

## Annex 2: Results Framework

<b>Program Development Objective:</b> <i>To improve transparency and resource management of targeted departments of the Province of Punjab.</i>												
PDO Level Results Indicators	Core	DLI	Unit of Measure	Baseline	Target Values					Frequency	Data Source/ Methodology	Responsibility for Data Collection
					Yr 1	Yr 2	Yr 3	Yr 4	Yr 5			
<b>PDO Indicator 1:</b> Number of telephone calls received by the Citizen Contact Centers to seek information about key services		X	# Telephone calls	50,000 (2013)	65,000	150,000	250,000	400,000	750,000	Annually	Contact Center and Telco reports/Independent Audit	PITB
<b>PDO Indicator 2:</b> Decision-makers <sup>30</sup> using reliable service delivery information for improved management as measured by percentage of reports triggering managerial action			% percentage of reports triggering managerial action <sup>31</sup>	0	Feedback format, coverage and frequency to be established	At least 20%	At least 30%	At least 45%	At least 60%	Twice annually	Dashboard reports	PITB
<b>PDO Indicator 3:</b> Urban property tax collection	<input type="checkbox"/>		Total annual property tax collection in Rs million	PRs 4,657 million (2013)	5,049	5,474	5,935	6,435	6,977	Annual	District Accounts Office verified reports consolidated at provincial level by the Excise and Taxation Department	Excise and Taxation Department

<sup>30</sup> Decision makers mean supervisory officers at the district, divisional and provincial level.

<sup>31</sup> Measured by the number of agreed periodic administrative reports submitted into the dashboard, on a defined template, by the targeted decision makers documenting managerial actions - such as counseling, training, reprimands, incentives, resource rationalization, resource increase etc - they have taken to use the information to improve service delivery for the targeted district services.

<b>IR Area 1: Transparency and Access to Services.</b>												
<b>IR Level Results Indicators</b>	<b>Core</b>	<b>DLI</b>	<b>Unit of Measure</b>	<b>Base line</b>	<b>Target Values</b>					<b>Frequency</b>	<b>Data Source/Methodology</b>	<b>Responsibility for Data Collection</b>
					<b>Yr 1</b>	<b>Yr 2</b>	<b>Yr 3</b>	<b>Yr 4</b>	<b>Yr 5</b>			
<b>IR Indicator 1.1:</b> Targeted organizations publishing updated institutional information on their websites for information of the public	<input type="checkbox"/>	X	#	0	25	50	75	75	75	Twice annually	Online verification of up-to-date defined information per targeted departments/Official Data/Independent Audit	PRMP
<b>IR Indicator 1.2:</b> Public investment projects of targeted departments geo-mapped <sup>32</sup> and published online	<input type="checkbox"/>		%	0	5%	25%	50%	65%	75%	Twice annually	Provincial and district ADPs, PITB dashboard and relevant websites	PMRP
<b>IR Indicator 1.3:</b> Targeted departments with automated records system for defined disclosable information	<input type="checkbox"/>		#	0	0	1	3	5	7	Twice annually	Department progress reports	PRMP
<b>IR Indicator 1.4:</b> Information about key services available to the public through the Contact Center	<input type="checkbox"/>		#	2	5	20	25	30	30	Twice annually	PITB information systems and Telco reports	PITB

<sup>32</sup> Geo-mapping means capturing information through smart phones to map basic information of the development schemes.

<b>IR Indicator 1.5:</b> Services available via ICT applications	<input type="checkbox"/>		#. of services accepting online applications	1	1	2	4	9	13	Twice annually	System reports	PITB
			#. of services using online processing	3	3	4	5	6	7	Twice annually	System reports	PITB
			# of services accepting mobile payments	0	0	0	2	7	10	Twice annually	System reports	PITB
<b>IR Indicator 1.6:</b> Functional facilitation centers	<input type="checkbox"/>		#	0	0	12	36	36	36	Twice annually	PITB Documents	PITB
			# of centers using PPP model	0	0	0	50	100	300	Twice annually	PITB Documents	PITB

<b>IR Area 2: Performance Monitoring</b>												
<b>IR Level Results Indicators</b>	<b>Core</b>	<b>DLI</b>	<b>Unit of Measure</b>	<b>Baseline</b>	<b>Target Values</b>					<b>Frequency</b>	<b>Data Source/ Methodology</b>	<b>Responsibility for Data Collection</b>
					<b>Yr 1</b>	<b>Yr 2</b>	<b>Yr 3</b>	<b>Yr 4</b>	<b>Yr 5</b>			
<b>IR Indicator 2.1:</b> District services being monitored by smart management tools	<input type="checkbox"/>	<b>X</b>	#	18	50	90	130	180	180	Twice annually	Dashboard reports from service providers/Independent Audit	PITB
<b>IR Indicator 2.2:</b> District services for which proactive citizen feedback is collected.			#	Feedback mechanisms for targeted services to be developed.	5	50	75	100	100	Twice annually	Dashboard reports	PITB
<b>IR Indicator 2.3:</b> District services for which performance information and citizen feedback is published online.			#	Publication and dissemination mechanisms to be developed.	30	75	100	150	180	Twice annually	Dashboard reports	PITB

<b>IR Area 3: Resource Management</b>												
<b>IR Level Results Indicators</b>	<b>Core</b>	<b>DLI</b>	<b>Unit of Measure</b>	<b>Baseline</b>	<b>Target Values</b>					<b>Frequency</b>	<b>Data Source/ Methodology</b>	<b>Responsibility for Data Collection</b>
					<b>Yr 1</b>	<b>Yr 2</b>	<b>Yr 3</b>	<b>Yr 4</b>	<b>Yr 5</b>			
<b>IR Indicator 3.1:</b>  Districts with functional digital property registry	<input type="checkbox"/>		#	0	5	10	28	32	34	Twice annually	E&T Digital Property Registry	E&T
<b>IR Indicator 3.2:</b>  Properties added to the property registry		X	#	3,227,899	97,000	133,000	138,000	144,000	150,000	Annually	E&T Property Registry; Independent Audit	E&T
<b>IR Indicator 3.3:</b>  Targeted contracts processed through basic e-procurement modules in targeted organizations.			%	0	Basic e-procurement modules designed	Basic e-procurement modules introduced	25% of targeted contracts processed through basic e-procurement modules	50% of targeted contracts processed through basic e-procurement modules	75% of targeted contracts processed through basic e-procurement modules	Annually	PPRA	PPRA
<b>IR Indicator 3.4:</b>  Targeted organizations using PPRA MIS for targeted contracts.	<input type="checkbox"/>	X	#	0	MIS designed and tested	25	50	75	100	Annually	PPRA MIS/Official Documents/ Independent Audit	PPRA