

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

UNSTARRED QUESTION NO:141
ANSWERED ON:24.11.2014
HUMAN RESOURCE UNITS IN MTNL BSNL
Hemamalini Smt.

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

- (a) whether the Government has taken note that despite vast human resources available in Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL), the services of these companies are deteriorating;
- (b) if so, the details thereof and the action taken by the Government for proper utilisation of such human resource;
- (c) whether the Government has assessed the working of human resource units of these companies for proper functioning 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 COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) & (b) Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) have a large proportion of legacy staff with average age of employees being about 53 years in MTNL and 50 years in BSNL respectively. There has been tremendous change in the telecom sector with advancement in the technologies and transformation of telecom business into customer centric business with focus on sales marketing and customer services. These employees are being imparted training in the areas of technology, management practices, skills and behavioral programs to improve their skills and are being deployed as per the requirements.

The services, being provided by MTNL and BSNL are, in general, meeting the Quality of Services (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI).

(c) to (e) BSNL and MTNL are preparing a revival plan for increasing revenue potential, identifying business opportunities, organizational restructuring and training to enable them to grow into customer-centric companies with expertise in marketing and customer services delivery and developing human resources strategy in line with restructured organizational vision. The Board of Directors of BSNL and MTNL are expected to take a decision on the human resources plan accompanying the revival plan.