



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

TIME-BOUND
Date: 08.05.2026

To
All CGMs
(Territorial and Non- Territorial Circles)

Sub: New IPMS for the period Q1 (April 26 -Jun26) of financial year 2026-27.

I am hereby directed to convey that in continuation of the ongoing activities related to implementation of the new IPMS framework, following is being informed:

Salient Features of IPMS Framework:

- Max 5 roles for each employee; target 3–5 roles to ensure clarity & accountability
- In case of territorial Circles: For employees with multiple roles, designate one Primary role (>50% weightage), with remaining roles classified as Secondary and proportionately weighted.
- KPIs to be proximate to the objectives expected from the unit
- KPIs to reflect the processes and responsibilities performed by the employee
- KPIs to be within the loci of employee's control
- KPIs should be measurable
- KPIs should be generated and tracked through BSNL's IT system
- Max of 8 KPIs per employee; target 6–8 KPIs to maintain focus
- Weightage of each individual KPI to be between 5-30% of his/her total score

Note: There is no priority defined for KPIs defined for roles of HR, Civil, Electrical wing, Non-territorial circles, NOC, Miscellaneous unit.

The following reference documents/resources have been uploaded and made available on the IPMS Portal for guidance and facilitation of all concerned officers/employees:

- a. Guide for Role & KPI Selection for Territorial Circle Office, BA, and CNTX Units
- b. Role & KPI Directory for all roles defined in the new IPMS, including ITPC, BBNW, Training Centres, Telecom Factory, Electrical, Civil, etc.
- c. Answers to Frequently Asked Questions

The following resources are also available to assist for ready reference as under :

- a. IPMS Helpdesk (Email): ipmshelpdesk@zohomail.in
- b. IPMS Chatbot Link: <https://ipms-roles-recommender-1.onrender.com/>



- c. IPMS Chatbot Tutorial Video: <https://youtu.be/CTEHal6lCY0>
d. IPMS Workshop Video (Explaining Role & KPI Selection Process):
https://youtu.be/_E9mMqZbo2c

Further, I am directed to inform that **the target for Q1 FY (26-27) to Circle Heads will follow and would soon be reflected in their respective ESS login.** It is requested that IPMS of all BA heads in your circle and 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 in accordance to the time schedule below.


Table 1 – Time Schedule for **Q1 (April 26 -Jun26) of financial year 2026-27.**

KPIs/Targets to be assigned by	Timeline
Circle Heads	By 12 th May 2026
BA Heads/Circle Office PGMs/Sr. GMs/GMs	By 15 th May 2026
DGMs/AGMs or equivalent	By 18 th May 2026
SDEs or equivalent	By 20 th May 2026

The window to enter Q1 (April 26 –Jun 26) KPIs/targets **will remain live strictly in ESS up to 20.05.2026 and will not be extended any further .**

This is issued with the approval of the competent authority.

Encl:-As above


(Santosh Dahiya)
DGM (Restructuring)

Copy for information and necessary action to:

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