

O/o Sr.GM(NW O-II,CM),
CMTS,BSNL,
Tamilnadu Circle,
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No.TN/CMTS/CBT/DGM(Ops) /General Corres/Com 88//2011-12/107

Dt 21.02.2012

To
All Heads of SSAs, BSNL, Tamilnadu Circle.

**Sub:Guidelines for launch of free SIM / Trade scheme and verification of its
activation/CAF.-reg.**

Ref:1.C.O.ND Lr No.27-9/2010-SM-CM(Pt.-V) dt 27.10.2010

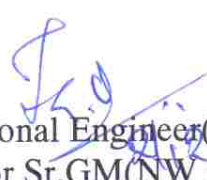
2.DOT,ND Lr.No.800-66/2009-VAS dt 02.08.2010

Kindly find attached above cited letters from the BSNL Corporate Office, ND on the guidelines for launch of free SIM/Trade scheme and verification of activation /CAF for numbers activated by Franchisees/Retailers.

DOT ,ND vide letter cited under ref.2 has instructed that the documents submitted for obtaining mobile connection by the subscribers are not misused by the franchisee/distributors.

It is therefore requested that the guidelines issued by DOT and Corporate office on the above subject are strictly followed in letter and spirit by all field units.

The above mentioned letters are attached for information and guidance .


Divisional Engineer(Comml),
(For Sr.GM(NW O-CM),
CMTS, TN Circle,
Coimbatore -11.

No. 27-9/2010-SM-CM (Pt.-V)

Date: 27.10.2010

To,

The Chief General Manager.
All Telecom Circles/Districts
BSNL

SUB: - Guidelines for launch of free SIM/Trade scheme and verification of its activation/CAF

Special Director, CBI, Government of India has written a DO to CMD, BSNL regarding modus operandi of fraud in recharge of coupons and possible flaws in the process which might make this area fraud prone. A major fraud of SIM card activation was detected in MTNL, Mumbai involving creation of 3 lakh connections on the basis of fake customers application form by the distributors of MTNL to avail benefit of a business incentive scheme.

2.0 Keeping in view the above, as well as launch of free SIM scheme by BSNL following guidelines is hereby issued so as to keep a close watch on the activations as well as CAFs to avoid any possible fraud.

2(a) whenever a free SIM is offered through franchisee and any trade scheme is also offered without proper verification there is a possibility of fraud. To avoid such occurrence following corrective measures are suggested:-

1. Proper verification of connections activated in respect of the free SIM scheme.
2. Tele-calling be done to such activated numbers to confirm activation status and also confirm bona-fide.
3. If number is found non-active even after 3 random attempts the same may be verified by the Sales and Marketing Unit in the SSA.
4. In case any fraud is noticed with a particular franchisee, all the connections activated by the franchisee during the last six months may be re-verified

2(b) In general following points are also to be observed while offering any free scheme along with the trade scheme:-

1. Free SIM distributions may be channeled through the CSC preferably.
2. Whenever a free SIM is offered through the authorized franchisee CAF charges is to be paid after checking whether the connections are active or not, as per above.
3. In case of non-receipt of CAF, connections are to be deactivated during the 72 hours.
4. Trade scheme should not be applicable in case the free SIMs are not activated. Trade scheme shall be offered in kind during free SIM distribution and should be linked with the second recharge by the customers.


(BIJOYNANDA MISHRA)
GM (S&M.-CM)

Government of India
Ministry of Communications & IT
Department of Telecommunications
(AS Cell)

No. 800-66/2009-VAS

Dated 2nd August, 2010

To,

All Basic /CMTS/UAS Licensees

Subject: Subscriber Verification.

It has been brought to the notice of the Department that Mobile Companies/Franchisees are misusing the photo identity and address proof.

2. In this regard it is advised that the instructions issued on the verification of subscribers may be strictly followed in letter and spirit and it may be ensured that the documents submitted for obtaining the mobile connection by the subscribers are not misused by the Licensee or franchisee/distributor or retailer of the Licensee.

Manju Bhatnagar
(Manju Bhatnagar)
Section Officer(VAS)
2303 6580

Copy to:

COAI / AUSPI