

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

**LOK SABHA
UNSTARRED QUESTION NO. 6082
TO BE ANSWERED ON 01ST APRIL, 2026**

CONSULTANCY FIRM IN BSNL

6082. DR. KAKOLI GHOSH DASTIDAR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether Bharat Sanchar Nigam Limited has engaged any consultancy firm for its revival strategy during the last five years;
- (b) if so, the firm-wise details, date of award and contract value;
- (c) the details of the scope of work, deliverables, milestones achieved;
- (d) whether conflict-of-interest checks were done before engaging with the consultants and the safeguards adopted; and
- (e) if any, extensions/change orders were issued and if so, the reasons for the same and revised cost?

ANSWER

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

- (a) to (c) BSNL has awarded contract to M/s Boston Consulting Group on 20.05.2024 for supply of consultancy services to provide holistic solutions for enhanced customer experience across channels, service delivery and network availability as per leading industry standards, transformation from a network focused to a sales & enterprise-business focused organization, cost reduction, performance management and for leveraging emerging technologies.
- (d) The consultant has furnished a self-certified mandatory Conflict-of-Interest Declaration. Further, Consultancy agreement contains clauses relating to confidentiality and secrecy. The consultant is obligated to report any change in circumstances that could lead to a conflict of interest.
- (e) No.
