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**CORE-1, SCOPE COMPLEX, 7, INSTITUTIONAL AREA, LODHI ROAD,  
NEW DELHI – 110 003 TELEPHONE NO: 011-24381343/1483**

**E-Tender No: MMTC/CO/COMP/APAR/17-18/1319/1**

**Date 25.07.2017**

**MMTC Limited Invites E-tender** for Analysis, Design, Development, Deployment on NIC CLOUD (MEGHRAJ), with 5 years Onsite Maintenance of Annual Performance Appraisal of Officers & Staff at MMTC Limited

<b>E-Tender Number</b>	<b>MMTC/CO/COMP/APAR/17-18/1319/1</b>
<b>Earnest Money</b>	Rs. 10,000/- (Rupees Ten Thousand Only) in form of a crossed banker's cheque/Bank Draft favoring "MMTC Limited" drawn on any 'Nationalized Bank or first class International Bank payable at Delhi/New Delhi. Earnest Money to be deposited along with the Technical bid.
<b>Bid Submission</b>	Latest By 1200 Hrs. on 17.08.2017 (Thursday), at MMTC Limited, Corporate Office at Scope Complex, Core – 1, Lodhi Institutional area, New Delhi – 110003.
<b>Tender Opening</b>	1215 Hrs. on 17.08.2017 (Thursday), at MMTC Limited, Corporate Office at Scope Complex, Core – 1, Lodhi Institutional area, New Delhi – 110003
<b>Last date and time for Sending Pre-Bid Queries in writing</b>	2 <sup>nd</sup> Aug, 2017 by 5:00 PM
<b>Pre-Bid Meeting</b>	4 <sup>th</sup> Aug, 2017 at 2:30 PM at MMTC Limited, Corporate Office at Scope Complex, Core – 1, Lodhi Institutional area, New Delhi – 110003

**SECTION I**

**1.0 BACKGROUND**

Established in 1963, MMTC, one of the two highest foreign exchange earners for India, is a leading international trading company. It is the largest international trading company of India and the first Public Sector Enterprise to be accorded the status of "FIVE STAR EXPORT HOUSE" by Government of India for long standing contribution to exports. MMTC is the largest non-oil importer in India. MMTC's diverse trade activities encompass Third Country Trade, Joint Ventures, Link Deals - all modern day tools of international trading. Its vast international trade network, which includes a wholly owned international subsidiary in Singapore, spans almost in all countries in Asia, Europe, Africa, Oceania and Americas, giving MMTC global market coverage.

**1.1 OBJECTIVE:**

MMTC intends to have Analysis, Design, Development, Deployment on NIC Cloud (MEGHRAJ) of Annual Performance Appraisal of Officers & Staff at MMTC Limited with 5 years Onsite Maintenance including recommendation of Domain registration and SSL certification for the developed application.

The online system should be based on the comprehensive performance appraisal dossier that is maintained for each official of MMTC. The aim of this system is to facilitate the electronic filling of Performance Appraisal Report (PAR) by officials in a way that is not only user friendly but also allows to fill from anywhere anytime as per their convenience. Similar convenience will be available to the officials at different levels in the workflow hierarchy of filling and submission process. The system is also expected to reduce delays in submission of completely filled APARs.

**Features/Functionalities:**

- TRANSPARENCY & ACCOUNTABILITY
- ONLINE GENERATION OF eAPAR
- DELEGATION
- WORKFLOW CREATION
- SEARCH AND RETRIEVAL
- DASHBOARD
- REPORTS

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**SECTION -2**

**2.1 SPECIAL TERMS & CONDITIONS FOR E-TENDER:**

1. OFFERS TO BE SUBMITTED ONLINE ON MMTC'S E-PROCUREMENT PORTAL ([HTTPS://MMTC.EPROC.IN](https://mmtc.eproc.in)) AGAINST THE RESPECTIVE TENDER ALONG WITH SCANNED COPY OF DULY SIGNED OFFER ON LETTERHEAD.
2. THE BIDDER SHOULD HAVE LEGALLY VALID CLASS III DIGITAL SIGNATURE CERTIFICATE FROM THE LICENSED CERTIFYING AUTHORITIES OPERATING UNDER THE ROOT CERTIFYING AUTHORITY OF INDIA (RCAI), CONTROLLER OF CERTIFYING AUTHORITIES (CCA) OF INDIA FOR SUBMISSION OF THEIR BID ON MMTC'S E-PROCUREMENT PORTAL.
3. BIDDERS ARE REQUESTED TO REGISTER ON THE E-PROCUREMENT PORTAL. THE BIDDER SHOULD HAVE A VALID USER ID TO ACCESS E-PROCUREMENT PORTAL OF MMTC.
4. BIDDERS ARE ADVISED TO PRINT AND SAVE BID SUBMISSION RECEIPT AFTER SUBMISSION OF BIDS.
5. THE INTERNET BROWSER USED SHOULD BE INTERNET EXPLORER VERSION 10.0 AND ABOVE. THE OPERATING SYSTEM SHOULD BE MICROSOFT WINDOWS 7.
6. VENDORS SHOULD FULFILL ANY OTHER PRE-REQUISITES MENTIONED IN THE TENDER DOCUMENTS OF A SPECIFIC TENDER.
7. FOR ANY TECHNICAL ISSUES/DIFFICULTIES PERTAINING TO THE E-PROCUREMENT PORTAL BIDDERS ARE ADVISED TO GET IN TOUCH WITH THE SERVICE PROVIDERS HELPDESK:

<b>HELPDESK TIMINGS: 1000 HRS to 1830 HRS IST (MONDAY TO FRIDAY (Exclusions: MMTC HOLIDAYS))</b>		
<b>Contact Nos. +91-124-4302000 for helpdesk officers</b>		
<b>Dedicated helpdesk for MMTC</b>		
<b>Name</b>	<b>Email</b>	<b>Phone numbers</b>
<b>Pankaj Kumar</b>	<b>Pankaj.verma@clindia.com</b>	<b>+91-9910433177</b>

### SECTION-3

#### **3.1 ELIGIBILITY CRITERIA:**

1. The Bidder should be registered in India. Certificate of Incorporation, Copy of PAN, GST registration Number (GSTIN) with State code should be submitted. (Any other statutory changes required may be complied by the bidder with no additional liability on MMTC Limited.
2. The Bidder company/firm should be financially sound i.e.; it must have made profits in each of last three financial years (2013-14, 2014-15 & 2015-16). (Copy of Audited financial statements, CA Certificate and directors' reports) for the last three years should be enclosed.)
3. The Bidder company should have average turnover of Rs. 3 (Three) crores per annum in last three financial years (2013-14, 2014-15 & 2015-16) in IT services/application development. (Attach an original certificate on the turnover from these activities from auditor of the company.)
4. The Bidder company should have successfully implemented Web based Software Application for at least in TWO (2) organization. (Satisfactory performance certificate from these organizations along with copies of the sanction letter have to be attached).
5. The Bidder company/firm should have at least one branch offices(s) at NCR/Delhi/New Delhi for 100% system support services.
6. The Bidder should be CMMI level 3 or ISO 9001:2015 complied or higher. (Proof as Valid Certificate to be enclosed).
7. The Bidder should not be black listed or on holiday as of date of submission of tender by any Central Govt/State Government. (Undertaking regarding this should be provided by the bidder)

**Supporting document (s) to be enclosed for above eligibility criteria or else bids are liable to be rejected**

**3.2 Project Time line, Schedule & Contract period**

MMTC envisages the completion of the successful implementation of the project within a timeframe of 8 weeks from the start of the project. Post successful Go-Live, the bidder need to maintain and support the application for a period of 5 years.

Description	Activity	Timeline
Analysis, Design, Development, Deployment, Customization & configuration of APAR Application	Project Start	T = Date of signing of Agreement
	<ul style="list-style-type: none"> <li>Requirement gathering of APAR application format &amp; reports</li> <li>Recommendation to MMTC for Domain Registration, SSL Certification &amp; third party API like SMS Gateway etc.</li> </ul>	T1 = T+ 1 Weeks
	<ul style="list-style-type: none"> <li>Analysis, Design, Development, Deployment, IT Security Audit, &amp; GIGW Compliance of APAR application</li> <li>Implementation and integration of Domain Registration, SSL certification &amp; various API's</li> </ul>	T2 = T1+ 6 Weeks
	A. Training and User Manual by bidder (venue MMTC N Delhi), UAT & GO-LIVE	T3 = T2+1 Weeks
	AMC, Development & Customization as per the requirements of MMTC from time to time for the software	For the period of 5 years after the expiry of warranty i.e. (One Year from go live date and acceptance by MMTC)

## SECTION -4

### 4.1 SCOPE OF WORK: -

4.1.1 This tender is for Analysis, Design, Development, Deployment, Training and Maintenance of Web based application for Annual Appraisal of Officers & Staff using OPEN SOURCE technologies. The Application shall be deployed on NIC CLOUD.

4.1.2 The basic requirement of this Annual Performance Appraisal of Officials project is to enable MMTC official to fill self-appraisal (in case of officers only) using dynamic Workflow web based application with complete audit trails. This developed web based application will be audited by the bidder from CERT-In empanelled vendor for IT Security & Process audit. The developer to also confirm that all mandatory government guidelines like GIGW Compliance are complied by this application.

4.1.3 Defining and documenting the architecture and the detail design / development for the new web platform for propagation, capturing details of APAR, training, etc.

4.1.4 Defining the hardware specification for the new web platform. Creating detailed project deliverable documents (User Scenarios and workflows, User Requirements Specification, Detail Design Document, Test Case documents etc.).

4.1.5 Provision for all entitlements / privileges for all types of Profiles like as End Users, Super Users, IT Users, IT Administrators, DB Administrator and Super Administrator with password assistance through SMS and email. Role based access and authorization of various modules.

#### 4.1.6 Report Requirement

- The Application should contain a Dashboard of tailor made MIS pages which shows output in the form of maps, charts with threshold limits.
- Authoring and Maintaining templates for Email / SMS for each trigger (action against any updation).
- Third party vendor is to be integrated by the vendor for Email / SMS. Further this is informed that the vendor for Bulk SMS and Bulk Mailing systems of MMTC may change in future. In view of the same the vendor has to design and develop the system such that it may cater to the change of the system of new form with few configurations here and there which may be documented and provided to MMTC
- The Application should pass OWASP Top10 security check certificate to stop hacking attempts before going LIVE. A CERT-In empanelled auditor must certify that the application is found to be free of all OWASP Top 10 vulnerabilities.

4.1.7 The vendor will be responsible for maintaining and managing the performance and real time display of the hardware / software system developed and implemented by them by configuring and optimizing Operating system, Database optimization and log management / shipping for DR and backup, SSL, software updates / patches, minor updation etc. of the Production Environment during the contract period.

4.1.8 The Weekly analysis report on traffic / data profiling needs to available to MMTC on real time basis at no additional cost.

4.1.9 Bidder will be responsible for providing User Training, User Manuals for all types of users (including Administrator role) and Technical Documents.

4.1.10 Managing the staging and development environment of Software Application at NIC Cloud for each and every release starting from day 1 of development.

4.1.11 The solution should be scalable and published / accessible without distortion across the latest three versions / types of browser (IE/Chrome/Mozilla/Safari etc.).

4.1.12 User management / Role profiling: Robust login system/ Secure Log-in allowing stakeholders to access the system as per their roles / authorization thereby having retrieve & reset password facility on email / SMS.

4.1.13 The vendor has to provide the list of hardware such as Servers etc. that will be required to create the Development, Staging and Production Environment as a part of solution along with the required configuration details. The details must be submitted by the Vendor as a part of Technical Bid.

4.1.14 Help (Animated Guided tour with screen demo on how to use portal, New Users, New Features, Customization of page, Online Validation)

4.1.15 The Software application should maintain logs and keep a record of events for later verification with search features for readable output. The database should be in Normalized form with proper indexing and exception handling.

4.1.16 Workflow: The application should preferably have the capability to develop Pictorial Workflow as Multiple departments during life cycle of the stakeholder.

4.1.17 The system should be open to be integrated with any third party application in future.

4.1.18 The software application should have the provision to capture employee details from existing ERP.

**4.2 SCOPE OF WORK / FUNCTIONALITY IN BRIEF: -**

PAR filling process starts at the beginning of the financial year. The Custodian of the respective division at CO / RO sends the blank PAR forms to the Individual officer. The officer fills the PAR for further submission to his/her Reporting Officer. The PAR moves from Reporting Officer to Reviewing Officer and to Accepting Authority mandatorily. In case of Staff, PAR is filled by Reporting Officer only then forwarded to Reviewing Officer and then to Accepting Authority.

The system should provide status check so that the officers know where their PARs pending as well as what is pending with them.

**Key Features of the APAR application should be....**

- **Form ID:** Form ID is unique and created while generation of Form
- **PAR ID:** Unique ID for PAR
- **Search Criteria:** To search on various parameters like name, date etc.
- **Draft:** To save the PAR as Draft and work later
- **Flows of PAR**
  - **Standard:** Grading on the Standard flow of PAR & provision for fast track
  - **Representation:** Official can put for Representation in case of disagreement
- **Delays:** Reduced delay in PARs submission
- **Communication:** Timely Mobile and emails alerts at appropriate Stage
- **Security:** Submission possible only through digital signing
- **Pendency:** Tracking at every Stage
- **Safety:** No case of Missing/Lost/Damaged PARs

**Roles & Responsibilities - MMTC- APAR**

**Ownership Based**

- **PAR Custodian:** Manages and Maintains PAR Database, Central Repository Records Updating (Creation of work flow for official)
  - CO PAR Custodian
  - RO PAR Custodian
- **Primary Nodal Officer:** Generates the PAR and Parameters for PAR SETUP

**Administration Based**

- **System Administrator:** Maintains the records of Database and updation of Database
- **PAR Administrator:** Maintains Database for respective cadre
- **PAR Manager:** Responsible for creating work flow for PAR, maintaining and managing the official's transfers, superannuation and personal information.

**Workflow Based (For Officer)**

- **Officer:** Officer fills the PAR and send to Reporting Authority
- **Reporting Authority:** Views the completed PAR of an officer and Grades the PAR and forward to Reviewing Authority.
- **Reviewing Authority:** Views the forwarded PAR from Reporting Authority and Grades the PAR and forward to Accepting Authority.
- **Accepting Authority:** Views the forwarded PAR from Reviewing Authority and Grades the PAR and forward to Custodian.

**Workflow Based (For Staff)**

- **Self appraisal portion will not be applicable in case of Staff PAR.**
- **The Staff PAR shall be appraised by the Reporting Officer only.**
- **Reporting Authority:** Fill the PAR for Staff, Grades the PAR and forward to Reviewing Authority.
- **Reviewing Authority:** Views the forwarded PAR from Reporting Authority and Grades the PAR and forward to Accepting Authority.
- **Accepting Authority:** Views the forwarded PAR from Reviewing Authority and Grades the PAR and forward to Custodian.



The above scope of work is illustrative and not exhaustive. The bidder needs to study the required/existing manual systems and procedures in MMTC and also incorporate their expertise w.r.t. best industry practices before they go for actual development of the system.

Finalizing the detailed list of activities, scope and duration of each of the activity and detailed project plan, Detailed discussions with concerned stakeholders to understand the overall objectives of the assignment.

**4.3 INDICATIVE DELIVERABLES: -**

This section provides indicative deliverables, however actual deliverables will depend upon project specific requirements and will be finalized in consultation with user department. (Appraisal Forms as per Annexure-V, VI, VII & VIII).

- High Level Design/ Architecture Document
- Performance Test Reports
- Security Test Reports
- Usability Report
- Deployment Script
- User Manual
- Technical Manual
- Data Backup/ Archival Process
- Requirement Traceability Matrix
- Source Code
- Infrastructure design document
- Audit Trail Manuals
- Data Validation Tools

**SECTION -5**

**5.0 INSTRUCTIONS TO BIDDERS**

**5.1 General**

5.1.1 The **E-tender** shall be submitted in two parts:

- (i) Technical Bid
- (ii) Commercial Bid

5.1.2 MMTC reserves the right to revise or alter the scope of work before acceptance of any bid.

5.1.3 Definitions:

- (a) "The Purchaser" means MMTC Limited
- (b) "The Bidder" means the individual or firm or Service provider who participates in this tender and submits its bid.
- (c) "The Supplier" means the individual or firm supplying the services under the contract.
- (d) "The Services" means all the services and/or other materials, which the Supplier is required to supply to the Purchaser under the contract.
- (e) "The Work Order" means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The work order shall be deemed as "Contract" appearing in the document.
- (f) "The Contract Price" means the price payable to the Supplier under the work order for the full and proper performance of its contractual obligations.

**5.2 Documents to be attached with the Technical Bid**

5.2.1 Duly filled-in Form - A1, Form - A2, Form - A3 of ANNEXURE - I along with supporting documents.

5.2.2 Details of Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand only).

**5.3 Technical Evaluation Criterion**

5.3.1 The Bidder should fulfill the entire criterion laid out in Eligibility Criterion.

5.3.2 The Bidder should submit all the documents to be enclosed with the Technical Bid.

5.3.3 The Bidder should submit documentary evidence in respect of all the points specified in Eligibility Criteria and also in respect of the documents to be enclosed with the Technical Bid.

**5.4 Documents to be enclosed with the commercial bid**

5.4.1 The Bidder shall give the Commercial Bid in Form-B1 of ANNEXURE-II.

5.5 Earnest Money Deposit to be submitted in physical form and should reach MMTC, Corporate Office on or before **1200 Hrs. on 17.08.2017 (Thursday)**. **Non-submission of EMD will result in rejection of bid.**

5.6 The Technical bid will be opened in the presence of the authorized representative of the bidder on **17.08.2017 (Thursday), 1215 Hrs.** at MMTC, Corporate office, SCOPE Complex, Lodhi Road, New Delhi. The person intends to attend the opening should bring authorization letter for the same from the company.

5.7 Bidders are advised to submit their bid strictly based on the terms and conditions and specifications contained in this tender, and not to stipulate any deviations. MMTC reserves the right to reject the bids containing deviation to the terms and conditions and requirements of this tender.

5.8 **Cost of Bid preparation:** The bidder shall bear all costs associated with the preparation and submission of their Bids and MMTC shall in no case be responsible or liable for such costs regardless of the result of the bidding process. The bidder whose bid is not accepted shall not be entitled to claim any cost, charges and expenses of and incidental to or incurred by him through or in connection with his submission of bid, even though MMTC may elect to modify/withdraw the tender.

5.9 **Amendments to bid information:** MMTC reserves the right to make revisions or amendments to this tender prior to the closing date of the bid. Such revisions or amendments shall be announced by an addendum or addenda or corrigendum. In such case, the addendum may include an announcement of the new closing date for the submission of offers. The bid submitted by the bidder shall take into account all such amendments/revisions. The amendments shall be notified on [www.mmtclimited.com](http://www.mmtclimited.com) and [www.eprocure.gov.in](http://www.eprocure.gov.in) and these amendments will be binding on bidders.

**5.10 Prices**

5.10.1 Prices quoted in the commercial bid shall be firm and not subject to variation on any account.

5.10.2 Taxes shall be paid as per actual.

5.11 **Validity:** The bidders shall hold valid their bids for 90 (Ninety) days from the closing date for the e-bids. In exceptional circumstances, prior to the expiry of the original bid validity period, MMTC may request the bidders for a specified extension in the period of validity. The request and the response thereto shall be made in writing. A bidder may refuse the request for extension without forfeiting his Earnest Money Deposit (EMD). A bidder agreeing to the request will not be permitted to modify their bid, but will be required to extend the validity correspondingly.

**5.12 Earnest Money Deposit**

5.12.1 The EMD shall be in the form of a bank draft/Bankers Cheque favouring "MMTC Limited" drawn on any Nationalized Bank or first class International bank payable at Delhi/New Delhi.

5.12.2 EMD will be refunded to unsuccessful bidders. Also the said earnest money deposit will be refunded to successful Bidder on signing of the Contract and after submission and confirmation of Performance Guarantee.

5.12.3 No interest will be payable by MMTC on EMD.

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- 5.12.4 The EMD may be forfeited by MMTC if a Bidder withdraws his bid during the period of bid validity or extended bid validity specified above.
- 5.12.5 Should the tender be withdrawn or cancelled by MMTC, which MMTC has right to cancel any time, EMD will be refunded.

**5.13 MSME Exemption: -**

- 5.13.1 The bidder under MSME category as per Govt. Of India Guidelines is exempted from submission of EMD. The bidder must submit a valid certificate from the authorized issuing authorities.

- 5.14 A list of clients, contract start date, contract, name, address & phone number of contact person should be enclosed.

- 5.15 Corrections: Over writings are not permitted. In case of corrections, the correct word/number should be written separately and attested by authorized signatory & stamped.

- 5.16 Bid Evaluation: Bids received and accepted after fulfilling the terms and conditions of this tender, will be evaluated to ascertain the best and lowest evaluated bid in the interest of MMTC.

- 5.17 Acceptance of Bids: MMTC reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for this action.

- 5.18 Bid Currency: All costs and charges related to the bid shall be expressed in Indian Rupees only.

**5.19 Opening of Bids**

- 5.19.1 The bids will be accepted up to the date and time as specified in the tender document.
- 5.19.2 No bids will be accepted after tender deadline.
- 5.19.3 After technical evaluation, the Commercial bids of only those technically qualified will be taken up for further price valuation.
- 5.19.4 All technically qualified bidders shall be invited to attend the opening of commercial bids at MMTC office. The date of the opening of the Commercial bids would be communicated to the technically qualified Bidders.

- 5.20 There will be a pre-bid meeting on 4<sup>th</sup> August, 2017 at 2:30 PM at MMTC Limited, Corporate Office at Scope Complex, Core - 1, Lodhi Institutional area, New Delhi - 110003 to clarify the queries of the interested bidders. The interested bidders are requested to send their queries by email to: [dbartwal@mmtclimited.com](mailto:dbartwal@mmtclimited.com), [praveen@mmtclimited.com](mailto:praveen@mmtclimited.com) in advance.

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## SECTION -6

### 6.0 OTHER TERMS & CODITIONS

#### 6.1 PAYMENT TERMS: -

- 6.1.1 No advance payment in any case would be made.
- 6.1.2 100% Payment shall be released after successful GO-live on approval of MMTC competent authority through e-payment mode only towards Development of APAR application, IT Security Audit, Training and User Manual of APAR Application including NIC Cloud hosting services, Domain Registration, SSL Implementation till Go-Live as per the requirements of MMTC.
- 6.1.3 For ensuring e-payment, the service provider would complete all formalities with regard to payment through electronic mode and after submitting and confirmation of the performance guarantee.
- 6.1.4 Half Yearly payment shall be released after satisfactory completion of the AMC, Development as per the requirements of MMTC from time to time for a period of 5 (Five) years.
- 6.1.5 The payment would be made after deducting necessary taxes applicable, if any.

#### 6.2 Other Expenses:

- 6.2.1 The bidder will bear all other expenses including Boarding, Lodging & conveyance etc. of their team.

#### 6.3 PERFORMANCE GUARANTEE: - (As per ANNEXURE-III)

- 6.3.1 The successful bidder is required to submit a Performance Guarantee as per Purchaser's prescribed Performa on an appropriate value of stamp paper within a period of 30 days from the date of written notification of award to be made to the Bidder, calculated at the rate of ten percent (10%) on the work order value.
- 6.3.2 This will be issued by a scheduled commercial bank other than Co-operative bank or Gramin bank. The bank must have net worth of at least Rs. 500 crore and capital adequacy ratio of 9%.
- 6.3.3 Keeping in view their net worth/NPS/Profitability, bank Guarantees issued by Nainital Bank Ltd and Dhanlaxmi Bank shall also not be accepted.
- 6.3.4 In case of Performance Guarantee from a foreign bank branch situated outside India, the Bank Guarantee must be issued through any of the Indian Scheduled Commercial Bank, other than co-operative bank or Gramin bank or Nainital Bank or Dhanlaxmi Bank, preferably in the city where MMTC's office is located, fulfilling the criteria of net worth and Capital Adequacy Ratio as above.
- 6.3.5 Performance Guarantee shall be valid until the termination of the warranty period. All expenses, commissions and interests related to issuance and surrendering of the Performance Guarantee, accrued to the Bank, shall be at the sole cost of the bidder. The bidder, who has caused and delivered the Performance Guarantee, shall not be entitled to put forth any accrued interests thereon. The Performance Guarantee amount shall be available, if invoked, at the counters of bank in New Delhi within banking hours on the date of presentation.
- 6.3.6 **Performance Bank Guarantee shall be acceptable only from such Banks who provide independent confirmation of Performance Bank Guarantee to our Auditors**  
Failure of the successful bidder to comply with the above requirements shall constitute a sufficient ground for the annulment of the award and forfeiture of the EMD.

6.4 **Delays in the bidder's Performance:** Delay by the bidder in the performance of its obligations shall render the bidder liable to any or all of the following sanctions: -

1. Invocation of its Performance Guarantee.
2. Imposition of liquidated damages, and/or
3. Termination of the Contract for Default.

6.5 **Service Level Parameters:**

Service Provider shall keep portal operating for all days on behalf of MMTC. The Service Provider personnel contacts, telephone numbers, and other procedures of fault reports like call escalation processes, data bases with historical information will be made available by Service Provider to MMTC within 7 days of the acceptance of the site by MMTC. In case of default in any or all of the mentioned conditions, the penalty of Rs.500/- per day or part of the day will be levied on Service Provider by MMTC.

**Corrective Maintenance:** - In accordance with the terms of this Agreement, Service Provider shall perform corrective maintenance on the Software application / network for all components as provided and implemented by service provider. Service Provider shall maintain equipment using the procedures of corrective maintenance as required:

a) Reconfigurations of the system /portal (as and when new updates of software version are released) by the Service Provider

b) If any new technological updation are duly taken care by the vendor without the permission/approval of MMTC, such incidents can be ratified during the monthly reporting and the financial grants subject to those incidents shall be at the discretion of MMTC on equitable basis. For the applications/ portal supplied by Service Provider, the fault should be resolved addressed as per below matrix. In case of default in any or all of the mentioned conditions, a penalty of Rs. 1000/- per incident per day will be levied on Service Provider.

Defect Severity	Defect Report / Acknowledgement	Temporary resolution or workaround *	Permanent resolution*	SLA Adherence
Critical – Severe defect that renders application completely unavailable	2 hours(All Days)	24 hours	48 hours	100%
High – Major defect on the application's core functionality however manual work around is available/in place.	2 hours (Business) 4 Hours (Non Business)	24 hours	72 hours	95%
Medium – Defect on non-critical module or feature of the application. Manual work around may or not be in place	4 hours (All Days)	48 hours	96 hours	90%
Low – Cosmetic or UI related defect that does not impact the functionality of the application or affected module	24 hours (Business only)	NA	Change Management Process	95%

\* If there is a dependency on third party for resolution/analysis/deployment, their turnaround time will be added to this.

\* Low – Cosmetic or UI related defect that does not impact the functionality of the application or affected module will be managed through Release Management Process.

**Preventive Maintenance: -**

Service Provider shall perform preventive maintenance for the web site for all components provided and implemented by Service Provider. The preventive Maintenance includes normal checks on a monthly basis to check the quality of the performance of the against benchmark test. The preventive maintenance means benchmarking and generating reports pertaining to satisfactory through put in the network once in a fortnight during the warranty period. In case of default of any or all of the mentioned conditions a penalty of Rs.1000/- per day or part of day will be levied on Service Provider.

**Service Calls: -**

Service Provider will configure the Web Servers / services such that the fault is communicated immediately to their firm and designated official of MMTC through SMS or / and E-mail. Service Provider will record necessary action taken till the rectification of such fault and till due acknowledgment taken in writing from concerned representative of MMTC. Monthly MIS of all such faults to the action taken closing date and time will also be provided by Service Provider on the first working day of the next month by 11:00 AM. In case of default in any/ or all of the above conditions, the penalty of Rs.500/- per day or part of the day of the delay will be levied on Service Provider. The replacement / addition / removal of manpower deputed at MMTC will be with the prior approval of MMTC. Confidentiality of the data and information/records of the MMTC will be maintained by the deputed staff of Service Provider and in case of failure of maintaining the same, Service Provider will be fully responsible. Service Provider will be responsible for any act of omission or commission on the part of its employees.

**6.6 INDEMNITY: -** The bidder irrevocably undertakes & agrees to indemnify and hold harmless purchaser in full, being unlimited with time against all allegations, claims, actions, suits, demands, damages, losses, settlements, costs and expenses consequences, liabilities of any kind whatsoever directly/indirectly arising from or relating to or resulting from the said work for infringement of any rights protected by patent registration, design or trademark. In the event of any claim in respect of any alleged breach of patent, registered design or trademark being made against Purchaser, it shall notify to the Bidder and Bidder shall at his own expense, either settle any such dispute or conduct any litigation that may arise there from.

**6.7 LIQUIDATED DAMAGES: -**The timely execution of contract is essence of the work order. In the event of supplier's failure to deliver the material & services within the stipulated delivery period as per clause 3.2, the liquidated damages are payable by them @ 1 % per week of the unexecuted order value subject to a maximum of 20% total order value.

**6.8 TERMINATION FOR DEFAULT**

6.8.1 The Purchaser may, without prejudice to any other remedy for breach of purchase order/ work order, by written notice of default, sent to the supplier, terminate this Purchase order/ work order in whole or in part:

- (i) If the Supplier fails to deliver any or all of the services within the time period(s) specified in the Purchase order/ work order, or any extension thereof granted by the Purchaser.
- (ii) If the Supplier fails to perform any other obligation(s) under the Purchase order/ work order; and
- (iii) If the Supplier, in either of the above circumstances, does not remedy his failure within a period of 7 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.
- (iv) In the event of Purchaser terminates the Purchase order/ work order in whole or in part, pursuant to paragraph 6.1 the Purchaser may proceed, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess cost for such similar services. However, the Supplier shall continue performance of the Purchase order/ work order to the extent not terminated.

**6.9 SET OFF:** - Any sum of money due and payable to the supplier (including security deposit refundable to him) under this work order may be appropriated by MMTC and set off against any claim of MMTC.

**6.10 FORCE MAJEURE:**

6.10.1 If any time during the existence of this contract either party is unable to perform in whole or in part any obligations under this contract because of war, hostility, military operations, civil commotion, sabotage, quarantine, restrictions, acts of Gods and acts of Government (including but not restricted to prohibitions of exports and imports, fires, floods, explosions, epidemics, strikes or any other labour trouble, embargoes, then the date of fulfillment of any obligations engagement shall be postponed during the time when such circumstances are operative. Any waiver/extension of time in respect of the delivery of any part of the project shall not be deemed to be waiver extension of time in respect of the remaining deliverables.

6.10.2 If operations of such circumstances exceed three months either party will have the right to refuse further performance of the contract in which case neither party shall have the right to claim eventual damages.

6.10.3 The party which is unable to fulfill its obligations under the present contract must within 30 days of occurrence of any of the causes mentioned in this clause shall inform the other party of the existence or termination of circumstances preventing the performance of the contract. Certificate issued by Chamber of Commerce or any other Competent Authority connected with the case shall be sufficient proof of the existence of be above circumstances and their duration.

**6.11 DISPUTE RESOLUTION: -**

**i. Conciliation:**

At the outset parties shall endeavor to resort to conciliation proceedings to reach an amicable settlement. The parties agree to attempt to resolve all disputes arising under the Agreement, equitably, in good faith and using their best endeavors. To



this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/their representatives or senior officers. This exercise may be conducted first.

ii. **Arbitration:**

Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director(CMD) of MMTC. The provisions of Arbitration and Conciliation Act -1996 shall apply to such arbitration proceedings and the award made in pursuance thereof shall be binding on the parties.

The venue of arbitration shall be Delhi. The language of the arbitration shall be English.

iii. **Exclusive Jurisdiction:**

The parties hereto agree that any matter or issues arising hereunder or any dispute hereunder shall be subject to the exclusive jurisdiction of the courts of Delhi only.

**6.12 MERGER & ACQUISITIONS:** - In case of mergers and acquisitions of Bidder Company, all contractual conditions and obligations shall automatically get transferred to acquiring company/entity and acquiring company must assume all the obligations of the contract till the end of the contract period.

**6.13 FRAUD PREVENTION POLICY**

6.13.1 Commitments of Bidder(s) shall be bound to take all measures necessary to prevent Fraud and Corruption while dealing with MMTC. They agree and undertake to observe the principles/provisions as laid down in "Fraud Prevention Policy" of MMTC (Full text of which is available with MMTC during their participation in the tender process, during the execution of contract and in any other transactions with MMTC).

- a. The bidder(s) shall not directly or through any other person or firms, offer, promise or give or otherwise allow any of MMTC's employees any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The bidder(s) shall not enter with other bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The bidder(s) shall not commit or allow any employee of MMTC to commit any offence under the relevant provisions of IPC/Prevention of Corruption Act, further the bidder(s) will not use improperly or allow any employee(s) of MMTC, for purposes of competition or personal gain or pass on the other, any information or documents provided by MMTC as part of the business relationship, including information contained or transmitted electronically.
- d. The bidder(s) shall not instigate third persons to commit offences/activities outlined in fraud prevention policy or be an accessory to such offences.
- e. The bidder(s) if in possession of any information regarding fraud /suspected fraud, hereby agree and undertake to inform MMTC of same without any delay.

- 6.13.2 Disqualification from tender process and exclusion from future contracts : If the bidder(s) before award or during execution has committed a transgression through a violation of Clause above of "fraud prevention Policy" of MMTC in any other form such as to put their reliability or credibility in question, MMTC other than taking recourse available under law, shall be entitled to disqualify the Bidder(s) from undertaking any transaction with MMTC and/or declare the bidder(s)/contractor(s) ineligible to be awarded a contract either indefinitely or for a stated period of time.
- 6.13.3 **Damages:** If MMTC has disqualified the bidder(s) from the tender process prior to the award or during execution according to Clause 6.13.2, MMTC shall be entitled to demand and recover from the contractor liquidated damages or the contract value or the amount equivalent to Performance Bank Guarantee.

- 6.14 **HOLIDAY LISTING:** Notwithstanding anything contained in this agreement, MMTC's policy for Holiday-Listing of an Agency mutatis mutandis applies to this agreement and in the event, the agency(s) while discharging its obligations under the Agreement or otherwise, come(s) within the ambit of the said policy, MMTC at its sole discretion reserves the right to suspend/discontinue dealings or take any curative measures with the agency(s) in accordance with the policy in force.
- 6.15 **CONFIDENTIALITY:** All documents, information and reports relating to the assignment would be handled and kept strictly confidential and not shared/published/supplied or disseminated in any manner whatsoever to any third party, except with MMTC's written permission. In this regard vendor has to enter into Non-Disclosure Agreement with MMTC as per **Annexure- IV**.
- 6.16 For any further clarification, the bidder may contact Mr. Deepak Bartwal, Chief Manager (Systems) e-mail Id [dbartwal@mmtclimited.com](mailto:dbartwal@mmtclimited.com) or Mr. Praveen Kr Srivastava, Manager (Systems), email [praveen@mmtclimited.com](mailto:praveen@mmtclimited.com), Tel No: 011- 24381343/24381483

ANNEXURE - I

## TECHNICAL BID

FORM- A1

<b>Sl.No.</b>	<b>Description</b>	<b>Compliance (Y/N)</b>
1.	The Bidder should be registered in India. Certificate of Incorporation, Copy of PAN, GST registration Number (GSTIN) with State code should be submitted. (Any other statutory changes required may be complied by the bidder with no additional liability on MMTCL Limited.)	
2	The Bidder company/firm should be financially sound i.e.; it must have made profits in each of last three financial years (2013-14, 2014-15 & 2015-16). (Copy of Audited financial statements, CA Certificate and directors' reports) for the last three years should be enclosed.)	
3	The Bidder company should have average turnover of Rs. 3 (Three) crores per annum in last three financial years (2013-14, 2014-15 & 2015-16) in IT services/application development. (Attach an original certificate on the turnover from these activities from auditor of the company.)	
4	The Bidder company should have successfully implemented Web based Software Application for at least in TWO (2) organization. (Satisfactory performance certificate from these organizations along with copies of the sanction letter have to be attached).	
5	The Bidder company/firm should have at least one branch offices(s) at NCR/Delhi/New Delhi for 100% system support services.	
6	The Bidder should be CMMI level 3 or ISO 9001:2015 complied or higher. (Proof as Valid Certificate to be enclosed).	
7	The Bidder should not be black listed or on holiday as of date of submission of tender by any Central Govt/State Government. (Undertaking regarding this should be provided by the bidder)	
<b><u>Supporting document (s) to be enclosed for above eligibility criteria or else bids are liable to be rejected</u></b>		

Place:

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION WITH SEAL  
OF ORGANISATION

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**ANNEXURE - I**

**TECHNICAL Bid**

**FORM A2**

**TERMS AND CONDITIONS AS AGREED**

Our Company/Firm is agreeable to the terms and conditions of the RFP. A copy of the same duly signed by us is attached.

Signature:  
Name:  
Designation:  
Company/Firm:

Date:

Place:

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ANNEXURE - I

TECHNICAL BID

FORM A3

BIDDER DETAILS

Tender No.	
<b>COMPANY DETAILS</b>	
COMPANY NAME	
REGISTRATION NO.	
PAN / TAN NO.	
REGISTERED ADDRESS	
NAME OF PARTNERS	
BIDDER TYPE	
CITY	
POSTAL CODE	
ESTABLISHMENT YEAR	
NATURE OF BUSINESS	
LEGAL STATUS	
COMPANY CATEGORY	
<b>CONTACT DETAILS</b>	
CONTACT NAME	
DATE OF BIRTH DD/MM/YY	
CORRESPONDENCE EMAIL	
DESIGNATION	
PHONE	
MOBILE	

Place:  
Date:

SIGNATURE OF THE APPLICANT  
NAME & DESIGNATION WITH SEAL OF ORGANISATION

## ANNEXURE-II

COMMERCIAL BIDFORM-BI

<u>Sl.No</u>	<u>Service offering</u>	<u>Amount (in Rs.) exclusive of all taxes and charges (A)</u>	<u>TAXES (In Rs.) (B)</u>	<u>Grand Total of (A+B)</u>
1	<ul style="list-style-type: none"> <li>• Analysis, Design, Development, Deployment, IT Security &amp; Process audit, GIGW Compliance of APAR application.</li> <li>• Training and User Manual</li> </ul>			
2.	<ul style="list-style-type: none"> <li>• After warranty period of one year AMC, Development &amp; Customization as per the requirements of MMTC from time to time for the software - For the period of 5 years after go live date</li> <li>• (Annual Technical support for the software, Telephonic, email and onsite support)</li> </ul>			
	<b>TOTAL</b>			

**Evaluation Criteria:** The tender would be finalized on the basis of L1 criteria

**Remarks:** (1) All Taxes shall be paid as per actuals.

Place:  
Date:

SIGNATURE OF THE APPLICANT  
NAME & DESIGNATION WITH SEAL OF ORGANISATION

MS

ANNEXURE-III

PERFORMANCE BANK GUARANTEE (Rs. 100 stamp paper)

No.

Date

To  
MMTC Limited  
Core-I, Scope Complex  
7. Lodhi Road  
New Delhi - 11

1. WHEREAS, MMTC Limited, having its registered office at Core-1, SCOPE Complex, 7, Institutional Area, Lodi Road, New Delhi -110 003 India and one of its office at \_\_\_\_\_ (hereinafter called 'the MMTC') have entered into Contract No. \_\_\_\_\_ dated \_\_\_\_\_ (hereinafter called 'the CONTRACT) for \_\_\_\_\_ with M/s. (name) \_\_\_\_\_ address \_\_\_\_\_, (hereinafter called the 'XX')
2. AND WHEREAS the 'XX' under the CONTRACT is required to furnish a Security for the performance of the CONTRACT and MMTC has agreed to accept the Bank Guarantee in lieu of security deposit of the said sum of Rs. \_\_\_\_\_ (10% of the total **contract** value).
3. AND WHEREAS at the request of the 'XX', we, \_\_\_\_\_ Bank, \_\_\_\_\_ (address), hereby irrevocably and unconditionally guarantee and undertake to payment to the MMTC, immediately on demand upto and not exceeding the sum of Rs. \_\_\_\_\_ payable by the 'XX' in the event of failing to perform any or all their obligations under the CONTRACT. The decision of the MMTC that the 'XX' has failed to perform all or any of its obligations under the CONTRACT shall be conclusive, final and binding on us.

4. We, \_\_\_\_\_ Bank, undertake to pay the amount demanded by the MMTC not exceeding the sum of Rs \_\_\_\_\_ only without any demur, delay, protest and without any reference or recourse to the 'XX' notwithstanding any dispute raised by 'XX' in any suit proceedings relating there to pending before any court or tribunal our liability under these presents being absolute and unequivocal. The payment shall be made to the MMTC across the Counter of the bank on the same day of receipt of invocation of this Bank Guarantee.
  
5. NOTWITHSTANDING anything to the contrary contained hereinabove, liability under the Guarantee is restricted to Rs. \_\_\_\_\_. Our Guarantee shall remain in force until \_\_\_\_\_ (\_\_\_ date).
  
6. All your rights under the Guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder unless a claim under the Guarantee is made on our Bank in writing on or before \_\_\_\_\_ (expiry date).
  
7. Your Letter of Demand in writing may be presented to the Bank by Registered Post or in person and the same shall be binding on us.
  
8. This guarantee comes into force forthwith.
  
9. We further agree that MMTC shall have the fullest liberty without our consent and without effecting in any manner, our obligations hereunder to vary any of the terms and conditions of the delivery or extend time of performance by the said "XX" from time to time or to postpone for any time or from time to time, any of the powers exercisable by MMTC against the said "XX" and to forbear or enforce any part of the terms and conditions relating to the said CONTRACT and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said M/s "XX".



- 10. The liability of the Bank under this Guarantee shall be discharged on receipt of Rs. \_\_\_\_\_ only by MMTC.
- 11. We \_\_\_\_\_.(Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of MMTC Limited in writing.
- 12. This guarantee will not be discharged due to change in the constitution of the Bank or the said 'XX'.
- 13. We have the power to issue this Guarantee in your favour under the Charter of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ ,

Witness: 1.  
2.

(Authorised Signatory)  
(for and on behalf of Bank)  
With Seal & Signature

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ANNEXURE-IV

NON-DISCLOSURE AGREEMENT (NDA)

This Non-Disclosure Agreement ("The Agreement") is signed at (Venue) on this \_\_\_\_\_ day of \_\_\_\_\_ 2017, by and between

..... having its registered offices at \_\_\_\_\_ (hereinafter referred to as "....." which expression shall include its successors, and assigns which expression unless it be repugnant to the context or meaning thereof includes its successors, representatives and permitted assigns) on the one part.

and

**MMTC Limited** having its registered office at Core-1, SCOPE Complex, 7 Institutional Area, Lodhi Road, New Delhi-110 003 ("MMTC" which expression unless repugnant to the context or meaning thereof includes its successors, representatives and assigns) on the other part.

**WHEREAS:**

- A. [INSERT NAME] is engaged in the business of, inter-alia, providing IT Security Consulting also services.
- B. MMTC is India's leading international trading company, with a turnover of over US\$ 5.5 billion. MMTC is the largest non-oil importer in India. MMTC's diverse trade activities encompass Third Country Trade, Joint Ventures, Link Deals - all modern day tools of international trading. .
- C. MMTC, pursuant to its Tender dated \_\_\_\_\_, declared [INSERT NAME] as successful Bidder for its appointment as IT Security Consultant. Pursuant to appointment of [INSERT NAME] as IT Security Consultant, certain Confidential Information relating to MMTC's business may be disclosed by MMTC to [INSERT NAME] which shall be subject to the terms and conditions contained in this Agreement.
- D. Both Parties agrees that the security of IT infrastructure of MMTC is critical and the IT architecture/environment/reports needs to be analyzed and reviewed to ensure that MMTC's IT infrastructure remains secured to the best possible extent. Therefore [INSERT THE NAME] has agreed to observe and be bound by the restrictions and obligations relating to its use of such Confidential Information.

**THEREFORE IN CONSIDERATION OF THE PREMISES AND OBLIGATIONS SET FORTH HEREIN, IT IS AGREED AS FOLLOWS:**

**1. DEFINITIONS:**

In this Agreement, unless the context otherwise requires,

- (a) The term "**Confidential Information**" includes data, reports, drawings, records, correspondence, notes, compilations, studies, in the form of samples, models and other information/documentation given or disclosed by MMTC to [please insert the name] or any of their Representative(s) relating to or in any way connected and relating to any of MMTC's business activities actual or proposed, IT Infrastructure, systems, marketing plans, agreements, methods, techniques, processes, theories, formulas, know-how, techniques, applications, systems, components, improvements, technology, market projections, sales

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records, software programs, test data, customers, customer lists, or any other information relating to MMC that [PLEASE INSERT THE NAME] becomes aware of whether or not disclosed by MMTC and whether such information is in tangible, writing, oral, electronic, printed, human or in machine readable form, regardless of the media or form transmitted or stored in, or any information ascertainable by inspection, or any other information designated as Confidential Information at the time of disclosure.

- (b) "Contract" means the Contract for providing Consultancy for IT Security to be entered into between MMTC and [INSERT NAME] pursuant to the award letter dated \_\_\_\_\_ declaring [INSERT NAME] as successful Bidder for its appointment as IT Security Consultant.
- (c) "Representatives" means directors/partners, officers, agents, advisors, consultants or employees or respective shareholders or ultimate parent company, as the case may be of [Please Insert The Name].

## 2. Confidential Information and Protection:

2.1 MMTC may, from time to time, disclose Confidential Information to [PLEASE INSERT THE NAME] and/or their Representatives for performance by [PLEASE INSERT THE NAME] of the Contract entered into between MMTC and [PLEASE INSERT THE NAME].

2.2 The [INSERT NAME] understands and acknowledges that the Confidential Information is proprietary and confidential information of MMTC which has been created, developed or obtained by MMTC by investment of significant time, substantial effort and expense. The Confidential Information is a valuable, special and unique asset of MMTC which gives significant competitive advantage to MMTC and that protection of Confidential Information is of the highest importance to MMTC. Therefore [INSERT NAME] acknowledges and undertake:

- (a) to keep the Confidential Information in strict confidence for the entire duration of the Contract;
- (b) without the prior written consent of MMTC, [INSERT NAME] shall not disclose Confidential Information furnished to it to anyone other than its Representatives expressly approved by MMTC;
- (c) [INSERT NAME] shall procure that its approved Representatives shall not communicate with any third party, copy, publish, disclose or otherwise deal with any Confidential Information, otherwise than for the performance of their obligations under the Contract.
- (d) In case the Confidential Information is disclosed to any of [INSERT NAME] approved Representatives, [INSERT NAME] shall further enter into agreements with its Representatives binding them to the same obligations to which [INSERT NAME] is bound under this Agreement, and ensure compliance of this Agreement by its approved Representatives and make them liable for any breach by them of such obligations.
- (e) to inform its approved Representatives to whom any Confidential Information may be disclosed of their obligations of confidentiality pursuant to this Agreement, to ensure compliance with its terms and to be liable for any breach by them of such obligations; and

- (f) to keep separate all Confidential Information from all documents and other records of the Parties and shall mark all such Confidential Information received from MMTC as "Confidential".
- (g) the Confidential Information which may be disclosed to [INSERT NAME] will contain proprietary assets, designs and other intellectual property rights with respect to the MMTC's Products which are the exclusive property of MMTC and are critical for the business of the MMTC and its profitability, [INSERT NAME] agrees not to do anything which may, in any manner, whether directly or indirectly, affect the above proprietary rights, interest, business and profitability of MMTC.
- (h) The [INSERT NAME] shall not copy or modify any Confidential Information without the prior written consent of MMTC. Any permitted reproduction of Confidential Information must contain all confidential or proprietary legends which appear on the original. [INSERT NAME] shall immediately notify the disclosing party in the event of any loss or unauthorised disclosure or use of the Confidential Information.
- (i) [INSERT NAME] shall notify MMTC promptly of any material unauthorised possession, use or knowledge, or attempt thereof, of the MMTC's Confidential Information by any person or entity other than MMTC and its Authorised Representatives
- (j) promptly furnish to MMTC full details of the unauthorised possession, use or knowledge, or attempt thereof;
- (k) use reasonable efforts to assist MMTC in investigating or preventing the recurrence of any unauthorised possession, use or knowledge, or attempt thereof, of Confidential Information;
- (l) use reasonable efforts to cooperate with MMTC in any litigation and investigation against third parties deemed necessary by MMTC to protect its proprietary rights; and
- (m) promptly use all reasonable efforts to prevent a recurrence of any unauthorized possession, use or knowledge of Confidential Information

3. The Undertakings in Clause 2 shall not apply to any Confidential Information which:

- (a) at the time of its disclosure to [INSERT NAME] is in the public domain;
- (b) In the event that [INSERT NAME] is required or requested by any court, legislative or administrative body to disclose any Confidential Information, then it shall prior to disclosure promptly notify MMTC or any of its duly authorized representative so that an appropriate protective order and/or any other action can be taken if possible.  
  
In the event that such protective order is not, or cannot be, obtained, then [INSERT NAME] may disclose to the appropriate body that portion of the Confidential Information that it is legally required to disclose and shall use reasonable efforts to obtain assurances that confidential treatment shall be accorded to the Confidential Information.

4. **NO COMMITMENTS, WARRANTIES OR SOLICITATION**

- (a) The Confidential Information disclosed by MMTC to [INSERT NAME] shall be used by [INSERT NAME] strictly for the purposes expressly authorised by MMTC.

- (b) No representations or warranties, express or implied, are made by MMTC concerning the accuracy or completeness of the Confidential Information supplied under this Agreement and neither MMTC nor any of its Representatives shall be liable in any way to [INSERT NAME] for receipt or use of such Confidential Information and MMTC expressly disclaims any such liability whether in negligence or otherwise.
- (c) MMTC shall not be under any obligation or commitment to enter into discussions or any further agreement merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information, and this Confidentiality Agreement shall not constitute nor should it be construed to constitute an offer or commitment by MMTC with regard to the Tender.
- (d) MMTC shall not be precluded from entering into any agreement or obligation with any other party relating to the Agreement or the Confidential Information merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information.
- (e) Without prejudice to the generality of the above, nothing herein shall grant to [INSERT NAME] the right to make representations and/or commitments of any kind on behalf of MMTC without the prior written consent of MMTC.

**5 Return of Confidential Information**

- (a) Upon the written request of MMTC, the [INSERT NAME] shall return to MMTC all Confidential Information that is in tangible form (including, without limitation, Confidential Information contained on computer disks) furnished, together with any copies or extracts thereof. [INSERT NAME] shall also deliver to MMTC written statements signed by the receiving party certifying that all materials have been returned within fifteen (15) days of receipt of the request.
- (b) Upon specific request by MMTC, [INSERT NAME] shall destroy all analyses, compilations, drawings, or other documents which have been prepared and which reflect any Confidential Information.

**6 Indemnity; No Waiver; Specific Performance**

- (a) [INSERT NAME] shall indemnify, defend and hold harmless MMTC against any losses, liabilities, claims, damages, costs, and expenses including reasonable legal fees and other expenses and disbursements in connection therewith and interest charges thereon suffered or incurred by MMTC which arise out of, result from, or may be payable by virtue of any breach of any representation, warranty, covenant or agreement made or obligation required to be performed under this Agreement by [INSERT NAME].
- (b) [INSERT NAME] acknowledge that damages alone would not be an adequate remedy for any breach of the terms and conditions of this Agreement and MMTC shall be entitled to the remedies of injunction, specific performance or other equitable relief. Such remedy shall be in addition to and not in lieu or limitation of other remedies available to MMTC at law or in equity.
- (c) Failure by MMTC in exercising any right, power or privilege hereunder shall not act as a waiver, nor shall any single or partial exercise thereof preclude any further exercise of any right, power or privilege.

**7. Relationship of Parties**

MMTC has no obligation under this Agreement to purchase any service or item from [PLEASE INSERT THE NAME], or commercially offer any products using or incorporating the Confidential Information. This Agreement is intended to facilitate only the exchange of Confidential Information and is not intended to be, and shall not be construed to create a teaming agreement, joint venture association, partnership, or other business organization or agency arrangement and [PLEASE INSERT THE NAME] shall have the authority to bind MMTC without the separate prior written agreement thereof.

**8 No Grant of Property Rights**

[INSERT THE NAME] recognizes and agrees that, except as expressly and specifically set forth in this Agreement, nothing herein shall be construed as granting any property right, by license, implication, estoppels or otherwise, to any of MMTC's Confidential Information, or to any invention or any patent right that has issued or that may issue based on such Confidential Information. All Information disclosed is provided "as is" without any warranties of any kind.

**9 General Provisions**

- (a) MMTC has no obligation to supply Confidential Information hereunder and has no obligation to enter into any Contract with [PLEASE INSERT THE NAME] and it has no right to offer for sale products or services using or incorporating the Confidential Information.
- (b) This Agreement shall not be assigned by [PLEASE INSERT THE NAME], and it shall not delegate its duties under this Agreement, without prior written consent of the other.

**10. TERM AND TERMINATION**

- (a) This Agreement shall enter into force on the date first above mentioned and shall remain in force till the validity of the Contract.
- (b) Notwithstanding clause 10 (a) above, MMTC may terminate this Agreement by giving a 30 days prior written notice to the other Party.

**11. CONSEQUENCES OF TERMINATION**

- (a) Upon termination of this Agreement, [INSERT NAME] shall return all Confidential Information that is in tangible form (including, without limitation, Confidential Information contained on computer disks) furnished, together with any copies or extracts thereof; and
- (b) Termination will not affect MMTC's right to claim damages, in case of breach of any of the terms and conditions of this Agreement by [INSERT NAME] or its Representatives.
- (c) [INSERT NAME] shall cease use of any Confidential Information after the termination of this Agreement. This clause shall survive termination of this Agreement.

**12. GOVERNING LAW**

The Courts having territorial jurisdiction over New Delhi shall have exclusive jurisdiction, to the exclusion of any other court, to entertain, try and determine all and any question, issue,

dispute, claim, actions, suits and proceedings between the Parties arising out of this Agreement including any matter connected therewith and any application to be made under the Arbitration and Conciliation Act, 1996 as amended and re-enacted from time to time

**13. ENTIRE AGREEMENT**

This Agreement constitutes the entire agreement of the parties with respect to the subject matter thereof and supersedes any and all prior communications understandings and agreements between the parties, whether written, oral, express or implied relating thereto. No amendment or modification to this Agreement shall be valid unless in writing and signed by a duly authorised Representative of each of the parties.

**14. DISPUTE RESOLUTION**

**i. Conciliation:**

At the outset parties shall endeavor to resort to conciliation proceedings to reach an amicable settlement. The parties agree to attempt to resolve all disputes arising under the Agreement, equitably, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/their representatives or senior officers. This exercise may be conducted first.

**ii. Arbitration:**

Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity of the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director(CMD) of MMTC. The provisions of Arbitration and Conciliation Act -1996 shall apply to such arbitration proceedings and the award made in pursuance thereof shall be binding on the parties.

The venue of arbitration shall be Delhi. The language of the arbitration shall be English.

**iii. Exclusive Jurisdiction:**

The parties hereto agree that any matter or issues arising hereunder or any dispute hereunder shall be subject to the exclusive jurisdiction of the courts of Delhi only.

**15. SEVERABILITY**

If any term or provision of this Agreement is found by a court of competent jurisdiction or by a duly appointed Arbitrator under clause 13 of this Agreement, to be invalid, illegal or otherwise unenforceable, such term or provision shall not affect the other terms or provisions of this Agreement or this Agreement as a whole, (which shall continue to remain valid, binding and enforceable by and against the parties notwithstanding any such finding) but such term or provision shall be deemed modified or deleted to the extent necessary, to render such term or provision enforceable. Upon such modification, the rights and obligations of the parties shall be construed and enforced in accordance with such modification, preserving to the fullest permissible extent the intent and agreements of the parties set forth in this Agreement.

16. NOTICES

Any notices to be given hereunder by either party to the other shall be in English and sent by registered letter, courier or facsimile to the other party at the addresses stated below:

- (a) To,
  - Praveen Kr Srivastava
  - Manager (Systems)
  - MMTC LIMITED
  - Core-1, SCOPE Complex,
  - 7 Institutional Area,
  - Lodhi Road,
  - New Delhi-110 003
- (b) [INSERT NAME]

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Any notice shall be effective only upon actual receipt at the above mentioned address unless change in the address is notified by a party by giving 10 days advance notice.

**IN WITNESS WHEREOF** this Agreement has been executed by the duly authorised Representatives of the parties the day and year first above written.

1. signed and delivered by:

MMTC LIMITED  
 Core-1, SCOPE Complex,  
 7 Institutional Area,  
 Lodhi Road,  
 New Delhi-110 003

2. signed and delivered by:

[INSERT NAME]

In the presence of the following witnesses:

- 1. Signature:  
Name:  
Address:
- 2. Signature:  
Name:  
Address:



एम एम टी सी लिमिटेड, नई दिल्ली  
MMTC LIMITED, NEW DELHI

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कार्यनिष्पादन मूल्यांकन प्रपत्र  
PERFORMANCE APPRAISAL FORMAT

(बोर्ड स्तर से निम्न स्तर के अधिकारियों के लिए)  
उप प्रबंधक से महा प्रबन्धक

(FOR BELOW BOARD LEVEL EXECUTIVES)  
DY. MANAGER TO GM

नाम / NAME \_\_\_\_\_ पद / DESIGNATION \_\_\_\_\_

वर्ष / FOR THE YEAR \_\_\_\_\_ कर्मचारी संख्या / EMPLOYEE NUMBER \_\_\_\_\_

### Reporting and Reviewing System

- a) The Appraiser will be the Controlling Officer to whom the Appraisee directly reports. Similarly, Reviewing Authority will be the Controlling Officer of the Appraiser.
- b) For the Finance Executives working in Regional offices or associated with various Divisions and reporting to Regional Head or Division Head, their Annual Appraisal will also be reviewed by the Director (Finance) before being accepted by the administrative head at the level of Director/CMD.
- c) For Executives of Vigilance & Internal Audit even if working under the administrative control of Regional heads/or Zonal head their performance report will be appraised by CVO/their functional head at Corporate Office.
- d) RO Head/Profit Centre head at CO would be countersigning Authority upto Mgr. level. In respect of Sr. Managers, counter-signing authority would be Zonal Director for R.O./concerned Director at C.O.
- e) ARs of DGMs written by the GMs or CGMs in Regions & Division at Co will be reviewed by the Zonal & Functional Directors respectively and will finally be accepted by CMD.
- f) ARs of GMs working as Head of Region/Divisions at Co will be written by Zonal Incharge/CGMs and reviewed by Zonal/Functional Director respectively and accepted by CMD.
- g) ARs of GM as Zonal Incharge/GMs at CO will be written and reviewed by Zonal/Functional Director respectively and accepted by CMD.

### Schedule of Appraisal Reports

1.	1st week of March	Blank set of KPA based format would be delivered to all Divisional/Regional Heads
2.	14th March	Forms to be given to individual officers
3.	10th April	Appraisee to submit the draft performance plan to Reporting Officer.
4.	21st April	Appraisee and Appraiser to have one to one discussion and finalize the KPA/Target and weightage for the financial year.  A copy of the Performance Plan so finalised be sent to AR Section. Performance Plan of Divisional Head/Regional Head to be put up to respective Administrative Head/Zonal Director or Director Incharge latest by 30th September.
5.	By 7th of April next year	Appraisee to submit the actual achievement to the reporting officer.
6.	By 30th of April next year	Reporting Officer to forward the ARs to the Reviewing Officer after giving the rating of Performance, Competencies, Potential & Value.
7.	By 7th May next year	Countersigning authority i.e. reviewing & accepting authority to send to AR cell after completing the reports in all respect.

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**कार्यनिष्पादन तथा क्षमता मूल्यांकन फार्म**  
**PERFORMANCE & POTENTIAL APPRAISAL FORM**

(पीएसयू में बोर्ड स्तर से नीचे के अधिकारियों के लिए)  
(BELOW BOARD LEVEL EXECUTIVES IN PSU'S)

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वर्ष / FOR THE YEAR \_\_\_\_\_

व्यक्तिगत विवरण / PERSONAL DATA :

(अप्रेजी / कार्मिक विभागत द्वारा भरा जाए / To be filled in by the Appraisee/Personnel Deptt.)

नाम / NAME :

कर्मचारी संख्या / EMPLOYEE NO. :

पद / DESIGNATION :

यूनिट / स्थान / UNIT/LOCATION :

योग्यता : (शैक्षणिक तथा व्यावसायिक)

QUALIFICATION : ACADEMIC & PROFESSIONAL

कार्यग्रहण तिथि / DATE OF JOINING

जन्म-तिथि / DATE OF BIRTH :

सेवानिवृत्ति तिथि / DATE OF RETIREMENT :

पूर्व पद जिन पर कार्यरत रहे हैं / PAST POSITIONS HELD

से / FROM	तक / TO	पीएसयू / यूनिट / स्थान PSU/UNIT/LOCATION	पद POSITION HELD	प्रमुख दायित्व KEY RESPONSIBILITIES

भाग-I कार्यनिष्पादन / PART-I : PERFORMANCE

ए : कार्यनिष्पादन योजना तथा मध्यावधि समीक्षा

**A : PERFORMANCE PLAN AND MID YEAR REVIEW**

समीक्षा अवधि के प्रारंभ में कार्यनिष्पादन के प्रमुख क्षेत्र तथा मानदंड/सूचक और अप्रेजर व अप्रेजी के बीच परस्पर सहमति के आधार पर तय अधिकतम अंक का उल्लेख किया जाए तथा नीचे दिए गए प्रपत्र में भरा जाए :  
Key Performance Areas together with measures / indicators and max. marks to be jointly agreed upon between the Appraiser and Appraisee at the beginning of the review period and then filled in the format given below :-

कार्यनिष्पादन योजना / PERFORMANCE PLAN			मध्यावधि समीक्षा MID YEAR REVIEW	
कार्यनिष्पादन के मुख्य क्षेत्र Key Performance Areas	मानदंड/सूचक Measures/Indicators	अधिमान Weightage	वास्तविक उपलब्धि (अप्रेजी द्वारा दी जाए) Actual Achievement (given by appraisee)	समीक्षा (अप्रेजर द्वारा) Review (by Appraiser)
1	2	3	4	5
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8. स्टाफ विकास Staff Development				
		कुल Total=100		

अप्रेजी के हस्ताक्षर  
Signature of the Appraisee

अप्रेजर के हस्ताक्षर  
Signature of the Appraiser

बी : वर्ष के अंत में कार्यनिष्पादन की समीक्षा  
**B : YEAR-END PERFORMANCE REVIEW**

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परिवर्तनों को शामिल करने के बाद यदि आवश्यक हुआ तो कंपीएज तथा मानदंडों को पिछले पेज से पुनः निर्धारित किया जाएगा तथा वर्षांत समीक्षा की जाएगी।

The KPAs and measures after incorporating changes, if required, will be recast from the previous page and year-end review will be carried out.

वर्षांत समीक्षा			YEAR-END-REVIEW		
कार्यनिष्पादन के मुख्य क्षेत्र Key Performance Areas	मानदंड / सूचक Measures/Indicators	अधिमान Weightage	वस्तुिक उपलक्षित (अप्रेजी द्वारा दी जाए) 1,2,3,4,5 Actual Achievement (given by Appraisee) 1,2,3,4,5	अप्रेजर द्वारा समीक्षा / Review by Appraiser 1, 2, 3, 4, 5	दिए गए अंक (कॉलम 3x5) Marks* Awarded (Column 3x5)
1	2	3	4	5	6
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8. स्टाफ विकास Staff Development					
		कुल Total=100			

वर्ष के लिए कुल कार्यनिष्पादन अंक  
(कुल 50 अंकों का यथानुपात)  
Total Performance Marks for the year  
(Prorated to total Marks of 50) =

कुल प्राप्त अंक X 50  
कुल अधिकतम अंक  
Total Marks Obtained x 50 =  
Total Maximum Marks

अप्रेजी के हस्ताक्षर  
SIGNATURE OF THE APPRAISEE

अप्रेजर के हस्ताक्षर  
SIGNATURE OF THE APPRAISER

'दिए गए अंक' कॉलम केवल अप्रेजर द्वारा भरा जाए।  
\* The column 'Marks Awarded' will be filled only by the Appraiser.

**कार्यनिष्पादन समीक्षा शीट / PERFORMANCE REVIEW SHEET**

अप्रेजर द्वारा प्रशिक्षण तथा विकास की आवश्यकता सहित कार्यनिष्पादन तथा समीक्षा परिचर्चा, यदि कोई हो, टिप्पणी दी जाए।  
**COMMENTS ON PERFORMANCE AND REVIEW DISCUSSIONS IF ANY BY APPRAISER INCLUDING NEED FOR TRAINING AND DEVELOPMENT.**

Lined area for writing comments.

अप्रेजर के हस्ताक्षर / SIGNATURE OF THE APPRAISER

भाग-II क्षमताएं / PART-II - COMPETENCIES

(यह भाग कार्य के लिए आवश्यक कार्यात्मक/तकनीकी तथा प्रबंधकीय क्षमताओं से संबंधित है)

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(This section consists of function/technical and managerial competencies required for successful performance in the job)

	क्षमताएं / Competencies	रेटिंग्स / Ratings 1-2-3-4-5
1.	व्यावसायिक परिवेश से संबंधित ज्ञान - आर्थिक, कानूनी, सामाजिक राजनीतिक परिवेश का ज्ञान तथा जानकारी Business Environment Knowledge - Knowledge and understanding of economic, legal, socio political trends.	
2.	कार्यक्षेत्र विशेष का ज्ञान-कार्यक्षेत्र विशेष का कुल ज्ञान। प्राधिकारी द्वारा निर्धारित तथा पद से संबंधित दायित्वों का ज्ञान, मिशन, मूल्यों तथा मानक परिचालन प्रक्रियाओं, नीतियों की जानकारी। Profession Specific Knowledge - Knowledge related to profession as a whole. Knowledge which is determined by authority and responsibility of other position, knowledge of mission, values and standard operating procedures, policies.	
3.	व्यापारिक निर्णय लेना - प्रणालीबद्ध तरीके से संगत व्यापारिक सूचना को एकत्रित कर प्रभावी और ठीक समय पर व्यापारिक निर्णयों की सहायता के लिए व्यापार संबंधी तिथियों का प्रयोग करना, किसी विशेष व्यापार पक्ष की शक्ति एवं कमजोरियों की पहचान करना, सुअवसरों अथवा कठिनाइयों की पहचान करना और उन पर शीघ्रता से कार्रवाई करना, दिन प्रतिदिन निर्णय लेने में एकत्रित किए गए व्यापारिक तथ्यों का प्रयोग करना। Making Business Decision - Use business related data to support effective and timely business decisions by systematically gathering relevant business information, identifying the strengths and weakness of a Particular business line, recognising opportunities or threats and acting on them rapidly, using business facts collected in daily decision making.	
4.	दृष्टिकोण - संगठन तथा इसके स्थानीय, राष्ट्रीय तथा अंतर्राष्ट्रीय स्तर पर इसके परिवेश के बीच रुझान एवं अंतर-संबंधों को समझते हुए संगठन के भविष्य के लिए दृष्टिकोण विकसित करना, संगठन के भविष्य में मार्गदर्शन हेतु मौलिक मूल्यों तथा विश्वासों की पहचान करना। Vision - Develop a vision for the future of the organization by grasping the meaning of trends and inter-relationships between the organization and its environment at the local, national and international level, identifying fundamental values and beliefs to guide the organization into the future.	
5.	प्रणालीबद्ध सोच - सामान्य अनुभूति, विगत अनुभव और महत्वपूर्ण अंतर्निष्ठ मामलों की पहचान हेतु प्राथमिक नियमों का प्रयोग करते हुए ऐसी परिस्थितियों की पहचान करना जो स्पष्टतः जुड़े नहीं होते हैं, झुकाव जाना और उनकी जांच करना जो पेशेवी परिस्थितियों अथवा समस्याओं की व्याख्या करते हैं। Systematic Thinking - Identifying connections between situations that are not obviously related using common sense, past experience and basic rules to identify key underlying issues, generating and testing hunches, which may explain complex situations or problems.	

6.	<p>नेटवर्किंग – अनीपकारिक नेटवर्क तैयार करना, जो नेटवर्क को सूचना का स्रोत और सहायता का प्रयोग करते हुए तत्काल कार्य इकाई के बाहर के लोगों के साथ संबंध विकसित करने के माध्यम से काम पूरा करने में सहायता करे।</p> <p><b>Networking</b> - To cultivate an informal in network, which may help to get things done through developing contacts with people outside of the immediate work unit using networks as a source of information and support.</p>	
7.	<p>संसाधनों को व्यवस्थित करना – संसाधनों की पहचान और अर्जन कर यह सुनिश्चित करना कि सभी वित्तीय कार्मिक और/अथवा अन्य संसाधन आवश्यकताओं की पूर्ति के लिए पर्याप्त है, संसाधनों का ठीक समय पर तथा किफायती तरीके से आवंटन व उपयोग करना, प्रचालन कार्य की दक्षता, विविध कार्यों की समझ बनाए रखने के लिए बाधित संसाधनों की निगरानी तथा नियंत्रण करना।</p> <p><b>Organizing Resources</b> - Ensure that all financial, personnel and/or other resources are in place to meet needs by identifying and acquiring the resources allocating and utilizing the resources in a timely and cost effective way, monitoring and controlling all resources required to maintain the efficiency of operation, Multi functional understanding</p>	
8.	<p>लोगों को प्रेरित करना-संगठन के सभी स्तरों पर दल के सदस्यों में उत्साह पैदा करना, वफादारी तथा प्रतिबद्धता के माध्यम से संगठन द्वारा किये गये कार्यों के लिए उद्देश्य की अनुभूति पैदा करना, संगठनात्मक लक्ष्यों, उद्देश्यों की ओर अन्य को प्रेरित, उत्प्रेरित और मार्गदर्शन करना, मान्य विश्वासों और मूल्यों तथा संगठन के विजन एवं लक्ष्यों के अनुरूप कार्य कर औरों के लिए उदाहरण प्रस्तुत करना।</p> <p><b>Inspire People</b> - To generate a sense of purpose for the work done by the organization through instilling enthusiasm, loyalty and commitment among team members at all levels of the organization, inspiring, motivating and guiding others towards organizational goals, objectives, setting an example for others by behaving in ways that are consistent with espoused beliefs and values and the organization's vision and direction.</p>	
9.	<p>टीम भावना – अन्य लोगों के साथ सहयोग एवं विचार-विनिमय के माध्यम से टीम भावना के वातावरण में सामूहिक उद्देश्यों के लिए योगदान देना, अन्य लोगों के साथ प्रतियोगिता की भावना छोड़कर मिल जुलकर काम करते हुए परियोजना में सक्रिय एवं पूर्ण योगदान देना, विविध विचारों को स्वीकारना, संगत विताओं को दूर करना, सर्वमान्य समाधान के लिए कार्य करना जो दल की उत्पादकता को बढ़ाता है।</p> <p><b>Team Player</b> - To contribute to group objectives in a team environment through co-operating and interacting well with others, contributing actively and full to team projects working collaboratively as opposed to competitively with others, acknowledging diverse opinions, addressing relevant concerns and working towards consensual solutions that enhance the output of the team.</p>	

क्षमता रेटिंग

(20 अंक तक समानुपात)

Rating on competencies

(Prorated to 20 marks) =

सभी रेटिंग्स का योग x 20 =

45

Total of all rating x 20 =

45

मूल्यांकनकर्ता के हस्ताक्षर  
Signature of the Appraiser



भाग-III - मूल्य  
PART-III - VALUES

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इस खंड में मूल्य शामिल हैं, जो दैनन्दिन गतिविधियों में प्रदर्शित किये जाने हैं।  
(This section consists of Values, which are to be demonstrated in day-to-day activities)

	मूल्य VALUES	श्रेणी / 1-2-3-4-5 Rating 1-2-3-4-5
1.	निष्पक्षता - निर्णय यथार्थरूप से पक्षपात रहित होते हैं तथा कर्मचारियों व आवेदकों के न्यायपूर्ण बर्ताव को प्रतिबिंबित करते हैं। Fairness - Decisions are made objectively free from patronage and reflect the just treatment of employees and applicants.	
2.	पारदर्शिता - लोगों से संबंधित मामलों के प्रबंधकीय निर्णयों के प्रत्येक पहलू पर खुली चर्चा होती है। Transparency - There is open communication about every aspect of managerial decision, which concern people.	
3.	विश्वास - विश्वसनीयता जो पूर्ण विश्वास में परिवर्तित होता है, स्टाफ की उन्नति और विकास के लिए स्वतंत्रता की अनुमति देता है, परस्पर सम्मान, अपनी मान्यताओं के साथ चलने के साहस के आधार पर अन्य लोगों के साथ जोड़ता है। Trust - Trustworthiness leading to confidence, allow staff the freedom to grow and develop, relate to others on the basis of mutual respect, courage to stand by your convictions.	
4.	स्पष्टवादिता - रचनात्मक आलोचना/सुझाव को बेझिझक और सच्चाई से देना व लेना, कार्यनिष्ठादन संबंधी कमियों की खुलेआम चर्चा करना और सुधारात्मक कार्यवाई करना, अच्छे कार्यनिष्ठादन की प्रशंसा करना, वाणी व कार्यों में मेल रखना, गलतियों का सामना करना। Candour - Frank and forthright give and receive constructive criticism/suggestion openly discuss performance deficiencies and take corrective action, appreciate good performance, be consistent in words and deeds, face up to your mistakes.	
5.	सहयोग - तालमेल के साथ कार्य करना, सूचना मांगने और सुझाव/विचार लेने में खुलापन रखना/दूसरों से संबंधित मामलों में संवेदनशील होना, प्रतिबद्धता को पूरा करना, विभागों/कार्यक्षेत्रों में सामूहिक कार्य को प्रोत्साहित करना। Collaboration : Working in tandem, be open in sharing information and in seeking suggestions / opinion be sensitive to concerns of others, honour your commitment, encourage team work across departments / functions.	
6.	सम्मिलित करना - पूर्ण प्रतिबद्धता, काम के प्रति निष्ठा व प्रतिबद्धता, निर्णय प्रक्रिया में अधिकतम संभव सीमा तक व्यापक भागीदारी प्रोत्साहन द्वारा प्रतिबद्धता। Involvement : Total commitment, be dedicated and committed to work, build commitment by encouraging wide participation in decision-making process to the maximum extent possible.	

7.	<p>लचीलापन – विकेकपूर्ण निर्णय का प्रयोग करते हुए भागीदारी की क्षमता और बदलती परिस्थितियों के अनुरूप होना। नये विचारों को स्वीकार करने में खुलापन, किसी से भी सीखने का इच्छुक रहना तथा अन्य तरीके से काम करना, विभिन्न वातावरण में काम करने तथा अपगाने के लिए तैयार रहना।</p> <p><b>Flexibility : Ability to participate and adapt to changing circumstances using sound judgement. Be open to accepting new ideas, be willing to learn from anyone and to do things differently, be prepared to operate and adapt to different environments.</b></p>	
8.	<p>मुनौती स्वीकारने की भावना / प्रयोग करने की इच्छा, असफलता को स्वीकार करते हुए उससे भी सीख लेना।</p> <p><b>Willingness to accept challenge : Be willing to experiment, allow for freedom to fail, but learn from it too.</b></p>	
9.	<p>अनुशासन – स्वीकृत नीतियों का पालन करना, वचन को निभाना और सहमत प्रणाली का पालन करना, दूसरों के समय व स्थान का सम्मान करना, आत्मनियंत्रण रखना।</p> <p><b>Discipline : Adherence to accepted norms, honours the promises and adhere to agreed system, respect for others time and space, exercise self-control.</b></p>	
10.	<p>नैतिक व्यवहार – प्रत्येक कार्य में ईमानदारी व निष्ठा प्रदर्शित करना, स्वस्थ व्यापारिक व व्यवसायिक नैतिकता का उपयोग करना, सिद्धान्तों, मूल्यों व व्यवहार के साथ समरूपता प्रदर्शित करना।</p> <p><b>Ethical Behavior : Demonstrate honesty and sincerity in every action, apply sound business and professional ethics, show consistency with principles, values and behaviors.</b></p>	

मूल्य रेटिंग  
Rating on Values

(15 अंक तक समानुपात)  
(Prorated to 15 marks)

सभी रेटिंग्स का योग x 15 =

50

Total of all rating x 15 =

50

अप्रेजर के हस्ताक्षर  
Signature of the Appraiser

भाग-IV -- क्षमता मूल्यांकन  
PART IV : POTENTIAL APPRAISAL

5251

(इस खंड में ऐसी विशेषताएं शामिल हैं जो दैनान्दिन गतिविधियों में प्रदर्शित की जानी हैं।  
विशेषताएं चरिष्ठ स्तर के पदों के लिए वांछित प्रमुख मूल्यों का प्रतिनिधित्व करेंगी।  
(This section consists of Attributes which are to be demonstrated in day to day activities.  
Attributes would represent the core values required for Senior level positions)

	सामान्य विशेषताएं GENERIC ATTRIBUTES	श्रेणी 1-2-3-4-5 Rating 1-2-3-4-5
1.	नेतृत्व क्षमता - पदोन्नति प्लानिंग, आपदा प्रबंधन तथा जोखिम उठाने की योग्यता के लिए सामूहिक निर्णय लेने की क्षमता को प्रदर्शित करती है। Leadership Abilities : Demonstrates ability for guiding collective decision making for succession planning, Crisis Management and ability to take risks.	
2.	टीम निर्माण : अपने विभाग के प्रभावी रूप से पुनर्गठन, उद्देश्यों से ध्यान हटाए बिना गुप प्रक्रियाओं तथा विविध एवं विभिन्न विचारों का प्रबंधन प्रदर्शित करता है। Team Building : Demonstrates effectiveness in re-organising his/her own department, manage diverse and divergent views and group processes without losing sight of objectives.	
3.	रणनीतिक विचार बनाने की क्षमता : परिवर्तनों के अनुकूल होने, दीर्घावधि मामलों पर केन्द्रित रहने, रणनीतिक विचारधारा, विचारों को लक्ष्यों में परिवर्तित करने की क्षमता। Ability to build a Strategic Vision : Demonstrates ability to manage change, focus on long-term issues, strategic thinking translate vision into goals.	
4.	व्यापारिक अनुभव : ग्राहकों तथा शेयरधारकों के हितों की पहचान करते हुए राजस्व अर्जन में वृद्धि, व्यवहार्य लघु एवं दीर्घ अवधि निष्पादन की आवश्यकताओं में सामंजस्य बनाकर, निगमित उद्देश्यों पर ध्यान देते हुए इकाई/संस्था की सहभागिता में वृद्धि, जहाँ संभव हो नए व्यापारिक अवसरों की पहचान एवं उनके सदुपयोग द्वारा बॉटम लाइन को प्रति वचनबद्धता। Business Sense : Commitment to bottom line result by enhancing revenue generation by addressing interest of customers and stakeholders, Balancing need for viable short and long term performance, Optimizing unit/organization's contribution while supporting Corporate objectives, spotting and pursuing new business opportunities wherever possible.	

12

5.	<p>सम्प्रेषण क्षमता : जनता के साथ बातचीत एवं प्रस्तुतीकरण द्वारा बाजार के प्रमुख बिन्दुओं, सूचनाओं एवं विचारों को उन्मादी रूप से प्रेषित करना, कार्य योजना से विचारों को परिवर्तित करने की योग्यता तथा निदेशक मंडल की बैठकों में निष्पादन के अतिरिक्त संस्था में इसकी स्वीकार्यता को सुनिश्चित करना।</p> <p>Communication Skills : Communicate ideas and information effectively and market key points effectively through public speaking and presentation, ability to convert ideas through action plan and ensure acceptability within the organization and performance at Board meetings.</p>	
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क्षमता का वर्गीकरण  
Rating on Potential

(15 अंक तक समानुपातिक)  
(Prorated to 15 marks)

सभी वर्गीकरण का सकल x 15 =  
25

Total of all rating x 15 =  
25

अप्रेजर के हस्ताक्षर  
Signature of the Appraiser

क्षमता उपयुक्तता पर मूल्यांकक की टिप्पणियाँ

उच्च पद अथवा विभिन्न कार्यों/संस्थाओं में समानांतर गूवमेंट तथा/अथवा किसी विशिष्ट पदों के लिए उपयुक्तता अथवा विशेष क्षेत्र अथवा पद पर आगे बने रहने के लिए मूल्यांकन किए जाने वाले कर्मचारी की उपयुक्तता को मूल्यांकक दर्शाएगा।

Appraiser's comments on Potential Suitability

The Appraiser will indicate suitability of the appraisee for higher Position or horizontal movement in different functions/Organizations and / or suitability for any specific or particular Sector or further continuance.

हस्ताक्षर  
Signature

कार्यनिष्पादन तथा क्षमता का प्रोफाइल / PERFORMANCE & POTENTIAL PROFILE  
प्राप्त अंतिम अंक / Final Marks Scored

5251

भाग-I / Part-I	कार्यनिष्पादन / PERFORMANCE	कुल अंक / Total Marks	प्राप्त अंक / Marks Scored
भाग-II / Part-II	क्षमताएं / COMPETENCIES	50	
भाग-III / Part-III	मूल्य / VALUES	20	
भाग-IV / Part-IV	क्षमताएं / POTENTIAL	15	
		15	
		100	

अप्रेजल ग्रेडिंग / Appraisal Grading

S.No.	Range of marks	Distribution	Grading
1	90-100	Max. 15% of Executives	Outstanding
2	80-89	Max. 30% of Executives	Very Good
3	70-79	Max. 35% of Executives	Good
4	50-69	Max. 20% of Executives	Fair
5	Less than 50%	No fixed % age but executives whose performance is abysmally poor will fall in this category	Poor

सामान्य / General

- (i) ईमानदारी / Integrity      आरोप-रहित / Un-impeachable      प्रमाणित / Certified      संदेह-रहित / Above Board      संदेहयुक्त / Doubtful

(ii) स्वास्थ्य की स्थिति / STATE OF HEALTH

- किसी भी तरह की विकलांगता दृष्टिगोचर नहीं है / No Visible Disability      खराब / Indifferent Health      अधिकांशतः विविक्ता अवकाश पर रहते हैं / Frequently on Medical Leave      किसी रोग विशेष से पीड़ित हैं / Suffer from a Particular Disease

अप्रेजर का नाम / Name of Appraiser/Reporting Officer  
दिनांक / Date :

हस्ताक्षर / Signature

समीक्षा अधिकारी की टिप्पणी / Comments of Reviewing Officer  
दिनांक / Date :

हस्ताक्षर / Signature

निदेशक (वित्त) की टिप्पणी, यदि कोई हो तो / Comments of Dir. (F) if any  
दिनांक / Date :

हस्ताक्षर / Signature

अति हस्ताक्षर करने वाले अधिकारी की टिप्पणी / Comments of Counter Signing Officer  
दिनांक / Date :

हस्ताक्षर / Signature

PERFORMANCE APPRASIAL REPORT OF  
CHIEF EXECUTIVES/FUNCTIONAL DIRECTORS/  
EXECUTIVE DIRECTORS/GENERAL MANAGERS  
OF CENTRAL PUBLIC SECTOR ENTERPRISES

FORM

109/75

FORM

PERFORMANCE APPRAISAL REPORT OF THE CHIEF EXECUTIVES,  
FUNCTIONAL DIRECTORS, EXECUTIVE DIRECTORS (E9) AND GENERAL  
MANAGERS (E8) OF CENTRAL PUBLIC SECTOR ENTERPRISES (CPSEs)

For the year/period from \_\_\_\_\_ to \_\_\_\_\_

Each and every section of this form should be filled in by the concerned officer/authority after carefully reading the instructions attached to this form.

Section I - Basic information

(To be filled in by the Human Resource/Personnel/Administration Department of the CPSE)

Recent  
Photograph  
of the officer  
reported  
upon to be  
affixed

Personal Data of the officer reported upon

1. Name of the Officer reported upon: \_\_\_\_\_

2. Employee Number: \_\_\_\_\_

3. Date of Birth: \_\_\_\_\_

4. Brief Academic & Professional Qualifications :  
\_\_\_\_\_

5. (a) Name of the Post held: \_\_\_\_\_

(b) Grade of Post held: \_\_\_\_\_

(c) Date of Continuous Appointment in this Post: \_\_\_\_\_

(d) Present Pay and Scale of Pay: \_\_\_\_\_

(e) Date of continuous Appointment in the same enterprise: \_\_\_\_\_

108 24

6. (a) Date of First Public Enterprise Appointment: \_\_\_\_\_  
(b) Scale of Pay of the Post on First Appointment: \_\_\_\_\_

7. Reporting, Reviewing and Accepting Authorities during the year

	Name & Designation	Period worked	
		from	to
Reporting Authority			
Reviewing Authority			
Accepting Authority			

8. Period of absence on leave, etc. during the year

	Period	Type	Remarks
On Leave other than Casual Leave			
Others (specify)			

9. Qualification acquired and Training programmes attended during the year:

(a) Details of Qualification acquired during the year

S. No.	Details of Qualification	Institution from which studied	Details of subjects studied and the marks obtained



10723

(b) Details of Training programme attended during the year

Date from	Date to	Institute	Subject

10. Awards/Honours received during the year

11. Number of officers for whom PAR was not written by the officer reported upon as Reporting/Reviewing Authority for the previous year

12. Date of filing the property return in the prescribed format (Appendix I) for the year ending 31<sup>st</sup> December, \_\_\_\_\_

10672

- 13. Date of last prescribed medical examination (for officers over 40 years of age). Please attach a copy of the summary of the medical report. (Suggested format of detailed and summary of the medical examination report is at Appendix II)



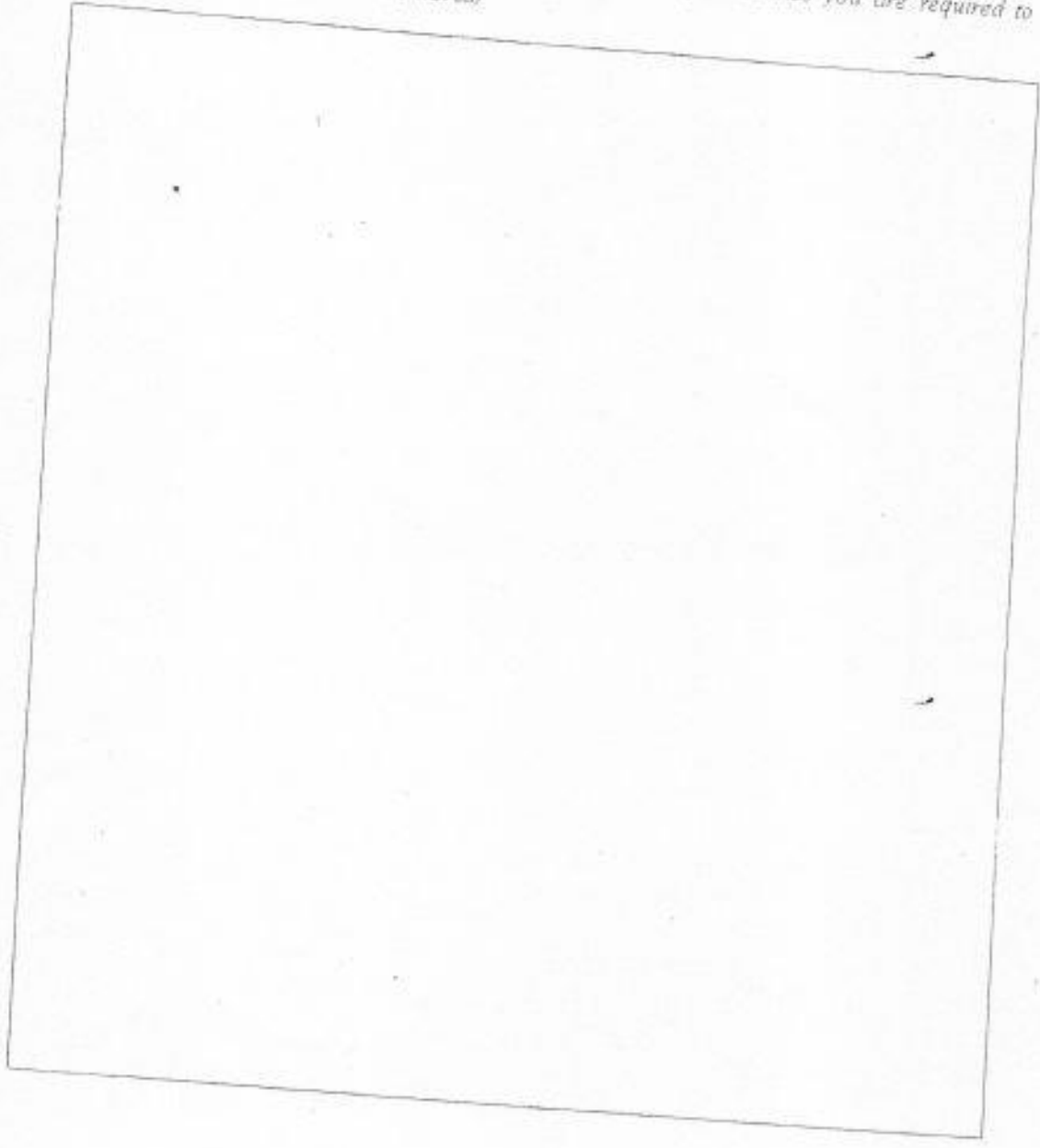
Signature:  
Name & Designation of the officer of the  
Human Resource/Personnel/Administration Department

Date:

1057H

Section II - Self-appraisal of the officer reported upon

1. **Brief description of responsibilities:**  
*(Objectives of the position you hold and the responsibilities you are required to discharge, in about 100 words)*



10/70

2. Annual work plan and achievement:

Tasks to be performed	Weightage	Deliverables <sup>1</sup>	Achievement <sup>2</sup>
I - MOU Targets	25		
II - Other key assigned tasks flowing from MOU			
i)			
ii)			
iii)			
iv)			
v)			
vi)			
vii)			
viii)			
ix)			
x)			
Total (i to x)	25		
III - Grand Total	75		

1. Deliverables refer to quantitative or financial targets or verbal description of expected outputs. The deliverables and the weights for individual key assigned tasks will be decided by the Reporting Authority after consulting the officer reported upon within two months from the start of the period of report. The Reporting Authority shall send a copy of the details of the finally agreed key assigned tasks and their relative weights targets to the Nodal officer by 30<sup>th</sup> June.
2. Actual achievements refer to the achievements against the specified deliverables in respect of each task. No explanations for divergences are to be given in this table.
3. The weightage for MoU targets is 75 for Chief Executives, 40 for Functional Directors and 25 for Executive Directors/General Managers.
4. The final MoU score based on audited accounts conveyed by DPE should be filled in this space.
5. The total weightage for other assigned tasks flowing from MoU is nil for Chief Executives, 35 for Functional Director and 50 for Executive Directors/General Managers.

3. During the period under report, do you believe that you have made any exceptional contribution, e.g. successful completion of an extraordinarily challenging task or major systemic improvement (resulting in significant benefits to the Company and/or reduction in time and costs)? If so, please give a verbal description (within 100 words):

4. What are the constraints that hindered your performance?

5. Please indicate specific areas of training that will add value to you:

For the current assignment:

For your future career:

*Note*

*Chief Executives and Functional Directors should send their updated CV, including additional qualifications acquired, training programmes attended, publications/special assignments undertaken to the Nodal officer of the CPSE as well as the Nodal officer of the Administrative Ministry once in 5 years so that updated records are available with them. However, the Executive Directors and General Managers should send such information once in 5 years to the nodal officer of the CPSE only.*

102  
68

6. Declaration

Have you filed your immovable property return in the prescribed format as due? If yes, please mention the date.	Yes/No	
Have you undergone the suggested medical check up?	Yes/No	
Have you set the annual work plan for all officers for the current year, in respect of whom you are the Reporting Authority?	Yes/No	

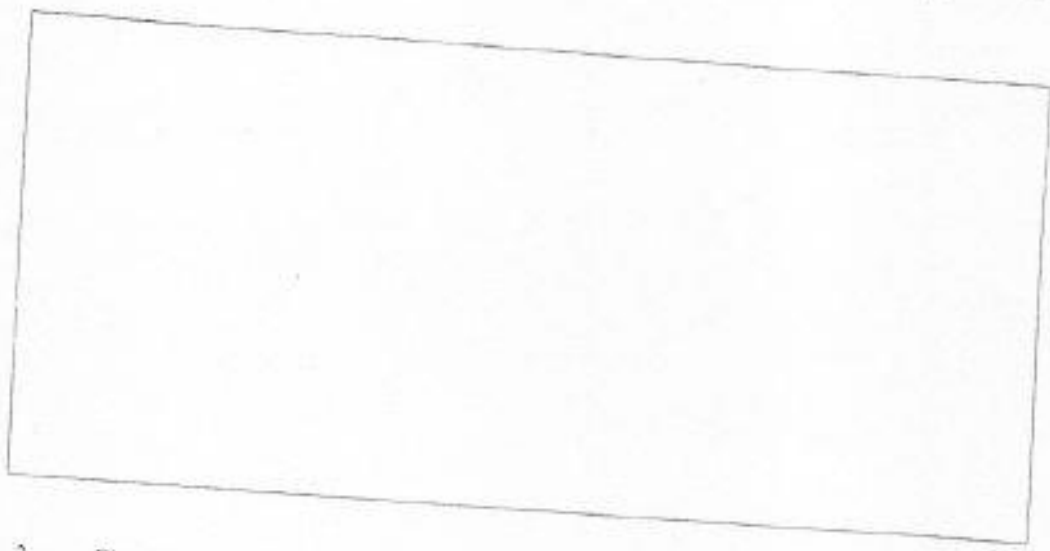
Date:

Signature of the officer reported upon

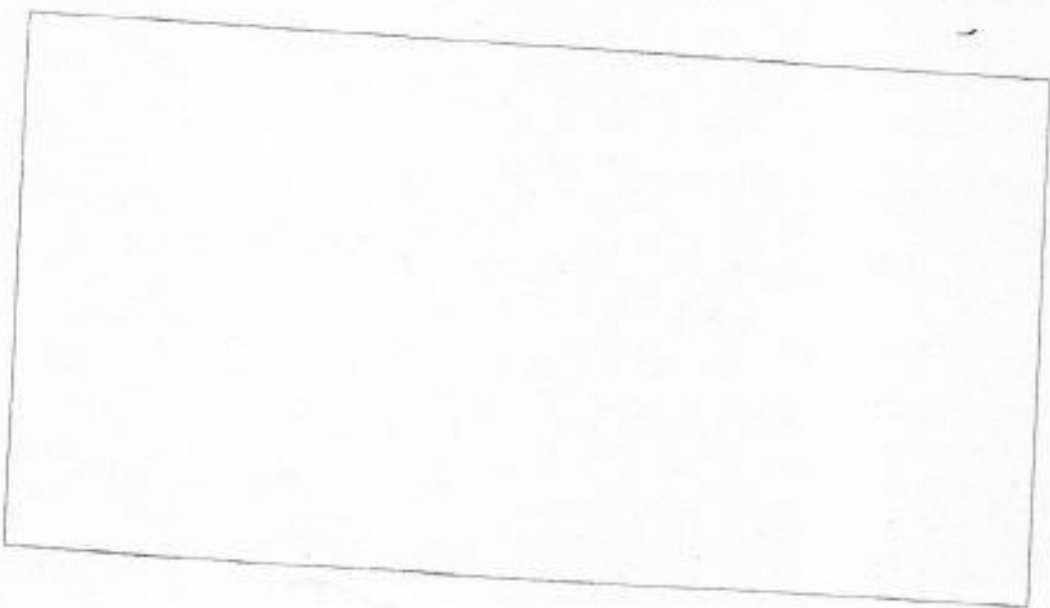
10/67

Section III - Appraisal of the Reporting Authority (Please read the relevant instructions attached to this form before filling up this section)

1. Please state whether you agree with the responses relating to the accomplishments of the work plan as filled out in Section II. If not, please furnish factual details.

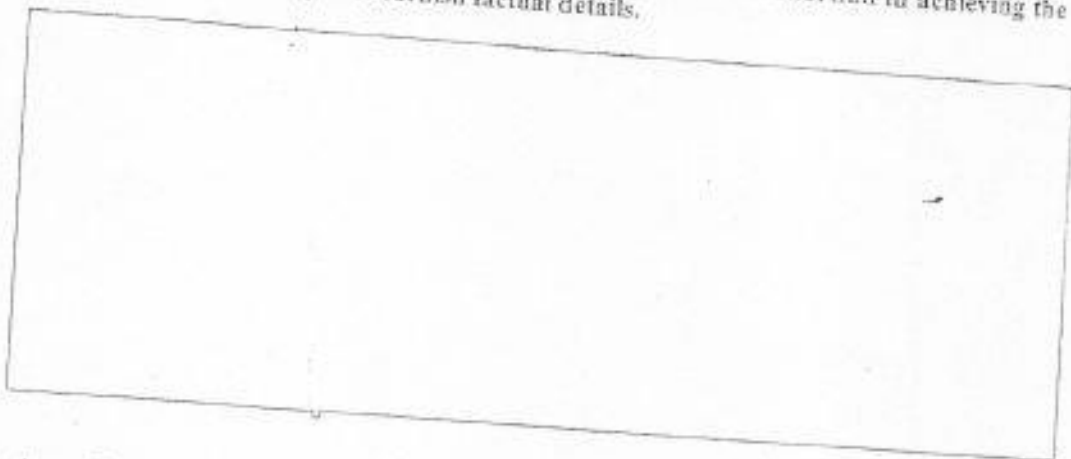


2. Please comment on the claim (if any) made by the officer reported upon about his exceptional contribution.

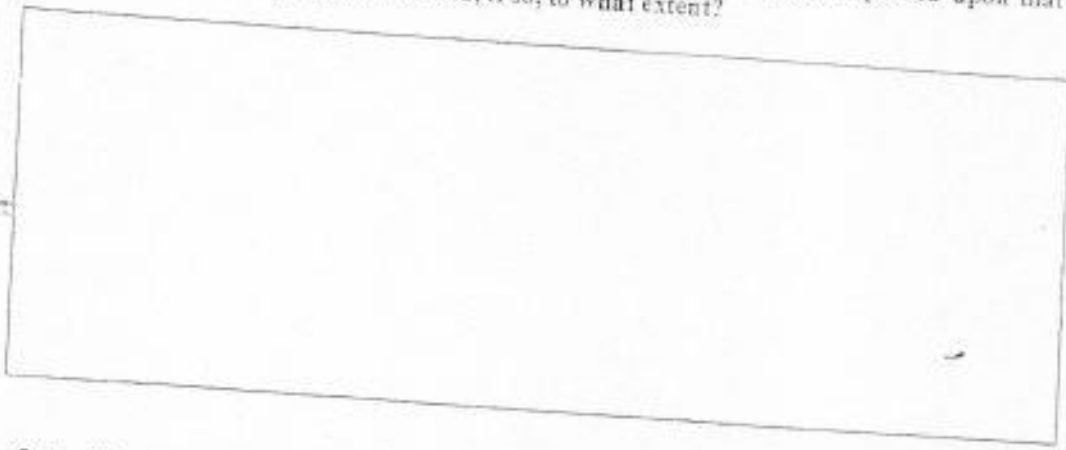


100  
66

3. Has the officer reported upon met with any significant shortfall in achieving the targets? If yes, please furnish factual details.



4. Do you agree with the constraints mentioned by the officer reported upon that had hindered his performance and, if so, to what extent?



5. Do you agree with the competency up-gradation needs as identified by the officer?





99  
65

6. Assessment of the achievements made against the targets. (This assessment should rate the officer vis-à-vis his peers and not the general population. Grades should be assigned on a scale of 1-5, in maximum of 2 decimal numbers, with 1.00 referring to the best grade and 5.00 to the lowest grade. Weightage to this Section will be 75%).

Particulars	Weightage	Reporting Authority		Reviewing Authority		Initials of Reviewing Authority
		Absolute grade	Weighted grade	Absolute grade	Weighted grade	
	(a)	(b)	(c = a x b)	(d)	(e = a x d)	
I - MOU Targets	75					
II - Other key assigned tasks						
i)						
ii)						
iii)						
iv)						
v)						
vi)						
vii)						
viii)						
ix)						
x)						
Total (i to x)	75					
III - Grand Total II & III						
Overall Grade = Grand Total/100						

Weighted grade is to be computed by multiplying the absolute grade by the relative weights. Overall grading is to be computed by summing up the weighted grade and dividing the total by 100 and rounding off to 2 decimals.

1. The weightage for MoU targets will be 75 for Chief Executives, 40 for Functional Directors and 25 for Executive Directors/General Managers.
2. The final MoU score based on audited accounts conveyed by DPE should be filled in this space.
3. The weightage for other key assigned targets will be nil for Chief Executives, 35 for Functional Directors and 50 for Executive Directors/General Managers.

98 64

9. Pen picture by Reporting Officer. Please comment (in about 100 words) on the overall qualities of the officer including areas of strengths and those which need improvements. The pen picture should be consistent with the overall grade furnished in Item no. 10.

10. Overall grade (on a grade of 1 - 5) based on the grades awarded in Item no. 6 & 7. This should be computed by summing up the weighted average grade indicated in Item no. 6 and Item no. 7.

Date:

Signature of Reporting Authority  
Name & Designation of the Reporting Authority

97/63

7. **Assessment of Personal Attributes and Functional Competencies** (Grades should be assigned on a scale of 1-5, in maximum of 2 decimal numbers, with 1.00 referring to the best grade and 5.00 to the lowest grade. Weightage to this Section will be 25%)

S. No.	Particulars of Personal Attributes and Functional Competencies	Grade by Reporting Authority	Grade by Reviewing Authority	Initials of Reviewing Authority
i	Effective communication skills			
ii	Strategic orientation and Decision making ability			
iii	Problem solving and Analytical ability			
iv	Ability to develop and motivate team members			
v	Ability to coordinate and develop collaborative partnerships			
vi	Innovation and change orientation			
vii	Planning and Organising			
viii	Result orientation			
ix	Business Acumen			
x	Role based functional competency			
	Total (i to x)			
	<b>Overall Grading of Personal Attributes and Functional competencies (Total/40)</b>			

All the personal attributes and functional competencies (S. No. 1 to x) carry equal weights. Overall grading is to be computed by dividing the total grade by 40 and rounding off to 2 decimals.

8. **Integrity** (Please comment on the integrity of the officer reported upon by choosing any one of the following options):

i)	Beyond doubt	
ii)	Integrity of the officer is doubtful. A separate secret note is attached.	
iii)	Nothing adverse has been received about the officer	

9662

Section IV - Review by the Reviewing Authority (Please read the relevant instructions attached to this form before filling up this section)

1. Do you agree with the assessment made by the Reporting officer with respect to discharge of responsibilities and various attributes of the officer reported upon in Section III? (In case you agree with the assessments made by the Reporting Authority, please make a note to that effect in the space provided for you in Item No. 6 and 7 of Section III and initial it. If you do not agree with any of the numerical assessments made by the Reporting Authority, please record your assessments in the space provided for you in Item No.6 and 7 of Section III and initial your entries).

Yes/No

2. Do you agree with the assessment of the Reporting officer in respect of extraordinary achievements and/or significant shortfalls of the officer reported upon?

Yes / No

3. In case of difference of opinion, details and reasons for the same may be given.

4. Comments, if any, on the pen picture written by the Reporting Authority.

5. Overall grade on a scale of 1 - 5 (Grades should be assigned on a scale of 1-5, with referring to the best grade and 5 to the lowest grade). The overall grade should be computed by summing up the weighted average grade obtained in Item No.6 and 7 of Section III.

[ ]

Signature of Reviewing Authority \_\_\_\_\_  
Name & Designation of the Reviewing Authority \_\_\_\_\_

Date:

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Section V – Acceptance by the Accepting Authority (Please read the relevant instructions attached to this form before filling up this section)

1. Is the overall grade given by the Reporting/Reviewing Authority is consistent with the pen picture given by them?

Yes/No

2. Do you agree with the remarks of the Reporting /Reviewing Authorities?

Yes/No

3. In case of difference of opinion, details thereof and reasons for the same may be given.

4. Overall grade on a grade of 1 – 5 (Grades should be assigned on a scale of 1-5, with 1 referring to the best grade and 5 to the lowest grade).

Date:

Signature of Accepting Authority  
Name & Designation of the Accepting Authority

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Section VI - Review by the Acceptance Authority in the light of the representation received from the officer reported upon

1. Whether the Accepting Authority considers any merit for revising the overall grade given earlier to the officer reported upon in the light of the representation made by him/her?

Yes/No

2. If Yes, please indicate the revised overall grade on a grade of 1 - 5 (Grades should be assigned on a scale of 1-5, with 1 referring to the best grade and 5 to the lowest grade).

Signature of the Nodal officer  
Name & Designation of the Nodal officer

Date:

*Note:*  
The concerned Nodal officer shall fill this section based on the orders passed by the Accepting Authority. Copies of the representation made by the officer reported upon and the orders of the Accepting Authority thereon are to be attached.

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Name of the Officer:  
Employee No.:

Name of the post held:  
Form for Annual Property Return

Appendix I

1	S.NO.
2	Description of Property
3	Precise location (Name of Distt., Division, Taluk & village in which the property is situated and also its distinctive number, etc.
4	Area of land (in case of land and building)
5	Nature of land (in case of landed property, etc)
6	Extent of interest
7	If not in own name, state in whose name held, his/her relationship, if any, to the Government's servant
8	Date of acquisition
9	How acquired (whether by purchase, mortgage, lease or heritance, gifted or otherwise) and name with details person(s) from whom acquired addresses and connection of the Govt. servant, if any, with the person(s) concerned (Please see note 1 below)
10	Value of property (see note 2 below)
11	Particular of sanction of prescribed authority, if any
12	Total annual income from the property
13	Remarks

26

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Appendix II

SUGGESTED PROFORMA FOR HEALTH CHECK UP OF TOP MANAGEMENT OF CPSEs

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Employee No.: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: M/F  
Name of the Post held: \_\_\_\_\_  
Brief clinical history, if any.

**A: Examination**

Physical \_\_\_\_\_ Systemic \_\_\_\_\_

**Investigations:**

**Haemogram**

Hb%  
TLC  
DLC  
Peripheral Smear

**Blood Sugar**

F

P.P

**Lipid Profile**

Total Cholesterol  
HDL Cholesterol  
LDL Cholesterol  
VLDL Cholesterol  
Triglyceride

**Liver Function Test**

Total Bilirubin  
Direct Bilirubin  
Indirect Bilirubin  
SGOT  
SGPT  
ALK Phosphatase

**Kidney function Test**

Urea  
Creatinine  
Uric Acid  
Electrolytes

Na+  
K  
Calcium  
Inorganic Phosphates



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Cardiac Profile

CPK  
CK-MB  
LDH  
SGOT

Urine

Routine  
Sugar  
Albumin  
E.C.G.

Microscopic

X-Ray

Ultra Sound Abdomen

Any other Investigation

Advice

**B. Medical Report of the Officer**

1.	Haemoglobin level of the officer	Normal/Low
2.	Blood Sugar level	Satisfactory/Normal/High/Low
3.	Cholesterol level of the officer	Normal/High/Low
4.	Liver functioning	Satisfactory/Normal/Dysfunctional
5.	Kidney status	Normal/Both-One Kidney not functional optimally
6.	Cardiac Status	Normal/Enlarged/Blocked/Not normal

**C. Summary of Medical Report**

1.	Overall Health of the officer	
2.	Any other remarks based on the health check up of the officer	
3.	Health profile grading	

Designation

Date:

**Instructions for filling up the Performance Appraisal Report (PAR) of the Chief Executives, Functional Directors, Executive Directors (E9) and General Managers (E8) of Central Public Sector Enterprises (CPSEs)**

**1. Introduction**

The Performance Appraisal Report is an important document. It provides the basic and vital inputs for further development of an officer. The officer reported upon, the Reporting Authority, Reviewing Authority and the Accepting Authority should, therefore, undertake the duty of filling up the form with a high sense of responsibility.

Performance Appraisal should be used as a tool for career planning and training, rather than a mere judgmental exercise. Reporting Authorities should realize that the objective is to develop an officer so that he/she realizes his true potential. It is not meant to be a fault-finding process but a developmental tool. The Reporting Authority, the Reviewing Authority and the Accepting Authority should not shy away from reporting shortcomings in performance, attitudes or overall personality of the officer reported upon. The columns should be filled with due care and attention and after devoting adequate time. Any attempt to fill the report in a casual or superficial manner will be easily discernible to the higher authorities.

Performance appraisal is expected to be used as a tool for human resource development, career planning and training rather than a mere judgemental exercise. Thus the Reporting Authority and the officer reported upon should meet at the beginning of the year to set targets and goals of performance.

**2. Section I – Basic information**

This Section should be filled up in by the Nodal officer or the Human Resource/Personnel/ Administration Department of the CPSE. Period of report could be either the entire reporting year, namely, from 1<sup>st</sup> of April to 31<sup>st</sup> March or a part of the year (exceeding 3 months). In case the period of report is a full year, it should be indicated accordingly; for example, 2010-2011. In case the period of report is less than the entire year, specific start and end dates should be indicated, for example, 10<sup>th</sup> September 2010 to 31<sup>st</sup> March 2011.

Item No.1: Name of the officer reported upon should be written in capital letters.

Item No.8: The period of absence from duty, on leave other than casual leave, training, or for other reasons should be mentioned in this section.

Item No.12: The date of filing the annual property return in the prescribed format is to be mentioned.

Item No.13: This Section provides for annual medical examination of the officer reported upon from an approved medical institution. The health check up is, however, mandatory for all officers above the age of 40. The officer concerned should get his medical examination completed by 30<sup>th</sup> June every year at a medical institution designated by the concerned CPSE. A suggested format for the medical report is appended to the PAR form. CPSEs may, however, prescribe a separate form provided it includes all the details specified in the form suggested by the Committee. A copy of the summary of the medical report of the officer

reported upon is to be attached to the Performance Appraisal Report Form by the Nodal officer or the Human Resource/Personnel/Administration Department of the CPSE before circulating the same to the concerned officer for completing self-appraisal.

**3. Section II – Self-appraisal of the officer reported upon**

Item No.1: The officer reported upon is first required to give a brief description of his responsibilities, which would normally not exceed about 100 words. Ideally, this should be in bullet form.

Item No.2: In this section, the officer reported upon is required to furnish the details of targets and achievements unless revised by the new Reporting officer. While the targets for the Chief Executive will be only MOU targets; for others, the targets will be both MOU targets as well as other assigned tasks flowing from MOU targets. All officers are required to develop a work plan for the year and agree upon the same with the Reporting officer. The work plan should incorporate the work related to the area of functioning of the concerned officer and it should emanate from the MOU targets/goals. The work plan would normally consist of quantifiable targets. The exercise is to be carried out at the beginning of the year and finalized by 31<sup>st</sup> May, positively. The work plans, duly signed by the officer reported upon and the Reporting Authority has to be submitted by 30<sup>th</sup> June to the nodal officer for record.

After the work plan is prepared, it is possible that the officer reported upon is transferred out. There need not be more than one work plan for one post each year. In case of a change of the Reporting officer during the year, the work plan agreed with the previous Reporting officer would continue to apply unless revised by the new Reporting officer. The contribution of the officer reported upon during the period spent by the officer on the post could be considered for evaluating his performance against the work plan.

Item No.3: This section provides an opportunity for the officer to reflect upon his performance during the year and indicate one item in which he/she had made significant contribution during the year. It is always possible for any officer to make significant contribution even in activities otherwise regarded as routine in nature.

Item No.5: The officer reported upon is required to indicate specific areas in which he/she feels the need to upgrade competencies and attend training programmes. He/she should also mention the specific steps that he/she has taken or proposes to take to upgrade his/her competencies in the identified area.

**4. Section III – Appraisal of the Reporting Authority**

Item No.1: The Reporting Authority is required to comment on the self-appraisal made by the officer reported upon in Section II, and specifically state whether he/she agrees with the responses relating to accomplishments. In case of disagreement, the Reporting Authority should highlight the specific portions with which he/she is unable to agree to and the reasons for such disagreement.

Item No.6: In this Section, the Reporting Authority is required to record a numerical grade (not more than 2 decimals) in respect of the work output of the officer reported upon against each of the key assigned tasks.

Item No.7: In this section, the Reporting Authority is also required to record a numerical grade (not more than 2 decimals) in respect of personal attributes and functional competencies of the officer reported upon. To ensure that the personal attributes and functional competencies are clearly understood by all stakeholders of the PAR process, the descriptions of each of them are given in Table No.1 below:

**Table No.1 – Description of Personal Attributes and Functional Competencies**

S. No.	Personal Attributes and Functional Competencies	Description of Personal Attributes and Functional Competencies
i)	Effective communication skills.	Communicates articulately and assertively to influence critical stakeholders and strives to achieve a win-win solution.
ii)	Strategic orientation and Decision making ability	Demonstrates comprehensive business and environment awareness including related laws and rules; develops/aligns self and team to the long term business strategy and overall organizational vision. Considers multiple factors while taking decisions for long term organization impact.
iii)	Problem solving and Analytical ability	Analyzing and solving a problem by identifying the elements and relationships of a problem in a systematic way and identifying logical links.
iv)	Ability to develop and motivate team members	Provides direction and support, encourages team work, inspires and motivates team and manages conflict to accomplish group objectives while focusing on capability enhancement of the team
v)	Ability to coordinate and develop collaborative partnerships	Builds collaborative partnerships with internal and external stakeholders and leverages relations through networking to meet organizational objectives.
vi)	Innovation and change orientation	Takes initiative; manages and champions change and learning processes; encourages new and innovative approaches.
vii)	Planning and Organising	Ability to plan and organize own as well as team activities, prioritize and handle contingencies to meet set goals and objectives within defined timelines.
viii)	Result orientation	Demonstrates drive for results and ensures that operating practices and performance results adhere to high standards of efficiency and excellence
ix)	Business Acumen	Understands the tie between and revenue and expenses; utilizes financial data and information to make sound business decisions that promote cost consciousness, profitability, revenue and growth.
x)	Role based functional competency	Demonstrates knowledge of rules and laws, systems and processes, functional domain and IT applications in order to carry out the assigned role with conviction

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In order to bring in more objectivity in the assessment of the attributes and competencies and minimize bias, benchmarking for assigning grades to various Personal Attributes and Functional Competencies are indicated in the Table No.2 given below:-

**Table No. 2 – Benchmarking for assigning grades to Personal Attributes and Functional Competencies**

Grade	Description of the benchmark	Details of Behaviour competencies
1	Consistently exceeds expectations	Demonstrates exemplary behaviours, consistently in all situations far above that are required for effectiveness in the current role. Demonstrates outstanding professional attributes, which indicates strong potential for rapid future development.
2	Consistently meets expectations	Consistently demonstrates behaviours which surpass those required for effectiveness in current role. Demonstrates professional skills that indicate strong potential for future advancement.
3	Meets expectations most of the times	Regularly demonstrates behaviours at the level required for effectiveness in current role. Displays the required level of proficiency for this competency, exceeding expectations at times.
4	Partially meets expectations	Inconsistently or partially demonstrates behaviours required for effectiveness in current role; however significant progress is required to achieve the expected proficiency level for this competency.
5	Consistently does not meet expectations	Does not sufficiently demonstrate behaviours required for effectiveness in current role and immediate improvement is needed to achieve the required proficiency level for this competency.

Item No.8: In this section, the Reporting Authority is required to comment on the integrity of the officer reported upon. In recording remarks on integrity, he/she need not limit him/herself only to matters relating to financial integrity but would also take into account any violation, by the concerned officer, of the code of conduct laid down by the Board of the CPSE. The following procedure should be followed in filling up column relating to integrity: (i) If the Officer's integrity is beyond doubt, it may be stated; (ii) If there is any doubt or suspicion, a separate secret note should be recorded and sent to the Reviewing Authority after recording this fact in the column relating to integrity. (iii) Where it is not possible either to certify the integrity or to record secret note, the Reporting Authority should state that he/she has not received anything against the officer reported upon.

The Reviewing Authority will ensure that the follow up action on the secret note submitted by the Reporting Authority is taken expeditiously. If, as a result of the follow up action, the doubts or suspicions are cleared, the integrity of the officer reported upon should be certified and an entry made accordingly by the Reviewing Authority in the Performance Appraisal Report. If the doubts or suspicions are confirmed, this fact should also be recorded by the Reviewing Authority in the PAR. If as a result of the follow up action, the doubts or suspicions are neither cleared nor confirmed, the officer's conduct should be watched for a further period of one year and the outcome should be recorded in the Performance Appraisal Report by the Reviewing Authority. The Nodal officer shall communicate the final decision

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on the integrity of the officer reported upon to the officer concerned as well as the Reporting Authority.

Item No.9: The Reporting Authority is also required to record a descriptive pen-picture on the overall qualities of the officer reported upon and his performance and this should be consistent with the numerical grade given to the officer. This should try to cover overall qualities of the officer, including areas of strengths. The pen-picture is also meant to be a qualitative supplement to the quantitative assessments made in earlier part of this section.

Item No.10: Finally, the Reporting Authority is required to record an overall grade. This should also be done on a scale of 1-5, with 1 referring to the best grade and 5 to the lowest. This should be computed by adding the weighted average grade indicated in Item no. 6 & 7.

**5. Section IV – Review by the Reviewing Authority**

Item No.1: This Section is to be filled up by the Reviewing Authority. He/she is required to indicate whether he/she agrees with the assessments made by the Reporting officer. In case of disagreement, he/she may record his own assessment about the work output and/or any of the attributes in the column specifically provided for the purpose in Item No.6 and/or Item No.7 of Section III. The numerical grades should not be given in more than 2 decimals.

Item No.3: In case of disagreement with the assessment made by the Reporting Authority, the Reviewing Authority should record the details of disagreement and the reasons for the same in this section.

Item No.4: In this section, the Reviewing Authority should comment on the pen picture written by the Reporting Authority.

Item No.5: Finally, the Reviewing Authority is required to record in this section an overall grade in the scale of 1-5 with 1 referring to the best grade and 5 to the lowest. This should be computed by adding the weighted average grade indicated in Item no. 6 & 7 of Section III.

**6. Section V – Acceptance by the Accepting Authority**

Item No.1: This Section is to be filled by the Accepting Authority. He/she is required to indicate whether he/she agrees with the assessments made by the Reporting Authority/Reviewing Authority.

Item No.2: In case of difference of opinion, the Accepting Authority is required to give details and reasons for the same in this section.

Item No.3: Finally, the Accepting Authority is required to record in this section an overall grade in not more than two decimals in the scale of 1-5 with 1.00 referring to the best grade and 5.00 to the lowest. In case the overall grade given to the officer reported upon by the Reporting/Reviewing Authority is not consistent with the pen picture given by them, the Accepting Authority should make suitable changes to the overall grade to make them consistent.

7. **Section VI: Review of the overall grade by the Acceptance Authority**

In this section, the Nodal officer will fill in the form, the final decision of the Acceptance Authority on the representation, if any, made by the officer reported upon.

8. **Numerical Grades**

At several places, numerical grades are to be awarded by Reporting/Reviewing Authorities. It is expected that any grading of 4.00 or 5.00 (against work output or personal attributes and functional competencies or overall grade) would be adequately justified in the pen-picture by way of specific failures and similarly, any grade of 1.00 or 2.00 would be justified with respect to specific accomplishments. In awarding a numerical grade, the Reporting, Reviewing and Accepting Authorities should rate the officer against a larger population of his peers that may be currently working under them or would have worked under them in the past.

9. **Weightage & Mean:**

Weights have been assigned to work output, personal attributes and functional competencies. The overall grade in not more than 2 decimals will be based on the addition of the weighted mean value of each group of indicators.

10. **Benchmarking of the Grade:**

The overall grade obtained by the officer shall be benchmarked as under:

Outstanding	1.00 - 1.50
Very Good	1.51 - 2.50
Good	2.51 - 3.50
Fair	3.51 - 4.50
Poor	4.51 - 5.00

\*\*\*\*\*

एमएमटीसी लिमिटेड : नई दिल्ली  
MMTC LIMITED : NEW DELHI

वार्षिक अप्रेजल रिपोर्ट : स्टाफ कैडर (कनिष्ठ सहायक एवं इससे ऊपर के कर्मचारी)  
ANNUAL APPRAISAL REPORT : STAFF CADRE (JR. ASSTS. ONWARDS)

वर्ष / YEAR : .....

अवधि / PERIOD : .....

से / FROM : .....तक / TO : .....

नाम / NAME :

कर्मचारी संख्या / EMPLOYEE NO. :

पदनाम / DESIGNATION :

तैनाती स्थान / POSTED AT : CO/RO

प्रभाग / DIVISION :

वर्तमान ग्रेड में प्रवेश की तिथि

DATE OF ENTRY IN

जन्म-तिथि / Date of Birth :

PRESENT GRADE :

वार्षिक मूल्यांकन : प्रयोग हेतु दिशा निर्देश / ANNUAL ASSESSMENT : GUIDELINES FOR USE

1. मूल्यांकन के लिए उत्तरदायित्व : प्रत्येक कर्मचारी का मूल्यांकन कम से कम उप प्रबंधक एवं समकक्ष स्तर के रिपोर्टिंग अधिकारी द्वारा किया जाएगा तथा समीक्षा अधिकारी (जिसे रिपोर्टिंग अधिकारी रिपोर्ट करते हैं) द्वारा इसकी समीक्षा की जाएगी। इसके बाद अगले उच्चतर अधिकारी द्वारा रिपोर्ट की समीक्षा की जाएगी तथा विभागाध्यक्ष/क्षेत्रीय कार्यालय प्रभारी उस पर प्रतिहस्ताक्षर करेंगे। तथापि, पर्सनल स्टॉफ के मामले में रिपोर्ट इमीजिएट आफिसर लिखेंगे और उसकी समीक्षा करेंगे परंतु विभागाध्यक्ष/क्षेत्रीय कार्यालय प्रभारी इस पर प्रतिहस्ताक्षर करेंगे।

Responsibility for Assessment : Assessment of each employee will be done by the Reporting Officer not less than Dy. Manager and equivalent, and shall be reviewed by the Reviewing Officer (to whom the reporting officer reports). The report will further be reviewed by next higher authority and countersigned by the HOD/RO Incharge. However, in case of personal staff, report would be written, reviewed by immediate officer but would be countersigned not less than HOD/RO incharge.

2. जहां कर्मचारी ने तीन माह या इससे अधिक की अवधि के लिए एक से अधिक रिपोर्टिंग अधिकारियों के साथ कार्य किया है, तो उसका मूल्यांकन सभी रिपोर्टिंग अधिकारियों द्वारा किया जाएगा।

Where the employee has worked with more than one reporting Officer for a period of three months and above, he/she will be assessed by all the Reporting Officers.

3. कर्मचारी ने जिस अवधि तक रिपोर्टिंग अधिकारी को रिपोर्ट किया है उस संपूर्ण अवधि के रिकार्ड/साक्ष्यों के आधार पर रिपोर्टिंग अधिकारी कर्मचारी के प्रत्येक गुण/कारक का मूल्यांकन करेंगे न कि किसी एक घटना अथवा हाल ही की घटनाओं के आधार पर।

The Reporting Officer is expected to evaluate each attribute/factor in the report of the employee based on records/evidence for the entire period during which the employee reported to him and not based on isolated incidents or only on recent incidents.

4. रिपोर्टिंग अधिकारी यदि चाहे तो किसी कारक का मूल्यांकन, जिसके संबंध में उसके पास पर्याप्त डाटा उपलब्ध नहीं है या जिसके संबंध में वह अप्रेजी की संबंधित स्थिति से अवगत नहीं है, न करने के लिए स्वतंत्र हैं।

The Reporting Officer has freedom not to evaluate a factor for which he does not have sufficient data or for which he does not know the relevant position of the appraisee.



5. यदि 'उत्कृष्ट' या 'औसत से नीचे' का ग्रेड दिया गया है तो विभागाध्यक्ष/क्षेत्रीय कार्यालय प्रभारी इस संबंध में संक्षिप्त में औचित्य दें। बिना औचित्य के 'उत्कृष्ट' को 'बहुत अच्छा' तथा 'औसत से नीचे' के ग्रेड को 'औसत' ग्रेड माना जाएगा।  
The HOD/RO-Incharge may justify briefly if graded 'Outstanding' or 'Below-Average'. Without justification, Outstanding is liable to be down graded as 'Very Good' and 'Below Average' rating without justification will be treated as 'Average'.
6. पांच प्रकार के मूल्यांकन होंगे अर्थात् 90% तथा इससे अधिक 'आउटस्टैंडिंग', 75-89% 'बहुत अच्छा', 60-74% 'अच्छा', 45 से 59% 'औसत' तथा 45% से कम 'औसत से नीचे'।  
There would be five ratings i.e. 90% & above 'Outstanding', 75-89% 'Very Good', 60 to 74% 'Good', 45 to 59% 'Average' and less than 45% 'Below-Average'.

क्रम संख्या S.No.	कर्मचारी के कार्यनिष्पादन, क्षमता, संभावनाओं तथा मूल्यों के क्षेत्र Areas of employees performance, competencies, potential and values	1, 2, 3, 4, 5 अंक दिए जाएं / Marks to be awarded 1,2,3,4,5
1.	<b>कार्य क्षमता / Job abilities:</b> (i) वर्तमान कार्य को करने में ज्ञान एवं दक्षता के प्रयोग की योग्यता के लिए व्यावसायिक ज्ञान एवं दक्षता Professional knowledge and skills, ability to apply knowledge & skills to present job assignment; स्टेनोग्राफिस्ट/पीए/पीएस In case of Steno-Typist/PA/PSs: (ii) टाइपिंग/स्टेनोग्राफी कार्यों में प्रवीणता तथा परिशुद्धता तथा टेलीफोन कॉल्स को हैंडल करने में व्यवहार कुशलता तथा आगन्तुकों के साथ डीलिंग Proficiency and accuracy in typing/stenographic work & tactful in handling telephone calls & dealing with visitors.	
2.	कम्प्यूटर का ज्ञान तथा इस पर कार्य करने की क्षमता Knowledge of Computers and ability to work with them	
3.	रिकार्डों/फाइलों का रख-रखाव तथा दस्तावेज ढूँढने में दक्षता Maintenance of records/files and efficiency in retrieval of papers	
4.	कार्य पूरा करने में की गई पहल तथा उपाय कुशलता Initiative & resourcefulness shown in completing assignments.	
5.	समय प्रबंधन: सौंपे गए कार्य को पूरा करने में दर्शाई गई तत्परता / समयबद्धता/ वचनबद्धता का अनुपालन / Time management Execution of task assigned/promptness & meeting deadlines/commitment.	
6.	कार्य से संबंधित कम्पनी के नियमों तथा प्रक्रियाओं का ज्ञान Knowledge of Company rules and procedures related to the job.	
7.	सन्देश प्रवीणता (नोट, पत्र आदि लेखन सहित) / Proficiency in communication (including written skill in drafting notes, letters etc.)	
8.	कार्य के प्रति जिम्मेदारी : कर्मचारी को सौंपे गए कार्य के लिए कर्मचारी की विश्वसनीयता / Responsibility towards work: the extent to which he/she can be relied upon to do the job assigned to him/her.	
9.	अन्य विभागों के साथ समन्वय बनाने की क्षमता / Ability to coordinate with other departments.	
10.	इंटरपर्सनल दक्षताएं / Interpersonal Skills	
11.	समस्याओं का विश्लेषण तथा इनके उचित हल निकालने की क्षमता / Analyzing problem and applying his/her ability to come up with proper solutions.	
12.	उपस्थिति के मामले में समय की पाबंदी तथा नियमितता / Punctuality and regularity in attendance.	

13.	कार्य से संबंधित मामलों में अनुवर्ती कार्रवाई / Follow-up of matters relating to work.	
14.	प्रदर्शित कार्य की विशुद्धता, संपूर्णता तथा गुणवत्ता / Accuracy, thoroughness and quality of work demonstrated.	
15.	दस्तावेजों / सूचनाओं के प्रति गोपनीयता का स्तर / Level of confidentiality displayed with handling of documents/information.	
16.	गोपनीय दस्तावेजों की हैंडलिंग / Handling of confidential documents.	
17.	मतभेद दूर करने तथा परिस्थितियों से निपटने में प्रदर्शित नीतिपरक व्यवहार / Ethical behaviour displayed in handling situation and resolving Conflict.	
18.	प्रेरणा का स्तर तथा सीखने की क्षमता / Level of motivation and ability to learn further	
19.	व्यक्तित्व एवं छवि / Personal appearance and image.	
20.	उच्चतर दायित्व निभाने की क्षमता / Ability to assume higher responsibilities.	

प्राप्त कुल अंक / Total marks obtained: \_\_\_\_\_

\_\_\_\_\_/100

- |    |                 |                             |
|----|-----------------|-----------------------------|
| 1. | 90% and above : | उत्कृष्ट / Outstanding      |
| 2. | 75 to 89%       | बहुत अच्छा / Very Good      |
| 3. | 60 to 74%       | अच्छा / Good                |
| 4. | 45 to 59%       | औसत / Average               |
| 5. | less than 45%   | औसत के नीचे / Below-Average |

सामान्य / GENERAL

(i)	ईमानदारी INTEGRITY	आरोप-रहित Un-impeachable	प्रमाणित Certified	संदेह-रहित Above Board	संदेहयुक्त Doubtful
(ii)	स्वास्थ्य की स्थिति STATE OF HEALTH	किसी भी तरह की विकलांगता दृष्टिगोचर नहीं है No Visible Disability Found	खराब स्वास्थ्य Indifferent Health	अधिकारतः चिकित्सा अवकाश पर रहते हैं Frequently on Medical Leave	

किसी रोग विशेष से पीड़ित हैं / Suffer from a Particular Disease

समग्र मूल्यांकन (रिपोर्टिंग अधिकारी द्वारा भरा जाए) / Overall assessment (to be filled by Reporting Officer)  
 (यदि उत्कृष्ट अथवा औसत से नीचे मूल्यांकन किया गया है तो कृपया सारांश में तर्क दें)। तर्क के बिना 'उत्कृष्ट' को 'बहुत अच्छा' तथा 'औसत से नीचे' को 'औसत' माना जाएगा।  
 (Please justify briefly if graded 'Outstanding' or 'Below-average'. Without justification, 'OS' is liable to be downgraded as 'VG' and 'Below-average' will be treated as 'Average'.

उत्कृष्ट Outstanding	बहुत अच्छा Very Good	अच्छा Good	औसत Average	औसत से नीचे Below-average
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नाम व पदनाम  
Name & Designation \_\_\_\_\_ हस्ताक्षर / Signature \_\_\_\_\_

दिनांक / Date : \_\_\_\_\_

समग्र मूल्यांकन (समीक्षा अधिकारी द्वारा भरा जाए) / Overall assessment (to be filled by Reviewing Officer)  
 (यदि उत्कृष्ट अथवा औसत से नीचे मूल्यांकन किया गया है तो कृपया सारांश में तर्क दें)। तर्क के बिना 'उत्कृष्ट' को 'बहुत अच्छा' तथा  
 'औसत से नीचे' को 'औसत' माना जाएगा।  
 (Please justify briefly if graded 'Outstanding' or 'Below-average'. Without justification, 'OS' is liable to be downgraded  
 as 'VG' and 'Below-average' will be treated as 'Average'.

उत्कृष्ट Outstanding	बहुत अच्छा Very Good	अच्छा Good	औसत Average	औसत से नीचे Below-average
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नाम व पदनाम

Name & Designation \_\_\_\_\_ हस्ताक्षर / Signature \_\_\_\_\_

दिनांक / Date : \_\_\_\_\_

प्रतिहस्ताक्षर करने वाला अधिकारी / एचओडी / आरओ प्रभारी  
 Countersigning authority/HOD/RO-Incharge

नाम व पदनाम

Name & Designation \_\_\_\_\_ हस्ताक्षर / Signature \_\_\_\_\_

दिनांक / Date : \_\_\_\_\_

**प्रशिक्षण व कैरियर विकास (रिपोर्टिंग अधिकारी द्वारा भरा जाए)**  
**Training & Career Development (To be filled by the Reporting Officer)**

क) कर्मचारी के वर्तमान कार्य, क्षमता तथा भविष्य विकास को ध्यान में रखते हुए क्या आप समझते हैं कि अनुभाग/प्रभाग के अंदर अथवा इससे बाहर कर्मचारी को क्रमवार कार्य अथवा अतिरिक्त दक्षता के लिए प्रशिक्षण दिया जाना चाहिए?  
a) Keeping in mind his/her present assignment, capabilities and future development, do you feel that the employee should be given a rotational assignment within or outside the section/department or training for an additional skill?

ख) यदि हां तो क्रमवार कार्य/अतिरिक्त दक्षता का विवरण  
b) If yes, give details of the rotational assignment/additional skill?

-वर्तमान कार्य के संदर्भ में /with reference to his present assignment

-भविष्य में विकास के संदर्भ में देने का कष्ट करें /with reference to his future development

ग) अनुमानित माह जब से संस्तुतियां प्रभावी होंगी।  
c) Approximate month when these recommendations should take effect :

नाम व पदनाम  
Name & Designation \_\_\_\_\_

प्रभाग / Division: \_\_\_\_\_

एमएमटीसी लिमिटेड : नई दिल्ली  
MMTC LIMITED : NEW DELHI

वार्षिक अप्रेजल रिपोर्ट : ग्रेड-I/वाहनचालक व समकक्ष  
ANNUAL APPRAISAL REPORT : GR-1/DRIVERS & EQUIVALENT

वर्ष / YEAR : .....

अवधि / PERIOD : .....

से / FROM : ..... तक / TO : .....

नाम / NAME :

कर्मचारी संख्या / EMPLOYEE NO. :

पदनाम / DESIGNATION :

तैनाती स्थान / POSTED AT : CO/RO

प्रभाग / DIVISION :

वर्तमान ग्रेड में प्रवेश की तिथि  
DATE OF ENTRY IN  
PRESENT GRADE :

वार्षिक मूल्यांकन : प्रयोगार्थ दिशा निर्देश  
ANNUAL ASSESSMENT : GUIDELINES FOR USE

1. मूल्यांकन के लिए उत्तरदायित्व : प्रत्येक कर्मचारी का मूल्यांकन रिपोर्टिंग अधिकारी द्वारा किया जाएगा जो उप प्रबंधक से निम्न स्तर का नहीं होगा और उप प्रबंधक के समकक्ष होगा और समीक्षा अधिकारी द्वारा उसकी समीक्षा की जाएगी (जिसे रिपोर्टिंग अधिकारी रिपोर्ट करता है) विभागाध्यक्ष/क्षेत्रीय कार्यालय प्रभारी द्वारा रिपोर्ट का पूर्णविलोकन कर प्रतिहस्ताक्षरित किया जाएगा।  
Responsibility for Assessment : Assessment of each employee will be done by the Reporting Officer not less than Dy. Manager and equivalent, and shall be reviewed by the Reviewing Officer (to whom the reporting officer reports). The report will further be seen and countersigned by the HOD/RO Incharge.
2. तीन माह तथा अधिक अवधि के लिए जहां कार्मिक ने एक से अधिक रिपोर्टिंग अधिकारी के साथ कार्य किया है ऐसे मामले में मूल्यांकन उन सभी रिपोर्टिंग अधिकारियों द्वारा किया जाएगा।  
Where the employee has worked with more than one Reporting Officer for a period of three months and above, he will be assessed by all the Reporting Officers.
3. कर्मचारी ने जिस अवधि तक रिपोर्टिंग अधिकारी को रिपोर्ट किया है उस संपूर्ण अवधि के रिकार्ड/साक्ष्यों के आधार पर रिपोर्टिंग अधिकारी कर्मचारी के प्रत्येक गुण/कारक का मूल्यांकन करेंगे न कि किसी एक घटना अथवा हाल ही की घटनाओं के आधार पर।  
The Reporting Officer is expected to evaluate each attribute/factor in the report of the employee based on records/evidence for the entire period during which the employee reported to him and not based on isolated incidents or only on recent incidents.

4. रिपोर्टिंग अधिकारी यदि चाहे तो किसी घटक का मूल्यांकन जिसके संबंध में उसके पास पर्याप्त डाटा उपलब्ध नहीं है या जिसके संबंध में वह अपेजी की संबंधित स्थिति से अवगत नहीं है न करने के लिए स्वतंत्र है  
 The Reporting Officer has freedom not to evaluate a factor for which he does not have sufficient data or for which he does not know the relevant position of the appraisee.

5. यदि 'उत्कृष्ट' या 'औसत से नीचे' का ग्रेड दिया गया है तो विभागाध्यक्ष/क्षेत्रीय कार्यालय प्रभारी इस संबंध में संक्षिप्त में औचित्य देना होगा। बिना औचित्य के 'उत्कृष्ट' को 'बहुत अच्छा' तथा 'औसत से नीचे' के ग्रेड को 'औसत' ग्रेड माना जाएगा।  
 The HOD/RO-Incharge may justify briefly if graded 'Outstanding' or 'Below-Average'. Without justification, 'Outstanding' is liable to be down graded as 'Very Good' and 'Below Average' rating without justification will be treated as 'Average'.

	उत्कृष्ट Outstanding	बहुत अच्छा Very Good	अच्छा Good	औसत Average	औसत से नीचे Below-average
1. कार्य निष्पादन / Job Performance : सौंपे गये कार्य को निष्पादित करने की क्षमता Ability to perform the job(s) assigned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. निर्भरता / Dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. अनुशासनान्मकता / Amenability to discipline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. समय की पाबंदी व नियमितता Punctuality and regularity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. पारस्परिक कार्यकुशलता Interpersonal skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. व्यक्तिगत सफाई Personal Hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. सामान्य शिष्टाचार Genral Etiquette	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. वाहन रखरखाव (वाहन चालको के लिए) Vehicle upkeep (for Drivers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	उत्कृष्ट Outstanding	बहुत अच्छा Very Good	अच्छा Good	औसत Average	औसत से नीचे Below-average
9. रख रखाव संबंधी व्यय (वाहन चालकों के लिए) Maintenance expenditure (for drivers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. कंपनी के नियमों का उल्लंघन करने या कदाचार संबंधी कोई मामला हो और यदि कोई अनुशासनात्मक कार्रवाई की गई हो तो उसका विवरण तथा आरोपों के स्वरूप का विवरण दें। Incidents of breach of Company Rules and feature of misconduct if any. In case of any disciplinary action, give details and nature of charge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

प्रशंसनीय कार्यों व अवार्डों का विवरण तथा विशेष टिप्पणी यदि कोई हो तो,  
Details of commendations & awards and special remarks, if any.

सामान्य / GENERAL

(i) ईमानदारी INTEGRITY	आरोप-रहित Un-impeachable	प्रमाणित Certified	संदेह-रहित Above Board	संदेहयुक्त Doubtful
(ii) स्वास्थ्य की स्थिति STATE OF HEALTH	किसी भी तरह की विकलांगता दृष्टिगोचर नहीं है No Visible Disability Found	खराब स्वास्थ्य Indifferent Health	अधिकांशतः चिकित्सा अवकाश पर रहते हैं Frequently on Medical Leave	किसी रोग विशेष से पीड़ित हैं Suffer from Particular Disease

**समग्र मूल्यांकन Overall assessment (रिपोर्टिंग अधिकारी द्वारा भरा जाए) / (to be filled by Reporting Officer)**  
(यदि उत्कृष्ट अथवा औसत से नीचे ग्रेड दिया गया है तो कृपया संक्षेप में तर्क दें)। तर्क के बिना 'उत्कृष्ट' को 'बहुत अच्छा' तथा 'औसत से नीचे' को 'औसत' माना जाएगा।  
(Please justify briefly if graded 'Outstanding' or 'Below-average'. Without justification, 'OS' is liable to be downgraded as 'VG' and 'Below-average' will be treated as 'Average').

उत्कृष्ट Outstanding	बहुत अच्छा Very Good	अच्छा Good	औसत Average	औसत से नीचे Below-average
(निरंतर विशिष्ट कार्यनिष्पादन) (Consistently Exceptional Performance)	(अधिकतर उच्च स्तरीय कार्यनिष्पादन) (Exceedingly high level of performance)	(औसत से उच्चतर कार्यनिष्पादन) (performance higher than average)	(आवश्यकतानुसार कार्यनिष्पादन) (performance as per job requirement)	(औसत से नीचे कार्यनिष्पादन) (performance below average)

नाम / Name \_\_\_\_\_

हस्ताक्षर / Signature \_\_\_\_\_

पदनाम / Designation \_\_\_\_\_

दिनांक / Date : \_\_\_\_\_

प्रतिहस्ताक्षर अधिकारी द्वारा समग्र मूल्यांकन

**OVERALL ASSESSMENT BY COUNTERSIGNING AUTHORITY :**

उत्कृष्ट  
Outstanding

बहुत अच्छा  
Very Good

अच्छा  
Good

औसत  
Average

औसत से नीचे  
Below-average

प्रतिहस्ताक्षर एचओडी / आरओ / एसआरओ प्रभारी / **Countersigning Authority/HOD/RO/SRO-Incharge**

( यदि उत्कृष्ट अथवा औसत से नीचे ग्रेड दिया गया है तो कृपया संक्षेप में तर्क दें)। तर्क के बिना 'उत्कृष्ट' को 'बहुत अच्छा' तथा 'औसत से नीचे' को 'औसत' माना जाएगा।

(Please justify briefly if graded 'Outstanding' or 'Below-average'. Without justification, 'OS' is liable to be down-graded as 'VG' and 'Below-average' will be treated as 'Average'.

नाम / Name \_\_\_\_\_

हस्ताक्षर / Signature \_\_\_\_\_

पदनाम / Designation \_\_\_\_\_

दिनांक / Date : \_\_\_\_\_



**प्रशिक्षण व कैरियर विकास (रिपोर्टिंग अधिकारी द्वारा भरा जाए)**  
**Training & Career Development (To be filled by the Reporting Officer)**

क) कर्मचारी के वर्तमान कार्य, क्षमता तथा भविष्य विकास को ध्यान में रखते हुए क्या आप समझते हैं कि अनुभाग / प्रभाग के अंदर अथवा इससे बाहर कर्मचारी को क्रमवार कार्य अथवा अतिरिक्त दक्षता के लिए प्रशिक्षण दिया जाना चाहिए?

a) Keeping in mind his/her present assignment, capabilities and future development, do you feel that the employee should be given a rotational assignment within or outside the section/department or training for an additional skill?

ख) यदि हां, तो क्रमवार कार्य / अतिरिक्त दक्षता का विवरण

b) If yes, give details of the rotational assignment/additional skill?

—वर्तमान कार्य के संदर्भ में / with reference to his present assignment

—भविष्य में विकास के संदर्भ में देने का कष्ट करें / with reference to his future development

ग) अनुमानित माह जब से संस्तुतियां प्रभावी होंगी।

c) Approximate month when these recommendations should take effect :

नाम व पदनाम  
Name & Designation \_\_\_\_\_

प्रभाग / Division: \_\_\_\_\_

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