

BSNL EMPLOYEES UNION

Recognised Union in BSNL

(Registered Under Indian Trade Union Act 1926. Regn.No.4896)

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BSNLEU/604 (DEV)

05.01.2012

To

Shri R.K. Upadhyay,
CMD, BSNL,
Bharat Sanchar Bhawan,
New Delhi-110001

Sir,

Sub: **Work Orders for contact centre services for wireline-broadband and associated VAS - req.**

On 4-1-2012 the BSNL Corporate Office issued Work Orders for Contact Centre for Wire-line service including broadband and associated VAS for SSAs on CDR system separately for North Zone, East Zone, West Zone and South Zone. 4 separate projects were thus ordered to do the work of the call centre.

The BSNL's call rate is 80 paise for three minutes above 500 Km. But 89 paise per minute is allowed for the contractor for the above call centre services. Instead of this, the existing manpower in BSNL could have been utilized. It is not proper to outsource the call centre work with a high cost, instead of utilizing the existing man power for the work and saving the money.

Without discussing with the representative union whether the work can be carried out by the existing staff, the management is taking such unilateral steps for outsourcing the work. In this connection it is to inform that already in several places the BSNL staff are doing the call centre work.

It is therefore requested to fix a meeting with the representative union to discuss this issue for a proper decision and meanwhile the Work Orders issued may please be withheld.

We shall be thankful for an immediate response in this regard.

Thanking you,

Yours sincerely,



[P.Abhimanyu]
General Secretary