



भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LTD.
(A Government of India Enterprises)

No.: Dir.(CFA)/PPS/Corres./2014/1

Date: 30.01.2014

To,

Chief General Manager,
All Telecom Circles/Metro District

Subject: Investigation of non-closure of more than three months master-less cases in CDR system for landline and Broadband by Circle vigilance- reg.

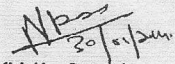
As per report received from CDR system, it has been noted that despite of many instructions issued from Corporate Office from time to time for the settlement of all master-less cases for Landline & Broadband in CDR system, a number of such cases are still persistent in the network.

Your attention is also invited to my letter No. 2-2/2011-BSNL/TR dated 23-10-13 and Director (CFA)/PPS/2013/20 dated 6-11-13, wherein clear instructions were given for closure of all master less cases. Despite this, it is noted that master-less cases are still persisting in CDR system.

Circles were reminded that these master-less cases are consuming Telecom services without payment and responsibility for continuance of such services to such unknown customers and revenue loss (if any) rest solely with Circles. It was also cautioned that consumptions of telecom services by these numbers (whose customer credentials are not known to us) may cause a security threat and as well as may result into fraudulent activities.

It appears that Circles have not monitored/ensured closure of all master-less cases and there is a lack of discipline in the operations.

In view of the above, you are requested to investigate all more than three months old master-less cases of Landline and Broadband by circle vigilance unit and appropriate action be taken against the erring officials, under intimation to this office before 17th February 2014.

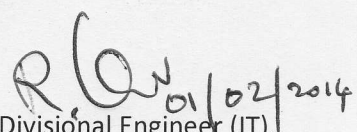

(N.K. Gupta)
Director (CFA)

Copy to:

1. CVO, BSNL Corporate Office, New Delhi.
2. CGM ITPC Pune
3. GM (F-CFA), BSNL CO, New Delhi

पंजीकृत एवं निगमित कार्यालय : भारत संचार भवन, हरीश चन्द्र माथुर लेन, जनपथ, नई दिल्ली-110001
Regd. & Corporate Office : Bharat Sanchar Bhawan, H.C. Mathur Lane, Janpath, New Delhi-110001
Website : www.bsnl.in

Endt. No. : DGM(IT)/ CDR/IPDRs Un Billed Account / 2013-14/93 dated at Chennai the 01.02.2014 and Forwarded to All Heads of SSA of Tamilnadu Circle for information and necessary action please.


Sub Divisional Engineer (IT),
CGM Office, Tamilnadu Circle