

**Managing for Development Results
Results Framework
Ministry of Public Administration and Home Affairs**

Priority Thrust Area	Key Performance Indicators (KPI)	Relevant Budget link (Vote Particulars)	Budgetary Provision for 2010 (Rs. Mn)	Base Year Achievement of KPI 2009	Target of KPI		
					2010	2011	2012
1. Policy Management	No of Policy Issues addressed			780	750	710	680
2. Humman Resource Management	1. Percentage of Lead time Change in Placement						
	2. Percentage of Public Servants' IT Literacy						
	3. Rate of Training Participation						
3. Standardization of Service Delivery	1. Rate of Customer Satisfaction			55	60	68	70
	2. No of Services for Which Delivery Time Improved			45	60	80	90