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Results Framework Document
for
Ministry of Overseas Indians Affairs

(2011-2012)

Section 1: Vision, Mission, Objectives and Functions

Vision

Proactively engage with Overseas Indians to meaningfully serve India.

Mission

Establish a vibrant institutional framework based on three value propositions:

- Through multi-skilled market driven entities promoted by the Ministry and managed by knowledge partners.
- Policy coherence in strategic engagement with Overseas Indians.
- Enlisting the States as partners in emigration management and Overseas Indian related initiatives.

Objectives

- 1 Facilitate sustained, symbiotic and strategic engagement of Overseas Indians with India and offer them a wide variety of services in economic, social and cultural matters.
- 2 Extend institutional support for individual initiatives and community action to harness the knowledge, skills and resources of Overseas Indians to supplement the national development efforts.
- 3 Transforming management of emigration through appropriate domestic interventions and international cooperation.

Functions

- 1 All matters relating to Overseas Indians comprising Persons of Indian Origin (PIO) and Non-Resident Indians (NRIs) excluding entries specifically allotted to other Departments.
- 2 To be represented in the Foreign Investment Promotion Board and the Foreign Investment Implementation Authority.
- 3 All emigration under the Emigration Act, 1983 (31 of 1983) from India to overseas countries and the return of emigrants.
- 4 Matters relating to programmes in India for overseas Indian Volunteers.
- 5 Policy regarding employment assistance to PIO/NRIs excluding reservations in Government service.
- 6 Scholarship to NRI/PIO students for study in India under different schemes in consultation with the Ministry of External Affairs.
- 7 Matters relating to NRI/PIO contributions to the Government and parental organizations in consultation with the Department of Economic Affairs.
- 8 To be represented in the Indian Council of Cultural Relations.
- 9 External Publicity relating to Overseas Indians' affairs in consultation with the Ministry of External Affairs and in consonance with foreign policy objectives.

Section 1: Vision, Mission, Objectives and Functions

- 10 Exercise of powers conferred by the section 7B(1) of the Citizenship Act, 1955 (57 of 1955).
- 11 Promotion of investment by Overseas Indians in India including innovative investments and policy initiatives consistent with the overall Government policies particularly in areas such as exclusive Special Economic Zones (SEZs) for Overseas Indians.
- 12 To interact with the Investment Commission and to be consulted by the said Commission and to be kept informed of all matters relating to Foreign Direct Investment (FDI) by Overseas Indians.
- 13 Matters relating to Pravasi Bharatiya Divas, Pravasi Bharatiya Samman Awards and Pravasi Bharatiya Kendra.
- 14 Setting up and administration of Centres for Overseas Indians' Affairs in countries having major concentration of Overseas Indians in consultation and coordination with the Ministry of External Affairs.
- 15 Collection and dissemination of information concerning admission of NRI/PIO students to various educational, technical and cultural institutions in India wherever discretionary quota for NRI/PIO students exists, in consultation with the Ministry of Human Resource Development and the Ministry of Culture.
- 16 Development of marketing and communication strategies to ensure strong links between the Overseas Indian community and India.
- 17 Guidance to and Cooperation with the State Governments and coordination with them on matters related to Overseas Indians.
- 18 Establishment of institutions to impart vocational and technical training to meet the requirements of skilled manpower abroad with the concurrence of the Ministry of Labour and Employment.
- 19 New initiatives for interaction by Overseas Indians with India in the fields such as Trade, Culture, Tourism, Media, Youth Affairs, Health, Education, Science and Technology in consultation with concerned Ministries.
- 20 Work relating to totalization agreements, protection and welfare of Overseas Indians and exemption from payment of Social Security.

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value						
						Excellent	VeryGood	Good	Fair	Poor		
						100%	90%	80%	70%	60%		
1 Facilitate sustained, symbiotic and strategic engagement of Overseas Indians with India and offer them a wide variety of services in economic, social and cultural matters.	26.00	1.1 Issue of Overseas Citizenship of India (OCI) cards to overseas Indians	1.1.1 Number of cards issued	No	3.12	231000	210000	189000	168000	147000		
			1.1.2 Expansion of benefits under OCI Scheme	No	1.04	2	1	0	0	0		
			1.1.3 Merger of OCI and PIO Card Scheme	Date	3.12	30/11/2011	31/12/2011	31/01/2012	29/02/2012	31/03/2012		
		1.2 Interaction with Overseas Indians through Pravasi Bhartiya Divas and Regional PBD	2.08	1.2.1 No of fee paying delegates attending PBD	1.2.1	No	2.08	900	850	800	750	700
					1.2.2 Analysis of Feedback from delegates	Date	2.08	25/04/2011	30/04/2011	15/05/2011	31/05/2011	15/06/2011
					1.2.3 Completion of process for PBSA awards	Date	2.08	30/09/2011	31/10/2011	30/11/2011	--	--
		1.3 Engaging the Diaspora	2.08	1.3.1 Impact assessment study on Know India Program	1.3.1	Date	2.08	31/12/2011	15/01/2012	31/01/2012	28/02/2012	31/03/2012
					1.3.2 Number of diaspora youth covered under Study India Program	No	2.08	20	18	16	14	12
					1.3.3 Internship programme for Diaspora youth	No	0.78	10	8	6	4	2
					1.3.4 Scholarships Scheme for Diaspora Children	No	1.82	100	95	85	75	65

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Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
			1.3.5 Seminar on fraudulent NRI marriages	No	2.08	1	--	--	--	--
		1.4 Establishment of Pravasi Bhartiya Kendra (PBK)	1.4.1 Completion of structure of basement	Date	1.82	15/09/2011	30/09/2011	15/10/2011	31/10/2011	30/11/2011
			1.4.2 Completion of roof slab of ground floor	Date	1.82	15/12/2011	31/12/2011	31/01/2012	28/02/2012	31/03/2012
2 Extend institutional support for individual initiatives and community action to harness the knowledge, skills and resources of Overseas Indians to supplement the national development efforts.	25.00	2.1 Economic Engagement Meets	2.1.1 Number of meets in India	No	3.00	3	2	1	--	--
			2.1.2 Number of Meets abroad	No	5.00	4	3	2	1	--
			2.1.3 Analysis of feedback from the Overseas Indians regarding the services provided by OIFC	Date	2.00	31/01/2012	15/02/2012	28/02/2012	15/03/2012	31/03/2012
		2.2 PM's Global Advisory Council of Overseas Indians Meeting recommendations follow up action	2.2.1 Holding of Inter-Ministerial meeting for follow up action	No	2.00	3	2	1	--	--
			2.2.2 Steering Group meetings and High Level Diaspora consultations and strategy meetings	No	2.00	2	1	--	--	--
		2.3 Generating analytical & empirical research on Diaspora &	2.3.1 Number of research partnerships/Studies	No	2.00	2	1	--	--	--

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Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
		migration related subjects	commissioned on matters related to Overseas Indians							
		2.4 Awareness campaign on legal migration avenues and the risks of illegal migration from India	2.4.1 National campaign - No. of days	No	5.00	150	120	100	90	80
			2.4.2 Rural campaign – no. of districts	No	2.00	5	4	3	2	1
			2.4.3 Assessment of the impact of awareness campaign	Date	2.00	31/01/2012	15/02/2012	28/02/2012	15/03/2012	31/03/2012
3 Transforming management of emigration through appropriate domestic interventions and international cooperation.	34.00	3.1 E-Governance in emigration	3.1.1 Award of contract	Date	4.08	30/06/2011	31/07/2011	15/08/2011	31/08/2011	30/09/2011
			3.1.2 Finalization of SRS document	Date	2.72	30/10/2011	30/11/2011	15/12/2011	31/12/2011	31/01/2012
			3.1.3 Installation of hardware	Date	2.04	01/03/2012	15/03/2012	31/03/2012	--	--
		3.2 ISO Certification of POE offices	3.2.1 ISO certification of POEs	No	2.04	3	2	1	0	0
		3.3 Social security agreements	3.3.1 Number of new agreements	No	8.16	4	3	2	1	0
		3.4 Human Resource Mobility Partnerships	3.4.1 Number of new agreements	No	2.72	2	1	0	0	0
		3.5 Country manuals for emigrants	3.5.1 Release of manual	No	4.08	4	3	2	1	0
		3.6 Setting up of web-based attestation system for Migrant workers	3.6.1 Opening of new web-based attestation system	No	4.08	2	1	0	0	0

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
		3.7 Skills initiative in North East	3.7.1 Establishment of Centre	Date	4.08	31/01/2012	15/02/2012	28/02/2012	15/03/2012	--
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft for Approval	On-time submission	Date	2.00	07/03/2011	08/03/2011	09/03/2011	10/03/2011	11/03/2011
		Timely submission of Results	On-time submission	Date	1.00	01/05/2012	03/05/2012	04/05/2012	05/05/2012	06/05/2012
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	10.00	Identify and Implement 3 major recommendations of ARC II relevant to the department	Finalize 3 major recommendations of ARC II relevant to the department	Date	2.00	10/12/2012	15/12/2012	20/12/2012	24/12/2012	31/12/2012
		Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them	Finalize an action plan to mitigate potential areas of corruption.	Date	2.00	10/12/2012	15/12/2012	20/12/2012	24/12/2012	31/12/2012
		Develop an action plan for e-office Implementation in the department / ministry	Finalize an action plan for e-office	Date	2.00	10/12/2012	15/12/2012	20/12/2012	24/12/2012	31/12/2012
		Develop an action plan to implement ISO 9001 certification	Finalize an action plan to implement ISO 9001 certification	Date	2.00	10/12/2012	15/12/2012	20/12/2012	24/12/2012	31/12/2012
		Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	1.00	100	95	90	85	80
			Independent Audit of Implementation of Grievance Redress Mechanism	%	1.00	100	95	90	85	80
* Ensuring compliance to the Financial Accountability Framework	2.00	Timely submission of ATNS on Audit paras of C&AG	Percentage of ATNS submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	0.50	100	90	80	70	60
		Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRS submitted within due date (6 months) from	%	0.50	100	90	80	70	60

* Mandatory Objective(s)

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
			date of presentation of Report to Parliament by PAC during the year.							
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2011.	Percentage of outstanding ATNS disposed off during the year.	%	0.50	100	90	80	70	60
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2011	Percentage of outstanding ATRS disposed off during the year.	%	0.50	100	90	80	70	60

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 09/10	Actual Value for FY 10/11	Target Value for FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
1 Facilitate sustained, symbiotic and strategic engagement of Overseas Indians with India and offer them a wide variety of services in economic, social and cultural matters.	Issue of Overseas Citizenship of India (OCI) cards to overseas Indians	Number of cards issued	No	153000	206727	210000	220000	225000
		Expansion of benefits under OCI Scheme	No	5	1	1	--	--
		Merger of OCI and PIO Card Scheme	Date	--	--	31/12/2011	--	--
	Interaction with Overseas Indians through Pravasi Bhartiya Divas and Regional PBD	No of fee paying delegates attending PBD	No	--	--	850	900	950
		Analysis of Feedback from delegates	Date	--	--	30/04/2011	--	--
		Completion of process for PBSA awards	Date	--	--	31/10/2011	--	--
	Engaging the Diaspora	Impact assessment study on Know India Program	Date	--	--	15/01/2012	--	--
		Number of diaspora youth covered under Study India Program	No	--	--	18	25	30
		Internship programme for Diaspora youth	No	--	--	8	10	15
		Scholarships Scheme for Diaspora Children	No	100	100	95	100	100
		Seminar on fraudulent NRI marriages	No	--	1	1	2	2
	Establishment of Pravasi Bhartiya Kendra (PBK)	Completion of structure of basement	Date	--	--	30/09/2011	--	--
		Completion of roof slab of ground floor	Date	--	--	31/12/2011	--	--
	2 Extend institutional support for individual initiatives and	Economic Engagement Meets	Number of meets in India	No	1	2	2	3

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 09/10	Actual Value for FY 10/11	Target Value for FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
community action to harness the knowledge, skills and resources of Overseas Indians to supplement the national development efforts.								
		Number of Meets abroad	No	1	3	2	4	5
		Analysis of feedback from the Overseas Indians regarding the services provided by OIFC	Date	--	--	15/02/2012	--	--
	PM's Global Advisory Council of Overseas Indians Meeting recommendations follow up action	Holding of Inter-Ministerial meeting for follow up action	No	--	2	2	2	2
		Steering Group meetings and High Level Diaspora consultations and strategy meetings	No	--	1	1	2	2
	Generating analytical & empirical research on Diaspora & migration related subjects	Number of research partnerships/Studies commissioned on matters related to Overseas Indians	No	1	3	1	2	2
	Awareness campaign on legal migration avenues and the risks of illegal migration from India	National campaign - No. of days	No	75	120	120	150	180
		Rural campaign – no. of districts	No	--	--	4	--	--
		Assessment of the impact of awareness campaign	Date	--	--	15/02/2012	--	--
3 Transforming management of emigration through appropriate domestic interventions and international cooperation.	E-Governance in emigration	Award of contract	Date	--	--	31/07/2011	--	--

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 09/10	Actual Value for FY 10/11	Target Value for FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
		Finalization of SRS document	Date	--	--	30/11/2011	--	--
		Installation of hardware	Date	--	--	15/03/2012	--	--
	ISO Certification of POE offices	ISO certification of POEs	No	--	1	1	2	2
	Social security agreements	Number of new agreements	No	4	3	3	4	5
	Human Resource Mobility Partnerships	Number of new agreements	No	1	1	1	--	--
	Country manuals for emigrants	Release of manual	No	1	5	3	2	2
	Setting up of web-based attestation system for Migrant workers	Opening of new web-based attestation system	No	--	1	1	--	--
	Skills initiative in North East	Establishment of Centre	Date	--	--	15/02/2012	--	--
* Efficient Functioning of the RFD System	Timely submission of Draft for Approval	On-time submission	Date	30/11/2009	07/10/2010	08/03/2011	--	--
	Timely submission of Results	On-time submission	Date	04/05/2010	--	03/05/2011	--	--
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	Identify and Implement 3 major recommendations of ARC II relevant to the department	Finalize 3 major recommendations of ARC II relevant to the department	Date	--	--	15/12/2011	--	--
	Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them	Finalize an action plan to mitigate potential areas of corruption.	Date	--	--	15/12/2011	--	--
	Develop an action plan for e-office Implementation in the department / ministry	Finalize an action plan for e-office	Date	--	--	15/12/2011	--	--

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 09/10	Actual Value for FY 10/11	Target Value for FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
	Develop an action plan to implement ISO 9001 certification	Finalize an action plan to implement ISO 9001 certification	Date	--	--	15/12/2011	--	--
	Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	--	--	95	--	--
		Independent Audit of Implementation of Grievance Redress Mechanism	%	--	--	95	--	--
* Ensuring compliance to the Financial Accountability Framework	Timely submission of ATNS on Audit paras of C&AG	Percentage of ATNS submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	--	--	90	--	--
	Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	--	--	90	--	--
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2011.	Percentage of outstanding ATNS disposed off during the year.	%	--	--	90	--	--
	Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2011	Percentage of outstanding ATRS disposed off during the year.	%	--	--	90	--	--

* Mandatory Objective(s)

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

1. The “number” of diaspora youths covered, OCI cards issued, the delegates who attend the PBD and the delegates who attend the seminar on property disputes etc listed under the success criteria under various “Actions” will be as per the actuals. The numbers reflect the efficacy of the action in each case.

1. Expansion of benefits under OCI scheme: A registered Overseas Citizen of India is granted multiple entry, multi-purpose, life-long visa for visiting India, and is exempted from registration with Foreigners Regional Registration Office for any length of stay in India. As mandated under the Allocation of Business, the Ministry of Overseas Indian Affairs has issued notifications granting registered OCIs further benefits as under:

- (i) Parity with Non-Resident Indians in the matter of inter-country adoption of Indian children;
- (ii) Parity with resident Indian nationals in matters of tariffs in domestic airfares;
- (iii) Parity with domestic Indian visitors in respect of entry fee for visiting national parks and wildlife sanctuaries in India;
- (iv) Parity with non-resident Indians in respect of:
 - (a) Entry fee for visiting the national monuments, historical sites and museums in India;
 - (b) Practicing the following professions in India, in pursuance of the provisions contained in the relevant Acts, namely:
 - (1) Doctors, dentists, nurses and pharmacists;
 - (2) Advocates;
 - (3) Architects; and
 - (4) Chartered accountants; and
- (v) Entitlement to appear for the All India Pre-Medical Test or such other tests to make them eligible for admission in pursuance of the provisions contained in the relevant Acts.

1. Merger of OCI and PIO Card Scheme: In order to streamline and make the OCI and PIO card Schemes more efficient, it is proposed to merge the two Schemes. Inter-Ministerial Consultations regarding the same are underway.

1. PM's Global Advisory Council of Overseas Indians has been set up to draw upon the experience and knowledge of eminent people of Indian origin in diverse fields from across the world. The Council is chaired by the Prime Minister and the renowned people of Indian Origin across the world have been selected as its Members

1. “Launch” has been taken as the success criteria in some cases because that signifies the commissioning of the product/facility concerned and is a critical event for the stakeholders. The launch heralds the activation and operationalization of the product/facility.

1. All success indicators require measurement in terms of “numbers” or “date” which does not require

Section 5: Specific Performance Requirements from other Departments

Section 6: OutCome/Impact of Department/Ministry

OutCome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	FY 09/10	FY 10/11	FY 11/12	FY 12/13	FY 13/14
1 Implementation of the recommendations of the PM's Global Advisory Council of Overseas Indians	Ministry of External Affairs/ Finance/Commerce & Industry/HRD/ICCR	Inter-Ministerial meetings for the Implementation of the action points	--	2	2	2	2
2 Social Security Agreements	Ministry of External Affairs/Labour/Finance/ Commerce & Industry	No of agreements signed	4	3	3	4	5
3 Human Resource Mobility Partnership	Ministry of External Affairs/Labour/Finance/ Commerce & Industry	No of agreements signed	1	1	2	2	2
4 Issue of Overseas Citizenship of India (OCI) cards to overseas Indians	Ministry of External Affairs/ Home	Number of cards issued	153000	206727	210000	220000	225000