



BSNL EMPLOYEES UNION

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Central Head Quarters

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General Secretary

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BSNLEU/604 (DEV)

20th February, 2025

To,

Shri Jyotiraditya M. Scindia ji,
Hon'ble Minister for Communications,
Sanchar Bhawan,
20, Ashoka Road,
New Delhi - 110 001.

Sub: - **Extreme customer dissatisfaction with BSNL's 4G service – Request for urgent intervention to improve service quality – req.**

Respected Sir,

We wish to draw your kind attention to the following serious issues, concerning the quality of BSNL's 4G services, which require immediate intervention to safeguard customer trust and the company's market position.

As you are aware, BSNL is currently commissioning one lakh indigenously manufactured 4G BTS units supplied by TCS. Reports indicate that, approximately 60,000 BTS units have already been installed and operationalised. However, the 4G services delivered through these installations have caused severe dissatisfaction among customers.

BSNL subscribers across the country are encountering persistent difficulties in basic voice call service, leave alone high-speed data service. Feedback from our field functionaries confirms that, service quality remains far below acceptable standards. Many customers have highlighted that, voice call reliability, which was satisfactory prior to the 4G rollout, has deteriorated significantly post-implementation. This has led to widespread frustration, triggering a mass exodus of subscribers to private operators like Jio and Airtel.

Notably, BSNL had gained substantial momentum last year, adding 25.3 lakh mobile customers in August 2024, 3.5 lakh in September 2024, and 5 lakh in October 2024, following tariff hikes by private operators. Regrettably, this trend reversed sharply from November 2024 onward due to service quality issues. In November 2024, 8.7 lakh customers ported out, followed by 11.8 lakh in January 2025. These figures starkly illustrate the erosion of customer confidence post 4G launch.

Further compounding these concerns, the Parliamentary Committee on Public Undertakings has formally expressed dissatisfaction with BSNL's 4G service quality and reportedly advised exploring collaborations with foreign technology partners for immediate improvements.

In light of these developments, we earnestly urge your esteemed office to kindly :

1. Direct TCS management to prioritize service quality enhancement.
2. Facilitate technical audits and expedite corrective measures, including partnerships with reputed global firms if necessary.

We trust your esteemed intervention will catalyse swift resolution of these challenges, upholding BSNL's role as a vital public-sector telecom service provider.

Thanking you,

Yours faithfully,

[P. Abhimanyu]
General Secretary

Copy to:- 1) Dr. P. K. Mishra, Principal Secretary to Prime Minister of India, Prime Minister's Office, 49, South Block, New Delhi – 110011
2) Dr. Neeraj Mittal, Secretary, Telecom, Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001
3) Shri A.Robert J.Ravi, CMD BSNL, Bharat Sanchar Bhavan, Janpath, New Delhi-110 001
4) Shri Sandeep Govil, Director (CM), BSNL, Bharat Sanchar Bhavan, Janpath, New Delhi-110 001