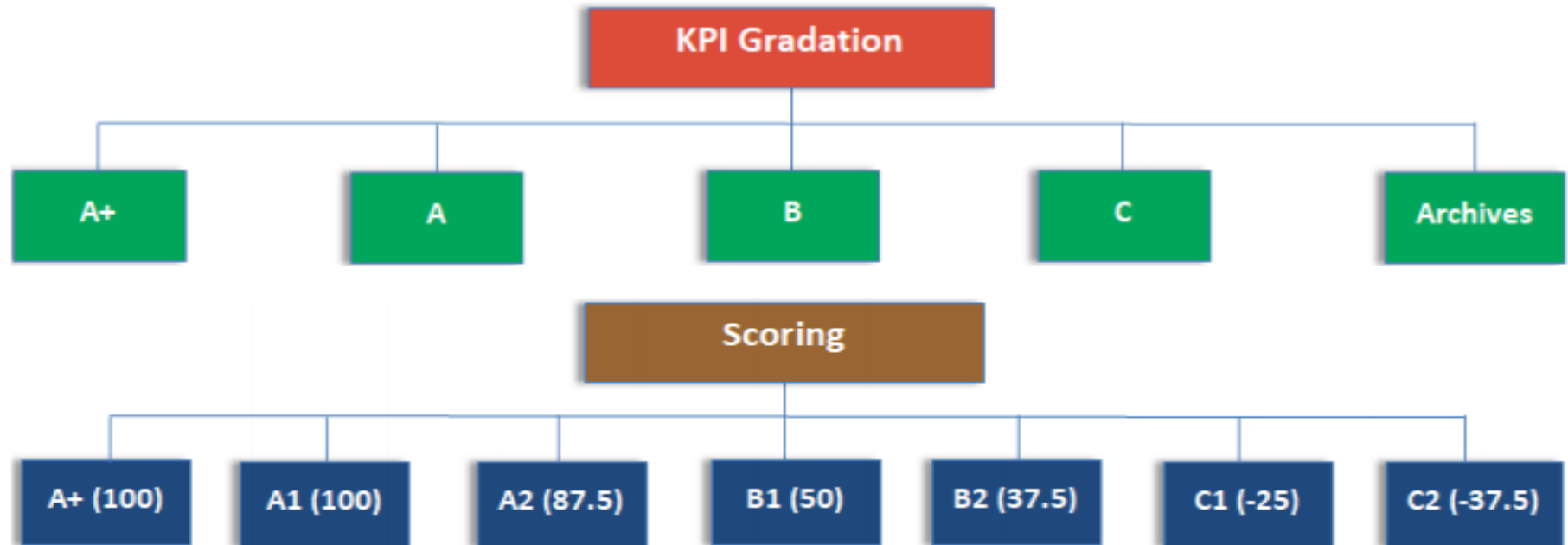


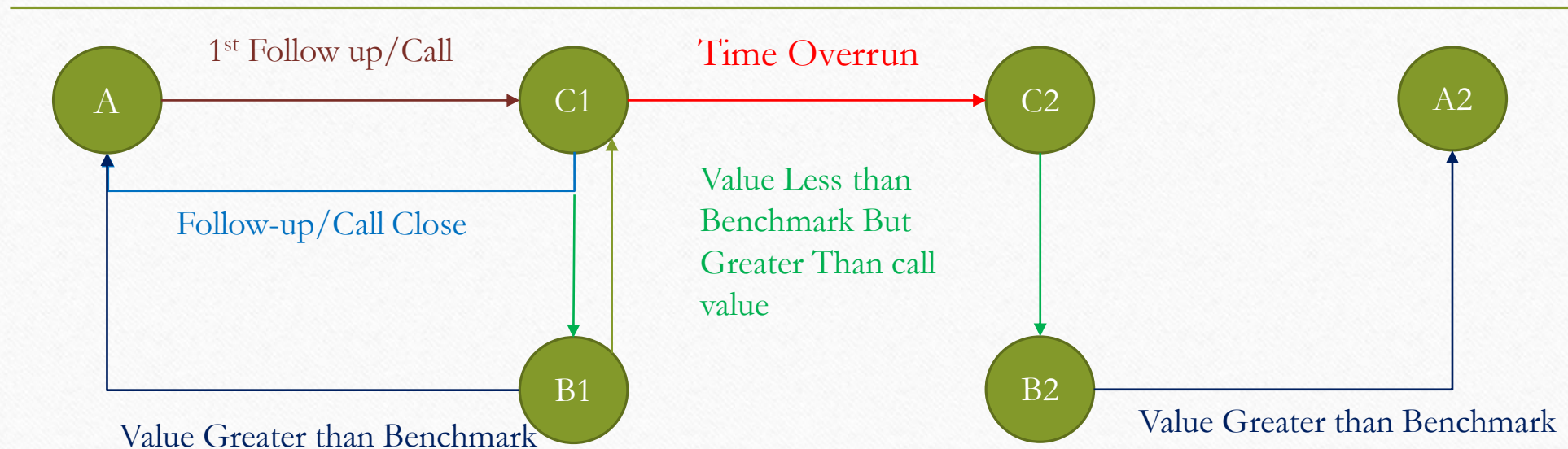
KPI Gradation & Scoring



KPI Marking

- Let us 47 KPI Decided By CMO.
- 1 KPI Mark = $1/47 = 0.021276$
- If KPI In A Grade than Marks 100 = $100 \times 0.021276 = 2.1276$ Marks
- If KPI In B Grade than Marks 50 = $50 \times 0.021276 = 1.0638$ Marks
- If KPI In C Grade than marks (-25) = $-25 \times 0.021276 = -0.5319$ Marks

KPI Gradation



- 1st Follow-up Generated When KPI Value Less than Benchmark
- When Call did not close After 2nd & 3rd Follow-ups, KPI is Moved to Time Overrun

KPI Follow Up

Sr. No.	Category Name	Second Follow Up	Third Follow Up	Time Overrun
1	Live	1	2	3
2	Immediate	3	6	9
3	Short Term	10	20	30
4	Medium Term	40	80	120
5	Long Term (Quarterly)	90	180	270
6	Long Term (Yearly)	365	730	1095

Example

[illegible]

Revenue Office Related KPI

Sr. No.	KPI/CPI ID	Department Name	KPI/CPI Name	P/N	FollowUp Cycle	Target	Benchmark	
1	968	REVENUE	% In time disposal under Income Certificate (Last Completed Month)	Positive	Medium Term	100.00	90	
2	971	REVENUE	% In time disposal under Other Ready Affidavit (Last Completed Month)	Positive	Medium Term	100.00	90	
3	1052	REVENUE	% In time applications disposed under e-Dhara	Positive	Medium Term	100.00	95	
4	1053	REVENUE	% In time applications disposed under City Survey	Positive	Medium Term	100.00	95	
5	1108	REVENUE	% Pendency in RFMS above 90 days	Negative	Medium Term	100.00	9	
6	1110	REVENUE	% Inspection of Samany Daftar against target (Prant)	Positive	Medium Term	100.00	50	
7	1111	REVENUE	% Inspection of Samany Daftar against target (Mamlatdar)	Positive	Medium Term	100.00	50	
8	1113	REVENUE	% Inspection of Appendix-A form against target (Prant)	Positive	Medium Term	100.00	50	
9	1114	REVENUE	% Inspection of Appendix-A form against target (Mamlatdar)	Positive	Medium Term	100.00	50	
10	1135	REVENUE	% In time applications disposed in Yellow Channel under iORA (Sec.43, 63, 63AA, નવી અને અવિભાજ્ય શરત ખેતી અને બિન ખેતી)	Positive	Medium Term	100.00	90	
11	1137	REVENUE	% In time application disposed in Green Channel under iORA (Sec.65, 65-A, 65-B, 66)	Positive	Short Term	100.00	90	
12	1138	REVENUE	% In time application disposed in Yellow Channel under iORA (Sec.65, 65-A, 65-B, 66)	Positive	Medium Term	100.00	90	
13	1143	REVENUE	% In time application disposed in Sudhara Hukam	Positive	Medium Term	100.00	90	
14	1208	REVENUE	Cases pending more than 6 months under appeal cases - Prant Office	Negative	Medium Term	0.00	9	
15	1209	REVENUE	Cases pending more than 6 months under Other Cases - Prant Office	Negative	Medium Term	0.00	9	
16	1248	REVENUE	% Property Registered under City Survey	Positive	Medium Term	100.00	50	
17	1117	REVENUE	% In time disposal under Non-Creamy layer Certificate For Gujarat Government (Last Completed Month)	Positive	Medium Term	100	90	
18	1121	REVENUE	% In time disposal under SEBC Certificate (Last Completed Month)	Positive	Medium Term	100	90	

Food & Civil Supplies Related KPI

Sr. No.	KPI/CPI ID	KPI/CPI Name	P/N	FollowUp Cycle	Target	Benchmark	
1	962	% In time disposal under Addition of Name in Ration Card	Positive	Medium Term	100.00	90	
2	963	% In time disposal under Removal of Name from Ration Card	Positive	Medium Term	100.00	90	
3	964	% In time disposal under Change in Ration Card	Positive	Medium Term	100.00	90	
4	965	% In time disposal under Separate Ration Card	Positive	Medium Term	100.00	90	
5	966	% In time disposal under New Ration Card	Positive	Medium Term	100.00	90	
6	997	% Sales against allocation under NFSA (Last Completed Month)	Positive	Medium Term	100.00	90	
7	999	% Aadhaar verified against total transactions under PDS (Last Completed Month)	Positive	Medium Term	100.00	90	
8	1000	% FPS area inspected under enforcement	Positive	Medium Term	100.00	50	
9	1001	% Beneficiaries with verified Aadhaar under NFSA	Positive	Medium Term	100.00	95	

In Time & Out Time Importance in KPI

Sr. No	Number of Mutation App. Pending As on 31st March	Number of Mutation App. Received	Total Mutation Applications	Number of Mutation App. Disposed *	Takrari Pending	Number of Mutation App. Pending	Takrari Pending more then 90 Days	Number of Mutation App. Pending more than 90 Days	No of Takrari Disposed Before 6 Month	Disposed %	Disposed in Time	Disposed in Out of Time	Disposed in Time(%)	Lagger (Disposed (%))
1	8,821	27,624	36,445	30,617	9	5,632	0	0	0	84.01	29,037	1,580	94	Bhavnagar (84.01)

No of Application Dispose	Dispose in Time	Bench Mark	No Application need to Be Received	No Application need to Be Dispose In time
30617	29037	0.95	983	983

Only 1 Application Disposed out time....After statistics

No of Application Dispose	Dispose in Time	Bench Mark	No Application need to Be Received	No Application need to Be Dispose In time
30618	29037	0.95	1002	1002