

Quadrant	Key Performance Indicator	KPI Definition	Formula
Financial	Inventory cost of coal extracted	Measures the total inventory cost of inventory being incurred for extracting per tonne of coal in current year relative to previous year. Following scale to be adhered to for rating: 5- if the inventory cost per tonne of production is less than the previous year's inventory cost per tonne of production 4- if the inventory cost per tonne of production is equal to the previous year's inventory cost per tonne of production 3- if the inventory cost per tonne of production is more than previous year's inventory cost per tonne of production by upto 5% 2- if the inventory cost per tonne of production is more than previous year's inventory cost per tonne of production by upto 10% 1- if the inventory cost per tonne of production is more than previous year's inventory cost per tonne of production by more than 10%	$(\text{Inventory cost (in Rs. per tonne of coal production) in current year} / \text{Inventory cost per tonne of coal production in previous year}) * 100$
Financial	Variance in the electrical energy cost per tonne cubic metre	Measures the total % variance between the actual cost of electrical energy consumed to extract a tonne of coal and the budgeted cost of energy. Following scale to be adhered to for rating: 5- if the actual Kwh consumed is less than the budgeted Kwh 4- if the actual Kwh consumed is equal the budgeted Kwh 3- if the actual Kwh consumed is more than the budgeted Kwh by upto 5% 2- if the actual Kwh consumed is more than the budgeted Kwh by upto 10% 1- if the actual Kwh consumed is more than the budgeted Kwh by upto 15%	$(\text{Actual electrical energy consumed (in Kwh)} / \text{Budgeted electrical energy consumed (in Kwh)}) * 100$
Financial	% Increase in total cost of energy - OC	Measures the impact of higher per unit cost of electrical energy on cost of production. Following scale to be adhered to for rating: 5- if the actual energy cost is less than or equal to 90% the budget 4- if the actual energy cost is between 91 to 95% of the budget 3- if the actual energy cost is between 96 to 100% of the budget 2- if the actual energy cost is between 101% to 105% of the budget 1- if the actual energy cost is above 105% of the budget	$\text{Actual energy cost (in Rs. per cubic meter)} \times 100$ $\text{Targeted energy cost (in Rs. per cubic meter)}$
Financial	% Technical accuracy of NIT specification	Measures the percentage of contracts which are re-tendered because of technical discrepancies in NIT specification. Following scale to be adhered to for rating: 5- if no contracts were re-tendered due to technical discrepancies 4- if the number of contracts that were re-tendered is less than 5% of the total number of contracts handled 3- if the number of contracts that were re-tendered is between 6 to 10% of the total number of contracts handled 2- if the number of contracts that were re-tendered is between 11 to 15% of the total number of contracts handled 1- if the number of contracts that were re-tendered is more than 15% of the total number of contracts handled	Number of contracts re-tendered due to technical discrepancies in NIT specification
Financial	Penalties due to excess power consumption (excess contract demand)	Measures the percentage of electrical cost amount which has penalties included in it because of contract demand term and peak period demand penalty. Following scale to be adhered to for rating: 5- if no penalty have been paid 4- if the penalty paid is less than 1% of the total energy cost 3- if the penalty paid is between 1 to 2% of the total energy cost 2- if the penalty paid is between 2.01 to 4% of the total energy cost 1- if the penalty paid is more than 4% of the total energy cost	$(\text{Amount of penalties due to energy consumption above contract demand (in Rs.)} / \text{Total energy cost (in Rs.)}) * 100$
Financial	Penalties due to improper energy utilization	Measures the total amount of penalties which are being levied by the electrical company for not utilizing the electrical energy as per the availability. Following scale to be adhered to for rating: 5- if no penalty have been paid 4- if the penalty paid is less than 1% of the total energy cost 3- if the penalty paid is between 1 to 2% of the total energy cost 2- if the penalty paid is between 2.01 to 4% of the total energy cost 1- if the penalty paid is more than 4% of the total energy cost	$(\text{Amount of penalties due to non utilisation of demanded power (in Rs.)} / \text{Total energy cost (in Rs.)}) * 100$
Financial	Value of demurrage levied by railways	Measures the percentage of dispatch schedule without any demurrage levied on it. Following scale to be adhered to for rating: 5- if the proportional number of demurrage levied is 0 to 5% of total number of times demurrage levied on the subsidiary during the year 4- if the proportional number of demurrage levied is 6 to 10% of total number of times demurrage levied on the subsidiary during the year 3- if the proportional number of demurrage levied is 11 to 15% of total number of times demurrage levied on the subsidiary during the year 2- if the proportional number of demurrage levied is 16 to 20% of total number of times demurrage levied on the subsidiary during the year 1- if the proportional number of demurrage levied is 20% or more than 20% of total number of times demurrage levied on the subsidiary during the year	$(\text{Proportional number of times demurrage levied due to non - availability of CHP} / \text{Total number of times demurrage levied on the subsidiary during the year}) * 100$

Financial	Variance in the operating cost of per ton coal crushed	Measures the total % variance between the actual operating cost being charged for crushing per ton of coal and the budgeted operating cost. Following scale to be adhered to for rating: 5- if the operating cost of per ton coal crushed is less than or equal to 90% the budget 4- if the operating cost of per ton coal crushed is between 91 to 95% of the budget 3- if the operating cost of per ton coal crushed is between 96 to 100% of the budget 2- if the operating cost of per ton coal crushed is between 101% to 105% of the budget 1- if the operating cost of per ton coal crushed is above 105% of the budget	(Actual crusher operating cost (in Rs. per tonne of coal)/ Targeted crusher operating cost (in Rs. per tonne of coal)) * 100
Financial	Variable Cost Index	Measures the difference between the standard variable overheads absorbed in production and the actual variable overheads incurred. Note: Variable cost includes overtime, sunday deployment, power and POL. Following scale to be adhered to for rating: 5- if the actual variable cost per tonne is less than or equal to 90% the budget 4- if the actual variable cost per tonne is between 91 to 95% of the budget 3- if the actual variable cost per tonne is between 96 to 100% of the budget 2- if the actual variable cost per tonne is between 101% to 105% of the budget 1- if the actual variable cost per tonne is over 105% of the budget	(Actual variable cost (in Rs. per tonne)/ Budgeted variable cost (in Rs. per tonne)) * 100
Financial	Production shift loss due to accidents	Measures the total number of productive mandays lost because of accidents or fatalities. Following scale to be adhered to for rating: 5- if the number of shifts in which production could not be done because of accidents is zero 4- if the number of shifts in which production could not be done because of accidents is upto 1% of the total shifts 3- if the number of shifts in which production could not be done because of accidents is between 1 to 2% of the total shifts 2- if the number of shifts in which production could not be done because of accidents is between 2 to 3% of the total shifts 1- if the number of shifts in which production could not be done because of accidents is more than 3% of the total shifts	(Number of shifts in which production could not be done because of accidents/ Total number of manshifts) * 100
Financial	Variance in specific energy consumption	Measures the percentage variance between the targeted quantity of energy consumed per tonne of coal relative to actual quantity of energy to be consumed. Following scale to be adhered to for rating: 5- if the energy consumed is less than the previous year 4- if the energy consumed is equal to the previous year's 3- if the energy consumed is more than previous year's by upto 3% 2- if the energy consumed is more than previous year's by upto 5% 1- if the energy consumed is more than previous year's by more than 10%	(Kilo watt per hour energy consumed per tonne of coal in current year/ Kilo watt per hour energy consumed per tonne of coal in previous year) * 100
Financial	Settlement of warranty claims	Measures the number of warranty claims which have been settled relative to total number of claims to be settled. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual number of warranty claims settled/ Total number of warranty claims registered) * 100
Financial	% Increase in total cost of energy - UG	Measures the impact of higher per unit cost of electrical energy on cost of production. Following scale to be adhered to for rating: 5- if the actual energy cost is less than or equal to 90% the budget 4- if the actual energy cost is between 91 to 95% of the budget 3- if the actual energy cost is between 96 to 100% of the budget 2- if the actual energy cost is between 101% to 105% of the budget 1- if the actual energy cost is above 105% of the budget	(Targeted energy cost (in Rs. per tonne)/ Actual energy cost (in Rs. per tonne)) * 100
Financial	% Technical accuracy in scrutiny of bid documents	Measures the percentage of repair contracts which are re-tendered because of technical discrepancies in scrutiny of bid documents. Following scale to be adhered to for rating: 5- if no contracts were re-tendered due to technical discrepancies 4- if the number of contracts that were re-tendered is less than 5% of the total number of contracts 3- if the number of contracts that were re-tendered is between 6 to 10% of the total number of contracts 2- if the number of contracts that were re-tendered is between 11 to 15% of the total number of contracts 1- if the number of contracts that were re-tendered is more than 15% of the total number of contracts	Number of contracts re-tendered due to technical discrepancies in scrutiny of bid documents

Financial	% Technical accuracy of Tender Committee Recommendation	Measures the percentage of contracts which are re-tendered because of technical discrepancies in Tender Committee Recommendation. Following scale to be adhered to for rating: 5- if no contracts were re-tendered due to technical discrepancies 4- if the number of contracts that were re-tendered is less than 5% of the total number of contracts handled 3- if the number of contracts that were re-tendered is between 6 to 10% of the total number of contracts handled 2- if the number of contracts that were re-tendered is between 11 to 15% of the total number of contracts handled 1- if the number of contracts that were re-tendered is more than 15% of the total number of contracts handled	Number of contracts re-tendered due to technical discrepancies in the TCR
Financial	maintenance of power factor	Measures the average power factor for the year 5- If the average factor is 0.95 and above 4- If the average factor is between 0.92 and 0.94 3- If the average factor is between 0.90 and 0.91 2- If the average factor is below 0.90	As per scale
Financial	Utilisation of capital budget	Measures the variance between actual and budgeted/forecasted activity. Following rating scale to be adhered for rating : 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual utilization of budget (in Rs./ Allotted capital budget (in Rs.)) * 100
Financial	Oil / Lubricant consumption	Measures the total quantity of oil / lubricant being consumed for extracting out a cubic metric ton of coal 5- If percentage is 100% 4- If percentage is between 95%-99% 3- If percentage is between 90%-94% 2- If percentage is between 85%-89% 1- If percentage is less than 85%	(Targeted litre per cubic meter / Actual litre per cubic meter) * 100
Financial	Modernisation of UG mines	Measures the amount of capital which has been invested for the modernisation of mines relative to the targeted number of mines to be modernised in the current year. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual capital invested for modernisation of mines/ Targeted capital planned to be for modernization of mines) * 100
Customer	Power Availability %	Measures the availability of power at the unit level relative to the power available at source. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Power available (in hours) at unit level/ Power available (in hours) at source) * 100
Customer	Timely estimation of specific energy consumption target	Measures the days by which delay happened with regards to the estimation of the targeted specific energy consumption. Following scale to be adhered to for rating: 5- On or before time 4- if delayed by a week 3- if delayed by 2 weeks 2- if delayed by 3 weeks 1- If never submitted	Delay measured in days
Customer	Timely preparation of annual energy consumption plan	Measures the delay in days by which the annual energy consumption plan is prepared from the targeted date of preparation. Following scale to be adhered to for rating: 5- On or before time 4- if delayed by a week 3- if delayed by 2 weeks 2- if delayed by 3 weeks 1- If never submitted	Delay measured in days
Customer	Maintenance of sub-station (in hours)	Measures the efficiency with which sub-station is being maintained during the year. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of hours power available in the current year/(365 x 24)- Planned shutdown hours) * 100

Customer	Timely reply of Parliament/RTI Queries	Measures the number of RTIs which have been replied on time relative to total number of RTIs which have been replied. Following scale to be adhered to for rating: 5- if the number of Parliament/RTI Queries replied within time is 100% 4- if the number of Parliament/RTI Queries replied on time is between 98%-99% of the total queries received 3- if the number of Parliament/RTI Queries replied on time is between 96%-97% of the total queries received 2- if the number of Parliament/RTI Queries replied on time is between 91%-95% of the total queries received 1- if the number of Parliament/RTI Queries replied on time is less than 90% of the total queries received	(Number of Parliament/RTI Queries replied on time/ Total number of Parliament/RTI Queries replied) * 100
Customer	Timely safety audit	Measures the number of times safety audit is being done by the due date. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of times safety audit was conducted on time/ Target number of times safety audit was required to be conducted) * 100
Customer	Compliance of violations identified by DGMS	Measures the percentage of the pending rate of action to be taken against DGMS violations of safety norms for E&M activities. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of violations complied on time/ Total number of violations reported) * 100
Customer	Compliance of violations identified by ISO	Measures the percentage of the pending rate of action to be taken against ISO violations of safety norms for E&M activities. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of violations complied on time/ Total number of violations reported) * 100
Customer	Inventory in terms of month's Consumption - E&M related spares	Measures the number of months running for which inventory is being purchased and stocked. Note: Running inventory = Total inventory - Dead inventory. Following scale to be adhered to for rating: 5- if actual inventory (in months) is equal or less than the inventory norm 4- if actual inventory (in months) is upto 10% of the inventory norm 3- if actual inventory (in months) is between 11 to 20 % of the inventory norm 2- if actual inventory (in months) is between 21 to 30% of the inventory norm 1- if actual inventory (in months) is above 31% of the inventory norm	Inventory in value as on 31st March x 100 Total consumption in value during the year
Customer	Inventory in terms of month's Consumption - E&M related consumable	Measures the number of months running for which inventory is being purchased and stocked. Note: Running inventory = Total inventory - Dead inventory. Following scale to be adhered to for rating: 5- if actual inventory (in months) is equal or less than the inventory norm 4- if actual inventory (in months) is upto 10% of the inventory norm 3- if actual inventory (in months) is between 11 to 20 % of the inventory norm 2- if actual inventory (in months) is between 21 to 30% of the inventory norm 1- if actual inventory (in months) is above 31% of the inventory norm	(Inventory in value as on 31st March/ Total consumption in value during the year) * 100
Customer	CHP Availability %	Measures the effectiveness with which CHPs are being maintained for ensuring their optimum utilization. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%"	(Current year's availability/ Previous year's availability) * 100
Customer	SDL Availability %	Measures the effectiveness with which SDL equipments are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%"	(Current year's availability/ Previous year's availability) * 100
Customer	LHD Availability %	Measures the effectiveness with which LHD equipments are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%"	(Current year's availability/ Previous year's availability) * 100

Customer	UDM Availability %	Measures the effectiveness with which UDM equipments are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%*	(Current year's availability/ Previous year's availability) * 100
Customer	Long / Short Wall Availability %	Measures the effectiveness with which Long / Short Wall equipments are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100
Customer	Continous Miner Availability %	Measures the effectiveness with which Continous Miner is being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100
Customer	Man Riding System Availability %	Measures the effectiveness with which Man Riding System is being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100
Customer	High Wall Availability %	Measures the effectiveness with which High Wall equipments are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100
Customer	Pump Availability at main pump of UG mine %	Measures the effectiveness with which Pump are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if 100% of installed capacity is maintained during monsoon 4- if 96% to 99% of installed capacity is maintained during monsoon 3- if 91% to 95% of installed capacity is maintained during monsoon 2- if 86% to 90% of installed capacity is maintained during monsoon 1- if 85% or less of installed capacity is maintained during monsoon	(Installed capacity maintained/ Total Installed capacity available) * 100
Customer	Winding Engine Availability %	Measures the effectiveness with which Winding machine is being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100
Customer	Main trunk at Belt conveyors Availability at UG%	Measures the effectiveness with which Belt conveyors are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the actual available hours is 100% of the total hours 4- if the actual available hours is between 96% to 99% of the total hours 3- if the actual available hours is between 91% to 95% of the total hours 2- if the actual available hours is between 86% to 90% of the total hours 1- if the actual available hours is less than 85% or less of the total hours	(Actual available hours/ Total hours - scheduled maintenance hours) * 100
Customer	Skip Machine Availability %	Measures the effectiveness with which Skip machine is being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100

Customer	Haulage Availability % for tub mining	Measures the effectiveness with which haulage are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the actual available hours is 100% of the total hours 4- if the actual available hours is between 96% to 99% of the total hours 3- if the actual available hours is between 91% to 95% of the total hours 2- if the actual available hours is between 86% to 90% of the total hours 1- if the actual available hours is less than 85% or less of the total hours	(Actual available hours/ Total hours - scheduled maintenance hours) * 100
Customer	Ventilation Fan Availability %	Measures the effectiveness with which ventilation fans are being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100
Customer	Feeder Braker or Crusher Availability %	Measures the effectiveness with which Feeder Braker or Crusher is being maintained for ensuring their optimum utilization to produce coal. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100
Customer	Department vehicles / pay loader Availability %	Measures the effectiveness with which vehicle are being maintained for ensuring their optimum utilization. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%	(Current year's availability/ Previous year's availability) * 100
Customer	Availability of weighbridges	Measures the availability percentage of weighbridges in hours relative to the targeted number of hours for which the same should be available. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual number of hours for which weighbridges are available/ Targeted number of hours for which weighbridges are required to be available) * 100
Customer	Stockout situation	Measures the thoroughness with which material budget is being prepared. Following scale to be adhered to for rating: 5- if the no. of NA issued is upto 1% of total indents raised 4- if the no. of NA issued is between 1 to 5% of total indents raised 3- if the no. of NA issued is between 5 to 6% of total indents raised 2- if the no. of NA issued is between 7 to 12% of total indents raised 1- if the no. of NA issued is more than 12% of total indents raised	Number of items not included in the E&M material budget for which NA has been issued
Customer	Incidents of premature failure of mechanically repaired item	Measures the premature failure rate of those assemblies that failed later on (excluding cases of operational abuse and poor maintenance at project). Following scale to be adhered to for rating: 5- if the number of premature failures of assembly is zero 4- if the number of premature failures of assembly is equal to or less than 5% of the total assemblies produced 3- if the number of premature failures of assembly is greater than 5% and equal to or less than 7% of the total assemblies produced 2- if the number of premature failures of assembly is greater than 7% and equal to or less than 10% of the total assemblies produced 1- if the number of premature failures of assembly is greater than 10% of the total assemblies produced.	Number of premature failures of assembly
Customer	Incidents of premature failure of electrically repaired item	Measures the premature failure rate of those assemblies that failed later on (excluding cases of operational abuse and poor maintenance at project). Following scale to be adhered to for rating: 5- if the number of premature failures of assembly is zero 4- if the number of premature failures of assembly is equal to or less than 5% of the total assemblies produced 3- if the number of premature failures of assembly is greater than 5% and equal to or less than 7% of the total assemblies produced 2- if the number of premature failures of assembly is greater than 7% and equal to or less than 10% of the total assemblies produced 1- if the number of premature failures of assembly is greater than 10% of the total assemblies produced.	Number of premature failures of assembly
Customer	Performance of the electrically repaired item	Measures the efficiency with which the repaired item has performed captured by the number of hours attained by the mechanical equipment delivered relative to expected number of hours. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual life attained (in hours)/ Expected life to be attained (in hours)) * 100

Customer	Performance of the mechanically repaired item	Measures the efficiency with which the repaired item has performed captured by the number of hours attained by the mechanical equipment delivered relative to expected number of hours. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual life attained (in hours)/ Expected life to be attained (in hours)) * 100
Customer	Maturity of E&M tender - centralised item	Measures the number of tenders which were finalized within validity period relative to the total number of tenders placed. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of tenders finalized within the validity period/ Number of tenders floated during the year) * 100
Customer	Maturity of E&M tender - decentralised item	Measures the number of tenders which were finalized within validity period relative to the total number of tenders placed. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of tenders finalized within the validity period/ Number of tenders floated during the year) * 100
Customer	Maturity of tender - repair item	Measures the number of tenders which were finalized within validity period relative to the total number of tenders placed. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of tenders finalized within the validity period/ Number of tenders floated during the year) * 100
Customer	Equipment Availability %	Measures the effectiveness with which equipments are being maintained for ensuring their optimum utilization. Following scale to be adhered to for rating: 5- if the availability is more than the previous year 4- if the availability is equal to the previous year's 3- if the availability is less than previous year's by upto 5% 2- if the availability is less than previous year's by upto 10% 1- if the availability is less than previous year's by more than 10%"	(Current year's availability/ Previous year's availability) * 100
Customer	% of sized coal dispatched	Measures the percentage of sized (crushed) coal dispatched as per the Annual Action Plan (AAP). Note: the grade of dispatched coal should be as per the MoU target. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Quantity of sized (crushed) coal dispatched (in tonnes)/ Total quantity of coal dispatched (in tonnes)) * 100
Process	CHP capacity utilization	Measures the rate at which Coal Handling Plant is getting utilized for inflow and outflow (dispatch) of coal. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual quantity of coal handled (in tonnes)/ Installed capacity (in tonnes)) * 100
Process	Survey off of P&M items / equipments	Measures the degree to which life of an equipments is getting tracked for facilitating correct mine capacity by not delaying the survey off procedure. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Total number of equipments processed for survey off/ Total number of equipments due for survey off as per company policy) * 100
Process	No. of capital item related survey off reports processed with the specified time frame	Measures the timely processing of capital item related survey off reports Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of capital item related survey off reports processed within specified timeframe/ Total number of capital item related survey off reports processed) * 100
Process	Replacement of surveyed off equipments	Measures the number of equipments replaced against survey off. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of equipments replaced against the surveyed off equipments/ Targeted number of equipments to be replaced) * 100

Process	Indent processing	Measures the extent to which the indent that has been submitted to MM for initiating procurement is complete from all respect for initiating procurement . Following scale to be adhered to for rating: 5- if the actual number of indents where Technical Scrutiny & other parameters were furnished after approval of indent by Competent Authority on request of Material Management Department is 0% 4- if the actual number of indents where Technical Scrutiny & other parameters were furnished after approval of indent by Competent Authority on request of Material Management Department is between 1% to 2% of the total indents submitted 3- if the actual number of indents where Technical Scrutiny & other parameters were furnished after approval of indent by Competent Authority on request of Material Management Department is between 3% to 5% of the total indents submitted 2- if the actual number of indents where Technical Scrutiny & other parameters were furnished after approval of indent by Competent Authority on request of Material Management Department is between 6% to 8% of the total indents submitted 1- if the actual number of indents where Technical Scrutiny & other parameters were furnished after approval of indent by Competent Authority on request of Material Management Department is 8% or above of the total indents submitted	(Number of indents where Technical Scrutiny & other parameters were furnished after approval of indent by Competent Authority/ Total number of Indents submitted to MM Department) * 100
Process	Equipment utilization (on roll basis)	Measures the actual utilization of equipments by against the norm. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual utilization of UG equipments/ Utilization of UG equipments as per norm) * 100
Process	Technical Scrutiny of Bids	Measures the number of bids for which the technical scrutiny was accurately done relative to total number of bids received. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual number of technical scrutiny of bid documents/ Total number of bid documents received) * 100
Process	Timely renewal of AMC	Measures the percentage of AMCs that are renewed within 2 months of the expiry date. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of AMCs renewed within 2 months of the expiry date/ Total number of AMCs renewed) * 100
Process	Coal Production achievement %	Measures the actual quantity of coal produced for the organisation v/s target. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual Coal Production (in tonnes)/ Targeted Coal Production (in tonnes)) * 100
Process	Number of safety violations identified in tri-partite meetings related to E&M department	Measures the total number of safety violations identified in tri-partite meetings (DGMS, trade union and management). Following scale to be adhered to for rating: 5- if the number of safety violations identified in tri-partite meetings is zero 4- if the number of safety violations identified in tri-partite meetings is less than previous year 3- if the number of safety violations identified in tri-partite meetings is equal to previous year 2- if the number of safety violations identified in tri-partite meetings is more than previous year 1- if the number of safety violations identified in tri-partite meetings is double than previous year.	Number of safety violations identified in tri-partite meetings in the current year
Process	Number of safety violations identified in E&M department by DGMS authorities/ISO	Measures the total number of safety violations identified by the DGMS auditors/ISO. Following scale to be adhered to for rating: 5- if the number of safety violations identified by DGMS auditors is zero 4- if the number of safety violations identified by DGMS auditors is less than previous year 3- if the number of safety violations identified by DGMS auditors is equal to previous year 2- if the number of safety violations identified by DGMS auditors is more than previous year 1- if the number of safety violations identified by DGMS auditors is double than previous year	Number of safety violations identified by DGMS auditors/ISO in the current year
Process	Timely preparation & submission of material budget	Measures the number of times when material budget was prepared and submitted as per scheduled relative to total number of material budgets. Following scale to be adhered to for rating: 5- On or before time 4- if delayed by a week 3- if delayed by 2 weeks 2- if delayed by 3 weeks 1- If never submitted	Delay measured in days

Process	% Utilization of revenue budget	Measures the actual utilisation/expenditure against the provision. Following rating scale to be adhered to for rating : 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual budget consumed (in Rs.)/ Allocated budget (in Rs.)) * 100
Process	Audit Paragraph	A measure that highlights the degree to which documentation and process execution is in sync with the standard operating procedures of the company. Following scale to be adhered to for rating: 5- if the number of audit paragraphs that have been dropped is 100% 4- if the number of audit paragraphs that have been dropped is between 91 to 99% of the number raised 3- if the number of audit paragraphs that have been dropped is between 81 to 90% of the number raised 2- if the number of audit paragraphs that have been dropped is between 61 to 80% of the number raised 1- if the number of audit paragraphs that have been dropped is less than 60% of the number raised	(Actual number of audit paragraphs dropped/ Actual number of audit paragraphs raised) * 100
Process	Annual MIS reports submitted on time	Measures the delay in submission of annual report beyond stipulated date. Note: 30th June is the deadline for each year. Following scale to be adhered to for rating: 5- On or before time 4- if delayed by a week 3- if delayed by 2 weeks 2- if delayed by 3 weeks 1- If never submitted.	Delay measured in days
Process	Timely submission of report	Measures the number of times when report of power requirement and availability of power is submitted to subsidiaries, power supply agencies and MoC on time. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of times report was submitted on time/ Total number of reports to be submitted) * 100
Process	Timely preparation of technical specification related to NITs	Measures the number of times when technical specific information (NITs) were prepared on time relative to total number of times when they were prepared. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of times when technical specifications were prepared on time/ Total number of times when technical specifications were prepared) *100
Process	Number of violations identified by road transportation authorities	Measures the total number of safety violations identified by the road transportation authorities. Following scale to be adhered to for rating: 5- if the number of safety violations identified by road transportation authorities is zero 4- if the number of safety violations identified by road transportation authorities is less than previous year 3- if the number of safety violations identified by road transportation authorities is equal to previous year 2- if the number of safety violations identified by road transportation authorities is more than previous year 1- if the number of safety violations identified by road transportation authorities is double than previous year.	Number of safety violations identified by road transportation authorities in the current year
Process	Settlement of cases with electricity supply company	Measures the number of cases with the electricity supply company which have been settled relative to targeted number of cases required to be settled. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual number of cases settled with electricity supply company/ Total number of target cases required to be settled with electricity supply company) * 100
Process	Timely compilation & submission of monthly workshop activity report	Measures the number of workshop activity reports which have been compiled and submitted on time relative to total number of reports to be submitted. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of reports compiled and submitted on time/ Total number of reports to be compiled and submitted) * 100
Process	Overhauling of equipments at workshop	Measures the number of equipments which have been overhauled relative to total number of equipments which have to be overhauled. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of equipments overhauled/ Total number of equipments to be overhauled) * 100

Process	Machine Idle Hour due to non availability of power supply	Measures the actual time which for which machine is kept idle due to non availability of power supply Following scale to be adhered to for rating: 5- if the number of idle hours due to non availability of power is less than 1% of the total available working hours 4- if the number of idle hours due to non availability of power is more than 1% but less than 2% of the total available working hours 3- if the number of idle hours due to non availability of power is more than 2% but less than 3% of the total available working hours 2- if the number of idle hours due to non availability of power is more than 3% but less than 4% of the total available working hours 1- if the number of idle hours due to non availability of power is more than 4% of the total available working hours	(Actual idle hours per day due to non availability of power/ Available hours – (Breakdown hours + maintenance hours + travel time) * 100
Process	Providing coal tub	Measures the number of coal tubs which have been provided relative to the coal tubs to be provided. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of coal tubs provided/ Number of coal tubs to be provided) * 100
Process	Providing rollers	Measures the number of rollers which have been provided relative to the rollers to be provided. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of rollers provided/ Number of rollers to be provided) * 100
Process	Providing CI & Ferrous casting	Measures the number of CI & Ferrous casting which have been provided relative to the CI & Ferrous casting to be provided. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of CI & Ferrous casting provided/ Number of CI & Ferrous casting to be provided) * 100
Process	Providing bearing plates of roof bolts	Measures the number of bearing plates which have been provided relative to the bearing plates to be provided. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of bearing plates provided/ Number of bearing plates to be provided) * 100
Process	Repairing Pumps	Measures the number of pumps which have been repaired relative to the pumps to be repaired. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of pumps repaired/ Number of pumps to be repaired) * 100
Process	Repairing Engines	Measures the number of engines which have been repaired relative to the engines to be repaired. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of engines repaired/ Number of engines to be repaired) * 100
Process	Repairing drive heads of conveyor belts	Measures the number of drive heads of conveyor belts which have been repaired relative to the drive heads of conveyor belts to be repaired. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of drive heads of conveyor belts repaired/ Number of drive heads of conveyor belts to be repaired) * 100
Process	Repairing motors	Measures the number of motors which have been repaired relative to the motors to be repaired. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of motors repaired/ Number of motors to be repaired) * 100
Process	Repairing switches	Measures the number of switches which have been repaired relative to the switches to be repaired. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of switches repaired/ Number of switches to be repaired) * 100

Process	Repairing compressors	Measures the number of compressors which have been repaired relative to the compressors to be repaired. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of compressors repaired/ Number of compressors to be repaired) * 100
Process	Repairing transformers	Measures the number of transformers which have been repaired relative to the transformers to be repaired. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of transformers repaired/ Number of transformers to be repaired) * 100
Process	Repairing roof bolting machines	Measures the number of roof bolting machines which have been repaired relative to the roof bolting machines to be repaired . Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of roof bolting machines repaired/ Number of roof bolting machines to be repaired) * 100
Process	Repairing haulages	Measures the number of haulages which have been repaired relative to the haulages to be repaired . Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of haulages repaired/ Number of haulages to be repaired) * 100
Process	Repairing light motor vehicles (LMV)	Measures the number of light motor vehicles (LMV) which have been repaired relative to the light motor vehicles (LMV) to be repaired . Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of LMVs repaired/ Number of LMVs to be repaired) * 100
Process	Repairing SDL	Measures the number of SDL which have been repaired relative to the SDL to be repaired . Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of SDL repaired/ Number of SDL to be repaired) * 100
Process	Repairing sub-assemblies and other miscellaneous jobs	Measures the number of sub-assemblies or other miscellaneous jobs which have been repaired relative to the jobs to be repaired . Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of jobs repaired/ Number of jobs to be repaired) * 100
Process	Overline extension & installation	Measures the degree to which overline extension & installation was done relative to the target. Following rating scale to be adhered for rating : 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual Overline extension & installation/ Targeted Overline extension & installation required to be done) * 100
Process	Providing Wstrap for roof support	Measures the number of Wstrap which have been provided relative to the Wstrap to be provided. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of Wstrap provided/ Number of Wstrap to be provided) * 100
Process	Providing Roof bolts for roof support	Measures the number of Roof bolts which have been provided relative to the Roof bolts to be provided. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of Roof bolts provided/ Number of Roof bolts to be provided) * 100

Process	Timely compilation and submission of annual workshop requirement	Measures the delay happening for timely compilation and submission of annual requirement. Following scale to be adhered to for rating: 5- On or before time 4- if delayed by a week 3- if delayed by 2 weeks 2- if delayed by 3 weeks 1- If never submitted	Delay measured in days
Process	Float Management	Measures the effectiveness with which float was managed during the year. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of times demand was met from available float instantly/ Total number of sub assemblies delivered during the year) * 100
Process	New initiative	Measures the percentage of work completion on new initiatives planned in a year 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	Percentage equivalent of work completed
Process	Initiatives for system improvement like crusher, In-motion WB etc.	Measures the percentage of system improvement work completed against the planned activities in a year 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	Percentage equivalent of work completed
Process	Capacity addition	Measures enhancement of capacity during the year 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual capacity addition/ Targeted capacity addition) * 100
Process	Installation of equipments	Measures the timely installation of equipments against the targeted time. 5- On or before time 4- if delayed by a week 3- if delayed by 2 weeks 2- if delayed by 3 weeks 1- if delayed more than 3 weeks	As per scale
Process	Monitoring approval of contract demand from electricity board	Measures the timeliness and follow up carried out to obtain the approval from the electricity board for the contract demand of energy relative to the targeted approval. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual contract demand's approval received/ Total contract demand approvals to be received from electricity board) * 100
Process	Implementation & monitoring of new construction / electrification	Measures the percentage completion of the target of new constructions or electrifications during the year. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual number of constructions or electrifications' milestones completed/ Targeted number of constructions or electrifications to be completed) * 100
Process	Growth in workshop activity	Measures the percentage growth in the workshop activity by comparing the current year's repair jobs with the previous year's. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	a. (Number of repair jobs carried out in current year - Number of repair jobs carried out in previous year/ Number of repair jobs carried out in previous year) * 100 b. Actual growth % of workshop activity/ Targeted growth % of workshop activity) * 100
Process	Repair scope development	Measures the improvement in the workshop by comparing the number of new repair jobs added relative to the targeted jobs to be added. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of new repair jobs added in the workshop/ Targeted number of new repair jobs to be added in the year) * 100
Process	Monitoring of CHP loading capacity per day (perspective plan)	Measures the effectiveness in monitoring of CHP loading capacity as per the perspective plan. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual CHP loading capacity (in TPD) per hour as per perspective plan/ Required CHP loading capacity (in TPD) per hour as per perspective plan) * 100

Process	Monitoring of CHP loading capacity per day (annual plan)	Measures the effectiveness in monitoring of CHP loading capacity as per the annual plan. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual CHP loading capacity (in TPD) per hour as per annual plan/ Required CHP loading capacity (in TPD) per hour as per annual plan) * 100
Process	Monitoring of silo loading capacity (perspective plan)	Measures the effectiveness in monitoring of silo loading capacity as per the perspective plan. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual silo loading capacity (in TPD) per hour as per perspective plan/ Required silo loading capacity (in TPD) per hour as per perspective plan) * 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	Monitoring of silo loading capacity (annual plan)	Measures the effectiveness in monitoring of silo loading capacity as per annual plan. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Actual silo loading capacity (in TPD) per hour as per annual plan/ Required silo loading capacity (in TPD) per hour as per annual plan) * 100
Learning & Growth	Updation of employee skill	Measures the percentage of achieved training Mandays out of the total planned training Mandays. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of employees released for trainings by the HOD/ Total number of employees nominated for trainings by HRD) * 100
Learning & Growth	Year on year reduction in E&M inventory of non moving items (excluding non obsolete items & non insurance items)	Measures the percentage reduction in inventory of non moving items (excluding non obsolete items & non insurance items) in current year as compared to previous year. Following scale to be adhered to for rating: 5- if the reduction in inventory is 10% or more 4- if the reduction in inventory is 7 to 9% or more 3- if the reduction in inventory is 4 to 6% or more 2- if the reduction in inventory is 1 to 3% or more 1- if the reduction in inventory is 0%	(Value of non moving items (excluding non obsolete items & non insurance items) in the start of current year — Value of non moving items (excluding non obsolete items & non insurance items) at the end of year / Closing value of non moving items (excluding non obsolete items & non insurance items) in previous year) * 100
Learning & Growth	Year on year reduction in overall E&M inventory	Measures the percentage reduction in overall inventory value in current year as compared to previous year. Following scale to be adhered to for rating: 5- if the reduction in inventory is 10% or more 4- if the reduction in inventory is 7 to 9% or more 3- if the reduction in inventory is 4 to 6% or more 2- if the reduction in inventory is 1 to 3% or more 1- if the reduction in inventory is 0%	(Value of overall inventory (excluding obsolete inventory) in start of the current year — Value of overall inventory (excluding obsolete inventory) in end of the current year / Value of overall inventory (excluding obsolete inventory) at the end of the previous year) * 100
Learning & Growth	Reduction in fatality incidence related to E&M Plant & Machinery	Measures the degree to which adequate provisions were undertaken to control the occurrence of fatalities. Following scale to be adhered to for rating: 5- if the number of fatal incidents in current year is zero 1- if the number of fatal incidents in current year is 1 or more	Total number of fatalities per million cubic metre of material (Coal and OB) excavated in current year
Learning & Growth	Reduction in serious injury incidence related to E&M Plant & Machinery	Measures the degree to which adequate provisions were undertaken to control the occurrence of serious injuries. Following scale to be adhered to for rating: 5- if the number of serious injury incidents in current year is zero 4- if the number of serious injury incidents in current year is less than previous year 3- if the number of serious injury incidents in current year is equal to previous year 2- if the number of serious injury incidents in current year is more than previous year 1- if the number of serious injury incidents in current year is double than previous year	Total number of serious injuries per million cubic metre of material (Coal and OB) excavated in current year

Learning & Growth	Reduction in reportable injuries related to E&M Plant & Machinery	Measures the degree to which adequate provisions were undertaken to control the occurrence of reportable injuries. Following scale to be adhered to for rating: 5- if the number of reportable injuries in current year is zero 4- if the number of reportable injuries in current year is less than previous year 3- if the number of reportable injuries in current year is equal to previous year 2- if the number of reportable injuries in current year is more than previous year 1- if the number of reportable injuries in current year is double than previous year	Total number of reportable injuries serious injuries per million cubic metre of material (Coal and OB) excavated in current year
Learning & Growth	Number of safety recommendations implemented in E&M dept - ISO/DGMS	Measures the total number of safety recommendations given by ISO/DGMS implemented in the E&M dept. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of safety recommendations implemented in E&M dept / Total number of recommendations given by ISO/DGMS) * 100
Learning & Growth	Employee Satisfaction index	Measures the employees' engagement in their work activities and responsibilities in terms of enthusiasm and commitment. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(No. of employees giving a rating of 4 or 5 on a 5 point scale instrument/ Total survey population) * 100
Learning & Growth	Timely renewal of ISO certification	Measures the number of workshop's certification which have been renewed on time relative to total number of certifications to be renewed. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of workshop's certification renewed on time/ Total number of workshop's certification to be renewed) * 100
Learning & Growth	New ISO certifications obtained	Measures the number of new ISO certifications obtained in the current year relative to previous year. Following scale to be adhered to for rating: 5- if all ISO certifications have been received as per the target 3- if 50% or more ISO certifications have been received as per the target 1- if no ISO certification have been received as per the target	Number of new certifications added in the current year
Learning & Growth	Year on Year reduction in average cycle time of tendering - E&M related centralized items	Measures the relative efficiency with which the tendering process is managed vis a vis the previous year. 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%	a. (Average number of days taken between ""Date of receipt of Approved Indent"" to ""Date of signing of contract of purchase"" in the previous year - Average number of days taken between ""Date of receipt of Approved Indent"" to ""Date of signing of contract of purchase"" in the current year/ Average number of days taken between ""Date of receipt of Approved Indent"" to ""Date of signing of contract of purchase"" in the previous year) * 100 b.(Actual reduction % of average cycle time of tendering/ Targeted reduction % of average cycle time of tendering) * 100
Learning & Growth	Year on Year reduction in average cycle time of tendering - E&M related decentralized items	Measures the relative efficiency with which the tendering process is managed vis a vis the previous year. 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%	a. (Average number of days taken between ""Date of receipt of Approved Indent"" to ""Date of signing of contract of purchase"" in the previous year - Average number of days taken between ""Date of receipt of Approved Indent"" to ""Date of signing of contract of purchase"" in the current year/ Average number of days taken between ""Date of receipt of Approved Indent"" to ""Date of signing of contract of purchase"" in the previous year) * 100 b.(Actual reduction % of average cycle time of tendering/ Targeted reduction % of average cycle time of tendering) * 100
Learning & Growth	Implementation of energy conservation measures	Measures the number of energy conservation measures which have been implemented relative to the planned number of measures to be implemented. Following scale to be adhered to for rating: 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of energy conservation measures implemented/ Planned number of energy conservation measures to be implemented) * 100
Learning & Growth	Coordination meeting	Measures the no. of coordination meetings held during a year against the planned no. of meetings 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(no. of meetings held/ no. of meetings planned) * 100

Learning & Growth	Automation of processes	Measures the no. of processes automated against the planned no. of processes during the year 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(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 of S&M department on new concepts of E&M against the no. of programmes planned. 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(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 of E&M against the no. of employees planned to be covered. 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(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- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(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 100% - 5 91% to 99% - 4 81% 90% - 3 71% to 80% - 2 Less than 80% - 1	(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- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(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- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(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- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(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 & 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	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
Learning & Growth	Acredition	Measures the percentage of work completed for certification/ acredition against the activities planned for the phase. 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(Number of initiatives implemented/ Total no. of initiatives planned) * 100
Learning & Growth	employee grievance related to township	Measures the percentage of grievances resolved during the year 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(No. of grievance resolved/ total no. of grievances) * 100
Learning & Growth	Engineering skill upgradation of E&M employees	Measures the no. of employees covered under the engineering skill upgradation training against the no. of employees planned to be covered. 5- 100% achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	(no. of employees covered/ total no. of employees planned to be covered) * 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