

**MINISTER OF LAW & JUSTICE, COMMUNICATIONS AND  
ELECTRONICS & IT**

**Subject:** Creation of Dashboards for Departments of Telecom, Posts, MeitY, Justice, Legal Affairs, Legislative Department

Performance Dashboards are useful tools of administration, providing crucial information to decision makers and the beneficiaries in an easy and effective manner. Dashboards provide at-a-glance insights based on Key-Performance-Indicators (KPIs) and are an intuitive and visually pleasing way to consume data, allowing use to;

- Record and analyse results;
- Set measurable goals;
- Encourage transparency;
- Create awareness of improvement; and
- Mobilize focused efforts for sustained and continuous improvement.

2. An example of a performance dashboard can be seen at <https://transformingindia.mygov.in/performance-dashboard/>

3. Hon'ble Prime Minister has desired that every department of the government should establish its own performance dashboard that would give real-time and latest situation on the implementation/achievements on key initiatives, programmes and schemes under the ambit of the Ministry.

4. All Secretaries are hereby directed to ensure that a fully functional performance dashboard reflecting the Key-Performance-Indicators (KPIs) of the department under their charge is set-up by 12<sup>th</sup> July 2019 without fail.

5. A demonstration of the performance dashboard should be made on 9<sup>th</sup> July 2019.

6. The Dashboard will be available online as a mobile friendly web page that can be accessed by the public. The webpage with the real-time dashboard will also be prominently displayed in the headquarters of all the Ministries in their main lobby/reception on large format monitors. The link to dashboard page should be displayed prominently on the main website of the department.

7. The metrics or the KPIs to be reflected on the dashboard should be selected carefully so as to reflect the core work of the Ministry. The projects having public interface, and where government services are being delivered to the public with or without subsidies should necessarily be included. Similarly, projects being reviewed under PRAGATI, projects of national

1/2

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significance and great public interest should be included. The selected KPIs should reflect the positive efforts being made by the department.

8. The current dashboard data should be benchmarked against the situation as it existed before May 2014. Where new schemes / programs (launched after May 2014) are being reflected as KPIs, the same may be reflected along with the date of launch of the scheme.

9. The KPIs reflected on the dashboard should have a drill down ability, allowing visitors to access further details, pictures, website of the project/scheme in question. The KPIs should link to other analytics and data about respective schemes / projects / initiatives giving benchmark, budgetary allocation lines, time frames for implementation, progress made against set targets and list of reasons for any delay. It should also highlight the significant achievements, if any.

10. The dashboard webpage must have a Feedback option, allowing visitors to leave their comments/suggestions digitally.

11. Each department shall designate a nodal officer to maintain all aspects of the dashboard; however, the concerned Secretary will directly supervise the creation and maintenance of the dashboard.

12. The data reflected on the dashboard should be real-time. Where real-time data is not available, provision should be made for daily/weekly or monthly updating of data with a time stamp of the last data update. Monthly meeting shall be held to ascertain the status of various projects / schemes / initiatives by the respective departments using the dashboards as a tool to effectively identify areas of further focus.

13. The dashboard shall be formally launched after 12<sup>th</sup> July 2019.

(RAVI SHANKAR PRASAD)  
ML&J, C & EIT  
04.07.2019

✓ Secretary (Telecom)

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