



BSNL EMPLOYEES UNION

Central Head Quarters

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P. Abhimanyu
General Secretary

Main Recognised Representative Union.
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BSNLEU/ 604 (DEV)

16.07.2024

To,

**Shri Sandeep Govil,
Director (CM), BSNL,
Bharat Sanchar Bhawan,
Janpath,
New Delhi – 110 001**

Sub: - **Urgent intervention required to address issues in BSNL Sanchar Aadhaar App - req.**

Sir,

We are writing to bring to your attention several critical issues affecting the performance and user experience of the BSNL Sanchar Aadhaar app. These problems have led to significant inconvenience for our users and have adversely impacted our service delivery, including the porting process.

Given the importance of the Sanchar Aadhaar app in our digital strategy and customer service operations, it is imperative that these issues are resolved without delay. We have received numerous complaints regarding app crashes, slow performance, difficulties in accessing key features, and significant disruptions in the porting process, all of which are hampering our efficiency and customer satisfaction.

In light of the above, we request your esteemed office to kindly intervene and direct the concerned vendor to address and rectify these issues immediately. A prompt resolution is essential to ensure seamless functionality and to restore confidence among our users.

Your timely action in this matter will greatly contribute to enhancing our service quality and maintaining our commitment to providing reliable and efficient solutions to our customers.

Thanking you,

Yours sincerely,

(John Verghese)
Acting General Secretary