



No. BSNLCO-COMN/11(15)/6/2024-RSTG

Dated 10.09.2024

To,

All CGMs, Territorial and Non-territorial Circles.
All Unit Heads, BSNL Corporate Office

Subject: **Launch of People Analytics Mobile APP**

It is informed that vide signed MoU between DoT and BSNL for implementing the Cabinet decision dated 27.07.22, BSNL was assigned the responsibility to ensure ownership/accountability/ commitment of all employees.

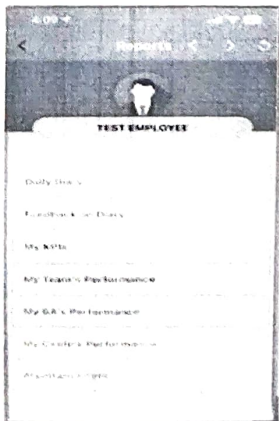
Accordingly, **online IPMS system** was implemented in ERP in Aug-Sep 2022 for all officers/executives working in BSNL and thereby, MoU targets are being devolved down to the last executive on a quarterly basis.

Now, it is desired that enhancements and features in line with industry best practices should be introduced, including a **People Analytics Mobile App** that will provide an opportunity to each officer/executive to **diarize the work done during the day** and also to **log progress against KPIs assigned**.

2.0 App Location.

- My Office App** (Attendance App developed by Kerala IT team) is already being used by all officers/executives to log their attendance daily (IN and OUT time).
- The same has been **expanded functionally** by the Kerala IT Team and ERP HCM Team such that each officer/executive will be able to log a diary entry on daily work output and also update achievements date-wise against quarterly KPIs (App has been integrated with the IPMS system and **User Manual** is enclosed with this letter).

2.1 People Analytics App Menu.



a) **DAILY DIARY:** To log daily activity/ progress on tasks/KPIs assigned, in maximum 100 characters.

- ✓ **Activities related to Revenue, Sales, MTTR, Network installation and maintenance, Customer Experience and Govt Projects KPIs, may be clearly mentioned.**

With effect from a date that shall be notified in due course,

- i) An officer/executive will be able to MARK IN the next working day only when he has made a diary entry the previous day.
- ii) If officer/executive is on leave, he may enter the dates of the leave to able to MARK IN on the date he/she is joins back.

b) **MY KPIs:**

- To input date-wise achievements against revenue, sales, MTTR, Govt. Projects, etc. KPIs of IPMS system. **Existing practice of entering achievements and evaluation in IPMS portal in ESS for all KPIs at the end of each quarter, as per notified IPMS procedure, shall remain unchanged.**
 - To view pro-rata targets and % progress for each day/date of the month for self.
- c) **FEEDBACK on DIARY:** For reporting officers to view the daily diary entries of subordinates and to give feedback (limited to one message of maximum 50 characters) and further instructions, if any.
 - d) **MY TEAM's PERFORMANCE:** For viewing the daily activity progress of subordinates against KPIs assigned.
 - e) **MY BA's PERFORMANCE:** For officers/executives to view their BA's performance across all KPIs.
 - f) **MY CIRCLE's PERFORMANCE:** For officers/executives to view their Circle's performance across all KPIs.
 - g) **ATTYUTAM:** Executive/Team blog to post exceptional work done in field units across the country to motivate and inspire others (*with approval of Vertical/Circle/BA Head*) in the following areas of **Personal Attributes:**
 - i) Ownership, Dedication or Innovation.
 - ii) Customer Service, Retention or Growth.
 - iii) Out of Box initiatives.
- Performing officers/executives will be able to submit write-ups and pictures of their individual/team's outstanding acts on a link in the Attendance Portal (desktop version).
 - To ensure that only bona fide contributions are entered, the blog entry will be routed to the Head of the BA (**who will get a notification on the Attendance App**) who will approve the post for publication on the blog page. For Circle Office officers/executives, competent authority shall be the Head of the Circle. For Corporate Office officers/executives, competent authority shall be the Vertical Director.

- The blog posts on the App shall be accessible to all and may be liked or commented upon by all officers/executives of BSNL. Awards (CGM's gold medals) will be at circle level through a committee.
- Exceptional individual/team contributions from all field units shall be eligible for the following Corporate Level Awards too.
 - CMD's gold medal for Outstanding Contribution to BSNL.
 - Director HR's gold medal for Outstanding Contribution in West Zone.
 - Director CFA's gold medal for Outstanding Contribution in South Zone.
 - Director CM's gold medal for Outstanding Contribution in East Zone
 - Director EB's gold medal for Outstanding Contribution in North Zone.
- One or more winning individuals/acts will be selected by the CMD and Directors of the BSNL Board and will be awarded the medals and prizes. The winners may or may not be the same as awarded by the circle.
- Annual '**Atyuttam Award Magazine**' of BSNL will be printed in the month of Apr-May every year, spotlighting all the outstanding achievers, awardees and gold medalists.
- '**Atyuttam Partner of BSNL**' gold medals may also be awarded to partner firms of BSNL by Corporate Office independently or on the recommendation of the circle/BA head.

3.0 Timeline of Implementation.

- a) People Analytics App shall **GO LIVE** on 18 Sep 2024 for all officers and executives to begin diarizing their daily work, logging achievements against Q2 KPIs (2024-25) assigned and entering **Atyuttam** blog entries.
- b) Since more than two months of Q2 have already elapsed, cumulative achievements (up to 18 Sep 2024) can be entered against KPIs.
- c) Provision in Paras. 2.1a (i) &(ii) shall be implemented when system becomes stable.

This is issued with the approval of the competent authority.

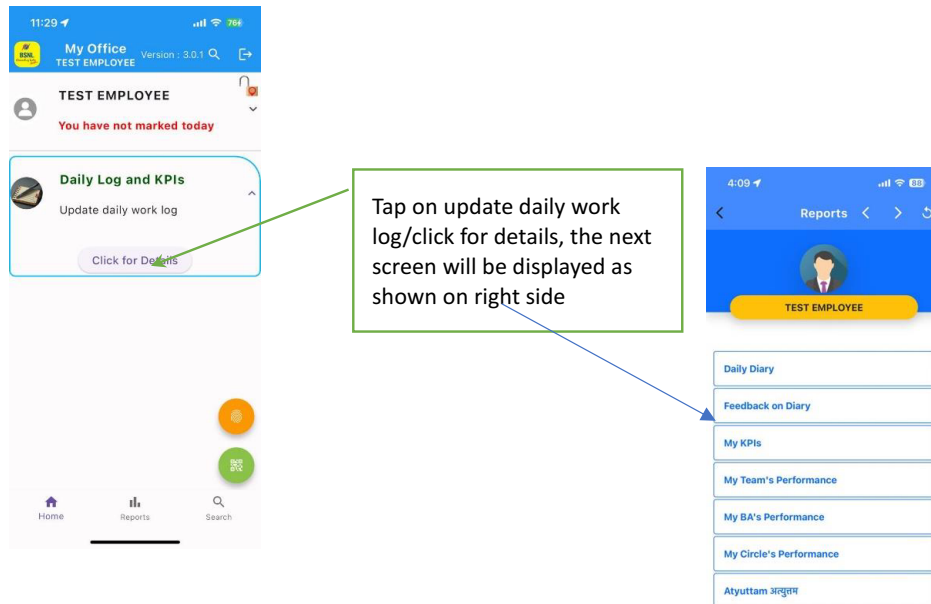

 Anita Johri
 PGM (Restructuring)

Copy for kind information to:

1. PPS to CMD BSNL
2. PS to All Functional Directors
3. CGM Kerala
4. PGM Admn and PGM Pers, BSNL CO

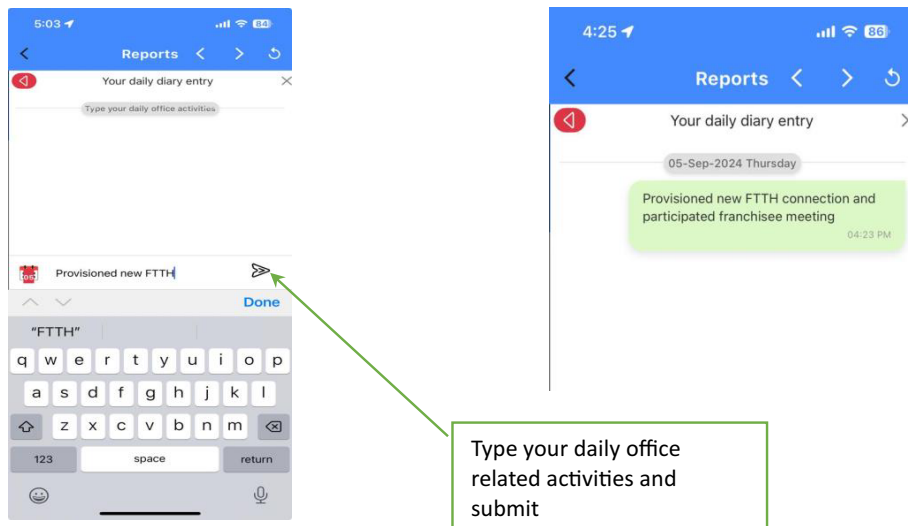
USER MANUAL FOR PEOPLE ANALYTICS APP

Tap on *MyOffice* (Attendance) App in Mobile
Daily Log & KPIs Menu will be displayed as shown below:



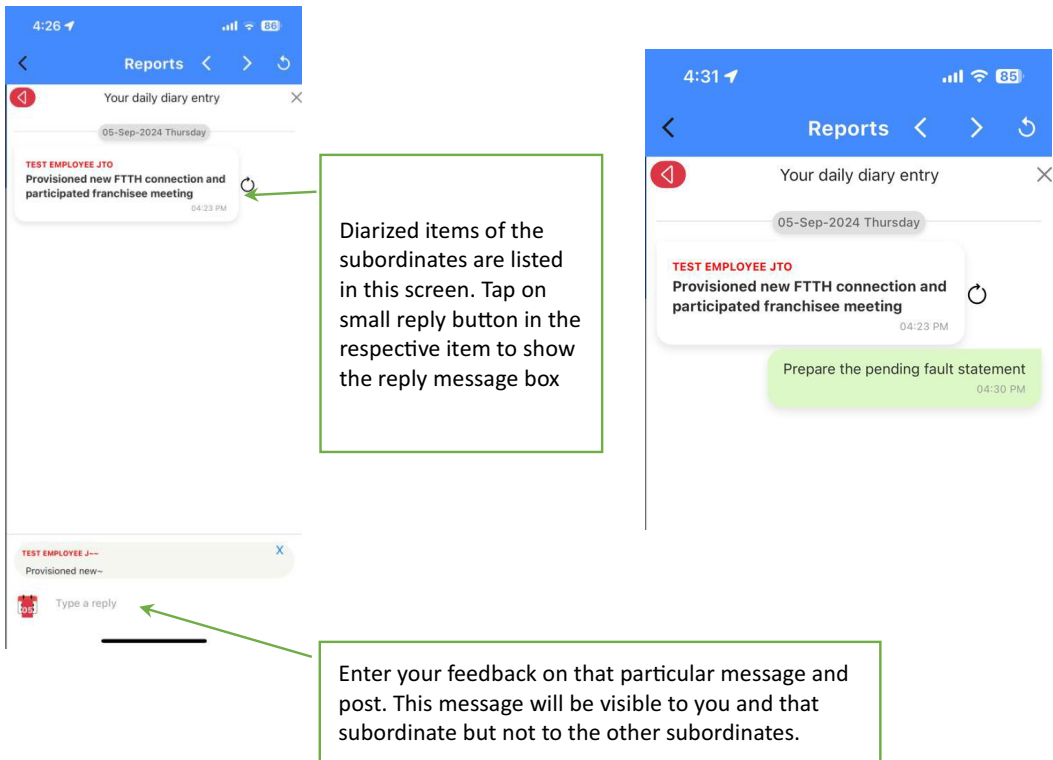
1. Daily Diary

Tap on Daily Diary , the next screen as below will be displayed.



2. Feedback on diary (For Use of Reporting Officer):

Please tap on Feedback on Diary, the following screen will be displayed. Feedback may be given by reporting officer i.r.o. subordinate's daily diary entry as shown below.



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3. **My KPIs (For Self Use of Executive/Officers):**

Tap on My KPIs, the following screen will be displayed showing your overall performance and Per Day Achievements & Trends as per daily achievements filled.

Select individual KPI from drop down to fill date wise achievement as shown in next screens on right side

Select each KPIs one by one to fill the achievements as shown in below screen

Enter your date wise KPI Achievements

Target	Pro-rata	Achiev	%Achiev
6	4	4	100%

Date	Achievement
01-07-2024	1
02-07-2024	2
03-07-2024	1
04-07-2024	
05-07-2024	
06-07-2024	
07-07-2024	
08-07-2024	
09-07-2024	

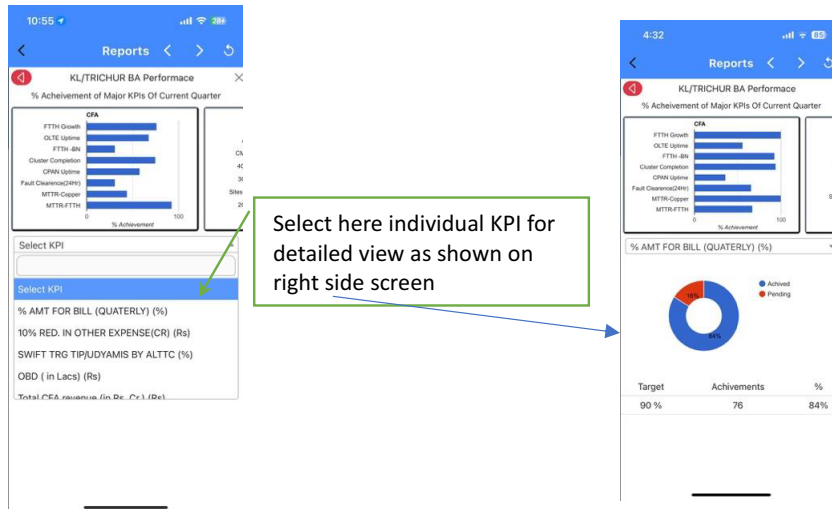
4. **My Team's Performance:**

Tap on My Team's Performance, the following screen will be displayed showing overall performance and Per Day Achievements & Trends of subordinates as per daily achievements filled by them. Performance of individual KPIs may also be viewed by selecting drop down menu.

Swipe the screen to view your different team members/subordinates KPI Achievements.

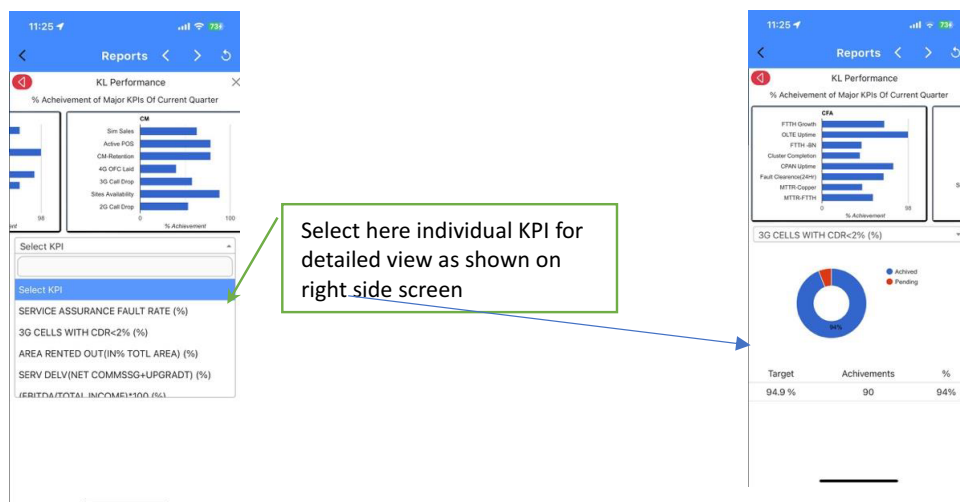
5. My BA's Performance:

Tap on My BA's Performance, the following screen will be displayed to all employee of the BA showing vertical wise performance of BA for major KPIs as per the Daily Achievements filled by BA head through My KPIs. Performance of individual KPIs may also be viewed by selecting drop down menu as shown below.



6. My Circle's Performance:

Tap on My Circle's Performance, the following screen will be displayed to all employee of the Circle showing vertical wise performance of Circle for major KPIs as per the Daily Achievements filled by Circle head through My KPIs. Performance of individual KPIs may also be viewed by selecting drop down menu as shown below.



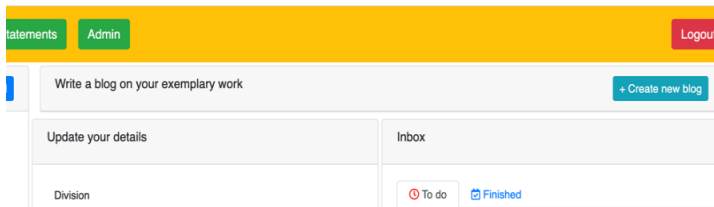
7. ATYUTTAM:

Please tap on Atyuttam, the blogs posted by employees will be displayed here after approval of BA head/competent authority. The employee may like comment, and share these blogs.



Steps for Creation of Blog entry through attendance Portal

1. Login to attendance portal (<http://10.201.217.100>)
2. Click on “create new blog” button.

A screenshot of the 'Write a blog on your exemplary work' form. The form has a title field 'Write Title (Max.50 Characters)', an 'Other Employees' field 'Write names of other team members involved in this work', and a large text area 'Explain your viewsSaved'. Below the text area is a rich text editor with formatting options (H1, H2, H3, B, I, U). At the bottom, there are 'Upload Image' and 'Final Submit' buttons.

3. Type Heading (max 50 characters), Team member names (if other employees involved) and type details (maximum 1000 characters). Entered data will be saved automatically.
4. Upload Images (at least two and maximum six images).
5. Click on final submit button.
6. Your blog entry will be forwarded to BA/Circle head for approval who may approve it through mobile app. BA head/Circle head shall get notification also for it. After approval, the blog will be visible to all the employees on mobile App-Atyuttam screen.

-----**Thank You**-----