

## Key Result Area (KRA)

Employee Code	00005494	Employee Name	Mr. Rajesh Govindraya Shanbhag	Band	VIII
Designation	SR. GENERAL MANAGER - DELIVERY	Department	Delivery	Project/Location	Head Office - Navi Mumbai (HO)
Period	2024-2025	From Date	01-04-2024	To Date	31-03-2025
KRA Submittd On	22-11-2024	KRA Approved On	22-11-2024		

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
1	Change request As per Annual Plan or revised target	20.00	1.1 Change Request: Total Change request + Additional Business : (Include License upsell & License CR)- 1.1.1 Govt : > 15% of Planned Revenue FY (7.5 Marks) 1.1.2 Pvt : > 30% of Planned Revenue FY (7.5 Marks) 1.1.3 Pvt:- Every project completed till December 24 should have a CR (5 Marks) Note :- for Every Non - core CR - SF,ARIBA,RPA, Vendex, AI, SAC Planning, Mobile Start, BTP - Process Automation , New Products BTP developments , etc. - 120% of CR value will be considered  Floor target 85% and Target 100% and achievement to be calculated in proportion. maximum up to 110% can be achieved	Cr	Given
2	Project Contribution, Vertical Level contribution As per Annual Plan or revised target	20.00	Project Contribution:  1. Project Contribution from Projects - As per Approved Budget (Should include A&O license & commision for License of CR ) - (15 Marks) Floor: 90% and Target 100%, achievements calculated in proportion 2. Vertical Expenses :- Vertical Expenses (Bench, Travel of Program Mgrs etc) to be limited to Approved annual budget numbers - (5 marks)	Cr	Given

### REVIEWEE

**Name** Mr. Rajesh Govindraya Shanbhag  
**Date** 22-11-2024 07:25:32 PM

### REVIEWER

**Name** Mr. Sanjay Abhiman Patil  
**Date** 22-11-2024 07:26:29 PM

### FINAL REVIEWER

**Name** Mr. Anilkumar Sangameshw Jeur  
**Date** 22-11-2024 07:33:23 PM

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Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
3	Collection Target  As per Annual Plan or revised target	20.00	<p>Collection: As per target</p> <p>Target1: (12.5 Marks)</p> <p>A. Existing Project/Projects :- Collection should happen on monthly basis as per the Annual Budget along with SAP License A&amp;O</p> <p>B. New Project/Projects :- Collection should happen in the Particular month as per approved project Budget</p> <p>Floor: 90% and Target 100%, achievement calculated in proportion. maximum up to 110% can be achieved</p> <p>Target 2: 1. Overall collection - Current Projects :- for the FY as per Budget (7.5 marks)</p> <p>2.2. Overall Collection - New Projects - as per Approved project budget.</p> <p>Floor: 80% and Target 100%, achievement calculated in proportion</p>	Cr	Given

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## Key Result Area (KRA)

Employee Code 00005494 Employee Name Mr. Rajesh Govindraya Shanbhag Band VIII

Designation SR. GENERAL MANAGER - DELIVERY Department Delivery Project/Location Head Office - Navi Mumbai (HO)

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

KRA Submittd On 22-11-2024 KRA Approved On 22-11-2024

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
4	Projects Delivery Execution	15.00	<p>4.1:Project schedule &amp; governance adherence: (7.5 Marks)</p> <p>1. Number of project Go-Live delivered as per planned date ( Tolerance of 1 week) - averaged out as per projects - Planned Vs Actual Floor: 70% and Target 100%, achievements calculated in proportion</p> <p>4.2.1 Ensure all trackers during the project execution is maintained, updated &amp; reviewed weekly (2.5 Marks)</p> <p>4.2.2 Monthly Steercom happening in the projects (2.5 Marks)</p> <p>4.2.3 Contractual compliance for projects - MOM's, signoffs, reports, letters etc. on time. (2.5 Marks)</p>	%	Given
5	Customer excellence	20.00	<p>5.1: No Negative feedback leading to Loss of new opportunity / CR's . &gt;=90% of projects implemented can be given as a reference for new opportunities.- 100% (10 marks)</p> <p>between 70 % &amp; 90 % of projects implemented can be given as a reference for new opportunities - 70%</p> <p>&lt; 70% of projects implemented can be given as a reference for new opportunities - NIL</p> <p>5.2 NPS score of customers to be increased 25 Points vis-a-vis baseline of 30 Sep 24</p> <p>Floor target 80% and Target 100% and achievement to be calculated in proportion. (5 marks)</p> <p>5.3 Existing customer as 31-03-24 &amp; new customer added during the year should continue to be customer as of 31-03-25 (5 marks)</p> <p>Floor target 80% and Target 100% and achievement to be calculated in proportion.</p>	Score	As per target

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6	Others	5.00	6.1 Self development by the way of Acquiring Knoweldge on New Products / Certifications 6.2 Team development :- Acquiring of Knowledge by Team members on new products / certifications  25% of team members should acquire new Knowledge	Score	As per target
	Total	100.00			

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