



Ministry of Foreign Employment Promotion and Welfare Agency Score Card -ASC

Abbreviations

Status of Target achievement is illustrated thus:



Successful- Target achieved



Moderately Successful – Deviation not exceeding 10 %



Unsuccessful – Deviation exceeding 10 %

Thrust Areas

- **Policy Formulation and Implementation**
- **Competitive advantage building**
- **Information systems**
- **Capacity enhancement and standards development**
- **Welfare of contract migrant workers and their families**
- **Promotion and regulation of foreign Employment Industry**

Thrust area 1 –Policy Formulation and Implementation

No	Key Performance Indicator	Status	Baseline	Target/Benchmark				
				2007	2008	2009	2010	2011
1	No. of skilled workers migrated	Target	62939	89714	117190	160725	198433	242883
		Achievement						
		Status						
2	No domestic workers migrated	Target	107476	81740	71923	61305	40870	20435
		Achievement						
		Status						
3	Remittance inflow in Rs. Mn.	Target	47368	79128	88596	100113	115130	138156
		Achievement						
		Status						
4	% increase of Nos registered for migration	Target	217306	3%	9%	14%	22%	31%
		Achievement						
		Status						
5	% reduction of complaints of salaries not received by migrant workers	Target	Present level=To be identified	10%	25%	50%	70%	90%
		Achievement						
		Status						

2	No. of Mahinda Chintana projects and programmes implemented		10	10	13	-	-	-
3	Yield per person(Remittances / labour stock) in Rs.'000		217979	352799	378000	404813	435145	483494
	% increase of funds collected from contracts by the embassies		Not Available	-	Event to establish Base Line	10% Increase per year	10% Increase per year	10% Increase per year

Thrust area 2 – Building Competitive Advantage

No	Key Performance Indicator	Status	Baseline 2007	Target/Benchmark				
				2008	2009	2010	2011	2012
1	No. of complaints/grievances of migrant workers	Target	8445	7000	5000	4000	2000	0
		Achievement						
		Status						
2	Increase of skilled categories of migrant workers	Target	62939	89714	117190	160725	198433	242883
		Achievement						
		Status						
3	Increase of salary received by Migrant workers	Target	Present Level=To be established	38%	38%	45%	45%	47%
		Achievement						
		Status						

4	% reduction of Cycle time (time to commence recruitment from the time of receipt of the order)	Target	Present Level=To be established	10	10	10	10	10
		Achievement						
		Status						
5	% reduction of the gap between vacancies received and no migrated	Target	Present Level=To be established	10	10	10	10	10
		Achievement						
		Status						
6	No. of new job categories introduced	Target	Nil	50	100	150	200	250
		Achievement						
		Status						
7	Nos trained in languages and others	Target	38187	53824	82033	128580	178589	230738
		Achievement						
		Status						
8	% reduction of Cumulative Nos admitted to safe houses and camps	Target	Present Level=To be established	10	20	30	40	50
		Achievement						
		Status						

Thrust area 3 – Information Systems

No	Key Performance	Status	Baseline	Target/Benchmark
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	Indicator		2007	2008	2009	2010	2011	2012
1	Nos increased in the job bank	Target	1630	1800	2100	2400	2850	3300
		Achievement						
		Status						
2	Hit count of the web site	Target	35000	100000	0.5Mn	0.7Mn	0.9Mn	1Mn
		Achievement						
		Status						
3	No. of integrations	Target	58	61	65	70	76	83
		Achievement						
		Status						
4	All information made available in web	Target	Available	Cts Update	Cts Update	Cts Update	Cts Update	Cts Update
		Achievement						
		Status						
5	Hit count both ways	Target	40000	100000	0.5Mn	0.7Mn	0.9Mn	1Mn
		Achievement						
		Status						
6	No. of inquiries by family members	Target	8245	7426	7053	6259	5017	3353
		Achievement						
		Status						

Thrust area 4- Capacity Enhancements and Standards Development

No	Key Performance Indicator	Status	Baseline 2007	Target/Benchmark				
				2008	2009	2010	2011	2012

1	No. of institutions with strengthened capacity	Target	05	08	10	13	15	20
		Achievement						
		Status						
2	No. of curricula developed	Target	03	08	10	15	20	25
		Achievement						
		Status						
3	Trainers developed	Target	150	160	170	185	195	200
		Achievement						
		Status						
4	No. of professionally qualified licensed agents	Target	Nil	5	10	40	60	100
		Achievement						
		Status						
5	No. of new job categories introduced	Target	Nil	50	100	150	200	250
		Achievement						
		Status						
6	Breach of contracts(not provided with agreed job)	Target	739	500	400	300	200	0
		Achievement						

		Status						
7	No. of Premature repatriation	Target	6000	5500	5000	4500	3000	1000
		Achievement						
		Status						
8	No. of complaints on non payment of agreed sum	Target	1495	1000	700	500	250	100
		Achievement	-					
		Status						
9	No. of complaints re rights of Migrants	Target	8445	7000	6000	4000	2000	1500
		Achievement						
		Status						
10	Remittances from migrants (Rs.Mn)	Target	47368	79128	88596	100113	115130	138156
		Achievement						
		Status						
11	Web site in force	Target	Available	Cts update	Cts update	Cts update	Cts update	Cts update
		Achievement						
		Status						

Thrust area 5 – Welfare and Voice of Contract Migrant workers

No	Key performance Indicator	Status	Baseline 2007	Target/Benchmark				
				2008	2009	2010	2011	2012
1	No. of MOUs signed-cumulative	Target	1	9	12	16	20	30
		Achievement						
		Status						
2	% reduction of safe house maintenance (Cum)	Target	Present Level to be established	10	20	30	40	50
		Achievement						
		Status						
3	% reduction of Cost of repatriation	Target	16%	20%	25%	30%	40%	50%
		Achievement						
		Status						
4	No. of O/s insurance agreements signed	Target	1	9	12	16	20	30
		Achievement						
		Status						

5	% reduction of Domestic worker migrants-cumulative	Target	Present Level= To be established	20	25	25	25	30
		Achievement						
		Status						
6	No. of countries where people are absorbed in to the social sec systems of their country(Except domestic sector)	Target	Present Level= To be established	4	9	12	16	20
		Achievement						
		Status						
7	No. of deaths reported	Target	277	260	220	190	140	80
		Achievement						
		Status						
8	No. of employee complaints Received	Target	200	175	125	75	50	25
		Achievement						
		Status						
9	No. of embassy complaints	Target	16583	14300	12500	11000	9000	7500

		Achievement						
		Status						
10	No repatriated	Target	366	340	320	290	250	200
		Achievement						
		Status						
11	No. of programmes for registration carried out	Target	Present Level=To be established	3	7	12	20	22
		Achievement						
		Status						
12	No. of beneficiaries for registration programmes	Target	Present Level=To be established	500	5000	15000	20000	25000
		Achievement						
		Status						
13	Collaboration of all countries	Target	Nil	-	25%	50%	75%	All
		Achievement						
		Status						
14	No. of registration programmes carried out	Target	Present Level=To be established	4	6	8	10	12
		Achievement						

		Status						
15	No. of beneficiaries for welfare of family members- Adults	Target	Present Level= To be established	800	20000	25000	30000	51000
		Achievement						
		Status						
16	No. of beneficiaries for welfare of family members	Target	6900	8000	9000	10000	20000	50000
		Achievement						
		Status						
17	No. of programmes for welfare of family members Carried out	Target	2	3	4	5	6	7
		Achievement						
		Status						

Thrust area 6 – Promotion and Regulation of Foreign Employment Industry

No	Key Performance Indicator] Status	Baseline	Target/Benchmark				
				2007	2008	2009	2010	2011

1	No. of new markets created	Target	Nil	Change as earlier				
		Achievement						
		Status						
2	No. of new sectors introduced	Target	nil	-	2	2	4	4
		Achievement						
		Status						
5	No. of Employer/Employee contracts signed	Target	Nil	9	9	9	9	9
		Achievement						
		Status						
6	Manual of Guidelines for regulation and promotion introduced	Target	Not Available	Event	Cts Update	Cts Update	Cts Update	Cts Update
		Achievement						
		Status						
7	% reduction of No. of days required to send an employee from the point of order	Target	Present Level= To be established	10	10	10	10	10
		Achievement						
		Status						
8	No. of employees registered for migration	Target	107476	81740	71523	61305	40870	20435
		Achievement						
		Status						

9	Amendments for the present act introduced	Target	Not available	-	Event	Cts Update	Cts Update	Cts Update
		Achievement						
		Status						
10	Restructuring of the organization	Target	Not available	-	Event	-	-	-
		Achievement						
		Status						
11	No. of workers Registered with the Bureau	Target	107476	81740	71523	61305	40870	20435
		Achievement						
		Status						
12	Worker outflow for skilled categories	Target	69939	89714	117190	160725	198433	242883
		Achievement						
		Status						
13	Foreign exchange Earned(Rs.Mn)	Target	47368	79128	88596	100113	115130	138156
		Achievement						
		Status						
14	No. of skilled and above job orders received	Target	25832	27381	29029	30765	32611	34568
		Achievement						
		Status						

15	% increase of no recruited for overseas employment for skilled and above	Target	Present Level= To be established	23%	40%	56%	65%	71%
		Achievement						
		Status						

ABBREVIATIONS

MOFE- Ministry of Foreign Employment Promotion and Welfare

SLBFE – Sri Lanka Bureau of Foreign Employment