

UNI



NATIONAL UNION OF BSNL WORKERS (FNTU)

(Regd. No. 4897)

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INTUC



No NU/CHQ/63

Dated 10-10-2017

Mr. Anupam Srivastva, CMD,
BSNL, Corporate Office,
New Delhi 110001.

Sub:- Regarding out sourcing of CSCs of BSNL. an unwarranted action.

Dear Sir,

We have shocked to receive the information that BSNL management is seriously going ahead with "out.sourcing" of our Commercial offices/ Customer Service centres, one of the important arm of BSNL. I would like to bring to your notice that at initial years after the formation of BSNL, our entire business was in fact done through the private Telecom. Hubs and franchises, which was one of the reasons for accelerating the growth of Private Telecom operators and decending the business of BSNL. Instead of streanthening our custmer service centres and strem lining our marketing, BSNL's depended on these franchises who helped the private operators to grow at our cost.

By dismantling the established BSNL customer service centres and out sourcing it again to private business men, FNTU have no hesitation to say that the BSNL Management is repeating the same mistake an if this happends it will cause irreparable damage to the business and operation of BSNL. Our marketing people are able to do some business only because of the support they receive from these CSCs and there is no logic behind braking this well established system.

Apart from the pressing HR issues, the out sourcing of CSCs will detrimental to the growth of BSNL and our union request to your goodself and the management to drop the idea of out sourcing the CSCs.

Thanking you,

Yours Sincerely,

(Thomas John K)

President,

NUBSNLW(FNTU)

Copy to:- Mrs. Sujata Ray, Director (HR), BSNL, New Delhi-110001 for information and necessary action please.