



Let us save our BSNL which saves us!

ALL INDIA BSNL EXECUTIVES' ASSOCIATION TAMILNADU CIRCLE

President
R.ASHOK KUMAR
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Secretary
S. PRABHAKARAN
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Finance Secretary
K.SAKTHIVEL
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No: AIBSNLEA / TN Circle/ 2024-25 /4 **dated at Chennai the 03.09.2025**

To

The CGM,

BSNL, Chennai.

Subject: Request for Immediate Resolution of Issues in Sanchar Aadhaar (SA) App

Respected Sir,

I wish to draw your kind attention to the serious difficulties being faced in the use of the Sanchar Aadhaar (SA) App, which is affecting SIM activation and customer onboarding across the Circle.

The following issues are being encountered regularly:

1. White background issue during photo capture – While capturing the customer's photo, the app rejects even proper photos taken against a clean white background with adequate lighting. This forces repeated attempts and creates long delays at Customer Service Centres and retailer outlets.
2. Latitude/Longitude capture issue – The app frequently fails to capture or validate GPS coordinates even inside the CSC premises and also within a 5 km radius of the CSC. This makes it impossible to proceed with CAF submission in many cases.
3. CMYN reservation issue – The system is not allowing reservation of new mobile numbers, hampering new connections.
4. CAF upload issue – Customer Acquisition Form uploads fail intermittently, requiring repeated retries and wasting both customer and staff time.
5. Aadhaar fetching issue – e-KYC Aadhaar details are not being fetched consistently, causing failures in customer activation.
6. App stability issue – At times, the SA app itself does not open, crashes abruptly, or hangs during processing.



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7. Performance issue during promotional schemes – Whenever there is a surge in sales due to promotional offers or new schemes, the SA app becomes extremely slow or stops functioning altogether, resulting in missed opportunities and customer dissatisfaction.

These persistent problems are causing serious inconvenience to customers and front-line staff, resulting in repeated visits, long waiting times, and failed activations. More importantly, they diminish the decorum and credibility of BSNL in the eyes of the public. Customers who are once turned away without successful onboarding seldom return, leading to permanent loss of subscribers and loss of market share to competitors.

In addition, we humbly request that whenever the SA App undergoes any update, it must be properly calibrated and all bugs rectified before release, so that new problems are not introduced during deployment. This will ensure stability and smooth functioning in the field.

We therefore request your urgent intervention to coordinate with the concerned technical/vendor team for rectification of these issues and to implement a more reliable update and performance management mechanism for the SA App.

Thanking you,

Copy to.

1. PGM S&DM BSNL Chennai

Yours Sincerely,

S.Prabhakaran,
Circle Secretary, AIBSNLEA
Tamilnadu Circle.