



TIME-BOUND

Date: 08 .07.2024

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

To

CGMs

(ITPC/BBNW/Insp & QA/ALTTC) circles

Sub: IPMS for the period Q2 (July 24 -Sept 24) of financial year 2024-25.

I am directed to convey that IPMS cards of Circle heads of Non-Territorial Circles for Q2 (July 24 –Sept 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 executives in your circle may be issued on **priority** from your ESS login with the instruction that KPIs/targets may be further assigned to every executive. The windows to enter Q2 (July 24 – Sept 24) KPI/ targets will remain live in ESS up to 15.07.2024 and will not be extended any further.


Further, the windows for entering achievements of Q1 (Apr 24 – June 24) cycle is as per schedule below. Cut-off dates reiterated below shall be followed stringently: -

Table 1 – Cutoff Dates for entering Achievements of Q1 (April. 24-June.24)
IPMS cycle

Q1 Achievement Window					
	Ach data to be sent by Heads of Circles to CO for vetting (excel sheet)	Achievements to be entered by all the Executives	Reporting to agree / disagree	Reviewing to agree / disagree	Bonus / Negative marking
1	10 th July	20 th July	25 th July	30 th July	10 th Aug

This is issued with the approval of the competent authority.

Encl:-As above


(Girish Kumar)
AGM(Restructuring)

Copy for information and necessary action to:

1. Director (HR), BSNL Board
2. Director (CFA), BSNL Board



CONSOLIDATED INSTRUCTIONS FOR IPMS

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

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

- ii) **Targets should not be increased by more than 5% while assigning to subordinates.**
- iii) Executives who have been assigned sales or revenue targets should not be assigned any discretionary KPIs in their IPMS. They should be able to achieve the perfect score of 10.00 if they achieve the 'Excellent' performance level set in their KPIs.
- iv) Executives who have **not** been assigned **revenue targets shall be compulsorily** assigned KPI '**Exceptional performance as assessed by reporting officer**' with 20% weightage – **their IPMS score will cross 8.0 points only if exceptional work is done.**
- v) Negative marking cases with respect to executives who fail to complete the IPMS activities on time may be forwarded to Corporate Office with the approval of the Circle Head. The negative marks will be applied in the subsequent quarter.
- vi) PGMs/GMs/DGMs/AGMs/SDEs/JTO of HR vertical in Corporate/Circles/BAs/OAs shall be assigned the KPI "**Monitoring and implementation of IPMS cycles**" with weightage 30%.
- vii) 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%

- viii) 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.
- ix) 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.
- x) Executives will be required to submit an undertaking while submitting achievements and they shall be liable for action in accordance to CDA rules if any false information is entered **deliberately** in the system.

IPMS for CGM(BBNW) For Q2 For FY 2024-25

PROJECT/FUNCTION/JOB ROLE	Quantifiable Unit	KPI DESCRIPTION	WEIGHT	TARGET	GOOD	VERYGOOD	EXCELLENT
Projects	Date	Installation and commissioning of new web hosting servers and migration of all BSNL websites to new servers	20	30.08.2024	30.09.2024	30.08.2024	15.08.2024
Projects	Date	Services migration to NEW DNS PROJECT	15	30.08.2024	30.09.2024	30.08.2024	15.08.2024
Technical	Date	Destination Based IPDR project deployment	15	25.09.2024	30.09.2024	25.09.2024	15.09.2024
Technical	In Hrs with scaling (reverse)	MTTR of all Network Elements (BB, FTTH, NGN,IPTAX, WiFi,SSTP)	10	8 Hrs	10Hrs.	8Hrs	7 Hrs
Administrative	Number	Imparting Training & ensuring Skill development of executives of BBNW Circle, to all Telecom Circle units and Franchisees about various CFA measures and technical projects of BBNW circle. (one round for all zones/ circles is counted as 1)	5	9	7	9	10
Finance	Date	Closure of WBS created on or before 2021	5	30.08.2024	30.09.2024	30.08.2024	31.07.2024
Technical	Number	Caching and Peering Augmentation BW(Gbps)	5	300	250	300	350
Technical	%	% Uptime of Servers, Applications of NOC, DR NOC, Data Centre & RPOPs /Core Network Elements of BB, FTTH, NGN, Wi Fi, SSTP and IPTAX	5	99.0%	95%	99.0%	99.5%
Technical	%	Clearing of all old AMC related issues and processing of AMC of all Projects of BBNW Circle (period upto 31-3-24)	5	99.0%	95%	99.0%	99.5%
Technical	%	Monitoring the Security of Broadband and NGN Networks & Ensuring Compliance to BSNL CO/ DoT/ Cert-In/ NCIIPC/ Security Wings / Law Enforcement Agencies	5	98%	95%	98%	99%
Technical	Date	In house Development of online applications required for optimisation of services, Improvement of customer service :Upgradation of SBC,Latency Portal and IP POOL portal	5	25.09.2024	30.09.2024	25.09.2024	20.09.2024
Administrative	%	Implementing the targets given by BSNL CO on various policy issues General Administration of the Circle (e-office, OJAS, OSM, Scrapping of ASSETs and OOR/A APP data updation, GPMS,IPMS, APAR etc)	2	98%	95%	98%	99%
Technical	days	completing POC testing of various new services in 30 days	2	30	35	30	25
Finance	%	Implementation of Internal financial control in BBNW, Submitting the compliance in time, Implementing the taxation controls as per the guidelines issued by BSNL CO	1	90%	80%	90%	95%

appd IPMS of CGM-ITPC circle for Q2 (July-Sept) for FY 2024-25

SN	PROJECT/FUNCTION/JOB ROLE	Quantifiable Unit	KPI DESCRIPTION	KPIs To be created in ESS against given KPI description	WEIGHT AGE	TARGET	GOOD	VERY GOOD	EXCEL
1	ITPC-Customer	in % with scaling	Timely issuance of CDR Retail/ IN/LC /IOBAS Bills	CDR Retail/IN/LC/IOBAS Bill	15	98%	97%	98%	99%
2	ITPC-Customer	in % with scaling	Timely issuance of CDR SLR and TB (by 10th date)	CDR SLR and TB (by 10th date)	15	98%	97%	98%	99%
3	ITPC-Customer	in % with scaling	Timely issuance of Franchisee(all including FTTH , PBX) commission Invoices through FMS / DSCM (by 10th date) and Timely issuance of OTT partner invoices through OTT portal (within 10 days from end of period - monthly)	Franchisee & OTT partner Inv	15	98%	97%	98%	100%
4	ITPC-Customer	Days (reverse)	CDR / ERP docket resolution(95%): average time in Days	CDR/ERP dkt resol(95%)avgtime	5	3	4	3	2
5	ITPC-Project	date	SOC for CDR3 implementation	SOC for CDR3 implement	20	31.08.2024	30.09.2024	31.08.2024	20.08.2024
6	ITPC-Operation	in % with scaling	Development and O&M of in-house applications/portals of Pune Dev unit, all DCs, Hyd Development Unit.	Dev&O&M of inhouse app/portal	5	98%	97%	98%	99%
7	ITPC-Operation	in % with scaling	CDR system availability & ERP hardware system availability	CDR & ERP system availability	5	99.90%	99%	99.90%	100%
8	ITPC-Operation	in % with scaling	Timely processing of all vendor invoices (with in 45 days of date of invoices , till MIRO approval)	Timly process all vendor inv	10	99%	98%	99%	100%
9	ITPC-Operation	in % with scaling	Report Development -within 7 days on receipt of requirement	Report Dev-within 7 days	10	90%	80%	90%	100%
Total Weightage					100	Total Weighted Score			

REVISED PROPOSED IPMS OF CGM, ALTC FOR Q2, FY 2024-25

Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
ADMIN	RTI/PG/PQ ETC	Ratio % with scaling	1	85	70	85	100
ADMIN	RENOVATION OF ERP BUILDING	Ratio % with scaling	8	90	80	90	100
EST/ADM/SR/PG/LEGAL	COURT CASES AND ARBITRATION	Ratio % with scaling	1	80	60	80	100
EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	1	85	70	85	100
RENTING TARGET	ACTUAL AREA RENTED OUT(IN % OF TOTAL)	Ratio % with scaling	2	44.5	44.25	44.5	44.75
RENTING TARGET	1/4TH OF YRLY RENTING TARGET(CR)	Amount with scaling	6	7	5.6	7	7.7
TRAINING-COURSES	SEMINARS/WORKSHOPS/FTPS	Numeric with scaling	6	6	5	6	7
TRAINING-PROJECT	REVIEW AND UPDATE OF ACBP	Date(DDMMYY)	5	270924	300924	270924	250924
TRAINING-DELIVERY	NEW VIDEO COURSE UPLOAD ON IGOT	Numeric with scaling	6	15	12	15	17
TRAINING-FINANCIAL	REVENUE FROM TRAINING (IN LAKHS)	Amount with scaling	6	7	6	7	8
TRAINING-PROJECT	IPMS ,APAR MONITORING OF MTs	Ratio % with scaling	5	90	80	90	100
TRAINING-HR	REM DATA UPDATION	Numeric with scaling	1	0.99	0.9	0.99	1
TRAINING-MONITORING	EPP SCHEDULING NEXT QTR	Date(DDMMYY)	5	200924	300924	200924	150924
TRAINING-MONITORING	MONITORING OF SWIFT UDYAMI TRAINING	Ratio % with scaling	5	90	80	90	100
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES	Ratio % with scaling	1	80	60	80	100
HR	MANAGING IPMS CYCLE OF ALL EXECUTIVES	Ratio % with scaling	1	90	80	90	100
CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	1	80	60	80	100
EST/ADM/SR/PG/LEGAL	MCPC OF LEGAL CASES REF TO BSNLCO	Days	1	8	11	8	5
TRAINING-MANAGEMENT	PLANNING & MNTG OF MOTIVATON TRAINING 1st ROUND	Ratio % with scaling	5	90	80	90	100
TRAINING-MANAGEMENT	PLANNING AND PREPARATION OF 2ND ROUND MOTIVATIONAL TRAINNING	Ratio % with scaling	5	90	80	90	100
HR/TRG	MK-COMPLETION OF 8 HRS TRAINING/EMPLOYEE ON IGO	Ratio % with scaling	5	90	80	90	100
TRAINING-CUSTOMER	QUALITY RATING OF TRAINING PROGRAMS >=85%	Ratio % with scaling	5	90	80	90	100
TRG-CONDUCTION	PLANNING AND CONDUCTION OF JTO PH-II INDUCTION TRAINING	Ratio % with scaling	5	90	80	90	100
TRAINING-PROJECT	MISSION KARMAYOGI TRG PROGRAM TO OUTSIDE ORGANIZATIONS	Ratio % with scaling	5	90	80	90	100
TRG	TRAINING SCALE UP FOR IIT MADRAS / IITM PRAVARTAK	Ratio % with scaling	4	90	80	90	100
TRG	TRAINING SCALE UP FOR ANNA UNIVERSITY	Ratio % with scaling	4	90	80	90	100
			100				

Q2 (2024-25) IPMS Targets of CGM , INSPECTION & QA CIRCLE

Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
ACCOUNTAB.&PRODUCTIV	MNG IPMS,BSNL RELTIONSHIP MNGER	Ratio % with scaling	1	90	80	90	100
EST/ADM/SR/PG/LEGAL	RTI/PG/PQ/PROB.&EFF./NEPP/ERP	Ratio % with scaling	1	85	70	85	100
EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	1	85	70	85	100
EST/ADM/SR/PG/LEGAL	COURT CASES AND ARBITRATION	Ratio % with scaling	1	80	60	80	100
IMPLEMENTAION OF IFC	100 % COMPLIANCE OF ALL CC	Numeric with scaling	2	117	104	117	131
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	2	0.3	0.25	0.3	0.35
QAIN AT	DEPTH AT CONDUCTED	Ratio % with scaling	1	90	80	90	100
QAIN AT	FIBRE AT CONDUCTED	Ratio % with scaling	2	90	80	90	100
QAIN AT	NO OF TEST SCHEDULED PREPARED	Ratio % with scaling	10	90	80	90	100
QAIN AT-I	EQUIPMENT/INFRA AT CONDUCTED	Ratio % with scaling	3	90	80	90	100
QAIN AT-I	A/T OF NFS (INCLUDING IPMPLS)	Ratio % with scaling	15	80	60	80	100
QAIN FIRE CASES	FIRE INCIDENTS INVESTIGATED	Ratio % with scaling	2	80	60	80	100
QAIN INSPECTION	NO. OF NODES INSPECTED	Ratio % with scaling	5	90	80	90	100
QAIN PTCC	PTCC RAC ISSUED	Ratio % with scaling	4	80	50	80	100
QAIN QA	BULK QA TESTING	Ratio % with scaling	14	90	80	90	100
QAIN QA	AVG TIME TAKEN-ISSUE OF TSEC	Days	5	70	80	70	60
QAIN QA	COMPLAINT/GRIEVANCE SETTLED	Ratio % with scaling	4	40	30	40	50
QAIN QA-I	SURVEILLANCE ACT. - CACT	Days	3	20	25	20	15
QAIN REVENUE	REVENUE -TESTING FEES(RS. CR.)	Amount with scaling	14	1.5	1	1.5	2
QAIN SQOS	QOS CONDUCTED	Ratio % with scaling	8	90	80	90	100
RENTING TARGET	1/4TH OF YRLY RENTING TGT(CR)	Amount with scaling	2	0.35	0.3	0.35	0.4
			100				