

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

UNSTARRED QUESTION NO:571

ANSWERED ON:14.07.2014

FUNCTIONING OF TELECOM COMPANIES

Jadhav Shri Prataprao Ganpatrao;Khaire Shri Chandrakant Bhaurao

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

- (a) whether the Bharat Sanchar Nigam Limited and Mahanagar Telephon Nigam Limited have outsourced most of their work;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether it has affected the functioning of both the telecom companies and have an adverse impact on their revenue generation;
- (d) if so, the details thereof; and
- (e) the corrective steps taken/being taken by the Government in this regard?

Answer

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

- (a) & (b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) reported that most of the works are carried out by its employees. However, Customer Call Centre operations, Operation and Maintenance (O&M) of electrical installations like Diesel Generator (DG) sets, air-conditioning equipment etc are outsourced. At some places BSNL has outsourced the work of maintenance of broadband network and repair of Optical Fibre Cable.
- (c) BSNL has informed that outsourcing of certain work elements has had no adverse impact on their revenue generation.
- (d) & (e) Do not arise in view of reply (c) above.