



P. Abhimanyu
General Secretary

BSNL EMPLOYEES UNION

Central Head Quarters

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BSNLEU/ 332 (UPE)

08.05.2020

To,

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

Sir,

Sub: - **Violation of Corporate Office instruction regarding outsourcing of CSCs – case of UP(East) circle – requesting to kindly intervene - reg.**

Ref: - **Corporate Office letter no.16-2/2019-20/CSC-OUTSOURCE dated 15.01.2020.**

We wish to bring the following to your kind notice, on the subject captioned above, for favour of necessary intervention.

The Corporate Office has issued detailed instructions regarding the issue of outsourcing of Customer Service Centers (CSCs), after implementation of the VRS-2019. However, instances are being brought to our notice, wherein the instructions of the Corporate Office are being violated by the field units. We would like to bring the following concrete case, for favour of your kind intervention.

Vide it's letter number cited under reference, the Corporate Office has categorically stated that "EOI for outsourcing may be floated only for those CSCs which cannot be managed due to shortage of staff post VRS." In Azamgarh, SSA, coming under UP(East) circle, 125 Executives and Non-Executives were working before implementation of VRS. After VRS, 83 Executives and Non-Executives are working in this small SSA. From these figures, it can be understood that sufficient number of employees are there, even after implementation of VRS.

There is only one CSC functioning in Azamgarh town and it is functioning in the GM office building. Sufficient manpower is available to run this CSC without any outsourcing. Further, as categorically stated in the letter cited under reference, there is absolutely no necessity to outsource this CSC. However, despite being urged upon by the district union of BSNLEU, the GM, Azamgarh, is hell-bent to outsource this CSC. This is a total violation of the Corporate Office instruction and is intended to fulfill the hidden agenda of the GM, Azamgarh.

Further, it is also unfortunate that, the CGM, UP(East), has declined to intervene in this matter, despite it was taken to his notice, by the Circle Union of BSNLEU. Hence, we are being compelled to bring this issue to your kind notice, seeking your intervention, to ensure that instructions of the Corporate Office are not violated due to personal likes and dislikes of the field level officers.

Thanking you,

Yours sincerely,

[P. Abhimanyu]
General Secretary

Copy to: Shri Vivek Banzal, Director (CFA), BSNL, Janpath, New Delhi – 110 001