

Restructuring Cell, Corporate Office,  
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भारत संचार निगम लिमिटेड  
(भारत संचार निगम लिमिटेड)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

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

**TIME-BOUND**  
Date: 30.09.2024

To  
All CGMs  
(Territorial and Core Network Circles)

**Sub: IPMS for the period Q3(Oct 24 -Dec 24) of financial year 2024-25.**

I am directed to convey that IPMS targets of Circle heads of Territorial and Core Network Circles for Q3 (Oct 24 -Dec24) are enclosed for necessary action in accordance with Consolidated Instructions for IPMS enclosed at Annex I. The IPMSs are also being issued from the ESS logins of the respective Zonal Directors and shall be visible in ESS logins of respective Circle heads 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 your ESS login with the instruction that KPIs/targets may be further assigned to every executive in accordance with the time schedule below:

**Table 1 – Time Schedule for Q3(Oct 24 -Dec 24) IPMS cycle KPIs/Targets**

| KPIs/Targets to be assigned by          | Timeline                       |
|---|--------------------------------|
| Circle Heads                            | By 5 <sup>th</sup> Oct 2024    |
| BA Heads/Circle Office PGMs/Sr. GMs/GMs | By 11 <sup>th</sup> , Oct 2024 |
| DGMs/AGMs or equivalent                 | By 18 <sup>th</sup> , Oct 2024 |
| SDEs or equivalent                      | By 25 <sup>th</sup> , Oct 2024 |



The window to enter **Q3(Oct 24 – Dec 24)** KPIs/targets **will remain live in ESS up to 25.10.2024** and will not be extended any further. Further, the window for entering achievements of Q2 (July 24 - Sept 24) cycle shall open on 01.10.2024.

**Table 2 – Cutoff Dates for entering Achievements of Q2 (July24-Sept 24) IPMS cycle**

|   | Q2 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 <sup>th</sup> Oct  | 20 <sup>th</sup> Oct                             | 25 <sup>th</sup> Oct          | 30 <sup>th</sup> Oct          | 10 <sup>th</sup> Nov     |

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



**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 with the CDA rules if any false information is entered **deliberately** in the system.

**Q3 (FY 2024-25) IPMS Targets for CGM A & N Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 1.00      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION I        | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 1.00      | 20     | 15    | 20     | 25        |
| HR/LM    | LAND MONETISATION II       | MUTATION OF DOT LANDS  | Numeric with scaling | 1.00      | 5      | 4     | 5      | 6         |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG(IN% TOTL AREA)   | Ratio % with scaling | 2.00      | 2.25   | 2.1   | 2.25   | 2.5       |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT(IN% TOTL AREA)   | Ratio % with scaling | 2.00      | 1      | 0.95  | 1      | 1.1       |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 3.00      | 0.05   | 0.04  | 0.05   | 0.06      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 1.00      | 80     | 60    | 80     | 100       |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.50      | 2      | 1.6   | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00 | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00 | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.50      | 12.5   | 10    | 12.5   | 15        |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS   | Ratio % with scaling | 0.20      | 90     | 80    | 90     | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION  | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/WS&I  | HR-SHIFT 2 SLA-BASED       | MANPOWER BASED CW Nos  | Numeric with scaling | 0.30      | 1      | 2     | 1      | 0         |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                                       | Ratio % with scaling | 0.40      | 6      | 4     | 6      | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                                       | Ratio % with scaling | 0.80      | 3      | 2     | 3      | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites  | Numeric with scaling | 0.40      | 12     | 10    | 12     | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY   | Ratio % with scaling | 0.60      | 98.32  | 97.98 | 98.32  | 98.66     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY  | Ratio % with scaling | 0.60      | 94.95  | 93.94 | 94.95  | 95.96     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY   | Ratio % with scaling | 0.40      | 96.77  | 96.12 | 96.77  | 97.42     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY  | Ratio % with scaling | 0.40      | 95.65  | 94.78 | 95.65  | 96.52     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%   | Ratio % with scaling | 0.40      | 80.57  | 76.68 | 80.57  | 84.46     |

**Q3 (FY 2024-25) IPMS Targets for CGM A & N Circle**

| Vertical | Job Role                           | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| CM       | CM OPERATIONS II                   | 3G CELLS WITH CDR<2%                                   | Ratio % with scaling | 0.40      | 73.6   | 68.32  | 73.6   | 78.88     |
| CM       | CM OPERATIONS II                   | MTTR (IN MINUTES)                                      | Numeric with scaling | 0.60      | 146    | 161    | 146    | 139       |
| CM       | CM REVENUE                         | POST/PREPAID(SLR)P.SMS ETC(CR)                         | Amount with scaling  | 7.00      | 11.39  | 10.54  | 11.39  | 11.67     |
| CM       | CM SALES                           | NO OF ACTIVE POS FOR SIM/MONTH                         | Numeric with scaling | 0.80      | 382    | 344    | 382    | 420       |
| CM       | CM SALES                           | SIM SALES(3 MONTHS)                                    | Numeric with scaling | 1.20      | 10,650 | 9,585  | 10,650 | 12,248    |
| CM       | CM SALES I                         | QOA (3 MONTH RETENTION)                                | Ratio % with scaling | 1.00      | 61     | 60     | 61     | 62        |
| CM       | CM PLANNING                        | INFRA READY FOR 4G CORE SITES                          | Ratio % with scaling | 0.80      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING                        | INFRA READY FOR 4G TOTAL RAN SITES                     | Ratio % with scaling | 0.80      | 10     | 8      | 10     | 15        |
| CM       | NWP-SP                             | 4G Saturation Tower Erecetion                          | Numeric with scaling | 0.60      | 20     | 15     | 20     | 25        |
| CM       | NWP-SP                             | 4G Saturation Tower Commissioning                      | Numeric with scaling | 0.80      | 73     | 65     | 73     | 81        |
| CM       | NWP-SP                             | 100% 4G sites with OFC laid                            | date                 | 0.80      | 301124 | 311224 | 301124 | 151124    |
| CM       | CM-COMMERCIAL/COM                  | INCR FOLLWRS SOCIAL MEDIA                              | Ratio % with scaling | 0.40      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM                  | AVAILABILITY OF BNRS/FLEX AT POS                       | Ratio % with scaling | 0.40      | 40     | 30     | 40     | 50        |
| CM       | CM Infra                           | Total Leasing Out of Towers to other TSPs in Q3 (Nos.) | Numbers with scaling | 0.40      | 1      | 1      | 1      | 2         |
| CFA      | CFA Revenue                        | Total revenue  | Rs Cr with scaling   | 6.00      | 11.67  | 11.65  | 11.67  | 11.70     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)   | Rs Lacs with scaling | 0.80      | 5      | 4      | 5      | 5.25      |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)  | Rs Lacs with scaling | 0.80      | 12     | 9.6    | 12     | 12.6      |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)                        | Number with scaling  | 2.00      | 3      | 2.577  | 3      | 3.165     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)                    | Number with scaling  | 1.60      | 1000   | 900    | 1000   | 1100      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #                                   | Number with scaling  | 0.40      | 87.25  | 70     | 87.25  | 96        |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges                   | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE                        | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence                                 | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults                        | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*  | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days                           | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)                                  | Ratio % with scaling | 3.00      | 90     | 85     | 90     | 92        |

**Q3 (FY 2024-25) IPMS Targets for CGM A & N Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|-------------------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| FIN      | BDG/COST CONTRL OPEX                | 10% RED. IN OTHER EXPENSE(CR)  | Amount with scaling  | 2.00      | 59.26  | 62.22  | 59.26  | 56.29     |
| FIN      | COLL.FROM DIF.SOURCE                | IMPROVEMENT IN COLL FIG (CR)   | Amount with scaling  | 3.00      | 13.48  | 12.80  | 13.48  | 14.15     |
| FIN      | DEBTOR REDUCTION                    | TRADE RECEIVABLE AS NO OF DAYS   | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA                | (EBITDA/TOTAL INCOME)*100  | Ratio % with scaling | 3.00      | 24.08  | 22.88  | 24.08  | 25.29     |
| FIN      | IMPLEMENT. OF IFC                   | 100%COMPLIA.ALL CRITICAL CTRLS   | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT                | BETTER ANNUAL ACH. BY 10%  | Ratio % with scaling | 2.00      | 251.58 | 239.00 | 251.58 | 264.16    |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 )  | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling | 0.50      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling  | 1.00      | 0.5    | 0.35   | 0.5    | 0.65      |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling  | 1.00      | 0.64   | 0.61   | 0.64   | 0.67      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling | 1.00      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling | 1.00      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling | 1.00      | 45     | 25     | 45     | 65        |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling | 0.40      | 85.00  | 80.00  | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling | 1.00      | 2      | 1.6    | 2      | 3         |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling  | 6.00      | 1.50   | 1.00   | 1.50   | 2.00      |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling  | 1.00      | 1.00   | 0.95   | 1.00   | 1.05      |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling | 4.00      | 95     | 90     | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling | 0.80      | 4      | 3      | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling | 0.40      | 20     | 15     | 20     | 25        |
| EB       | 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 | 0.40      | 10     | 7      | 10     | 13        |

**Q3 (FY 2024-25) IPMS Targets for CGM A & N Circle**

| <b>Vertical</b> | <b>Job Role</b>     | <b>KPI Description</b>                                    | <b>KPI Type</b>        | <b>Weightage</b> | <b>Target</b> | <b>Good</b> | <b>V Good</b> | <b>Excellent</b> |
|-----------------|---------------------|---|------------------------|------------------|---------------|-------------|---------------|------------------|
| EB              | EB CHANNEL PARTNERS | Total Empannelment of Channel Partner under CPP-2023      | Numeric with scaling   | 0.40             | 15            | 10          | 15            | 20               |
| EB              | LC                  | MTTR of leased circuits in Hrs                            | Numeric with scaling   | 0.60             | 10            | 12          | 10            | 8                |
| EB              | LC                  | SERVICE ASSURANCE-FAULT RATE                              | Ratio % with scaling   | 0.80             | 0.14          | 0.15        | 0.14          | 0.13             |
| EB              | LC                  | SD (NET COMMSSG+UPGRADT)                                  | Ratio % with scaling   | 0.80             | 75            | 70          | 75            | 80               |
| EB              | MM                  | Procurement of Goods & services from MSE category bidders | Ratio % with scaling   | 0.40             | 30            | 25          | 30            | 35               |
|                 |                     |   | <b>Total Weightage</b> | <b>100.00</b>    |               |             |               |                  |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM AP Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMN  | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 3      | 2      | 3      | 4         |
| HR/LM    | CIVIL                | MONT CIVIL WK IN ALLOTTED BUDGT  | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 6      | 4      | 6      | 8         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 6      | 4      | 6      | 8         |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 3      | 1      | 3      | 4         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | LAND MONETISATION II | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 10     | 8      | 10     | 12        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG(IN% TOTL AREA)   | Ratio % with scaling | 0.50      | 29     | 28     | 29     | 30        |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT(IN% TOTL AREA)   | Ratio % with scaling | 0.50      | 5.8    | 5.6    | 5.8    | 6         |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 3.25   | 2.60   | 3.25   | 3.60      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL OF ABSCONDING CASES > 5 yrs                                       | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL OF DISCIPLINARY CASES PENDING> 1 (ONE) yr                         | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 150    | 120    | 150    | 180       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |



**Q3 (FY 2024-25) IPMS Targets for CGM AP Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024           | Ratio % with scaling | 1.00      | 90       | 80       | 90       | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 98.43    | 98.12    | 98.43    | 98.74     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 99.00    | 98.80    | 99.00    | 99.20     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 99.00    | 98.80    | 99.00    | 99.20     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 96.72    | 96.06    | 96.72    | 97.38     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.40      | 90.12    | 88.14    | 90.12    | 92.10     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.60      | 91.62    | 89.94    | 91.62    | 93.30     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 81       | 89       | 81       | 77        |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 155.20   | 143.56   | 155.20   | 159.08    |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 5,330    | 4,797    | 5,330    | 5,863     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)  | Numeric with scaling | 1.00      | 3,30,500 | 2,97,450 | 3,30,500 | 3,80,075  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 47       | 45       | 47       | 49        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 148      | 111      | 148      | 185       |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 500      | 400      | 500      | 590       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numbers with scaling | 0.40      | 11       | 8        | 11       | 15        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.17     | 0.13     | 0.17     | 0.2       |

**Q3 (FY 2024-25) IPMS Targets for CGM AP Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 1.67   | 1.33   | 1.67   | 2         |
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 1.00   | 0.80   | 1.00   | 1.2       |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 1.67   | 1.33   | 1.67   | 2         |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 67.73  | 67.61  | 67.73  | 67.90     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25     | 20     | 25     | 26.25     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 106    | 84.8   | 106    | 111.3     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 49     | 42.091 | 49     | 51.695    |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 1000   | 900    | 1000   | 1100      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 445.75 | 357    | 445.75 | 490       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 94.13  | 98.84  | 94.13  | 89.43     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 170.00 | 161.50 | 170.00 | 178.50    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 3.46   | 3.29   | 3.46   | 3.63      |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.00      | 16.40  | 15.58  | 16.40  | 17.22     |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 85     | 80     | 85     | 90        |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 1.00      | 45     | 40     | 45     | 50        |

**Q3 (FY 2024-25) IPMS Targets for CGM AP Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type             | Weightage              | Target        | Good  | V Good | Excellent |
|----------|-------------------------------------|--|----------------------|------------------------|---------------|-------|--------|-----------|
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling | 1.00                   | 95            | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling  | 1.00                   | 3             | 2.9   | 3      | 3.2       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling  | 1.00                   | 1.36          | 1.29  | 1.36   | 1.43      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling | 1.00                   | 99.00         | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling | 1.00                   | 99.00         | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling | 1.00                   | 1000          | 800   | 1000   | 1500      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling | 0.40                   | 85.00         | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling | 1.00                   | 50            | 40    | 50     | 63        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling  | 6.00                   | 26.00         | 25.00 | 26.00  | 27.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling  | 1.00                   | 16.00         | 15.20 | 16.00  | 16.80     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling | 4.00                   | 95            | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling | 0.80                   | 4             | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling | 0.40                   | 20            | 15    | 20     | 25        |
| EB       | 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 | 0.40                   | 21            | 18    | 21     | 24        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling | 0.40                   | 25            | 20    | 25     | 30        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling | 0.60                   | 13            | 16    | 13     | 11        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling | 0.80                   | 0.50          | 0.55  | 0.50   | 0.45      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling | 0.80                   | 75            | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling | 0.40                   | 30            | 25    | 30     | 35        |
|          |                                     |  |                      | <b>Total Weightage</b> | <b>100.00</b> |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Assam Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMN  | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1      | 2      | 3         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.20      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 7      | 6      | 7      | 9         |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 39     | 38.5   | 39     | 39.5      |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 11.75  | 11.50  | 11.75  | 12.00     |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 2.50   | 2.00   | 2.50   | 2.75      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF ABSCONDING CASES > (3-5) yrs                                   | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL OF DISCIPLINARY CASES PENDING> 1 (ONE) yr                         | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 75     | 60     | 75     | 90        |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |

**Q3 (FY 2024-25) IPMS Targets for CGM Assam Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024           | Ratio % with scaling | 1.00      | 90       | 80       | 90       | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 1.00      | 90       | 80       | 90       | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 92.66    | 91.19    | 92.66    | 94.13     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 93.67    | 92.4     | 93.67    | 94.94     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 94.06    | 92.87    | 94.06    | 95.25     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 88.17    | 85.8     | 88.17    | 90.54     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.40      | 83.88    | 80.66    | 83.88    | 87.1      |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.60      | 92.7     | 91.24    | 92.7     | 94.16     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 258      | 284      | 258      | 245       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 39.48    | 36.52    | 39.48    | 40.47     |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 1,489    | 1,340    | 1,489    | 1,638     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)  | Numeric with scaling | 1.00      | 1,17,500 | 1,05,750 | 1,17,500 | 1,35,125  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 39       | 37       | 39       | 41        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erecetion                              | Numeric with scaling | 0.60      | 162      | 122      | 162      | 203       |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 232      | 200      | 232      | 258       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numeric with scaling | 0.40      | 4        | 2        | 4        | 7         |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.17     | 0.13     | 0.17     | 0.20      |

**Q3 (FY 2024-25) IPMS Targets for CGM Assam Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|-------|--------|-----------|
| CM       | VAS                                | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.33   | 0.27  | 0.33   | 0.40      |
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 0.17   | 0.13  | 0.17   | 0.20      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 0.33   | 0.27  | 0.33   | 0.40      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 21.53  | 21.49 | 21.53  | 21.58     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12    | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 34     | 27.2  | 34     | 35.7      |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 8      | 6.872 | 8      | 8.44      |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 3000   | 2700  | 3000   | 3300      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 249.5  | 200   | 249.5  | 274       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98    | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98    | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70    | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9     | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9     | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85    | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 83     | 78    | 83     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 40.09  | 42.09 | 40.09  | 38.09     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 54.35  | 51.63 | 54.35  | 57.07     |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63    | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | -8.96  | -9.41 | -8.96  | -8.51     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118   | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.00      | 33.21  | 31.55 | 33.21  | 34.87     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 1.00      | 45.00  | 40.00 | 45.00  | 50.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90    | 95     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Assam Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 2      | 1.9   | 2      | 2.1       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 1.1    | 1.05  | 1.1    | 1.16      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 580    | 470   | 580    | 870       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 10     | 8     | 10     | 13        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 16.00  | 15.00 | 16.00  | 17.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 6.00   | 5.70  | 6.00   | 6.30      |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 14     | 11    | 14     | 17        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 15     | 10    | 15     | 20        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Bihar Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMN  | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 5      | 4      | 5      | 6         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.40      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 1      | 0.5    | 1      | 1.5       |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 8      | 6      | 8      | 10        |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 34     | 33     | 34     | 35        |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 7.5    | 7.25   | 7.50   | 7.75      |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 2.50   | 2.00   | 2.50   | 2.75      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF ABSCONDING CASES > (3-5) yrs                                   | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT             | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 125    | 100    | 125    | 150       |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM Bihar Circle**

| Vertical | Job Role          | KPI Description   | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|-------------------|---|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | TRAINING          | GROUP C & D EDUCATION ENTRY IN ESS                              | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG             | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 1.00      | 90       | 80       | 90       | 100       |
| CM       | CM Infra          | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numbers with scaling | 0.40      | 5        | 3        | 5        | 8         |
| CM       | CM OPERATIONS     | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS     | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS     | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS     | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 93.56    | 92.27    | 93.56    | 94.85     |
| CM       | CM OPERATIONS I   | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 97.77    | 97.32    | 97.77    | 98.22     |
| CM       | CM OPERATIONS I   | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 96.41    | 95.69    | 96.41    | 97.13     |
| CM       | CM OPERATIONS I   | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 89.04    | 86.85    | 89.04    | 91.23     |
| CM       | CM OPERATIONS II  | 2G CELLS WITH CDR<2%  | Ratio % with scaling | 0.40      | 84.48    | 81.38    | 84.48    | 87.58     |
| CM       | CM OPERATIONS II  | 3G CELLS WITH CDR<2%  | Ratio % with scaling | 0.60      | 90.1     | 88.12    | 90.1     | 92.08     |
| CM       | CM OPERATIONS II  | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 194      | 213      | 194      | 184       |
| CM       | CM REVENUE        | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 80.61    | 74.56    | 80.61    | 82.63     |
| CM       | CM SALES          | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 3,694    | 3,325    | 3,694    | 4,063     |
| CM       | CM SALES          | SIM SALES(3 MONTHS)   | Numeric with scaling | 1.00      | 2,87,500 | 2,58,750 | 2,87,500 | 3,30,625  |
| CM       | CM SALES I        | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 33       | 30       | 33       | 35        |
| CM       | CM PLANNING       | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING       | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP            | 4G Saturation Tower Erection                                    | Numeric with scaling | 0.60      | 21       | 16       | 21       | 26        |
| CM       | NWP-SP            | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 39       | 34       | 39       | 43        |
| CM       | NWP-SP            | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS               | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.67     | 0.53     | 0.67     | 0.80      |
| CM       | VAS               | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.33     | 0.27     | 0.33     | 0.40      |
| CM       | VAS               | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 0.33     | 0.27     | 0.33     | 0.40      |
| CM       | VAS               | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 0.50     | 0.40     | 0.50     | 0.60      |

**Q3 (FY 2024-25) IPMS Targets for CGM Bihar Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 43.94  | 43.86  | 43.94  | 44.05     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12     | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 256    | 204.8  | 256    | 268.8     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 14     | 12.026 | 14     | 14.77     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 9000   | 8100   | 9000   | 9900      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 499.5  | 400    | 499.5  | 549       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 110.74 | 105.2  | 110.74 | 116.27    |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 72.63  | 69.00  | 72.63  | 76.26     |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 0.51   | 0.49   | 0.51   | 0.54      |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.00      | 28.32  | 26.90  | 28.32  | 29.74     |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 83     | 78     | 83     | 90        |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION      | To be specify by the circle   | Amount with scaling  | 1.00      | 4      | 3.8    | 4      | 4.2       |

**Q3 (FY 2024-25) IPMS Targets for CGM Bihar Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 2.8    | 2.66  | 2.8    | 2.95      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 770    | 610   | 770    | 1150      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 30     | 24    | 30     | 38        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 32.00  | 30.00 | 32.00  | 34.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 22.00  | 20.90 | 22.00  | 23.10     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 15     | 12    | 15     | 18        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM CG Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| HR/ADMN  | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 3      | 2     | 3      | 4         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 3      | 2     | 3      | 4         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.20      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 10     | 8     | 10     | 15        |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 4      | 3     | 4      | 5         |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11    | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 7      | 6     | 7      | 9         |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 35     | 34    | 35     | 36        |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 5.5    | 5.25  | 5.50   | 5.75      |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.10      | 0.30   | 0.24  | 0.30   | 0.35      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 1.00      | 80     | 60    | 80     | 100       |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6   | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00 | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00 | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 50     | 40    | 50     | 60        |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS   | Ratio % with scaling | 0.20      | 90     | 80    | 90     | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION  | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM CG Circle**

| Vertical | Job Role          | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|-------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | CM Infra          | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 5      | 3      | 5      | 8         |
| CM       | CM OPERATIONS     | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6      | 4      | 6      | 8         |
| CM       | CM OPERATIONS     | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3      | 2      | 3      | 4         |
| CM       | CM OPERATIONS     | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12     | 10     | 12     | 15        |
| CM       | CM OPERATIONS     | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 95.72  | 94.86  | 95.72  | 96.58     |
| CM       | CM OPERATIONS I   | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 96.81  | 96.17  | 96.81  | 97.45     |
| CM       | CM OPERATIONS I   | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 96.22  | 95.46  | 96.22  | 96.98     |
| CM       | CM OPERATIONS I   | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 91.81  | 90.17  | 91.81  | 93.45     |
| CM       | CM OPERATIONS II  | 2G CELLS WITH CDR<2%  | Ratio % with scaling | 0.40      | 88.39  | 86.07  | 88.39  | 90.71     |
| CM       | CM OPERATIONS II  | 3G CELLS WITH CDR<2%  | Ratio % with scaling | 0.60      | 92.3   | 90.76  | 92.3   | 93.84     |
| CM       | CM OPERATIONS II  | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 187    | 206    | 187    | 178       |
| CM       | CM REVENUE        | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 48.52  | 44.88  | 48.52  | 49.73     |
| CM       | CM SALES          | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 2,498  | 2,248  | 2,498  | 2,748     |
| CM       | CM SALES          | SIM SALES(3 MONTHS)   | Numeric with scaling | 1.00      | 73,750 | 66,375 | 73,750 | 84,813    |
| CM       | CM SALES I        | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 53     | 51     | 53     | 55        |
| CM       | CM PLANNING       | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING       | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10     | 8      | 10     | 15        |
| CM       | NWP-SP            | 4G Saturation Tower Erecetion                                   | Numeric with scaling | 0.60      | 110    | 83     | 110    | 138       |
| CM       | NWP-SP            | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 236    | 200    | 236    | 262       |
| CM       | NWP-SP            | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 151124 | 161224 | 151124 | 311024    |
| CM       | CM-COMMERCIAL/COM | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40     | 30     | 40     | 50        |
| CM       | VAS               | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS               | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.33   | 0.27   | 0.33   | 0.40      |
| CM       | VAS               | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 1.50   | 1.20   | 1.50   | 1.80      |
| CM       | VAS               | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 0.50   | 0.40   | 0.50   | 0.60      |
| CFA      | CFA Revenue       | Total revenue   | Rs Cr with scaling   | 6.00      | 24.25  | 24.21  | 24.25  | 24.31     |
| CFA      | CFA Revenue       | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12     | 15     | 15.75     |

**Q3 (FY 2024-25) IPMS Targets for CGM CG Circle**

| Vertical | Job Role                            | KPI Description   | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|---|----------------------|-----------|--------|-------|--------|-----------|
| CFA      | CFA Revenue                         | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 42     | 33.6  | 42     | 44.1      |
| CFA      | CFA-SALES                           | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 10     | 8.59  | 10     | 10.55     |
| CFA      | CFA-SALES                           | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 5000   | 4500  | 5000   | 5500      |
| CFA      | CFA-SALES                           | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 90.25  | 72    | 90.25  | 99        |
| CFA      | Core+Access(NGN/BBNW) Network(QOS)  | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98    | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS)  | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98    | 99     | 99.5      |
| CFA      | copper lines                        | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70    | 80     | 85        |
| CFA      | copper lines                        | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9     | 8      | 7         |
| CFA      | FTTH-BB                             | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9     | 8      | 7         |
| CFA      | Partner Support                     | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85    | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                  | % AMT FOR BILL (QUATERLY)   | Ratio % with scaling | 3.00      | 83     | 78    | 83     | 90        |
| FIN      | BDG/COST CONTRL OPEX                | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 38.62  | 40.55 | 38.62  | 36.69     |
| FIN      | COLL.FROM DIF.SOURCE                | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 47.79  | 45.40 | 47.79  | 50.18     |
| FIN      | DEBTOR REDUCTION                    | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63    | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA                | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 15.20  | 14.44 | 15.20  | 15.96     |
| FIN      | IMPLEMENT. OF IFC                   | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118   | 124    | 131       |
| FIN      | RETURN ON INVESTMENT                | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.00      | 14.57  | 13.84 | 14.57  | 15.30     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45     | 40    | 45     | 50        |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00 | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle   | Amount with scaling  | 1.00      | 2      | 1.9   | 2      | 2.1       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)  | Amount with scaling  | 1.00      | 0.89   | 0.85  | 0.89   | 0.94      |
| EB       | CNO                                 | CPAN NODES UPTIME   | Ratio % with scaling | 1.00      | 99.00  | 98.50 | 99.00  | 99.50     |

**Q3 (FY 2024-25) IPMS Targets for CGM CG Circle**

| Vertical | Job Role            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|---------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| EB       | CNO                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 750    | 600   | 750    | 1130      |
| EB       | CNO                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING   | OFC N/W EXP /REHABILITATION (in Km)  | Numeric with scaling   | 1.00          | 50     | 40    | 50     | 63        |
| EB       | EB FINANCE          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 13.00  | 12.00 | 13.00  | 14.00     |
| EB       | EB FINANCE          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 8.00   | 7.60  | 8.00   | 8.40      |
| EB       | EB GOLD SALES       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 14     | 11    | 14     | 17        |
| EB       | EB CHANNEL PARTNERS | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | LC                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.90   | 0.99  | 0.90   | 0.81      |
| EB       | LC                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Chennai TD**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 1.40      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 150    | 100    | 150    | 168       |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 5      | 4      | 5      | 6         |
| HR/LM    | LAND MONETISATION II       | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 21     | 20     | 21     | 22        |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 4.8    | 4.60   | 4.80   | 5.00      |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.10      | 2.50   | 2.00   | 2.50   | 2.75      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT             | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.50      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 87.5   | 70     | 87.5   | 105       |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM Chennai TD**

| Vertical | Job Role          | KPI Description   | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|-------------------|---|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | TRAINING          | GROUP C & D EDUCATION ENTRY IN ESS                              | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG             | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 1.00      | 90       | 80       | 90       | 100       |
| CM       | CM PLANNING       | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.80      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING       | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.80      | 10       | 8        | 10       | 15        |
| CM       | CM OPERATIONS     | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS     | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.80      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS     | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS     | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 98.71    | 98.45    | 98.71    | 98.97     |
| CM       | CM OPERATIONS I   | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.60      | 98.67    | 98.4     | 98.67    | 98.94     |
| CM       | CM OPERATIONS I   | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 98.62    | 98.34    | 98.62    | 98.9      |
| CM       | CM OPERATIONS I   | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 98.57    | 98.28    | 98.57    | 98.86     |
| CM       | CM OPERATIONS II  | 2G CELLS WITH CDR<2%  | Ratio % with scaling | 0.40      | 73.61    | 68.33    | 73.61    | 78.89     |
| CM       | CM OPERATIONS II  | 3G CELLS WITH CDR<2%  | Ratio % with scaling | 0.60      | 89.74    | 87.69    | 89.74    | 91.79     |
| CM       | CM OPERATIONS II  | MTTR (IN MINUTES)   | Numeric with scaling | 0.60      | 125      | 138      | 125      | 119       |
| CM       | CM REVENUE        | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 44.72    | 41.37    | 44.72    | 45.84     |
| CM       | CM SALES          | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.60      | 627      | 564      | 627      | 690       |
| CM       | CM SALES          | SIM SALES(3 MONTHS)-Prepaid                                     | Numeric with scaling | 1.00      | 18,810   | 16,929   | 18,810   | 21,631    |
| CM       | CM SALES          | SIM SALES(3 MONTHS)-Postpaid                                    | Numeric with scaling | 0.80      | 2,12,006 | 1,90,806 | 2,12,006 | 2,43,807  |
| CM       | CM SALES I        | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 65       | 64       | 65       | 66        |
| CM       | CM-COMMERCIAL/COM | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.40      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.40      | 40       | 30       | 40       | 50        |
| CM       | CM Infra          | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 3        | 1        | 3        | 5         |
| CM       | VAS               | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.60      | 3.33     | 2.67     | 3.33     | 4.00      |
| CM       | VAS               | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 1.67     | 1.33     | 1.67     | 2.00      |
| CM       | VAS               | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 0.67     | 0.53     | 0.67     | 0.80      |
| CM       | VAS               | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 0.33     | 0.27     | 0.33     | 0.40      |
| CFA      | CFA Revenue       | Total revenue   | Rs Cr with scaling   | 6.00      | 52.61    | 52.52    | 52.61    | 52.74     |
| CFA      | CFA Revenue       | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25       | 20       | 25       | 26.25     |

**Q3 (FY 2024-25) IPMS Targets for CGM Chennai TD**

| Vertical | Job Role                            | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|-------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                         | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 70     | 56     | 70     | 73.5      |
| CFA      | CFA-SALES                           | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 3.60      | 42     | 36.078 | 42     | 44.31     |
| CFA      | CFA-SALES                           | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 224    | 179    | 224    | 246       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS)  | Uptime of Network elements exchanges  | in % with scaling    | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS)  | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                        | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                        | MTTR of best 85% cleared faults   | % with scaling       | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                             | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                     | FTTH Partner Payout <15 Days  | in % with scaling    | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                  | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 90     | 85     | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX                | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 50.94  | 53.49  | 50.94  | 48.39     |
| FIN      | COLL.FROM DIF.SOURCE                | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 92.31  | 87.70  | 92.31  | 96.93     |
| FIN      | DEBTOR REDUCTION                    | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA                | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 3.25   | 3.09   | 3.25   | 3.41      |
| FIN      | IMPLEMENT. OF IFC                   | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT                | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.00      | 81.99  | 77.89  | 81.99  | 86.09     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle   | Amount with scaling  | 1.00      | 5.5    | 5.2    | 5.5    | 5.8       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)  | Amount with scaling  | 1.00      | 3.77   | 3.58   | 3.77   | 3.96      |
| EB       | CNO                                 | CPAN NODES UPTIME   | Ratio % with scaling | 1.00      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY   | Ratio % with scaling | 1.00      | 99.00  | 98.50  | 99.00  | 99.50     |

**Q3 (FY 2024-25) IPMS Targets for CGM Chennai TD**

| Vertical | Job Role            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|---------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| EB       | CNO                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 1060   | 850   | 1060   | 1590      |
| EB       | CNO                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 5      | 4     | 5      | 6         |
| EB       | EB FINANCE          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 34.00  | 32.00 | 34.00  | 36.00     |
| EB       | EB FINANCE          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 25.00  | 23.75 | 25.00  | 26.25     |
| EB       | EB PLATINUM SALES   | EB PLATINUM SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB GOLD SALES       | EB Gold SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 18     | 15    | 18     | 21        |
| EB       | EB CHANNEL PARTNERS | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 30     | 25    | 30     | 35        |
| EB       | LC                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Gujrat Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMN  | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 4      | 3      | 4      | 5         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 6      | 4      | 6      | 8         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 6      | 4      | 6      | 8         |
| HR/LM    | LAND MONETISATION          | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 6      | 4      | 6      | 8         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 1      | 1      | 1      | 1         |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 10     | 8      | 10     | 12        |
| HR/LM    | LAND MONETISATION II       | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 33.5   | 32.50  | 33.50  | 34.50     |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 7.75   | 7.50   | 7.75   | 8.00      |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 5.00   | 4.00   | 5.00   | 5.50      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.40      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT             | DISPOSAL ALL ABSCONDING CASES > 5 yrs                                      | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL ALL ABSCONDING CASES > (3-5) yrs                                  | Ratio % with scaling | 0.10      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT             | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 125    | 100    | 125    | 150       |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Gujrat Circle**

| Vertical | Job Role          | KPI Description   | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|-------------------|---|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | TRAINING          | GROUP C & D EDUCATION ENTRY IN ESS                              | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG             | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG             | Strategic Consultant-TMO related work                           | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM OPERATIONS     | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS     | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS     | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS II  | SC SITES AVAILABILITY   | Ratio % with scaling | 0.60      | 95.6     | 94.72    | 95.6     | 96.48     |
| CM       | CM OPERATIONS II  | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 97.98    | 97.58    | 97.98    | 98.38     |
| CM       | CM OPERATIONS II  | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 97.62    | 97.14    | 97.62    | 98.1      |
| CM       | CM OPERATIONS II  | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 93.37    | 92.04    | 93.37    | 94.7      |
| CM       | CM OPERATIONS II  | 2G Cells with CDR<2%  | Ratio % with scaling | 0.40      | 91.9     | 90.28    | 91.9     | 93.52     |
| CM       | CM OPERATIONS II  | 3G Cells with CDR<2%  | Ratio % with scaling | 0.60      | 93.43    | 92.12    | 93.43    | 94.74     |
| CM       | CM OPERATIONS II  | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 311      | 342      | 311      | 295       |
| CM       | CM REVENUE        | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Numeric with scaling | 7.00      | 106.62   | 98.62    | 106.62   | 109.29    |
| CM       | CM SALES          | SIM sale in three months  | Numeric with scaling | 0.80      | 3,74,750 | 3,37,275 | 3,74,750 | 4,30,963  |
| CM       | CM SALES          | Number of Active PoS for SIM selling in each month              | Numeric with scaling | 1.00      | 4,566    | 4,109    | 4,566    | 5023      |
| CM       | CM SALES          | Quality of Acquisition (3 Month Retention)                      | Ratio % with scaling | 0.80      | 35       | 33       | 35       | 37        |
| CM       | CM PLANNING       | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING       | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP            | 4G Saturation Tower Erection                                    | Numeric with scaling | 0.60      | 142      | 107      | 142      | 178       |
| CM       | NWP-SP            | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 240      | 200      | 240      | 260       |
| CM       | NWP-SP            | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | CM Infra          | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 13       | 10       | 13       | 15        |
| CM       | VAS               | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.50     | 0.40     | 0.50     | 0.60      |
| CM       | VAS               | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 2.00     | 1.60     | 2.00     | 2.40      |
| CM       | VAS               | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 1.67     | 1.33     | 1.67     | 2.00      |
| CM       | VAS               | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 1.67     | 1.33     | 1.67     | 2.00      |
| CFA      | CFA Revenue       | Total revenue   | Rs Cr with scaling   | 6.00      | 70.50    | 70.37    | 70.50    | 70.68     |
| CFA      | CFA Revenue       | OBDR ( in Lacs)   | Rs Lacs with scaling | 0.80      | 25       | 20       | 25       | 26.25     |
| CFA      | CFA Revenue       | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 108      | 86.4     | 108      | 113.4     |
| CFA      | CFA-SALES         | FTTH Growth (Normal) (In 1000s)                                 | Number with scaling  | 2.00      | 28       | 24.052   | 28       | 29.54     |

**Q3 (FY 2024-25) IPMS Targets for CGM Gujrat Circle**

| Vertical | Job Role                           | KPI Description                      | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|--------------------------------------|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)  | Number with scaling  | 1.60      | 9000   | 8100   | 9000   | 9900      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #                 | Number with scaling  | 0.40      | 224    | 179    | 224    | 246       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE      | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence               | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults      | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*                                | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days         | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)                | Ratio % with scaling | 3.00      | 83     | 78     | 83     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)        | Amount with scaling  | 2.00      | 93.43  | 98.1   | 93.43  | 88.76     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)       | Amount with scaling  | 3.00      | 255.72 | 242.93 | 255.72 | 268.50    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS       | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100            | Ratio % with scaling | 3.00      | 0.83   | 0.79   | 0.83   | 0.87      |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS       | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%            | Ratio % with scaling | 1.00      | 17.23  | 16.37  | 17.23  | 18.09     |

**Q3 (FY 2024-25) IPMS Targets for CGM Gujrat Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 )  | Ratio % with scaling   | 0.50          | 45.00  | 40.00 | 45.00  | 50.00     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 )  | Ratio % with scaling   | 0.50          | 12.50  | 10.00 | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling   | 1.00          | 95     | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 6.5    | 6.2   | 6.5    | 6.8       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 1.63   | 1.55  | 1.63   | 1.71      |
| EB       | EB FINANCE                          | EB REVENUE (RS. CRS.)  | Amount with scaling    | 6.00          | 75.00  | 71.00 | 75.00  | 79.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 38.00  | 36.10 | 38.00  | 39.90     |
| EB       | EB PLATINUM SALES                   | EB PLATINUM SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 26     | 23    | 26     | 29        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 45     | 40    | 45     | 50        |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 3290   | 2640  | 3290   | 4940      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 50     | 40    | 50     | 63        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM HP Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1      | 2      | 3         |
| HR/LM    | CIVIL                | Revenue(PMC) from External project (in Rs Cr)                              | Numeric with scaling | 1.20      | 1      | 0.9    | 1      | 1.1       |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.10      | 1      | 1      | 1      | 2         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 1.2    | 0.9    | 1.2    | 1.5       |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 7      | 6      | 7      | 9         |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 35     | 34.00  | 35.00  | 36.00     |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 10     | 9.75   | 10     | 10.25     |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 0.45   | 0.36   | 0.45   | 0.50      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elctetricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 50     | 40     | 50     | 60        |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM HP Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99     | 98     | 99     | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6      | 4      | 6      | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3      | 2      | 3      | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12     | 10     | 12     | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 97.03  | 96.44  | 97.03  | 97.62     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 97.62  | 97.14  | 97.62  | 98.1      |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 97.26  | 96.71  | 97.26  | 97.81     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 95.36  | 94.43  | 95.36  | 96.29     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR <2%                                      | Ratio % with scaling | 0.40      | 86.7   | 84.04  | 86.7   | 89.36     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR <2%                                      | Ratio % with scaling | 0.60      | 96.98  | 96.38  | 96.98  | 97.58     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 143    | 157    | 143    | 136       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 45.58  | 42.16  | 45.58  | 46.72     |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 1,512  | 1,361  | 1,512  | 1,663     |
| CM       | CM SALES                   | SIM SALES IN 3 MONTHS                                      | Numeric with scaling | 1.00      | 81,250 | 73,125 | 81,250 | 93,438    |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 46     | 44     | 46     | 48        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10     | 8      | 10     | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 130    | 97     | 130    | 162       |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 250    | 200    | 250    | 290       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124 | 311224 | 301124 | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40     | 30     | 40     | 50        |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numeric with scaling | 0.40      | 3      | 2      | 3      | 5         |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS                        | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 0.67   | 0.53   | 0.67   | 0.80      |

**Q3 (FY 2024-25) IPMS Targets for CGM HP Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 1.33   | 1.07   | 1.33   | 1.60      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 26.53  | 26.48  | 26.53  | 26.60     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12     | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 36     | 28.8   | 36     | 37.8      |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 18     | 15.462 | 18     | 18.99     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 1000   | 900    | 1000   | 1100      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 99.25  | 79     | 99.25  | 109       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | %AMT BILLED AMT   | Ratio % with scaling | 3.00      | 90     | 85     | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 25.71  | 26.99  | 25.71  | 24.42     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 55.94  | 53.14  | 55.94  | 58.73     |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME )*100  | Ratio % with scaling | 3.00      | -6.22  | -6.54  | -6.22  | -5.91     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 31.93  | 30.33  | 31.93  | 33.53     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 0.50      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION      | To be specify by the circle   | Amount with scaling  | 1.00      | 1      | 0.9    | 1      | 1.1       |

**Q3 (FY 2024-25) IPMS Targets for CGM HP Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 0.39   | 0.37  | 0.39   | 0.41      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 250    | 200   | 250    | 380       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 10     | 8     | 10     | 13        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 10.00  | 9.00  | 10.00  | 11.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 2.00   | 1.90  | 2.00   | 2.10      |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 17     | 14    | 17     | 20        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 25     | 20    | 25     | 30        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 13     | 16    | 13     | 11        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.40   | 0.44  | 0.40   | 0.36      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Haryana Circle**

| Vertical | Job Role            | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|---------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN               | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1      | 2      | 3         |
| HR/LM    | CIVIL               | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL               | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION   | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.70      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 1      | 1      | 1      | 2         |
| HR/LM    | LAND MONETISATION I | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 1      | 0.75   | 1      | 1.25      |
| HR/LM    | LAND MONETISATION I | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 5      | 4      | 5      | 6         |
| HR/LM    | RENTING TARGET      | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 33     | 32.00  | 33.00  | 34.00     |
| HR/LM    | RENTING TARGET      | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 6.5    | 6.25   | 6.50   | 6.75      |
| HR/LM    | RENTING TARGET      | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.10      | 1.50   | 1.20   | 1.50   | 1.65      |
| HR/Estt  | ESTABLISHMENT       | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT      | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                | Elctericity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                 | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 150    | 120    | 150    | 180       |
| HR/Pers  | PST/PRM/CPC         | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI   | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Haryana Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 1.00      | 98.73    | 98.48    | 98.73    | 98.98     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.80      | 98.73    | 98.48    | 98.73    | 98.98     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 97.66    | 97.19    | 97.66    | 98.13     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 93.21    | 91.85    | 93.21    | 94.57     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR <2%                                      | Ratio % with scaling | 0.40      | 86.52    | 83.82    | 86.52    | 89.22     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR <2%                                      | Ratio % with scaling | 0.60      | 96.83    | 96.2     | 96.83    | 97.46     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.60      | 144      | 158      | 144      | 137       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 95.29    | 88.14    | 95.29    | 97.67     |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 4,266    | 3,839    | 4,266    | 4,693     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)-Prepaid                                | Numeric with scaling | 1.00      | 1,92,122 | 1,72,910 | 1,92,122 | 2,20,940  |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)-Postpaid                               | Numeric with scaling | 1.00      | 1,96,578 | 1,76,921 | 1,96,578 | 2,26,065  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.60      | 30       | 28       | 30       | 32        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.80      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.80      | 10       | 8        | 10       | 15        |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numeric with scaling | 0.40      | 5        | 3        | 5        | 8         |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 3.33     | 2.67     | 3.33     | 4.00      |
| CM       | VAS                        | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 3.33     | 2.67     | 3.33     | 4.00      |
| CM       | VAS                        | RCS & WhatsApp (Rs in CR)                                  | Amount with scaling  | 0.40      | 5.00     | 4.00     | 5.00     | 6.00      |

**Q3 (FY 2024-25) IPMS Targets for CGM Haryana Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 5.00   | 4.00   | 5.00   | 6.00      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 83.20  | 83.05  | 83.20  | 83.41     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12     | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 236    | 188.8  | 236    | 247.8     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 21     | 18.039 | 21     | 22.155    |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 13000  | 11700  | 13000  | 14300     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 296.25 | 237    | 296.25 | 326       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 90     | 85     | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 79.07  | 83.02  | 79.07  | 75.11     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 125.20 | 118.94 | 125.20 | 131.46    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME )*100  | Ratio % with scaling | 3.00      | 3.14   | 2.99   | 3.14   | 3.30      |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.00      | 34.48  | 32.76  | 34.48  | 36.21     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90     | 95     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Haryana Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 3      | 2.9   | 3      | 3.2       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 2.55   | 2.42  | 2.55   | 2.68      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 610    | 490   | 610    | 910       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 15     | 12    | 15     | 19        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 42.00  | 40.00 | 42.00  | 44.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 18.00  | 17.10 | 18.00  | 18.90     |
| EB       | EB PLATINUM SALES                   | EB PLATINUM SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 35     | 30    | 35     | 38        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 45     | 40    | 45     | 50        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 14     | 17    | 14     | 12        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.50   | 0.55  | 0.50   | 0.45      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM J&K Circle**

| Vertical | Job Role            | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|---------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN               | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1      | 2      | 3         |
| HR/LM    | CIVIL               | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL               | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION   | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.30      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 25     | 20     | 25     | 29        |
| HR/LM    | LAND MONETISATION I | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 1.2    | 0.9    | 1.2    | 1.5       |
| HR/LM    | LAND MONETISATION I | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 7      | 6      | 7      | 9         |
| HR/LM    | RENTING TARGET      | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 23     | 22     | 23     | 24        |
| HR/LM    | RENTING TARGET      | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 5.3    | 5.20   | 5.30   | 5.50      |
| HR/LM    | RENTING TARGET      | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 0.35   | 0.28   | 0.35   | 0.40      |
| HR/Estt  | ESTABLISHMENT       | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT      | DISPOSAL OF ABSCONDING CASES > 5 yrs                                       | Ratio % with scaling | 0.10      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT       | DISPOSAL OF ABSCONDING CASES > (3-5) yrs                                   | Ratio % with scaling | 0.10      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT      | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                | Elctetricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                 | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 37.5   | 30     | 37.5   | 45        |
| HR/Pers  | PST/PRM/CPC         | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI   | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM J&K Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6      | 4      | 6      | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3      | 2      | 3      | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12     | 10     | 12     | 15        |
| CM       | CM OPERATIONS II           | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 94.3   | 93.16  | 94.3   | 95.44     |
| CM       | CM OPERATIONS II           | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 97.54  | 97.05  | 97.54  | 98.03     |
| CM       | CM OPERATIONS II           | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 96.72  | 96.06  | 96.72  | 97.38     |
| CM       | CM OPERATIONS II           | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 92.34  | 90.81  | 92.34  | 93.87     |
| CM       | CM OPERATIONS II           | 2G Cells with CDR<2%                                       | Ratio % with scaling | 0.40      | 81.11  | 77.33  | 81.11  | 84.89     |
| CM       | CM OPERATIONS II           | 3G Cells with CDR<2%                                       | Ratio % with scaling | 0.60      | 91.35  | 89.62  | 91.35  | 93.08     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 139    | 153    | 139    | 132       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Numeric with scaling | 7.00      | 32.94  | 30.47  | 32.94  | 33.76     |
| CM       | CM SALES                   | SIM sale in three months                                   | Numeric with scaling | 0.80      | 42,500 | 38,250 | 42,500 | 48,875    |
| CM       | CM SALES                   | Number of Active PoS for SIM selling in each month         | Numeric with scaling | 1.00      | 1,071  | 964    | 1,071  | 1178      |
| CM       | CM SALES                   | Quality of Acquisition (3 Month Retention)                 | Ratio % with scaling | 0.80      | 57     | 56     | 57     | 58        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10     | 8      | 10     | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 466    | 349    | 466    | 582       |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 462    | 400    | 462    | 513       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124 | 311224 | 301124 | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40     | 30     | 40     | 50        |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numeric with scaling | 0.40      | 3      | 1      | 3      | 5         |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS                        | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 0.33   | 0.27   | 0.33   | 0.40      |

**Q3 (FY 2024-25) IPMS Targets for CGM J&K Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 0.67   | 0.53   | 0.67   | 0.80      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 20.57  | 20.53  | 20.57  | 20.62     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 5      | 4      | 5      | 5.25      |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 20     | 16     | 20     | 21        |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 9      | 7.731  | 9      | 9.495     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 5000   | 4500   | 5000   | 5500      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 124.5  | 100    | 124.5  | 137       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 85     | 80     | 85     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 28.41  | 29.83  | 28.41  | 26.99     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 40.11  | 38.10  | 40.11  | 42.11     |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME )*100  | Ratio % with scaling | 3.00      | -16.21 | -17.02 | -16.21 | -15.40    |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.50      | 32.77  | 31.13  | 32.77  | 34.41     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.50      | 95     | 90     | 95     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM J&K Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 1      | 0.8   | 1      | 1.1       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 1.85   | 1.76  | 1.85   | 1.94      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 260    | 210   | 260    | 380       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 10     | 8     | 10     | 13        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 10.00  | 9.00  | 10.00  | 11.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 3.00   | 2.85  | 3.00   | 3.15      |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 8      | 5     | 8      | 11        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 10     | 8     | 10     | 12        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 19     | 23    | 19     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.85   | 0.94  | 0.85   | 0.77      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Jharkhand Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1      | 2      | 3         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 1      | 1      | 1      | 2         |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 1.2    | 0.9    | 1.2    | 1.5       |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 8      | 6      | 8      | 10        |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 23     | 22     | 23     | 24        |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 5.25   | 5.15   | 5.25   | 5.5       |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 3.10      | 1.00   | 0.80   | 1.00   | 1.10      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT             | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.50      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 150    | 120    | 150    | 180       |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Jharkhand Circle**

| Vertical | Job Role          | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|-------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/TRG   | MISSION KARMAYOGI | MOTIVATIONAL TRG AS PER TARGET BY ALTTC/BSNLCO         | Ratio % with scaling | 0.20      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG             | IPMS CYCLE IMPLEMENTATION                              | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| CM       | CM OPERATIONS     | DATA USAGE (% CHANGE WRT Q2-2024-25)                   | Ratio % with scaling | 0.40      | 6      | 4      | 6      | 8         |
| CM       | CM OPERATIONS     | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                   | Ratio % with scaling | 0.60      | 3      | 2      | 3      | 4         |
| CM       | CM OPERATIONS     | Inspection of BTS sites                                | Numeric with scaling | 0.60      | 12     | 10     | 12     | 15        |
| CM       | CM OPERATIONS     | SC SITES AVAILABILTY                                   | Ratio % with scaling | 0.60      | 97.06  | 96.47  | 97.06  | 97.65     |
| CM       | CM OPERATIONS I   | CRITICAL SITES AVAILABILITY                            | Ratio % with scaling | 0.40      | 96.52  | 95.82  | 96.52  | 97.22     |
| CM       | CM OPERATIONS I   | IMPORTANT SITES AVAILABILITY                           | Ratio % with scaling | 0.40      | 96.94  | 96.33  | 96.94  | 97.55     |
| CM       | CM OPERATIONS I   | NORMAL SITES AVAILABILITY                              | Ratio % with scaling | 0.40      | 91.99  | 90.39  | 91.99  | 93.59     |
| CM       | CM OPERATIONS II  | 2G CELLS WITH CDR<2%                                   | Ratio % with scaling | 0.40      | 85.48  | 82.58  | 85.48  | 88.38     |
| CM       | CM OPERATIONS II  | 3G CELLS WITH CDR<2%                                   | Ratio % with scaling | 0.60      | 93.05  | 91.66  | 93.05  | 94.44     |
| CM       | CM OPERATIONS II  | MTTR (IN MINUTES)                                      | Numeric with scaling | 0.40      | 221    | 243    | 221    | 210       |
| CM       | CM REVENUE        | POST/PREPAID(SLR)P.SMS ETC(CR)                         | Amount with scaling  | 7.00      | 23.66  | 21.88  | 23.66  | 24.25     |
| CM       | CM SALES          | NO OF ACTIVE POS FOR SIM/MONTH                         | Numeric with scaling | 0.80      | 1,969  | 1,772  | 1,969  | 2,166     |
| CM       | CM SALES          | SIM SALES(3 MONTHS)                                    | Numeric with scaling | 1.00      | 66,750 | 60,075 | 66,750 | 76,763    |
| CM       | CM SALES I        | QOA (3 MONTH RETENTION)                                | Ratio % with scaling | 0.80      | 41     | 39     | 41     | 43        |
| CM       | CM PLANNING       | INFRA READY FOR 4G CORE SITES                          | Ratio % with scaling | 0.60      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING       | INFRA READY FOR 4G TOTAL RAN SITES                     | Ratio % with scaling | 0.60      | 10     | 8      | 10     | 15        |
| CM       | NWP-SP            | 4G Saturation Tower Erecetion                          | Numeric with scaling | 0.60      | 43     | 32     | 43     | 54        |
| CM       | NWP-SP            | 4G Saturation Tower Commissioning                      | Numeric with scaling | 0.80      | 314    | 220    | 314    | 349       |
| CM       | NWP-SP            | 100% 4G sites with OFC laid                            | date                 | 0.80      | 301124 | 311224 | 301124 | 151124    |
| CM       | CM-COMMERCIAL/COM | INCR FOLLWRS SOCIAL MEDIA                              | Ratio % with scaling | 0.20      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM | AVAILABILITY OF BNRS/FLEX AT POS                       | Ratio % with scaling | 0.20      | 40     | 30     | 40     | 50        |
| CM       | CM Infra          | Total Leasing Out of Towers to other TSPs in Q3 (Nos.) | Numeric with scaling | 0.40      | 4      | 2      | 4      | 6         |
| CM       | VAS               | IOT/ M2M (Rs in CR)                                    | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS               | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 0.33   | 0.27   | 0.33   | 0.40      |
| CM       | VAS               | RCS & WhatsApp (Rs in CR)                              | Amount with scaling  | 0.40      | 0.33   | 0.27   | 0.33   | 0.40      |

**Q3 (FY 2024-25) IPMS Targets for CGM Jharkhand Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|-------|--------|-----------|
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 0.50   | 0.40  | 0.50   | 0.60      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 22.88  | 22.84 | 22.88  | 22.94     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12    | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 228    | 182.4 | 228    | 239.4     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 6      | 5.154 | 6      | 6.33      |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 5000   | 4500  | 5000   | 5500      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 184    | 147   | 184    | 202       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98    | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98    | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70    | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9     | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9     | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85    | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 83     | 78    | 83     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 45.68  | 47.97 | 45.68  | 43.4      |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 49.86  | 47.37 | 49.86  | 52.36     |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63    | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 4.62   | 4.39  | 4.62   | 4.85      |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118   | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.00      | 27.06  | 25.70 | 27.06  | 28.41     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00 | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00 | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90    | 95     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Jharkhand Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 2      | 1.9   | 2      | 2.1       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 2.25   | 2.14  | 2.25   | 2.36      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 540    | 430   | 540    | 810       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 20     | 16    | 20     | 25        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 19.00  | 18.00 | 19.00  | 20.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 15.00  | 14.25 | 15.00  | 15.75     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 23     | 20    | 23     | 26        |
| EB       | EB CHANNEL PARTNERs                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 25     | 20    | 25     | 30        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Kerala Circle**

| Vertical | Job Role            | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|---------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN               | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 3      | 2      | 3      | 4         |
| HR/LM    | CIVIL               | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL               | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION   | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION   | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION   | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION   | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION   | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION   | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 1      | 1      | 1      | 2         |
| HR/LM    | LAND MONETISATION I | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 20     | 10     | 20     | 30        |
| HR/LM    | LAND MONETISATION I | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I | MUTATION OF DOT LANDS  | Numeric with scaling | 0.40      | 7      | 6      | 7      | 9         |
| HR/LM    | RENTING TARGET      | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 38     | 37.00  | 38.00  | 39.00     |
| HR/LM    | RENTING TARGET      | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 10     | 9.75   | 10.00  | 10.50     |
| HR/LM    | RENTING TARGET      | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.20      | 5.50   | 4.40   | 5.50   | 6.00      |
| HR/Estt  | ESTABLISHMENT       | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT      | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                 | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 125    | 100    | 125    | 150       |
| HR/Pers  | PST/PRM/CPC         | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI   | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM Kerala Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numeric with scaling | 0.40      | 16       | 12       | 16       | 18        |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 99       | 98.8     | 99       | 99.2      |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 99       | 98.8     | 99       | 99.2      |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 99       | 98.8     | 99       | 99.2      |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 99       | 98.8     | 99       | 99.2      |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.40      | 84.11    | 80.93    | 84.11    | 87.29     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.60      | 95.16    | 94.19    | 95.16    | 96.13     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 114      | 125      | 114      | 108       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 350.22   | 323.95   | 350.22   | 358.97    |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 6,275    | 5,648    | 6,275    | 6,903     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)  | Numeric with scaling | 1.00      | 3,12,000 | 2,80,800 | 3,12,000 | 3,58,800  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 59       | 58       | 59       | 60        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 38       | 28       | 38       | 46        |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 125      | 110      | 125      | 140       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 1.00     | 0.80     | 1.00     | 1.20      |
| CM       | VAS                        | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 3.33     | 2.67     | 3.33     | 4.00      |

**Q3 (FY 2024-25) IPMS Targets for CGM Kerala Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good    | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|---------|--------|-----------|
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 1.67   | 1.33    | 1.67   | 2.00      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 0.50   | 0.40    | 0.50   | 0.60      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 178.24 | 177.92  | 178.24 | 178.69    |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25     | 20      | 25     | 26.25     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 456    | 364.8   | 456    | 478.8     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 76.5   | 65.7135 | 76.5   | 80.7075   |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 30000  | 27000   | 30000  | 33000     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 420.5  | 336     | 420.5  | 463       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98      | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98      | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70      | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9       | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9       | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85      | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL (QUATERLY)   | Ratio % with scaling | 3.00      | 90     | 85      | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 171.06 | 179.61  | 171.06 | 162.5     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 362.45 | 344.33  | 362.45 | 380.58    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63      | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 30.47  | 28.95   | 30.47  | 31.99     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118     | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 52.51  | 49.88   | 52.51  | 55.14     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00   | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00   | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90      | 95     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Kerala Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type             | Weightage              | Target        | Good  | V Good | Excellent |
|----------|-------------------------------------|--|----------------------|------------------------|---------------|-------|--------|-----------|
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling  | 1.00                   | 5             | 4.8   | 5      | 5.3       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling  | 1.00                   | 2.21          | 2.1   | 2.21   | 2.32      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling | 1.00                   | 99.00         | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling | 1.00                   | 99.00         | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling | 1.00                   | 140           | 110   | 140    | 200       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling | 0.40                   | 85.00         | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling | 1.00                   | 15            | 12    | 15     | 19        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling  | 6.00                   | 42.00         | 40.00 | 42.00  | 44.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling  | 1.00                   | 16.00         | 15.20 | 16.00  | 16.80     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling | 4.00                   | 95            | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling | 0.80                   | 4             | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling | 0.40                   | 20            | 15    | 20     | 25        |
| EB       | 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 | 0.40                   | 16            | 13    | 16     | 19        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling | 0.40                   | 30            | 25    | 30     | 35        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling | 0.60                   | 18            | 22    | 18     | 15        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling | 0.80                   | 0.35          | 0.39  | 0.35   | 0.32      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling | 0.80                   | 75            | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling | 0.40                   | 30            | 25    | 30     | 35        |
|          |                                     |  |                      | <b>Total Weightage</b> | <b>100.00</b> |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Karnataka Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 5      | 4      | 5      | 6         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.00      | 10     | 8      | 10     | 12        |
| HR/LM    | LAND MONETISATION          | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 6      | 4      | 6      | 8         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 12     | 10     | 12     | 14        |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 20     | 16     | 20     | 25        |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 36     | 35.00  | 36.00  | 37.00     |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 12     | 11.50  | 12.00  | 12.50     |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 7.00   | 5.60   | 7.00   | 7.70      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.40      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT             | DISPOSAL OF ABSCONDING CASES > 5 yrs                                       | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF ABSCONDING CASES > (3-5) yrs                                   | Ratio % with scaling | 0.10      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT             | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 200    | 160    | 200    | 240       |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Karnataka Circle**

| Vertical | Job Role             | KPI Description   | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------|---|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | TRAINING             | GROUP C & D EDUCATION ENTRY IN ESS                              | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                | Strategic Consultant-TMO related work                           | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| HR/WS&I  | HR-SHIFT 2 SLA-BASED | MANPOWER BASED CW Nos   | Numeric with scaling | 0.30      | 1        | 2        | 1        | 0         |
| CM       | CM Infra             | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numbers with scaling | 0.40      | 14       | 10       | 14       | 18        |
| CM       | CM OPERATIONS        | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS        | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS        | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS        | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 93.9     | 92.68    | 93.9     | 95.12     |
| CM       | CM OPERATIONS I      | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 97.13    | 96.56    | 97.13    | 97.7      |
| CM       | CM OPERATIONS I      | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 97.12    | 96.54    | 97.12    | 97.7      |
| CM       | CM OPERATIONS I      | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 93.62    | 92.34    | 93.62    | 94.9      |
| CM       | CM OPERATIONS II     | 2G CELLS WITH CDR<2%  | Ratio % with scaling | 0.40      | 79.19    | 75.03    | 79.19    | 83.35     |
| CM       | CM OPERATIONS II     | 3G CELLS WITH CDR<2%  | Ratio % with scaling | 0.60      | 92.38    | 90.86    | 92.38    | 93.9      |
| CM       | CM OPERATIONS II     | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 136      | 150      | 136      | 129       |
| CM       | CM REVENUE           | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 208.58   | 192.94   | 208.58   | 213.80    |
| CM       | CM SALES             | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 2,861    | 2,575    | 2,861    | 3,147     |
| CM       | CM SALES             | SIM SALES(3 MONTHS)   | Numeric with scaling | 1.00      | 2,41,750 | 2,17,575 | 2,41,750 | 2,78,013  |
| CM       | CM SALES I           | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 43       | 41       | 43       | 45        |
| CM       | CM PLANNING          | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING          | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP               | 4G Saturation Tower Erection                                    | Numeric with scaling | 0.60      | 254      | 191      | 254      | 318       |
| CM       | NWP-SP               | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 346      | 300      | 346      | 384       |
| CM       | NWP-SP               | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM    | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM    | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS                  | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.50     | 0.40     | 0.50     | 0.60      |
| CM       | VAS                  | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 1.67     | 1.33     | 1.67     | 2.00      |
| CM       | VAS                  | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 1.67     | 1.33     | 1.67     | 2.00      |
| CM       | VAS                  | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 1.67     | 1.33     | 1.67     | 2.00      |
| CFA      | CFA Revenue          | Total revenue   | Rs Cr with scaling   | 6.00      | 145.54   | 145.28   | 145.54   | 145.90    |
| CFA      | CFA Revenue          | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25       | 20       | 25       | 26.25     |

**Q3 (FY 2024-25) IPMS Targets for CGM Karnataka Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 275    | 220    | 275    | 288.75    |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 58     | 49.822 | 58     | 61.19     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 16000  | 14400  | 16000  | 17600     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 542.75 | 434    | 542.75 | 597       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearance  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 88     | 83     | 88     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 141.97 | 149.07 | 141.97 | 134.88    |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 388.73 | 369.29 | 388.73 | 408.16    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 16.59  | 15.76  | 16.59  | 17.42     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 37.34  | 35.47  | 37.34  | 39.20     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |

**Q3 (FY 2024-25) IPMS Targets for CGM Karnataka Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type             | Weightage              | Target        | Good   | V Good | Excellent |
|----------|-------------------------------------|--|----------------------|------------------------|---------------|--------|--------|-----------|
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 )  | Ratio % with scaling | 0.50                   | 12.50         | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling | 1.00                   | 95            | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling  | 1.00                   | 10            | 9.5    | 10     | 10.5      |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling  | 1.00                   | 6.09          | 5.79   | 6.09   | 6.4       |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling | 1.00                   | 99.00         | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling | 1.00                   | 99.00         | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling | 1.00                   | 2450          | 1960   | 2450   | 3670      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling | 0.40                   | 85.00         | 80.00  | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling | 1.00                   | 20            | 16     | 20     | 25        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling  | 6.00                   | 157.00        | 149.00 | 157.00 | 165.00    |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling  | 1.00                   | 48.00         | 45.60  | 48.00  | 50.40     |
| EB       | EB PLATINUM SALES                   | EB PLATINUM SALES RANKING marks  | Numeric with scaling | 2.00                   | 95            | 90     | 95     | 100       |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling | 2.00                   | 95            | 90     | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling | 0.80                   | 4             | 3      | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling | 0.40                   | 20            | 15     | 20     | 25        |
| EB       | 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 | 0.40                   | 20            | 15     | 20     | 25        |
| EB       | EB CHANNEL PARTNERs                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling | 0.40                   | 70            | 65     | 70     | 75        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling | 0.60                   | 20            | 24     | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling | 0.80                   | 0.80          | 0.88   | 0.80   | 0.72      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling | 0.80                   | 75            | 70     | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling | 0.40                   | 30            | 25     | 30     | 35        |
|          |                                     |  |                      | <b>Total Weightage</b> | <b>100.00</b> |        |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Kolkata TD**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.90      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.00      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.20      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 5      | 3      | 5      | 6         |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 5      | 4      | 5      | 6         |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 29     | 28     | 29     | 30        |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 3.25   | 3.00   | 3.25   | 3.50      |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 3.00      | 3.00   | 2.40   | 3.00   | 3.30      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.40      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL OF ABSCONDING CASES > 5 yrs                                       | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF ABSCONDING CASES > (3-5) yrs                                   | Ratio % with scaling | 0.10      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elctetricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 125    | 100    | 125    | 150       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM Kolkata TD**

| Vertical | Job Role                   | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO      | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                              | Ratio % with scaling | 0.20      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                           | Ratio % with scaling | 0.50      | 99     | 98     | 99     | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6      | 4      | 6      | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.80      | 3      | 2      | 3      | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12     | 10     | 12     | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 98.54  | 98.25  | 98.54  | 98.83     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 99     | 98.8   | 99     | 99.2      |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 98.98  | 98.78  | 98.98  | 99.2      |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 98.51  | 98.21  | 98.51  | 98.81     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%  | Ratio % with scaling | 0.40      | 78.02  | 73.62  | 78.02  | 82.42     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%  | Ratio % with scaling | 0.60      | 92.74  | 91.29  | 92.74  | 94.19     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 244    | 268    | 244    | 232       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 40.02  | 37.02  | 40.02  | 41.02     |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.80      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.80      | 10     | 8      | 10     | 15        |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 1.00      | 1,773  | 1,596  | 1,773  | 1,950     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)   | Numeric with scaling | 1.20      | 87,500 | 78,750 | 87,500 | 1,00,625  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 1.00      | 43     | 41     | 43     | 45        |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.40      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.40      | 40     | 30     | 40     | 50        |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 3      | 1      | 3      | 5         |
| CM       | VAS                        | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS                        | CNPN (Rs in CR)   | Amount with scaling  | 0.60      | 5.00   | 4.00   | 5.00   | 6.00      |
| CM       | VAS                        | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.60      | 0.67   | 0.53   | 0.67   | 0.80      |
| CM       | VAS                        | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.40      | 1.67   | 1.33   | 1.67   | 2.00      |

**Q3 (FY 2024-25) IPMS Targets for CGM Kolkata TD**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 25.65  | 25.60  | 25.65  | 25.71     |
| CFA      | CFA Revenue                        | OBDD ( in Lacs)   | Rs Lacs with scaling | 0.80      | 25     | 20     | 25     | 26.25     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 196    | 156.8  | 196    | 205.8     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 14     | 12.026 | 14     | 14.77     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 500    | 450    | 500    | 550       |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 162.25 | 130    | 162.25 | 178       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 90     | 85     | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 55.4   | 58.17  | 55.4   | 52.63     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 140.04 | 133.04 | 140.04 | 147.05    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | -9.29  | -9.76  | -9.29  | -8.83     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 252    | 239    | 252    | 265       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 21.50  | 20.42  | 21.50  | 22.57     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION      | To be specify by the circle   | Amount with scaling  | 1.00      | 3.5    | 3.3    | 3.5    | 3.7       |

**Q3 (FY 2024-25) IPMS Targets for CGM Kolkata TD**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 4.62   | 4.39  | 4.62   | 4.86      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 770    | 610   | 770    | 1150      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 15     | 12    | 15     | 19        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 41.00  | 39.00 | 41.00  | 43.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 20.00  | 19.00 | 20.00  | 21.00     |
| EB       | EB PLATINUM SALES                   | EB PLATINUM SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 15     | 12    | 15     | 18        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.70   | 0.77  | 0.70   | 0.63      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM MH Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 8      | 7      | 8      | 9         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 10     | 8      | 10     | 12        |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.40      | 10     | 8      | 10     | 12        |
| HR/LM    | LAND MONETISATION          | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.10      | 22     | 18     | 22     | 28        |
| HR/LM    | LAND MONETISATION II       | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.50      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 15.5   | 15.25  | 15.50  | 16.00     |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.10      | 24.00  | 19.00  | 24.00  | 26.50     |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT             | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 375    | 300    | 375    | 450       |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM MH Circle**

| Vertical | Job Role             | KPI Description   | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------|---|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | TRAINING             | GROUP C & D EDUCATION ENTRY IN ESS                              | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                | Strategic Consultant-TMO related work                           | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| HR/WS&I  | HR-SHIFT 2 SLA-BASED | MANPOWER BASED CW Nos   | Numeric with scaling | 0.30      | 1        | 2        | 1        | 0         |
| CM       | CM OPERATIONS        | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS        | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS        | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS        | SC SITES AVAILABILITY   | Ratio % with scaling | 0.60      | 92.06    | 90.47    | 92.06    | 93.65     |
| CM       | CM OPERATIONS I      | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 95.5     | 94.6     | 95.5     | 96.4      |
| CM       | CM OPERATIONS I      | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 95.74    | 94.89    | 95.74    | 96.59     |
| CM       | CM OPERATIONS I      | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 89.43    | 87.32    | 89.43    | 91.54     |
| CM       | CM OPERATIONS II     | 2G CELLS WITH CDR<2%  | Ratio % with scaling | 0.40      | 88.55    | 86.26    | 88.55    | 90.84     |
| CM       | CM OPERATIONS II     | 3G CELLS WITH CDR<2%  | Ratio % with scaling | 0.60      | 86.96    | 84.35    | 86.96    | 89.57     |
| CM       | CM OPERATIONS II     | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 228      | 251      | 228      | 217       |
| CM       | CM REVENUE           | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 213.83   | 197.79   | 213.83   | 219.18    |
| CM       | CM SALES             | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 7,037    | 6,333    | 7,037    | 7,741     |
| CM       | CM SALES             | SIM SALES(3 MONTHS)   | Numeric with scaling | 1.00      | 4,16,750 | 3,75,075 | 4,16,750 | 4,79,263  |
| CM       | CM SALES I           | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 48       | 46       | 48       | 50        |
| CM       | CM PLANNING          | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING          | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP               | 4G Saturation Tower Erection                                    | Numeric with scaling | 0.60      | 553      | 415      | 553      | 692       |
| CM       | NWP-SP               | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 1030     | 926      | 1030     | 1233      |
| CM       | NWP-SP               | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM    | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM    | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | CM Infra             | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 18       | 15       | 18       | 20        |
| CM       | VAS                  | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.67     | 0.53     | 0.67     | 0.80      |
| CM       | VAS                  | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 2.00     | 1.60     | 2.00     | 2.40      |
| CM       | VAS                  | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 1.67     | 1.33     | 1.67     | 2.00      |
| CM       | VAS                  | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 1.67     | 1.33     | 1.67     | 2.00      |

**Q3 (FY 2024-25) IPMS Targets for CGM MH Circle**

| Vertical | Job Role                              | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|---------------------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                           | Total revenue  | Rs Cr with scaling   | 6.00      | 224.80 | 224.40 | 224.80 | 225.36    |
| CFA      | CFA Revenue                           | OBD ( in Lacs)   | Rs Lacs with scaling | 0.80      | 25     | 20     | 25     | 26.25     |
| CFA      | CFA Revenue                           | WIFI ( in Lacs)  | Rs Lacs with scaling | 0.80      | 330    | 264    | 330    | 346.5     |
| CFA      | CFA-SALES                             | FTTH Growth (Normal) (In 1000s)  | Number with scaling  | 2.00      | 56     | 48.104 | 56     | 59.08     |
| CFA      | CFA-SALES                             | FTTH Growth (BharatNet Utilization)  | Number with scaling  | 1.60      | 16000  | 14400  | 16000  | 17600     |
| CFA      | CFA-SALES                             | VAS - SIP Trunk/IN #   | Number with scaling  | 0.40      | 510.5  | 408    | 510.5  | 562       |
| CFA      | Core+Access(NGN/BBNW)<br>Network(QOS) | Uptime of Network elements exchanges   | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW)<br>Network(QOS) | Uptime of Network elements OLTE  | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                          | 24Hrs. Fault Clearence   | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                          | MTTR of best 85% cleared faults  | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                               | MTTR*  | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                       | FTTH Partner Payout <15 Days   | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                    | % AMT FOR BILL(QTRLY)  | Ratio % with scaling | 3.00      | 90     | 85     | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX                  | 10% RED. IN OTHER EXPENSE(CR)  | Amount with scaling  | 2.00      | 186.08 | 195.38 | 186.08 | 176.77    |
| FIN      | COLL.FROM DIF.SOURCE                  | IMPROVEMENT IN COLL FIG (CR)   | Amount with scaling  | 3.00      | 520.73 | 494.69 | 520.73 | 546.76    |
| FIN      | DEBTOR REDUCTION                      | TRADE RECEIVABLE AS NO OF DAYS   | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA                  | (EBITDA/TOTAL INCOME)*100  | Ratio % with scaling | 3.00      | 20.68  | 19.65  | 20.68  | 21.71     |
| FIN      | IMPLEMENT. OF IFC                     | 100%COMPLIA.ALL CRITICAL CTRLS   | Ratio % with scaling | 1.00      | 268    | 254    | 268    | 282       |
| FIN      | RETURN ON INVESTMENT                  | BETTER ANNUAL ACH. BY 10%  | Ratio % with scaling | 2.00      | 29.98  | 28.48  | 29.98  | 31.48     |
| FIN      | IA PARAS                              | SETTLEMENT OF IA PARAS PENDING AS ON<br>30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                              | SETTLEMENT OF IA PARAS PENDING AS ON<br>30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |

**Q3 (FY 2024-25) IPMS Targets for CGM MH Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good   | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|--------|--------|-----------|
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling   | 1.00          | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 35.5   | 33.7   | 35.5   | 37.3      |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 6.8    | 6.46   | 6.8    | 7.14      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 3660   | 2930   | 3660   | 5480      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00  | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILITATION (in Km)  | Numeric with scaling   | 1.00          | 100    | 80     | 100    | 125       |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 344.00 | 327.00 | 344.00 | 361.00    |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 160.00 | 152.00 | 160.00 | 168.00    |
| EB       | EB PLATINUM SALES                   | EB PLATINUM SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90     | 95     | 100       |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90     | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3      | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15     | 20     | 25        |
| EB       | 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   | 0.40          | 30     | 25     | 30     | 35        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 30     | 25     | 30     | 35        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24     | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.90   | 0.99   | 0.90   | 0.81      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70     | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25     | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |        |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM MP Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 9      | 8     | 9      | 10        |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 6      | 4     | 6      | 8         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 10     | 8     | 10     | 12        |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 4      | 3     | 4      | 5         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION    | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 30     | 25    | 30     | 36        |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 25     | 15    | 25     | 29        |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11    | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 12     | 10    | 12     | 15        |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15    | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 47.5   | 47.00 | 47.50  | 48.00     |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 8      | 7.75  | 8.00   | 8.25      |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 3.50   | 2.80  | 3.50   | 3.85      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 1.00      | 80     | 60    | 80     | 100       |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6   | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00 | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00 | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 250    | 200   | 250    | 300       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM MP Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99     | 98     | 99     | 100       |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numbers with scaling | 0.40      | 15     | 12     | 15     | 20        |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6      | 4      | 6      | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3      | 2      | 3      | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12     | 10     | 12     | 15        |
| CM       | CM OPERATIONS II           | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 96.15  | 95.38  | 96.15  | 96.92     |
| CM       | CM OPERATIONS II           | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 98.39  | 98.07  | 98.39  | 98.71     |
| CM       | CM OPERATIONS II           | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 96.99  | 96.39  | 96.99  | 97.59     |
| CM       | CM OPERATIONS II           | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 92.89  | 91.47  | 92.89  | 94.31     |
| CM       | CM OPERATIONS II           | 2G Cells with CDR<2%                                       | Ratio % with scaling | 0.40      | 88.75  | 86.5   | 88.75  | 91        |
| CM       | CM OPERATIONS II           | 3G Cells with CDR<2%                                       | Ratio % with scaling | 0.60      | 93.55  | 92.26  | 93.55  | 94.84     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 256    | 282    | 256    | 243       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Numeric with scaling | 7.00      | 76.80  | 71.04  | 76.80  | 78.72     |
| CM       | CM SALES                   | SIM sale in three months                                   | Numeric with scaling | 0.80      | 402750 | 362475 | 402750 | 463163    |
| CM       | CM SALES                   | Number of Active PoS for SIM selling in each month         | Numeric with scaling | 1.00      | 4105   | 3695   | 4105   | 4516      |
| CM       | CM SALES                   | Quality of Acquisition (3 Month Retention)                 | Ratio % with scaling | 0.80      | 26     | 24     | 26     | 28        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10     | 8      | 10     | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 38     | 29     | 38     | 48        |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 550    | 500    | 550    | 650       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124 | 311224 | 301124 | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40     | 30     | 40     | 50        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.67   | 0.53   | 0.67   | 0.80      |

**Q3 (FY 2024-25) IPMS Targets for CGM MP Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.33   | 0.27   | 0.33   | 0.40      |
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 1.67   | 1.33   | 1.67   | 2.00      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 0.50   | 0.40   | 0.50   | 0.60      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 70.79  | 70.66  | 70.79  | 70.97     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12     | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 191    | 152.8  | 191    | 200.55    |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)                                 | Number with scaling  | 2.00      | 21     | 18.039 | 21     | 22.155    |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)                             | Number with scaling  | 1.60      | 13000  | 11700  | 13000  | 14300     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 611.25 | 489    | 611.25 | 672       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges                            | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE                                 | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults                                 | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days                                    | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 86     | 81     | 86     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)                                   | Amount with scaling  | 2.00      | 105.76 | 111.05 | 105.76 | 100.47    |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)                                  | Amount with scaling  | 3.00      | 151.03 | 143.48 | 151.03 | 158.58    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS                                  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME )*100                                      | Ratio % with scaling | 3.00      | -5.58  | -5.86  | -5.58  | -5.30     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS                                  | Ratio % with scaling | 1.50      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%                                       | Ratio % with scaling | 2.00      | 20.18  | 19.18  | 20.18  | 21.19     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024        | Ratio % with scaling | 1.50      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION      | To be specify by the circle                                     | Amount with scaling  | 1.00      | 4      | 3.8    | 4      | 4.2       |

**Q3 (FY 2024-25) IPMS Targets for CGM MP Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 4.55   | 4.32  | 4.55   | 4.78      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 1200   | 960   | 1200   | 1800      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 50     | 40    | 50     | 63        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 44.00  | 42.00 | 44.00  | 46.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 38.00  | 36.10 | 38.00  | 39.90     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 30     | 25    | 30     | 35        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 40     | 35    | 40     | 45        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 15     | 18    | 15     | 12        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.90   | 0.99  | 0.90   | 0.81      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM NE-I Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| HR/ADMIN | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1     | 2      | 3         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.00      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 18     | 11    | 18     | 22        |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11    | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 10     | 8     | 10     | 12        |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 32     | 31.00 | 32.00  | 33.00     |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 11.75  | 11.50 | 11.75  | 12.00     |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 1.50   | 1.20  | 1.50   | 1.65      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF ABSCONDING CASES > (3-5) yrs                                   | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6   | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00 | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00 | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 37.5   | 30    | 37.5   | 45        |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS   | Ratio % with scaling | 0.20      | 90     | 80    | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM NE-I Circle**

| Vertical | Job Role             | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| HR/Restg | RESTG                | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/WS&I  | HR-SHIFT 2 SLA-BASED | MANPOWER BASED CW Nos   | Numeric with scaling | 0.30      | 1      | 2      | 1      | 0         |
| CM       | CM Infra             | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 2      | 1      | 2      | 4         |
| CM       | CM OPERATIONS        | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6      | 4      | 6      | 8         |
| CM       | CM OPERATIONS        | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3      | 2      | 3      | 4         |
| CM       | CM OPERATIONS        | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12     | 10     | 12     | 15        |
| CM       | CM OPERATIONS        | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 92.67  | 91.2   | 92.67  | 94.14     |
| CM       | CM OPERATIONS I      | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 96.98  | 96.38  | 96.98  | 97.58     |
| CM       | CM OPERATIONS I      | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 93.47  | 92.16  | 93.47  | 94.78     |
| CM       | CM OPERATIONS I      | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 77.1   | 72.52  | 77.1   | 81.68     |
| CM       | CM OPERATIONS II     | 2G CELLS WITH CDR<2%  | Ratio % with scaling | 0.40      | 85.12  | 82.14  | 85.12  | 88.1      |
| CM       | CM OPERATIONS II     | 3G CELLS WITH CDR<2%  | Ratio % with scaling | 0.60      | 92.25  | 90.7   | 92.25  | 93.8      |
| CM       | CM OPERATIONS II     | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 333    | 366    | 333    | 316       |
| CM       | CM REVENUE           | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 20.41  | 18.88  | 20.41  | 20.92     |
| CM       | CM SALES             | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 570    | 513    | 570    | 627       |
| CM       | CM SALES             | SIM SALES(3 MONTHS)   | Numeric with scaling | 1.00      | 12,500 | 11,250 | 12,500 | 14,375    |
| CM       | CM SALES I           | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 57     | 56     | 57     | 58        |
| CM       | CM PLANNING          | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING          | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10     | 8      | 10     | 15        |
| CM       | NWP-SP               | 4G Saturation Tower Erection                                    | Numeric with scaling | 0.60      | 108    | 81     | 108    | 135       |
| CM       | NWP-SP               | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 189    | 160    | 189    | 219       |
| CM       | NWP-SP               | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 301124 | 311224 | 301124 | 151124    |
| CM       | CM-COMMERCIAL/COM    | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM    | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40     | 30     | 40     | 50        |
| CM       | VAS                  | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS                  | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.33   | 0.27   | 0.33   | 0.40      |
| CM       | VAS                  | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS                  | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 0.50   | 0.40   | 0.50   | 0.60      |

**Q3 (FY 2024-25) IPMS Targets for CGM NE-I Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 15.92  | 15.89  | 15.92  | 15.96     |
| CFA      | CFA Revenue                        | OBDR ( in Lacs)   | Rs Lacs with scaling | 0.80      | 5      | 4      | 5      | 5.25      |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 18     | 14.4   | 18     | 18.9      |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 5      | 4.295  | 5      | 5.275     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 3000   | 2700   | 3000   | 3300      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 155.75 | 125    | 155.75 | 171       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearance  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT OF BILLED   | Ratio % with scaling | 3.00      | 89     | 84     | 89     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 18.17  | 19.08  | 18.17  | 17.26     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 26.89  | 25.55  | 26.89  | 28.24     |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | -18.22 | -19.13 | -18.22 | -17.31    |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 1.50      | 25.71  | 24.43  | 25.71  | 27.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 0.50      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION      | To be specify by the circle   | Amount with scaling  | 1.00      | 0.5    | 0.35   | 0.5    | 0.65      |

**Q3 (FY 2024-25) IPMS Targets for CGM NE-I Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 1.5    | 1.42  | 1.5    | 1.57      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 190    | 150   | 190    | 280       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 5      | 4     | 5      | 6         |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 2.00   | 1.80  | 2.00   | 2.20      |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 2.00   | 1.90  | 2.00   | 2.10      |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 11     | 8     | 11     | 14        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 15     | 10    | 15     | 20        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM NE-II Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| HR/ADMIN | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1     | 2      | 3         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.80      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 1      | 1     | 1      | 2         |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11    | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 5      | 5     | 6      | 8         |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 16.5   | 16    | 16.5   | 17        |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 3.75   | 3.40  | 3.75   | 4         |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 0.08   | 0.06  | 0.08   | 0.09      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 1.00      | 80     | 60    | 80     | 100       |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6   | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00 | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00 | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 37.5   | 30    | 37.5   | 45        |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS   | Ratio % with scaling | 0.20      | 90     | 80    | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM NE-II Circle**

| Vertical | Job Role          | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|-------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| HR/Restg | RESTG             | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| CM       | CM Infra          | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 2      | 1      | 2      | 4         |
| CM       | CM OPERATIONS     | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6      | 4      | 6      | 8         |
| CM       | CM OPERATIONS     | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3      | 2      | 3      | 4         |
| CM       | CM OPERATIONS     | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12     | 10     | 12     | 15        |
| CM       | CM OPERATIONS     | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 89.97  | 87.96  | 89.97  | 91.98     |
| CM       | CM OPERATIONS I   | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 95.29  | 94.35  | 95.29  | 96.23     |
| CM       | CM OPERATIONS I   | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 92.49  | 90.99  | 92.49  | 93.99     |
| CM       | CM OPERATIONS I   | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 85.06  | 82.07  | 85.06  | 88.05     |
| CM       | CM OPERATIONS II  | 2G CELLS WITH CDR<2%  | Ratio % with scaling | 0.40      | 85.66  | 82.79  | 85.66  | 88.53     |
| CM       | CM OPERATIONS II  | 3G CELLS WITH CDR<2%  | Ratio % with scaling | 0.60      | 93.64  | 92.37  | 93.64  | 94.91     |
| CM       | CM OPERATIONS II  | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 298    | 328    | 298    | 283       |
| CM       | CM REVENUE        | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 13.83  | 12.80  | 13.83  | 14.18     |
| CM       | CM SALES          | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 258    | 232    | 258    | 284       |
| CM       | CM SALES          | SIM SALES(3 MONTHS)   | Numeric with scaling | 1.00      | 15,000 | 13,500 | 15,000 | 17,250    |
| CM       | CM SALES I        | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 48     | 46     | 48     | 50        |
| CM       | CM PLANNING       | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15     | 13     | 15     | 20        |
| CM       | CM PLANNING       | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10     | 8      | 10     | 15        |
| CM       | NWP-SP            | 4G Saturation Tower Erecetion                                   | Numeric with scaling | 0.60      | 402    | 301    | 402    | 502       |
| CM       | NWP-SP            | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 646    | 534    | 646    | 717       |
| CM       | NWP-SP            | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 301124 | 311224 | 301124 | 151124    |
| CM       | CM-COMMERCIAL/COM | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5      | 2.5    | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40     | 30     | 40     | 50        |
| CM       | VAS               | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS               | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.33   | 0.27   | 0.33   | 0.40      |
| CM       | VAS               | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS               | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 0.50   | 0.40   | 0.50   | 0.60      |
| CFA      | CFA Revenue       | Total revenue   | Rs Cr with scaling   | 6.00      | 5.49   | 5.48   | 5.49   | 5.50      |

**Q3 (FY 2024-25) IPMS Targets for CGM NE-II Circle**

| Vertical | Job Role                            | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|-------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                         | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 5      | 4      | 5      | 5.25      |
| CFA      | CFA Revenue                         | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 2      | 1.6    | 2      | 2.1       |
| CFA      | CFA-SALES                           | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 3.60      | 5      | 4.295  | 5      | 5.275     |
| CFA      | CFA-SALES                           | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 155.75 | 125    | 155.75 | 171       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS)  | Uptime of Network elements exchanges  | in % with scaling    | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS)  | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                        | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                        | MTTR of best 85% cleared faults   | % with scaling       | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                             | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                     | FTTH Partner Payout <15 Days  | in % with scaling    | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                  | % AMT OF BILLED   | Ratio % with scaling | 3.00      | 85     | 80     | 85     | 90        |
| FIN      | BDG/COST CONTRL OPEX                | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 22.21  | 23.32  | 22.21  | 21.1      |
| FIN      | COLL.FROM DIF.SOURCE                | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 14.96  | 14.22  | 14.96  | 15.71     |
| FIN      | DEBTOR REDUCTION                    | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA                | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | -13.89 | -14.58 | -13.89 | -13.19    |
| FIN      | IMPLEMENT. OF IFC                   | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT                | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 14.30  | 13.58  | 14.30  | 15.01     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle   | Amount with scaling  | 1.00      | 0.5    | 0.35   | 0.5    | 0.65      |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)  | Amount with scaling  | 1.00      | 1.29   | 1.23   | 1.29   | 1.35      |
| EB       | CNO                                 | CPAN NODES UPTIME   | Ratio % with scaling | 1.00      | 99.00  | 98.50  | 99.00  | 99.50     |

**Q3 (FY 2024-25) IPMS Targets for CGM NE-II Circle**

| Vertical | Job Role            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|---------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| EB       | CNO                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 100    | 80    | 100    | 150       |
| EB       | CNO                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING   | OFC N/W EXP /REHABILITATION (in Km)  | Numeric with scaling   | 1.00          | 5      | 4     | 5      | 6         |
| EB       | EB FINANCE          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 2.00   | 1.80  | 2.00   | 2.20      |
| EB       | EB FINANCE          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 2.00   | 1.90  | 2.00   | 2.10      |
| EB       | EB GOLD SALES       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 10     | 7     | 10     | 13        |
| EB       | EB CHANNEL PARTNERS | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 15     | 10    | 15     | 20        |
| EB       | LC                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Odisha Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 3      | 2      | 3      | 4         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.70      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 17     | 13     | 17     | 25        |
| HR/LM    | LAND MONETISATION I  | GRS PROCEED LAND(SALES&RENT CR)  | Amount with scaling  | 3.00      | 1.20   | 0.90   | 1.20   | 1.50      |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 8      | 6      | 8      | 10        |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 42     | 41     | 42     | 43        |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 4      | 3.75   | 4      | 4.25      |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 2.00   | 1.60   | 2.00   | 2.20      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF ABSCONDING CASES > (3-5) yrs                                   | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 125    | 100    | 125    | 150       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Odisha Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numbers with scaling | 0.40      | 7        | 5        | 7        | 10        |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 95.29    | 94.35    | 95.29    | 96.23     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 95.89    | 95.07    | 95.89    | 96.71     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 92.96    | 91.55    | 92.96    | 94.37     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 88.41    | 86.09    | 88.41    | 90.73     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.40      | 75.59    | 70.71    | 75.59    | 80.47     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.60      | 92.11    | 90.53    | 92.11    | 93.69     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 232      | 255      | 232      | 220       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 116.54   | 107.80   | 116.54   | 119.45    |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 7,803    | 7,023    | 7,803    | 8,583     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)  | Numeric with scaling | 1.00      | 1,62,250 | 1,46,025 | 1,62,250 | 1,86,588  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 54       | 53       | 54       | 55        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 357      | 268      | 357      | 446       |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 705      | 600      | 705      | 783       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.33     | 0.27     | 0.33     | 0.40      |
| CM       | VAS                        | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 0.33     | 0.27     | 0.33     | 0.40      |

**Q3 (FY 2024-25) IPMS Targets for CGM Odisha Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 0.17   | 0.13   | 0.17   | 0.20      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 0.50   | 0.40   | 0.50   | 0.60      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 43.49  | 43.41  | 43.49  | 43.60     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25     | 20     | 25     | 26.25     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 108    | 86.4   | 108    | 113.4     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 14     | 12.026 | 14     | 14.77     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 5000   | 4500   | 5000   | 5500      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 286.75 | 229    | 286.75 | 315       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 83     | 78     | 83     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 62.2   | 65.31  | 62.2   | 59.09     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 139.21 | 132.25 | 139.21 | 146.17    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 37.00  | 35.15  | 37.00  | 38.85     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 30.63  | 29.10  | 30.63  | 32.16     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 0.50      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION      | To be specify by the circle   | Amount with scaling  | 1.00      | 4      | 3.8    | 4      | 4.2       |

**Q3 (FY 2024-25) IPMS Targets for CGM Odisha Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 2.86   | 2.72  | 2.86   | 3.01      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 1270   | 1010  | 1270   | 1900      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 23     | 18.4  | 23     | 29        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 42.00  | 40.00 | 42.00  | 44.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 20.00  | 19.00 | 20.00  | 21.00     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 24     | 21    | 24     | 27        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 30     | 25    | 30     | 35        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.80   | 0.88  | 0.80   | 0.72      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Punjab Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 3      | 2      | 3      | 4         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.80      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 10     | 6      | 10     | 12        |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 5      | 4      | 5      | 6         |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 47.00  | 46.75  | 47.00  | 47.50     |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 16.25  | 16.00  | 16.25  | 16.50     |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 4.00   | 3.20   | 4.00   | 4.40      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elctetricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 200    | 160    | 200    | 240       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |



**Q3 (FY 2024-25) IPMS Targets for CGM Punjab Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numeric with scaling | 0.40      | 8        | 5        | 8        | 10        |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 98       | 97.6     | 98       | 98.4      |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 98.65    | 98.38    | 98.65    | 98.92     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 98.42    | 98.1     | 98.42    | 98.74     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 97.16    | 96.59    | 97.16    | 97.73     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR <2%                                      | Ratio % with scaling | 0.40      | 82.39    | 78.87    | 82.39    | 85.91     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR <2%                                      | Ratio % with scaling | 0.60      | 93.52    | 92.22    | 93.52    | 94.82     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 111      | 122      | 111      | 105       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 176.36   | 163.13   | 176.36   | 180.77    |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 4,795    | 4,316    | 4,795    | 5,275     |
| CM       | CM SALES                   | SIM SALES IN 3 MONTHS                                      | Numeric with scaling | 1.00      | 2,51,250 | 2,26,125 | 2,51,250 | 2,88,938  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 35       | 33       | 35       | 37        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 6        | 4        | 6        | 7         |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 6        | 5        | 6        | 7         |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 1.33     | 1.07     | 1.33     | 1.60      |
| CM       | VAS                        | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 3.33     | 2.67     | 3.33     | 4.00      |

**Q3 (FY 2024-25) IPMS Targets for CGM Punjab Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 6.67   | 5.33   | 6.67   | 8.00      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 3.33   | 2.67   | 3.33   | 4.00      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 110.72 | 110.52 | 110.72 | 111.00    |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25     | 20     | 25     | 26.25     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 408    | 326.4  | 408    | 428.4     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 49     | 42.091 | 49     | 51.695    |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 23000  | 20700  | 23000  | 25300     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 227.5  | 182    | 227.5  | 250       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | %AMT BILLED AMT   | Ratio % with scaling | 3.00      | 90     | 85     | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 105.75 | 111.04 | 105.75 | 100.46    |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 285.02 | 270.77 | 285.02 | 299.27    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME )*100  | Ratio % with scaling | 3.00      | 0.14   | 0.14   | 0.14   | 0.15      |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 252    | 239    | 252    | 265       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 19.01  | 18.06  | 19.01  | 19.96     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90     | 95     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Punjab Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type             | Weightage              | Target        | Good  | V Good | Excellent |
|----------|-------------------------------------|--|----------------------|------------------------|---------------|-------|--------|-----------|
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling  | 1.00                   | 2.5           | 2.4   | 2.5    | 2.6       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling  | 1.00                   | 0.27          | 0.25  | 0.27   | 0.28      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling | 1.00                   | 99.00         | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling | 1.00                   | 99.00         | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling | 1.00                   | 660           | 530   | 660    | 980       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling | 0.40                   | 85.00         | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling | 1.00                   | 50            | 40    | 50     | 63        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling  | 6.00                   | 49.00         | 47.00 | 49.00  | 51.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling  | 1.00                   | 20.00         | 19.00 | 20.00  | 21.00     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling | 4.00                   | 95            | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling | 0.80                   | 4             | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling | 0.40                   | 20            | 15    | 20     | 25        |
| EB       | 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 | 0.40                   | 15            | 12    | 15     | 17        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling | 0.40                   | 30            | 25    | 30     | 35        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling | 0.60                   | 20            | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling | 0.80                   | 0.55          | 0.61  | 0.55   | 0.50      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling | 0.80                   | 75            | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling | 0.40                   | 30            | 25    | 30     | 35        |
|          |                                     |  |                      | <b>Total Weightage</b> | <b>100.00</b> |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Rajasthan Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 6      | 5      | 6      | 7         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 8      | 6      | 8      | 10        |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.70      | 8      | 6      | 8      | 10        |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 5      | 3      | 5      | 6         |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 6      | 5      | 6      | 8         |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.20      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 17     | 16.75  | 17.00  | 17.25     |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 4.50   | 3.60   | 4.50   | 5.00      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL ABSCONDING CASES > (3-5) yrs                                      | Ratio % with scaling | 0.10      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 150    | 120    | 150    | 180       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Rajasthan Circle**

| Vertical | Job Role                   | KPI Description   | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|---|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                          | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                   | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                       | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)      | Numbers with scaling | 0.40      | 14       | 10       | 14       | 20        |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                        | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                        | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                     | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 97.76    | 97.31    | 97.76    | 98.21     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                 | Ratio % with scaling | 0.40      | 98.7     | 98.44    | 98.7     | 98.96     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 97.81    | 97.37    | 97.81    | 98.25     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                   | Ratio % with scaling | 0.40      | 93.49    | 92.19    | 93.49    | 94.79     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR <2%                                       | Ratio % with scaling | 0.40      | 83.57    | 80.28    | 83.57    | 86.86     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR <2%                                       | Ratio % with scaling | 0.60      | 96.43    | 95.72    | 96.43    | 97.14     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 91       | 100      | 91       | 86        |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                              | Amount with scaling  | 7.00      | 131.39   | 121.53   | 131.39   | 134.67    |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                              | Numeric with scaling | 0.80      | 7,677    | 6,909    | 7,677    | 8,445     |
| CM       | CM SALES                   | SIM SALES IN 3 MONTHS                                       | Numeric with scaling | 1.00      | 4,35,250 | 3,91,725 | 4,35,250 | 5,00,538  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                     | Ratio % with scaling | 0.80      | 33       | 31       | 33       | 35        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                               | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                          | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                                | Numeric with scaling | 0.60      | 219      | 164      | 219      | 274       |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                           | Numeric with scaling | 0.80      | 550      | 500      | 550      | 653       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                 | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                   | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                            | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 1.00     | 0.80     | 1.00     | 1.20      |
| CM       | VAS                        | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 3.33     | 2.67     | 3.33     | 4.00      |
| CM       | VAS                        | RCS & WhatsApp (Rs in CR)                                   | Amount with scaling  | 0.40      | 1.33     | 1.07     | 1.33     | 1.60      |

**Q3 (FY 2024-25) IPMS Targets for CGM Rajasthan Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 3.33   | 2.67   | 3.33   | 4.00      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 104.26 | 104.07 | 104.26 | 104.52    |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25     | 20     | 25     | 26.25     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 216    | 172.8  | 216    | 226.8     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 49     | 42.091 | 49     | 51.695    |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 16000  | 14400  | 16000  | 17600     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 286.75 | 229    | 286.75 | 315       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | %AMT BILLED AMT   | Ratio % with scaling | 3.00      | 90     | 85     | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 82.5   | 86.62  | 82.5   | 78.37     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 180.12 | 171.11 | 180.12 | 189.12    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME )*100  | Ratio % with scaling | 3.00      | 23.26  | 22.09  | 23.26  | 24.42     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 20.03  | 19.03  | 20.03  | 21.03     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |

**Q3 (FY 2024-25) IPMS Targets for CGM Rajasthan Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling   | 1.00          | 95     | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 6      | 5.7   | 6      | 6.3       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 1.56   | 1.48  | 1.56   | 1.64      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 1010   | 810   | 1010   | 1510      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 20     | 16    | 20     | 25        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 88.00  | 84.00 | 88.00  | 92.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 25.00  | 23.75 | 25.00  | 26.25     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 32     | 30    | 32     | 35        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 50     | 45    | 50     | 55        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.65   | 0.72  | 0.65   | 0.59      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Sikkim Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| HR/LM    | CIVIL                      | MONT CIVIL WK IN ALLOTTED BUDGT  | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 1.00      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 3.20      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 5.00      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | REM LINKING WITH FICO  | Numeric with scaling | 1.00      | 1      | 1     | 1      | 2         |
| HR/LM    | LAND MONETISATION I        | MCPC OF LAND LEGAL CASES   | Days                 | 0.10      | 8      | 11    | 8      | 5         |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60    | 80     | 100       |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF ABSCONDING CASES > 5 yrs                                       | Ratio % with scaling | 0.40      | 80     | 60    | 80     | 100       |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.50      | 2      | 1.6   | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00 | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00 | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.50      | 10     | 8     | 10     | 12        |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS   | Ratio % with scaling | 0.20      | 90     | 80    | 90     | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION  | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                                       | Ratio % with scaling | 0.40      | 6      | 4     | 6      | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                                       | Ratio % with scaling | 0.60      | 3      | 2     | 3      | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites  | Numeric with scaling | 0.60      | 12     | 10    | 12     | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY   | Ratio % with scaling | 1.00      | 86.17  | 83.4  | 86.17  | 88.94     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY  | Ratio % with scaling | 0.80      | 89.73  | 87.68 | 89.73  | 91.78     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY   | Ratio % with scaling | 0.40      | 92.11  | 90.53 | 92.11  | 93.69     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY  | Ratio % with scaling | 0.40      | 92.19  | 90.63 | 92.19  | 93.75     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%   | Ratio % with scaling | 0.40      | 90.82  | 88.98 | 90.82  | 92.66     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%   | Ratio % with scaling | 0.60      | 92.69  | 91.23 | 92.69  | 94.15     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.80      | 248    | 273   | 248    | 236       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)   | Amount with scaling  | 7.00      | 2.19   | 2.03  | 2.19   | 2.25      |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH   | Numeric with scaling | 0.80      | 36     | 32    | 36     | 40        |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)  | Numeric with scaling | 1.00      | 4,100  | 3,690 | 4,100  | 4,715     |



**Q3 (FY 2024-25) IPMS Targets for CGM Sikkim Circle**

| Vertical | Job Role                           | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|------------------------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| CM       | CM SALES I                         | QOA (3 MONTH RETENTION)                                | Ratio % with scaling | 0.80      | 52     | 50    | 52     | 54        |
| CM       | CM PLANNING                        | INFRA READY FOR 4G CORE SITES                          | Ratio % with scaling | 0.80      | 15     | 13    | 15     | 20        |
| CM       | CM PLANNING                        | INFRA READY FOR 4G TOTAL RAN SITES                     | Ratio % with scaling | 0.80      | 10     | 8     | 10     | 15        |
| CM       | NWP-SP                             | 4G Saturation Tower Erection                           | Numeric with scaling | 0.80      | 34     | 25    | 34     | 42        |
| CM       | NWP-SP                             | 4G Saturation Tower Commissioning                      | Numeric with scaling | 0.80      | 22     | 16    | 22     | 27        |
| CM       | CM-COMMERCIAL/COM                  | INCR FOLLWRS SOCIAL MEDIA                              | Ratio % with scaling | 0.40      | 5      | 2.5   | 5      | 7.5       |
| CM       | CM-COMMERCIAL/COM                  | AVAILABILITY OF BNRS/FLEX AT POS                       | Ratio % with scaling | 0.40      | 40     | 30    | 40     | 50        |
| CM       | CM Infra                           | Total Leasing Out of Towers to other TSPs in Q3 (Nos.) | Numbers with scaling | 0.40      | 1      | 1     | 1      | 2         |
| CFA      | CFA Revenue                        | Total revenue  | Rs Cr with scaling   | 6.00      | 2.33   | 2.33  | 2.33   | 2.34      |
| CFA      | CFA Revenue                        | OBD ( in Lacs)   | Rs Lacs with scaling | 0.80      | 5      | 4     | 5      | 5.25      |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)  | Rs Lacs with scaling | 0.80      | 2      | 1.6   | 2      | 2.1       |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)                        | Number with scaling  | 3.60      | 1      | 0.859 | 1      | 1.055     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #                                   | Number with scaling  | 0.40      | 62     | 50    | 62     | 68        |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges                   | in % with scaling    | 0.40      | 99     | 98    | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE                        | % with scaling       | 2.00      | 99     | 98    | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence                                 | % with scaling       | 1.00      | 80     | 70    | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults                        | % with scaling       | 1.00      | 8      | 9     | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*  | Hrs with scaling     | 2.00      | 8      | 9     | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days                           | in % with scaling    | 2.00      | 90     | 85    | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)                                  | Ratio % with scaling | 4.00      | 88     | 83    | 88     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)                          | Amount with scaling  | 2.00      | 3.47   | 3.65  | 3.47   | 3.3       |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)                           | Amount with scaling  | 3.00      | 2.34   | 2.22  | 2.34   | 2.46      |

**Q3 (FY 2024-25) IPMS Targets for CGM Sikkim Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | DEBTOR REDUCTION                    | TRADE RECEIVABLE AS NO OF DAYS   | Days                   | 2.00          | 60     | 63    | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA                | (EBITDA/TOTAL INCOME)*100  | Ratio % with scaling   | 3.00          | 6.22   | 5.91  | 6.22   | 6.53      |
| FIN      | IMPLEMENT. OF IFC                   | 100%COMPLIA.ALL CRITICAL CTRLS   | Ratio % with scaling   | 1.00          | 124    | 118   | 124    | 131       |
| FIN      | RETURN ON INVESTMENT                | BETTER ANNUAL ACH. BY 10%  | Ratio % with scaling   | 2.00          | 56.62  | 53.78 | 56.62  | 59.45     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling   | 1.00          | 95     | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 0.5    | 0.35  | 0.5    | 0.65      |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 0.27   | 0.26  | 0.27   | 0.29      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 10     | 8     | 10     | 15        |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILITATION (in Km)  | Numeric with scaling   | 1.00          | 5      | 4     | 5      | 6         |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 0.50   | 0.40  | 0.50   | 0.60      |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 1.00   | 0.95  | 1.00   | 1.05      |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 8      | 5     | 8      | 11        |
| EB       | EB CHANNEL PARTNERs                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 10     | 8     | 10     | 12        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 8      | 10    | 8      | 7         |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.80   | 0.88  | 0.80   | 0.72      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Telengana Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1      | 2      | 3         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 6      | 4      | 6      | 8         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.70      | 6      | 4      | 6      | 8         |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 11     | 9      | 11     | 14        |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 10.00  | 9.75   | 10.00  | 10.25     |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.10      | 4.50   | 3.60   | 4.50   | 5.00      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 100    | 80     | 100    | 120       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Telengana Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 1.00      | 90       | 80       | 90       | 100       |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numbers with scaling | 0.40      | 7        | 5        | 7        | 10        |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 97.76    | 97.31    | 97.76    | 98.21     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 98.94    | 98.73    | 98.94    | 99.15     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 98.8     | 98.56    | 98.8     | 99.04     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 96.99    | 96.39    | 96.99    | 97.59     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.40      | 83.98    | 80.78    | 83.98    | 87.18     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.60      | 89.34    | 87.21    | 89.34    | 91.47     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 124      | 136      | 124      | 118       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 72.31    | 66.88    | 72.31    | 74.12     |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 2,282    | 2,054    | 2,282    | 2,510     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)  | Numeric with scaling | 1.00      | 1,52,000 | 1,36,800 | 1,52,000 | 1,74,800  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 47       | 45       | 47       | 49        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erecetion                              | Numeric with scaling | 0.60      | 43       | 32       | 43       | 54        |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 91       | 81       | 91       | 101       |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.33     | 0.27     | 0.33     | 0.40      |
| CM       | VAS                        | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 3.33     | 2.67     | 3.33     | 4.00      |
| CM       | VAS                        | RCS & WhatsApp (Rs in CR)                                  | Amount with scaling  | 0.40      | 1.67     | 1.33     | 1.67     | 2.00      |

**Q3 (FY 2024-25) IPMS Targets for CGM Telengana Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 1.67   | 1.33   | 1.67   | 2.00      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 61.28  | 61.17  | 61.28  | 61.43     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25     | 20     | 25     | 26.25     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 58     | 46.4   | 58     | 60.9      |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 28     | 24.052 | 28     | 29.54     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 1000   | 900    | 1000   | 1100      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 399.5  | 320    | 399.5  | 439       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 83     | 78     | 83     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 59.56  | 62.54  | 59.56  | 56.58     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 451.91 | 429.31 | 451.91 | 474.50    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | -6.44  | -6.76  | -6.44  | -6.12     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 16.23  | 15.42  | 16.23  | 17.04     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                  | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90     | 95     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Telengana Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 4.5    | 4.3   | 4.5    | 4.7       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 1.96   | 1.86  | 1.96   | 2.06      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 1230   | 980   | 1230   | 1840      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 25     | 20    | 25     | 31        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 52.00  | 49.00 | 52.00  | 55.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 15.00  | 14.25 | 15.00  | 15.75     |
| EB       | EB PLATINUM SALES                   | EB PLATINUM SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 2.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 25     | 22    | 25     | 28        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 35     | 30    | 35     | 40        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 15     | 18    | 15     | 12        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.85   | 0.94  | 0.85   | 0.77      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Tamil Nadu Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 4      | 3      | 4      | 5         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 8      | 6      | 8      | 10        |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 8      | 6      | 8      | 10        |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 5      | 4      | 5      | 6         |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 10     | 8      | 10     | 12        |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 37     | 36.00  | 37.00  | 38.00     |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 11.25  | 11.00  | 11.25  | 11.50     |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 17.00  | 13.50  | 17.00  | 18.50     |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 200    | 160    | 200    | 240       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |

**Q3 (FY 2024-25) IPMS Targets for CGM Tamil Nadu Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024           | Ratio % with scaling | 1.00      | 90       | 80       | 90       | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 98.11    | 97.73    | 98.11    | 98.49     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 98.84    | 98.61    | 98.84    | 99.07     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 97.91    | 97.49    | 97.91    | 98.33     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 95.28    | 94.34    | 95.28    | 96.22     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.40      | 86.5     | 83.8     | 86.5     | 89.2      |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.60      | 93.2     | 91.84    | 93.2     | 94.56     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 109      | 120      | 109      | 104       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 286.29   | 264.82   | 286.29   | 293.45    |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 5,495    | 4,946    | 5,495    | 6,045     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)  | Numeric with scaling | 1.00      | 3,58,750 | 3,22,875 | 3,58,750 | 4,12,563  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 47       | 45       | 47       | 49        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 15       | 11       | 15       | 19        |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 63       | 56       | 63       | 70        |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numeric with scaling | 0.40      | 13       | 10       | 13       | 15        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.33     | 0.27     | 0.33     | 0.40      |



**Q3 (FY 2024-25) IPMS Targets for CGM Tamil Nadu Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good    | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|---------|--------|-----------|
| CM       | VAS                                | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.67   | 0.53    | 0.67   | 0.80      |
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 2.67   | 2.13    | 2.67   | 3.20      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 0.50   | 0.40    | 0.50   | 0.60      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 134.94 | 134.70  | 134.94 | 135.28    |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 25     | 20      | 25     | 26.25     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 212    | 169.6   | 212    | 222.6     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 125    | 107.375 | 125    | 131.875   |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 500    | 450     | 500    | 550       |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 517.5  | 414     | 517.5  | 569       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98      | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98      | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70      | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9       | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9       | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85      | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT FOR BILL(QTRLY)   | Ratio % with scaling | 3.00      | 90     | 85      | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 164.69 | 172.92  | 164.69 | 156.45    |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 445.39 | 423.12  | 445.39 | 467.66    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63      | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | 15.91  | 15.12   | 15.91  | 16.71     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 252    | 239     | 252    | 265       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 42.96  | 40.81   | 42.96  | 45.11     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00   | 45.00  | 50.00     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 12.50  | 10.00   | 12.50  | 15.00     |

**Q3 (FY 2024-25) IPMS Targets for CGM Tamil Nadu Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling   | 1.00          | 95     | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 5.5    | 5.2   | 5.5    | 5.8       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 3.64   | 3.46  | 3.64   | 3.82      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 2300   | 1840  | 2300   | 3450      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 30     | 24    | 30     | 38        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 55.00  | 52.00 | 55.00  | 58.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 24.00  | 22.80 | 24.00  | 25.20     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 23     | 20    | 23     | 26        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 55     | 50    | 55     | 60        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.70   | 0.77  | 0.70   | 0.63      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM Uttarakhand Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|----------------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| HR/ADMIN | ADMIN                      | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 2      | 1     | 2      | 3         |
| HR/LM    | CIVIL                      | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/LM    | CIVIL                      | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION          | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION          | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION I        | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 10     | 6     | 10     | 12        |
| HR/LM    | LAND MONETISATION I        | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11    | 8      | 5         |
| HR/LM    | LAND MONETISATION I        | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 5      | 4     | 5      | 6         |
| HR/LM    | RENTING TARGET             | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 39.5   | 39.35 | 39.5   | 40        |
| HR/LM    | RENTING TARGET             | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 19.50  | 19.25 | 19.50  | 19.75     |
| HR/LM    | RENTING TARGET             | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.70      | 1.50   | 1.20  | 1.50   | 1.65      |
| HR/Estt  | ESTABLISHMENT              | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 1.00      | 80     | 60    | 80     | 100       |
| HR/EW    | OJAS                       | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6   | 2.0    | 2.4       |
| HR/EW    | OJAS                       | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00 | 90.0   | 95.0      |
| HR/EW    | OJAS                       | Elctricity bill arrear reduction   | Ratio % with scaling | 0.50      | 70     | 60.00 | 70.0   | 80.0      |
| HR/EW    | OSM                        | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 37.5   | 30    | 37.5   | 45        |
| HR/Pers  | PST/PRM/CPC                | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI          | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO                 | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS   | Ratio % with scaling | 0.20      | 90     | 80    | 90     | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION  | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM Uttarakhand Circle**

| Vertical | Job Role          | KPI Description   | KPI Type             | Weightage | Target   | Good   | V Good   | Excellent |
|----------|-------------------|---|----------------------|-----------|----------|--------|----------|-----------|
| HR/Restg | RESTG             | Strategic Consultant-TMO related work                           | Ratio % with scaling | 0.50      | 99       | 98     | 99       | 100       |
| CM       | CM OPERATIONS     | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6        | 4      | 6        | 8         |
| CM       | CM OPERATIONS     | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3        | 2      | 3        | 4         |
| CM       | CM OPERATIONS     | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12       | 10     | 12       | 15        |
| CM       | CM OPERATIONS     | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 94.64    | 93.57  | 94.64    | 95.71     |
| CM       | CM OPERATIONS I   | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 96.09    | 95.31  | 96.09    | 96.87     |
| CM       | CM OPERATIONS I   | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 96.83    | 96.2   | 96.83    | 97.46     |
| CM       | CM OPERATIONS I   | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 93.3     | 91.96  | 93.3     | 94.64     |
| CM       | CM OPERATIONS II  | 2G CELLS WITH CDR <2%   | Ratio % with scaling | 0.40      | 83.19    | 79.83  | 83.19    | 86.55     |
| CM       | CM OPERATIONS II  | 3G CELLS WITH CDR <2%   | Ratio % with scaling | 0.60      | 93.93    | 92.72  | 93.93    | 95.14     |
| CM       | CM OPERATIONS II  | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 145      | 160    | 145      | 138       |
| CM       | CM REVENUE        | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 34.39    | 31.81  | 34.39    | 35.25     |
| CM       | CM SALES          | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 1,368    | 1,231  | 1,368    | 1,505     |
| CM       | CM SALES          | SIM SALES IN 3 MONTHS   | Numeric with scaling | 1.00      | 1,02,500 | 92,250 | 1,02,500 | 1,17,875  |
| CM       | CM SALES I        | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 47       | 45     | 47       | 49        |
| CM       | CM PLANNING       | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15       | 13     | 15       | 20        |
| CM       | CM PLANNING       | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10       | 8      | 10       | 15        |
| CM       | NWP-SP            | 4G Saturation Tower Erecetion                                   | Numeric with scaling | 0.60      | 148      | 111    | 148      | 185       |
| CM       | NWP-SP            | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 225      | 200    | 225      | 260       |
| CM       | NWP-SP            | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 151124   | 161224 | 151124   | 311024    |
| CM       | CM-COMMERCIAL/COM | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5        | 2.5    | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40       | 30     | 40       | 50        |
| CM       | CM Infra          | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 3        | 1      | 3        | 5         |
| CM       | VAS               | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.17     | 0.13   | 0.17     | 0.20      |
| CM       | VAS               | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.33     | 0.27   | 0.33     | 0.40      |
| CM       | VAS               | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 0.17     | 0.13   | 0.17     | 0.20      |
| CM       | VAS               | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 0.33     | 0.27   | 0.33     | 0.40      |
| CFA      | CFA Revenue       | Total revenue   | Rs Cr with scaling   | 6.00      | 23.30    | 23.26  | 23.30    | 23.36     |

**Q3 (FY 2024-25) IPMS Targets for CGM Uttarakhand Circle**

| Vertical | Job Role                            | KPI Description   | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|---|----------------------|-----------|--------|-------|--------|-----------|
| CFA      | CFA Revenue                         | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12    | 15     | 15.75     |
| CFA      | CFA Revenue                         | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 188    | 150.4 | 188    | 197.4     |
| CFA      | CFA-SALES                           | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 7      | 6.013 | 7      | 7.385     |
| CFA      | CFA-SALES                           | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 3000   | 2700  | 3000   | 3300      |
| CFA      | CFA-SALES                           | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 184    | 147   | 184    | 202       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS)  | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98    | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS)  | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98    | 99     | 99.5      |
| CFA      | copper lines                        | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70    | 80     | 85        |
| CFA      | copper lines                        | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9     | 8      | 7         |
| CFA      | FTTH-BB                             | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9     | 8      | 7         |
| CFA      | Partner Support                     | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85    | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                  | %AMT BILLED AMT   | Ratio % with scaling | 3.00      | 90     | 85    | 90     | 92        |
| FIN      | BDG/COST CONTRL OPEX                | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 28.65  | 30.09 | 28.65  | 27.22     |
| FIN      | COLL.FROM DIF.SOURCE                | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 34.48  | 32.76 | 34.48  | 36.20     |
| FIN      | DEBTOR REDUCTION                    | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63    | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA                | (EBITDA/TOTAL INCOME )*100  | Ratio % with scaling | 3.00      | 11.97  | 11.37 | 11.97  | 12.57     |
| FIN      | IMPLEMENT. OF IFC                   | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118   | 124    | 131       |
| FIN      | RETURN ON INVESTMENT                | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 31.52  | 29.94 | 31.52  | 33.09     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 1.00      | 12.50  | 10.00 | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024                        | Ratio % with scaling | 1.00      | 95     | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle   | Amount with scaling  | 1.00      | 1.5    | 1.4   | 1.5    | 1.6       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)  | Amount with scaling  | 1.00      | 0.98   | 0.93  | 0.98   | 1.03      |
| EB       | CNO                                 | CPAN NODES UPTIME   | Ratio % with scaling | 1.00      | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY   | Ratio % with scaling | 1.00      | 99.00  | 98.50 | 99.00  | 99.50     |

**Q3 (FY 2024-25) IPMS Targets for CGM Uttarakhand Circle**

| Vertical | Job Role            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|---------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| EB       | CNO                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 360    | 290   | 360    | 540       |
| EB       | CNO                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 10     | 8     | 10     | 13        |
| EB       | EB FINANCE          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 24.00  | 23.00 | 24.00  | 25.00     |
| EB       | EB FINANCE          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 4.00   | 3.80  | 4.00   | 4.20      |
| EB       | EB GOLD SALES       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 12     | 10    | 12     | 14        |
| EB       | EB CHANNEL PARTNERS | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 25     | 20    | 25     | 30        |
| EB       | LC                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 18     | 22    | 18     | 15        |
| EB       | LC                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM UP (E) Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 8      | 7      | 8      | 9         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 8      | 6      | 8      | 10        |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.70      | 8      | 6      | 8      | 10        |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 4      | 3      | 4      | 5         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 1      | 1      | 1      | 2         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 110    | 60     | 110    | 120       |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 18     | 14     | 18     | 22        |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 8      | 7.75   | 8.00   | 8.25      |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 3.25   | 2.60   | 3.25   | 3.60      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL ABSCONDING CASES > 5 yrs                                      | Ratio % with scaling | 0.10      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL ALL ABSCONDING CASES > (3-5) yrs                                  | Ratio % with scaling | 0.10      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 200    | 160    | 200    | 240       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM UP (E) Circle**

| Vertical | Job Role                   | KPI Description   | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|---|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO      | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                              | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                           | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 96.44    | 95.73    | 96.44    | 97.15     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 97.35    | 96.82    | 97.35    | 97.88     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 95.76    | 94.91    | 95.76    | 96.61     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 84.18    | 81.02    | 84.18    | 87.34     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR <2%   | Ratio % with scaling | 0.40      | 81.92    | 78.3     | 81.92    | 85.54     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR <2%   | Ratio % with scaling | 0.60      | 97.9     | 97.48    | 97.9     | 98.32     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 104      | 114      | 104      | 99        |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 176.98   | 163.71   | 176.98   | 181.41    |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.80      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 1.00      | 10       | 8        | 10       | 15        |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 6,534    | 5,881    | 6,534    | 7,187     |
| CM       | CM SALES                   | SIM SALES IN 3 MONTHS   | Numeric with scaling | 0.60      | 5,33,250 | 4,79,925 | 5,33,250 | 6,13,238  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.60      | 27       | 25       | 27       | 29        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                                    | Numeric with scaling | 0.60      | 42       | 31       | 42       | 52        |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 59       | 45       | 59       | 65        |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 151124   | 161224   | 151124   | 311024    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numeric with scaling | 0.40      | 13       | 10       | 13       | 18        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.17     | 0.13     | 0.17     | 0.20      |
| CM       | VAS                        | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.33     | 0.27     | 0.33     | 0.40      |
| CM       | VAS                        | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 0.67     | 0.53     | 0.67     | 0.80      |
| CM       | VAS                        | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 0.33     | 0.27     | 0.33     | 0.40      |



**Q3 (FY 2024-25) IPMS Targets for CGM UP (E) Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 191.79 | 191.44 | 191.79 | 192.27    |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12     | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 373    | 298.4  | 373    | 391.65    |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 28     | 24.052 | 28     | 29.54     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 16000  | 14400  | 16000  | 17600     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 224.25 | 179    | 224.25 | 247       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | %AMT BILLED AMT   | Ratio % with scaling | 3.00      | 83     | 78     | 83     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 144.7  | 151.93 | 144.7  | 137.46    |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 202.15 | 192.05 | 202.15 | 212.26    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME )*100  | Ratio % with scaling | 3.00      | 13.52  | 12.84  | 13.52  | 14.19     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 30.27  | 28.75  | 30.27  | 31.78     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |

**Q3 (FY 2024-25) IPMS Targets for CGM UP (E) Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 )  | Ratio % with scaling   | 0.50          | 12.50  | 10.00 | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling   | 1.00          | 95     | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling    | 1.00          | 2.5    | 2.4   | 2.5    | 2.6       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 2.63   | 2.5   | 2.63   | 2.76      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 1750   | 1400  | 1750   | 2620      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 50     | 40    | 50     | 63        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 24.00  | 23.00 | 24.00  | 25.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 14.00  | 13.30 | 14.00  | 14.70     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 17     | 14    | 17     | 20        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 40     | 35    | 40     | 45        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 1.00   | 1.10  | 1.00   | 0.90      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM UP (W) Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 5      | 4      | 5      | 6         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 5      | 3      | 5      | 6         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.20      | 5      | 3      | 5      | 6         |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 5      | 3      | 5      | 6         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | T.A & I.V REPORT RECON. & CLSC(Sec12) SUB.                                 | Numeric with scaling | 0.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | REM LINKING WITH FICO  | Numeric with scaling | 0.10      | 1      | 1      | 1      | 1         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 3      | 2      | 3      | 4         |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 9      | 7      | 9      | 11        |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 37.00  | 36.50  | 37.00  | 37.50     |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 7.50   | 7.10   | 7.50   | 7.75      |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 1.05   | 0.80   | 1.05   | 1.20      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL ALL ABSCONDING CASES > (3-5) yrs                                  | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 200    | 160    | 200    | 240       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM UP (W) Circle**

| Vertical | Job Role                   | KPI Description   | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|---|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTTC/BSNLCO     | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                              | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                       | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                           | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)          | Numbers with scaling | 0.40      | 7        | 5        | 7        | 10        |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                            | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites   | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY  | Ratio % with scaling | 0.60      | 94.99    | 93.99    | 94.99    | 95.99     |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                     | Ratio % with scaling | 0.40      | 96.91    | 96.29    | 96.91    | 97.53     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                                    | Ratio % with scaling | 0.40      | 96.02    | 95.22    | 96.02    | 96.82     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                       | Ratio % with scaling | 0.40      | 85.95    | 83.14    | 85.95    | 88.76     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR <2%   | Ratio % with scaling | 0.40      | 81.09    | 77.31    | 81.09    | 84.87     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR <2%   | Ratio % with scaling | 0.60      | 97.83    | 97.4     | 97.83    | 98.26     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)   | Numeric with scaling | 0.40      | 116      | 128      | 116      | 110       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                                  | Amount with scaling  | 7.00      | 111.94   | 103.54   | 111.94   | 114.74    |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                                  | Numeric with scaling | 0.80      | 4,156    | 3,740    | 4,156    | 4,572     |
| CM       | CM SALES                   | SIM SALES IN 3 MONTHS   | Numeric with scaling | 1.00      | 3,66,500 | 3,29,850 | 3,66,500 | 4,21,475  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)   | Ratio % with scaling | 0.80      | 23       | 20       | 23       | 25        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                                   | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                              | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                                    | Numeric with scaling | 0.60      | 2        | 2        | 2        | 3         |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                               | Numeric with scaling | 0.80      | 11       | 10       | 11       | 12        |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                     | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                       | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                                | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)   | Amount with scaling  | 0.40      | 0.17     | 0.13     | 0.17     | 0.20      |
| CM       | VAS                        | CNPN (Rs in CR)   | Amount with scaling  | 0.40      | 0.67     | 0.53     | 0.67     | 0.80      |
| CM       | VAS                        | RCS & WhatsApp (Rs in CR)                                       | Amount with scaling  | 0.40      | 0.67     | 0.53     | 0.67     | 0.80      |
| CM       | VAS                        | Other VAS services, like Voice based Authentication, (Rs in CR) | Amount with scaling  | 0.20      | 3.33     | 2.67     | 3.33     | 4.00      |
| CFA      | CFA Revenue                | Total revenue   | Rs Cr with scaling   | 6.00      | 62.42    | 62.31    | 62.42    | 62.58     |

**Q3 (FY 2024-25) IPMS Targets for CGM UP (W) Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12     | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 46     | 36.8   | 46     | 48.3      |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 21     | 18.039 | 21     | 22.155    |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 16000  | 14400  | 16000  | 17600     |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 218.25 | 175    | 218.25 | 240       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | %AMT BILLED AMT   | Ratio % with scaling | 3.00      | 83     | 78     | 83     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 58.74  | 61.68  | 58.74  | 55.81     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 208.50 | 198.08 | 208.50 | 218.93    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 2.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME )*100  | Ratio % with scaling | 3.00      | -6.12  | -6.43  | -6.12  | -5.82     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 124    | 118    | 124    | 131       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 15.39  | 14.62  | 15.39  | 16.16     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |

**Q3 (FY 2024-25) IPMS Targets for CGM UP (W) Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type             | Weightage              | Target        | Good  | V Good | Excellent |
|----------|-------------------------------------|--|----------------------|------------------------|---------------|-------|--------|-----------|
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 )  | Ratio % with scaling | 0.50                   | 12.50         | 10.00 | 12.50  | 15.00     |
| FIN      | REVENUE ASSURANCE                   | Closure of RA related exceptions pending upto 30.11.2024   | Ratio % with scaling | 1.00                   | 95            | 90    | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle  | Amount with scaling  | 1.00                   | 3             | 2.9   | 3      | 3.2       |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling  | 1.00                   | 3.16          | 3     | 3.16   | 3.32      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling | 1.00                   | 99.00         | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling | 1.00                   | 99.00         | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling | 1.00                   | 1100          | 880   | 1100   | 1650      |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling | 0.40                   | 85.00         | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling | 1.00                   | 5             | 4     | 5      | 6         |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling  | 6.00                   | 28.00         | 27.00 | 28.00  | 29.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling  | 1.00                   | 7.00          | 6.65  | 7.00   | 7.35      |
| EB       | EB PLATINUM/INMARSAT                | EB PLATINUM SALES RANKING marks  | Numeric with scaling | 2.00                   | 95            | 90    | 95     | 100       |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling | 2.00                   | 95            | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling | 0.80                   | 4             | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling | 0.40                   | 20            | 15    | 20     | 25        |
| EB       | 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 | 0.40                   | 15            | 12    | 15     | 17        |
| EB       | EB CHANNEL PARTNERs                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling | 0.40                   | 35            | 30    | 35     | 40        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling | 0.60                   | 20            | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling | 0.80                   | 1.00          | 1.10  | 1.00   | 0.90      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling | 0.80                   | 75            | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling | 0.40                   | 30            | 25    | 30     | 35        |
|          |                                     |  |                      | <b>Total Weightage</b> | <b>100.00</b> |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM West Bengal Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|-------|--------|-----------|
| HR/ADMIN | ADMIN                | New Empanelment of Hospitals   | Numeric with scaling | 1.00      | 3      | 2     | 3      | 4         |
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/LM    | CIVIL                | MON. & AT OF 4G SATURATION TOWER   | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 0.70      | 3      | 2     | 3      | 4         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 1.70      | 3      | 2     | 3      | 4         |
| HR/LM    | LAND MONETISATION    | VALUATION & CLSC,I.V.(Sec-9)SUBMISSION                                     | Numeric with scaling | 0.50      | 3      | 2     | 3      | 4         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 0.60      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1     | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 3.00      | 3      | 1.5   | 3      | 5         |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 0.10      | 8      | 11    | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 6      | 5     | 6      | 8         |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15    | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 42.50  | 42.00 | 42.50  | 43.00     |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 3      | 2.75  | 3.00   | 3.25      |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 2.40   | 1.90  | 2.40   | 2.65      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL ALL ABSCONDING CASES > (3-5) yrs                                  | Ratio % with scaling | 0.50      | 80     | 60    | 80     | 100       |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6   | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00 | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elctericity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00 | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 250    | 200   | 250    | 300       |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM West Bengal Circle**

| Vertical | Job Role                   | KPI Description  | KPI Type             | Weightage | Target   | Good     | V Good   | Excellent |
|----------|----------------------------|--|----------------------|-----------|----------|----------|----------|-----------|
| HR/TRG   | BHARATNET UDYAMI SWIFT TRG | SWIFT TRG TO ALL TIP/UDYAMIS AS PER TARGET BY ALTTC/BSNLCO | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/TRG   | TRAINING                   | GROUP C & D EDUCATION ENTRY IN ESS                         | Ratio % with scaling | 0.20      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | IPMS CYCLE IMPLEMENTATION                                  | Ratio % with scaling | 0.50      | 90       | 80       | 90       | 100       |
| HR/Restg | RESTG                      | Strategic Consultant-TMO related work                      | Ratio % with scaling | 0.50      | 99       | 98       | 99       | 100       |
| CM       | CM Infra                   | Total Leasing Out of Towers to other TSPs in Q3 (Nos.)     | Numbers with scaling | 0.40      | 7        | 5        | 7        | 10        |
| CM       | CM OPERATIONS              | DATA USAGE (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.40      | 6        | 4        | 6        | 8         |
| CM       | CM OPERATIONS              | UNIQUE VLR (% CHANGE WRT Q2-2024-25)                       | Ratio % with scaling | 0.60      | 3        | 2        | 3        | 4         |
| CM       | CM OPERATIONS              | Inspection of BTS sites                                    | Numeric with scaling | 0.60      | 12       | 10       | 12       | 15        |
| CM       | CM OPERATIONS              | SC SITES AVAILABILTY                                       | Ratio % with scaling | 0.60      | 96.5     | 95.8     | 96.5     | 97.2      |
| CM       | CM OPERATIONS I            | CRITICAL SITES AVAILABILITY                                | Ratio % with scaling | 0.40      | 97.84    | 97.41    | 97.84    | 98.27     |
| CM       | CM OPERATIONS I            | IMPORTANT SITES AVAILABILITY                               | Ratio % with scaling | 0.40      | 97.66    | 97.19    | 97.66    | 98.13     |
| CM       | CM OPERATIONS I            | NORMAL SITES AVAILABILITY                                  | Ratio % with scaling | 0.40      | 92.95    | 91.54    | 92.95    | 94.36     |
| CM       | CM OPERATIONS II           | 2G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.40      | 82.22    | 78.66    | 82.22    | 85.78     |
| CM       | CM OPERATIONS II           | 3G CELLS WITH CDR<2%                                       | Ratio % with scaling | 0.60      | 91.92    | 90.3     | 91.92    | 93.54     |
| CM       | CM OPERATIONS II           | MTTR (IN MINUTES)  | Numeric with scaling | 0.40      | 156      | 172      | 156      | 148       |
| CM       | CM REVENUE                 | POST/PREPAID(SLR)P.SMS ETC(CR)                             | Amount with scaling  | 7.00      | 71.40    | 66.05    | 71.40    | 73.19     |
| CM       | CM SALES                   | NO OF ACTIVE POS FOR SIM/MONTH                             | Numeric with scaling | 0.80      | 3,917    | 3,525    | 3,917    | 4,309     |
| CM       | CM SALES                   | SIM SALES(3 MONTHS)  | Numeric with scaling | 1.00      | 1,57,250 | 1,41,525 | 1,57,250 | 1,80,838  |
| CM       | CM SALES I                 | QOA (3 MONTH RETENTION)                                    | Ratio % with scaling | 0.80      | 52       | 50       | 52       | 54        |
| CM       | CM PLANNING                | INFRA READY FOR 4G CORE SITES                              | Ratio % with scaling | 0.60      | 15       | 13       | 15       | 20        |
| CM       | CM PLANNING                | INFRA READY FOR 4G TOTAL RAN SITES                         | Ratio % with scaling | 0.60      | 10       | 8        | 10       | 15        |
| CM       | NWP-SP                     | 4G Saturation Tower Erection                               | Numeric with scaling | 0.60      | 36       | 27       | 36       | 45        |
| CM       | NWP-SP                     | 4G Saturation Tower Commissioning                          | Numeric with scaling | 0.80      | 32       | 27       | 32       | 35        |
| CM       | NWP-SP                     | 100% 4G sites with OFC laid                                | date                 | 0.80      | 301124   | 311224   | 301124   | 151124    |
| CM       | CM-COMMERCIAL/COM          | INCR FOLLWRS SOCIAL MEDIA                                  | Ratio % with scaling | 0.20      | 5        | 2.5      | 5        | 7.5       |
| CM       | CM-COMMERCIAL/COM          | AVAILABILITY OF BNRS/FLEX AT POS                           | Ratio % with scaling | 0.20      | 40       | 30       | 40       | 50        |
| CM       | VAS                        | IOT/ M2M (Rs in CR)  | Amount with scaling  | 0.40      | 0.67     | 0.53     | 0.67     | 0.80      |
| CM       | VAS                        | CNPN (Rs in CR)  | Amount with scaling  | 0.40      | 0.33     | 0.27     | 0.33     | 0.40      |



**Q3 (FY 2024-25) IPMS Targets for CGM West Bengal Circle**

| Vertical | Job Role                           | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| CM       | VAS                                | RCS & WhatsApp (Rs in CR)   | Amount with scaling  | 0.40      | 0.67   | 0.53   | 0.67   | 0.80      |
| CM       | VAS                                | Other VAS services, like Voice based Authentication, (Rs in CR)                 | Amount with scaling  | 0.20      | 0.50   | 0.40   | 0.50   | 0.60      |
| CFA      | CFA Revenue                        | Total revenue   | Rs Cr with scaling   | 6.00      | 34.35  | 34.29  | 34.35  | 34.44     |
| CFA      | CFA Revenue                        | OBD ( in Lacs)  | Rs Lacs with scaling | 0.80      | 15     | 12     | 15     | 15.75     |
| CFA      | CFA Revenue                        | WIFI ( in Lacs)   | Rs Lacs with scaling | 0.80      | 274    | 219.2  | 274    | 287.7     |
| CFA      | CFA-SALES                          | FTTH Growth (Normal) (In 1000s)   | Number with scaling  | 2.00      | 14     | 12.026 | 14     | 14.77     |
| CFA      | CFA-SALES                          | FTTH Growth (BharatNet Utilization)   | Number with scaling  | 1.60      | 9000   | 8100   | 9000   | 9900      |
| CFA      | CFA-SALES                          | VAS - SIP Trunk/IN #  | Number with scaling  | 0.40      | 99.25  | 79     | 99.25  | 109       |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements exchanges  | % with scaling       | 0.40      | 99     | 98     | 99     | 99.5      |
| CFA      | Core+Access(NGN/BBNW) Network(QOS) | Uptime of Network elements OLTE   | % with scaling       | 2.00      | 99     | 98     | 99     | 99.5      |
| CFA      | copper lines                       | 24Hrs. Fault Clearence  | % with scaling       | 1.00      | 80     | 70     | 80     | 85        |
| CFA      | copper lines                       | MTTR of best 85% cleared faults   | Hrs with scaling     | 1.00      | 8      | 9      | 8      | 7         |
| CFA      | FTTH-BB                            | MTTR*   | Hrs with scaling     | 2.00      | 8      | 9      | 8      | 7         |
| CFA      | Partner Support                    | FTTH Partner Payout <15 Days  | % with scaling       | 2.00      | 90     | 85     | 90     | 100       |
| FIN      | 1ST MONTH COLL EFF                 | % AMT OF BILLED   | Ratio % with scaling | 3.00      | 88     | 83     | 88     | 90        |
| FIN      | BDG/COST CONTRL OPEX               | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 2.00      | 52.62  | 55.25  | 52.62  | 49.99     |
| FIN      | COLL.FROM DIF.SOURCE               | IMPROVEMENT IN COLL FIG (CR)  | Amount with scaling  | 3.00      | 135.66 | 128.88 | 135.66 | 142.44    |
| FIN      | DEBTOR REDUCTION                   | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | GROSS PFT MGN(EBITDA               | (EBITDA/TOTAL INCOME)*100   | Ratio % with scaling | 3.00      | -4.65  | -4.88  | -4.65  | -4.42     |
| FIN      | IMPLEMENT. OF IFC                  | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 1.00      | 141    | 133    | 141    | 148       |
| FIN      | RETURN ON INVESTMENT               | BETTER ANNUAL ACH. BY 10%   | Ratio % with scaling | 2.00      | 27.19  | 25.83  | 27.19  | 28.55     |
| FIN      | IA PARAS                           | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 0.50      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | REVENUE ASSURANCE                  | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 0.50      | 95     | 90     | 95     | 100       |
| FIN      | NEW REVENUE STREAM GENERATION      | To be specify by the circle   | Amount with scaling  | 1.00      | 3      | 2.9    | 3      | 3.2       |

**Q3 (FY 2024-25) IPMS Targets for CGM West Bengal Circle**

| Vertical | Job Role                            | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)   | Amount with scaling    | 1.00          | 3.47   | 3.3   | 3.47   | 3.65      |
| EB       | CNO                                 | CPAN NODES UPTIME  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY  | Ratio % with scaling   | 1.00          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES  | Numeric with scaling   | 1.00          | 380    | 310   | 380    | 570       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING   | Ratio % with scaling   | 0.40          | 85.00  | 80.00 | 85.00  | 90.00     |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)  | Numeric with scaling   | 1.00          | 25     | 20    | 25     | 31        |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)   | Amount with scaling    | 6.00          | 32.00  | 30.00 | 32.00  | 34.00     |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)  | Amount with scaling    | 1.00          | 17.00  | 16.15 | 17.00  | 17.85     |
| EB       | EB GOLD SALES                       | EB Gold SALES RANKING marks  | Numeric with scaling   | 4.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff   | Ratio % with scaling   | 0.80          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month   | Numeric with scaling   | 0.40          | 20     | 15    | 20     | 25        |
| EB       | 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   | 0.40          | 21     | 18    | 21     | 24        |
| EB       | EB CHANNEL PARTNERS                 | Total Empannelment of Channel Partner under CPP-2023   | Numeric with scaling   | 0.40          | 25     | 20    | 25     | 30        |
| EB       | LC                                  | MTTR of leased circuits in Hrs   | Numeric with scaling   | 0.60          | 20     | 24    | 20     | 16        |
| EB       | LC                                  | SERVICE ASSURANCE-FAULT RATE   | Ratio % with scaling   | 0.80          | 0.90   | 0.99  | 0.90   | 0.81      |
| EB       | LC                                  | SD (NET COMMSSG+UPGRADT)   | Ratio % with scaling   | 0.80          | 75     | 70    | 75     | 80        |
| EB       | MM                                  | Procurement of Goods & services from MSE category bidders  | Ratio % with scaling   | 0.40          | 30     | 25    | 30     | 35        |
|          |                                     |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

# 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.

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-East Circle**

| Vertical | Job Role             | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| HR/LM    | CIVIL                | MONITRING CIVIL WORK IN BUDGET  | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/LM    | LAND MONETISATION I  | HANDING OVER SURPLUS SITES(L&B)   | Ratio % with scaling | 6.00      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS   | Numeric with scaling | 7.30      | 5      | 4      | 5      | 6         |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                      | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL ALL ABSCONDING CASES > 3 TO 5 yrs                                      | Ratio % with scaling | 0.20      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                             | Date(DDMMYY)         | 0.30      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)   | Amount with scaling  | 1.50      | 18.75  | 15     | 18.75  | 22.5      |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines.      | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                                | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | TRAINING             | GROUP C & D EDUCATION ENTRY IN ESS  | Ratio % with scaling | 0.20      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                | IPMS CYCLE IMPLEMENTATION   | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| FIN      | BDG/COST CONTRL OPEX | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 8.00      | 13.66  | 14.35  | 13.66  | 12.98     |
| FIN      | IMPLEMENT. OF IFC    | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 8.00      | 124    | 118    | 124    | 131       |
| FIN      | IA PARAS             | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 4.00      | 45.00  | 40.00  | 45.00  | 50.00     |
| EB       | CNO                  | CPAN NODES UPTIME   | Ratio % with scaling | 4.20      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                  | OFC NETWORK RELIABILITY   | Ratio % with scaling | 4.20      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                  | RETRIVAL OF FAULTY FIBRES   | Numeric with scaling | 3.60      | 310    | 250    | 310    | 470       |
| EB       | CNO-I                | MPLS ROUTER UPTIME  | Ratio % with scaling | 3.00      | 99.50  | 99.00  | 99.50  | 99.90     |
| EB       | CNO-I                | OTN INTRA REGION LINK UPTIME  | Ratio % with scaling | 3.00      | 98.00  | 97.00  | 98.00  | 99.00     |
| EB       | CNO-I                | OTN INTER REGION LINK UPTIME  | Ratio % with scaling | 4.20      | 97.00  | 96.00  | 97.00  | 98.00     |
| EB       | CNO-I                | REDUCTION IN SPAN LOSS OF OTN NETWORK   | Ratio % with scaling | 2.40      | 10     | 8      | 10     | 12        |
| EB       | CNO-I                | REHAB. OF FAULTY ROUTES (RKM)   | Numeric with scaling | 3.00      | 100    | 80     | 100    | 120       |
| EB       | CNO                  | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING                                      | Ratio % with scaling | 4.20      | 85     | 80     | 85     | 90        |
| EB       | CORE N/W PLANNING    | OFC N/W EXP /REHABILATION (in Km)   | Numeric with scaling | 3.00      | 100    | 80     | 100    | 115       |
| EB       | NFS PROJECT          | Handing-Over-Taking-Over of sites of ER   | Ratio % with scaling | 3.60      | 80     | 70     | 80     | 90        |

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-East Circle**

| <b>Vertical</b> | <b>Job Role</b> | <b>KPI Description</b>                                  | <b>KPI Type</b>        | <b>Weightage</b> | <b>Target</b> | <b>Good</b> | <b>V Good</b> | <b>Excellent</b> |
|-----------------|-----------------|---|------------------------|------------------|---------------|-------------|---------------|------------------|
| EB              | NFS PROJECT     | MAKING OFC LINKS UTILIZABLE                             | Ratio % with scaling   | 3.60             | 90            | 80          | 90            | 95               |
| EB              | TF              | CWIP(Rs. Cr)  | Numeric with scaling   | 3.00             | 74.75         | 82.22       | 74.75         | 67.27            |
| EB              | TF              | INVENTORY (Rs. Cr)                                      | Numeric with scaling   | 3.00             | 60.21         | 66.23       | 60.21         | 54.18            |
| EB              | PERFORMANCE     | EXCEPTIONAL PERFORMANCE (ASSESSED BY REPORTING OFFICER) | Ratio % with scaling   | 12.00            | 90            | 80          | 90            | 100              |
|                 |                 |   | <b>Total Weightage</b> | <b>100.00</b>    |               |             |               |                  |

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-North Circle**

| Vertical | Job Role             | KPI Description  | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|--|----------------------|-----------|--------|--------|--------|-----------|
| HR/LM    | CIVIL                | MON.CIVIL WK WITHN ALOT BUDGET   | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |
| HR/LM    | LAND MONETISATION    | LAND IDENTIFICATION & SUBMISSION OF ANNEX-4                                | Numeric with scaling | 1.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | APPOINTMENT OF ADVOCATE AND SUBMISSION OF LDD REPORT                       | Numeric with scaling | 2.50      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | DIRECT SALE CLSC SUBMISSION  | Numeric with scaling | 1.00      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION    | MEETING CPMG & CCA FOR JOINT PROPERTIES WITH DOP                           | Numeric with scaling | 0.10      | 2      | 1      | 2      | 3         |
| HR/LM    | LAND MONETISATION I  | GRS PROCED LAND(SALES&RENT CR)   | Amount with scaling  | 0.10      | 1      | 0.5    | 1      | 1.5       |
| HR/LM    | LAND MONETISATION I  | MCPC OF LEGAL CASES REF TO CO  | Days                 | 3.00      | 8      | 11     | 8      | 5         |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS  | Numeric with scaling | 0.50      | 5      | 4      | 5      | 6         |
| HR/LM    | LAND MONETISATION I  | HANDING OVER SURPLUS SITES(L&B   | Ratio % with scaling | 0.50      | 80     | 60     | 80     | 100       |
| HR/LM    | LAND MONETISATION II | MCPC REMOVAL ENCROCH.LAND(% of TOTAL ENCROACH)                             | Ratio % with scaling | 0.10      | 20     | 15     | 20     | 25        |
| HR/LM    | RENTING TARGET       | AREA IDEN RENTG( IN% OF TOTAL AREA)  | Ratio % with scaling | 0.50      | 11     | 10.75  | 11     | 11.5      |
| HR/LM    | RENTING TARGET       | AREA RENTED OUT (IN % OF TOTAL AREA)                                       | Ratio % with scaling | 0.50      | 4.5    | 4.25   | 4.5    | 4.75      |
| HR/LM    | RENTING TARGET       | GRS PROCEED RENTING (CR)   | Amount with scaling  | 2.00      | 0.20   | 0.16   | 0.20   | 0.25      |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                 | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                        | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OJAS                 | SAVING IN ENERGY COST(RS LAKH)   | Ratio % with scaling | 1.00      | 2      | 1.6    | 2.0    | 2.4       |
| HR/EW    | OJAS                 | Timely electricity bill Payment  | Ratio % with scaling | 0.50      | 90     | 85.00  | 90.0   | 95.0      |
| HR/EW    | OJAS                 | Elcetricity bill arrear reduction  | Ratio % with scaling | 0.50      | 70     | 60.00  | 70.0   | 80.0      |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)  | Amount with scaling  | 1.00      | 25     | 20     | 25     | 30        |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines. | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                           | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | TRAINING             | GROUP C & D EDUCATION ENTRY IN ESS   | Ratio % with scaling | 0.20      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                | IPMS CYCLE IMPLEMENTATION  | Ratio % with scaling | 0.50      | 90     | 80     | 90     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-North Circle**

| Vertical | Job Role                            | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|-------------------------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| HR/Restg | RESTG                               | Strategic Consultant-TMO related work   | Ratio % with scaling | 0.50      | 99     | 98     | 99     | 100       |
| FIN      | BDG/COST CONTRL OPEX                | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 4.00      | 141.02 | 148.07 | 141.02 | 133.97    |
| FIN      | COLL.FROM DIF.SOURCE                | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 4.00      | 485.92 | 461.62 | 485.92 | 510.21    |
| FIN      | DEBTOR REDUCTION                    | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63     | 60     | 57        |
| FIN      | IMPLEMENT. OF IFC                   | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 2.00      | 129    | 122    | 129    | 136       |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 3.00      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 2.00      | 12.50  | 10.00  | 12.50  | 15.00     |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle   | Amount with scaling  | 1.00      | 27     | 25.7   | 27     | 28.4      |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)  | Amount with scaling  | 1.00      | 19.36  | 18.39  | 19.36  | 20.33     |
| EB       | CNO                                 | CPAN NODES UPTIME   | Ratio % with scaling | 3.00      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY   | Ratio % with scaling | 3.00      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES   | Numeric with scaling | 2.40      | 560    | 450    | 560    | 840       |
| EB       | CNO-I                               | MPLS ROUTER UPTIME  | Ratio % with scaling | 2.40      | 99.50  | 99.00  | 99.50  | 99.90     |
| EB       | CNO-I                               | OTN INTRA REGION LINK UPTIME  | Ratio % with scaling | 2.40      | 98.00  | 97.00  | 98.00  | 99.00     |
| EB       | CNO-I                               | OTN INTER REGION LINK UPTIME  | Ratio % with scaling | 2.40      | 97.00  | 96.00  | 97.00  | 98.00     |
| EB       | CNO-I                               | REDUCTION IN SPAN LOSS OF OTN NETWORK   | Ratio % with scaling | 1.20      | 10     | 8      | 10     | 12        |
| EB       | CNO-I                               | REHAB. OF FAULTY ROUTES (RKM)   | Numeric with scaling | 1.20      | 250    | 200    | 250    | 300       |
| EB       | CNO                                 | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING                                      | Ratio % with scaling | 2.40      | 85     | 80     | 85     | 90        |
| EB       | CORE N/W PLANNING                   | OFC N/W EXP /REHABILATION (in Km)   | Numeric with scaling | 3.00      | 200    | 160    | 200    | 230       |
| EB       | EB FINANCE                          | EB REVENUE TARGETS(RS. CRS.)  | Amount with scaling  | 15.00     | 188.00 | 179.00 | 188.00 | 197.00    |
| EB       | EB FINANCE                          | OUTSTANDING RECOVERY(RS CR)   | Amount with scaling  | 3.00      | 282.00 | 267.90 | 282.00 | 296.10    |
| EB       | EB PLATINUM                         | EB SALES RANKING marks  | Numeric with scaling | 9.00      | 95     | 90     | 95     | 100       |
| EB       | EB SALES STAFF                      | Exclusive sales staff posting in EB viz-a-viz total circle staff                | Ratio % with scaling | 1.20      | 4      | 3      | 4      | 5         |
| EB       | EB SALES VISIT                      | Avg EB sales visit per NAM/KAM per month  | Numeric with scaling | 1.20      | 20     | 15     | 20     | 25        |

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-North Circle**

| <b>Vertical</b> | <b>Job Role</b> | <b>KPI Description</b>                   | <b>KPI Type</b>        | <b>Weightage</b> | <b>Target</b> | <b>Good</b> | <b>V Good</b> | <b>Excellent</b> |
|-----------------|-----------------|--|------------------------|------------------|---------------|-------------|---------------|------------------|
| EB              | NFS PROJECT     | Handing-Over-Taking-Over of sites of SWR | Ratio % with scaling   | 1.20             | 95            | 90          | 95            | 100              |
| EB              | NFS PROJECT     | Handing-Over-Taking-Over of sites of WR  | Ratio % with scaling   | 1.20             | 95            | 90          | 95            | 100              |
| EB              | NFS PROJECT     | Handing-Over-Taking-Over of sites of NR  | Ratio % with scaling   | 1.20             | 95            | 90          | 95            | 100              |
| EB              | NFS PROJECT     | MAKING OFC LINKS UTILIZABLE              | Ratio % with scaling   | 1.20             | 98            | 97          | 98            | 99               |
| EB              | TF              | CWIP(Rs. Cr)                             | Numeric with scaling   | 1.20             | 84.15         | 92.56       | 84.15         | 75.73            |
| EB              | TF              | INVENTORY (Rs. Cr)                       | Numeric with scaling   | 1.20             | 111.68        | 122.84      | 111.68        | 100.51           |
|                 |                 |  | <b>Total Weightage</b> | <b>100.00</b>    |               |             |               |                  |

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-NE Circle**

| Vertical | Job Role             | KPI Description   | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|----------------------|---|------------------------|---------------|--------|-------|--------|-----------|
| HR/LM    | CIVIL                | MONITRING CIVIL WORK IN BUDGET  | Ratio % with scaling   | 0.50          | 90     | 80    | 90     | 100       |
| HR/LM    | LAND MONETISATION I  | MUTATION OF DOT LANDS   | Numeric with scaling   | 7.50          | 5      | 4     | 5      | 6         |
| HR/LM    | LAND MONETISATION I  | HANDING OVER SURPLUS SITES(L&B  | Ratio % with scaling   | 6.30          | 80     | 60    | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                      | Ratio % with scaling   | 1.00          | 80     | 60    | 80     | 100       |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)   | Amount with scaling    | 1.50          | 25     | 20    | 25     | 30        |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines.      | Ratio % with scaling   | 1.00          | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                                | Ratio % with scaling   | 1.00          | 90     | 80    | 90     | 100       |
| HR/TRG   | TRAINING             | GROUP C & D EDUCATION ENTRY IN ESS  | Ratio % with scaling   | 0.20          | 90     | 80    | 90     | 100       |
| HR/Restg | RESTG                | IPMS CYCLE IMPLEMENTATION   | Ratio % with scaling   | 1.00          | 90     | 80    | 90     | 100       |
| FIN      | BDG/COST CONTRL OPEX | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling    | 8.00          | 6.19   | 6.5   | 6.19   | 5.88      |
| FIN      | IMPLEMENT. OF IFC    | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling   | 8.00          | 124    | 118   | 124    | 131       |
| FIN      | IA PARAS             | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling   | 4.00          | 45.00  | 40.00 | 45.00  | 50.00     |
| EB       | CNO                  | CPAN NODES UPTIME   | Ratio % with scaling   | 4.20          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                  | OFC NETWORK RELIABILITY   | Ratio % with scaling   | 4.20          | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                  | RETRIVAL OF FAULTY FIBRES   | Numeric with scaling   | 3.60          | 110    | 90    | 110    | 160       |
| EB       | CNO-I                | MPLS ROUTER UPTIME  | Ratio % with scaling   | 3.00          | 99.50  | 99.00 | 99.50  | 99.90     |
| EB       | CNO-I                | OTN INTRA REGION LINK UPTIME  | Ratio % with scaling   | 3.00          | 98.00  | 97.00 | 98.00  | 99.00     |
| EB       | CNO-I                | OTN INTER REGION LINK UPTIME  | Ratio % with scaling   | 4.20          | 97.00  | 96.00 | 97.00  | 98.00     |
| EB       | CNO-I                | REDUCTION IN SPAN LOSS OF OTN NETWORK   | Ratio % with scaling   | 2.40          | 10     | 8     | 10     | 12        |
| EB       | CNO-I                | REHAB. OF FAULTY ROUTES (RKM)   | Numeric with scaling   | 3.00          | 75     | 60    | 75     | 90        |
| EB       | CNO                  | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING                                      | Ratio % with scaling   | 4.20          | 85     | 80    | 85     | 90        |
| EB       | CORE N/W PLANNING    | OFC N/W EXP /REHABILATION (in Km)   | Numeric with scaling   | 3.00          | 20     | 16    | 20     | 25        |
| EB       | NFS PROJECT          | Handing-Over-Taking-Over of sites of NER  | Ratio % with scaling   | 3.60          | 80     | 75    | 80     | 85        |
| EB       | NFS PROJECT          | MAKING OFC LINKS UTILIZABLE   | Ratio % with scaling   | 3.60          | 84     | 82    | 84     | 86        |
| EB       | TF                   | CWIP(Rs. Cr)  | Numeric with scaling   | 3.00          | 39.05  | 42.95 | 39.05  | 35.14     |
| EB       | TF                   | INVENTORY (Rs. Cr)  | Numeric with scaling   | 3.00          | 41.01  | 45.11 | 41.01  | 36.9      |
| EB       | PERFORMANCE          | EXCEPTIONAL PERFORMANCE (ASSESSED BY REPORTING OFFICER)                         | Ratio % with scaling   | 12.00         | 90     | 80    | 90     | 100       |
|          |                      |   | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |



**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-South Circle**

| Vertical | Job Role                            | KPI Description   | KPI Type             | Weightage | Target | Good  | V Good | Excellent |
|----------|-------------------------------------|---|----------------------|-----------|--------|-------|--------|-----------|
| HR/LM    | CIVIL                               | MONITRING CIVIL WORK IN BUDGET  | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/LM    | LAND MONETISATION I                 | HANDING OVER SURPLUS SITES(L&B  | Ratio % with scaling | 6.00      | 80     | 60    | 80     | 100       |
| HR/LM    | LAND MONETISATION I                 | MUTATION OF DOT LANDS   | Numeric with scaling | 7.50      | 5      | 4     | 5      | 6         |
| HR/Estt  | ESTABLISHMENT                       | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                      | Ratio % with scaling | 0.60      | 80     | 60    | 80     | 100       |
| HR/Estt  | ESTABLISHMENT                       | DISPOSAL ALL ABSCONDING CASES > 5 yrs   | Ratio % with scaling | 0.40      | 80     | 60    | 80     | 100       |
| HR/EW    | OSM                                 | DISPOSAL OF ITEMS(IN RS.LAKH)   | Amount with scaling  | 1.50      | 18.75  | 15    | 18.75  | 22.5      |
| HR/Pers  | PST/PRM/CPC                         | Timely completion of APARs iro all executives within prescribed timelines.      | Ratio % with scaling | 1.00      | 80     | 70    | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI                   | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                                | Ratio % with scaling | 1.00      | 90     | 80    | 90     | 100       |
| HR/TRG   | TRAINING                            | GROUP C & D EDUCATION ENTRY IN ESS  | Ratio % with scaling | 0.20      | 90     | 80    | 90     | 100       |
| HR/Restg | RESTG                               | IPMS CYCLE IMPLEMENTATION   | Ratio % with scaling | 0.50      | 90     | 80    | 90     | 100       |
| HR/Restg | RESTG                               | Strategic Consultant-TMO related work   | Ratio % with scaling | 0.50      | 99     | 98    | 99     | 100       |
| HR/WS&I  | HR-SHIFT 2 SLA-BASED                | MANPOWER BASED CW Nos   | Numeric with scaling | 0.30      | 1      | 2     | 1      | 0         |
| FIN      | BDG/COST CONTRL OPEX                | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 4.00      | 33.95  | 35.65 | 33.95  | 32.26     |
| FIN      | COLL.FROM DIF.SOURCE                | IMPROVEMENT IN COLL.FIGURE(CR)  | Amount with scaling  | 3.00      | 57.78  | 54.89 | 57.78  | 60.67     |
| FIN      | DEBTOR REDUCTION                    | TRADE RECEIVABLE AS NO OF DAYS  | Days                 | 3.00      | 60     | 63    | 60     | 57        |
| FIN      | IMPLEMENT. OF IFC                   | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 2.00      | 124    | 118   | 124    | 131       |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 3.00      | 45.00  | 40.00 | 45.00  | 50.00     |
| FIN      | IA PARAS                            | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 3.00      | 12.50  | 10.00 | 12.50  | 15.00     |
| FIN      | LONGEST OUTSTANDING AMOUNT RECIEVED | More than 3 yrs. (in Crs.)  | Amount with scaling  | 1.00      | 0.77   | 0.74  | 0.77   | 0.81      |
| FIN      | NEW REVENUE STREAM GENERATION       | To be specify by the circle   | Amount with scaling  | 1.00      | 5      | 4.8   | 5      | 5.3       |
| EB       | CNO                                 | CPAN NODES UPTIME   | Ratio % with scaling | 3.00      | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | OFC NETWORK RELIABILITY   | Ratio % with scaling | 3.00      | 99.00  | 98.50 | 99.00  | 99.50     |
| EB       | CNO                                 | RETRIVAL OF FAULTY FIBRES   | Numeric with scaling | 2.40      | 740    | 590   | 740    | 1110      |
| EB       | CNO-I                               | MPLS ROUTER UPTIME  | Ratio % with scaling | 2.40      | 99.50  | 99.00 | 99.50  | 99.90     |

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-South Circle**

| Vertical | Job Role          | KPI Description  | KPI Type               | Weightage     | Target | Good  | V Good | Excellent |
|----------|-------------------|--|------------------------|---------------|--------|-------|--------|-----------|
| EB       | CNO-I             | OTN INTRA REGION LINK UPTIME                                     | Ratio % with scaling   | 2.40          | 98.00  | 97.00 | 98.00  | 99.00     |
| EB       | CNO-I             | OTN INTER REGION LINK UPTIME                                     | Ratio % with scaling   | 2.40          | 97.00  | 96.00 | 97.00  | 98.00     |
| EB       | CNO-I             | REDUCTION IN SPAN LOSS OF OTN NETWORK                            | Ratio % with scaling   | 1.20          | 10     | 8     | 10     | 12        |
| EB       | CNO-I             | REHAB. OF FAULTY ROUTES (RKM)                                    | Numeric with scaling   | 1.20          | 100    | 80    | 100    | 120       |
| EB       | CNO               | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING                       | Ratio % with scaling   | 2.40          | 85     | 80    | 85     | 90        |
| EB       | CORE N/W PLANNING | OFC N/W EXP /REHABILATION (in Km)                                | Numeric with scaling   | 3.00          | 150    | 120   | 150    | 174       |
| EB       | EB FINANCE        | EB REVENUE TARGETS(RS. CRS.)                                     | Amount with scaling    | 15.00         | 47.00  | 45.00 | 47.00  | 49.00     |
| EB       | EB FINANCE        | OUTSTANDING RECOVERY(RS CR)                                      | Amount with scaling    | 3.00          | 21.00  | 19.95 | 21.00  | 22.05     |
| EB       | EB PLATINUM       | EB SALES RANKING marks   | Numeric with scaling   | 9.00          | 95     | 90    | 95     | 100       |
| EB       | EB SALES STAFF    | Exclusive sales staff posting in EB viz-a-viz total circle staff | Ratio % with scaling   | 1.20          | 4      | 3     | 4      | 5         |
| EB       | EB SALES VISIT    | Avg EB sales visit per NAM/KAM per month                         | Numeric with scaling   | 1.20          | 20     | 15    | 20     | 25        |
| EB       | NFS PROJECT       | Handing-Over-Taking-Over of sites of SR                          | Ratio % with scaling   | 1.20          | 95     | 90    | 95     | 100       |
| EB       | NFS PROJECT       | MAKING OFC LINKS UTILIZABLE                                      | Ratio % with scaling   | 1.20          | 98     | 97    | 98     | 99        |
| EB       | TF                | CWIP(Rs. Cr)   | Numeric with scaling   | 2.40          | 175.9  | 193.4 | 175.85 | 158.26    |
| EB       | TF                | INVENTORY (Rs. Cr)   | Ratio % with scaling   | 2.40          | 62.16  | 68.37 | 62.16  | 55.94     |
|          |                   |  | <b>Total Weightage</b> | <b>100.00</b> |        |       |        |           |

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-West Circle**

| Vertical | Job Role             | KPI Description   | KPI Type             | Weightage | Target | Good   | V Good | Excellent |
|----------|----------------------|---|----------------------|-----------|--------|--------|--------|-----------|
| HR/LM    | CIVIL                | MONITRING CIVIL WORK IN BUDGET  | Ratio % with scaling | 6.00      | 90     | 80     | 90     | 100       |
| HR/LM    | LAND MONETISATION I  | HANDING OVER SURPLUS SITES(L&B  | Ratio % with scaling | 8.30      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABLISHMENT        | DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)                                      | Ratio % with scaling | 0.60      | 80     | 60     | 80     | 100       |
| HR/Estt  | ESTABALISHMENT       | DISPOSAL ALL DISCIPLINARY CASES PENDING> 1 (ONE) yr                             | Date(DDMMYY)         | 0.40      | 311224 | 150125 | 311224 | 151224    |
| HR/EW    | OSM                  | DISPOSAL OF ITEMS(IN RS.LAKH)   | Amount with scaling  | 1.50      | 25     | 20     | 25     | 30        |
| HR/Pers  | PST/PRM/CPC          | Timely completion of APARs iro all executives within prescribed timelines.      | Ratio % with scaling | 1.00      | 80     | 70     | 80     | 90        |
| HR/TRG   | MISSION KARMAYOGI    | IGOT TRAINING ON VIGILANCE COURSES BY 31.10.2024                                | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| HR/TRG   | TRAINING             | GROUP C & D EDUCATION ENTRY IN ESS  | Ratio % with scaling | 0.20      | 90     | 80     | 90     | 100       |
| HR/Restg | RESTG                | IPMS CYCLE IMPLEMENTATION   | Ratio % with scaling | 1.00      | 90     | 80     | 90     | 100       |
| FIN      | BDG/COST CONTRL OPEX | 10% RED. IN OTHER EXPENSE(CR)   | Amount with scaling  | 8.00      | 26.12  | 27.43  | 26.12  | 24.82     |
| FIN      | IMPLEMENT. OF IFC    | 100%COMPLIA.ALL CRITICAL CTRLS  | Ratio % with scaling | 4.00      | 124    | 118    | 124    | 131       |
| FIN      | IA PARAS             | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED UP TO 31.03.2021 ) | Ratio % with scaling | 4.00      | 45.00  | 40.00  | 45.00  | 50.00     |
| FIN      | IA PARAS             | SETTLEMENT OF IA PARAS PENDING AS ON 30.09.2024 (PARA RAISED AFTER 31.03.2021 ) | Ratio % with scaling | 4.00      | 12.50  | 10.00  | 12.50  | 15.00     |
| EB       | CNO                  | CPAN NODES UPTIME   | Ratio % with scaling | 4.20      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                  | OFC NETWORK RELIABILITY   | Ratio % with scaling | 4.20      | 99.00  | 98.50  | 99.00  | 99.50     |
| EB       | CNO                  | RETRIVAL OF FAULTY FIBRES   | Numeric with scaling | 3.60      | 690    | 560    | 690    | 1040      |
| EB       | CNO-I                | MPLS ROUTER UPTIME  | Ratio % with scaling | 3.00      | 99.50  | 99.00  | 99.50  | 99.90     |
| EB       | CNO-I                | OTN INTRA REGION LINK UPTIME  | Ratio % with scaling | 3.00      | 98.00  | 97.00  | 98.00  | 99.00     |
| EB       | CNO-I                | OTN INTER REGION LINK UPTIME  | Ratio % with scaling | 4.20      | 97.00  | 96.00  | 97.00  | 98.00     |
| EB       | CNO-I                | REDUCTION IN SPAN LOSS OF OTN NETWORK   | Ratio % with scaling | 2.40      | 10     | 8      | 10     | 12        |
| EB       | CNO-I                | REHAB. OF FAULTY ROUTES (RKM)   | Numeric with scaling | 3.00      | 300    | 250    | 300    | 350       |
| EB       | CNO                  | UTILIZATION OF PRAJVAL APP-DOCKET TRACKING                                      | Ratio % with scaling | 4.20      | 85     | 80     | 85     | 90        |
| EB       | CORE N/W PLANNING    | OFC N/W EXP /REHABILATION (in Km)   | Numeric with scaling | 3.00      | 325    | 260    | 325    | 375       |
| EB       | NFS PROJECT          | Handing-Over-Taking-Over of sites of SR   | Ratio % with scaling | 3.60      | 95     | 90     | 95     | 100       |

**Q3 (FY 2024-25) IPMS Targets for CGM CNTX-West Circle**

| <b>Vertical</b> | <b>Job Role</b> | <b>KPI Description</b>                                  | <b>KPI Type</b>        | <b>Weightage</b> | <b>Target</b> | <b>Good</b> | <b>V Good</b> | <b>Excellent</b> |
|-----------------|-----------------|---|------------------------|------------------|---------------|-------------|---------------|------------------|
| EB              | NFS PROJECT     | MAKING OFC LINKS UTILIZABLE                             | Ratio % with scaling   | 3.60             | 98            | 97          | 98            | 99               |
| EB              | TF              | CWIP(Rs. Cr)  | Numeric with scaling   | 3.00             | 51.96         | 57.15       | 51.96         | 46.76            |
| EB              | TF              | INVENTORY (Rs. Cr)                                      | Numeric with scaling   | 3.00             | 101.06        | 111.16      | 101.06        | 90.95            |
| EB              | PERFORMANCE     | EXCEPTIONAL PERFORMANCE (ASSESSED BY REPORTING OFFICER) | Ratio % with scaling   | 12.00            | 90            | 80          | 90            | 100              |
|                 |                 |   | <b>Total Weightage</b> | <b>100.00</b>    |               |             |               |                  |