



Government of the People's Republic of Bangladesh

Annual Performance Agreement (APA)

Between

The Cabinet Secretary
and

The Secretary, Ministry of Expatriates' Welfare and Overseas
Employment

2014-2015

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Preamble

The Annual Performance Agreement is made and entered into on 09 March 2015.....

BETWEEN

The Secretary, Ministry of Expatriates' Welfare and Overseas Employment, representing the Minister, Ministry of Expatriates' Welfare and Overseas Employment, Government of the People's Republic of Bangladesh.

AND

The Cabinet Secretary, Cabinet Division, representing the Prime Minister, Government of the People's Republic of Bangladesh.

The parties hereto agree as follows:

Section 1: Ministry's/Division's Vision, Mission, Strategic Objectives and Functions

1.1 Vision

Overseas employment opportunities expanded, expatriates' welfare enhanced and safe migration ensured.

1.2 Mission

To enhance overseas employment opportunities through immigration management by providing appropriate technical training based on demand in the global labour markets and to enhance welfare and to ensure rights of expatriates.

1.3 Functions

- 1 To ensure overall welfare of the expatriates and protect their rights and to contribute to the socio-economic development of the country through creation of overseas employment.
- 2 To consolidate and expand the existing labour markets, explore new ones, and manage the overseas employments.
- 3 To conduct co-ordinated training programmes and update the overall training systems for creating skilled labour force in line with the demand of the overseas labour markets.
- 4 To issue/renew recruiting agency licenses and perform all activities relating to overseas employment.
- 5 To bring the dead bodies of the deceased workers from abroad and provide assistance for their burial and provide financial assistance to the families of the deceased and the endangered, and provide stipends and other beneficial assistance to the children of the expatriate workers from the Wage Earners' Welfare Fund.
- 6 To sign contracts and MoUs on training and employment with international organisations concerned with migration, government of other relevant countries and other government organisations.
- 7 To extend special civil benefits to the expatriates and to select Commercially Important Persons (CIPs) from the NRBs.

1.4 Strategic Objectives

- 1 Creating skilled labour force
- 2 Increasing overseas employment
- 3 Enhancing welfare of expatriates and workers going abroad
- 4 Promoting increased inflow of remittance

Section 2: Strategic Objectives, Activities, Performance Indicators and Targets

Strategic Objectives	Weight of Strategic Objective	Activities	Performance Indicator (PI)	Unit	Weight of PI	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
Ministry/Division Strategic Objectives										
[1] Creating skilled labour force	20.00	[1.1] Vocational training on different trades.	[1.1.1] Workers trained	Number	10.00	90000	85000	80000	75000	70000
		[1.2] Training of women workers.	[1.2.1] Female workers trained	Number	10.00	45000	42500	40000	37500	35000
[2] Increasing overseas employment	28.00	[2.1] Exploring new labour markets and expanding existing ones.	[2.1.1] Skilled workers sent abroad	Number	6.00	195000	175000	156000	136000	117000
			[2.1.2] Unskilled workers sent abroad	Number	5.00	230000	207000	184000	161000	138000
			[2.1.3] Female employment	Number	4.00	65000	58500	52000	45500	39000
			[2.1.4] Overseas workplaces/factories visited	Number	4.00	1700	1650	1600	1550	1500
		[2.2] Registration and controlling of recruiting agencies.	[2.2.1] Licences renewed	Number	4.00	120	108	96	84	72
			[2.2.2] Inspection of recruiting agencies	Number	4.00	20	18	16	14	12
		[2.3] Research and statistical management of potential labour markets.	[2.3.1] Reports on migration published	Number	1.00	5	4	3	2	1
[3] Enhancing welfare of expatriates and workers going abroad	31.00	[3.1] Attestation of employment capacity of overseas employers	[3.1.1] Visas/ demand attested	Number	4.00	85000	84100	83200	82300	81400
			[3.1.2] Terms and conditions of services verified through visit	Number	2.00	2750	2725	2700	2675	2650

Section 2: Strategic Objectives, Activities, Performance Indicators and Targets

Strategic Objectives	Weight of Strategic Objective	Activities	Performance Indicator (PI)	Unit	Weight of PI	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		[3.2] Taking actions in response to the complaints of the expatriates and provide legal assistance	[3.2.1] Legal assistance provided to expatriates	Number	2.00	30000	28000	26000	25000	24000
			[3.2.2] Expatriates' multifarious problems solved	Number	2.00	20300	19775	19250	18725	18200
			[3.2.3] Arbitrations between workers and employers conducted	Number	2.00	1100	1075	1050	1025	1000
			[3.2.4] Vigilance task force operation	Number	3.00	12	11	10	9	8
		[3.3] Undertaking awareness building initiatives	[3.3.1] Advertisements circulated	Number	1.00	25	22	20	18	15
			[3.3.2] Copies of migration related books published	Number	0.50	35000	32500	30000	27500	25000
			[3.3.3] Awareness building advertisements circulated and posters exhibited	Number	0.50	55000	52500	50000	47500	45000
		[3.4] Providing educational assistance to the children of the expatriates' families.	[3.4.1] Stipends provided	Number	3.00	65000	60000	55000	50000	45000
		[3.5] Liaising with expatriates' associations abroad.	[3.5.1] Meeting held	Number	2.00	180	175	170	165	160
			[3.5.2] Complaints resolved	%	2.00	70	60	50	45	40
			[3.5.3] Cases relating to arrear pay,	Number	5.00	1950	1925	1900	1875	1850

Section 2: Strategic Objectives, Activities, Performance Indicators and Targets

Strategic Objectives	Weight of Strategic Objective	Activities	Performance Indicator (PI)	Unit	Weight of PI	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
			allowances and compensation reported							
		[3.6] Extending special assistance to the expatriates.	[3.6.1] Expatriates received assistance	Number	2.00	20700	20150	19600	19050	18500
[4] Promoting increased inflow of remittance	6.00	[4.1] Encouraging expatriates to send remittances through legal channels	[4.1.1] Publicity made	Number	2.00	12	11	10	9	8
		[4.2] Encouraging expatriates' families to use their remittances productively and advertising in this regard.	[4.2.1] Books published	Number	1.00	8000	7250	6500	5750	5000
			[4.2.2] Posters and leaflets distributed	Number	1.00	25000	24250	23500	22750	22000
		[4.3] Coordination meetings	[4.3.1] Meeting held	Number	2.00	12	10	9	8	7

Mandatory Strategic Objectives

* Improve Service delivery to the Public	6.00	Implementation of Citizens' Charter (CC)	Preparation and approval of CC by the Ministry/Division	Date	1.0	31/12/2014	31/01/2015	28/02/2015	31/03/2015	30/04/2015
			Publication of CC in website or others means	Date	1.0	31/12/2014	31/01/2015	28/02/2015	31/03/2015	30/04/2015
		Implementation of Grievance Redress System (GRS) system	Publishing names and contact details of GRS focal point in the website	Date	1.0	31/12/2014	31/01/2015	28/02/2015	31/03/2015	30/04/2015

* Mandatory Objective(s)

Section 2: Strategic Objectives, Activities, Performance Indicators and Targets

Strategic Objectives	Weight of Strategic Objective	Activities	Performance Indicator (PI)	Unit	Weight of PI	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%

Mandatory Strategic Objectives

			Sending GRS report(s) to the Cabinet Division from January 2015	Number of report(s)	1.0	5	4	3	2	1
		Implementing Innovations	Implemented decisions of the innovation team	%	1.0	100	80	50	30	--
			Unicode used in all official activities	Date	1.0	31/12/2014	31/01/2015	28/02/2015	31/03/2015	30/04/2015
* Improve governance	4.00	Compliance with RTI Act and proactive disclosure	Percentage of information, mentioned in the RTI Act and related regulations, disclosed in the website	%	2.0	80	70	60	50	40
		Preparation and Implementation of the National Integrity Strategy Work Plan	Preparation of NIS Work Plan for 2015 and get approved by the Ethics Committee	Date	2.0	28/02/2015	31/03/2015	30/04/2015	31/05/2015	30/06/2015
* Improve Financial Management	3.00	Improve compliance with the Terms of Reference of the Budget Management Committee (BMC)	Budget Implementation Plan (BIP) prepared and Quarterly Budget Implementation Report (QIMR) submitted to Finance Division (FD) meeting FD requirements	Number of report	1.0	5	4	3	2	1
			Actual achievements against performance targets are monitored by the BMC on a quarterly basis	Number of BMC meetings	1.0	4	3	2	1	--

* Mandatory Objective(s)

Section 2: Strategic Objectives, Activities, Performance Indicators and Targets

Strategic Objectives	Weight of Strategic Objective	Activities	Performance Indicator (PI)	Unit	Weight of PI	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%

Mandatory Strategic Objectives

		Improve audit performance	Percentage of outstanding audit objections disposed off during the year	%	1.0	70	55	40	30	20
* Efficient Functioning of the Annual Performance Agreement (APA) System	2.00	Timely submission of Draft APA for 2014-2015	On-time submission	Date	2.0	01/02/2015	02/02/2015	03/02/2015	04/02/2015	05/02/2015

* Mandatory Objective(s)

Section 3: Trend Values of the Performance Indicators

Strategic Objectives	Activities	Performance Indicators	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
Ministry/Division Strategic Objectives								
[1] Creating skilled labour force	[1.1] Vocational training on different trades.	[1.1.1] Workers trained	Number	70000	75000	90000	100000	120000
	[1.2] Training of women workers.	[1.2.1] Female workers trained	Number	35000	42000	45000	50000	60000
[2] Increasing overseas employment	[2.1] Exploring new labour markets and expanding existing ones.	[2.1.1] Skilled workers sent abroad	Number	--	--	195000	215000	225000
		[2.1.2] Unskilled workers sent abroad	Number	--	--	230000	240000	250000
		[2.1.3] Female employment	Number	--	--	65000	70000	75000
		[2.1.4] Overseas workplaces/factories visited	Number	1500	1600	1700	1800	1900
	[2.2] Registration and controlling of recruiting agencies.	[2.2.1] Licences renewed	Number	--	--	120	130	145
		[2.2.2] Inspection of recruiting agencies	Number	--	--	20	25	30
	[2.3] Research and statistical management of potential labour markets.	[2.3.1] Reports on migration published	Number	1	2	4	4	5
[3] Enhancing welfare of expatriates and workers going abroad	[3.1] Attestation of employment capacity of overseas employers	[3.1.1] Visas/ demand attested	Number	81400	82000	85000	90000	100000
		[3.1.2] Terms and conditions of services verified	Number	2650	2700	2750	2800	2850

Section 3: Trend Values of the Performance Indicators

Strategic Objectives	Activities	Performance Indicators	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
		through visit						
	[3.2] Taking actions in response to the complaints of the expatriates and provide legal assistance	[3.2.1] Legal assistance provided to expatriates	Number	20000	25000	30000	35000	40000
		[3.2.2] Expatriates' multifarious problems solved	Number	18200	19200	20300	21300	22300
		[3.2.3] Arbitrations between workers and employers conducted	Number	1000	1000	1100	1200	1300
		[3.2.4] Vigilance task force operation	Number	0	2	12	13	14
	[3.3] Undertaking awareness building initiatives	[3.3.1] Advertisements circulated	Number	15	20	25	30	35
		[3.3.2] Copies of migration related books published	Number	25000	30000	35000	40000	45000
		[3.3.3] Awareness building advertisements circulated and posters exhibited	Number	45000	50000	55000	60000	65000
	[3.4] Providing educational assistance to the children of the expatriates' families.	[3.4.1] Stipends provided	Number	20000	20000	65000	70000	75000
	[3.5] Liaising with expatriates' associations abroad.	[3.5.1] Meeting held	Number	160	170	180	190	200

Section 3: Trend Values of the Performance Indicators

Strategic Objectives	Activities	Performance Indicators	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
		[3.5.2] Complaints resolved	%	--	--	70	72	74
		[3.5.3] Cases relating to arrear pay, allowances and compensation reported	Number	1850	1900	1950	2000	2050
	[3.6] Extending special assistance to the expatriates.	[3.6.1] Expatriates received assistance	Number	18500	19600	20700	21800	22000
[4] Promoting increased inflow of remittance	[4.1] Encouraging expatriates to send remittances through legal channels	[4.1.1] Publicity made	Number	12	13	12	13	13
	[4.2] Encouraging expatriates' families to use their remittances productively and advertising in this regard.	[4.2.1] Books publised	Number	5000	7000	8000	9000	10000
		[4.2.2] Posters and leaflets distributed	Number	22000	23000	25000	25000	26000
	[4.3] Coordination meetings	[4.3.1] Meeting held	Number	3	10	12	12	12

Section 4:

Description of Performance Indicators, Implementing Department/Agencies and Measurement Methodology

Sl.No	Performance Indicators	Description	Implementing Department/Agencies	Measurement and Source of Data	General Comments
1	[1.1.1] Workers trained	Total number of workers trained by Bureau of Manpower, Employment and Training (BMET) in a year.	Report of BMET	BMET's website	
2	[1.2.1] Female workers trained	Female workers trained by BMET	BMET	Report of BMET	
3	[2.1.1] Skilled workers sent abroad	Total number of skilled workers sent abroad in a year.	Secretariat, BMET and BOESL	Reports of Ministr, BMET and BOESL	
4	[2.1.2] Unskilled workers sent abroad	Total number of unskilled workers sent abroad in a year.	Secretariat, BMET and BOESL	Reports of Ministr, BMET and BOESL	
5	[2.1.3] Female employment	Number of female employed abroad in a year.	Secretariat and BMET	Websites of Secretariat and BMET	

Section 4:

Description of Performance Indicators, Implementing Department/Agencies and Measurement Methodology

Sl.No	Performance Indicators	Description	Implementing Department/Agencies	Measurement and Source of Data	General Comments
6	[2.1.4] Overseas workplaces/factories visited	Total number of overseas employment workplaces/factories visited annually.	Labour wings in Bangladesh missions abroad	Report of Labour Wing	
7	[2.2.1] Licences renewed	Total number of licences of recruiting agencies renewed by ministry in a year.	Secretariat	Annual Report of Ministry	
8	[2.2.2] Inspection of recruiting agencies	Inspection of recruiting agencies in a year	Secretariat and BMET	Inspection reports	
9	[2.3.1] Reports on migration published	Total number of report regarding information and potential of overseas labour market.	Secretariat and BMET	Report of BMET	
10	[3.1.1] Visas/ demand attested	Total number of attestation of employment capacity of overseas firms.	Labour wings in Bangladesh Mission Abroad	Report of Labour Wing	

Section 4:

Description of Performance Indicators, Implementing Department/Agencies and Measurement Methodology

Sl.No	Performance Indicators	Description	Implementing Department/Agencies	Measurement and Source of Data	General Comments
11	[3.1.2] Terms and conditions of services verified through visit	Employment terms and condition verified by labour wings in Bangladesh mission abroad in a year.	Labour wings in Bangladesh Mission Abroad	Report of Labour Wing	
12	[3.2.1] Legal assistance provided to expatriates	Legal assistance provided to expatriates by labour wings	Labour wings in Bangladesh Mission Abroad	Report of Labour Wing	
13	[3.2.2] Expatriates' multifarious problems solved	Total number of problems regarding expatriates solved by labor wing annually	Labour wings in Bangladesh Mission Abroad	Report of Labour Wing	
14	[3.2.3] Arbitrations between workers and employers conducted	Number of arbitrations between worker and employers conducted by labor wing.	Labour wings in Bangladesh Mission Abroad	Report of Labour Wing.	
15	[3.2.4] Vigilance task force operation	Total number of Vigilance Task Force operations in a year.	Secretariat	Vigilance Task Force operation reports	

Section 4:

Description of Performance Indicators, Implementing Department/Agencies and Measurement Methodology

SI.No	Performance Indicators	Description	Implementing Department/Agencies	Measurement and Source of Data	General Comments
16	[3.3.1] Advertisements circulated	Total number of advertisements circulated by BMET annually.	BMET	Report of BMET	
17	[3.3.2] Copies of migration related books published	Total number of copies of migration related books published.	BMET	Report of BMET	
18	[3.3.3] Awareness building advertisements circulated and posters exhibited	Total number of advertisements and copies of poster exhibited.	BMET	Report of BMET	
19	[3.4.1] Stipends provided	Total number of educational stipends provided to expatriates' children.	BMET	Report of BMET	
20	[3.5.1] Meeting held	Total number of meetings conducted with expatriates associations.	Labour wings in Bangladesh Mission Abroad	Report of Labour Wing	

Section 4:

Description of Performance Indicators, Implementing Department/Agencies and Measurement Methodology

Sl.No	Performance Indicators	Description	Implementing Department/Agencies	Measurement and Source of Data	General Comments
21	[3.5.2] Complaints resolved	Total number of complaints of expatriates resolved.	Labour wings in Bangladesh Mission Abroad	Report of Labour Wing	
22	[3.5.3] Cases relating to arrear pay, allowances and compensation reported	Total number of cases regarding arrear pay and allowance reported in a year.	Labour wings in Bangladesh Mission Abroad	Report of Labour Wing	
23	[3.6.1] Expatriates received assistance	Total number of expatriates received special civil assistance.	BMET	Report of BMET	
24	[4.1.1] Publicity made	Number of publicity through different media for sending remittance in legal channels.	BMET	Report of BMET	
25	[4.2.1] Books publised	Number of copies of book published for encouraging expatriates to use their remittance in productive sector.	BMET	Report of BMET	

Section 4:

Description of Performance Indicators, Implementing Department/Agencies and Measurement Methodology

SI.No	Performance Indicators	Description	Implementing Department/Agencies	Measurement and Source of Data	General Comments
26	[4.2.2] Posters and leaflets distributed	Number of copy of posters and leaflets distributed for encouraging expatriates to use their remittance in productive sector	BMET	BMET's Website	
27	[4.3.1] Meeting held	Number of coordination meetings held with Bangladesh Bank on collection and preservation of statistics relating to inflow of remittance.	BMET	Report of BMET	

Section 5 :
Specific Performance Requirements from other Ministries/Divisions

Organisation Type	Organisation Name	Relevant Performance Indicator	What is your requirement from this organisation	Justification for this requirement	Requirement from this Organisation	What happens if your requirement is not met
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Section 6: Outcome of Ministry/Division

Outcome/Impact	Jointly responsible for influencing this outcome / impact with the following organisation (s) / division (s) / ministry(ies)	Performance Indicator (s)	Unit	Actual FY 12-13	Actual FY 13-14	Target FY 14-15	Projection FY 15-16	Projection FY 16-17
1 Skill workers as percentage of total workers increased		Ratio of Skilled versus unskilled workers	Ratio of skill worker	45:55	46:54	46:54	47:53	47:53
2 Share of expatriates women worker increased.		Overseas employment of women	% of women of total worker	5	12	15	17	19
3 Overseas employment scope increased.		Creation of overseas employment	% of total labour force	29	30	33	34	35
4 Overseas employment scope by labour wings.		Welfare services provided to expatriates through labour wings	% of total labour force	20	21	22	23	24
5 Contribution of remittance to GDP increased		Remittances sent by the expatriates	US dollar (Billion)	14.46	13.50	14	14.50	15

Whereas,

I, the Secretary, Ministry of Expatriates' Welfare and Overseas Employment representing the Minister, Ministry of Expatriates' Welfare and Overseas Employment, Government of the People's Republic of Bangladesh commit to the Cabinet Secretary, Cabinet Division, representing the Prime Minister, Government of the People's Republic of Bangladesh to deliver the results described in this agreement.

I, the Cabinet Secretary, Cabinet Division, on behalf of the Prime Minister, Government of the People's Republic of Bangladesh, commit to the Secretary, Ministry of Expatriates' Welfare and Overseas Employment to provide necessary support for delivery of the results described in this agreement.

Signed,



Secretary
Ministry of Expatriates' Welfare and Overseas
Employment

9 March 2015

Date



Cabinet Secretary
Cabinet Division

09/3/2015

Date

Annex-1

Acronyms

Sl.	Acronym	Description
1	BMC	Budget Management Committee
2	BMET	Bureau of Manpower, Employment and Training
3	BOESL	Bangladesh Overseas Employment Services Limited
4	CIP	Commercially Important Person
5	NRB	Non-Resident Bangladeshi