

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

**LOK SABHA
UNSTARRED QUESTION NO. 3440
TO BE ANSWERED ON 23RD MARCH, 2022**

VRS IN BSNL

3440. SHRI THOMAS CHAZHIKADAN:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it has come to the notice of the Government that there is delay and deficiency in the services provided by BSNL due to the implementation of Voluntary Retirement Scheme (VRS) in BSNL;
- (b) if so, the corrective action taken by the Government in this regard;
- (c) whether the Government has conducted any study regarding the impact of lack of sufficient number of human resources due to mass voluntary retirement scheme; and
- (d) the details of the action taken by the Government to fill up the vacancies in BSNL?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) to (c) Voluntary Retirement Scheme (VRS) was implemented in Bharat Sanchar Nigam Limited (BSNL) on 31.01.2020. There is no delay or deficiency in services provided by BSNL due to implementation of VRS.

Telecom Regulatory Authority of India (TRAI) monitors the performance of the Telecom Service Providers (TSPs) including BSNL against the benchmarks for various Quality of Service (QoS) parameters laid down by TRAI by way of QoS regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs). As per PMR for quarter ending Sep 2021, BSNL is meeting, in general, most of the QoS parameters for its cellular and basic services in its areas of operation.

(d) Current strength of employees is sufficient for operation of BSNL.
