

NWO-CM-I Cell

BSNL Corporate Office

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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

To,

The Chief General Manager,
All Telecom Circles/Telecom Districts,
Bharat Sanchar Nigam Limited.

Sub.-: Methodology For Dealing With Suspected Telephones

This office is continuously getting complaints from M/s Airtel & M/s RJIO since last few months vide which they are forwarding list of suspected MSISDN of BSNL being used in SIM Boxes as these numbers are continuously making high outgoing calls which are terminating to Airtel/ RJIO network. SIM boxes are devices containing number of SIM cards on which International calls are terminating as Internet calls and the same are being forwarded to other networks as local voice call to escape high international terminating charges.

2. This office is forwarding these lists of suspected MSISDN of BSNL to all the four Nodal Centres which in turn, segregate the MSISDNs Circle wise & then forward the same to concerned Circles for taking necessary actions as per guidelines on the subject. However, compliance from the Circles on action taken / investigation is not being received. On the other hand, number of such cases being received from M/s Airtel / RJio is continuously increasing.

3. Considering the seriousness & urgency of this matter, attention of all circles is once again drawn to this office letter no. Mob-62/Service Area-2004 dated 27.05.2005 (available on BSNL intranet) vide which instructions of DoT were circulated for dealing with Suspected Telephones. Important guidelines contained in those instructions are reiterated as follows:

(A). If the access providers find that some numbers are suspected to be misused either through their internal mechanism by use of Fraud Management Control Centre or high outgoing traffic and practically nil incoming calls or informed by the VTM cells or any other sources, they should try to find the bonafide of such customers.

(B). In case, the customers are traced, they shall arrange inspection with the respective VTM teams.

(C). In case the customers are not traceable due to fake address, or documents, the services shall be suspended in consultation on E-mail with VTM Cell. VTM Cells must be consulted so as to avoid any confusion if the VTM Cell is also investigating on the number/same setup.

(D). The service provider should keep a closed watch and anyone trying to get these numbers opened again, his bonafide may be thoroughly checked before opening the numbers again. The VTM Cell must be informed about the reopening of these numbers along with the bonafide documents and discreet physical verification report.

(E). In other cases where no one claims the re-opening of the numbers, the service provider must keep a close watch over the dealers/ Direct selling Agent /Sales outlet and Sales persons. The service provider in case of repeated occurrence of such case under the same Dealer/ DSA/ Sales Outlet and

Sales persons must take stringent action. The same may be intimated to VTM Cell also. Otherwise the dealers/sales team will keep on selling the connections to these grey market players and the service provider will keep on closing and the grey market will remain as it is.

4. All the Circles are requested:

- i) To ensure that the aforesaid instructions are followed strictly in letter and true spirit.
- ii) For checking grey market operations, calling pattern of such subscribers must be analysed and once any such case is found, immediate action should be initiated as it may be causing huge loss to TSPs and Government of India beside being a threat to National Security. In addition, Circles may adopt their own ways to curb the grey market.
- iii) Action taken/ investigation report may also sent to this office on fortnightly basis on email id bsnlir@bsnl.co.in .



(Madhu Arora)
PGM (NWO-CM-I)
6th May 2021

Copy to:

- (i) PGM/GM (CMTS), Nodal Centre- Chandigarh/Pune/Kolkata/Trichy
- (ii) GM (Regulation), BSNL CO – for kind information pl.