



**P. Abhimanyu**  
General Secretary

# BSNL EMPLOYEES UNION

Central Head Quarters

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**03.01.2024**

**BSNLEU/518 (PHONE)**

To,

**Shri P.K. Purwar**  
**CMD BSNL,**  
**Bharat Sanchar Bhawan,**  
**Janpath, New Delhi – 110 001**

Sir,

Sub: - **Non-Provisioning of E-SIMs - High-end customers leaving BSNL- requesting to take expeditious action - reg.**

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

It is needless for us to state that, all the private Telecom service providers, viz., Reliance Jio, Airtel and Vodafone are providing E-SIMs to their customers. Whereas, so far, BSNL has not started providing E-SIMs to its customers.

As you are aware, nowadays, most of the smartphones are having the provision for E-SIMs. Hence, a good number of BSNL mobile customers are approaching our Customer Service Centres, demanding to provide E-SIMs on their smartphones. However, our employees in the Customer Service Centres are in a helpless position, since BSNL has not introduced the system of providing E-SIMs so far. As a result, the dissatisfied customers are switching over to other private service providers. Thus, due to the Non-provisioning of E-SIMs, BSNL has started losing its Hi-end customers.

In view of the forgoing, we earnestly urge upon the Management to kindly ensure that BSNL starts providing E-SIMs to its customers.

Thanking you,

*Yours sincerely*

**[P. Abhimanyu]**  
**General Secretary**

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