The unprecedented situation arising from the outbreak of COVID 19 represents a significant challenge for all of us and our country.

A comprehensive pandemic response plan with requisite risk mitigation protocols has been activated while ensuring continuity of mission critical processes for keeping our networks working as telecom is an essential service.

We are strictly adhering to Govt instructions on operating telecom network uninterruptedly as an essential service during this crisis.

VIL has a suite of flexible work policies that enable flexible working hours, work from home, working from different locations across the organization. This has allowed us to respond quickly to the current situation by enabling our workforce to adopt alternate forms of work. Majority of our staff across offices are working remotely/from home. We have issued advisories restricting all official travel within and outside the country. We are closely monitoring health of all our employees and are advising home quarantine for anyone who is unwell or has been in close vicinity of anyone else who may be vulnerable.

Our Business Continuity Plans are being diligently reviewed across all operations. Our centralized network monitoring facilities (SNOC) across multiple locations in Pune and Hyderabad have been prepared for any kind of emergency evacuation due to corona threat at any particular building. Enough provision has been made to provide resources enabling work from home for our technical teams working across these facilities, to enable undisrupted services to our customers 24X7.

With COVID19 forcefully transforming the way we work, our teams continue to engage with our enterprise and government customers to explore how we can partner them better. All our enterprise services continue to be monitored through our own Network Operating Centres and operations to ensure business continuity.

We are continuously monitoring the traffic pattern and confident of handling the growing demand of voice and data services during the lockdown period.