

Performance Metrics for CIL 2017

Metrics	As is	To Be	Remarks / Difficulties	Present Status
Leadership/ Innovation 100	<p>Vigilance clearance & Management functional but no database for Departmental & Safety cases</p> <p>APR monitoring – Manual at present</p> <p>Bill tracking system - either manual or tracking only at Finance end</p> <p>Complaint Handling System – Record of complaint received and action taken is being maintained manually</p>	<p>Online system to be developed for Departmental and safety cases. Data entry & updation in Online Vigilance Status System developed by DoPT.</p> <p>Online filing of APR under CDA Rules is being done. Report of property addition. Online intimation/approval module for new property to be developed.</p> <p>Online bill tracking system to be put in place in entire CIL including tracking of processing by Departments. Reports for delay and multiple rejection.</p> <p>Online system for lodging of Vigilance & PIDPI complaint and disposal thereof. Status of processing to be displayed.</p>	<p>Data entry of old cases and import of data from existing data base.</p> <p>Submission online but there is no digital signature authentication. Mobile confirmation to be introduced.</p> <p>Reluctance in data entry. Web server needed.</p> <p>Scamming of manual complaints</p>	<p>Online system for Departmental cases developed and under testing. Similar system to be developed for safety cases.</p> <p>Most officers have filed APR online.</p> <p>Started in CIL but many subsidiaries still to implement.</p> <p>Module under testing</p>
Information Analysis 100	<p>e-procurement /e-Reverse Auction – for HEMM which has complexity and high value</p> <p>Structured meeting with CMD – occasional</p>	<p>E-procurement system with reverse auction developed in tune with GFR.</p> <p>Quarterly</p>	<p>NIC is moving slowly.</p>	<p>HEMM procurement system under testing.</p> <p>In a few quarters, review of CVOs by CMD/ JS/ Secy being held</p>

	E-office for CIL & subsidiaries	Centralised E-office implementation covering CIL and subsidiaries	Large no. of old records to be digitised	Implemented in CMPDI on pilot basis
Strategic Planning 100	Strengthen Vigilance Organization - not as per Vig manual Installation of GPS/GPRS based VTS /RFID, CCTV, Weighbridge WAN/Coalnet	Approval of staffing pattern and posting of adequate staffs Process to be completed in all areas and control rooms to be activated. 6 Major modules to be made functional at Hq & in areas	Willingness of suitable officers Difficult locations Do	Decision taken to fill up vacant posts through deputation. DPE approval received. Almost complete except in SECL and residual in some other subsidiaries. Most modules functional at subsidiary Hq level which needs to be extended to area level.
Process improvement 100	Time for complaint disposal – some cases take long time Face measurement- Traditional method used Testing of explosives Asset management System- manual at present Coal Quality Monitoring – Manual at present	3 months in all cases Use of Total station with software & 3 D laser scanner for face measurement in all major mines One major mine in each subsidiary on regular basis and others on sample basis monthly. Asset Management System to be developed to keep track of assets of CIL. Coal Quality Monitoring System to capture grade data to identify slippage and remedial measures.	Delay in collection of information/ record Trained manpower Trained manpower Large data entry Capture of data at area level. CIMFR reluctant to share data on exchange basis	Complaint disposal improved. In some areas theodolite still being used. Software not being used for survey. Quarterly on sample basis by 3 rd party. Module under development & testing Module developed. Data entry started.

	Coal end use monitoring	End use monitoring to be improved to prevent diversion & black marketing	Timely availability of data	Portal being developed
HRD 100	Procurement Workshop Recruitment process improvement Training of new Vig Officers & MTs	At least 2 workshop to be held Online application and online test, GATE score to be used Training to be organized. Training module to be standardised	Resource persons Policy decision Limited no. of programmes available	Training on effective public procurement being organized. Online application process functional. Test by 3 rd party Training programme for Vig officers and MTs being organised
Operation Result 200	Pendency of Departmental proceedings to be brought down Pendency of Appeal cases to be brought down	Except litigation, cases to be finalized within 1 year Appeal cases to be finalized within 3 months.	Large no. of documents & witnesses Non availability of suitable manpower.	Some cases take over two years. Close monitoring started Appeal section has been strengthened.
Stakeholder Satisfaction 300	Government Employees CSR Consumers Quality of coal	Coal production & dispatch to be improved as per target Non discriminatory treatment for promotion & transfer, timely passing of bills Monitoring to be improved Supply- timely & assured quantity Sizing to be improved by crushing. Mining	Coal demand not adequate Large size of organisation Monitoring Infrastructure Rail racks, Production inefficiencies Inadequate no. of washeries	Import is reducing because of improvement in domestic coal availability. Transparent policy to be put in place. Processes to be improved. CTE Type inspection taken up. Manpower improved Supply improved New CHP, washeries being set up.

	<p>Contractors/Transp orters</p> <p>Vendors/ Suppliers</p>	<p>technology to be improved</p> <p>Timely payment of bills, Auto refund of EMD, Timely release of BG/PG, BG verification system to be streamlined.</p> <p>Fair and transparent procurement process</p>	<p>Bill tracking system to be implemented, Auto EMD refund to be started, BG/PG refund system to be streamlined.</p> <p>IT system to be put in place</p>	<p>Electronic transfer taking place</p> <p>E-procurement & e-RA in place.</p>
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