



Eligibility –

CRG members:

1. Who are in regular employment of the Company;
2. Who are NOT on probation; and
3. Who have rendered at least SIX MONTHS of service shall be reviewed for annual increment

Note:

1. In case a CRG member remains on Leave without pay, etc. for a period such that his/her total service with pay during the above periods, becomes less than six months, grant of annual increment will be shifted to next annual cycle, as the case may be.
2. In case the period of probation is extended, the first annual increment will be admissible from the date the probation is completed and subsequent increment with reference to date of his/her joining, as mentioned above.

Performance Management System

Band Structure

Mangement Band	Band	Relevant Experience Range
Policy & Strategy/GM	G4	21 to 26
	G3	18 to 23
	G2	16 to 21
	G1	14 to 19
Implementation/Management	M3	11 to 16
	M2	9 to 14
	M1	7 to 12
	M0	5 to 10
Contribution/Execution	E3	4 to 9

	E2	2 to 7
	E1	0.5 to 5
	L2	2 to 4
	L1	0.5 to 2
Trainee	T1	0 to 0.5

Growth Avenues in CRG

Movement within Group Band:

From E1 to E2

1. Min 2 years of relevant experience
2. Minimum tenure in the same band
3. Consistent Performance:
 - If Performance rating is P5 then in 2 yrs
 - If Performance rating is P4 then in 3 yrs
 - If Performance rating is P3 then in 4 yrs
4. Customer orientation/handling skill
5. Functional skill/knowledge
6. Additional responsibility
7. Going beyond the scope of responsibility

From E2 to E3/M0

1. Min 4 years of relevant experience
2. Consistent Performance:
 - If Performance rating is P5 then in 2 yrs
 - If Performance rating is P4 then in 3 yrs
 - If Performance rating is P3 then in 4 yrs
3. Customer orientation skill
4. Functional skill
5. Team-handling skill/Specialist

Movement from one group band to next group band

From E3/M0 to M1

1. Business Need
2. Leadership skill
3. Capability to Visualize, Plan, Implement, Co-ordinate and Monitor the operations of a Department/Function
4. Min 7 years of relevant experience

5. Consistent Performance:
 - If Performance rating is P5 then in 2 yrs
 - If Performance rating is P4 then in 3 yrs
 - If Performance rating is P3 then in 4 yrs
6. Customer orientation skill
7. Functional skill

From M1 to M2

1. Business Need
2. Leadership Qualities
3. Capability to Visualize, Plan, Implement, Co-ordinate and Monitor the operations of a Department/Function
4. 1 core competency, Min. 1 additional Functional Experience
5. Min 9 years of relevant experience
6. Consistent Performance:
 - If Performance rating is P5 then in 2 yrs
 - If Performance rating is P4 then in 3 yrs
 - If Performance rating is P3 then in 4 yrs
7. Customer orientation skill

From M2 to M3

1. Business Need
2. Leadership Qualities
3. Capability to Visualize, Plan, Implement, Co-ordinate and Monitor the operations of a Department/Function
4. 1 core competency, Min. 1 additional Functional Experience
5. Min 11 years of relevant experience
6. Consistent Performance:
 - If Performance rating is P5 then in 2 yrs
 - If Performance rating is P4 then in 3 yrs
 - If Performance rating is P3 then in 4 yrs
7. Function experience of customer interface

Standard Rating Scale

Rating Scale	Rating Definition	Scoring Range (0 to 10)
P5	Far Exceeds Expectation(FEE)	9 to 10
P4	Exceeds Expectation(EF)	7 to 8.9
P3	Meets Expectation (ME)	5 to 6.9
P2	Below Expectation(BE)	4 to 4.9
P1	Far Below Expectation(FBE)	Less than 4