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# All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi  
( The Recognised Association of BSNL )



Regn. no. HR/019/2018/02138

( Affiliated to BMS )

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GS / AIGETOA / 2025-26 / 82

Dated 03.12.2025

To,  
Shri A Robert J Ravi Ji,  
Chairman and Managing Director,  
Bharat Sanchar Nigam Limited (BSNL),  
Janpath, New Delhi - 110001

**Subject: - Request for Restoration of SIM Activation Services Disrupted by M/s Intense's Exit from Sanchar Aadhar (SA) Project under CACMS Contract.- Reg.**

Respected Sir,

We bring to your attention the significant operational challenges faced by BSNL's field staff and franchisees due to M/s Intense's sudden disengagement from the Sanchar Aadhar (SA) services under the CACMS contract, effective 01<sup>st</sup> December 2025. The contract, which expired on August 31, 2025, was not extended by M/s Intense, resulting in a complete halt of critical systems.

It is understood that this avoidable situation of the abrupt shutdown has left BSNL with no immediate resolution pathway. The disruptions caused by this shutdown are extensive, affecting multiple key services:

- 1. SA App for SIM Onboarding:** Non-functional, halting new activations.
- 2. CYMN Module:** Down, impacting backend processes.
- 3. eKYC Call Centre:** Inoperable, affecting customer verification.
- 4. SDR Data Preparation:** Monthly submissions to LSA are stalled.
- 5. CAF Download Issues:** Disrupting CCMS operations.
- 6. Sansad App for MPs:** Exclusive onboarding service is offline.
- 7. DOT Projects:** MNP, MNVS, and others are impacted.
- 8. Regulatory Submissions:** TRAI, DLT, and DOT data flows are disrupted.
- 9. FTTH Onboarding (OCOC App):** Not working, affecting broadband services.
- 10. OCSC Portal Issues:** Postpaid bills and SIM services are affected.
- 11. SIM onboarding, FTTH Onboarding (OCOC), Postpaid bill/Landline Bill display, and print (Duplicate) in the OCSC portal are affected.**

Due to the abrupt stoppage of the **SA application**, the following critical operational issues and revenue losses are being observed across the field units:

- 1. SIM Lost / SIM Damaged / Mobile Lost cases** are pending, and customers visiting CSCs are expressing strong dissatisfaction and frustration with our services, resulting in negative public perception of BSNL.

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2. Customers approaching CSCs for **new mobile connections** are unable to be served, as CSC In-charges and Channel Partners are not in a position to activate new SIMs without the SA application.
3. BSNL is **losing approximately 25,000 customers per day** due to the non-availability of SA application.
4. BSNL is incurring an **estimated revenue loss of ₹70 lakhs per day** solely from SIM sales, in addition to further losses from potential billing, recharge and VAS revenue that could have been generated from these customers.

**Impacts of the SA application stoppage are**

- a) Customer dissatisfaction and service complaints are increasing rapidly.***
- b) Business partners and CSC staff are demotivated due to inability to serve walk-in customers.***
- c) Immediate reputation risk to BSNL in a competitive telecom market.***
- d) Massive daily revenue loss and long-term customer base erosion.***

**It will be worth to mention that these activities were earlier being done through inhouse team of BSNL through applications like swift/Sancharsoft etc and AIGETOA team has raised this issue of binging a vendor for a work which was being efficiently handled by the inhouse team. Instead of outsourcing the activity, we requested for strengthening the inhouse software by provisioning of more resources to cater to the changing requirements by the regulator. But the same was never taken into consideration. It is our firm belief that such crucial applications must be managed in-house and hence should have never been outsourced.**

**The difficult phase in which BSNL has been placed due to abrupt withdrawal of services by vendor is the result of extra dependency on the vendors. BSNL has sufficient expertise to handle such activities and the same must be explored as a long-term option.**

Though, it is understood that to address this situation, BSNL CO has initiated action, with ITPC floating a tender for O&M of the CACMS system on November 28, 2025 but the same will take time to finalize. Need for immediate resumption of the above activities is paramount and hence we urgently request your intervention to expedite restoration and minimize service disruptions. **Even after three days, the solution is not visible to field units and neither any alternative options have been offered to them.**

**It is requested to kindly intervene in the matter to immediately restore the CSC activities as stated above through any mechanism to avoid further business impact and customer dissatisfaction and also to avoid loss to the brand image of our beloved BSNL.**

***Thanking you, Sir, in anticipation of an early favourable action.***

With Regards,



**(Ravi Shil Verma)**  
**General Secretary**