



BSNL EMPLOYEES UNION

Central Head Quarters

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P. Abhimanyu
General Secretary

Main Recognised Representative Union.
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07.08.2024

BSNLEU/604 (DEV)

To,

**Shri Ravi A Robert Jerard,
CMD BSNL,
Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,
New Delhi – 110 001**

Sub: - **Frequent failure of Sanchar Aadhaar App – requesting for your kind intervention - req.**

Sir,

Ref: - **BSNLEU letter no.BSNLEU/604 (DEV) dated 16.07.2024.**

We wish to bring to your kind that we are getting repeated representations from our circle and district level functionaries, regarding the frequent failure of Sanchar Aadhaar App. Due to the failure of Sanchar Aadhaar App, porting in of customers from other operators is seriously affected. Customers, who come to our CSCs, are being compelled to wait for long hours. This erodes the credibility of our esteemed Company, in the eyes of the general public.

We have already taken this issue to the notice of the Director (CM), vide letter cited under reference. (Copy of the letter is enclosed for your ready reference.). However, even thereafter, complaints are being received regarding the malfunctioning of the Sanchar Aadhaar App.

In view of the foregoing, we earnestly request you to kindly look into this issue and to find a permanent solution.

Thanking you,

Yours sincerely

[P. Abhimanyu]
General Secretary

Encl: As above.