

**BHARAT SANCHAR NIGAM LIMITED**

*(Corporate Office)*

Bharat Sanchar Bhavan, Janpath,  
New Delhi-110001.

File No.3-5/2010-Restg

Date: 13<sup>th</sup> May 2011

To

**The Chief General Managers,  
All Territorial Circles,  
Bharat Sanchar Nigam Limited.**

**Subject: Field-level Performance Management System - KPI-based award scheme for employees in Exchanges, CSCs and SSA-level Consumer Mobility Operations teams.**

Sir,

With the objective of motivating the field staff to achieve higher productivity, field-level performance management system (FPMS) was introduced for employees involved in sales in consumer mobility, consumer fixed access, enterprise, customer service in CSCs, operational roles in exchanges and consumer mobility at SSA level vide this office letter of even number dated 15<sup>th</sup> April 2010. The FPMS 'Status Tracker' received from various Circles indicates that the scheme has now been implemented in all the Circles.

2. With a view to examine the efficacy of this scheme for the purpose of its improvement/refinement and further continuation, you are requested to inform this office how the scheme has been received by the employees and whether it is proving to be effective in achieving its objective. In case, based on your experience, the scheme requires any modification/amendment with a view to improve its effectiveness and usefulness, your feedback and suggestions may please be furnished to this office at the earliest. In this connection, Karnataka Circle has made the following suggestions:

- (i) Key performance indicators to be based on DCTSOFT/CDR/MIS Reports
- (ii) Awards to be presented on annual basis rather than quarterly basis
- (iii) Classification of awards at two levels - one at SSA level - selection of Exchange and CSC category-wise; and second at Circle level - combining similar categories of CSCs and Exchanges and selecting one in each category at overall Circle level.
- (iv) Suitable cash awards to all employees in the CSCs/Exchanges selected for the award.

3. An early reply is requested please.

  
(Madhu Arora)  
GM (Corp Restg)

Copy to Director (HR) for kind information please.