



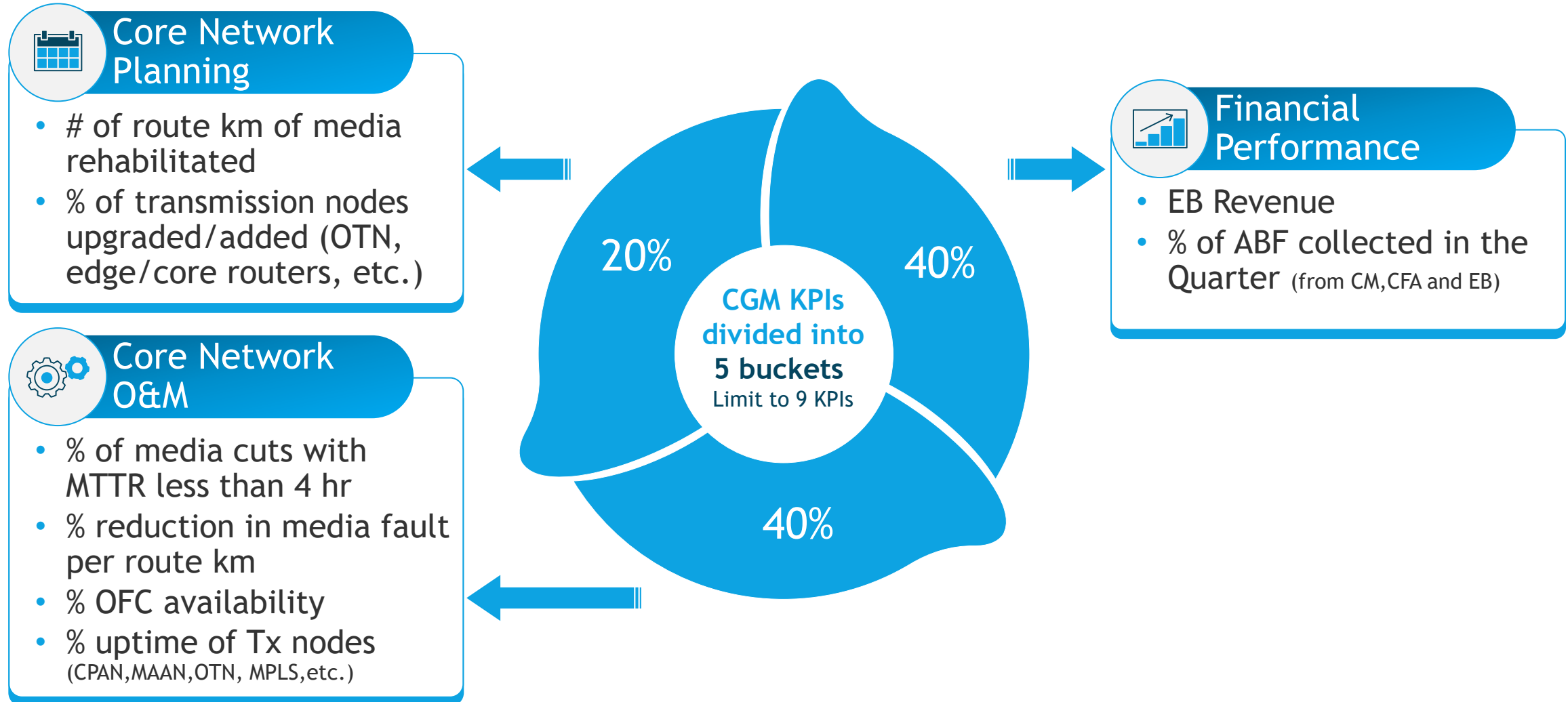
# Non-territorial CGM

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CNTX, ITPC, BBNW, QA, and Training Center

APRIL 2026

# Simplified CNTX CGM's KPIs



Note: Internal dashboard needs to be created to track product development pipeline, outages, MIS requests, etc.

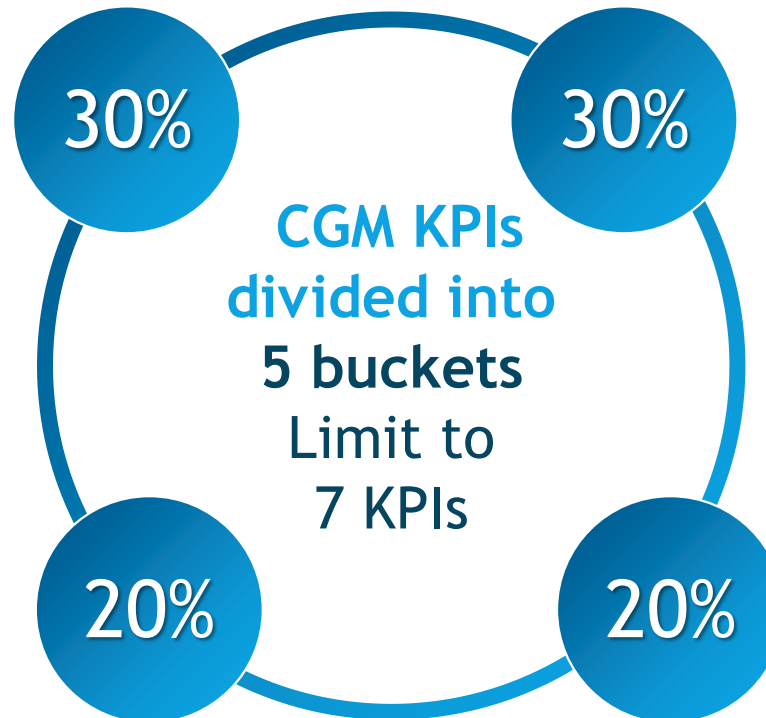
# Simplified ITPC Circle CGM's KPIs

## Product Development

- # of new app, portal and dashboard launched

## BSNL IT Systems Mgmt.

- Aggregate uptime % across all managed systems (SAP, CRM, data centers, billing platforms, others)



## Project Execution

- % of priority projects delivered on schedule

## Financial Performance

- Actual IT operational and project spend vs. approved budget

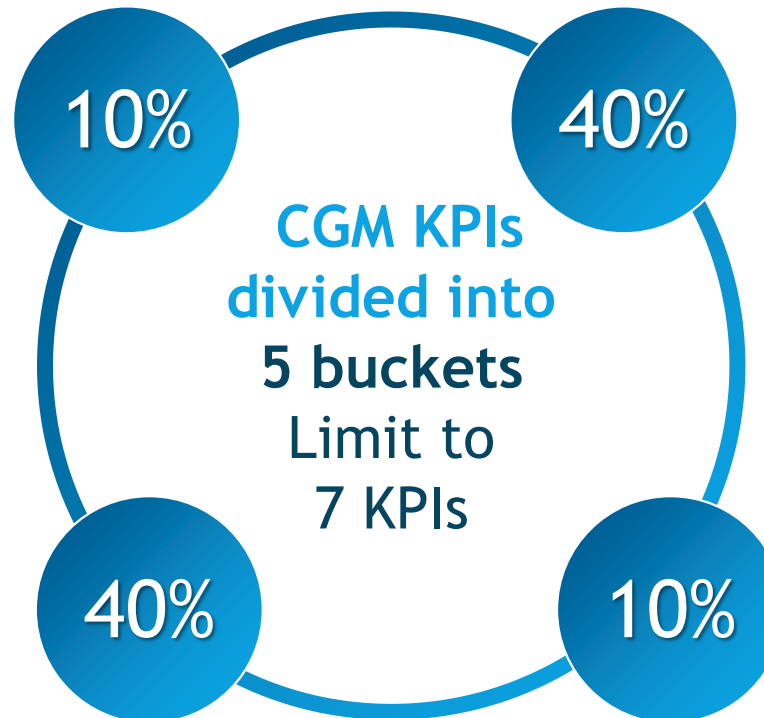
# Simplified BBNW Circle CGM's KPIs

## Product Development

- # of new app, portal and dashboard launched

## Core Network Mgmt.

- % uptime of critical core network elements (MPLS, NGN, ILL, etc.)
- # of core-network related outages



## CFA NOC

- % uptime of CFA network (access + aggregation + core elements)
- MTTR of high-severity (L1/L2) network outages

## Financial Performance

- Actual IT operational and project spend vs. approved budget

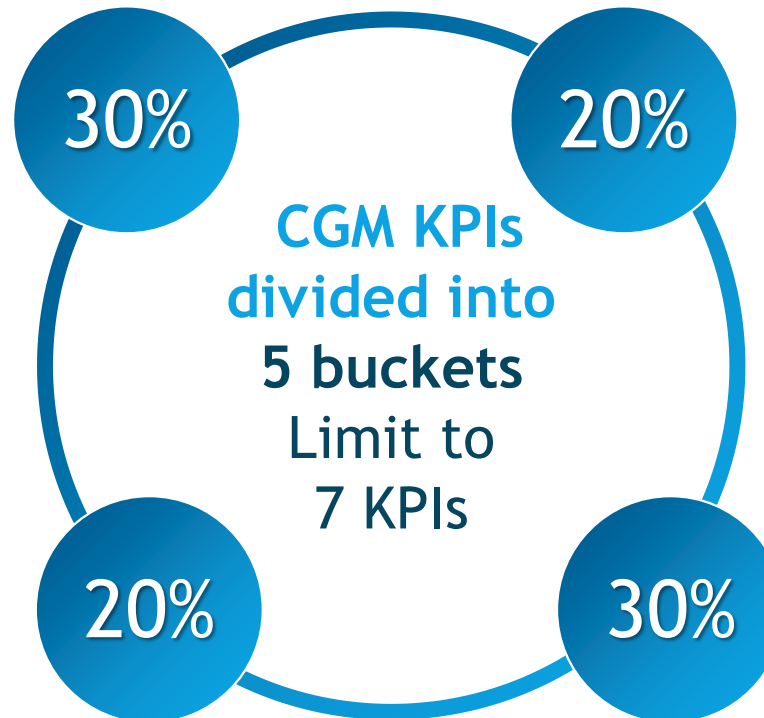
# Simplified Training Center CGM's KPIs

## Trainings Conducted

- % of employees trained (CM, CFA,EB, IT, etc.)
- Avg. feedback score from trainees (must be captured for each trainee)

## Training Impact

- % of employees trained in sales and business development



## Course Development

- # of new courses developed/launched in critical business priority areas (sales, network mgmt., IT, etc.)
- % achievement of target for courses to be converted into self-paced digital modules or videos

## Financial Performance

- Actual training spend vs. approved training budget
- Revenue generated from trainings for other PSUs and govt. bodies

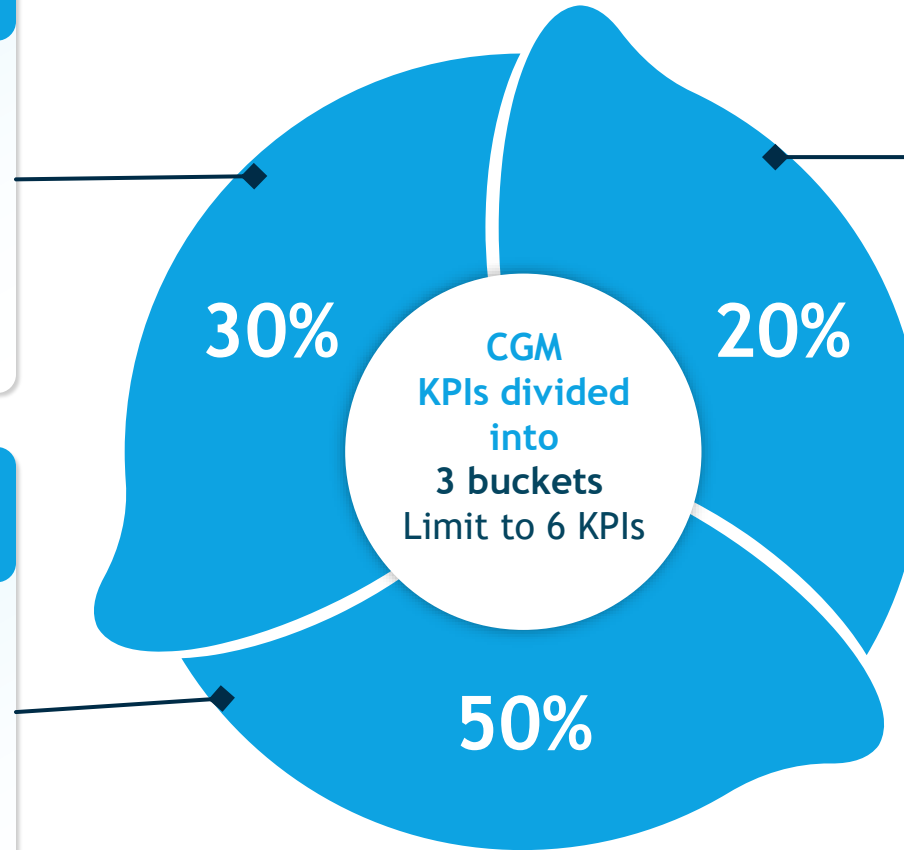
# Simplified Quality Assurance CGM's KPIs

## Pre-Deployment Quality Control

- Testing TAT (Avg. # of days between unit/equipment is submitted to the QA cell for testing and the date the acceptance certificate or rejection report is issued)

## QA Effectiveness

- Post-Deployment Failure Rate of QA-Cleared Equipment (within 90 days)
- Ratio of items pending testing at the start of a quarter vs items cleared by end of the same quarter



## Financial Performance

- Revenue generated by the certification lab from testing done for other PSUs



# Thank You

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