



# BSNL EMPLOYEES UNION

Central Head Quarters

Ph.: 011-25705385  
Fax : 011-25894862

**P. Abhimanyu**  
General Secretary

Main Recognised Representative Union.  
Dada Ghosh Bhawan, 2151/1, New Patel Nagar,  
Opp. Shadipur Bus Depot, New Delhi-110008  
E-mail : bsnleuchq@gmail.com, Website : www.bsnleu.in

BSNLEU/604 (DEV)

27.06.2025

To,

**Shri Narendra Modi Ji**  
Hon'ble Prime Minister,  
Government of India  
South Block, Raisina Hills,  
New Delhi – 110 001

Sub: - **BSNL's 4G service – Extreme customer dissatisfaction due to poor quality of service – Request for your kind intervention - req.**

Respected Sir,

The BSNL Employees Union, the Main Recognised Trade Union in Bharat Sanchar Nigam Limited (BSNL), respectfully seeks your kind attention and intervention on a matter of urgent importance.

Our Union has already addressed multiple letters to the Hon'ble Minister of Communications regarding the serious dissatisfaction among BSNL customers over the poor quality of its 4G service. We have been requesting the Hon'ble Minister's intervention to address this pressing issue.

The commissioning of one lakh 4G BTSs supplied by M/s TCS is nearing completion. However, customers across the country are experiencing severe difficulties with voice calls and data downloads due to the unsatisfactory quality of the 4G service. This problem is widespread and prevalent in all circles.

As a result, BSNL is witnessing a large-scale exodus of customers every month. Despite the potential to benefit from customer migration from Jio and Airtel, BSNL is unable to retain or attract users due to poor 4G service quality. In November 2024, 8.7 lakh customers ported out of BSNL, followed by another 11.8 lakh in January 2025. These figures clearly reflect the erosion of public confidence in BSNL's 4G services. Field-level feedback indicates that M/s TCS has failed to take adequate remedial measures to improve the situation.

In view of this, our Union has proposed an interim solution to prevent the continued migration of BSNL customers to private telecom companies. As the Government of India is the largest shareholder in Vodafone Idea, we suggest that the Government facilitate the temporary sharing of Vodafone Idea's 4G network with BSNL. This stop-gap arrangement can ensure acceptable service quality for BSNL customers until the technical shortcomings in BSNL's own 4G network are resolved. Such a step would undoubtedly help in retaining BSNL's customer base and stabilizing its financial health.

We earnestly request that this proposal be given due consideration to prevent further deterioration of BSNL's condition.

Thanking you,

Yours sincerely,

**[P. Abhimanyu]**  
General Secretary