KPI Dashboard: December 2016

No of Loan Profiles: 826
No of Group Codes Created: 29

Submission Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Submission Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Submission Time, First Time Yield (FTY)</td>
</tr>
<tr>
<td>Average Submission Time (in days)</td>
<td>3.98</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>3.34</td>
</tr>
<tr>
<td>SLA:</td>
<td>4 Days*</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time elapsed for updating of new borrower details into Rang De website</td>
</tr>
</tbody>
</table>

Profile Data Accuracy (FTY)

![Profile Data Accuracy Chart]

Process Control Chart

![Process Control Chart]

Editing Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Editing Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Editing Time</td>
</tr>
<tr>
<td>Average Editing Time</td>
<td>1.08</td>
</tr>
<tr>
<td>Std. Dev</td>
<td>0.86</td>
</tr>
<tr>
<td>SLA:</td>
<td>1 Day*</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time Elapsed between sending data to editor and receipt of edited story</td>
</tr>
</tbody>
</table>

SLA Adherence

![SLA Adherence Chart]

Process Control Chart

![Process Control Chart]

Disbursal Process
Process Name: Disbursal Process
Process KPI: Disbursal Time
Average Disbursal Time: 2.417
Std. Dev: 1.165
SLA: 3 Days*
Process Definition: Time elapsed from fund transfer till updating of disbursement details by FP

SLA Adherence

<table>
<thead>
<tr>
<th>% Cases on time</th>
<th>% Cases Late</th>
</tr>
</thead>
<tbody>
<tr>
<td>83%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Average Disbursal Time

0.000  0.500  1.000  1.500  2.000  2.500  3.000  3.500

Time elapsed from fund transfer till updating of disbursement details by FP

Process Control Chart

Redemption Process

Process Name: Redemption Process
Process KPI: Redemption Time
Average Redemption Time: 2.940
Std. Dev: 1.659
SLA: 5-7 Days*
Process Definition: Time elapsed from redemption request to transfer of amount to investor

SLA Adherence

<table>
<thead>
<tr>
<th>% On Time</th>
<th>% Delayed</th>
</tr>
</thead>
<tbody>
<tr>
<td>98%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Processing Times

% Requests processed in 1 Day: 66%
% Requests processed in 2 Days: 12%

Process Control Chart

Profile Publishing Process

Process Name: Profile Publishing Process for a Group Code
Process KPI: Publishing Time
Average Publishing Time: 0.04
Standard Deviation: 0.20
SLA: 4
Process Definition: Time Taken to Publish all Profiles of a particular Group

SLA Adherence

<table>
<thead>
<tr>
<th>% On time</th>
<th>% Not on time</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Average Vs SLA

0.000  1.000  2.000  3.000  4.000  5.000

Time Taken to Publish all Profiles of a particular Group
### Fund Raising Process

**Process Name:** Fund Raising Process for a Group Code

**Process KPI:** Fund Raising Time

- **Average Fund Raising Time (in days):** 63
- **Standard Deviation (in days):** 8.15
- **SLA:** 45

**Process Definition:** Time Taken to Raise Funds for a particular Group

#### SLA Adherence

- **18%** on time
- **82%** not on time

#### Average Vs SLA

- **SLA:** 40
- **Average Time Taken to Raise Funds:** 63

### Fund Transfer Process

**Process Name:** Fund Transfer Process for a Group Code

**Process KPI:** Fund Transfer Time

- **Average Fund Transfer Time (in days):** 54.86
- **Standard Deviation (in days):** 14.11
- **SLA:** 46

**Process Definition:** Time Taken to Transfer Funds of a particular Group to Field Partner

#### SLA Adherence

- **18%** on time
- **82%** not on time

#### Average Vs SLA

- **SLA:** 41
- **Average Time Taken to Transfer Funds:** 54.86
Once the loan amount is raised, the funds are then transferred to the field partner. The process of distributing the loan amount by the field partner is called the **disbursal process**.

When an investor wants to withdraw his investment from Rang DE, he/she sends a request which is then processed and amount transferred into their account. This process is called the **redemption process**.

Submission Process involves the transfer/updating of borrower details onto the Rang De Dot Net website from the borrower application form. This process is called the **submission process**.

Involves conversion of new borrower data into presentable format. Performed mainly by freelancers. This process is called the **editing process**.

Once the profiles are submitted by the editors, the team screen and publish them on the website. This process is called the **publishing process**.

Once the profiles are published on the website, it remains there for 30 days for raising the funds online. This process is called the **fund raising process**.

Once the funds are raised for all the profiles of a group, the Funds are transferred to the Impact partners. This process is called the **fund transfer process**.

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<th>Explanation</th>
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<td>Once the loan amount is raised, the funds are then transferred to the field partner. The process of distributing the loan amount by the field partner is called the disbursal process.</td>
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