



**Ministry of Foreign Employment Promotion and Welfare
Agency Results framework -ARF**

Vision

“To be the policy maker and implementer to create gainful foreign employment opportunities , protecting rights of migrant workers whilst ensuring their welfare and protection”

Mission

“To convert the entire labour migration sector into a demand driven process in order to achieve greater competitive advantage by introducing appropriate policies and structural changes together with necessary promotional and welfare activities to meet the international market challenges to optimize contribution to the national economy.”

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	Goals	KPI	Baseline	Target/Benchmark					Lead Unit
				2007	2008	2009	2010	2011	
1	To make available right policies to gain right employment to the right people	No. of skilled workers migrated	62939	89714	117190	160725	198433	242883	SLBF E
		No domestic workers migrated	107476	81740	71923	61305	40870	20435	SLBF E
		Remittance inflow in Rs. Mn.	47368	79128	88596	100113	115130	138156	SLBF E
		% increase of Nos registered for migration	217306	3%	9%	14%	22%	31%	MOFE
		% reduction of complaints of salaries not received by migrant workers	Present level=To be identified	10%	25%	50%	70%	90%	SLBF E
2	To accommodate Mahinda Chintana Policies in all activities	No. of Mahinda Chintana projects and programmes implemented	10	10	13	-	-	-	MOFE
3	To implement the cabinet approved policies for gainful employment to the people of Sri Lanka	Yield per person(Remittances / labour stock) in Rs.'000	217979	352799	378000	404813	435145	483494	SLBF E
		% 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	MOFE

Thrust area 2 – Building Competitive Advantage

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1	Quality improvement of migrant workers	No. of complaints/grievances of migrant workers	8445	7000	5000	4000	2000	0	SLBFE
		Increase of skilled categories of migrant workers	62939	89714	117190	160725	198433	242883	SLBFE
		Increase of salary received by Migrant workers	Present Level=To be established	38%	38%	45%	45%	47%	SLBFE
2	To improve the efficiency of migration process	% reduction of Cycle time (time to commence recruitment from the time of receipt of the order)	Present Level=To be established	10	10	10	10	10	SLBFE
3	To ensure a demand driven supply	% reduction of the gap between vacancies received and no migrated	Present Level=To be established	10	10	10	10	10	SLBFE
4	To organize diversification of skills (multi skilling)	No. of new job categories introduced	Nil	50	100	150	200	250	SLBFE
5	To improve communication abilities and personal qualities of migrant workers	No s trained in languages and others	38187	53824	82033	128580	178589	230738	SLBFE
		% reduction of Cumulative Nos admitted to safe houses and camps	Present Level=To be established	10	20	30	40	50	SLBFE

Thrust area 3 – Information Systems

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1	To make available the “Profiles ” of information of all migrant workers in the web	Nos increased in the job bank	1630	1800	2100	2400	2850	3300	SLBFE
		Hit count of the web site	35000	100000	0.5Mn	0.7Mn	0.9Mn	1Mn	SLBFE
2	Integrated data base availability	No. of integrations	58	61	65	70	76	83	SLBFE
3	Information sharing nationally and internationally	All information made available in web	Available	Cts Update	Cts Update	Cts Update	Cts Update	Cts Update	SLBFE
		Hit count both ways	40000	100000	0.5Mn	0.7Mn	0.9Mn	1Mn	SLBFE
		No. of inquiries by family members	8245	7426	7053	6259	5017	3353	SLBFE

Thrust area 4- Capacity Enhancements and Standards Development

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1	Continuous Institutional Capacity Building	No. of institutions with strengthened capacity	05	08	10	13	15	20	SLBFE
		No. of curricula developed	03	08	10	15	20	25	SLBFE
		Trainers developed	150	160	170	185	195	200	SLBFE
		No. of professionally qualified licensed agents	Nil	5	10	40	60	100	SLBFE

2	Continuous migrant worker capacity enhancement	No. of new job categories introduced	Nil	50	100	150	200	250	SLBFE
	Ensure right skills based on demand	Breach of contracts(not provided with agreed job)	739	500	400	300	200	0	SLBFE
3	Ensure appropriate terms and conditions	Premature repatriation	6000	5500	5000	4500	3000	1000	SLBFE
		No. of complaints on non payment of agreed sum	1495	1000	700	500	250	100	SLBFE
4	Ensure rights and privileges of migrant workers	No. of complaints	8445	7000	6000	4000	2000	1500	SLBFE
		Remittance (Rs.Mn)	47368	79128	88596	100113	115130	138156	SLBFE
5	Ensure Integrated network of all o/s market oriented skill development bodies	Web site in force	Available	Cts update	Cts update	Cts update	Cts update	Cts update	SLBFE

Thrust area 5 – Welfare and Voice of Contract Migrant workers

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1	Agreements in place with host countries	No. of MOUs signed-cumulative	1	9	12	16	20	30	SLBFE
		% reduction of safe house maintenance (Cum)	Present Level=to be established	10	20	30	40	50	SLBFE
		% reduction of Cost of repatriation	16%	20%	25%	30%	40%	50%	SLBFE
2	Ensure minimizing employees risk	No. of O/s insurance agreements signed	1	9	12	16	20	30	SLBFE

3	Minimize social cost of the society	% reduction of Domestic worker migrant s-cum	Present Level= To be established	20	25	25	25	30	SLBFE
4	Ensured safety overseas	No. of countries where people are absorbed in to the social sec systems of their country(Except domestic sector)	Present Level= To be established	4	9	12	16	20	30
5	Ensured protection of all migrant workers	No. of deaths reported	277	260	220	190	140	80	SLBFE
		No. of employee complaints Received	200	175	125	75	50	25	SLBFE
		No. of embassy complaints	16583	14300	12500	11000	9000	7500	SLBFE
		No repatriated	366	340	320	290	250	200	SLBFE
6	Reintegration programmes for MW								
		No. of programmes	Present Level=To be established	3	7	12	20	22	SLBFE
		No. of beneficiaries	Present Level= To be established	500	5000	15000	20000	25000	SLBFE
7	Creation of associations/ collaboration of sending countries and migrants	Collaboration of all countries	Nil	-	25%	50%	75%	All	MOFE
8	Welfare of family members – adults	No. of programmes carried out	Present Level= To be established	4	6	8	10	12	SLBFE

		No. of beneficiaries	Present Level= To be established	800	20000	25000	30000	51000	SLBFE
9	Welfare of family members – children	No. of beneficiaries	6900	8000	9000	10000	20000	50000	SLBFE
		No. of programmes Carried out	2	3	4	5	6	7	SLBFE

Thrust area 6 – Promotion and Regulation of Foreign Employment Industry

No	Goals	KPI	Baseline	Target/Benchmark					Lead Unit
				2007	2008	2009	2010	2011	
1	Ensure New opportunities	No. of new markets created	Nil	Change as earlier					SLBFE
		No. of new sectors introduced	nil	-	2	2	4	4	SLBFE
2	Clear Guidelines for responsibilities	No. of Employer/Employee contracts signed	Nil	9	9	9	9	9	SLBFE
		Manual of guidelines introduced	Not Available	-	Event	Cts Update	Cts Update	Cts Update	SLBFE
3	Ensured motivation of all providers/ stakeholders	% reduction of No. of days required to send an employee from the point of order	Present Level= To be established	10	10	10	10	10	SLBFE
4	Strengthened government arm for migration	No. of employees registered for migration	107476	81740	71523	61305	40870	20435	SLBFE
		Amendments for the present act introduced	Not available	Event	Event	Cts Update	Cts Update	Cts Update	SLBFE
		Restructuring of the organization	Not available	Event	Event	-	-	-	SLBFE

5	New Image for the industry and the worker him/her self								SLBFE
		No. of workers registered	107476	81740	71523	61305	40870	20435	SLBFE
6	Improved attractiveness of the Industry	Worker outflow for skilled categories	69939	89714	117190	160725	198433	242883	SLBFE
		Foreign exchange Earned(Rs.Mn)	47368	79128	88596	100113	115130	138156	SLBFE
7	Well promoted industry overseas	No. of skilled and above job orders received	25832	27381	29029	30765	32611	34568	SLBFE
		% increase of no recruited for overseas employment for skilled and above	Present Level= To be established	23%	40%	56%	65%	71%	SLBFE

ABBREVIATIONS

MOFE- Ministry of Foreign Employment Promotion and Welfare

SLBFE – Sri Lanka Bureau of Foreign Employment