



Government of the People's Republic of Bangladesh

Annual Performance Agreement (APA)

Between

Secretary, Posts and Telecommunications Division
and

Managing Director, Telephone Shilpa Sangstha
Limited

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 Managing Director, Telephone Shilpa Sangstha Ltd., Tongi, Gazipur.

The parties hereto agree as follows:

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[Signature]

Section 1:
**Telephone Shilpa Sangstha Ltd.'s Vision, Mission,
Strategic Objectives and Functions**

1.1 Vision

Flourishing as an electronic zone by producing different types of telecom and ICT based intelligent products and other consumer related products and reduce the import dependency.

1.2 Mission

- a) Acting as an auxiliary institution for digitalization of Bangladesh.
- b) Making proper use of the latest technologies for sustainable environment by building independent Research and Development unit for the welfare of the nation.
- c) Helping the people of Bangladesh getting full benefit of all smart products.

1.3 Functions

Making Bangladesh self sufficient in meeting the requirements of Telephone Exchanges, Telephone Sets and allied products, for both PSTN and mobile phone customers, at cost.

Providing opportunities for acquiring and improving technical know-how through appropriate technology transfer in sophisticated and precision industry, based on modern lines of management and production control involving high precision machineries and equipment.

Supplying the IT related products like laptop, mobile phone, Tab at an affordable price among the common people, to strengthen the nation ICT sector.

Supplying the programmable meters among the common people and utility agencies.

1.4 Strategic Objectives

Providing affordable telecommunication and ICT based intelligent products.

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Section 2:

Strategic Objectives, Priorities, Activities, Performance Indicators and Targets

Strategic Objectives	Weight of Strategic	Activities	Performance Indicator	Unit	Weight of PI	Target/ Criteria value													
						Excellent	Very Good	Good	Fair										
						100%	90%	80%	70%										

Telephone Shilpa Sangstha Ltd. Strategic Objectives

Provide affordable telecommunications services	85	Production of telecommunication commodities	No. of laptop produced	Number	31	1,700	1,650	1,600	1,550	1,500
			No. of PABX produced	Number	6	7	6	5	4	3
			No. of Battery & Charger produced for mobile phone	Number	24	1,40,000	1,30,000	1,20,000	1,00,000	90,000
			No. of Digital Energy Meter produced	Number	12	35,000	32,000	30,000	27,000	25,000
			No. of Telephone set produced	Number	12	5,400	5,200	5,000	4,600	4,000

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Section 2:

Strategic Objectives, Priorities, Activities, Performance Indicators and Targets

Strategic Objectives	Weight of Strategic Objective	Activities	Performance Indicator	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 Citizens' Charter (CC)	Preparation and approval of CC	Date	1.0	07/04/15	15/04/15	30/04/15	15/05/15	31/05/15
			Publication of CC in website or other means	Date	1.0	07/04/15	15/04/15	30/04/15	15/05/15	31/05/15
			Publishing names and contact details of GRS focal point in the website	Date	1.0	07/04/15	15/04/15	30/04/15	15/05/15	31/05/15
		Implementation of Grievance Redress System (GRS) system	Sending GRS report(s) to the PTD from January 2015	Number of report(s) %	1.0	5	4	3	2	1
			Implemented decisions of the innovation team		1.0	80	70	60	50	40
		Implementing Innovation	Unicode used in all official activities	Date	1.0	07/04/15	15/04/15	30/04/15	15/05/15	31/05/15

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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
						100%	90%	80%	70%

Mandatory Strategic Objectives

* Improve governance	4.00	Compliance with RTI Act and proactive disclosure	Percentage of information, mentioned in the RTI Act and related regulations, disclosed in the website	%	2.0	80	70	60	50	40
		Preparation and Implementation of the National Integrity Strategy Work Plan	Preparation of NIS Work Plan for 2015 and get approved by the Ethics Committee	Date	2.0	07/04/15	22/04/15	07/05/15	22/05/15	15/06/15

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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	3.0	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	1
			Actual achievements against performance targets are monitored by the BMC on a quarterly basis			4	3	2	1	-	
* Efficient Functioning of the Annual Performance Agreement (APA) System		Improve audit performance	Percentage of outstanding audit objections disposed off during the year	%	1.0	40	35	30	25	20	
			On-time submission			Date	07/04/15	15/04/15	30/04/15	15/05/15	31/05/15

Section 3:

Trend Values of the Performance Indicators

Strategic Objectives	Activities	Performance Indicators	Unit	Actual Value FY 12/13	Actual Value FY 13/14	Target Value FY 14/15	Projected Value for FY 15/16	Projected Value for DFY 16/17
Telephone Shilpa Sangstha Limited Strategic Objectives								
Provide affordable Telecommunication services	Production of telecommunication commodities	No. of laptop produced	No.	12000	780	1700	7000	7100
		No. of PABX produced	No.	12	7	7	7	7
		No. of Battery & Charger produced for mobile phone	No.	1,00,000	1,25,000	1,40,000	1,75,000	2,00,000
		No. of Digital Energy Meter produced	No.	10,000	14,000	35,000	50,000	60,000
		No. of Telephone set produced	No.	5,000	5,000	5,400	5,600	5,800

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Section 4:

Description of the Performance Indicators, Implementing Departments/Agencies and Measurement Methodology

Sl.No.	Performance Indicators	Description	Implementing Department/Agencies	Measurement and Source of Data	General Comments
1.	1.2.1 No of Telephone Set	Produced/Assembled for BTCL and PABX customers.	Telephone Shilpa Sangstha Limited	TSS web site and Annual Reports	
2.	1.2.2. No. of Laptop produced	Produced/Assembled for different Post Offices and retail purchasers.			
3.	1.2.3. No. of PABX produced	Produced/Assembled for different organizations on demand.			
4.	1.2.4 No. of Battery and Charger produced for mobile phone	Produced/Assembled for retail market.			
5.	1.2.5 No. of Digital Meter produced	Produced/Assembled for DESCO/DESA customers.			

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Section 5:

Specific Performance Requirements from other Ministries/Divisions

Organization Type	Organization Name	Relevant Performance Indicator	What is your requirement from this Organization	Justification for this requirement	Requirement from this Organization	What happens if your requirement is not met

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Section 6:

Outcome of Telephone Shilpa Sangstha Ltd

Outcome/Impact	Jointly responsible for influencing this outcome/impact with the following organization (s) / division (s) / ministry (ies)	Performance Indicator (s)	Unit	Actual FY 12-13	Actual FY 13-14	Target FY 14-15	Projection FY 15-16	Projection FY 16-17
Telecom & ICT based product		Production of Telecom & ICT based product increased	%	13%	15%	22%	27%	32%

5/11/15

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Whereas,

I, the Managing Director, Telephone Shilpa Sangstha Ltd. commit to the Secretary, Posts and Telecommunications Division, Ministry of Posts, Telecommunications and Information Technology, Government of the People's Republic of Bangladesh to deliver the results described in this agreement.

I, the Secretary, Posts and Telecommunications Division, commit to the Managing Director, Telephone Shilpa Sangstha Ltd. to provide necessary support for delivery of the results described in this agreement.

Signed,



.....
Managing Director
Telephone Shilpa Sangstha Ltd.

7 April 2015

.....
Date



.....
Secretary
Posts & Telecommunications Div.

07-04-2015

.....
Date

Annex-1

Acronyms

Sl.	Acronym	Description
1.	PABX	Private Automatic Branch Exchange
2.	PSTN	Public Switched Telephone Network

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