



**Ministry of Labour Relations and Manpower
Ministry of Post and Telecommunications
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 Area 1- Industrial Peace and Harmony

No	KPI	Status	Baseline 2007	Target/Benchmark				
				2008	2009	20010	2011	2012
1	% of strikes reduced	Target	Presnt Level=25	10	10	10	10	10
		Achievement						
		Status						
2	Mediation Centres increased	Target	Present Level=3	6	9	12	15	18
		Achievement						
		Status						
3	% increase of individual Counseling	Target	Present Level=960 Persons per	5	5	5	5	5

	increased		year					
		Achievement						
		Status						
4	% of settlements of conciliations increased	Target	Present Level=5683	5	5	5	5	5
		Achievement						
		Status						
5	% of No of arbitrations reduced	Target	Present Level=32	6	6	6	6	6
		Achievement						
		Status						
6	% increase in No of collective agreements	Target	Present Level=45	5	5	8	10	10
		Achievement						
		Status						
7	No of DLACC established	Target	Present Level=14 Districts	16	18	20	24	All districts
		Achievement						
		Status						
8	% reduction in No of Industrial disputes	Target	Present Level Plantation=7321	5	5	5	5	5
		Achievement						
		Status						

9	% reductions in No of termination cases	Target	Present Level=227	2	2	2	2	2
		Achievement						
		Status						
10	% increase in No of collective agreements signed and updated	Target	Present Level=45	5	5	8	10	10
		Achievement						
		Status						
11	%Reduction of man days lost	Target	Present Level=39237	10	10	15	20	20
		Achievement						
		Status						
12	% of strikes reduced	Target	Present Level=25	10	10	10	10	10
		Achievement						
		Status						
13	Mediation Centres increased	Target	Present Level=3	6	9	12	15	18
		Achievement						
		Status						
14	% increase of individual Counseling increased	Target	Present Level=960 Persons per year	5	5	5	5	5
		Achievement						

		Status						
15	% of settlements of conciliations increased	Target	Present Level=5683	5	5	5	5	5
		Achievement						
		Status						
16	% of No of arbitrations reduced	Target	Present Level=32	6	6	6	6	6
		Achievement						
		Status						
17	% increase in No of collective agreements	Target	Present Level=45	5	5	8	10	10
		Achievement						
		Status						
18	No of DLACC established	Target	Present Level=14 Districts	16	18	20	24	All districts
		Achievement						
		Status						
19	% reduction in No of Industrial disputes	Target	Present Level Plantation=7321	5	5	5	5	5
		Achievement						
		Status						
20	% reductions in No of termination cases	Target	Present Level=227	2	2	2	2	2

		Achievement						
		Status						
21	% increase in No of collective agreements signed and updated	Target	Present Level=45	5	5	8	10	10
		Achievement						
		Status						
22	%Reduction of man days lost	Target	Present Level=39237	10	10	15	20	20
		Achievement						
		Status						

Thrust Area 2-Labour standards and enforcement

No	KPI	Status	Baseline 2007	Target/Benchmark				
				2008	2009	2010	2011	2012
1.	% of violations of provisions of wages board and shop and office act and BRA act(SNOE and WB)	Target	Present Level= To be established	5	5	5	5	5
		Achievement						
		Status						
2	No of ILO ratifications (Cum)	Target	40	42	42	42	42	42
		Achievement						

		Status						
3	Labour Productivity	Target	4.5(All sectors)	4.5	4.5	4.6	4.6	4.7
		Achievement						
		Status						
4	% increase of inspections per officer/ annual	Target	Field Off= 200*40 *12=96 000	10	10	10	10	10
		Achievement						
		Status						
5	% increase of inspections per officer/ annual	Target	Labour Off = 423*20 *12	10	10	10	10	10
		Achievement						
		Status						
6	% increase of productive inspections per officer/ annual	Target	FO=20 0*15*1 2=3600 0	5	10	15	20	25
		Achievement						
		Status						
7	% increase of productive inspections per officer/ annual	Target	LO=42 3*10*1 2=5076 0	5	10	15	20	25
		Achievement						

		Status						
8	% reduction No of accidents reported	Target	Fatal = 78 Non Fatal = 1850	10	10	10	10	10
		Achievement						
		Status						
9	Establishme nt of regional safety centers	Target	1	1	2	5	-	-
		Achievement						
		Status						
10	Developmen t of OSH stds	Target	Nil	1	1	1	1	1
		Achievement						
		Status						
11	No of cases filed	Target	Present level=3 687	4225	4855	5335	5865	6335
		Achievement						
		Status						
12	Amount of arrears recovered excluding EPF	Target	Present Level= 1.012M n	5% increas e	5% increas e	5% increas e	5% increase	5% increas e
		Achievement						
		Status						

Thrust Area 3. Social security –

No	KPI	Status	Baseline 2007	Target/Benchmark				
				2008	2009	2010	2011	2012

1.	% increase of establishments covered	Target	60,000	10	10	10	10	10
		Achievement						
		Status						
2	No of employees enrolled	Target	2.1 Mn	20000	25000	30000	30000	30000
		Achievement						
		Status						
3	Amendments for EPF Act	Target	Nil	event	bal	-	-	-
		Achievement						
		Status						
4	New benefit scheme introduced	Target	Nil	Event	Even t	-	-	-
		Achievement						
		Status						
5	Re registration of employees for EPF	Target	Nil	1Mn	1.2Mn	0.1	0.1	0.1
		Achievement						
		Status						
6	Cycle time 1. Employer registration	Target	2 weeks	-	-	3 days	-	-
		Achievement						
		Status						
7	ii. Cycle time Refund process (sending det. letter)	Target	Nil	Nil	2 Wks	8 Days	5 Days	3 days
		Achievement						
		Status						

8	iii Cycle time Member registration	Target	2 Wks	9Days	8 Days	7 Days	5 Days	3 Days
		Achievement						
		Status						
9	iv Cycle time Loan schemes	Target	4 Wks	3 Wks	2.5 Wks	2 Wks	1.5 Wks	1 Wk
		Achievement						
		Status						
10	v Mode of access expanded	Target	18 districts		All districts	Web based	Bnks	
		Achievement						
		Status						
11	No of violations	Target	1723	1975	2300	2530	2780	3055
		Achievement						
		Status						
12	No of court cases	Target	1078	1245	1350	1485	1620	1780
		Achievement						
		Status						
13	% of violations	Target	22	10	10	10	10	10
		Achievement						
		Status						
14	No of Court Cases	Target	nil	nil	nil	nil	nil	nil
		Achievement						
		Status						

15	No of benefit schemes	Target	3	3	3	3	3	3
		Achievement						
		Status						
16	No of beneficiaries (reduction)	Target	100	100	100	100	100	100
		Achievement						
		Status						

Thrust Area 4.Productivity promotion

No	KPI	Status	Baseline 2007	Target/Benchmark				
				2008	2009	2010	2011	2012
1	Strategic Plan in place	Target	Not Available	event	Event	event	event	event
		Achievement						
		Status						
2	Coverage - Total	Target	300	310	695	500	575	525
		Achievement						
		Status						
3	Public	Target	50	50	75	75	50	50
		Achievement						
		Status						
4	Private	Target	100	100	100	125	100	100
		Achievement						

		Status						
5	Schools	Target	150	150	200	200	200	150
		Achievement						
		Status						
6	Community	Target	00	10	320	100	225	225
		Achievement						
		Status						
7	No of participants for award ceremony Pub Pvt(ser &Mfg) Sch Com	Target	2000	4425	10% Increase	15% Increase	20% Increase	25% Increase
		Achievement						
		Status						
8	Public	Target	409	1250	10% Increase	15% Increase	20% Increase	25% Increase
		Achievement						
		Status						
9	Private(Service and Manufacturing)	Target	72	675	10% Increase	15% Increase	20% Increase	25% Increase
		Achievement						
		Status						
10	Schools	Target	341	2500	10% Increase	15% Increase	20% Increase	25% Increase
		Achievement						
		Status						

Thrust Area 5. Employment and Manpower

No	KPI	Status	Baseline 2007	Target/Benchmark				
				2008	2009	2010	2011	2012
1	Cabinet approved Manpower Policy established	Target	Not Available	Event	Event	Update	Update	Update
		Achievement						
		Status						
2	No of sectors covered	Target	Nil	2	2	2	2	2
		Achievement						
		Status						
3	No of studies conducted	Target	Nil	2	2	2	2	2
		Achievement						
		Status						
4	Hit count	Target	Existing 1000	2000	5000	6000	8000	10000
		Achievement						
		Status						
5	No of times updated	Target	2	4	4	4	4	4
		Achievement						
		Status						
6	No of sectors/areas covered	Target	existing	2	2	2	2	2
		Achievement						
		Status						

7	No of persons participated to training programme	Target	7000	8000	9000	10000	11000	12000
		Achievement						
		Status						
8	No of direct Emp Opportunities provided	Target	10000	11000	12000	13000	14000	15000
		Achievement						
		Status						
9	No of Employment opportunities created	Target	8000	8500	9000	9500	10000	10500
		Achievement						
		Status						
10	No of carrier guidance programmes	Target	832	1618	1780	1930	2070	2020
		Achievement						
		Status						
11	No of Job fairs	Target	16	80	80	80	80	80
		Achievement						
		Status						
12	No of Job Clubs	Target	-	3000	4500	6000	7500	9000

		Achievement						
		Status						
13	No of Career Fairs	Target	-	5	8	10	12	15
		Achievement						
		Status						

Thrust Area 6. Resource Management

No	KPI	Status	Baseline 2007	Target/Benchmark				
				2008	2009	2010	2011	2012
1	No of persons with developed professional skills (No of persons trained -foreign)	Target	84	90	90	90	90	90
		Achievement						
		Status						
2	no of persons with developed professional skills (No of persons trained-local)	Target	532	60	70	600	90	100
		Achievement						
		Status						
3	No of audit issues	Target	11	9	7	5	5	5
		Achievement						
		Status						
4	No FR transfers	Target	29	20	15	12	11	10
		Achievement						
		Status						
5	% utilization of allocation	Target	95	95	97	97	98	98

		Achievement						
		Status						
6	Supplementary Estimates	Target	Nil	Nil	Nil	Nil	Nil	Nil
		Achievement						
		Status						
7	No of audit queries	Target	6	5	5	5	5	5
		Achievement						
		Status						
8	No of PAC queries	Target	1	Nil	Nil	Nil	Nil	Nil
		Achievement						
		Status						

Abbreviations

IR-Industrial Relations Division

LS- Labour Seretariat

LMI-Labour ~~xxxxxxxxxxx~~

NPS- National Productivity Secretariat

DWC-~~xxxxxxx~~

EPF- Employee Providernt Fund

FR-~~xxxxxxxxxxx~~

PRT- ~~xxxxxxxxxxx~~