

New DET- KPIs and Scoring Logic

Calculations for KPIs								
Sl. NO	Description	Formula	Calculation in the Prog	Tolerance	Status	Score	Range	Conditions on KPI Calculation
% Mail not sent out for delivery								
1	Ordinary	(Mail not sent out for delivery out of fresh receipt/ Mail received today)	$(\text{Arrow_8}/\text{Arrow_5}) * 100$	0	V Greater than T	$-.50 * \text{Value}$	Max of - 2	If 'Mail received today' = 0, value = 0% If 'Mail sent out for delivery' > 'Mail received today', value = 0%
2	Regd. Letter	100% - (Mail sent out for delivery out of fresh receipt/ Mail received today)	$100 - (\text{Megh_8} / \text{Megh_7}) * 100$	0	V Greater than T	$-.50 * \text{Value}$	Max of - 3	If 'Mail received today' = 0, value = 0% If 'Mail sent out for delivery' > 'Mail received today', value = 0%
3	Speed Post	100% - (Mail sent out for delivery out of fresh receipt/ Mail received today)	$100 - (\text{Megh_3} / \text{Megh_2}) * 100$	0	V Greater than T	$-.50 * \text{Value}$	Max of - 3	If 'Mail received today' = 0, value = 0% If 'Mail sent out for delivery' > 'Mail received today', value = 0%
4	Money Order	100% - (Mail sent out for delivery out of fresh receipt/ Mail received today)	$100 - (\text{Megh_25} / \text{Megh_24}) * 100$	0	V Greater than T	$-.50 * \text{Value}$	Max of - 3	If 'Mail received today' = 0, value = 0% If 'Mail sent out for delivery' > 'Mail received today', value = 0%
5	eMO	100% - (Mail sent out for delivery out of fresh receipt/ Mail received today)	$100 - (\text{Megh_30} / \text{Megh_29}) * 100$	0	V Greater than T	$-.50 * \text{Value}$	Max of - 4	If 'Mail received today' = 0, value = 0% If 'Mail sent out for delivery' > 'Mail received today', value = 0%
6	Registered Parcel	100% - (Mail sent out for delivery out of fresh receipt/ Mail received today)	$100 - (\text{Megh_52} / \text{Megh_51}) * 100$	0	V Greater than T	$-.50 * \text{Value}$	Max of - 2	If 'Mail received today' = 0, value = 0% If 'Mail sent out for delivery' > 'Mail received today', value = 0%
% Mail not delivered Same Day								
7	Ordinary	(Mail not delivered same day / (Mail received today - Mail not sent out for delivery)	$(\text{Arrow_7}/\text{Arrow_5} - \text{Arrow_8}) * 100$	0	V Greater than T	$-.50 * \text{Value}$	Max of -5	If 'Mail sent out for delivery' = 0, value = 0%
8	Regd. Letter	(Mail not delivered same day / Mail sent out for delivery)*100	$(\text{Megh_10} / \text{Megh_9}) * 100$	5%	V Greater than T	$-.50 * \text{Value}$	Max of -10	If 'Mail sent out for delivery' = 0, value = 0%
9	Speed Post	(Mail not delivered same day / Mail sent out for delivery)*100	$(\text{Megh_5} / \text{Megh_4}) * 100$	3%	V Greater than T	$-.50 * \text{Value}$	Max of -10	If 'Mail sent out for delivery' = 0, value = 0%
10	Money Order	(Mail not delivered same day / Mail sent out for delivery)*100	$(\text{Megh_27} / \text{Megh_26}) * 100$	5%	V Greater than T	$-.50 * \text{Value}$	Max of -10	If 'Mail sent out for delivery' = 0, value = 0%
11	eMO	(Mail not delivered same day / Mail sent out for delivery)*100	$(\text{Megh_32} / \text{Megh_31}) * 100$		V Greater than T	$-.50 * \text{Value}$	Max of -10	If 'Mail sent out for delivery' = 0, value = 0%
12	Registered Parcel	(Mail not delivered same day / Mail sent out for delivery)*100	$(\text{Megh_54} / \text{Megh_53}) * 100$		V Greater than T	$-.50 * \text{Value}$	Max of -10	If 'Mail sent out for delivery' = 0, value = 0%
% of eMO Booked								
	Total No. Of MO Booked		Megh_55	NA				
	Total No. of VP MO Booked		Megh_56					
13	Percent Of EMO Booked	$(\text{EMO Booked} / (\text{MO Booked} - \text{VP MO Booked})) * 100$	$(\text{Megh_57} / (\text{Megh_55} + \text{Megh_57})) * 100$	100%	V Less than T	$-0.25 * (100\% - \text{value})$	Max of - 4	If ('MO Booked' - VP MO Booked) = 0, value = 100% If 'EMO Booked' > ('MO Booked' - VP MO Booked), value = 100%
Savings Bank KPIs								
14	Percent of accounts where signature scanning is done	Total No of accounts of all type where signature is scanned / (Count of electronic accounts of all type)	$((\text{Megh_45} + \text{Megh_46} + \text{Megh_47} + \text{Megh_48} + \text{Megh_49}) / (\text{Megh_11} + \text{Megh_12} + \text{Megh_13} + \text{Megh_14} + \text{Megh_14b})) * 100$	100%	V Less than T	$-1 * \text{Value}$	Max of - 5	If $(\text{Megh_11} + \text{Megh_12} + \text{Megh_13} + \text{Megh_14} + \text{Megh_14b}) = 0$, value=100%
15	Number of account transfer request pending		Megh_16	5	V Greater than T	$-5\% \text{ if value} > 5$	Max of - 5	
16	Number of pending deceased claim cases		Megh_15	5	V Greater than T	$-5\% \text{ if value} > 5$	Max of - 5	
% of Mail despatched same day								
17	Regd. Letter	(Mail despatched / Mail booked)*100	$(\text{Megh_64} / \text{Megh_63}) * 100$	100%	V Less than T	$-0.50 * (100\% - \text{value})$	Max of - 3	If Mail booked today = 0, value = 100%
18	Speed Post	(Mail despatched / Mail booked)*100	$(\text{Megh_69} / (\text{Megh_67} + \text{Megh_68})) * 100$	100%	V Less than T	$-0.50 * (100\% - \text{value})$	Max of - 3	If Mail booked today = 0, value = 100%
19	Express Parcel Post	(Mail despatched / Mail booked)*100	$(\text{Megh_71} / \text{Megh_70}) * 100$	100%	V Less than T	$-0.50 * (100\% - \text{value})$	Max of - 3	If Mail booked today = 0, value = 100%

