

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 : Govt. B. G. Venkatesh
Mobile No: 9440083065

Union Off : 040-27561629

Circle Secretary : A. Rajamouli
Mobile No : 9440064440

Ltr. No. _____

Dated at: _____

Ltr. No. NFTE TS/Staff matter / 3/2026

Dated 27-01-2026

To
The Chief General Manager
Telecom BSNL Telangana Circle,
Hyderabad -1.

Respected Sir,

Sub:-Functioning of CSCs from 9AM to 9PM
Ref:- TT/S&M-CFA/Out Sourcing CSC's/2025/25/KW/21 dated 22-12-2025.

With reference to the above cited letter, I wish to bring few lines to your kind intervention and needful action to avoid hardship to staff working in CSCs.

Our CSCs are working with less staff in some places in the circle and in some places CSCs were being run by out sourcing system.

A single official cannot maintain the CSC from 9AM to 9PM (15 hours). The controlling officers are not running the CSCs with split duties, but they are forcing and ordering the single official to do duty for 15 hours (ie., 9 AM to 9 PM).

It is quite impracticable. No proper arrangements were done in OA /BA level to bring the staff in shift duties.

We strongly protest the action of managements in the issue. It is quite contrary to labour laws.

So I request you to kindly advise the incharges of CSCs in the circle to have a proper plan to run the CSCs in split duties to avoid hardship to a single official in the CSC. The heavy work load and harassment on CSC staff is not justified in natural way.

Thanking you.

Yours faithfully,

(A. Rajamouli)
CS NFTE TS.

Copy to:

- 1) PGM (Fin), for necessary action please.
- 2) Sr.GM (HR&Admn) for necessary action please
- 3) DGM (HR&Admn) for necessary action please
- 4) GS NFTE BSNL New Delhi request to take action the matter.