



No: BSNLCO-COMN/11(15)/3/2022-NWO-BB-IN

Dated: 09-05-2025

To

All CGMTs
Territorial Circle, BSNL

Sub: BBM IPMS – Assignment of Job Role / KPIs and targets thereof.

Ref. : BSNLCO-COMN/11(15)/3/2022-NWO-BB-IN Dated: 05-07-2024

Kindly refer the letter under reference vide which it was requested to ensure that all employees working as BBM have to be assigned the Targets in IPMS against the Job Role / KPIs of BBM.

Following KPIs should be used, in r/o BBM for assigning the Quarterly IPMS targets to all BBMs. Therefore it is requested that Quarterly IPMS targets should be assigned to exclusive BBMs for the below given KPIs and weightage against each KPIs only.

KPI	Parameter	Weightage		Targets for Quarterly IPMS
		BBM _ BNU	BBM_ Non BNU	
CFA BBM	FTTH NEW SALES	15	20	To be distributed as per the circle targets
CFA BBM	FTTH NEW SALES -Govt	10	0	
CFA BBM	FTTH NEW SALES -RWA	0	10	
CFA BBM1	OLTE ONBOARDING	10	5	
CFA BBM1	ADDITION OF DSA	10	10	
CFA BBM1	FTTH LEAD DISPOSAL	10	10	24 Hrs
CFA BBM2	Customer Complaint Resolution Time	10	10	6 Hrs
CFA BBM2	OLTE UPTIME	10	10	90%
CFA BBM2	PARTNER SUPPORT - TECH ISSUES	15	15	24 Hrs
CFA BBM3	OLTE SITE VISITS	10	10	Monthly 100%
Total Weightage		100	100	

For non-exclusive BBM, the above KPI should be used, with minimum overage weightage of 50, keeping the internal weight distribution same as above.

CFA / NWO-BB&IN unit
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
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For BBM not associated with RWA (FTTH in housing clusters), the weight can be assigned against normal FTTH targets.

Director CFA shall review the status of assigning the Targets in IPMS for all BBMs of your circle in the next scheduled VC for CFA review.

(VS Tanwar)
DGM (CFA-NWO-BB&IN)

CC- PGM (Restructuring), Corporate office, New Delhi for kind information please.