

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

UNSTARRED QUESTION NO:593

ANSWERED ON:07.08.2013

REVIVAL OF BSNL AND MTNL

Bundela Shri Jeetendra Singh; Mohan Shri P. C.; Naik Dr. Sanjeev Ganesh; Ponnam Shri Prabhakar; Ramasubbu Shri S.; Sinh Dr. Sanjay; Sugavanam Shri E.G.; Sule Supriya; Yadav Shri M. Anjan Kumar

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

- (a) the number of existing employees in Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) and employees superannuated and taken voluntary retirement during the last three years along with the expenditure incurred on salaries/ retirement/VRS benefits during the said period;
- (b) whether the Government has conducted any review of performance of management and enquiry of wasteful expenditure in these two PSUs;
- (c) if so, the outcome thereof and the action taken by the Government in this regard;
- (d) whether the Government has appointed Group of Ministers (GoM) to discuss ways to revive BSNL & MTNL;
- (e) so the details thereof; and
- (f) the details of steps taken by the Government for their revival and increasing revenue and reducing their wage bills and administrative expenditure?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR.(SMT.) KILLI KRUPARANI)

(a) The number of employees in Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) as on 30.6.2013 are as follows:

BSNL	MTNL
2,47,879	38,503

The details regarding number of employees superannuated/taken voluntary retirement and the expenditure incurred on salaries/retirement/voluntary retirement benefits during the last three years is given below:

BSNL

Year	No. of employees superannuated retirement last three years	Employees taken voluntary retirement (in crore Rs.) during the last three years	Expenditure on salary retirement (in crore Rs.)	Expenditure on retirement during the last three years
2010-11	10361	1085	12208.70	1582.26
2011-12	10945	983	11985.15	1420.89
2012-13	12333	1285	12715.66	1182.72

MTNL

Year	No. of employees superannuated retirement (in crore Rs.)	Employees taken voluntary retirement than retirement benefits (in crore Rs.)	Expenditure other retirement during the last three years	Expenditure on retirement during the last three years
2010-11	1152	13	1699.06	347.78
2011-12	1335	21	1770.03	481.44
2012-13	1712	67	1828.92	573.25

(b), (c) & (f) While the Department of Telecommunications (DoT) and the senior management of BSNL and MTNL review the performance of these PSUs regularly in respect of the commitments made in annual Memorandum of Understanding signed by these PSUs with DoT, BSNL and MTNL have taken the following steps for their revival and increasing revenue and reducing their wage bills and administrative expenditure:

Steps taken by BSNL

Efforts to strengthen stable revenue streams through concerted focus on broadband, Next Generation Network (NGN) voice and enterprise business with major focus on Government projects.

Focus on the revenue of top 100 Cities for monitoring purpose.

More focus on customer care, service delivery, & service assurance, revenue management and maintenance of assets on decentralized basis.

Value based management for all investment activities thereby undertaking only those projects which adds value to the organization.

Progressive migration of BSNL's current network to Next Generation Network thereby ensuring convergence, consolidation and seamless delivery of various services to end customers across different technologies.

Steps taken by MTNL

All exchanges have been made digital to improve service quality.

Rehabilitation of outdoor network is being done on continuous basis to reduce fault rate and Mean Time to Repair (MTTR).

MTNL reviews its tariffs for various products and services so as to make them customer friendly and to suit various segments of the society.

MTNL has taken measures to facilitate easy payment of telephone bills.

MTNL introduced a Loyalty scheme and ensure special care of corporate customers.

Online booking of different services and complaints for Landline, Mobile and Broadband now available.

MTNL organises Sanchar Haats in Delhi and Customer Service Centers (CSCs) at Mumbai, where customers can get various services like registration for new service, duplicate bills of cellular connection, bill payment, VCC (Virtual Calling Card) etc.

(d) & (e) Government of India has constituted a Group of Ministers (GoM) on 28.05.2013 to look into the Matter of Reviving and Revitalising Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL). The GoM has been meeting to deliberate on short-term, medium term and long-term measures for revival and revitalization of BSNL and MTNL including enabling a human resource strategy to match the business environment and operational requirements.