



University of Kamalia

UNIVERSITY OF KAMALIA

Annual Performance Appraisal Proforma for Non-Teaching Staff

(BPS 1–4)

Name	_____	Designation	_____
Department / Office	_____	Faculty / Unit	_____
BPS	_____	Type of Appointment	Regular / Contract
Reporting Period	_____	Reporting Officer	_____
Countersigning Officer	_____	Employee ID (if any)	_____

Weighting Scheme

Section	Marks
Section I — Attendance, Discipline & Work Habits	35
Section II — Duty Performance, Cleanliness & Service Delivery	35
Section III — Team Support, Additional Duties & Service Record	20
Section IV — Reporting + Countersigning	10
Total	100

General Rules

- Marks shall be admissible only in respect of activities, outputs, or achievements relevant to the employee's post and performed during the appraisal year.
- No activity, output, or achievement shall be admissible under more than one KPI, section, or category.
- All claims shall remain provisional until duly scrutinized, verified, and approved by the Competent Authority, and only such marks as are so verified and approved shall be treated as final.
- Every claim must be supported by proper documentary evidence; unsupported, deficient, or unverifiable claims shall be rejected.
- Unless otherwise notified, the appraisal year shall be from 1 January to 31 December, and the completed proforma with supporting documents shall ordinarily be submitted during January of the succeeding year.

- Where the employee has rendered less than three (3) months' service as of 31 December, the case may be carried forward to the next appraisal cycle, subject to the decision of the University.
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- Any honorarium, incentive, or related financial benefit shall be subject to availability of funds and the applicable University rules, policies, and approvals.
- The University may call for further evidence, clarification, or verification before final disposal of any claim.
- This proforma shall remain in force unless revised or superseded by the University; the Vice Chancellor may approve minor revisions in accordance with institutional requirements and prevailing national practice.

SECTION I — Attendance, Discipline & Work Habits (Section Cap = 35)

Part A — Attendance, Regularity and Punctuality

Fixed-score items; evidence-based assessment. Part Cap = 20

Sr.	KPI	Scoring Rule	Evidence	Max
1	Attendance during the year	95%+ = 8; 90–94.9% = 7; 85–89.9% = 6; 80–84.9% = 4; below 80% = 0	Attendance register / biometric	8
2	Regularity in reporting for duty	No unauthorized absence = 5; minor issue = 3; repeated issue = 0	Attendance continuity / supervisor report	5
3	Punctuality in duty timings	90%+ on time = 4; 80–89.9% = 3; 70–79.9% = 2; below 70% = 0	Late arrival / early departure record	4
4	Observance of leave rules and duty handover	Full compliance = 3; minor lapse = 2; major lapse = 0	Leave record / supervisor remarks	3

Part B — Discipline, Conduct, Hygiene and Safe Work Practices

Fixed-score items. Part Cap = 15

Sr.	KPI	Scoring Rule	Evidence	Max
5	Discipline and obedience to lawful instructions	Consistently satisfactory = 4; occasional issue = 2; serious / repeated issue = 0	Supervisor remarks	4
6	Respectful conduct with staff, students and visitors	Complaint-free = 4; minor issue = 2; repeated issue = 0	Complaint record / remarks	4
7	Personal hygiene and orderly appearance	Consistently satisfactory = 3; partly satisfactory = 2; poor = 0	Inspection / supervisor remarks	3
8	Safe work habits and care in duty performance	Incident-free and careful = 4; minor lapse = 2; serious lapse = 0	Incident-free record / assessment	4

SECTION II — Duty Performance, Cleanliness & Service Delivery (Section Cap = 35)

Part A — Routine Duties and Task Completion

Part Cap = 20

Sr.	KPI	Scoring Rule	Evidence	Max
9	Completion of assigned routine duties	Fully satisfactory = 8; largely satisfactory = 6; partially satisfactory = 3; poor = 0	Duty sheet / supervisor certification	8
10	Reliability without repeated reminders	Highly reliable = 5; generally reliable = 3; weak = 0	Supervisor assessment	5
11	Timely completion of assigned tasks	Mostly on time = 4; occasional delay = 2; repeated delay = 0	Task completion record	4
12	Responsiveness to immediate instructions	Prompt = 3; adequate = 2; weak = 0	Supervisor remarks	3

Part B — Cleanliness, Upkeep and Care of Assigned Area / Items

Part Cap = 15

Sr.	KPI	Scoring Rule	Evidence	Max
13	Cleanliness of assigned workplace / area	Consistently clean = 6; generally clean = 4;	Inspection / supervisor remarks	6

		unsatisfactory = 0		
14	Upkeep of office / classroom / corridor / washroom / service area as applicable	Satisfactory = 5; partly satisfactory = 3; poor = 0	Inspection record	5
15	Care in handling tools, utensils, consumables or materials	Careful and economical = 4; minor lapse = 2; repeated lapse = 0	Stock / use record / assessment	4

SECTION III — Team Support, Additional Duties & Service Record (Section Cap = 20)

Part A — Team Support and Institutional Responsiveness

Evidence-based. Part Cap = 10

Sr.	Activity / KPI	Per-Unit Marks / Rule	Evidence	Max
16	Cooperation with colleagues and supervisors	0–4 based on reporting officer assessment	Reporting officer remarks	4
17	Helpful behavior during peak work periods	0–3 based on verified contribution	Duty record / remarks	3
18	Willingness to support office / service needs promptly	0–3 based on verified contribution	Assessment	3

I hereby certify that the information furnished in this proforma, along with the supporting documents attached, is true, correct, and complete to the best of my knowledge and belief, and I shall be fully responsible for its accuracy, authenticity, and reliability.

Signatures of the Employee

Part B — Additional Duties, Events and Clean Service Record

Part Cap = 10

Sr.	Activity / KPI	Per-Unit Marks / Rule	Evidence	Max
19	Duties performed beyond assigned routine work	Up to 5 marks based on verified additional assignments	Office order / certification	5
20	Support during admissions, exams, meetings, inspections, events or emergencies	Up to 3 marks based on verified contribution	Deployment / event duty record	3
21	No advisory / warning / adverse remarks during the year	Full = 2; otherwise = 0	HR / office record	2

SECTION IV — Reporting Officer and Countersigning Officer Evaluation

(Section Cap = 10)

Reporting Officer = 5 / Countersigning Officer = 5

Authority	Criterion	Max	Obtained
Reporting Officer	Conduct (1), Reliability (1), Teamwork (1), Initiative (1) and Suitability for role (1)	5	
Countersigning Officer	Overall recommendation, work attitude and institutional contribution	5	

Final Score Summary

Section	Maximum Marks	Marks Obtained
Section I — Attendance, Discipline & Work Habits	35	
Section II — Duty Performance, Cleanliness & Service Delivery	35	
Section III — Team Support, Additional Duties & Service Record	20	
Section IV — Reporting + Countersigning	10	
Grand Total	100	

Performance Category

Score Range	Category	Suggested Recognition
90–100	Excellent	Honorarium / recognition as approved e.g. 1 Basic Pay
80–89.9	Very Good	Honorarium / recognition as approved e.g. 75% of Basic Pay
70–79.9	Good	Certificate / appreciation
50–69.9	Satisfactory	Meets minimum expectations
Below 50	Unsatisfactory	Improvement plan / adverse remarks as applicable

Remarks & Signatures

Overall Assessment by Reporting Officer:

Strengths of the Employee:

Areas for Improvement:

Training / Development Recommended:

Signatures:

Date:

Stamp:

Remarks by Countersigning Officer:

Signatures:

Date:

Stamp:

Grievance Redressal Mechanism

Any employee aggrieved by the final assessment, marks, remarks, grading, or outcome recorded in this Annual Performance Appraisal Proforma may, within fifteen (15) days from the date of communication of the final appraisal, submit a representation/appeal through proper channel to the Registrar/HR, duly supported by relevant documentary evidence. Upon receipt of such representation/appeal, the Competent Authority may, where deemed necessary, constitute an appropriate committee to examine the matter, undertake factual verification, and submit its findings and recommendations. After considering the representation/appeal, the available record, and the findings/recommendations of the committee, where applicable, the Competent Authority or Appellate Authority, as provided under the applicable University Statutes, Rules, Regulations, and Policies, shall pass an appropriate order. The decision so rendered shall be final and binding, subject to any remedy expressly available under the relevant University rules.

Annex-A: Evidence Log

Sr.	Section	Activity / KPI Claimed	Date	Brief Description	Documentary Proof Attached
1					Yes / No

2					Yes / No
3					Yes / No
4					Yes / No
5					Yes / No
6					Yes / No
7					Yes / No
8					Yes / No
9					Yes / No
10					Yes / No



University of Kamalia

UNIVERSITY OF KAMALIA

Annual Performance Appraisal Proforma for Non-Teaching Staff (BPS 5–16)

Name	_____	Designation	_____
Department / Office	_____	Faculty / Unit	_____
BPS	_____	Type of Appointment	Regular / Contract
Reporting Period	_____	Reporting Officer	_____
Countersigning Officer	_____	Employee ID (if any)	_____

Weighting Scheme

Section	Marks
Section I — Attendance, Job Execution & Work Quality	45
Section II — Compliance, Records, Digital Work & Professional Growth	30
Section III — Teamwork, Public Dealing & Institutional Support	15
Section IV — Reporting + Countersigning	10
Total	100

General Rules

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SECTION I — Attendance, Job Execution & Work Quality (Section Cap = 45)

Part A — Attendance, Regularity and Punctuality

Part Cap = 15

Sr.	KPI	Scoring Rule	Evidence	Max
1	Attendance during the year	95%+ = 3; 90–94.9% = 2.5; 85–89.9% = 2; below 85% = 0	Biometric / attendance record	3
2	Regularity in reporting for duty	No issue = 4; minor issue = 2; repeated issue = 0	Continuity / unauthorized absence record	4
3	Punctuality and adherence to office timings	90%+ on time = 5; 80–89.9% = 3; below 80% = 0	Late arrival / early departure record	5
4	Proper leave management and handover	Full compliance = 3; Minor lapse = 2; Major lapse = 0	Leave record / supervisor remarks	3

Part B — Job Execution and Productivity

Part Cap = 20

Sr.	KPI	Scoring Rule	Evidence	Max
5	Completion of assigned duties	Fully satisfactory = 8; largely satisfactory = 6; partial = 3; poor = 0	Task register / file record / certification	8
6	Volume of work handled	High = 4;	No. of files / tasks /	4

		adequate = 3; below expected = 0	jobs completed	
7	Ability to work with minimum follow-up	Strong = 4; adequate = 2; weak = 0	Supervisor assessment	4
8	Reliability in urgent assignments	Strong = 4; adequate = 2; weak = 0	Special duty record	4

Part C — Quality and Timeliness of Work

Part Cap = 10

Sr.	KPI	Scoring Rule	Evidence	Max
9	Accuracy and quality of work	High accuracy = 6; minor errors = 4; frequent errors = 0	Checking / quality review record	6
10	Timely completion of work	Mostly within deadline = 4; occasional delay = 2; repeated delay = 0	Deadline compliance record	4

SECTION II — Compliance, Records, Digital Work & Professional Growth (Section Cap = 30)

Part A — Record Keeping, Compliance and Procedural Accuracy

Part Cap = 15

Sr.	KPI	Scoring Rule	Evidence	Max
11	Compliance with office procedures / SOPs	Consistently compliant = 5; minor lapse = 3; repeated lapse = 0	Section review / reporting officer remarks	5
12	Maintenance of registers, files and record systems	Satisfactory = 5; partly satisfactory = 3; weak = 0	Inspection / record review	5
13	Accuracy in documentation and care of office assets / equipment	Satisfactory = 5; partly satisfactory = 3; weak = 0	Review / asset log / section record	5

Part B — Digital Tools, AI Use and Personal Development

Claim any combination up to cap. Part Cap = 15

Sr.	Activity Option	Per-Unit Marks	Evidence	Max
14	Use of digital tools relevant to the post (ERP, email, scanning, data entry, records)	0–5 based on verified effective use	ERP / system logs / supervisor certification	5

15	Appropriate use of AI / smart tools to improve efficiency, where applicable	0–3 based on approved examples	Approved outputs / evidence	3
16	Participation in relevant trainings / workshops	1 mark each	Certificate / attendance	4
17	Improvement in job-related skills documented during the year	Up to 3 marks	Supervisor assessment / outputs	3

SECTION III — Teamwork, Public Dealing & Institutional Support (Section Cap = 15)

Any combination may be claimed up to the section cap

Sr.	Activity / KPI	Per-Unit Marks / Rule	Evidence	Max
18	Honesty, integrity and confidentiality in official dealings	0–5 based on conduct record	Clean record / supervisor certification	5
19	Cooperation with colleagues and supervisors	0–3 based on assessment	Reporting officer remarks	3
20	Courteous dealing with students / visitors / staff	0–3 based on feedback and complaint record	Feedback / complaint record	3
21	Performance of additional duties or support in admissions, exams, meetings, inspections or events	0–4 based on verified contribution	Office order / duty record	4

I hereby certify that the information furnished in this proforma, along with the supporting documents attached, is true, correct, and complete to the best of my knowledge and belief, and I shall be fully responsible for its accuracy, authenticity, and reliability.

Signatures of the Employee

SECTION IV — Reporting Officer and Countersigning Officer Evaluation

(Section Cap = 10)

Reporting Officer = 5 / Countersigning Officer = 5

Authority	Criterion	Max	Obtained
Reporting Officer	Integrity (1), Dependability (1), Work quality (1), Teamwork (1) and Growth potential (1)	5	
Countersigning Officer	Overall recommendation and institutional contribution	5	

Final Score Summary

Section	Maximum Marks	Marks Obtained
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Remarks & Signatures

Overall Assessment by Reporting Officer:

Strengths of the Employee:

Areas for Improvement:

Training / Development Recommended:

Signatures:

Date:

Stamp:

Remarks by Countersigning Officer:

Signatures:

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UNIVERSITY OF KAMALIA

University of Kamalia

Annual Performance Appraisal Proforma for Non-Teaching Staff *BPS 17 & Above*

Name	_____	Designation	_____
Department / Office	_____	Faculty / Unit	_____
BPS	_____	Type of Appointment	Regular / Contract
Reporting Period	_____	Reporting Officer	_____
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Weighting Scheme

Section	Marks
Section I — Planning, Targets and Service Delivery	35
Section II — Leadership, Governance, Compliance & Resource Management	40
Section III — Innovation, Stakeholder Coordination & Institutional Contribution	15
Section IV — Reporting + Countersigning	10
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SECTION I — Planning, Targets and Service Delivery

(Section Cap = 35)

Part A — Planning and Target Achievement

Part Cap = 20

Sr.	KPI	Scoring Rule	Evidence	Max
1	Preparation of annual / quarterly work plan	Complete and approved = 5; Partial = 3; Not prepared = 0	Approved plan / reporting officer record	5
2	Achievement of assigned targets	90%+ = 10; 80–89.9% = 8; 70–79.9% = 6; Below 70% = 0	Target / disposal record	10
3	Timely service delivery / disposal of cases	Consistently timely = 5; Occasional delay = 3; Repeated delay = 0	Turnaround / disposal record	5

Part B — Quality, Efficiency and Process Improvement

Part Cap = 15

Sr.	KPI	Scoring Rule	Evidence	Max
4	Accuracy and quality of work output	High = 5; Adequate = 3; Weak = 0	Quality review / error rate	5
5	Timely disposal of files / cases	Mostly within timeline = 5;	Record / supervisor	5

		Occasional delay = 3; Repeated delay = 0	remarks	
6	Process improvement / simplification introduced	High impact = 5; Useful improvement = 3; None = 0	SOP / workflow / note sheet	5

SECTION II — Leadership, Governance, Compliance & Resource Management

(Section Cap = 40)

Part A — Administrative Leadership and Team Development

Part Cap = 20

Sr.	KPI	Scoring Rule	Evidence	Max
7	Effective supervision of subordinate staff	Strong = 7; Adequate = 5; Weak = 0	Office / section performance	7
8	Work distribution, monitoring and follow-up	Strong = 7; Adequate = 5; Weak = 0	Duty allocation / review mechanism	7
9	Mentoring, training and service culture within the team	Strong = 6; Adequate = 4; Weak = 0	Training record / feedback	6

Part B — Compliance, Integrity and Resource Management

Part Cap = 20

Sr.	KPI	Scoring Rule	Evidence	Max
10	Honesty, integrity and confidential handling of official matters	Full compliance = 8; Minor issue = 4; Major issue = 0	Conduct record / certification	8
11	Compliance with institutional rules, policies and SOPs	Strong = 6; Adequate = 4; Weak = 0	Audit / review / remarks	6
12	Management of budget, stores, assets or administrative resources, where relevant	Strong = 6; Adequate = 4; Weak = 0	Utilization / stock / inspection record	6

SECTION III — Innovation, Stakeholder Coordination & Institutional Contribution

(Section Cap = 15)

Any combination may be claimed up to cap

Sr.	Activity / KPI	Per-Unit Marks / Rule	Evidence	Max
13	Handling of additional charge / special assignment	Up to 4 marks	Office order / completion evidence	4
14	Contribution in university-wide duties beyond normal mandate	Up to 3 marks	Committees / exams / admissions / event record	3
15	Coordination with departments / external stakeholders and complaint handling	Up to 3 marks	Minutes / correspondence / resolution record	3
16	Use of ERP / MIS / digital office systems and digital improvements introduced	Up to 3 marks	System reports / templates / dashboards	3
17	Professional training / self-improvement in role-specific competencies	Up to 2 marks	Certificates / documented outputs	2

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Signatures of the Employee

SECTION IV — Reporting Officer and Countersigning Officer Evaluation

(Section Cap = 10)

Reporting Officer = 5 / Countersigning Officer = 5

Authority	Criterion	Max	Obtained
Reporting Officer	Leadership (1), Judgment (1), Integrity (1), Service orientation (1) and Delivery of mandate (1)	5	
Countersigning Officer	Overall recommendation, institutional impact and growth potential	5	

Final Score Summary

Section	Maximum Marks	Marks Obtained
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Score Range	Category	Suggested Recognition
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70–79.9	Good	Certificate / appreciation
50–69.9	Satisfactory	Meets minimum expectations
Below 50	Unsatisfactory	Improvement plan / adverse remarks as applicable

Remarks & Signatures

Overall Assessment by Reporting Officer:

Strengths of the Employee:

Areas for Improvement:

Training / Development Recommended:

Signatures:

Date:

Stamp:

Remarks by Countersigning Officer:

Signatures:

Date:

Stamp:

Grievance Redressal Mechanism

Any employee in BPS 17 and above aggrieved by the final assessment, marks, remarks, grading, or outcome recorded in the Annual Performance Appraisal Proforma may, within fifteen days of the communication of such appraisal, file an appeal through proper channel before the Registrar/HR, clearly stating the grounds of grievance and appending all relevant documentary evidence in support thereof. Upon receipt of the appeal, a Grievance Committee shall be constituted comprising: (i) Pro-Vice Chancellor, where available, or a Dean / senior faculty member from a faculty other than that of the aggrieved employee, as Convener; (ii) Director QEC, as Member; (iii) a senior faculty member nominated by the Vice Chancellor, as Member; and (iv) Registrar or his nominee, as Secretary. The Grievance Committee shall examine the appeal, undertake factual verification, obtain comments from the concerned Reporting Officer, Countersigning Officer, and any other relevant authority, where required, and may afford the appellant an opportunity of hearing, if deemed necessary. The Committee shall record its findings and submit its recommendations to the Vice Chancellor for appropriate orders. Where the matter is required to be placed before the Syndicate, or where the Vice Chancellor so deems appropriate, the case, together with the recommendations of the Grievance Committee, shall be placed before the Syndicate for consideration and final decision. The Syndicate may confirm, modify, set aside, or remand the appraisal for re-evaluation, in whole or in part, and its decision shall be final. No appeal founded on vague allegations, general assertions, or unsupported claims shall be entertained.