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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
Bharat Sanchar Nigam Limited
(A Govt. of India Enterprise)

No. 3-6/2022-RSTG

Date: 04.10.2023

To

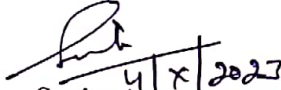
**CGMs Non-Territorial Circles
(ALTTC, QA & Inspection, ITPC, BBNW)**

Subject: Online IPMS for Heads of Non-Territorial Circles (ALTTC, QA & Inspection, ITPC, BBNW) for the period Q3 (October to December 2023).

In continuation of this office letter of even no. dated 10.03.2023, please find enclosed the IPMS cards of Circle Heads of Non-Territorial Circles i.e. ALTTC, QA & Inspection, ITPC & BBNW for Q3 (October-December 2023) for perusal and necessary action, please.

The same have already been issued from the ESS logins of the respective Functional Directors.

This is issued with the approval of the competent authority.


4/10/2023
Sunita Arora
DGM (Restg./WS&I)

Copy for kind information to:

- 1) PS to Functional Director (CFA) BSNL Board,
- 2) PS to Functional Director (HR) BSNL Board
- 3) Nodal Officers for IPMS-CFA / HR

Q3 (FY 2023-24) IPMS for CGM, ALTTTC Circle

Job Role	KPI Description	KPI Type	Weight age	Target	Good	V Good	Excellent
CIVIL	MONITRING CIVIL WORK IN BUDGET	Ratio % with scaling	0.5	80	60	80	100
LAND MONETISATION	REM DATA UPDATION	Numeric with scaling	1.4	0.99	0.9	0.99	1
LAND MONETISATION I	MCPC OF LEGAL CASES REF TO CO	Days	1	8	11	8	5
LAND MONETISATION I	MCPC OF MUTATION OF LAND	Numeric with scaling	2	0.99	0.9	0.99	1
RENTING TARGET	AREA IDENTFY FOR RENTING	Ratio % with scaling	2	40	39.9	40	40.25
RENTING TARGET	AREA RENTED OUT (IN % OF TOTAL	Ratio % with scaling	2	24	23.5	24	24.5
ESTABLISHMENT	DISPOSAL OF SPS PENSION CASES (IN 2 WEEKS)	Ratio % with scaling	0.5	80	60	80	100
HR-SHIFT 2 SLA-BASED	RED IN MANPOWER BASED C.WORKER	Numeric with scaling	0.6	4	3	4	5
ACCOUNTAB.&PRODUCTIV	MANGING IPMS CYCLE OF ALL EXECUTIVES	Ratio % with scaling	1	90	80	90	100
ADMIN	RENOVATION RAMAN HOSTEL	Date(DDMMYY)	4	201223	301223	201223	151223
EST/ADM/SR/PG/LEGAL	RTI/PG/PQ ETC	Ratio % with scaling	1	85	70	85	100
EST/ADM/SR/PG/LEGAL	COURT CASES AND ARBITRATION	Ratio % with scaling	1	80	60	80	100
EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	1	85	70	85	100
RENTING TARGET	1/4TH OF YRLY RENTING TGT(CR)	Numeric with scaling	4	4	3.8	4	4.2
TRAINING-PROJECT	UPGRADATION OF LMS SYSTEM	Date(DDMMYY)	4	201223	301223	201223	151223
TRAINING-COURSES	BA HEADS TRAINING(BATCHES)	Numeric with scaling	4	1	1	1	2
TRAINING-COURSES	INTERNATIONAL TRAINING (1 NO.)	Date(DDMMYY)	4	251023	301023	251023	201023
TRAINING-DELIVERY	SEMINARS/ WORKSHOPS	Numeric with scaling	4	8	6	8	10
TRAINING-MANAGEMENT	PLANNING & MNTG OF MOTIVATON TRAINING BY CIRCLE MASTER TRAINERS	Numeric with scaling	5	14000	12000	14000	17000
TRAINING-PROJECT	UPLOADING OF NEW VIDEOS ON IGOT	Numeric with scaling	6	18	15	18	20
TRAINING-FINANCIAL	REVENUE TRAINING (IN LAKHS)	Amount with scaling	5	8	7	8	9
TRAINING-MONITORING	PLANNING & MNTG OF SWIFT TRAIIXNG of 50,000 BY CIRCLE MASTER TRAINERS	Ratio % with scaling	5	90	80	90	100
TRAINING-PROJECT	Review and Update of ACBP	Date(DDMMYY)	5	251223	311223	251223	201223
TRAINING-PROJECT	MONITORING & ADMINISTRATION OF MT TRAINING	Ratio % with scaling	5	90	80	90	100
TRAINING-PROJECT	PLANNING & CONDUCTION OF JTO INDUCTION TRG	Ratio % with scaling	5	90	80	90	100

Job Role	KPI Description	KPI Type	Weight age	Target	Good	V Good	Excellent
TRAINING-CONDUCTION	PLANNING & CONDUCTION OF TT INDUCTION TRG	Ratio % with scaling	5	90	80	90	100
TRAINING-CONDUCTION	PLANNING & CONDUCTION OF JE INDUCTION TRG	Ratio % with scaling	5	90	80	90	100
HR/TRG	MISSION KARMAYOGI-COMPLETION OF 2 TRG / EMP (JE & above) THRU IGOT	Ratio % with scaling	5	90	80	90	100
ADMIN	FINALISATION OF ESTIMATE OF RENOVATION JC BOSE HOSTEL	Date(DDMMYY)	3	201223	301223	201223	151223
ADMIN	FINALISATION OF ESTIMATE OF BOUNDARY WALL PH1	Date(DDMMYY)	3	201223	301223	201223	151223
TRAINING-MONITORING	EPP SCHEDULING NEXT QTR (Q4)	Date(DDMMYY)	5	201123	301123	201123	151123
		Total	100.00				

Q3 (FY 2023-24) IPMS for CGM, QA & Inspection Circle

Job Role	KPI Description	KPI Type	Weightage	Target	Good	V Good	Excellent
ACCOUNTAB.&PRODUCTIV	MNG IPMS,BSNL RELTIONSIP MNGER	Ratio % with scaling	1	90	80	90	100
EST/ADM/SR/PG/LEGAL	COURT CASES AND ARBITRATION	Ratio % with scaling	1	80	60	80	100
EST/ADM/SR/PG/LEGAL	H.KEEPING/MED.BILL/VEH. & ORS.	Ratio % with scaling	1	85	70	85	100
EST/ADM/SR/PG/LEGAL	RTI/PG/PQ/PROB.&EFF./NEPP/ERP	Ratio % with scaling	1	85	70	85	100
IMPLEMENTAION OF IFC	100 % COMPLIANCE OF ALL CC	Numeric with scaling	2	117	104	117	131
OSM	DISPOSAL OF ITEMS(IN RS.LAKH)	Amount with scaling	2	1	0.5	1	1.5
QAIN AT	DEPTH AT CONDUCTED	Ratio % with scaling	1	90	80	90	100
QAIN AT	FIBRE AT CONDUCTED	Ratio % with scaling	2	90	80	90	100
QAIN TS	NO OF TEST SCHEDULES PREPARED	Ratio % with scaling	10	90	80	90	100
QAIN AT-I	A/T OF NFS (INCLUDING IPMPLS)	Ratio % with scaling	15	80	60	80	100
QAIN AT-I	EQUIPMENT/INFRA AT CONDUCTED	Ratio % with scaling	3	90	80	90	100
QAIN FIRE CASES	FIRE INCIDENTS INVESTIGATED	Ratio % with scaling	2	80	60	80	100
QAIN INSPECTION	NO. OF NODES INSPECTED	Ratio % with scaling	5	90	80	90	100
QAIN PTCC	PTCC RAC ISSUED	Ratio % with scaling	4	80	50	80	100
QAIN QA	AVG TIME TAKEN-ISSUE OF TSEC	Days	5	70	80	70	60
QAIN QA	BULK QA TESTING	Ratio % with scaling	14	90	80	90	100
QAIN QA	COMPLAINT/GRIEVANCE SETTLED	Ratio % with scaling	4	40	30	40	50
QAIN QA-I	SURVEILLANCE ACT. - CACT	Days	3	20	25	20	15
QAIN REVENUE	REVENUE -TESTING FEES(RS. CR.)	Amount with scaling	14	1.5	1	1.5	2
QAIN SQOS	QOS CONDUCTED	Ratio % with scaling	8	90	80	90	100
RENTING TARGET	1/4TH OF YRLY RENTING TGT(CR)	Amount with scaling	2	0.3	0.25	0.3	0.35
		Total	100				

IPMS of CGM-ITPC circle for Q3 (Oct-Dec) for FY 2023-24

SN	PROJECT/FUNCTION/JOB ROLE	Quantifiable Unit	KPI DESCRIPTION	KPIs To be created in ESS against given KPI description	WEIGHTAGE	TARGET	GOOD	VERY GOOD	EXCEL
1	ITPC-Finance	in % with scaling	Budget adherence on opex	Budget adherence on opex	4	99.5%	97%	99.5%	100%
2	ITPC-Customer	in % with scaling	Timely issuance of CDR Retail/ IN/LC /OBAS Bills (by xx date)	CDR Retail/IN/LC/OBAS Bill	8	98%	97%	98%	99%
3	ITPC-Customer	in % with scaling	Timely issuance of CDR SLR and TB (by 10th date)	CDR SLR and TB (by 10th date)	6	10	12	10	8
4	ITPC-Customer	in % with scaling	Timely issuance of Partner commission Invoices through FMS	Partner comision Inv-FMS	4	98%	97%	98%	99%
5	ITPC-Customer	in % with scaling	Timely issuance of OTT revenue share invoices through OTT portal (with in 15 days from end of period - monthly)	OTT rev. share inv in portal	4	98%	97%	98%	99%
6	ITPC-Customer	Days (reverse)	CDR / ERP docket resolution(95%): average time in Days	CDR/ERP ckt resol(95%)avgtime	4	3	4	3	2
7	ITPC-Customer	Days (reverse)	FMS docket resolution(95%): average time in Days	FMS docket resol(95%):avg time	4	7	8	7	6
8	ITPC-Project	date	CDR3 migration of One Zone	CDR3 migration one zone	10	15.10.2023	15.11.2023	15.10.2023	01.10.2023
9	ITPC-Operation	in % with scaling	O&M of Saral-Sanchar commercial project of DoT- System Uptime	O&M of Saral-Sanchar	5	99%	97%	99%	99.5%
10	ITPC-Operation	in % with scaling	O&M of BITS- System Uptime	O&M of BITS	1	99%	97%	99%	99.5%
11	ITPC-Operation	in % with scaling	O&M of TRAI Tariff, IPTAX, BOSS, QoS,Sansad (Lisioning officer) portal, SDR info portals- System Uptime	DevPune Portals-Sys-Uptime	2	99%	97%	99%	99.5%
12	ITPC-Operation	in % with scaling	O&M of Cluster portal- System Uptime	O&M of Cluster portal	2	99%	97%	99%	99.5%
13	ITPC-Operation	in % with scaling	Bharat fibre demand capture module - Rural fibre portal Uptime	BharatFibre-Rural portalUptime	2	99%	97%	99%	99.5%
14	ITPC-Operation	in % with scaling	FMS (Franchisee Management system) Uptime	FMS Uptime	5	99%	97%	99%	99.5%
15	ITPC-Operation	in % with scaling	FMS (Franchisee Management system) developments ,testing & deployment to handle various new business needs	FMS-dev,testing & deployment	7	99%	97%	99%	99.5%
16	ITPC-Operation	in % with scaling	O&M of Mybsnl app - updates-System Uptime	O&M of Mybsnl app -update	5	99%	97%	99%	99.5%
17	ITPC-Operation	in % with scaling	O&M of Oorja portal - System Uptime	O&M of Oorja portal	5	99%	97%	99%	99.5%
18	ITPC-Operation	in % with scaling	O&M of Bill Suvidha - System Uptime	O&M of Bill Suvidha portal	3	99%	97%	99%	99.5%
19	ITPC-Operation	in % with scaling	Service Recon portal- recon process completion on monthly basis	Service Recon portal-monthly	5	99%	97%	99%	99.5%
20	ITPC-Operation	in % with scaling	ERP hardware system availability	ERP H/W system availability	4	98%	97%	98%	99%
21	ITPC-Operation	in % with scaling	CDR system availability	CDR system availability	4	99.90%	99%	99.90%	100%
22	ITPC-Operation	in % with scaling	Timely processing of all vendor invoices (with in 45 days of end of service period)	Timly process all vendor inv	4	99%	98%	99%	100%
23	ITPC-Operation	in % with scaling	Report Development -within 4 days on receipt of requirement	Report Dev-within 4 days	2	90%	80%	90%	100%
			Total Weightage		100	Total Weighted Score			

IPMS for CGM(BBNW) For Q3 For FY 2023-24

KPI ID	PROJECT/FUNCTION/JOB ROLE	Quantifiable Unit	KPI DESCRIPTION	WEIGHT AGE	TARGET	GOOD	VERYGOOD	EXCELLENT	SHORT DESCRIPTION	ACHV	Marks Achieved	Weighted Score	Remarks
BBNW01	Administrative	%	Implementing the targets given by BSNL CO on various policy issues. General Administration of the Circle (i.e. office, OIAS, OSM, Scrapping of ASSETS and OOBIA APP data updation, GPMS, IPMS, APAR etc)	2	98%	95%	98%	99%	Implementing policy targets of BSNLCO				
BBNW02	Administrative	%	Attending to all complaints as reported on grievance Management portal (RTI, CPGRAM, other Complaints etc.) with in 7 days	2	98%	95%	98%	99%	Grievance Management				
BBNW03	Administrative	Number	Imparting Training & ensuring Skill development of executives of BBNW Circle, to all Telecom Circle units and Franchisees about various CTA measures and technical projects of BBNW circle. (one round for all zones/ circles is counted as 1)	2	9	7	9	10	Training & Skill Development				
BBNW04	Finance	%	Implementation of Internal financial control in BBNW, Submitting the compliance in time, Implementing the taxation controls as per the guidelines issued by BSNL CO	2	90%	80%	90%	95%	Internal Finance Implementation				
BBNW05	Finance	Days	CAPEX/OPEX Budgetting, Submitting bill requirements of BBNW circle periodically & Processing of all Invoices with in 60 days of end of service period	2	50 days	55	50	45	CAPEX/ OPEX Budgeting & Invoice Processing				
BBNW06	Finance	Number	Completion of various financial Audits on time (Quarterly/Branch Audit,PAT auditing, Tax Audit)	2	1	0	1	1	Financial Audits				
BBNW07	Technical	Number	Migration of Traffic to control Plane from CUPS BNG	40	100	80	100	110	CUPS BNG deployment				
BBNW08	Technical	Date	Wi Fi O&M Tender Finalise	10	11/30/2023	12/30/2023	11/30/2023	10/30/2023	Wi Fi O&M Tender finalization				
BBNW09	Technical	Date	Finalisation of RCM(Risk control matrix)	5	11/15/2023	12/15/2023	11/15/2023	11/5/2023	Security Tools Implementation				
BBNW10	Technical	Number	Caching and Peering Augmentation BW(Gaps)	5	300	250	300	350	Caching & Peering bandwidth Augmentation				
BBNW11	Technical	%	% Uptime of Servers, Applications of NOC, DR NOC, Data Centre & BPOPs /Core Network Elements of BB, FTTH, NGN, Wi-Fi, SSIP and IPTAX	5	99%	97%	99%	100%	NOC, RPOP, Core UPTIME				
BBNW12	Technical	%	Clearing of old AMC related issues and processing of AMC of all Projects of BBNW Circle	5	99.0%	95%	99.0%	99.5%	AMC Processing				
BBNW13	Technical	%	Bandwidth Augmentation of network elements (BNG,BFR,MNG,PAH,OCLAN,OITS)	3	80%	70%	75%	80%	Bandwidth Augmentation				
BBNW14	Technical	%	Monitoring the Security of Broadband and NGN Networks & Ensuring Compliance to BSNL CO/ DoT/ Cert. Inf/ NCIPC/ Security Wings / Law Enforcement Agencies	5	98%	95%	98%	99%	Monitoring the Security of BBNW Projects				
BBNW15	Technical	In Hrs with scaling (reverse)	MTTR of all Network Elements (BB, FTTH, NGN,IPTAX, Wi-Fi,SSIP)	5	5	6	5	4	Network Elements MTTR				
BBNW16	Technical	days	In house Development of online applications required for optimisation of services, Improvement of customer service Latency Portal,Televra Desktop portal	5	90 days	95 days	90 days	80 days	In house Development				
TOTAL				100									