

Performance Metrics for CIL 2012

| Metrics                              | As is   | To Be   | Remarks / Difficulties  |
|--------------------------------------|---|---|---|
| Leadership/<br>Innovation<br><br>100 | Complaint management vigilance clearance - Manual<br><br>APR monitoring   | Computerized complaint management and vigilance clearance<br><br>APR to be put on website   | Entire vig module to be prepared and data entered<br><br>No. too large              |
| Information Analysis<br><br>100      | e-tendering/ procurement – not fully functional in all subsidiaries<br><br>Structured meeting with CMD - occasional | To be made function in Hq & subsidiaries on a common platform<br><br>Quarterly  | Different procedure for processing in different subsidiaries                        |
| Strategic Planning<br><br>100        | Strengthen Vigilance Organization - not as per Vig manual<br><br>GPS on vehicles & CCTV placement - Experimental    | Approval of staffing pattern and posting of adequate staffs<br><br>GPS on vehicles & CCTV placement in sufficient no.   | Difficult locations   |
| Process improvement<br><br>100       | Weighment % between pithead to stockyard – around 7%<br><br>Time for complaint disposal – some cases take long time | To be increased<br><br>3 months in all cases  | Resistance to use technology<br><br>Difficulty in collection of information/ record |
| HRD<br><br>100                       | Procurement Workshop<br><br>Recruitment process improvement   | At least 2 workshop to be held<br><br>Use of IT   |   |
| Operation Result<br><br>200          | Coal dispatch/off take to be improved<br><br>Pendency of cases to be brought down<br><br>Vig Module implementation  | By at least 10%<br><br>Except litigation, cases to be finalized within 1 year<br><br>For computerized management of complaints, action on reports, disciplinary proceeding, final action, vig clearance etc | Railway rack availability, transport cartel etc<br><br>To be started from scratch   |

|                                 |   |  |   |
|---------------------------------|---|--|---|
|                                 | Weighment percentage between pithead to stockyard to be improved  | To at least 20%  | Sufficient no. of weighbridge not available   |
| Stakeholder Satisfaction<br>300 | Government -<br><br>Employees-<br><br>CSR-<br><br>Power companies & other core sector users-<br><br>Quality of coal-<br><br>Contractors/Transporters-<br><br>Vendors- | Coal production & dispatch to be improved as per PC target<br><br>Non discriminatory treatment for promotion & transfer, timely passing of bills<br><br>Quantum & Quality to be improved<br><br>Supply- timely & assured quantity<br><br>To be improved<br><br>Timely payment of bills<br><br>Fair and transparent procurement process | New mines not getting operational<br><br>Large size of organisation<br><br>Monitoring Infrastructure<br><br>Rail racks<br><br>Inadequate no. of washeries<br><br>ECS/RTGS to be fully implemented<br><br>IT system to be put in place |