Chinmaya Vishwa Vidyapeeth
Deemed to be University

OFFICE ORDER

Office of the Registrar

No: CVV/OO/19/2024 **Dated April 04, 2024**

Subject: SOP for Performance Appraisal for Non-Teaching Staff

In pursuance of the decision taken during the 22nd Board of Management meeting held on 11th December 2023 and consequent to the formation of Policy Review Subcommittee as per Agenda Point 5.2, via office order CVV/OO/09/2024, the Standard Operating Procedure (SOP) for the Performance Appraisal for Non-Teaching Staff has been drafted, reviewed and recommended by the Subcommittee. The SOP was submitted to the Hon. Vice-Chancellor and subsequent to the Sanction accorded, the SOP for the Performance Appraisal for Non-Teaching Staff of CVV shall be read as follows. The same shall come into effect, from the date of release of this order.

// By the Order of Vice Chancellor//

Prof. T Asokan
Dean – Academics & Registrar I/c

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Performance Appraisal for Non-Teaching Staff

I. Introduction

Chinmaya Vishwa Vidyapeeth is committed to ensuring the continuous growth and development of its staff members. The Staff Appraisal Policy outlines the framework for assessing employee performance, identifying areas for improvement, and fostering a culture of excellence and accountability within the organization. The final signed off appraisal will be the base document for any Salary revision/ Promotion. From Financial Year 2025-25 onwards.

II. Objectives

A. To provide a fair and transparent process for evaluating employee performance.

B. To recognize and reward outstanding contributions.

C. To identify areas for development and support staff in achieving their full potential.

D. To align individual goals with organizational objectives.

E. To facilitate open communication and feedback between employees and supervisors.

III. Appraisal Process

A. **Appraisal Period:** The performance appraisal process will be conducted annually in the month of March, with three quarterly reviews to provide feedback and address any issues in a timely manner. *(Q1: Apr-Jun, Q2: Jul-Sep, Q3: Oct-Dec, Final appraisal/Q4: March). This appraisal will follow the Financial Year.*

B. **Criteria:** Performance evaluation criteria shall comprise two distinct categories: General Assessment Criteria, delineated by the University, and Job Specific Assessment Criteria, collaboratively formulated by supervisors and employees at the outset of each assessment period. These criteria shall encompass both quantitative and qualitative benchmarks, including job proficiency, communication aptitude, collaborative efficacy, and adherence to organizational values. Key Performance Indicators (KPIs) shall be identified and documented during initial discussions with employees, subject to periodic review during Quarterly Evaluations, with adjustments made as necessary to align with Organizational Requirements. Notably, in computing the final rating, greater weightage shall be attributed to the attainment of role specific KPIs,

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ensuring a robust alignment with role-specific responsibilities. The final evaluation matrices shall be submitted to the Human Resources department for archival and record-keeping purposes.

C. **Self-Assessment:** Employees will be given the opportunity to assess their own performance against the established criteria. This self-assessment will serve as a basis for discussion during the appraisal meeting. The employee should provide the adequate justification for the scores. Employees shall fill the KPI metrics while they are completing the Self Assessment.

D. **Supervisor Assessment:** Supervisors will evaluate each employee's performance based on their observations, feedback from selected subordinates, and the employee's self-assessment. The supervisor should provide the adequate justification for the scores assigned. Supervisor will verify the KPI Data shared by the Employee as part of the Supervisor Assessment.

E. **Appraisal Meeting:** A face-to-face meeting will be scheduled between the employee and their supervisor to discuss the appraisal results. During this meeting, both parties will review the assessment, discuss strengths and areas for improvement, and set goals for the upcoming year.

F. **Development Plan:** Following the appraisal meeting, a development plan will be created to support the employee in addressing any identified areas for improvement. This plan may include training opportunities, mentoring, or additional resources as needed.

G. **Submission:** Once all of these processes are completed. The final signed off form shall be sent to HR by the supervisor marking a cc to the employee for further processing and records.

IV. Performance Ratings

Category	Score
Outstanding: Exceptional performance in all areas, consistently exceeds expectations.	5
Exceeds Expectations: Consistently performs above requirements, demonstrates exceptional skills.	4
Satisfactory: Meets expectations consistently, performs duties adequately.	3
Needs Improvement: Requires improvement in several areas	2

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to meet expectations.	
Unsatisfactory: Fails to meet expectations in multiple areas, significant improvement required.	1
NA: Not applicable	NA

Note: *Overall score which is awarded by the supervisor, seen and signed by the employee will be used for further process and awards.*

Riders to the above criterias:

a. **Outstanding:** This rating is reserved for individuals who consistently go above and beyond expectations in all aspects of their work. They not only meet the requirements of their role but also demonstrate exceptional skills, take initiative beyond their role, and results. Employees receiving this rating are typically seen as top performers within their organization and are highly valued for their contributions.

b. **Exceeds Expectations:** Employees who receive this rating consistently perform at a level that surpasses what is required of them. They demonstrate exceptional skills and consistently deliver high-quality work. While they may not necessarily excel in every aspect of their job like those rated as "Outstanding," they consistently demonstrate a level of performance that is well above average.

c. **Satisfactory:** This rating indicates that the employee consistently meets the expectations set for their role. They perform their duties adequately and fulfill the requirements of their job. They might need very little push and follow ups for completing the tasks. While they may not stand out as top performers, they are reliable and competent in carrying out their responsibilities.

d. **Needs Improvement:** Employees who receive this rating are deemed to require improvement in several areas to meet the expectations of their role. They may be struggling with certain tasks or aspects of their job, their performance may not consistently meet the desired standards, and they might need continuous follow ups for completing the assigned tasks. This rating is often accompanied by specific feedback on areas where improvement is needed and a plan for development.

e. **Unsatisfactory:** This is the lowest rating and indicates that the employee has failed to meet expectations in multiple areas. Their performance may be consistently below par, and they may struggle to fulfill the basic requirements of their role. Significant improvement is required for employees receiving this rating, and further action, such as additional training or performance improvement plans, may be necessary.

f. **NA (Not Applicable):** This rating is used when the criteria being evaluated are not applicable to the employee's role or responsibilities. It may be used in situations where certain tasks or objectives are not relevant to a particular job function, or when an employee has not been in their role long enough to be evaluated on certain criteria.

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V. Confidentiality

All appraisal discussions and documentation will be treated with the utmost confidentiality. Only relevant parties, including the employee, supervisor, and HR personnel, will have access to appraisal records.

VI. Appeal Process

In the event of disagreement with the appraisal results, non-teaching staff members shall have the right to appeal the decision. The appellate authority for such appeals shall be vested in the Registrar of Chinmaya Vishwa Vidyapeeth. The Registrar, upon receipt of an appeal, shall constitute a committee to review the matter and render a final decision on the appraisal scores. The judgment of this committee shall be deemed conclusive and final.

1. **Supervisor Declaration:** Following the one-on-one meeting between the employee and their supervisor, wherein the final appraisal score is disclosed, any dissatisfaction with the assigned scores may be expressed to the supervisor. The employee may request reconsideration of the scores, providing valid reasons for their appeal.
2. **Submission of Grievance:** Should the scores remain unchanged despite the employee's appeal to the supervisor, and if the employee still believes they are entitled to a higher score, an official written grievance shall be submitted via email to the HR Manager. This grievance must outline the reasons for the appeal and provide supporting evidence as appropriate.
3. **Acknowledgment by HR Manager:** Upon receipt of the grievance, the HR Manager shall acknowledge its receipt and proceed to escalate the matter to the Registrar for further action. The Registrar shall be responsible for the formation of the appellate committee and the subsequent reconsideration of the case.

REGISTRAR
CHINMAYA VISHWAVIDYPEETH

CHINMAYA VISHWA VIDYAPEETH * VELIYANAD, ERNAKULAM-682313 *

Annexure I

Performance Appraisal Form (Non-Teaching Staff)

I. Personal Details:

A. Name: _____

B. Position: _____

C. Department: _____

D. Appraisal Period: _____

II. KPI Wise Appraisal:

Sl. No	Criteria	Self Score	Supervisor's Score	Remarks If any
I.	**General KPIs (Common for all Non Teaching Staff)**			
1.	**Adaptability:** Demonstrates flexibility and willingness to adapt to changing circumstances or responsibilities.			
2.	**Communication Skills:** Effectively conveys information, listens actively, and communicates professionally both verbally and in writing.			
3.	**Problem-Solving:** Identifies and resolves issues efficiently, using critical thinking and analytical skills.			
4.	**Collaboration:** Works well with colleagues from diverse backgrounds and departments to achieve common goals.			
5.	**Initiative:** Takes proactive steps to improve processes, suggest innovative ideas, and contribute to the overall success of the university.			
6.	**Attention to Detail:** Pays close attention to accuracy and completeness in tasks, documents, and processes.			

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7.	**Professional Development:** Shows a commitment to continuous learning and improvement, seeking out opportunities for training and skill enhancement.			
8.	**Work Ethic:** Demonstrates reliability, accountability, and a strong sense of responsibility in fulfilling job duties. Adheres to ethical standards and university policies, maintaining confidentiality and integrity in all interactions and decisions.			
II.	**Role Specific KPIs (To be added by the Supervisor, in discussion with each direct reports)***			

* Add additional rows as needed

III. Comments by the Employee (If any)

IV. Goals and Development Plans of the Employee for next year *(To be entered by supervisor after one on one discussion with the employee)*

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V. Overall Performance Rating *(To be entered by the supervisor after one on one discussion with the employee)*

Overall score by the Supervisor (5 Point Scale)	

VI. Comments by the Supervisor

Declaration

I acknowledge that I have discussed this appraisal with my supervisor and understand its contents.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

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