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

No. 27-5/2014-S&M-CM/32

Dated: 20.11.2014

To

The Chief General Managers
 All Telecom Circles / Districts
 BSNL

Sub: Modification in some paras of CM-S&D Policy-12

Following paras of CM-S&D Policy-12 have been modified as given below:-

1. Para (O) (a) of section-5 has been modifies as:-

- a. Consequences for Poor Performance: Any franchisee who does not meet the cut-off score on any parameters (type A or type B), becomes liable for penalty as per the table given below:

Penalty Structure for Franchisees								
Class of Territory	Month	1st	2nd	3rd	4th	5th	6th and onwards**	
	Issuer	SSA	SSA	Circle*	SSA	SSA	SSA	
	PBG in Rs.	Warning	Strong Warning	Base monetary penalty	Monetary penalty of 110% of col. 3	Monetary penalty of 125% of col. 3	Monetary penalty of flat 150% of col. 3 each time in the event of poor performance	
A	300000							
B	200000							
C	100000							

* **Base monetary Penalty** up-to 2.5% of PBG based on weight-age defined for various parameters of targets for evaluating performance may be decided by Circle Head.

** Monetary penalty of flat 150% of base monetary penalty shall be imposed by SSA each time in the event of poor performance in any Type-A, Type-B parameter during sixth months and onwards till the validity of agreement.

For example if any franchisee improves his performance in the seventh month in all Type-A & Type-B parameters and perform poorly on any parameter in the 8th month, then 150% of base monetary penalty should be imposed on franchisee by SSA in the 8th month and no penalty shall be imposed in the seventh month.

2. Para 4.2(iii) of CM-S&D Policy-12 has been modified as:-

The performance for each franchisee should be evaluated monthly by SSA review committee on the basis of above guidelines. It should be noted that all existing territories of the franchisee should be monitored individually i.e. performance of each franchisee shall be done franchisee territory-wise. In case the franchisee has territories across multiple SSAs, each SSA must provide the performance inputs to the Circle which should compile the territory-wise franchisee performance score. SSA must communicate the monthly performance inputs to franchisee also so that he can improve.

3. Franchisee-wise target mentioned under para 4.1 & 4.1.1 of section-4 of CM-S&D Policy-12 will be replaced as Franchisee-territory-wise target.



(Uendra Bakolia)
Addl. GM(S&M-CM)