

# **Governor's Secretariat**

01. Governor's Secretariat

02. Provincial Public Service Commission



## Agency Results Framework 2017 - 2020

### Governor's Secretariat

#### Introduction

Governor's Secretariat, Eastern Province covers the overall management of the Eastern Provincial Council and other Governmental and Non-Governmental Institutions with a view to provide good services to the public. The secretariat ensures the provision of satisfactory services to the public by these institutions.

The secretariat reviews whether the provincial system runs in good path without any disputes in relation to other Governmental & Public Institutions and also advises wherever needed.

In addition, this secretariat observes if the Management, Planning, and Financial systems of the Council are in accordance with the Government rules and regulations as well.

#### Key Functions

- Exercising powers vested in the Governor by the Provincial Council Act No. 42 of 1987 amended by Act No. 28 of 1990 and the 13th Amendment to the Constitution
- Ensuring probity and propriety in financial management in compliance with laws and regulations, especially in disposition of funds
- Reviewing internal control system in place and advising wherever necessary and detecting lapses and deviations
- Appraisal of activities to ensure efficiency, effectiveness and economy
- Advising the council in overall control measures that need to be installed/ improved for better performance
- Granting assent to statutes passed by the provincial council



## Medium-term Agency Results Framework

### Eastern Provincial Council

**Agency :** Governor's Secretariat

**Vision :**

Smart apex institution regulating the services of provincial agencies ensuring quality delivery.

**Mission :**

Guiding and directing provincial institutions through meetings and issue of instructions on administrative and financial matters and granting approvals for provincial resolutions as required by law in a continuous and fair manner.

**Thrust Areas :**

1. Guidance, monitoring and facilitating administration of Eastern Provincial Council.

*Goal 1:* Delegated the authority of appointment, transfer, dismissal and disciplinary control to the relevant agency heads

*Goal 2:* Ensured probity and propriety in administrative functions

*Goal 3:* Approved nominations for foreign training

2. Supported small infrastructure and community development.

*Goal 1:* Provided supplementary community infrastructure facilities and urgent needs

3. Institutional capacity development and governance.

*Goal 1:* Created conducive office environment for efficient service delivery

*Goal 2:* Regulations, circulars and guidelines are complied



**Thrust Area 1 : Guidance, monitoring and facilitating administration of eastern provincial council**

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>1.1 :</b> Delegated the authority of appointment, transfer, dismissal and disciplinary control to the relevant agency heads  <b>Key Activities:</b> 1. Preparation of Governor's memoranda on delegation of authority 2. Approving scheme of recruitments, transfers and other related matters	<b>Outcome:</b> i. Appointments (Nos.)	13	4	4	5	5
	ii. Transfers (Nos.)	210	210	215	215	220
	<b>Output:</b> i. Governor's memoranda	4	5	6	8	8
	ii. SOR approved	48	50	50	60	60
<b>1.2 :</b> Ensured probity and propriety in administrative functions  <b>Key Activities:</b> 1. Conducting review meetings and discussions 2. Following up on decisions	<b>Outcome:</b> i. Decisions taken (Nos.)	20	25	25	30	30
	ii. Decisions followed up (Nos.)	9	9	10	10	12
	<b>Output:</b> i. Review meetings & discussions (Nos.)	9	9	11	11	13
	ii. Officers attended the meetings (Nos.)	52	55	60	60	75
<b>1.3 :</b> Approved nominations for foreign training  <b>Key Activities:</b> 1. Approving nominations for foreign training programmes	<b>Outcome:</b> i. Staffs trained overseas (Nos.)	51	55	60	60	75
	<b>Output:</b> i. Foreign training programmes (Nos.)	40	40	50	50	50

## Thrust Area 2 : Supported small infrastructure and community development

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>2.1 :</b> Provided supplementary community infrastructure facilities and urgent needs  <b>Key Activities:</b> 1. Analyzing received requests for support  2. Supporting emergency response	<b>Outcome:</b> i. Development works approved (Nos.)	10	11	11	12	12
	ii. Development works completed (Nos.)	10	11	11	12	12
	<b>Output:</b> i. Request received and analyzed (Nos.)	14	15	20	25	30
	ii. Request for urgent assistance	-	1	1	2	2

## Thrust Area 3 : Institutional capacity development and governance

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>3.1 :</b> Created conducive office environment for efficient service delivery  <b>Key Activities:</b> 1. Providing physical resources and infrastructure facilities 2. Conducting productivity improvement	<b>Outcome:</b> i. Staff satisfaction	65%	70%	75%	80%	85%
	ii. Productivity awards ( Ranks)	-	3	2	1	1
	<b>Output:</b> i. Equipment & furniture provided (Nos.)	16	16	18	18	18
	ii. Productivity improvement programmes (Nos)	2	2	2	3	3
<b>3.2 :</b> Regulations, circulars and guidelines are complied  <b>Key Activities:</b> 1. Compiling the relevant circulars and guidelines	<b>Outcome:</b> i. Audit queries responded (Nos.)	4	5	6	8	8
	ii. Complaints responded (Nos.)	15	15	10	12	15
	<b>Output:</b> i. Audit queries received (Nos.)	9	10	12	15	16
	ii. Complaints received (Nos.)	15	15	10	12	15



## Agency Results Framework 2017 - 2020

### Provincial Public Service Commission

#### Introduction

Eastern Provincial Public Service Commission is an institution established under the provisions of Provincial Councils Act No of 1987. As per the Section 32(1) Appointment, Transfer, Dismissal and Disciplinary Control of officers of the Eastern Provincial Public Service are vested to the Hon. Governor, Eastern Province. The Governor, acting under the provisions of Section 32(2) delegated his powers of Appointment, Transfer, Dismissal and Disciplinary Control of officers to the Provincial Public Service Commission, reserving to himself the power of appointment of Provincial Secretaries and Provincial Heads of Departments.

As per the Governor's Memorandum - 2011/08 dated 08.09.2011, Hon. Governor authorized and directed Provincial Public Service Commission, Eastern Provincial Council by virtue of power conferred on Hon. Governor under Section 32 (2A) of the said Act as amended by Section 4 of the Provincial Councils (Amendment) Act No.28 of 1990, to re-delegate such powers to the Chief Secretary and other officers of the provincial public service of the Eastern Province as described in the memorandum. However, the Provincial Public Service Commission, EPC retains power on recruitment of some categories of provincial public service, appointment and dismissal of special and supra grade in combined service as categorized under paragraph 4 (ix) of Appendix I and appointment of officers on contract and re-employment basis with the concurrence of Hon. Governor, Eastern Province.

#### Key Functions

- Recruitment of personnel
- Promulgating Schemes of Recruitment for provincial public service
- Promotion, Transfers and Disciplinary Control of provincial public service
- Appellant authority against disciplinary orders
- Conducting Efficiency Bar Examinations
- Releasing and accommodating officers under inter provincial transfer.
- Termination and retirement
- Handling grievances of provincial public service officers on promotion, transfer and disciplinary control issues



## Medium-term Agency Results Framework

### Eastern Provincial Council

**Agency :** Provincial Public Service Commission

**Vision :**

“Apex institution on human resources management ensuring higher performance in provincial public service”

**Mission :**

“Establish Professional systems in recruitment, transfers, promotions and disciplinary procedure of the provincial public service and delegate relevant authorities to provincial agencies ensuring the implementation of the approved systems in fair and equitable manner”

**Thrust Areas :**

1. Reviewing & approving Schemes of Recruitment (SOR) and Connected Activities

*Goal 1:* Reviewed and approved SORs for Provincial Public Service

*Goal 2:* Updated SOR's

*Goal 3:* SOR's translated to Official Languages

2. Recruitments, Promotions and Connected Activities

*Goal 1:* Competitive Examinations for Recruitments conducted

*Goal 2:* Interviews for Recruitment conducted

*Goal 3:* Efficiency Bar Examinations conducted

*Goal 4:* Interviews for promotions conducted

*Goal 5:* Introduced Improved system for recruitment, transfer and Promotion processes

3. Facilitating Inter Provincial and Central Government Transfers

*Goal 1:* Facilitated Inter Provincial / Central Government Transfers

4. Act as an appellant Authority

*Goal 1:* Grievances of provincial public officers promptly responded.

5. Institutional development and governance

*Goal 1:* Introduced Comprehensive Performance Appraisal System

*Goal 2:* Training for Employees



### Thrust Area 1 : Reviewing & approving Schemes of Recruitment (SOR) and Connected Activities

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>1.1 :</b> Reviewed and approved SORs for Provincial Public Service  <b>Key Activities:</b> 1. Calling for draft SORs from relevant Institutions 2. Discussing with relevant institutions for clarifications	<b>Outcome:</b> i. SOR approved (Nos.)	43	7	5	5	5
	<b>Output:</b> i. Draft SORs received (Nos.)	15	7	5	5	5
	ii. Discussions with institutions (Nos.)	5	3	2	2	2
<b>1.2 :</b> Updated SORs  <b>Key Activities:</b> 1. Discussing with relevant institutions for updates of SORs 2. Calling for draft updates from relevant Institutions	<b>Outcome:</b> i. SORs Updated (Nos.)	05	10	10	10	10
	<b>Output:</b> i. Draft SOR updates received (Nos.)	13	17	20	20	20
	ii. Discussions with institutions (Nos.)	5	4	5	5	5
<b>1.3 :</b> SORs translated to official languages  <b>Key Activities:</b> 1. Selecting translators  2. Assigning translation jobs to translators	<b>Outcome:</b> i. SORs translated (Nos.)	72	50	50	40	-
	<b>Output:</b> i. Translations jobs assigned (Nos.)	72	50	50	50	-

## Thrust Area 2 : Recruitments, Promotions and Connected Activities

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>2.1 :</b> Conducted competitive examinations for recruitments  <b>Key Activities:</b> 1. Calling for applications  2. Selecting eligible candidates  3. Conducting examination	<b>Outcome:</b> i. Candidates selected for interviews (Nos.)	117	-	-	-	-
	<b>Output:</b> i. Exams conducted (Nos.)	15	12	17	20	15
	ii. Applications received	18451	-	-	-	-
	iii. Eligible candidates for exams	13548	-	-	-	-
<b>2.2 :</b> Conducted Interviews for recruitment  <b>Key Activities:</b> 1. Calling candidates for interviews  2. Conducting the interviews and select suitable candidates	<b>Outcome:</b> i. Selected candidates (Nos.)	115	-	-	-	-
	<b>Output:</b> i. Interviews conducted (Nos.)	01	-	-	-	-
	ii. Candidates interviewed (Nos.)	96	-	-	-	-
<b>2.3 :</b> Efficiency bar examinations conducted  <b>Key Activities:</b> 1. Calling for applications  2. Conducting EB examinations	<b>Outcome:</b> i. Officers passed EB exams (Nos.)	87	-	-	-	-
	<b>Output:</b> i. EB exams conducted (Nos.)	04	15	15	15	15
	ii. Candidates sat for EB exams	31	-	-	-	-

## Thrust Area 2 : Recruitments, Promotions and Connected Activities

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>2.4 :</b> Interviews for promotions conducted  <b>Key Activities:</b> 1. Calling for applications 2. Conducting interviews	<b>Outcome:</b> i. Officers promoted	04	06	06	06	06
	<b>Output:</b> i. Interviews conducted (Nos.) ii. Candidates interviewed (Nos.)	04 31	05 -	07 -	05 -	06 -
<b>2.5 :</b> Introduced Improved system for recruitment, transfer and Promotion processes  <b>Key Activities:</b> 1. Developing computer based system for HRM activities 2. Introducing Web based application system	<b>Outcome:</b> i. Applications processed through the computer system	-	15%	25%	35%	50%
	<b>Output:</b> i. Web based applications	0	01	01	01	01

## Thrust Area 3 : Facilitating Inter Provincial and Central Government Transfers

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>3.1 :</b> Facilitated inter provincial / central government transfers  <b>Key Activities:</b> 1. Evaluating suggestions for transfer policy 2. Calling consent for accommodation 3. Submitting for Hon.Governor's approval	<b>Outcome:</b> i. Officers transferred – a. Provincial b. Central	516 90	350 80	400 75	300 60	300 60
	<b>Output:</b> i. Application received for transfers (Nos.) a. Provincial b. Central	90 35	80 30	75 30	60 30	60 30

#### Thrust Area 4 : Act as an appellant authority

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>4.1 :</b> Grievances of provincial public officers promptly responded  <b>Key Activities:</b> 1. Calling orders on disciplinary actions  2. Scrutinizing reinstatement requests  3. Interviewing relevant officers	<b>Outcome:</b> i. Officers reinstated	17	-	-	-	-
	ii. Officers received orders	8	-	-	-	-
	<b>Output:</b> i. Officers interviewed	16	-	-	-	-
	ii. Applications processed	21	-	-	-	-
	iii. Appeals received (Nos.)	32	25	25	25	25

#### Thrust Area 5 : Institutional development and governance

Goals	Key Performance Indicators (KPIs) <i>related to Goals</i>	Baseline	Targets			
		2015	2017	2018	2019	2020
<b>5.1 :</b> Introduced comprehensive performance appraisal system  <b>Key Activities:</b> 1. Calling reports if needed  2. Calling officer for an interview if needed	<b>Outcome:</b> i. Level of performance increased (evaluted through assesmenet system, perfomance appraisal)	45%	60%	70%	80%	90%
	<b>Output:</b> i. Institute introduced (Nos.)	-	1	5	5	5
<b>5.2 :</b> Training for Employees  <b>Key Activities:</b> 1. Sending training requirements  2. Nominating officers for training	<b>Outcome:</b> i. Capacity of employees increased (evaluted through self assesmenet, inetrview)	45%	60%	70%	80%	90%
	<b>Output:</b> i. Hours trained (Nos.)	12	20	25	25	30