

Restructuring Cell, Corporate Office,
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Janpath, New Delhi-110001



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

TIME-BOUND

No. BSNLCO-COMN/11(15)/129/2023-RSTG

Date: 25.04.2025

To

The CGMs (Non Territorial)

(ALTTC, BBNW, QA&Inspection and ITPC Circles)

Sub: IPMS for the period Q1(Apr 25 -Jun 25) of financial year 2025-26.

I am directed to convey that IPMS cards of ALTTC, BBNW, QA&Inspection and ITPC Circles for Q1 (Apr 25 -Jun 25) are enclosed for necessary action in accordance to Consolidated Instructions for IPMS enclosed at Annex 1. The IPMSs are also being issued from the ESS logins of the respective Zonal Directors and shall be visible in respective ESS logins, shortly.

It is requested that IPMS of all unit heads in circle office may be issued on **priority** from your ESS login with the instruction that KPIs/targets may be further assigned to every executive .

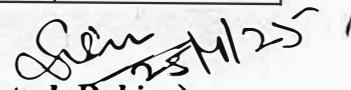
The window to enter Q1(Apr 25 -Jun 25) KPIs/targets **will remain live in ESS upto 05.05.2025** and will not be extended any further. Further, the window for entering achievements of Q4 (Jan 25 - Mar 25) cycle shall open upto 25.04.2025.

Table 2 – Cutoff Dates for entering Achievements of Q4 (Jan25-Mar 25) IPMS cycle

Q4 Achievement Window					
	Ach data to be sent by Heads of Circles to CO for vetting (excel sheet)	Achievements to be entered by all the Executives	Reporting to agree / disagree	Reviewing to agree / disagree	Bonus / Negative marking
1	22 nd April	25 th April	28 th April	30 th April	10 th May

This is issued with the approval of the competent authority.

Encl: - As above


(Santosh Dahiya)
DGM (Restructuring)

Copy to:

1. PPS to CMD BSNL
2. PS to all Functional Directors, BSNL Board.
3. All Unit Heads, BSNL Corporate Office



Annex 1

CONSOLIDATED INSTRUCTIONS FOR IPMS

- i) MoU targets shall be translated into realistic KPIs down to the last executive. Weightages for Revenue Targets as approved by competent Authority are as below :

Sl.No.	Unit	Weightage
1	All Corporate Office Verticals	45%
2	Circle Office /BA heads	40%
3	IFAs (Circles /BAs)	15%

- ii) **Targets should not be increased by more than 5% while assigning to subordinates.**
- iii) Executives who have been assigned sales or revenue targets should not be assigned any discretionary KPIs in their IPMS. They should be able to achieve the perfect score of 10.00 if they achieve the 'Excellent' performance level set in their KPIs.
- iv) Executives who have **not** been assigned revenue targets **shall be compulsorily** assigned KPI 'Exceptional performance as assessed by reporting officer' with 20% weightage – **their IPMS score will cross 8.0 points only if exceptional work is done.**
- v) Negative marking cases with respect to executives who fail to complete the IPMS activities on time may be forwarded to Corporate Office with the approval of the Circle Head. The negative marks will be applied in the subsequent quarter.
- vi) PGMs/GMs/DGMs/AGMs/SDEs/JTO of HR vertical in Corporate/Circles/BAs/OAs shall be assigned the KPI "Monitoring and implementation of IPMS cycles" with weightage 30%.
- vii) Scores may be recalculated in **exceptional cases** whereby an individual executive could not achieve a date or day type KPI due to circumstances outside his/her control and there may be justification for not counting that KPI when calculating the final weighted score.
- viii) For IPMS cycle, for which, the executive could not enter the achievements due to genuine reasons such as transfer/long leave, etc., the IPMS assigned may be deleted with the approval of the Circle Head, by raising PIS through L2 SPOC **within two weeks** of the closing of the achievement window of the concerned cycle. For GM and above level officers and Corporate Office executives, the competent authority shall be Director HR, BSNL Board.
- ix) Executives will be required to submit an undertaking while submitting achievements and they shall be liable for action in accordance to CDA rules if any false information is entered **deliberately** in the system.

IPMS OF CGM, ALTTC at BRBRAIT Jabalpur FOR Q1, FY 2025-26 (APRIL'25 to JUNE'25)

Vertical	Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
HR/TRG	TRAINING-FINANCIAL	REVENUE FROM TRAINING - Total 3 months gross salary of all staff under control (IN CR)	Amount with scaling	20	8.1	7.5	8.1	8.7
HR/TRG	TRAINING-FINANCIAL	REVENUE GENERATION - Lead generation and converted into business - Total 2 months gross salary of all staff under control (IN CR)	Amount with scaling	20	5.4	5	5.4	5.8
HR/TRG	MISSION KARMAYOGI	REVENUE FROM MISSION KARMAYOGI TRAINING TO OUTSIDER ORG. - Total 1 month gross salary of all staff under control (IN CR) (Excluding other revenues)	Amount with scaling	10	2.7	2.5	2.7	2.9
HR/TRG	TRAINING-FINANCIAL	REVENUE LEAD GENERATION - 3 Lead generation for training revenue by each staff	Ratio % with scaling	5	90	80	90	100
HR/LM	RENTING TARGET	Rent-ICT Parks/Bldg/Qtr etc.	Amount with scaling	5	6.25	5.9375	6.25	6.5625
HR/LM	RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	5	44.5	44.25	44.5	44.75
HR/EW	OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	5	1	0.5	1	2
HR/TRG	TRAINING-DELIVERY	TOTAL LECTURE LOAD INDIVIDUAL	Hours	2	40	30	40	50
HR/TRG	TRAINING-DELIVERY	NO. OF INSERVICE TRAINEES INCL ONLINE	Numeric with scaling	2	450	400	450	500
HR/TRG	TRAINING-COURSES	SEMINARS/WORKSHOPS/FTPS	Numeric with scaling	2	16	18	16	20
HR/TRG	TRAINING-PROJECT	REVIEW AND UPDATE OF ACBP	Date(DDMMYY)	2	270625	310625	270625	250625
HR/TRG	ACCOUNTAB.&PRODUCTIV	SUPPORT DOC SUBM FOR IPMS	Date(DDMMYY)	2	20725	10725	20725	30725
HR/TRG	TRAINING-MONITORING	EPP SCHEDULING NEXT QTR	Date(DDMMYY)	2	200525	280525	200525	150525
HR/TRG	TRAINING-OPERATION	Planning & Conduction of JTO,JE,TT and EPP for Q4 2024-25 & MISC	Ratio % with scaling	2	90	80	90	90
HR/TRG	TRAINING-MONITORING	MONITORING OF SWIFT UDYAMI TRAINING	Ratio % with scaling	2	90	80	90	100
HR/TRG	MISSION KARMAYOGI	PLG,SCH., PRE. OF 2ND ROUND(Ph-II) of 2 DAYS OF CUST CITI.CEN.MT TO 50K EMPL	Ratio % with scaling	2	90	80	90	100
HR/TRG	TRG	TRAINING SCALE UP FOR IIT MADRAS / IITM PRAVARTAK	Ratio % with scaling	2	90	80	90	100
HR/TRG	TRG	TRAINING SCALE UP FOR ANNA UNIVERSITY	Ratio % with scaling	2	90	80	90	100
HR/Restg	RESTG	IPMS CYCLE IMPLEMENTATION	Ratio % with scaling	2	90	80	90	100
HR/TRG	ADMIN	RTI/PQ/PQ ETC,COURT CASES AND ARBITRATION	Ratio % with scaling	2	90	80	90	100
HR/TRG	EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	2	90	80	90	100
HR/Estt	ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	1	90	80	90	100
HR/Pers	PST/PRM/CPC	Timely completion of APARs iro all executives within prescribed timelines.	Ratio % with scaling	1	90	80	90	100

Q1 (FY 2025-26) IPMS for CGM, BBNW Circle

Vertical	Job Role	KPI Description	KPI Type	Weightage	Q1 Target	Good	V Good	Excellent
HR/PERS	HR	Rotational Transfer of Executives working on Sensitive Posts.	Date(DDMMYY)	1.00	250625	300625	250625	200625
HR/PERS	HR	Closure of Disciplinary cases (> 1 Year).	Ratio % with scaling	1.00	250625	300625	250625	200625
HR/WS&I	HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW Nos	Numeric with scaling	1.00	1	2	1	0
FIN	BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	5.00	3.35	3.52	3.35	3.18
FIN	IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Number	10.00	118	111	118	124
CFA	TECHNICAL	Caching& Peerng BW Augmentaton	Numeric with scaling	10.00	400	300	400	500
CFA	TECHNICAL	NOC, RPOP, Core UPTIME	Ratio % with scaling	10.00	99.8	95	99.8	99.9
CFA	TECHNICAL	AMC Processing with in 15 days of receipt of invoice	Ratio % with scaling	10.00	99	95	99	99.5
CFA	TECHNICAL I	Montior Security of BBNW Projcts	Ratio % with scaling	7.00	98	95	98	99
CFA	TECHNICAL I	Network Elements OLT + OCLAN+ BNG - weighted MTTR	Hours	10.00	8	10	8	7
CFA	TECHNICAL I	End Point Security Implemntaton	Numeric with scaling	10.00	5000	4000	5000	5500
CFA	TECHNICAL II	MTNL migration to BSNL	Date(DDMMYY)	10.00	250625	310625	250625	200625
CFA	TECHNICAL II	IFTV implementation	Date(DDMMYY)	10.00	250625	310625	250625	200625
CFA	TECHNICALIII	IN HOUSE DEVELOPMENT OF APPLICATIONS	Date(DDMMYY)	5.00	250625	310625	250625	200625

100.00

appd IPMS of CGM-ITPC circle for Q1 (Apr-Jun) for FY 2025-26

SN	PROJECT/FUNCTION/JOB ROLE	Quantifiable Unit	KPI DESCRIPTION	KPIs To be created in ESS against given KPI description	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCEL
1	ITPC-Customer	in % with scaling	Timely issuance of CDR Retail/ IN/LC /IOBAS Bills	CDR Retail/IN/LC/IOBAS Bill	15.00	98%	97%	98%	99%
2	ITPC-Customer	in % with scaling	Timely issuance of CDR SLR and TB (by 10th date)	CDR SLR and TB (by 10th date)	10.00	98%	97%	98%	99%
3	ITPC-Customer	in % with scaling	Timely issuance of Franchisee(all including FTTH , PBX) commission Invoices through FMS / DSCM (by 10th date) and Timely issuance of OTT partner invoices through OTT portal (within 10 days from end of period - monthly)	Franchisee & OTT partner Inv	10.00	98%	97%	98%	100%
4	ITPC-Customer	Days (reverse)	CDR / ERP docket resolution(95%): average time in Days	CDR/ERP dkt resol(95%)avgtime	10.00	3	4	3	2
5	ITPC-Project	Date	Floating of tender for CDR-4	CDR-4 Tender	10.00	31.05.2025	15.06.2025	31.05.2025	15.05.2025
6	ITPC-Operation	in % with scaling	Development and O&M of in-house applications/portals of Pune Dev unit, all DCs, Hyd Development Unit.	Dev&O&M of inhouse app/portal	10.00	98%	97%	98%	99%
8	ITPC-Operation	in % with scaling	Timely processing of all vendor invoices (with in 45 days of date of invoices , till MIRO approval)	Timly process all vendor inv	10.00	99%	98%	99%	100%
9	ITPC-Operation	in % with scaling	Report Development -within 7 days on receipt of requirement	Report Dev-within 7 days	10.00	90%	80%	90%	100%
10	HR	Date(DDMMYY)	Rotational Transfer of Executives working on Sensitive Posts.	Rotational Tfer Sensitive Posts	1.00	250625	300625	250625	200625
11	HR	Ratio % with scaling	Closure of Disciplinary cases (> 1 Year).	Close Disciplinary cases (> 1 Year)	1.00	250625	300625	250625	200625
12	RESTG	Ratio % with scaling	IPMS CYCLE IMPLEMENTATION & DAILY DIARY UPDATION	IPMS CYCLE IMPLEMENT	1.00	90	80	90	100
13	FIN	IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Number	2.00	35	33	35	37
14	FIN	IA PARAS	SETTLEMENT OF IA PARAS PENDING AS ON 31.03.2025	Ratio % with scaling	2.00	12.50	10.00	12.50	15.00
15	FIN	REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	4.00	90	85	90	95
16	FIN	BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	4.00	18.22	19.13	18.22	17.31
Total Weightage					100	Total Weighted Score			

IPMS for CGM (QA & Insp Circle) for Q1 of Yr 2025-26

Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
QAIN AT	DEPTH AT CONDUCTED	Ratio % with scaling	3.00	90	80	90	100
QAIN AT	FIBRE AT CONDUCTED	Ratio % with scaling	5.00	90	80	90	100
QAIN AT	NO OF TEST SCHEDUL PREPARED	Ratio % with scaling	5.00	90	80	90	100
QAIN AT-I	EQUIPMENT/INFRA AT CONDUCTED	Ratio % with scaling	5.00	90	80	90	100
QAIN AT-I	A/T OF NFS (INCLUDING IPMPIS)	Ratio % with scaling	5.00	80	60	80	100
QAIN FIRE CASES	FIRE INCIDENTS INVESTIGATED	Ratio % with scaling	5.00	80	60	80	100
QAIN INSPECTION	NO. OF NODES INSPECTED	Ratio % with scaling	5.00	90	80	90	100
QAIN PTCC	PTCC RAC ISSUED	Ratio % with scaling	2.00	80	50	80	100
QAIN QA	BULK QA TESTING	Ratio % with scaling	5.00	90	80	90	100
QAIN QA	AVG TIME TAKEN-ISSUE OF TSEC	Days	5.00	70	80	70	60
QAIN QA	COMPLAINT/GRIEVANCE SETTLED	Ratio % with scaling	4.00	40	30	40	50
QAIN QA-I	SURVEILLANCE ACT. - CACT	Days	4.00	20	25	20	15
QAIN REVENUE	REVENUE -TESTING FEES(RS. CR.)	Amount with scaling	10.00	1.5	1	1.5	2
QAIN SQOS	QOS CONDUCTED	Ratio % with scaling	4.00	90	80	90	100
RENTING TARGET	Rent-ICT Parks/Bldg/Qtr etc.	Amount with scaling	5.50	0.5	0.48	0.5	0.52
RESTG	IPMS CYCLE IMPLEMENTATION & DAILY DIARY UPDATION	Ratio % with scaling	1.00	90	80	90	100
IMPLEMENTAION OF IFC	100 % COMPLIANCE OF ALL Critical Control	Number	5.00	118	111	118	124
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	4.50	0.216	0.227	0.216	0.205
IA PARAS	SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021)	Ratio % with scaling	5.00	45	40	45	50
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	2.00	80	60	80	100
EST/ADM/SR/PG/LLEGAL	RTI/PG/PQ/PROB.&EFF./NEPP/ERP	Ratio % with scaling	1.00	85	70	85	100
EST/ADM/SR/PG/LLEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	1.00	85	70	85	100
EST/ADM/SR/PG/LLEGAL	COURT CASES AND ARBITRATION	Ratio % with scaling	1.00	80	60	80	100
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	2.00	0.25	0.2	0.25	0.3
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	2.50	35	34.98	35	35.25
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW Nos	Numeric with scaling	0.50	1	2	1	0
HR	Rotational Transfer of Executives working on Sensitive Posts.	Date(DDMMYY)	0.50	250625	300625	250625	200625
HR	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.50	250625	300625	250625	200625
MISSION KARMAYOGI	COMPL OF 8 hr TRG / EMP JE above THRU IGOT. Atleast 1 Trg by other Grp C & D Empl.	Ratio % with scaling	0.50	90	80	90	100
MISSION KARMAYOGI	PHASE-II OF 2 DAYS CUSTOMER/CITIZEN CENTRICITY MOTIVATIONAL REFRESHER TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.50	90	80	90	100
			100.00				