

Quadrant	Key Performance Indicator	KPI Definition	Formula
Customer	Grievance Redressal for land outsees	<p>Measures the number of grievances acted upon against the number of grievances recorded as per norms</p> <p>Following rating scale to be adhered for rating</p> <p>5- If percentage is 100%</p> <p>4- If percentage is between 90 %-99%</p> <p>3- If percentage is between 80%-89%</p> <p>2- If percentage is between 60%-79%</p> <p>1- If percentage is less than 60%</p>	<p>No of grievances against which due action has been taken/No of grievances recorded*100</p>
Customer	Meetings with land outsees	<p>Measures the number of meetings held with land outsees (To attach date of the meetings and Submission Report as supporting evidence.The frequency at subsidairy HQ level can be quarterly and at Area level to be on monthly basis)</p> <p>Following rating scale to be adhered for rating :</p> <p>5- If percentage is 100%</p> <p>4- If percentage is between 75%-99%</p> <p>3-If percentage is 50%-74%</p> <p>2- If percentage is 49%- 25%</p> <p>1- If percentage is less than 25%</p>	<p>No of meetings actually held/No of meetings required to be held *100</p>
Customer	Meetings with State level authority for land acquistion	<p>Measures the number of meetings held with State level authority for land acquistion (To attach date of the meetings and Submission Report as supporting evidence.The frequency at subsidairy HQ level can be quarterly and at Area level to be on monthly basis)</p> <p>Following rating scale to be adhered for rating :</p> <p>5- If percentage is 100%</p> <p>4- If percentage is between 75%-99%</p> <p>3-If percentage is 50%-74%</p> <p>2- If percentage is 49%- 25%</p> <p>1- If percentage is less than 25%</p>	<p>No of meetings actually held/No of meetings required to be held *100</p>

Customer	Monthly meetings with land oustees	Measures the number of meetings held with land oustees (To attach date of the meetings and Submission Report as supporting evidence. The frequency at subsidiary HQ level can be quarterly and at Area level to be on monthly basis) Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 75%-99% 3- If percentage is 50%-74% 2- If percentage is 49%- 25% 1- If percentage is less than 25%	No of meetings actually held /No of meetings required to be held*100
Customer	Monthly meetings with State level authority for land acquisition	Measures the number of meetings held with State level authority for land acquisition (To attach date of the meetings and Submission Report as supporting evidence. The frequency at subsidiary HQ level can be quarterly and at Area level to be on monthly basis) Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 75%-99% 3- If percentage is 50%-74% 2- If percentage is 49%- 25% 1- If percentage is less than 25%	No of meetings actually held/ No of meetings required to be held* 100
Customer	Reply of Queries under RTI Act/ VIP References/Legal Matters / Parliament	Measures the timely reply of queries under RTI Act Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 98%-99% 3- If percentage is between 96%-97% 2- If percentage is between 91%-95% 1- If percentage is less than 90%	No of queries replied on time/ No of queries received *100
Financial	Collection of rent from rented property	Measures the amount of rent collected from rented property in current year against the total amount of rent to be collected 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 Rent collected / Rent to be collected *100

Financial	Disbursement of compensation for other assets	Measures the actual disbursement of sanctioned compensation for other assets against targetted amount as per the provisions of the Act 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 Disbursed Amount/Amout Sanctioned*100
Financial	Disbursement of Land Compensation	Measures the actual disbursement of compensation for land against targetted amount as per the provisions of the Act 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 Disbursed Amount/Amout targeted for disbursement*100
Financial	Payment of compensation for Forest land	Measures whether timely payment has been made to Forest Department for forest land acquisition subject to issue of demand note and approval from competent authority 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 compensation paid in the current year/Total compensation required to be paid in the current year*100
Financial	Timely Payment of Government dues	Measures whether timely payment has been made for statutory dues to Government for cases of undisputed demands 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%	Total amount actually paid for Statutory dues/Total amount to be paid for Statutory dues*100

Learning & Growth	Utilisation of Capital Budget for land acquisition	Measures the capital budget utilised for land acquisition against the total budget allocated for the year subject to issue of demand note and approval from competent authority Following rating scale to be adhered : 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 amount utilised for land acquisition from Capital Budget/Capital Budget allocated for the year for land acquisition*100
Learning & Growth	Computerisation of maps (including maps with assistance from CMPDI)	Measures the number of maps actually uploaded into system against the total maps required to be uploaded 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%	Maps uploaded into system/Target Maps to be uploaded into system*100
Learning & Growth	Coordination Meeting	Measures the number of coordination meeting actually held against the required meeting Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 75%-99% 3-If percentage is 50%-74% 2- If percentage is 49%- 25% 1- If percentage is less than 25%	Actual number of meeting/Number of meetings required to be held*100
Learning & Growth	Employee Satisfaction Index	Measures the employee engagement in their work activities and responsibilities in terms of enthusiasm and commitments Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of employees giving a rating of 4 or 5 on a 5 point scale instrument/Total survey population*100
Learning & Growth	Mandays of training undergone by each individual	Measures the number of mandays spent on training by each individual relative to the nominated mandays to be spent on training Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Actual mandays spent on training/Total mandays nominated for training*100

Learning & Growth	New Initiatives	Measures the number of new initiatives taken against the target Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 75%-99% 3-If percentage is 50%-74% 2- If percentage is 49%- 25% 1- If percentage is less than 25%	No of new initiatives actually taken/No of new initiatives planned for the year*100
Learning & Growth	Updation of employee skill	Measures the percentage of employees sent for training against the number of request for nomination received for training. Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of employees released for trainings by the HOD / Total number of employees nominated for trainings by HRD * 100
Learning & Growth	No. of trainings conducted on new concepts	Measures the no. of training conducted for employees of the department on new concepts against the no. of programmes planned. 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of trainings conducted/ total no. of programmes planned) * 100
Learning & Growth	No. of employees trained on new concepts	Measures the no. of employees covered under training conducted on new concepts against the no. of employees planned to be covered. 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of employees covered/ total no. of employees planned to be covered) * 100
Learning & Growth	Mentoring	Measures the no. of executives (mentees) covered under mentoring process against the target. 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of mentees covered/ total no. of target mentees) * 100

Learning & Growth	Mentoring	Measures the no. of executives (mentees) guided under mentoring scheme in a year. For guiding 5 mentees– 5 For guiding 4 mentees– 4 For guiding 3 mentees– 3 For guiding 2 mentees– 2 For guiding 1 mentees– 1	Total no. of mentees guided successfully in a year
Learning & Growth	Training hours	Measures the no. of under-reports (sub-ordinates) completed the planned hours of training in a year against the total no. of under-reports 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of under-reports completed the planned training hours/ total no. of under-reports) * 100
Learning & Growth	Internal Trainer Certification (ITC) <i>(The department should encourage developing a pool of internal trainers for the discipline for training programmes at MDIs, IICM etc.)</i>	Measures the no. of under-reports who have obtained ITC in a year against the total no. of under-reports 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(no. of under-reports obtained ITC/ total no. of under-reports) * 100
Learning & Growth	Quality Circle (QC) <i>(Department is expected to form Quality Circles for process/ cost improvement and undertake QC projects on relevant themes. A QC project should be completed within 6 months)</i>	Measures the no. of quality circle projects completed in a year against the planned no. of QC projects 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(No. of QC projects completed/ total no. QC projects planned) * 100

Learning & Growth	Quality Circle (QC)	Measures the no. of quality circle projects implemented in a year against the no. of QC projects completed. 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	(No. of QC projects implemented/ total no. QC projects completed) * 100
Learning & Growth	Developing best practices(<i>Department is expected to undertake continuous process improvement projects for improving efficiency, saving cost, reducing wastage & 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

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
Process	"Measurement of Structures (Houses, Trees, Wells etc) for preparation of compensation bill"	Measures the percentage of structure measured against required number of structure to be measured for preparation of compensation bill 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	No of compensation bill prepared x 100 No of compensation bill required to be prepared
Process	Audit Paragraph rate	A measure that highlights the degree to which documentation and process execution is in sync with the standard operating procedures of the company. Following rating scale to be adhered for rating : 5- If percentage is 100% 4- If percentage is between 90 %-99% 3-If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Actual number of audit paragraphs dropped / Actual number of audit paragraphs raised * 100
Process	Collection of land records from State Govt.	Measures the total number of certified copies of land records and revenue maps collected in the year 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	Records collected/Total records applied*100
Process	Compensation in lieu of employment	Measures the percentage of cases where proposal is processed against the number of eligible application received 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	No of proposal processed/No of eligible proposal received*100

Process	Compensation in lieu of house plots/other structures	Measures the percentage of cases where proposal is processed against the number of eligible application received 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	No of proposal sanctioned x 100 No of eligible proposal received
Process	Compensation in lieu of house plots/R & R	Measures the percentage of cases where proposal is processed against the number of eligible application received 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	No of proposal processed/No of eligible proposal received*100
Process	Crop compensation proposals	Measures the percentage of cases where proposal is processed against the number of eligible application received 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	No of proposal processed/No of eligible proposal received*100
Process	Demarkation of possessed land	Measures the percentage of land demarked against the actual land possessed 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 land Demarked /Actual Land possessed*100
Process	Employment against land	Measures the percentage of eligible application processed against the number of cases of eligible application received 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	Total number of employment proposal processed/Total number of eligible employment application received*100

Process	Maintenance of proper Data Records- a. Prenationalisation period b. Post nationalisation period c. Forest Land	Measures the timely updation of land records of internal department Following rating scale to be adhered : 5-Number of instances of non availability of data record is less than 5 4-Number of instances of non availability of data record is less than 10 3-Number of instances of non availability of data record is less than 15 2-Number of instances of non availability of data record is less than 20 1-Number of instances of non availability of data record is more than 20	As per rating scale
Process	Measurement of Structures (Houses, Trees, Wells etc) for preparation of compensation bill	Measures the percentage of structure measured against required number of structure to be measured for preparation of compensation bill 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	No of compensation bill prepared/ No of compensation bill required to be prepared*100
Process	Monitoring of Resettlement of PAP's	Measures the percentage of PAP actually shifted against PAP identified subject to construction of R & R site Following rating scale to be adhered : 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%	PAP actually shifted/PAP required to be shifted*100
Process	Notification - Section 4 of CB Act	Measures the actual proposal sent for notification U/S 4 of CB Act 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	Number of proposals actually submitted/Number of proposals required to be submitted *100
Process	Notification - Section 4 of CB Act	Measures the actual proposal sent for notification U/S 11 of CB Act 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	Number of proposals actually submitted x 103 Number of proposals required to be submitted

Process	Notification - Section 7 of CB Act	Measures the actual proposal sent for notification U/S 7 of CB Act 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	Number of proposals actually submitted/Number of proposals required to be submitted *101
Process	Notification - Section 9 of CB Act	Measures the actual proposal sent for notification U/S 9 of CB Act 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	Number of proposals actually submitted/Number of proposals required to be submitted *102
Process	Notification -As per LA Act	Measures the actual proposal sent for notification under LA Act 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	Number of proposals actually submitted/Number of proposals required to be submitted *103
Process	Possession of land	Measures the actual possession of land against the total land required to be possessed as per MOU targets 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 area of land under physical possession/Total area of land required to be possessed as per MOU *100
Process	Timely Budget Submission	Measures whether the budget (Both Capital & Revenue) is submitted on time (Benchmark: 31st Dec of the current year for the next financial year) (Following scale to be adhered for rating: 5- If submitted on or before the schedule date 4- If submitted within 15 days of lapse of schedule date 3- If submitted within 30 days of lapse of schedule date 2- If submitted within 45 days of lapse of schedule date 1- If submitted post 45 days of lapse of schedule date	As per rating scale

Process	Timely response to legal query for speedy disposal of cases	Measures the average time taken to respond to legal queries Following rating scale to be adhered : 5 - If average response time is less than 7 days 4 - If average response time is less than 9 days 3 - If average response time is less than 11 days 2 - If average response time is less than 15 days 1 - If average response time is more than 15 days	As per rating scale
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
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