

**Managing for Development Results (MfDR)
Results Framework
Ministry of Foreign Affairs**

Priority Thrust Area	Key Performance Indicators (KPI)	Relevant Budget Link (Vote Particulars)	Budgetary Provision for 2010 (Rs. Mn)	Base Year Achievement of KPI in 2009	Target of KPI		
					2010	2011	2012
1. Conduct of consular functions for the benefit of Sri Lankan public both, locally and abroad	1. Time taken to authenticate a valid birth/ marriage/ death/ education certificate and other important document	-	0	Average 20 minutes	Average 15 minutes	Average 10minutes	Less than 10 minutes
	2. Time taken to check validity/ accuracy of a birth/ marriage/ death/ education certificate and other important document	-	0	Average 30 minutes.	Average 20 minutes	Average 15 minutes	Less than 15 minutes
	3. Number of complaints made against the services at the Consular Division per month	-	0	Average 5 complaints per month	Average 3 complaints per month	none	none
	4. Time taken to bring human remains of a Sri Lankan who died abroad	-	0	At least 15 days No. of cases attended from Jan-Aug 09 - 289	Less than 15 days	10 days	Less than 10 days
	5. Time taken to resolve an issue related to stranded or detained Sri Lankan/ boat/ vessel, after coordinating with relevant parties and relatives of the detainee Vs number of cases attended	-	0	Average one month if the case is genuine	Less than one month	20 days	Less than 20 days
	6. Time taken to arrange payment of compensation to the Next of Kin of a victim	-	0	2 months	Less than 2 months	Less than 2 months	Less than 2 months