

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
STARRED QUESTION NO. 343  
TO BE ANSWERED ON 18<sup>TH</sup> MARCH, 2020**

**VOLUNTARY RETIREMENT SCHEME IN BSNL**

**\*343. SHRI N.K. PREMACHANDRAN:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the reasons for implementation of Voluntary Retirement Scheme (VRS) in BSNL;
- (b) the total number of employees who opted for VRS till date;
- (c) the total number of employees retired from BSNL during the last three years;
- (d) whether the Government proposes to fill up the vacancies due to the retirement of employees from BSNL and if so, the details of the action taken by the Government in this regard;
- (e) whether it has come to the notice of the Government that there is delay and deficiency in the services provided by BSNL;
- (f) if so, the corrective action taken by the Government in this regard;
- (g) whether the Government has conducted any study regarding the impact of lack of sufficient number of human resources due to mass voluntary retirement scheme;
- (h) if so, the details thereof and the action taken thereon; and
- (i) the action taken by the Government to fill up the vacancies in BSNL?

ANSWER

**MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND  
ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAVI SHANKAR PRASAD)**

- (a) to (i) A statement is laid on the Table of the House.

**STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) to (i) OF LOK SABHA STARRED QUESTION NO. \*343 FOR 18<sup>TH</sup> MARCH, 2020 ON “VOLUNTARY RETIREMENT SCHEME IN BSNL”.**

(a) Bharat Sanchar Nigam Limited (BSNL) has been incurring losses since 2009-10. On the basis of its financial performance and as per the guidelines issued by Department of Public Enterprises (DPE), BSNL was classified as “Incipient sick CPSE” in 2017. BSNL had a workforce of 1,55,296 employees as on 01.10.2019. The employee cost was 74% of the total revenue for the FY 2018-19 of BSNL. The Government approved the revival plan for BSNL on 23.10.2019 which inter-alia, includes reduction in Staff cost through Voluntary Retirement Scheme (VRS) for the employees of age of 50 years and above.

(b) The VRS was offered by BSNL to its employees on 04.11.2019. The scheme was closed on 03.12.2019. 78,569 employees of BSNL have opted for the VRS.

(c) Number of employees retired from BSNL during the last three years is as under:

Period	Executive	Non-Executive	Total
2016-17	2177	13138	15315
2017-18	2663	14211	16874
2018-19	3191	15474	18665
2019-20 (upto February 2020 other than VRS optees)	3075	14815	17890

(d) BSNL has informed that as per provision of the VRS, the posts falling vacant due to VRS are abolished and there is no recruitment against the vacancies.

(e) & (f) BSNL has informed that it meets all the Quality of service parameters/ benchmarks prescribed by Telecom Regulatory Authority of India (TRAI) in all its licensed service areas (LSAs) for wireless and fixed line services except in West Bengal formobile services at present. It is continuously monitoring its cellular mobile network and regularly conducts drive tests/ inter circle network audit/ surprise checks and optimizing its network to maintain quality of service parameters and to improve network performance. Efforts are continuously made to redress the customer grievance in minimum possible time.

(g) & (h) No Sir.

(i) does not arise in view of (d) above.

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