

Annexure - I

S.NO	KPI	Score	Assessment	Frequency	Additional information
1	Report to the Station Controller in time before commencement and on completion of duty.	5	Monthly reports from the biometric attendance shall be submitted. A. 95% & above - 5 marks. B. 90-95% - 4 marks. C. 85-90% - 3 marks. D. 80-85% - 2 marks. E. <80% - 0 marks.	Monthly	
2	Be Conversant with the Operations & Maintenance of the equipment pertaining to the system.	10	All staff to take online test repective to their department and safety. Assessment will be done on overall pass rate of the staff: A. 95% & above - 10 marks. B. 90-95% - 8 marks. C. 85-90% - 6 marks. D. 80-85% - 4 marks. E. <80% - 0 marks.	Quarterly	
3	Have the plan for the day's work and share the same with the system manager.	5	All staff to share the day's work pain with the manager/station controller. Manager/SC to fill online survey daily. A. 95% & above - 5 marks. B. 90-95% - 4 marks. C. 85-90% - 3 marks. D. 80-85% - 2 marks. E. <80% - 0 marks.	Monthly	

4	Wear uniform and have proper tools, safety and protective gear for work.	10	<p>Manager/SC to fill online survey daily.</p> <p>A. 95% & above - 10 marks. B. 90-95% - 8 marks. C. 85-90% - 6 marks. D. 80-85% - 4 marks. E. <80% - 0 marks.</p>	Monthly	
5	Should arrange for consumables required for the work.	5	<p>Manager/SC to fill online survey daily.</p> <p>A. 95% & above - 5 marks. B. 90-95% - 4 marks. C. 85-90% - 3 marks. D. 80-85% - 2 marks. E. <80% - 0 marks.</p>	Monthly	
6	Rectify the defects in time.	10	<p>Manager/SC to fill online survey daily.</p> <p>A. 95% & above - 10 marks. B. 90-95% - 8 marks. C. 85-90% - 6 marks. D. 80-85% - 4 marks. E. <80% - 0 marks.</p>	Monthly	
7	Complete the maintenance work as per schedule.	10	<p>Reports of planned vs actual Preventive maintenance will be collected from each department.</p> <p>A. 95% & above - 10 marks. B. 90-95% - 8 marks. C. 85-90% - 6 marks. D. 80-85% - 4 marks. E. <80% - 0 marks.</p>	Monthly	

8	Report the failures occurring in the equipment under AMC and coordinate works for rectification.	5	All breakdowns or coordination shall be immediate response. (AMC/DLP) Feedback will be taken from the App and Breakdown response times from SC: A. 95% & above - 5 marks. B. 90-95% - 4 marks. C. 85-90% - 3 marks. D. 80-85% - 2 marks. E. <80% - 0 marks.	Monthly	
9	Keep and update records like equipment checklist, defects register, maintenance register, readings register etc.	10	Monthly audit by CMRL: A. 95% & above - 10 marks. B. 90-95% - 8 marks. C. 85-90% - 6 marks. D. 80-85% - 4 marks. E. <80% - 0 marks.	Monthly	
10	Should adhere to the rules/procedures pertaining to outsourced staff issued by CMRL from time to time.	5	Manager/SC to fill online survey daily. A. 95% & above - 5 marks. B. 90-95% - 4 marks. C. 85-90% - 3 marks. D. 80-85% - 2 marks. E. <80% - 0 marks.	Monthly	
11	Should avoid alcoholic drink, drugs etc. While on duty .	10	Manager/SC to fill online survey daily. A. no incident in a month - 10 marks. B. any incident - 0 marks.	Monthly	

12	Should be civil and courteous while on duty.	5	Manager/SC to fill online survey daily. A. 95% & above - 5 marks. B. 90-95% - 4 marks. C. 85-90% - 3 marks. D. 80-85% - 2 marks. E. <80% - 0 marks.	Monthly	
13	Should move from one station to another in need of emergency and other requirements for work.	5	Manager/SC to fill online survey daily. A. 95% & above - 5 marks. B. 90-95% - 4 marks. C. 85-90% - 3 marks. D. 80-85% - 2 marks. E. <80% - 0 marks.	Monthly	
14	Should coordinate with other agencies like TANGEDCO, Metrowatwater etc. for work.	5	Manager/SC to fill online survey daily. A. 95% & above - 5 marks. B. 90-95% - 4 marks. C. 85-90% - 3 marks. D. 80-85% - 2 marks. E. <80% - 0 marks.	Monthly	
Total overall score		100			