



**PERFORMANCE AGREEMENT**

**BETWEEN**

**Offtg. Secretary, Ministry of Information and Communications and Director, Department of  
Information Technology and Telecom**

**(July 1, 2019 – June 30, 2020)**

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## **Preamble**

The Performance Agreement is entered into between the **Offtg. Secretary**, Ministry of Information and Communications (MoIC) and **Director**, Department of Information Technology and Telecom, MoIC

The objectives of this Performance Agreement are:

a) To establish clarity and consensus about annual priorities for the consistent with the 12th Five Year Plan of the Ministry, and Government's other priorities;

b) To provide an objective and fair basis for evaluating the overall performance of the at the end of the financial year

The Performance Agreement represents an important accountability mechanism for inculcating a performance-based culture at all levels of government.

**THEREFORE**, the parties hereto agree as follows:

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

### **Vision**

To create an ICT-Enabled, Knowledge Society as a Foundation for Gross National Happiness.

### **Mission**

Promote ICT as an enabler of national development, supporting development of reliable and affordable ICT infrastructure and services in the country, promotion of good governance, sustainable socio-economic development, and enhance ICTs' contribution to GDP and employment generation through the use of ICTs.

### **Objectives**

- 1) Accessibility of ICT Services achieved
- 2) Adoption of ICT for improved service delivery
- 3) Application of ICT for promoting efficiency, governance and economy strengthened
- 4) Achieve Digital Drukgyul Flagship Program Objective

## Section 2: Objectives, Success Indicators & Target

Objective	Weight	Action	Success Indicator	Unit	Weight	Excellent [100%]	Very Good [90%]	Good [80%]	Fair [70%]	Poor [60%]
Accessibility of ICT Services achieved	15	Ensure Affordability, Availability and Reliability	Reduction in the cost of Leased line Bandwidth per mbps	Nu. (Million)	1	0.003	0.0035	0.004	0.0045	0.005
			Achievement in Connectivity Reliability	Percent	1	94	93	92	91	90
		Harness Space services for socio-economic development	Percentage Completion of Satellite Control Center Design	Percent	3	100	70	50	25	10
			Concept note on satellite/space policy and strategy submitted to the Cabinet	Date	3	06/08/2020	06/15/2020	06/22/2020	06/29/2020	06/30/2020
			Percent of SAS Transponder utilized	Percent	1	95	94	93	92	91
			Number of programs/activities conducted during Space Week	Number	3	3	2	1	0	0
			Development of small-satellite with ISRO	Percent	3	70	60	50	40	30
Adoption of ICT for improved service delivery	4	ICT Security Enhanced	Percentage of reported cybersecurity incidents resolved	Percent	1	50	40	30	20	10
		Productivity enhanced & Government DataHub Platform	No of G2C Services migrated to SSO/Datahub	Number	1	100	80	60	50	< 50
			Percentage of civil servants(with GSuite account) competent in using GSuite (Drive, Docs, Spreadsheet, Slide, Calendar)	Percent	1	>65	65	55	50	< 50
			Number of DataHubs (API) operationalized.	Percent	1	2	1	na	na	0