

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

Reference is invited towards this office letter of even no dated 06.05.2021 on above cited subject vide which instructions of DoT were reiterated for dealing with Suspected Telephones. However, this office is continuously getting complaints from M/s Airtel & M/s RJIO and they are forwarding bulk list of suspected/ Sure MSISDN of BSNL being used in SIM Boxes.

2. Despite large number of such cases being forwarded to circles through nodal centres, only few circles (GUJ, MAH & MP) have shared action taken/ investigation report to this office. Meanwhile, complaints in this matter from TSPs and other sources are rising.

3. The matter requires action both by S&M and Mobile operations teams in Circles as it involves monitoring of traffic, verification of CAF, verification of concerned retail chain involved, address verification etc.. Mobile Operation team of Circles shall provide traffic details for all such cases as required by S&M team, which shall take further action, including blocking of suspected MSISDN. S&M team of Circles shall also take suitable action, as per CM-S&D Policy, against channel partners found involved in such activities.

3. Considering the seriousness & urgency of this matter, GM(S&M)-CM in each Circle is assigned as Nodal Officer with the responsibility of ensuring necessary coordination and compliance to the instructions. You are requested to kindly direct Nodal officer in your Circle to handle/ coordinate the numbers received from the Nodal Centre and provide compliance to this office in the following format on fortnightly basis:

Name of the Circle	MSISDN Received from Nodal Centre in last 15 days	Pattern Verified for suspected MSISDN(Y/N)	Action taken on SURE SIM box MSISDN (Y/N)			
			CAF verified	Physical inspection	Manual dialing	Number blocked if used in SIM Box

4. Following details of the Nodal officer may please be arranged to be sent on email id bsnlir@bsnl.co.in to allow them to fill information in Google sheet on fortnightly basis:

Name of the Officer:

Designation:

Mobile No:

Email id:

(Madhu Arora)
 PGM (NWO-CM-I)

17.06.2021

Copy to:

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