

22 November 2005, Tuesday

Welcome Remarks by: Ms. Almas Nakhudha, President of UNITES India here Almas welcomed all the EC Members & set the pace for dialogue

Opening Remarks by: Christopher NG, UNI Apro Regional Secretary Brother Christopher Ng addressed the gathering & reinforced the need for Unites. He also told that this was challenging times & wished he were twenty years younger to work actively in the changing environment. He also introduced ILO to Unites briefly & requested Mr. Pong of ILO to enlighten Unites about their activity& work in the ITES sector with the understanding of ILO guidelines.

09: 30 am Dialogue with Mr. Pong Sul Ahn, Senior Specialist, ILO New Delhi Office

Theme: Trade Union Rights for ITES Employees - ILO Perspective

Pong Aln : I am Honored to interact & learn more about your organization, condition of Call center workers/BPO workers. ILO is standard setting organization & has 189 recommendations, 170 standards to provide workers protection.

All is not well in the place of work, so ILO was initiated & tripartite International conference to discuss these challenges, All the delegates gather & discuss.

Weather the agenda has to be adopted or not. What do we provide is strengthening supervisor mechanism to impose labor standard.

1. International labor standard
2. Social Security (ex Amul, in Nepal for building workers)
International Campaign
3. Employability in 92 % is informal & form decent work & provide social security vocational training environment
4. Promotion of Social dialogue for the mutual benefit employers & workers because of challenges in global environment. So no social dialogue all, no negotiations on working conditions & wages. Pakistan has bilateral social dialogue mechanism takes care of all kind of labor issues. Setting up of national minimum wages. Government can also benefit from this. This is not very effective. Indian Labor Conference but politics comes into play. MNC playing predominant roll including ask exemption from labor laws etc., these are exploited by companies. This is disappointing in National labor movement. Really Shows good hope for the future thanks to brother Christopher Ng. This will be an good example. for me to show the world.

Roll of ILO in South Asia an institution covering Seven Countries. (Pakistan, Bangladesh, Afghanistan, Nepal, India) ILO's minimum requirements are

- No Child labor
- Work on Poverty Elimination
- No Gender discrimination
- No Harassment at work place
- Protect Migrant worker

Trade union has to work on this as the mission & is beyond scope of an NGO. Trade union is institution & is democratic based on membership, operate based on leadership, membership is important.

Launching of campaign, building network, people can have better issue resolution methodology, trade union has to work on all this. All trade unions in Andhra Pradesh joined this has resulted in reducing child labor. Problems at workplace for Call Center. Women workforce is large; their issue has not been adequately addressed

Gender Equality can be promoted. Workers gathering together itself shows solidarity. Outsourcing can bring international solidarity in globalization. Certain different of opinions to work around and work together.

Educated people are playing significant roll now , as against daily wage workers this is very significant in bringing changes in social movement, ensure working class is more conducive. Trade union are attached with political party, trade union should ensure make political advantage is gained. Leaders can gain from the advantages.

Q & A

Priyalal ILO tackles problem of informal division, with technological development can it be focused, inefficiency in distribution system etc. So advancement can be brought to informal sector. For example in fishery Srilanka still imports fish.

Milind: ILO & UNI's priority is to use technology to poor & middle class. Kissan Credit Cards were introduced in India. Cooperative is doing very well.

Aln: We will have a project in Trincumaly, means of survival is fishing 1:10 loss, Tamil Nadu lost means of income because of lack of storage is critical. They have to sell at cheap price even in agricultural, due to middleman. Tea plantations are an example of exchange earnings has increased but they are controlling all the products. We focus on Governance system needs to be improved, ILO project is decent work

International LC, Social movement, Employment, social dialogue ensures & interlink with national plan.

Naidu : Unless & until we have rapid movement, full time roll in this industry is must & what can ILO do to promote this.

Gopakumar : How to go with political party ?

Prasad : How ILO is going to address the formation of new unions?

Aln: We will have a project with Unites when it is ready when we have proposal, Ensure entry into rank & file workers. ILO is institution facing certain, financial human resources works with national organizations. We need to make use of resource more better. ILO prompting labor standards regularly. Bring Agenda & lobbying for ratifying.

Balu : Legislation are different in states what is the common conventions of ILO.

Aln: We will have to use 111 & violation of international agreement. That law needs to be changed; social & cultural attitude has to change. Change the mindset in treatment to women.

Dialogue with Dr Pravin Sinha, Senior Labour Adviser, FES Germany, New Delhi Office

Dr. Pravin Sinha :

Unites should take the form of trade union. How do I classify unites it will be a national body, It should be in context of the society, in case of India, 33% below poverty line, huge workforce unemployed, 54% under age of 25 years, Colleges & University bringing out whole lot of ITES people. What do we get from law Trade union act considers a workman who is not professional, you move out of law if you are professional, we need to consider the connection, we need to define the gambit. 93 % is in UN-informal sector; traditional formal sector is very low. Under 19 article of constitution you can organize as worker. If HR department is looking after their well being why union is required. I know what is best as unionist one it is my fundamental right & I know what is best for me. Sunrise Industry, national interest, 76,000/- graduates can get job or have to work on or the other informal sector. Argument could be unemployment is high, greenery that is today might not last long, when west had problem what is the guaranteed that will not happen here. We should try to employable even tomorrow. ILO to adopt decent work standard. As a functionary it is short sighted to be on the small size. More flow of companies will continue. There will be a large number of employment opportunity in tier II cities, in disguise of development people will move. Nasscom is not interested in work force. Another development for formation is from long-term process, what is green may become brown, Security of information is important & some one should not become scapegoat.

CITU formation is both positive & negative it has to meet the requirement of change, they have fair knowledge. Fair knowledge on concern should not be treated on par with factory worker. As this youngster have expectations their answers lies in BPO. Trade union becomes negative player. We need to be professional international compulsion & national concern & integrate with our concern. We should see the worker in the context of Indian scenario example is Haryana though political it stands out. Situation of unemployment is different to that a call center employee faces is different. Social problem is created it happens to fall on employee. Self-center, aloof & whole lot of problem, if is dealt by somebody who is mature it is different. Many are unacceptable in normal circumstances. Trade Unions of new type, by handling physiologically. We need to develop a situation were employer needs to be comfortable. You will spoil the name if we work in the same way. National companies are worse than MNC's. We need to look at the whole sector in the context & project. We need to equip ourselves to best way in order to move on.

Creating an enabling union environment for Unites, it is difficult but not impossible, one way is bring out the union philosophy & need for why. Keeping in view with the age sector. ITES workers are aware of development within & outside as they have more implications. Redesigning strategy & no union is important. Networking is the concept of unionism between individuals & organization.

Future scenario is very important, what has taken place in US; UK & Canada cannot take place here. Long term & post retirement benefits. Issue with policy making, social issue, security confidentiality issues. Providing guarantee to information.

Opportunities of being continuously being employable under decent work condition.

Law is perfect; enforcement is tardy in large sectors. BPO industry should debate on the existing nature find way, which is not physical.

Getting enhanced visibility, get structure in place work with Nasscom.

Q & A

Govindraj: How to influence Nasscom

Dr. Pravin: They do not want to loose their hold. They do not want to listen or give up their power. Keep trying to enter. Without creating confrontonsit attitude approach in friendly way.

Job classification is important. Adopt the ILO standards, society changes with time, rules of the game have changed but unions have not changed. Anything less than ten in shops & establishment act. Always publicise.

Christopher Ng: Develop a social movement. No historical baggage & encourage the thoughts.