

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:3296  
ANSWERED ON:16.03.2011  
OUTSOURCING OF WORKS BY BSNL  
Natarajan Shri P.R.

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Bharat Sanchar Nigam Limited (BSNL) has outsourced/proposes to outsource its departmental works/services;
- (b) if so, the details thereof alongwith the works outsourced;
- (c) the details of manpower loss and the expenditure likely to be incurred in this regard; and
- (d) the steps taken/being taken by the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b) BSNL is outsourcing various non-core activities/functions through outside agencies which include security services, customer care services through call centres, house keeping services, operations & maintenance services of Air Conditioned plants through Annual Maintenance Contract, infrastructure maintenance, cable laying, delivery of bills and data feeding etc.

(c) & (d) The work is outsourced wherever regular employees are not available for such work and hence there is no manpower loss. The expenditure on outsourced activities depends on the quantum of activities/functions outsourced.