



BSNL EMPLOYEES UNION

Central Head Quarters

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P. Abhimanyu
General Secretary

Main Recognised Representative Union.
Dada Ghosh Bhawan, 2151/1, New Patel Nagar,
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E-mail : bsnleuchq@gmail.com, Website : www.bsnleu.in

21.04.2025

BSNLEU/518 (PHONE)

To,

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

Sub: - **Extreme delay in providing E-SIMs to BSNL customers - requesting to take expeditious action - req.**

Ref: - **BSNLEU letter no.BSNLEU/518 (PHONE) 23.09.2024**

Sir,

With reference to our letter cited above, we wish to bring the following to your kind notice, for favour of appropriate action.

In our letter cited under reference, we have already brought to your kind notice that, BSNL has not yet started providing E-SIMs to it's customers, while all our competitors, viz., Reliance Jio, Airtel and Vodafone Idea, are providing E-SIM to their customers.

A good number of BSNL's mobile customers are approaching our Customer Service Centres, demanding to provide E-SIMs on their smartphones. Since BSNL has not yet introduced E-SIMs to the customers and our employees in the Customer Service Centres are in a helpless position.

Taking the above stated circumstances into consideration, we request you to kindly ensure early issuing of E-SIMs by BSNL to it's customers.

Thanking you,

Yours sincerely

[P. Abhimanyu]
General Secretary

Copy to: Shri Sandeep Govil, Director (CM), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi - 110001