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

Dated:04.10.2021

To

The Chief General Managers
All Telecom Circles/Districts
BSNL

Subject: Prevalence of gross irregularities on the part of Point of sale (POS) of service providers in issuing mobile connections.

Ref: Letter no. 12-25(S)/2020/NCCS/MHA-Pt dated 13.09.2021 issued by DoT

Kindly refer to the letter under reference issued by DoT (copy enclosed) on the above mentioned subject.

In this regard, DoT has been informed that DoT has been informed regarding an instance where SIM Cards were activated by the distributor/vendor/PoS of a TSP, without knowledge/consent of the genuine subscribers, by using their documents, and were being ,misused.

Further investigation in the matter has revealed that PoS had used same ID proof to issue two SIMs on the same day within the time span of few minutes. Subscribers, who could be contacted telephonically, confirmed that they were not aware of the second number activated on their ID proof. It appears that Pos (and/or its agents) have deliberately issued two connections on the ID proof of subscribers who approached them for new connection without their knowledge/consent thus committing a fraud.

DoT has advised to get police verification of PoS applicants before their enrollment for new cases. And for existing, an intensive drive may be carried out for verification including police verification expeditiously. This exercise for existing may be done within 30 days. DoT has also advised to devise and make use of process/mechanism including police verification to ascertain the place of working of existing PoS.

Keeping in view of above, circles are requested to take necessary action as per DoT letter enclosed.

This is issued with the approval of competent authority.

Encl: As above

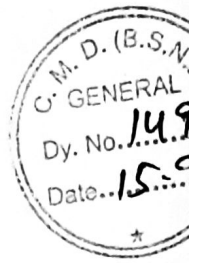
V.K.Sharma

(Vijay Kant Sharma)
DGM (S&M-CM-I)

Mobile No. 9412717017



No. 12-25(S)/2020/NCCS/MHA-Pt
Government of India
Ministry of Communications
Department of Telecommunications
(Security Assurance Wing)



Room No. 1306, Sanchar Bhawan,
20, Ashoka Road, New Delhi-110001
Dated: 13th September, 2021

Subject: Prevalence of gross irregularities on the part of Point of Sale (PoS) of Service Providers in issuing mobile connection

Please refer to this office letter No. 12-25(S)/2020/NCCS/MHA-Pt dated 04.01.2021 on the above subject, wherein it was intimated that DoT has been informed regarding an instance where SIM Cards were activated by the distributor/vendor/PoS of a TSP, without knowledge/consent of the genuine subscribers, by using their documents, and were being misused.


2. Further investigation in the matter has revealed that PoS had used same ID proof to issue two SIMs on the same day within the time span of few minutes. Subscribers, who could be contacted telephonically, confirmed that they were not aware of the second number activated on their ID proof. It appears that PoS (and/or its agents) have deliberately issued two connections on the ID proof of subscribers who approached them for new connection without their knowledge/consent thus committing a fraud.

3. An offending PoS/retailer/distributor is a person, authorized by the TSP to sell/distribute SIM cards, and who does not follow the guidelines prescribed by DoT in letter and spirit resulting in the SIM cards being sold/distributed by him, to have been misused in the clandestine/illegal telecom exchange or fraudulent/ illegal activities.

4. Such illegally acquired SIMs are also used in SIM boxes in clandestine telecom setups and for sending phishing SMSes to the customers. It is observed that offending Point of Sales (PoS)/retailers/distributors are major source for availability of SIMs used in illegal activities.

5. In light of aforesaid details, TSPs are advised to get police verification of PoS applicants before their enrolment for new cases. And for existing, an intensive drive may be carried out for verification including police verification expeditiously. This exercise for existing may be done within 30 days. TSPs are also advised that they may devise and made use of process/mechanism including police verification to ascertain the place of working of existing PoS.

This is issued with the approval of Competent Authority.


(Neeraj Singhal)
Director (TTSC)
Ph No. 23329236

To:

1. M/s Bharti Airtel Ltd.
2. M/s Vodafone Idea Ltd.
3. M/s Reliance Jio Infocom Ltd.
- ✓ 4. M/s Bharat Sanchar Nigam Ltd.
5. M/s Mahanagar Telephone Nigam Ltd.

Copy to: The DG (T), DoT- for kind information and taking up the matter with respective TSPs in respective LSAs