

S. No.	Objective	Responsibility	Target (Period)
1.	Customer Satisfaction – 96%	All	2021-24
2	Achieving Breakeven Point within 03 Years	Top Management	2021-24
3	On time submission of Impartial Review Report to Management	Impartial Committee	*Continuous
4	On Time Audit & Surveillance	MR/HOD Certification	*Continuous
5	On Time reply to Queries	Admin	*Continuous
6	Reduction in Complaints	All	*Continuous
7	On Time Audit Report Submission for Review	Auditors/HOD Certification	*Continuous
8	On Time Report Review and Certification Decision	Technical Committee	*Continuous
9	On Time Compliance of Statutory and Regulatory Requirements	Director/Admin/HR	*Continuous

* Continuous= Every Financial Year