

Quadrant	Key Performance Indicator	KPI Definition	Formula
Financial	Environmental notices received due to non compliance to statutory norms	Measures the actual number of notices received for non compliance to statutory laws and regulations in environmental matters Following scale to be adhered for rating: 5- If "0" notice received for non compliance 4- If "1" notice received for non compliance 3- If "2" notices received for non compliance 2- If "3" notices received for non compliance 1- If more than "5" notices received for non compliance (Note : This is applicable only for those mines for which Environment Clearance have already been obtained)	As per rating scale
Financial	% Utilization of capital budget	Measures the actual utilisation against the provision made headwise. Following rating scale to be adhered for rating : 5- 100% and above achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	Actual amount of budget utilised /Total amount allotted in the budget* 100
Financial	% Utilization of revenue budget	Measures the variance between actual and budgeted / forecasted activity. Following scale to be adhered to for rating: 5- 100% and above achievement 4- Between 86%-99% achievement 3- Between 76%-85% achievement 2- Between 61%-75% achievement 1- Below 60% achievement	Actual amount of budget utilised /Total amount allotted in the budget* 100
Customer	Public Hearing Success rate	Measures the ratio between number of TOR applied for public hearing in the current financial year against the number of TOR received for public hearing in previous financial year Following rating scale to be adhered for rating : 5- If percentage is 100 % 4- If percentage is between 80%-99% 3- If percentage is between 60%-79% 2- If percentage is between 40%-59% 1- If percentage is less than 40%	Number of TOR applied for public hearing in current Financial Year/ Number of TOR received for public hearing in previous Financial Year* 100
Customer	Environment violation Index	Measures the average number of cases of environmental violations imposed by inspection agencies in the current year as a proportion to the number of mines. Following scale to be adhered for rating: 5- If percentage is less than 5% 4- If percentage is between 5%-10% 3- If percentage is between 10%-15% 2- If percentage is between 15%-20% 1- If percentage is more than 20%	Number of cases of environmental violations imposed by inspection agencies/Number of mines*100

Customer	Reply of Queries of Audit/Standing Committee/ Parliament question/ RTI	Measures the timely reply of queries of audit/standing committee/ Parliament question/ RTI 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%	Total Queries Replied/ Total Queries Received* 100
Process	Baseline data generated for new projects	Measures the proportion of mines for which baseline data as per approved TOR (Terms of Reference) has been generated vis a vis the plan Following rating scale to be adhered : 5 - 100% achievement 4 - 80-99% achievement 3 - 60-79% achievement 2 - 40-59% achievement 1 - less than 40% achievement	Actual number of mines for which baseline data has been generated/ Targeted number of mines for which baseline data needs to be generated* 100
Process	% Land restoration (plantation)	Measures proportion of land surface that was rehabilitated to its natural form by planting saplings in the backfilled & OB areas Following rating scale to be adhered : 5 - 100% achievement 4 - 80-99% achievement 3 - 60-79% achievement 2 - 40-59% achievement 1 - less than 40% achievement"	Actual area planted/ Targetted area saplings to be planted*100
Process	Environment Clearance rate -(New and Existing mines)	Measures the proportion of application made in Form 1 for TOR submitted against the target number of applications required to be made. 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%	Application made in Form 1 for TOR/ Target number of applications required to be made* 100
Process	Timely submission of Form 1 application	Measures the actual number of cases where TOR is submitted to MOEF post receipt of Draft PR and final mine plan within 30 days Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of cases where TOR is submitted to MOEF post receipt of Draft PR and final mine plan within 30 days/ Total number of TOR submitted* 100
Process	Public Hearing Document Submission	Measures the number of cases of submission of public hearing document within 60 days post receipt of draft EMP. Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60% "	Number of cases of submission within 60 days post receipt of draft EMP/ Total number of cases of submission of public hearing document* 100

Process	Periodic site inspection Report	Measures the timely submission of periodic inspection report from Area level to Subsidiary HQ. Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is 75 % 3- If percentage is 50 % 2- If percentage is 25% 1- If percentage is 0 % "	Actual no of reports submitted/ 12* 100
Process	EMP implementation adherence rate	Measures the number of compliance conditions that has been successfully attained with respect to implementation of the EMP & EC conditions 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% "	Implementaion of actual number of compliance of conditions to be fulfilled/ Targeted number of compliance of conditions to be fulfilled* 100
Process	Conditions of Air consent to operate issued by SPCB (State Pollution Control Board)	Measures the number of compliance conditions that has been successfully attained with respect to conditions issued by SPCB 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% "	Implementation of actual number of compliance of conditions imposed as per SPCB consent letter/ Targeted number of compliance of conditions to be fulfilled as per Annual Action Plan* 100
Process	Conditions of Water consent to operate issued by SPCB (State Pollution Control Board)	Measures the number of compliance conditions that has been successfully attained with respect to conditions issued by SPCB 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% "	Implementation of actual number of compliance of conditions imposed as per SPCB consent letter/ Targeted number of compliance of conditions to be fulfilled as per Annual Action Plan
Process	Forest Land application cycle time	Measures the degree to which procedural requirements pertaining to forest land clearance are fulfilled within 6 months (This is exclusive of statutory certificate) Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Actual number of days taken to <u>create forest land application</u> / Target number of days required to timely create forest land application* 100
Process	Reduction in Dust Control	Measures the number of cases of PM beyond permissible limits Following rating scale to be adhered for rating : 5- If percentage is 0 % 4- If percentage is between 1% -10% 3- If percentage is between 11%-20% 2- If percentage is between 21%-30% 1- If percentage is more than 30% "	Number of cases of PM beyond permissible limits/Total number of sample * 100

Process	Timely Preparation of Annual Action Plan	Measures the timely preparation of Annual Action Plan (Benchmark- within 31st Dec) Following scale to be adhered for rating: 5- If the Annual Action Plan is submitted within schedule date 4- If the Annual Action Plan is submitted within 10 days of lapse of schedule date 3- If the Annual Action Plan is submitted within 15 days of lapse of schedule date 2- If the Annual Action Plan is submitted within 30 days of lapse of schedule date 1- If the Annual Action Plan is submitted after 30 days of lapse of schedule date	As per rating scale
Process	Implementation of recommendations of Audit Committee	Measures the degree to which documentation and process execution is sync with the standard operating procedures of the company. Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%”	Actual number of initiatives implemented/ Total number of planned initiatives*100
Process	Movement of proposal (Forest Land)	Measures the movement of proposal from State Govt to Central Govt Following rating scale to be adhered for rating : Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3-If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of proposal actually moved/Number of proposal planned for movement*100
Process	Forest Appraisal Committee	Measures the percentage of proposal cleared from Forest Appraisal Committee against the number of proposal conceded Following rating scale to be adhered for rating : 5- If percentage is more than 80% 4- If percentage is between 80 %-70% 3-If percentage is between 70%-60% 2- If percentage is between 60%-50% 1- If percentage is less than 50%	Number of proposal cleared in FAC/Number of proposal conceded in FAC*100
Process	EMP / PH document/ Adendum EMP/ Final EMP	Measures the no. of draft documents prepared against the targeted no. of documents. 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 draft documents prepared/ targeted no. of documents) * 100
Process	Public hearing	Measures the no. of public hearing completed against the targeted no. of public hearings 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 public hearing completed/ targeted no. of public hearings) * 100

Process	Grant of consent to establishment/ consent to operate	Measures the no. of applications submitted for granting consent to establishment/ operate against the targeted no. of applications. 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 applications submitted for granting consent to establishment/ operate/ targeted no. of application) *100
Process	Compliance of environment clearance conditions	Measures the no. of environment clearance conditions complied against the total no. of conditions. 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 environment clearance conditions complied/ total no. of conditions) * 100
Process	Hazardous/ Biomedical Waste Management Rule	Measures the no. of applications submitted for getting authorization under the Hazardous/ Biomedical Waste Management Rule from SPCB against the targeted no. of applications. 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 applications submitted for getting authorization under the Hazardous/ Biomedical Waste Management Rule from SPCB/ targeted no. of applications) *100
Process	Compliance of conditions of consent to establishment/ operate	Measures the no. of conditions complied against the total no. of conditions. 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 conditions complied/ total no. of conditions) *100
Process	Environment parameters monitoring	Measures the no. of projects for which environment parameter were monitored against the targeted no. of 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 projects for which environment parameter were monitored/ targeted no. of projects) * 100
Process	Environment audit	Measures the no. of mines covered under the environment audit against the planned no. of mines 5- If percentage is 100% 4- If percentage is between 90 %-99% 3-If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of mines covered under the environment audit/ planned no. of mines) * 100
Process	Plantation / eco-restoration	Measures the no. of works awarded against the planned no. of works 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 works awarded/ planned no. of works) * 100
Process	Plantation / eco-restoration	Measures the no. of plants planted against the targeted no. of plants 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 plants planted/ targeted no. of plants) * 100

Process	Plantation / eco-restoration	Measures the area covered (in hecter) by plantation other than backfilled & OB areas against the targeted area. 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%	(area covered (in hecter) by plantation other than backfilled & OB areas/ targeted area) *100
Process	ISO/ IMS	Measures the no. of activities/ projects undertaken against the targeted no. of activities/ 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 activities/ projects undertaken/ targeted no. of activities/ projects) * 100
Process	Mine closer plan preparation	Measures the no. of Mine closer plans prepared against the targeted no. of plans. 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 Mine closer plans prepared/ targeted no. of plans) * 100
Process	Implementation / monitoring control measures	Measures the no. of schemes implemented against the planned no. of schemes. 5- If percentage is 100% 4- If percentage is between 90 %-99% 3-If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of schemes implemented/planned no. of schemes) * 100
Process	Environmental studies	Measures the no. of studies completed against the no. of works awarded 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 studies completed/ no. of works awarded) *100
Process	Design of ETP (Effluent treatment Plan)/ STP (Sewage Treatment Plan)/ embankment/ nala diversion/ Study of soil erosion/ top soil management etc.	Measures the no. of reports created against the planned no. of 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 reports created/ planned no. of reports) * 100
Process	Analysis Slope stability of Dumps/ face/ high walls etc.	Measures the no. of reports created against the planned no. of 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 reports created/ planned no. of reports) *100
Process	R&D and S&T studies	Measures the no. of projects/ studies completed against the planned no. of studies/ 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 projects/ studies completed/ planned no. of studies/ projects) *100
Process	Tendering	Measures the no. of works awarded against the planned no. of works 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 works awarded/ planned no. of works) *100

Process	Applications for Forest clearance including GDPS survey/ FRA certificate	Measures the no. of applications submitted against the targeted no. of applications. 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 applications submitted/ targeted no. of applications) *100
Process	Compliance of NGT conditions	Measures the no. of conditions complied against the total no. of conditions. 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 conditions complied/ total no. of conditions.) * 100
Process	Implementation of Environment Promotional activities	Measures the no. of schemes/ activities implemented against the planned no. of schemes/ activities. 5- If percentage is 100% 4- If percentage is between 90 %-99% 3-If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of schemes/ activities implemented/ planned no. of schemes/ activities) * 100
Process	Action plan for protecting water bodies	Measures the no. of activities completed against the targeted no. of activities. 5- If percentage is 100% 4- If percentage is between 90 %-99% 3-If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of activities completed/ targeted no. of activities) *100
Process	Preparation of flora/ fauna/ wild life conservation plan/ habitat restoration plan	Measures the no. of plans prepared against the targeted no. of plans. 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 plans prepared/ targeted no. of plans) *100
Process	Implementation of master plan for fire and subsidence	Measures the no. of plans implemented against the targeted no. of plans. 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 plans implemented/ targeted no. of plans) *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	Rain Water Harvesting	Measures the number of rain harvesting initiatives taken against the plan. 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 actual implementation of initiatives for Rain water harvesting scheme/ Target number of initiatives for Rain water harvesting scheme for the current year*100
Learning & Growth	Environment Audit	Measures the percentage of environment audit completed on time 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 no of environment audit report submitted/ Targetted number of environment audit report required to be submitted* 100
Learning & Growth	Participation in seminars	Measures the percentage of events and conferences actually participated against the target 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 actual participation in events and conferences/ Target no of participation in events and conferences* 100
Learning & Growth	Field Vists	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



Learning & Growth	Environment Day Celebration	Measures the percentage increase in number of awareness program compared to previous year Following rating scale to be adhered for rating : 5- If percentage is more than 15% 4- If percentage is between 11 %-15% 3- If percentage is between 6%-10% 2- If percentage is between 1%-5% 1- If percentage increase is 0	Number of awareness program conducted in current year- Number of awareness program conducted in previous year/ Number of awareness program conducted in previous year*100
Learning & Growth	ISO Certification	Measures the timely accreditation from external agency 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 projects accredited/ No of projects planned for accreditation* 100
Learning & Growth	Timely updation of environment policies and circulation to all subsidiaries	Measures the annual updation and standardisation of environment policies 5- If Process Manual is updated within 31st May of the next year for previous year 4- If Process Manual is updated within 30th June of the next year for previous year 3- If Process Manual is updated within 31st July of the next year for previous year 2- If Process Manual is updated within 31st August of the next year for previous year 1- If Process Manual is updated post 31st August of the next year for previous year	As per rating scale
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	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> )	Measures the no. of Learning chat sessions conducted against no. of training attended  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 L-Chat sessions conducted/ no. of training programmes attended) * 100
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	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- 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