

Quadrant	Key Performance Indicator	KPI Definition	Formula
CUSTOMER	Timely submission of monthly reports for Ministry of Coal	Measures the timely completion and submission of schedule reports to CIL 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 70%-79% 1- If percentage is less than 70%	Number of reports submitted on time/No of reports required to be submitted*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
PROCESS	Timely submission of monthly report on performance of existing washeries	Measures the timely completion and submission reports 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 70%-79% 1- If percentage is less than 70%	Number of reports submitted on time/No of reports required to be submitted*100
PROCESS	Timely submission of monthly status report on implementation status of new washeries	Measures the timely completion and submission reports 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 70%-79% 1- If percentage is less than 70%	Number of reports submitted on time/No of reports required to be submitted*100
PROCESS	Timely submission of detailed analysis of the performance of washeries (capacity and utilisation) and the reason thereof	Measures the timely completion and submission reports 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 70%-79% 1- If percentage is less than 70%	Number of reports submitted on time/No of reports required to be submitted*100
PROCESS	No of visits to the subsidiary company	Measures percentage of actual number of field visits made as compared to estimated number of field visits to be made during the period 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%	No of field visits actually made and report submitted/No of field visits required to be made *100
Process	Achieving MoU score	Measures the timely completion of MoU related 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 MoU projects completed in time/ total no. of MoU projects) * 100

Process	Achieving MoU score	Measures the MoU score achieved for the MoU related activities assigned to the executive 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
Process	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
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
Process	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
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
Learning & Growth	Mandays of training undergone by each individual	Measures the number of mandays spent on training by each individual relative to the nominated mandays to be spent on 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%	Actual mandays spent on training/Total mandays nominated for training*100
Learning & Growth	Best Practice Sharing	Measures the number of meetings organised wherein all Washery Incharge meet to ensure knowledge and best practice sharing Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 75%-99% 3-If percentage is 50%-74% 2- If percentage is 49%- 25% 1- If percentage is less than 25%	No of meetings organised/4*100

Learning & Growth	Update Market Intelligence MIS on the private washeries on an annual basis	Measures the timely updation and submission of market intelligence MIS (Timelines : Within one month post completion of a year) Following rating scale to be adhered for rating : 5- If report is submitted within secheduled timeframe 4- If report is submitted within lapse of 15 days of scheduled timeframe 3-If report is submitted within lapse of 30 days of scheduled timeframe 2-If report is submitted within lapse of 45 days of scheduled timeframe 1- If report is submitted post lapse of 45 days of scheduled timeframe	Delay in days
Learning & Growth	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
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 scheme in a year.  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	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- 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 completed the planned training hours/ total no. of under-reports) * 100
Learning & Growth	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>	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	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>	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	Developing best practices <i>(Department is expected to undertake continuous process improvement projects for improving efficiency, saving cost, reducing wastage &amp; 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.  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	No. of processes developed/ improved as best practices.

Learning & Growth	Organizing conferences/ seminars/ workshops/ evening lectures	<p>Measures the no. of learning programs organized on relevant themes of the discipline for knowledge/ skill updation</p> <p>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</p>	No. of learning programs organized on relevant themes of the discipline for knowledge/ skill updation
Learning & Growth	Acredition	<p>Measures the percentage of work completed for certification/ acredition against the activities planned for the phase.</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>	(Number of initiatives implemented/ Total no. of initiatives planned) * 100