Bharatiya Doorsanchar Manch
(भारतीय दूरसंचार मंच)
(AIGETOA, BTEU, BDPS, AIBSNLOBCEWA, STEWA, FNTOBEA, BTU)
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BDM/2025-26/31 **Dated 23.01.2026**

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

Subject: Urgent intervention required regarding non-functioning of Sanchar Aadhaar (SA) Portal – Regarding.

Respected Sir,

Reference is invited to the implementation of the SRPM Q4 Action Plan, which mandates a ***36-hour installation SLA for FTTH and a Zero Backlog policy for all priority cases***. While field units always remain fully committed to achieve the targets even such ambitious ones, the lack of proper & reliable tools and system resources severely hampers the execution and cripples the progress always.

On one hand, field units are being continuously pressed to accelerate provisioning, and on the other, the primary enabling system required **Sanchar Aadhaar (SA)** is riddled with critical technical failures. Instead of acting as an enabler, the system has become a major bottleneck, leaving field teams helpless despite their best efforts.

The following critical issues are presently disrupting provisioning and making adherence to the 36-hour SLA practically impossible:

1. **Provisioning Blocked:** There is a severe issue where Customer Application Forms (CAFs), particularly those where advance payment is not mandatory, are not being pushed from the FMS to the IR table. **Consequently, orders remain stuck with the status "*Pending at Sanchar Aadhaar*" and are not flowing to TIP FMS, BBM, CRM, or Clarity.** This has brought provisioning to a standstill in circles like Punjab and others.

2. **Non-Availability of CFA SA Mobile App**: The CFA Sanchar Aadhaar App is currently missing from the Google Play Store. Without the app, field teams cannot complete the digital KYC process on the go. Immediate restoration on Play Store or provision of an official APK file as a temporary measure is urgently required to avoid field delays.

3. **Advance Payment Link Failures:** Payment links are not getting generated in several cases, directly preventing customer onboarding and directly impacting revenue generation.

4. **MTNL Visibility & Number Reservation Issues: Number lists are not visible to MTNL Delhi and Mumbai TIPs despite credentials being shared.** Additionally, number reservation process is taking an exorbitant amount of time, leading to customer dissatisfaction and dropouts during the booking phase.

5. **Lack of Hardware Benchmarking:** Field teams are reporting frequent app crashes. **There is no clarity on the minimum handset requirements (RAM/Android version) for the smooth operation of CFA SA App.**

6. **CFA Data Retrieval Mechanism:** Post-SA resumption, **there is no standardized procedure to retrieve CAF PDFs along with their associated metadata.** This is essential for record-keeping, audit and compliance purposes.

When the targets like ***"Zero Backlog" and "36-hour delivery"*** are set, the backend systems must be robust enough to support such timelines. Currently, many orders remain stuck in the system for more than 24 hours solely due to technical-related glitches.

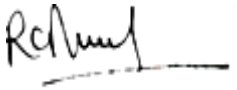
The issues pertaining to customer onboarding and the Sanchar Aadhar App have been highlighted repeatedly by AIGETOA. Contrary to putting the system in place, AIGETOA has been formally communicated that the system is working perfectly but the failure at this critical time exposes the structural flaws which have been consistently flagged highlighting over the past several months. Without adequate resources and strengthening of core systems, the initiatives such as "***war rooms***" remains always vulnerable in execution.

It is our firm belief that instead of pushing ***employees with directions to work from 6 AM to 10 PM and to work without taking any leave***, the real focus of any war room must be on ensuring availability of dependable tools, stable platforms and adequate resources, which can provide customers with a hassle-free experience and the best quality of service. **Employees anyhow have continuously been working to the best of their potential utilizing the available resources with them in most optimum and efficient manner throughout the year.** Hence, instead of reserving the energy for the last quarter-Q4 of the financial year 2025-26, **the efforts should be uniformly distributed across the year to avoid unnecessary stress and pressure to the employees**. Definitely additional focus on revenue in last quarter is required but uniform strengthening of systems and processes & focus on the critical aspects throughout the year will naturally make things easy to achieve in last quarter.

We therefore earnestly request your kind personal intervention to direct the ITPC and concerned verticals to resolve these Sanchar Aadhaar related issues on top priority so that field units are genuinely empowered to meet organizational objectives.

With Warm Regards,

(**Chairman)**
General Secretary, AIGETOA
8373967633



(Convener)
General Secretary BTEU BSNL
9415000770

Copy to:

1. **Shri Jyotiraditya M. Scindia Ji, Hon'ble Minister of Communication**, Sanchar Bhavan, New Delhi for kind information please.
2. **Dr. Pemmasani Chandra Sekhar Ji, Hon'ble Minister of State for Communication**, Sanchar Bhavan, New Delhi for kind information please.
3. **Shri Amit Agrawal Ji, Secretary, Department of Telecom, Sanchar Bhavan**, New Delhi for kind information please.
4. **Shri Ravindra Himte Ji, General Secretary, Bharatiya Mazdoor Sangh (BMS)**, Dattopant Thengadi Bhawan, New Delhi for kind information please.
5. **Shri Ram Nath Ganeshe Ji, All India Secretary & Telecom Prabhari**, BMS, Dattopant Thengadi Bhawan, New Delhi for kind information please
6. **Shri Kalyan Sagar Nippani Ji, Director (HR), BSNL Board**, BSNL Corporate Office, New Delhi for kind information please.
7. **All other Directors of BSNL Board** for kind information please.
8. **Shri Rajeev Kumar Kaushik Ji, PGM (SR),** BSNL CO New Delhi for kind information please.