

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

UNSTARRED QUESTION NO:2450
ANSWERED ON:11.03.2015
OUTSOURCING OF WORK BY BSNL
Kambhampati Dr. Hari Babu;Maurya Shri Keshav Prasad

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

- (a) whether the Bharat Sanchar Nigam Limited (BSNL) has outsourced or proposes to outsource back-office services including call centres;
- (b) if so, the details thereof along with the expenditure made in this regard;
- (c) whether BSNL proposes to take over the operation of call centres through its excess staff on the lines of MTNL Mumbai; and
- (d) if so, the details thereof and if not, the reasons therefor?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

- (a) & (b) Bharat Sanchar Nigam Limited (BSNL) has reported that it has outsourced the operation of call centers for its telecom services. Expenditure incurred by BSNL on this account is Rs.12.05 crores.
- (c) & (d) BSNL has reported that at present there is no proposal to take over the operation of call centres. BSNL has outsourced the operation of call centres to manage them professionally for better customer experience.