



BSNL

Phone : Off. 23353245, 23316656, 23315677 Resi. : 25706166  
Fax : 011-23351877

E-mail : csingh465@gmail.com  
Website : www.nftechq.co.in

## 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:-09-11-2017

To,

Shri Anupam Srivastava  
CMD  
BSNL, New Delhi.

**Subject:-** Outsourcing of customer service centers – reg.

Respected Sir,

On 8<sup>th</sup> instant the Director (Enterprise) holding additional charge of Director (CFA) held a meeting with the union and prolonged discussions took place. In course of discussions we have very clearly and categorically stated that the union is totally against the proposal of outsourcing the CSCs and demanded withdrawal of Tender floated in this regard.

We, may acquaint you that there are SSAs particularly in Punjab, Telangana, J&K etc where CSCs are not functioning because the administration is not posting employees at the places due to pressure of union and group of people. The CGMs are not monitoring also the functioning of CSCs.

Some months back there was discussion in National Council to recruit Multi skilled Cadre staff but no headway is visible. It is high time to recruit such staff for posting in such SSAs where shortage of staff exists. The outsourcing is not the panacea of the existing ills which need to be curbed.

Kindly, therefore, take appropriate action so that CSCs function properly to satisfy and attract the customers.

With best regards,

Yours sincerely,

(Chandeshwar Singh)  
General Secretary