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NATIONAL FEDERATION OF TELECOM EMPLOYEES

BSNL

(Regn. No. 4906 dated 17/9/2001)

MS-II, Q. No. 21 & 17, Atul Grove Road, New Delhi-110001

TF-50

Dated:-20-09-2017

To,

Shri Anupam Srivastava
Hon'ble CMD
BSNL
Corporate office
New Delhi.

Subject:- Out sourcing of the customer service centre in BSNL.

Refce:- Corporate bid document vide – EOI No.-ND/NCNGN/Marketing/CSC/2016-17.

Respected Sir,

We wish to draw your kind attention towards the enclosed print out from website of one of the recognized union, through which it is known that an agreement has been reached between that union and BSNL management on the issue of outsourcing of customer service centre in BSNL.

We surprised to know how the management discussed the policy matter with a single union when two unions are recognized for the non-executive employees.

It is also known through the website of the said union that they have accepted outsourcing of three customer service centers in all the four zones, for which we are getting several whatsapp messages, Telephonic messages and calls that our union should not accept this agreement and to oppose the out sourcing of customer service centre in total and we strongly oppose the said agreement.

In the circumstances we, request your honour to kindly intervene in the matter and arrange to keep the process of out sourcing in abeyance till the collection of the data about the total numbers of employees working in the customer service centers throughout the country and their age profile.

We will be highly oblige if the needful may kindly be done in the matter.

With profound regards,

Yours faithfully,


(Chandeshwar Singh)
General Secretary

Copy information and needful action to:- Shri N.K. Mittal, Director (EB) & CFA BSNL,
Corporate office, New Delhi.