

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION NO.2464
TO BE ANSWERED ON 24.03.2022

PERFORMANCE EVALUATION OF MISSIONS/POSTS

2464. SHRI K.C.VENUGOPAL:

Will the Minister of **External Affairs** be pleased to state:

- (a) whether Government has launched performance evaluation and monitoring system for selection of missions/posts for on-site inspection;
- (b) if so, the details thereof;
- (c) the number of missions/posts inspected during the last three years; and
- (d) the recommendations of these inspection and the steps Government is taking to prepare a time-bound action plan for covering all the missions/posts through on-site or off-site annual inspection?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

[SHRI V. MURALEEDHARAN]

(a) & (b) Yes. The PEMS 2.0 (Performance Evaluation and Monitoring System) portal, a centralized online monitoring mechanism to evaluate the functioning of our Missions/Posts abroad, was launched in June 2021. The monitoring involves evaluation of responses to a comprehensive questionnaire on political, economic, cultural, administrative, and financial and consular areas by Missions/Posts. The objective of the PEMS is recommendatory in nature and is designed to improve the performance of Missions/Posts over time.

(c) The PEMS 2.0 portal provides for both onsite as well as offsite Inspections. Owing to Covid-19 pandemic related restrictions, physical inspection of only 2 Missions could be conducted over the last three years. However, more than 90% of the Missions have been evaluated through this off-site inspection mechanism.

(d) Majority of Missions/Posts have shown a good performance as per the PEMS evaluation. Several Missions were unable to hold trade fairs, buyer-seller meets or cultural events owing to restrictions imposed in different countries on account of the Covid-19 pandemic. All Missions/Posts are covered under PEMS.
