

Central Vigilance Commission – Metrics to measure Vigilance Awareness

Vigilance Management promoted by the Commission during the Vigilance Awareness period should facilitate good governance and the pursuit of excellence and be capable of being measured so that meaningful performance evaluation can take place. ISO 9000:2000 places special emphasis on “Measurement, Analysis and Improvement” to facilitate continual improvement in quality of service rendered. The Commission therefore, has set itself the following metrics to measure the vigilance awareness pursued by it in the year following the conduct of the Vigilance Awareness period this year.

Metrics / Parameter	Credits	“As is” situation	“To be” at the end of one year
Leadership and Innovation	100 credits	Vigilance work perceived to be generally unwelcome	Positive contribution of Vigilance work for enhancing efficiencies in an organization to be put in place.
Information/Data Analysis	100 credits	Perceived to be aimed at low level corrupt practices while high level corruption goes on unabated	Improve % cases pursued by Vigilance establishments against higher echelons
Strategic Planning	100 credits	Work towards paperless office environment initiated	Shifting priority from punitive and preventive vigilance to proactive and predictive vigilance management
Process Improvement	100 credits	Avoidable delays in response time in dealing with vigilance cases	Enable real time monitoring of cases
Human Resource Development	100 credits	Training programs organised and % staff NOT trained	Put in place a Knowledge Management System to help access
Operational Results	200 credits	Reported in Annual Report submitted to Parliament every year	Make available relevant information on the web on real time basis
Stakeholder Satisfaction	300 credits	Only perceptions available at present, disenchantment and criticisms to be contained	Identifying CVOs, CBI and Public as three important stakeholders, devise methods of improving their interaction response time with CVC on continual basis