



Government of the People's Republic of Bangladesh

Annual Performance Agreement (APA)

Department of Immigration and Passports

2014-2015

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Section 1:

Department Vision, Mission, Strategic Objectives and Functions

1.1 Vision

Issue Passports for Bangladeshi nationals for travelling abroad and issue visa for foreign nationals for visiting Bangladesh.

1.2 Mission

Issue International/Official/Diplomatic Passports at shortest time.
 Issue Passports with five years validity
 Increasing acceptability of Bangladeshi Passport and Visa in the international arena through issuing Machine Readable Passport(MRP) and Machine Readable Visa(MRV).
 Establishing sufficient passport offices considering population, geographic location and demands for passport.
 Extension of visa for foreigners and allowing to leave at a shortest possible time.

1.3 Functions

- 1 Issue of International Passports to Bangladeshi nationals.
- 2 Issue of Special Passports to Bangladeshi nationals for travel to India.
- 3 Issue of Travel permits to Bangladesh nationals falling destitute abroad as per instructions of the Government.
- 4 Issue of Certificate of Identity to aliens
- 5 Issue of Diplomatic Passports (though this function Rules of Business is performed by the Ministry of Foreign Affairs)
- 6 Blacklisting of Bangladeshi nationals for passport facilities.
- 7 Impounding/ revocation/cancellation of passports as per rules.
- 8 Issue of exit clearance to Bangladesh nationals visiting countries like Libya,Iran,Iraq, Afghanistan,Turkey and G. D. R as per Government instructions
9. Grant of Visas to foreign nationals visiting Bangladesh.
10. Grant of Road Permits (RP) to foreign nationals.
11. Grant of Landing Permits to foreign nationals arriving without visas.

1.4 Strategic Objectives

- 1 Facilitating smooth movement of citizens

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
[4] Facilitating smooth movement of citizens	12.00	[4.1] Timely issuance of MRP/MRV	[4.1.1] MRP issued (3062637)	%	4.00	100%	90%	80%	70%	60%
			[4.1.2] MRV issued (49418)	--	2.00					
		[4.2] Establishing help desk in all passport office	[4.2.1] Established help desk	Number	3.00	100				
		[4.3] Police clearance and verification	[4.3.1] Response in time against applications	%	3.00	95				

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 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				
			Publication of CC in website or others means	Date	1.0	31/12/2014				
			Publishing names and contact details of GRS focal point in the website	Date	1.0	31/12/2014				
			Sending GRS report(s) to the Cabinet Division from January 2015	Number of report(s)	1.0		4			
			Implemented decisions of the innovation team	%	1.0	100				
* Improve governance	4.00	Implementing Innovations	Unicode used in all official activities	Date	1.0	31/01/2015				
			Percentage of information, mentioned in the RTI Act and related regulations, disclosed in the website	%	2.0	80				
		Preparation and Implementation of the National Integrity Strategy Work Plan	Date	2.0	31/03/2015					
* 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	Number of report	1.0	5				

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				
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Mandatory Strategic Objectives

			(QIMR) submitted to Finance Division (FD) meeting FD requirements							
			Actual achievements against performance targets are monitored by the BMC on a quarterly basis	Number of BMC meetings	1.0		3			
		Improve audit performance	Percentage of outstanding audit objections disposed off during the year	%	1.0		55			
* 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		02/02/2015			

* 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
[4] Facilitating smooth movement of citizens	[4.1] Timely issuance of MRP/MRV	[4.1.1] MRP issued	%	95	96	97	98	99
		[4.1.2] MRV issued	--	91	92	93	94	95
	[4.2] Establishing help desk in all passport office	[4.2.1] Established help desk	%	100	100	100	100	100
	[4.3] Police clearance and verification	[4.3.1] Response in time against applications	%	94	95	96	97	98

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	[4.1.1] MRP issued	Rate of issuing MRP against applicants (3062637)	Department of Immigration & Passports (DIP)	Annual report of Department of Immigration & Passports	Some application are yet to print as those are under progress
2	[4.1.2] MRV issued	Rate of MRV issued against applicants (49418)	DIP	Annual report of DIP	Some application are yet to print as those are under progress
3	[4.2.1] Established help desk	Number of establishing help desk covering all district headquarters.	DIP	Annual report of DIP	

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 Crime Prevalence reduced		Crime rate reduced	%	0.08	0.09	0.10	0.12	0.14
2 Drug addiction reduced		Drug addiction rate reduced	%	0.10	0.30	0.50	0.75	1.00