Restructuring Cell, Corporate Office,
7th Floor, Bharat Sanchar Bhavan,
Janpath, New Delhi-110001

भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

TIME-BOUND

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

Date: 07.10.2025

To
The CGMs
(ALTTC, BBNW, QA&Inspection and ITPC Circles)

Sub: <u>IPMS for the period Q3 (Oct 25 -Dec 25) of financial year 2025-26.</u>

I am directed to convey that IPMS cards of **ALTTC, BBNW, QA&Inspection and ITPC Circles** for Q3 (**Oct 25 -Dec 25**) are enclosed for necessary action in accordance to Consolidated Instructions for IPMS enclosed at Annex 1. The IPMSs are also being issued from the ESS logins of the respective Zonal Directors and shall be visible in respective ESS logins, shortly.

It is requested that IPMS of all unit heads in circle office may be issued on **priority** from your ESS login with the instruction that KPIs/targets may be further assigned to every executive.

Table 1 – Time Schedule Q3 (Oct 25 -Dec 25) cycle KPIs/Targets

KPIs/Targets to be assigned by	Timeline
Circle Heads	By 24th Oct 2025
BA Heads/Circle Office PGMs/Sr. GMs/GMs	By 27th Oct 2025
DGMs/AGMs or equivalent	By 2nd Nov2025
SDEs or equivalent	By 4th Nov 2025

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The window to enter **Q3 (Oct 25 -Dec 25)** KPIs/targets **will remain live in ESS Up to 04.11.2025** and will not be extended any further. Further, the window for entering achievements of Q2 (July-25 to Sept-25) cycle shall be remain open up to 25.10.2025. Final &cut of dates are reiterated below and shall be followed.

Table 2 – Cutoff Dates for entering Achievements of Q2 (July 25 -Sept 25)) IPMS cycle.

	Q2 (July 25 -Sept 25) 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
1	22nd Oct.	25th Oct.	27th Oct.	30th Oct.	10th November.

This is issued with the approval of the competent authority.

Encl: - As above

(Santosh Dahiya)
DGM (Restructuring)

Copy to:
1. **PPS to CMD BSNL**
2. **PS to all Functional Directors, BSNL Board.**
3. **All Unit Heads, BSNL Corporate Office.**
4. **PGM (Pers), (ERP-HCM) Unit.**

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Annex 1

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 <u>not</u> be assigned any discretionary KPIs in their IPMS. They should be able to achieve the perfect score of 10.00 if they achieve the 'Excellent' performance level set in their KPIs.

iv) Executives who have **not** been assigned **revenue targets shall be compulsorily** assigned KPI **'Exceptional performance as assessed by reporting officer'** with 20% weightage – **their IPMS score will cross 8.0 points only if exceptional work is done.**

v)   Negative marking cases with respect to executives who fail to complete the IPMS activities on time may be forwarded to Corporate Office with the approval of the Circle Head. The negative marks will be applied in the subsequent quarter.

vi) PGMs/GMs/DGMs/AGMs/SDEs/JTO of HR vertical in Corporate/Circles/BAs/OAs shall be assigned the KPI "**Monitoring and implementation of IPMS cycles**" with weightage 30%.

vii) Scores may be recalculated in **exceptional cases** whereby an individual executive could not achieve a date or day type KPI due to circumstances outside his/her control and there may be justification for not counting that KPI when calculating the final weighted score.

viii) For IPMS cycle, for which, the executive could not enter the achievements due to genuine reasons such as transfer/long leave, etc., the IPMS assigned may be deleted with the approval of the Circle Head, by raising PIS through L2 SPOC **within two weeks** of the closing of the achievement window of the concerned cycle. For GM and above level officers and Corporate Office executives, the competent authority shall be Director HR, BSNL Board.

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

Q3 FY (2025-26) IPMS of CGM ALTTC

Vertical	Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
HR	ACCOUNTAB.&PRODUCTIV	SUPPORT DOC SUBM FOR IPMS	Date(DDMMYY)	2	05.01.2025	06.01.2025	05.01.2025	04.01.2025
HR	ADMIN	RTI/PG/PQ ETC,COURT CASES /ARB	Ratio % with scaling	2	90	80	90	100
HR	EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	2	90	80	90	100
HR	ESTABLISHMENT	DISPOSE SPS PENSION CASES(2wks)	Ratio % with scaling	1	90	80	90	100
HR	HR	completion of APARs	Ratio % with scaling	1	90	80	90	100
HR	HR-TRAINING	TRG SCALE UP ANNA UNIVERSITY	Ratio % with scaling	2	90	80	90	100
HR	HR-TRAINING	TRG IIT MADRAS/IITM PRAVARTAK	Ratio % with scaling	2	90	80	90	100
HR	MISSION KARMYOGI	REV KARMAYOGI TRG TO OUTSIDER IN CR.	Amount with scaling	10	5.4	5	5.4	5.8
HR	MISSION KARMYOGI	PLG,SCH,PRE. 2ND ROUND(Ph-II)	Ratio % with scaling	2	90	80	90	100
HR	OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	5	1	0.5	1	2
HR	RENTING TARGET	AREA RENTED OUT(IN% TOTL AREA)	Ratio % with scaling	5	45	43	45	47
HR	RENTING TARGET	Rent-ICT Parks/Bldg/Qtr etc. IN CR.	Amount with scaling	5	6.25	5.9375	6.25	6.5625
HR	RESTG	IPMS CYCLE IMPLEMENTATION	Ratio % with scaling	2	90	80	90	100
HR	TRAINING-COURSES	SEMINARS/WORKSHOPS/FTPS	Numeric with scaling	2	8	6	8	10
HR	TRAINING-DELIVERY	TOTAL LECTURE LOAD INDIVIDUAL	Hours	2	40	35	40	45
HR	TRAINING-DELIVERY	NO. OF INSERVICE TRAINEES	Numeric with scaling	2	1000	800	1000	1200
HR	TRAINING-DELIVERY	VIDEO COURSE PREP, IGOT UPLOAD	Numeric with scaling	2	5	4	5	6
HR	TRAINING-FINANCIAL	REVENUE FROM TRAINING IN CR.	Amount with scaling	20	16.2	15	16.2	17.4
HR	TRAINING-FINANCIAL	REVENUE LEAD GENERATION	Ratio % with scaling	5	90	80	90	100
HR	TRAINING-FINANCIAL	REVENUE GENERATION IN CR.	Amount with scaling	20	10.8	10	10.8	11.6
HR	TRAINING-MONITORING	MONITOR SWIFT UDYAMI TRAINING	Ratio % with scaling	1	90	80	90	100
HR	TRAINING-MONITORING	MONITOR BBM TRAINING	Ratio % with scaling	1	90	80	90	100
HR	TRAINING-MONITORING	EPP SCHEDULING NEXT QTR	Date(DDMMYY)	2	16.11.2025	17.11.2025	16.11.2025	15.11.2025
HR	TRAINING-OPERATION	P&C- JTO,JE,TT,EPP PLG.	Ratio % with scaling	2	90	80	90	100
			Total	100				

Q3 (FY 2025-26) IPMS of CGM, BBNW Circle

Vertical	Job Role	KPI Description	KPI Type	Weightage	Q1 Target	Good	V Good	Excellent
EB	PROJECTS	Caching & Peerng BW Augmentaton	Numeric with scaling	10	400	300	400	500
EB	TECHNICAL	NOC, RPOP, Core UPTIME	Ratio % with scaling	10	99.8	95	99.8	99.9
EB	TECHNICAL	AMC Processing of all projects	Ratio % with scaling	5	99	95	99	99.5
CFA	TECHNICAL I	Montior Security of BBNW Projects	Ratio % with scaling	5	98	95	98	99
EB	TECHNICAL I	Network Elements MTTR	Hours	4	8	10	8	7
EB	PROJECTS	COMPLETING THE NON AIR GAPPED USER ACCESS PC TO ALL BNGS	Date(DDMMYY)	2	251025	301025	251025	201025
CFA	TECHNICAL II	COMPLETE TRAFFIC MIGRATION OF JUNIPER BNGS	Date(DDMMYY)	4	251225	311225	251225	201225
EB	TECHNICALIII	COMPLETE BOOK MY FIBER PORTAL DEVLOPEMENT	Date(DDMMYY)	5	301125	301125	251125	201125
EB	TECHNICALIII	IN HOUSE DEVELOPMENT OF NMS	Date(DDMMYY)	5	301125	301125	251125	201125
EB	TECHNICALIII	PORTAL FOR PRIVATE IPS	Date(DDMMYY)	5	301125	301125	251125	201125
EB	TECHNICALIII	Implementing VVoWiFi model	Date(DDMMYY)	5	301125	301125	251125	201125
EB	TECHNICALIII	MIGRATION OF ALL WIFI CUSTOMERS TO NWRC PORTAL	Date(DDMMYY)	5	251225	311225	251225	201225
CFA	MM	FLOATING OF TENDERS FOR APPROVED PROJECTS	Date(DDMMYY)	3	251225	311225	251225	201225
CFA	MM	COMPLETING THE LIM AND WIFI 5000 AP TENDERS	Date(DDMMYY)	2	301125	301125	251125	201125
EB	TECHNICAL II	5G FWA ILL CONFIGURATION FOR CIRCLES	Date(DDMMYY)	2	251225	311225	251225	201225
EB	TECHNICAL	Implementing the Security as a Service model	Date(DDMMYY)	3	251225	311225	251225	201225
EB	OPERATIONS	MPLS NOC ROUTER UPTIME	Ratio % with scaling	5	99.9	99	99.9	99.99
EB	NETWORK & SECURITY	IMPLEMENTING THE SECURITY SUGGESTION OF NCIIPC/CERT IN	Date(DDMMYY)	5	251225	311225	251225	201225
EB	MPLS	SERVICE ASSURANCE	Ratio % with scaling	2	95	93	95	97
EB	MPLS	CREATION OF LEASE CKTS	Ratio % with scaling	3	98	97	98	99
EB	MPLS	UPGRADATION OF LEASE CIRCUITS	Ratio % with scaling	2	98	97	98	99
EB	TECHNICAL III	Implementing new solutions for service improvement	Date(DDMMYY)	5	251225	311225	251225	201225
EB	TECHNICAL III	PAN INDIA IGW TRAFFIC MGMT	Hours	3	4	6	4	2

100

Q3 FY (2025-26) IPMS of CGM ITPC circle

SN	PROJECT/FUNCTION/JOB ROLE	Quantifiable Unit	KPI DESCRIPTION	KPIs To be created in ESS against given KPI description	WEIGHTAGE	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	15.00	98%	97%	98%	99%
2	ITPC-Customer	in % with scaling	Timely issuance of CDR SLR and TB (by 10th date)	CDR SLR and TB (by 10th date)	10.00	98%	97%	98%	99%
3	ITPC-Customer	in % with scaling	Timely issuance of Franchisee(all including FTTH , PBX) commission Invoices through FMS / DSCM (by 10th date) and Timely issuance of OTT partner invoices through OTT portal (within 10 days from end of period - monthly)	Franchisee & OTT partner Inv	10.00	98%	97%	98%	99%
4	ITPC-Customer	Days (reverse)	CDR / ERP docket resolution(95%): average time in Days	CDR/ERP dkt resol(95%)avgtime	10.00	3	4	3	2
5	ITPC-Operation	in % with scaling	CDR system availability/uptime of CDR Network/Server/Storage/DB/ And O&M of CDR application stacks ITES infra maintenance (UPS/Battery) -- All Data Centres	CDR-appl-N/W-infra-Avail	12.00	99.90%	99%	99.90%	100%
6	ITPC-Project	Date	Tender floating and award for CDR-III AMC and O&M	CDR-III AMC O&M Tenders	10.00	15.12.2025	31.12.2025	15.12.2025	30.11.2025
7	ITPC-Operation	in % with scaling	Development and O&M of in-house applications/portals of Pune Dev unit, all DCs, Hyd Development Unit.	Dev&O&M of inhouse app/portal uptime	15.00	98%	97%	98%	99%
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 vendor inv	10.00	90%	85%	90%	100%
9	ITPC-Operation	in % with scaling	Report Development -within 7 days on receipt of requirement	Report Dev-within 7 days	5.00	90%	80%	90%	100%
10	HR	Ratio % with scaling	Achievement of official language targets	Official Language Target	1.00	85%	75%	85%	95%
11	HR-RESTG	Ratio % with scaling	IPMS CYCLE IMPLEMENTATION	IPMS Cycle Implement	1.00	90%	80%	90%	100%
12	HR-Training	Ratio % with scaling	COMPL OF 8 hr TRG / EMP JE above THRU IGOT. Atleast 1 Trg by other Grp C & D Empl. (Vigilance Training)	MISSION KARMAYOGI	0.50	90%	80%	90%	100%
13	HR-Training	Ratio % with scaling	PHASE-II OF 2 DAYS CUSTOMER/CITIZEN CENTRICITY MOTIVATIONAL REFRESHER TRG AS PER TARGET BY ALTTC/BSNLCO	MISSION KARMAYOGI	0.50	90%	80%	90%	100%
			Total Weightage		100	Total Weighted Score			

Job Role	KPI Description	KPI Type	weightage	Target	Good	V Good	Excellent
QAIN AT	DEPTH AT CONDUCTED	Ratio % with scaling	3	90	80	90	100
QAIN AT	FIBRE AT CONDUCTED	Ratio % with scaling	3	90	80	90	100
QAIN AT	NO OF TEST SCHEDUL PREPARED	Ratio % with scaling	12	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	2	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	2	90	80	90	100
QAIN PTCC	PTCC RAC ISSUED	Ratio % with scaling	2	80	50	80	100
QAIN QA	BULK QA TESTING	Ratio % with scaling	12	90	80	90	100
QAIN QA	AVG TIME TAKEN-ISSUE OF TSEC	Days	20	70	80	70	60
QAIN QA	COMPLAINT/GRIEVANCE SETTLED	Ratio % with scaling	3	40	30	40	50
QAIN QA-I	SURVEILLANCE ACT. - CACT	Days	4	20	25	20	15
QAIN REVENUE	REVENUE -TESTING FEES(RS. CR.)	Amount with scaling	5	1.5	1	1.5	2
QAIN SQOS	QOS CONDUCTED	Ratio % with scaling	2	90	80	90	100
RENTING TARGET	Rent-ICT Parks/Bldg/Qtrs etc	Amount with scaling	2	0.35	0.3	0.35	0.4
RESTG	IPMS CYCLE IMPLEMENTATION & DAILY DIARY UPDATION	Ratio % with scaling	1	90	80	90	100
IMPLEMENTAION OF IFC	100 % COMPLIANCE OF ALL Critical Control	Number	5	118	111	118	124
BDG/COST CONTRL OPEX	10% RED. IN OTHER EXPENSE(CR)	Amount with scaling	2	0.216	0.227	0.216	0.205
IA PARAS	SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2025 (PARA RAISED UP TO 30.06.2025)	Ratio % with scaling	2	45	40	45	50
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	2	80	60	80	100
EST/ADM/SR/PG/LEGAL	RTI/PG/PQ/PROB.&EFF./NEPP/ERP	Ratio % with scaling	1	85	70	85	100
EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	1	85	70	85	100
EST/ADM/SR/PG/LEGAL	COURT CASES AND ARBITRATION	Ratio % with scaling	2	80	60	80	100
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	1.5	0.25	0.2	0.25	0.3
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL AREA)	Ratio % with scaling	2	35	34.5	35	35.1
HR-SHIFT 2 SLA-BASED	MANPOWER BASED CW Nos	Numeric with scaling	0.5	1	2	1	0
HR	Rotational Transfer of Executives working on Sensitive Posts.	Date(DDMMYY)	1	251225	301225	251225	201225
HR	Closure of Disciplinary cases (> 1 Year).	Date(DDMMYY)	1	251225	301225	251225	201225
PST/PRM/TRANS POLICY	Achievement of official language targets	Ratio % with scaling	1	85	75	85	95
MISSION KARMAYOGI	COMPL OF 8 hr TRG / EMP JE above THRU IGOT. Atleast 1 Trg by other Grp C & D Empl.	Ratio % with scaling	0.5	90	80	90	100
MISSION KARMAYOGI	PHASE-II OF 2 DAYS CUSTOMER/CITIZEN CENTRICITY MOTIVATIONAL REFRESHER TRG AS PER TARGET BY ALTTC/BSNLCO	Ratio % with scaling	0.5	90	80	90	100
		Total Weightage	100.0				