

NATIONAL FEDERATION OF TELECOM EMPLOYEES - BSNL

Recognized Union - Regd. No. 4906, Dated. 17-9-2001



Telangana Circle

"Telecom House" 3-4-1013/9, Barkatpura, Hyderabad - 500 027.

President : *B. Sumitra*
Mobile No: *9440836655*

Union Off : 040-27561629

Circle Secretary : A. Rajamouli
Mobile No : 9440064440

Lr. No: NFTE TS/Work culture in BSNL/24/2023

Dated at: dtd 10-08-2023

18

To
The CGMT Telangana
Hyderabad

Respected Sir,

Sub:- Maintenance of services in BSNL- Reg

We wish to bring two methods are being implementing by BA Heads in different way in their jurisdiction. We believe, it is not taking place in other BA's in the Circle / Country except Warangal & Hyderabad.

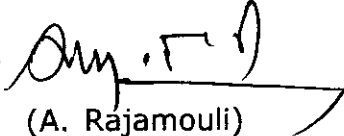
i) At Warangal BA the administration is sending a message to our esteemed customers that "**Dear Customer, your request for disconnect (disconnect) of Phone (0870-2433744) with reference number 131863394659 is provisioned. Please contact 1500 for any queries. Please dial 1930 to report Cyber crime. thanks for choosing BSNL as your service provider**". Then after the controlling officers disconnecting the running phones for forcing the subscriber to visit our office and advising them to take fiber connection. The subscribers are wondering with the advice, because they have not made a request for disconnection. Like this panic situation is prevailing in the Warangal BA.

(ii) At Hyderabad, DSA's/ Franchise Staff are sitting in our CSC's and selling SIMs by keeping our staff idle. The incharge of some CSC's ordering our staff to sell the new SIMs of DSAs only, but not ours. We have brought the issue to the notice of our PGM, Hyderabad for necessary action.

Sir, you are always busy with development meeting from morning to evening. If the things happening like above the earned revenue will be in the hands of Private people, but not to BSNL

Kindly take needful action and stop the irregularities taking place in OA/BA's to keep the entity strong.

Yours faithfully


(A. Rajamouli)
CS NFTE TS