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The Horror of Telephony

UGT and Proteste organize protest against lousy telephony services

"We cannot allow high costs and terrible quality of services. This is a theft against consumers. The regulatory framework of telephony will bring rules to this sector". This statement was made by Ricardo Patah, president of UGT, during a protest in defense of improvement of telephony services that took place on March 13, at the House of Representatives, in Brasilia.



This protest was organized by UGT in a combined action with PROTESTE Association of consumers. Protestors were carrying posters and fliers pointing out the main problems faced by users of this sector, which is in the top of complaints of institutions connected to consumer protection.

In the list of demands, protestors ask for more quality of service, suspension of sale of plans by operators with most complaints, improvement in the supervision and punishment of this sector, transparent invoices, reduction of the prices of basic plans for landlines and the participation of workers in the decisions of Anatel (Brazilian National Telecommunications Agency).

"We are going to establish, under an agreement, or through a law project, a definite change for this sector. It is not possible to sell 264 million handsets with a structure that can barely answer to 100 million phones. Someone is gaining with this situation, and certainly it is not the consumer", stated Roberto Santiago (PSD party), federal deputy and national vice-president of UGT.

According to Maria Inês Dolci, institutional coordinator of Proteste (Brazilian Association of Consumer Protection), the telephony sector is the top 1 in consumer complaints. "Since the privatizations, we received several complaints involving the quality of services and a wide range of flaws. Several lawsuits were filed, that includes lawsuits against four cell phone operators due to the lousy 3G internet services. Consumers should pay according to the service they get", she punctuated.

On March 12, Ricardo Patah participated in the commission that was received by Henrique Eduardo Alves (PMDB-RN), president of the House of Representatives. According to him, the position of Alves was supportive to the movement.

While stating that he is "another victim of the lack of quality of telephony", the president of the House of Representatives promised to talk to telephone companies that operate in Brazil. Patah confirmed that the meeting was scheduled for March 26 and the strategy, if an agreement is not reached, is gathering all ongoing law projects to try to point out a solution for the problems described by consumers.

In defense of children



Meet the Zero to Six
Infancy and Culture of
Peace



Meet the Millennium
Development Goals

In search of a better future, UGT signs a pact in pro of childhood

In order to achieve better care of children, the fact that the trade union signed this pact represents the search of a new culture towards women and working mothers

On March 18, at the SESC Vila Mariana, in Sao Paulo, UGT, representing the Commerce Workers Union of Sao Paulo, signed the National Pact on Childhood. This pact has the goal of uniting the civil society, the three sectors and social programs, such as the Millennium Development Goals (MDG), to implement rights and improvement on the care and education of children. This is an initiative of the Zero a Seis Institute, which created the program Brazilian Mobilization of Childhood (Mobi).

On the occasion, Ricardo Patah, national president of UGT and of the Commerce Workers Union of São Paulo, represented the support of thousands of workers alongside Sebastian Fonseca, who voiced the artistic core and Maurício de Souza, cartoonist who dedicated his work in shaping the kids and his daughter Monica de Souza, who inspired a character created by him, appointed by the President of the Zero a Seis Institute and John Figueiró, ambassador of this movement.



"To us, commerce workers of SP, this partnership is very important because we have many women, many mothers who work with commerce, and we realize the fundamental importance of demanding, through our collective agreements, daycares so that we can increasingly value children aged up to six years. The future of Brazil is exactly in these proposals and in the transformation of being drawn into concrete actions. The Commerce Workers Union of Sao Paulo will certainly do its part. And this project is crucial for civic rights, another question defended not only by the Commerce Workers Union, but by UGT, which preaches inclusion, equality and opportunity, as well as civic rights", said Ricardo Patah.

In order to improve our telephony services

Santiago and Henrique Alves sign agreement in defense of an improvement in telephony services

Through a meeting on March 12, Roberto Santiago (SP), deputy and vice-president of UGT, and Henrique Alves (PMDB-RN), president of the House of Representatives, signed an agreement in defense of consumers.



They made a commitment with representatives of UGT and of Proteste, association of consumers, to develop a law project that contemplates, among other issues, the quality of service of mobile telephones and the speed of internet and the efficiency of supervision of Anatel (Brazilian National Telecommunications Agency).

"We are going to develop a proposal focused on consumers rights. The speed of internet, the coverage area, delays in the installation of lines, and false advertising are some of the issues we are going to discuss. In April, we will have a meeting with representatives of telephone operators, associations, Anatel, Proteste and UGT in order to advance in this project. Consumers cannot continue to pay for a service they do not have", stated Santiago.

Henrique Alves informed that this proposal will follow legal channels urgently, since it is a problem that directly affects all Brazilians.



For trade union freedom

Unionists and members of CONALIS search for formula of combined action in pro of Brazilian workers

The plenary session at the head office of UGT was occupied by officers from trade union centrals and by public prosecutors who spent the day discussing the main issues that directly reach all Brazilian workers. The meeting of trade union leaderships and of the National Coordination of Trade Union Freedom (CONALIS), organized by the UGT's Department of Trade Union Organization and Policies took place on March 14.

While opening the event, **Ricardo Patah, UGT's national president**, talked about how the relationship between the trade union movement and the Public Prosecutor's Office has always been a good one, but this meeting is essential for the importance of reaching a closer dialogue between institutions that act in several areas for the defense of worker.



Those who attended the event discussed many issues that are essential to workers, such as trade union budget, accounting transparency, democracy and trade union representability.

Dr. Luís Antônio Camargo de Melo, attorney general of the Labour Public Prosecutor's Office, reinforced that this approach and opening to dialogue will result in improvements to all society and that this construction is responsibility of everyone.

To Francisco Canindé Pegado, secretary general of UGT, this meeting is essential for all trade union officers because these debates provide a more objective action along with the "power", with the the Labour Public Prosecutor's Office. (*Giselle Corrêa, UGT newsroom*)

Unemployment and informal jobs affect our youth

The situation of economic growth with employment recorded over the last years in Latin America was not enough to improve the employment among young people, which continue to face a very little optimistic situation in which unemployment and informal jobs persist, ILO warned today.

"We know that there is preoccupation on the situation of youth employment. It is urgent to go through preoccupation to action", said Elizabeth Tinoco, ILO regional director for Latin America and the Caribbean, while presenting results of a study that shows that over the last years there was little change. "It is clear that the growth is not enough", she added.

"We are facing a political challenge that demands will in the use of innovative and effective policies to deal with problems of precarious labour", said Tinoco.

The ILO director added that it is "not casual that young people defend street protests once their lives are marked by dismay and frustration due to lack of opportunities. This has consequences on the social stability and even on the democratic governability".

In Latin America there are nearly 108 million young people, out of which 56 million are part of the workforce, that is, who have a job or are looking for one.

The report on "Decent work and youth: policies for action", which compares data from 2005 and 2011, emphasized that, by the end of this period, the youth unemployment reached 13,9%. Though the rate decreased 16,4% compared to 2005, workers aged 15 to 24 continued to face a hard time while trying to find a job, and even more while trying to find a good job.

On one hand, the rate of youth unemployment continues to be the double of the general rate and triple of the one of adults. Besides, youth represent 43% of the total amount of unemployment in the region, according to a study of ILO.

On the other hand, the youth unemployment rate is above 25% when considering only the sectors of lower income, at the same time, it is below 10% for the ones of higher income.

The report says that 6 out of 10 jobs created for young workers are informal jobs



[See the full report \(in Spanish\)](#)

[See the main report data \(in Spanish\)](#)



8th March of the working class



On March 18, UGT, along with other trade union centrals, organized, at Praça Ramos de Azevedo, downtown Sao Paulo, an action to launch and publicize the 8th March of the working class

This position of the Federal Government in not advancing with discussions around fight ideals of the working class makes trade union centrals to get united, once again, and mobilize at the grass-roots level, and take to the streets of the main State of Brazil to demand a definition regarding crucial issues for society, such as: social security factor, working hours for shift work, outsourcing, urban mobility, agrarian reform, equality of opportunity for men and women, adjustment of retirement checks, investments on health, education, security, among other demands.

II National Conference of Gender and Race

On March 25-27, UGT's departments of Women and of Human Diversity will hold the II National Conference of Gender and Race. This event will take place at the Terras Altas Hotel in Itapeperica da Serra – São Paulo.



This conference will have the goal of stimulating the incorporation of gender and race in several departments of UGT, mainstreaming issues and advancing in the fight ideals of the working class and of society, as well as analyzing advances achieved through guidelines of the first conference and draw strategies for the effective use of affirmative policies of gender and race, searching for an awareness of male and female trade union officers in the fight for the end of all sorts of violence against women; for an economic, political and trade union autonomy and fighting discrimination of the black women in the labour world.

We would also like to inform that registering should be made, unfaillingly, until March 21, 2014, through the email conferencia@ugt.org.br or secmulher@ugt.org.br

II International Congress on Trade Union Law

With the support of UGT State branch of Ceara (UGT-CE), Fortaleza will host, from April 02 to 04, the International Congress on Trade Union Law. This event, organized by the National Coordination on Promotion of Trade Union Freedom (Conalis), of the Public Labour Prosecutor's Office will have the goal of deepening discussion on the Brazilian unionism, considering the reality of work and on the reflection of the European economic crisis, which threatens to spread to other countries.

[More>>>](#)

"The União Geral dos Trabalhadores reaffirms its historic commitments to the working class, while seeking to expand its methods of action, with ethics, courage and the certainty that Brazil can be better and more just." Ricard Patah – UGT's President

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