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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

IndiaBroadband²⁰⁰⁷
Linking India >>>

To
Chief General Manager
All Territorial Circles/Distts BSNL

No. 2-105/2008/TR-CMTS/BSNL

Dated 21-12-2009


Subject: Preventive measures to avoid fraudulent activities in BSNL.

Sir,

Your kind attention is invited to this office letter No. 2-55/2009/TR-CMTS/BSNL dated 27-08-2009 enclosing the copies of letter No. MOB-1/Fraud/2003 dated 20-04-04, 22-08-07 and 24-07-09 on the above subject. It has been observed that despite the repeated instructions the instances of fraudulent activities have come to notice of this office. It is seen that despite clear cut guidelines the reasons at every time are almost same i.e. improper verification of customers, non generation/monitoring of threshold reports, allowing ISD /International Roaming to non bona-fide customers and delay in disconnection.

The above instructions are available on intranet under Director(CM)/Finance. It is requested that the instructions are circulated to everyone concerned again and a strict vigil is kept on threshold reports to avoid any such instance in future. Any new case coming to light should be reported to this office immediately.

Receipt of this letter may kindly be acknowledged.


(S.K. Bhardwaj)
GM (F)-CM

Copy: All Circle IFAs territorial Circles/Distts

**Registered & Corporate Office : Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath,
New Delhi – 110 001 Website: www.bsnl.co.in**

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