



RFD
RESULTS-FRAMEWORK DOCUMENT

FOR

Department of Publication
(Ministry of Urban Development)
(2014–2015)

Results-Framework Document (RFD) for Department of Publication (2014 - 15)

‘SECTION 1’

Department’s Vision, Mission, Objectives and Functions

VISION:

- To develop as capable publisher, custodian and distributor of all centralized Government Publications in order to provide efficient services to the Government.

MISSION:

- To meet the Publications-need of the Union Government in an efficient and effective manner.

OBJECTIVES:

- To provide prompt and timely services to the indenters / customers.
- To ensure realization of dues from Ministries / Departments.
- To adopt latest technology in stock management and improve work environment.

FUNCTIONS:

- Stocking, Sale and Distribution of Government Publications and Periodicals brought out by various Ministries / Departments of Government of India.
- Publishing Gazette of India.
- Issuing of Symbol numbers for the Publications / Periodicals brought out by various Ministries / Departments of Government of India.
- Up-dation of fresh arrivals (Monthly Basis) on the Departmental website.
- Securing advertisements for insertion in Government Publications and Periodicals.
- Stocking and distribution of Defence publications.
- To maintain accounts and supply of publications to private agencies, Sale and Return agents and running Department's own Sales Outlets.
- Timely raising of bills and realization thereof.

'Section 2'

Inter-se-Priorities among Key Objectives, Success Indicators and Targets

Sl. No.	Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
	Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
							Excellent	Very Good	Good	Fair	Poor
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
1	To provide prompt and timely services to the Indenters / Customers.	35.00	Action 1: To ensure the availability of the published copies of Gazette Notifications containing their advertisement to the Indenters within 45 days from the receipt of their material for printing, complete in all respect.	All the Indenters who submit their requisition should get the printed copies of concerned Gazette Notifications within 45 Days from the date of submission of their material for printing complete in all respect. Total No. of Issues supplied to the Indenters within 45 Days (÷) Total No. of requisitions received within 45 Days (x) 100	%	9.19	98	94	90	80	75

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
			Action 2:		%	3.06	90	80	75	70	60
			To Supply the demanded books to the Indenters in time.	To deliver demanded books within 5 days after encashment of payment sent by the Indenter.							
				Total No. of Books Supplied against the encashed payment within 5 Days to the Indenters (÷) Total No. of Payments encashed in 5 Days from Indenters (x) 100							
2	To ensure realization of dues from Ministries / Departments.	35.00	Action 1:		%	6.12	50	40	35	30	25
			By raising Bills in time and constant follow-ups with the indenters for current payments.	Realisation of payments against the current bills raised proportionately. Amount Realised (÷) Amount of Bills raised (x) 100							
			Action 2:		%	6.12	40	30	20	18	18
			Raising of outstanding bills towards realisation of payments thereof.	Realisation of outstanding payments against the bills raised. Amount Realised (÷) Amount of Bills raised / Reminders issued (x) 100							

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
3	To adopt latest technology in stock management and improve work environment	18.00 17.00	Action 1: Updation of all Publications including fresh arrivals on the website of this Department	Updating of the Publications on the website of this Department No. of Publications updated during the year (+) Total No. of Publications/fresh arrivals received during the year (x) 100	%	3.61	70	60	50	45	35
* Efficient Functioning of the RFD System		3.00	Timely submission of RFD for 2014-15	On-time submission	Date	2.0	15/5/14	16/5/14	19/5/14	20/5/14	21/5/14
			Timely submission of RFD for 2013-14	On-time submission	Date	1.0	15/5/13	16/5/13	17/5/13	20/5/13	21/5/13
* Administrative Reforms		4.00	Implement ISO 9001	Prepare ISO 9001 action plan	Date	1.0	100	95	90	85	80
				Prepare an action plan for Innovation	Date	2.0	30/7/14	08/11/2014	20/8/14	30/8/14	09/10/2014
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department		4.00	Implementation of Servottam	Independent Audit of Implementation of Citizen's Charter	%	2.0	100	95	90	85	80
				Independent Audit of implementation of Public Grievance redressal system	%	2.0	100	95	90	85	80

* Mandatory objectives

'Section 3'

Trend Values of the Success Indicators

Sl. No.	Objective	Actions	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
1	To provide prompt and timely services to the Indenters / Customers.	Action 1: To ensure the availability of the published copies of Gazette Notifications containing their advertisement to the Indenters within 45 days from the receipt of their material for printing, complete in all respect.	All the Indenters who submit their requisition should get the printed copies of concerned Gazette Notifications within 45 Days from the date of submission of their material for printing complete in all respect. Total No. of Issues supplied to the Indenters within 45 Days (÷) Total No. of requisitions received within 45 Days (x) 100	%	98.76	78	94	94	94

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
		<p>Action 2:</p> <p>To Supply the demanded books to the Indenters in time.</p>	<p>To deliver demanded books within 5 days after encashment of payment sent by the Indenter.</p> <p>Total No. of Books Supplied against the encashed payment within 5 Days to the Indenters (÷) Total No. of Payments encashed in 5 Days from Indenters (x) 100</p>	%	96	97	96	96	96
2	To ensure realization of dues from Ministries / Departments.	<p>Action 1:</p> <p>By raising Bills in time and constant follow-ups with the Indenters for current payments.</p>	<p>Realisation of payments against the current bills raised proportionately.</p> <p>Amount Realised (÷) Amount of Bills raised (x) 100</p>	%	45	48.34	50	50	50
		<p>Action 2:</p> <p>Raising of outstanding bills towards realisation of payments thereof.</p>	<p>Realisation of outstanding payments against the bills raised.</p> <p>Amount Realised (÷) Amount of Bills raised / Reminders issued (x) 100</p>	%	25	15	25	25	25

(1)	(2)	(3)	(4)	(5)	(6)	6.12	(8)	(9)	(10)
3	To adopt latest technology in stock management and improve work environment	Action 1: Updation of all Publications including fresh arrivals on the website of this Department	Updating of the Publications on the website of this Department No. of Publications updated during the year (÷) Total No. of Publications/fresh arrivals received during the year (x) 100	%	Nil	Nil	70	70	75
* Efficient Functioning of the RFD System		Timely submission of RFD for 2014-15	On-time submission	Date			16/5/2014		
		Timely submission of Results for 2013-14	On-time submission	Date			15/5/2013		
* Administrative Reforms		Implement ISO 9001	Prepare ISO 9001 action plan	%			95		
			Preparation an action plan fro Innovation	Date			10/8/2014		
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department			Independent Audit of Implementation of Citizen's Charter	%			95		
			Independent Audit of implementation of Public Grievance redressal system	%			95		

* Mandatory Objective(s)

'Section 4'

Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl. No.	Success Indicators	Description / Definition	Proposed Measurement Methodology
1	All the Indenters who submit their requisition should get the printed copies of concerned Gazette Notifications within 45 Days from the date of submission of their material for printing complete in all respect.	Gazette of India Part IV (Weekly) contains advertisement of individuals in respect of change of name etc. which is printed by Government of India Presses and demanded copies of the same are to be supplied to the Indenters by this Department within 45 Days from the date of submission of their material for printing complete in all respect.	Total No. of Issues supplied to the Indenters within 45 Days (÷) Total No. of requisitions received within 45 Days (x) 100
2	To deliver demanded books within 5 days after encashment of payment sent by the Indenter.	The Indenters send their requisition / queries for supply of required books and the requisite amount against the demanded books is demanded from the Indenters by this Department and supply is made to them subject to encashment of payment sent by the Indenter.	Total No. of Books Supplied against the encashed payment within 5 Days to the Indenters (÷) Total No. of Payments encashed in 5 Days from Indenters (x) 100
3	Realisation of payments against the current bills raised proportionately.	The payment made by the Indenters / Customers is received in this Department throughout the financial year and calculated annually.	Amount Realised (÷) Amount of Bills raised (x) 100

Sl. No.	Success Indicators	Description / Definition	Proposed Measurement Methodology
4	Realisation of outstanding payments against the bills raised. (In about one year's time)	The Government Parties who place their Tender Notices for insertion in the Indian Trade Journal in advance and release the payment later on as per the Bills raised by this Department.	Amount Realised (÷) Amount of Bills raised / Reminders issued (x) 100
5	Updating of the Publications on the website of this Department.	The Publications are being updated indicating Symbol No., title of publication and price per copy.	No. of Publications updated during the year (÷) Total No. of Publications/fresh arrivals received during the year (x) 100

DEPARTMENT OF PUBLICATION

'SECTION 5'

Specific Performance Requirements from other Departments

Sl. No.	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?
1.	Directorate of Printing in general and concerned Government of India Presses in particular.	Supply of Gazette Notifications to the Indenters in time.	Co-operation and active participation from Directorate of Printing and concerned Government of India Presses.	To supply Gazette Notifications to the Indenters in time.	Full Cooperation	Can not supply Gazette Notifications to the Indenters in time.
2.	All the Ministries of Government of India.	Sale of Government publications only through Department of Publication.	Suitable mandatory directions may be issued to various Ministries to get their publications sold only through this Department.	To increase sale of Publications by retaining the titles being sold by this Department.	Full Cooperation	Various Ministries will get their publications printed through private publishers resulting in decrease in the Government revenue.
3.	All the concerned Ministries / Departments of Governments of India / State Governments	(a) Realization of current bills raised by Department of Publication during the Fiscal itself. (b) Clearance of outstanding dues by the concerned Ministries / Deptts. Immediately.	A suitable mandatory Direction from Ministry of Urban Development to the concerned Ministries / Deptts for making the payment immediately against bills raised by Department of Publication.	To ensure Timely Realization of dues from the concerned Ministries / Departments.	Full Cooperation	The current / Outstanding dues can not be realized fully and outstanding dues will accumulate year by year.

Section 6:

Outcome / Impact of activities of organisation Ministry

S. No.	Outcome/Impact of organisation/RCS	Jointly responsible for influencing this outcome/impact with the following organisation(s)/ departments/ ministry(ies)	Success Indicator(s)	Unit	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17
1	To provide prompt and timely services to the indenters / customers.	Directorate of Printing (Concerned Government of India Presses)	Total No. of Issues supplied to the Indenters within 45 Days (÷) Total No. of requisitions received within 45 Days (x) 100	%	98.76	78	97	97	97
2	Realization of Payments against the current bills raised proportionately	Ministries / Departments of Government of India / State Governments	Amount Realised (÷) Amount of Bills raised (x) 100	%	49.77	48.34	50	50	50

S. No.	Outcome/Impact of organisation/RCS	Jointly responsible for influencing this outcome/impact with the following organisation(s)/ departments/ ministry(ies)	Success Indicator(s)	Unit	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17
3	To ensure realization of outstanding dues from various Ministries / Departments	Ministries / Departments of Government of India / State Governments	Amount Realised (÷) Amount of Bills raised /Reminders issued (x) 100	%	19.19	15	25	25	25
4	To adopt latest technology in stock management and improve work environment	Department of Publication	No. of Publications updated during the year (÷) Total No. of Publications/fresh arivals received during the year (x) 100	%	Nil	Nil	70	70	75