 **BHARAT SANCHAR NIGAM LIMITED**

 **(A Govt of India Enterprise)**

 **Office of the General Manager (Sales & Marketing) – Consumer Mobility,**

 **16, Greams Road, Tamilnadu Circle, Chennai – 600 006.**

 **[CSC CELL]**

**No: CSC/G.113/CSC Corres/ 2012-14/87 dated @ CNI-6 the 30th Apr 2013**

To

The Heads of all SSAs. **Kind Attn : AGMs (CSC)**

Tamilnadu Circle.

 Sub: CSC - theft of EC stock – alerting CTOPUP customers to avoid incoming

 calls tempting as lucky winners – reg.

 Ref: This office letter No: GM(S&M-CM)/T-207/Sancharsoft/12-13/17 dated

 23/3/13.

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 Kind attention is invited to the letter cited under reference.

 Despite the instructions conveyed through the above letter, instances are again reported to this office wherein CTOPUP customers on hearing pleasing words like “lucky winner” etc from unknown customers, fall into their prey, carry out Topup to those customers and thereby lose money.

Following is one such recent incident:

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| --- |
| On 25.4.2013, evening, one of our DSA CTOPUP mobile number 7598808422 received a call from.918987568828 and asked the DSA to check the CTOPUP balance and DSA informed the balance and other end informed that you are the lucky winner and will get Rs.5000 and amount will be credited in your CTOPUP mobile.Then asked the DSA to delete all messages in INBOX and asked to SWITCH OFF and instructed to SWITCHON after two minutes and asked to TOPUP Rs.01850 repeat Rs.01850 to 8986748206 (BIHAR BSNL MOBILE) and DSA carried out the instructions.The amount Rs.1850/= is deducted from balance.DSA loose money and now complaining to reverse the money back to his CTOPUP mobile.We have instructed the DSA not to attend any call in CTOPUP number and avoid talking with unknown person and carry out instructions. **- From PGM (O) CSC, Coimbatore**. |

It is requested that all CSC staff may kindly be advised not to attend any incoming call in CTOPUP numbers to avoid such possible lose of money.

 *Sd.xxx*

 **G SWAMINATHAN**

**ASST. GENERAL MANAGER (CSC)**

Copy to: DGM (Sales), O/o GM(S&M)-CM, CNI-6.