



Government of the People's Republic of Bangladesh

Annual Performance Agreement (APA)

Between

The Secretary, Posts and Telecommunications Division

and

Director General, Bangladesh Post Office

2014-2015

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Preamble

The Annual Performance Agreement is made and entered into on 07 April, 2015.

BETWEEN

The Secretary, Posts and Telecommunications Division, Ministry of Posts, Telecommunications and Information Technology, Government of the People's Republic of Bangladesh.

AND

The Director General, Bangladesh Post Office, Postal Directorate, Dhaka-1000.

The parties hereto agree as follows:



Section 1:
Bangladesh Post Office's Vision, Mission, Strategic Objectives and Functions

1.1 Vision

Reliable and innovative postal services.

1.2 Mission

Ensuring affordable, quality and Global standard of postal services through institutional development and introduction of cutting-edge technology.

1.3 Functions

- 1 Establishing and maintaining postal network throughout the country;
- 2 Providing Postal Services.

1.4 Strategic Objectives

Providing improved, efficient and affordable postal services.

**Section 2:
Strategic Objectives, Priorities, 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 | |
| | | | | | | 100% | 90% | 80% | 70% | |
| Bangladesh Post Office Strategic Objectives | | | | | | | | | | |
| [1] Providing improved, efficient and affordable postal services. | 85.00 | [1.1] Expand the postal market by introducing innovative & competitive services and providing exclusive quality products & services at a lower cost. | [1.1.1] Letter Post and Parcel items handled. | No. (in Crore) | 5.0 | 8.2 | 7.38 | 6.56 | 5.74 | 4.92 |
| | | | [1.1.2] Guaranteed Express Post (GEP) article handled. | No. (in Crore) | 10.0 | 0.2 | 0.18 | 0.16 | 0.14 | 0.12 |
| | | | [1.2.1] Electronic Money Transfer Service providing post offices/post e-centers. | No. | 10.0 | 2750 | 2475 | 2200 | 1925 | 1650 |
| | | [1.2] Expand coverage of Electronic Money Transfer Service. | | | | | | | | |

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

| Strategic Objectives | Weight of Strategic Objective | Activities | Performance Indicator (PI) | Unit | Weight of PI | Target/Criteria Value | | | | |
|----------------------|-------------------------------|---|--|--------------|--------------|-----------------------|------------------|-------------|-------------|-------------|
| | | | | | | Excellent 100% | Very Good 90% | Good 80% | Fair 70% | Poor 60% |
| | | [1.3] Expansion of coverage of Postal Cash Card. | [1.3.1] Postal Cash Service providing post offices/post e-centers. | No. | 10.0 | 1400 | 1260 | 1120 | 980 | 840 |
| | | | [1.3.2] Magnetic Strip based Postal Cash Card sold. | No. (in Lac) | 7.0 | 0.70 | 0.63 | 0.56 | 0.49 | 0.42 |
| | | [1.4] Introduce post e-Center for providing ICT based digital postal service. | [1.4.1] Post e-Centers established. | No. | 16.00 | 1000 | 900 | 800 | 700 | 600 |

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**Section 2:
Strategic Objectives, Priorities, 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 |
| | | | | | | | | | | |
| | | [1.5] Ensure anytime anywhere digitized monetary transaction facilities. | [1.5.1] ATM Booths established. [1.5.2] POS Machines introduced. | No. | 10.0 | 8 | 7 | 6 | 5 | 4 |
| | | [1.6] Develop rural infrastructural development through construction of Rural Post Office Buildings. | [1.6.1] Rural Post Office Buildings constructed. | No. | 7.0 | 2000 | 1800 | 1600 | 1400 | 1200 |
| | | | | No. | 10.0 | 94 | 85 | 75 | 66 | 56 |

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**Section 2:
Strategic Objectives, Priorities, 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 Citizen's Charter (CC) | Preparation and approval of CC by the Ministry/Division | Date | 1.0 | 07/04/2015 | 07/05/2015 | 07/06/2015 | 07/07/2015 | 07/08/2015 |
| | | Implementation of Grievance Redress System (GRS) | Publication of CC in website or other means | Date | 1.0 | 07/04/2015 | 07/05/2015 | 07/06/2015 | 07/07/2015 | 07/08/2015 |
| | | | Publishing names and contact details of GRS focal point in the website | Date | 1.0 | 07/04/2015 | 07/05/2015 | 07/06/2015 | 07/07/2015 | 07/08/2015 |
| | | | Sending GRS report (s) to the Posts & Telecommunications Division from January 2015 | Number of reports (s) | 1.0 | 5 | 4 | 3 | 2 | 1 |
| | | | | | | | | | | |

**Section 2:
Strategic Objectives, Priorities, 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

| | | | | | | | | | | |
|---------------------|------|---|---|-----------|------------|------------------|------------------|------------------|------------------|------------------|
| | | Implementing Innovations | Implemented decisions of the innovation team | % | 1.0 | 100 | 80 | 50 | 30 | -- |
| *Improve Governance | 4.00 | Compliance with RTI act and proactive disclosure | Unicode used in all official activities Percentage of information mentioned in the RTI Act and related regulations, disclosed in the website | Date % | 1.0 2.0 | 07/04/2015 80 | 07/05/2015 70 | 07/06/2015 60 | 07/07/2015 50 | 07/08/2015 40 |
| | | Preparation and Implementation of the National Integrity Strategy Work Plan | Preparation of NIS Work Plan 2015 and get approved by the Ethics Committee | Date | 2.0 | 07/06/2015 | 07/07/2015 | 07/08/2015 | 07/09/2015 | 07/10/2015 |

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**Section 2:
Strategic Objectives, Priorities, 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 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 <td>4 <td>3 <td>2 <td>1 <td>-</td> </td></td></td></td> | 4 <td>3 <td>2 <td>1 <td>-</td> </td></td></td> | 3 <td>2 <td>1 <td>-</td> </td></td> | 2 <td>1 <td>-</td> </td> | 1 <td>-</td> | - |
| | | Improve audit performance | percentage of outstanding audit objections disposed off during the year | % | 1.0 <td>70 <td>55 <td>40 <td>30 <td>20</td> </td></td></td></td> | 70 <td>55 <td>40 <td>30 <td>20</td> </td></td></td> | 55 <td>40 <td>30 <td>20</td> </td></td> | 40 <td>30 <td>20</td> </td> | 30 <td>20</td> | 20 |

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**Section 2:
Strategic Objectives, Priorities, 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

| *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 |
|---|------|--|--------------------|------|-----|------------|------------|------------|------------|------------|
| | | | | | | | | | | |

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**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 |
|---|--|--|----------------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|
| Bangladesh Post Office Strategic Objectives | | | | | | | | |
| [1] Providing improved, efficient and affordable postal services. | [1.1] Expand the postal market by introducing innovative & competitive services and providing exclusive quality products & services at a lower cost. | [1.1.1] Letter Post and Parcel items handled. | No. (in Crore) | 7.5 | 8.0 | 8.2 | 8.5 | 8.75 |
| | | [1.1.2] Guaranteed Express Post (GEP) article handled. | No. (in Crore) | 0.2 | 0.18 | 0.2 | 0.21 | 0.25 |
| | [1.2] Expand coverage of Electronic Money Transfer Service. | [1.2.1] Electronic Money Transfer Service providing post offices/post e-centers. | No. | 1400 | 1500 | 2750 | 3500 | 4000 |

**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 |
|----------------------|---|--|--------------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|
| | [1.3] Expansion of coverage of Postal Cash Card. | [1.3.1] Postal Cash Service providing post offices/post e-centers. | No. | 600 | 800 | 1400 | 2000 | 2500 |
| | | [1.3.2] Magnetic Strip based Postal Cash Card sold. | No. (in Lac) | 0.2 | 0.4 | 0.70 | 1.0 | 1.2 |
| | [1.4] Introduce post e-Center for providing ICT based digital postal service. | [1.4.1] Post e-Centers established. | No. | 5 | 280 | 1000 | 1500 | 2500 |

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**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 |
|----------------------|--|---|------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|
| | [1.5] Ensure anytime anywhere digitized monetary transaction facilities. | [1.5.1] ATM Booths established. [1.5.2] POS Machines introduced. | No. | 1 | 5 | 8 | 13 | 20 |
| | [1.6] Develop rural infrastructural development through construction of Rural Post Office Buildings. | [1.6.1] Rural Post Office Buildings constructed. | No. | 500 | 1000 | 2000 | 3000 | 4000 |
| | | | | 17 | 93 | 94 | 200 | 250 |

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**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] Letter Post and Parcel items handled. | The expression 'Postal Article' includes a letter, postcard, newspaper, book, pattern or sample packet, parcel and every article or thing transmissible by post. The indicator includes receipt, transmission and delivery. | Bangladesh Post Office | Post Office Manual Volume I Chapter 1 Rule 2 (i) | |
| 2 | [1.1.2] Guaranteed Express Post (GEP) article handled. | GEP is a specialized domestic mail service extended to all district & upazilla post offices along with all post offices of Dhaka City. This service ensures more security and delivery at earliest possible time. The indicator includes receipt, transmission and delivery. | Bangladesh Post Office | website: www.bangladeshpost.gov.bd | |

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**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 |
|---------|--|--|----------------------------------|---------------------------------------|------------------|
| 3 | [1.2.1] Electronic Money Transfer Service providing post offices/post e-centers. | Electronic Money Transfer Service (EMTS), commonly known as Mobile Money Order Service fulfilled the expectations of people to remit the desired amount of money to their near and dear ones so as to utilize when they need. This is mobile as well as web based remittance service available in all important post offices of the country. The sender can send the money within a minute and recipient/beneficiary can collect it instantly. Both sender and recipient get confirmation of the remittance and disbursement as soon as it is made in their mobile phones. | Bangladesh Post Office | website: www.bangladeshpost.gov.bd | |

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**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 |
|---------|--|---|----------------------------------|--|------------------|
| 4 | [1.3.1] Postal Cash Card Service providing post offices/ post e-centers. | Postal Cash Card which is a plastic card that minimize the risk of carrying cash in one hand and enable customers to reap the benefit of encashment and remittance in post office counters and ATM booths on the other hand. This card may also act equally as a Debit Card, Credit Card and Plastic Money. | Bangladesh Post Office | Brochure of Postal Cash Card | |
| 5 | [1.3.2] Magnetic Strip based Postal Cash Card sold. | Kind of Debit Card that Bangladesh Post Office introduced which does not require physical currency to carry commonly known as Postal Cash Card. | Bangladesh Post Office | Brochure of Postal Cash Card | |
| 6 | [1.4.1] Post e-Centers established. | Post e-Centers provides the rural community internet and other electronic based services and to equip rural post offices with technology. | Bangladesh Post Office | DPP for Post e-Center for Rural Community. | |

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**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 |
|---------|--|---|--|--|------------------|
| 8 | [1.5.1] ATM Booths established. | Automatic Teller Machine (ATM) allows customers to complete basic transactions without the branch representative or teller and allows customers to withdraw cash and receive a report of the account's balance. ATM allows customers easier access to their accounts. BPO establish ATM machine in joint cooperation with Sonali Bank. ATM Booths provide anytime anywhere money transaction. | Bangladesh Post Office and Sonali Bank Limited (co-branding) | Brochure of Postal Cash Card | |
| 9 | [1.5.2] POS Machines introduced. | Point-of-Sale (POS) machine makes transaction electronically to the client in exchange for goods. BPO installed these machines in various post offices. It facilitates cashless transactions in everyday need. | Bangladesh Post Office | Postal Cash Card Manual | |
| 10 | [1.6.1] Rural Post Office Buildings constructed. | Infrastructure development of rural post offices which will act as e-center for rural community and for improving the standard of postal services in rural areas. | Bangladesh Post Office | DPP of Construction of ICT based rural post offices. | |

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**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 Bangladesh Post Office**

| Outcome/Impact | Jointly responsible for influencing this outcome/ impact with the following organisation (s)/division (s)/ministry (ies) | Performance Indicator | Unit | Actual FY 12-13 | Actual FY 13-14 | Target FY 14-15 | Projection FY 15-16 | Projection FY 16-17 |
|---|--|--|------|-----------------|-----------------|-----------------|---------------------|---------------------|
| 1 Coverage of digital postal services expanded. | | Percentage of digital service providing outlets increased. | % | 0.05 | 4 | 25 | 55 | 100 |

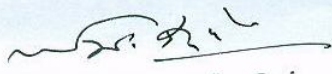



Whereas,

I, the Director General, Bangladesh Post office commit to the Secretary, Posts and Telecommunications Division to deliver the results described in this agreement.

I, the Secretary, Posts and Telecommunications Division, Ministry of Posts, Telecommunications and Information Technology commit to the Director General, Bangladesh Post office to provide necessary support for delivery of the results described in this agreement.

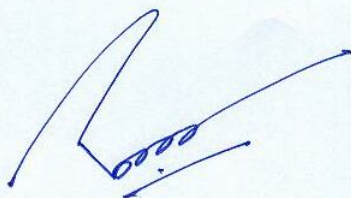
Signed,



Director General
Bangladesh Post Office

07.04.2015

Date



Secretary
Posts and Telecommunications Division

07.04.2015

Date

Acronyms

| Sl. | Acronym | Description |
|-----|-------------|-----------------------------------|
| 1. | ATM | Automatic Teller Machine |
| 2. | EMTS | Electronic Money Transfer Service |
| 3. | GEP | Guaranteed Express Post |
| 4. | POS Machine | Point of Sale Machine |

