

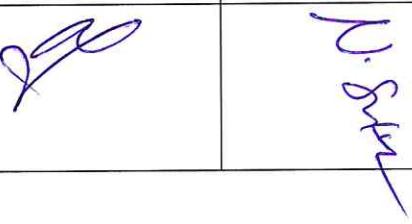
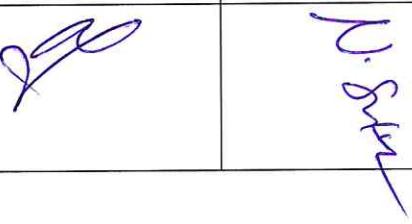
Dept:- SSETHCCR Internal Customer	Key Area	Service Level Agreement			Weightage	Score	Total Score	Sign (FY 2024-25)
		Quality Characteristics (KPI's)	Baseline	Target				
CCR	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90%	25%	10	<i>N. Sarker</i>
	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	
	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	
	Providing Courier Service & Telephone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10	
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	
Admin	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	<i>Sarker</i>
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	
IMS Coordinator:	<i>J. Phulwari</i>	Approved by CCR HOD	<i>N. Sarker</i>	Approved by Head Administration	<i>Sarker</i>			

Dept: 35TPHCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Service Level Agreement			Sterlite copper			
			Baseline	Target	Scoring Mechanism	Weightage	Score	Total Score	Sign (FY'2024-25)
CCR	Providing Canteen Services	Continuous	90%	100%	Score10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	<i>N. Srinivasan</i>
	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	
	Providing Guest House Services for freshers	As per requirement	90%	100%	Score10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	10	
	Providing Housekeeping Services	Continuous	90%	100%	Score10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10	10	
	Providing forklift	As per requirement	90%	100%	Score10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10	
Admin	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	<i>S. Srinivasan</i>
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	
IMS Coordinator:	<i>V. Phulwari Meena</i>	Approved by CCR HQD	Approved by Head Administration						

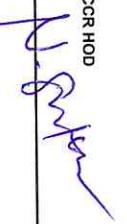
Dept: S&S/PICCR Internal Customer	Key Area	Service Level Agreement			Scoring Methodism	Weightage	Score	Total Score	Sign (FV-2024-25)
		Quality Characteristics (KPI's)	Baseline	Target					
CCR	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	
	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	
	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	10	
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10	
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10	
Admin	Providing Jumbo Bag for road Just collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	
IMS Coordinator:	<i>Y. Murali Kumar</i>	Approved by CCR HOD	<i>N. Sankar</i>	Approved by Head Administration	<i>R. S. G. N. S. G.</i>				

Dept: BSR/HR	Key Area	Service Level Agreement			Weightage	Score	Jul/24	Total Score	Sign (FY'2024-25)
		Quality Characteristics (KPI's)	Baseline	Target					
Internal Customer	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%:- 100% Score 5- For compliance between 80%-90%	25%	10		
CCR	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%:- 100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10		
	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%:- 100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10		
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%:- 100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10		
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%:- 100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10		
Admin	Providing Forklift	As per requirement	90%	100%	Score 10- compliance between 90%:- 100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10		
	Providing Jumbo Bag for road dust collection	As per requirement	90%	100%	Score 10- compliance between 90%:- 100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10		
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 5- For compliance between 90%:- 100% Score 0- For score < 90%	30%	10		
IMS Coordinator:		Approved by OCR HOD		Approved by Head Administration					

Dept - 3TPHCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Service Level Agreement		Scoring Mechanism	Weightage	Score	Total Score	Auz 24 (FY-2024-25)	Sign
			Baseline	Target						
	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
CCR	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	10	10	
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10	10	10	
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10	10	
Admin	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	10	
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	10	
IMS Coordinator:		Approved by CCR HOD		Approved by Head Administration						

Dept: 351PHCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Service Level Agreement			Scoring Matrix/Min	Weightage	Score	Total Score	Sign (FY'2024-25)
			Baseline	Target	Sept/24					
	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10			
	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10			
CCR	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- For compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10			
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10			
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10			
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10			
Admin	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10		
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10			
IMS Coordinator:	 <i>M. Sankar</i>	Approved by CCR Head	 <i>N. Sankar</i>			Approved by Head Administration				

Dept: 359PCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Service Level Agreement			Scoring Mechanism	Weightage	Score	Oct'24 Total Score	Signature (FY 2024-25)
			Baseline	Target	Scoring Mechanism					
	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10			
	Providing Staff Transportation Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10			
CCR	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% - For compliance between 80%-90% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10			
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10			
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10			
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10			
Admin	Providing Jumbo Bag for road Just collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10		
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10			
IMS Coordinator:		Approved by CCR Head		Approved by Head Administration						

Dept: BSRHCCR	Internal Customer	Key Area	Quality Characteristics (KPI's)	Service level Agreement		Scoring/Mechanism	Weightage	Score	Total Score	Nov/24	Sign (FY 2024-25)
				Baseline	Target						
		Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
		Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
CCR	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	10	
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	10	10	10	
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10	10	10	10	
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10	10	10	
Admin	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	10	10	
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	10	10	
IMS Coordinator:		Approved by CCR HOD		Approved by Head Administration							



Quality, Environment, Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), ISO 45001 (2018) & Vedanta's
Sustainability Framework

Doc. :- SC/SVSM/MS/SLA/ 9.1.2 /01
Rev. No. :- 04 Ver. :- 05

Dept: STHCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Service Level Agreement			Weightage	Score	Jm/25	Total Score	Sign (FY 2024-25)
			Baseline	Target	Scoring Mechanism					
	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	Sterlite copper
	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
CCR	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	10	10	
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10	10	10	
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10	10	
Admin	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	10	
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	10	
IMS Coordinator:	<i>Y. Phuleti Linhwa</i>	Approved by CCR HOD <i>N. Srinivas</i>	Approved by Head Administration <i>H. Srinivas</i>			<i>18/7/23</i>				



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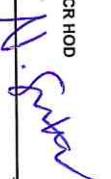
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 Quality Environment Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), ISO 45001 (2018) & Vedanta
 Transforming for Growth
 Sustainability Framework

sterlite copper
 Doc :- SC/VS/MSL/9.1.2/01
 Rev No :- 04 Ver : 05
 Date :- 03/07/2022

Dept: 3SHPCCR Internal Customer	Key Area	Quality characteristics (KPI's)	Service Level Agreement			Weightage	Score	Feb'25 Total Score (FY 2024-25)	Sign (FY 2024-25)
			Baseline	Target	Scoring Mechanism				
CCR	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	
	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	
	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	10	
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10	10	
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10	
	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	
	IMS Coordinator:	Y. Meenal Mehta	Approved by CCR HOD			Approved by Head Administration			

Dept: 33TPHCCR Internal (Customer)	Key Area	Service Level Agreement			Weightage	Score	Total Score (FY2024-25)	Sign (FY2024-25)
		Quality Characteristics (KPI's)	Baseline	Target				
CCR	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10
	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10
	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	10
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10	10
	Providing forkift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10
Admin	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10
IMS Coordinator:		Approved by CCR HOD		Approved by Head Administration				



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Integrating Technology
Quality, Environment, Safety & Sustainability Management System in conformance with ISO 9001(2015), ISO 14001 (2015), ISO 45001 (2018) & Vedanta
Sustainability Framework

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Doc :- SC/CSV/SIMS/SLA/ 9.1.2 /01
Rev No :- 04 , Ver : 05
Date:- 05.07.2022

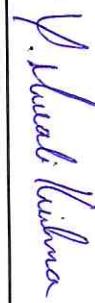
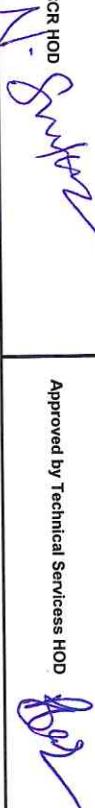
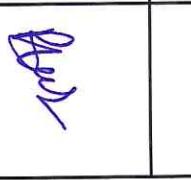
Dept: 3SIP/HCCR Internal Customer	Key Area	Service Level Agreement				Weightage	Score	Apt/25	Total Score	Sign (FY'2024-25)
		Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism					
CCR	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	J. Smit
CCR	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
CCR	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10	10	10	
CCR	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10	10	10	
Providing Housekeeping Services	Providing forklift	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10	10	10	
Admin	Providing Jumbo Bag for road Just collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10	10	10	
Admin	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	10	
IMS Coordinator:	Y. Shivali Nithma	Approved by CCR HOD			Approved by Head Administration					



Quality, Environment, Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), ISO 45001 (2018) & Vedanta
Sustainability Framework

Doc. No.: SC/SYS/MS/SLA/9.1.2/01
Rev. No.: 04, Ver.: 05
Date: 05/07/2022

Dept: 35TPHCCR Internal Customer	Key Area	Service Level Agreement			Scoring Mechanism	Welfare	Score	May 25 Total Score	Sign (FY 2024/25)
		Quality Characteristics (KPI's)	Baseline	Target					
	Providing Canteen Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10		
	Providing Staff Transportations Service & Tours-Travel Services	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10		
CCR	Providing Guest House Services for freshers	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	25%	10		
	Providing Courier Service & Telly-phone Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	15%	10		
	Providing Housekeeping Services	Continuous	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	10%	10		
	Providing forklift	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	40%	10		
Admin	Providing Jumbo Bag for road Dust collection	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	
	Providing Water Supply for Gardening	As per requirement	90%	100%	Score 10- compliance between 90%-100% Score 5- For compliance between 80%-90% Score 0- For score < 80%	30%	10	10	N. Surya
IMS Coordinator:	V. Jayalakshmi	Approved by CCR	HQ - Surya	Approved by Head Administration					

Dept: 35TPHCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Service Level Agreement		Scoring Mechanism	Weightage	Score	May-24 Total Score (FY 2024-25)	Signature
			Baseline	Target					
	On time analysis of copper rod testing	10min	90%	100%	10 For score between 91 to 100 5 For score between 80 to 90 Else 0	20%	10		
	On time analysis of in-process samples	within 2 Hrs after shift start up	90%	100%	10 For score between 91 to 100 5 For score between 80 to 90 Else 0	20%	10		
CCR	Feedback of process Deviation (Verbal to SI)	15 Min.	90%	100%	10 For score between 95 to 100 5 For score between 91 to 95 Else 0	20%	10		
	Investigation report of Customer complaint	within 1 Week	70%	100%	10 For score between 80 to 100 5 For score between 80 to 90 Else 0	20%	10		
	Analysis schedule compliance	As per schedule(QP)	100%	100%	10-100% compliance 5-90% compliance Else 0	10%	10		
	On time analysis of in-coming material	within 2 hrs after receive	90%	100%	10-100% compliance 5-90% compliance Else 0	10%	10		
	Daily process score	Parameters should be maintained within range	90%	100%	10 If score 95-100 5 If score 80-95 0 If score is <80	25%	10		
	Actions for the process deviations to be communicated within 1 hour	Immediate communication	90%	100%	10 If communicated within 1 hr Else Portable basis	25%	10		
Technical services	Provision of castbar sample after every rolling stoppage	In every stoppage	90%	100%	10 If provided in every rolling stoppage 5 In alternate rolling stoppage Else 0	20%	5	9	N.Sankar
	Customer complaint RCA and CAPA implementation	Effective RCA, and CAPA to be given	90%	100%	10 If provided within 6 days 5 If provided in between 6 to 14 days Else 0	30%	10		
IMS Coordinator:		Approved by CCR HOD		Approved by Technical Services HOD					

Service Level Agreement							Mav-24	Total Score	Sign (Fr-2024-25)
Dept: 35TPHCCR	Internal Customer	Key Area	Quality Characteristics (KPIs)	Baseline	Target	Scoring Mechanism	Weightage	Score	
		Equipment availability	Availability of critical Equipments	94%	95%	10 For availability 95% and above 5 For availability between 94-95% Else 0 if below 94% (Except NA of Cathode & Plant Shutdown)	25%	10	
		Equipment reliability	Reliability of critical equipments	97%	98%	10 For reliability between 98% and above 5 For reliability between 97 to 98 % Else 0 if below 97%	25%	10	
CCR		Utility parameters as per process requirement	Process operation quality (pH)	8-10 pH	8-10 pH	10 For pH between 8 to 10 0 If out of range	12%	10	
		Utility parameters as per process requirement	Process operation quality(Conductivity)	<2500 μ /cm	<2000 μ /cm	10 For conductivity b/w 0 to 2000 μ /cm 5 For conductivity b/w 2000 μ /cm to 2500 Else 0	13%	10	
		BOP equipment availability for plant process	Availability of plant	100%	100%	10 For Availability of plant between 99 to 100% 5 For Availability of plant between 98% to 99 % Else 0	25%	10	
		Providing equipment availability for PM and planned jobs	Declaration as per production plan	90%	100%	10 - If 100% Availability against plan 5 - If 90% to 99% Availability against plan Else 0	50%	10	
MECHANICAL		Intimation for utility requirement	Declaration as per production plan	90%	100%	10-For Timely Intimation Else 0	25%	10	
		Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	100%	100%	10-For Timely Issue Else 0	25%	10	
	IMS Coordinator:	<i>Y. Murali Krishna</i>	Approved by CCR HOD	<i>N. Srinivas</i>					
			Approved by Mechanical HOD	<i>Rajendra</i>					

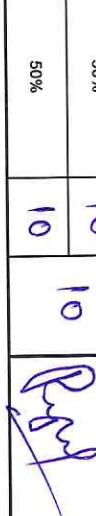
Sterlite copper®

Doc No.: SC/VS/MSL/MSL/A/9.1.2./01

Rev No.: 04, Ver : 05

Date:- 05/07/2022

Dept: 35PHCCR Internal Customer	Key Area	Service Level Agreement					Score	Total Score	Sign
		Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage			
CCR	Zero Damage to Finished Products & Goods	No Damage to the material & Property	0%	0%	10 < 1% 7: >1% & <1.5% 5: >1.5% & <2% 3: 2.2-2.5% 0: >2.5%	50%	10	10	N.S.
	Timely Loading to FG Material	TAT from reporting to out	4hrs	2hrs	10 < 3 hrs 7: >3 hrs & <3.5 hrs 5: >3.5 hrs & <4 hrs 3: 4-4.5 hrs 0: >4 hrs	50%	10	10	M.W.
LOGISTICS	Customer specific production through QC	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	40%	10	10	M.W.
	Pallet quality to be ensured while packing	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%	10	10	M.W.
IMS Coordinator:	Transportworthy Packing of CC Rod	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%	10	10	M.W.
	Approved by CCR HOD	<i>N. Sankar</i>					Approved by Logistics HOD	<i>M.W.</i>	

Dept: 351PHCCR Internal Customer	Key Area	Service Level Agreement				May-24	Sign (FY 2024-25)
		Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism		
	Equipment availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	20%	10
	Equipment reliability	Reliability of critical equipments	75%	85%	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	20%	10
CCR	Power availability	Availability of Grid Supply	98%	100%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	5%	10
	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	RCCA guidelines	90%	100%	10- For score between 95 to 100 5- For Score between 90 to 95 0- Else	10%	10
	Field Instrument Calibration Compliance	Calibration Schedule	95%	100%	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10%	10
	Standby power supply system availability	Availability of critical equipments	98%	99%	10- For score between 95.5 to 99 5- For Score between 98 to 98.5 0- Else	10%	10
	Timely provision of E&I resources to avoid any production loss	Planned time	90%	100%	10- For score between 95 to 100 5- For Score between 90 to 95 0- Else	15%	10
	Compliances of electrical appliances i.e. light , AC ,fans etc use for plant upkeep	Availability of electrical appliances	90%	100%	10- For score between 95 to 100 5- For Score between 90 to 95 0- Else	10%	10
ELECTRICAL	Providing equipment availability for PM & planned jobs as per schedule	Availability of electrical appliances declaration as per production plan	75%	100%	10- 100% Availability 5- 75% Availability Else 0	50%	10
	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	70%	100%	10- For Timely issue 50% Else prorata basis	50%	10
IMS Coordinator:		Approved by CCR HOD	 				Approved by Electrical HOD 

Dept: 35TPHCCR Internal Customer	Key Area	Service Level Agreement				Weightage	Score	Total Score	Sign (FY 2024-25)
		Quality Characteristics (MPL's)	Baseline	Target	Scoring Mechanism				
Equipment availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	20%	10	10	10	
Equipment reliability	Reliability of critical equipments	75%	85%	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	20%	10	10	10	
Power availability	Availability of Grid Supply	98%	100%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	5%	10	10	10	
Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	RCFA guidelines	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10	10	10	
Field Instrument Calibration Compliance	Calibration Schedule	95%	100%	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10%	10	10	10	
Standby power supply system availability	Availability of critical equipments	98%	99%	10- For score between 96.5 to 99 5- For Score between 98 to 98.5 0- Else	10%	10	10	10	
Timely provision of E&I resources to avoid any production loss	Planned time	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	15%	10	10	10	
Compliances of electrical appliances i.e. light, AC, fans etc use for plant upkeep	Availability of electrical appliances	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10	10	10	
Providing equipment availability for PM & planned jobs as per schedule	declaration as per production plan	75%	100%	10-100% Availability 5- 75% Availability Else 0	50%	10	10	10	
ELECTRICAL	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	70%	100% 10 For Timely issue Else prorata basis	50%	10	10	10	
IMS Coordinator:	Y. Shalini	Approved by CCR HOD	N. Srinivas						
		Approved by Electrical HOD	Rajesh						

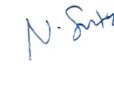
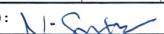
Sterlite copper

Dept: 35THCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Service Level Agreement		Weightage	Score	Apr-24 Total Score	Sign (FY 2024-25)
			Baseline	Target				
CCR	Zero Damage to Finished Products & Goods	No Damage to the material & Property	0%	0%	10 <1% 7->1% & <1.5% 5->1.5% & <2% 3->2.5% 0->2.5%	50%	10	10
	Timely Loading to FG Material	TAT from reporting to out	4hrs	2hrs	10: -3 hrs 7->3 hrs & <3.5hrs 5->3.5 hrs & <4 hrs 3.4->5 hrs 0->2 hrs	50%	10	10
LOGISTICS	Customer specific production through QC	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	40%	10	N. Sarker
	Pallet quality to be ensured while packing	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%	10	10
IMS Coordinator:	Transportworthy Packing of CC Rod	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%	10	M. J. Wylly
	Approved by CCR HOD	<i>N. Sarker</i>		Approved by Logistics HOD	<i>M. J. Wylly</i>			



Service Level Agreement							Apr-24		Sign (FY2024-25)
Dept: 3TPHCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage	Score	Total Score	
ELECTRICAL	Providing equipment availability for PM & planned jobs as per schedule	declaration as per production plan	75%	100%	10 - 100% Availability 5 - 75% Availability Else 0	50%	10	10	
	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	70%	100%	10 - For Timely issue Else prorata basis	50%	10		
CCR	Equipment availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	20%	10	10 	
	Equipment reliability	Reliability of critical equipments	75%	85%	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	20%	10		
	Power availability	Availability of Grid Supply	98%	100%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	5%	10		
	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	RCFA guidelines	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10		
	Field Instrument Calibration Compliance	Calibration Schedule	95%	100%	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10%	10		
	Standby power supply system availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10%	10		
	Timely provision of E&I resources to avoid any production loss	Planned time	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	15%	10		
	Compliances of electrical appliances i.e. light., AC, fans etc use for plant upkeep	Availability of electrical appliances	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10		
Prepared By :	T. Murali Krishna	IMS coordinator:	T. Murali Krishna		Approved by HOD :	N. Srinivas			



Service Level Agreement							May-24 Score	May-24 Total Score	Sign (FY 2024-25)
Dept: 3-TPHCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage			
ELECTRICAL	Providing equipment availability for PM & planned jobs as per schedule	declaration as per production plan	75%	100%	10 - 100% Availability 5 - 75% Availability Else 0	50%	10	75	 <i>Time taking to give permit in system</i>
	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	70%	100%	10 - For Timely issue Else prorata basis	50%	5		
CCR	Equipment availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	20%	5	 <i>Stretch targets Breakdown Maintenance issue</i> 	9
	Equipment reliability	Reliability of critical equipments	75%	85%	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	20%	10		
	Power availability	Availability of Grid Supply	98%	100%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	5%	10		
	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	RCFA guidelines	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10		
	Field Instrument Calibration Compliance	Calibration Schedule	95%	100%	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10%	10		
	Standby power supply system availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10%	10		
	Timely provision of E&I resources to avoid any production loss	Planned time	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	15%	10		
	Compliances of electrical appliances i.e. light , AC ,fans etc use for plant upkeep	Availability of electrical appliances	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10		
Prepared By : 	IMS coordinator : 	Approved by HOD : 							

Dept: 351PHCCR Internal Customer	Key Area	Service Level Agreement			Scoring Mechanism	Weightage
		Quality Characteristics (KPI's)	Baseline	Target		
CCR	Zero Damage to Finished Products & Goods	No Damage to the material & Property	0%	0%	10: <1% 7: >1% & <1.5% 5: >1.5% & < 2% 3: 2-2.5% 0: >2.5%	50%
	Timely Loading to FG Material	TAT from reporting to out	4hrs	2hrs	10: < 3 hrs 7: >3 hrs & <3.5 hrs 5: >3.5 hrs & < 4 hrs 3: 4 - 4.5 hrs 0: >5 hrs	50%
LOGISTICS	Customer specific production through QC	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	40%
	Pallet quality to be ensured while packing	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%
IMS Coordinator: <i>J. Bhavat Kishna</i>	Transportworthy Packing of CC Rod	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%
	Approved by CCR HOD <i>N. Jayaraman</i>	Approved by Logistics HOD <i>M. M. M. M. M.</i>				

Service Level Agreement						sterilite copper	
Dept: 355TPHCCR	Internal Customer	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage
CCR	Equipment availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0-Else	20%	
		Reliability of critical equipments	75%	85%	10- For score between 81 to 85 5- For Score between 75 to 80 0-Else	20%	
		Availability of Grid Supply	98%	100%	10- For Score between 98.5 to 99 5- For Score between 98 to 98.5 0-Else	5%	
	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	RCFA guidelines	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0-Else	10%	
	Field Instrument Calibration Compliance	Calibration Schedule	95%	100%	10- For score between 98 to 100 5- For Score between 95 to 98 0-Else	10%	
	Standby power supply system availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0-Else	10%	
	Timely provision of E&I resources to avoid any production loss	Planned time	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0-Else	15%	
	Compliances of electrical appliances i.e. light , AC ,fans etc use for plant upkeep	Availability of electrical appliances	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0-Else	10%	
	Providing equipment availability for PM & planned jobs as per schedule	declaration as per production plan	75%	100%	10 100% Availability 5 75% Availability Else 0	50%	
	ELECTRICAL	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	70%	100% 10 For Timely issue Else prorata basis	50%	
IMS Coordinator:			Approved by CCR HOD	 N. Srinivasan			
ELECTRICAL			Approved by Electrical HOD	 R. Rajesh			

Service Level Agreement	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage
						CCR
Weight of the bundles 2.4 -2.6 MT		Regular	95%	100%	Score 10 for 95-100% Score 5 for 90-95% Else 0	25%
Bundles Should be Free from nodules		Regular	100%	100%	Score 10 for 95-100% Score 5 for 90-95% Else 0	25%
Bundles Should be Free from other Foreign Materials		Regular	100%	100%	Score 10 for 95-100% Score 5 for 90-95% Else 0	25%
Packing to be firm for stacking & easy charging		Regular	100%	100%	Score 10 for 95-100% Score 5 for 90-95% Else 0	25%
Feedback to be given on physical property of cathode on daily basis.					Score10- For score between 95%-90% Score 5- For score between 90%--85% Score 0- For score < 85%	50%
Tankhouse					Score10- For score between 95%-90% Score 5- For score between 90%--85% Score 0- For score < 85%	50%
Feedback to be given on chemical property of cathode on daily basis.						
IMS Coordinator:	 	Approved by CCR HOD		Approved by Tankhouse HOD		