

Corporate Office
1st floor, Bharat Sanchar Bhawan,
Harish Chandra Mathur Lane, Janpath
New Delhi – 110001
Tel.: 011 – 23329725



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

VAS-5/Imp.Of UCC Regln/2018(pt)

Dated: 16/01/2020

TOP PRIORITY TRAI MATTER

To,

1. CGMs, All Telecom Circles,
2. CGM NTR, New Delhi
3. PGM/GM's, of Nodal Centers - Chandigarh, Kolkata, Pune, Trichy
4. PGM/GM's Noida, Gurgaon, Kota, Indore, Pune, Aurangabad SSAs

Sub: Unsolicited messages involved in phishing frauds

Ref: This office even letter no. dated 03.01.2020

Kindly refer to above cited letter where details of Implementation of TCCCPR 2018 have been instructed.

2. TRAI has cited that DoT & Cert-In have reported following sender IDs are sending unsolicited fraudulent messages to lure victims into sharing their personal and financial details including PAN, Aadhar, bank account number, credit / debit card details etc:-

BT-VERIFY, BZ-CLAIMS, BZ-ITFUND, BZ-ITREFD, BZ-REFUND, BZ-TAXDEP

With respect to above, TRAI has sought the following details, **IMMEDIATELY** and has instructed BSNL to take strict action against the sender.

- i) KYC details / sender registration details.
- ii) Whether KYC/Sender registration done in accordance to the provisions under registration, if not then why?
- iii) Template registration against these Sender IDs.
- iv) Complaints / reports received against these headers in last 3 months.
- v) Action taken to resolve the complaint in accordance to regulation.
- vi) Measures taken by TSPs to ensure that similar cases do not happen.

3. According to TRAI letter, these bulk sender IDs prima-facie are sending malicious links in the message to defraud the victims.

4. In this regard, your attention is invited to the meeting held with Director (CM) on 02.01.2020 by Secretary, TRAI. TRAI raised concerns that BSNL has become a party to such fraudulent activities carried out by such errant telemarketers, by allowing them to send SMS unchecked through BSNL network. It was also mentioned that BSNL is failing to take strict action against

Y2

these telemarketers. BSNL shall lodge FIR against such Telemarketers involved in such fraudulent activities.

5. It is pertinent to mention that BSNL shall allow the Bulk SMS traffic through verified headers only. Traffic should not be resumed until headers and the content are properly verified by respective circle / SSA as per TCCCPR 2018 provisions. The registration process of the headers may also be completed in time bound manner. Further, TRAI direction dated 10.08.2017 regarding unsolicited bulk SMSs relating to investments etc. may be adhered to.

6. In this regards, a meeting have been conducted on 08.01.2020 in the chairmanship of Director (CM), wherein all circles/SSA were directed to follow TCCCPR 2018 regulation

7. It is desired to enquire and ensure that strict action including of lodging FIR be taken against the above mentioned senders and any other such senders/Telemarketers, **on Urgent basis.** The action taken report along with requisite information may be furnished, **IMMEDIATELY.**


16/1/2020
D. K. Agrawal
Sr.GM (VAS)