

Quadrant	Key Performance Indicator (KPI)	KPI Definition	Formula
Financial	Realization of stowing excise duty	Measures the excise duty realized against the due. 5 - If percentage is 100% 4 - If percentage is between 90% - 99% 3 - If percentage is between 80% - 89% 2 - If percentage is between 60% - 79% 1 - If percentage is less than 60%	$(\text{Excise duty realized}/\text{due excise duty}) * 100$
Financial	Reimbursement by CC	Measures the percentage reimbursement by CC against the maximum permissible reimbursement for protective work. 5 - If percentage is 100% 4 - If percentage is between 90% - 99% 3 - If percentage is between 80% - 89% 2 - If percentage is between 60% - 79% 1 - If percentage is less than 60%	$(\text{Reimbursed amount} / \text{maximum permissible reimbursement for protective work}) * 100$
Financial	Reimbursement by CC	Measures the percentage reimbursement by CC against the maximum permissible reimbursement for R&D activities. 5 - If percentage is 100% 4 - If percentage is between 90% - 99% 3 - If percentage is between 80% - 89% 2 - If percentage is between 60% - 79% 1 - If percentage is less than 60%	$(\text{Reimbursed amount}/\text{maximum permissible reimbursement for R\&D activities}) * 100$
Financial	% Utilization on R&D activities	Measures the actual budget utilised in the current year against the budget provisioned. 5 - If percentage is 100% 4 - If percentage is between 90% - 99% 3 - If percentage is between 80% - 89% 2 - If percentage is between 60% - 79% 1 - If percentage is less than 60%	$(\text{Budget utilized in a year}/\text{budget provisioned}) * 100$
Process	Bill processing	Measures the number of bills processed against the no. of bills due to be processed 5 - If percentage is 100% 4 - If percentage is between 90% - 99% 3 - If percentage is between 80% - 89% 2 - If percentage is between 60% - 79% 1 - If percentage is less than 60%	$(\text{no. of bills processed}/\text{no. of bills due}) * 100$
Customer	Timely response to legal disputes	Measures the timely response to legal query with respect to legal cases (Benchmark: Within 30 days of receipt of query) Following rating scale to be adhered for rating: 5 - If percentage is 100% 4 - If percentage is between 90% - 99% 3 - If percentage is between 80% - 89% 2 - If percentage is between 60% - 79% 1 - If percentage is less than 60%	$(\text{No. of timely response to query of legal cases}/\text{Number of legal query with respect to civil cases sought in the current year}) * 100$
Customer	Consumer complains resolution	Measures the no. of consumer complaints resolved during the year against the no. of complaints received. 5 - If percentage is 100% 4 - If percentage is between 90% - 99% 3 - If percentage is between 80% - 89% 2 - If percentage is between 60% - 79% 1 - If percentage is less than 60%	$(\text{no. of consumer complaints resolved during the year}/\text{no. of complaints received}) * 100$

Customer	Consumer complaints resolution	Measures the no. of consumer complains resolved in time during the year against the targeted time. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of consumer complaints resolved in time during the year/no. of complaints received)*100
Customer	Timely reply to parliament questions/RTI	Measures the number of parliament questions/RTI replied in time relative to total number of parliament questions/RTI replied. Following scale to be adhered to for rating : 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(Number of parliament questions/RTI replied in time/Total number of parliament questions/RTI replied)*100
Customer	Report & MIS	Measures the percentage of deviation in submission of Statutory reports Following rating scale to be adhered for rating: 5 - If percentage is 100% 4 – If percentage is between 98% - 99% 3 – If percentage is between 96% - 97% 2 – If percentage is between 91% - 95% 1 – If percentage is less than 90%	(No. of statutory report actually submitted on time/No. of statutory report required to be submitted)*100
Customer	Timely completion of quality inspections	Measures the actual number of quality inspections held in proportion to the target number of quality inspections required to be held 5 - If percentage is 100% 4 – If percentage is between 98% - 99% 3 – If percentage is between 96% - 97% 2 – If percentage is between 91% - 95% 1 – If percentage is less than 90%	(No. of cases of quality inspections actually held/No. of quality inspections required to be held)*100
Process	Annual Gradation o mines	Measures the number of mines for which gradation completed against targeted no. of mines. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of mines for which gradation completed/targeted no. of mines)*100
Process	Timely Gradation of mines	Measures the number of mines for which gradation completed in time against the targeted time 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of mines for which g gradation completed in time/targeted no. o mines)*100
Process	Check sampling	Measures the no. of periodic sampling work completed against the targeted no. of periodic sampling 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of periodic sampling work completed/targeted no. of periodic sampling)*100

Process	Sand stowing compliance monitoring	Measures the number of mines complied sand stowing parameters approved by DGMS against the no. of targeted mines. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of mines complied sand stowing parameters/targeted no. of mines)*100
Process	UG inspections	Measures the number of UG inspections undertaken against the no. of targeted inspections required. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(number of UG inspections undertaken/no. of targeted inspections required)*100
Process	Inspection of surface structure	Measures the number of surface structure inspections undertaken against the no. of targeted inspections required. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(number of surface structure inspections undertaken/no. of targeted inspections required)*100
Process	Incidents of fire in UG	Measures the number of activities completed for preventing fire in UG mines against the planned no. of activities. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(number of activities completed for preventing fire in UG mines/planned no. of activities)*100
Process	Water logging	Measures the number of activities completed for preventing water logging in UG mines against the planned no. of activities. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(number of activities completed for preventing water logging in UG mines/planned no. of activities)*100
Process	R&D activities	Measures the number of R&D projects completed against the planned no. of activities 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(number of projects completed/planned no. of activities)*100
Process	Opening /re-opening of seams/ mines	Measures the no. of mines/seams opened / re-opened in a year against the targeted no. of mines/seams. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of mines/seams opened/re-opened in a year/targeted no. of mines/seams)*100

Process	Physical inspection of mines/seams	Measures the number of seams/mines inspections undertaken against the no. of targeted inspections required. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(number of mines/seams inspections undertaken/no. of targeted inspections required)*100
Process	Application processing	Measures the number of application for opening/re-opening of seams/mines processed against the no. of targeted applications in a year 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(number of application for opening/re-opening of seams/mines processed/no. of targeted applications in a year)*100
Process	Audit Paragraph rate	A measure that highlights the degree to which documentation and process execution is in sync. With the standard operating procedures of the company. Following rating scale to be adhered for rating: 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(Actual number of audit paragraphs dropped/ Actual number of audit paragraphs raised) x 100
Process	Preparation of schemes	Measures the no. of schemes prepared against the target no. of schemes 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of schemes prepared/target no. of schemes)*100
Process	New initiatives	Measures the percentage of work completion on new initiatives planned in a year 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	Percentage equivalent of work completed.
Process	Initiatives for system improvement	Measures the percentage of system improvement work completed against the planned activities in a year. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	Percentage equivalent of work completed.
Learning & Growth	Updation of employees skill	Measures the percentage of employees sent for training against the number of request for nomination received for training Following rating scale to be adhered for rating : 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(Number of employees released for training by the HOD/Total number of employees nominated for training by HRD)*100

Learning & Growth	New initiatives with respect to technological upgradation	Measures the number of new initiatives taken with respect to technological upgradation Following rating scale to be adhered for rating: 5 - If percentage is 100% 4 – If percentage is between 75% - 99% 3 – If percentage is between 50% - 74% 2 – If percentage is between 49% - 25% 1 – If percentage is less than 25%	(Number of new initiatives actually taken/number of new initiatives agreed to be taken in current year) *100
Learning & Growth	Coordination meeting	Measures the no. Of coordination meeting held during a year against the planned no. of meetings 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of meetings held/no. of meetings planned)*100
Learning & Growth	Automation of process	Measures the no. of processes automated against the planned no. of processes during the year 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of processes automated/no. of processes planned)*100
Learning & Growth	No. of trainings conducted on new concepts	Measures the no. of training conducted for employees on new concepts against the no of programmes planned. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of trainings conducted/total no. of programmes planned)*100
Learning & Growth	No. of employees trained on new concepts	Measures the no. of employees covered under training conducted on new concepts against the no. of employees planned to be covered. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of employees covered/total no. of employees planned to be covered)*100
Learning & Growth	Mentoring	Measures the no. of executives (mentees) covered under mentoring process against the target. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of mentees covered/total no. of target mentees)*100
Learning & Growth	Mentoring	Measures the no. of executives (mentees)guided under mentoring schemes in a year 5 – For guiding 5 mentees 4 – For guiding 4 mentees 3- For guiding 3 mentees 2 – For guiding 2 mentees 1 – For guiding 1 mentees	Total no. of mentees guided successfully in a year

Learning & Growth	Training hours	Measures the no. of under-reports (sub-ordinates) completed the planned hours of training in a year against the total no. of under-reports. 5 – 100% 4 – 91% to 99% 3 – 81% to 90% 2- 71% to 80% 1 – Less than 80%	(no. of under-reports completed the planned training hours/total no. of under-reports)*100
Learning & Growth	<i>Internal Trainer Certification (ITC) (The department should encourage development of a pool of internal trainers for the discipline for training programmes at MDIs, IICM etc.)</i>	Measures the no. of under-reports who have obtained ITC in a year against the total no. of under-reports. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(no. of under-reports obtained ITC/total no. of under-reports)*100
Learning & Growth	<i>Quality Circle (QC) (Department is expected to form Quality Circles for process/cost improvement and undertake QC projects on relevant themes. A QC project should be completed within 6 months.</i>	Measures the no. of quality circle projects completed in a year against the planned no. of QC projects. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(No. of QC projects completed/total no. QC projects planned)*100
Learning & Growth	Quality Circle (QC)	Measures the no. of quality circle projects implemented in a year against the no. of QC projects completed. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(No. of QC projects implemented/total no. QC projects completed)*100
Learning & Growth	<i>Developing best practice (Department is expected to undertake continuous process improvement projects for improving efficiency, saving cost, reducing wastage & loss etc. A "Process Improvement" will be judged as Best practice in the company through a mechanism of Best practice competition to be organized at company level)</i>	Measures the no. of processes developed/improved as best practices. 5 – If at least 1 process is improved as best practice and implemented 4 – If at least 1 process is improved as best practice 3 – If at least 2 processes significantly improved. 2 – If at least 1 process is significantly improved. 1 – If at least 1 process is improved marginally	No. of processes developed/improved as best practice.
Learning & Growth	Organizing conferences/ seminars/ workshops/ evening lectures	Measures the no. of learning programs organized on relevant themes of the discipline for knowledge/skill Updation. 5 – If the no. of programs organized is 4 or more 4 – If the no. of programs organized is 3 3 – If the no. of programs organized is 2 2 – If the no. of programs organized is 1	No. of learning programs organized on relevant themes of the discipline for knowledge/skill Updation.
Learning & Growth	Accreditation	Measures the percentage of work completed for certification / accreditation against the activities planned for the phase. 5 - If percentage is 100% 4 – If percentage is between 90% - 99% 3 – If percentage is between 80% - 89% 2 – If percentage is between 60% - 79% 1 – If percentage is less than 60%	(Number of initiatives implemented/Total no. of initiatives planned)*100

Learning & Growth	ERP implementation	Measures the percentage of work completed for ERP implementation against the planned activities in a year 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Percentage equivalent of work completed
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