

**No. Unions and Associations of BSNL/CHQ/2025/CGM TN Issue/5**  
**Dated: 12/12/2025**

To,

**The Chairman & Managing Director,  
Bharat Sanchar Nigam Limited,  
3rd Floor, Corporate Office, Bharat Sanchar Bhavan,  
Janpath, New Delhi – 110001.**

**Subject:** Non-functioning of the Sanchar Aadhar system since 1st December, 2025 - huge financial loss to BSNL - employees facing the wrath of the frustrated customers - requesting to take immediate remedial measures -reg.

**Respected Sir,**

We wish to bring the following to your kind notice for favour of necessary action.

As we have already repeatedly brought to the notice of the top Management of the Company, the Sanchar Aadhar System is not functioning from 01-12- 2025 onwards. It is regrettable and unfortunate that the BSNL Management has not been able to put in place a viable alternative arrangement.

Due to the non- availability of Sanchar Aadhar support, the very important activities of BSNL such as SIM sales and activation, FTTH connections, MNP, 4G SIM upgradation, conversion from pre-paid to post-paid connection and vice versa, SIM replacement, DKYC activation, etc., are completely crippled. It is needless for us to state that, due to the disruption of the above activities, BSNL has suffered a huge loss of revenue during the past 10 days. This is a very big setback for BSNL, especially at a time when all out efforts need to be taken for the financial revival of the Company.

Due to the disruption of the essential services of the Company, the employees are left to face the wrath of our customers. The highly frustrated customers are showing their anger to the employees. Consequently, employees are facing shoutings and insulting remarks from the customer's day in and day out. Disruption of BSNL's essential services for such a long time has definitely eroded the goodwill of our esteemed customers and the image of BSNL is severely dented

We are repeatedly knocking the doors of the top Management for an early solution to the problem. However, even after 10 days, we are unable to see any meaningful action having been taken by BSNL Management.

In view of the forgoing, we once again fervently request the Management to immediately put in place an alternative system in the place of the Sanchar Aadhar system, to mitigate the sufferings of the customers and our employees.

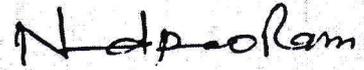
With warm regards,



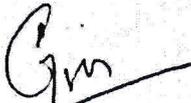
Animesh Mitra  
GS BSNLEU



M. S. Adasul  
GS SNEA



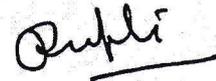
N. D. Ram  
GS SEWA



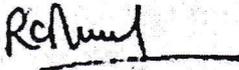
C Singh  
GS NFTE



Ravishil Verma  
GS AIGETOA



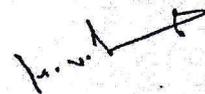
R K Gupta  
GS DEWAB



R. C. Pandey,  
GS BTEU



Abhishek Jain  
GS AIBSNLEA



Vijay Kumar  
GS AIBSNLOBCEWA

Copy to:

1. Respected Sri Jyotiraditya Scandia Ji, Honourable Minister of Communication & DoNER New Delhi, for kind information please.
2. Respected Sri Chandra Sekhar Pemmasani Ji Honourable Minister of State Communication for kind information and with humble request for immediate intervention in this burning issue of both the developing Circles of BSNL.
3. Respected Dr Neeraj Mittal Ji, Secretary Department of Telecommunications, Sanchar Bhawan, Ashoka Road, New Delhi for kind information and with request to call back Sri Partibhan CGM back to Dept. of Telecommunications without further delay and save BSNL.
4. Shri Gulzar Natarajan Ji, Addl Secretary DoT, Sanchar Bhawan, Ashoka Road New Delhi for kind information please.