

## Key Result Area (KRA)

Employee Code 00005500 Employee Name Mr. Kaustav Das Band IXB

Designation VP - HEAD CUSTOMER SUCCESS Department Customer Success Project/Location Head Office

Period 2024-2025 From Date 01-04-2024 To Date 31-03-2025

KRA Submittd On 09-10-2024 KRA Approved On 09-10-2024

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
1	Delivery Excellence	60.00	CR ( 15 Score) , Project Contribution ( 5 Score) & Collection ( 5 Score) to be achieved as per DH KRA	INR	As per target
			Projects Delivery execution as outlined in DH KRA	%	Number of projects on schedule
			Customer Excellence : Increase of NPS Score for PRIME Customers by 25 Points [As of 31st Mar-25 vis-à-vis 30th Sep 24] Floor target 80% and Target 100% and achievement to be calculated in proportion.	Score	As per target
			Customer churn reduction by 20% in PRIME vis-à-vis LY (LY Churn was 45%) Floor target 80% and Target 100% and achievement to be calculated in proportion.	%	As per target
2	Recruitment	30.00	A. Project start should not get delayed due to lack of resources (10 marks) B. TAT :Requisition to Onboarding : average 45 days (excluding Transfer from Contract to Role & Talent Pool candidates) (10 marks) C. Recruitment within Budget cost (5 marks) D. Resource Management - Bench cost as per Budget levels (5 marks) Floor target 80% and Target 100% and achievement to be calculated in proportion.	No's	As per target

### REVIEWEE

Name Mr. Kaustav Das

Date 09-10-2024 05:46:42 PM

### REVIEWER

Name Mr. Mangesh Dattatray Wadaje

Date 09-10-2024 06:33:11 PM

### FINAL REVIEWER

Name Mr. Mangesh Dattatray Wadaje

Date 09-10-2024 06:33:11 PM

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Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
3	Organizational system enablement	10.00	A. Organizational IT Initiatives implementation & services B. Develop Internal system & deploy (high business / operational impact) Achievement to be measured based on feedback of CEO & DH	%	As per target
	Total	100.00			

<b>REVIEWEE</b> <b>Name</b> Mr. Kaustav Das <b>Date</b> 09-10-2024 05:46:42 PM	<b>REVIEWER</b> <b>Name</b> Mr. Mangesh Dattatray Wadaje <b>Date</b> 09-10-2024 06:33:11 PM	<b>FINAL REVIEWER</b> <b>Name</b> Mr. Mangesh Dattatray Wadaje <b>Date</b> 09-10-2024 06:33:11 PM
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