



P. Abhimanyu
General Secretary

BSNL EMPLOYEES UNION

Central Head Quarters

Ph.: 011-25705385
Fax : 011-25894862

Main Recognised Representative Union.
Dada Ghosh Bhawan, 2151/1, New Patel Nagar,
Opp. Shadipur Bus Depot, New Delhi-110008
E-mail : bsnleuchq@gmail.com, Website : www.bsnleu.in

BSNLEU/ 604 (DEV)

22.07.2021

To,

Shri P.K. Purwar
CMD BSNL,
Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,
New Delhi – 110 001

Sir,

Sub: - **Demanding a thorough review of the cluster-based outsourcing system - req.**

We wish to bring the following to your kind notice on the subject mentioned above.

Time and again, BSNLEU has been bringing to the notice of the Management that, the cluster-based outsourcing of the landline and broadband maintenance works has done a very big damage to the Company. We have been receiving complaints invariably from all our circle unions, about the outsourcing system. We are being told that, ever since the works were outsourced, the quality of service has declined drastically, resulting in massive surrendering of landline and broadband connections. This is apart from the fact that, the expenditure of the Company has gone up sharply, on account of switching over to the cluster-based outsourcing system. However, it is regrettable that all our views submitted to the Management on the subject, were completely ignored.

We would like to once again draw your kind attention to this issue, with the following facts and figures, related to the Puducherry SSA in Tamil Nadu circle. After the implementation of VRS-2019, i.e., from February, 2020 onwards, the maintenance works of Puducherry SSA was managed with 45 contract workers. The monthly wages paid to these contract workers came to Rs.9,35,512. However, after implementation of the cluster-based outsourcing system, the situation changed drastically. In November, 2020, the amount paid to various contractors, to whom the works have been outsourced, sky-rocketed to Rs.19,13,861.84. In the same Puducherry SSA, the amount paid to the contractors in June, 2021, declined to Rs.15,53,017. This decline in the amount paid to the contractors is due to the huge disconnection of landline and broadband connections.

From the above figures, it becomes crystal-clear that: -

- (1) ***The expenditure for the maintenance of landline and broadband connections has increased sharply after the implementation of the cluster-based outsourcing system.***
- (2) ***The quality of the landline and broadband services has deteriorated drastically.***
- (3) ***The cluster-based outsourcing system has triggered massive disconnections of landline and broadband lines.***

It is needless to state that, the situation in the rest of the country will not be different from the one prevailing in Puducherry SSA. When this being the fact, we were surprised to hear from the CMD BSNL, in the meeting held on 02.07.2021, between the CMD BSNL and the AUAB, that the Management is contemplating to increase the payment being made to the contractors, since they are unhappy with their present income.



BSNL EMPLOYEES UNION

Central Head Quarters

Ph.: 011-25705385
Fax : 011-25894862

P. Abhimanyu
General Secretary

Main Recognised Representative Union.
Dada Ghosh Bhawan, 2151/1, New Patel Nagar,
Opp. Shadipur Bus Depot, New Delhi-110008
E-mail : bsnleuchq@gmail.com, Website : www.bsnleu.in

We do not agree with this proposal. On the contrary, we request the Management to undertake a thorough review of the efficacy of the cluster-based outsourcing system and also to undertake necessary remedial steps to save our landline service. In this context, we also request you to kindly spare some time for BSNLEU to discuss this issue.

Thanking you,

Yours Sincerely,

[P. Abhimanyu]
General Secretary

- Copy to: (1) Shri Arvind Vadnerkar, Director (HR), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110001
(2) Shri Vivek Banzal, Director (CFA), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110001
(3) Shri Sushil Kumar Mishra, Director (CM), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110001
(4) Shri V. Ramesh, Director (EB), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110001
(5) Ms. Yojana Das, Director (Finance), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110001