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केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION

सतर्कता भवन, जी.पी.ओ. कॉम्प्लेक्स,
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सं./No..... 011-MISC.-2 | 118026

दिनांक / Dated.....
02.02.2011

To

All Chief Vigilance Officers

Sub: - Assessment of performance of CVOs.

Sir/Madam,

The Commission has devised certain metrics/parameters to assess the work and performance of the Chief Vigilance Officers of various Organisations towards strengthening of vigilance administration. In this regard you are requested to fill up the enclosed proforma and send it back to the Commission at the earliest.

Yours faithfully,

(P M PILLAI)
Director

Telefax : 24651013

Encl: as above

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	Achieved target during 2010	Target set for the year 2011
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 programmes organized and % staff not trained.	Put in place 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.		