



**PERFORMANCE AGREEMENT
BETWEEN
SECRETARY, MINISTRY OF INFORMATION AND COMMUNICATIONS
AND
DIRECTOR GENERAL, ROAD SAFETY AND TRANSPORT AUTHORITY**

(July 1, 2014 – June 30, 2015)

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Preamble

The Performance Agreement is entered into between the Secretary, Ministry of Information and Communications and the Director General, Road Safety and Transport Authority (RSTA).

The objectives of this Performance Agreement are:

- a) To establish clarity and consensus about annual priorities for the RSTA consistent with the 11th Five Year Plan and other priorities of the Government;
- b) To make the RSTA fully responsible for driving implementation and delivering the results against the annual priorities;
- c) To provide an objective and fair basis for evaluating the Authority's overall performance at the end of year;

The Performance Agreement represents an important accountability mechanism for inculcating a performance based culture at all levels of government.

NOW THEREFORE, the parties hereto agree as follows:

Section 1: Authority's Vision, Mission and Objectives

Vision

To provide the entire population with a safe, reliable, affordable, convenient, cost-effective, inclusive and environmentally friendly transport system in support of strategies for socioeconomic development.

Mission

Enhance mobility of passengers and freight by diversification of transport modes and through strengthening of the regulatory functions, privatization, prompt and efficient delivery of public services and promoting eco-friendly transport.

Objectives

The following are the objectives of the RSTA;

1. To enhance safe, reliable and affordable surface transport
2. To enhance access to sustainable, green and inclusive public transport
3. To improve effective and efficient public service delivery

Section 2: Key objectives, priorities, actions , success indicators and target

Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
Objective	Weight of Objective (%)	Actions	Success Indicator	Unit	Weight of Success Indicator (%)	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
To increase safe, reliable and affordable surface transport	6	Reduce annual crashes and road fatalities	Road crashes fatalities reduced per 10,000 vehicles	No.	3	12	13	14	15	17
			% improvement in driving licensing testing							
			Reduce time taken for ownership transfer, issuance of NOC, driving test, license issue and renewal							
			Procurement of Road Safety Equipment							
			Number of road crashes reduced	No.	3	1300	1340	1360	1374	> 1374
To enhance access to sustainable, green and inclusive Transport	10	Introduce additional passenger transport routes	% of motorable roads provided with public transport services to Gewogs	%	3	80	78	75	72	70
			Number of bus terminals constructed and renovated							
			Subsidy for rural transport							
		Urban public transport services with facilities for senior citizens, women, children and those with	No.	1.5	54	50	46	43	39	

		special needs	children and those with special care incorporated							
			Conduct number of feasibility studies on introduction of ITS in Thimphu							
			Number of fares reviewed/revised							
			Additional public and private city and local buses introduced							
		Conduct feasibility studies on alternative modes of transport (railways, ropeway, waterway and electric public transport)	Number of studies conducted on alternative modes of transport introduced	No.	3	1	1	1	1	0
		Introduce electric and eco-friendly vehicles	% of EV registered	No.	2.5	0.5	0.4	0.3	0.2	0
Number of MVIs and other employees trained										
Number of National Appropriate Mitigation Action Plan										
To improve effective and efficient public service delivery	4	Improve public service delivery	Turn Around Time (TAT)	%	4	95	90	85	80	70
			Duration for driving tests reduced	No.						
			Time taken for license	Days						

			renewal/issue reduced								
			Reduction in time taken per transaction	Days							
			Improvement in response to renewal of documents	No.							
To enhance efficiency and effectiveness in delivery of public services (Mandatory)	5	Improve public service delivery	Turn Around Time (TAT)	%	5	95	90	85	80	70	
To improve ease of doing business (Mandatory)	5	Implementing 'getting electricity' indicator of Ease of doing business	Action plan implementation status	%	5	70	60	50	40	<40	
To implement National Integrity and Anti-Corruption Strategy (Mandatory)	5	Implement national integrity and anti-corruption strategy	Reduction in complaints to ACC against RSTA	%	5	70	60	50	40	NA	
			Amount of audit memos reduced	Nu (Millions)							
			Improvement in promptness in revenue deposit through point of sale	%							

Section 3: Trend values of the success indicators

Objective	Actions	Success Indicators	Unit	Actual for FY 12/13	Actual for FY 13/14	Target for FY 14/15	Projected for FY 15/16	Projected for FY 16/17	Projected for FY 17/18
To increase safe, reliable and affordable surface transport	Reduce annual road fatalities	Road crash fatalities reduced per 10,000 vehicles	No.	17	15	14	12	13	< 0
		Number of road crashes reduced	No.	1374	1374	1300	1100	954	687
		% reduction in road crashes	%						
		Number of drivers trained	No.						
To enhance access to Sustainable, Green and Inclusive Public transport	Introduce additional passenger transport routes	% of motorable roads provided with public transport services to Gewogs	%	70	70	80	85	90	100
	Urban public transport services with facilities for senior citizens, women, children and those with special needs	No of urban public transport services with facilities for senior citizens, women, children and those with special care incorporated	No.	-	39	54	54	54	50
	Conduct feasibility studies on alternative modes of transport (railways, ropeway, waterway and electric public transport)	Number of studies conducted on alternative modes of transport introduced	No.	Na		1			2

	Introduce electric and eco-friendly vehicles	% of EV registered	%	0	0	0.5			2
To enhance efficiency and effectiveness in delivery of public (Mandatory)	Review and revise procedures for vehicle registration, driver licensing, public transport services in-coordination with RLD and TMD to make these more user friendly.	Number of reviews/updates	No.	3	3	3	3	4	4
To improve ease of doing business (Mandatory)	Resolve insolvency indicator of Ease of Doing Business	Action plan implementation status	No.						
	Introduction of e-receipt and SMS alerts	Reduction in time taken per transaction	minutes	Na	Na	5	4	3	2
		Improvement in response to renewal of documents	days						
To implement National Integrity and Anti Corruption Strategy (Mandatory)	Reduce complaints to ACC against RSTA	Reduction in complaints to ACC	%	Na	Na	60	70	80	85
		Amount of audit memos reduced	%						

Na: Not Available

Section 4: Description, definition and measurement of success indicators

SI. No.	Success Indicator	Description	Definition	Measurement	General Comments
1	No. of Urban Public transport services with facilities for senior citizens, women, children and those with special needs incorporated	Urban transport with facilities for senior citizens, women, children and those with special needs		Physical monitoring	Facilities are provided by Bhutan Post and other private bus operators Achievement of this target will depend on initiatives of operators and funding support by the Government.
2	Percentage of EVs registered	Registration of Battery/ Electricity operated Taxis		Vehicle Registration records	Will depend on success of the EVs tested on pilot basis
3	Additional public and private buses introduced	Inter-district passenger transport service enhancement		Monitoring of number of buses and routes	Will depend on private operators

Section 5: Specific performance requirements from other ministries/agencies.

Organization Type	Organization Name	Relevant Success Indicator	What is your requirement from this organization	Justification for this requirement	Please quantify your requirement from this Organization	What happens if your requirement is not met
Ministry/Private	Ministry of Works and Human Settlement Private operators	% of motorable roads provided with public transport services	MoWHS should construct roads suitable for passenger buses Will depend on interest of private operators	Without properly constructed roads, RSTA cannot approve passenger transport service routes.	Length of properly constructed and maintained roads	Enhancing rural accessibility target will not be met.
Ministry	MoHCA	Reduction in	Enforcement of Regulations and Traffic	Enforcement of	Number of	

	(Royal Bhutan Police)	road crashes, fatalities and injuries	Rules by Traffic police	traffic rules & control speeding, overloading etc	offences and offenders must be reduced	Target of reducing fatalities and crashes will not be met
	MoLHR		Approval for driving training institutes, curriculum development and monitoring	MoLHR is responsible for licensing of driving training institutes & curriculum	Number of quality training institutes established to train the drivers	
	MoWHS		Road Conditions should be improved with provision of safety guards, realignment, cutting of blind curves, proper signs, maintenance	Road conditions is one of the major factors responsible for increasing road crashes	Length of guard rails provided, blind corners cut, signs installed etc	
	MoF		Budget for Road Safety awareness and procurement of equipment and vehicles			
Corporations	Insurance Companies	Reduction in Road crashes, fatalities and injuries	In kind and cash support towards road safety education, engineering solutions, and awareness	Insurance companies must play a positive role as road crashes directly affect their profit	Road safety equipment provided Funds provided for education and awareness	Target of reducing crashes, fatalities and injuries would be met

Whereas:

I, the Director General RSTA, commit to the Secretary, Ministry of Information and Communications, the Government and the people of Bhutan to deliver the results described in this annual performance agreement.

I, the Secretary, Ministry of Information and Communications, commit to the Director General RSTA, on behalf of the Ministry and the people of Bhutan, to provide the necessary guidance and support for delivery of the results described in this annual performance agreement.

SIGNED:



Lham Dorji
Director General, Road Safety and Transport Authority

Date



Kinley Dorji
Secretary, Ministry of Information and Communication



Date