



BSNL EMPLOYEES UNION

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BSNLEU/ 604 (DEV)

20.07.2024

To,

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

Sub: - **Addressing disparities in SIM replacement and International Roaming Services of BSNL - req.**

Sir,

It has come to our attention that, unlike BSNL, all other telecom operators provide seamless SIM replacement services on an all-India basis. For instance, an Airtel customer from Odisha can replace a damaged or lost SIM anywhere in Maharashtra. In contrast, a BSNL customer from Andhra Pradesh cannot replace their SIM in Uttar Pradesh.

Moreover, all private operators offer incoming SMS in international roaming without any additional subscription for their prepaid services. Unfortunately, BSNL customers need to subscribe to this service separately.

These disparities put BSNL at a significant disadvantage compared to private operators. To remain competitive and meet customer expectations, it is crucial for BSNL to offer nationwide SIM replacement and free incoming SMS during international roaming for prepaid customers.

We request your kind intervention to address these issues and help BSNL enhance its services.

Thanking you,

Yours sincerely,

(John Verghese)
Acting General Secretary