



TIME-BOUND

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

Date:19.03.2024

To

**All CGMs
(Territorial and Core Network Circles)
BSNL**

Sub: IPMS for the period Q1 (April 24 -June 24) of financial year 2024-25.

I am directed to convey that IPMS cards of Circle heads of Territorial and Core Network Circles for Q1 (April 24 –June 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 BA heads in your circle and all unit heads in circle office may be issued on **priority** from 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 24 –June 24) IPMS cycle KPIs/Targets

KPIs/Targets to be assigned by	Timeline
Circle Heads	By 26 th , March 2024
BA Heads/Circle Office PGMs/Sr. GMs/GMs	By 02 nd , April 2024
DGMs/AGMs or equivalent	By 08 th , April 2024
SDEs or equivalent	By 15 th , April 2024



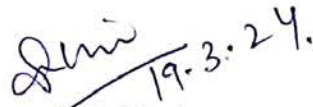
The window to enter Q1 (April 24 –June 24) KPIs/targets **will remain live in ESS up to 15.04.2024** and will not be extended any further. Further, the window for entering achievements of Q4 (Jan. 23-Mar. 24) cycle shall open on 01.04.2024. Final and cut-off dates are reiterated below and shall be followed stringently as final IPMS weighted scores as per letter no. **3-6/2022-RSTG dated 14.06.23** are to be linked to annual APAR with 40% weightage for all BSNL executives and DoT officers.

Table 2 – Cutoff Dates for entering Achievements of Q4 (Jan. 23-Mar.24)
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	10 April	20 April	25 April	30 April	10 May

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



CONSOLIDATED INSTRUCTIONS FOR IPMS

- i) MoU targets shall be translated into realistic KPIs down to the last executive. **Targets should not be increased by more than 5% while assigning to subordinates.**
- ii) 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.
- iii) 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.**
- iv) 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.
- v) 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%.
- vi) Minimum 38% job roles may be assigned to Sales Functions in all territorial circles as per the benchmarks below:

S.No	Job Roles	% Unique Executives (minimum)
1	CFA sales	15%
2	CM sales	15%
3	EB sales	8%

- 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.

Q1 (FY 2024-25) IPMS FOR CGM AN Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	10.50	10.48	10.50	10.53
	OBD (in Lacs)	Amount with scaling	0.4	5.00	4.00	5.00	5.25
	WIFI (in Lacs)	Amount with scaling	0.4	8.00	6.40	8.00	8.40
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	20	17.18	20.00	21.10
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	1000	900	1000	1100
	VAS - SIP Trunk/IN #	Number with scaling	0.8	87	70	87	96
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	Ratio % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	Ratio % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	in % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	97.73	96.59	97.73	98.86
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	94.55	91.82	94.55	97.27
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	98.38	97.56	98.38	99.19
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	94.53	91.79	94.53	97.26
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	77.74	66.61	77.74	88.87
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	71.94	57.91	71.94	85.97
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	116	128	116	106
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	11.39	10.54	11.39	11.67
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	382	344	382	420
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	7,500	6,750	7,500	8,625
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	61%	60%	61%	62%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	60	55	60	65

Q1 (FY 2024-25) IPMS FOR CGM AN Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	80	70	80	90
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	64	32	64	96
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	2	1.6	2	3
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	0.30	0.28	0.30	0.32
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	3.00	2.80	3.00	3.20
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.13%	0.16%	0.13%	0.12%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	90	85	90	92
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	61.23	64.29	61.23	58.16
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	27.00	25.65	27.00	28.35
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	21.77%	20.68%	21.77%	22.85%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	1	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	269.37%	255.90%	269.37%	282.83%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	12.5	10	12.5	15

Q1 (FY 2024-25) IPMS FOR CGM AN Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	1.00	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.80	80	60	80	100
LAND MONETISATION I	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	1.00	20	15	20	25
LAND MONETISATION II	MUTATION OF DOT LANDS	Numeric with scaling	1.00	5	4	5	6
RENTING TARGET	AREA IDEN RENTG(IN% TOTL AREA)	Ratio % with scaling	2.00	2.25	2.1	2.25	2.5
RENTING TARGET	AREA RENTED OUT(IN% TOTL AREA)	Ratio % with scaling	2.00	1	0.95	1	1.1
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	5.00	0.035	0.03	0.035	0.04
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM AP Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	59.36	59.25	59.36	59.51
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	70.00	56.00	70.00	73.50
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	35000	30065.00	35000.00	36925.00
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	1000	900	1000	1100
	VAS - SIP Trunk/IN #	Number with scaling	0.8	446	357	446	491
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	98.96	98.43	98.96	99.48
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	99.00	98.50	99.00	99.50
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	98.86	98.29	98.86	99.43
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	96.84	95.25	96.84	98.42
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	87.74	81.60	87.74	93.87
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	90.31	85.47	90.31	95.16
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	79	87	79	72
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	155.20	143.56	155.20	159.08
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	5,330	4,797	5,330	5,863
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	220,000	198,000	220,000	253,000
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	47%	45%	47%	49%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	1250	1000	1250	1300

Q1 (FY 2024-25) IPMS FOR CGM AP Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	500	400	500	550
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	906	453	906	1359
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	50	40	50	63
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	12.00	11.50	12.00	12.50
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	17.50	16.60	17.50	18.40
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.40%	0.48%	0.40%	0.36%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	82.53	86.66	82.53	78.41
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	163.00	154.85	163.00	171.15
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	3.23%	3.07%	3.23%	3.39%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	15.79%	15.00%	15.79%	16.58%
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	85	80	85	90
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40

Q1 (FY 2024-25) IPMS FOR CGM AP Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	150	120	150	180
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.40	3	2	3	4
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MONT CIVIL WK IN ALLOTTED BUDGT	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	6	4	6	8
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.5	6	4	6	8
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	3	1	3	4
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	4	3	4	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
LAND MONETISATION II	MUTATION OF DOT LANDS	Numeric with scaling	0.1	10	8	10	12
RENTING TARGET	AREA IDEN RENTG(IN% TOTL AREA)	Ratio % with scaling	0.5	33	31	33	35
RENTING TARGET	AREA RENTED OUT(IN% TOTL AREA)	Ratio % with scaling	0.5	5.75	5.5	5.75	6
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	2.5	2.4	2.5	2.7
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM AS Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	18.34	18.31	18.34	18.39
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	22.00	17.60	22.00	23.10
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	6	5.15	6.00	6.33
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	3000	2700	3000	3300
	VAS - SIP Trunk/IN #	Number with scaling	0.8	250	200	250	275
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	94.81	92.22	94.81	97.41
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	95.21	92.82	95.21	97.61
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	95	92.5	95	97.5
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	90.84	86.26	90.84	95.42
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	80.62	70.93	80.62	90.31
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	91.81	87.72	91.81	95.91
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	223	245	223	203
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	39.48	36.52	39.48	40.47
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	1,489	1,340	1,489	1,638
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	80,000	72,000	80,000	92,000
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	39%	37%	39%	41%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM AS Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	400	350	400	400
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	100	80	100	120
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	485	242	485	727
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	10	8	10	13
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	9.40	8.90	9.40	9.90
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	7.50	7.10	7.50	7.90
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	1%	1.20%	1%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	83	78	83	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	28.26	29.67	28.26	26.85
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	57.00	54.15	57.00	59.85
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-3.72%	-3.90%	-3.72%	-3.53%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	28.91%	27.47%	28.91%	30.36%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							

Q1 (FY 2024-25) IPMS FOR CGM AS Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	75	60	75	90
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV ESTABLISHMENT	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.40	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.5	3	2	3	4
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	1	1	1	1
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	4.5	2.7	4.5	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	7	6	7	9
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	40.5	40	40.5	41
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	10.6	10.5	10.6	10.75
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	1.8	1.6	1.8	2
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM BR Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	37.97	37.90	37.97	38.06
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	170.00	136.00	170.00	178.50
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	10	8.59	10.00	10.55
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	9000	8100	9000	9900
	VAS - SIP Trunk/IN #	Number with scaling	0.8	500	400	500	550
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
	Total		20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	95.63	93.45	95.63	97.82
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.4	96.9	95.35	96.9	98.45
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	94.94	92.4	94.94	97.47
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	89.2	83.8	89.2	94.6
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	80.18	70.27	80.18	90.09
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	89.24	83.85	89.24	94.62
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	182	200	182	166
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	80.61	74.56	80.61	82.63
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	3,694	3,325	3,694	4,063
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	190,000	171,000	190,000	218,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	33%	31%	33%	35%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM BR Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	80	75	80	85
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	30	25	30	33
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	790	395	790	1184
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	30	24	30	38
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	8.50	8.00	8.50	9.00
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	19.70	18.70	19.70	20.70
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	1.00%	1.20%	1.00%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	44.08	46.29	44.08	41.88
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	75.00	71.25	75.00	78.75
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-3.76%	-3.95%	-3.76%	-3.58%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	23.65%	22.47%	23.65%	24.83%
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	82	77	82	90
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40

Q1 (FY 2024-25) IPMS FOR CGM BR Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	125	100	125	150
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	5	4	5	6
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.6	2	1	2	3
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	1	0.5	1	1.5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	8	6	8	10
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	34	32	34	35
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	6.8	6.6	6.8	7
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	2	1.75	2	2.25
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM CG Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	20.93	20.89	20.93	20.98
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	28.00	22.40	28.00	29.40
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	7	6.01	7.00	7.39
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	5000	4500	5000	5500
	VAS - SIP Trunk/IN #	Number with scaling	0.8	90	72	90	99
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	96.09	94.13	96.09	98.04
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.4	97.63	96.45	97.63	98.82
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	97.42	96.12	97.42	98.71
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	90.23	85.35	90.23	95.12
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	86.32	79.48	86.32	93.16
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	93.02	89.53	93.02	96.51
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	206	227	206	188
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	48.52	44.88	48.52	49.73
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	2,498	2,248	2,498	2,748
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	50,000	45,000	50,000	57,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	53%	51%	53%	55%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM CG Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	600	550	600	650
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	250	200	250	300
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	716	358	716	1074
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILITATION (in Km)	Numeric with scaling	1	50	40	50	63
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	7.50	7.10	7.50	7.90
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	11.10	10.60	11.10	11.60
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.94%	1.13%	0.94%	0.85%
LC	SD (NET COMMSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL (QUATERLY)	Ratio % with scaling	4	80	75	80	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	32.44	34.06	32.44	30.82
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	46.00	43.70	46.00	48.30
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	16.37%	15.55%	16.37%	17.19%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	13.64%	12.96%	13.64%	14.32%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40

Q1 (FY 2024-25) IPMS FOR CGM CG Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	50	40	50	60
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	3	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	6	4	6	8
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	4	3	4	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	8	6	8	10
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	33	32	33	34
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	4.75	4.5	4.75	5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	0.27	0.24	0.27	0.3
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM CHTD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	45.32	45.24	45.32	45.43
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	46.00	36.80	46.00	48.30
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	2.6	30	25.77	30.00	31.65
	VAS - SIP Trunk/IN #	Number with scaling	0.8	387	310	387	426
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPSBNB PH-I migration competion	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
Total			20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.6	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.6	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	1	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILITY	Ratio % with scaling	1	97.34	96.01	97.34	98.67
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	1	97.33	96	97.33	98.67
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.6	97.22	95.82	97.22	98.61
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.6	96.28	94.41	96.28	98.14
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	69.26	53.89	69.26	84.63
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	88.31	82.46	88.31	94.15
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.8	202	222	202	184
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	44.72	41.37	44.72	45.84
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	627	564	627	690
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	220,000	198,000	220,000	253,000
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	65%	64%	65%	66%
CM-COMMERCIAL/COM	INCR FOLLOWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
NWP-SP	4G Saturation Tower Commissioning	Numbers	1	15	12	15	18
Total			20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%

Q1 (FY 2024-25) IPMS FOR CGM CHTD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	1179	590	1179	1769
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	5	4	5	6
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	10.00	9.50	10.00	10.50
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	27.00	25.70	27.00	28.30
EB PLATINUM SALES	EB PLATINUM SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	1%	1.20%	1%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	90	85	90	92
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	42.13	44.23	42.13	40.02
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	99.00	94.05	99.00	103.95
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	3.93%	3.73%	3.93%	4.12%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	73.18%	69.52%	73.18%	76.84%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	87.5	70	87.5	105
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
HR-WELFARE	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTT/BSNLCO	Ratio % with scaling	0.3	90	80	90	100

Q1 (FY 2024-25) IPMS FOR CGM CHTD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1.8	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.5	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	11	9	11	13
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	5	4	5	6
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	33	31	33	35
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	4.25	4	4.25	4.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	1.75	1.5	1.75	2
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM GUJ Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	63.95	63.83	63.95	64.11
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	72.00	57.60	72.00	75.60
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	20	17.18	20.00	21.10
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	9000	8100	9000	9900
	VAS - SIP Trunk/IN #	Number with scaling	0.8	224	179	224	246
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearance	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total	20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							

Q1 (FY 2024-25) IPMS FOR CGM GUI Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS II	SC SITES AVAILABILITY	Ratio % with scaling	0.8	96.58	94.87	96.58	98.29
CM OPERATIONS II	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	98.46	97.69	98.46	99.23
CM OPERATIONS II	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	97.47	96.21	97.47	98.74
CM OPERATIONS II	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	93.96	90.94	93.96	96.98
CM OPERATIONS II	2G Cells with CDR<2%	Ratio % with scaling	0.4	90	84.99	90	95
CM OPERATIONS II	3G Cells with CDR<2%	Ratio % with scaling	0.4	92.5	88.76	92.5	96.25
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	334	367	334	303
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Numeric with scaling	7	106.62	98.62	106.62	109.29
CM SALES	SIM sale in three months	Numeric with scaling	1.2	250,000	225,000	250,000	287,500
CM SALES	Number of Active PoS for SIM selling in each month	Numeric with scaling	0.8	4,566	4,109	4,566	5023
CM SALES	Quality of Acquisition (3 Month Retention)	Ratio % with scaling	1	35%	33%	35%	37%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	600	550	600	650
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	200	160	200	230
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLOWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
EB FINANCE	EB REVENUE (RS. CRS.)	Amount with scaling	6	14.80	14.00	14.80	15.60
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	13.70	13.00	13.70	14.40
EB PLATINUM SALES	EB PLATINUM SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empanelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empanelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	4476	2238	4476	6714
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
LC	MCSC Score	Numeric with scaling	1	70	60	70	80
LC	SD (NET COMSSSG+UPGRADT) in 30 days	Ratio % with scaling	0.6	75	70	75	80
LC	Service Assurance - Fault Rate	% with scaling	0.8	0.93%	1.12%	0.93%	0.84%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	0.8	50	40	50	63
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	80	75	80	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	79.69	83.67	79.69	75.7
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	289.00	274.55	289.00	303.45
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	2.24%	2.13%	2.24%	2.35%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	16.45%	15.63%	16.45%	17.27%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	125	100	125	150

Q1 (FY 2024-25) IPMS FOR CGM GUJ Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABALISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABALISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	4	3	4	5
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	6	4	6	8
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.4	6	4	6	8
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	6	4	6	8
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	1	1	1	1
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	4	3	4	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	10	8	10	12
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	33	32	33	34
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	7.25	7	7.25	7.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	3.65	3.55	3.65	3.75
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM HP Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	20.04	20.00	20.04	20.09
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	24.00	19.20	24.00	25.20
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	13	11.17	13.00	13.72
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	1000	900	1000	1100
	VAS - SIP Trunk/IN #	Number with scaling	0.8	99	79	99	109
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTRR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FITH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTRR, the target be kept as MTRR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	97.14	95.71	97.14	98.57
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	97.75	96.62	97.75	98.87
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	97.21	95.81	97.21	98.6
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	96.08	94.11	96.08	98.04
CM OPERATIONS II	2G CELLS WITH CDR <2%	Ratio % with scaling	0.4	84.71	77.07	84.71	92.36
CM OPERATIONS II	3G CELLS WITH CDR <2%	Ratio % with scaling	0.4	97.18	95.77	97.18	98.59
CM OPERATIONS II	MTRR (IN MINUTES)	Numeric with scaling	0.6	134	147	134	122
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	45.58	42.16	45.58	46.72
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	1,512	1,361	1,512	1,663
CM SALES	SIM SALES IN 3 MONTHS	Numeric with scaling	1.2	54,000	48,600	54,000	62,100
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	46%	44%	46%	48%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	550	500	550	600

Q1 (FY 2024-25) IPMS FOR CGM HP Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	200	180	200	220
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	215	107	215	322
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILITATION (in Km)	Numeric with scaling	1	10	8	10	13
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	4.30	4.10	4.30	4.50
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	6.40	6.00	6.40	6.80
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE-FAULT RATE	Ratio % with scaling	0.8	0.56%	0.67%	0.56%	0.50%
LC	SD (NET COMMSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	%AMT BILLED AMT	Ratio % with scaling	4	90	85	90	92
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	23.22	24.38	23.22	22.06
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	47.00	44.65	47.00	49.35
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-6.84%	-7.19%	-6.84%	-6.50%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	1	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	34.38%	32.66%	34.38%	36.10%
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	50	40	50	60

Q1 (FY 2024-25) IPMS FOR CGM HP Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	Revenue(PMC) from External project (in Rs Cr)	Numeric with scaling	1.4	1	0.9	1	1.1
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2	2	1	2	3
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	0.1	1	1	1	1
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	1.2	0.9	1.2	1.5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	7	6	7	9
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	33	32.5	33	34
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	9.75	9.5	9.75	10
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	0.37	0.35	0.37	0.4
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM HR Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	66.39	66.27	66.39	66.56
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	158.00	126.40	158.00	165.90
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	15	12.89	15.00	15.83
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	13000	11700	13000	14300
	VAS - SIP Trunk/IN #	Number with scaling	0.8	296	237	296	326
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	99	98.5	99	99.5
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	99	98.5	99	99.5
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	98.44	97.66	98.44	99.22
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	93.13	89.7	93.13	96.57
CM OPERATIONS II	2G CELLS WITH CDR <2%	Ratio % with scaling	0.4	80.63	70.94	80.63	90.31
CM OPERATIONS II	3G CELLS WITH CDR <2%	Ratio % with scaling	0.4	95	92.5	95	97.5
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	121	133	121	110
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	95.29	88.14	95.29	97.67
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	4,266	3,839	4,266	4,693
CM SALES	SIM SALES IN 3 MONTHS	Numeric with scaling	1.2	198,000	178,200	198,000	227,700
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	30%	28%	30%	32%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	1	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Commissioning	Numbers	1	5	5	5	5

Q1 (FY 2024-25) IPMS FOR CGM HR Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	100% 4G sites with OFC laid	date	1	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	771	386	771	1157
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	15	12	15	19
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	13.80	13.10	13.80	14.50
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	21.30	20.20	21.30	22.40
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERs	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE-FAULT RATE	Ratio % with scaling	0.8	0.45%	0.54%	0.45%	0.41%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	90	85	90	92
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	58.93	61.88	58.93	55.98
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	113.00	107.35	113.00	118.65
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	15.22%	14.46%	15.22%	15.98%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	34.11%	32.40%	34.11%	35.81%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40

Q1 (FY 2024-25) IPMS FOR CGM HR Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	150	120	150	180
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTT/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTT/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.9	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.5	2	1	2	3
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	1	0.75	1	1.25
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.5	5	4	5	6
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	34	32	34	35
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	6.25	6	6.25	6.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	1.2	1.15	1.2	1.5
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM J&K Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	17.23	17.20	17.23	17.27
	OBD (in Lacs)	Amount with scaling	0.4	5.00	4.00	5.00	5.25
	WIFI (in Lacs)	Amount with scaling	0.4	14.00	11.20	14.00	14.70
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	6	5.15	6.00	6.33
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	5000	4500	5000	5500
	VAS - SIP Trunk/IN #	Number with scaling	0.8	125	100	125	138
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total	20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS II	SC SITES AVAILABILITY	Ratio % with scaling	0.8	92.27	88.4	92.27	96.13
CM OPERATIONS II	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	95.86	93.79	95.86	97.93
CM OPERATIONS II	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	95.51	93.26	95.51	97.75
CM OPERATIONS II	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	88.1	82.14	88.1	94.05
CM OPERATIONS II	2G Cells with CDR<2%	Ratio % with scaling	0.4	78.01	67.01	78.01	89
CM OPERATIONS II	3G Cells with CDR<2%	Ratio % with scaling	0.4	92.31	88.46	92.31	96.15
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	140	154	140	127
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Numeric with scaling	7	32.94	30.47	32.94	33.76
CM SALES	SIM sale in three months	Numeric with scaling	0.8	30000	27000	30000	34500
CM SALES	Number of Active PoS for SIM selling in each month	Numeric with scaling	1.2	1,071	964	1,071	1178
CM SALES	Quality of Acquisition (3 Month Retention)	Ratio % with scaling	1	57%	56%	57%	58%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	600	550	600	700
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	150	100	150	180
NWP-SP	100% 4G sites with OFC laid	date	0.8	30-6-24	30-7-24	30-6-24	15-6-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40

Q1 (FY 2024-25) IPMS FOR CGM J&K Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	223	112	223	335
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	10	8	10	13
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	4.50	4.20	4.50	4.80
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	4.50	4.30	4.50	4.70
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.70%	0.84%	0.70%	0.63%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	%AMT OF BILLD AMT OF OCT/DEC22	Ratio % with scaling	4	85	80	85	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	25.06	26.31	25.06	23.81
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	41.00	38.95	41.00	43.05
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-17.79%	-18.68%	-17.79%	-16.90%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	34.75%	33.01%	34.75%	36.48%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total Score	Total	20			
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	37.5	30	37.5	45
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY AL TTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY AL TTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100

Q1 (FY 2024-25) IPMS FOR CGM J&K Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	1	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1.3	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2	2	1	2	3
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	12	8	12	15
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	5	3	5	6
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	7	6	7	9
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	22	21	22	23
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	4.5	4	4.5	4.75
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	0.27	0.23	0.27	0.29
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM JHK Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	19.55	19.51	19.55	19.60
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	152.00	121.60	152.00	159.60
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	4	3.44	4.00	4.22
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	5000	4500	5000	5500
	VAS - SIP Trunk/IN #	Number with scaling	0.8	184	147	184	202
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	95.8	93.7	95.8	97.9
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	97.59	96.38	97.59	98.79
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	94.67	92.01	94.67	97.34
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	89.43	84.14	89.43	94.71
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	81.95	72.93	81.95	90.98
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	93.78	90.67	93.78	96.89
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	135	149	135	123
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	23.66	21.88	23.66	24.25
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	1,969	1,772	1,969	2,166
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	45,000	40,500	45,000	51,750
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	41%	39%	41%	43%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	800	750	800	820

Q1 (FY 2024-25) IPMS FOR CGM JHK Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	200	180	200	230
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	457	228	457	685
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILITATION (in Km)	Numeric with scaling	1	20	16	20	25
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	17.50	16.50	17.50	18.50
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	21.00	20.00	21.00	22.00
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	1%	1.20%	1%	0.90%
LC	SD (NET COMMSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	83	78	83	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	36.1	37.91	36.1	34.3
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	54.00	51.30	54.00	56.70
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-5.45%	-5.72%	-5.45%	-5.17%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	23.03%	21.87%	23.03%	24.18%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40

Q1 (FY 2024-25) IPMS FOR CGM JHK Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	150	120	150	180
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.9	4	3	4	5
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	1.2	0.9	1.2	1.5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	8	6	8	10
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	33	31	33	35
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	5.25	5.15	5.25	5.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	3.1	0.8	0.7	0.8	0.9
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM KRL Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	157.50	157.22	157.50	157.89
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	304.00	243.20	304.00	319.20
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	55	47.25	55.00	58.03
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	30000	27000	30000	33000
	VAS - SIP Trunk/IN #	Number with scaling	0.8	421	337	421	463
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total		20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	99	98.5	99	99.5
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	99	98.5	99	99.5
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	99	98.5	99	99.5
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	99	98.5	99	99.5
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	82.28	73.42	82.28	91.14
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	93.83	90.74	93.83	96.91
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	131	145	131	120
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	350.22	323.95	350.22	358.97
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	6,275	5,648	6,275	6,903
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	210,000	189,000	210,000	241,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	59%	58%	59%	60%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM KRL Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	300	280	300	320
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	100	90	100	120
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	389	194	389	583
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	15	12	15	19
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	16.50	15.70	16.50	17.30
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	50.70	48.50	50.70	52.90
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.24%	0.29%	0.24%	0.22%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL (QUATERLY)	Ratio % with scaling	4	90	85	90	92
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	159.17	167.13	159.17	151.22
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	357.00	339.15	357.00	374.85
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	32.07%	30.46%	32.07%	33.67%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	51.04%	48.49%	51.04%	53.59%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40

Q1 (FY 2024-25) IPMS FOR CGM KRL Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	125	100	125	150
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	3	2	3	4
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.9	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	4	3	4	5
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2	4	3	4	5
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	4	3	4	5
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	85	35	85	100
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	7	6	7	9
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	34	33.5	34	35
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	8.5	8.25	8.5	8.75
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	3.104	2.328	3.104	3.88
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM Kol TD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	23.92	23.88	23.92	23.98
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	130.00	104.00	130.00	136.50
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	10	8.59	10.00	10.55
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	500	450	500	550
	VAS - SIP Trunk/IN #	Number with scaling	0.8	162	130	162	178
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total		20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	1	99	98.5	99	99.5
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	1	99	98.5	99	99.5
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.6	99	98.5	99	99.5
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.6	98.92	98.38	98.92	99.46
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	74.68	62.02	74.68	87.34
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	92.4	88.6	92.4	96.2
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.8	229	252	229	208
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	40.02	37.02	40.02	41.02
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	1	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	1	60%	55%	60%	65%
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	1	1,773	1,596	1,773	1,950
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.8	60,000	54,000	60,000	69,000
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	43%	41%	43%	45%
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7

Q1 (FY 2024-25) IPMS FOR CGM Kol TD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	752	376	752	1128
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILITATION (in Km)	Numeric with scaling	1	15	12	15	19
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	8.50	8.00	8.50	9.00
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	23.30	22.10	23.30	24.50
EB PLATINUM SALES	EB PLATINUM SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERs	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.74%	0.89%	0.74%	0.67%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	90	85	90	92
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	49.5	51.98	49.5	47.03
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	145.00	137.75	145.00	152.25
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-10.73%	-11.27%	-10.73%	-10.20%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	19.99%	18.99%	19.99%	20.99%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	125	100	125	150
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424

Q1 (FY 2024-25) IPMS FOR CGM Kol TD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	0.8	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2	2	1	2	3
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1.5	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	5	3	5	6
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	5	4	5	6
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	33	31	33	35
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	2.75	2.5	2.75	3
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	3	2.75	2.5	2.75	3
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM KTK Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	127.32	127.09	127.32	127.64
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	183.00	146.40	183.00	192.15
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	42	36.08	42.00	44.31
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	16000	14400	16000	17600
	VAS - SIP Trunk/IN #	Number with scaling	0.8	543	434	543	597
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	94.35	91.52	94.35	97.17
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	97.68	96.52	97.68	98.84
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	97.65	96.48	97.65	98.83
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	94.4	91.61	94.4	97.2
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	77.49	66.24	77.49	88.75
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	92.42	88.63	92.42	96.21
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	108	119	108	99
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	208.58	192.94	208.58	213.80
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	2,861	2,575	2,861	3,147
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	170,000	153,000	170,000	195,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	43%	41%	43%	45%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM KTK Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	500	450	500	520
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	150	120	150	180
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	2209	1104	2209	3313
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	20	16	20	25
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	74.50	70.80	74.50	78.20
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	27.40	26.00	27.40	28.80
EB PLATINUM SALES	EB PLATINUM SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.88%	1.06%	0.88%	0.79%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	88	83	88	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	120.06	126.06	120.06	114.06
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	329.00	312.55	329.00	345.45
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	19.85%	18.86%	19.85%	20.84%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	35.44%	33.67%	35.44%	37.21%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							

Q1 (FY 2024-25) IPMS FOR CGM KTK Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	200	160	200	240
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV ESTABLISHMENT	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	5	4	5	6
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.3	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.5	10	8	10	12
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	6	4	6	8
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	10	8	10	12
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	4	3	4	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	20	16	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	34	33	34	35
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	10.25	10	10.25	10.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	5	4.5	5	5.4
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM MH Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	183.57	183.24	183.57	184.03
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	220.00	176.00	220.00	231.00
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	40	34.36	40.00	42.20
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	16000	14400	16000	17600
	VAS - SIP Trunk/IN #	Number with scaling	0.8	511	409	511	562
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total		20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	94.9	92.35	94.9	97.45
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	97.37	96.05	97.37	98.68
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	96.94	95.41	96.94	98.47
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	91.08	86.62	91.08	95.54
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	89.16	83.74	89.16	94.58
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	87.7	81.55	87.7	93.85
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	184	202	184	167
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	213.83	197.79	213.83	219.18
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	7,037	6,333	7,037	7,741
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	280,000	252,000	280,000	322,000
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	48%	46%	48%	50%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	1700	1650	1700	1750

Q1 (FY 2024-25) IPMS FOR CGM MH Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	400	350	400	430
NWP-SP	100% 4G sites with OFC laid	date	0.8	15-6-24	30-6-24	15-6-24	31-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	3197	1598	3197	4795
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	100	80	100	125
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	268.70	256.00	268.70	281.40
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	117.00	112.00	117.00	122.00
EB PLATINUM SALES	EB PLATINUM SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERs	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.99%	1.19%	0.99%	0.89%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	88	83	88	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	164.13	172.33	164.13	155.92
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	466.00	442.70	466.00	489.30
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	25.78%	24.49%	25.78%	27.07%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	30.89%	29.35%	30.89%	32.44%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							

Q1 (FY 2024-25) IPMS FOR CGM MH Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	375	300	375	450
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV ESTABLISHMENT	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	8	7	8	9
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.7	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	10	8	10	12
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.5	10	8	10	12
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	4	3	4	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	22	18	22	28
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	50	49.75	50	50.5
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	12.25	12	12.25	12.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2.1	16.5	16	16.5	17
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM MP Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	64.71	64.59	64.71	64.87
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	127.00	101.60	127.00	133.35
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	20	17.18	20.00	21.10
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	13000	11700	13000	14300
	VAS - SIP Trunk/IN #	Number with scaling	0.8	611	489	611	672
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total		20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS II	SC SITES AVAILABILITY	Ratio % with scaling	0.8	95.34	93	95.34	97.67
CM OPERATIONS II	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	97.59	96.38	97.59	98.79
CM OPERATIONS II	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	96.58	94.87	96.58	98.29
CM OPERATIONS II	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	90.92	86.38	90.92	95.46
CM OPERATIONS II	2G Cells with CDR<2%	Ratio % with scaling	0.4	87.61	81.42	87.61	93.81
CM OPERATIONS II	3G Cells with CDR<2%	Ratio % with scaling	0.4	93.46	90.2	93.46	96.73
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	319	351	319	290
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Numeric with scaling	7	76.80	71.04	76.80	78.72
CM SALES	SIM sale in three months	Numeric with scaling	0.8	260000	234000	260000	299000
CM SALES	Number of Active PoS for SIM selling in each month	Numeric with scaling	1.2	4105	3695	4105	4516
CM SALES	Quality of Acquisition (3 Month Retention)	Ratio % with scaling	1	26%	24%	26%	28%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numeric with scaling	0.6	1350	1300	1350	1400
NWP-SP	4G Saturation Tower Commissioning	Numeric with scaling	0.8	150	120	150	180
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total		20			
EB VERTICAL							

Q1 (FY 2024-25) IPMS FOR CGM MP Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	1548	774	1548	2323
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILITATION (in Km)	Numeric with scaling	1	50	40	50	63
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	20.50	19.50	20.50	21.50
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	32.50	30.90	32.50	34.10
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.73%	0.88%	0.73%	0.66%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	%AMT OF BILLD AMT OF OCT/DEC22	Ratio % with scaling	4	83	78	83	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	75.13	78.88	75.13	71.37
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	129.00	122.55	129.00	135.45
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME) *100	Ratio % with scaling	3	-16.54%	-17.37%	-16.54%	-15.72%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	15%	14.71%	15.49%	16.26%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	250	200	250	300
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	9	8	9	10
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN AL0T BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.7	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	6	4	6	8
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.5	10	8	10	12

Q1 (FY 2024-25) IPMS FOR CGM MP Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	4	3	4	5
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	15	12	15	18
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	20	15	20	25
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	12	10	12	15
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	46	45.75	46	46.25
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	7.5	7.25	7.5	7.75
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	2.75	2.5	2.75	3
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM NE-I Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	13.53	13.51	13.53	13.56
	OBD (in Lacs)	Amount with scaling	0.4	5.00	4.00	5.00	5.25
	WIFI (in Lacs)	Amount with scaling	0.4	12.00	9.60	12.00	12.60
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	4	3.44	4.00	4.22
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	3000	2700	3000	3300
	VAS - SIP Trunk/IN #	Number with scaling	0.8	156	125	156	172
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total		20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	96.2	94.3	96.2	98.1
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	97.27	95.91	97.27	98.64
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	96.41	94.61	96.41	98.2
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	83.95	75.92	83.95	91.97
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	82.44	73.67	82.44	91.22
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	91.99	87.99	91.99	96
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	252	278	252	229
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	20.41	18.88	20.41	20.92
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	570	513	570	627
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	10,000	9,000	10,000	11,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	57%	56%	57%	58%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM NE-I Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	450	400	450	480
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	100	80	100	120
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	184	92	184	276
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	5	4	5	6
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	3.50	3.30	3.50	3.70
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	4.80	4.60	4.80	5.00
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	1.00%	1.20%	1.00%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT OF BILLED	Ratio % with scaling	4	89	84	89	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	15.28	16.05	15.28	14.52
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	27.00	25.65	27.00	28.35
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-27.28%	-28.65%	-27.28%	-25.92%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	1	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	22.22%	21.11%	22.22%	23.33%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	37.5	30	37.5	45

Q1 (FY 2024-25) IPMS FOR CGM NE-I Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY AL TTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY AL TTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2	2	1	2	3
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	4	2	4	6
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	18	11	18	22
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	10	8	10	12
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	31	30.6	31	31.5
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	11	10.85	11	11.25
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	1.25	1	1.25	1.4
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM NE-II Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	4.34	4.33	4.34	4.35
	OBD (in Lacs)	Amount with scaling	0.4	5.00	4.00	5.00	5.25
	WIFI (in Lacs)	Amount with scaling	0.4	2.00	1.60	2.00	2.10
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	2.6	4	3.44	4.00	4.22
	VAS - SIP Trunk/IN #	Number with scaling	0.8	156	125	156	172
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total	20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	90.44	85.66	90.44	95.22
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	94.8	92.21	94.8	97.4
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	90.38	85.56	90.38	95.19
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	82.37	73.55	82.37	91.18
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	84.05	76.07	84.05	92.02
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	93.51	90.27	93.51	96.76
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	265	292	265	241
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	13.83	12.80	13.83	14.18
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	258	232	258	284
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	12,000	10,800	12,000	13,800
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	48%	46%	48%	50%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	1000	950	1000	1030

Q1 (FY 2024-25) IPMS FOR CGM NE-II Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	200	170	200	230
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	95	47	95	142
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	5	4	5	6
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	0.90	0.84	0.90	0.96
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	5.30	5.00	5.30	5.60
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	1.00%	1.20%	1.00%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT OF BILLED	Ratio % with scaling	4	85	80	85	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	11.79	12.38	11.79	11.2
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	14.00	13.30	14.00	14.70
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	20.95%	19.91%	20.95%	22.00%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	15.64%	14.86%	15.64%	16.42%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	37.5	30	37.5	45

Q1 (FY 2024-25) IPMS FOR CGM NE-II Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.5	2	1	2	3
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	1	1	1	1
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	1.2	0.9	1.2	1.5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	7	6	7	9
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	16.5	16	16.5	17
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	3.75	3.4	3.75	4
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	0.07	0.06	0.07	0.08
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM OD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	38.09	38.02	38.09	38.19
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	72.00	57.60	72.00	75.60
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	10	8.59	10.00	10.55
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	5000	4500	5000	5500
	VAS - SIP Trunk/IN #	Number with scaling	0.8	287	230	287	316
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	96.2	94.3	96.2	98.1
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	95.78	93.67	95.78	97.89
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	93.83	90.74	93.83	96.91
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	90.85	86.28	90.85	95.43
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	67.12	50.68	67.12	83.56
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	90.91	86.36	90.91	95.45
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	201	221	201	183
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	116.54	107.80	116.54	119.45
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	7,803	7,023	7,803	8,583
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	110,000	99,000	110,000	126,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	54%	53%	54%	55%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM OD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	1250	1200	1250	1300
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	450	400	450	475
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	1382	691	1382	2073
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	23	18	23	29
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	18.70	17.80	18.70	19.60
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	19.80	19.00	19.80	20.60
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.98%	1.18%	0.98%	0.88%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	80	75	80	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	51.51	54.08	51.51	48.93
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	135.00	128.25	135.00	141.75
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	41.60%	39.52%	41.60%	43.68%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	1	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	34.02%	32.31%	34.02%	35.72%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	125	100	125	150

Q1 (FY 2024-25) IPMS FOR CGM OD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.50	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.50	4	3	4	5
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.4	3	2	3	4
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	8	4	8	12
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	1.2	0.9	1.2	1.5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	8	6	8	10
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	42	41	42	43
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	4	3.75	4	4.25
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	1.5	1.25	1.5	1.75
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM PB Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	92.31	92.14	92.31	92.54
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	272.00	217.60	272.00	285.60
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	35	30.07	35.00	36.93
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	23000	20700	23000	25300
	VAS - SIP Trunk/IN #	Number with scaling	0.8	228	182	228	251
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
Total			20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILITY	Ratio % with scaling	0.8	98.2	97.31	98.2	99.1
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	98.78	98.18	98.78	99.39
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	98.67	98.01	98.67	99.34
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	97.4	96.1	97.4	98.7
CM OPERATIONS II	2G CELLS WITH CDR <2%	Ratio % with scaling	0.4	75.35	63.02	75.35	87.67
CM OPERATIONS II	3G CELLS WITH CDR <2%	Ratio % with scaling	0.4	94.09	91.14	94.09	97.05
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	108	119	108	99
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	176.36	163.13	176.36	180.77
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	4,795	4,316	4,795	5,275
CM SALES	SIM SALES IN 3 MONTHS	Numeric with scaling	1.2	165,000	148,500	165,000	189,750
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	35%	33%	35%	37%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	30	26	30	33
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	25	20	25	30
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24

Q1 (FY 2024-25) IPMS FOR CGM PB Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	692	346	692	1039
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	50	40	50	63
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	16.00	15.20	16.00	16.80
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	15.80	15.00	15.80	16.60
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE-FAULT RATE	Ratio % with scaling	0.8	0.56%	0.67%	0.56%	0.50%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	%AMT BILLED AMT	Ratio % with scaling	4	90	85	90	92
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	101.35	106.42	101.35	96.28
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	243.00	230.85	243.00	255.15
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-4.13%	-4.34%	-4.13%	-3.92%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	18.53%	17.60%	18.53%	19.46%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS. LAKH)	Amount with scaling	1	200	160	200	240
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100

Q1 (FY 2024-25) IPMS FOR CGM PB Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
ESTABALISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624
ESTABALISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.5	3	2	3	4
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.3	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	4	3	4	5
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.5	4	3	4	5
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	10	6	10	12
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	6	5	6	8
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	46.5	46	46.5	47
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	16	15.5	16	16.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	3	2.75	3	3.25
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM RAJ Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	94.71	94.54	94.71	94.95
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	144.00	115.20	144.00	151.20
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	35	30.07	35.00	36.93
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	16000	14400	16000	17600
	VAS - SIP Trunk/IN #	Number with scaling	0.8	287	230	287	316
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	98.17	97.25	98.17	99.08
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	98.91	98.36	98.91	99.45
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	98.03	97.05	98.03	99.02
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	94.38	91.56	94.38	97.19
CM OPERATIONS II	2G CELLS WITH CDR <2%	Ratio % with scaling	0.4	76.67	65	76.67	88.33
CM OPERATIONS II	3G CELLS WITH CDR <2%	Ratio % with scaling	0.4	94.54	91.81	94.54	97.27
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	92	102	92	84
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	131.39	121.53	131.39	134.67
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	7,677	6,909	7,677	8,445
CM SALES	SIM SALES IN 3 MONTHS	Numeric with scaling	1.2	290,000	261,000	290,000	333,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	33%	31%	33%	35%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM RAJ Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	1200	1130	1200	1220
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	450	400	450	475
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	892	446	892	1338
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	20	16	20	25
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	27.00	25.70	27.00	28.30
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	13.30	12.70	13.30	13.90
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE-FAULT RATE	Ratio % with scaling	0.8	0.57%	0.68%	0.57%	0.51%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	%AMT BILLED AMT	Ratio % with scaling	4	88	83	88	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	90.07	94.58	90.07	85.57
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	181.00	171.95	181.00	190.05
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	12.74%	12.11%	12.74%	13.38%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	19.42%	18.45%	19.42%	20.39%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40

Q1 (FY 2024-25) IPMS FOR CGM RAJ Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	150	120	150	180
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.5	6	5	6	7
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	8	6	8	10
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.4	8	6	8	10
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	2	1	2	2
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	5	3	5	6
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	6	5	6	8
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	54	53.5	54	54.5
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	16.5	16.25	16.5	16.75
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	3.5	3.25	3.5	3.75
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM SK Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	1.80	1.797	1.800	1.805
	OBD (in Lacs)	Amount with scaling	0.4	5.00	4.00	5.00	5.25
	WIFI (in Lacs)	Amount with scaling	0.4	2.00	1.60	2.00	2.10
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	2.8	1	0.86	1.00	1.06
	VAS - SIP Trunk/IN #	Number with scaling	0.6	62	50	62	68
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPSBNB PH-I migration competion	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total	20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILITY	Ratio % with scaling	0.8	72.33	58.49	72.33	86.16
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	94.69	92.03	94.69	97.34
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	87.5	81.25	87.5	93.75
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	85.53	78.3	85.53	92.77
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	88.34	82.52	88.34	94.17
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	87.32	80.98	87.32	93.66
CM OPERATIONS II	MTTR (IN MINUTES)	Ratio % with scaling	0.6	354	389	354	322
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	2.19	2.03	2.19	2.25
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	36	32	36	40
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	3,500	3,150	3,500	4,025
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	52%	50%	52%	54%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	20	15	20	25
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	10	5	10	12
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				

Q1 (FY 2024-25) IPMS FOR CGM SK Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	8	4	8	11
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	5	4	5	6
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	0.30	0.28	0.30	0.32
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	0.30	0.28	0.30	0.32
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	1%	1.20%	1%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	86	81	86	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	3	1.26	1.32	1.26	1.19
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	1.80	1.71	1.80	1.89
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-10.74%	-11.28%	-10.74%	-10.21%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	32.83%	31.19%	32.83%	34.47%
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	10	8	10	12
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABALISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624
ESTABALISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100

Q1 (FY 2024-25) IPMS FOR CGM SK Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CIVIL	MONIT CIVIL WK IN ALLOTTED BUDGT	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	5	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	5	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.8	2	1	2	3
LAND MONETISATION I	MCPC OF LAND LEGAL CASES	Days	0.1	8	11	8	5
LAND MONETISATION II	MUTATION OF DOT LANDS	Numeric with scaling	1	2	1	2	3
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM TEL Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	41.84	41.76	41.84	41.94
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	38.00	30.40	38.00	39.90
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	20	17.18	20.00	21.10
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	1000	900	1000	1100
	VAS - SIP Trunk/IN #	Number with scaling	0.8	400	320	400	440
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total		20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	97.08	95.63	97.08	98.54
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	98.79	98.19	98.79	99.4
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	98.77	98.16	98.77	99.39
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	96.96	95.44	96.96	98.48
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	81.47	72.2	81.47	90.73
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	89.07	83.6	89.07	94.53
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	105	115	105	95
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	72.31	66.88	72.31	74.12
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	2,282	2,054	2,282	2,510
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	100,000	90,000	100,000	115,000
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	47%	45%	47%	49%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%

Q1 (FY 2024-25) IPMS FOR CGM TEL Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	200	180	200	210
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	100	80	100	120
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	1129	565	1129	1694
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	25	20	25	31
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	25.00	23.80	25.00	26.20
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	23.50	22.30	23.50	24.70
EB PLATINUM SALES	EB PLATINUM SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERs	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.74%	0.89%	0.74%	0.67%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	83	78	83	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	58.64	61.57	58.64	55.71
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	350.00	332.50	350.00	367.50
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-10.55%	-11.07%	-10.55%	-10.02%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	15.18%	14.42%	15.18%	15.93%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							

Q1 (FY 2024-25) IPMS FOR CGM TEL Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	100	80	100	120
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV ESTABLISHMENT	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.5	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.8	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	6	4	6	8
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.5	6	4	6	8
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	4	3	4	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	11	9	11	14
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	8	7.75	8	8.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	3.25	3	3.25	3.5
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM TN Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	117.27	117.06	117.27	117.56
	OBD (in Lacs)	Amount with scaling	0.4	25.00	20.00	25.00	26.25
	WIFI (in Lacs)	Amount with scaling	0.4	142.00	113.60	142.00	149.10
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	70	60.13	70.00	73.85
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	500	450	500	550
	VAS - SIP Trunk/IN #	Number with scaling	0.8	518	414	518	570
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
Total			20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILITY	Ratio % with scaling	0.8	98.09	97.14	98.09	99.05
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	98.61	97.92	98.61	99.31
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	97.65	96.48	97.65	98.83
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	96.37	94.56	96.37	98.19
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	82.55	73.82	82.55	91.27
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	91.48	87.22	91.48	95.74
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	111	122	111	101
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	286.29	264.82	286.29	293.45
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	5,495	4,946	5,495	6,045
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	240,000	216,000	240,000	276,000
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	47%	45%	47%	49%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	210	200	210	215
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	100	80	100	115

Q1 (FY 2024-25) IPMS FOR CGM TN Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	2095	1047	2095	3142
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILITATION (in Km)	Numeric with scaling	1	30	24	30	38
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	15.00	14.30	15.00	15.70
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	49.10	46.70	49.10	51.50
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB Sis	Total Active Sis (Empannelled under CPNE-2023 Guidelines) including migrated Sis in the new policy and consented Sis of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.70%	0.84%	0.70%	0.63%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT FOR BILL(QTRLY)	Ratio % with scaling	4	90	85	90	92
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	137.38	144.25	137.38	130.51
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	463.00	439.85	463.00	486.15
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	24.23%	23.02%	24.23%	25.44%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS		0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	42.29%	40.18%	42.29%	44.40%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	200	160	200	240
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424

Q1 (FY 2024-25) IPMS FOR CGM TN Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.5	4	3	4	5
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.7	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	8	6	8	10
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2	4	3	4	5
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	1	1	1	2
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	4	2	4	6
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	4	3	4	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	10	8	10	12
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	33	31	33	35
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	10.75	10.5	10.75	11
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	12	11	12	13
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM UKD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	20.35	20.31	20.35	20.40
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	126.00	100.80	126.00	132.30
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	5	4.30	5.00	5.28
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	3000	2700	3000	3300
	VAS - SIP Trunk/IN #	Number with scaling	0.8	184	147	184	202
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILITY	Ratio % with scaling	0.8	96.1	94.14	96.1	98.05
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	96.87	95.3	96.87	98.43
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	97.94	96.91	97.94	98.97
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	93.5	90.25	93.5	96.75
CM OPERATIONS II	2G CELLS WITH CDR <2%	Ratio % with scaling	0.4	78.94	68.41	78.94	89.47
CM OPERATIONS II	3G CELLS WITH CDR <2%	Ratio % with scaling	0.4	94.64	91.96	94.64	97.32
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	127	140	127	115
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	34.39	31.81	34.39	35.25
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	1,368	1,231	1,368	1,505
CM SALES	SIM SALES IN 3 MONTHS	Numeric with scaling	1.2	66,000	59,400	66,000	75,900
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	47%	45%	47%	49%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	400	350	400	420
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	100	80	100	130
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLOWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
			Total	20			
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%

Q1 (FY 2024-25) IPMS FOR CGM UKD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	295	147	295	442
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	10	8	10	13
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	8.50	8.00	8.50	9.00
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	6.20	5.90	6.20	6.50
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	10	8	10	12
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE-FAULT RATE	Ratio % with scaling	0.8	1.00%	1.20%	1.00%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	%AMT BILLED AMT	Ratio % with scaling	4	89	84	89	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	24.11	25.31	24.11	22.9
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	50.00	47.50	50.00	52.50
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	15.85%	15.06%	15.85%	16.64%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	33.70%	32.01%	33.70%	35.38%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	37.5	30	37.5	45
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.5	2	1	2	3
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTT/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTT/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.9	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2	2	1	2	3
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	2	1	2	3

Q1 (FY 2024-25) IPMS FOR CGM UKD Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	10	6	10	12
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	5	4	5	6
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	39.5	39.25	39.5	40
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	18.5	18.25	18.5	18.75
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	3	1.25	1.15	1.25	1.5
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM UPE Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	78.11	77.97	78.11	78.31
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	249.00	199.20	249.00	261.45
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	20	17.18	20.00	21.10
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	16000	12800	16000	18667
	VAS - SIP Trunk/IN #	Number with scaling	0.6	224	179	224	246
Project (Bharatnet I /II)	SERVICE READY GPs UPE Phase II	Unit	0.1	90	80	90	95
	CAPITALIZATION of Blocks UPE (Ph-II)	Unit	0.1	90	80	90	99
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
	Total		20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILITY	Ratio % with scaling	0.8	95.87	93.8	95.87	97.93
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	95.46	93.19	95.46	97.73
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	92.7	89.06	92.7	96.35
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	74.96	62.44	74.96	87.48
CM OPERATIONS II	2G CELLS WITH CDR <2%	Ratio % with scaling	0.4	77.65	66.47	77.65	88.82
CM OPERATIONS II	3G CELLS WITH CDR <2%	Ratio % with scaling	0.4	98.31	97.46	98.31	99.15
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	131	145	131	120
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	176.98	163.71	176.98	181.41
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	6,534	5,881	6,534	7,187
CM SALES	SIM SALES IN 3 MONTHS	Numeric with scaling	1.2	350,000	315,000	350,000	402,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	27%	25%	27%	29%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	90	85	90	95
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	50	35	50	60
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40

Q1 (FY 2024-25) IPMS FOR CGM UPE Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	1412	706	1412	2118
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	50	40	50	63
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	7.50	7.00	7.50	8.00
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	10.90	10.40	10.90	11.40
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE-FAULT RATE	Ratio % with scaling	0.8	1%	1.20%	1%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	%AMT BILLED AMT	Ratio % with scaling	4	80	75	80	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	122.77	128.91	122.77	116.63
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	175.00	166.25	175.00	183.75
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME) *100	Ratio % with scaling	3	15.89%	15.10%	15.89%	16.69%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	27.68%	26.30%	27.68%	29.06%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	200	160	200	240
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.5	8	7	8	9
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.7	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	8	6	8	10

Q1 (FY 2024-25) IPMS FOR CGM UPE Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.5	8	6	8	10
LAND MONETISATION	VALUATION & CLSC, I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	4	3	4	5
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	3	2	3	4
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	2	1	2	2
LAND MONETISATION I	GRS PROCEED LAND(SALES&RENT CR)	Amount with scaling	3	125	75	125	150
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	18	14	18	22
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	47.5	47.25	47.5	48
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	7.5	7.25	7.5	8
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	2.4	2.25	2.4	2.7
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM UPW Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	50.80	50.71	50.80	50.93
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	30.00	24.00	30.00	31.50
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	15	12.89	15.00	15.83
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	16000	12800	16000	18667
	VAS - SIP Trunk/IN #	Number with scaling	0.6	218	174	218	240
Project (Bharatnet I /II)	CAPITALIZATION of Blocks UPW (Ph-I I)	Unit	0.1	90	80	90	99
	SERVICE READY GPs UPW(PH-II)	Unit	0.1	90	80	90	95
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
			Total	20			
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILTY	Ratio % with scaling	0.8	94.97	92.45	94.97	97.48
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	95.88	93.82	95.88	97.94
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	94.26	91.39	94.26	97.13
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	82.69	74.04	82.69	91.35
CM OPERATIONS II	2G CELLS WITH CDR <2%	Ratio % with scaling	0.4	76.44	64.66	76.44	88.22
CM OPERATIONS II	3G CELLS WITH CDR <2%	Ratio % with scaling	0.4	98.23	97.35	98.23	99.12
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	122	135	122	111
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	111.94	103.54	111.94	114.74
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	4,156	3,740	4,156	4,572
CM SALES	SIM SALES IN 3 MONTHS	Numeric with scaling	1.2	230,000	207,000	230,000	264,500
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	23%	21%	23%	25%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	40	38	40	43
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	20	15	20	30
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24

Q1 (FY 2024-25) IPMS FOR CGM UPW Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CM-COMMERCIAL/COM	INCR FOLLOWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	944	472	944	1416
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	5	4	5	6
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	12.50	11.90	12.50	13.10
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	9.20	8.70	9.20	9.70
EB PLATINUM/INMARSAT	EB PLATINUM SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	2	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB Sis	Total Active Sis (Empannelled under CPNE-2023 Guidelines) including migrated Sis in the new policy and consented Sis of other Circles.	Numeric with scaling	0.4	10	8	10	12
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE-FAULT RATE	Ratio % with scaling	0.8	1%	1.20%	1%	0.90%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	%AMT BILLED AMT	Ratio % with scaling	4	80	75	80	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	71.23	74.8	71.23	67.67
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	159.00	151.05	159.00	166.95
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	-19.40%	-20.37%	-19.40%	-18.43%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	0.5	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	14.83%	14.09%	14.83%	15.57%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	0.5	12.5	10	12.5	15
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	200	160	200	240
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624

Q1 (FY 2024-25) IPMS FOR CGM UPW Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.5	5	4	5	6
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.7	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	5	3	5	6
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1.5	5	3	5	6
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	5	3	5	6
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	1	1	1	1
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	3	2	3	4
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	9	7	9	11
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	36	35	36	37
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	7	6.5	7	7.5
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	0.85	0.75	0.85	1
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM WB Circle

PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CFA Revenue as per Cabinet Approval	Total revenue (Other Than OBD & WIFI)	In Rs Cr with scaling	6	27.68	27.63	27.68	27.75
	OBD (in Lacs)	Amount with scaling	0.4	15.00	12.00	15.00	15.75
	WIFI (in Lacs)	Amount with scaling	0.4	182.00	145.60	182.00	191.10
CFA-SALES	FTTH Growth (Normal) (In 1000s)	Number with scaling	1.4	10	8.59	10.00	10.55
	FTTH Growth (BharatNet Utilization)	Number with scaling	1.2	9000	7200	9000	10500
	VAS - SIP Trunk/IN #	Number with scaling	0.6	99	79	99	109
Project (Bharatnet I /II)	CAPITALIZATION of Blocks WBTC phase 1+	in % with scaling	0.2	90	80	90	99
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements exchanges	in % with scaling	1.4	99	98	99	99.5
Core+Access(NGN/BBNW) Network(QOS)	Uptime of Network elements OLTE	in % with scaling	1.4	99	98	99	99.5
Landline	24Hrs. Fault Clearence	in % with scaling	0.4	80	70	80	85
	MTTR of best 80% cleared faults	In Hrs with scaling (reverse)	0.4	8	9	8	7
	Carried Over Faults in terms of % of overall connections	Ratio % with scaling	0.4	0.4	0.5	0.4	0.35
ADSL-BB	MTTR*	In Hrs with scaling (reverse)	1	8	9	8	7
FTTH-BB	MTTR*	In Hrs with scaling (reverse)	2	8	9	8	7
Partner Support	FTTH Partner Payout <15 Days	in % with scaling	2	90	85	90	100
Project	CUPS BNG Phae-III Inatallation and AT	Date	0.4	31.05.2024	30.06.2024	31.05.2024	15.05.2024
PG Cases	PG Cases Booked on CPGRMAS Portal Average Resolution Time	Days	0.4	6	8	6	5
		Total	20				
# Unit IN connection will be counted as 25 times of numbers of provisioned connections. SIP connection will be as per provisioning.							
* For MTTR, the target be kept as MTTR of best 80% clear faults and not 100% faults.							
CM VERTICAL							
CM Infra	Relocation of LIP expired sites	Ratio % with scaling	0.4	30	20	30	40
CM OPERATIONS	DATA USAGE (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.4	3	2	3	4
CM OPERATIONS	UNIQUE VLR (% CHANGE WRT Q4-2023-24)	Ratio % with scaling	0.8	1	0	1	2
CM OPERATIONS	SC SITES AVAILABILITY	Ratio % with scaling	0.8	97.73	96.59	97.73	98.86
CM OPERATIONS I	CRITICAL SITES AVAILABILITY	Ratio % with scaling	0.8	98.56	97.83	98.56	99.28
CM OPERATIONS I	IMPORTANT SITES AVAILABILITY	Ratio % with scaling	0.4	98.16	97.24	98.16	99.08
CM OPERATIONS I	NORMAL SITES AVAILABILITY	Ratio % with scaling	0.4	95.59	93.39	95.59	97.8
CM OPERATIONS II	2G CELLS WITH CDR<2%	Ratio % with scaling	0.4	76.84	65.26	76.84	88.42
CM OPERATIONS II	3G CELLS WITH CDR<2%	Ratio % with scaling	0.4	91.5	87.25	91.5	95.75
CM OPERATIONS II	MTTR (IN MINUTES)	Numeric with scaling	0.6	160	176	160	146
CM REVENUE	POST/PREPAID(SLR)P.SMS ETC(CR)	Amount with scaling	7	71.40	66.05	71.40	73.19
CM SALES	NO OF ACTIVE POS FOR SIM/MONTH	Numeric with scaling	0.8	3,917	3,525	3,917	4,309
CM SALES	SIM SALES(3 MONTHS)	Numeric with scaling	1.2	105,000	94,500	105,000	120,750
CM SALES I	QOA (3 MONTH RETENTION)	Ratio % with scaling	1	52%	50%	52%	54%
CM PLANNING	INFRA READY FOR 4G CORE SITES	Ratio % with scaling	0.8	50%	45%	50%	55%
CM PLANNING	INFRA READY FOR 4G TOTAL RAN SITES	Ratio % with scaling	0.8	60%	55%	60%	65%
NWP-SP	4G Saturation Tower Erection	Numbers	0.6	14	10	14	15
NWP-SP	4G Saturation Tower Commissioning	Numbers	0.8	8	5	8	10
NWP-SP	100% 4G sites with OFC laid	date	0.8	31-05-24	30-6-24	31-05-24	15-5-24
CM-COMMERCIAL/COM	INCR FOLLWRS SOCIAL MEDIA	Ratio % with scaling	0.4	5	3	5	7

Q1 (FY 2024-25) IPMS FOR CGM WB Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
CM-COMMERCIAL/COM	AVAILABILITY OF BNRS/FLEX AT POS	Ratio % with scaling	0.4	25	15	25	35
		Total	20				
EB VERTICAL							
CNO	CPAN NODES UPTIME	Ratio % with scaling	1	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	1	98.5%	98%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	1	422	211	422	634
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	0.4	0.7	0.6	0.7	0.8
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	1	25	20	25	31
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	6	11.50	10.90	11.50	12.10
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	1	5.60	5.32	5.60	5.88
EB GOLD SALES	EB Gold SALES RANKING marks	Numeric with scaling	4	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	0.8	4	3	4	5
EB SALES VISIT	Avg EB sales visit per NAM/KAM per month	Numeric with scaling	0.4	20	15	20	25
EB SIs	Total Active SIs (Empannelled under CPNE-2023 Guidelines) including migrated SIs in the new policy and consented SIs of other Circles.	Numeric with scaling	0.4	20	15	20	25
EB CHANNEL PARTNERS	Total Empannelment of Channel Partner under CPP-2023	Numeric with scaling	0.4	20	15	20	25
LC	MCSC SCORE	Numeric with scaling	0.6	70	60	70	80
LC	SERVICE ASSURANCE FAULT RATE	Ratio % with scaling	0.8	0.98%	1.18%	0.98%	0.88%
LC	SD (NET COMMSSG+UPGRADT) in 30 days	Ratio % with scaling	0.8	75	70	75	80
MM	Procurement of Goods & services from MSE category bidders	% age with scaling	0.4	30	25	30	35
		Total	20				
FINANCE VERTICAL							
1ST MONTH COLL EFF	% AMT OF BILLED	Ratio % with scaling	4	88	83	88	90
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	41.48	43.55	41.48	39.41
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL FIG (CR)	Amount with scaling	4	111.00	105.45	111.00	116.55
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
GROSS PFT MGN(EBITDA	(EBITDA/TOTAL INCOME)*100	Ratio % with scaling	3	1.96%	1.86%	1.96%	2.06%
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	1	95	90	95	100
RETURN ON INVESTMENT	BETTER ANNUAL ACH. BY 10%	Ratio % with scaling	2	25.44%	24.17%	25.44%	26.71%
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	0.5	25	20	25	30
REVENUE ASSURANCE	Closure of RA related exceptions	Ratio % with scaling	0.5	90	80	90	100
		Total	20				
HR VERTICAL							
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	2	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	250	200	250	300
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.50	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.5	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.50	80	60	80	100
HR-WELFARE (ADMIN)	NEW EMPANELMENT OF HOSPITALS	Numeric with scaling	0.5	3	2	3	4
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100

Q1 (FY 2024-25) IPMS FOR CGM WB Circle							
PROJECT/FUNCTION/JOB ROLE	KPI DESCRIPTION	Quantifiable Unit	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCELLENT
BHARATNET UDYAMI SWIFT TRG	SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
CIVIL	MON. & AT OF 4G SATURATION TOWER	Ratio % with scaling	0.7	80	60	80	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	2.5	3	2	3	4
LAND MONETISATION	VALUATION & CLSC,I.V.(Sec-9)SUBMISSION	Numeric with scaling	1	3	2	3	4
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.5	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	0.1	2	1	2	2
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	3	3	1.5	3	5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.1	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	6	5	6	8
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.5	39.5	39	39.5	40
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.5	2.1	2	2.1	2.25
RENTING TARGET	GRS PROCEED RENTING (CR)	Amount with scaling	2	2	1.5	2	2.25
		Total	20.0				
	Total Weightage		100.0				

Q1 (FY 2024-25) IPMS FOR CGM CNTX-E Circle

Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
CNO	CPAN NODES UPTIME	Ratio % with scaling	4	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	4	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	4	282	141	282	423
CNO-I	MPLS ROUTER UPTIME	Ratio % with scaling	4	99.5%	99.0%	99.5%	99.9%
CNO-I	OTN INTRA REGION LINK UPTIME	Ratio % with scaling	4	98%	97%	98%	99%
CNO-I	OTN INTER REGION LINK UPTIME	Ratio % with scaling	4	97%	96%	97%	98%
CNO-I	REDUCTION IN SPAN LOSS OF OTN NETWORK	Ratio % with scaling	4	10	8	10	12
CNO-I	REHAB. OF FAULTY ROUTES (RKM)	Numeric with scaling	4	100	80	100	120
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	4	100	80	100	115
NFS PROJECT	Handing-Over-Taking-Over of sites of ER	Numeric with scaling	4	70	60	70	80
	MAKING OFC LINKS UTILIZABLE	Ratio % with scaling	4	80	75	80	85
TF	CWIP(Rs. Cr)	Numeric with scaling	5	56.02	61.62	56.02	50.41
TF	INVENTORY (Rs. Cr)	Numeric with scaling	5	32.22	35.44	32.22	28.99
PERFORMANCE	EXCEPTIONAL PERFORMANCE (ASSESSED BY REPORTING OFFICER)	Ratio % with scaling	12	90	80	90	100
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	15	11.51	12.08	11.51	10.93
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	3	95	90	95	100
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	1	25	20	25	30
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	18.75	15	18.75	22.5
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.5	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.5	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.2	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.30	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.4	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.20	80	60	80	100
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTT/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	1	90	80	90	100
LAND MONETISATION	REM LINKING WITH FICO	Numeric with scaling	1	2	1	2	3
LAND MONETISATION I	HANDING OVER SURPLUS SITES(L&B)	Ratio % with scaling	2.5	80	60	80	100
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	2.5	5	4	5	6
		Total Weightage	100				

Q1 (FY 2024-25) IPMS FOR CGM CNTX-W Circle							
Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
CNO	CPAN NODES UPTIME	Ratio % with scaling	5	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	4	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	4	586	293	586	880
CNO-I	MPLS ROUTER UPTIME	Ratio % with scaling	4	99.5%	99.0%	99.5%	99.9%
CNO-I	OTN INTRA REGION LINK UPTIME	Ratio % with scaling	4	98%	97%	98%	99%
CNO-I	OTN INTER REGION LINK UPTIME	Ratio % with scaling	4	97%	96%	97%	98%
CNO-I	REDUCTION IN SPAN LOSS OF OTN NETWORK	Ratio % with scaling	4	10	8	10	12
CNO-I	REHAB. OF FAULTY ROUTES (RKM)	Numeric with scaling	4	300	250	300	350
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	4	325	260	325	375
NFS PROJECT	Handing-Over-Taking-Over of sites of SR	Numeric with scaling	4	95	90	95	100
NFS PROJECT	MAKING OFC LINKS UTILIZABLE	Numeric with scaling	4	97	96	97	98
TF	CWIP(Rs. Cr)	Numeric with scaling	5	40.73	44.8	40.73	36.65
TF	INVENTORY (Rs. Cr)	Numeric with scaling	5	53.23	58.55	53.23	47.9
PERFORMANCE	EXCEPTIONAL PERFORMANCE (ASSESSED BY REPORTING OFFICER)	Ratio % with scaling	15	90	80	90	100
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	12	23.81	25	23.81	22.62
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	3	95	90	95	100
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	1	25	20	25	30
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	25	20	25	30
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.3	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.2	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.2	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.30	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.3	300624	150724	300624	150624
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	0.8	90	80	90	100
LAND MONETISATION I	HANDING OVER SURPLUS SITES(L&B	Ratio % with scaling	2.5	80	60	80	100
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	3.5	1	1	1	2
		Total Weightage	100				

Q1 (FY 2024-25) IPMS FOR CGM CNTX-N Circle							
Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
CNO	CPAN NODES UPTIME	Ratio % with scaling	3	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	3	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	3	499	249	499	748
CNO-I	MPLS ROUTER UPTIME	Ratio % with scaling	3	99.5%	99.0%	99.5%	99.9%
CNO-I	OTN INTRA REGION LINK UPTIME	Ratio % with scaling	3	98%	97%	98%	99%
CNO-I	OTN INTER REGION LINK UPTIME	Ratio % with scaling	3	97%	96%	97%	98%
CNO-I	REDUCTION IN SPAN LOSS OF OTN NETWORK	Ratio % with scaling	2	10	8	10	12
CNO-I	REHAB. OF FAULTY ROUTES (RKM)	Numeric with scaling	2	250	200	250	300
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	2	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	3	200	160	200	230
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	15	161.00	153.00	161.00	169.00
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	5	181.00	173.00	181.00	189.00
EB PLATINUM	EB SALES RANKING marks	Numeric with scaling	8	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	2	4	3	4	5
NFS PROJECT	Handing-Over-Taking-Over of sites of SWR	Ratio % with scaling	2	95	90	95	100
NFS PROJECT	Handing-Over-Taking-Over of sites of WR	Ratio % with scaling	2	95	90	95	100
NFS PROJECT	Handing-Over-Taking-Over of sites of NR	Ratio % with scaling	2	95	90	95	100
NFS PROJECT	MAKING OFC LINKS UTILIZABLE	Ratio % with scaling	2	97	96	97	98
IMPLEMENT. OF IFC	CWIP(Rs. Cr)	Numeric with scaling	3	29.11	32.02	29.11	26.19
TF	INVENTORY (Rs. Cr)	Numeric with scaling	3	53.78	59.15	53.78	48.4
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	4	122.82	128.96	122.82	116.68
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	4	187.00	177.65	187.00	196.35
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	3	60	63	60	57
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	3	95	90	95	100
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	2	25	20	25	30
IA PARAS	SETTLEMENT OF IA PARAS AFTER 31.03.2021	Ratio % with scaling	2	12.5	10	12.5	15
OJAS	% REDUCTION IN ELECT UNITS (Kwh)	Ratio % with scaling	1	2.00	1.60	2.00	2.40
OSM	DISPOSAL OF ITEMS(IN RS,LAKH)	Amount with scaling	1	25	20	25	30
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.4	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.4	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.4	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.4	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.4	300624	150724	300624	150624
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTT/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
CIVIL	MON.CIVIL WK WITHN ALOT BUDGET	Ratio % with scaling	0.1	90	80	90	100
LAND MONETISATION	LAND IDENTIFICATION & SUBMISSION OF ANNEX-4	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT	Numeric with scaling	1	2	1	2	3
LAND MONETISATION	DIRECT SALE CLSC SUBMISSION	Numeric with scaling	0.3	2	1	2	3
LAND MONETISATION	MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP	Numeric with scaling	0.1	2	1	2	3
LAND MONETISATION I	GRS PROCED LAND(SALES&RENT CR)	Amount with scaling	0.1	1	0.5	1	1.5
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	0.3	8	11	8	5
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	0.1	5	4	5	6
LAND MONETISATION I	HANDING OVER SURPLUS SITES(L&B	Ratio % with scaling	0.4	80	60	80	100
LAND MONETISATION II	MCPC REMOVAL ENCROCH.LAND(% OF TOTAL ENCROACH)	Ratio % with scaling	0.1	20	15	20	25
RENTING TARGET	AREA IDEN RENTG(IN% OF TOTAL AREA)	Ratio % with scaling	0.3	11	10.75	11	11.5
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	0.3	4.5	4.25	4.5	4.75
RENTING TARGET	GRS PROCCEED RENTING (CR)	Amount with scaling	2	0.16	0.12	0.16	0.2
		Total Weightage	100				

Q1 (FY 2024-25) IPMS FOR CGM CNTX-S Circle							
Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
CNO	CPAN NODES UPTIME	Ratio % with scaling	3	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	3	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	3	611	305	611	916
CNO-I	MPLS ROUTER UPTIME	Ratio % with scaling	3	99.5%	99.0%	99.5%	99.9%
CNO-I	OTN INTRA REGION LINK UPTIME	Ratio % with scaling	3	98%	97%	98%	99%
CNO-I	OTN INTER REGION LINK UPTIME	Ratio % with scaling	3	97%	96%	97%	98%
CNO-I	REDUCTION IN SPAN LOSS OF OTN NETWORK	Ratio % with scaling	3	10	8	10	12
CNO-I	REHAB. OF FAULTY ROUTES (RKM)	Numeric with scaling	3	100	80	100	120
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	2	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	3	150	120	150	174
EB FINANCE	EB REVENUE TARGETS(RS. CRS.)	Amount with scaling	15	29.30	27.80	29.30	30.80
EB FINANCE	OUTSTANDING RECOVERY(RS CR)	Amount with scaling	5	22.10	21.00	22.10	23.20
EB PLATINUM	EB SALES RANKING marks	Numeric with scaling	10	95	90	95	100
EB SALES STAFF	Exclusive sales staff posting in EB viz-a-viz total circle staff	Ratio % with scaling	3	4	3	4	5
NFS PROJECT	Handing-Over-Taking-Over of sites of SR	Ratio % with scaling	2	95	90	95	100
NFS PROJECT	MAKING OFC LINKS UTILIZABLE	Ratio % with scaling	2	97	96	97	98
TF	CWIP(Rs. Cr)	Numeric with scaling	3	94.46	103.9	94.46	85.01
TF	INVENTORY (Rs. Cr)	Ratio % with scaling	3	29.94	32.93	29.94	26.94
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	5	30.07	31.58	30.07	28.57
COLL.FROM DIF.SOURCE	IMPROVEMENT IN COLL.FIGURE(CR)	Amount with scaling	6	23.00	21.85	23.00	24.15
DEBTOR REDUCTION	TRADE RECEIVABLE AS NO OF DAYS	Days	4	60	63	60	57
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	2	95	90	95	100
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	2	25	20	25	30
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	18.75	15	18.75	22.5
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.3	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.3	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.3	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.30	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.3	300624	150724	300624	150624
ESTABLISHMENT	DISPOSAL ALL ABSCONDING CASES > 3 yrs	Ratio % with scaling	0.30	80	60	80	100
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN iGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.3	1	2	1	0
CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	1	90	80	90	100
LAND MONETISATION I	HANDING OVER SURPLUS SITES(L&B	Ratio % with scaling	1.5	80	60	80	100
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	2.5	5	4	5	6
		Total Weightage	100				

Q1 (FY 2024-25) IPMS FOR CGM CNTX-NER Circle							
Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
CNO	CPAN NODES UPTIME	Ratio % with scaling	3	99.0%	98.5%	99.0%	99.5%
CNO	OFC NETWORK RELIABILITY	Ratio % with scaling	3	98.5%	98.0%	98.5%	99.0%
CNO	RETRIVAL OF FAULTY FIBRES	Numeric with scaling	3	96	48	96	144
CNO-I	MPLS ROUTER UPTIME	Ratio % with scaling	3	99.5%	99.0%	99.5%	99.9%
CNO-I	OTN INTRA REGION LINK UPTIME	Ratio % with scaling	3	98%	97%	98%	99%
CNO-I	OTN INTER REGION LINK UPTIME	Ratio % with scaling	3	97%	96%	97%	98%
CNO-I	REDUCTION IN SPAN LOSS OF OTN NETWORK	Ratio % with scaling	3	10	8	10	12
CNO-I	REHAB. OF FAULTY ROUTES (RKM)	Numeric with scaling	3	75	60	75	90
CNO	UTILIZATION OF PRAJVAL APP-DOCKET TRACKING	Ratio % with scaling	4	70%	60%	70%	80%
CORE N/W PLANNING	OFC N/W EXP /REHABILATION (in Km)	Numeric with scaling	3	20	16	20	25
NFS PROJECT	Handing-Over-Taking-Over of sites of ER	Ratio % with scaling	4	70	60	70	80
NFS PROJECT	AT OF IPMPLS ARMY STATIONS	Ratio % with scaling	4	95	90	95	100
NFS PROJECT	MAKING OFC LINKS UTILIZABLE	Ratio % with scaling	4	80	75	80	85
TF	CWIP(Rs. Cr)	Numeric with scaling	3	39.55	43.5	39.55	35.59
TF	INVENTORY (Rs. Cr)	Numeric with scaling	3	24.57	27.02	24.57	22.11
PERFORMANCE	EXCEPTIONAL PERFORMANCE (ASSESSED BY REPORTING OFFICER)	Ratio % with scaling	20	90	80	90	100
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	12	5.34	5.61	5.34	5.08
IMPLEMENT. OF IFC	100%COMPLIA.ALL CRITICAL CTRLS	Ratio % with scaling	4	95	90	95	100
IA PARAS	SETTLEMENT OF IA PARAS UP TO 31.03.2021	Ratio % with scaling	4	25	20	25	30
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1	25	20	25	30
PST/PRM/TRANS POLC I	Intra Circle transfers of Long stayee executives.	Date(DDMMYY)	0.3	250424	300424	250424	200424
PST/PRM/TRANS POLICY	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	0.3	250524	310524	250524	200524
ACCOUNTAB.&PRODUCTIV	MANAGING IPMS	Ratio % with scaling	0.3	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.3	80	60	80	100
ESTABLISHMENT	DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr	Date(DDMMYY)	0.3	300624	150724	300624	150624
MISSION KARMAYOGI	COMPL OF 8 HRS TRG FOR ALL EMP THRU IGOT	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.3	90	80	90	100
MISSION KARMAYOGI	REGISTRATION OF ALL EMPLOYEES IN IGOT	Ratio % with scaling	0.3	90	80	90	100
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW (in No.)	Numeric with scaling	0.5	1	2	1	0
CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	1	90	80	90	100
LAND MONETISATION I	MUTATION OF DOT LANDS	Numeric with scaling	3.6	5	4	5	6
LAND MONETISATION I	HANDING OVER SURPLUS SITES(L&B	Ratio % with scaling	2.5	80	60	80	100
		Total Weightage	100				