



National Productivity Awards Competition 2025/2026
"A Thriving Nation through Productivity"

GUIDEBOOK

Public Sector

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1. Introduction

Achieving long-term development goals requires a more interconnected approach. Enhancing productivity is a crucial factor in ensuring sustainability across various social strata. The concept of productivity, which includes a range of subject areas, should not be viewed merely as a technical framework. Rather, it acts as a driving force that influences a country's economic progress, institutional excellence, and social sustainability. It continues to shape diverse discussions and is constantly updated in a global context.

The National Productivity Secretariat, established under the Ministry of Industry and Entrepreneurship Development as at present, is implementing a number of different programmes and projects to promote productivity in various sectors of the Gross Domestic Product. In line with this, the National Productivity Awards Competition, held every two years, is a competition that systematically evaluates institutions in the public sector, manufacturing and service sectors and schools that bring productivity concepts to practical use in the most creative and excellent manner. In this competition, held based on a number of basic objectives such as increasing the efficiency of institutions and organizations that produce goods and services and creating a culture of continuous improvement of processes, increasing production capacity, improving the quality of goods and services, identifying and preventing waste in production, encouraging employees to create innovations, creating a motivated workforce with physical health and a clear mind and increasing labour productivity, and accessing global market competitiveness, all institutions participating in this competition are evaluated in a transparent manner by a panel of judges who have acquired expertise in the subject of productivity.

This Productivity Awards Competition renders an immense support to strengthen and streamline the export process as an approach to address the challenges faced by local industrialists, as well as to empower local entrepreneurs through productivity concepts and thereby provide citizens with the ability to have access to high-quality goods and services.

This competition, held in concurrence with the “Clean Sri Lanka” project implemented by the current government as a strategic tool for the achievement of the social, ethical and environmental objectives, creates a strong foundation for establishing social security, creating environmental sustainability and strengthening mutual bonds between groups of people by increasing the overall productivity of the country.

The National Productivity Secretariat is fully dedicated to provide you with the new knowledge on productivity you need, with the aim of transforming all institutions that wish to participate in this competition to become the best institutions in the field through a systematic methodology. Accordingly, the National Productivity Secretariat extends its warmest congratulations to all of you who participate in this competition in order to effectively achieve this national task.

2. Objectives of the National Productivity Awards Competition

- Improving operational efficiency and effectiveness in government institutions by establishing process manuals, institutional policies and internal and external benchmarks.
- Provision of necessary training and guidance for the development of knowledge and skills in government institutions through resource contribution, exchange of best practices, and introduction of standardization.
- Preparing government institutions to face future global challenges through sustainable development by training institutions to use resources efficiently in waste management and energy conservation.
- Minimizing fraud and corruption and creating government institutions that provide services to citizens responsibly and with accountability.
- Continuously motivating government institutions showing excellent performance by recognizing and awarding them.

3. Categorization of Institutions.

There are seven categories under which applications may be made by the government sector for the National Productivity Awards Competition. They are as follows.

<ul style="list-style-type: none"> • Inter-ministerial • Provincial Council Ministries • Government departments • Divisional secretariats • Local government institutions • Micro-scale institutions • Government-owned Enterprises (SOEs) 	<p>Ministries of central government and offices of the provincial chief secretaries are included here.</p> <p>In addition to provincial ministries, council secretariats, governors' offices and provincial public service commission are included here.</p> <p>This includes central government departments, departments operating under provincial councils, district secretariats, and sub-offices with 51 or more employees under a department.</p> <p>Only sub-offices with 50 or less employees and 05 or more employees under ministries, provincial ministries and departments can apply for this. (A sub-division under an institution cannot apply for this.)</p> <p>Under this, state corporations, boards and other statutory institutions should submit applications.</p>
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4. Classification of Awards

4.1 Depending on the score obtained in the on-site inspection awards will be presented to the establishments.

Gold Award	- Institutions scoring 900 marks or above 900 marks
First Place	- Institutions scoring 850 marks or above 850 marks
Second Place	- Institutions scoring 750 – 849 marks
Third Place	- Institutions scoring 650 – 749 marks
Special Commendation	- Institutions scoring 550 – 649 marks
Commendation	- Institutions scoring 450 - 549 marks

These score ranges may vary based on the recommendations of the National Productivity Awards Advisory Committee. Awards and certificates will be awarded to institutions scoring first, second, third and special commendation levels, while certificates will be awarded only to institutions scoring commendation levels.

4.2 Gold Award

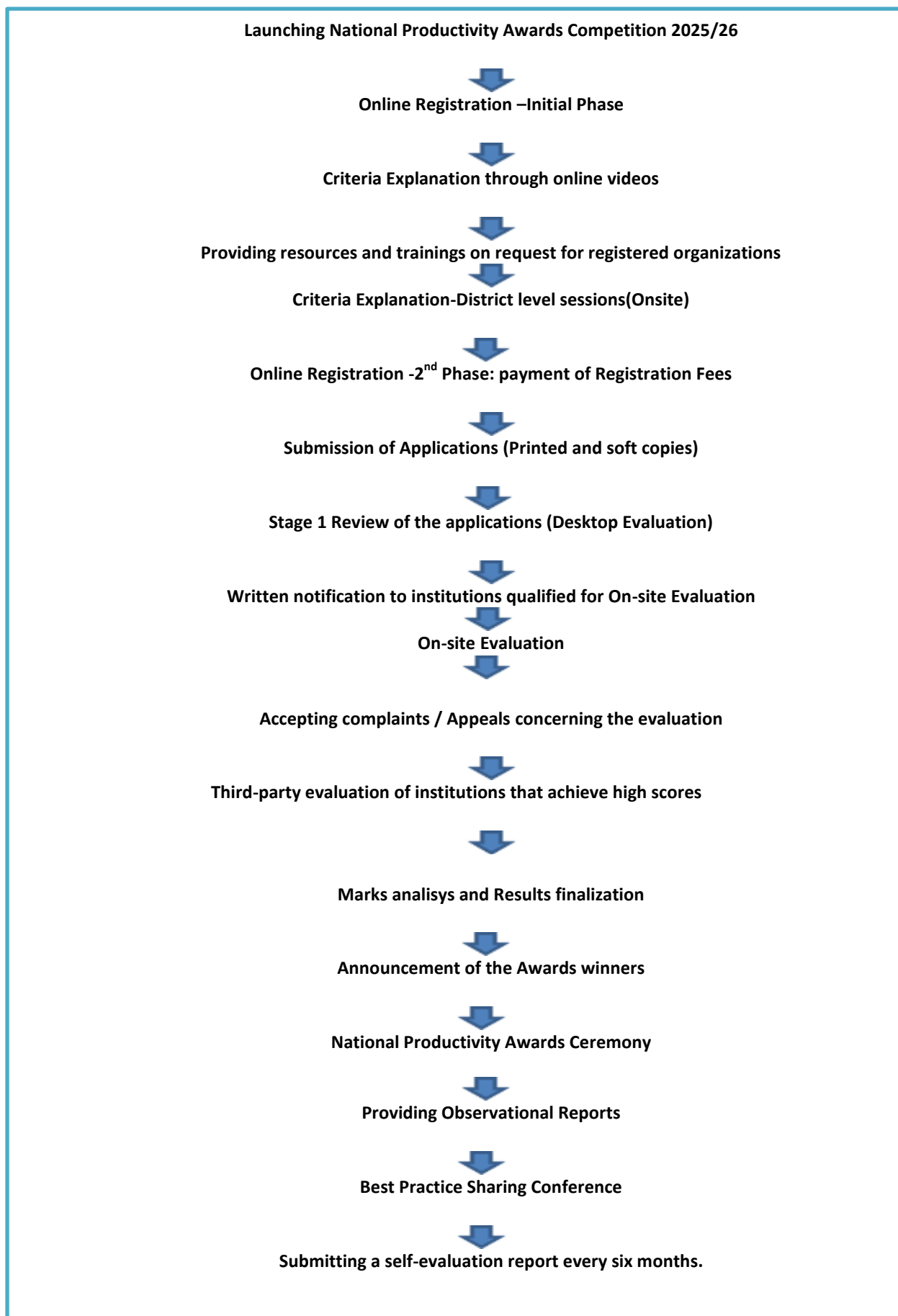
Only institutions that have won first place or a gold award in the most recent National Productivity Awards held in the previous year can apply for the Gold Award. Accordingly, only institutions that have secured gold award or first place in the 2024 National Productivity Awards Competition can apply for the Gold Award. An on-site inspection of those institutions will be conducted by a five-member expert panel. Gold awards will be awarded based on the marks obtained therein. If an institution does not qualify for the Gold Award, it will be placed based on the marks obtained by that institution.

Institutions that have received the Gold Award in three consecutive years can apply for the Platinum Award. The evaluation process for this award will be carried out based on specific criteria.

4.3 Platinum Award

Institutions that have received the Gold Award for three consecutive years are eligible to apply for the Platinum Award. The evaluation process for this award is conducted based on specific criteria and is carried out by a distinguished panel of expert judges.

5. Activity Flow chart of NPA 2025/26



6. Electronic Registration

Registration for the Productivity Awards Competition is conducted in two phases:

1. Initial Registration
2. Second Phase of Registration

Follow the steps below for electronic registration:

6.1 Initial Registration

At this stage, the institution must enter its **basic information** and complete the initial registration for the National Productivity Awards Competition.

To complete the initial registration after May 15, 2025, please visit the web site: www.productivity.lk and access the following link.

<https://awards.npsebreeze.com/candidate-registration>



All institutions participating in the competition from 2025 onwards must register through the above link, and please note that previous registrations will not be valid.

Please pay attention to the following points when entering information for the registration:

- **Enter the name of the institution correctly.** The name you provide must match the name mentioned on the certificate or documents. Therefore, include the district/area as well, if necessary, for clear identification.
- **Initial registration is mandatory** for all institutions applying for the National Productivity Awards Competition. The code and password received through this process are the responsibility of your institution to keep confidential. These credentials will also be required for making the final payment for registration.
- Only institutions that complete the initial registration for the **National Productivity Awards Competition 2025/26** will be provided with the necessary resources and training programs.

Additionally, updates and guidance related to the competition will be shared exclusively with the registered institutions.

6.2 Second Phase of Registration:

- Second phase of registration starts in early September 2025. At this stage, the relevant payment must be made, and the application form must be completed and submitted properly to the National Productivity Secretariat.
- Take note of the following points when entering the information for the registration number. Enter the name of the institution correctly. If your institution is qualified, the name you enter here will be mentioned in the certificate. If necessary for identification, specify the area where the institution is located..

Follow the steps below for the second phase of registration:

6.2.1 To obtain the registration number, visit the website www.productivity.lk and access the following link:

<https://awards.npsebreeze.com/candidate-registration>

6.2.2 From the year 2025 onwards, all institutions participating in the competition must log in to the above link using the **Username and Password** received during the initial registration to access the National Productivity Secretariat portal.

6.2.3 A **payment receipt** is mandatory for the second registration phase. Ensure that the receipt details are entered accurately.

6.3 After correctly entering the information for the second registration, attach the page containing the **registration number and barcode / QR code** as the **cover page** of your application.

Carefully read the instructions provided in the application and complete it accordingly.

7. Registration Fees

The registration fee for the National Productivity Awards 2025/26 Competition is Rs. 2,500.00. This amount should be credited to the account number 7040648, of the “Director - National Productivity Secretariat” at the Bank of Ceylon, Battaramulla branch and the receipt should be attached to the page obtained from the electronic registration. Please note that money orders or cheques are not accepted.

8. Instructions for perfecting the application

- 8.1 Indicate clearly the information, facts and evidence for the criteria in this application. Here, the National Productivity Awards Competition 2025/26 applies to all productive activities implemented from January 2025 to December 2025. However, the achievements in the programmes of 2 previous years (2023 and 2024), if achieved in the year 2025, will be considered in the evaluation.
- 8.2 Submit additional annexes after the main annexes to provide additional information only if requires.
- 8.3 The number of pages in the application should be limited as follows.
- Maximum 100 pages without annexes
 - Maximum 100 pages of annexes
 - Font size - 11
 - Page number - on top right
 - Font style – Iskoola pota
- 8.4 For further information, please contact the Productivity Development Officer of the nearest District Secretariat / Divisional Secretariat or contact the National Productivity Secretariat using the following communication channels.
- Director
 - National Productivity Secretariat,
 - 10th Floor, Sethsiripaya 2nd Stage, Battaramulla.
 - Tel: 011 2 186030 or 011 2 186026
 - Fax: 0112186025
 - Website: www.productivity.lk

9. Submission of Applications.

Only one hard copy of the completed application can be submitted to the National Productivity Secretariat before 14:00 hours on 30th January 2026. It can also be submitted by registered post or express courier service to reach us before that date. It is hereby notified that the National Productivity Secretariat is not responsible for any delays in the post or express courier service. However, for applications received after 14:00 hours on 30th January 2026 a reduction in marks will apply as follows. Therefore, you are kindly requested to submit your applications on time.

- A **PDF soft copy** of your application must be uploaded before the deadline of the final application submission deadline
- 50 marks for each day of delay
- Applications delayed by more than 5 days will not be submitted for review. Please note that the days are calculated inclusive of Saturdays, Sundays and public holidays.
- This deduction of marks is done automatically by a computer system and therefore, it is not possible to prevent the deduction of marks for delays of submission for any reason.
- When sending the application by post, the application should be sent in a sealed envelope marked “Confidential” at the top and “National Productivity Awards- 2025/26 Public Sector” at the top left.
- Marks will be deducted for institutions that submit incomplete applications.
- In preparing the report, facts should be stated in relation to each criterion, and if there are no facts, leave it blank.
- Applications provided with false information will be rejected.

10. Providing Resources for Institutional Productivity Development

NPS expects to organize the following training opportunities in the future for all institutions applying for the National Productivity Awards Competition, based on institutional needs and requests:

- Training programs
- Consultancy services
- Workplace observations and audits
- Programs for developing productivity handbooks
- Process analysis and workplace simplification
- Work study programs

11. Application Evaluation Process

The evaluation process consists of three main parts.

- **Review Phase 1 - Review of submitted applications**

In the first stage, all submitted reports are reviewed by a “panel of experts”. In this stage, reports that do not meet the required standards are rejected and **initial marks are given to the remaining reports. Thereafter, institutions that exceed the cut-off score determined are eligible for the on-site inspection, while institutions that fall below the cut-off score are not eligible for the competition.** If the report is incomplete, the National Productivity Secretariat will not take any action to evaluate the progress made by the institution despite the level of progress achieved, so all information must be included in the report. Future work to be done should not be included in the report, only the current situation should be included in the report.

- **Review Phase 2 -On-site Evalutaion**

Institutions that are qualified for this purpose are subject to on-site evalutaion by a panel of experts and the final score is given thereafter. The awardees will be selected based on these scores and the decision of the National Productivity Awards Competition Advisory Committee headed by the Secretary to the Ministry shall be final.

Note - The cut-off marks for on-site inspection will be determined based on the scores obtained by the institutions applying for the awards in the initial review. The primary objectives of this inspection are to verify the information mentioned in the application and report and to clarify the issues and matters that arise during the review of the report, **but not to inspect the institutions in full. Hence, there is no obligation to award marks during the on-site inspection for matters not mentioned in the report. Therefore, it must be noted that it is essential to include all the matters that can be presented in the report.**

During the inspection of the institution, an interview with the said team may be conducted and evidence may be presented to confirm the accuracy of the matters mentioned in the report, and the possibility of obtaining marks for last-minute quick developments that are not included in the report will be minimum.

The relevant institutions should take steps to provide the necessary facilities to the panel visiting the institution and should not offer gifts, provide other personal privileges or maintain personal

relationships with the members of the panel. Furthermore, it should be strictly ensured that no attempt is made to obtain results through improper means. During the institutional evaluation, the inspection panel primarily conducts interviews and reviews relevant reports and data. Head of the institutions will be allowed to make a short introductory presentation. This presentation should be limited to 20 minutes.

- **Review Phase 3 – Independent Third Party evaluation on employee and client satisfaction**

The score threshold for evaluating employee and client satisfaction is determined based on the scores obtained during the initial review and Review Phase 2 - On-site Inspection. After an independent survey, scores will be assigned for internal staff (employee) and service recipient (client) satisfaction. This evaluation is conducted by an independent survey team from an independent institution, assessing both employee and client satisfaction without prior notice.

After Review Phase 3 is conducted, final scores are assigned and based on these final scores, award winners are selected. The decisions of the advisory committee of the National Productivity Awards Competition, chaired by the Secretary of the Ministry of Industry and Entrepreneurship, are final.

12. Complaints / Appeals Regarding the Judgment

Complaints and allegations regarding the National Productivity Awards 26/2025 on-site evaluation will be accepted **only up to 07 days** after the on-site evaluation. If you are not satisfied with the judgment or have any issues, you should submit them via the online registration platform using the same username and password after on-site evaluation. A committee headed by the Director of the National Productivity Secretariat will consider the complaints received in this regard and take necessary action. **It is emphasized that there is no opportunity to take action on complaints received after 07 days and complaints received after the release of the results.**

13. Announcement of Award Winners

The results will be released in July 2026, and arrangements have been made to hold the National Productivity Awards Ceremony in August.

The National Productivity Secretariat will inform the winning institutions, and **the results will also be published on the official website of the National Productivity Secretariat**. That will be the official result. Results provided by all other means are unofficial results and the National Productivity Secretariat is not responsible for such results and is not obligated to respond to inquiries regarding them. It is emphasized that there is no opportunity to act on complaints and appeals received after the release of the results.

14. Obtaining the Observation Report

After the release of the results of the National Productivity Awards Competition, an observation report prepared in relation to the institutions where the on-site inspection is conducted can be obtained from the National Productivity Secretariat, and the following fees are charged for it.

- **Public Sector- Rs. 750.00**

If you need this service provided by us, you can obtain it by making a written request to the Director of the National Productivity Secretariat **before 60 days** after the National Productivity Awards Ceremony.

The relevant payments should be credited to the **Account No. 7040648, of the “Director - National Productivity Secretariat” at Bank of Ceylon, Battaramulla Branch**, and the receipt should be attached to the page obtained from the electronic registration. Please note that money orders or cheques will not be accepted.

15. Post-Award Activities

There are two main post-award activities that we encourage participants to engage in:

15.1 Producing Semi-Annual Self-Evaluation Reports

All participants, regardless of their placement in the competition, are encouraged to conduct a self-evaluation of their organization based on a light criteria format provided by NPS. Submission of this semi-annual report will contribute to the scoring in the next NPA to be held in 2028.

15.2 Attending Best Practice Sharing Conferences

NPA will organize best practice sharing sessions, both physical and online, to share the success stories and best practices of NPA 2025/26 winners. All participants are encouraged to take part in these conferences.

16. Authority

The competition is conducted by the National Productivity Secretariat, the only government agency engaged in promoting productivity in Sri Lanka.




The sole adjudicating authority for the evaluation process and the awarding of the awardees is the Secretary to the Ministry to which the National Productivity Secretariat belongs. He will be advised and recommendations will be given to him by the Advisory Committee of the National Productivity Awards Competition for this purpose.

17. Evaluation Criteria

S.No	Criteria	Marks
01.	Leadership	140
02.	Service Recipients/Clients	120
03.	Planning and Strategy	80
04.	Human Resources	160
05.	Processes and Knowledge Management	150
06.	Organizational Results and Effective Innovation Projects Organizational Results - 100 Innovation Projects (10x25) - 250	350
	Total Marks	1000

18. Annexures

18.1 Barcode Statement

	NATIONAL PRODUCTIVITY AWARDS 2025/26	
<div>Reg No: P3 - 00XX</div> <div>Department of Pensions</div>		
Divisional Secretariat - Colombo		
District - Colombo		
		
This barcode will be used to track your application through out the process of evaluation		
<div>Please paste the payment slip you have used to make payments here</div>		

Given above is a sample of the page with the registration number and barcode that you will receive after electronic registration. Attach this as the cover page of the report. In addition, do not use any other type of cover page created by you for the cover of the application. Paste a photocopy of the bank receipt of the payment in the relevant place on that page.

18. 2 Application – National Productivity Awards 2025/26 – Public Sector

A. Basic Information of the Institution

1. Name of the institution (in the manner it should be entered in the certificate)

I. In Sinhala

II. In English

2. Address

.....

3. Category of Institution

4. Divisional Secretariat Division in which the institution is located

5. District

6. Telephone Number

7. Fax Number

8. Email Address

9. Web Site

10. Head of the institution

I. Name

(In Sinhala)

(In English)

II. Designation

(In Sinhala)

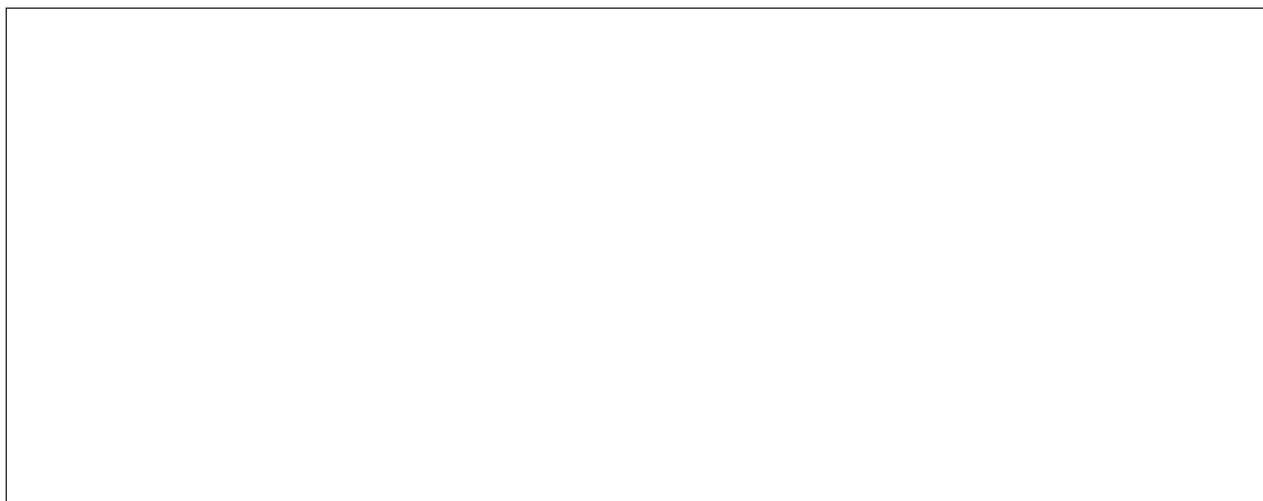
(In English)

11. Details of the Coordinator

- I. Name
- II. Designation
- III. Address
- IV. Mobile Telephone Number
- V. Office Telephone Number
- VI. Home Telephone Number

12. Road Map

Please provide a rough map of the roads that can be reached from the nearest major city when you arrive at the establishment from Colombo. (including the distance).



Nearest major city

Distance from there to the institution km

13. Indicate the major services carried out by your institution

.....

.....

14. Number of service recipients who have obtained services during the last year
(Approximately)

.....

15. Staff

I. Approved Cadre

II. Number presently in employment

16. Organizational Structure

B. Links of the Institution

I. Department or Ministry to which the institution belongs to

.....

II. The closest institution assigning responsibilities to the institution and the number of employees in such institutions

.....

III. Institutions under the institution making the application

.....

IV. Number of branches in the institution / Number of Grama Niladhari Divisions / Zones to which the institutions belongs to

.....

C. Achievements accomplished by the institution.

Provide details if you have been awarded with National Productivity Awards. (During last 04 years)

Year	Position

Certificate of the Head of the Institution

I hereby certify that all the information provided in the application is correct and true to the best of my knowledge. I further certify that this application will be examined by a panel of experts, and that if our institution qualifies, they will be invited for an on-site inspection, and that I will give them the opportunity to make a fair judgment, and that I will accept the decision of the National Productivity Awards Advisory Committee as the final decision.

Date

Signature

Affix official seal

Evaluation Process

1. Leadership

140

1.1 Senior Leadership

(60 Marks)

1.1.1 Creation and review of the organization's vision, mission, values, and objectives (10 Marks)

1.1.2 Informing staff, Service Recipients, and other stakeholders about the organization's vision, mission, values, objectives, and goals and taking steps to evaluate/update them on a timely basis (05 Marks)

1.1.3 Exemplary senior leadership and behaviour consistent with organizational values.

(05 Marks)

1.1.4 Obtaining the contribution of all stakeholders to improve the productivity of the organization. (05 Marks)

1.1.5 Maintaining good dialogue between senior leadership and staff (05 Marks)

1.1.6 Appropriate actions have been taken by top management to build a productive culture within the organization (10 Marks)

1.1.7 Building the second tier of leadership in the organization (05 Marks)

1.1.8 Performance review and feedback by senior leadership at specific intervals

(05 Marks)

1.1.9 Evaluating the effectiveness of senior leadership

(05 Marks)

1.1.10 Leadership skills demonstrated in politically and socially challenging environments (05 Marks)

1.2 Organizational Culture

(50 Marks)

1.2.1 Vision, mission and values are in compliance with the organization's policies, practices and activities and actions taken to achieve those (10 Marks)

1.2.2 Having a staff that demonstrates organizational values committed to the organizational vision and mission (05 Marks)

1.2.3 Introducing creative communication methods to communicate decisions taken by the senior management for the betterment of the organization decisions to staff

(10 Marks)

- 1.2.4 Introducing communication methods that enable staff issues, ideas, needs and grievances to reach senior leadership (10 Marks)
- 1.2.5 Having an organizational structure to create a culture of productivity (05 Marks)
- 1.2.6 Introducing methods for sustainability of productivity promotion (10 Marks)

1.3 Collective Social Responsibility (30 Marks)

- 1.3.1 Having proper methods for transparency, accountability, fairness and participation (05 Marks)
- 1.3.2 Measures taken to eliminate bribery and corruption (10 Marks)
- 1.3.3 To direct for social, economic and cultural activities aiming at social well-being and to obtain community participation (10 Marks)
- 1.3.4 Prior preparedness for national disaster situations and the methodology for assessing the contribution shown in such situations and the contribution to risks (05 Marks)

2. Service Recipients/Clients

120

2.1 Client needs (40 Marks)

- 2.1.1 Identifying and numerically analyzing service recipients/clients and maintaining a database of service recipients (05 Marks)
- 2.1.2 Identifying client trends and client participation (05 Marks)
- 2.1.3 Identifying standards/programmes to meet client trends and needs and client participation (10 Marks)
- 2.1.4 Existence of mechanisms for Service Recipients to obtain the necessary information and support (10 Marks)
- 2.1.5 The priority given in strategic planning to meet client needs and its confirmation (10 Marks)

2.2 Client relationship (50 Marks)

- 2.2.1 The manner in which convenient, close and quality service has been ensured to Service Recipients and the methods for that purpose (12 Marks)
- 2.2.2 The existence of methods to obtain client opinions, suggestions and complaints about the services provided by the institution and the improvement of those methods (06 Marks)
- 2.2.3 The existence of a mechanism to act on client opinions, suggestions and complaints (08 Marks)
- 2.2.4 Improving services according to those suggestions and complaints (08 Marks)
- 2.2.5 Providing facilities to render services needed in a convenient language for Service Recipients visiting the institution (08 Marks)
- 2.2.6 Using information and communication technology to improve customer relations (08 Marks)

2.3 Customer satisfaction

(30 Marks)

2.3.1 Existence of assessing technologies to measure customer satisfaction

(05 Marks)

2.3.2 Analyzing customer satisfaction

(05 Marks)

2.3.3 Taking action to improve customer satisfaction after that analysis

(10 Marks)

2.3.4 Adding value to improve the quality of services

(10 Marks)

3. Planning and Strategy Development

80

3.1 Planning and strategy development

(30 Marks)

3.1. 1 Availability of a formally established strategic plan for the institution in compliance with the national development programme (05 Marks)

3.1.2 Preparation of the Annual action plan in conformity with the strategic plan

(10 Marks)

3.1.3 The annual action plan is in conformity with the strategic plan of the department or ministry to which the institution belongs or the national vision (05 Marks)

3.1.4 Reviewing and using data and information from previous years in creating the annual action plan (05 Marks)

3.1.5 Obtaining the contribution of all stakeholders in planning

(05 Marks)

3.2 Implementation of plans

(50 Marks)

3.2.1 Communicating the Strategic plan/institutional action plan to the stakeholders of the organization (05 Marks)

3.2.2 Assigning responsibilities to each division and officer according to the annual action plan prepared in accordance with the strategic plan and monitoring (05 Marks)

3.2.3 Implementing the annual action plan in accordance with the prescribed time frame

(10 Marks)

3.2.4 Existence of productivity measurements at the strategic, divisional and individual levels (identification of key performance indicators) (10 Marks)

3.2.5 Existence of methodologies for measuring those measurements (method of measurement, time period, responsibility for measurement)

(05 Marks)

3.2.6 Identifying trends thereby and taking remedial measures

(10 Marks)

3.2.7 Amending the existing plan when another plan has to be implemented as needed

(05 marks)

4.1 Management of Human Resource (35 marks)

- 4.1.1 Identification of individual competencies relevant to each position/task (05 marks)
- 4.1.2 Identification of the capabilities, skills, creativity and competence of the staff and engaging them in relevant tasks accordingly (10 marks)
- 4.1.3 Availability of a formal human resource development plan for the institution (10 marks)
- 4.1.4. This plan is designed to target organizational needs and individual development (long-term and short-term plans) (10 Marks)

4.2 Staff Learning and Development (15 Marks)

- 4.2.1 Providing the staff with productivity subjects, methods, theories, concepts and experiences to increase the overall productivity of the organization (05 Marks)
- 4.2.2 Providing the staff with necessary and sufficient subject-related training (05 Marks)
- 4.2.3 Analysis of the current status of staff training hours and expenses (05 Marks)

4.3 Staff participation and well-being (60 Marks)

- 4.3.1 Obtaining individual, group and branch wise contributions in achieving organizational goals (10 Marks)
- 4.3.2 Taking Measures for the protection of the physical and human resources of the organization (10 Marks)
- 4.3.3 Maintaining a quality work environment in the organization (10 Marks)
- 4.3.4 Taking measures to promote good health among the staff. (10 Marks)
- 4.3.5 Providing welfare facilities to the staff and improving and maintaining such welfare facilities (10 Marks)
- 4.3.6 Implementing programmes for the staff on stress management, wellbeing and culture (05 Marks)
- 4.3.7 Availability of a mechanism to resolve employee grievances (05 Marks)

4.4 Staff performance and recognition

(50 Marks)

4.4.1 Existence of creative methods for measuring staff performance

4.4.1.1 Existence of performance measurement methods by sectors (05 Marks)

4.4.1.2 Existence of performance measurement methods on individual basis
(05 Marks)

4.4.2 Existence of methods to appreciate the contribution made by the staff to increase the productivity of the organization

4.4.2.1 Existence of evaluation methods by sectors (10 marks)

4.4.2.2 Existence of evaluation methods on individual basis (10 marks)

4.4.3 Existence of staff motivation methods (10 marks)

4.4.4 Existence of methods to evaluate staff satisfaction (10 Marks)

5. Process and Knowledge Management

150

5.1 Process management

(40 Marks)

5.1.1 Identification of core functions and supporting functions that help in achieving organizational objectives (10 Marks)

5.1.2 Providing a job description for each member of the organization (10 Marks)

5.1.3 Preparing Work Manuals and Process Manual on all duties of the organization and making them available to the members (10 Marks)

5.1.4 Taking necessary measures for the management of limited resources to increase the overall productivity of the institution (05 Marks)

5.1.5 Improving process improvements made under digitalization (05 Marks)

5.2 Innovation

(40 Marks)

5.2.1 Raising awareness about Creativity and Innovation by the institution
(10 Marks)

5.2.2 Existence of a Staff Suggestions Scheme to obtain suggestions and ideas from the staff to increase the efficiency and effectiveness of every process in every department of the institution (05 Marks)

5.2.3 Existence of a method for implementing those suggestions (05 Marks)

5.2.4 Establishment of Quality Circles/ Cross-Functional Groups/ Performance Improvement Circles operating within the institution and existence of a methodology to evaluate the suggestions, ideas and activities of the staff (05 Marks)

5.2.5 Creating Innovations in the institution using the creative ideas of the staff and using digitalization for the same (05 Marks)

5.2.6 Availability of an established Research and Development Unit in the institution and analysis of the function of that unit (10 Marks)

5.3 Supply Management	(15 Marks)
5.3.1 Existence of an internal control system for stock control, goods survey and maintenance of fixed assets	(05 Marks)
5.3.2 Instances where Information and Communication Technology (ICT) has been used and digitalization has been implemented	(05 Marks)
5.3.3 Taking necessary measures to provide supplies at the right time and with the specified standard	(05 Marks)
5.4 Knowledge Management	(30 Marks)
5.4.1 Preparing systems/methods so that the knowledge and skills possessed by the staff of the institution can be used in making management decisions	(05 Marks)
5.4.2 Properly updating and using information systems containing knowledge and skills	(05 Marks)
5.4.3 Having a system to share the existing knowledge possessed by the staff and newly acquired knowledge among other officers	(10 Marks)
5.4.4 Implementation of programmes/projects for knowledge management within the organization	(10 Marks)
5.5 Using data, information and knowledge for process management	(25 Marks)
5.5.1 Using data and information to carry out day-to-day tasks in office management	(05 Marks)
5.5.2 Ensuring the accuracy and reliability of data and information and that they are up-to-date	(05 Marks)
5.5.3 Taking care of the security of data and information	(05 Marks)
5.5.4 Internal Benchmarking and Exchange of Best Practices	(05 Marks)
5.5.5 External Benchmarking and Exchange of Best Practices	(05 Marks)

6. Organizational Results and Results-oriented Innovation Projects	350
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6.1 Organizational Results	(100 Marks)
6.1.1 Client Results	(25 Marks)
6.1.1 Current status and positive trends in the number of service units/Service Recipients	(05 Marks)
6.1.1.2 Current status and positive trends in improving the quality of services	(10 Marks)
6.1.1.3 Current status and positive trends in client feedback	(10 Marks)

6.1.2 Financial Results (20 Marks)

- 6.1.2.1 Current status and positive trends in financial progress (05 Marks)
- 6.1.2.2 Current status and positive trends in general task costs (05 Marks)
- 6.1.2.3 Current status and positive trends in the effective use of financial resources (10 Marks)

6.1.3 Staff outcomes (25 Marks)

- 6.1.3.1 Results achieved and their trends in fulfilling staff goals and performance (05 Marks)
- 6.1.3.2 Results and positive trends in improving institutional communication (05 Marks)
- 6.1.3.3 Current status and positive trends in the results achieved by the institution after training programmes (05 Marks)
- 6.1.3.4 Current status and positive trends in staff satisfaction (05 Marks)
- 6.1.3.5 Current status and positive trends in staff evaluation and recognition (05 Marks)

6.1.4 Process results (20 Marks)

- 6.1.4.1 Current status and positive trends in the development of information and communication technology (05 Marks)
- 6.1.4.2 Current status and positive trends in office management activities (05 marks)
- 6.1.4.3 Current status and positive trends in simplification of processes (05 marks)
- 6.1.4.4 Current status and positive trends in achieving the key goals established according to the annual action plan (10 marks)

6.1.5 Institutional achievements (10 marks)

- 6.1.5.1 Institutional awards (05 marks)
- 6.1.5.2 Individual awards (05 marks)

6.2 Effective Innovation Projects (250 marks)

Projects implemented by the institution during the evaluation period to improve innovation, knowledge management and effective development of processes for projects/issues identified at the national/provincial/district or regional level (for 10 projects, maximum marks of 25 per project)

25 marks per project, total marks of 250 (25x10)

* Use format in Annexure 01

Projects Implemented for Effective Innovation

1. Name of the identified project: -

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2. Project implementation period

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3. Describe the factors that influenced the selection of the above project/problem as an innovation project. (In a manner consistent with the organizational vision)

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(02 Marks)

4. State how the data analysis related to the project/problem was carried out.

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(02 Marks)

5. Explain the quality control or productivity tools / strategies used in analyzing the project/problem using the strategies

Steps	Tools / strategies
Problem identification	
Problem prioritization	
Problem analysis	
Data collection	
Solution generation	
Solution selection	
Solution implementation	
Project evaluation	

(02 Marks)

6. The solutions provided to this project related to the problem and the positive trends in the social / economic / environmental outcomes that resulted from them

Activity carried out for the expected results (Input)	Performance indicator (KPI)	Status before project implementation (Before)	Trends identified after implementation of the project and post Status (Output)	Short-term impact (Outcome)	Financial /Non-financial benefit (Impact)

(05 Marks)

7. How modern technology/information technology was used for this project

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(02 Marks)

8. How the **standardization of** project results has been done for the sustainability and follow-up activities of the best practices of this project

Activity carried out	How the standardization has been done for sustainability of best practices

(02 Marks)

9. Steps taken for internal benchmarking and external benchmarking of the results and best practices of this project

Internal benchmarking	External benchmarking

(02 Marks)

10. Explain how the concept of green productivity was used in the implementation of this project.

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(03 Marks)

11. Describe how the implemented project is aligned with the medium-term government policy framework and the Millennium Development Goals (SDGs).

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(Marks 05)

