



TIME-BOUND

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

Date: 09.10.2024

To

The CGMs

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

Sub: IPMS for the period Q3(Oct 24 -Dec 24) of financial year 2024-25.

I am directed to convey that IPMS cards of **ALTTC, BBNW, QA&Inspection and ITPC Circles** for Q3 (**Oct 24 -Dec 24**) 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 **Q3(Oct 24 – Dec 24)** KPIs/targets **will remain live in ESS up to 25.10.2024** and will not be extended any further. Further, the window for entering achievements of Q2 (July 24 - Sept 24) cycle shall open on 01.10.2024.

Table 2 – Cutoff Dates for entering Achievements of Q2 (July24-Sept 24) IPMS cycle

Q2 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	10 th Oct	20 th Oct	25 th Oct	30 th Oct	10 th Nov

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



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.

REVISED PROPOSED IPMS OF CGM, ALTTC FOR Q3, FY 2024-25 (Oct'24 to Dec'24)

Vertical	Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
HR/LM	CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	0.5	90	80	90	100
HR/LM	LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.5	8	11	8	5
HR/LM	LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.5	1	1	1	2
HR/LM	RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	45.5	45	45.5	46
HR/LM	RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	44.5	44.25	44.5	44.75
HR/LM	RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	3	7	5.6	7	7.7
HR/Estt	ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	1	80	60	80	100
HR/EW	OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1.5	0.25	0.2	0.25	0.3
HR/Pers	PST/PRM/CPC	Timely completion of APARs iro all executives within prescribed timelines.	Ratio % with scaling	1	80	70	80	90
HR/TRG	MISSION KARMAYOGI	IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024	Ratio % with scaling	1	90	80	90	100
HR/Restg	RESTG	IPMS CYCLE IMPLEMENTATION	Ratio % with scaling	1	90	80	90	100
FIN	BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	20	1.79	1.88	1.79	1.7
HR/TRG	ADMIN	RTI/PG/PQ ETC	Ratio % with scaling	1	85	70	85	100
HR/TRG	ADMIN	RENOVATION OF ERP BUILDING	Ratio % with scaling	4	90	80	90	100
HR/TRG	EST/ADM/SR/PG/LEGAL	COURT CASES AND ARBITRATION	Ratio % with scaling	1	80	60	80	100
HR/TRG	EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	1	85	70	85	100
HR/TRG	TRAINING-COURSES	SEMINARS/WORKSHOPS/FTPS	Numeric with scaling	4	6	5	6	7
HR/TRG	TRAINING-PROJECT	REVIEW AND UPDATE OF ACBP	Date(DDMMYY)	4	271224	301224	271224	251224
HR/TRG	TRAINING-DELIVERY	NEW VIDEO COURSE UPLOAD ON IGOT	Numeric with scaling	4	10	9	10	11
HR/TRG	TRAINING-FINANCIAL	REVENUE FROM TRAINING (IN LAKHS)	Amount with scaling	5	7	6	7	8
HR/TRG	TRAINING-MONITORING	EPP SCHEDULING NEXT QTR	Date(DDMMYY)	4	201124	301124	201124	151124
HR/TRG	TRAINING-MONITORING	MONITORING OF SWIFT UDYAMI TRAINING	Ratio % with scaling	4	90	80	90	100
HR/TRG	TRAINING-MANAGEMENT	PLANNING & MNTG OF MOTIVATON TRAINING 1st ROUND & IMPACT ASSESSMENT	Ratio % with scaling	5	90	80	90	100
HR/TRG	TRAINING-MANAGEMENT	PLANNING AND PREPARATION OF 2ND ROUND MOTIVATIONAL TRAINNING	Ratio % with scaling	4	90	80	90	100
HR/TRG	TRG-CONDUCTION	PLANNING AND CONDUCTION OF JTO PH-I & PH-II INDUCTION TRAINING	Ratio % with scaling	4	90	80	90	100
HR/TRG	TRG-CONDUCTION	PLANNING AND CONDUCTION OF TT/JE/PA-PS INDUCTION TRAINING	Ratio % with scaling	4	90	80	90	100
HR/TRG	TRAINING-PROJECT	MISSION KARMAYOGI TRG PROGRAM TO OUTSIDE ORGANIZATIONS	Ratio % with scaling	5	90	80	90	100
HR/TRG	TRG	TRAINING SCALE UP FOR IIT MADRAS / IITM PRAVARTAK	Ratio % with scaling	5	90	80	90	100
HR/TRG	TRG	TRAINING SCALE UP FOR ANNA UNIVERSITY	Ratio % with scaling	5	90	80	90	100
HR/TRG	TRG-CONDUCTION	CONDUCTION OF INTERNATIONAL TRAINING	Numeric with scaling	5	0.99	0.9	0.99	1
	Total Weightage			100				

IPMS for CGM(BBNW) For Q3 For FY 2024-25									
KPID	PROJECT/FUNCTION/JOB ROLE	Quantifiable Unit	KPI DESCRIPTION	WEIGHTAGE	TARGET	GOOD	VERYGOOD	EXCELLENT	SHORT DESCRIPTION
BBNW01	HR/Pers	Ratio % with scaling	Timely completion of APARs iro all executives within prescribed timelines.	1	80	70	80	90	APAR completion
BBNW02	HR/TRG	Ratio % with scaling	IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024	1	90	80	90	100	Vig training completion in karmayogi portal
BBNW03	HR/Restg	Ratio % with scaling	IPMS CYCLE IMPLEMENTATION	1	90	80	90	100	IPMS CYCLE IMPLEMENTATION
BBNW04	HR/WS&l	Numeric with scaling	MANPOWER BASED CW Nos	1	1	2	1	0	MANPOWER BASED CW Nos
BBNW05	FIN	Amount with scaling	10% RED. IN OTHER EXPENSE(CR)	2	3.87	4.07	3.87	3.68	10% RED. IN OTHER EXPENSE(CR)
BBNW06	FIN	Ratio % with scaling	100%COMPLIA.ALL CRITICAL CTRLS	2	124	118	124	131	100%COMPLIA.ALL CRITICAL CTRLS
BBNW07	FIN	Ratio % with scaling	SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021)	4	45.00	40.00	45.00	50.00	SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024
BBNW08	Technical	Number	Caching and Peering Augmentation BW(Gbps)	5	300	250	300	350	Caching & Peering bandwidth Augmentation
BBNW09	Technical	%	% Uptime of Servers, Applications of NOC, DR NOC, Data Centre & RPOPs /Core Network Elements of BB, FTTH, NGN, Wi Fi, SSTP and IPTAX	5	99.0%	95%	99.0%	99.5%	NOC, RPOP, Core UPTIME
BBNW10	Technical	%	Clearing of all old AMC related issues and processing of AMC of all Projects of BBNW Circle	5	99.0%	95%	99.0%	99.5%	AMC Processing
BBNW11	Technical	%	Monitoring the Security of Broadband and NGN Networks & Ensuring Compliance to BSNL CO/ DoT/ Cert-In/ NCIIPC/ Security Wings / Law Enforcement Agencies	5	98%	95%	98%	99%	Monitoring the Security of BBNW Projects
BBNW12	Technical	Date	In house Development of online applications required for optimisation of services, Improvement of customer service :Upgradation of SBC,Latency Portal and IP POOL portal	3	25.12.2024	31.12.2024	25.12.2024	20.12.2024	In house Development
BBNW13	Technical	days	completing POC testing of various new services in 30 days	5	30	35	30	25	POC testing
BBNW14	Technical	In Hrs with scaling (reverse)	MTTR of all Network Elements (BB, FTTH, NGN,IPTAX, WiFi,SSTP)	5	8 Hrs	10Hrs.	8Hrs	7 Hrs	Network Elements MTTR
BBNW15	Projects	Date	Services migration to NEW DNS PROJECT	10	25.12.2024	31.12.2024	25.12.2024	20.12.2024	DNS Project
BBNW16	Technical	Date	Implementation of EDR of C-DoT - Completion in 5000 End Points	15	25.12.2024	31.12.2024	25.12.2024	15.12.2024	End Point Security Implementation
BBNW17	Projects	Date	migration of all BSNL circle web sites to new Web hosting servers	5	25.12.2024	31.12.2024	25.12.2024	15.12.2024	Web sites migration
BBNW18	Technical	Date	Coordination for implementation of Sarvatra Wi-Fi in all circles	5	25.12.2024	31.12.2024	25.12.2024	20.12.2024	Sarvatra Wi-Fi
BBNW19	Technical	Date	Implementing new solutions for service improvement	5	25.12.2024	31.12.2024	25.12.2024	20.12.2024	New solutions
BBNW20	Technical	Number	Coordination meeting with circles for clearing long pending issues	5	3	2	3	4	Coordination meeting with circles
BBNW21	Technical	Date	MTNL migration to BSNL	5	25.12.2024	31.12.2024	25.12.2024	20.12.2024	MTNL migration to BSNL
BBNW22	Technical	Date	IPTV Implementation	5	25.12.2024	31.12.2024	25.12.2024	20.12.2024	IPTV model
TOTAL WEIGHTAGE				100					

IPMS for CGM(INSPECTION & QA CIRCLE) For Q3 For FY 2024-25								
Personnel no.:	199005589							
Empl./Appl.Name:	K.MADHU MOHAN KUMAR							
Post:	CGM INSPECTION & QA CIRCL							
Month:	Q3:OCT-DEC							
Year:	2024-25							
Personal Area:	Inspections							
Personal SubArea:	Bangalore							
Employee Group:	Unabsorbed							
Employee Subgroup:	Group A							
Controlling Officer:	2300009							
Name of Controlling Officer:	KALYAN SAGAR N							
Controlling officer Post:	Director Human Resources							
KPI Parameters								
KPI Assignment								
Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent	Achmnt. by employee
QAIN AT	DEPTH AT CONDUCTED	Ratio % with scaling	2	90	80	90	100	
QAIN AT	FIBRE AT CONDUCTED	Ratio % with scaling	4	90	80	90	100	
QAIN AT	NO OF TEST SCHEDUL PREPARED	Ratio % with scaling	5	90	80	90	100	
QAIN AT-I	EQUIPMENT/INFRA AT CONDUCTED	Ratio % with scaling	5	90	80	90	100	
QAIN AT-I	A/T OF NFS (INCLUDING IPMPLS)	Ratio % with scaling	5	80	60	80	100	
QAIN FIRE CASES	FIRE INCIDENTS INVESTIGATED	Ratio % with scaling	5	80	60	80	100	
QAIN INSPECTION	NO. OF NODES INSPECTED	Ratio % with scaling	5	90	80	90	100	
QAIN PTCC	PTCC RAC ISSUED	Ratio % with scaling	2	80	50	80	100	
QAIN QA	BULK QA TESTING	Ratio % with scaling	5	90	80	90	100	
QAIN QA	AVG TIME TAKEN-ISSUE OF TSEC	Days	5	70	80	70	60	
QAIN QA	COMPLAINT/GRIEVANCE SETTLED	Ratio % with scaling	5	40	30	40	50	
QAIN QA-I	SURVEILLANCE ACT. - CACT	Days	5	20	25	20	15	
QAIN REVENUE	REVENUE -TESTING FEES(RS. CR.)	Amount with scaling	10	1.5	1	1.5	2	
QAIN SQOS	QOS CONDUCTED	Ratio % with scaling	4	90	80	90	100	
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	3	0.25	0.2	0.25	0.3	
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	5	0.35	0.3	0.35	0.4	
ADMIN GENERAL	APAR/IPMS OF ALL STAFF	Ratio % with scaling	3.50	90	80	90	100	
IMPLEMENTAION OF IFC	100 % COMPLIANCE OF ALL Critical Control	Ratio % with scaling	5.00	124	118	124	131	
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	1.00	0.3	0.32	0.3	0.29	

IA PARAS	SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021)	Ratio % with scaling	1.00	45.00	40.00	45.00	50.00	
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	1.00	80	60	80	100	
EST/ADM/SR/PG/LEGAL	RTI/PG/PQ/PROB.&EFF./NEPP/ERP	Ratio % with scaling	1	85	70	85	100	
EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	1	85	70	85	100	
EST/ADM/SR/PG/LEGAL	COURT CASES AND ARBITRATION	Ratio % with scaling	1	80	60	80	100	
CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	2.00	90	80	90	100	
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	2.00	1	1	1	2	
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	2.00	35.25	35.00	35.25	35.50	
MISSION KARMAYOGI	IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024	Ratio % with scaling	0.50	90	80	90	100	
TRAINING	GROUP C & D EDUCATION ENTRY IN ESS	Ratio % with scaling	2.00	90	80	90	100	
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW Nos	Numeric with scaling	2.00	1	2	1	0	
Total Weightage			100					

Revised IPMS of CGM-ITPC circle for Q3 (Oct-Dec) for FY 2024-25

SN	PROJECT/FUNCTION/JOB ROLE	Quantifiable Unit	KPI DESCRIPTION	KPIs To be created in ESS against given KPI description	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
1	ITPC-Customer	in % with scaling	Timely issuance of CDR Retail/ IN/LC /IOBAS Bills	CDR Retail/IN/LC/IOBAS Bill	10	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	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	98%	97%	98%	100%
4	ITPC-Customer	Days (reverse)	CDR / ERP docket resolution(95%): average time in Days	CDR/ERP dkt resol(95%)avgtime	5	3	4	3	2
5	ITPC-Project	date	SOC for CDR3 implementation	SOC for CDR3 implement	10	25.12.2024	31.12.2024	25.12.2024	20.12.2024
6	ITPC-Project	date	CDR Project Migration(East Zone)	CDR3 migration one zone	10	31.10.2024	15.11.2024	31.10.2024	25.10.2024
7	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	5	98%	97%	98%	99%
8	ITPC-Operation	in % with scaling	CDR system availability & ERP hardware system availability	CDR & ERP system availability	10	99.90%	99%	99.90%	100%
9	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	5	99%	98%	99%	100%
10	ITPC-Operation	in % with scaling	Report Development -within 7 days on receipt of requirement	Report Dev-within 7 days	2	90%	80%	90%	100%
11	HR/Pers	Ratio % with scaling	Timely completion of APARs iro all executives within prescribed timelines.	PST/PRM/CPC	1.00	80	70	80	90
12	HR/TRG	Ratio % with scaling	IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024	MISSION KARMAYOGI	1.00	90	80	90	100
13	HR/Restg	Ratio % with scaling	IPMS CYCLE IMPLEMENTATION	RESTG	1.00	90	80	90	100
14	FIN	Ratio % with scaling	100%COMPLIA.ALL CRITICAL CTRLS	IMPLEMENT. OF IFC	4.00	37	35	37	39
15	FIN	Ratio % with scaling	SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021)	IA PARAS	4.00	12.50	10.00	12.50	15.00
16	FIN	Ratio % with scaling	Closure of RA related exceptions pending upto 30.11.2024	REVENUE ASSURANCE	4.00	95	90	95	100
17	FIN	Amount with scaling	10% RED. IN OTHER EXPENSE(CR)	BDG/COST CONTRL OPEX	8.00	1.79	1.88	1.79	1.7
			Total Weightage		100				