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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. BSNLCO-CMQS/14(14)/2/2020-NWO CM II-Part(1)/473048

Dated:27-10-2022

To,
The Chief General Managers,
All Telecom Circles/Telecom Districts

Ref: - 3-2/2022-RSTG Dated: 16.09.2022

Sub: - Display of GPMS/IPMS KPIs in CNMC portal regarding.

Vide above referred letter no, Online IPMS targets for heads of territorial circles and core network circles for the period of Q3 (Oct-Dec 2022) were conveyed by PGM(Restg./WS&I). In the IPMS cards, KPIs related to CM-network QoS (M10 to M16 under group name “consumer mobility” subgroup “operations”) provides a focus for strategic and operational improvement, and help focus attention to provide better service quality and to achieve better use of installed network resources.

The description of these KPIs are as follows:

KPIID	QUANTIFIABLE UNIT	KPI DESCRIPTION
M10	%	SC Sites availability
M11	%	Critical Sites availability
M12	%	Important Sites availability
M13	%	Normal Sites availability
M14	Minutes	MTTR
M15	%	2G cells with Call Drop Rate<2%
M16	%	3G cells with Call Drop Rate<2%

To monitor progress of these KPIs, ITPC Pune has developed a dashboard, which may be viewed on CNMC portal (DB&MAPS->GPMS DATA).

All circles are requested to ensure that raw files are available in their servers to be fetched by CNMC on routine basis to improve accuracy of reports, and to monitor the KPIs regularly, and achieve the targets/benchmarks to improve quality of service. Circles are also requested to verify the report and if any issue is observed then kindly resolve in co-ordination with ITPC team (cnmc.itpc@gmail.com).

This is issued with the approval of competent authority.

Enclosed: As Above

Versha

(VershaLuckwal)
DGM(NWO-CM-III)
9424311050

Copy to: PPS to Dir (CM), BSNL Board- for kind information please.