

Key Performance Indicators for Civil				
Quadrant	KPI Name	KPI Definition	Measurement Formula	Rating Scale (1 to 5; where 1 is the lowest and 5 is the highest)
	Engineering Days Consumption (Utilization)	Measures percentage of actual engineering days consumed for various reports & tasks in relation to estimated engineering days required for various reports & tasks in the given period	$(\text{Actual engineering days consumed for various reports and tasks} / \text{Estimated engineering days}) * 100$	<p>1 - if actual engineering days consumed are 116% or more of the estimated engineering days</p> <p>2 - if actual engineering days consumed are 111% to 115% of the estimated engineering days</p> <p>3 - if actual engineering days consumed are 106% to 110% of the estimated engineering days</p> <p>4 - if actual engineering days consumed are 101% to 105% of the estimated engineering days</p> <p>5 - if actual engineering days consumed are 100% or lesser of the estimated engineering days</p>
	Accomplishment of Civil & Architecture Annual Plan	Measures percentage of actual number of Civil & Architecture Departmental Output Reviewed as compared to Total number of Civil & Architecture Department Output to be reviewed during the given period	$(\text{Actual number} / \text{Targeted Number}) * 100$	<p>1 - if the actual number of output reviewed are less than 60% of the targeted number</p> <p>2 - if the actual number of output reviewed are 60% to 79% of the targeted number</p> <p>3 - if the actual number of output reviewed are 80% to 89% of the targeted number</p> <p>4 - if the actual number of output reviewed are 90% to 99% of the targeted number</p> <p>5 - if the actual number of output reviewed are 100% of the targeted number</p>
	Preparing Detailed Civil & Structural Design for Small, Medium and Large Projects (For CHP and Infrastructure such as Road, Workshops, Building etc.)	Measures percentage of actual number of Civil & Structural designs prepared as compared to Planned number of Civil & Structural designs to be prepared during the given period	$(\text{Actual number of Civil \& Structural Design} / \text{Planned number of Civil \& Structural Design}) * 100$	<p>1 - if the actual number of civil & structural design is less than 60% of the planned number</p> <p>2 - if the actual number of civil & structural design is 60% to 79% of the planned number</p> <p>3 - if the actual number of civil & structural design is 80% to 89% of the planned number</p> <p>4 - if the actual number of civil & structural design is 90% to 99% of the planned number</p> <p>5 - if the actual number of civil & structural design is 100% of the planned number</p>
	Preparing Project Planning Reports (For Quarters, Colony, Welfare Centre etc.)	Measures percentage of actual number of reports prepared as compared to targeted number of reports to be prepared during the given period	$(\text{Actual number of reports} / \text{Planned number of reports}) * 100$	<p>1 - if the actual number of report is less than 60% of the targeted number</p> <p>2 - if the actual number of report is 60% to 79% of the targeted number</p> <p>3 - if the actual number of report is 80% to 89% of the targeted number</p> <p>4 - if the actual number of report is 90% to 99% of the targeted number</p> <p>5 - if the actual number of report is 100% of the targeted number</p>
	Maintenance and Construction (Tendering, Awarding, Payment, Monitoring Progress etc.)	Measures percentage of actual number of maintenance & construction related activities performed as compared to planned number of activities to be performed	$(\text{Actual number of activities performed} / \text{Planned number of activities}) * 100$	<p>1 - if the actual number of activities performed are less than 60% of the planned number</p> <p>2 - if the actual number of activities performed are 60% to 79% of the planned number</p> <p>3 - if the actual number of activities performed are 80% to 89% of the planned number</p> <p>4 - if the actual number of activities performed are 90% to 99% of the planned number</p> <p>5 - if the actual number of civil & structural design is 100% of the planned number</p>

Structural Adequacy Study of Coal Handling Plant	Measures percentage of number of structural adequacy study conducted as compared to assigned number in the given period	(Actual number of structural adequacy study conducted / Planned number of structural adequacy study)*100	<p>1 - if the actual number of structural adequacy study conducted is 60% or lesser of the planned number</p> <p>2 - if the actual number of structural adequacy study conducted is 61% to 70% of the planned number</p> <p>3 - if the actual number of structural adequacy study conducted is 71% to 80% of the planned number</p> <p>4 - if the actual number of structural adequacy study conducted is 81% to 90% of the planned number</p> <p>5 - if the actual number of structural adequacy study conducted is 91% to 100% of the planned number</p>
Project Reports - Preparation, Revision, Updation, Recasting etc.	Measures percentage of project report related work accomplished as compared to total work targeted or allocated or assigned	(Actual Number / Targeted or allocated or assigned number of projects to be revised)*100	<p>1 - if the actual number of report is less than 60% of the targeted number</p> <p>2 - if the actual number of report is 60% to 79% of the targeted number</p> <p>3 - if the actual number of report is 80% to 89% of the targeted number</p> <p>4 - if the actual number of report is 90% to 99% of the targeted number</p> <p>5 - if the actual number of report is 100% of the targeted number</p>
Preliminary Estimates of High Level Bridges and Design Vetting of High Level Concrete Bridges	Measures percentage of actual number of Preliminary Estimates & Design Vetting conducted as compared to Targeted or allocated number of Preliminary Estimates & Design Vetting to be conducted	(Actual number of Preliminary Estimates & Design Vetting conducted / Targeted number of Preliminary Estimates & Design Vetting to be conducted)*100	<p>1 - if the actual number of preliminary estimates & design vetting conducted is less than 60% of the targeted number</p> <p>2 - if the actual number of preliminary estimates & design vetting conducted is 60% to 79% of the targeted number</p> <p>3 - if the actual number of preliminary estimates & design vetting conducted is 80% to 89% of the targeted number</p> <p>4 - if the actual number of preliminary estimates & design vetting conducted is 90% to 99% of the targeted number</p> <p>5 - if the actual number of preliminary estimates & design vetting conducted is 100% of the targeted number</p>
Outside Consultancy of Civil Works - Design & Drawings, Estimation / Tendering and Execution	Measures percentage of actual number of outside consultancy work taken up as compared to allocated number of outside consultancy	(Actual number of outside consultancy work taken up / Allocated number)*100	<p>1 - if the actual number of outside consultancy assignment completed on time are less than 60% of the targeted or assigned number</p> <p>2 - if the actual number of outside consultancy assignment completed on time are 60% to 79% of the targeted or assigned number</p> <p>3 - if the actual number of outside consultancy assignment completed on time are 80% to 89% of the targeted or assigned number</p> <p>4 - if the actual number of outside consultancy assignment completed on time are 90% to 99% of the targeted or assigned number</p> <p>5 - if the actual number of outside consultancy assignment completed on time are 100% of the targeted or assigned number</p>
Camp Construction & Maintenance	Measures percentage of actual number of camps constructed as compared to assigned number of camps to be constructed	(Actual number of camps constructed / Assigned number of camps to be Constructed)*100	<p>1 - if the actual number of camps constructed are less than 60% of the assigned number</p> <p>2 - if the actual number of camps constructed are 60% to 79% of the targeted assigned number</p> <p>3 - if the actual number of camps constructed are 80% to 89% of the targeted assigned number</p> <p>4 - if the actual number of camps constructed are 90% to 99% of the targeted assigned number</p> <p>5 - if the actual number of camps constructed are 100% of the targeted assigned number</p>

Financial

Design of Workshop for OC Mines	Measures percentage of actual number of workshop for OC Mines designed as compared to assigned number of workshop for OC Mines to be designed	(Actual number of workshop for OC Mines designed / Assigned number of workshop for OC Mines to be designed)*100	<p>1 - if the actual number of OC mines workshops designed are less than 60% of the assigned number</p> <p>2 - if the actual number of OC mines workshops designed are 60% to 79% of the targeted assigned number</p> <p>3 - if the actual number of OC mines workshops designed are 80% to 89% of the targeted assigned number</p> <p>4 - if the actual number of OC mines workshops designed are 90% to 99% of the targeted assigned number</p> <p>5 - if the actual number of OC mines workshops designed are 100% of the targeted assigned number</p>
Stability Checking of Head frame	Measures percentage of actual number of stability checking of head frame conducted as compared to assigned number of stability checking of head frame to be conducted	(Actual number of stability checking of head frame conducted / Assigned number of stability checking of head frame to be conducted)*100	<p>1 - if the actual number of stability checking of head frame conducted are less than 60% of the assigned number</p> <p>2 - if the actual number of stability checking of head frame conducted are 60% to 79% of the targeted assigned number</p> <p>3 - if the actual number of stability checking of head frame conducted are 80% to 89% of the targeted assigned number</p> <p>4 - if the actual number of stability checking of head frame conducted are 90% to 99% of the targeted assigned number</p> <p>5 - if the actual number of stability checking of head frame conducted are 100% of the targeted assigned number</p>
Preparation of Tender Documents	Measures percentage of actual number of Tender Documents prepared as compared to Assigned number of Tender Documents to be prepared	(Actual number of Tender Documents prepared / Assigned number of Tender Documents to be prepared)*100	<p>1 - if the actual number of tender documents prepared are less than 60% of the assigned number</p> <p>2 - if the actual number of tender documents prepared are 60% to 79% of the targeted assigned number</p> <p>3 - if the actual number of tender documents prepared are 80% to 89% of the targeted assigned number</p> <p>4 - if the actual number of tender documents prepared are 90% to 99% of the targeted assigned number</p> <p>5 - if the actual number of tender documents prepared are 100% of the targeted assigned number</p>
Evaluation of Tenders	Measures percentage of actual number of Tender Documents evaluated as compared to Assigned number of Tender Documents to be evaluated	(Actual number of Tender Documents evaluated / Assigned number of Tender Documents to be evaluated)*100	<p>1 - if the actual number of tender documents evaluated are less than 60% of the assigned number</p> <p>2 - if the actual number of tender documents evaluated are 60% to 79% of the targeted assigned number</p> <p>3 - if the actual number of tender documents evaluated are 80% to 89% of the targeted assigned number</p> <p>4 - if the actual number of tender documents evaluated are 90% to 99% of the targeted assigned number</p> <p>5 - if the actual number of tender documents evaluated are 100% of the targeted assigned number</p>
Design of ETP & STP	Measures percentage of actual number of STP Designed as compared to targeted number of STP to be designed	(Actual number of STP designed / Targeted number of STP to be designed)*100	<p>1 - if the actual number of STP designed are less than 60% of the targeted number</p> <p>2 - if the actual number of STP designed are 60% to 79% of the targeted number</p> <p>3 - if the actual number of STP designed are 80% to 89% of the targeted number</p> <p>4 - if the actual number of STP designed are 90% to 99% of the targeted number</p> <p>5 - if the actual number of STP designed are 100% of the targeted number</p>

Scrutiny of Design & Drawings Assigned from Various Sources	Measures percentage of actual number of Scrutiny done as compared to Assigned number of Scrutiny to be done	(Actual number of Scrutiny done / Assigned number of Scrutiny to be done)*100	<ol style="list-style-type: none"> 1 - if the actual number of scrutiny done are less than 60% of the assigned number 2 - if the actual number of scrutiny done are 60% to 79% of the targeted assigned number 3 - if the actual number of scrutiny done are 80% to 89% of the targeted assigned number 4 - if the actual number of scrutiny done are 90% to 99% of the targeted assigned number 5 - if the actual number of scrutiny done are 100% of the targeted assigned number
Infrastructure Design - (Stadium, office Space, Camp etc.)	Measures percentage of work accomplished as compared to work allocated	(Actual number of projects accomplished/ Target number of projects to be accomplished)*100	<ol style="list-style-type: none"> 1 - if the actual number accomplished projects are less than 60% of the targeted number 2 - if the actual number accomplished projects are 60% to 79% of the targeted number 3 - if the actual number accomplished projects are 80% to 89% of the targeted number 4 - if the actual number accomplished projects are 90% to 99% of the targeted number 5 - if the actual number accomplished projects are 100% of the targeted number
Town & Campus Planning	Measures percentage of actual number of Town & Campus Planning done as compared to Targeted number of Town & Campus Planning to be done	(Actual number of Town & Campus Planning done / Targeted number of Town & Campus Planning to be done)*100	<ol style="list-style-type: none"> 1 - if the actual number of town & campus planning done are less than 60% of the targeted number 2 - if the actual number of town & campus planning done are 60% to 79% of the targeted number 3 - if the actual number of town & campus planning done are 80% to 89% of the targeted number 4 - if the actual number of town & campus planning done are 90% to 99% of the targeted number 5 - if the actual number of town & campus planning done are 100% of the targeted number
Building Planning - Office, Residence & Miscellaneous	Measures percentage of actual number of Building Planning done as compared to Targeted number of Building Planning to be done	(Actual number of Building Planning done / Targeted number of Building Planning to be done)*100	<ol style="list-style-type: none"> 1 - if the actual number of building planning done are less than 60% of the targeted number 2 - if the actual number of town & campus planning done are 60% to 79% of the targeted number 3 - if the actual number of town & campus planning done are 80% to 89% of the targeted number 4 - if the actual number of town & campus planning done are 90% to 99% of the targeted number 5 - if the actual number of town & campus planning done are 100% of the targeted number
Interior Design - Corporate Office & Guest House	Measures percentage of actual number of Interior Design done as compared to Targeted number of Interior Design to be done	(Actual number of Interior Design done / Targeted number of Interior Design to be done)*100	<ol style="list-style-type: none"> 1 - if the actual number of interior design done are less than 60% of the targeted number 2 - if the actual number of interior design done are 60% to 79% of the targeted number 3 - if the actual number of interior design done are 80% to 89% of the targeted number 4 - if the actual number of interior design done are 90% to 99% of the targeted number 5 - if the actual number of interior design done are 100% of the targeted number

Assistance to Town Engineering Department - Long Term Project & Short Term Project	Measures percentage of actual number of assistance provided in relation to total number of assistance sought	$(\text{Actual number of assistance provided} / \text{Total number of assistance sought}) * 100$	<ul style="list-style-type: none"> 1 - if the actual number of assistance provided are less than 60% of the total number of assistance sought 2 - if the actual number of assistance provided are 60% to 79% of the total number of assistance sought 3 - if the actual number of assistance provided are 80% to 89% of the total number of assistance sought 4 - if the actual number of assistance provided are 90% to 99% of the total number of assistance sought 5 - if the actual number of assistance provided are 100% of the total number of assistance sought
Landscaping	Measures percentage of actual number of Landscaping done as compared to Targeted number of Landscaping to be done	$(\text{Actual number of Landscaping done} / \text{Targeted number of Landscaping to be done}) * 100$	<ul style="list-style-type: none"> 1 - if the actual number of landscaping done are less than 60% of the targeted number 2 - if the actual number of landscaping done are 60% to 79% of the targeted number 3 - if the actual number of landscaping done are 80% to 89% of the targeted number 4 - if the actual number of landscaping done are 90% to 99% of the targeted number 5 - if the actual number of landscaping done are 100% of the targeted number
Architecture Chapters for Project Reports	Measures percentage of actual number of chapters prepared in relation to targeted number of chapters to be prepared	$(\text{Actual number of chapters prepared} / \text{Targeted number of chapters to be prepared}) * 100$	<ul style="list-style-type: none"> 1 - if the actual number of chapters prepared are less than 60% of the targeted number 2 - if the actual number of chapters prepared are 70% of the targeted number 3 - if the actual number of chapters prepared are 80% of the targeted number 4 - if the actual number of chapters prepared are 90% of the targeted number 5 - if the actual number of chapters prepared are 100% of the targeted number
Remodeling of Existing Building	Measures percentage of actual number of remodeling done as compared to assigned number of remodeling to be done	$(\text{Actual number of remodeling done} / \text{Assigned number of remodeling to be done}) * 100$	<ul style="list-style-type: none"> 1 - if the actual number of remodeling done are less than 60% of the assigned number 2 - if the actual number of remodeling done are 60% to 79% of the assigned number 3 - if the actual number of remodeling done are 80% to 89% of the assigned number 4 - if the actual number of remodeling done are 90% to 99% of the assigned number 5 - if the actual number of remodeling done are 100% of the assigned number
Completion of Scheduled Jobs as per Annual Plan	Measures percentage of scheduled jobs completed on time in relation to total scheduled jobs allocated during the period	$(\text{Number of scheduled jobs completed on time} / \text{Total number of scheduled jobs allocated}) * 100$	<ul style="list-style-type: none"> 1 - if the number of scheduled jobs completed on time is less than 60% of the total number of scheduled job 2 - if the number of scheduled jobs completed on time is 60% to 79% of the total number of scheduled job 3 - if the number of scheduled jobs completed on time is 80% to 89% of the total number of scheduled job 4 - if the number of scheduled jobs completed on time is 90% to 99% of the total number of scheduled job 5 - if the number of scheduled jobs completed on time is 100% of the total number of scheduled job

Customer	Completion of Unscheduled Jobs as Required	Measures percentage of unscheduled jobs completed on time in relation to total unscheduled jobs allocated during the period	$(\text{Number of unscheduled jobs completed on time} / \text{Total number of unscheduled jobs allocated}) * 100$	<ul style="list-style-type: none"> 1 - if the number of unscheduled jobs completed on time is less than 60% of the total number of unscheduled job 2 - if the number of unscheduled jobs completed on time is 60% to 79% of the total number of unscheduled job 3 - if the number of unscheduled jobs completed on time is 80% to 89% of the total number of unscheduled job 4 - if the number of unscheduled jobs completed on time is 90% to 99% of the total number of unscheduled job 5 - if the number of unscheduled jobs completed on time is 100% of the total number of unscheduled job
	Project / Task Review Meetings with Internal & External Customers	Measures percentage of actual number of review meetings done in relation to estimated number of review meetings to be done during the given period or on the specific project	$(\text{Actual number of review meetings} / \text{Estimated number of review meetings}) * 100$	<ul style="list-style-type: none"> 1 - if actual number of review meetings are less than 60% of the estimated number of review meetings 2 - if actual number of review meetings are 60% to 79% of the estimated number of review meetings 3 - if actual number of review meetings are 80% to 89% of the estimated number of review meetings 4 - if actual number of review meetings are 90% to 99% of the estimated number of review meetings 5 - if actual number of review meetings are 100% of the estimated number of review meetings
	Re-work Scenario	Measures percentage of number solutions that have been accepted at one go by internal or external customers in relation to total number of solutions provided	$(\text{Solutions accepted at one go} / \text{Number of solutions provided}) * 100$	<ul style="list-style-type: none"> 1 - if less than 60% of total solutions have been accepted at one go 2 - if 60% to 79% of total solutions have been accepted at one go 3 - if 80% to 89% of total solutions have been accepted at one go 4 - if 90% to 99% of total solutions have been accepted at one go 5 - if 100% of total solutions have been accepted at one go
	Customer Satisfaction Rating YoY	Measures percentage of Year on Year improvement in customer satisfaction rating	$(\text{Current year customer satisfaction rating} / \text{Previous year customer satisfaction rating}) * 100$	<ul style="list-style-type: none"> 1 - if the customer satisfaction rating in current year is 70% or lesser of the previous / last year 2 - if the customer satisfaction rating in current year is 71% to 80% of the previous / last year 3 - if the customer satisfaction rating in current year is 81% to 90% of the previous / last year 4 - if the customer satisfaction rating in current year is 91% to 100% of the previous / last year 5 - if the customer satisfaction rating in current year is more than 100% of the previous / last year
	Norms Adherence	Measures percentage of number of norms not adhered to in relation to number of norms to be followed	$(\text{Number of non-adherence to norms} / \text{Number of norms to be followed}) * 100$	<ul style="list-style-type: none"> 1 - if 10% or more of the norms have not been adhered to 2 - if 8% to 9% of the norms have not been adhered to 3 - if 6% to 7% of the norms have not been adhered to 4 - if 4% to 5% of the norms have not been adhered to 5 - if 3% or lesser of the norms have not been adhered to
	Information Sourcing / Data Gathering	Measures percentage of time taken to source the required information or data in relation to time allocated for the same in the assigned project or task	$(\text{Time Taken} / \text{Allocated Time}) * 100$	<ul style="list-style-type: none"> 1 - if the time taken is 116% or more of the allocated time 2 - if the time taken is 111% to 115 % of the allocated time 3 - if the time taken is 106% to 110 % of the allocated time 4 - if the time taken is 101% to 105 % of the allocated time 5 - if the time taken is 100 % or lesser of the allocated time

Information / Data Sharing	Measures percentage of of time taken to send the required information or data to concerned departments in relation to time allocated for the same	$(\text{Time Taken} / \text{Allocated Time}) * 100$	<ol style="list-style-type: none"> 1 - if the time taken is 116% or more of the allocated time 2 - if the time taken is 111% to 115 % of the allocated time 3 - if the time taken is 106% to 110 % of the allocated time 4 - if the time taken is 101% to 105 % of the allocated time 5 - if the time taken is 100 % or lesser of the allocated time
Documentation Efficiency	Measures percentage of number of reports got wasted due to error or other factors in comparison to total number or reports generated during the period	$(\text{Number of reports that got wasted} / \text{Total number of reports generated}) * 100$	<ol style="list-style-type: none"> 1 - if 9% or more of total number of reports got wasted 2 - if 7% to 8% of total number of reports got wasted 3 - if 5% to 6% of total number of reports got wasted 4 - if 3% to 4% of total number of reports got wasted 5 - if 2% or lesser of total number of reports got wasted
Resolving Technical or Functional Issues with in Department or with Interfacing Department	Measures percentage of number of technical issues or problems resolved as compared to total number of technical issues or problems that came up while executing scheduled or unscheduled job during the period	$(\text{Number of technical issues or problems resolved} / \text{Total number of technical issues or problems}) * 100$	<ol style="list-style-type: none"> 1 - if the number of issues or problems resolved are less than 60% of the total number of issues or problems raised / came 2 - if the number of issues or problems resolved are 60% to 79% of the total number of issues or problems raised / came 3 - if the number of issues or problems resolved are 80% to 89% of the total number of issues or problems raised / came 4 - if the number of issues or problems resolved are 90% to 99% of the total number of issues or problems raised / came 5 - if the number of issues or problems resolved are 100% of the total number of issues or problems raised / came
Achieving MoU score	Measures the timely completion of MoU related projects <ol style="list-style-type: none"> 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% 	$(\text{no. of MoU projects completed in time} / \text{total no. of MoU projects}) * 100$	<ol style="list-style-type: none"> 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%
Achieving MoU score	Measures the MoU score achieved for the MoU related activities assigned to the executive <ol style="list-style-type: none"> 5- If achieved Excellent score for target 4- If achieved Very good score for target 3- If achieved Good score for target 2- If achieved Fair score for target 1- If achieved Poor score for target 	As per rating scale	<ol style="list-style-type: none"> 5- If achieved Excellent score for target 4- If achieved Very good score for target 3- If achieved Good score for target 2- If achieved Fair score for target 1- If achieved Poor score for target

New initiative	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	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%
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	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%
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	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%
Quality Management System	Measures the percentage of work completed for Quality Management System 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	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%
Employee Satisfaction	Measures percentage of employees given higher satisfaction rating in relation to total number of employees who participated in survey	(Number of employees given higher rating / Number of employees participated) * 100	1 - if 50% or lesser employees have given higher rating 2 - if 51% to 60% employees have given higher rating 3 - if 61% to 70% employees have given higher rating 4 - if 71% to 80% employees have given higher rating 5 - if 81% or more employees have given higher rating
New Ideas Generation	Measures percentage of number of new solutions provided and accepted by internal or external customers in relation to total number of solutions provided	(Number of new solutions provided and accepted by internal or external customers / Total number of solutions provided)*100	1 - if 3% or lesser solutions have new ideas 2 - if 4% to 6% solutions have new ideas 3 - if 7% to 9% solutions have new ideas 4 - if 10% to 12% solutions have new ideas 5 - if 13% or more solutions have new ideas

Scheduled & Unscheduled Jobs Output (YoY)	Measures percentage of volume or quantity of schedule & unscheduled jobs performed in current year in relation to quantity or volume of scheduled & unscheduled job performed in previous year	(Quantity or volume of schedule & unscheduled jobs performed in the current year / Quantity or volume of scheduled & unscheduled jobs performed in previous year)*100	<p>1 - if the scheduled & unscheduled jobs output in current year are 70% or lesser of the previous / last year</p> <p>2 - if the scheduled & unscheduled jobs output in current year are 71% to 80% of the previous / last year</p> <p>3 - if the scheduled & unscheduled jobs output in current year are 81% to 90% of the previous / last year</p> <p>4 - if the scheduled & unscheduled jobs output in current year are 91% to 100% of the previous / last year</p> <p>5 - if the scheduled & unscheduled jobs output in current year are 101% or more of the previous / last year</p>
Accepting New Type of Tasks	Measures percentage of new type of tasks accepted & performed as compared to total number of tasks allocated	(New type of tasks performed / Total number of tasks performed)*100	<p>1 - if 4% or lesser new tasks accepted & performed</p> <p>2 - if 5% to 8% new tasks accepted & performed</p> <p>3 - if 9% to 12% new tasks accepted & performed</p> <p>4 - if 13% to 16% new tasks accepted & performed</p> <p>5 - if more than 16% new tasks accepted & performed</p>
Reduction in Disciplinary Actions (YoY)	Measures percentage of reduction in disciplinary actions during the year as compared to previous year	(Number of disciplinary actions in current year / Number of disciplinary actions in previous year)*100	<p>1 - if there has been increase in disciplinary action cases by 10% or more</p> <p>2 - if there has been increase in disciplinary action cases by 5% to 9%</p> <p>3 - if there has been increase in disciplinary action cases by 0% to 4%</p> <p>4 - if there has been decrease in disciplinary action cases by 1% to 5%</p> <p>5 - if there has been decrease in disciplinary action cases by 6% or more</p>
No. of trainings conducted on new concepts	Measures the no. of training conducted for employees of the department 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	<p>5- If percentage is 100%</p> <p>4- If percentage is between 90 %-99%</p> <p>3- If percentage is between 80%-89%</p> <p>2- If percentage is between 60%-79%</p> <p>1- If percentage is less than 60%</p>

<p>No. of employees trained on new concepts</p>	<p>Measures the no. of employees covered under training conducted on new concepts against the no. of employees planned to be covered.</p> <p>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%</p>	<p>(no. of employees covered/ total no. of employees planned to be covered) * 100</p>	<p>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%</p>
<p>Mentoring</p>	<p>Measures the no. of executives (mentees) covered under mentoring process against the target.</p> <p>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%</p>	<p>(no. of mentees covered/ total no. of target mentees) * 100</p>	<p>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%</p>
<p>Mentoring</p>	<p>Measures the no. of executives (mentees) guided under mentoring scheme in a year.</p> <p>For guiding 5 mentees– 5 For guiding 4 mentees– 4 For guiding 3 mentees– 3 For guiding 2 mentees– 2 For guiding 1 mentees– 1</p>	<p>Total no. of mentees guided successfully in a year</p>	<p>For guiding 5 mentees– 5 For guiding 4 mentees– 4 For guiding 3 mentees– 3 For guiding 2 mentees– 2 For guiding 1 mentees– 1</p>

Learning & Growth

<p>Learning chat (L-Chat) sessions(<i>Executives are expected to conduct L-Chats with their under-reports and others in the department on their new learning after attending a training program</i>)</p>	<p>Measures the no. of Learning chat sessions conducted against no. of training attended</p> <p>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%</p>	<p>(no. of L-Chat sessions conducted/ no. of training programmes attended) * 100</p>	<p>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%</p>
<p>Training hours</p>	<p>Measures the no. of under-reports (subordinates) completed the planned hours of training in a year against the total no. of under-reports</p> <p>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%</p>	<p>(no. of under-reports completed the planned training hours/ total no. of under-reports) * 100</p>	<p>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%</p>
<p>Internal Trainer Certification (ITC) (<i>The department should encourage developing a pool of internal trainers for the discipline for training programmes at MDIs, IICM etc.</i>)</p>	<p>Measures the no. of under-reports who have obtained ITC in a year against the total no. of under-reports</p> <p>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%</p>	<p>(no. of under-reports obtained ITC/ total no. of under-reports) * 100</p>	<p>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%</p>

<p>Quality Circle (QC) <i>(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></p>	<p>Measures the no. of quality circle projects completed in a year against the planned no. of QC projects</p> <p>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%</p>	<p>(No. of QC projects completed/ total no. QC projects planned) * 100</p>	<p>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%</p>
<p>Quality Circle (QC)</p>	<p>Measures the no. of quality circle projects implemented in a year against the no. of QC projects completed.</p> <p>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%</p>	<p>(No. of QC projects implemented/ total no. QC projects completed) * 100</p>	<p>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%</p>
<p>Developing best practices(<i>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>)</p>	<p>Measures the no. of processes developed/ improved as best practices.</p> <p>If atleast 1 process is improved as best practice and implemented - 5 If atleast 1 process is improved as best practice- 4 If atleast 2 processes significantly improved - 3 If atleast 1 process is significantly improved - 2 If atleast 1 process is improved marginally - 1</p>	<p>No. of processes developed/ improved as best practices.</p>	<p>If atleast 1 process is improved as best practice and implemented - 5 If atleast 1 process is improved as best practice- 4 If atleast 2 processes significantly improved - 3 If atleast 1 process is significantly improved - 2 If atleast 1 process is improved marginally - 1</p>

Organizing conferences/ seminars/ workshops/ evening lectures	Measures the no. of learning programs organized on relevant themes of the discipline for knowledge/ skill updation If the no. of programs organized is 4 or more- 5 If the no. of programs organized is 3 - 4 If the no. of programs organized is 2 - 3 If the no. of programs organized is 1 - 2	No. of learning programs organized on relevant themes of the discipline for knowledge/ skill updation	If the no. of programs organized is 4 or more- 5 If the no. of programs organized is 3 - 4 If the no. of programs organized is 2 - 3 If the no. of programs organized is 1 - 2
Acredition	Measures the percentage of work completed for certification/ acredition 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	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%