

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

UNSTARRED QUESTION NO:1168  
ANSWERED ON:21.03.2012  
UTILIZATION OF HUMAN RESOURCES  
Joshi Shri Mahesh;Singh Shri Pashupati Nath

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

- (a) whether the vast human resource is available in MTNL and BSNL but the services of these companies are deteriorating;
- (b) if so, the details thereof and the action taken by the Government for proper utilization of Human Resources;
- (c) whether the Government has assessed the working of HR units of these companies for proper functioning and management of these companies;
- (d) if so, the details thereof and the outcome thereof; and
- (e) the action taken by the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY ( SHRI MILIND DEORA)

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have an employee strength of about 2.72 lakhs and around 42 thousand respectively. The telecom services provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are working satisfactorily and, in general, meeting the Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI). The human resource available in BSNL and MTNL is being utilised to the optimum. However, a proposal from BSNL has been received in the Department of Telecommunications regarding a Voluntary Retirement Scheme aiming to reduce the work force by around one lakh.

(c) to (e) BSNL and MTNL deploy their employees in different business units as per their functional requirement. BSNL and MTNL have been signing Memorandum of Understanding (MoU) with Department of Telecommunications (DoT) on yearly basis in accordance with the MoU guidelines of the Department of Public Enterprises. The review of the MoU is held on quarterly basis.