

Quadrant	Key Performance Indicator	KPI Definition	Formula
CUSTOMER	Complaint rate from hotels	<p>Measures the number of complaints which have been redressed relative to the number of complaints received from hotels. Following scale to be adhered to 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>Number of complaints redressed / Number of complaints received * 100</p>
CUSTOMER	Gratuity payment	<p>Measures the number of employees whose gratuity payments have been disposed off by due date relative to total employees leaving. Following scale to be adhered to 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>Number of employees' case disposed on time / Total number of employees leaving * 100</p>

CUSTOMER	Maintenance of guest house	<p>Measures the number of complaints which have been redressed relative to the number of complaints received with regards to the maintenance of guest houses. Following scale to be adhered to 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>Number of complaints redressed / Number of complaints received * 100</p>
CUSTOMER	Participant rate in Rajbhasha Pakhwada	<p>Measures the improvement in the total number of employees who participated in various hindi competitions organized during Rajbhasha Pakhwada in the current year relative to last year participation Following scale to be adhered to 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>a. Number of participants during the current year - Number of participants during the previous year / Number of participants during the previous year * 100</p> <p>b. Actual improvement % in participation rate for rajbhasha week / Targeted improvement % in participation rate for rajbhasha week * 100</p>

CUSTOMER	Patient satisfaction	<p>Measures the level of satisfaction expressed by the patients towards services offered. Note: Satisfaction Form is provided in ISO manual.</p> <p>Following scale to be adhered for rating:</p> <p>5- if the average score is 4 or above out of 5</p> <p>4- if the average score is between 3 to 4 out of 5</p> <p>3- if the average score is between 2 to 3 out of 5</p> <p>2- if the average score is between 1 to 2 out of 5</p> <p>1- if the average score is 1 out of 5</p>	Average satisfaction score as per the feedback form received
CUSTOMER	Processing of air ticket bills	<p>Measures the number of times when air ticket bills were processed on time relative to number of times bills were processed. Following scale to be adhered to 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>Number of times air tickets' bills were processed on time / Total number of times air tickets' bills were processed * 100</p>

CUSTOMER	Timely arrangement for passengers	<p>Measures the number of times when arrangements for the passengers deboarding from CIL aircraft were done on time. Following scale to be adhered to 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>Number of times arrangements for passengers done on time / Total number of times CIL aircraft landed * 100</p>
CUSTOMER	Timely completion of furnishing work	<p>Measures the delay measured in days for the completion of furnishing or renovation work. Following scale to be adhered to for rating:</p> <p>5- On or before time</p> <p>4- if delayed by a week</p> <p>3- if delayed by 2 weeks</p> <p>2- if delayed by 3 weeks</p> <p>1- If never submitted</p>	<p>Delay measured in days</p>
CUSTOMER	Timely disposal of 'Authority letter'	<p>Measures the number of times when authority letter was sent on time. Note: authority letter has to be sent to hospital for start of treatment of retired executives and existing executives Following scale to be adhered to 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>Number of times authority letter sent on time / Total number of times authority letter was sent *</p> <p>100</p>

CUSTOMER	Timely disposal of medical reimbursement bills	Measures the number of medical bills which have been disposed on time relative to total number of medical bills disposed. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of medical bills disposed on time / Total number of medical bills disposed * 100
CUSTOMER	Timely empanelment of hotels	Measures the number of hotels which have been empanelled on time during the year relative to total number of hotels empanelled. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of times when hotels were empanelled on time / Total number of times when hotels were empanelled during the year * 100
CUSTOMER	Timely processing of hotel bills	Measures the number of hotel bills which have been processed on time relative to total number of hotel bills processed. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of times when hotel bills were processed on time / Total number of times when hotel bills were processed * 100

CUSTOMER	Timely processing of vehicle bills	<p>Measures the number of times when bills for arranged vehicles were processed on time.</p> <p>Following scale to be adhered to 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>	Number of vehicle's bills processed on time / Total number of vehicles bills processed * 100
CUSTOMER	Timely reply of Parliament/RTI Queries	<p>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:</p> <p>5- if the number of Parliament/RTI Queries replied within time is 100%</p> <p>4- if the number of Parliament/RTI Queries replied on time is between 98%-99% of the total queries received</p> <p>3- if the number of Parliament/RTI Queries replied on time is between 96%-97% of the total queries received</p> <p>2- if the number of Parliament/RTI Queries replied on time is between 91%-95% of the total queries received</p> <p>1- if the number of Parliament/RTI Queries replied on time is less than 90% of the total queries received</p>	Number of Parliament/RTI Queries replied on time / Total number of Parliament/RTI Queries replied* 100

CUSTOMER	Timely security exemption arrangement	Measures the number of incidents reported in a year when security exemptions and other arrangements at the airport were not done on time. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of cases when security exemptions were made on time / Total number of times exemption was required during the year * 100
CUSTOMER	Timely sending of property return	Measures the number of days' delay by which property return was compiled late and sent to CIL. 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 submission of monthly report	Measures the number of times when monthly performance report to EDMS (executive director medical services) was submitted on time relative to total number of times report was submitted. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of times when report was submitted on time / Total number of times when report was submitted * 100

FINANCIAL	Adherence to budget	<p>Measures the efficiency in adherence to budget which is measured by comparing the amount used with allocated budget. Following scale to be adhered to 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>Actual amount used / Amount allocated as per budget * 100</p>
FINANCIAL	Penalty/fine paid for delayed insurance	<p>Measures the amount of penalty incurred in the current year for delayed insurance renewal relative to previous year. Following scale to be adhered to for rating:</p> <p>5- if the amount of penalty paid in current year is less than 5% of the penalty paid in the previous year</p> <p>4-if the amount of penalty paid in current year is between 5 to 10% of the penalty paid in the previous year</p> <p>3-if the amount of penalty paid in current year is between 10 to 15% of the penalty paid in the previous year</p> <p>2-if the amount of penalty paid in current year is between 15 to 20% of the penalty paid in the previous year</p> <p>1-if the amount of penalty paid in current year is more than 20% of the penalty paid in the previous year</p>	<p>Amount of penalty paid in current year - amount of penalty paid in previous year / Amount of penalty paid in current year * 100</p>

LEARNING AND GROWTH	Action rate on hotel complaints	Measures the number of actions which have been taken on the complaints received. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of complaints redressed / Total number of complaints received * 100
LEARNING AND GROWTH	Employee Satisfaction index	Measures the employee engagement in their work activities and responsibilities in terms of enthusiasm and commitments. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	No. of employees giving a rating of 4 or 5 on a 5 point scale instrument / Total survey population * 100

LEARNING AND GROWTH	Maintenance of medicine stock ledger	Measures the efficiency with which medicine stock ledger is maintained which can be identified by any discrepancies found during the audit. Following scale to be adhered to for rating: 5- if the number of discrepancies identified is less than 5 4- if the number of discrepancies identified is between 5 to 10 3- if the number of discrepancies identified is between 10 to 15 2- if the number of discrepancies identified is between 15 to 20 1- if the number of discrepancies identified is more than 20	Number of discrepancies identified during audit
LEARNING AND 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 scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %- 99% 3- If percentage is between 80%- 89% 2- If percentage is between 60%- 79% 1- If percentage is less than 60%	Actual mandays spent on training/Total mandays nominated for training*100

LEARNING AND GROWTH	Updation of employee skill	<p>Measures the percentage of employees sent for training against the number of request for nomination received for training.</p> <p>Following scale to be adhered to 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>Number of employees released for trainings by the HOD / Total number of employees nominated for trainings by HRD * 100</p>
LEARNING AND GROWTH	Wellness clinics	<p>Measures the number of beneficiaries from the wellness clinic in current year relative to beneficiaries in previous year. Following scale to be adhered to for rating:</p> <p>5- if the number of beneficiaries in the current year is more than 20% from the previous year</p> <p>4- if the number of beneficiaries in the current year is between 15 to 20% from the previous year</p> <p>3- if the number of beneficiaries in the current year is between 10 to 15% from the previous year</p> <p>2- if the number of beneficiaries in the current year is between 5 to 10% from the previous year</p> <p>1- if the number of beneficiaries in the current year is less than 5% from the previous year</p>	<p>Number of beneficiaries in current year - Number of beneficiaries in previous year / Number of beneficiaries in current year * 100</p>

LEARNING AND GROWTH	Workshops conducted for Rajbhasha's promotion	Measures the number of workshops which have been conducted during the year to promote Rajbhasha relative to planned number of workshops to be conducted. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of hindi promotion workshops conducted / Number of hindi promotion workshops planned to be conducted * 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	<p>Measures the no. of employees covered under training conducted on new concepts against the no. of employees planned to be covered.</p> <p>5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%</p>	(no. of employees covered/ total no. of employees planned to be covered) * 100
Learning & Growth	Mentoring	<p>Measures the no. of executives (mentees) covered under mentoring process against the target.</p> <p>5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%</p>	(no. of mentees covered/ total no. of target mentees) * 100
Learning & Growth	Mentoring	<p>Measures the no. of executives (mentees) guided under mentoring scheme in a year.</p> <p>For guiding 5 mentees– 5 For guiding 4 mentees– 4 For guiding 3 mentees– 3 For guiding 2 mentees– 2 For guiding 1 mentees– 1</p>	Total no. of mentees guided successfully in a year

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

Learning & Growth	Quality Circle (QC)	<p>Measures the no. of quality circle projects implemented in a year against the no. of QC projects completed.</p> <p>5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%</p>	(No. of QC projects implemented/ total no. QC projects completed) * 100
Learning & Growth	<p>Developing best practices(<i>Department is expected to undertake continuous process improvement projects for improving efficiency, saving cost, reducing wastage & loss etc. A 'Process Improvement' will be judged as Best practice in the company through a mechanism of Best practice competition to be organized at company level</i>)</p>	<p>Measures the no. of processes developed/ improved as best practices.</p> <p>If atleast 1 process is improved as best practice and implemented - 5 If atleast 1 process is improved as best practice- 4 If atleast 2 processes significantly improved - 3 If atleast 1 process is significantly improved - 2 If atleast 1 process is improved marginally - 1</p>	No. of processes developed/ improved as best practices.

Learning & Growth	Organizing conferences/ seminars/ workshops/ evening lectures	<p>Measures the no. of learning programs organized on relevant themes of the discipline for knowledge/ skill updation</p> <p>If the no. of programs organized is 4 or more- 5 If the no. of programs organized is 3 - 4 If the no. of programs organized is 2 - 3 If the no. of programs organized is 1 - 2</p>	No. of learning programs organized on relevant themes of the discipline for knowledge/ skill updation
Learning & Growth	Acredition	<p>Measures the percentage of work completed for certification/ acredition against the activities planned for the phase.</p> <p>5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%</p>	(Number of initiatives implemented/ Total no. of initiatives planned) * 100
Learning & Growth	ERP implementation	<p>Measures the percentage of work completed for ERP implementation against the planned activities in a year</p> <p>5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%</p>	Percentage equivalent of work completed

PROCESS	Arrangement of vehicles	<p>Following scale to be adhered to 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>Number of times vehicles arranged on time / Total number of times vehicles were arranged * 100</p>
PROCESS	Audit Paragraph rate	<p>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 :</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>Actual number of audit paragraphs dropped / Actual number of audit paragraphs raised * 100</p>

PROCESS	Average time for application processing for DNB	<p>Measures the average time which is taken for processing the applications for DNB courses. Following scale to be adhered to for rating:</p> <p>5- if the actual average time taken is upto 70% of the targeted time to be taken</p> <p>4- if the actual average time taken is between 70 to 80% of the targeted time to be taken</p> <p>3- if the actual average time taken is between 80 to 90% of the targeted time to be taken</p> <p>2- if the actual average time taken is between 90 to 95% of the targeted time to be taken</p> <p>1- if the actual average time taken is more than 95% of the targeted time to be taken</p>	<p>a. Sum of hours taken for DNB application processing / Number of applications submitted</p> <p>b. Actual average time taken for DNB application processing / Targeted average time to be taken for DNB application processing * 100</p>
PROCESS	Conducting board meetings for coal company	<p>Measures the number of board meetings which have been conducted for the coal company on time relative to total number of meetings conducted. Following scale to be adhered to 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>Number of meetings conducted on time / Total number of meetings conducted * 100</p>

PROCESS	Effective tender management	<p>Following scale to be adhered to 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>	Number of tenders finalized or floated on time / Total number of tenders finalized or floated * 100
PROCESS	Effective liasoning for MoU	<p>Measures the efficiency in liasoning process for MoU which is measured by timely finalization of MoU. Following scale to be adhered to for rating:</p> <p>5- On or before time</p> <p>4- if delayed by a week</p> <p>3- if delayed by 2 weeks</p> <p>2- if delayed by 3 weeks</p> <p>1- If never submitted</p>	Delay measured in days
PROCESS	Efficiency in leave processing	<p>Measures the number of employees for whom no error occurred while updating leaves in the system.</p> <p>Following scale to be adhered to 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>	Number of employees whose leaves were processed correctly / Total number of employees * 100

PROCESS	Guesthouses' purchase payment processing	<p>Measures the number of payments of guesthouse's requirement purchase processed on time relative to total number of payments processed. Following scale to be adhered to for rating:</p> <ul style="list-style-type: none"> 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60% 	<p>Number of payments processed in time / Total number of payments processed * 100</p>
PROCESS	LAN availability	<p>Measures the uptime and availability of LAN by calculating the number of days for which LAN is working. Following scale to be adhered to for rating:</p> <ul style="list-style-type: none"> 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60% 	<p>Number of days LAN is working / 365 * 100</p>

PROCESS	Landing clearance for CIL aircraft	<p>Measures the number of times when CIL's aircraft was to land at the airport and the clearance was not given on time</p> <p>Following scale to be adhered to 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>Number of times landing clearance given on time / Total number of times landing clearance was required * 100</p>
PROCESS	Maintenance of guest house	<p>Measures the number of complaints which have been redressed relative to the number of complaints received with regards to the maintenance of guest houses.</p> <p>Following scale to be adhered to 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>Number of complaints redressed / Number of complaints received * 100</p>

PROCESS	Medical scheme data to CIL	<p>Measures the number of retired employees' data sent to CIL on time relative to total number of employees' data sent. Note: compilation, processing and sending of data to CIL is done. Following scale to be adhered to 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>Number of employees' documents sent to CIL on time / Total number of employees' documents sent to CIL * 100</p>
PROCESS	OPD attendance	<p>Measures the number of patients attended by the doctor per year. Following rating scale to be adhered to:</p> <p>5- If the attendance is more than 110% compared to previous year</p> <p>4- If the score is more between 109-105% compared to previous year</p> <p>3- If the score is more between 104%-100% compared to previous year</p> <p>2- If the score is more between 99%-90% compared to previous year</p> <p>1- If the score is less than 80% compared to previous year</p>	<p>No of patients attended (this year - last year)* 100/ Last year</p>

PROCESS	Processing of air ticket bills	Measures the number of times when air ticket bills were processed on time relative to number of times bills were processed. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of times air tickets' bills were processed on time / Total number of times air tickets' bills were processed * 100
PROCESS	Procurement of medical instruments & medicines	Measures the number of times medical instruments or medicines which have been procured on time relative to total number of times when they were procured. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of times medical instruments or medicines procured on time / Total number of times medical instruments or medicines procured * 100
PROCESS	Referrals Routine	Measures the number of referrals per 100 cases seen Following rating scale to be adhered for rating: 5- Below 90% 4 -Between 95%-99% 3 - 100% 2 - Between 101%-105% 1 - More than 105%	Total no of referrals per 100 cases per doctor current year/ Total no of referrals per 100 cases per doctor previous year * 100

PROCESS	Timely air ticket booking	<p>Measures the number of air bookings which have been done in time during the year.</p> <p>Following scale to be adhered to 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>Number of air bookings done on time / Total number of air bookings done * 100</p>
PROCESS	Timely AMC renewal	<p>Measures the number of times AMC was renewed before expiry date relative to total number ofAMCs renewed.</p> <p>Following scale to be adhered to 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>Number of times AMC was renewed before expiry date / Total number of times AMC was renewed * 100</p>
PROCESS	Timely booking of hotels	<p>Following scale to be adhered to 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>Number of times hotel bookings done within stipulated timeframe / Total number of times hotel bookings were done * 100</p>

PROCESS	Timely insurance of vehicles	<p>Measures the number of times when vehicles' insurance has been done before the expiry date relative to total number of times insurance was done.</p> <p>Following scale to be adhered to 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>Number of times when vehicles' insurance was renewed before expiry / Total number of times vehicles' insurance was done *</p> <p>100</p>
PROCESS	Timely maintenance of electrical equipments	<p>Measures the number of electrical equipments which have been repaired on time relative to total number of equipments repaired.</p> <p>Following scale to be adhered to 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>Number of times electrical equipments were repaired on time / Total number of times electrical equipments were repaired * 100</p>

PROCESS	Timely maintenance of vehicles	<p>Measures the number of vehicles which have been serviced before or by the due date relative to the total number of vehicles serviced.</p> <p>Following scale to be adhered to 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>Number of times vehicles serviced before or on due date / Total number of times vehicles serviced during the year * 100</p>
PROCESS	Timely ticket arrangement	<p>Measures the number of times when ticket arrangements were done on time for ministry and CIL board.</p> <p>Following scale to be adhered to 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>Number of times tickets arranged on time / Total number of times tickets were arranged * 100</p>

PROCESS	Timely VISA arrangement	Measures the number of times when VISA arrangements were done on time for ministry and CIL board. Following scale to be adhered to for rating: 5- If percentage is 100% 4- If percentage is between 90 %-99% 3- If percentage is between 80%-89% 2- If percentage is between 60%-79% 1- If percentage is less than 60%	Number of times VISA arranged on time / Total number of times VISA were arranged * 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