



Bharat Sanchar Nigam Ltd.

CORPORATE OFFICE, CDN Unit,
R.No.29, I.R. Hall, Eastern Court, Janpath, N. Delhi-110001

BSNLCO-CDN/12(12)/7/2022-CDN

Dated: 20.03.2023

To,
PGMs/Sr. GMs/GMs BSNL Corporate Office
CGMs All Telecom Circles,

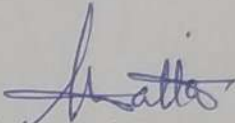
Sub: Assigning KPIs in IPMS/GPMS w.r.t. PG, MIS & RTI for the F.Y. 2023-24 -reg.

CDN cell submits various periodic reports to DOT, TRAI, DOPPW, CA & PM's Office. It may be noted that all these reports related to PG, MIS and RTI are time bound in nature and therefore compliance are to be submitted well before the due date.

2. In view of above, all Unit Heads are requested to assign necessary KPIs while preparing the IPMS of concerned/ responsible officer of your unit as per Annexure-I, so that compliance is ensured within the stipulated time period.

This has the approval of Competent Authority.

Enclosures: as above


(Sushmita S Datta)
DGM (CDN)

Targets for assiging KPIs w..r.t PG, MIS & RTI for F.Y. 2023-24

	KPIs	Quantifiable Unit	KPI DESCRIPTION	TARGET	PL_GOOD	VERY_GOOD	PL_EXCEL
A	CPGRAMS: Grievance redressal received from various organisation like (PMO, PRESEC, DPG,DOPPW,DARPG)	Number	Redressal of the grievances within the prescribed time limit of 30 days (no grievance pending for > 30 days on 25 th of every month)	25 days	30 days	25	10 days
	PGRMS: Grievance redressal received from Consumers, staff, TRAI, CA)	Number	Rredressal of the grievances within the prescribed time limit of 30 days (no grievance pending for > 30 days on 25 th of every month)	25 days	30 days	25	10 days
	VIP/ PMO References received in CPGRAMS, PGRMS portal	Number	Disposal of the VIP / PMO References within the prescribed time limit - Draft reply to be put up within 15 days	25 days	30 days	25 days	< 25 days
	TRAI PG Reports	Number	Submission of various quarterly TRAI Reports (TCCRR, CEW)	12 th day after end of the quarter	15 th day	12 th day	Before 12 th day
B	MIS Reports	Number	Submission of various monthly MIS Reports	12 th day of next month	18 th day	12 th day	Before 12 th day
		Number	Submission of various quarterly (TRAI- QoS) MIS Reports	42 th day after end of the quarter	45 th day	42 th day	< 42 th day
C	RTI	Number	Monitoring timely routing, replying of RTI requests and Appeal cases	30 days	> 30 days	30 days	< 30 days
D	Miscellaneous Works		Timely submission of data for parliament Questions.	As per target date given by DoT	1 Day after Target Date	On Target Date	Before Target Date