



# R F D

Results Framework Document  
for  
Ministry of Overseas Indians Affairs

(2010-2011)

## Section 1: Vision, Mission, Objectives and Functions

### Vision

Foster sustainable, symbiotic and strategic engagement between India and Overseas Indians across the economic, social and cultural space that will best serve India as an emerging global power and meet the expectations of the overseas Indian community as a significant constituency across the world.

### Mission

Establish a robust and vibrant institutional framework to facilitate and support mutually beneficial networks with and amongst overseas Indians to maximize the development impact for India and to enable overseas Indians to invest in and benefit from the economic, social and cultural opportunities in India.

Strategy:

The mission will be sought to be achieved based on three value propositions:

- Through multi-skilled market driven entities promoted by the Ministry but managed at 'arm's length by knowledge partners from the private sector.
- Enlisting the states as stake-holder partners since overseas Indian related initiatives need to be anchored in the states.
- Stay small, drive policy changes and facilitate activity on ground.

### Objectives

- 1 Facilitate sustained interaction 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 investible 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 emigration under the Emigration Act, 1983 (31 of 1983) from India to overseas countries and the return of emigrants.
- 2 All matters relating to Overseas Indians comprising Persons of Indian Origin (PIO) and Non-Resident Indians (NRIs) excluding entries specifically allotted to other Departments.
- 3 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.

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- 4 To be represented in the Foreign Investment Promotion Board and the Foreign Investment Implementation Authority.
- 5 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.
- 6 Matters relating to Pravasi Bharatiya Divas, Pravasi Bharatiya Samman Awards and Pravasi Bharatiya Kendra.
- 7 Matters relating to programmes in India for overseas Indian Volunteers.
- 8 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.
- 9 Policy regarding employment assistance to PIO/NRIs excluding reservations in Government service.
- 10 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.
- 11 Scholarship to NRI/PIO students for study in India under different schemes in consultation with the Ministry of External Affairs.
- 12 Development of marketing and communication strategies to ensure strong links between the Overseas Indian community and India.
- 13 Matters relating to NRI/PIO contributions to the Government and parental organizations in consultation with the Department of Economic Affairs.
- 14 Guidance to and Cooperation with the State Governments and coordination with them on matters related to Overseas Indians.
- 15 To be represented in the Indian Council of Cultural Relations.
- 16 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.
- 17 External Publicity relating to Overseas Indians' affairs in consultation with the Ministry of External Affairs and in consonance with foreign policy objectives.
- 18 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.
- 19 Exercise of powers conferred by the section 7B(1) of the Citizenship Act, 1955 (57 of 1955).
- 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 interaction of overseas Indians with India and offer them a wide variety of services in economic, social and cultural matters.	26.00	Issue of Overseas Citizenship of India (OCI) cards to overseas Indians	Number of cards issued	Number	3.00	210000	189000	168000	147000	126000
			Expansion of benefits	Number	2.00	4	3	2	1	0
		Voting rights for NRIs	Introduction of amendment bill	Date	2.00	30/09/2010	31/12/2010	31/01/2011	28/02/2011	31/03/2011
		Interaction with Overseas Indians through Pravasi Bhartiya Divas and Regional PBD	Feedback on PBD from attending delegates	%	2.00	50	48	46	44	40
			Feedback from delegates on delivery of services by Indian missions	Number	5.00	300	270	240	210	180
		Engaging the Diaspora	Impact assessment study on Know India Program	Date	2.00	31/12/2010	15/01/2011	31/01/2011	28/02/2011	31/03/2011
			Number of diaspora youth covered under Study India Program	Number	2.00	20	18	16	14	12
			Number of diaspora covered under Re-Discover India Program	Number	2.00	40	36	32	28	24
			Redesigning the scheme for assisting the victims of failed & fraudulent NRI marriages	--	null	--	--	--	--	--
			Redesigning the scheme for assisting the victims of failed & fraudulent NRI marriages	Date	2.00	31/12/2010	15/01/2011	31/01/2011	28/02/2011	31/03/2011
		Establishment of Pravasi Bhartiya Kendra (PBK)	Commencement of construction work at site	Date	4.00	01/01/2011	15/01/2011	01/02/2011	15/02/2011	01/03/2011
2 Extend institutional support for individual initiatives and community action to harness the knowledge, skills and investible resources of overseas Indians to supplement the	24.00	Economic Engagement Meets	Number of meets in India	Number	2.00	2	1	0	0	0

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Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
national development efforts.										
			Number of Meets abroad	Number	3.00	2	1	0	0	0
		Promoting Global INK	Number of promotion workshops	Number	3.00	4	3	2	1	0
			Expanding the Network	Number	2.00	300	270	240	210	180
		Promotion of Diaspora philanthropy through IDF-OI	Number of Projects facilitated	Number	4.00	10	9	8	7	6
		Generating analytical & empirical research on Diaspora & migration related subjects	No of MoUs Signed	Number	1.00	2	1	0	0	0
			Commissioning studies on a) Diaspora data b) Remittances c) Investments by OIs d) Gender issues	Number	2.00	4	3	2	1	0
			Completion of Studies on (a) Return and Resettlement fund (b) Labour Market Assessment	Date	2.00	31/12/2010	15/01/2011	31/01/2011	28/02/2011	31/03/2011
		Awareness campaign on legal migration avenues and the risks of illegal migration from India	National campaign - No. of days	Number	1.00	120	100	90	80	70
			Rural campaign – no. of districts	Number	2.00	6	5	4	3	2
Assessment of the impact of awareness campaign	Date		2.00	31/12/2010	15/01/2011	31/01/2011	28/02/2011	31/03/2011		
3 Transforming management of emigration through appropriate domestic interventions and international cooperation.	37.00	E-Governance in emigration	Award of contract	Date	3.00	01/05/2010	15/05/2010	01/06/2010	15/06/2010	30/06/2010

## 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%
			Finalization of SRS document	Date	2.00	01/09/2010	15/09/2010	01/10/2010	15/10/2010	01/11/2010
			Installation, configuration and commissioning of the hardware	Date	2.00	01/02/2011	15/02/2011	01/03/2011	15/03/2011	31/03/2011
		ISO Certification of POE offices	ISO certification of POE (Delhi)	Date	3.00	30/11/2010	31/12/2010	31/01/2011	28/02/2011	31/03/2011
		Rating of recruiting agents	Release of ratings	Date	8.00	15/03/2011	18/03/2011	21/03/2011	24/03/2011	31/03/2011
		Overseas Workers Resource Center	Award of work	Date	2.00	15/04/2010	01/05/2010	15/05/2010	01/06/2010	15/06/2010
			Development of Web Portal	Date	2.00	01/08/2010	15/08/2010	01/09/2010	15/09/2010	01/10/2010
			Launch of value added services like counseling, messaging etc	Date	4.00	01/10/2010	15/10/2010	01/11/2010	15/11/2010	01/12/2010
		Social security agreements	Number of new agreements	Number	4.00	4	3	2	1	0
		Labour Mobility Partnerships	Number of new agreements	Number	4.00	2	1	0	0	0
		Country manuals for emigrants	Release of manual	Number	3.00	6	5	3	2	1
* Efficient Functioning of the RFD System	5.00	Timely submission of Draft for Approval	On-time submission	Date	2.00	05/03/2010	08/03/2010	09/03/2010	10/03/2010	11/03/2010
		Timely submission of Results	On- time submission	Date	1.00	02/05/2011	03/05/2011	04/05/2011	05/05/2011	06/05/2011
		Finalize a Strategic Plan	Finalize the Strategic Plan for next 5 years	Date	2.00	10/12/2010	15/12/2010	20/12/2010	24/12/2010	31/12/2010
* Improving Internal Efficiency / Responsiveness / Service delivery of Ministry / Department	6.00	Develop RFDs for all Responsibility Centers (Subordinate Offices, Attached Offices, Autonomous Bodies)	Percentage of RCs covered	%	2.00	100	95	90	85	80

\* 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%
		Implementation of Sevottam	Create a Sevottam compliant to implement, monitor and review Citizen's Charter	Date	1.00	01/10/2010	05/10/2010	11/10/2010	15/10/2010	20/10/2010
			Create a Sevottam Compliant system to redress and monitor public Grievances	Date	1.00	01/10/2010	05/10/2010	11/10/2010	15/10/2010	20/10/2010
			Independent Audit of Implementation of Citizen's Charter	%	1.00	100	95	90	85	80
			Independent Audit of implementation of public grievance redressal system	%	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 date of presentation of Report to Parliament by PAC during the year.	%	0.50	100	90	80	70	60
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2010.	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 31.3.2010	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 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
1 Facilitate sustained interaction 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	Number	168000	153000	189000	210000	180000
		Expansion of benefits	Number	3	5	3	4	4
	Voting rights for NRIs	Introduction of amendment bill	Date	--	--	31/12/2010	--	--
	Interaction with Overseas Indians through Pravasi Bhartiya Divas and Regional PBD	Feedback on PBD from attending delegates	%	842	989	875	1000	1050
		Feedback from delegates on delivery of services by Indian missions	Number	700	500	270	350	400
	Engaging the Diaspora	Impact assessment study on Know India Program	Date	89	120	108	120	120
		Number of diaspora youth covered under Study India Program	Number	--	--	18	30	40
		Number of diaspora covered under Re-Discover India Program	Number	--	--	36	50	60
		Redesigning the scheme for assisting the victims of failed & fraudulent NRI marriages	--	--	--	--	--	--
		Redesigning the scheme for assisting the victims of failed & fraudulent NRI marriages	Date	--	--	--	--	--
	Establishment of Pravasi Bhartiya Kendra (PBK)	Commencement of construction work at site	Date	--	--	15/01/2011	--	--
2 Extend institutional support for individual initiatives and	Economic Engagement Meets	Number of meets in India	Number	--	1	1	2	2



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Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
community action to harness the knowledge, skills and investible resources of overseas Indians to supplement the national development efforts.								
		Number of Meets abroad	Number	1	1	1	2	2
	Promoting Global INK	Number of promotion workshops	Number	--	--	3	4	4
		Expanding the Network	Number	--	--	270	300	300
	Promotion of Diaspora philanthropy through IDF-OI	Number of Projects facilitated	Number	--	--	3	6	8
	Generating analytical & empirical research on Diaspora & migration related subjects	No of MoUs Signed	Number	--	1	1	1	1
		Commissioning studies on a) Diaspora data b) Remittances c) Investments by OIs d) Gender issues	Number	--	--	3	2	2
		Completion of Studies on (a) Return and Resettlement fund (b) Labour Market Assessment	Date	--	--	--	--	--
	Awareness campaign on legal migration avenues and the risks of illegal migration from India	National campaign - No. of days	Number	100	75	100	120	120
		Rural campaign – no. of districts	Number	--	--	5	8	10
		Assessment of the impact of awareness campaign	Date	--	--	--	--	--
3 Transforming management of emigration through appropriate	E-Governance in emigration	Award of contract	Date	--	--	15/05/2010	--	--

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13	
domestic interventions and international cooperation.									
		Finalization of SRS document	Date	--	--	15/09/2010	--	--	
		Installation, configuration and commissioning of the hardware	Date	--	--	15/02/2011	--	--	
		ISO Certification of POE offices	ISO certification of POE (Delhi)	Date	--	--	31/12/2010	--	--
		Rating of recruiting agents	Release of ratings	Date	--	--	18/03/2011	--	--
		Overseas Workers Resource Center	Award of work	Date	--	--	01/05/2010	--	--
			Development of Web Portal	Date	--	--	15/08/2010	--	--
			Launch of value added services like counseling, messaging etc	Date	--	--	15/10/2010	--	--
		Social security agreements	Number of new agreements	Number	2	4	3	3	3
		Labour Mobility Partnerships	Number of new agreements	Number	--	1	1	2	2
		Country manuals for emigrants	Release of manual	Number	2	1	5	--	--
* Efficient Functioning of the RFD System	Timely submission of Draft for Approval	On-time submission	Date						
	Timely submission of Results	On- time submission	Date						
	Finalize a Strategic Plan	Finalize the Strategic Plan for next 5 years	Date						
* Improving Internal Efficiency / Responsiveness / Service delivery of Ministry /	Develop RFDs for all Responsibility Centers (Subordinate Offices,	Percentage of RCs covered	%						

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
Department	Attached Offices, Autonomous Bodies)							
	Implementation of Sevottam	Create a Sevottam compliant to implement, monitor and review Citizen's Charter	Date					
		Create a Sevottam Compliant system to redress and monitor public Grievances	Date					
		Independent Audit of Implementation of Citizen's Charter	%					
		Independent Audit of implementation of public grievance redressal system	%					
* 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.	%					
	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.	%					
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2010.	Percentage of outstanding ATNs disposed off during the year.	%					
	Early disposal of pending ATRs on PAC Reports	Percentage of outstanding ATRs disposed off during	%					

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
	presented to Parliament before 31.3.2010	the year.						

\* 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.
2. “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.
3. “Introduction of the Bill” is taken as success criteria because it signifies completion of administrative action in pursuance of the objective and commencement of the legislature’s domain.
4. “Release” of ratings or manual etc has been used as success indicator because the product concerned is for public access and the release signifies its entry into the public domain.
5. All success indicators require measurement in terms of “numbers” or “date” or “percentage” which does not require further elucidation.
6. Many of the “Actions” given in the RFD are new and hence historical data is not available.

## Section 5: Specific Performance Requirements from other Departments

Department :

Relevant Success Indicator:

What do you need?

Why do you need it?

How much you need?

What happens if you do not get it?