

**ALL INDIA
BHARAT SANCHAR NIGAM LIMITED
EXECUTIVES' ASSOCIATION**



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No. AIBSNLEA/CHQ/CMD/2019

Dated: 20.12.2019

To,

**Shri P. K. Purwar,
CMD, BSNL
New Delhi -110001.**

Subject: Introduction of CDR IPMS Score Card in ESS Portal- reg.

Respected Sir,

We would like to draw your kind attention on the above cited subject. We have observed lot of ambiguities in the CDR IPMS Score Card introduced in ESS Portal by the BSNL Corporate Office, New Delhi. The following points are worth mentioning to explain about the said ambiguities.

1. The Score in CDR IPMS Score Card in ESS Portal is reflecting only for the executives working in the CFA segment. Score is not reflecting for the Executives working in other Segments e.g. CM, EB, Finance and Civil, Electrical etc.
2. No Score of CDR IPMS Score Card in ESS Portal is reflecting for any Executive working in BSNL Corporate office/Circle/SSAs/Indoor.
3. It is quite surprising to notice that for any delay in respect of Indoor faults and Exchange faults/media faults/DSLAM faults/ NOC Bangalore faults/delay in contract Labour's availability/delay in payments of Electricity bills and non-availability of diesel/ delay in Repair of Power Plant Modules/Delay in Repair of DG /Switch faults/ Non availability of round the Clock staff etc., how only CFA Executive is made responsible? It will badly affect the CFA Executive's IPMS Score Card as well as his figure of MTRR/Fault rate and repeat fault as well as NTC provisioning time.
4. Some Banks /Firms /Customers are using our Landline and Broadband as a standby and mainly use Leased Line for their work. So in such cases NIL CDR/IPDPR will affect the CDR IPMS Sore Card in ESS Portal for those CFA Executives.
5. Targets in the CDR IPMS Score Card in ESS Portal are not evenly distributed and the staffs in field units are also not evenly distributed and will certainly create the heartburning among the executives working in the Field Units in CFA Segment.

6. CDR IPMS Score Card in ESS Portal will badly affect the Provisioning and disconnection parameters for CFA Executives working in highly competitive areas.

7. Fault rates/Repeat faults/MTRR will enhance in high developing areas and badly affect the CDR IPMS Score Card in ESS Portal.

In view of the foregoing, the ambiguous CDR IPMS Score Card already introduced in the ESS Portal may kindly be withdrawn to avoid the demoralization, heartburning, demotivation and frustration among the one group of Executives working in CFA Segment.

With kind regards,

Sincerely Yours,

-sd-

S.Sivakumar
(General Secretary)

Copy to-

1. Shri Vivek Banzal, Director (CFA) BSNL Board, New Delhi- 110001.
2. Shri Arvind Vadnerkar, Director (HR) BSNL Board, New Delhi- 110001