

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

**LOK SABHA
UNSTARRED QUESTION NO. 4397
ANSWERED ON 20TH AUGUST, 2025**

CONTRACTUAL LABOURERS IN BSNL

4397. SHRI ARVIND GANPAT SAWANT:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the contractual labourers are engaged for rendering the services of BSNL;
- (b) if so, the details of the strength of such contractual labourers;
- (c) the details of services for which they are engaged;
- (d) whether the contractual labourers are trained for rendering the required services of BSNL and if so, the details thereof;
- (e) if not, the alternate method adopted for rendering prompt services of BSNL;
- (f) whether it is true that frequently the contractors are being changed in BSNL and if so, the details thereof;
- (g) whether the contractors are providing prompt services; and
- (h) if so, the details thereof and the reasons for drastically deteriorating services of BSNL day by day?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) to (h) BSNL does not employ contractual labourers directly. BSNL floats tender for all non-core activities like repair & maintenance, housekeeping, security etc. on Service Level Agreement (SLA)/ Service Model in accordance with General Financial Rules (GFR) and Central Vigilance Commission (CVC) guidelines. Periodic performance evaluations and field level monitoring are conducted by BSNL to ensure adherence to stipulated timelines and quality standards as per SLA and performance benchmark.

Telecom Regulatory Authority of India (TRAI) regularly monitors the performance of Telecom service providers against the benchmark for various Quality-of-Service (QoS) parameters. As per performance monitoring report (PMR), BSNL is meeting the benchmark of most of the network related QoS parameters of Cellular services. The PMR reports are published on TRAI website (<https://traigov.in/release-publication/qos-reports/pmr-reports>).
