

NWO-CM Cell ,
BSNL Corporate office
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भारत संचार निगम लिमिटेड
(भारत संचार का उपकरण)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. MOB-1/Fraud-2011/15

Dated August 30, 2011

To

- (i) CGMS, All Telecom Circles / Metro Districts
- (ii) GM, CMTS Nodal Centres, Kolkata, Chandigarh, Pune and Trichy.
- (iii) GM (NWO-CM), AP Circle, Hyderabad.

Subject: Use of FMCC for Fraud Detection and Prevention in Mobile Network.

Following instances of misuse / loss of revenue relating to Mobile have been reported in BSNL :-


- (vi) BSNL suffered a suspected loss of around Rs.1.23 crores, due to calls by MTNL Roaming customers in AP Telecom Licensed Area. This was due to differences in tariff between MTNL and BSNL to high cost countries, Sao Tome (00239) and Maldives (00960). It is ascertained that this MTNL roaming traffic towards high cost countries is not only in AP but also in other Telecom Circles.
- (vii) BSNL has suffered a loss of around Rs.2.43 crores for under charging the ISD Calls towards Diego Garcia, a high cost country, due to improper implementation revised tariff issued by BSNL C.O. at Huawei IN Switch at Bangalore. As a result of this, calls were charged at Rs.0.72 instead of Rs.100/- not even with the old rate of Rs.12/-.
- (viii) Traffic towards High Cost Countries, East Timor, Guinea, Maldives etc., was noticed from set of pre-paid number of 9435 and 9401 series that belong to Assam Circle. The calls were under charged due to non-implementation of revised tariff towards high cost countries at CellOne mobile IN Switch at Guwahati, Assam Circle. BSNL suffered loss of Rs.3,37,83,228/- in addition to payment of Rs.2,38,65,480/- to the ILD Operator for carrying this traffic.
- (ix) Improper implementation of tariff towards Tajikistan (00992) at Huawei IN Switch, Bangalore, as a result of this calls were charged at Rs.0.72 instead of Rs.12/- and BSNL has suffered a loss of Rs.19.2 lakhs.
- (x) Non-implementation of revised tariff towards Maldives and Diego Garcia, at AXE IN Switch Kolkata (West Bengal) resulted in charging the calls at Rs.9/- for Maldives and at Rs.12/- for Diego Garcia, instead of Rs.40/- and Rs.100/- respectively.

2. In above reference this office letter no. MOB-57/RA-2010/29 dated 10/03/2011 (enclosing documentation and guidelines for implementation, adoption and usage of FMCC reports) and DO letter of Director CM (D.O. No. MOB-57/RA/2010 dated 06/04/2011) are reiterated.

3. Further, it is requested to ensure the following :-

- (i) That FMCC is configured by each of the Nodal Centers for detection of above instances of misuse / loss of revenue and to raise alarm for all concerned, if not done already, specially for tariff & rating checks in post and prepaid rated CDRs.
- (ii) All tariff circulars should be configured simultaneously in concerned network elements (namely IN / Billing / Any other charging system, etc) and FMCC independently and by different officials. This should be done to identify the rating errors if any in postpaid and prepaid CDR's for all call types/services.
- (iii) IFA and GM (NWO-CM) of each Circle should ensure that all the FMCC Reports as per procedure issued vide BSNL Corporate Office letter no. MOB-57/RA-2010/29 dated 10/03/2011 and this letter are complied with.

4. This issues with the approval of GM (NWO-CM), BSNL Corporate Office.


(A. K. Misra)
ADG (CME)
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Copy to :

- (1) Director (CM), BSNL Board.
- (2) Sr. GM (PP-CM), BSNL C.O.
- (3) GM (VAS) / GM (Finance-CM), BSNL C.O.
- (4) GM (Revenue Assurance), BSNL C.O. with a request to issue the procedure and guidelines for centralized FMCC reports to be generated from FMCC centralized node at Kolkata for the proactive prevention of frauds detected in one Zone, in other Zones.