5	>95	90-94	85-89	80-84	<70

To institutionalize and strengthen Government Performance Management System	3	Strengthen APA implementation	Timely submission of APA implementation updates	Date	3	7th of every month	9th of every month	11th of every month	12th of every month	Later than 12th of every month
	1	གཞུང་ཁོངས་ཀྱི་ཡིག་འགྲུལ་ཚུ་རྫོང་ཁའི་ནང་ཐིམ།	ངོས་འཛིན་འབད་ཡོད་པའི་ཡིག་འགྲུལ་ཚུ་རྫོང་ཁའི་ནང་བཟུང་ཡོད་པའི་བརྒྱ་ཆ།	Percent	1	100	-	-	-	<100

### Section 3: Trend values of success indicators

Objective	Action	Success Indicator	Unit	Actual Values [FY 2018-19]	Actual Values [FY 2019-20]	Target Values [FY 2020-21]	Projected Values [FY 2021-22]	Projected Values [FY 2022-23]
To enhance transparent, effective and efficient public service delivery	Enhance delivery of G2C services on civil registration & census	Timeline by which annual census is conducted	Days	Before February	Before March	Before April	Before May	After June
		Timeline by which birth registration is processed and verified	Days	3	5	7	9	After 9 Days
		Timeline by which census transfer is processed and approved	Days	3	5	7	9	After 9 Days
		Timeline by which change of head of household is processed	Days	3	5	7	9	After 9 Days
		Timeline by which change of individual information is processed	Days	1	2	3	4	After 5 days
		Timeline by which change of name and date of birth is processed	Days	1	2	3	4	5
		Timeline by which death registration is processed and verified	Days	3	5	7	9	After 9 Days
		Timeline by which issuance of new Citizenship Identity Card (CID)/Special Residency Permit Card is processed.	Days	1	3	7	9	After 9 Days
		Timeline by which nationality certificate issued	Days	1	2	3	4	5
To ensure full utilization of Budget	Ensure Annual Budget Utilization	Percentage of annual budget utilization	Percent	98	>95	>95	>95	>95
To institutionalize and strengthen Government Performance Management System	Strengthen APA implementation	Timely submission of APA implementation updates	Date	5th of every month	7th of every month	7th of every month	7th of every month	7th of every month
གཞན་གྱི་ལས་ཁུངས་ཀྱི་ཐོན་ལས་ལེན་གྱི་ཕྱོད་གྲངས་ནི།	གཞན་འབྲེལ་གྱི་ཡིག་འགྲུལ་ལྟར་ རྒྱུ་ལེན་གྱི་ནང་ནི།	ངོས་འཛིན་འབད་ཡོད་པའི་ཡིག་འགྲུལ་ལྟར་རྒྱུ་ལེན་གྱི་ནང་ནི།	Percent	-	100	100	100	100

#### Section 4: Definition of Success Indicators

Success Indicator	Description	Data Collection Methodology	Data Collection Frequency	Data Source
Timeline by which annual census is conducted	This indicator measures by Timeline by which annual census is conducted. Finalize the tentative program and announce in the media and visit the Gewog centers as per the tentative.	DCRC System	Annually	Dzongkhag Civil registration & Census Office
Timeline by which birth registration is processed and verified	This indicator measures timeline by which new birth registration is processed and verified after submission of duly completed birth registration application form, copy of birth notification and other required documents related to birth duly endorsed by the Gup or processed by the processed by the CC Operators from the Gewog community centre.	DCRC System	Annually	Dzongkhag Civil registration & Census
Timeline by which death registration is processed and verified	This indicator measures timeline by which new death registration is processed and verified after submission of duly completed Death registration application form, copy of death notification and other required documents related to death duly endorsed by the Gup or processed by the CC Operators from the Gewog community centre.	DCRC System	Annually	Dzongkhag Civil Registration & Census Office
Timeline by which census transfer is processed and approved	Indicator measures by what time the census transfer is processed after receiving duly completed census transfer form along with all necessary required documents.	DCRC System	Annually	Dzongkhag Civil registration & Census System

Timeline by which nationality certificate issued	Indicator measures by what time the nationality certificate is processed and issued upon receiving service application form or other official letters.	DCRC System	Annually	Dzongkhag Civil Registration & Census
Timeline by which change of head of household is processed	Indicator measures by what time change of HOH is processed and approved after receiving duly completed forms endorsed by the family members and Gewog authority.	DCRC System	Annually	Dzongkhag Civil Registration & Census
Timeline by which issuance of new Citizenship Identity Card (CID)/Special Residency Permit Card is processed.	This Indicator measures a Timeline by which new Citizenship Identity Card and Special Residency Permit Card is processed after receiving duly completed forms and other required supporting documents endorsed by the Gup.	DCRC System	Annually	Dzongkhag Civil Registration & Census
Timeline by which change of name and date of birth is processed	This indicator measures the timeline by change of name and DOB is processed after receiving all duly completed formalities from the Gewog	DCRC System	Annually	Dzongkhag Civil Registration and Census
Percentage of annual budget utilization	This indicator measures the percentage of budget utilized (Both current and capital) against the total revised budget of the sector for the fiscal year.	PEMS/MYRB	Biannually	Dzongkhag Accounts Office
Timeline by which expenditure bills settled	This indicator measures the timeline by which expenditure bills for capital and current activities is verified and settled for the fiscal year	Administrative record	Biannually	Dzongkhag Accounts Office

Timely submission of APA implementation updates	This SI shall be evaluated based on the following parameters: 1. Timeline by monthly APA update report including issues submitted to the planning unit. 2. Timeline by which monthly progress reports including issues submitted to the Planning Unit. 3. Timeline by which evidences for achievement of SIs submitted. 4. Timely by which year end self-assessment report and achieved SIs submitted and action taken on all the MYR directives (both APA and budget).	Review of administrative data/documents/records	Monthly	Dzongkhag Civil Registration & Census Office
ངོས་འཛིན་འབད་ཡོད་པའི་ཡིག་འགྲུལ་ཚུ་ཚོང་ཁའི་ནང་གིས་ཡོད་པའི་བརྒྱ་ཆ།	<p>ཚོང་ཁ་ནང་གི་དགོ་པའི་ཡིག་འགྲུལ་གྱི་རིགས་ཡང་ གཤམ་གསལ་ལྟར་ཨིན།</p> <p>༡) བཀའ་བྱའི་རིགས། <input type="checkbox"/> བསྐྱོ་བཞག་བཀའ་བྱ།          (Appointment Order) <input type="checkbox"/> གནས་སྐོར་བཀའ་བྱ།          (Transfer Order) <input type="checkbox"/> འགན་ཁྲོལ་བཀའ་བྱ།          (Relieving Order) <input type="checkbox"/> གོ་གནས་ཡར་སེང་བཀའ་བྱ།          (Promotion Order) <input type="checkbox"/> རྒྱུར་བཏང་ཡིག་ཚང་བཀའ་བྱ།          (Office Orders)</p>	ཡིག་རྒྱུལ་གྱི་ཚོང་ཁ་ ཡིག་ཨང།	Biannually	Dzongkhag Civil Registration & Census Office